

# Q1

2020-2021



## NDIS Quarterly Report to disability ministers

30 September 2020

ndis

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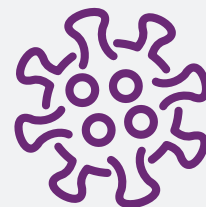
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# The COVID-19 pandemic



## COVID-19

The continued priority of the National Disability Insurance Agency (NDIA) through the September 2020 quarter was supporting participants, providers, staff and partners during the COVID-19 pandemic, particularly in Victoria.

Collaboration 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) has continued to ensure that essential supports are still provided to participants. The number of NDIS participants and NDIS workforce testing positive to COVID-19 has been reported daily by Minister Stuart Robert.

Currently, the number of active COVID-19 cases is close to zero amongst participants and workers. Further, the rate of infection amongst participants was much lower than the general Australian population, with the infection rate being approximately two and a half times higher in the general Australian population compared with the NDIS participant population.

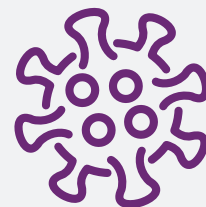
## Continuing initiatives to support participants, providers, staff and partners

The COVID-19 pandemic has made society acutely aware of the impact on the health and well-being of our citizens. Recognising this, the NDIA has changed the way in which we interact with participants, and also changed the way in which participants can use their plan to meet their changed circumstances. The NDIA is determined to take the important learnings from these initiatives and continue them. Specific initiatives that will be continued are:<sup>1</sup>

- Personal Protective Equipment (PPE) supports will be provided where community transmission is evident and there is increased risk to participants who are receiving supports which require close personal contact:
  - For participants - support of up to \$50 per week.
  - For workers - support of up to \$50 per worker per participant per day.
- For participants in Supported Independent Living (SIL) diagnosed with coronavirus (COVID-19) or a participant who is required to self-isolate in SIL:
  - 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 a participant's diagnosis).
- Support of \$300 for deep cleaning of residences in the event a support worker returns a positive COVID-19 test.

<sup>1</sup> Funding of PPE for participants and workers will continue in Victoria until at least the end of November, while the other measures have been extended nationally until February 2021.

# The COVID-19 pandemic



- Flexible approach to low cost Assistive Technology (AT) to allow participants to access up to \$1500 of their plan budget to purchase low cost AT items, such as smart devices and fitness equipment.
- Support for participants who have already been receiving priority home delivery service to continue accessing home delivery services.
- Temporary Support Coordination (Assistance with Daily Life Support) extended indefinitely.
- In exceptional circumstances during the COVID-19 pandemic, where a participant has tested positive to COVID-19, and where no alternative is available, the participant may pay a family member to provide ongoing supports for a time-limited period.

In response to the Australian Government's enacted COVID-19 Emergency Response Plan, the NDIA, along with Partners in the Community (PiTC), have been proactively contacting participants. As part of the Agency's Vulnerable Participant Outbound Call (VPOC) strategy, 6,902 calls were made to participants in lockdown in Victoria during the second wave (in addition to the 65,844 participants contacted in the last quarter).

The NDIA together with the NDIS Commission and DSS, is engaging States and Territories in bilateral discussions about their COVID-19 planning and preparations relating to outbreak prevention and management. These discussions provide an opportunity for learnings from the Victorian experience to be shared and for the Commonwealth agencies to contribute to emerging or existing jurisdiction-specific COVID-19 policies and action plans for people with disability.

Staff and partners have continued to work flexibly to support participants through the pandemic by conducting planning meetings according to the preference of the participant (phone, video-conference, or face-to-face).

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

## Conclusion

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

Key highlights in the recent quarter, along with updates on progress against the Participant Service Guarantee and Service Improvement Plan are included in the next section.

30 September 2020 quarter

# Key highlights

**412,543**

people with disability are being supported by the Scheme

**21,961**

joined the Scheme this quarter

**37%**

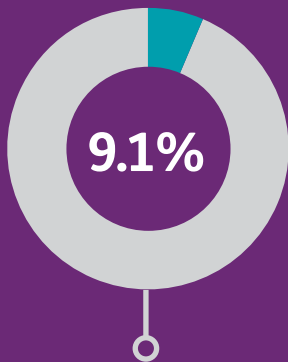
of new participants this quarter were aged 0-6  
– **8,206 children**

**8,639**

children receiving initial supports in the ECEI gateway, a **5%** increase from last quarter



Call centre performance has remained strong with **85%** of calls answered within **60 seconds**.



participants who received a plan this quarter identify as Aboriginal or Torres Strait islander  
(noting this is the highest percentage of any quarter)



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

The NDIA has introduced a **Participant Service Charter** to explain what participants can expect when they deal with us. Highlights this quarter include:

**100%**

access decisions made within 21 day timeframe, **compared to 74% a year ago**

**95%**

of complaints are closed within 21 day timeframe, **compared to 58% a year ago**

**92%**

first plans approved for participants aged 7 and above within 70 day timeframe, **compared to 73% a year ago**

**98%**

first plans approved for participants aged 0-6 within 90 day timeframe, **compared to 71% a year ago**

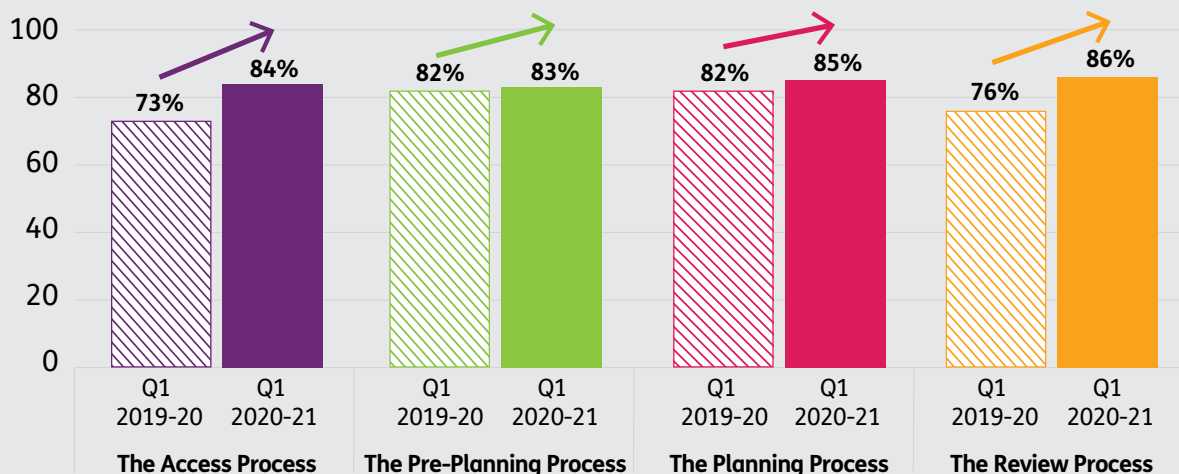
**74%**

of participant requested reviews completed within 42 day timeframe, **compared to 41% nine months ago**

**99%**

of Review of Reviewable Decisions completed within 90 day timeframe, **compared to 60% nine months ago**

In addition to improved waiting times, satisfaction rates have improved across the pathway in the last year.





# Participant Service Charter and Participant Service Improvement Plan

## Progress against the Service Improvement Plan

In addition to introducing the Participant Service Charter, the NDIA Board and management is committed to a simpler, easier and more reliable NDIS. In September 2020, the NDIA released the 2020-24 Corporate Plan and the Participant Service Improvement Plan, which sets out what can be expected from us at the NDIA and our PiTC organisations.

A cohesive and interlinked set of initiatives, that will be introduced, include longer term plans based on life stages; greater flexibility in participants using their supports to provide more choice and control; along with the introduction of independent assessments.

### Introducing independent assessments

Under the NDIS Act, the requirement for assessments is integral to initial access decisions, ongoing decisions for reasonable and necessary supports, as well as review decisions initiated either by the participant or by the Agency. As defined under Section 24 of the Act, these decisions are made having regard to the extent of an individual's "functional capacity" in relation to communication, social interaction, learning, mobility, self-care, self-management, and social and economic participation. In other words, it is the extent of functional capacity that is critical to the Agency's decision-making, as it impacts a person's intellectual, cognitive, neurological, sensory or physical impairment, along with "one or more impairments attributable to a psychiatric condition". To put it another way, functional assessments are the bedrock of decision-making in relation to participants, both initially and on an ongoing basis. Such decisions must be evidence based.

The 2011 Productivity Commission, which articulated the blueprint for the NDIS, along with the recent review undertaken by Mr David Tune AO PSM,<sup>2</sup> indicated the importance of independent assessments,<sup>3</sup> including the need to make sure the panel of NDIA providers offered choice to participants.

The Board and management are committed to implementing the original intent of the NDIS, including longer-term plans, greater flexibility in plans, as well as independent assessments, all designed to provide greater choice and control for participants over the supports and services needed for participants to pursue their goals.

The change in the way assessments are undertaken is needed to implement a Scheme that, from a participant's perspective, is more consistent, fairer, and lower cost, bringing the Scheme closer to its envisaged insurance-based principles that improves outcomes for participants.

<sup>2</sup> <https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability-national-disability-insurance-scheme-2019-review-of-the-ndis-act-and-the-new-ndis-participant-service-guarantee/government-response-to-the-ndis-act-review>

<sup>3</sup> <https://www.pc.gov.au/inquiries/completed/disability-support/report>

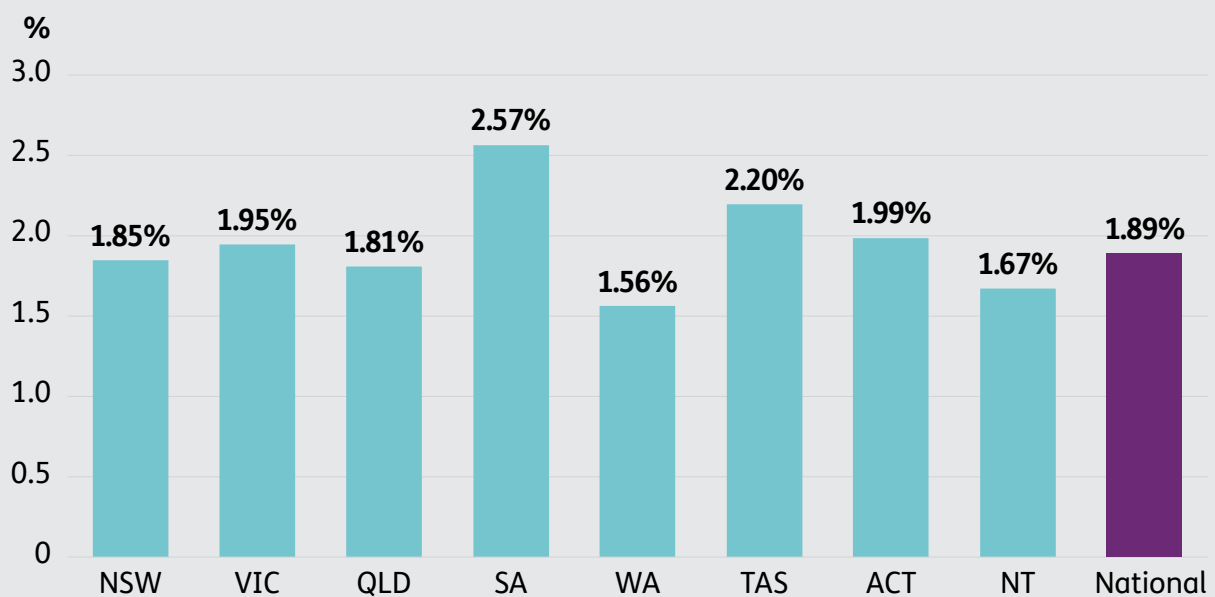
## Participant Service Charter and Participant Service Improvement Plan

### Greater fairness in decision-making for participants

Currently, because of the way assessments are undertaken, information on a participant’s functional capacity is not collected in a consistent way. This has led to inconsistent decision-making.

This can be seen in the proportion of the population (aged 0-64) receiving NDIS supports with results that differ significantly by State and Territory. Population surveys on disability undertaken by the Australian Bureau of Statistics (ABS) do not support these levels of difference.

**Figure 1: Percentage of people receiving NDIS supports by State/Territory (0-64 years) – 30 September 2020**



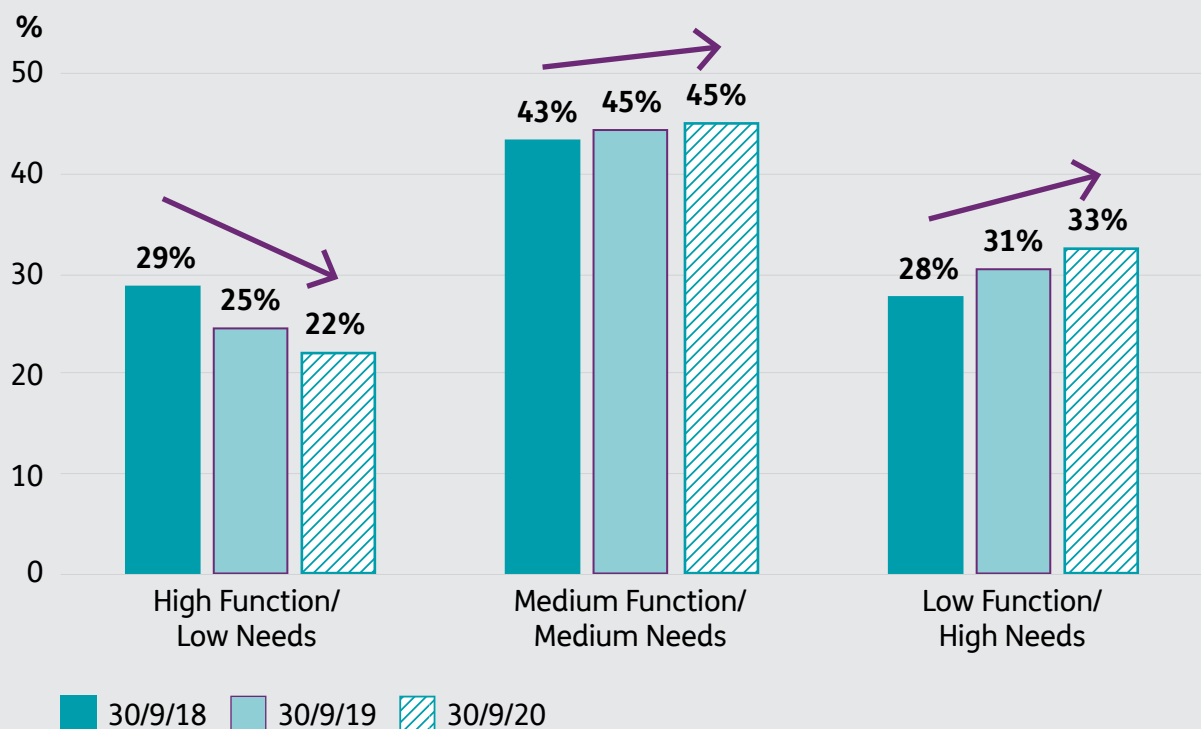
Disability relative to the national rate in population data <sup>4</sup>						
0.9	0.9	1.1	0.9	0.8	Excluded due to low survey numbers	1.0

<sup>4</sup> State and Territories have been compared to the national average (1.0) using the ABS Survey of Disability Ageing and Carers (SDAC).<sup>2</sup> All States and Territories are close to the national average (e.g. NSW is 0.9 compared with 1.0) indicating a disparity between the population data and the large variation in the per cent of NDIS participants receiving supports.

## Participant Service Charter and Participant Service Improvement Plan

Inconsistencies can also be seen in the way assessments of the level of functional impairment change over relatively short periods of time. Currently, planners and Local Area Coordinators (LACs) undertake assessments based on a participant's disability and record this data in the ICT system. Results of these assessments are grouped into high function, medium function and low function, and it is this information that is changing over relatively short time periods, indicating potential inconsistencies in the way the assessments are undertaken by planners and LACs.

**Figure 2: Difference in functional distribution from 30 September 2019 to 30 September 2020<sup>5</sup>**

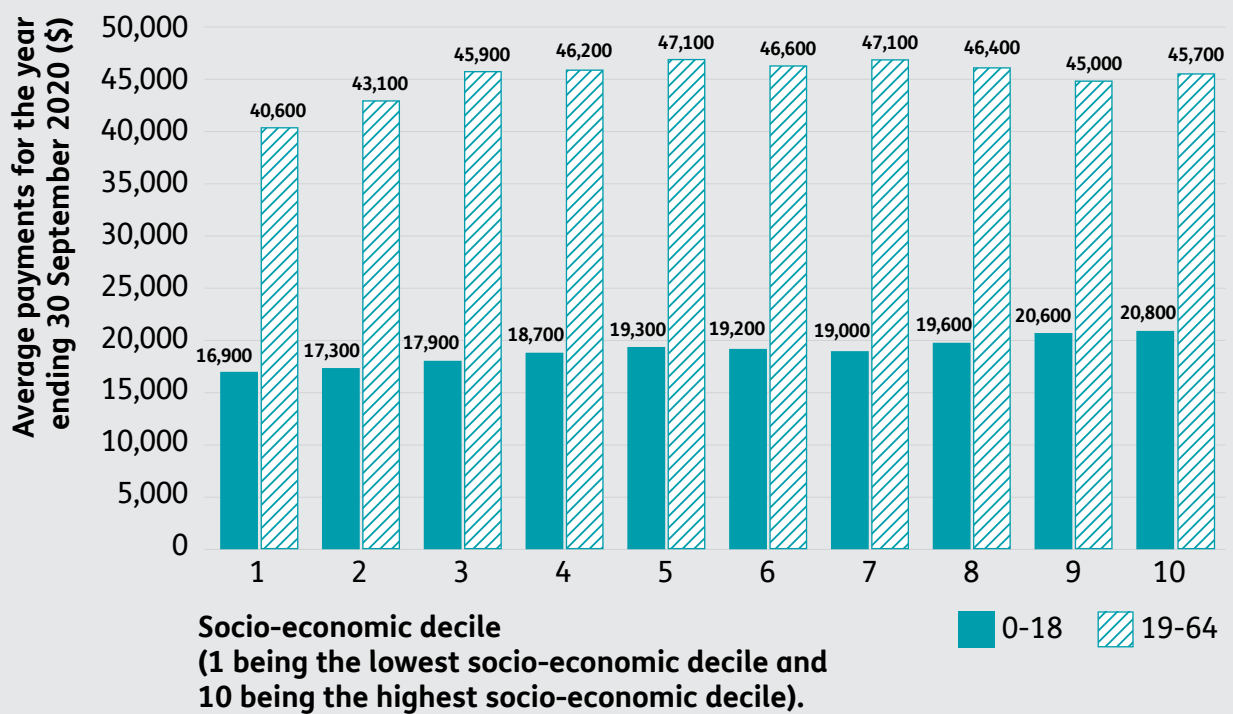


<sup>5</sup> Functional information on participants has been grouped into three cohorts (high, medium and low, meaning high function results in a lower support need and vice versa). Results at 30 September 2019 and 30 September 2020 also exclude participants who have exited the Scheme as at each date respectively.

## Participant Service Charter and Participant Service Improvement Plan

Payments differ by socio-economic areas for both children and adults, with participants living in higher socio-economic areas receiving higher payments on average. Payments are 23% higher in the highest socio-economic decile for children, compared with the lowest and 13% higher for adults.

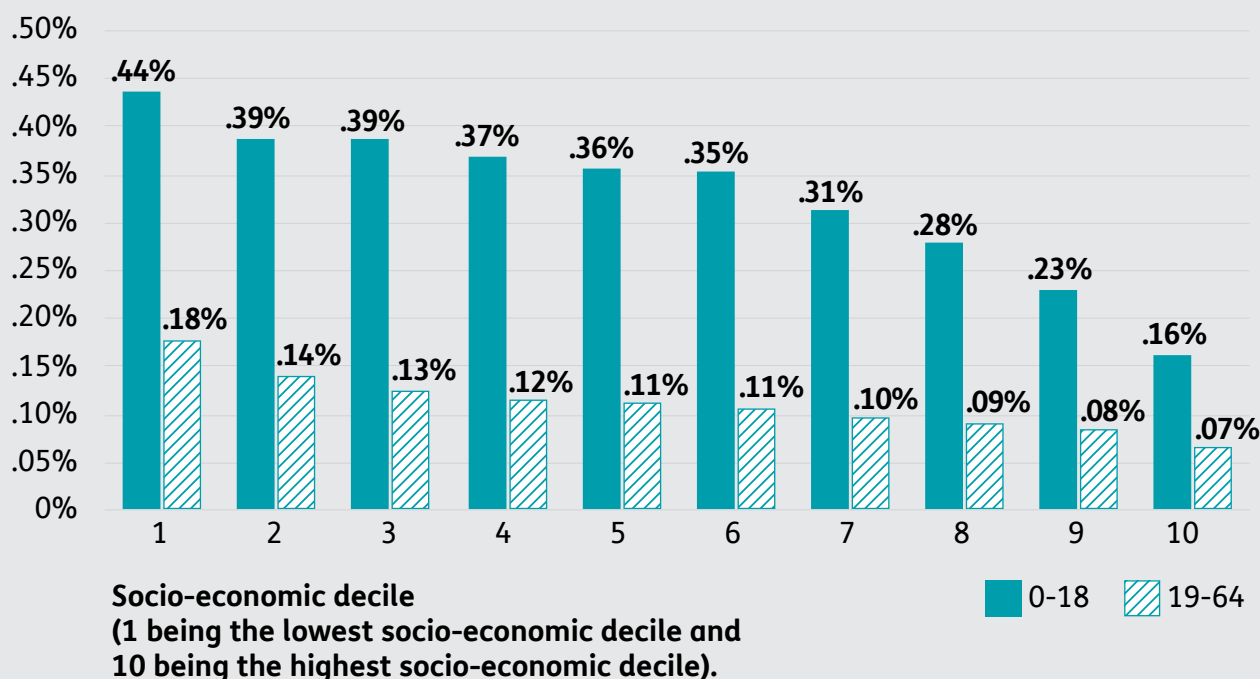
**Figure 3: Average annualised payments by the ABS Index of Education and Occupation (IEO) deciles, for non-SIL participants – 30 September 2020**



## Participant Service Charter and Participant Service Improvement Plan

This has disproportionate effects on the Scheme as the proportion of participants in the NDIS also differs by socio-economic area. The proportion of the population in the NDIS for both children and adults, is higher in low socio-economic areas compared with high socio-economic areas. For example, the proportion of population in the NDIS aged 0-18 years is 0.17% in the highest socio-economic areas, compared with 0.45% in the lowest socio-economic areas (about three times higher). This is also the case with 19-64 year olds, with the proportion of population in the NDIS aged 19-64 years being 0.07% in the highest socio-economic areas, compared with 0.19% in the lowest socio-economic areas (also about three times higher).

**Figure 4: Proportion of the population receiving NDIS support by the ABS Index of Education and Occupation (IEO) deciles<sup>6</sup>, for non-SIL participants – 30 September 2020**



<sup>6</sup> <https://www.abs.gov.au/ausstats/abs@.nsf/mf/2039.0>

## Participant Service Charter and Participant Service Improvement Plan

### Lower cost for participants

Currently, participants incur significant cost in undertaking the assessments required to gain access to the Scheme, and to provide evidence to support reasonable and necessary funding, as well as any review process. Participants who cannot afford those costs are potentially disadvantaged, both in terms of the time it takes to gain access and the quality of advice they receive. Participants, particularly those from lower socio-economic backgrounds, have provided feedback over many years that this process is unfair and places them at a disadvantage.

We know that Australians with disability are currently spending between \$130 million and \$170 million on assessments associated with accessing the NDIS. The advantage of moving to the new approach is that assessments will be provided at no cost to the participant, resulting in a fairer NDIS.

Such assessments will be provided not just at the point of access, but also when an individual's circumstances change, such as a life event or material change in their circumstances, so that they continue to get the supports they need in a timely way. This is also consistent with the other changes in the Scheme that are being implemented: participants will be provided with longer term plans based on life stages and with greater flexibility and more choice and control over their personalised plan budget.

At the same time, prospective participants will be better supported by LACs to connect with community and mainstream supports, and to apply for entry to the Scheme, if required, through the independent assessment process.

Some of the other key features of independent assessments are:

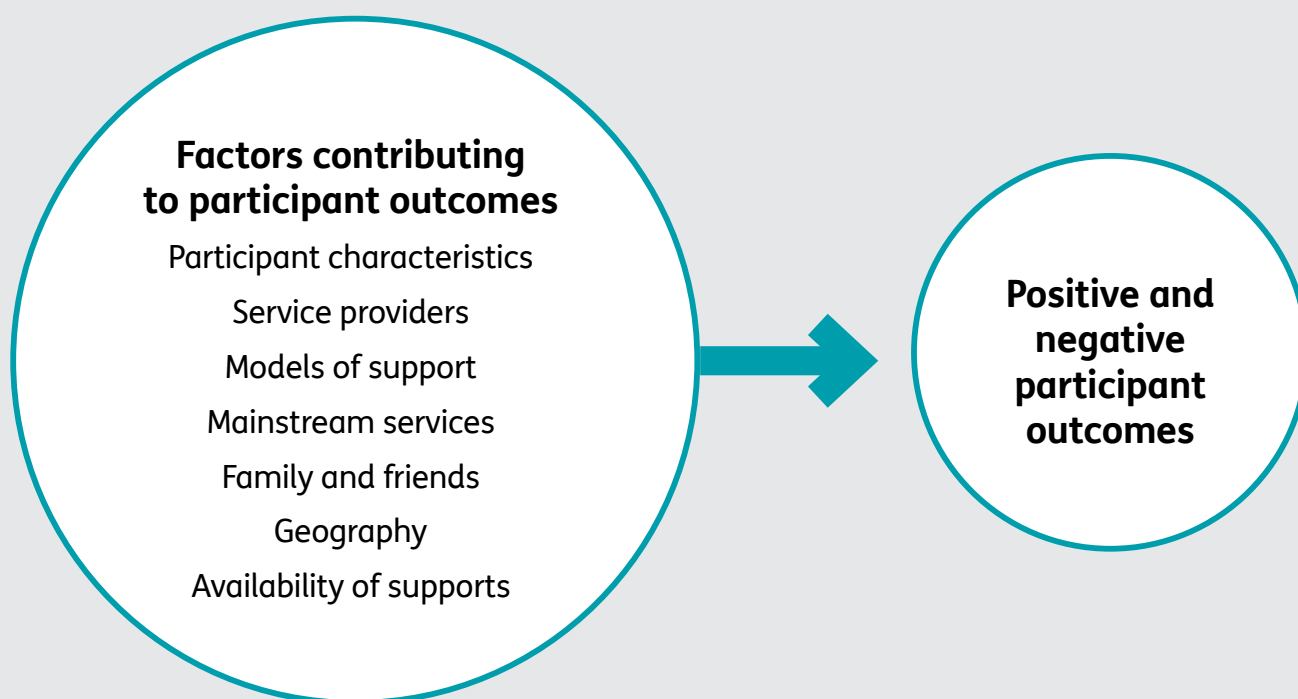
- A panel of assessors including health professionals like occupational therapists, physiotherapists, speech pathologists, clinical and registered psychologists, rehabilitation counsellors and social workers will be created who will work at arm's length from the NDIA. These assessors will all be trained in using the same set of assessment tools to make sure everyone is treated in a fair and consistent way.
- The assessment tools have been designed to assess the capability of people with disability and used all over the world for many years. They take into account particular circumstances and the environment, and the assessment can be done in one session or many. Where possible, prospective or current participants can choose which assessor they want from the panel and whether they prefer a male or female assessor. Assessments can be completed by video call or in person and the prospective or current participant can have someone with them, like a family member, support worker, or current health professional.
- Prospective or current participant's doctor or other health professionals will still be involved in the application to the NDIS, and if further evidence is needed at a plan review. Extra information can be submitted and the NDIA planner or LAC will still talk with the person with disability about their life, including the impact of multiple disabilities, their goals, family supports and living arrangements to make sure that a complete picture of goals and support needs is understood.
- The NDIA will be starting the second pilot again soon, to continue testing the implementation of independent assessments. As part of this, the NDIA will be offering independent assessments for up to 4,000 existing NDIS participants, across all disability types, on a voluntary basis from November 2020. Participants are encouraged to participate in the pilot if invited to do so.

## Participant Service Charter and Participant Service Improvement Plan

### **Better embedding the insurance based principles of the Scheme**

The insurance-based approach of the National Disability Insurance Scheme is enshrined in the Objects and Principles of the NDIS Act and is integral to the Objects of the Act. In so doing, the NDIS replaced the welfare approach to disability that had existed for decades in Australia, with a universal insurance scheme. In contrast to that approach, the NDIS takes an insurance-based life-time approach to the supports a participant requires, recognising that such supports and the associated funding may vary over time.

The collection of data on a consistent basis should drive better outcomes for participants over their lifetime. This is particularly important in areas such as employment and social inclusion, where consistent data in areas such as a participant's age, functional capacity, and other environmental factors are likely to influence outcomes. By collecting data in a consistent way across participants, analysis of different models of support and different service providers can be undertaken to determine what works best for participants. Such evidence can then be communicated across the sector to improve outcomes across all participants.



This is consistent with Sections 118 of the Act, where the NDIA Board is charged with collecting, analysing and exchanging data about disabilities and the supports of people with disability, as well as to undertake research relating to disabilities and to better understand the types of supports that will make a difference. Such work cannot be undertaken without a consistent data base.

That approach is also consistent with the NDIA having been charged with delivering a financially sustainable Scheme, with a view to ensuring that it is available to future generations of Australians with disability.

**Importantly, the NDIA will continue to work closely with people with disability and the disability sector to successfully implement these reforms.**

## Participant Service Charter and Participant Service Improvement Plan

### Other achievements

In addition to the work to implement independent assessments, the NDIA has made progress against other initiatives within the Service Improvement Plan. Highlights for the quarter are listed below, with the detail on progress against the whole plan in Section 3 of this report.

The **National Call Centre** knowledge base has been enhanced to provide participants and the public with more helpful and consistent information. The Agency is continually monitoring to ensure ongoing performance.

Participant plans are now **enabled for up to 3 years** and will be reviewed when requested (e.g. due to a change of circumstances).

More than 60 **specialist community connectors** (in remote, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities) have been engaged and have commenced delivering services to better understand how participants want to engage with us.

A National system of **Health and Justice liaison officers** are working across all States and Territories to help participants interact with the NDIS.

The Agency has commenced **pro-active check-ins** with participants, particularly those who may be in a vulnerable situation. This initiative will be further enhanced in the 2021 financial year.

The Agency has commenced work on ensuring participants have a **current contact** listed. Contact names are now in place for the majority of Participants. The Agency is on track to complete coverage by December 2020.

The Agency is working on new easy-to-understand guidelines for **complex home modifications**, this initiative is on track to be delivered by December 2020.

The Agency has established a **NDIS carer connect network** for ageing parents of people with a disability. Services have commenced in a number of areas and will be rolled out by December 2020.

The Agency has developed a standard form (for all housing-related supports, including Specialist Disability Accommodation (SDA)) and **application process for SDA** which will be fully available in December 2020.



# Introduction

This report is a summary of the performance and operations of the NDIA for the three months from 1 July 2020 to 30 September 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. Data on the demand for SDA within the NDIS in each Statistical Area 4 (SA4) and Statistical Area 3 (SA3) region is also included (Appendix P)
- A comparison of utilisation by region (Appendix Q)
- Waiting times for access decisions and plan approvals by State/Territory (Appendix R)



## Toby's job ready and raring to go as the lockdown eases

**Toby**, 23, from Canberra, Australian Capital Territory, has a moderate intellectual disability.

While still at school Toby set her heart on working in the hospitality industry, and since joining the NDIS in 2017 she has been supported in building her skills in this area. She intended to register with a disability employment service (DES) earlier this year to help secure a supported position, then the COVID-19 pandemic hit and her plan went on hold.

This was frustrating for Toby but she was able to maintain her social connections and life skills training when her support service moved activities online during the lockdown.

With cafés and restaurants now reopening across Canberra as restrictions ease, Toby is set to register with a DES and restart her job hunt.



# Part One: Participants and their plans



## Part One:

# Participants and their plans

Just over 412,000 participants are receiving supports from the NDIS, with approximately 8,600 children receiving initial supports in the Early Childhood Early Intervention (ECEI) gateway.

## 1.1 Number of participants in the Scheme

**At 30 September 2020, just over 412,000 participants had NDIS plans, of which approximately 22,000 entered the Scheme during the quarter.**

At 30 September 2020, 412,543 participants had approved plans.<sup>7</sup> This represents a six per cent increase from last quarter (an additional 21,961 participants). Of the 412,543 participants currently supported by the Scheme, 218,566 previously received support from existing State and Territory or Commonwealth programs. Significantly, 193,977 are receiving support for the first time (47 per cent of participants with approved plans).

In addition, the NDIA undertook 87,229 reviews in the quarter. Productivity remained high in Victoria (despite the COVID-19 pandemic), with the number of first plan approvals and plan reviews consistent with the previous quarter.

**Figure 5: Active participants with approved plans and percentage increase over time**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 YTD
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	412,543
Yearly increase <sup>8</sup>		9,870	12,564	59,891	82,723	113,682	105,984	20,544
% increase in active participants		135%	73%	202%	92%	66%	37%	5%

<sup>7</sup> 14,222 participants with approved plans had exited the Scheme as at 30 September 2020.

<sup>8</sup> 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 September 2020, there were approximately 66,000 children aged 0 to 6 years with an NDIS plan, and a further 8,600 receiving initial supports in the gateway.**

Of the 412,543 participants with approved plans at 30 September 2020, 65,945 were children aged 0-6 (16%), and of the 21,961 new participants with an approved plan this quarter, 8,206 were children aged 0-6 years (37%).

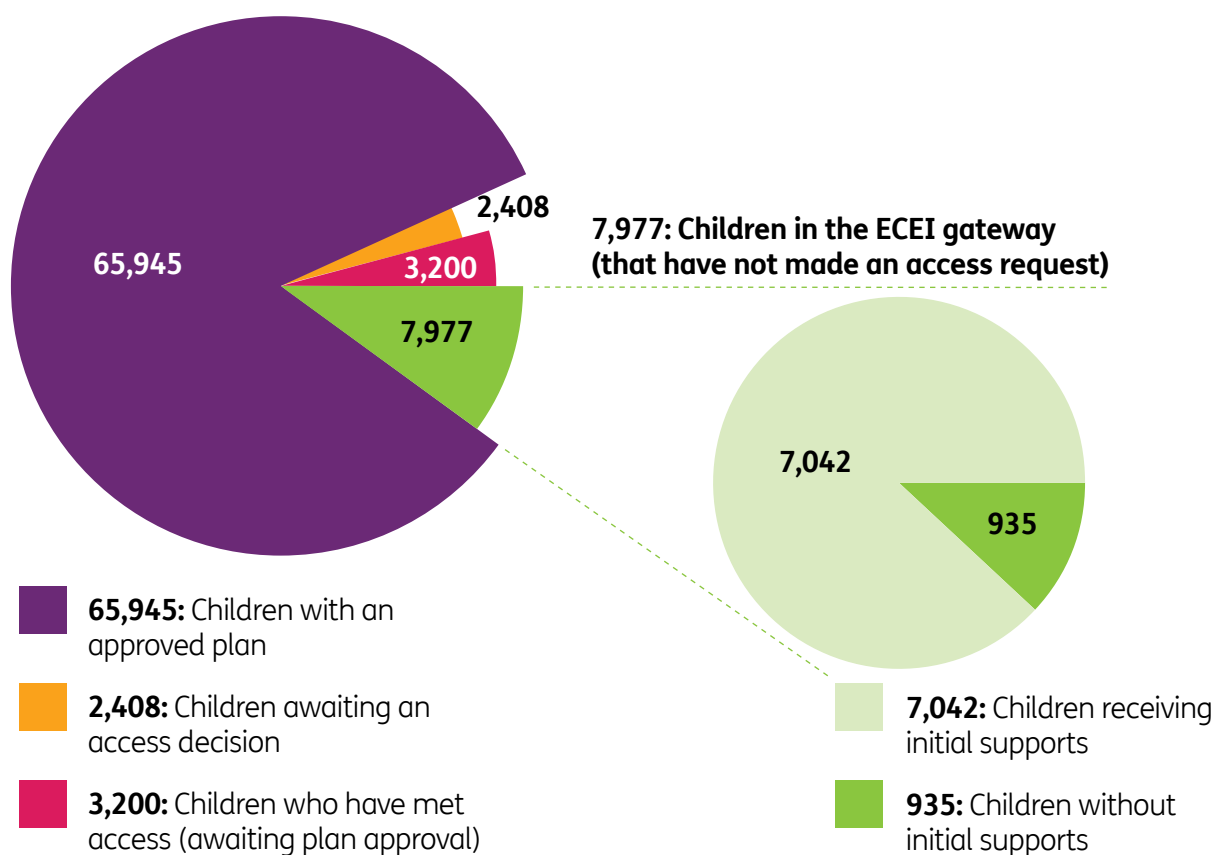
In addition to the 65,945 children aged 0-6 with an approved plan:

- **3,200** children had met the access criteria and were waiting for an approved plan.
- **2,408** were awaiting an access decision from the NDIA (of which **1,597** (66%) were receiving initial supports in the ECEI gateway).
- **7,977** children were in the ECEI gateway (of which **7,042** (88%) 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 NDIA has commenced a review of its ECEI approach with families and children. The NDIA ECEI approach is intended to be based on best practice, family-centred early intervention with a focus on providing quality information, research and evidence based advice to families and children with developmental delay or disabilities.

The NDIA acknowledges that the ECEI approach is not being delivered as originally intended. The review will investigate what is working well, understanding the pain points, as well as gaps and issues in the implementation of the ECEI approach. It will build upon recent reviews and reports into ECEI, to ensure previous advice is captured. Survey input will be used to help identify the most important issues for the reset to address, and to guide short, medium and long-term solutions for those issues. We intend to release a detailed consultation and directions paper in the December quarter.

Figure 6: Children in the NDIS



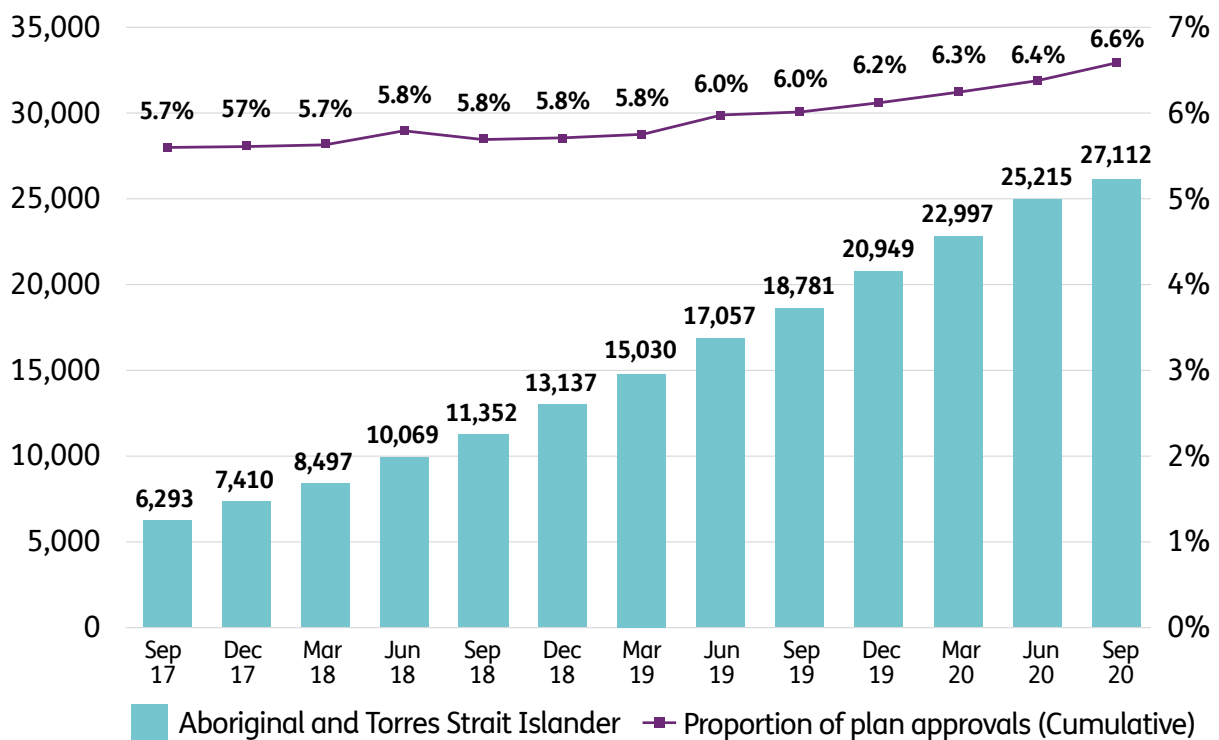
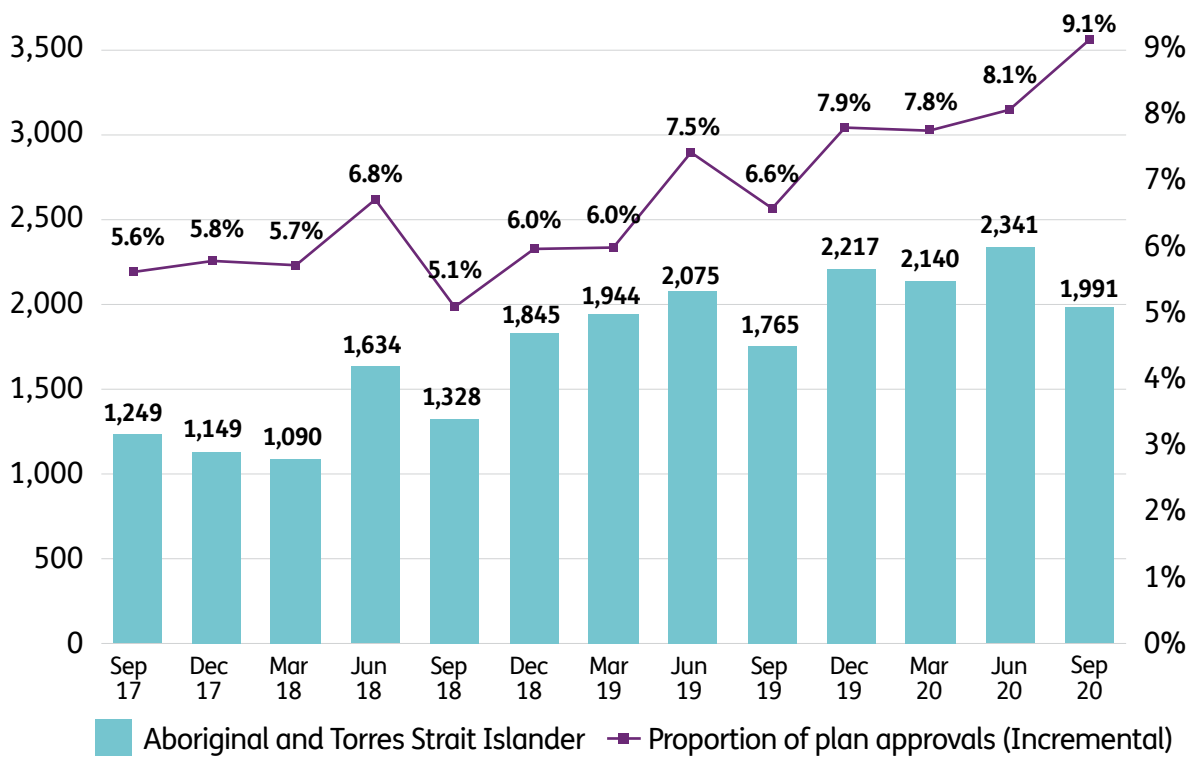
### 1.3 Participant characteristics

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

Of the 21,961 participants entering, there was increased diversity through higher numbers of:

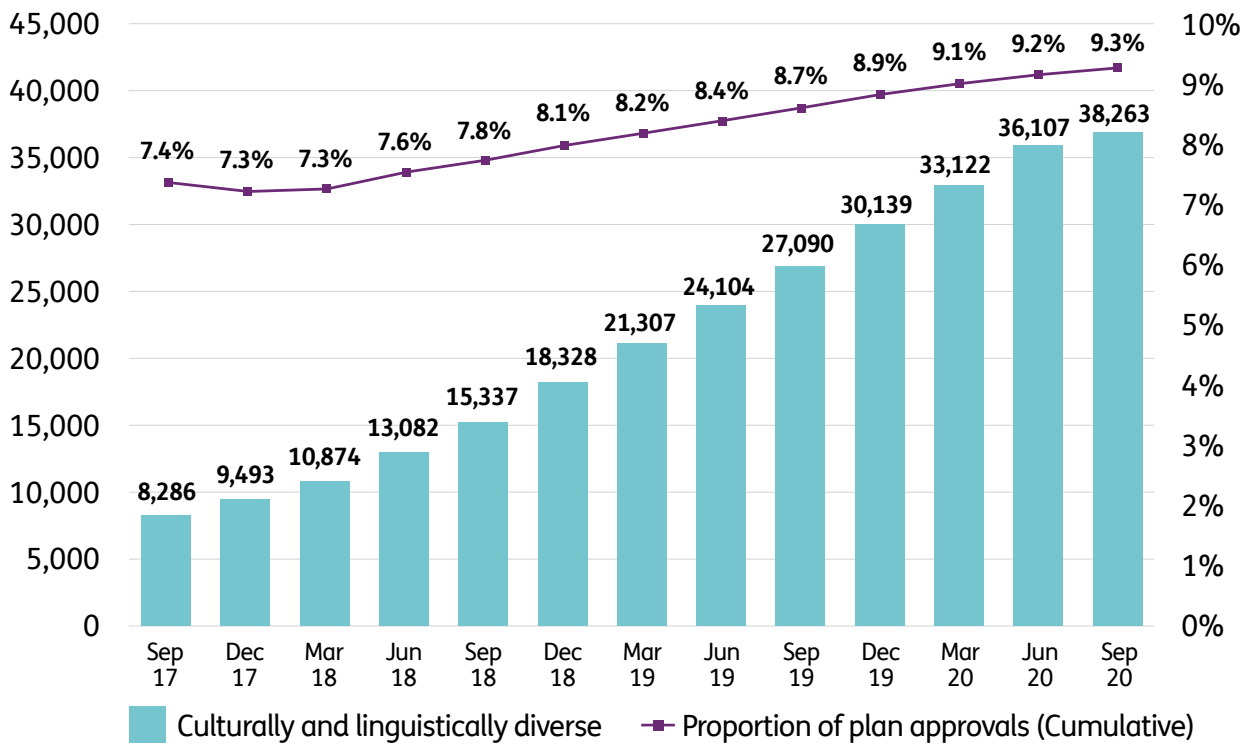
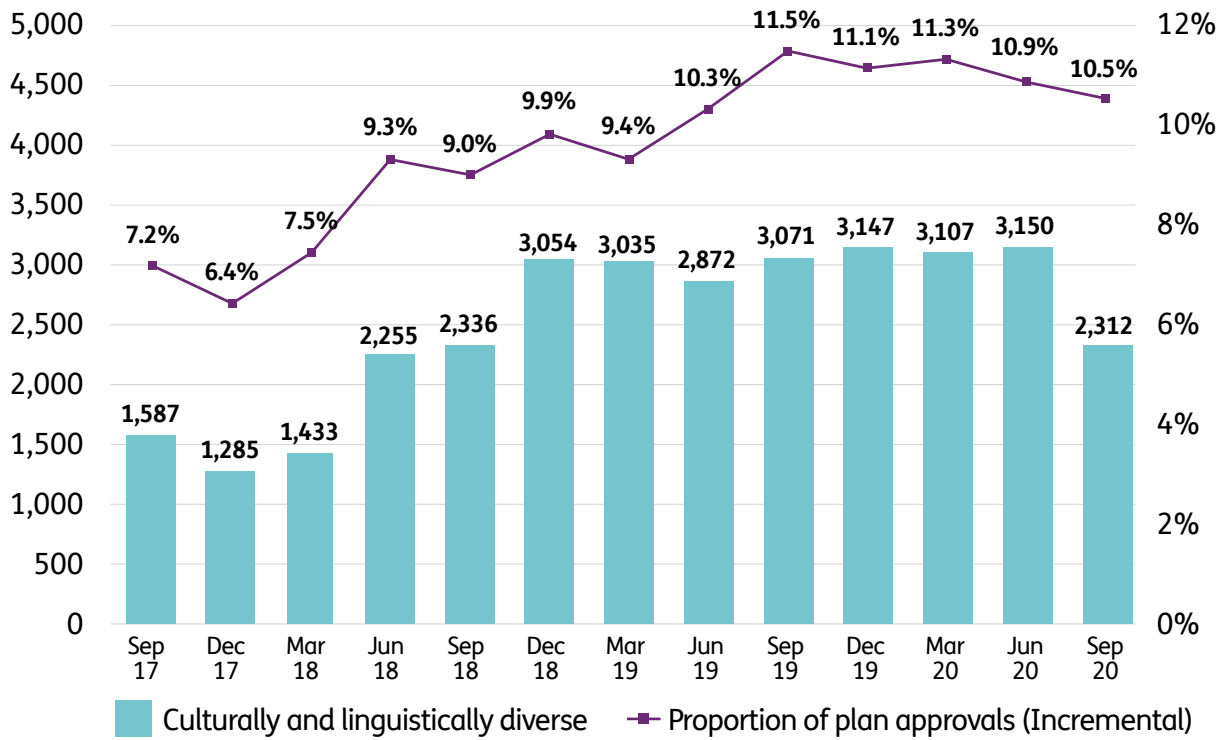
- **Aboriginal and Torres Strait Islanders:** 9.1% of participants who received a plan in the quarter, compared with 6.4% in previous quarters combined. This result is the highest percentage of any quarter.
- **CALD:** 10.5% of participants who received a plan in the quarter, compared with 9.2% in previous quarters combined.
- the number of Scheme participants in **remote and very remote areas** this quarter increased to 2.0% of new entrants, compared with 1.5% in previous quarters combined.

Figure 7: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)<sup>9</sup>



<sup>9</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure 8: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)<sup>10</sup>

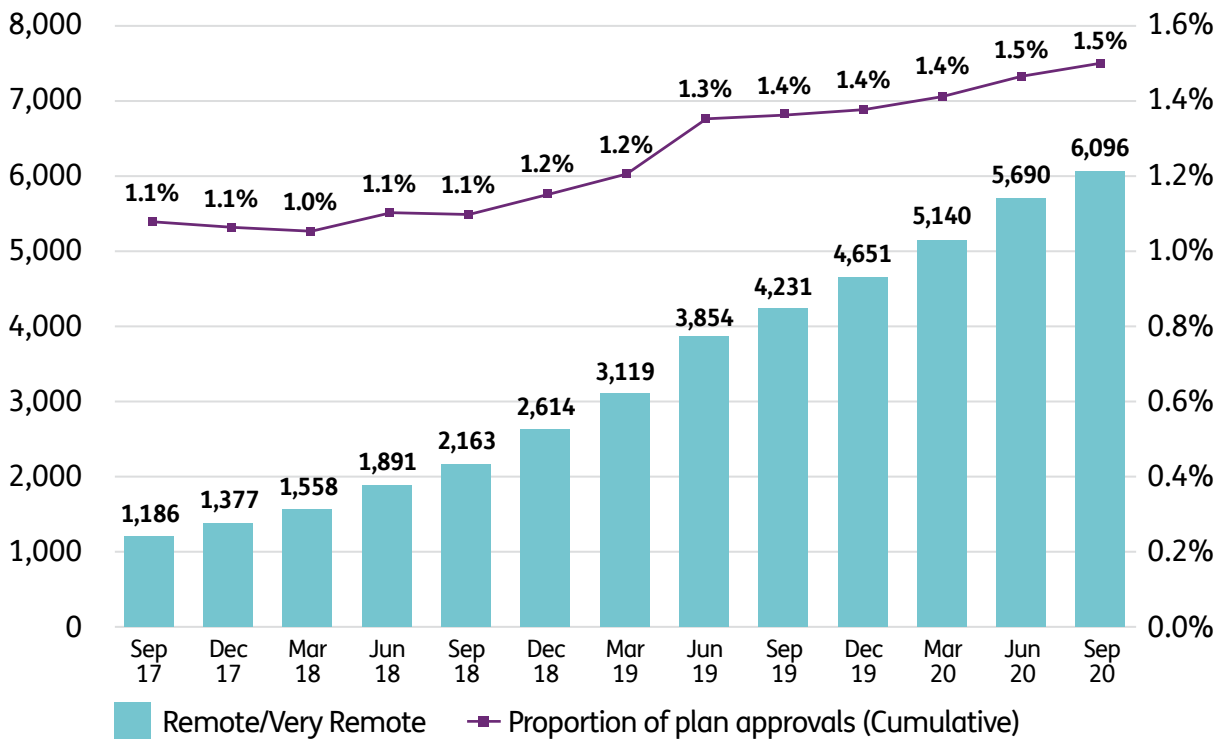
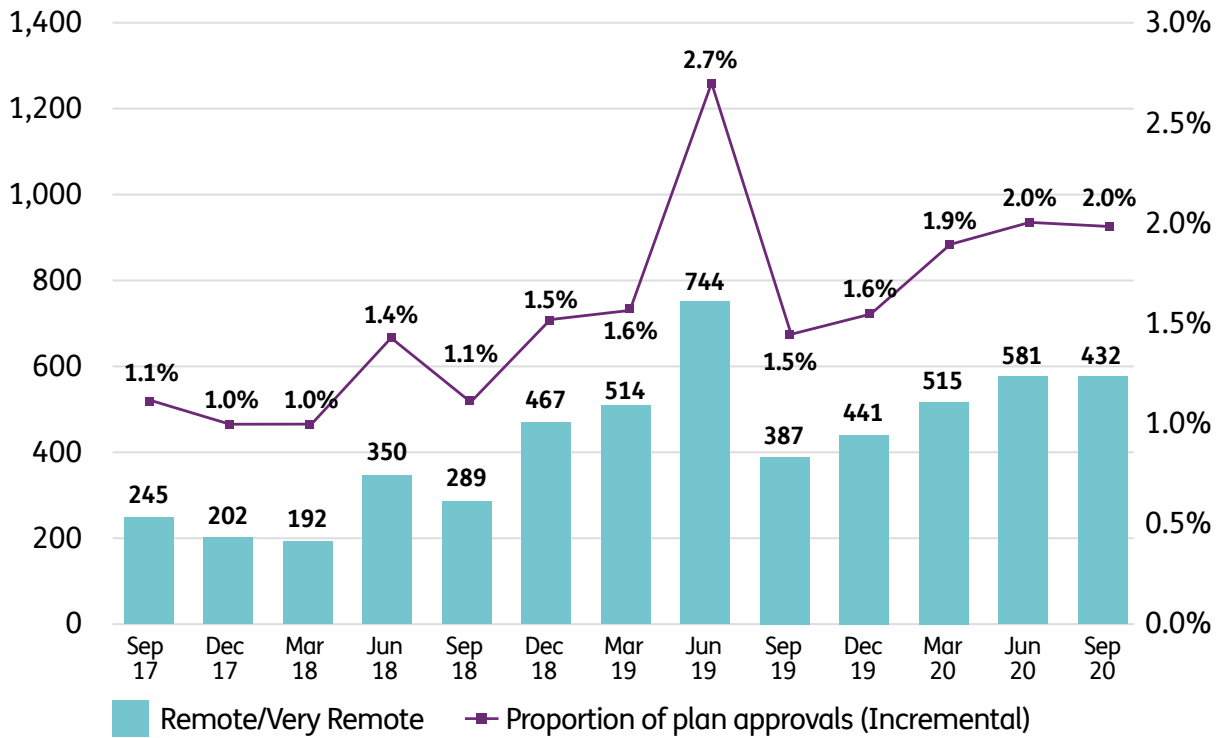


<sup>10</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.



**Part One: Participants and their plans**

**Figure 9: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)<sup>11</sup>**



<sup>11</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

### 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 (**37%** this quarter and **34%** in the June 2020 quarter). This compares with **15%** in the previous quarters through to 31 March 2020 combined.
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**22.8%** this quarter and **17.7%** in the June 2020 quarter compared with **6.3%** in previous quarters through to 31 March 2020 combined).
- **Psychosocial Disability: 12.8%** of participants who received a plan in the quarter, compared to **9.6%** in the previous quarters combined.

### Younger People in Residential Aged Care (YPIRAC)

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 DSS, Department of Health, and the 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 NDIA has worked with the JATF on the new strategy that provides a roadmap to meet the revised targets. Building on the previous YPIRAC Action Plan, the Strategy and Implementation plan describes concrete actions to reduce the number of younger people entering residential aged care, and to support those already living in aged care to move into more age-appropriate accommodation, where this is their goal. The NDIA has increased its number of dedicated planners to support younger people in aged care to find alternative accommodation.

The **YPIRAC Strategy 2020-25 (the Strategy)** was released on 30 September 2020. The Strategy covers all younger people under the age of 65 living in, or at risk of entering, residential aged care, including providing choice to Aboriginal and/or Torres Strait Islander people between 50 and 64 years of age who are eligible for the aged care system.

The NDIA has also improved the way it collects data to strengthen its understanding of the goals and support needs of younger people living in aged care.

In September 2020 the NDIA published a new Operational Guideline for YPIRAC, providing greater transparency on how the NDIA supports younger people in residential aged care. The NDIA is completing streamlined assessments of housing supports for YPIRAC participants so they can access alternative accommodation sooner.

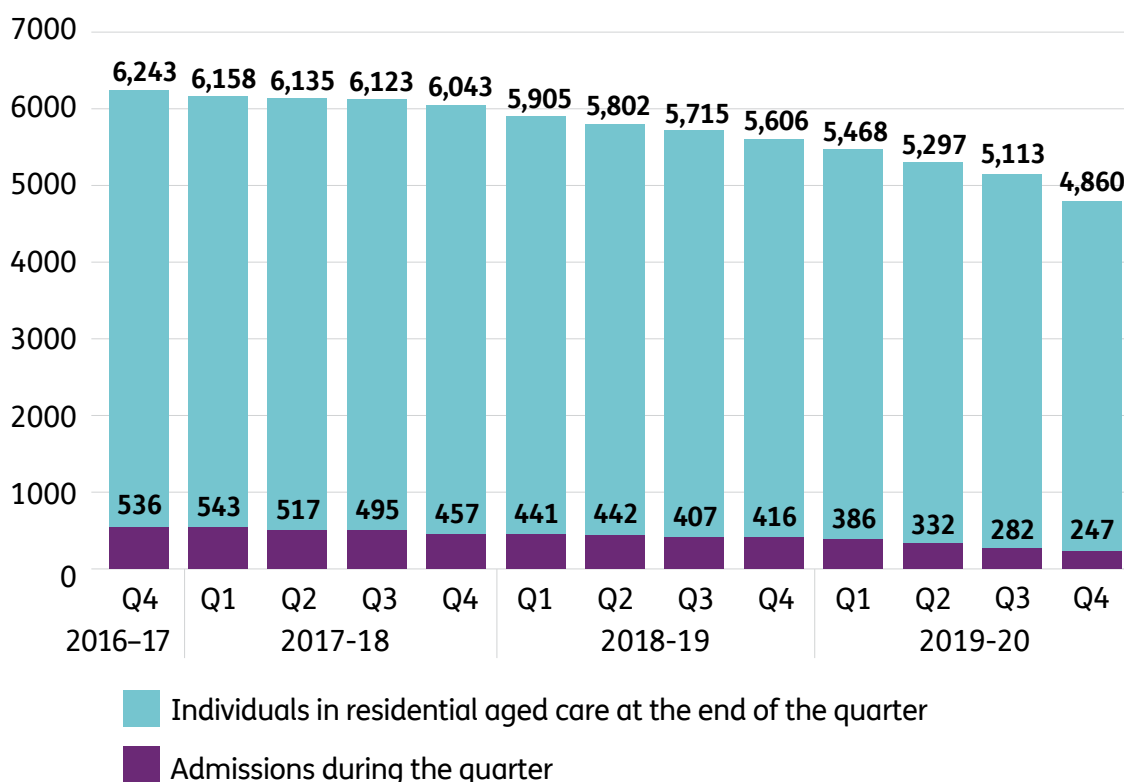
## Part One: Participants and their plans

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 4,860 at 30 June 2020 (a 22% 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 247 in the June 2020 quarter (a 54% 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.

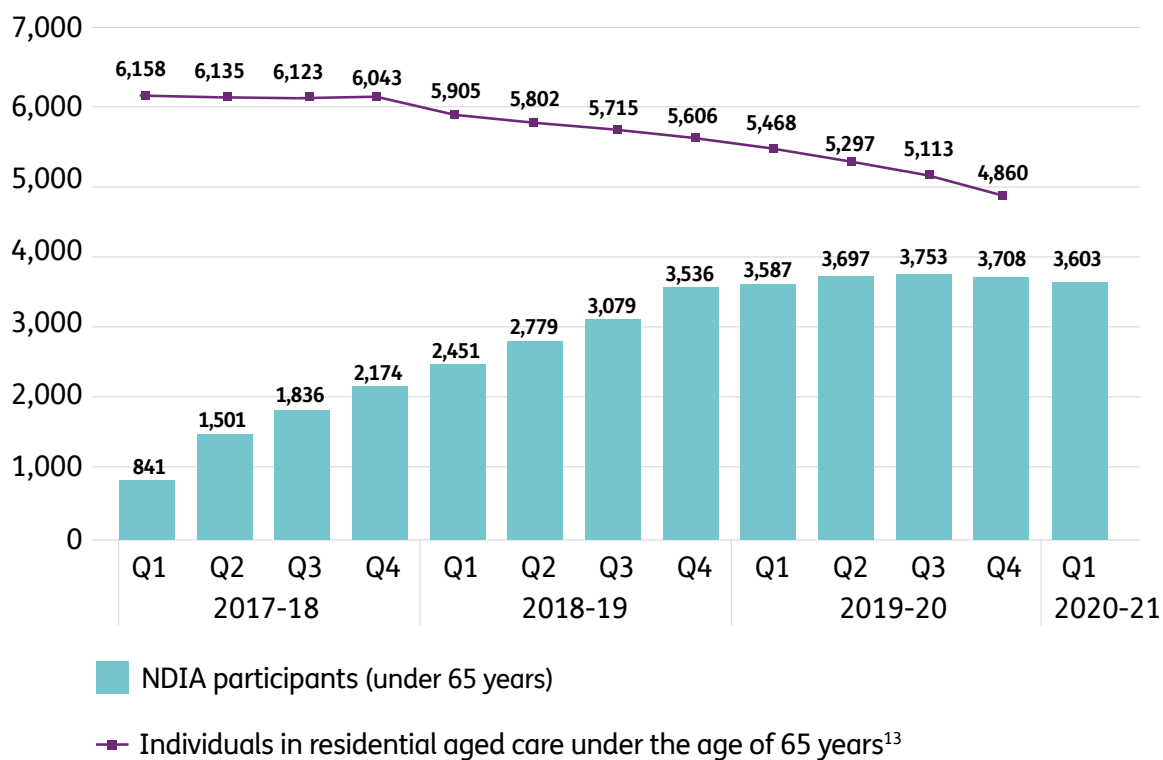
**Figure 10: Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter**



## Part One: Participants and their plans

There were 3,603 participants in residential aged care with an approved plan at 30 September 2020 aged under 65 years. In addition to this, 456 participants who entered the Scheme and have been in residential aged care have exited since 1 July 2016 to a more appropriate accommodation setting.<sup>12</sup> Of the 3,603 participants in residential aged care aged under 65 years, 113 are aged under 45 years (3.1%).

**Figure 11: Number of NDIA participants in residential aged care (all ages and under 65), and total number of individuals under age 65 in residential aged care**



<sup>12</sup> There were a further 1,508 participants with an approved plan aged 65 years or over who are currently in residential aged care.

<sup>13</sup> Data provided by the Department of Health is at 31 March 2020. 30 June 2020 data will be reported next quarter.



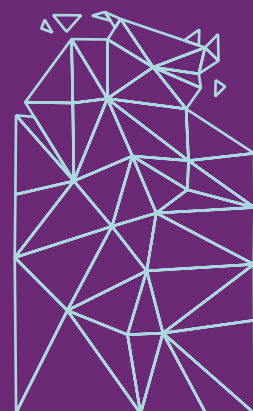
## Making music with the Sing Song Signers Choir

The **Sing Song Signers** is a choir of young people, most of whom live with disabilities, including Down syndrome, autism and hearing impairment.

