

Q4

2019-2020



**NDIS Quarterly Report
to disability ministers**

30 June 2020

ndis

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Contents

The COVID-19 pandemic	5
Seven years of the NDIS	8
Key highlights	17
Looking forward to 2020-21	19
Introduction	21
Part One: Participants and their plans	23
1.1 Number of participants in the Scheme	24
1.2 Children in the NDIS (aged 0-6 years)	25
1.3 Participant characteristics	26
Part Two: Participant experience and outcomes	37
2.1 Participant safety	38
2.2 Participation in work and community and social activities	38
2.3 Analysis of participant outcomes	41
2.4 Participant satisfaction	43
2.5 Waiting times for access decisions, plans and plan reviews	46
2.6 Complaints, participant requested reviews and reviews of reviewable decisions	48
2.7 The NDIS Contact Centre	52
2.8 Actions to improve the participant experience	53
Part Three: Providers and the growing market	60
3.1 Growth in the NDIS market	61
3.2 Active providers	62
3.3 Choice and control, utilisation and market concentration	63
3.4 Thin markets	75
3.5 NDIS Pricing	75
3.6 Specialist Disability Accommodation	77
3.7 Digital Partnership Program	78
3.8 Payments Platform	78
Part Four: Information, linkages and capacity building (ILC)	80
4.1 Information, linkages and capacity building	81
Part Five: Financial sustainability	85
5.1 Participants, committed support and payments across the Scheme	86
5.2 Current pressures and responses to financial sustainability	87
Part Six: Staff, advisory groups and the NDIS community	89
6.1 A high performing NDIA delivering in uncertain times	90
6.2 Public data sharing and the latest release of information	91
6.3 Cyber Security	93

Contents

Appendix A: Key definitions	95
Appendix B: Scheme roll-out: Timing and locations	97
Appendix C: Approved plans and children in the ECEI gateway	99
Appendix D: Outcomes framework questionnaires	101
Appendix E: National	102
Appendix F: New South Wales	153
Appendix G: Victoria	200
Appendix H: Queensland	247
Appendix I: Western Australia	293
Appendix J: South Australia	339
Appendix K: Tasmania	385
Appendix L: Australian Capital Territory	431
Appendix M: Northern Territory	476
Appendix N: Key metrics comparisons across states and territories	518
Appendix O: Participants by region and support type	524
Appendix P: Specialist Disability Accommodation	527
Appendix Q: Utilisation by Region	542
Appendix R: Access decision and plan approval waiting times	546

The COVID-19 pandemic

COVID-19

Throughout the June quarter the priority of the National Disability Insurance Agency (NDIA) Board and Management was supporting participants, providers, staff and partners during the COVID-19 pandemic.

This section reflects information available as at 29 July 2020.

The NDIA continues to work closely across Government, including with the Department of Social Services (DSS), the NDIS Quality and Safeguards Commission (NDIS Commission), Services Australia, and State and Territory governments to ensure continuity of essential supports for NDIS participants. This includes a specific focus on supporting participants in COVID-19 'hot-spots' (especially Victoria).

The number of participants testing positive to COVID-19 has been extremely small to date and remains at a level significantly below the infection rate in the general Australian population.

1. Supporting participants

Specific initiatives undertaken by the NDIA to support participants during the quarter include:

- Making contact with 65,844 participants to ensure they have the essential support they require. Feedback from participants contacted has been very positive on the NDIA's efforts to support them during this time.¹ Reflecting this feedback, the NDIA is developing new processes to regularly check in with participants going forward.
- Working closely with State and Territory officials to identify 978 participants who were clinically ready for discharge from hospital to exit the hospital system.
- Working with supermarket retailers to make sure NDIS participants wanting support to grocery shop had priority access to home delivery services.
- Encouraging participants to identify their essential supports and use their funding flexibly to meet their critical needs, with plans being amended quickly where required to support this flexibility. Plan amendments included participants accessing low cost assistive technology of up to \$1,500 (e.g. smart devices) to help ensure the continuity of NDIS funded supports (e.g. therapy and social participation).

In addition, the NDIA is working with the Victorian government to regularly contact NDIS participants (including the public housing towers) and stage 3 restriction areas to ensure that essential services can continue to be delivered.

¹ Refer to page 58 for examples of feedback.

The COVID-19 pandemic cont.

2. Supporting providers

NDIA initiatives to support providers complemented the broader suite of assistance available provided by the Government to businesses and workers. Specific initiatives included:

- Registered NDIS providers received one-month advance payments to provide immediate cash flow relief (at a total value of \$668m). This will be repaid over six months commencing in October 2020.
- A temporary 10 per cent COVID-19 loading on some supports for three months (25 March 2020 to 30 June 2020).
- Increased flexibility with the NDIA's cancellation policies. From 25 March 2020 to 30 June 2020, if a participant cancelled within ten business days (previously two), providers received 100 per cent of the service booking fee (previously 90 per cent).¹
- Two new support items were introduced for participants in Supported Independent Living (SIL) diagnosed with coronavirus (COVID-19). The two new support items are: cleaning services (\$300 per participant to cover the cost of a one-off professional deep cleaning of a residence) and additional supports (\$1,200 maximum daily rate to cover the costs of higher intensity support related to the participant's diagnosis).

- Access to the National Medical Stockpile of Personal Protective Equipment (PPE) for disability providers including registered and unregistered providers, and self-managed participants. The NDIA has distributed **25,550** items of PPE from the National Medical Stockpile to organisations delivering support to NDIS participants.

3. Supporting our staff and partners

Staff and partners worked flexibly to support participants through the pandemic – planning meetings were conducted via phone (or video-conference) or face-to-face at the preference of the participant.

An NDIA staff survey was conducted in May 2020. This survey indicated a high level of satisfaction with the measures put in place to support participants as well as themselves. Ninety-two (92) per cent of staff members agreed or strongly agreed that the NDIA has taken the appropriate actions to support participants during the COVID-19 pandemic, while 87 per cent agreed or strongly agreed that the NDIA had supported them appropriately during this period.

The NDIA Board would like to thank staff and partners for their continued commitment to participants over this time.

¹ The cancellation policy will remain at 100 per cent post 30 June 2020.

The COVID-19 pandemic cont.

Conclusion

The COVID-19 pandemic has brought to the forefront the impact of isolation on the health and wellbeing of communities.

Initiatives introduced during the COVID-19 pandemic to support participants (such as regular check-ins, and low cost assistive technology to support continuing services) will be continued where appropriate, particularly as the pandemic continues to evolve and 'hot-spots' to emerge.

The NDIA Board and management will continue to work with participants, their families/carers, providers and the broader disability community to develop initiatives to support contact with family and friends, increase social and economic participation, and reduce social isolation.

Notwithstanding the challenges from the COVID-19 pandemic, the NDIA Board and management remain committed to improving the participant experience, and creating a Scheme that is simpler, easier, and more reliable.

Key highlights over the seven years of the NDIS are included in the next section, along with highlights from the recent quarter.

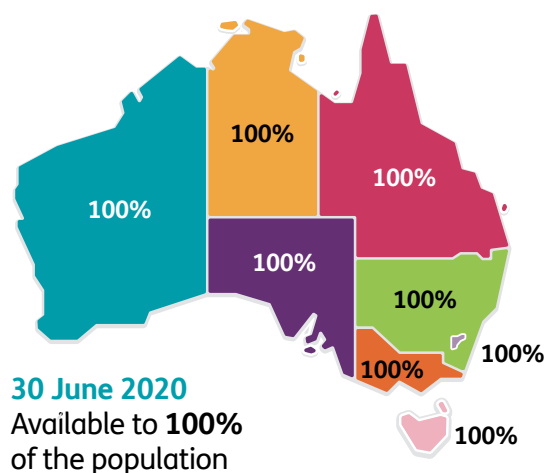
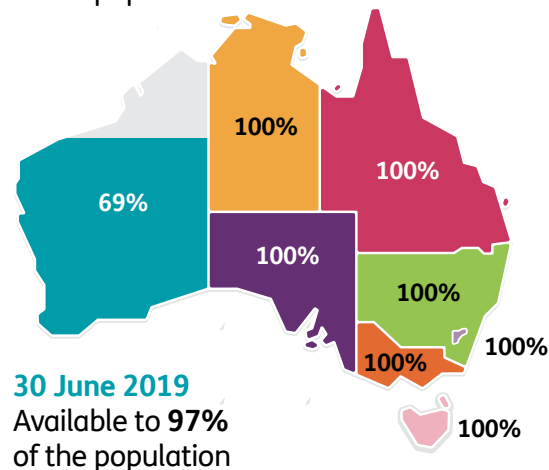
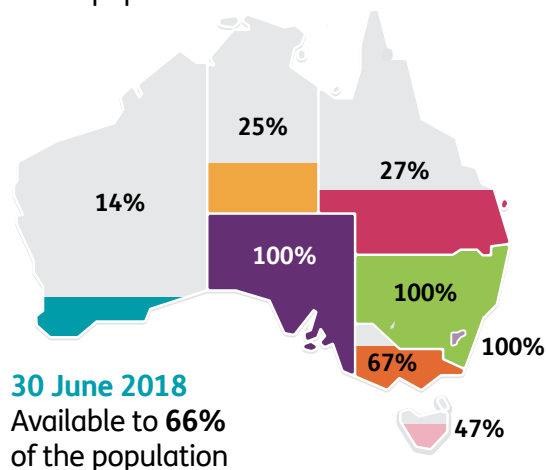
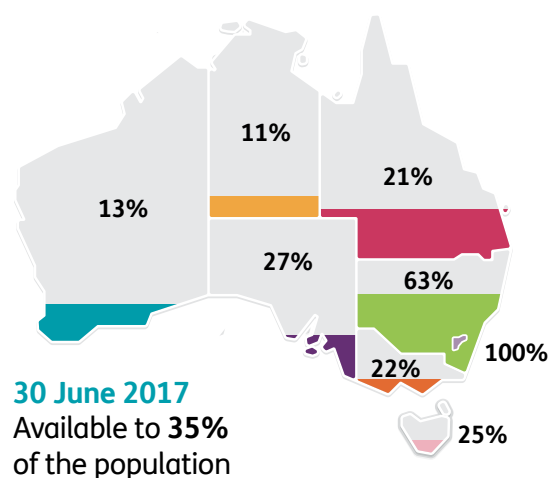
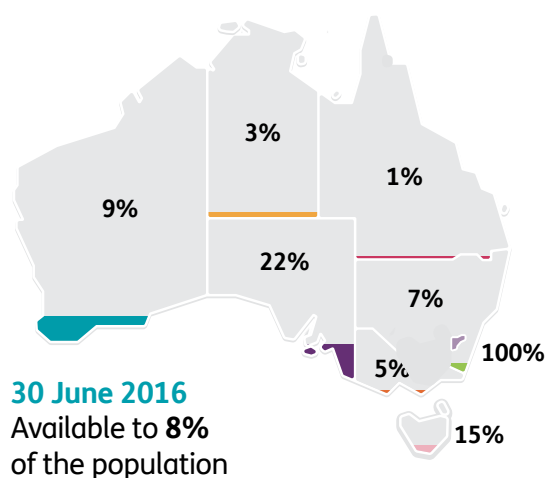
Seven years of the NDIS

1 The NDIS is now available to all Australians

The NDIS is now available to all eligible Australians, no matter where they live.

On 1 July 2020, the staged national geographical roll-out of the NDIS was complete with Christmas Island and Cocos Island joining the world-leading Scheme.

At 30 June 2016, the Scheme was available to 8% of the Australian population in specific geographies, moving to 66% at 30 June 2018, and 100% at 30 June 2020.²

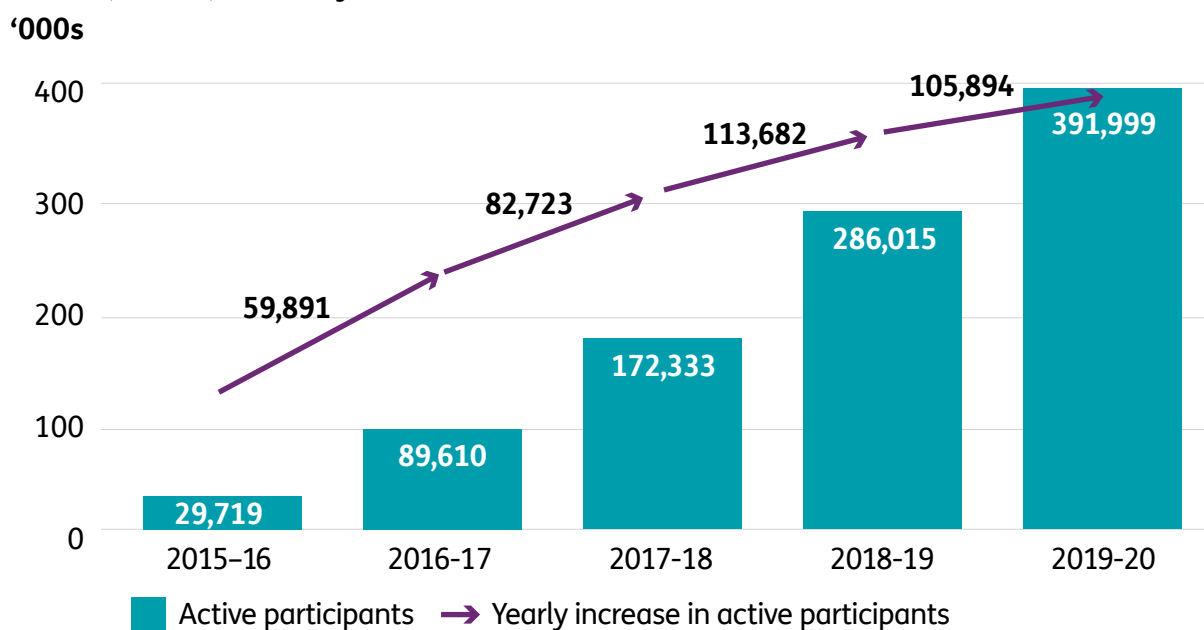


² Age-based roll-out in South Australia and Tasmania

Seven years of the NDIS cont.

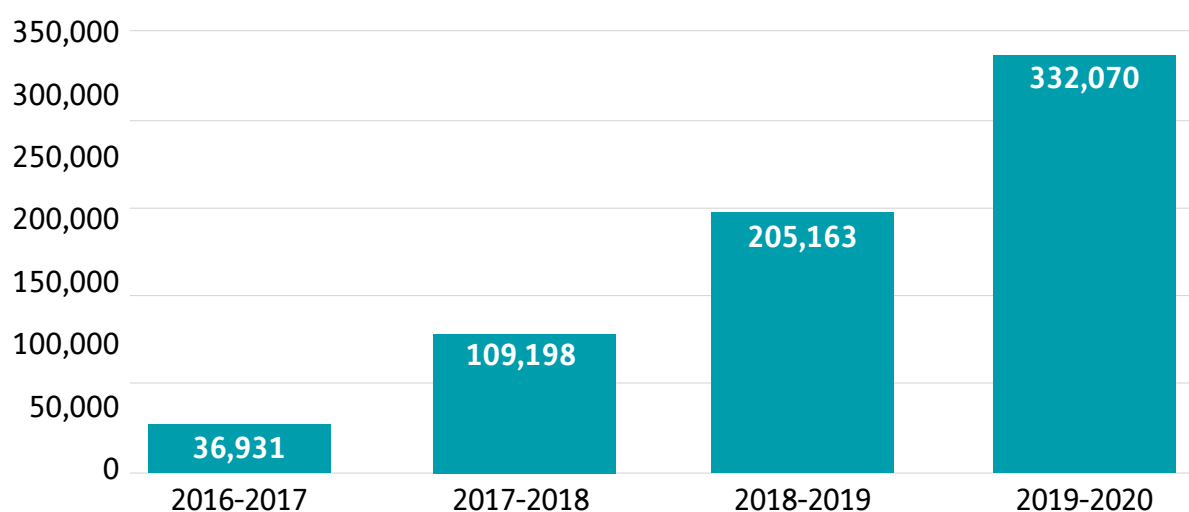
2 Growth in participant numbers

The number of active participants has increased from around 30,000 after three years of trial, to 392,000 four years later.



3 Plan reviews

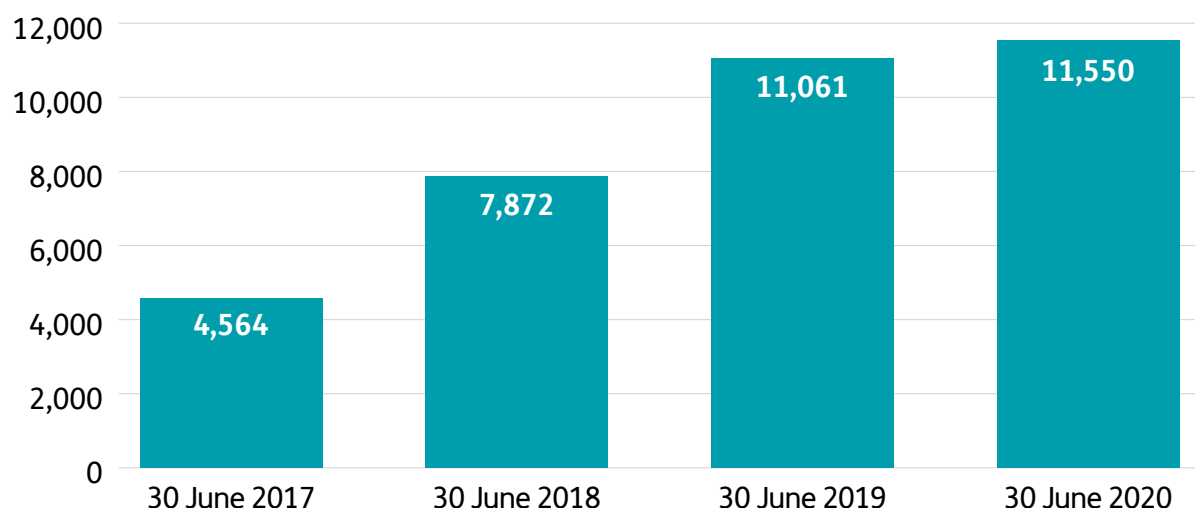
The increase in participant numbers has led to an increase in the number of plan reviews.



Seven years of the NDIS cont.

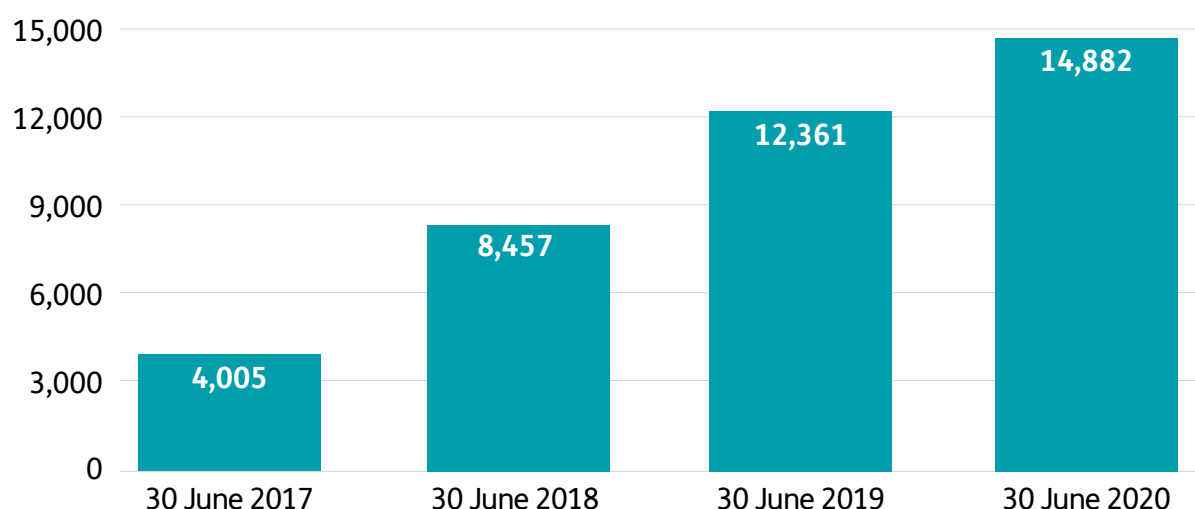
4 Staff and partners growth

The NDIA staff and partner workforce has increased by 2.5 times since 2017.



5 Active providers

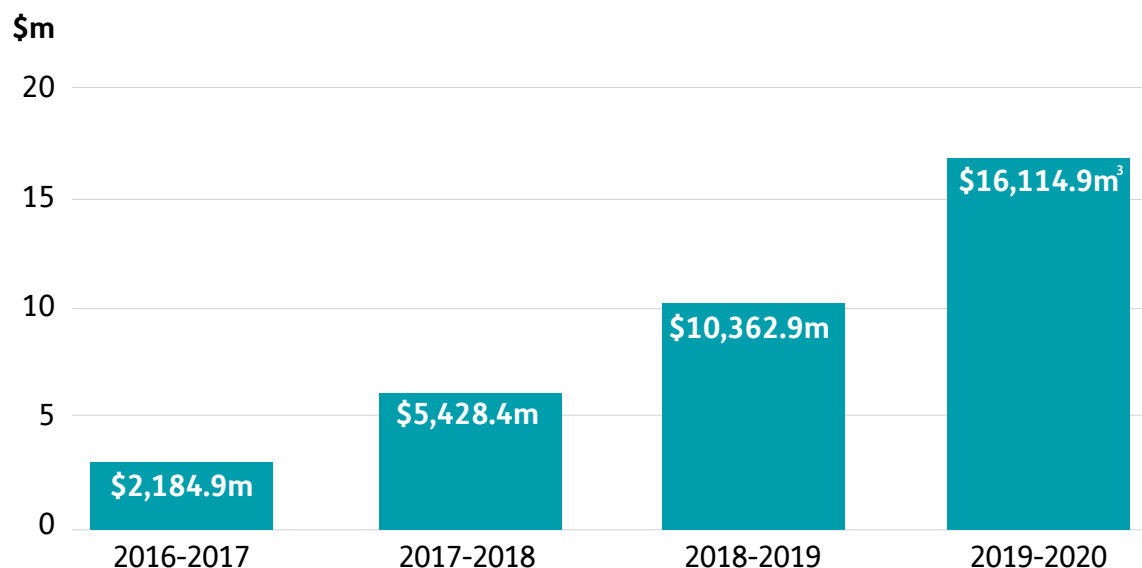
The number of providers actively supporting participants has grown by almost four times since 2017.



Seven years of the NDIS cont.

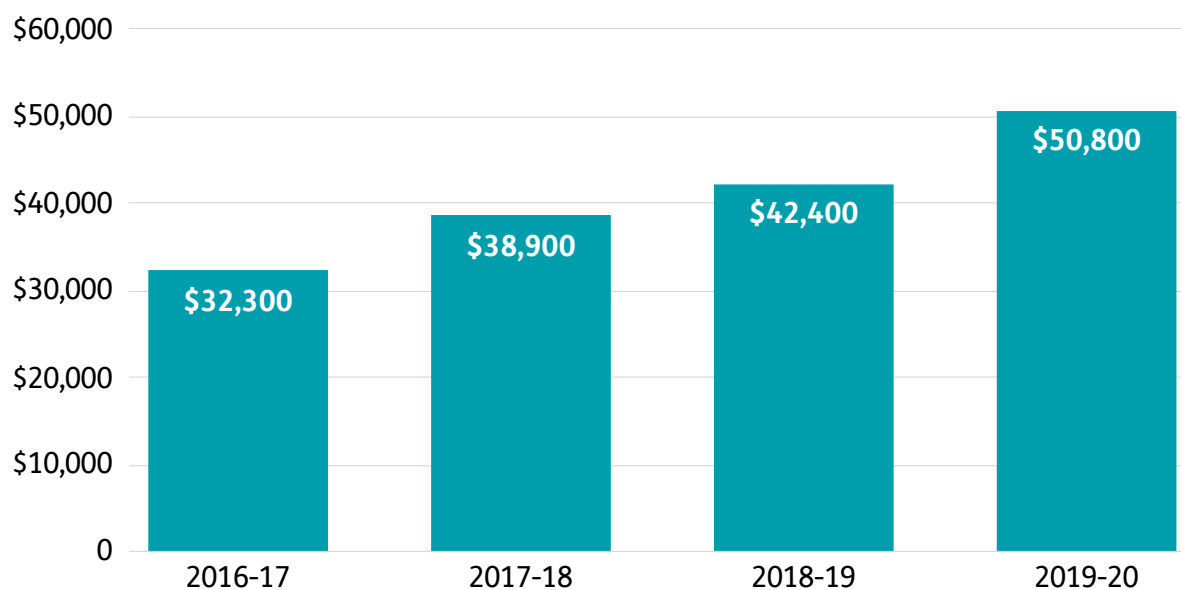
6 Payments

Over the last three years have grown by more than seven times.



7 Average payments per participant^{4,5}

The average payment per participant has also increased over the last four years which has benefits and challenges.



³ See footnote 41 for a description of this figure.

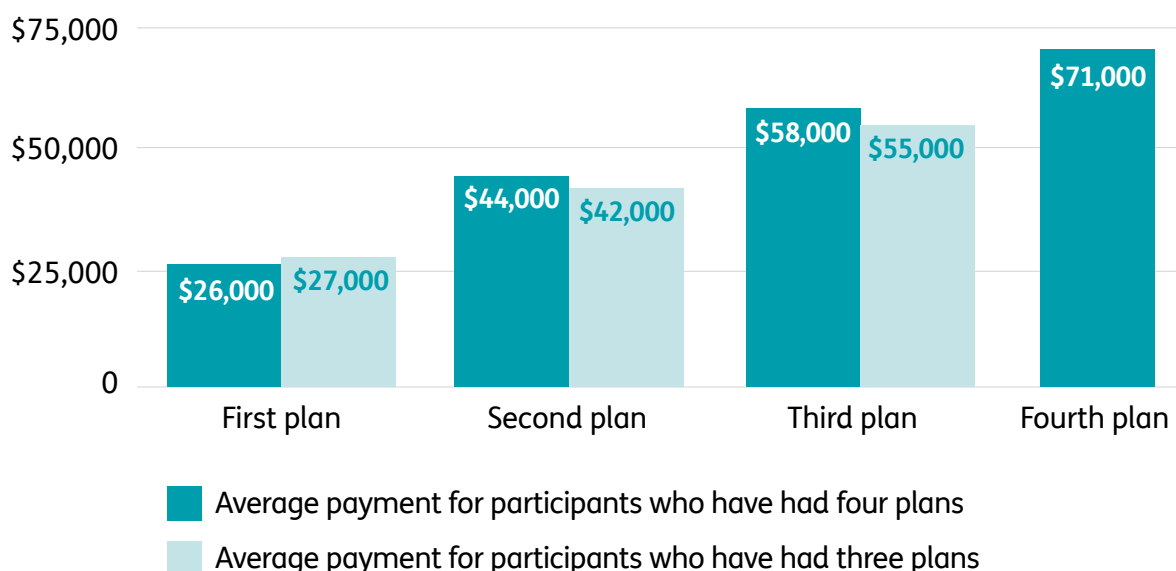
⁴ Includes cash payments and in-kind supports as well as payments for participants in residential aged care.

⁵ Average payments are discussed in more detail in Section 5 (Financial sustainability) of this report.

Seven years of the NDIS cont.

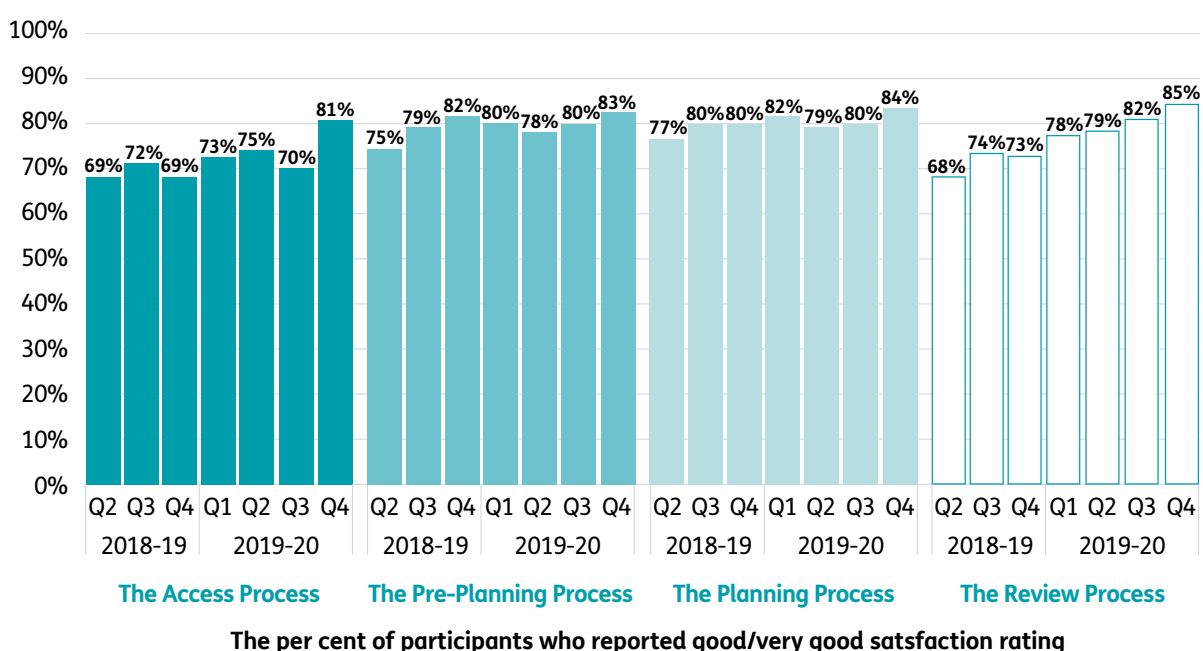
8 Average payments for participants over time⁶

Further, the average payment to participants has increased the longer they have been in the Scheme.



9 Participant satisfaction

Participant satisfaction across the pathway continues to improve.



⁶ Includes cash payments only.

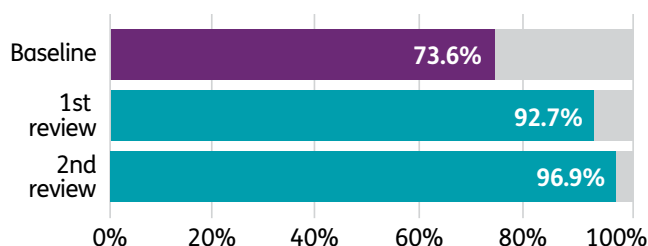
Seven years of the NDIS cont.

10 Participant outcomes

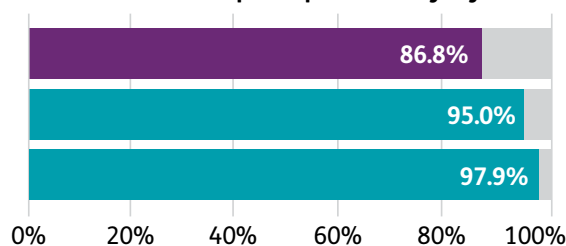
Reported participant outcomes show the difference the scheme continues to make to the lives of people with a disability.

Participants from birth to before starting school

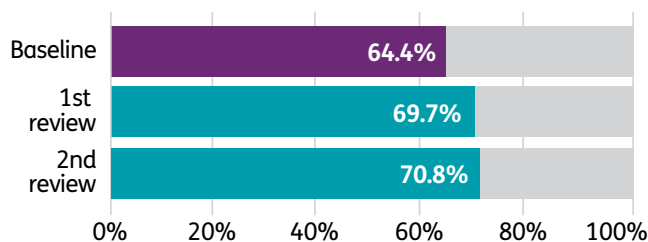
■ My child uses specialist services



■ These services help my child gain the skills she/he needs to participate in everyday life

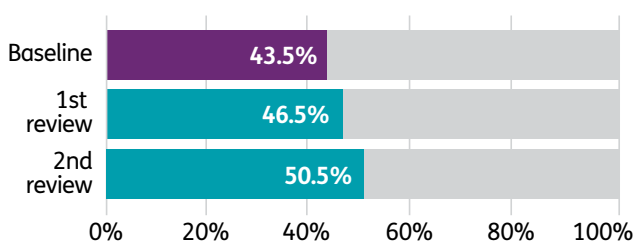


■ Of those participating in community, cultural or religious activities, % of children who feel welcomed

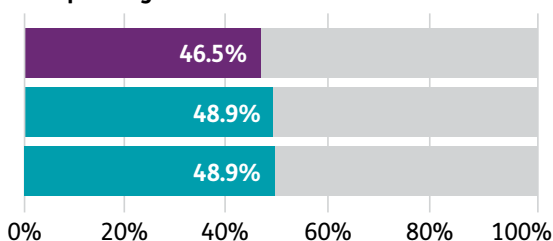


Participants from starting school to age 14

■ My child is becoming more independent



■ My child has friends that he/she enjoys spending time with

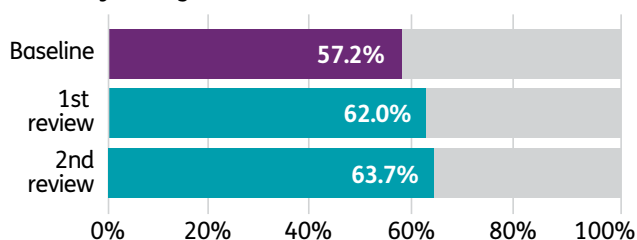


Seven years of the NDIS cont.

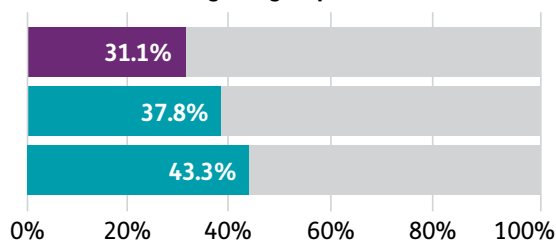
10 Participant outcomes cont.

Participants aged 15 to 24

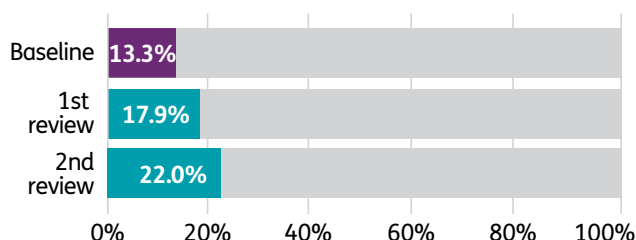
■ Do you make more decisions in your life than you did 2 years ago?



■ Have you been actively involved in a community, cultural or religious group in the last 12 months?

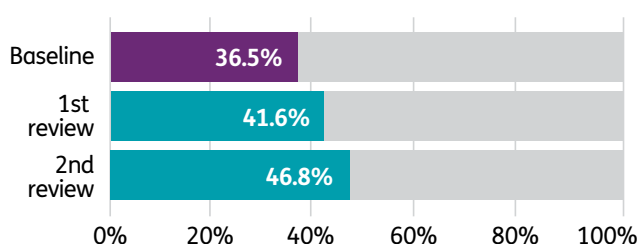


■ Are you currently working in a paid job?

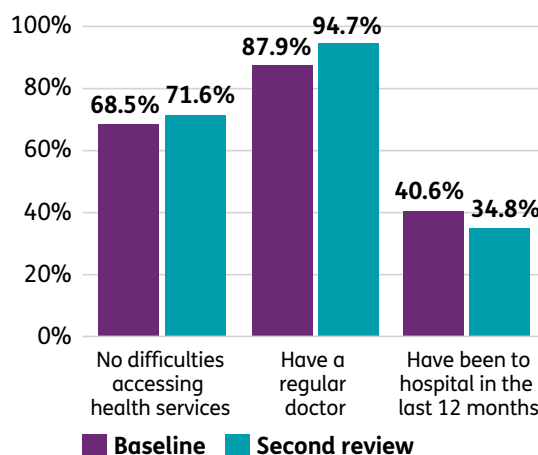
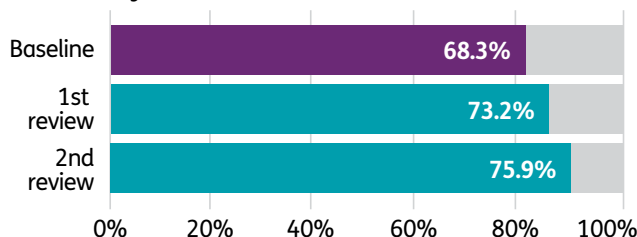


Participants aged 25 and over

■ Have you been actively involved in a community, cultural or religious group in the last 12 months?



■ Do you spend your free time doing activities that interest you?



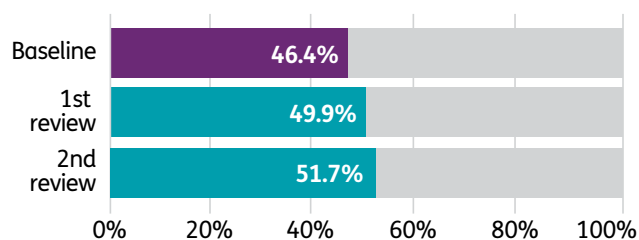
Seven years of the NDIS cont.

11 Family/carer outcomes

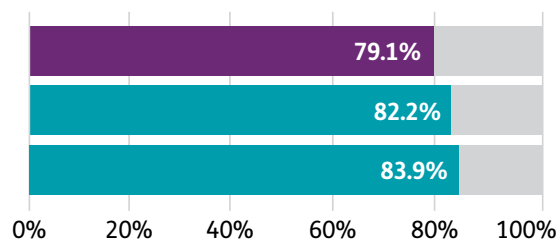
The scheme is positively influencing the lives of families and carers of participants as well.

Participants from birth to age 14

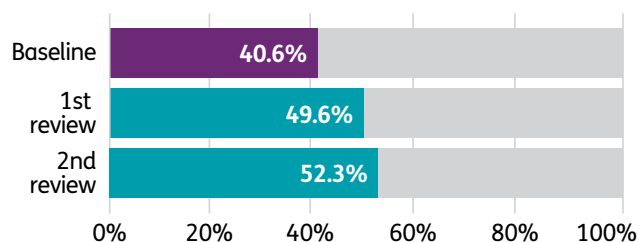
I am currently working in a paid job



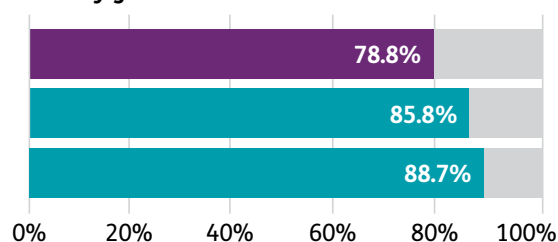
I work 15 or more hours per week in a paid job



I know what specialist services are needed to promote my child's learning and development

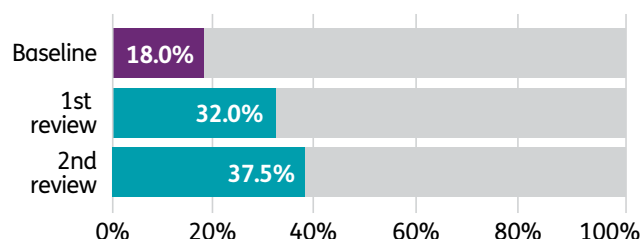


My relationship with services is good or very good

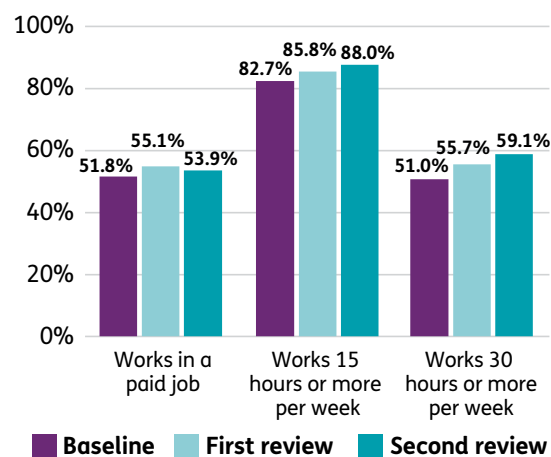
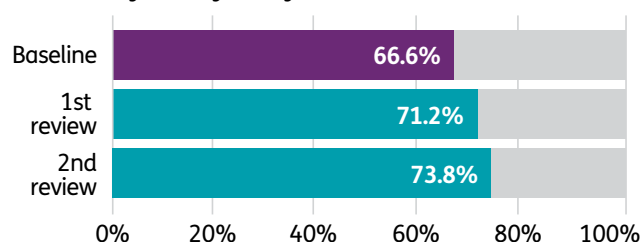


Participants aged 15 to 24

The services my family member with disability and my family receive meet our needs



I feel that the services my family member with disability and my family use listen to me



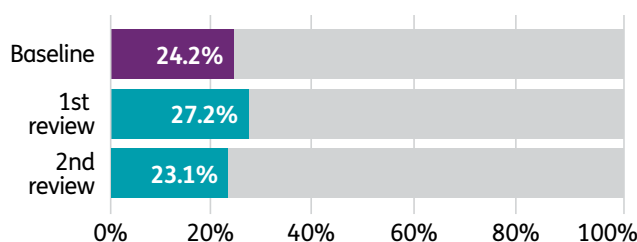
■ Baseline ■ First review ■ Second review

Seven years of the NDIS cont.

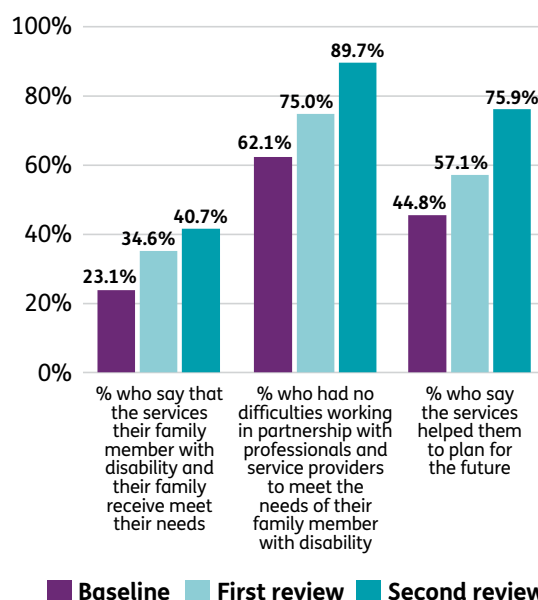
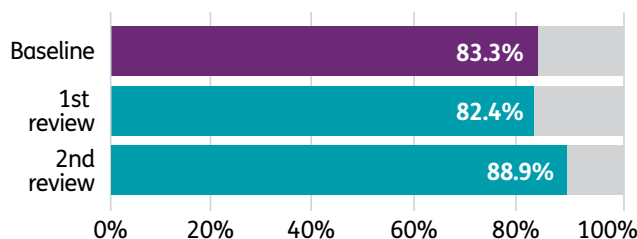
11 Family/carer outcomes cont.

Participants aged 25 and over

I am currently working in a paid job



I work 15 or more hours per week in a paid job



Key highlights for the 30 June 2020 quarter

391,999

people with disability are being supported by the Scheme

28,818

joined the Scheme this quarter

34%

of new participants this quarter were aged 0-6
– **9,804 children**

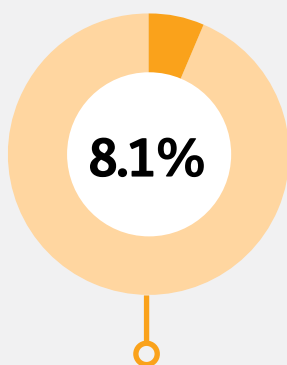
8,197

children receiving initial supports in the ECEI gateway – a **48%** increase from last quarter

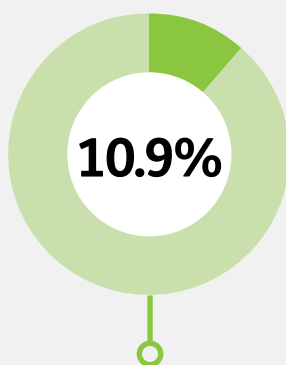


Call centre performance has remained strong with **80%** of calls answered within **60 seconds**. **84%** in June 2020.

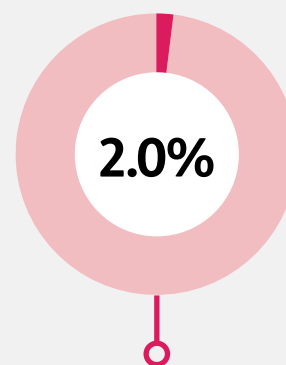
Participants are increasingly diverse:



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



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



participants who received a plan this quarter were from remote/very remote regions

Key highlights for the 30 June 2020 quarter

As waiting times and backlogs have been cleared, calls to the call centre about planning have reduced significantly. Call volumes are currently the lowest they have been across the year, further indicating participants are getting access to services and support.

The number of days taken:



to make an access decision is **10 days – 4 times faster** than 12 months ago.

for children

to make an access decision is **6 days – 7 times faster** than 12 months ago.

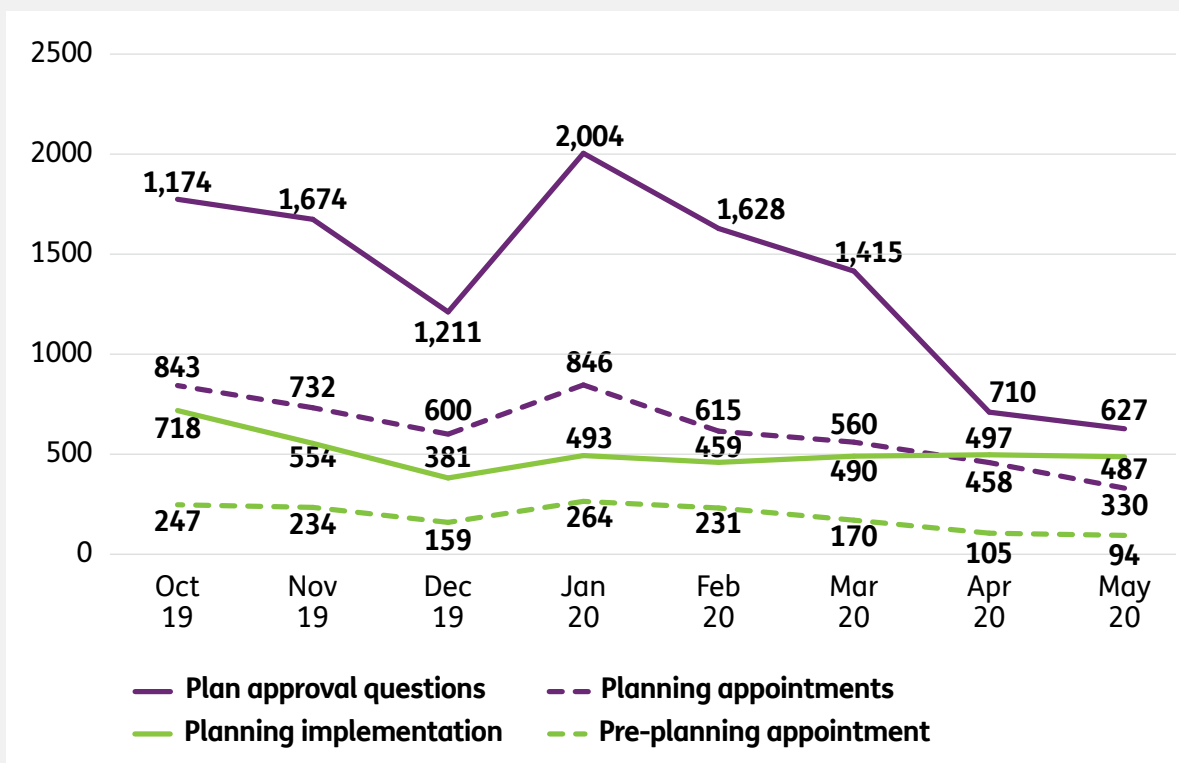


to receive a first plan is **50% lower** than 12 months ago (67 days).

for children

to receive a first plan is **67% lower** than 12 months ago (42 days).

Calls to the call centre related to planning have decreased:



Looking forward to 2020-21

As the previous sections have highlighted, the NDIS has grown significantly over the last seven years and is making a difference for participants and their families/carers. While satisfaction and outcomes are improving, and waiting times are reducing, the NDIA Board and Management is still committed to a simpler, easier and more reliable Scheme.

The NDIA has developed a **Participant Service Charter** which sets out what you can expect from us at the National Disability Insurance Agency (NDIA) and our Partners in the Community organisations.

It provides overall principles for our interactions with you, and clear service standards and timeframes. These are included in the proposed **Participant Service Guarantee**.

The Participant Service Charter is based on five principles:

- **transparent**
- **respectful**
- **connected**
- **responsive**
- **empowering**

Examples of how these principles impact the participant experience are included in the table below.

How we will work with you	What this means for you	What you can expect from us
Transparent	We make it easy to access and understand our information and decisions.	We will: <ul style="list-style-type: none">• keep you informed• communicate in your preferred format• explain the decisions we make and your appeal rights• make sure we have answers to your questions.
Responsive	We will respond to individual needs and circumstances.	We will: <ul style="list-style-type: none">• make quality decisions in line with the Participant Service Guarantee time standards (as proposed by the Time Review).• provide you with a staff member to contact so you only need to tell us information once• provide you with options so that when your circumstances change, we can work together to find an appropriate solution.

Looking forward to 2020-21 cont.

How we will work with you	What this means for you	What you can expect from us
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life.	<p>We will:</p> <ul style="list-style-type: none"> • listen to you so we can understand your experience • work together so the NDIS can support you within the requirements of the Act • make sure our staff are trained to understand the impact of different disabilities on people's lives • listen to your feedback and use this to find better ways of doing things.
Empowering	Easy to access information and be supported by the NDIS to lead life.	<p>We will:</p> <ul style="list-style-type: none"> • make our processes simple and easy to use • update our information so it's easier to understand and useful when making decisions • inform you of your rights with the NDIS or providers • support and promote your voice so you have control of your plan • include people with disability and the community to help us develop and test our processes.
Connected	You can access the services and supports you need.	<p>We will:</p> <ul style="list-style-type: none"> • provide options so you can choose how you connect with us • help you to use your plan and locate supports and services • build community awareness and understanding of the NDIS • connect with participants in different settings and communities, especially in Aboriginal and Torres Strait Islander, culturally and linguistically diverse communities, and LGBTQIA+ communities.

This Participant Service Charter is discussed further throughout the report, and will help guide activities to improve the NDIS going forward.

Introduction

This report is a summary of the performance and operations of the NDIA for the three months from 1 April 2020 to 30 June 2020, as required by Section 174 of the NDIS Act 2013.

Analysis and key insights are presented in the report, with detailed supplementary tables included in the appendices. The national results are contained in Appendix E, followed by individual appendices for each State and Territory (Appendices F–M). Also included in the appendices are:

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



Dancers with disability still moving together

Young people living with disability are dancing together from the safety of their own bedrooms and kitchens as they continue their weekly dance classes during the Coronavirus health crisis.

A leading contemporary dance theatre company is ensuring its dancers – many of whom are vulnerable to Covid-19 because of their disability – continue to have the support of their routines, creative exercise, and social connections during the health emergency.

Adelaide's award-winning Restless Dance Theatre has taken company training online using video communications so dancers can keep working together and stay healthy, physically and mentally.

The NDIS supports those dancers with disability to attend the company's workshops through their NDIS plans.

Artistic director Michelle Ryan, who earlier this month won the prestigious Australia Council Dance Award for 2020, says the online classes have been a hit.

"As soon as we realised what was happening, we thought we need to do something that keeps the dancers connected and allows them to continue their rigorous training two days a week, so we very quickly came up with the idea of doing Zoom training," she said.

"We trialled it for two days last week and it was a huge success. I was so happy to see dancers are still focused, they are still expressing themselves artistically, they're keeping fit, they're keeping flexible and the main thing is, they are still connecting on a social level.

Dancer and NDIS participant Michael, who has Down syndrome, said he enjoyed doing the classes via Zoom.

"It has become really evident to me how important that is and that they provide support for one another. There so much tragedy and trauma in the world right now."

Part One:

Participants and their plans



More than 390,000 participants are receiving supports from the NDIS, with approximately 8,200 children receiving initial supports in the Early Childhood Early Intervention (ECEI) gateway.

1.1 Number of participants in the Scheme

At 30 June 2020, more than 390,000 participants had NDIS plans, of which approximately 29,000 entered the Scheme during the quarter.

At 30 June 2020, 391,999 participants had approved plans.⁷ This represents an eight per cent increase from last quarter (an additional 28,818 participants). Of the 391,999 participants currently supported by the Scheme, 216,431 previously received support from existing state and territory or Commonwealth programs and 175,568 are receiving support for the first time (45 per cent of participants with approved plans).

In addition, the NDIA undertook 103,755 reviews in the quarter, an increase of 16 per cent since the last quarter, reflecting the large increase in the number of participants in the Scheme.

Despite the COVID-19 pandemic, productivity remained high. The number of new participants entering the Scheme this quarter was 5 per cent higher than last quarter, and (as mentioned above) the number of reviews undertaken was 16 per cent higher than last quarter.

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

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999
Yearly increase ⁸		9,870	12,564	59,891	82,723	113,682	105,984
% increase in active participants		135%	73%	202%	92%	66%	37%

⁷ 12,772 participants with approved plans had exited the Scheme as at 30 June 2020.

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

1.2 Children in the NDIS (aged 0 to 6 years)

At 30 June 2020, there were approximately 62,000 children aged 0 to 6 years with an NDIS plan, and a further 8,200 received initial supports in the gateway.

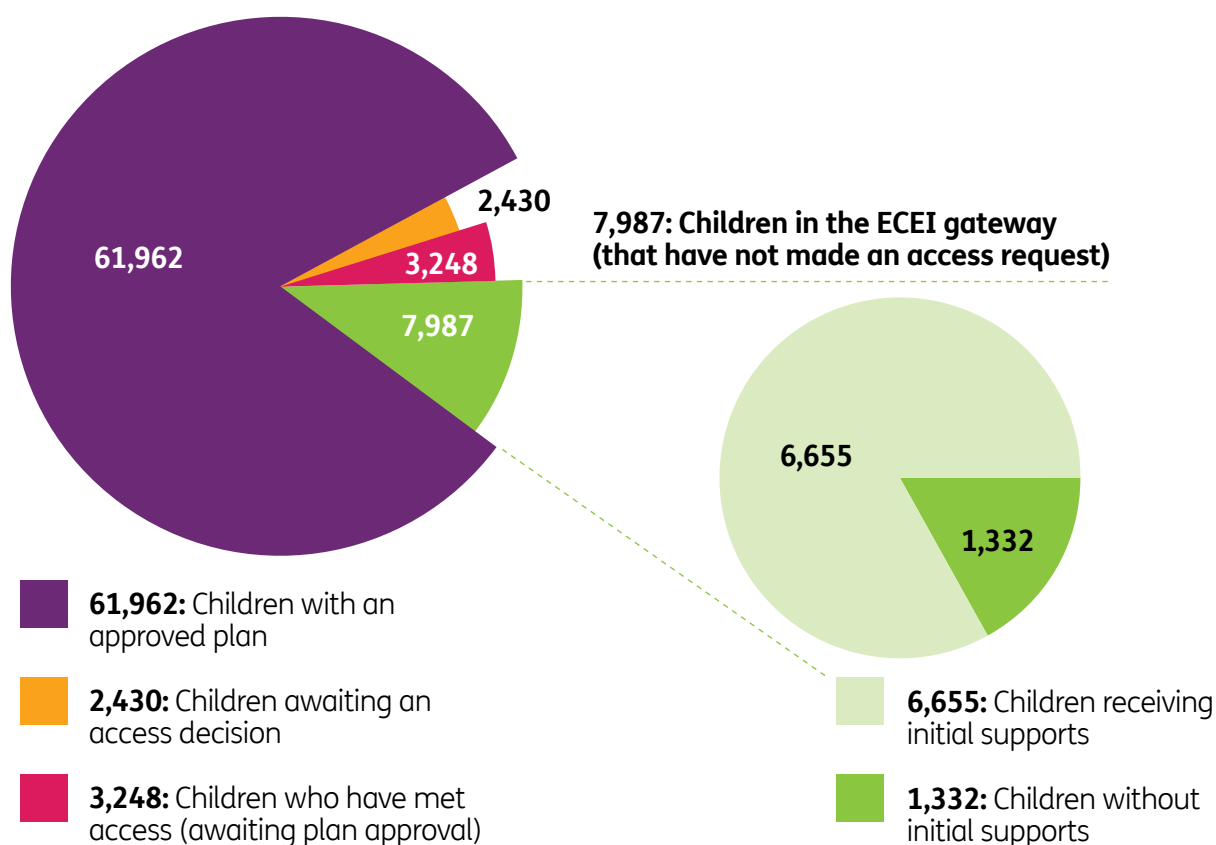
Of the 391,999 participants with approved plans at 30 June 2020, 61,962 were children aged 0-6 (16%), and of the 28,818 new participants with an approved plan this quarter, 9,804 were children aged 0-6 years (34%).

In addition to the 61,962 children aged 0-6 with an approved plan:

- **3,248** children had met the access criteria and were waiting for an approved plan.
- **2,430** were awaiting an access decision from the NDIA (of which 1,542 (63%) were receiving initial supports in the ECEI gateway).
- **7,987** children were in the ECEI gateway (of which **6,655** (83%) had already commenced receiving initial supports). Not all children in the gateway will need to make an access request to the NDIA because some will receive support in the gateway, along with support from mainstream and community services.
- The number of children receiving support in the ECEI gateway (**8,197**) increased by **48%** in the quarter.

The NDIA has commenced a review of the implementation of the Early Childhood Early Intervention (ECEI) approach. The NDIA is committed to best practice and improving the ECEI approach. The NDIA will consult widely on this project, including with families, peak bodies, the early childhood sector, and state and territory governments.

Figure 2: Children in the NDIS



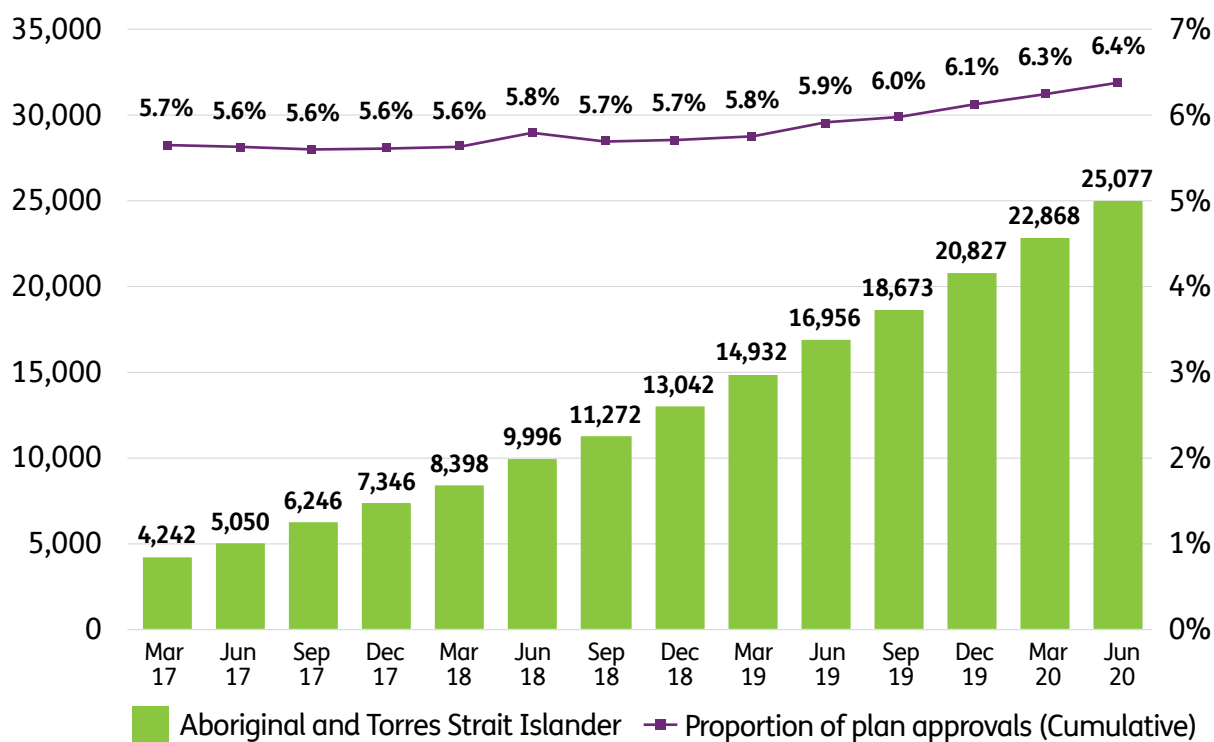
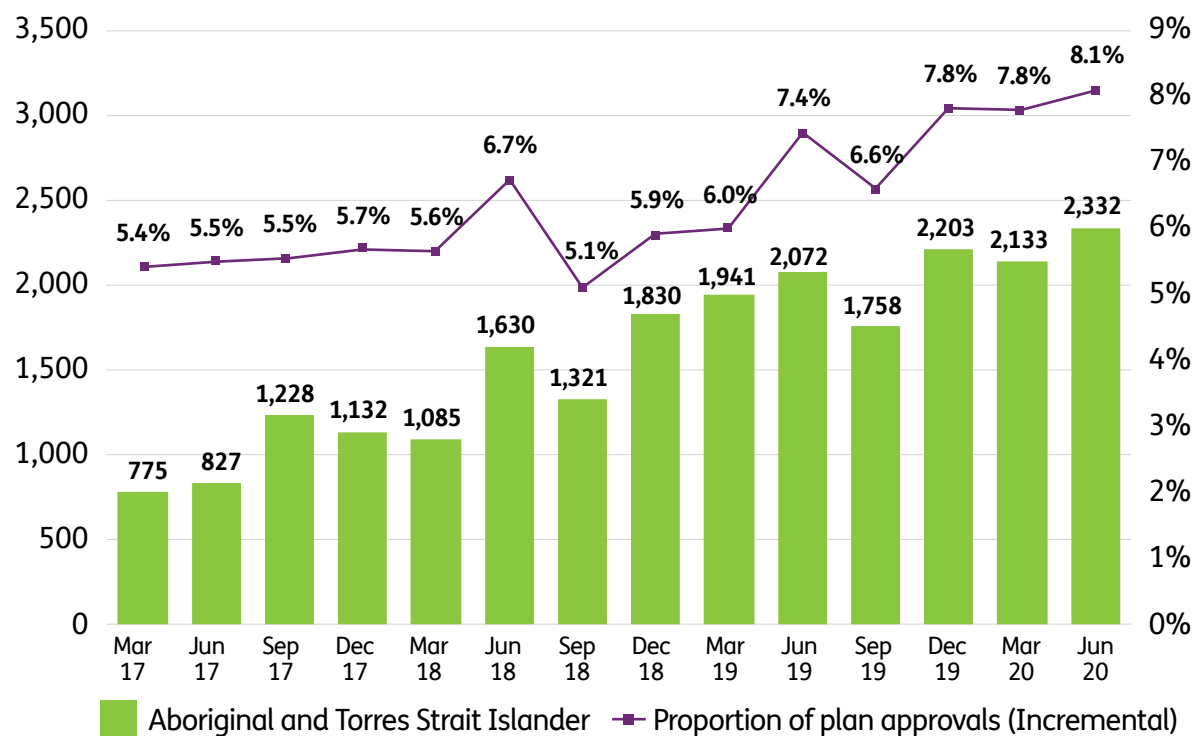
1.3 Participant characteristics

Participant diversity continues with higher proportions of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) Scheme entrants this quarter.

Of the 28,818 participants entering, there was increased diversity through higher numbers of:

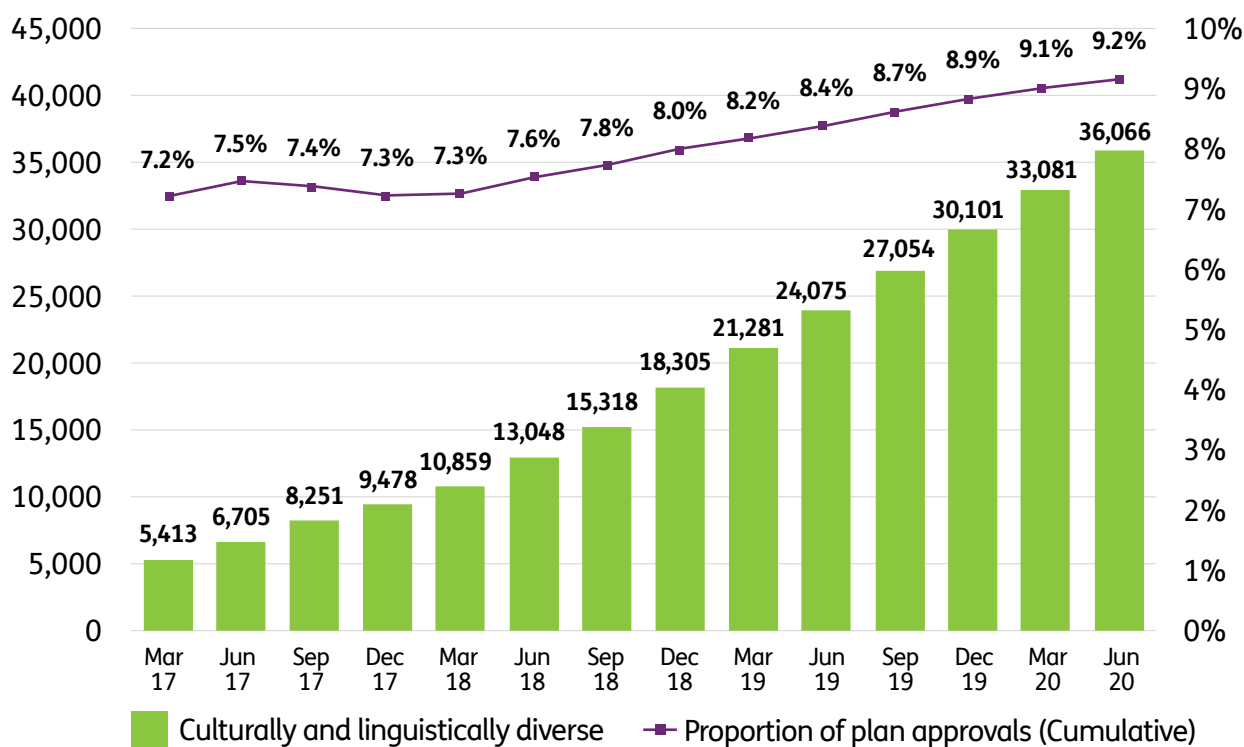
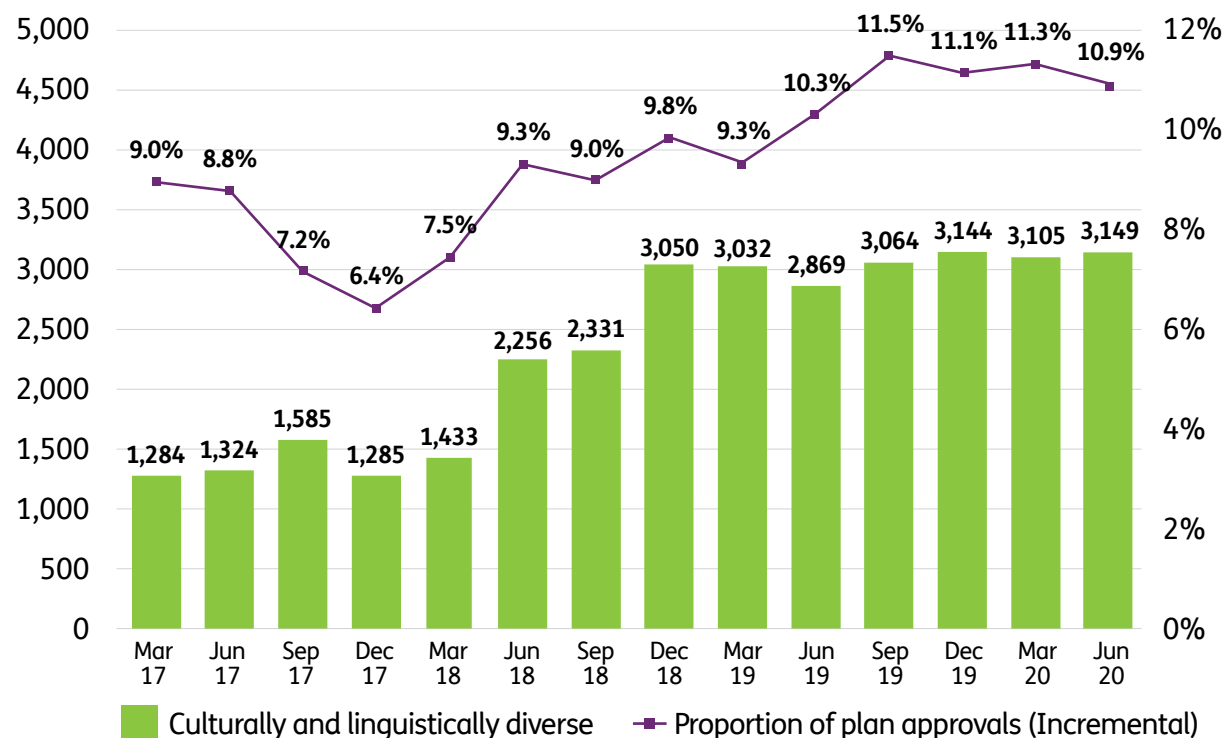
- **Aboriginal and Torres Strait Islanders: 8.1%** of participants who received a plan in the quarter, compared with **6.3%** in previous quarters combined.
- **CALD: 10.9%** of participants who received a plan in the quarter, compared with **9.1%** in previous quarters combined.
- the number of Scheme participants in **remote and very remote** areas this quarter increased to **2.0%** of new entrants, compared with **1.4%** in previous quarters combined.

Figure 3: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)⁹



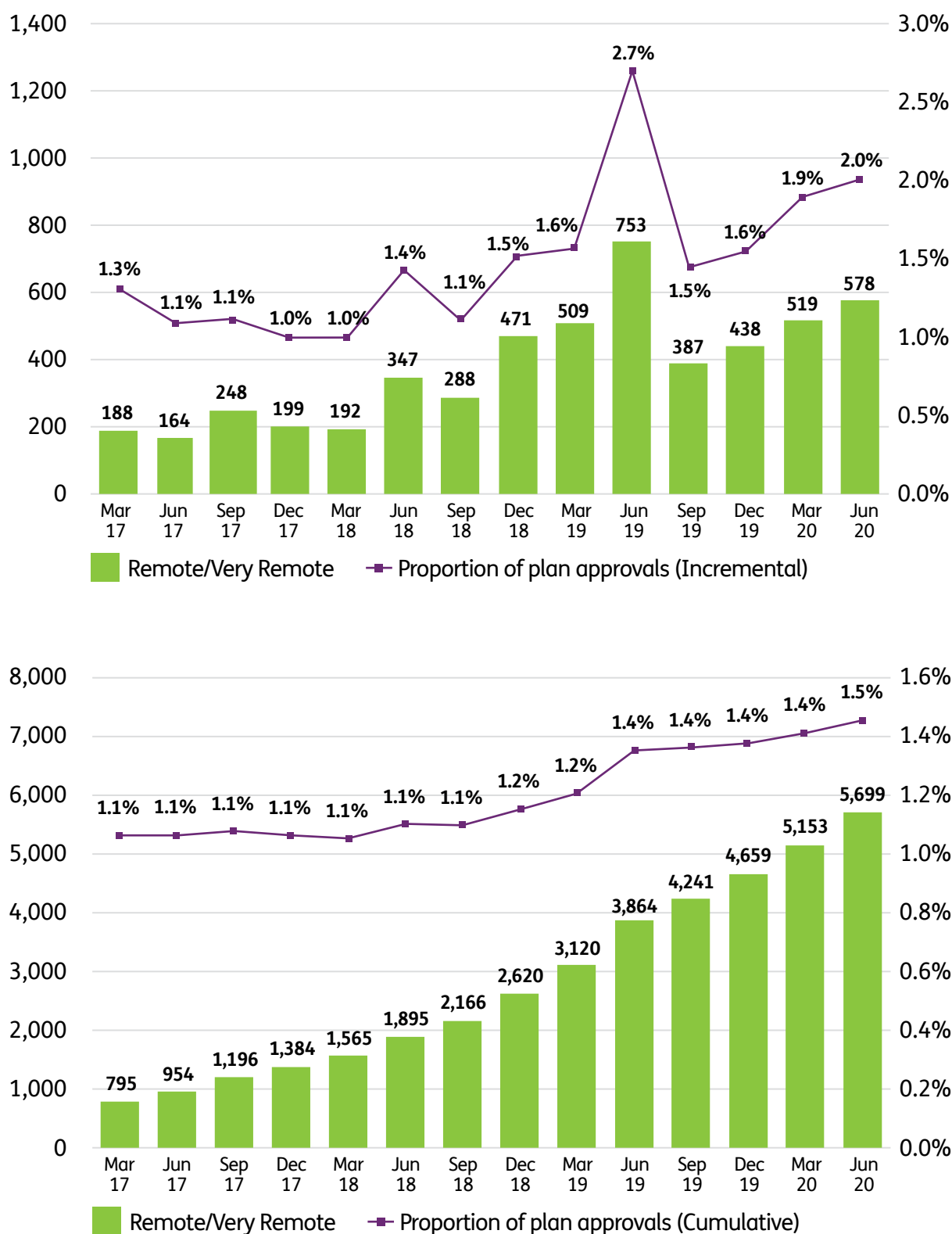
⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Figure 4: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)¹⁰



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

Figure 5: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)¹¹



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

Age and disability

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

- continuation of a high proportion of children **aged 0-6 years** entering the Scheme (**34%** this quarter and **30%** in the March 2020 quarter). This compares with **15%** in the previous quarters through to 31 December 2019 combined.
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**18.0%** this quarter and 15% in the March 2020 quarter compared with **5.9%** in previous quarters through to 31 December 2019 combined).
- **Psychosocial Disability: 12.6%** of participants who received a plan in the quarter, compared to **9.4%** in the previous quarters combined.
- a higher proportion of participants with **Hearing Impairment** entered the Scheme this quarter (**6.1%** this quarter and 8.6% in the March 2020 quarter compared with **4.5%** in the previous quarters through to 31 December 2019 combined).

Comparison of NDIS participants across states and territories

Prevalence rates (that is, the proportion of the general population that are NDIS participants) differ across the states and territories. Specifically:

- South Australia has higher prevalence rates than all other states and territories, followed by Tasmania and Australian Capital Territory (see figure 6).
- the largest age groups are 0 to 6 years and 7 to 14 years, with the largest disabilities being autism and developmental delay (see figures 7 and 8).
- South Australia has a higher prevalence rate of autism than most states and territories for all age bands, except 19 to 24 year olds where Tasmania has a higher prevalence of autism.
- Victoria has a higher prevalence rate than all other states and territories except South Australia for 0 to 6 year olds.
- Tasmania has the highest prevalence rate for 19 to 24 year olds.

Understanding these differences will be important in ensuring equity and fairness in decision making as well as the ongoing financial sustainability of the NDIS. Section 2.8 of this report (page 53) provides activities underway to improve the participant experience.

Figure 6: Overall prevalence rates by age band within each state and territory

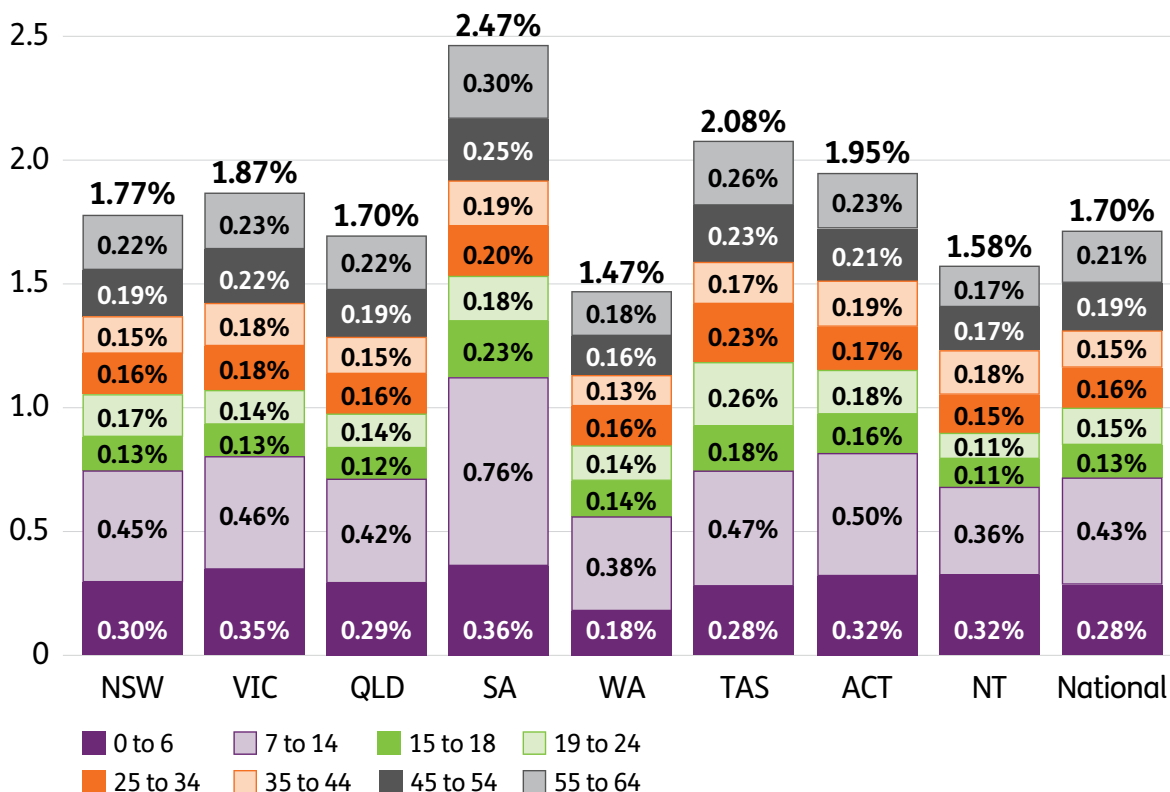


Figure 7: Cumulative prevalence of 0-6 year olds by disability type within each state and territory

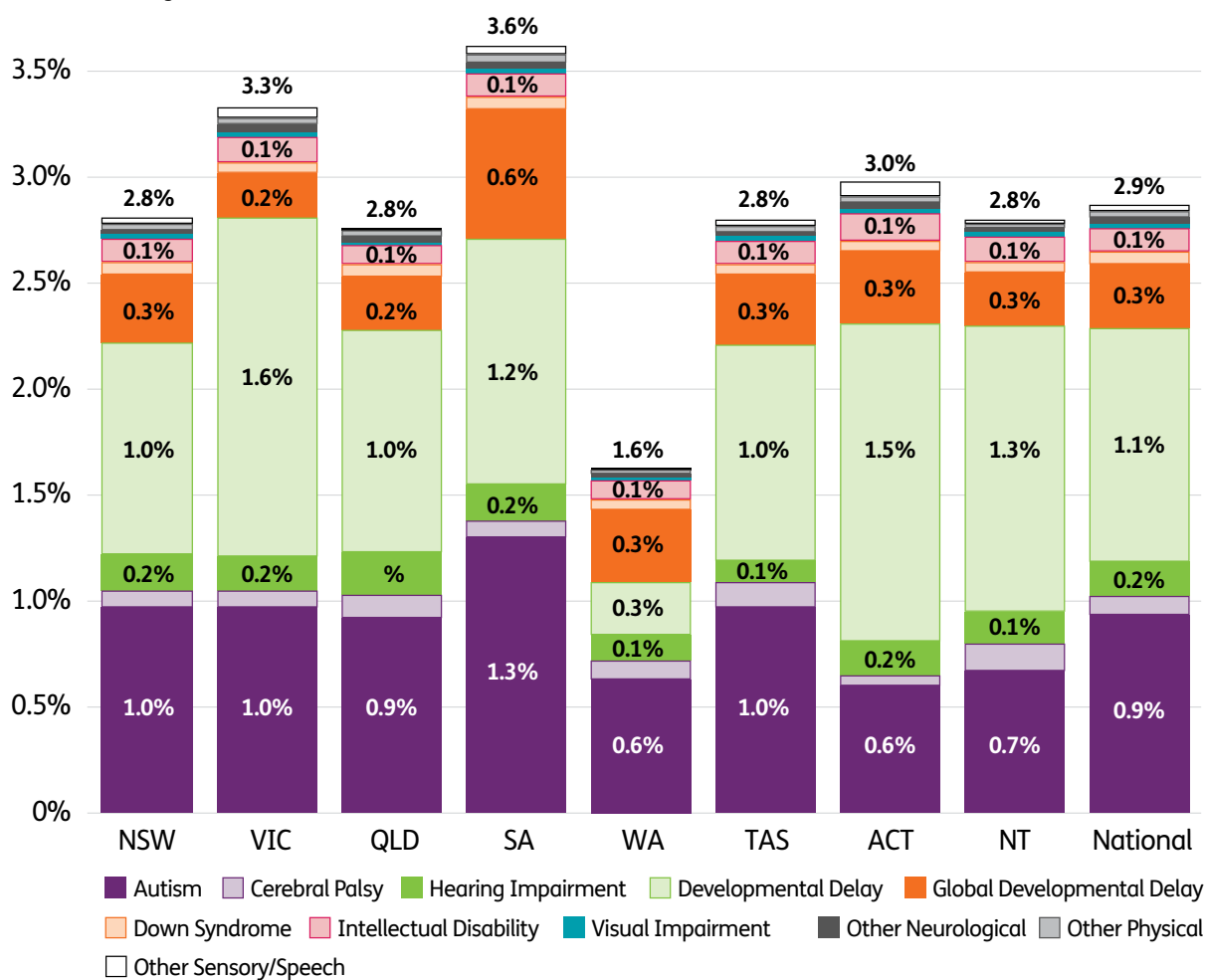
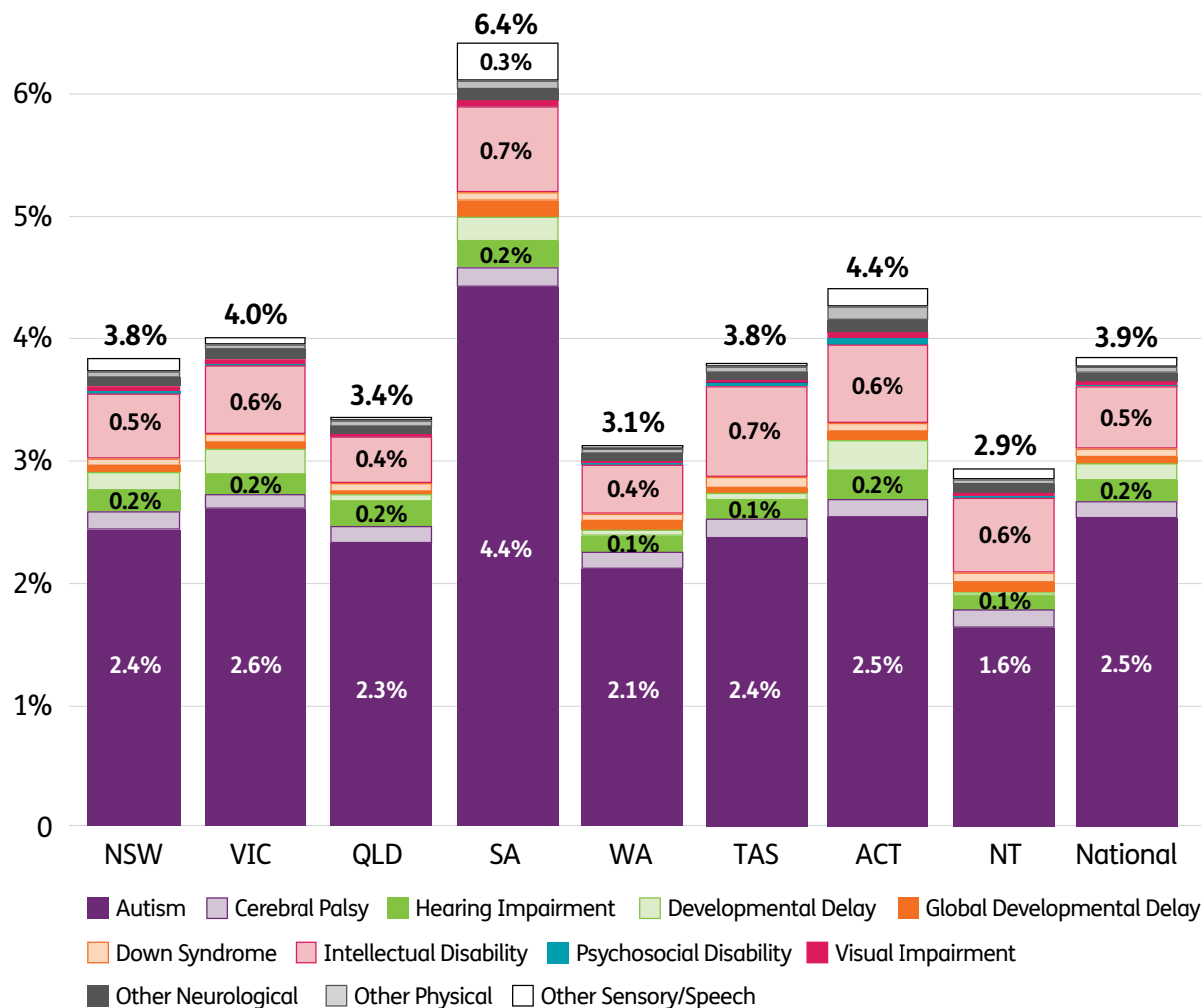


Figure 8: Cumulative prevalence of 7-14 year olds by disability type within each state and territory



Younger People in Residential Aged Care

The Royal Commission into Aged Care Quality and Safety released its interim report on 31 October 2019. The government response to the interim report included the formation of a Joint Agency Taskforce (JATF) between the Department of Social Security (DSS), Department of Health, and NDIA. The JATF was established to develop a new strategy that builds on the Younger People in Residential Aged Care Action Plan. The Government response to the interim report included revised YPIRAC targets, which are:

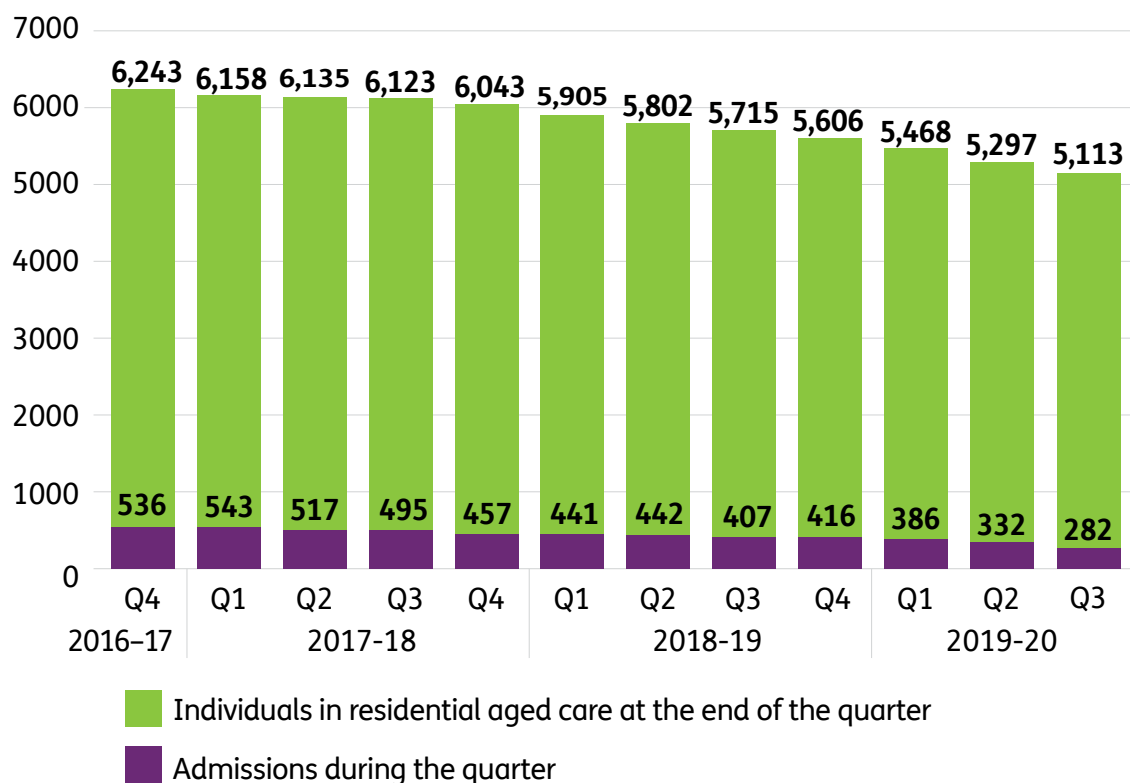
- no people under the age of 65 entering residential aged care by 2022.
- no people under the age of 45 living in residential aged care by 2022.
- no people under the age of 65 living in residential aged care by 2025.

The number of people in residential aged care under the age of 65 years has decreased in recent quarters from 6,243 at 30 June 2017 to 5,113 at 31 March 2020 (an 18% decrease).

Also, less people under the age of 65 years are entering residential aged care – 536 people under the age of 65 years entered in the June 2017 quarter, compared with 282 in the March 2020 quarter (a 47% decrease).

The NDIA, with the Department of Health, is continuing to investigate the reasons why individuals under the age of 65 continue to enter residential aged care.

Figure 9: Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter¹²

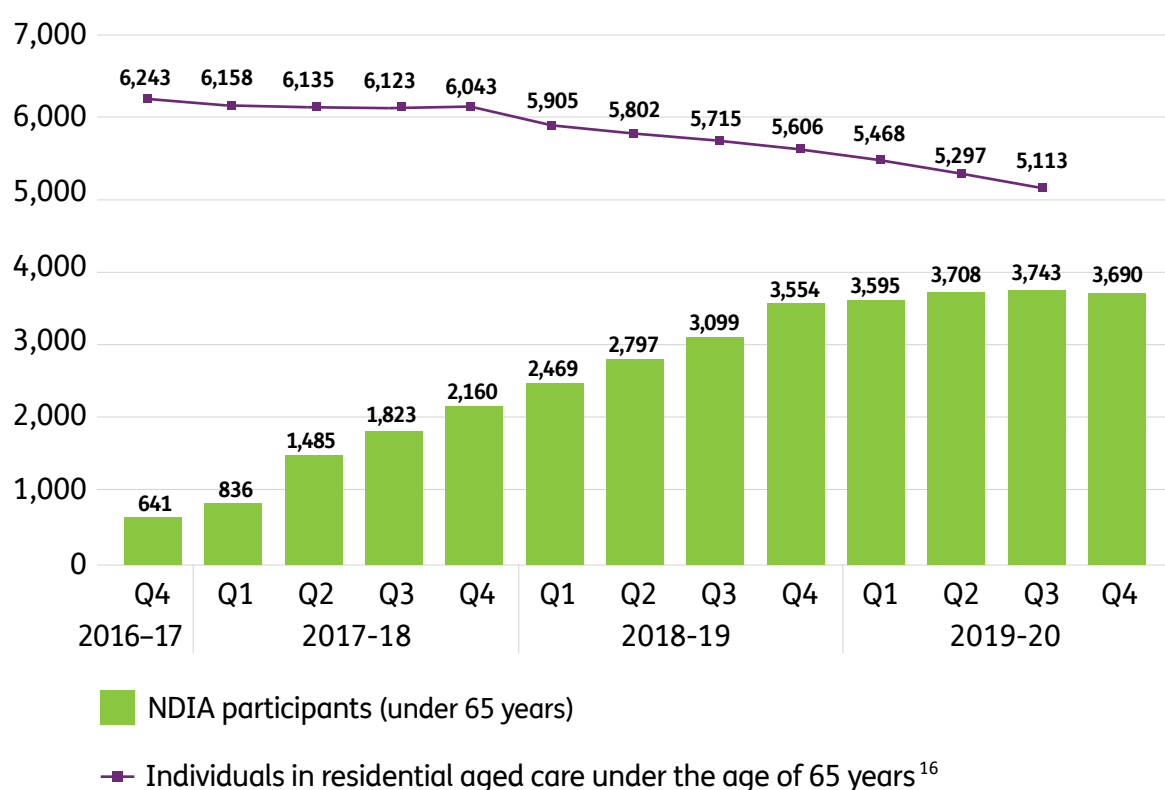


¹² Data is from Department of Health.

There were 3,690 participants in residential aged care with an approved plan at 30 June 2020 aged under 65 years. In addition to this, 377 participants who entered the Scheme and have been in residential aged care have exited since 1 July 2016 to a more appropriate accommodation setting.¹³ Of the 3,690 participants in residential aged care aged under 65 years, 127 are aged under 45 years (3.4%).

The NDIA is committed to bringing people under the age of 65 into the scheme and working with these participants to find suitable accommodation.¹⁴ The NDIA is also working with the Department of Health to understand the circumstances of new entrants to residential aged care (under the age of 65 years). Discussions have commenced with participants (starting with participants under the age of 45) on whether they would like different accommodation, and if so the location and suitability of that accommodation.

Figure 10: Number of NDIA participants in residential aged care (all ages and under 65), and total number of individuals under age 65 in residential aged care¹⁵



¹³ There were a further 1,473 participants with an approved plan aged 65 years or over who have ever been in residential aged care.

¹⁴ Of the total number of younger people in residential aged care, 73 per cent had an NDIS approved plan at 31 March 2020, compared with 10 per cent at 30 June 2017.

¹⁵ NDIA participants in residential aged care are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The NDIA has improved data collection on participants who have exited residential aged care and are now in more appropriate accommodation.

¹⁶ Data provided by the Department of Health is at 31 March 2020. 30 June 2020 data will be reported next quarter.



Andrew amps it up to support people with disability

Perth National Disability Insurance Scheme (NDIS) participant, Andrew, is on a mission to show people you can still lead a regular, active and fulfilling life without a limb.

The 50-year-old left-leg amputee (below the knee) is a glowing example of how sheer determination can lead to achieving great things, and aspire to do a whole lot more.

Never one to be idle, Andrew is happily married with 29-year-old twins. He has two jobs, running a Limbs 4 Life project, Ramping Up For Work, a peer support program to help other amputees to deal with their new situation, and the Wheatbelt Health Network where he developed a disability inclusion program to deliver in schools and is on the boards of Physical Disabilities Australia and the National Advisory Amputee Council.

Andrew said for 30 years he has worked in the disability sector, and it was interesting living life on the other side from a person with a disability's perspective.

"It's made me a much better advocate and peer support person," he said. "Not only for myself but for other people too, ones who had never contemplated living with a disability.

Working at Limbs 4 Life, Andrew supports over 200 Australian amputees, both face-to-face and online. He said he is proud to walk alongside them and to be a mate so they never feel alone.

"Our mission is not to let anybody, who has to go through amputation, be it traumatic or elective, to do it alone," he said. "It can be tricky navigating the whole medical/disability system, especially for someone who has never done it before.

"That's what my work is all about, helping people do just that – getting back to leading a regular life, just like they did before.

"While I do face daily challenges, it is rewarding to see the positive difference we can make in a person's life and that is my main gig at the moment," Andrew said.

Part Two:

Participant experience and outcomes



While the COVID-19 pandemic has presented many challenges, the NDIA Board and management are committed to a simpler, easier and more reliable Scheme.

2.1 Participant safety

Throughout the past year that have been several tragic cases of participant deaths reported in the media. The NDIA passes on our sincere condolences to those impacted by such tragic situations.

The NDIA is complying with the relevant enquiries into these matters and continues to review and improve our business operating processes to ensure each participant gets the support they need.

2.2 Participation in work and community and social activities

Community and social participation rates continued to improve, however participation in work remains stable.

Participation in community and social activities

Participants who entered the Scheme between 1 July 2016 and 30 June 2017 have now been in the Scheme for three years – and for this group of participants, community and social participation has continued to increase over the three year period. There was a:

- **fourteen** percentage increase from **31%** to **45%** for participants aged 15–24 years.
- **thirteen** percentage increase from **36%** to **49%** for participants aged 25+ years.
- **thirteen** percentage increase from **35%** to **48%** for participants aged 15+ years.

Similar trends are evident for those who entered the Scheme between 1 July 2017 and 30 June 2018, and have been in the Scheme for two years. For this group of participants there was a:

- **ten** percentage increase from **33%** to **43%** for participants aged 15–24 years.
- **nine** percentage increase from **36%** to **45%** for participants aged 25+ years.
- **nine** percentage increase from **35%** to **44%** for participants aged 15+ years.

Participation in work

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

For participants who entered the Scheme between 1 July 2016 and 30 June 2017 and have been in the Scheme for three years, there was a:

- **twelve** percentage increase from **13%** to **25%** for participants aged 15-24 years.¹⁷

- **two** percentage decrease from **26%** to **24%** for participants aged 25+ years.

- **one** percentage increase from **23%** to **24%** for participants aged 15+ years.

For participants who entered the Scheme between 1 July 2017 and 30 June 2018 and have been in the Scheme for two years, there was also a marginal increase in employment:

- **six** percentage increase from **15%** to **21%** for participants aged 15-24 years.

- **two** percentage decrease from **25%** to **23%** for participants aged 25+ years.

- **an unchanged result of 23%** for participants aged 15+ years.

Employment Taskforce

The NDIA has continued to deliver on key actions and activities aligned to the NDIS Participant Employment Strategy 2019-2022. While the COVID-19 pandemic continues to have an impact on the labour market and broader economic conditions, we remain focussed on seizing the opportunities arising due to changing work practices and supporting NDIS participants to achieve their employment goals.

Responding to COVID-19

Many Australians have experienced disruption to work, services and supports during COVID-19, including NDIS participants. The NDIA has worked closely with providers of NDIS employment supports to ensure participants remain connected and supported, and encouraged providers to explore innovative ways to deliver their supports. The NDIA is ensuring that participants who have been affected by job loss as a result of COVID-19 have access to support to manage their changed circumstance.

Expanding opportunities for participants

A key deliverable of the NDIS Participant Employment Strategy is supporting the evolution of supported employment. One of the initial steps was the release of the new funding approach for Supports in Employment as part of the Annual Price Review in June. This new approach is intended to expand and diversify employment options for all NDIS participants, and provide new opportunities for providers to innovate their service offerings and work flexibly with participants to help them achieve their goals.

¹⁷ Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

By changing the way supports in employment are funded we are making it easier for more participants to access supports to help them meaningfully participate in work, and in the employment of their choice. This will also create new demand in the provider marketplace for new services.

The changes commence on 1 July 2020, and the NDIA has been working with providers, participants, advocates, and NDIA staff and partners in the community to support the transition to the new funding approach through a number of key activities including:

- national delivery of information sessions on the new pricing and funding for Australian Disability Enterprises to support their understanding of the new model and supporting current employees with the change.
- information for participants, families, carers and advocates on what the changes to Supports in Employment mean for them, and how to prepare for their planning meetings.
- delivering training and resources for all NDIS planners and Local Area Coordinators on planning for Supports in Employment.

We are also providing Australian Disability Enterprises up to 18 months to transition to the new pricing to ensure they are able to make the changes needed in a way that works for their businesses and employed participants.

Other initiatives and activities for this quarter include:

- working with DSS to improve the interfaces between the NDIS and mainstream employment supports such as the Disability Employment Services (DES) program, ensuring participants are supported to access and utilise the full range of supports available to achieve their work goals.
- supporting young participants, families, carers, advocates and educators to better understand and enhance the school to work pathway, including working with the National Disability Coordinating Officer (NDCO) program to support local connections and information sharing on post school options and assistance.
- the completion of the employment innovation challenge with Swinburne University, which saw five undergraduate student groups present innovative business plans aimed at solving or reducing obstructions in the pathways to employment for people with a disability.

2.3 Analysis of participant outcomes

Participant reported outcomes continue to improve, particularly the longer a participant is in the Scheme.

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

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

From 1 July 2016 to 30 June 2020, for participants who have been in the Scheme for three years¹⁸, the following outcomes have been recorded:

For children aged 0 to before starting school:

- **95%** of parents and carers thought the NDIS improved their child’s development in their third year of participation, compared to **94%** in their second year and **91%** in their first year.
- **94%** felt the NDIS improved their child’s access to specialist services in their third year of participation, compared to **91%** in their second year and **89%** in their first year.

For children starting school to 14 years:

- **69%** of parents and carers felt their child had become more independent as a result of the NDIS in their third year of participation, compared to **64%** in their second year and **56%** in their first year.
- **54%** of parents and carers felt the NDIS had improved their child’s relationship with family and friends in their third year of participation, compared with **50%** in their second year and **45%** in their first year.

For young adults aged 15 to 24 years:

- **67%** of participants felt the NDIS had helped them have more choice and control over their life in their third year of participation, compared to **63%** in their second year and **59%** in their first year.
- **70%** of participants said the NDIS had helped them with daily living activities in their third year of participation, compared to **64%** in their second year and **58%** in their first year.

For adults aged 25 and over:

- **77%** of participants believed the NDIS helped them have more choice and more control over their lives in the third year of participation in the NDIS, compared to **73%** in their second year and **67%** in their first year.
- **83%** of participants said the NDIS had helped them with daily living activities in their third year of participation, compared to **79%** in their second year and **71%** in their first year.

¹⁸ That is, participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a third plan review to date.

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

From 1 July 2017 to 30 June 2020, participants that have been in the Scheme for two years¹⁹ also reported the following positive outcomes:

For children aged 0 to before starting school:

- **96%** of parents and carers thought the NDIS improved their child's development in their second year of participation, compared to **92%** in their first year.
- **87%** of parents and carers thought the NDIS helped increase their child's ability to communicate what they want in their second year of participation, compared to **83%** in their first year.

For children starting school to 14 years:

- **66%** of parents and carers felt their child had become more independent as a result of the NDIS in their second year of participation, compared to **58%** in their first year.
- **53%** of parents and carers felt the NDIS had improved their child's relationship with family and friends in their second year of participation, compared with **46%** in their first year.

For young adults aged 15 to 24 years:

- **66%** of participants felt the NDIS had helped them have more choice and control in their life in their second year of participation, compared to **58%** in their first year.
- **67%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **58%** in their first year.

For adults aged 25 and over:

- **75%** of participants believed the NDIS helped them have more choice and more control over their lives in their second year of participation in the NDIS, compared to **65%** in their first year.
- **79%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **70%** in their first year.

While the above results are encouraging, the analysis also indicates that there are areas where outcomes could be improved. For example, after three years in the Scheme, only 15 per cent of participants aged 15 to 24 agreed that being in the NDIS had helped them find a suitable job, compared to 16 per cent after two years and 18 per cent after one year. Similarly for participants aged 25 and over, after three years in the Scheme, only 18 per cent agreed that being in the NDIS had helped them find a suitable job, compared to 19 per cent after two years and 20 per cent after one year. As previously discussed in this section, the NDIS is actively working to improve participation in work.

¹⁹ That is, participants who had their first plan approved between 1 July 2017 and 30 June 2018 and have had a second plan review to date.

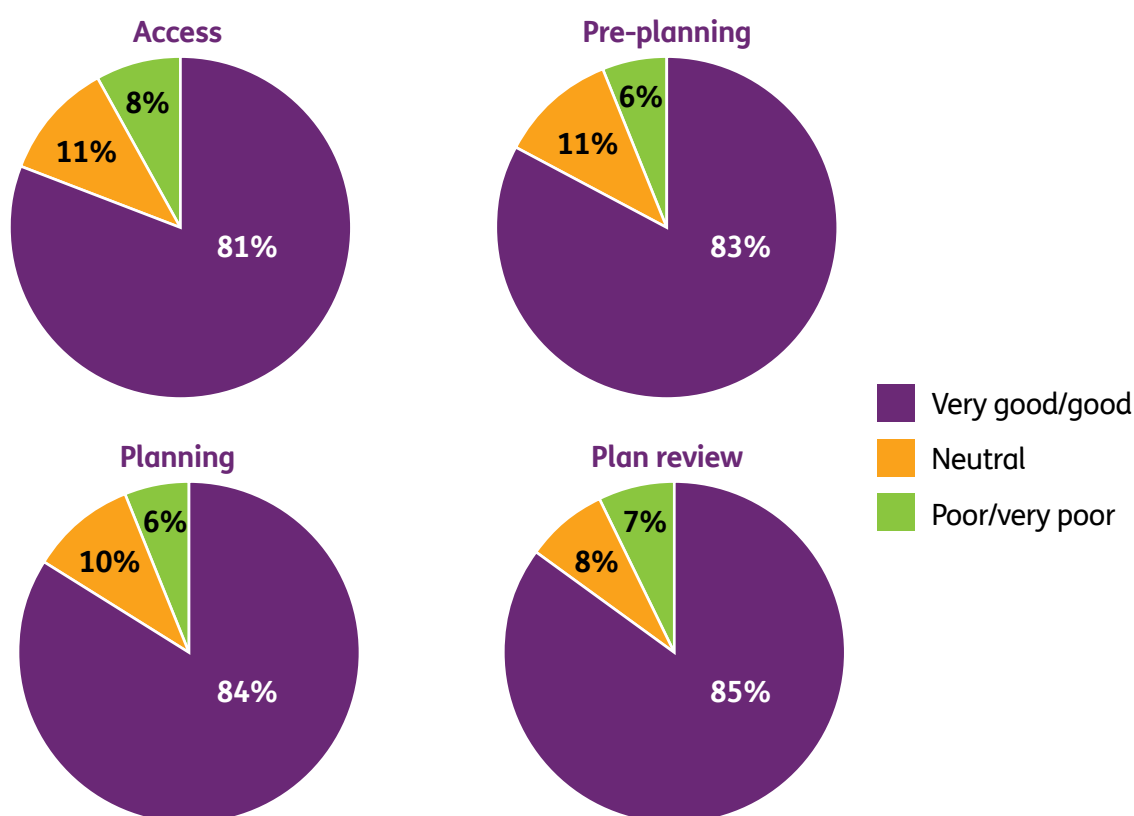
2.4 Participant satisfaction

Participant experience across the pathway continues to improve.

Since September 2018, the NDIA has conducted a participant satisfaction survey to allow for a comprehensive understanding of the participant experience at each stage of the pathway. It gathers responses at the four primary stages of the participant pathway – access, pre-planning, planning and plan review. The NDIA is working with the Independent Advisory Council (IAC) to build on this survey to develop a **more** comprehensive picture of participant satisfaction.

In the June 2020 quarter, 85 per cent of participants rated the **plan review** process as either good or very good, with a further 8 per cent rating the experience as neutral. Eighty one (81) per cent of the participants in the quarter rated the **access** process as either good or very good, 83 per cent rated the **pre-planning** process as either good or very good, and 84 per cent of participants rated the **planning** process as either good or very good.

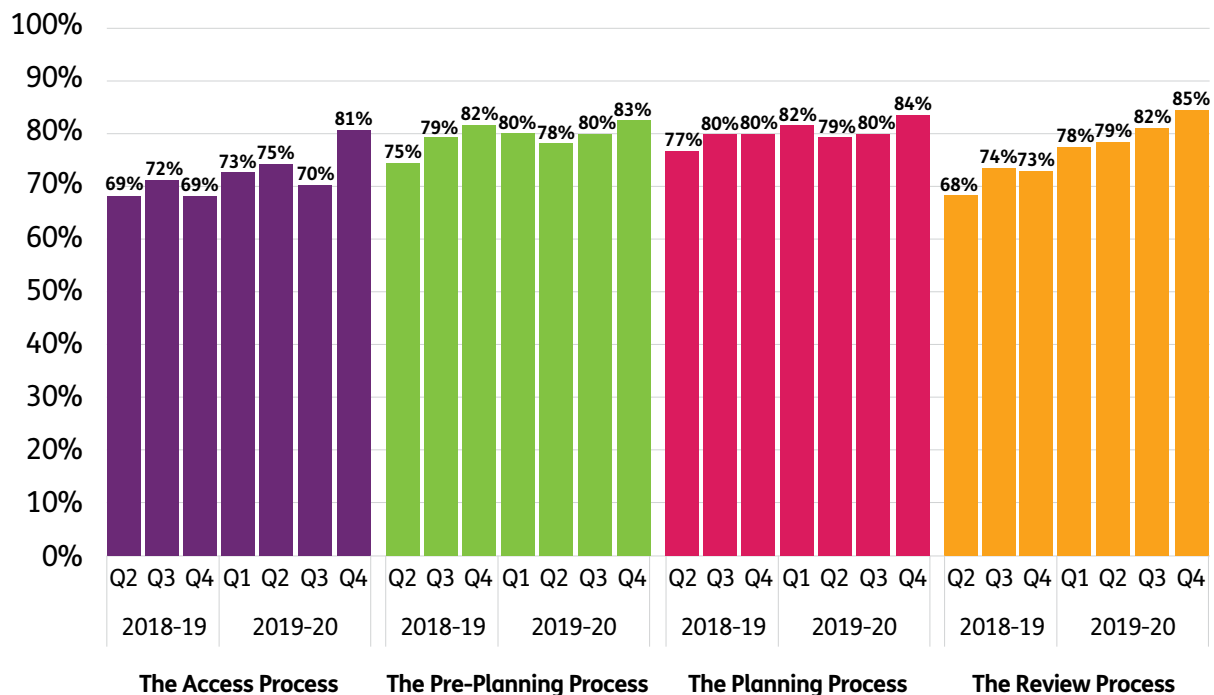
Figure 11: Rating of experience with the NDIS (1 April 2020 to 30 June 2020)²⁰



²⁰ Survey sample was 790 surveys at Access, 2,042 at Pre-Planning, 2,133 at Planning and 531 at Review

Satisfaction across the pathway has increased over the seven quarters with the other elements across the pathway remaining relatively consistent.

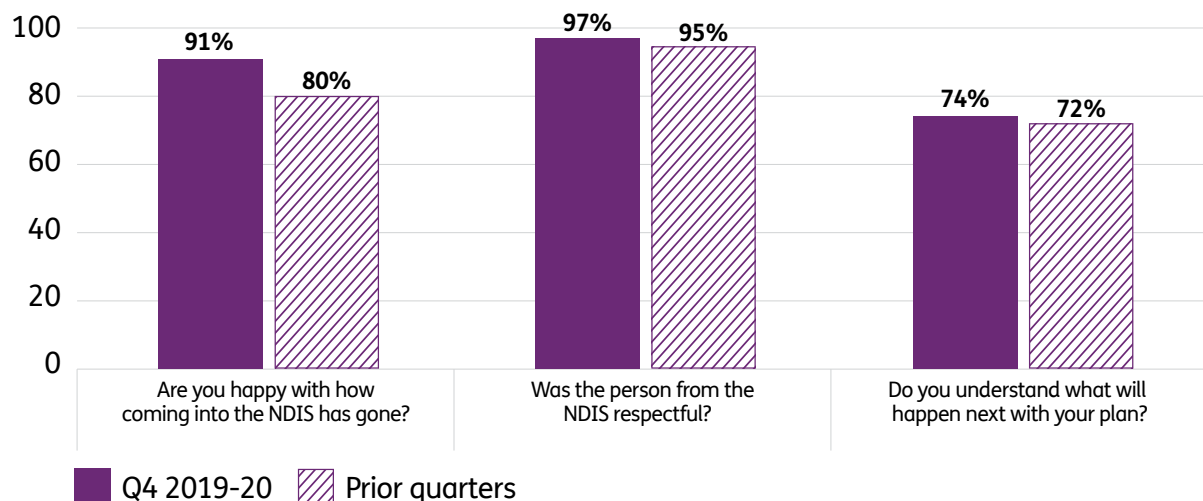
Figure 12: Trend of satisfaction across the pathway (% Very good/good)²¹



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

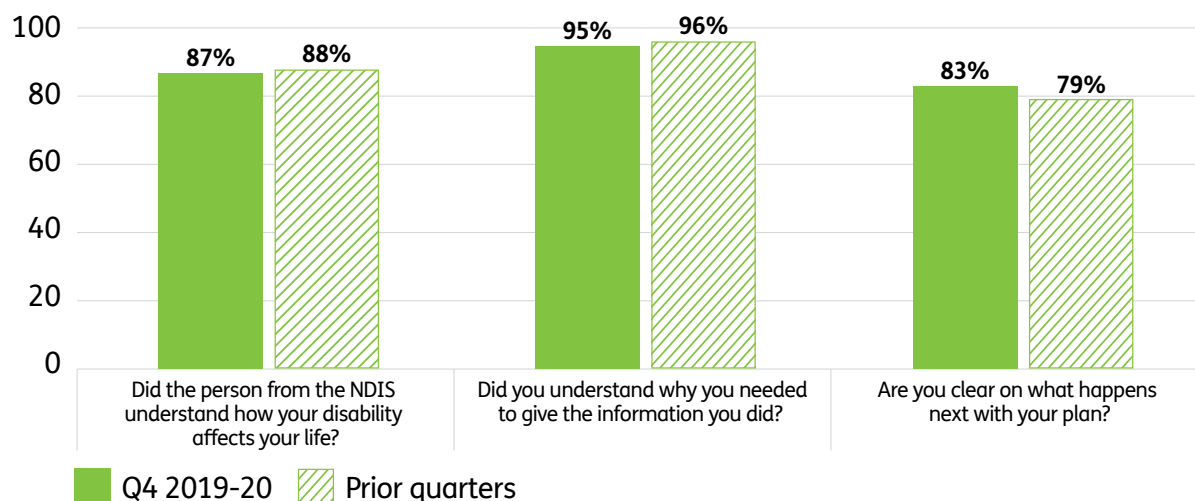
Figure 13: Satisfaction across the four stages of the pathway

Stage One: Access

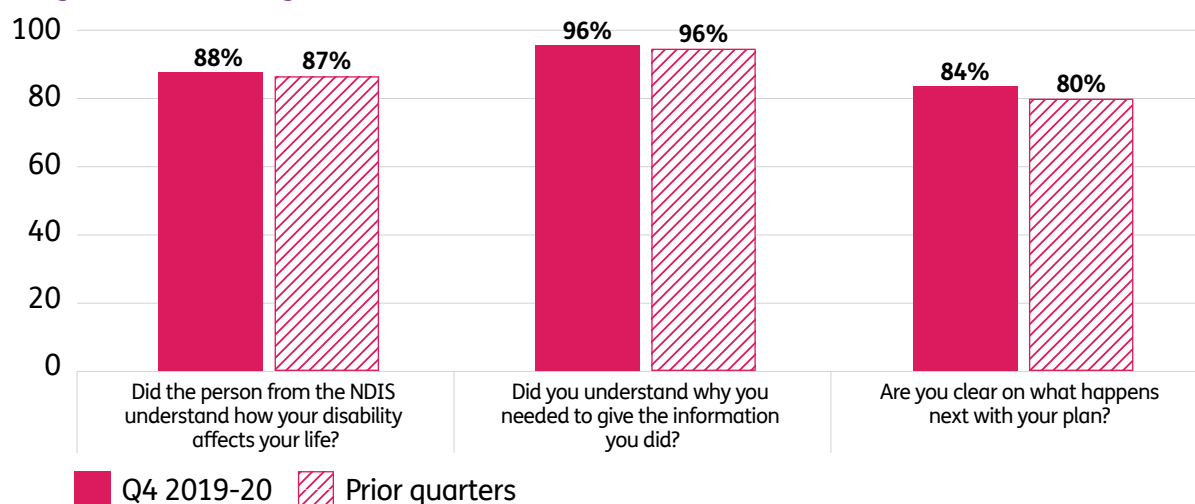


²¹ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

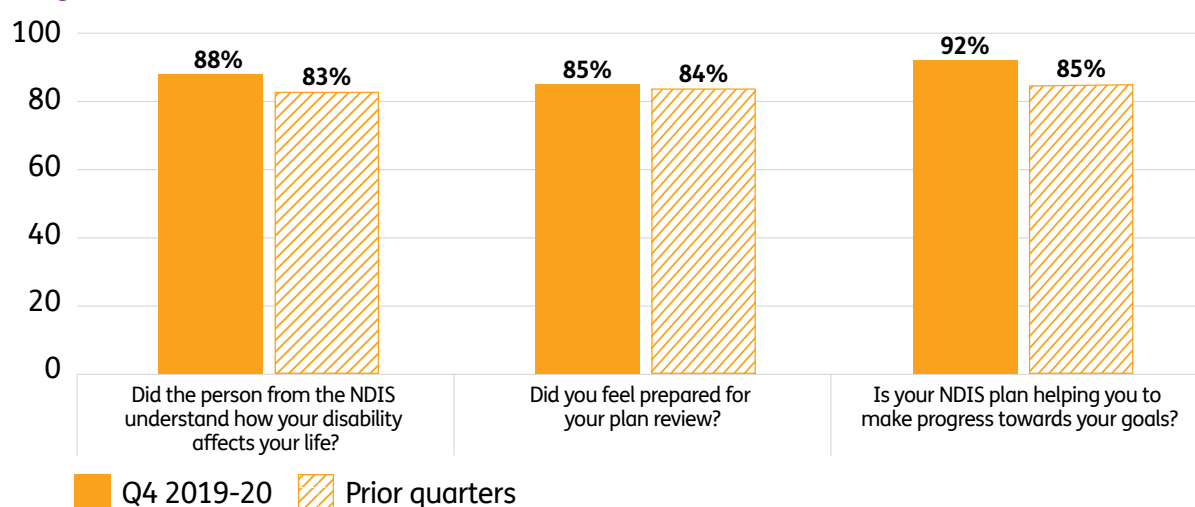
Stage Two: Pre-planning



Stage Three: Planning



Stage Four: Plan Review



2.5 Waiting times for access decisions, plans and plan reviews²²

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

Access decisions

The NDIA Act requires an access decision or a request for further information to be made within 21 days of receiving an access request. In the June 2020 quarter, 28,723 access decisions were made or further information was requested, and 100 per cent²³ of these were made within 21 days.

If the NDIA requests further information from a participant, the NDIA Act requires an access decision to be made within 14 days of the information being provided. For the June 2020 quarter, additional information was requested in 58 per cent of decisions. After the information was returned, 100 per cent²⁴ of decisions were made within 14 days.

In addition, access decisions were made within 10 days on average in the month of June. Outstanding access decisions, at 30 June 2020, have been outstanding, on average, for 6 days.

Figure 14: The average number of days an access decision has been in progress (at the end of each month)

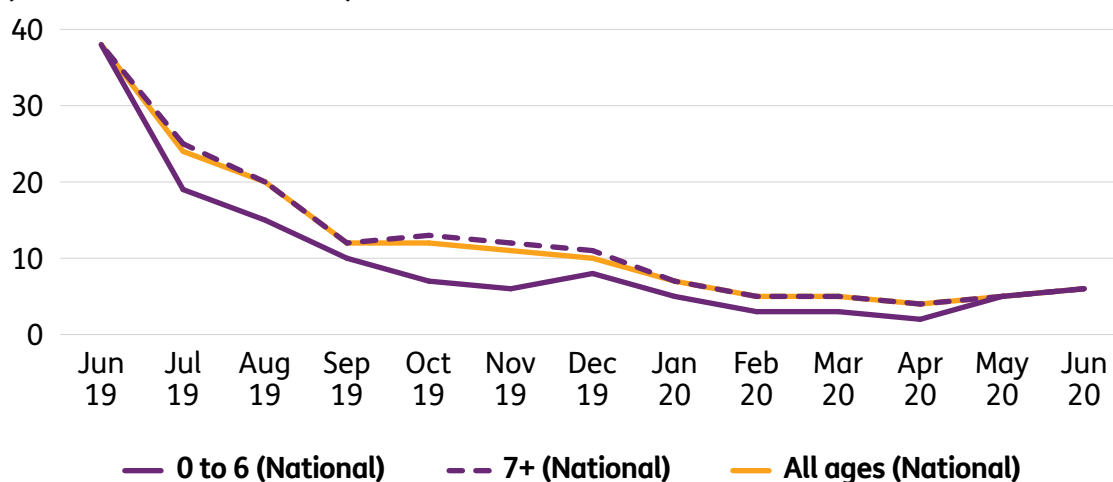
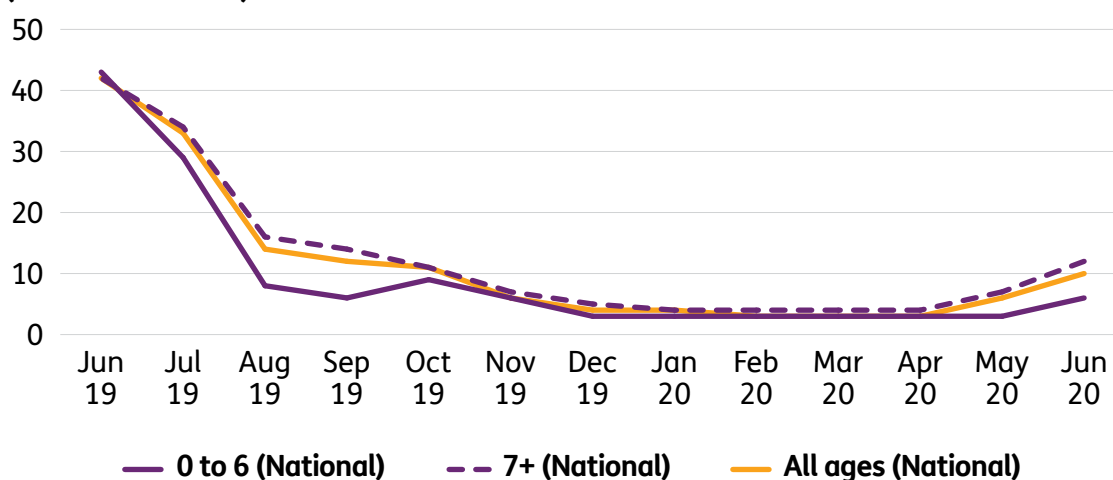


Figure 15: The average number of days taken to complete an access decision (within the month)



²² Further detail on waiting times is included in Appendix R.

²³ 99.97% to two decimal places.

²⁴ 99.51% to two decimal places.

First plan approvals

In the June 2020 quarter, 28,864 first plans were approved, of which 10,110 were approved for participants aged 0-6, and 18,754 were approved for participants aged 7+. For participants aged 0-6, 89 per cent of the 10,110 first plans were approved within 90 days of the access decision. For participants aged 7+, 71 per cent of the 18,754 first plans were approved within 70 days of the access decision.

On average, first plans for participants aged 0-6 were approved within 48 days in the June 2020 quarter, and first plans that were in progress at 30 June 2020, had on average been in progress for 19 days. For participants aged 7 and over, first plans were approved on average within 80 days in the June 2020 quarter, and first plans that were in progress at 30 June 2020, had on average been in progress for 41 days.

Figure 16: The average number of days a first plan has been in progress (that is, not yet approved)

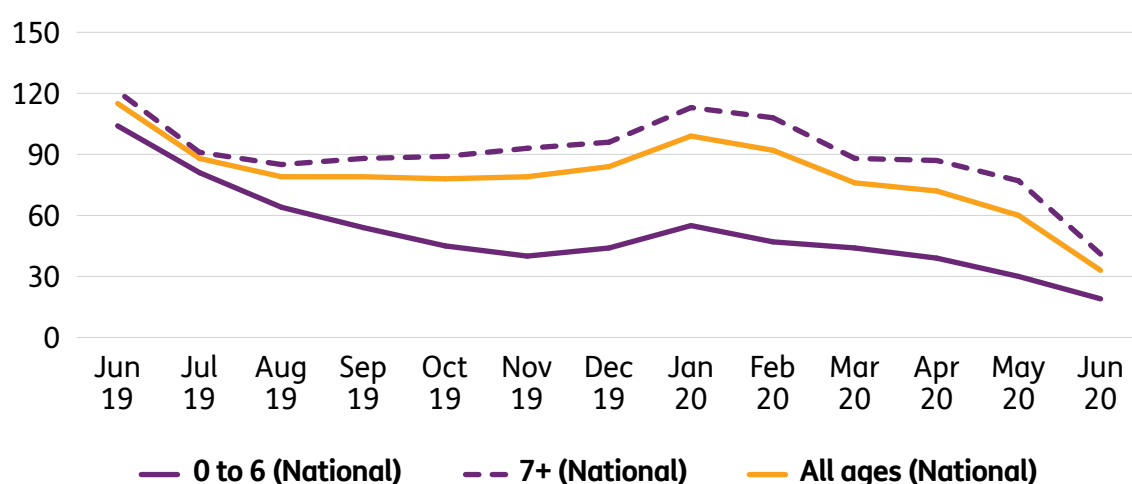
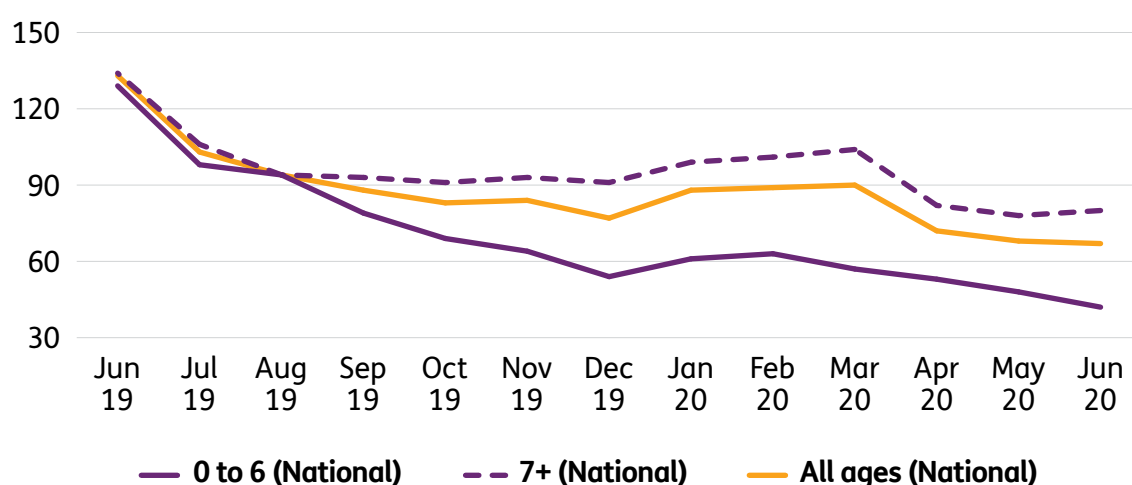


Figure 17: The average number of days taken to complete and approve a first plan



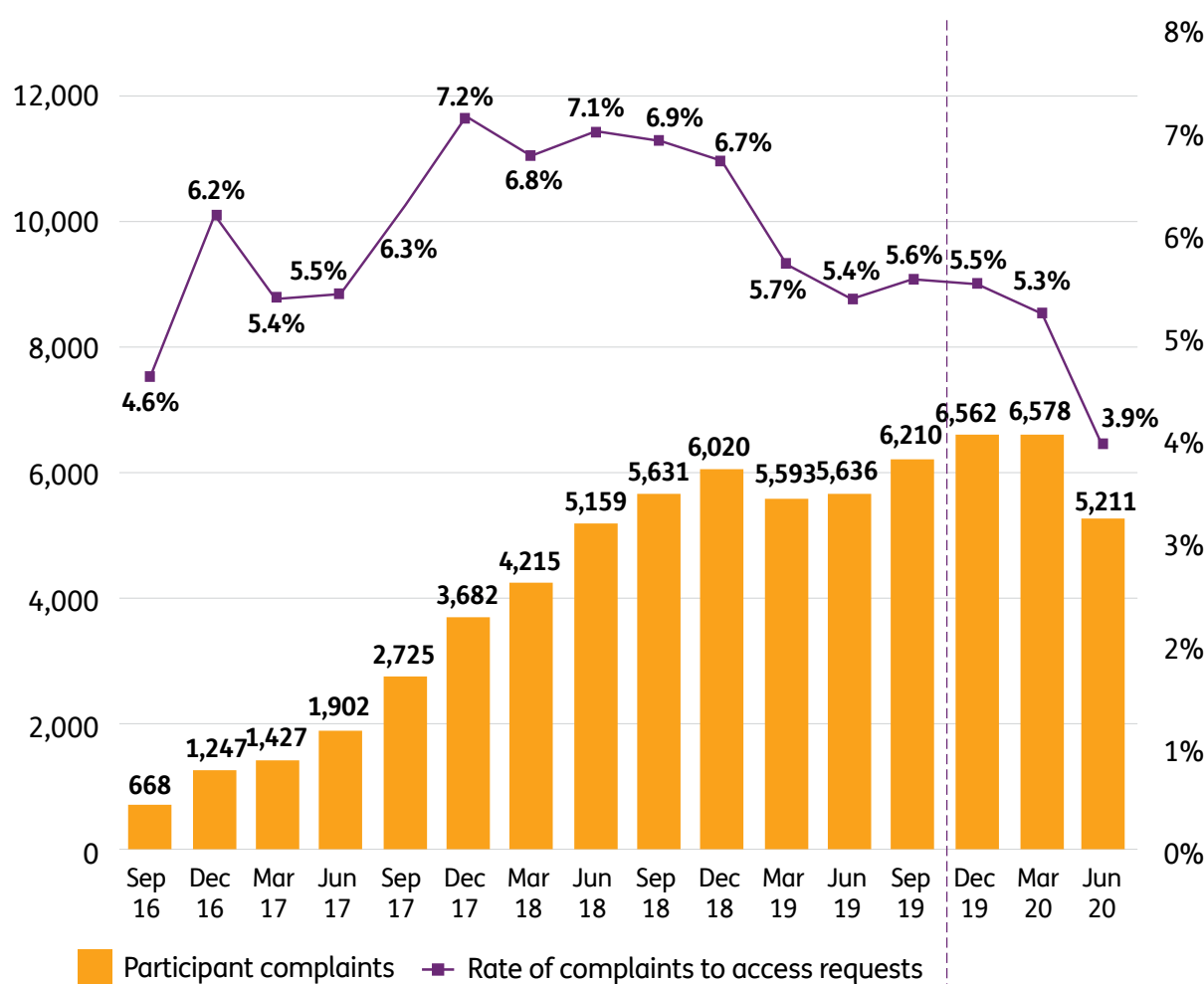
2.6 Complaints, participant requested reviews and reviews of reviewable decisions

The rate of complaints from participants and potential participants has reduced significantly throughout the quarter. There has also been a further reduction in the number of open reviews of reviewable decisions (RoRDs) at 30 June 2020 compared with the previous quarter end.

Complaints

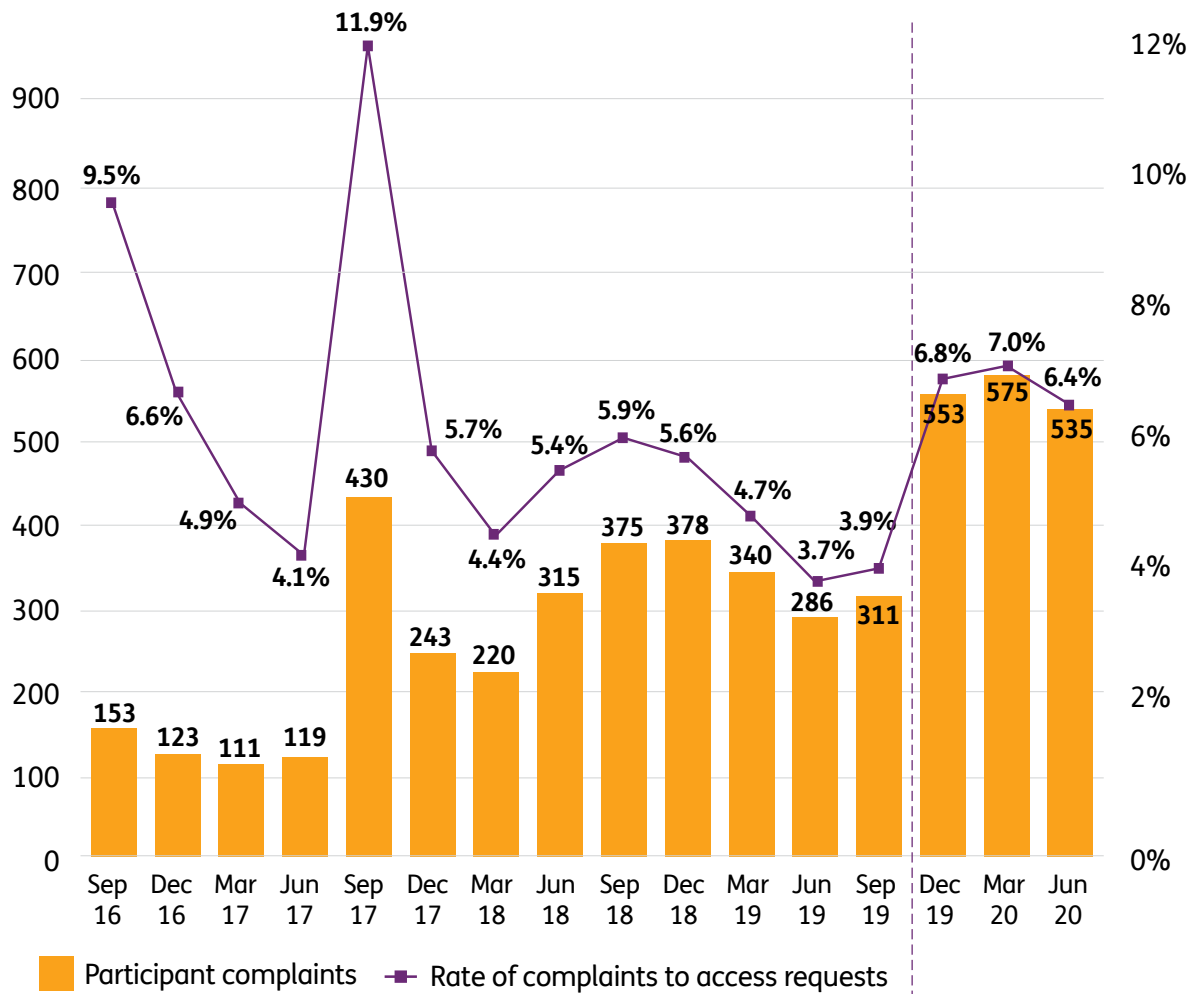
Participant complaints received, as a percentage of access requests in the quarter, were 3.9 per cent in the quarter ending 30 June 2020 compared with 5.3 per cent in the previous quarter. Provider complaints, as a percentage of registered providers, were 6.4 per cent compared with 7.0 per cent in the previous quarter.

Figure 18: Participant complaints received as a proportion of access requests²⁵



²⁵ In previous quarterly reports, complaints submitted in the most recent quarter were excluded as it was understood they may be impacted by lags in data collection. However, due to enhancements in NDIA business systems any such lags are deemed to be immaterial, and the complaints for the most recent quarter are now included.

Figure 19: Provider complaints received as a proportion of registered providers²⁶



²⁶ In previous quarterly reports, complaints submitted in the most recent quarter were excluded as it was understood they may be impacted by lags in data collection. However, due to enhancements in NDIA business systems any such lags are deemed to be immaterial, and the complaints for the most recent quarter are now included.

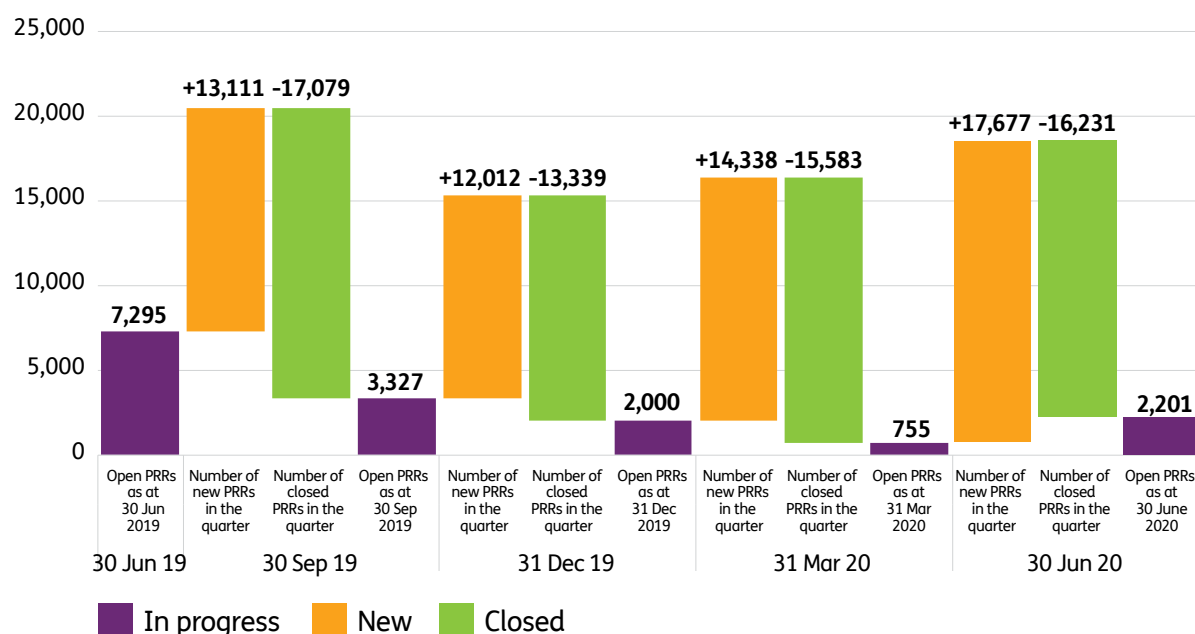
Participant requested reviews

A participant may request that the CEO conduct a review of the participant's plan at any time (section 48 of the NDIS Act).

In the June 2020 quarter, there were 17,677 new participant requested reviews, and 16,231 decisions were made as to whether a PRR would be undertaken.²⁷ One hundred (100) per cent of all decisions were made within 21 days²⁸.

Where it was decided to undertake a PRR, 53 per cent of plans were reviewed within 28 days.

Figure 20: PRRs received and closed during the March quarter and open as at 30 June 2020



²⁷ 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.

²⁸ 99.88% rounded to two decimal places.

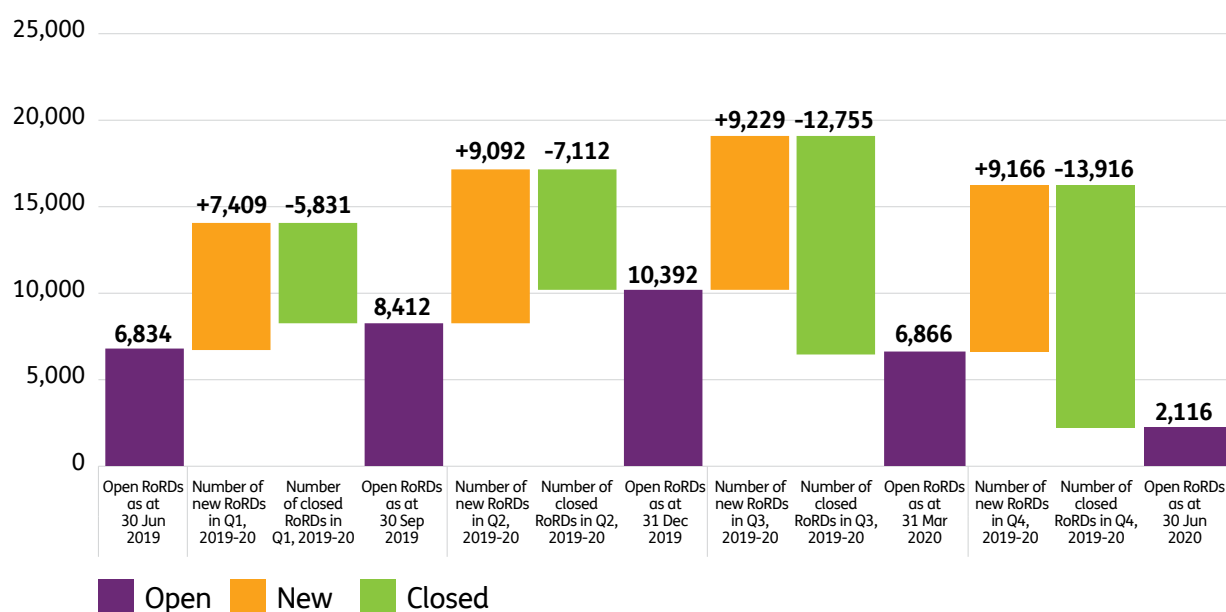
Reviews of reviewable decisions

Under section 100 of the NDIS Act, participants can request Reviews of reviewable decisions (RoRDs). In the June 2020 quarter, there were 9,166 new RoRDs, and 13,916 were closed.²⁹ As with PRRs, the number of participant RoRDs has increased over the last year due to the increase in the number of participants.

There was a significant reduction of open RoRDs from 6,536 at 31 March 2020, to 2,116 at 30 June 2020. The large increase in RoRDs between 30 June 2019 and 31 December 2019 is largely due to RoRDs being entered into the ICT business system (where they previously were not recorded).

Of the 13,916 closed in the June quarter, 83 per cent were closed within 90 days.

Figure 21: RoRDs received and closed during the March quarter and open as at 30 June 2020



²⁹ 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.

2.7 The NDIS Contact Centre

The NDIS contact centre continues to process a high volume of calls in a timely manner

The provider responsible for operating the NDIS Contact Centre has continued to meet service levels with respect to call response times, wait times and abandoned call rates for enquires made to the NDIS.

- between 1 April 2020 and 30 June 2020, the Contact Centre answered 285,404 phone calls. The **average answer speed** is consistently **under 26 seconds**.
- the Contact Centre is contracted to reach a **weekly service level** of 80% of calls answered within 60 seconds. At end of the June 2020 quarter it was achieving a service level of **84%**.
- average **abandonment rates** are consistently sitting at **1.1%**.
- throughout the quarter 190,241 emails were responded to, with **93.4%** progressed within 2 business days of them being received. This response rate has dropped from 98.2% in the March quarter due to increased volumes associated with the COVID-19 response.
- the **rate of enquiries being resolved** within the first response to the caller has remained stable from the March 2020 quarter, with an average of **71%** achieved in the June 2020 quarter.³⁰

The National Contact Centre commenced a live Webchat service in December 2019, a new communication channel option for participants, carers, providers and the public. Over 10,400 Webchat requests were received across the June 2020 quarter with 99% of chats being responded to within 10 seconds.

While the number of calls to the National Contact Centre continued above expected levels in June, the National Contact Centre has managed the increased volume with additional delegates within the contact centre. The National Contact Centre continued to meet its service standard at 84 per cent of calls answered within 60 seconds, and the abandonment rate has remained consistent at 1.1 per cent.

³⁰ The December 2019 report included a higher first contact completion rate. Data capture and accuracy has improved and hence this statistic has been re-stated.

2.8 Actions to improve the participant experience

The NDIA continues its progress on improving the participant experience during COVID-19.

Participant Service Charter

The NDIA is committed to improving how we support NDIS participants.

As discussed at the start of this report, the NDIA has been listening to participants, their families and carers, providers, and other trusted voices in the disability community about how we can improve the NDIS. That is why the NDIA has introduced a new **Participant Service Charter**, which sets out what participants can expect from the NDIA and our Partners in the Community. The Service Charter includes the **Participant Service Guarantee**, which provides the engagement principles and clear timeframes for the NDIA's interactions with participants.

The NDIA will report on our performance against the Participant Service Guarantee timeframes each quarter in these Quarterly Reports.

Participant Service Improvement Plan

To complement the Participant Service Charter, the NDIA also has a new **Participant Service Improvement Plan 2020-2021**. The Service Improvement Plan sets out the specific, tangible actions we will take to deliver against the Service Charter to deliver a Scheme that meets participants' expectations.

The Service Improvement Plan is more than just a list of what the NDIA wants to do. It explains the practical changes we're making so that the NDIS works better for everyone; for participants, their families and carers, their providers, and the broader community.

Similar to the Participant Service Charter, the NDIA will report progress each quarter in these Quarterly Reports.

While COVID-19 has had an impact on the progress of some initiatives, a series of service enhancements continue to improve the participant experience which are aligned to how the NDIA intends to engage with participants. This section includes the progress on projects to improve the participant experience, noting that some projects that are on hold will resume when it is appropriate to do so.

Transparency

The NDIA has made important changes to improve participants' access to their personal information.

From 1 July 2020, the new Participant Information Access process is an easier and faster way for current and prospective participants, or their authorised representatives, to access the personal information we hold about them.

Using an online form, participants can make a request for:

- information about an access decision, including the reasons for the decision
- information about an NDIS plan or plan review, including the information relied on to make the decision and the reasons for the decision
- medical and other documents provided to the NDIA.

The NDIA will aim to respond to requests within 14 days, but no later than 28 days.

Responsive

Joint planning

The rollout of Joint Planning, including plan summary statements (draft plan summary) and joint planning meetings, commenced in Queensland in March 2020. Joint Planning supports relationship building between the participant, planner and partner through face-to-face planning meetings where possible. The further roll out of joint planning meetings is currently on hold while the NDIA focuses on maintaining critical services in response to the COVID-19 pandemic and respects physical distancing. While Joint Planning remains a priority for roll out in the future, the recommencement of Joint Planning is not likely to occur until face-to-face meetings with participants becomes a primary option when it is safe to do so in a COVID-19 environment.

Rollout of Independent Functional Capacity Assessments

Improving the NDIS assessment process will make the Scheme more reliable, consistent and equitable for everyone, ensuring it provides access to eligible participants and appropriate levels of funding for the people it was intended to support.

From October 2020, we're introducing free independent functional capacity assessments for all eligible people applying to access the NDIS. From that time prospective participants can choose to be referred to an allied health professional in their area for a functional capacity assessment. The assessment will use standardised tools to build an overall picture of how the person functions in different areas of their life. By making the assessments free, the NDIA is removing the financial burden of evidence gathering to access the NDIS. Individuals will have the same opportunity to access a robust, consistent assessment irrespective of their location or circumstances.

The available assessors will be professionals with experience in disability, drawn from a panel of external organisations appointed through an open and competitive tender process. The NDIA intends that the assessment process will become mandatory at a later stage, to ensure that decisions impacting prospective participants and participants are consistent and fair.

In addition, the NDIA is designing how to better support prospective participants connecting with the community and mainstream supports, and apply for entry to the Scheme. It intends to focus the Local Area Coordinator role to provide more support to people with a disability when engaging with the NDIS.

Respectful

Hearing Service Stream

The future of hearing services in Australia is assured with a collaborative approach adopted by the NDIS and the Hearing Services Program (HSP). The NDIS and the HSP will have different roles but will work together to ensure that high quality hearing services continue to be available to people of all ages. This new approach commenced on 1 July 2020.

The Hearing Services Program

Hearing services will be offered to Australian citizens and permanent residents, including children and young people under 26, who satisfy its eligibility criteria. Hearing Australia will continue to be the sole provider of HSP services for eligible children and young people under 26. This ensures that quality safeguards remain in place for this age group.

The NDIS:

- The NDIS will fund all reasonable and necessary hearing services for participants aged 26 and over who are not able to access the HSP.
- The NDIS will continue to fund additional reasonable and necessary hearing supports where they are not available to participants via the HSP, including for people under 26.
- The NDIS will help participants connect with the HSP.
- The NDIS will continue to ensure children aged under 7 with a newly diagnosed hearing loss are supported to access early intervention without delay.

Empowering

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

The NDIA continues to implement enhancements for people with a psychosocial disability nationally. These have included imbedding processes for streamlined access into everyday practices, the development and sharing of key documents to support access, delivering training and education regarding NDIS access requirements to the mental health sector and the addition of a new support called ‘psychosocial recovery coach’ in the NDIS Price Guide from July 2020.

The NDIA is continuing to develop the proposed psychosocial disability capability framework despite some initial delays due to COVID-19, with the assistance of experts to define the capability required for NDIA staff and Partners. This framework was initiated to directly address the recommendations made in the Mental Health Australia Pathway Consultation report for the need to build psychosocial capability in the NDIA.

A commitment from the Disability Reform Council (DRC) to improve access and experiences for participants with a psychosocial disability was announced following the 9 October 2019 DRC meeting. The NDIA together with DSS, and state and territory health department representatives, have established project teams and have commenced working collaboratively on the following key initiatives:

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

The timeline for delivery of the work on the DRC initiatives will extend into 2021 as a result of the impact of COVID-19 on operational priorities for all Australian governments.

Younger People in Residential Aged Care

The NDIA has increased the number of dedicated planners to support younger people in aged care to find alternative accommodation, if this is their goal. The NDIA has been working with the Joint Agency Task Force (JATF) to develop a new strategy to further build on the Younger People in Residential Aged Care (YPIRAC) Action Plan which aims to reduce the number of younger people in residential aged care. From 1 July 2016 to 30 June 2020, 377 participants have exited residential aged care to more suitable accommodation. Further, the NDIA has improved the way it collects data to better understand the goals and support needs of younger people living in aged care.

Connected

Community connectors

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

The NCCP will be rolled out over two years, however timelines for delivery may change due to COVID-19, and will build on existing NDIA community connector programs (Remote Community Connector Program) and other community connector-type initiatives undertaken by the NDIA's PiTC.

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

On 2 July 2020 Minister Stuart Robert announced the expansion of the National Community Connector Program (NCCP), after committing to a \$20 million expansion in November last year.

The announcement builds upon the existing community connectors in remote settings and will ensure that better support for Australians with disability in rural and urban locations from four specific population groups to access the NDIS, including: Aboriginal and Torres Strait Islander (ATSI) communities, Culturally and Linguistically Diverse (CALD) communities, People experiencing psychosocial disabilities; and Ageing parents or carers of people with disability.

Together with the DSS and Carers Australia, the NDIA has also developed a virtual Community Connector support service and referral pathway for ageing parents and carers of people with disability.

As the NDIA and disability organisations continue to operate within the COVID-19 restrictions with face-to-face outreach not immediately available, Partners and Community Connectors will use their networks to reach out and support potential or existing participants, through initiatives such as in-language webinars and radio programs, dedicated telephone services and online support programs.

Recent Victorian COVID-19 events

The NDIA is working with the Victorian government to regularly contact NDIS participants in public housing towers and stage 3 restriction areas who were or currently are under restrictions to ensure that essential services can continue to be delivered.

Vulnerable Participant Outbound Call (VPOC) strategy

In response to the Australian Government's enacted COVID-19 Emergency Response Plan, the NDIA, along with Partners in the Community have been proactively contacting participants. As part of the Agency's Vulnerable Participant Outbound Call (VPOC) strategy 65,844 Participants have been successfully contacted.

Outcomes and themes from these calls were recorded by staff in the NDIA business system for the contact attempts made. Seventy-three (73) per cent of successful contact attempts required no follow up action other than providing participants with information, and two per cent of successfully contacted participants required a follow-up to put a new plan in place.

VPOC contact themes:

- **18%** of successful contact attempts involved discussions about plan flexibility, plan extensions or the need for a plan review.
- **12%** of successful contact attempts involved discussion about the priority home delivery service offered by major grocery store chains to participants.
- **7%** of successful contact attempts involved requests for coronavirus related information regarding the NDIS or other government agencies.
- **12%** of successful contact attempts noted that the contact was well received and helped to ease concerns.

- **14%** of successful contact attempts involved discussions about upcoming appointments or planning needs.
- **3%** of successful contact attempts involved requests for additional information relating to the NDIS, providers and other government services.

Feedback from NDIA staff on calls to participants during the COVID-19 pandemic:

I phoned a mum of two girls, both with disabilities and both with NDIA. Mum wanted to pass on how grateful she is to the Agency and what a difference it has made to her and her daughter's lives. Mum has permanent injuries due to constant lifting of her daughters for 12 years prior to the NDIA, now, after receiving support, she has carers come to her home morning and night to care and help with her girls. She could not thank me enough for the 'check-in' call to ensure all was good and supports in place.

"You guys calling on a Saturday is excellent and thank you, it was good talking to someone. The NDIA does take time to sort through things but when it does it's there for us, so it's great", said a participant.

"When I had a stroke and came out of the coma, they told me I was going to be a vegetable. I told them I didn't know what vegetable I wanted to be so that wasn't going to happen," said a participant.

This participant had the most amazing sense of humour and is so fiercely independent. She was very grateful for the call and very thankful for the NDIS and the support she receives.

"I do not see anyone except my support worker so it is a pleasure to have a voice on the other end of the phone", said a participant.

"I'm blown away that you are calling me on a Saturday. Although we are doing okay and have not been affected, this call has made my day... thank you", said a participant.

"Really appreciated being able to talk freely like this – it has really helped me to be able to sort things out in my mind... thank you", said a participant.



The gift of art gives Ethyn a colourful future

When Ethyn was gifted a paint set for his 17th birthday earlier this year, his parents never imagined the journey it would put him on. Fast forward five months and Ethyn has created more than 100 pieces, and recently sold his first piece.

What started as a hobby could soon become employment for Ethyn, as he transitions out of school to adulthood.

Ethyn, who has autism and is non-verbal, was like other students around the country who were home schooling during COVID-19. While it was initially an adjustment and challenge for his family to set up a new routine, it eventually opened up opportunities for his future

“Once we put some structures and stability in place, we ended up with this young man who started to flourish,” Ethyn’s mum Naomi said.

Ethyn’s parents made the decision to focus on turning his artwork into employment and were supported by local organisation Valued Lives, a

registered NDIS provider. Ethyn’s NDIS funding supports him to find and maintain employment, and Valued Lives has provided that support.

Together with Valued Lives, Ethyn’s family discussed a range of activities and potential employment opportunities, but it became clear very quickly that art was Ethyn’s calling.

“Ethyn’s now engaging in his artwork, he has choice and control over what’s happening and that’s the biggest thing.

“He’s come so far in such a short time, his artwork is just amazing.

“We’re looking at ways we can build the business and make it sustainable, and find ways to promote his work so that we can move into the launch phase of Ethyn starting his own business.”

For more info about Ethyn and his artwork visit [@ethyn.amat](#) on Instagram.

Part Three:

Providers and the growing market



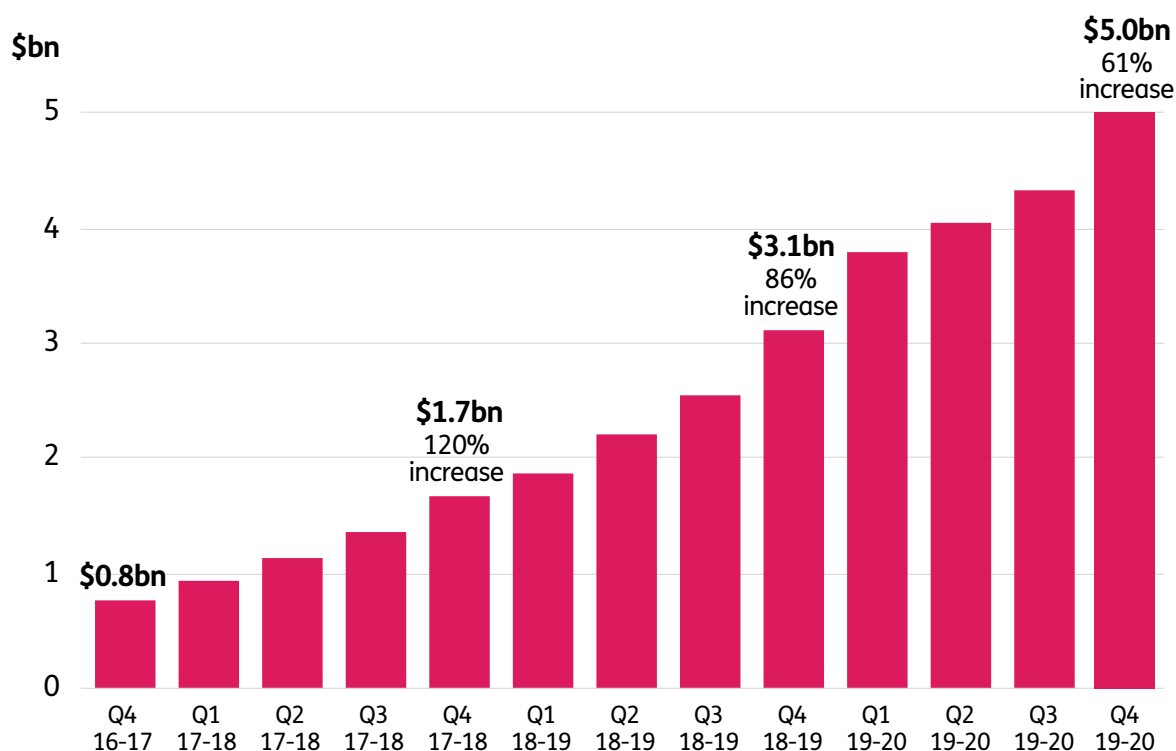
Payments for NDIS supports have increased substantially over the last three years.

3.1 Growth in the NDIS market

Payments for NDIS supports have grown 61 per cent in the last year.

The amount paid each quarter for NDIS supports continues to increase. In the June 2018 quarter, \$1.7 billion was paid for supports. This increased to \$3.1 billion in the June 2019 quarter (86% increase), and to \$5.0 billion in the June 2020 quarter (a further increase of 61%).

Figure 22: Total payments by quarter³¹

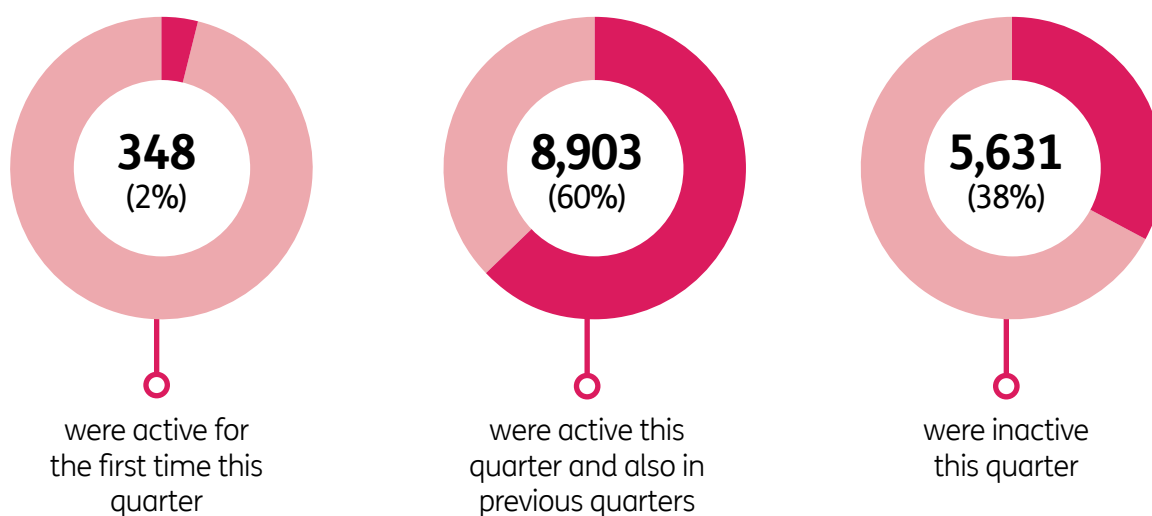


³¹ The chart represents the amount paid each quarter, regardless of when the support was provided.

3.2 Active providers

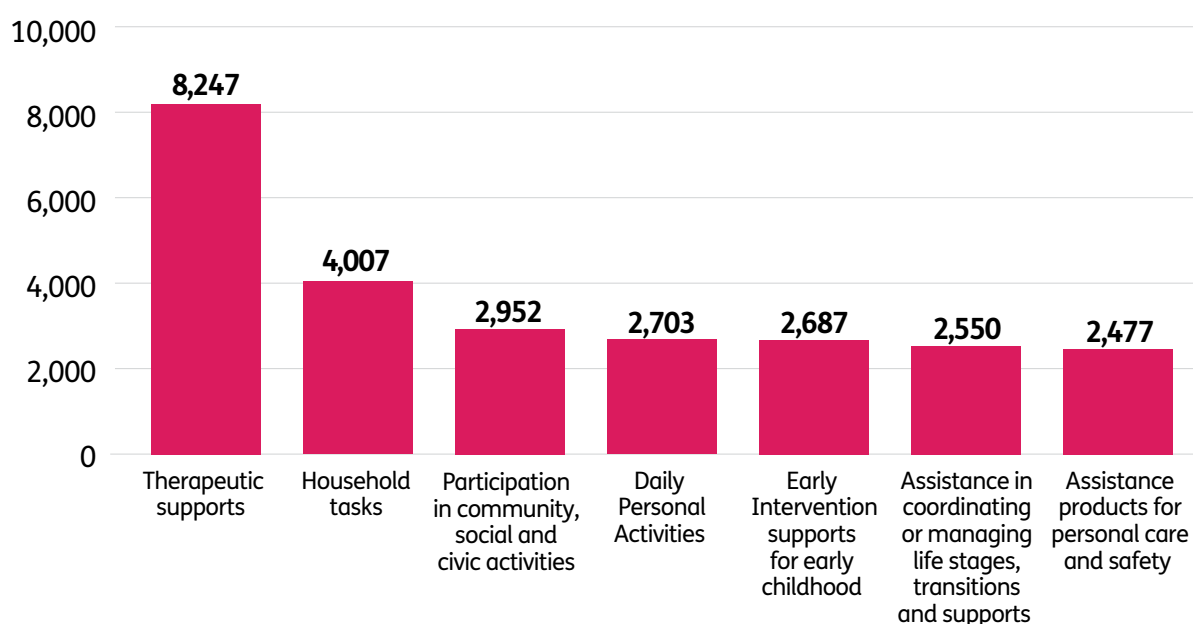
The number of active providers increased by four per cent this quarter.

Since the start of the Scheme, 14,882 providers have supported participants.³² Of these:



The registration groups with the largest number of active registered providers are therapeutic supports and household tasks.

Figure 23: The largest registration groups for active providers



³² This is providers of agency-managed participants. Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 14,534.

3.3 Choice and control, utilisation and market concentration

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

In the 2019-20 financial year, \$16.1 billion has been paid by the NDIS for participant supports. This amount will increase further due to the timing delay between when some supports are provided and when they are paid.

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

– choice and control

– utilisation

– market concentration

Choice and control

The NDIS outcomes framework questionnaires ask participants “Do you choose who supports you?”. The percentage who indicate that they choose who supports them was compared across geographical regions to identify the regions comparatively better and worse than others. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in SIL in each region and the length of time participants had been in the Scheme.

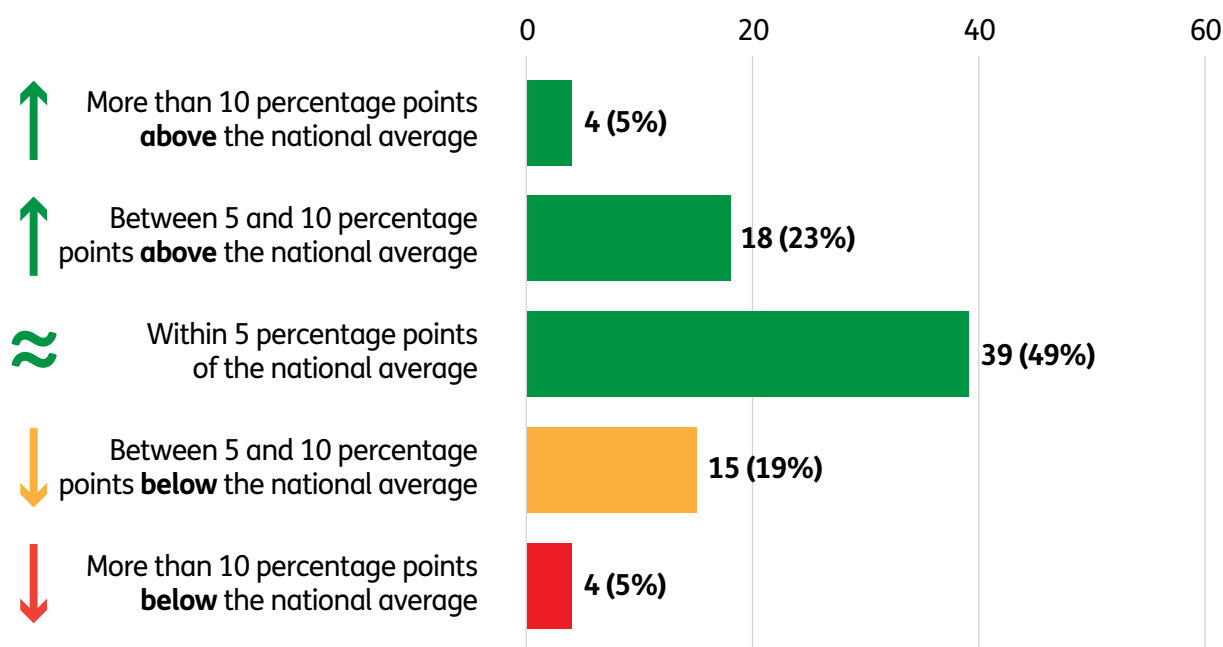
Overall, 39 of the 80 regions (49%) in the analysis were within five percentage points of the national average, four regions (5%) were more than 10 percentage points above the national average, and four regions (5%) were more than 10 percentage points below the national average.

The four regions more than 10 percentage points above the national average were ACT, Barkly in Northern Territory, Barwon in Victoria and Limestone Coast in South Australia.³³ The regions more than 10 percentage points below the national average were Darwin Remote, Katherine and East Arnhem in the Northern Territory, and Goldfields-Esperance in Western Australia.

At 30 June 2020:

- Darwin Remote has 330 active participants and plan budgets totalling \$30 million
- Katherine has 167 active participants and plan budgets totalling \$31 million
- East Arnhem has 180 active participants and plan budgets totalling \$24 million
- Goldfields-Esperance had 502 active participants and plan budgets totalling \$43 million

Figure 24: Choice and control – number of bilateral regions – gap to benchmark



³³ These regions have been in the Scheme for the longest, which may indicate choice and control improves the longer a participant is in the Scheme.

Figure 25: Choice and control region breakdown – 30 June 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
More than 10 percentage points above the national average			
ACT	Australian Capital Territory	7,703	\$480
Barwon	Victoria	8,276	\$502
Limestone Coast	South Australia	1,183	\$80
Barkly	Northern Territory	162	\$17
Between 5 and 10 percentage points above the national average			
Hunter New England	New South Wales	21,866	\$1,572
Southern NSW	New South Wales	3,660	\$230
Inner Gippsland	Victoria	4,133	\$237
Outer Gippsland	Victoria	1,845	\$113
Mackay	Queensland	2,638	\$172
Toowoomba	Queensland	5,160	\$399
Barossa, Light and Lower North	South Australia	1,708	\$86
Eastern Adelaide	South Australia	3,056	\$245
Eyre and Western	South Australia	1,101	\$78
Fleurieu and Kangaroo Island	South Australia	937	\$65
Murray and Mallee	South Australia	1,463	\$97
Northern Adelaide	South Australia	11,735	\$738
Western Adelaide	South Australia	3,106	\$216
Yorke and Mid North	South Australia	1,432	\$80
TAS North West	Tasmania	2,122	\$172
TAS South West	Tasmania	2,386	\$231
South Metro	Western Australia	5,201	\$325
South West	Western Australia	2,807	\$171
Within 5 percentage points of the national average			
Central Coast	New South Wales	7,242	\$450
Far West	New South Wales	526	\$43
Illawarra Shoalhaven	New South Wales	7,350	\$527
Mid North Coast	New South Wales	4,959	\$345
Murrumbidgee	New South Wales	5,543	\$367
Nepean Blue Mountains	New South Wales	7,473	\$502
Northern NSW	New South Wales	5,818	\$426
Western NSW	New South Wales	5,190	\$406
Bayside Peninsula	Victoria	12,616	\$928
Central Highlands	Victoria	4,366	\$251
Goulburn	Victoria	3,018	\$166
Hume Moreland	Victoria	7,142	\$377
Loddon	Victoria	5,627	\$308
Mallee	Victoria	1,699	\$114
North East Melbourne	Victoria	10,629	\$681
Outer East Melbourne	Victoria	8,025	\$563
Ovens Murray	Victoria	2,821	\$153
Western District	Victoria	3,275	\$207

Figure 25: Choice and control region breakdown – 30 June 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Within 5 percentage points of the national average cont.			
Western Melbourne	Victoria	8,823	\$515
Beenleigh	Queensland	7,171	\$573
Brisbane	Queensland	13,962	\$1,186
Bundaberg	Queensland	2,370	\$159
Caboolture/Strathpine	Queensland	7,261	\$589
Cairns	Queensland	3,594	\$316
Ipswich	Queensland	6,279	\$435
Maroochydore	Queensland	6,060	\$487
Maryborough	Queensland	3,073	\$256
Robina	Queensland	7,010	\$504
Rockhampton	Queensland	4,133	\$286
Townsville	Queensland	4,992	\$358
Adelaide Hills	South Australia	1,307	\$81
Southern Adelaide	South Australia	7,749	\$554
TAS North	Tasmania	2,463	\$203
Great Southern	Western Australia	781	\$55
Kimberley-Pilbara	Western Australia	990	\$82
North East Metro	Western Australia	5,556	\$425
South East Metro	Western Australia	3,376	\$269
Wheat Belt	Western Australia	818	\$47
Central South Metro	Western Australia	4,142	\$288
Between 5 and 10 percentage points below the national average			
North Sydney	New South Wales	8,872	\$747
South Eastern Sydney	New South Wales	8,302	\$594
South Western Sydney	New South Wales	16,701	\$1,035
Sydney	New South Wales	6,971	\$485
Western Sydney	New South Wales	14,130	\$972
Brimbank Melton	Victoria	6,245	\$357
Inner East Melbourne	Victoria	8,033	\$645
Southern Melbourne	Victoria	9,494	\$552
Far North (SA)	South Australia	429	\$36
TAS South East	Tasmania	1,887	\$135
Central Australia	Northern Territory	516	\$114
Darwin Urban	Northern Territory	1,985	\$241
Central North Metro	Western Australia	3,413	\$311
Midwest-Gascoyne	Western Australia	630	\$41
North Metro	Western Australia	4,117	\$273
More than 10 percentage points below the national average			
Darwin Remote	Northern Territory	330	\$30
East Arnhem	Northern Territory	180	\$24
Katherine	Northern Territory	167	\$31
Goldfields-Esperance	Western Australia	502	\$43

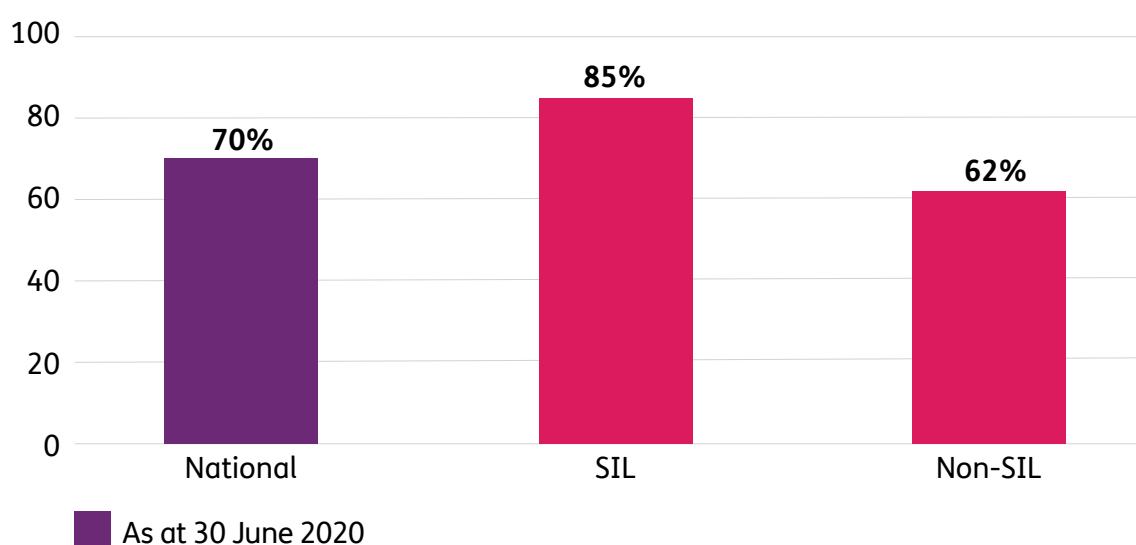
Utilisation

For support provided between 1 October 2019 and 31 March 2020³⁴, data at 30 June 2020 indicated that 70 per cent of support had been utilised nationally. Experience in other schemes with individual budgets (internationally and in Australia) indicates that plan utilisation is unlikely to be 100 per cent. However, for some participants utilisation should be higher than current level.³⁵

The two biggest drivers of utilisation are:

- **whether or not a participant is in SIL:** with participants in SIL utilising more of their plan compared with those not in SIL (**85%** compared with **62%**).

Figure 26: Utilisation of committed supports by SIL status from 1 October 2019 to 30 June 2020³⁶



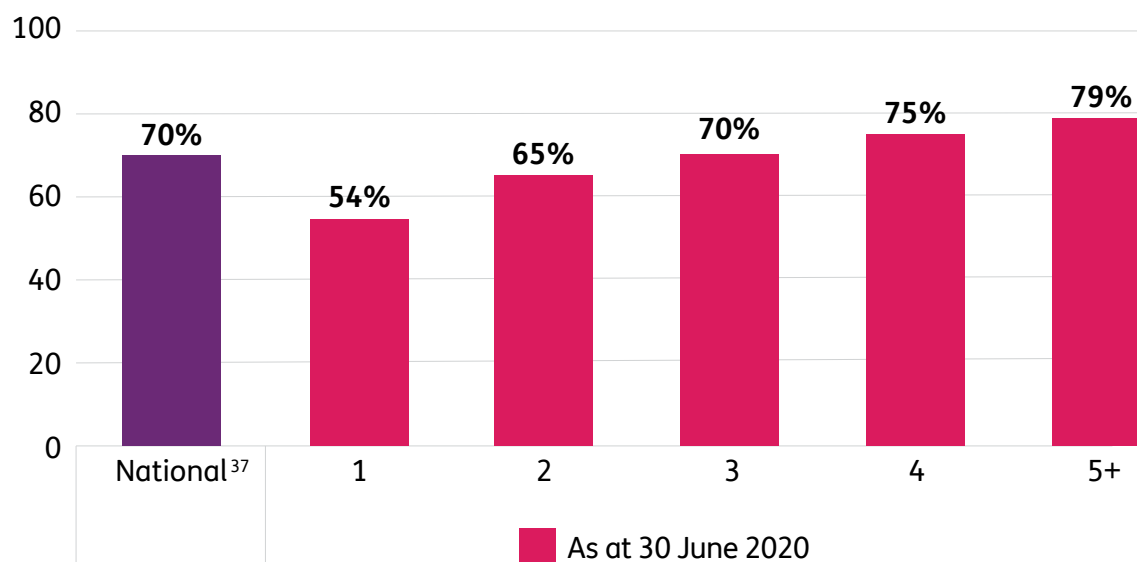
³⁴ This allows for a three month lag between when support was provided and when it had been paid. Utilisation will increase as more payments for this support period are made.

³⁵ Some of the reasons for plans being under-utilised include: More support was provided informally through family, friends and community; supports being put in plans "just in case" they are required; participants needing more support to implement their plans; providers needing more support to claim for supports provided; and supports being unavailable in the market.

³⁶ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 October 2019 and 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

- **the length of time the participant has been in the Scheme:** the longer the participant is in the Scheme the more they utilise their plan (**54%** for participants on their first plans compared with **79%** for participants on their fifth plan).

Figure 27: Utilisation of committed supports by plan number from 1 October 2019 and 30 June 2020³⁶



³⁷ 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 October 2019 and 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

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

Overall, 63 of the 80 regions (79%) in the analysis are within five percentage points of the national average, none were more than 10 percentage points above the national average, and eight regions (10%) were more than 10 percentage points below the national average.

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

There are 8 regions between five and 10 percentage points below the national average – these are also mainly in regional and remote areas

Figure 28: Utilisation – number of bilateral regions – gap to benchmark

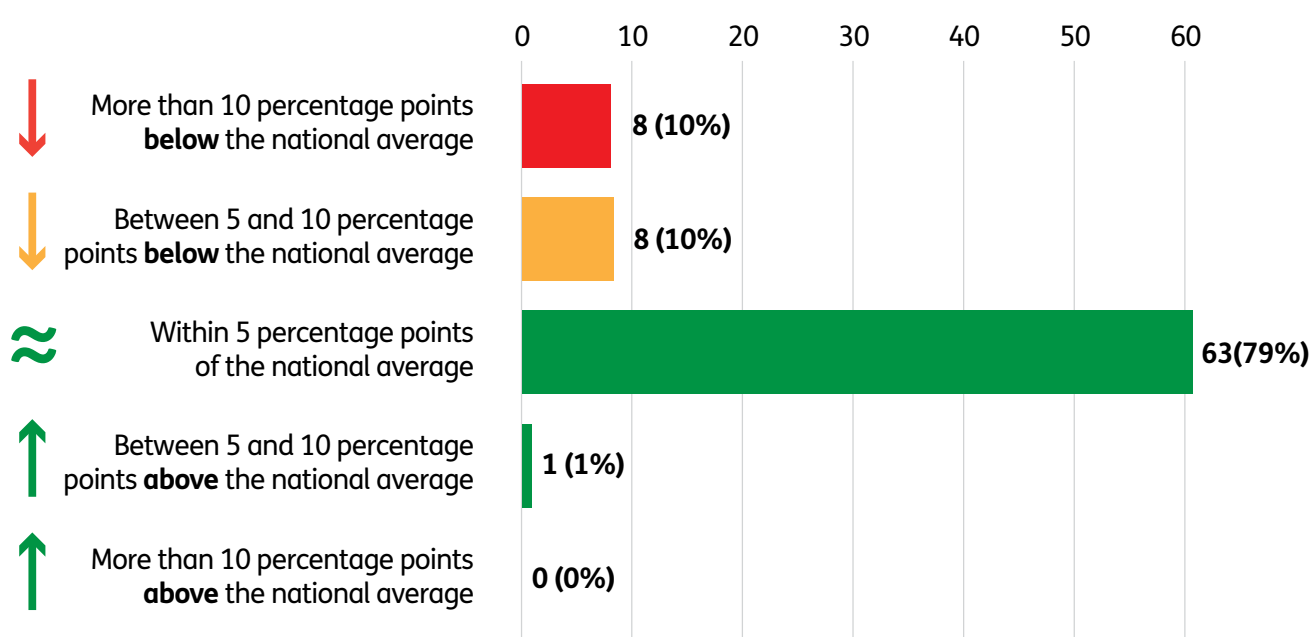


Figure 29: Utilisation region breakdown – 30 June 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
More than 10 percentage points below the national average			
Eyre and Western	South Australia	1,101	\$78
Far North (SA)	South Australia	429	\$36
Limestone Coast	South Australia	1,183	\$80
Barkly	Northern Territory	162	\$17
Darwin Remote	Northern Territory	330	\$30
East Arnhem	Northern Territory	180	\$24
Midwest-Gascoyne	Western Australia	630	\$41
Goldfields-Esperance	Western Australia	502	\$43
Between 5 and 10 percentage points below the national average			
Far West	New South Wales	526	\$43
Western NSW	New South Wales	5,190	\$406
Murray and Mallee	South Australia	1,463	\$97
Yorke and Mid North	South Australia	1,432	\$80
Central Australia	Northern Territory	516	\$114
Katherine	Northern Territory	167	\$31
Kimberley-Pilbara	Western Australia	990	\$82
Wheat Belt	Western Australia	818	\$47
Within 5 percentage points of the national average			
ACT	Australian Capital Territory	7,703	\$480
Central Coast	New South Wales	7,242	\$450
Hunter New England	New South Wales	21,866	\$1,572
Illawarra Shoalhaven	New South Wales	7,350	\$527
Mid North Coast	New South Wales	4,959	\$345
Murrumbidgee	New South Wales	5,543	\$367
Nepean Blue Mountains	New South Wales	7,473	\$502
North Sydney	New South Wales	8,872	\$747
Northern NSW	New South Wales	5,818	\$426
South Eastern Sydney	New South Wales	8,302	\$594
South Western Sydney	New South Wales	16,701	\$1,035
Southern NSW	New South Wales	3,660	\$230
Sydney	New South Wales	6,971	\$485
Western Sydney	New South Wales	14,130	\$972
Barwon	Victoria	8,276	\$502
Bayside Peninsula	Victoria	12,616	\$928
Brimbank Melton	Victoria	6,245	\$357
Central Highlands	Victoria	4,366	\$251
Goulburn	Victoria	3,018	\$166
Hume Moreland	Victoria	7,142	\$377
Inner East Melbourne	Victoria	8,033	\$645
Inner Gippsland	Victoria	4,133	\$237
Loddon	Victoria	5,627	\$308

Figure 29: Utilisation region breakdown – 30 June 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Within 5 percentage points of the national average cont.			
Mallee	Victoria	1,699	\$114
North East Melbourne	Victoria	10,629	\$681
Outer East Melbourne	Victoria	8,025	\$563
Outer Gippsland	Victoria	1,845	\$113
Ovens Murray	Victoria	2,821	\$153
Southern Melbourne	Victoria	9,494	\$552
Western District	Victoria	3,275	\$207
Western Melbourne	Victoria	8,823	\$515
Beenleigh	Queensland	7,171	\$573
Brisbane	Queensland	13,962	\$1,186
Bundaberg	Queensland	2,370	\$159
Caboolture/Strathpine	Queensland	7,261	\$589
Cairns	Queensland	3,594	\$316
Ipswich	Queensland	6,279	\$435
Mackay	Queensland	2,638	\$172
Maroochydore	Queensland	6,060	\$487
Maryborough	Queensland	3,073	\$256
Rockhampton	Queensland	4,133	\$286
Toowoomba	Queensland	5,160	\$399
Townsville	Queensland	4,992	\$358
Adelaide Hills	South Australia	1,307	\$81
Barossa, Light and Lower North	South Australia	1,708	\$86
Eastern Adelaide	South Australia	3,056	\$245
Fleurieu and Kangaroo Island	South Australia	937	\$65
Northern Adelaide	South Australia	11,735	\$738
Southern Adelaide	South Australia	7,749	\$554
Western Adelaide	South Australia	3,106	\$216
TAS North	Tasmania	2,463	\$203
TAS North West	Tasmania	2,122	\$172
TAS South East	Tasmania	1,887	\$135
TAS South West	Tasmania	2,386	\$231
Darwin Urban	Northern Territory	1,985	\$241
Great Southern	Western Australia	781	\$55
South Metro	Western Australia	5,201	\$325
South West	Western Australia	2,807	\$171
North East Metro	Western Australia	5,556	\$425
South East Metro	Western Australia	3,376	\$269
Central North Metro	Western Australia	3,413	\$311
Central South Metro	Western Australia	4,142	\$288
North Metro	Western Australia	4,117	\$273
Between 5 and 10 percentage points above the national average			
Robina	Queensland	7,010	\$504

Market concentration

Understanding the distribution of payments to service providers in a region can indicate whether a small number of providers receive most of the payments from the NDIA, or whether a large number of providers are receiving the payments. Where only a small number of providers are receiving a large amount of the payments, the market is considered to be more concentrated and could mean that there is less competition in the region. On average across regions, 62 per cent of payments go to the largest 10 providers.

There are ten regions where 85 per cent or more of payments go to the largest 10 providers (13%) and 18 regions where less than 45 per cent of payments went to the 10 largest providers (23%).

All of the ten regions where more than 85 per cent of payments go to the 10 largest providers, are regional and remote areas in the Northern Territory, Western Australia and South Australia.

Figure 30: Market concentration – number of bilateral regions – gap to benchmark

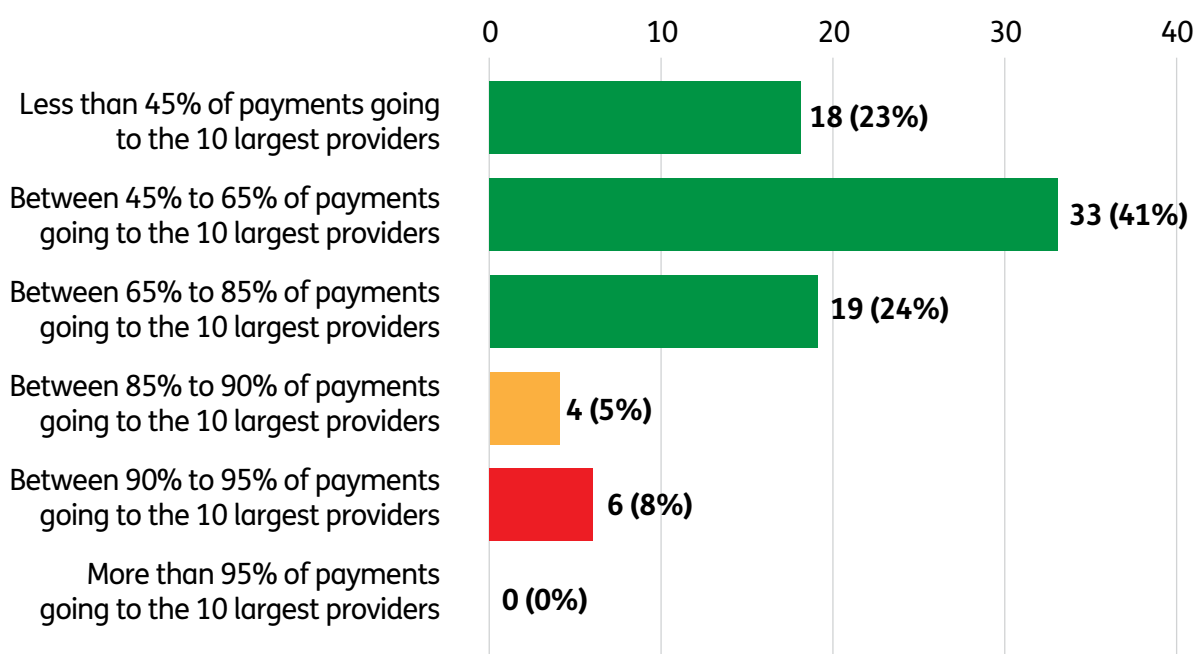


Figure 31: Market concentration region breakdown – 30 June 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Less than 45% of payments going to the 10 largest providers			
Hunter New England	New South Wales	21,866	\$1,572
Nepean Blue Mountains	New South Wales	7,473	\$502
South Western Sydney	New South Wales	16,701	\$1,035
Sydney	New South Wales	6,971	\$485
Western Sydney	New South Wales	14,130	\$972
Hume Moreland	Victoria	7,142	\$377
North East Melbourne	Victoria	10,629	\$681
Western Melbourne	Victoria	8,823	\$515
Beenleigh	Queensland	7,171	\$573
Brisbane	Queensland	13,962	\$1,186
Caboolture/Strathpine	Queensland	7,261	\$589
Ipswich	Queensland	6,279	\$435
Maroochydore	Queensland	6,060	\$487
Robina	Queensland	7,010	\$504
Toowoomba	Queensland	5,160	\$399
South East Metro	Western Australia	3,376	\$269
Central North Metro	Western Australia	3,413	\$311
North Metro	Western Australia	4,117	\$273
Between 45% to 65% of payments going to the 10 largest providers			
ACT	Australian Capital Territory	7,703	\$480
Central Coast	New South Wales	7,242	\$450
Illawarra Shoalhaven	New South Wales	7,350	\$527
Mid North Coast	New South Wales	4,959	\$345
Murrumbidgee	New South Wales	5,543	\$367
North Sydney	New South Wales	8,872	\$747
Northern NSW	New South Wales	5,818	\$426
South Eastern Sydney	New South Wales	8,302	\$594
Southern NSW	New South Wales	3,660	\$230
Western NSW	New South Wales	5,190	\$406
Barwon	Victoria	8,276	\$502
Bayside Peninsula	Victoria	12,616	\$928
Brimbank Melton	Victoria	6,245	\$357
Central Highlands	Victoria	4,366	\$251
Goulburn	Victoria	3,018	\$166
Inner East Melbourne	Victoria	8,033	\$645
Loddon	Victoria	5,627	\$308
Outer East Melbourne	Victoria	8,025	\$563
Ovens Murray	Victoria	2,821	\$153
Southern Melbourne	Victoria	9,494	\$552
Cairns	Queensland	3,594	\$316
Mackay	Queensland	2,638	\$172
Townsville	Queensland	4,992	\$358
Barossa, Light and Lower North	South Australia	1,708	\$86

Figure 31: Market concentration region breakdown – 30 June 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Between 45% to 65% of payments going to the 10 largest providers cont.			
Eastern Adelaide	South Australia	3,056	\$245
Northern Adelaide	South Australia	11,735	\$738
Western Adelaide	South Australia	3,106	\$216
Yorke and Mid North	South Australia	1,432	\$80
TAS North	Tasmania	2,463	\$203
Darwin Urban	Northern Territory	1,985	\$241
South Metro	Western Australia	5,201	\$325
North East Metro	Western Australia	5,556	\$425
Central South Metro	Western Australia	4,142	\$288
Between 65% to 85% of payments going to the 10 largest providers			
Far West	New South Wales	526	\$43
Inner Gippsland	Victoria	4,133	\$237
Mallee	Victoria	1,699	\$114
Outer Gippsland	Victoria	1,845	\$113
Western District	Victoria	3,275	\$207
Bundaberg	Queensland	2,370	\$159
Maryborough	Queensland	3,073	\$256
Rockhampton	Queensland	4,133	\$286
Adelaide Hills	South Australia	1,307	\$81
Eyre and Western	South Australia	1,101	\$78
Limestone Coast	South Australia	1,183	\$80
Murray and Mallee	South Australia	1,463	\$97
Southern Adelaide	South Australia	7,749	\$554
TAS North West	Tasmania	2,122	\$172
TAS South East	Tasmania	1,887	\$135
TAS South West	Tasmania	2,386	\$231
Darwin Remote	Northern Territory	330	\$30
South West	Western Australia	2,807	\$171
Wheat Belt	Western Australia	818	\$47
Between 85% to 90% of payments going to the 10 largest providers			
Far North (SA)	South Australia	429	\$36
Fleurieu and Kangaroo Island	South Australia	937	\$65
Kimberley-Pilbara	Western Australia	990	\$82
Goldfields-Esperance	Western Australia	502	\$43
Between 90% to 95% of payments going to the 10 largest providers			
Barkly	Northern Territory	162	\$17
Central Australia	Northern Territory	516	\$114
East Arnhem	Northern Territory	180	\$24
Katherine	Northern Territory	167	\$31
Great Southern	Western Australia	781	\$55
Midwest-Gascoyne	Western Australia	630	\$41

3.4 Thin markets

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

Specifically, the NDIA is developing a Market Commissioning Strategy and comprehensive roll out plan in consultation with state, territory and Commonwealth governments to support a flexible approach to addressing market challenges. The strategy is being led through a series of trial projects in all jurisdictions. These trials have been agreed with state and territory governments and are on track for delivery over the second half of 2020 (where possible considering COVID-19 impacts). The trials are collecting evidential insights and testing the NDIA approach to market challenges.

3.5 NDIS Pricing

The NDIA is making improvements to NDIS pricing that better meets the needs of NDIS participants, their families, carers and providers across the NDIS market while maintaining the financial sustainability of the Scheme.

Annual Price Review

The NDIA recently conducted the Annual Price Review for 2020-21 in consultation with participants, providers and the wider disability sector. The review examined NDIS price limits and related policies to ensure they continue to be appropriate to the market and to understand where changes may be required. Recommendations from the Annual Price Review are reflected in changes to the NDIS Price Guide 2020-21.

Key updates effective 1 July 2020 include:

- the Disability Support Worker Cost Model is being amended to better reflect the cost structures of efficient providers.
- Temporary Transformation Payment (TTP) reduced from 7.5 per cent to 6 per cent.
- clarifying definitions for high intensity support levels 1 to 3 and time of day and day of week.
- retaining the cancellation rule regarding claiming 100 per cent rather than 90 per cent.
- more providers will be eligible to charge an establishment fee to assist with one-off costs such as assessing a participant's needs.
- plan managers are now eligible to claim provider travel and non-face-to-face supports.

- the NDIA introduced safeguards for Programs of Support to improve participant access to a variety of programs and give participants greater certainty that the program will operate fully throughout its term.
- changes to provider travel rules to improve the ability for providers to claim non-labour costs associated with travel, encouraging wider service delivery and greater choice for participants in regional and remote areas.

COVID-19 response

Temporary increases in price limits

The NDIA increased price limits for a number of items in the NDIS Support Catalogue in response to COVID-19. A 10 per cent price increase was applied to 402 items in the NDIS Support Catalogue. These items are identified by the addition of “(Includes COVID Loading.)” to the description of the item. The change was effective from 25 March 2020 to 30 June 2020. The support categories that the temporary increase applies to are; daily living (core support excluding supported independent living and capacity building support) and social and community participation (core supports).

Cancellations policy

The NDIA also reviewed the short notice cancellation policy, as some participants reduced face-to-face supports with providers or had to cancel appointments.

A revised definition of short notice cancellations was effective from 25 March 2020 to 30 June 2020, broadening the short notice period from two business days to 10 business days.

Where a provider has a short notice cancellation (or no show) they are able to recover 100 per cent of the fee associated with the activity, subject to the terms of the service agreement with the participant. Providers are only permitted to charge

for a short notice cancellation (or no show) if they have not found alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

A cancellation is a short notice cancellation if the participant:

- does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- has given less than 10 clear business days’ notice for any other support.

Increased access to Support Coordination

The support items for Support Coordination have been duplicated into the Core Support Category – Assistance with Daily Life – so that participants can have greater access to support coordination services if they need them.

3.6 Specialist Disability Accommodation

Increasing participant choice and control in disability housing.

In June 2020, Minister Stuart Robert signed significant updates to the National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2020 (SDA Rules).

This new legislation was the result of work undertaken by the DSS and the NDIA to identify and remove barriers for participants to choose to live with family members or other non-participants.

The changes have removed previous requirements which prevented some dwelling configurations that are commonly suitable for families from being enrolled as SDA. Eligible participants may also now share their SDA bedroom with a partner. Following the commencement of the new SDA Rules, the NDIA will also take full responsibility for enrolling SDA dwellings.

To support this new legislation, the NDIA has published:

- updated **SDA Operational Guidelines**, which provide participants and providers with transparency about how the NDIA makes SDA decisions. These new Guidelines are amongst the first to be released as part of the NDIA's ongoing project to refresh its guidance material in a new, easier to understand and more accessible way.
- a new **SDA Price Guide**, which provides inflation adjustments for SDA prices and contains new pricing options where participants are sharing their dwelling with their partner or family. These new pricing options have been designed to reduce any possible pricing disincentives that could prevent providers from offering the newly allowable options.
- updated **dwelling enrolment and declaration form**, which guides providers through the process for enrolling a dwelling with the NDIA.

Encouraging disability housing innovation

Work to support the implementation of the **SDA Design Standard** continued this quarter. The SDA Design Standard brings clarity to providers for home design requirements and guidelines to seek pre-certifications for the enrolment of a dwelling as SDA, at both the planning and final-as-built stages. From 1 July 2021, all dwelling enrolment applications for SDA will be required to include a certificate from a third-party accredited SDA assessor. A training course for accreditation of assessors was successfully trialled in February 2020 and is now available for suitable professional candidates.

Activities have also continued under the **SDA Innovation Plan**. The NDIA is in the process of finalising a literature review and environmental scan to establish a definitive literature base for SDA. A number of roundtable discussions with key stakeholders were also completed during the quarter. The NDIA will be releasing results from these activities over the coming months.

3.7 Digital Partnership Program

The next phase to improve the digital experience was announced.

On 30 June 2020, Minister Stuart Robert announced the next phase of the Digital Partnership Program to improve the digital experience for NDIS participants and providers.

The NDIA's Digital Partnership Program, which was announced in February this year, manages controlled and secure access to some of the NDIA's data and systems, with the latest phase expanding access to the NDIA Application Programming Interfaces (APIs) to more software developers working with registered providers.

The APIs are being created so providers and software developers can build new tools, applications and digital marketplaces to improve how participants, providers and the NDIA all connect and work together.

This next phase gives more software developers who are working with registered NDIS providers the ability to request access to the NDIA's APIs, creating more opportunities for digital experts to develop new tools and applications.

3.8 Payments Platform

On 8 May 2020 the NDIA released an approach to market on the Real Time Claims payments platform. Submissions closed on 12 June 2020.

Forty-four (44) responses were received and six of the respondents have been selected to provide detailed presentations to the NDIA assessment panel by 31 July 2020. A limited tender will then occur before the end of August 2020. It is expected that a pilot will commence before the end of 2020 with pilot completion occurring early in 2021 before the commencement of the full roll-out.



Central Coast woman drives positive change through yoga

When Julie set out to start her own yoga business to support people with a disability, she came with firsthand experience, after suffering an acquired brain injury at age 32.

Julie had a brain haemorrhage that required brain surgery, and she is now impacted by cognitive and physical fatigue, but it was her lifelong desire to help people that became the motivating factor in setting up All Ability Yoga, based on New South Wales' Central Coast.

"I was made redundant from my job and used the money to start the business and happened to come into contact with a neurophysiotherapist who asked me to come and work with some of her clients. That's where working with people with a disability came into play."

Julie receives funding from the NDIS for support workers who assist her with running the business and other daily tasks.

All Ability Yoga is also a registered NDIS provider, and Julie says navigating both sides of the NDIS

spectrum gives her insight to support her clients.

"The NDIS has given me the capacity to go into economic participation and have employment, which was always my goal.

"But to have funding to support me at work, and in turn do something that is making a positive change in someone else's life, that's really why I started doing what I'm doing."

Given the changing landscape as a result of the COVID-19 virus, Julie has had to adapt her practices.

"My social responsibility is not only my health but the health of my clients, but now more than ever they need some peace and calm in their lives.

In her work, Julie supports people with a range of disabilities including Down syndrome, dementia, autism and psychosocial disabilities, and her message around inclusion is loud and clear.

"We're all human beings, and we can all achieve anything we put our mind to."

Part Four:

Information, linkages and capacity building (ILC)



The ILC grants program continues to support organisations to build a more inclusive, accessible and connected Australia.

In reviewing the broad picture of support for the 4.4 million Australians who have disability, the Minister for the NDIS, Minister Stuart Robert, and the Minister for Families and Social Services, Senator the Hon Anne Ruston, agreed during the quarter that the administration of the grants component of the ILC will be transitioned from the NDIA to the DSS.

This change will help ensure the ILC grant program is closely aligned with the new National Disability Strategy, a joint priority for all governments. It will also help ensure ILC grants are closely connected to a range of other supports for people with disability managed by DSS, including Disability Employment Services, disability advocacy and the disability information gateway. The ILC appropriation will remain unchanged.

4.1 Information, linkages and capacity building

Applications opened for the second round of Individual Capacity Building (ICB) Program funding this quarter (totalling \$93.5 million).³⁸

The ILC Program seeks to build the capacity of people with disability and communities to enable people with disability to achieve their goals and be included in all aspects of community life. Delivering ILC activities serves as a catalyst for change and is focused on creating greater inclusion for people with disability.

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

The NDIA has awarded 198 ILC grants totalling \$239 million through the first rounds of the four programs of the ILC Investment Strategy. These grants provide funding certainty for many organisations who have secured three-year funding arrangements.

³⁸ Refer to Appendix N for the State and Territory breakdown of the ILC grants that have already been announced.

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

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

In line with the ILC Investment Strategy, the NDIA rolled out the first rounds of each of the four programs throughout 2019.

During this quarter, applications were open for the second round of Individual Capacity Building (ICB) Program funding. This grant round will fund projects that enable systematic, nationwide access to peer support, mentoring and other skills-building for people with disability, carers and families.

The target group in this grant round is disabled peoples organisations and family organisations, alongside organisations that seek to improve the welfare of a specified community, demonstrate a clear connection to the community they represent, and demonstrate a commitment to the social model of disability. Priority communities are Aboriginal and Torres Strait Islander communities, Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning and Asexual and Plus (LGBTIQA+) communities, Culturally and Linguistically Diverse communities, people experiencing homelessness or who are at risk of homelessness, and children and young people (0-24 years).

Applications opened on 11 March, 2020. The application period was extended by two weeks to allow additional time for organisations to complete their grant applications in response to the impacts of the COVID-19 pandemic. The grant round closed on 6 May, 2020. The outcome of this grant round is anticipated to be announced in August 2020.

Figure 32: Summary of ILC grant rounds commissioned under the ILC Investment Strategy

Task	National Information Program	Individual Capacity Building Program	Mainstream Capacity Building Program	Economic and Community Participation Program	Individual Capacity Building Program
Value of round ³⁹	\$65 million	\$105.9 million	\$35.1 million	\$32.7 million	\$93.5 million
2019/20 Round 1					
Number of successful applications	37	105	28	28	TBA
Grant round application period	5 Apr – 10 May 2019	19 Aug – 30 Sep 2019	9 Sep – 21 Oct 2019	9 Sep – 21 Oct 2019	11 Mar – 6 May 2020
Assessment period	Jun – Aug 2019	Sep – Nov 2019	Nov – Dec 2019	Nov – Dec 2019	May – June 2020
Grants announced	Oct 2019	December 2019	Feb 2020	Feb 2020	TBA
Grant agreements finalised	Nov 2019	February 2020	Mar 2020	Mar 2020	TBA

Delivery of ILC is also a prime activity undertaken through the NDIS Partners in the Community who provide Local Area Coordination (LAC) and Early Childhood Early Intervention Services. The activities delivered by the grant funded organisations complements and enhances the work of the Partners in the Community Program. Partner delivery of ILC works to ensure that:

- people with disability, their families and carers have the information they need to connect to their local community and mainstream services.
- people with disability, their families and carers have the capability to participate in the community and the economy; and
- local communities and mainstream services have the skills, knowledge and capability to support the inclusion of people with disability, their families and carers.

³⁹ All figures include GST.



Persistence pays off for Andrew and now he's working

Persistence was the key to National Disability Insurance Scheme (NDIS) participant, Andrew, working in his Northern Queensland outback community, driving My Pathway and NDIS participants to and from their appointments.

Leila Siufanua, Andrew's NDIS Local Area Coordinator, said the 21-year-old Doomadgee local, who has an intellectual disability and a hearing impairment, now has paid employment, driving the My Pathways bus 10 hours a week and he's just loves it.

"I enjoy picking up people, dropping them off home, taking them wherever they want to go – I'm 100 per cent proud of myself," he said.

In Andrew's NDIS plan, one of his goals was to learn to drive and Leila said with NDIS supports, he was able to achieve it.

"Now My Pathways employees him 10 hours a week to drive its bus, providing transport for people in the community to get to their appointments."

"Since joining the NDIS, Andrew's confidence has grown and so has his social participation," Leila said. "He's joined the Doomadgee Men's Group, and recently he participated in a special ceremony where he presented t-shirts to community members in support of women's safety."

Andrew's Aunty Antoinette has also noticed a huge difference in her nephew.

"I'm just so proud of him – we all are," she said.

Leila said Andrew is really thriving in his role and he loves the responsibility and the social interaction his bus driving job brings.

"Andrew has also spread the NDIS message with his mob," she said.

"Andrew is just an amazing person in his community, and it's clear a lot of people look up to him. He has some really deep connections in his town and it's lovely to see," Leila said.

Part Five:

Financial sustainability



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

5.1 Participants, committed support and payments across the Scheme

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

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

Scheme projections are in line with the estimates shown in the 2017 Productivity Commission report on NDIS Costs at 2021-22, after allowing for costs not included in the Productivity Commission estimate, such as the introduction of school transport, personal care in schools, developmental delay and the incomplete implementation of the National Injury Insurance Scheme.

During the COVID-19 pandemic, underlying payments for support remained at levels prior to the pandemic indicating that participants continued to receive supports. Total average weekly payments increased from around \$326m in February and March 2020, to \$364m in June 2020.⁴⁰ While community and social participation supports reduced due to community restrictions, activities of daily living increased to support participants at home.

Figure 33: Committed supports (\$m) and payments

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999
Total committed (\$m)	132.7	496.7	939.3	3,234.4	7,741.7	14,554.0	24,163.9
Total paid (\$m)	85.8	370.9	704.4	2,184.9	5,428.4	10,362.9	16,114.9 ⁴¹
% utilised to date⁴²	65%	75%	75%	68%	70%	71%	

⁴⁰ Cash payments only, excluding in-kind supports.

⁴¹ This number reflects payments made during the 2019-20 year for support provided in the 2019-20 year. This number will progressively increase, and will be re-stated in subsequent quarterly reports to reflect payments made for supports provided in 2019-20 post 30 June 2020.

⁴² Utilisation for 2019-20 is understated as payments for supports provided in 2019-20 are still being made post 30 June 2020.

5.2 Current pressures and responses to financial sustainability

The drivers of costs to the NDIS include the number of participants, the amount of support allocated to each plan, how that allocated amount will change over time, the utilisation of individual supports, and the rate at which participants exit the Scheme. It is the responsibility of the NDIA to monitor primary pressures, detect any associated risks and manage them appropriately, using the insurance-based structure as a means to evaluate emerging experience against expectations.

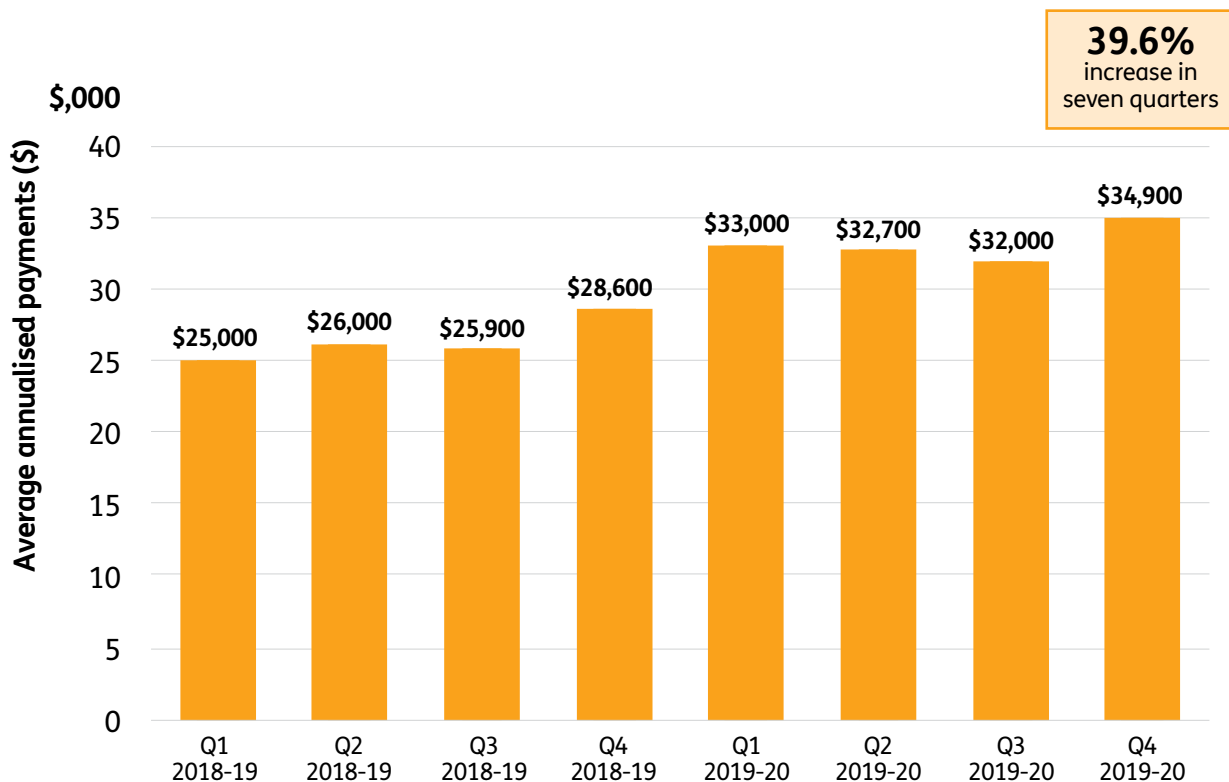
Specific current pressures include:

- the support costs for participants in supported independent living are a material component of Scheme cost and continue to increase significantly above normal inflation. The quarterly average payment per participant has increased by 5% per quarter (on average) over the last seven quarters, and by 40% across the seven quarters combined (see Fig 31). Drivers include price increases and higher rosters of care.
- participants not in SIL supports costs have also increased by 40% over the last seven quarters. This is due to price increases and increases in the volume of support provided.
- interfaces and boundaries with mainstream services, and community and informal supports.

Figure 34: Average annualised payments per participant by quarter – SIL participants⁴³



⁴³ The payments are for all supports provided to participants in SIL (and not just the SIL daily activity payments).

Figure 35: Average annualised payments per participant by quarter – non-SIL participants⁴³

The NDIA is working on improving consistency and equity in both access and planning decisions across all participants. In particular, the NDIA is working on better aligning a participant's support package to their circumstances through independent functional assessments. This will mean the right assessment questions and tools are being used to inform plan decisions (and better understand if increases to plans are required).

The NDIA has been working on a policy to reform SIL. The NDIA is conducting a review of SIL price controls and new SIL-specific price limits will be included in an updated Price Guide released later in 2020. Until this review is complete the price limits for Assistance with Daily Living will apply to SIL supports. The Assistance with Daily Living price limits have been in effect from 1 July 2020 for SIL supports, and these will also be applied to any open SIL quotes awaiting approval. Existing plans containing agreed SIL quotes will continue until the end of their 12 month term, at which point the new SIL price limits will apply. The new quoting process will also provide increased rigour in determining the suitability of the roster of care for each participant (and whether any changes to the roster of care are required). Importantly the new process will ensure input from participants, so participants have more control over their plan budget.

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

⁴⁴ The payments are for all supports provided to non-SIL participants.

Part Six:

Staff, advisory groups and the NDIS community



The NDIA is continuing to support participants and the disability community through the COVID-19 pandemic.

6.1 A high performing NDIA delivering in uncertain times

Staff and partners continue to support participants remotely, and face-to-face if they choose.

At 30 June 2020, the total NDIS workforce was 11,550, including 4,396 Australian Public Service employees, 1,692 labour hire contractors and consultants, and 5,462 people employed by NDIA's Partners. This is an increase of 5.2 per cent of the total workforce (including NDIA Partners) since the end of 2018-19 financial year (total workforce increase of 571).

The NDIA has filled the additional Australian Public Service positions for the 2019-20 financial year, as announced by Minister Stuart Robert on 17 October 2019. The number of NDIA Australian Public Service employees has increased by 26 per cent (879 FTE) since the end of the 2018-19 financial year.

In response to the COVID-19 situation, a contingency workforce was redeployed to assist frontline staff to action critical service delivery work. The contingency workforce helped clear backlogs in areas such as Supported Independent Living (SIL), and supported the National Call Centre with additional call and email volumes. The contingency workforce made approximately 60,000 outbound calls to vulnerable participants. Staff from across the NDIA who were allocated to teams received role-specific training and ongoing support from managers and experienced team members.

The NDIA continues to build the number of fully trained staff and partners. This investment included 146 new planners and 168 new Local Area Coordinators (LACs) participating in the virtual New Starter Induction program during the quarter.

In addition, the NDIA has collaborated with the Disability Advocacy Network of Australia (DANA) to raise disability awareness amongst staff and help improve the participant experience. Through DANA, the NDIA worked with groups such as Australian Autism Alliance, Prader-Willi Syndrome Australia and Down Syndrome Australia to build knowledge through real life stories. As a result of this project, the NDIA has produced a number of videos and snapshots on specific disabilities and an eLearning module for staff. Further snapshots have been produced in quarter 4, with more planned for the first quarter of 2020-21.

Further, the NDIA has continued its development of training programs designed to improve planner awareness and understanding, especially in remote and hard to reach participant areas.

The NDIA continues to focus on disability and cultural awareness to improve the service experience for Aboriginal and Torres Strait Islander peoples, LGBTIQ+, and CALD people through launching the National Community Connector role.

There continues to be high engagement with the NDIA Just Brilliant Leadership Series. This quarter, an additional 60 (737 in total) staff commenced the Learning to Lead program (aimed at entry level team leaders), together with a further 40 (398 in total) commencing the Leadership Excellence program (aimed at senior level leaders). The satisfaction rating across the leadership programs is 96 per cent. Introductory programs for both entry level and senior leaders have been converted to a virtual delivery format this quarter. A strategic leadership program for the SES cohort has paused due to the COVID-19 response and SES recruiting. It will now be launched in quarter 1 of 2020-21.

An NDIA staff survey was conducted in May 2020 that indicated a high level of satisfaction with the measures put in place to support participants as well as themselves. Ninety-two (92) per cent of staff members agreed or strongly agreed that the NDIA has taken the appropriate actions to support participants during the COVID-19 pandemic, while 87 per cent agreed or strongly agreed that the NDIA has supported them appropriately during this period.

Overall engagement scores, at 80 per cent, were 4 per cent higher than the 2019 APS census. Results were generally positive across all questions. Of particular note were the high percentage of respondents who either strongly agreed or agreed to the following questions:

- I believe strongly in the purpose and objectives of my agency (96%)
- I am happy to go the ‘extra mile’ at work when required (95%) participants, based on 31 March 2020, was released.
- I feel committed to my agency’s goals (94%)
- I work beyond what is required in my job to help my agency achieve its objectives (90%)

6.2 Public data sharing and the latest release of information

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

On 30 June 2020, the NDIA released its fifth update to <https://data.ndis.gov.au>.

This release included:

- detailed reports on the following focus areas:
 - participant outcomes
 - family/carer outcomes
 - The NDIS Market by Local Government Area (LGA) reports (31 December 2019).
- new data cubes on Aboriginal and Torres Strait Islander participants and CALD participants, based on 31 March 2020, was released.
- a refresh of all previously released data-cubes and tables to include 31 March 2020 data, and an additional mapping table (Service District to 2016 LGA boundaries).

Information was also released on 30 July 2019, 30 September 2019, 10 December 2019, and 31 March 2020. These data releases included the release of downloadable data and tables on:

- participant numbers and plan budgets, SDA participants and SIL participants
- projected participant numbers
- active providers, utilisation of plan budgets and market concentration
- participant splits by Commonwealth Electorate Divisions, Statistical Area 2, Statistical Area 3, Statistical Area 4, and Local Government Areas
- Service District to Local Government Area mapping (2011 LGA boundaries)
- participant numbers by diagnosis
- baseline outcome indicators and longitudinal outcome indicators
- plan management types
- participant goals

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

- participants with autism spectrum disorder (ASD)
- outcomes report for participants, and an outcomes report for families/carers
- employment in the NDIS
- people with a psychosocial disability in the NDIS
- the NDIS Market (30 June 2019 and 31 December 2019)
- Aboriginal and Torres Strait Islander participants
- CALD participants
- analysis of participants by gender
- people with an intellectual disability in the NDIS
- people with disability and their NDIS goals

Data sharing protocols

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

6.3 Cyber Security

The NDIA is acutely aware of increased cyber risk during the ongoing COVID-19 pandemic. Likely sources of increased risk include organised cybercrime actors and state sponsored attacks. The NDIA has seen a significant increase in phishing emails and attempted potential exposure of participant information.

To mitigate the risks in this area, the NDIA is commencing an anti-phishing email campaign. This campaign will be designed to detect, and then provide targeted education to areas/user groups that may need additional training and assistance. The NDIA is also working to deliver a program of cyber-resilience, delivered through an aggressive communications plan and voluntary cyber assessments of the larger providers.

The NDIA continues to work with Services Australia to identify possible risks to participant data. The NDIA also continues to advise partners and providers of potential treatments and improvements to their security posture. Where needed, the NDIA will assist providers with access to the Government Cyber assistance program via the Australian Cyber Security Centre (ACSC).



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Appendix A:

Key definitions

Aboriginal and/or Torres Strait Islander:

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

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

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

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

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

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

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

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

Carer: Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

Culturally and Linguistically Diverse (CALD):

Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English.

Committed support: The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some sections of this report, this amount is annualised to allow for comparison of plans of different lengths.

Early Childhood Early Intervention (ECEI): An approach which supports children aged 0-6 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECEI program to become an NDIS participant on either an s.24 Permanent Disability (PD) or s.25 Early Intervention (EI) participant.

Information, linkages and capacity building

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

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

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

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

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

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

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

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

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

Participant Provider Pathway: The process by which participants, their families, carers and providers interact with the NDIS.

Plan: A written agreement worked out with each participant, stating their goals and needs and the reasonable and necessary supports the NDIS will fund for them.

Pricing: Guidance on the price to be paid for each support item. For some items, such as personal care and community access, the amount indicates the maximum price the Agency will pay for that support.

Revenue: The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreement. This includes both cash and in-kind amounts.

Registered provider: An approved person or provider of supports that has met the National Quality and Safeguards (except in Western Australia where providers meet the NDIS registration requirements).

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

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

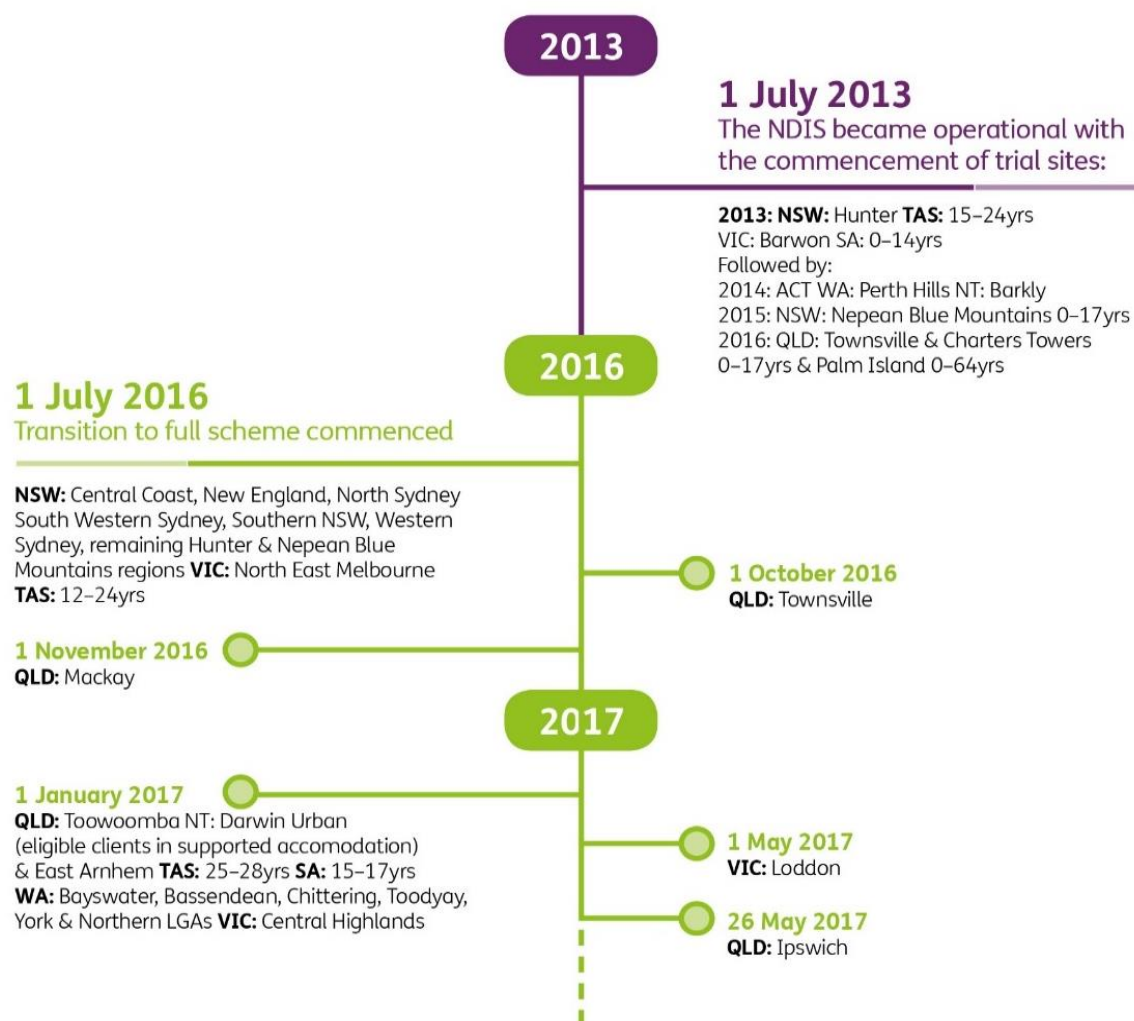
Supported Independent Living (SIL): Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support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

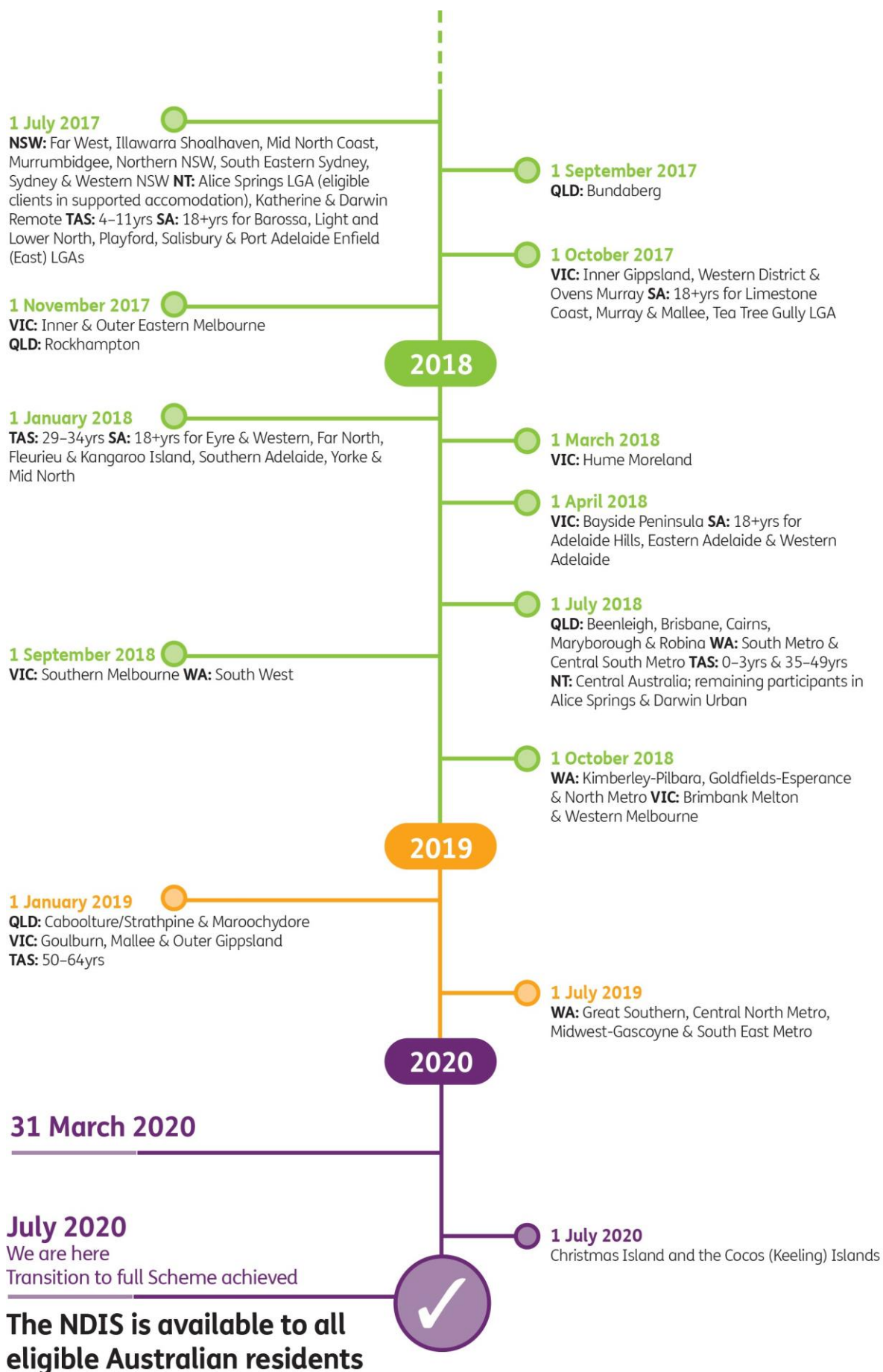
Appendix B:

Scheme roll-out: Timing and locations

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

Figure B.1 NDIS roll-out schedule





Appendix C:

Approved plans and children in the ECEI gateway

Table C.1 compares plan approvals (including ECEI) with bilateral estimates. 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 30 June 2020, 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.2, including children in the ECEI gateway.

Table C.1 Plan approvals to date (including children receiving initial supports in the ECEI gateway) compared to bilateral estimates^{1 2 3}

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	130,615	2,514	133,129	141,957	94%
VIC	108,787	2,552	111,339	105,324	106%
QLD	74,133	2,199	76,332	91,217	84%
WA	32,646	212	32,858	37,849	87%
SA	37,118	338	37,456	32,284	116%
TAS	8,976	252	9,228	10,587	87%
ACT	8,981	46	9,027	5,075	178%
NT	3,515	83	3,598	6,545	55%
Total	404,771	8,196	412,967	430,838	96%

¹ All plans approved includes participants who have exited the Scheme since receiving an initial plan, in line with the measurement of progress against bilateral estimates.

² 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.

³ 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. The results here exclude one child receiving initial supports in the ECEI gateway with no state/ territory recorded.

Table C.2 Summary of children aged 0-6 who have approached the Scheme for support by jurisdiction and status ^{4 5}

	Active approved plans (ages 0-6 as at 30 June 2020)	Access met but yet to have an approved plan (ages 0-6 as at 30 June 2020)	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	19,698	691	401	22	113	2,113	135	23,173
VIC	18,789	1,001	338	80	82	2,214	642	23,146
QLD	11,869	846	477	136	134	1,722	369	15,553
SA	4,886	254	116	17	53	222	62	5,610
WA	3,709	321	94	20	48	118	96	4,406
TAS	1,119	72	82	<11	142	170	23	1,614
ACT	1,189	32	12	<11	<11	34	<11	1,270
NT	699	31	22	<11	31	61	<11	849
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	<11
Total	61,962	3,248	1,542	282	606	6,655	1,332	75,627

⁴ This table includes 132 children aged over 6 receiving initial supports in the gateway as at 30 June 2020, and a further 171 children aged over 6 who are in the ECEI gateway but not receiving initial supports.

⁵ Initial supports include any early childhood therapy supports and/or mainstream referrals.

Appendix D:

Outcomes Framework Questionnaires

About the outcomes framework questionnaires

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

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

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

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

Appendix E:

National

Part One: Participants and their plans

Table E.1 Active participants by quarter of entry – National ⁶

	Prior Quarters	2019-20 Q4	Total excluding ECEI	ECEI	Total including ECEI
National	363,181	28,818	391,999	8,197	400,196

Table E.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – National ⁷

	Prior Quarters	2019-20 Q4	Total
Access decisions	474,515	26,943	501,458
Active Eligible	382,624	21,432	404,056
<i>New</i>	165,327	18,006	183,333
<i>State</i>	180,380	2,003	182,383
<i>Commonwealth</i>	36,917	1,423	38,340
Active Participant Plans (excl ECEI)	363,181	28,818	391,999
<i>New</i>	153,147	22,421	175,568
<i>State</i>	175,004	3,995	178,999
<i>Commonwealth</i>	35,030	2,402	37,432
Active Participant Plans	368,723	37,015	400,196
<i>Early Intervention (s25)</i>	75,908	9,610	85,518
<i>Permanent Disability (s24)</i>	287,273	19,208	306,481
<i>ECEI</i>	5,542	8,197	8,197

Table E.3 Exits from the Scheme since 1 July 2013 as at 30 June 2020 – National

Exits	Total
Total participant exits	12,772
<i>Early Intervention participants</i>	2,929
<i>Permanent disability participants</i>	9,843

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

⁷ 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 ^{8 9}

	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
End of 2019-20 Q3	175,691	35,049	154,139	5,542	370,421
End of 2019-20 Q4	178,999	37,432	175,568	8,197	400,196

Table E.5 Cumulative numbers of active participants by entry into the Scheme – National ^{10 11 12 13}

	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
End of 2019-20 Q3	76,629	288,250	5,542	370,421
End of 2019-20 Q4	85,518	306,481	8,197	400,196

Table E.6 Assessment of access by age group – National ¹⁴

Age Group	Prior Quarters		2019-20 Q4		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	97,527	97%	8,424	96%	105,951	97%
7 to 14	79,623	88%	3,681	81%	83,304	88%
15 to 18	28,188	90%	1,093	81%	29,281	90%
19 to 24	26,714	90%	775	77%	27,489	90%
25 to 34	33,988	87%	1,319	76%	35,307	86%
35 to 44	35,184	82%	1,574	71%	36,758	81%
45 to 54	45,635	77%	1,991	67%	47,626	76%
55 to 64	53,868	71%	2,584	62%	56,452	70%
65+	2,782	61%	84	49%	2,866	61%
Missing	<11		<11		<11	
Total	403,511	85%	21,525	80%	425,036	85%

⁸ This table shows the total numbers of active participants at the end of each period.

⁹ 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.

¹⁰ This table shows the total numbers of active participants at the end of each period.

¹¹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹² Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

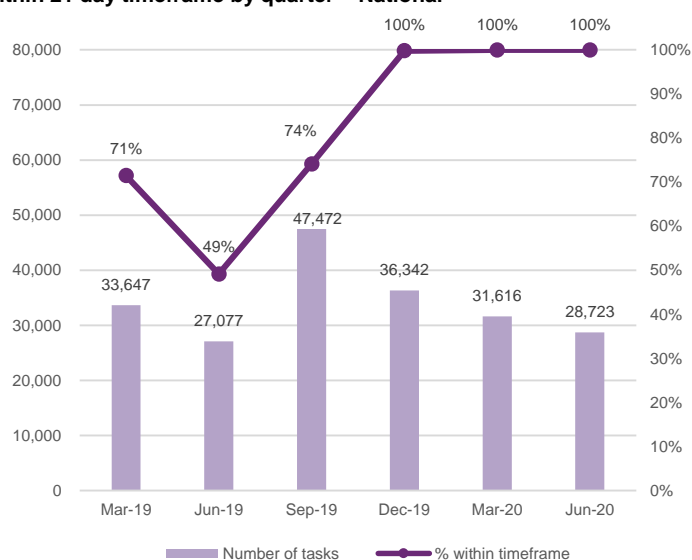
¹³ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

¹⁴ 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 ¹⁵

Disability	Prior Quarters		2019-20 Q4		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
Acquired Brain Injury	13,627	93%	500	87%	14,127	92%
Autism	120,985	96%	5,866	95%	126,851	95%
Cerebral Palsy	15,860	96%	335	87%	16,195	96%
Developmental Delay	26,006	96%	4,957	97%	30,963	97%
Global Developmental Delay	7,476	99%	926	99%	8,402	99%
Hearing Impairment	19,299	88%	1,097	87%	20,396	88%
Intellectual Disability	87,178	95%	1,982	87%	89,160	95%
Multiple Sclerosis	7,596	87%	262	68%	7,858	86%
Psychosocial disability	38,602	69%	2,675	67%	41,277	69%
Spinal Cord Injury	4,866	94%	159	89%	5,025	94%
Stroke	5,876	83%	350	78%	6,226	83%
Visual Impairment	8,818	90%	199	71%	9,017	90%
Other Neurological	19,396	77%	919	60%	20,315	76%
Other Physical	18,669	45%	1,145	40%	19,814	45%
Other Sensory/Speech	3,987	54%	88	23%	4,075	52%
Other	950	28%	64	29%	1,014	28%
Missing	4,320	93%	<11		4,321	93%
Total	403,511	85%	21,525	80%	425,036	85%

Figure E.1 Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National



¹⁵ Ibid.

Figure E.2 Access decision made after receiving further information requested, and proportion achieved within 14 day timeframe by quarter – National

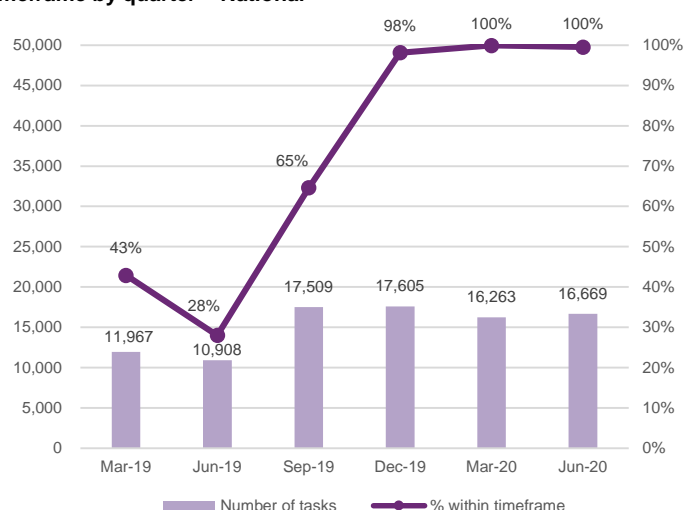


Figure E.3 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within 70 day timeframe by quarter – National

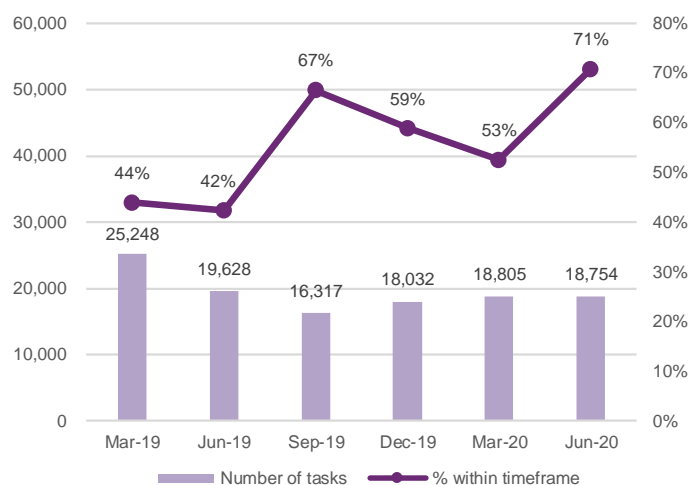
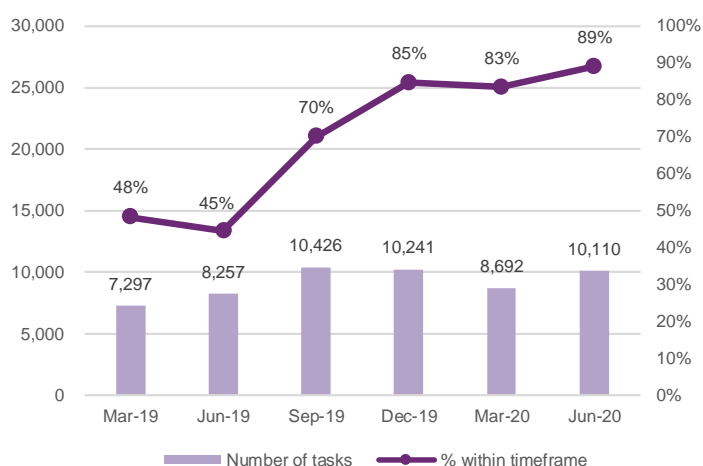


Figure E.4 First plan approved after access decision has been made, for participants aged 0 to 6, and proportion achieved within 90 day timeframe by quarter – National



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

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	22,745	6.3%	2,332	8.1%	25,077	6.4%
Not Aboriginal and Torres Strait Islander	268,480	73.9%	22,279	77.3%	290,759	74.2%
Not Stated	71,956	19.8%	4,207	14.6%	76,163	19.4%
Total	363,181	100%	28,818	100%	391,999	100%

Figure E.5 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National¹⁶

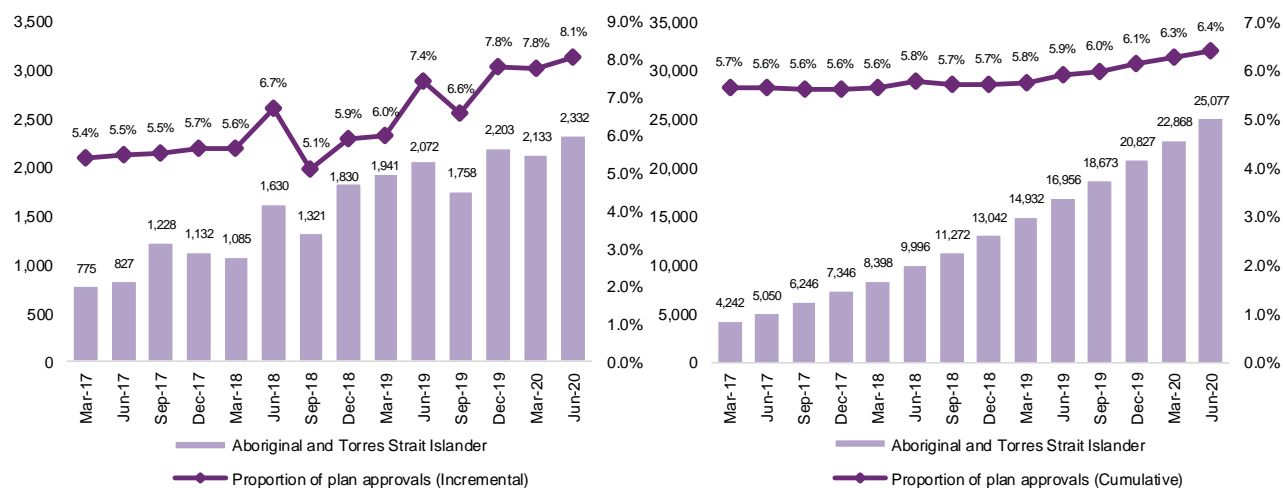


Table E.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	32,917	9.1%	3,149	10.9%	36,066	9.2%
Not culturally and linguistically diverse	323,958	89.2%	25,658	89.0%	349,616	89.2%
Not stated	6,306	1.7%	11	0.0%	6,317	1.6%
Total	363,181	100%	28,818	100%	391,999	100%

¹⁶ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

Figure E.6 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National ¹⁷

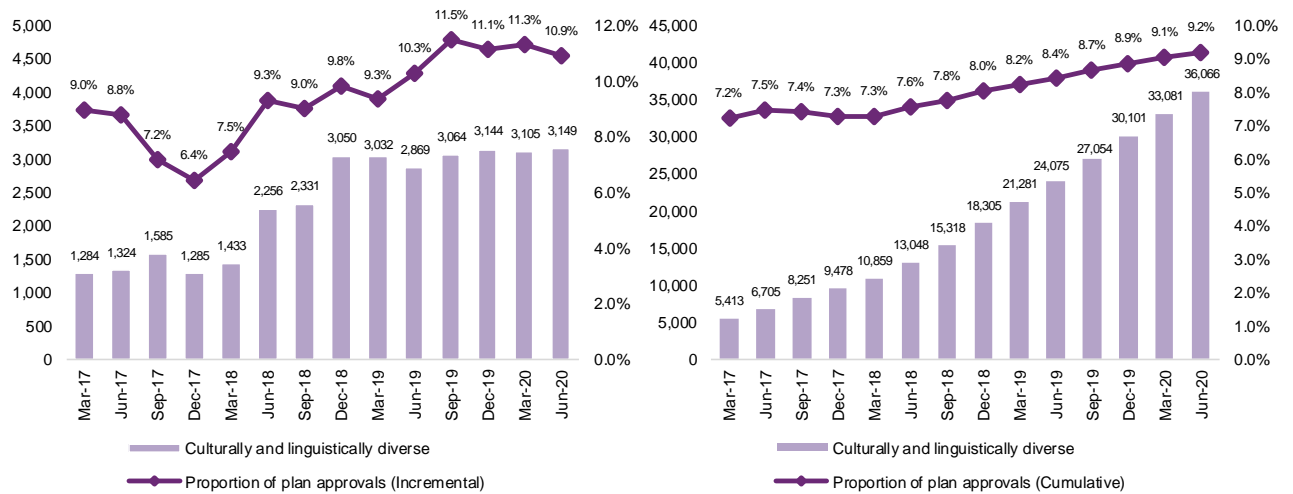
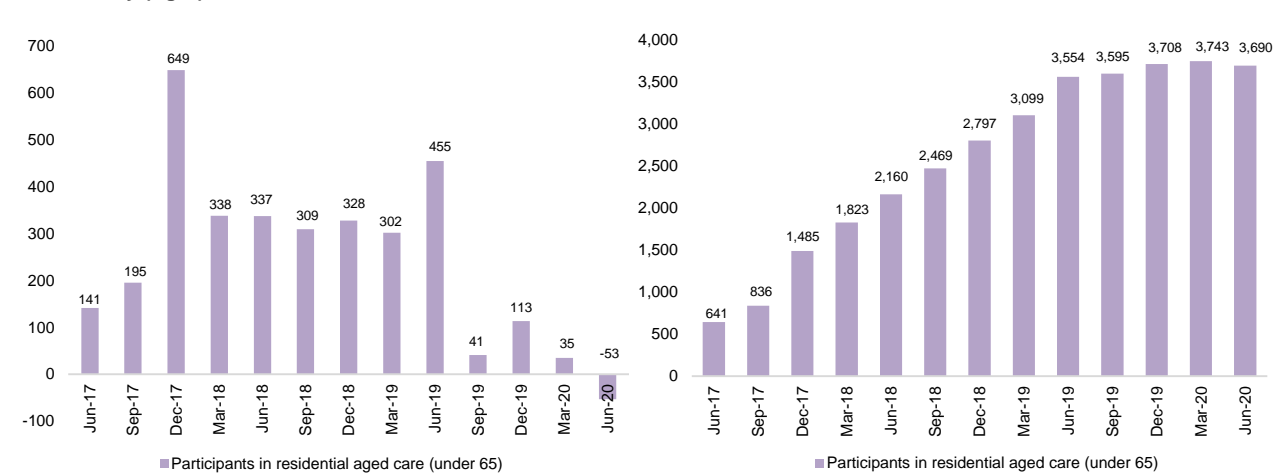


Table E.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – National ^{18 19}

	Total
Age group	N
Under 45	127
45 to 54	670
55 to 64	2,893
Total YPIRAC (under 65)	3,690

Figure E.7 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – National ²⁰



¹⁷ Ibid.

¹⁸ NDIA participants in residential aged care are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The NDIA has improved data collection on participants who have exited residential aged care and are now in more appropriate accommodation.

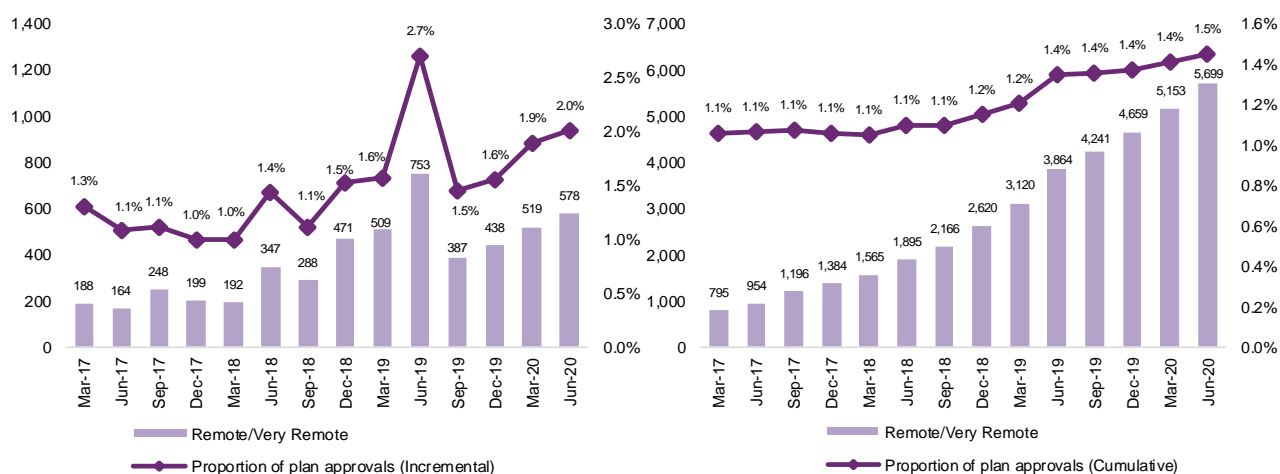
¹⁹ There are a further 1,473 active participants aged 65 years or over who have ever been in residential aged care.

²⁰ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Data is not available prior to June 2017.

Table E.11 Participant profile per quarter by remoteness – National ^{21 22}

	Prior Quarters		2019-20 Q4		Total	
Participant profile	N	%	N	%	N	%
Major cities	243,780	67.1%	20,303	70.5%	264,083	67.4%
Population > 50,000	40,363	11.1%	3,054	10.6%	43,417	11.1%
Population between 15,000 and 50,000	31,679	8.7%	2,168	7.5%	33,847	8.6%
Population between 5,000 and 15,000	16,734	4.6%	979	3.4%	17,713	4.5%
Population less than 5,000	25,431	7.0%	1,731	6.0%	27,162	6.9%
Remote	3,132	0.9%	350	1.2%	3,482	0.9%
Very Remote	1,989	0.5%	228	0.8%	2,217	0.6%
Missing	73		<11		78	
Total	363,181	100%	28,818	100%	391,999	100%

Figure E.8 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – National ²³



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

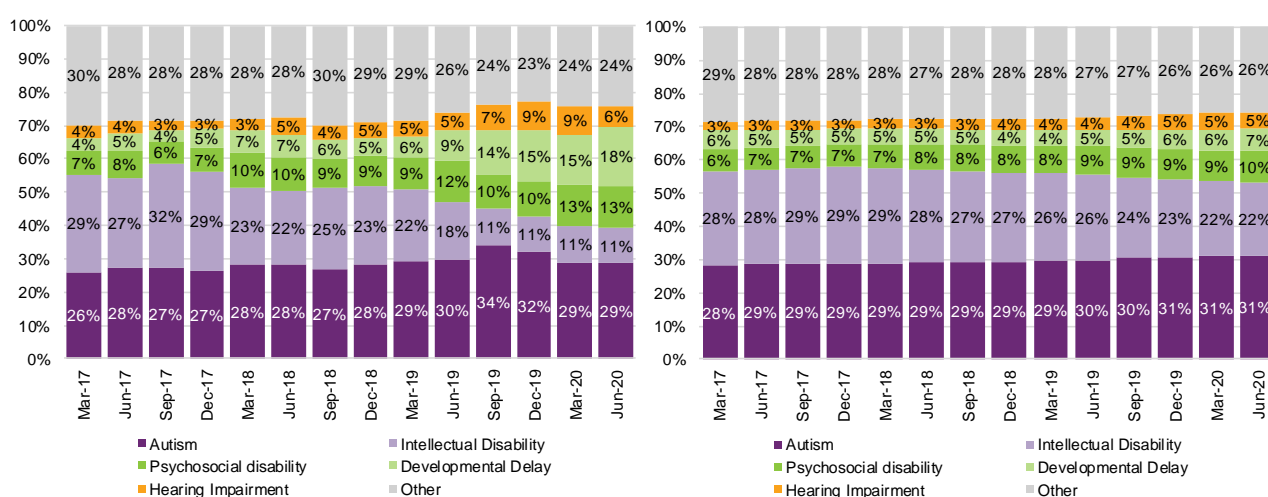
²² The distributions are calculated excluding active participants with a missing remoteness classification.

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

Table E.12 Participant profile per quarter by primary disability group – National ^{24 25}

	Prior Quarters		2019-20 Q4		Total	
Disability	N	%	N	%	N	%
Autism	114,591	32%	8,239	29%	122,830	31%
Intellectual Disability	81,686	22%	3,083	11%	84,769	22%
Psychosocial disability	34,150	9%	3,645	13%	37,795	10%
Developmental Delay	21,694	6%	5,115	18%	26,809	7%
Hearing Impairment	17,443	5%	1,765	6%	19,208	5%
Other Neurological	16,141	4%	1,246	4%	17,387	4%
Other Physical	15,622	4%	1,521	5%	17,143	4%
Cerebral Palsy	15,061	4%	574	2%	15,635	4%
ABI	12,058	3%	774	3%	12,832	3%
Visual Impairment	8,014	2%	373	1%	8,387	2%
Global Developmental Delay	6,453	2%	1,189	4%	7,642	2%
Multiple Sclerosis	7,086	2%	408	1%	7,494	2%
Stroke	5,129	1%	519	2%	5,648	1%
Spinal Cord Injury	4,467	1%	208	1%	4,675	1%
Other Sensory/Speech	2,953	1%	84	0%	3,037	1%
Other	633	0%	75	0%	708	0%
Total	363,181	100%	28,818	100%	391,999	100%

Figure E.9 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National ²⁶



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

²⁵ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (11,064).

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

Table E.13 Participant profile per quarter by level of functions – National ²⁷

	Prior Quarters		2019-20 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	26,512	7%	4,636	16%	31,148	8%
2 (High Function)	664	0%	38	0%	702	0%
3 (High Function)	19,718	5%	2,035	7%	21,753	6%
4 (High Function)	23,302	6%	1,788	6%	25,090	6%
5 (High Function)	26,193	7%	2,366	8%	28,559	7%
6 (Moderate Function)	70,354	19%	6,331	22%	76,685	20%
7 (Moderate Function)	22,871	6%	1,372	5%	24,243	6%
8 (Moderate Function)	26,243	7%	1,751	6%	27,994	7%
9 (Moderate Function)	1,740	0%	146	1%	1,886	0%
10 (Moderate Function)	41,642	11%	2,894	10%	44,536	11%
11 (Low Function)	15,245	4%	582	2%	15,827	4%
12 (Low Function)	56,540	16%	3,563	12%	60,103	15%
13 (Low Function)	23,895	7%	1,104	4%	24,999	6%
14 (Low Function)	7,775	2%	209	1%	7,984	2%
15 (Low Function)	110	0%	<11		113	0%
Missing	377		<11		377	
Total	363,181	100%	28,818	100%	391,999	100%

Figure E.10 Participant profile by level of function over time incrementally (left) and cumulatively (right) – National ²⁸

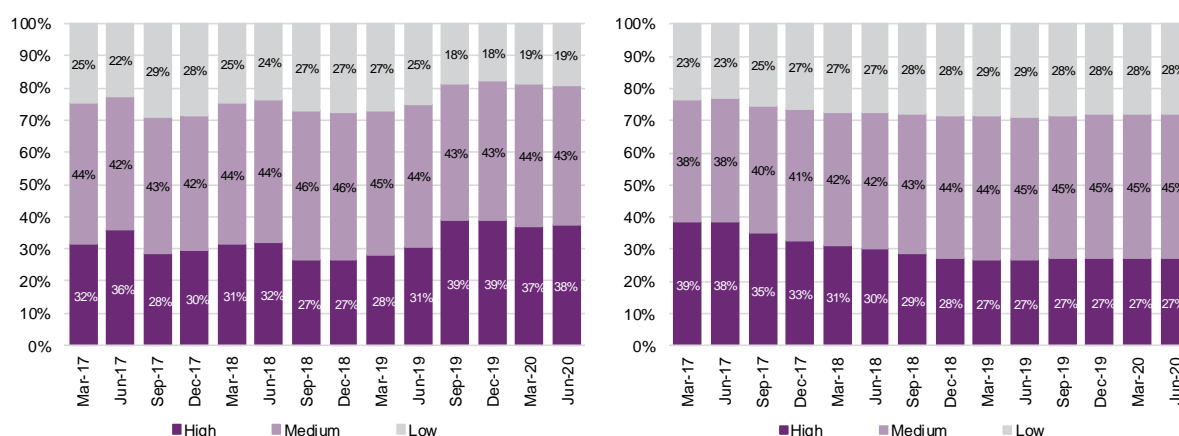


Table E.14 Participant profile per quarter by age group – National

	Prior Quarters		2019-20 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	52,158	14%	9,804	34%	61,962	16%
7 to 14	92,584	25%	5,250	18%	97,834	25%
15 to 18	27,649	8%	1,603	6%	29,252	7%
19 to 24	31,845	9%	1,246	4%	33,091	8%
25 to 34	33,642	9%	1,997	7%	35,639	9%
35 to 44	31,241	9%	2,162	8%	33,403	9%
45 to 54	38,749	11%	2,862	10%	41,611	11%
55 to 64	44,115	12%	3,616	13%	47,731	12%
65+	11,198	3%	278	1%	11,476	3%
Total	363,181	100%	28,818	100%	391,999	100%

²⁷ The distributions are calculated excluding participants with a missing level of function.

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

Figure E.11 Participant profile by age group over time incrementally (left) and cumulatively (right) – National ²⁹

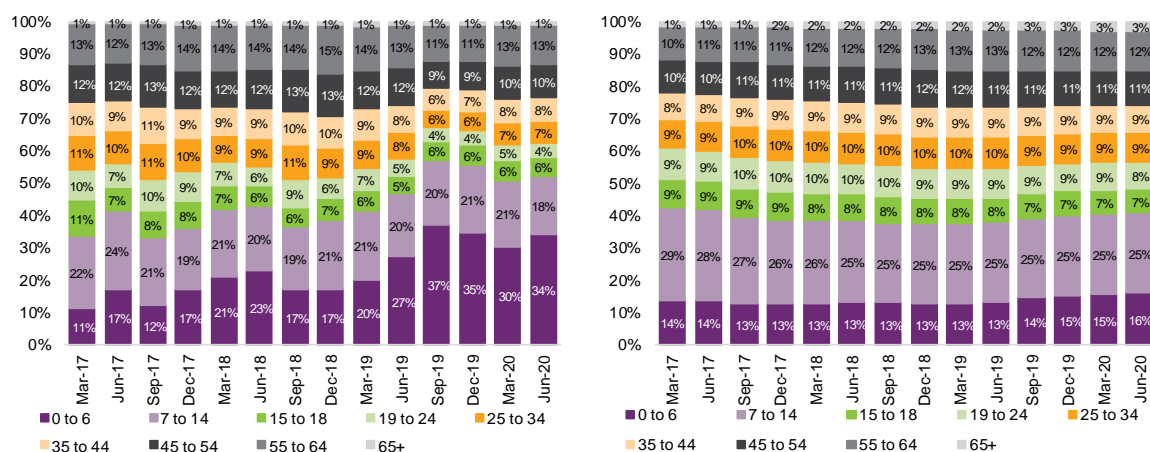


Table E.15 Participant profile per quarter by gender – National

Gender	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Male	224,843	62%	17,598	61%	242,441	62%
Female	134,405	37%	10,842	38%	145,247	37%
Other	3,933	1%	378	1%	4,311	1%
Total	363,181	100%	28,818	100%	391,999	100%

Figure E.12 Participant profile by gender over time incrementally (left) and cumulatively (right) – National ³⁰

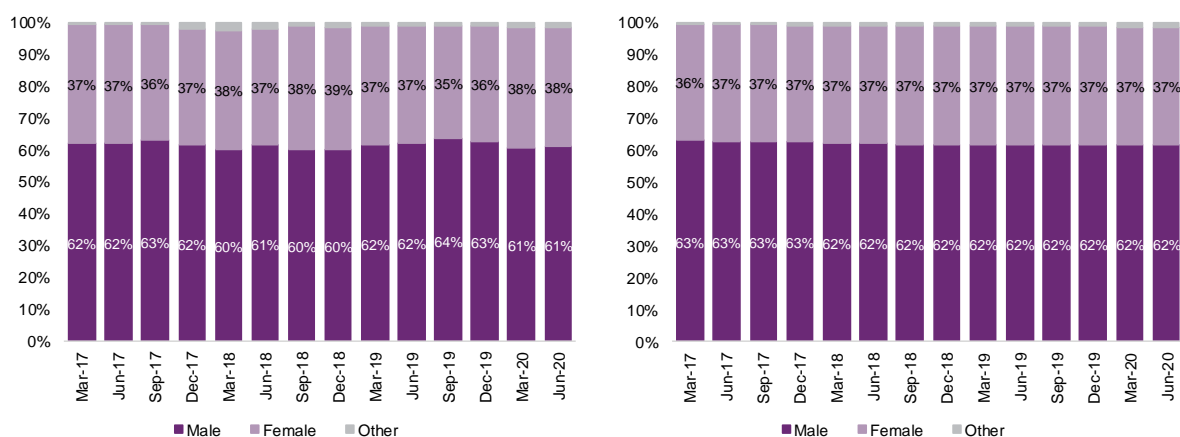


Table E.16 Number and proportion of active participants by gender and age group – National

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	42,874	11%	18,500	5%	588	0%	61,962	16%	2.3
7 to 14	68,021	17%	28,312	7%	1,501	0%	97,834	25%	2.4
15 to 18	19,535	5%	9,438	2%	279	0%	29,252	7%	2.1
19 to 24	21,115	5%	11,691	3%	285	0%	33,091	8%	1.8
25 to 34	20,758	5%	14,543	4%	338	0%	35,639	9%	1.4
35 to 44	18,095	5%	14,994	4%	314	0%	33,403	9%	1.2
45 to 54	21,557	5%	19,636	5%	418	0%	41,611	11%	1.1
55 to 64	24,612	6%	22,648	6%	471	0%	47,731	12%	1.1
65+	5,874	1%	5,485	1%	117	0%	11,476	3%	1.1
Total	242,441	62%	145,247	37%	4,311	1%	391,999	100%	1.7

²⁹ Ibid.

³⁰ 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	91,478	23%	29,561	8%	1,791	0%	122,830	31%	3.1
Intellectual Disability	47,853	12%	36,261	9%	655	0%	84,769	22%	1.3
Psychosocial Disability	19,302	5%	18,115	5%	378	0%	37,795	10%	1.1
Developmental Delay	18,937	5%	7,651	2%	221	0%	26,809	7%	2.5
Other Neurological	9,351	2%	7,889	2%	147	0%	17,387	4%	1.2
Cerebral Palsy	8,570	2%	6,934	2%	131	0%	15,635	4%	1.2
Other Physical	8,865	2%	8,059	2%	219	0%	17,143	4%	1.1
Hearing Impairment	9,225	2%	9,691	2%	292	0%	19,208	5%	1.0
Acquired Brain Injury	8,468	2%	4,270	1%	94	0%	12,832	3%	2.0
Visual Impairment	4,251	1%	4,051	1%	85	0%	8,387	2%	1.0
Multiple Sclerosis	1,883	0%	5,539	1%	72	0%	7,494	2%	0.3
Global Developmental Delay	5,240	1%	2,332	1%	70	0%	7,642	2%	2.2
Stroke	3,167	1%	2,430	1%	51	0%	5,648	1%	1.3
Spinal Cord Injury	3,297	1%	1,309	0%	69	0%	4,675	1%	2.5
Other Sensory/Speech	2,181	1%	823	0%	33	0%	3,037	1%	2.7
Other	373	0%	332	0%	<11		708	0%	1.1
Total	242,441	62%	145,247	37%	4,311	1%	391,999	100%	1.7

Table E.18 Prevalence rates by age group – National

	National
0-6	2.86%
7-14	3.88%
15-18	2.49%
19-24	1.63%
25-34	0.95%
35-44	1.00%
45-54	1.32%
55-64	1.65%
Total (aged 0-64)	1.81%

Part Two: Participant experience and outcomes

Table E.19 Number of baseline questionnaires completed by SFOF version – National ³¹

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	Number of questionnaires
Participant 0 to school	7,310	11,565	16,234	26,917	62,026
Participant school to 14	13,992	21,238	31,874	31,093	98,197
Participant 15 to 24	9,415	12,221	14,895	11,068	47,599
Participant 25 and over	23,946	36,239	51,327	38,697	150,209
Total Participant	54,663	81,263	114,330	107,775	358,031
Family 0 to 14	19,889	31,758	45,653	56,156	153,456
Family 15 to 24	2,662	8,330	10,156	7,455	28,603
Family 25 and over	719	10,836	15,407	11,034	37,996
Total Family	23,270	50,924	71,216	74,645	220,055
Total	77,933	132,187	185,546	182,420	578,086

Table E.20 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		68%		
CC	% who are happy with the level of independence/control they have now			34%	
CC	% who choose who supports them			37%	58%
CC	% who choose what they do each day			46%	67%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	26%
CC	% who want more choice and control in their life			80%	77%

³¹ 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.21 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	59%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	49%			
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	63%	74%		
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%	35%

Table E.22 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		67%		
HM	% who are happy with their home			80%	71%
HM	% who feel safe or very safe in their home			83%	71%
HW	% who rate their health as good, very good or excellent			68%	44%
HW	% who did not have any difficulties accessing health services			69%	63%
LL	% who currently attend or previously attended school in a mainstream class			35%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				56%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			18%	22%
WK	% who volunteer			12%	11%

Table E.23 Selected key baseline indicators for families/carers of participants – National

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	19%	25%	23%
% receiving Carer Allowance	44%	47%	35%
% working in a paid job	47%	51%	37%
Of those in a paid job, % in permanent employment	78%	76%	78%
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	42%	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%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	35%	28%	20%
% able to advocate for their child/family member	77%	70%	66%
% who have friends and family they see as often as they like	45%	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%	39%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			37%
% who rate their health as good, very good or excellent	74%	62%	59%

Table E.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=9,064) - participants who entered from 1 July 2018 to 30 June 2019 – National ³²

Question	% Yes
DL Has the NDIS improved your child's development?	91%
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?	65%

³² Results in Tables E.24 to E.27 exclude participants who entered prior to 1 July 2018, as these participants have been included in Tables E.28 to E.37.

Table E.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=29,290) - participants who entered from 1 July 2018 to 30 June 2019 – National

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?	54%
S/CP	Has the NDIS improved your child's social and recreational life?	49%

Table E.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=12,821) and ‘Participant 25 and over’ (n=41,130) - participants who entered from 1 July 2018 to 30 June 2019 – National

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	72%
DL	Has the NDIS helped you with daily living activities?	66%	76%
REL	Has the NDIS helped you to meet more people?	54%	56%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	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?	39%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	20%
S/CP	Has the NDIS helped you be more involved?	60%	63%

Table E.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=35,049); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=16,000) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	66%	56%
Has the NDIS improved the level of support for your family?	72%	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?	74%	64%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	46%	42%

Table E.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=4,292) - participants who entered from 1 July 2017 to 30 June 2018 – National ³³

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	94%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	74%	79%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	61%	65%	+4%

Table E.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=16,150) - participants who entered from 1 July 2017 to 30 June 2018 – National

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	58%	66%	+9%
LL	Has the NDIS improved your child's access to education?	36%	42%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	53%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	+6%

Table E.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=7,864) and ‘Participant 25 and over’ (n=19,878) - participants who entered from 1 July 2017 to 30 June 2018 – National

		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%	66%	+8%	65%	75%	+9%
DL	Has the NDIS helped you with daily living activities?	58%	67%	+9%	70%	79%	+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%	-1%	27%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	45%	+5%	47%	54%	+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?	34%	36%	2%	29%	30%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	17%	-1%	18%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	59%	+7%	57%	65%	+8%

³³ Results in Tables E.28 to E.31 include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table E.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=14,930); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=4,970) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	58%	63%	+5%	46%	56%	+10%
Has the NDIS improved the level of support for your family?	63%	70%	+7%	60%	71%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	73%	+7%	57%	68%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	77%	+6%			
Has the NDIS improved your health and wellbeing?	39%	42%	+3%	32%	38%	+5%

Table E.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,791) - participants who entered from 1 July 2016 to 30 June 2017 – National ³⁴

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	94%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	91%	94%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	84%	83%	+2%
REL	Has the NDIS improved how your child fits into family life?	71%	74%	76%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	57%	61%	64%	+7%

Table E.33 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=8,656) - participants who entered from 1 July 2016 to 30 June 2017 – 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%	69%	+13%
LL	Has the NDIS improved your child's access to education?	36%	38%	41%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	50%	54%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	46%	49%	+6%

³⁴ Results in Tables E.32 to E.37 include participants who had their first plan approved between 1 July 2016 to 30 June 2017 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 15 to 24’ (n=5,685) - participants who entered from 1 July 2016 to 30 June 2017 – National

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?	59%	63%	67%	+8%
Has the NDIS helped you with daily living activities?	58%	64%	70%	+11%
Has the NDIS helped you to meet more people?	50%	52%	55%	+4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	19%	18%	-4%
Has your involvement with the NDIS improved your health and wellbeing?	41%	44%	46%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	36%	36%	-1%
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?	54%	57%	61%	+6%

Table E.35 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=11,113) - participants who entered from 1 July 2016 to 30 June 2017 – National

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?	67%	73%	77%	+10%
Has the NDIS helped you with daily living activities?	71%	79%	83%	+12%
Has the NDIS helped you to meet more people?	52%	59%	63%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	30%	32%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	50%	56%	59%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	33%	33%	2%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	18%	-2%
Has the NDIS helped you be more involved?	60%	66%	70%	+11%

Table E.36 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=6,976) - participants who entered from 1 July 2016 to 30 June 2017 – National

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?	53%	56%	61%	+8%
Has the NDIS improved the level of support for your family?	60%	66%	69%	+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%	68%	72%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	73%	76%	+8%
Has the NDIS improved your health and wellbeing?	37%	37%	39%	+2%

Table E.37 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=1,130) - participants who entered from 1 July 2016 to 30 June 2017 – National

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?	43%	47%	52%	+9%
Has the NDIS improved the level of support for your family?	57%	62%	68%	+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?	57%	61%	65%	+8%
Has the NDIS improved your health and wellbeing?	32%	31%	33%	+2%

Table E.38 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=27,796), ‘participants in community and social activities’ (n=27,910) and ‘participants who choose who supports them’ (n=28,403) at entry, first and second plan review - participants who entered from 1 July 2017 to 30 June 2018 – National ³⁵

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	15%	18%	21%	24%
Aged 25+	25%	24%	23%	
Aged 15+ (Average)	23%	23%	23%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	33%	39%	43%	47%
Aged 25+	36%	42%	45%	
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	33%	34%	35%	45%
Aged 25+	53%	54%	54%	
Aged 15+ (Average)	49%	49%	50%	

³⁵ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table E.39 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=16,369), 'participants in community and social activities' (n=16,757) and 'participants who choose who supports them' (n=17,314) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 June 2017 – National ³⁶

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+	26%	26%	22%	24%	
Aged 15+ (Average)	23%	24%	22%	24%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	31%	37%	43%	45%	47%
Aged 25+	36%	41%	46%	49%	
Aged 15+ (Average)	35%	40%	45%	48%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	31%	32%	33%	35%	45%
Aged 25+	50%	52%	50%	51%	
Aged 15+ (Average)	46%	47%	46%	47%	

Table E.40 Number of active plans by goal type and primary disability – National ³⁷

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	3,250	9,224	6,452	1,800	2,891	9,626	4,654	2,825	12,832
Autism	18,768	104,480	34,906	33,008	46,803	64,496	7,668	15,754	122,830
Cerebral Palsy	3,601	12,657	7,789	2,666	3,253	9,585	3,636	2,304	15,635
Developmental Delay	1,152	24,842	4,209	7,920	6,572	3,706	60	12	26,809
Down Syndrome	2,230	8,840	4,717	2,150	2,769	7,823	2,648	2,703	11,064
Global Developmental Delay	475	7,052	1,435	2,408	2,043	1,279	22	6	7,642
Hearing Impairment	3,557	15,134	3,481	4,374	2,710	6,982	1,773	3,393	19,208
Intellectual Disability	16,778	55,104	27,589	16,098	21,225	51,169	18,780	22,887	73,705
Multiple Sclerosis	1,925	5,790	4,918	481	1,019	4,677	2,407	1,311	7,494
Psychosocial disability	8,286	25,641	21,123	7,102	7,890	28,266	12,090	11,062	37,795
Spinal Cord Injury	1,367	3,783	2,677	444	534	2,954	1,410	1,122	4,675
Stroke	1,495	4,475	2,997	486	841	3,935	1,876	862	5,648
Visual Impairment	2,184	6,996	2,735	1,787	897	5,304	1,570	2,209	8,387
Other Neurological	4,125	13,321	9,101	1,967	3,147	11,712	5,345	2,191	17,387
Other Physical	4,082	13,914	8,595	1,638	1,684	9,338	3,956	3,077	17,143
Other Sensory/Speech	341	2,582	620	965	1,004	986	45	123	3,037
Other	144	588	349	103	129	425	160	86	708
Total	73,760	314,423	143,693	85,397	105,411	222,263	68,100	71,927	391,999

³⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

³⁷ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table E.41 Number of goals in active plans by goal type and primary disability – National ³⁸

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	3,960	15,810	7,907	2,141	3,330	11,962	5,128	3,047	53,285
Autism	23,208	278,216	44,223	46,909	58,305	79,588	8,319	17,270	556,038
Cerebral Palsy	4,565	29,431	9,978	3,531	3,766	12,381	4,035	2,509	70,196
Developmental Delay	1,349	102,728	5,332	13,133	7,838	4,309	62	12	134,763
Down Syndrome	2,749	19,496	5,692	2,896	3,286	10,317	2,886	2,930	50,252
Global Developmental Delay	568	28,820	1,853	4,012	2,441	1,488	23	6	39,211
Hearing Impairment	4,330	30,677	4,125	5,557	3,111	8,282	1,900	3,691	61,673
Intellectual Disability	20,466	104,377	33,577	20,391	25,364	65,252	20,534	24,844	314,805
Multiple Sclerosis	2,327	9,947	6,432	527	1,133	5,538	2,725	1,405	30,034
Psychosocial disability	9,860	38,953	25,962	8,113	8,795	33,920	13,069	11,880	150,552
Spinal Cord Injury	1,783	6,866	3,424	505	594	3,731	1,616	1,222	19,741
Stroke	1,888	8,483	3,742	556	939	4,741	2,111	927	23,387
Visual Impairment	2,734	13,954	3,227	2,193	1,003	6,539	1,737	2,426	33,813
Other Neurological	5,138	25,436	11,491	2,457	3,637	14,100	5,954	2,388	70,601
Other Physical	5,074	26,520	11,013	1,968	1,879	11,192	4,469	3,331	65,446
Other Sensory/Speech	406	7,231	772	1,441	1,226	1,189	53	136	12,454
Other	168	1,219	462	128	149	518	181	98	2,923
Total	90,573	748,164	179,212	116,458	126,796	275,047	74,802	78,122	1,689,174

Table E.42 Number of active plans by goal type and age group – National ³⁹

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	2,833	57,514	10,022	18,731	15,643	8,746	112	5	61,962
7 to 14	13,229	84,879	28,309	26,364	38,961	49,997	1,658	1,028	97,834
15 to 18	6,716	23,635	9,711	8,222	10,083	19,599	2,495	8,073	29,252
19 to 24	8,736	24,775	11,549	8,242	7,490	22,181	7,749	16,876	33,091
25 to 34	9,392	26,243	15,620	6,990	8,120	24,963	11,283	14,490	35,639
35 to 44	8,486	24,292	16,764	5,473	7,228	23,844	10,655	11,676	33,403
45 to 54	10,037	30,116	21,320	5,748	8,194	30,147	13,722	11,123	41,611
55 to 64	11,509	34,730	24,392	4,781	7,941	34,537	16,318	7,696	47,731
65+	2,822	8,239	6,006	846	1,751	8,249	4,108	960	11,476
Total	73,760	314,423	143,693	85,397	105,411	222,263	68,100	71,927	391,999

³⁸ Participants have set over two million goals in total since July 2016. The 1,689,174 goals in these results relate to those in the current plans of active participants.

³⁹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table E.43 Number of goals in active plans by goal type and age group – National ⁴⁰

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	3,363	244,999	12,971	32,080	18,851	10,321	120	6	322,711
7 to 14	16,353	212,401	36,678	36,461	49,116	61,549	1,782	1,085	415,425
15 to 18	8,378	44,654	11,970	10,345	12,165	23,997	2,709	8,767	122,985
19 to 24	10,830	41,934	13,680	10,028	8,679	27,202	8,403	18,518	139,274
25 to 34	11,646	43,386	18,899	8,278	9,460	31,155	12,336	15,765	150,925
35 to 44	10,446	39,681	20,765	6,340	8,300	29,833	11,702	12,662	139,729
45 to 54	12,197	49,355	26,516	6,570	9,348	37,748	15,127	12,000	168,861
55 to 64	13,982	58,038	30,313	5,408	8,949	42,965	18,096	8,295	186,046
65+	3,378	13,716	7,420	948	1,928	10,277	4,527	1,024	43,218
Total	90,573	748,164	179,212	116,458	126,796	275,047	74,802	78,122	1,689,174

Table E.44 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q4 compared to prior quarters – New survey administered by the Contact Centre – National

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2019-20 Q4
Access	n = 5,791	n = 790
Are you happy with how coming into the NDIS has gone?	80%	91%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	72%	74%
% of participants rating their overall experience as Very Good or Good.	72%	81%
Pre-planning	n = 6,283	n = 2,042
Did the person from the NDIS understand how your disability affects your life?	88%	87%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	83%	88%
Are you clear on what happens next with your plan?	79%	83%
Do you know where to go for more help with your plan?	83%	88%
% of participants rating their overall experience as Very Good or Good.	80%	83%
Planning	n = 8,439	n = 2,133
Did the person from the NDIS understand how your disability affects your life?	87%	88%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	82%	87%
Are you clear on what happens next with your plan?	80%	84%
Do you know where to go for more help with your plan?	84%	88%
% of participants rating their overall experience as Very Good or Good.	80%	84%
Plan review	n = 4,664	n = 531
Did the person from the NDIS understand how your disability affects your life?	83%	88%
Did you feel prepared for your plan review?	84%	85%
Is your NDIS plan helping you to make progress towards your goals?	85%	92%
% of participants rating their overall experience as Very Good or Good.	75%	85%

⁴⁰ Participants have set over two million goals in total since July 2016. The 1,689,174 goals in these results relate to those in the current plans of active participants.

Figure E.13 Trend of satisfaction across the pathway (% Very Good/Good) – National ⁴¹

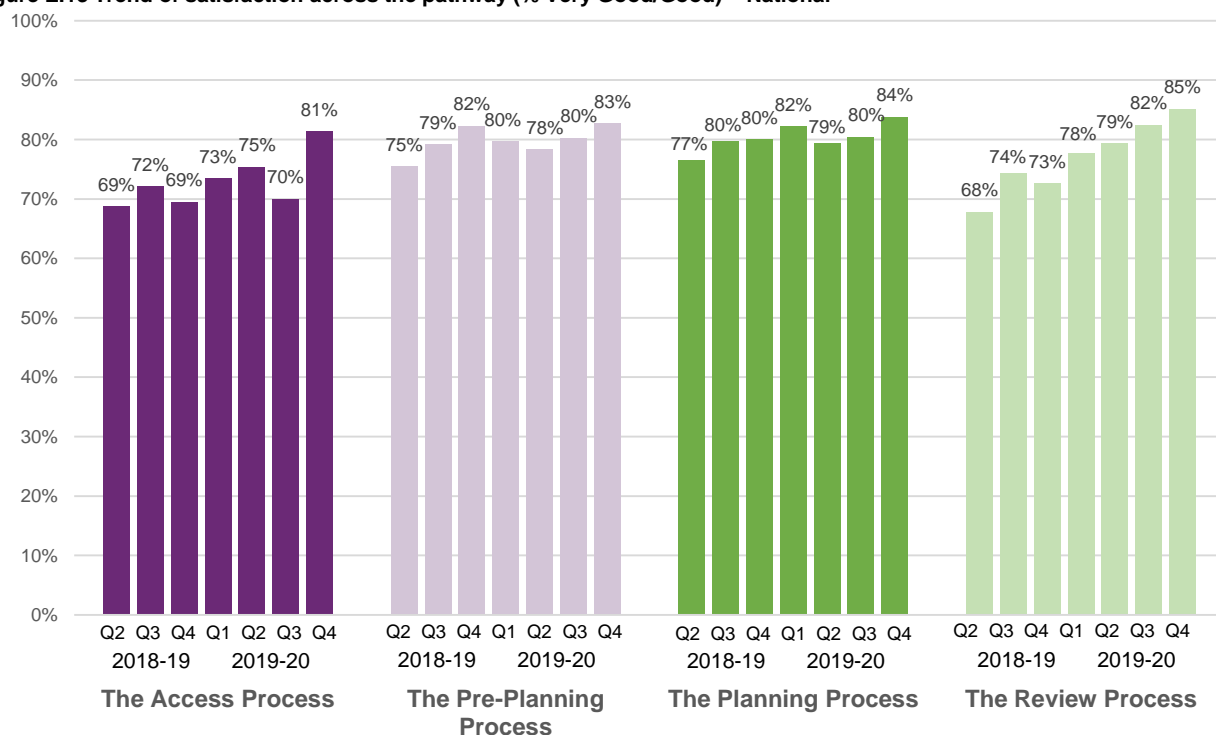
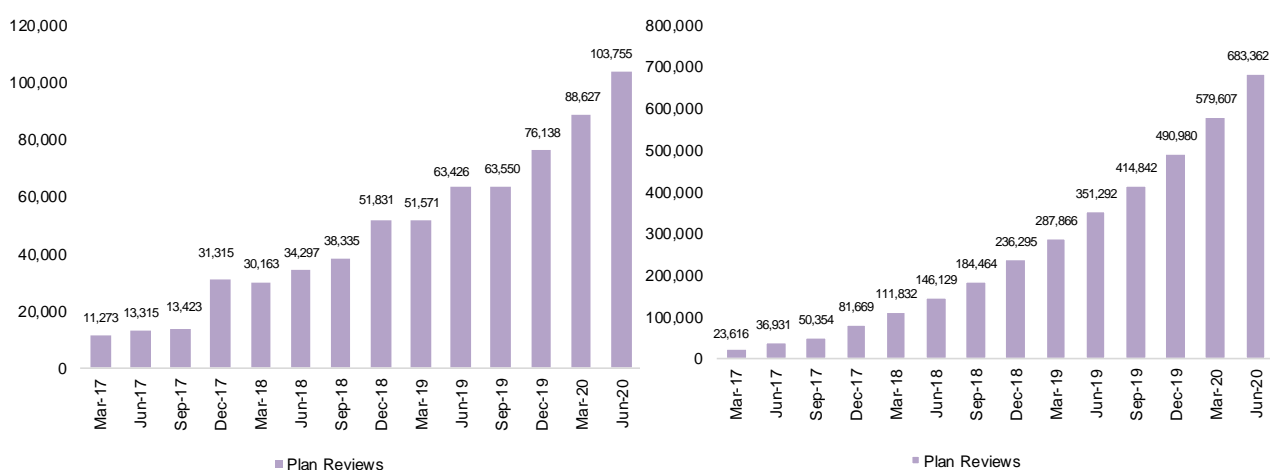


Table E.45 Plan reviews conducted per quarter – excluding plans less than 30 days – National ⁴²

	Prior Quarters (Transition only)	2019-20 Q4	Transition Total
Total plan reviews	579,607	103,755	683,362
<i>Early intervention plans</i>	109,155	19,681	128,836
<i>Permanent disability plans</i>	470,452	84,074	554,526

Figure E.14 Number of plan reviews over time incrementally (left) and cumulatively (right) – National



⁴¹ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴² 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q4. In previous quarterly reports complaints submitted during the most recent quarter have been excluded from results, as it was understood they may be impacted by a lag in data collection. However, due to recent improvements in complaints data capture and processing, any such lags are now deemed to be immaterial.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table E.46 shows the numbers of complaints in 2019-20 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table E.47 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table E.48.

Table E.48 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2019-20 Q4. This table should be considered in conjunction with Table E.47. The list of complaint types is different to that which appears in Table E.47, as it is based on the options available on the 'My Customer Requests' tile.

Table E.46 Complaints by quarter – National ^{43 44 45}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	90	41	131	125
Complaint about LAC Partner	433	168	601	577
Complaints about service providers	3,655	421	4,076	3,465
Complaints about the Agency	55,323	3,688	59,011	36,221
Critical/ Reportable Incident	502	891	1,393	1,235
Unclassified	3,252	2	3,254	2,925
Total	63,255	5,211	68,466	41,162
% of all access requests	6.0%	3.9%	5.8%	
Providers who have submitted a registration request				
Complaint about ECEI Partner	0	1	1	1
Complaint about LAC Partner	24	9	33	31
Complaints about service providers	320	59	379	343
Complaints about the Agency	3,976	447	4,423	3,367
Critical/ Reportable Incident	12	3	15	15
Unclassified	200	16	216	198
Total	4,532	535	5,067	3,752
% of all registration requests	5.7%	6.4%	5.7%	
Other				
Complaint about ECEI Partner	4	0	4	4
Complaint about LAC Partner	18	7	25	25
Complaints about service providers	251	64	315	315
Complaints about the Agency	1,980	162	2,142	2,133
Critical/ Reportable Incident	19	13	32	32
Unclassified	120	0	120	120
Total	2,392	246	2,638	2,626
Total	68,634	5,637	74,271	47,540

⁴³ Note that 71% of all complainants made only one complaint, 16% made two complaints and 13% made three or more complaints.

⁴⁴ % 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.

⁴⁵ % 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.15 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National

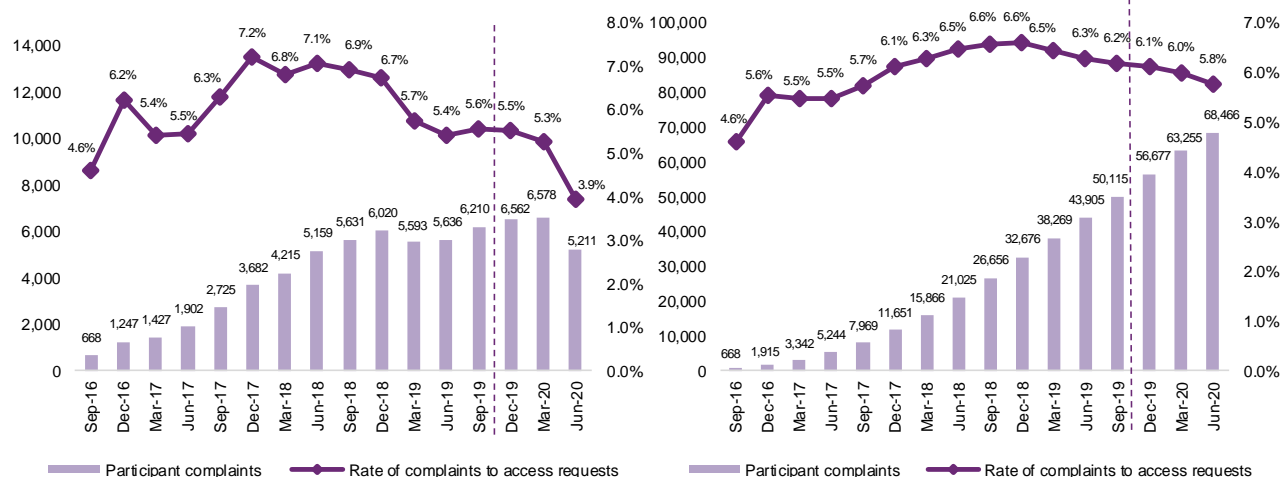
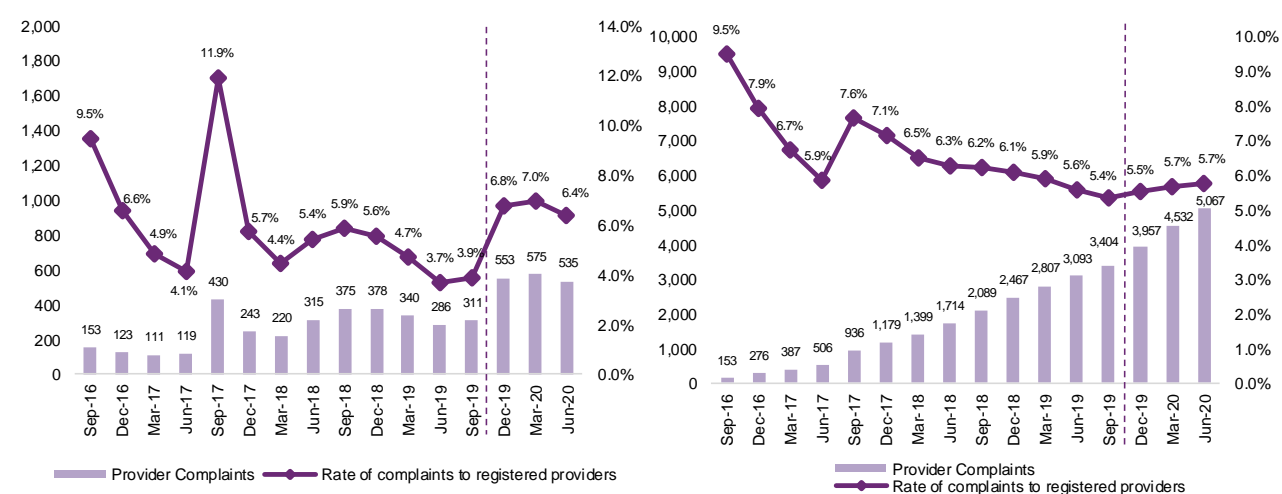


Figure E.16 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ^{46 47}



⁴⁶ The sharp increase in September 2017 is due to improvements in data processes and back-capturing of data.

⁴⁷ In the new 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints has increased since 2019-20 Q2.

Table E.47 Complaints by type ('My Feedback' tile) – National

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	577	(18%)
Service Delivery	532	(17%)
Staff conduct	516	(16%)
Provider process	357	(11%)
Provider costs.	314	(10%)
Other	849	(27%)
Total	3,145	
<i>Complaints about the Agency</i>		
Timeliness	16,506	(35%)
Individual needs	5,325	(11%)
Reasonable and necessary supports	6,231	(13%)
Information unclear	1,980	(4%)
The way the NDIA carried out its decision making	2,881	(6%)
Other	14,047	(30%)
Total	46,970	
<i>Unclassified</i>	3,250	
Participants total	53,365	
Providers		
<i>Complaints about service providers</i>		
Supports being provided	32	(14%)
Service Delivery	32	(14%)
Staff conduct	26	(11%)
Provider process	30	(13%)
Provider costs.	12	(5%)
Other	100	(43%)
Total	232	
<i>Complaints about the Agency</i>		
Timeliness	826	(26%)
Individual needs	354	(11%)
Provider Portal	420	(13%)
Information unclear	231	(7%)
Participation, engagement and inclusion	48	(2%)
Other	1,290	(41%)
Total	3,169	
<i>Unclassified</i>	199	
Providers total	3,600	
Other		
<i>Complaints about service providers</i>		
Supports being provided	24	(13%)

Complaints made by or on behalf of	Transition Total	
Service Delivery	29	(16%)
Staff conduct	38	(21%)
Provider process	10	(6%)
Provider costs.	9	(5%)
Other	69	(39%)
Total	179	
<i>Complaints about the Agency</i>		
Individual needs	379	(23%)
Timeliness	326	(19%)
Information unclear	170	(10%)
Participation, engagement and inclusion	77	(5%)
Staff conduct - Agency	68	(4%)
Other	663	(39%)
Total	1,683	
<i>Unclassified</i>	120	
Other total	1,982	

Table E.48 Complaints by type ('My Customer Requests' tile) – National ⁴⁸

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
<i>Complaint about ECEI Partner</i>						
ECEI Plan	13	(14%)	3	(7%)	16	(12%)
ECEI Process	13	(14%)	3	(7%)	16	(12%)
ECEI Staff	14	(16%)	16	(39%)	30	(23%)
ECEI Timeliness	49	(54%)	19	(46%)	68	(52%)
Other	1	(1%)	0	(0%)	1	(1%)
Total	90		41		131	
<i>Complaint about LAC Partner</i>						
LAC Engagement	3	(1%)	1	(1%)	4	(1%)
LAC Fraud and Compliance	7	(2%)	3	(2%)	10	(2%)
LAC Plan	77	(18%)	35	(21%)	112	(19%)
LAC Process	47	(11%)	13	(8%)	60	(10%)
LAC Resources	4	(1%)	0	(0%)	4	(1%)
LAC Staff	227	(52%)	102	(61%)	329	(55%)
LAC Timeliness	68	(16%)	14	(8%)	82	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	433		168		601	
<i>Complaints about service providers</i>						
Provider Finance	57	(9%)	20	(6%)	77	(8%)
Provider Fraud and Compliance	80	(13%)	39	(12%)	119	(13%)
Provider Service	332	(54%)	177	(56%)	509	(55%)
Provider Staff	145	(24%)	81	(26%)	226	(24%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	614		317		931	
<i>Complaints about the Agency</i>						
NDIA Access	519	(6%)	192	(6%)	711	(6%)
NDIA Engagement	5	(0%)	5	(0%)	10	(0%)
NDIA Finance	928	(11%)	448	(13%)	1,376	(11%)
NDIA Fraud and Compliance	44	(1%)	25	(1%)	69	(1%)
NDIA Plan	2,163	(25%)	1,015	(30%)	3,178	(26%)
NDIA Process	984	(11%)	507	(15%)	1,491	(12%)
NDIA Resources	87	(1%)	29	(1%)	116	(1%)
NDIA Staff	714	(8%)	344	(10%)	1,058	(9%)
NDIA Timeliness	3,212	(37%)	811	(24%)	4,023	(33%)
Quality & Safeguards Commission	4	(0%)	5	(0%)	9	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	8,660		3,381		12,041	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	129	(26%)	264	(30%)	393	(28%)
Allegations against NDIA Staff/Partners	7	(1%)	3	(0%)	10	(1%)
Allegations against a provider	144	(29%)	202	(23%)	346	(25%)
Participant threat	129	(26%)	165	(19%)	294	(21%)
Provider reporting	93	(19%)	257	(29%)	350	(25%)
Other	0	(0%)	0	(0%)	0	(0%)

⁴⁸ On the 'My Customer Requests' tile, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories in the table.

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
Total	502		891		1,393	
<i>Unclassified</i>	2		2		4	
Participants total	10,301		4,800		15,101	
Complaints with a related party who has submitted a provider registration request						
<i>Complaint about ECEI Partner</i>						
ECEI Process	0		1	(100%)	1	(100%)
Total	0		1		1	
<i>Complaint about LAC Partner</i>						
LAC Fraud and Compliance	2	(8%)	0	(0%)	2	(6%)
LAC Plan	8	(33%)	1	(11%)	9	(27%)
LAC Process	6	(25%)	2	(22%)	8	(24%)
LAC Staff	8	(33%)	3	(33%)	11	(33%)
Other	0	(0%)	3	(33%)	3	(9%)
Total	24		9		33	
<i>Complaints about service providers</i>						
Provider Finance	20	(22%)	5	(9%)	25	(17%)
Provider Fraud and Compliance	17	(18%)	11	(20%)	28	(19%)
Provider Service	30	(32%)	23	(43%)	53	(36%)
Provider Staff	26	(28%)	15	(28%)	41	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	93		54		147	
<i>Complaints about the Agency</i>						
NDIA Access	2	(0%)	0	(0%)	2	(0%)
NDIA Engagement	2	(0%)	0	(0%)	2	(0%)
NDIA Finance	380	(46%)	174	(41%)	554	(44%)
NDIA Fraud and Compliance	5	(1%)	5	(1%)	10	(1%)
NDIA Plan	99	(12%)	55	(13%)	154	(12%)
NDIA Process	62	(8%)	41	(10%)	103	(8%)
NDIA Resources	22	(3%)	61	(14%)	83	(7%)
NDIA Staff	46	(6%)	37	(9%)	83	(7%)
NDIA Timeliness	202	(24%)	52	(12%)	254	(20%)
Quality & Safeguards Commission	6	(1%)	3	(1%)	9	(1%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	826		428		1,254	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	3	(25%)	0	(0%)	3	(20%)
Allegations against NDIA Staff/Partners	1	(8%)	0	(0%)	1	(7%)
Participant threat	3	(25%)	0	(0%)	3	(20%)
Provider reporting	4	(33%)	2	(67%)	6	(40%)
Other	1	(8%)	1	(33%)	2	(13%)
Total	12		3		15	
<i>Unclassified</i>	1		16		17	
Providers total	956		511		1,467	

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
Complaints with a related party who is not a potential participant or provider						
<i>Complaint about ECEI Partner</i>						
ECEI Fraud and Compliance	1	(25%)	0		1	(25%)
ECEI Plan	1	(25%)	0		1	(25%)
ECEI Process	1	(25%)	0		1	(25%)
ECEI Timeliness	1	(25%)	0		1	(25%)
Other	0	(0%)	0		0	(0%)
Total	4		0		4	
<i>Complaint about LAC Partner</i>						
LAC Plan	2	(11%)	0	(0%)	2	(8%)
LAC Process	3	(17%)	1	(14%)	4	(16%)
LAC Resources	1	(6%)	0	(0%)	1	(4%)
LAC Staff	12	(67%)	5	(71%)	17	(68%)
Other	0	(0%)	1	(14%)	1	(4%)
Total	18		7		25	
<i>Complaints about service providers</i>						
Provider Finance	3	(4%)	7	(13%)	10	(7%)
Provider Fraud and Compliance	17	(21%)	12	(21%)	29	(21%)
Provider Service	37	(46%)	24	(43%)	61	(45%)
Provider Staff	23	(29%)	13	(23%)	36	(26%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	80		56		136	
<i>Complaints about the Agency</i>						
NDIA Access	41	(13%)	12	(8%)	53	(12%)
NDIA Engagement	7	(2%)	0	(0%)	7	(2%)
NDIA Finance	29	(9%)	18	(12%)	47	(10%)
NDIA Fraud and Compliance	13	(4%)	10	(7%)	23	(5%)
NDIA Plan	35	(11%)	24	(16%)	59	(13%)
NDIA Process	74	(24%)	23	(15%)	97	(21%)
NDIA Resources	19	(6%)	17	(11%)	36	(8%)
NDIA Staff	43	(14%)	28	(18%)	71	(15%)
NDIA Timeliness	44	(14%)	20	(13%)	64	(14%)
Quality & Safeguards Commission	1	(0%)	1	(1%)	2	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	306		153		459	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	7	(37%)	5	(38%)	12	(38%)
Allegations against NDIA Staff/Partners	1	(5%)	1	(8%)	2	(6%)
Allegations against a provider	7	(37%)	3	(23%)	10	(31%)
Participant threat	2	(11%)	2	(15%)	4	(13%)
Provider reporting	2	(11%)	2	(15%)	4	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	19		13		32	
<i>Unclassified</i>	0		0		0	
Other total	427		229		656	

Figure E.17 Open (left) and closed (right) complaints over time – National

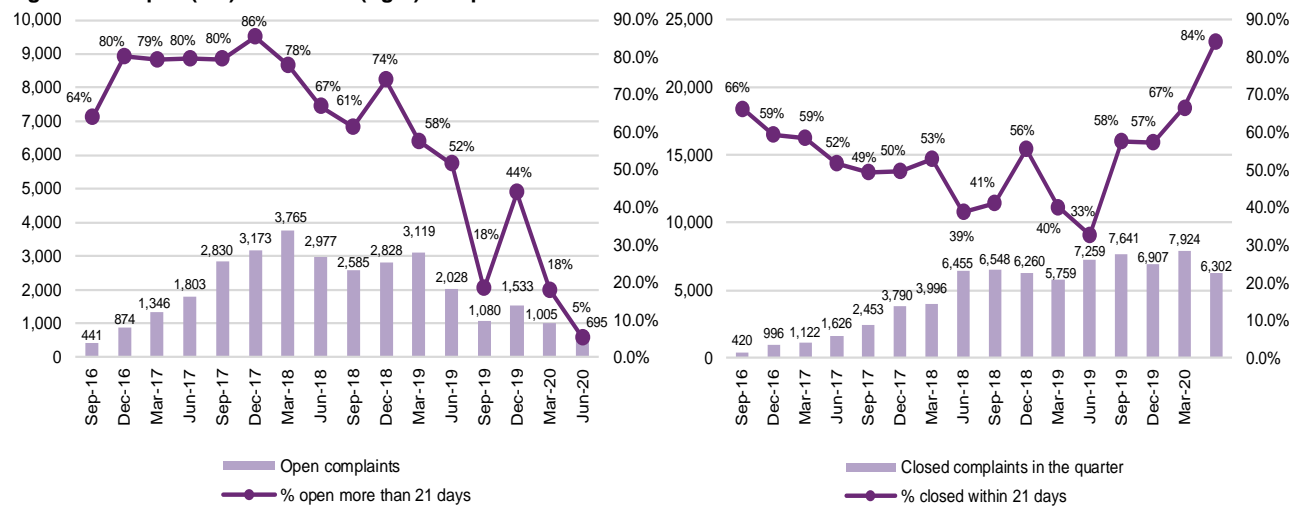
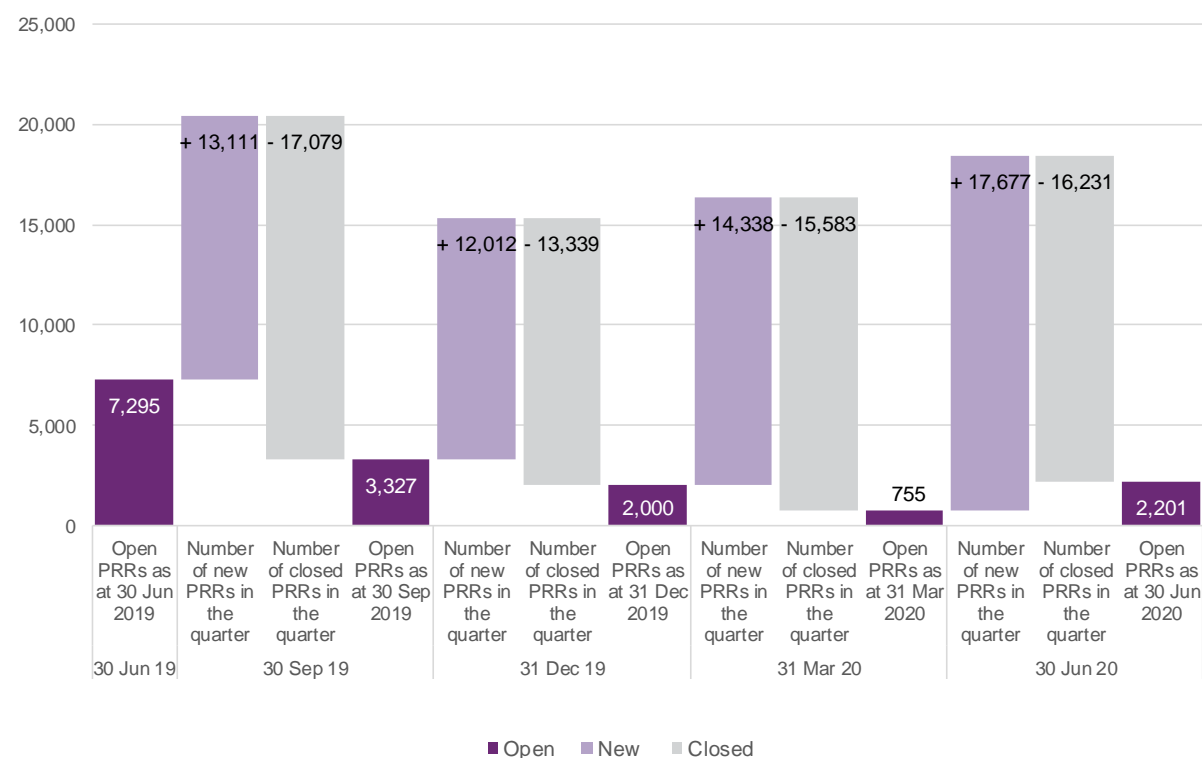


Figure E.18 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – National⁴⁹



⁴⁹ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart. For this reason the number of Participant Requested Reviews closed in the quarter may be lower than what is shown in the following chart.

Figure E.19 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National ⁵⁰

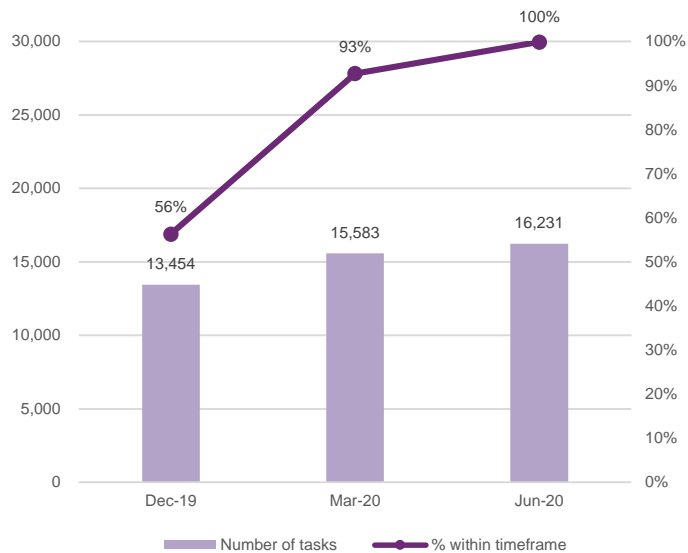


Figure E.20 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved within 42 day timeframe by quarter – National

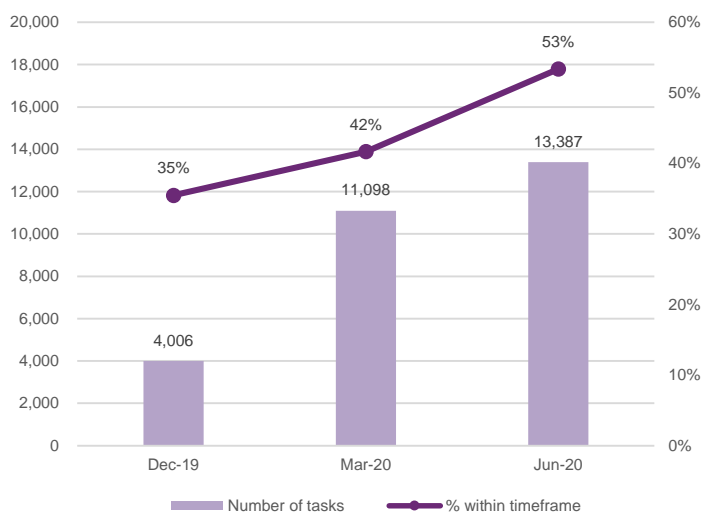


Table E.49 Summary of Open Participant Requested Reviews (PRRs) (s48) – National ⁵¹

	As at 30 June 2020
Open PRRs	2,201
Number of PRRs open less than 14 days	2,197
Number of PRRs open more than 14 days	4
New PRRs in the quarter	17,677
Number of PRRs closed in the quarter	16,231
Proportion closed within 14 days	99%
Average days PRRs took to close in the quarter	7

⁵⁰ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

⁵¹ Participant Requested Reviews (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.

Figure E.21 RoRDs received and closed by quarter and open at the end of each quarter – National

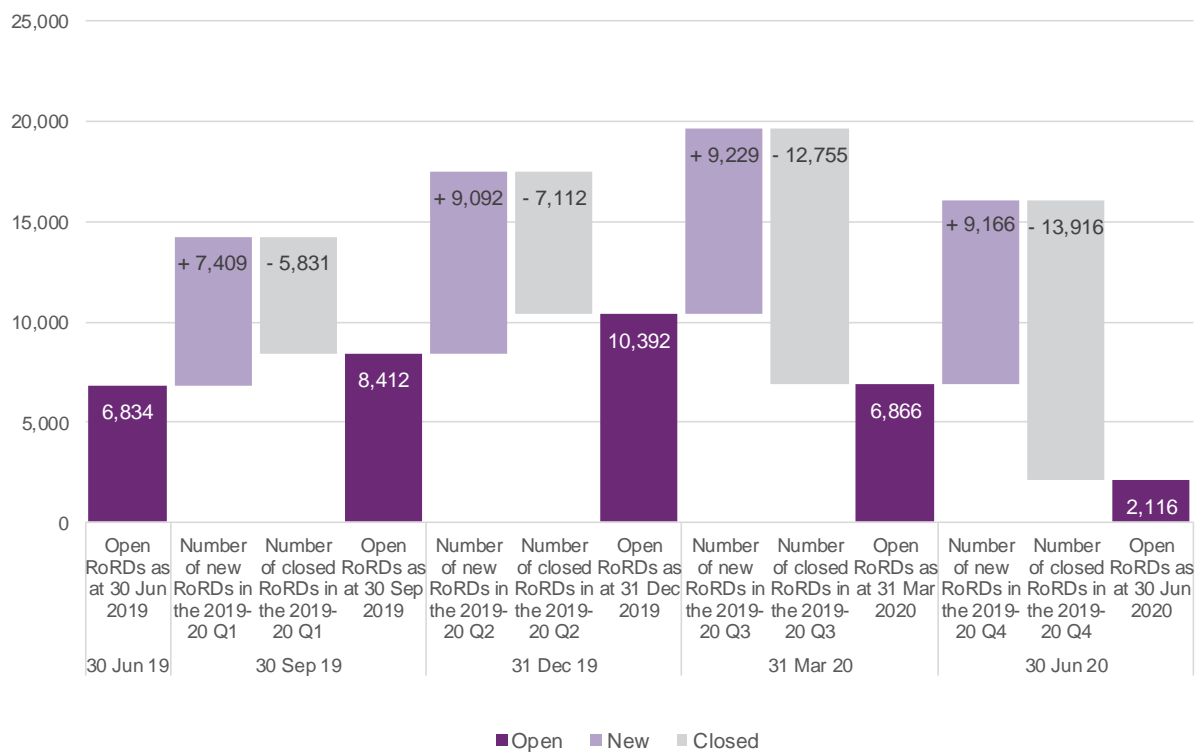


Figure E.22 Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved within 90 day timeframe by quarter – National

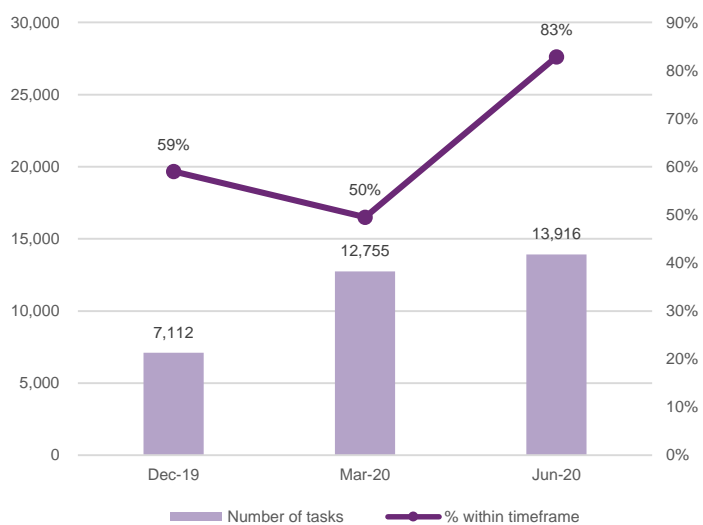


Table E.50 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – National ^{52 53}

	Access	Planning
Open RoRDs	216	1,900
Number of RoRDs open less than 90 days	212	1,884
Number of RoRDs open more than 90 days	4	16
New RoRDs in the quarter	1,670	7,496
Number of RoRDs closed in the quarter	1,845	12,071
Proportion closed within 90 days	99%	80%
Average days RoRDs took to close in the quarter	15	53

Figure E.23 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – National ⁵⁴

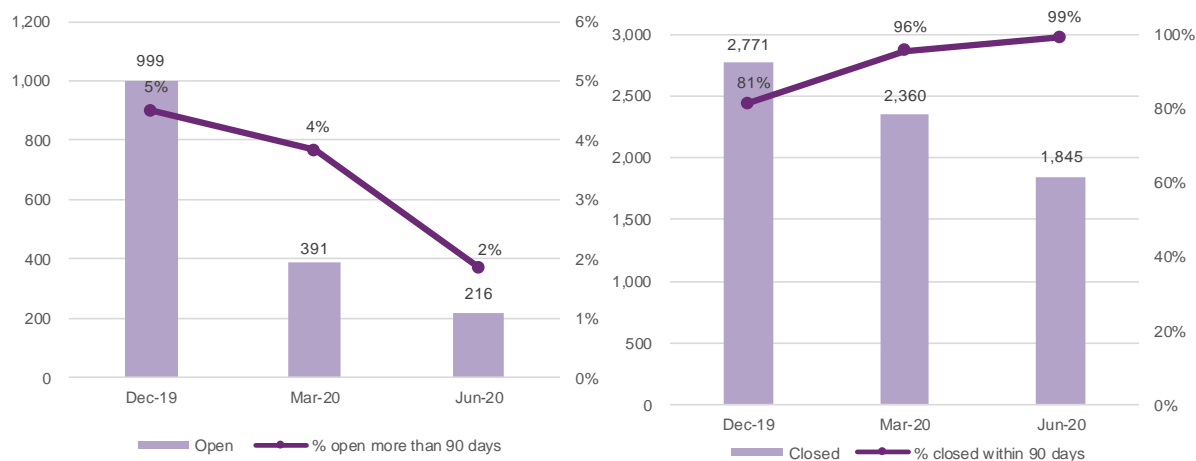
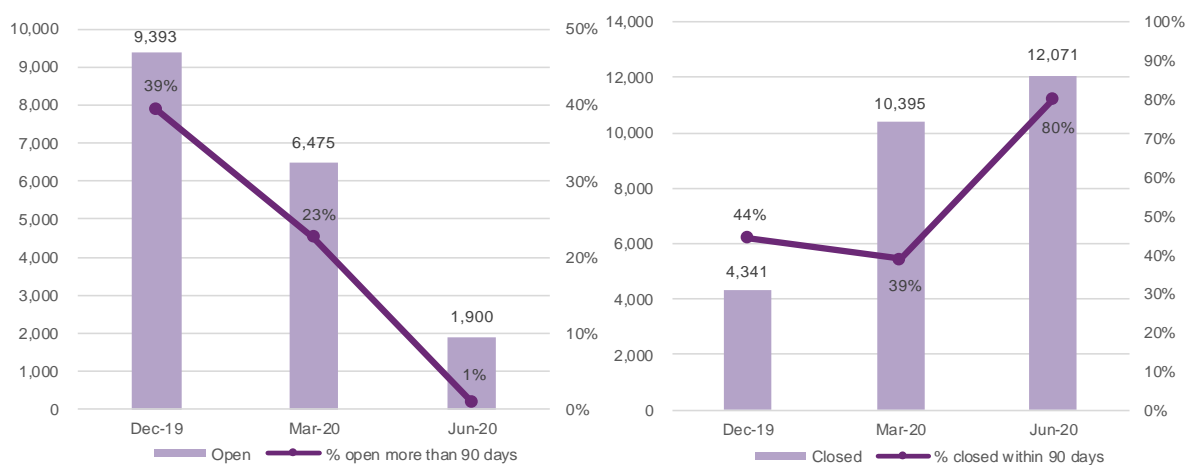


Figure E.24 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – National ⁵⁵



⁵² 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.

⁵³ 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.

⁵⁴ Numbers of open and closed RoRDs have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

⁵⁵ Ibid.

Table E.51 AAT Cases by category – National ^{56 57}

Category	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Access	1,360	38%	127	34%	1,487	37%
Plan	1,667	46%	231	62%	1,898	48%
Plan Review	348	10%	<11		355	9%
Other	231	6%	<11		236	6%
Total	3,606	100%	370	100%	3,976	100%
% of all access decisions	0.37%		0.30%		0.37%	

Figure E.25 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

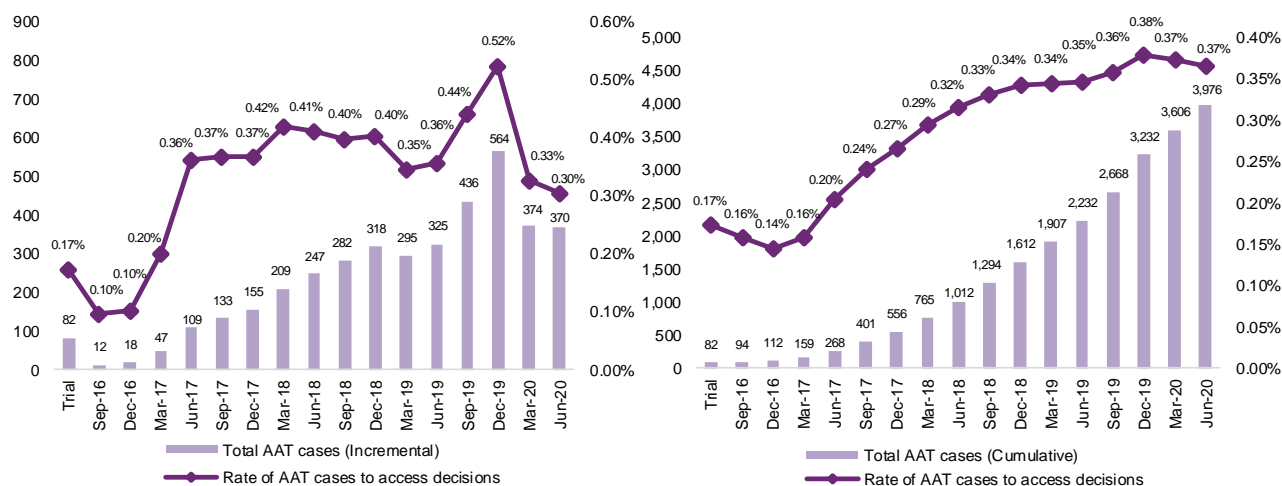


Table E.52 AAT cases by open/closed and decision – National

	N
AAT Cases	3,976
Open AAT Cases	949
Closed AAT Cases	3,027
Resolved before hearing	2,954
Gone to hearing and received a substantive decision	73*

*Of the 73 cases which went to hearing and received a substantive decision: 32 affirmed the Agency's decision, 13 varied the Agency's decision and 28 set aside the Agency's decision. ⁵⁸

⁵⁶ Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

⁵⁷ % 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.

⁵⁸ 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.

Figure E.26 Distribution of active participants by method of financial plan management and age group as at 30 June 2020 – National ^{59 60}

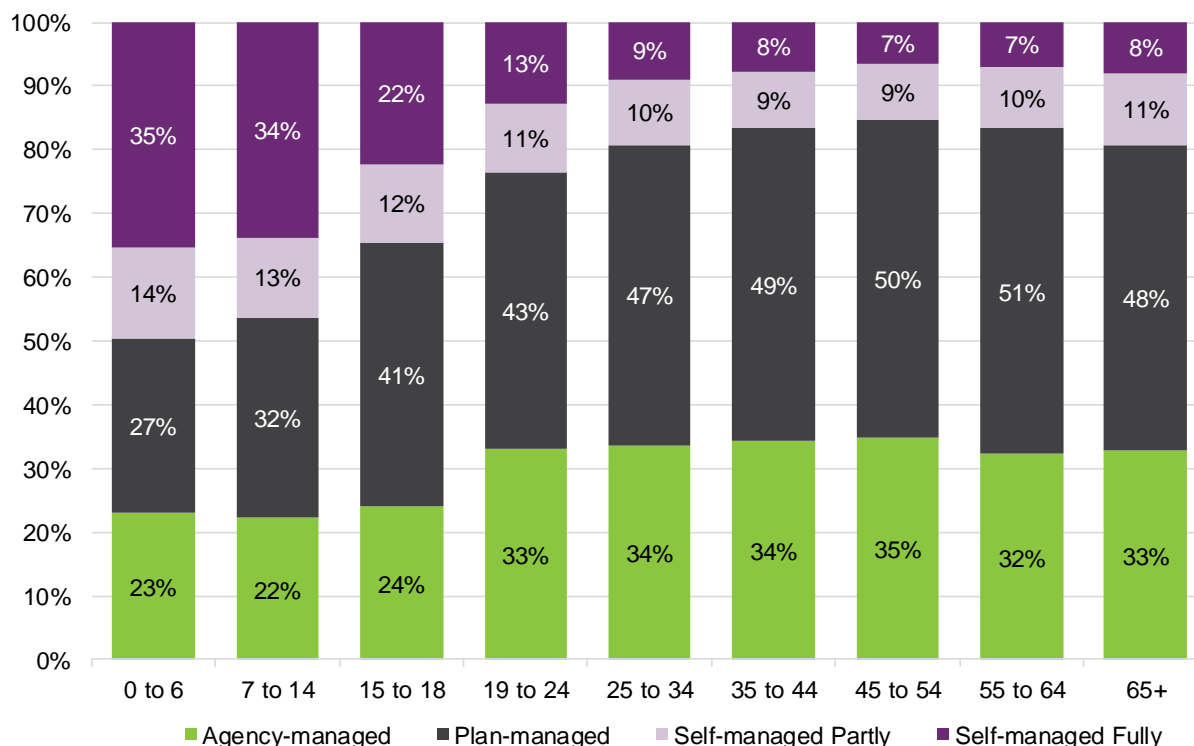
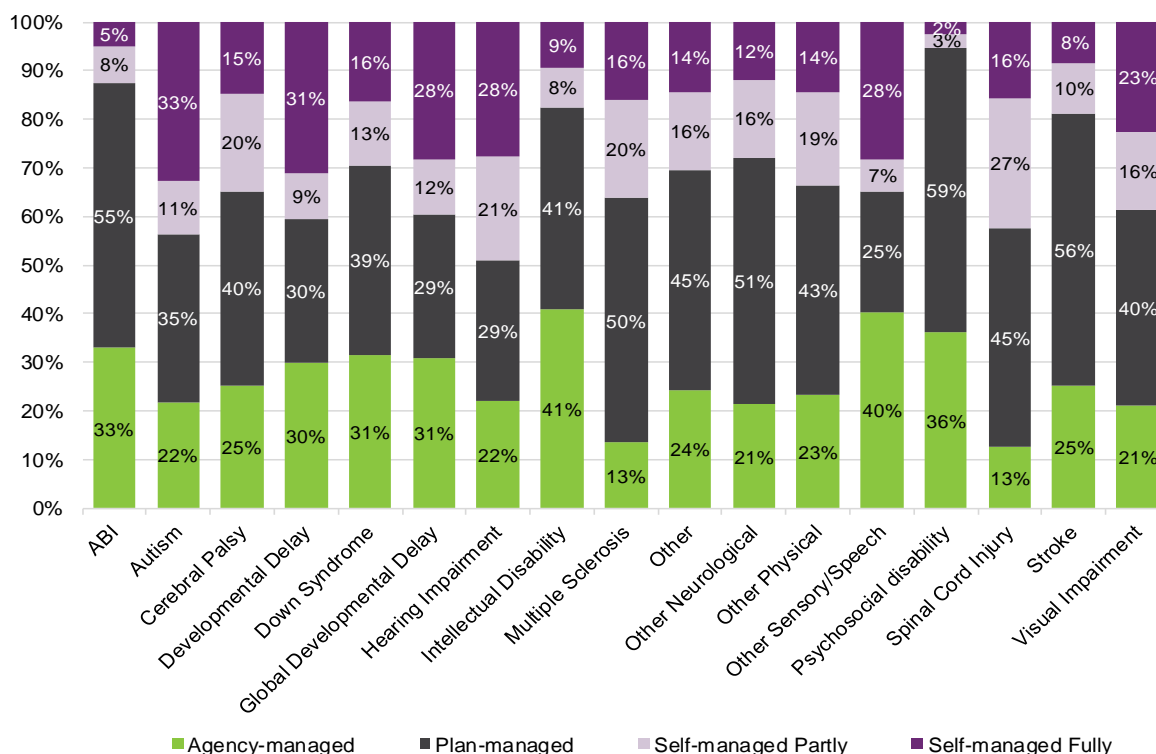


Figure E.27 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2020 – National ^{61 62}



⁵⁹ For the total number of active participants in each age group, see Table E.14.

⁶⁰ Participants can use more than one method to manage their funding. These results are based on 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.

⁶¹ For the total number of active participants in each primary disability group, see Table E.12.

⁶² Participants can use more than one method to manage their funding. These results are based on 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.

Table E.53 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National
63

	Prior Quarters	2019-20 Q4	Total
Self-managed fully	20%	21%	20%
Self-managed partly	11%	11%	11%
Plan-managed	38%	44%	40%
Agency-managed	31%	24%	28%
Total	100%	100%	100%

Figure E.28 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National⁶⁴

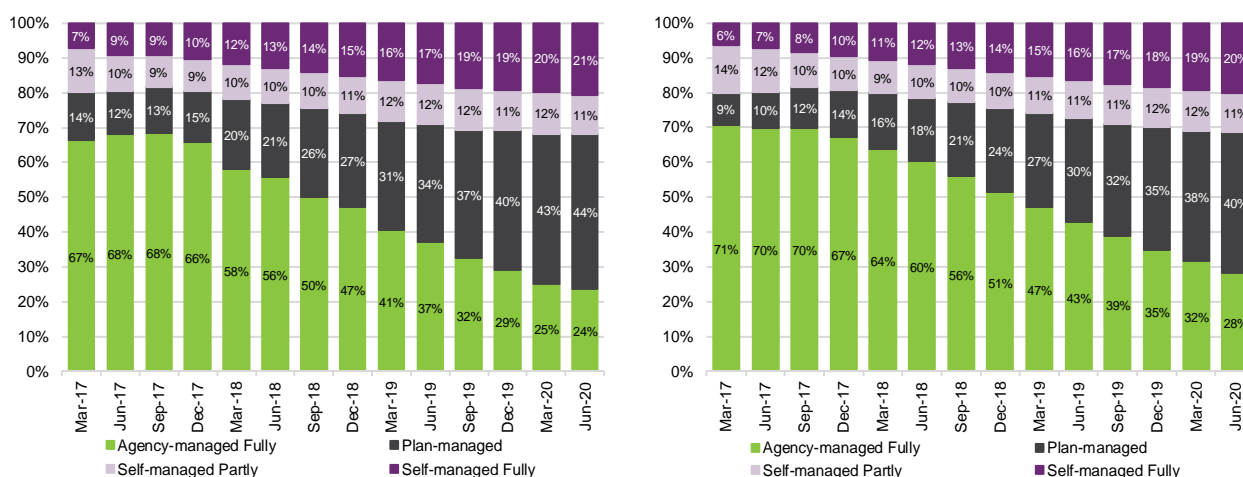
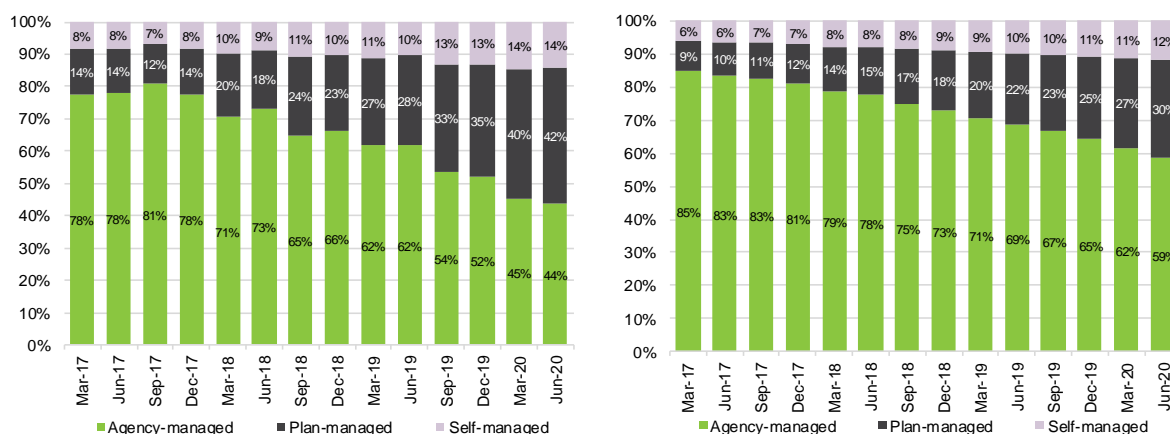


Table E.54 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National

	Prior Quarters	2019-20 Q4	Total
Self-managed	11%	14%	12%
Plan-managed	27%	42%	30%
Agency-managed	62%	44%	59%
Total	100%	100%	100%

Figure E.29 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – National



⁶³ Ibid.

⁶⁴ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table E.55 Distribution of active participants by support coordination and quarter of plan approval – National

	Prior Quarters	2019-20 Q4	Total
Support coordination	38%	44%	40%

Table E.56 Duration to plan activation by quarter of initial plan approval for active participants – National ⁶⁵

	Prior Quarters (Transition Only)		2019-20 Q2	
Plan activation	N	%	N	%
Less than 30 days	195,728	70%	16,632	59%
30 to 59 days	31,977	11%	3,972	14%
60 to 89 days	14,969	5%	2,067	7%
Activated within 90 days	242,674	87%	22,671	81%
90 to 119 days	8,460	3%	1,196	4%
120 days and over	22,376	8%	1,447	5%
Activated after 90 days	30,836	11%	2,643	9%
No payments	7,005	2%	2,762	10%
Total plans approved	280,515	100%	28,076	100%

Table E.57 Proportion of participants who have activated within 12 months – National

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	15,837	16,695	95%
Not Aboriginal and Torres Strait Islander	197,887	204,189	97%
Not Stated	58,802	60,598	97%
Total	272,526	281,482	97%
by Culturally and Linguistically Diverse status			
CALD	23,036	23,682	97%
Not CALD	243,547	251,577	97%
Not Stated	5,943	6,223	96%
Total	272,526	281,482	97%
by Remoteness			
Major Cities	182,247	187,865	97%
Regional	86,655	89,770	97%
Remote	3,567	3,789	94%
Missing	57	58	98%
Total	272,526	281,482	97%
by Primary Disability type			
Autism	85,474	88,184	97%
Intellectual Disability (including Down Syndrome)	70,695	72,713	97%
Psychosocial Disability	24,248	25,167	96%
Developmental Delay (including Global Developmental Delay)	12,720	13,464	94%
Other	79,389	81,954	97%
Total	272,526	281,482	97%

⁶⁵ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table E.58 Distribution of plans by utilisation – National ^{66 67}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	24%
> 75%	40%
Total	100%

Table E.59 Proportion of active participants with approved plans accessing mainstream supports – National ⁶⁸

	Prior Quarters	2019-20 Q4	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	49%	50%	49%
Lifelong Learning	13%	14%	14%
Other	11%	12%	11%
Non-categorised	31%	30%	31%
Any mainstream service	94%	93%	94%

Part Three: Providers and the growing market

Table E.60 Key markets indicators by quarter – National ^{69 70}

Market indicators	Prior Quarters	2019-20 Q4
a) Average number of active providers per active participant	1.33	1.29
b) Number of providers delivering new types of supports	1,637	1,533
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	88%	88%
<i>Therapeutic Supports (%)</i>	92%	93%
<i>Participate Community (%)</i>	85%	86%
<i>Early Childhood Supports (%)</i>	88%	89%
<i>Assist Personal Activities (%)</i>	89%	89%

Table E.61 Cumulative number of providers that have been ever active as at 30 June 2020 by quarter of activity – National ⁷¹

Activity	Number of providers
Active for the first time in 2019-20 Q4	348
Active in 2019-20 Q4 and also in previous quarters	8,903
Active in 2019-20 Q4	9,251
Inactive in 2019-20 Q4	5,631
Active ever	14,882

⁶⁶ 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.

⁶⁷ This table only considers participants with initial plans approved up to 31 December 2019, and includes committed supports and payments for supports provided up to 31 March 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁶⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁷⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁷¹ Active providers refer to those who have received payment for support Agency-managed participants.

Table E.62 Cumulative number of providers that have been ever active by registration group – National ⁷²

Registration Group	Prior Quarters	2019-20 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	496	51	547	10%
Assistance Animals	232	17	249	7%
Assistance with daily life tasks in a group or shared living arrangement	1,529	108	1,637	7%
Assistance with travel/transport arrangements	1,915	84	1,999	4%
Daily Personal Activities	2,557	146	2,703	6%
Group and Centre Based Activities	1,867	71	1,938	4%
High Intensity Daily Personal Activities	1,999	80	2,079	4%
Household tasks	3,861	146	4,007	4%
Interpreting and translation	369	38	407	10%
Participation in community, social and civic activities	2,808	144	2,952	5%
Assistive Technology				
Assistive equipment for recreation	452	69	521	15%
Assistive products for household tasks	472	61	533	13%
Assistance products for personal care and safety	2,359	118	2,477	5%
Communication and information equipment	757	257	1,014	34%
Customised Prosthetics	1,225	72	1,297	6%
Hearing Equipment	440	63	503	14%
Hearing Services	81	12	93	15%
Personal Mobility Equipment	1,429	109	1,538	8%
Specialised Hearing Services	127	11	138	9%
Vision Equipment	414	54	468	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,391	159	2,550	7%
Behaviour Support	1,396	65	1,461	5%
Community nursing care for high needs	893	89	982	10%
Development of daily living and life skills	2,060	89	2,149	4%
Early Intervention supports for early childhood	2,605	82	2,687	3%
Exercise Physiology and Physical Wellbeing activities	1,599	61	1,660	4%
Innovative Community Participation	767	42	809	5%
Specialised Driving Training	447	27	474	6%
Therapeutic Supports	8,067	180	8,247	2%
Capital services				
Home modification design and construction	898	106	1,004	12%
Specialist Disability Accommodation	240	16	256	7%
Vehicle Modifications	371	43	414	12%
Choice and control support services				
Management of funding for supports in participants plan	1,172	54	1,226	5%
Support Coordination	871	71	942	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	677	50	727	7%
Specialised Supported Employment	558	24	582	4%
Total active providers	14,534	348	14,882	2%

⁷² 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 30 June 2020 – National

Registration Group	Active					
	Individual / sole trader	Company/ organisation	Total Active	Individual / sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	117	430	547	21%	79%	100%
Assistance Animals	31	218	249	12%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	211	1,426	1,637	13%	87%	100%
Assistance with travel/transport arrangements	383	1,616	1,999	19%	81%	100%
Daily Personal Activities	378	2,325	2,703	14%	86%	100%
Group and Centre Based Activities	225	1,713	1,938	12%	88%	100%
High Intensity Daily Personal Activities	262	1,817	2,079	13%	87%	100%
Household tasks	1,372	2,635	4,007	34%	66%	100%
Interpreting and translation	86	321	407	21%	79%	100%
Participation in community, social and civic activities	435	2,517	2,952	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	71	450	521	14%	86%	100%
Assistive products for household tasks	77	456	533	14%	86%	100%
Assistance products for personal care and safety	451	2,026	2,477	18%	82%	100%
Communication and information equipment	231	783	1,014	23%	77%	100%
Customised Prosthetics	250	1,047	1,297	19%	81%	100%
Hearing Equipment	72	431	503	14%	86%	100%
Hearing Services	10	83	93	11%	89%	100%
Personal Mobility Equipment	275	1,263	1,538	18%	82%	100%
Specialised Hearing Services	19	119	138	14%	86%	100%
Vision Equipment	77	391	468	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	507	2,043	2,550	20%	80%	100%
Behaviour Support	426	1,035	1,461	29%	71%	100%
Community nursing care for high needs	147	835	982	15%	85%	100%
Development of daily living and life skills	304	1,845	2,149	14%	86%	100%
Early Intervention supports for early childhood	1,126	1,561	2,687	42%	58%	100%
Exercise Physiology and Physical Wellbeing activities	441	1,219	1,660	27%	73%	100%
Innovative Community Participation	229	580	809	28%	72%	100%
Specialised Driving Training	118	356	474	25%	75%	100%
Therapeutic Supports	3,992	4,255	8,247	48%	52%	100%
Capital services						
Home modification design and construction	187	817	1,004	19%	81%	100%
Specialist Disability Accommodation	11	245	256	4%	96%	100%
Vehicle Modifications	60	354	414	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	226	1,000	1,226	18%	82%	100%
Support Coordination	172	770	942	18%	82%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	84	643	727	12%	88%	100%
Specialised Supported Employment	57	525	582	10%	90%	100%
Total	6,339	8,543	14,882	43%	57%	100%

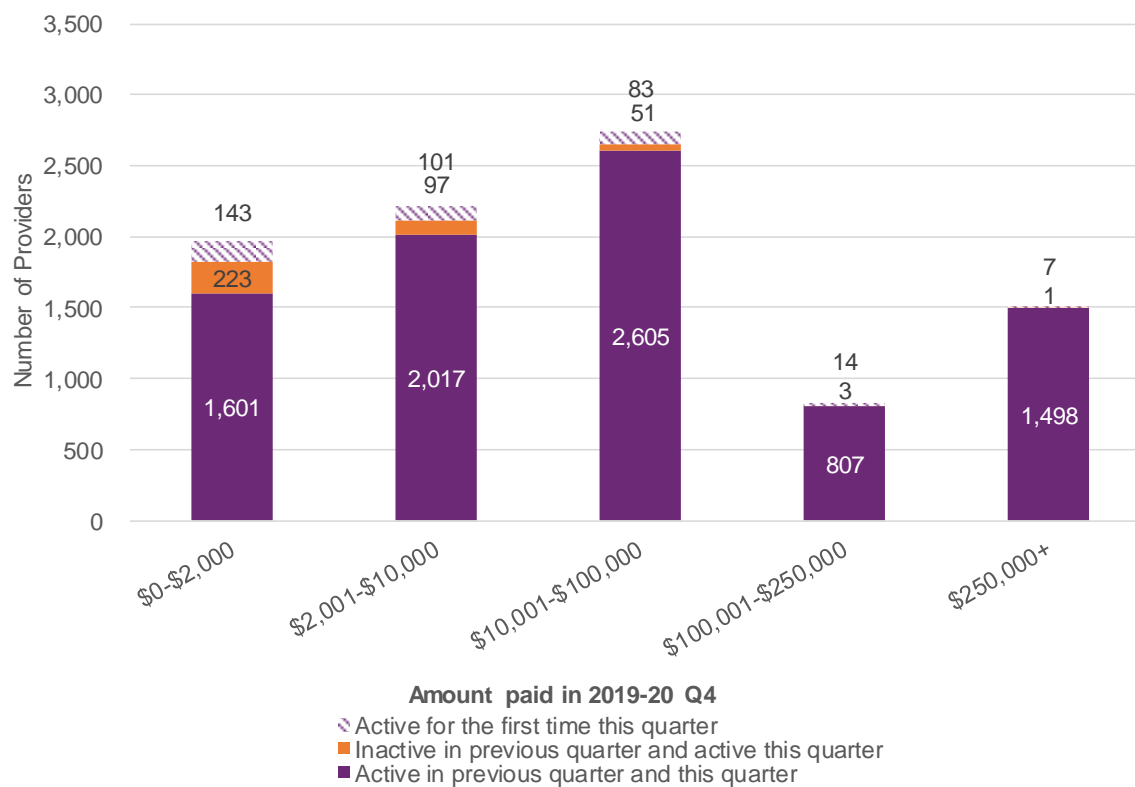
Table E.64 Number and proportion of providers active in 2019-20 Q4 by registration group and first quarter of activity – National

Registration Group	Active in previous quarters and in 2019-20 Q4	Active for the first time in 2019-20 Q4	Total	% active for the first time in 2019-20 Q4
Assistance services				
Accommodation / Tenancy Assistance	117	51	168	30%
Assistance Animals	133	17	150	11%
Assistance with daily life tasks in a group or shared living arrangement	1,143	108	1,251	9%
Assistance with travel/transport arrangements	930	84	1,014	8%
Daily Personal Activities	1,917	146	2,063	7%
Group and Centre Based Activities	1,256	71	1,327	5%
High Intensity Daily Personal Activities	1,251	80	1,331	6%
Household tasks	2,323	146	2,469	6%
Interpreting and translation	162	38	200	19%
Participation in community, social and civic activities	2,143	144	2,287	6%
Assistive Technology				
Assistive equipment for recreation	134	69	203	34%
Assistive products for household tasks	89	61	150	41%
Assistance products for personal care and safety	1,447	118	1,565	8%
Communication and information equipment	461	257	718	36%
Customised Prosthetics	599	72	671	11%
Hearing Equipment	156	63	219	29%
Hearing Services	10	12	22	55%
Personal Mobility Equipment	866	109	975	11%
Specialised Hearing Services	19	11	30	37%
Vision Equipment	175	54	229	24%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,796	159	1,955	8%
Behaviour Support	727	65	792	8%
Community nursing care for high needs	459	89	548	16%
Development of daily living and life skills	1,168	89	1,257	7%
Early Intervention supports for early childhood	1,252	82	1,334	6%
Exercise Physiology and Physical Wellbeing activities	848	61	909	7%
Innovative Community Participation	209	42	251	17%
Specialised Driving Training	153	27	180	15%
Therapeutic Supports	4,455	180	4,635	4%
Capital services				
Home modification design and construction	417	106	523	20%
Specialist Disability Accommodation	172	16	188	9%
Vehicle Modifications	147	43	190	23%
Choice and control support services				
Management of funding for supports in participants plan	822	54	876	6%
Support Coordination	416	71	487	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	350	50	400	13%
Specialised Supported Employment	423	24	447	5%
Total	8,903	348	9,251	4%

Table E.65 Number and proportion of providers active in 2019-20 Q4 in each registration group by legal entity type – National

Registration Group	Active					
	Individual / sole trader	Company/ organisatio n	Total Active	Individual / sole trader	Company/ organisatio n	Total Active
Assistance services						
Accommodation / Tenancy Assistance	38	130	168	23%	77%	100%
Assistance Animals	21	129	150	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	140	1,111	1,251	11%	89%	100%
Assistance with travel/transport arrangements	132	882	1,014	13%	87%	100%
Daily Personal Activities	257	1,806	2,063	12%	88%	100%
Group and Centre Based Activities	144	1,183	1,327	11%	89%	100%
High Intensity Daily Personal Activities	158	1,173	1,331	12%	88%	100%
Household tasks	738	1,731	2,469	30%	70%	100%
Interpreting and translation	49	151	200	25%	76%	100%
Participation in community, social and civic activities	292	1,995	2,287	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	32	171	203	16%	84%	100%
Assistive products for household tasks	19	131	150	13%	87%	100%
Assistance products for personal care and safety	244	1,321	1,565	16%	84%	100%
Communication and information equipment	145	573	718	20%	80%	100%
Customised Prosthetics	117	554	671	17%	83%	100%
Hearing Equipment	33	186	219	15%	85%	100%
Hearing Services	1	21	22	5%	95%	100%
Personal Mobility Equipment	160	815	975	16%	84%	100%
Specialised Hearing Services	5	25	30	17%	83%	100%
Vision Equipment	33	196	229	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	376	1,579	1,955	19%	81%	100%
Behaviour Support	187	605	792	24%	76%	100%
Community nursing care for high needs	76	472	548	14%	86%	100%
Development of daily living and life skills	159	1,098	1,257	13%	87%	100%
Early Intervention supports for early childhood	395	939	1,334	30%	70%	100%
Exercise Physiology and Physical Wellbeing activities	201	708	909	22%	78%	100%
Innovative Community Participation	64	187	251	25%	75%	100%
Specialised Driving Training	43	137	180	24%	76%	100%
Therapeutic Supports	1,917	2,718	4,635	41%	59%	100%
Capital services						
Home modification design and construction	83	440	523	16%	84%	100%
Specialist Disability Accommodation	6	182	188	3%	97%	100%
Vehicle Modifications	27	163	190	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	168	708	876	19%	81%	100%
Support Coordination	81	406	487	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	39	361	400	10%	90%	100%
Specialised Supported Employment	46	401	447	10%	90%	100%
Total	3,221	6,030	9,251	35%	65%	100%

Figure E.30 Distribution of active providers in 2019-20 Q4 by their status in 2019-20 Q3 and payment band in 2019-20 Q4 – National ⁷³



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
Total Committed	132.7	496.7	939.3	3,234.4	7,741.7	14,554.0	24,163.9

⁷³ Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

Figure E.31 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 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – National

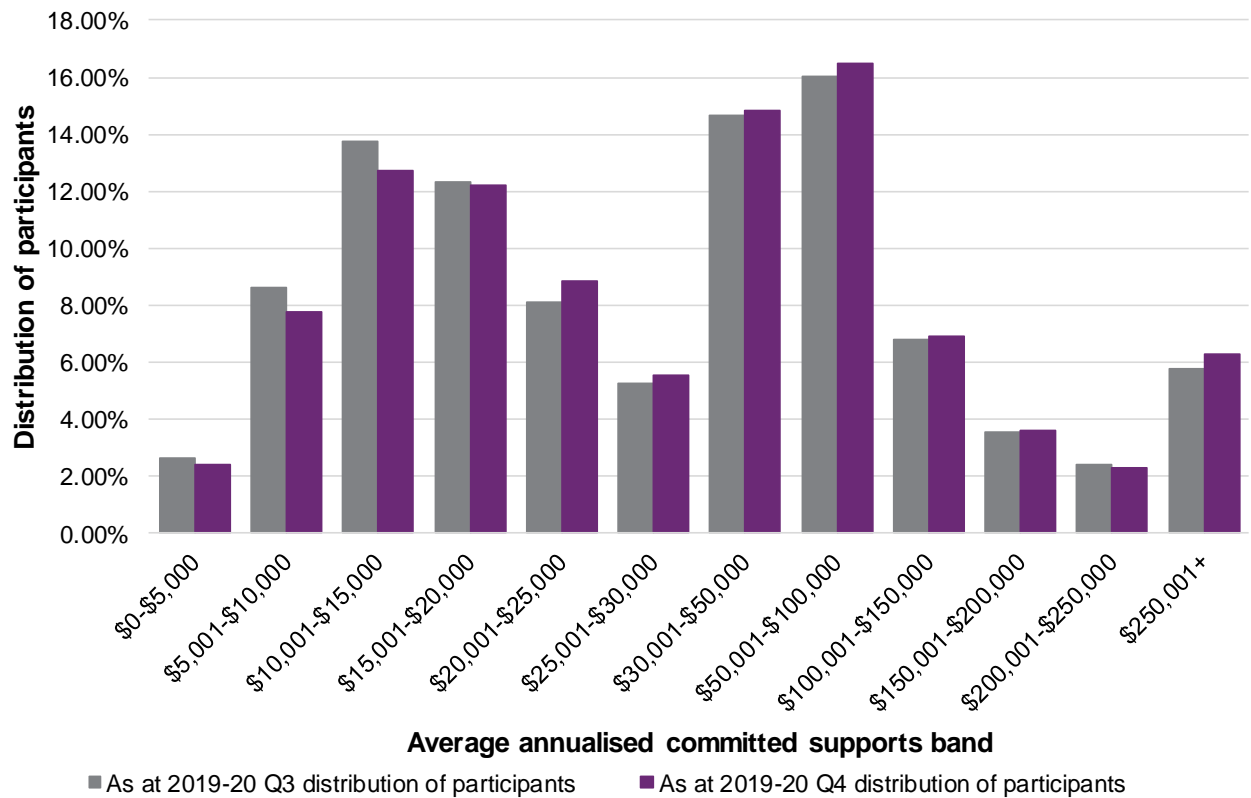


Figure E.32 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – National

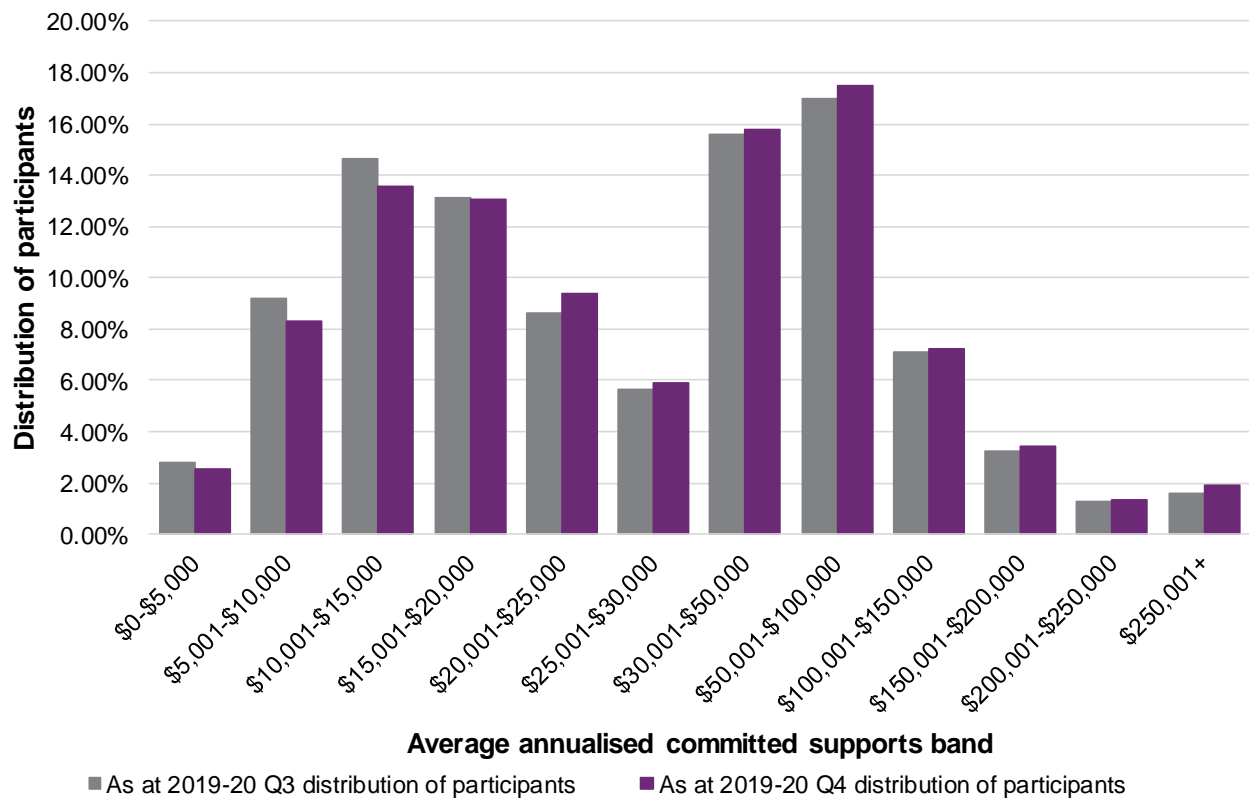


Figure E.33 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – National

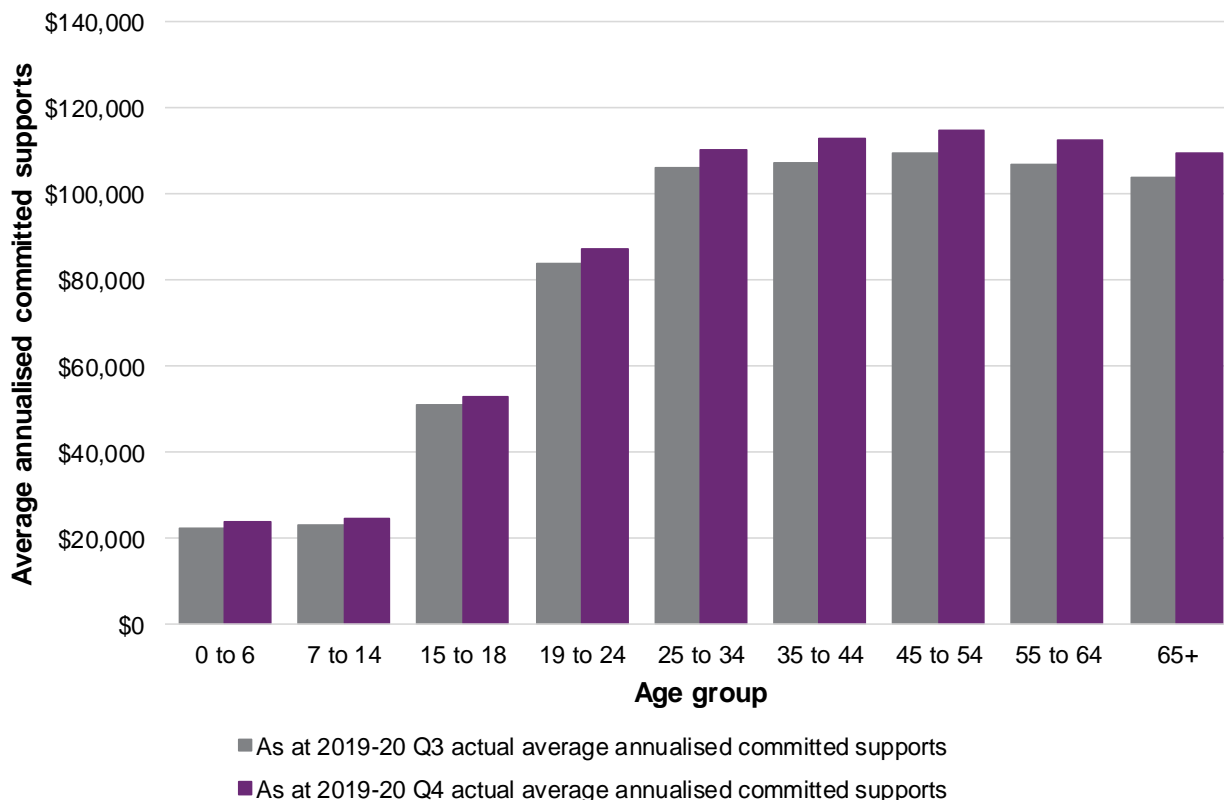


Figure E.34 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – National

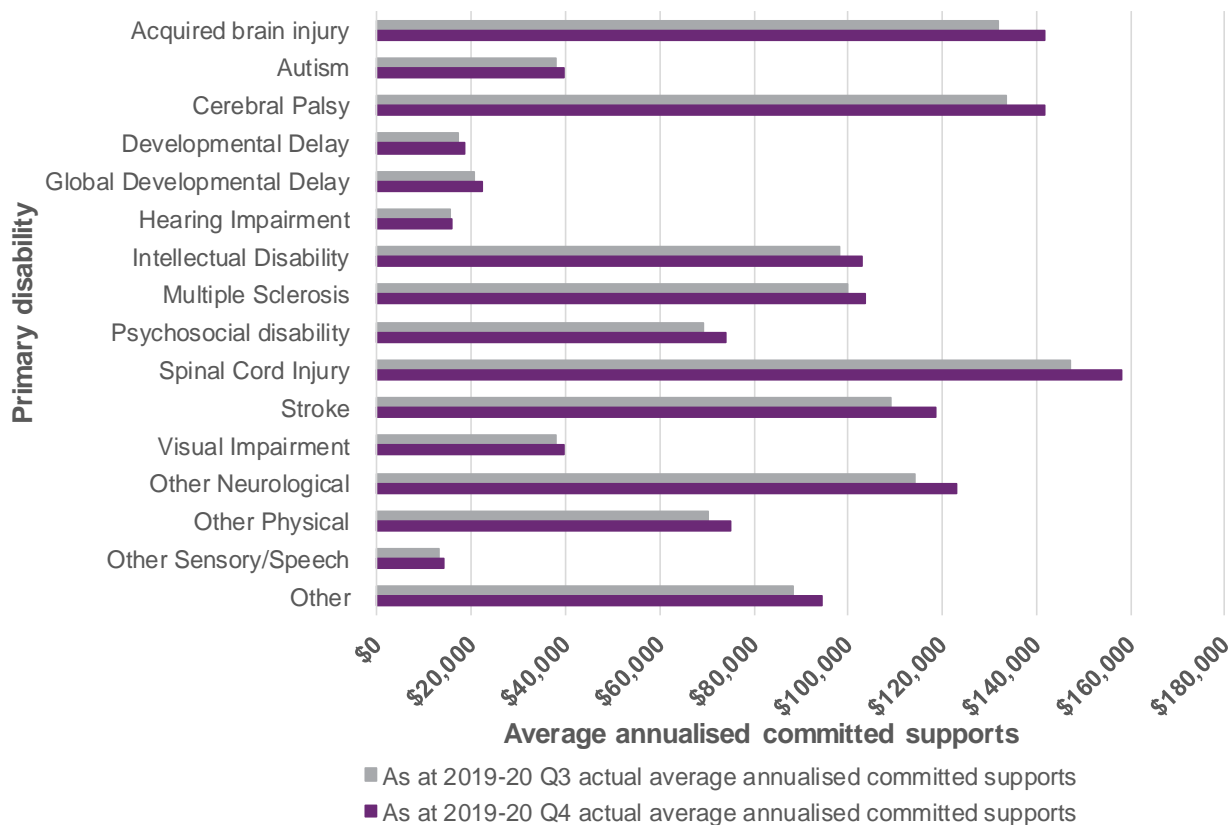


Figure E.35 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – National

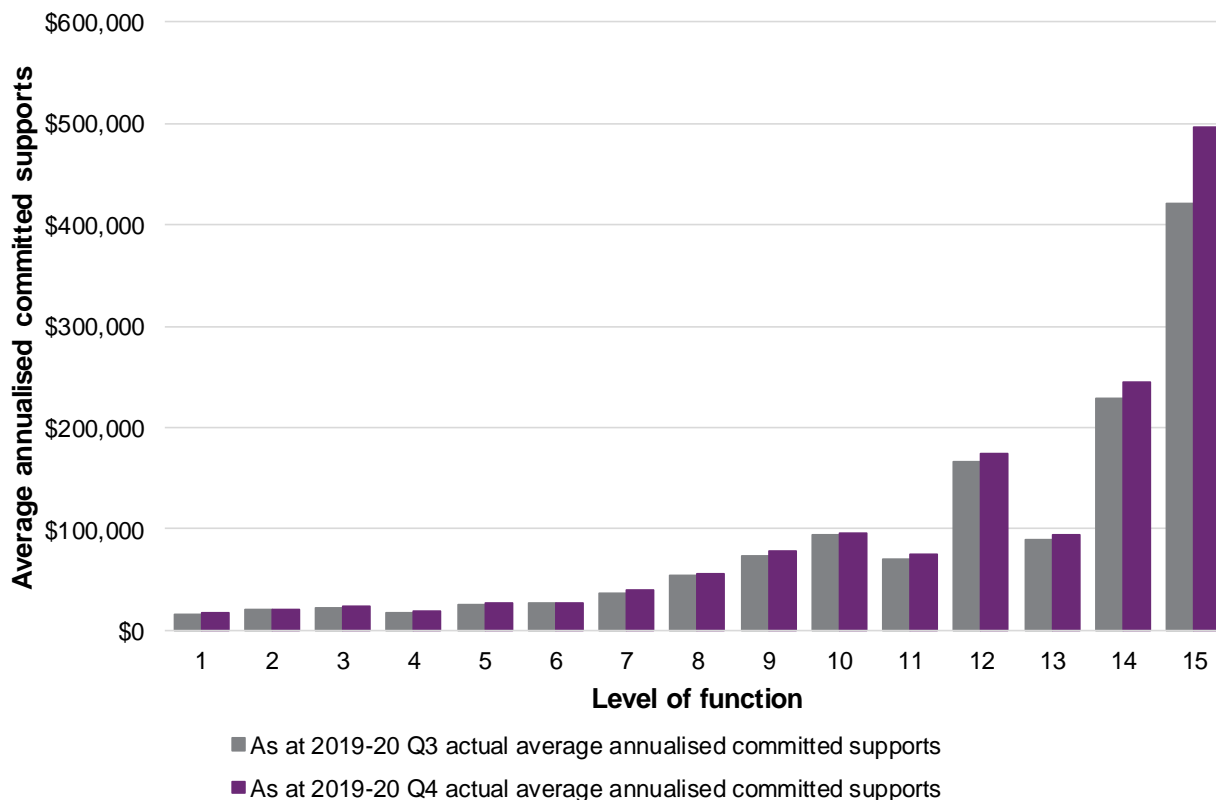


Figure E.36 Total annualised committed supports for active participants with an approved plan by support category (\$m) – National

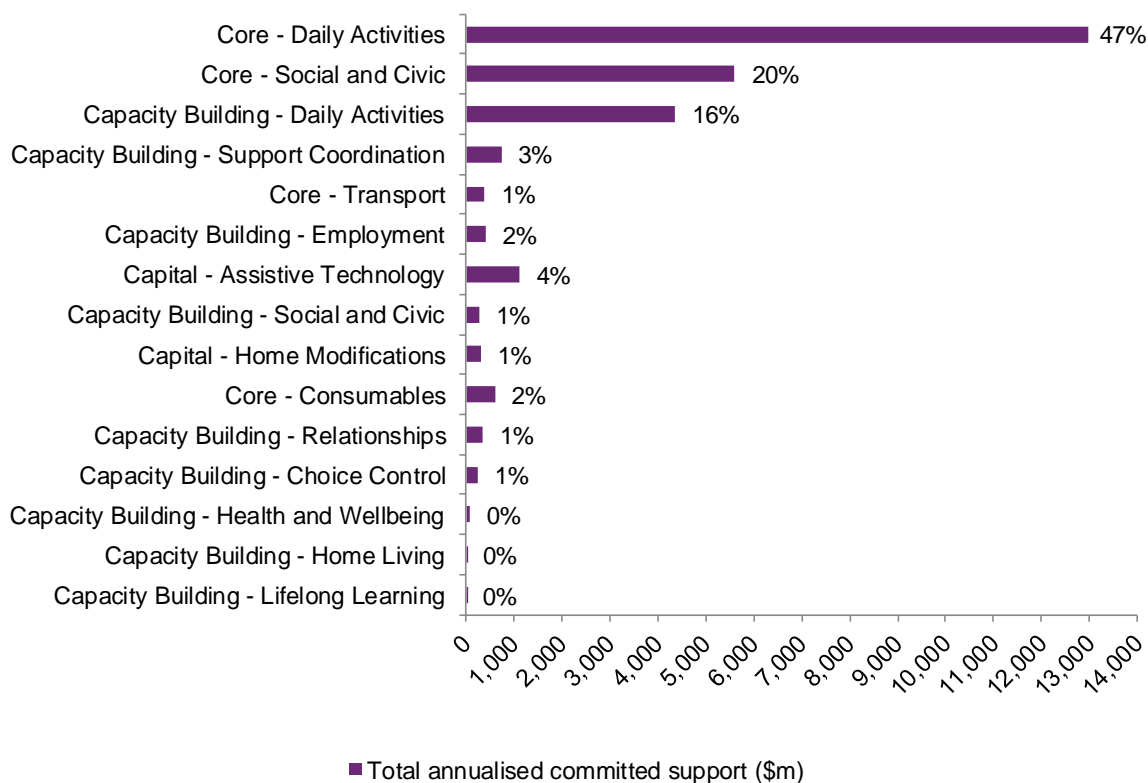


Table E.67 Payments by financial year, compared to committed supports (\$m) – National

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	132.7	496.7	939.3	3,234.4	7,741.7	14,554.0	24,163.9
Total Paid	85.8	370.9	704.4	2,184.9	5,428.4	10,362.9	16,114.9
% utilised to date	65%	75%	75%	68%	70%	71%	67%

Figure E.37 Utilisation of committed supports as at 31 March 2020 and 30 June 2020 – National

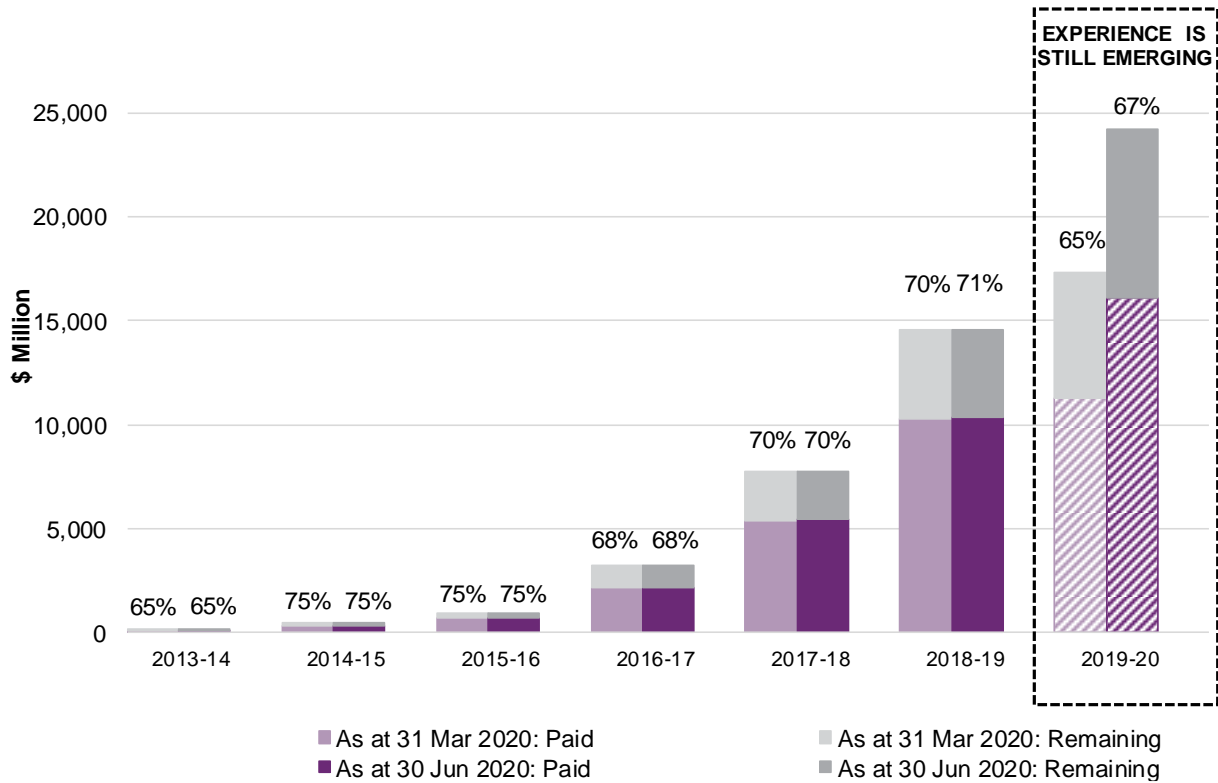


Figure E.38 Utilisation of committed supports by plan number from 1 October 2019 to 31 March 2020 – National ⁷⁴

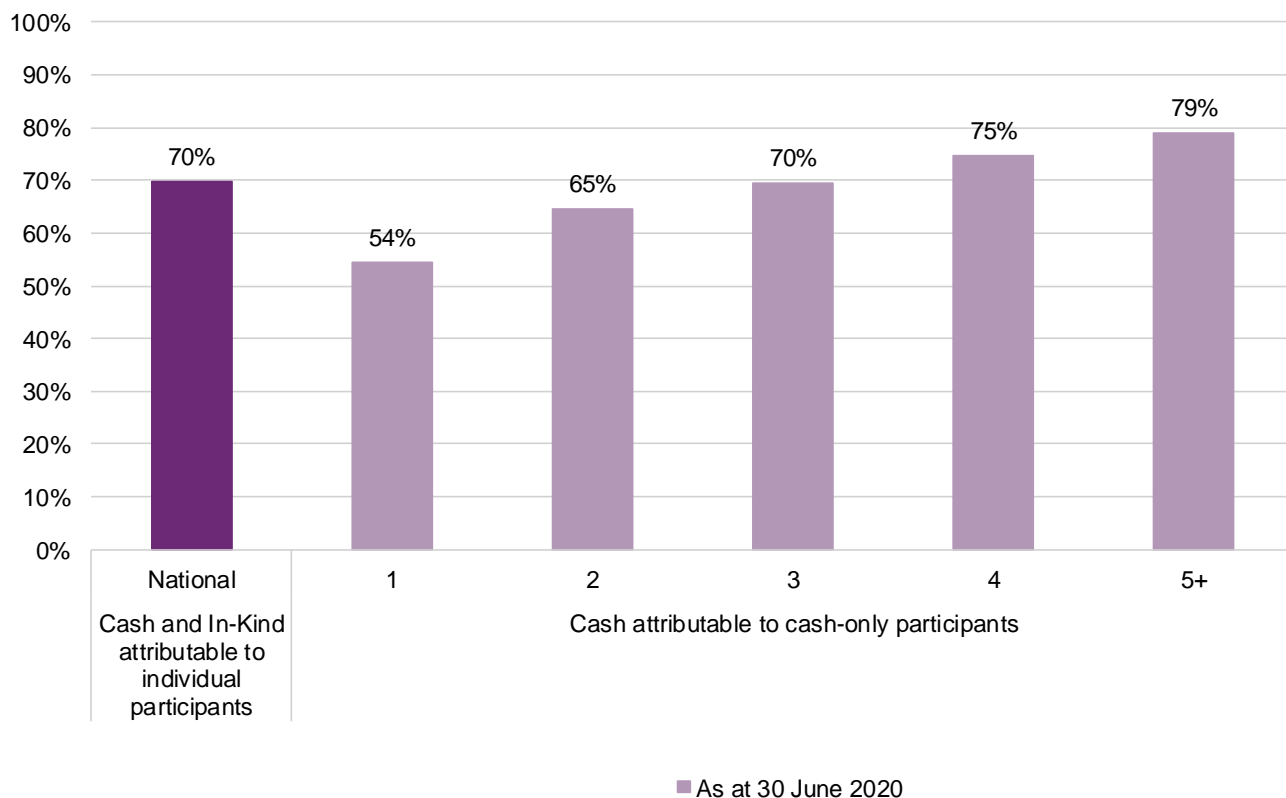
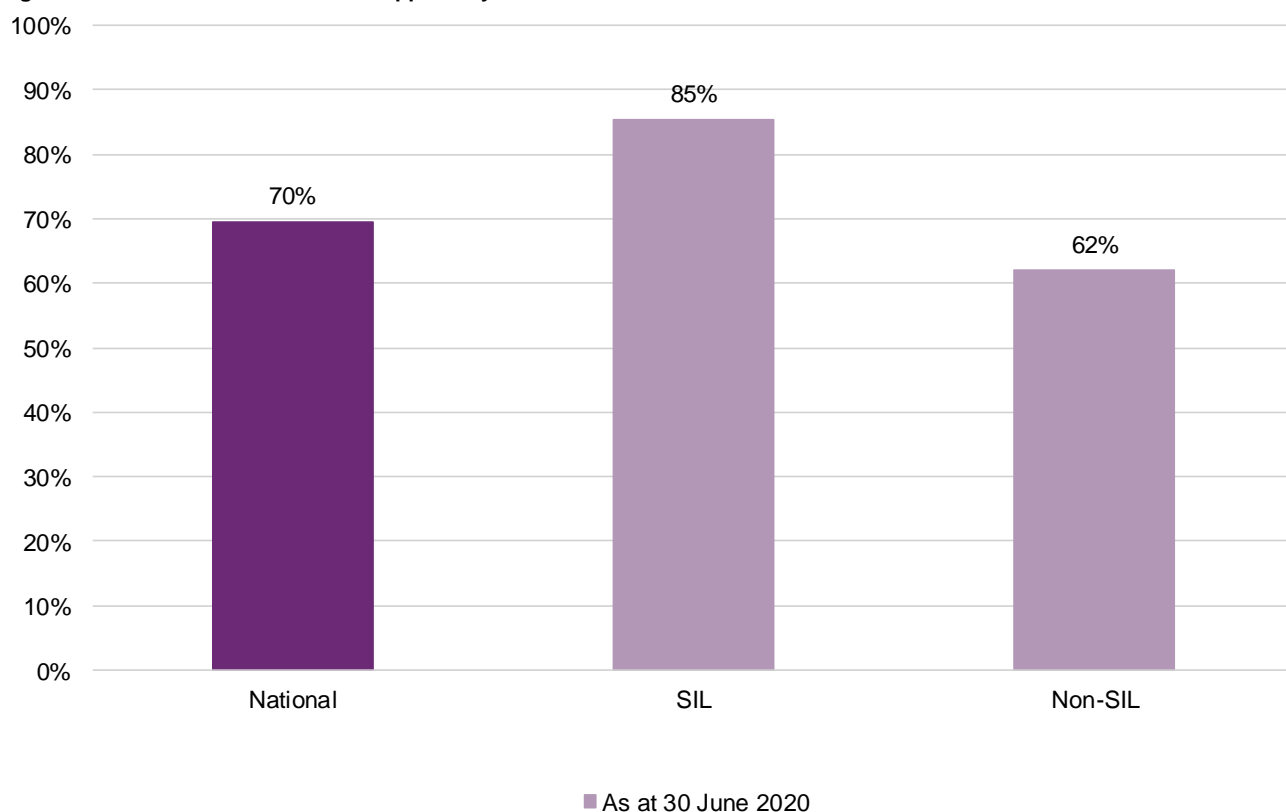


Figure E.39 Utilisation of committed supports by SIL status from 1 October 2019 to 31 March 2020 – National ⁷⁵



⁷⁴ 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 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

⁷⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

Figure E.40 Utilisation of committed supports by support class from 1 October 2019 to 31 March 2020 – National ⁷⁶

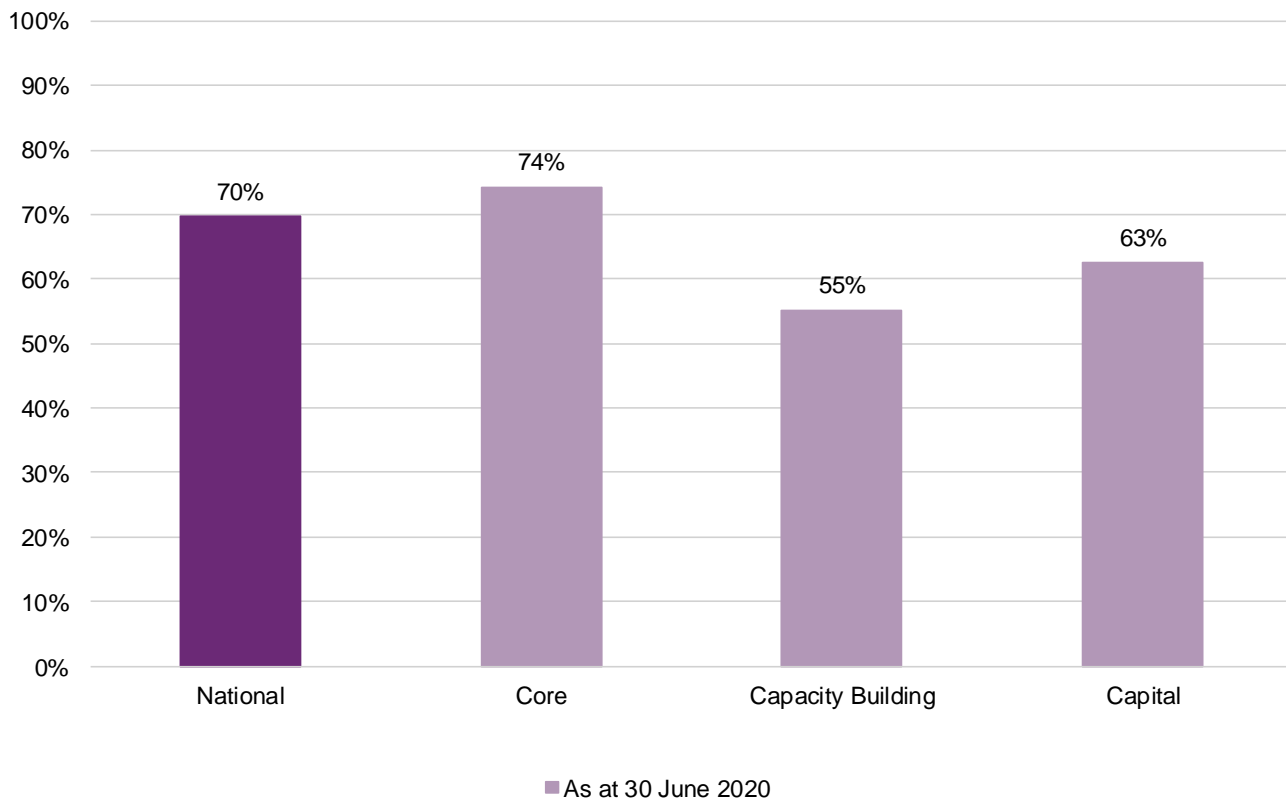
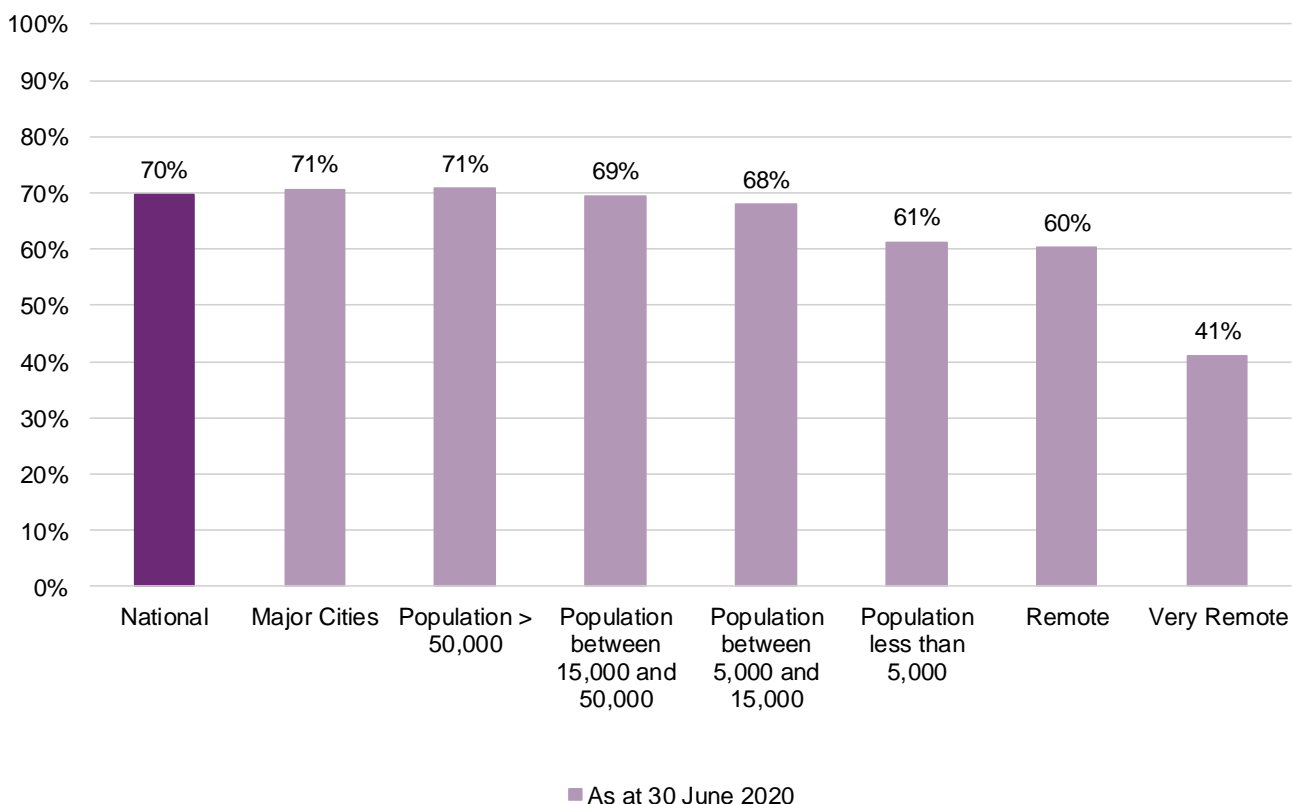


Figure E.41 Utilisation of committed supports by remoteness from 1 October 2019 to 31 March 2020 – National ⁷⁷



⁷⁶ Ibid.