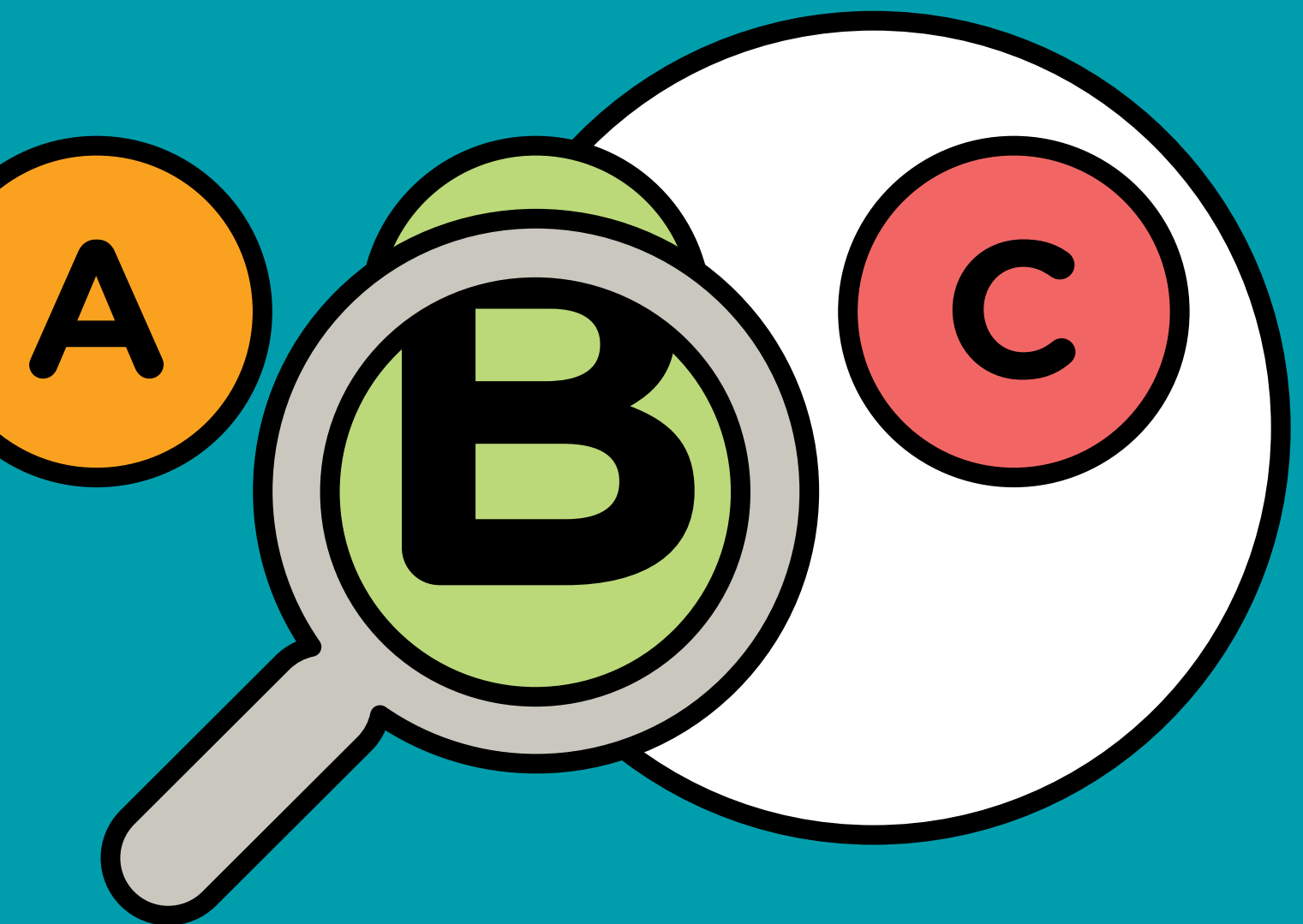
Ms Kroes is Executive Officer of National Disability Insurance Scheme (NDIS) provider, Down Syndrome Association of the Northern Territory (DSANT), which provides signing classes to the choir. She has been teaching the choir to sign for about 20 years.

“Our young choir is doing something on stage the majority of the audience watching cannot do and that’s a levelling experience when you’re watching someone with a disability that you as a person without a disability cannot do,” she said.

“It’s quite a revelation, not just because they are signing but because they are standing up in front of a large audience, which many people wouldn’t do.”



Part Two:  
Participant  
experience and  
outcomes



## Part Two:

# Participant experience and outcomes

Outcomes continue to improve the longer participants are in the Scheme, with satisfaction across the participant pathway also improving.

## 2.1 Participant safety and contact

Throughout the past year there have been several tragic cases of participant deaths reported in the media. The Board and management of the NDIA passes on sincere condolences to the family and friends of these participants.

The NDIA is cooperating with all relevant inquiries and continues to review and improve its business operating processes to ensure each participant gets the support they need. The vulnerable participant check-in process used during COVID-19 will be further enhanced over coming months, as one way the NDIS supports vulnerable participants.

## 2.2 Participation in work and community and social activities

**Community and social participation rates have improved, however participation in work remains stable.**

### Participation in community and social activities

For participants who have been in the Scheme for at least two years, their community and social participation has increased since they first entered<sup>14</sup>. There was a:

- **eleven** percentage increase from **33%** to **44%** for participants aged 15–24 years.
- **eleven** percentage increase from **36%** to **47%** for participants aged 25+ years.
- **eleven** percentage increase from **35%** to **46%** for participants aged 15+ years.

### 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 two years there have been some marginal increases in employment<sup>15</sup>. There was a:

- **eight** percentage increase from **13%** to **21%** for participants aged 15–24 years.<sup>15</sup>
- **one** percentage decrease from **25%** to **24%** for participants aged 25+ years.
- **one** percentage increase from **22%** to **23%** for participants aged 15+ years.

<sup>14</sup> This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan review for each respondent. Trial participants are excluded.

<sup>15</sup> 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.

### **NDIS Participant Employment Strategy**

The NDIA is committed to supporting more NDIS participants set and achieve their employment goals, and increasing the number of participants in paid work. During the September 2020 quarter we have continued to make progress against the actions set out in the NDIS Participant Employment Strategy, while considering the ongoing impact of COVID-19 on participants, providers and the labour market.

#### **Planning for Employment**

A key focus of the NDIS Participant Employment Strategy is increasing aspirations around work and employment goals in NDIS plans, and ensuring that those goals and aspirations are supported through appropriate plan funding. Between July and September 2020 the NDIA:

- delivered training and updated resources for NDIS planners and LACs to build knowledge around planning for employment
- continued working with DSS on the NDIS and mainstream employment supports interface to help participants access and utilise the full range of supports available with the achievement of their work goals
- commenced work with planners and educators to ensure participants leaving school in 2020 are supported with their school to work transitions

#### **Increasing choice and control for participants in work**

On 1 July 2020 the new funding approach for Supports in Employment commenced. This new approach is intended to expand and diversify employment options for NDIS participants, and increase choice and control of their supports at work.

By changing the way supports in employment are funded, the NDIA is making it easier for more participants to access supports to help them meaningfully participate in work, and in the employment of their choice.

The NDIA has delivered 16 sessions to inform the 168 Australian Disability Enterprises (ADEs) of the funding changes and options to manage the transition depending on their business readiness.

Support Coordinators across Australia were invited to attend information sessions to enable them to assist participants understand the changes and to take advantage of the newly available funding for supports in employment. Participants are no longer restricted to receiving support whilst working in an ADE as the funding can be used to support them in any workplace.

#### **Encouraging Innovation**

The NDIA has initiated two research projects which will help inform participant choice and drive service innovation. Both focus on people with intellectual disability, autism or psychosocial disability. One project explores the barriers and enablers of employment as job seekers experience them. The other entails a systematic international review of evidence about the effectiveness of interventions to improve employment outcomes.

The outcomes from this research will be available in early 2021 and will be used by the NDIA to inform future approaches to increasing employment opportunities for participants. It will assist in designing information campaigns to influence employment aspirations for participants, educate providers about employment preparation and stimulate employment opportunities.



## 2.3 Analysis of participant outcomes

### Participant continue to report positive outcomes.

Participants who entered the Scheme since 1 July 2016 were asked ‘Has the NDIS helped?’ at each participant plan review, allowing the NDIA to gain valuable longitudinal insights.

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

From 1 July 2016 to 30 September 2020, for participants who have been in the Scheme for at least two years<sup>16</sup>, 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 at their most recent plan review, compared to **91%** at their first review.
- **94%** felt the NDIS improved their child’s access to specialist services at their latest plan review, compared to **89%** at their first review.

##### **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 at their most recent plan review, compared to **56%** at their first review.
- **54%** of parents and carers felt the NDIS had improved their child’s relationship with family and friends at their most recent plan review, compared with **45%** at their first review.

##### **For young adults aged 15 to 24 years:**

- **66%** of participants felt the NDIS had helped them have choice and control over their life at their most recent plan review, compared to **59%** at their first review.
- **67%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **58%** at their first review.

##### **For adults aged 25 and over:**

- **75%** of participants believed the NDIS helped them have more choice and control over their lives at their most recent plan review, compared to **66%** at their first review.
- **80%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **70%** at their first review.

While the above results are encouraging, the analysis also indicates that there are areas where outcomes could be improved. For example, after at least two years in the Scheme, only 16 per cent of participants aged 15 to 24 at their most recent plan review agreed that being in the NDIS had helped them find a suitable job, compared to 18 per cent at their first plan review. Similarly for participants aged 25 and over, after at least two 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 at their first plan review. The NDIA is actively working to improve participation in work, as discussed earlier in this section.

<sup>16</sup> This section is based on responses provided at the first participant plan review, compared with those from the most recent plan review for participants who have been in the Scheme for at least two years. Trial participants are excluded.

## 2.4 Participant satisfaction

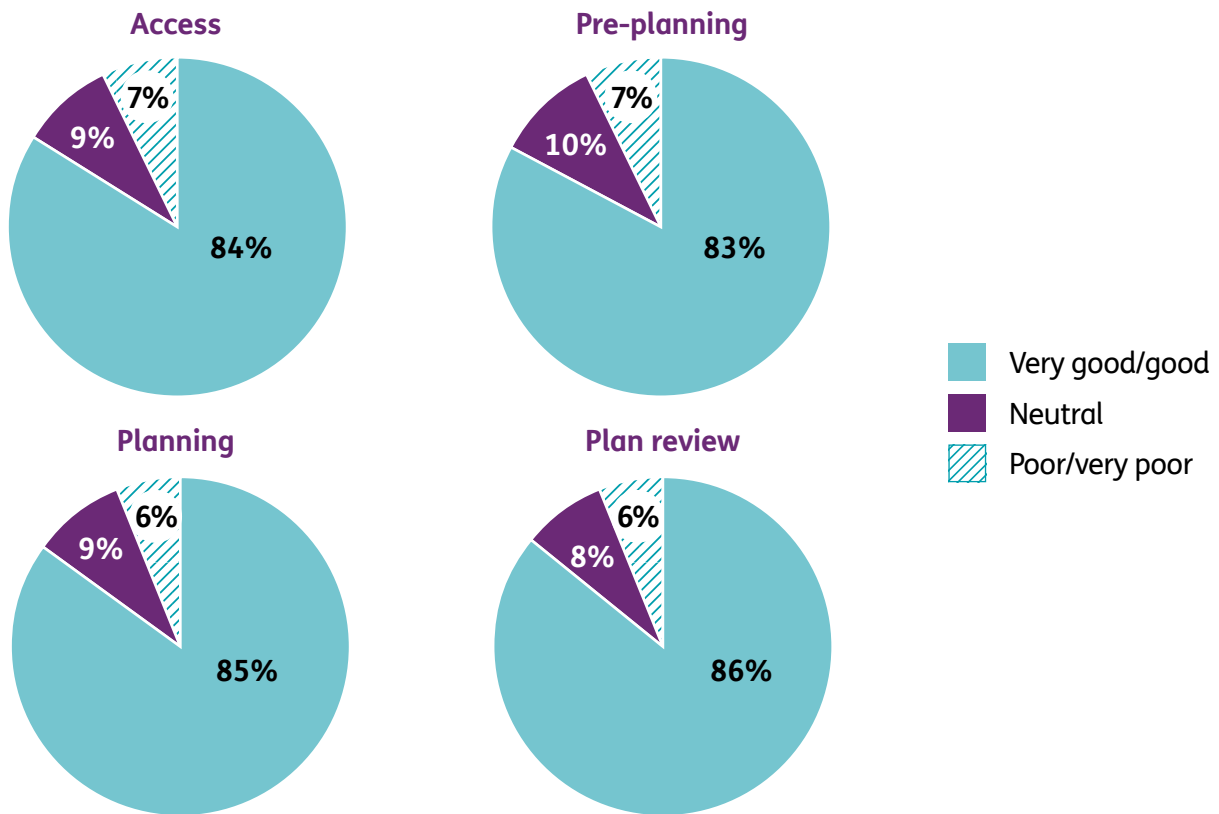
### Participant experience across the pathway improved this quarter.

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 September 2020 quarter, 86 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-four 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 85 per cent of participants rated the planning process as either good or very good.

**Figure 12: Rating of experience with the NDIS (30 June 2020 to 30 September 2020)<sup>17</sup>**

Overall, how was your experience with:

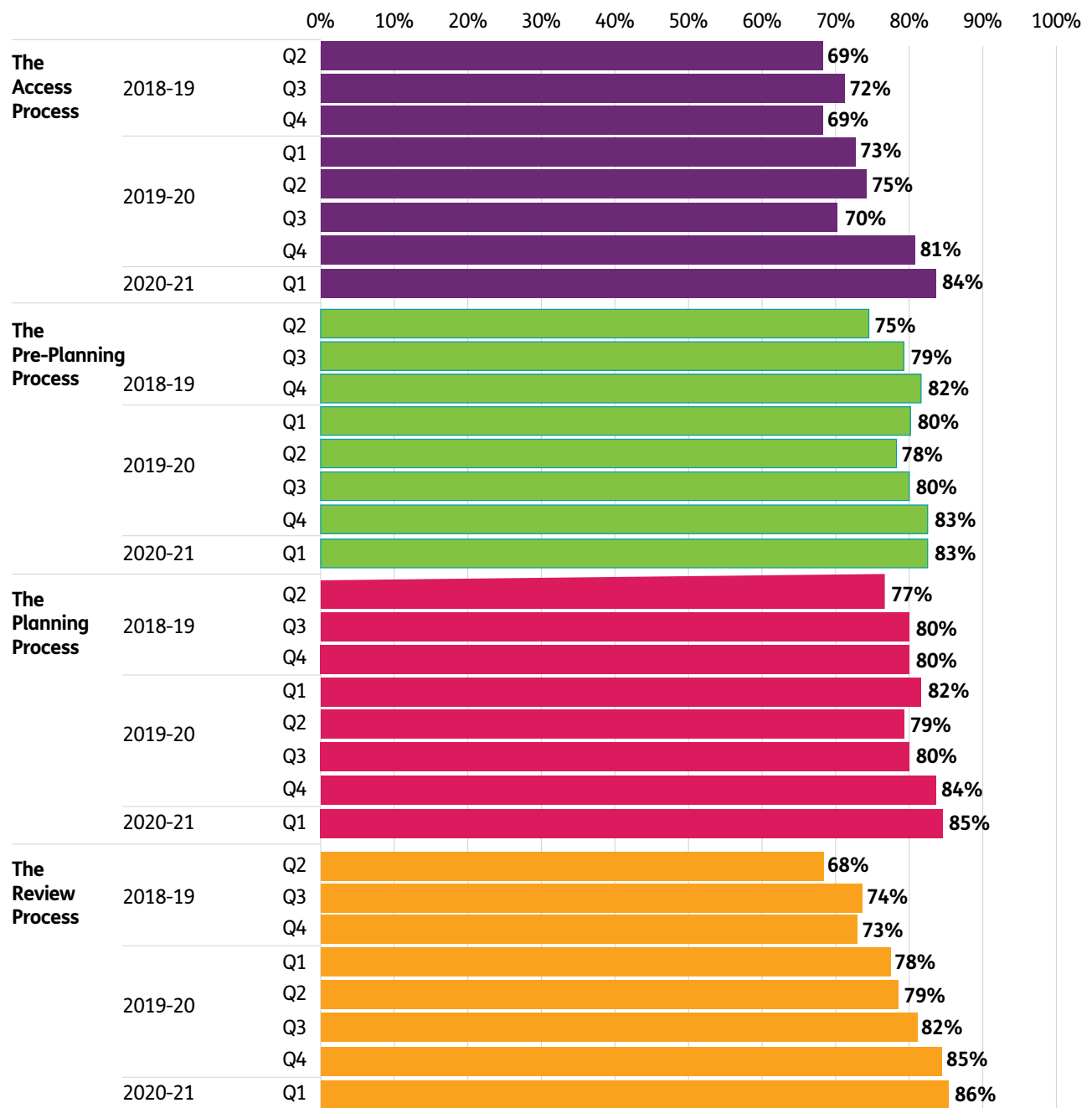


<sup>17</sup> Survey sample was 1,525 surveys at Access, 2,843 at Pre-Planning, 3,573 at Planning and 416 at Review.

## Part Two: Participant experience and outcomes

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

**Figure 13: Trend of satisfaction across the pathway (% Very good/good)<sup>18</sup>**



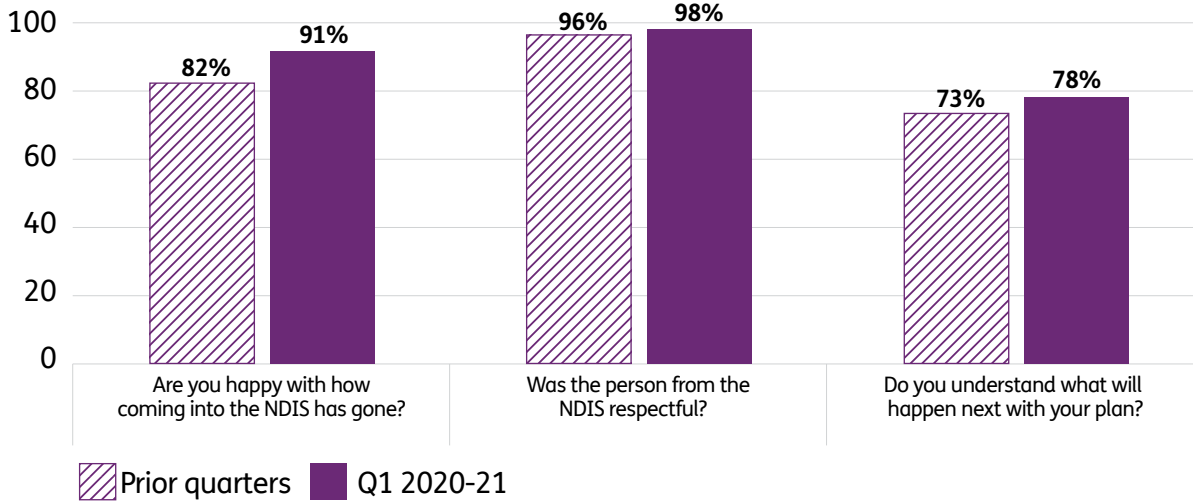
<sup>18</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

## Part Two: Participant experience and outcomes

In addition to the trends outlined above, this survey also provides further insights at each stage of the pathway. A comparison of the previous seven quarters (2018-19 Q2, Q3 and Q4, and 2019-20 Q1, Q2, Q3 and Q4) with the current quarter (2020-21 Q1) indicates continued satisfaction across the four stages of the pathway.

**Figure 14: Satisfaction across the four stages of the pathway**

### Stage One: Access



### Stage Two: Pre-planning

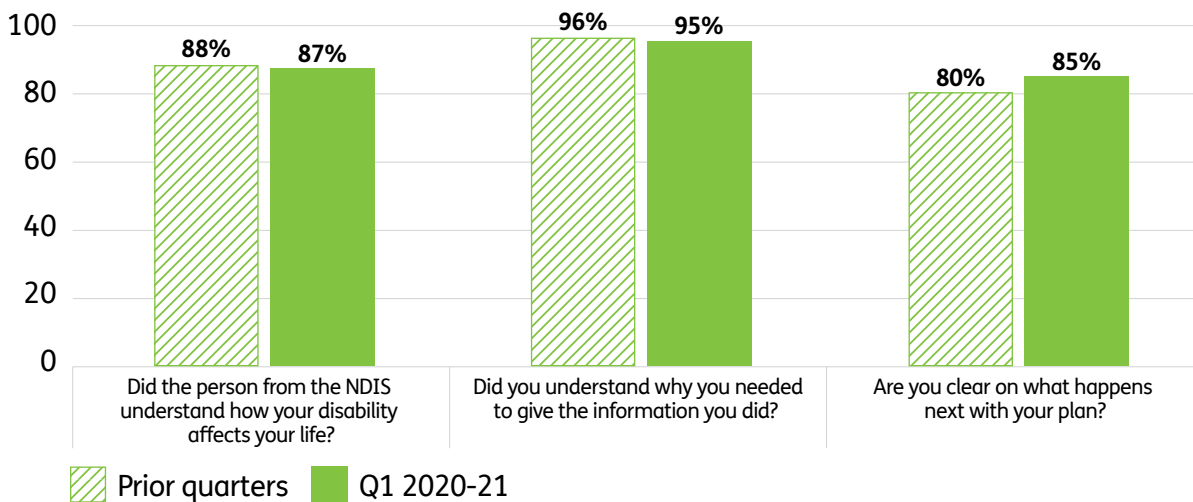
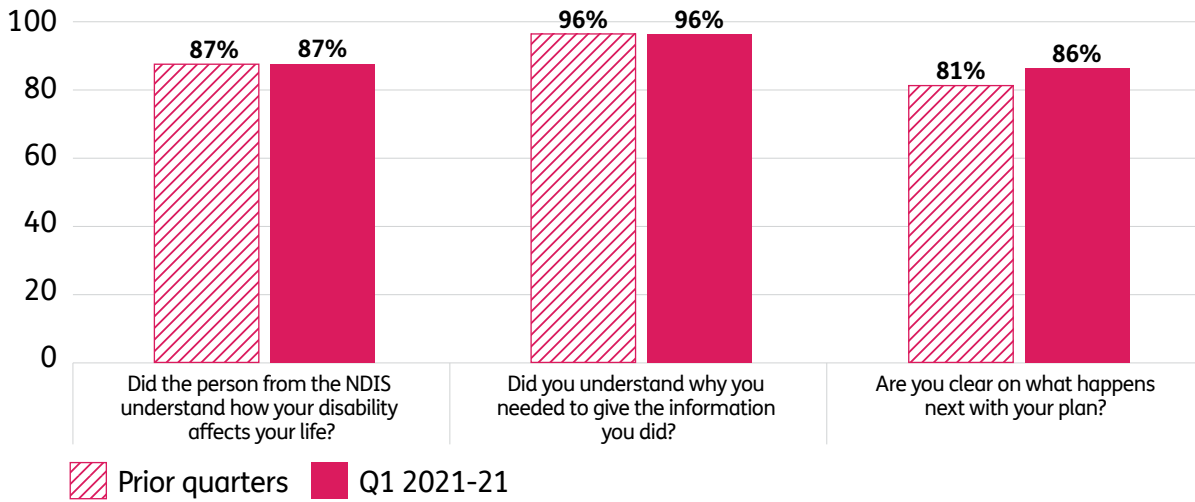
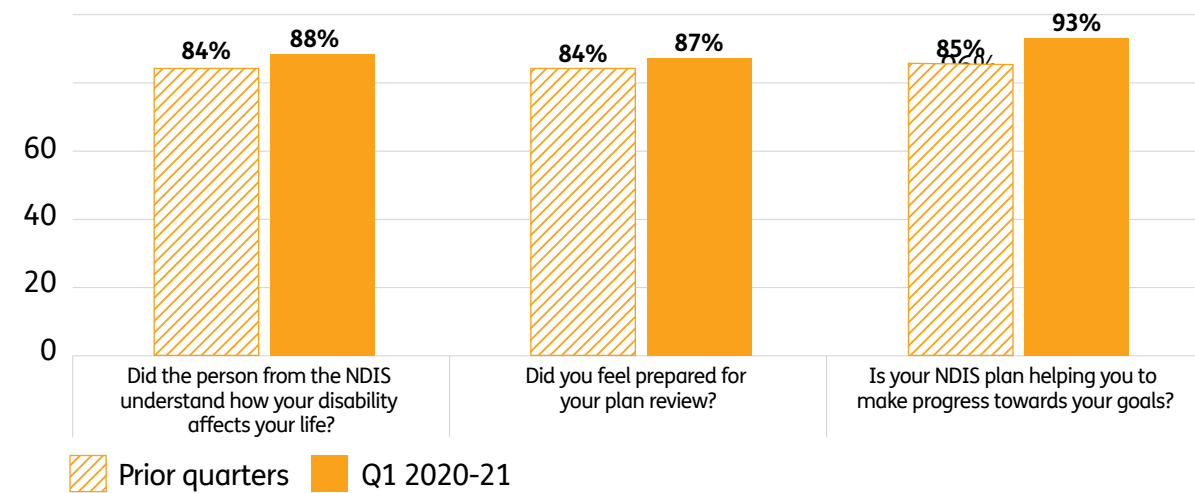


Figure 14: Satisfaction across the four stages of the pathway cont.

Stage Three: Planning



Stage Four: Plan Review



## **2.5 The NDIS Contact Centre**

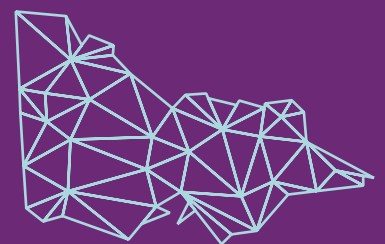
### **The NDIS contact centre continues to process a high volume of calls in a timely manner**

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 enquiries made to the NDIS.

- Between 1 July 2020 and 30 September 2020, the Contact Centre answered **265,503** phone calls. The average answer speed is consistently under **30 seconds**. Performance in the quarter averaged **27 seconds**.
- the Contact Centre is contracted to reach a weekly service level of **80%** of calls answered within **60 seconds**. At the end of the September 2020 quarter, NCC was achieving a service level of **85.2%**.
- average abandonment rates are consistently sitting at **1.1%**.
- **10,259** Webchat enquiries were responded to across the quarter, with **99.0%** answered within **10 seconds**.
- Throughout the quarter **215,471** emails were responded to, with **99.9%** progressed within **2 business days** of them being received.
- The rate of enquiries being resolved within the first response to the contact has increased from **73.1%** in June 2020 to **76.6%** for the quarter ending September 2020.



## Tom's 9000km cycle to raise young stroke awareness



Tom, 27, from Ascot Vale in Victoria, survived a stroke at age 12.

He was left with an acquired brain injury and weakness down the right-hand side of his body, spent months in hospital and has since worked hard on his recovery.

To mark Stroke Week, and to raise greater awareness about young stroke, Tom announced he would cycle his trike 9000km to the four furthest points of Australia. Tom is busy training now and plans to set off on his epic endurance challenge on 2 August 2021, to mark his 28th birthday. He is inviting anyone interested to join him.

Tom has been with the NDIS for two years and he is grateful for the physio and occupational therapies he receives, which has helped him build his strength and endurance. He is also grateful for the maintenance he receives on his trike and the modifications the NDIS has been able to make to it to suit his needs.

**Part Three:**

Participant Service  
Guarantee and  
Participant Service  
Improvement Plan





## Part Three:

# Participant Service Guarantee and Participant Service Improvement Plan

The NDIA is committed to improving how we serve NDIS participants. That's why we've introduced a Participant Service Charter to explain what participants can expect when they deal with us, and the Participant Service Improvement Plan that outlines all the improvements we will make.

Our **Participant Service Charter** sets out what participants can expect from the NDIA and PiTC organisations. It provides overall principles for interactions with participants, and clear service standards and timeframes. These are included in the proposed **Participant Service Guarantee**.

The Participant Service Charter is also underpinned by the specific tangible actions listed in the **Participant Service Improvement Plan 2020-21**.

This section provides an update on progress against the Participant Service Guarantee and the Participant Service Improvement Plan.

### 3.1 Participant Service Charter and Guarantee






The latest quarter shows that service standards are being met across many PSG metrics.

#### Performance against the proposed service standards – September 2020

Legislation to implement the Participant Service Charter and Guarantee has been delayed due to the COVID-19 pandemic. However, the NDIA has commenced measuring performance against the PSG metrics where possible, and will expand this reporting in future quarters.

Service type	Description of the service being guaranteed	Service Guarantee	Performance	Comparison to target of 95%
<b>General</b>	Explanation of a previous decision, after a request for explanation is received <sup>1</sup>	28 days	Reporting will commence in the 31 March 2021 report	
<b>Access</b>	Make an access decision, or request for more information, after an access request has been received	21 days	100% in the September 2020 Quarter	●
<b>Access</b>	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	98% in the September 2020 Quarter	●
<b>Access</b>	Make an access decision, after the final information has been provided	14 days	100% in the September 2020 Quarter	●
<b>Planning</b>	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	75% in the September 2020 Quarter	■
<b>Planning</b>	Approve a participant's plan, after an access decision has been made	70 days	92% in the September 2020 Quarter	▲
<b>Planning</b>	Approve a plan for ECEI participants, after an access decision has been made.	90 days	98% in the September 2020 Quarter	●
<b>Implementation</b>	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical	Reporting will commence in the 30 June 2021 report	
<b>Implementation</b>	If the participant accepts the offer, hold a plan implementation meeting	28 days	Reporting will commence in the 30 June 2021 report	

### Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Service type	Description of the service being guaranteed	Service Guarantee	Performance	Comparison to target of 95%
<b>Implementation</b>	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in the 31 December 2020 report	
<b>Plan review</b>	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	65% in the September 2020 Quarter	
<b>Plan review</b>	Decide whether to undertake a participant requested plan review, after the request is received	21 days	100% in the September 2020 Quarter	
<b>Plan review</b>	Complete a participant requested review, after the decision to accept the request is made	42 days	74% in the September 2020 Quarter	
<b>Plan variations</b>	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	97% in the September 2020 Quarter	
<b>Plan variations</b>	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	Reporting will commence in the 31 December 2020 report	
<b>Plan variations</b>	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in the 31 March 2020 report	
<b>Reviewable decisions</b>	Complete an internal review of a reviewable decision, after a request is received	90 days	99% in the September 2020 Quarter	
<b>Reviewable decisions</b>	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	Reporting will commence in the 30 June 2021 report	
<b>Nominee</b>	Cancel participant requested nominee	14 days	Reporting will commence in the 30 June 2021 report	
<b>Nominee</b>	Cancel CEO initiated nominee	14 days	Reporting will commence in the 30 June 2021 report	

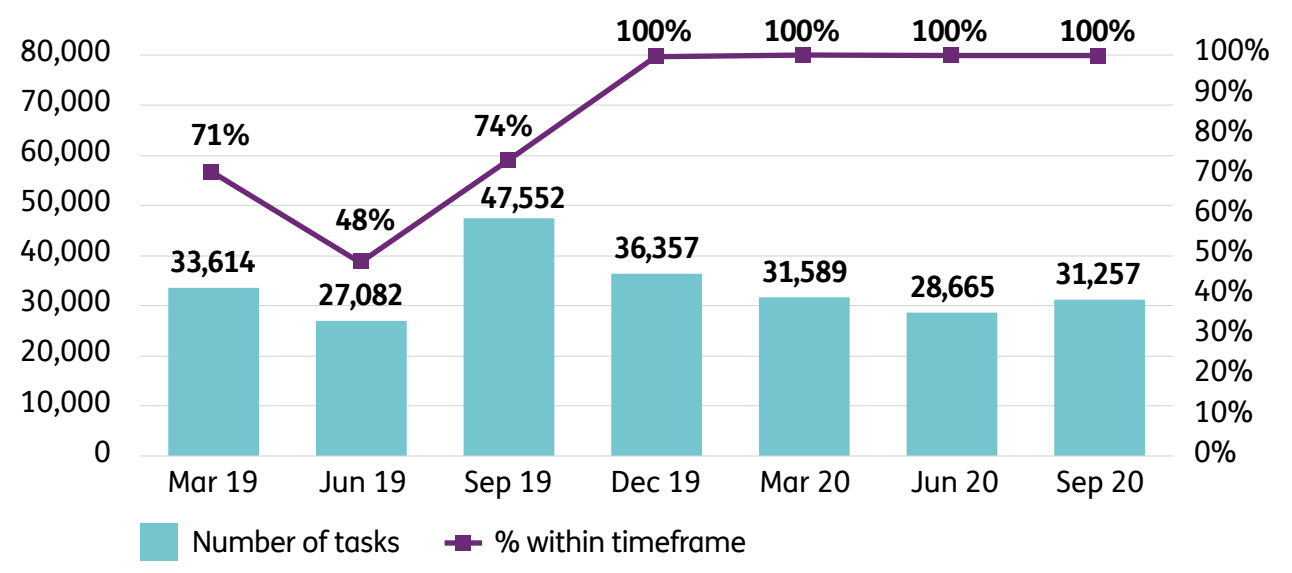
**Key trends in PSG metrics**

The NDIA has consistently been meeting the PSG timeframes for many of the metrics over the last few quarters, and there has been marked improvement from one year ago.

**Access Decisions**

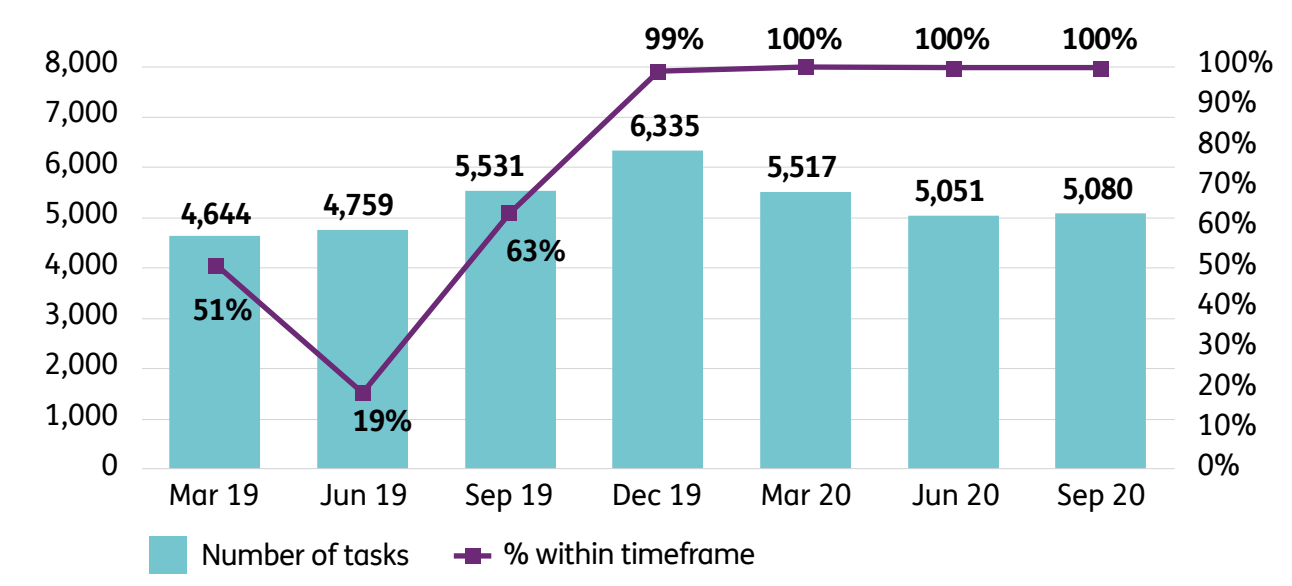
The NDIA has consistently met the 21 day timeframe in respect to access decisions over the last four quarters, which is a big improvement from a year ago, when the percentage met was 74%.

**Figure 15: Access decision made, or further information requested, after receiving access request**



The NDIA has also consistently met the 14 day timeframe in respect to making an access decision after the final information has been provided. Once again this is a big improvement from one year ago, where only 63% of decisions were made within the timeframe.

**Figure 16: Make an access decision, after the final information has been provided**

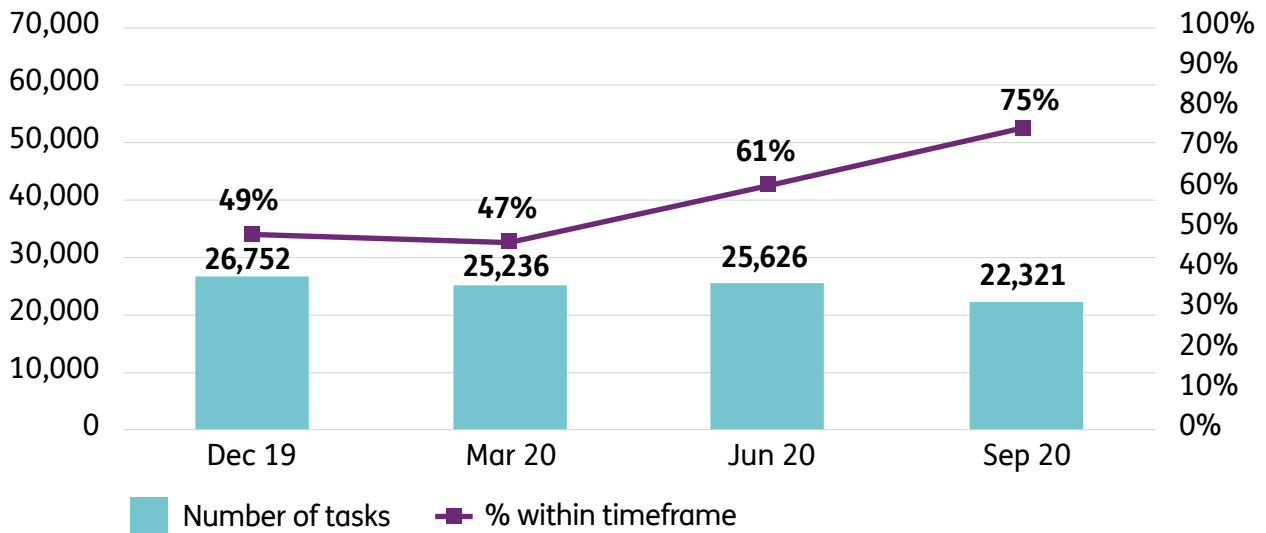


**Part Three: Participant Service Guarantee and Participant Service Improvement Plan**

**Planning**

Plan approval timeframes over the last few quarters have improved, with plan approval for participants aged 0 to 6, and participants aged 7 and above, now over 90% within their respective timeframes (90 days and 70 days respectively). Additionally, recent quarters show improvement in timeframes (21 days) for commencement of the preparation of a plan once access has been met.

**Figure 17: Commence facilitating the preparation of a plan, after an access decision has been made**



**Figure 18: First plan approved after access decision has been made, 7+ years**

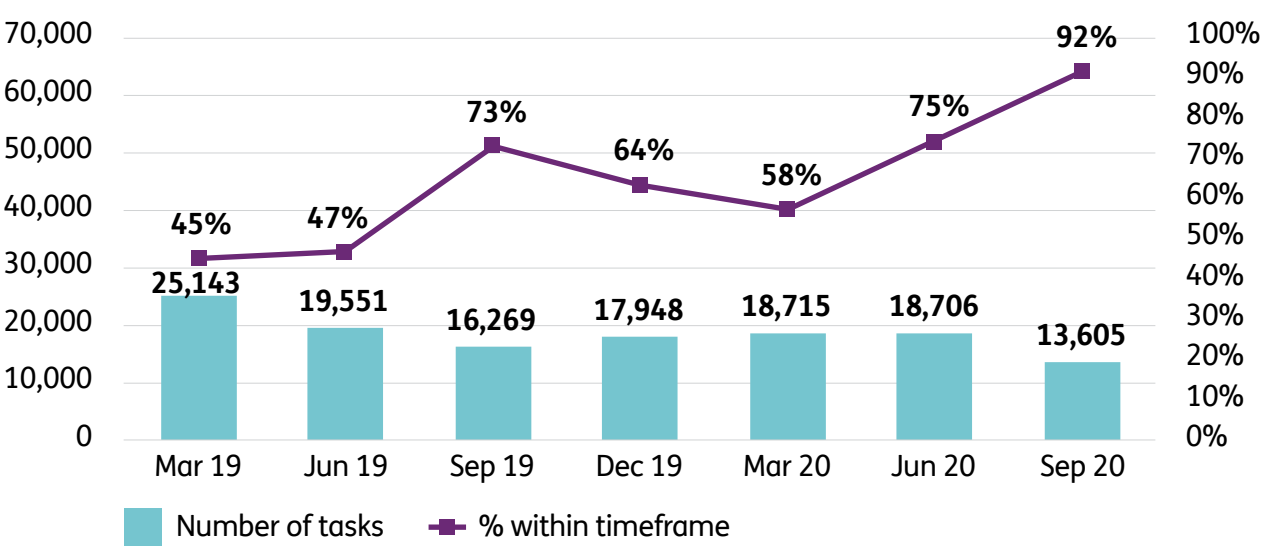
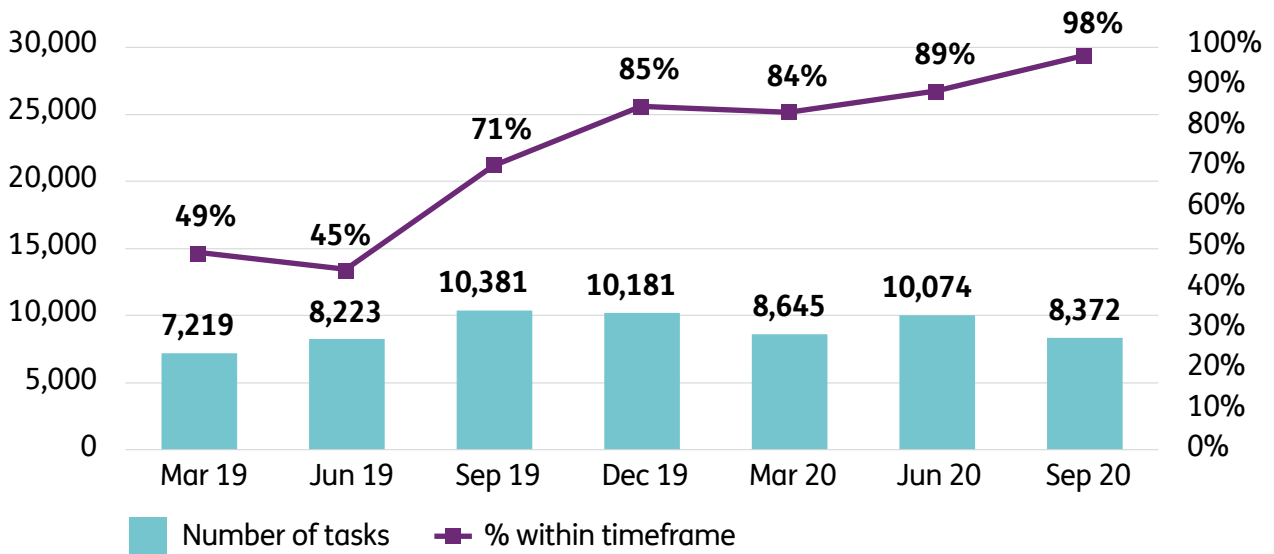


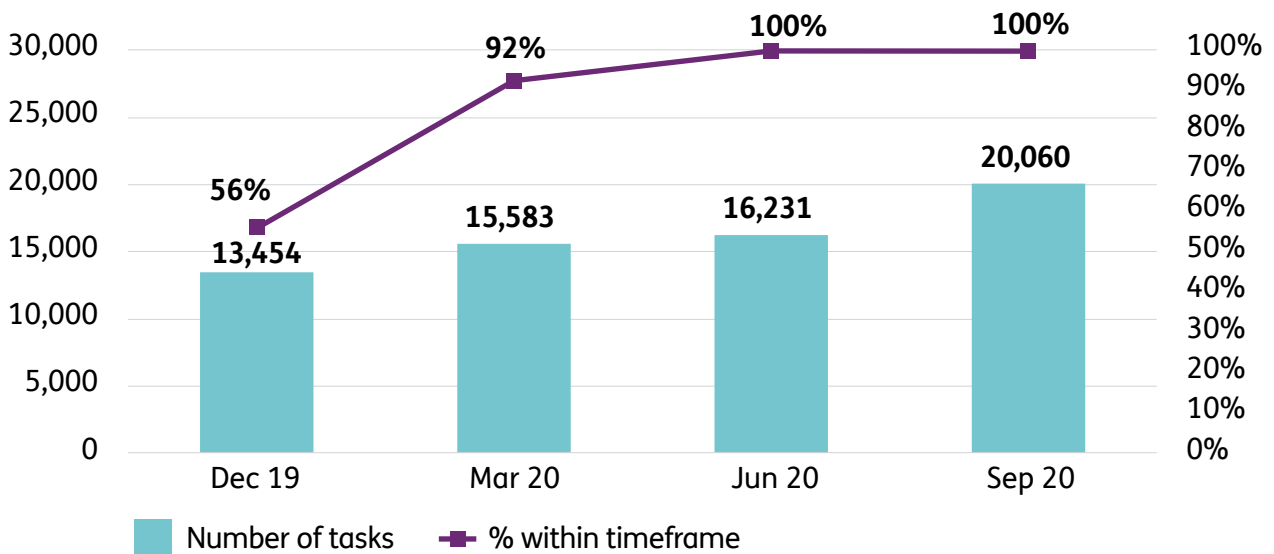
Figure 19: First plan approved after access decision has been made, 0-6 years



**Plan Review**

Decisions about whether or not to conduct a Participant Requested Review (PRR) are now made within 21 days 100 per cent of the time.

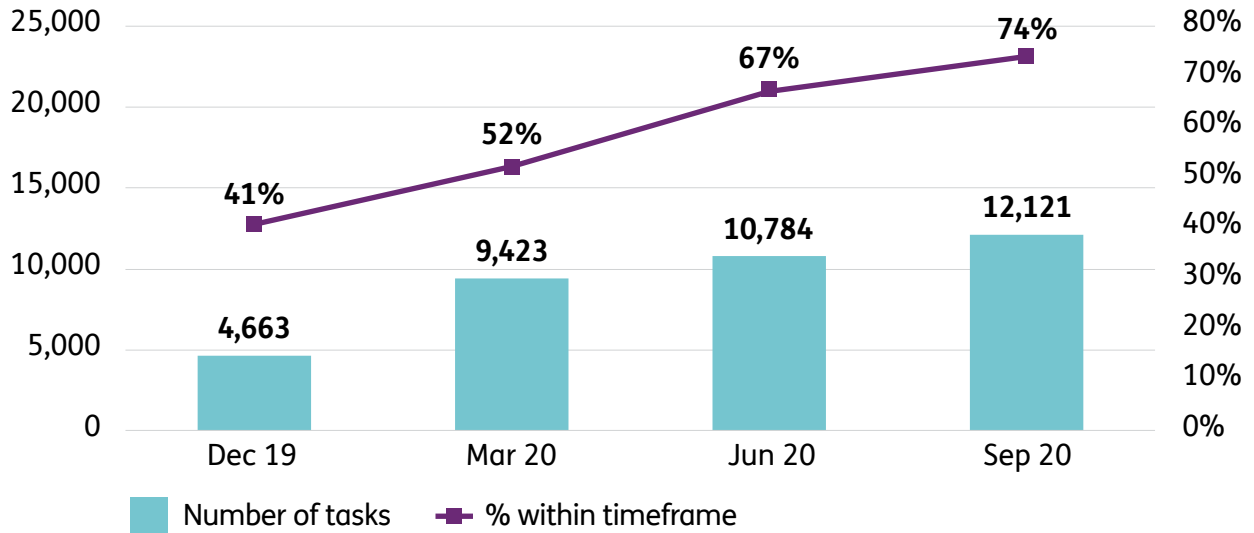
Figure 20: Decision made to undertake PRR after request is received



### Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Participant Requested Review (PRR) timeframes have steadily improved over the last few quarters, improving from 41 per cent in the December 2019 quarter to 74 per cent in the September 2020 quarter.

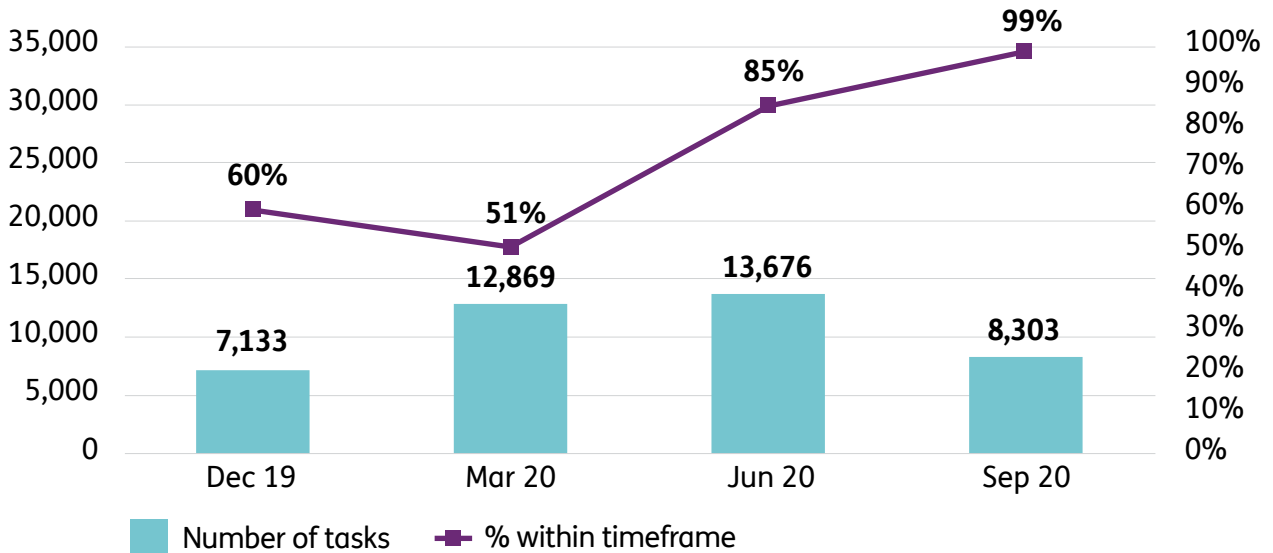
**Figure 21: PRR completed after decision made to undertake review**



#### Reviewable Decisions

The NDIA is now completing Reviews of Reviewable Decisions within the 90 day timeframe 99 per cent of the time.

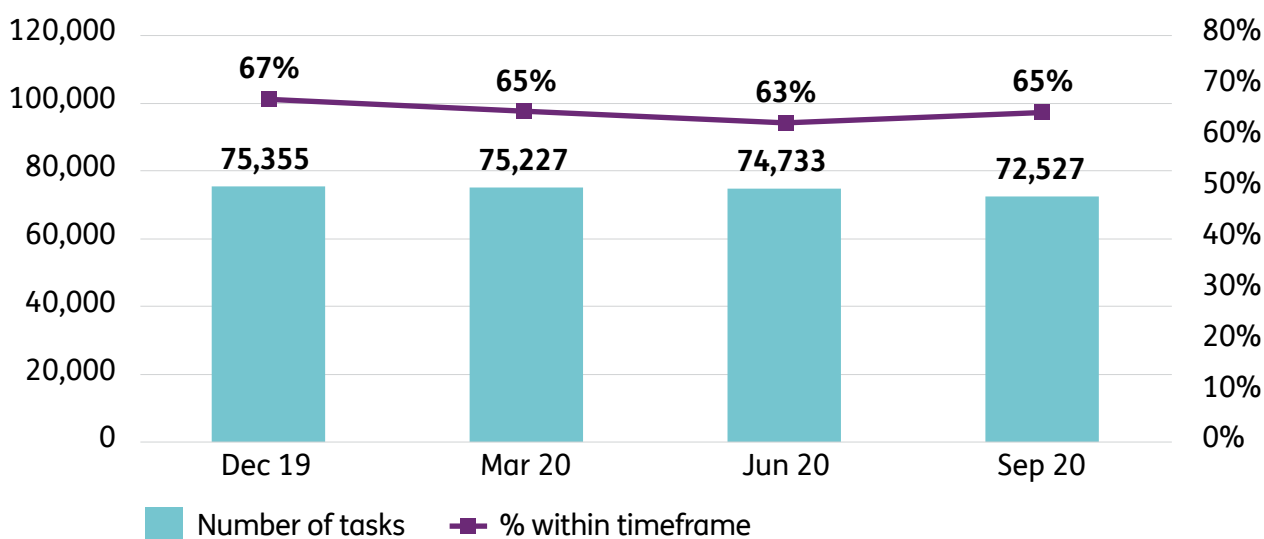
**Figure 22: Complete Review of a Reviewable Decision after request is received**



### Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Whilst progress towards meeting timeframes across most PSG metrics is evident, further improvement is required for some of the PSG metrics.

**Figure 23: Commence facilitating a scheduled plan review, prior to the scheduled review date<sup>19</sup>**



#### Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
<b>General</b>	Our National Contact Centre will answer 80% of calls within 60 seconds.	85% in September

#### Service standards for complaints

Service type	Description of the service being guaranteed	Service Guarantee	Performance
<b>Complaints</b>	Acknowledge a complaint after we receive it	1 day	Reporting commences in 2021
	Make contact after we receive a complaint	2 days	Reporting commences in 2021
	Resolve 90% of complaints within 21 days after we receive it. More complex complaints may take longer to address.	NA	95% in the September 2020 quarter

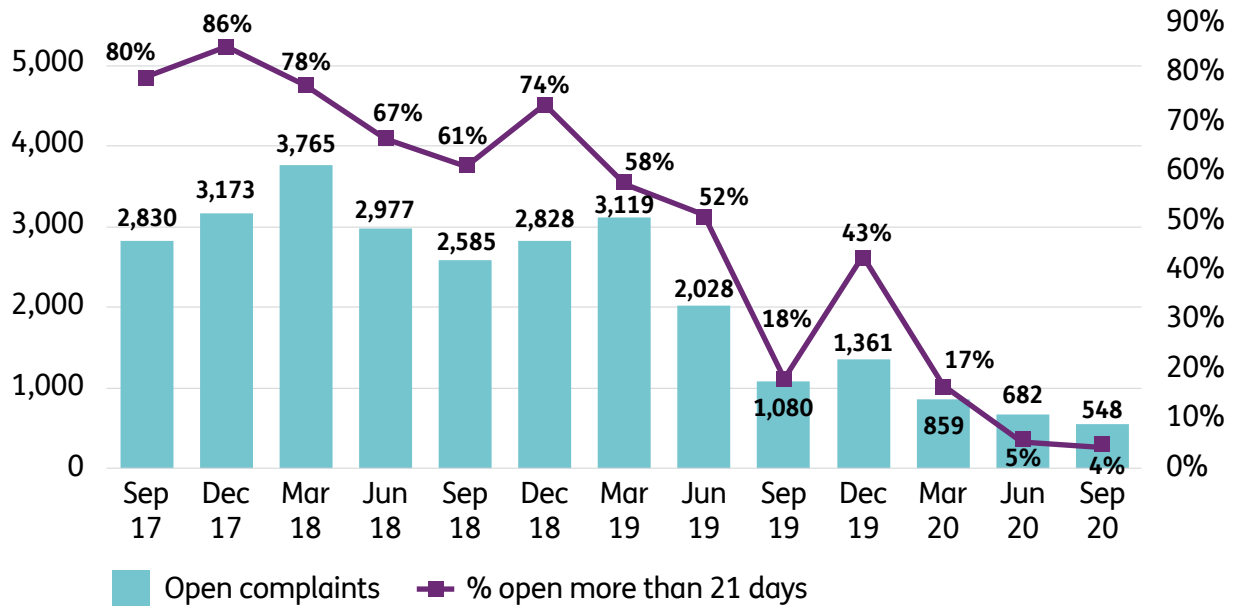
<sup>19</sup> Despite current underachievement of this scheduled review target, the NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.



### Key trends in complaints

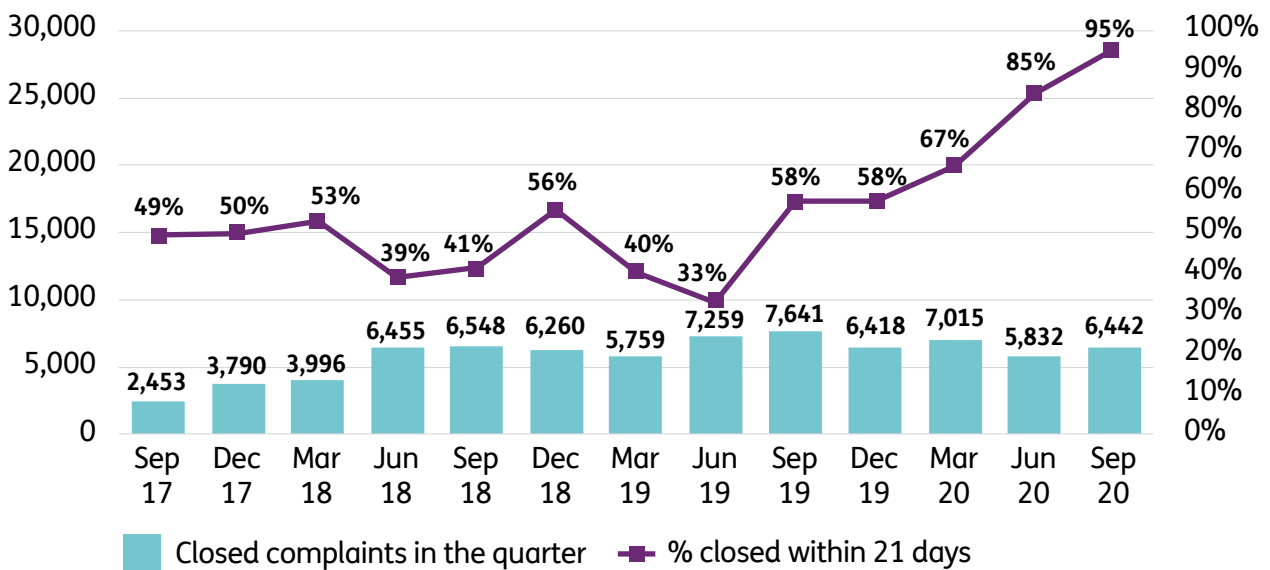
The number of open complaints has reduced significantly over recent quarters and the per cent of total complaints that have been open for more than 21 days has also significantly reduced.

Figure 23: Open complaints and per cent that have been open for more than 21 days<sup>20</sup>



The number of completed complaints has been consistent over recent quarters despite the significant increase in participant numbers. Additionally, the per cent of complaints that have been closed within 21 days was 95 per cent in the most recent quarter, a significant improvement compared to prior quarters.

Figure 25: Closed complaints and per cent completed within 21 day timeframe<sup>21</sup>



<sup>20</sup> The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

<sup>21</sup> *ibid.*

## 3.2 Participant Service Improvement Plan (SIP)

### Progress is being made against the Participant SIP deliverables.

This Service Improvement Plan 2020-21 (SIP) is the key to making real the promises in the Service Charter and Participant Service Guarantee. It sets out what the NDIA and partners are going to do over the next two years to deliver an NDIS that meets expectations.

The Participant SIP is specific and tangible. The Quarterly report to disability ministers will report on progress as set out in the Participant SIP.

Highlights for this quarter include:

SIP Commitment	What have we delivered?
<b>The NDIS Contact Centre</b> will give you more helpful and consistent information.	The National Call Centre now has a single source of truth which provides better information to help you with your requests. The NDIA is now monitoring the impact and measuring KPIs to ensure ongoing performance.
Your plan will be <b>longer and ongoing</b> . It will be <b>reviewed</b> when you or we request it – for example if your circumstances change or something significant happens in your life.	Participant plans are now enabled for up to three years. The participant check-in process has commenced and is being progressively implemented. The participant check-in process is tailored to meet the needs of participants , with some participants needing full plan reviews and other a more light-touch approach if things are going well.
We will increase the <b>flexibility in living options</b> if you are eligible for SDA.	Rule changes have been completed to enable family members to live with participants with SDA.
We will fund <b>specialist community connectors</b> (in remote, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities) to deeply understand how you want to engage with us.	Specialist community connectors have been engaged and have commenced delivery services.
<b>Liaison Officers</b> , for Health and Justice especially, will help participants interact with the NDIS in each State and Territory.	Health and Justice liaison officers are in place across all States and Territories.

## Service Improvement Plan (SIP) – Commitments and Progress

### Communicating with us

By the end of the year (December 2020), we have committed to having a current contact name for each participant, and putting a real name on all of our letters. We are on track to do this, with 160 of our letters having now been amended.

We have also committed to an increased digital experience and have commenced work on online forms, and the website and portal.

SIP Commitment	Progress to date <sup>24</sup>	Expected Completion
You will have a <b>current contact</b> name for all your interactions with us		Dec 20
We will put the <b>name</b> of a real person on our letters to you		Dec 20
You will be able to use <b>online forms and services</b> where you want to		Dec 21
You will be able to <b>track</b> where your application or inquiry is up to <b>online</b>		Dec 21
The <b>website and portal</b> will be clearer and easier to use		Dec 21
The <b>NDIS Contact Centre</b> will give you more helpful and consistent information		✓

### Getting information from us

The Participant Information Access (PIA) was launched on 1 July 2020, making it easier for participants to access their information, and feedback from participants has been overwhelmingly positive.

SIP Commitment	Progress to date <sup>22</sup>	Expected Completion
Our decision letters will have <b>reasons</b> for why we have decided something in plain English		Jun 21
You will be able to <b>access your personal data and plan details</b> without having to ask through a Freedom of Information (FOI) request		Dec 20
We will have clearer <b>guidelines and procedures</b> so there is consistency in how we make decisions; and we will make more of these <b>public</b>		Dec 21
Our guidelines will come with <b>plain English descriptions</b> and more <b>examples</b>		Dec 21
Our documents will use <b>consistent terms and definitions</b> with <b>less jargon</b>		Jun 22
We will be clearer on what <b>reasonable and necessary</b> supports means, with case studies and examples		Dec 21




<sup>22</sup> Represents a qualitative assessment of work undertaken to date, for all of the tables below.

## Part Three: Participant Service Guarantee and Participant Service Improvement Plan

### Gaining Access to the NDIS







Work has commenced to review the planning process including the use of independent assessments to ensure support funding is more certain, fair and consistent. This is part of a broader program of works due for completion in 2022.

The online access request form is now available on the NDIS website to enable participants to apply for access to the Scheme in the way they choose.

SIP Commitment	Progress to date <sup>23</sup>	Expected Completion
We will increasingly use <b>independent assessments</b> , that we pay for, as a fair and consistent way to determine access to the NDIS		Jun 22
You will be able to apply to the NDIS in the way you want, including using an <b>online access request form</b>		Dec 20
We will make sure you are connected to other mainstream and community supports and services as well, even if you don't gain access to the NDIS		Jun 22

### Making your plan

We are working towards supporting participants in the way that they choose to interact with us, including continuing face-to-face meetings where that is a participant's preference. Work has also commenced to enhance video conference capability.

SIP Commitment	Progress to date <sup>23</sup>	Expected Completion
We will use an independent assessment to ensure support funding in total is more certain, fair, consistent and quicker		Jun 22
We will support you, if you want, to build <b>goals</b> in your plan that are clearly defined, realistic and attainable		Jun 22
If you want, you will be able to have a <b>face-to-face meeting</b> with the person who makes a decision about your plan supports and funding		Jun 21
We will also support more <b>video-conference</b> planning meetings		Jun 21
You will get <b>plan summary statements and draft plans</b> before your plan is approved so you can check your information is right and there are no surprises		Jun 21
We're working to build more <b>do-it-yourself online plan tools</b>		Jun 22

<sup>23</sup> Represents a qualitative assessment of work undertaken to date, for all of the tables below.










## Part Three: Participant Service Guarantee and Participant Service Improvement Plan

### Using your plan

Participant plans are now enabled for up to 3 years. We will check-in with you on how the plan is going and whether an update or review is needed. Further, there will be a simple and quick process when you need to make minor changes to your plan.

Initial work has been completed to make plan budgets more flexible so participants can use their funding as they wish. Further work is underway to enhance plan flexibility further.

We will give you more support in using your plan, for finding both disability services and mainstream supports. Partners are currently providing connections for participants to community and mainstream supports.

SIP Commitment	Progress to date <sup>24</sup>	Expected Completion
We will give you more support <b>for using your plan</b> , for finding both disability services and mainstream supports		Jun 21
We will be clearer about <b>support coordination services</b> , and what you should expect		Jun 21
Your plan will be <b>longer and ongoing</b> . It will be <b>reviewed</b> when you or we request it – for example, if your circumstances change or something significant happens in your life		✓
We will <b>check-in</b> with you on how the plan is going, and whether an update or review is needed		Jun 21
There will be a simple and quick process when you need to make <b>minor changes to your plan</b> – it won't require a full "review"		Jun 21
We will make <b>plan budgets</b> more <b>flexible</b> so you can use your funding as you wish		Jun 22
You will be able to manage your plan more easily, using a new <b>NDIS mobile app</b>		Jun 21
We will make it easier to <b>self-manage</b> your plan, with the right support and controls in place; and to change easily between plan and self-managed		Jun 22
We will work with communities in <b>remote and very remote areas</b> , and other areas lacking services, to trial new ways of <b>organising services</b> so you can more easily use your support funding		Jun 22

<sup>24</sup> Represents a qualitative assessment of work undertaken to date, for all of the tables below.

## Part Three: Participant Service Guarantee and Participant Service Improvement Plan

### Payments from your plan

The Agency has finalised its payments strategy and is starting to scope a tender for a simpler point of sale payment mechanism. Enhancements to our current systems have made a significant improvement in timeliness of payments. Further work is in progress to deliver real time payments capability.

SIP Commitment	Progress to date <sup>25</sup>	Expected Completion
Payments will be able to be made simply and directly for registered and non-registered providers of services – <b>no more paying first from your own cash and claiming it back</b>		Jun 22
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted		Jun 22

### Parts of your plan

Participants will be able to quickly access assistive technology and home modifications with less red tape. This will include a simpler process for requesting complex and non-standard assistive technology or home modifications.

Rule changes have been completed to increase the flexibility in living options for participants who are eligible for SDA. A standard form (for all housing including SDA) has been developed and will be available in Dec 2020. Further work is underway to create an SDA dwelling enrolment function which is scheduled for release later this year.

Work has commenced to ensure that the right goals and supports are included in participant plans. A tool has been published to assist participants who work in ADEs prepare for plan discussions.

SIP Commitment	Progress to date <sup>25</sup>	Expected Completion
You will be able to <b>quickly access assistive technology and home modifications</b> with less red tape. This includes a simpler process for requesting complex and non-standard assistive technology or home modifications		Jun 21
We will issue new <b>easy-to-understand guidelines</b> for complex home modifications		Dec 20
We will encourage <b>Individualised Living Options</b> as an alternative to traditional group homes		Jun 22
We will increase the <b>flexibility in living options</b> if you are eligible for SDA		✓
We will process applications for all supports associated with housing and accommodation issues together and more quickly		Jun 21
There will be a <b>standard form</b> and application process for SDA		Dec 20
There will be a <b>national SDA-matching website</b> showing all available properties		Dec 20
We will focus on your plan and goals supporting you to gain <b>employment</b> if that is what you want		Jun 22

<sup>25</sup> Represents a qualitative assessment of work undertaken to date, for all of the tables below.











## Part Three: Participant Service Guarantee and Participant Service Improvement Plan

### Support for engaging with us

The NDIA has engaged specialist community connectors in remote, CALD, and Aboriginal and Torres Strait Islander communities to better engage with participants.

Work has commenced to develop training packages and tools to support work across a range of disability cohorts, CALD and Aboriginal and Torres Strait Islander communities. Training programmes are due to be released to staff throughout 2020-21 to improve cultural and disability awareness of front-line staff.

The NDIA has also established a NDIS carer connect network for ageing parents of people with a disability with services commencing in a number of areas.

SIP Commitment	Progress to date <sup>26</sup>	Expected Completion
We will <b>pro-actively check-in</b> with you, especially if you may be in a vulnerable situation		Jun 21
We will improve the way we provide you support for <b>independent decision-making</b>		Jun 22
We want to support and promote <b>children and young people's</b> voice in their own plans; while also working closely with <b>parents and carers</b>		Jun 21
We will improve our direct support for you if you have <b>complex needs</b> and require <b>critical supports</b> , or are otherwise potentially vulnerable		Jun 22
We will fund <b>specialist community connectors</b> (in remote, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities) to deeply understand how you want to engage with us		✓
We will also have a <b>NDIS carer connect network</b> for aging parents of people with a disability		Dec 20
Our front-line teams will have improved <b>cultural and disability awareness</b>		Jun 21
<b>Liaison Officers</b> , for Health and Justice especially, will help participants interact with the NDIS in each State and Territory		✓
We will support you if you are a <b>Young Person in Residential Aged Care</b> to live elsewhere		Jun 22
We will <b>fund early intervention supports</b> for children more flexibly		Jun 22

<sup>26</sup> Represents a qualitative assessment of work undertaken to date, for all of the tables below.



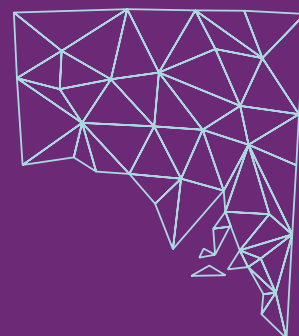
## Caleb sets sail for an independent future

**Caleb**, 20, lives in Port Lincoln, South Australia and has autism.

Since leaving school at the end of 2018, Caleb has been using the School Leaver Employment Supports (SLES) funding in his NDIS plan to build his employment skills with support from provider Eyre Futures.

As well as improving his reading and writing, Caleb has been doing work experience at a local primary school and volunteering at Riding for the Disabled Australia. Caleb says his ultimate goal is to secure mainstream employment as a student support officer.

In his spare time Caleb loves playing guitar and sailing, most recently being part of the two-man team that finished second overall in the 125 class at the Australian sailing championships.





## Part Four:

# Providers and the growing market



## Part Four:

# Providers and the growing market

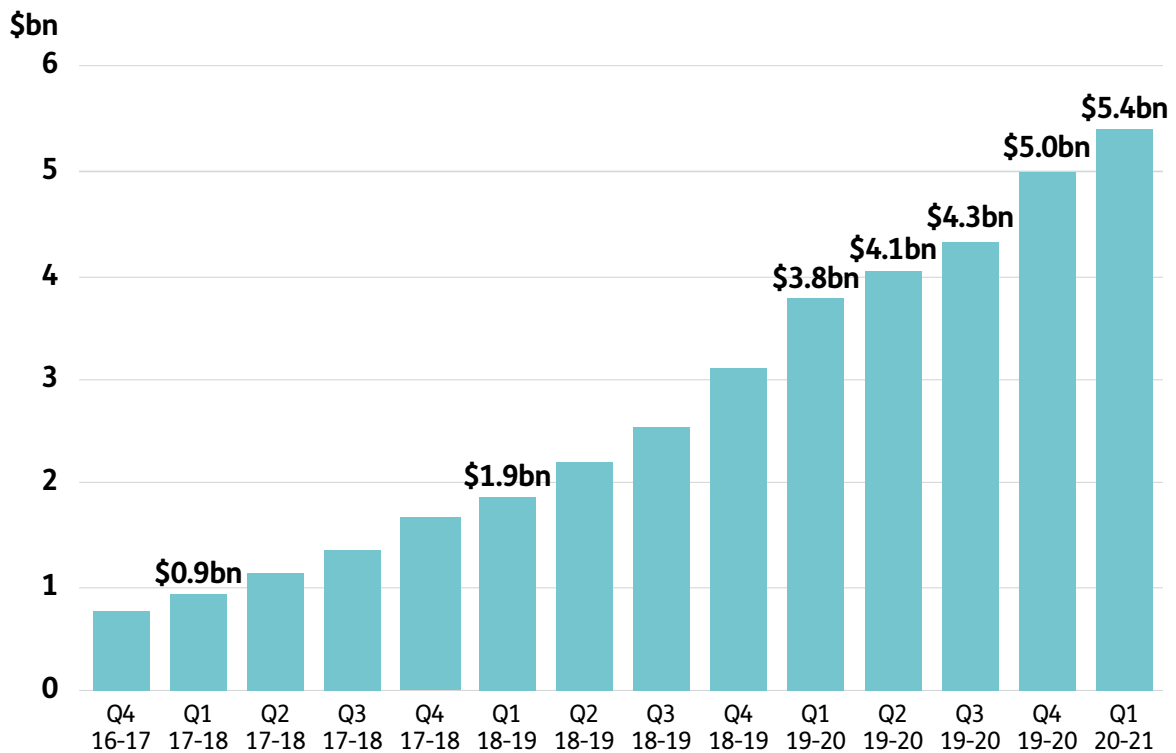
The NDIS market continues to grow each quarter.

### 4.1 Growth in the NDIS market

**Payments for NDIS supports have grown 8 per cent in the last quarter.**

The amount paid each quarter for NDIS supports continue to increase. \$5.4 billion was paid in the September 2020 quarter, compared with \$5.0 billion in the June 2020 quarter, and \$4.3 billion in the March 2020 quarter.

**Figure 26: Total payments by quarter<sup>27</sup>**

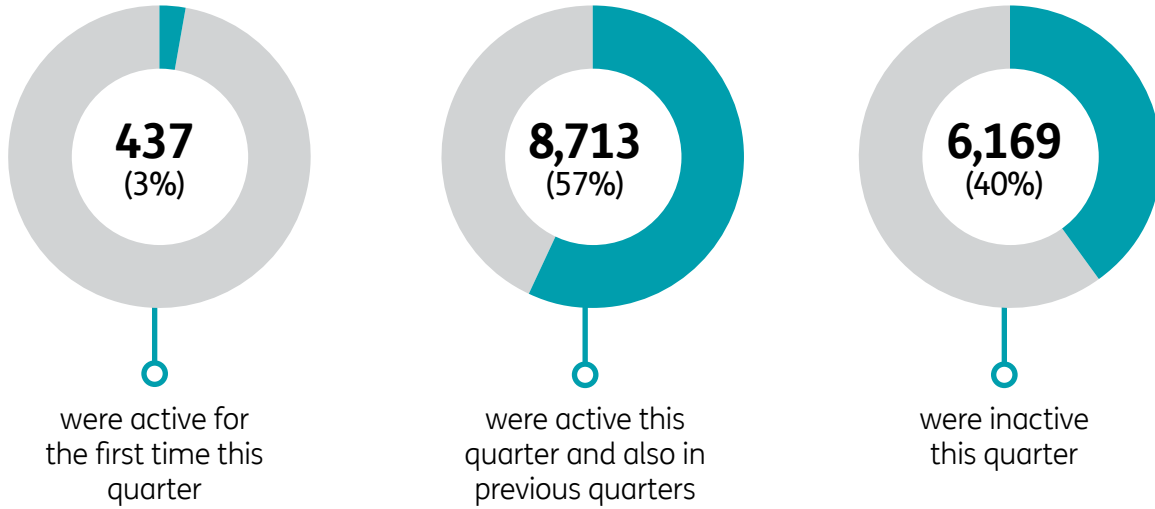


<sup>27</sup> The chart represents the amount paid each quarter, regardless of when the support was provided.

## 4.2 Active providers

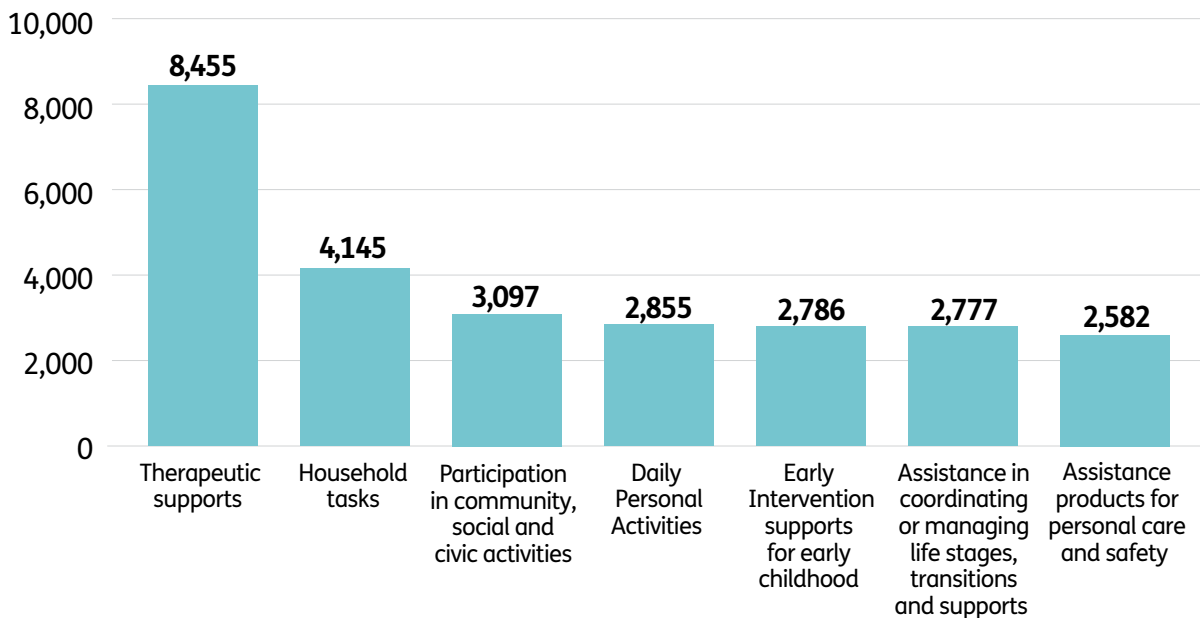
**Therapeutic supports continue to be the largest registration group for active providers.**

Since the start of the Scheme, 15,319 providers have supported participants<sup>28</sup> Of these:



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

**Figure 27: The largest registration groups for active providers**



<sup>28</sup> 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 15,319.

### 4.3 Average plan budgets and average payments

Average plan budgets and average payments to participants continues to increase - however, there is inconsistency in average plan budgets and average payments across States and Territories.

The average payment per participant has increased by almost 50% over the three years from 2017 to 2020, and the average plan budget has increased by 25% over the same three years.

Figure 28: Average Payments per year as at 30 September by year

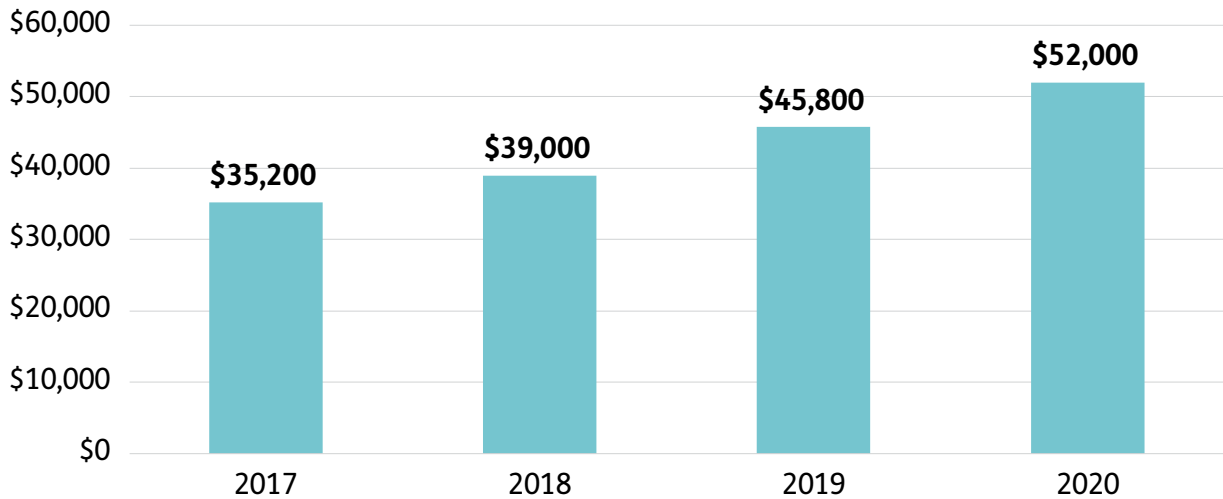
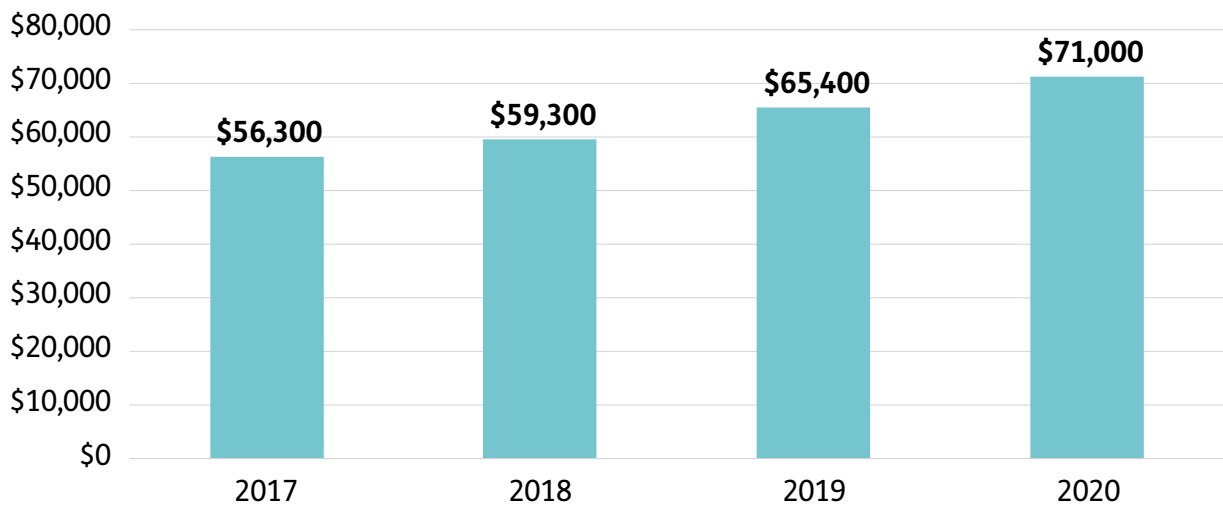


Figure 29: Average annualised committed supports as at 30 September by year



## Part Four: Providers and the growing market

Average payments differ by State/Territory for both SIL and non-SIL participants. Payments are particularly high in the Northern Territory compared with other States and Territories.<sup>29</sup>

**Figure 30: Average payment for 2019-20 split by State/Territory and SIL/non-SIL**

State/Territory	Participants in SIL	Participants not in SIL	All participants
New South Wales	\$321,000	\$35,000	\$55,000
Victoria	\$302,000	\$33,000	\$46,000
Queensland	\$322,000	\$40,000	\$58,000
Western Australia	\$228,000	\$32,000	\$43,000
South Australia	\$324,000	\$29,000	\$49,000
Tasmania	\$339,000	\$32,000	\$64,000
Australian Capital Territory	\$326,000	\$31,000	\$48,000
Northern Territory	\$535,000	\$45,000	\$99,000
<b>National</b>	<b>\$315,000</b>	<b>\$35,000</b>	<b>\$52,000</b>

Average plan budgets also differ by State/Territory, with Victoria and the Australian Capital Territory having lower plan budgets relative to the other States and Territories and the Northern Territory having higher plan budgets. Independent assessment are being introduced to improve consistency and equity in decision-making.

**Figure 31: Average plan budgets as at 30 September 2020 split by State/ Territory and SIL/ non-SIL**

State/Territory	Participants in SIL	Participants not in SIL	All participants
New South Wales	\$357,000	\$51,000	\$71,000
Victoria	\$325,000	\$54,000	\$64,000
Queensland	\$364,000	\$60,000	\$77,000
Western Australia	\$314,000	\$58,000	\$74,000
South Australia	\$347,000	\$50,000	\$68,000
Tasmania	\$376,000	\$53,000	\$83,000
Australian Capital Territory	\$367,000	\$46,000	\$63,000
Northern Territory	\$593,000	\$86,000	\$137,000
<b>National</b>	<b>\$352,000</b>	<b>\$54,000</b>	<b>\$71,000</b>

<sup>29</sup> After standardising for remoteness category, average payments are still high in the Northern Territory compared with other States and Territories.

## **4.4 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.**

---

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

**– choice and control**

**– utilisation**

**– market concentration**

Understanding the extent of variation in performance in these indicators across geographical regions assists with identifying “hot spots”.

### **Choice and control**

The NDIS outcomes framework questionnaires ask participants “Do you choose who supports you?”. The percentage who indicated 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, 44 of the 80 regions (55%) 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 service districts more than 10 percentage points above the national average were ACT, Barkly in Northern Territory, Barwon in Victoria and Limestone Coast in South Australia. 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.

## Part Four: Providers and the growing market

At 30 September 2020:

- Darwin Remote has 352 active participants and plan budgets totalling \$35 million
- Katherine has 177 active participants and plan budgets totalling \$32 million
- East Arnhem has 187 active participants and plan budgets totalling \$25 million
- Goldfields-Esperance had 546 active participants and plan budgets totalling \$46 million

Figure 32: Choice and control – number of bilateral service districts – gap to benchmark

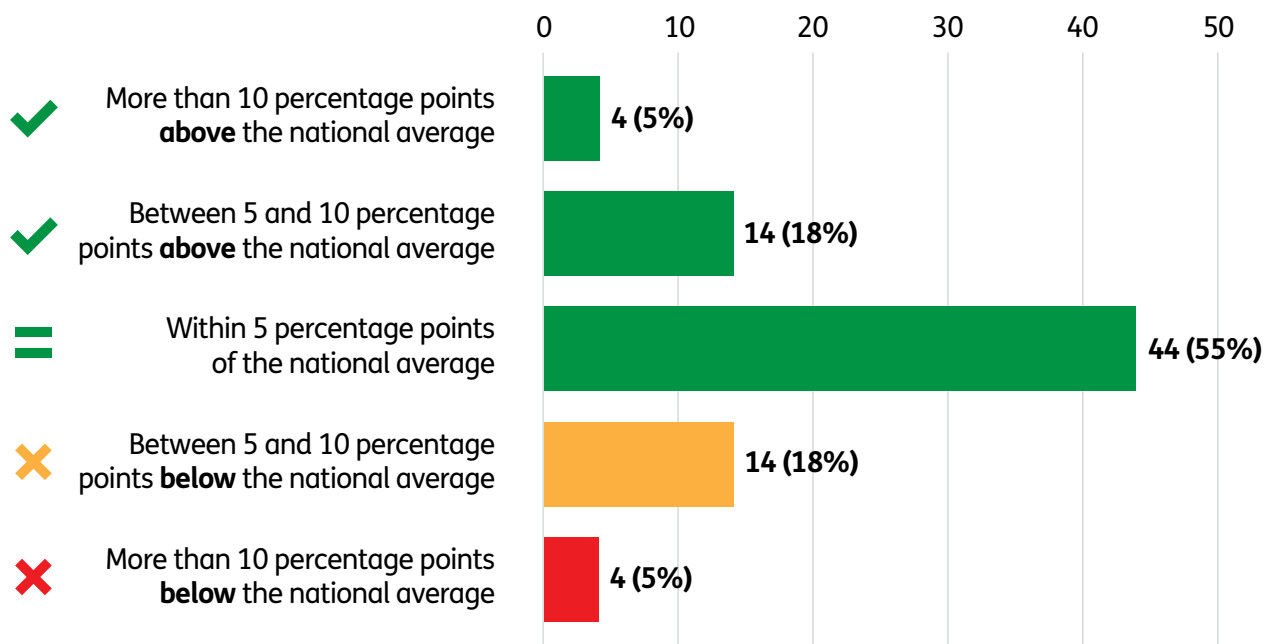


Figure 33: Choice and control service districts breakdown – 30 September 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>More than 10 percentage points above the national average</b>			
ACT	Australian Capital Territory	7,906	\$499
Barkly	Northern Territory	160	\$17
Limestone Coast	South Australia	1,227	\$83
Barwon	Victoria	8,493	\$534
<b>Between 5 and 10 percentage points above the national average</b>			
Hunter New England	New South Wales	22,730	\$1,647
Toowoomba	Queensland	5,364	\$419
Barossa, Light and Lower North	South Australia	1,767	\$88
Eastern Adelaide	South Australia	3,191	\$261
Eyre and Western	South Australia	1,148	\$84
Fleurieu and Kangaroo Island	South Australia	972	\$73
Murray and Mallee	South Australia	1,525	\$106
Western Adelaide	South Australia	3,245	\$232
Yorke and Mid North	South Australia	1,484	\$85
TAS North West	Tasmania	2,226	\$179
TAS South West	Tasmania	2,507	\$242
Inner Gippsland	Victoria	4,328	\$256
Outer Gippsland	Victoria	1,939	\$122
South Metro	Western Australia	5,484	\$351
<b>Within 5 percentage points of the national average</b>			
Central Coast	New South Wales	7,585	\$483
Far West	New South Wales	547	\$45
Illawarra Shoalhaven	New South Wales	7,700	\$563
Mid North Coast	New South Wales	5,222	\$370
Murrumbidgee	New South Wales	5,778	\$385
Nepean Blue Mountains	New South Wales	7,781	\$538
Northern NSW	New South Wales	6,119	\$453
Southern NSW	New South Wales	3,790	\$235
Western NSW	New South Wales	5,415	\$425
Beenleigh	Queensland	7,799	\$610
Brisbane	Queensland	14,929	\$1,244
Bundaberg	Queensland	2,463	\$169
Caboolture/Strathpine	Queensland	7,891	\$637
Cairns	Queensland	3,822	\$334
Ipswich	Queensland	6,588	\$465
Mackay	Queensland	2,776	\$183
Maroochydore	Queensland	6,608	\$529
Maryborough	Queensland	3,267	\$266
Robina	Queensland	7,667	\$542
Rockhampton	Queensland	4,410	\$308
Townsville	Queensland	5,203	\$378
Adelaide Hills	South Australia	1,369	\$85



Figure 33: Choice and control service districts breakdown – 30 September 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Within 5 percentage points of the national average cont.</b>			
Far North (SA)	South Australia	455	\$39
Northern Adelaide	South Australia	12,251	\$772
Southern Adelaide	South Australia	8,078	\$592
TAS North	Tasmania	2,631	\$215
Bayside Peninsula	Victoria	13,374	\$993
Central Highlands	Victoria	4,530	\$270
Goulburn	Victoria	3,238	\$181
Hume Moreland	Victoria	7,436	\$409
Loddon	Victoria	5,941	\$330
Mallee	Victoria	1,791	\$122
North East Melbourne	Victoria	11,015	\$738
Outer East Melbourne	Victoria	8,412	\$594
Ovens Murray	Victoria	2,912	\$160
Western District	Victoria	3,391	\$217
Western Melbourne	Victoria	9,337	\$557
Great Southern	Western Australia	840	\$61
Kimberley-Pilbara	Western Australia	1,069	\$89
South West	Western Australia	2,974	\$186
North East Metro	Western Australia	5,765	\$449
South East Metro	Western Australia	3,765	\$309
Midwest-Gascoyne	Western Australia	711	\$45
Central South Metro	Western Australia	4,440	\$313
<b>Between 5 and 10 percentage points below the national average</b>			
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
Central Australia	Northern Territory	6,245	\$357
Darwin Urban	Northern Territory	8,033	\$645
TAS South East	Tasmania	9,494	\$552
Brimbank Melton	Victoria	429	\$36
Inner East Melbourne	Victoria	1,887	\$135
Southern Melbourne	Victoria	516	\$114
Wheat Belt	Western Australia	1,985	\$241
Central North Metro	Western Australia	3,413	\$311
North Metro	Western Australia	630	\$41
<b>More than 10 percentage points below the national average</b>			
Darwin Remote	Northern Territory	352	\$35
East Arnhem	Northern Territory	187	\$25
Katherine	Northern Territory	177	\$32
Goldfields-Esperance	Western Australia	546	\$46

## Part Four: Providers and the growing market

### Utilisation

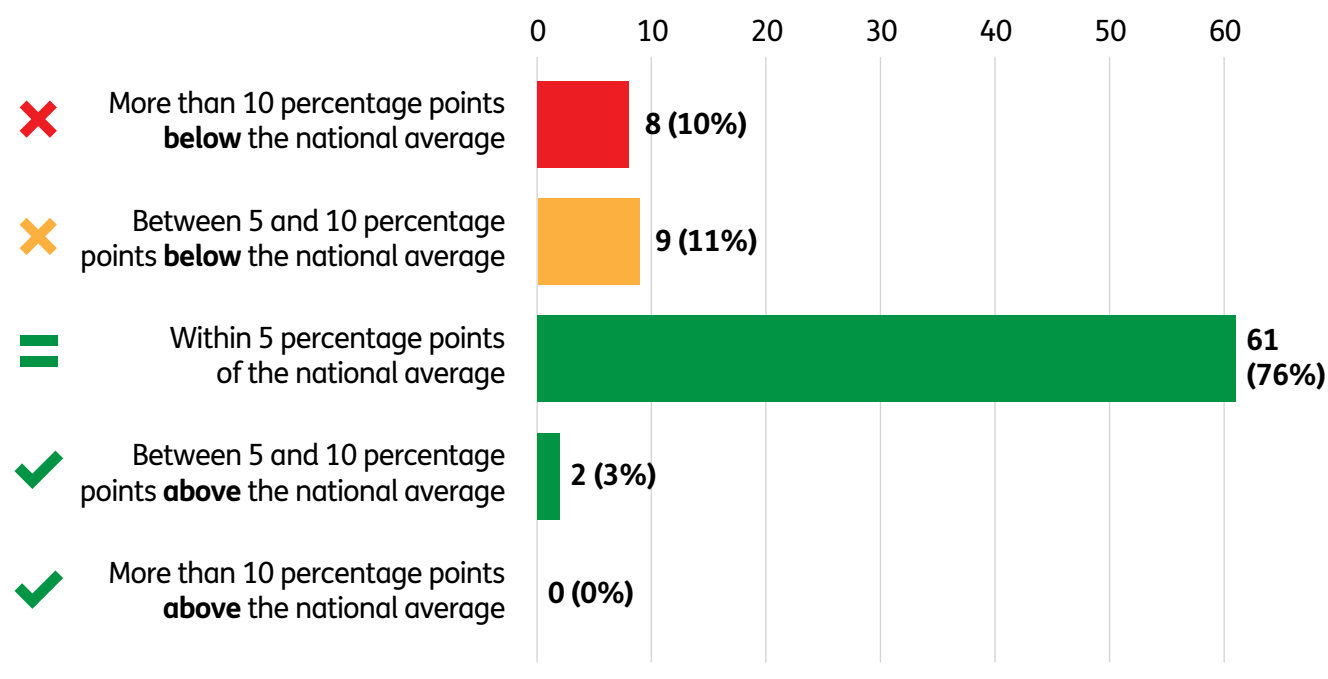
As seen above, average plan budgets and average payments to participants have been increasing over time, indicating that participants are getting more support over time. Understanding differences between plan budgets and payments (utilisation) across geographical regions is important in identifying “hot spots” where participants are getting relatively less support compared with other geographical regions.

Overall, 61 of the 80 regions (76%) in the analysis are within five percentage points of the national average<sup>30</sup>, no regions 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 service districts in South Australia, Western Australia and the Northern Territory.

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

**Figure 34: Utilisation – number of service districts – gap to benchmark**



<sup>30</sup> Utilisation has been adjusted to account for the differences in the proportion of participants in each region receiving SIL, along with the time participants have been in the Scheme.

Figure 35: Utilisation service districts breakdown – 30 September 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>More than 10 percentage points below the national average</b>			
Far West	New South Wales	547	\$45
East Arnhem	Northern Territory	187	\$25
Darwin Remote	Northern Territory	352	\$35
Barkly	Northern Territory	160	\$17
Far North (SA)	South Australia	455	\$39
Eyre and Western	South Australia	1,148	\$84
Goldfields-Esperance	Western Australia	546	\$46
Kimberley-Pilbara	Western Australia	1,069	\$89
<b>Between 5 and 10 percentage points below the national average</b>			
Western NSW	New South Wales	526	\$43
Murray and Mallee	South Australia	5,190	\$406
Limestone Coast	South Australia	1,463	\$97
Yorke and Mid North	South Australia	1,432	\$80
Outer Gippsland	Victoria	516	\$114
Inner Gippsland	Victoria	167	\$31
Goulburn	Victoria	990	\$82
Western District	Victoria	818	\$47
Wheat Belt	Western Australia	818	\$47
<b>Within 5 percentage points of the national average</b>			
ACT	Australian Capital Territory	7,906	\$499
Southern NSW	New South Wales	3,790	\$235
Hunter New England	New South Wales	22,730	\$1,647
Murrumbidgee	New South Wales	5,778	\$385
Nepean Blue Mountains	New South Wales	7,781	\$538
Central Coast	New South Wales	7,585	\$483
Illawarra Shoalhaven	New South Wales	7,700	\$563
Mid North Coast	New South Wales	5,222	\$370
North Sydney	New South Wales	9,200	\$780
Sydney	New South Wales	7,244	\$512
Northern NSW	New South Wales	6,119	\$453
Western Sydney	New South Wales	14,785	\$1,040
South Eastern Sydney	New South Wales	8,631	\$629
Katherine	Northern Territory	177	\$32
Central Australia	Northern Territory	551	\$122
Darwin Urban	Northern Territory	2,113	\$260
Rockhampton	Queensland	4,410	\$308
Mackay	Queensland	2,776	\$183
Townsville	Queensland	5,203	\$378
Cairns	Queensland	3,822	\$334
Toowoomba	Queensland	5,364	\$419
Ipswich	Queensland	6,588	\$465

Figure 35: Utilisation service districts breakdown – 30 September 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Within 5 percentage points of the national average cont.</b>			
Maryborough	Queensland	3,267	\$266
Caboolture/Strathpine	Queensland	7,891	\$637
Brisbane	Queensland	14,929	\$1,244
Bundaberg	Queensland	2,463	\$169
Beenleigh	Queensland	7,799	\$610
Maroochydore	Queensland	6,608	\$529
Fleurieu and Kangaroo Island	South Australia	972	\$73
Barossa, Light and Lower North	South Australia	1,767	\$88
Southern Adelaide	South Australia	8,078	\$592
Eastern Adelaide	South Australia	3,191	\$261
Adelaide Hills	South Australia	1,369	\$85
Northern Adelaide	South Australia	12,251	\$772
Western Adelaide	South Australia	3,245	\$232
TAS North	Tasmania	2,631	\$215
TAS North West	Tasmania	2,226	\$179
TAS South East	Tasmania	1,994	\$141
TAS South West	Tasmania	2,507	\$242
Central Highlands	Victoria	4,530	\$270
Barwon	Victoria	8,493	\$534
Ovens Murray	Victoria	2,912	\$160
Loddon	Victoria	5,941	\$330
Mallee	Victoria	1,791	\$122
Inner East Melbourne	Victoria	8,394	\$681
Outer East Melbourne	Victoria	8,412	\$594
North East Melbourne	Victoria	11,015	\$738
Western Melbourne	Victoria	9,337	\$557
Bayside Peninsula	Victoria	13,374	\$993
Brimbank Melton	Victoria	6,558	\$385
Southern Melbourne	Victoria	10,111	\$600
Hume Moreland	Victoria	7,436	\$409
North East Metro	Western Australia	5,765	\$449
North Metro	Western Australia	4,479	\$301
Midwest-Gascoyne	Western Australia	711	\$45
South East Metro	Western Australia	3,765	\$309
Central North Metro	Western Australia	3,817	\$359
South West	Western Australia	2,974	\$186
South Metro	Western Australia	5,484	\$351
Central South Metro	Western Australia	4,440	\$313
Great Southern	Western Australia	840	\$61
<b>Between 5 and 10 percentage points above the national average</b>			
South Western Sydney	New South Wales	17,572	\$1,121
Robina	Queensland	7,667	\$542

## Part Four: Providers and the growing market

### Market concentration

Understanding the distribution of payments to service providers in a service district 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 area. On average across service districts, 59 per cent of payments go to the largest 10 providers.

There are eight service districts where 85 per cent or more of payments go to the largest 10 providers (10%) and 20 service districts where less than 45 per cent of payments went to the 10 largest providers (25%).

All of the eight service districts 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 36: Market concentration – number of service districts – gap to benchmark**

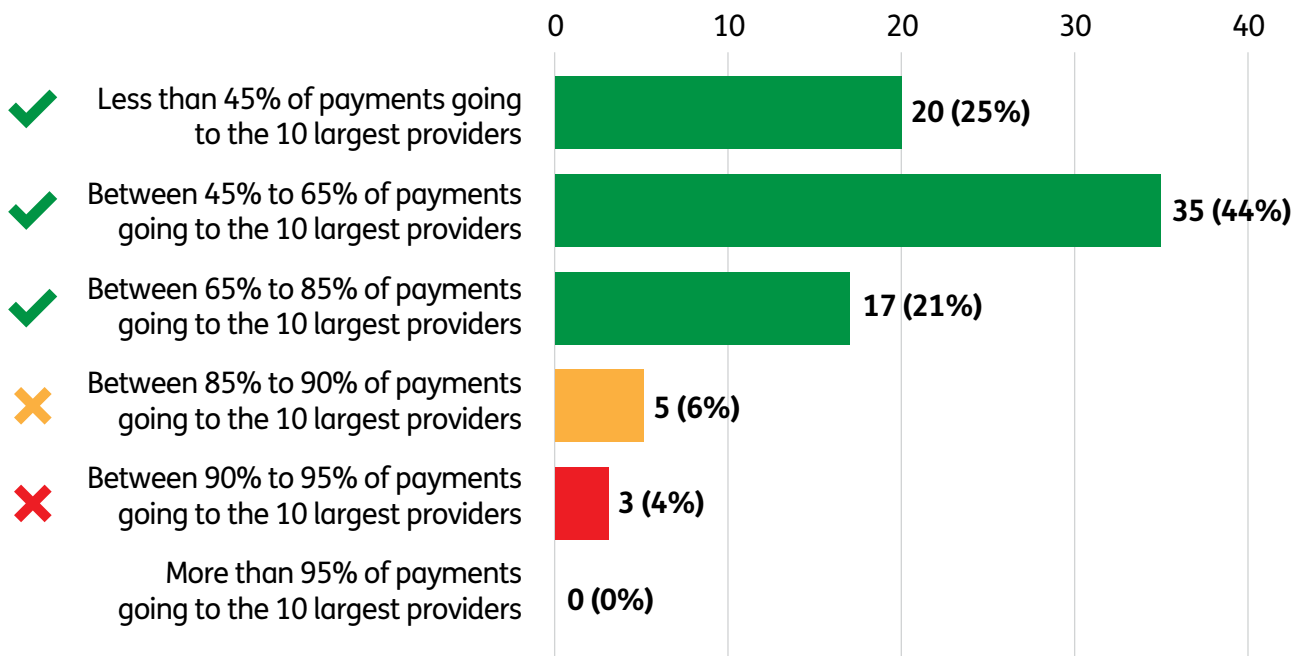


Figure 37: Market concentration service districts breakdown – 30 September 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Less than 45% of payments going to the 10 largest providers</b>			
Central Coast	New South Wales	7,585	\$483
Hunter New England	New South Wales	22,730	\$1,647
Nepean Blue Mountains	New South Wales	7,781	\$538
South Western Sydney	New South Wales	17,572	\$1,121
Sydney	New South Wales	7,244	\$512
Western Sydney	New South Wales	14,785	\$1,040
Beenleigh	Queensland	7,799	\$610
Brisbane	Queensland	14,929	\$1,244
Caboolture/Strathpine	Queensland	7,891	\$637
Ipswich	Queensland	6,588	\$465
Maroochydore	Queensland	6,608	\$529
Robina	Queensland	7,667	\$542
Toowoomba	Queensland	5,364	\$419
Hume Moreland	Victoria	7,436	\$409
North East Melbourne	Victoria	11,015	\$738
Western Melbourne	Victoria	9,337	\$557
South Metro	Western Australia	5,484	\$351
South East Metro	Western Australia	3,765	\$309
Central North Metro	Western Australia	3,817	\$359
North Metro	Western Australia	4,479	\$301
<b>Between 45% to 65% of payments going to the 10 largest providers</b>			
ACT	Australian Capital Territory	7,906	\$499
Illawarra Shoalhaven	New South Wales	7,700	\$563
Mid North Coast	New South Wales	5,222	\$370
Murrumbidgee	New South Wales	5,778	\$385
North Sydney	New South Wales	9,200	\$780
Northern NSW	New South Wales	6,119	\$453
South Eastern Sydney	New South Wales	8,631	\$629
Southern NSW	New South Wales	3,790	\$235
Western NSW	New South Wales	5,415	\$425
Darwin Urban	Northern Territory	2,113	\$260
Cairns	Queensland	3,822	\$334
Mackay	Queensland	2,776	\$183
Rockhampton	Queensland	4,410	\$308
Townsville	Queensland	5,203	\$378
Barossa, Light and Lower North	South Australia	1,767	\$88
Eastern Adelaide	South Australia	3,191	\$261
Northern Adelaide	South Australia	12,251	\$772
Southern Adelaide	South Australia	8,078	\$592
Western Adelaide	South Australia	3,245	\$232
Yorke and Mid North	South Australia	1,484	\$85
TAS North	Tasmania	2,631	\$215
TAS South East	Tasmania	1,994	\$141

Figure 37: Market concentration service districts breakdown – 30 September 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
<b>Between 45% to 65% of payments going to the 10 largest providers cont.</b>			
Barwon	Victoria	8,493	\$534
Bayside Peninsula	Victoria	13,374	\$993
Brimbank Melton	Victoria	6,558	\$385
Central Highlands	Victoria	4,530	\$270
Goulburn	Victoria	3,238	\$181
Inner East Melbourne	Victoria	8,394	\$681
Loddon	Victoria	5,941	\$330
Outer East Melbourne	Victoria	8,412	\$594
Ovens Murray	Victoria	2,912	\$160
Southern Melbourne	Victoria	10,111	\$600
North East Metro	Western Australia	5,765	\$449
Central South Metro	Western Australia	4,440	\$313
<b>Between 65% to 85% of payments going to the 10 largest providers</b>			
Far West	New South Wales	547	\$45
Darwin Remote	Northern Territory	352	\$35
Bundaberg	Queensland	2,463	\$169
Maryborough	Queensland	3,267	\$266
Adelaide Hills	South Australia	1,369	\$85
Eyre and Western	South Australia	1,148	\$84
Fleurieu and Kangaroo Island	South Australia	972	\$73
Limestone Coast	South Australia	1,227	\$83
Murray and Mallee	South Australia	1,525	\$106
TAS North West	Tasmania	2,226	\$179
Inner Gippsland	Victoria	4,328	\$256
Mallee	Victoria	1,791	\$122
Outer Gippsland	Victoria	1,939	\$122
Western District	Victoria	3,391	\$217
Kimberley-Pilbara	Western Australia	1,069	\$89
South West	Western Australia	2,974	\$186
Wheat Belt	Western Australia	855	\$49
<b>Between 85% to 90% of payments going to the 10 largest providers</b>			
Central Australia	Northern Territory	551	\$122
East Arnhem	Northern Territory	187	\$25
Katherine	Northern Territory	177	\$32
Far North (SA)	South Australia	455	\$39
Goldfields-Esperance	Western Australia	546	\$46
<b>Between 90% to 95% of payments going to the 10 largest providers</b>			
Barkly	Northern Territory	160	\$17
Great Southern	Western Australia	840	\$61
Midwest-Gascoyne	Western Australia	711	\$45

### 4.5 Thin markets

#### Thin market trials are underway in all States and Territories.

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.

The NDIA has thin market trials underway in all States and Territories across Australia, while acknowledging challenges during the COVID-19 pandemic.

#### **Northern Territory**

- Trials for the Northern Territory are underway and focus on improving utilisation of all NDIS supports in Alice Springs, Barkly, Central Desert and MacDonnell.
- Additional projects to improve plan utilisation have been identified in Katherine (Assistive Technology and Home Modifications), Tiwi Islands (all supports), West Daly (all supports) and West Arnhem (all supports) in the Northern Territory.

#### **Queensland**

- Trials in Queensland are focused on improving low plan utilisation rates across all supports in Doomadgee, Mornington, Woorabinda and Cloncurry (focus is on Core Funding, Capacity Building and Assistive Technology).

#### **Western Australia**

- WA trial areas include East Kimberly, Broome, Derby-Fitzroy Crossing and Halls Creek across all support types to increase plan utilisation rates.

#### **Other trial areas include:**

- SA - Anangu Pitjantjatjara Yankunytjatjara (APY lands)
- VIC - Ararat, Baw Baw, Bass Coast, Latrobe, Wellington, South Gippsland East Gippsland
- TAS - Wynyard-Waratah
- ACT - Canberra
- NSW - Walgett, Brewarrina, Wentworth and Bourke

Trials are already achieving positive results. Strong local networks have been developed, including with state government representatives, and market facilitation has provided support for NDIS participants to receive the services they need and support a more connected local market.

Insights from the trials are informing NDIA's business-as-usual approach to monitoring, identifying, prioritising and intervening in markets. The NDIA approach to delivering market monitoring and intervention will be provided to State and Territory governments later this year.



## **4.6 NDIS Pricing**

### **Temporary measures to support participants and providers during COVID-19 have been extended.**

#### **COVID-19 response**

On 2 October 2020, Minister Stuart Robert announced updates to the temporary measures to support participants and providers to control the spread of coronavirus in Australia. The detail of these are discussed in the Executive Summary of this report.

#### **Advance Recovery Payment**

On 1 October 2020 the advance payment recovery process will start, as announced 12 June 2020.

For six months, from October 2020 to March 2021, the NDIA will apply offsets against a providers monthly payment requests until 16.67% of the provider's total advance payment has been recovered each month. Any payment requests above 16.67% will then be processed as per normal.

The advance payment recovery will be automatically applied through the provider portal system.



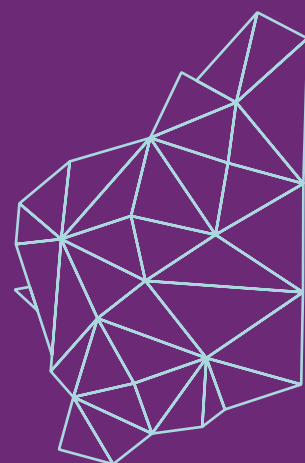
## Andie rocks it on stage with help from NDIS

**Andie**, 10, from Perth, Western Australia, has a rare congenital disorder of the brain – Agenesis of the Corpus Callosum (ACC).

Andie also lives with epilepsy, hypotonia (low muscle tone) and autism spectrum disorder. ACC affects Andie's communication skills, physical strength and mobility. She has trouble with daily activities and sometimes needs a wheelchair when she's tired.

Thanks to NDIS support, Andie is becoming stronger and more independent. She is doing things she loves, including singing and performing with Music Rocks Australia.

Andie has speech, physical, occupational and psychological therapies, managed by WA registered service provider WizeTherapy. Her mum says the NDIS has been life-changing for Andie and her family.



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

### 2.3% of the Australian population aged 0-64 years are expected to be NDIS participants.

The Scheme is projected to reach about 532,000 participants by 30 June 2023, of which almost 508,000 are expected to be aged 0 to 64. This is equivalent to 2.3 per cent of the projected Australian general population aged 0 to 64, which is slightly higher than the original estimate of the 2011 Productivity Commission (2.1 per cent). The increase in prevalence from the previous quarterly report reflects the continued high levels of participant intake seen in the past year. This is particularly evident for children in the more mature geographical regions (where the scheme has been in place for a relatively longer period than other regions).

Scheme costs for all participants are projected to be about 1.3 per cent of Gross Domestic Product (GDP) for 2020-21, 1.4 per cent in 2022-23, and 1.7 per cent for 2029-30. This includes participants who remain in the Scheme past 65 years, noting that the Commonwealth government has committed to funding these participants. This is higher than previous projections, in part due to cost pressures driving higher numbers of expected participants and higher average future payments, as well as the impact of the COVID-19 pandemic on the economy, which has seen projected GDP fall.

During the second wave of the COVID-19 pandemic in Victoria, underlying payments for support were higher than the levels prior to the pandemic indicating that participants continued to receive supports. Total average weekly payments in Victoria increased from around \$69m per week in January-March 2020, to \$75m per week on average during April-August 2020. Weekly payments on average increased again in September 2020 to an average of \$79m per week. While community and social participation supports reduced due to community restrictions, activities of daily living increased to support participants at home.

**Figure 38: Active participants and payments (\$m)**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 YTD
<b>Active participants</b>	7,285	17,155	29,719	89,610	172,333	286,015	391,999	412,543
<b>Total paid (\$m)</b>	61.3	356.4	674.3	1,935.5	5,091.7	9,711.3	17,226.5	5,399.0 <sup>31</sup>

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

## 5.2 Current pressures and responses to financial sustainability

### Management responses are being implemented to manage current pressures.

The drivers of Scheme costs 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 identify and monitor pressures, and manage them appropriately, using an insurance-based approach to evaluate emerging experience against expectations.

The insurance approach also means taking a lifetime view to supporting people with disability. This includes investing in participants in the short-term to provide better outcomes over their lifetime, as well as to reduce the long term costs of disability support. The achievement of participant outcomes is vital to the financial sustainability of the Scheme.

A range of cost pressures have continued to emerge over 2019-20. These include:

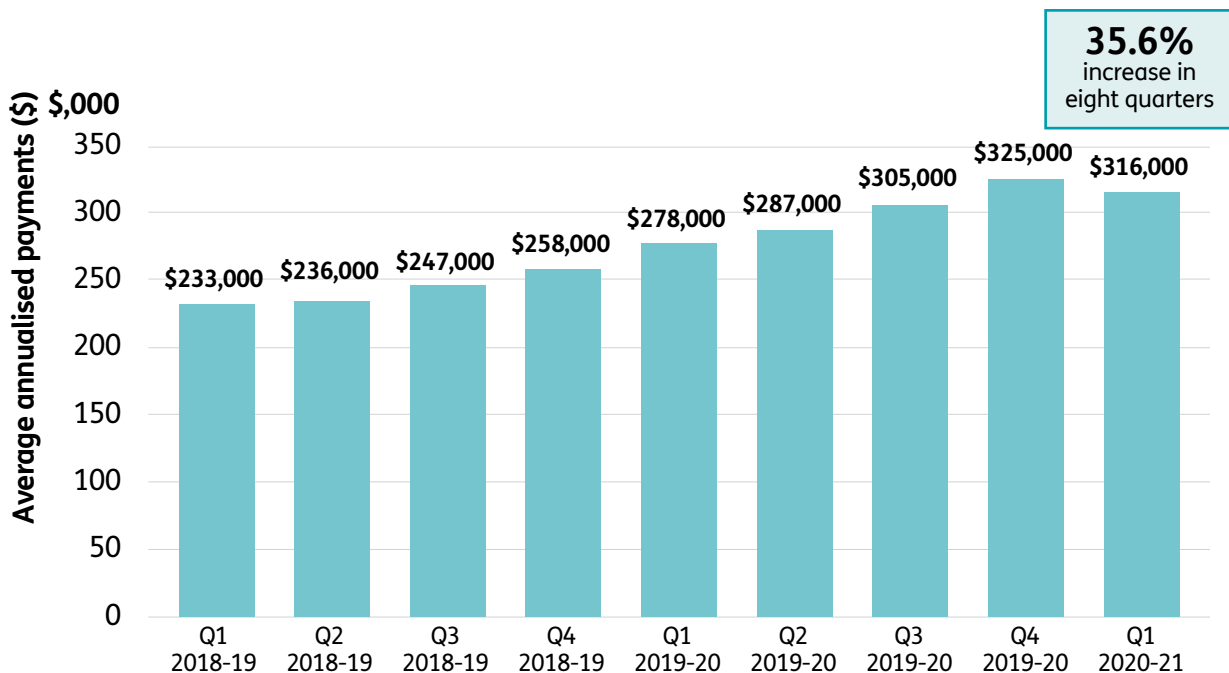
#### Participant cost pressures

There have been high levels of inflation within the Scheme since its inception. In the early years of the Scheme, this inflation reflected the dynamic and rapidly changing environment of a newly established scheme. However, these high levels of inflation have persisted over time, despite the increasing maturity of the Scheme.

This is particularly evident for participants in SIL. Noting that the support costs for participants in SIL are a material component of Scheme cost. Drivers of SIL inflation have included price increases and increases in the quantum of supports provided, for example higher rosters of care.

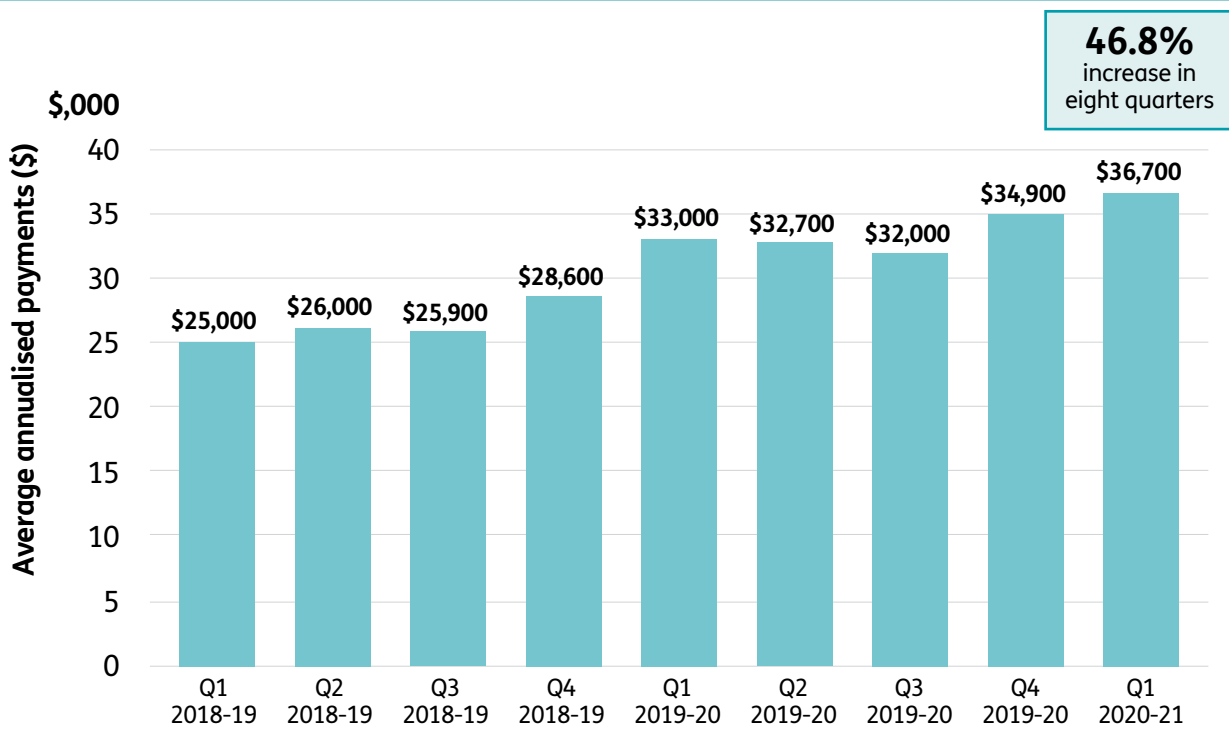
The growth in average annualised payments for non-SIL participants has also been high, and in line with that observed for SIL participants over the past two years. This is due to price increases and increases in the volume of support provided to participants. The management of these cost pressures, while ensuring participant outcomes, is important for continued Scheme sustainability.

**Figure 39: Average annualised payments per participant by quarter – SIL participants<sup>32</sup>**



<sup>32</sup> The payments are for all supports provided to participants in SIL (and not just the SIL daily activity payments). Currently there is an issue with recording whether a participant receives SIL or not in the ICT system, resulting in fewer reported participants in SIL. This issue is being rectified.

Figure 40: Average annualised payments per participant by quarter – Non-SIL participants<sup>33</sup>



### Scheme coverage scope creep

The Scheme is facing a number of pressures around Scheme entry and funding decisions. Many of these are related to operational issues which limit the ability of the Scheme to interact effectively with existing supports across mainstream interfaces, as well as community and informal supports. These pressures require continued management responses so that the Scheme does not become a “funder of first or last resort”, especially where other arrangements may be intended or better suited to provide the required supports.

<sup>33</sup> The payments are for all supports provided to non-SIL participants.

### Management responses

Proactive management responses to the pressures identified above include:

- Consistency of decision making: The NDIA is working on improving the consistency and equity in decision making of both access and planning decisions across all participants. There is a focus on better aligning a participant's support package to their circumstances through independent assessments. This will mean the right assessment questions and tools are being used to inform objective access and planning decisions that are more consistent and fair. This is consistent with the 2011 Productivity Commission Report, as well as the 2019 Review of the NDIS Act, which recommends amendments to the NDIS Act to achieve these outcomes. Other initiatives being undertaken to improve consistency of decision-making include:
  - There is significant frontline training underway to improve the capability of the NDIA planners and partners to develop plans and make review decisions that balance the Agency's aspiration for a positive participant experience with responsibility for long term scheme sustainability.
  - More disciplined approaches to frontline management will ensure that 'reasonable and necessary' decisions and participant outcomes are nationally consistent, to a higher standard of quality, which promote participant equity, eliminate avoidable plan reviews and prevent unnecessary plan budget inflation.
  - Participant 'Check In' service delivery options will ensure that participants have access to the depth of review and medium of interaction approach that most suits them. This will enable more 'light touch' plan amendments and plan renewals and extensions to meet participants' needs.
- The NDIA is working to make the NDIS easier to understand and provide clearer information about how we make decisions. One of the first examples of this is a new format for our Operational Guidelines (OGs). Through the refresh of our OGs we will publish all our internal and external guidance about how we make decisions so there is consistent information internally and externally for NDIA staff, participants and stakeholders.

All NDIS operational guidelines will be refreshed over the next 12 months – with all guidelines to be published in the new format by June 2021.
- SIL policy reform
  - The SIL quoting and negotiation process used previously has been replaced with set price limits for SIL supports. Providers are now required to develop a roster of care using the NDIA's current price limits for activities of daily living and submit this to the NDIA for consideration. There will be increased rigour around determining the suitability of rosters of care for participants at first plan and for subsequent plan reviews. Importantly, the new process will ensure input from participants, so participants have more control over their plan budget. Finally, work is underway to determine appropriate price limit, specifically for SIL supports, which will be released in early 2021.
  - Two consultation papers were also released to the sector between September and October 2020 to seek feedback and input on proposed improvements to SIL. These papers were the focus of these included proposed improvements to address operational, sustainability and participant experience challenges, as well as a review of the SIL cost model to determine appropriate price limits specifically for SIL supports - the outcome of which will be released in early 2021.

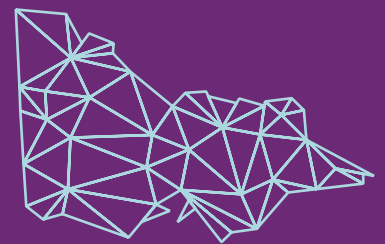
- The NDIA is looking at innovative housing solutions which include more contemporary options for people who require a high level of support. A number of alternative accommodation options have emerged, known as Individual Living Options (ILOs). These ILOs have the potential to create a more tailored 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, improve outcomes and are often more cost effective than traditional SIL arrangements.

The immediate and effective implementation of these management responses is required to both improve participant outcomes and ensure the Scheme is financially sustainable into the future, for the benefit of current and future participants.





## Distance no barrier as Wallara moves tuition online



**Wallara Inc** is a registered service provider based in Melbourne's south-eastern suburbs and has been supporting people with disabilities for 60 years.

When the lockdown hit in March this year it decided to move forward plans to start providing its skills training online, allowing it to reach new clients in regional and rural Victoria.

One young man to benefit is participant Malcolm Roberts, 18, who has autism and a mild intellectual disability and lives in Cockatoo with his family. After initial doubts, Malcolm is now thoroughly engaged in his online maths, Lego, games, communication skills, safety in the workplace, and health and wellbeing activities.

His mother, Ruth, is enjoying witnessing first-hand how engaged her son is in his learning, and is not missing the daily commute to Wallara's Pakenham learning centre.

## Part Six:

# Staff, advisory groups and the NDIS community



## 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

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

At 30th September 2020, the total NDIS workforce was 11,145, including 4,310 Australian Public Service employees, 1,635 labour-hire contractors and consultants and 5,200 people employed by the NDIA's PiTC. This is a decrease of 3.5 per cent of the total workforce (including PiTC) since the end of the 2019-20 financial year (total workforce decrease of 405). During the quarter, 136 new planners and 110 new LACs commenced.

The NDIA has continued to focus on developing its frontline employees' capability this quarter with several new or refreshed training packages developed and deployed.

A key deliverable was the uplift of frontline leaders and staff capability in making decisions around Reasonable and Necessary (R&N) funded supports and services for participants. The training program has two major components and includes six learning modules:

- 1. R&N Leader as Coach Development Program** (two modules and one eLearning module) for leaders and senior planners. Modules will be deployed in October to 700 staff to support and embed learning related to the R&N Decision Making modules.
- 2. R&N Decision Making Training** (three modules and one eLearning module). The modules were developed and piloted during the quarter ready for deployment between October to December to all planners and LACs.

The participant check-in process training was developed in response to the successful outreach calls to vulnerable participant during COVID-19. The training aimed to further assist our frontline employees have respectful and transparent conversations with participants. It has been successfully deployed for all front-line service delivery staff. The release commenced on the 3rd August with a regular circulation of new materials which Team Leaders use in their team meetings. These materials were designed to reinforce specific concepts and practices each week relating to participant conversations.

In addition, the NDIA has partnered with the Disability Advocacy Network of Australia (DANA) to raise disability awareness amongst staff and help improve the participant experience. Through DANA, the NDIA has 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. Seven more snapshots were developed in quarter 1 and their accompanying videos scheduled for quarter 3 of 2020-21.

The NDIA has continued its specific development of training programs designed to improve planner awareness and understanding, with a specific focus on disability and cultural awareness to improve the service experience for Aboriginal and Torres Strait Islander peoples, LGBTIQ+, and CALD people. The NDIA has especially focused on remote and hard to reach participant areas, through the National Community Connector program.

The Peer Support Officer network is now live. The role was established through the NDIA Enterprise Agreement (EA) 2020-2023. Peer Support Officers (PSOs) are an integral part of the NDIA's commitment to a safe and mentally healthy workplace. They play a key role in supporting a positive and productive workplace for NDIA workers who may be experiencing bullying, harassment, discrimination and/or family and domestic violence at work or home. The network was trained via virtual workshops delivered throughout July.

Components of the NDIA leadership capability development programs "Just Brilliant" have been reviewed to reinforce program effectiveness while our teams are working virtually. This review has highlighted the opportunity to move to a leader-led nomination process and focus on delivering quality outcomes for a targeted group of learners each year. It aims to create a stronger platform for learners to apply and embed the learning and build a flexible suite of offerings to support individual learning journeys.

The Strategic Leadership Program has been designed and is ready for deployment. It was announced on 2 October and will be deployed in 2021 with a focus on Senior Executive Service (SES). The leadership suite of programs are underpinned by our Capability Framework and designed to build high performing teams. High performing teams are critical to enable the NDIA to deliver the scheme for participants.

The NDIA's internal recognition program "Light Up" has a strong emphasis on values and behaviours in action and continues to go from strength to strength, with over 700 nominations forming part of the Annual Awards process in 2020. Light Up Annual Awards Finalists were announced across the NDIA on 2 October and winners will be announced on 16 October. Virtual Agency Group celebrations will follow to further celebrate and recognise winners.

## 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 28 September 2020, the NDIA released its sixth update to <https://data.ndis.gov.au>. This release included deep dives on:

- Young people in the NDIS
- Participants by remoteness classification
- An update to the NDIS market work using 30 June 2020 data, including the release of market dashboards by Local Government Areas (LGAs).

All downloadable data was also updated with 30 June 2020 data.

Downloadable data and tables is available on:

- 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
- Aboriginal and Torres Strait Islander participants and CALD participants

## Part Six: Staff, advisory groups and the NDIS community

In addition, Minister Stuart Robert announced on 27 October 2020 the release of SDA demand and supply data on the NDIS Data and Insights website. This data release is part of the NDIA's commitment to publish additional SDA data for participants and the sector. It supports participants and providers to understand not only the current SDA supply but where the demand for SDA is greatest, and where there are opportunities to increase SDA supply.

Several “deep dive” reports and analyses have also been released in previous quarters, and include:

- participants with autism spectrum disorder (ASD)
- outcomes report for participants, and an outcomes report for families/carers (30 June 2018 and 30 June 2019)
- employment in the NDIS
- people with a psychosocial disability in the NDIS
- the NDIS Market (30 June 2019 and 31 December 2019)
- the NDIS Market by Local Government Area (LGA) (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

## **6.3 Cyber Security**

### **NDIA Cyber Security is working proactively to identify risks and implement control measures to manage risk.**

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The COVID-19 pandemic remains an NDIA Cyber Security area of focus. The NDIA is operating at an increased level of cyber risk. Likely sources of increased risk are Interest Motivated Groups (IMGs), organised cybercrime actors and state sponsored actors. The NDIA is working with Services Australia and across Government to ensure that risks are addressed.

The Australian Secret Intelligence Organisation (ASIO) has recently published notification that health services & allied organisations are targets for cybercrime gangs. This is often supported by Foreign Intelligence Services (FIS) and therefore protected from prosecution. FIS support provides advanced capabilities and significantly increases the chance of a successful attack.

The NDIA's most significant external risk is cyber intrusion by nation-state backed entities seeking participant information. Participant information can be used for payment fraud and ransom demands following information theft and encryption (cryptolocking ransomware).

The NDIA Protective & Cyber Security area conducts regular communications with staff and partners to maintain awareness of phishing emails. NDIA Cyber Security are conducting an assurance exercise (anti-phishing email campaign) to determine the effectiveness of these communications and make continual improvements.