⁷⁷ Ibid.

Appendix F:

New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales ⁷⁸

	Prior Quarters	2019-20 Q4	Total excluding ECEI	ECEI	Total including ECEI
New South Wales	118,632	5,993	124,625	2,514	127,139

Table F.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – New South Wales ⁷⁹

	Prior Quarters	2019-20 Q4	Total
Access decisions	154,829	6,964	161,793
Active Eligible	122,071	5,341	127,412
<i>New</i>	55,847	4,965	60,812
<i>State</i>	53,207	124	53,331
<i>Commonwealth</i>	13,017	252	13,269
Active Participant Plans (excl ECEI)	118,632	5,993	124,625
<i>New</i>	53,482	5,462	58,944
<i>State</i>	52,419	183	52,602
<i>Commonwealth</i>	12,731	348	13,079
Active Participant Plans	120,931	8,507	127,139
<i>Early Intervention (s25)</i>	26,264	2,434	28,698
<i>Permanent Disability (s24)</i>	92,368	3,559	95,927
<i>ECEI</i>	2,299	2,514	2,514

Table F.3 Exits from the Scheme since 1 July 2013 as at 30 June 2020 – New South Wales

Exits	Total
Total participant exits	4,873
<i>Early Intervention participants</i>	646
<i>Permanent disability participants</i>	4,227

⁷⁸ 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.

⁷⁹ 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 ^{80 81}

	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
End of 2019-20 Q3	52,670	12,766	53,828	2,299	121,563
End of 2019-20 Q4	52,602	13,079	58,944	2,514	127,139

Table F.5 Cumulative numbers of active participants by entry into the Scheme – New South Wales ^{82 83 84 85}

	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
End of 2019-20 Q3	26,451	92,813	2,299	121,563
End of 2019-20 Q4	28,698	95,927	2,514	127,139

⁸⁰ This table shows the total numbers of active participants at the end of each period.

⁸¹ 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.

⁸² This table shows the total numbers of active participants at the end of each period.

⁸³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁸⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁸⁵ 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 ⁸⁶

	Prior Quarters		2019-20 Q4		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	32,841	97%	2,235	95%	35,076	97%
7 to 14	23,946	85%	719	70%	24,665	84%
15 to 18	9,915	89%	258	76%	10,173	89%
19 to 24	8,776	90%	158	73%	8,934	90%
25 to 34	10,390	85%	325	72%	10,715	85%
35 to 44	11,004	81%	388	70%	11,392	80%
45 to 54	14,219	75%	515	67%	14,734	75%
55 to 64	17,668	69%	754	62%	18,422	69%
65+	888	54%	15	41%	903	54%
Missing	<11		<11		<11	
Total	129,648	84%	5,367	77%	135,015	83%

Table F.7 Assessment of access by disability – New South Wales ⁸⁷

	Prior Quarters		2019-20 Q4		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	4,056	92%	103	85%	4,159	92%
Autism	38,499	96%	1,217	94%	39,716	96%
Cerebral Palsy	5,319	97%	59	81%	5,378	96%
Developmental Delay	7,757	96%	1,321	96%	9,078	96%
Global Developmental Delay	2,536	99%	274	99%	2,810	99%
Hearing Impairment	6,426	86%	278	86%	6,704	86%
Intellectual Disability	28,944	95%	419	84%	29,363	95%
Multiple Sclerosis	2,252	86%	52	60%	2,304	86%
Psychosocial disability	11,528	65%	782	66%	12,310	65%
Spinal Cord Injury	1,681	94%	43	93%	1,724	94%
Stroke	2,182	84%	99	82%	2,281	84%
Visual Impairment	2,905	89%	56	69%	2,961	89%
Other Neurological	6,520	75%	272	57%	6,792	74%
Other Physical	5,854	42%	348	44%	6,202	42%
Other Sensory/Speech	1,445	54%	23	19%	1,468	52%
Other	344	27%	21	28%	365	27%
Missing	1,400	90%	<11		1,400	90%
Total	129,648	84%	5,367	77%	135,015	83%

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

⁸⁶ 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.

⁸⁷ Ibid.

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

	Prior Quarters		2019-20 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	8,282	7.0%	592	9.9%	8,874	7.1%
Not Aboriginal and Torres Strait Islander	75,943	64.0%	4,577	76.4%	80,520	64.6%
Not Stated	34,407	29.0%	824	13.7%	35,231	28.3%
Total	118,632	100%	5,993	100%	124,625	100%

Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales⁸⁸

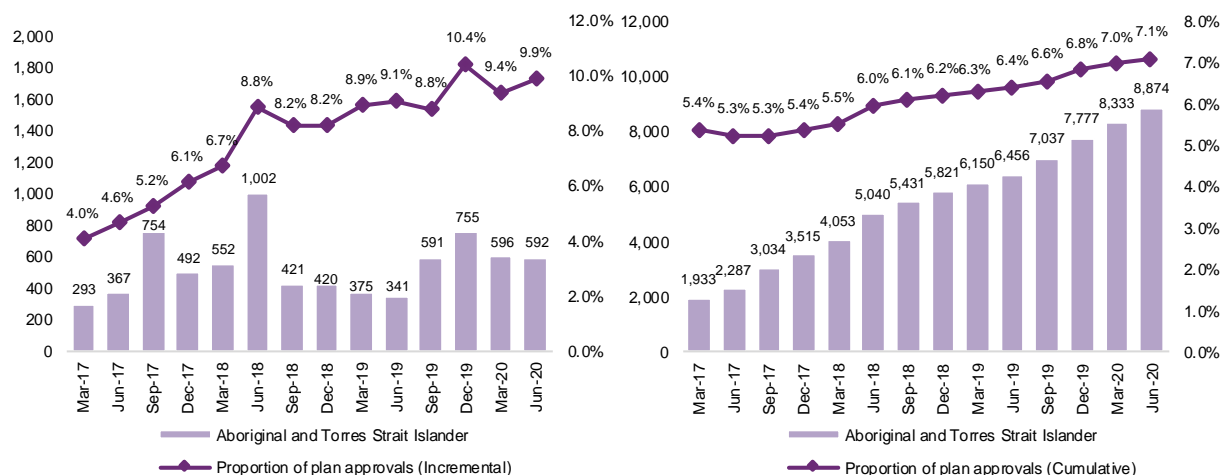
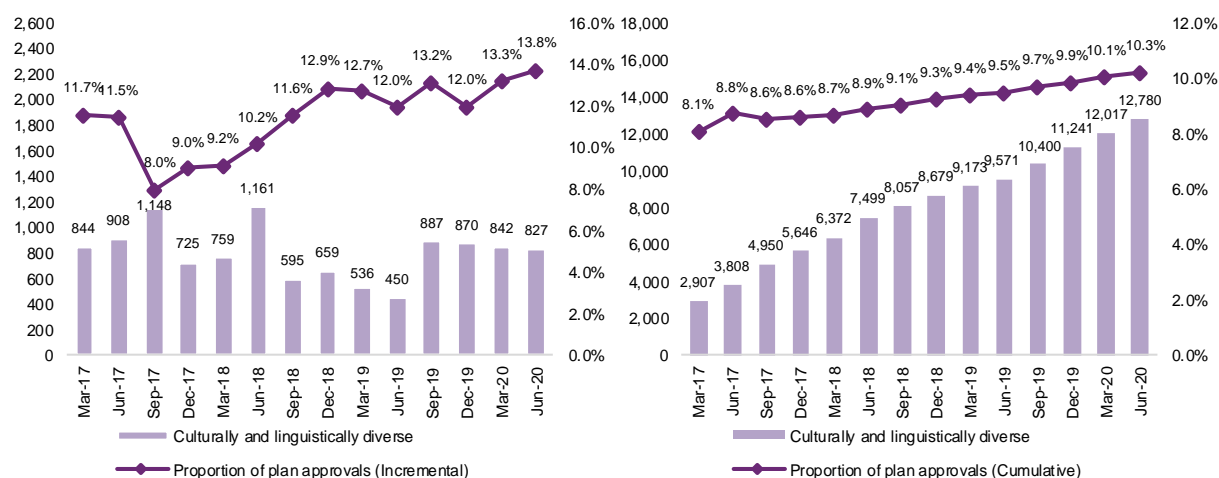


Table F.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales

	Prior Quarters		2019-20 Q4		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	11,953	10.1%	827	13.8%	12,780	10.3%
Not culturally and linguistically diverse	106,424	89.7%	5,166	86.2%	111,590	89.5%
Not stated	255	0.2%	<11		255	0.2%
Total	118,632	100%	5,993	100%	124,625	100%

Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales⁸⁹



⁸⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

⁸⁹ Ibid.

Table F.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – New South Wales ^{90 91}

	Total
Age group	N
Under 45	42
45 to 54	222
55 to 64	1,087
Total YPIRAC (under 65)	1,351

Figure F.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – New South Wales ⁹²

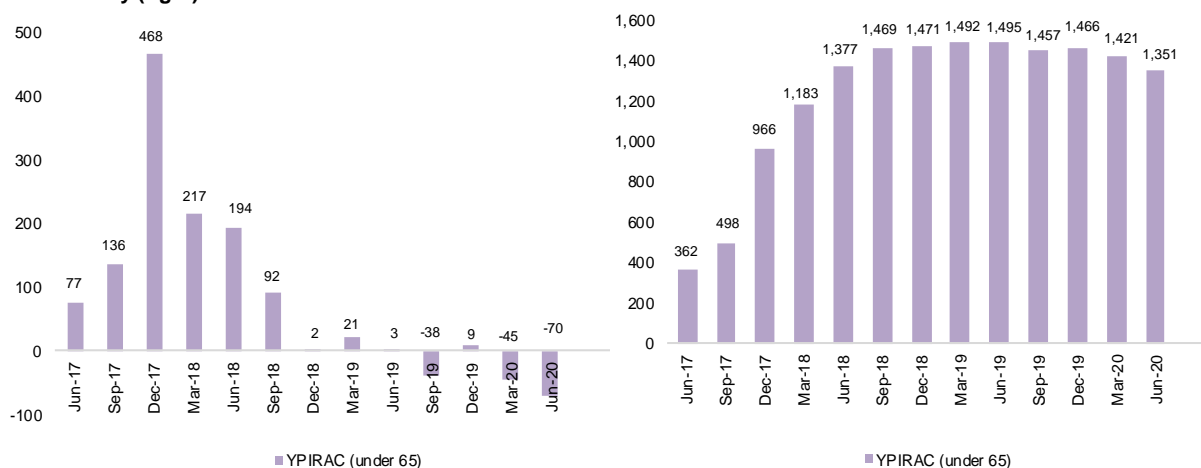


Table F.11 Participant profile per quarter by remoteness – New South Wales ^{93 94}

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Major cities	82,600	69.6%	4,203	70.2%	86,803	69.7%
Population > 50,000	3,733	3.1%	230	3.8%	3,963	3.2%
Population between 15,000 and 50,000	16,207	13.7%	760	12.7%	16,967	13.6%
Population between 5,000 and 15,000	7,231	6.1%	353	5.9%	7,584	6.1%
Population less than 5,000	8,438	7.1%	418	7.0%	8,856	7.1%
Remote	323	0.3%	20	0.3%	343	0.3%
Very Remote	92	0.1%	<11		98	0.1%
Missing	<11		<11		11	
Total	118,632	100%	5,993	100%	124,625	100%

⁹⁰ The results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The NDIA has improved data collection on participants who have exited residential aged care and are now in more appropriate accommodation.

⁹¹ There are a further 634 active participants aged 65 years or over who have ever been in residential aged care.

⁹² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Data is not available prior to June 2017.

⁹³ This table is based on the Modified Monash Model measure of remoteness.

⁹⁴ 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 ^{95 96}

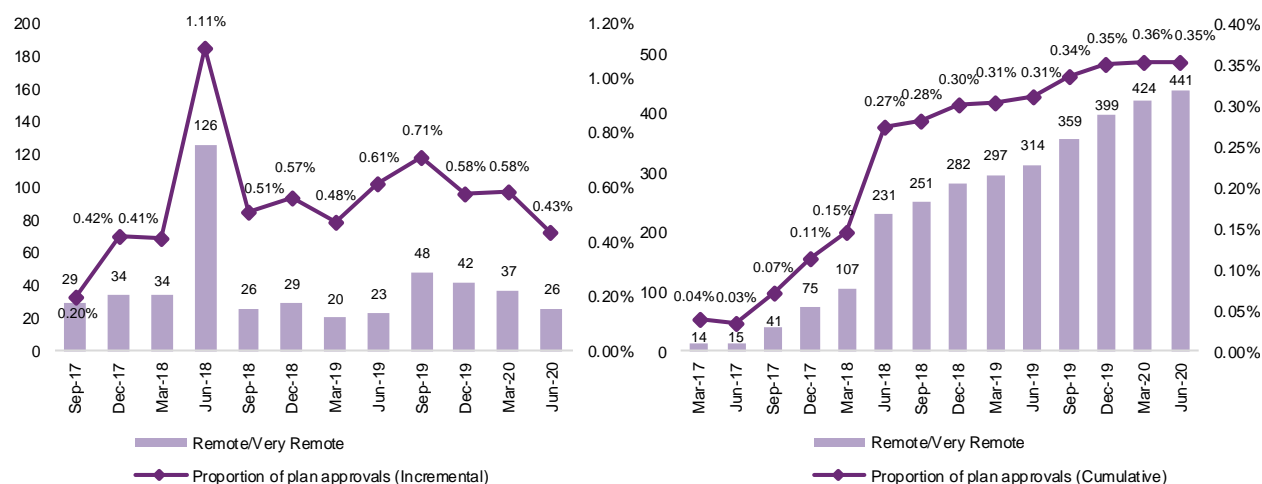


Table F.12 Participant profile per quarter by primary disability group – New South Wales ^{97 98 99}

Disability	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Autism	37,312	31%	1,372	23%	38,684	31%
Intellectual Disability	27,338	23%	476	8%	27,814	22%
Psychosocial disability	10,388	9%	923	15%	11,311	9%
Developmental Delay	6,656	6%	1,361	23%	8,017	6%
Hearing Impairment	6,031	5%	333	6%	6,364	5%
Other Neurological	5,394	5%	296	5%	5,690	5%
Other Physical	4,806	4%	399	7%	5,205	4%
Cerebral Palsy	5,135	4%	64	1%	5,199	4%
ABI	3,624	3%	129	2%	3,753	3%
Visual Impairment	2,672	2%	76	1%	2,748	2%
Global Developmental Delay	2,350	2%	281	5%	2,631	2%
Multiple Sclerosis	2,114	2%	73	1%	2,187	2%
Stroke	1,917	2%	126	2%	2,043	2%
Spinal Cord Injury	1,547	1%	42	1%	1,589	1%
Other Sensory/Speech	1,115	1%	21	0%	1,136	1%
Other	233	0%	21	0%	254	0%
Total	118,632	100%	5,993	100%	124,625	100%

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

⁹⁶ There are insufficient numbers to show the incremental count of remote/very remote participants in NSW prior to the September 2017 quarter.

⁹⁷ Table order based on national proportions (highest to lowest).

⁹⁸ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁹⁹ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in NSW (3,680).

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁰

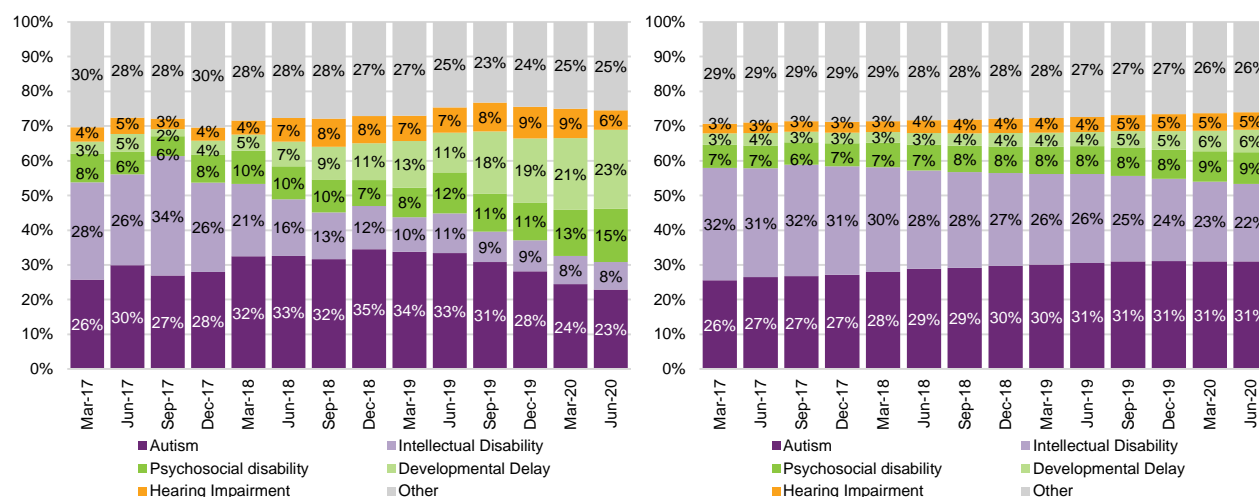


Table F.13 Participant profile per quarter by level of functions – New South Wales ¹⁰¹

	Prior Quarters		2019-20 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	8,579	7%	1,189	20%	9,768	8%
2 (High Function)	201	0%	<11		210	0%
3 (High Function)	6,405	5%	459	8%	6,864	6%
4 (High Function)	9,593	8%	402	7%	9,995	8%
5 (High Function)	8,963	8%	533	9%	9,496	8%
6 (Moderate Function)	22,522	19%	1,128	19%	23,650	19%
7 (Moderate Function)	8,474	7%	276	5%	8,750	7%
8 (Moderate Function)	7,361	6%	367	6%	7,728	6%
9 (Moderate Function)	623	1%	27	0%	650	1%
10 (Moderate Function)	12,307	10%	612	10%	12,919	10%
11 (Low Function)	4,907	4%	79	1%	4,986	4%
12 (Low Function)	18,192	15%	757	13%	18,949	15%
13 (Low Function)	7,714	7%	137	2%	7,851	6%
14 (Low Function)	2,670	2%	17	0%	2,687	2%
15 (Low Function)	37	0%	<11		38	0%
Missing	84		<11		84	
Total	118,632	100%	5,993	100%	124,625	100%

¹⁰⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

¹⁰¹ 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 ¹⁰²

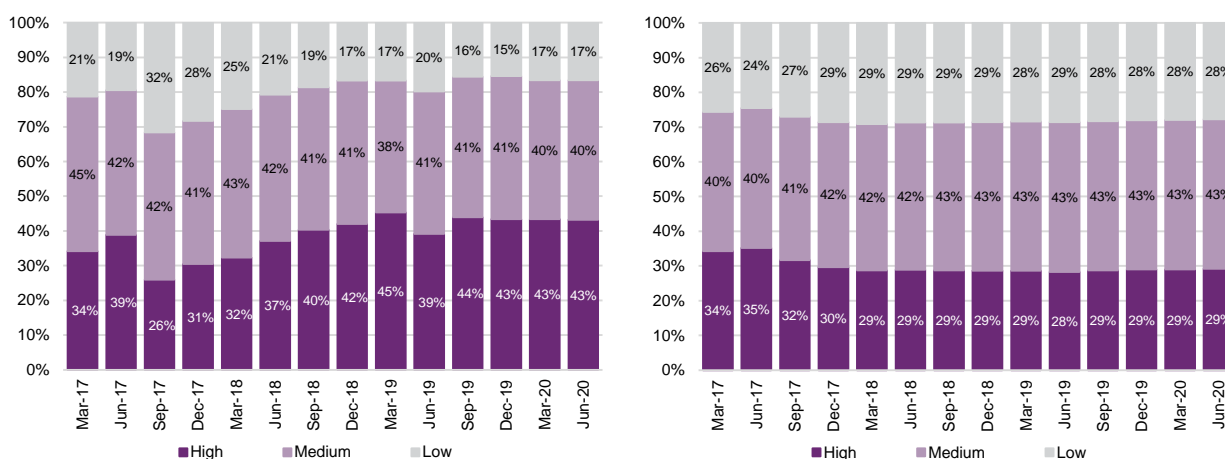
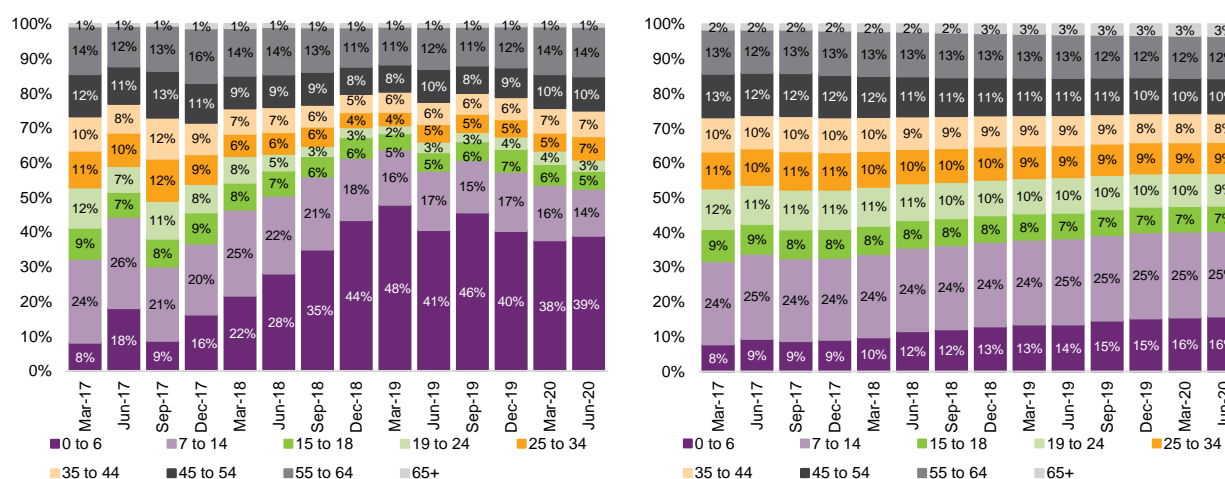


Table F.14 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
0 to 6	17,366	15%	2,332	39%	19,698	16%
7 to 14	29,831	25%	813	14%	30,644	25%
15 to 18	8,831	7%	310	5%	9,141	7%
19 to 24	11,561	10%	196	3%	11,757	9%
25 to 34	10,642	9%	400	7%	11,042	9%
35 to 44	9,856	8%	443	7%	10,299	8%
45 to 54	12,025	10%	590	10%	12,615	10%
55 to 64	14,299	12%	861	14%	15,160	12%
65+	4,221	4%	48	1%	4,269	3%
Total	118,632	100%	5,993	100%	124,625	100%

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰³



¹⁰² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

¹⁰³ Ibid.

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

	Prior Quarters		2019-20 Q4		Total	
Gender	N	%	N	%	N	%
Male	74,655	63%	3,717	62%	78,372	63%
Female	42,690	36%	2,193	37%	44,883	36%
Other	1,287	1%	83	1%	1,370	1%
Total	118,632	100%	5,993	100%	124,625	100%

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁴

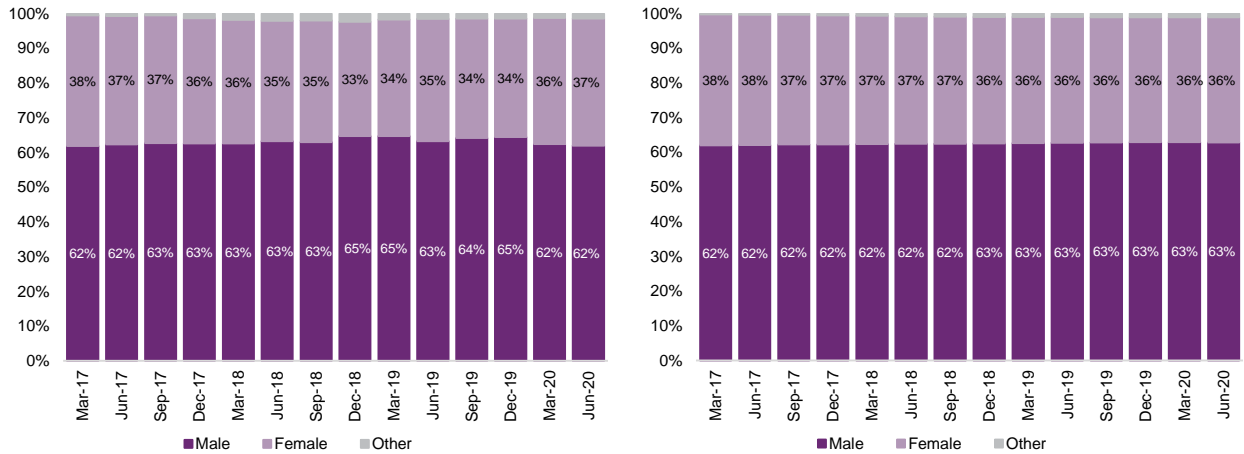


Table F.16 Prevalence rates by age group – New South Wales

	NSW
0-6	2.80%
7-14	3.84%
15-18	2.44%
19-24	1.81%
25-34	0.90%
35-44	0.95%
45-54	1.27%
55-64	1.63%
Total (aged 0-64)	1.78%

¹⁰⁴ Ibid.

Part Two: Participant experience and outcomes

Table F.17 Number of baseline questionnaires completed by SFOF version – New South Wales ¹⁰⁵

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	Number of questionnaires
Participant 0 to school	2,804	5,666	5,705	8,866	23,041
Participant school to 14	7,583	10,904	5,020	5,911	29,418
Participant 15 to 24	5,965	6,047	1,451	2,348	15,811
Participant 25 and over	14,464	16,785	5,466	8,865	45,580
Total Participant	30,816	39,402	17,642	25,990	113,850
Family 0 to 14	9,594	16,135	10,561	14,563	50,853
Family 15 to 24	1,386	3,903	1,078	1,636	8,003
Family 25 and over	358	4,485	1,756	2,538	9,137
Total Family	11,338	24,523	13,395	18,737	67,993
Total	42,154	63,925	31,037	44,727	181,843

Table F.18 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	69%			
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		28%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		65%		
CC	% who are happy with the level of independence/control they have now			35%	
CC	% who choose who supports them			36%	57%
CC	% who choose what they do each day			45%	66%
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%

¹⁰⁵ 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 F.19 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	60%	63%		
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		37%		
REL	Of these, % who are welcomed or actively included	62%	75%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			30%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	33%

Table F.20 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		61%		
HM	% who are happy with their home			81%	71%
HM	% who feel safe or very safe in their home			85%	71%
HW	% who rate their health as good, very good or excellent			68%	44%
HW	% who did not have any difficulties accessing health services			66%	62%
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				60%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			17%	25%
WK	% who volunteer			11%	11%

Table F.21 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	20%	23%	22%
% receiving Carer Allowance	44%	44%	30%
% working in a paid job	48%	52%	38%
Of those in a paid job, % in permanent employment	76%	76%	79%
Of those in a paid job, % working 15 hours or more	80%	86%	86%
% who say they (and their partner) are able to work as much as they want	43%	48%	54%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	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	37%	32%	21%
% able to advocate for their child/family member	79%	69%	62%
% who have friends and family they see as often as they like	49%	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		37%	34%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			32%
% who rate their health as good, very good or excellent	76%	63%	59%

Table F.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=3,639) - participants who entered from 1 July 2018 to 30 June 2019 – New South Wales ¹⁰⁶

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?	83%
REL Has the NDIS improved how your child fits into family life?	80%
S/CP Has the NDIS improved how your child fits into community life?	66%

¹⁰⁶ Results in Tables F.22 to F.25 exclude participants who entered prior to 1 July 2018, as these participants have been included in Tables F.26 to F.35.

Table F.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=5,758) - participants who entered from 1 July 2018 to 30 June 2019 – New South Wales

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?	45%
REL	Has the NDIS improved your child's relationships with family and friends?	53%
S/CP	Has the NDIS improved your child's social and recreational life?	45%

Table F.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,394) and ‘Participant 25 and over’ (n=4,463) - participants who entered from 1 July 2018 to 30 June 2019 – 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%	72%
DL	Has the NDIS helped you with daily living activities?	56%	74%
REL	Has the NDIS helped you to meet more people?	46%	51%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	28%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	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?	32%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	15%
S/CP	Has the NDIS helped you be more involved?	51%	59%

Table F.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=9,079); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,931) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	69%	51%
Has the NDIS improved the level of support for your family?	74%	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?	76%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	
Has the NDIS improved your health and wellbeing?	50%	36%

Table F.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,056) - participants who entered from 1 July 2017 to 30 June 2018 – New South Wales ¹⁰⁷

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	97%	+3%
DL	Has the NDIS improved your child's access to specialist services?	89%	94%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	87%	+3%
REL	Has the NDIS improved how your child fits into family life?	77%	79%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	63%	66%	+3%

Table F.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=8,720) - participants who entered from 1 July 2017 to 30 June 2018 – New South Wales

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	57%	65%	+8%
LL	Has the NDIS improved your child's access to education?	36%	41%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	51%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	45%	+5%

¹⁰⁷ Results in Tables F.26 to F.29 include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table F.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,076) and ‘Participant 25 and over’ (n=9,516) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	60%	66%	+6%	67%	75%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	65%	+8%	70%	79%	+10%
REL	Has the NDIS helped you to meet more people?	49%	53%	+4%	52%	59%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	-2%	29%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	44%	+4%	48%	55%	+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%	1%	29%	30%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	-2%	20%	18%	-2%
S/CP	Has the NDIS helped you be more involved?	54%	59%	+6%	57%	65%	+8%

Table F.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=7,995); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,320) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	57%	61%	+4%	45%	54%	+9%
	Has the NDIS improved the level of support for your family?	62%	68%	+7%	59%	69%	+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?	65%	71%	+7%	56%	66%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	76%	+5%			
	Has the NDIS improved your health and wellbeing?	39%	41%	+2%	31%	35%	+3%

Table F.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=552) - participants who entered from 1 July 2016 to 30 June 2017 – New South Wales ¹⁰⁸

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	94%	93%	+2%
DL	Has the NDIS improved your child's access to specialist services?	88%	89%	93%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	83%	86%	+3%
REL	Has the NDIS improved how your child fits into family life?	69%	76%	77%	+8%
S/CP	Has the NDIS improved how your child fits into community life?	58%	62%	64%	+5%

Table F.31 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=4,830) - participants who entered from 1 July 2016 to 30 June 2017 – New South Wales

	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?	53%	62%	65%	+12%
LL	Has the NDIS improved your child's access to education?	35%	37%	39%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	48%	51%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	44%	46%	+6%

Table F.32 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=3,584) - participants who entered from 1 July 2016 to 30 June 2017 – New South Wales

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?	59%	64%	67%	+8%
Has the NDIS helped you with daily living activities?	57%	65%	70%	+12%
Has the NDIS helped you to meet more people?	52%	55%	57%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	20%	19%	-4%
Has your involvement with the NDIS improved your health and wellbeing?	40%	45%	46%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	38%	38%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	17%	-3%
Has the NDIS helped you be more involved?	54%	58%	61%	+7%

¹⁰⁸ Results in Tables F.30 to F.35 include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

Table F.33 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=6,709) - participants who entered from 1 July 2016 to 30 June 2017 – New South Wales

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?	67%	74%	77%	+11%
Has the NDIS helped you with daily living activities?	70%	78%	82%	+12%
Has the NDIS helped you to meet more people?	52%	60%	64%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	34%	34%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	50%	56%	59%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	34%	32%	1%
Has your involvement with the NDIS helped you find a job that's right for you?	23%	21%	21%	-2%
Has the NDIS helped you be more involved?	59%	67%	71%	+11%

Table F.34 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=3,567) - participants who entered from 1 July 2016 to 30 June 2017 – New South Wales

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%	54%	57%	+7%
Has the NDIS improved the level of support for your family?	54%	62%	65%	+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?	59%	65%	68%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	71%	73%	+9%
Has the NDIS improved your health and wellbeing?	34%	36%	37%	+3%

Table F.35 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=611) - participants who entered from 1 July 2016 to 30 June 2017 – New South Wales

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%	45%	52%	+10%
Has the NDIS improved the level of support for your family?	54%	61%	67%	+13%
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%	61%	65%	+10%
Has the NDIS improved your health and wellbeing?	30%	31%	32%	+2%

Table F.36 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=13,398), ‘participants in community and social activities’ (n=13,484) and ‘participants who choose who supports them’ (n=13,730) at entry, first and second plan review - participants who entered from 1 July 2017 to 30 June 2018 – New South Wales¹⁰⁹

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	14%	17%	21%	24%
Aged 25+	27%	26%	25%	
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%	46%	47%
Aged 25+	36%	42%	46%	
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+	52%	53%	53%	
Aged 15+ (Average)	48%	48%	48%	

¹⁰⁹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table F.37 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=10,169), 'participants in community and social activities' (n=10,430) and 'participants who choose who supports them' (n=10,804) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 June 2017 – New South Wales ¹¹⁰

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+	28%	28%	23%	25%	
Aged 15+ (Average)	24%	25%	23%	25%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	31%	37%	44%	47%	47%
Aged 25+	35%	40%	47%	51%	
Aged 15+ (Average)	34%	40%	46%	50%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	32%	32%	31%	34%	45%
Aged 25+	49%	51%	48%	49%	
Aged 15+ (Average)	45%	46%	44%	45%	

Table F.38 Number of active plans by goal type and primary disability – New South Wales ¹¹¹

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	947	2,811	1,875	556	908	2,780	1,362	825	3,753
Autism	5,328	33,217	9,656	10,192	14,761	19,683	2,137	4,923	38,684
Cerebral Palsy	1,127	4,344	2,676	897	1,169	3,178	1,103	774	5,199
Developmental Delay	423	7,449	1,210	2,467	1,987	1,314	13	6	8,017
Down Syndrome	731	2,999	1,520	736	988	2,601	755	882	3,680
Global Developmental Delay	149	2,449	456	878	659	450	4	2	2,631
Hearing Impairment	1,146	5,237	1,128	1,394	871	2,036	509	1,026	6,364
Intellectual Disability	5,277	18,606	8,891	5,286	7,649	16,501	5,406	7,380	24,134
Multiple Sclerosis	495	1,845	1,475	137	294	1,304	693	292	2,187
Psychosocial disability	2,367	8,130	6,043	2,045	2,750	8,431	3,785	3,196	11,311
Spinal Cord Injury	444	1,373	960	142	195	1,016	488	336	1,589
Stroke	502	1,682	1,090	183	308	1,405	717	262	2,043
Visual Impairment	680	2,393	846	602	336	1,674	562	597	2,748
Other Neurological	1,254	4,470	3,072	623	1,084	3,903	1,937	652	5,690
Other Physical	1,142	4,421	2,694	487	539	2,714	1,319	789	5,205
Other Sensory/Speech	130	948	221	349	362	348	17	41	1,136
Other	47	225	127	38	41	157	62	30	254
Total	22,189	102,599	43,940	27,012	34,901	69,495	20,869	22,013	124,625

¹¹⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

¹¹¹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table F.39 Number of goals in active plans by goal type and primary disability – New South Wales ¹¹²

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	1,148	5,344	2,341	673	1,051	3,471	1,499	894	16,421
Autism	6,602	95,348	12,592	15,183	18,278	24,661	2,326	5,464	180,454
Cerebral Palsy	1,444	10,746	3,568	1,222	1,347	4,116	1,215	843	24,501
Developmental Delay	470	31,478	1,554	4,041	2,375	1,578	13	6	41,515
Down Syndrome	928	7,143	1,870	1,026	1,183	3,501	820	958	17,429
Global Developmental Delay	176	10,444	597	1,562	807	528	4	2	14,120
Hearing Impairment	1,444	11,291	1,394	1,883	1,003	2,458	553	1,120	21,146
Intellectual Disability	6,507	38,313	11,182	6,981	9,197	21,255	5,939	8,011	107,385
Multiple Sclerosis	596	3,681	1,991	157	321	1,512	803	318	9,379
Psychosocial disability	2,836	13,816	7,586	2,351	3,072	10,242	4,129	3,426	47,458
Spinal Cord Injury	600	2,892	1,271	162	215	1,292	565	371	7,368
Stroke	644	3,645	1,381	205	348	1,689	803	285	9,000
Visual Impairment	889	5,435	1,031	747	374	2,098	631	673	11,878
Other Neurological	1,539	9,401	4,005	797	1,254	4,683	2,147	717	24,543
Other Physical	1,447	9,546	3,613	624	594	3,291	1,547	861	21,523
Other Sensory/Speech	153	2,550	276	515	439	419	22	45	4,419
Other	58	523	171	47	47	195	67	33	1,141
Total	27,481	261,596	56,423	38,176	41,905	86,989	23,083	24,027	559,680

Table F.40 Number of active plans by goal type and age group – New South Wales ¹¹³

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	972	18,229	3,007	6,395	4,931	3,181	16	2	19,698
7 to 14	3,719	26,909	7,767	7,886	12,087	14,460	533	177	30,644
15 to 18	1,877	7,545	2,950	2,339	3,315	6,153	702	2,255	9,141
19 to 24	2,912	9,031	4,026	2,950	2,941	7,848	2,370	6,082	11,757
25 to 34	2,768	8,597	4,777	2,160	2,826	7,763	3,131	4,160	11,042
35 to 44	2,492	7,866	5,091	1,683	2,427	7,299	3,107	3,464	10,299
45 to 54	2,966	9,600	6,419	1,753	2,857	8,964	4,136	3,230	12,615
55 to 64	3,519	11,664	7,684	1,551	2,789	10,794	5,221	2,304	15,160
65+	964	3,158	2,219	295	728	3,033	1,653	339	4,269
Total	22,189	102,599	43,940	27,012	34,901	69,495	20,869	22,013	124,625

¹¹² Participants have set over two million goals in total across Australia since July 2016. The 559,680 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

¹¹³ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table F.41 Number of goals in active plans by goal type and age group – New South Wales ¹¹⁴

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,135	79,863	3,975	11,383	5,997	3,869	16	3	106,241
7 to 14	4,647	73,151	10,405	11,352	15,119	18,070	572	189	133,505
15 to 18	2,388	15,676	3,786	3,037	3,994	7,701	773	2,475	39,830
19 to 24	3,612	16,993	4,875	3,679	3,410	9,735	2,587	6,699	51,590
25 to 34	3,502	16,129	5,934	2,604	3,327	9,983	3,430	4,542	49,451
35 to 44	3,074	14,525	6,541	1,997	2,821	9,261	3,431	3,799	45,449
45 to 54	3,636	17,651	8,299	2,022	3,286	11,316	4,617	3,483	54,310
55 to 64	4,342	21,866	9,823	1,763	3,151	13,328	5,829	2,480	62,582
65+	1,145	5,742	2,785	339	800	3,726	1,828	357	16,722
Total	27,481	261,596	56,423	38,176	41,905	86,989	23,083	24,027	559,680

¹¹⁴ Participants have set over two million goals in total across Australia since July 2016. The 559,680 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

Table F.42 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q4 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 Q4
Access	n = 1,041	n = 182
Are you happy with how coming into the NDIS has gone?	84%	93%
Was the person from the NDIS respectful?	97%	100%
Do you understand what will happen next with your plan?	75%	73%
% of participants rating their overall experience as Very Good or Good.	77%	86%
Pre-planning	n = 1,670	n = 692
Did the person from the NDIS understand how your disability affects your life?	89%	88%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	87%	88%
Are you clear on what happens next with your plan?	82%	84%
Do you know where to go for more help with your plan?	84%	88%
% of participants rating their overall experience as Very Good or Good.	81%	84%
Planning	n = 2,335	n = 768
Did the person from the NDIS understand how your disability affects your life?	88%	87%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	84%	87%
Are you clear on what happens next with your plan?	83%	85%
Do you know where to go for more help with your plan?	86%	89%
% of participants rating their overall experience as Very Good or Good.	80%	83%
Plan review	n = 1,806	n = 190
Did the person from the NDIS understand how your disability affects your life?	83%	87%
Did you feel prepared for your plan review?	85%	86%
Is your NDIS plan helping you to make progress towards your goals?	85%	92%
% of participants rating their overall experience as Very Good or Good.	74%	85%

Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales ¹¹⁵

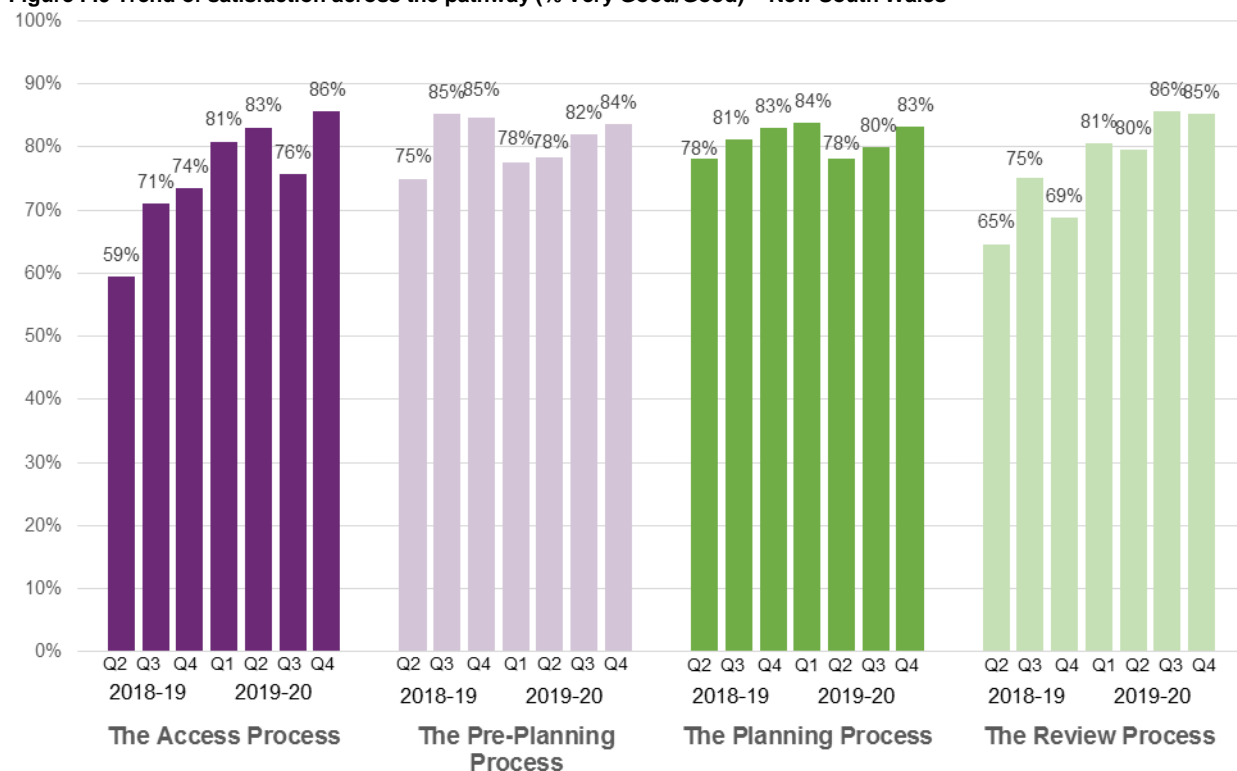
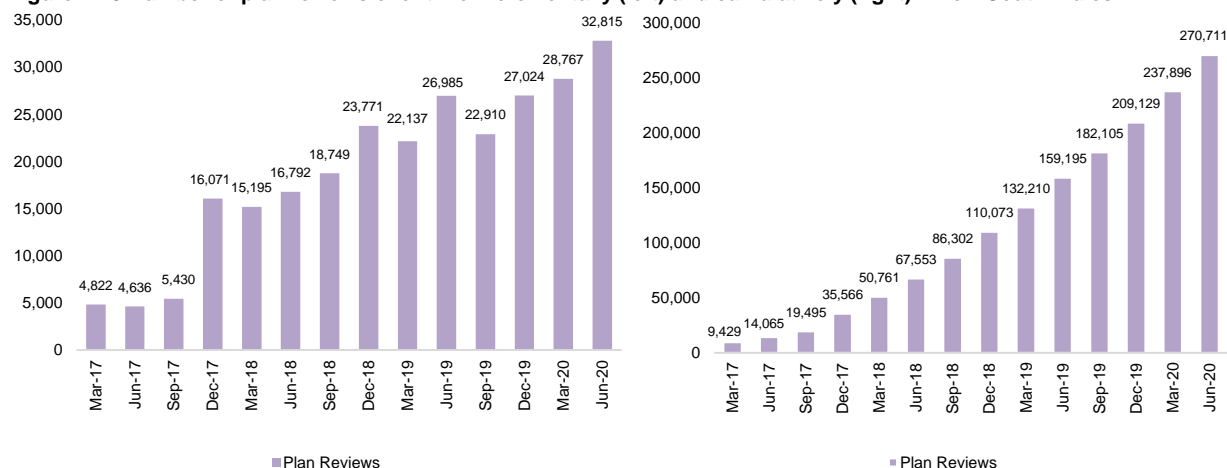


Table F.43 Plan reviews conducted per quarter – excluding plans less than 30 days – New South Wales ¹¹⁶

	Prior Quarters (Transition only)	2019-20 Q4	Transition Total
Total plan reviews	237,896	32,815	270,711
Early intervention plans	37,301	6,599	43,900
Permanent disability plans	200,595	26,216	226,811

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



¹¹⁵ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

¹¹⁶ 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q4. In previous quarterly reports complaints submitted during the most recent quarter have been excluded from results, as it was understood they may be impacted by a lag in data collection. However, due to recent improvements in complaints data capture and processing, any such lags are now deemed to be immaterial.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table F.44 shows the numbers of complaints in 2019-20 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

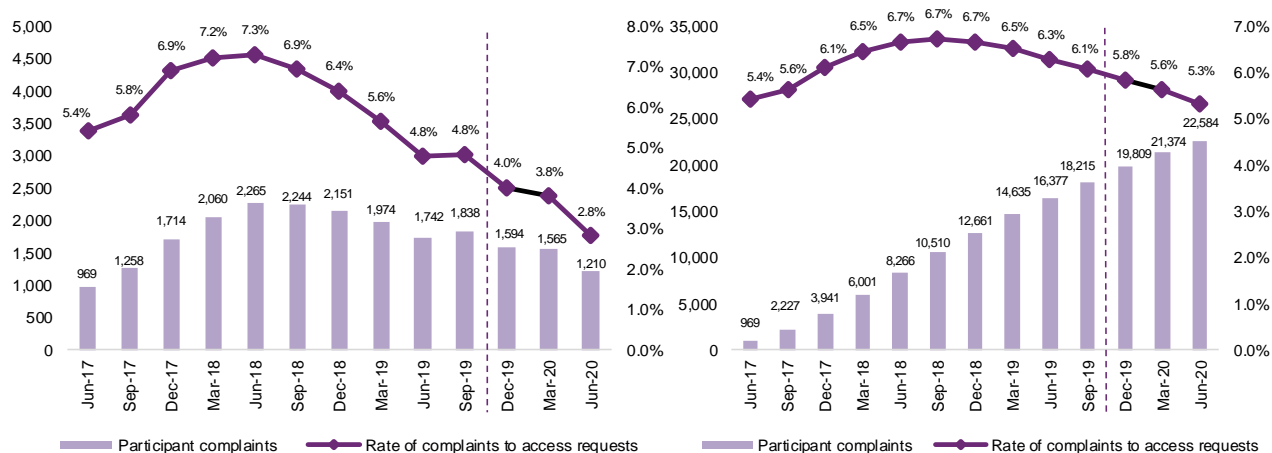
Table F.45 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table F.46.

Table F.46 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2019-20 Q4. This table should be considered in conjunction with Table F.45. The list of complaint types is different to that which appears in Table F.45, as it is based on the options available on the 'My Customer Requests' tile.

Table F.44 Complaints by quarter – New South Wales ^{117 118 119}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	5	0	5	3
Complaint about LAC Partner	65	33	98	92
Complaints about service providers	1,350	105	1,455	1,214
Complaints about the Agency	19,828	847	20,675	12,055
Critical/ Reportable Incident	167	224	391	338
Unclassified	1,515	1	1,516	1,327
Total	22,930	1,210	24,140	13,593
Total complaints made since 1 April 2017	21,374	1,210	22,584	
Complaints since 1 April 2017 as % of all access requests	5.6%	2.8%	5.3%	

Figure F.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales ¹²⁰



¹¹⁷ Note that 64% of all complainants made only one complaint, 20% made two complaints and 17% made three or more complaints.

¹¹⁸ % 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.

¹¹⁹ Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

¹²⁰ Ibid.

Table F.45 Complaints by type ('My Feedback' tile) – New South Wales

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	243	(19%)
Service Delivery	217	(17%)
Staff conduct	204	(16%)
Provider process	128	(10%)
Provider costs.	134	(11%)
Other	339	(27%)
Total	1,265	
<i>Complaints about the Agency</i>		
Timeliness	5,966	(33%)
Individual needs	2,401	(13%)
Reasonable and necessary supports	2,278	(13%)
Information unclear	732	(4%)
The way the NDIA carried out its decision making	1,201	(7%)
Other	5,301	(30%)
Total	17,879	
<i>Unclassified</i>	1,515	
Participants total	20,659	

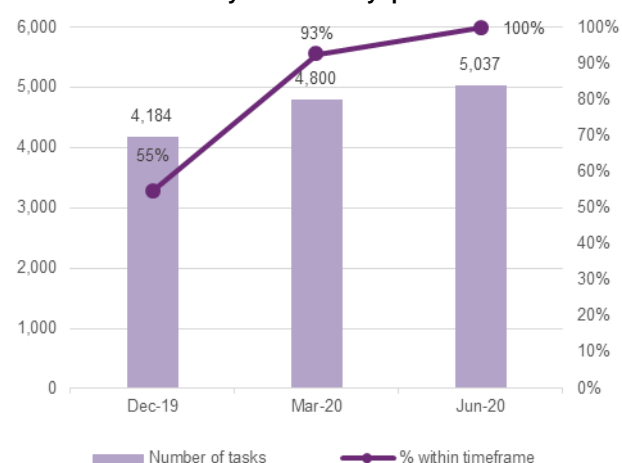
Table F.46 Complaints by type ('My Customer Requests' tile) – New South Wales

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	2	(40%)	0		2	(40%)
ECEI Process	2	(40%)	0		2	(40%)
ECEI Staff	1	(20%)	0		1	(20%)
ECEI Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
Total	5		0		5	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(2%)	0	(0%)	1	(1%)
LAC Plan	10	(15%)	8	(24%)	18	(18%)
LAC Process	6	(9%)	3	(9%)	9	(9%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	42	(65%)	18	(55%)	60	(61%)
LAC Timeliness	6	(9%)	4	(12%)	10	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	65		33		98	
<i>Complaints about service providers</i>						
Provider Finance	13	(11%)	6	(9%)	19	(10%)
Provider Fraud and Compliance	16	(13%)	10	(14%)	26	(14%)
Provider Service	70	(58%)	42	(60%)	112	(59%)
Provider Staff	21	(18%)	12	(17%)	33	(17%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	120		70		190	
<i>Complaints about the Agency</i>						
NDIA Access	116	(6%)	48	(6%)	164	(6%)
NDIA Engagement	1	(0%)	1	(0%)	2	(0%)
NDIA Finance	269	(13%)	106	(14%)	375	(13%)
NDIA Fraud and Compliance	15	(1%)	7	(1%)	22	(1%)
NDIA Plan	572	(28%)	275	(36%)	847	(30%)
NDIA Process	207	(10%)	76	(10%)	283	(10%)
NDIA Resources	21	(1%)	4	(1%)	25	(1%)
NDIA Staff	135	(7%)	64	(8%)	199	(7%)
NDIA Timeliness	694	(34%)	183	(24%)	877	(31%)
Quality & Safeguards Commission	1	(0%)	1	(0%)	2	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	2,031		765		2,796	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	51	(31%)	72	(32%)	123	(31%)
Allegations against NDIA Staff/Partners	0	(0%)	1	(0%)	1	(0%)
Allegations against a provider	44	(26%)	54	(24%)	98	(25%)
Participant threat	40	(24%)	32	(14%)	72	(18%)
Provider reporting	32	(19%)	65	(29%)	97	(25%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	167		224		391	
<i>Unclassified</i>	0		1		1	
Participants total	2,388		1,093		3,481	

Figure F.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – New South Wales¹²¹



Figure F.13 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – New South Wales¹²²



¹²¹ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart. For this reason the number of Participants Requested Reviews closed in the quarter may be lower than what is shown in the following chart.

¹²² Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

Table F.47 Summary of Open Participant Requested Reviews (PRRs) (s48) – New South Wales ¹²³

	As at 30 June 2020
Open PRRs	654
Number of PRRs open less than 21 days	653
Number of PRRs open more than 21 days	1
New PRRs in the quarter	5,448
Number of PRRs closed in the quarter	5,037
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	7

Figure F.14 RoRDs received and closed by quarter and open at the end of each quarter – New South Wales

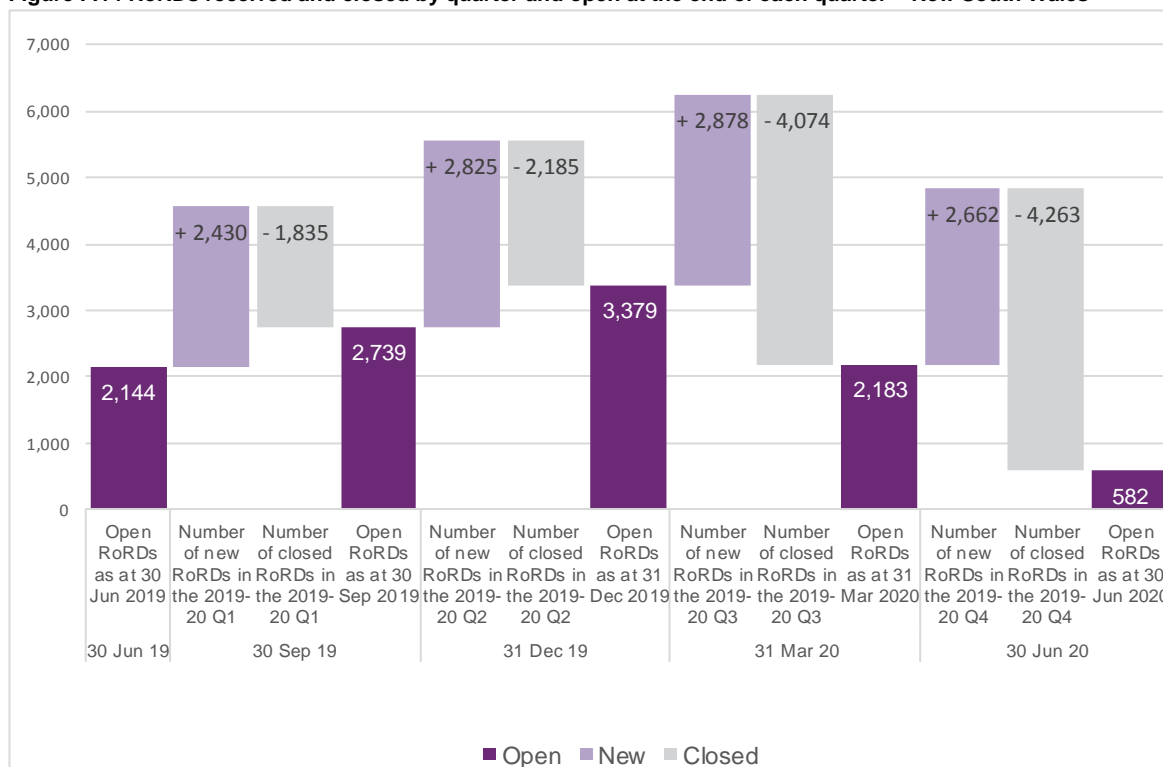


Table F.48 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – New South Wales ^{124 125}

	Access	Planning
Open RoRDs	48	534
Number of RoRDs open less than 90 days	48	531
Number of RoRDs open more than 90 days	0	3
New RoRDs in the quarter	513	2,149
Number of RoRDs closed in the quarter	572	3,691
Proportion closed within 90 days	99%	79%
Average days RoRDs took to close in the quarter	14	55

¹²³ Participant Requested Reviews (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.

¹²⁴ 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.

¹²⁵ 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.

Figure F.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – New South Wales ¹²⁶

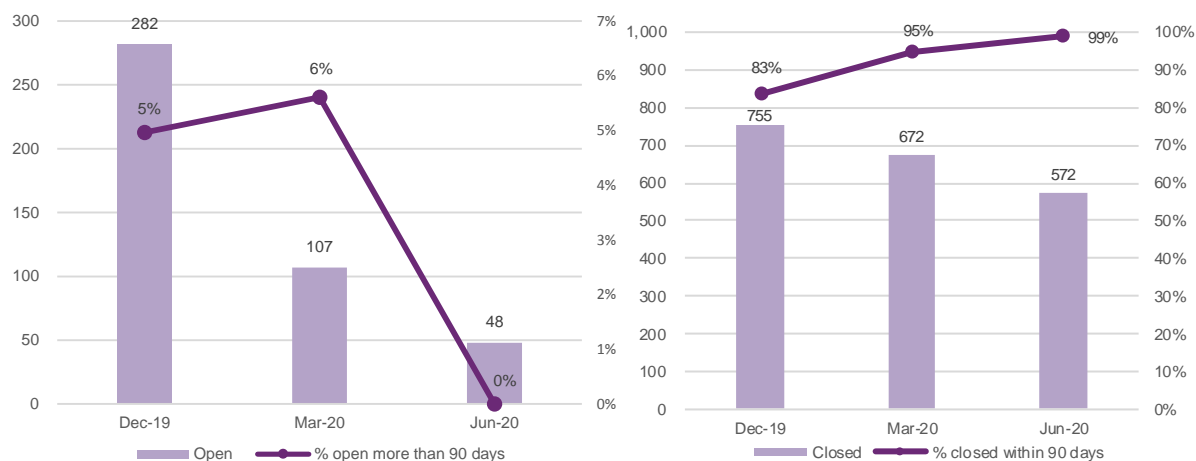


Figure F.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – New South Wales ¹²⁷



Table F.49 AAT Cases by category – New South Wales ^{128 129}

Category	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Access	526	38%	34	32%	560	37%
Plan	625	45%	72	67%	697	46%
Plan Review	161	12%	<11		162	11%
Other	88	6%	<11		88	6%
Total	1,400	100%	107	100%	1,507	100%
% of all access decisions	0.38%		0.27%		0.37%	

¹²⁶ Numbers of open and closed RoRDs have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

¹²⁷ Ibid.

¹²⁸ Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

¹²⁹ % 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 F.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales ¹³⁰

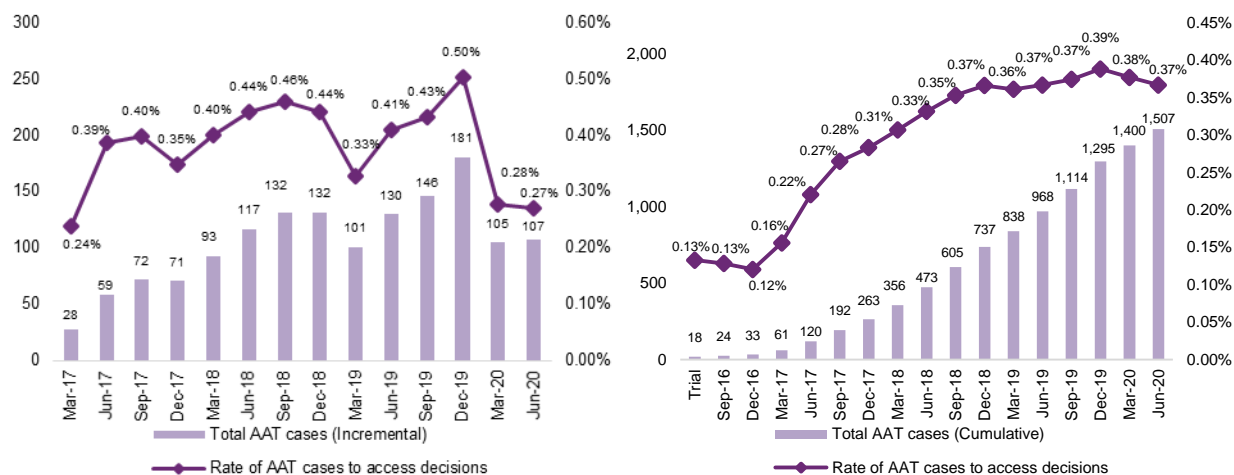


Table F.50 AAT cases by open/closed and decision – New South Wales

	N
AAT Cases	1,507
Open AAT Cases	302
Closed AAT Cases	1,205
Resolved before hearing	1,171
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.

¹³⁰ There are insufficient numbers to show the incremental count of AAT cases in NSW prior to the March 2017 quarter.
June 2020 | NDIS Quarterly Report to disability ministers

Figure F.18 Distribution of active participants by method of financial plan management and age group as at 30 June 2020 – New South Wales ^{131 132}

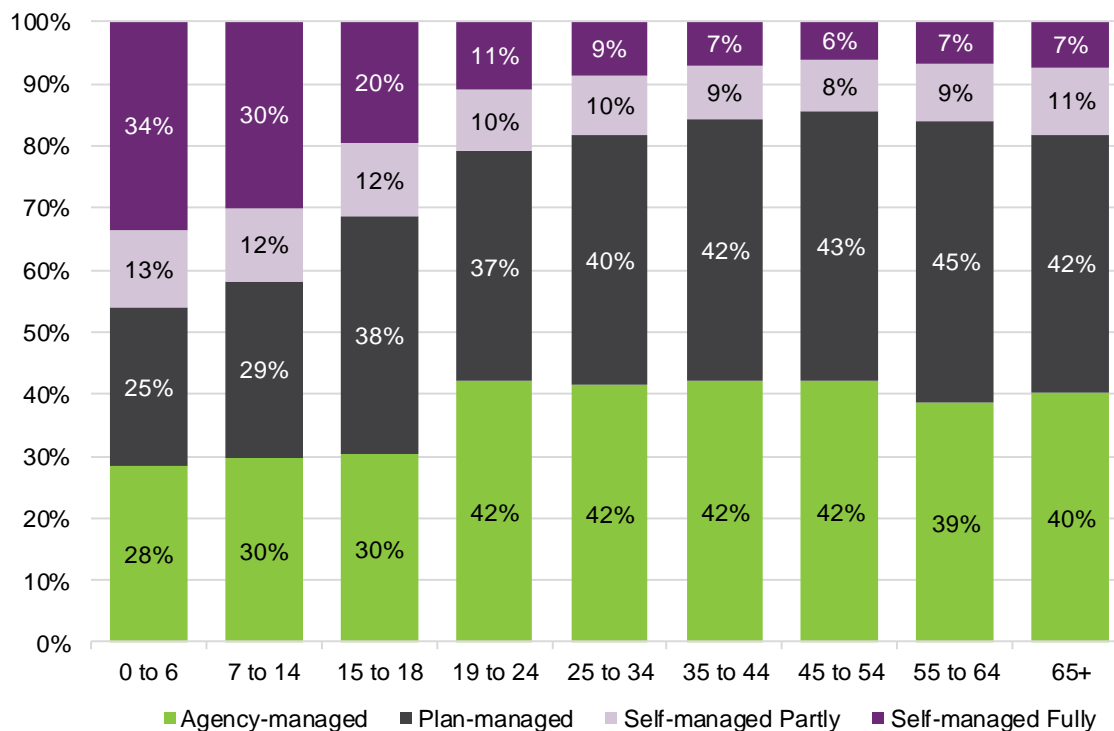
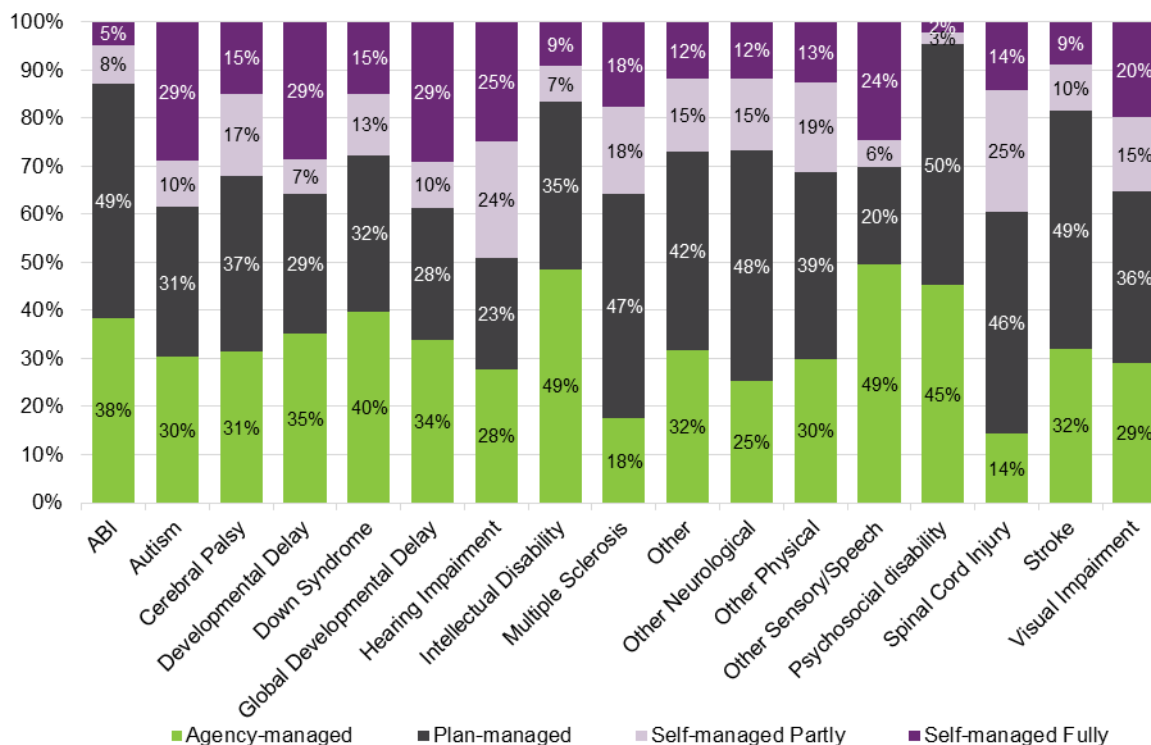


Figure F.19 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2020 – New South Wales ^{133 134}



¹³¹ For the total number of active participants in each age group, see Table F.14.

¹³² Participants can use more than one method to manage their funding. These results are based on 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.

¹³³ For the total number of active participants in each primary disability group, see Table F.12.

¹³⁴ Participants can use more than one method to manage their funding. These results are based on 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.

Table F.51 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales ¹³⁵

	Prior Quarters	2019-20 Q4	Total
Self-managed fully	18%	19%	18%
Self-managed partly	11%	11%	11%
Plan-managed	34%	39%	36%
Agency-managed	37%	31%	36%
Total	100%	100%	100%

Figure F.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales ¹³⁶

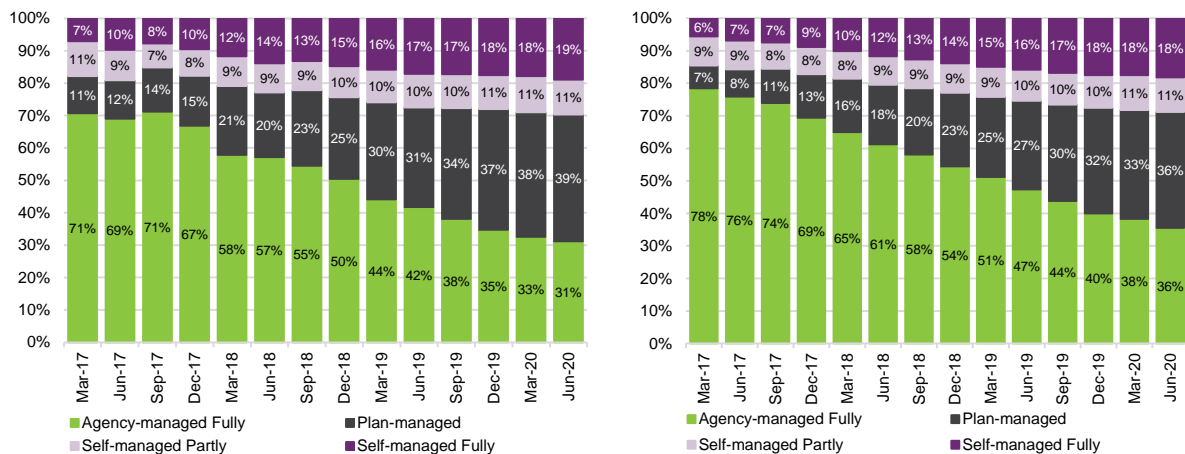
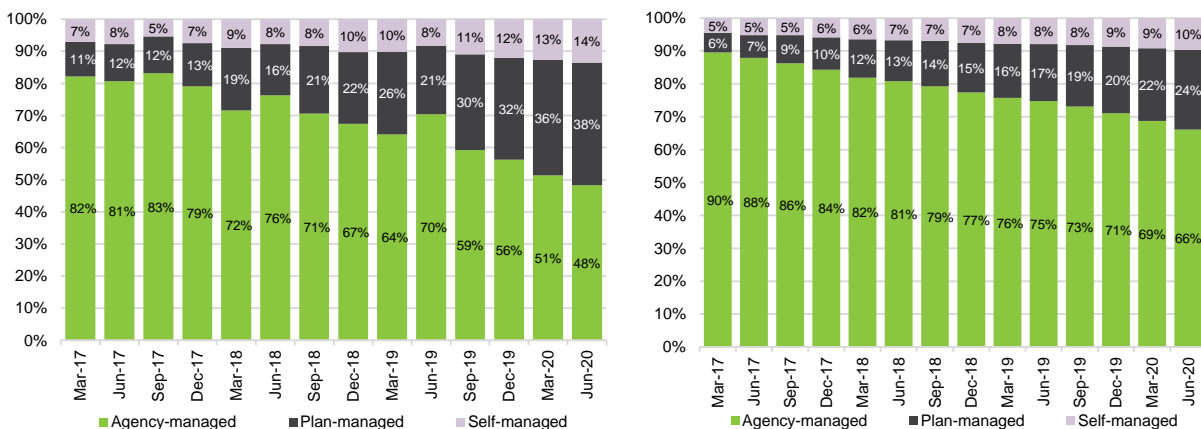


Table F.52 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales

	Prior Quarters	2019-20 Q4	Total
Self-managed	9%	14%	10%
Plan-managed	22%	38%	24%
Agency-managed	69%	48%	66%
Total	100%	100%	100%

Figure F.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales



¹³⁵ Ibid.

¹³⁶ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Data is not available prior to March 2017.

Table F.53 Distribution of active participants by support coordination and quarter of plan approval – New South Wales

	Prior Quarters	2019-20 Q4	Total
Support coordination	35%	41%	37%

Table F.54 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales ¹³⁷

	Prior Quarters (Transition Only)		2019-20 Q2	
Plan activation	N	%	N	%
Less than 30 days	66,423	69%	4,335	60%
30 to 59 days	11,701	12%	1,035	14%
60 to 89 days	5,242	5%	522	7%
Activated within 90 days	83,366	87%	5,892	82%
90 to 119 days	2,954	3%	283	4%
120 days and over	8,143	8%	380	5%
Activated after 90 days	11,097	12%	663	9%
No payments	1,908	2%	620	9%
Total plans approved	96,371	100%	7,175	100%

¹³⁷ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table F.55 Proportion of participants who have activated within 12 months – New South Wales

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	6,035	6,353	95%
Not Aboriginal and Torres Strait Islander	59,072	60,688	97%
Not Stated	30,664	31,491	97%
Total	95,771	98,532	97%
by Culturally and Linguistically Diverse status			
CALD	9,172	9,388	98%
Not CALD	86,355	88,891	97%
Not Stated	244	253	96%
Total	95,771	98,532	97%
by Remoteness			
Major Cities	66,991	68,776	97%
Regional	28,499	29,459	97%
Remote	273	289	94%
Missing	<11	<11	
Total	95,771	98,532	97%
by Primary Disability type			
Autism	30,798	31,567	98%
Intellectual Disability (including Down Syndrome)	24,909	25,589	97%
Psychosocial Disability	7,805	8,041	97%
Developmental Delay (including Global Developmental Delay)	4,025	4,208	96%
Other	28,234	29,127	97%
Total	95,771	98,532	97%

Table F.56 Distribution of plans by utilisation – New South Wales ^{138 139}

Plan utilisation	%
0 to 50%	31%
50% to 75%	23%
> 75%	47%
Total	100%

¹³⁸ This table only considers participants with initial plans approved up to 31 December 2019, and includes committed supports and payments for supports provided up to 31 March 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹³⁹ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

Table F.57 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ¹⁴⁰

	Prior Quarters	2019-20 Q4	Total
Daily Activities	10%	10%	10%
Health & Wellbeing	54%	55%	54%
Lifelong Learning	13%	14%	13%
Other	10%	10%	10%
Non-categorised	30%	28%	29%
Any mainstream service	95%	94%	95%

Part Three: Providers and the growing market

Table F.58 Key markets indicators by quarter – New South Wales ^{141 142}

Market indicators	Prior Quarters	2019-20 Q4
a) Average number of active providers per active participant	1.45	1.42
b) Number of providers delivering new types of supports	667	732
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	91%	91%
<i>Therapeutic Supports (%)</i>	89%	90%
<i>Participation in community, social and civic activities (%)</i>	84%	85%
<i>Early Intervention supports for early childhood (%)</i>	88%	87%
<i>Daily Personal Activities (%)</i>	87%	86%

Table F.59 Cumulative number of providers that have been ever active as at 30 June 2020 by quarter of activity – New South Wales ¹⁴³

Activity	Number of providers
Active for the first time in 2019-20 Q4	173
Active in 2019-20 Q4 and also in previous quarters	3,689
Active in 2019-20 Q4	3,862
Inactive in 2019-20 Q4	3,420
Active ever	7,282

¹⁴⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹⁴¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁴² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁴³ Active providers refer to those who have received payment for support Agency-managed participants.

Table F.60 Cumulative number of providers that have been ever active by registration group – New South Wales ¹⁴⁴

Registration Group	Prior Quarters	2019-20 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	237	18	255	8%
Assistance Animals	92	8	100	9%
Assistance with daily life tasks in a group or shared living arrangement	695	50	745	7%
Assistance with travel/transport arrangements	720	31	751	4%
Daily Personal Activities	1,225	84	1,309	7%
Group and Centre Based Activities	848	41	889	5%
High Intensity Daily Personal Activities	919	31	950	3%
Household tasks	1,794	67	1,861	4%
Interpreting and translation	165	15	180	9%
Participation in community, social and civic activities	1,361	76	1,437	6%
Assistive Technology				
Assistive equipment for recreation	232	24	256	10%
Assistive products for household tasks	248	20	268	8%
Assistance products for personal care and safety	1,255	72	1,327	6%
Communication and information equipment	357	135	492	38%
Customised Prosthetics	575	31	606	5%
Hearing Equipment	197	16	213	8%
Hearing Services	46	2	48	4%
Personal Mobility Equipment	701	49	750	7%
Specialised Hearing Services	71	2	73	3%
Vision Equipment	194	22	216	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,139	75	1,214	7%
Behaviour Support	584	27	611	5%
Community nursing care for high needs	375	29	404	8%
Development of daily living and life skills	934	42	976	4%
Early Intervention supports for early childhood	1,200	43	1,243	4%
Exercise Physiology and Physical Wellbeing activities	763	30	793	4%
Innovative Community Participation	345	17	362	5%
Specialised Driving Training	209	9	218	4%
Therapeutic Supports	3,833	92	3,925	2%
Capital services				
Home modification design and construction	413	42	455	10%
Specialist Disability Accommodation	119	12	131	10%
Vehicle Modifications	173	16	189	9%
Choice and control support services				
Management of funding for supports in participants plan	668	36	704	5%
Support Coordination	301	26	327	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	351	17	368	5%
Specialised Supported Employment	258	5	263	2%
Total approved active providers	7,109	173	7,282	2%

¹⁴⁴ 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.61 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2020 – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	48	207	255	19%	81%	100%
Assistance Animals	14	86	100	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	102	643	745	14%	86%	100%
Assistance with travel/transport arrangements	169	582	751	23%	77%	100%
Daily Personal Activities	180	1,129	1,309	14%	86%	100%
Group and Centre Based Activities	95	794	889	11%	89%	100%
High Intensity Daily Personal Activities	121	829	950	13%	87%	100%
Household tasks	623	1,238	1,861	33%	67%	100%
Interpreting and translation	46	134	180	26%	74%	100%
Participation in community, social and civic activities	213	1,224	1,437	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	39	217	256	15%	85%	100%
Assistive products for household tasks	48	220	268	18%	82%	100%
Assistance products for personal care and safety	228	1,099	1,327	17%	83%	100%
Communication and information equipment	114	378	492	23%	77%	100%
Customised Prosthetics	134	472	606	22%	78%	100%
Hearing Equipment	30	183	213	14%	86%	100%
Hearing Services	7	41	48	15%	85%	100%
Personal Mobility Equipment	126	624	750	17%	83%	100%
Specialised Hearing Services	10	63	73	14%	86%	100%
Vision Equipment	37	179	216	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	209	1,005	1,214	17%	83%	100%
Behaviour Support	149	462	611	24%	76%	100%
Community nursing care for high needs	66	338	404	16%	84%	100%
Development of daily living and life skills	142	834	976	15%	85%	100%
Early Intervention supports for early childhood	456	787	1,243	37%	63%	100%
Exercise Physiology and Physical Wellbeing activities	219	574	793	28%	72%	100%
Innovative Community Participation	104	258	362	29%	71%	100%
Specialised Driving Training	64	154	218	29%	71%	100%
Therapeutic Supports	1,790	2,135	3,925	46%	54%	100%
Capital services						
Home modification design and construction	87	368	455	19%	81%	100%
Specialist Disability Accommodation	4	127	131	3%	97%	100%
Vehicle Modifications	32	157	189	17%	83%	100%
Choice and control support services						
Management of funding for supports in participants plan	134	570	704	19%	81%	100%
Support Coordination	48	279	327	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	49	319	368	13%	87%	100%
Specialised Supported Employment	25	238	263	10%	90%	100%
Total	2,851	4,431	7,282	39%	61%	100%

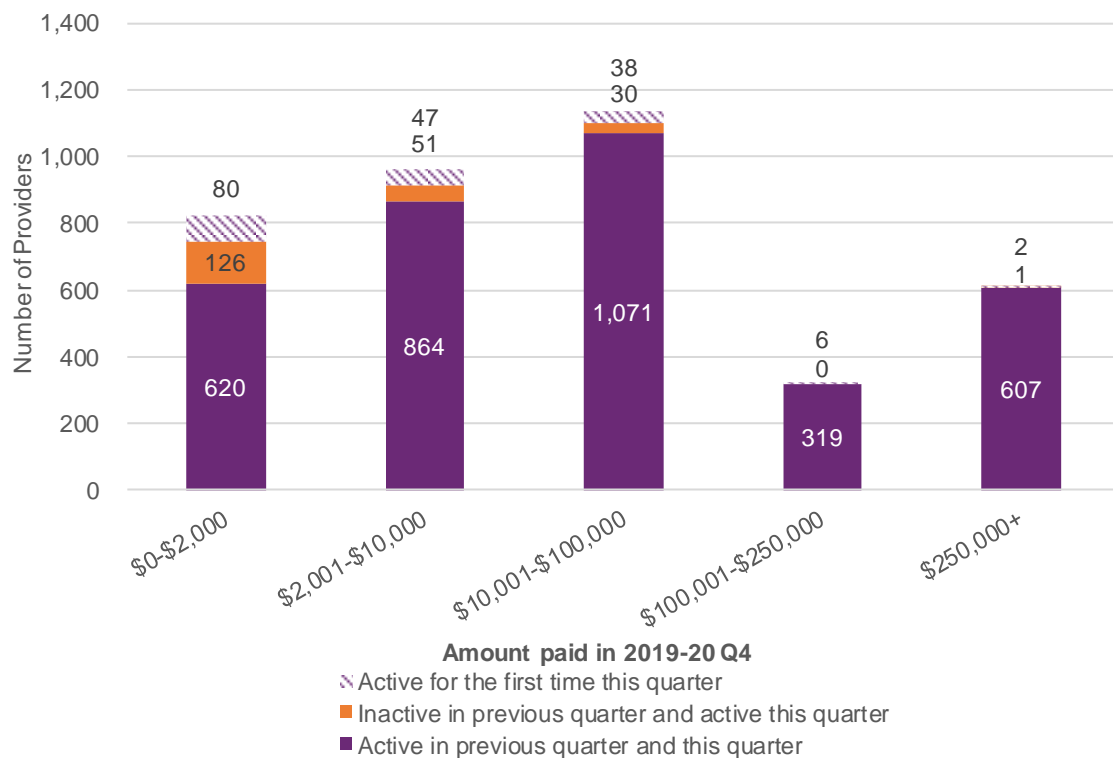
Table F.62 Number and proportion of providers active in 2019-20 Q4 by registration group and first quarter of activity – New South Wales

Registration Group	Active in previous quarters and in 2019-20 Q4	Active for the first time in 2019-20 Q4	Total	% active for the first time in 2019-20 Q4
Assistance services				
Accommodation / Tenancy Assistance	50	18	68	26%
Assistance Animals	50	8	58	14%
Assistance with daily life tasks in a group or shared living arrangement	454	50	504	10%
Assistance with travel/transport arrangements	215	31	246	13%
Daily Personal Activities	804	84	888	9%
Group and Centre Based Activities	519	41	560	7%
High Intensity Daily Personal Activities	503	31	534	6%
Household tasks	958	67	1,025	7%
Interpreting and translation	60	15	75	20%
Participation in community, social and civic activities	904	76	980	8%
Assistive Technology				
Assistive equipment for recreation	52	24	76	32%
Assistive products for household tasks	44	20	64	31%
Assistance products for personal care and safety	684	72	756	10%
Communication and information equipment	207	135	342	39%
Customised Prosthetics	235	31	266	12%
Hearing Equipment	62	16	78	21%
Hearing Services	6	2	8	25%
Personal Mobility Equipment	352	49	401	12%
Specialised Hearing Services	6	2	8	25%
Vision Equipment	73	22	95	23%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	743	75	818	9%
Behaviour Support	286	27	313	9%
Community nursing care for high needs	152	29	181	16%
Development of daily living and life skills	469	42	511	8%
Early Intervention supports for early childhood	457	43	500	9%
Exercise Physiology and Physical Wellbeing activities	375	30	405	7%
Innovative Community Participation	71	17	88	19%
Specialised Driving Training	67	9	76	12%
Therapeutic Supports	1,830	92	1,922	5%
Capital services				
Home modification design and construction	180	42	222	19%
Specialist Disability Accommodation	83	12	95	13%
Vehicle Modifications	62	16	78	21%
Choice and control support services				
Management of funding for supports in participants plan	434	36	470	8%
Support Coordination	103	26	129	20%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	170	17	187	9%
Specialised Supported Employment	175	5	180	3%
Total	3,689	173	3,862	4%

Table F.63 Number and proportion of providers active in 2019-20 Q4 in each registration group by legal entity type – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	14	54	68	21%	79%	100%
Assistance Animals	8	50	58	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	62	442	504	12%	88%	100%
Assistance with travel/transport arrangements	42	204	246	17%	83%	100%
Daily Personal Activities	112	776	888	13%	87%	100%
Group and Centre Based Activities	54	506	560	10%	90%	100%
High Intensity Daily Personal Activities	61	473	534	11%	89%	100%
Household tasks	276	749	1,025	27%	73%	100%
Interpreting and translation	22	53	75	29%	71%	100%
Participation in community, social and civic activities	132	848	980	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	13	63	76	17%	83%	100%
Assistive products for household tasks	9	55	64	14%	86%	100%
Assistance products for personal care and safety	121	635	756	16%	84%	100%
Communication and information equipment	72	270	342	21%	79%	100%
Customised Prosthetics	55	211	266	21%	79%	100%
Hearing Equipment	12	66	78	15%	85%	100%
Hearing Services	1	7	8	13%	88%	100%
Personal Mobility Equipment	67	334	401	17%	83%	100%
Specialised Hearing Services	0	8	8	0%	100%	100%
Vision Equipment	19	76	95	20%	80%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	139	679	818	17%	83%	100%
Behaviour Support	63	250	313	20%	80%	100%
Community nursing care for high needs	32	149	181	18%	82%	100%
Development of daily living and life skills	66	445	511	13%	87%	100%
Early Intervention supports for early childhood	110	390	500	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	88	317	405	22%	78%	100%
Innovative Community Participation	20	68	88	23%	77%	100%
Specialised Driving Training	19	57	76	25%	75%	100%
Therapeutic Supports	741	1,181	1,922	39%	61%	100%
Capital services						
Home modification design and construction	42	180	222	19%	81%	100%
Specialist Disability Accommodation	1	94	95	1%	99%	100%
Vehicle Modifications	11	67	78	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	90	380	470	19%	81%	100%
Support Coordination	19	110	129	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	20	167	187	11%	89%	100%
Specialised Supported Employment	18	162	180	10%	90%	100%
Total	1,211	2,651	3,862	31%	69%	100%

Figure F.22 Distribution of active providers in 2019-20 Q4 by their status in 2019-20 Q3 and payment band in 2019-20 Q4 – New South Wales ¹⁴⁵



Part Four: Financial sustainability

Table F.64 Committed supports by financial year (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	50.3	184.4	352.0	1,774.2	4,289.9	5,953.2	8,010.8

¹⁴⁵ Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

Figure F.23 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 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – New South Wales

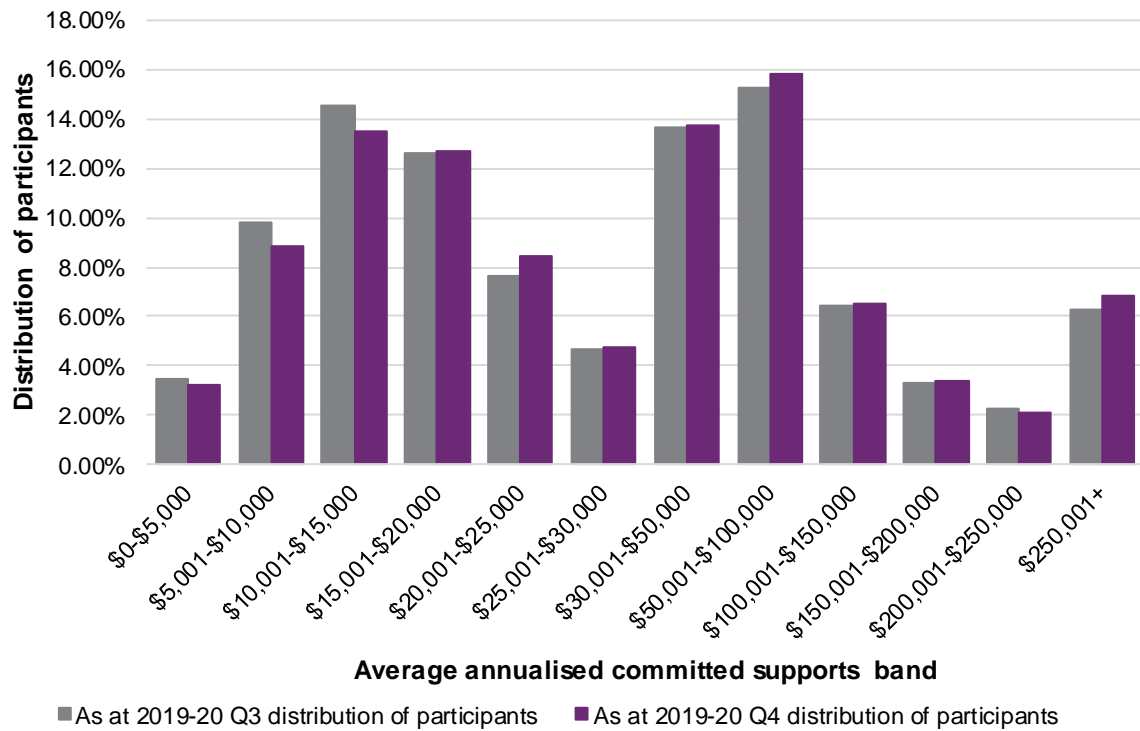


Figure F.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – New South Wales

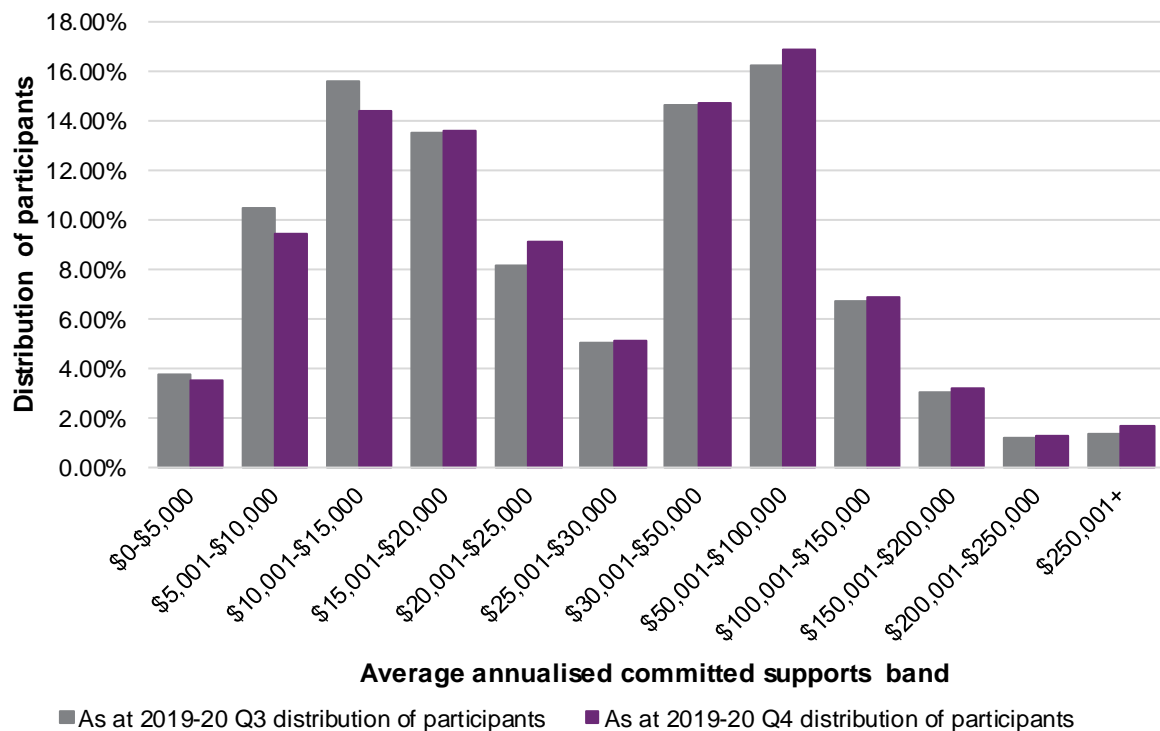


Figure F.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – New South Wales

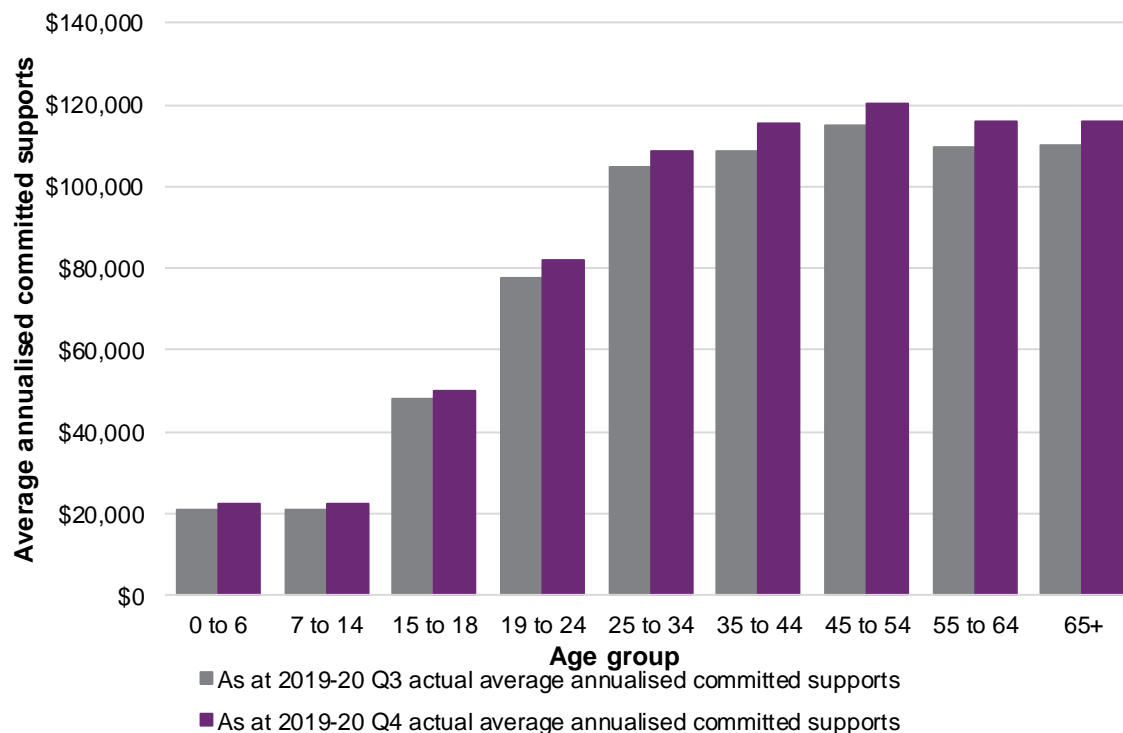


Figure F.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – New South Wales

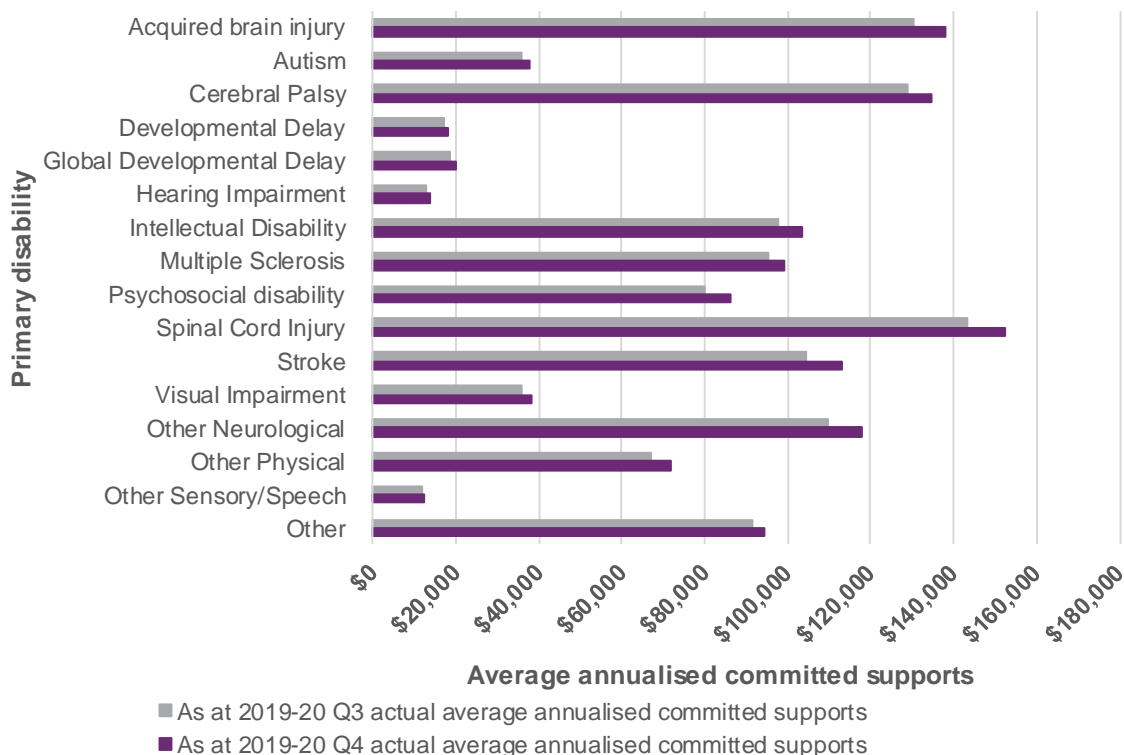


Figure F.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – New South Wales

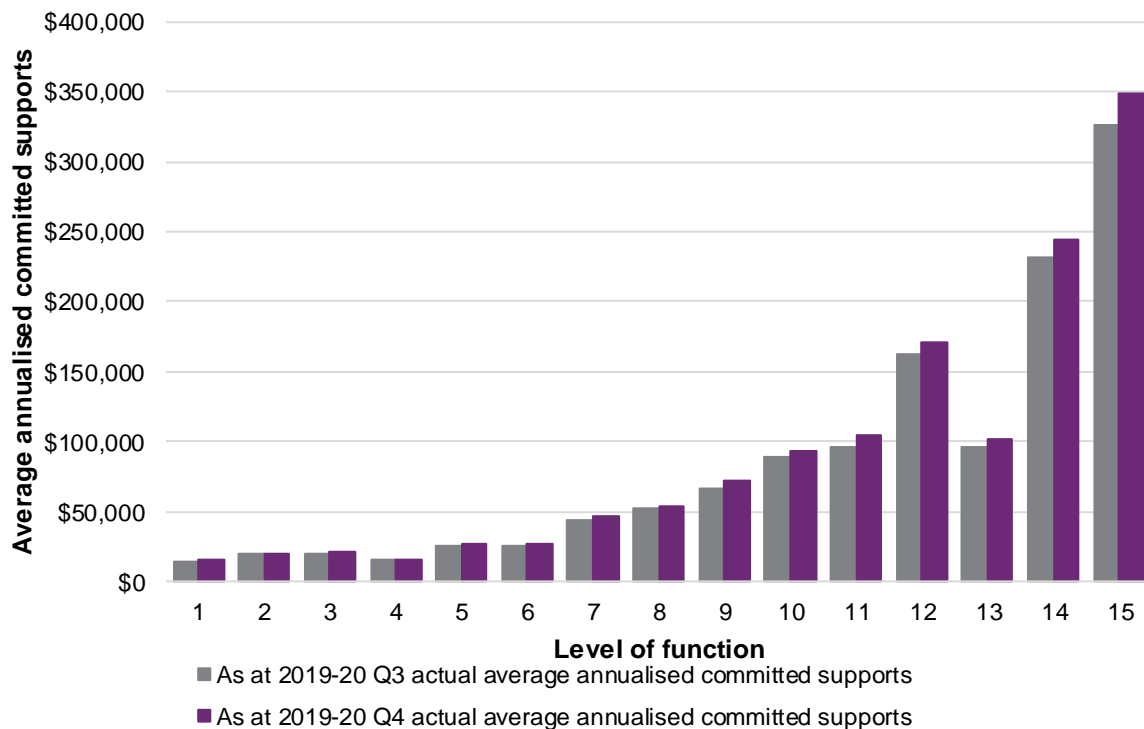


Figure F.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – New South Wales

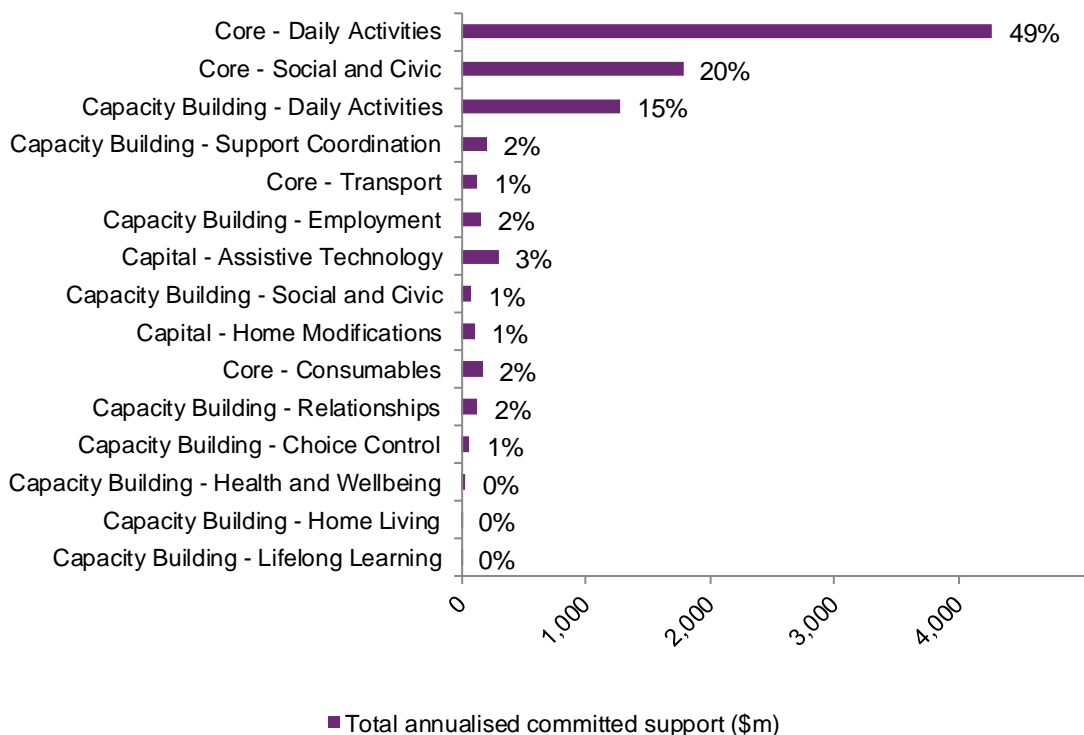


Table F.65 Payments by financial year, compared to committed supports (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	50.3	184.4	352.0	1,774.2	4,289.9	5,953.2	8,010.8
Total Paid	37.2	141.2	259.1	1,213.5	3,118.3	4,497.6	5,639.5
% utilised to date	74%	77%	74%	68%	73%	76%	70%

Figure F.29 Utilisation of committed supports as at 31 March 2020 and 30 June 2020 – New South Wales

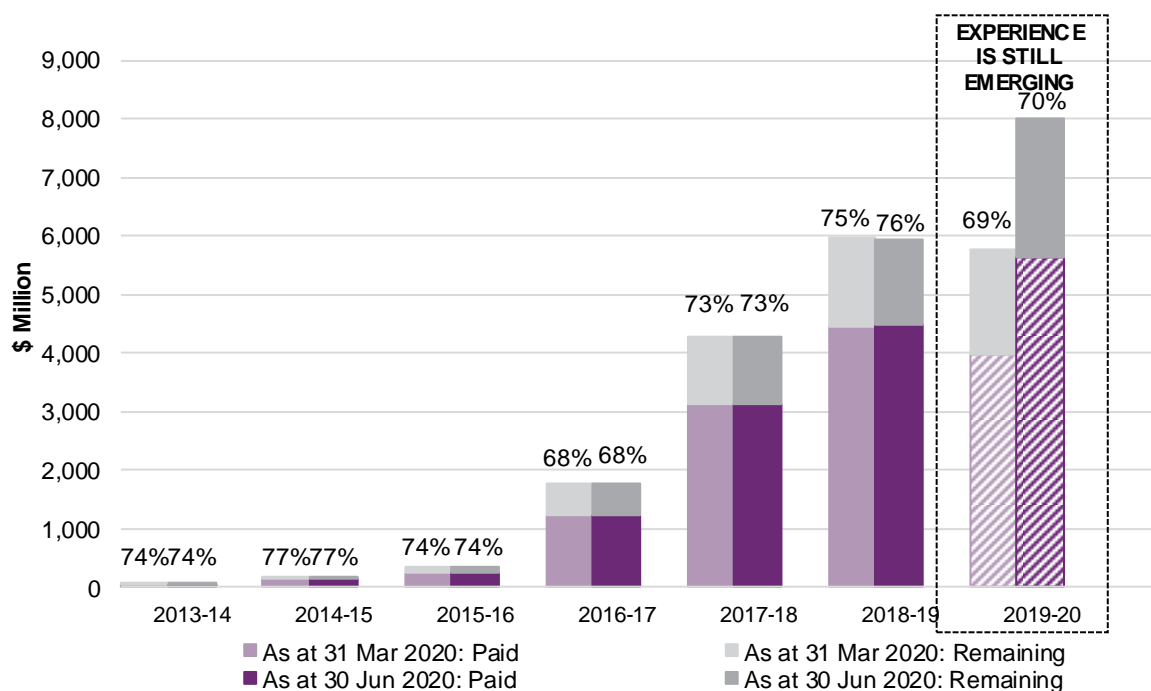
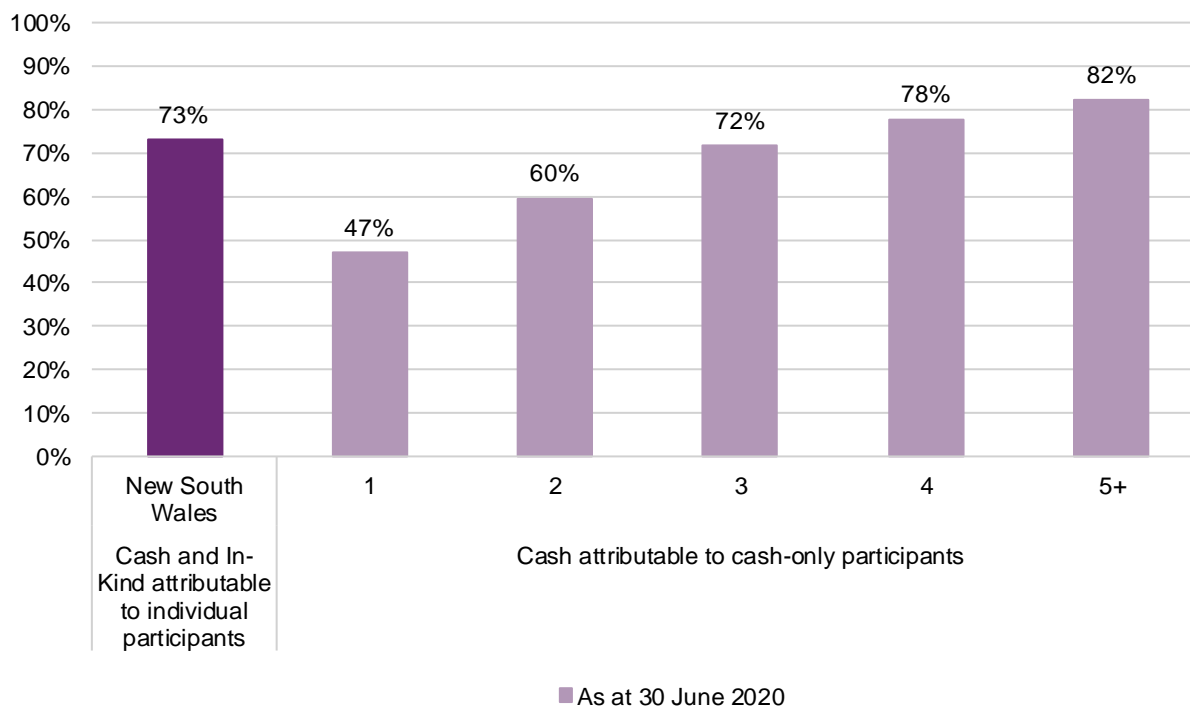


Figure F.30 Utilisation of committed supports by plan number from 1 October 2019 to 31 March 2020 – New South Wales ¹⁴⁶



¹⁴⁶ 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 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

Figure F.31 Utilisation of committed supports by SIL status from 1 October 2019 to 31 March 2020 – New South Wales ¹⁴⁷

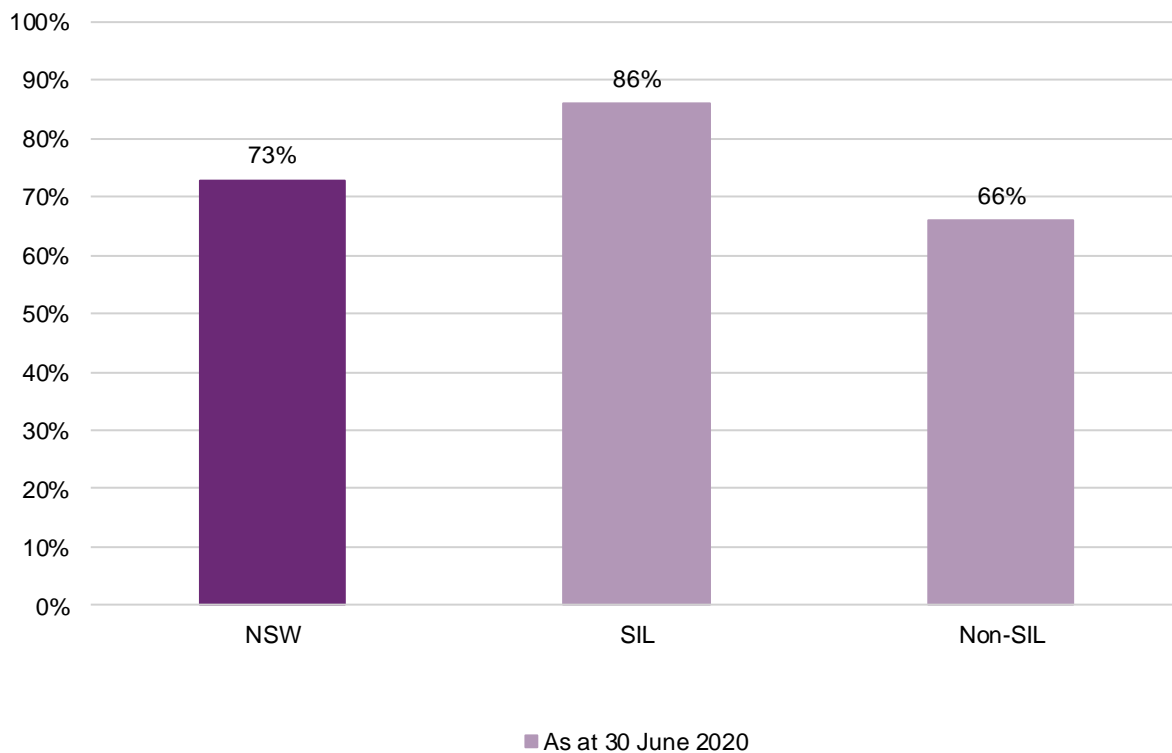
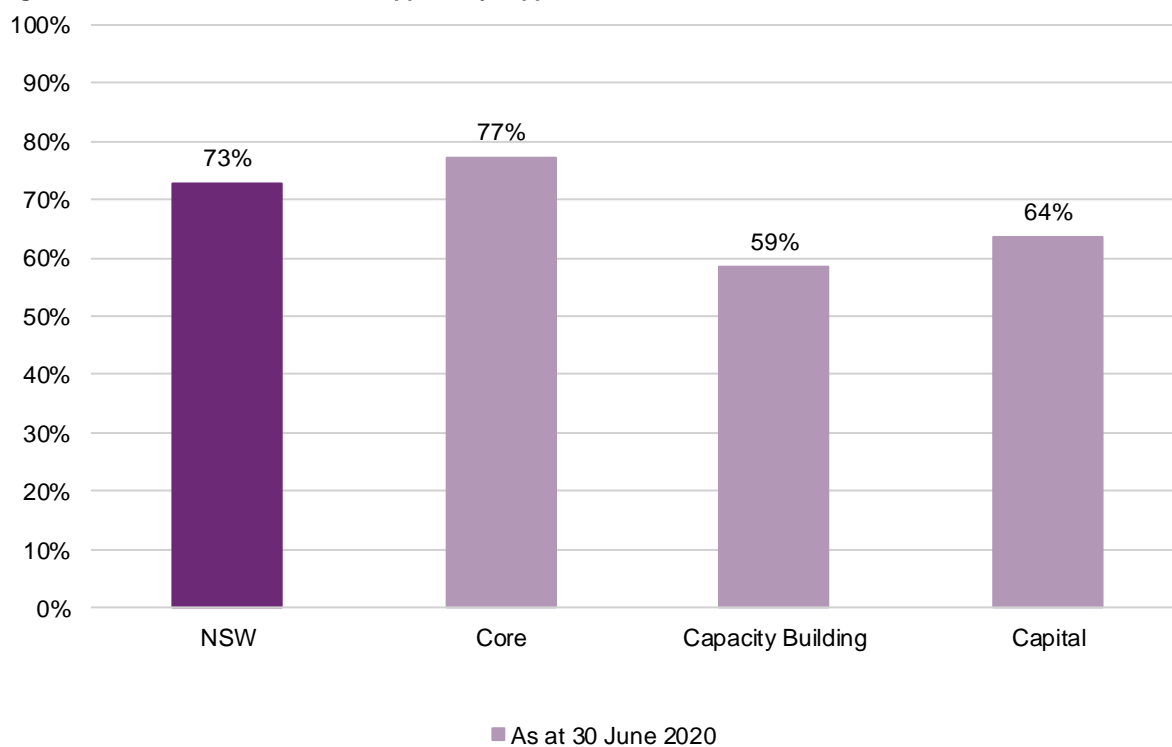


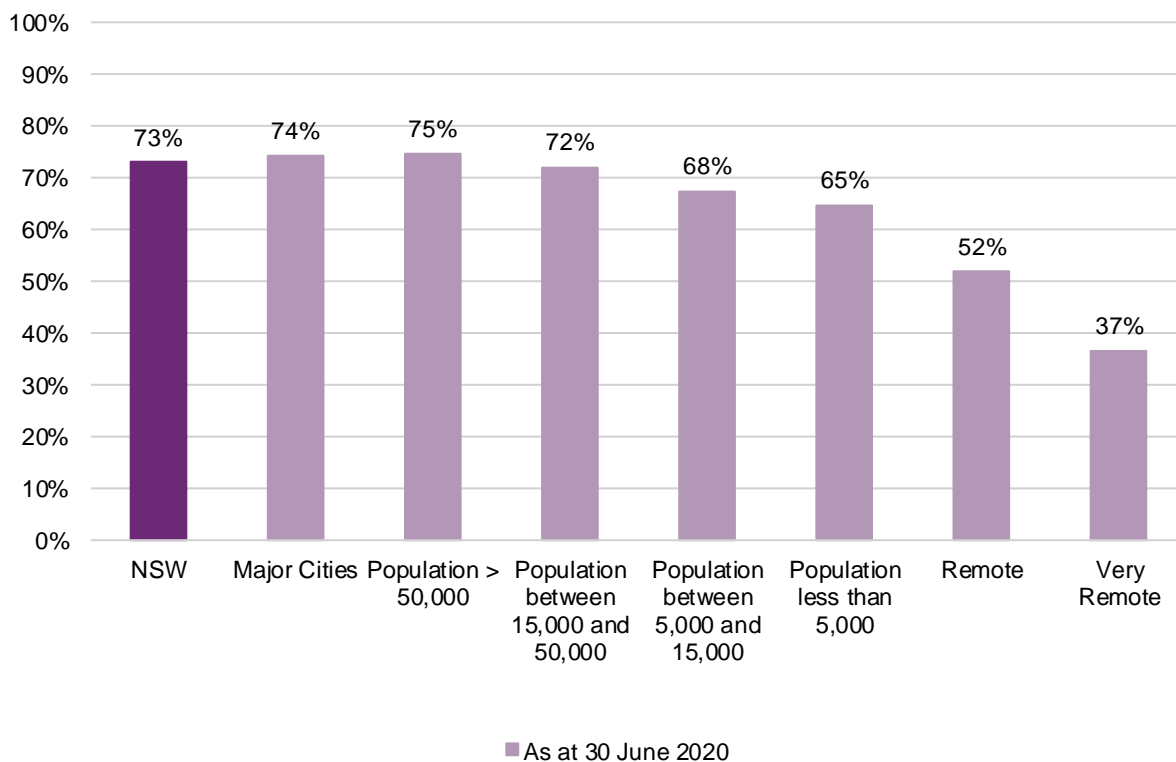
Figure F.32 Utilisation of committed supports by support class from 1 October 2019 to 31 March 2020 – New South Wales ¹⁴⁸



¹⁴⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

¹⁴⁸ Ibid.

Figure F.33 Utilisation of committed supports by remoteness from 1 October 2019 to 31 March 2020 – New South Wales ¹⁴⁹



¹⁴⁹ Ibid.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria ¹⁵⁰

	Prior Quarters	2019-20 Q4	Total excluding ECEI	ECEI	Total including ECEI
Victoria	98,157	7,921	106,078	2,552	108,630

Table G.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Victoria ¹⁵¹

	Prior Quarters	2019-20 Q4	Total
Access decisions	125,698	7,051	132,749
Active Eligible	104,061	5,687	109,748
New	35,095	4,783	39,878
State	59,979	616	60,595
Commonwealth	8,987	288	9,275
Active Participant Plans (excl ECEI)	98,157	7,921	106,078
New	31,768	6,110	37,878
State	57,797	1,310	59,107
Commonwealth	8,592	501	9,093
Active Participant Plans	99,422	10,473	108,630
Early Intervention (s25)	17,548	2,845	20,393
Permanent Disability (s24)	80,609	5,076	85,685
ECEI	1,265	2,552	2,552

Table G.3 Exits from the Scheme since 1 July 2013 as at 30 June 2020 – Victoria

Exits	Total
Total participant exits	2,638
Early Intervention participants	288
Permanent disability participants	2,350

¹⁵⁰ 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.

¹⁵¹ 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 ^{152 153}

	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
End of 2019-20 Q3	57,991	8,608	31,942	1,265	99,806
End of 2019-20 Q4	59,107	9,093	37,878	2,552	108,630

Table G.5 Cumulative numbers of active participants by entry into the Scheme – Victoria ^{154 155 156 157}

	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
End of 2019-20 Q3	17,572	80,969	1,265	99,806
End of 2019-20 Q4	20,393	85,685	2,552	108,630

¹⁵² This table shows the total numbers of active participants at the end of each period.

¹⁵³ 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.

¹⁵⁴ This table shows the total numbers of active participants at the end of each period.

¹⁵⁵ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹⁵⁶ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

¹⁵⁷ 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 ¹⁵⁸

	Prior Quarters		2019-20 Q4		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	27,486	98%	2,479	96%	29,965	98%
7 to 14	19,991	89%	984	84%	20,975	89%
15 to 18	6,610	91%	275	79%	6,885	91%
19 to 24	6,913	90%	182	74%	7,095	90%
25 to 34	9,749	88%	283	74%	10,032	88%
35 to 44	10,332	84%	384	69%	10,716	84%
45 to 54	13,072	79%	513	69%	13,585	79%
55 to 64	14,126	73%	582	59%	14,708	72%
65+	687	62%	23	52%	710	61%
Missing	<11		<11		<11	
Total	108,966	87%	5,705	81%	114,671	86%

Table G.7 Assessment of access by disability – Victoria ¹⁵⁹

	Prior Quarters		2019-20 Q4		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	3,409	93%	141	88%	3,550	93%
Autism	29,987	95%	1,485	95%	31,472	95%
Cerebral Palsy	3,826	96%	37	73%	3,863	96%
Developmental Delay	9,529	98%	1,697	98%	11,226	98%
Global Developmental Delay	1,446	99%	166	99%	1,612	99%
Hearing Impairment	4,790	89%	283	87%	5,073	89%
Intellectual Disability	23,539	96%	455	84%	23,994	95%
Multiple Sclerosis	2,417	89%	74	75%	2,491	88%
Psychosocial disability	14,019	76%	712	67%	14,731	76%
Spinal Cord Injury	787	94%	29	85%	816	93%
Stroke	1,365	84%	77	80%	1,442	84%
Visual Impairment	2,777	93%	43	69%	2,820	93%
Other Neurological	4,855	80%	212	64%	5,067	79%
Other Physical	4,105	43%	249	37%	4,354	43%
Other Sensory/Speech	774	61%	31	33%	805	59%
Other	209	29%	13	29%	222	29%
Missing	1,132	98%	<11		1,133	98%
Total	108,966	87%	5,705	81%	114,671	86%

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

¹⁵⁸ 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.

¹⁵⁹ Ibid.

Table G.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,598	2.6%	312	3.9%	2,910	2.7%
Not Aboriginal and Torres Strait Islander	76,109	77.5%	6,401	80.8%	82,510	77.8%
Not Stated	19,450	19.8%	1,208	15.3%	20,658	19.5%
Total	98,157	100%	7,921	100%	106,078	100%

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria¹⁶⁰

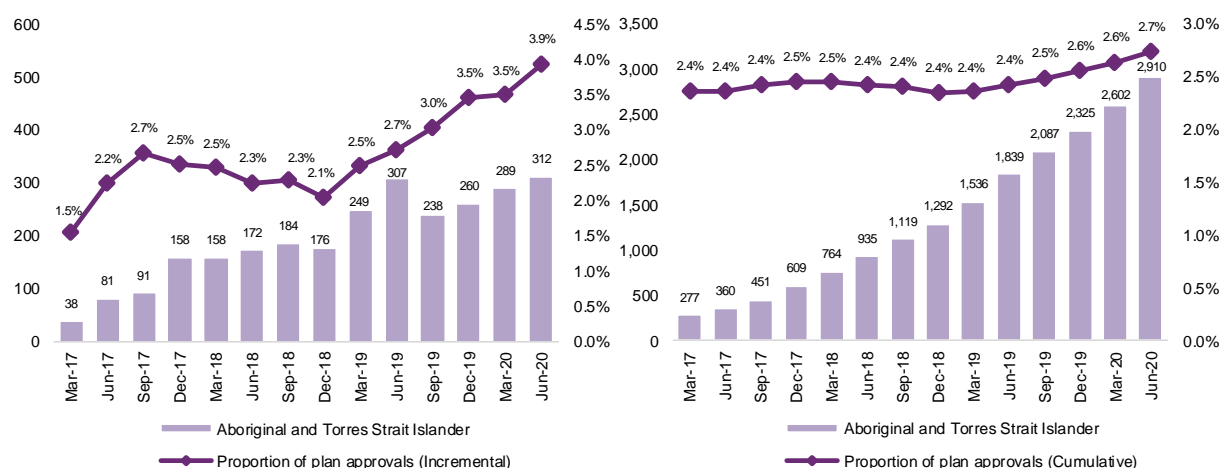
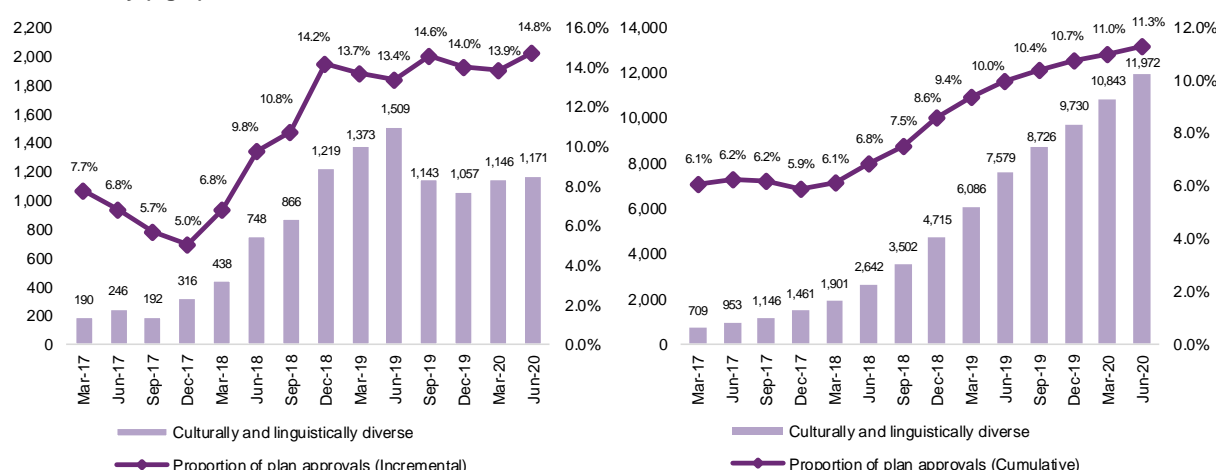


Table G.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	10,801	11.0%	1,171	14.8%	11,972	11.3%
Not culturally and linguistically diverse	87,146	88.8%	6,744	85.1%	93,890	88.5%
Not stated	210	0.2%	<11		216	0.2%
Total	98,157	100%	7,921	100%	106,078	100%

Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria¹⁶¹



¹⁶⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

¹⁶¹ Ibid.

Table G.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Victoria ^{162 163}

	Total
Age group	N
Under 45	45
45 to 54	228
55 to 64	795
Total YPIRAC (under 65)	1,068

Figure G.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria ¹⁶⁴

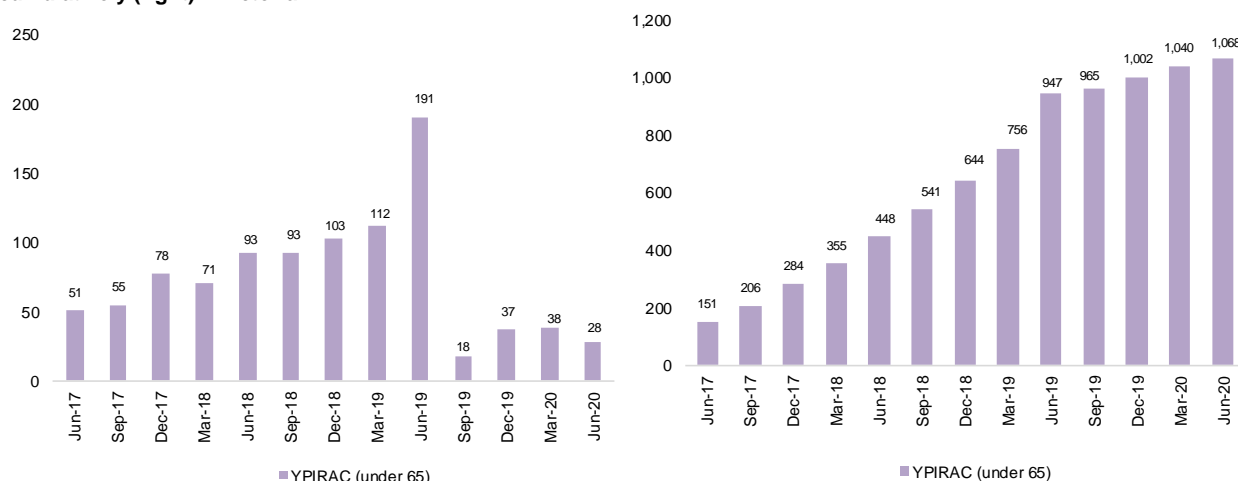


Table G.11 Participant profile per quarter by remoteness – Victoria ^{165 166}

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Major cities	69,369	70.7%	6,021	76.0%	75,390	71.1%
Population > 50,000	9,756	9.9%	637	8.0%	10,393	9.8%
Population between 15,000 and 50,000	6,707	6.8%	488	6.2%	7,195	6.8%
Population between 5,000 and 15,000	5,693	5.8%	340	4.3%	6,033	5.7%
Population less than 5,000	6,570	6.7%	427	5.4%	6,997	6.6%
Remote	55	0.1%	<11		62	0.1%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	98,157	100%	7,921	100%	106,078	100%

¹⁶² The results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care.

¹⁶³ There are a further 333 active participants aged 65 years or over who have ever been in residential aged care.

¹⁶⁴ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Data is not available prior to June 2017.

¹⁶⁵ This table is based on the Modified Monash Model measure of remoteness.

¹⁶⁶ 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 ^{167 168}

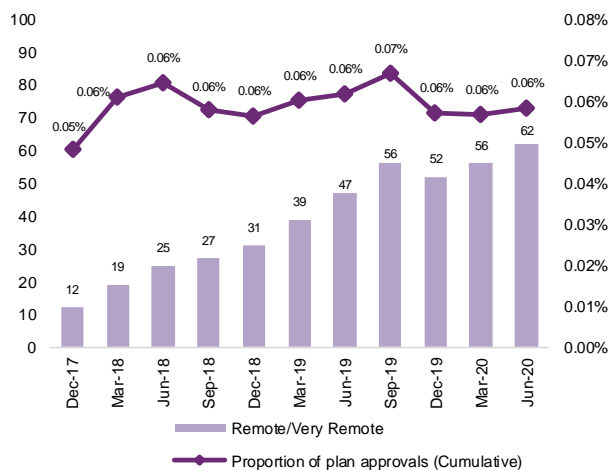


Table G.12 Participant profile per quarter by primary disability group – Victoria ^{169 170 171}

Disability	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Autism	28,452	29%	2,137	27%	30,589	29%
Intellectual Disability	22,133	23%	722	9%	22,855	22%
Psychosocial disability	12,337	13%	1,075	14%	13,412	13%
Developmental Delay	8,248	8%	1,828	23%	10,076	9%
Hearing Impairment	4,260	4%	524	7%	4,784	5%
Other Neurological	4,005	4%	314	4%	4,319	4%
Other Physical	3,387	3%	373	5%	3,760	4%
Cerebral Palsy	3,648	4%	92	1%	3,740	4%
ABI	2,979	3%	220	3%	3,199	3%
Visual Impairment	2,491	3%	91	1%	2,582	2%
Global Developmental Delay	1,259	1%	209	3%	1,468	1%
Multiple Sclerosis	2,261	2%	114	1%	2,375	2%
Stroke	1,172	1%	128	2%	1,300	1%
Spinal Cord Injury	714	1%	39	0%	753	1%
Other Sensory/Speech	668	1%	38	0%	706	1%
Other	143	0%	17	0%	160	0%
Total	98,157	100%	7,921	100%	106,078	100%

¹⁶⁷ The cumulative chart shows the number of active participants at the end of each quarter over time. There are insufficient numbers to show the cumulative count of remote/very remote participants prior to the December 2017 quarter.

¹⁶⁸ There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.

¹⁶⁹ Table order based on national proportions (highest to lowest).

¹⁷⁰ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁷¹ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in VIC (2,739).

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria ¹⁷²

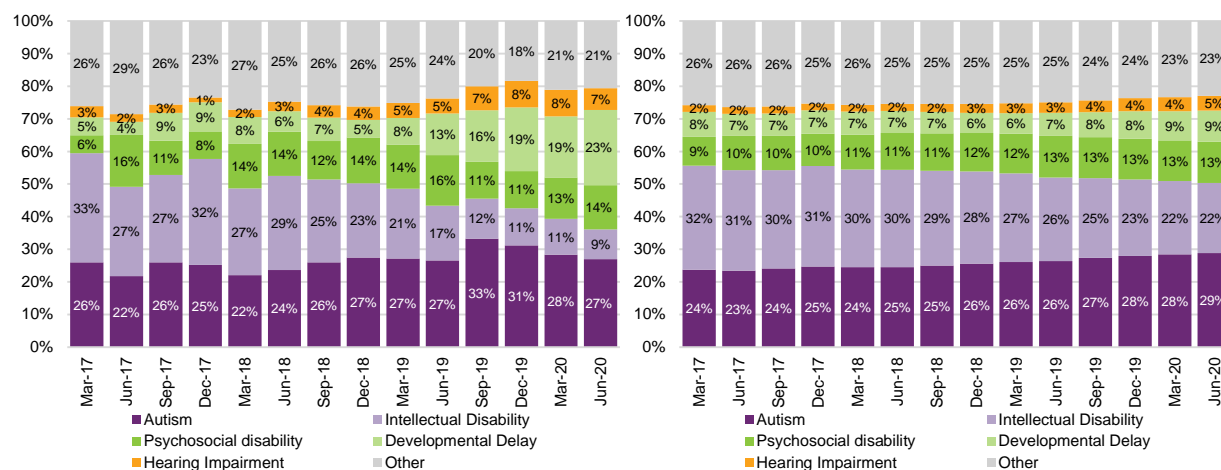


Table G.13 Participant profile per quarter by level of functions – Victoria ¹⁷³

Level of Function	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	7,915	8%	1,287	16%	9,202	9%
2 (High Function)	265	0%	<11		274	0%
3 (High Function)	5,432	6%	602	8%	6,034	6%
4 (High Function)	5,187	5%	475	6%	5,662	5%
5 (High Function)	7,875	8%	778	10%	8,653	8%
6 (Moderate Function)	16,955	17%	1,645	21%	18,600	18%
7 (Moderate Function)	6,150	6%	462	6%	6,612	6%
8 (Moderate Function)	7,203	7%	404	5%	7,607	7%
9 (Moderate Function)	410	0%	36	0%	446	0%
10 (Moderate Function)	11,749	12%	784	10%	12,533	12%
11 (Low Function)	4,152	4%	198	2%	4,350	4%
12 (Low Function)	16,795	17%	955	12%	17,750	17%
13 (Low Function)	6,059	6%	266	3%	6,325	6%
14 (Low Function)	1,886	2%	19	0%	1,905	2%
15 (Low Function)	31	0%	<11		32	0%
Missing	93		<11		93	
Total	98,157	100%	7,921	100%	106,078	100%

¹⁷² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

¹⁷³ 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 ¹⁷⁴

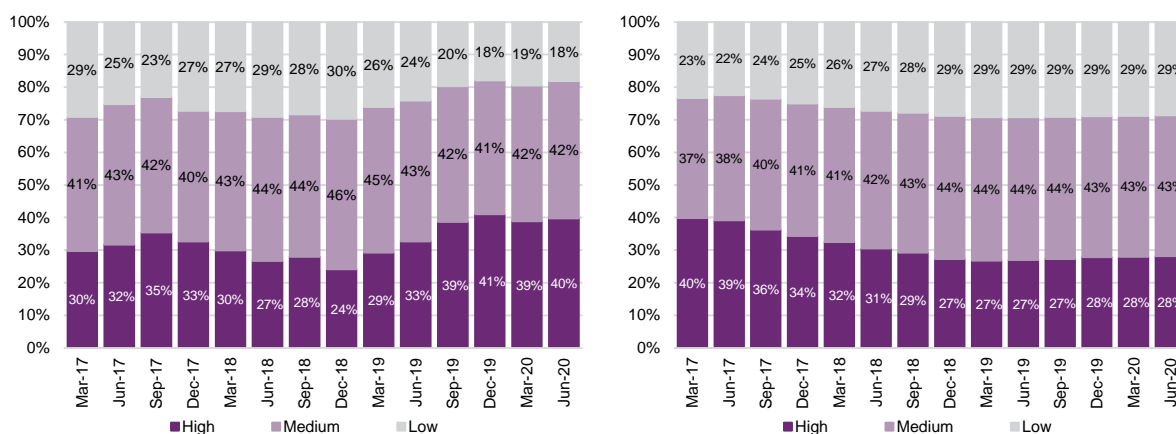
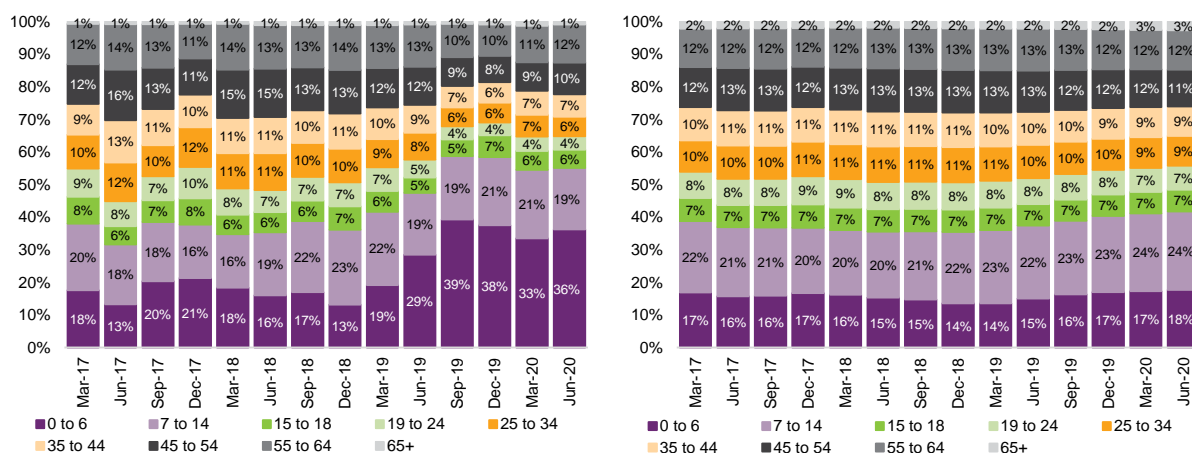


Table G.14 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
0 to 6	15,918	16%	2,871	36%	18,789	18%
7 to 14	24,090	25%	1,499	19%	25,589	24%
15 to 18	6,636	7%	444	6%	7,080	7%
19 to 24	7,398	8%	328	4%	7,726	7%
25 to 34	9,263	9%	468	6%	9,731	9%
35 to 44	9,065	9%	549	7%	9,614	9%
45 to 54	11,225	11%	766	10%	11,991	11%
55 to 64	11,811	12%	925	12%	12,736	12%
65+	2,751	3%	71	1%	2,822	3%
Total	98,157	100%	7,921	100%	106,078	100%

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria ¹⁷⁵



¹⁷⁴ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

¹⁷⁵ Ibid.

Table G.15 Participant profile per quarter by gender – Victoria

	Prior Quarters		2019-20 Q4		Total	
Gender	N	%	N	%	N	%
Male	59,208	60%	4,847	61%	64,055	60%
Female	37,921	39%	2,954	37%	40,875	39%
Other	1,028	1%	120	2%	1,148	1%
Total	98,157	100%	7,921	100%	106,078	100%

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria ¹⁷⁶

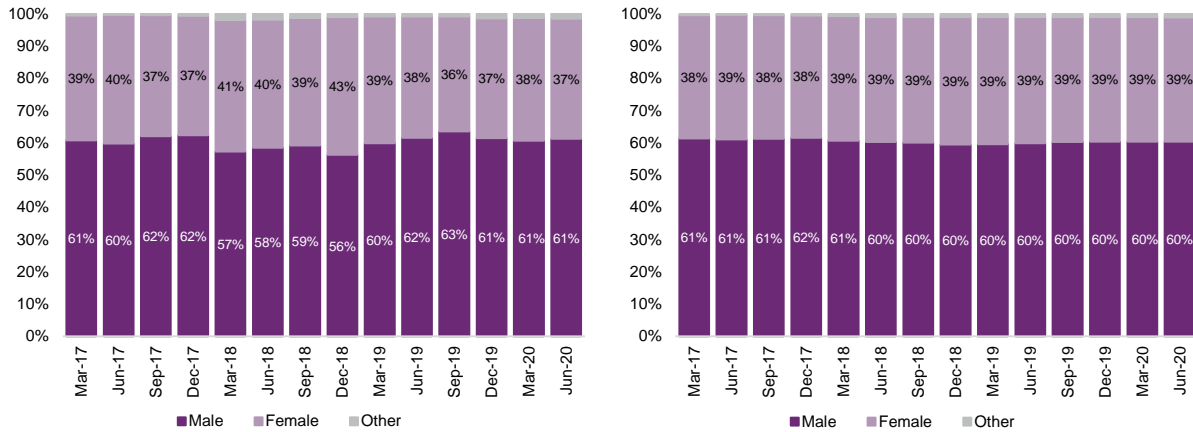


Table G.16 Prevalence rates by age group – Victoria

	VIC
0-6	3.34%
7-14	4.02%
15-18	2.38%
19-24	1.40%
25-34	0.93%
35-44	1.08%
45-54	1.48%
55-64	1.76%
Total (aged 0-64)	1.87%

¹⁷⁶ Ibid.

Part Two: Participant experience and outcomes

Table G.17 Number of baseline questionnaires completed by SFOF version – Victoria ¹⁷⁷

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	Number of questionnaires
Participant 0 to school	1,873	3,316	5,279	8,661	19,129
Participant school to 14	1,915	5,250	10,613	8,862	26,640
Participant 15 to 24	1,231	3,264	4,627	2,992	12,114
Participant 25 and over	4,450	10,701	16,411	10,219	41,781
Total Participant	9,469	22,531	36,930	30,734	99,664
Family 0 to 14	3,610	8,280	15,327	17,090	44,307
Family 15 to 24	312	2,454	3,353	2,007	8,126
Family 25 and over	127	3,620	4,919	2,699	11,365
Total Family	4,049	14,354	23,599	21,796	63,798
Total	13,518	36,885	60,529	52,530	163,462

Table G.18 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	72%			
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		67%		
CC	% who are happy with the level of independence/control they have now			30%	
CC	% who choose who supports them			37%	58%
CC	% who choose what they do each day			44%	67%
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%	79%

¹⁷⁷ 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 G.19 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	58%	59%		
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		37%		
REL	Of these, % who are welcomed or actively included	65%	72%		
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			31%	34%

Table G.20 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		70%		
HM	% who are happy with their home			78%	69%
HM	% who feel safe or very safe in their home			82%	70%
HW	% who rate their health as good, very good or excellent			66%	41%
HW	% who did not have any difficulties accessing health services			67%	59%
LL	% who currently attend or previously attended school in a mainstream class			36%	
LL	% who participate in education, training or skill development				13%
LL	Of those who participate, % who do so in mainstream settings				44%
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%	20%
WK	% who volunteer			10%	11%

Table G.21 Selected key baseline indicators for families/carers of participants – Victoria

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	27%	23%
% receiving Carer Allowance	42%	48%	36%
% working in a paid job	46%	50%	37%
Of those in a paid job, % in permanent employment	80%	76%	78%
Of those in a paid job, % working 15 hours or more	78%	82%	83%
% who say they (and their partner) are able to work as much as they want	41%	42%	54%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	91%	89%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	31%	28%	19%
% able to advocate for their child/family member	74%	64%	61%
% who have friends and family they see as often as they like	43%	39%	44%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		33%	
% who feel in control selecting services		35%	34%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			34%
% who rate their health as good, very good or excellent	74%	61%	57%

Table G.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=2,727) - participants who entered from 1 July 2018 to 30 June 2019 – Victoria ¹⁷⁸

Question	% Yes
DL Has the NDIS improved your child's development?	90%
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?	84%
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%

¹⁷⁸ Results in Tables G.22 to G.25 exclude participants who entered prior to 1 July 2018, as these participants have been included in Tables G.26 to G.35.

Table G.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=9,741) - participants who entered from 1 July 2018 to 30 June 2019 – Victoria

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?	42%
REL	Has the NDIS improved your child's relationships with family and friends?	50%
S/CP	Has the NDIS improved your child's social and recreational life?	48%

Table G.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,052) and ‘Participant 25 and over’ (n=13,621) - participants who entered from 1 July 2018 to 30 June 2019 – Victoria

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	68%
DL	Has the NDIS helped you with daily living activities?	60%	71%
REL	Has the NDIS helped you to meet more people?	47%	50%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	51%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	17%
S/CP	Has the NDIS helped you be more involved?	53%	57%

Table G.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=11,550); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,428) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	64%	54%
Has the NDIS improved the level of support for your family?	70%	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%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	44%	38%

Table G.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,352) - participants who entered from 1 July 2017 to 30 June 2018 – Victoria¹⁷⁹

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	91%	96%	+5%
DL	Has the NDIS improved your child's access to specialist services?	90%	95%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	88%	+5%
REL	Has the NDIS improved how your child fits into family life?	72%	80%	+8%
S/CP	Has the NDIS improved how your child fits into community life?	60%	66%	+7%

Table G.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=3,776) - participants who entered from 1 July 2017 to 30 June 2018 – Victoria

	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?	36%	42%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	55%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	52%	+7%

Table G.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,018) and ‘Participant 25 and over’ (n=5,947) - participants who entered from 1 July 2017 to 30 June 2018 – 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%	66%	+10%	61%	73%	+11%
DL	Has the NDIS helped you with daily living activities?	58%	70%	+11%	67%	78%	+11%
REL	Has the NDIS helped you to meet more people?	47%	54%	+7%	47%	55%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	-0%	25%	28%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	47%	+7%	44%	53%	+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?	38%	41%	3%	29%	32%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%	-0%	16%	16%	-0%
S/CP	Has the NDIS helped you be more involved?	53%	61%	+9%	54%	64%	+10%

¹⁷⁹ Results in Tables G.26 to G.29 include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table G.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=3,675); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,554) - participants who entered from 1 July 2017 to 30 June 2018 – Victoria

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%	66%	+7%	47%	58%	+11%
Has the NDIS improved the level of support for your family?	66%	73%	+7%	60%	74%	+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?	67%	74%	+7%	59%	70%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	78%	+6%			
Has the NDIS improved your health and wellbeing?	38%	42%	+4%	33%	39%	+7%

Table G.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=592) - participants who entered from 1 July 2016 to 30 June 2017 – Victoria ¹⁸⁰

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	90%	94%	93%	+3%
DL	Has the NDIS improved your child's access to specialist services?	88%	91%	92%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	86%	83%	+4%
REL	Has the NDIS improved how your child fits into family life?	70%	72%	75%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	53%	58%	62%	+8%

¹⁸⁰ Results in Tables G.30 to G.35 include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

Table G.31 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=1,342) - participants who entered from 1 July 2016 to 30 June 2017 – Victoria

	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%	65%	70%	+14%
LL	Has the NDIS improved your child's access to education?	31%	34%	38%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	48%	52%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	47%	50%	+5%

Table G.32 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=735) - participants who entered from 1 July 2016 to 30 June 2017 – Victoria

	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?	57%	61%	64%	+6%
	Has the NDIS helped you with daily living activities?	58%	63%	69%	+11%
	Has the NDIS helped you to meet more people?	45%	47%	54%	+8%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	17%	16%	-5%
	Has your involvement with the NDIS improved your health and wellbeing?	40%	41%	43%	+3%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	38%	38%	+1%
	Has your involvement with the NDIS helped you find a job that's right for you?	15%	11%	11%	-4%
	Has the NDIS helped you be more involved?	52%	55%	60%	+9%

Table G.33 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=2,002) - participants who entered from 1 July 2016 to 30 June 2017 – Victoria

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?	64%	71%	75%	+10%
Has the NDIS helped you with daily living activities?	68%	77%	81%	+13%
Has the NDIS helped you to meet more people?	50%	55%	59%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	25%	26%	-0%
Has your involvement with the NDIS improved your health and wellbeing?	48%	52%	54%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	34%	36%	5%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	14%	-2%
Has the NDIS helped you be more involved?	56%	62%	66%	+10%

Table G.34 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=1,303) - participants who entered from 1 July 2016 to 30 June 2017 – Victoria

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?	58%	62%	65%	+7%
Has the NDIS improved the level of support for your family?	66%	72%	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?	66%	71%	73%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	77%	78%	+4%
Has the NDIS improved your health and wellbeing?	36%	36%	38%	+3%

Table G.35 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=132) - participants who entered from 1 July 2016 to 30 June 2017 – Victoria

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%	55%	56%	+7%
Has the NDIS improved the level of support for your family?	59%	64%	66%	+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?	63%	66%	68%	+5%
Has the NDIS improved your health and wellbeing?	26%	27%	33%	+7%

Table G.36 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=8,055), ‘participants in community and social activities’ (n=8,068) and ‘participants who choose who supports them’ (n=8,205) at entry, first and second plan review - participants who entered from 1 July 2017 to 30 June 2018 – Victoria ¹⁸¹

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	14%	17%	19%	24%
Aged 25+	23%	22%	22%	
Aged 15+ (Average)	21%	21%	21%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	35%	40%	42%	47%
Aged 25+	36%	42%	44%	
Aged 15+ (Average)	36%	42%	44%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	30%	29%	31%	45%
Aged 25+	51%	52%	53%	
Aged 15+ (Average)	47%	47%	48%	

¹⁸¹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table G.37 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=2,707), 'participants in community and social activities' (n=2,764) and 'participants who choose who supports them' (n=2,849) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 June 2017 – Victoria ¹⁸²

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	12%	17%	22%	24%	24%
Aged 25+	21%	20%	20%	20%	
Aged 15+ (Average)	20%	20%	21%	21%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	29%	33%	39%	40%	47%
Aged 25+	36%	41%	43%	45%	
Aged 15+ (Average)	35%	39%	42%	44%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	27%	26%	30%	31%	45%
Aged 25+	50%	50%	49%	51%	
Aged 15+ (Average)	45%	46%	46%	47%	

Table G.38 Number of active plans by goal type and primary disability – Victoria ¹⁸³

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	862	2,042	1,675	538	758	2,426	1,256	731	3,199
Autism	5,022	25,409	9,514	9,642	13,179	16,101	2,059	3,108	30,589
Cerebral Palsy	942	2,824	2,028	715	872	2,415	1,105	519	3,740
Developmental Delay	274	9,228	1,848	3,247	2,682	1,025	23	4	10,076
Down Syndrome	618	2,003	1,242	641	773	2,006	797	523	2,739
Global Developmental Delay	52	1,347	320	516	432	192	5	2	1,468
Hearing Impairment	914	3,566	994	1,223	822	1,856	582	919	4,784
Intellectual Disability	4,945	14,080	7,725	5,038	6,097	14,280	5,794	5,732	20,116
Multiple Sclerosis	679	1,696	1,627	174	367	1,518	869	553	2,375
Psychosocial disability	3,142	8,437	8,220	2,883	2,741	9,917	4,217	4,211	13,412
Spinal Cord Injury	259	531	467	86	104	502	275	206	753
Stroke	390	963	752	131	225	893	446	244	1,300
Visual Impairment	708	2,013	918	583	278	1,652	517	763	2,582
Other Neurological	1,077	3,173	2,328	600	886	2,852	1,380	595	4,319
Other Physical	1,035	2,892	2,002	428	415	2,159	943	730	3,760
Other Sensory/Speech	71	570	161	266	240	193	10	29	706
Other	35	115	73	27	32	92	42	22	160
Total	21,025	80,889	41,894	26,738	30,903	60,079	20,320	18,891	106,078

¹⁸² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

¹⁸³ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table G.39 Number of goals in active plans by goal type and primary disability – Victoria ¹⁸⁴

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	1,033	3,085	2,009	631	862	2,969	1,377	784	12,750
Autism	6,288	65,993	11,861	14,493	16,689	19,921	2,232	3,386	140,863
Cerebral Palsy	1,230	6,138	2,552	968	1,024	3,203	1,235	568	16,918
Developmental Delay	340	38,472	2,335	5,952	3,252	1,206	25	4	51,586
Down Syndrome	759	4,132	1,470	893	910	2,717	877	562	12,320
Global Developmental Delay	73	5,556	410	989	538	223	5	2	7,796
Hearing Impairment	1,066	6,856	1,131	1,555	935	2,177	618	1,011	15,349
Intellectual Disability	6,036	24,614	9,164	6,426	7,303	18,310	6,338	6,221	84,412
Multiple Sclerosis	832	2,514	2,151	189	407	1,809	984	584	9,470
Psychosocial disability	3,697	11,862	10,089	3,311	3,039	11,857	4,539	4,520	52,914
Spinal Cord Injury	327	813	586	94	117	643	317	222	3,119
Stroke	500	1,641	936	158	239	1,066	509	266	5,315
Visual Impairment	856	3,553	1,058	736	309	2,016	564	840	9,932
Other Neurological	1,324	5,707	2,879	790	1,031	3,445	1,557	645	17,378
Other Physical	1,289	5,142	2,507	514	475	2,564	1,043	778	14,312
Other Sensory/Speech	86	1,811	192	471	283	230	11	30	3,114
Other	38	235	97	37	38	117	47	25	634
Total	25,774	188,124	51,427	38,207	37,451	74,473	22,278	20,448	458,182

Table G.40 Number of active plans by goal type and age group – Victoria ¹⁸⁵

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	468	17,321	3,527	6,180	5,149	1,923	38	2	18,789
7 to 14	3,901	21,512	8,143	8,138	11,680	13,690	623	231	25,589
15 to 18	1,859	5,480	2,531	2,310	2,650	4,954	720	1,721	7,080
19 to 24	2,243	5,475	2,817	2,317	1,790	5,327	2,023	3,689	7,726
25 to 34	2,783	6,599	4,498	2,229	2,222	6,804	3,398	3,960	9,731
35 to 44	2,595	6,430	5,101	1,797	2,188	6,952	3,388	3,490	9,614
45 to 54	3,047	7,944	6,597	1,965	2,466	8,816	4,286	3,345	11,991
55 to 64	3,353	8,308	7,078	1,522	2,293	9,483	4,768	2,177	12,736
65+	776	1,820	1,602	280	465	2,130	1,076	276	2,822
Total	21,025	80,889	41,894	26,738	30,903	60,079	20,320	18,891	106,078

¹⁸⁴ Participants have set over two million goals in total across Australia since July 2016. The 458,182 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

¹⁸⁵ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table G.41 Number of goals in active plans by goal type and age group – Victoria ¹⁸⁶

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	570	74,231	4,554	11,686	6,315	2,313	43	2	99,714
7 to 14	4,925	51,082	10,223	11,867	14,936	16,860	664	240	110,797
15 to 18	2,298	9,103	3,032	2,918	3,214	6,056	783	1,865	29,269
19 to 24	2,806	8,225	3,274	2,788	2,073	6,545	2,188	4,031	31,930
25 to 34	3,418	9,684	5,427	2,603	2,565	8,408	3,707	4,325	40,137
35 to 44	3,174	9,414	6,212	2,062	2,492	8,647	3,725	3,767	39,493
45 to 54	3,667	11,573	8,093	2,247	2,778	11,043	4,727	3,602	47,730
55 to 64	3,996	12,191	8,679	1,721	2,570	11,907	5,256	2,321	48,641
65+	920	2,621	1,933	315	508	2,694	1,185	295	10,471
Total	25,774	188,124	51,427	38,207	37,451	74,473	22,278	20,448	458,182

¹⁸⁶ Participants have set over two million goals in total across Australia since July 2016. The 458,182 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

Table G.42 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q4 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 Q4
Access	n = 1,905	n = 257
Are you happy with how coming into the NDIS has gone?	81%	93%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	72%	73%
% of participants rating their overall experience as Very Good or Good.	73%	82%
Pre-planning	n = 1,855	n = 693
Did the person from the NDIS understand how your disability affects your life?	88%	89%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	82%	89%
Are you clear on what happens next with your plan?	78%	85%
Do you know where to go for more help with your plan?	83%	89%
% of participants rating their overall experience as Very Good or Good.	80%	83%
Planning	n = 2,506	n = 706
Did the person from the NDIS understand how your disability affects your life?	88%	91%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	83%	87%
Are you clear on what happens next with your plan?	80%	84%
Do you know where to go for more help with your plan?	85%	89%
% of participants rating their overall experience as Very Good or Good.	81%	86%
Plan review	n = 1,197	n = 160
Did the person from the NDIS understand how your disability affects your life?	85%	91%
Did you feel prepared for your plan review?	82%	88%
Is your NDIS plan helping you to make progress towards your goals?	84%	93%
% of participants rating their overall experience as Very Good or Good.	76%	88%

Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ¹⁸⁷

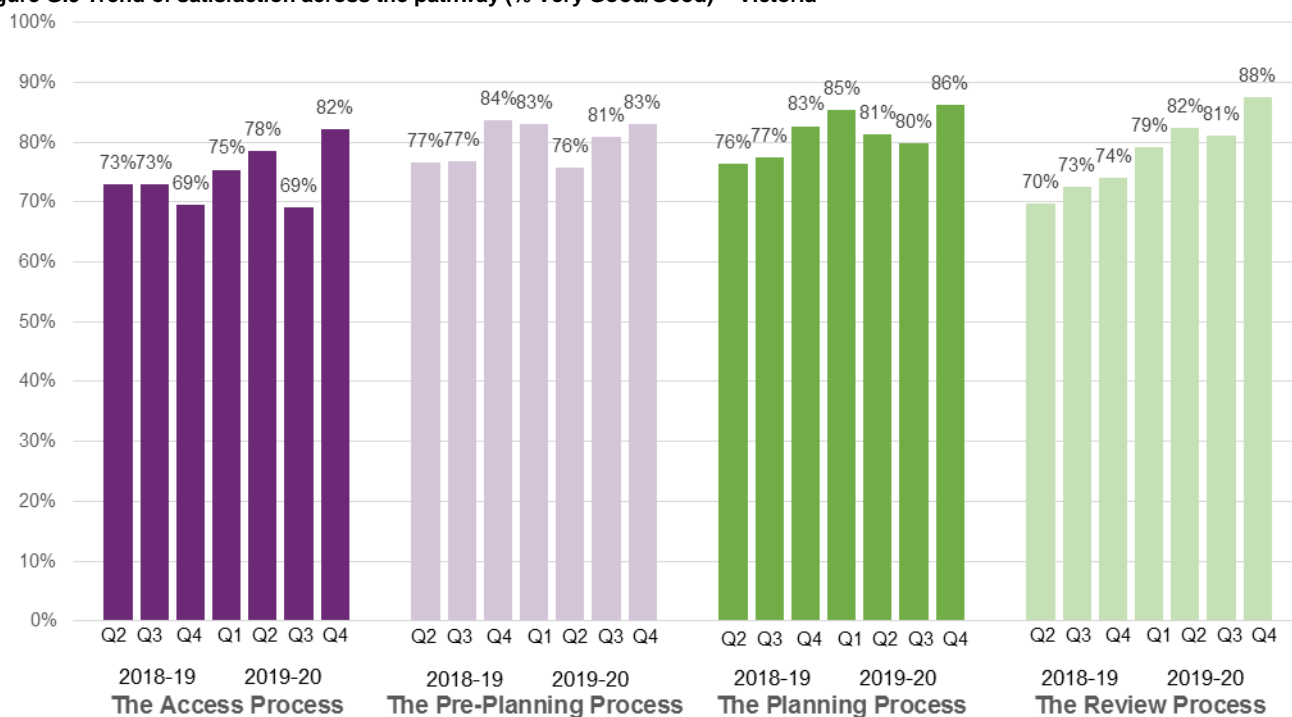
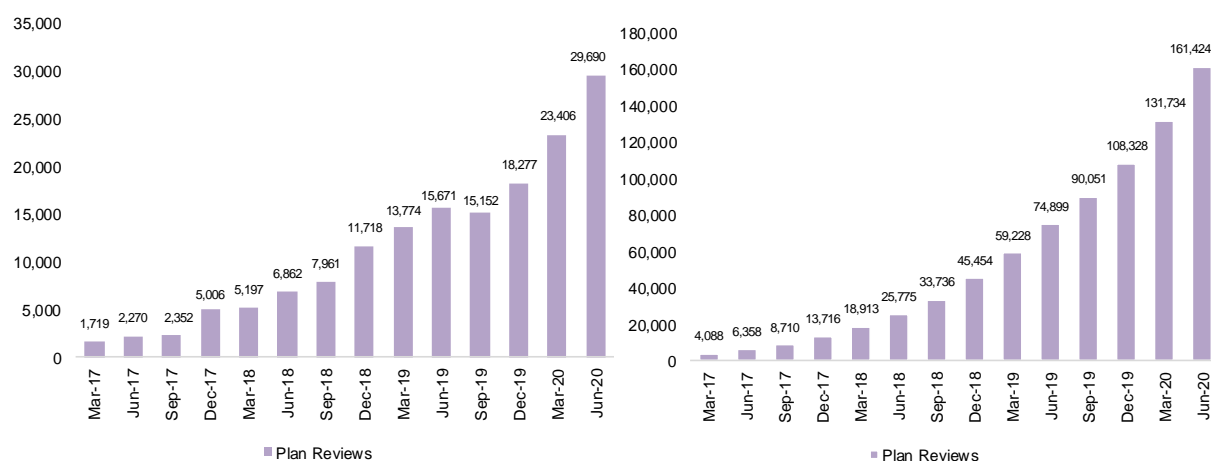


Table G.43 Plan reviews conducted per quarter – excluding plans less than 30 days – Victoria ¹⁸⁸

	Prior Quarters (Transition only)	2019-20 Q4	Transition Total
Total plan reviews	131,734	29,690	161,424
Early intervention plans	18,868	4,573	23,441
Permanent disability plans	112,866	25,117	137,983

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



¹⁸⁷ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

¹⁸⁸ 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q4. In previous quarterly reports complaints submitted during the most recent quarter have been excluded from results, as it was understood they may be impacted by a lag in data collection. However, due to recent improvements in complaints data capture and processing, any such lags are now deemed to be immaterial.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table G.44 shows the numbers of complaints in 2019-20 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

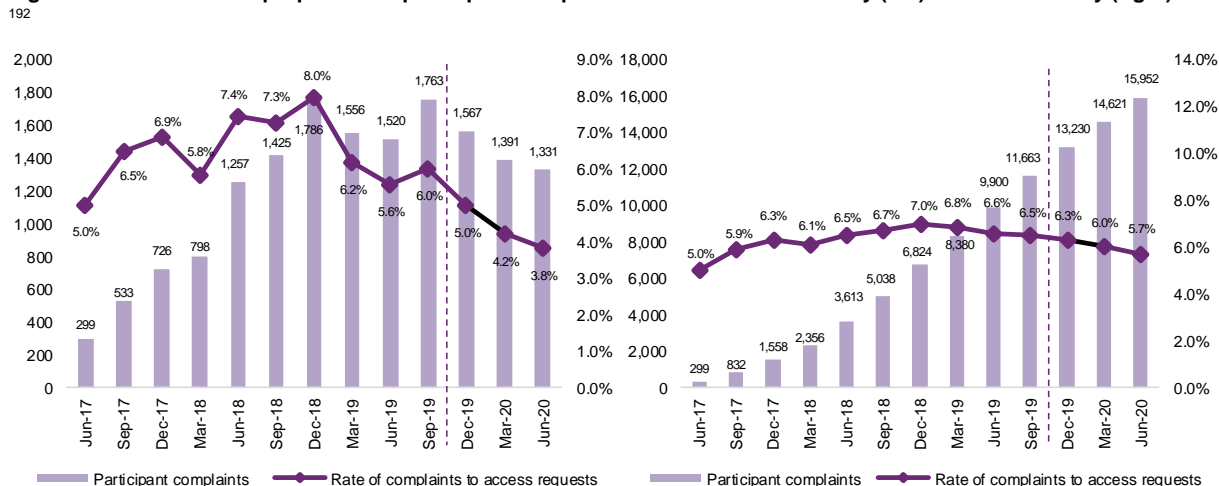
Table G.45 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table G.46.