NDIA Cyber internal focus has been in support of the delivery of the enhanced CRM system for the NDIA, known as the Alternate Cloud Environment (ACE). The foundational Cyber security assurance of the platform will identify key risks and controls that ultimately will protect participant information.



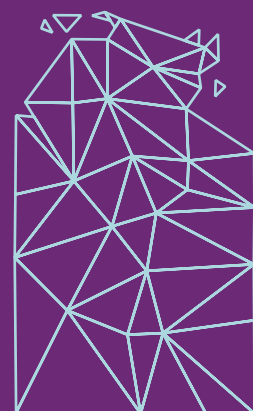
## NDIS supports young stroke survivor in recovery

**Kaylah**, 13, from Woodroffe, Northern Territory, survived a stroke at 11.

Kaylah was left with an acquired brain injury and weakness down the right-hand side of her body and spent nine weeks in hospital learning how to eat, drink, walk and talk again.

The hospital informed Kylie about the NDIS. It helped her fill out the forms and attach the required reports in the hope Kaylah would have support when she arrived home.

Kaylah did have support when she arrived home, and Kylie couldn't believe how quick the NDIS process was. Kylie said she worried about finding good therapists but her incredible planner and support coordinator sorted it all out. Now Kaylah has regular physio and occupational therapies, psychology and she is doing really well. The family is so grateful, saying they wouldn't have been able to afford these therapies without NDIS support.





# ndis



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# Appendix A:

## Key definitions

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

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

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

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

**Active participant:** Those who have been determined eligible and have an approved plan. (There are also cases where a participant's plan has expired and a new plan has not formally commenced, but they have not exited the Scheme. These individuals are also counted as active participants.)

**Active provider:** An approved person or provider of supports who have received payment for supporting Agency-managed participants. They may or may not be registered at the reporting date.

**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 requested review (PRR):** A review of a participant's plan requested by the participant under the NDIS Act (s.48).

**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.

**Review of a Reviewable Decision (RoRD):** An internal review of a decision the NDIA has made about participants under the NDIS Act (s.100).

**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):**

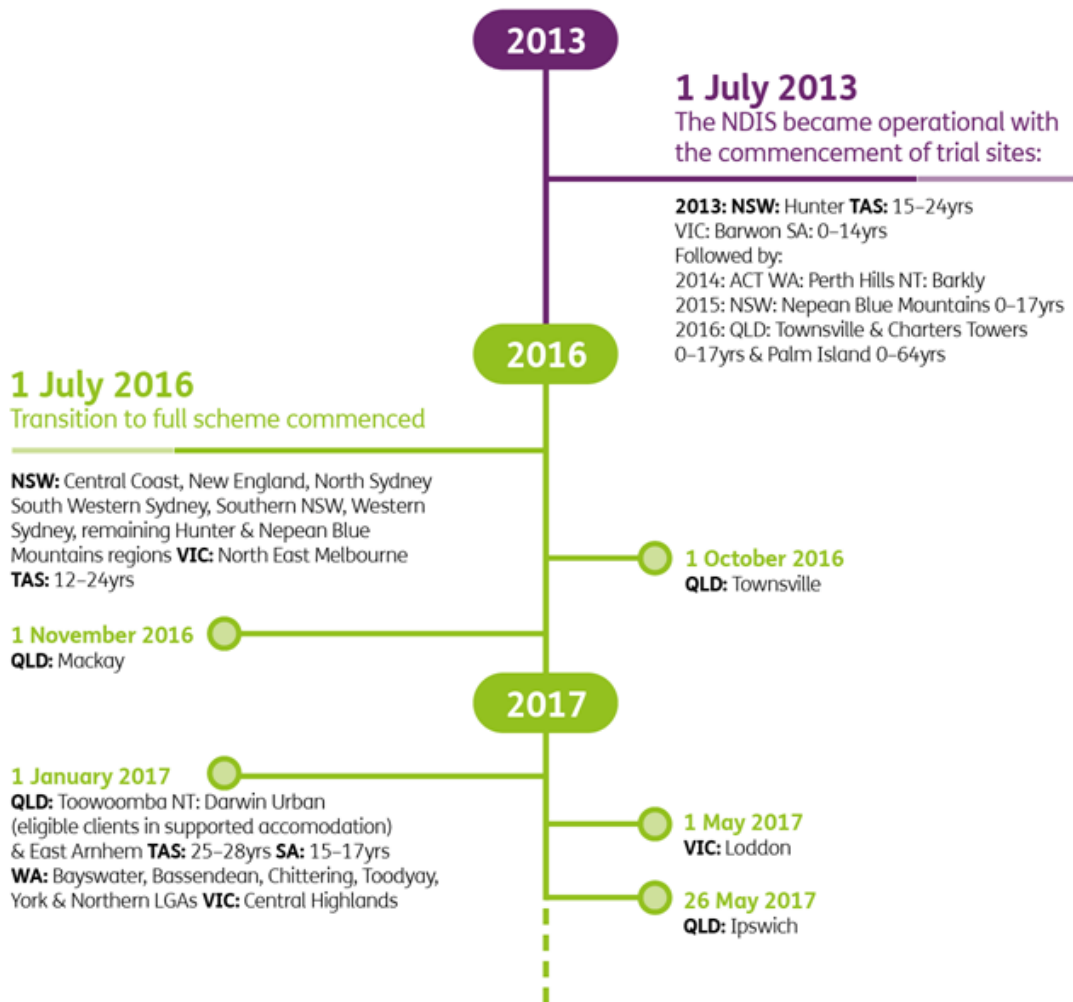
Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

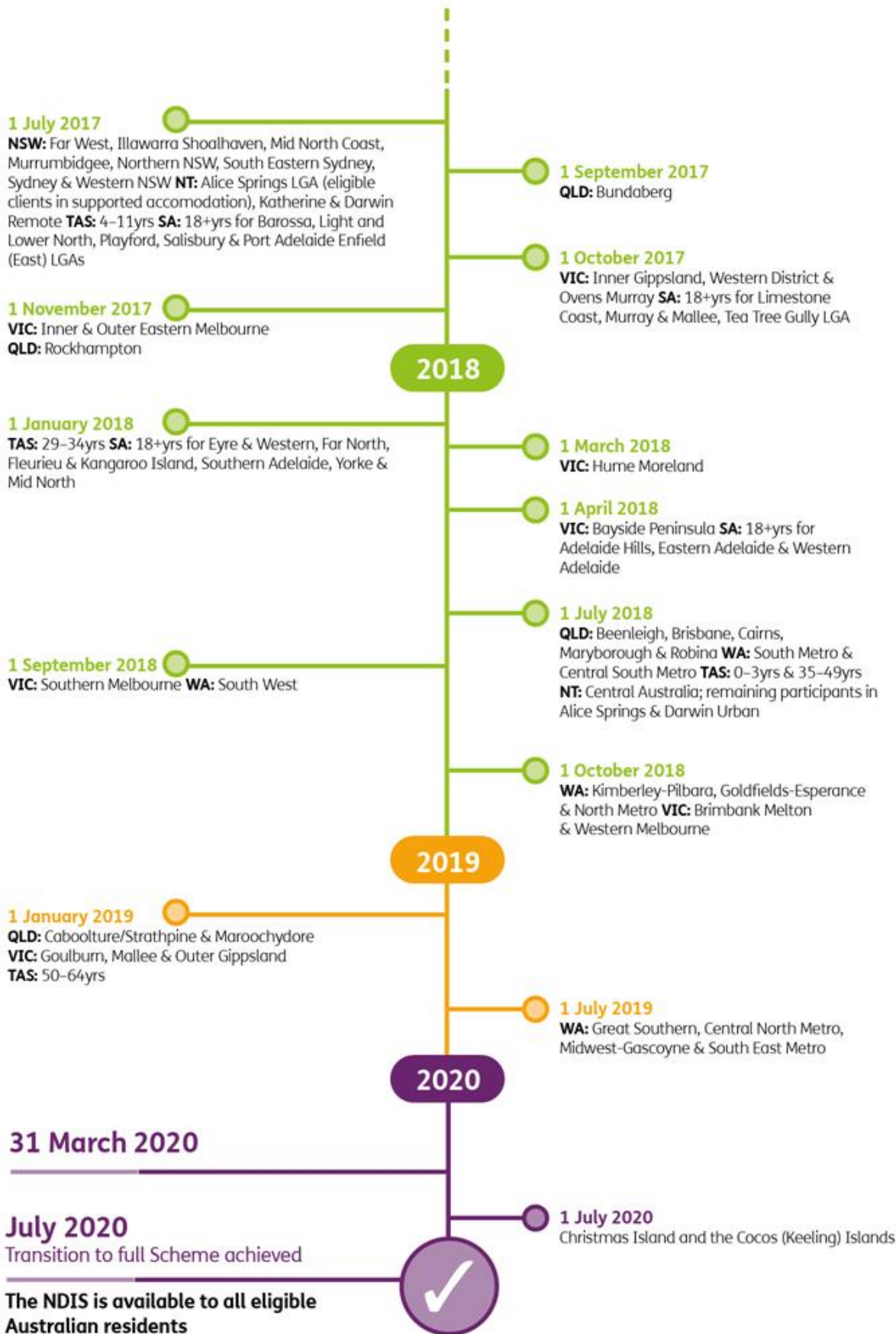
# Appendix B:

## 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, there are no bilateral estimates for 2020-21. The scheme to date bilateral estimates for WA are as at 30 September 2020, for 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**<sup>1 2 3</sup>

State/Territory	All plans approved (excl. ECEI)	ECEI	All plans approved (incl. ECEI)	Total bilateral estimates	Comparison for all plan approvals (incl. ECEI) with bilateral estimates
NSW	136,599	2,900	139,499	141,957	98%
VIC	114,364	2,319	116,683	105,324	111%
QLD	79,402	2,327	81,729	91,217	90%
WA	35,163	260	35,423	38,585	92%
SA	38,754	337	39,091	32,284	121%
TAS	9,508	244	9,752	10,587	92%
ACT	9,230	90	9,320	5,075	184%
NT	3,745	162	3,907	6,545	60%
<b>Total</b>	<b>426,765</b>	<b>8,639</b>	<b>435,404</b>	<b>431,574</b>	<b>101%</b>

<sup>1</sup> 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.

<sup>2</sup> State/ Territory in this table is defined by the address of first plan approval of the participant, in line with the method used to measure progress against bilateral estimates. Under this original definition of jurisdiction, there are no participants recorded under Other Territories.

<sup>3</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals. 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** <sup>4 5</sup>

	Active approved plans (ages 0-6 as at 30 September 2020)	Access met but yet to have an approved plan (ages 0-6 as at 30 September 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	20,862	672	430	15	148	2,470	103	24,700
VIC	19,412	1,206	464	46	90	1,855	585	23,658
QLD	13,215	728	425	70	183	1,902	189	16,712
SA	5,242	192	102	<11	55	235	<11	5,838
WA	4,044	280	72	<11	47	188	29	4,669
TAS	1,254	50	53	<11	115	191	17	1,682
ACT	1,178	22	17	<11	<11	73	<11	1,296
NT	733	49	34	<11	23	128	<11	969
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	<11
<b>Total</b>	<b>65,945</b>	<b>3,200</b>	<b>1,597</b>	<b>145</b>	<b>666</b>	<b>7,042</b>	<b>935</b>	<b>79,530</b>

<sup>4</sup> This table includes 158 children aged over 6 receiving initial supports in the gateway as at 30 September 2020, and a further 129 children aged over 6 who are in the ECEI gateway but not receiving initial supports.

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

# Appendix D:

## Outcomes Framework Questionnaires

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### About the outcomes framework questionnaires

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

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

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

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



# Appendix E:

## National

### Part One: Participants and their plans

Table E.1 Active participants by quarter of entry – National <sup>6</sup>

	Prior Quarters	2020-21 Q1	Total excluding ECEI	ECEI	Total including ECEI
<b>National</b>	<b>390,582</b>	<b>21,961</b>	<b>412,543</b>	<b>8,639</b>	<b>421,182</b>

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

	Prior Quarters	2020-21 Q1	Total
<b>Access decisions</b>	<b>497,764</b>	<b>28,648</b>	<b>526,412</b>
<b>Active Eligible</b>	<b>402,287</b>	<b>22,247</b>	<b>424,534</b>
<i>New</i>	182,487	19,934	202,421
<i>State</i>	181,575	1,231	182,806
<i>Commonwealth</i>	38,225	1,082	39,307
<b>Active Participant Plans (excl ECEI)</b>	<b>390,582</b>	<b>21,961</b>	<b>412,543</b>
<i>New</i>	174,853	19,124	193,977
<i>State</i>	178,390	1,600	179,990
<i>Commonwealth</i>	37,339	1,237	38,576
<b>Active Participant Plans</b>	<b>398,778</b>	<b>30,600</b>	<b>421,182</b>
<i>Early Intervention (s25)</i>	84,976	8,857	93,833
<i>Permanent Disability (s24)</i>	305,606	13,104	318,710
<i>ECEI</i>	8,196	8,639	8,639

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

Exits	Total
<b>Total participant exits</b>	<b>14,222</b>
<i>Early Intervention participants</i>	3,106
<i>Permanent disability participants</i>	11,116

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

<sup>7</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table E.4 Cumulative numbers of active participants by services previously received – National** <sup>8 9</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	53,584	5,355	30,671	6,134	95,744
End of 2017-18	102,764	16,487	53,082	7,768	180,101
End of 2018-19 Q1	116,965	19,148	61,313	6,656	204,082
End of 2018-19 Q2	133,817	22,227	71,442	11,489	238,975
End of 2018-19 Q3	151,111	25,267	82,693	11,504	270,575
End of 2018-19 Q4	161,555	28,020	96,440	5,312	291,327
End of 2019-20 Q1	167,574	30,131	114,069	2,473	314,247
End of 2019-20 Q2	172,166	32,361	134,455	2,678	341,660
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
End of 2020-21 Q1	179,990	38,576	193,977	8,639	421,182

**Table E.5 Cumulative numbers of active participants by entry into the Scheme – National** <sup>10 11 12 13</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	21,285	68,325	6,134	95,744
End of 2017-18	32,597	139,736	7,768	180,101
End of 2018-19 Q1	36,666	160,760	6,656	204,082
End of 2018-19 Q2	41,698	185,788	11,489	238,975
End of 2018-19 Q3	46,803	212,268	11,504	270,575
End of 2018-19 Q4	52,065	233,950	5,312	291,327
End of 2019-20 Q1	59,968	251,806	2,473	314,247
End of 2019-20 Q2	68,751	270,231	2,678	341,660
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
End of 2020-21 Q1	93,833	318,710	8,639	421,182

<sup>8</sup> This table shows the total numbers of active participants at the end of each period.

<sup>9</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>10</sup> This table shows the total numbers of active participants at the end of each period.

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

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

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

**Table E.6 Assessment of access by age group – National** <sup>14</sup>

Age Group	Prior Quarters		2020-21 Q1		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	105,875	97%	8,402	96%	114,277	97%
7 to 14	83,283	88%	4,050	80%	87,333	88%
15 to 18	29,279	90%	1,157	81%	30,436	90%
19 to 24	27,484	90%	775	74%	28,259	90%
25 to 34	35,294	87%	1,332	74%	36,626	86%
35 to 44	36,740	82%	1,600	70%	38,340	82%
45 to 54	47,591	77%	2,096	63%	49,687	77%
55 to 64	56,425	71%	2,855	61%	59,280	70%
65+	3,074	62%	83	40%	3,157	61%
Missing	<11		<11		<11	
<b>Total</b>	<b>425,048</b>	<b>85%</b>	<b>22,350</b>	<b>78%</b>	<b>447,398</b>	<b>85%</b>

**Table E.7 Assessment of access by disability – National** <sup>15</sup>

Disability	Prior Quarters		2020-21 Q1		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	14,187	93%	634	85%	14,821	92%
Autism	128,227	96%	6,070	95%	134,297	96%
Cerebral Palsy	16,252	97%	243	84%	16,495	96%
Developmental Delay	29,617	97%	5,154	97%	34,771	97%
Global Developmental Delay	8,029	99%	922	98%	8,951	99%
Hearing Impairment	20,291	88%	1,126	85%	21,417	88%
Intellectual Disability	89,314	95%	1,855	86%	91,169	95%
Multiple Sclerosis	7,867	87%	292	68%	8,159	86%
Psychosocial disability	41,376	70%	2,968	66%	44,344	70%
Spinal Cord Injury	5,031	94%	144	88%	5,175	94%
Stroke	6,255	84%	373	74%	6,628	83%
Visual Impairment	8,966	90%	237	72%	9,203	89%
Other Neurological	20,286	77%	870	65%	21,156	77%
Other Physical	19,647	46%	828	34%	20,475	45%
Other Sensory/Speech	3,999	53%	75	25%	4,074	52%
Other	1,174	32%	559	37%	1,733	33%
Missing	4,530	93%	<11		4,530	93%
<b>Total</b>	<b>425,048</b>	<b>85%</b>	<b>22,350</b>	<b>78%</b>	<b>447,398</b>	<b>85%</b>

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

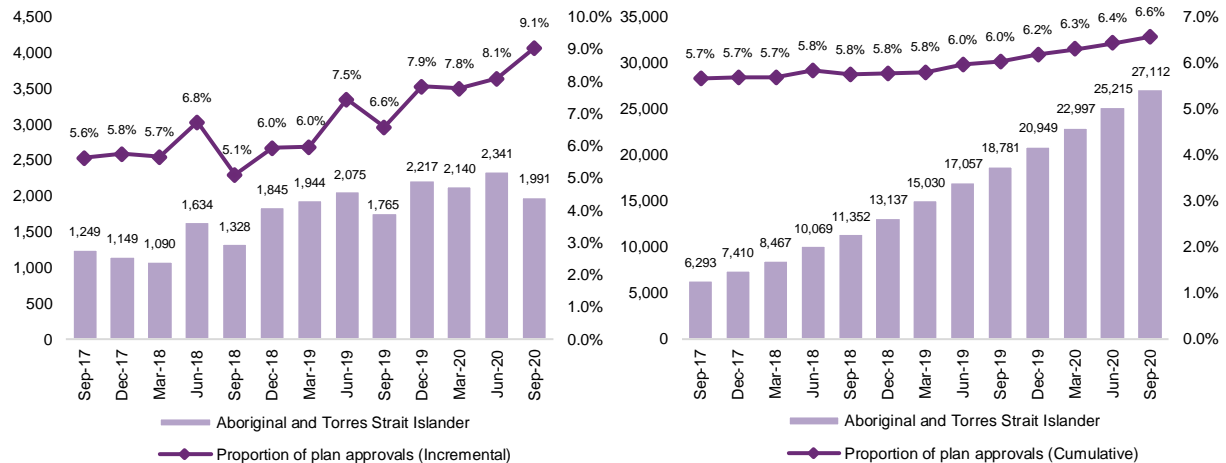
<sup>14</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>15</sup> Ibid.

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

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	25,121	6.4%	1,991	9.1%	<b>27,112</b>	<b>6.6%</b>
Not Aboriginal and Torres Strait Islander	290,283	74.3%	17,039	77.6%	<b>307,322</b>	<b>74.5%</b>
Not Stated	75,178	19.2%	2,931	13.3%	<b>78,109</b>	<b>18.9%</b>
<b>Total</b>	<b>390,582</b>	<b>100%</b>	<b>21,961</b>	<b>100%</b>	<b>412,543</b>	<b>100%</b>

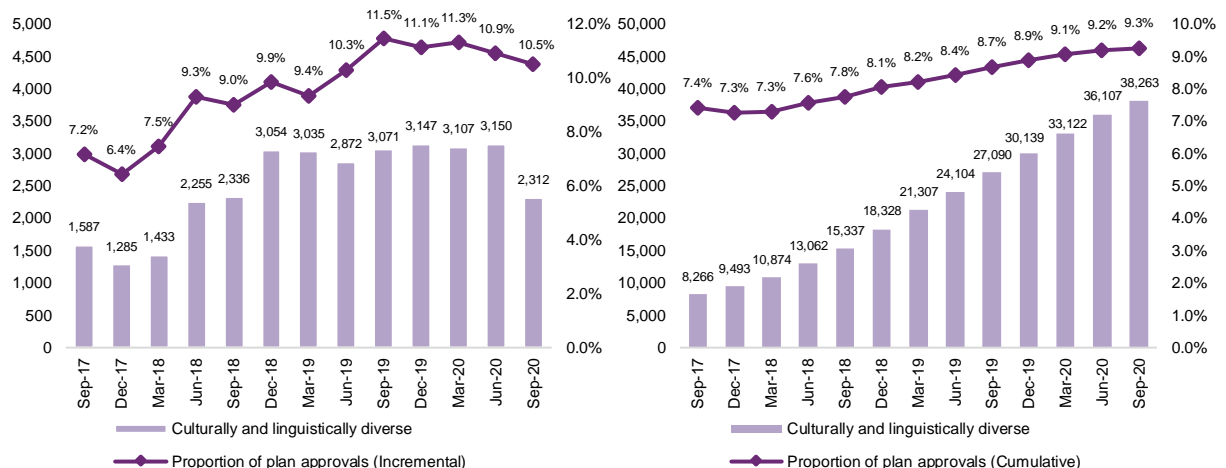
**Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National**<sup>16</sup>



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

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	35,951	9.2%	2,312	10.5%	<b>38,263</b>	<b>9.3%</b>
Not culturally and linguistically diverse	348,525	89.2%	19,647	89.5%	<b>368,172</b>	<b>89.2%</b>
Not stated	6,106	1.6%	<11		<b>6,108</b>	<b>1.5%</b>
<b>Total</b>	<b>390,582</b>	<b>100%</b>	<b>21,961</b>	<b>100%</b>	<b>412,543</b>	<b>100%</b>

**Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National**<sup>17</sup>

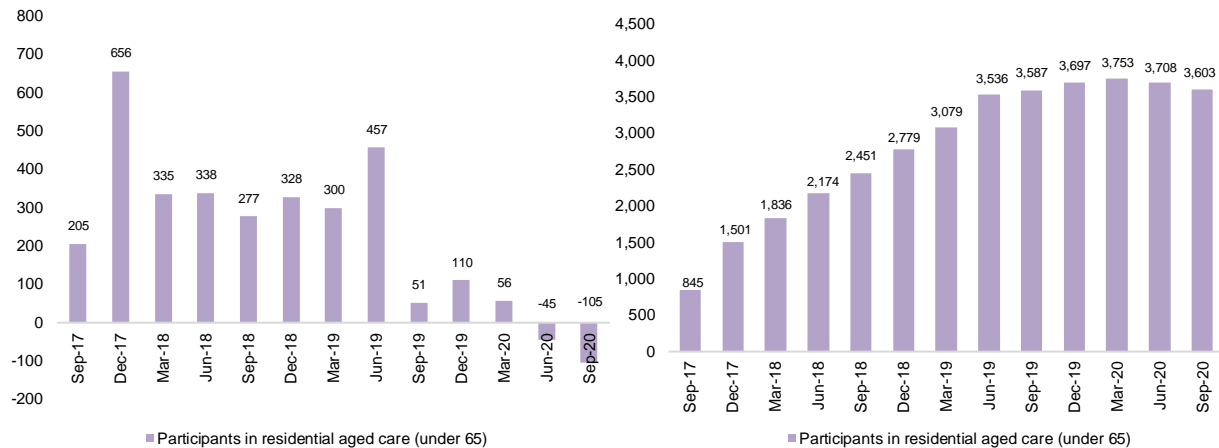


<sup>16</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.  
<sup>17</sup> Ibid.

**Table E.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2020 – National** <sup>18</sup>

	Total
Age group	N
Under 45	113
45 to 54	640
55 to 64	2,850
<b>Total YPIRAC (under 65)</b>	<b>3,603</b>

**Figure E.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – National** <sup>19</sup>



**Table E.11 Participant profile per quarter by remoteness – National** <sup>20 21</sup>

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Major cities	263,034	67.4%	15,002	68.3%	<b>278,036</b>	<b>67.4%</b>
Population > 50,000	43,356	11.1%	2,377	10.8%	<b>45,733</b>	<b>11.1%</b>
Population between 15,000 and 50,000	33,739	8.6%	1,866	8.5%	<b>35,605</b>	<b>8.6%</b>
Population between 5,000 and 15,000	17,649	4.5%	857	3.9%	<b>18,506</b>	<b>4.5%</b>
Population less than 5,000	27,072	6.9%	1,426	6.5%	<b>28,498</b>	<b>6.9%</b>
Remote	3,476	0.9%	255	1.2%	<b>3,731</b>	<b>0.9%</b>
Very Remote	2,188	0.6%	177	0.8%	<b>2,365</b>	<b>0.6%</b>
Missing	68		<11		<b>69</b>	
<b>Total</b>	<b>390,582</b>	<b>100%</b>	<b>21,961</b>	<b>100%</b>	<b>412,543</b>	<b>100%</b>

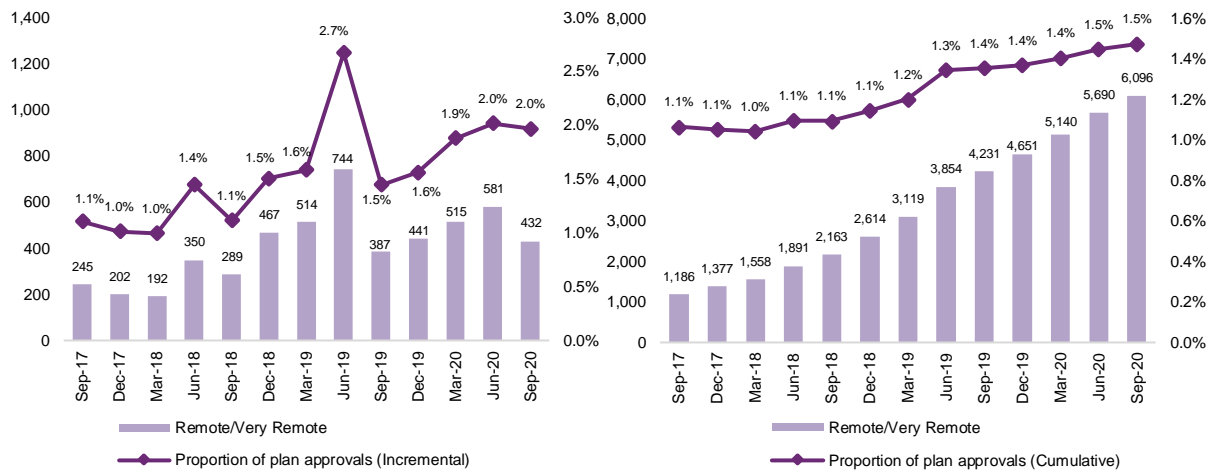
<sup>18</sup> There are a further 1,508 active participants aged 65 years or over who are currently in residential aged care.

<sup>19</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>20</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>21</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – National** <sup>22</sup>



**Table E.12 Participant profile per quarter by primary disability group – National** <sup>23 24</sup>

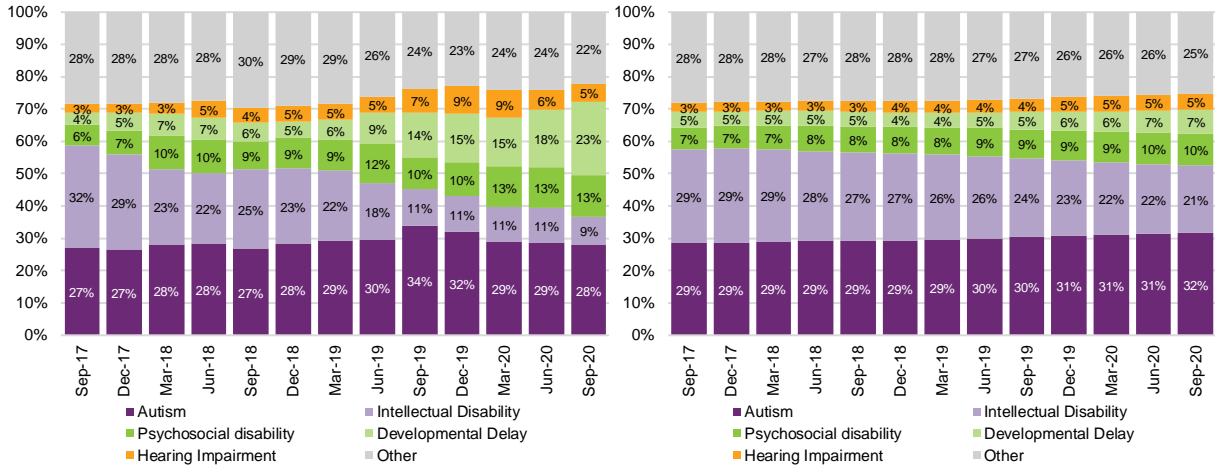
Disability	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Autism	124,146	32%	6,141	28%	130,287	32%
Intellectual Disability	84,776	22%	1,920	9%	86,696	21%
Psychosocial disability	37,699	10%	2,809	13%	40,508	10%
Developmental Delay	25,324	6%	5,017	23%	30,341	7%
Hearing Impairment	19,084	5%	1,162	5%	20,246	5%
Other Neurological	17,113	4%	870	4%	17,983	4%
Other Physical	16,788	4%	877	4%	17,665	4%
Cerebral Palsy	15,670	4%	269	1%	15,939	4%
ABI	12,813	3%	575	3%	13,388	3%
Visual Impairment	8,303	2%	224	1%	8,527	2%
Global Developmental Delay	7,265	2%	913	4%	8,178	2%
Multiple Sclerosis	7,480	2%	265	1%	7,745	2%
Stroke	5,615	1%	320	1%	5,935	1%
Spinal Cord Injury	4,651	1%	142	1%	4,793	1%
Other Sensory/Speech	2,955	1%	86	0%	3,041	1%
Other	895	0%	371	2%	1,266	0%
<b>Total</b>	<b>390,582</b>	<b>100%</b>	<b>21,961</b>	<b>100%</b>	<b>412,543</b>	<b>100%</b>

<sup>22</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>23</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>24</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (11,194).

**Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National** <sup>25</sup>



**Table E.13 Participant profile per quarter by level of functions – National** <sup>26</sup>

Level of Function	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	30,607	8%	4,436	20%	35,043	9%
2 (High Function)	702	0%	30	0%	732	0%
3 (High Function)	21,035	5%	1,507	7%	22,542	5%
4 (High Function)	25,066	6%	1,276	6%	26,342	6%
5 (High Function)	27,686	7%	1,843	8%	29,529	7%
6 (Moderate Function)	77,485	20%	4,974	23%	82,459	20%
7 (Moderate Function)	23,971	6%	976	4%	24,947	6%
8 (Moderate Function)	27,508	7%	1,318	6%	28,826	7%
9 (Moderate Function)	1,908	0%	89	0%	1,997	0%
10 (Moderate Function)	44,337	11%	2,101	10%	46,438	11%
11 (Low Function)	15,726	4%	353	2%	16,079	4%
12 (Low Function)	60,306	15%	2,267	10%	62,573	15%
13 (Low Function)	25,649	7%	705	3%	26,354	6%
14 (Low Function)	8,110	2%	82	0%	8,192	2%
15 (Low Function)	126	0%	<11	0%	130	0%
Missing	360		<11		360	
<b>Total</b>	<b>390,582</b>	<b>100%</b>	<b>21,961</b>	<b>100%</b>	<b>412,543</b>	<b>100%</b>

<sup>25</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>26</sup> The distributions are calculated excluding participants with a missing level of function.

Figure E.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – National <sup>27</sup>

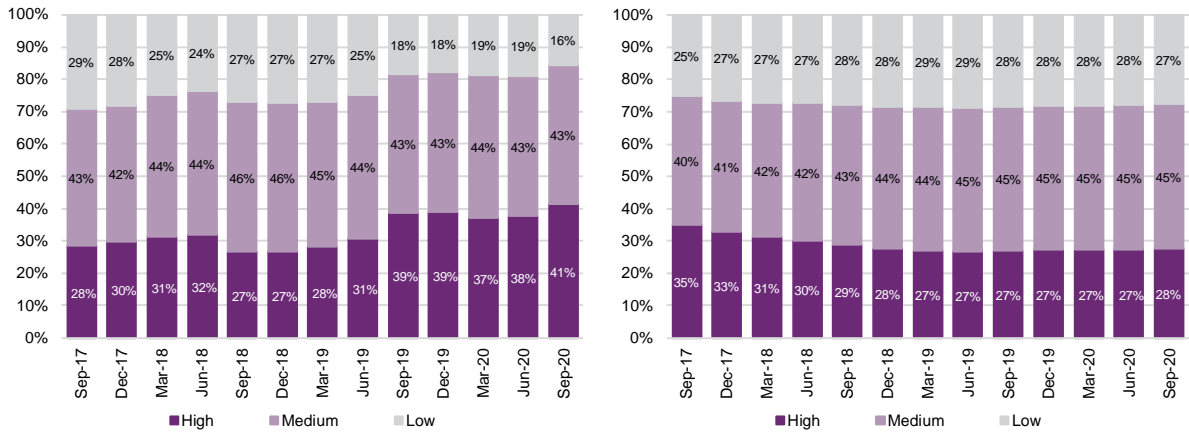
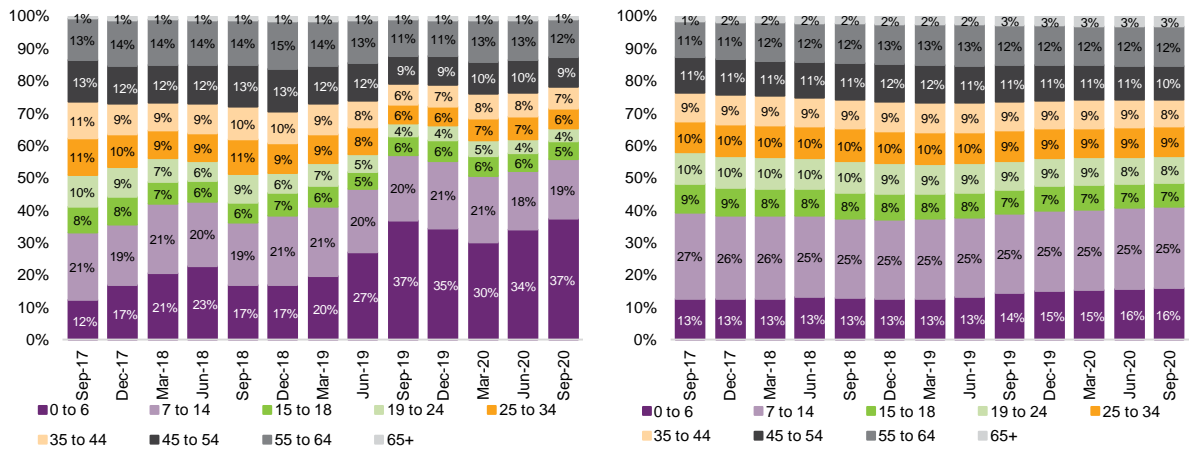


Table E.14 Participant profile per quarter by age group – National

Age Group	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
0 to 6	57,739	15%	8,206	37%	65,945	16%
7 to 14	99,702	26%	4,101	19%	103,803	25%
15 to 18	29,561	8%	1,194	5%	30,755	7%
19 to 24	33,688	9%	839	4%	34,527	8%
25 to 34	35,857	9%	1,358	6%	37,215	9%
35 to 44	33,192	8%	1,526	7%	34,718	8%
45 to 54	41,125	11%	1,986	9%	43,111	10%
55 to 64	47,163	12%	2,605	12%	49,768	12%
65+	12,555	3%	146	1%	12,701	3%
<b>Total</b>	<b>390,582</b>	<b>100%</b>	<b>21,961</b>	<b>100%</b>	<b>412,543</b>	<b>100%</b>

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – National <sup>28</sup>



<sup>27</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

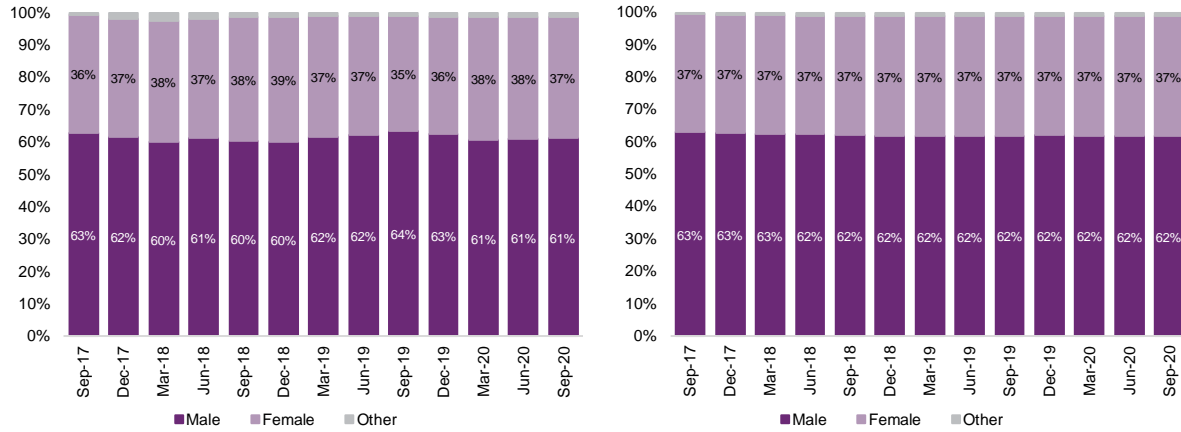
<sup>28</sup> Ibid.



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

Gender	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Male	241,646	62%	13,490	61%	<b>255,136</b>	<b>62%</b>
Female	144,733	37%	8,193	37%	<b>152,926</b>	<b>37%</b>
Other	4,203	1%	278	1%	<b>4,481</b>	<b>1%</b>
<b>Total</b>	<b>390,582</b>	<b>100%</b>	<b>21,961</b>	<b>100%</b>	<b>412,543</b>	<b>100%</b>

**Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – National <sup>29</sup>**



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

Age Group	Gender						Total		Male to Female ratio
	Male		Female		Other				
	N	% of Total	N	% of Total	N	% of Total	N	% of Total	
0 to 6	45,645	11%	19,710	5%	590	0%	65,945	16%	2.3
7 to 14	72,065	17%	30,189	7%	1,549	0%	103,803	25%	2.4
15 to 18	20,538	5%	9,918	2%	299	0%	30,755	7%	2.1
19 to 24	22,048	5%	12,165	3%	314	0%	34,527	8%	1.8
25 to 34	21,685	5%	15,169	4%	361	0%	37,215	9%	1.4
35 to 44	18,803	5%	15,585	4%	330	0%	34,718	8%	1.2
45 to 54	22,227	5%	20,451	5%	433	0%	43,111	10%	1.1
55 to 64	25,643	6%	23,640	6%	485	0%	49,768	12%	1.1
65+	6,482	2%	6,099	1%	120	0%	12,701	3%	1.1
<b>Total</b>	<b>255,136</b>	<b>62%</b>	<b>152,926</b>	<b>37%</b>	<b>4,481</b>	<b>1%</b>	<b>412,543</b>	<b>100%</b>	<b>1.7</b>

<sup>29</sup> Ibid.

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

Disability	Gender						Total		Male to Female ratio
	Male		Female		Other		N	% of Total	
	N	% of Total	N	% of Total	N	% of Total			
Autism	96,593	23%	31,827	8%	1,867	0%	130,287	32%	3.0
Intellectual Disability	48,999	12%	37,034	9%	663	0%	86,696	21%	1.3
Psychosocial Disability	20,614	5%	19,472	5%	422	0%	40,508	10%	1.1
Developmental Delay	21,392	5%	8,708	2%	241	0%	30,341	7%	2.5
Other Neurological	9,680	2%	8,151	2%	152	0%	17,983	4%	1.2
Cerebral Palsy	8,739	2%	7,067	2%	133	0%	15,939	4%	1.2
Other Physical	9,064	2%	8,384	2%	217	0%	17,665	4%	1.1
Hearing Impairment	9,713	2%	10,236	2%	297	0%	20,246	5%	0.9
Acquired Brain Injury	8,835	2%	4,453	1%	100	0%	13,388	3%	2.0
Visual Impairment	4,329	1%	4,116	1%	82	0%	8,527	2%	1.1
Multiple Sclerosis	1,941	0%	5,731	1%	73	0%	7,745	2%	0.3
Global Developmental Delay	5,632	1%	2,474	1%	72	0%	8,178	2%	2.3
Stroke	3,326	1%	2,556	1%	53	0%	5,935	1%	1.3
Spinal Cord Injury	3,386	1%	1,342	0%	65	0%	4,793	1%	2.5
Other Sensory/Speech	2,197	1%	811	0%	33	0%	3,041	1%	2.7
Other	691	0%	564	0%	11	0%	1,266	0%	1.2
<b>Total</b>	<b>255,136</b>	<b>62%</b>	<b>152,926</b>	<b>37%</b>	<b>4,481</b>	<b>1%</b>	<b>412,543</b>	<b>100%</b>	<b>1.7</b>

**Table E.18 Prevalence rates by age group – National**

	National
0-6	3.02%
7-14	4.09%
15-18	2.60%
19-24	1.69%
25-34	0.98%
35-44	1.03%
45-54	1.37%
55-64	1.72%
<b>Total (aged 0-64)</b>	<b>1.89%</b>

## Part Two: Participants experience and outcomes

Table E.19 Number of baseline questionnaires completed by SFOF version – National <sup>30</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	7,513	11,761	16,252	27,392	6,528	69,446
Participant school to 14	14,059	21,039	31,769	31,458	5,696	104,021
Participant 15 to 24	9,453	12,163	14,883	11,081	1,970	49,550
Participant 25 and over	24,115	36,084	51,005	38,465	7,514	157,183
<b>Total Participant</b>	<b>55,140</b>	<b>81,047</b>	<b>113,909</b>	<b>108,396</b>	<b>21,708</b>	<b>380,200</b>
Family 0 to 14	19,982	31,691	45,568	56,925	11,867	166,033
Family 15 to 24	2,689	8,352	10,168	7,464	1,280	29,953
Family 25 and over	761	10,850	15,382	10,981	1,786	39,760
<b>Total Family</b>	<b>23,432</b>	<b>50,893</b>	<b>71,118</b>	<b>75,370</b>	<b>14,933</b>	<b>235,746</b>
<b>Total</b>	<b>78,572</b>	<b>131,940</b>	<b>185,027</b>	<b>183,766</b>	<b>36,641</b>	<b>615,946</b>

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	67%			
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		69%		
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%	76%

<sup>30</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. 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	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	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%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	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		68%		
HM	% who are happy with their home			80%	71%
HM	% who feel safe or very safe in their home			83%	70%
HW	% who rate their health as good, very good or excellent			68%	43%
HW	% who did not have any difficulties accessing health services			69%	63%
LL	% who currently attend or previously attended school in a mainstream class			36%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				57%
LL	% unable to do a course or training they wanted to do in the last 12 months				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	42%	46%	34%
% working in a paid job	46%	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%	85%
% who say they (and their partner) are able to work as much as they want	43%	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	34%	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	46%	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		39%	
% who feel in control selecting services		40%	38%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			36%
% who rate their health as good, very good or excellent	74%	62%	60%

**Table E.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=10,874) - participants who entered between 1 July 2016 and 30 September 2019 – National <sup>31</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	91%
DL Has the NDIS improved your child's access to specialist services?	91%
CC Has the NDIS helped increase your child's ability to communicate what they want?	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?	64%

<sup>31</sup> Results in Tables E.24 to E.27 include participants who entered between 1 July 2016 and 30 September 2019 and have had a first plan review to date.

**Table E.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=35,849) - participants who entered between 1 July 2016 and 30 September 2019 – National**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	64%
LL Has the NDIS improved your child's access to education?	43%
REL Has the NDIS improved your child's relationships with family and friends?	52%
S/CP Has the NDIS improved your child's social and recreational life?	48%

**Table E.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=17,285) and ‘Participant 25 and over’ (n=55,752) - participants who entered between 1 July 2016 and 30 September 2019 – National**

Question	15 to 24 % Yes	25+ % Yes
CC Has the NDIS helped you have more choices and more control over your life?	63%	72%
DL Has the NDIS helped you with daily living activities?	63%	75%
REL Has the NDIS helped you to meet more people?	52%	55%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	33%
HW Has your involvement with the NDIS improved your health and wellbeing?	47%	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?	38%	31%
WK Has your involvement with the NDIS helped you find a job that's right for you?	19%	20%
S/CP Has the NDIS helped you be more involved?	58%	62%

**Table E.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=48,279); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=25,319) - participants who entered between 1 July 2016 and 30 September 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?	64%	54%
Has the NDIS improved the level of support for your family?	69%	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?	72%	62%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	45%	39%

**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=4,915) - participants who entered between 1 July 2016 and 30 September 2018 – National**<sup>32</sup>

	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=19,452) - participants who entered between 1 July 2016 and 30 September 2018 – National**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	57%	66%	+9%
LL	Has the NDIS improved your child's access to education?	36%	41%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	52%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	47%	+5%

**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=10,510) and ‘Participant 25 and over’ (n=26,572) - participants who entered between 1 July 2016 and 30 September 2018 – National**

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	59%	65%	+7%	65%	74%	+9%
DL	Has the NDIS helped you with daily living activities?	58%	66%	+8%	69%	79%	+10%
REL	Has the NDIS helped you to meet more people?	49%	53%	+5%	50%	58%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	-1%	27%	29%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	45%	+4%	47%	55%	+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?	35%	36%	1%	29%	30%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	17%	-1%	18%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	59%	+6%	57%	65%	+8%

<sup>32</sup> Results in Tables E.28 to E.31 include participants who had their first plan approved between 1 July 2016 and 30 September 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=19,928); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,147) - participants who entered between 1 July 2016 and 30 September 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?	57%	62%	+5%	46%	56%	+9%
Has the NDIS improved the level of support for your family?	63%	69%	+6%	59%	70%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	72%	+6%	57%	67%	+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?	38%	41%	+3%	33%	37%	+4%

**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=1,766) - participants who entered between 1 July 2016 and 30 September 2017 – National <sup>33</sup>**

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%	90%	93%	+5%
CC Has the NDIS helped increase your child's ability to communicate what they want?	81%	84%	82%	+1%
REL Has the NDIS improved how your child fits into family life?	70%	73%	75%	+5%
S/CP Has the NDIS improved how your child fits into community life?	57%	60%	63%	+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=8,903) - participants who entered between 1 July 2016 and 30 September 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?	55%	64%	68%	+13%
LL Has the NDIS improved your child's access to education?	35%	38%	41%	+6%
REL Has the NDIS improved your child's relationships with family and friends?	44%	49%	53%	+9%
S/CP Has the NDIS improved your child's social and recreational life?	42%	45%	49%	+6%

<sup>33</sup> Results in Tables E.32 to E.37 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and 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=5,805) - participants who entered between 1 July 2016 and 30 September 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%	+7%

**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=11,339) - participants who entered between 1 July 2016 and 30 September 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%	78%	+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%	62%	+10%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	29%	30%	31%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	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%	32%	32%	+2%
Has your involvement with the NDIS helped you find a job that’s right for you?	20%	18%	18%	-2%
Has the NDIS helped you be more involved?	59%	65%	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=7,166) - participants who entered between 1 July 2016 and 30 September 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%	57%	61%	+8%
Has the NDIS improved the level of support for your family?	59%	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%	69%	72%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	73%	76%	+8%
Has the NDIS improved your health and wellbeing?	36%	38%	39%	+3%

**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=1,163) - participants who entered between 1 July 2016 and 30 September 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%	46%	53%	+10%
Has the NDIS improved the level of support for your family?	56%	61%	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%	60%	65%	+9%
Has the NDIS improved your health and wellbeing?	31%	31%	33%	+2%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Participant 0 to school’.

**Table E.38 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=223) - participants who entered between 1 July 2016 and 30 September 2016 – National<sup>34</sup>**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL Has the NDIS helped your child to become more independent?	54%	65%	70%	72%	+18%
LL Has the NDIS improved your child’s access to education?	36%	39%	39%	46%	+10%
REL Has the NDIS improved your child’s relationships with family and friends?	48%	52%	54%	57%	+9%
S/CP Has the NDIS improved your child’s social and recreational life?	46%	48%	50%	49%	+4%

<sup>34</sup> Results in Tables E.38 to E.42 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

**Table E.39 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=166) - participants who entered between 1 July 2016 and 30 September 2016 – National**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	66%	65%	67%	68%	+1%
DL	Has the NDIS helped you with daily living activities?	64%	64%	69%	71%	+8%
REL	Has the NDIS helped you to meet more people?	50%	56%	50%	57%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	21%	20%	16%	-7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	47%	46%	51%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	33%	33%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	10%	12%	11%	-4%
S/CP	Has the NDIS helped you be more involved?	51%	59%	57%	58%	+7%

**Table E.40 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=559) - participants who entered between 1 July 2016 and 30 September 2016 – National**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	71%	73%	77%	80%	+9%
DL	Has the NDIS helped you with daily living activities?	75%	81%	85%	89%	+14%
REL	Has the NDIS helped you to meet more people?	57%	62%	68%	70%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	40%	38%	40%	43%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	60%	61%	66%	68%	+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%	39%	35%	36%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	29%	26%	22%	21%	-7%
S/CP	Has the NDIS helped you be more involved?	65%	66%	72%	76%	+10%

**Table E.41 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=190) - participants who entered between 1 July 2016 and 30 September 2016 – National**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
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?	49%	50%	56%	63%	+14%
Has the NDIS improved the level of support for your family?	63%	66%	72%	79%	+16%
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%	76%	74%	84%	+19%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	71%	74%	81%	+13%
Has the NDIS improved your health and wellbeing?	43%	39%	41%	46%	+3%

**Table E.42 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=30) - participants who entered between 1 July 2016 and 30 September 2016 – National**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
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%	59%	54%	+2%
Has the NDIS improved the level of support for your family?	56%	66%	65%	71%	+16%
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%	65%	64%	+6%
Has the NDIS improved your health and wellbeing?	36%	27%	25%	34%	-2%

**Table E.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=38,003), 'participant social and community engagement rate' (n=38,287) and 'parent and carer employment rate' (n=31,164) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 September 2018 – National <sup>35</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	14%	17%	20%	24%
Aged 25+	26%	25%	24%	
Aged 15+ (Average)	23%	23%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	33%	39%	43%	50%
Aged 25+	36%	42%	46%	
Aged 15+ (Average)	35%	41%	45%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	47%	50%	50%	50%
Aged 15+	43%	45%	43%	
All ages (Average)	46%	49%	48%	

**Table E.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=16,464), 'participant social and community engagement rate' (n=16,840) and 'parent and carer employment rate' (n=9,885) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 September 2017 – National <sup>36</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	13%	17%	21%	25%	24%
Aged 25+	26%	26%	22%	24%	
Aged 15+ (Average)	23%	24%	22%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	31%	37%	43%	45%	50%
Aged 25+	36%	42%	46%	49%	
Aged 15+ (Average)	35%	41%	45%	48%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	44%	49%	51%	52%	50%
Aged 15+	47%	52%	54%	51%	
All ages (Average)	45%	49%	51%	52%	

<sup>35</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

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

**Table E.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=847), 'participant social and community engagement rate' (n=899) and 'parent and carer employment rate' (n=280) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 September 2016 – National <sup>37</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	6%	11%	10%	15%	22%	24%
Aged 25+	24%	25%	22%	20%	20%	
Aged 15+ (Average)	22%	24%	21%	20%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	25%	27%	24%	32%	39%	50%
Aged 25+	34%	35%	47%	48%	52%	
Aged 15+ (Average)	33%	34%	44%	46%	51%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	39%	47%	47%	47%	54%	50%
Aged 15+	42%	43%	35%	40%	42%	
All ages (Average)	40%	47%	45%	46%	52%	

**Table E.46 Number of active plans by goal type and primary disability – National <sup>38</sup>**

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	3,372	9,676	6,837	1,938	3,096	10,165	4,919	3,029	<b>13,388</b>
Autism	19,656	111,470	37,620	36,197	50,559	69,510	8,139	17,011	<b>130,287</b>
Cerebral Palsy	3,600	12,995	7,983	2,791	3,388	9,915	3,746	2,429	<b>15,939</b>
Developmental Delay	1,313	28,396	5,017	9,866	8,035	4,715	52	13	<b>30,341</b>
Down Syndrome	2,235	8,987	4,795	2,248	2,866	7,978	2,704	2,791	<b>11,194</b>
Global Developmental Delay	499	7,606	1,609	2,835	2,362	1,534	21	6	<b>8,178</b>
Hearing Impairment	3,711	16,136	3,732	4,625	2,908	7,539	1,904	3,684	<b>20,246</b>
Intellectual Disability	16,954	56,836	28,501	16,802	22,135	52,883	19,352	23,796	<b>75,502</b>
Multiple Sclerosis	1,994	6,026	5,130	519	1,061	4,928	2,499	1,402	<b>7,745</b>
Psychosocial disability	8,810	27,660	22,939	7,843	8,576	30,589	13,167	11,976	<b>40,508</b>
Spinal Cord Injury	1,395	3,889	2,766	459	563	3,095	1,478	1,188	<b>4,793</b>
Stroke	1,577	4,724	3,175	529	903	4,217	1,976	935	<b>5,935</b>
Visual Impairment	2,217	7,146	2,851	1,854	939	5,453	1,635	2,281	<b>8,527</b>
Other Neurological	4,233	13,868	9,568	2,121	3,289	12,296	5,660	2,351	<b>17,983</b>
Other Physical	4,183	14,410	8,977	1,739	1,791	9,787	4,116	3,261	<b>17,665</b>
Other Sensory/Speech	345	2,593	630	981	996	1,030	51	133	<b>3,041</b>
Other	254	1,040	625	157	214	758	328	163	<b>1,271</b>
<b>Total</b>	<b>76,348</b>	<b>333,458</b>	<b>152,755</b>	<b>93,504</b>	<b>113,681</b>	<b>236,392</b>	<b>71,747</b>	<b>76,449</b>	<b>412,543</b>

<sup>37</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

<sup>38</sup> 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.47 Number of goals in active plans by goal type and primary disability – National**<sup>39</sup>

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	3,948	15,942	8,060	2,226	3,427	12,134	5,241	3,155	<b>54,133</b>
Autism	23,372	284,860	45,707	49,114	60,518	82,217	8,465	17,856	<b>572,109</b>
Cerebral Palsy	4,333	28,911	9,777	3,501	3,729	12,226	3,987	2,536	<b>69,000</b>
Developmental Delay	1,502	113,375	6,247	15,167	9,313	5,238	52	13	<b>150,907</b>
Down Syndrome	2,609	19,050	5,501	2,878	3,230	10,026	2,837	2,892	<b>49,023</b>
Global Developmental Delay	568	29,776	2,018	4,395	2,712	1,693	21	6	<b>41,189</b>
Hearing Impairment	4,347	31,599	4,259	5,673	3,212	8,587	1,966	3,859	<b>63,502</b>
Intellectual Disability	19,943	103,949	33,175	20,472	25,329	64,669	20,320	24,837	<b>312,694</b>
Multiple Sclerosis	2,318	10,046	6,496	552	1,128	5,603	2,741	1,447	<b>30,331</b>
Psychosocial disability	10,193	40,834	27,409	8,698	9,273	35,602	13,849	12,446	<b>158,304</b>
Spinal Cord Injury	1,711	6,741	3,364	494	591	3,667	1,617	1,234	<b>19,419</b>
Stroke	1,907	8,565	3,812	588	956	4,865	2,132	968	<b>23,793</b>
Visual Impairment	2,688	13,505	3,215	2,188	1,000	6,442	1,753	2,402	<b>33,193</b>
Other Neurological	5,055	25,522	11,619	2,527	3,614	14,268	6,101	2,452	<b>71,158</b>
Other Physical	5,005	26,410	11,052	2,006	1,925	11,225	4,488	3,372	<b>65,483</b>
Other Sensory/Speech	399	6,903	765	1,426	1,170	1,185	54	138	<b>12,040</b>
Other	290	2,091	776	183	231	872	349	170	<b>4,962</b>
<b>Total</b>	<b>90,188</b>	<b>768,079</b>	<b>183,252</b>	<b>122,088</b>	<b>131,358</b>	<b>280,519</b>	<b>75,973</b>	<b>79,783</b>	<b>1,731,240</b>

**Table E.48 Number of active plans by goal type and age group – National**<sup>40</sup>

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	3,004	61,817	11,459	21,855	18,009	10,558	100	3	<b>65,945</b>
7 to 14	13,687	90,676	29,883	28,672	41,625	53,043	1,699	1,095	<b>103,803</b>
15 to 18	6,895	24,982	10,276	8,761	10,829	20,818	2,513	8,424	<b>30,755</b>
19 to 24	9,041	26,029	12,121	8,708	8,047	23,403	8,132	17,918	<b>34,527</b>
25 to 34	9,714	27,530	16,467	7,440	8,594	26,265	11,882	15,514	<b>37,215</b>
35 to 44	8,735	25,366	17,617	5,850	7,636	24,997	11,234	12,357	<b>34,718</b>
45 to 54	10,330	31,368	22,389	6,077	8,617	31,570	14,337	11,794	<b>43,111</b>
55 to 64	11,887	36,489	25,769	5,158	8,377	36,475	17,235	8,246	<b>49,768</b>
65+	3,055	9,201	6,774	983	1,947	9,263	4,615	1,098	<b>12,701</b>
<b>Total</b>	<b>76,348</b>	<b>333,458</b>	<b>152,755</b>	<b>93,504</b>	<b>113,681</b>	<b>236,392</b>	<b>71,747</b>	<b>76,449</b>	<b>412,543</b>

<sup>39</sup> Participants have set over two million goals in total since July 2016. The 1,731,240 goals in these results relate to those in the current plans of active participants.

<sup>40</sup> 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.49 Number of goals in active plans by goal type and age group – National <sup>41</sup>

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	3,427	251,360	14,420	34,676	20,904	11,857	101	3	336,748
7 to 14	16,235	221,533	37,020	38,080	50,342	62,450	1,741	1,105	428,506
15 to 18	8,272	45,684	12,182	10,645	12,674	24,511	2,611	8,720	125,299
19 to 24	10,775	42,558	13,791	10,256	8,932	27,580	8,474	18,938	141,304
25 to 34	11,605	43,843	19,078	8,471	9,541	31,412	12,516	16,212	152,678
35 to 44	10,363	39,883	20,991	6,581	8,396	30,004	11,878	12,900	140,996
45 to 54	12,058	49,497	26,829	6,688	9,423	38,007	15,271	12,234	170,007
55 to 64	13,912	58,934	30,859	5,636	9,066	43,563	18,445	8,541	188,956
65+	3,541	14,787	8,082	1,055	2,080	11,135	4,936	1,130	46,746
<b>Total</b>	<b>90,188</b>	<b>768,079</b>	<b>183,252</b>	<b>122,088</b>	<b>131,358</b>	<b>280,519</b>	<b>75,973</b>	<b>79,783</b>	<b>1,731,240</b>

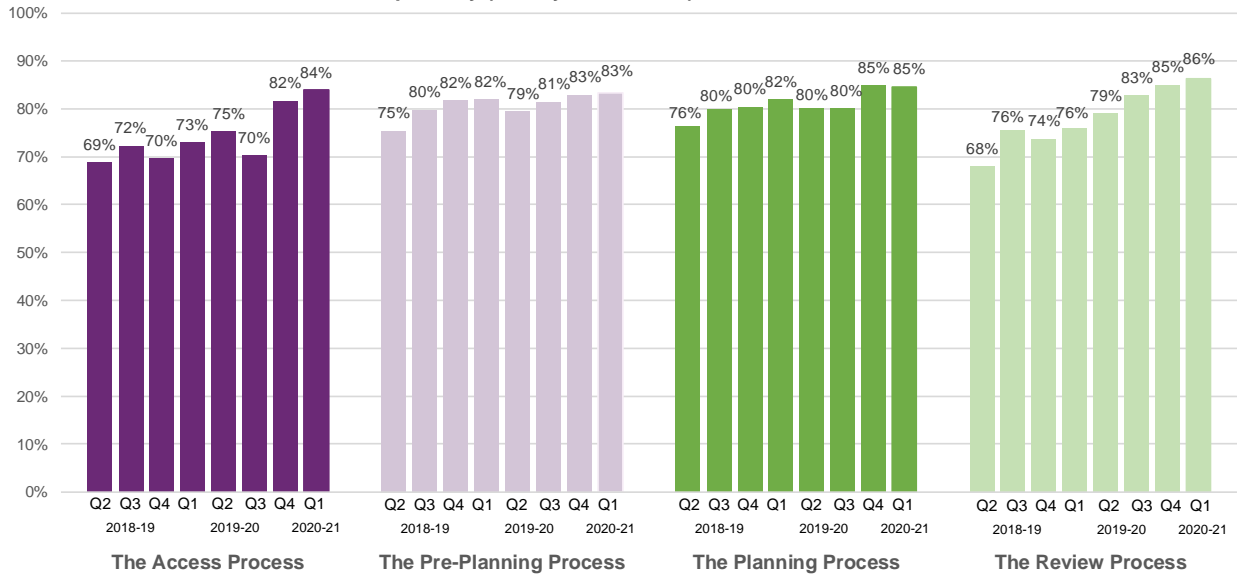
Table E.50 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q1 compared to prior quarters – New survey administered by the Contact Centre – National

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q1
<b>Access</b>	<b>n = 6,270</b>	<b>n = 1,525</b>
Are you happy with how coming into the NDIS has gone?	82%	91%
Was the person from the NDIS respectful?	96%	98%
Do you understand what will happen next with your plan?	73%	78%
% of participants rating their overall experience as Very Good or Good.	73%	84%
<b>Pre-planning</b>	<b>n = 8,073</b>	<b>n = 2,843</b>
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?	84%	88%
Are you clear on what happens next with your plan?	80%	85%
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%	83%
<b>Planning</b>	<b>n = 10,205</b>	<b>n = 3,573</b>
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%	96%
Were decisions about your plan clearly explained?	83%	88%
Are you clear on what happens next with your plan?	81%	86%
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%	85%
<b>Plan review</b>	<b>n = 5,063</b>	<b>n = 416</b>
Did the person from the NDIS understand how your disability affects your life?	84%	88%
Did you feel prepared for your plan review?	84%	87%
Is your NDIS plan helping you to make progress towards your goals?	85%	93%
% of participants rating their overall experience as Very Good or Good.	76%	86%

<sup>41</sup> Participants have set over two million goals in total since July 2016. The 1,731,240 goals in these results relate to those in the current plans of active participants.



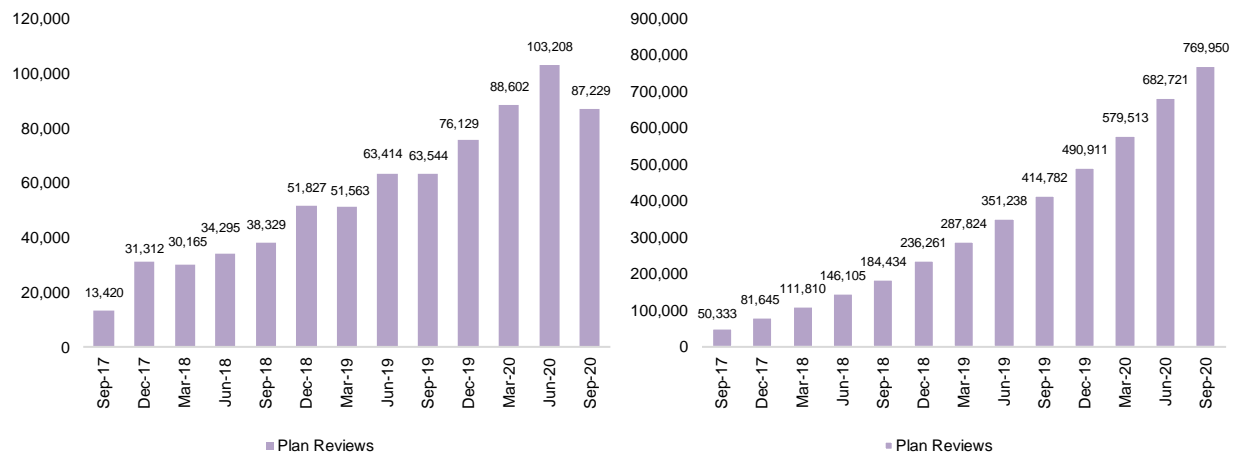
**Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National** <sup>42</sup>



**Table E.51 Plan reviews conducted per quarter – excluding plans less than 30 days – National** <sup>43</sup>

	Prior Quarters (Transition only)	2020-21 Q1	Transition Total
<b>Total plan reviews</b>	<b>682,721</b>	<b>87,229</b>	<b>769,950</b>
<i>Early intervention plans</i>	128,223	18,901	147,124
<i>Permanent disability plans</i>	554,498	68,328	622,826

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



<sup>42</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>43</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q1. The charts show trends in complaints experience since the September 2017 quarter. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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.52 shows the numbers of complaints in 2020-21 Q1 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.53 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 Q3, 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.54.

Table E.54 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 Q3 and the majority of complaints made subsequently up until the end of 2020-21 Q1. This table should be considered in conjunction with Table E.53. The list of complaint types is different to that which appears in Table E.53, as it is based on the options available on the 'My Customer Requests' tile.

Table E.52 Complaints by quarter – National <sup>44 45 46</sup>

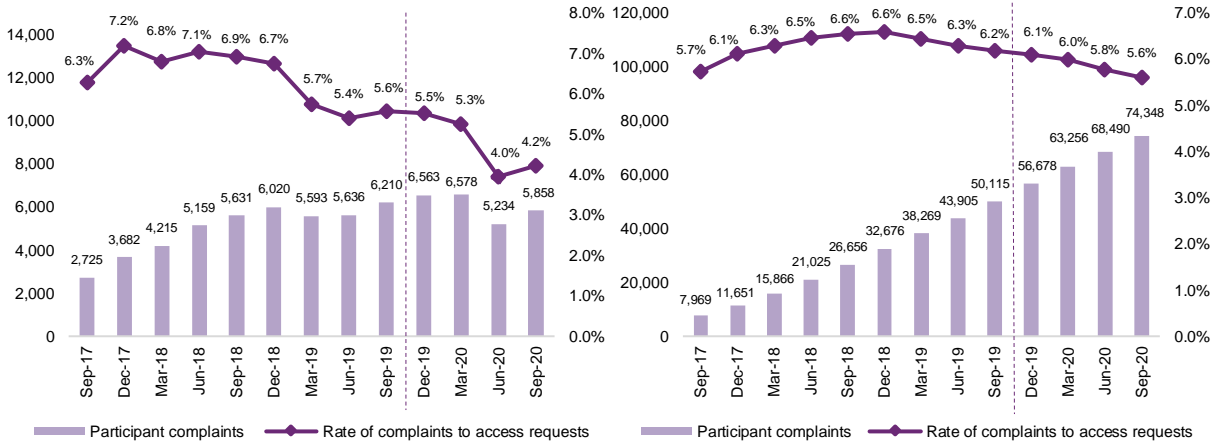
Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	132	42	174	164
Complaint about LAC Partner	601	169	770	736
Complaints about service providers	4,078	445	4,523	3,844
Complaints about the Agency	59,038	3,649	62,687	38,291
Critical/ Reportable Incident	1,387	1,545	2,932	2,533
Unclassified	3,254	8	3,262	2,932
<b>Total</b>	<b>68,490</b>	<b>5,858</b>	<b>74,348</b>	<b>44,607</b>
% of all access requests	5.8%	4.2%	5.6%	
<b>Providers who have submitted a registration request</b>				
Complaint about ECEI Partner	1	0	1	1
Complaint about LAC Partner	33	4	37	35
Complaints about service providers	377	69	446	400
Complaints about the Agency	4,424	440	4,864	3,672
Critical/ Reportable Incident	15	10	25	24
Unclassified	215	15	230	212
<b>Total</b>	<b>5,065</b>	<b>538</b>	<b>5,603</b>	<b>4,120</b>
% of all registration requests	5.7%	6.3%	5.8%	
<b>Other</b>				
Complaint about ECEI Partner	4	1	5	5
Complaint about LAC Partner	25	4	29	29
Complaints about service providers	314	53	367	367
Complaints about the Agency	2,140	171	2,311	2,301
Critical/ Reportable Incident	31	46	77	77
Unclassified	120	0	120	120
<b>Total</b>	<b>2,634</b>	<b>275</b>	<b>2,909</b>	<b>2,896</b>
<b>Total</b>	<b>74,290</b>	<b>6,308</b>	<b>80,598</b>	<b>51,623</b>

<sup>44</sup> Note that 71% of all complainants made only one complaint, 16% made two complaints and 13% made three or more complaints.

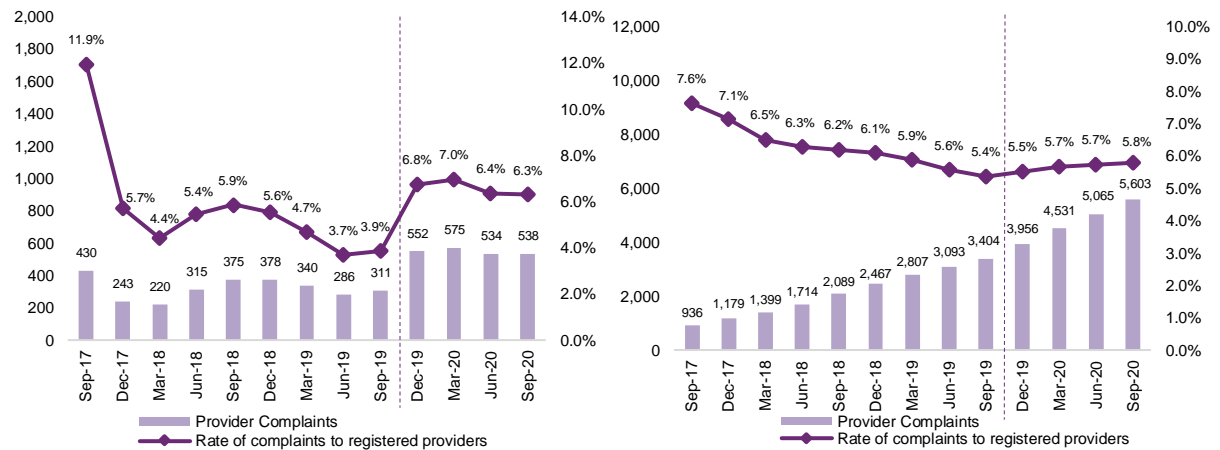
<sup>45</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>46</sup> % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

**Figure E.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National**



**Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National** <sup>47 48</sup>



<sup>47</sup> The high number in September 2017 is due to improvements in data processes and back-capturing of data.

<sup>48</sup> 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.53 Complaints by type ('My Feedback' tile) – National

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<i>Complaints about service providers</i>		
Supports being provided	584	(18%)
Service Delivery	539	(17%)
Staff conduct	520	(16%)
Provider process	361	(11%)
Provider costs.	316	(10%)
Other	865	(27%)
<b>Total</b>	<b>3,185</b>	
<i>Complaints about the Agency</i>		
Timeliness	16,514	(35%)
Individual needs	5,329	(11%)
Reasonable and necessary supports	6,236	(13%)
Information unclear	1,989	(4%)
The way the NDIA carried out its decision making	2,898	(6%)
Other	14,169	(30%)
<b>Total</b>	<b>47,135</b>	
<i>Unclassified</i>	<b>3,250</b>	
<b>Participants total</b>	<b>53,570</b>	
<b>Providers</b>		
<i>Complaints about service providers</i>		
Supports being provided	32	(14%)
Service Delivery	33	(14%)
Staff conduct	26	(11%)
Provider process	30	(13%)
Provider costs.	12	(5%)
Other	103	(44%)
<b>Total</b>	<b>236</b>	
<i>Complaints about the Agency</i>		
Timeliness	828	(26%)
Individual needs	354	(11%)
Provider Portal	424	(13%)
Information unclear	232	(7%)
Participation, engagement and inclusion	48	(2%)
Other	1,295	(41%)
<b>Total</b>	<b>3,181</b>	
<i>Unclassified</i>	199	
<b>Providers total</b>	<b>3,616</b>	
<b>Other</b>		
<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	40	(22%)
Provider process	10	(5%)
Provider costs.	9	(5%)
Other	71	(39%)
<b>Total</b>	<b>183</b>	
<i>Complaints about the Agency</i>		
Individual needs	380	(23%)
Timeliness	327	(19%)
Information unclear	170	(10%)
Participation, engagement and inclusion	77	(5%)
Staff conduct - Agency	68	(4%)
Other	665	(39%)
<b>Total</b>	<b>1,687</b>	
<i>Unclassified</i>	120	
<b>Other total</b>	<b>1,990</b>	

Table E.54 Complaints by type ('My Customer Requests' tile) – National <sup>49</sup>

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		Transition Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaint about ECEI Partner</i>						
ECEI Plan	16	(12%)	2	(5%)	18	(10%)
ECEI Process	16	(12%)	1	(2%)	17	(10%)
ECEI Staff	31	(23%)	13	(31%)	44	(25%)
ECEI Timeliness	68	(52%)	25	(60%)	93	(53%)
Other	1	(1%)	1	(2%)	2	(1%)
<b>Total</b>	<b>132</b>		<b>42</b>		<b>174</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	4	(1%)	1	(1%)	5	(1%)
LAC Fraud and Compliance	10	(2%)	3	(2%)	13	(2%)
LAC Plan	112	(19%)	20	(12%)	132	(17%)
LAC Process	60	(10%)	25	(15%)	85	(11%)
LAC Resources	4	(1%)	0	(0%)	4	(1%)
LAC Staff	329	(55%)	102	(60%)	431	(56%)
LAC Timeliness	82	(14%)	18	(11%)	100	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>601</b>		<b>169</b>		<b>770</b>	
<i>Complaints about service providers</i>						
Provider Finance	77	(8%)	27	(7%)	104	(8%)
Provider Fraud and Compliance	119	(13%)	49	(12%)	168	(13%)
Provider Service	510	(55%)	227	(56%)	737	(55%)
Provider Staff	227	(24%)	102	(25%)	329	(25%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>933</b>		<b>405</b>		<b>1,338</b>	
<i>Complaints about the Agency</i>						
NDIA Access	711	(6%)	177	(5%)	888	(6%)
NDIA Engagement	10	(0%)	4	(0%)	14	(0%)
NDIA Finance	1,380	(11%)	391	(11%)	1,771	(11%)
NDIA Fraud and Compliance	69	(1%)	20	(1%)	89	(1%)
NDIA Plan	3,187	(26%)	1,095	(31%)	4,282	(28%)
NDIA Process	1,492	(12%)	565	(16%)	2,057	(13%)
NDIA Resources	118	(1%)	36	(1%)	154	(1%)
NDIA Staff	1,065	(9%)	414	(12%)	1,479	(10%)
NDIA Timeliness	4,026	(33%)	782	(22%)	4,808	(31%)
Quality & Safeguards Commission	9	(0%)	1	(0%)	10	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>12,067</b>		<b>3,485</b>		<b>15,552</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	392	(28%)	486	(31%)	878	(30%)
Allegations against NDIA Staff/Partners	10	(1%)	3	(0%)	13	(0%)
Allegations against a provider	343	(25%)	425	(28%)	768	(26%)
Participant threat	294	(21%)	229	(15%)	523	(18%)
Provider reporting	348	(25%)	402	(26%)	750	(26%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,387</b>		<b>1,545</b>		<b>2,932</b>	

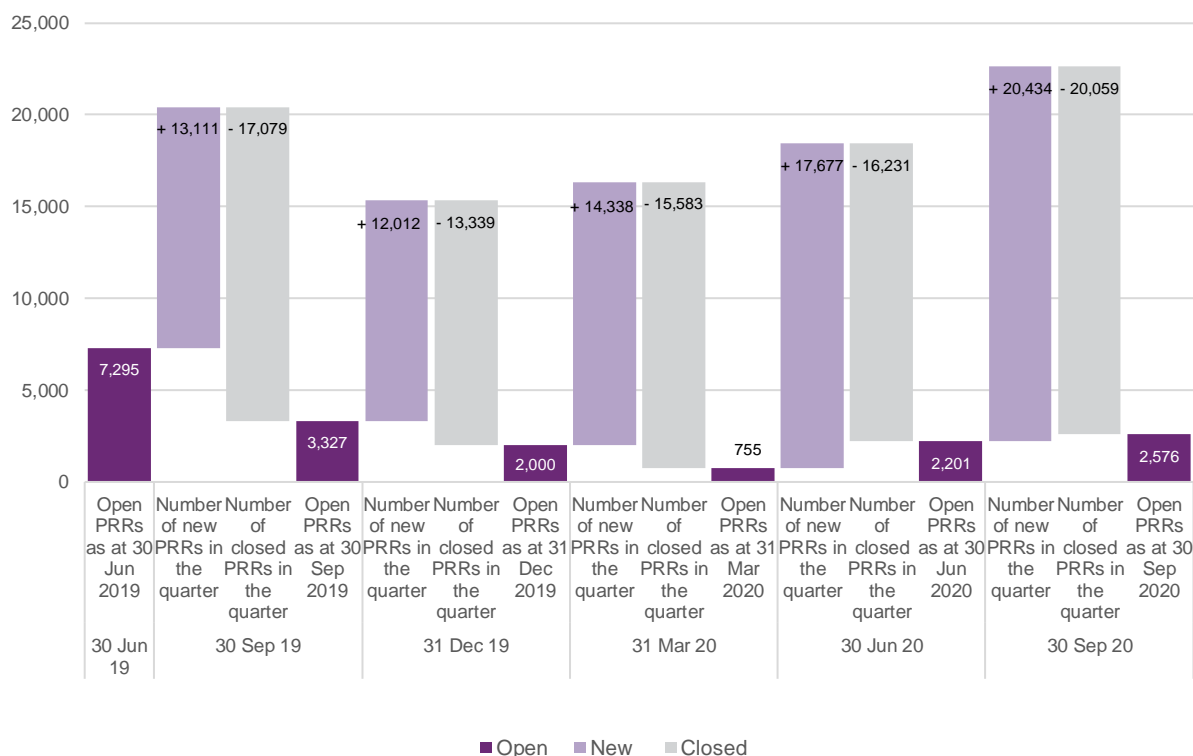
<sup>49</sup> On the 'My Customer Requests' tile, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories in the table.

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		Transition Total	
<i>Unclassified</i>	4		8		12	
<b>Participants total</b>	<b>15,124</b>		<b>5,654</b>		<b>20,778</b>	
<b>Complaints with a related party who has submitted a provider registration request</b>						
<i>Complaint about ECEI Partner</i>						
ECEI Process	1	(100%)	0		1	(100%)
<b>Total</b>	<b>1</b>		<b>0</b>		<b>1</b>	
<i>Complaint about LAC Partner</i>						
LAC Fraud and Compliance	2	(6%)	0	(0%)	2	(5%)
LAC Plan	9	(27%)	0	(0%)	9	(24%)
LAC Process	8	(24%)	0	(0%)	8	(22%)
LAC Staff	11	(33%)	3	(75%)	14	(38%)
Other	3	(9%)	1	(25%)	4	(11%)
<b>Total</b>	<b>33</b>		<b>4</b>		<b>37</b>	
<i>Complaints about service providers</i>						
Provider Finance	25	(17%)	5	(8%)	30	(14%)
Provider Fraud and Compliance	27	(19%)	13	(20%)	40	(19%)
Provider Service	53	(37%)	25	(38%)	78	(37%)
Provider Staff	40	(28%)	22	(34%)	62	(30%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>145</b>		<b>65</b>		<b>210</b>	
<i>Complaints about the Agency</i>						
NDIA Access	2	(0%)	0	(0%)	2	(0%)
NDIA Engagement	2	(0%)	1	(0%)	3	(0%)
NDIA Finance	553	(44%)	138	(32%)	691	(41%)
NDIA Fraud and Compliance	10	(1%)	2	(0%)	12	(1%)
NDIA Plan	156	(12%)	68	(16%)	224	(13%)
NDIA Process	104	(8%)	61	(14%)	165	(10%)
NDIA Resources	83	(7%)	88	(21%)	171	(10%)
NDIA Staff	81	(6%)	20	(5%)	101	(6%)
NDIA Timeliness	255	(20%)	46	(11%)	301	(18%)
Quality & Safeguards Commission	9	(1%)	4	(1%)	13	(1%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,255</b>		<b>428</b>		<b>1,683</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	3	(20%)	3	(30%)	6	(24%)
Allegations against NDIA Staff/Partners	1	(7%)	0	(0%)	1	(4%)
Participant threat	3	(20%)	3	(30%)	6	(24%)
Provider reporting	6	(40%)	0	(0%)	6	(24%)
Other	2	(13%)	4	(40%)	6	(24%)
<b>Total</b>	<b>15</b>		<b>10</b>		<b>25</b>	
<i>Unclassified</i>	16		15		31	
<b>Providers total</b>	<b>1,465</b>		<b>522</b>		<b>1,987</b>	
<b>Complaints with a related party who is not a potential participant or provider</b>						
<i>Complaint about ECEI Partner</i>						



Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		Transition Total	
ECEI Fraud and Compliance	1	(25%)	0	(0%)	1	(20%)
ECEI Plan	1	(25%)	0	(0%)	1	(20%)
ECEI Process	1	(25%)	0	(0%)	1	(20%)
ECEI Timeliness	1	(25%)	0	(0%)	1	(20%)
Other	0	(0%)	1	(100%)	1	(20%)
<b>Total</b>	<b>4</b>		<b>1</b>		<b>5</b>	
<i>Complaint about LAC Partner</i>						
LAC Plan	2	(8%)	1	(25%)	3	(10%)
LAC Process	4	(16%)	0	(0%)	4	(14%)
LAC Resources	1	(4%)	0	(0%)	1	(3%)
LAC Staff	17	(68%)	3	(75%)	20	(69%)
Other	1	(4%)	0	(0%)	1	(3%)
<b>Total</b>	<b>25</b>		<b>4</b>		<b>29</b>	
<i>Complaints about service providers</i>						
Provider Finance	10	(7%)	2	(4%)	12	(7%)
Provider Fraud and Compliance	28	(21%)	5	(10%)	33	(18%)
Provider Service	61	(45%)	25	(51%)	86	(47%)
Provider Staff	36	(27%)	17	(35%)	53	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>135</b>		<b>49</b>		<b>184</b>	
<i>Complaints about the Agency</i>						
NDIA Access	53	(12%)	10	(6%)	63	(10%)
NDIA Engagement	7	(2%)	1	(1%)	8	(1%)
NDIA Finance	47	(10%)	21	(13%)	68	(11%)
NDIA Fraud and Compliance	23	(5%)	6	(4%)	29	(5%)
NDIA Plan	59	(13%)	29	(17%)	88	(14%)
NDIA Process	97	(21%)	29	(17%)	126	(20%)
NDIA Resources	35	(8%)	8	(5%)	43	(7%)
NDIA Staff	70	(15%)	30	(18%)	100	(16%)
NDIA Timeliness	64	(14%)	30	(18%)	94	(15%)
Quality & Safeguards Commission	2	(0%)	3	(2%)	5	(1%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>457</b>		<b>167</b>		<b>624</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	12	(39%)	22	(48%)	34	(44%)
Allegations against NDIA Staff/Partners	2	(6%)	2	(4%)	4	(5%)
Allegations against a provider	10	(32%)	17	(37%)	27	(35%)
Participant threat	3	(10%)	2	(4%)	5	(6%)
Provider reporting	4	(13%)	3	(7%)	7	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>31</b>		<b>46</b>		<b>77</b>	
<i>Unclassified</i>	0		0		0	
<b>Other total</b>	<b>652</b>		<b>267</b>		<b>919</b>	

**Figure E.13 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – National** <sup>50</sup>



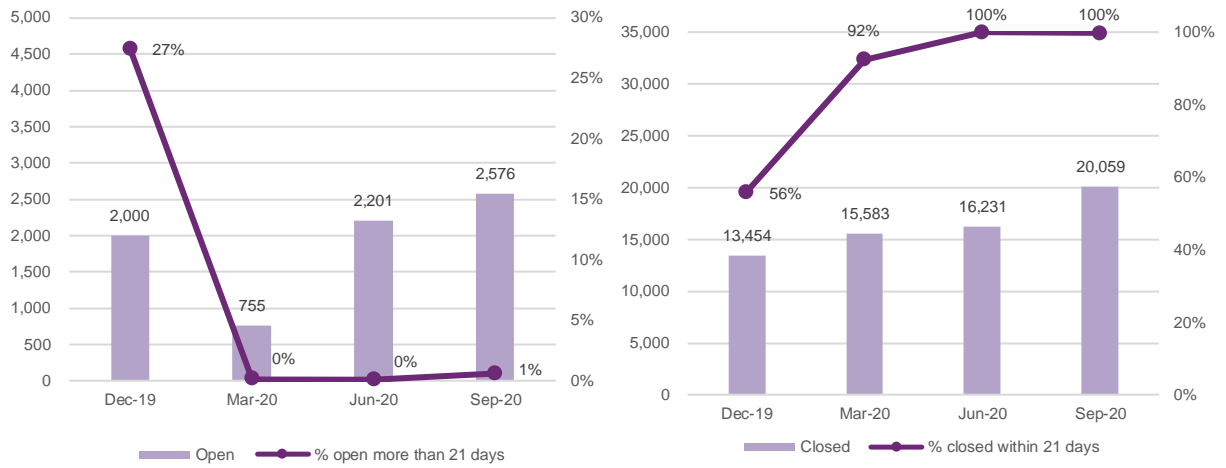
**Table E.55 Summary of Open Participant Requested Reviews (PRRs) (s48) – National** <sup>51</sup>

	As at 30 September 2020
Open PRRs	2,576
Number of PRRs open less than 21 days	2,561
Number of PRRs open more than 21 days	15
New PRRs in the quarter	20,434
Number of PRRs closed in the quarter	20,059
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	10

<sup>50</sup> 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.

<sup>51</sup> 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.14 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – National** <sup>52</sup>



**Figure E.15 RoRDs received and closed by quarter and open at the end of each quarter – National** <sup>53</sup>



<sup>52</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 30 September 2020.

<sup>53</sup> The numbers of completed RoRD reviews in each quarter in this section are derived from data as at 30 September 2020. This is different from what appears in Part 4 as the PSG metrics are based on a series of monthly data extracts, and there are retrospective changes to the underlying data on RoRDs from month to month. However, the differences are relatively small and do not have a material impact on the proportions of reviews completed within the 90 day timeframe.

Table E.56 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – National <sup>54 55</sup>

	Access	Planning
Open RoRDs	264	3,244
Number of RoRDs open less than 90 days	263	3,231
Number of RoRDs open more than 90 days	1	13
New RoRDs in the quarter	1,695	7,732
Number of RoRDs closed in the quarter	1,644	6,820
Proportion closed within 90 days	99%	98%
Average days RoRDs took to close in the quarter	15	32

Figure E.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – National <sup>56</sup>

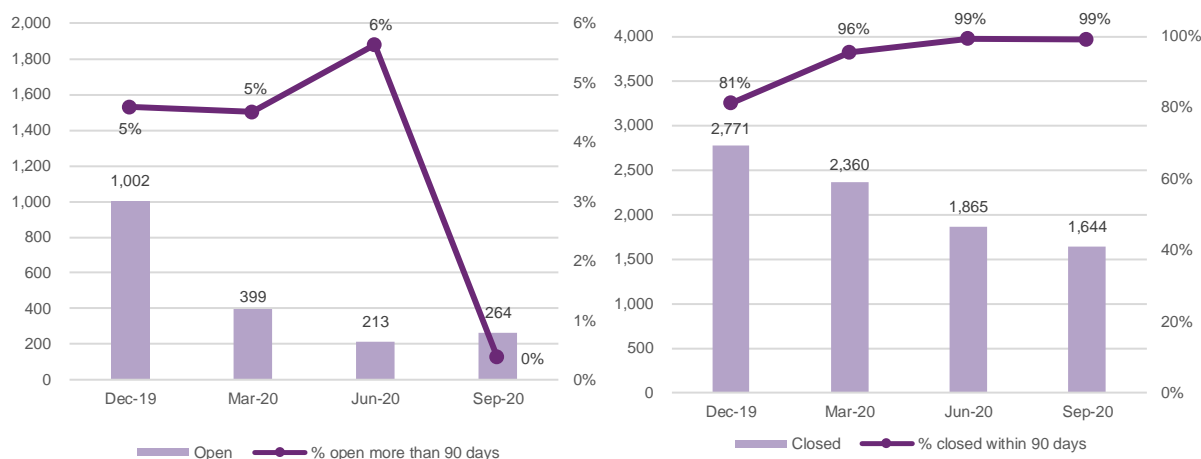
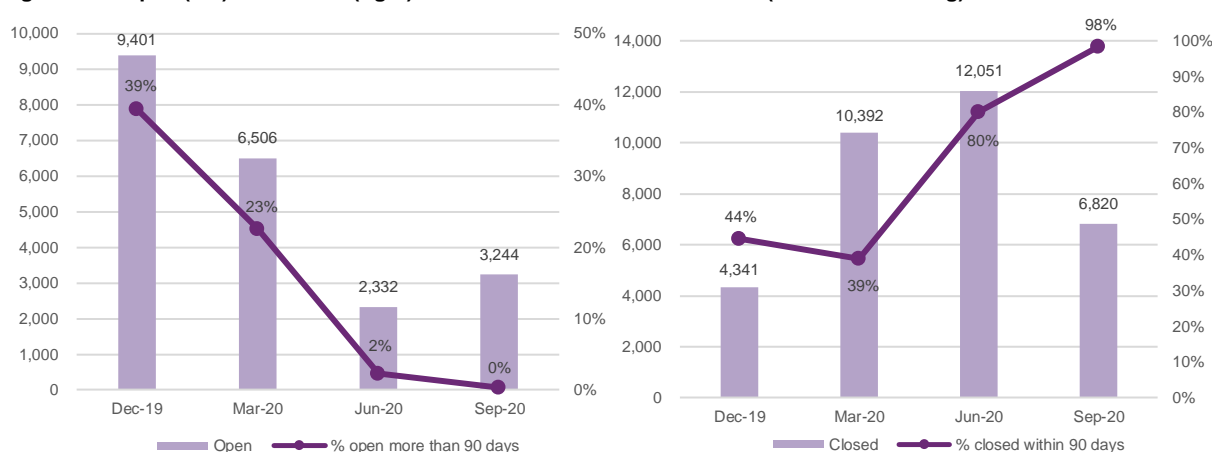


Figure E.17 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Planning) over time – National <sup>57</sup>



<sup>54</sup> 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.

<sup>55</sup> 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.

<sup>56</sup> Numbers of open and closed RoRDs have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data.

<sup>57</sup> Ibid.

Table E.57 AAT Cases by category – National<sup>58</sup>

Category	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Access	1,488	37%	93	27%	1,581	37%
Plan	1,898	48%	227	66%	2,125	49%
Plan Review	355	9%	<11		365	8%
Other	236	6%	12	4%	248	6%
<b>Total</b>	<b>3,977</b>	<b>100%</b>	<b>342</b>	<b>100%</b>	<b>4,319</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.37%</b>		<b>0.27%</b>		<b>0.35%</b>	

Figure E.18 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

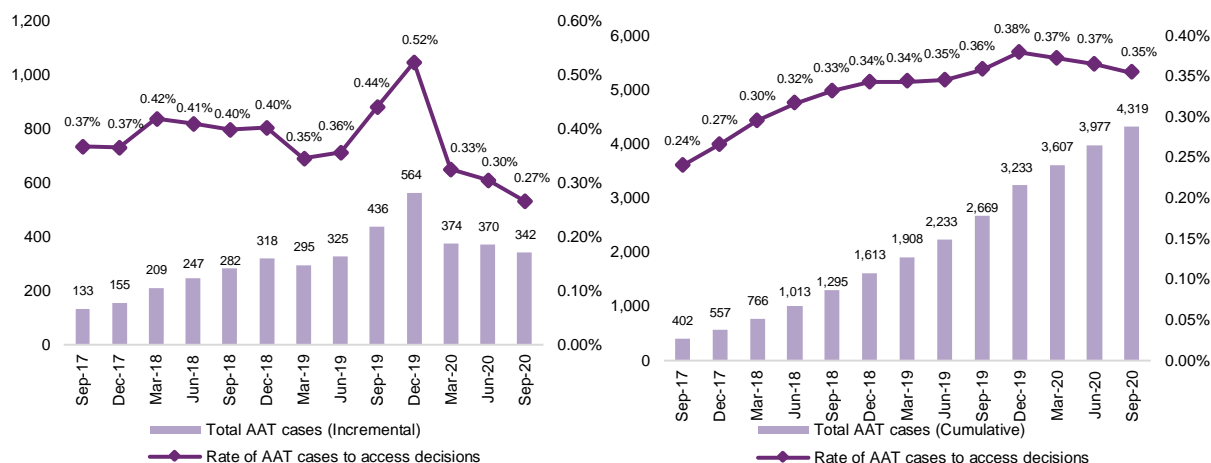


Table E.58 AAT cases by open/closed and decision – National

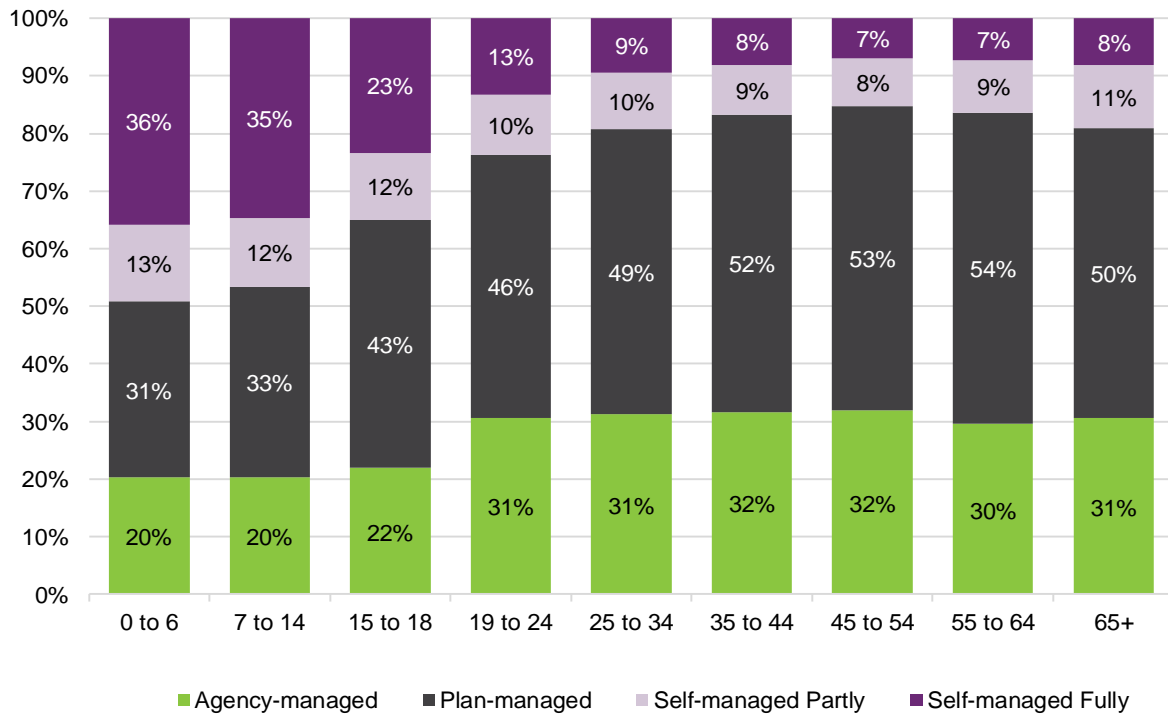
	N
<b>AAT Cases</b>	<b>4,319</b>
<b>Open AAT Cases</b>	<b>890</b>
<b>Closed AAT Cases</b>	<b>3,429</b>
Resolved before hearing	3,356
Gone to hearing and received a substantive decision	73*

\*Of the 73 cases which went to hearing and received a substantive decision: 34 affirmed the Agency's decision, 13 varied the Agency's decision and 26 set aside the Agency's decision. <sup>59</sup>

<sup>58</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>59</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

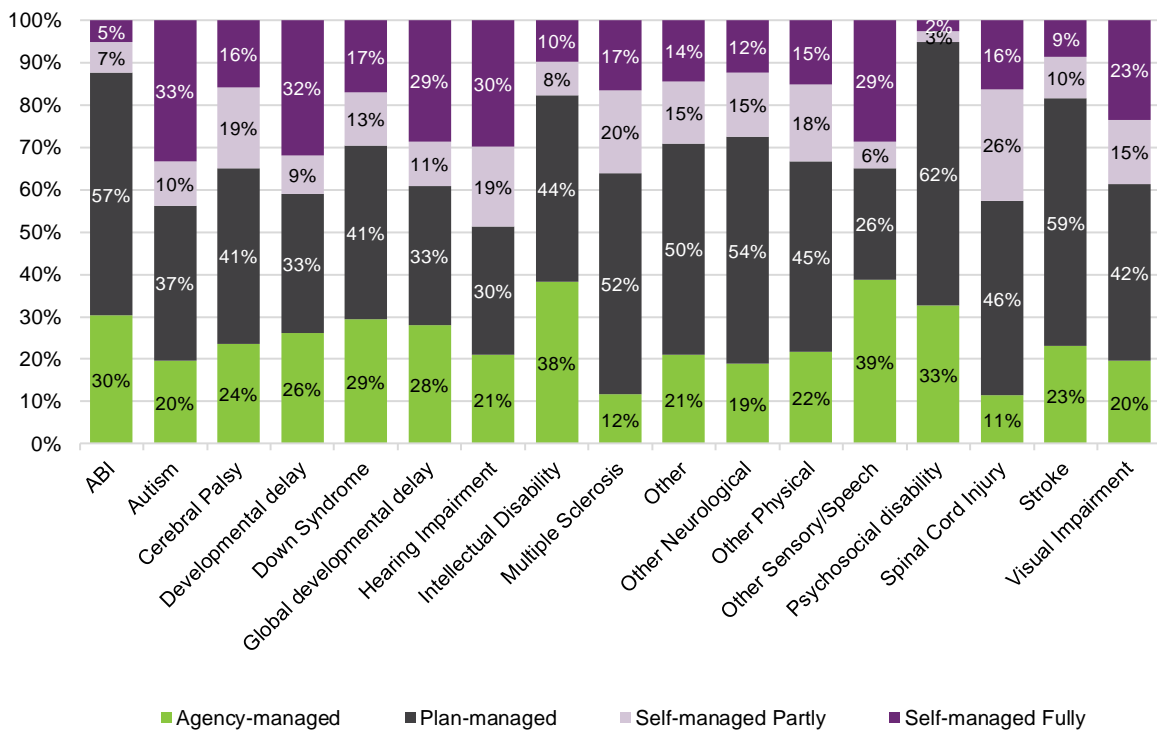
**Figure E.19 Distribution of active participants by method of financial plan management and age group as at 30 September 2020**  
 – National <sup>60 61</sup>



<sup>60</sup> For the total number of active participants in each age group, see Table E.14.

<sup>61</sup> 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 E.20 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2020 – National** <sup>62 63</sup>



**Table E.59 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National** <sup>64</sup>

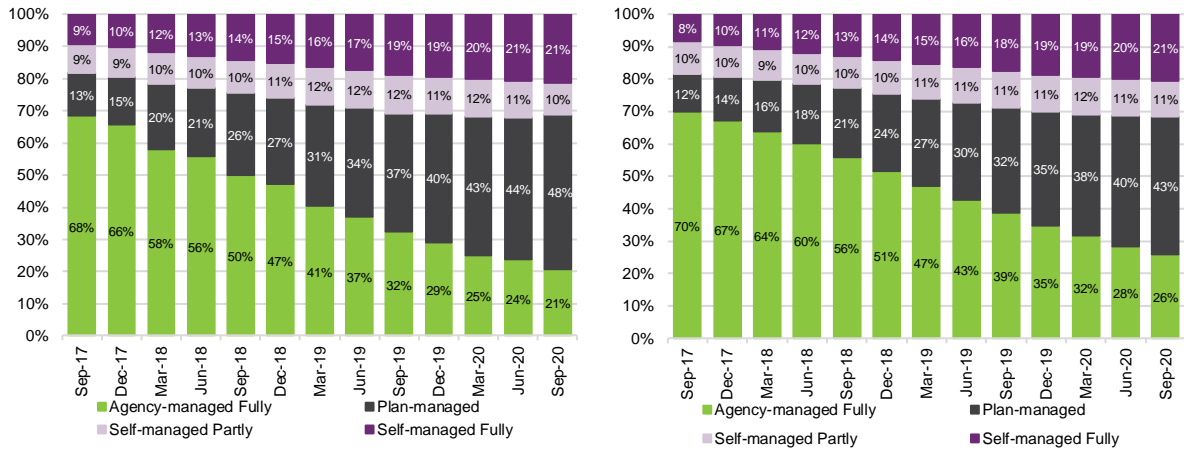
	Prior Quarters	2020-21 Q1	Total
Self-managed fully	20%	21%	<b>21%</b>
Self-managed partly	11%	10%	<b>11%</b>
Plan-managed	41%	48%	<b>43%</b>
Agency-managed	28%	21%	<b>26%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>62</sup> For the total number of active participants in each primary disability group, see Table E.12.

<sup>63</sup> 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.

<sup>64</sup> Ibid.

**Figure E.21 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National**<sup>65</sup>



**Table E.60 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National**

	Prior Quarters	2020-21 Q1	Total
Self-managed	11%	13%	12%
Plan-managed	29%	46%	31%
Agency-managed	60%	41%	57%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure E.22 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – National**



**Table E.61 Distribution of active participants by support coordination and quarter of plan approval – National**

	Prior Quarters	2020-21 Q1	Total
Support coordination	39%	44%	41%

<sup>65</sup> 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. Quarterly results are reported based on a rolling 3 year period.



Table E.62 Duration to plan activation by quarter of initial plan approval for active participants – National <sup>66</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q3	
	N	%	N	%
Less than 30 days	211,933	69%	17,436	64%
30 to 59 days	35,757	12%	3,333	12%
60 to 89 days	16,962	6%	1,429	5%
<b>Activated within 90 days</b>	<b>264,652</b>	<b>86%</b>	<b>22,198</b>	<b>81%</b>
90 to 119 days	9,627	3%	945	3%
120 days and over	25,364	8%	1,310	5%
<b>Activated after 90 days</b>	<b>34,991</b>	<b>11%</b>	<b>2,255</b>	<b>8%</b>
No payments	7,776	3%	2,806	10%
<b>Total plans approved</b>	<b>307,419</b>	<b>100%</b>	<b>27,259</b>	<b>100%</b>

Table E.63 Proportion of participants who have activated within 12 months – National

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	17,547	18,508	95%
Not Aboriginal and Torres Strait Islander	218,199	225,192	97%
Not Stated	61,553	63,446	97%
<b>Total</b>	<b>297,299</b>	<b>307,146</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	25,931	26,691	97%
Not CALD	265,549	274,374	97%
Not Stated	5,819	6,081	96%
<b>Total</b>	<b>297,299</b>	<b>307,146</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	199,725	205,948	97%
Regional	93,598	96,989	97%
Remote	3,921	4,153	94%
Missing	55	56	98%
<b>Total</b>	<b>297,299</b>	<b>307,146</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	95,615	98,570	97%
Intellectual Disability (including Down Syndrome)	73,679	75,752	97%
Psychosocial Disability	26,754	27,715	97%
Developmental Delay (including Global Developmental Delay)	15,697	16,624	94%
Other	85,554	88,485	97%
<b>Total</b>	<b>297,299</b>	<b>307,146</b>	<b>97%</b>

<sup>66</sup> Plans approved after the end of 2019-20 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table E.64 Distribution of plans by utilisation – National** <sup>67 68</sup>

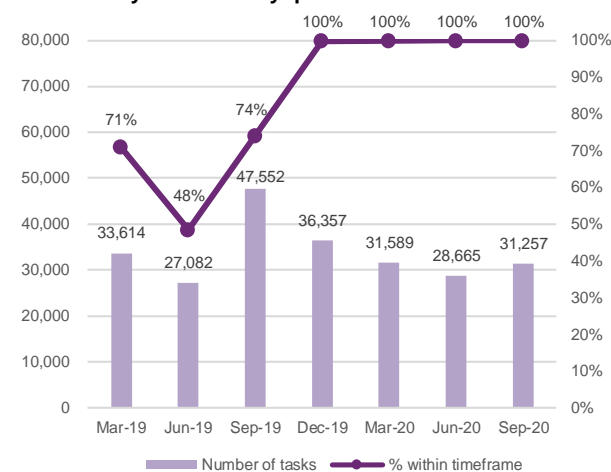
Plan utilisation	Total
0 to 50%	36%
50% to 75%	24%
> 75%	40%
<b>Total</b>	<b>100%</b>

**Table E.65 Proportion of active participants with approved plans accessing mainstream supports – National** <sup>69</sup>

	Prior Quarters	2020-21 Q1	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	50%	52%	51%
Lifelong Learning	14%	16%	15%
Other	11%	13%	12%
Non-categorised	30%	29%	30%
Any mainstream service	94%	95%	94%

## Part Three: Participant Service Guarantee and Participant Service Improvement Plan

**Figure E.23 Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National**

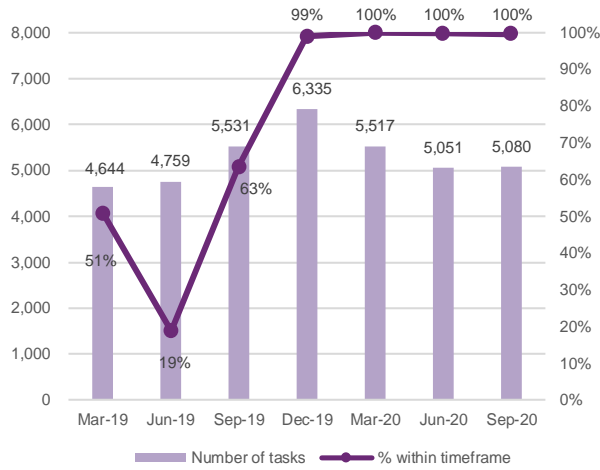


<sup>67</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

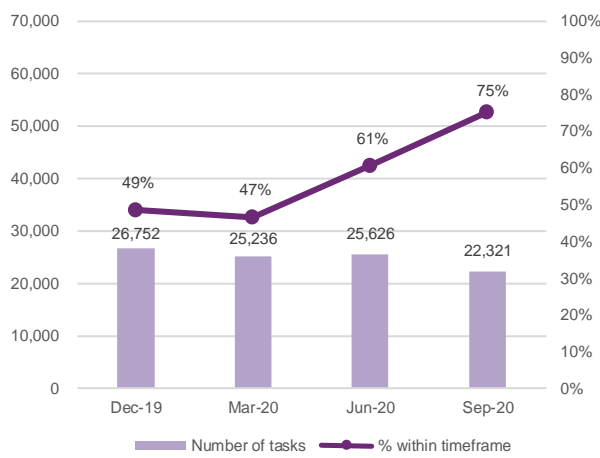
<sup>68</sup> This table only considers participants with initial plans approved up to 31 March 2020, and includes committed supports and payments for supports provided up to 30 June 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>69</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

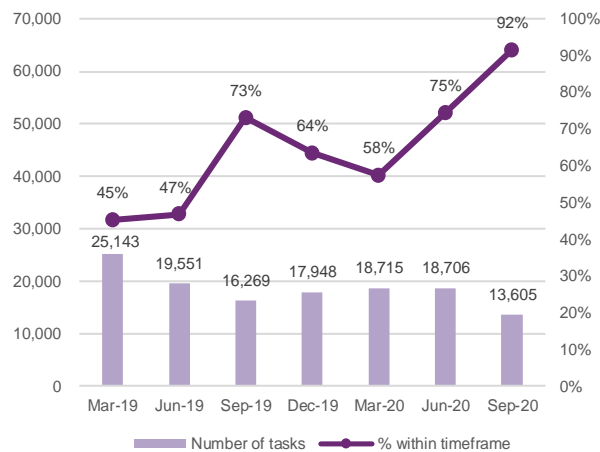
**Figure E.24 Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National**



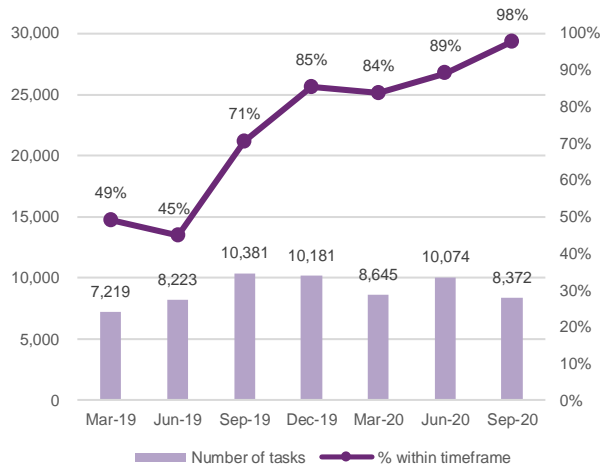
**Figure E.25 Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National**



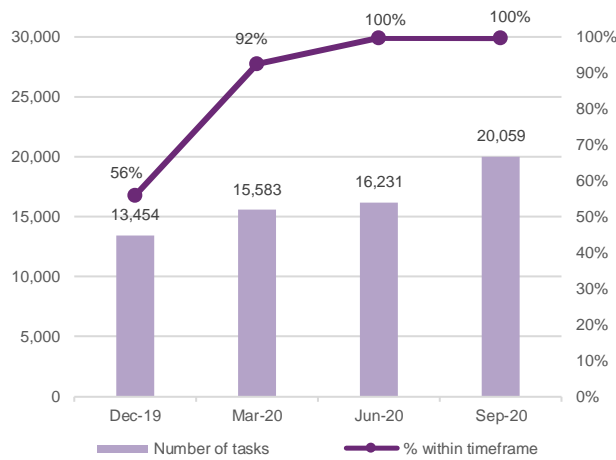
**Figure E.26 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within 70 day timeframe by quarter – National**



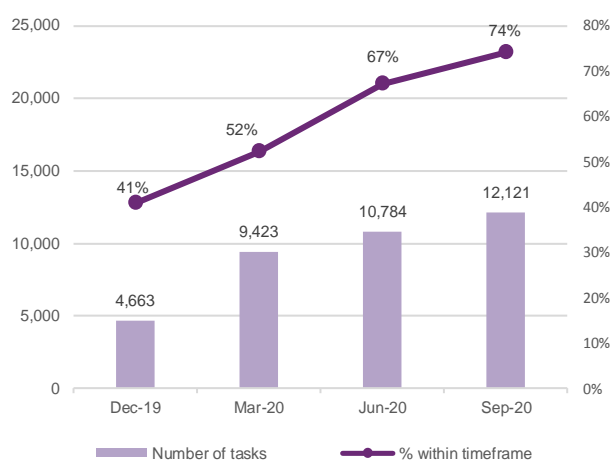
**Figure E.27 First plan approved after access decision has been made, for participants aged 0 to 6, and proportion achieved within 90 day timeframe by quarter – National**



**Figure E.28 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National <sup>70</sup>**

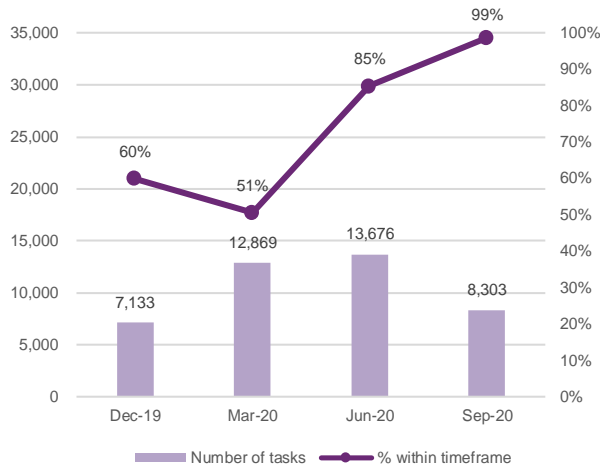


**Figure E.29 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved within 42 day timeframe by quarter – National**

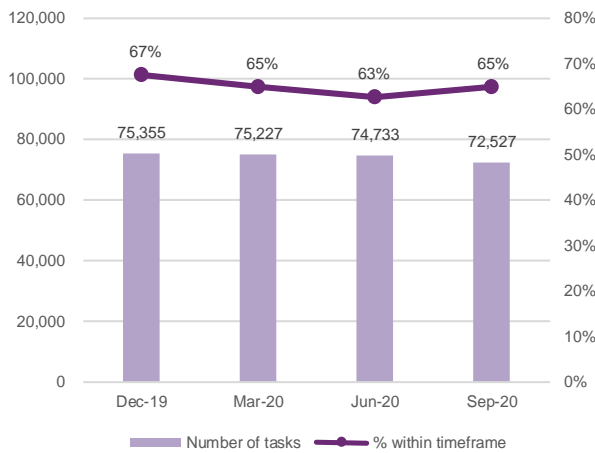


<sup>70</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

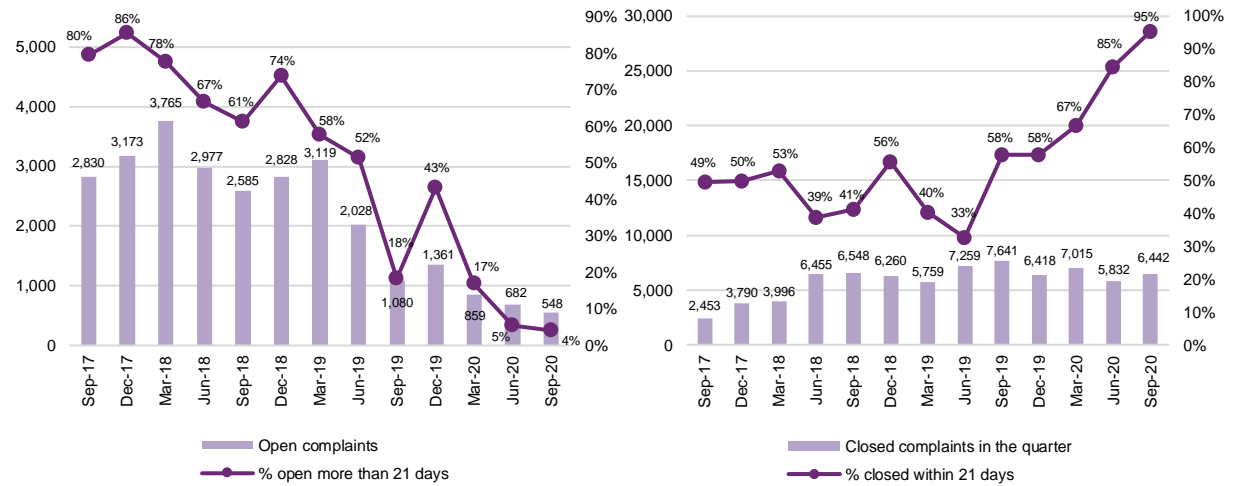
**Figure E.30 Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved within 90 day timeframe by quarter – National**



**Figure E.31 Commence facilitating a scheduled plan review, prior to the scheduled review date within 56 day timeframe by quarter – National**



**Figure E.32 Open (left) and closed (right) complaints over time – National**



## Part Four: Providers and the growing market

Table E.66 Key markets indicators by quarter – National<sup>71 72</sup>

Market indicators	Prior Quarters	2020-21 Q1
a) Average number of active providers per active participant	1.29	1.29
b) Number of providers delivering new types of supports	1,533	1,586
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	88%	88%
<i>Therapeutic Supports (%)</i>	93%	94%
<i>Participate Community (%)</i>	86%	87%
<i>Early Childhood Supports (%)</i>	89%	89%
<i>Assist Personal Activities (%)</i>	89%	90%

Table E.67 Cumulative number of providers that have been ever active as at 30 September 2020 by quarter of activity – National<sup>73</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q1	437
Active in 2020-21 Q1 and also in previous quarters	8,713
<b>Active in 2020-21 Q1</b>	<b>9,150</b>
Inactive in 2020-21 Q1	6,169
<b>Active ever</b>	<b>15,319</b>

<sup>71</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>72</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>73</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table E.68 Cumulative number of providers that have been ever active by registration group – National <sup>74</sup>**

Registration Group	Prior Quarters	2020-21 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	547	39	586	7%
Assistance Animals	249	22	271	9%
Assistance with daily life tasks in a group or shared living arrangement	1,637	119	1,756	7%
Assistance with travel/transport arrangements	1,999	82	2,081	4%
Daily Personal Activities	2,703	152	2,855	6%
Group and Centre Based Activities	1,948	119	2,067	6%
High Intensity Daily Personal Activities	2,080	109	2,189	5%
Household tasks	4,007	138	4,145	3%
Interpreting and translation	407	40	447	10%
Participation in community, social and civic activities	2,954	143	3,097	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	521	53	574	10%
Assistive products for household tasks	533	58	591	11%
Assistance products for personal care and safety	2,477	105	2,582	4%
Communication and information equipment	1,015	115	1,130	11%
Customised Prosthetics	1,297	66	1,363	5%
Hearing Equipment	503	54	557	11%
Hearing Services	93	24	117	26%
Personal Mobility Equipment	1,538	104	1,642	7%
Specialised Hearing Services	139	34	173	24%
Vision Equipment	468	40	508	9%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	2,553	224	2,777	9%
Behaviour Support	1,461	79	1,540	5%
Community nursing care for high needs	982	95	1,077	10%
Development of daily living and life skills	2,149	117	2,266	5%
Early Intervention supports for early childhood	2,687	99	2,786	4%
Exercise Physiology and Physical Wellbeing activities	1,660	83	1,743	5%
Innovative Community Participation	809	65	874	8%
Specialised Driving Training	474	30	504	6%
Therapeutic Supports	8,247	208	8,455	3%
<b>Capital services</b>				
Home modification design and construction	1,004	93	1,097	9%
Specialist Disability Accommodation	256	16	272	6%
Vehicle Modifications	414	31	445	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,226	64	1,290	5%
Support Coordination	942	89	1,031	9%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	727	51	778	7%
Specialised Supported Employment	582	67	649	12%
<b>Total active providers</b>	<b>14,882</b>	<b>437</b>	<b>15,319</b>	<b>3%</b>

<sup>74</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.  
**September 2020 | NDIS Quarterly Report to disability ministers**

**Table E.69 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2020 – National**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	120	466	<b>586</b>	20%	80%	<b>100%</b>
Assistance Animals	37	234	<b>271</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	228	1,528	<b>1,756</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	407	1,674	<b>2,081</b>	20%	80%	<b>100%</b>
Daily Personal Activities	408	2,447	<b>2,855</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	252	1,815	<b>2,067</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	280	1,909	<b>2,189</b>	13%	87%	<b>100%</b>
Household tasks	1,408	2,737	<b>4,145</b>	34%	66%	<b>100%</b>
Interpreting and translation	94	353	<b>447</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	460	2,637	<b>3,097</b>	15%	85%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	82	492	<b>574</b>	14%	86%	<b>100%</b>
Assistive products for household tasks	88	503	<b>591</b>	15%	85%	<b>100%</b>
Assistance products for personal care and safety	472	2,110	<b>2,582</b>	18%	82%	<b>100%</b>
Communication and information equipment	254	876	<b>1,130</b>	22%	78%	<b>100%</b>
Customised Prosthetics	269	1,094	<b>1,363</b>	20%	80%	<b>100%</b>
Hearing Equipment	88	469	<b>557</b>	16%	84%	<b>100%</b>
Hearing Services	12	105	<b>117</b>	10%	90%	<b>100%</b>
Personal Mobility Equipment	297	1,345	<b>1,642</b>	18%	82%	<b>100%</b>
Specialised Hearing Services	25	148	<b>173</b>	14%	86%	<b>100%</b>
Vision Equipment	86	422	<b>508</b>	17%	83%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	559	2,218	<b>2,777</b>	20%	80%	<b>100%</b>
Behaviour Support	450	1,090	<b>1,540</b>	29%	71%	<b>100%</b>
Community nursing care for high needs	172	905	<b>1,077</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	327	1,939	<b>2,266</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	1,151	1,635	<b>2,786</b>	41%	59%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	456	1,287	<b>1,743</b>	26%	74%	<b>100%</b>
Innovative Community Participation	244	630	<b>874</b>	28%	72%	<b>100%</b>
Specialised Driving Training	130	374	<b>504</b>	26%	74%	<b>100%</b>
Therapeutic Supports	4,055	4,400	<b>8,455</b>	48%	52%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	210	887	<b>1,097</b>	19%	81%	<b>100%</b>
Specialist Disability Accommodation	13	259	<b>272</b>	5%	95%	<b>100%</b>
Vehicle Modifications	62	383	<b>445</b>	14%	86%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	244	1,046	<b>1,290</b>	19%	81%	<b>100%</b>
Support Coordination	192	839	<b>1,031</b>	19%	81%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	93	685	<b>778</b>	12%	88%	<b>100%</b>
Specialised Supported Employment	74	575	<b>649</b>	11%	89%	<b>100%</b>
<b>Total</b>	<b>6,473</b>	<b>8,846</b>	<b>15,319</b>	<b>42%</b>	<b>58%</b>	<b>100%</b>



**Table E.70 Number and proportion of providers active in 2020-21 Q1 by registration group and first quarter of activity – National**

Registration Group	Active in previous quarters and in 2020-21 Q1	Active for the first time in 2020-21 Q1	Total	% active for the first time in 2020-21 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	116	39	155	25%
Assistance Animals	140	22	162	14%
Assistance with daily life tasks in a group or shared living arrangement	1,256	119	1,375	9%
Assistance with travel/transport arrangements	920	82	1,002	8%
Daily Personal Activities	1,996	152	2,148	7%
Group and Centre Based Activities	1,326	119	1,445	8%
High Intensity Daily Personal Activities	1,306	109	1,415	8%
Household tasks	2,232	138	2,370	6%
Interpreting and translation	180	40	220	18%
Participation in community, social and civic activities	2,235	143	2,378	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	131	53	184	29%
Assistive products for household tasks	127	58	185	31%
Assistance products for personal care and safety	1,491	105	1,596	7%
Communication and information equipment	623	115	738	16%
Customised Prosthetics	652	66	718	9%
Hearing Equipment	200	54	254	21%
Hearing Services	19	24	43	56%
Personal Mobility Equipment	914	104	1,018	10%
Specialised Hearing Services	32	34	66	52%
Vision Equipment	206	40	246	16%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,932	224	2,156	10%
Behaviour Support	763	79	842	9%
Community nursing care for high needs	538	95	633	15%
Development of daily living and life skills	1,146	117	1,263	9%
Early Intervention supports for early childhood	1,254	99	1,353	7%
Exercise Physiology and Physical Wellbeing activities	898	83	981	8%
Innovative Community Participation	220	65	285	23%
Specialised Driving Training	188	30	218	14%
Therapeutic Supports	4,400	208	4,608	5%
<b>Capital services</b>				
Home modification design and construction	472	93	565	16%
Specialist Disability Accommodation	185	16	201	8%
Vehicle Modifications	148	31	179	17%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	854	64	918	7%
Support Coordination	451	89	540	16%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	388	51	439	12%
Specialised Supported Employment	432	67	499	13%
<b>Total</b>	<b>8,713</b>	<b>437</b>	<b>9,150</b>	<b>5%</b>

Table E.71 Number and proportion of providers active in 2020-21 Q1 in each registration group by legal entity type – National

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	31	124	155	20%	80%	100%
Assistance Animals	22	140	162	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	158	1,217	1,375	11%	89%	100%
Assistance with travel/transport arrangements	148	854	1,002	15%	85%	100%
Daily Personal Activities	277	1,871	2,148	13%	87%	100%
Group and Centre Based Activities	175	1,270	1,445	12%	88%	100%
High Intensity Daily Personal Activities	164	1,251	1,415	12%	88%	100%
Household tasks	666	1,704	2,370	28%	72%	100%
Interpreting and translation	46	174	220	21%	79%	100%
Participation in community, social and civic activities	306	2,072	2,378	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	22	162	184	12%	88%	100%
Assistive products for household tasks	28	157	185	15%	85%	100%
Assistance products for personal care and safety	246	1,350	1,596	15%	85%	100%
Communication and information equipment	141	597	738	19%	81%	100%
Customised Prosthetics	127	591	718	18%	82%	100%
Hearing Equipment	44	210	254	17%	83%	100%
Hearing Services	2	41	43	5%	95%	100%
Personal Mobility Equipment	167	851	1,018	16%	84%	100%
Specialised Hearing Services	9	57	66	14%	86%	100%
Vision Equipment	43	203	246	17%	83%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	420	1,736	2,156	19%	81%	100%
Behaviour Support	199	643	842	24%	76%	100%
Community nursing care for high needs	102	531	633	16%	84%	100%
Development of daily living and life skills	174	1,089	1,263	14%	86%	100%
Early Intervention supports for early childhood	375	978	1,353	28%	72%	100%
Exercise Physiology and Physical Wellbeing activities	218	763	981	22%	78%	100%
Innovative Community Participation	71	214	285	25%	75%	100%
Specialised Driving Training	60	158	218	28%	72%	100%
Therapeutic Supports	1,848	2,760	4,608	40%	60%	100%
<b>Capital services</b>						
Home modification design and construction	100	465	565	18%	82%	100%
Specialist Disability Accommodation	7	194	201	3%	97%	100%
Vehicle Modifications	18	161	179	10%	90%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	183	735	918	20%	80%	100%
Support Coordination	91	449	540	17%	83%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	51	388	439	12%	88%	100%
Specialised Supported Employment	58	441	499	12%	88%	100%
<b>Total</b>	<b>3,072</b>	<b>6,078</b>	<b>9,150</b>	<b>34%</b>	<b>66%</b>	<b>100%</b>

**Figure E.33 Distribution of active providers in 2020-21 Q1 by their status in 2019-20 Q4 and payment band in 2020-21 Q1 – National <sup>75</sup>**



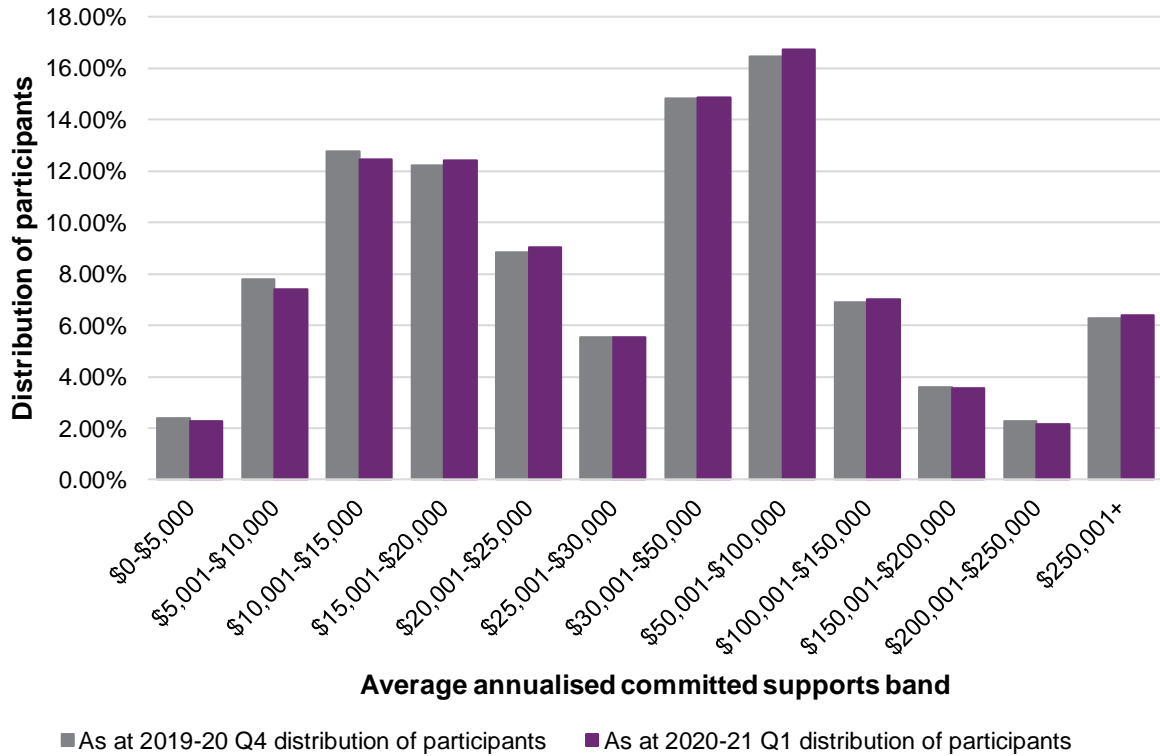
## Part Five: Financial sustainability

**Table E.72 Committed supports by financial year (\$m) – National**

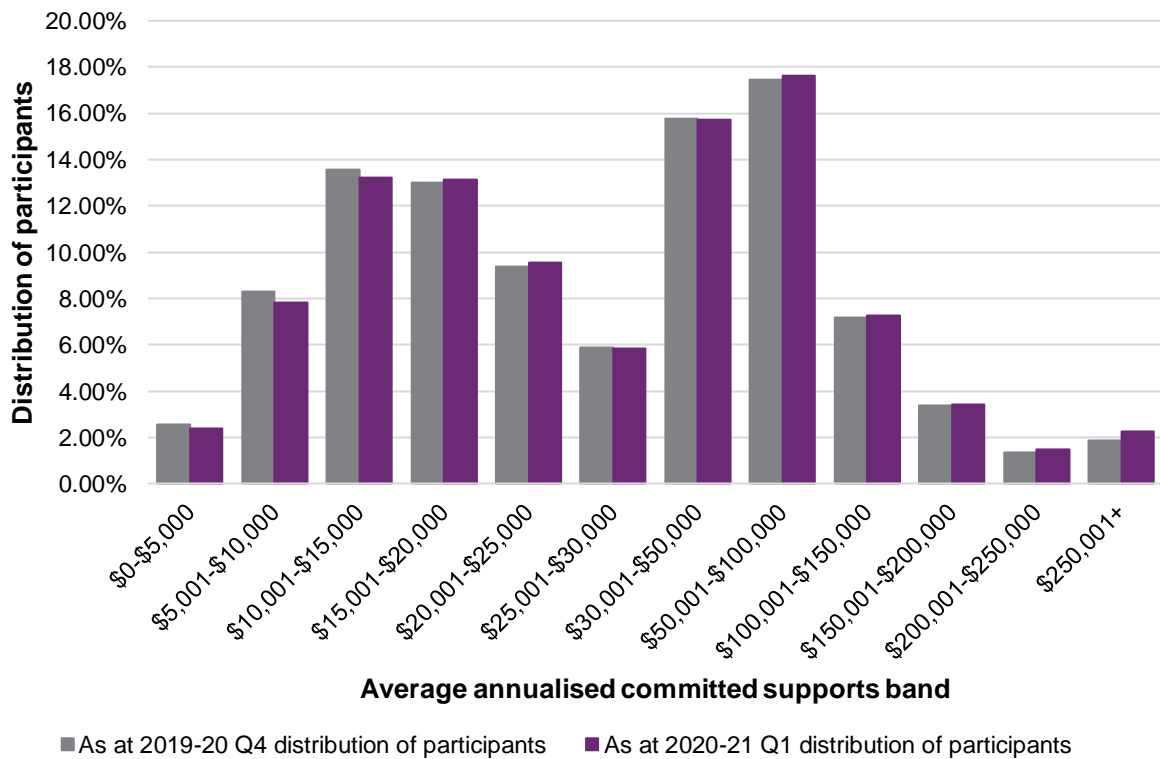
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	132.7	496.7	939.4	3,234.1	7,740.7	14,556.9	24,396.1	7,494.1

<sup>75</sup> 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.