Table G.46 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2019-20 Q4. This table should be considered in conjunction with Table G.45. The list of complaint types is different to that which appears in Table G.45, as it is based on the options available on the 'My Customer Requests' tile.

Table G.44 Complaints by quarter – Victoria ^{189 190 191}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	24	22	46	46
Complaint about LAC Partner	72	32	104	99
Complaints about service providers	720	84	804	697
Complaints about the Agency	13,607	1,013	14,620	8,761
Critical/ Reportable Incident	69	179	248	226
Unclassified	637	1	638	589
Total	15,129	1,331	16,460	9,678
Total complaints made since 1 April 2017	14,621	1,331	15,952	
Complaints since 1 April 2017 as % of all access requests	6.0%	3.8%	5.7%	

Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria ¹⁹²



¹⁸⁹ Note that 67% of all complainants made only one complaint, 18% made two complaints and 15% made three or more complaints.

¹⁹⁰ % 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.

¹⁹¹ Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

¹⁹² Ibid.

Table G.45 Complaints by type ('My Feedback' tile) – Victoria

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	120	(18%)
Service Delivery	113	(17%)
Staff conduct	109	(17%)
Provider process	83	(13%)
Provider costs.	50	(8%)
Other	180	(27%)
Total	655	
<i>Complaints about the Agency</i>		
Timeliness	4,505	(38%)
Individual needs	1,129	(10%)
Reasonable and necessary supports	1,558	(13%)
Information unclear	472	(4%)
The way the NDIA carried out its decision making	691	(6%)
Other	3,470	(29%)
Total	11,825	
<i>Unclassified</i>	635	
Participants total	13,115	

Table G.46 Complaints by type ('My Customer Requests' tile) – Victoria

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	0	(0%)	1	(5%)	1	(2%)
ECEI Process	2	(8%)	2	(9%)	4	(9%)
ECEI Staff	6	(25%)	4	(18%)	10	(22%)
ECEI Timeliness	16	(67%)	15	(68%)	31	(67%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	24		22		46	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	1	(3%)	1	(1%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(1%)
LAC Plan	15	(21%)	5	(16%)	20	(19%)
LAC Process	7	(10%)	2	(6%)	9	(9%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	39	(54%)	22	(69%)	61	(59%)
LAC Timeliness	10	(14%)	2	(6%)	12	(12%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	72		32		104	
<i>Complaints about service providers</i>						
Provider Finance	10	(10%)	2	(4%)	12	(8%)
Provider Fraud and Compliance	15	(15%)	9	(17%)	24	(16%)
Provider Service	51	(53%)	29	(56%)	80	(54%)
Provider Staff	21	(22%)	12	(23%)	33	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	97		52		149	
<i>Complaints about the Agency</i>						
NDIA Access	90	(5%)	52	(6%)	142	(5%)
NDIA Engagement	1	(0%)	1	(0%)	2	(0%)
NDIA Finance	213	(11%)	139	(15%)	352	(13%)
NDIA Fraud and Compliance	7	(0%)	5	(1%)	12	(0%)
NDIA Plan	459	(24%)	305	(33%)	764	(27%)
NDIA Process	179	(10%)	94	(10%)	273	(10%)
NDIA Resources	18	(1%)	7	(1%)	25	(1%)
NDIA Staff	136	(7%)	71	(8%)	207	(7%)
NDIA Timeliness	774	(41%)	242	(26%)	1,016	(36%)
Quality & Safeguards Commission	1	(0%)	1	(0%)	2	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,878		917		2,795	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	15	(22%)	53	(30%)	68	(27%)
Allegations against NDIA Staff/Partners	2	(3%)	0	(0%)	2	(1%)
Allegations against a provider	15	(22%)	29	(16%)	44	(18%)
Participant threat	23	(33%)	40	(22%)	63	(25%)
Provider reporting	14	(20%)	57	(32%)	71	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	69		179		248	
<i>Unclassified</i>	2		1		3	
Participants total	2,142		1,203		3,345	

Figure G.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Victoria¹⁹³

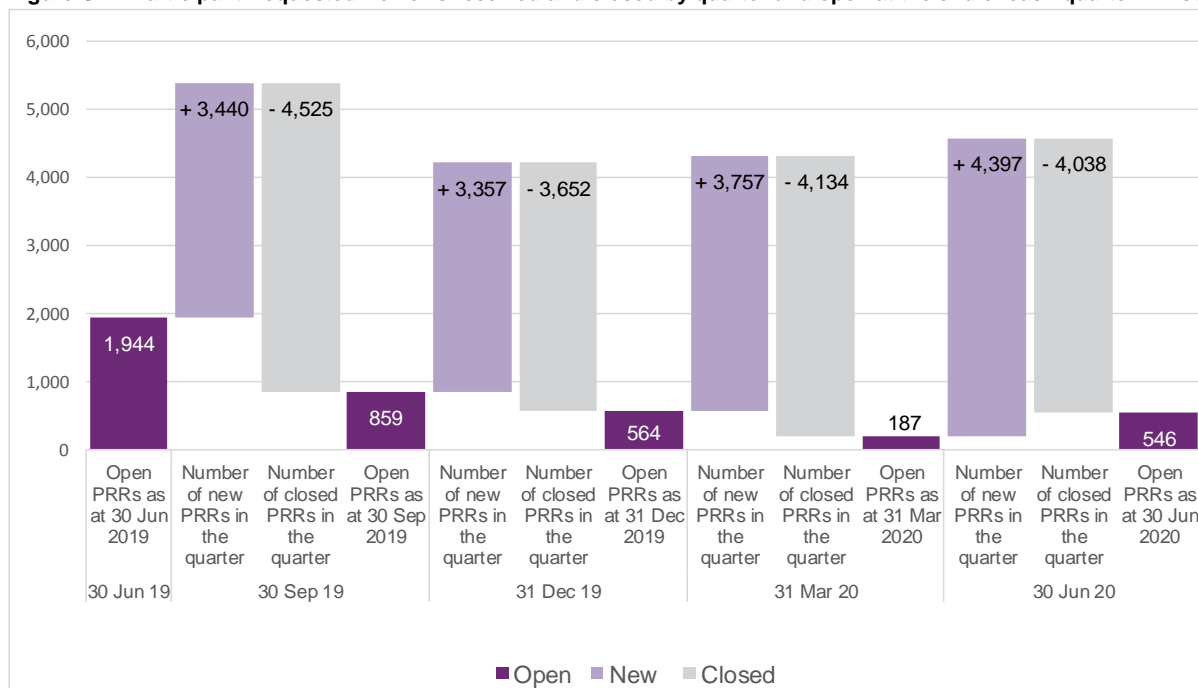


Figure G.13 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – Victoria¹⁹⁴

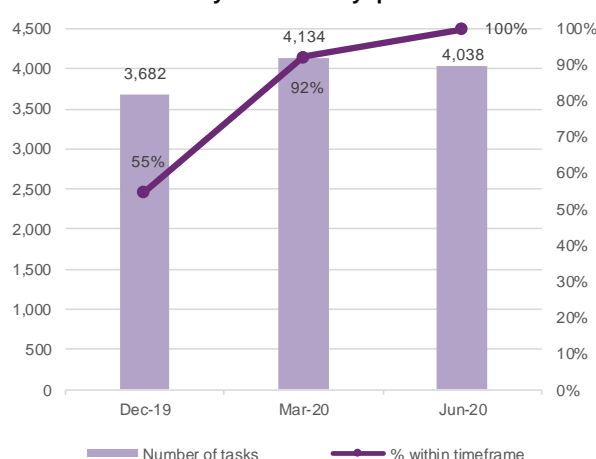


Table G.47 Summary of Open Participant Requested Reviews (PRRs) (s48) – Victoria¹⁹⁵

	As at 30 June 2020
Open PRRs	546
Number of PRRs open less than 21 days	545
Number of PRRs open more than 21 days	1
New PRRs in the quarter	4,397
Number of PRRs closed in the quarter	4,038
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	7

¹⁹³ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart. For this reason the number of Participants Requested Reviews closed in the quarter may be lower than what is shown in the following chart.

¹⁹⁴ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

¹⁹⁵ Participant Requested Reviews (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.

Figure G.14 RoRDs received and closed by quarter and open at the end of each quarter – Victoria

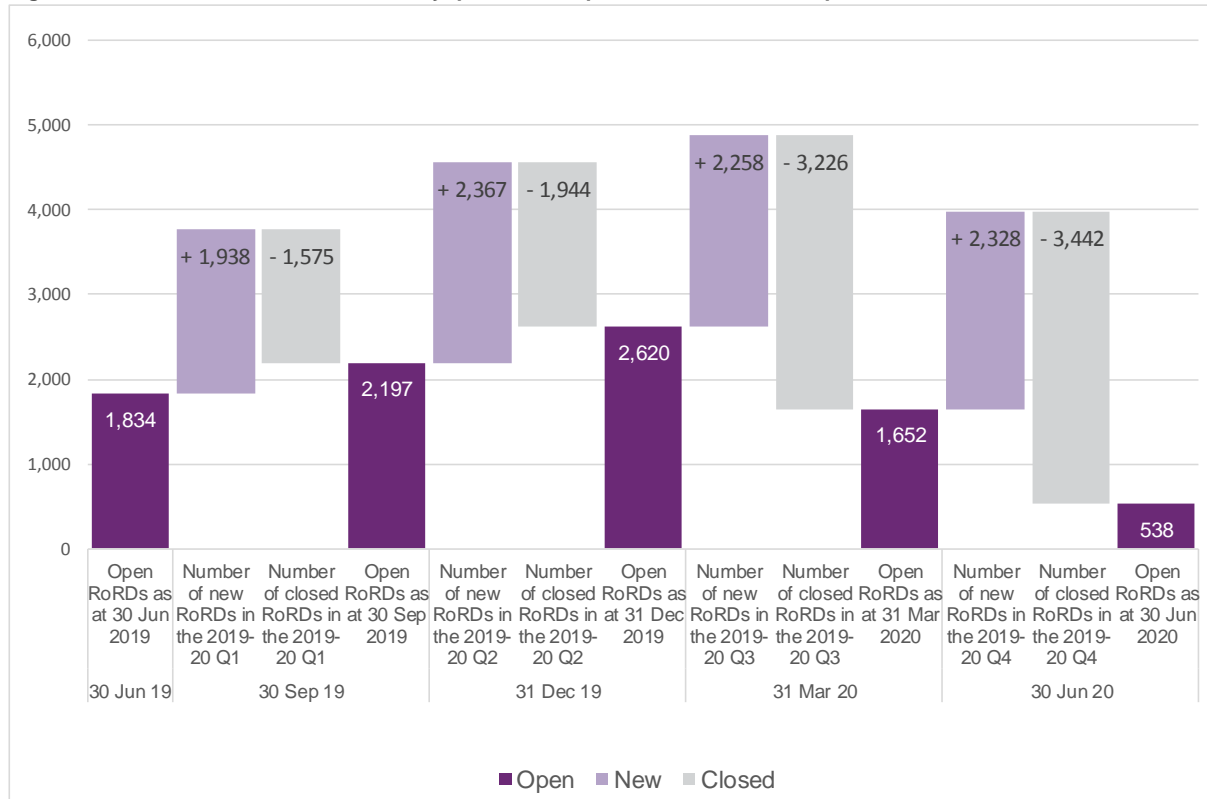


Table G.48 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Victoria ^{196 197}

	Access	Planning
Open RoRDs	75	463
Number of RoRDs open less than 90 days	73	455
Number of RoRDs open more than 90 days	2	8
New RoRDs in the quarter	463	1,865
Number of RoRDs closed in the quarter	496	2,946
Proportion closed within 90 days	99%	80%
Average days RoRDs took to close in the quarter	16	52

¹⁹⁶ 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.

¹⁹⁷ 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.

Figure G.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Victoria ¹⁹⁸

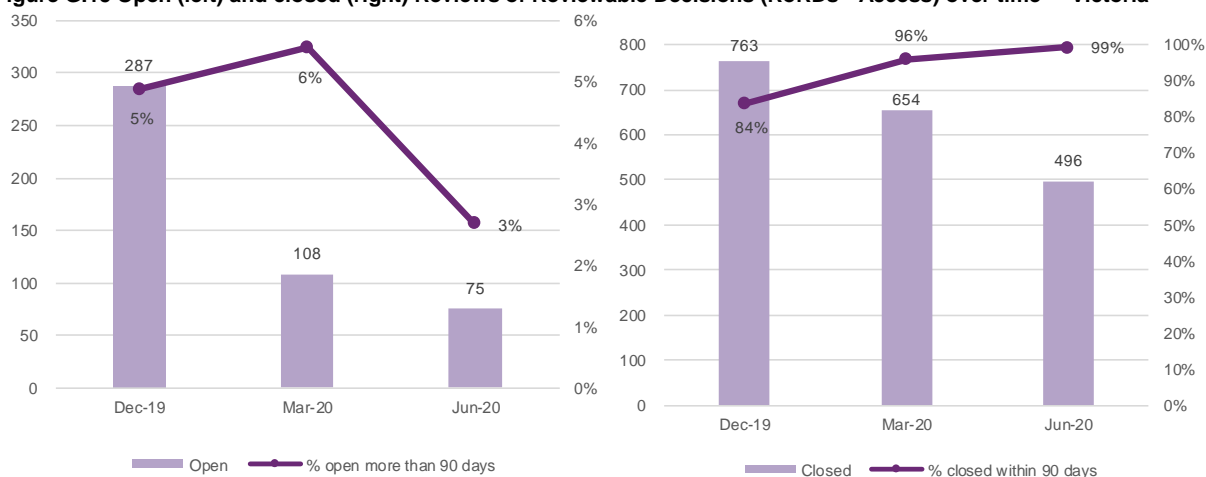


Figure G.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Victoria ¹⁹⁹

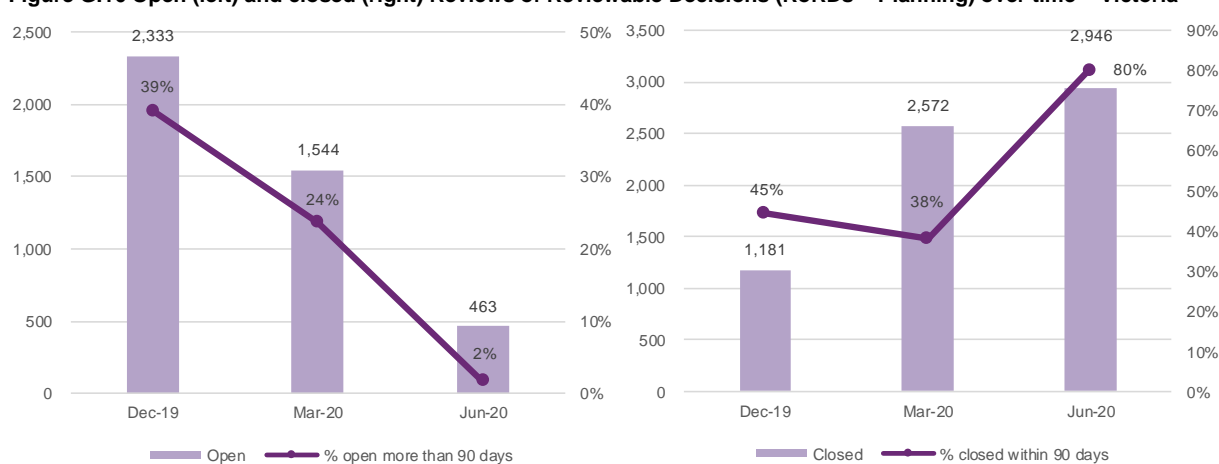


Table G.49 AAT Cases by category – Victoria ²⁰⁰

Category	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Access	289	36%	29	32%	318	36%
Plan	370	47%	58	63%	428	48%
Plan Review	61	8%	<11		63	7%
Other	72	9%	<11		75	8%
Total	792	100%	92	100%	884	100%
% of all access decisions	0.34%		0.29%		0.33%	

¹⁹⁸ Numbers of open and closed RoRDs have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

¹⁹⁹ Ibid.

²⁰⁰ % 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 G.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria²⁰¹

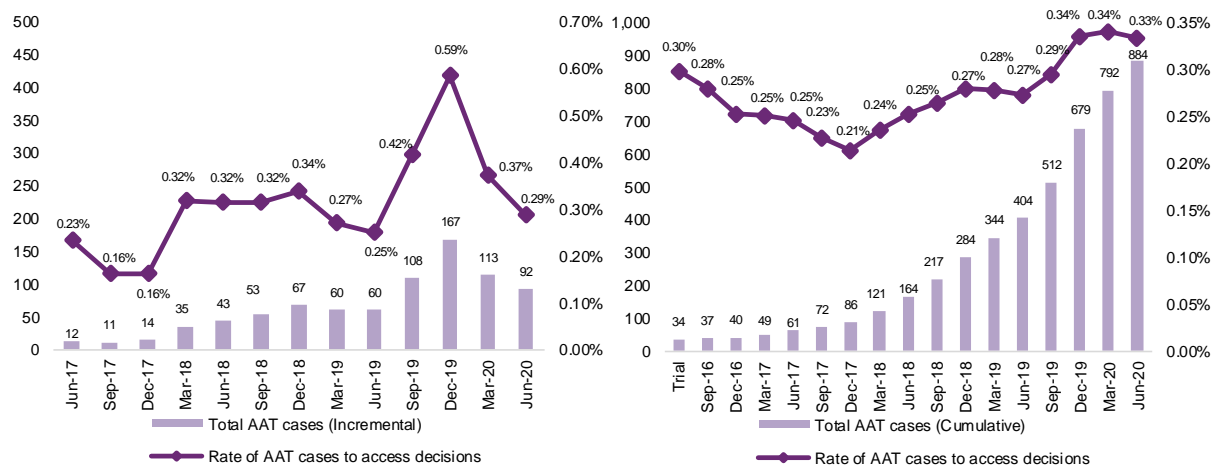


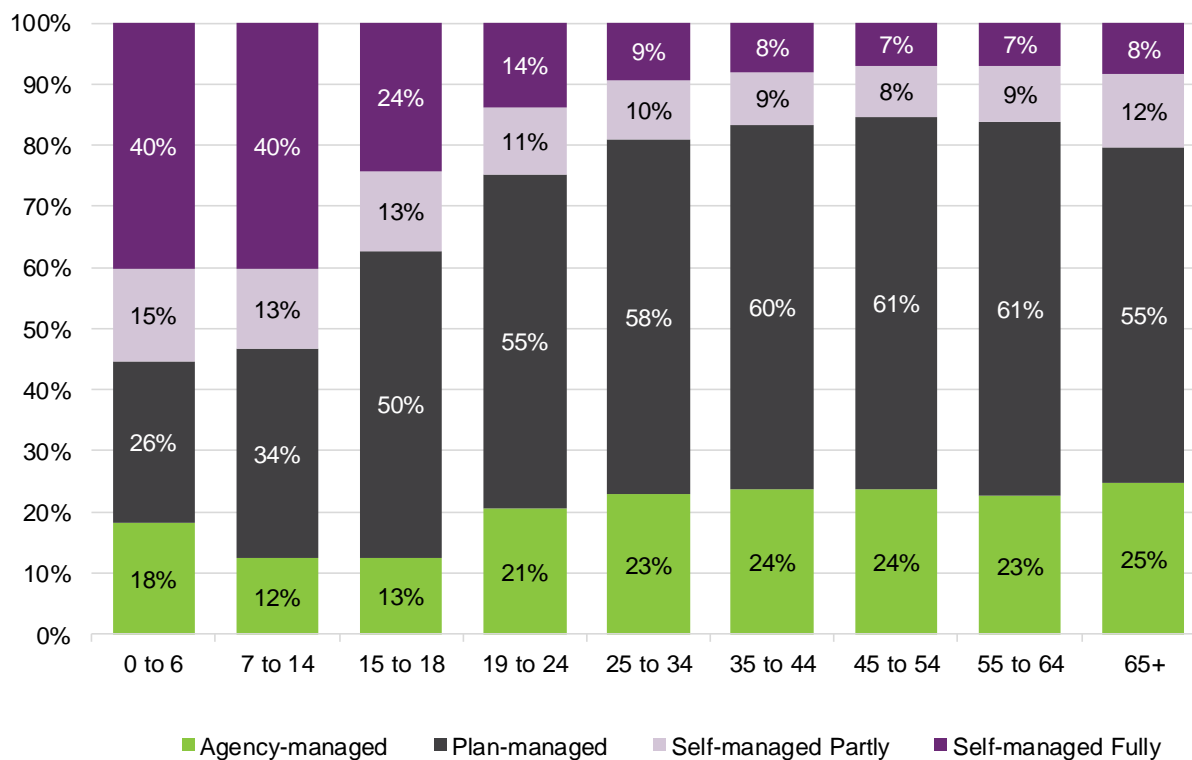
Table G.50 AAT cases by open/closed and decision – Victoria

	N
AAT Cases	884
Open AAT Cases	269
Closed AAT Cases	615
<i>Resolved before hearing</i>	593
<i>Gone to hearing and received a substantive decision</i>	22*

*Of the 22 cases which went to hearing and received a substantive decision: 8 affirmed the Agency's decision, 4 varied the Agency's decision and 10 set aside the Agency's decision.

²⁰¹ There are insufficient numbers to show the incremental count of AAT cases in VIC prior to the June 2017 quarter.
June 2020 | NDIS Quarterly Report to disability ministers

Figure G.18 Distribution of active participants by method of financial plan management and age group as at 30 June 2020 – Victoria ^{202 203}



²⁰² For the total number of active participants in each age group, see Table G.14.

²⁰³ Participants can use more than one method to manage their funding. These results are based on 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.

Figure G.19 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2020 – Victoria ^{204 205}

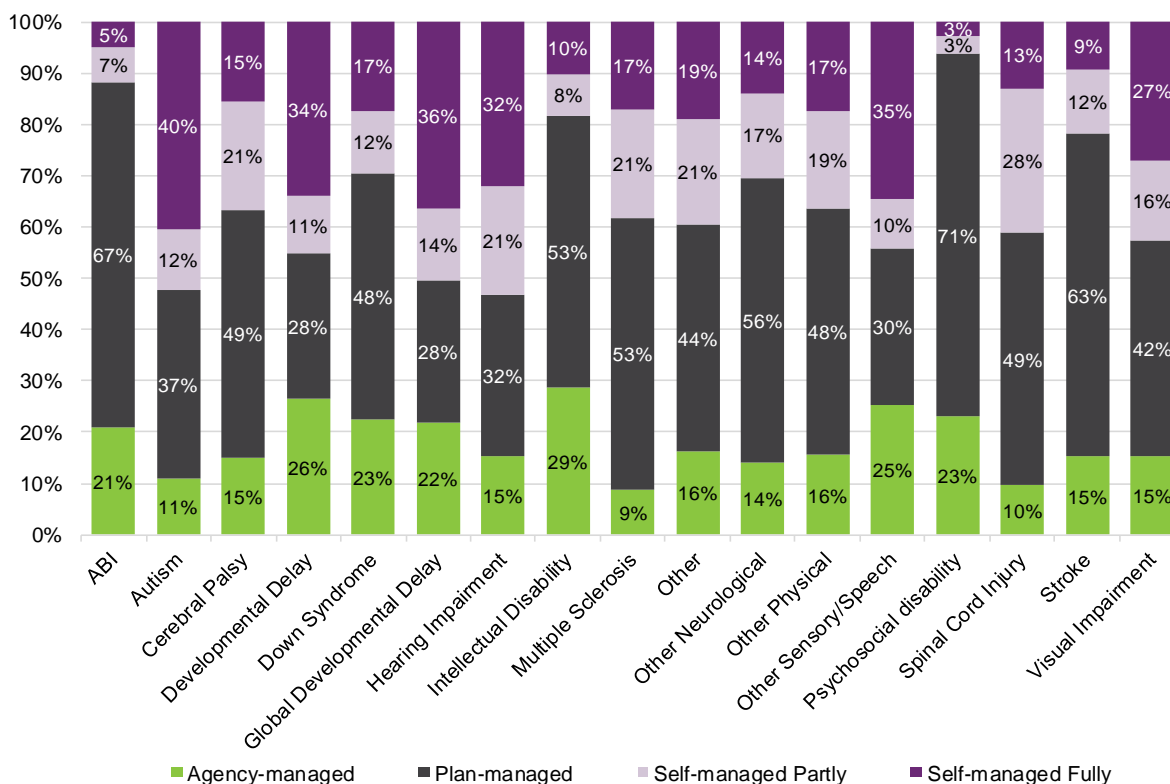


Table G.51 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria ²⁰⁶

	Prior Quarters	2019-20 Q4	Total
Self-managed fully	23%	23%	23%
Self-managed partly	11%	12%	12%
Plan-managed	45%	50%	47%
Agency-managed	21%	15%	19%
Total	100%	100%	100%

²⁰⁴ For the total number of active participants in each primary disability group, see Table G.12.

²⁰⁵ Participants can use more than one method to manage their funding. These results are based on 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.

²⁰⁶ Ibid.

Figure G.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria ²⁰⁷

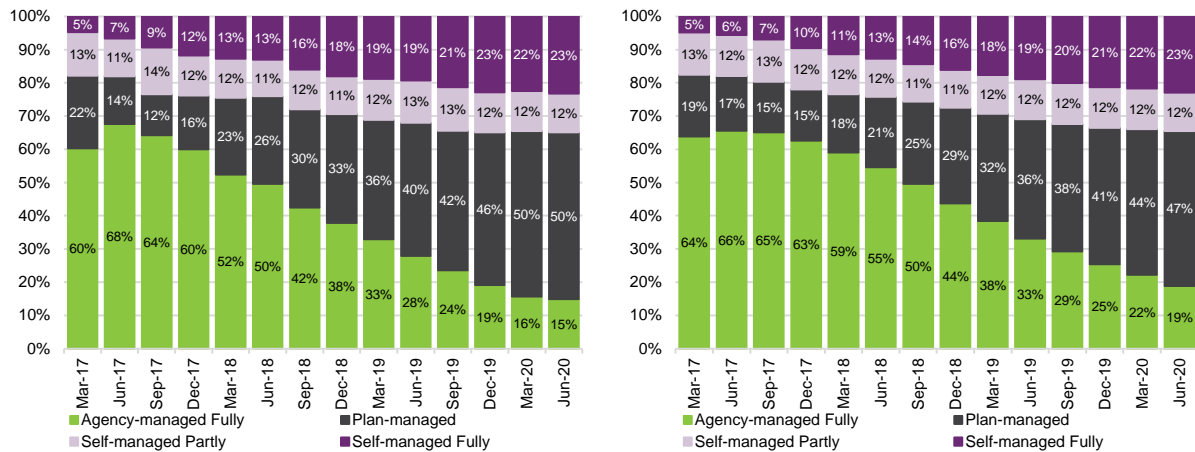


Table G.52 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria

	Prior Quarters	2019-20 Q4	Total
Self-managed	14%	17%	14%
Plan-managed	36%	50%	38%
Agency-managed	50%	34%	47%
Total	100%	100%	100%

Figure G.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria

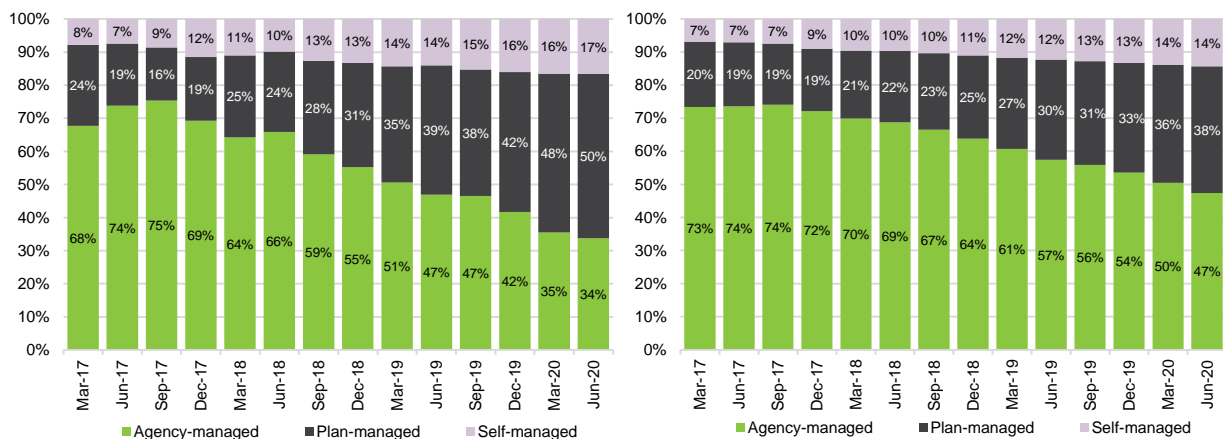


Table G.53 Distribution of active participants by support coordination and quarter of plan approval – Victoria

	Prior Quarters	2019-20 Q4	Total
Support coordination	42%	48%	44%

²⁰⁷ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Data is not available prior to March 2017.

Table G.54 Duration to plan activation by quarter of initial plan approval for active participants – Victoria ²⁰⁸

	Prior Quarters (Transition Only)		2019-20 Q2	
	N	%	N	%
Plan activation				
Less than 30 days	53,801	69%	4,343	58%
30 to 59 days	8,944	12%	1,012	13%
60 to 89 days	4,239	5%	552	7%
Activated within 90 days	66,984	86%	5,907	79%
90 to 119 days	2,327	3%	332	4%
120 days and over	5,962	8%	406	5%
Activated after 90 days	8,289	11%	738	10%
No payments	2,293	3%	859	11%
Total plans approved	77,566	100%	7,504	100%

Table G.55 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
<i>by Aboriginal and Torres Strait Islander status</i>			
Aboriginal and Torres Strait Islander	1,697	1,810	94%
Not Aboriginal and Torres Strait Islander	54,805	56,877	96%
Not Stated	15,476	15,982	97%
Total	71,978	74,669	96%
<i>by Culturally and Linguistically Diverse status</i>			
CALD	7,248	7,480	97%
Not CALD	64,523	66,980	96%
Not Stated	207	209	99%
Total	71,978	74,669	96%
<i>by Remoteness</i>			
Major Cities	50,427	52,252	97%
Regional	21,514	22,375	96%
Remote	31	36	86%
Missing	<11	<11	
Total	71,978	74,669	96%
<i>by Primary Disability type</i>			
Autism	20,482	21,079	97%
Intellectual Disability (including Down Syndrome)	18,887	19,413	97%
Psychosocial Disability	9,066	9,566	95%
Developmental Delay (including Global Developmental Delay)	4,496	4,838	93%
Other	19,047	19,773	96%
Total	71,978	74,669	96%

²⁰⁸ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table G.56 Distribution of plans by utilisation – Victoria ^{209 210}

Plan utilisation	Total
0 to 50%	39%
50% to 75%	25%
> 75%	37%
Total	100%

Table G.57 Proportion of active participants with approved plans accessing mainstream supports – Victoria ²¹¹

	Prior Quarters	2019-20 Q4	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	42%	43%	42%
Lifelong Learning	10%	11%	10%
Other	10%	11%	10%
Non-categorised	34%	34%	34%
Any mainstream service	93%	92%	92%

Part Three: Providers and the growing market

Table G.58 Key markets indicators by quarter – Victoria ^{212 213}

Market indicators	Prior Quarters	2019-20 Q4
a) Average number of active providers per active participant	1.26	1.22
b) Number of providers delivering new types of supports	535	496
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	89%	90%
<i>Therapeutic Supports (%)</i>	95%	96%
<i>Participation in community, social and civic activities (%)</i>	89%	90%
<i>Early Intervention supports for early childhood (%)</i>	89%	90%
<i>Daily Personal Activities (%)</i>	93%	93%

Table G.59 Cumulative number of providers that have been ever active as at 30 June 2020 by quarter of activity – Victoria ²¹⁴

Activity	Number of providers
Active for the first time in 2019-20 Q4	155
Active in 2019-20 Q4 and also in previous quarters	2,617
Active in 2019-20 Q4	2,772
Inactive in 2019-20 Q4	2,293
Active ever	5,065

²⁰⁹ This table only considers participants with initial plans approved up to 31 December 2019, and includes committed supports and payments for supports provided up to 31 March 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²¹⁰ 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.

²¹¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²¹² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²¹³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²¹⁴ Active providers refer to those who have received payment for support Agency-managed participants.

Table G.60 Cumulative number of providers that have been ever active by registration group – Victoria ²¹⁵

Registration Group	Prior Quarters	2019-20 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	124	18	142	15%
Assistance Animals	54	5	59	9%
Assistance with daily life tasks in a group or shared living arrangement	329	18	347	5%
Assistance with travel/transport arrangements	574	23	597	4%
Daily Personal Activities	798	35	833	4%
Group and Centre Based Activities	545	14	559	3%
High Intensity Daily Personal Activities	569	27	596	5%
Household tasks	1,188	57	1,245	5%
Interpreting and translation	108	16	124	15%
Participation in community, social and civic activities	867	44	911	5%
Assistive Technology				
Assistive equipment for recreation	89	26	115	29%
Assistive products for household tasks	94	17	111	18%
Assistance products for personal care and safety	796	48	844	6%
Communication and information equipment	170	86	256	51%
Customised Prosthetics	301	26	327	9%
Hearing Equipment	109	18	127	17%
Hearing Services	19	6	25	32%
Personal Mobility Equipment	378	45	423	12%
Specialised Hearing Services	24	2	26	8%
Vision Equipment	96	12	108	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	794	64	858	8%
Behaviour Support	311	22	333	7%
Community nursing care for high needs	272	17	289	6%
Development of daily living and life skills	554	30	584	5%
Early Intervention supports for early childhood	673	25	698	4%
Exercise Physiology and Physical Wellbeing activities	311	17	328	5%
Innovative Community Participation	190	12	202	6%
Specialised Driving Training	111	7	118	6%
Therapeutic Supports	2,581	70	2,651	3%
Capital services				
Home modification design and construction	203	37	240	18%
Specialist Disability Accommodation	69	1	70	1%
Vehicle Modifications	77	15	92	19%
Choice and control support services				
Management of funding for supports in participants plan	398	25	423	6%
Support Coordination	201	21	222	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	159	19	178	12%
Specialised Supported Employment	162	10	172	6%
Total approved active providers	4,910	155	5,065	3%

²¹⁵ 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.61 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2020 – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	25	117	142	18%	82%	100%
Assistance Animals	7	52	59	12%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	32	315	347	9%	91%	100%
Assistance with travel/transport arrangements	96	501	597	16%	84%	100%
Daily Personal Activities	80	753	833	10%	90%	100%
Group and Centre Based Activities	45	514	559	8%	92%	100%
High Intensity Daily Personal Activities	56	540	596	9%	91%	100%
Household tasks	400	845	1,245	32%	68%	100%
Interpreting and translation	17	107	124	14%	86%	100%
Participation in community, social and civic activities	93	818	911	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	11	104	115	10%	90%	100%
Assistive products for household tasks	15	96	111	14%	86%	100%
Assistance products for personal care and safety	105	739	844	12%	88%	100%
Communication and information equipment	50	206	256	20%	80%	100%
Customised Prosthetics	45	282	327	14%	86%	100%
Hearing Equipment	18	109	127	14%	86%	100%
Hearing Services	1	24	25	4%	96%	100%
Personal Mobility Equipment	54	369	423	13%	87%	100%
Specialised Hearing Services	3	23	26	12%	88%	100%
Vision Equipment	13	95	108	12%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	135	723	858	16%	84%	100%
Behaviour Support	69	264	333	21%	79%	100%
Community nursing care for high needs	38	251	289	13%	87%	100%
Development of daily living and life skills	61	523	584	10%	90%	100%
Early Intervention supports for early childhood	247	451	698	35%	65%	100%
Exercise Physiology and Physical Wellbeing activities	72	256	328	22%	78%	100%
Innovative Community Participation	50	152	202	25%	75%	100%
Specialised Driving Training	32	86	118	27%	73%	100%
Therapeutic Supports	1,181	1,470	2,651	45%	55%	100%
Capital services						
Home modification design and construction	48	192	240	20%	80%	100%
Specialist Disability Accommodation	2	68	70	3%	97%	100%
Vehicle Modifications	6	86	92	7%	93%	100%
Choice and control support services						
Management of funding for supports in participants plan	65	358	423	15%	85%	100%
Support Coordination	32	190	222	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	15	163	178	8%	92%	100%
Specialised Supported Employment	14	158	172	8%	92%	100%
Total	1,869	3,196	5,065	37%	63%	100%

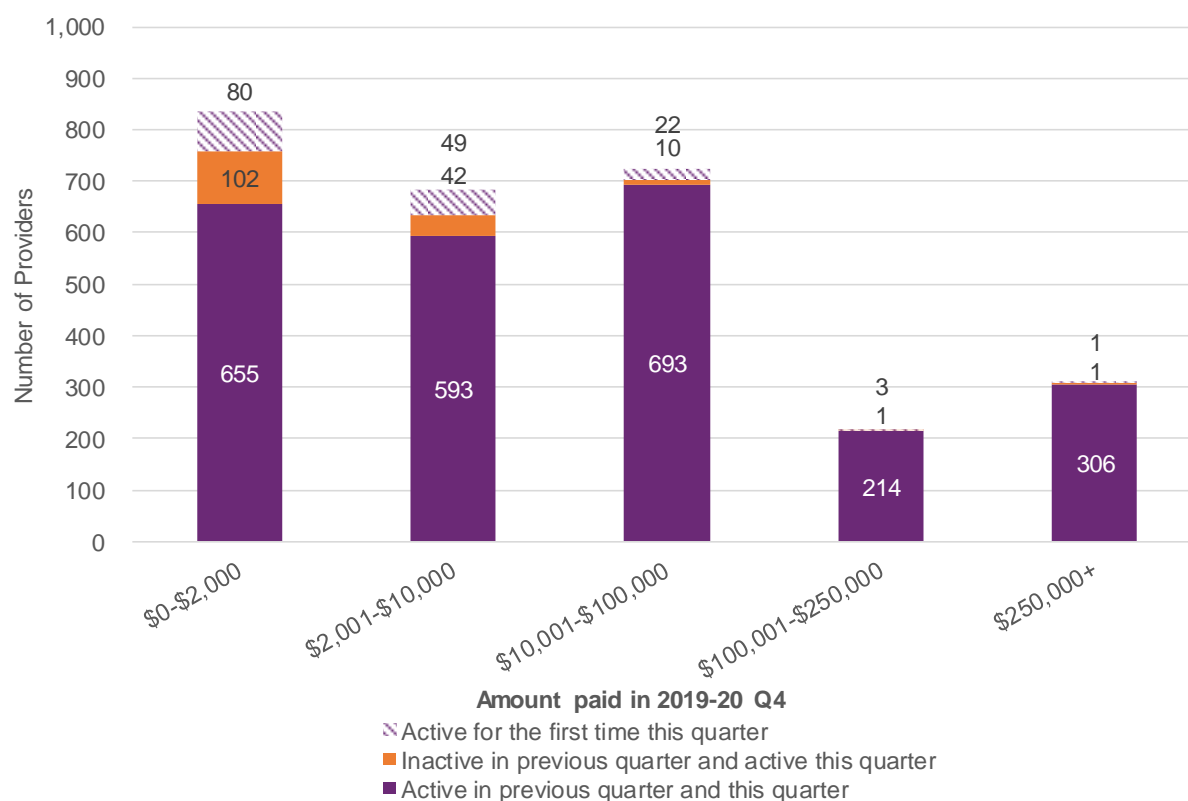
Table G.62 Number and proportion of providers active in 2019-20 Q4 by registration group and first quarter of activity – Victoria

Registration Group	Active in previous quarters and in 2019-20 Q4	Active for the first time in 2019-20 Q4	Total	% active for the first time in 2019-20 Q4
Assistance services				
Accommodation / Tenancy Assistance	40	18	58	31%
Assistance Animals	31	5	36	14%
Assistance with daily life tasks in a group or shared living arrangement	201	18	219	8%
Assistance with travel/transport arrangements	261	23	284	8%
Daily Personal Activities	487	35	522	7%
Group and Centre Based Activities	315	14	329	4%
High Intensity Daily Personal Activities	324	27	351	8%
Household tasks	703	57	760	8%
Interpreting and translation	42	16	58	28%
Participation in community, social and civic activities	539	44	583	8%
Assistive Technology				
Assistive equipment for recreation	35	26	61	43%
Assistive products for household tasks	22	17	39	44%
Assistance products for personal care and safety	443	48	491	10%
Communication and information equipment	108	86	194	44%
Customised Prosthetics	152	26	178	15%
Hearing Equipment	44	18	62	29%
Hearing Services	6	6	12	50%
Personal Mobility Equipment	207	45	252	18%
Specialised Hearing Services	5	2	7	29%
Vision Equipment	50	12	62	19%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	499	64	563	11%
Behaviour Support	178	22	200	11%
Community nursing care for high needs	128	17	145	12%
Development of daily living and life skills	285	30	315	10%
Early Intervention supports for early childhood	282	25	307	8%
Exercise Physiology and Physical Wellbeing activities	157	17	174	10%
Innovative Community Participation	66	12	78	15%
Specialised Driving Training	42	7	49	14%
Therapeutic Supports	1,210	70	1,280	5%
Capital services				
Home modification design and construction	95	37	132	28%
Specialist Disability Accommodation	43	1	44	2%
Vehicle Modifications	35	15	50	30%
Choice and control support services				
Management of funding for supports in participants plan	265	25	290	9%
Support Coordination	97	21	118	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	74	19	93	20%
Specialised Supported Employment	115	10	125	8%
Total	2,617	155	2,772	6%

Table G.63 Number and proportion of providers active in 2019-20 Q4 in each registration group by legal entity type – Victoria

Registration Group	Active					
	Individual / sole trader	Company/ organisatio n	Total Active	Individual / sole trader	Company/ organisatio n	Total Active
Assistance services						
Accommodation / Tenancy Assistance	12	46	58	21%	79%	100%
Assistance Animals	6	30	36	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	20	199	219	9%	91%	100%
Assistance with travel/transport arrangements	38	246	284	13%	87%	100%
Daily Personal Activities	58	464	522	11%	89%	100%
Group and Centre Based Activities	33	296	329	10%	90%	100%
High Intensity Daily Personal Activities	42	309	351	12%	88%	100%
Household tasks	239	521	760	31%	69%	100%
Interpreting and translation	10	48	58	17%	83%	100%
Participation in community, social and civic activities	67	516	583	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	6	55	61	10%	90%	100%
Assistive products for household tasks	7	32	39	18%	82%	100%
Assistance products for personal care and safety	61	430	491	12%	88%	100%
Communication and information equipment	34	160	194	18%	82%	100%
Customised Prosthetics	24	154	178	13%	87%	100%
Hearing Equipment	8	54	62	13%	87%	100%
Hearing Services	0	12	12	0%	100%	100%
Personal Mobility Equipment	26	226	252	10%	90%	100%
Specialised Hearing Services	1	6	7	14%	86%	100%
Vision Equipment	4	58	62	6%	94%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	104	459	563	18%	82%	100%
Behaviour Support	33	167	200	17%	84%	100%
Community nursing care for high needs	16	129	145	11%	89%	100%
Development of daily living and life skills	37	278	315	12%	88%	100%
Early Intervention supports for early childhood	92	215	307	30%	70%	100%
Exercise Physiology and Physical Wellbeing activities	32	142	174	18%	82%	100%
Innovative Community Participation	21	57	78	27%	73%	100%
Specialised Driving Training	13	36	49	27%	73%	100%
Therapeutic Supports	517	763	1,280	40%	60%	100%
Capital services						
Home modification design and construction	22	110	132	17%	83%	100%
Specialist Disability Accommodation	1	43	44	2%	98%	100%
Vehicle Modifications	3	47	50	6%	94%	100%
Choice and control support services						
Management of funding for supports in participants plan	54	236	290	19%	81%	100%
Support Coordination	19	99	118	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	11	82	93	12%	88%	100%
Specialised Supported Employment	13	112	125	10%	90%	100%
Total	893	1,879	2,772	32%	68%	100%

Figure G.22 Distribution of active providers in 2019-20 Q4 by their status in 2019-20 Q3 and payment band in 2019-20 Q4 – Victoria ²¹⁶



Part Four: Financial sustainability

Table G.64 Committed supports by financial year (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	53.0	162.8	204.7	498.2	1,433.1	3,466.4	5,985.2

²¹⁶ Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

Figure G.23 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 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Victoria

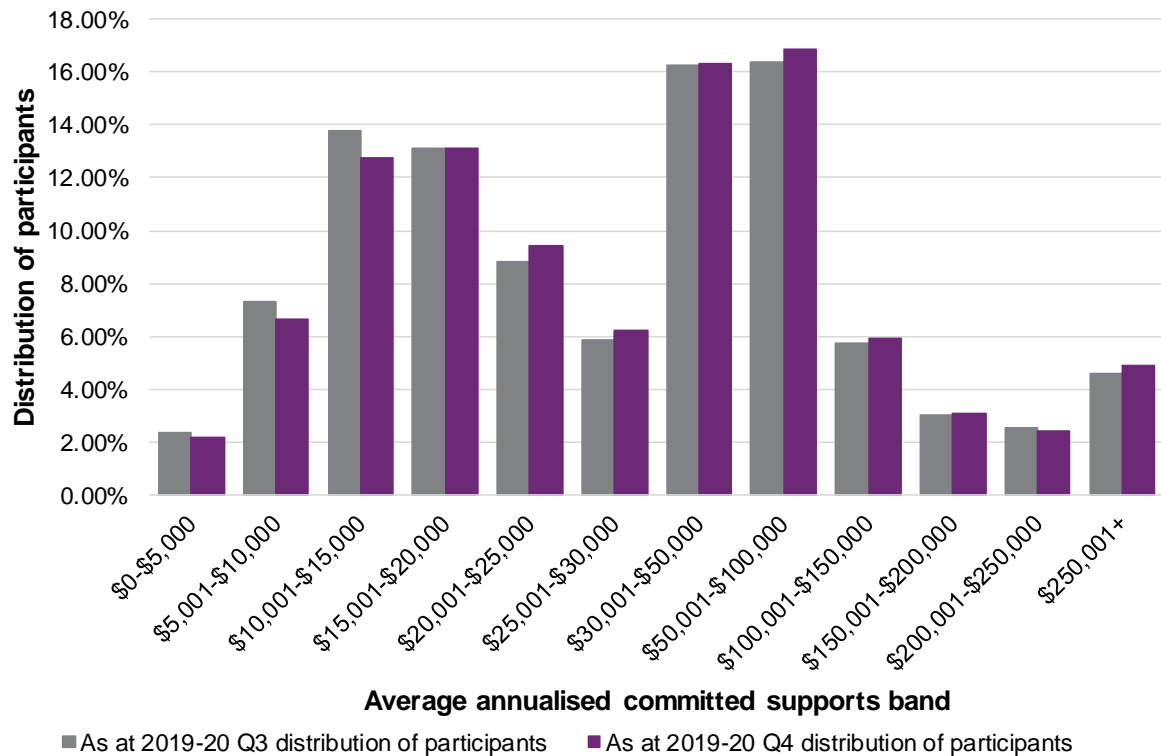


Figure G.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Victoria

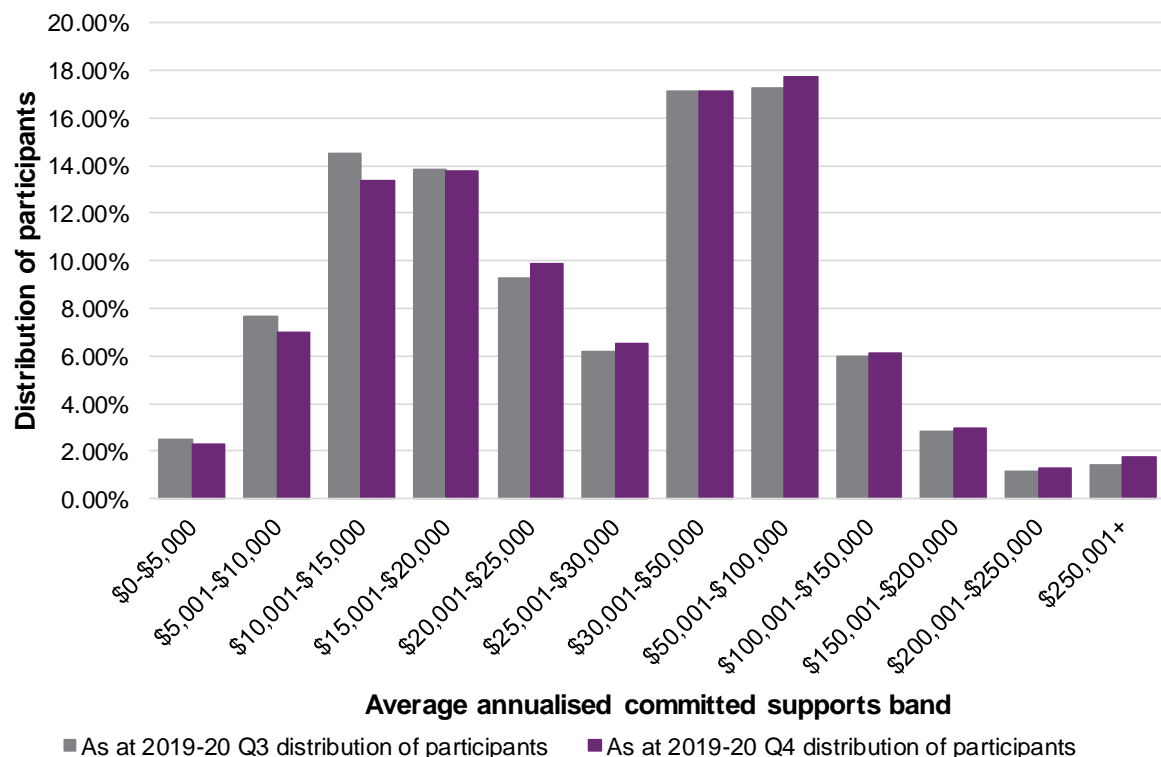


Figure G.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Victoria

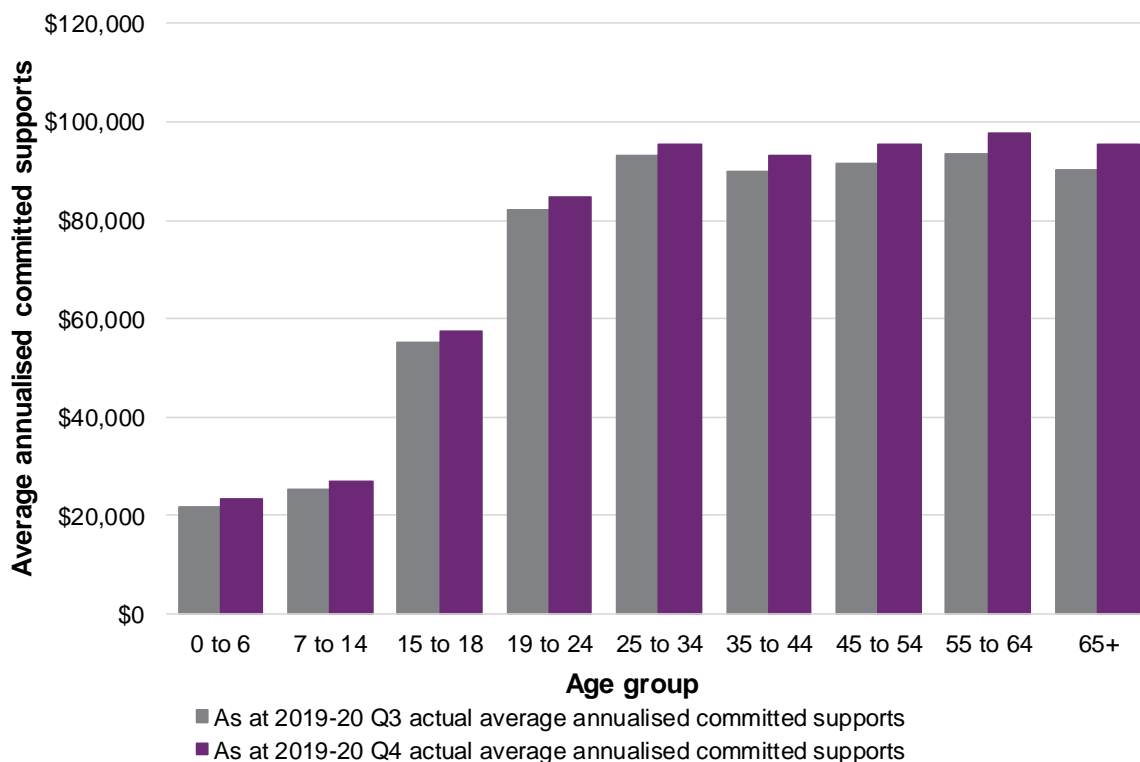


Figure G.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Victoria

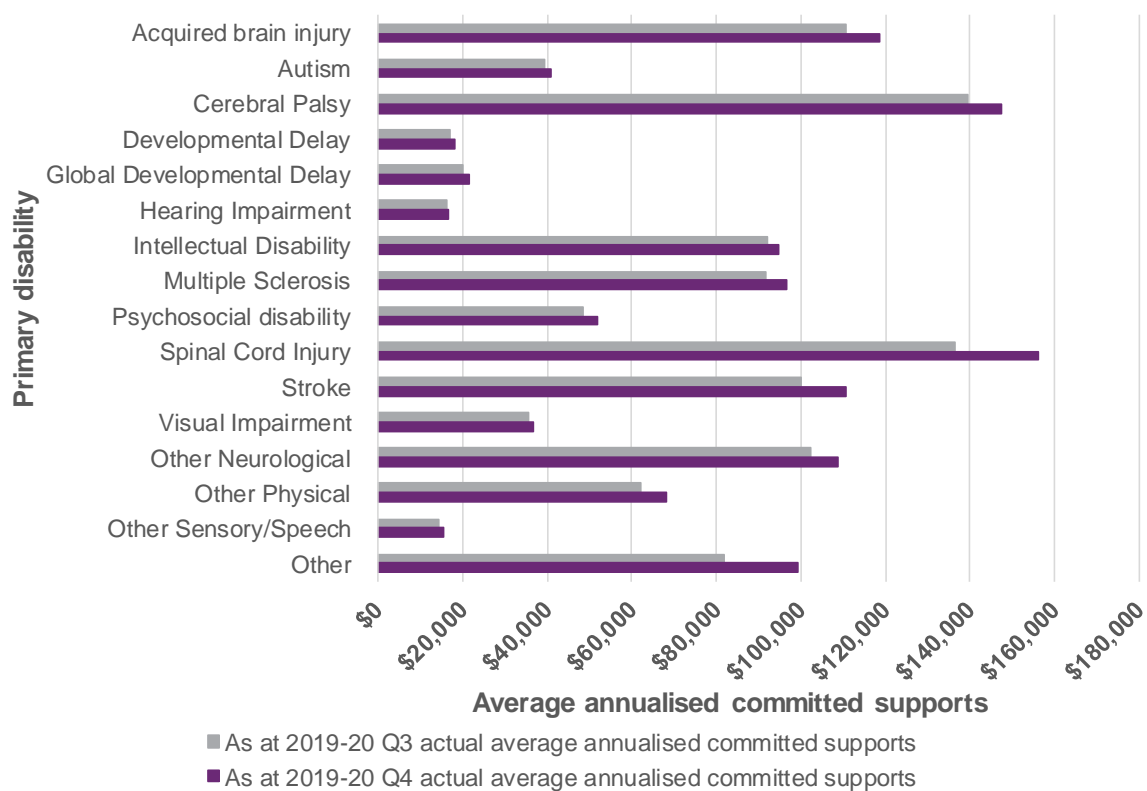


Figure G.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Victoria

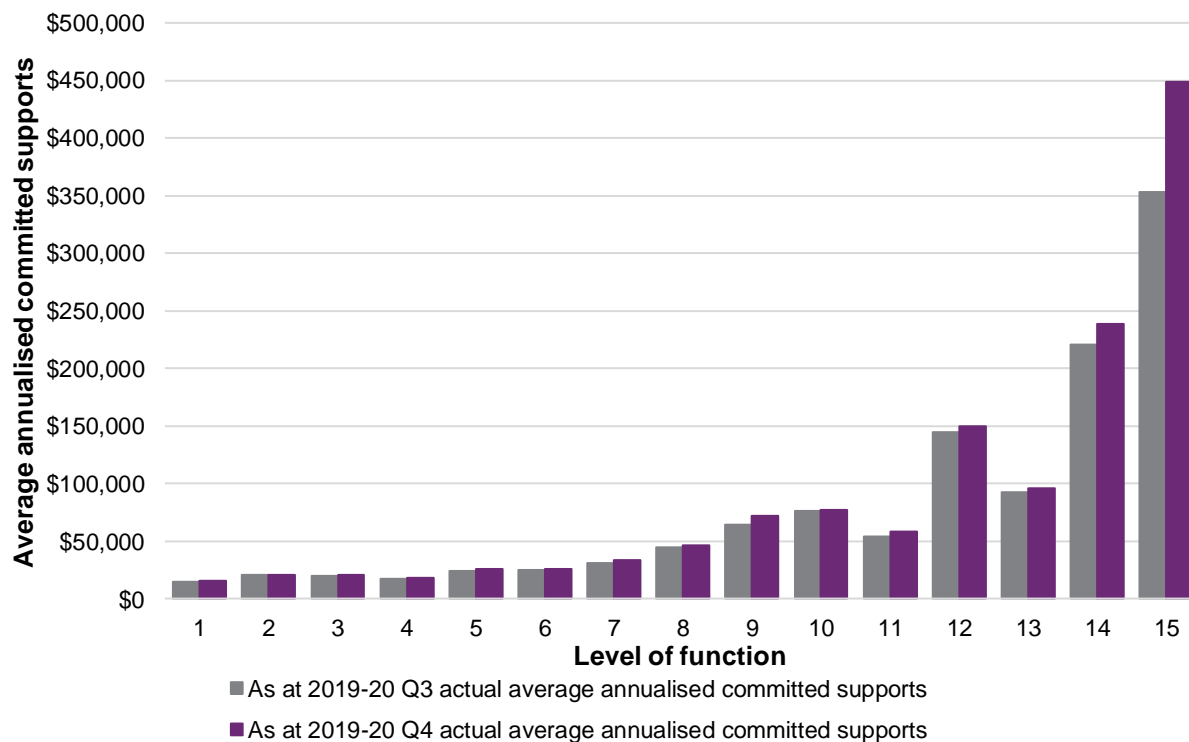


Figure G.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Victoria

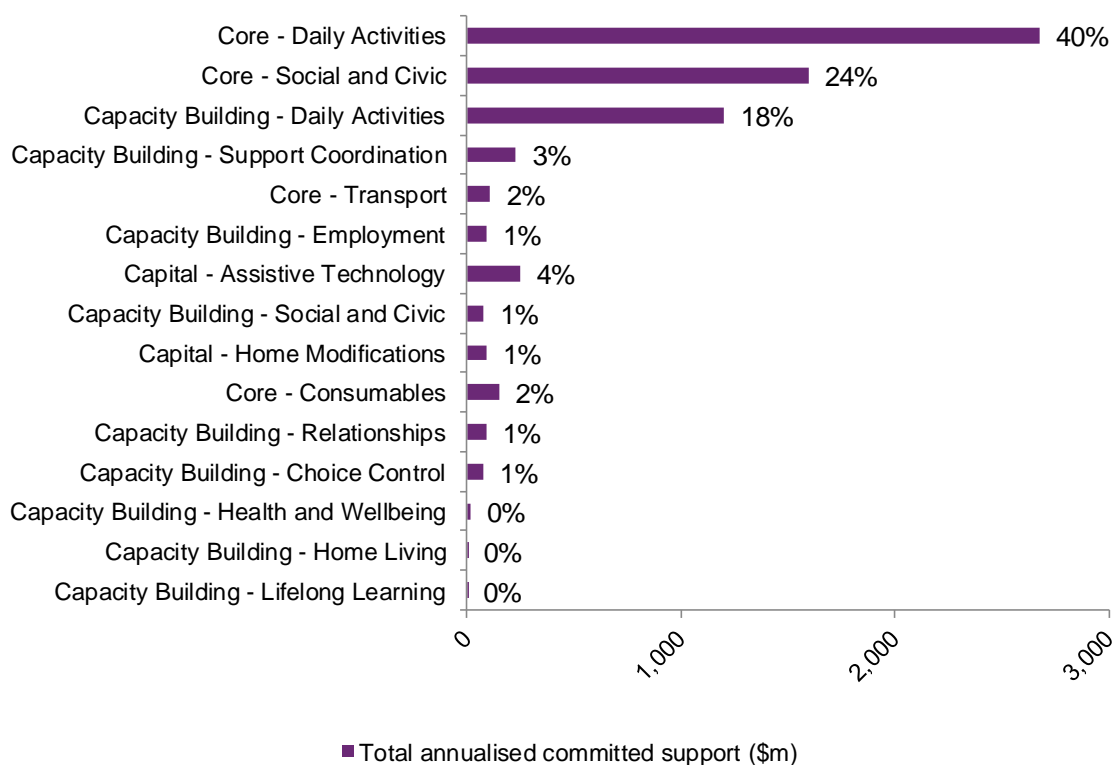


Table G.65 Payments by financial year, compared to committed supports (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	53.0	162.8	204.7	498.2	1,433.1	3,466.4	5,985.2
Total Paid	32.5	128.2	161.2	337.8	956.7	2,365.9	3,860.6
% utilised to date	61%	79%	79%	68%	67%	68%	65%

Figure G.29 Utilisation of committed supports as at 31 March 2020 and 30 June 2020 – Victoria

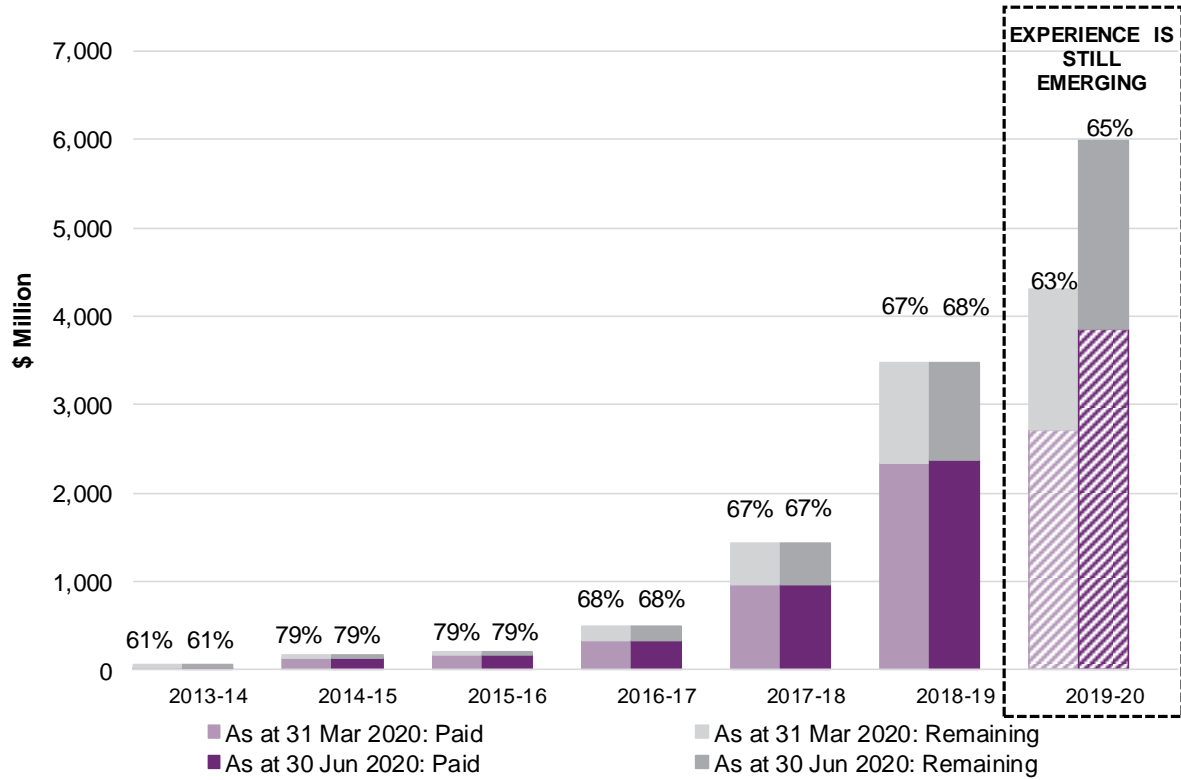


Figure G.30 Utilisation of committed supports by plan number from 1 October 2019 to 31 March 2020 – Victoria ²¹⁷

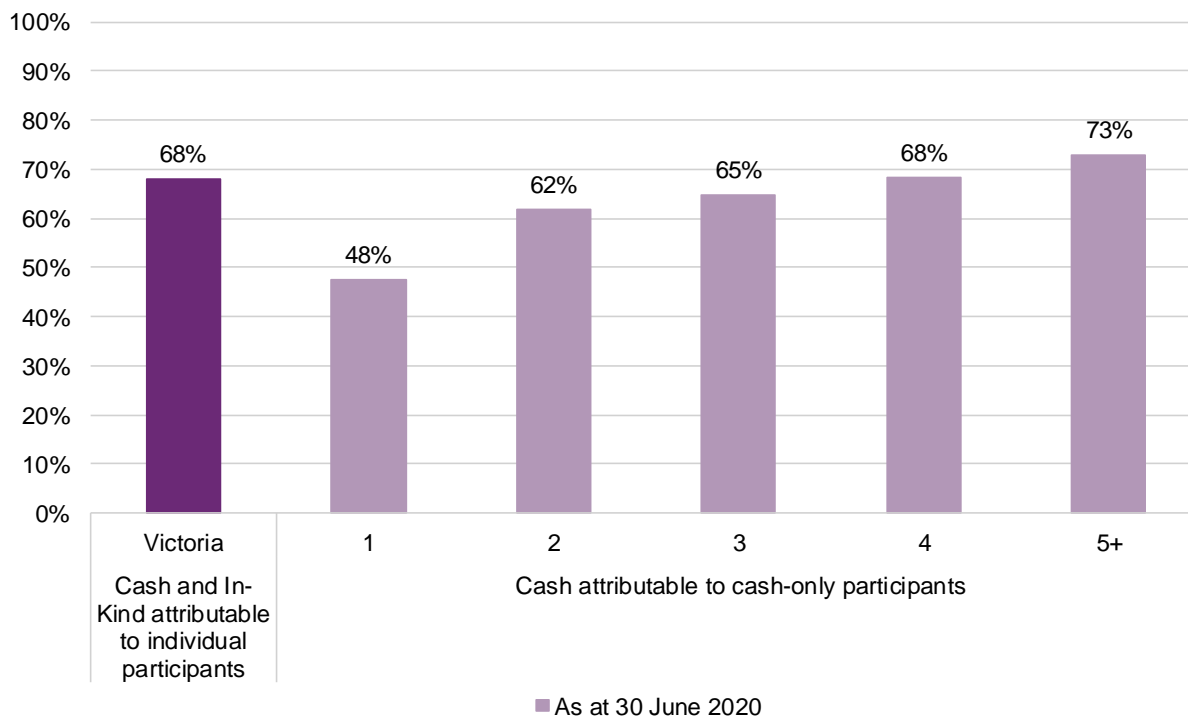
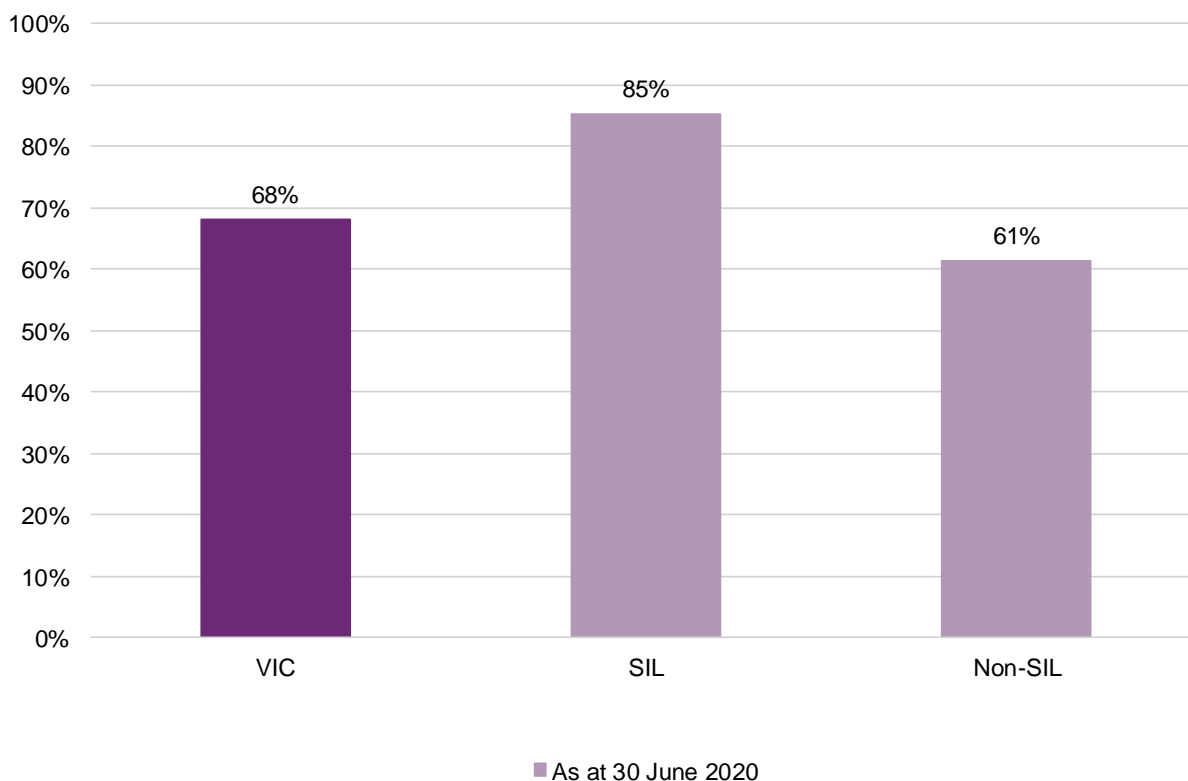


Figure G.31 Utilisation of committed supports by SIL status from 1 October 2019 to 31 March 2020 – Victoria ²¹⁸



²¹⁷ 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 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

²¹⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

Figure G.32 Utilisation of committed supports by support class from 1 October 2019 to 31 March 2020 – Victoria ²¹⁹

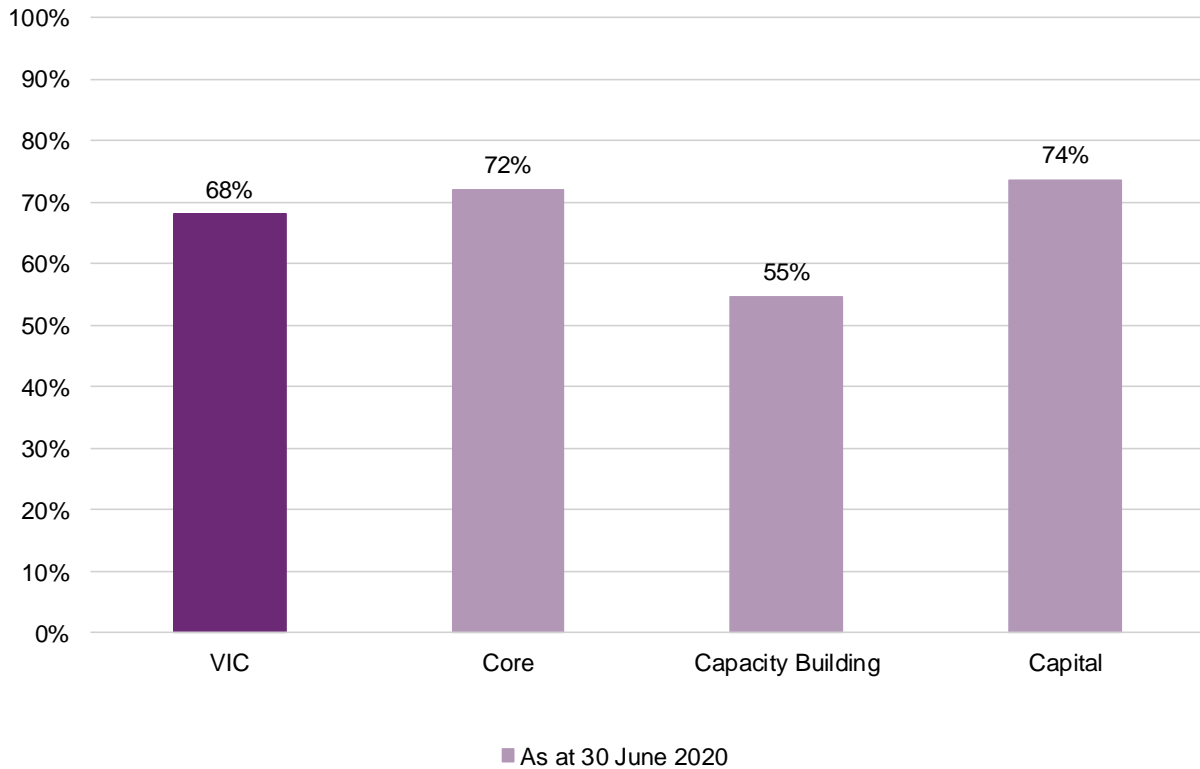
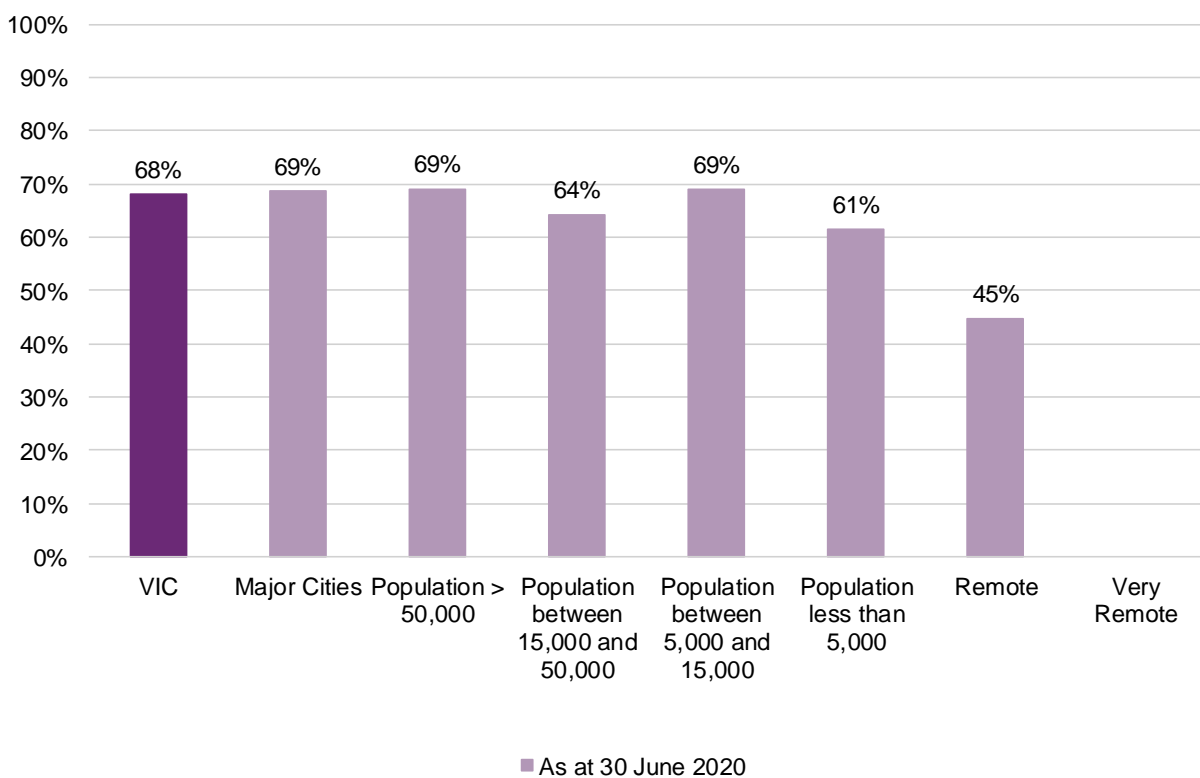


Figure G.33 Utilisation of committed supports by remoteness from 1 October 2019 to 31 March 2020 – Victoria ^{220 221}



²¹⁹ Ibid.

²²⁰ Ibid.

²²¹ 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 ²²²

	Prior Quarters	2019-20 Q4	Total excluding ECEI	ECEI	Total including ECEI
Queensland	67,463	6,263	73,726	2,199	75,925

Table H.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Queensland ²²³

	Prior Quarters	2019-20 Q4	Total
Access decisions	89,559	6,318	95,877
Active Eligible	71,102	5,058	76,160
New	30,614	4,254	34,868
State	32,211	329	32,540
Commonwealth	8,277	475	8,752
Active Participant Plans (excl ECEI)	67,463	6,263	73,726
New	28,015	4,996	33,011
State	31,720	502	32,222
Commonwealth	7,728	765	8,493
Active Participant Plans	68,701	8,462	75,925
Early Intervention (s25)	14,002	2,136	16,138
Permanent Disability (s24)	53,461	4,127	57,588
ECEI	1,238	2,199	2,199

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 June 2020 – Queensland

Exits	Total
Total participant exits	1,831
Early Intervention participants	339
Permanent disability participants	1,492

²²² 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.

²²³ 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 ^{224 225}

	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
End of 2019-20 Q3	31,824	7,721	28,142	1,238	68,925
End of 2019-20 Q4	32,222	8,493	33,011	2,199	75,925

Table H.5 Cumulative numbers of active participants by entry into the Scheme – Queensland ^{226 227 228 229}

	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
End of 2019-20 Q3	14,115	53,572	1,238	68,925
End of 2019-20 Q4	16,138	57,588	2,199	75,925

²²⁴ This table shows the total numbers of active participants at the end of each period.

²²⁵ 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.

²²⁶ This table shows the total numbers of active participants at the end of each period.

²²⁷ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

²²⁸ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

²²⁹ 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 ²³⁰

	Prior Quarters		2019-20 Q4		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	15,991	97%	1,966	98%	17,957	97%
7 to 14	15,271	88%	1,069	85%	16,340	87%
15 to 18	5,150	89%	267	83%	5,417	89%
19 to 24	5,163	90%	157	77%	5,320	90%
25 to 34	6,464	87%	269	74%	6,733	86%
35 to 44	6,598	80%	362	70%	6,960	79%
45 to 54	8,701	74%	415	62%	9,116	74%
55 to 64	10,593	67%	559	60%	11,152	66%
65+	576	64%	13	41%	589	63%
Missing	<11		<11		<11	
Total	74,507	83%	5,077	80%	79,584	83%

Table H.7 Assessment of access by disability – Queensland ²³¹

	Prior Quarters		2019-20 Q4		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	2,814	92%	122	87%	2,936	92%
Autism	22,722	94%	1,692	95%	24,414	94%
Cerebral Palsy	3,279	95%	61	85%	3,340	95%
Developmental Delay	4,316	97%	1,080	98%	5,396	97%
Global Developmental Delay	1,090	98%	183	98%	1,273	98%
Hearing Impairment	4,312	89%	274	86%	4,586	89%
Intellectual Disability	14,930	95%	362	86%	15,292	94%
Multiple Sclerosis	1,175	83%	48	65%	1,223	82%
Psychosocial disability	6,448	67%	600	69%	7,048	67%
Spinal Cord Injury	1,255	93%	46	88%	1,301	93%
Stroke	1,221	82%	82	78%	1,303	81%
Visual Impairment	1,411	87%	50	72%	1,461	86%
Other Neurological	3,828	76%	167	56%	3,995	75%
Other Physical	4,134	44%	285	40%	4,419	44%
Other Sensory/Speech	349	41%	13	17%	362	39%
Other	154	22%	12	27%	166	22%
Missing	1,069	99%	<11		1,069	99%
Total	74,507	83%	5,077	80%	79,584	83%

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

²³⁰ 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.

²³¹ Ibid.

Table H.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	5,901	8.7%	613	9.8%	6,514	8.8%
Not Aboriginal and Torres Strait Islander	52,979	78.5%	4,764	76.1%	57,743	78.3%
Not Stated	8,583	12.7%	886	14.1%	9,469	12.8%
Total	67,463	100%	6,263	100%	73,726	100%

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland ²³²

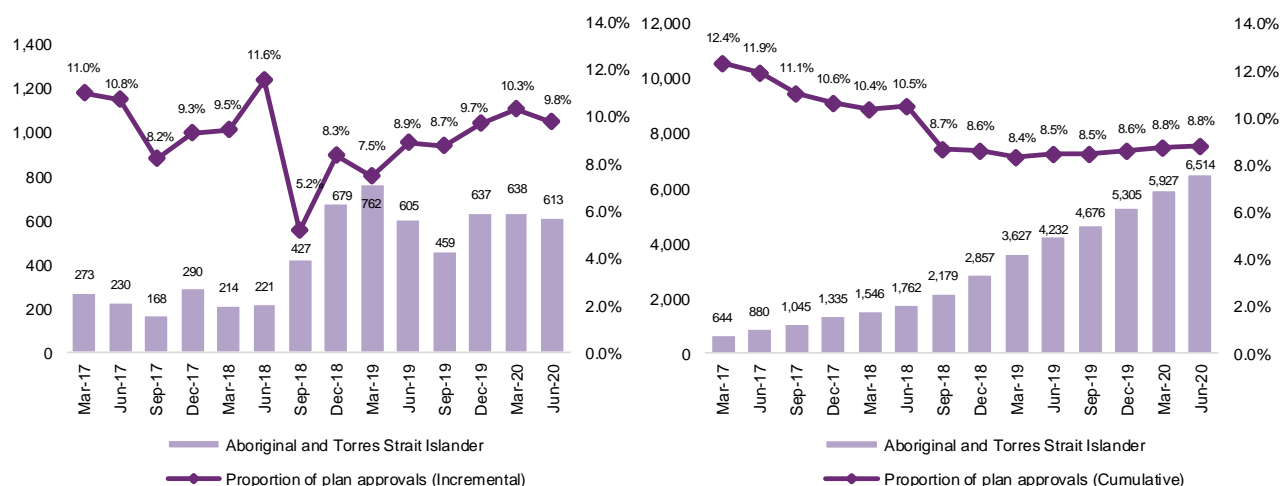
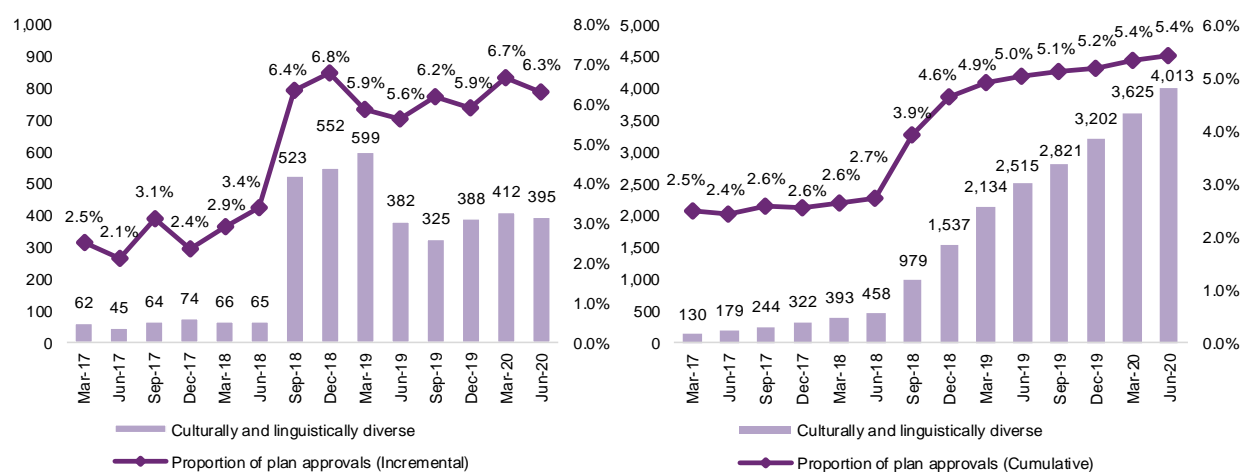


Table H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,618	5.4%	395	6.3%	4,013	5.4%
Not culturally and linguistically diverse	63,813	94.6%	5,868	93.7%	69,681	94.5%
Not stated	32	0.0%	<11		32	0.0%
Total	67,463	100%	6,263	100%	73,726	100%

Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland ²³³



²³² The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

²³³ Ibid.

Table H.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Queensland ^{234 235}

	Total
Age group	N
Under 45	22
45 to 54	114
55 to 64	584
Total YPIRAC (under 65)	720

Figure H.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland ²³⁶

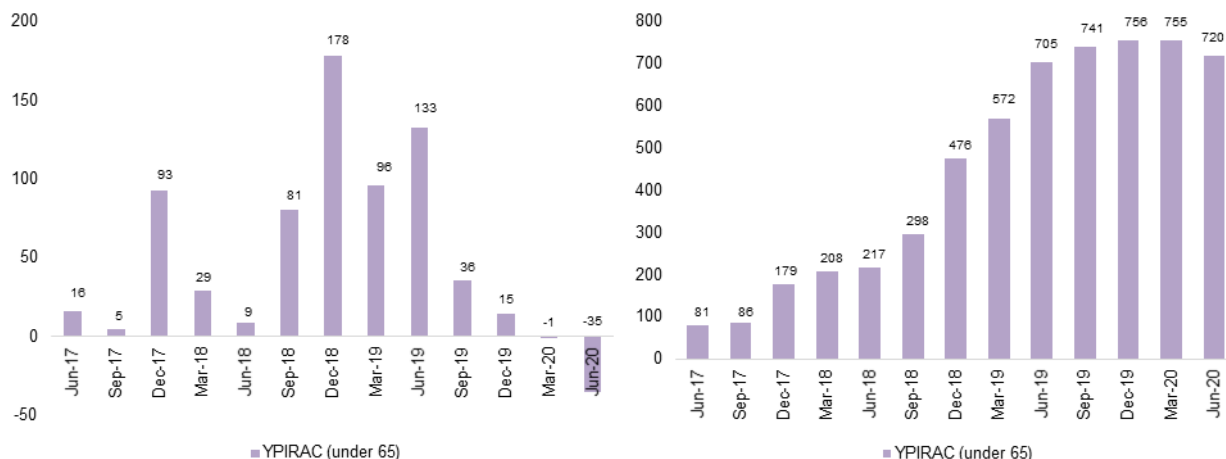


Table H.11 Participant profile per quarter by remoteness – Queensland ^{237 238}

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Major cities	38,618	57.3%	4,002	63.9%	42,620	57.8%
Population > 50,000	17,399	25.8%	1,258	20.1%	18,657	25.3%
Population between 15,000 and 50,000	2,635	3.9%	292	4.7%	2,927	4.0%
Population between 5,000 and 15,000	2,812	4.2%	201	3.2%	3,013	4.1%
Population less than 5,000	4,788	7.1%	393	6.3%	5,181	7.0%
Remote	610	0.9%	50	0.8%	660	0.9%
Very Remote	578	0.9%	67	1.1%	645	0.9%
Missing	23		<11		23	
Total	67,463	100%	6,263	100%	73,726	100%

²³⁴ The results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The NDIA has improved data collection on participants who have exited residential aged care and are now in more appropriate accommodation.

²³⁵ There are a further 287 active participants aged 65 years or over who have ever been in residential aged care.

²³⁶ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Data is not available prior to June 2017.

²³⁷ This table is based on the Modified Monash Model measure of remoteness.

²³⁸ 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 ²³⁹

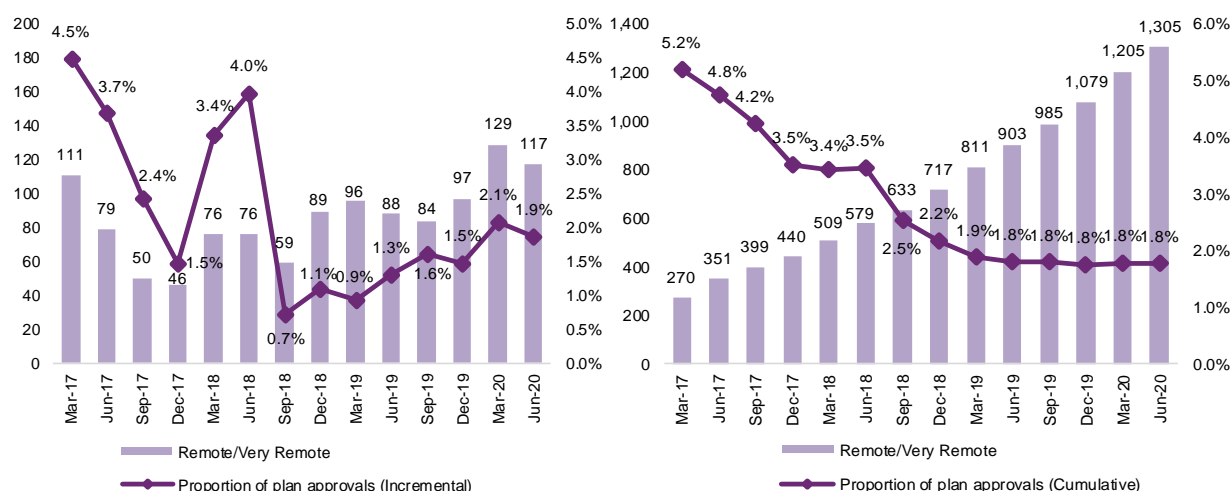


Table H.12 Participant profile per quarter by primary disability group – Queensland ^{240 241 242}

Disability	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Autism	21,206	31%	2,260	36%	23,466	32%
Intellectual Disability	14,190	21%	487	8%	14,677	20%
Psychosocial disability	5,765	9%	736	12%	6,501	9%
Developmental Delay	3,740	6%	998	16%	4,738	6%
Hearing Impairment	3,908	6%	425	7%	4,333	6%
Other Neurological	3,293	5%	212	3%	3,505	5%
Other Physical	3,622	5%	316	5%	3,938	5%
Cerebral Palsy	3,165	5%	91	1%	3,256	4%
ABI	2,571	4%	157	3%	2,728	4%
Visual Impairment	1,299	2%	80	1%	1,379	2%
Global Developmental Delay	944	1%	235	4%	1,179	2%
Multiple Sclerosis	1,096	2%	74	1%	1,170	2%
Stroke	1,093	2%	113	2%	1,206	2%
Spinal Cord Injury	1,188	2%	49	1%	1,237	2%
Other Sensory/Speech	273	0%	13	0%	286	0%
Other	110	0%	17	0%	127	0%
Total	67,463	100%	6,263	100%	73,726	100%

²³⁹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

²⁴⁰ Table order based on national proportions (highest to lowest).

²⁴¹ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁴² Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in QLD (2,286).

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland ²⁴³

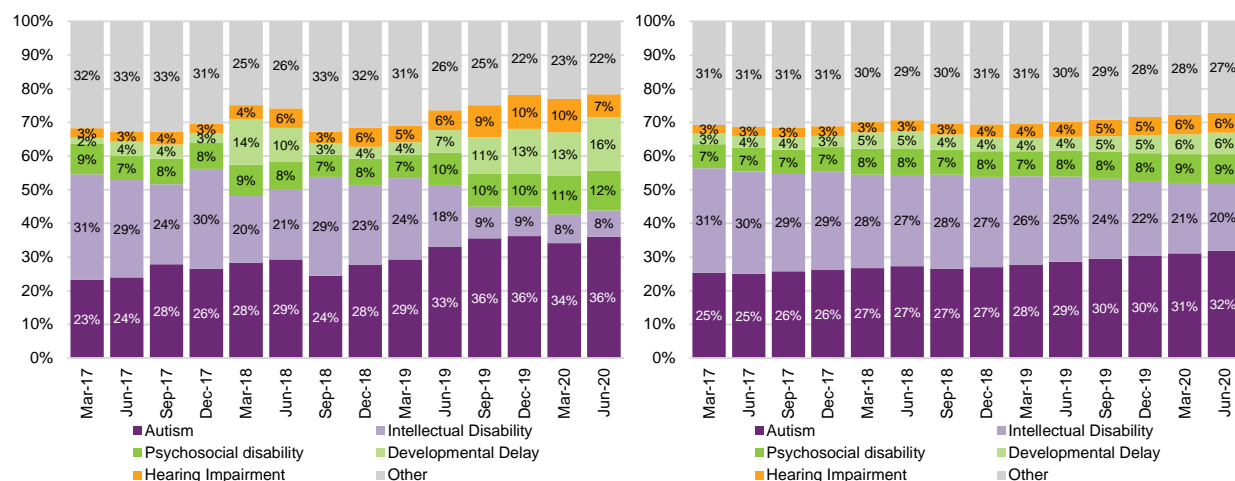


Table H.13 Participant profile per quarter by level of functions – Queensland ²⁴⁴

Level of Function	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	5,092	8%	1,096	17%	6,188	8%
2 (High Function)	53	0%	<11		57	0%
3 (High Function)	3,548	5%	394	6%	3,942	5%
4 (High Function)	4,286	6%	474	8%	4,760	6%
5 (High Function)	3,758	6%	444	7%	4,202	6%
6 (Moderate Function)	14,567	22%	1,762	28%	16,329	22%
7 (Moderate Function)	3,302	5%	245	4%	3,547	5%
8 (Moderate Function)	5,748	9%	405	6%	6,153	8%
9 (Moderate Function)	373	1%	39	1%	412	1%
10 (Moderate Function)	8,818	13%	583	9%	9,401	13%
11 (Low Function)	2,465	4%	111	2%	2,576	3%
12 (Low Function)	9,409	14%	465	7%	9,874	13%
13 (Low Function)	4,182	6%	225	4%	4,407	6%
14 (Low Function)	1,823	3%	16	0%	1,839	2%
15 (Low Function)	27	0%	<11		27	0%
Missing	12		<11		12	
Total	67,463	100%	6,263	100%	73,726	100%

²⁴³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

²⁴⁴ 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 ²⁴⁵

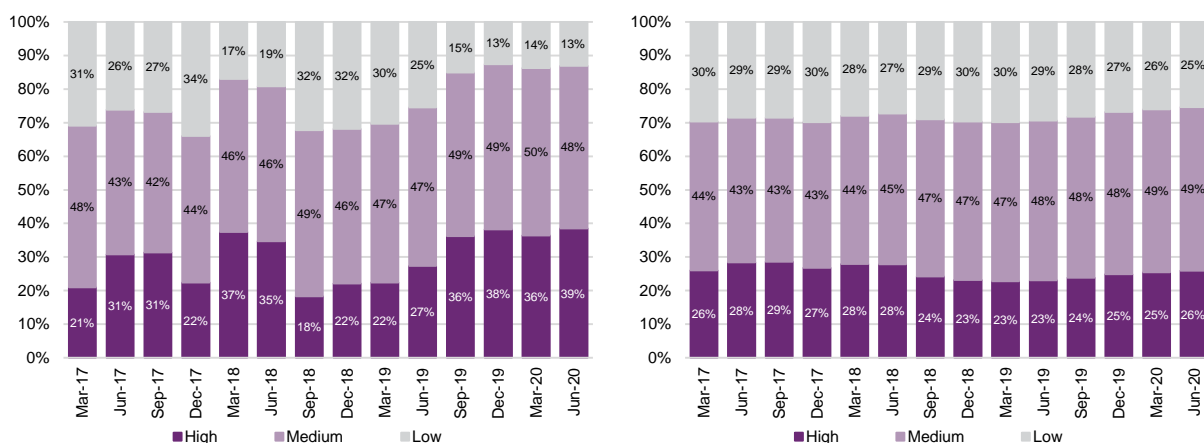
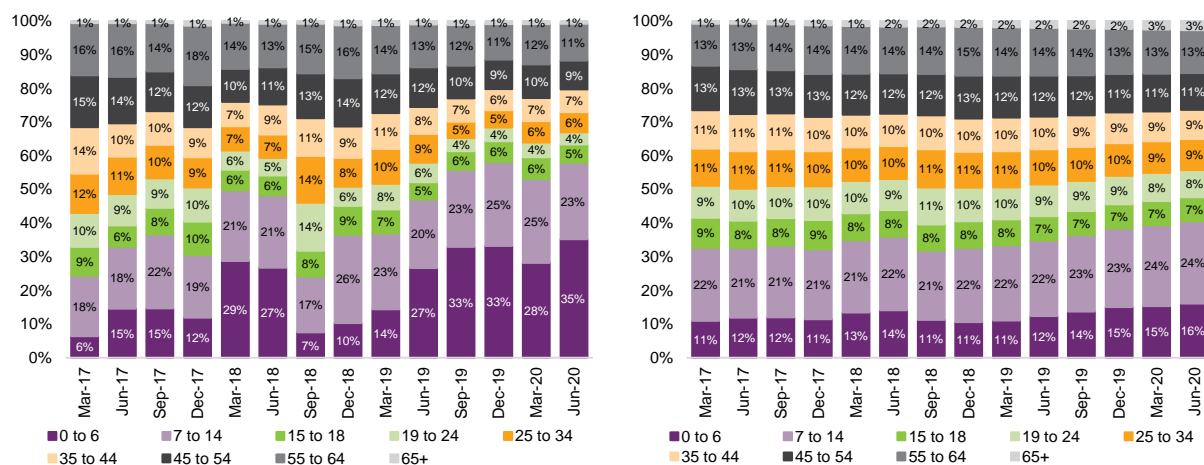


Table H.14 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
0 to 6	9,669	14%	2,200	35%	11,869	16%
7 to 14	16,562	25%	1,425	23%	17,987	24%
15 to 18	4,890	7%	338	5%	5,228	7%
19 to 24	5,756	9%	227	4%	5,983	8%
25 to 34	6,411	10%	379	6%	6,790	9%
35 to 44	5,987	9%	420	7%	6,407	9%
45 to 54	7,514	11%	535	9%	8,049	11%
55 to 64	8,739	13%	685	11%	9,424	13%
65+	1,935	3%	54	1%	1,989	3%
Total	67,463	100%	6,263	100%	73,726	100%

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland ²⁴⁶



²⁴⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

²⁴⁶ Ibid.

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

	Prior Quarters		2019-20 Q4		Total	
Gender	N	%	N	%	N	%
Male	41,585	62%	3,767	60%	45,352	62%
Female	25,413	38%	2,424	39%	27,837	38%
Other	465	1%	72	1%	537	1%
Total	67,463	100%	6,263	100%	73,726	100%

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland ²⁴⁷

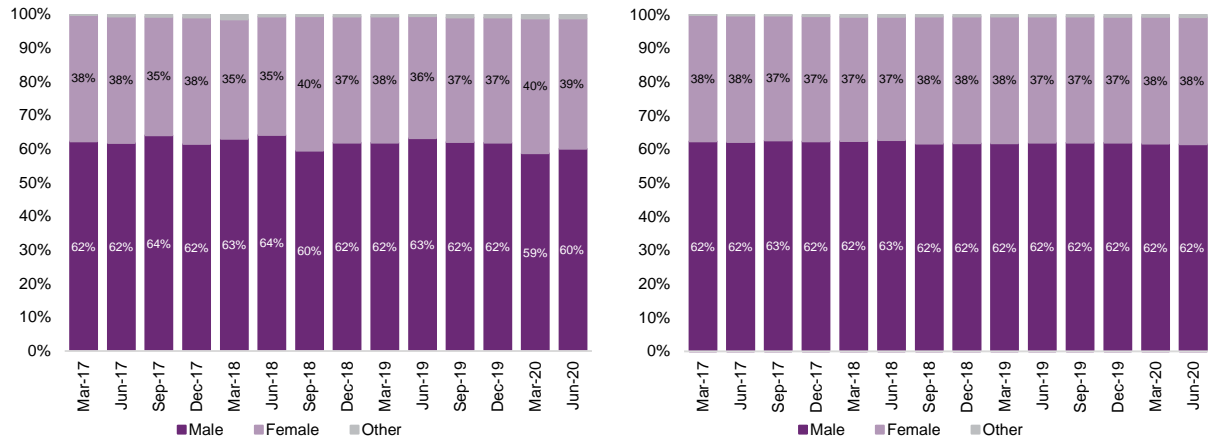


Table H.16 Prevalence rates by age group – Queensland

	QLD
0-6	2.76%
7-14	3.37%
15-18	2.09%
19-24	1.48%
25-34	0.94%
35-44	0.97%
45-54	1.24%
55-64	1.61%
Total (aged 0-64)	1.70%

²⁴⁷ Ibid.

Part Two: Participant experience and outcomes

Table H.17 Number of baseline questionnaires completed by SFOF version – Queensland ²⁴⁸

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	Number of questionnaires
Participant 0 to school	755	1,321	3,111	5,450	10,637
Participant school to 14	1,399	2,630	9,057	8,207	21,293
Participant 15 to 24	1,069	1,437	5,065	2,291	9,862
Participant 25 and over	3,336	3,924	15,431	8,047	30,738
Total Participant	6,559	9,312	32,664	23,995	72,530
Family 0 to 14	2,002	3,804	11,248	13,109	30,163
Family 15 to 24	262	954	3,300	1,523	6,039
Family 25 and over	169	1,172	4,359	2,169	7,869
Total Family	2,433	5,930	18,907	16,801	44,071
Total	8,992	15,242	51,571	40,796	116,601

Table H.18 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	68%			
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		68%		
CC	% who are happy with the level of independence/control they have now			33%	
CC	% who choose who supports them			35%	58%
CC	% who choose what they do each day			44%	66%
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			84%	80%

²⁴⁸ Baseline outcomes for participants and/or their families and carers were collected for 99% 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 H.19 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	46%			
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	61%	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%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	38%

Table H.20 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		66%		
HM	% who are happy with their home			78%	70%
HM	% who feel safe or very safe in their home			82%	69%
HW	% who rate their health as good, very good or excellent			67%	44%
HW	% who did not have any difficulties accessing health services			68%	63%
LL	% who currently attend or previously attended school in a mainstream class			30%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				61%
LL	% unable to do a course or training they wanted to do in the last 12 months				38%
WK	% who have a paid job			18%	19%
WK	% who volunteer			13%	12%

Table H.21 Selected key baseline indicators for families/carers of participants – Queensland

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	22%	30%	27%
% receiving Carer Allowance	48%	53%	40%
% working in a paid job	45%	49%	35%
Of those in a paid job, % in permanent employment	76%	74%	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	42%	46%	57%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	28%	19%
% able to advocate for their child/family member	81%	76%	73%
% who have friends and family they see as often as they like	42%	42%	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		44%	
% who feel in control selecting services		45%	42%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			41%
% who rate their health as good, very good or excellent	71%	60%	58%

Table H.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=1,640) - participants who entered from 1 July 2018 to 30 June 2019 – Queensland ²⁴⁹

Question	% Yes
DL Has the NDIS improved your child's development?	90%
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?	82%
REL Has the NDIS improved how your child fits into family life?	77%
S/CP Has the NDIS improved how your child fits into community life?	62%

²⁴⁹ Results in Tables H.22 to H.25 exclude participants who entered prior to 1 July 2018, as these participants have been included in Tables H.26 to H.35.

Table H.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=7,942) - participants who entered from 1 July 2018 to 30 June 2019 – Queensland

	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?	46%
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?	54%

Table H.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,403) and ‘Participant 25 and over’ (n=12,844) - participants who entered from 1 July 2018 to 30 June 2019 – Queensland

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	73%	78%
DL	Has the NDIS helped you with daily living activities?	75%	81%
REL	Has the NDIS helped you to meet more people?	64%	64%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	38%
HW	Has your involvement with the NDIS improved your health and wellbeing?	57%	63%
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%	37%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	21%
S/CP	Has the NDIS helped you be more involved?	70%	71%

Table H.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=8,392); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=4,801) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	69%	63%
Has the NDIS improved the level of support for your family?	74%	77%
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%	73%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	48%	48%

Table H.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=538) - participants who entered from 1 July 2017 to 30 June 2018 – Queensland ²⁵⁰

	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?	91%	93%	+2%
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?	74%	80%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	57%	63%	+6%

Table H.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=2,111) - participants who entered from 1 July 2017 to 30 June 2018 – Queensland

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	60%	71%	+11%
LL	Has the NDIS improved your child's access to education?	36%	45%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	56%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	49%	+6%

Table H.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=962) and ‘Participant 25 and over’ (n=2,284) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	62%	68%	+5%	70%	80%	+9%
DL	Has the NDIS helped you with daily living activities?	60%	70%	+11%	75%	84%	+8%
REL	Has the NDIS helped you to meet more people?	49%	56%	+7%	57%	64%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	20%	+1%	29%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	46%	+3%	52%	59%	+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?	29%	33%	4%	29%	32%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	14%	+1%	15%	16%	+1%
S/CP	Has the NDIS helped you be more involved?	55%	61%	+7%	65%	71%	+6%

²⁵⁰ Results in Tables H.26 to H.29 include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table H.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,905); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=563) - participants who entered from 1 July 2017 to 30 June 2018 – Queensland

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?	58%	65%	+7%	51%	63%	+12%
Has the NDIS improved the level of support for your family?	66%	73%	+7%	63%	74%	+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?	73%	78%	+5%	61%	71%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	79%	+6%			
Has the NDIS improved your health and wellbeing?	38%	43%	+5%	33%	41%	+7%

Table H.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=213) - participants who entered from 1 July 2016 to 30 June 2017 – Queensland²⁵¹

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	90%	95%	98%	+8%
DL	Has the NDIS improved your child's access to specialist services?	90%	94%	98%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	87%	84%	+5%
REL	Has the NDIS improved how your child fits into family life?	66%	74%	76%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	54%	62%	80%	+26%

²⁵¹ Results in Tables H.30 to H.35 include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

Table H.31 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=920) - participants who entered from 1 July 2016 to 30 June 2017 – Queensland

	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%	66%	72%	+15%
LL	Has the NDIS improved your child's access to education?	34%	36%	41%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	52%	58%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	45%	49%	+6%

Table H.32 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=601) - participants who entered from 1 July 2016 to 30 June 2017 – Queensland

	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%	67%	73%	+6%
	Has the NDIS helped you with daily living activities?	68%	70%	74%	+6%
	Has the NDIS helped you to meet more people?	54%	52%	53%	-1%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	15%	18%	-4%
	Has your involvement with the NDIS improved your health and wellbeing?	46%	45%	48%	+2%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	29%	32%	-4%
	Has your involvement with the NDIS helped you find a job that's right for you?	19%	13%	14%	-5%
	Has the NDIS helped you be more involved?	62%	61%	66%	+4%

Table H.33 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=1,504) - participants who entered from 1 July 2016 to 30 June 2017 – Queensland

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?	71%	74%	82%	+11%
Has the NDIS helped you with daily living activities?	76%	83%	88%	+12%
Has the NDIS helped you to meet more people?	58%	60%	66%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	26%	31%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	51%	54%	62%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	28%	33%	2%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	12%	15%	-1%
Has the NDIS helped you be more involved?	65%	67%	76%	+11%

Table H.34 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=776) - participants who entered from 1 July 2016 to 30 June 2017 – Queensland

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?	52%	55%	63%	+11%
Has the NDIS improved the level of support for your family?	60%	65%	74%	+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?	66%	72%	80%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	72%	78%	+10%
Has the NDIS improved your health and wellbeing?	36%	36%	38%	+2%

Table H.35 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=122) - participants who entered from 1 July 2016 to 30 June 2017 – Queensland

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%	51%	55%	+14%
Has the NDIS improved the level of support for your family?	65%	70%	74%	+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?	58%	62%	65%	+7%
Has the NDIS improved your health and wellbeing?	33%	33%	41%	+7%

Table H.36 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=3,253), ‘participants in community and social activities’ (n=3,266) and ‘participants who choose who supports them’ (n=3,306) at entry, first and second plan review - participants who entered from 1 July 2017 to 30 June 2018 – Queensland²⁵²

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	19%	21%	23%	24%
Aged 25+	18%	17%	16%	
Aged 15+ (Average)	18%	18%	18%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	30%	35%	39%	47%
Aged 25+	34%	39%	42%	
Aged 15+ (Average)	33%	38%	42%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	37%	39%	41%	45%
Aged 25+	56%	57%	57%	
Aged 15+ (Average)	52%	52%	53%	

²⁵² Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table H.37 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=2,052), 'participants in community and social activities' (n=2,104) and 'participants who choose who supports them' (n=2,152) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 June 2017 – Queensland ²⁵³

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	18%	21%	21%	24%	24%
Aged 25+	20%	21%	18%	19%	
Aged 15+ (Average)	19%	21%	19%	20%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	33%	41%	44%	45%	47%
Aged 25+	41%	47%	49%	50%	
Aged 15+ (Average)	40%	46%	48%	49%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	31%	35%	38%	41%	45%
Aged 25+	51%	54%	55%	56%	
Aged 15+ (Average)	47%	50%	51%	53%	

Table H.38 Number of active plans by goal type and primary disability – Queensland ²⁵⁴

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	518	2,123	1,214	284	415	2,056	836	594	2,728
Autism	2,514	20,536	5,347	3,874	5,655	11,918	1,389	3,182	23,466
Cerebral Palsy	574	2,814	1,267	367	381	1,910	627	423	3,256
Developmental Delay	58	4,534	213	716	440	397	1	0	4,738
Down Syndrome	303	1,980	864	301	330	1,543	470	541	2,286
Global Developmental Delay	28	1,116	92	215	138	85	0	0	1,179
Hearing Impairment	596	3,527	563	722	368	1,576	281	746	4,333
Intellectual Disability	2,171	10,053	4,153	1,747	2,418	8,709	2,748	3,663	12,391
Multiple Sclerosis	216	940	649	56	105	741	300	187	1,170
Psychosocial disability	1,030	4,975	3,042	956	949	4,992	1,705	1,815	6,501
Spinal Cord Injury	291	1,072	583	88	86	755	280	316	1,237
Stroke	235	991	550	57	113	865	360	178	1,206
Visual Impairment	241	1,238	334	198	83	906	149	349	1,379
Other Neurological	628	2,828	1,566	304	433	2,399	906	378	3,505
Other Physical	690	3,366	1,616	279	240	2,133	661	717	3,938
Other Sensory/Speech	23	269	34	44	53	98	5	27	286
Other	19	111	63	10	18	82	28	15	127
Total	10,135	62,473	22,150	10,218	12,225	41,165	10,746	13,131	73,726

²⁵³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

²⁵⁴ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table H.39 Number of goals in active plans by goal type and primary disability – Queensland ²⁵⁵

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	610	3,482	1,436	337	465	2,548	910	644	10,432
Autism	3,009	53,963	6,605	5,508	6,694	14,520	1,505	3,526	95,330
Cerebral Palsy	693	6,647	1,517	502	419	2,389	689	456	13,312
Developmental Delay	68	20,761	276	1,198	507	424	1	0	23,235
Down Syndrome	357	4,368	1,023	405	382	1,929	512	591	9,567
Global Developmental Delay	32	5,415	124	415	158	98	0	0	6,242
Hearing Impairment	715	7,103	673	891	410	1,853	309	808	12,762
Intellectual Disability	2,560	18,454	4,852	2,081	2,802	10,815	3,003	4,001	48,568
Multiple Sclerosis	248	1,548	772	61	122	892	330	204	4,177
Psychosocial disability	1,202	7,299	3,542	1,081	1,055	5,973	1,811	1,963	23,926
Spinal Cord Injury	367	1,797	686	96	97	916	311	341	4,611
Stroke	281	1,702	666	62	127	1,057	399	189	4,483
Visual Impairment	294	2,345	386	238	92	1,102	166	380	5,003
Other Neurological	775	5,141	1,881	358	503	2,916	1,002	414	12,990
Other Physical	821	6,046	1,971	333	267	2,548	728	783	13,497
Other Sensory/Speech	29	760	42	56	61	122	6	31	1,107
Other	23	198	82	11	20	94	33	18	479
Total	12,084	147,029	26,534	13,633	14,181	50,196	11,715	14,349	289,721

Table H.40 Number of active plans by goal type and age group – Queensland ²⁵⁶

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	171	11,226	710	2,061	1,280	918	1	0	11,869
7 to 14	1,708	15,973	4,194	2,796	4,546	9,294	188	360	17,987
15 to 18	950	4,398	1,443	958	1,202	3,469	464	1,777	5,228
19 to 24	1,233	4,848	1,903	1,020	927	4,084	1,450	2,855	5,983
25 to 34	1,329	5,429	2,687	993	1,090	4,715	1,886	2,583	6,790
35 to 44	1,261	5,105	2,846	786	955	4,561	1,634	2,108	6,407
45 to 54	1,482	6,452	3,497	805	1,050	5,918	2,012	1,988	8,049
55 to 64	1,629	7,481	3,974	696	966	6,818	2,537	1,335	9,424
65+	372	1,561	896	103	209	1,388	574	125	1,989
Total	10,135	62,473	22,150	10,218	12,225	41,165	10,746	13,131	73,726

²⁵⁵ Participants have set over two million goals in total across Australia since July 2016. The 289,721 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

²⁵⁶ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table H.41 Number of goals in active plans by goal type and age group – Queensland ²⁵⁷

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	213	52,703	976	3,649	1,503	1,017	1	0	60,062
7 to 14	1,982	37,676	5,337	3,747	5,431	11,357	203	384	66,117
15 to 18	1,159	7,489	1,710	1,133	1,366	4,174	494	1,939	19,464
19 to 24	1,471	7,745	2,190	1,200	1,054	4,881	1,571	3,149	23,261
25 to 34	1,596	8,739	3,116	1,179	1,250	5,693	2,051	2,811	26,435
35 to 44	1,534	8,062	3,360	911	1,072	5,596	1,776	2,288	24,599
45 to 54	1,773	10,146	4,079	906	1,190	7,263	2,188	2,177	29,722
55 to 64	1,914	11,965	4,693	798	1,078	8,462	2,802	1,466	33,178
65+	442	2,504	1,073	110	237	1,753	629	135	6,883
Total	12,084	147,029	26,534	13,633	14,181	50,196	11,715	14,349	289,721

²⁵⁷ Participants have set over two million goals in total across Australia since July 2016. The 289,721 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

Table H.42 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q4 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 Q4
Access	n = 1,294	n = 173
Are you happy with how coming into the NDIS has gone?	80%	91%
Was the person from the NDIS respectful?	96%	98%
Do you understand what will happen next with your plan?	75%	81%
% of participants rating their overall experience as Very Good or Good.	72%	84%
Pre-planning	n = 1,242	n = 260
Did the person from the NDIS understand how your disability affects your life?	87%	84%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	82%	87%
Are you clear on what happens next with your plan?	80%	80%
Do you know where to go for more help with your plan?	84%	85%
% of participants rating their overall experience as Very Good or Good.	81%	83%
Planning	n = 1,594	n = 248
Did the person from the NDIS understand how your disability affects your life?	84%	85%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	81%	86%
Are you clear on what happens next with your plan?	78%	80%
Do you know where to go for more help with your plan?	85%	85%
% of participants rating their overall experience as Very Good or Good.	80%	80%
Plan review	n = 586	n = 75
Did the person from the NDIS understand how your disability affects your life?	83%	84%
Did you feel prepared for your plan review?	82%	85%
Is your NDIS plan helping you to make progress towards your goals?	86%	87%
% of participants rating their overall experience as Very Good or Good.	78%	83%

Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ²⁵⁸

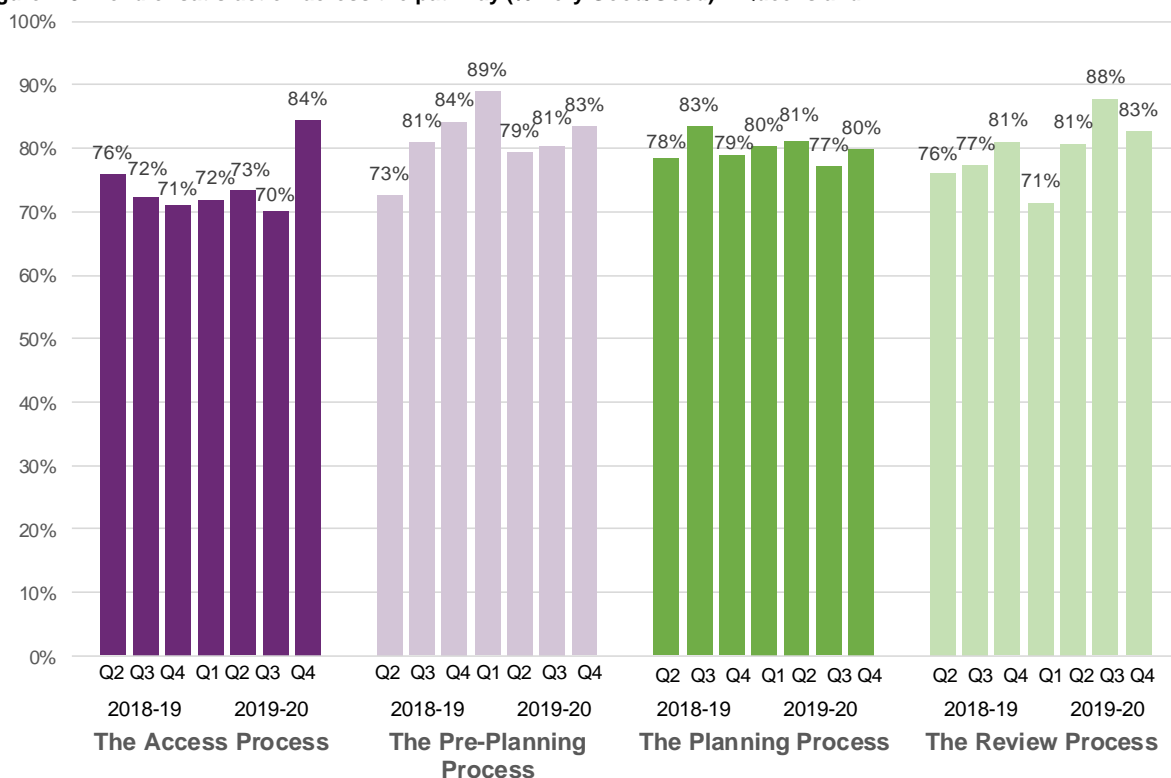
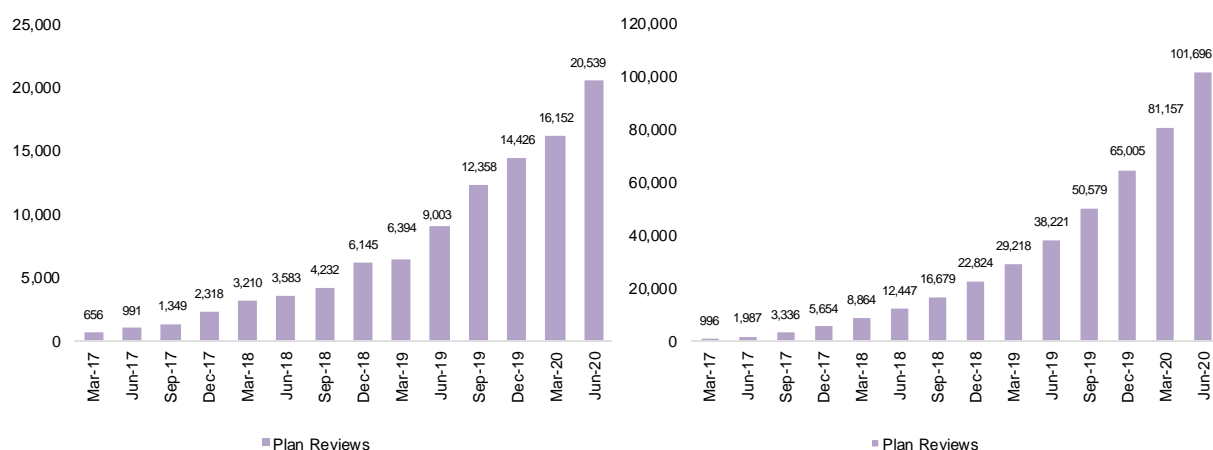


Table H.43 Plan reviews conducted per quarter – excluding plans less than 30 days – Queensland ²⁵⁹

	Prior Quarters (Transition only)	2019-20 Q4	Transition Total
Total plan reviews	81,157	20,539	101,696
Early intervention plans	13,150	3,861	17,011
Permanent disability plans	68,007	16,678	84,685

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



²⁵⁸ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²⁵⁹ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q4. In previous quarterly reports complaints submitted during the most recent quarter have been excluded from results, as it was understood they may be impacted by a lag in data collection. However, due to recent improvements in complaints data capture and processing, any such lags are now deemed to be immaterial.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. It replaced the 'My Feedback' tile which has now been decommissioned. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table H.44 shows the numbers of complaints in 2019-20 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

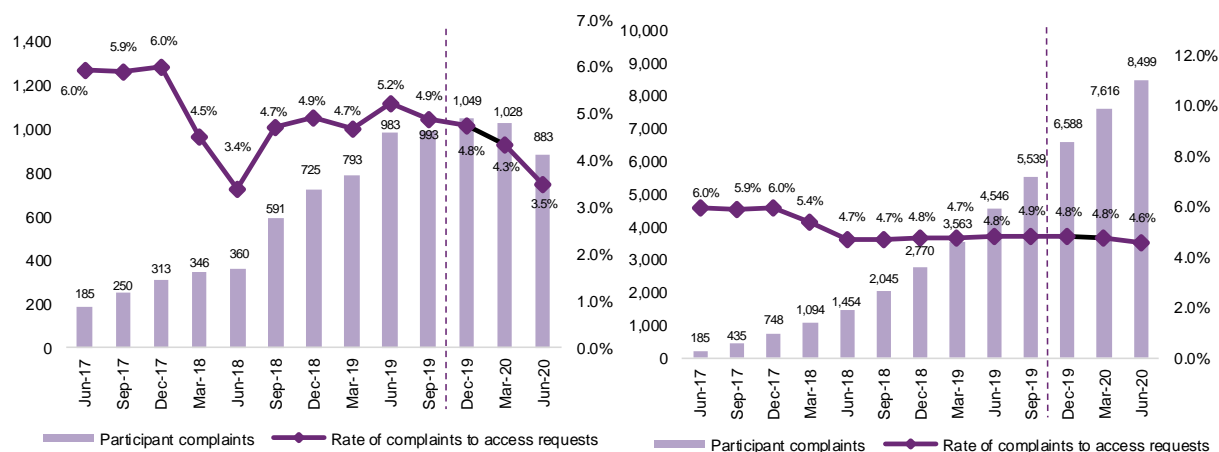
Table H.45 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table H.46.

Table H.46 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2019-20 Q4. This table should be considered in conjunction with Table H.45. The list of complaint types is different to that which appears in Table H.45, as it is based on the options available on the 'My Customer Requests' tile.

Table H.44 Complaints by quarter – Queensland ^{260 261 262}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	14	6	20	19
Complaint about LAC Partner	57	24	81	74
Complaints about service providers	670	71	741	578
Complaints about the Agency	6,800	637	7,437	4,645
Critical/ Reportable Incident	80	145	225	193
Unclassified	207	0	207	189
Total	7,828	883	8,711	5,318
Total complaints made since 1 April 2017	7,616	883	8,499	
Complaints since 1 April 2017 as % of all access requests	4.8%	3.5%	4.6%	

Figure H.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland ²⁶³



²⁶⁰ Note that 70% of all complainants made only one complaint, 17% made two complaints and 13% made three or more complaints.

²⁶¹ % 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.

²⁶² Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

²⁶³ Ibid.

Table H.45 Complaints by type ('My Feedback' tile) – Queensland

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	105	(18%)
Service Delivery	94	(16%)
Staff conduct	109	(19%)
Provider process	60	(10%)
Provider costs.	67	(11%)
Other	149	(26%)
Total	584	
<i>Complaints about the Agency</i>		
Timeliness	1,528	(28%)
Individual needs	707	(13%)
Reasonable and necessary supports	733	(13%)
Information unclear	254	(5%)
The way the NDIA carried out its decision making	433	(8%)
Other	1,857	(34%)
Total	5,512	
<i>Unclassified</i>	207	
Participants total	6,303	

Table H.46 Complaints by type ('My Customer Requests' tile) – Queensland

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	2	(14%)	0	(0%)	2	(10%)
ECEI Process	1	(7%)	0	(0%)	1	(5%)
ECEI Staff	2	(14%)	4	(67%)	6	(30%)
ECEI Timeliness	9	(64%)	2	(33%)	11	(55%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	14		6		20	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	13	(23%)	5	(21%)	18	(22%)
LAC Process	3	(5%)	2	(8%)	5	(6%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	27	(47%)	14	(58%)	41	(51%)
LAC Timeliness	14	(25%)	3	(13%)	17	(21%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	57		24		81	
<i>Complaints about service providers</i>						
Provider Finance	8	(8%)	4	(8%)	12	(8%)
Provider Fraud and Compliance	14	(13%)	4	(8%)	18	(11%)
Provider Service	61	(58%)	34	(67%)	95	(61%)
Provider Staff	23	(22%)	9	(18%)	32	(20%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	106		51		157	
<i>Complaints about the Agency</i>						
NDIA Access	113	(8%)	36	(6%)	149	(8%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	114	(9%)	85	(14%)	199	(10%)
NDIA Fraud and Compliance	4	(0%)	4	(1%)	8	(0%)
NDIA Plan	386	(29%)	154	(26%)	540	(28%)
NDIA Process	166	(12%)	129	(22%)	295	(15%)
NDIA Resources	10	(1%)	7	(1%)	17	(1%)
NDIA Staff	100	(7%)	50	(9%)	150	(8%)
NDIA Timeliness	443	(33%)	120	(20%)	563	(29%)
Quality & Safeguards Commission	1	(0%)	3	(1%)	4	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,337		588		1,925	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	18	(23%)	44	(30%)	62	(28%)
Allegations against NDIA Staff/Partners	2	(3%)	0	(0%)	2	(1%)
Allegations against a provider	39	(49%)	34	(23%)	73	(32%)
Participant threat	14	(18%)	24	(17%)	38	(17%)
Provider reporting	7	(9%)	43	(30%)	50	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	80		145		225	
<i>Unclassified</i>	0		0		0	
Participants total	1,594		814		2,408	

Figure H.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Queensland²⁶⁴

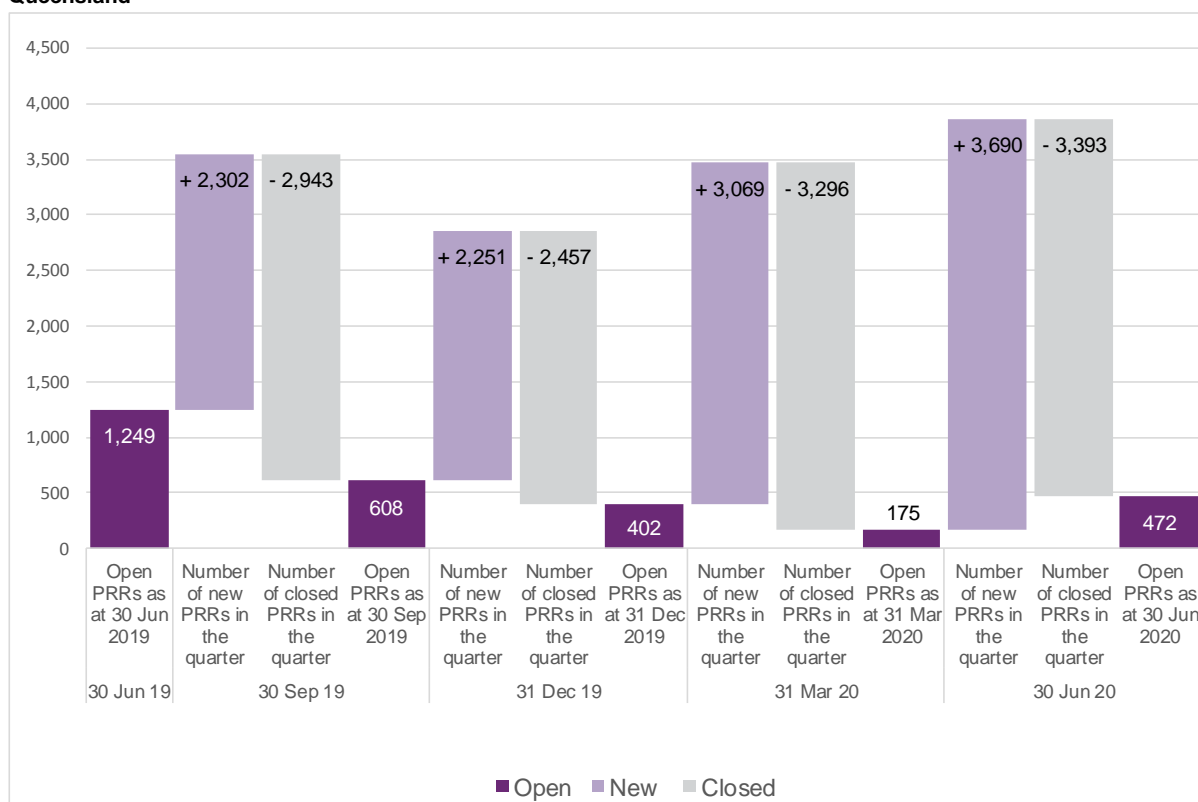
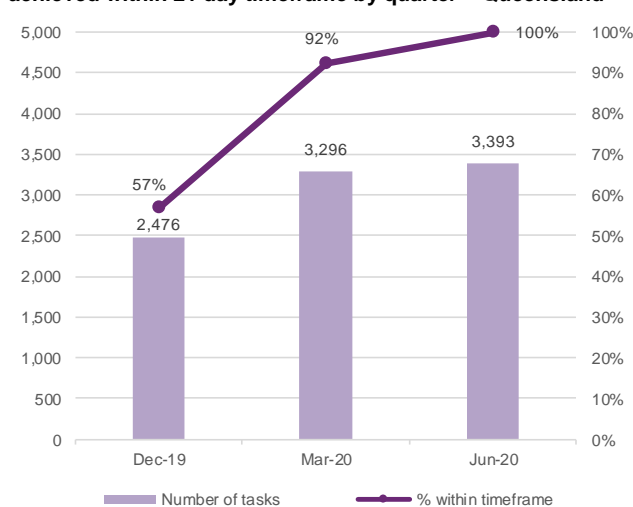


Figure H.13 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – Queensland²⁶⁵



²⁶⁴ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart. For this reason the number of Participants Requested Reviews closed in the quarter may be lower than what is shown in the following chart.

²⁶⁵ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

Table H.47 Summary of Open Participant Requested Reviews (PRRs) (s48) – Queensland²⁶⁶

	As at 30 June 2020
Open PRRs	472
Number of PRRs open less than 21 days	472
Number of PRRs open more than 21 days	0
New PRRs in the quarter	3,690
Number of PRRs closed in the quarter	3,393
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	7

Figure H.14 RoRDs received and closed by quarter and open at the end of each quarter – Queensland

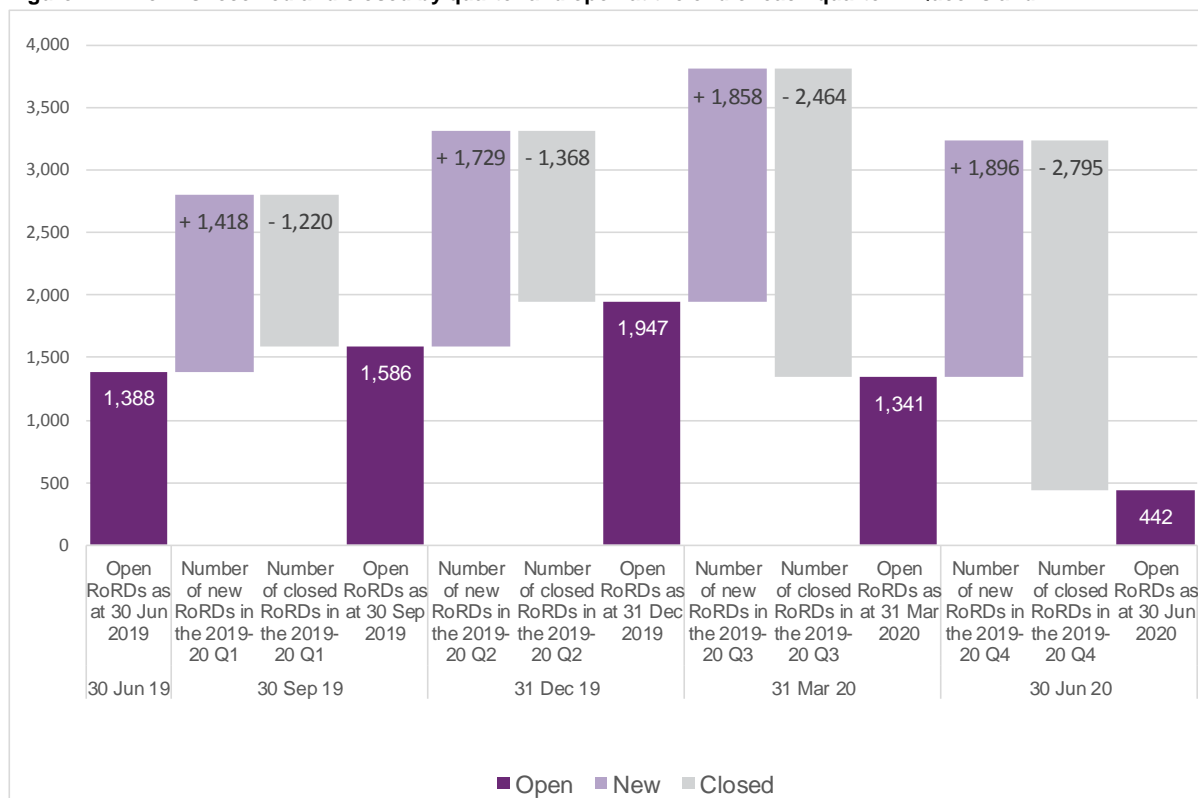


Table H.48 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Queensland^{267 268}

	Access	Planning
Open RoRDs	41	401
Number of RoRDs open less than 90 days	40	399
Number of RoRDs open more than 90 days	1	2
New RoRDs in the quarter	338	1,558
Number of RoRDs closed in the quarter	379	2,416
Proportion closed within 90 days	100%	81%
Average days RoRDs took to close in the quarter	15	53

²⁶⁶ Participant Requested Reviews (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.

²⁶⁷ 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.

²⁶⁸ 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.

Figure H.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Queensland ²⁶⁹

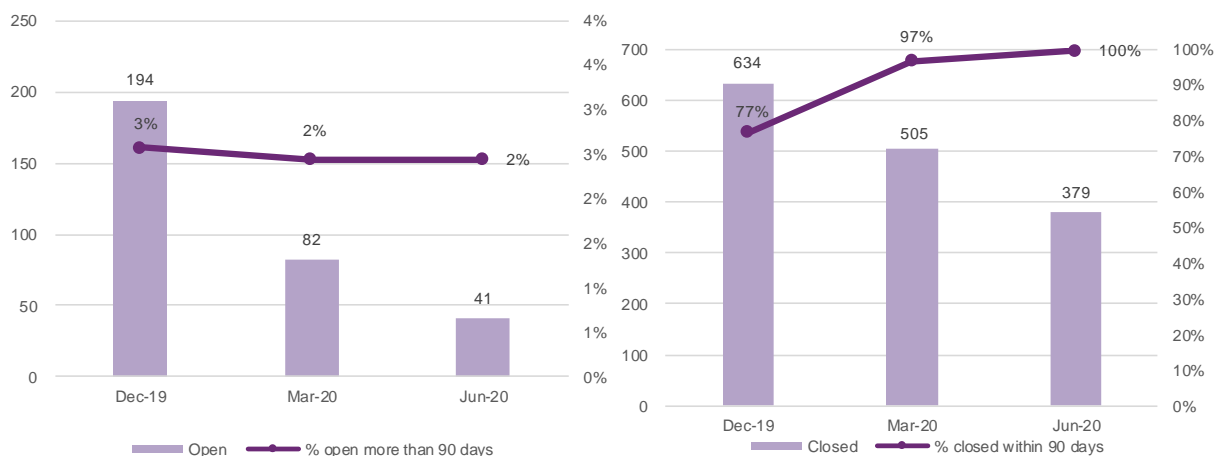


Figure H.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Queensland ²⁷⁰

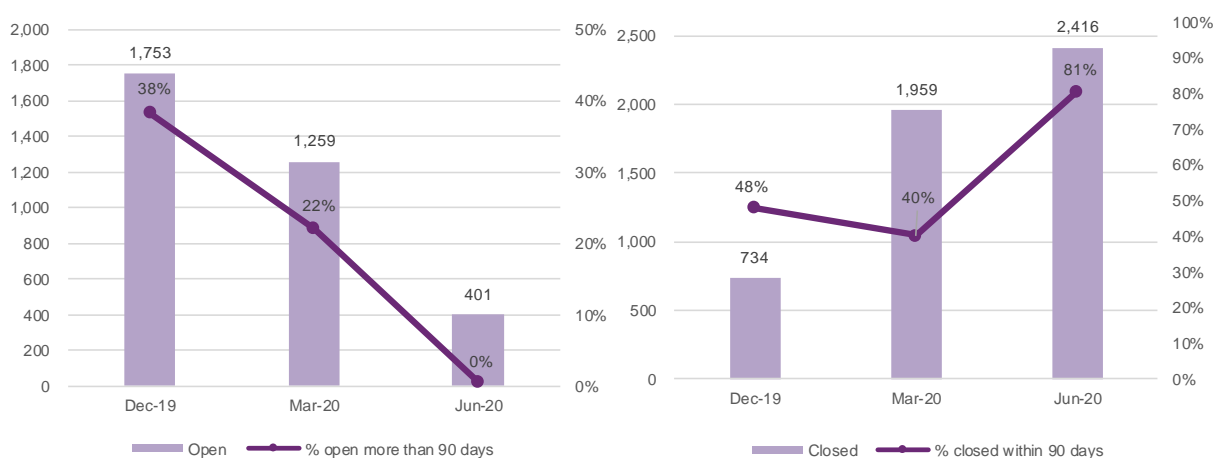


Table H.49 AAT Cases by category – Queensland ²⁷¹

Category	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Access	225	43%	34	41%	259	43%
Plan	226	43%	48	58%	274	45%
Plan Review	47	9%	<11		48	8%
Other	25	5%	<11		25	4%
Total	523	100%	83	100%	606	100%
% of all access decisions	0.38%		0.36%		0.38%	

²⁶⁹ Numbers of open and closed RoRDs have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

²⁷⁰ Ibid.

²⁷¹ % 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 H.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland ²⁷²

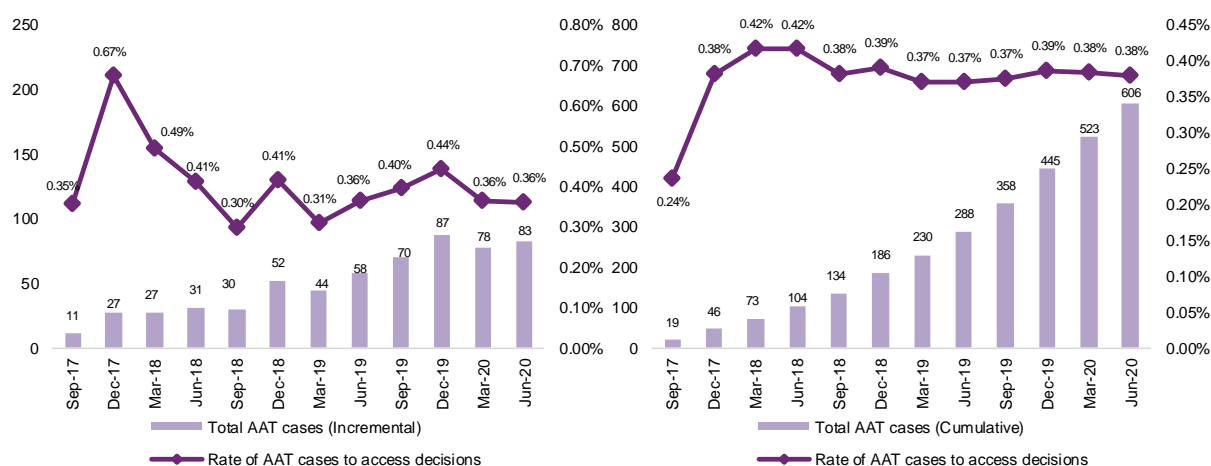
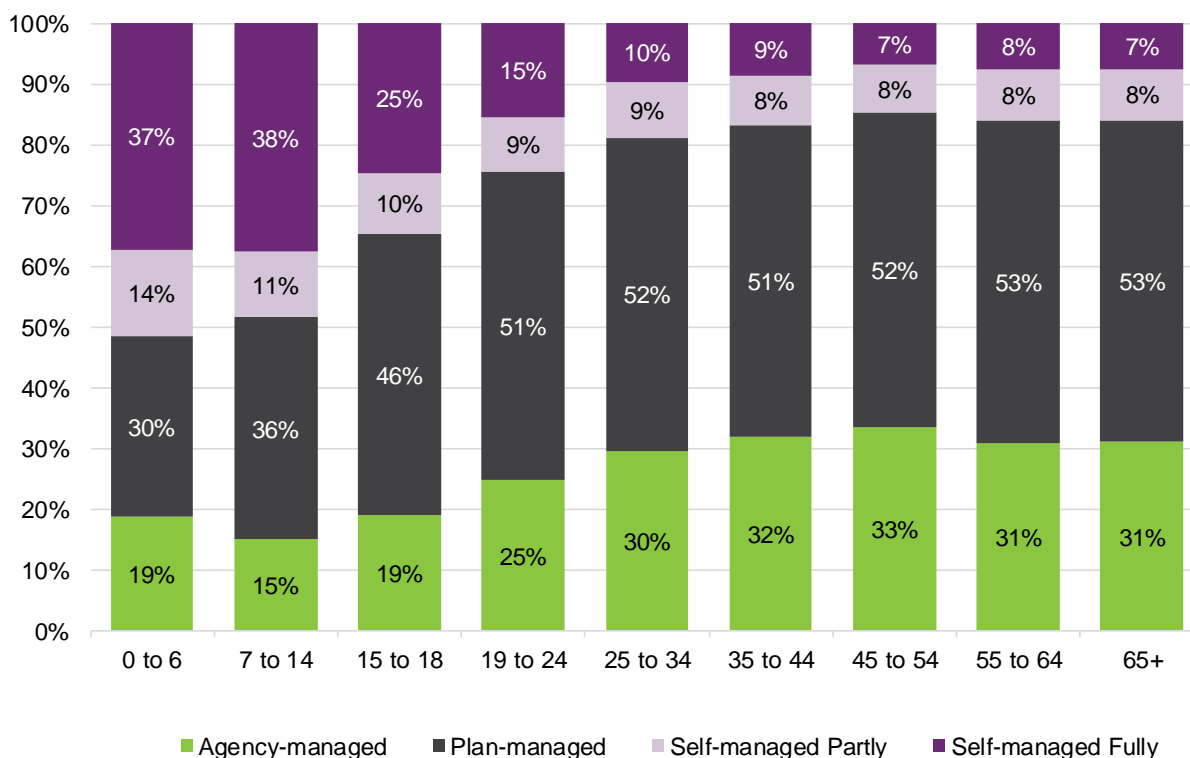


Table H.50 AAT cases by open/closed and decision – Queensland

	N
AAT Cases	606
Open AAT Cases	176
Closed AAT Cases	430
Resolved before hearing	424
Gone to hearing and received a substantive decision	<11

Figure H.18 Distribution of active participants by method of financial plan management and age group as at 30 June 2020 – Queensland ^{273 274}



²⁷² There are insufficient numbers to show the count of AAT cases in QLD prior to the September 2017 quarter.

²⁷³ For the total number of active participants in each age group, see Table H.14.

²⁷⁴ Participants can use more than one method to manage their funding. These results are based on 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.

Figure H.19 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2020 – Queensland ^{275 276}

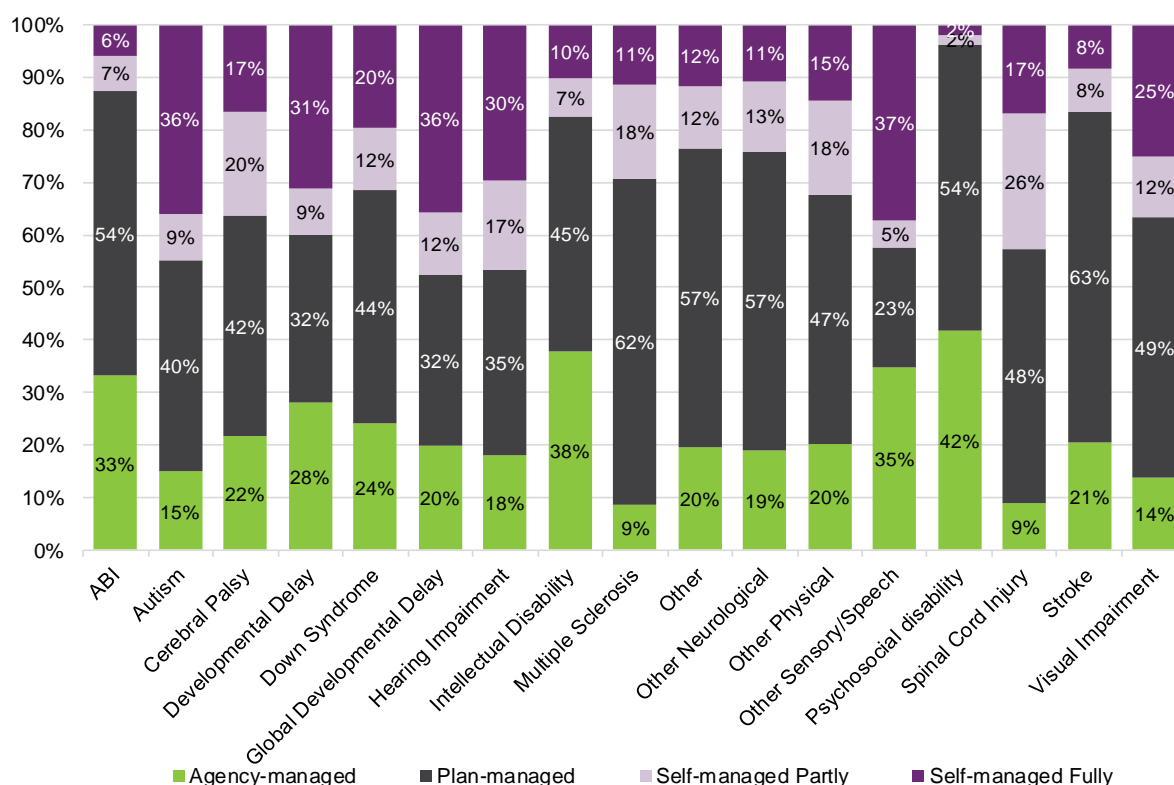


Table H.51 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland ²⁷⁷

	Prior Quarters	2019-20 Q4	Total
Self-managed fully	21%	23%	22%
Self-managed partly	10%	10%	10%
Plan-managed	42%	48%	44%
Agency-managed	26%	20%	24%
Total	100%	100%	100%

²⁷⁵ For the total number of active participants in each primary disability group, see Table G.12.

²⁷⁶ Participants can use more than one method to manage their funding. These results are based on 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.

²⁷⁷ Ibid.

Figure H.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland ²⁷⁸

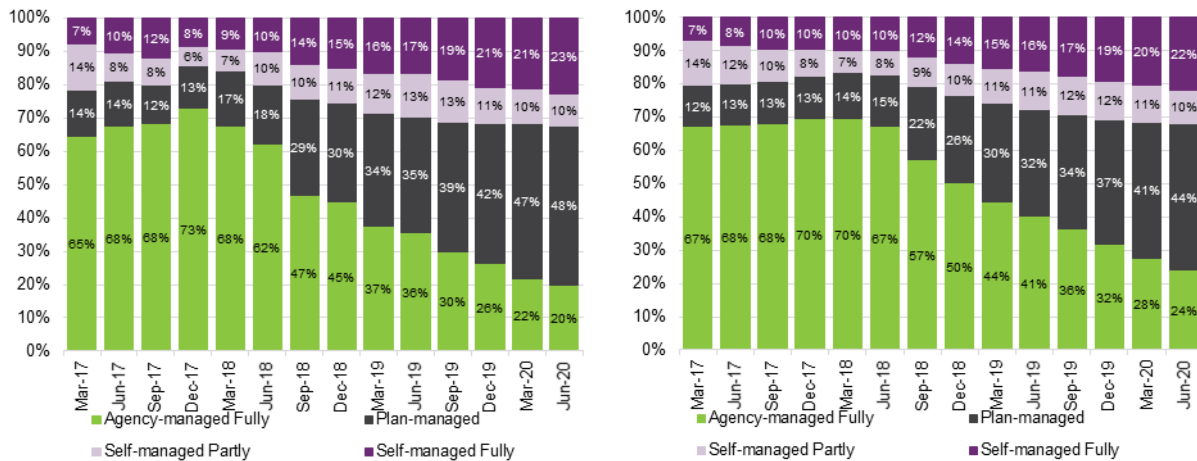
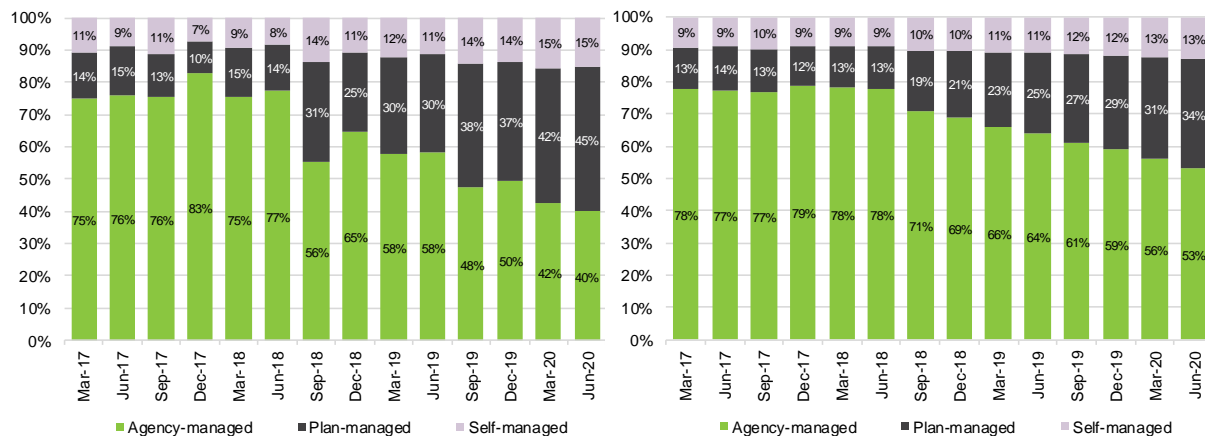


Table H.52 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland

	Prior Quarters	2019-20 Q4	Total
Self-managed	13%	15%	13%
Plan-managed	31%	45%	34%
Agency-managed	56%	40%	53%
Total	100%	100%	100%

Figure H.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland



²⁷⁸ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Data is not available prior to March 2017.

Table H.53 Distribution of active participants by support coordination and quarter of plan approval – Queensland

	Prior Quarters	2019-20 Q4	Total
Support coordination	36%	39%	37%

Table H.54 Duration to plan activation by quarter of initial plan approval for active participants – Queensland ²⁷⁹

	Prior Quarters (Transition Only)		2019-20 Q2	
Plan activation	N	%	N	%
Less than 30 days	38,639	71%	3,767	58%
30 to 59 days	6,008	11%	1,004	15%
60 to 89 days	2,817	5%	525	8%
Activated within 90 days	47,464	88%	5,296	81%
90 to 119 days	1,648	3%	293	4%
120 days and over	3,926	7%	332	5%
Activated after 90 days	5,574	10%	625	10%
No payments	1,040	2%	630	10%
Total plans approved	54,078	100%	6,551	100%

Table H.55 Proportion of participants who have activated within 12 months – Queensland

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	4,023	4,187	96%
Not Aboriginal and Torres Strait Islander	38,437	39,282	98%
Not Stated	5,944	6,119	97%
Total	48,404	49,588	98%
by Culturally and Linguistically Diverse status			
CALD	2,441	2,492	98%
Not CALD	45,934	47,064	98%
Not Stated	29	32	91%
Total	48,404	49,588	98%
by Remoteness			
Major Cities	26,800	27,333	98%
Regional	20,753	21,349	97%
Remote	834	889	94%
Missing	17	17	100%
Total	48,404	49,588	98%
by Primary Disability type			
Autism	14,385	14,786	97%
Intellectual Disability (including Down Syndrome)	12,374	12,595	98%
Psychosocial Disability	3,840	3,910	98%
Developmental Delay (including Global Developmental Delay)	1,850	1,947	95%
Other	15,955	16,350	98%
Total	48,404	49,588	98%

²⁷⁹ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table H.56 Distribution of plans by utilisation – Queensland ^{280 281}

Plan utilisation	Total
0 to 50%	42%
50% to 75%	26%
> 75%	32%
Total	100%

Table H.57 Proportion of active participants with approved plans accessing mainstream supports – Queensland ²⁸²

	Prior Quarters	2019-20 Q4	Total
Daily Activities	14%	16%	15%
Health & Wellbeing	50%	52%	51%
Lifelong Learning	13%	15%	13%
Other	10%	11%	11%
Non-categorised	32%	29%	31%
Any mainstream service	94%	93%	94%

Part Three: Providers and the growing market

Table H.58 Key markets indicators by quarter – Queensland ^{283 284}

Market indicators	Prior Quarters	2019-20 Q4
a) Average number of active providers per active participant	1.31	1.28
b) Number of providers delivering new types of supports	527	487
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	84%	85%
<i>Therapeutic Supports (%)</i>	91%	93%
<i>Participation in community, social and civic activities (%)</i>	83%	84%
<i>Early Intervention supports for early childhood (%)</i>	89%	90%
<i>Daily Personal Activities (%)</i>	86%	86%

Table H.59 Cumulative number of providers that have been ever active as at 30 June 2020 by quarter of activity – Queensland

Activity	Number of providers
Active for the first time in 2019-20 Q4	127
Active in 2019-20 Q4 and also in previous quarters	2,443
Active in 2019-20 Q4	2,570
Inactive in 2019-20 Q4	2,488
Active ever	5,058

²⁸⁰ This table only considers participants with initial plans approved up to 31 December 2019, and includes committed supports and payments for supports provided up to 31 March 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²⁸¹ 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.

²⁸² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²⁸³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²⁸⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²⁸⁵ Active providers refer to those who have received payment for support Agency-managed participants.

Table H.60 Cumulative number of providers that have been ever active by registration group – Queensland ²⁸⁶

Registration Group	Prior Quarters	2019-20 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	101	22	123	22%
Assistance Animals	79	3	82	4%
Assistance with daily life tasks in a group or shared living arrangement	504	34	538	7%
Assistance with travel/transport arrangements	542	30	572	6%
Daily Personal Activities	876	29	905	3%
Group and Centre Based Activities	584	15	599	3%
High Intensity Daily Personal Activities	580	28	608	5%
Household tasks	1,030	36	1,066	3%
Interpreting and translation	102	5	107	5%
Participation in community, social and civic activities	932	31	963	3%
Assistive Technology				
Assistive equipment for recreation	137	20	157	15%
Assistive products for household tasks	116	18	134	16%
Assistance products for personal care and safety	968	44	1,012	5%
Communication and information equipment	228	79	307	35%
Customised Prosthetics	377	27	404	7%
Hearing Equipment	112	26	138	23%
Hearing Services	20	3	23	15%
Personal Mobility Equipment	531	34	565	6%
Specialised Hearing Services	25	6	31	24%
Vision Equipment	133	17	150	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	864	54	918	6%
Behaviour Support	407	20	427	5%
Community nursing care for high needs	229	34	263	15%
Development of daily living and life skills	558	19	577	3%
Early Intervention supports for early childhood	891	25	916	3%
Exercise Physiology and Physical Wellbeing activities	491	23	514	5%
Innovative Community Participation	166	10	176	6%
Specialised Driving Training	117	14	131	12%
Therapeutic Supports	2,316	57	2,373	2%
Capital services				
Home modification design and construction	264	34	298	13%
Specialist Disability Accommodation	39	7	46	18%
Vehicle Modifications	132	14	146	11%
Choice and control support services				
Management of funding for supports in participants plan	430	22	452	5%
Support Coordination	210	16	226	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	127	15	142	12%
Specialised Supported Employment	144	7	151	5%
Total approved active providers	4,931	127	5,058	3%

²⁸⁶ 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.61 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2020 – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	34	89	123	28%	72%	100%
Assistance Animals	9	73	82	11%	89%	100%
Assistance with daily life tasks in a group or shared living arrangement	61	477	538	11%	89%	100%
Assistance with travel/transport arrangements	93	479	572	16%	84%	100%
Daily Personal Activities	109	796	905	12%	88%	100%
Group and Centre Based Activities	64	535	599	11%	89%	100%
High Intensity Daily Personal Activities	71	537	608	12%	88%	100%
Household tasks	337	729	1,066	32%	68%	100%
Interpreting and translation	21	86	107	20%	80%	100%
Participation in community, social and civic activities	121	842	963	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	23	134	157	15%	85%	100%
Assistive products for household tasks	12	122	134	9%	91%	100%
Assistance products for personal care and safety	152	860	1,012	15%	85%	100%
Communication and information equipment	54	253	307	18%	82%	100%
Customised Prosthetics	56	348	404	14%	86%	100%
Hearing Equipment	19	119	138	14%	86%	100%
Hearing Services	4	19	23	17%	83%	100%
Personal Mobility Equipment	76	489	565	13%	87%	100%
Specialised Hearing Services	4	27	31	13%	87%	100%
Vision Equipment	25	125	150	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	169	749	918	18%	82%	100%
Behaviour Support	142	285	427	33%	67%	100%
Community nursing care for high needs	34	229	263	13%	87%	100%
Development of daily living and life skills	75	502	577	13%	87%	100%
Early Intervention supports for early childhood	337	579	916	37%	63%	100%
Exercise Physiology and Physical Wellbeing activities	129	385	514	25%	75%	100%
Innovative Community Participation	49	127	176	28%	72%	100%
Specialised Driving Training	20	111	131	15%	85%	100%
Therapeutic Supports	983	1,390	2,373	41%	59%	100%
Capital services						
Home modification design and construction	47	251	298	16%	84%	100%
Specialist Disability Accommodation	2	44	46	4%	96%	100%
Vehicle Modifications	14	132	146	10%	90%	100%
Choice and control support services						
Management of funding for supports in participants plan	72	380	452	16%	84%	100%
Support Coordination	41	185	226	18%	82%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	12	130	142	8%	92%	100%
Specialised Supported Employment	9	142	151	6%	94%	100%
Total	1,714	3,344	5,058	34%	66%	100%

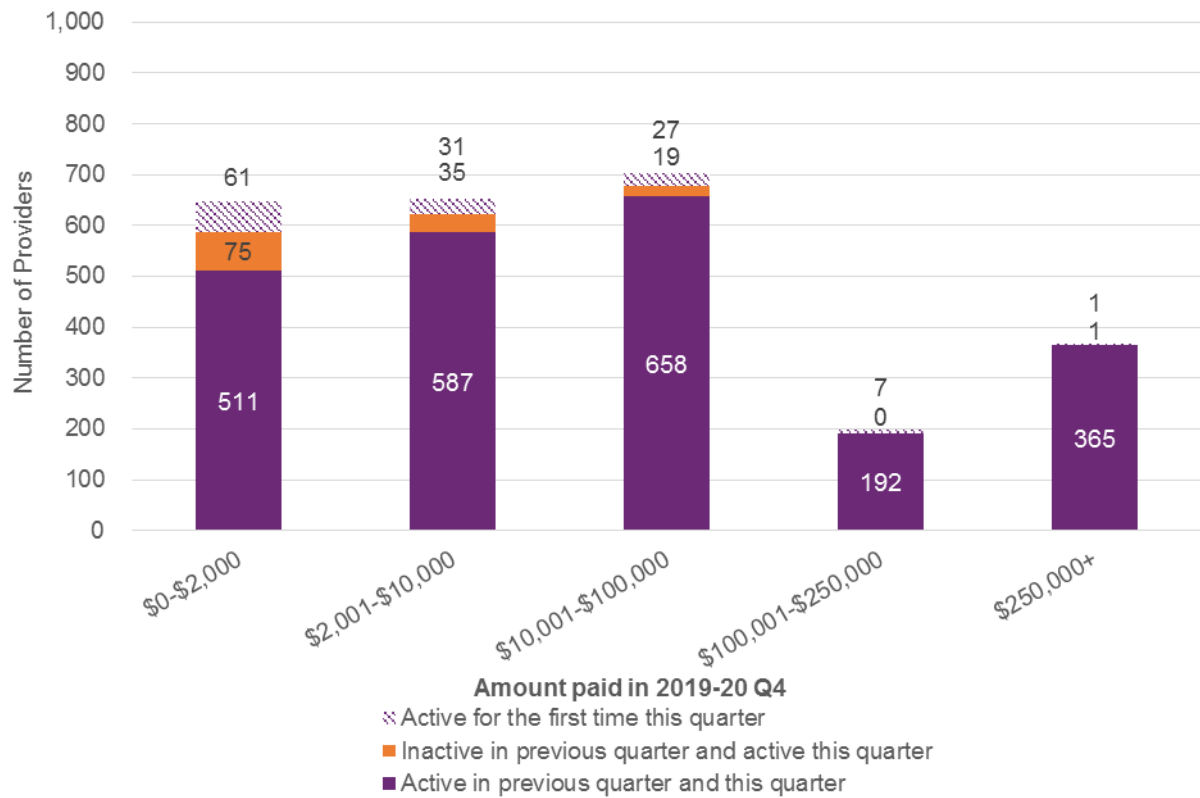
Table H.62 Number and proportion of providers active in 2019-20 Q4 by registration group and first quarter of activity – Queensland

Registration Group	Active in previous quarters and in 2019-20 Q4	Active for the first time in 2019-20 Q4	Total	% active for the first time in 2019-20 Q4
Assistance services				
Accommodation / Tenancy Assistance	26	22	48	46%
Assistance Animals	47	3	50	6%
Assistance with daily life tasks in a group or shared living arrangement	336	34	370	9%
Assistance with travel/transport arrangements	302	30	332	9%
Daily Personal Activities	514	29	543	5%
Group and Centre Based Activities	328	15	343	4%
High Intensity Daily Personal Activities	299	28	327	9%
Household tasks	552	36	588	6%
Interpreting and translation	58	5	63	8%
Participation in community, social and civic activities	545	31	576	5%
Assistive Technology				
Assistive equipment for recreation	43	20	63	32%
Assistive products for household tasks	19	18	37	49%
Assistance products for personal care and safety	546	44	590	7%
Communication and information equipment	144	79	223	35%
Customised Prosthetics	194	27	221	12%
Hearing Equipment	53	26	79	33%
Hearing Services	3	3	6	50%
Personal Mobility Equipment	284	34	318	11%
Specialised Hearing Services	6	6	12	50%
Vision Equipment	51	17	68	25%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	499	54	553	10%
Behaviour Support	165	20	185	11%
Community nursing care for high needs	126	34	160	21%
Development of daily living and life skills	284	19	303	6%
Early Intervention supports for early childhood	385	25	410	6%
Exercise Physiology and Physical Wellbeing activities	291	23	314	7%
Innovative Community Participation	54	10	64	16%
Specialised Driving Training	34	14	48	29%
Therapeutic Supports	1,099	57	1,156	5%
Capital services				
Home modification design and construction	123	34	157	22%
Specialist Disability Accommodation	25	7	32	22%
Vehicle Modifications	45	14	59	24%
Choice and control support services				
Management of funding for supports in participants plan	309	22	331	7%
Support Coordination	91	16	107	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	61	15	76	20%
Specialised Supported Employment	90	7	97	7%
Total	2,443	127	2,570	5%

Table H.63 Number and proportion of providers active in 2019-20 Q4 in each registration group by legal entity type – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	12	36	48	25%	75%	100%
Assistance Animals	7	43	50	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	37	333	370	10%	90%	100%
Assistance with travel/transport arrangements	39	293	332	12%	88%	100%
Daily Personal Activities	76	467	543	14%	86%	100%
Group and Centre Based Activities	43	300	343	13%	87%	100%
High Intensity Daily Personal Activities	46	281	327	14%	86%	100%
Household tasks	172	416	588	29%	71%	100%
Interpreting and translation	15	48	63	24%	76%	100%
Participation in community, social and civic activities	80	496	576	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	9	54	63	14%	86%	100%
Assistive products for household tasks	4	33	37	11%	89%	100%
Assistance products for personal care and safety	72	518	590	12%	88%	100%
Communication and information equipment	40	183	223	18%	82%	100%
Customised Prosthetics	29	192	221	13%	87%	100%
Hearing Equipment	14	65	79	18%	82%	100%
Hearing Services	1	5	6	17%	83%	100%
Personal Mobility Equipment	42	276	318	13%	87%	100%
Specialised Hearing Services	2	10	12	17%	83%	100%
Vision Equipment	10	58	68	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	105	448	553	19%	81%	100%
Behaviour Support	62	123	185	34%	66%	100%
Community nursing care for high needs	20	140	160	13%	88%	100%
Development of daily living and life skills	42	261	303	14%	86%	100%
Early Intervention supports for early childhood	127	283	410	31%	69%	100%
Exercise Physiology and Physical Wellbeing activities	75	239	314	24%	76%	100%
Innovative Community Participation	15	49	64	23%	77%	100%
Specialised Driving Training	6	42	48	13%	88%	100%
Therapeutic Supports	425	731	1,156	37%	63%	100%
Capital services						
Home modification design and construction	20	137	157	13%	87%	100%
Specialist Disability Accommodation	2	30	32	6%	94%	100%
Vehicle Modifications	9	50	59	15%	85%	100%
Choice and control support services						
Management of funding for supports in participants plan	60	271	331	18%	82%	100%
Support Coordination	17	90	107	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	6	70	76	8%	92%	100%
Specialised Supported Employment	8	89	97	8%	92%	100%
Total	786	1,784	2,570	31%	69%	100%

Figure H.22 Distribution of active providers in 2019-20 Q4 by their status in 2019-20 Q3 and payment band in 2019-20 Q4 – Queensland ²⁸⁷



Part Four: Financial sustainability

Table H.64 Committed supports by financial year (\$m) – Queensland ²⁸⁸

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	0.9	3.2	8.1	217.0	829.1	2,471.0	5,009.2

²⁸⁷ Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

²⁸⁸ 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.23 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 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Queensland

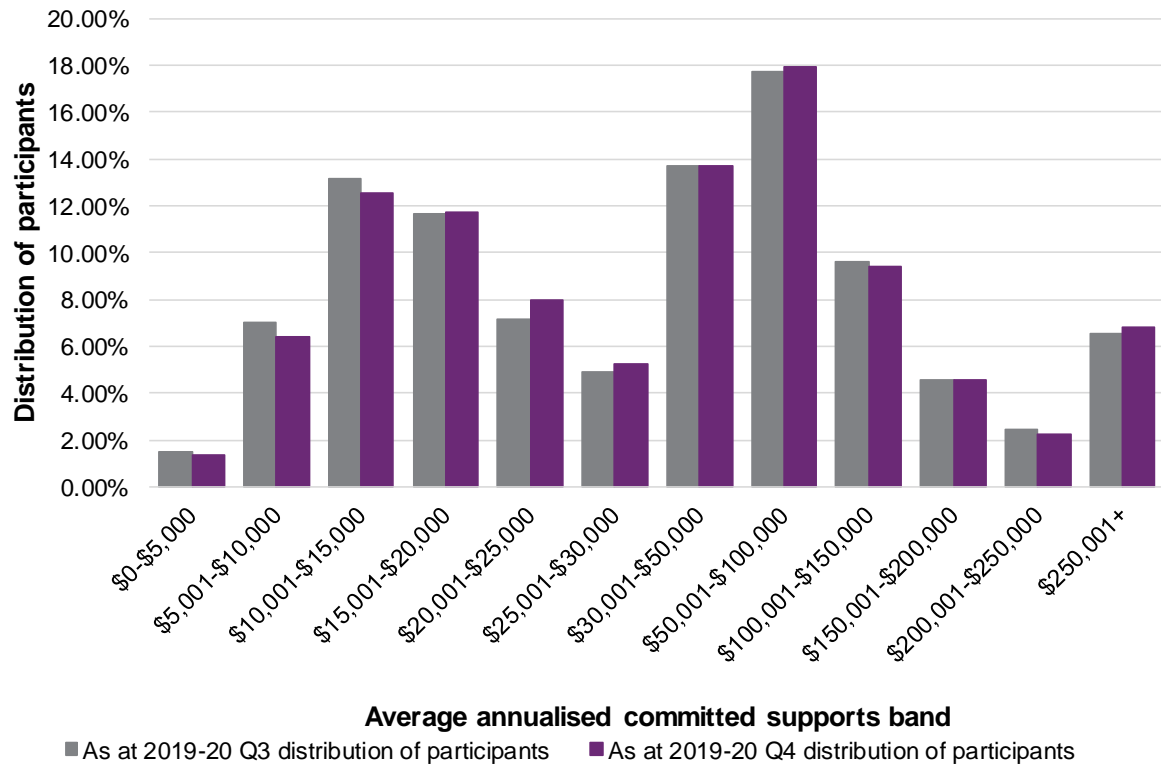


Figure H.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Queensland

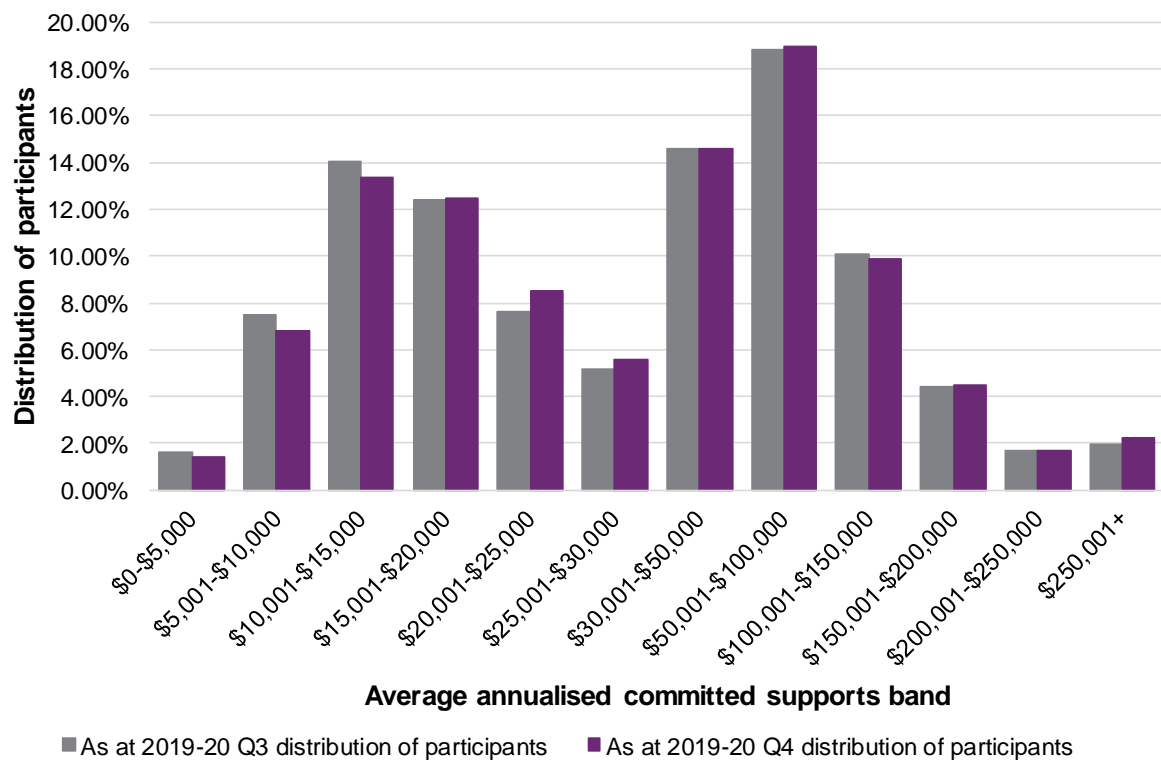


Figure H.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Queensland

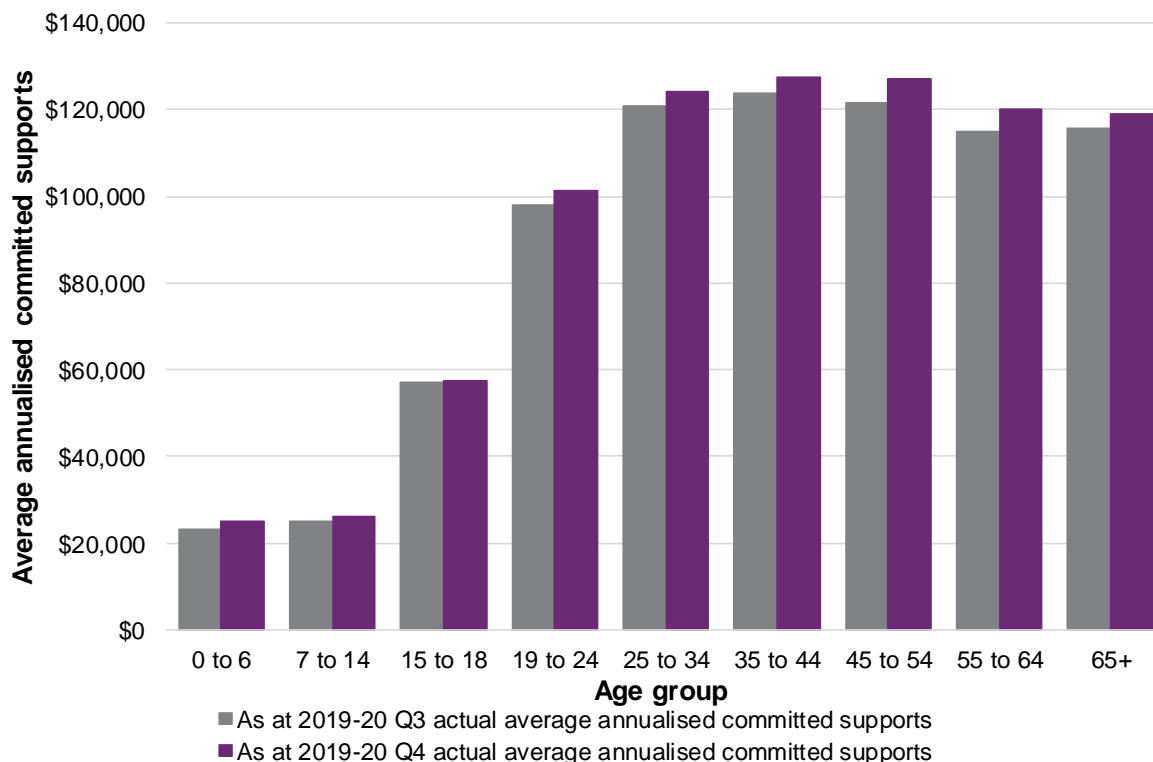


Figure H.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Queensland

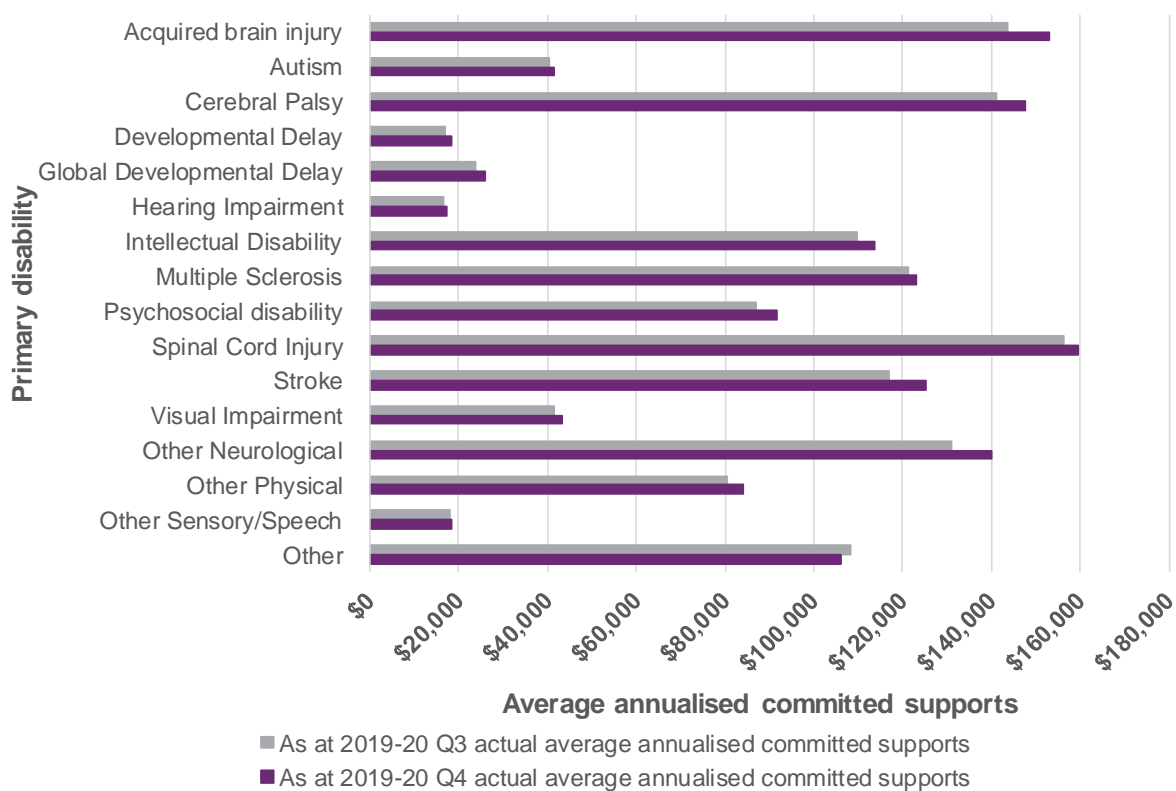


Figure H.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Queensland

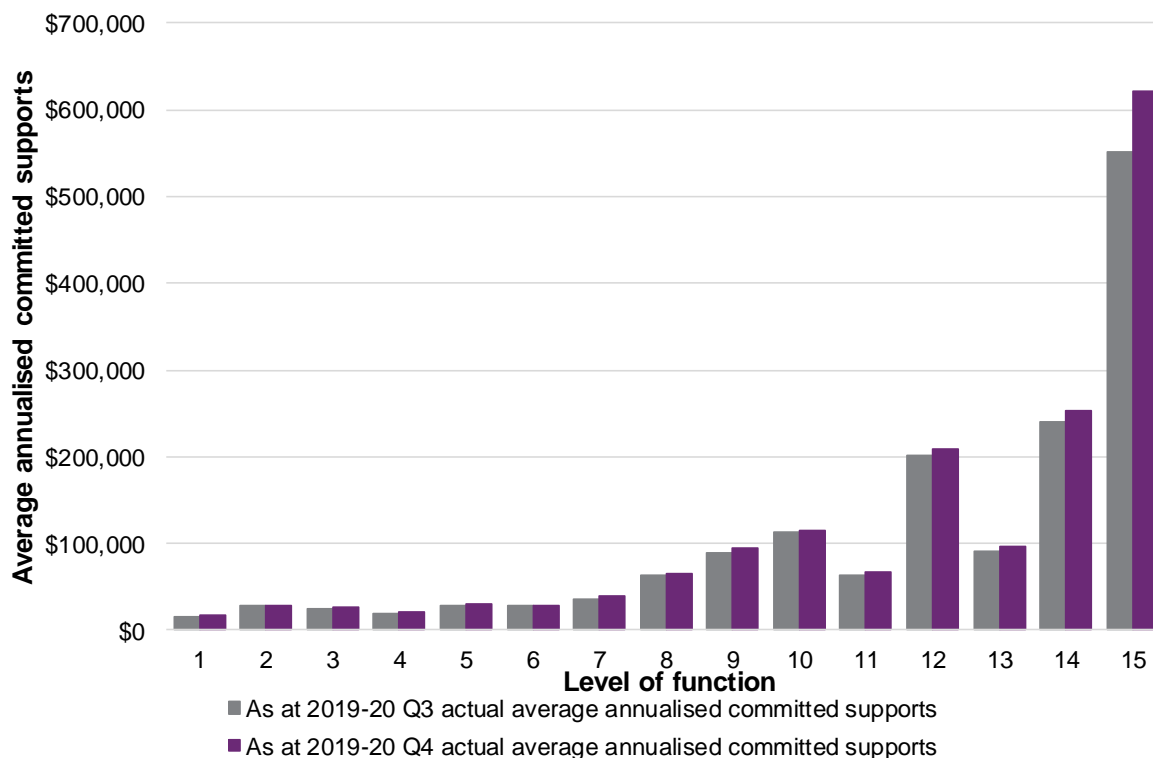


Figure H.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Queensland

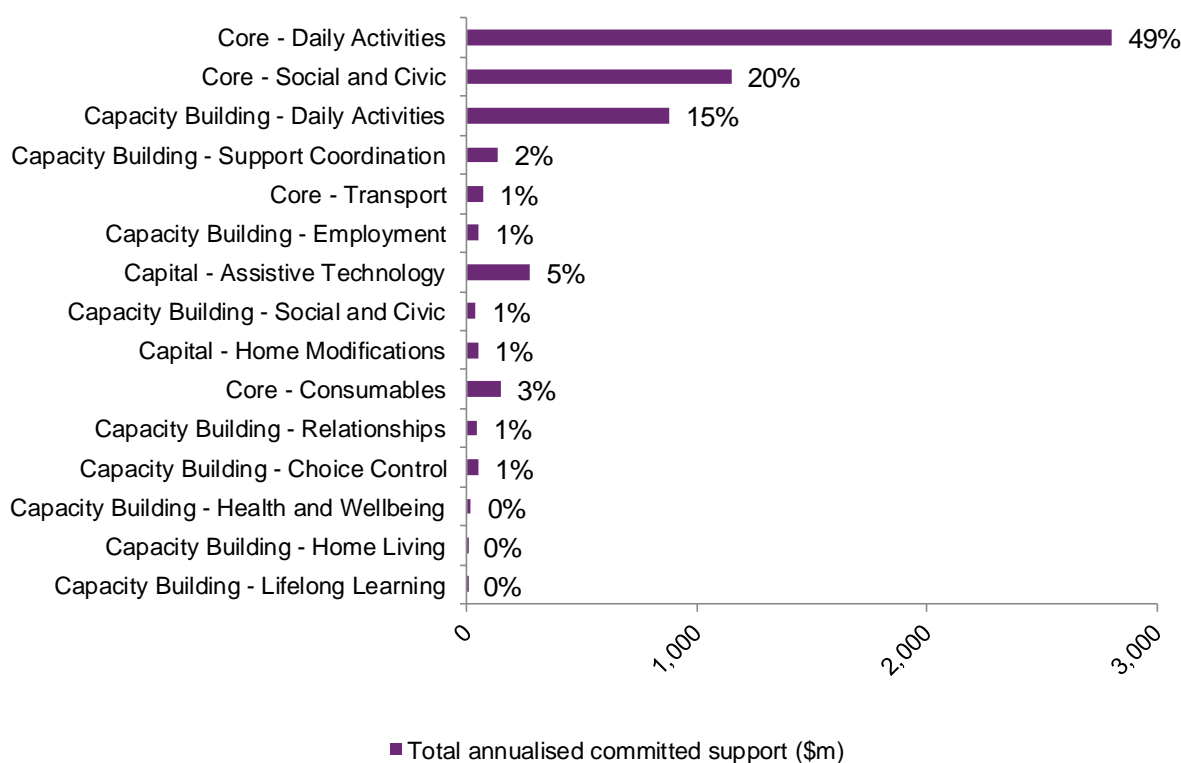
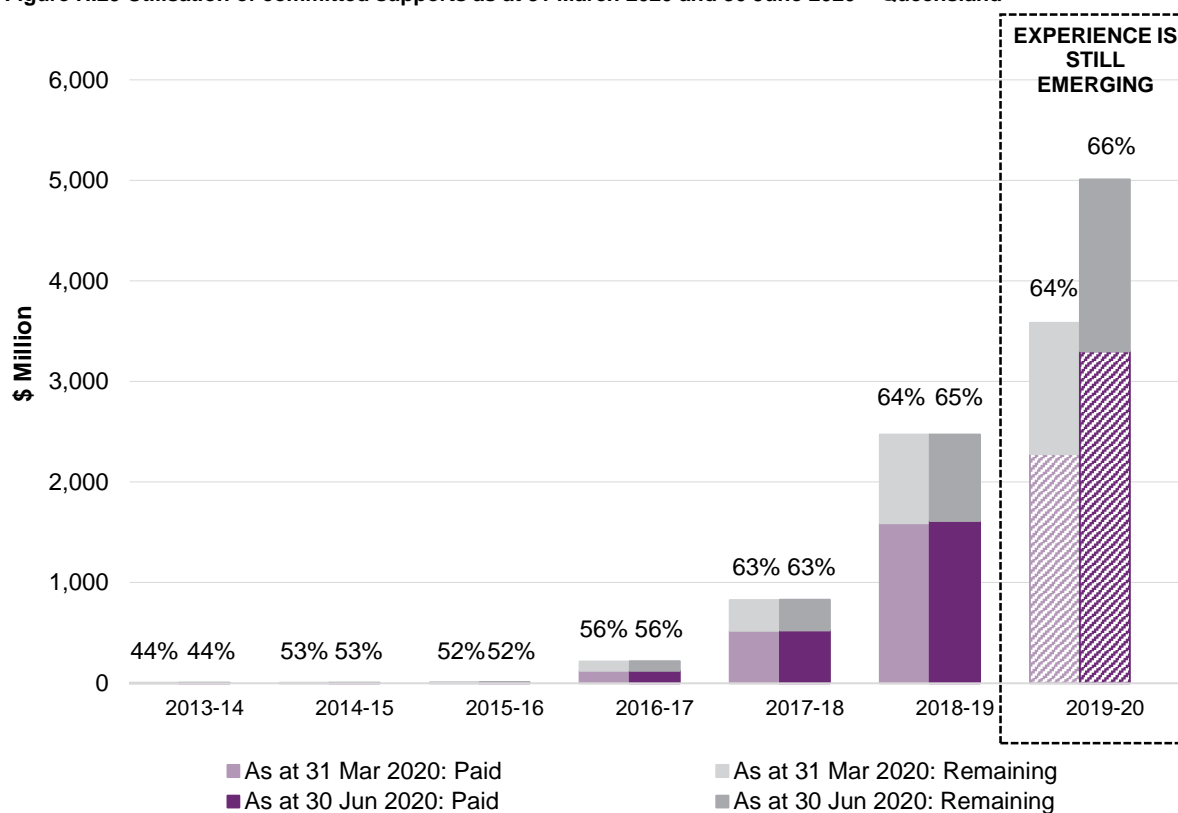


Table H.65 Payments by financial year, compared to committed supports (\$m) – Queensland ²⁸⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	0.9	3.2	8.1	217.0	829.1	2,471.0	5,009.2
Total Paid	0.4	1.7	4.2	122.2	523.7	1,612.7	3,301.1
% utilised to date	44%	53%	52%	56%	63%	65%	66%

Figure H.29 Utilisation of committed supports as at 31 March 2020 and 30 June 2020 – Queensland



²⁸⁹ 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.30 Utilisation of committed supports by plan number from 1 October 2019 to 31 March 2020 – Queensland ²⁹⁰

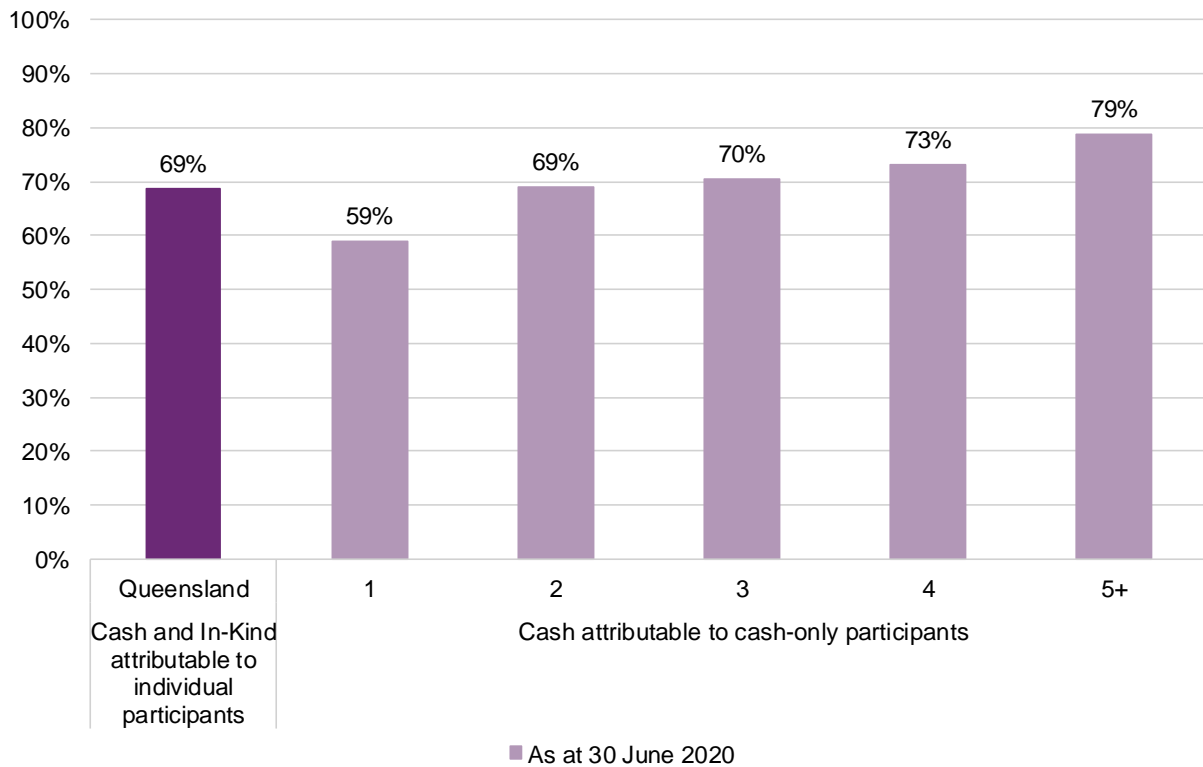
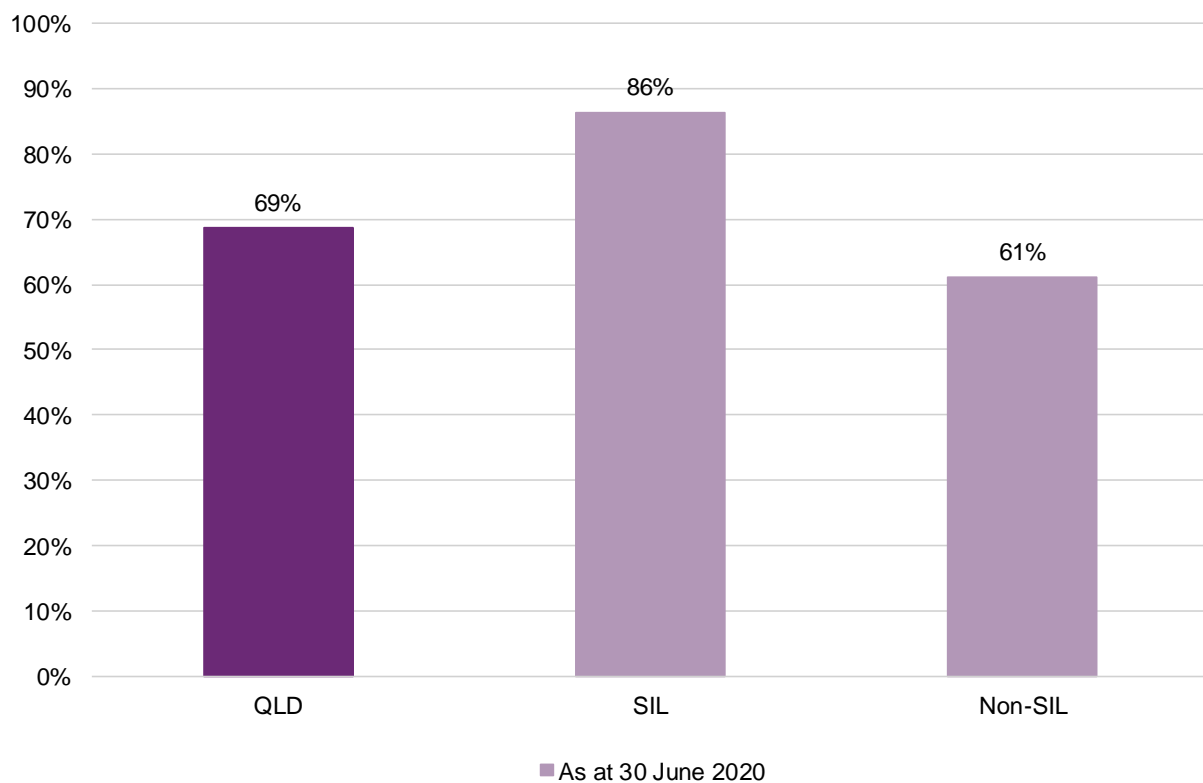


Figure H.31 Utilisation of committed supports by SIL status from 1 October 2019 to 31 March 2020 – Queensland ²⁹¹



²⁹⁰ 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 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

²⁹¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

Figure H.32 Utilisation of committed supports by support class from 1 October 2019 to 31 March 2020 – Queensland ²⁹²

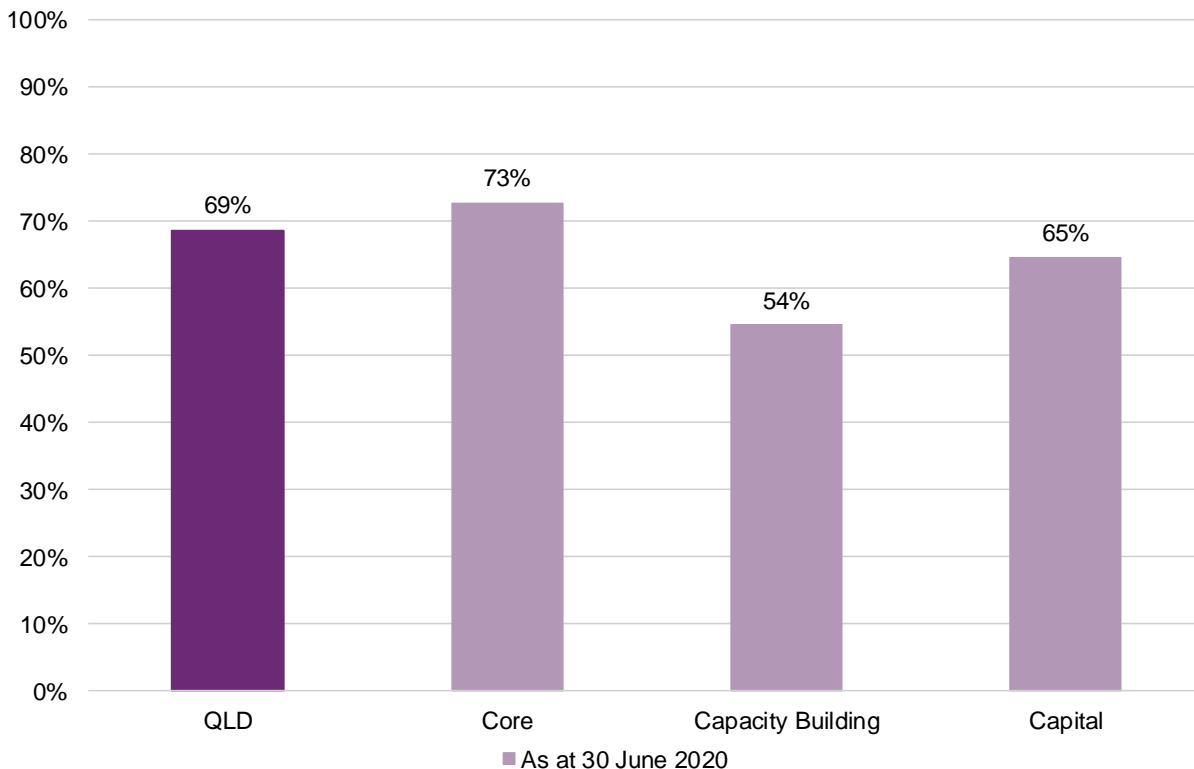
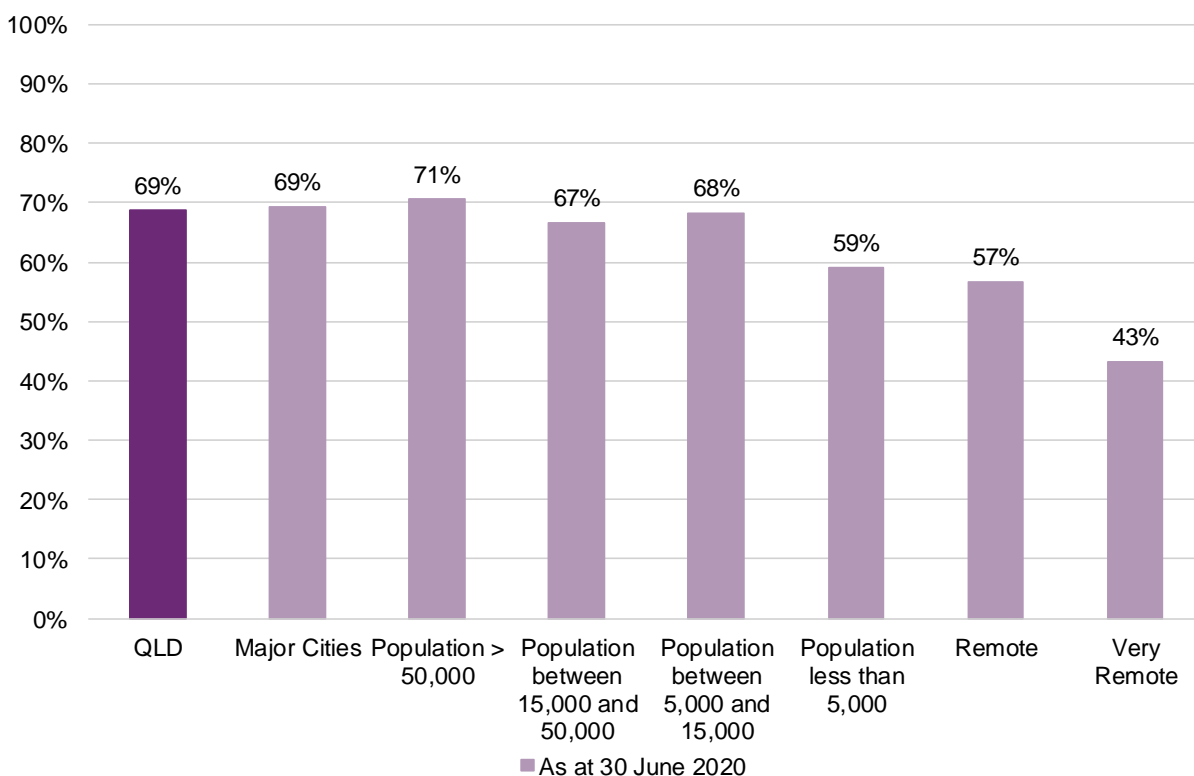


Figure H.33 Utilisation of committed supports by remoteness from 1 October 2019 to 31 March 2020 – Queensland ²⁹³



²⁹² Ibid.

²⁹³ Ibid.

Appendix I:

Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia ²⁹⁴

	Prior Quarters	2019-20 Q4	Total excluding ECEI	ECEI	Total including ECEI
Western Australia	27,165	5,170	32,335	212	32,547

Table I.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Western Australia ²⁹⁵

	Prior Quarters	2019-20 Q4	Total
Access decisions	36,336	3,401	39,737
Active Eligible	31,220	2,810	34,030
<i>New</i>	14,245	1,676	15,921
<i>State</i>	14,912	870	15,782
<i>Commonwealth</i>	2,063	264	2,327
Active Participant Plans (excl ECEI)	27,165	5,170	32,335
<i>New</i>	12,258	2,759	15,017
<i>State</i>	13,264	1,889	15,153
<i>Commonwealth</i>	1,643	522	2,165
Active Participant Plans	27,267	5,382	32,547
<i>Early Intervention (s25)</i>	2,933	881	3,814
<i>Permanent Disability (s24)</i>	24,232	4,289	28,521
<i>ECEI</i>	102	212	212

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 June 2020 – Western Australia

Exits	Total
Total participant exits	515
<i>Early Intervention participants</i>	77
<i>Permanent disability participants</i>	438

²⁹⁴ 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.

²⁹⁵ 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 ^{296 297}

	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
End of 2019-20 Q3	13,301	1,627	12,349	102	27,379
End of 2019-20 Q4	15,153	2,165	15,017	212	32,547

Table I.5 Cumulative numbers of active participants by entry into the Scheme – Western Australia ^{298 299 300 301}

	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
End of 2019-20 Q3	2,951	24,326	102	27,379
End of 2019-20 Q4	3,814	28,521	212	32,547

Table I.6 Assessment of access by age group – Western Australia ³⁰²

Age Group	Prior Quarters		2019-20 Q4		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	5,443	97%	609	97%	6,052	97%
7 to 14	7,807	95%	501	87%	8,308	95%
15 to 18	2,704	96%	185	90%	2,889	96%
19 to 24	2,613	94%	202	90%	2,815	94%
25 to 34	3,158	90%	285	87%	3,443	90%
35 to 44	2,667	84%	268	80%	2,935	84%
45 to 54	3,476	81%	342	74%	3,818	80%
55 to 64	4,136	74%	420	68%	4,556	73%
65+	272	81%	16	62%	288	79%
Missing	<11		<11		<11	
Total	32,276	89%	2,828	83%	35,104	88%

²⁹⁶ This table shows the total numbers of active participants at the end of each period.

²⁹⁷ 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.

²⁹⁸ This table shows the total numbers of active participants at the end of each period.

²⁹⁹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³⁰⁰ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

³⁰¹ 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.

³⁰² 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 I.7 Assessment of access by disability – Western Australia ³⁰³

Disability	Prior Quarters		2019-20 Q4		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
Acquired Brain Injury	1,021	94%	77	91%	1,098	94%
Autism	11,017	99%	799	96%	11,816	98%
Cerebral Palsy	1,364	97%	164	96%	1,528	97%
Developmental Delay	630	94%	191	99%	821	95%
Global Developmental Delay	917	99%	132	99%	1,049	99%
Hearing Impairment	1,331	91%	151	92%	1,482	91%
Intellectual Disability	7,442	98%	527	95%	7,969	98%
Multiple Sclerosis	665	89%	46	79%	711	88%
Psychosocial disability	2,559	70%	323	72%	2,882	70%
Spinal Cord Injury	526	97%	20	87%	546	96%
Stroke	384	82%	48	75%	432	81%
Visual Impairment	613	93%	28	78%	641	92%
Other Neurological	1,680	83%	166	68%	1,846	81%
Other Physical	1,645	54%	139	41%	1,784	53%
Other Sensory/Speech	124	43%	<11		133	42%
Other	61	28%	<11		69	28%
Missing	297	88%	<11		297	88%
Total	32,276	89%	2,828	83%	35,104	88%

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

Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,672	6.2%	430	8.3%	2,102	6.5%
Not Aboriginal and Torres Strait Islander	22,933	84.4%	4,089	79.1%	27,022	83.6%
Not Stated	2,560	9.4%	651	12.6%	3,211	9.9%
Total	27,165	100%	5,170	100%	32,335	100%

³⁰³ Ibid.

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia ^{304 305}

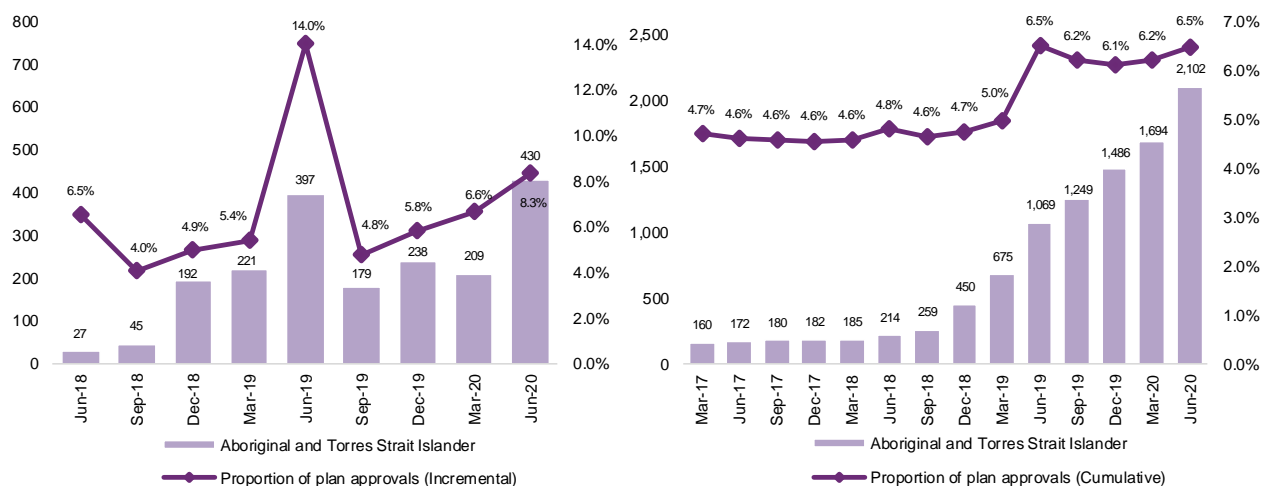
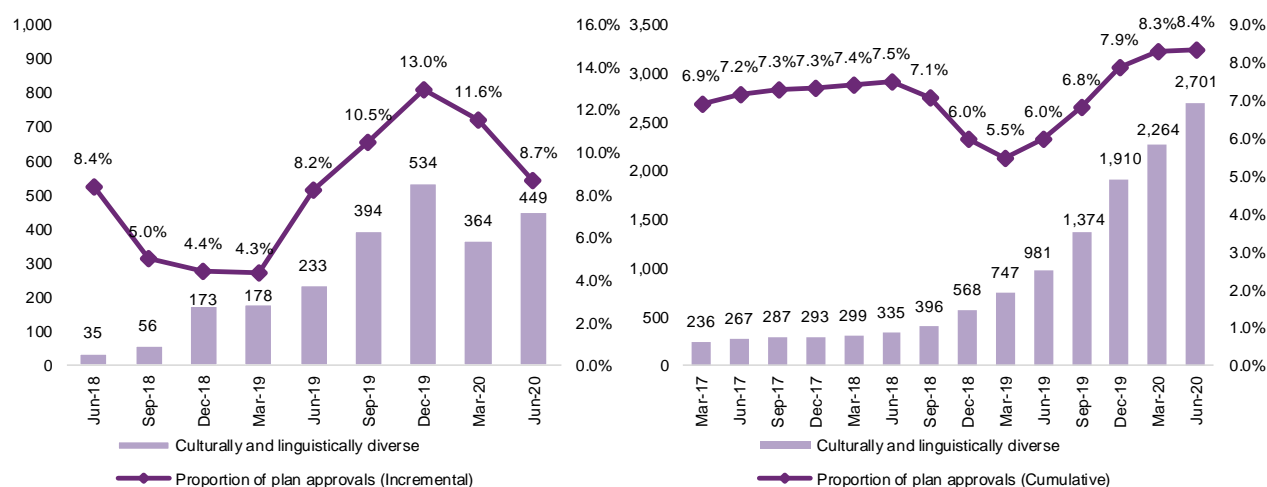


Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,252	8.3%	449	8.7%	2,701	8.4%
Not culturally and linguistically diverse	19,329	71.2%	4,716	91.2%	24,045	74.4%
Not stated	5,584	20.6%	<11		5,589	17.3%
Total	27,165	100%	5,170	100%	32,335	100%

Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia ^{306 307}



³⁰⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

³⁰⁵ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in WA prior to the June 2018 quarter.

³⁰⁶ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

³⁰⁷ There are insufficient numbers to show the incremental count of CALD participants in WA prior to the June 2018 quarter.

Table I.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Western Australia ^{308 309}

	Total
Age group	N
Under 45	<11
45 to 54	42
55 to 64	156
Total YPIRAC (under 65)	202

Figure I.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Western Australia ³¹⁰

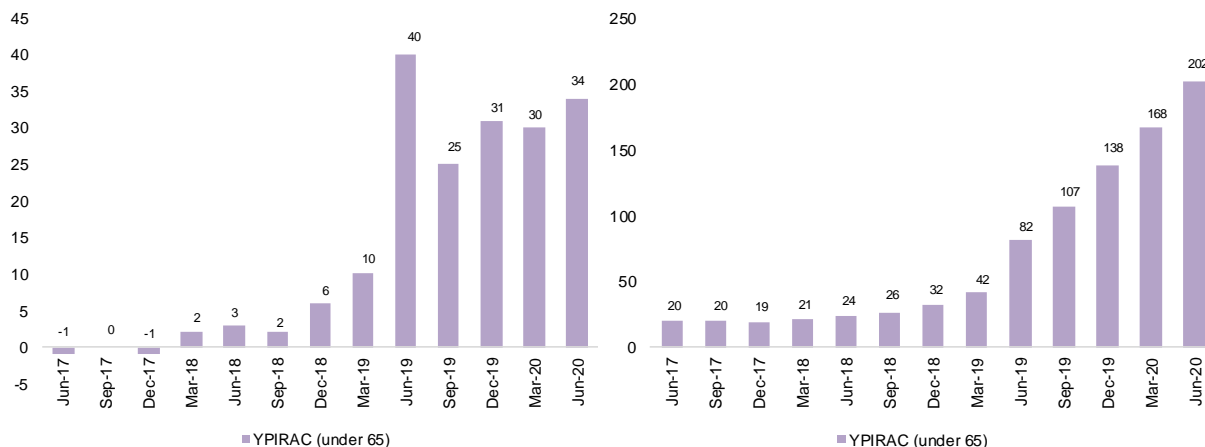


Table I.11 Participant profile per quarter by remoteness – Western Australia ^{311 312}

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Major cities	21,046	77.5%	4,043	78.2%	25,089	77.6%
Population > 50,000	1,550	5.7%	327	6.3%	1,877	5.8%
Population between 15,000 and 50,000	1,690	6.2%	363	7.0%	2,053	6.3%
Population between 5,000 and 15,000	370	1.4%	44	0.9%	414	1.3%
Population less than 5,000	1,279	4.7%	215	4.2%	1,494	4.6%
Remote	904	3.3%	129	2.5%	1,033	3.2%
Very Remote	325	1.2%	49	0.9%	374	1.2%
Missing	<11		<11		<11	
Total	27,165	100%	5,170	100%	32,335	100%

³⁰⁸ The results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The NDIA has improved data collection on participants who have exited residential aged care and are now in more appropriate accommodation.

³⁰⁹ There are a further 69 active participants aged 65 years or over who have ever been in residential aged care.

³¹⁰ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Data is not available prior to June 2017.

³¹¹ This table is based on the Modified Monash Model measure of remoteness.

³¹² The distributions are calculated excluding active participants with a missing remoteness classification.

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia ^{313 314}

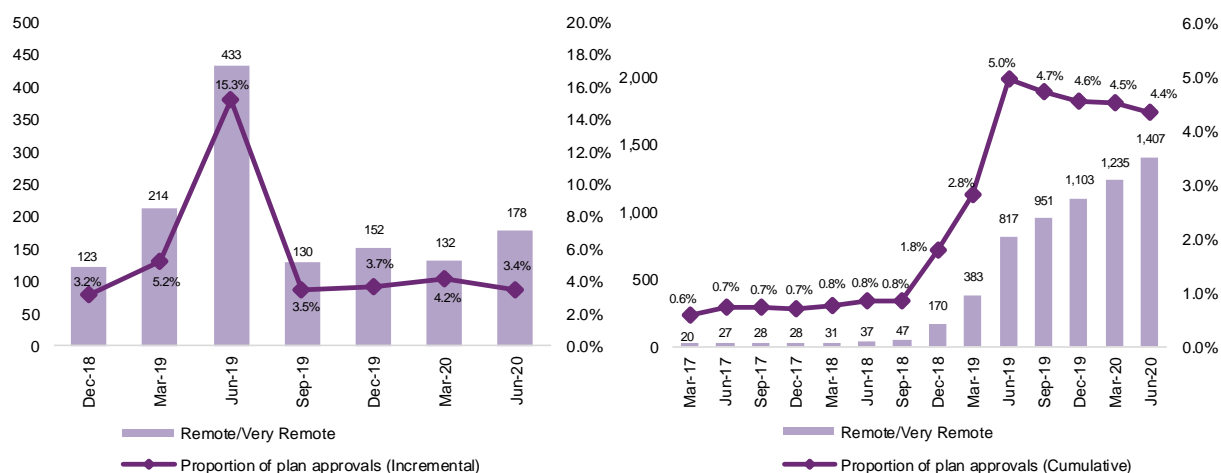


Table I.12 Participant profile per quarter by primary disability group – Western Australia ^{315 316 317}

	Prior Quarters		2019-20 Q4		Total	
Disability	N	%	N	%	N	%
Autism	9,746	36%	1,505	29%	11,251	35%
Intellectual Disability	6,390	24%	1,111	21%	7,501	23%
Psychosocial disability	2,135	8%	488	9%	2,623	8%
Developmental Delay	428	2%	235	5%	663	2%
Hearing Impairment	1,049	4%	301	6%	1,350	4%
Other Neurological	1,357	5%	269	5%	1,626	5%
Other Physical	1,334	5%	251	5%	1,585	5%
Cerebral Palsy	1,152	4%	300	6%	1,452	4%
ABI	813	3%	182	4%	995	3%
Visual Impairment	521	2%	77	1%	598	2%
Global Developmental Delay	722	3%	216	4%	938	3%
Multiple Sclerosis	592	2%	81	2%	673	2%
Stroke	312	1%	88	2%	400	1%
Spinal Cord Injury	462	2%	50	1%	512	2%
Other Sensory/Speech	106	0%	<11		112	0%
Other	46	0%	<11		56	0%
Total	27,165	100%	5,170	100%	32,335	100%

³¹³ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

³¹⁴ There are insufficient numbers to show the incremental count of remote/very remote participants in WA prior to the December 2018 quarter.

³¹⁵ Table order based on national proportions (highest to lowest).

³¹⁶ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³¹⁷ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (965).

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia ³¹⁸

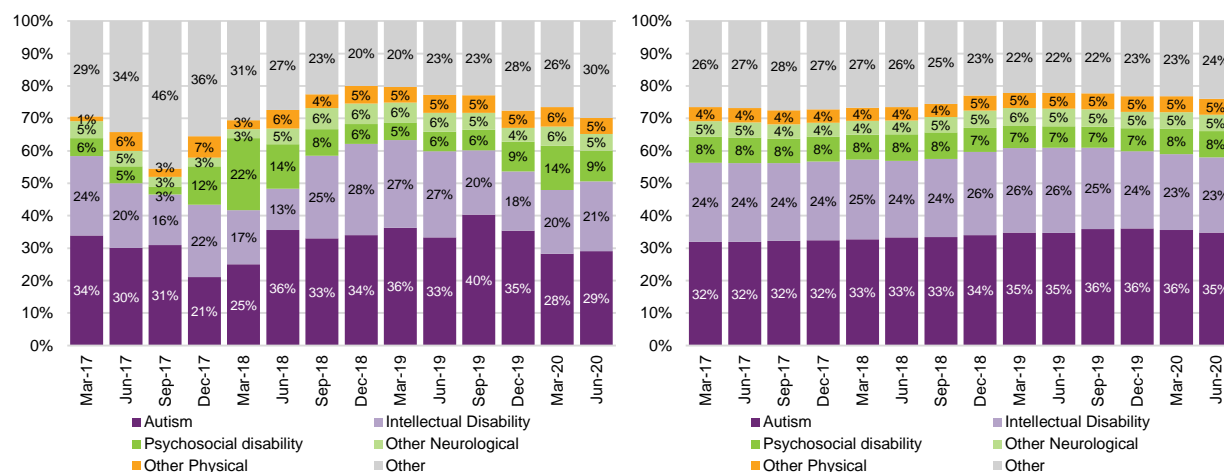


Table I.13 Participant profile per quarter by level of functions – Western Australia ³¹⁹

Level of Function	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	1,480	5%	432	8%	1,912	6%
2 (High Function)	86	0%	<11		95	0%
3 (High Function)	1,533	6%	328	6%	1,861	6%
4 (High Function)	1,135	4%	253	5%	1,388	4%
5 (High Function)	1,807	7%	291	6%	2,098	6%
6 (Moderate Function)	4,671	17%	973	19%	5,644	17%
7 (Moderate Function)	1,693	6%	237	5%	1,930	6%
8 (Moderate Function)	2,120	8%	353	7%	2,473	8%
9 (Moderate Function)	93	0%	20	0%	113	0%
10 (Moderate Function)	3,264	12%	587	11%	3,851	12%
11 (Low Function)	1,527	6%	152	3%	1,679	5%
12 (Low Function)	5,208	19%	1,086	21%	6,294	19%
13 (Low Function)	2,012	7%	296	6%	2,308	7%
14 (Low Function)	478	2%	152	3%	630	2%
15 (Low Function)	<11		<11		<11	
Missing	50		<11		50	
Total	27,165	100%	5,170	100%	32,335	100%

³¹⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

³¹⁹ The distributions are calculated excluding participants with a missing level of function.

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia ³²⁰

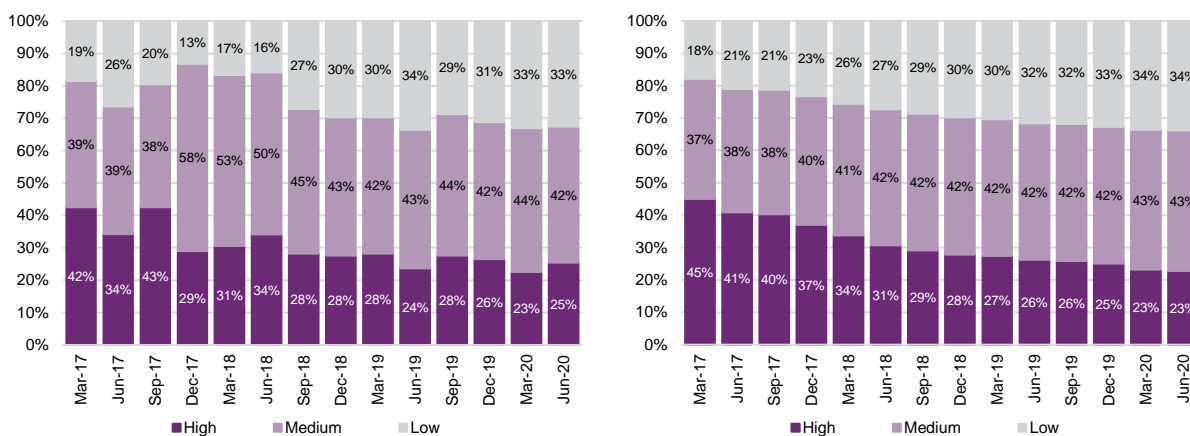
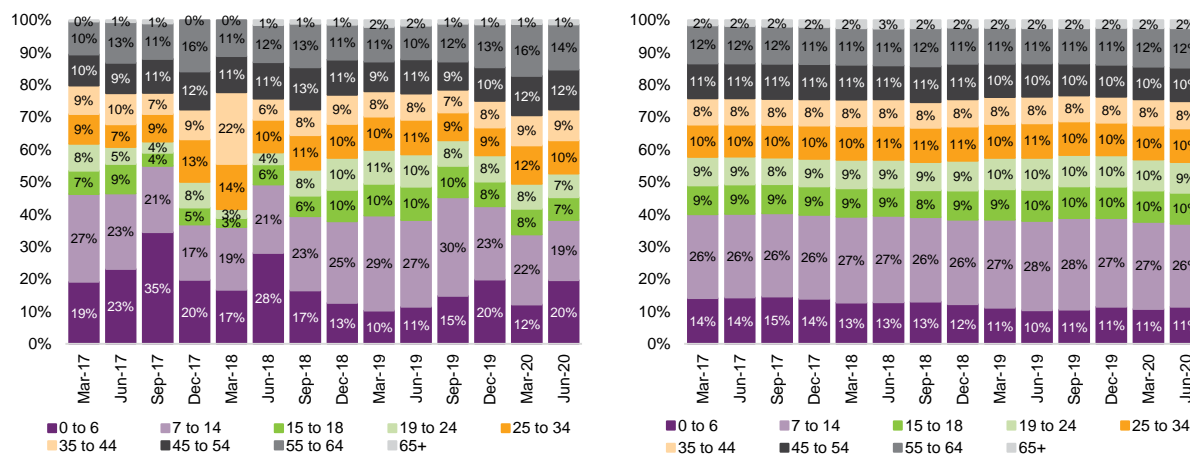


Table I.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
0 to 6	2,694	10%	1,015	20%	3,709	11%
7 to 14	7,332	27%	966	19%	8,298	26%
15 to 18	2,716	10%	362	7%	3,078	10%
19 to 24	2,688	10%	379	7%	3,067	9%
25 to 34	2,848	10%	528	10%	3,376	10%
35 to 44	2,224	8%	491	9%	2,715	8%
45 to 54	2,730	10%	642	12%	3,372	10%
55 to 64	3,196	12%	718	14%	3,914	12%
65+	737	3%	69	1%	806	2%
Total	27,165	100%	5,170	100%	32,335	100%

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia ³²¹



³²⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

³²¹ Ibid.

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

	Prior Quarters		2019-20 Q4		Total	
Gender	N	%	N	%	N	%
Male	17,058	63%	3,150	61%	20,208	62%
Female	9,955	37%	1,969	38%	11,924	37%
Other	152	1%	51	1%	203	1%
Total	27,165	100%	5,170	100%	32,335	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia ³²²

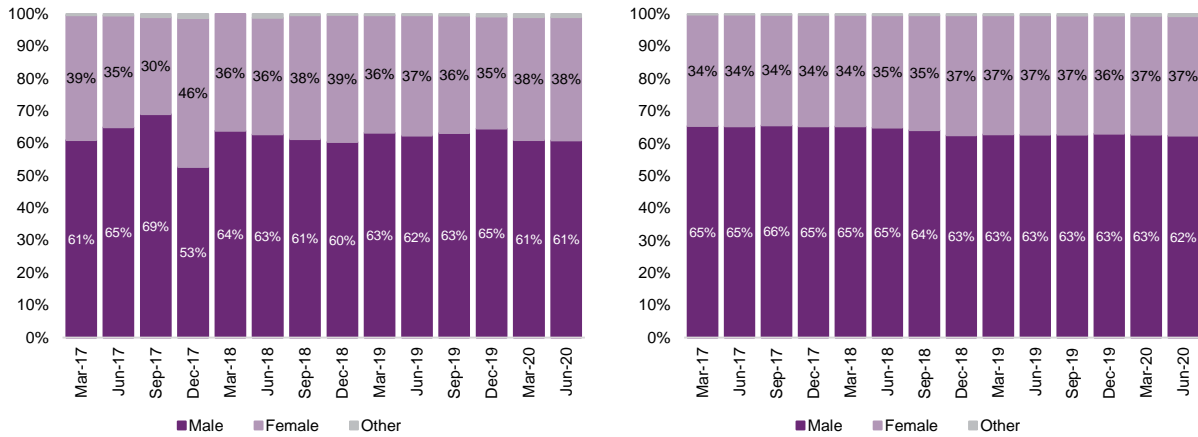


Table I.16 Prevalence rates by age group – Western Australia

	WA
0-6	1.64%
7-14	3.15%
15-18	2.58%
19-24	1.62%
25-34	0.91%
35-44	0.77%
45-54	1.03%
55-64	1.35%
Total (aged 0-64)	1.47%

³²² Ibid.

Part Two: Participant experience and outcomes

Table I.17 Number of baseline questionnaires completed by SFOF version – Western Australia ³²³

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	Number of questionnaires
Participant 0 to school	286	153	587	1,221	2,247
Participant school to 14	296	258	4,181	4,824	9,559
Participant 15 to 24	147	76	2,196	2,437	4,856
Participant 25 and over	503	302	4,753	6,938	12,496
Total Participant	1,232	789	11,717	15,420	29,158
Family 0 to 14	563	399	4,119	5,575	10,656
Family 15 to 24	36	49	1,465	1,643	3,193
Family 25 and over	21	77	1,509	2,227	3,834
Total Family	620	525	7,093	9,445	17,683
Total	1,852	1,314	18,810	24,865	46,841

Table I.18 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	68%			
CC	% who say their child is able to tell them what he/she wants	57%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		41%		
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			37%	
CC	% who choose who supports them			38%	59%
CC	% who choose what they do each day			48%	67%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			17%	22%
CC	% who want more choice and control in their life			72%	64%

³²³ Baseline outcomes for participants and/or their families and carers were collected for 97% 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 I.19 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	49%	61%		
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		37%		
REL	Of these, % who are welcomed or actively included	63%	77%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			34%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			37%	38%

Table I.20 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		68%		
HM	% who are happy with their home			82%	77%
HM	% who feel safe or very safe in their home			82%	70%
HW	% who rate their health as good, very good or excellent			71%	46%
HW	% who did not have any difficulties accessing health services			80%	74%
LL	% who currently attend or previously attended school in a mainstream class			42%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				72%
LL	% unable to do a course or training they wanted to do in the last 12 months				31%
WK	% who have a paid job			22%	26%
WK	% who volunteer			16%	13%

Table I.21 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%	20%
% receiving Carer Allowance	44%	41%	33%
% working in a paid job	47%	54%	38%
Of those in a paid job, % in permanent employment	77%	78%	82%
Of those in a paid job, % working 15 hours or more	78%	85%	85%
% who say they (and their partner) are able to work as much as they want	42%	51%	62%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	90%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	30%	21%	17%
% able to advocate for their child/family member	75%	72%	71%
% who have friends and family they see as often as they like	40%	48%	54%
% 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		49%	
% who feel in control selecting services		53%	54%
% 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	75%	67%	63%

Table I.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=286) - participants who entered from 1 July 2018 to 30 June 2019 – Western Australia ³²⁴

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	88%
CC Has the NDIS helped increase your child's ability to communicate what they want?	78%
REL Has the NDIS improved how your child fits into family life?	65%
S/CP Has the NDIS improved how your child fits into community life?	50%

³²⁴ Results in Tables I.22 to I.25 exclude participants who entered prior to 1 July 2018, as these participants have been included in Tables I.26 to I.32.

Table I.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=3,177) - participants who entered from 1 July 2018 to 30 June 2019 – Western Australia

Question		% Yes
DL	Has the NDIS helped your child to become more independent?	70%
LL	Has the NDIS improved your child's access to education?	50%
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?	55%

Table I.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,875) and ‘Participant 25 and over’ (n=3,777) - participants who entered from 1 July 2018 to 30 June 2019 – Western Australia

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	64%	75%
DL	Has the NDIS helped you with daily living activities?	69%	83%
REL	Has the NDIS helped you to meet more people?	55%	63%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	41%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	63%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	36%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	27%	26%
S/CP	Has the NDIS helped you be more involved?	63%	70%

Table I.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=2,810); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,904) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	64%	58%
Has the NDIS improved the level of support for your family?	68%	69%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	70%	67%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	45%	45%

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.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=195) - participants who entered from 1 July 2017 to 30 June 2018 – Western Australia ³²⁵

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	77%	+10%
LL	Has the NDIS improved your child's access to education?	49%	51%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	61%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	54%	+7%

³²⁵ Results in Tables I.26 to I.28 include participants who had their first plan approved between 1 July 2017 to 30 June 2018 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 versions ‘Participant 15 to 24’ (n=56) and ‘Participant 25 and over’ (n=157) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	63%	62%	-0%	79%	77%	-3%
DL	Has the NDIS helped you with daily living activities?	63%	66%	+3%	84%	82%	-2%
REL	Has the NDIS helped you to meet more people?	59%	60%	+1%	59%	58%	-2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	24%	-8%	28%	31%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	51%	-3%	52%	61%	+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?	28%	28%	1%	31%	31%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	22%	+2%	22%	20%	-2%
S/CP	Has the NDIS helped you be more involved?	63%	64%	+1%	67%	64%	-3%

Table I.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=172); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27) - participants who entered from 1 July 2017 to 30 June 2018 – Western 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?	65%	73%	+9%	60%	70%	+10%
	Has the NDIS improved the level of support for your family?	69%	75%	+5%	81%	85%	+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?	81%	81%	+0%	61%	74%	+14%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	84%	+2%			
	Has the NDIS improved your health and wellbeing?	53%	51%	-2%	Numbers are too small		

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.29 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=269) - participants who entered from 1 July 2016 to 30 June 2017 – Western Australia³²⁶

	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?	71%	74%	75%	+5%
LL	Has the NDIS improved your child's access to education?	42%	47%	54%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	56%	60%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	55%	57%	59%	+4%

Table I.30 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=98) - participants who entered from 1 July 2016 to 30 June 2017 – Western Australia

	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?	63%	65%	73%	+11%
	Has the NDIS helped you with daily living activities?	67%	72%	76%	+9%
	Has the NDIS helped you to meet more people?	51%	51%	57%	+5%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	18%	18%	-4%
	Has your involvement with the NDIS improved your health and wellbeing?	49%	49%	50%	+1%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	41%	41%	+1%
	Has your involvement with the NDIS helped you find a job that's right for you?	21%	27%	20%	-2%
	Has the NDIS helped you be more involved?	62%	67%	68%	+6%

³²⁶ Results in Tables I.29 to I.32 include participants who had their first plan approved between 1 July 2016 to 30 June 2017 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.31 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=277) - participants who entered from 1 July 2016 to 30 June 2017 – Western Australia

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?	76%	78%	81%	+5%
Has the NDIS helped you with daily living activities?	82%	84%	88%	+7%
Has the NDIS helped you to meet more people?	57%	61%	64%	+7%
Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	33%	37%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	56%	58%	61%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	35%	35%	-4%
Has your involvement with the NDIS helped you find a job that's right for you?	27%	24%	21%	-6%
Has the NDIS helped you be more involved?	71%	75%	77%	+6%

Table I.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=235) - participants who entered from 1 July 2016 to 30 June 2017 – Western Australia

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?	61%	62%	68%	+8%
Has the NDIS improved the level of support for your family?	74%	72%	79%	+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?	78%	83%	83%	+5%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	80%	83%	+1%
Has the NDIS improved your health and wellbeing?	53%	50%	53%	+1%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second and third plan reviews, for family 15 and over.

Table I.33 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=187), 'participants in community and social activities' (n=182) and 'participants who choose who supports them' (n=203) at entry, first and second plan review - participants who entered from 1 July 2017 to 30 June 2018 – Western Australia ³²⁷

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	9%	9%	18%	24%
Aged 25+	20%	22%	22%	
Aged 15+ (Average)	18%	20%	21%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	29%	24%	37%	47%
Aged 25+	33%	37%	39%	
Aged 15+ (Average)	32%	35%	39%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	34%	30%	31%	45%
Aged 25+	65%	63%	64%	
Aged 15+ (Average)	60%	57%	59%	

Table I.34 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=359), 'participants in community and social activities' (n=357) and 'participants who choose who supports them' (n=380) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 June 2017 – Western Australia ³²⁸

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	16%	14%	22%	23%	24%
Aged 25+	26%	25%	23%	24%	
Aged 15+ (Average)	24%	23%	23%	24%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	29%	40%	44%	47%	47%
Aged 25+	38%	42%	42%	47%	
Aged 15+ (Average)	36%	42%	42%	47%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	33%	33%	41%	42%	45%
Aged 25+	53%	55%	54%	55%	
Aged 15+ (Average)	50%	52%	52%	53%	

³²⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

³²⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

Table I.35 Number of active plans by goal type and primary disability – Western Australia ³²⁹

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	315	613	523	114	231	722	372	222	995
Autism	2,494	8,821	3,480	3,335	4,301	5,883	843	2,170	11,251
Cerebral Palsy	399	1,052	729	291	335	827	332	256	1,452
Developmental Delay	79	600	135	171	200	122	1	0	663
Down Syndrome	256	716	377	177	238	665	254	310	965
Global Developmental Delay	131	827	213	231	274	148	6	0	938
Hearing Impairment	328	924	255	396	218	485	137	275	1,350
Intellectual Disability	1,819	4,313	2,438	1,323	1,712	4,294	1,824	2,434	6,536
Multiple Sclerosis	177	471	430	43	111	397	182	116	673
Psychosocial disability	673	1,500	1,503	439	521	1,926	804	744	2,623
Spinal Cord Injury	182	346	299	60	82	304	156	124	512
Stroke	148	281	204	33	63	268	123	71	400
Visual Impairment	199	436	198	121	77	374	98	172	598
Other Neurological	506	1,135	858	166	305	1,015	389	248	1,626
Other Physical	501	1,085	814	159	172	836	321	329	1,585
Other Sensory/Speech	13	94	26	44	38	38	3	5	112
Other	15	41	36	4	13	34	7	7	56
Total	8,235	23,255	12,518	7,107	8,891	18,338	5,852	7,483	32,335

³²⁹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table I.36 Number of goals in active plans by goal type and primary disability – Western Australia ³³⁰

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	401	881	609	141	270	859	411	233	3,805
Autism	3,040	19,011	4,165	4,290	5,204	6,873	893	2,340	45,816
Cerebral Palsy	492	2,128	879	347	390	988	373	283	5,880
Developmental Delay	94	2,184	172	211	231	140	1	0	3,033
Down Syndrome	315	1,422	437	197	272	767	273	337	4,020
Global Developmental Delay	154	2,989	283	287	326	180	6	0	4,225
Hearing Impairment	391	1,648	294	483	244	550	140	294	4,044
Intellectual Disability	2,200	6,910	2,755	1,595	1,961	5,057	1,962	2,600	25,040
Multiple Sclerosis	216	655	505	46	123	456	194	122	2,317
Psychosocial disability	795	1,949	1,764	501	575	2,202	868	797	9,451
Spinal Cord Injury	231	491	375	74	92	381	179	130	1,953
Stroke	185	405	241	37	72	321	135	75	1,471
Visual Impairment	243	698	225	138	82	453	101	182	2,122
Other Neurological	637	1,728	1,028	198	342	1,161	430	265	5,789
Other Physical	606	1,618	973	184	191	969	347	357	5,245
Other Sensory/Speech	18	224	33	67	51	47	3	6	449
Other	18	62	49	5	13	35	7	7	196
Total	10,036	45,003	14,787	8,801	10,439	21,439	6,323	8,028	124,856

Table I.37 Number of active plans by goal type and age group – Western Australia ³³¹

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	445	3,416	792	792	1,129	570	10	0	3,709
7 to 14	1,589	6,724	2,759	2,782	3,320	4,279	112	176	8,298
15 to 18	917	2,239	954	1,081	940	1,877	276	1,190	3,078
19 to 24	1,000	2,039	1,013	732	663	1,919	720	1,741	3,067
25 to 34	1,071	2,161	1,394	568	731	2,312	1,141	1,575	3,376
35 to 44	828	1,667	1,382	384	591	1,812	905	1,026	2,715
45 to 54	999	2,049	1,748	383	670	2,315	1,120	975	3,372
55 to 64	1,126	2,459	2,069	345	724	2,699	1,316	713	3,914
65+	260	501	407	40	123	555	252	87	806
Total	8,235	23,255	12,518	7,107	8,891	18,338	5,852	7,483	32,335

³³⁰ Participants have set over two million goals in total across Australia since July 2016. The 124,856 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

³³¹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table I.38 Number of goals in active plans by goal type and age group – Western Australia ³³²

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	524	13,415	1,007	985	1,379	688	12	0	18,010
7 to 14	1,959	13,120	3,393	3,609	4,047	5,011	122	186	31,447
15 to 18	1,138	3,554	1,119	1,394	1,100	2,193	296	1,269	12,063
19 to 24	1,230	2,892	1,146	882	733	2,213	767	1,888	11,751
25 to 34	1,309	2,981	1,602	647	832	2,680	1,240	1,692	12,983
35 to 44	1,012	2,210	1,617	421	663	2,128	961	1,088	10,100
45 to 54	1,193	2,780	2,018	429	746	2,709	1,215	1,042	12,132
55 to 64	1,352	3,354	2,415	390	803	3,165	1,436	771	13,686
65+	319	697	470	44	136	652	274	92	2,684
Total	10,036	45,003	14,787	8,801	10,439	21,439	6,323	8,028	124,856

³³² Participants have set over two million goals in total across Australia since July 2016. The 124,856 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

Table I.39 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q4 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 Q4
Access	n = 867	n = 87
Are you happy with how coming into the NDIS has gone?	75%	84%
Was the person from the NDIS respectful?	92%	92%
Do you understand what will happen next with your plan?	69%	72%
% of participants rating their overall experience as Very Good or Good.	67%	71%
Pre-planning	n = 551	n = 95
Did the person from the NDIS understand how your disability affects your life?	83%	82%
Did you understand why you needed to give the information you did?	95%	96%
Were decisions about your plan clearly explained?	76%	80%
Are you clear on what happens next with your plan?	68%	81%
Do you know where to go for more help with your plan?	77%	87%
% of participants rating their overall experience as Very Good or Good.	75%	73%
Planning	n = 810	n = 77
Did the person from the NDIS understand how your disability affects your life?	85%	83%
Did you understand why you needed to give the information you did?	97%	99%
Were decisions about your plan clearly explained?	80%	83%
Are you clear on what happens next with your plan?	75%	83%
Do you know where to go for more help with your plan?	80%	95%
% of participants rating their overall experience as Very Good or Good.	76%	86%
Plan review	n = 241	n = 27
Did the person from the NDIS understand how your disability affects your life?	84%	89%
Did you feel prepared for your plan review?	80%	81%
Is your NDIS plan helping you to make progress towards your goals?	87%	93%
% of participants rating their overall experience as Very Good or Good.	75%	78%

Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia ^{333 334}

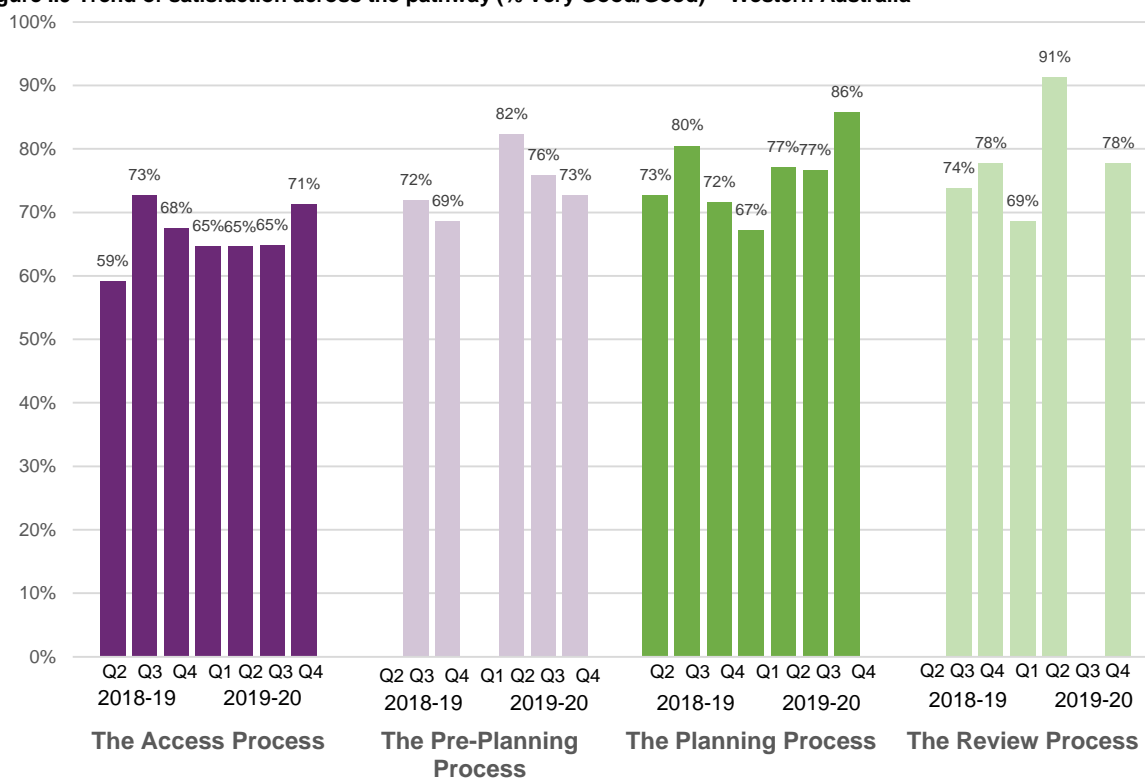
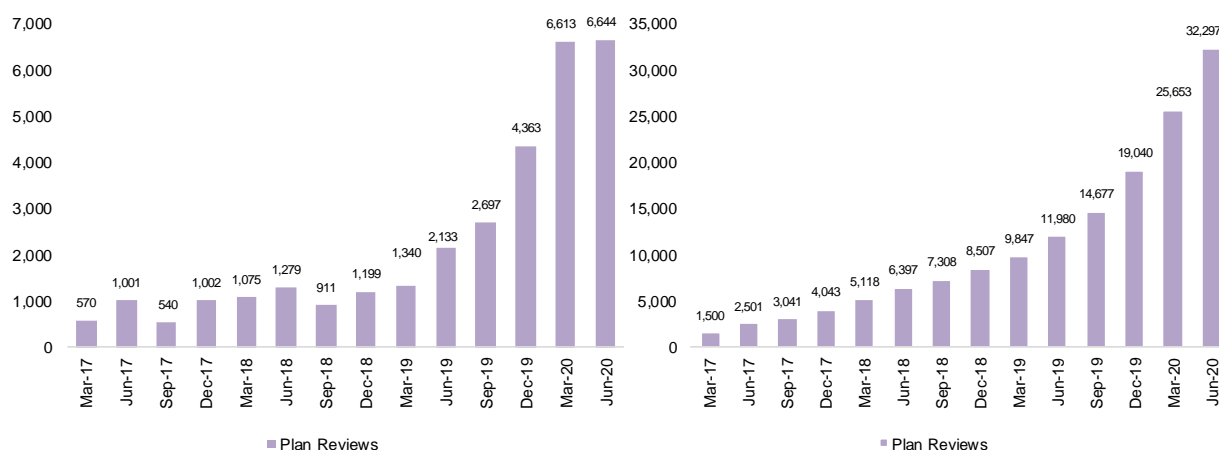


Table I.40 Plan reviews conducted per quarter – excluding plans less than 30 days – Western Australia ³³⁵

	Prior Quarters (Transition only)	2019-20 Q4	Transition Total
Total plan reviews	25,653	6,644	32,297
Early intervention plans	3,361	717	4,078
Permanent disability plans	22,292	5,927	28,219

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



³³³ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³³⁴ Participant satisfaction results are not shown if there is insufficient data in the group.

³³⁵ 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q4. In previous quarterly reports complaints submitted during the most recent quarter have been excluded from results, as it was understood they may be impacted by a lag in data collection. However, due to recent improvements in complaints data capture and processing, any such lags are now deemed to be immaterial.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table I.41 shows the numbers of complaints in 2019-20 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

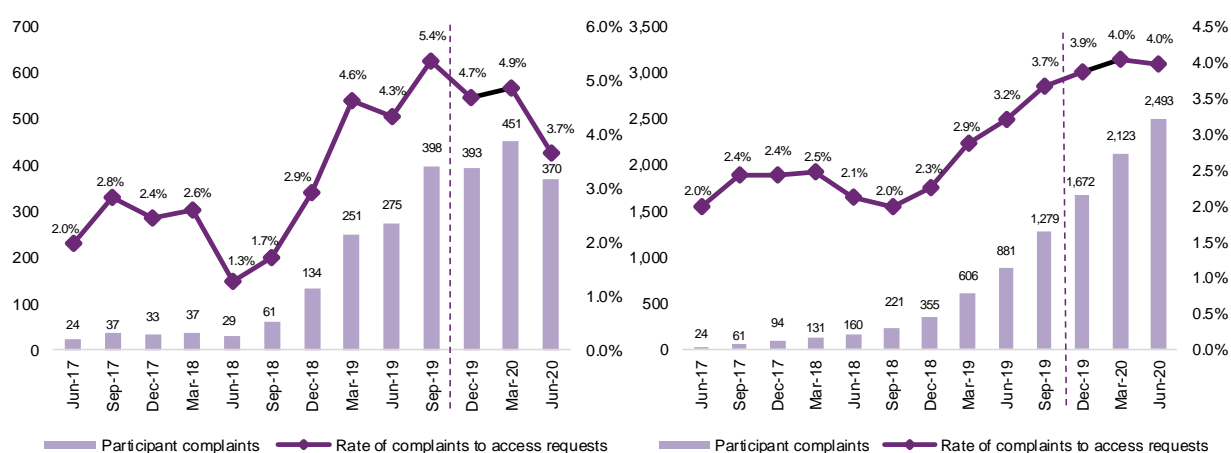
Table I.42 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table I.43.

Table I.43 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2019-20 Q4. This table should be considered in conjunction with Table I.42. The list of complaint types is different to that which appears in Table I.42, as it is based on the options available on the 'My Customer Requests' tile.

Table I.41 Complaints by quarter – Western Australia ^{336 337 338}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	6	1	7	6
Complaint about LAC Partner	33	15	48	46
Complaints about service providers	126	28	154	125
Complaints about the Agency	1,928	228	2,156	1,453
Critical/ Reportable Incident	26	98	124	114
Unclassified	71	0	71	69
Total	2,190	370	2,560	1,700
Total complaints made since 1 April 2017	2,123	370	2,493	
Complaints since 1 April 2017 as % of all access requests	4.0%	3.7%	4.0%	

Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia ³³⁹



³³⁶ Note that 72% of all complainants made only one complaint, 18% made two complaints and 10% made three or more complaints.

³³⁷ % 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.

³³⁸ Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

³³⁹ Ibid.

Table I.42 Complaints by type ('My Feedback' tile) – Western Australia

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	18	(17%)
Service Delivery	19	(18%)
Staff conduct	13	(13%)
Provider process	9	(9%)
Provider costs.	14	(13%)
Other	31	(30%)
Total	104	
<i>Complaints about the Agency</i>		
Timeliness	490	(35%)
Individual needs	135	(10%)
Reasonable and necessary supports	161	(12%)
Information unclear	69	(5%)
The way the NDIA carried out its decision making	99	(7%)
Other	441	(32%)
Total	1,395	
<i>Unclassified</i>	71	
Participants total	1,570	

Table I.43 Complaints by type ('My Customer Requests' tile) – Western Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	0	(0%)	0	(0%)	0	(0%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	0	(0%)	1	(100%)	1	(14%)
ECEI Timeliness	6	(100%)	0	(0%)	6	(86%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	6		1		7	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(3%)	0	(0%)	1	(2%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	5	(15%)	3	(20%)	8	(17%)
LAC Process	2	(6%)	1	(7%)	3	(6%)
LAC Resources	1	(3%)	0	(0%)	1	(2%)
LAC Staff	18	(55%)	11	(73%)	29	(60%)
LAC Timeliness	6	(18%)	0	(0%)	6	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	33		15		48	
<i>Complaints about service providers</i>						
Provider Finance	5	(17%)	2	(10%)	7	(14%)
Provider Fraud and Compliance	1	(3%)	2	(10%)	3	(6%)
Provider Service	17	(57%)	11	(55%)	28	(56%)
Provider Staff	7	(23%)	5	(25%)	12	(24%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	30		20		50	
<i>Complaints about the Agency</i>						
NDIA Access	38	(7%)	9	(4%)	47	(6%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	54	(10%)	24	(12%)	78	(10%)
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
NDIA Plan	116	(21%)	56	(27%)	172	(23%)
NDIA Process	64	(12%)	44	(21%)	108	(14%)
NDIA Resources	6	(1%)	2	(1%)	8	(1%)
NDIA Staff	37	(7%)	20	(10%)	57	(7%)
NDIA Timeliness	240	(43%)	50	(24%)	290	(38%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	556		205		761	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	5	(19%)	25	(26%)	30	(24%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	4	(15%)	21	(21%)	25	(20%)
Participant threat	7	(27%)	22	(22%)	29	(23%)
Provider reporting	10	(38%)	30	(31%)	40	(32%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	26		98		124	
<i>Unclassified</i>	0		0		0	
Participants total	651		339		990	

Figure I.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Western Australia³⁴⁰

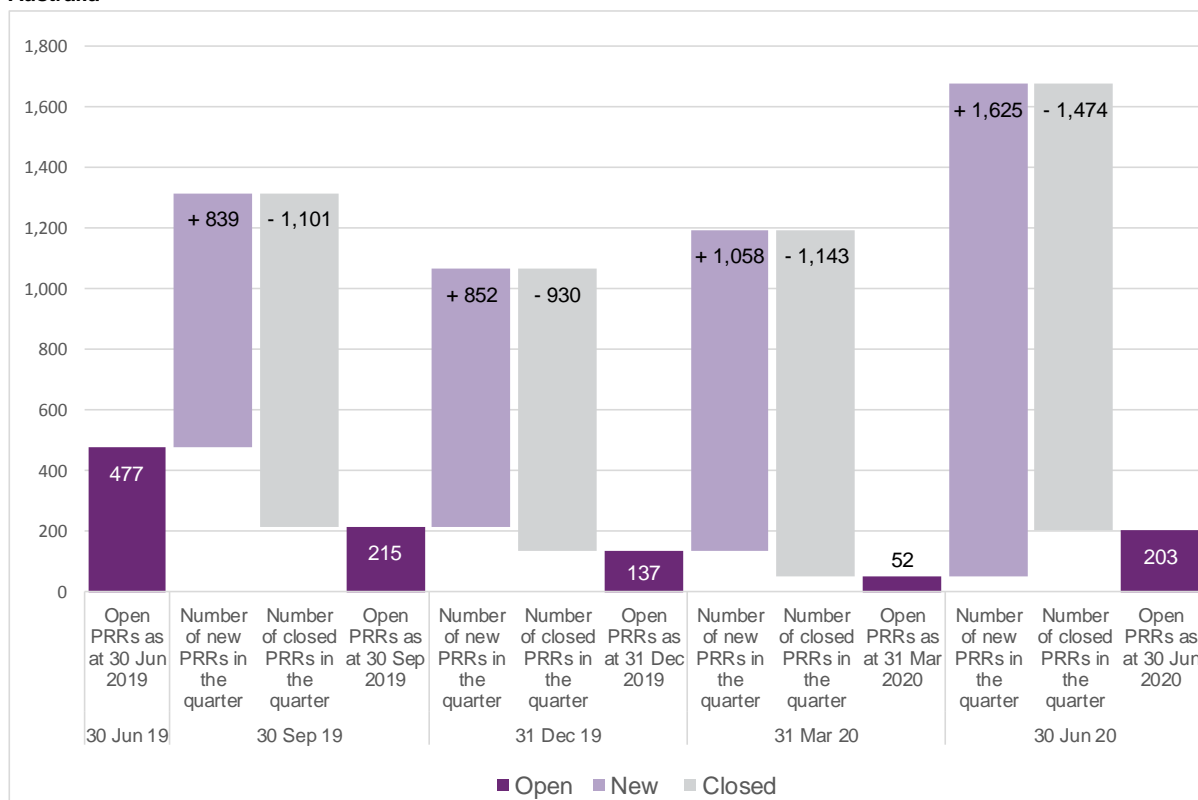
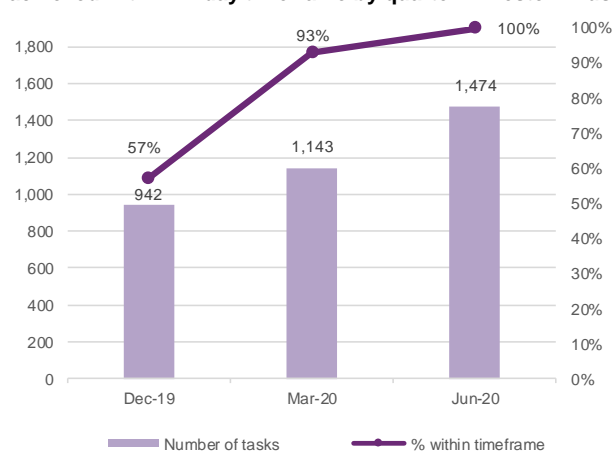


Figure I.13 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – Western Australia³⁴¹



³⁴⁰ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart. For this reason the number of Participants Requested Reviews closed in the quarter may be lower than what is shown in the following chart.

³⁴¹ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

Table I.44 Summary of Open Participant Requested Reviews (PRRs) (s48) – Western Australia ³⁴²

	As at 30 June 2020
Open PRRs	203
Number of PRRs open less than 21 days	203
Number of PRRs open more than 21 days	0
New PRRs in the quarter	1,625
Number of PRRs closed in the quarter	1,474
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	7

Figure I.14 RoRDs received and closed by quarter and open at the end of each quarter – Western Australia



Table I.45 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Western Australia ^{343 344}

	Access	Planning
Open RoRDs	20	228
Number of RoRDs open less than 90 days	20	226
Number of RoRDs open more than 90 days	0	2
New RoRDs in the quarter	185	800
Number of RoRDs closed in the quarter	212	1,279
Proportion closed within 90 days	99%	81%
Average days RoRDs took to close in the quarter	15	53

³⁴² Participant Requested Reviews (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.

³⁴³ 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.

³⁴⁴ 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.

Figure I.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Western Australia ³⁴⁵

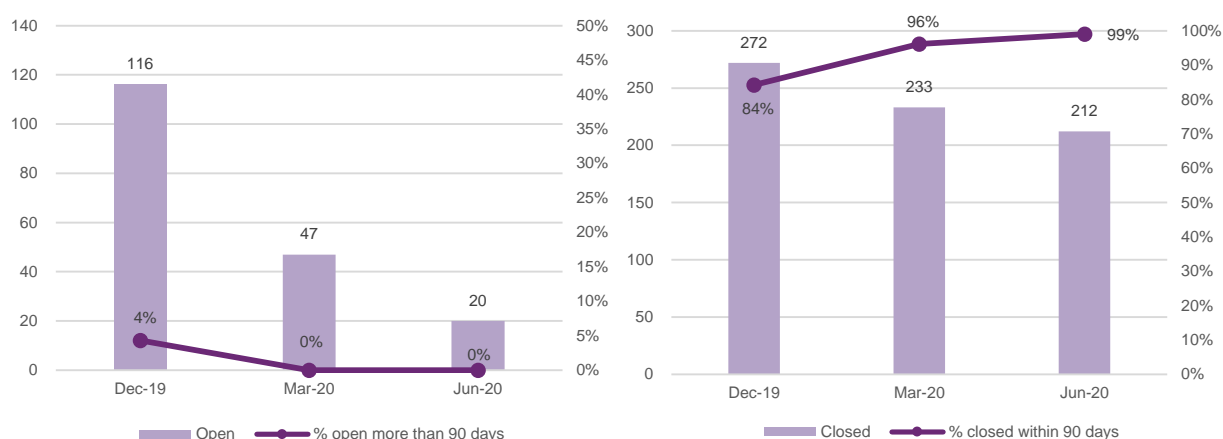


Figure I.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Western Australia ³⁴⁶

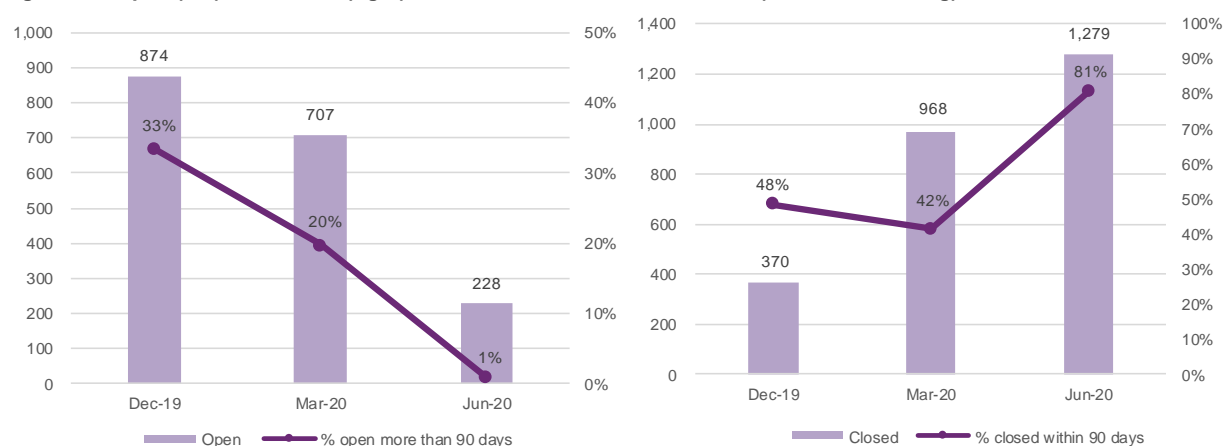


Table I.46 AAT Cases by category – Western Australia ³⁴⁷

Category	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Access	46	35%	13	42%	59	36%
Plan	64	48%	18	58%	82	50%
Plan Review	15	11%	<11		15	9%
Other	<11		<11		<11	
Total	133	100%	31	100%	164	100%
% of all access decisions	0.25%		0.33%		0.26%	

³⁴⁵ Numbers of open and closed RoRDs have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

³⁴⁶ Ibid.

³⁴⁷ % 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 I.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia ³⁴⁸

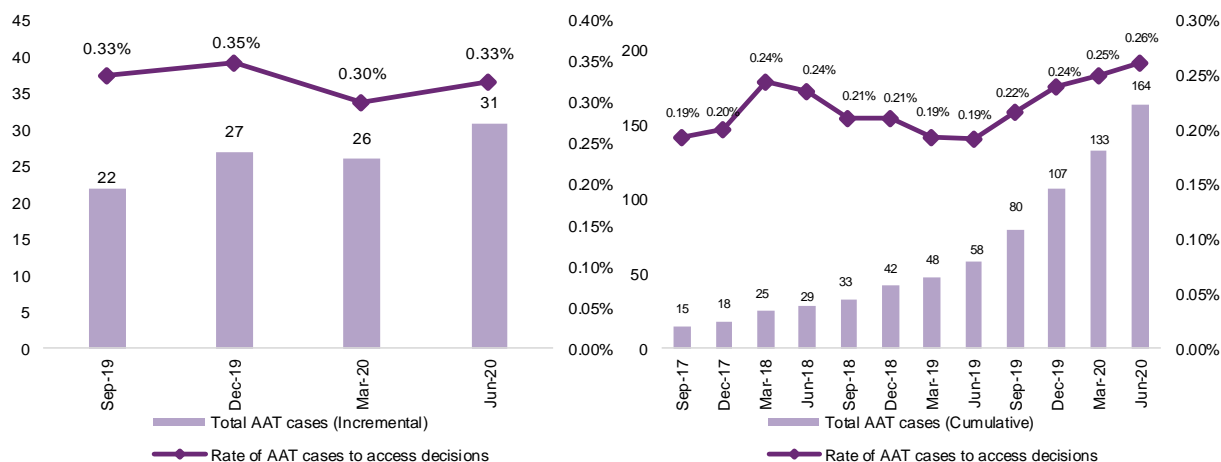
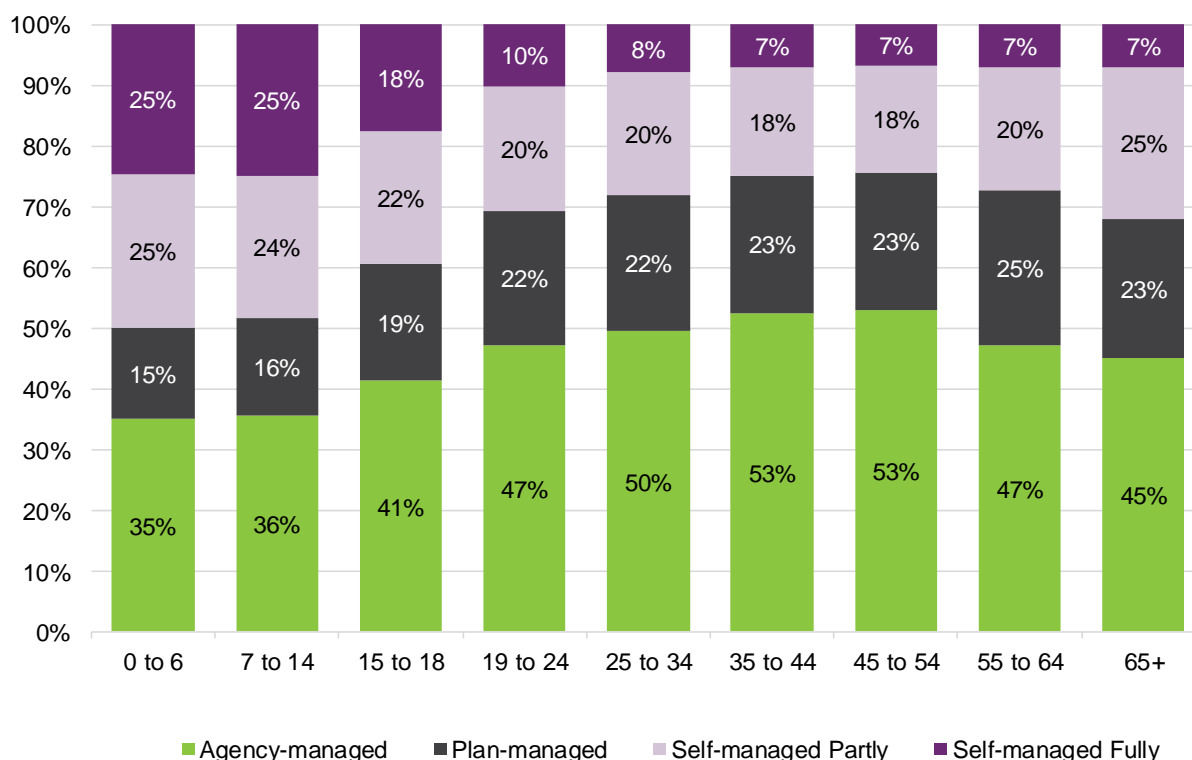


Table I.47 AAT cases by open/closed and decision – Western Australia

	N
AAT Cases	164
Open AAT Cases	47
Closed AAT Cases	117
Resolved before hearing	117
Gone to hearing and received a substantive decision	<11

Figure I.18 Distribution of active participants by method of financial plan management and age group as at 30 June 2020 – Western Australia ^{349 350}



³⁴⁸ 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.

³⁴⁹ For the total number of active participants in each age group, see Table I.14.

³⁵⁰ Participants can use more than one method to manage their funding. These results are based on 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.

Figure I.19 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2020 – Western Australia ^{351 352}

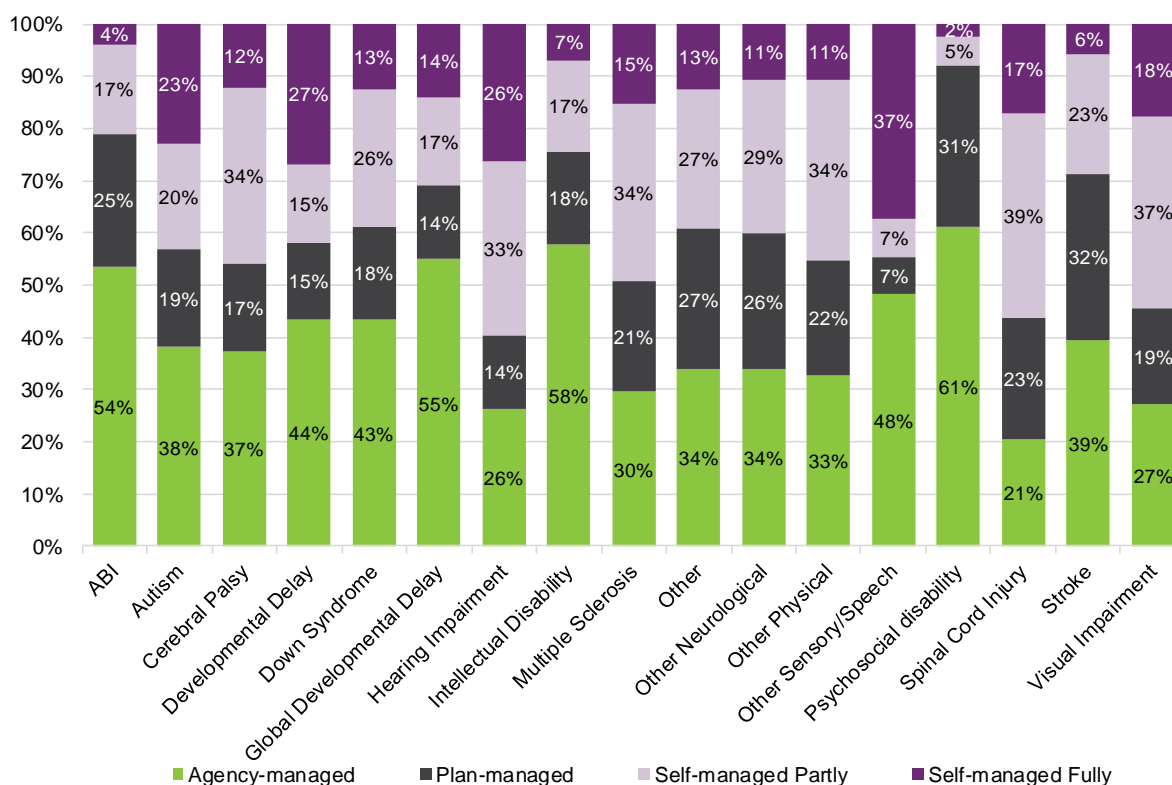


Table I.48 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia ³⁵³

	Prior Quarters	2019-20 Q4	Total
Self-managed fully	15%	16%	15%
Self-managed partly	22%	20%	21%
Plan-managed	17%	25%	20%
Agency-managed	46%	40%	44%
Total	100%	100%	100%

³⁵¹ For the total number of active participants in each primary disability group, see Table I.12.

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

³⁵³ Ibid.

Figure I.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia ³⁵⁴

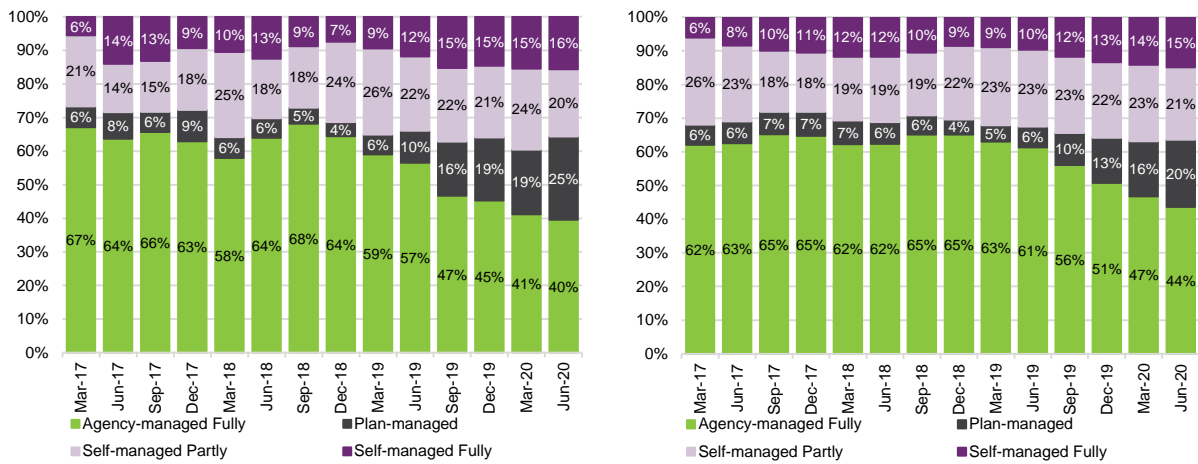


Table I.49 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia

	Prior Quarters	2019-20 Q4	Total
Self-managed	14%	14%	14%
Plan-managed	12%	21%	15%
Agency-managed	74%	66%	72%
Total	100%	100%	100%

Figure I.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia

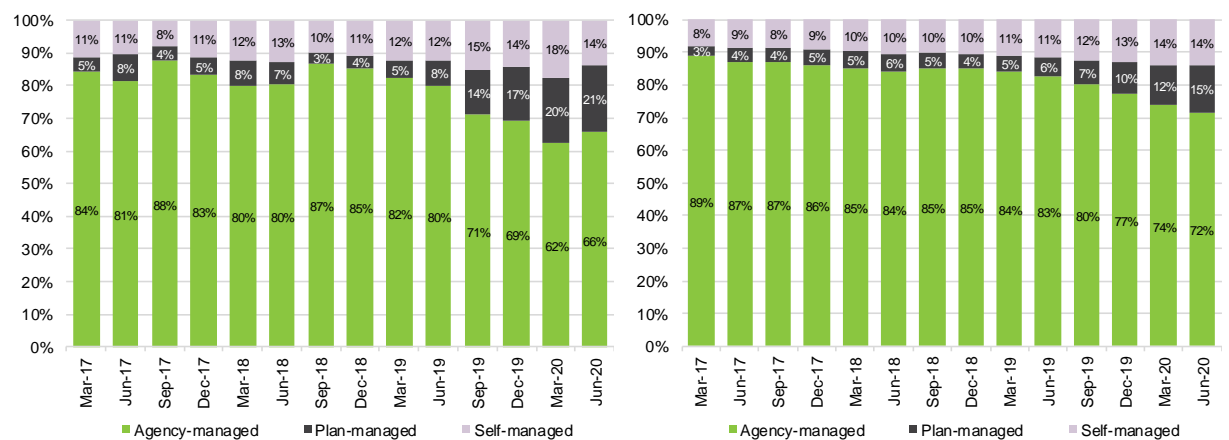


Table I.50 Distribution of active participants by support coordination and quarter of plan approval – Western Australia

	Prior Quarters	2019-20 Q4	Total
Support coordination	41%	49%	44%

³⁵⁴ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Data is not available prior to March 2017.

Table I.51 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia ³⁵⁵

	Prior Quarters (Transition Only)		2019-20 Q2	
	N	%	N	%
Plan activation				
Less than 30 days	13,086	74%	2,643	65%
30 to 59 days	1,596	9%	485	12%
60 to 89 days	754	4%	245	6%
Activated within 90 days	15,436	88%	3,373	83%
90 to 119 days	418	2%	178	4%
120 days and over	1,028	6%	183	4%
Activated after 90 days	1,446	8%	361	9%
No payments	711	4%	352	9%
Total plans approved	17,593	100%	4,086	100%

Table I.52 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
<i>by Aboriginal and Torres Strait Islander status</i>			
Aboriginal and Torres Strait Islander	985	1,054	93%
Not Aboriginal and Torres Strait Islander	13,128	13,736	96%
Not Stated	1,401	1,454	96%
Total	15,514	16,244	96%
<i>by Culturally and Linguistically Diverse status</i>			
CALD	943	969	97%
Not CALD	9,326	9,767	95%
Not Stated	5,245	5,508	95%
Total	15,514	16,244	96%
<i>by Remoteness</i>			
Major Cities	12,165	12,668	96%
Regional	2,598	2,757	94%
Remote	750	818	92%
Missing	<11	<11	
Total	15,514	16,244	96%
<i>by Primary Disability type</i>			
Autism	5,524	5,846	94%
Intellectual Disability (including Down Syndrome)	4,076	4,287	95%
Psychosocial Disability	1,058	1,091	97%
Developmental Delay (including Global Developmental Delay)	530	558	95%
Other	4,326	4,462	97%
Total	15,514	16,244	96%

³⁵⁵ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table I.53 Distribution of plans by utilisation – Western Australia ^{356 357}

Plan utilisation	Total
0 to 50%	39%
50% to 75%	27%
> 75%	34%
Total	100%

Table I.54 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ³⁵⁸

	Prior Quarters	2019-20 Q4	Total
Daily Activities	9%	9%	9%
Health & Wellbeing	54%	56%	55%
Lifelong Learning	22%	22%	22%
Other	17%	19%	18%
Non-categorised	24%	23%	24%
Any mainstream service	93%	94%	94%

Part Three: Providers and the growing market

Table I.55 Key markets indicators by quarter – Western Australia ^{359 360}

Market indicators	Prior Quarters	2019-20 Q4
a) Average number of active providers per active participant	1.26	1.20
b) Number of providers delivering new types of supports	201	214
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	85%	86%
<i>Therapeutic Supports (%)</i>	93%	93%
<i>Participation in community, social and civic activities (%)</i>	82%	83%
<i>Early Intervention supports for early childhood (%)</i>	86%	89%
<i>Daily Personal Activities (%)</i>	86%	87%

Table I.56 Cumulative number of providers that have been ever active as at 30 June 2020 by quarter of activity – Western Australia ³⁶¹

Activity	Number of providers
Active for the first time in 2019-20 Q4	81
Active in 2019-20 Q4 and also in previous quarters	645
Active in 2019-20 Q4	726
Inactive in 2019-20 Q4	626
Active ever	1,352

³⁵⁶ This table only considers participants with initial plans approved up to 31 December 2019, and includes committed supports and payments for supports provided up to 31 March 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁵⁷ 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.

³⁵⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³⁵⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁶⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁶¹ Active providers refer to those who have received payment for support Agency-managed participants.

Table I.57 Cumulative number of providers that have been ever active by registration group – Western Australia ³⁶²

Registration Group	Prior Quarters	2019-20 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	24	2	26	8%
Assistance Animals	10	0	10	0%
Assistance with daily life tasks in a group or shared living arrangement	132	16	148	12%
Assistance with travel/transport arrangements	142	10	152	7%
Daily Personal Activities	243	21	264	9%
Group and Centre Based Activities	144	9	153	6%
High Intensity Daily Personal Activities	179	12	191	7%
Household tasks	203	22	225	11%
Interpreting and translation	23	3	26	13%
Participation in community, social and civic activities	282	21	303	7%
Assistive Technology				
Assistive equipment for recreation	35	16	51	46%
Assistive products for household tasks	32	7	39	22%
Assistance products for personal care and safety	316	31	347	10%
Communication and information equipment	61	28	89	46%
Customised Prosthetics	94	10	104	11%
Hearing Equipment	17	10	27	59%
Hearing Services	3	1	4	33%
Personal Mobility Equipment	156	27	183	17%
Specialised Hearing Services	6	2	8	33%
Vision Equipment	21	5	26	24%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	234	20	254	9%
Behaviour Support	111	9	120	8%
Community nursing care for high needs	43	13	56	30%
Development of daily living and life skills	159	13	172	8%
Early Intervention supports for early childhood	218	12	230	6%
Exercise Physiology and Physical Wellbeing activities	43	3	46	7%
Innovative Community Participation	34	3	37	9%
Specialised Driving Training	26	0	26	0%
Therapeutic Supports	504	39	543	8%
Capital services				
Home modification design and construction	42	7	49	17%
Specialist Disability Accommodation	2	0	2	0%
Vehicle Modifications	17	7	24	41%
Choice and control support services				
Management of funding for supports in participants plan	120	18	138	15%
Support Coordination	77	17	94	22%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	56	4	60	7%
Specialised Supported Employment	28	1	29	4%
Total approved active providers	1,271	81	1,352	6%

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

Table I.58 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2020 – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	2	24	26	8%	92%	100%
Assistance Animals	0	10	10	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	10	138	148	7%	93%	100%
Assistance with travel/transport arrangements	11	141	152	7%	93%	100%
Daily Personal Activities	17	247	264	6%	94%	100%
Group and Centre Based Activities	7	146	153	5%	95%	100%
High Intensity Daily Personal Activities	10	181	191	5%	95%	100%
Household tasks	38	187	225	17%	83%	100%
Interpreting and translation	3	23	26	12%	88%	100%
Participation in community, social and civic activities	19	284	303	6%	94%	100%
Assistive Technology						
Assistive equipment for recreation	5	46	51	10%	90%	100%
Assistive products for household tasks	2	37	39	5%	95%	100%
Assistance products for personal care and safety	38	309	347	11%	89%	100%
Communication and information equipment	10	79	89	11%	89%	100%
Customised Prosthetics	14	90	104	13%	87%	100%
Hearing Equipment	2	25	27	7%	93%	100%
Hearing Services	0	4	4	0%	100%	100%
Personal Mobility Equipment	18	165	183	10%	90%	100%
Specialised Hearing Services	0	8	8	0%	100%	100%
Vision Equipment	2	24	26	8%	92%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	25	229	254	10%	90%	100%
Behaviour Support	19	101	120	16%	84%	100%
Community nursing care for high needs	1	55	56	2%	98%	100%
Development of daily living and life skills	11	161	172	6%	94%	100%
Early Intervention supports for early childhood	68	162	230	30%	70%	100%
Exercise Physiology and Physical Wellbeing activities	3	43	46	7%	93%	100%
Innovative Community Participation	6	31	37	16%	84%	100%
Specialised Driving Training	6	20	26	23%	77%	100%
Therapeutic Supports	165	378	543	30%	70%	100%
Capital services						
Home modification design and construction	3	46	49	6%	94%	100%
Specialist Disability Accommodation	0	2	2	0%	100%	100%
Vehicle Modifications	1	23	24	4%	96%	100%
Choice and control support services						
Management of funding for supports in participants plan	22	116	138	16%	84%	100%
Support Coordination	9	85	94	10%	90%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	59	60	2%	98%	100%
Specialised Supported Employment	1	28	29	3%	97%	100%
Total	284	1,068	1,352	21%	79%	100%

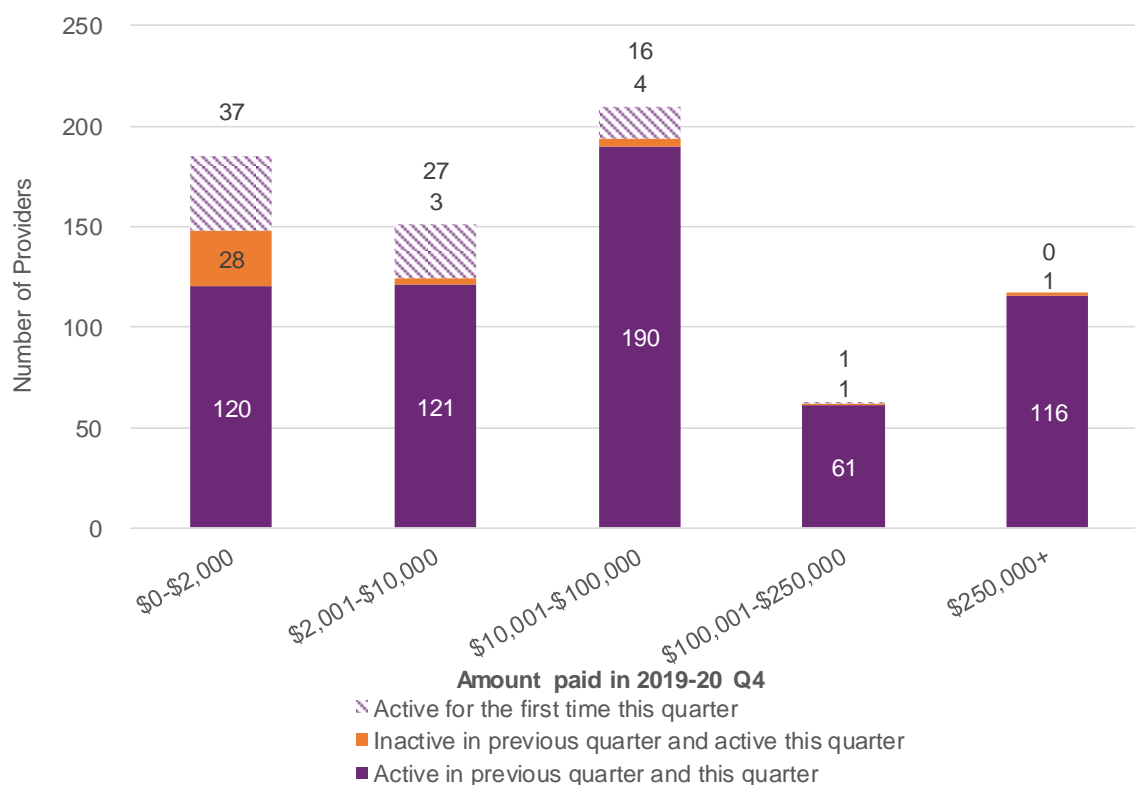
Table I.59 Number and proportion of providers active in 2019-20 Q4 by registration group and first quarter of activity – Western Australia

Registration Group	Active in previous quarters and in 2019-20 Q4	Active for the first time in 2019-20 Q4	Total	% active for the first time in 2019-20 Q4
Assistance services				
Accommodation / Tenancy Assistance	3	2	5	40%
Assistance Animals	7	0	7	0%
Assistance with daily life tasks in a group or shared living arrangement	93	16	109	15%
Assistance with travel/transport arrangements	86	10	96	10%
Daily Personal Activities	148	21	169	12%
Group and Centre Based Activities	73	9	82	11%
High Intensity Daily Personal Activities	105	12	117	10%
Household tasks	116	22	138	16%
Interpreting and translation	15	3	18	17%
Participation in community, social and civic activities	153	21	174	12%
Assistive Technology				
Assistive equipment for recreation	13	16	29	55%
Assistive products for household tasks	6	7	13	54%
Assistance products for personal care and safety	190	31	221	14%
Communication and information equipment	43	28	71	39%
Customised Prosthetics	47	10	57	18%
Hearing Equipment	9	10	19	53%
Hearing Services	1	1	2	50%
Personal Mobility Equipment	83	27	110	25%
Specialised Hearing Services	2	2	4	50%
Vision Equipment	15	5	20	25%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	124	20	144	14%
Behaviour Support	71	9	80	11%
Community nursing care for high needs	32	13	45	29%
Development of daily living and life skills	90	13	103	13%
Early Intervention supports for early childhood	90	12	102	12%
Exercise Physiology and Physical Wellbeing activities	26	3	29	10%
Innovative Community Participation	12	3	15	20%
Specialised Driving Training	10	0	10	0%
Therapeutic Supports	244	39	283	14%
Capital services				
Home modification design and construction	17	7	24	29%
Specialist Disability Accommodation	1	0	1	0%
Vehicle Modifications	8	7	15	47%
Choice and control support services				
Management of funding for supports in participants plan	69	18	87	21%
Support Coordination	58	17	75	23%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	40	4	44	9%
Specialised Supported Employment	19	1	20	5%
Total	645	81	726	11%

Table I.60 Number and proportion of providers active in 2019-20 Q4 in each registration group by legal entity type – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	4	5	20%	80%	100%
Assistance Animals	0	7	7	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	8	101	109	7%	93%	100%
Assistance with travel/transport arrangements	5	91	96	5%	95%	100%
Daily Personal Activities	11	158	169	7%	93%	100%
Group and Centre Based Activities	5	77	82	6%	94%	100%
High Intensity Daily Personal Activities	6	111	117	5%	95%	100%
Household tasks	24	114	138	17%	83%	100%
Interpreting and translation	2	16	18	11%	89%	100%
Participation in community, social and civic activities	11	163	174	6%	94%	100%
Assistive Technology						
Assistive equipment for recreation	4	25	29	14%	86%	100%
Assistive products for household tasks	0	13	13	0%	100%	100%
Assistance products for personal care and safety	23	198	221	10%	90%	100%
Communication and information equipment	7	64	71	10%	90%	100%
Customised Prosthetics	6	51	57	11%	89%	100%
Hearing Equipment	2	17	19	11%	89%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	12	98	110	11%	89%	100%
Specialised Hearing Services	0	4	4	0%	100%	100%
Vision Equipment	2	18	20	10%	90%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	15	129	144	10%	90%	100%
Behaviour Support	8	72	80	10%	90%	100%
Community nursing care for high needs	1	44	45	2%	98%	100%
Development of daily living and life skills	4	99	103	4%	96%	100%
Early Intervention supports for early childhood	27	75	102	26%	74%	100%
Exercise Physiology and Physical Wellbeing activities	1	28	29	3%	97%	100%
Innovative Community Participation	1	14	15	7%	93%	100%
Specialised Driving Training	3	7	10	30%	70%	100%
Therapeutic Supports	86	197	283	30%	70%	100%
Capital services						
Home modification design and construction	2	22	24	8%	92%	100%
Specialist Disability Accommodation	0	1	1	0%	100%	100%
Vehicle Modifications	1	14	15	7%	93%	100%
Choice and control support services						
Management of funding for supports in participants plan	16	71	87	18%	82%	100%
Support Coordination	8	67	75	11%	89%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	44	44	0%	100%	100%
Specialised Supported Employment	1	19	20	5%	95%	100%
Total	148	578	726	20%	80%	100%

Figure I.22 Distribution of active providers in 2019-20 Q4 by their status in 2019-20 Q3 and payment band in 2019-20 Q4 – Western Australia ³⁶³



Part Four: Financial sustainability

Table I.61 Committed supports by financial year (\$m) – Western Australia ³⁶⁴

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	0.3	19.3	69.9	168.3	221.7	538.4	1,540.6

³⁶³ Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

³⁶⁴ 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.23 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 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Western Australia

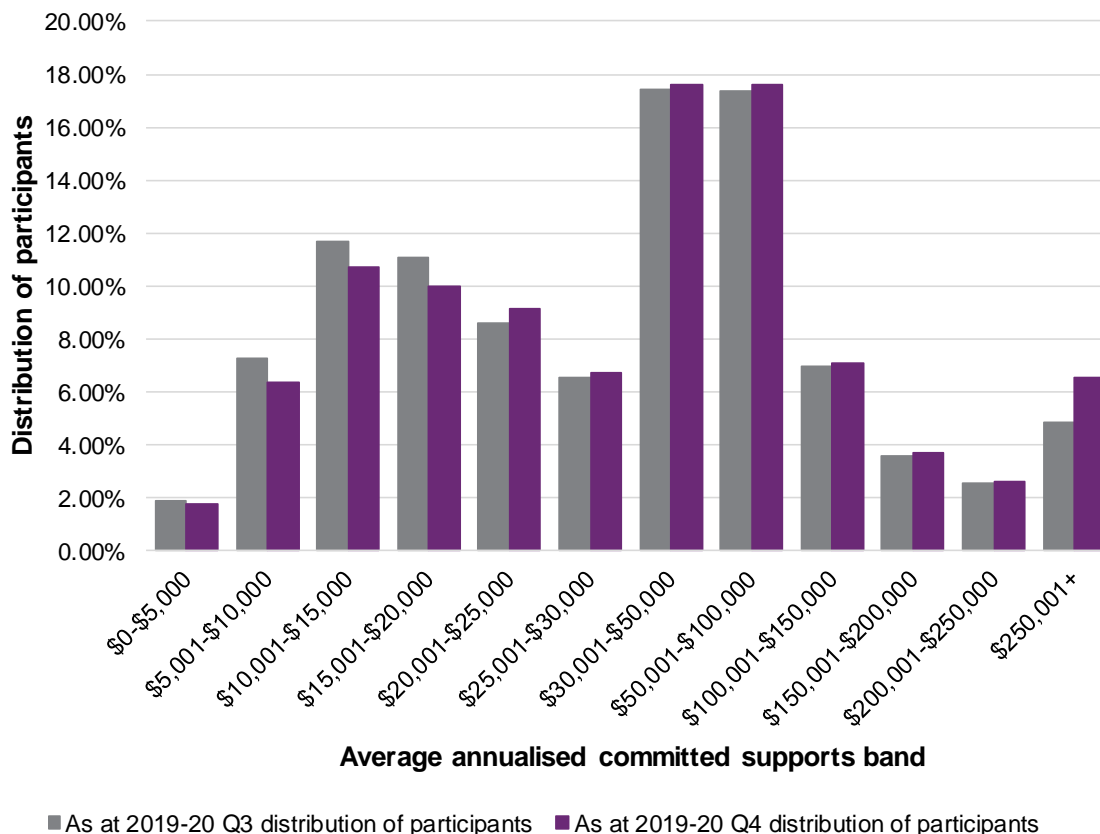


Figure I.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Western Australia

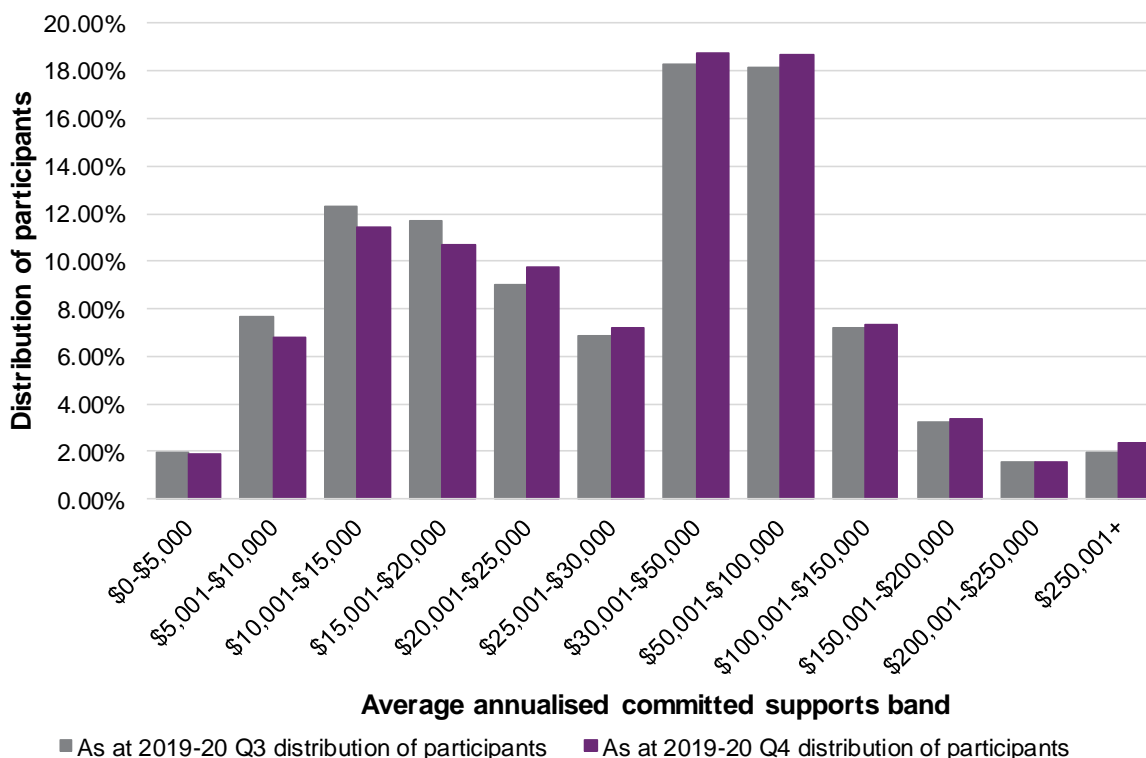


Figure I.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Western Australia

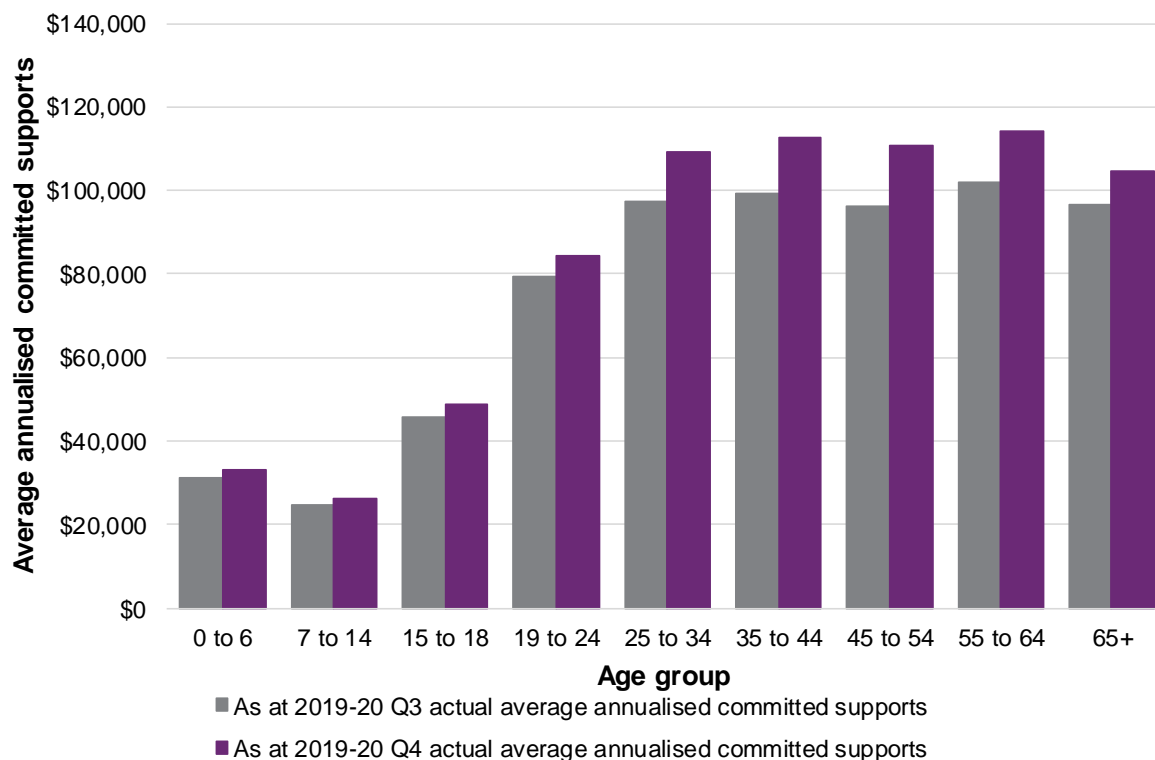


Figure I.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Western Australia

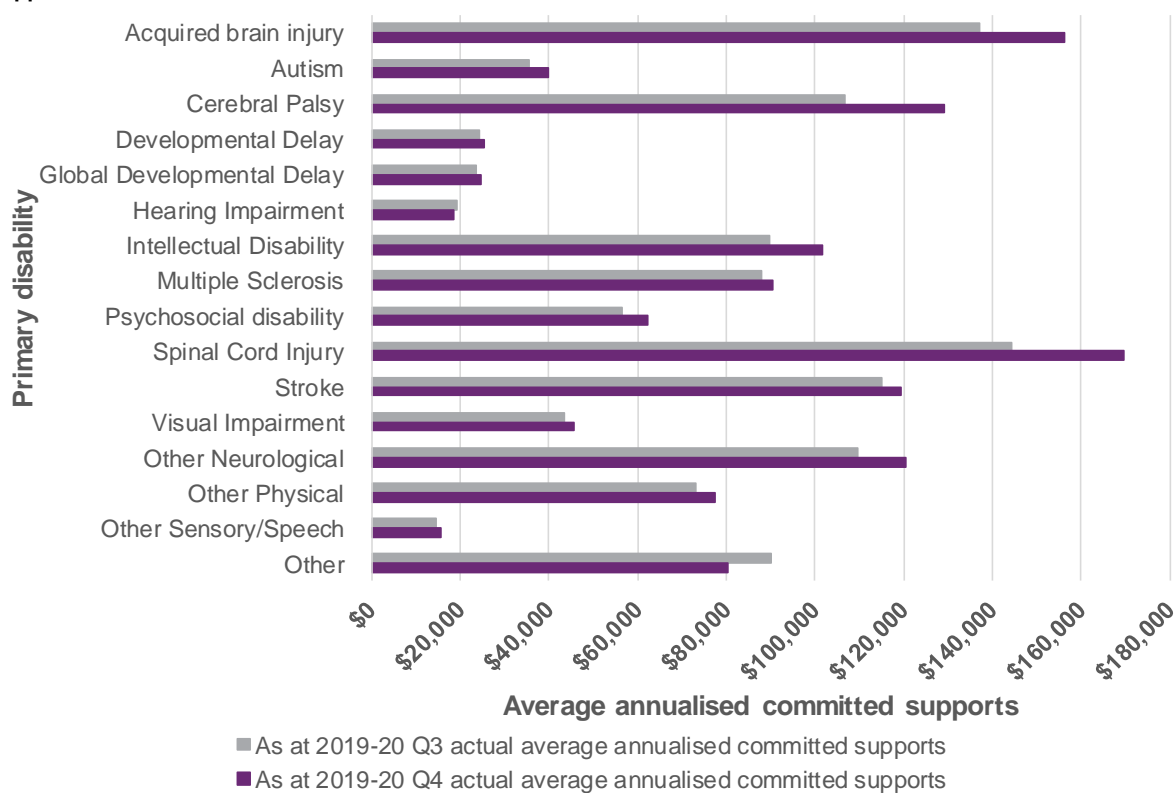


Figure I.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Western Australia ³⁶⁵

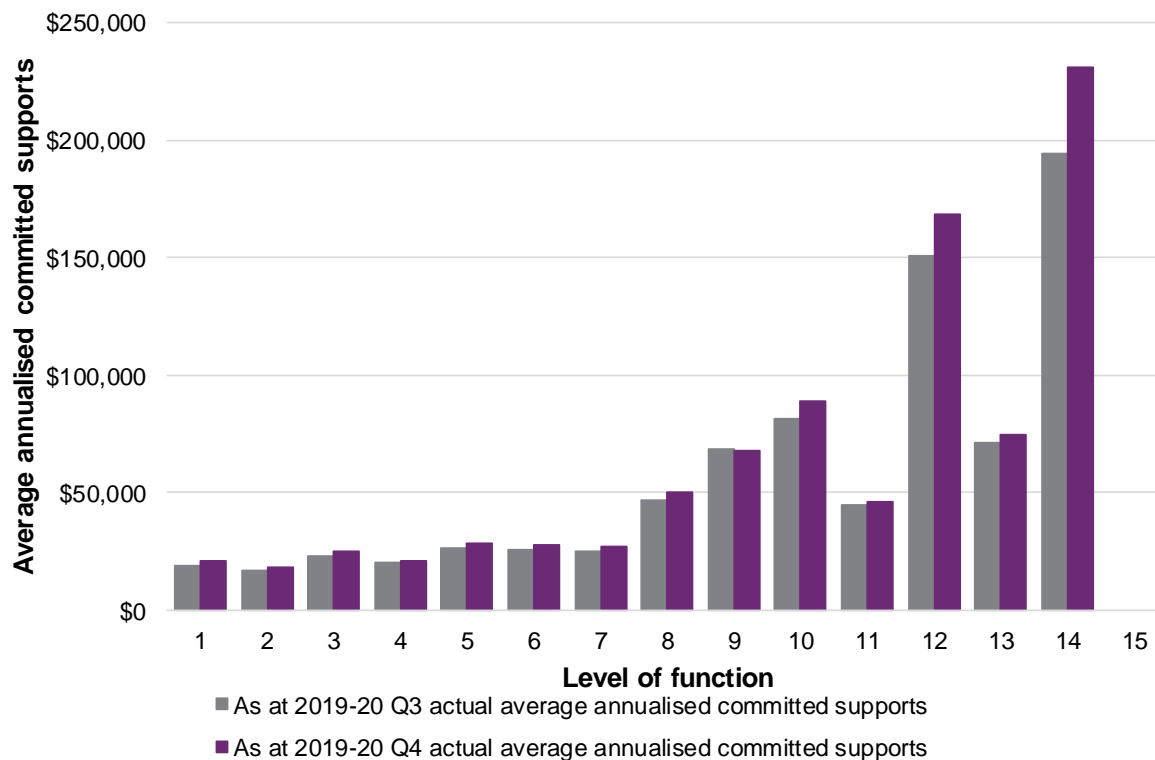
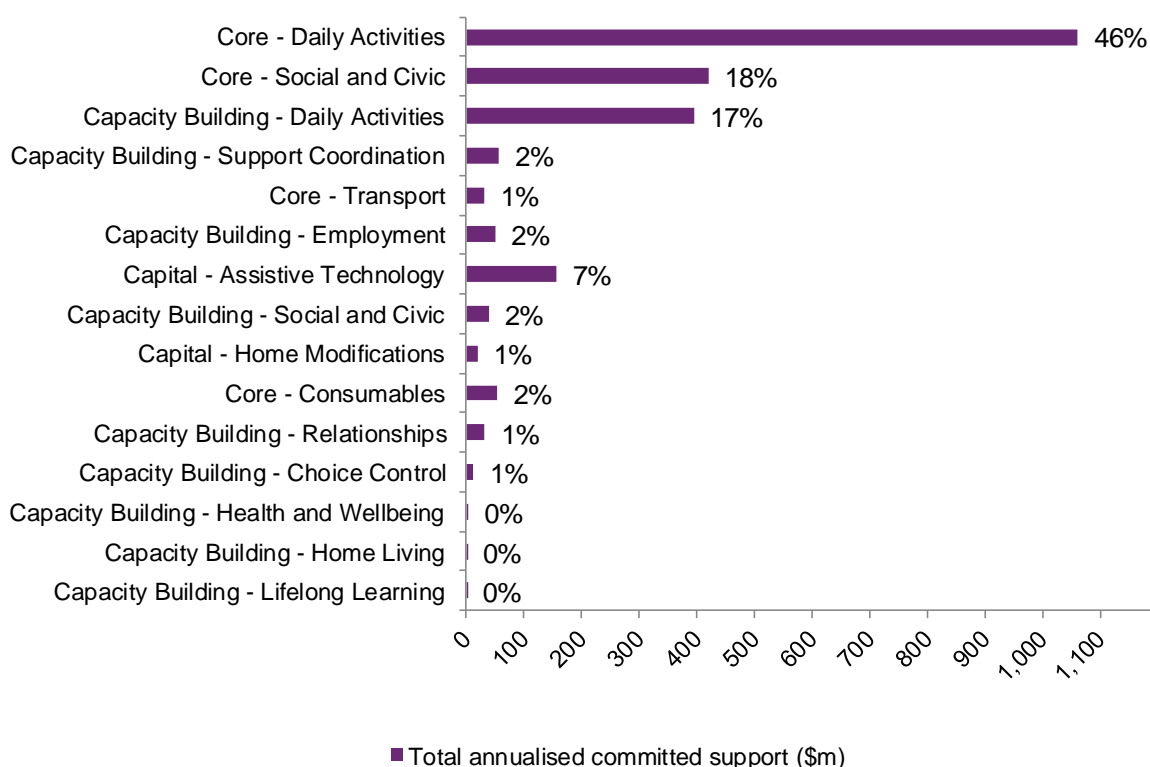


Figure I.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Western Australia

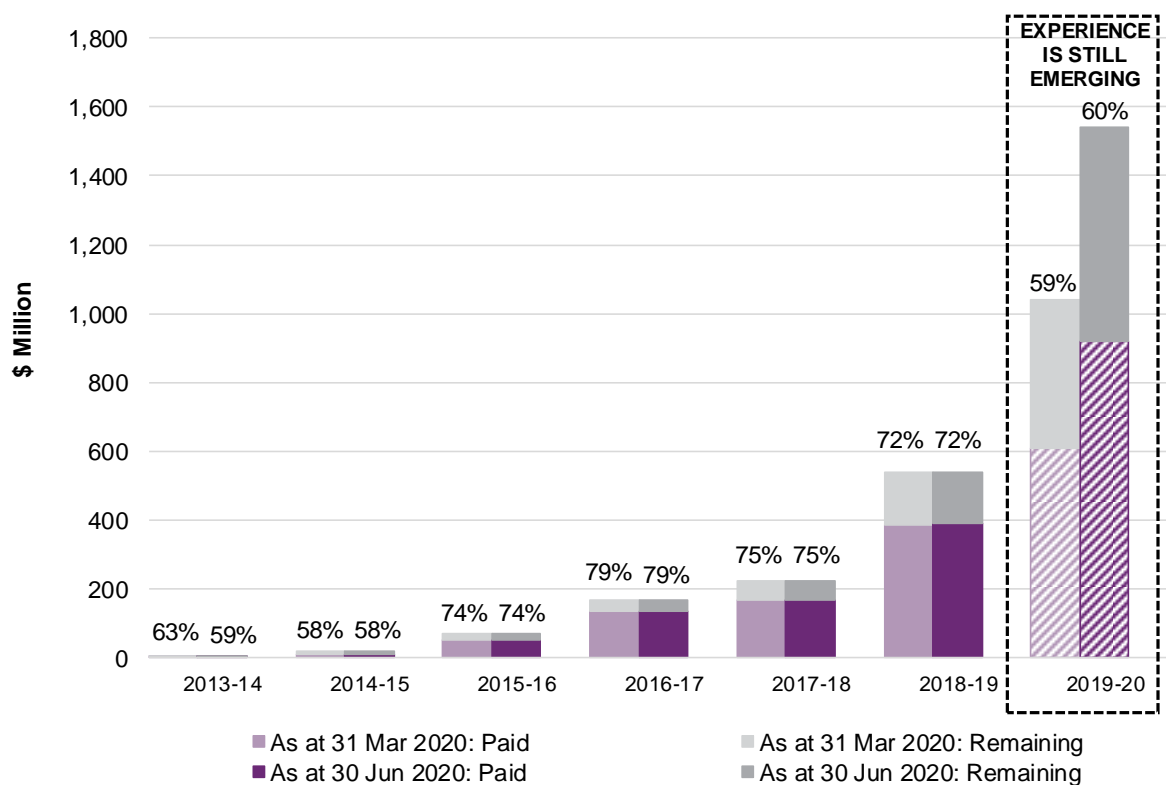


³⁶⁵ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table I.62 Payments by financial year, compared to committed supports (\$m) – Western Australia ³⁶⁶

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	0.3	19.3	69.9	168.3	221.7	538.4	1,540.6
Total Paid	0.2	11.2	51.5	133.1	165.5	388.1	919.5
% utilised to date	59%	58%	74%	79%	75%	72%	60%

Figure I.29 Utilisation of committed supports as at 31 March 2020 and 30 June 2020 – Western Australia



³⁶⁶ 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.30 Utilisation of committed supports by plan number from 1 October 2019 to 31 March 2020 – Western Australia ³⁶⁷

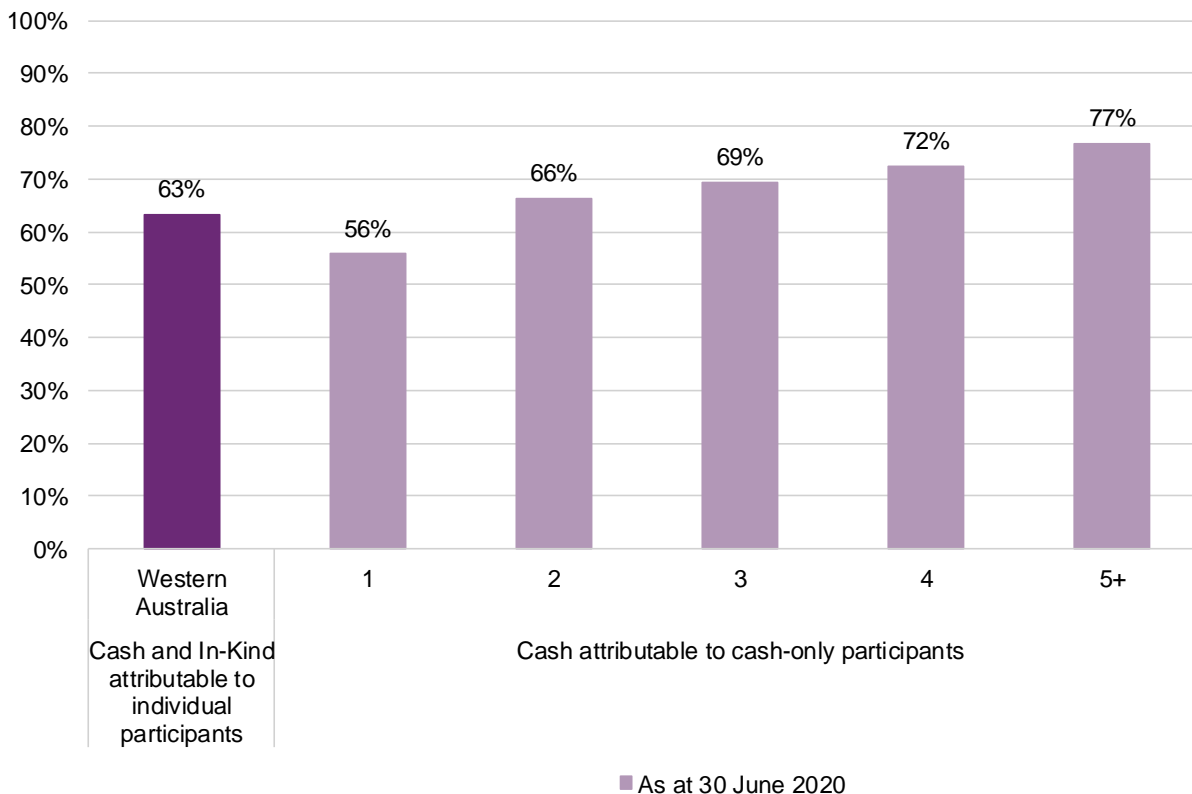
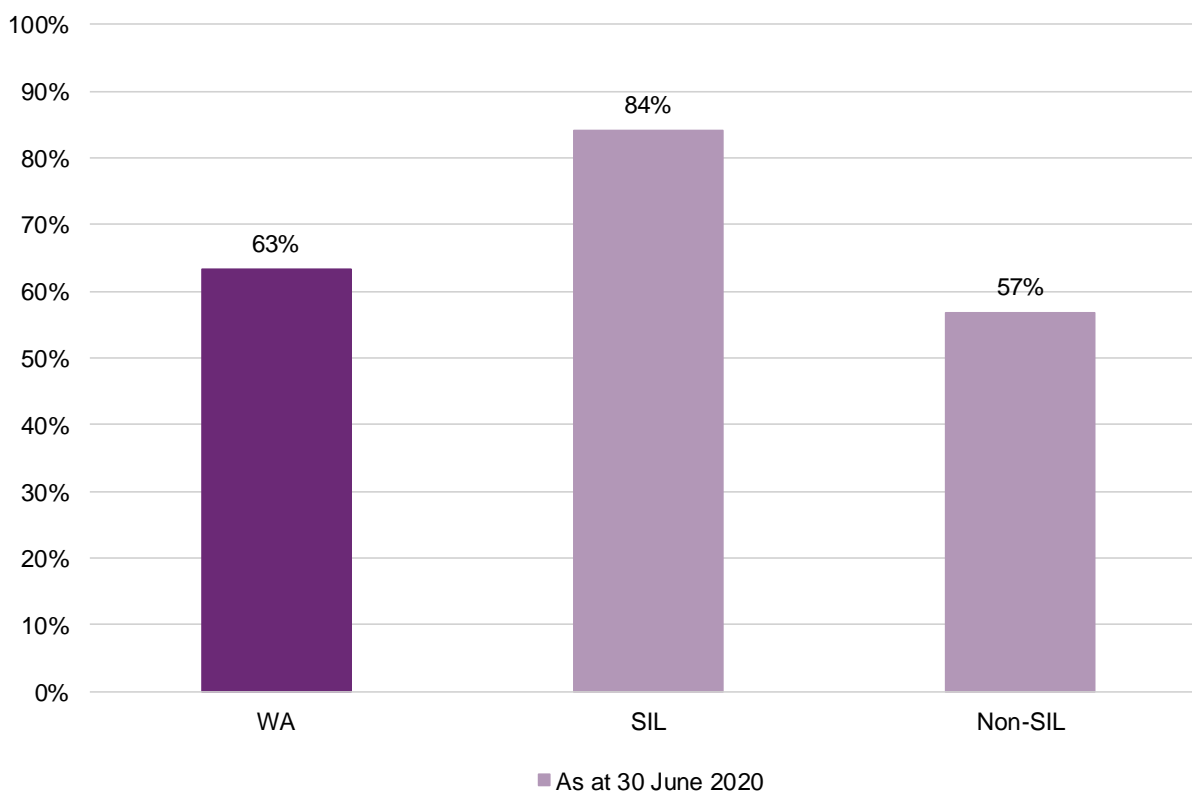


Figure I.31 Utilisation of committed supports by SIL status from 1 October 2019 to 31 March 2020 – Western Australia ³⁶⁸



³⁶⁷ 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 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

³⁶⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

Figure I.32 Utilisation of committed supports by support class from 1 October 2019 to 31 March 2020 – Western Australia ³⁶⁹

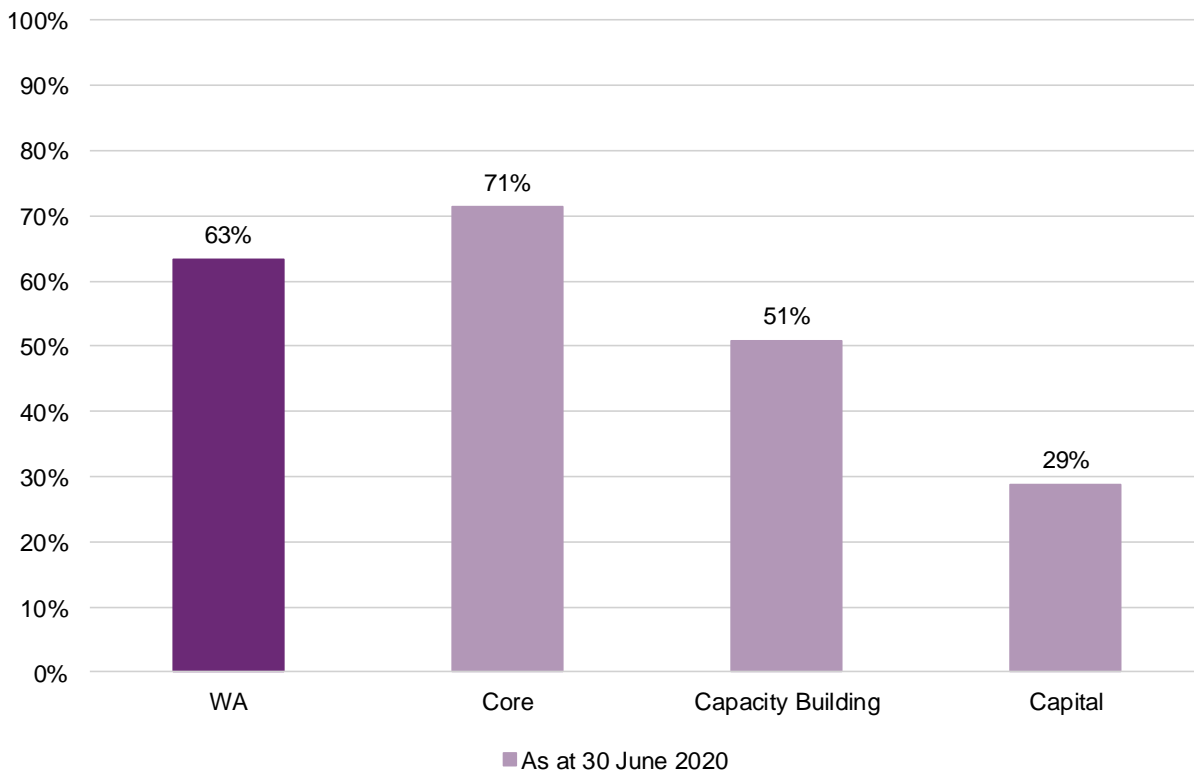
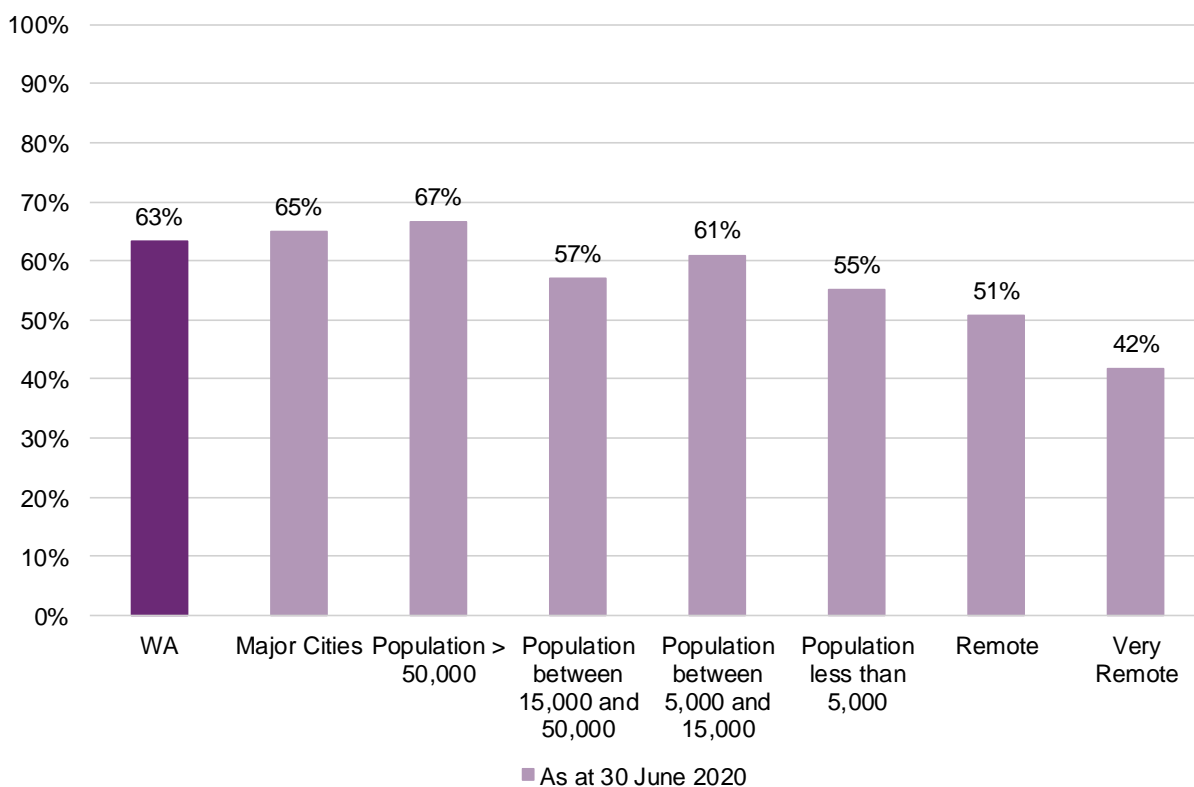


Figure I.33 Utilisation of committed supports by remoteness from 1 October 2019 to 31 March 2020 – Western Australia ³⁷⁰



³⁶⁹ Ibid.

³⁷⁰ Ibid.

Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia ³⁷¹

	Prior Quarters	2019-20 Q4	Total excluding ECEI	ECEI	Total including ECEI
South Australia	32,882	2,324	35,206	338	35,544

Table J.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – South Australia ³⁷²

	Prior Quarters	2019-20 Q4	Total
Access decisions	43,008	2,046	45,054
Active Eligible	34,556	1,610	36,166
New	18,992	1,507	20,499
State	12,943	30	12,973
Commonwealth	2,621	73	2,694
Active Participant Plans (excl ECEI)	32,882	2,324	35,206
New	17,642	2,112	19,754
State	12,762	64	12,826
Commonwealth	2,478	148	2,626
Active Participant Plans	33,138	2,662	35,544
Early Intervention (s25)	10,275	859	11,134
Permanent Disability (s24)	22,607	1,465	24,072
ECEI	256	338	338

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 June 2020 – South Australia

Exits	Total
Total participant exits	1,652
Early Intervention participants	983
Permanent disability participants	669

³⁷¹ 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.

³⁷² 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 ^{373 374}

	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
End of 2019-20 Q3	12,840	2,478	17,809	256	33,383
End of 2019-20 Q4	12,826	2,626	19,754	338	35,544

Table J.5 Cumulative numbers of active participants by entry into the Scheme – South Australia ^{375 376 377 378}

	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
End of 2019-20 Q3	10,573	22,554	256	33,383
End of 2019-20 Q4	11,134	24,072	338	35,544

Table J.6 Assessment of access by age group – South Australia ³⁷⁹

Age Group	Prior Quarters		2019-20 Q4		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	10,744	95%	768	98%	11,512	95%
7 to 14	8,261	89%	243	81%	8,504	89%
15 to 18	1,800	88%	60	81%	1,860	88%
19 to 24	1,926	88%	48	66%	1,974	87%
25 to 34	2,690	86%	102	75%	2,792	85%
35 to 44	2,682	81%	95	69%	2,777	80%
45 to 54	3,843	77%	117	54%	3,960	77%
55 to 64	4,707	73%	176	58%	4,883	73%
65+	253	66%	<11		263	65%
Missing	<11		<11		<11	
Total	36,906	86%	1,619	79%	38,525	86%

³⁷³ This table shows the total numbers of active participants at the end of each period.

³⁷⁴ 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.

³⁷⁵ This table shows the total numbers of active participants at the end of each period.

³⁷⁶ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³⁷⁷ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

³⁷⁸ 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.

³⁷⁹ 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 J.7 Assessment of access by disability – South Australia ³⁸⁰

Disability	Prior Quarters		2019-20 Q4		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
Acquired Brain Injury	1,531	94%	29	71%	1,560	93%
Autism	13,131	98%	456	97%	13,587	98%
Cerebral Palsy	1,180	97%	<11		1,186	97%
Developmental Delay	2,072	93%	424	99%	2,496	94%
Global Developmental Delay	1,071	99%	137	100%	1,208	99%
Hearing Impairment	1,480	90%	81	87%	1,561	90%
Intellectual Disability	7,620	95%	121	82%	7,741	95%
Multiple Sclerosis	656	87%	23	52%	679	85%
Psychosocial disability	2,043	57%	156	62%	2,199	57%
Spinal Cord Injury	369	96%	15	88%	384	95%
Stroke	396	78%	24	71%	420	77%
Visual Impairment	699	88%	14	64%	713	87%
Other Neurological	1,529	78%	58	57%	1,587	77%
Other Physical	1,787	51%	63	31%	1,850	50%
Other Sensory/Speech	949	55%	<11		956	55%
Other	91	34%	<11		96	33%
Missing	302	92%	<11		302	92%
Total	36,906	86%	1,619	79%	38,525	86%

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

Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,759	5.3%	180	7.7%	1,939	5.5%
Not Aboriginal and Torres Strait Islander	26,953	82.0%	1,701	73.2%	28,654	81.4%
Not Stated	4,170	12.7%	443	19.1%	4,613	13.1%
Total	32,882	100%	2,324	100%	35,206	100%

³⁸⁰ Ibid.

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia ³⁸¹

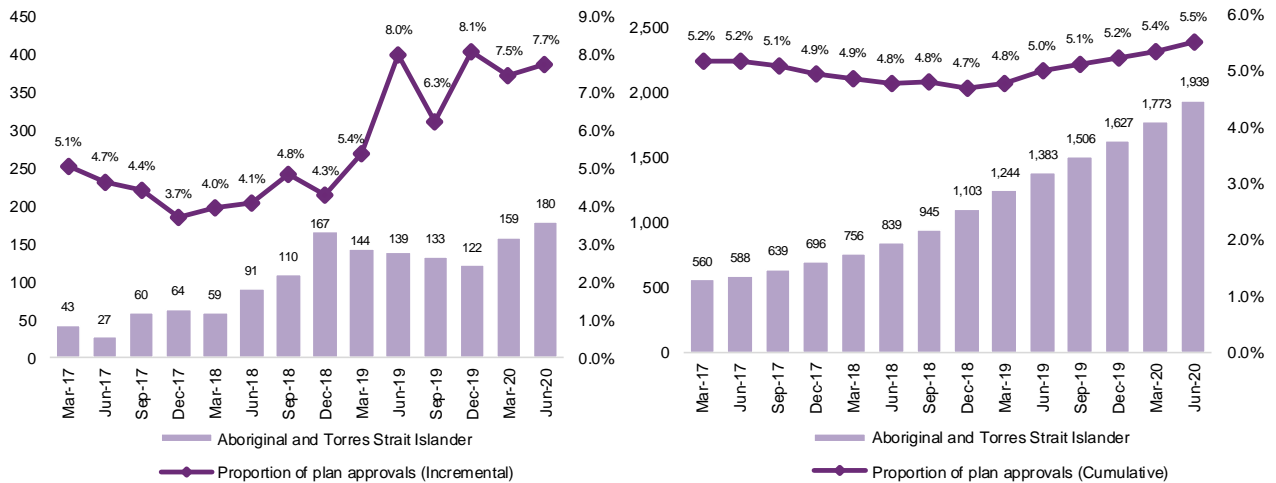
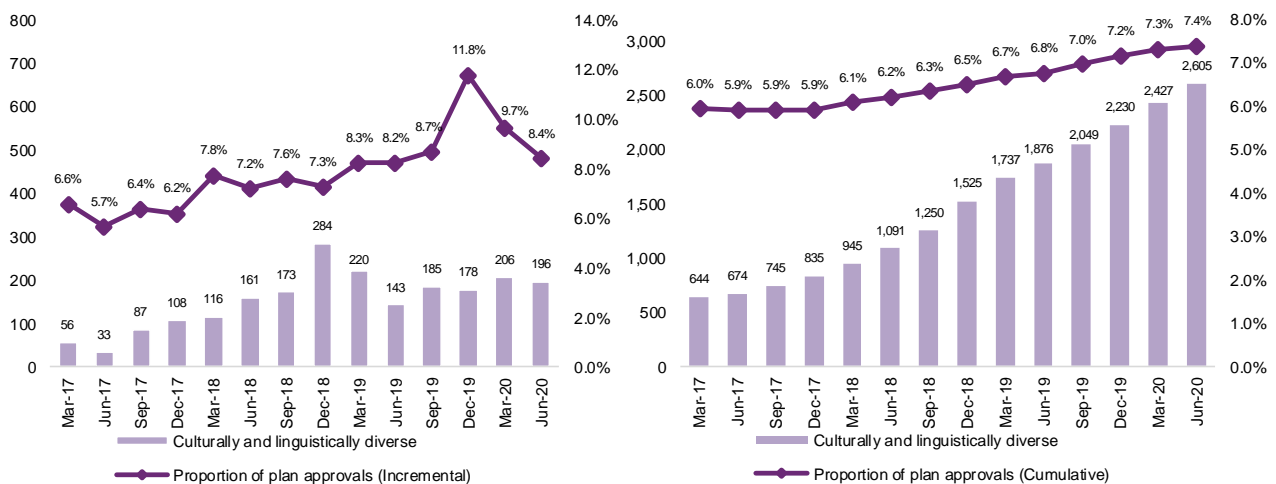


Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,409	7.3%	196	8.4%	2,605	7.4%
Not culturally and linguistically diverse	30,374	92.4%	2,128	91.6%	32,502	92.3%
Not stated	99	0.3%	<11		99	0.3%
Total	32,882	100%	2,324	100%	35,206	100%

Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia ³⁸²



³⁸¹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

³⁸² Ibid.

Table J.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – South Australia ^{383 384}

	Total
Age group	N
Under 45	<11
45 to 54	36
55 to 64	174
Total YPIRAC (under 65)	219

Figure J.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia ³⁸⁵

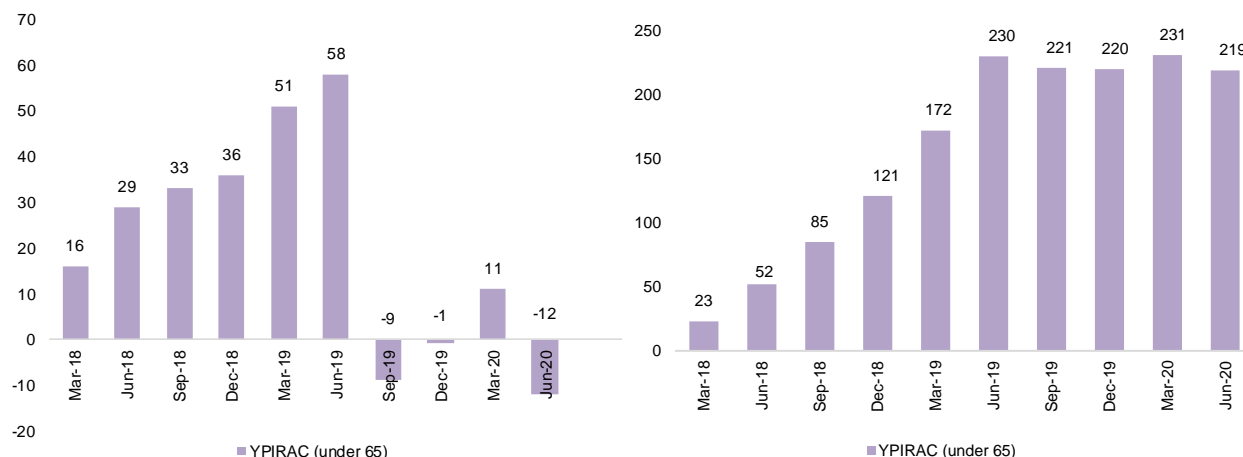


Table J.11 Participant profile per quarter by remoteness – South Australia ^{386 387}

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Major cities	24,841	75.5%	1,756	75.6%	26,597	75.5%
Population > 50,000	718	2.2%	46	2.0%	764	2.2%
Population between 15,000 and 50,000	2,757	8.4%	196	8.4%	2,953	8.4%
Population between 5,000 and 15,000	611	1.9%	40	1.7%	651	1.8%
Population less than 5,000	3,133	9.5%	186	8.0%	3,319	9.4%
Remote	572	1.7%	65	2.8%	637	1.8%
Very Remote	250	0.8%	35	1.5%	285	0.8%
Missing	<11		<11		<11	
Total	32,882	100%	2,324	100%	35,206	100%

³⁸³ The results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The NDIA has improved data collection on participants who have exited residential aged care and are now in more appropriate accommodation.

³⁸⁴ There are a further 99 active participants aged 65 years or over who have ever been in residential aged care.

³⁸⁵ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to March 2018.

³⁸⁶ This table is based on the Modified Monash Model measure of remoteness.

³⁸⁷ 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 ³⁸⁸

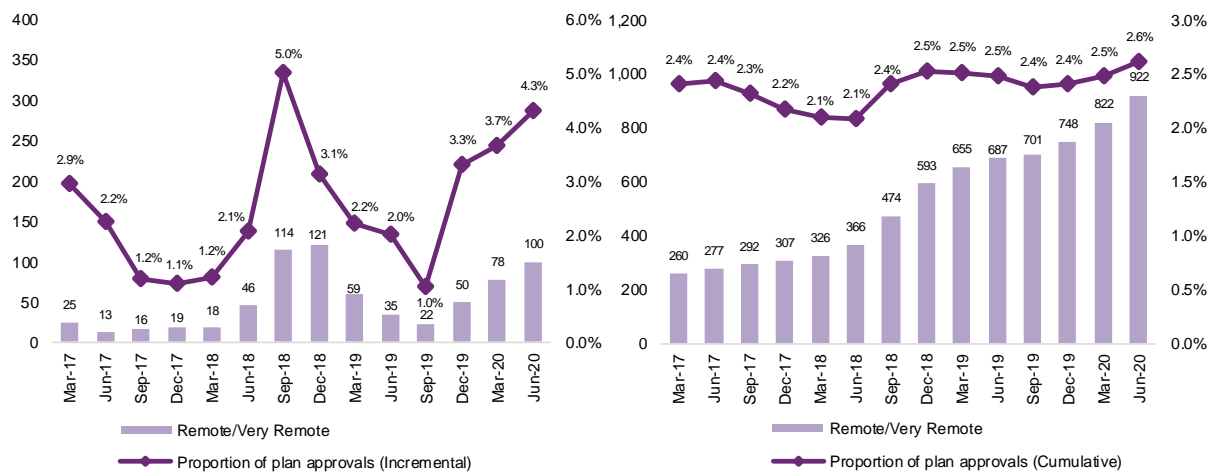


Table J.12 Participant profile per quarter by primary disability group – South Australia ^{389 390 391}

Disability	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Autism	12,487	38%	689	30%	13,176	37%
Intellectual Disability	7,214	22%	174	7%	7,388	21%
Psychosocial disability	1,747	5%	281	12%	2,028	6%
Developmental Delay	1,407	4%	423	18%	1,830	5%
Hearing Impairment	1,315	4%	138	6%	1,453	4%
Other Neurological	1,274	4%	99	4%	1,373	4%
Other Physical	1,524	5%	120	5%	1,644	5%
Cerebral Palsy	1,118	3%	15	1%	1,133	3%
ABI	1,357	4%	43	2%	1,400	4%
Visual Impairment	652	2%	31	1%	683	2%
Global Developmental Delay	822	2%	204	9%	1,026	3%
Multiple Sclerosis	616	2%	41	2%	657	2%
Stroke	346	1%	36	2%	382	1%
Spinal Cord Injury	327	1%	21	1%	348	1%
Other Sensory/Speech	618	2%	<11		621	2%
Other	58	0%	<11		64	0%
Total	32,882	100%	2,324	100%	35,206	100%

³⁸⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

³⁸⁹ Table order based on national proportions (highest to lowest).

³⁹⁰ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³⁹¹ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in SA (787).

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia ³⁹²

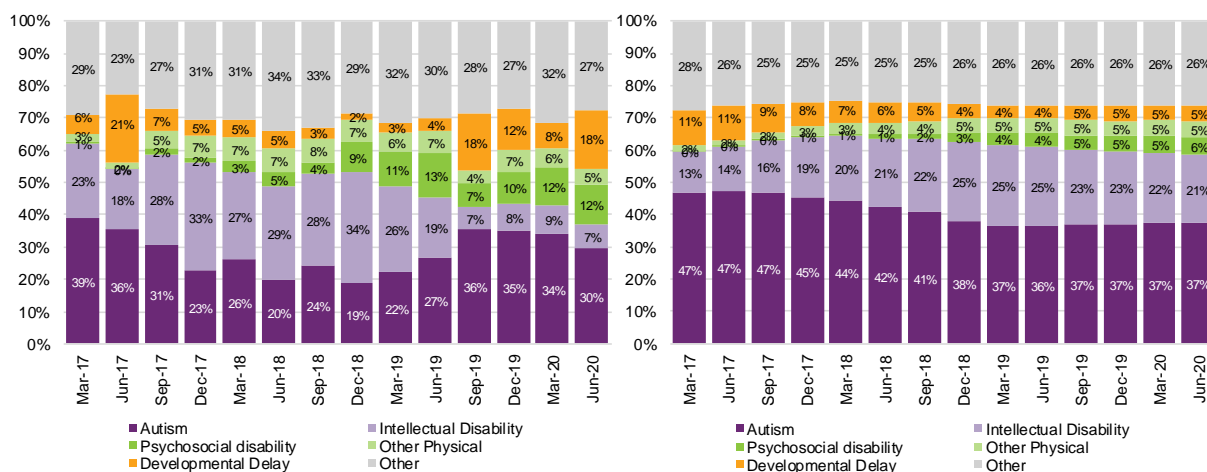


Table J.13 Participant profile per quarter by level of functions – South Australia ³⁹³

	Prior Quarters		2019-20 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	1,815	6%	360	15%	2,175	6%
2 (High Function)	27	0%	<11		33	0%
3 (High Function)	1,737	5%	177	8%	1,914	5%
4 (High Function)	1,715	5%	128	6%	1,843	5%
5 (High Function)	2,494	8%	226	10%	2,720	8%
6 (Moderate Function)	8,219	25%	573	25%	8,792	25%
7 (Moderate Function)	1,907	6%	101	4%	2,008	6%
8 (Moderate Function)	2,462	8%	151	6%	2,613	7%
9 (Moderate Function)	138	0%	13	1%	151	0%
10 (Moderate Function)	3,463	11%	233	10%	3,696	11%
11 (Low Function)	1,444	4%	30	1%	1,474	4%
12 (Low Function)	4,241	13%	171	7%	4,412	13%
13 (Low Function)	2,653	8%	153	7%	2,806	8%
14 (Low Function)	466	1%	<11		468	1%
15 (Low Function)	<11		<11		<11	
Missing	99		<11		99	
Total	32,882	100%	2,324	100%	35,206	100%

³⁹² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

³⁹³ 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 ³⁹⁴

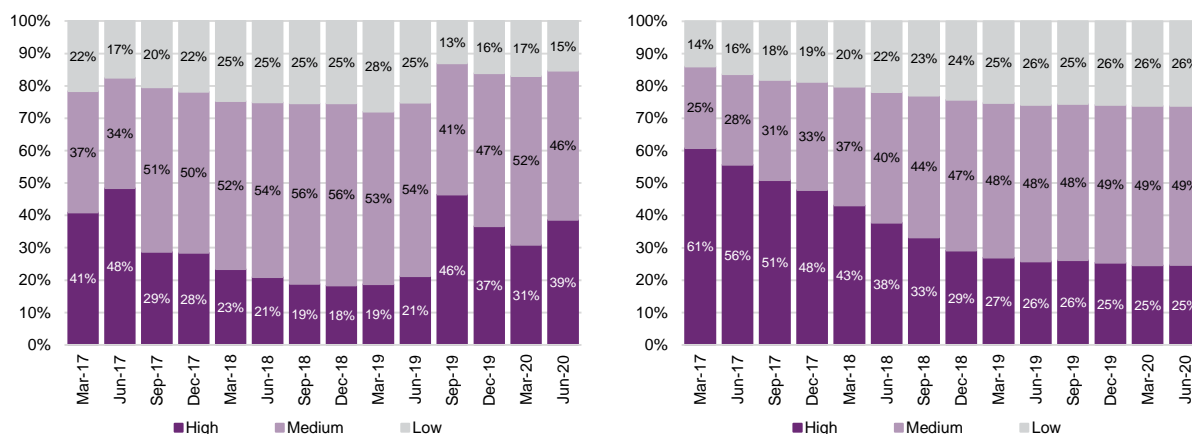
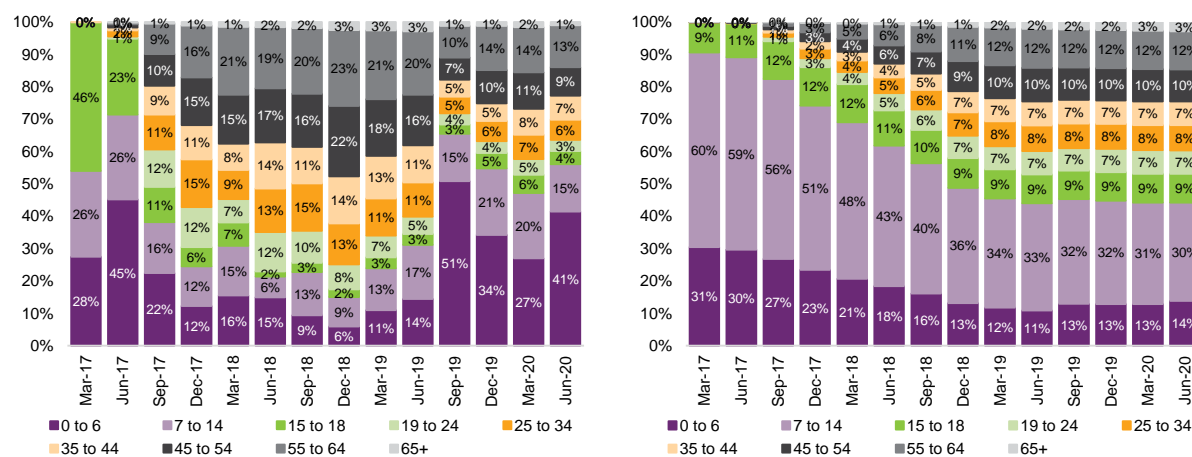


Table J.14 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
0 to 6	3,923	12%	963	41%	4,886	14%
7 to 14	10,353	31%	341	15%	10,694	30%
15 to 18	3,046	9%	93	4%	3,139	9%
19 to 24	2,461	7%	80	3%	2,541	7%
25 to 34	2,594	8%	145	6%	2,739	8%
35 to 44	2,406	7%	174	7%	2,580	7%
45 to 54	3,262	10%	203	9%	3,465	10%
55 to 64	3,863	12%	302	13%	4,165	12%
65+	974	3%	23	1%	997	3%
Total	32,882	100%	2,324	100%	35,206	100%

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia ³⁹⁵



³⁹⁴ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

³⁹⁵ Ibid.

Table J.15 Participant profile per quarter by gender – South Australia

	Prior Quarters		2019-20 Q4		Total	
Gender	N	%	N	%	N	%
Male	20,747	63%	1,434	62%	22,181	63%
Female	11,414	35%	861	37%	12,275	35%
Other	721	2%	29	1%	750	2%
Total	32,882	100%	2,324	100%	35,206	100%

Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia ³⁹⁶

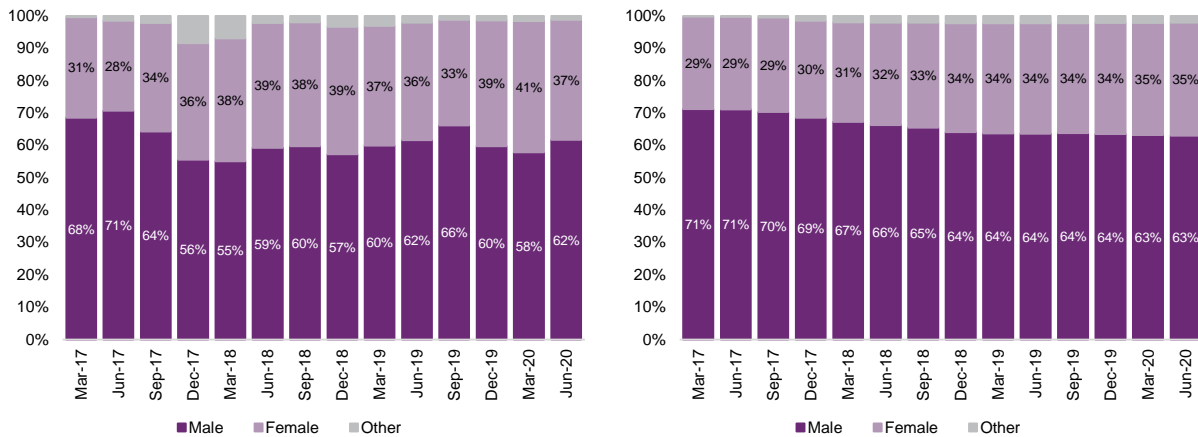


Table J.16 Prevalence rates by age group – South Australia

	SA
0-6	3.62%
7-14	6.44%
15-18	3.92%
19-24	1.94%
25-34	1.22%
35-44	1.21%
45-54	1.60%
55-64	1.93%
Total (aged 0-64)	2.47%

³⁹⁶ Ibid.