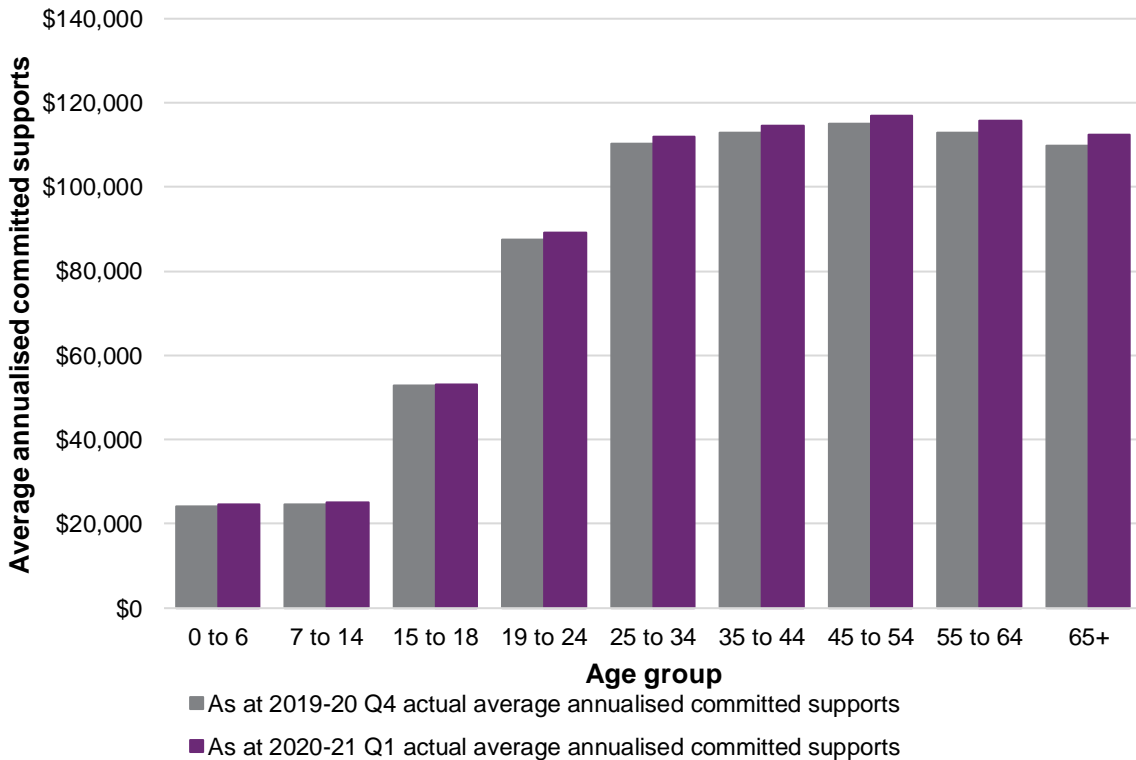
**Figure E.34 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – National**



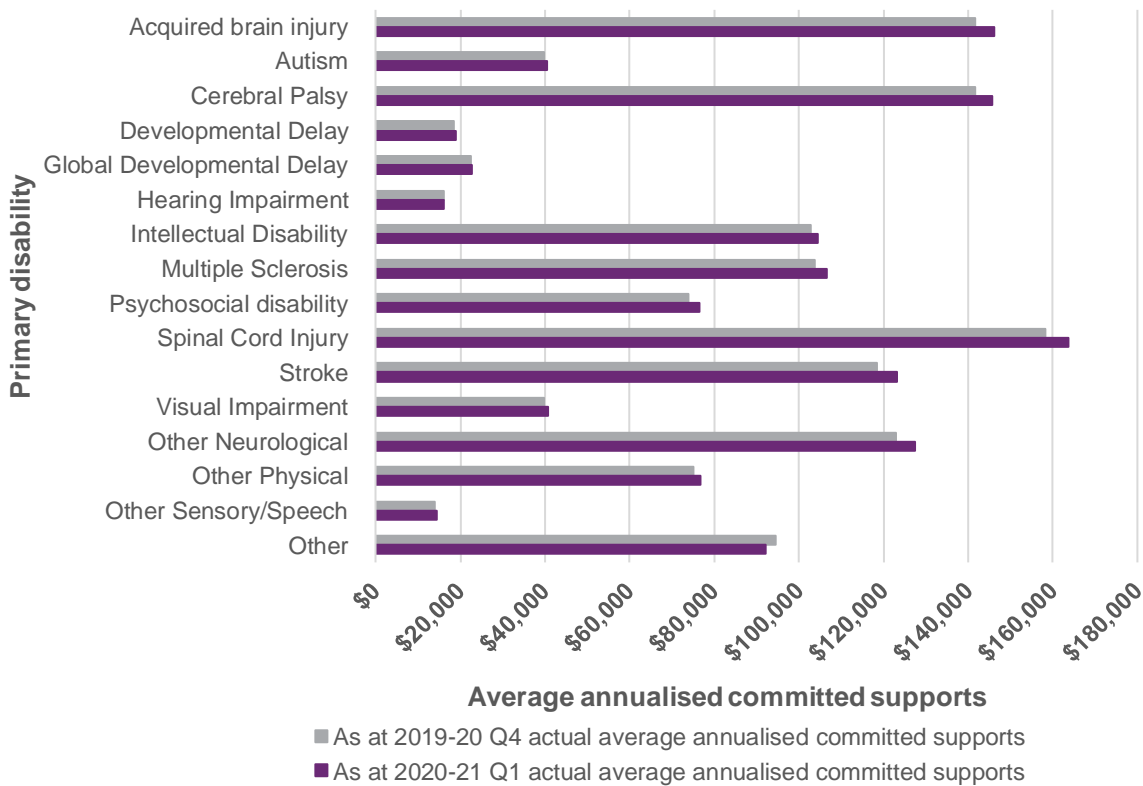
**Figure E.35 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – National**



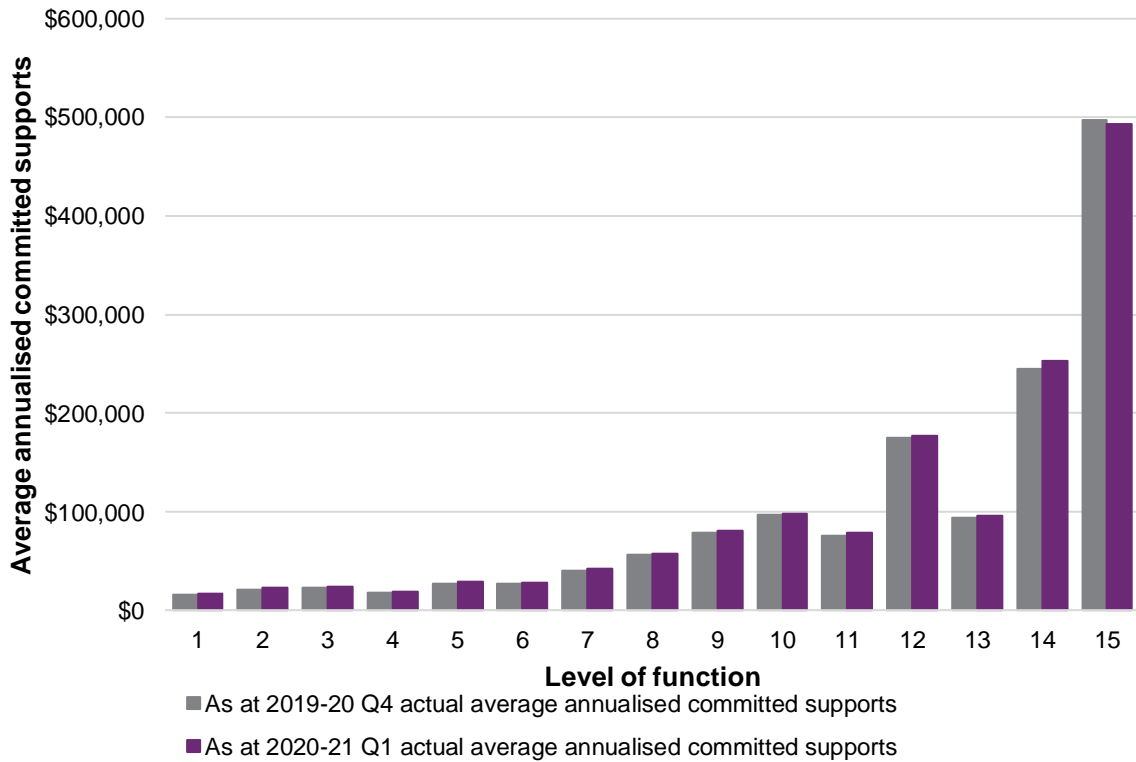
**Figure E.36 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – National**



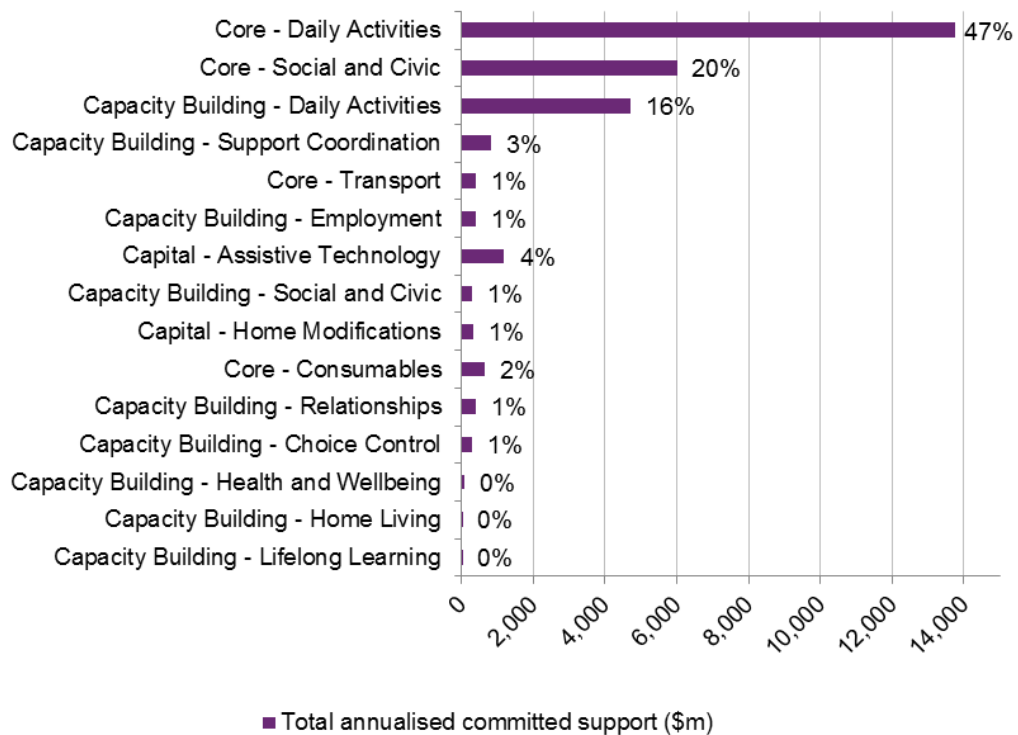
**Figure E.37 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – National**



**Figure E.38 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – National**



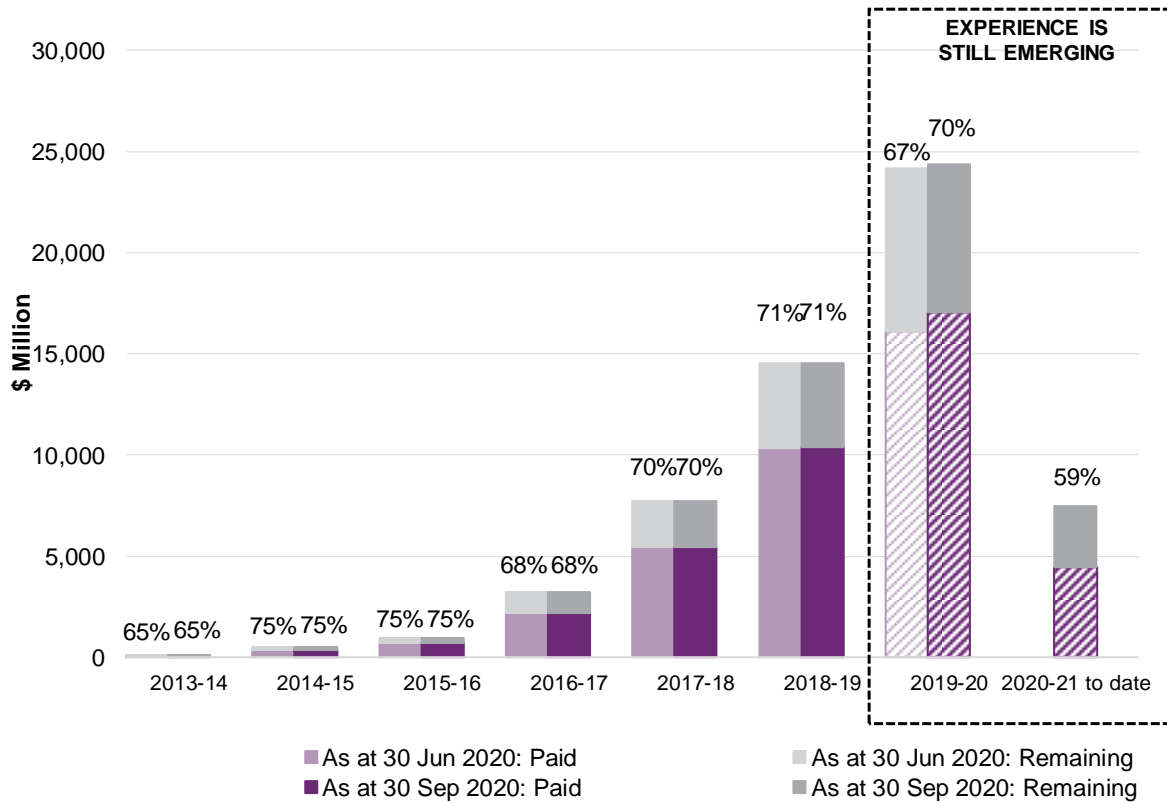
**Figure E.39 Total annualised committed supports for active participants with an approved plan by support category (\$m) – National**



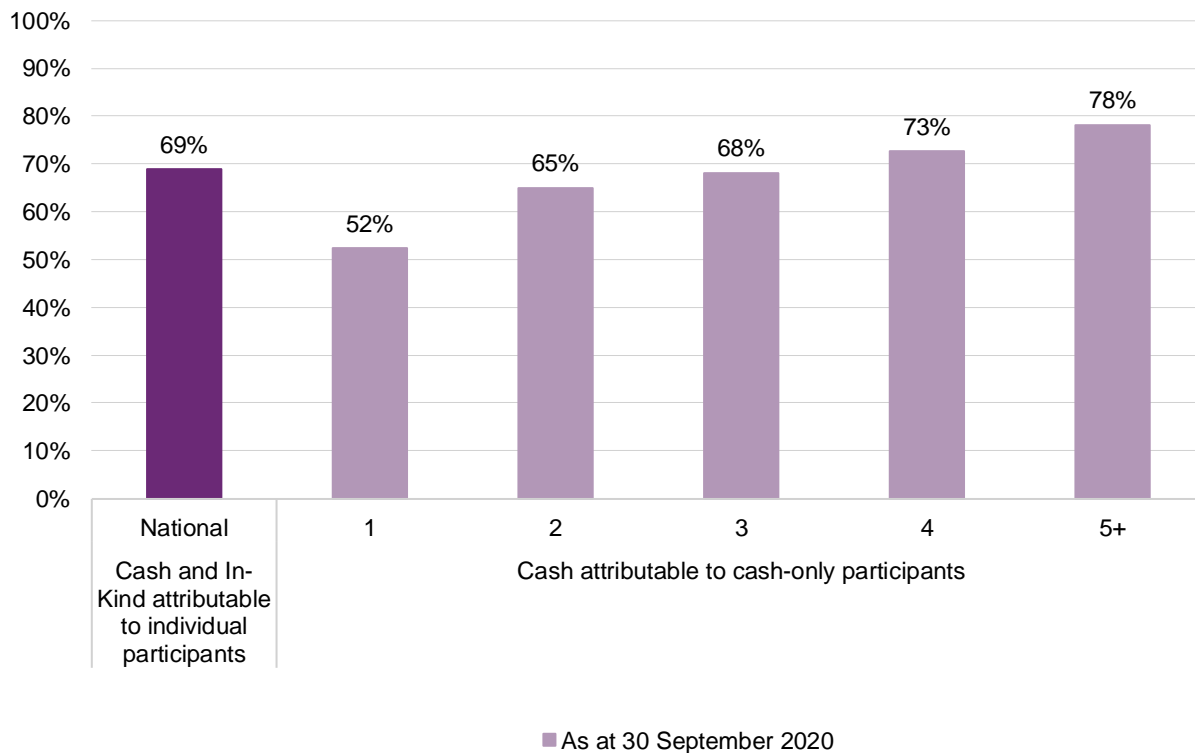
**Table E.73 Payments by financial year, compared to committed supports (\$m) – National**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	132.7	496.7	939.4	3,234.1	7,740.7	14,556.9	24,396.1	7,494.1
Total Paid	85.8	370.9	704.4	2,185.5	5,430.8	10,378.2	17,049.0	4,439.3
% utilised to date	65%	75%	75%	68%	70%	71%	70%	59%

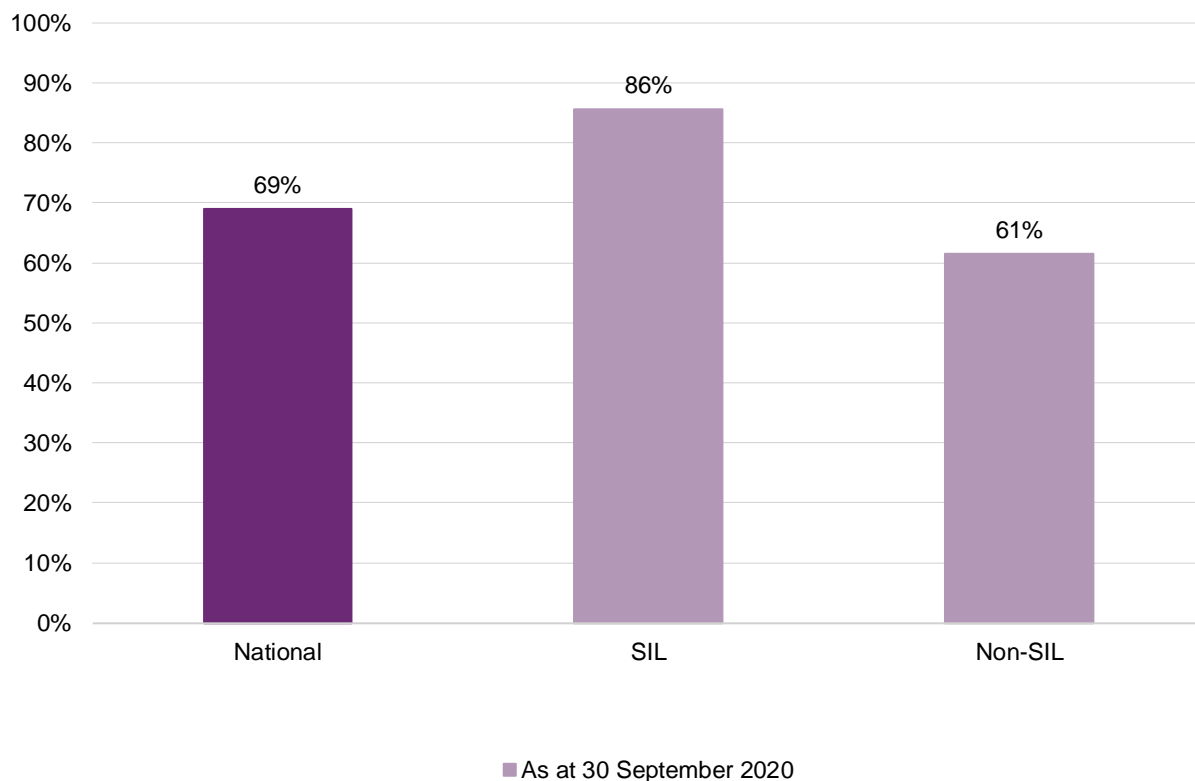
**Figure E.40 Utilisation of committed supports as at 30 June 2020 and 30 September 2020 – National**



**Figure E.41 Utilisation of committed supports by plan number from 1 January 2020 to 30 June 2020 – National** <sup>76</sup>



**Figure E.42 Utilisation of committed supports by SIL status from 1 January 2020 to 30 June 2020 – National** <sup>77</sup>



<sup>76</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>77</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.



Figure E.43 Utilisation of committed supports by support class from 1 January 2020 to 30 June 2020 – National <sup>78</sup>

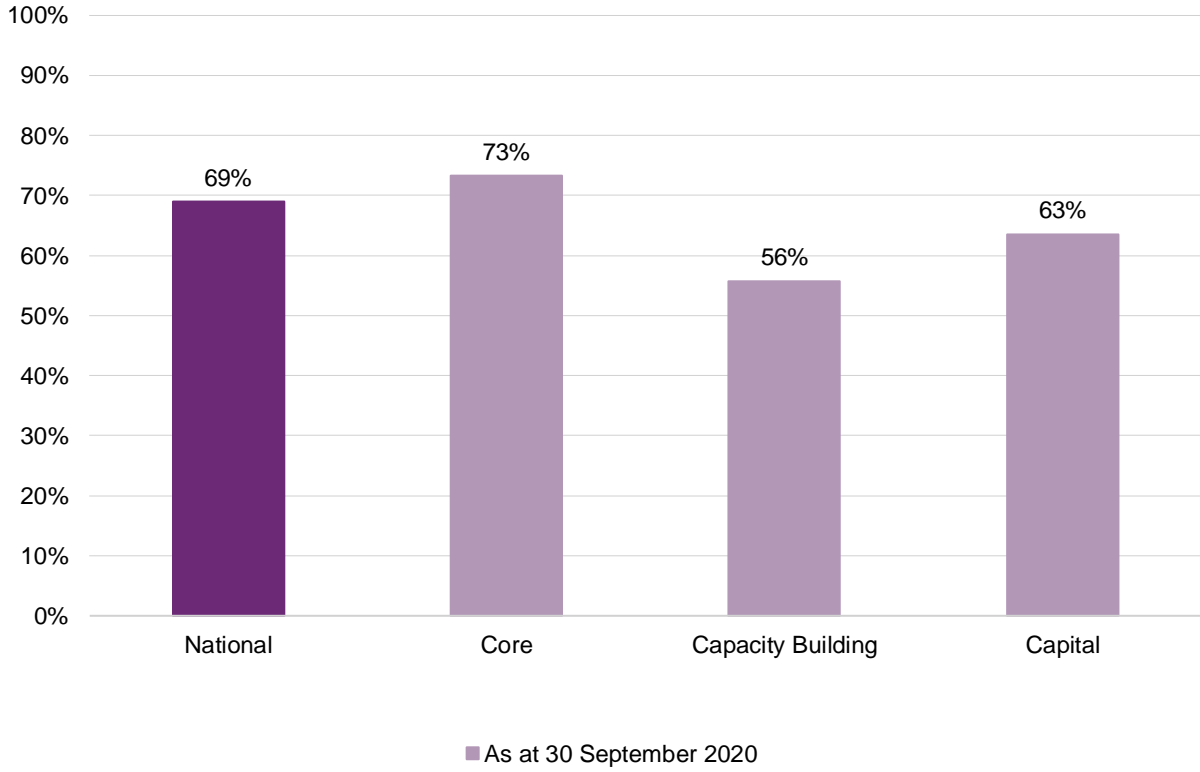
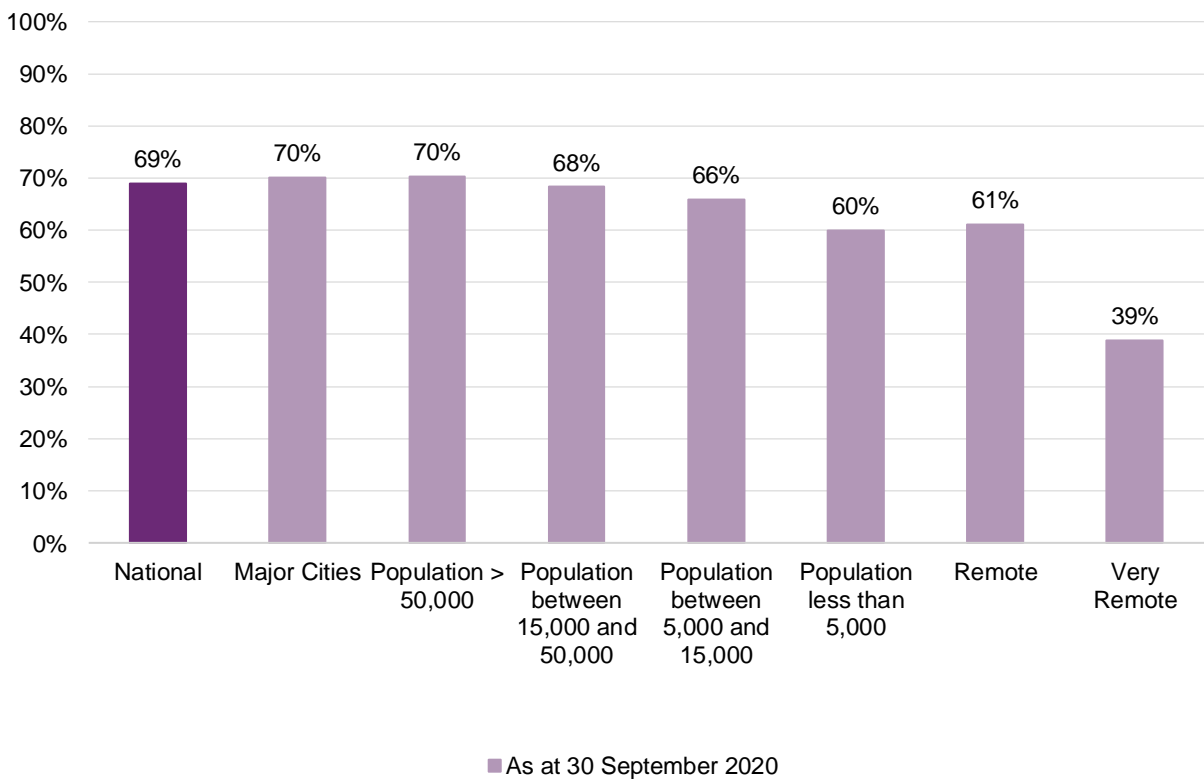


Figure E.44 Utilisation of committed supports by remoteness from 1 January 2020 to 30 June 2020 – National <sup>79</sup>



<sup>78</sup> Ibid.

<sup>79</sup> Ibid.

# Appendix F: New South Wales

## Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales <sup>80</sup>

	Prior Quarters	2020-21 Q1	Total excluding ECEI	ECEI	Total including ECEI
<b>New South Wales</b>	<b>124,150</b>	<b>5,968</b>	<b>130,118</b>	<b>2,900</b>	<b>133,018</b>

Table F.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – New South Wales <sup>81</sup>

	Prior Quarters	2020-21 Q1	Total
<b>Access decisions</b>	<b>160,684</b>	<b>7,961</b>	<b>168,645</b>
<b>Active Eligible</b>	<b>126,831</b>	<b>5,991</b>	<b>132,822</b>
<i>New</i>	60,531	5,662	66,193
<i>State</i>	53,074	139	53,213
<i>Commonwealth</i>	13,226	190	13,416
<b>Active Participant Plans (excl ECEI)</b>	<b>124,150</b>	<b>5,968</b>	<b>130,118</b>
<i>New</i>	58,700	5,583	64,283
<i>State</i>	52,403	172	52,575
<i>Commonwealth</i>	13,047	213	13,260
<b>Active Participant Plans</b>	<b>126,664</b>	<b>8,868</b>	<b>133,018</b>
<i>Early Intervention (s25)</i>	28,552	2,749	31,301
<i>Permanent Disability (s24)</i>	95,598	3,219	98,817
<i>ECEI</i>	2,514	2,900	2,900

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

Exits	Total
<b>Total participant exits</b>	<b>5,320</b>
<i>Early Intervention participants</i>	686
<i>Permanent disability participants</i>	4,634

<sup>80</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>81</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table F.4 Cumulative numbers of active participants by services previously received – New South Wales** <sup>82 83</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	28,340	3,308	11,859	4,330	47,837
End of 2017-18	51,308	9,372	23,614	3,578	87,872
End of 2018-19 Q1	52,045	10,086	26,783	1,032	89,946
End of 2018-19 Q2	52,413	10,705	30,435	2,563	96,116
End of 2018-19 Q3	52,576	11,170	33,431	1,446	98,623
End of 2018-19 Q4	52,617	11,575	36,256	582	101,030
End of 2019-20 Q1	52,715	11,953	42,151	1,442	108,261
End of 2019-20 Q2	52,736	12,377	48,477	1,481	115,071
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
End of 2020-21 Q1	52,575	13,260	64,283	2,900	133,018

**Table F.5 Cumulative numbers of active participants by entry into the Scheme – New South Wales** <sup>84 85 86 87</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	6,798	36,709	4,330	47,837
End of 2017-18	12,414	71,880	3,578	87,872
End of 2018-19 Q1	13,903	75,011	1,032	89,946
End of 2018-19 Q2	15,745	77,808	2,563	96,116
End of 2018-19 Q3	17,276	79,901	1,446	98,623
End of 2018-19 Q4	18,543	81,905	582	101,030
End of 2019-20 Q1	21,252	85,567	1,442	108,261
End of 2019-20 Q2	24,083	89,507	1,481	115,071
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
End of 2020-21 Q1	31,301	98,817	2,900	133,018

<sup>82</sup> This table shows the total numbers of active participants at the end of each period.

<sup>83</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>84</sup> This table shows the total numbers of active participants at the end of each period.

<sup>85</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>86</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>87</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table F.6 Assessment of access by age group – New South Wales**<sup>88</sup>

Age Group	Prior Quarters		2020-21 Q1		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	35,031	97%	2,522	94%	37,553	97%
7 to 14	24,657	85%	890	71%	25,547	84%
15 to 18	10,159	89%	322	77%	10,481	89%
19 to 24	8,941	90%	186	70%	9,127	90%
25 to 34	10,702	85%	325	73%	11,027	85%
35 to 44	11,382	81%	415	69%	11,797	80%
45 to 54	14,733	76%	525	60%	15,258	75%
55 to 64	18,407	69%	822	60%	19,229	69%
65+	988	56%	12	22%	1,000	55%
Missing	<11		<11		<11	
<b>Total</b>	<b>135,001</b>	<b>84%</b>	<b>6,019</b>	<b>76%</b>	<b>141,020</b>	<b>84%</b>

**Table F.7 Assessment of access by disability – New South Wales**<sup>89</sup>

Disability	Prior Quarters		2020-21 Q1		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	4,180	92%	129	80%	4,309	92%
Autism	40,176	96%	1,430	95%	41,606	96%
Cerebral Palsy	5,391	97%	49	82%	5,440	97%
Developmental Delay	8,621	96%	1,533	96%	10,154	96%
Global Developmental Delay	2,666	99%	305	98%	2,971	99%
Hearing Impairment	6,671	87%	304	84%	6,975	86%
Intellectual Disability	29,381	95%	473	83%	29,854	95%
Multiple Sclerosis	2,302	87%	68	67%	2,370	86%
Psychosocial disability	12,358	66%	820	63%	13,178	66%
Spinal Cord Injury	1,721	94%	42	89%	1,763	94%
Stroke	2,290	85%	123	78%	2,413	84%
Visual Impairment	2,950	89%	62	74%	3,012	89%
Other Neurological	6,776	75%	266	65%	7,042	75%
Other Physical	6,174	43%	248	33%	6,422	43%
Other Sensory/Speech	1,448	53%	18	20%	1,466	52%
Other	426	31%	149	33%	575	31%
Missing	1,470	91%	<11		1,470	91%
<b>Total</b>	<b>135,001</b>	<b>84%</b>	<b>6,019</b>	<b>76%</b>	<b>141,020</b>	<b>84%</b>

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

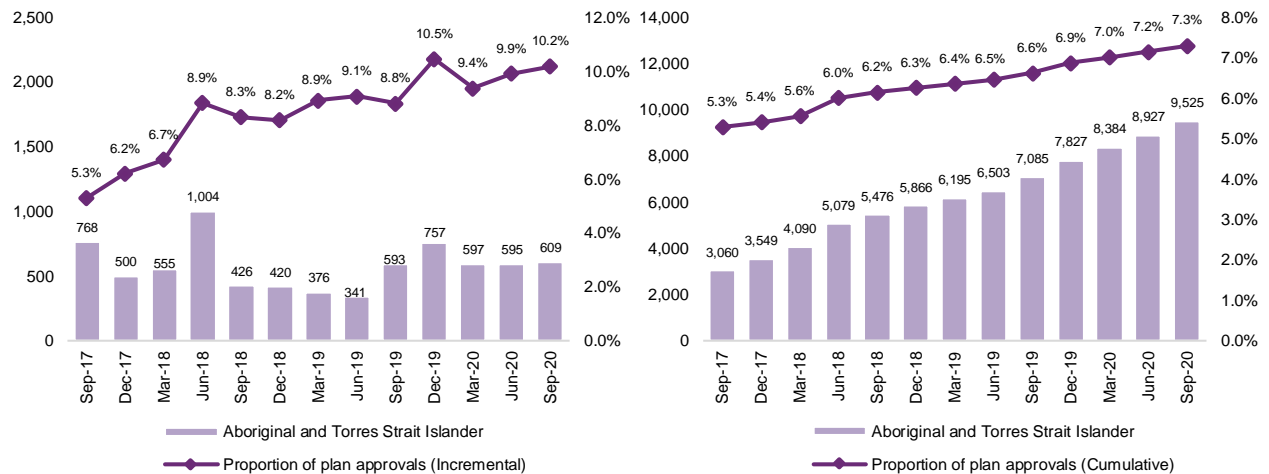
<sup>88</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>89</sup> Ibid.

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

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	8,916	7.2%	609	10.2%	<b>9,525</b>	<b>7.3%</b>
Not Aboriginal and Torres Strait Islander	80,286	64.7%	4,623	77.5%	<b>84,909</b>	<b>65.3%</b>
Not Stated	34,948	28.1%	736	12.3%	<b>35,684</b>	<b>27.4%</b>
<b>Total</b>	<b>124,150</b>	<b>100%</b>	<b>5,968</b>	<b>100%</b>	<b>130,118</b>	<b>100%</b>

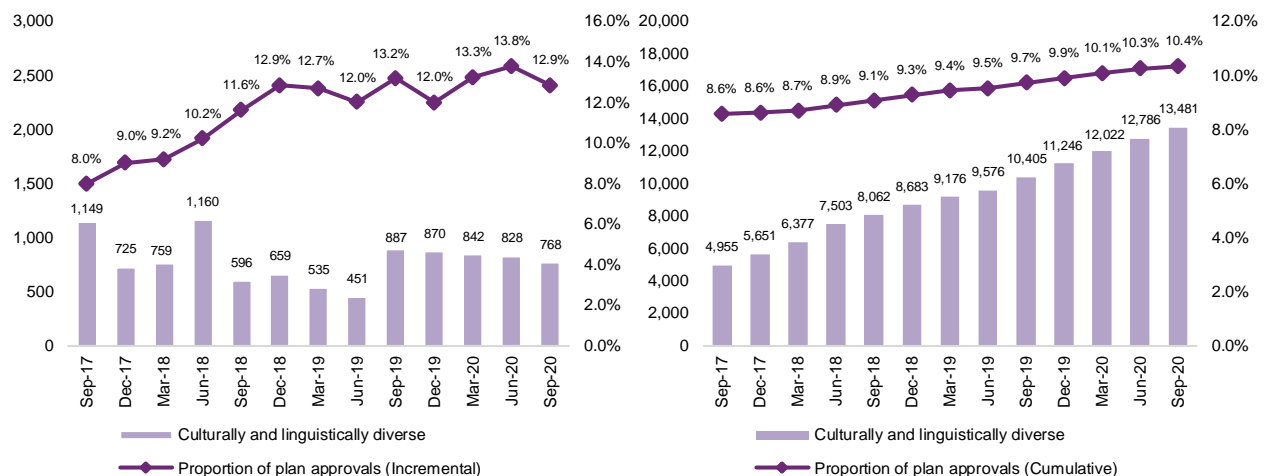
**Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales<sup>90</sup>**



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

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	12,713	10.2%	768	12.9%	<b>13,481</b>	<b>10.4%</b>
Not culturally and linguistically diverse	111,210	89.6%	5,199	87.1%	<b>116,409</b>	<b>89.5%</b>
Not stated	227	0.2%	<11		<b>228</b>	<b>0.2%</b>
<b>Total</b>	<b>124,150</b>	<b>100%</b>	<b>5,968</b>	<b>100%</b>	<b>130,118</b>	<b>100%</b>

**Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales<sup>91</sup>**

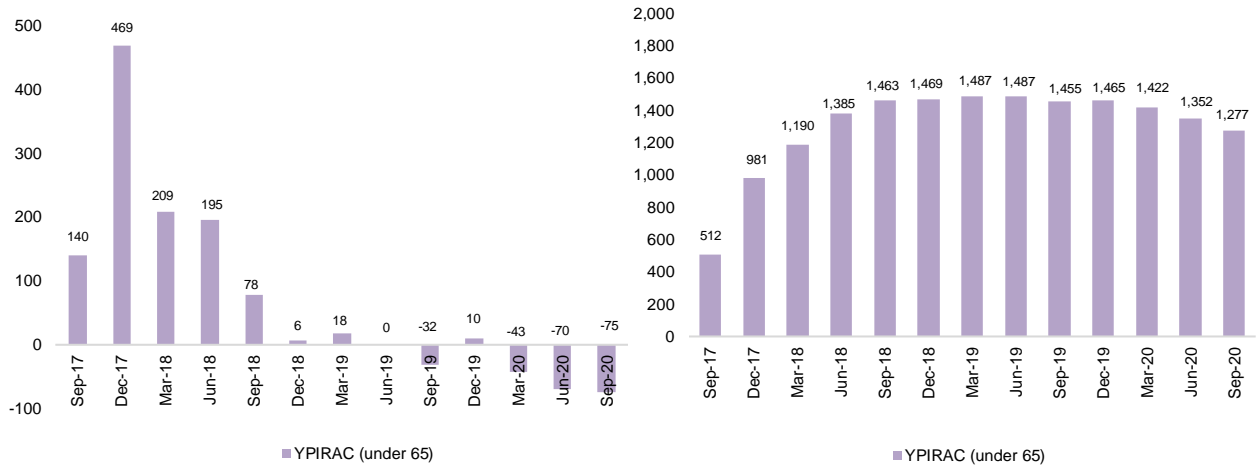


<sup>90</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.  
<sup>91</sup> Ibid.

**Table F.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2020 – New South Wales<sup>92</sup>**

	Total
Age group	N
Under 45	35
45 to 54	217
55 to 64	1,025
<b>Total YPIRAC (under 65)</b>	<b>1,277</b>

**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<sup>93</sup>**



**Table F.11 Participant profile per quarter by remoteness – New South Wales<sup>94 95</sup>**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Major cities	86,455	69.6%	4,132	69.2%	<b>90,587</b>	<b>69.6%</b>
Population > 50,000	3,982	3.2%	203	3.4%	<b>4,185</b>	<b>3.2%</b>
Population between 15,000 and 50,000	16,881	13.6%	860	14.4%	<b>17,741</b>	<b>13.6%</b>
Population between 5,000 and 15,000	7,552	6.1%	347	5.8%	<b>7,899</b>	<b>6.1%</b>
Population less than 5,000	8,838	7.1%	388	6.5%	<b>9,226</b>	<b>7.1%</b>
Remote	338	0.3%	29	0.5%	<b>367</b>	<b>0.3%</b>
Very Remote	95	0.1%	<11		<b>104</b>	<b>0.1%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>124,150</b>	<b>100%</b>	<b>5,968</b>	<b>100%</b>	<b>130,118</b>	<b>100%</b>

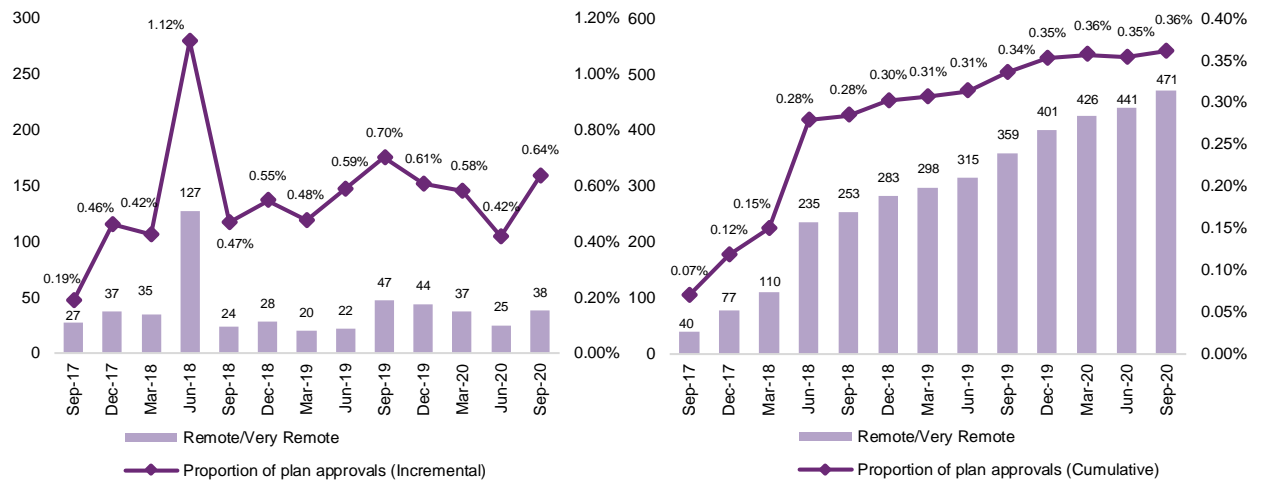
<sup>92</sup> There are a further 609 active participants aged 65 years or over who are currently in residential aged care.

<sup>93</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>94</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>95</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales<sup>96</sup>**



**Table F.12 Participant profile per quarter by primary disability group – New South Wales<sup>97 98 99</sup>**

Disability	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Autism	39,138	32%	1,440	24%	40,578	31%
Intellectual Disability	27,783	22%	491	8%	28,274	22%
Psychosocial disability	11,300	9%	784	13%	12,084	9%
Developmental Delay	7,527	6%	1,535	26%	9,062	7%
Hearing Impairment	6,322	5%	316	5%	6,638	5%
Other Neurological	5,584	4%	275	5%	5,859	5%
Other Physical	5,107	4%	257	4%	5,364	4%
Cerebral Palsy	5,210	4%	50	1%	5,260	4%
ABI	3,755	3%	117	2%	3,872	3%
Visual Impairment	2,721	2%	66	1%	2,787	2%
Global Developmental Delay	2,486	2%	301	5%	2,787	2%
Multiple Sclerosis	2,181	2%	61	1%	2,242	2%
Stroke	2,033	2%	99	2%	2,132	2%
Spinal Cord Injury	1,575	1%	46	1%	1,621	1%
Other Sensory/Speech	1,113	1%	26	0%	1,139	1%
Other	315	0%	104	2%	419	0%
<b>Total</b>	<b>124,150</b>	<b>100%</b>	<b>5,968</b>	<b>100%</b>	<b>130,118</b>	<b>100%</b>

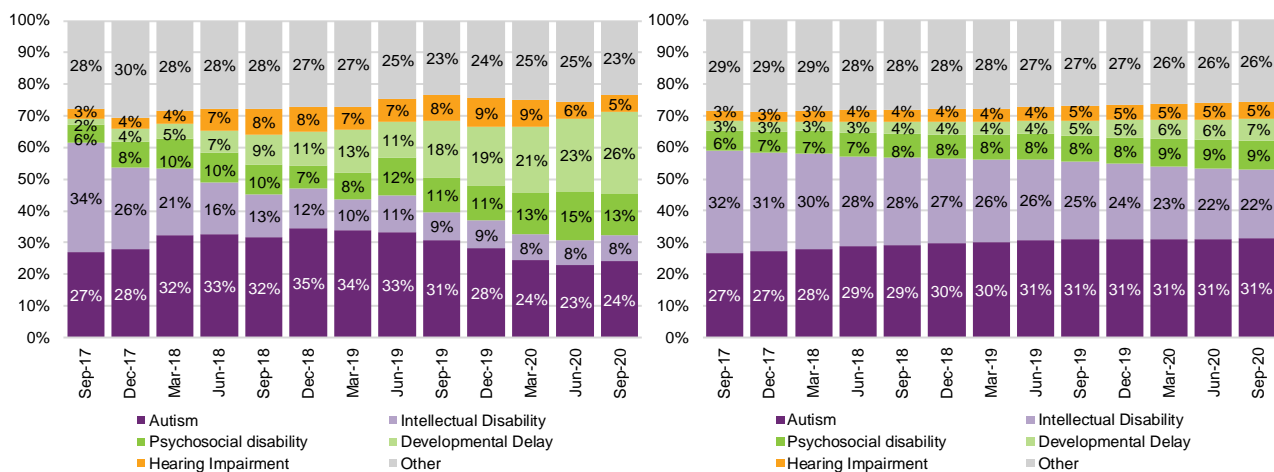
<sup>96</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>97</sup> Table order based on national proportions (highest to lowest).

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

<sup>99</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in NSW (3,707).

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



**Table F.13 Participant profile per quarter by level of functions – New South Wales** <sup>101</sup>

Level of Function	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	9,575	8%	1,436	24%	11,011	8%
2 (High Function)	212	0%	<11		220	0%
3 (High Function)	6,615	5%	443	7%	7,058	5%
4 (High Function)	9,994	8%	387	6%	10,381	8%
5 (High Function)	9,315	8%	552	9%	9,867	8%
6 (Moderate Function)	23,950	19%	1,130	19%	25,080	19%
7 (Moderate Function)	8,615	7%	256	4%	8,871	7%
8 (Moderate Function)	7,630	6%	314	5%	7,944	6%
9 (Moderate Function)	646	1%	25	0%	671	1%
10 (Moderate Function)	12,777	10%	565	9%	13,342	10%
11 (Low Function)	4,982	4%	67	1%	5,049	4%
12 (Low Function)	18,992	15%	629	11%	19,621	15%
13 (Low Function)	8,007	6%	142	2%	8,149	6%
14 (Low Function)	2,720	2%	13	0%	2,733	2%
15 (Low Function)	42	0%	<11		43	0%
Missing	78		<11		78	
<b>Total</b>	<b>124,150</b>	<b>100%</b>	<b>5,968</b>	<b>100%</b>	<b>130,118</b>	<b>100%</b>

<sup>100</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>101</sup> The distributions are calculated excluding participants with a missing level of function.



Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – New South Wales <sup>102</sup>

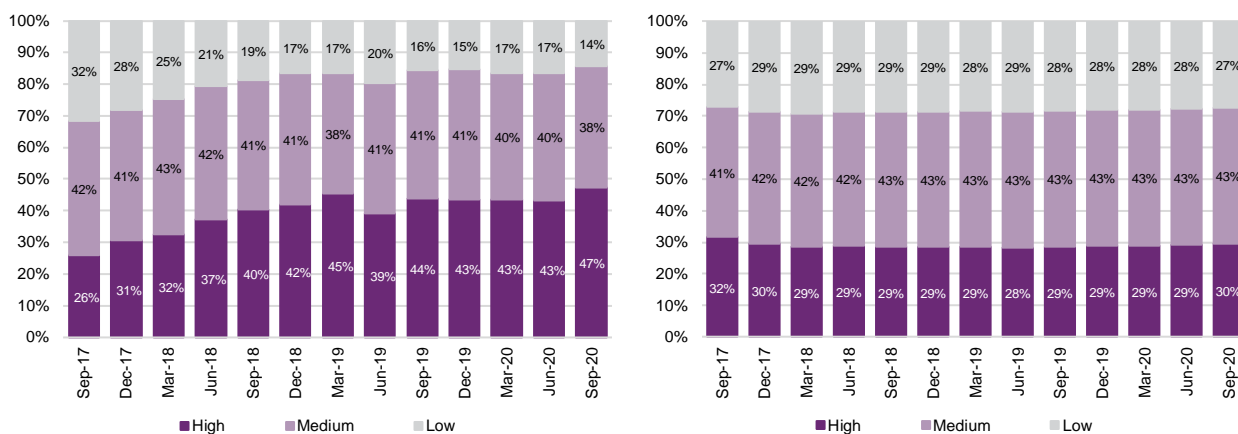
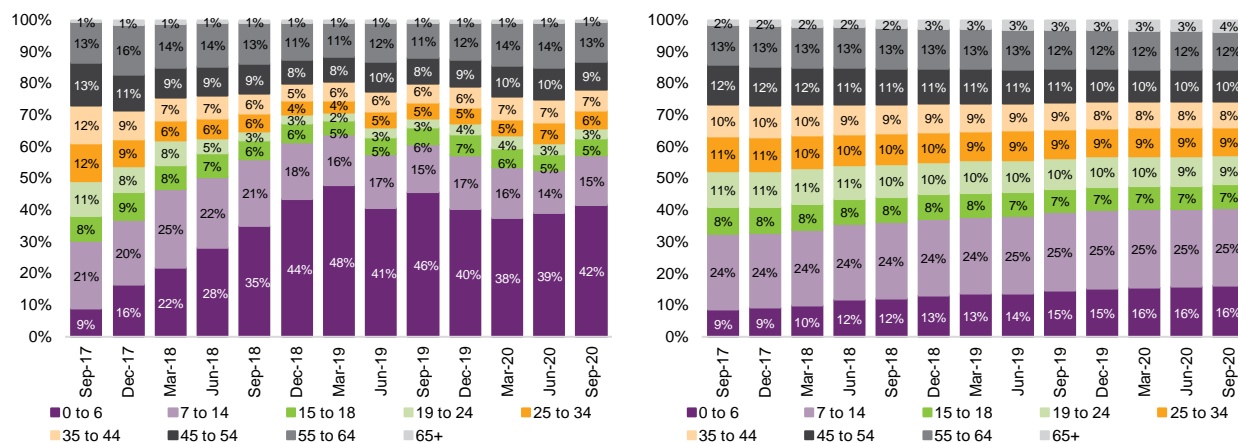


Table F.14 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
0 to 6	18,373	15%	2,489	42%	20,862	16%
7 to 14	31,257	25%	925	15%	32,182	25%
15 to 18	9,205	7%	320	5%	9,525	7%
19 to 24	11,931	10%	193	3%	12,124	9%
25 to 34	11,112	9%	331	6%	11,443	9%
35 to 44	10,259	8%	408	7%	10,667	8%
45 to 54	12,468	10%	514	9%	12,982	10%
55 to 64	14,946	12%	757	13%	15,703	12%
65+	4,599	4%	31	1%	4,630	4%
<b>Total</b>	<b>124,150</b>	<b>100%</b>	<b>5,968</b>	<b>100%</b>	<b>130,118</b>	<b>100%</b>

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



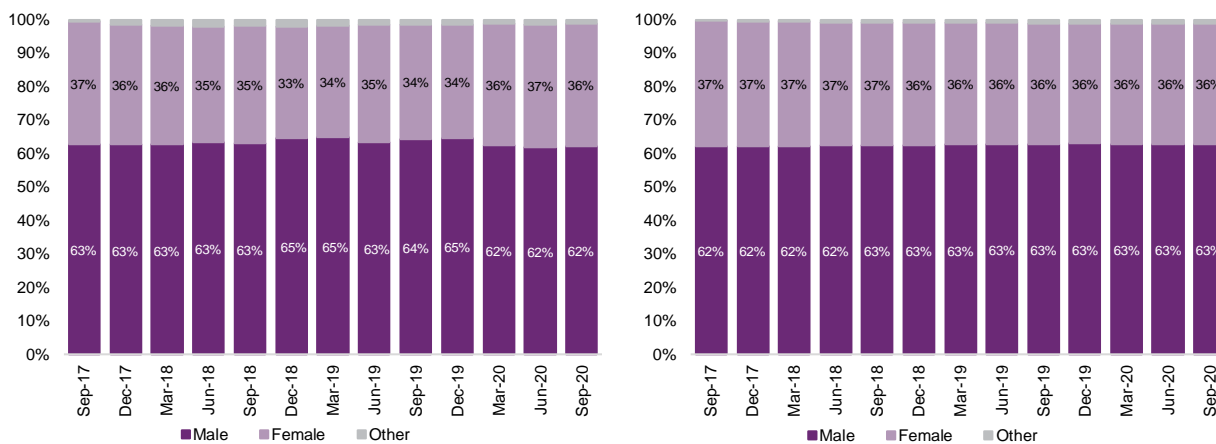
<sup>102</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>103</sup> Ibid.

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

Gender	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Male	78,102	63%	3,719	62%	<b>81,821</b>	<b>63%</b>
Female	44,708	36%	2,178	36%	<b>46,886</b>	<b>36%</b>
Other	1,340	1%	71	1%	<b>1,411</b>	<b>1%</b>
<b>Total</b>	<b>124,150</b>	<b>100%</b>	<b>5,968</b>	<b>100%</b>	<b>130,118</b>	<b>100%</b>

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



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

	NSW
0-6	2.94%
7-14	4.01%
15-18	2.54%
19-24	1.86%
25-34	0.93%
35-44	0.98%
45-54	1.31%
55-64	1.68%
<b>Total (aged 0-64)</b>	<b>1.85%</b>

<sup>104</sup> Ibid.

## Part Two: Participant experience and outcomes

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

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	2,990	5,726	5,721	8,897	2,090	25,424
Participant school to 14	7,636	10,831	5,005	5,911	1,315	30,698
Participant 15 to 24	5,996	6,005	1,452	2,344	497	16,294
Participant 25 and over	14,492	16,712	5,429	8,783	2,006	47,422
<b>Total Participant</b>	<b>31,114</b>	<b>39,274</b>	<b>17,607</b>	<b>25,935</b>	<b>5,908</b>	<b>119,838</b>
Family 0 to 14	9,705	16,089	10,555	14,573	3,329	54,251
Family 15 to 24	1,399	3,906	1,078	1,641	334	8,358
Family 25 and over	380	4,492	1,757	2,527	506	9,662
<b>Total Family</b>	<b>11,484</b>	<b>24,487</b>	<b>13,390</b>	<b>18,741</b>	<b>4,169</b>	<b>72,271</b>
<b>Total</b>	<b>42,598</b>	<b>63,761</b>	<b>30,997</b>	<b>44,676</b>	<b>10,077</b>	<b>192,109</b>

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	68%			
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		66%		
CC % who are happy with the level of independence/control they have now			35%	
CC % who choose who supports them			36%	58%
CC % who choose what they do each day			46%	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			79%	76%

<sup>105</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. 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%	74%		
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			30%	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		62%		
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%	43%
HW	% who did not have any difficulties accessing health services			66%	62%
LL	% who currently attend or previously attended school in a mainstream class			34%	
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%	24%
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	19%	23%	21%
% receiving Carer Allowance	43%	44%	30%
% working in a paid job	48%	52%	38%
Of those in a paid job, % in permanent employment	77%	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	44%	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%	87%
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	50%	47%	47%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		37%	
% who feel in control selecting services		36%	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%	60%

**Table F.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=4,216) - participants who entered from 1 July 2016 and 30 September 2019 – New South Wales <sup>106</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	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?	80%
S/CP Has the NDIS improved how your child fits into community life?	65%

<sup>106</sup> Results in Tables F.22 to F.25 include participants who entered between 1 July 2016 and 30 September 2019 and have had a first plan review to date.

**Table F.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=8,667) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	62%
LL Has the NDIS improved your child's access to education?	42%
REL Has the NDIS improved your child's relationships with family and friends?	51%
S/CP Has the NDIS improved your child's social and recreational life?	44%

**Table F.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,576) and ‘Participant 25 and over’ (n=11,099) - participants who entered between 1 July 2016 and 30 September 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%	70%
DL Has the NDIS helped you with daily living activities?	55%	72%
REL Has the NDIS helped you to meet more people?	47%	53%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	29%
HW Has your involvement with the NDIS improved your health and wellbeing?	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?	34%	28%
WK Has your involvement with the NDIS helped you find a job that's right for you?	18%	20%
S/CP Has the NDIS helped you be more involved?	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=15,112); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,065) - participants who entered between 1 July 2016 and 30 September 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?	64%	48%
Has the NDIS improved the level of support for your family?	68%	61%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	45%	35%

**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=2,256) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

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	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	89%	94%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	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=10,511) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	56%	64%	+8%
LL	Has the NDIS improved your child's access to education?	36%	40%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	50%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	44%	+5%

**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=5,574) and ‘Participant 25 and over’ (n=13,063) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	60%	66%	+6%	66%	74%	+9%
DL	Has the NDIS helped you with daily living activities?	57%	65%	+8%	69%	79%	+10%
REL	Has the NDIS helped you to meet more people?	50%	53%	+4%	51%	59%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	-2%	28%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	48%	55%	+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?	36%	36%	1%	29%	30%	1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	-2%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	59%	+5%	57%	65%	+8%

<sup>107</sup> Results in Tables F.26 to F.29 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

**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=10,632); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,904) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

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?	56%	60%	+5%	44%	53%	+9%
Has the NDIS improved the level of support for your family?	61%	67%	+6%	59%	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?	64%	70%	+7%	55%	65%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	75%	+5%			
Has the NDIS improved your health and wellbeing?	38%	40%	+2%	31%	34%	+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=549) - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales <sup>108</sup>**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	91%	95%	94%	+2%
DL Has the NDIS improved your child's access to specialist services?	87%	88%	93%	+6%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%	83%	84%	+1%
REL Has the NDIS improved how your child fits into family life?	68%	74%	75%	+6%
S/CP Has the NDIS improved how your child fits into community life?	58%	61%	63%	+5%

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



**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=4,987) - participants who entered between 1 July 2016 and 30 September 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%	61%	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?	42%	48%	50%	+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=3,636) - participants who entered between 1 July 2016 and 30 September 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?	58%	63%	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%	18%	-5%
	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	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%	37%	0%
	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%

**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=6,704) - participants who entered between 1 July 2016 and 30 September 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?	66%	74%	77%	+11%
Has the NDIS helped you with daily living activities?	69%	78%	82%	+12%
Has the NDIS helped you to meet more people?	52%	60%	63%	+12%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	30%	33%	33%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	49%	56%	59%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	33%	32%	1%
Has your involvement with the NDIS helped you find a job that’s right for you?	22%	21%	20%	-2%
Has the NDIS helped you be more involved?	59%	66%	70%	+12%

**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=3,693) - participants who entered between 1 July 2016 and 30 September 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%	64%	+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%	66%	69%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	71%	73%	+9%
Has the NDIS improved your health and wellbeing?	34%	36%	36%	+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=628) - participants who entered between 1 July 2016 and 30 September 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%	44%	53%	+10%
Has the NDIS improved the level of support for your family?	53%	60%	67%	+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?	55%	60%	65%	+11%
Has the NDIS improved your health and wellbeing?	31%	30%	32%	+1%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Participant 0 to school’.

**Table F.36 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=83) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales<sup>109</sup>**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL Has the NDIS helped your child to become more independent?	54%	70%	77%	76%	+22%
LL Has the NDIS improved your child’s access to education?	34%	41%	44%	45%	+11%
REL Has the NDIS improved your child’s relationships with family and friends?	47%	53%	57%	57%	+10%
S/CP Has the NDIS improved your child’s social and recreational life?	44%	42%	46%	44%	0%

<sup>109</sup> Results in Tables F.36 to F.39 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

**Table F.37 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=93) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	66%	54%	63%	66%	-0%
DL	Has the NDIS helped you with daily living activities?	62%	62%	67%	74%	+12%
REL	Has the NDIS helped you to meet more people?	52%	58%	53%	62%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	27%	25%	29%	20%	-7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	49%	47%	53%	+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?	31%	34%	32%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	18%	10%	14%	12%	-6%
S/CP	Has the NDIS helped you be more involved?	53%	59%	57%	62%	+8%

**Table F.38 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=321) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	72%	74%	76%	80%	+9%
DL	Has the NDIS helped you with daily living activities?	75%	81%	86%	90%	+15%
REL	Has the NDIS helped you to meet more people?	57%	63%	67%	71%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	45%	46%	50%	50%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	59%	60%	66%	67%	+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?	41%	42%	36%	37%	-4%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	33%	33%	28%	26%	-7%
S/CP	Has the NDIS helped you be more involved?	68%	68%	74%	78%	+10%

**Table F.39 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=61) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
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%	53%	56%	66%	+14%
Has the NDIS improved the level of support for your family?	60%	66%	72%	87%	+26%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	57%	69%	73%	87%	+30%
Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	61%	71%	87%	+25%
Has the NDIS improved your health and wellbeing?	40%	28%	38%	40%	0%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Family 15 to 24’ and ‘Family 25 and over’ combined.