Part Two: Participant experience and outcomes

Table J.17 Number of baseline questionnaires completed by SFOF version – South Australia ³⁹⁷

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	Number of questionnaires
Participant 0 to school	1,352	812	685	1,485	4,334
Participant school to 14	2,007	1,063	1,650	1,974	6,694
Participant 15 to 24	523	1,099	1,174	641	3,437
Participant 25 and over	45	3,525	6,775	2,849	13,194
Total Participant	3,927	6,499	10,284	6,949	27,659
Family 0 to 14	3,211	1,762	2,264	3,336	10,573
Family 15 to 24	464	760	690	399	2,313
Family 25 and over	1	1,207	1,912	753	3,873
Total Family	3,676	3,729	4,866	4,488	16,759
Total	7,603	10,228	15,150	11,437	44,418

Table J.18 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	64%			
CC	% who say their child is able to tell them what he/she wants	72%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
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			42%	
CC	% who choose who supports them			43%	60%
CC	% who choose what they do each day			54%	70%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	25%
CC	% who want more choice and control in their life			79%	76%

³⁹⁷ Baseline outcomes for participants and/or their families and carers were collected for 96% 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 J.19 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	58%	66%		
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		44%		
REL	Of these, % who are welcomed or actively included	62%	75%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			29%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	38%

Table J.20 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		81%		
HM	% who are happy with their home			82%	78%
HM	% who feel safe or very safe in their home			86%	76%
HW	% who rate their health as good, very good or excellent			71%	49%
HW	% who did not have any difficulties accessing health services			76%	72%
LL	% who currently attend or previously attended school in a mainstream class			39%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				67%
LL	% unable to do a course or training they wanted to do in the last 12 months				30%
WK	% who have a paid job			22%	26%
WK	% who volunteer			11%	11%

Table J.21 Selected key baseline indicators for families/carers of participants – South Australia

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	16%	26%	23%
% receiving Carer Allowance	44%	48%	36%
% working in a paid job	47%	48%	35%
Of those in a paid job, % in permanent employment	76%	73%	73%
Of those in a paid job, % working 15 hours or more	80%	86%	84%
% who say they (and their partner) are able to work as much as they want	45%	55%	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	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	30%	25%	19%
% able to advocate for their child/family member	78%	77%	73%
% 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		44%	46%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	72%	62%	63%

Table J.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=308) - participants who entered from 1 July 2018 to 30 June 2019 – South Australia ³⁹⁸

Question	% Yes
DL Has the NDIS improved your child's development?	94%
DL Has the NDIS improved your child's access to specialist services?	95%
CC Has the NDIS helped increase your child's ability to communicate what they want?	80%
REL Has the NDIS improved how your child fits into family life?	77%
S/CP Has the NDIS improved how your child fits into community life?	57%

³⁹⁸ Results in Tables J.22 to J.25 exclude participants who entered prior to 1 July 2018, as these participants have been included in Tables J.26 to J.34.

Table J.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=1,321) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	47%

Table J.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=768) and ‘Participant 25 and over’ (n=4,697) - participants who entered from 1 July 2018 to 30 June 2019 – South Australia

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	61%	68%
DL	Has the NDIS helped you with daily living activities?	61%	74%
REL	Has the NDIS helped you to meet more people?	46%	51%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	35%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	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?	31%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	22%
S/CP	Has the NDIS helped you be more involved?	52%	56%

Table J.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,497); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,251) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	62%	51%
Has the NDIS improved the level of support for your family?	70%	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?	74%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	42%	37%

Table J.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=196) - participants who entered from 1 July 2017 to 30 June 2018 – South Australia³⁹⁹

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	94%	94%	+0%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	83%	-1%
REL	Has the NDIS improved how your child fits into family life?	74%	77%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	59%	59%	-0%

Table J.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=609) - participants who entered from 1 July 2017 to 30 June 2018 – South Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	66%	72%	+7%
LL	Has the NDIS improved your child's access to education?	49%	53%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	60%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	50%	+7%

Table J.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=559) and ‘Participant 25 and over’ (n=1,516) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	51%	62%	+11%	64%	73%	+8%
DL	Has the NDIS helped you with daily living activities?	55%	63%	+8%	69%	79%	+10%
REL	Has the NDIS helped you to meet more people?	46%	51%	+5%	45%	52%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	18%	+0%	23%	23%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	34%	40%	+6%	44%	52%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	32%	2%	24%	26%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	23%	+3%	21%	20%	-1%
S/CP	Has the NDIS helped you be more involved?	48%	53%	+6%	51%	58%	+6%

³⁹⁹ Results in Tables J.26 to J.29 include participants who had their first plan approved between 1 July 2017 to 30 June 2018 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.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=572); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=387) - participants who entered from 1 July 2017 to 30 June 2018 – South 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?	66%	68%	+3%	45%	54%	+9%
Has the NDIS improved the level of support for your family?	69%	73%	+4%	58%	68%	+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?	71%	74%	+3%	56%	67%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	81%	+4%			
Has the NDIS improved your health and wellbeing?	44%	46%	+2%	38%	43%	+6%

Table J.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=276) - participants who entered from 1 July 2016 to 30 June 2017 – South Australia⁴⁰⁰

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	92%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	94%	91%	94%	+0%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%	80%	76%	-11%
REL	Has the NDIS improved how your child fits into family life?	81%	69%	79%	-2%
S/CP	Has the NDIS improved how your child fits into community life?	63%	58%	54%	-9%

⁴⁰⁰ Results in Tables J.30 to J.34 include participants who had their first plan approved between 1 July 2016 to 30 June 2017 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 J.31 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=925) - participants who entered from 1 July 2016 to 30 June 2017 – South Australia

	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?	65%	71%	75%	+9%
LL	Has the NDIS improved your child's access to education?	48%	47%	52%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	58%	62%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	50%	56%	+6%

Table J.32 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=313) - participants who entered from 1 July 2016 to 30 June 2017 – South Australia

	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?	60%	62%	68%	+7%
	Has the NDIS helped you with daily living activities?	59%	61%	67%	+7%
	Has the NDIS helped you to meet more people?	45%	47%	49%	+4%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	18%	20%	-2%
	Has your involvement with the NDIS improved your health and wellbeing?	45%	41%	45%	0%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	31%	33%	-2%
	Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%	15%	0%
	Has the NDIS helped you be more involved?	51%	52%	57%	+6%

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.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=806) - participants who entered from 1 July 2016 to 30 June 2017 – South Australia

	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?	61%	61%	65%	+3%
	Has the NDIS improved the level of support for your family?	73%	74%	76%	+2%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	72%	73%	-1%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	80%	81%	+3%
	Has the NDIS improved your health and wellbeing?	50%	45%	46%	-4%

Table J.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=158) - participants who entered from 1 July 2016 to 30 June 2017 – South Australia

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?	45%	47%	53%	+8%
Has the NDIS improved the level of support for your family?	66%	62%	69%	+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?	63%	55%	64%	+2%
Has the NDIS improved your health and wellbeing?	40%	34%	37%	-4%

Table J.35 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=2,265), ‘participants in community and social activities’ (n=2,269) and ‘participants who choose who supports them’ (n=2,302) at entry, first and second plan review - participants who entered from 1 July 2017 to 30 June 2018 – South Australia ⁴⁰¹

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	23%	26%	29%	24%
Aged 25+	35%	33%	32%	
Aged 15+ (Average)	33%	32%	31%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	36%	35%	47%
Aged 25+	39%	42%	44%	
Aged 15+ (Average)	37%	41%	42%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	41%	41%	43%	45%
Aged 25+	64%	63%	64%	
Aged 15+ (Average)	59%	58%	60%	

⁴⁰¹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table J.36 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=216), 'participants in community and social activities' (n=229) and 'participants who choose who supports them' (n=236) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 June 2017 – South Australia ⁴⁰²

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	4%	7%	19%	23%	24%
Aged 25+	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	
Aged 15+ (Average)	6%	8%	19%	24%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	35%	40%	43%	43%	47%
Aged 25+	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	
Aged 15+ (Average)	34%	38%	42%	41%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	24%	26%	28%	29%	45%
Aged 25+	Numbers are too small	Numbers are too small	Numbers are too small	Numbers are too small	
Aged 15+ (Average)	27%	28%	31%	31%	

⁴⁰² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

Table J.37 Number of active plans by goal type and primary disability – South Australia ⁴⁰³

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	380	1,142	734	205	344	1,078	530	289	1,400
Autism	2,164	12,017	4,641	4,278	6,487	7,900	739	1,417	13,176
Cerebral Palsy	285	988	579	231	276	753	269	190	1,133
Developmental Delay	92	1,634	338	741	667	553	2	1	1,830
Down Syndrome	161	671	376	167	282	605	246	258	787
Global Developmental Delay	48	948	203	398	371	314	1	1	1,026
Hearing Impairment	328	1,227	301	442	273	669	131	253	1,453
Intellectual Disability	1,499	5,450	2,742	1,745	2,181	4,874	1,982	2,386	6,601
Multiple Sclerosis	212	564	434	53	91	474	203	82	657
Psychosocial disability	559	1,486	1,098	380	438	1,642	847	549	2,028
Spinal Cord Injury	113	299	217	34	37	239	122	84	348
Stroke	119	334	209	47	60	291	136	58	382
Visual Impairment	222	619	275	182	75	461	139	224	683
Other Neurological	392	1,140	772	170	268	982	445	192	1,373
Other Physical	440	1,422	859	180	174	938	426	322	1,644
Other Sensory/Speech	59	558	129	192	253	232	4	13	621
Other	16	55	29	16	16	35	12	5	64
Total	7,089	30,554	13,936	9,461	12,293	22,040	6,234	6,324	35,206

⁴⁰³ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table J.38 Number of goals in active plans by goal type and primary disability – South Australia ⁴⁰⁴

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	479	2,275	991	237	400	1,434	597	322	6,735
Autism	2,728	34,408	6,024	5,346	8,399	9,941	822	1,521	69,189
Cerebral Palsy	364	2,538	787	279	320	1,056	302	208	5,854
Developmental Delay	107	5,457	398	968	767	622	2	1	8,322
Down Syndrome	189	1,563	482	212	357	892	273	273	4,241
Global Developmental Delay	54	3,271	241	513	416	354	1	1	4,851
Hearing Impairment	419	2,725	345	518	336	815	139	269	5,566
Intellectual Disability	1,836	11,839	3,572	2,130	2,668	6,618	2,164	2,592	33,419
Multiple Sclerosis	258	1,133	615	54	102	579	239	85	3,065
Psychosocial disability	705	2,493	1,457	411	493	2,026	920	583	9,088
Spinal Cord Injury	146	628	309	39	41	320	142	96	1,721
Stroke	152	704	290	54	65	352	159	61	1,837
Visual Impairment	287	1,441	333	209	87	579	158	242	3,336
Other Neurological	512	2,533	1,051	198	310	1,230	488	211	6,533
Other Physical	575	3,041	1,190	197	191	1,171	483	351	7,199
Other Sensory/Speech	71	1,610	168	247	318	283	4	15	2,716
Other	19	126	38	18	20	45	16	7	289
Total	8,901	77,785	18,291	11,630	15,290	28,317	6,909	6,838	173,961

Table J.39 Number of active plans by goal type and age group – South Australia ⁴⁰⁵

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	243	4,496	930	2,122	1,899	1,501	6	1	4,886
7 to 14	1,490	9,987	3,667	3,318	5,269	5,983	106	36	10,694
15 to 18	679	2,810	1,187	1,024	1,426	2,133	198	663	3,139
19 to 24	735	2,090	1,015	718	748	1,811	613	1,374	2,541
25 to 34	808	2,193	1,282	633	750	2,073	1,044	1,324	2,739
35 to 44	742	2,067	1,314	506	630	1,979	989	1,009	2,580
45 to 54	929	2,730	1,790	583	706	2,650	1,342	1,032	3,465
55 to 64	1,181	3,364	2,236	470	718	3,146	1,577	790	4,165
65+	282	817	515	87	147	764	359	95	997
Total	7,089	30,554	13,936	9,461	12,293	22,040	6,234	6,324	35,206

⁴⁰⁴ Participants have set over two million goals in total across Australia since July 2016. The 173,961 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

⁴⁰⁵ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table J.40 Number of goals in active plans by goal type and age group – South Australia ⁴⁰⁶

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	283	15,881	1,071	2,825	2,162	1,699	6	1	23,928
7 to 14	1,836	29,480	4,858	4,059	6,944	7,408	117	37	54,739
15 to 18	860	6,984	1,535	1,245	1,823	2,663	212	712	16,034
19 to 24	935	4,208	1,275	876	926	2,371	667	1,494	12,752
25 to 34	1,042	4,018	1,641	762	894	2,779	1,161	1,434	13,731
35 to 44	924	3,810	1,762	585	736	2,659	1,119	1,093	12,688
45 to 54	1,167	5,248	2,436	667	838	3,592	1,466	1,113	16,527
55 to 64	1,500	6,542	3,012	520	806	4,156	1,763	849	19,148
65+	354	1,614	701	91	161	990	398	105	4,414
Total	8,901	77,785	18,291	11,630	15,290	28,317	6,909	6,838	173,961

⁴⁰⁶ Participants have set over two million goals in total across Australia since July 2016. The 173,961 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

Table J.41 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q4 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 Q4
Access	n = 428	n = 55
Are you happy with how coming into the NDIS has gone?	77%	89%
Was the person from the NDIS respectful?	92%	100%
Do you understand what will happen next with your plan?	72%	64%
% of participants rating their overall experience as Very Good or Good.	64%	78%
Pre-planning	n = 597	n = 188
Did the person from the NDIS understand how your disability affects your life?	87%	87%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	81%	85%
Are you clear on what happens next with your plan?	76%	79%
Do you know where to go for more help with your plan?	80%	87%
% of participants rating their overall experience as Very Good or Good.	77%	84%
Planning	n = 743	n = 224
Did the person from the NDIS understand how your disability affects your life?	86%	88%
Did you understand why you needed to give the information you did?	96%	98%
Were decisions about your plan clearly explained?	81%	84%
Are you clear on what happens next with your plan?	78%	85%
Do you know where to go for more help with your plan?	81%	87%
% of participants rating their overall experience as Very Good or Good.	80%	81%
Plan review	n = 558	n = 51
Did the person from the NDIS understand how your disability affects your life?	80%	88%
Did you feel prepared for your plan review?	84%	82%
Is your NDIS plan helping you to make progress towards your goals?	83%	94%
% of participants rating their overall experience as Very Good or Good.	72%	88%

Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ⁴⁰⁷

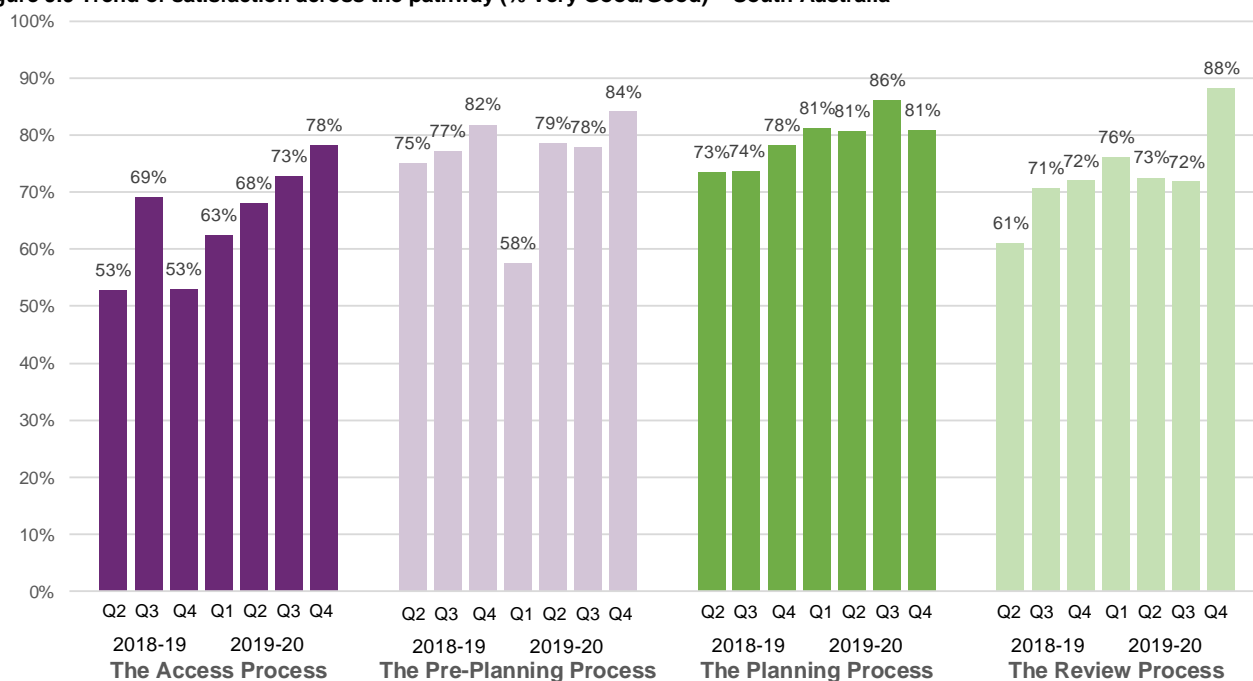
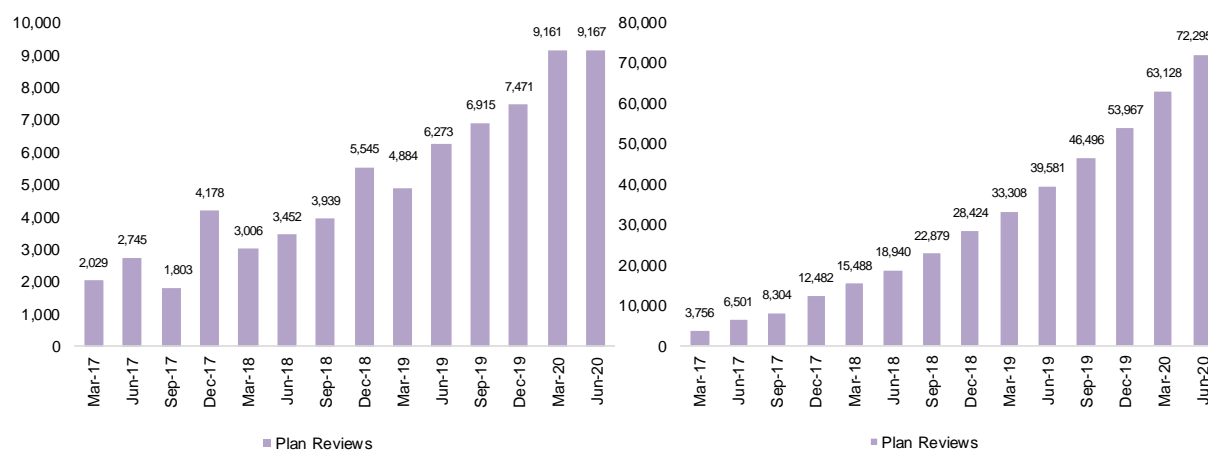


Table J.42 Plan reviews conducted per quarter – excluding plans less than 30 days – South Australia ⁴⁰⁸

	Prior Quarters (Transition only)	2019-20 Q4	Transition Total
Total plan reviews	63,128	9,167	72,295
Early intervention plans	27,720	2,763	30,483
Permanent disability plans	35,408	6,404	41,812

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



⁴⁰⁷ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴⁰⁸ 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q4. In previous quarterly reports complaints submitted during the most recent quarter have been excluded from results, as it was understood they may be impacted by a lag in data collection. However, due to recent improvements in complaints data capture and processing, any such lags are now deemed to be immaterial.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table J.43 shows the numbers of complaints in 2019-20 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

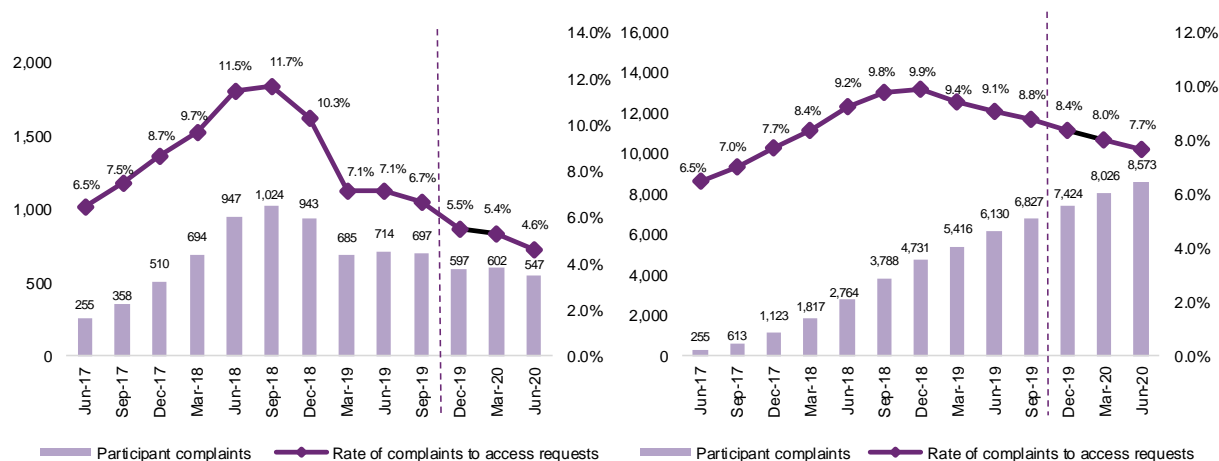
Table J.44 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table J.45.

Table J.45 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2019-20 Q4. This table should be considered in conjunction with Table J.44. The list of complaint types is different to that which appears in Table J.44, as it is based on the options available on the 'My Customer Requests' tile.

Table J.43 Complaints by quarter – South Australia ^{409 410 411}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	7	4	11	10
Complaint about LAC Partner	39	15	54	51
Complaints about service providers	274	22	296	261
Complaints about the Agency	7,531	339	7,870	4,246
Critical/ Reportable Incident	85	167	252	228
Unclassified	506	0	506	469
Total	8,442	547	8,989	4,758
Total complaints made since 1 April 2017	8,026	547	8,573	
Complaints since 1 April 2017 as % of all access requests	8.0%	4.6%	7.7%	

Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia ⁴¹²



⁴⁰⁹ Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁴¹⁰ % 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.

⁴¹¹ Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

⁴¹² Ibid.

Table J.44 Complaints by type ('My Feedback' tile) – South Australia

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	43	(18%)
Service Delivery	33	(14%)
Staff conduct	38	(16%)
Provider process	34	(14%)
Provider costs.	25	(10%)
Other	71	(29%)
Total	244	
<i>Complaints about the Agency</i>		
Timeliness	2,960	(43%)
Individual needs	554	(8%)
Reasonable and necessary supports	1,173	(17%)
Information unclear	293	(4%)
The way the NDIA carried out its decision making	268	(4%)
Other	1,563	(23%)
Total	6,811	
<i>Unclassified</i>	506	
Participants total	7,561	

Table J.45 Complaints by type ('My Customer Requests' tile) – South Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	1	(14%)	2	(50%)	3	(27%)
ECEI Process	3	(43%)	0	(0%)	3	(27%)
ECEI Staff	0	(0%)	1	(25%)	1	(9%)
ECEI Timeliness	3	(43%)	1	(25%)	4	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	7		4		11	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	10	(26%)	7	(47%)	17	(31%)
LAC Process	9	(23%)	2	(13%)	11	(20%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	12	(31%)	5	(33%)	17	(31%)
LAC Timeliness	8	(21%)	1	(7%)	9	(17%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	39		15		54	
<i>Complaints about service providers</i>						
Provider Finance	6	(18%)	2	(11%)	8	(15%)
Provider Fraud and Compliance	2	(6%)	4	(22%)	6	(12%)
Provider Service	18	(53%)	6	(33%)	24	(46%)
Provider Staff	8	(24%)	6	(33%)	14	(27%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	34		18		52	
<i>Complaints about the Agency</i>						
NDIA Access	30	(4%)	15	(5%)	45	(4%)
NDIA Engagement	1	(0%)	1	(0%)	2	(0%)
NDIA Finance	77	(10%)	28	(9%)	105	(10%)
NDIA Fraud and Compliance	2	(0%)	2	(1%)	4	(0%)
NDIA Plan	187	(25%)	76	(24%)	263	(25%)
NDIA Process	87	(12%)	71	(22%)	158	(15%)
NDIA Resources	5	(1%)	2	(1%)	7	(1%)
NDIA Staff	30	(4%)	18	(6%)	48	(5%)
NDIA Timeliness	324	(44%)	103	(33%)	427	(40%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	743		316		1,059	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	22	(26%)	39	(23%)	61	(24%)
Allegations against NDIA Staff/Partners	1	(1%)	1	(1%)	2	(1%)
Allegations against a provider	22	(26%)	52	(31%)	74	(29%)
Participant threat	27	(32%)	31	(19%)	58	(23%)
Provider reporting	13	(15%)	44	(26%)	57	(23%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	85		167		252	
<i>Unclassified</i>	0		0		0	
Participants total	908		520		1,428	

Figure J.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – South Australia⁴¹³

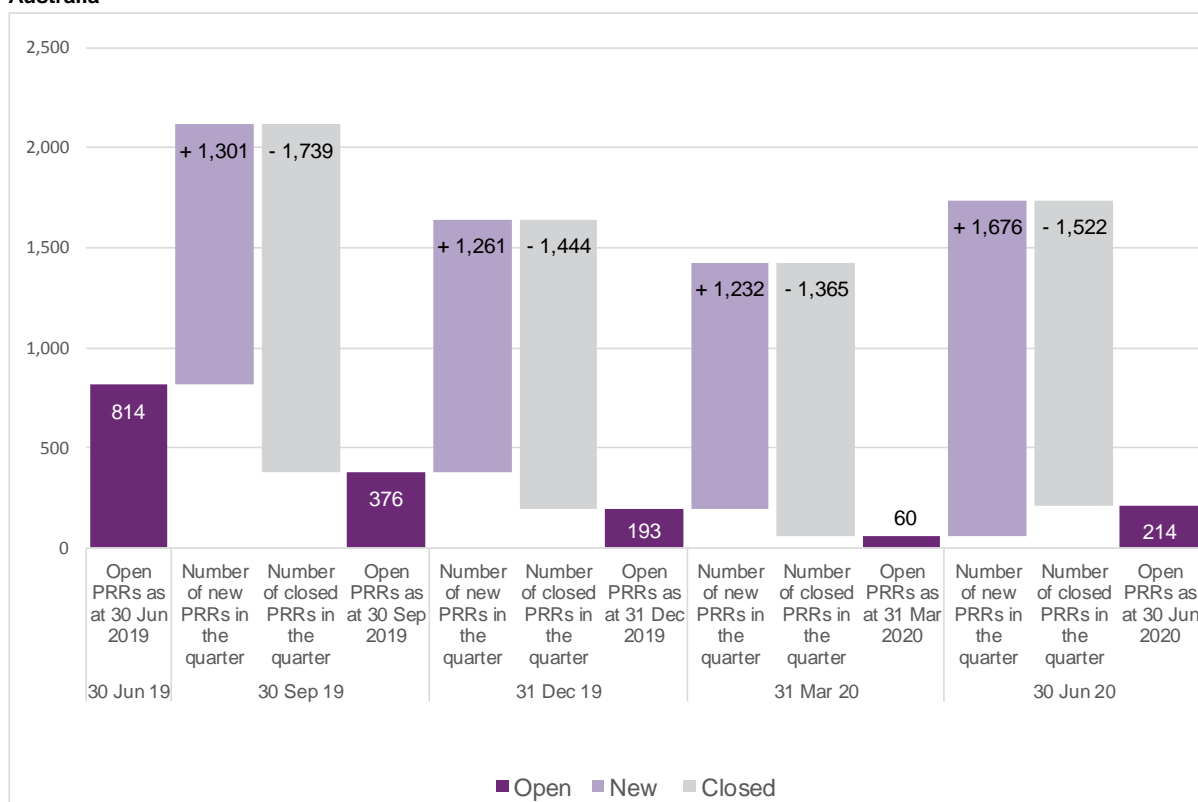
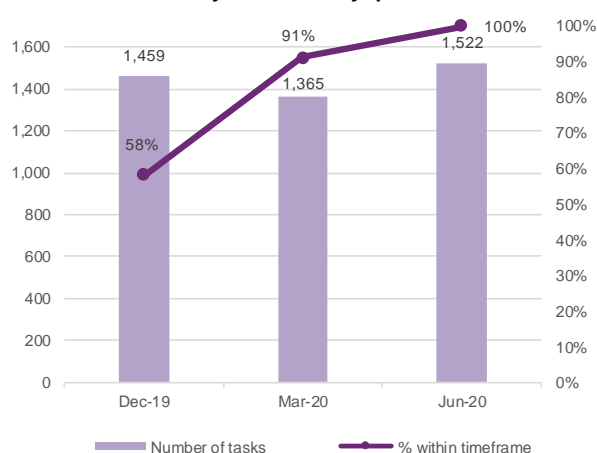


Figure J.13 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – South Australia⁴¹⁴



⁴¹³ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart. For this reason the number of Participants Requested Reviews closed in the quarter may be lower than what is shown in the following chart.

⁴¹⁴ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

Table J.46 Summary of Open Participant Requested Reviews (PRRs) (s48) – South Australia⁴¹⁵

	As at 30 June 2020
Open PRRs	214
Number of PRRs open less than 21 days	214
Number of PRRs open more than 21 days	0
New PRRs in the quarter	1,676
Number of PRRs closed in the quarter	1,522
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	7

Figure J.14 RoRDs received and closed by quarter and open at the end of each quarter – South Australia

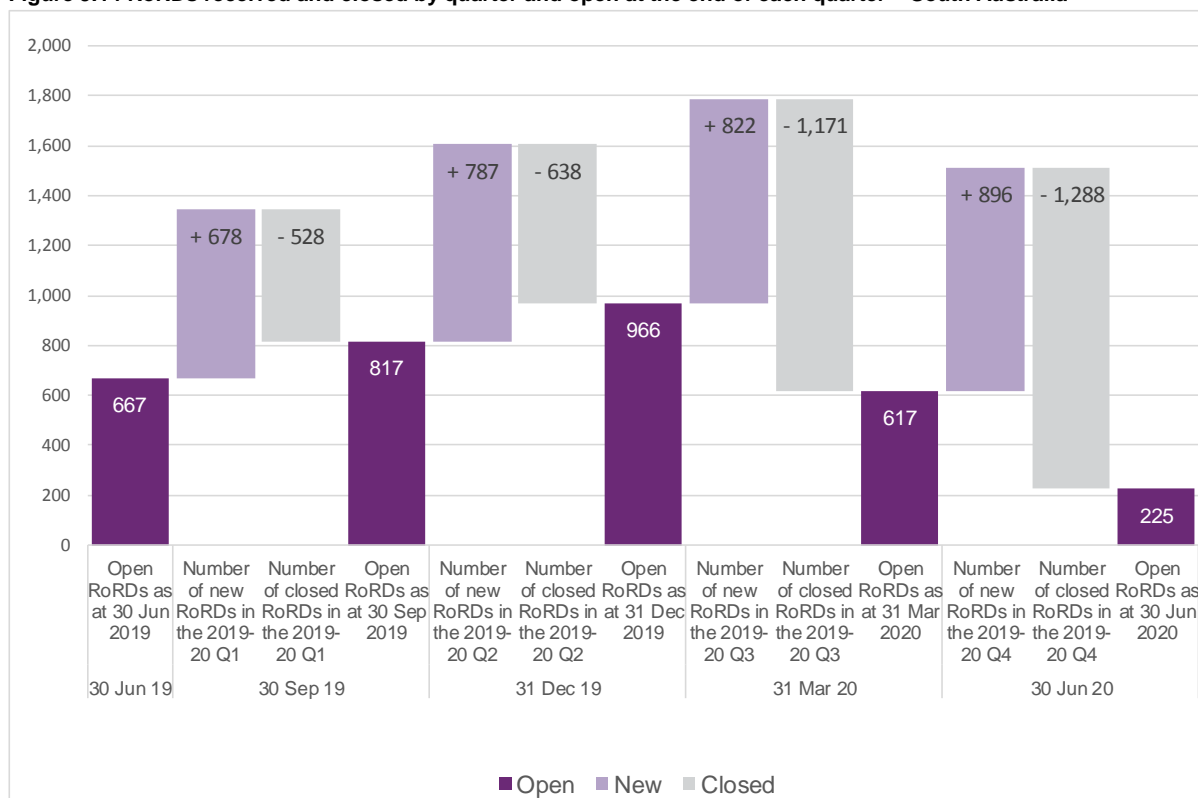


Table J.47 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – South Australia^{416 417}

	Access	Planning
Open RoRDs	17	208
Number of RoRDs open less than 90 days	17	207
Number of RoRDs open more than 90 days	0	1
New RoRDs in the quarter	98	798
Number of RoRDs closed in the quarter	112	1,176
Proportion closed within 90 days	100%	84%
Average days RoRDs took to close in the quarter	15	50

⁴¹⁵ Participant Requested Reviews (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.

⁴¹⁶ 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.

⁴¹⁷ 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.

Figure J.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – South Australia ⁴¹⁸

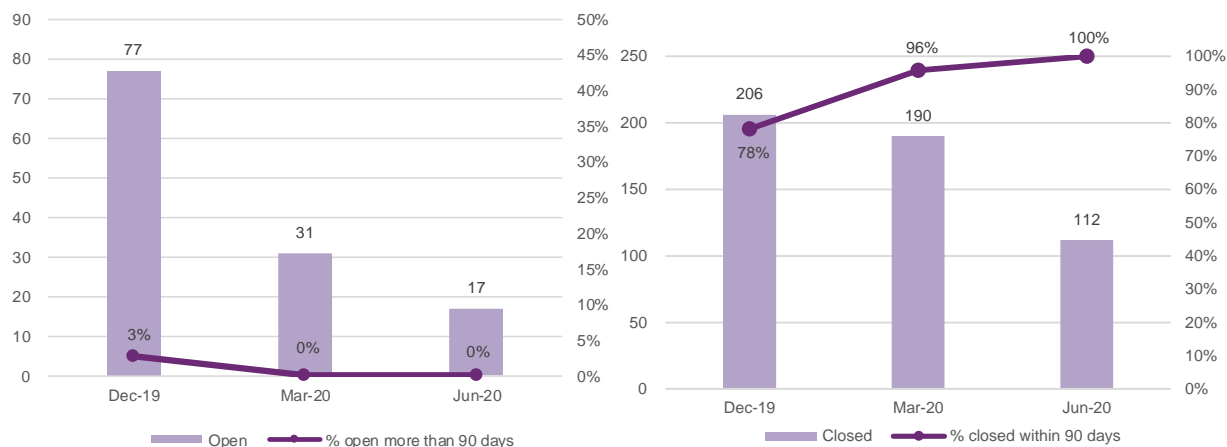


Figure J.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – South Australia ⁴¹⁹

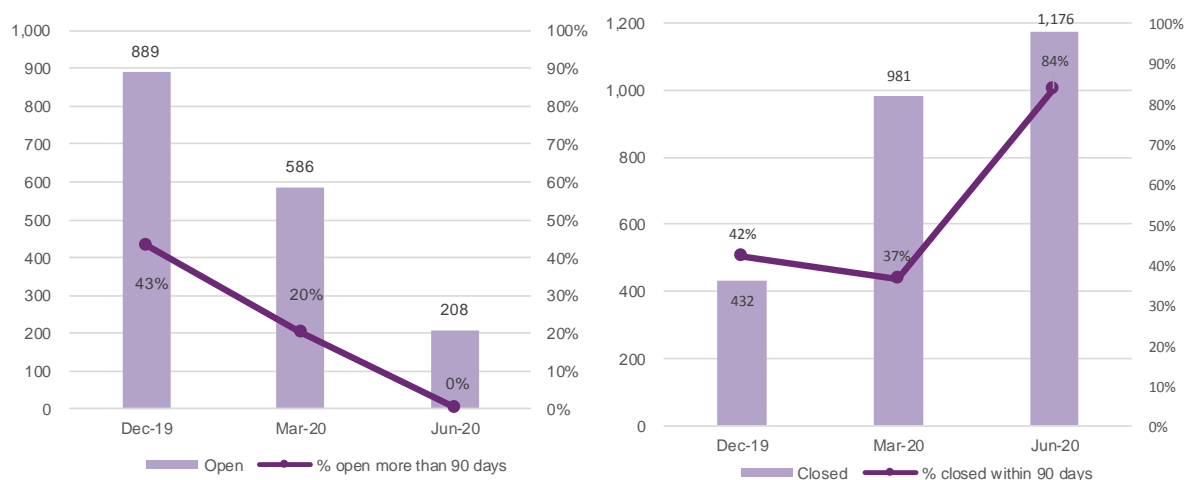


Table J.48 AAT Cases by category – South Australia ⁴²⁰

Category	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Access	122	28%	11	28%	133	28%
Plan	253	58%	26	65%	279	59%
Plan Review	34	8%	<11		36	8%
Other	24	6%	<11		25	5%
Total	433	100%	40	100%	473	100%
% of all access decisions	0.39%		0.36%		0.39%	

⁴¹⁸ Numbers of open RoRDs have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

⁴¹⁹ Ibid.

⁴²⁰ % 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 J.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia ⁴²¹

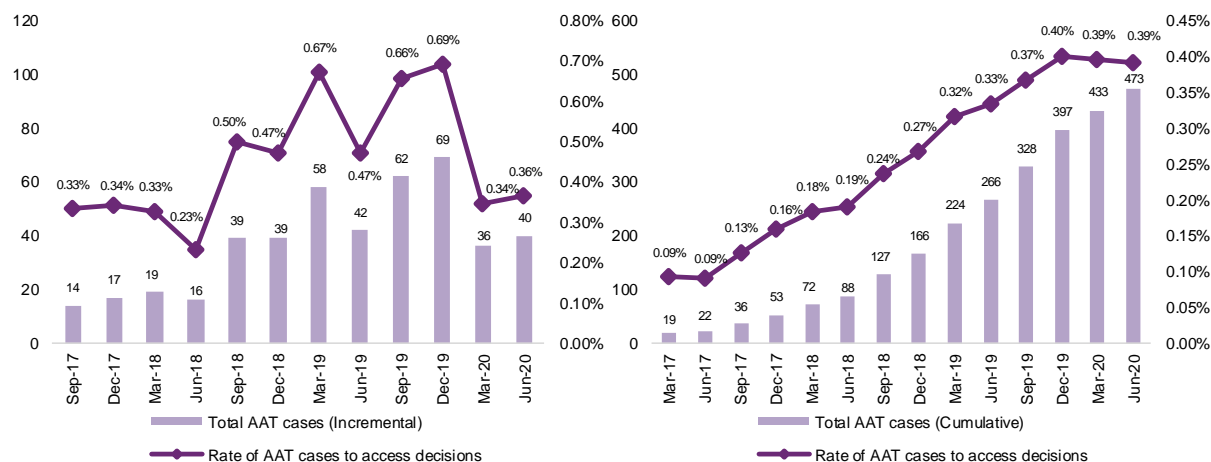
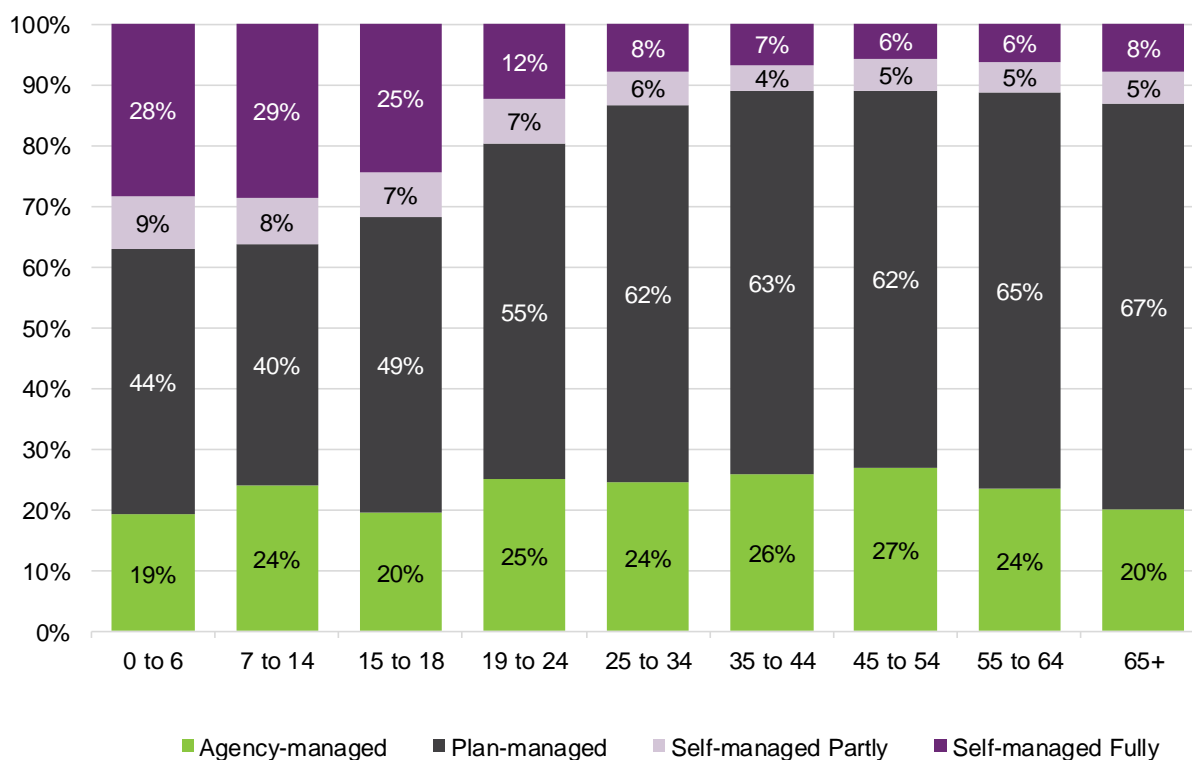


Table J.49 AAT cases by open/closed and decision – South Australia

	N
AAT Cases	473
Open AAT Cases	106
Closed AAT Cases	367
Resolved before hearing	363
Gone to hearing and received a substantive decision	<11

Figure J.18 Distribution of active participants by method of financial plan management and age group as at 30 June 2020 – South Australia ^{422 423}



⁴²¹ There are insufficient numbers to show the incremental count of AAT cases in SA prior to the September 2017 quarter.

⁴²² For the total number of active participants in each age group, see Table J.14.

⁴²³ Participants can use more than one method to manage their funding. These results are based on 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.

Figure J.19 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2020 – South Australia ^{424 425}

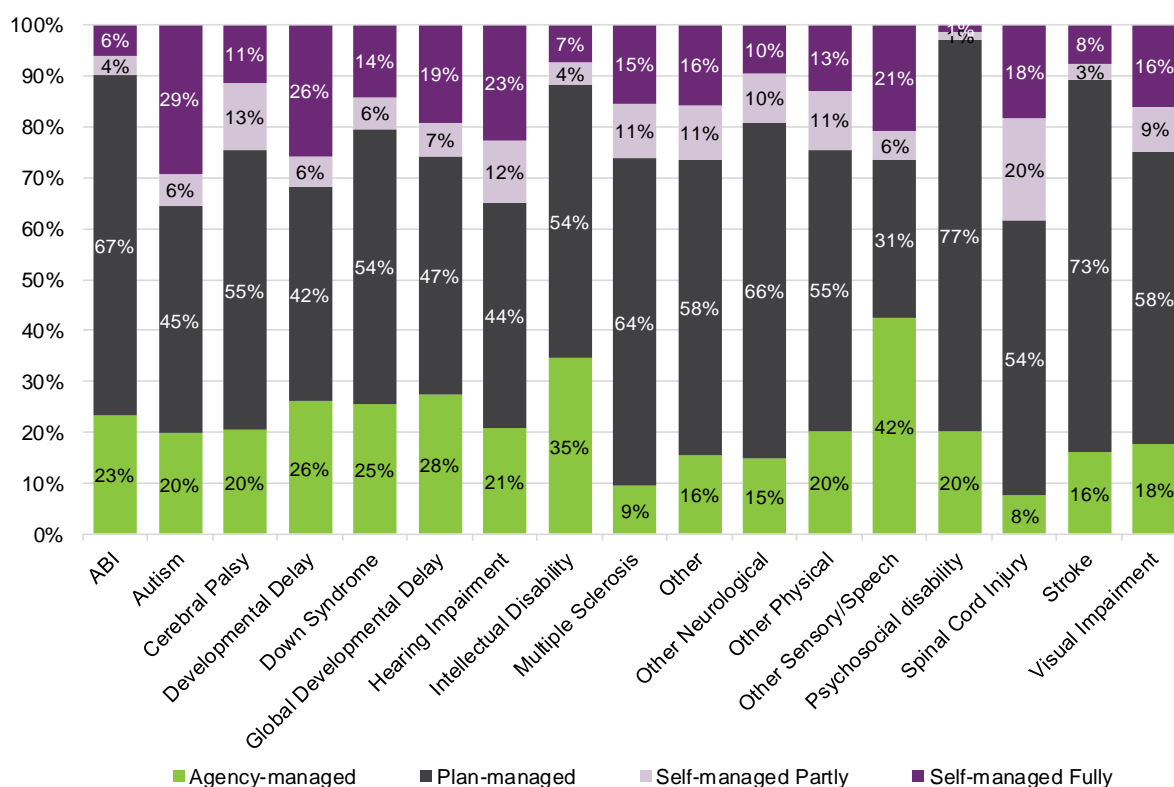


Table J.50 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia ⁴²⁶

	Prior Quarters	2019-20 Q4	Total
Self-managed fully	18%	19%	18%
Self-managed partly	7%	7%	7%
Plan-managed	49%	56%	52%
Agency-managed	26%	18%	23%
Total	100%	100%	100%

⁴²⁴ For the total number of active participants in each primary disability group, see Table J.12.

⁴²⁵ Participants can use more than one method to manage their funding. These results are based on 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.

⁴²⁶ Ibid.

Figure J.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia ⁴²⁷



Table J.51 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia

	Prior Quarters	2019-20 Q4	Total
Self-managed	9%	9%	9%
Plan-managed	31%	48%	34%
Agency-managed	60%	43%	57%
Total	100%	100%	100%

Figure J.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia

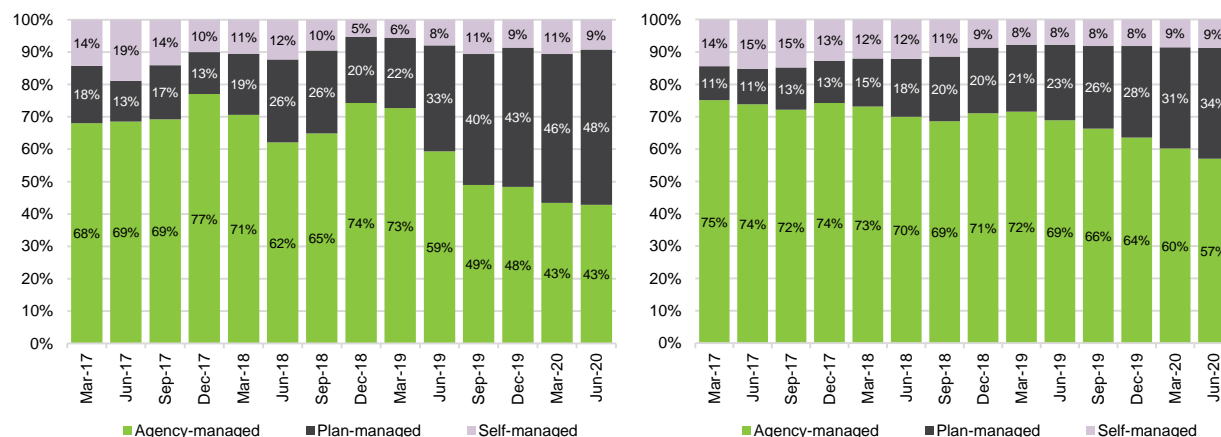


Table J.52 Distribution of active participants by support coordination and quarter of plan approval – South Australia

	Prior Quarters	2019-20 Q4	Total
Support coordination	37%	41%	38%

⁴²⁷ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Data is not available prior to March 2017.

Table J.53 Duration to plan activation by quarter of initial plan approval for active participants – South Australia ⁴²⁸

	Prior Quarters (Transition Only)		2019-20 Q2	
	N	%	N	%
Plan activation				
Less than 30 days	16,068	70%	846	56%
30 to 59 days	2,317	10%	246	16%
60 to 89 days	1,238	5%	123	8%
Activated within 90 days	19,623	85%	1,215	81%
90 to 119 days	670	3%	57	4%
120 days and over	2,049	9%	84	6%
Activated after 90 days	2,719	12%	141	9%
No payments	687	3%	143	10%
Total plans approved	23,029	100%	1,499	100%

Table J.54 Proportion of participants who have activated within 12 months – South Australia

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,256	1,347	93%
Not Aboriginal and Torres Strait Islander	21,799	22,528	97%
Not Stated	3,151	3,271	96%
Total	26,206	27,146	97%
by Culturally and Linguistically Diverse status			
CALD	1,783	1,842	97%
Not CALD	24,328	25,208	97%
Not Stated	95	96	99%
Total	26,206	27,146	97%
by Remoteness			
Major Cities	19,719	20,409	97%
Regional	5,846	6,066	96%
Remote	641	671	96%
Missing	<11	<11	
Total	26,206	27,146	97%
by Primary Disability type			
Autism	10,012	10,404	96%
Intellectual Disability (including Down Syndrome)	6,550	6,759	97%
Psychosocial Disability	1,165	1,196	97%
Developmental Delay (including Global Developmental Delay)	1,086	1,137	96%
Other	7,393	7,650	97%
Total	26,206	27,146	97%

⁴²⁸ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.55 Distribution of plans by utilisation – South Australia ^{429 430}

Plan utilisation	Total
0 to 50%	37%
50% to 75%	26%
> 75%	37%
Total	100%

Table J.56 Proportion of active participants with approved plans accessing mainstream supports – South Australia ⁴³¹

	Prior Quarters	2019-20 Q4	Total
Daily Activities	7%	8%	7%
Health & Wellbeing	44%	45%	45%
Lifelong Learning	19%	17%	18%
Other	12%	12%	12%
Non-categorised	34%	34%	34%
Any mainstream service	93%	92%	93%

Part Three: Providers and the growing market

Table J.57 Key markets indicators by quarter – South Australia ^{432 433}

Market indicators	Prior Quarters	2019-20 Q4
a) Average number of active providers per active participant	1.16	1.14
b) Number of providers delivering new types of supports	171	188
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	90%	87%
<i>Therapeutic Supports (%)</i>	93%	95%
<i>Participation in community, social and civic activities (%)</i>	85%	88%
<i>Early Intervention supports for early childhood (%)</i>	86%	87%
<i>Daily Personal Activities (%)</i>	88%	90%

Table J.58 Cumulative number of providers that have been ever active as at 30 June 2020 by quarter of activity – South Australia ⁴³⁴

Activity	Number of providers
Active for the first time in 2019-20 Q4	62
Active in 2019-20 Q4 and also in previous quarters	759
Active in 2019-20 Q4	821
Inactive in 2019-20 Q4	988
Active ever	1,809

⁴²⁹ This table only considers participants with initial plans approved up to 31 December 2019, and includes committed supports and payments for supports provided up to 31 March 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴³⁰ 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.

⁴³¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴³² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴³³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴³⁴ Active providers refer to those who have received payment for support Agency-managed participants.

Table J.59 Cumulative number of providers that have been ever active by registration group – South Australia ⁴³⁵

Registration Group	Prior Quarters	2019-20 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	37	2	39	5%
Assistance Animals	25	6	31	24%
Assistance with daily life tasks in a group or shared living arrangement	146	9	155	6%
Assistance with travel/transport arrangements	183	7	190	4%
Daily Personal Activities	285	23	308	8%
Group and Centre Based Activities	219	2	221	1%
High Intensity Daily Personal Activities	202	10	212	5%
Household tasks	281	13	294	5%
Interpreting and translation	37	8	45	22%
Participation in community, social and civic activities	331	19	350	6%
Assistive Technology				
Assistive equipment for recreation	60	5	65	8%
Assistive products for household tasks	39	9	48	23%
Assistance products for personal care and safety	372	23	395	6%
Communication and information equipment	99	27	126	27%
Customised Prosthetics	138	7	145	5%
Hearing Equipment	60	12	72	20%
Hearing Services	11	0	11	0%
Personal Mobility Equipment	183	6	189	3%
Specialised Hearing Services	17	6	23	35%
Vision Equipment	48	7	55	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	320	25	345	8%
Behaviour Support	162	8	170	5%
Community nursing care for high needs	77	17	94	22%
Development of daily living and life skills	205	10	215	5%
Early Intervention supports for early childhood	509	5	514	1%
Exercise Physiology and Physical Wellbeing activities	100	1	101	1%
Innovative Community Participation	45	2	47	4%
Specialised Driving Training	31	4	35	13%
Therapeutic Supports	857	16	873	2%
Capital services				
Home modification design and construction	55	12	67	22%
Specialist Disability Accommodation	17	1	18	6%
Vehicle Modifications	42	4	46	10%
Choice and control support services				
Management of funding for supports in participants plan	140	13	153	9%
Support Coordination	132	16	148	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	61	2	63	3%
Specialised Supported Employment	64	3	67	5%
Total approved active providers	1,747	62	1,809	4%

⁴³⁵ 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.60 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2020 – South Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	7	32	39	18%	82%	100%
Assistance Animals	6	25	31	19%	81%	100%
Assistance with daily life tasks in a group or shared living arrangement	24	131	155	15%	85%	100%
Assistance with travel/transport arrangements	30	160	190	16%	84%	100%
Daily Personal Activities	42	266	308	14%	86%	100%
Group and Centre Based Activities	28	193	221	13%	87%	100%
High Intensity Daily Personal Activities	33	179	212	16%	84%	100%
Household tasks	72	222	294	24%	76%	100%
Interpreting and translation	9	36	45	20%	80%	100%
Participation in community, social and civic activities	46	304	350	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	3	62	65	5%	95%	100%
Assistive products for household tasks	7	41	48	15%	85%	100%
Assistance products for personal care and safety	62	333	395	16%	84%	100%
Communication and information equipment	28	98	126	22%	78%	100%
Customised Prosthetics	26	119	145	18%	82%	100%
Hearing Equipment	12	60	72	17%	83%	100%
Hearing Services	1	10	11	9%	91%	100%
Personal Mobility Equipment	34	155	189	18%	82%	100%
Specialised Hearing Services	4	19	23	17%	83%	100%
Vision Equipment	10	45	55	18%	82%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	58	287	345	17%	83%	100%
Behaviour Support	50	120	170	29%	71%	100%
Community nursing care for high needs	16	78	94	17%	83%	100%
Development of daily living and life skills	36	179	215	17%	83%	100%
Early Intervention supports for early childhood	243	271	514	47%	53%	100%
Exercise Physiology and Physical Wellbeing activities	24	77	101	24%	76%	100%
Innovative Community Participation	13	34	47	28%	72%	100%
Specialised Driving Training	5	30	35	14%	86%	100%
Therapeutic Supports	369	504	873	42%	58%	100%
Capital services						
Home modification design and construction	8	59	67	12%	88%	100%
Specialist Disability Accommodation	1	17	18	6%	94%	100%
Vehicle Modifications	6	40	46	13%	87%	100%
Choice and control support services						
Management of funding for supports in participants plan	36	117	153	24%	76%	100%
Support Coordination	41	107	148	28%	72%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	7	56	63	11%	89%	100%
Specialised Supported Employment	10	57	67	15%	85%	100%
Total	566	1,243	1,809	31%	69%	100%

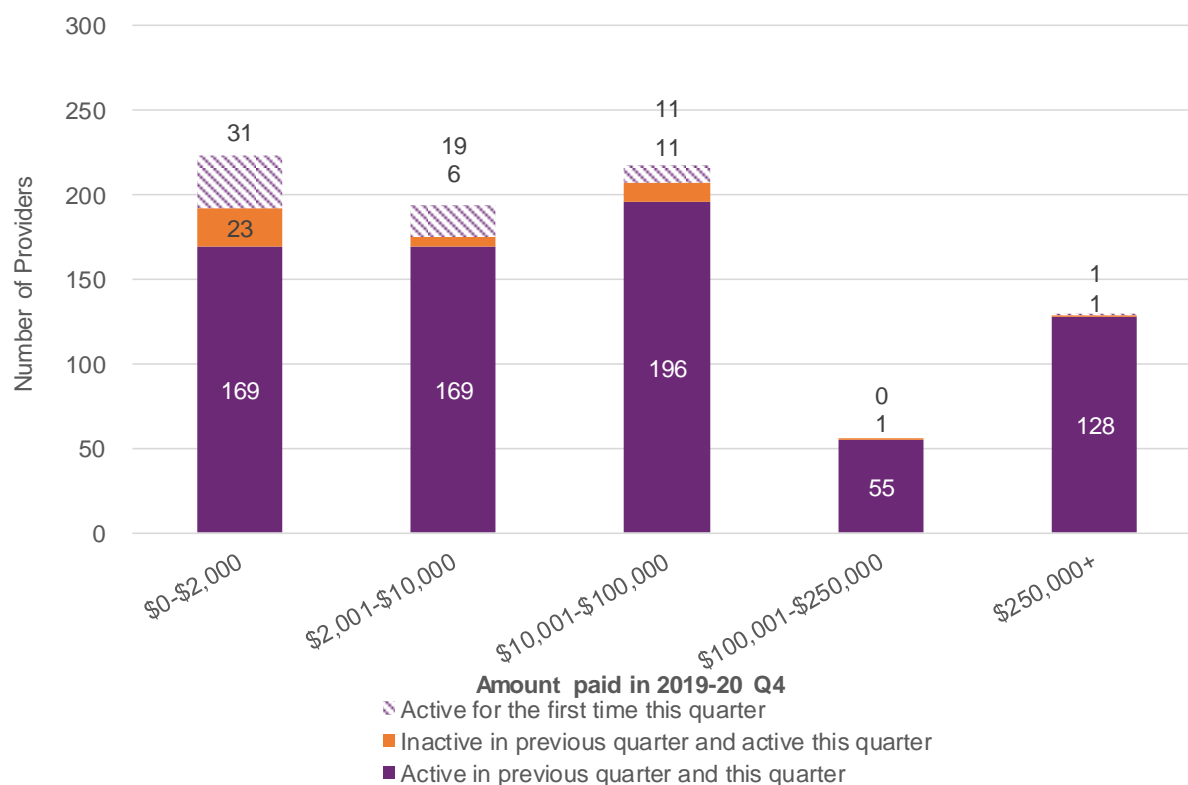
Table J.61 Number and proportion of providers active in 2019-20 Q4 by registration group and first quarter of activity – South Australia

Registration Group	Active in previous quarters and in 2019-20 Q4	Active for the first time in 2019-20 Q4	Total	% active for the first time in 2019-20 Q4
Assistance services				
Accommodation / Tenancy Assistance	4	2	6	33%
Assistance Animals	13	6	19	32%
Assistance with daily life tasks in a group or shared living arrangement	102	9	111	8%
Assistance with travel/transport arrangements	79	7	86	8%
Daily Personal Activities	175	23	198	12%
Group and Centre Based Activities	108	2	110	2%
High Intensity Daily Personal Activities	102	10	112	9%
Household tasks	147	13	160	8%
Interpreting and translation	21	8	29	28%
Participation in community, social and civic activities	184	19	203	9%
Assistive Technology				
Assistive equipment for recreation	10	5	15	33%
Assistive products for household tasks	4	9	13	69%
Assistance products for personal care and safety	197	23	220	10%
Communication and information equipment	54	27	81	33%
Customised Prosthetics	61	7	68	10%
Hearing Equipment	18	12	30	40%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	95	6	101	6%
Specialised Hearing Services	4	6	10	60%
Vision Equipment	22	7	29	24%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	165	25	190	13%
Behaviour Support	67	8	75	11%
Community nursing care for high needs	51	17	68	25%
Development of daily living and life skills	88	10	98	10%
Early Intervention supports for early childhood	150	5	155	3%
Exercise Physiology and Physical Wellbeing activities	65	1	66	2%
Innovative Community Participation	13	2	15	13%
Specialised Driving Training	10	4	14	29%
Therapeutic Supports	356	16	372	4%
Capital services				
Home modification design and construction	32	12	44	27%
Specialist Disability Accommodation	13	1	14	7%
Vehicle Modifications	15	4	19	21%
Choice and control support services				
Management of funding for supports in participants plan	104	13	117	11%
Support Coordination	80	16	96	17%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	30	2	32	6%
Specialised Supported Employment	51	3	54	6%
Total	759	62	821	8%

Table J.62 Number and proportion of providers active in 2019-20 Q4 in each registration group by legal entity type – South Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	6	6	0%	100%	100%
Assistance Animals	4	15	19	21%	79%	100%
Assistance with daily life tasks in a group or shared living arrangement	17	94	111	15%	85%	100%
Assistance with travel/transport arrangements	7	79	86	8%	92%	100%
Daily Personal Activities	28	170	198	14%	86%	100%
Group and Centre Based Activities	14	96	110	13%	87%	100%
High Intensity Daily Personal Activities	19	93	112	17%	83%	100%
Household tasks	39	121	160	24%	76%	100%
Interpreting and translation	6	23	29	21%	79%	100%
Participation in community, social and civic activities	29	174	203	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	2	13	15	13%	87%	100%
Assistive products for household tasks	2	11	13	15%	85%	100%
Assistance products for personal care and safety	36	184	220	16%	84%	100%
Communication and information equipment	16	65	81	20%	80%	100%
Customised Prosthetics	12	56	68	18%	82%	100%
Hearing Equipment	5	25	30	17%	83%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	22	79	101	22%	78%	100%
Specialised Hearing Services	3	7	10	30%	70%	100%
Vision Equipment	3	26	29	10%	90%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	37	153	190	19%	81%	100%
Behaviour Support	13	62	75	17%	83%	100%
Community nursing care for high needs	11	57	68	16%	84%	100%
Development of daily living and life skills	18	80	98	18%	82%	100%
Early Intervention supports for early childhood	43	112	155	28%	72%	100%
Exercise Physiology and Physical Wellbeing activities	9	57	66	14%	86%	100%
Innovative Community Participation	3	12	15	20%	80%	100%
Specialised Driving Training	2	12	14	14%	86%	100%
Therapeutic Supports	128	244	372	34%	66%	100%
Capital services						
Home modification design and construction	4	40	44	9%	91%	100%
Specialist Disability Accommodation	1	13	14	7%	93%	100%
Vehicle Modifications	2	17	19	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	31	86	117	26%	74%	100%
Support Coordination	22	74	96	23%	77%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	29	32	9%	91%	100%
Specialised Supported Employment	10	44	54	19%	81%	100%
Total	216	605	821	26%	74%	100%

Figure J.22 Distribution of active providers in 2019-20 Q4 by their status in 2019-20 Q3 and payment band in 2019-20 Q4 – South Australia ⁴³⁶



Part Four: Financial sustainability

Table J.63 Committed supports by financial year (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	10.5	48.4	102.1	186.5	367.5	1,153.9	2,110.5

⁴³⁶ Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

Figure J.23 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 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – South Australia

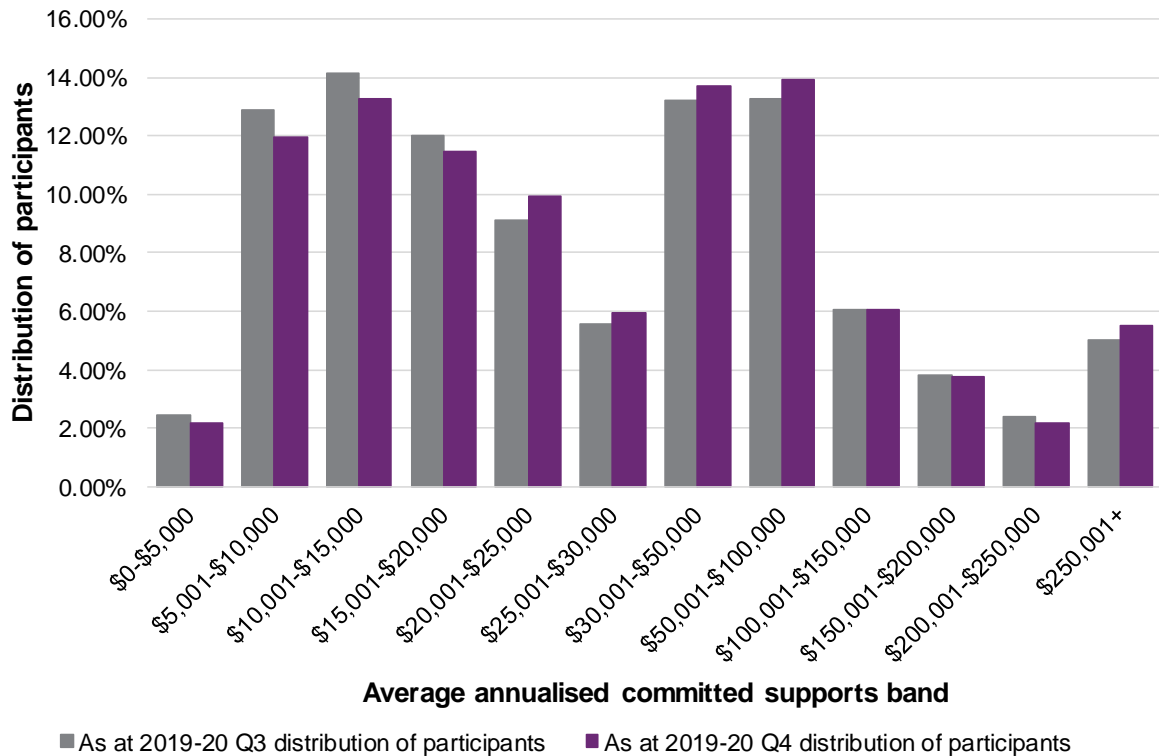


Figure J.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – South Australia

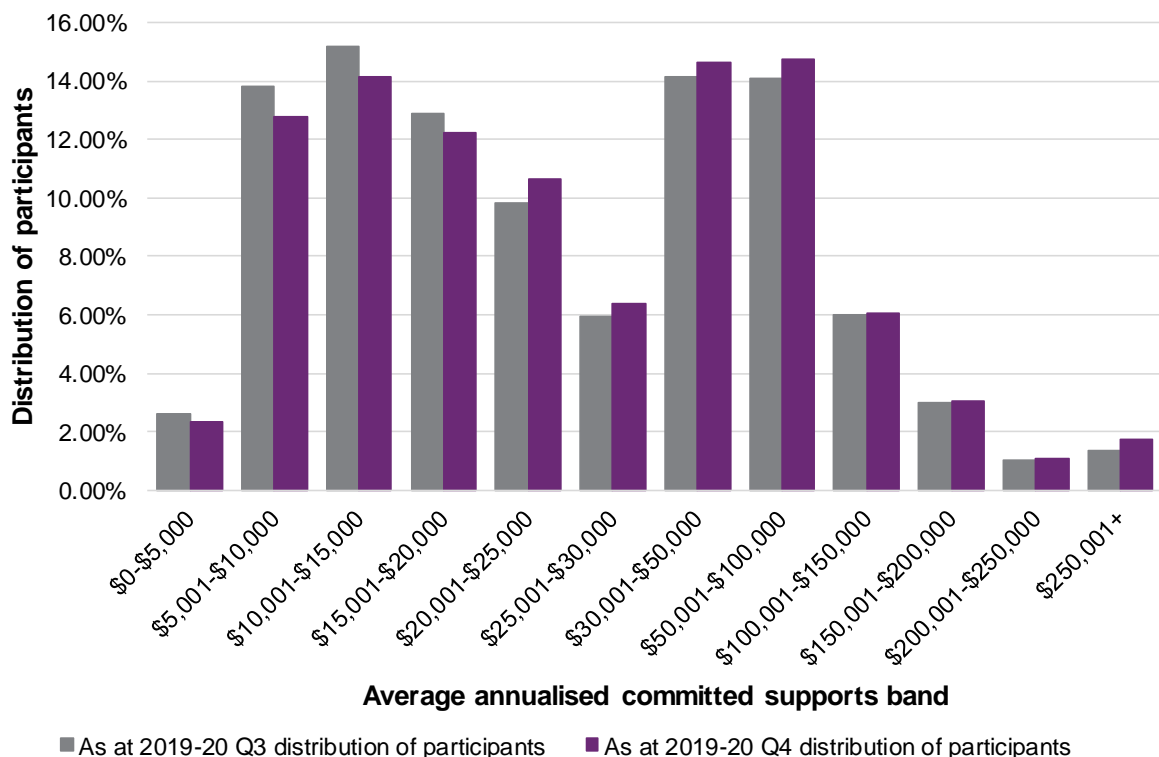


Figure J.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – South Australia

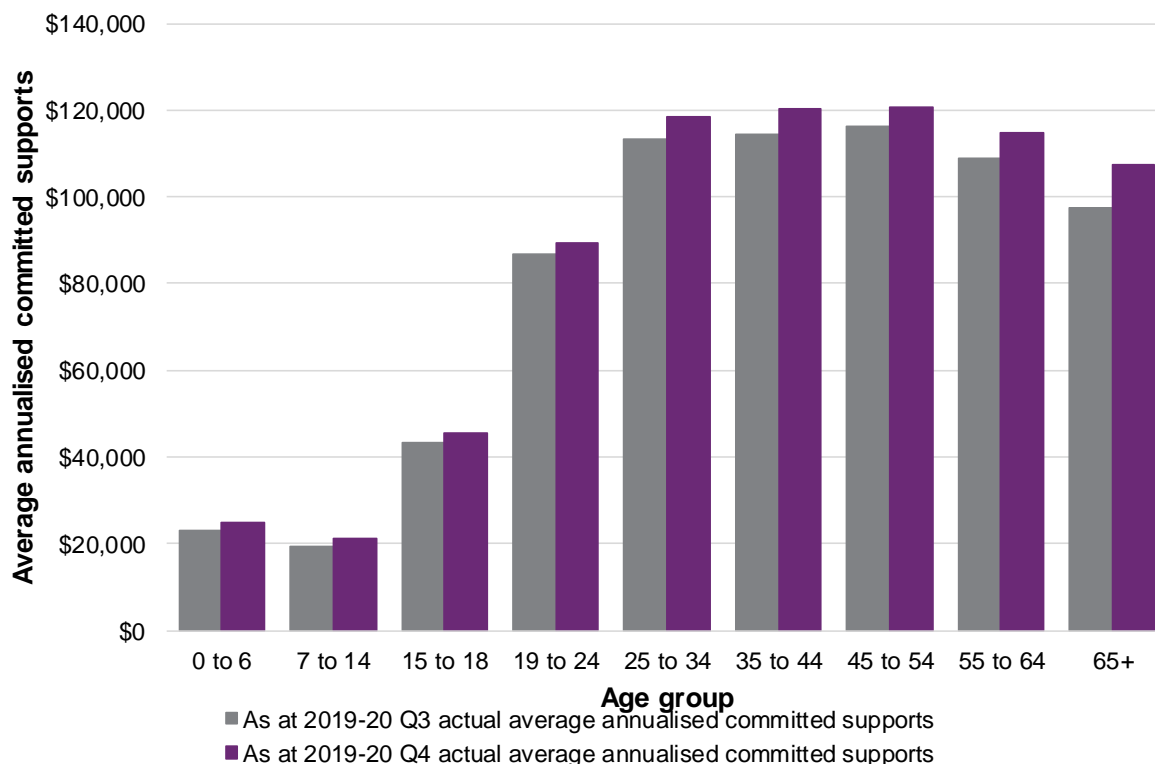


Figure J.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – South Australia

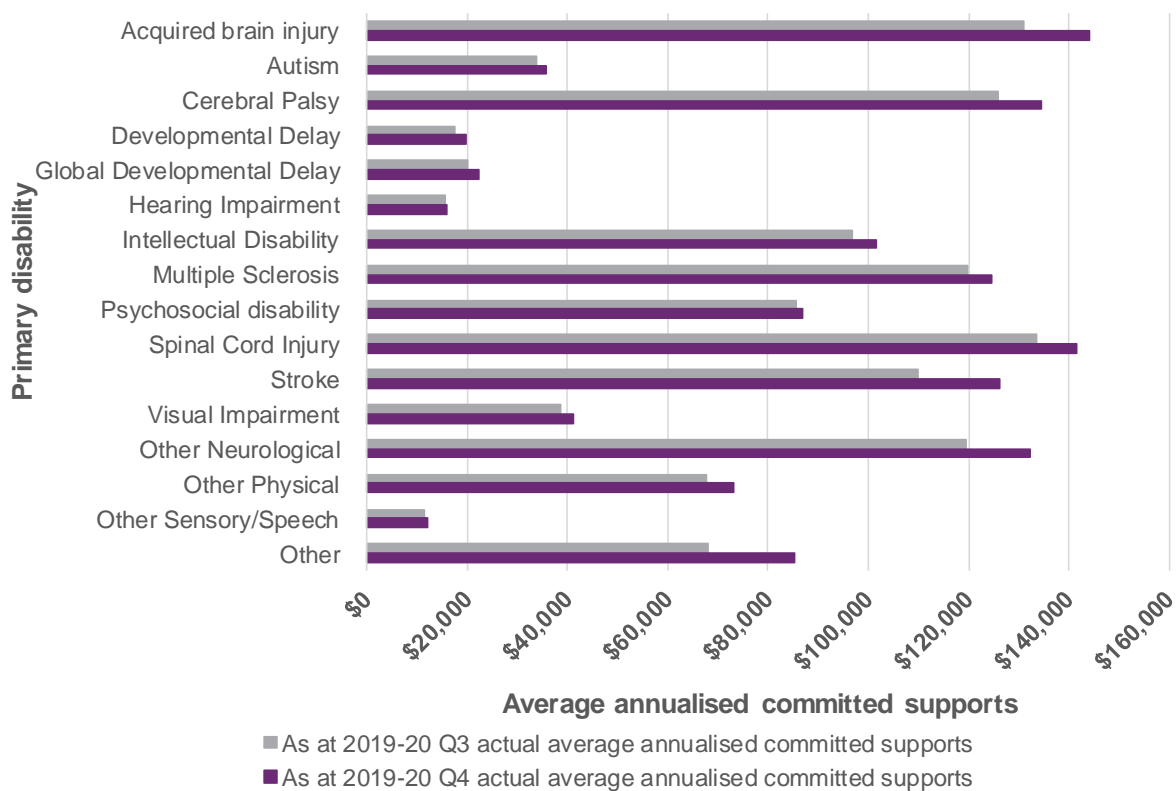


Figure J.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – South Australia ⁴³⁷

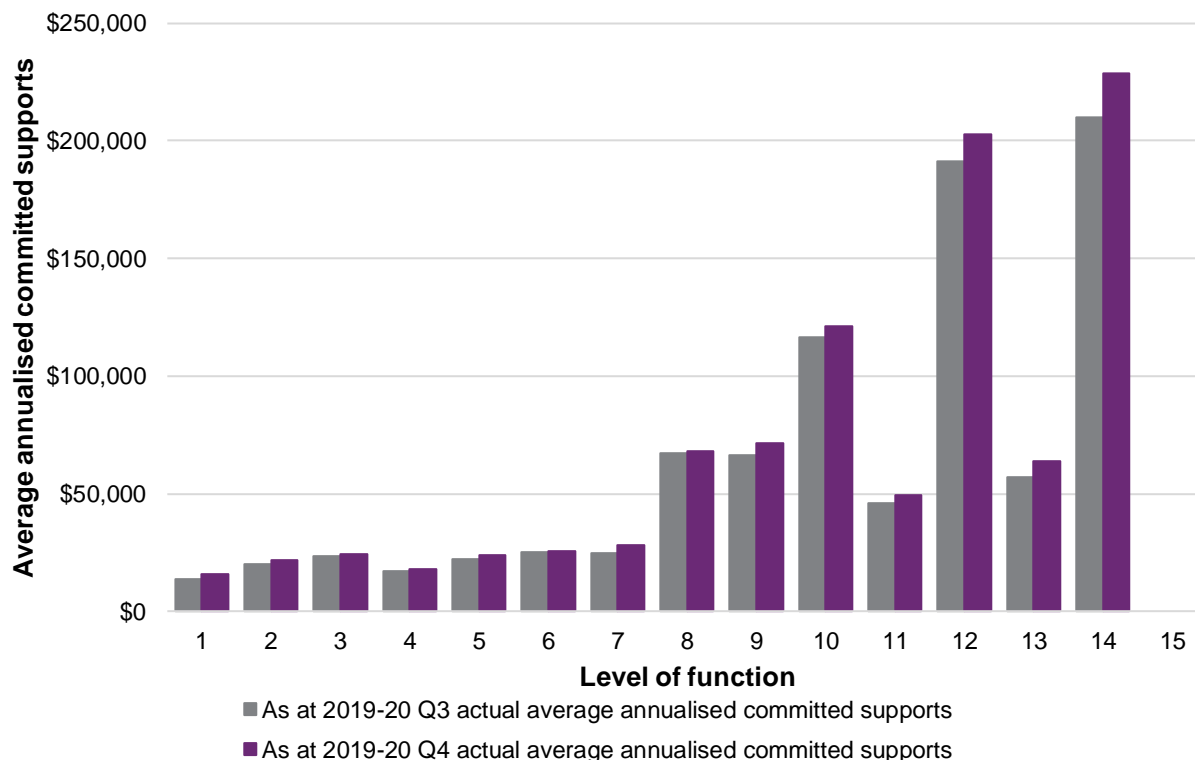
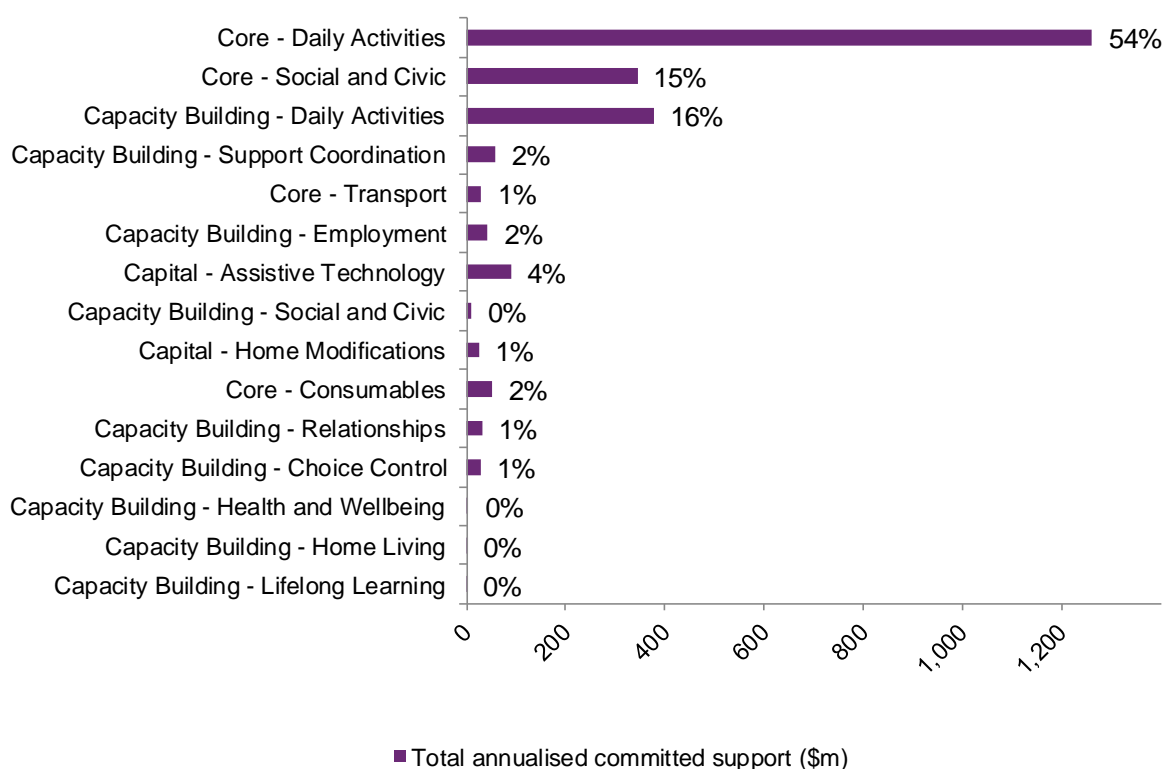


Figure J.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – South Australia



⁴³⁷ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table J.64 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
Total Committed	10.5	48.4	102.1	186.5	367.5	1,153.9	2,110.5
Total Paid	5.7	29.7	63.0	104.5	218.7	784.3	1,382.0
% utilised to date	54%	61%	62%	56%	60%	68%	65%

Figure J.29 Utilisation of committed supports as at 31 March 2020 and 30 June 2020 – South Australia

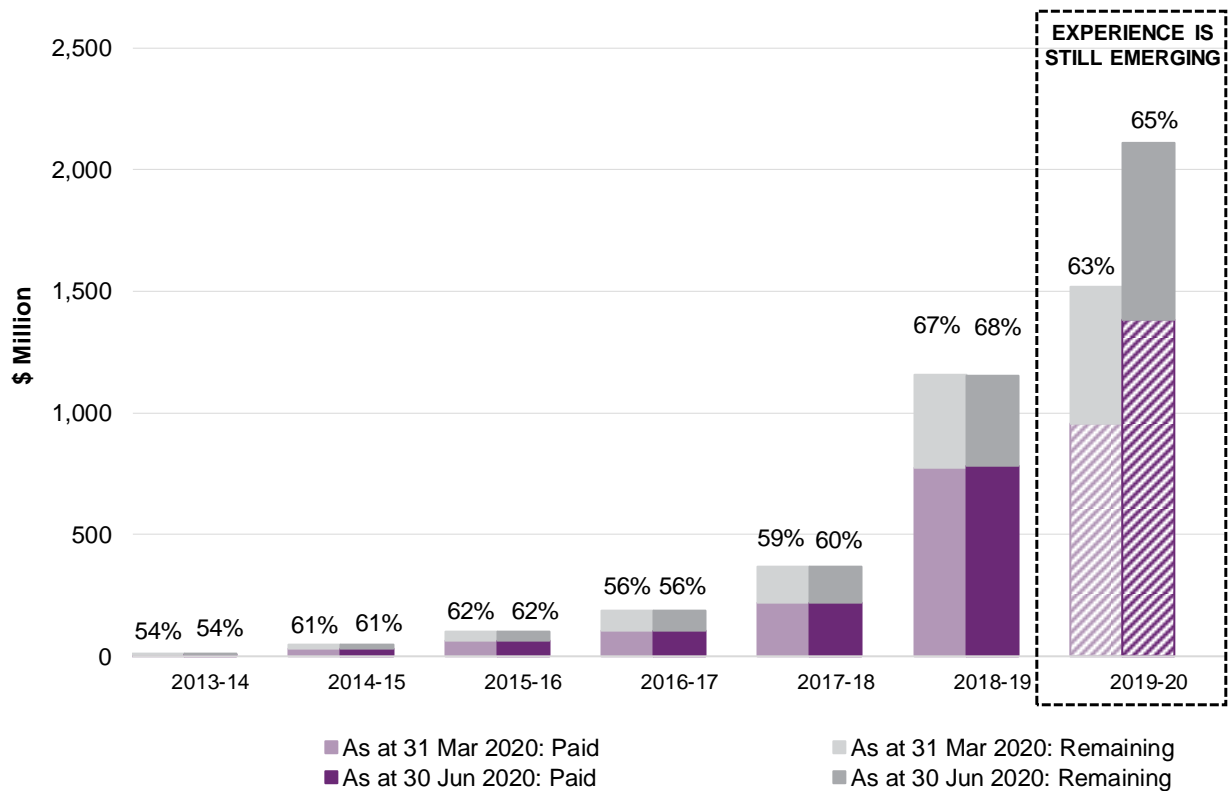


Figure J.30 Utilisation of committed supports by plan number from 1 October 2019 to 31 March 2020 – South Australia⁴³⁸

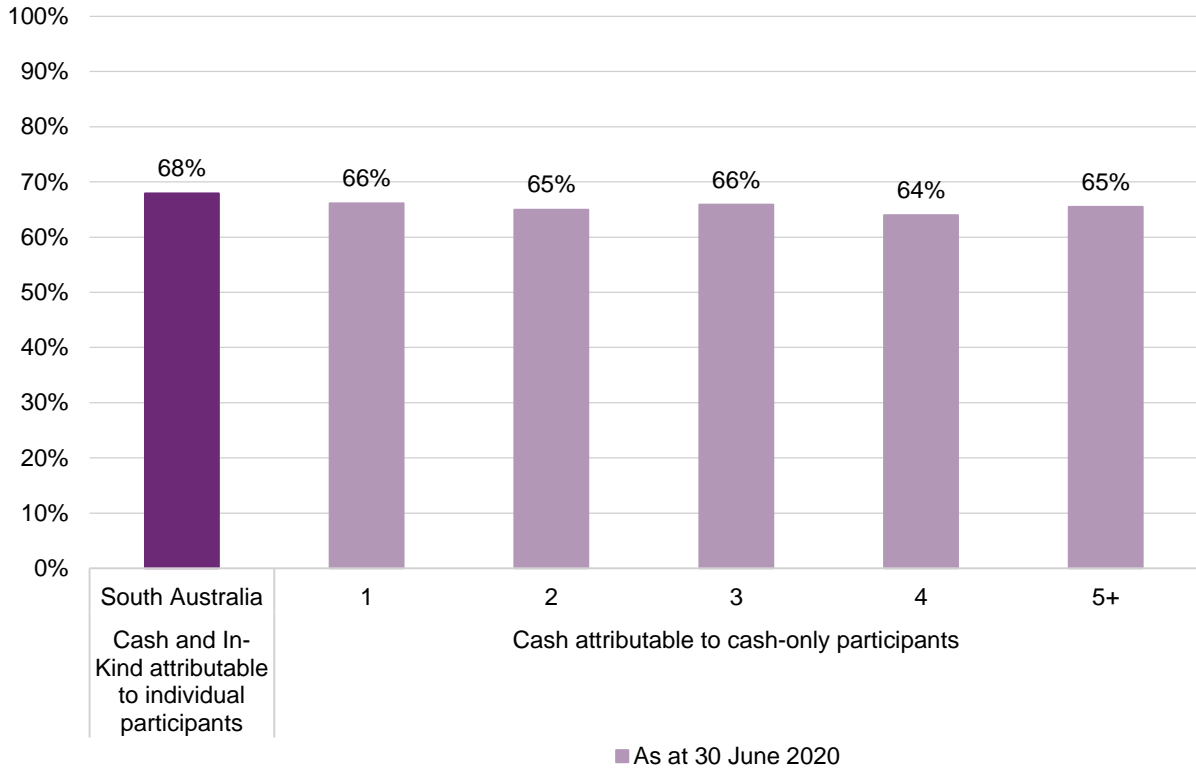
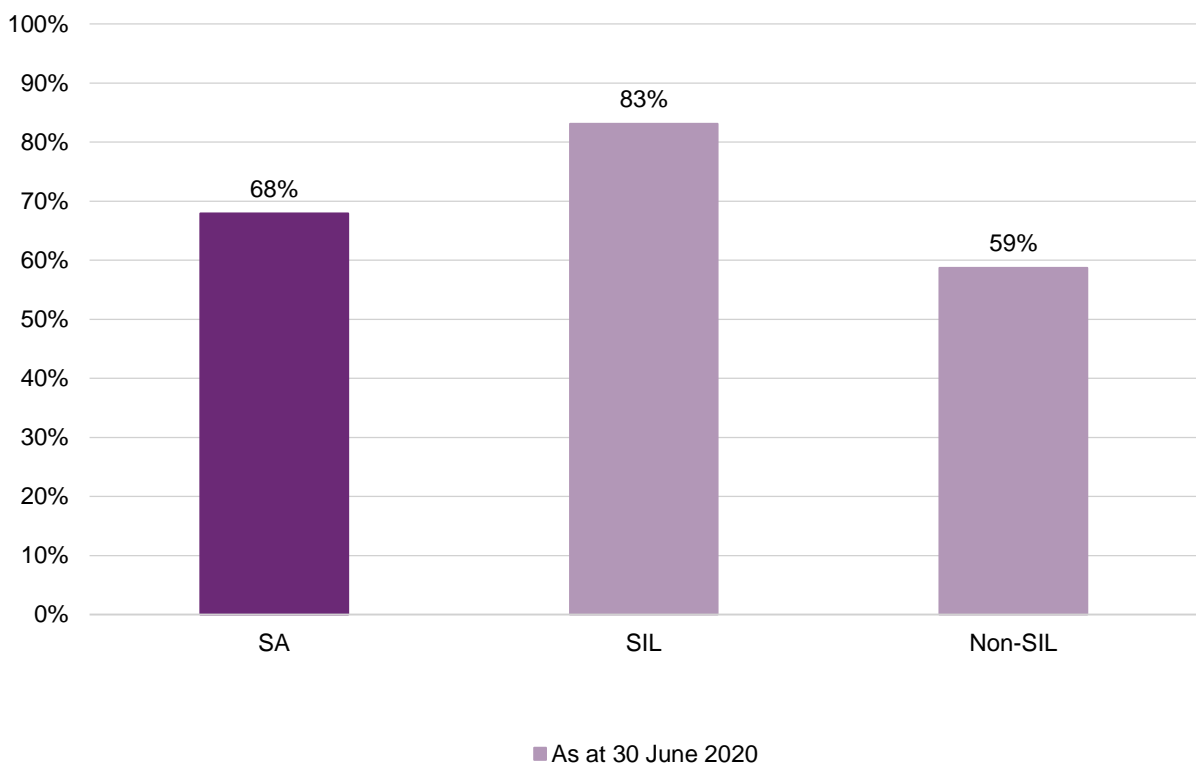


Figure J.31 Utilisation of committed supports by SIL status from 1 October 2019 to 31 March 2020 – South Australia⁴³⁹



⁴³⁸ 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 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

⁴³⁹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

Figure J.32 Utilisation of committed supports by support class from 1 October 2019 to 31 March 2020 – South Australia⁴⁴⁰

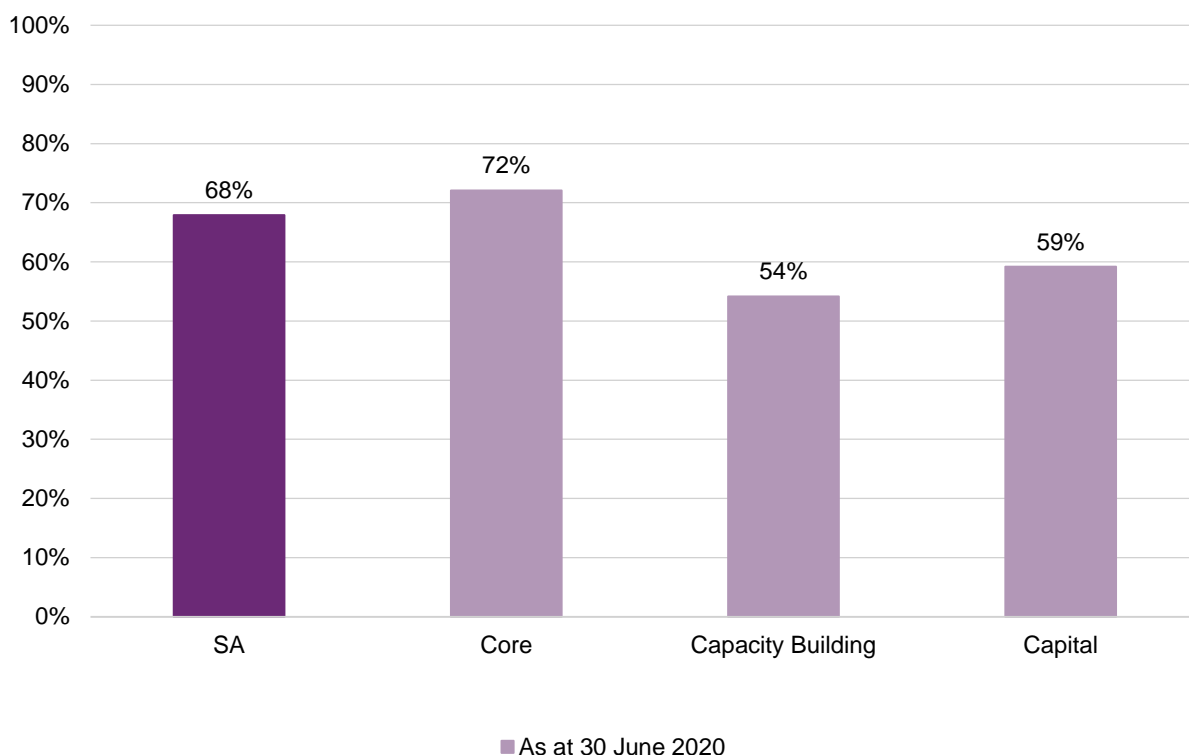
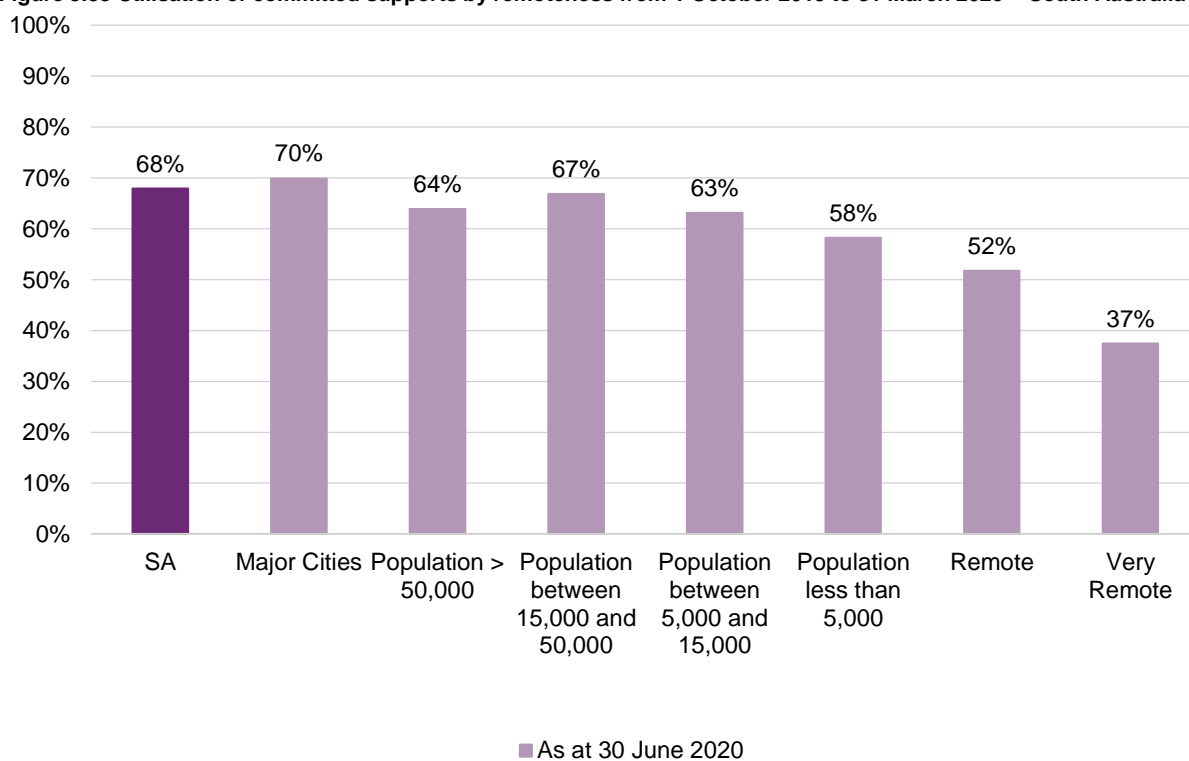


Figure J.33 Utilisation of committed supports by remoteness from 1 October 2019 to 31 March 2020 – South Australia⁴⁴¹



⁴⁴⁰ Ibid.

⁴⁴¹ Ibid.

Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania ⁴⁴²

	Prior Quarters	2019-20 Q4	Total excluding ECEI	ECEI	Total including ECEI
Tasmania	8,312	546	8,858	252	9,110

Table K.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Tasmania ⁴⁴³

	Prior Quarters	2019-20 Q4	Total
Access decisions	10,335	556	10,891
Active Eligible	8,604	444	9,048
<i>New</i>	4,364	385	4,749
<i>State</i>	2,954	<11	2,963
<i>Commonwealth</i>	1,286	50	1,336
Active Participant Plans (excl ECEI)	8,312	546	8,858
<i>New</i>	4,148	454	4,602
<i>State</i>	2,927	14	2,941
<i>Commonwealth</i>	1,237	78	1,315
Active Participant Plans	8,523	798	9,110
<i>Early Intervention (s25)</i>	1,554	189	1,743
<i>Permanent Disability (s24)</i>	6,758	357	7,115
<i>ECEI</i>	211	252	252

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 June 2020 – Tasmania

Exits	Total
Total participant exits	181
<i>Early Intervention participants</i>	15
<i>Permanent disability participants</i>	166

⁴⁴² 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.

⁴⁴³ 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 ^{444 445}

	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
End of 2019-20 Q3	2,940	1,239	4,164	211	8,554
End of 2019-20 Q4	2,941	1,315	4,602	252	9,110

Table K.5 Cumulative numbers of active participants by entry into the Scheme – Tasmania ^{446 447 448 449}

	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
End of 2019-20 Q3	1,561	6,782	211	8,554
End of 2019-20 Q4	1,743	7,115	252	9,110

Table K.6 Assessment of access by age group – Tasmania ⁴⁵⁰

Age Group	Prior Quarters		2019-20 Q4		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	1,576	96%	172	93%	1,748	96%
7 to 14	1,944	88%	90	83%	2,034	88%
15 to 18	1,236	90%	20	69%	1,256	90%
19 to 24	705	86%	11	65%	716	86%
25 to 34	555	78%	19	86%	574	79%
35 to 44	711	83%	31	72%	742	83%
45 to 54	1,006	82%	49	64%	1,055	81%
55 to 64	1,145	79%	48	68%	1,193	78%
65+	33	61%	<11		37	63%
Missing	<11		<11		<11	
Total	8,911	86%	444	80%	9,355	86%

⁴⁴⁴ This table shows the total numbers of active participants at the end of each period.

⁴⁴⁵ 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.

⁴⁴⁶ This table shows the total numbers of active participants at the end of each period.

⁴⁴⁷ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁴⁴⁸ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁴⁴⁹ 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.

⁴⁵⁰ 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 K.7 Assessment of access by disability – Tasmania ⁴⁵¹

Disability	Prior Quarters		2019-20 Q4		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
Acquired Brain Injury	360	93%	16	94%	376	93%
Autism	2,679	93%	119	98%	2,798	94%
Cerebral Palsy	401	96%	<11		404	96%
Developmental Delay	375	93%	96	93%	471	93%
Global Developmental Delay	145	99%	20	100%	165	99%
Hearing Impairment	357	87%	13	93%	370	87%
Intellectual Disability	2,533	94%	50	85%	2,583	94%
Multiple Sclerosis	224	84%	15	71%	239	83%
Psychosocial disability	624	63%	48	70%	672	63%
Spinal Cord Injury	94	95%	<11		96	95%
Stroke	96	81%	<11		104	79%
Visual Impairment	172	91%	<11		174	91%
Other Neurological	388	80%	19	66%	407	80%
Other Physical	339	54%	26	43%	365	53%
Other Sensory/Speech	34	40%	<11		38	38%
Other	22	40%	<11		25	42%
Missing	68	92%	<11		68	92%
Total	8,911	86%	444	80%	9,355	86%

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

Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	662	8.0%	56	10.3%	718	8.1%
Not Aboriginal and Torres Strait Islander	6,040	72.7%	391	71.6%	6,431	72.6%
Not Stated	1,610	19.4%	99	18.1%	1,709	19.3%
Total	8,312	100%	546	100%	8,858	100%

⁴⁵¹ Ibid.

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁵²

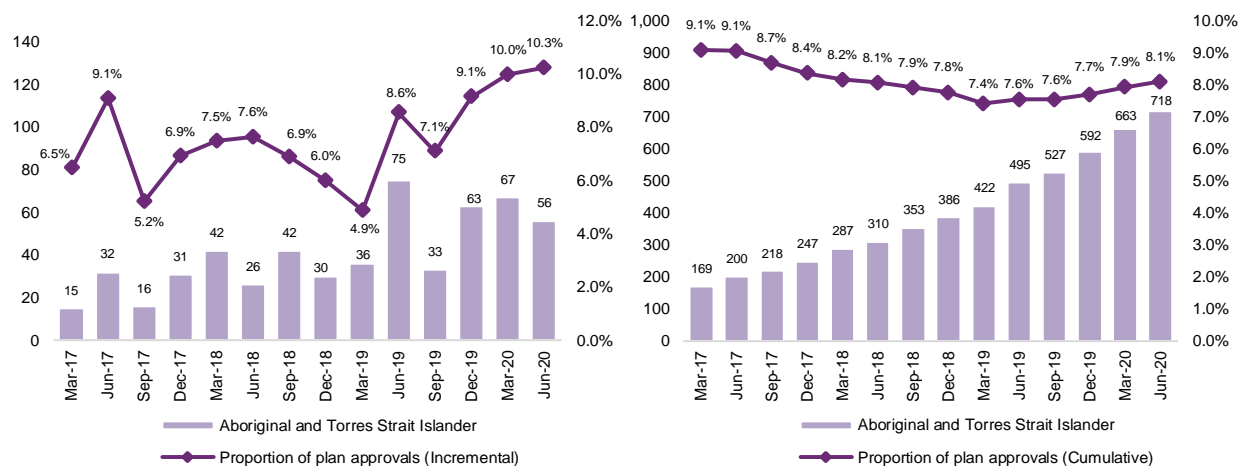
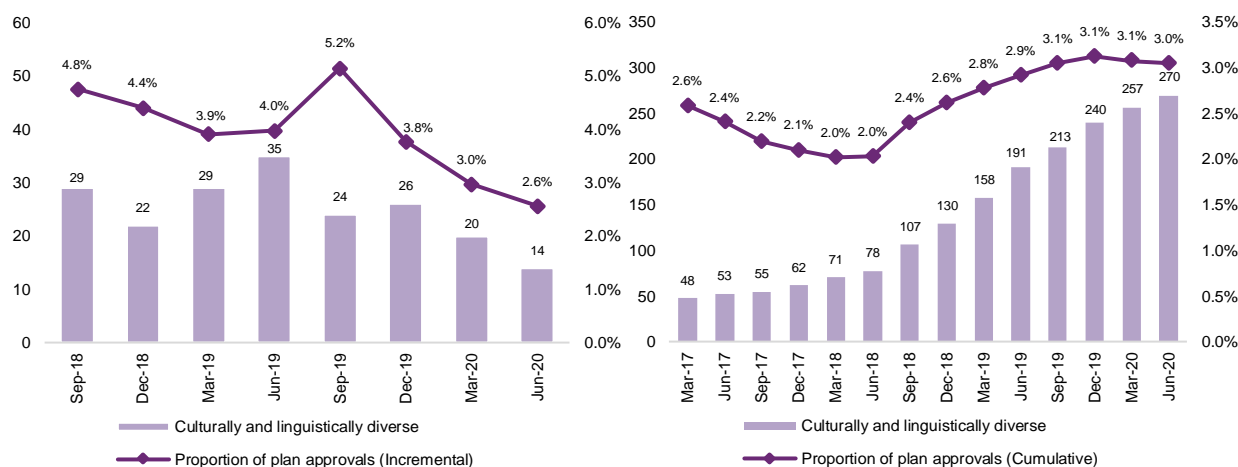


Table K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania

	Prior Quarters		2019-20 Q4		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	256	3.1%	14	2.6%	270	3.0%
Not culturally and linguistically diverse	8,040	96.7%	532	97.4%	8,572	96.8%
Not stated	16	0.2%	<11		16	0.2%
Total	8,312	100%	546	100%	8,858	100%

Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania ^{453 454}



⁴⁵² The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

⁴⁵³ Ibid.

⁴⁵⁴ 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 Younger People in Residential Aged Care (YPIRAC) – Tasmania ^{455 456}

	Total
Age group	N
Under 45	<11
45 to 54	22
55 to 64	49
Total YPIRAC (under 65)	76

Figure K.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁵⁷

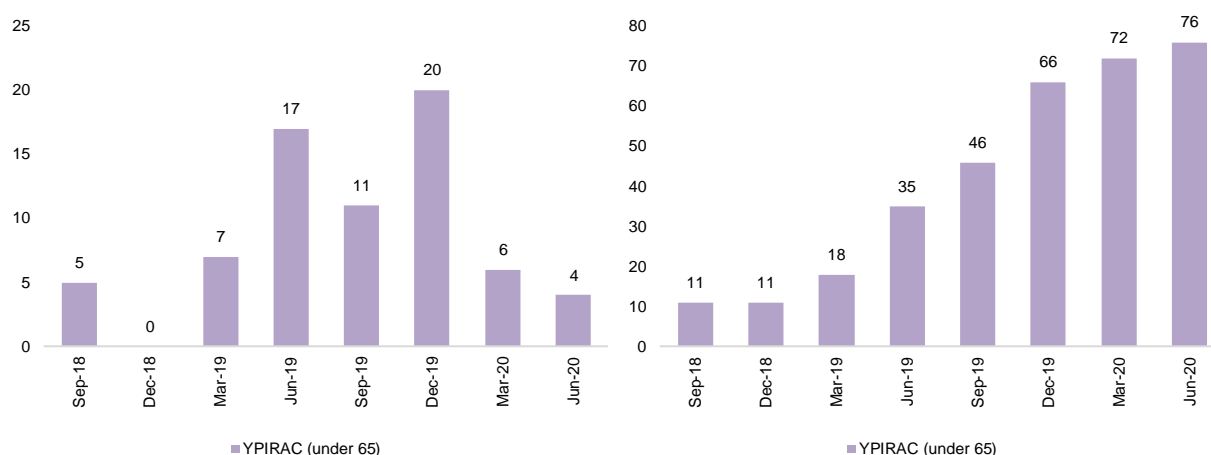


Table K.11 Participant profile per quarter by remoteness – Tasmania ^{458 459}

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	5,358	64.5%	384	70.3%	5,742	64.8%
Population between 15,000 and 50,000	1,683	20.2%	69	12.6%	1,752	19.8%
Population between 5,000 and 15,000	17	0.2%	<11		18	0.2%
Population less than 5,000	1,153	13.9%	82	15.0%	1,235	13.9%
Remote	84	1.0%	<11		92	1.0%
Very Remote	17	0.2%	<11		19	0.2%
Missing	<11		<11		<11	
Total	8,312	100%	546	100%	8,858	100%

⁴⁵⁵ The results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The NDIA has improved data collection on participants who have exited residential aged care and are now in more appropriate accommodation.

⁴⁵⁶ There are a further 15 active participants aged 65 years or over who have ever been in residential aged care.

⁴⁵⁷ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to September 2018.

⁴⁵⁸ This table is based on the Modified Monash Model measure of remoteness.

⁴⁵⁹ 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 ^{460 461}

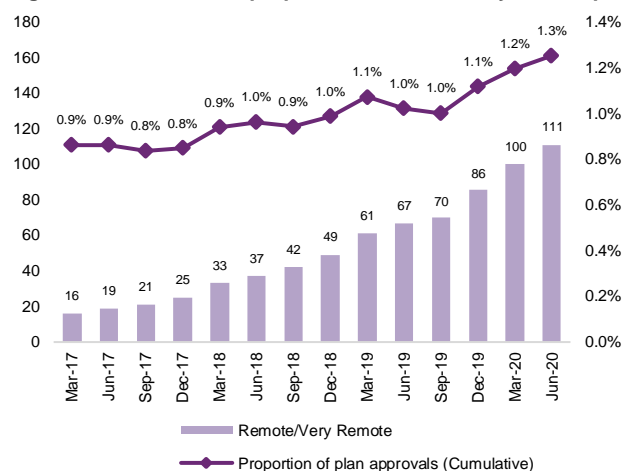


Table K.12 Participant profile per quarter by primary disability group – Tasmania ^{462 463 464}

Disability	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Autism	2,578	31%	149	27%	2,727	31%
Intellectual Disability	2,400	29%	69	13%	2,469	28%
Psychosocial disability	578	7%	63	12%	641	7%
Developmental Delay	338	4%	95	17%	433	5%
Hearing Impairment	339	4%	20	4%	359	4%
Other Neurological	333	4%	25	5%	358	4%
Other Physical	304	4%	23	4%	327	4%
Cerebral Palsy	383	5%	<11		387	4%
ABI	331	4%	25	5%	356	4%
Visual Impairment	164	2%	<11		172	2%
Global Developmental Delay	132	2%	22	4%	154	2%
Multiple Sclerosis	212	3%	22	4%	234	3%
Stroke	84	1%	13	2%	97	1%
Spinal Cord Injury	90	1%	<11		94	1%
Other Sensory/Speech	33	0%	<11		35	0%
Other	13	0%	<11		15	0%
Total	8,312	100%	546	100%	8,858	100%

⁴⁶⁰ The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

⁴⁶¹ There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

⁴⁶² Table order based on national proportions (highest to lowest).

⁴⁶³ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴⁶⁴ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in TAS (282).

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁶⁵

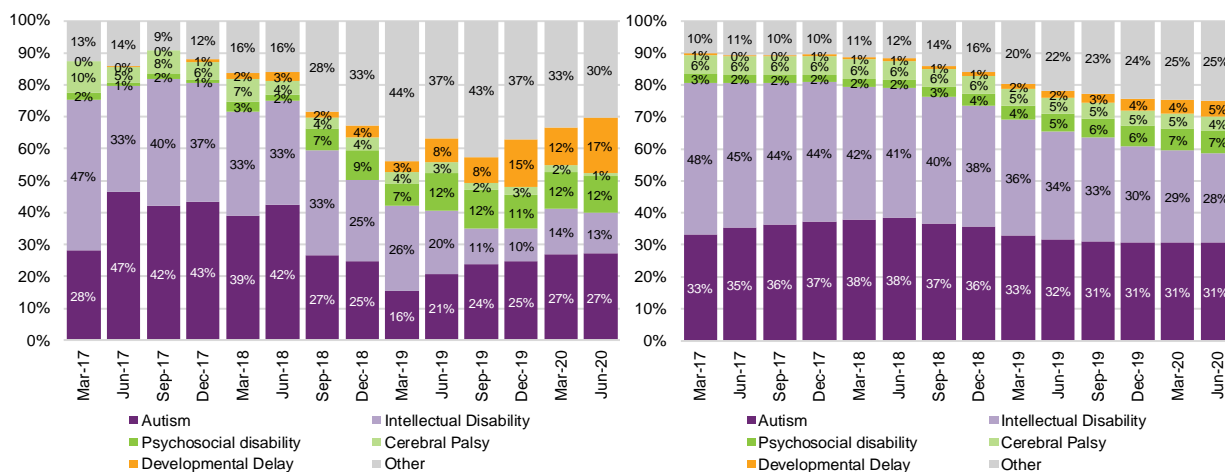


Table K.13 Participant profile per quarter by level of functions – Tasmania ⁴⁶⁶

Level of Function	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	495	6%	110	20%	605	7%
2 (High Function)	17	0%	<11		18	0%
3 (High Function)	438	5%	35	6%	473	5%
4 (High Function)	466	6%	23	4%	489	6%
5 (High Function)	543	7%	45	8%	588	7%
6 (Moderate Function)	1,659	20%	120	22%	1,779	20%
7 (Moderate Function)	726	9%	28	5%	754	9%
8 (Moderate Function)	546	7%	15	3%	561	6%
9 (Moderate Function)	45	1%	<11		52	1%
10 (Moderate Function)	812	10%	46	8%	858	10%
11 (Low Function)	365	4%	12	2%	377	4%
12 (Low Function)	1,402	17%	86	16%	1,488	17%
13 (Low Function)	587	7%	15	3%	602	7%
14 (Low Function)	195	2%	<11		198	2%
15 (Low Function)	<11		<11		<11	
Missing	13		<11		13	
Total	8,312	100%	546	100%	8,858	100%

⁴⁶⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

⁴⁶⁶ 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 ⁴⁶⁷

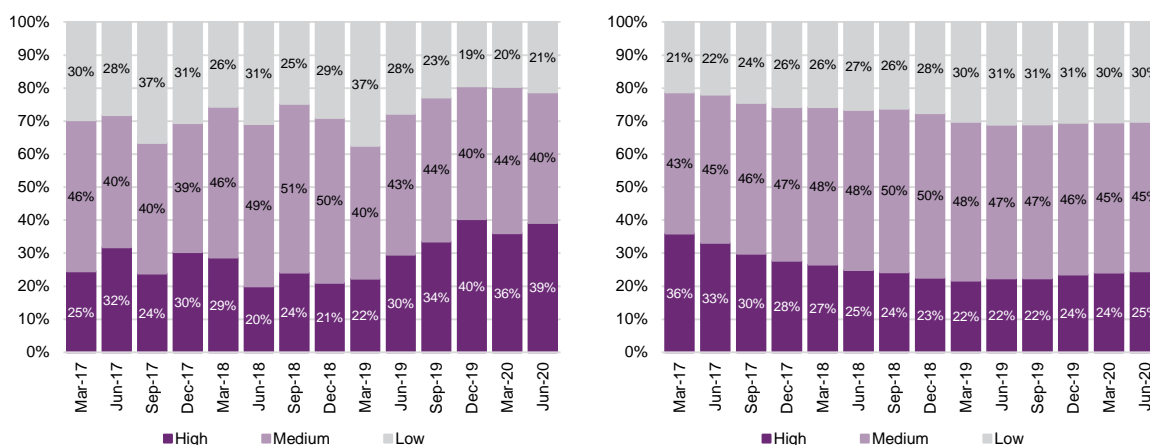
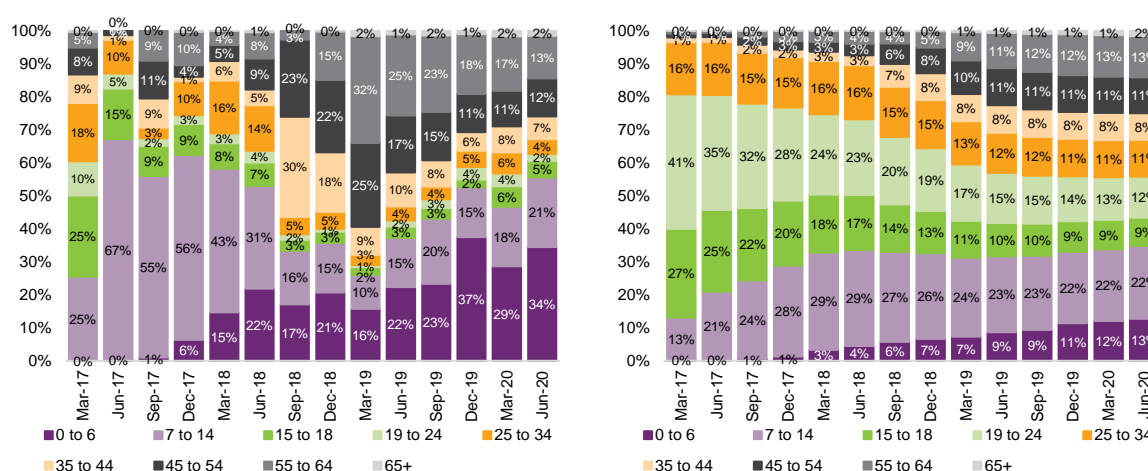


Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
0 to 6	931	11%	188	34%	1,119	13%
7 to 14	1,846	22%	115	21%	1,961	22%
15 to 18	727	9%	27	5%	754	9%
19 to 24	1,092	13%	12	2%	1,104	12%
25 to 34	959	12%	24	4%	983	11%
35 to 44	678	8%	38	7%	716	8%
45 to 54	894	11%	63	12%	957	11%
55 to 64	1,046	13%	70	13%	1,116	13%
65+	139	2%	<11		148	2%
Total	8,312	100%	546	100%	8,858	100%

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁶⁸



⁴⁶⁷ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

⁴⁶⁸ Ibid.

Table K.15 Participant profile per quarter by gender – Tasmania

	Prior Quarters		2019-20 Q4		Total	
Gender	N	%	N	%	N	%
Male	5,061	61%	316	58%	5,377	61%
Female	3,047	37%	215	39%	3,262	37%
Other	204	2%	15	3%	219	2%
Total	8,312	100%	546	100%	8,858	100%

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁶⁹

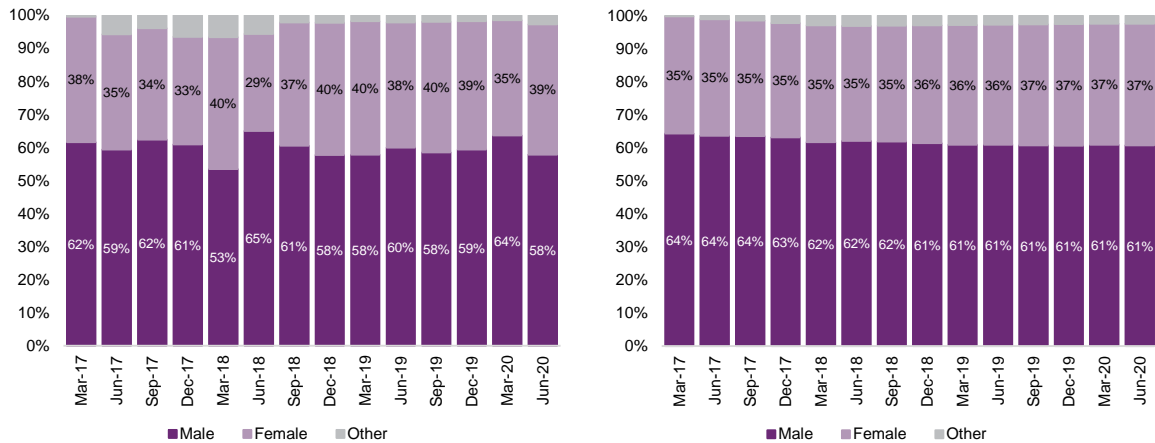


Table K.16 Prevalence rates by age group – Tasmania

	TAS
0-6	2.80%
7-14	3.82%
15-18	3.03%
19-24	2.97%
25-34	1.53%
35-44	1.19%
45-54	1.42%
55-64	1.51%
Total (aged 0-64)	2.08%

⁴⁶⁹ Ibid.

Part Two: Participant experience and outcomes

Table K.17 Number of baseline questionnaires completed by SFOF version – Tasmania ⁴⁷⁰

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	Number of questionnaires
Participant 0 to school	13	94	348	539	994
Participant school to 14	561	879	559	653	2,652
Participant 15 to 24	296	160	109	169	734
Participant 25 and over	168	497	1,650	989	3,304
Total Participant	1,038	1,630	2,666	2,350	7,684
Family 0 to 14	519	955	879	1,168	3,521
Family 15 to 24	157	137	76	118	488
Family 25 and over	5	171	610	315	1,101
Total Family	681	1,263	1,565	1,601	5,110
Total	1,719	2,893	4,231	3,951	12,794

Table K.18 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	58%			
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		33%		
DL	% who say their child is becoming more independent		43%		
CC	% of children who have a genuine say in decisions about themselves		75%		
CC	% who are happy with the level of independence/control they have now			43%	
CC	% who choose who supports them			46%	57%
CC	% who choose what they do each day			57%	67%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	35%
CC	% who want more choice and control in their life			79%	77%

⁴⁷⁰ Baseline outcomes for participants and/or their families and carers were collected for 99% 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 K.19 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	63%	68%		
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		29%		
REL	Of these, % who are welcomed or actively included	71%	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%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			22%	30%

Table K.20 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		85%		
HM	% who are happy with their home			77%	76%
HM	% who feel safe or very safe in their home			83%	77%
HW	% who rate their health as good, very good or excellent			69%	46%
HW	% who did not have any difficulties accessing health services			72%	69%
LL	% who currently attend or previously attended school in a mainstream class			68%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				66%
LL	% unable to do a course or training they wanted to do in the last 12 months				26%
WK	% who have a paid job			11%	20%
WK	% who volunteer			10%	11%

Table K.21 Selected key baseline indicators for families/carers of participants – Tasmania

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	32%	28%	29%
% receiving Carer Allowance	53%	39%	39%
% working in a paid job	40%	43%	31%
Of those in a paid job, % in permanent employment	75%	72%	78%
Of those in a paid job, % working 15 hours or more	74%	82%	84%
% who say they (and their partner) are able to work as much as they want	43%	45%	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	86%	83%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	33%	18%
% able to advocate for their child/family member	79%	74%	68%
% who have friends and family they see as often as they like	46%	48%	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		42%	
% who feel in control selecting services		38%	39%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			47%
% who rate their health as good, very good or excellent	73%	66%	65%

Table K.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=143) - participants who entered from 1 July 2018 to 30 June 2019 – Tasmania ⁴⁷¹

Question	% Yes
DL Has the NDIS improved your child's development?	82%
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?	74%
REL Has the NDIS improved how your child fits into family life?	68%
S/CP Has the NDIS improved how your child fits into community life?	49%

⁴⁷¹ Results in Tables K.22 to K.25 exclude participants who entered prior to 1 July 2018, as these participants have been included in Tables K.26 to K.33.

Table K.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=600) - participants who entered from 1 July 2018 to 30 June 2019 – Tasmania

	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?	33%
REL	Has the NDIS improved your child's relationships with family and friends?	47%
S/CP	Has the NDIS improved your child's social and recreational life?	38%

Table K.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=88) and ‘Participant 25 and over’ (n=1,083) - participants who entered from 1 July 2018 to 30 June 2019 – Tasmania

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	54%	76%
DL	Has the NDIS helped you with daily living activities?	56%	79%
REL	Has the NDIS helped you to meet more people?	47%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	51%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	20%
S/CP	Has the NDIS helped you be more involved?	52%	65%

Table K.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=705); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=323) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	55%	55%
Has the NDIS improved the level of support for your family?	66%	74%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	65%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	
Has the NDIS improved your health and wellbeing?	34%	36%

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.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=563) - participants who entered from 1 July 2017 to 30 June 2018 – Tasmania ⁴⁷²

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	49%	56%	+8%
LL	Has the NDIS improved your child's access to education?	24%	26%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	37%	42%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	38%	42%	+4%

Table K.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=117) and ‘Participant 25 and over’ (n=172) - participants who entered from 1 July 2017 to 30 June 2018 – Tasmania

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	50%	56%	+6%	78%	84%	+5%
DL	Has the NDIS helped you with daily living activities?	48%	56%	+8%	80%	88%	+8%
REL	Has the NDIS helped you to meet more people?	43%	46%	+3%	67%	69%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	8%	-1%	39%	45%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	36%	+3%	59%	58%	-0%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	22%	21%	-1%	31%	31%	+0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	10%	10%	+1%	16%	14%	-2%
S/CP	Has the NDIS helped you be more involved?	40%	51%	+11%	72%	77%	+5%

⁴⁷² Results in Tables K.26 to K.28 include participants who had their first plan approved between 1 July 2017 to 30 June 2018 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.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=415); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=64) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	40%	45%	+5%	56%	62%	+6%
Has the NDIS improved the level of support for your family?	51%	63%	+11%	61%	71%	+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?	53%	66%	+12%	56%	64%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	54%	63%	+8%			
Has the NDIS improved your health and wellbeing?	29%	31%	+2%	29%	36%	+7%

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 school.

Table K.29 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=194) - participants who entered from 1 July 2016 to 30 June 2017 – Tasmania ⁴⁷³

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?	46%	53%	58%	+12%
LL	Has the NDIS improved your child's access to education?	19%	16%	19%	-1%
REL	Has the NDIS improved your child's relationships with family and friends?	23%	29%	40%	+17%
S/CP	Has the NDIS improved your child's social and recreational life?	34%	36%	43%	+9%

⁴⁷³ Results in Tables K.29 to K.33 include participants who had their first plan approved between 1 July 2016 to 30 June 2017 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 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=237) - participants who entered from 1 July 2016 to 30 June 2017 – Tasmania

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?	48%	57%	60%	+12%
Has the NDIS helped you with daily living activities?	46%	58%	66%	+19%
Has the NDIS helped you to meet more people?	44%	49%	49%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	11%	10%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	31%	33%	39%	+8%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	24%	26%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	6%	8%	9%	+2%
Has the NDIS helped you be more involved?	45%	52%	54%	+9%

Table K.31 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=52) - participants who entered from 1 July 2016 to 30 June 2017 – Tasmania

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?	67%	60%	69%	3%
Has the NDIS helped you with daily living activities?	61%	67%	75%	+14%
Has the NDIS helped you to meet more people?	52%	46%	47%	-5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	16%	26%	+8%
Has your involvement with the NDIS improved your health and wellbeing?	44%	42%	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?	20%	29%	25%	5%
Has your involvement with the NDIS helped you find a job that's right for you?	15%	13%	12%	-3%
Has the NDIS helped you be more involved?	49%	52%	61%	+12%

Table K.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=130) - participants who entered from 1 July 2016 to 30 June 2017 – Tasmania

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?	28%	25%	45%	+18%
Has the NDIS improved the level of support for your family?	45%	46%	60%	+15%
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%	53%	66%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	42%	36%	53%	+11%
Has the NDIS improved your health and wellbeing?	27%	25%	38%	+12%

Table K.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=69) - participants who entered from 1 July 2016 to 30 June 2017 – Tasmania

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?	44%	38%	43%	0%
Has the NDIS improved the level of support for your family?	46%	62%	73%	+27%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	58%	63%	68%	+9%
Has the NDIS improved your health and wellbeing?	24%	22%	24%	-0%

Table K.34 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=288), 'participants in community and social activities' (n=285) and 'participants who choose who supports them' (n=292) at entry, first and second plan review - participants who entered from 1 July 2017 to 30 June 2018 – Tasmania ⁴⁷⁴

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	5%	11%	17%	24%
Aged 25+	17%	18%	14%	
Aged 15+ (Average)	14%	15%	15%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	24%	28%	31%	47%
Aged 25+	32%	37%	43%	
Aged 15+ (Average)	29%	34%	40%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	48%	51%	52%	45%
Aged 25+	44%	50%	45%	
Aged 15+ (Average)	46%	50%	47%	

Table K.35 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=210), 'participants in community and social activities' (n=215) 'participants who choose who supports them' (n=216) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 June 2017 – Tasmania ⁴⁷⁵

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	10%	9%	15%	21%	24%
Aged 25+	22%	29%	25%	27%	
Aged 15+ (Average)	14%	16%	18%	23%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	24%	28%	31%	25%	47%
Aged 25+	34%	30%	31%	30%	
Aged 15+ (Average)	28%	28%	31%	27%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	41%	43%	48%	55%	45%
Aged 25+	42%	50%	50%	54%	
Aged 15+ (Average)	42%	46%	49%	55%	

⁴⁷⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

⁴⁷⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

Table K.36 Number of active plans by goal type and primary disability – Tasmania ⁴⁷⁶

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	111	197	177	43	81	255	147	64	356
Autism	638	1,987	1,234	817	1,025	1,427	302	456	2,727
Cerebral Palsy	137	266	237	68	85	215	102	48	387
Developmental Delay	64	404	166	179	213	96	0	0	433
Down Syndrome	76	200	164	60	70	184	55	64	282
Global Developmental Delay	35	142	72	69	65	39	2	1	154
Hearing Impairment	98	238	107	74	51	121	50	80	359
Intellectual Disability	630	1,286	893	519	504	1,413	638	768	2,187
Multiple Sclerosis	77	134	163	9	27	136	87	37	234
Psychosocial disability	166	323	387	142	119	447	263	157	641
Spinal Cord Injury	28	60	65	13	5	50	31	18	94
Stroke	34	63	59	7	18	65	34	11	97
Visual Impairment	69	113	75	41	21	101	48	44	172
Other Neurological	113	197	201	33	52	230	131	42	358
Other Physical	90	211	189	28	36	169	96	68	327
Other Sensory/Speech	8	28	9	11	5	15	2	4	35
Other	3	11	9	2	1	7	3	3	15
Total	2,377	5,860	4,207	2,115	2,378	4,970	1,991	1,865	8,858

⁴⁷⁶ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table K.37 Number of goals in active plans by goal type and primary disability – Tasmania ⁴⁷⁷

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	142	289	222	52	84	306	162	65	1,322
Autism	785	3,854	1,737	1,011	1,273	1,734	328	491	11,213
Cerebral Palsy	171	496	333	92	100	270	112	54	1,628
Developmental Delay	71	1,085	222	224	241	105	0	0	1,948
Down Syndrome	100	341	216	80	79	242	57	73	1,188
Global Developmental Delay	39	396	103	99	73	43	2	1	756
Hearing Impairment	121	363	139	82	58	140	54	90	1,047
Intellectual Disability	812	1,959	1,153	632	610	1,822	715	837	8,540
Multiple Sclerosis	96	204	220	10	30	163	98	42	863
Psychosocial disability	191	442	500	171	135	532	286	168	2,425
Spinal Cord Injury	44	89	88	15	5	64	36	18	359
Stroke	42	94	69	9	22	78	39	12	365
Visual Impairment	89	177	87	53	26	133	56	45	666
Other Neurological	142	316	268	35	56	276	150	43	1,286
Other Physical	109	343	235	34	41	201	111	70	1,144
Other Sensory/Speech	8	60	11	13	5	16	3	4	120
Other	3	16	11	3	1	9	5	3	51
Total	2,965	10,524	5,614	2,615	2,839	6,134	2,214	2,016	34,921

Table K.38 Number of active plans by goal type and age group – Tasmania ⁴⁷⁸

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	241	1,052	484	468	522	270	1	0	1,119
7 to 14	319	1,466	968	576	797	966	42	26	1,961
15 to 18	225	500	340	262	217	479	68	212	754
19 to 24	362	640	376	282	185	642	363	598	1,104
25 to 34	324	566	457	201	195	607	372	430	983
35 to 44	219	423	380	125	124	488	265	212	716
45 to 54	286	537	527	111	148	663	382	220	957
55 to 64	348	606	592	86	177	753	442	158	1,116
65+	53	70	83	4	13	102	56	9	148
Total	2,377	5,860	4,207	2,115	2,378	4,970	1,991	1,865	8,858

⁴⁷⁷ Participants have set over two million goals in total across Australia since July 2016. The 34,921 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

⁴⁷⁸ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table K.39 Number of goals in active plans by goal type and age group – Tasmania ⁴⁷⁹

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	273	2,881	671	575	603	292	1	0	5,296
7 to 14	393	2,834	1,467	751	1,016	1,190	44	27	7,722
15 to 18	285	742	429	320	255	578	77	235	2,921
19 to 24	464	903	452	343	211	786	397	658	4,214
25 to 34	408	798	568	238	227	770	410	466	3,885
35 to 44	281	598	489	151	134	630	295	223	2,801
45 to 54	350	777	684	135	163	825	431	230	3,595
55 to 64	442	882	752	97	216	939	495	168	3,991
65+	69	109	102	5	14	124	64	9	496
Total	2,965	10,524	5,614	2,615	2,839	6,134	2,214	2,016	34,921

⁴⁷⁹ Participants have set over two million goals in total across Australia since July 2016. The 34,921 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.40 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q4 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 Q4
Access	n = 131	n = 17
Are you happy with how coming into the NDIS has gone?	80%	N/A
Was the person from the NDIS respectful?	96%	N/A
Do you understand what will happen next with your plan?	66%	N/A
% of participants rating their overall experience as Very Good or Good.	69%	N/A
Pre-planning	n = 158	n = 60
Did the person from the NDIS understand how your disability affects your life?	89%	82%
Did you understand why you needed to give the information you did?	97%	93%
Were decisions about your plan clearly explained?	87%	90%
Are you clear on what happens next with your plan?	84%	87%
Do you know where to go for more help with your plan?	88%	85%
% of participants rating their overall experience as Very Good or Good.	84%	78%
Planning	n = 198	n = 58
Did the person from the NDIS understand how your disability affects your life?	84%	90%
Did you understand why you needed to give the information you did?	94%	97%
Were decisions about your plan clearly explained?	80%	90%
Are you clear on what happens next with your plan?	77%	84%
Do you know where to go for more help with your plan?	82%	88%
% of participants rating their overall experience as Very Good or Good.	77%	81%
Plan review	n = 89	n = 7
Did the person from the NDIS understand how your disability affects your life?	88%	N/A
Did you feel prepared for your plan review?	81%	N/A
Is your NDIS plan helping you to make progress towards your goals?	81%	N/A
% of participants rating their overall experience as Very Good or Good.	81%	N/A

Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ^{480 481}

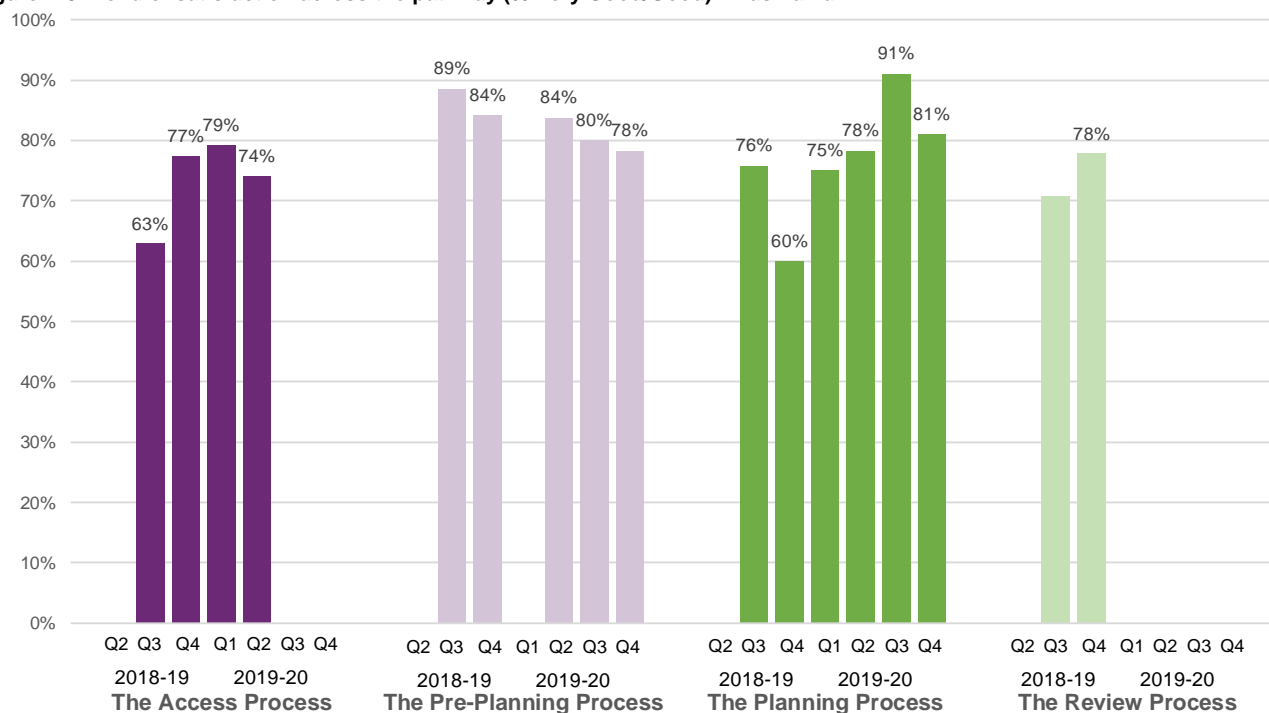
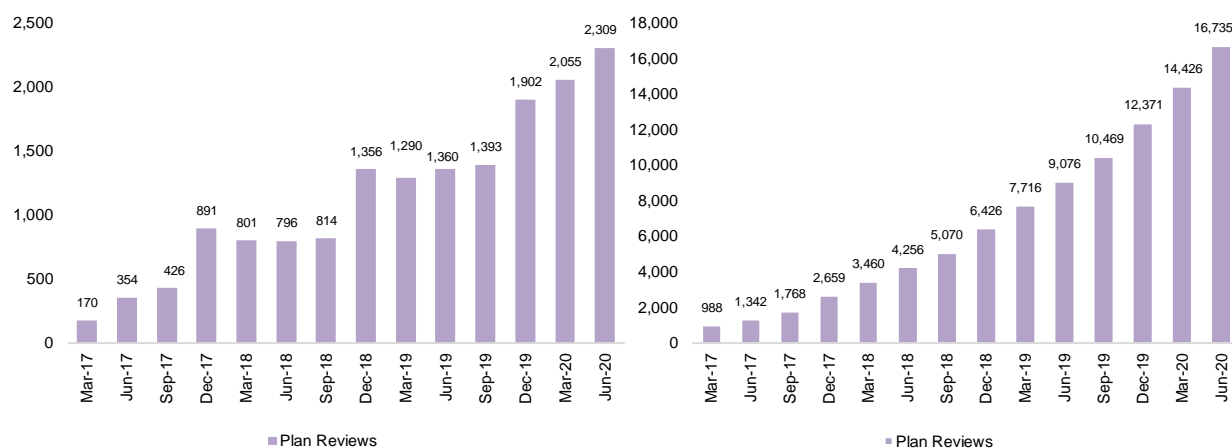


Table K.41 Plan reviews conducted per quarter – excluding plans less than 30 days – Tasmania ⁴⁸²

	Prior Quarters (Transition only)	2019-20 Q4	Transition Total
Total plan reviews	14,426	2,309	16,735
Early intervention plans	1,724	407	2,131
Permanent disability plans	12,702	1,902	14,604

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



⁴⁸⁰ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴⁸¹ Participant satisfaction results are not shown if there is insufficient data in the group.

⁴⁸² 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q4. In previous quarterly reports complaints submitted during the most recent quarter have been excluded from results, as it was understood they may be impacted by a lag in data collection. However, due to recent improvements in complaints data capture and processing, any such lags are now deemed to be immaterial.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table K.42 shows the numbers of complaints in 2019-20 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

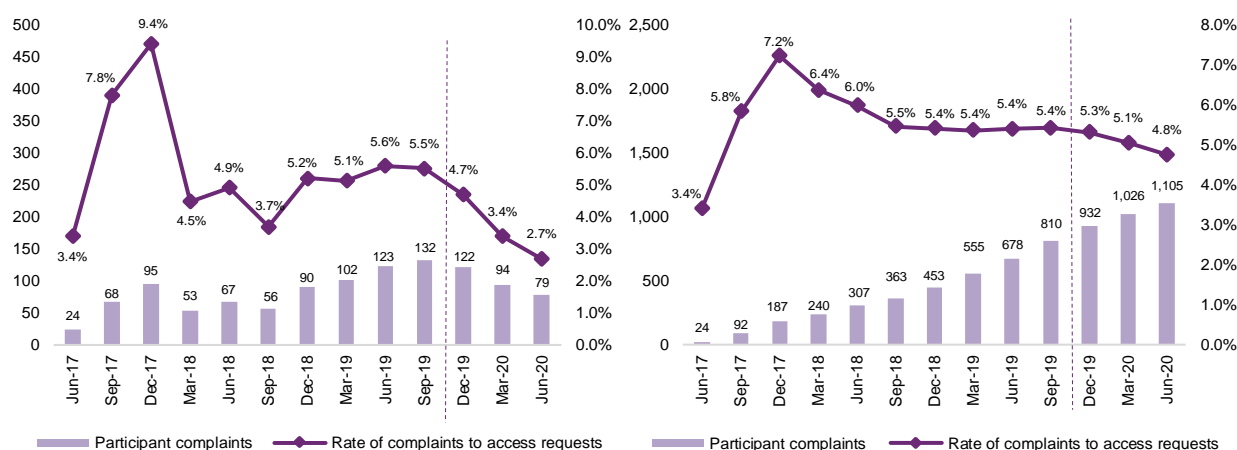
Table K.43 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table K.44.

Table K.44 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2019-20 Q4. This table should be considered in conjunction with Table K.43. The list of complaint types is different to that which appears in Table K.43, as it is based on the options available on the 'My Customer Requests' tile.

Table K.42 Complaints by quarter – Tasmania ^{483 484 485}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	5	3	8	7
Complaint about LAC Partner	3	1	4	4
Complaints about service providers	89	4	93	82
Complaints about the Agency	979	62	1,041	672
Critical/ Reportable Incident	4	9	13	13
Unclassified	35	0	35	31
Total	1,115	79	1,194	748
Total complaints made since 1 April 2017	1,026	79	1,105	
Complaints since 1 April 2017 as % of all access requests	5.1%	2.7%	4.8%	

Figure K.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁸⁶



⁴⁸³ Note that 68% of all complainants made only one complaint, 17% made two complaints and 15% made three or more complaints.

⁴⁸⁴ % 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.

⁴⁸⁵ Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

⁴⁸⁶ Ibid.

Table K.43 Complaints by type ('My Feedback' tile) – Tasmania

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	13	(16%)
Service Delivery	20	(24%)
Staff conduct	14	(17%)
Provider process	13	(16%)
Provider costs.	7	(9%)
Other	15	(18%)
Total	82	
<i>Complaints about the Agency</i>		
Timeliness	290	(33%)
Individual needs	78	(9%)
Reasonable and necessary supports	72	(8%)
Information unclear	40	(5%)
The way the NDIA carried out its decision making	66	(8%)
Other	333	(38%)
Total	879	
<i>Unclassified</i>	35	
Participants total	996	

Table K.44 Complaints by type ('My Customer Requests' tile) – Tasmania

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	2	(40%)	0	(0%)	2	(25%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	2	(40%)	3	(100%)	5	(63%)
ECEI Timeliness	1	(20%)	0	(0%)	1	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	5		3		8	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(33%)	0	(0%)	1	(25%)
LAC Plan	0	(0%)	0	(0%)	0	(0%)
LAC Process	0	(0%)	1	(100%)	1	(25%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	2	(67%)	0	(0%)	2	(50%)
LAC Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	3		1		4	
<i>Complaints about service providers</i>						
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	1	(11%)	0	(0%)	1	(9%)
Provider Service	7	(78%)	2	(100%)	9	(82%)
Provider Staff	1	(11%)	0	(0%)	1	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	9		2		11	
<i>Complaints about the Agency</i>						
NDIA Access	6	(6%)	7	(13%)	13	(8%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	13	(12%)	2	(4%)	15	(9%)
NDIA Fraud and Compliance	0	(0%)	1	(2%)	1	(1%)
NDIA Plan	22	(20%)	22	(42%)	44	(27%)
NDIA Process	12	(11%)	4	(8%)	16	(10%)
NDIA Resources	3	(3%)	0	(0%)	3	(2%)
NDIA Staff	6	(6%)	9	(17%)	15	(9%)
NDIA Timeliness	47	(43%)	8	(15%)	55	(34%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	109		53		162	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	0	(0%)	2	(22%)	2	(15%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	3	(75%)	3	(33%)	6	(46%)
Participant threat	1	(25%)	2	(22%)	3	(23%)
Provider reporting	0	(0%)	2	(22%)	2	(15%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	4		9		13	
<i>Unclassified</i>	0		0		0	
Participants total	130		68		198	

Figure K.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Tasmania⁴⁸⁷

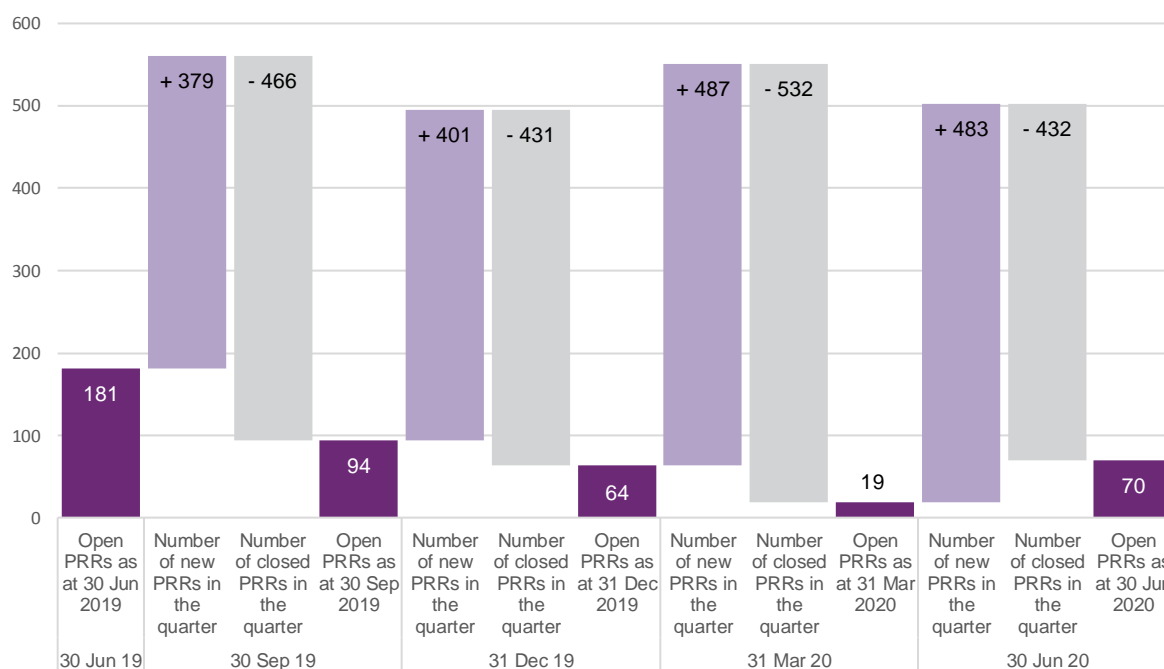
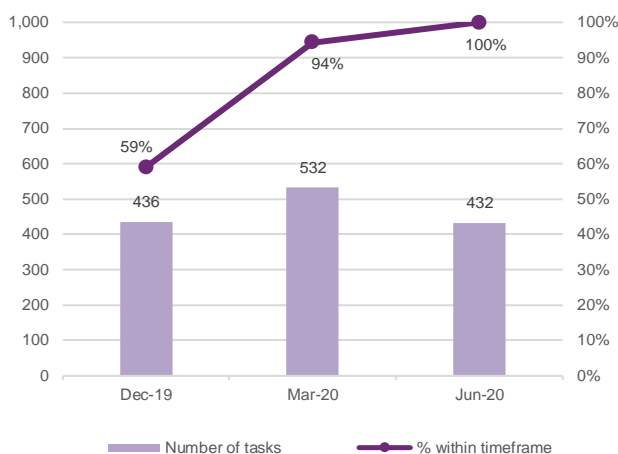


Figure K.13 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – Tasmania⁴⁸⁸



⁴⁸⁷ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart. For this reason the number of Participants Requested Reviews closed in the quarter may be lower than what is shown in the following chart.

⁴⁸⁸ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

Table K.45 Summary of Open Participant Requested Reviews (PRRs) (s48) – Tasmania⁴⁸⁹

	As at 30 June 2020
Open PRRs	70
Number of PRRs open less than 21 days	70
Number of PRRs open more than 21 days	0
New PRRs in the quarter	483
Number of PRRs closed in the quarter	432
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	7

Figure K.14 RoRDs received and closed by quarter and open at the end of each quarter – Tasmania

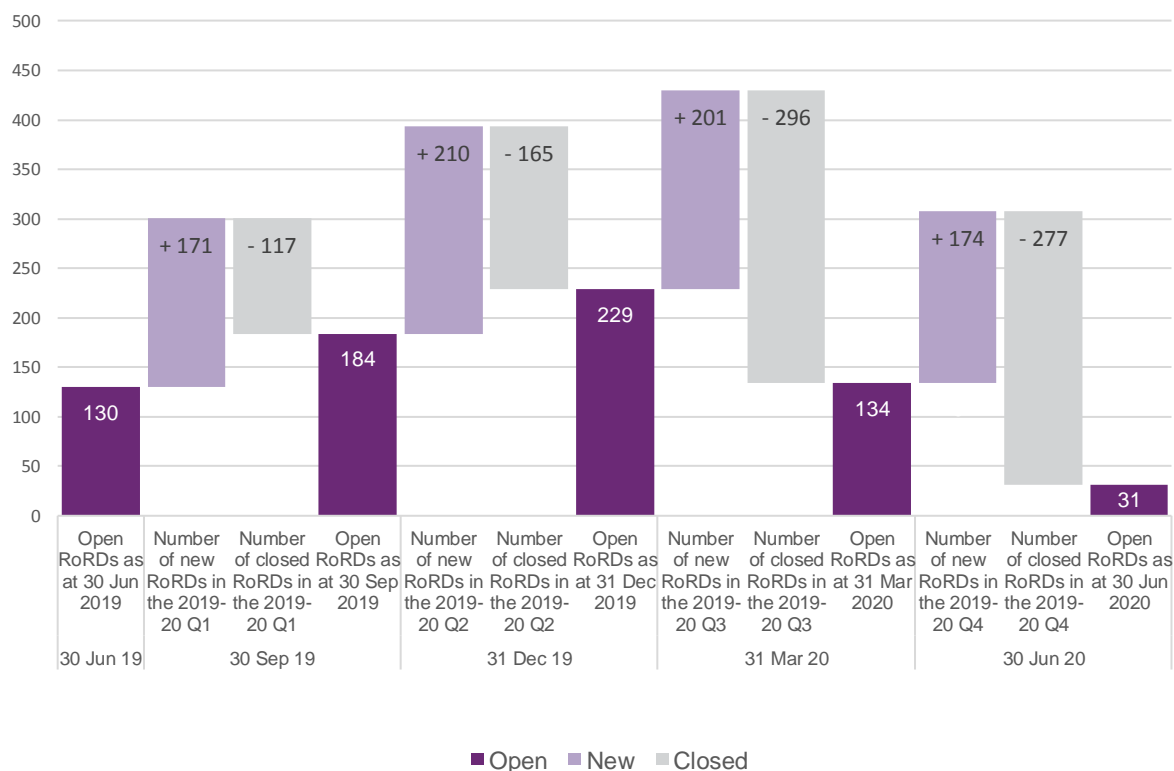


Table K.46 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Tasmania^{490 491}

	Access	Planning
Open RoRDs	8	23
Number of RoRDs open less than 90 days	8	23
Number of RoRDs open more than 90 days	0	0
New RoRDs in the quarter	39	135
Number of RoRDs closed in the quarter	42	235
Proportion closed within 90 days	98%	78%
Average days RoRDs took to close in the quarter	20	53

⁴⁸⁹ Participant Requested Reviews (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.

⁴⁹⁰ 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.

⁴⁹¹ 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.

Figure K.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Tasmania ⁴⁹²

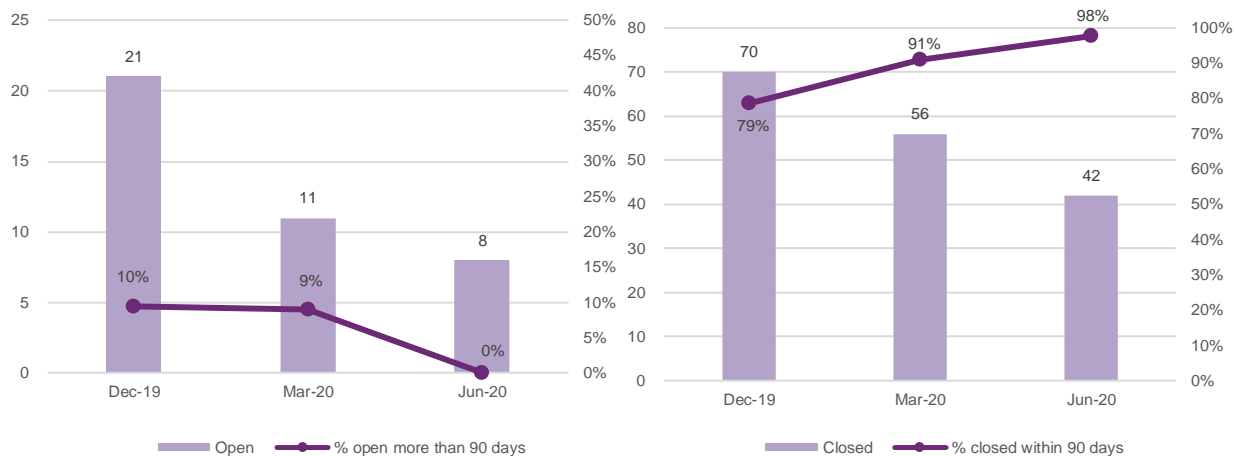


Figure K.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Tasmania ⁴⁹³

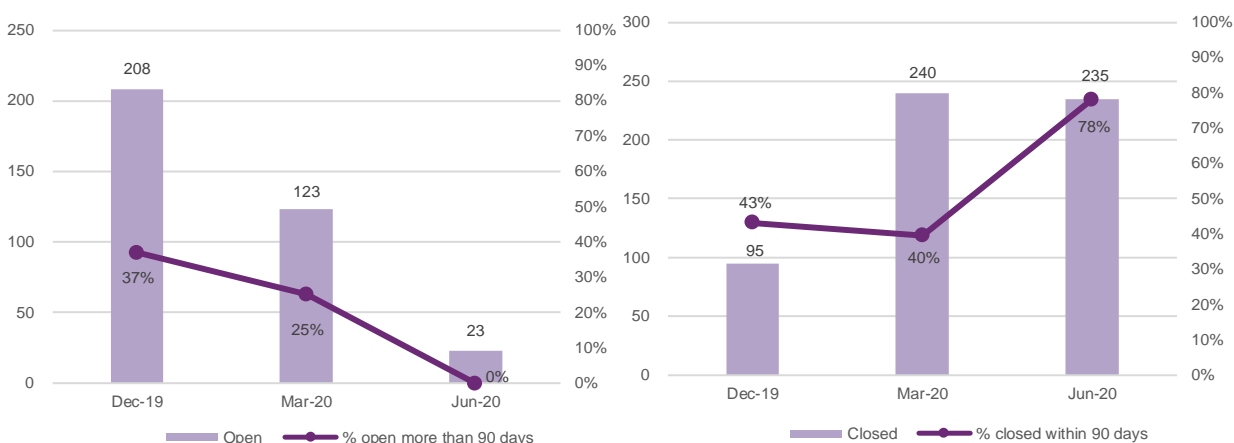


Table K.47 AAT Cases by category – Tasmania ^{494 495}

Category	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Total	42	100%	<11		45	100%
% of all access decisions	0.19%		0.11%		0.18%	

⁴⁹² Numbers of open and closed RoRDs have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

⁴⁹³ Ibid.

⁴⁹⁴ The numbers of AAT cases for Tasmania by category and by open/closed status are not shown due to insufficient numbers.

⁴⁹⁵ % 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.17 Number and proportion of AAT cases over time cumulatively – Tasmania ⁴⁹⁶

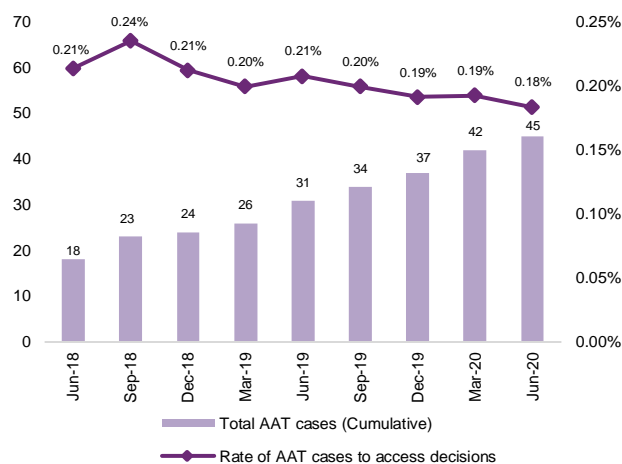
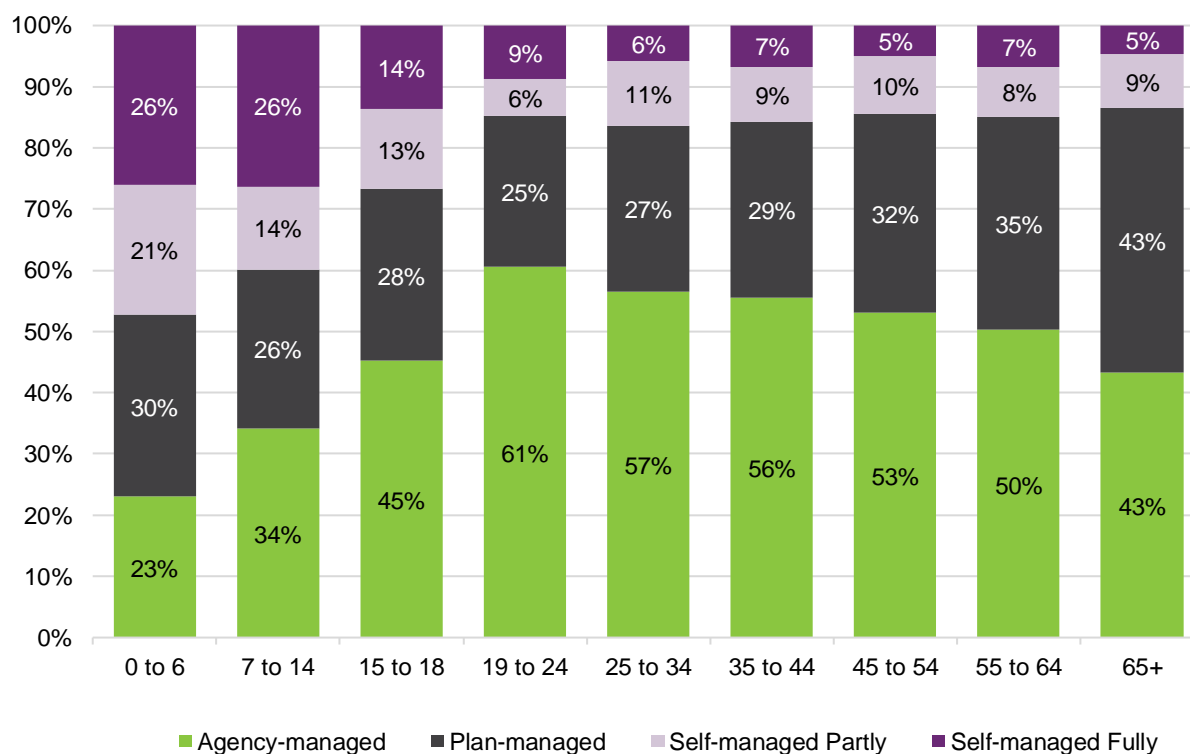


Table K.48 AAT cases by open/closed and decision – Tasmania

	N
AAT Cases	45
Open AAT Cases	<11
Closed AAT Cases	36
Resolved before hearing	36
Gone to hearing and received a substantive decision	<11

Figure K.18 Distribution of active participants by method of financial plan management and age group as at 30 June 2020 – Tasmania ^{497 498}



⁴⁹⁶ 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.

⁴⁹⁷ For the total number of active participants in each age group, see Table K.14.

⁴⁹⁸ Participants can use more than one method to manage their funding. These results are based on 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.

Figure K.19 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2020 – Tasmania ^{499 500}

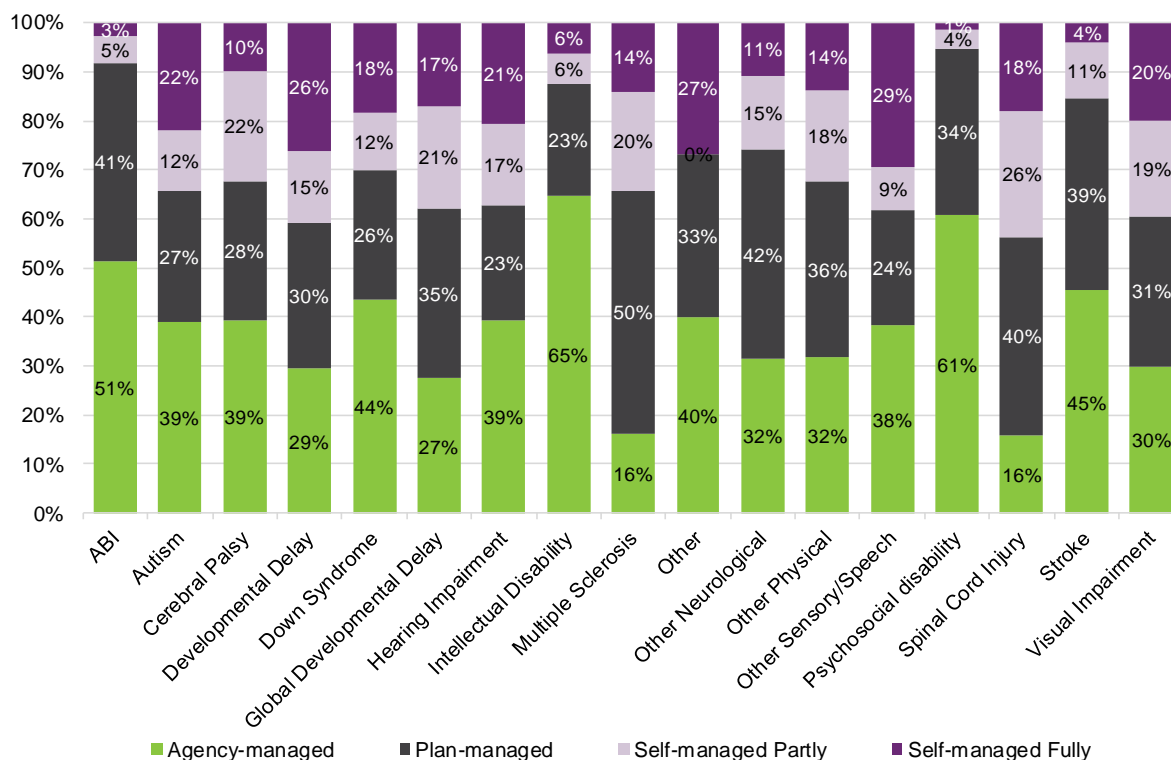


Table K.49 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania ⁵⁰¹

	Prior Quarters	2019-20 Q4	Total
Self-managed fully	14%	13%	14%
Self-managed partly	11%	12%	12%
Plan-managed	25%	38%	29%
Agency-managed	49%	37%	45%
Total	100%	100%	100%

⁴⁹⁹ For the total number of active participants in each primary disability group, see Table K.12.

⁵⁰⁰ Participants can use more than one method to manage their funding. These results are based on 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.

⁵⁰¹ Ibid.

Figure K.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania ⁵⁰²

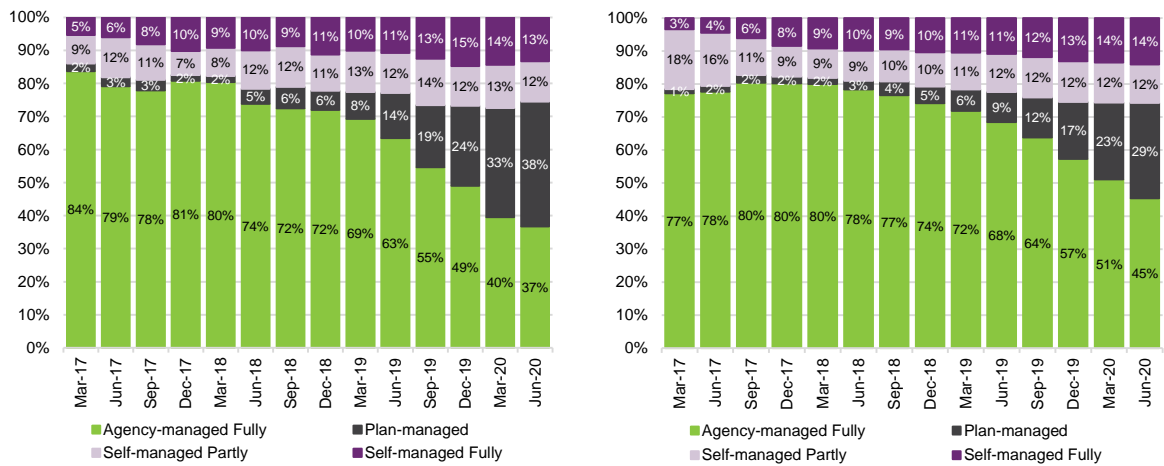


Table K.50 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania

	Prior Quarters	2019-20 Q4	Total
Self-managed	8%	10%	8%
Plan-managed	11%	30%	14%
Agency-managed	82%	60%	78%
Total	100%	100%	100%

Figure K.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania

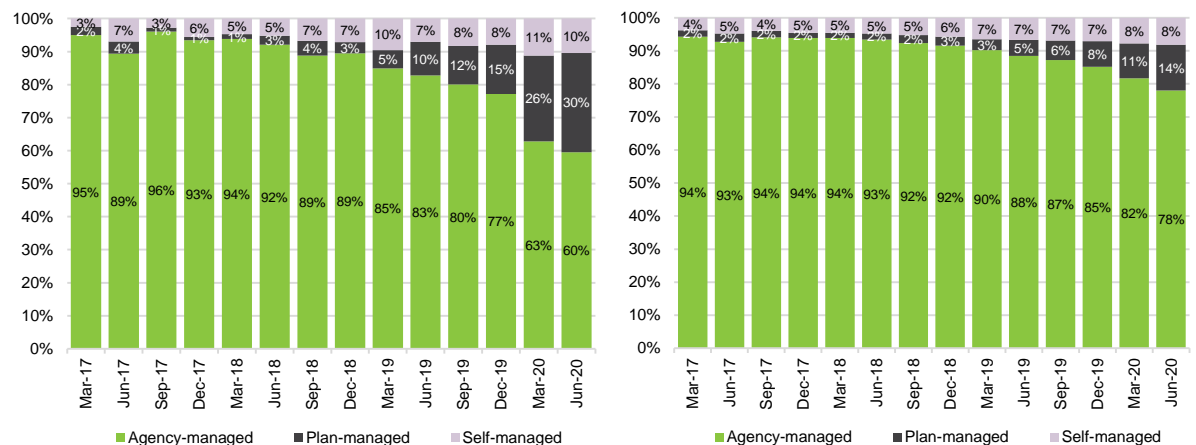


Table K.51 Distribution of active participants by support coordination and quarter of plan approval – Tasmania

	Prior Quarters	2019-20 Q4	Total
Support coordination	40%	47%	42%

⁵⁰² This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Data is not available prior to March 2017.

Table K.52 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania ⁵⁰³

	Prior Quarters (Transition Only)		2019-20 Q2	
	N	%	N	%
Plan activation				
Less than 30 days	4,033	69%	404	59%
30 to 59 days	605	10%	107	16%
60 to 89 days	283	5%	42	6%
Activated within 90 days	4,921	84%	553	80%
90 to 119 days	192	3%	24	3%
120 days and over	548	9%	33	5%
Activated after 90 days	740	13%	57	8%
No payments	180	3%	80	12%
Total plans approved	5,841	100%	690	100%

Table K.53 Proportion of participants who have activated within 12 months – Tasmania

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	468	499	94%
Not Aboriginal and Torres Strait Islander	4,473	4,669	96%
Not Stated	1,269	1,327	96%
Total	6,210	6,495	96%
by Culturally and Linguistically Diverse status			
CALD	182	188	97%
Not CALD	6,014	6,291	96%
Not Stated	14	16	88%
Total	6,210	6,495	96%
by Remoteness			
Major Cities	<11	<11	
Regional	6,147	6,427	96%
Remote	63	68	93%
Missing	<11	<11	
Total	6,210	6,495	96%
by Primary Disability type			
Autism	1,987	2,102	95%
Intellectual Disability (including Down Syndrome)	2,091	2,188	96%
Psychosocial Disability	360	371	97%
Developmental Delay (including Global Developmental Delay)	171	187	91%
Other	1,601	1,647	97%
Total	6,210	6,495	96%

⁵⁰³ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table K.54 Distribution of plans by utilisation – Tasmania ^{504 505}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	19%
> 75%	45%
Total	100%

Table K.55 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ⁵⁰⁶

	Prior Quarters	2019-20 Q4	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	57%	54%	56%
Lifelong Learning	18%	18%	18%
Other	15%	16%	15%
Non-categorised	26%	30%	27%
Any mainstream service	94%	95%	94%

Part Three: Providers and the growing market

Table K.56 Key markets indicators by quarter – Tasmania ^{507 508}

Market indicators	Prior Quarters	2019-20 Q4
a) Average number of active providers per active participant	1.63	1.57
b) Number of providers delivering new types of supports	101	91
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	84%	80%
<i>Therapeutic Supports (%)</i>	81%	84%
<i>Participation in community, social and civic activities (%)</i>	82%	83%
<i>Early Intervention supports for early childhood (%)</i>	75%	72%
<i>Daily Personal Activities (%)</i>	82%	82%

Table K.57 Cumulative number of providers that have been ever active as at 30 June 2020 by quarter of activity – Tasmania ⁵⁰⁹

Activity	Number of providers
Active for the first time in 2019-20 Q4	33
Active in 2019-20 Q4 and also in previous quarters	440
Active in 2019-20 Q4	473
Inactive in 2019-20 Q4	568
Active ever	1,041

⁵⁰⁴ This table only considers participants with initial plans approved up to 31 December 2019, and includes committed supports and payments for supports provided up to 31 March 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁵⁰⁵ 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.

⁵⁰⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁵⁰⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵⁰⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵⁰⁹ Active providers refer to those who have received payment for support Agency-managed participants.