**Table F.40 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=18,991), ‘participant social and community engagement rate’ (n=19,183) and ‘parent and carer employment rate’ (n=15,970) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales <sup>110</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	13%	17%	20%	24%
Aged 25+	28%	27%	27%	
Aged 15+ (Average)	24%	25%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	33%	40%	45%	50%
Aged 25+	35%	42%	47%	
Aged 15+ (Average)	35%	41%	46%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	49%	52%	52%	50%
Aged 15+	45%	47%	45%	
All ages (Average)	48%	51%	51%	

<sup>110</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

**Table F.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,075), 'participant social and community engagement rate' (n=10,324) and 'parent and carer employment rate' (n=4,982) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales <sup>111</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	13%	17%	21%	25%	24%
Aged 25+	28%	28%	23%	25%	
Aged 15+ (Average)	24%	26%	23%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	31%	38%	44%	48%	50%
Aged 25+	35%	41%	46%	51%	
Aged 15+ (Average)	34%	40%	46%	50%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	45%	49%	52%	54%	50%
Aged 15+	45%	53%	55%	51%	
All ages (Average)	45%	50%	53%	53%	

**Table F.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=537), 'participant social and community engagement rate' (n=570) and 'parent and carer employment rate' (n=94) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales <sup>112</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	5%	9%	8%	10%	20%	24%
Aged 25+	26%	26%	24%	19%	20%	
Aged 15+ (Average)	23%	24%	22%	18%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	27%	29%	25%	31%	41%	50%
Aged 25+	36%	35%	49%	50%	55%	
Aged 15+ (Average)	35%	34%	47%	48%	54%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	42%	57%	57%	46%	58%	50%
Aged 15+	Numbers are too small					
All ages (Average)	39%	50%	47%	41%	51%	

<sup>111</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

<sup>112</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

**Table F.43 Number of active plans by goal type and primary disability – New South Wales <sup>113</sup>**

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	980	2,912	1,943	583	976	2,902	1,414	882	<b>3,872</b>
Autism	5,466	34,934	10,301	11,312	15,786	20,920	2,227	5,250	<b>40,578</b>
Cerebral Palsy	1,127	4,413	2,714	926	1,197	3,258	1,119	809	<b>5,260</b>
Developmental Delay	493	8,440	1,494	3,252	2,547	1,647	11	6	<b>9,062</b>
Down Syndrome	729	3,019	1,540	772	1,022	2,631	756	898	<b>3,707</b>
Global Developmental Delay	157	2,590	541	1,043	786	534	5	2	<b>2,787</b>
Hearing Impairment	1,159	5,501	1,197	1,500	931	2,197	535	1,113	<b>6,638</b>
Intellectual Disability	5,304	18,971	9,056	5,471	7,865	16,895	5,537	7,638	<b>24,567</b>
Multiple Sclerosis	515	1,900	1,519	150	311	1,373	718	300	<b>2,242</b>
Psychosocial disability	2,492	8,674	6,522	2,320	2,962	9,105	4,068	3,441	<b>12,084</b>
Spinal Cord Injury	444	1,408	975	151	204	1,068	509	361	<b>1,621</b>
Stroke	526	1,761	1,140	204	333	1,494	738	287	<b>2,132</b>
Visual Impairment	686	2,435	876	624	343	1,707	585	626	<b>2,787</b>
Other Neurological	1,275	4,633	3,188	686	1,115	4,046	1,998	694	<b>5,859</b>
Other Physical	1,181	4,574	2,810	536	564	2,846	1,376	856	<b>5,364</b>
Other	133	957	216	364	365	364	17	45	<b>1,139</b>
Other Sensory/Speech	65	361	204	56	72	253	111	51	<b>419</b>
<b>Total</b>	<b>22,732</b>	<b>107,483</b>	<b>46,236</b>	<b>29,950</b>	<b>37,379</b>	<b>73,240</b>	<b>21,724</b>	<b>23,259</b>	<b>130,118</b>

<sup>113</sup> 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.44 Number of goals in active plans by goal type and primary disability – New South Wales** <sup>114</sup>

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	1,143	5,283	2,338	683	1,089	3,496	1,506	924	<b>16,462</b>
Autism	6,518	95,170	12,872	16,110	18,719	25,102	2,330	5,583	<b>182,404</b>
Cerebral Palsy	1,384	10,336	3,451	1,219	1,313	4,045	1,194	846	<b>23,788</b>
Developmental Delay	553	33,524	1,886	5,137	2,968	1,882	11	6	<b>45,967</b>
Down Syndrome	880	6,905	1,805	1,031	1,169	3,374	800	935	<b>16,899</b>
Global Developmental Delay	181	10,335	689	1,736	906	587	5	2	<b>14,441</b>
Hearing Impairment	1,389	11,253	1,415	1,942	1,027	2,521	557	1,169	<b>21,273</b>
Intellectual Disability	6,317	37,577	10,963	6,939	9,045	21,003	5,857	8,008	<b>105,709</b>
Multiple Sclerosis	599	3,638	1,987	166	331	1,540	801	311	<b>9,373</b>
Psychosocial disability	2,904	14,330	7,979	2,640	3,230	10,762	4,327	3,581	<b>49,753</b>
Spinal Cord Injury	563	2,827	1,232	166	210	1,278	557	379	<b>7,212</b>
Stroke	644	3,654	1,411	224	355	1,725	802	299	<b>9,114</b>
Visual Impairment	878	5,229	1,031	763	365	2,041	638	669	<b>11,614</b>
Other Neurological	1,516	9,394	4,002	846	1,230	4,707	2,162	732	<b>24,589</b>
Other Physical	1,432	9,510	3,607	648	601	3,311	1,541	900	<b>21,550</b>
Other Sensory/Speech	157	2,452	263	521	423	416	19	48	<b>4,299</b>
Other	78	838	265	69	77	293	119	54	<b>1,793</b>
<b>Total</b>	<b>27,136</b>	<b>262,255</b>	<b>57,196</b>	<b>40,840</b>	<b>43,058</b>	<b>88,083</b>	<b>23,226</b>	<b>24,446</b>	<b>566,240</b>

**Table F.45 Number of active plans by goal type and age group – New South Wales** <sup>115</sup>

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	1,059	19,338	3,638	7,799	5,925	3,829	15	1	<b>20,862</b>
7 to 14	3,769	28,349	8,033	8,598	12,710	15,133	523	187	<b>32,182</b>
15 to 18	1,931	7,847	3,077	2,486	3,503	6,444	709	2,362	<b>9,525</b>
19 to 24	2,924	9,360	4,124	3,069	3,083	8,195	2,456	6,389	<b>12,124</b>
25 to 34	2,850	8,936	4,933	2,295	2,949	8,092	3,250	4,447	<b>11,443</b>
35 to 44	2,541	8,145	5,298	1,815	2,542	7,630	3,252	3,640	<b>10,667</b>
45 to 54	3,044	9,902	6,618	1,885	2,963	9,292	4,281	3,415	<b>12,982</b>
55 to 64	3,598	12,140	8,069	1,657	2,925	11,289	5,440	2,443	<b>15,703</b>
65+	1,016	3,466	2,446	346	779	3,336	1,798	375	<b>4,630</b>
<b>Total</b>	<b>22,732</b>	<b>107,483</b>	<b>46,236</b>	<b>29,950</b>	<b>37,379</b>	<b>73,240</b>	<b>21,724</b>	<b>23,259</b>	<b>130,118</b>

<sup>114</sup> Participants have set over two million goals in total across Australia since July 2016. The 566,240 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

<sup>115</sup> 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.46 Number of goals in active plans by goal type and age group – New South Wales <sup>116</sup>

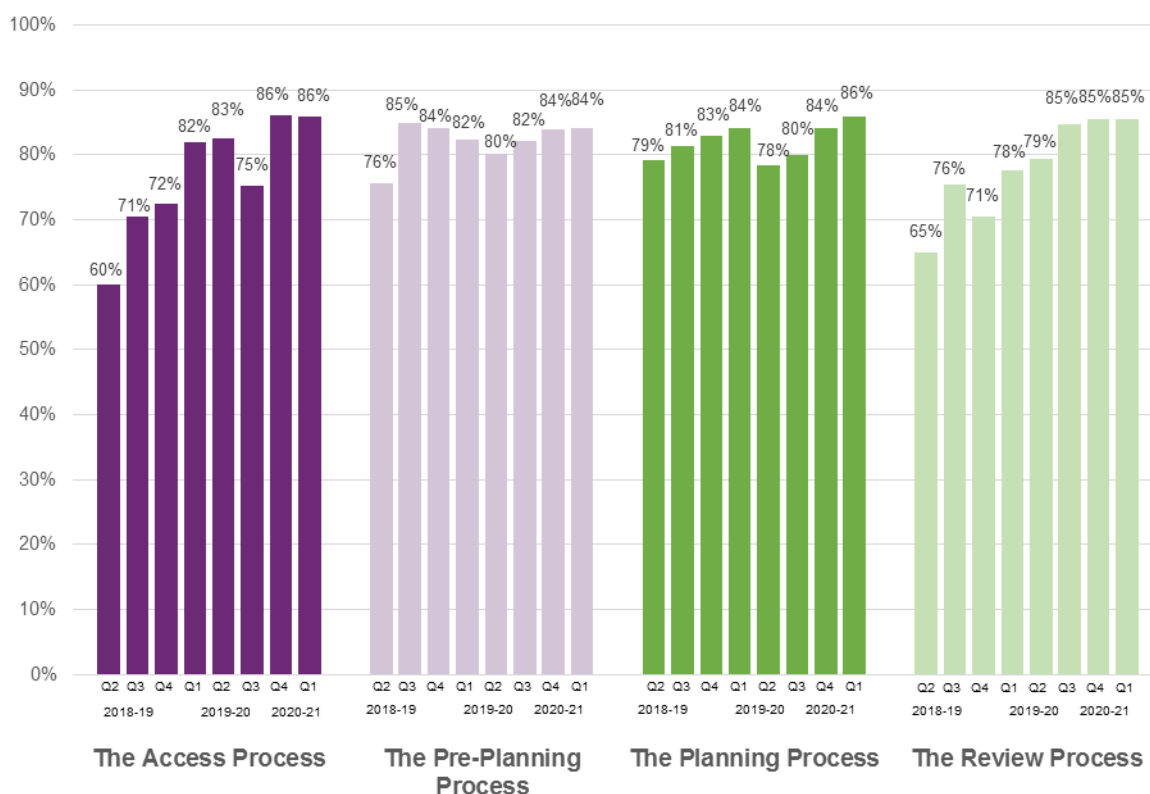
Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,208	78,416	4,690	12,996	6,923	4,383	15	1	108,632
7 to 14	4,492	74,794	10,244	11,905	15,163	18,051	542	190	135,381
15 to 18	2,384	15,688	3,809	3,123	4,070	7,756	750	2,461	40,041
19 to 24	3,491	17,013	4,803	3,725	3,438	9,836	2,581	6,819	51,706
25 to 34	3,490	16,223	5,878	2,665	3,337	9,999	3,447	4,668	49,707
35 to 44	3,021	14,436	6,541	2,104	2,822	9,323	3,451	3,838	45,536
45 to 54	3,588	17,509	8,285	2,100	3,285	11,310	4,620	3,548	54,245
55 to 64	4,282	22,050	9,984	1,849	3,185	13,456	5,879	2,535	63,220
65+	1,180	6,126	2,962	373	835	3,969	1,941	386	17,772
<b>Total</b>	<b>27,136</b>	<b>262,255</b>	<b>57,196</b>	<b>40,840</b>	<b>43,058</b>	<b>88,083</b>	<b>23,226</b>	<b>24,446</b>	<b>566,240</b>

Table F.47 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q1 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' 2020-21 Q1
<b>Access</b>	<b>n = 1,174</b>	<b>n = 407</b>
Are you happy with how coming into the NDIS has gone?	86%	92%
Was the person from the NDIS respectful?	97%	97%
Do you understand what will happen next with your plan?	74%	79%
% of participants rating their overall experience as Very Good or Good.	78%	86%
<b>Pre-planning</b>	<b>n = 2,250</b>	<b>n = 872</b>
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?	83%	84%
Do you know where to go for more help with your plan?	85%	87%
% of participants rating their overall experience as Very Good or Good.	83%	84%
<b>Planning</b>	<b>n = 2,934</b>	<b>n = 1,166</b>
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%	96%
Were decisions about your plan clearly explained?	85%	88%
Are you clear on what happens next with your plan?	84%	85%
Do you know where to go for more help with your plan?	86%	90%
% of participants rating their overall experience as Very Good or Good.	81%	86%
<b>Plan review</b>	<b>n = 1,975</b>	<b>n = 151</b>
Did the person from the NDIS understand how your disability affects your life?	83%	88%
Did you feel prepared for your plan review?	85%	88%
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%

<sup>116</sup> Participants have set over two million goals in total across Australia since July 2016. The 566,240 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

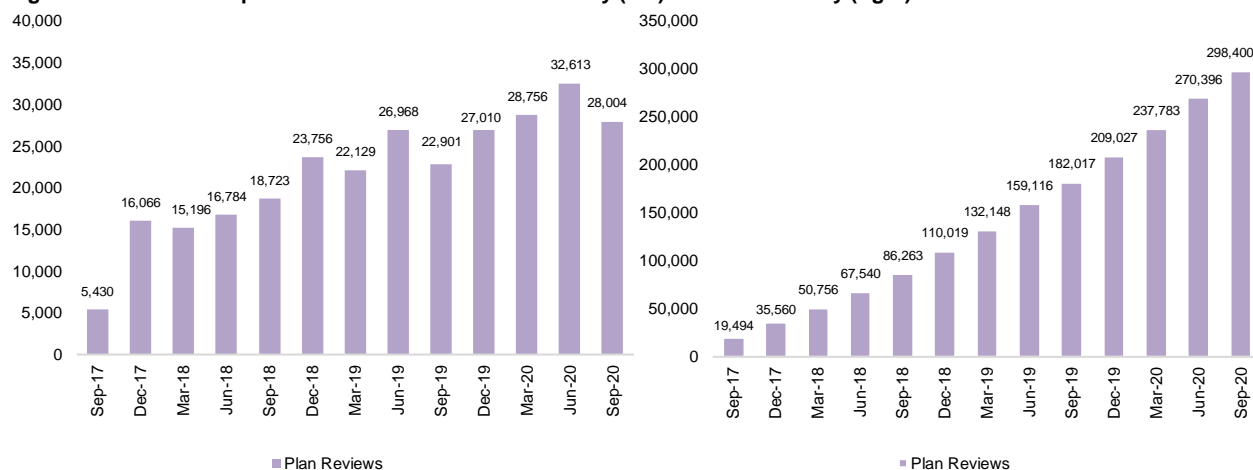
**Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales** <sup>117</sup>



**Table F.48 Plan reviews conducted per quarter – excluding plans less than 30 days – New South Wales** <sup>118</sup>

	Prior Quarters (Transition only)	2020-21 Q1	Transition Total
<b>Total plan reviews</b>	<b>270,396</b>	<b>28,004</b>	<b>298,400</b>
<i>Early intervention plans</i>	43,772	6,375	50,147
<i>Permanent disability plans</i>	226,624	21,629	248,253

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



<sup>117</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>118</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q1. The charts show trends in complaints experience since the September 2017 quarter. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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.49 shows the numbers of complaints in 2020-21 Q1 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.

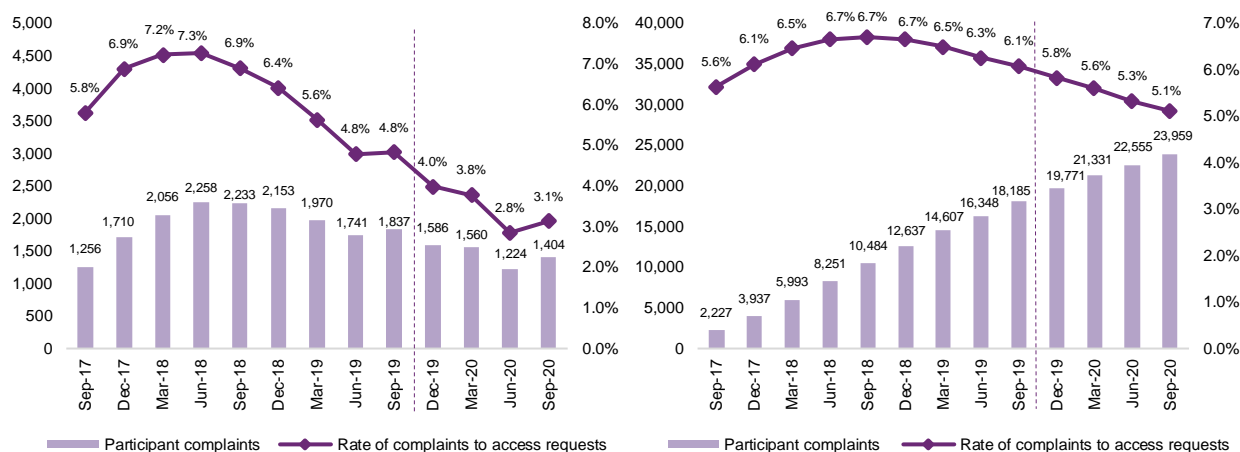
Table F.50 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q3, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table F.51.

Table F.51 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 Q3 and the majority of complaints made subsequently up until the end of 2020-21 Q1. This table should be considered in conjunction with Table F.50. The list of complaint types is different to that which appears in Table F.50, as it is based on the options available on the 'My Customer Requests' tile.

Table F.49 Complaints by quarter – New South Wales <sup>119 120 121</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	5	0	5	3
Complaint about LAC Partner	98	47	145	135
Complaints about service providers	1,460	106	1,566	1,305
Complaints about the Agency	20,645	875	21,520	12,468
Critical/ Reportable Incident	391	373	764	636
Unclassified	1,514	3	1,517	1,327
<b>Total</b>	<b>24,113</b>	<b>1,404</b>	<b>25,517</b>	<b>14,275</b>
Total complaints made since 1 April 2017	22,555	1,404	23,959	
Complaints since 1 April 2017 as % of all access requests	5.3%	3.1%	5.1%	

Figure F.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales



<sup>119</sup> Note that 63% of all complainants made only one complaint, 20% made two complaints and 17% made three or more complaints.

<sup>120</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>121</sup> Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

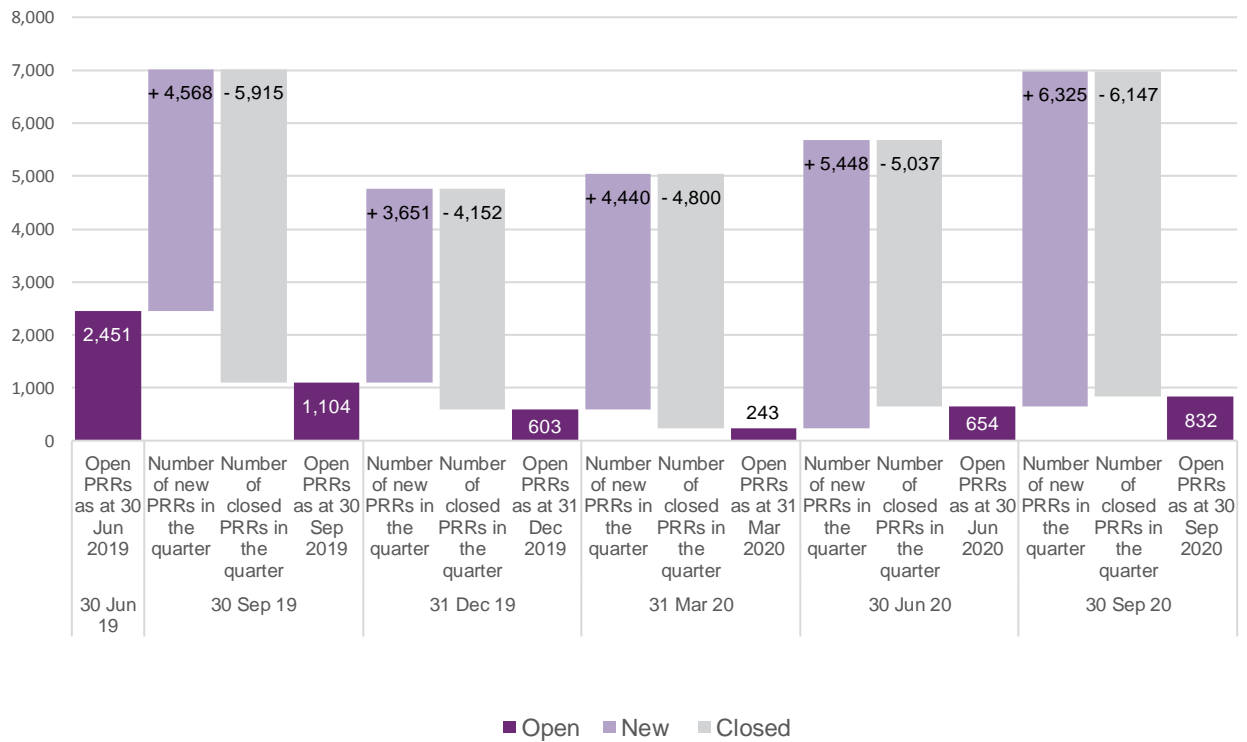
**Table F.50 Complaints by type ('My Feedback' tile) – New South Wales**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<i>Complaints about service providers</i>		
Supports being provided	243	(19%)
Service Delivery	222	(17%)
Staff conduct	205	(16%)
Provider process	128	(10%)
Provider costs.	137	(11%)
Other	345	(27%)
<b>Total</b>	<b>1,280</b>	
 <i>Complaints about the Agency</i>		
Timeliness	5,960	(33%)
Individual needs	2,395	(13%)
Reasonable and necessary supports	2,280	(13%)
Information unclear	734	(4%)
The way the NDIA carried out its decision making	1,207	(7%)
Other	5,332	(30%)
<b>Total</b>	<b>17,908</b>	
 <i>Unclassified</i>	<b>1,513</b>	
<b>Participants total</b>	<b>20,701</b>	

**Table F.51 Complaints by type ('My Customer Requests' tile) – New South Wales**

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		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%)
<b>Total</b>	<b>5</b>		<b>0</b>		<b>5</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	1	(2%)	1	(1%)
LAC Fraud and Compliance	1	(1%)	1	(2%)	2	(1%)
LAC Plan	18	(18%)	7	(15%)	25	(17%)
LAC Process	9	(9%)	8	(17%)	17	(12%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	60	(61%)	26	(55%)	86	(59%)
LAC Timeliness	10	(10%)	4	(9%)	14	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>98</b>		<b>47</b>		<b>145</b>	
<i>Complaints about service providers</i>						
Provider Finance	20	(10%)	10	(11%)	30	(10%)
Provider Fraud and Compliance	27	(14%)	7	(8%)	34	(12%)
Provider Service	113	(59%)	54	(58%)	167	(58%)
Provider Staff	33	(17%)	22	(24%)	55	(19%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>193</b>		<b>93</b>		<b>286</b>	
<i>Complaints about the Agency</i>						
NDIA Access	165	(6%)	40	(5%)	205	(6%)
NDIA Engagement	2	(0%)	1	(0%)	3	(0%)
NDIA Finance	377	(13%)	91	(11%)	468	(13%)
NDIA Fraud and Compliance	22	(1%)	6	(1%)	28	(1%)
NDIA Plan	841	(30%)	303	(37%)	1,144	(32%)
NDIA Process	282	(10%)	113	(14%)	395	(11%)
NDIA Resources	26	(1%)	7	(1%)	33	(1%)
NDIA Staff	199	(7%)	89	(11%)	288	(8%)
NDIA Timeliness	880	(31%)	166	(20%)	1,046	(29%)
Quality & Safeguards Commission	2	(0%)	0	(0%)	2	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>2,796</b>		<b>816</b>		<b>3,612</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	123	(31%)	153	(41%)	276	(36%)
Allegations against NDIA Staff/Partners	1	(0%)	1	(0%)	2	(0%)
Allegations against a provider	97	(25%)	98	(26%)	195	(26%)
Participant threat	75	(19%)	41	(11%)	116	(15%)
Provider reporting	95	(24%)	80	(21%)	175	(23%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>391</b>		<b>373</b>		<b>764</b>	
<i>Unclassified</i>	<b>1</b>		<b>3</b>		<b>4</b>	
<b>Participants total</b>	<b>3,484</b>		<b>1,332</b>		<b>4,816</b>	

**Figure F.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – New South Wales** <sup>122</sup>



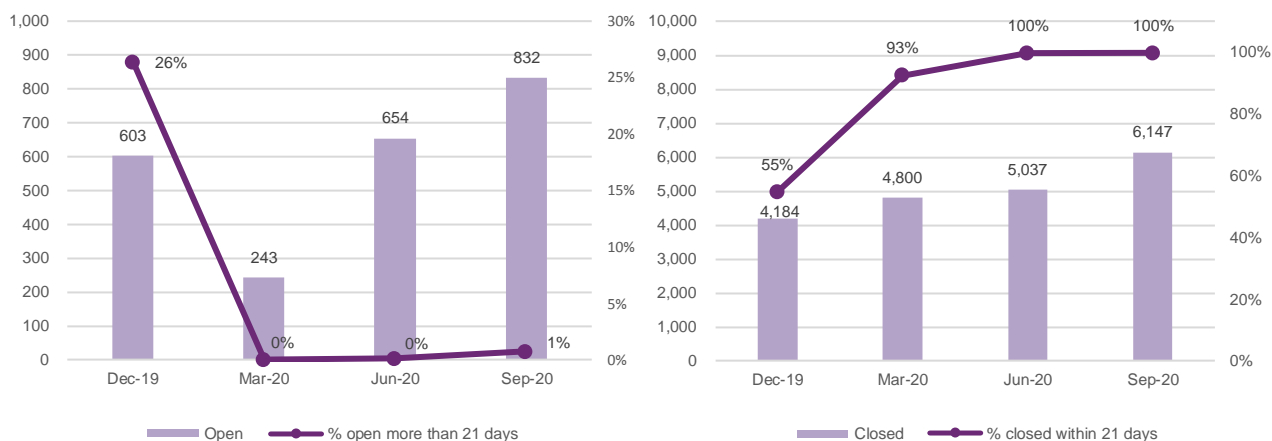
**Table F.52 Summary of Open Participant Requested Reviews (PRRs) (s48) – New South Wales** <sup>123</sup>

	As at 30 September 2020
Open PRRs	832
Number of PRRs open less than 21 days	826
Number of PRRs open more than 21 days	6
New PRRs in the quarter	6,325
Number of PRRs closed in the quarter	6,147
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	10

<sup>122</sup> 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.

<sup>123</sup> 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 F.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – New South Wales** <sup>124</sup>



**Figure F.14 RoRDs received and closed by quarter and open at the end of each quarter – New South Wales**



**Table F.53 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – New South Wales** <sup>125 126</sup>

	Access	Planning
Open RoRDs	75	969
Number of RoRDs open less than 90 days	74	967
Number of RoRDs open more than 90 days	1	2
New RoRDs in the quarter	480	2,360
Number of RoRDs closed in the quarter	456	2,021
Proportion closed within 90 days	99%	98%
Average days RoRDs took to close in the quarter	14	31

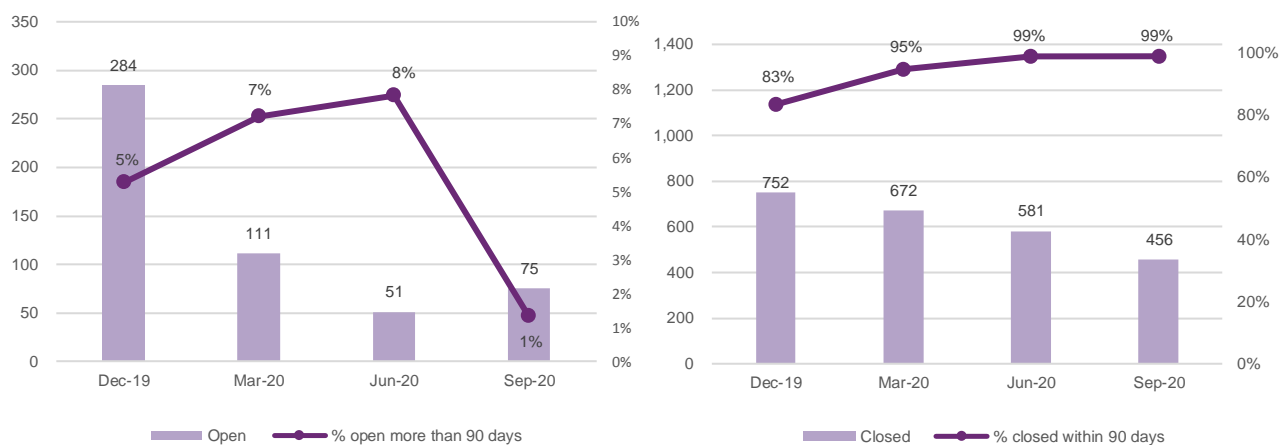
<sup>124</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 30 September 2020.

<sup>125</sup> 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.

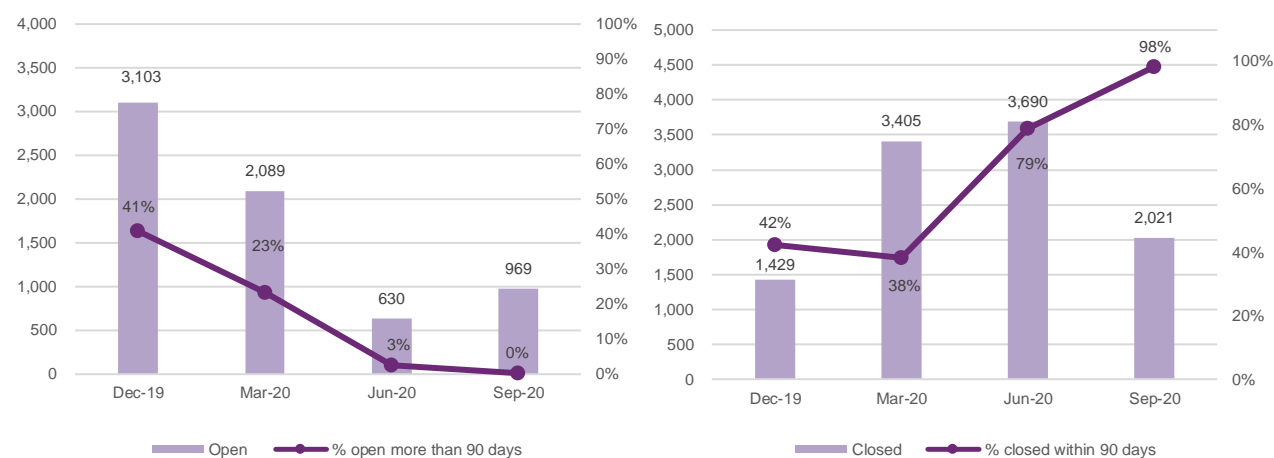
<sup>126</sup> Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.



**Figure F.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – New South Wales** <sup>127</sup>



**Figure F.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – New South Wales** <sup>128</sup>



**Table F.54 AAT Cases by category – New South Wales** <sup>129</sup>

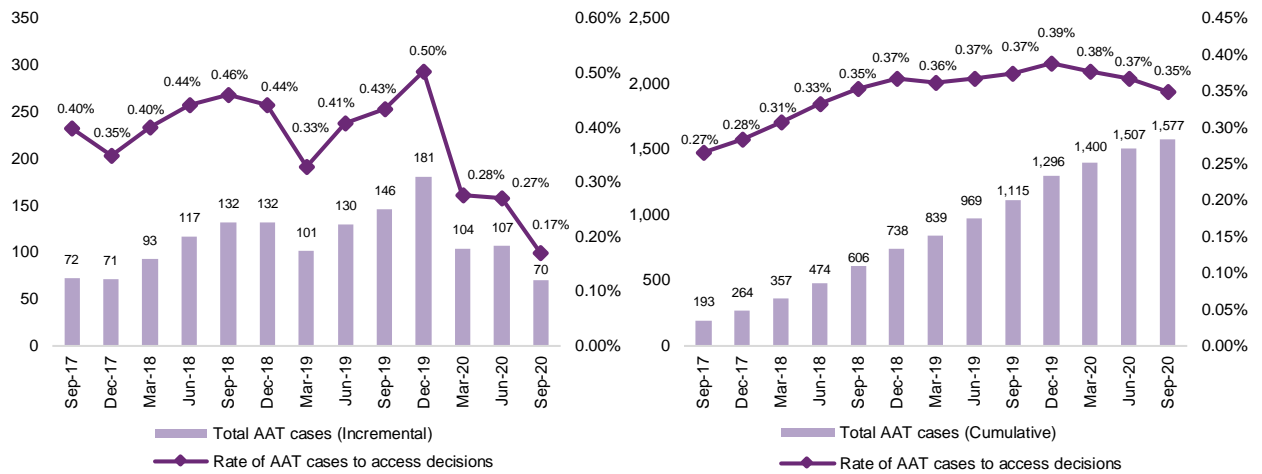
Category	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Access	560	37%	22	31%	582	37%
Plan	697	46%	44	63%	741	47%
Plan Review	162	11%	<11		164	10%
Other	88	6%	<11		90	6%
<b>Total</b>	<b>1,507</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>1,577</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.37%</b>		<b>0.17%</b>		<b>0.35%</b>	

<sup>127</sup> Numbers of open and closed RoRDs have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data.

<sup>128</sup> Ibid.

<sup>129</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure F.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales**

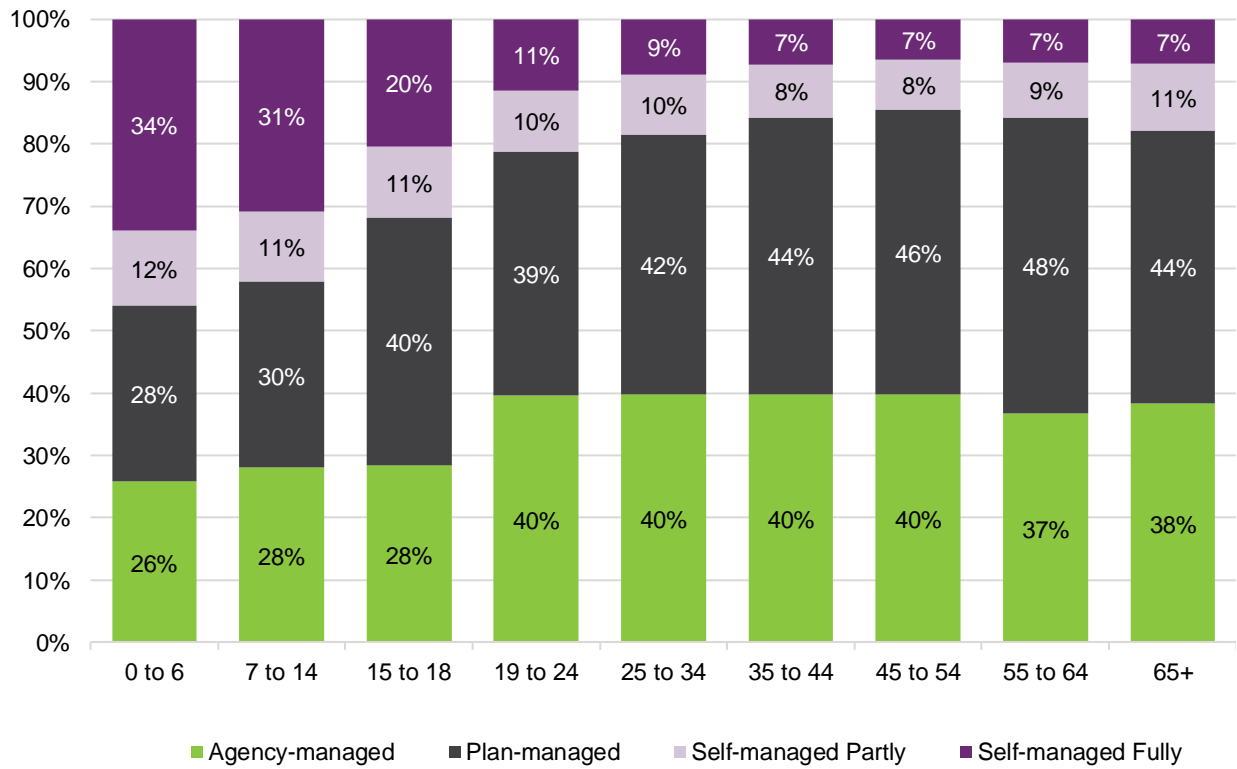


**Table F.55 AAT cases by open/closed and decision – New South Wales**

	N
<b>AAT Cases</b>	<b>1,577</b>
<b>Open AAT Cases</b>	<b>260</b>
<b>Closed AAT Cases</b>	<b>1,317</b>
<i>Resolved before hearing</i>	<i>1,281</i>
<i>Gone to hearing and received a substantive decision</i>	<i>36*</i>

\*Of the 36 cases which went to hearing and received a substantive decision: 18 affirmed the Agency's decision, 5 varied the Agency's decision and 13 set aside the Agency's decision.

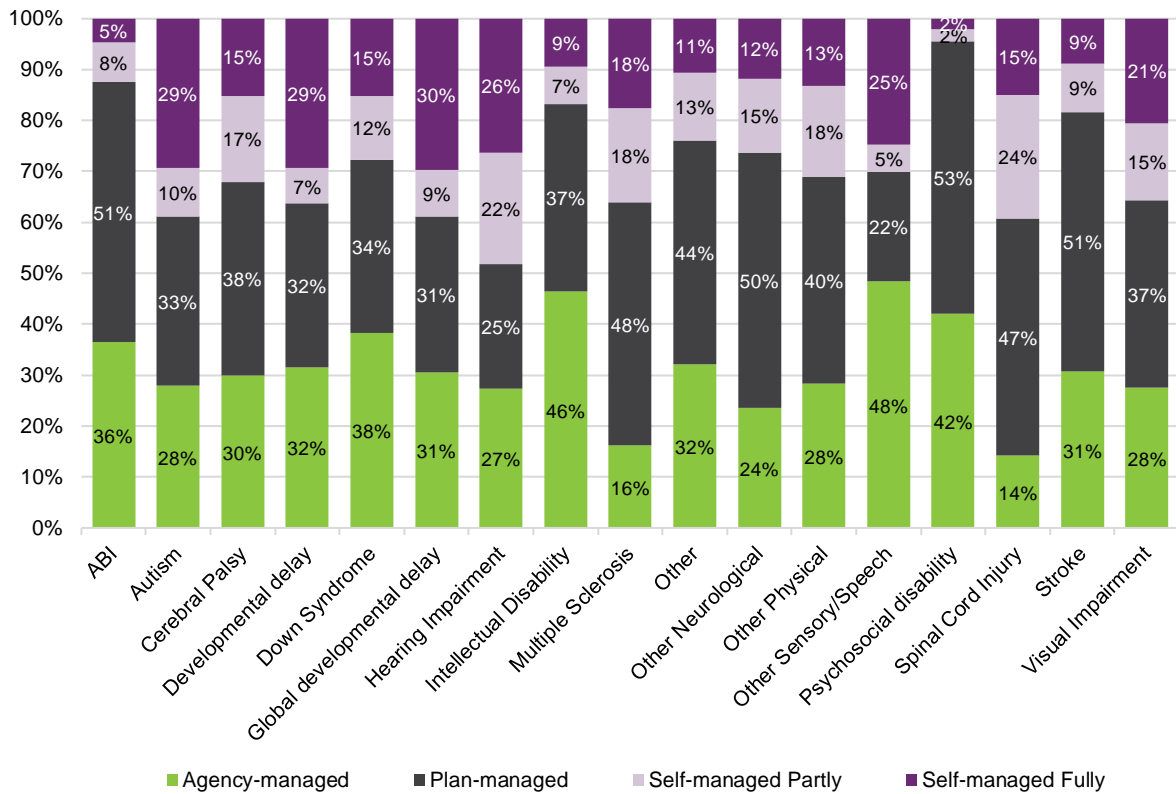
**Figure F.18 Distribution of active participants by method of financial plan management and age group as at 30 September 2020**  
 – New South Wales <sup>130 131</sup>



<sup>130</sup> For the total number of active participants in each age group, see Table F.14.

<sup>131</sup> 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 F.19 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2020 – New South Wales** <sup>132 133</sup>



**Table F.56 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales** <sup>134</sup>

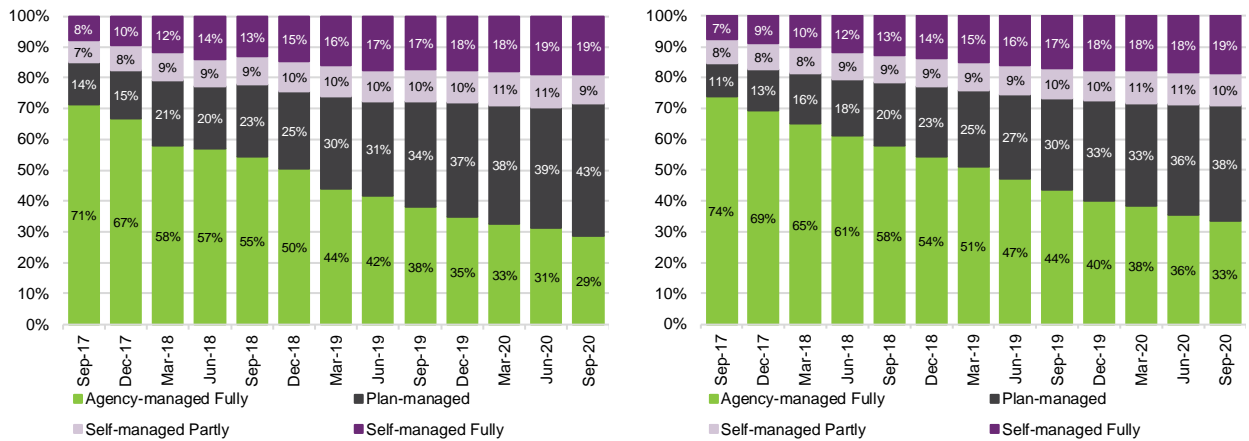
	Prior Quarters	2020-21 Q1	Total
Self-managed fully	19%	19%	<b>19%</b>
Self-managed partly	11%	9%	<b>10%</b>
Plan-managed	36%	43%	<b>38%</b>
Agency-managed	35%	29%	<b>33%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>132</sup> For the total number of active participants in each primary disability group, see Table F.12.

<sup>133</sup> 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.

<sup>134</sup> Ibid.

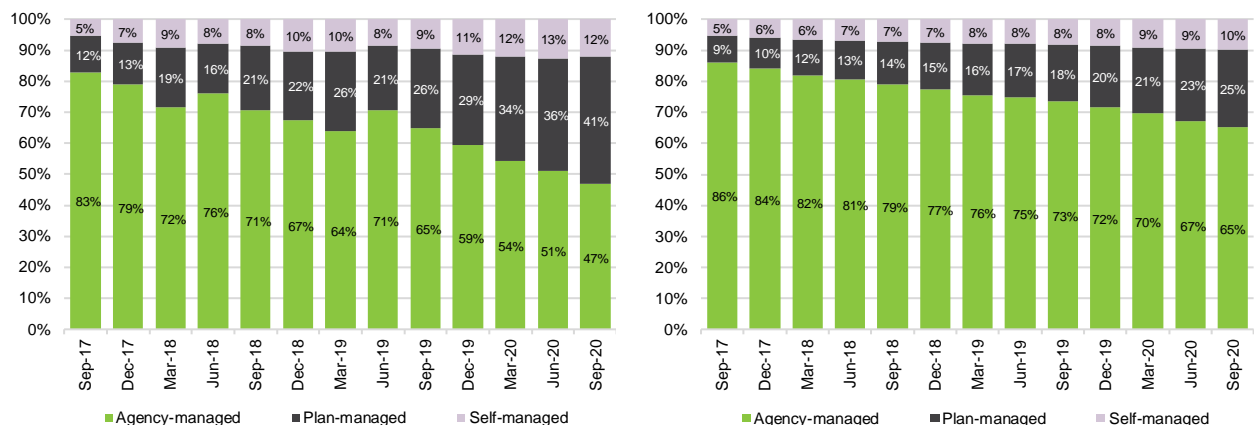
**Figure F.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales** <sup>135</sup>



**Table F.57 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales**

	Prior Quarters	2020-21 Q1	Total
Self-managed	9%	12%	10%
Plan-managed	23%	41%	25%
Agency-managed	67%	47%	65%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure F.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales**



**Table F.58 Distribution of active participants by support coordination and quarter of plan approval – New South Wales**

	Prior Quarters	2020-21 Q1	Total
Support coordination	36%	42%	38%

<sup>135</sup> 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. Quarterly results are reported based on a rolling 3 year period.

Table F.59 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales <sup>136</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q3	
	N	%	N	%
Less than 30 days	70,579	68%	4,149	66%
30 to 59 days	12,675	12%	812	13%
60 to 89 days	5,744	6%	313	5%
<b>Activated within 90 days</b>	<b>88,998</b>	<b>86%</b>	<b>5,274</b>	<b>84%</b>
90 to 119 days	3,229	3%	214	3%
120 days and over	8,796	9%	274	4%
<b>Activated after 90 days</b>	<b>12,025</b>	<b>12%</b>	<b>488</b>	<b>8%</b>
No payments	2,120	2%	547	9%
<b>Total plans approved</b>	<b>103,143</b>	<b>100%</b>	<b>6,309</b>	<b>100%</b>

Table F.60 Proportion of participants who have activated within 12 months – New South Wales

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	6,673	7,016	95%
Not Aboriginal and Torres Strait Islander	63,852	65,590	97%
Not Stated	31,446	32,306	97%
<b>Total</b>	<b>101,971</b>	<b>104,912</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	10,003	10,243	98%
Not CALD	91,749	94,443	97%
Not Stated	219	226	97%
<b>Total</b>	<b>101,971</b>	<b>104,912</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	71,344	73,263	97%
Regional	30,309	31,313	97%
Remote	311	329	95%
Missing	<11	<11	
<b>Total</b>	<b>101,971</b>	<b>104,912</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	33,290	34,083	98%
Intellectual Disability (including Down Syndrome)	25,465	26,144	97%
Psychosocial Disability	8,524	8,769	97%
Developmental Delay (including Global Developmental Delay)	5,058	5,278	96%
Other	29,634	30,638	97%
<b>Total</b>	<b>101,971</b>	<b>104,912</b>	<b>97%</b>

<sup>136</sup> Plans approved after the end of 2019-20 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table F.61 Distribution of plans by utilisation – New South Wales** <sup>137 138</sup>

Plan utilisation	Total
0 to 50%	30%
50% to 75%	23%
> 75%	47%
<b>Total</b>	<b>100%</b>

**Table F.62 Proportion of active participants with approved plans accessing mainstream supports – New South Wales** <sup>139</sup>

	Prior Quarters	2020-21 Q1	Total
Daily Activities	10%	11%	10%
Health & Wellbeing	55%	58%	56%
Lifelong Learning	14%	17%	14%
Other	10%	12%	10%
Non-categorised	29%	26%	28%
Any mainstream service	95%	95%	95%

## Part Four: Providers and the growing market

**Table F.63 Key markets indicators by quarter – New South Wales** <sup>140 141</sup>

Market indicators	Prior Quarters	2020-21 Q1
a) Average number of active providers per active participant	1.42	1.43
b) Number of providers delivering new types of supports	732	752
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>	90%	91%
<i>Participation in community, social and civic activities (%)</i>	85%	86%
<i>Early Intervention supports for early childhood (%)</i>	87%	87%
<i>Daily Personal Activities (%)</i>	86%	87%

**Table F.64 Cumulative number of providers that have been ever active as at 30 September 2020 by quarter of activity – New South Wales** <sup>142</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q1	219
Active in 2020-21 Q1 and also in previous quarters	3,723
<b>Active in 2020-21 Q1</b>	<b>3,942</b>
Inactive in 2020-21 Q1	3,614
<b>Active ever</b>	<b>7,556</b>

<sup>137</sup> This table only considers participants with initial plans approved up to 31 March 2020, and includes committed supports and payments for supports provided up to 30 June 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>138</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>139</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>140</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>141</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>142</sup> Active providers refer to those who have received payment for support Agency-managed participants.

Table F.65 Cumulative number of providers that have been ever active by registration group – New South Wales <sup>143</sup>

Registration Group	Prior Quarters	2020-21 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	255	14	269	5%
Assistance Animals	100	12	112	12%
Assistance with daily life tasks in a group or shared living arrangement	751	60	811	8%
Assistance with travel/transport arrangements	756	30	786	4%
Daily Personal Activities	1,313	84	1,397	6%
Group and Centre Based Activities	897	65	962	7%
High Intensity Daily Personal Activities	954	61	1,015	6%
Household tasks	1,874	72	1,946	4%
Interpreting and translation	180	10	190	6%
Participation in community, social and civic activities	1,456	84	1,540	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	256	24	280	9%
Assistive products for household tasks	268	18	286	7%
Assistance products for personal care and safety	1,327	67	1,394	5%
Communication and information equipment	495	44	539	9%
Customised Prosthetics	612	32	644	5%
Hearing Equipment	213	20	233	9%
Hearing Services	48	9	57	19%
Personal Mobility Equipment	750	54	804	7%
Specialised Hearing Services	74	13	87	18%
Vision Equipment	216	17	233	8%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,225	122	1,347	10%
Behaviour Support	611	37	648	6%
Community nursing care for high needs	407	32	439	8%
Development of daily living and life skills	983	63	1,046	6%
Early Intervention supports for early childhood	1,251	48	1,299	4%
Exercise Physiology and Physical Wellbeing activities	798	40	838	5%
Innovative Community Participation	363	26	389	7%
Specialised Driving Training	218	16	234	7%
Therapeutic Supports	3,960	112	4,072	3%
<b>Capital services</b>				
Home modification design and construction	455	39	494	9%
Specialist Disability Accommodation	132	8	140	6%
Vehicle Modifications	189	12	201	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	710	37	747	5%
Support Coordination	329	25	354	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	368	27	395	7%
Specialised Supported Employment	264	35	299	13%
<b>Total approved active providers</b>	<b>7,337</b>	<b>219</b>	<b>7,556</b>	<b>3%</b>

<sup>143</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.



**Table F.66 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2020 – New South Wales**

Registration Group	Active					
	Individual/sole trader	Company/organisation	Total Active	Individual/sole trader	Company/organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	50	219	<b>269</b>	19%	81%	<b>100%</b>
Assistance Animals	17	95	<b>112</b>	15%	85%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	108	703	<b>811</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	175	611	<b>786</b>	22%	78%	<b>100%</b>
Daily Personal Activities	199	1,198	<b>1,397</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	111	851	<b>962</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	135	880	<b>1,015</b>	13%	87%	<b>100%</b>
Household tasks	647	1,299	<b>1,946</b>	33%	67%	<b>100%</b>
Interpreting and translation	48	142	<b>190</b>	25%	75%	<b>100%</b>
Participation in community, social and civic activities	226	1,314	<b>1,540</b>	15%	85%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	44	236	<b>280</b>	16%	84%	<b>100%</b>
Assistive products for household tasks	52	234	<b>286</b>	18%	82%	<b>100%</b>
Assistance products for personal care and safety	243	1,151	<b>1,394</b>	17%	83%	<b>100%</b>
Communication and information equipment	122	417	<b>539</b>	23%	77%	<b>100%</b>
Customised Prosthetics	144	500	<b>644</b>	22%	78%	<b>100%</b>
Hearing Equipment	37	196	<b>233</b>	16%	84%	<b>100%</b>
Hearing Services	7	50	<b>57</b>	12%	88%	<b>100%</b>
Personal Mobility Equipment	138	666	<b>804</b>	17%	83%	<b>100%</b>
Specialised Hearing Services	14	73	<b>87</b>	16%	84%	<b>100%</b>
Vision Equipment	42	191	<b>233</b>	18%	82%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	242	1,105	<b>1,347</b>	18%	82%	<b>100%</b>
Behaviour Support	163	485	<b>648</b>	25%	75%	<b>100%</b>
Community nursing care for high needs	72	367	<b>439</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	154	892	<b>1,046</b>	15%	85%	<b>100%</b>
Early Intervention supports for early childhood	471	828	<b>1,299</b>	36%	64%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	228	610	<b>838</b>	27%	73%	<b>100%</b>
Innovative Community Participation	110	279	<b>389</b>	28%	72%	<b>100%</b>
Specialised Driving Training	69	165	<b>234</b>	29%	71%	<b>100%</b>
Therapeutic Supports	1,826	2,246	<b>4,072</b>	45%	55%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	99	395	<b>494</b>	20%	80%	<b>100%</b>
Specialist Disability Accommodation	5	135	<b>140</b>	4%	96%	<b>100%</b>
Vehicle Modifications	33	168	<b>201</b>	16%	84%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	143	604	<b>747</b>	19%	81%	<b>100%</b>
Support Coordination	53	301	<b>354</b>	15%	85%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	55	340	<b>395</b>	14%	86%	<b>100%</b>
Specialised Supported Employment	30	269	<b>299</b>	10%	90%	<b>100%</b>
<b>Total</b>	<b>2,930</b>	<b>4,626</b>	<b>7,556</b>	<b>39%</b>	<b>61%</b>	<b>100%</b>

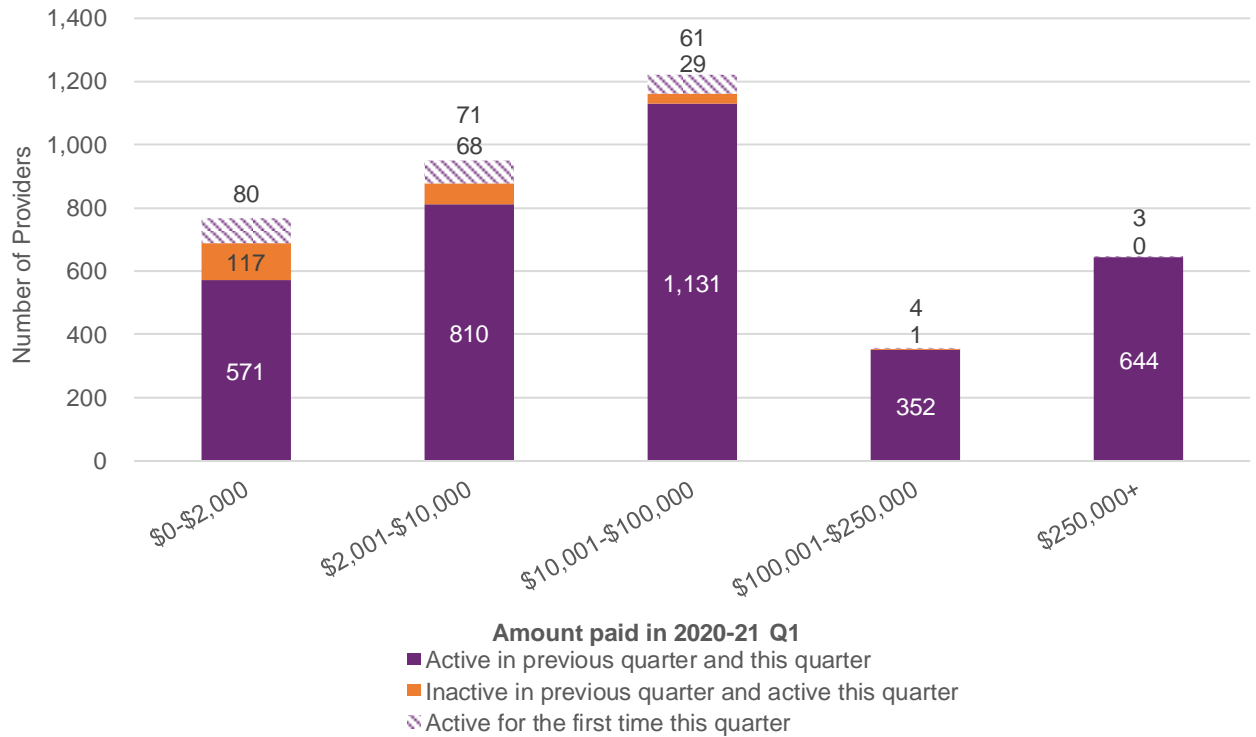
**Table F.67 Number and proportion of providers active in 2020-21 Q1 by registration group and first quarter of activity – New South Wales**

Registration Group	Active in previous quarters and in 2020-21 Q1	Active for the first time in 2020-21 Q1	Total	% active for the first time in 2020-21 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	46	14	60	23%
Assistance Animals	52	12	64	19%
Assistance with daily life tasks in a group or shared living arrangement	507	60	567	11%
Assistance with travel/transport arrangements	220	30	250	12%
Daily Personal Activities	864	84	948	9%
Group and Centre Based Activities	554	65	619	11%
High Intensity Daily Personal Activities	541	61	602	10%
Household tasks	967	72	1,039	7%
Interpreting and translation	68	10	78	13%
Participation in community, social and civic activities	977	84	1,061	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	43	24	67	36%
Assistive products for household tasks	61	18	79	23%
Assistance products for personal care and safety	722	67	789	8%
Communication and information equipment	282	44	326	13%
Customised Prosthetics	265	32	297	11%
Hearing Equipment	75	20	95	21%
Hearing Services	8	9	17	53%
Personal Mobility Equipment	357	54	411	13%
Specialised Hearing Services	12	13	25	52%
Vision Equipment	90	17	107	16%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	824	122	946	13%
Behaviour Support	304	37	341	11%
Community nursing care for high needs	177	32	209	15%
Development of daily living and life skills	474	63	537	12%
Early Intervention supports for early childhood	488	48	536	9%
Exercise Physiology and Physical Wellbeing activities	402	40	442	9%
Innovative Community Participation	82	26	108	24%
Specialised Driving Training	81	16	97	16%
Therapeutic Supports	1,861	112	1,973	6%
<b>Capital services</b>				
Home modification design and construction	197	39	236	17%
Specialist Disability Accommodation	95	8	103	8%
Vehicle Modifications	54	12	66	18%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	468	37	505	7%
Support Coordination	116	25	141	18%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	180	27	207	13%
Specialised Supported Employment	180	35	215	16%
<b>Total</b>	<b>3,723</b>	<b>219</b>	<b>3,942</b>	<b>6%</b>

**Table F.68 Number and proportion of providers active in 2020-21 Q1 in each registration group by legal entity type – New South Wales**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	14	46	<b>60</b>	23%	77%	<b>100%</b>
Assistance Animals	10	54	<b>64</b>	16%	84%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	67	500	<b>567</b>	12%	88%	<b>100%</b>
Assistance with travel/transport arrangements	46	204	<b>250</b>	18%	82%	<b>100%</b>
Daily Personal Activities	125	823	<b>948</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	76	543	<b>619</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	69	533	<b>602</b>	11%	89%	<b>100%</b>
Household tasks	272	767	<b>1,039</b>	26%	74%	<b>100%</b>
Interpreting and translation	21	57	<b>78</b>	27%	73%	<b>100%</b>
Participation in community, social and civic activities	134	927	<b>1,061</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	7	60	<b>67</b>	10%	90%	<b>100%</b>
Assistive products for household tasks	13	66	<b>79</b>	16%	84%	<b>100%</b>
Assistance products for personal care and safety	125	664	<b>789</b>	16%	84%	<b>100%</b>
Communication and information equipment	66	260	<b>326</b>	20%	80%	<b>100%</b>
Customised Prosthetics	56	241	<b>297</b>	19%	81%	<b>100%</b>
Hearing Equipment	19	76	<b>95</b>	20%	80%	<b>100%</b>
Hearing Services	0	17	<b>17</b>	0%	100%	<b>100%</b>
Personal Mobility Equipment	67	344	<b>411</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	5	20	<b>25</b>	20%	80%	<b>100%</b>
Vision Equipment	20	87	<b>107</b>	19%	81%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	169	777	<b>946</b>	18%	82%	<b>100%</b>
Behaviour Support	72	269	<b>341</b>	21%	79%	<b>100%</b>
Community nursing care for high needs	31	178	<b>209</b>	15%	85%	<b>100%</b>
Development of daily living and life skills	81	456	<b>537</b>	15%	85%	<b>100%</b>
Early Intervention supports for early childhood	119	417	<b>536</b>	22%	78%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	99	343	<b>442</b>	22%	78%	<b>100%</b>
Innovative Community Participation	28	80	<b>108</b>	26%	74%	<b>100%</b>
Specialised Driving Training	28	69	<b>97</b>	29%	71%	<b>100%</b>
Therapeutic Supports	740	1,233	<b>1,973</b>	38%	62%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	49	187	<b>236</b>	21%	79%	<b>100%</b>
Specialist Disability Accommodation	2	101	<b>103</b>	2%	98%	<b>100%</b>
Vehicle Modifications	8	58	<b>66</b>	12%	88%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	103	402	<b>505</b>	20%	80%	<b>100%</b>
Support Coordination	17	124	<b>141</b>	12%	88%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	27	180	<b>207</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	20	195	<b>215</b>	9%	91%	<b>100%</b>
<b>Total</b>	<b>1,219</b>	<b>2,723</b>	<b>3,942</b>	<b>31%</b>	<b>69%</b>	<b>100%</b>

**Figure F.22 Distribution of active providers in 2020-21 Q1 by their status in 2019-20 Q4 and payment band in 2020-21 Q1 – New South Wales** <sup>144</sup>



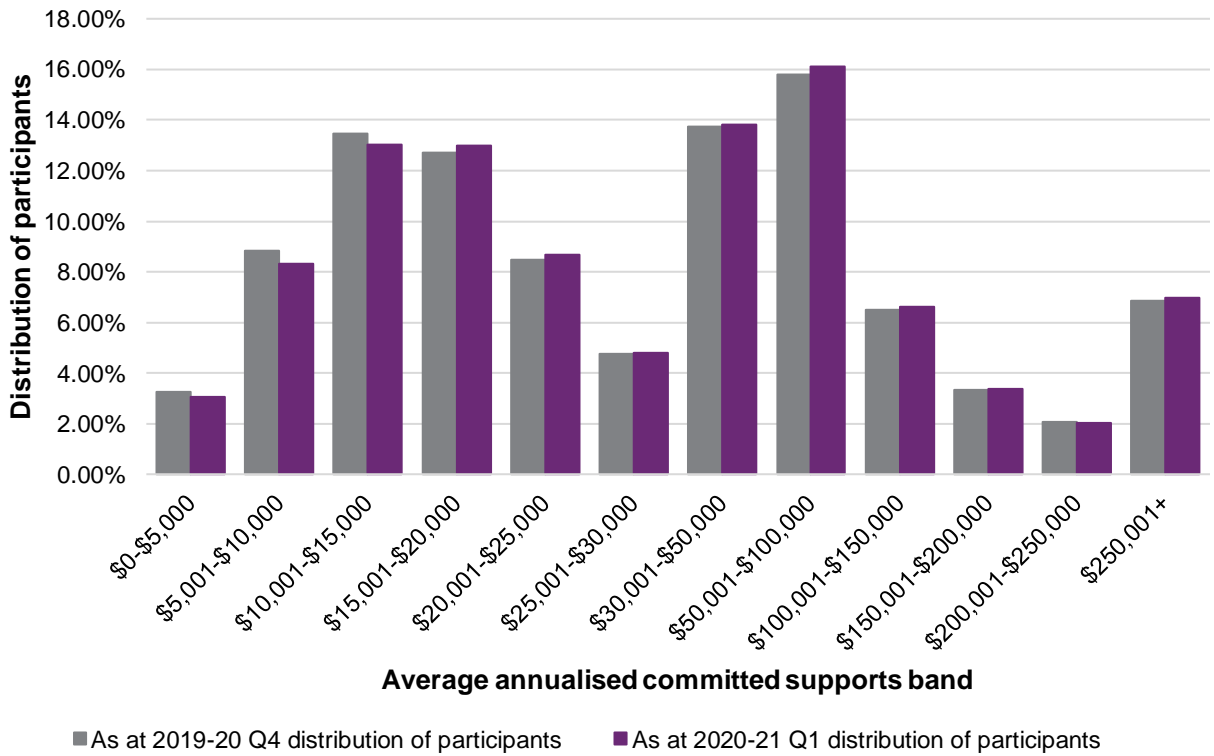
## Part Five: Financial sustainability

**Table F.69 Committed supports by financial year (\$m) – New South Wales**

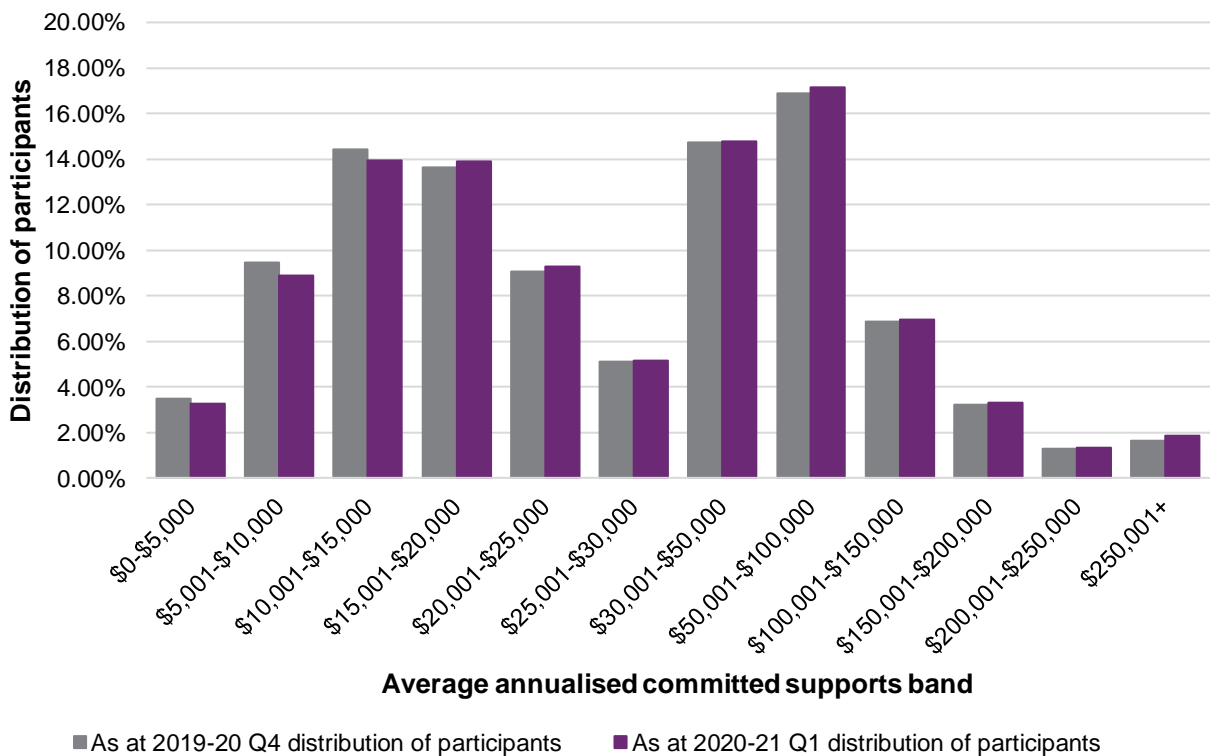
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	50.3	184.4	351.8	1,773.1	4,286.0	5,947.9	8,076.5	2,375.6

<sup>144</sup> 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.