Table K.58 Cumulative number of providers that have been ever active by registration group – Tasmania ⁵¹⁰

Registration Group	Prior Quarters	2019-20 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	16	3	19	19%
Assistance Animals	7	2	9	29%
Assistance with daily life tasks in a group or shared living arrangement	99	5	104	5%
Assistance with travel/transport arrangements	101	6	107	6%
Daily Personal Activities	185	8	193	4%
Group and Centre Based Activities	126	4	130	3%
High Intensity Daily Personal Activities	121	4	125	3%
Household tasks	141	3	144	2%
Interpreting and translation	11	2	13	18%
Participation in community, social and civic activities	212	6	218	3%
Assistive Technology				
Assistive equipment for recreation	22	3	25	14%
Assistive products for household tasks	18	2	20	11%
Assistance products for personal care and safety	214	12	226	6%
Communication and information equipment	46	21	67	46%
Customised Prosthetics	53	3	56	6%
Hearing Equipment	24	1	25	4%
Hearing Services	3	1	4	33%
Personal Mobility Equipment	83	10	93	12%
Specialised Hearing Services	6	1	7	17%
Vision Equipment	18	4	22	22%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	180	9	189	5%
Behaviour Support	70	0	70	0%
Community nursing care for high needs	20	7	27	35%
Development of daily living and life skills	133	5	138	4%
Early Intervention supports for early childhood	133	5	138	4%
Exercise Physiology and Physical Wellbeing activities	57	3	60	5%
Innovative Community Participation	21	1	22	5%
Specialised Driving Training	8	0	8	0%
Therapeutic Supports	402	16	418	4%
Capital services				
Home modification design and construction	32	5	37	16%
Specialist Disability Accommodation	12	1	13	8%
Vehicle Modifications	26	3	29	12%
Choice and control support services				
Management of funding for supports in participants plan	69	7	76	10%
Support Coordination	33	2	35	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	46	2	48	4%
Specialised Supported Employment	27	1	28	4%
Total approved active providers	1,008	33	1,041	3%

⁵¹⁰ 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.59 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2020 – Tasmania

Registration Group	Active					
	Individual / sole trader	Company/ organisation	Total Active	Individual / sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	5	14	19	26%	74%	100%
Assistance Animals	1	8	9	11%	89%	100%
Assistance with daily life tasks in a group or shared living arrangement	10	94	104	10%	90%	100%
Assistance with travel/transport arrangements	12	95	107	11%	89%	100%
Daily Personal Activities	17	176	193	9%	91%	100%
Group and Centre Based Activities	10	120	130	8%	92%	100%
High Intensity Daily Personal Activities	9	116	125	7%	93%	100%
Household tasks	27	117	144	19%	81%	100%
Interpreting and translation	2	11	13	15%	85%	100%
Participation in community, social and civic activities	23	195	218	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	0	25	25	0%	100%	100%
Assistive products for household tasks	2	18	20	10%	90%	100%
Assistance products for personal care and safety	28	198	226	12%	88%	100%
Communication and information equipment	9	58	67	13%	87%	100%
Customised Prosthetics	7	49	56	13%	88%	100%
Hearing Equipment	3	22	25	12%	88%	100%
Hearing Services	0	4	4	0%	100%	100%
Personal Mobility Equipment	13	80	93	14%	86%	100%
Specialised Hearing Services	1	6	7	14%	86%	100%
Vision Equipment	0	22	22	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	38	151	189	20%	80%	100%
Behaviour Support	22	48	70	31%	69%	100%
Community nursing care for high needs	2	25	27	7%	93%	100%
Development of daily living and life skills	17	121	138	12%	88%	100%
Early Intervention supports for early childhood	42	96	138	30%	70%	100%
Exercise Physiology and Physical Wellbeing activities	12	48	60	20%	80%	100%
Innovative Community Participation	8	14	22	36%	64%	100%
Specialised Driving Training	2	6	8	25%	75%	100%
Therapeutic Supports	160	258	418	38%	62%	100%
Capital services						
Home modification design and construction	7	30	37	19%	81%	100%
Specialist Disability Accommodation	2	11	13	15%	85%	100%
Vehicle Modifications	4	25	29	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	11	65	76	14%	86%	100%
Support Coordination	5	30	35	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	43	48	10%	90%	100%
Specialised Supported Employment	2	26	28	7%	93%	100%
Total	257	784	1,041	25%	75%	100%

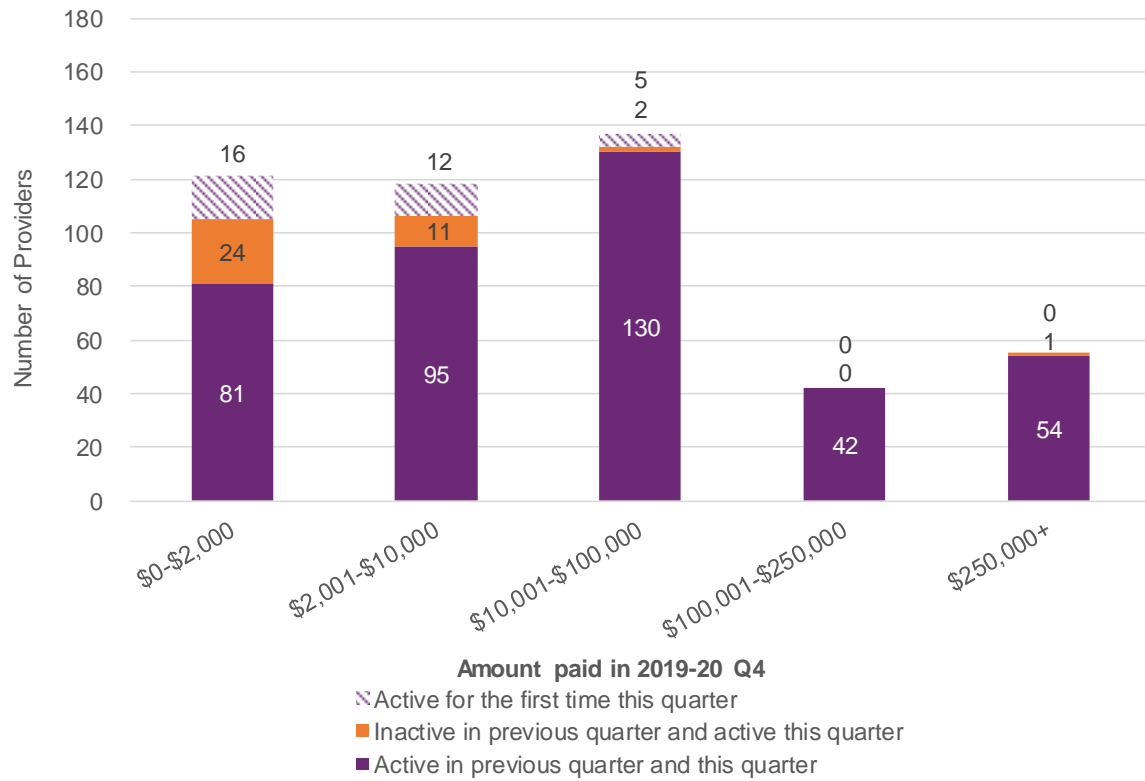
Table K.60 Number and proportion of providers active in 2019-20 Q4 by registration group and first quarter of activity – Tasmania

Registration Group	Active in previous quarters and in 2019-20 Q4	Active for the first time in 2019-20 Q4	Total	% active for the first time in 2019-20 Q4
Assistance services				
Accommodation / Tenancy Assistance	1	3	4	75%
Assistance Animals	4	2	6	33%
Assistance with daily life tasks in a group or shared living arrangement	58	5	63	8%
Assistance with travel/transport arrangements	57	6	63	10%
Daily Personal Activities	82	8	90	9%
Group and Centre Based Activities	51	4	55	7%
High Intensity Daily Personal Activities	61	4	65	6%
Household tasks	68	3	71	4%
Interpreting and translation	6	2	8	25%
Participation in community, social and civic activities	100	6	106	6%
Assistive Technology				
Assistive equipment for recreation	4	3	7	43%
Assistive products for household tasks	4	2	6	33%
Assistance products for personal care and safety	106	12	118	10%
Communication and information equipment	22	21	43	49%
Customised Prosthetics	21	3	24	13%
Hearing Equipment	5	1	6	17%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	28	10	38	26%
Specialised Hearing Services	1	1	2	50%
Vision Equipment	7	4	11	36%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	93	9	102	9%
Behaviour Support	33	0	33	0%
Community nursing care for high needs	12	7	19	37%
Development of daily living and life skills	68	5	73	7%
Early Intervention supports for early childhood	47	5	52	10%
Exercise Physiology and Physical Wellbeing activities	29	3	32	9%
Innovative Community Participation	7	1	8	13%
Specialised Driving Training	1	0	1	0%
Therapeutic Supports	181	16	197	8%
Capital services				
Home modification design and construction	10	5	15	33%
Specialist Disability Accommodation	8	1	9	11%
Vehicle Modifications	5	3	8	38%
Choice and control support services				
Management of funding for supports in participants plan	46	7	53	13%
Support Coordination	12	2	14	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	15	2	17	12%
Specialised Supported Employment	15	1	16	6%
Total	440	33	473	7%

Table K.61 Number and proportion of providers active in 2019-20 Q4 in each registration group by legal entity type – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	3	4	25%	75%	100%
Assistance Animals	1	5	6	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	58	63	8%	92%	100%
Assistance with travel/transport arrangements	7	56	63	11%	89%	100%
Daily Personal Activities	12	78	90	13%	87%	100%
Group and Centre Based Activities	6	49	55	11%	89%	100%
High Intensity Daily Personal Activities	3	62	65	5%	95%	100%
Household tasks	16	55	71	23%	77%	100%
Interpreting and translation	2	6	8	25%	75%	100%
Participation in community, social and civic activities	16	90	106	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	0	7	7	0%	100%	100%
Assistive products for household tasks	1	5	6	17%	83%	100%
Assistance products for personal care and safety	14	104	118	12%	88%	100%
Communication and information equipment	7	36	43	16%	84%	100%
Customised Prosthetics	1	23	24	4%	96%	100%
Hearing Equipment	0	6	6	0%	100%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	3	35	38	8%	92%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	0	11	11	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	23	79	102	23%	77%	100%
Behaviour Support	8	25	33	24%	76%	100%
Community nursing care for high needs	2	17	19	11%	89%	100%
Development of daily living and life skills	9	64	73	12%	88%	100%
Early Intervention supports for early childhood	15	37	52	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	6	26	32	19%	81%	100%
Innovative Community Participation	1	7	8	13%	88%	100%
Specialised Driving Training	1	0	1	100%	0%	100%
Therapeutic Supports	82	115	197	42%	58%	100%
Capital services						
Home modification design and construction	2	13	15	13%	87%	100%
Specialist Disability Accommodation	1	8	9	11%	89%	100%
Vehicle Modifications	1	7	8	13%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	7	46	53	13%	87%	100%
Support Coordination	2	12	14	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	16	17	6%	94%	100%
Specialised Supported Employment	0	16	16	0%	100%	100%
Total	137	336	473	29%	71%	100%

Figure K.22 Distribution of active providers in 2019-20 Q4 by their status in 2019-20 Q3 and payment band in 2019-20 Q4 – Tasmania ⁵¹¹



Part Four: Financial sustainability

Table K.62 Committed supports by financial year (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	17.4	50.3	65.3	99.8	189.5	392.7	652.7

⁵¹¹ Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

Figure K.23 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 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Tasmania

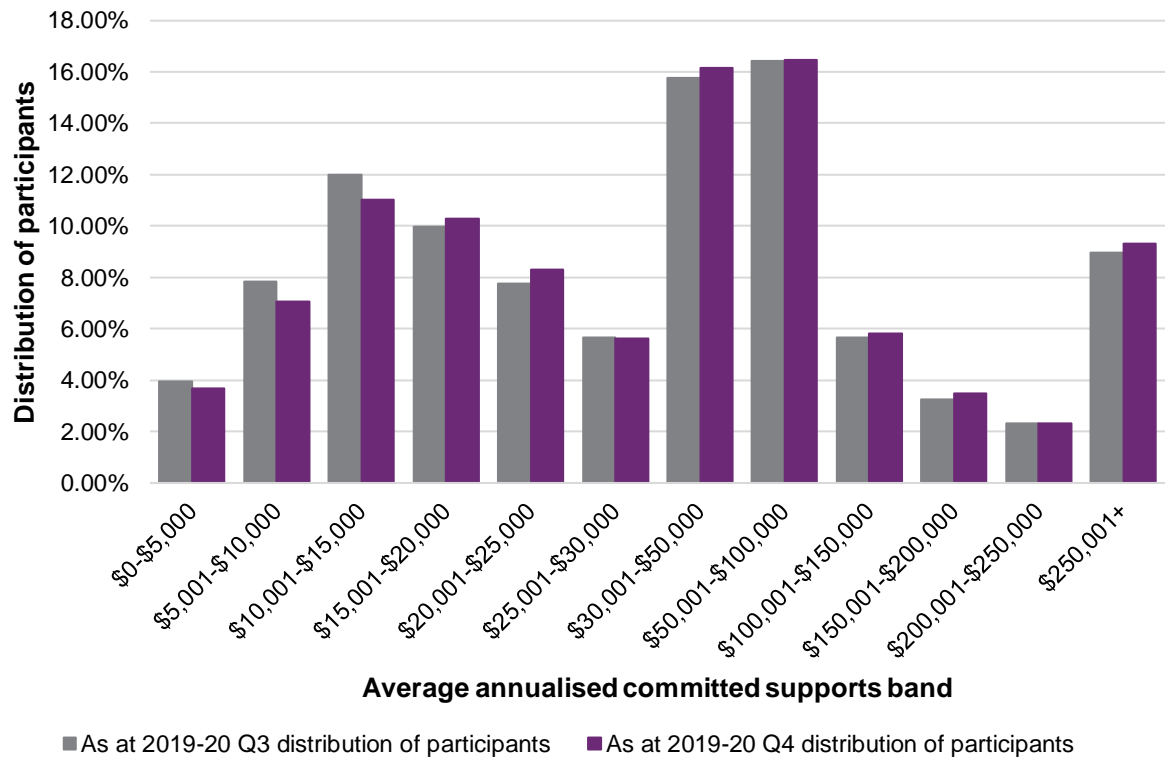


Figure K.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Tasmania

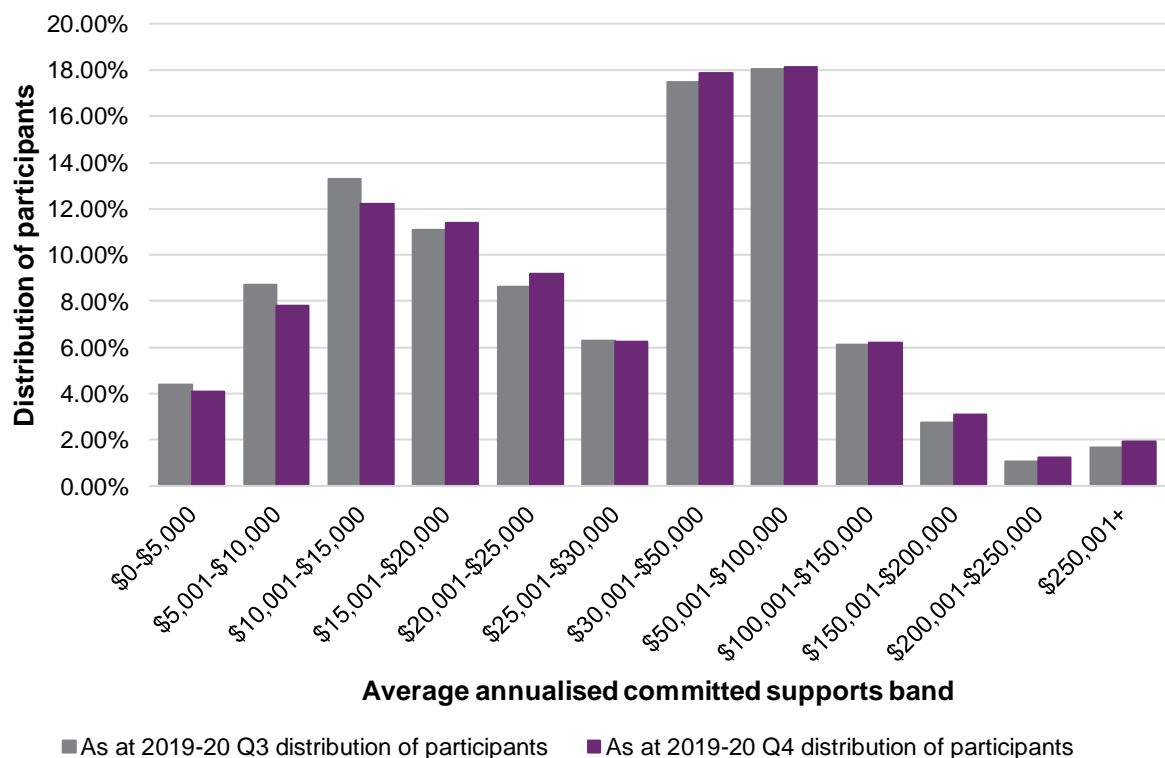


Figure K.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Tasmania

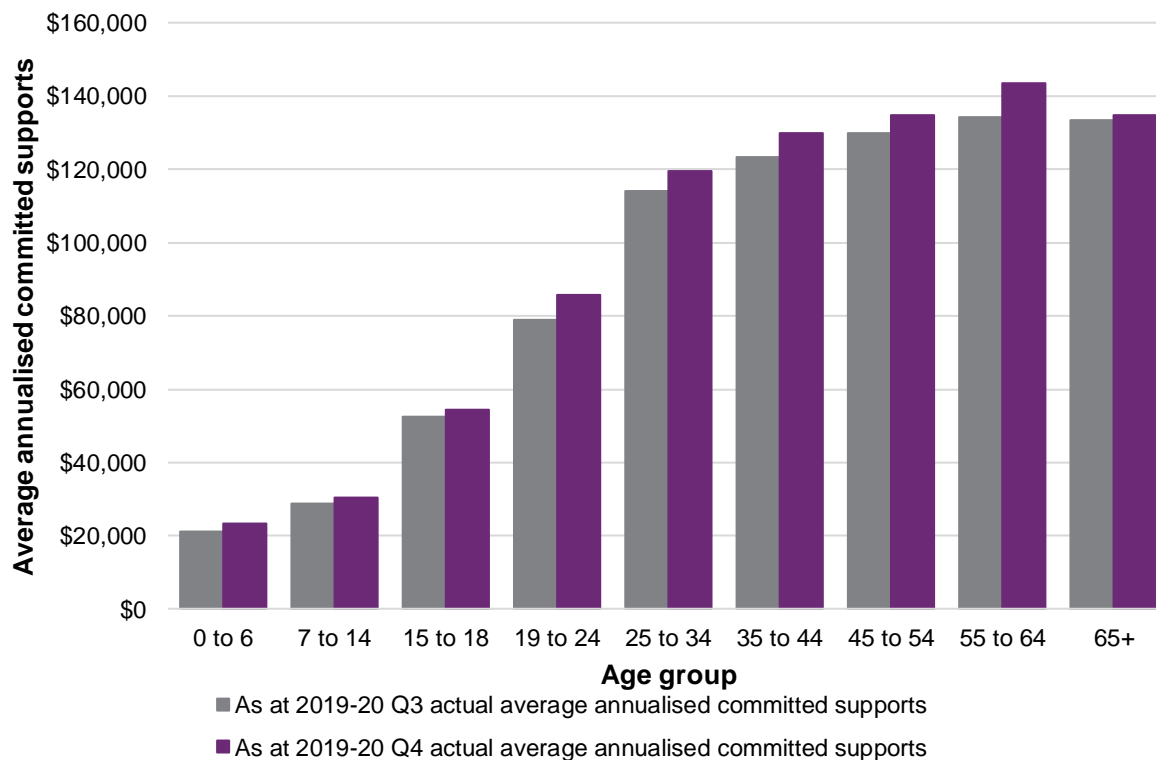


Figure K.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Tasmania

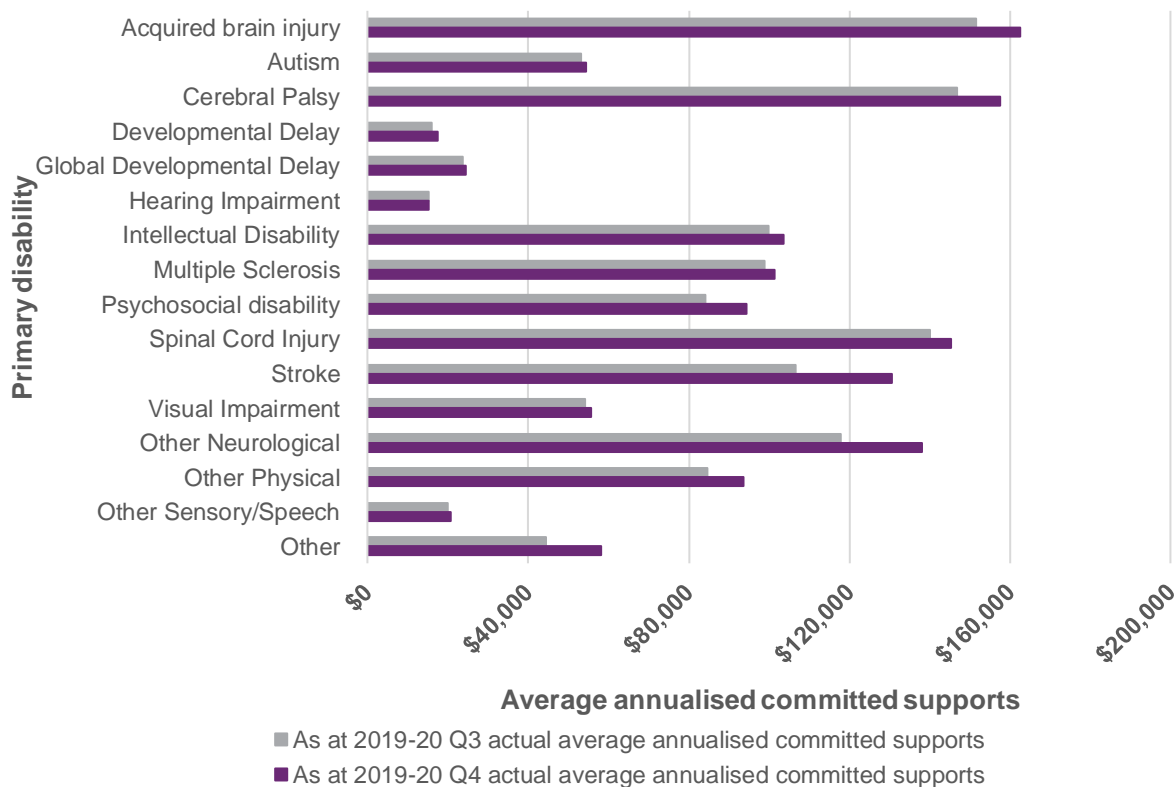


Figure K.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Tasmania ⁵¹²

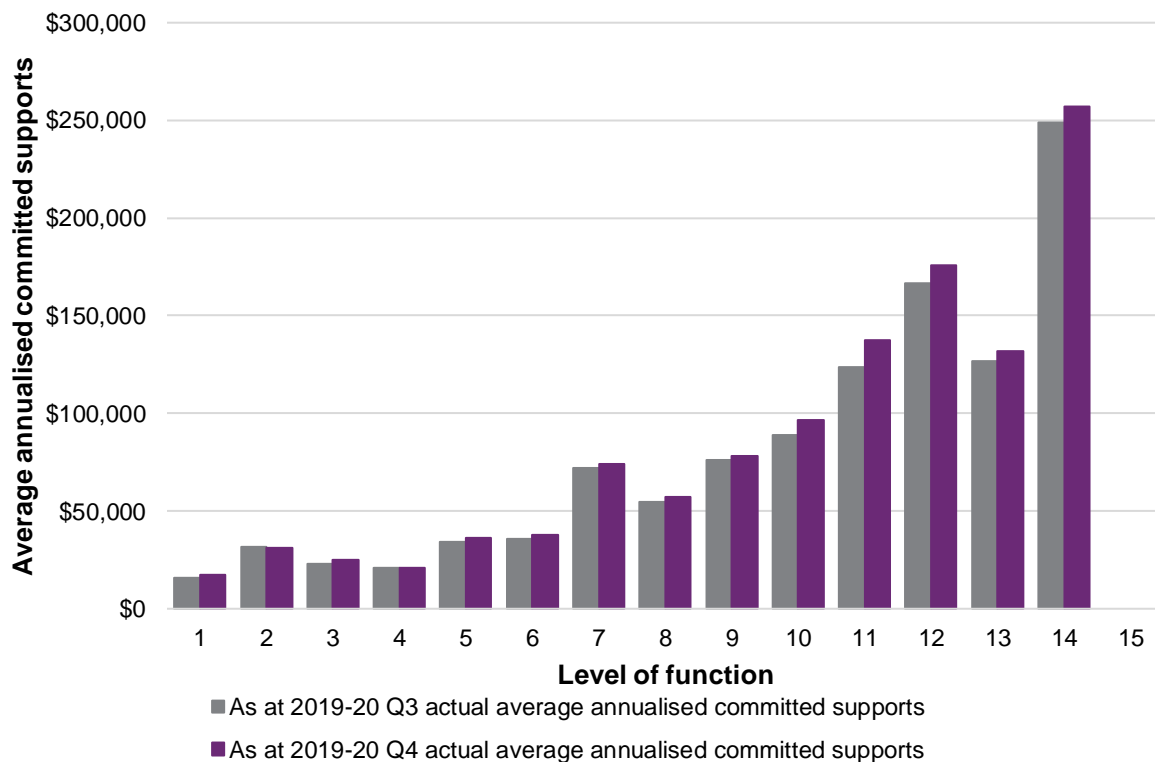
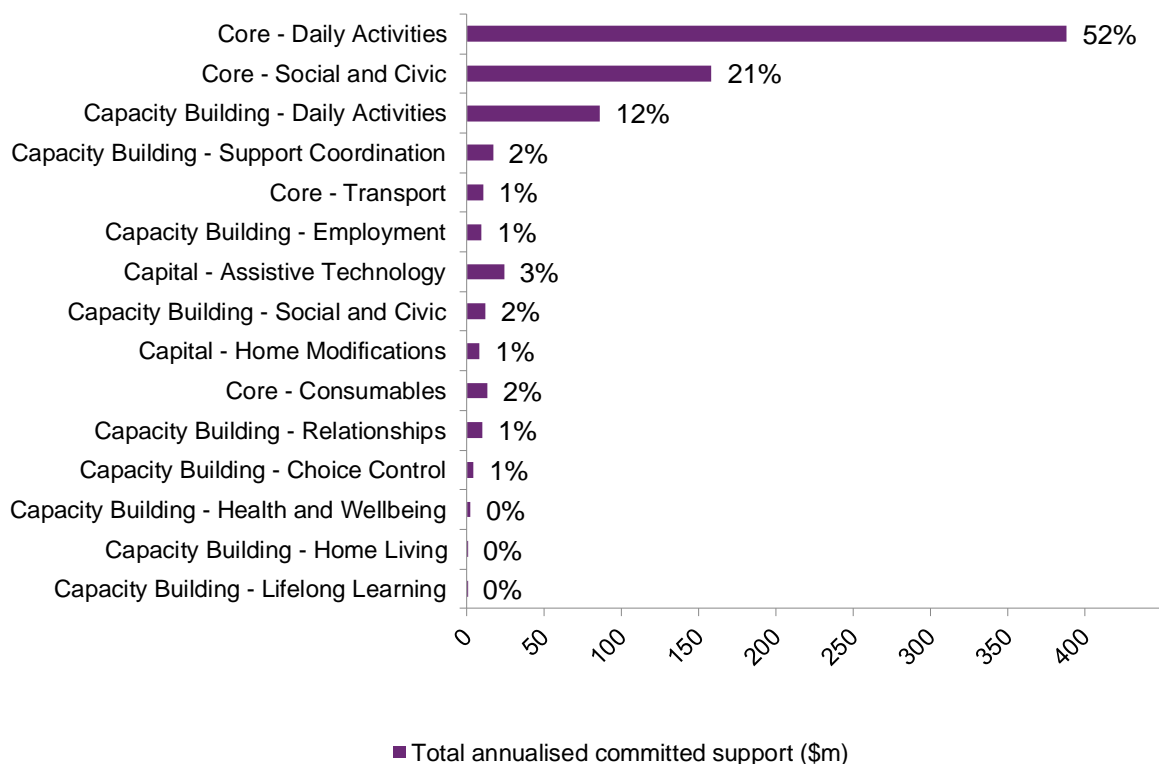


Figure K.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Tasmania



⁵¹² Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table K.63 Payments by financial year, compared to committed supports (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	17.4	50.3	65.3	99.8	189.5	392.7	652.7
Total Paid	9.7	35.9	48.4	78.4	153.9	296.1	448.9
% utilised to date	56%	71%	74%	79%	81%	75%	69%

Figure K.29 Utilisation of committed supports as at 31 March 2020 and 30 June 2020 – Tasmania

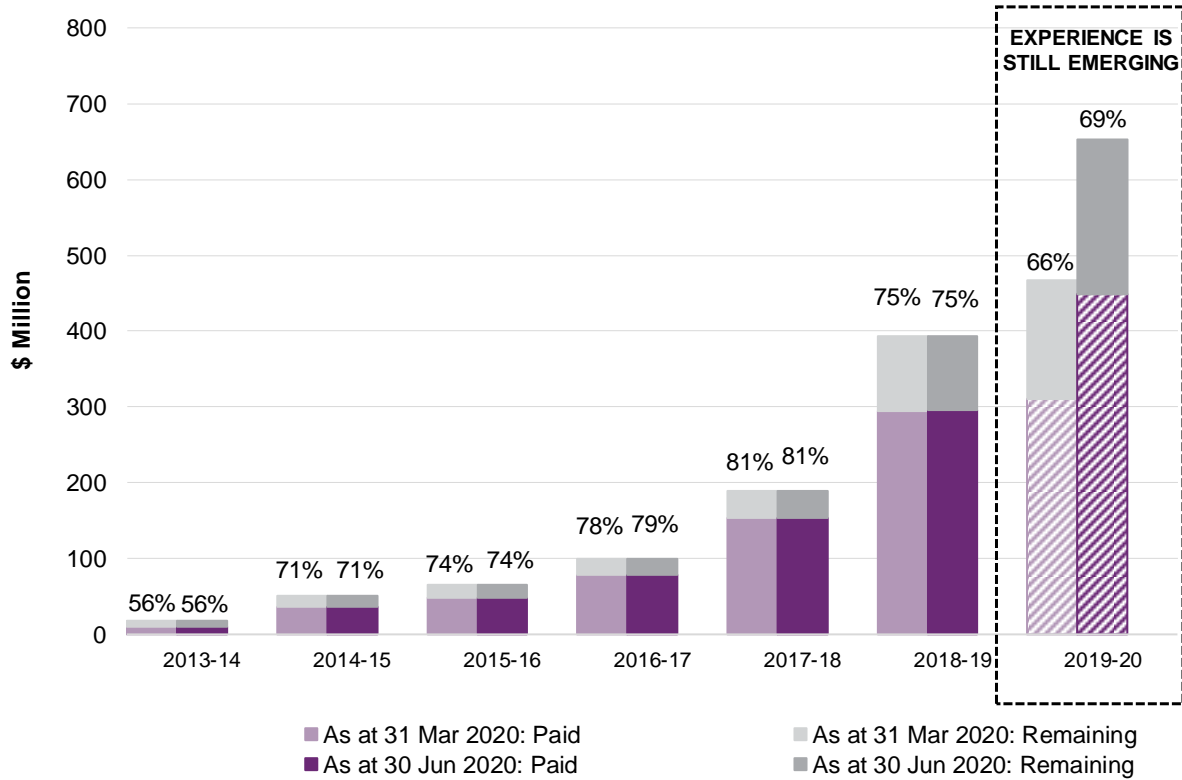
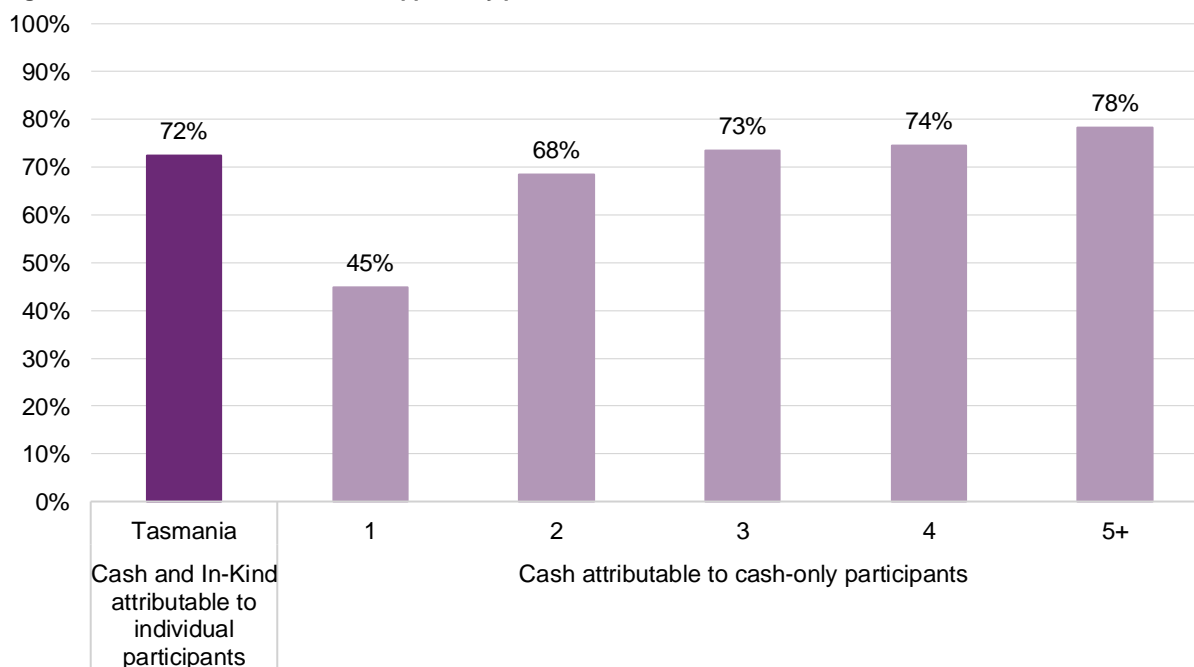
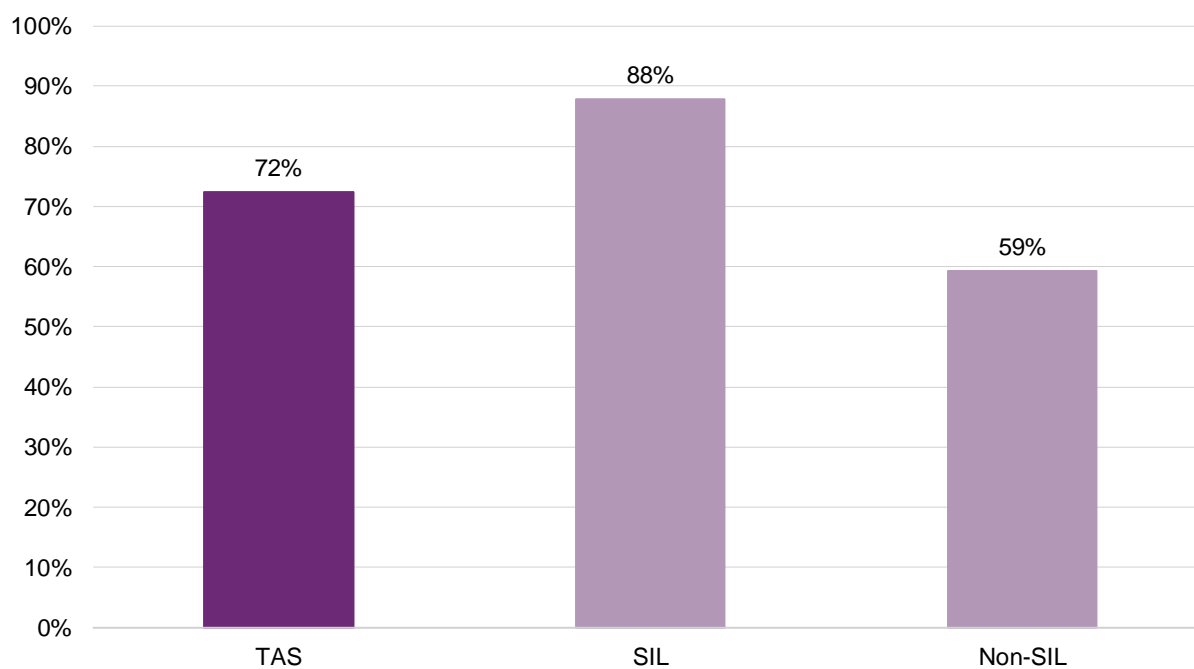


Figure K.30 Utilisation of committed supports by plan number from 1 October 2019 to 31 March 2020 – Tasmania ⁵¹³



■ As at 30 June 2020

Figure K.31 Utilisation of committed supports by SIL status from 1 October 2019 to 31 March 2020 – Tasmania ⁵¹⁴



■ As at 30 June 2020

⁵¹³ 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 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

⁵¹⁴ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

Figure K.32 Utilisation of committed supports by support class from 1 October 2019 to 31 March 2020 – Tasmania ⁵¹⁵

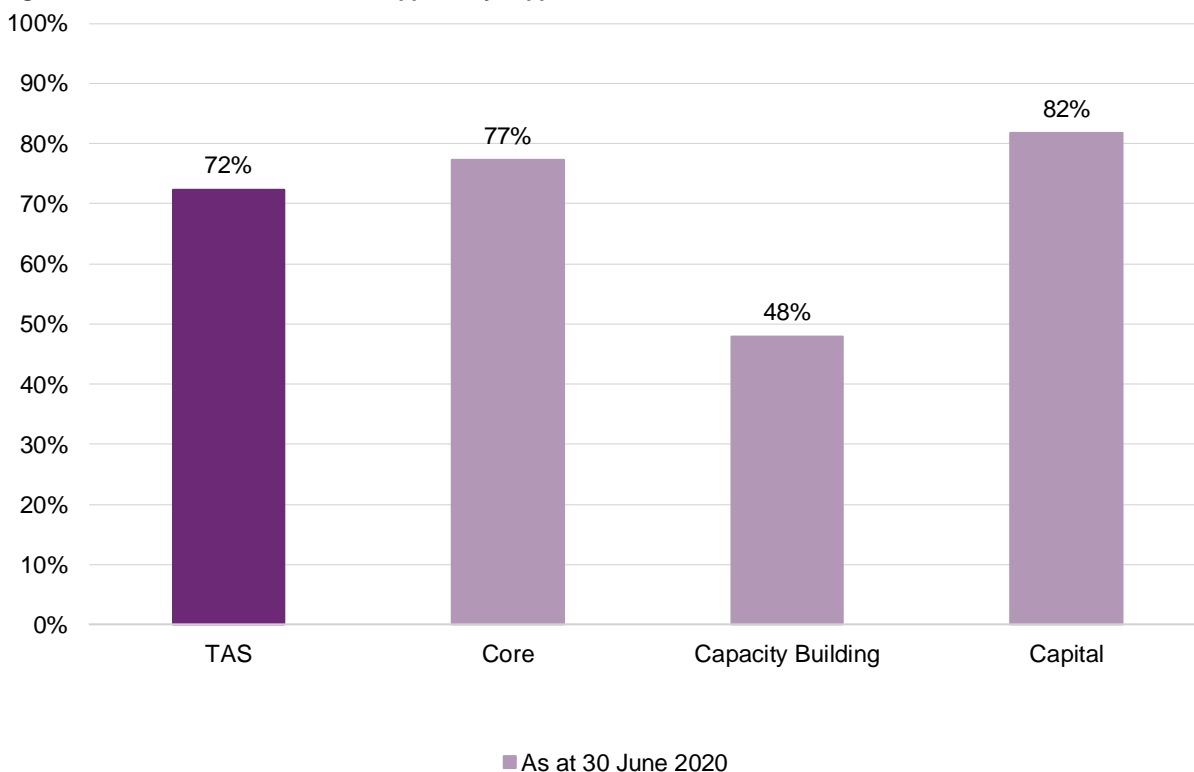
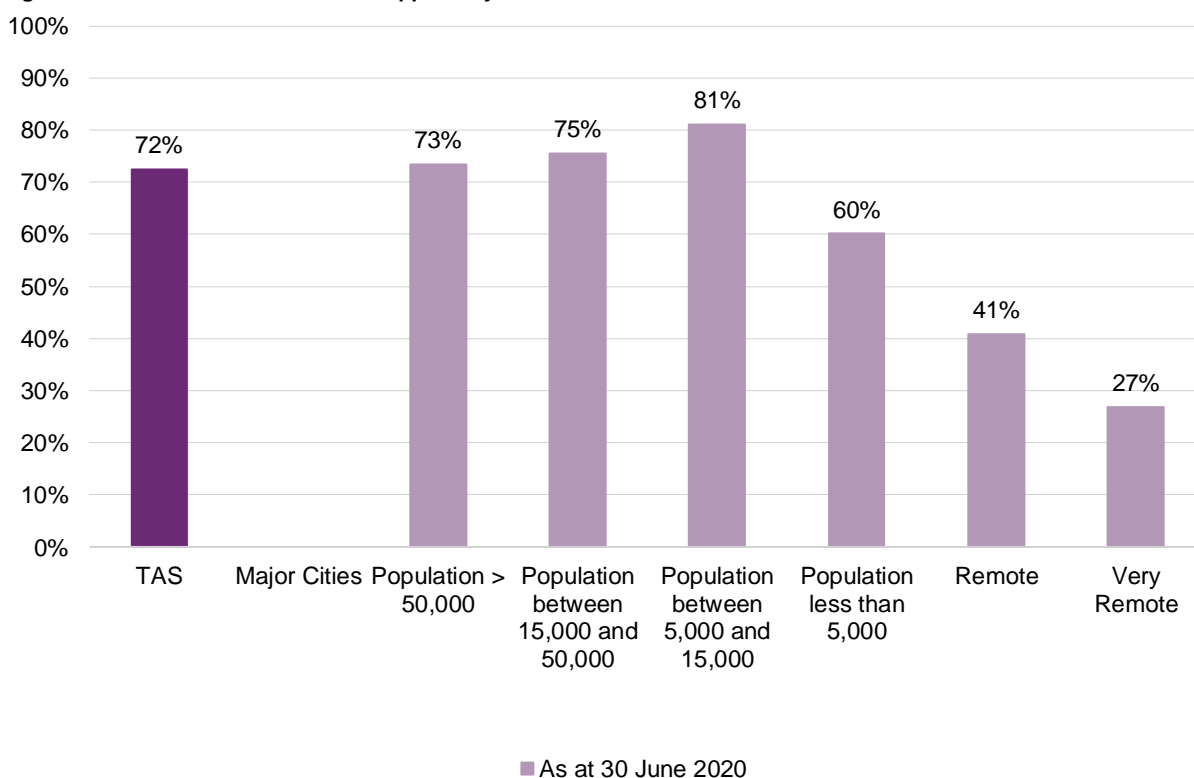


Figure K.33 Utilisation of committed supports by remoteness from 1 October 2019 to 31 March 2020 – Tasmania ^{516 517}



⁵¹⁵ Ibid.

⁵¹⁶ Ibid.

⁵¹⁷ 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 ⁵¹⁸

	Prior Quarters	2019-20 Q4	Total excluding ECEI	ECEI	Total including ECEI
Australian Capital Territory	7,420	287	7,707	46	7,753

Table L.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Australian Capital Territory ⁵¹⁹

	Prior Quarters	2019-20 Q4	Total
Access decisions	10,540	327	10,867
Active Eligible	7,568	260	7,828
New	4,767	252	5,019
State	2,508	<11	2,513
Commonwealth	293	<11	296
Active Participant Plans (excl ECEI)	7,420	287	7,707
New	4,627	279	4,906
State	2,506	<11	2,507
Commonwealth	287	<11	294
Active Participant Plans	7,530	333	7,753
Early Intervention (s25)	2,646	145	2,791
Permanent Disability (s24)	4,774	142	4,916
ECEI	110	46	46

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 June 2020 – Australian Capital Territory

Exits	Total
Total participant exits	974
Early Intervention participants	561
Permanent disability participants	413

⁵¹⁸ 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.

⁵¹⁹ 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 ^{520 521}

	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
End of 2019-20 Q3	2,518	290	4,684	110	7,602
End of 2019-20 Q4	2,507	294	4,906	46	7,753

Table L.5 Cumulative numbers of active participants by entry into the Scheme – Australian Capital Territory ^{522 523 524 525}

	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
End of 2019-20 Q3	2,714	4,778	110	7,602
End of 2019-20 Q4	2,791	4,916	46	7,753

Table L.6 Assessment of access by age group – Australian Capital Territory ⁵²⁶

Age Group	Prior Quarters		2019-20 Q4		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	2,539	93%	135	97%	2,674	93%
7 to 14	1,708	83%	35	76%	1,743	83%
15 to 18	553	86%	12	75%	565	86%
19 to 24	403	84%	<11		408	84%
25 to 34	629	79%	21	70%	650	78%
35 to 44	811	77%	12	48%	823	76%
45 to 54	888	75%	20	67%	908	75%
55 to 64	1,090	73%	20	71%	1,110	73%
65+	48	53%	<11		50	54%
Missing	<11		<11		<11	
Total	8,669	82%	262	80%	8,931	82%

⁵²⁰ This table shows the total numbers of active participants at the end of each period.

⁵²¹ 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.

⁵²² This table shows the total numbers of active participants at the end of each period.

⁵²³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁵²⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁵²⁵ 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.

⁵²⁶ 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 L.7 Assessment of access by disability – Australian Capital Territory ⁵²⁷

Disability	Prior Quarters		2019-20 Q4		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
Acquired Brain Injury	202	95%	<11		206	95%
Autism	2,166	96%	61	95%	2,227	96%
Cerebral Palsy	291	95%	<11		295	95%
Developmental Delay	995	92%	105	98%	1,100	92%
Global Developmental Delay	187	98%	<11		196	98%
Hearing Impairment	433	85%	<11		443	85%
Intellectual Disability	1,446	96%	<11		1,456	96%
Multiple Sclerosis	192	88%	<11		194	89%
Psychosocial disability	1,039	68%	20	54%	1,059	68%
Spinal Cord Injury	74	91%	<11		75	90%
Stroke	121	87%	<11		123	87%
Visual Impairment	179	90%	<11		181	91%
Other Neurological	403	72%	15	52%	418	71%
Other Physical	595	54%	15	41%	610	54%
Other Sensory/Speech	278	60%	<11		278	60%
Other	52	54%	<11		54	53%
Missing	16	19%	<11		16	19%
Total	8,669	82%	262	80%	8,931	82%

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

Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	311	4.2%	<11		321	4.2%
Not Aboriginal and Torres Strait Islander	6,140	82.7%	216	75.3%	6,356	82.5%
Not Stated	969	13.1%	61	21.3%	1,030	13.4%
Total	7,420	100%	287	100%	7,707	100%

⁵²⁷ Ibid.

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{528 529}

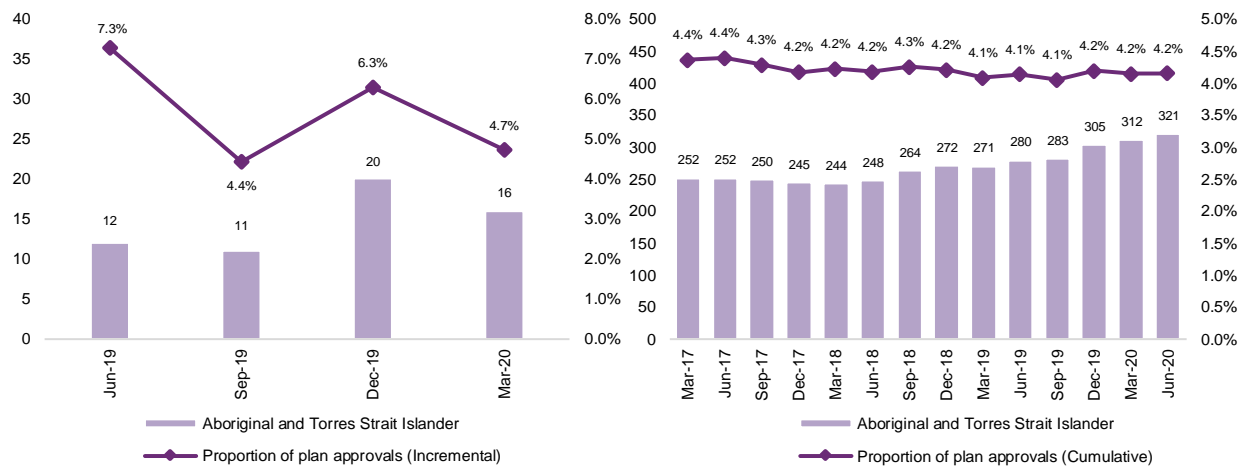
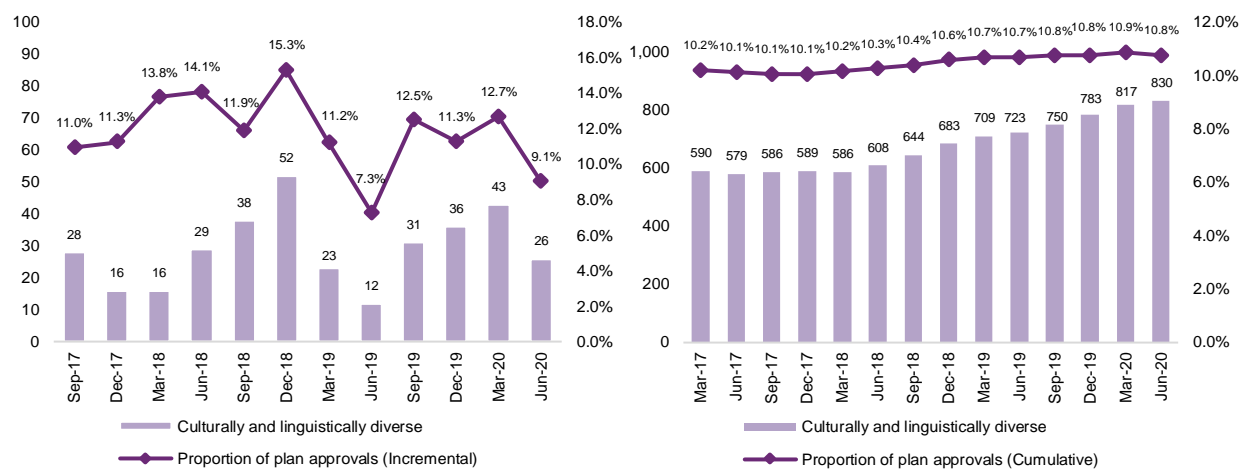


Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	804	10.8%	26	9.1%	830	10.8%
Not culturally and linguistically diverse	6,515	87.8%	261	90.9%	6,776	87.9%
Not stated	101	1.4%	<11		101	1.3%
Total	7,420	100%	287	100%	7,707	100%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{530 531}



⁵²⁸ The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

⁵²⁹ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to June 2019 and in the June 2020 quarter.

⁵³⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

⁵³¹ 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 Younger People in Residential Aged Care (YPIRAC) – Australian Capital Territory ^{532 533 534}

	Total
Age group	N
Total YPIRAC (under 65)	15

Figure L.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵³⁵



Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory ⁵³⁶

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Major cities	7,306	98.5%	278	96.9%	7,584	98.4%
Population > 50,000	109	1.5%	<11		118	1.5%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	7,420	100%	287	100%	7,707	100%

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

⁵³² The results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The NDIA has improved data collection on participants who have exited residential aged care and are now in more appropriate accommodation.

⁵³³ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

⁵³⁴ There are a further 26 active participants aged 65 years or over who have ever been in residential aged care.

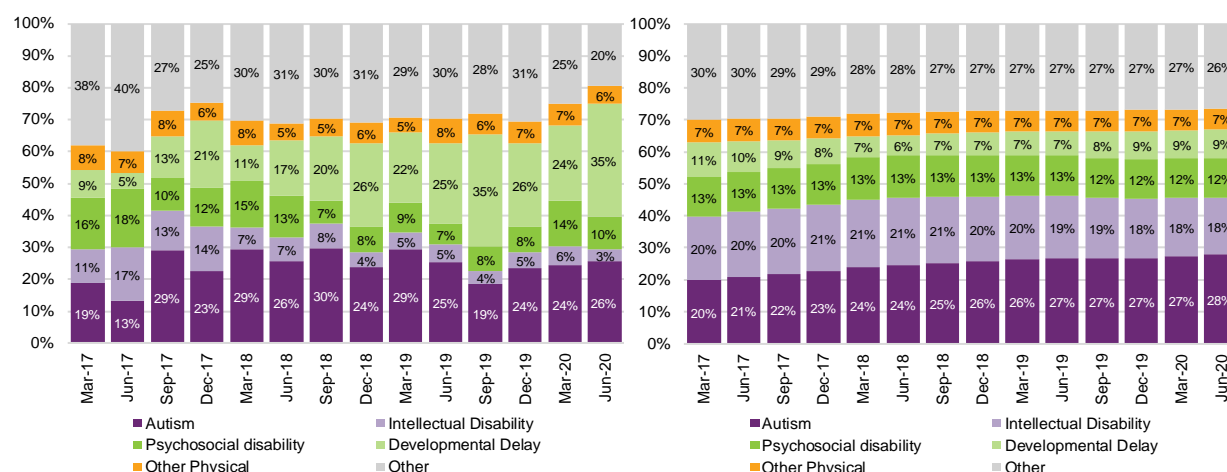
⁵³⁵ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Data is not available prior to June 2017.

⁵³⁶ The distributions are calculated excluding active participants with a missing remoteness classification.

Table L.12 Participant profile per quarter by primary disability group – Australian Capital Territory ^{537 538 539}

	Prior Quarters		2019-20 Q4		Total	
Disability	N	%	N	%	N	%
Autism	2,073	28%	74	26%	2,147	28%
Intellectual Disability	1,358	18%	<11		1,368	18%
Psychosocial disability	922	12%	30	10%	952	12%
Developmental Delay	603	8%	101	35%	704	9%
Hearing Impairment	396	5%	<11		405	5%
Other Neurological	320	4%	16	6%	336	4%
Other Physical	491	7%	16	6%	507	7%
Cerebral Palsy	271	4%	<11		275	4%
ABI	181	2%	<11		185	2%
Visual Impairment	163	2%	<11		166	2%
Global Developmental Delay	151	2%	14	5%	165	2%
Multiple Sclerosis	181	2%	<11		183	2%
Stroke	108	1%	<11		111	1%
Spinal Cord Injury	68	1%	<11		69	1%
Other Sensory/Speech	109	1%	<11		109	1%
Other	25	0%	<11		25	0%
Total	7,420	100%	287	100%	7,707	100%

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁴⁰



⁵³⁷ Table order based on national proportions (highest to lowest).

⁵³⁸ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁵³⁹ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (223).

⁵⁴⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of 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 ⁵⁴¹

Level of Function	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	727	10%	84	29%	811	11%
2 (High Function)	14	0%	<11		14	0%
3 (High Function)	449	6%	20	7%	469	6%
4 (High Function)	786	11%	18	6%	804	10%
5 (High Function)	528	7%	26	9%	554	7%
6 (Moderate Function)	1,282	17%	67	23%	1,349	18%
7 (Moderate Function)	427	6%	<11		435	6%
8 (Moderate Function)	563	8%	22	8%	585	8%
9 (Moderate Function)	45	1%	<11		48	1%
10 (Moderate Function)	819	11%	15	5%	834	11%
11 (Low Function)	290	4%	<11		290	4%
12 (Low Function)	844	11%	18	6%	862	11%
13 (Low Function)	477	6%	<11		483	6%
14 (Low Function)	146	2%	<11		146	2%
15 (Low Function)	<11		<11		<11	
Missing	23		<11		23	
Total	7,420	100%	287	100%	7,707	100%

Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁴²

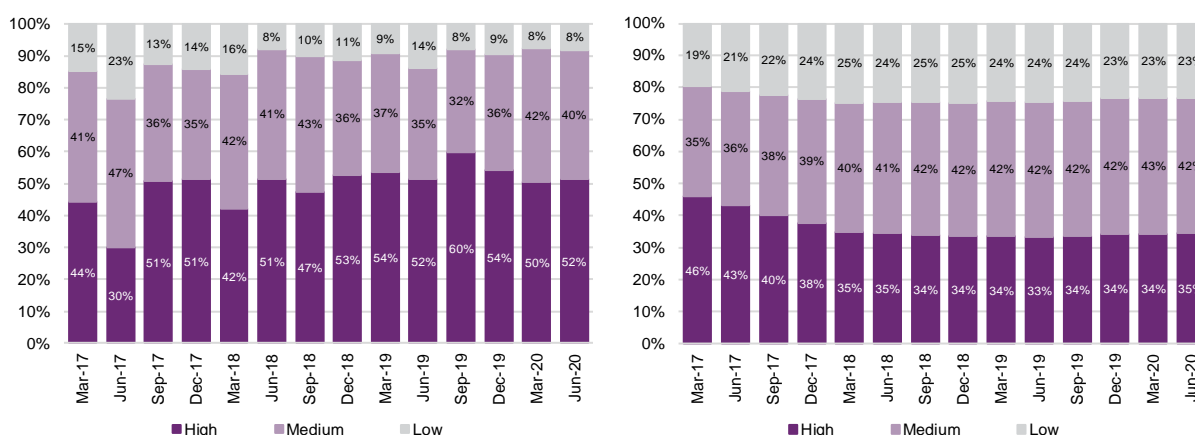


Table L.14 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
0 to 6	1,058	14%	131	46%	1,189	15%
7 to 14	1,842	25%	44	15%	1,886	24%
15 to 18	574	8%	14	5%	588	8%
19 to 24	670	9%	<11		679	9%
25 to 34	627	8%	26	9%	653	8%
35 to 44	683	9%	12	4%	695	9%
45 to 54	762	10%	25	9%	787	10%
55 to 64	827	11%	22	8%	849	11%
65+	377	5%	<11		381	5%
Total	7,420	100%	287	100%	7,707	100%

⁵⁴¹ The distributions are calculated excluding participants with a missing level of function.

⁵⁴² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of 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

543

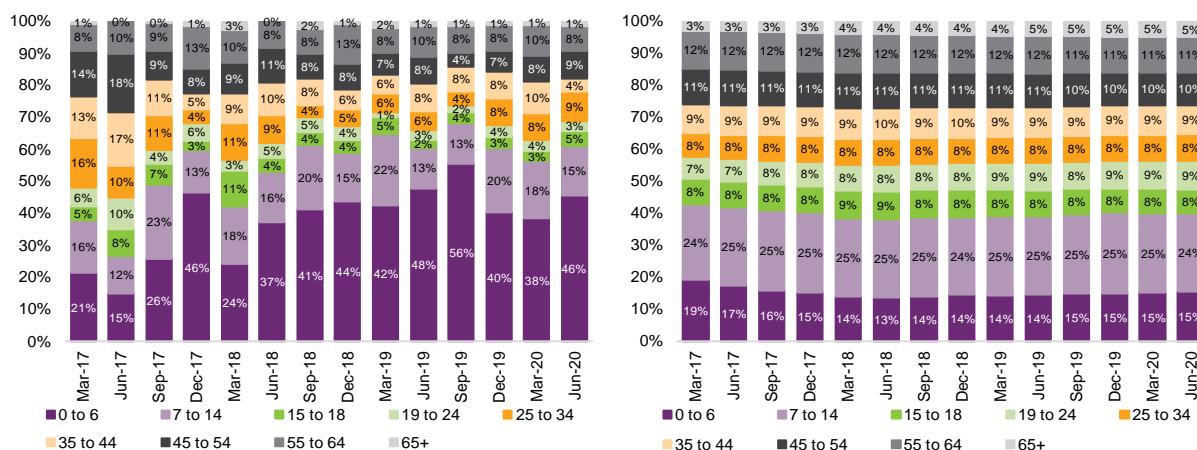


Table L.15 Participant profile per quarter by gender – Australian Capital Territory

Gender	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Male	4,468	60%	174	61%	4,642	60%
Female	2,887	39%	109	38%	2,996	39%
Other	65	1%	<11		69	1%
Total	7,420	100%	287	100%	7,707	100%

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory

544

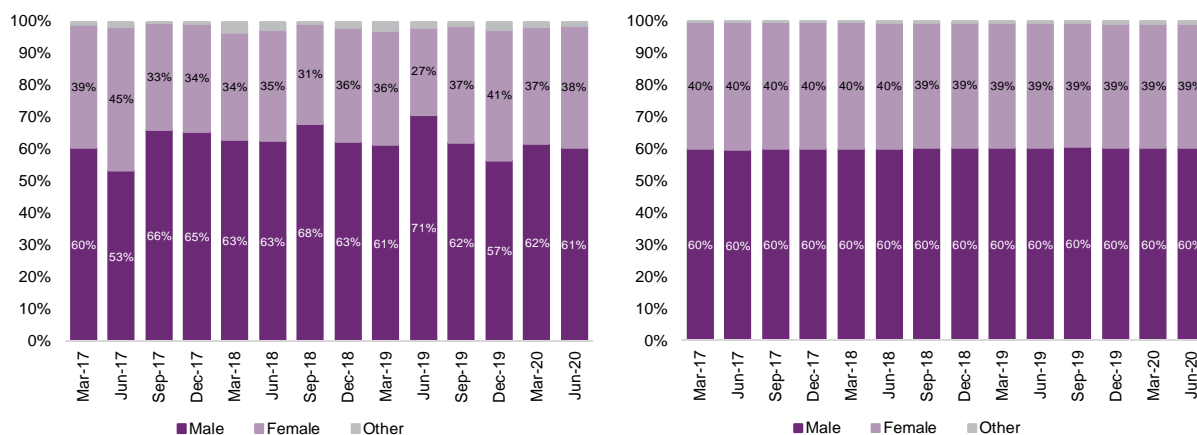


Table L.16 Prevalence rates by age group – Australian Capital Territory

	ACT
0-6	2.97%
7-14	4.42%
15-18	3.07%
19-24	1.64%
25-34	0.91%
35-44	1.10%
45-54	1.48%
55-64	1.95%
Total (aged 0-64)	1.95%

543 Ibid.

544 Ibid.

Part Two: Participant experience and outcomes

Table L.17 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory ⁵⁴⁵

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	Number of questionnaires
Participant 0 to school	202	163	333	398	1,096
Participant school to 14	199	174	273	321	967
Participant 15 to 24	158	73	76	83	390
Participant 25 and over	823	253	307	373	1,756
Total Participant	1,382	663	989	1,175	4,209
Family 0 to 14	336	317	588	706	1,947
Family 15 to 24	42	40	61	50	193
Family 25 and over	24	48	92	132	296
Total Family	402	405	741	888	2,436
Total	1,784	1,068	1,730	2,063	6,645

Table L.18 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	58%			
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		28%		
DL	% who say their child is becoming more independent		45%		
CC	% of children who have a genuine say in decisions about themselves		83%		
CC	% who are happy with the level of independence/control they have now			37%	
CC	% who choose who supports them			51%	68%
CC	% who choose what they do each day			58%	77%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			26%	27%
CC	% who want more choice and control in their life			76%	72%

⁵⁴⁵ Baseline outcomes for participants and/or their families and carers were collected for 92% 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 L.19 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	63%	66%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	59%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		44%		
REL	Of these, % who are welcomed or actively included	61%	72%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			26%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	36%

Table L.20 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		83%		
HM	% who are happy with their home			78%	67%
HM	% who feel safe or very safe in their home			84%	64%
HW	% who rate their health as good, very good or excellent			63%	41%
HW	% who did not have any difficulties accessing health services			76%	62%
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				82%
LL	% unable to do a course or training they wanted to do in the last 12 months				42%
WK	% who have a paid job			28%	29%
WK	% who volunteer			12%	15%

Table L.21 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	8%	13%	10%
% receiving Carer Allowance	19%	25%	17%
% working in a paid job	59%	68%	46%
Of those in a paid job, % in permanent employment	88%	87%	87%
Of those in a paid job, % working 15 hours or more	88%	94%	90%
% who say they (and their partner) are able to work as much as they want	53%	60%	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	81%	96%	92%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	27%	20%	13%
% able to advocate for their child/family member	83%	77%	67%
% who have friends and family they see as often as they like	52%	47%	51%
% 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		46%	
% who feel in control selecting services		48%	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	79%	67%	63%

Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=215) - participants who entered from 1 July 2018 to 30 June 2019 – Australian Capital Territory⁵⁴⁶

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?	84%
REL Has the NDIS improved how your child fits into family life?	81%
S/CP Has the NDIS improved how your child fits into community life?	72%

⁵⁴⁶ Results in Tables L.22 to L.25 exclude participants who entered prior to 1 July 2018, as these participants have been included in Tables L.26 to L.35.

Table L.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=329) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	67%
S/CP	Has the NDIS improved your child's social and recreational life?	64%

Table L.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=73) and ‘Participant 25 and over’ (n=271) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	61%	75%
DL	Has the NDIS helped you with daily living activities?	64%	76%
REL	Has the NDIS helped you to meet more people?	45%	52%
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?	47%	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?	27%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	15%
S/CP	Has the NDIS helped you be more involved?	44%	56%

Table L.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=521); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=115) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	76%	55%
Has the NDIS improved the level of support for your family?	80%	72%
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%	70%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	
Has the NDIS improved your health and wellbeing?	60%	45%

Table L.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=88) - participants who entered from 1 July 2017 to 30 June 2018 – Australian Capital Territory ⁵⁴⁷

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	86%	93%	+7%
DL	Has the NDIS improved your child's access to specialist services?	91%	93%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%	84%	+8%
REL	Has the NDIS improved how your child fits into family life?	69%	80%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	62%	69%	+7%

Table L.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=136) - participants who entered from 1 July 2017 to 30 June 2018 – Australian Capital Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	69%	79%	+9%
LL	Has the NDIS improved your child's access to education?	46%	51%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	59%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	55%	56%	+1%

Table L.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=50) and ‘Participant 25 and over’ (n=152) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	64%	70%	+7%	64%	70%	+6%
DL	Has the NDIS helped you with daily living activities?	71%	72%	+1%	74%	78%	+4%
REL	Has the NDIS helped you to meet more people?	47%	48%	+1%	43%	46%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	15%	-6%	24%	25%	+0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	54%	+6%	54%	61%	+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?	34%	37%	3%	26%	24%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	20%	+3%	19%	15%	-4%
S/CP	Has the NDIS helped you be more involved?	56%	60%	+4%	52%	52%	+1%

⁵⁴⁷ Results in Tables L.26 to L.29 include participants who had their first plan approved between 1 July 2017 to 30 June 2018 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.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=163); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=31) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	70%	72%	+2%	46%	57%	+11%
Has the NDIS improved the level of support for your family?	73%	81%	+8%	71%	68%	-3%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	83%	+6%	58%	63%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	80%	+5%			
Has the NDIS improved your health and wellbeing?	43%	51%	+8%	45%	49%	+4%

Table L.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=79) - participants who entered from 1 July 2016 to 30 June 2017 – Australian Capital Territory⁵⁴⁸

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	94%	100%	97%	+3%
DL	Has the NDIS improved your child's access to specialist services?	91%	96%	97%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%	96%	87%	0%
REL	Has the NDIS improved how your child fits into family life?	73%	78%	73%	+1%
S/CP	Has the NDIS improved how your child fits into community life?	66%	69%	63%	-2%

⁵⁴⁸ Results in Tables L.30 to L.35 include participants who had their first plan approved between 1 July 2016 to 30 June 2017 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 version ‘Participant school to 14’ (n=159) - participants who entered from 1 July 2016 to 30 June 2017 – Australian Capital Territory

	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?	64%	73%	76%	+12%
LL	Has the NDIS improved your child's access to education?	40%	44%	49%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	56%	62%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	53%	58%	+10%

Table L.32 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=107) - participants who entered from 1 July 2016 to 30 June 2017 – Australian Capital Territory

	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?	60%	65%	61%	+1%
	Has the NDIS helped you with daily living activities?	52%	59%	62%	+10%
	Has the NDIS helped you to meet more people?	46%	49%	42%	-4%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	18%	15%	+4%
	Has your involvement with the NDIS improved your health and wellbeing?	49%	52%	50%	+0%
	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%	22%	-7%
	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	13%	-6%
	Has the NDIS helped you be more involved?	44%	54%	52%	+8%

Table L.33 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=527) - participants who entered from 1 July 2016 to 30 June 2017 – Australian Capital Territory

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?	74%	77%	82%	+9%
Has the NDIS helped you with daily living activities?	76%	82%	85%	+10%
Has the NDIS helped you to meet more people?	52%	55%	60%	+7%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	21%	21%	-0%
Has your involvement with the NDIS improved your health and wellbeing?	60%	65%	69%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	30%	29%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	17%	17%	+0%
Has the NDIS helped you be more involved?	59%	63%	66%	+6%

Table L.34 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=144) - participants who entered from 1 July 2016 to 30 June 2017 – Australian Capital Territory

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%	70%	+13%
Has the NDIS improved the level of support for your family?	63%	71%	74%	+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?	71%	77%	78%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	78%	78%	+5%
Has the NDIS improved your health and wellbeing?	38%	43%	46%	+8%

Table L.35 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=26) - participants who entered from 1 July 2016 to 30 June 2017 – Australian Capital Territory

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?	39%	48%	46%	+7%
Has the NDIS improved the level of support for your family?	46%	48%	56%	+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?	42%	50%	57%	+15%
Has the NDIS improved your health and wellbeing?	44%	44%	35%	-9%

Table L.36 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=195), ‘participants in community and social activities’ (n=198) and ‘participants who choose who supports them’ (n=201) at entry, first and second plan review - participants who entered from 1 July 2017 to 30 June 2018 – Australian Capital Territory⁵⁴⁹

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	22%	21%	24%	24%
Aged 25+	34%	34%	32%	
Aged 15+ (Average)	31%	32%	31%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	31%	28%	29%	47%
Aged 25+	44%	45%	45%	
Aged 15+ (Average)	41%	42%	41%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	40%	36%	45%	45%
Aged 25+	72%	66%	65%	
Aged 15+ (Average)	65%	60%	61%	

⁵⁴⁹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

Table L.37 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=612), 'participants in community and social activities' (n=613) and 'participants who choose who supports them' (n=630) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 June 2017 – Australian Capital Territory ⁵⁵⁰

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	24%	32%	36%	34%	24%
Aged 25+	33%	32%	30%	32%	
Aged 15+ (Average)	32%	32%	30%	32%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	28%	35%	30%	36%	47%
Aged 25+	37%	41%	46%	49%	
Aged 15+ (Average)	36%	40%	44%	47%	
Participants who choose who supports them	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	49%	52%	53%	47%	45%
Aged 25+	66%	69%	68%	70%	
Aged 15+ (Average)	65%	67%	67%	68%	

Table L.38 Number of active plans by goal type and primary disability – Australian Capital Territory ⁵⁵¹

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	57	128	126	27	39	132	58	49	185
Autism	412	1,824	831	677	967	1,200	150	409	2,147
Cerebral Palsy	75	219	166	59	48	163	57	64	275
Developmental Delay	136	654	275	356	321	172	19	0	704
Down Syndrome	53	189	131	42	55	153	56	95	223
Global Developmental Delay	26	148	65	88	78	37	4	0	165
Hearing Impairment	105	291	91	79	58	170	63	64	405
Intellectual Disability	255	891	521	253	334	704	238	347	1,145
Multiple Sclerosis	65	131	127	8	22	94	65	42	183
Psychosocial disability	239	576	644	186	214	647	355	286	952
Spinal Cord Injury	14	51	43	13	8	35	21	20	69
Stroke	30	84	67	8	16	66	22	22	111
Visual Impairment	51	143	68	41	12	102	39	47	166
Other Neurological	92	253	196	49	60	201	88	54	336
Other Physical	116	388	324	53	63	275	129	83	507
Other Sensory/Speech	31	88	33	49	37	46	4	3	109
Other	8	23	11	4	4	14	6	4	25
Total	1,765	6,081	3,719	1,992	2,336	4,211	1,374	1,589	7,707

⁵⁵⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

⁵⁵¹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table L.39 Number of goals in active plans by goal type and primary disability – Australian Capital Territory ⁵⁵²

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	67	206	149	32	44	156	68	52	774
Autism	516	3,736	996	848	1,168	1,481	159	446	9,350
Cerebral Palsy	93	402	198	73	52	198	62	65	1,143
Developmental Delay	160	1,660	349	474	379	195	19	0	3,236
Down Syndrome	61	342	142	51	61	187	58	106	1,008
Global Developmental Delay	31	435	80	125	87	46	5	0	809
Hearing Impairment	119	479	103	93	67	208	67	68	1,204
Intellectual Disability	297	1,545	635	318	382	870	256	390	4,693
Multiple Sclerosis	77	198	161	9	26	112	68	48	699
Psychosocial disability	296	802	812	210	241	749	394	316	3,820
Spinal Cord Injury	18	80	55	16	8	50	25	22	274
Stroke	37	146	80	9	21	78	25	22	418
Visual Impairment	60	236	79	48	15	119	41	51	649
Other Neurological	118	421	242	58	67	227	99	61	1,293
Other Physical	139	596	397	56	67	313	143	92	1,803
Other Sensory/Speech	35	155	42	60	50	54	4	4	404
Other	8	40	13	5	4	16	6	5	97
Total	2,132	11,479	4,533	2,485	2,739	5,059	1,499	1,748	31,674

Table L.40 Number of active plans by goal type and age group – Australian Capital Territory ⁵⁵³

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	236	1,097	486	599	570	306	37	0	1,189
7 to 14	323	1,679	603	623	812	939	31	15	1,886
15 to 18	124	478	231	170	202	369	32	163	588
19 to 24	171	499	309	159	138	381	133	405	679
25 to 34	170	467	358	130	148	437	194	330	653
35 to 44	217	479	442	111	145	443	230	251	695
45 to 54	203	537	509	96	131	531	289	243	787
55 to 64	232	581	533	70	140	569	315	158	849
65+	89	264	248	34	50	236	113	24	381
Total	1,765	6,081	3,719	1,992	2,336	4,211	1,374	1,589	7,707

⁵⁵² Participants have set over two million goals in total across Australia since July 2016. The 31,674 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

⁵⁵³ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table L.41 Number of goals in active plans by goal type and age group – Australian Capital Territory ⁵⁵⁴

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	286	2,936	608	817	672	348	38	0	5,705
7 to 14	393	3,618	742	780	990	1,174	36	15	7,748
15 to 18	148	791	274	205	238	439	32	176	2,303
19 to 24	216	738	358	182	151	453	143	456	2,697
25 to 34	195	701	420	156	162	519	208	358	2,719
35 to 44	266	703	534	122	169	526	250	282	2,852
45 to 54	247	788	627	107	142	644	314	260	3,129
55 to 64	282	842	657	75	161	670	358	175	3,220
65+	99	362	313	41	54	286	120	26	1,301
Total	2,132	11,479	4,533	2,485	2,739	5,059	1,499	1,748	31,674

⁵⁵⁴ Participants have set over two million goals in total across Australia since July 2016. The 31,674 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

Table L.42 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q4 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 Q4
Access	n = 52	n = 8
Are you happy with how coming into the NDIS has gone?	71%	N/A
Was the person from the NDIS respectful?	92%	N/A
Do you understand what will happen next with your plan?	71%	N/A
% of participants rating their overall experience as Very Good or Good.	63%	N/A
Pre-planning	n = 135	n = 46
Did the person from the NDIS understand how your disability affects your life?	87%	76%
Did you understand why you needed to give the information you did?	95%	100%
Were decisions about your plan clearly explained?	81%	87%
Are you clear on what happens next with your plan?	82%	89%
Do you know where to go for more help with your plan?	82%	91%
% of participants rating their overall experience as Very Good or Good.	80%	76%
Planning	n = 154	n = 39
Did the person from the NDIS understand how your disability affects your life?	90%	97%
Did you understand why you needed to give the information you did?	95%	100%
Were decisions about your plan clearly explained?	77%	90%
Are you clear on what happens next with your plan?	84%	87%
Do you know where to go for more help with your plan?	83%	90%
% of participants rating their overall experience as Very Good or Good.	75%	87%
Plan review	n = 126	n = 20
Did the person from the NDIS understand how your disability affects your life?	82%	N/A
Did you feel prepared for your plan review?	91%	N/A
Is your NDIS plan helping you to make progress towards your goals?	87%	N/A
% of participants rating their overall experience as Very Good or Good.	75%	N/A

Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{555 556}

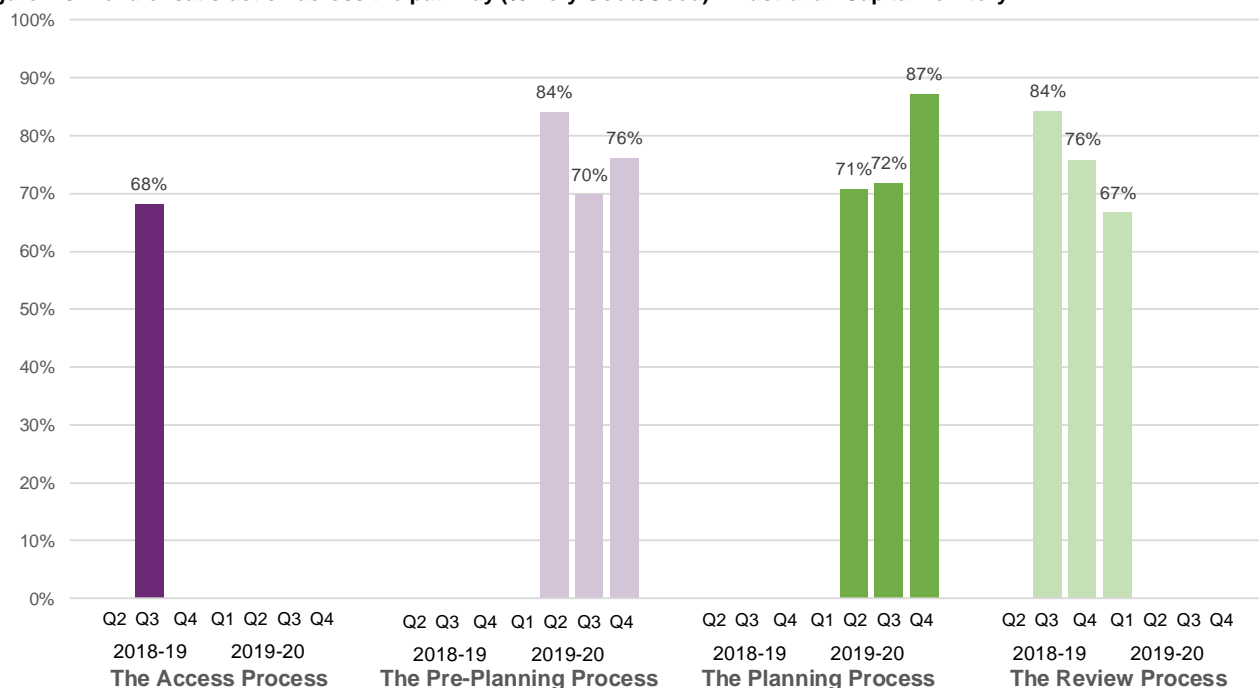
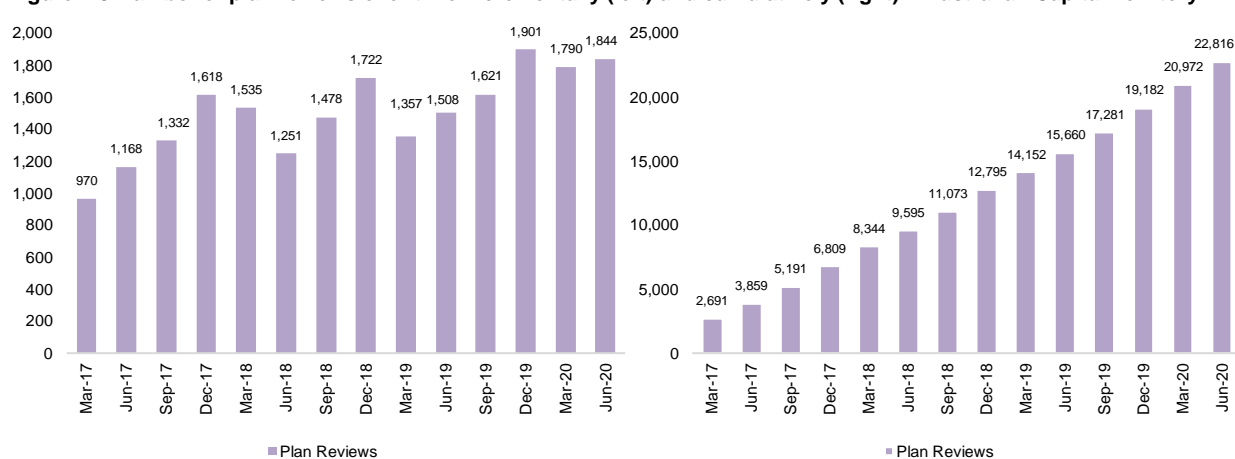


Table L.43 Plan reviews conducted per quarter – excluding plans less than 30 days – Australian Capital Territory ⁵⁵⁷

	Prior Quarters (Transition only)	2019-20 Q4	Transition Total
Total plan reviews	20,972	1,844	22,816
<i>Early intervention plans</i>	6,397	615	7,012
<i>Permanent disability plans</i>	14,575	1,229	15,804

Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory



⁵⁵⁵ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵⁵⁶ Participant satisfaction results are not shown if there is insufficient data in the group.

⁵⁵⁷ 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q4. In previous quarterly reports complaints submitted during the most recent quarter have been excluded from results, as it was understood they may be impacted by a lag in data collection. However, due to recent improvements in complaints data capture and processing, any such lags are now deemed to be immaterial.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table L.44 shows the numbers of complaints in 2019-20 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

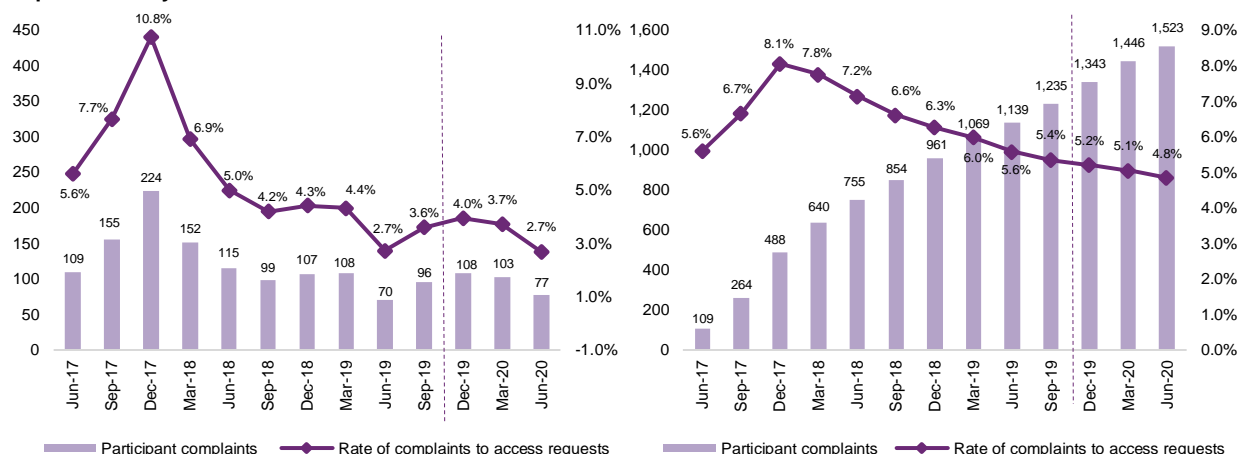
Table L.45 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table L.46.

Table L.46 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2019-20 Q4. This table should be considered in conjunction with Table L.45. The list of complaint types is different to that which appears in Table L.45, as it is based on the options available on the 'My Customer Requests' tile.

Table L.44 Complaints by quarter – Australian Capital Territory ^{558 559 560}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	3	0	3	3
Complaint about LAC Partner	9	2	11	11
Complaints about service providers	82	2	84	73
Complaints about the Agency	1,503	61	1,564	955
Critical/ Reportable Incident	10	12	22	22
Unclassified	173	0	173	151
Total	1,780	77	1,857	1,102
Total complaints made since 1 April 2017	1,446	77	1,523	
Complaints since 1 April 2017 as % of all access requests	5.1%	2.7%	4.8%	

Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁶¹



⁵⁵⁸ Note that 64% of all complainants made only one complaint, 22% made two complaints and 14% made three or more complaints.

⁵⁵⁹ % 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.

⁵⁶⁰ Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

⁵⁶¹ Ibid.

Table L.45 Complaints by type ('My Feedback' tile) – Australian Capital Territory

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	12	(15%)
Service Delivery	22	(28%)
Staff conduct	9	(11%)
Provider process	14	(18%)
Provider costs.	7	(9%)
Other	16	(20%)
Total	80	
<i>Complaints about the Agency</i>		
Timeliness	417	(31%)
Individual needs	195	(14%)
Reasonable and necessary supports	136	(10%)
Information unclear	40	(3%)
The way the NDIA carried out its decision making	59	(4%)
Other	516	(38%)
Total	1,363	
<i>Unclassified</i>	173	
Participants total	1,616	

Table L.46 Complaints by type ('My Customer Requests' tile) – Australian Capital Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	1	(33%)	0		1	(33%)
ECEI Process	1	(33%)	0		1	(33%)
ECEI Staff	0	(0%)	0		0	(0%)
ECEI Timeliness	0	(0%)	0		0	(0%)
Other	1	(33%)	0		1	(33%)
Total	3		0		3	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(11%)	0	(0%)	1	(9%)
LAC Plan	1	(11%)	1	(50%)	2	(18%)
LAC Process	1	(11%)	0	(0%)	1	(9%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	5	(56%)	1	(50%)	6	(55%)
LAC Timeliness	1	(11%)	0	(0%)	1	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	9		2		11	
<i>Complaints about service providers</i>						
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	2	(67%)	0	(0%)	2	(50%)
Provider Service	1	(33%)	1	(100%)	2	(50%)
Provider Staff	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	3		1		4	
<i>Complaints about the Agency</i>						
NDIA Access	16	(11%)	4	(7%)	20	(10%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	19	(13%)	11	(18%)	30	(15%)
NDIA Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
NDIA Plan	34	(24%)	24	(40%)	58	(29%)
NDIA Process	16	(11%)	8	(13%)	24	(12%)
NDIA Resources	2	(1%)	1	(2%)	3	(1%)
NDIA Staff	11	(8%)	4	(7%)	15	(7%)
NDIA Timeliness	41	(29%)	8	(13%)	49	(24%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	141		60		201	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	2	(20%)	2	(17%)	4	(18%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	1	(10%)	2	(17%)	3	(14%)
Participant threat	2	(20%)	4	(33%)	6	(27%)
Provider reporting	5	(50%)	4	(33%)	9	(41%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	10		12		22	
<i>Unclassified</i>	0		0		0	
Participants total	166		75		241	

Figure L.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Australian Capital Territory⁵⁶²

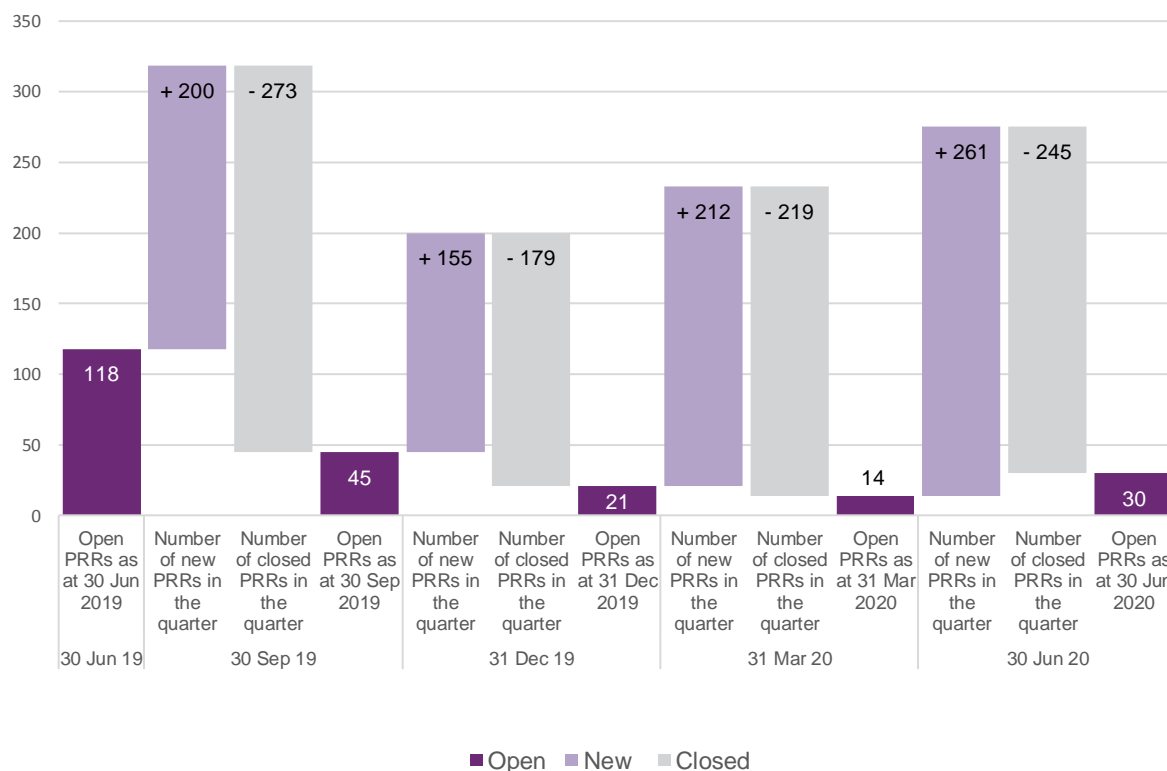
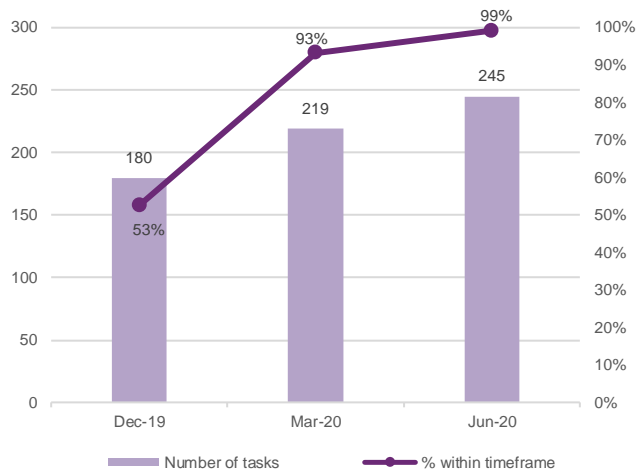


Figure L.12 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – Australian Capital Territory⁵⁶³



⁵⁶² Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart. For this reason the number of Participants Requested Reviews closed in the quarter may be lower than what is shown in the following chart.

⁵⁶³ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

Table L.47 Summary of Open Participant Requested Reviews (PRRs) (s48) – Australian Capital Territory⁵⁶⁴

	As at 30 June 2020
Open PRRs	30
Number of PRRs open less than 21 days	30
Number of PRRs open more than 21 days	0
New PRRs in the quarter	261
Number of PRRs closed in the quarter	245
Proportion closed within 21 days	99%
Average days PRRs took to close in the quarter	7

Figure L.13 RoRDs received and closed by quarter and open at the end of each quarter – Australian Capital Territory



Table L.48 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Australian Capital Territory^{565 566}

	Access	Planning
Open RoRDs	4	36
Number of RoRDs open less than 90 days	4	36
Number of RoRDs open more than 90 days	0	0
New RoRDs in the quarter	23	161
Number of RoRDs closed in the quarter	21	261
Proportion closed within 90 days	95%	80%
Average days RoRDs took to close in the quarter	18	52

⁵⁶⁴ Participant Requested Reviews (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.

⁵⁶⁵ 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.

⁵⁶⁶ 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.

Figure L.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Australian Capital Territory ⁵⁶⁷

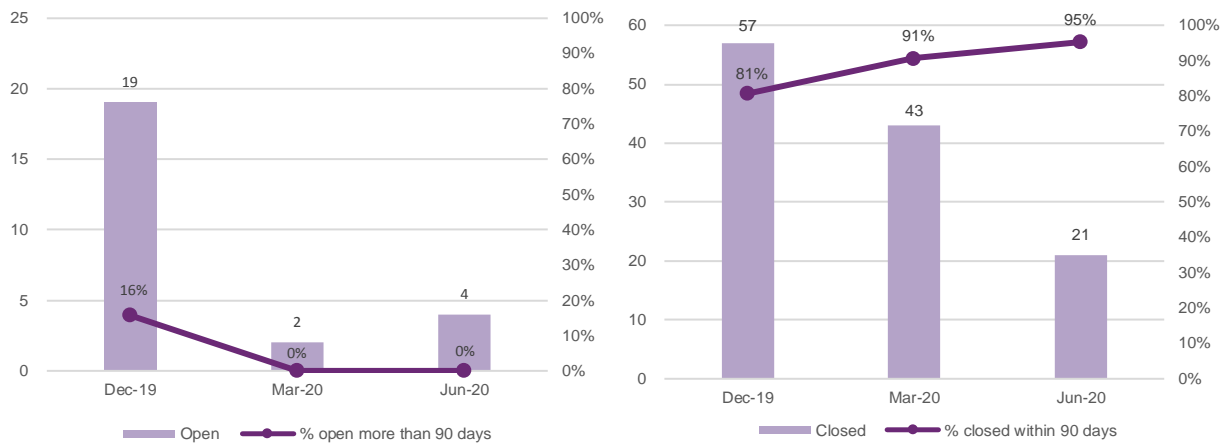


Figure L.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Australian Capital Territory ⁵⁶⁸

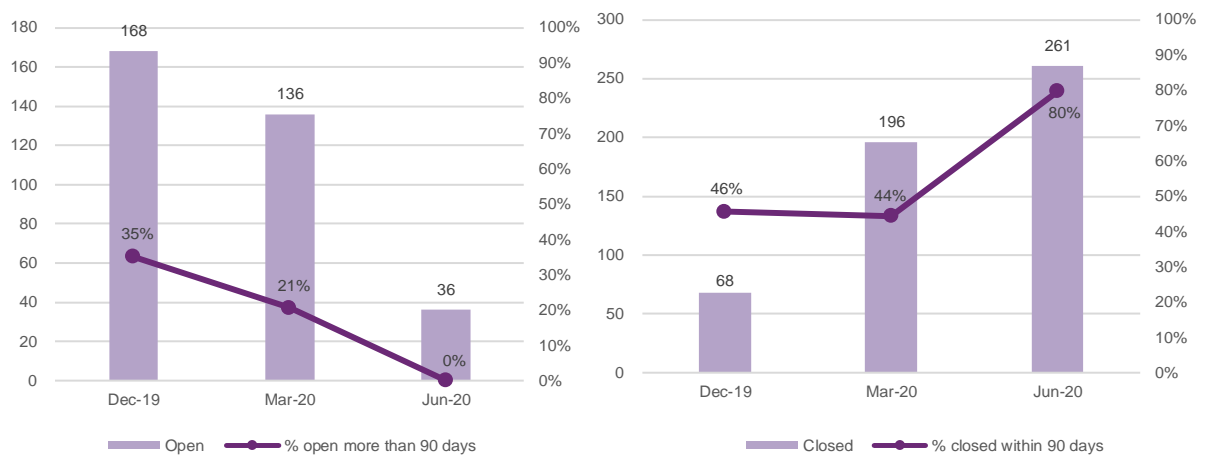


Table L.49 AAT Cases by category – Australian Capital Territory ⁵⁶⁹

Category	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Access	141	51%	<11		147	50%
Plan	103	37%	<11		109	37%
Plan Review	21	8%	<11		22	8%
Other	13	5%	<11		14	5%
Total	278	100%	14	100%	292	100%
% of all access decisions	0.78%		0.52%		0.76%	

⁵⁶⁷ Numbers of open and closed RoRDs have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

⁵⁶⁸ Ibid.

⁵⁶⁹ % 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 L.16 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁷⁰

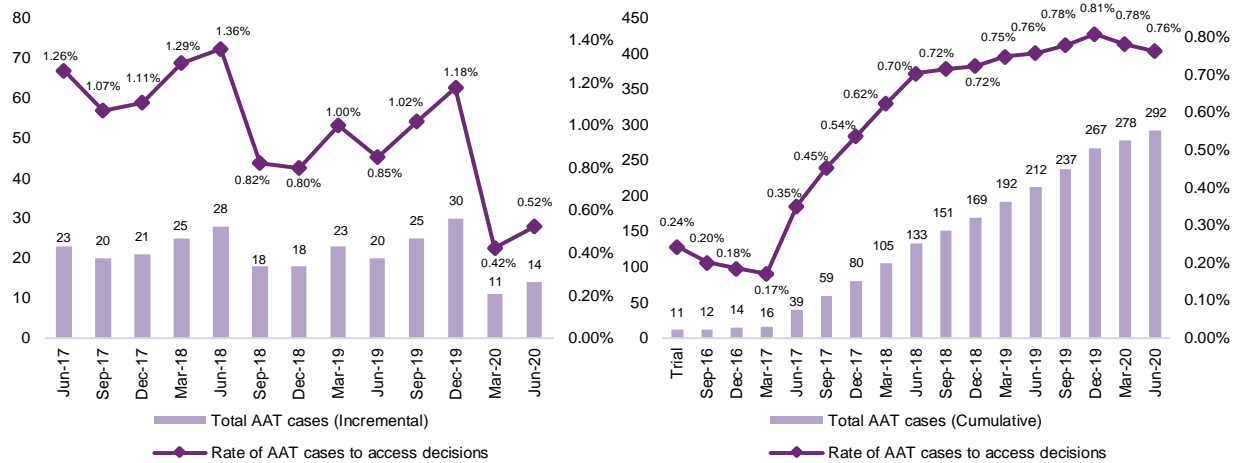
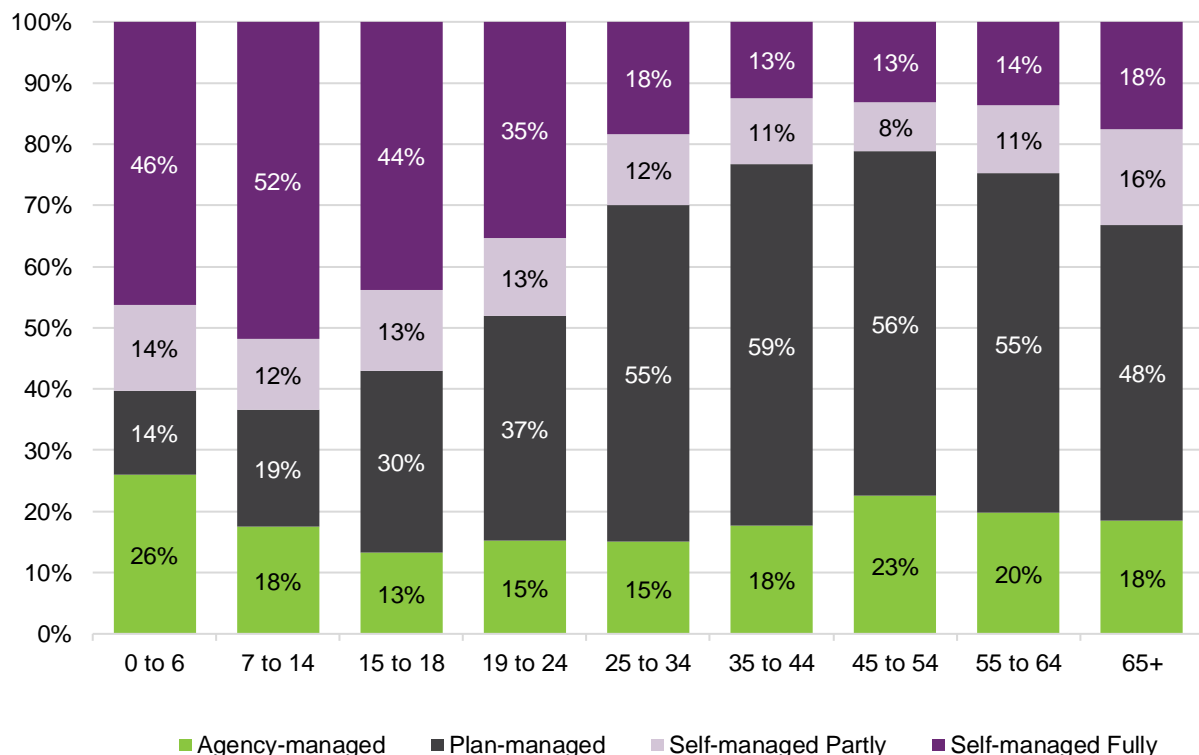


Table L.50 AAT cases by open/closed and decision – Australian Capital Territory

	N
AAT Cases	292
Open AAT Cases	40
Closed AAT Cases	252
<i>Resolved before hearing</i>	247
<i>Gone to hearing and received a substantive decision</i>	<11

Figure L.17 Distribution of active participants by method of financial plan management and age group as at 30 June 2020 – Australian Capital Territory ^{571 572}



⁵⁷⁰ There are insufficient numbers to show the incremental count of AAT cases prior to the June 2017 quarter.

⁵⁷¹ For the total number of active participants in each age group, see Table L.14.

⁵⁷² Participants can use more than one method to manage their funding. These results are based on 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.

Figure L.18 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2020 – Australian Capital Territory ^{573 574}

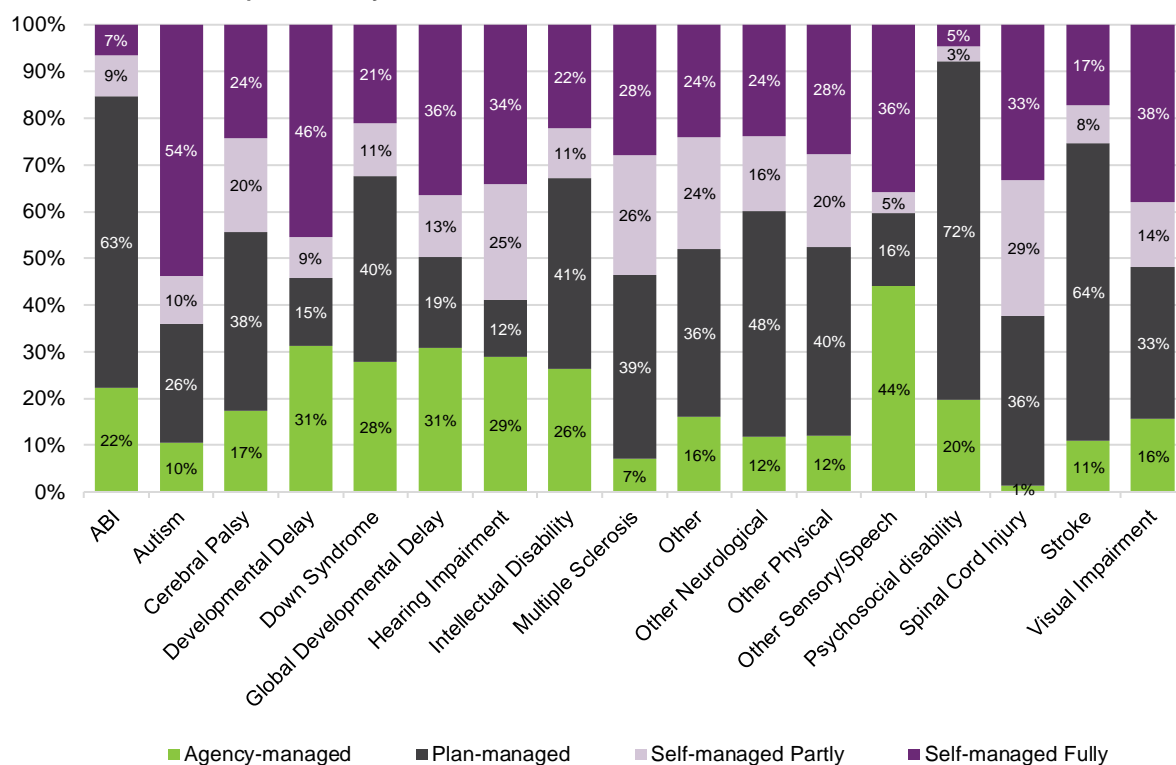


Table L.51 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory ⁵⁷⁵

	Prior Quarters	2019-20 Q4	Total
Self-managed fully	33%	31%	33%
Self-managed partly	12%	13%	12%
Plan-managed	35%	41%	37%
Agency-managed	20%	15%	19%
Total	100%	100%	100%

⁵⁷³ For the total number of active participants in each primary disability group, see Table L.12.

⁵⁷⁴ Participants can use more than one method to manage their funding. These results are based on 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.

⁵⁷⁵ Ibid.

Figure L.19 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁷⁶

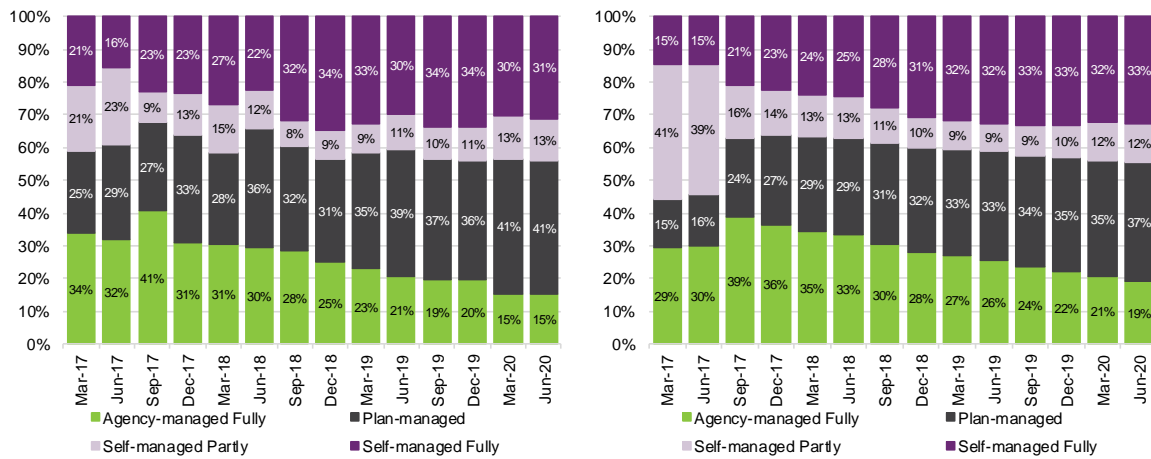


Table L.52 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2019-20 Q4	Total
Self-managed	19%	20%	19%
Plan-managed	38%	50%	39%
Agency-managed	44%	30%	42%
Total	100%	100%	100%

Figure L.20 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory

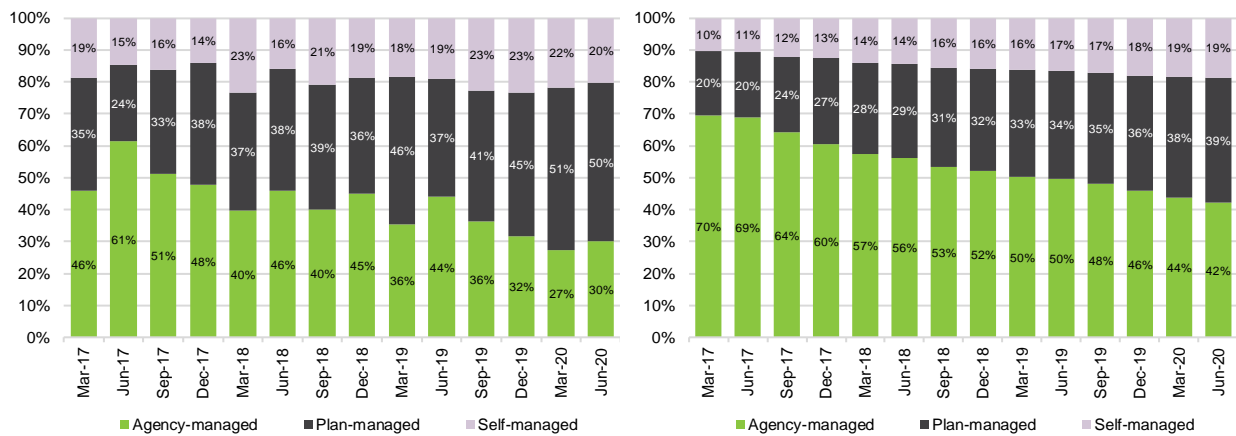


Table L.53 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2019-20 Q4	Total
Support coordination	34%	39%	36%

⁵⁷⁶ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Data is not available prior to March 2017.

Table L.54 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory ⁵⁷⁷

	Prior Quarters (Transition Only)		2019-20 Q2	
	N	%	N	%
Plan activation				
Less than 30 days	2,110	58%	150	48%
30 to 59 days	531	15%	48	15%
60 to 89 days	239	7%	41	13%
Activated within 90 days	2,880	79%	239	76%
90 to 119 days	127	4%	15	5%
120 days and over	483	13%	11	3%
Activated after 90 days	610	17%	26	8%
No payments	134	4%	50	16%
Total plans approved	3,624	100%	315	100%

Table L.55 Proportion of participants who have activated within 12 months – Australian Capital Territory

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	244	263	93%
Not Aboriginal and Torres Strait Islander	5,199	5,412	96%
Not Stated	792	845	94%
Total	6,235	6,520	96%
by Culturally and Linguistically Diverse status			
CALD	667	695	96%
Not CALD	5,467	5,724	96%
Not Stated	101	101	100%
Total	6,235	6,520	96%
by Remoteness			
Major Cities	6,145	6,427	96%
Regional	88	91	97%
Remote	<11	<11	
Missing	<11	<11	
Total	6,235	6,520	96%
by Primary Disability type			
Autism	1,768	1,864	95%
Intellectual Disability (including Down Syndrome)	1,257	1,314	96%
Psychosocial Disability	798	831	96%
Developmental Delay (including Global Developmental Delay)	445	461	97%
Other	1,967	2,050	96%
Total	6,235	6,520	96%

⁵⁷⁷ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table L.56 Distribution of plans by utilisation – Australian Capital Territory ^{578 579}

Plan utilisation	Total
0 to 50%	37%
50% to 75%	21%
> 75%	42%
Total	100%

Table L.57 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory ⁵⁸⁰

	Prior Quarters	2019-20 Q4	Total
Daily Activities	7%	9%	8%
Health & Wellbeing	54%	58%	55%
Lifelong Learning	22%	21%	22%
Other	15%	16%	15%
Non-categorised	23%	19%	22%
Any mainstream service	92%	93%	92%

Part Three: Providers and the growing market

Table L.58 Key markets indicators by quarter – Australian Capital Territory ^{581 582}

Market indicators	Prior Quarters	2019-20 Q4
a) Average number of active providers per active participant	0.98	0.95
b) Number of providers delivering new types of supports	67	71
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	76%	78%
<i>Therapeutic Supports (%)</i>	91%	91%
<i>Participation in community, social and civic activities (%)</i>	89%	92%
<i>Early Intervention supports for early childhood (%)</i>	78%	76%
<i>Daily Personal Activities (%)</i>	94%	94%

Table L.59 Cumulative number of providers that have been ever active as at 30 June 2020 by quarter of activity – Australian Capital Territory ⁵⁸³

Activity	Number of providers
Active for the first time in 2019-20 Q4	27
Active in 2019-20 Q4 and also in previous quarters	333
Active in 2019-20 Q4	360
Inactive in 2019-20 Q4	672
Active ever	1,032

⁵⁷⁸ 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.

⁵⁷⁹ This table only considers participants with initial plans approved up to 31 December 2019, and includes committed supports and payments for supports provided up to 31 March 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁵⁸⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁵⁸¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵⁸² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵⁸³ Active providers refer to those who have received payment for support Agency-managed participants.

Table L.60 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory ⁵⁸⁴

Registration Group	Prior Quarters	2019-20 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	18	1	19	6%
Assistance Animals	13	0	13	0%
Assistance with daily life tasks in a group or shared living arrangement	85	6	91	7%
Assistance with travel/transport arrangements	73	0	73	0%
Daily Personal Activities	175	6	181	3%
Group and Centre Based Activities	92	0	92	0%
High Intensity Daily Personal Activities	110	2	112	2%
Household tasks	183	7	190	4%
Interpreting and translation	20	0	20	0%
Participation in community, social and civic activities	181	1	182	1%
Assistive Technology				
Assistive equipment for recreation	35	2	37	6%
Assistive products for household tasks	25	1	26	4%
Assistance products for personal care and safety	207	11	218	5%
Communication and information equipment	42	10	52	24%
Customised Prosthetics	87	2	89	2%
Hearing Equipment	25	1	26	4%
Hearing Services	11	0	11	0%
Personal Mobility Equipment	120	5	125	4%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	23	1	24	4%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	179	5	184	3%
Behaviour Support	79	3	82	4%
Community nursing care for high needs	32	3	35	9%
Development of daily living and life skills	113	4	117	4%
Early Intervention supports for early childhood	163	0	163	0%
Exercise Physiology and Physical Wellbeing activities	79	2	81	3%
Innovative Community Participation	36	1	37	3%
Specialised Driving Training	19	1	20	5%
Therapeutic Supports	427	9	436	2%
Capital services				
Home modification design and construction	41	1	42	2%
Specialist Disability Accommodation	5	1	6	20%
Vehicle Modifications	23	1	24	4%
Choice and control support services				
Management of funding for supports in participants plan	94	5	99	5%
Support Coordination	38	2	40	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	40	3	43	8%
Specialised Supported Employment	20	0	20	0%
Total approved active providers	1,005	27	1,032	3%

⁵⁸⁴ 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.61 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2020 – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	5	14	19	26%	74%	100%
Assistance Animals	2	11	13	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	7	84	91	8%	92%	100%
Assistance with travel/transport arrangements	7	66	73	10%	90%	100%
Daily Personal Activities	18	163	181	10%	90%	100%
Group and Centre Based Activities	6	86	92	7%	93%	100%
High Intensity Daily Personal Activities	9	103	112	8%	92%	100%
Household tasks	46	144	190	24%	76%	100%
Interpreting and translation	3	17	20	15%	85%	100%
Participation in community, social and civic activities	21	161	182	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	4	33	37	11%	89%	100%
Assistive products for household tasks	1	25	26	4%	96%	100%
Assistance products for personal care and safety	19	199	218	9%	91%	100%
Communication and information equipment	5	47	52	10%	90%	100%
Customised Prosthetics	8	81	89	9%	91%	100%
Hearing Equipment	1	25	26	4%	96%	100%
Hearing Services	1	10	11	9%	91%	100%
Personal Mobility Equipment	19	106	125	15%	85%	100%
Specialised Hearing Services	1	14	15	7%	93%	100%
Vision Equipment	3	21	24	13%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	27	157	184	15%	85%	100%
Behaviour Support	21	61	82	26%	74%	100%
Community nursing care for high needs	2	33	35	6%	94%	100%
Development of daily living and life skills	12	105	117	10%	90%	100%
Early Intervention supports for early childhood	58	105	163	36%	64%	100%
Exercise Physiology and Physical Wellbeing activities	21	60	81	26%	74%	100%
Innovative Community Participation	10	27	37	27%	73%	100%
Specialised Driving Training	2	18	20	10%	90%	100%
Therapeutic Supports	154	282	436	35%	65%	100%
Capital services						
Home modification design and construction	2	40	42	5%	95%	100%
Specialist Disability Accommodation	0	6	6	0%	100%	100%
Vehicle Modifications	3	21	24	13%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	14	85	99	14%	86%	100%
Support Coordination	8	32	40	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	40	43	7%	93%	100%
Specialised Supported Employment	1	19	20	5%	95%	100%
Total	259	773	1,032	25%	75%	100%

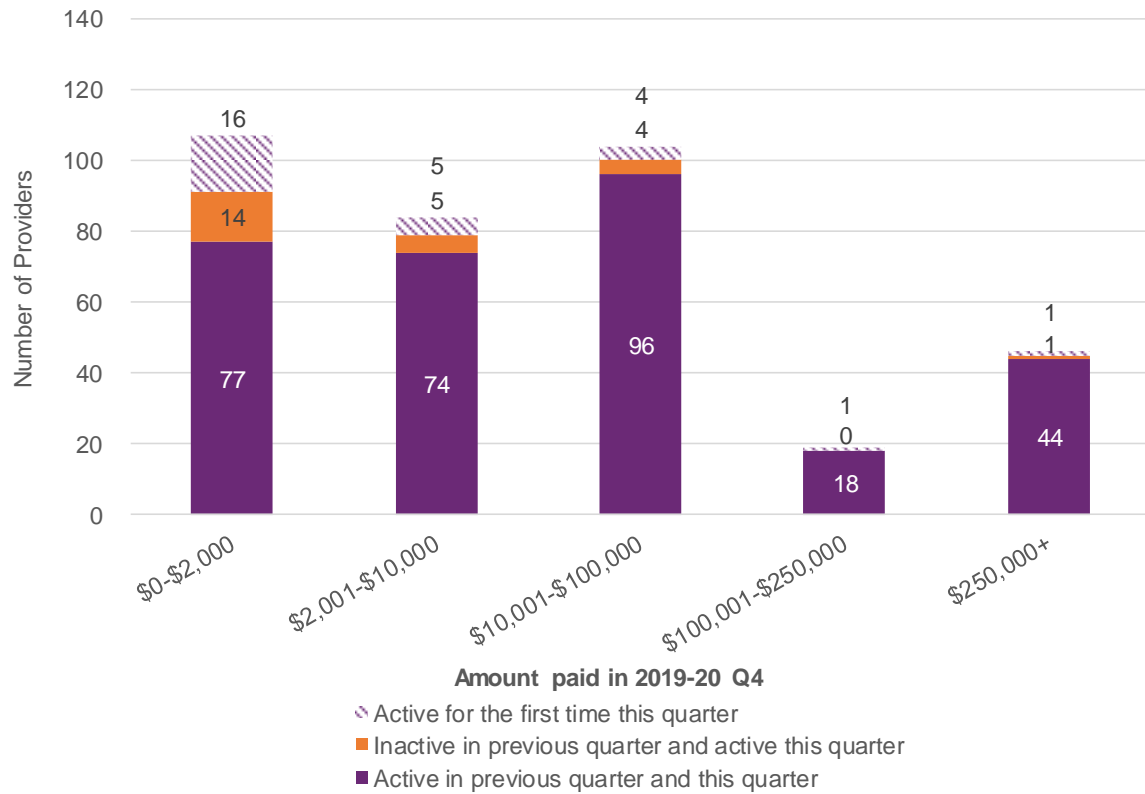
Table L.62 Number and proportion of providers active in 2019-20 Q4 by registration group and first quarter of activity – Australian Capital Territory

Registration Group	Active in previous quarters and in 2019-20 Q4	Active for the first time in 2019-20 Q4	Total	% active for the first time in 2019-20 Q4
Assistance services				
Accommodation / Tenancy Assistance	3	1	4	25%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	48	6	54	11%
Assistance with travel/transport arrangements	25	0	25	0%
Daily Personal Activities	73	6	79	8%
Group and Centre Based Activities	33	0	33	0%
High Intensity Daily Personal Activities	39	2	41	5%
Household tasks	70	7	77	9%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	86	1	87	1%
Assistive Technology				
Assistive equipment for recreation	2	2	4	50%
Assistive products for household tasks	0	1	1	100%
Assistance products for personal care and safety	69	11	80	14%
Communication and information equipment	15	10	25	40%
Customised Prosthetics	23	2	25	8%
Hearing Equipment	5	1	6	17%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	31	5	36	14%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	8	1	9	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	84	5	89	6%
Behaviour Support	34	3	37	8%
Community nursing care for high needs	15	3	18	17%
Development of daily living and life skills	38	4	42	10%
Early Intervention supports for early childhood	39	0	39	0%
Exercise Physiology and Physical Wellbeing activities	31	2	33	6%
Innovative Community Participation	8	1	9	11%
Specialised Driving Training	4	1	5	20%
Therapeutic Supports	135	9	144	6%
Capital services				
Home modification design and construction	9	1	10	10%
Specialist Disability Accommodation	2	1	3	33%
Vehicle Modifications	3	1	4	25%
Choice and control support services				
Management of funding for supports in participants plan	59	5	64	8%
Support Coordination	7	2	9	22%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	13	3	16	19%
Specialised Supported Employment	11	0	11	0%
Total	333	27	360	8%

Table L.63 Number and proportion of providers active in 2019-20 Q4 in each registration group by legal entity type – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	3	4	25%	75%	100%
Assistance Animals	2	2	4	50%	50%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	49	54	9%	91%	100%
Assistance with travel/transport arrangements	4	21	25	16%	84%	100%
Daily Personal Activities	10	69	79	13%	87%	100%
Group and Centre Based Activities	5	28	33	15%	85%	100%
High Intensity Daily Personal Activities	3	38	41	7%	93%	100%
Household tasks	19	58	77	25%	75%	100%
Interpreting and translation	2	5	7	29%	71%	100%
Participation in community, social and civic activities	12	75	87	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	1	3	4	25%	75%	100%
Assistive products for household tasks	0	1	1	0%	100%	100%
Assistance products for personal care and safety	12	68	80	15%	85%	100%
Communication and information equipment	3	22	25	12%	88%	100%
Customised Prosthetics	1	24	25	4%	96%	100%
Hearing Equipment	1	5	6	17%	83%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	5	31	36	14%	86%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	2	7	9	22%	78%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	15	74	89	17%	83%	100%
Behaviour Support	7	30	37	19%	81%	100%
Community nursing care for high needs	2	16	18	11%	89%	100%
Development of daily living and life skills	8	34	42	19%	81%	100%
Early Intervention supports for early childhood	8	31	39	21%	79%	100%
Exercise Physiology and Physical Wellbeing activities	6	27	33	18%	82%	100%
Innovative Community Participation	2	7	9	22%	78%	100%
Specialised Driving Training	1	4	5	20%	80%	100%
Therapeutic Supports	43	101	144	30%	70%	100%
Capital services						
Home modification design and construction	1	9	10	10%	90%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	1	3	4	25%	75%	100%
Choice and control support services						
Management of funding for supports in participants plan	13	51	64	20%	80%	100%
Support Coordination	1	8	9	11%	89%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	15	16	6%	94%	100%
Specialised Supported Employment	1	10	11	9%	91%	100%
Total	80	280	360	22%	78%	100%

Figure L.21 Distribution of active providers in 2019-20 Q4 by their status in 2019-20 Q3 and payment band in 2019-20 Q4 – Australian Capital Territory ⁵⁸⁵



Part Four: Financial sustainability

Table L.64 Committed supports by financial year (\$m) – Australian Capital Territory

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	0.3	26.3	131.3	269.8	309.4	370.9	455.3

⁵⁸⁵ Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

Figure L.22 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 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Australian Capital Territory

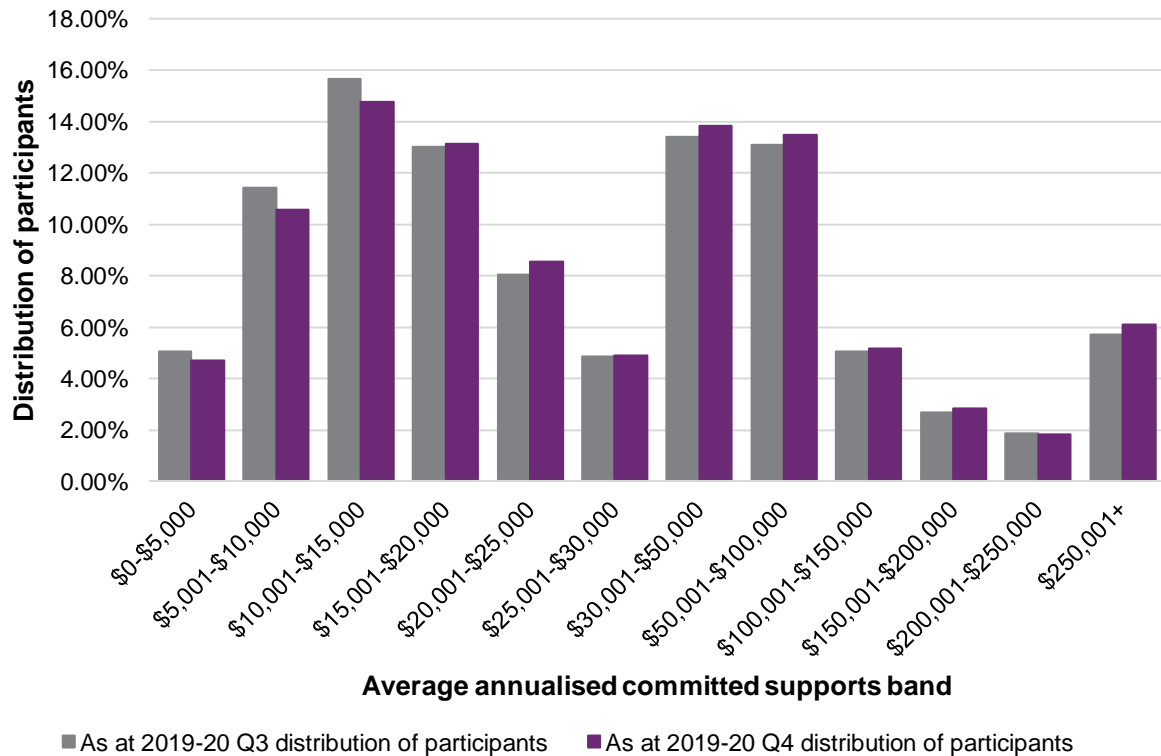


Figure L.23 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Australian Capital Territory

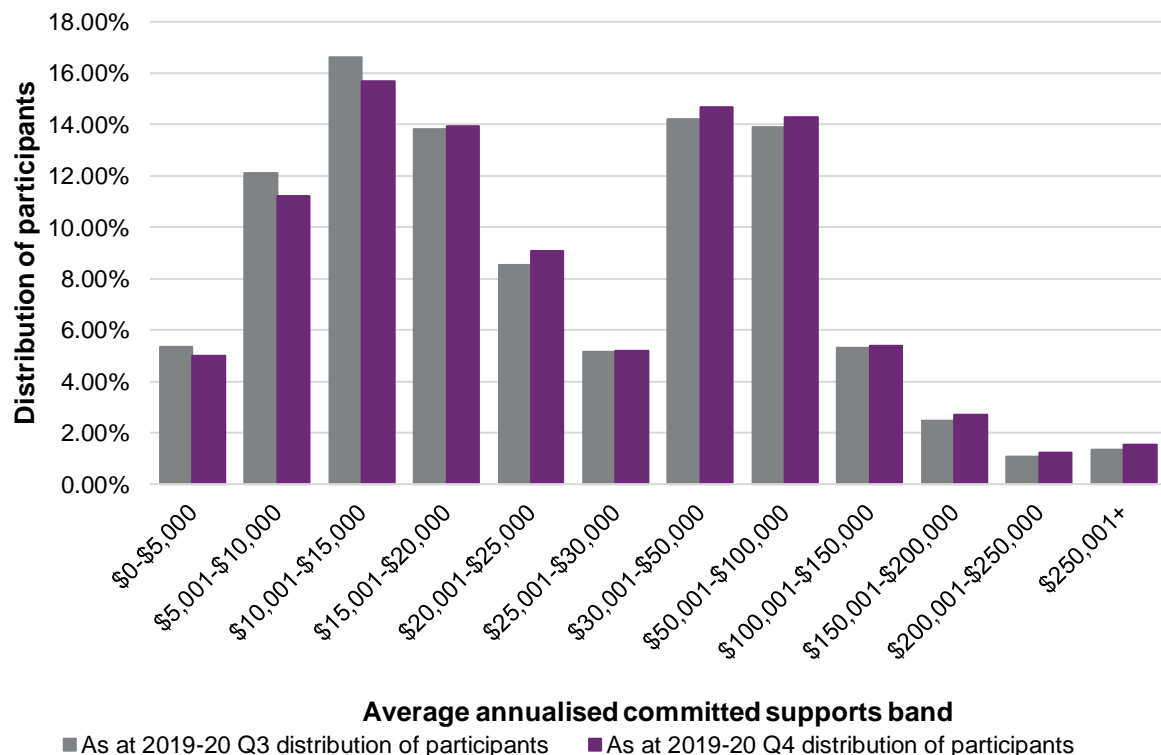


Figure L.24 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Australian Capital Territory

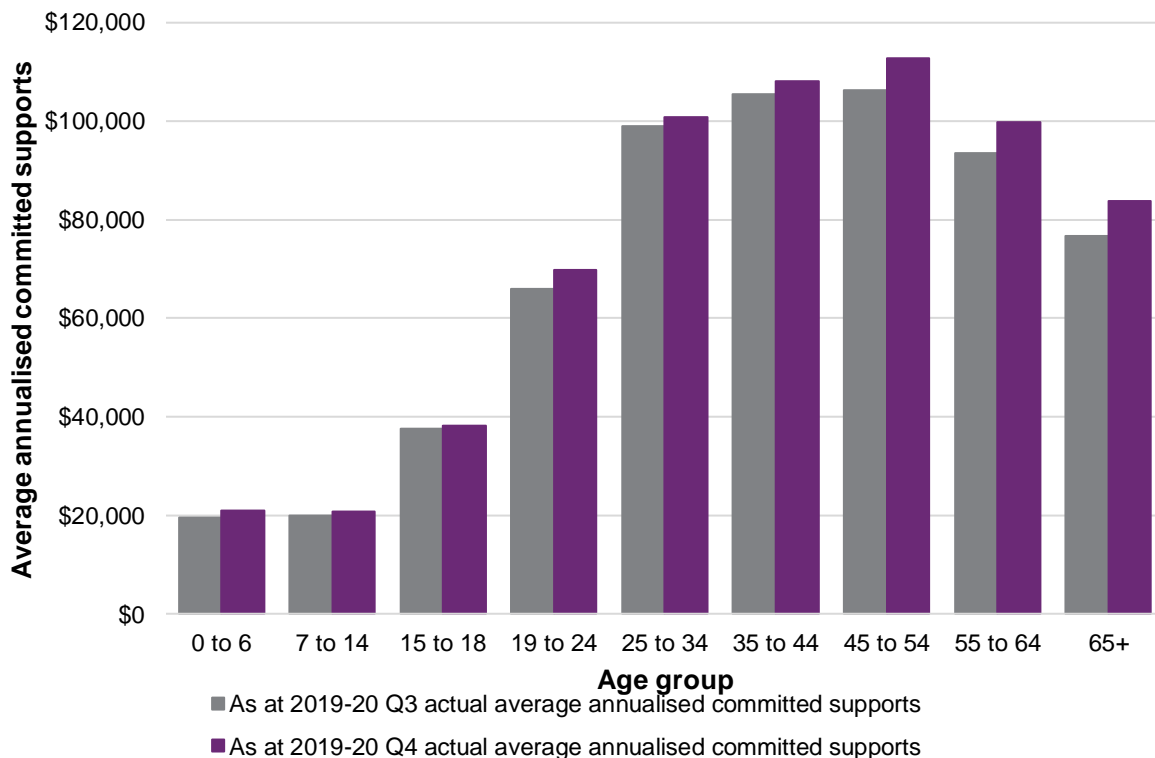


Figure L.25 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Australian Capital Territory

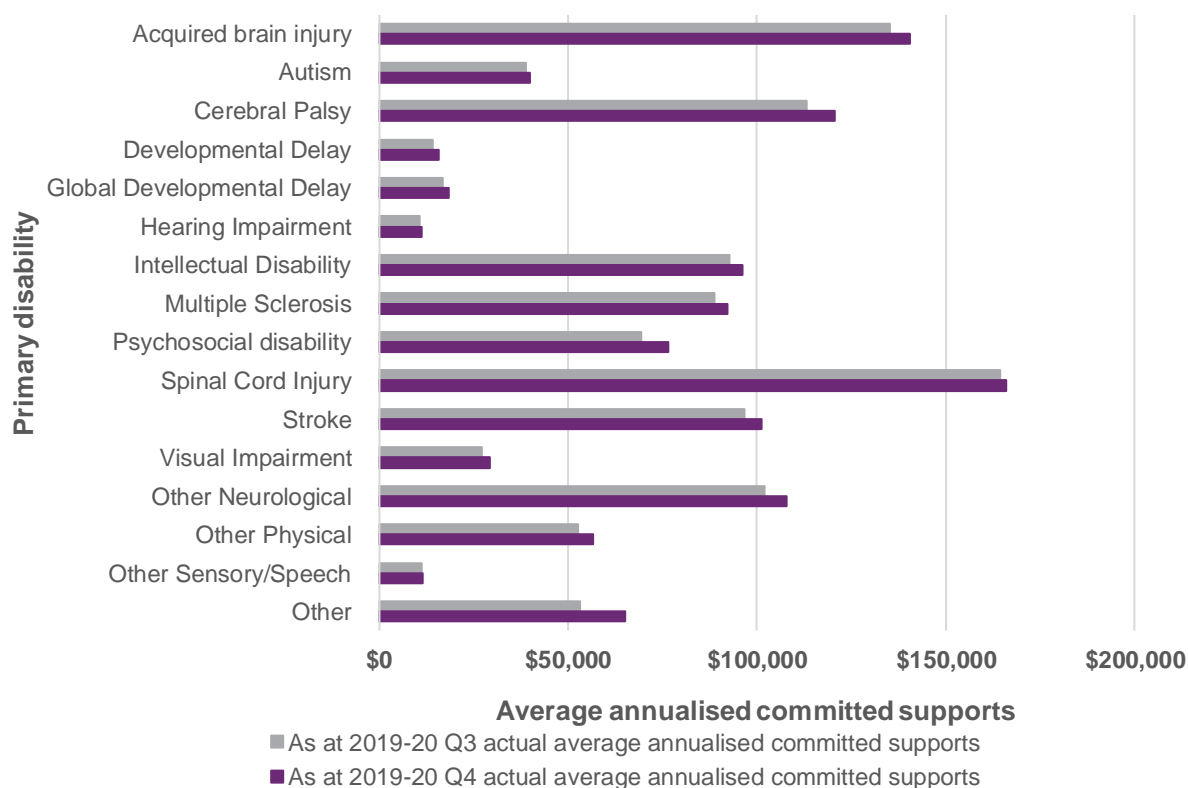


Figure L.26 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Australian Capital Territory⁵⁸⁶

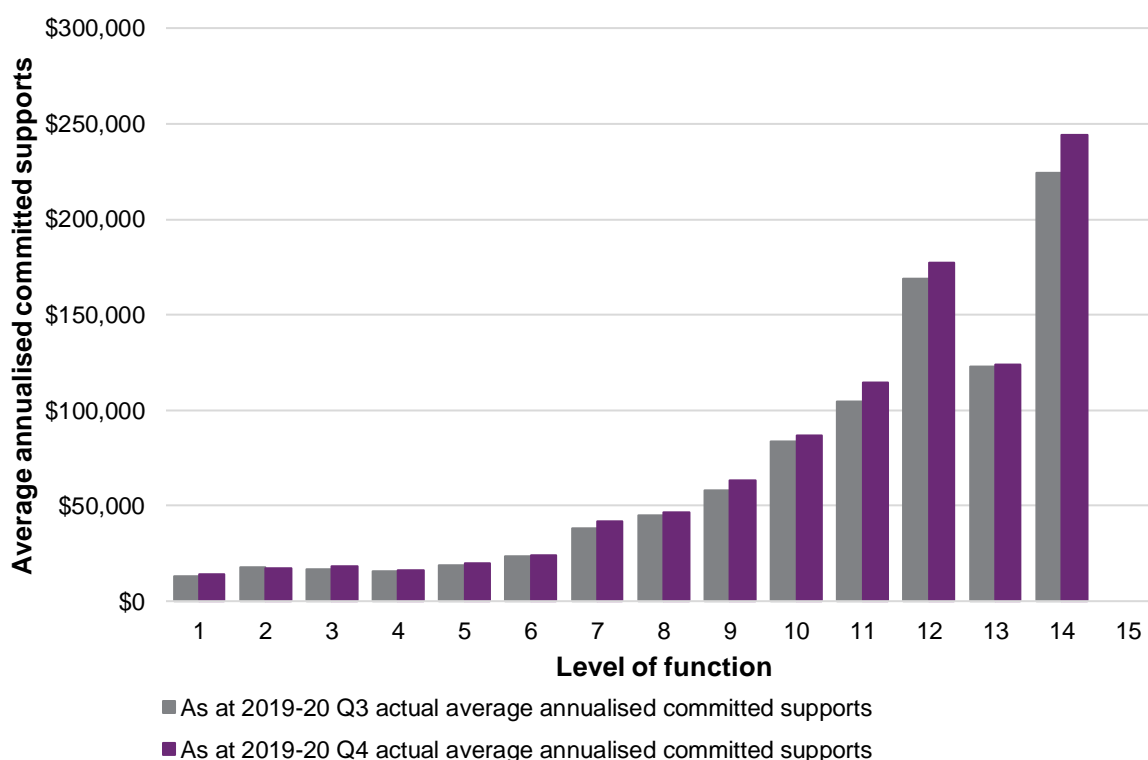
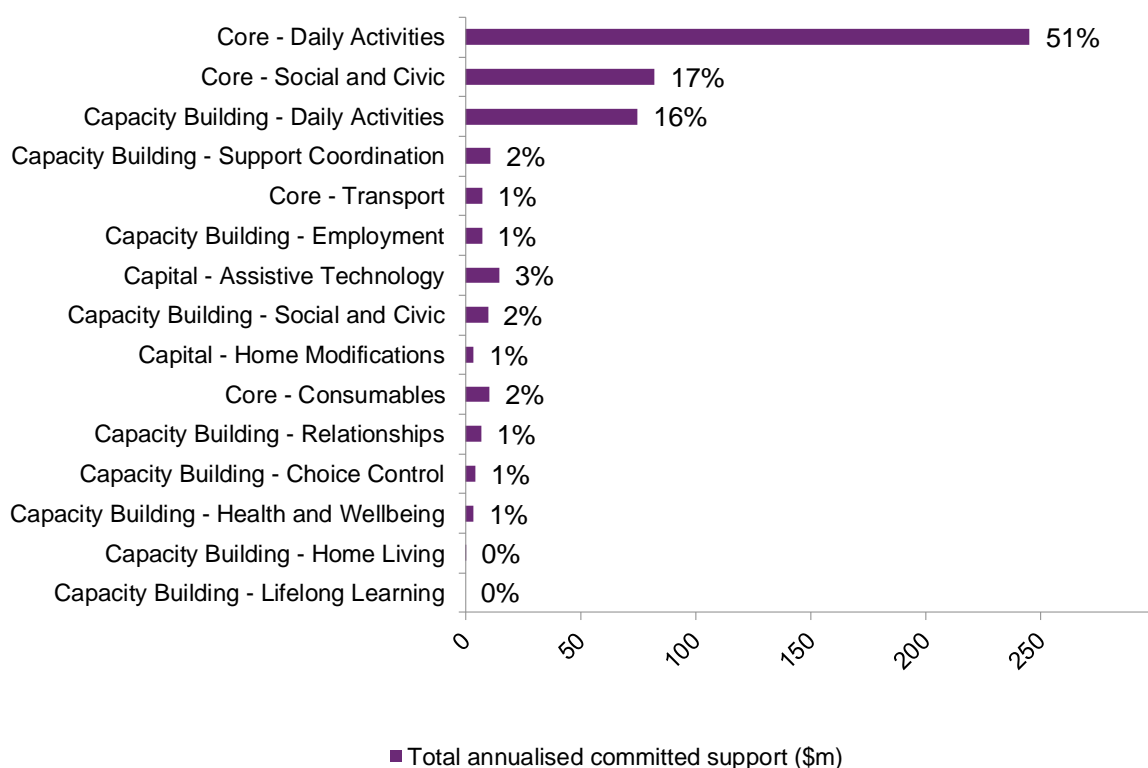


Figure L.27 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Australian Capital Territory



⁵⁸⁶ 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.

Table L.65 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
Total Committed	0.3	26.3	131.3	269.8	309.4	370.9	455.3
Total Paid	0.2	21.4	112.8	184.1	224.1	279.0	317.9
% utilised to date	57%	81%	86%	68%	72%	75%	70%

Figure L.28 Utilisation of committed supports as at 31 March 2020 and 30 June 2020 – Australian Capital Territory

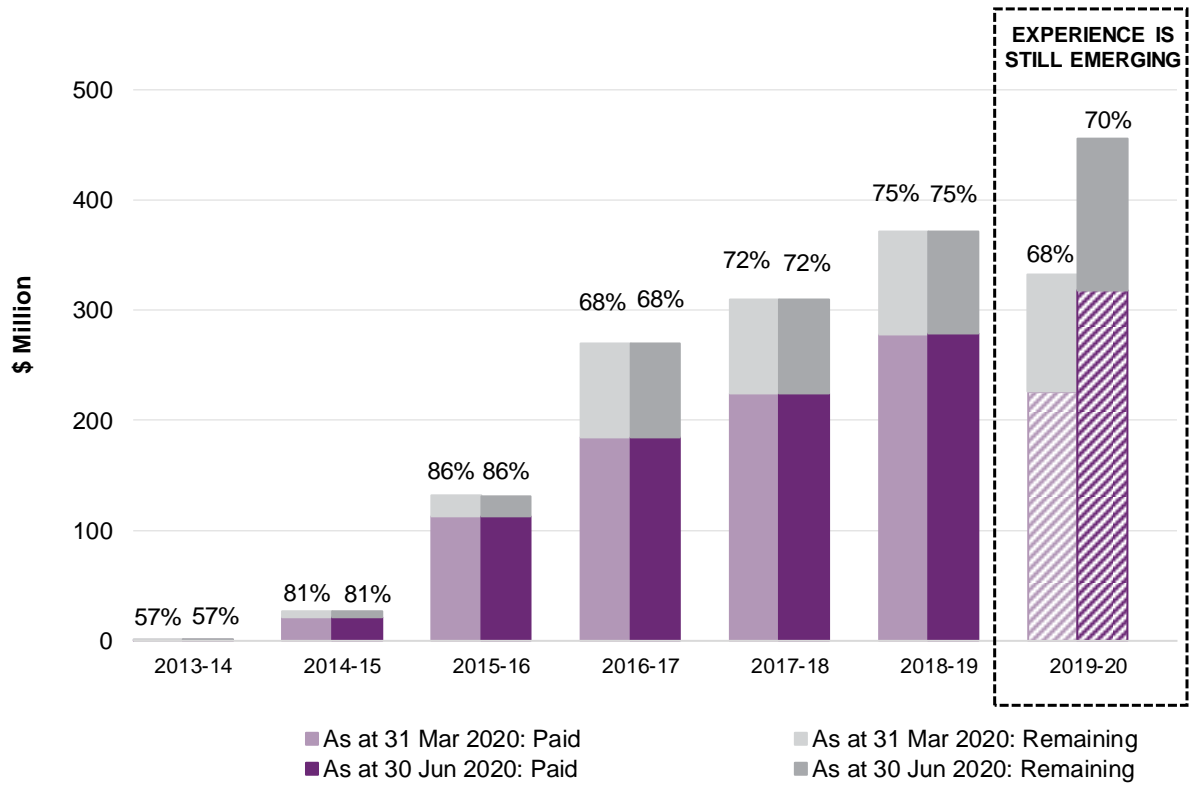


Figure L.29 Utilisation of committed supports by plan number from 1 October 2019 to 31 March 2020 – Australian Capital Territory⁵⁸⁷

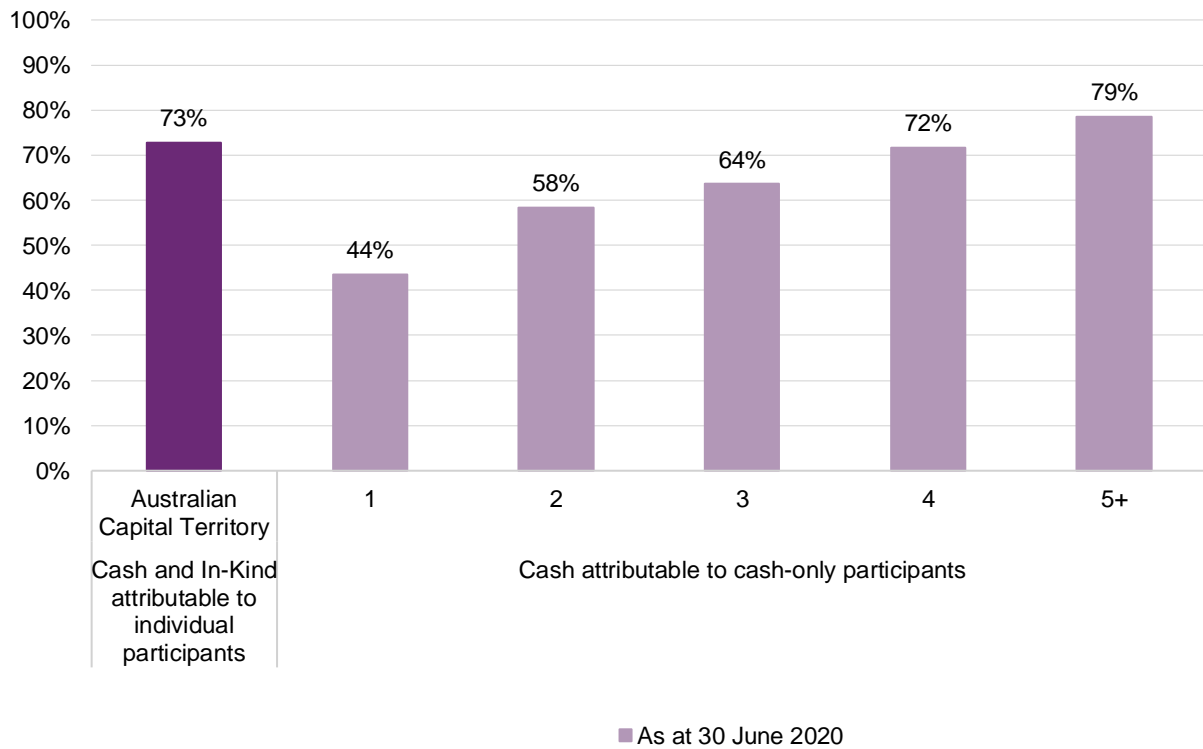
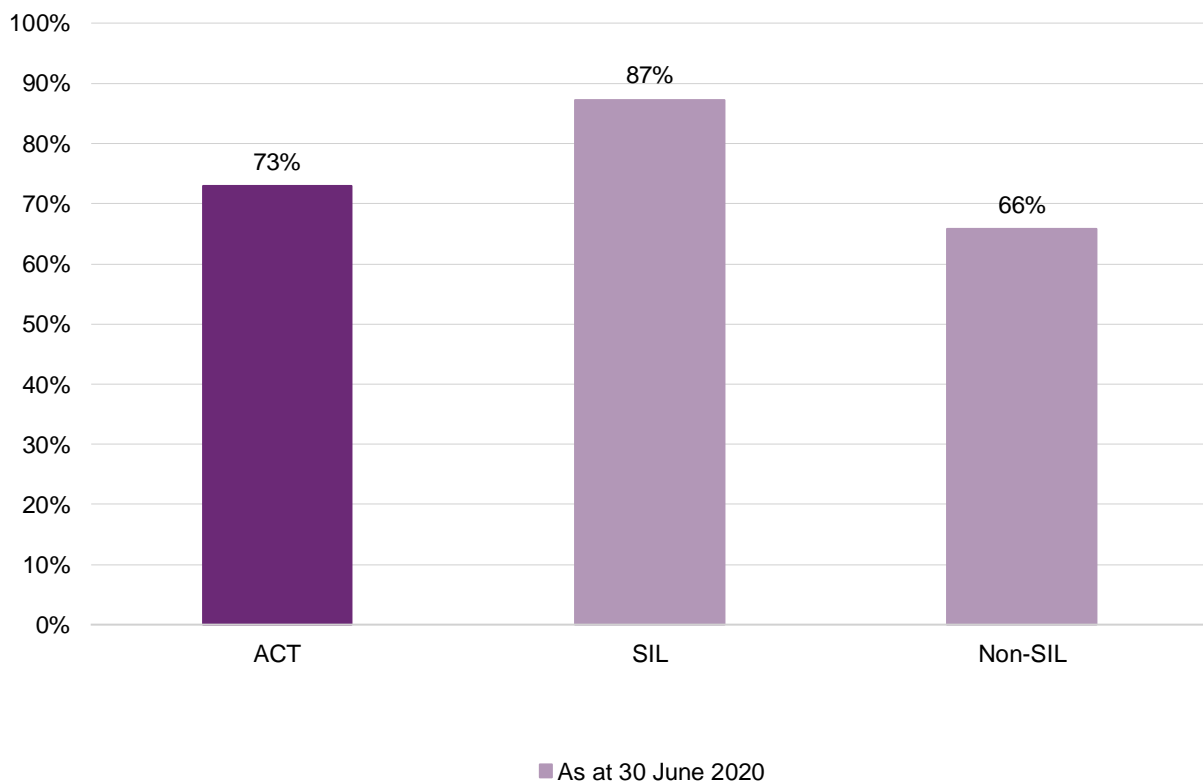


Figure L.30 Utilisation of committed supports by SIL status from 1 October 2019 to 31 March 2020 – Australian Capital Territory⁵⁸⁸



⁵⁸⁷ 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 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

⁵⁸⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

Figure L.31 Utilisation of committed supports by support class from 1 October 2019 to 31 March 2020 – Australian Capital Territory ⁵⁸⁹

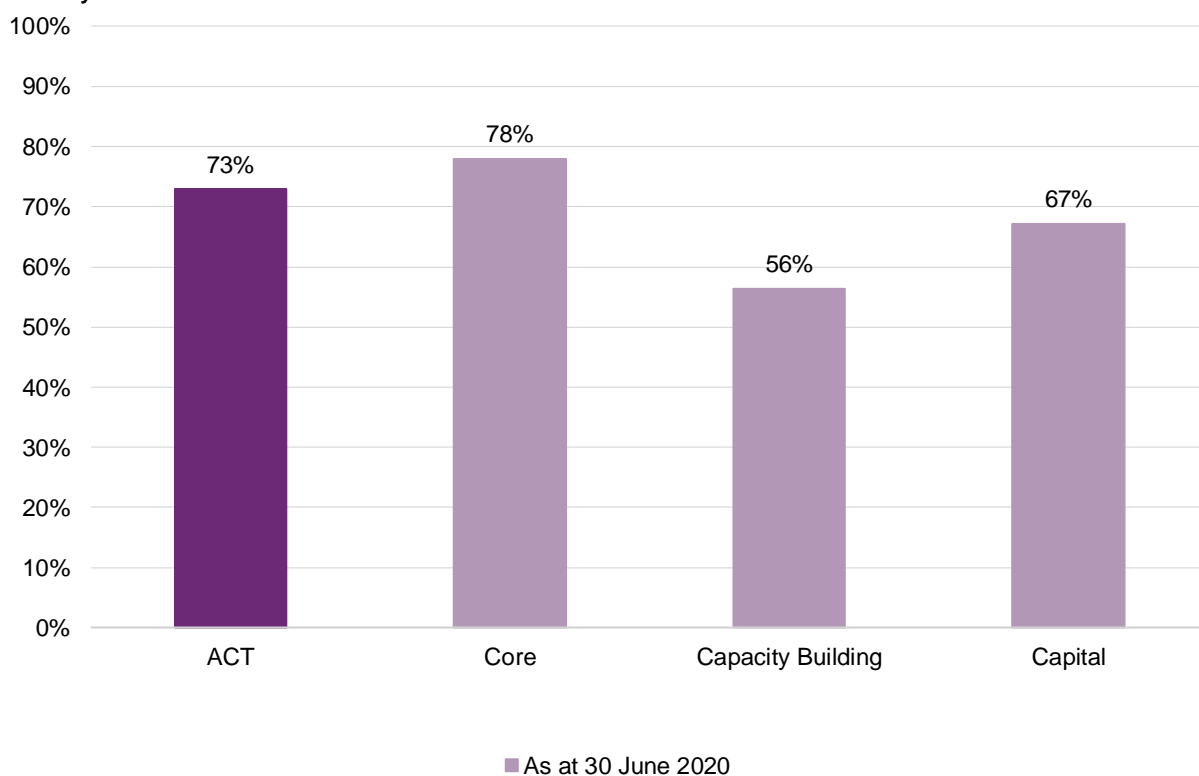
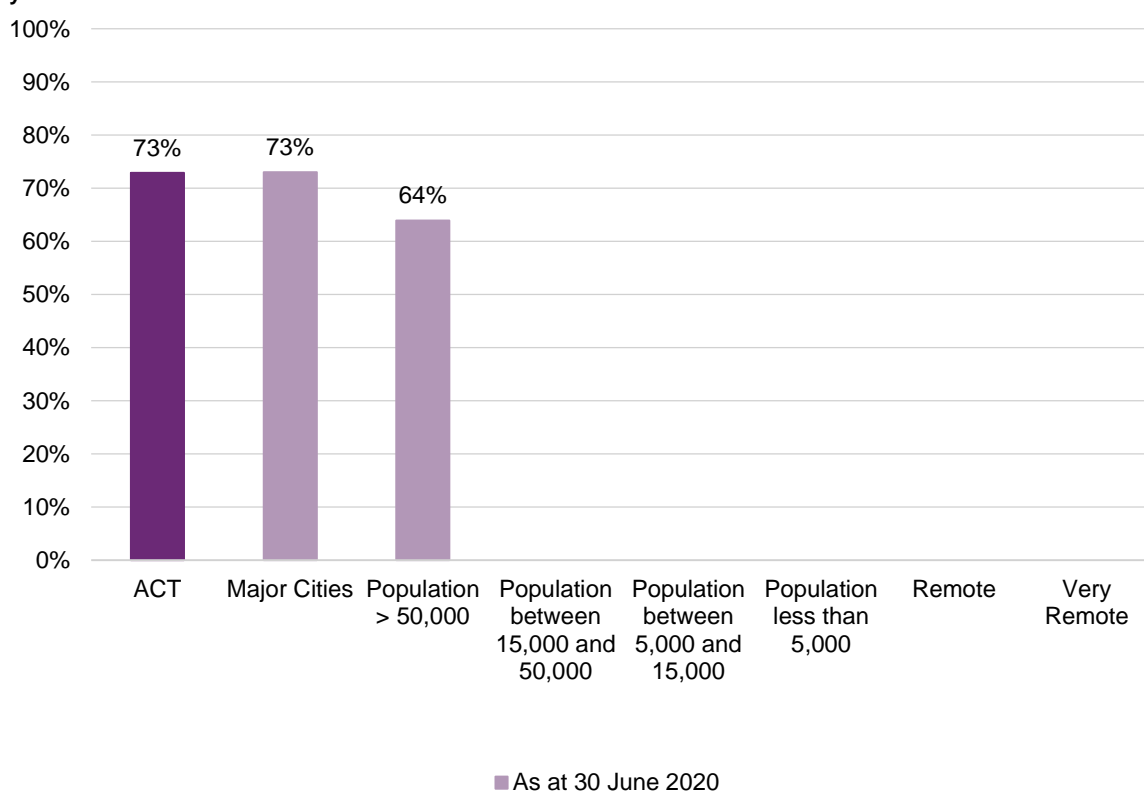


Figure L.32 Utilisation of committed supports by remoteness from 1 October 2019 to 31 March 2020 – Australian Capital Territory ^{590 591}



⁵⁸⁹ Ibid.

⁵⁹⁰ Ibid.

⁵⁹¹ 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 ⁵⁹²

	Prior Quarters	2019-20 Q4	Total excluding ECEI	ECEI	Total including ECEI
Northern Territory	3,116	312	3,428	83	3,511

Table M.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Northern Territory ⁵⁹³

	Prior Quarters	2019-20 Q4	Total
Access decisions	4,144	274	4,418
Active Eligible	3,406	216	3,622
<i>New</i>	1,378	180	1,558
<i>State</i>	1,655	19	1,674
<i>Commonwealth</i>	373	17	390
Active Participant Plans (excl ECEI)	3,116	312	3,428
<i>New</i>	1,184	247	1,431
<i>State</i>	1,598	32	1,630
<i>Commonwealth</i>	334	33	367
Active Participant Plans	3,176	395	3,511
<i>Early Intervention (s25)</i>	677	120	797
<i>Permanent Disability (s24)</i>	2,439	192	2,631
<i>ECEI</i>	60	83	83

Table M.3 Exits from the Scheme since 1 July 2013 as at 30 June 2020 – Northern Territory

Exits	Total
Total participant exits	108
<i>Early Intervention participants</i>	20
<i>Permanent disability participants</i>	88

⁵⁹² 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.

⁵⁹³ 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 ^{594 595}

	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
End of 2019-20 Q3	1,603	320	1,201	60	3,184
End of 2019-20 Q4	1,630	367	1,431	83	3,511

Table M.5 Cumulative numbers of active participants by entry into the Scheme – Northern Territory ^{596 597 598 599}

	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
End of 2019-20 Q3	683	2,441	60	3,184
End of 2019-20 Q4	797	2,631	83	3,511

Table M.6 Assessment of access by age group – Northern Territory ⁶⁰⁰

Age Group	Prior Quarters		2019-20 Q4		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	900	95%	59	94%	959	95%
7 to 14	691	85%	38	68%	729	84%
15 to 18	219	82%	16	80%	235	82%
19 to 24	205	89%	11	85%	216	89%
25 to 34	352	85%	15	83%	367	85%
35 to 44	374	86%	33	83%	407	86%
45 to 54	428	81%	20	77%	448	81%
55 to 64	392	81%	24	67%	416	80%
65+	19	59%	<11		20	59%
Missing	<11		<11		<11	
Total	3,580	86%	217	79%	3,797	86%

⁵⁹⁴ This table shows the total numbers of active participants at the end of each period.

⁵⁹⁵ 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.

⁵⁹⁶ This table shows the total numbers of active participants at the end of each period.

⁵⁹⁷ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁵⁹⁸ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁵⁹⁹ 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.

⁶⁰⁰ 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 M.7 Assessment of access by disability – Northern Territory ⁶⁰¹

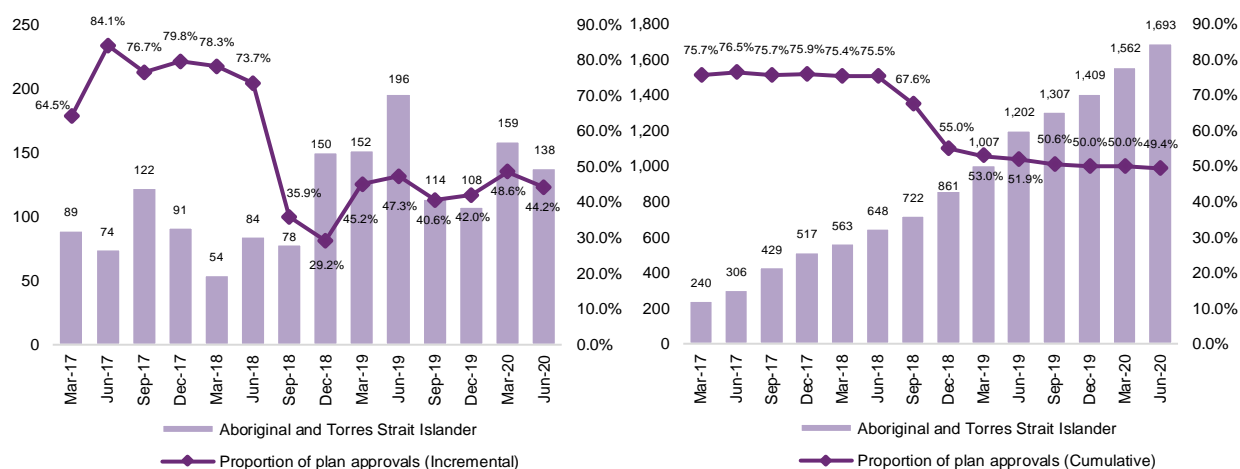
	Prior Quarters		2019-20 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	233	94%	<11		241	94%
Autism	777	98%	36	97%	813	98%
Cerebral Palsy	200	97%	<11		201	97%
Developmental Delay	331	97%	42	95%	373	96%
Global Developmental Delay	83	95%	<11		88	96%
Hearing Impairment	170	84%	<11		177	84%
Intellectual Disability	712	93%	36	92%	748	93%
Multiple Sclerosis	15	88%	<11		17	85%
Psychosocial disability	334	69%	33	80%	367	70%
Spinal Cord Injury	79	100%	<11		82	100%
Stroke	110	84%	<11		120	83%
Visual Impairment	60	85%	<11		64	84%
Other Neurological	192	81%	<11		202	78%
Other Physical	208	61%	19	56%	227	60%
Other Sensory/Speech	34	47%	<11		35	45%
Other	17	45%	<11		17	43%
Missing	25	96%	<11		25	96%
Total	3,580	86%	217	79%	3,797	86%

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

Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory

	Prior Quarters		2019-20 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,555	49.9%	138	44.2%	1,693	49.4%
Not Aboriginal and Torres Strait Islander	1,358	43.6%	139	44.6%	1,497	43.7%
Not Stated	203	6.5%	35	11.2%	238	6.9%
Total	3,116	100%	312	100%	3,428	100%

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁰²



⁶⁰¹ Ibid.

⁶⁰² The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory

	Prior Quarters		2019-20 Q4		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	815	26.2%	71	22.8%	886	25.8%
Not culturally and linguistically diverse	2,292	73.6%	241	77.2%	2,533	73.9%
Not stated	<11		<11		<11	
Total	3,116	100%	312	100%	3,428	100%

Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁰³

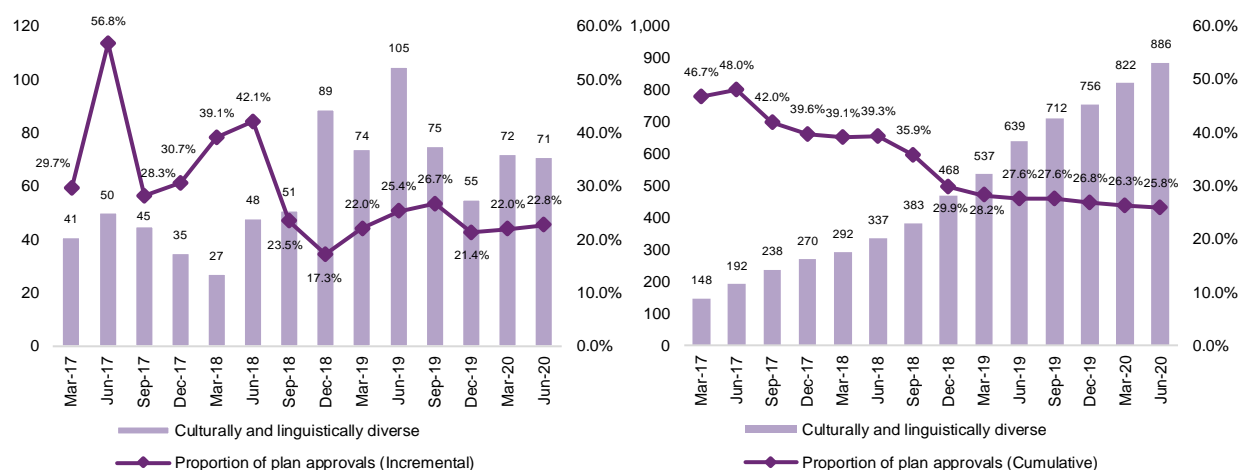


Table M.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) – Northern Territory ^{604 605 606}

	Total
Age group	N
Total YPIRAC (under 65)	39

⁶⁰³ Ibid.

⁶⁰⁴ The results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The NDIA has improved data collection on participants who have exited residential aged care and are now in more appropriate accommodation.

⁶⁰⁵ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

⁶⁰⁶ There are a further 10 active participants aged 65 years or over who have ever been in residential aged care.

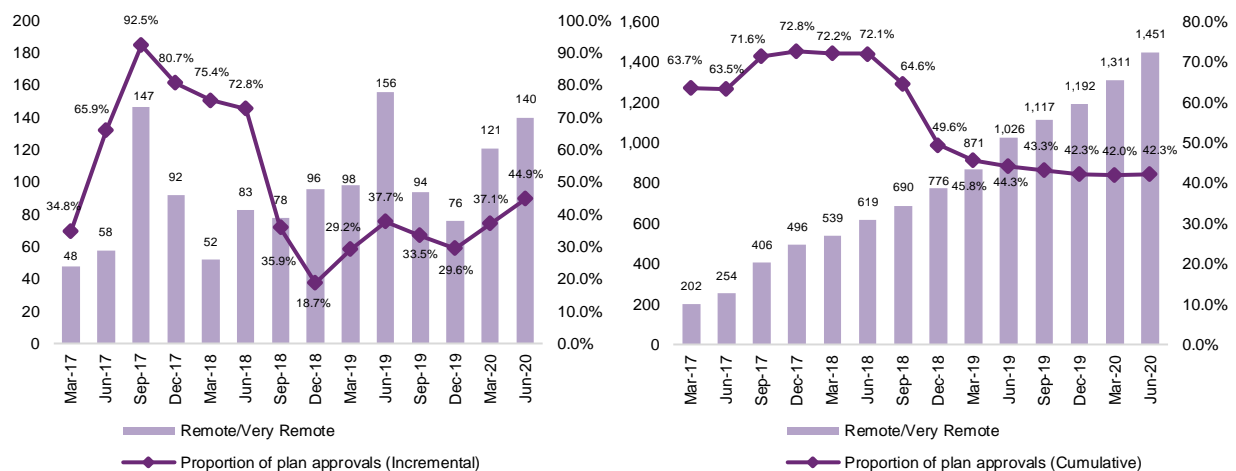
Figure M.3 Number of active participants in residential aged care with an approved plan over time cumulatively – Northern Territory⁶⁰⁷



Table M.11 Participant profile per quarter by remoteness – Northern Territory^{608 609}

Participant profile	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	1,740	55.9%	163	52.2%	1,903	55.5%
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	64	2.1%	<11		73	2.1%
Remote	584	18.7%	71	22.8%	655	19.1%
Very Remote	727	23.3%	69	22.1%	796	23.2%
Missing	<11		<11		<11	
Total	3,116	100%	312	100%	3,428	100%

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory⁶¹⁰



⁶⁰⁷ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. This is a change from previous reports where the results were based on the number of active participants at the end of each quarter who had been flagged as ever being in residential aged care. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to September 2018.

⁶⁰⁸ This table is based on the Modified Monash Model measure of remoteness.

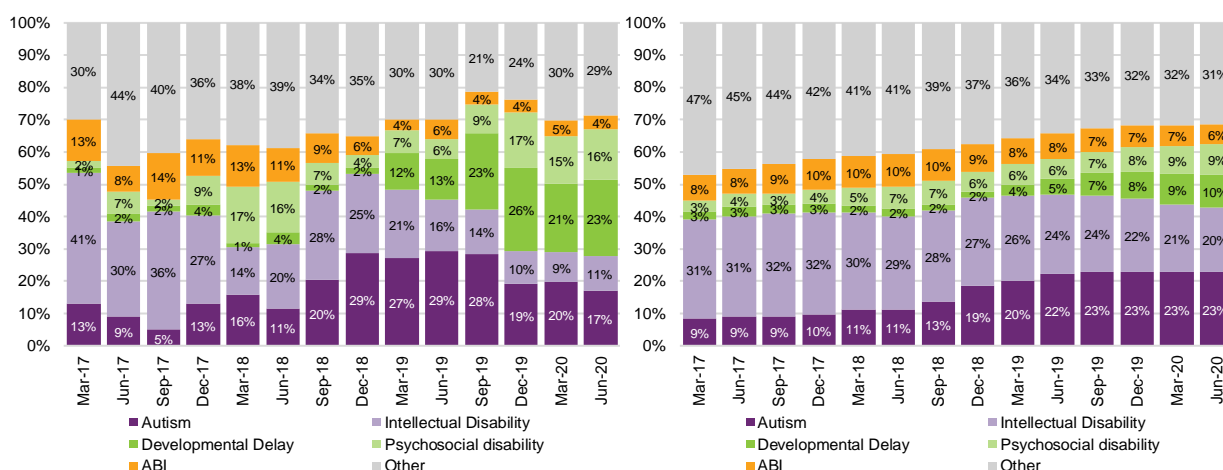
⁶⁰⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

⁶¹⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Data is not available prior to March 2017.

Table M.12 Participant profile per quarter by primary disability group – Northern Territory ^{611 612 613}

	Prior Quarters		2019-20 Q4		Total	
Disability	N	%	N	%	N	%
Autism	731	23%	53	17%	784	23%
Intellectual Disability	651	21%	34	11%	685	20%
Psychosocial disability	271	9%	49	16%	320	9%
Developmental Delay	273	9%	73	23%	346	10%
Hearing Impairment	145	5%	15	5%	160	5%
Other Neurological	164	5%	15	5%	179	5%
Other Physical	153	5%	22	7%	175	5%
Cerebral Palsy	189	6%	<11		193	6%
ABI	201	6%	14	4%	215	6%
Visual Impairment	50	2%	<11		57	2%
Global Developmental Delay	72	2%	<11		80	2%
Multiple Sclerosis	14	0%	<11		15	0%
Stroke	96	3%	12	4%	108	3%
Spinal Cord Injury	70	2%	<11		72	2%
Other Sensory/Speech	31	1%	<11		32	1%
Other	<11		<11		<11	
Total	3,116	100%	312	100%	3,428	100%

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory ⁶¹⁴



⁶¹¹ Table order based on national proportions (highest to lowest).

⁶¹² Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁶¹³ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in NT (102).

⁶¹⁴ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

Table M.13 Participant profile per quarter by level of functions – Northern Territory⁶¹⁵

	Prior Quarters		2019-20 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	409	13%	78	25%	487	14%
2 (High Function)	<11		<11		<11	
3 (High Function)	174	6%	20	6%	194	6%
4 (High Function)	134	4%	15	5%	149	4%
5 (High Function)	218	7%	22	7%	240	7%
6 (Moderate Function)	475	15%	63	20%	538	16%
7 (Moderate Function)	190	6%	15	5%	205	6%
8 (Moderate Function)	235	8%	34	11%	269	8%
9 (Moderate Function)	13	0%	<11		14	0%
10 (Moderate Function)	400	13%	33	11%	433	13%
11 (Low Function)	94	3%	<11		94	3%
12 (Low Function)	446	14%	25	8%	471	14%
13 (Low Function)	211	7%	<11		217	6%
14 (Low Function)	111	4%	<11		111	3%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	3,116	100%	312	100%	3,428	100%

Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory⁶¹⁶

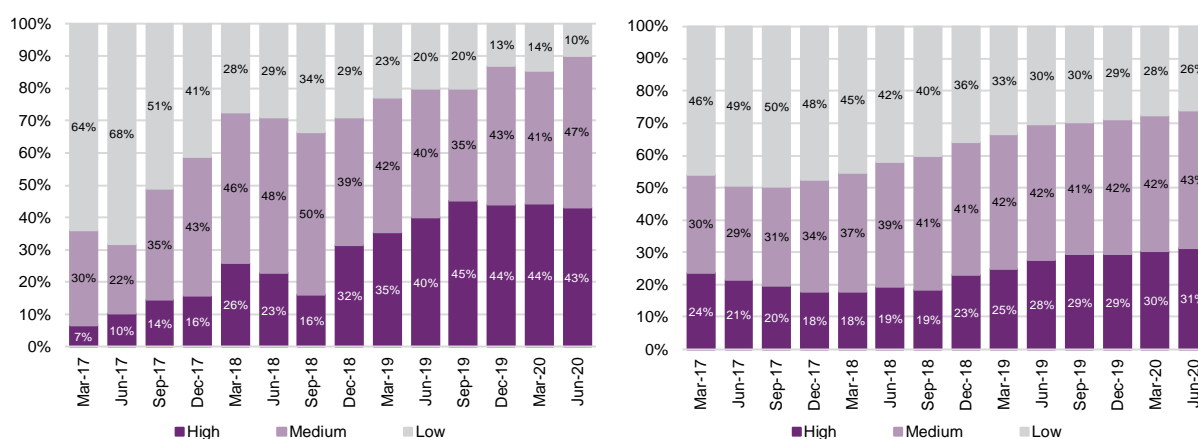


Table M.14 Participant profile per quarter by age group – Northern Territory

	Prior Quarters		2019-20 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	596	19%	103	33%	699	20%
7 to 14	723	23%	47	15%	770	22%
15 to 18	226	7%	15	5%	241	7%
19 to 24	211	7%	15	5%	226	7%
25 to 34	296	9%	27	9%	323	9%
35 to 44	337	11%	35	11%	372	11%
45 to 54	336	11%	38	12%	374	11%
55 to 64	329	11%	32	10%	361	11%
65+	62	2%	<11		62	2%
Total	3,116	100%	312	100%	3,428	100%

⁶¹⁵ The distributions are calculated excluding participants with a missing level of function.

⁶¹⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Data is not available prior to March 2017.

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory ⁶¹⁷

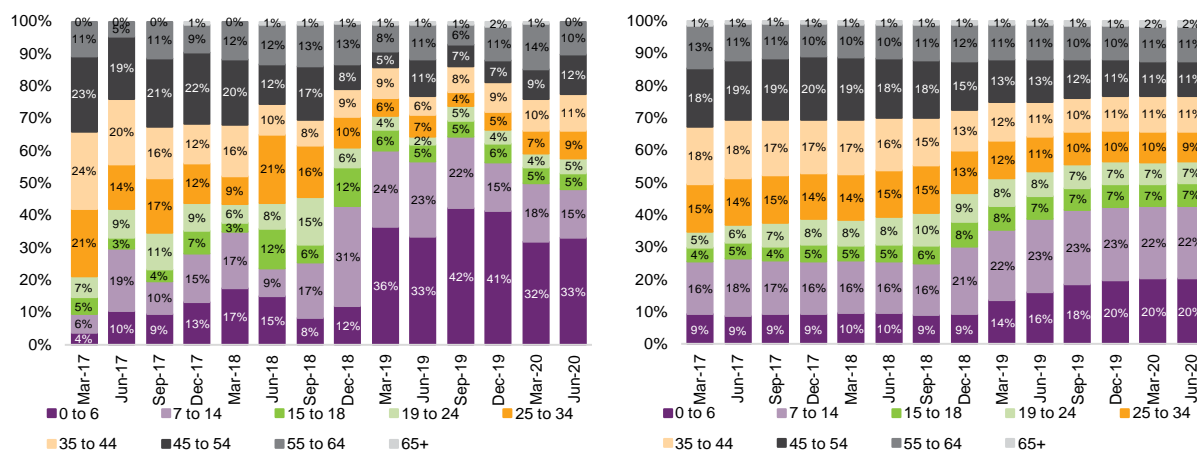


Table M.15 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Male	2,038	65%	193	62%	2,231	65%
Female	1,068	34%	115	37%	1,183	35%
Other	<11		<11		14	0%
Total	3,116	100%	312	100%	3,428	100%

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory ⁶¹⁸

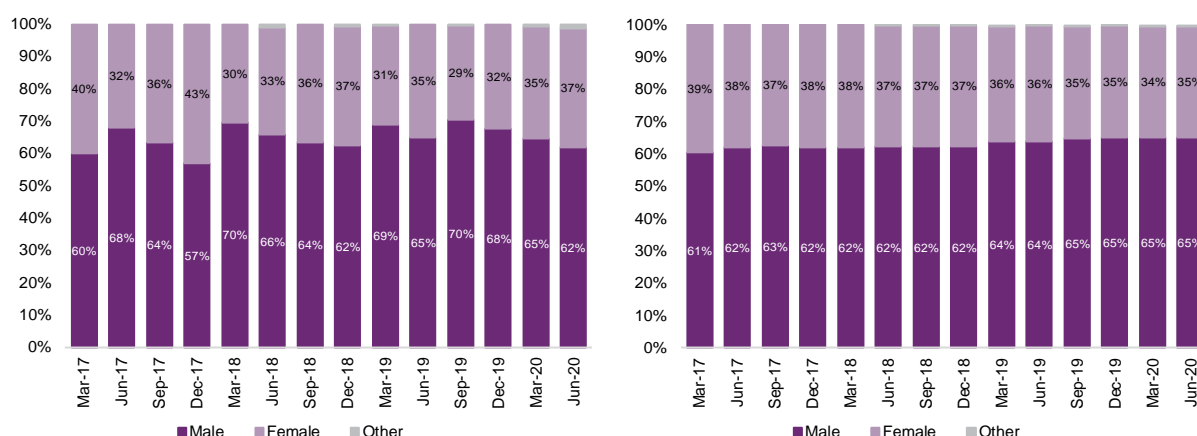


Table M.16 Prevalence rates by age group – Northern Territory

	NT
0-6	2.80%
7-14	2.94%
15-18	2.11%
19-24	1.20%
25-34	0.76%
35-44	1.08%
45-54	1.24%
55-64	1.54%
Total (aged 0-64)	1.58%

⁶¹⁷ Ibid.

⁶¹⁸ Ibid.

Part Two: Participant experience and outcomes

Table M.17 Number of baseline questionnaires completed by SFOF version – Northern Territory ⁶¹⁹

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	Number of questionnaires
Participant 0 to school	25	39	186	296	546
Participant school to 14	32	80	516	340	968
Participant 15 to 24	26	65	191	107	389
Participant 25 and over	157	252	527	415	1,351
Total Participant	240	436	1,420	1,158	3,254
Family 0 to 14	54	105	666	607	1,432
Family 15 to 24	3	33	132	79	247
Family 25 and over	14	56	250	200	520
Total Family	71	194	1,048	886	2,199
Total	311	630	2,468	2,044	5,453

Table M.18 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	62%			
CC	% who say their child is able to tell them what he/she wants	63%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		22%		
DL	% who say their child is becoming more independent		29%		
CC	% of children who have a genuine say in decisions about themselves		68%		
CC	% who are happy with the level of independence/control they have now			22%	
CC	% who choose who supports them			31%	45%
CC	% who choose what they do each day			37%	55%
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			85%	81%

⁶¹⁹ Baseline outcomes for participants and/or their families and carers were collected for 99% 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 M.19 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%	66%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	68%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	64%	75%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			30%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			42%	41%

Table M.20 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		54%		
HM	% who are happy with their home			74%	59%
HM	% who feel safe or very safe in their home			80%	62%
HW	% who rate their health as good, very good or excellent			73%	41%
HW	% who did not have any difficulties accessing health services			66%	48%
LL	% who currently attend or previously attended school in a mainstream class			29%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				66%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			13%	16%
WK	% who volunteer			12%	8%

Table M.21 Selected key baseline indicators for families/carers of participants – Northern Territory

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	13%	15%	13%
% receiving Carer Allowance	29%	19%	15%
% working in a paid job	46%	60%	36%
Of those in a paid job, % in permanent employment	81%	82%	82%
Of those in a paid job, % working 15 hours or more	88%	95%	88%
% who say they (and their partner) are able to work as much as they want	57%	60%	48%
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%	86%	79%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	35%	33%	37%
% able to advocate for their child/family member	61%	51%	37%
% who have friends and family they see as often as they like	56%	49%	53%
% 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		30%	
% who feel in control selecting services		32%	21%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			24%
% who rate their health as good, very good or excellent	87%	77%	66%

Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=106) - participants who entered from 1 July 2018 to 30 June 2019 – Northern Territory ⁶²⁰

Question	% Yes
DL Has the NDIS improved your child's development?	88%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL Has the NDIS improved how your child fits into family life?	65%
S/CP Has the NDIS improved how your child fits into community life?	56%

⁶²⁰ Results in Tables M.22 to M.25 exclude participants who entered prior to 1 July 2018, as these participants have been included in Tables M.26 to M.29.

Table M.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=417) - participants who entered from 1 July 2018 to 30 June 2019 – Northern Territory

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	54%
LL	Has the NDIS improved your child's access to education?	35%
REL	Has the NDIS improved your child's relationships with family and friends?	45%
S/CP	Has the NDIS improved your child's social and recreational life?	42%

Table M.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=163) and ‘Participant 25 and over’ (n=367) - participants who entered from 1 July 2018 to 30 June 2019 – Northern Territory

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	69%
DL	Has the NDIS helped you with daily living activities?	63%	70%
REL	Has the NDIS helped you to meet more people?	52%	58%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	38%	45%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	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?	44%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%
S/CP	Has the NDIS helped you be more involved?	57%	66%

Table M.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=494); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=247) - participants who entered from 1 July 2018 to 30 June 2019 – 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?	54%	60%
Has the NDIS improved the level of support for your family?	60%	66%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	62%
Has the NDIS improved your ability/capacity to help your child develop and learn?	66%	
Has the NDIS improved your health and wellbeing?	34%	37%

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.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=39) - participants who entered from 1 July 2017 to 30 June 2018 – Northern Territory ⁶²¹

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	32%	37%	+4%
LL	Has the NDIS improved your child's access to education?	18%	20%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	26%	24%	-2%
S/CP	Has the NDIS improved your child's social and recreational life?	26%	29%	+3%

Table M.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=26) and ‘Participant 25 and over’ (n=134) - participants who entered from 1 July 2017 to 30 June 2018 – 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?	42%	48%	+6%	50%	64%	+14%
DL	Has the NDIS helped you with daily living activities?	35%	52%	+17%	55%	69%	+14%
REL	Has the NDIS helped you to meet more people?	35%	42%	+7%	41%	50%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	28%	-7%	31%	41%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	31%	46%	+15%	45%	55%	+10%
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%	32%	0%	20%	23%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	21%	+12%	7%	9%	+3%
S/CP	Has the NDIS helped you be more involved?	32%	44%	+12%	42%	57%	+15%

⁶²¹ Results in Tables M.26 to M.28 include participants who had their first plan approved between 1 July 2017 to 30 June 2018 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.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=32); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=24) - participants who entered from 1 July 2017 to 30 June 2018 – Northern 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?	50%	54%	+4%	30%	41%	+10%
Has the NDIS improved the level of support for your family?	50%	43%	-7%	35%	61%	+27%
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%	59%	+0%	30%	59%	+29%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	59%	-8%			
Has the NDIS improved your health and wellbeing?	38%	40%	+2%	30%	38%	+7%

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 under 25.

Table M.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=33) - participants who entered from 1 July 2016 to 30 June 2017 – Northern Territory

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?	54%	71%	64%	+10%
Has the NDIS helped you with daily living activities?	67%	81%	83%	+17%
Has the NDIS helped you to meet more people?	46%	47%	57%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	27%	39%	+19%
Has your involvement with the NDIS improved your health and wellbeing?	35%	34%	40%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	12%	10%	21%	9%
Has your involvement with the NDIS helped you find a job that's right for you?	13%	10%	14%	+1%
Has the NDIS helped you be more involved?	32%	48%	62%	+30%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second and third plan reviews, for family 0 to 14 and family 15 and over.

⁶²² Results in Table M.29 include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

Table M.30 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=155), 'participants in community and social activities' (n=158) and 'participants who choose who supports them' (n=164) at entry, first and second plan review - participants who entered from 1 July 2017 to 30 June 2018 – Northern Territory ⁶²³

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	Numbers are too small	24%
Aged 25+	11%	9%	10%	
Aged 15+ (Average)	12%	9%	11%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	Numbers are too small	47%
Aged 25+	43%	47%	45%	
Aged 15+ (Average)	47%	49%	49%	
Participants who choose who supports them	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	Numbers are too small	Numbers are too small	Numbers are too small	45%
Aged 25+	27%	30%	28%	
Aged 15+ (Average)	26%	30%	29%	

Table M.31 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=44), 'participants in community and social activities' (n=45) and 'participants who choose who supports them' (n=47) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 June 2017 – Northern Territory ⁶²⁴

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+	5%	6%	0%	8%	
Aged 15+ (Average)	5%	8%	3%	9%	
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+	50%	48%	52%	58%	
Aged 15+ (Average)	56%	55%	58%	60%	
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+	29%	20%	21%	24%	
Aged 15+ (Average)	26%	20%	18%	21%	

⁶²³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

⁶²⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 to 30 June 2017 and have had a third plan review to date.

Table M.32 Number of active plans by goal type and primary disability – Northern Territory ⁶²⁵

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	60	167	127	33	114	177	93	51	215
Autism	196	665	203	192	425	380	49	87	784
Cerebral Palsy	62	150	107	38	87	124	41	30	193
Developmental Delay	26	337	24	42	62	26	1	1	346
Down Syndrome	32	82	43	26	33	66	15	30	102
Global Developmental Delay	6	74	14	13	26	14	0	0	80
Hearing Impairment	42	124	42	44	49	69	20	30	160
Intellectual Disability	178	416	224	185	325	386	147	173	583
Multiple Sclerosis	4	9	13	1	2	13	8	2	15
Psychosocial disability	109	208	183	70	158	259	113	103	320
Spinal Cord Injury	36	50	42	8	17	53	37	18	72
Stroke	37	76	66	20	38	81	38	16	108
Visual Impairment	14	39	21	19	14	32	18	13	57
Other Neurological	63	124	108	22	59	129	69	30	179
Other Physical	68	127	96	24	45	113	61	39	175
Other Sensory/Speech	6	27	7	10	16	16	0	1	32
Other									<11
Total	940	2,682	1,321	749	1,474	1,942	710	624	3,428

⁶²⁵ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table M.33 Number of goals in active plans by goal type and primary disability – Northern Territory ⁶²⁶

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	80	246	149	38	153	219	104	53	1,042
Autism	240	1,895	243	229	597	452	54	94	3,804
Cerebral Palsy	78	336	144	48	114	161	47	32	960
Developmental Delay	39	1,625	26	62	86	37	1	1	1,877
Down Syndrome	40	185	52	32	42	82	16	30	479
Global Developmental Delay	9	308	15	22	36	16	0	0	406
Hearing Impairment	55	212	46	52	58	81	20	31	555
Intellectual Disability	214	724	262	226	436	495	154	188	2,699
Multiple Sclerosis	4	14	17	1	2	15	9	2	64
Psychosocial disability	137	282	209	76	185	333	121	106	1,449
Spinal Cord Injury	50	73	53	9	19	65	41	22	332
Stroke	47	145	79	22	45	98	42	17	495
Visual Impairment	16	66	28	24	17	37	20	13	221
Other Neurological	91	187	137	23	74	161	81	32	786
Other Physical	88	186	126	26	53	133	67	39	718
Other Sensory/Speech	6	61	8	12	19	18	0	1	125
Other	1	19	1	2	6	7	0	0	36
Total	1,195	6,564	1,595	904	1,942	2,410	777	661	16,048

Table M.34 Number of active plans by goal type and age group – Northern Territory ⁶²⁷

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	57	674	86	112	162	75	3	0	699
7 to 14	179	624	208	245	448	384	23	7	770
15 to 18	85	183	75	78	130	162	35	90	241
19 to 24	79	146	88	62	95	164	76	129	226
25 to 34	138	229	165	76	157	250	115	128	323
35 to 44	130	252	208	80	168	308	136	115	372
45 to 54	125	266	232	52	166	290	155	90	374
55 to 64	121	262	225	41	132	269	142	60	361
65+	26	46	34	3	16	40	25	5	62
Total	940	2,682	1,321	749	1,474	1,942	710	624	3,428

⁶²⁶ Participants have set over two million goals in total across Australia since July 2016. The 16,048 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

⁶²⁷ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table M.35 Number of goals in active plans by goal type and age group – Northern Territory ⁶²⁸

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	79	3,076	109	156	219	92	3	0	3,734
7 to 14	217	1,423	253	296	631	477	24	7	3,328
15 to 18	102	313	85	93	174	189	42	94	1,092
19 to 24	95	220	108	76	118	213	82	140	1,052
25 to 34	175	333	189	89	202	321	127	137	1,573
35 to 44	179	355	250	90	213	383	144	121	1,735
45 to 54	164	389	279	57	205	356	169	93	1,712
55 to 64	154	390	281	44	162	329	157	64	1,581
65+	30	65	41	3	18	50	29	5	241
Total	1,195	6,564	1,595	904	1,942	2,410	777	661	16,048

Table M.36 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q4 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 Q4
Access	n = 56	n = 6
Are you happy with how coming into the NDIS has gone?	82%	N/A
Was the person from the NDIS respectful?	93%	N/A
Do you understand what will happen next with your plan?	71%	N/A
% of participants rating their overall experience as Very Good or Good.	86%	N/A
Pre-planning	n = 58	n = 6
Did the person from the NDIS understand how your disability affects your life?	83%	N/A
Did you understand why you needed to give the information you did?	95%	N/A
Were decisions about your plan clearly explained?	83%	N/A
Are you clear on what happens next with your plan?	74%	N/A
Do you know where to go for more help with your plan?	76%	N/A
% of participants rating their overall experience as Very Good or Good.	72%	N/A
Planning	n = 55	n = 10
Did the person from the NDIS understand how your disability affects your life?	87%	N/A
Did you understand why you needed to give the information you did?	93%	N/A
Were decisions about your plan clearly explained?	84%	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?	80%	N/A
% of participants rating their overall experience as Very Good or Good.	84%	N/A
Plan review	n = 30	n = 1
Did the person from the NDIS understand how your disability affects your life?	83%	N/A
Did you feel prepared for your plan review?	83%	N/A
Is your NDIS plan helping you to make progress towards your goals?	83%	N/A
% of participants rating their overall experience as Very Good or Good.	80%	N/A

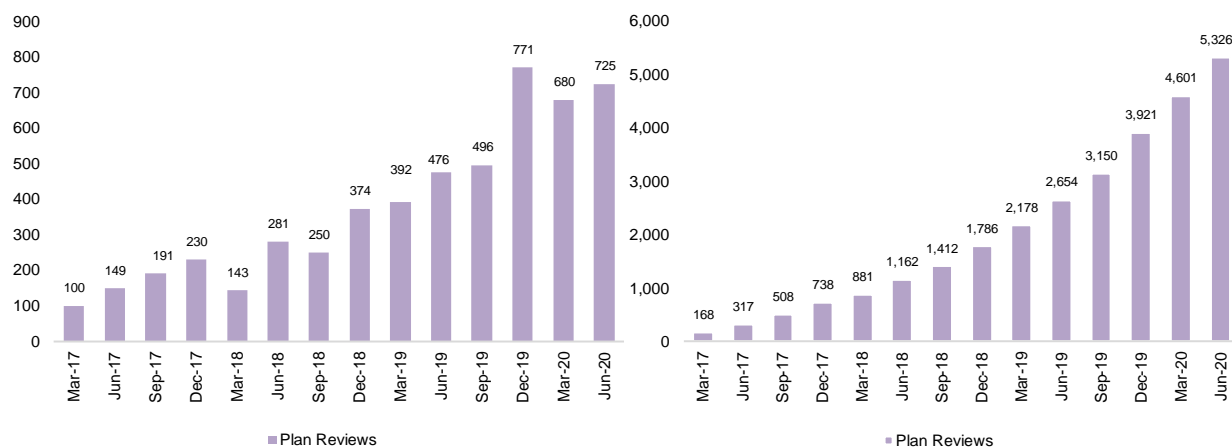
There is insufficient data to show participant satisfaction results.

⁶²⁸ Participants have set over two million goals in total across Australia since July 2016. The 16,048 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

Table M.37 Plan reviews conducted per quarter – excluding plans less than 30 days – Northern Territory ⁶²⁹

	Prior Quarters (Transition only)	2019-20 Q4	Transition Total
Total plan reviews	4,601	725	5,326
<i>Early intervention plans</i>	626	141	767
<i>Permanent disability plans</i>	3,975	584	4,559

Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory



⁶²⁹ 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.

The tables and charts below summarise complaints submitted from the beginning of transition until the end of 2019-20 Q4. In previous quarterly reports complaints submitted during the most recent quarter have been excluded from results, as it was understood they may be impacted by a lag in data collection. However, due to recent improvements in complaints data capture and processing, any such lags are now deemed to be immaterial.

Records are allocated to state/ territory based on the residing address of the participant or potential recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/ territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

The new 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table M.38 shows the numbers of complaints in 2019-20 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

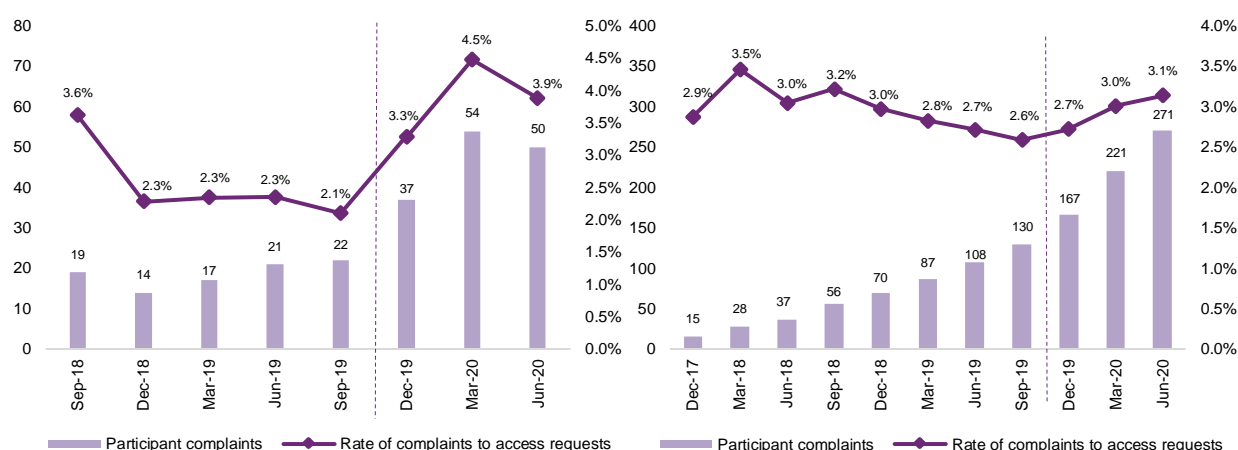
Table M.39 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table M.40.

Table M.40 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q2 and the majority of complaints made subsequently up until the end of 2019-20 Q4. This table should be considered in conjunction with Table M.39. The list of complaint types is different to that which appears in Table M.39, as it is based on the options available on the 'My Customer Requests' tile.

Table M.38 Complaints by quarter – Northern Territory ^{630 631 632}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2019-20 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	0	0	0	0
Complaint about LAC Partner	2	0	2	2
Complaints about service providers	32	2	34	25
Complaints about the Agency	147	13	160	109
Critical/ Reportable Incident	39	35	74	57
Unclassified	11	0	11	7
Total	231	50	281	187
Total complaints made since 1 April 2017	221	50	271	
Complaints since 1 April 2017 as % of all access requests	3.0%	3.9%	3.1%	

Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory ⁶³³



⁶³⁰ Note that 75% of all complainants made only one complaint, 18% made two complaints and 7% made three or more complaints.

⁶³¹ % 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.

⁶³² Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

⁶³³ There are insufficient numbers to show the incremental count of participant complaints in Northern Territory prior to the September 2018 quarter. There are also insufficient numbers to show the cumulative count of participant complaints in Northern Territory prior to the December 2017 quarter.

Table M.39 Complaints by type ('My Feedback' tile) – Northern Territory

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	8	(29%)
Service Delivery	1	(4%)
Staff conduct	3	(11%)
Provider process	2	(7%)
Provider costs.	1	(4%)
Other	13	(46%)
Total	28	
<i>Complaints about the Agency</i>		
Timeliness	35	(29%)
Individual needs	11	(9%)
Reasonable and necessary supports	10	(8%)
Information unclear	4	(3%)
The way the NDIA carried out its decision making	9	(8%)
Other	50	(42%)
Total	119	
<i>Unclassified</i>	11	
Participants total	158	

Table M.40 Complaints by type ('My Customer Requests' tile) – Northern Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2019-20 Q4		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	0		0		0	
ECEI Process	0		0		0	
ECEI Staff	0		0		0	
ECEI Timeliness	0		0		0	
Other	0		0		0	
Total	0		0		0	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0		0	(0%)
LAC Fraud and Compliance	0	(0%)	0		0	(0%)
LAC Plan	0	(0%)	0		0	(0%)
LAC Process	0	(0%)	0		0	(0%)
LAC Resources	0	(0%)	0		0	(0%)
LAC Staff	2	(100%)	0		2	(100%)
LAC Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
Total	2		0		2	
<i>Complaints about service providers</i>						
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	1	(25%)	0	(0%)	1	(17%)
Provider Service	3	(75%)	1	(50%)	4	(67%)
Provider Staff	0	(0%)	1	(50%)	1	(17%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	4		2		6	
<i>Complaints about the Agency</i>						
NDIA Access	1	(3%)	0	(0%)	1	(2%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	14	(45%)	1	(10%)	15	(37%)
NDIA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
NDIA Plan	8	(26%)	2	(20%)	10	(24%)
NDIA Process	2	(6%)	2	(20%)	4	(10%)
NDIA Resources	0	(0%)	0	(0%)	0	(0%)
NDIA Staff	2	(6%)	4	(40%)	6	(15%)
NDIA Timeliness	4	(13%)	1	(10%)	5	(12%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	31		10		41	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	9	(23%)	11	(31%)	20	(27%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	12	(31%)	6	(17%)	18	(24%)
Participant threat	8	(21%)	9	(26%)	17	(23%)
Provider reporting	10	(26%)	9	(26%)	19	(26%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	39		35		74	
<i>Unclassified</i>	0		0		0	
Participants total	76		47		123	

Figure M.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Northern Territory⁶³⁴

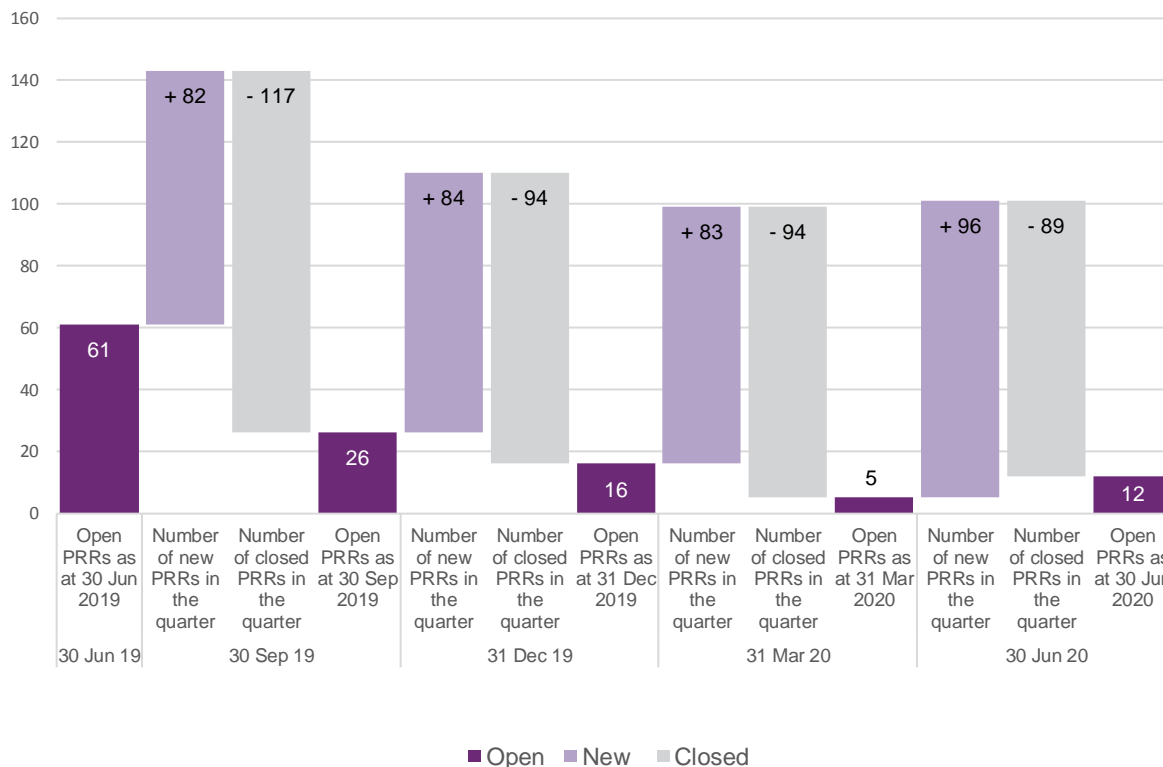
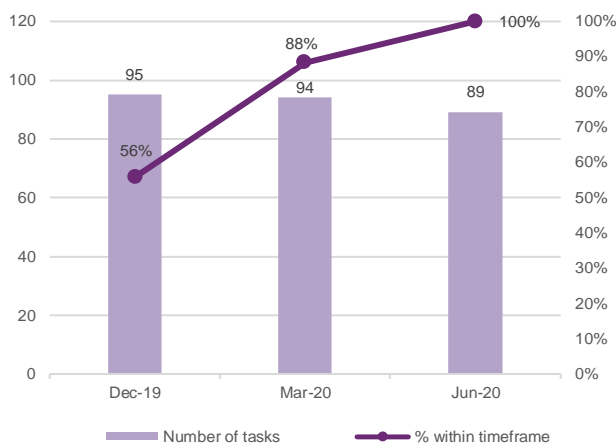


Figure M.12 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – Northern Territory⁶³⁵



⁶³⁴ Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart. For this reason the number of Participants Requested Reviews closed in the quarter may be lower than what is shown in the following chart.

⁶³⁵ Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

Table M.41 Summary of Open Participant Requested Reviews (PRRs) (s48) – Northern Territory⁶³⁶

	As at 30 June 2020
Open PRRs	12
Number of PRRs open less than 21 days	12
Number of PRRs open more than 21 days	0
New PRRs in the quarter	96
Number of PRRs closed in the quarter	89
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	7

Figure M.13 RoRDs received and closed by quarter and open at the end of each quarter – Northern Territory

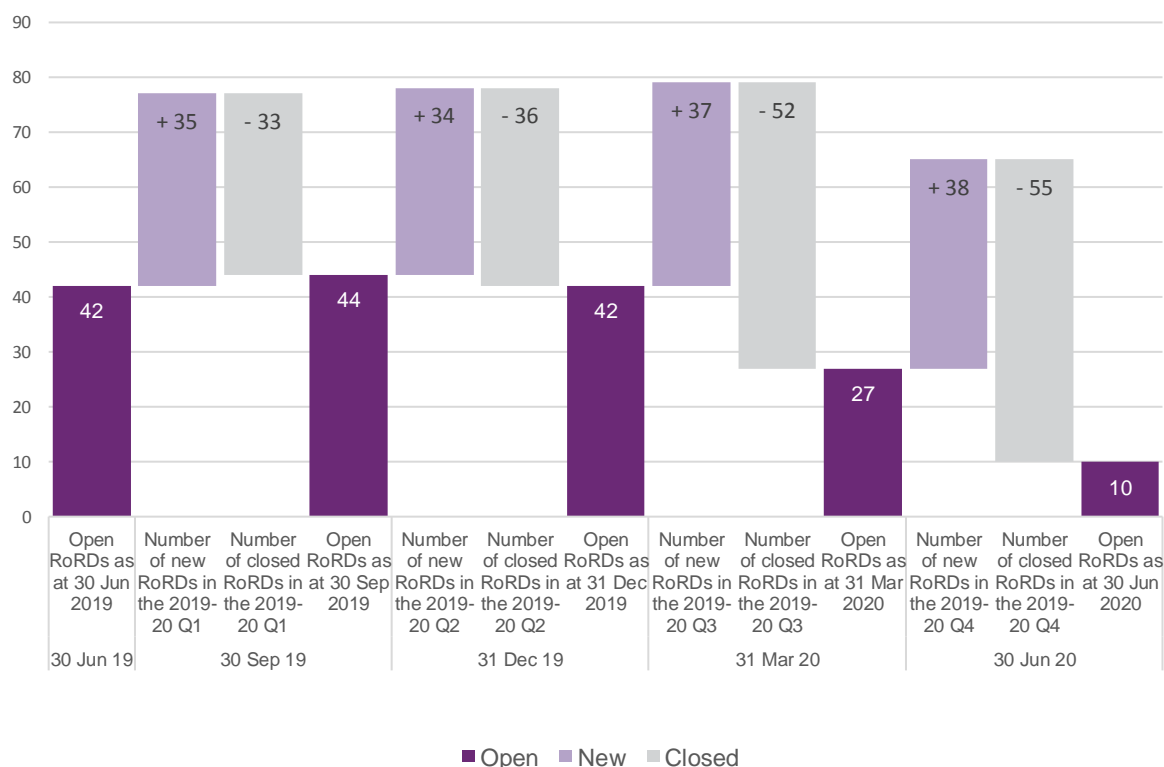


Table M.42 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Northern Territory^{637 638}

	Access	Planning
Open RoRDs	3	7
Number of RoRDs open less than 90 days	2	7
Number of RoRDs open more than 90 days	1	0
New RoRDs in the quarter	11	27
Number of RoRDs closed in the quarter	11	44
Proportion closed within 90 days	100%	77%
Average days RoRDs took to close in the quarter	18	60

⁶³⁶ Participant Requested Reviews (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.

⁶³⁷ 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.

⁶³⁸ 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.

Figure M.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Northern Territory ⁶³⁹

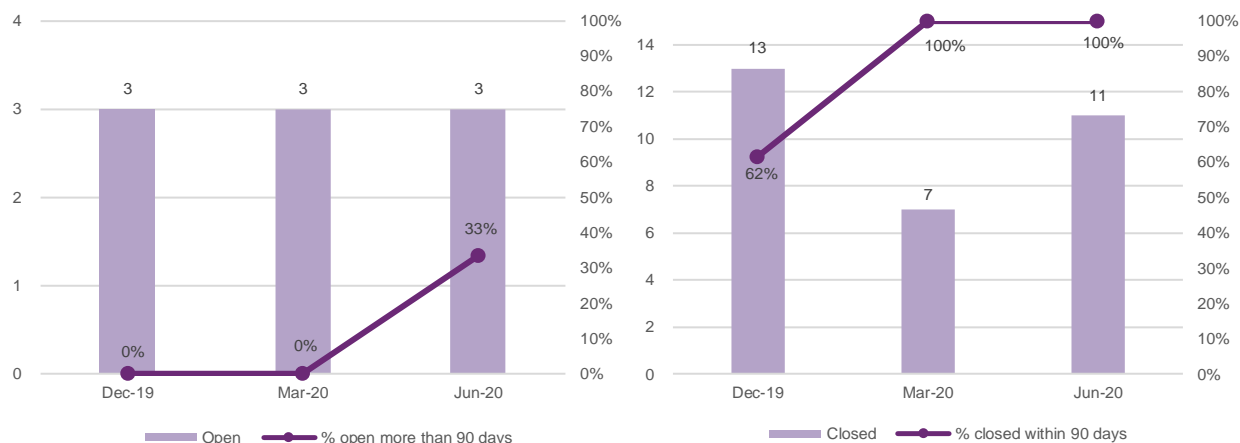


Figure M.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Northern Territory ⁶⁴⁰

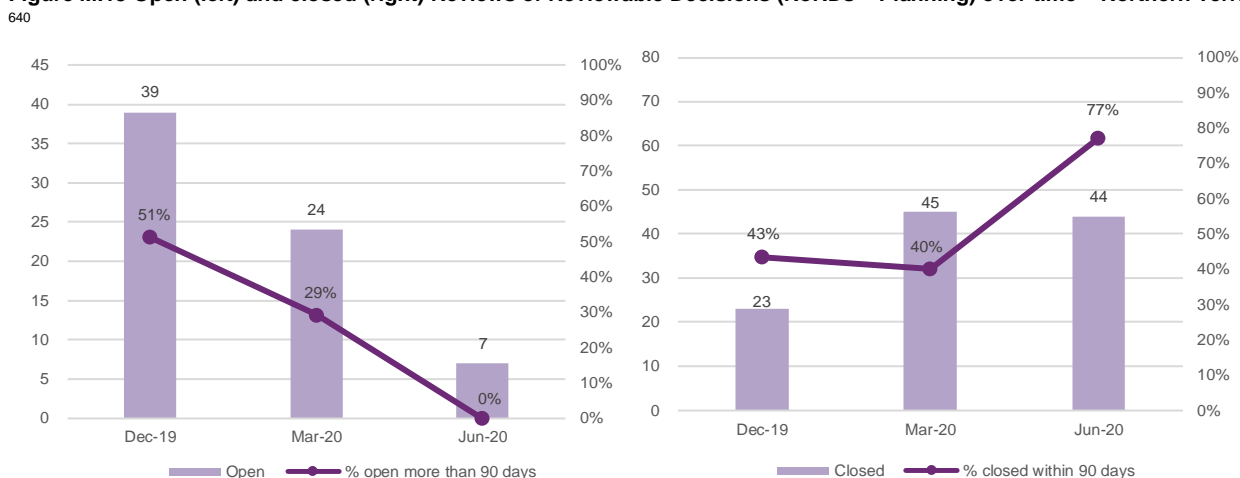


Table M.43 AAT Cases by category – Northern Territory ^{641 642}

Category	Prior Quarters		2019-20 Q4		Total	
	N	%	N	%	N	%
Total	<11		<11		<11	
% of all access decisions	0.08%		0.00%		0.07%	

⁶³⁹ Numbers of open and closed RoRDs have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

⁶⁴⁰ Ibid.

⁶⁴¹ The numbers of AAT cases for Northern Territory by category and by open/closed status are not shown due to insufficient numbers.

⁶⁴² % 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 M.16 Distribution of active participants by method of financial plan management and age group as at 30 June 2020 – Northern Territory ^{643 644}

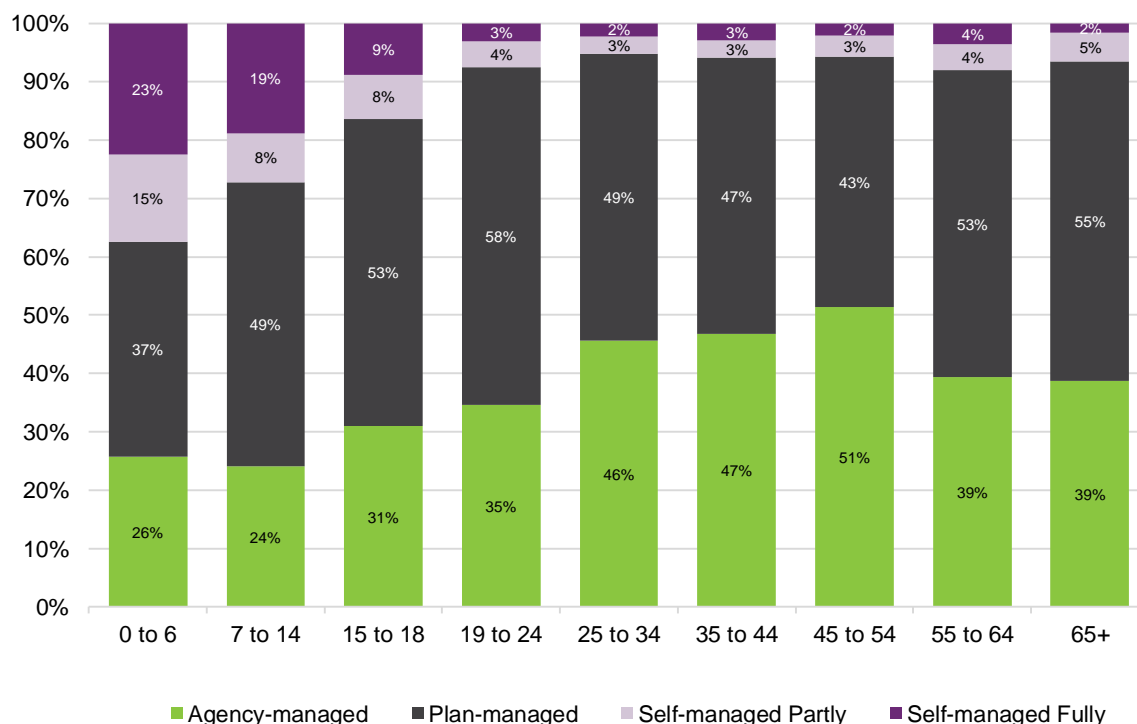
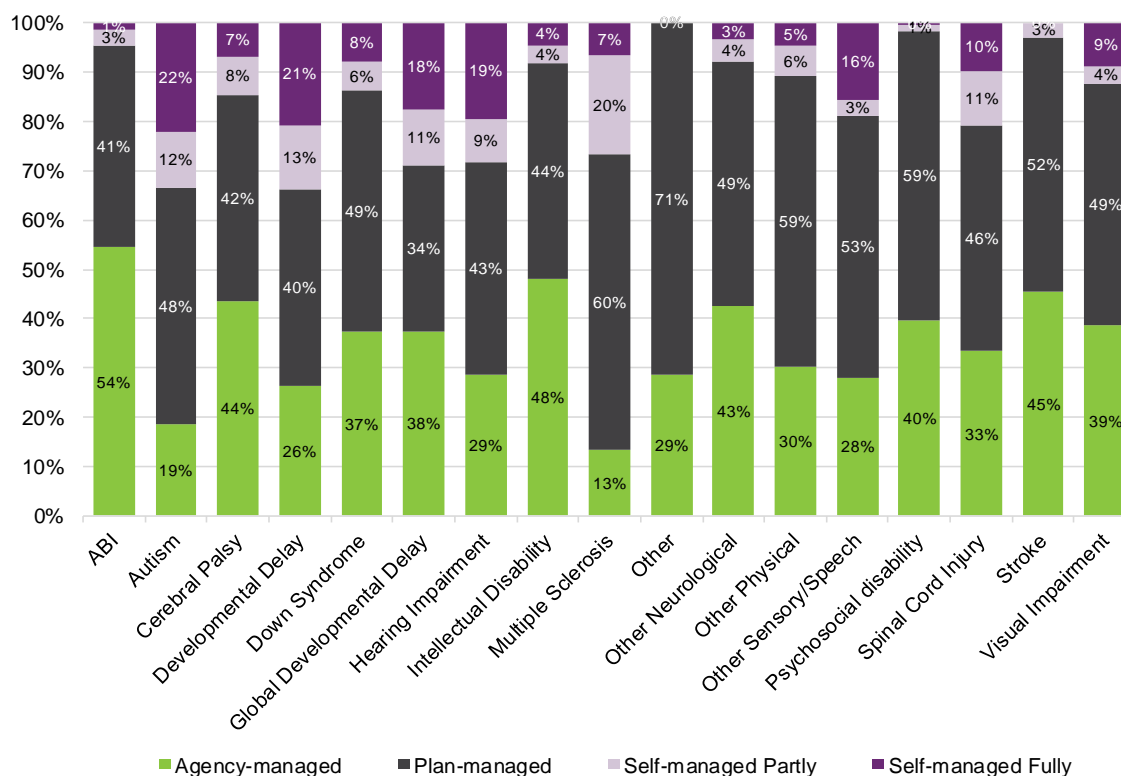


Figure M.17 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2020 – Northern Territory ^{645 646}



⁶⁴³ For the total number of active participants in each age group, see Table M.14.

⁶⁴⁴ Participants can use more than one method to manage their funding. These results are based on 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.

⁶⁴⁵ For the total number of active participants in each primary disability group, see Table M.12.

⁶⁴⁶ Participants can use more than one method to manage their funding. These results are based on 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.

Table M.44 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory ⁶⁴⁷

	Prior Quarters	2019-20 Q4	Total
Self-managed fully	11%	10%	11%
Self-managed partly	7%	8%	7%
Plan-managed	43%	57%	47%
Agency-managed	39%	26%	35%
Total	100%	100%	100%

Figure M.18 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁴⁸

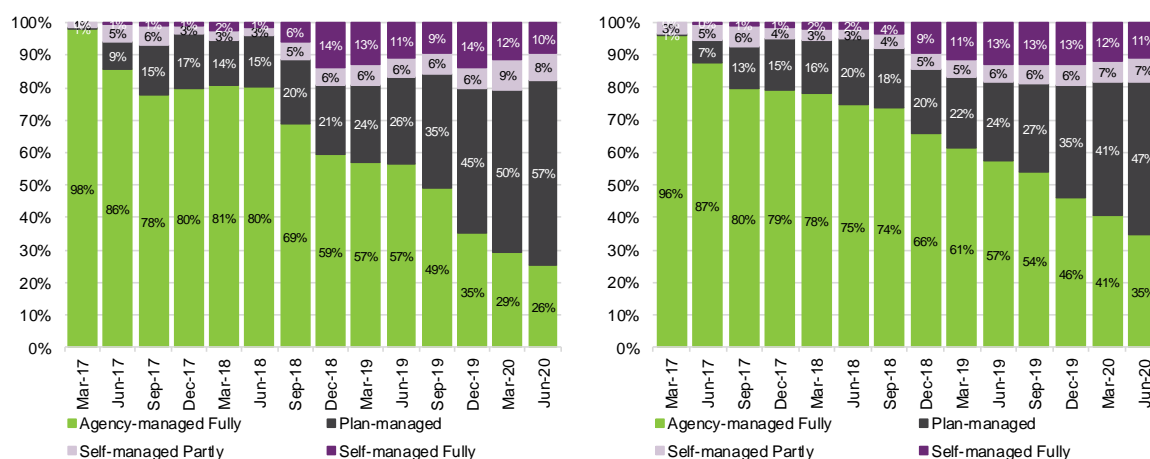
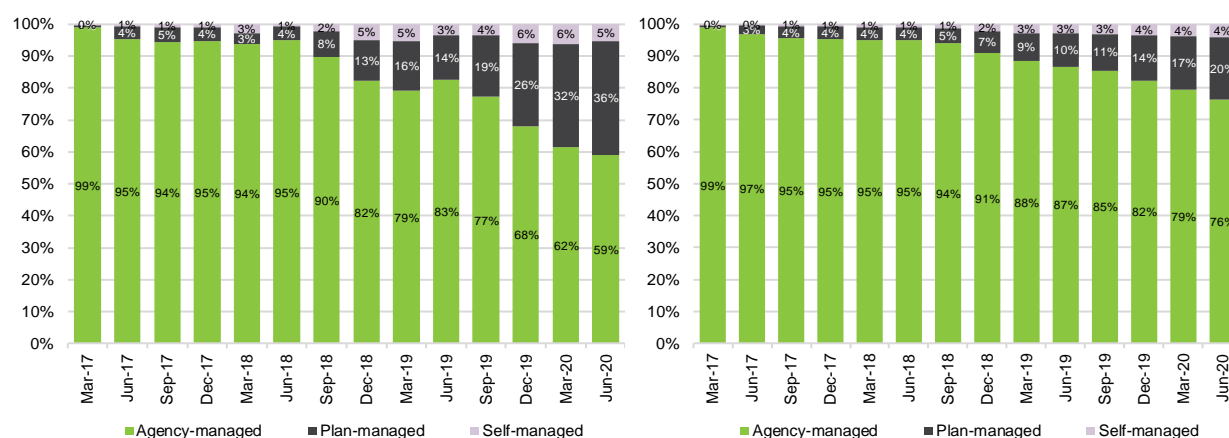


Table M.45 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory

	Prior Quarters	2019-20 Q4	Total
Self-managed	4%	5%	4%
Plan-managed	17%	36%	20%
Agency-managed	79%	59%	76%
Total	100%	100%	100%

Figure M.19 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory



⁶⁴⁷ Ibid.

⁶⁴⁸ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Data is not available prior to March 2017.

Table M.46 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory

	Prior Quarters	2019-20 Q4	Total
Support coordination	76%	78%	76%

Table M.47 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory ⁶⁴⁹

	Prior Quarters (Transition Only)		2019-20 Q2	
Plan activation	N	%	N	%
Less than 30 days	1,550	65%	143	57%
30 to 59 days	272	11%	35	14%
60 to 89 days	155	6%	16	6%
Activated within 90 days	1,977	83%	194	77%
90 to 119 days	124	5%	14	6%
120 days and over	234	10%	18	7%
Activated after 90 days	358	15%	32	13%
No payments	51	2%	27	11%
Total plans approved	2,386	100%	253	100%

⁶⁴⁹ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table M.48 Proportion of participants who have activated within 12 months – Northern Territory

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,127	1,179	96%
Not Aboriginal and Torres Strait Islander	954	977	98%
Not Stated	103	106	97%
Total	2,184	2,262	97%
by Culturally and Linguistically Diverse status			
CALD	592	619	96%
Not CALD	1,584	1,635	97%
Not Stated	<11	<11	
Total	2,184	2,262	97%
by Remoteness			
Major Cities	<11	<11	
Regional	1,209	1,244	97%
Remote	975	1,018	96%
Missing	<11	<11	
Total	2,184	2,262	97%
by Primary Disability type			
Autism	513	530	97%
Intellectual Disability (including Down Syndrome)	543	560	97%
Psychosocial Disability	151	155	97%
Developmental Delay (including Global Developmental Delay)	116	127	91%
Other	861	890	97%
Total	2,184	2,262	97%

Table M.49 Distribution of plans by utilisation – Northern Territory ^{650 651}

Plan utilisation	Total
0 to 50%	52%
50% to 75%	21%
> 75%	27%
Total	100%

⁶⁵⁰ This table only considers participants with initial plans approved up to 31 December 2019, and includes committed supports and payments for supports provided up to 31 March 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶⁵¹ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

Table M.50 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁶⁵²

	Prior Quarters	2019-20 Q4	Total
Daily Activities	15%	15%	15%
Health & Wellbeing	39%	38%	39%
Lifelong Learning	8%	8%	8%
Other	17%	16%	17%
Non-categorised	26%	28%	27%
Any mainstream service	96%	95%	96%

Part Three: Providers and the growing market

Table M.51 Key markets indicators by quarter – Northern Territory ^{653 654}

Market indicators	Prior Quarters	2019-20 Q4
a) Average number of active providers per active participant	1.71	1.72
b) Number of providers delivering new types of supports	92	82
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	81%	85%
<i>Therapeutic Supports (%)</i>	83%	86%
<i>Participation in community, social and civic activities (%)</i>	79%	79%
<i>Early Intervention supports for early childhood (%)</i>	82%	82%
<i>Daily Personal Activities (%)</i>	84%	86%

Table M.52 Cumulative number of providers that have been ever active as at 30 June 2020 by quarter of activity – Northern Territory ⁶⁵⁵

Activity	Number of providers
Active for the first time in 2019-20 Q4	22
Active in 2019-20 Q4 and also in previous quarters	230
Active in 2019-20 Q4	252
Inactive in 2019-20 Q4	293
Active ever	545

⁶⁵² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁶⁵³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁵⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶⁵⁵ Active providers refer to those who have received payment for support Agency-managed participants.

Table M.53 Cumulative number of providers that have been ever active by registration group – Northern Territory ⁶⁵⁶

Registration Group	Prior Quarters	2019-20 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	9	1	10	11%
Assistance Animals	1	1	2	100%
Assistance with daily life tasks in a group or shared living arrangement	60	7	67	12%
Assistance with travel/transport arrangements	51	5	56	10%
Daily Personal Activities	91	10	101	11%
Group and Centre Based Activities	54	3	57	6%
High Intensity Daily Personal Activities	58	2	60	3%
Household tasks	73	6	79	8%
Interpreting and translation	8	3	11	38%
Participation in community, social and civic activities	117	7	124	6%
Assistive Technology				
Assistive equipment for recreation	11	2	13	18%
Assistive products for household tasks	7	1	8	14%
Assistance products for personal care and safety	138	14	152	10%
Communication and information equipment	26	11	37	42%
Customised Prosthetics	35	3	38	9%
Hearing Equipment	7	5	12	71%
Hearing Services	3	1	4	33%
Personal Mobility Equipment	51	9	60	18%
Specialised Hearing Services	4	1	5	25%
Vision Equipment	7	3	10	43%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	123	5	128	4%
Behaviour Support	39	1	40	3%
Community nursing care for high needs	13	4	17	31%
Development of daily living and life skills	57	6	63	11%
Early Intervention supports for early childhood	90	5	95	6%
Exercise Physiology and Physical Wellbeing activities	20	1	21	5%
Innovative Community Participation	14	1	15	7%
Specialised Driving Training	7	1	8	14%
Therapeutic Supports	201	12	213	6%
Capital services				
Home modification design and construction	12	3	15	25%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	8	1	9	13%
Choice and control support services				
Management of funding for supports in participants plan	54	3	57	6%
Support Coordination	28	3	31	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	11	1	12	9%
Specialised Supported Employment	17	2	19	12%
Total approved active providers	523	22	545	4%

⁶⁵⁶ 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.54 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2020 – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	9	10	10%	90%	100%
Assistance Animals	0	2	2	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	62	67	7%	93%	100%
Assistance with travel/transport arrangements	5	51	56	9%	91%	100%
Daily Personal Activities	7	94	101	7%	93%	100%
Group and Centre Based Activities	2	55	57	4%	96%	100%
High Intensity Daily Personal Activities	4	56	60	7%	93%	100%
Household tasks	13	66	79	16%	84%	100%
Interpreting and translation	1	10	11	9%	91%	100%
Participation in community, social and civic activities	11	113	124	9%	91%	100%
Assistive Technology						
Assistive equipment for recreation	1	12	13	8%	92%	100%
Assistive products for household tasks	0	8	8	0%	100%	100%
Assistance products for personal care and safety	14	138	152	9%	91%	100%
Communication and information equipment	9	28	37	24%	76%	100%
Customised Prosthetics	5	33	38	13%	87%	100%
Hearing Equipment	0	12	12	0%	100%	100%
Hearing Services	0	4	4	0%	100%	100%
Personal Mobility Equipment	6	54	60	10%	90%	100%
Specialised Hearing Services	0	5	5	0%	100%	100%
Vision Equipment	1	9	10	10%	90%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	13	115	128	10%	90%	100%
Behaviour Support	10	30	40	25%	75%	100%
Community nursing care for high needs	1	16	17	6%	94%	100%
Development of daily living and life skills	4	59	63	6%	94%	100%
Early Intervention supports for early childhood	18	77	95	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	1	20	21	5%	95%	100%
Innovative Community Participation	2	13	15	13%	87%	100%
Specialised Driving Training	1	7	8	13%	88%	100%
Therapeutic Supports	58	155	213	27%	73%	100%
Capital services						
Home modification design and construction	1	14	15	7%	93%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	1	8	9	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	6	51	57	11%	89%	100%
Support Coordination	4	27	31	13%	87%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	12	12	0%	100%	100%
Specialised Supported Employment	1	18	19	5%	95%	100%
Total	102	443	545	19%	81%	100%

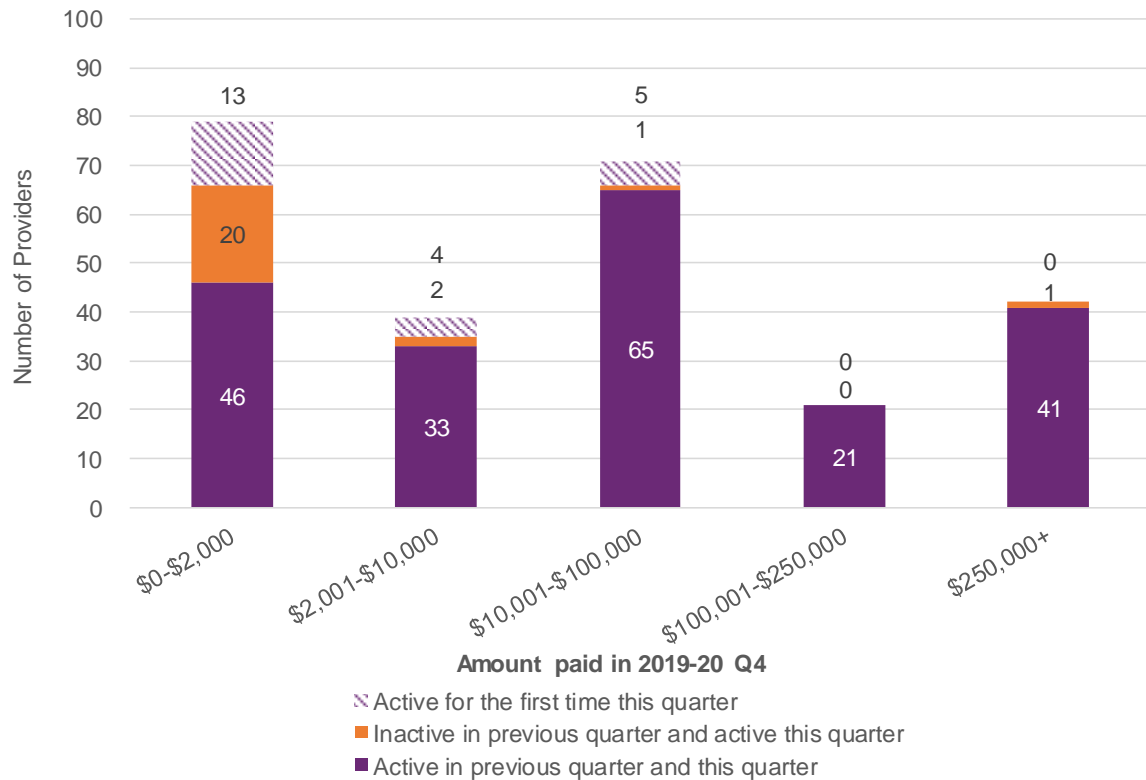
Table M.55 Number and proportion of providers active in 2019-20 Q4 by registration group and first quarter of activity – Northern Territory

Registration Group	Active in previous quarters and in 2019-20 Q4	Active for the first time in 2019-20 Q4	Total	% active for the first time in 2019-20 Q4
Assistance services				
Accommodation / Tenancy Assistance	3	1	4	25%
Assistance Animals	1	1	2	50%
Assistance with daily life tasks in a group or shared living arrangement	44	7	51	14%
Assistance with travel/transport arrangements	25	5	30	17%
Daily Personal Activities	49	10	59	17%
Group and Centre Based Activities	37	3	40	8%
High Intensity Daily Personal Activities	39	2	41	5%
Household tasks	40	6	46	13%
Interpreting and translation	4	3	7	43%
Participation in community, social and civic activities	64	7	71	10%
Assistive Technology				
Assistive equipment for recreation	1	2	3	67%
Assistive products for household tasks	1	1	2	50%
Assistance products for personal care and safety	63	14	77	18%
Communication and information equipment	15	11	26	42%
Customised Prosthetics	9	3	12	25%
Hearing Equipment	3	5	8	63%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	16	9	25	36%
Specialised Hearing Services	1	1	2	50%
Vision Equipment	1	3	4	75%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	78	5	83	6%
Behaviour Support	21	1	22	5%
Community nursing care for high needs	5	4	9	44%
Development of daily living and life skills	33	6	39	15%
Early Intervention supports for early childhood	25	5	30	17%
Exercise Physiology and Physical Wellbeing activities	12	1	13	8%
Innovative Community Participation	8	1	9	11%
Specialised Driving Training	0	1	1	100%
Therapeutic Supports	80	12	92	13%
Capital services				
Home modification design and construction	5	3	8	38%
Specialist Disability Accommodation	1	0	1	0%
Vehicle Modifications	2	1	3	33%
Choice and control support services				
Management of funding for supports in participants plan	42	3	45	7%
Support Coordination	17	3	20	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	5	1	6	17%
Specialised Supported Employment	12	2	14	14%
Total	230	22	252	9%

Table M.56 Number and proportion of providers active in 2019-20 Q4 in each registration group by legal entity type – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	4	4	0%	100%	100%
Assistance Animals	0	2	2	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	4	47	51	8%	92%	100%
Assistance with travel/transport arrangements	2	28	30	7%	93%	100%
Daily Personal Activities	5	54	59	8%	92%	100%
Group and Centre Based Activities	2	38	40	5%	95%	100%
High Intensity Daily Personal Activities	3	38	41	7%	93%	100%
Household tasks	7	39	46	15%	85%	100%
Interpreting and translation	1	6	7	14%	86%	100%
Participation in community, social and civic activities	7	64	71	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	0	3	3	0%	100%	100%
Assistive products for household tasks	0	2	2	0%	100%	100%
Assistance products for personal care and safety	11	66	77	14%	86%	100%
Communication and information equipment	6	20	26	23%	77%	100%
Customised Prosthetics	0	12	12	0%	100%	100%
Hearing Equipment	0	8	8	0%	100%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	3	22	25	12%	88%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	0	4	4	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	11	72	83	13%	87%	100%
Behaviour Support	6	16	22	27%	73%	100%
Community nursing care for high needs	1	8	9	11%	89%	100%
Development of daily living and life skills	3	36	39	8%	92%	100%
Early Intervention supports for early childhood	3	27	30	10%	90%	100%
Exercise Physiology and Physical Wellbeing activities	1	12	13	8%	92%	100%
Innovative Community Participation	2	7	9	22%	78%	100%
Specialised Driving Training	0	1	1	0%	100%	100%
Therapeutic Supports	23	69	92	25%	75%	100%
Capital services						
Home modification design and construction	0	8	8	0%	100%	100%
Specialist Disability Accommodation	0	1	1	0%	100%	100%
Vehicle Modifications	0	3	3	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	3	42	45	7%	93%	100%
Support Coordination	3	17	20	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	6	6	0%	100%	100%
Specialised Supported Employment	1	13	14	7%	93%	100%
Total	50	202	252	20%	80%	100%

Figure M.20 Distribution of active providers in 2019-20 Q4 by their status in 2019-20 Q3 and payment band in 2019-20 Q4 – Northern Territory⁶⁵⁷



Part Four: Financial sustainability

Table M.57 Committed supports by financial year (\$m) – Northern Territory⁶⁵⁸

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	0.04	2.1	5.9	20.5	101.5	206.1	397.3

⁶⁵⁷ Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

⁶⁵⁸ 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.21 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 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Northern Territory

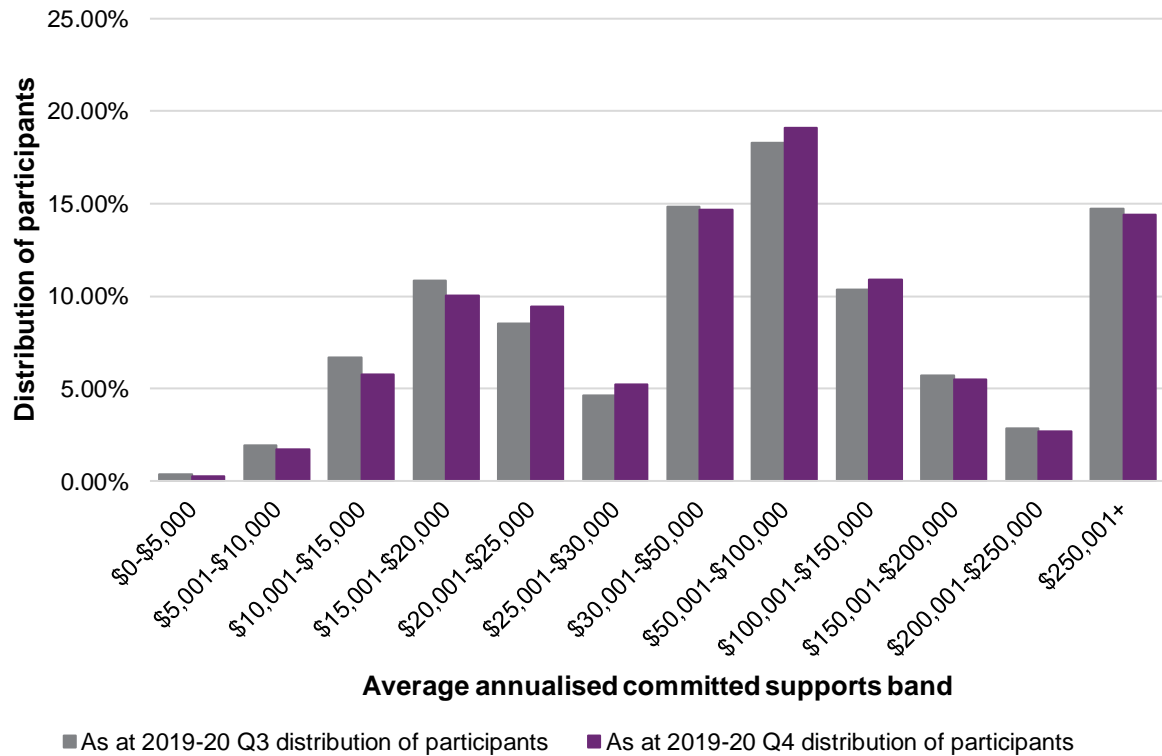


Figure M.22 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Northern Territory

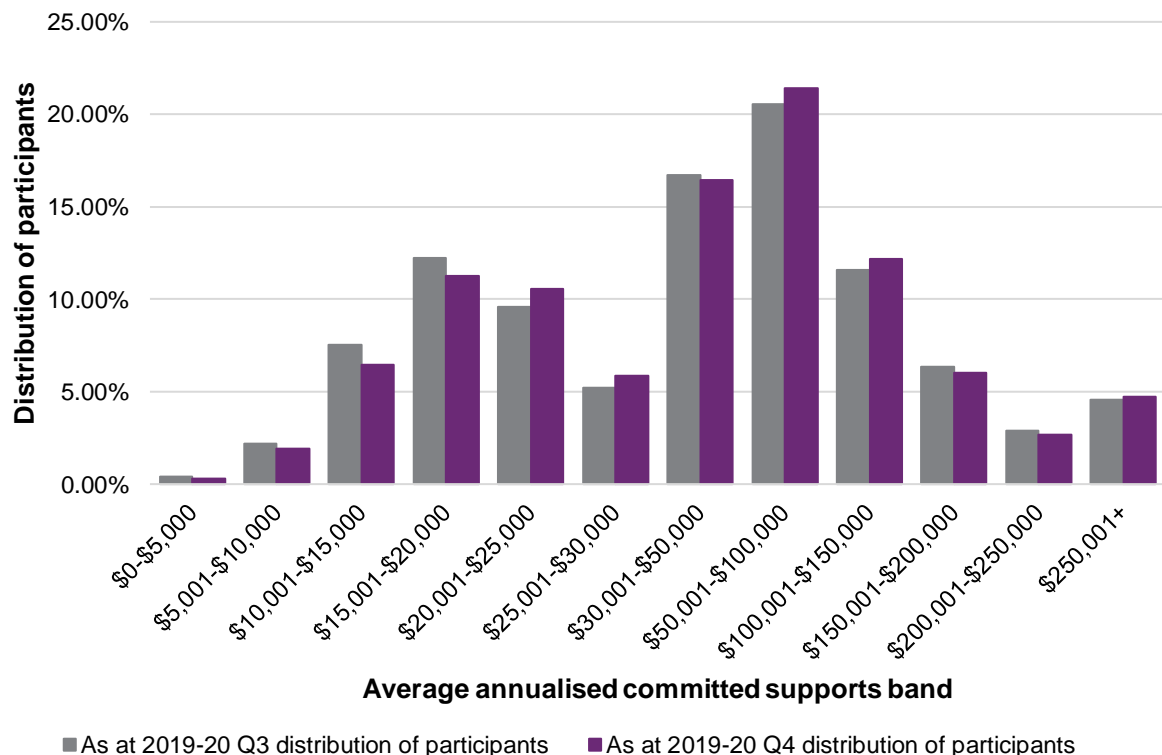


Figure M.23 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Northern Territory

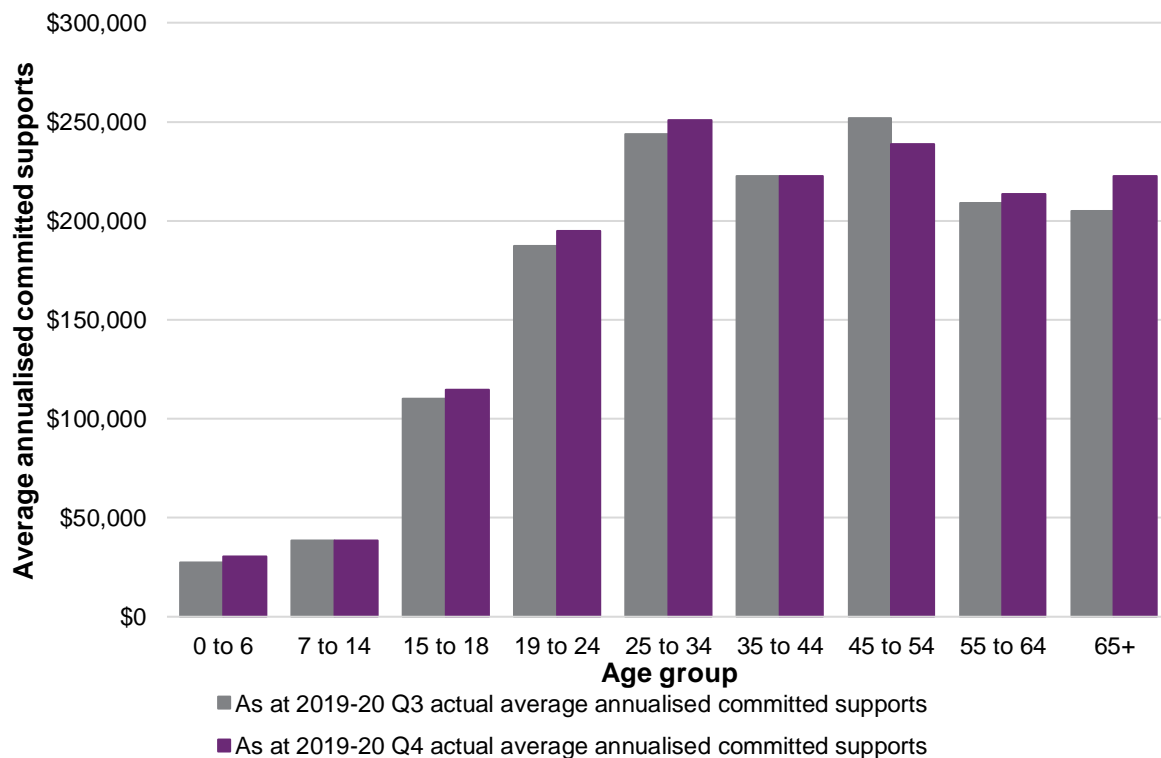
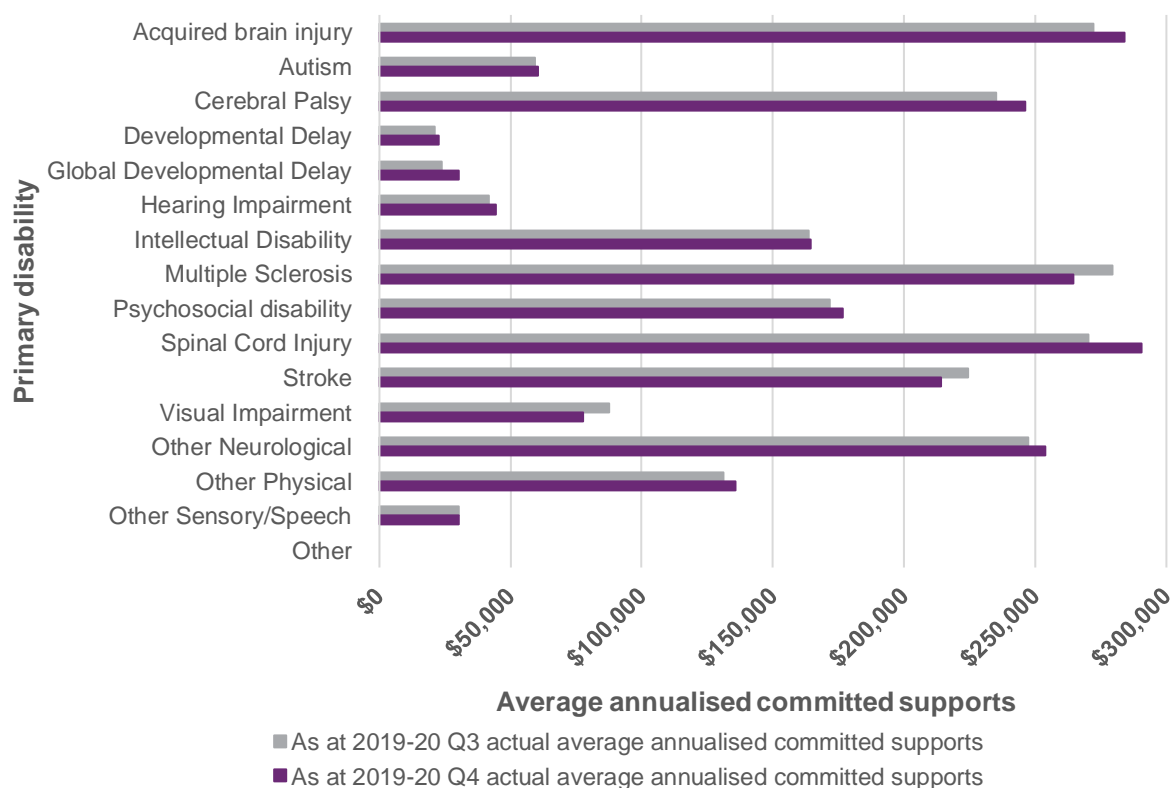


Figure M.24 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Northern Territory ⁶⁵⁹



⁶⁵⁹ Average annualised committed supports are not shown where there is insufficient data in the group. There is insufficient data to show an average cost for 'Other'.

Figure M.25 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q4 compared with active participants with initial plan approvals as at 2019-20 Q3 – Northern Territory⁶⁶⁰

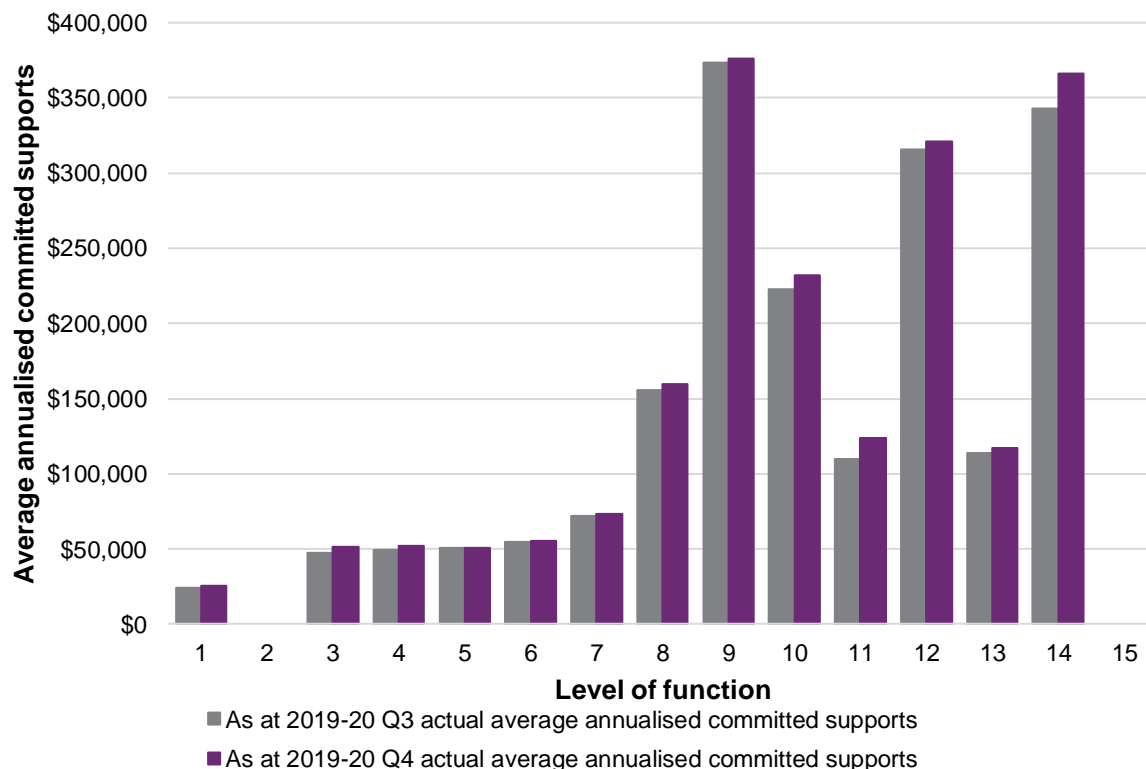
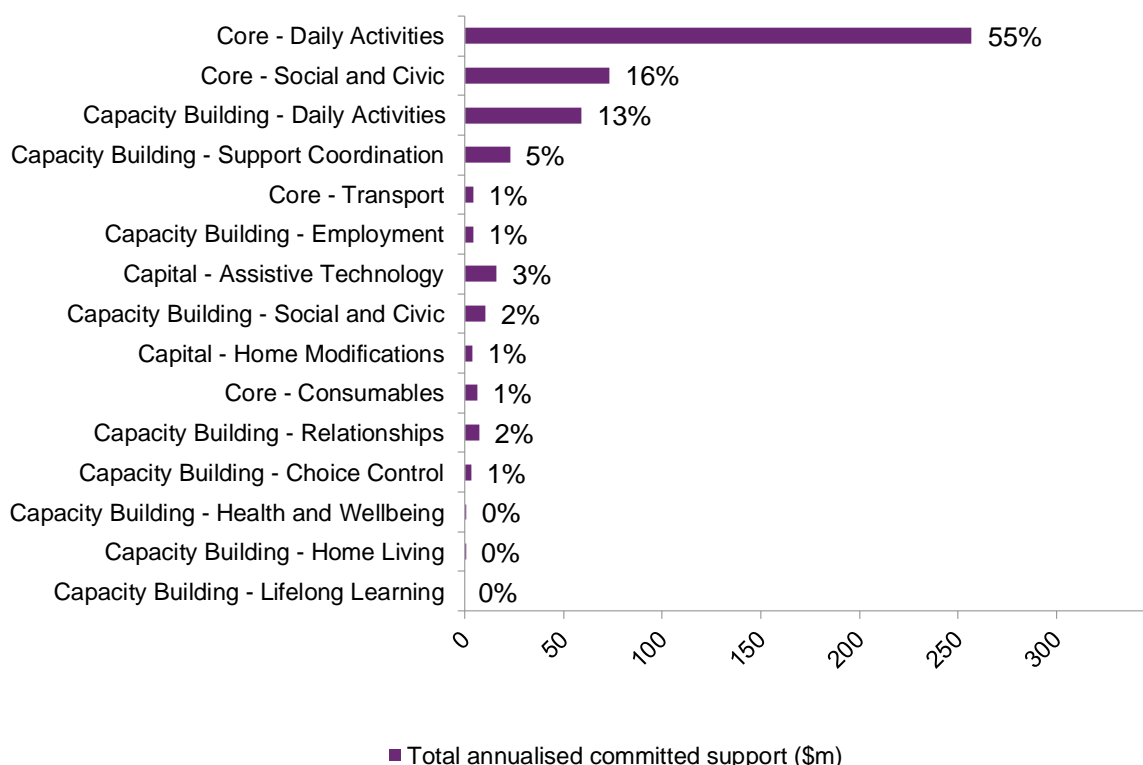


Figure M.26 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Northern Territory

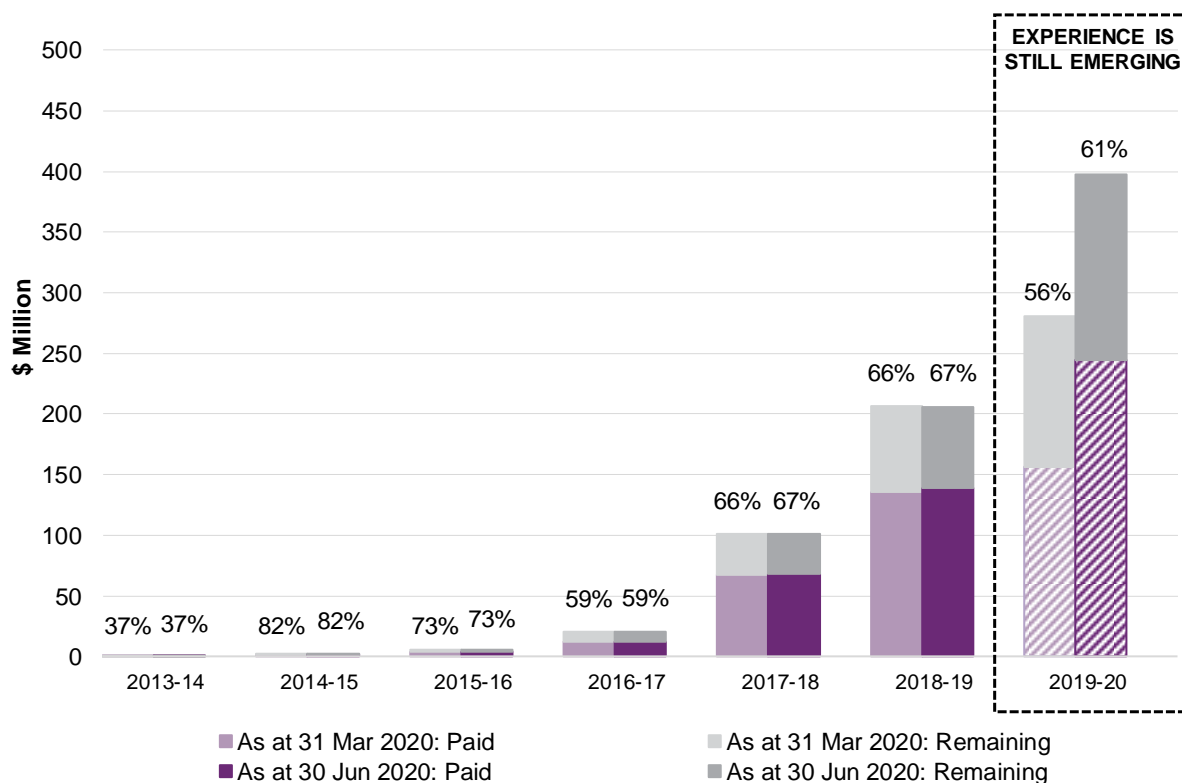


⁶⁶⁰ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

Table M.58 Payments by financial year, compared to committed supports (\$m) – Northern Territory ⁶⁶¹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Total Committed	0.04	2.1	5.9	20.5	101.5	206.1	397.3
Total Paid	0.02	1.7	4.3	12.0	67.8	138.6	244.3
% utilised to date	37%	82%	73%	59%	67%	67%	61%

Figure M.27 Utilisation of committed supports as at 31 March 2020 and 30 June 2020 – Northern Territory



⁶⁶¹ 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.28 Utilisation of committed supports by plan number from 1 October 2019 to 31 March 2020 – Northern Territory ⁶⁶²

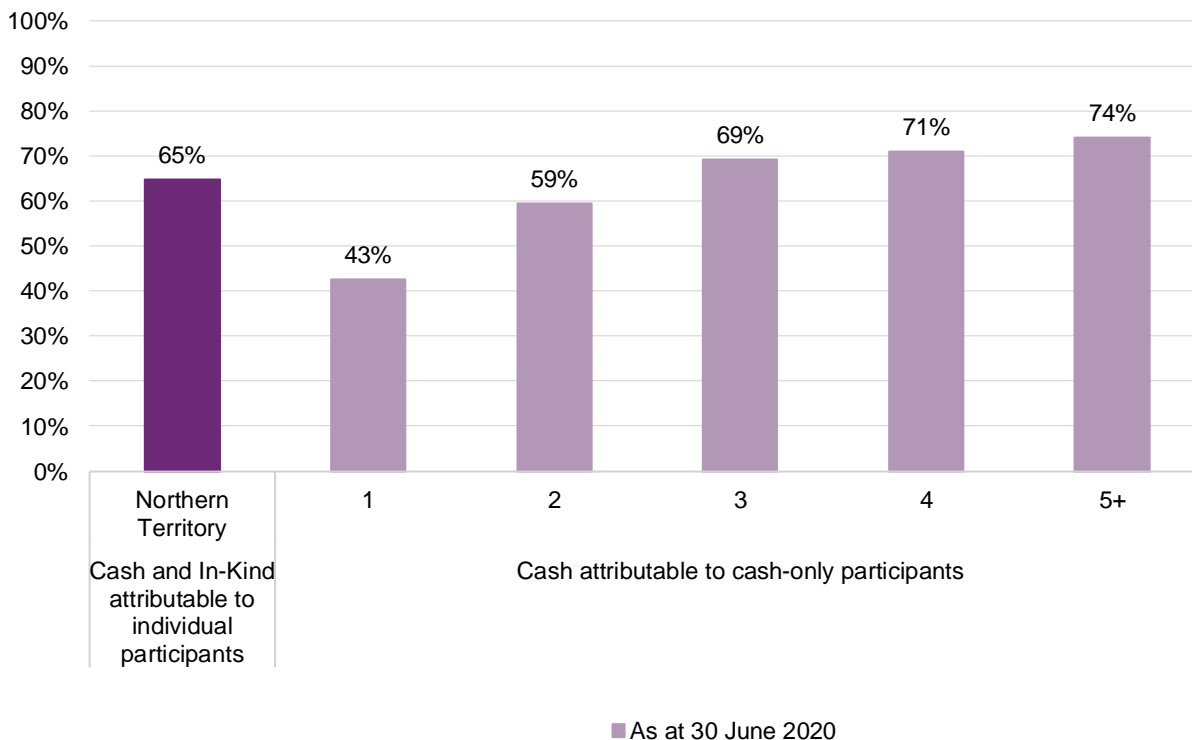
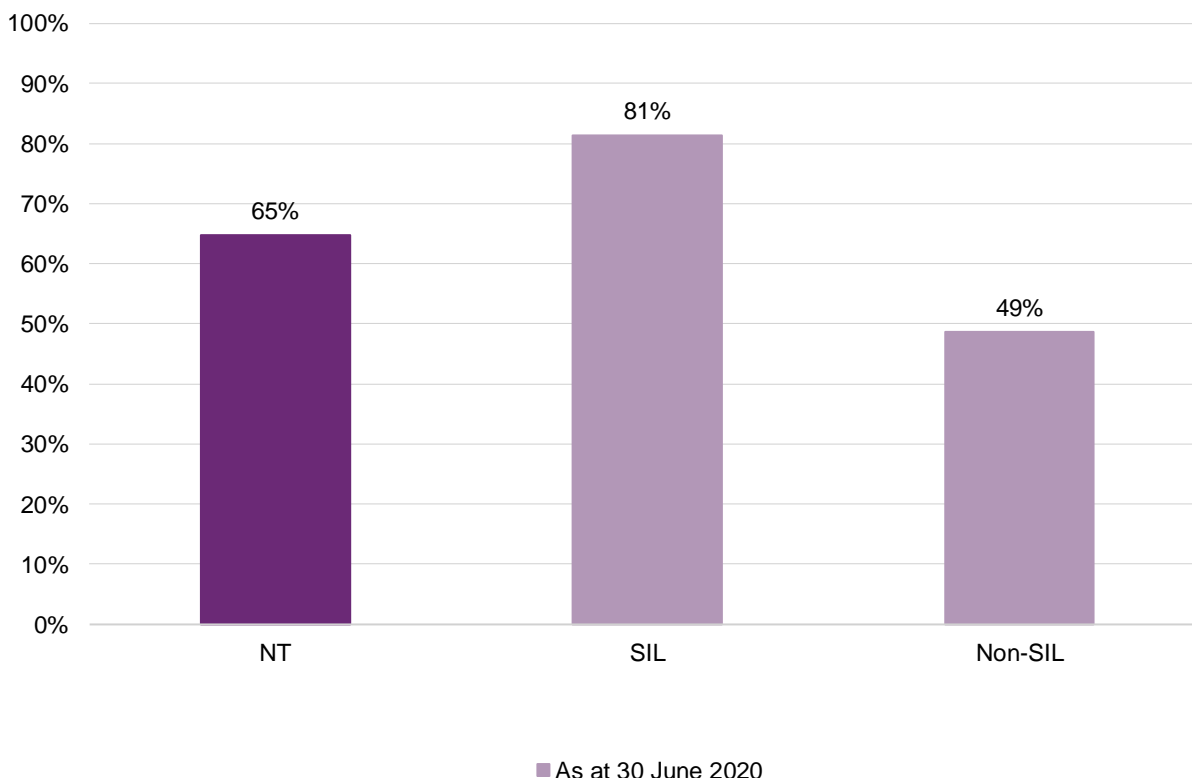


Figure M.29 Utilisation of committed supports by SIL status from 1 October 2019 to 31 March 2020 – Northern Territory ⁶⁶³



⁶⁶² 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 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

⁶⁶³ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports between 1 October 2019 to 31 March 2020 is shown, as experience in the most recent quarter is still emerging.

Figure M.30 Utilisation of committed supports by support class from 1 October 2019 to 31 March 2020 – Northern Territory ⁶⁶⁴

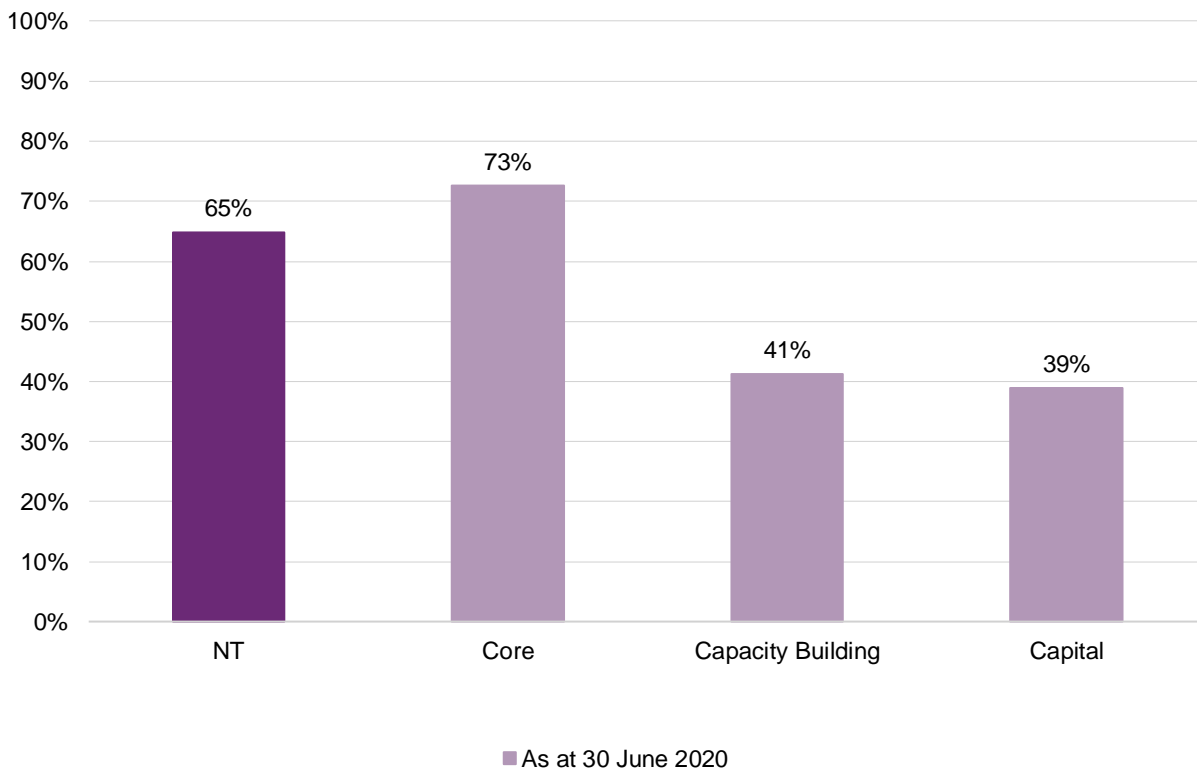
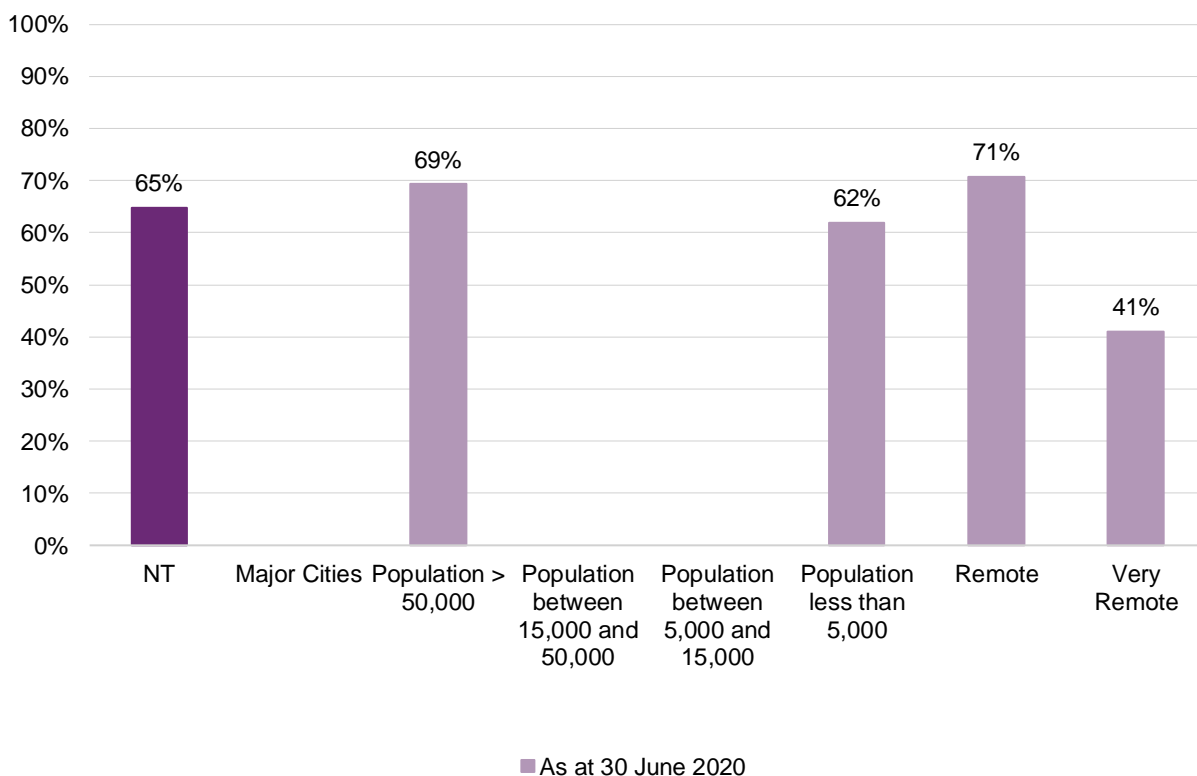


Figure M.31 Utilisation of committed supports by remoteness from 1 October 2019 to 31 March 2020 – Northern Territory ^{665 666}



⁶⁶⁴ Ibid.

⁶⁶⁵ Ibid.

⁶⁶⁶ 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 participant's plans including ECEI ^{667 668 669}

State/Territory	Active participant plans		ECEI gateway with initial supports	Active participant plans including ECEI	
	N	%	N	N	%
NSW	124,625	32%	2,514	127,139	32%
VIC	106,078	27%	2,552	108,630	27%
QLD	73,726	19%	2,199	75,925	19%
WA	32,335	8%	212	32,547	8%
SA	35,206	9%	338	35,544	9%
TAS	8,858	2%	252	9,110	2%
ACT	7,707	2%	46	7,753	2%
NT	3,428	1%	83	3,511	1%
OT	24	0%	0	24	0%
Missing	12	0%	1	13	0%
National	391,999	100%	8,197	400,196	100%

Table N.2 Number of active participant plans by age

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	19,698	18,789	11,869	3,709	4,886	1,119	1,189	699	61,962
7 to 14	30,644	25,589	17,987	8,298	10,694	1,961	1,886	770	97,834
15 to 18	9,141	7,080	5,228	3,078	3,139	754	588	241	29,252
19 to 24	11,757	7,726	5,983	3,067	2,541	1,104	679	226	33,091
25 to 34	11,042	9,731	6,790	3,376	2,739	983	653	323	35,639
35 to 44	10,299	9,614	6,407	2,715	2,580	716	695	372	33,403
45 to 54	12,615	11,991	8,049	3,372	3,465	957	787	374	41,611
55 to 64	15,160	12,736	9,424	3,914	4,165	1,116	849	361	47,731
65+	4,269	2,822	1,989	806	997	148	381	62	11,476
Total	124,625	106,078	73,726	32,335	35,206	8,858	7,707	3,428	391,999

Table N.3 Proportion of active participant plans by age

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	18%	16%	11%	14%	13%	15%	20%	16%
7 to 14	25%	24%	24%	26%	30%	22%	24%	22%	25%
15 to 18	7%	7%	7%	10%	9%	9%	8%	7%	7%
19 to 24	9%	7%	8%	9%	7%	12%	9%	7%	8%
25 to 34	9%	9%	9%	10%	8%	11%	8%	9%	9%
35 to 44	8%	9%	9%	8%	7%	8%	9%	11%	9%
45 to 54	10%	11%	11%	10%	10%	11%	10%	11%	11%
55 to 64	12%	12%	13%	12%	12%	13%	11%	11%	12%
65+	3%	3%	3%	2%	3%	2%	5%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁶⁶⁷ 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.

⁶⁶⁸ OT includes participants residing in Other Territories including Norfolk Island. OT participants are not shown separately in the results on participant characteristics due to small numbers. However, they are included in the National totals for each table.

⁶⁶⁹ There are 12 active participants at 30 June 2020 with Missing jurisdiction information. These participants are not shown separately in the results on participant characteristics. However, they are included in the National totals for each table.

Table N.4 Number of active participant plans by disability ^{670 671}

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	38,684	30,589	23,466	11,251	13,176	2,727	2,147	784	122,830
Intellectual Disability	27,814	22,855	14,677	7,501	7,388	2,469	1,368	685	84,769
Psychosocial disability	11,311	13,412	6,501	2,623	2,028	641	952	320	37,795
Developmental Delay	8,017	10,076	4,738	663	1,830	433	704	346	26,809
Hearing Impairment	6,364	4,784	4,333	1,350	1,453	359	405	160	19,208
Other Neurological	5,690	4,319	3,505	1,626	1,373	358	336	179	17,387
Other Physical	5,205	3,760	3,938	1,585	1,644	327	507	175	17,143
Cerebral Palsy	5,199	3,740	3,256	1,452	1,133	387	275	193	15,635
ABI	3,753	3,199	2,728	995	1,400	356	185	215	12,832
Visual Impairment	2,748	2,582	1,379	598	683	172	166	57	8,387
Global Developmental Delay	2,631	1,468	1,179	938	1,026	154	165	80	7,642
Multiple Sclerosis	2,187	2,375	1,170	673	657	234	183	15	7,494
Stroke	2,043	1,300	1,206	400	382	97	111	108	5,648
Spinal Cord Injury	1,589	753	1,237	512	348	94	69	72	4,675
Other Sensory/Speech	1,136	706	286	112	621	35	109	32	3,037
Other	254	160	127	56	64	15	25	7	708
Total	124,625	106,078	73,726	32,335	35,206	8,858	7,707	3,428	391,999

Table N.5 Proportion of active participant plans by disability

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	31%	29%	32%	35%	37%	31%	28%	23%	31%
Intellectual Disability	22%	22%	20%	23%	21%	28%	18%	20%	22%
Psychosocial disability	9%	13%	9%	8%	6%	7%	12%	9%	10%
Developmental Delay	6%	9%	6%	2%	5%	5%	9%	10%	7%
Hearing Impairment	5%	5%	6%	4%	4%	4%	5%	5%	5%
Other Neurological	5%	4%	5%	5%	4%	4%	4%	5%	4%
Other Physical	4%	4%	5%	5%	5%	4%	7%	5%	4%
Cerebral Palsy	4%	4%	4%	4%	3%	4%	4%	6%	4%
ABI	3%	3%	4%	3%	4%	4%	2%	6%	3%
Visual Impairment	2%	2%	2%	2%	2%	2%	2%	2%	2%
Global Developmental Delay	2%	1%	2%	3%	3%	2%	2%	2%	2%
Multiple Sclerosis	2%	2%	2%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal Cord Injury	1%	1%	2%	2%	1%	1%	1%	2%	1%
Other Sensory/Speech	1%	1%	0%	0%	2%	0%	1%	1%	1%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁶⁷⁰ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁶⁷¹ Down Syndrome is included in Intellectual Disability.

Table N.6 Number of active participant plans by other characteristics

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	8,874	2,910	6,514	2,102	1,939	718	321	1,693	25,077
Culturally and linguistically diverse	12,780	11,972	4,013	2,701	2,605	270	830	886	36,066
Residing in remote and very remote areas	441	62	1,305	1,407	922	111	0	1,451	5,699
Younger people in residential aged care (under 65)	1,351	1,068	720	202	219	76	15	39	3,690
With supported independent living	8,504	5,127	4,437	2,099	2,270	882	434	366	24,119
With specialised disability accommodation	5,307	4,929	1,425	954	1,711	428	92	136	14,982

Table N.7 Proportion of active participant plans by other characteristics

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	7.1%	2.7%	8.8%	6.5%	5.5%	8.1%	4.2%	49.4%	6.4%
Culturally and linguistically diverse	10.3%	11.3%	5.4%	8.4%	7.4%	3.0%	10.8%	25.8%	9.2%
Residing in remote and very remote areas	0.4%	0.1%	1.8%	4.4%	2.6%	1.3%	0.0%	42.3%	1.5%
With supported independent living	6.8%	4.8%	6.0%	6.5%	6.4%	10.0%	5.6%	10.7%	6.2%
With specialised disability accommodation	4.3%	4.6%	1.9%	3.0%	4.9%	4.8%	1.2%	4.0%	3.8%

Table N.8 Prevalence rates by age

Age	NSW	VIC	QLD	SA	WA	TAS	ACT	NT	National
0-6	2.80%	3.34%	2.76%	3.62%	1.64%	2.80%	2.97%	2.80%	2.86%
7-14	3.84%	4.02%	3.37%	6.44%	3.15%	3.82%	4.42%	2.94%	3.88%
15-18	2.44%	2.38%	2.09%	3.92%	2.58%	3.03%	3.07%	2.11%	2.49%
19-24	1.81%	1.40%	1.48%	1.94%	1.62%	2.97%	1.64%	1.20%	1.63%
25-34	0.90%	0.93%	0.94%	1.22%	0.91%	1.53%	0.91%	0.76%	0.95%
35-44	0.95%	1.08%	0.97%	1.21%	0.77%	1.19%	1.10%	1.08%	1.00%
45-54	1.27%	1.48%	1.24%	1.60%	1.03%	1.42%	1.48%	1.24%	1.32%
55-64	1.63%	1.76%	1.61%	1.93%	1.35%	1.51%	1.95%	1.54%	1.65%
Total (aged 0-64)	1.78%	1.87%	1.70%	2.47%	1.47%	2.08%	1.95%	1.58%	1.81%

Table N.9 Proportion of participants rating their overall experience as good or very good in the latest quarter

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	86%	82%	84%	71%	78%	Numbers are too small	Numbers are too small	Numbers are too small	81%
The Pre-Planning Process	84%	83%	83%	73%	84%	78%	76%	Numbers are too small	83%
The Planning Process	83%	86%	80%	86%	81%	81%	87%	Numbers are too small	84%
The Review Process	85%	88%	83%	78%	88%	Numbers are too small	Numbers are too small	Numbers are too small	85%

Table N.10 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' ⁶⁷²

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	24%	21%	18%	18%	33%	14%	31%	12%	23%
Year 2	24%	21%	18%	21%	31%	15%	31%	11%	23%
Participants (15 and over) in community									
Baseline	35%	36%	33%	32%	37%	29%	41%	47%	35%
Year 2	46%	44%	42%	39%	42%	40%	41%	49%	44%
Participants (15 and over) who choose who supports them									
Baseline	48%	47%	52%	60%	59%	46%	65%	26%	49%
Year 2	48%	48%	53%	59%	60%	47%	61%	29%	50%

Table N.11 Distribution of active participant by method of Financial Plan Management ^{673 674}

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	18%	23%	22%	15%	18%	14%	33%	11%	20%
Self-managed partly	11%	12%	10%	21%	7%	12%	12%	7%	11%
Plan-managed	36%	47%	44%	20%	52%	29%	37%	47%	40%
Agency-managed	36%	19%	24%	44%	23%	45%	19%	35%	28%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.12 Distribution of plan budget amount by method of Financial Plan Management

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	10%	14%	13%	14%	9%	8%	19%	4%	12%
Plan-managed	24%	38%	34%	15%	34%	14%	39%	20%	30%
Agency-managed	66%	47%	53%	72%	57%	78%	42%	76%	59%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.13 Estimated number of plan reviews - excluding plans less than 30 days ⁶⁷⁵

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2019-20 Q4	32,815	29,690	20,539	6,644	9,167	2,309	1,844	725	103,755
Total number of plan reviews (transition only)	270,711	161,424	101,696	32,297	72,295	16,735	22,816	5,326	683,362

⁶⁷² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2017 to 30 June 2018 and have had a second plan review to date.

⁶⁷³ 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.

⁶⁷⁴ Trial participants are included in these results.

⁶⁷⁵ The National totals include plan reviews where jurisdiction information was missing.

Table N.14 Number and rates of participant complaints ^{676 677}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2019-20 Q4	1,210	1,331	883	370	547	79	77	50	5,211
% of access requests	2.8%	3.8%	3.5%	3.7%	4.6%	2.7%	2.7%	3.9%	3.9%
All participant complaints	24,140	16,460	8,711	2,560	8,989	1,194	1,857	281	68,466
% of access requests	5.3%	5.7%	4.6%	4.0%	7.7%	4.8%	4.8%	3.1%	5.8%

Table N.15 Duration to plan activation by quarter of initial plan approval for active participants ⁶⁷⁸

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	60%	58%	58%	65%	56%	59%	48%	57%	59%
30 to 59 days	14%	13%	15%	12%	16%	16%	15%	14%	14%
60 to 89 days	7%	7%	8%	6%	8%	6%	13%	6%	7%
90 to 119 days	4%	4%	4%	4%	4%	3%	5%	6%	4%
120 days and over	5%	5%	5%	4%	6%	5%	3%	7%	5%
No payments	9%	11%	10%	9%	10%	12%	16%	11%	10%
Total plans approved	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.16 Active providers by legal entity type

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	2,851	1,869	1,714	284	566	257	259	102	6,339
Company / Organisation	4,431	3,196	3,344	1,068	1,243	784	773	443	8,543
Total active providers	7,282	5,065	5,058	1,352	1,809	1,041	1,032	545	14,882

Table N.17 Active providers in 2019-20 Q4 by legal entity type

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,211	893	786	148	216	137	80	50	3,221
Company / Organisation	2,651	1,879	1,784	578	605	336	280	202	6,030
Total active providers	3,862	2,772	2,570	726	821	473	360	252	9,251

Table N.18 Committed supports by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,289.9	1,433.1	829.1	221.7	367.5	189.5	309.4	101.5	7,741.7
2018-19	5,953.2	3,466.4	2,471.0	538.4	1,153.9	392.7	370.9	206.1	14,554.0
2019-20	8,010.8	5,985.2	5,009.2	1,540.6	2,110.5	652.7	455.3	397.3	24,163.9
% increase from 2017-18 to 2018-19	39%	142%	198%	143%	214%	107%	20%	103%	88%
% increase from 2018-19 to 2019-20	35%	73%	103%	186%	83%	66%	23%	93%	66%

⁶⁷⁶ % 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.

⁶⁷⁷ The National totals include participant complaints where jurisdiction information was missing. Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

⁶⁷⁸ Plans approved after the end of 2019-20 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table N.19 Payments by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,118.3	956.7	523.7	165.5	218.7	153.9	224.1	67.8	5,428.4
2018-19	4,497.6	2,365.9	1,612.7	388.1	784.3	296.1	279.0	138.6	10,362.9
2019-20	5,639.5	3,860.6	3,301.1	919.5	1,382.0	448.9	317.9	244.3	16,114.9
% increase from 2017-18 to 2018-19	44%	147%	208%	134%	259%	92%	25%	104%	91%
% increase from 2018-19 to 2019-20	25%	63%	105%	137%	76%	52%	14%	76%	56%

Table N.20 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{679 680}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL									
First plan	81%	73%	86%	83%	84%	71%	n/a	76%	84%
Subsequent plans	87%	83%	85%	85%	82%	88%	88%	82%	86%
Total	87%	82%	85%	85%	83%	87%	87%	81%	86%
Non SIL									
First plan	46%	46%	50%	50%	47%	43%	43%	37%	47%
Subsequent plans	66%	62%	64%	62%	61%	63%	65%	49%	64%
Total	63%	58%	60%	56%	58%	57%	63%	45%	60%
Total (SIL and non-SIL)									
First plan	47%	48%	59%	56%	66%	45%	44%	43%	54%
Subsequent plans	75%	66%	71%	70%	65%	74%	74%	69%	71%
Total	72%	61%	67%	63%	65%	68%	72%	64%	67%

⁶⁷⁹ Utilisation of committed supports from 1 October 2019 to 31 March 2020 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁶⁸⁰ 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 30 June 2020 ^{681 682 683 684 685 686 687 688}

Region			Core supports		Capacity Building supports		Capital supports		Total active participants
			#	%	#	%	#	%	
NSW			99,717	80%	122,734	98%	34,255	27%	124,625
Hunter New England	Jul-13		16,890	77%	21,223	97%	5,713	26%	21,866
Central Coast	Jul-16		5,358	74%	7,113	98%	1,718	24%	7,242
Far West	Jul-17		467	89%	525	100%	156	30%	526
Illawarra Shoalhaven	Jul-17		6,473	88%	7,237	98%	2,173	30%	7,350
Mid North Coast	Jul-17		4,242	86%	4,925	99%	1,254	25%	4,959
Murrumbidgee	Jul-17		4,673	84%	5,523	100%	1,533	28%	5,543
Nepean Blue Mountains	Jul-15		5,346	72%	7,371	99%	1,801	24%	7,473
North Sydney	Jul-16		7,294	82%	8,775	99%	3,005	34%	8,872
Northern NSW	Jul-17		5,290	91%	5,790	100%	1,660	29%	5,818
South Eastern Sydney	Jul-17		6,995	84%	8,209	99%	2,552	31%	8,302
South Western Sydney	Jul-16		12,648	76%	16,414	98%	4,200	25%	16,701
Southern NSW	Jul-16		3,013	82%	3,604	98%	1,033	28%	3,660
Sydney	Jul-17		6,158	88%	6,889	99%	1,987	29%	6,971
Western NSW	Jul-17		4,310	83%	5,132	99%	1,579	30%	5,190
Western Sydney	Jul-16		10,540	75%	13,983	99%	3,882	27%	14,130
NSW - Other			20	91%	21	95%	<11		22
VIC			97,127	92%	104,904	99%	25,480	24%	106,078
Barwon	Jul-13		7,307	88%	8,139	98%	1,869	23%	8,276
Central Highlands	Jan-17		3,845	88%	4,292	98%	1,066	24%	4,366
Loddon	May-17		4,925	88%	5,568	99%	1,249	22%	5,627
North East Melbourne	Jul-16		8,829	83%	10,451	98%	2,673	25%	10,629
Inner Gippsland	Oct-17		3,904	94%	4,055	98%	893	22%	4,133
Ovens Murray	Oct-17		2,382	84%	2,784	99%	660	23%	2,821
Western District	Oct-17		3,044	93%	3,238	99%	813	25%	3,275
Inner East Melbourne	Nov-17		7,476	93%	7,947	99%	2,376	30%	8,033
Outer East Melbourne	Nov-17		7,652	95%	7,955	99%	2,110	26%	8,025
Hume Moreland	Mar-18		6,438	90%	7,074	99%	1,602	22%	7,142
Bayside Peninsula	Apr-18		12,337	98%	12,471	99%	3,354	27%	12,616
Southern Melbourne	Sep-18		8,826	93%	9,412	99%	2,185	23%	9,494
Brimbank Melton	Oct-18		5,831	93%	6,221	100%	1,165	19%	6,245
Western Melbourne	Oct-18		8,349	95%	8,761	99%	1,891	21%	8,823
Goulburn	Jan-19		2,638	87%	2,996	99%	705	23%	3,018
Mallee	Jan-19		1,557	92%	1,697	100%	421	25%	1,699

⁶⁸¹ Region is defined by the current residing address of the participant. 'Other' includes participants with regional information missing.

⁶⁸² 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).

⁶⁸³ 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.

⁶⁸⁴ 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.

⁶⁸⁵ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁶⁸⁶ Since the phasing schedule for South Australia is by age, each region in the state has the phasing date Jul-13.

⁶⁸⁷ Since the phasing schedule for Tasmania is by age, each region in the state has the phasing date Jul-13.

⁶⁸⁸ Other Territories includes Norfolk Island.

Region			Core supports		Capacity Building supports		Capital supports		Total active participants
			#	%	#	%	#	%	
Outer Gippsland Jan-19			1,777	96%	1,832	99%	447	24%	1,845
VIC - Other			<11		11	1	<11		11
QLD			68,815	93%	73,481	100%	22,958	31%	73,726
Bundaberg	Sep-17		1,920	81%	2,365	100%	713	30%	2,370
Ipswich	Jul-17		5,355	85%	6,251	100%	1,677	27%	6,279
Mackay	Nov-16		2,068	78%	2,619	99%	775	29%	2,638
Toowoomba	Jan-17		4,848	94%	5,144	100%	1,534	30%	5,160
Townsville	Apr-16		4,099	82%	4,952	99%	1,385	28%	4,992
Rockhampton	Nov-17		3,595	87%	4,117	100%	1,282	31%	4,133
Beenleigh	Jul-18		6,983	97%	7,166	100%	2,153	30%	7,171
Brisbane	Jul-18		13,708	98%	13,902	100%	4,770	34%	13,962
Cairns	Jul-18		3,444	96%	3,582	100%	1,192	33%	3,594
Maryborough	Jul-18		2,929	95%	3,068	100%	993	32%	3,073
Robina	Jul-18		6,915	99%	6,990	100%	2,047	29%	7,010
Caboolture/Strathpine	Jan-19		7,078	97%	7,251	100%	2,385	33%	7,261
Maroochydore	Jan-19		5,858	97%	6,052	100%	2,047	34%	6,060
QLD - Other			15	65%	22	96%	<11		23
WA			27,752	86%	31,793	98%	11,987	37%	32,335
North East Metro	Jul-14		4,546	82%	5,488	99%	2,163	39%	5,556
Wheat Belt	Jan-17		700	86%	801	98%	298	36%	818
South Metro	Jul-18		4,215	81%	5,077	98%	1,792	34%	5,201
Midwest-Gascoyne	Jul-19		537	85%	625	99%	171	27%	630
Great Southern	Jul-19		670	86%	766	98%	202	26%	781
Central South Metro	Jul-18		3,591	87%	4,040	98%	1,536	37%	4,142
Central North Metro	Jul-19		3,085	90%	3,391	99%	1,441	42%	3,413
South East Metro	Jul-19		3,035	90%	3,344	99%	1,360	40%	3,376
South West	Sep-18		2,483	88%	2,698	96%	906	32%	2,807
Goldfields-Esperance	Oct-18		450	90%	495	99%	151	30%	502
North Metro	Oct-18		3,561	86%	4,086	99%	1,621	39%	4,117
Kimberley-Pilbara	Oct-18		877	89%	980	99%	344	35%	990
WA - Other			<11		<11		<11		<11
SA			32,258	92%	35,056	100%	9,162	26%	35,206
Adelaide Hills	Jul-13		1,205	92%	1,304	100%	322	25%	1,307
Barossa, Light and Lower North	Jul-13		1,558	91%	1,701	100%	356	21%	1,708
Eastern Adelaide	Jul-13		2,810	92%	3,047	100%	826	27%	3,056
Eyre and Western	Jul-13		1,006	91%	1,099	100%	317	29%	1,101
Far North (SA)	Jul-13		407	95%	428	100%	136	32%	429
Fleurieu and Kangaroo Island	Jul-13		877	94%	933	100%	268	29%	937
Limestone Coast	Jul-13		1,094	92%	1,176	99%	286	24%	1,183
Murray and Mallee	Jul-13		1,322	90%	1,454	99%	384	26%	1,463
Northern Adelaide	Jul-13		10,674	91%	11,675	99%	2,933	25%	11,735
Southern Adelaide	Jul-13		7,164	92%	7,716	100%	2,112	27%	7,749
Western Adelaide	Jul-13		2,837	91%	3,097	100%	884	28%	3,106
Yorke and Mid North	Jul-13		1,304	91%	1,426	100%	338	24%	1,432
SA - Other			<11		<11		<11		<11
TAS			8,146	92%	8,566	97%	2,271	26%	8,858
TAS North	Jul-13		2,354	96%	2,401	97%	688	28%	2,463
TAS North West	Jul-13		1,841	87%	2,064	97%	493	23%	2,122
TAS South East	Jul-13		1,712	91%	1,804	96%	449	24%	1,887
TAS South West	Jul-13		2,239	94%	2,297	96%	641	27%	2,386

Region		Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
TAS - Other		<11		<11		<11		<11
ACT		6,178	80%	7,602	99%	1,820	24%	7,707
ACT	Jul-14	6,174	80%	7,598	99%	1,817	24%	7,703
ACT - Other		<11		<11		<11		<11
NT		3,296	96%	3,415	100%	1,079	31%	3,428
Barkly	Jul-14	154	95%	160	99%	58	36%	162
Central Australia	Jul-17	505	98%	515	100%	229	44%	516
Darwin Remote	Jul-17	316	96%	330	100%	100	30%	330
Darwin Urban	Jan-17	1,901	96%	1,976	100%	543	27%	1,985
East Arnhem	Jan-17	177	98%	180	100%	53	29%	180
Katherine	Jul-17	162	97%	167	100%	70	42%	167
NT - Other		81	92%	87	99%	26	30%	88
Other Territories		21	88%	23	96%	<11		24
Missing		11	92%	12	100%	<11		12
Total		343,321	88%	387,586	99%	109,018	28%	391,999

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL

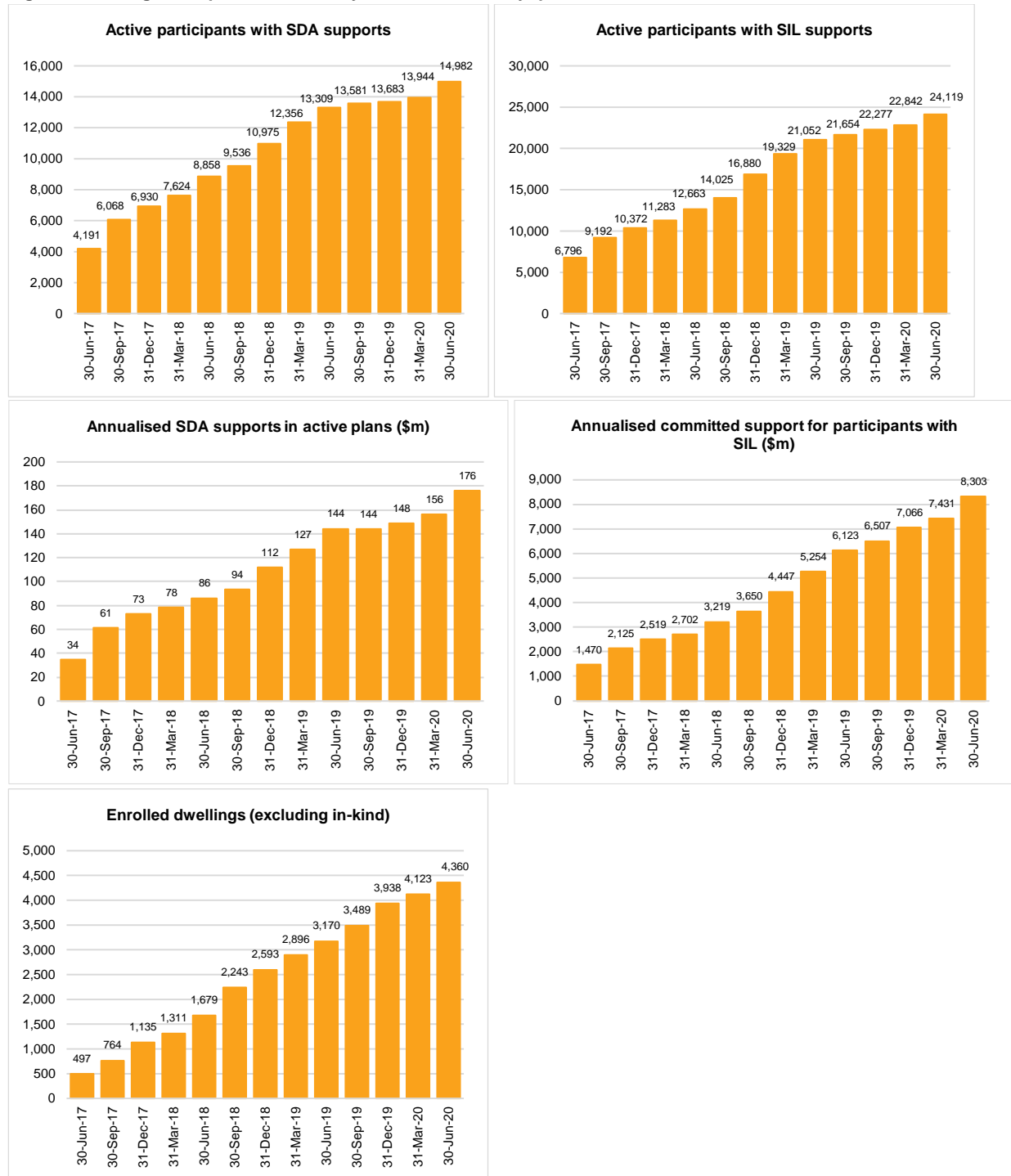


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2020 ^{689 690}

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	5,307	4%	8,504	6.8%	124,625
Hunter New England	785	4%	1,654	7.6%	21,866
Central Coast	212	3%	467	6.4%	7,242
Far West	<11		20	3.8%	526
Illawarra Shoalhaven	334	5%	469	6.4%	7,350
Mid North Coast	163	3%	207	4.2%	4,959
Murrumbidgee	240	4%	349	6.3%	5,543
Nepean Blue Mountains	379	5%	541	7.2%	7,473
North Sydney	729	8%	866	9.8%	8,872
Northern NSW	191	3%	295	5.1%	5,818
South Eastern Sydney	401	5%	585	7.0%	8,302
South Western Sydney	438	3%	890	5.3%	16,701
Southern NSW	152	4%	210	5.7%	3,660
Sydney	259	4%	414	5.9%	6,971
Western NSW	359	7%	485	9.3%	5,190
Western Sydney	655	5%	1,052	7.4%	14,130
NSW - Other	<11		<11		22
VIC	4,929	5%	5,127	4.8%	106,078
Barwon	290	4%	376	4.5%	8,276
Central Highlands	241	6%	254	5.8%	4,366
Loddon	238	4%	234	4.2%	5,627
North East Melbourne	680	6%	689	6.5%	10,629
Inner Gippsland	133	3%	131	3.2%	4,133
Ovens Murray	137	5%	144	5.1%	2,821
Western District	271	8%	279	8.5%	3,275
Inner East Melbourne	732	9%	713	8.9%	8,033
Outer East Melbourne	386	5%	414	5.2%	8,025
Hume Moreland	198	3%	199	2.8%	7,142
Bayside Peninsula	728	6%	788	6.2%	12,616
Southern Melbourne	232	2%	249	2.6%	9,494
Brimbank Melton	180	3%	184	2.9%	6,245
Western Melbourne	242	3%	232	2.6%	8,823
Goulburn	87	3%	83	2.8%	3,018
Mallee	87	5%	86	5.1%	1,699
Outer Gippsland	67	4%	72	3.9%	1,845
VIC - Other	<11		<11		11
QLD	1,425	2%	4,437	6.0%	73,726
Bundaberg	48	2%	149	6.3%	2,370
Ipswich	212	3%	350	5.6%	6,279
Mackay	18	1%	118	4.5%	2,638
Toowoomba	208	4%	412	8.0%	5,160
Townsville	60	1%	303	6.1%	4,992
Rockhampton	102	2%	229	5.5%	4,133
Beenleigh	97	1%	430	6.0%	7,171
Brisbane	279	2%	920	6.6%	13,962
Cairns	62	2%	250	7.0%	3,594
Maryborough	69	2%	180	5.9%	3,073
Robina	80	1%	403	5.7%	7,010

⁶⁸⁹ Region is defined by the current residing address of the participant. 'Other' includes participants with regional information missing.

⁶⁹⁰ Other Territories includes Norfolk Island.

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Caboolture/Strathpine	94	1%	384	5.3%	7,261
Maroochydore	96	2%	309	5.1%	6,060
QLD - Other	<11		<11		23
WA	954	3%	2,099	6.5%	32,335
North East Metro	219	4%	515	9.3%	5,556
Wheat Belt	<11		25	3.1%	818
South Metro	75	1%	267	5.1%	5,201
Great Southern	<11		46	5.9%	781
Midwest-Gascoyne	15	2%	34	5.4%	630
Central South Metro	87	2%	232	5.6%	4,142
Central North Metro	229	7%	308	9.0%	3,413
South West	27	1%	129	4.6%	2,807
Goldfields-Esperance	14	3%	26	5.2%	502
North Metro	109	3%	182	4.4%	4,117
South East Metro	166	5%	306	9.1%	3,376
Kimberley-Pilbara	<11		29	2.9%	990
WA - Other	<11		<11		<11
SA	1,711	5%	2,270	6.4%	35,206
Adelaide Hills	42	3%	62	4.7%	1,307
Barossa, Light and Lower North	23	1%	45	2.6%	1,708
Eastern Adelaide	161	5%	238	7.8%	3,056
Eyre and Western	28	3%	36	3.3%	1,101
Far North (SA)	19	4%	27	6.3%	429
Fleurieu and Kangaroo Island	28	3%	45	4.8%	937
Limestone Coast	45	4%	75	6.3%	1,183
Murray and Mallee	79	5%	99	6.8%	1,463
Northern Adelaide	561	5%	717	6.1%	11,735
Southern Adelaide	546	7%	682	8.8%	7,749
Western Adelaide	146	5%	189	6.1%	3,106
Yorke and Mid North	33	2%	55	3.8%	1,432
SA - Other	<11		<11		<11
TAS	428	5%	882	10.0%	8,858
TAS North	117	5%	206	8.4%	2,463
TAS North West	115	5%	202	9.5%	2,122
TAS South East	58	3%	145	7.7%	1,887
TAS South West	138	6%	329	13.8%	2,386
TAS - Other	<11		<11		<11
ACT	92	1%	434	5.6%	7,707
ACT	91	1%	433	5.6%	7,703
ACT - Other	<11		<11		<11
NT	136	4%	366	10.7%	3,428
Barkly	<11		15	9.3%	162
Central Australia	38	7%	99	19.2%	516
Darwin Remote	<11		<11		330
Darwin Urban	78	3.93%	221	11.1%	1,985
East Arnhem	<11		<11		180
Katherine	17	10%	29	17.4%	167
NT - Other	<11		<11		88
Other Territories	<11		<11		24
Missing	<11		<11		12
National	14,982	4%	24,119	6.2%	391,999

Table P.2 Annualised committed supports in current NDIS plans as at 30 June 2020 ^{691 692}

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	62,263,919	0.72%	2,969,770,590	34%	8,701,209,078
VIC	57,668,774	0.86%	1,604,703,453	24%	6,669,999,008
QLD	18,116,746	0.32%	1,616,176,704	28%	5,721,520,484
WA	10,653,248	0.46%	636,467,125	27%	2,329,606,379
SA	18,834,617	0.80%	772,992,494	33%	2,354,224,260
TAS	5,229,970	0.71%	329,170,590	44%	741,459,163
ACT	1,301,525	0.27%	155,677,360	32%	480,186,970
NT	1,836,060	0.39%	218,218,646	47%	466,407,849
Other Territories	0	0.00%	0	0%	2,238,886
Missing	0	0.00%	0	0%	462,803
Total	175,904,859	0.64%	8,303,176,962	30%	27,467,314,880

Table P.3 Registered and active SDA providers by jurisdiction as at 30 June 2020 ^{693 694 695}

State/Territory	SDA registered providers	SDA active providers
NSW	572	131
VIC	585	70
QLD	542	46
WA	106	2
SA	548	18
TAS	503	13
ACT	501	6
NT	500	4
OT	0	0
National	823	256

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.

⁶⁹¹ State/ Territory is defined by the current residing address of the participant.

⁶⁹² Other Territories includes Norfolk Island.

⁶⁹³ 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.

⁶⁹⁴ Other Territories includes Norfolk Island.

⁶⁹⁵ 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 30 June 2020 (excluding in-kind arrangements) ⁶⁹⁶

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	8	0	11	0	19
ACT - Australian Capital Territory	8	0	11	0	19
NSW	1,342	58	589	5	1,994
NSW - Capital Region	57	1	8	0	66
NSW - Central Coast	66	3	23	1	93
NSW - Central West	47	3	14	0	64
NSW - Coffs Harbour - Grafton	21	5	1	0	27
NSW - Far West and Orana	60	4	5	0	69
NSW - Hunter Valley exc Newcastle	35	1	12	0	48
NSW - Illawarra	41	1	11	0	53
NSW - Mid North Coast	40	2	11	0	53
NSW - Murray	53	1	8	0	62
NSW - New England and North West	30	2	7	0	39
NSW - Newcastle and Lake Macquarie	81	1	78	0	160
NSW - Richmond - Tweed	30	1	15	0	46
NSW - Riverina	25	1	11	0	37
NSW - Southern Highlands and Shoalhaven	14	1	11	0	26
NSW - Sydney - Baulkham Hills and Hawkesbury	42	4	7	0	53
NSW - Sydney - Blacktown	72	4	32	0	108
NSW - Sydney - City and Inner South	15	3	1	0	19
NSW - Sydney - Eastern Suburbs	11	1	1	0	13
NSW - Sydney - Inner South West	85	2	39	2	128
NSW - Sydney - Inner West	19	3	2	0	24
NSW - Sydney - North Sydney and Hornsby	40	1	7	0	48
NSW - Sydney - Northern Beaches	31	2	15	0	48
NSW - Sydney - Outer South West	57	0	1	1	59
NSW - Sydney - Outer West and Blue Mountains	93	3	59	1	156
NSW - Sydney - Parramatta	102	0	132	0	234
NSW - Sydney - Ryde	77	3	31	0	111
NSW - Sydney - South West	39	1	17	0	57
NSW - Sydney - Sutherland	59	4	30	0	93
NT	17	3	8	0	28
NT - Darwin	11	2	8	0	21
NT - Northern Territory - Outback	6	1	0	0	7
QLD	355	37	200	9	601
QLD - Brisbane - East	13	0	8	0	21
QLD - Brisbane - North	15	2	15	0	32
QLD - Brisbane - South	25	3	10	0	38
QLD - Brisbane - West	46	2	4	0	52
QLD - Brisbane Inner City	11	0	23	1	35
QLD - Cairns	12	1	11	0	24
QLD - Darling Downs - Maranoa	2	2	4	0	8
QLD - Fitzroy	24	2	6	0	32
QLD - Gold Coast	28	2	15	2	47
QLD - Ipswich	28	1	22	0	51
QLD - Logan - Beaudesert	11	1	16	0	28
QLD - Mackay	8	1	0	0	9
QLD - Moreton Bay - North	17	3	16	0	36
QLD - Moreton Bay - South	13	0	2	0	15

⁶⁹⁶ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.
June 2020 | NDIS Quarterly Report to disability ministers

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	15	4	1	0	20
QLD - Toowoomba	13	7	11	2	33
QLD - Townsville	21	2	7	2	32
QLD - Wide Bay	53	4	29	2	88
SA	854	10	138	0	1002
SA - Adelaide - Central and Hills	73	3	34	0	110
SA - Adelaide - North	239	0	39	0	278
SA - Adelaide - South	274	5	29	0	308
SA - Adelaide - West	150	0	25	0	175
SA - Barossa - Yorke - Mid North	17	1	2	0	20
SA - South Australia - Outback	18	0	0	0	18
SA - South Australia - South East	83	1	9	0	93
TAS	26	3	13	0	42
TAS - Hobart	14	0	0	0	14
TAS - Launceston and North East	6	2	5	0	13
TAS - South East	0	0	0	0	0
TAS - West and North West	6	1	8	0	15
VIC	378	86	169	14	647
VIC - Ballarat	18	5	19	0	42
VIC - Bendigo	12	0	12	0	24
VIC - Geelong	25	6	17	5	53
VIC - Hume	32	3	0	0	35
VIC - Latrobe - Gippsland	15	6	0	0	21
VIC - Melbourne - Inner	12	3	17	0	32
VIC - Melbourne - Inner East	17	9	2	0	28
VIC - Melbourne - Inner South	45	10	8	1	64
VIC - Melbourne - North East	29	8	14	1	52
VIC - Melbourne - North West	7	4	5	0	16
VIC - Melbourne - Outer East	28	1	25	0	54
VIC - Melbourne - South East	45	6	14	1	66
VIC - Melbourne - West	12	11	15	0	38
VIC - Mornington Peninsula	15	5	5	1	26
VIC - North West	33	4	9	5	51
VIC - Shepparton	14	3	3	0	20
VIC - Warrnambool and South West	19	2	4	0	25
WA	10	1	16	0	27
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	7	0	7
WA - Perth - Inner	5	0	0	0	5
WA - Perth - North East	1	1	3	0	5
WA - Perth - North West	1	0	0	0	1
WA - Perth - South East	2	0	0	0	2
WA - Perth - South West	0	0	6	0	6
WA - Western Australia - Outback	1	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	2,990	198	1144	28	4,360

Table P.5 Number of Enrolled SDA Dwellings by Location and Design as at 30 June 2020 (excluding in-kind arrangements) ⁶⁹⁷

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	3	0	16	0	0	19
ACT - Australian Capital Territory	3	0	16	0	0	19
NSW	1092	352	282	69	199	1,994
NSW - Capital Region	51	3	7	1	4	66
NSW - Central Coast	60	12	11	4	6	93
NSW - Central West	35	10	6	4	9	64
NSW - Coffs Harbour - Grafton	14	4	4	2	3	27
NSW - Far West and Orana	52	2	4	8	3	69
NSW - Hunter Valley exc Newcastle	28	2	9	4	5	48
NSW - Illawarra	42	10	1	0	0	53
NSW - Mid North Coast	36	11	0	6	0	53
NSW - Murray	35	17	3	5	2	62
NSW - New England and North West	17	12	2	0	8	39
NSW - Newcastle and Lake Macquarie	69	12	75	1	3	160
NSW - Richmond - Tweed	20	14	6	0	6	46
NSW - Riverina	23	7	3	3	1	37
NSW - Southern Highlands and Shoalhaven	10	8	4	4	0	26
NSW - Sydney - Baulkham Hills and Hawkesbury	28	18	0	3	4	53
NSW - Sydney - Blacktown	61	26	6	1	14	108
NSW - Sydney - City and Inner South	15	1	1	2	0	19
NSW - Sydney - Eastern Suburbs	11	0	1	1	0	13
NSW - Sydney - Inner South West	79	18	27	0	4	128
NSW - Sydney - Inner West	20	0	3	1	0	24
NSW - Sydney - North Sydney and Hornsby	34	10	4	0	0	48
NSW - Sydney - Northern Beaches	31	5	3	0	9	48
NSW - Sydney - Outer South West	40	3	9	3	4	59
NSW - Sydney - Outer West and Blue Mountains	70	28	14	11	33	156
NSW - Sydney - Parramatta	68	79	45	1	41	234
NSW - Sydney - Ryde	57	6	15	2	31	111
NSW - Sydney - South West	30	13	5	2	7	57
NSW - Sydney - Sutherland	56	21	14	0	2	93
NT	8	4	1	0	15	28
NT - Darwin	4	3	1	0	13	21
NT - Northern Territory - Outback	4	1	0	0	2	7
QLD	105	166	163	40	127	601
QLD - Brisbane - East	6	5	5	2	3	21
QLD - Brisbane - North	11	2	13	0	6	32
QLD - Brisbane - South	11	5	15	6	1	38
QLD - Brisbane - West	1	23	28	0	0	52
QLD - Brisbane Inner City	5	4	24	0	2	35
QLD - Cairns	3	2	2	0	17	24
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	4	9	2	0	17	32
QLD - Gold Coast	9	10	21	0	7	47
QLD - Ipswich	6	17	16	4	8	51
QLD - Logan - Beaudesert	4	4	14	2	4	28

⁶⁹⁷ Ibid.

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Mackay	2	4	0	0	3	9
QLD - Moreton Bay - North	0	10	12	9	5	36
QLD - Moreton Bay - South	0	9	0	0	6	15
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	7	0	5	3	20
QLD - Toowoomba	11	16	3	0	3	33
QLD - Townsville	6	9	4	2	11	32
QLD - Wide Bay	20	27	3	10	28	88
SA	468	237	104	54	139	1002
SA - Adelaide - Central and Hills	52	11	26	6	15	110
SA - Adelaide - North	83	109	36	10	40	278
SA - Adelaide - South	165	53	25	10	55	308
SA - Adelaide - West	98	27	14	17	19	175
SA - Barossa - Yorke - Mid North	14	3	0	3	0	20
SA - South Australia - Outback	14	4	0	0	0	18
SA - South Australia - South East	42	30	3	8	10	93
TAS	7	16	3	3	13	42
TAS - Hobart	5	7	0	1	1	14
TAS - Launceston and North East	1	6	2	2	2	13
TAS - South East	0	0	0	0	0	0
TAS - West and North West	1	3	1	0	10	15
VIC	248	151	115	51	82	647
VIC - Ballarat	1	26	3	11	1	42
VIC - Bendigo	8	5	4	7	0	24
VIC - Geelong	12	11	13	9	8	53
VIC - Hume	24	7	0	0	4	35
VIC - Latrobe - Gippsland	14	5	0	0	2	21
VIC - Melbourne - Inner	8	2	20	1	1	32
VIC - Melbourne - Inner East	20	5	0	3	0	28
VIC - Melbourne - Inner South	36	5	7	4	12	64
VIC - Melbourne - North East	17	13	10	5	7	52
VIC - Melbourne - North West	6	5	4	0	1	16
VIC - Melbourne - Outer East	17	7	23	4	3	54
VIC - Melbourne - South East	26	20	10	3	7	66
VIC - Melbourne - West	9	8	15	0	6	38
VIC - Mornington Peninsula	3	11	1	4	7	26
VIC - North West	22	11	0	0	18	51
VIC - Shepparton	6	8	4	0	2	20
VIC - Warrnambool and South West	19	2	1	0	3	25
WA	5	1	7	0	14	27
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	7	7
WA - Perth - Inner	0	0	5	0	0	5
WA - Perth - North East	1	1	1	0	2	5
WA - Perth - North West	1	0	0	0	0	1
WA - Perth - South East	2	0	0	0	0	2
WA - Perth - South West	0	0	1	0	5	6
WA - Western Australia - Outback	1	0	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	1,936	927	691	217	589	4,360

Table P.6 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 30 June 2020 (excluding in-kind arrangements) ⁶⁹⁸

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	2	9	2	3	3	0	19
ACT - Australian Capital Territory	2	9	2	3	3	0	19
NSW	494	352	166	314	610	58	1,994
NSW - Capital Region	29	9	2	12	13	1	66
NSW - Central Coast	16	18	6	18	32	3	93
NSW - Central West	10	5	6	12	28	3	64
NSW - Coffs Harbour - Grafton	5	4	3	3	7	5	27
NSW - Far West and Orana	22	11	3	12	17	4	69
NSW - Hunter Valley exc Newcastle	11	1	6	11	18	1	48
NSW - Illawarra	9	3	4	8	28	1	53
NSW - Mid North Coast	19	10	5	1	16	2	53
NSW - Murray	30	7	3	4	17	1	62
NSW - New England and North West	1	11	2	3	20	2	39
NSW - Newcastle and Lake Macquarie	51	27	23	18	40	1	160
NSW - Richmond - Tweed	16	5	3	6	15	1	46
NSW - Riverina	7	6	4	10	9	1	37
NSW - Southern Highlands and Shoalhaven	2	4	1	5	13	1	26
NSW - Sydney - Baulkham Hills and Hawkesbury	1	3	3	21	21	4	53
NSW - Sydney - Blacktown	6	24	14	17	43	4	108
NSW - Sydney - City and Inner South	1	3	0	3	9	3	19
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	47	12	10	13	44	2	128
NSW - Sydney - Inner West	0	2	4	5	10	3	24
NSW - Sydney - North Sydney and Hornsby	5	7	4	10	21	1	48
NSW - Sydney - Northern Beaches	6	1	4	11	24	2	48
NSW - Sydney - Outer South West	8	9	5	15	22	0	59
NSW - Sydney - Outer West and Blue Mountains	40	28	20	34	31	3	156
NSW - Sydney - Parramatta	89	81	12	14	38	0	234
NSW - Sydney - Ryde	22	31	7	21	27	3	111
NSW - Sydney - South West	6	17	3	11	19	1	57
NSW - Sydney - Sutherland	34	13	8	12	22	4	93
NT	1	14	1	3	6	3	28
NT - Darwin	1	10	0	2	6	2	21
NT - Northern Territory - Outback	0	4	1	1	0	1	7
QLD	260	108	93	69	34	37	601
QLD - Brisbane - East	9	3	7	1	1	0	21
QLD - Brisbane - North	16	5	7	1	1	2	32
QLD - Brisbane - South	26	5	1	0	3	3	38
QLD - Brisbane - West	29	16	3	1	1	2	52
QLD - Brisbane Inner City	26	0	3	5	1	0	35
QLD - Cairns	10	2	3	8	0	1	24
QLD - Darling Downs - Maranoa	2	1	1	0	2	2	8
QLD - Fitzroy	9	8	5	7	1	2	32
QLD - Gold Coast	34	3	4	2	2	2	47
QLD - Ipswich	20	7	14	9	0	1	51
QLD - Logan - Beaudesert	14	1	3	7	2	1	28
QLD - Mackay	2	0	0	2	4	1	9

⁶⁹⁸ Ibid.

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Moreton Bay - North	13	4	5	6	5	3	36
QLD - Moreton Bay - South	4	3	5	2	1	0	15
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	8	1	4	3	0	4	20
QLD - Toowoomba	7	12	2	3	2	7	33
QLD - Townsville	3	16	0	6	5	2	32
QLD - Wide Bay	28	21	26	6	3	4	88
SA	231	429	151	102	79	10	1002
SA - Adelaide - Central and Hills	41	28	18	14	6	3	110
SA - Adelaide - North	49	138	35	34	22	0	278
SA - Adelaide - South	73	126	45	24	35	5	308
SA - Adelaide - West	50	70	29	14	12	0	175
SA - Barossa - Yorke - Mid North	3	7	6	3	0	1	20
SA - South Australia - Outback	2	10	1	4	1	0	18
SA - South Australia - South East	13	50	17	9	3	1	93
TAS	10	11	3	15	0	3	42
TAS - Hobart	4	3	3	4	0	0	14
TAS - Launceston and North East	3	2	0	6	0	2	13
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	3	6	0	5	0	1	15
VIC	192	97	78	47	147	86	647
VIC - Ballarat	21	12	3	0	1	5	42
VIC - Bendigo	12	8	3	1	0	0	24
VIC - Geelong	22	12	6	3	4	6	53
VIC - Hume	5	16	1	3	7	3	35
VIC - Latrobe - Gippsland	5	5	1	0	4	6	21
VIC - Melbourne - Inner	19	2	2	4	2	3	32
VIC - Melbourne - Inner East	2	3	1	3	10	9	28
VIC - Melbourne - Inner South	24	6	4	1	19	10	64
VIC - Melbourne - North East	10	5	11	6	12	8	52
VIC - Melbourne - North West	1	0	4	0	7	4	16
VIC - Melbourne - Outer East	16	5	7	9	16	1	54
VIC - Melbourne - South East	13	4	11	9	23	6	66
VIC - Melbourne - West	8	2	12	1	4	11	38
VIC - Mornington Peninsula	6	0	3	1	11	5	26
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	7	1	1	11	2	25
WA	0	6	16	2	2	1	27
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	6	1	0	0	7
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	1	2	0	1	1	5
WA - Perth - North West	0	0	0	0	1	0	1
WA - Perth - South East	0	0	2	0	0	0	2
WA - Perth - South West	0	0	5	1	0	0	6
WA - Western Australia - Outback	0	0	1	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Grand Total	1190	1026	510	555	881	198	4,360

Table P.7 New Build/New Build (Refurbished) Dwelling by Design Category and Build Type by SA4 Region (excluding in-kind arrangements)⁶⁹⁹

SA4 Region	SDA Design Category & Build Type																								Total																				
	Apartment, 1 bedroom, 1 resident			Apartment, 2 bedrooms, 1 resident			Apartment, 2 bedrooms, 2 residents			Apartment, 3 bedrooms, 2 residents			Group home, 4 residents			Group home, 5 residents			House, 2 residents			House, 3 residents				Villa/Duplex/ Townhouse, 1 resident			Villa/Duplex/ Townhouse, 2 residents			Villa/Duplex/ Townhouse, 3 residents													
	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible		Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible												
ACT	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	2	0	0	11									
ACT - Australian Capital Territory	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	2	0	0	11									
NSW	19	50	0	8	10	39	0	3	63	4	0	30	12	0	0	15	8	21	4	6	45	30	8	19	0	3	3	1	1	29	2	3	43	28	6	16	14	25	3	15	5	0	0	3	594
NSW - Capital Region	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	8			
NSW - Central Coast	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5	0	0	1	2	0	5	0	0	0	1	0	2	0	0	4	0	0	0	0	2	0	0	0	0	0	0	0	24		
NSW - Central West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	1	0	0	5	4	0	0	0	1	0	0	0	0	0	0	0	14			
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1			
NSW - Far West and Orana	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	5			
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	4	2	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	12			
NSW - Illawarra	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	4	0	0	0	0	0	0	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	11			
NSW - Mid North Coast	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	6	0	3	0	0	0	0	0	0	0	0	11				
NSW - Murray	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	2	2	0	0	0	0	1	0	0	0	0	0	8			
NSW - New England and North West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	7				
NSW - Newcastle and Lake Macquarie	0	9	0	0	4	0	0	0	0	1	0	0	0	9	0	0	6	11	0	0	0	1	0	0	0	13	0	0	0	13	0	0	11	0	0	0	0	0	0	0	78				
NSW - Richmond - Tweed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	6	0	0	4	2	0	0	0	0	0	0	1	15				
NSW - Riverina	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	1	0	0	4	0	0	0	1	0	2	0	0	0	0	0	11				
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	2	0	0	0	0	0	0	1	0	0	1	1	0	0	3	1	0	0	0	0	0	0	11				
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7				
NSW - Sydney - Blacktown	0	0	0	0	1	0	0	0	17	0	0	0	1	0	0	0	0	1	0	1	2	0	0	6	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	32			
NSW - Sydney - City and Inner South	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1					
NSW - Sydney - Eastern Suburbs	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1					
NSW - Sydney - Inner South West	6	10	0	0	2	12	0	0	0	0	0	0	0	0	0	0	2	3	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	1	0	0	2	0	0	0	41				
NSW - Sydney - Inner West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	2					
NSW - Sydney - North Sydney and Hornsby	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	7					
NSW - Sydney - Northern Beaches	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1	0	4	0	0	0	0	0	1	0	0	2	0	0	2	0	1	0	0	1	0	0	15					
NSW - Sydney - Outer South West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2					
NSW - Sydney - Outer West and Blue Mountains	9	5	0	2	3	5	0	3	2	1	0	8	0	0	4	3	2	1	0	1	0	0	0	0	0	1	2	0	0	2	2	0	0	2	2	0	0	0	60						
NSW - Sydney - Parramatta	3	15	0	0	22	0	0	42	2	0	6	9	0	0	0	15	7	0	0	0	0	0	1	0	0	1	0	1	3	0	0	4	1	0	0	0	0	0	132						
NSW - Sydney - Ryde	0	0	0	6	0	0	0	0	0	0	16	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	4	0	0	3	0	0	0	31						
NSW - Sydney - South West	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1	0	0	1	1	1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	5	0	0	2	17						
NSW - Sydney - Sutherland	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	1	0	0	0	0	2	0	0	12	0	0	0	2	0	0	0	0	0	30							

⁶⁹⁹ Ibid.

SA4 Region	SDA Design Category & Build Type																								Total																									
	Apartment, 1 bedroom, 1 resident			Apartment, 2 bedrooms, 1 resident			Apartment, 2 bedrooms, 2 residents			Apartment, 3 bedrooms, 2 residents			Group home, 4 residents			Group home, 5 residents			House, 2 residents			House, 3 residents				Villa/Duplex/ Townhouse, 1 resident			Villa/Duplex/ Townhouse, 2 residents			Villa/Duplex/ Townhouse, 3 residents																		
	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible		Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible																	
NT	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8																	
NT - Darwin	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8																	
NT - Northern Territory - Outback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																	
QLD	5	68	0	4	5	1	0	5	0	0	0	0	0	0	0	0	0	4	0	2	0	0	2	2	2	1	1	5	2	7	5	9	8	17	0	25	17	8	0	3	0	0	0	1	209					
QLD - Brisbane - East	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8						
QLD - Brisbane - North	0	10	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15						
QLD - Brisbane - South	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10						
QLD - Brisbane - West	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4						
QLD - Brisbane Inner City	0	20	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	24						
QLD - Cairns	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	2	0	0	0	0	0	11						
QLD - Darling Downs - Maranoa	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	1	0	0	0	0	4						
QLD - Fitzroy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	4	0	0	0	0	0	0	6						
QLD - Gold Coast	0	0	0	2	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	7	0	0	2	0	0	0	0	17						
QLD - Ipswich	0	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	3	1	0	0	0	0	0	0	0	0	0	22						
QLD - Logan - Beaudesert	2	8	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	16						
QLD - Mackay	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
QLD - Moreton Bay - North	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	16						
QLD - Moreton Bay - South	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2						
QLD - Queensland - Outback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
QLD - Sunshine Coast	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1						
QLD - Toowoomba	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	7	3	0	0	0	0	13					
QLD - Townsville	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9						
QLD - Wide Bay	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	31						
SA	0	4	0	4	0	12	0	0	0	0	0	0	0	0	0	0	0	1	4	0	0	0	0	0	0	1	0	0	5	5	14	1	4	1	11	0	2	5	1	12	6	13	18	3	4	0	7	0	138	
SA - Adelaide - Central and Hills	0	4	0	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0	2	0	0	0	4	3	1	0	0	0	1	0	34			
SA - Adelaide - North	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	3	2	1	4	0	2	0	2	0	0	5	0	9	4	1	2	0	0	0	39	
SA - Adelaide - South	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	1	4	0	0	1	3	0	3	1	6	2	0	1	0	2	0	1	0	29	
SA - Adelaide - West	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	2	0	0	0	0	1	0	1	6	2	0	0	5	0	25
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2			
SA - South Australia - Outback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
SA - South Australia - South East	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9			

SA4 Region	SDA Design Category & Build Type																								Total																				
	Apartment, 1 bedroom, 1 resident			Apartment, 2 bedrooms, 1 resident			Apartment, 2 bedrooms, 2 residents			Apartment, 3 bedrooms, 2 residents			Group home, 4 residents			Group home, 5 residents			House, 2 residents			House, 3 residents				Villa/Duplex/ Townhouse, 1 resident			Villa/Duplex/ Townhouse, 2 residents			Villa/Duplex/ Townhouse, 3 residents													
	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible		Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability	High Physical Support	Robust	Fully Accessible												
TAS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	3	0	0	0	0	1	1	1	2	0	0	0	2	0	0	0	0	13							
TAS - Hobart	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
TAS - Launceston and North East	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	5								
TAS - South East	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
TAS - West and North West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	1	0	2	0	0	0	2	0	0	0	8								
VIC	0	25	0	1	3	20	0	0	0	2	0	0	0	0	0	0	0	3	3	4	0	3	3	2	2	0	0	0	7	22	0	3	21	13	7	15	3	3	4	5	1	5	2	1	183
VIC - Ballarat	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	15	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19			
VIC - Bendigo	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	4	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	12			
VIC - Geelong	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	6	0	5	0	2	2	0	0	1	2	0	0	0	0	0	22				
VIC - Hume	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
VIC - Latrobe - Gippsland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
VIC - Melbourne - Inner	0	10	0	0	1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	17			
VIC - Melbourne - Inner East	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2			
VIC - Melbourne - Inner South	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9			
VIC - Melbourne - North East	0	0	0	0	0	6	0	0	0	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15			
VIC - Melbourne - North West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	5			
VIC - Melbourne - Outer East	0	14	0	1	0	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	4	0	0	0	0	0	25				
VIC - Melbourne - South East	0	1	0	0	2	2	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	4	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	15			
VIC - Melbourne - West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	0	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	15			
VIC - Mornington Peninsula	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	6				
VIC - North West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	1	0	0	4	0	0	0	4	1	0	0	0	0	0	0	0	14				
VIC - Shepparton	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	3				
VIC - Warrnambool and South West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	4				
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	10	0	0	0	0	1	0	0	0	0	1	0	1	16				
WA - Bunbury	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
WA - Mandurah	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	7				
WA - Perth - Inner	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
WA - Perth - North East	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	3							
WA - Perth - North West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
WA - Perth - South East	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
WA - Perth - South West	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	6				
WA - Western Australia - Outback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Grand Total	24	147	0	17	18	72	0	8	63	6	0	32	12	0	0	21	9	33	7	17	45	34	13	23	12	9	18	7	14	60	18	25	75	64	15	70	41	57	25	28	10	8	9	6	1,172

Table P.8 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements) ⁷⁰⁰

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	0	26	0	0	26
ACT - Australian Capital Territory	0	26	0	0	26
NSW	519	501	77	286	1383
NSW - Capital Region	0	14	5	0	19
NSW - Central Coast	17	40	0	27	84
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	34	10	0	49
NSW - Illawarra	31	3	0	0	34
NSW - Mid North Coast	16	0	6	0	22
NSW - Murray	7	5	3	0	15
NSW - New England and North West	0	2	0	15	17
NSW - Newcastle and Lake Macquarie	34	177	0	0	211
NSW - Richmond - Tweed	15	5	0	7	27
NSW - Riverina	10	8	6	0	24
NSW - Southern Highlands and Shoalhaven	11	10	10	0	31
NSW - Sydney - Baulkham Hills and Hawkesbury	30	0	0	5	35
NSW - Sydney - Blacktown	47	10	0	34	91
NSW - Sydney - City and Inner South	0	5	0	0	5
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	28	42	0	0	70
NSW - Sydney - Inner West	0	5	0	0	5
NSW - Sydney - North Sydney and Hornsby	5	15	0	0	20
NSW - Sydney - Northern Beaches	10	10	0	30	50
NSW - Sydney - Outer South West	5	5	0	0	10
NSW - Sydney - Outer West and Blue Mountains	36	17	19	50	122
NSW - Sydney - Parramatta	140	44	2	49	235
NSW - Sydney - Ryde	5	0	3	48	56
NSW - Sydney - South West	18	13	5	16	52
NSW - Sydney - Sutherland	26	20	0	5	51
NT	0	0	0	16	16
NT - Darwin	0	0	0	16	16
NT - Northern Territory - Outback	0	0	0	0	0
QLD	62	141	27	98	328
QLD - Brisbane - East	2	5	0	6	13
QLD - Brisbane - North	0	10	0	7	17
QLD - Brisbane - South	0	10	0	0	10
QLD - Brisbane - West	2	7	0	0	9
QLD - Brisbane Inner City	4	20	0	8	32
QLD - Cairns	0	4	0	12	16
QLD - Darling Downs - Maranoa	0	3	0	4	7
QLD - Fitzroy	0	6	0	4	10
QLD - Gold Coast	7	14	0	2	23
QLD - Ipswich	4	19	0	11	34
QLD - Logan - Beaudesert	4	8	0	9	21
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	4	16	5	0	25

⁷⁰⁰ Ibid.

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Moreton Bay - South	0	0	0	4	4
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	1	0	0	0	1
QLD - Toowoomba	16	6	0	2	24
QLD - Townsville	0	6	10	8	24
QLD - Wide Bay	18	7	12	21	58
SA	51	75	119	24	269
SA - Adelaide - Central and Hills	10	28	15	0	53
SA - Adelaide - North	24	34	18	9	85
SA - Adelaide - South	17	7	23	6	53
SA - Adelaide - West	0	2	41	9	52
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	4	16	0	20
TAS	7	1	1	18	27
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	5	0	1	4	10
TAS - South East	0	0	0	0	0
TAS - West and North West	2	1	0	14	17
VIC	56	176	48	63	343
VIC - Ballarat	16	5	0	0	21
VIC - Bendigo	7	0	10	0	17
VIC - Geelong	5	18	10	8	41
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	4	0	4
VIC - Melbourne - Inner South	0	11	5	4	20
VIC - Melbourne - North East	9	20	4	4	37
VIC - Melbourne - North West	1	12	0	0	13
VIC - Melbourne - Outer East	4	36	0	1	41
VIC - Melbourne - South East	4	17	9	4	34
VIC - Melbourne - West	0	31	0	4	35
VIC - Mornington Peninsula	3	0	6	5	14
VIC - North West	6	0	0	24	30
VIC - Shepparton	0	6	0	0	6
VIC - Warrnambool and South West	0	4	0	9	13
WA	2	6	0	41	49
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	0	22	22
WA - Perth - Inner	0	0	0	0	0
WA - Perth - North East	2	3	0	3	8
WA - Perth - North West	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0
WA - Perth - South West	0	3	0	16	19
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0
Grand Total	697	926	272	546	2,441

Appendix Q:

Utilisation rates by regions

The table below sets out rates of utilisation of committed supports by residing region, SIL status, and whether a participant is on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 October 2019 to 31 March 2020 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 30 June 2018 and are highlighted in green if phasing began from 1 July 2018 to 30 June 2019.
- 'Other' includes utilisation for participants with regional information missing. (The NDIS has now been operating for at least one year in all regions of Australia.)
- Utilisation is only shown if there are more than 25 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.
- Region is defined by the current residing address of the participant.

Table Q.1 Utilisation breakdown by region and participants SIL status – 1 October 2019 to 31 March 2020

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		84%	84%	44%	66%	63%	44%	74%	72%
Far West	Jul-17				27%	58%	52%	28%	66%	60%
Hunter New England	Jul-16	72%	87%	87%	46%	66%	64%	46%	75%	73%
Illawarra Shoalhaven	Jul-17		86%	86%	46%	65%	63%	46%	73%	71%
Mid North Coast	Jul-17		88%	88%	46%	67%	64%	46%	73%	70%
Murrumbidgee	Jul-17		94%	94%	42%	63%	59%	43%	75%	72%
Nepean Blue Mountains	Jul-16		86%	86%	43%	64%	61%	43%	74%	72%
North Sydney	Jul-16		90%	90%	45%	65%	63%	45%	77%	75%
Northern NSW	Jul-17		87%	87%	49%	67%	64%	49%	73%	71%
South Eastern Sydney	Jul-17	96%	86%	86%	52%	67%	65%	53%	75%	73%
South Western Sydney	Jul-16	86%	86%	86%	53%	70%	68%	54%	76%	74%
Southern NSW	Jul-16		86%	86%	40%	64%	61%	40%	71%	69%
Sydney	Jul-17		84%	84%	42%	64%	60%	42%	71%	67%
Western NSW	Jul-17	80%	86%	86%	33%	55%	51%	35%	70%	67%
Western Sydney	Jul-16		88%	88%	55%	69%	67%	55%	78%	76%
New South Wales - Other										
NSW total		81%	87%	87%	46%	66%	63%	47%	75%	72%
Victoria										
Barwon	Jul-13		90%	90%	47%	62%	61%	47%	68%	66%
Bayside Peninsula	Apr-18	78%	82%	81%	49%	64%	58%	54%	67%	63%
Brimbank Melton	Oct-18				46%	61%	52%	47%	63%	54%
Central Highlands	Jan-17		82%	82%	42%	62%	59%	42%	65%	62%
Goulburn	Jan-19				42%	60%	47%	44%	61%	49%
Hume Moreland	Mar-18		77%	74%	50%	65%	61%	50%	66%	61%
Inner East Melbourne	Nov-17		83%	83%	49%	62%	60%	50%	65%	63%
Inner Gippsland	Oct-17		76%	76%	39%	58%	55%	39%	59%	56%
Loddon	May-17		82%	82%	38%	63%	59%	38%	67%	63%
Mallee	Jan-19			87%	43%	54%	46%	52%	59%	54%
North East Melbourne	Jul-16		83%	83%	44%	67%	63%	45%	70%	66%
Outer East Melbourne	Nov-17		86%	86%	45%	61%	58%	46%	64%	61%
Outer Gippsland	Jan-19				37%	50%	41%	40%	51%	43%
Ovens Murray	Oct-17		82%	81%	41%	60%	57%	43%	63%	60%
Southern Melbourne	Sep-18		82%	80%	47%	61%	54%	48%	64%	56%
Western District	Oct-17		84%	84%	35%	59%	56%	36%	65%	62%
Western Melbourne	Oct-18	47%	72%	58%	46%	59%	51%	46%	60%	51%
Victoria - Other										
Victoria total		73%	83%	82%	46%	62%	58%	48%	66%	61%
Queensland										
Beenleigh	Jul-18	85%	86%	86%	51%	66%	61%	63%	72%	69%
Brisbane	Jul-18	85%	81%	83%	49%	64%	60%	61%	69%	66%
Bundaberg	Sep-17		90%	90%	45%	67%	64%	45%	76%	73%
Caboolture/Strathpine	Jan-19	88%	82%	86%	51%	65%	57%	61%	69%	64%
Cairns	Jul-18	86%	85%	85%	49%	64%	58%	58%	72%	68%
Ipswich	Jun-17		84%	84%	44%	63%	60%	44%	70%	67%
Mackay	Nov-16		83%	83%	40%	64%	61%	40%	70%	67%
Maroochydore	Jan-19	87%	86%	87%	55%	67%	61%	64%	71%	67%
Maryborough	Jul-18	90%	89%	89%	42%	64%	59%	48%	72%	67%
Robina	Jul-18	87%	86%	87%	52%	71%	65%	62%	76%	72%
Rockhampton	Nov-17		85%	85%	39%	57%	54%	39%	68%	64%

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
Toowoomba	Jan-17		87%	87%	42%	61%	59%	42%	71%	69%
Townsville	Jul-16		84%	84%	41%	63%	61%	42%	70%	68%
Queensland - Other										
Queensland total		86%	85%	85%	50%	64%	60%	59%	71%	67%
South Australia										
Adelaide Hills	Jul-13	86%		85%	49%	63%	61%	75%	66%	69%
Barossa, Light and Lower North	Jul-13		84%	86%	46%	60%	58%	63%	65%	65%
Eastern Adelaide	Jul-13	84%	83%	84%	54%	66%	62%	67%	69%	68%
Eyre and Western	Jul-13			65%	42%	47%	45%	50%	49%	49%
Far North (SA)	Jul-13				13%	33%	25%	18%	36%	29%
Fleurieu and Kangaroo Island	Jul-13	89%		87%	48%	60%	57%	70%	64%	66%
Limestone Coast	Jul-13				36%	50%	48%	44%	53%	52%
Murray and Mallee	Jul-13	85%		83%	38%	50%	48%	64%	55%	58%
Northern Adelaide	Jul-13	85%	82%	83%	47%	62%	59%	68%	67%	67%
Southern Adelaide	Jul-13	82%	84%	83%	44%	62%	58%	68%	67%	67%
Western Adelaide	Jul-13	87%	76%	83%	53%	67%	62%	68%	68%	68%
Yorke and Mid North	Jul-13			71%	41%	53%	50%	45%	55%	53%
South Australia - Other										
South Australia total		84%	82%	83%	47%	61%	58%	66%	65%	65%
Tasmania										
TAS North	Jul-13	56%	88%	87%	44%	64%	58%	45%	73%	67%
TAS North West	Jul-13	85%	89%	88%	42%	64%	58%	46%	75%	70%
TAS South East	Jul-13		87%	87%	44%	63%	57%	45%	71%	65%
TAS South West	Jul-13		88%	87%	44%	62%	56%	44%	74%	68%
Tasmania - Other										
Tasmania total		71%	88%	87%	43%	63%	57%	45%	74%	68%
Australian Capital Territory										
Australian Capital Territory	Jul-14		88%	88%	43%	65%	63%	44%	74%	72%
Australian Capital Territory - Other										
Australian Capital Territory total			88%	87%	43%	65%	63%	44%	74%	72%
Northern Territory										
Barkly	Jul-16					26%	25%		55%	53%
Central Australia	Jul-17		82%	81%	35%	54%	45%	46%	76%	69%
Darwin Remote	Jul-17				30%	45%	40%	30%	45%	40%
Darwin Urban	Jan-17	80%	81%	81%	41%	58%	52%	45%	73%	69%
East Arnhem	Jan-17				25%	32%	32%	25%	33%	32%
Katherine	Jul-17		84%	84%	42%	51%	49%	42%	74%	71%
Northern Territory - Other					54%	38%	42%	54%	38%	42%
Northern Territory total		76%	82%	81%	37%	49%	45%	43%	69%	64%
Western Australia										
Central North Metro	Jul-19	79%	84%	83%	39%	60%	43%	42%	71%	50%
Central South Metro	Jul-18	81%	86%	84%	60%	60%	60%	65%	68%	66%
Goldfields-Esperance	Oct-18				32%	52%	41%	32%	53%	41%
Great Southern	Jul-19				43%	49%	44%	45%	50%	45%
Kimberley-Pilbara	Oct-18			85%	42%	52%	45%	49%	57%	52%
Midwest-Gascoyne	Jul-19				34%	40%	35%	34%	46%	36%
North East Metro	Jul-14	87%	85%	85%	44%	66%	63%	59%	74%	72%
North Metro	Oct-18	82%	82%	82%	53%	61%	57%	57%	64%	60%
South East Metro	Jul-19	78%	87%	84%	42%	64%	46%	45%	73%	53%
South Metro	Jul-18	84%	86%	85%	57%	61%	59%	62%	69%	66%

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
South West	Sep-18	87%	84%	86%	60%	58%	59%	65%	64%	65%
Wheat Belt	Jan-17				34%	57%	46%	48%	57%	52%
Western Australia - Other										
Western Australia total		83%	85%	85%	50%	62%	56%	56%	70%	63%
National total		84%	86%	86%	47%	64%	60%	54%	71%	67%

Appendix R:

Access decisions and first plans

This appendix includes:

- The number of access decisions in progress at the end of each month over the past year from 30 June 2019 to 30 June 2020 (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 30 June 2019 to 30 June 2020 (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).

The numbers of access decisions and plans shown exclude records where a corresponding timeframe cannot be calculated, due to incomplete or erroneous data.

Table R.1 Access decisions in progress – count

Age	Jurisdiction	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
0 to 6	ACT	67	13	15	10	12	7	1	0	4	2	9	8	7
0 to 6	NSW	1,161	476	292	310	298	174	120	18	134	58	142	152	227
0 to 6	NT	29	20	13	14	8	10	8	1	6	1	6	8	14
0 to 6	QLD	330	263	210	269	235	137	119	17	128	49	148	195	270
0 to 6	SA	327	90	50	80	56	48	27	8	39	15	56	52	86
0 to 6	TAS	28	20	34	43	19	21	20	9	21	12	21	21	27
0 to 6	VIC	694	245	226	307	264	168	123	16	143	85	202	183	206
0 to 6	WA	189	90	76	88	80	51	45	7	37	27	31	52	59
0 to 6	National	2,825	1,217	916	1,121	972	616	463	76	512	249	615	671	896
7 plus	ACT	170	110	90	83	78	67	52	23	47	56	69	73	90
7 plus	NSW	4,211	2,734	2,538	2,125	1,978	1,806	1,499	547	1,252	1,277	1,614	1,771	2,106
7 plus	NT	115	100	83	103	107	81	70	30	56	48	63	77	101
7 plus	QLD	2,891	2,790	2,307	1,911	1,900	1,722	1,371	517	1,146	1,139	1,454	1,468	1,743
7 plus	SA	1,185	726	676	713	557	511	430	140	335	331	425	515	578
7 plus	TAS	310	315	287	325	255	229	175	81	157	134	157	169	192
7 plus	VIC	4,277	2,755	2,501	2,712	2,287	1,984	1,568	567	1,340	1,311	1,585	1,709	2,142
7 plus	WA	1,434	926	926	1,025	842	735	559	200	471	465	550	638	707
7 plus	National	14,593	10,456	9,408	8,997	8,004	7,138	5,724	2,105	4,804	4,762	5,918	6,421	7,664
All	ACT	237	123	105	93	90	74	53	23	51	58	78	81	97
All	NSW	5,372	3,210	2,830	2,435	2,276	1,980	1,619	565	1,386	1,335	1,756	1,923	2,333
All	NT	144	120	96	117	115	91	78	31	62	49	69	85	115
All	QLD	3,221	3,053	2,517	2,180	2,135	1,859	1,490	534	1,274	1,188	1,602	1,663	2,013
All	SA	1,512	816	726	793	613	559	457	148	374	346	481	567	664
All	TAS	338	335	321	368	274	250	195	90	178	146	178	190	219
All	VIC	4,971	3,000	2,727	3,019	2,551	2,152	1,691	583	1,483	1,396	1,787	1,892	2,348
All	WA	1,623	1,016	1,002	1,113	922	786	604	207	508	492	581	690	766
All	National	17,418	11,673	10,324	10,118	8,976	7,754	6,187	2,181	5,316	5,011	6,533	7,092	8,560

Table R.2 Access decisions in progress – average days

Age	Jurisdiction	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
0 to 6	ACT	39	20	6	5	6	2	8	0	2	4	2	5	4
0 to 6	NSW	41	19	17	9	6	5	8	4	3	3	2	5	6
0 to 6	NT	12	6	6	4	7	3	7	6	2	0	1	4	4
0 to 6	QLD	19	15	11	7	6	6	8	5	3	3	2	6	5
0 to 6	SA	47	26	35	23	10	5	6	5	3	2	2	5	6
0 to 6	TAS	23	19	10	8	10	6	5	5	3	5	3	5	6
0 to 6	VIC	38	18	12	9	7	7	10	8	3	5	2	5	6
0 to 6	WA	42	23	22	13	7	6	5	4	2	2	2	5	6
0 to 6	National	38	19	15	10	7	6	8	5	3	3	2	5	6
7 plus	ACT	51	40	37	13	9	8	8	8	6	6	5	5	6
7 plus	NSW	44	30	25	13	14	14	12	8	6	5	5	5	6
7 plus	NT	20	18	14	11	10	11	7	3	3	4	4	4	6
7 plus	QLD	23	21	16	8	11	10	9	6	5	4	4	5	7
7 plus	SA	41	26	21	16	13	12	9	4	4	4	4	5	6
7 plus	TAS	22	20	14	10	10	9	7	5	5	4	4	5	6
7 plus	VIC	41	25	21	14	14	13	12	8	6	6	5	5	6
7 plus	WA	38	23	17	10	12	10	9	5	4	4	4	5	6
7 plus	National	38	25	20	12	13	12	11	7	5	5	4	5	6
All	ACT	47	37	32	12	9	7	8	8	5	6	5	5	6
All	NSW	43	28	24	13	13	13	12	8	5	5	5	5	6
All	NT	18	16	13	10	10	10	7	3	3	4	3	4	6
All	QLD	23	20	16	8	10	10	9	5	4	4	4	5	6
All	SA	42	26	22	16	13	11	9	4	4	4	3	5	6
All	TAS	22	20	14	10	10	9	7	5	5	4	4	5	6
All	VIC	40	24	20	13	13	13	12	8	5	6	4	5	6
All	WA	39	23	17	10	12	10	9	5	4	4	4	5	6
All	National	38	24	20	12	12	11	10	7	5	5	4	5	6

Table R.3 Access decisions completed – count

Age	Jurisdiction	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
0 to 6	ACT	37	78	50	39	29	32	28	27	46	51	45	45	42
0 to 6	NSW	708	1,227	1,180	900	942	993	822	573	775	888	695	796	824
0 to 6	NT	29	45	47	50	39	49	34	25	49	39	16	19	27
0 to 6	QLD	469	575	866	753	770	728	569	563	603	679	573	618	777
0 to 6	SA	194	290	185	90	221	252	149	187	222	224	238	273	253
0 to 6	TAS	16	49	80	78	89	51	60	46	61	72	52	50	79
0 to 6	VIC	492	822	1,099	940	999	983	794	700	832	750	869	921	734
0 to 6	WA	245	213	226	198	237	251	188	177	229	208	157	230	224
0 to 6	National	2,190	3,299	3,733	3,048	3,326	3,340	2,644	2,298	2,817	2,911	2,645	2,953	2,960
7 plus	ACT	72	114	109	85	114	103	85	44	71	68	53	56	78
7 plus	NSW	1,451	2,648	2,431	2,166	2,078	2,058	1,800	1,489	1,652	1,930	1,310	1,602	1,720
7 plus	NT	105	88	104	93	101	109	75	64	104	94	64	66	86
7 plus	QLD	1,996	1,908	2,789	2,162	2,115	2,014	1,615	1,435	1,631	1,822	1,212	1,545	1,573
7 plus	SA	434	762	672	586	615	536	498	453	465	514	317	447	489
7 plus	TAS	83	198	298	224	249	202	193	155	163	183	112	116	143
7 plus	VIC	1,879	3,085	2,811	2,413	2,436	2,142	1,827	1,567	1,794	1,918	1,286	1,509	1,725
7 plus	WA	1,443	1,616	1,720	1,244	1,224	1,173	978	881	1,011	1,024	737	981	1,070
7 plus	National	7,463	10,419	10,934	8,973	8,934	8,343	7,072	6,088	6,891	7,553	5,092	6,323	6,887
All	ACT	109	192	159	124	143	135	113	71	117	119	98	101	120
All	NSW	2,159	3,875	3,611	3,066	3,020	3,051	2,622	2,062	2,427	2,818	2,005	2,398	2,544
All	NT	134	133	151	143	140	158	109	89	153	133	80	85	113
All	QLD	2,465	2,483	3,655	2,915	2,885	2,742	2,184	1,998	2,234	2,501	1,785	2,163	2,350
All	SA	628	1,052	857	676	836	788	647	640	687	738	555	720	742
All	TAS	99	247	378	302	338	253	253	201	224	255	164	166	222
All	VIC	2,371	3,907	3,910	3,353	3,435	3,125	2,621	2,267	2,626	2,668	2,155	2,430	2,459
All	WA	1,688	1,829	1,946	1,442	1,461	1,424	1,166	1,058	1,240	1,232	894	1,211	1,294
All	National	9,653	13,718	14,667	12,021	12,260	11,683	9,716	8,386	9,708	10,464	7,737	9,276	9,847

Table R.4 Access decisions completed – average days

Age	Jurisdiction	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
0 to 6	ACT	65	32	9	4	7	5	3	1	1	2	1	2	3
0 to 6	NSW	59	34	9	8	9	6	3	2	2	3	2	3	6
0 to 6	NT	13	17	4	7	9	5	4	5	3	3	4	5	9
0 to 6	QLD	22	18	7	6	9	6	4	3	4	3	3	4	8
0 to 6	SA	63	41	12	7	10	6	4	2	2	2	2	3	6
0 to 6	TAS	23	17	3	7	9	6	3	2	3	3	3	5	6
0 to 6	VIC	41	29	6	5	8	5	3	2	3	3	3	3	6
0 to 6	WA	25	26	9	6	7	5	4	3	3	3	3	3	6
0 to 6	National	43	29	8	6	9	6	3	3	3	3	3	3	6
7 plus	ACT	72	46	21	12	13	6	5	4	4	4	5	8	13
7 plus	NSW	67	43	20	16	11	7	5	4	4	4	4	8	13
7 plus	NT	20	21	12	10	9	7	4	3	3	3	2	4	8
7 plus	QLD	28	27	17	13	11	7	5	6	4	4	4	7	12
7 plus	SA	61	39	18	14	12	7	5	3	4	4	4	7	10
7 plus	TAS	34	23	16	12	12	6	5	3	4	4	4	7	13
7 plus	VIC	48	35	16	14	12	7	5	4	4	4	4	7	13
7 plus	WA	21	23	9	11	10	5	4	3	3	3	2	5	8
7 plus	National	42	34	16	14	11	7	5	4	4	4	4	7	12
All	ACT	70	40	18	10	12	6	5	3	3	3	3	5	10
All	NSW	64	40	16	14	10	7	4	3	3	4	3	6	11
All	NT	18	20	10	9	9	6	4	4	3	3	2	4	8
All	QLD	27	24	15	11	10	7	5	5	4	4	4	6	11
All	SA	61	40	17	13	11	7	5	3	3	3	3	5	9
All	TAS	32	22	13	11	11	6	5	3	4	4	3	7	11
All	VIC	47	34	13	12	11	6	4	3	3	4	3	6	11
All	WA	22	23	9	10	10	5	4	3	3	3	2	4	7
All	National	42	33	14	12	11	6	4	4	3	3	3	6	10

Table R.5 First plans in progress – count

Age	Jurisdiction	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
0 to 6	ACT	50	96	111	73	46	37	30	29	26	22	21	25	26
0 to 6	NSW	999	1,525	1,589	1,169	1,072	1,103	895	672	705	657	479	493	537
0 to 6	NT	41	50	51	58	48	68	65	61	73	66	42	17	21
0 to 6	QLD	972	991	1,268	1,174	1,171	1,210	870	959	987	894	687	608	682
0 to 6	SA	833	1,022	725	293	298	463	365	447	473	413	407	351	196
0 to 6	TAS	106	121	143	174	165	116	95	89	72	74	52	39	60
0 to 6	VIC	2,480	2,447	2,270	2,016	1,867	1,837	1,793	1,615	1,461	1,232	1,255	1,173	760
0 to 6	WA	508	865	1,004	732	615	570	480	592	701	746	622	426	274
0 to 6	National	5,989	7,117	7,161	5,689	5,284	5,405	4,593	4,464	4,498	4,104	3,565	3,133	2,556
7 plus	ACT	70	116	178	158	150	161	162	108	82	79	50	30	43
7 plus	NSW	1,248	2,019	2,208	2,332	2,288	2,043	1,926	1,799	1,671	1,494	1,070	911	967
7 plus	NT	134	163	177	156	205	224	215	189	203	162	147	93	108
7 plus	QLD	2,069	2,202	2,882	3,032	3,259	3,062	2,857	2,592	2,421	2,016	1,415	1,152	1,072
7 plus	SA	937	1,219	1,229	1,287	1,378	1,404	1,420	1,341	1,158	843	477	353	287
7 plus	TAS	117	160	285	246	218	239	253	283	240	133	77	59	51
7 plus	VIC	2,813	3,719	4,022	4,045	4,192	4,298	4,329	4,194	3,760	2,815	1,930	1,176	958
7 plus	WA	2,223	4,354	4,605	4,092	3,886	3,545	3,258	3,255	3,130	2,905	2,492	1,960	935
7 plus	National	9,611	13,952	15,586	15,348	15,581	14,986	14,421	13,764	12,668	10,449	7,660	5,738	4,426
All	ACT	120	212	289	231	196	198	192	137	108	101	71	55	69
All	NSW	2,247	3,544	3,797	3,501	3,360	3,146	2,821	2,471	2,376	2,151	1,549	1,404	1,504
All	NT	175	213	228	214	253	292	280	250	276	228	189	110	129
All	QLD	3,041	3,193	4,150	4,206	4,430	4,272	3,727	3,551	3,408	2,910	2,102	1,760	1,754
All	SA	1,770	2,241	1,954	1,580	1,676	1,867	1,785	1,788	1,631	1,256	884	704	483
All	TAS	223	281	428	420	383	355	348	372	312	207	129	98	111
All	VIC	5,293	6,166	6,292	6,061	6,059	6,135	6,122	5,809	5,221	4,047	3,185	2,349	1,718
All	WA	2,731	5,219	5,609	4,824	4,501	4,115	3,738	3,847	3,831	3,651	3,114	2,386	1,209
All	National	15,600	21,069	22,747	21,037	20,865	20,391	19,014	18,228	17,166	14,553	11,225	8,871	6,982

Table R.6 First plans in progress – average days

Age	Jurisdiction	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
0 to 6	ACT	38	29	47	34	30	21	26	33	10	17	8	11	12
0 to 6	NSW	57	34	32	30	25	23	24	37	21	18	15	16	15
0 to 6	NT	67	43	39	44	48	45	58	78	68	59	88	74	75
0 to 6	QLD	72	61	45	42	37	37	39	48	43	41	30	26	18
0 to 6	SA	139	115	86	72	42	42	40	56	50	37	33	34	14
0 to 6	TAS	102	92	83	76	61	60	48	60	39	32	26	18	11
0 to 6	VIC	125	107	80	60	49	44	50	57	46	44	35	30	23
0 to 6	WA	108	80	89	90	82	66	71	80	75	76	76	52	25
0 to 6	National	104	81	64	54	45	40	44	55	47	44	39	30	19
7 plus	ACT	217	162	148	155	98	79	66	90	86	67	35	27	18
7 plus	NSW	115	78	74	76	61	56	57	65	57	53	44	38	29
7 plus	NT	79	78	76	82	79	77	85	106	93	74	85	91	76
7 plus	QLD	76	71	61	64	61	62	67	69	63	51	52	40	30
7 plus	SA	161	126	125	129	128	121	124	127	117	96	97	85	49
7 plus	TAS	79	58	42	45	39	45	58	71	73	40	32	25	11
7 plus	VIC	124	101	96	96	102	113	115	152	149	102	85	67	40
7 plus	WA	149	87	86	93	106	109	114	124	122	121	128	122	65
7 plus	National	121	91	85	88	89	93	96	113	108	88	87	77	41
All	ACT	142	102	109	116	82	68	60	78	68	56	27	20	16
All	NSW	89	59	56	60	50	44	47	58	46	42	35	31	24
All	NT	76	70	68	71	73	70	79	99	86	70	86	88	76
All	QLD	75	68	56	58	55	55	60	63	57	48	45	35	26
All	SA	151	121	110	119	113	101	107	109	98	77	67	59	35
All	TAS	90	72	56	58	48	50	55	68	65	37	29	22	11
All	VIC	125	104	90	84	86	92	96	126	120	84	65	49	32
All	WA	141	86	87	93	103	103	108	117	114	112	118	109	56
All	National	115	88	79	79	78	79	84	99	92	76	72	60	33

Table R.7 First plans completed – count

Age	Jurisdiction	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
0 to 6	ACT	25	32	33	73	52	41	37	31	48	53	46	43	41
0 to 6	NSW	456	754	1,100	1,243	1,003	922	1,004	783	711	905	849	742	749
0 to 6	NT	34	31	43	42	47	26	33	28	32	45	39	40	24
0 to 6	QLD	637	479	559	698	748	646	833	459	558	728	807	734	686
0 to 6	SA	57	136	460	491	208	83	231	110	195	278	242	326	398
0 to 6	TAS	86	23	47	35	88	99	72	53	74	66	73	64	57
0 to 6	VIC	1,296	817	1,208	1,075	1,095	986	804	885	964	941	811	971	1,106
0 to 6	WA	72	71	76	404	326	294	218	120	110	159	264	406	361
0 to 6	National	2,663	2,343	3,526	4,061	3,567	3,099	3,233	2,469	2,692	3,175	3,131	3,326	3,423
7 plus	ACT	21	19	6	82	68	68	54	93	63	53	65	55	36
7 plus	NSW	619	961	1,457	1,192	1,378	1,623	1,301	1,298	1,173	1,495	1,352	1,199	1,104
7 plus	NT	92	37	47	77	32	61	58	71	54	97	68	81	61
7 plus	QLD	1,892	1,141	1,162	1,185	1,318	1,648	1,372	1,410	1,284	1,744	1,507	1,337	1,194
7 plus	SA	594	289	426	314	301	355	333	435	482	633	571	428	358
7 plus	TAS	291	97	76	180	181	130	120	104	142	233	140	113	100
7 plus	VIC	2,732	1,476	1,760	1,463	1,769	1,612	1,262	1,739	1,637	2,114	1,741	1,780	1,518
7 plus	WA	798	693	1,057	1,426	1,110	1,179	992	802	891	1,068	1,014	1,233	1,890
7 plus	National	7,039	4,713	5,991	5,919	6,157	6,676	5,492	5,952	5,726	7,437	6,458	6,226	6,262
All	ACT	46	51	39	155	120	109	91	124	111	106	111	98	77
All	NSW	1,075	1,715	2,557	2,435	2,381	2,545	2,305	2,081	1,884	2,400	2,201	1,941	1,853
All	NT	126	68	90	119	79	87	91	99	86	142	107	121	85
All	QLD	2,529	1,620	1,721	1,883	2,066	2,294	2,205	1,869	1,842	2,472	2,314	2,071	1,880
All	SA	651	425	886	805	509	438	564	545	677	911	813	754	756
All	TAS	377	120	123	215	269	229	192	157	216	299	213	177	157
All	VIC	4,028	2,293	2,968	2,538	2,864	2,598	2,066	2,624	2,601	3,055	2,552	2,751	2,624
All	WA	870	764	1,133	1,830	1,436	1,473	1,210	922	1,001	1,227	1,278	1,639	2,251
All	National	9,702	7,056	9,517	9,980	9,724	9,775	8,725	8,421	8,418	10,612	9,589	9,552	9,685

Table R.8 First plans completed – average days

Age	Jurisdiction	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
0 to 6	ACT	55	40	44	74	48	48	63	33	33	17	18	15	17
0 to 6	NSW	79	66	47	47	44	42	37	43	43	31	28	22	29
0 to 6	NT	47	52	34	35	49	34	36	43	58	86	73	83	60
0 to 6	QLD	76	66	65	57	58	58	51	56	58	58	55	49	41
0 to 6	SA	202	218	180	111	83	82	70	66	77	79	59	45	38
0 to 6	TAS	86	80	80	73	84	107	80	62	67	44	54	53	30
0 to 6	VIC	173	129	122	108	85	74	67	72	74	66	57	49	43
0 to 6	WA	191	117	110	108	111	103	76	128	120	124	111	97	72
0 to 6	National	129	98	94	79	69	64	54	61	63	57	53	48	42
7 plus	ACT	164	138	184	115	104	97	129	84	88	78	82	54	43
7 plus	NSW	127	90	74	76	75	69	63	66	63	64	55	52	48
7 plus	NT	91	90	80	78	71	96	97	103	127	114	70	89	100
7 plus	QLD	95	83	76	74	74	79	72	85	80	75	60	56	46
7 plus	SA	199	166	115	116	115	147	127	136	147	130	95	82	81
7 plus	TAS	59	74	74	63	55	67	50	70	76	87	43	41	35
7 plus	VIC	133	111	103	103	105	104	110	120	120	136	100	84	81
7 plus	WA	220	135	117	112	110	114	120	118	127	137	116	120	123
7 plus	National	134	106	94	93	91	93	91	99	101	104	82	78	80
All	ACT	105	77	66	96	80	79	102	71	65	48	56	37	29
All	NSW	107	79	62	62	62	59	52	57	55	51	45	41	41
All	NT	79	72	58	62	58	77	75	86	101	105	71	87	89
All	QLD	91	78	72	68	68	73	64	78	73	70	58	54	44
All	SA	199	183	149	113	102	135	104	122	127	115	84	66	58
All	TAS	65	75	77	65	64	84	61	67	73	78	47	45	33
All	VIC	146	117	111	105	97	93	93	104	103	114	86	71	65
All	WA	218	133	117	111	110	112	112	119	126	135	115	114	115
All	National	133	103	94	88	83	84	77	88	89	90	72	68	67