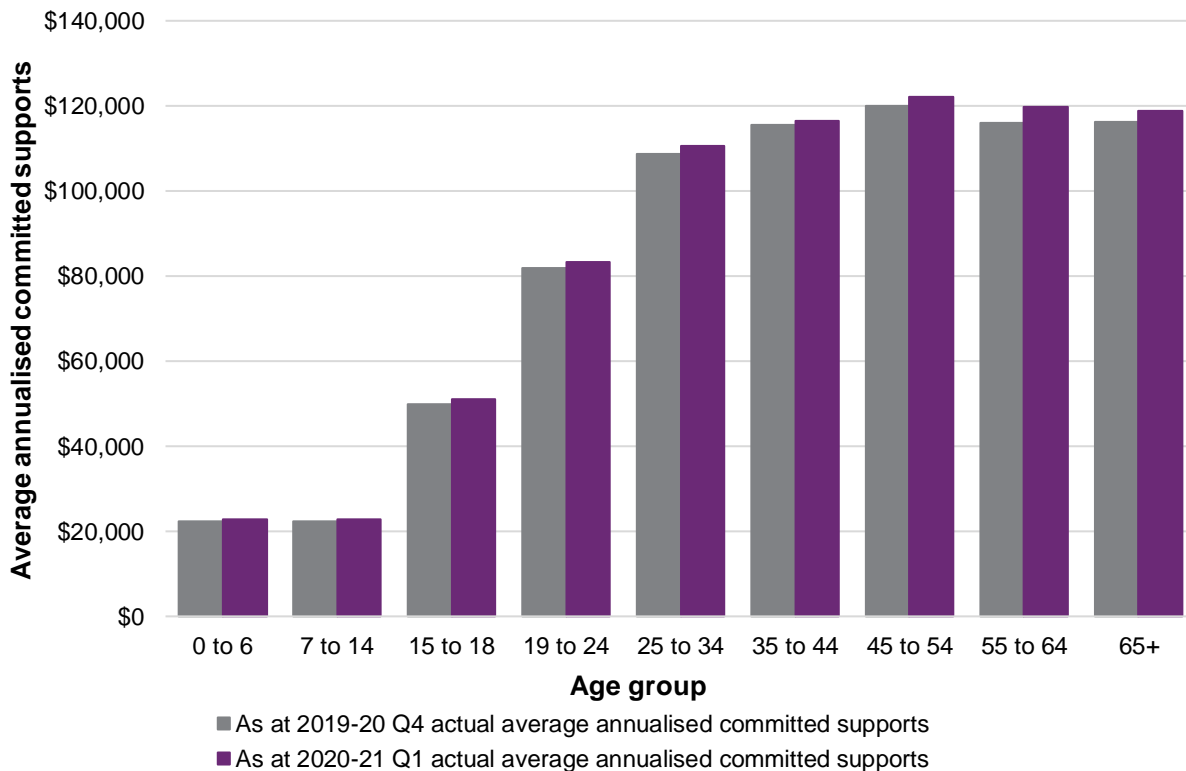
**Figure F.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – New South Wales**



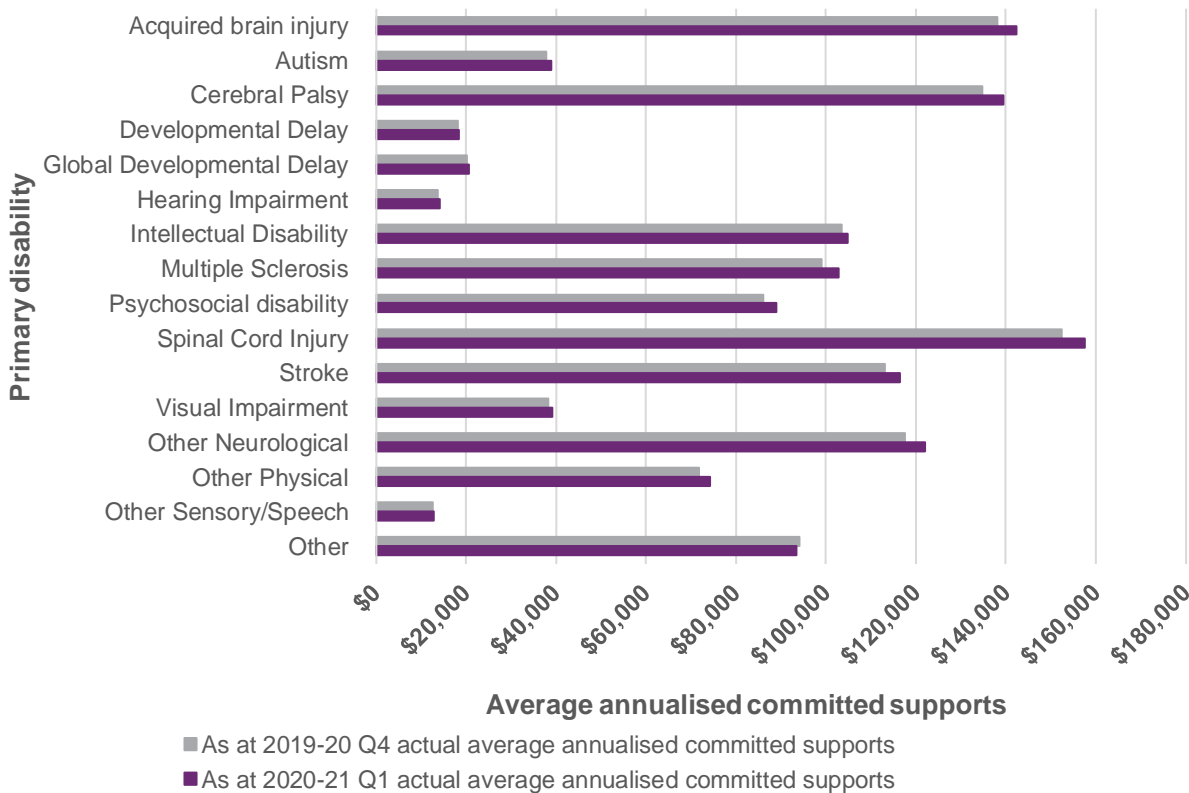
**Figure F.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – New South Wales**



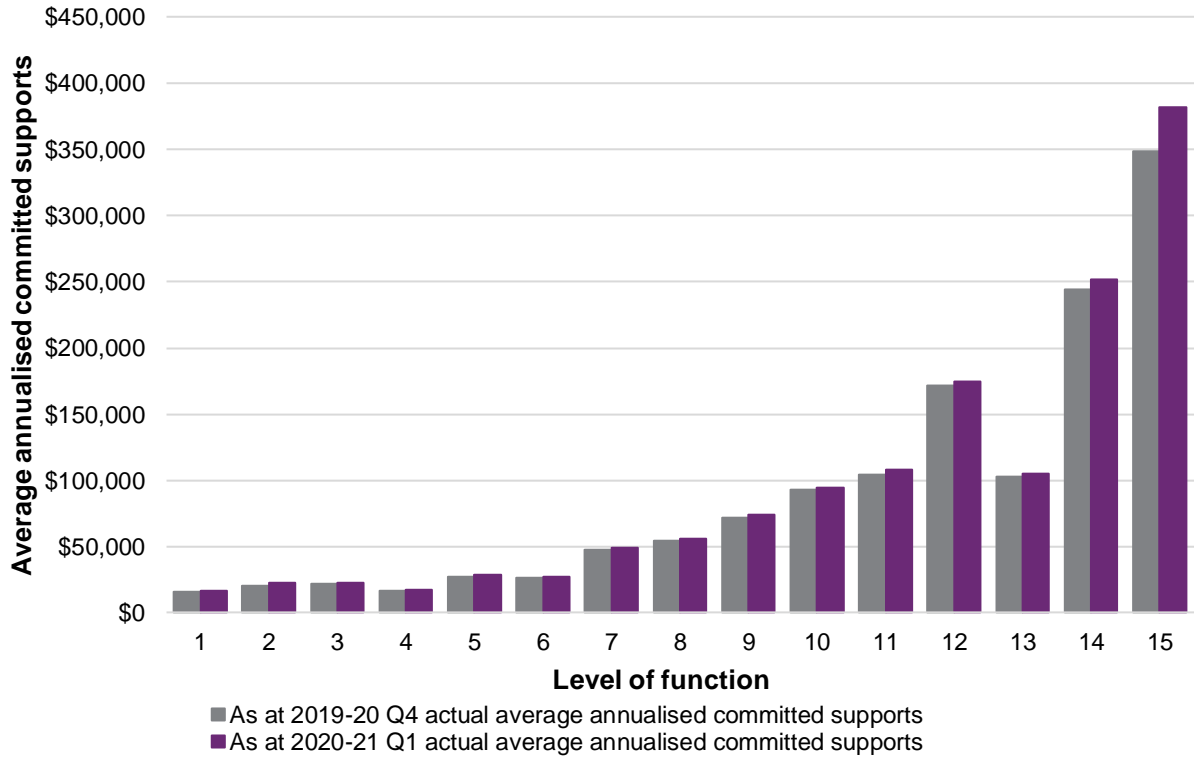
**Figure F.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – New South Wales**



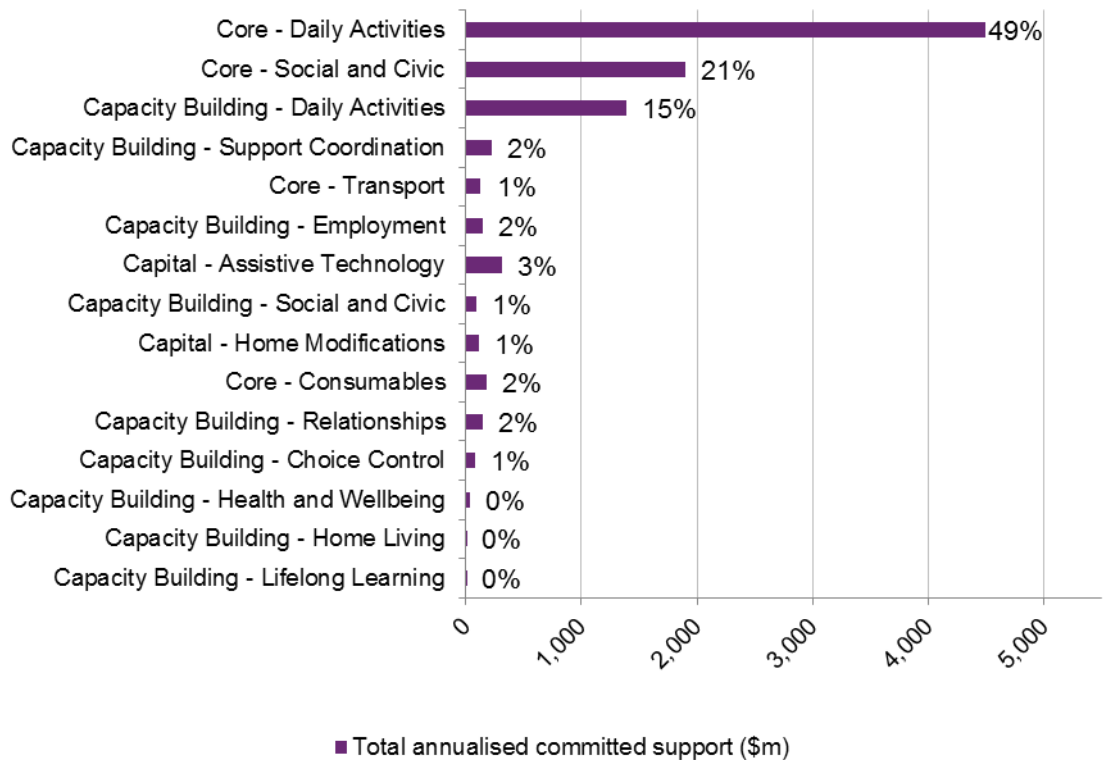
**Figure F.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – New South Wales**



**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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – New South Wales**



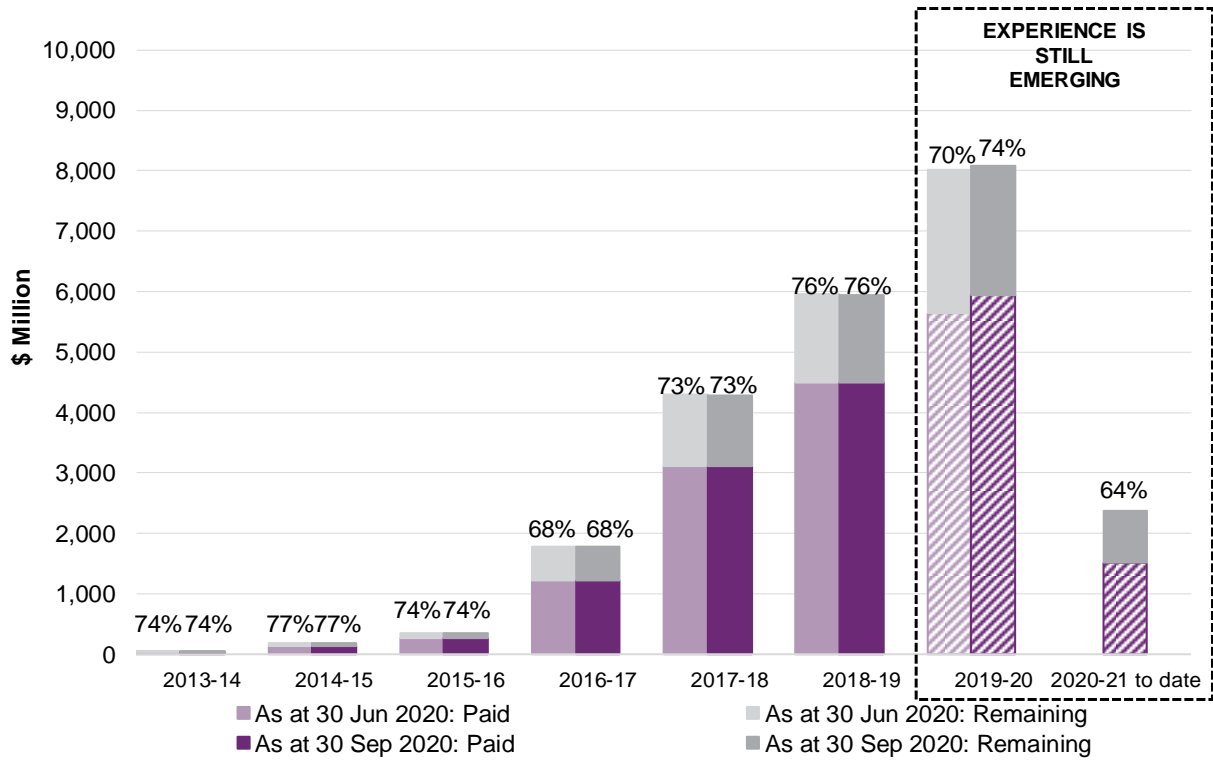
**Figure F.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – New South Wales**



**Table F.70 Payments by financial year, compared to committed supports (\$m) – New South Wales**

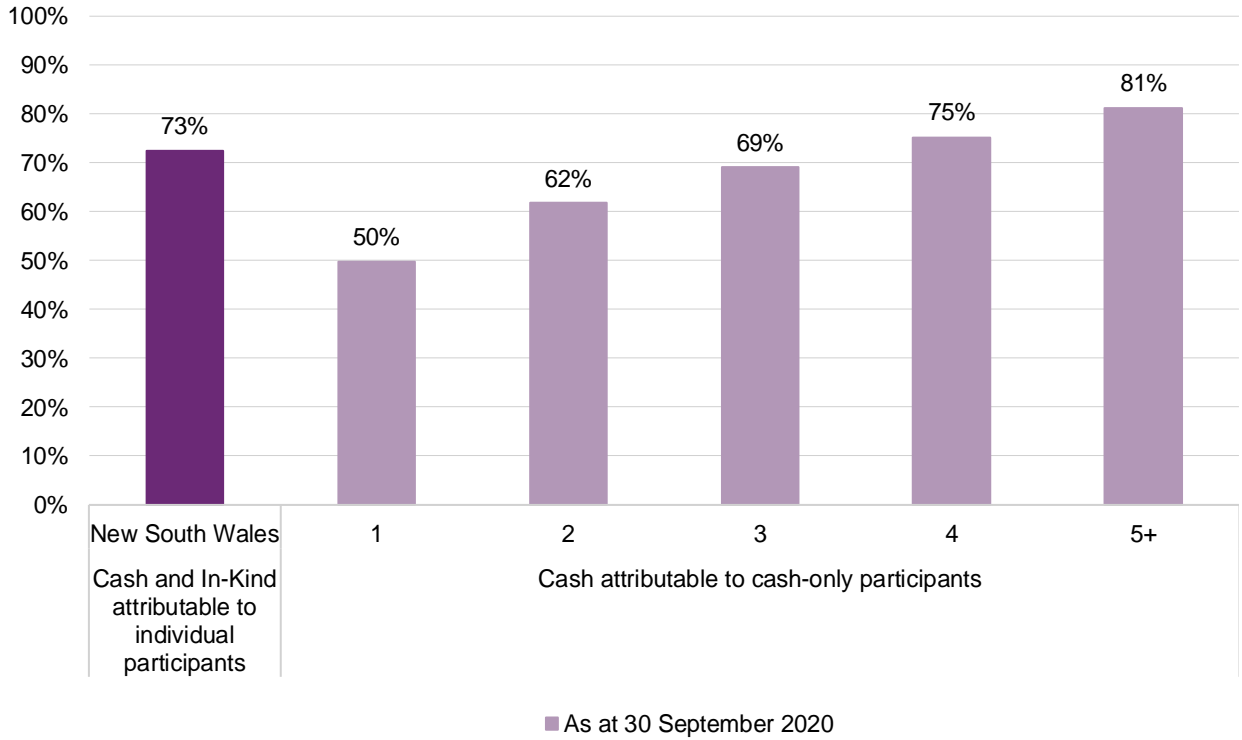
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	50.3	184.4	351.8	1,773.1	4,286.0	5,947.9	8,076.5	2,375.6
Total Paid	37.2	141.2	259.1	1,213.1	3,117.5	4,501.1	5,948.6	1,514.9
% utilised to date	74%	77%	74%	68%	73%	76%	74%	64%

**Figure F.29 Utilisation of committed supports as at 30 June 2020 and 30 September 2020 – New South Wales**

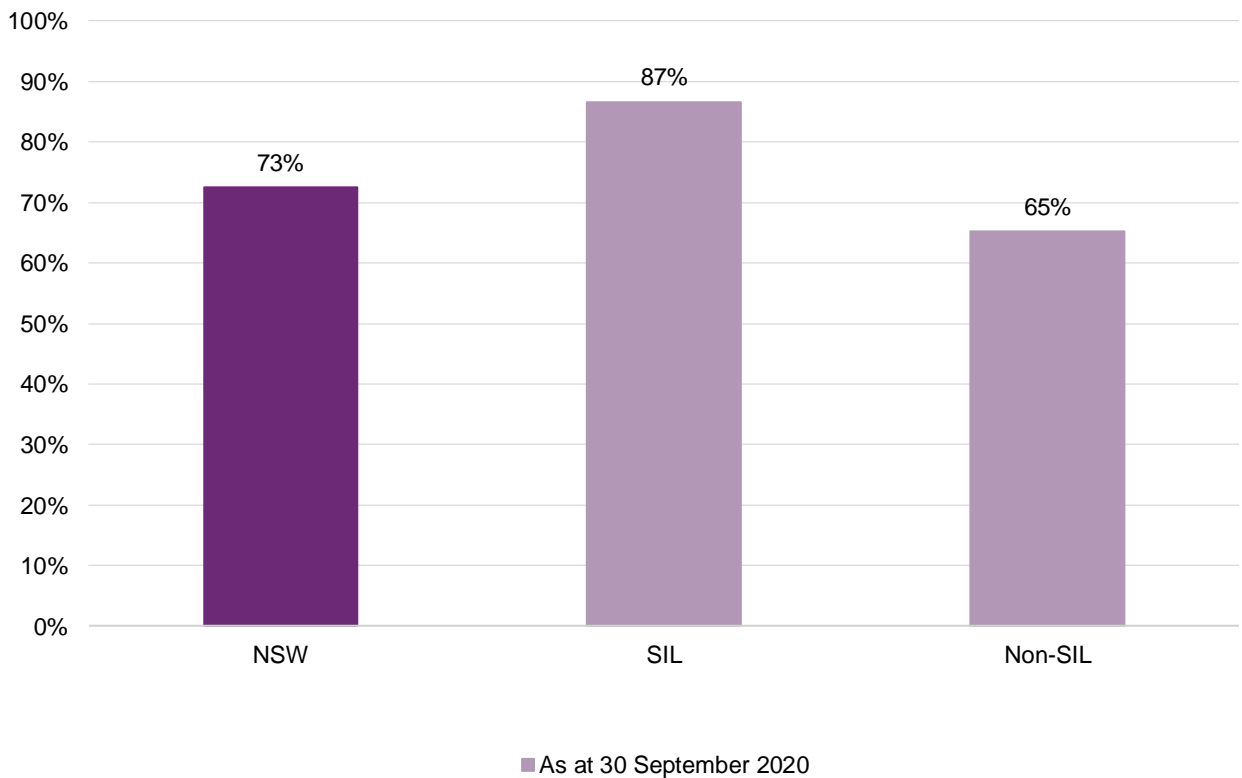




**Figure F.30 Utilisation of committed supports by plan number from 1 January 2020 to 30 June 2020 – New South Wales <sup>145</sup>**



**Figure F.31 Utilisation of committed supports by SIL status from 1 January 2020 to 30 June 2020 – New South Wales <sup>146</sup>**



<sup>145</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>146</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

Figure F.32 Utilisation of committed supports by support class from 1 January 2020 to 30 June 2020 – New South Wales <sup>147</sup>

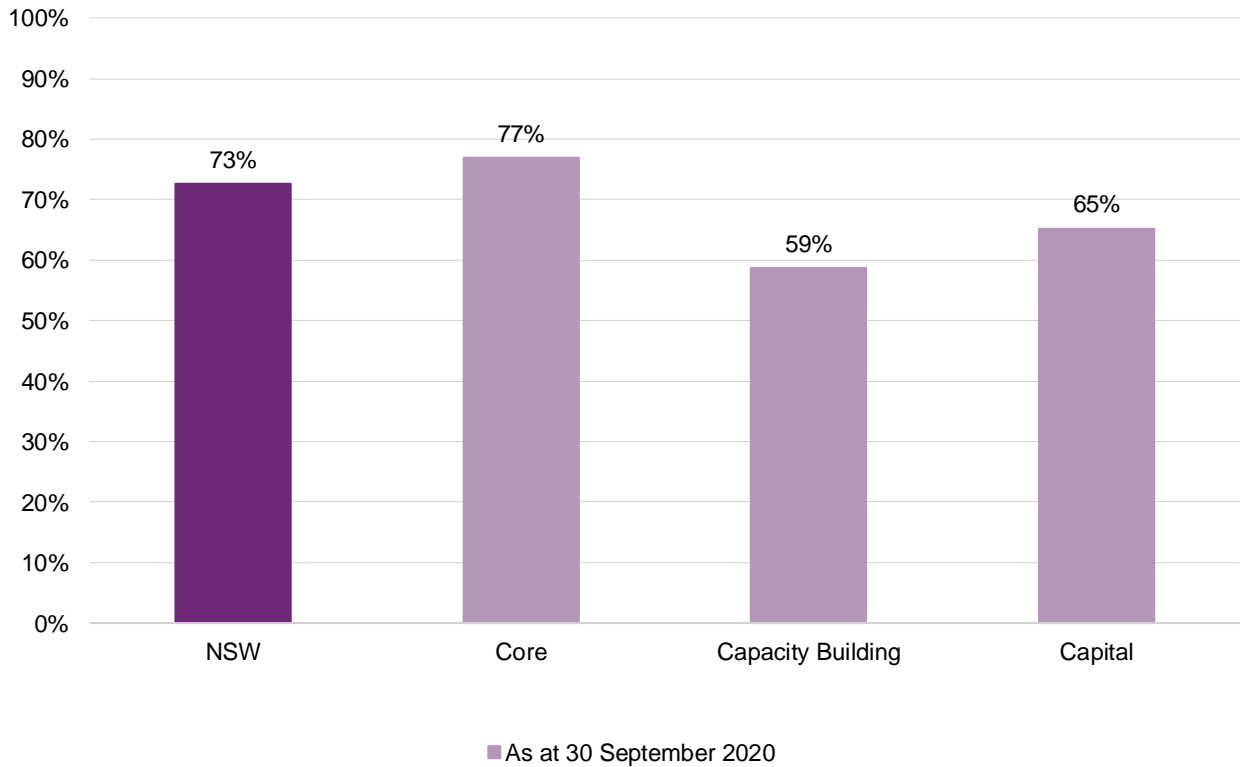
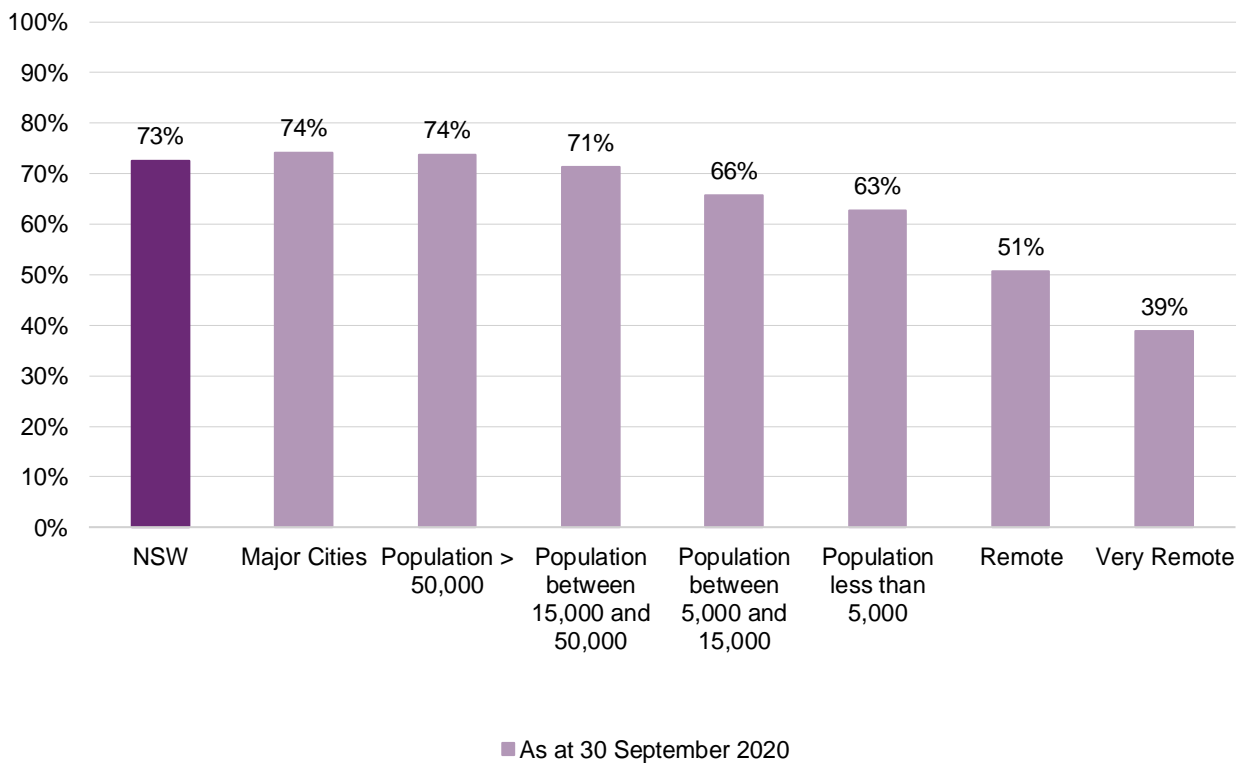


Figure F.33 Utilisation of committed supports by remoteness from 1 January 2020 to 30 June 2020 – New South Wales <sup>148</sup>



<sup>147</sup> Ibid.

<sup>148</sup> Ibid.

# Appendix G:

## Victoria

### Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria <sup>149</sup>

	Prior Quarters	2020-21 Q1	Total excluding ECEI	ECEI	Total including ECEI
<b>Victoria</b>	<b>105,636</b>	<b>5,574</b>	<b>111,210</b>	<b>2,319</b>	<b>113,529</b>

Table G.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Victoria <sup>150</sup>

	Prior Quarters	2020-21 Q1	Total
<b>Access decisions</b>	<b>131,723</b>	<b>7,292</b>	<b>139,015</b>
<b>Active Eligible</b>	<b>109,195</b>	<b>5,679</b>	<b>114,874</b>
<i>New</i>	39,688	5,022	44,710
<i>State</i>	60,259	429	60,688
<i>Commonwealth</i>	9,248	228	9,476
<b>Active Participant Plans (excl ECEI)</b>	<b>105,636</b>	<b>5,574</b>	<b>111,210</b>
<i>New</i>	37,706	4,808	42,514
<i>State</i>	58,860	516	59,376
<i>Commonwealth</i>	9,070	250	9,320
<b>Active Participant Plans</b>	<b>108,188</b>	<b>7,893</b>	<b>113,529</b>
<i>Early Intervention (s25)</i>	20,312	2,205	22,517
<i>Permanent Disability (s24)</i>	85,324	3,369	88,693
<i>ECEI</i>	2,552	2,319	2,319

Table G.3 Exits from the Scheme since 1 July 2013 as at 30 September 2020 – Victoria

Exits	Total
<b>Total participant exits</b>	<b>3,016</b>
<i>Early Intervention participants</i>	328
<i>Permanent disability participants</i>	2,688

<sup>149</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>150</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table G.4 Cumulative numbers of active participants by services previously received – Victoria** <sup>151 152</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	9,944	1,060	4,254	1,050	16,308
End of 2017-18	26,816	3,789	8,063	3,024	41,692
End of 2018-19 Q1	32,177	4,467	9,902	3,595	50,141
End of 2018-19 Q2	37,801	5,266	11,877	4,868	59,812
End of 2018-19 Q3	44,217	6,116	14,460	5,895	70,688
End of 2018-19 Q4	51,369	6,969	17,532	1,921	77,791
End of 2019-20 Q1	54,719	7,497	21,633	200	84,049
End of 2019-20 Q2	56,277	7,987	26,430	340	91,034
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
End of 2020-21 Q1	59,376	9,320	42,514	2,319	113,529

**Table G.5 Cumulative numbers of active participants by entry into the Scheme – Victoria** <sup>153 154 155 156</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	2,730	12,528	1,050	16,308
End of 2017-18	5,225	33,443	3,024	41,692
End of 2018-19 Q1	6,456	40,090	3,595	50,141
End of 2018-19 Q2	7,690	47,254	4,868	59,812
End of 2018-19 Q3	9,103	55,690	5,895	70,688
End of 2018-19 Q4	10,805	65,065	1,921	77,791
End of 2019-20 Q1	12,850	70,999	200	84,049
End of 2019-20 Q2	15,147	75,547	340	91,034
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
End of 2020-21 Q1	22,517	88,693	2,319	113,529

<sup>151</sup> This table shows the total numbers of active participants at the end of each period.

<sup>152</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>153</sup> This table shows the total numbers of active participants at the end of each period.

<sup>154</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>155</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>156</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table G.6 Assessment of access by age group – Victoria** <sup>157</sup>

Age Group	Prior Quarters		2020-21 Q1		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	29,934	98%	2,241	96%	32,175	98%
7 to 14	20,963	89%	988	80%	21,951	89%
15 to 18	6,885	91%	284	81%	7,169	91%
19 to 24	7,091	90%	192	73%	7,283	90%
25 to 34	10,018	88%	311	67%	10,329	88%
35 to 44	10,700	84%	419	69%	11,119	84%
45 to 54	13,560	80%	543	62%	14,103	79%
55 to 64	14,686	73%	699	63%	15,385	72%
65+	760	63%	25	47%	785	62%
Missing	<11		<11		<11	
<b>Total</b>	<b>114,597</b>	<b>87%</b>	<b>5,702</b>	<b>78%</b>	<b>120,299</b>	<b>87%</b>

**Table G.7 Assessment of access by disability – Victoria** <sup>158</sup>

Disability	Prior Quarters		2020-21 Q1		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	3,570	93%	165	84%	3,735	93%
Autism	31,849	95%	1,415	95%	33,264	95%
Cerebral Palsy	3,871	97%	55	74%	3,926	96%
Developmental Delay	10,769	98%	1,558	97%	12,327	98%
Global Developmental Delay	1,555	99%	168	99%	1,723	99%
Hearing Impairment	5,051	90%	282	83%	5,333	89%
Intellectual Disability	24,065	96%	467	84%	24,532	95%
Multiple Sclerosis	2,494	89%	87	70%	2,581	88%
Psychosocial disability	14,733	77%	823	67%	15,556	76%
Spinal Cord Injury	818	94%	41	89%	859	94%
Stroke	1,444	85%	64	74%	1,508	84%
Visual Impairment	2,799	93%	52	69%	2,851	92%
Other Neurological	5,051	80%	206	67%	5,257	79%
Other Physical	4,308	44%	210	35%	4,518	43%
Other Sensory/Speech	785	60%	20	25%	805	58%
Other	267	33%	89	29%	356	32%
Missing	1,168	98%	<11		1,168	98%
<b>Total</b>	<b>114,597</b>	<b>87%</b>	<b>5,702</b>	<b>78%</b>	<b>120,299</b>	<b>87%</b>

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

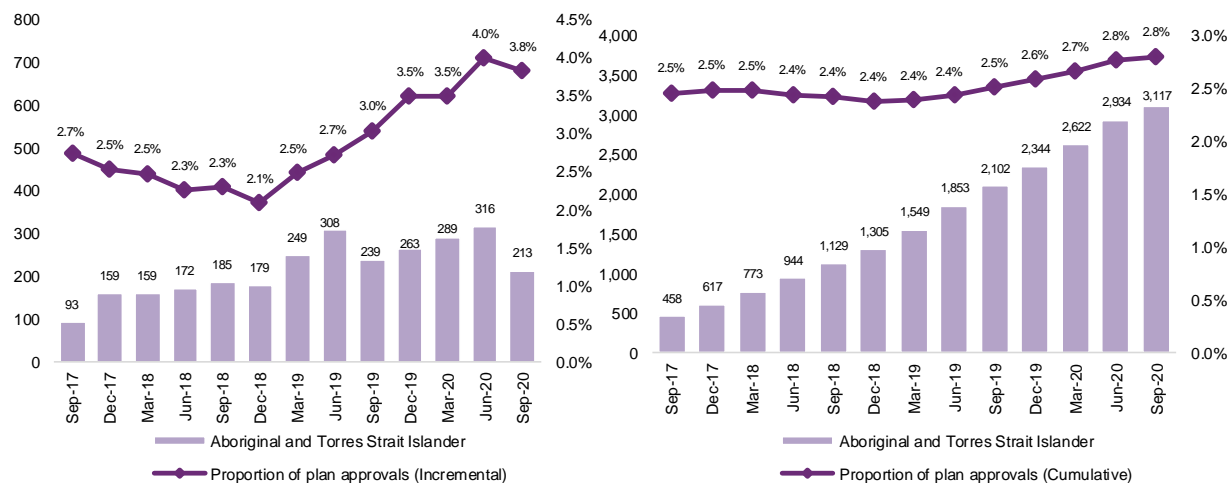
<sup>157</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>158</sup> Ibid.

**Table G.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,904	2.7%	213	3.8%	<b>3,117</b>	<b>2.8%</b>
Not Aboriginal and Torres Strait Islander	82,384	78.0%	4,605	82.6%	<b>86,989</b>	<b>78.2%</b>
Not Stated	20,348	19.3%	756	13.6%	<b>21,104</b>	<b>19.0%</b>
<b>Total</b>	<b>105,636</b>	<b>100%</b>	<b>5,574</b>	<b>100%</b>	<b>111,210</b>	<b>100%</b>

**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria**<sup>159</sup>

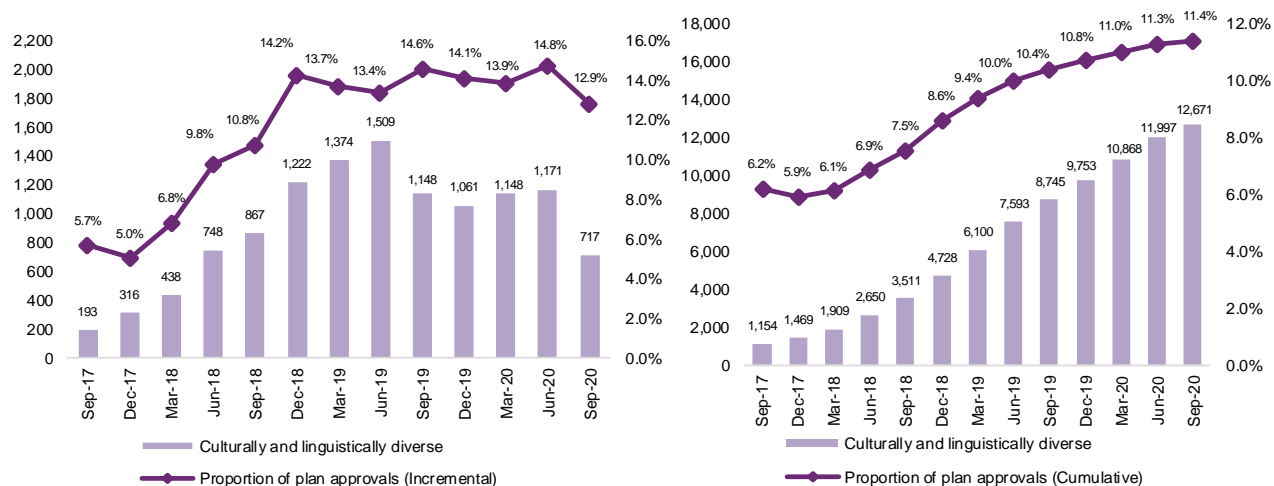


**Table G.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	11,954	11.3%	717	12.9%	<b>12,671</b>	<b>11.4%</b>
Not culturally and linguistically diverse	93,527	88.5%	4,857	87.1%	<b>98,384</b>	<b>88.5%</b>
Not stated	155	0.1%	<11		<b>155</b>	<b>0.1%</b>
<b>Total</b>	<b>105,636</b>	<b>100%</b>	<b>5,574</b>	<b>100%</b>	<b>111,210</b>	<b>100%</b>

<sup>159</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.  
**September 2020 | NDIS Quarterly Report to disability ministers**

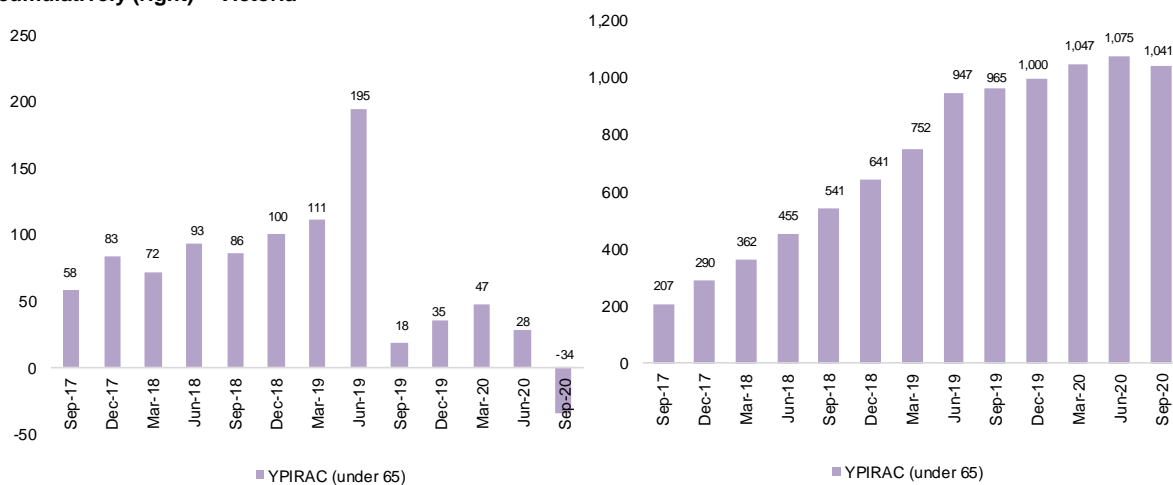
**Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>160</sup>



**Table G.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2020 – Victoria** <sup>161</sup>

	Total
<b>Age group</b>	<b>N</b>
Under 45	38
45 to 54	212
55 to 64	791
<b>Total YPIRAC (under 65)</b>	<b>1,041</b>

**Figure G.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria** <sup>162</sup>



<sup>160</sup> Ibid.

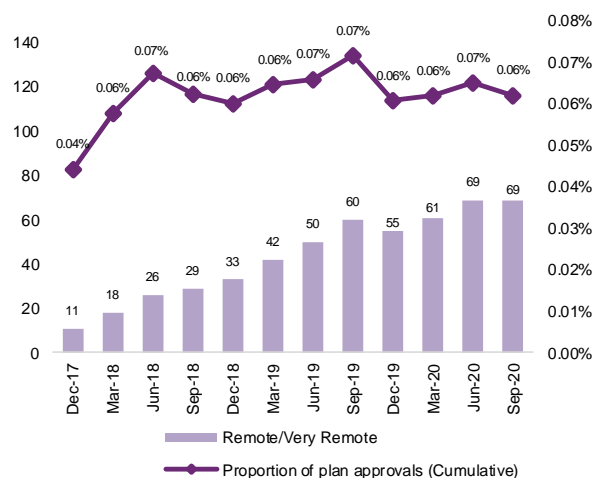
<sup>161</sup> There are a further 350 active participants aged 65 years or over who are currently in residential aged care.

<sup>162</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

**Table G.11 Participant profile per quarter by remoteness – Victoria** <sup>163 164</sup>

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Major cities	74,951	71.0%	4,032	72.3%	<b>78,983</b>	<b>71.0%</b>
Population > 50,000	10,447	9.9%	497	8.9%	<b>10,944</b>	<b>9.8%</b>
Population between 15,000 and 50,000	7,200	6.8%	397	7.1%	<b>7,597</b>	<b>6.8%</b>
Population between 5,000 and 15,000	6,023	5.7%	264	4.7%	<b>6,287</b>	<b>5.7%</b>
Population less than 5,000	6,942	6.6%	381	6.8%	<b>7,323</b>	<b>6.6%</b>
Remote	66	0.1%	<11		<b>69</b>	<b>0.1%</b>
Very Remote	<11		<11		<b>&lt;11</b>	
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>105,636</b>	<b>100%</b>	<b>5,574</b>	<b>100%</b>	<b>111,210</b>	<b>100%</b>

**Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria** <sup>165 166</sup>



<sup>163</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>164</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>165</sup> 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.

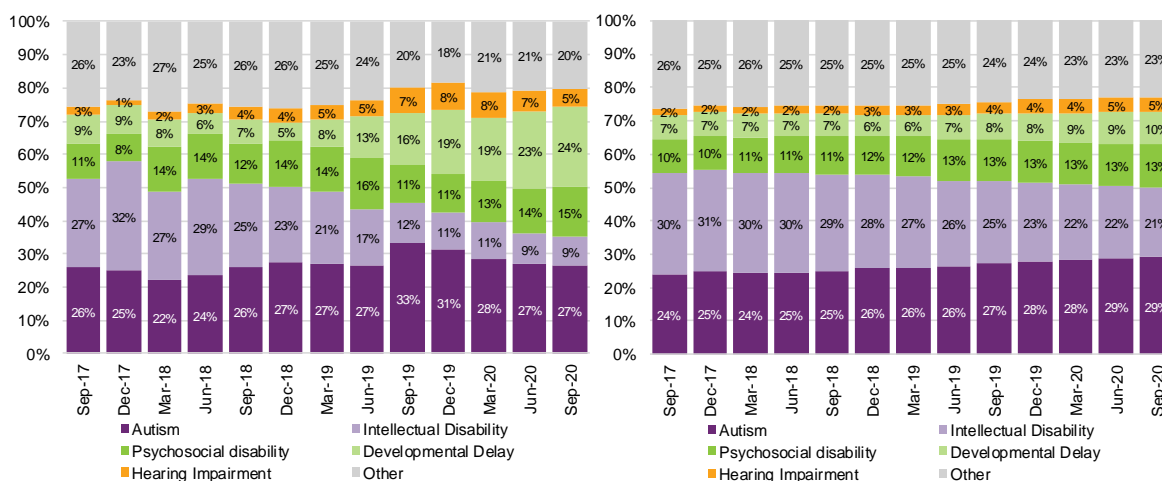
<sup>166</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.



Table G.12 Participant profile per quarter by primary disability group – Victoria <sup>167 168 169</sup>

Disability	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Autism	30,951	29%	1,481	27%	32,432	29%
Intellectual Disability	22,879	22%	485	9%	23,364	21%
Psychosocial disability	13,358	13%	826	15%	14,184	13%
Developmental Delay	9,561	9%	1,357	24%	10,918	10%
Hearing Impairment	4,754	5%	302	5%	5,056	5%
Other Neurological	4,249	4%	210	4%	4,459	4%
Other Physical	3,677	3%	235	4%	3,912	4%
Cerebral Palsy	3,744	4%	50	1%	3,794	3%
ABI	3,199	3%	162	3%	3,361	3%
Visual Impairment	2,556	2%	50	1%	2,606	2%
Global Developmental Delay	1,402	1%	149	3%	1,551	1%
Multiple Sclerosis	2,371	2%	85	2%	2,456	2%
Stroke	1,289	1%	62	1%	1,351	1%
Spinal Cord Injury	753	1%	29	1%	782	1%
Other Sensory/Speech	683	1%	25	0%	708	1%
Other	210	0%	66	1%	276	0%
<b>Total</b>	<b>105,636</b>	<b>100%</b>	<b>5,574</b>	<b>100%</b>	<b>111,210</b>	<b>100%</b>

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria <sup>170</sup>



<sup>167</sup> Table order based on national proportions (highest to lowest).

<sup>168</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

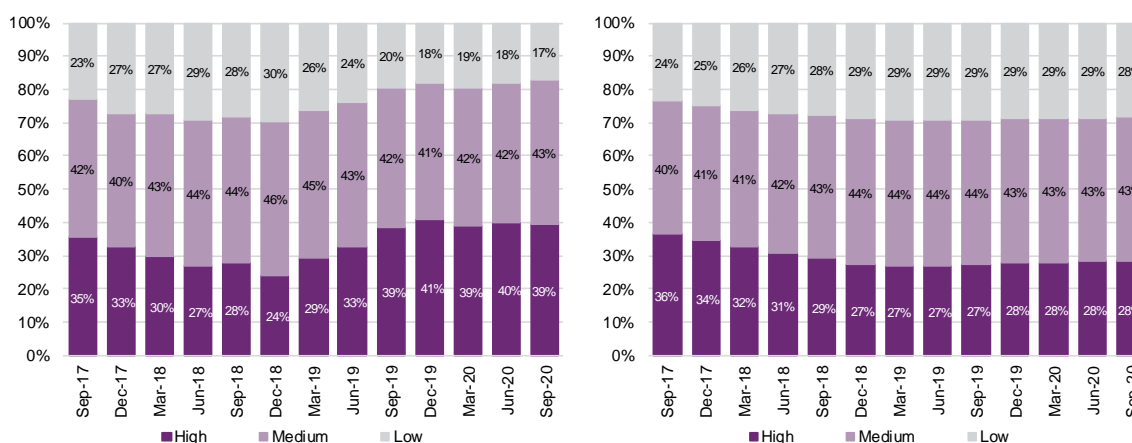
<sup>169</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in VIC (2,770).

<sup>170</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table G.13 Participant profile per quarter by level of functions – Victoria** <sup>171</sup>

Level of Function	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	8,995	9%	984	18%	9,979	9%
2 (High Function)	275	0%	<11		282	0%
3 (High Function)	5,781	5%	395	7%	6,176	6%
4 (High Function)	5,703	5%	289	5%	5,992	5%
5 (High Function)	8,352	8%	517	9%	8,869	8%
6 (Moderate Function)	18,854	18%	1,230	22%	20,084	18%
7 (Moderate Function)	6,564	6%	277	5%	6,841	6%
8 (Moderate Function)	7,416	7%	327	6%	7,743	7%
9 (Moderate Function)	455	0%	15	0%	470	0%
10 (Moderate Function)	12,507	12%	569	10%	13,076	12%
11 (Low Function)	4,270	4%	99	2%	4,369	4%
12 (Low Function)	17,901	17%	685	12%	18,586	17%
13 (Low Function)	6,492	6%	168	3%	6,660	6%
14 (Low Function)	1,940	2%	11	0%	1,951	2%
15 (Low Function)	42	0%	<11		43	0%
Missing	89		<11		89	
<b>Total</b>	<b>105,636</b>	<b>100%</b>	<b>5,574</b>	<b>100%</b>	<b>111,210</b>	<b>100%</b>

**Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Victoria** <sup>172</sup>



**Table G.14 Participant profile per quarter by age group – Victoria**

Age Group	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
0 to 6	17,442	17%	1,970	35%	19,412	17%
7 to 14	26,292	25%	1,061	19%	27,353	25%
15 to 18	7,174	7%	294	5%	7,468	7%
19 to 24	7,825	7%	211	4%	8,036	7%
25 to 34	9,765	9%	335	6%	10,100	9%
35 to 44	9,535	9%	441	8%	9,976	9%
45 to 54	11,843	11%	552	10%	12,395	11%
55 to 64	12,646	12%	678	12%	13,324	12%
65+	3,114	3%	32	1%	3,146	3%
<b>Total</b>	<b>105,636</b>	<b>100%</b>	<b>5,574</b>	<b>100%</b>	<b>111,210</b>	<b>100%</b>

<sup>171</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>172</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria <sup>173</sup>

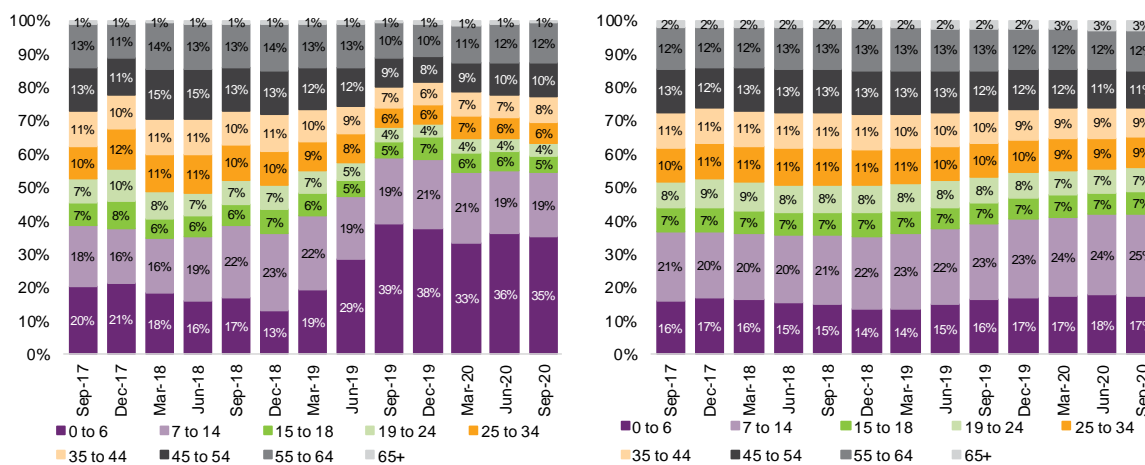


Table G.15 Participant profile per quarter by gender – Victoria

Gender	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Male	63,796	60%	3,377	61%	67,173	60%
Female	40,718	39%	2,109	38%	42,827	39%
Other	1,122	1%	88	2%	1,210	1%
<b>Total</b>	<b>105,636</b>	<b>100%</b>	<b>5,574</b>	<b>100%</b>	<b>111,210</b>	<b>100%</b>

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria <sup>174</sup>

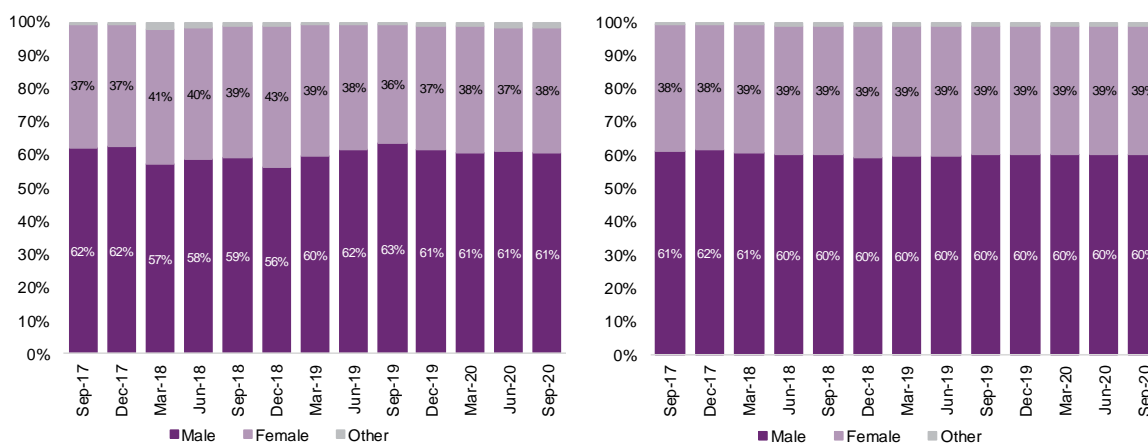


Table G.16 Prevalence rates by age group – Victoria

	VIC
0-6	3.47%
7-14	4.25%
15-18	2.49%
19-24	1.44%
25-34	0.96%
35-44	1.11%
45-54	1.53%
55-64	1.83%
<b>Total (aged 0-64)</b>	<b>1.95%</b>

<sup>173</sup> Ibid.

<sup>174</sup> Ibid.

## Part Two: Participant experience and outcomes

**Table G.17 Number of baseline questionnaires completed by SFOF version – Victoria**<sup>175</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	1,869	3,372	5,254	8,785	1,690	20,970
Participant school to 14	1,923	5,175	10,590	8,931	1,356	27,975
Participant 15 to 24	1,229	3,255	4,625	3,003	477	12,589
Participant 25 and over	4,429	10,655	16,308	10,182	2,018	43,592
<b>Total Participant</b>	<b>9,450</b>	<b>22,457</b>	<b>36,777</b>	<b>30,901</b>	<b>5,541</b>	<b>105,126</b>
Family 0 to 14	3,603	8,250	15,283	17,270	2,981	47,387
Family 15 to 24	318	2,462	3,359	2,007	296	8,442
Family 25 and over	134	3,622	4,915	2,686	438	11,795
<b>Total Family</b>	<b>4,055</b>	<b>14,334</b>	<b>23,557</b>	<b>21,963</b>	<b>3,715</b>	<b>67,624</b>
<b>Total</b>	<b>13,505</b>	<b>36,791</b>	<b>60,334</b>	<b>52,864</b>	<b>9,256</b>	<b>172,750</b>

**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		36%		
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			29%	
CC	% who choose who supports them			37%	59%
CC	% who choose what they do each day			45%	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%

<sup>175</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. 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	50%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	64%	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%	33%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	33%

**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%	68%
HM	% who feel safe or very safe in their home			82%	69%
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			37%	
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	40%	47%	35%
% working in a paid job	46%	50%	38%
Of those in a paid job, % in permanent employment	80%	77%	78%
Of those in a paid job, % working 15 hours or more	78%	83%	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	86%	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%	27%	19%
% able to advocate for their child/family member	74%	64%	60%
% 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%	33%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			34%
% who rate their health as good, very good or excellent	74%	61%	58%

**Table G.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=3,382) - participants who entered between 1 July 2016 and 30 September 2019 – Victoria <sup>176</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	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?	65%

<sup>176</sup> Results in Tables G.22 to G.25 include participants who entered between 1 July 2016 and 30 September 2019 and have had a first plan review to date.

**Table G.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=11,424) - participants who entered between 1 July 2016 and 30 September 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?	41%
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?	47%

**Table G.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=5,037) and ‘Participant 25 and over’ (n=17,643) - participants who entered between 1 July 2016 and 30 September 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%	67%
DL	Has the NDIS helped you with daily living activities?	60%	70%
REL	Has the NDIS helped you to meet more people?	47%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	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?	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=15,171); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,101) - participants who entered between 1 July 2016 and 30 September 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?	63%	53%
Has the NDIS improved the level of support for your family?	69%	64%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	
Has the NDIS improved your health and wellbeing?	43%	37%

**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=1,555) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria<sup>177</sup>**

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	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%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	70%	79%	+8%
S/CP	Has the NDIS improved how your child fits into community life?	59%	65%	+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=4,345) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria**

Question		Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	57%	67%	+10%
LL	Has the NDIS improved your child's access to education?	35%	41%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	53%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	51%	+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=2,427) and ‘Participant 25 and over’ (n=7,502) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	56%	65%	+10%	61%	72%	+11%
DL	Has the NDIS helped you with daily living activities?	58%	69%	+11%	67%	77%	+11%
REL	Has the NDIS helped you to meet more people?	46%	53%	+7%	46%	55%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	-1%	26%	28%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	47%	+6%	43%	52%	+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%	40%	2%	29%	32%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	-1%	17%	16%	0%
S/CP	Has the NDIS helped you be more involved?	53%	60%	+8%	54%	64%	+10%

<sup>177</sup> Results in Tables G.26 to G.29 include participants who had their first plan approved between 1 July 2016 and 30 September 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=4,574); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,699) - participants who entered between 1 July 2016 and 30 September 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?	60%	66%	+6%	47%	58%	+11%
Has the NDIS improved the level of support for your family?	66%	72%	+7%	60%	73%	+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?	67%	74%	+6%	59%	69%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	77%	+5%			
Has the NDIS improved your health and wellbeing?	37%	42%	+4%	33%	39%	+6%

**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=601) - participants who entered between 1 July 2016 and 30 September 2017 – Victoria <sup>178</sup>**

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?	87%	91%	92%	+4%
CC Has the NDIS helped increase your child's ability to communicate what they want?	79%	85%	82%	+3%
REL Has the NDIS improved how your child fits into family life?	70%	72%	74%	+5%
S/CP Has the NDIS improved how your child fits into community life?	53%	58%	62%	+9%

<sup>178</sup> Results in Tables G.30 to G.35 include participants who had their first plan approved between 1 July 2016 and 30 September 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=1,407) - participants who entered between 1 July 2016 and 30 September 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?	44%	48%	52%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	47%	49%	+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=772) - participants who entered between 1 July 2016 and 30 September 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%	62%	65%	+8%
	Has the NDIS helped you with daily living activities?	57%	63%	68%	+11%
	Has the NDIS helped you to meet more people?	46%	47%	54%	+9%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	16%	-5%
	Has your involvement with the NDIS improved your health and wellbeing?	39%	41%	43%	+4%
	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?	16%	11%	10%	-5%
	Has the NDIS helped you be more involved?	51%	55%	61%	+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=2,139) - participants who entered between 1 July 2016 and 30 September 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?	65%	71%	75%	+10%
Has the NDIS helped you with daily living activities?	69%	77%	81%	+12%
Has the NDIS helped you to meet more people?	49%	54%	58%	+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%	55%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	34%	36%	4%
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=1,338) - participants who entered between 1 July 2016 and 30 September 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?	65%	71%	73%	+8%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	71%	73%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	76%	78%	+4%
Has the NDIS improved your health and wellbeing?	35%	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=138) - participants who entered between 1 July 2016 and 30 September 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%	+8%
Has the NDIS improved the level of support for your family?	60%	65%	67%	+8%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	62%	66%	67%	+5%
Has the NDIS improved your health and wellbeing?	25%	27%	33%	+8%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for participant aged under 25.

**Table G.36 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=79) - participants who entered between 1 July 2016 and 30 September 2016 – Victoria<sup>179</sup>**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC Has the NDIS helped you have more choices and more control over your life?	48%	64%	70%	73%	+25%
DL Has the NDIS helped you with daily living activities?	63%	74%	80%	83%	+21%
REL Has the NDIS helped you to meet more people?	60%	58%	68%	67%	+7%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	32%	29%	35%	+1%
HW Has your involvement with the NDIS improved your health and wellbeing?	42%	53%	60%	63%	+21%
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%	37%	33%	36%	+8%
WK Has your involvement with the NDIS helped you find a job that's right for you?	17%	10%	7%	8%	-9%
S/CP Has the NDIS helped you be more involved?	54%	59%	70%	70%	+17%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Family 0 to 14’ and ‘Family 15 and over’.

<sup>179</sup> Results in Table G.36 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

**Table G.37 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,142), 'participant social and community engagement rate' (n=10,183) and 'parent and carer employment rate' (n=7,581) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 September 2018 – Victoria <sup>180</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	13%	16%	18%	24%
Aged 25+	23%	22%	22%	
Aged 15+ (Average)	21%	21%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	35%	40%	42%	50%
Aged 25+	37%	42%	44%	
Aged 15+ (Average)	36%	41%	44%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	44%	48%	48%	50%
Aged 15+	41%	43%	41%	
All ages (Average)	43%	47%	46%	

**Table G.38 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,868), 'participant social and community engagement rate' (n=2,917) and 'parent and carer employment rate' (n=1,760) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 September 2017 – Victoria <sup>181</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	12%	16%	21%	24%	24%
Aged 25+	21%	21%	20%	20%	
Aged 15+ (Average)	20%	20%	21%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	29%	32%	39%	39%	50%
Aged 25+	37%	41%	43%	45%	
Aged 15+ (Average)	35%	40%	42%	44%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	43%	47%	49%	51%	50%
Aged 15+	40%	48%	45%	44%	
All ages (Average)	43%	47%	49%	50%	

<sup>180</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

<sup>181</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

**Table G.39 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=105), 'participant social and community engagement rate' (n=123) and 'parent and carer employment rate' (n=27) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 September 2016 – Victoria <sup>182</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	Numbers are too small					24%
Aged 25+	14%	11%	11%	17%	14%	
Aged 15+ (Average)	12%	12%	12%	18%	13%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	Numbers are too small					50%
Aged 25+	24%	25%	33%	27%	38%	
Aged 15+ (Average)	24%	26%	33%	29%	38%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	Numbers are too small					50%
Aged 15+						
All ages (Average)						

**Table G.40 Number of active plans by goal type and primary disability – Victoria <sup>183</sup>**

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	900	2,177	1,807	583	804	2,591	1,344	770	3,361
Autism	5,330	27,217	10,263	10,460	14,333	17,313	2,170	3,346	32,432
Cerebral Palsy	937	2,900	2,077	749	907	2,497	1,136	548	3,794
Developmental Delay	290	10,139	2,040	3,673	3,038	1,214	24	4	10,918
Down Syndrome	619	2,060	1,271	670	794	2,058	818	546	2,770
Global Developmental Delay	59	1,438	337	577	465	218	5	2	1,551
Hearing Impairment	975	3,839	1,055	1,291	863	2,031	644	987	5,056
Intellectual Disability	4,953	14,629	8,018	5,246	6,367	14,750	5,920	5,925	20,594
Multiple Sclerosis	702	1,769	1,704	185	382	1,599	894	592	2,456
Psychosocial disability	3,304	9,057	8,834	3,138	2,940	10,590	4,559	4,466	14,184
Spinal Cord Injury	267	554	489	88	109	532	288	212	782
Stroke	415	1,014	779	137	239	956	469	255	1,351
Visual Impairment	718	2,049	951	591	291	1,696	529	776	2,606
Other Neurological	1,107	3,305	2,445	639	920	2,993	1,475	628	4,459
Other Physical	1,057	3,055	2,122	452	452	2,277	987	774	3,912
Other Sensory/Speech	70	575	166	267	233	206	12	30	708
Other	66	207	141	37	48	164	83	38	276
<b>Total</b>	<b>21,769</b>	<b>85,984</b>	<b>44,499</b>	<b>28,783</b>	<b>33,185</b>	<b>63,685</b>	<b>21,357</b>	<b>19,899</b>	<b>111,210</b>

<sup>182</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

<sup>183</sup> 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 primary disability – Victoria** <sup>184</sup>

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	1,040	3,203	2,110	682	883	3,075	1,438	809	<b>13,240</b>
Autism	6,453	68,442	12,280	14,979	17,524	20,686	2,265	3,509	<b>146,138</b>
Cerebral Palsy	1,158	6,057	2,517	963	1,020	3,172	1,221	577	<b>16,685</b>
Developmental Delay	343	41,270	2,545	6,180	3,608	1,376	24	4	<b>55,350</b>
Down Syndrome	727	4,124	1,447	878	891	2,664	866	563	<b>12,160</b>
Global Developmental Delay	74	5,737	423	1,031	562	244	5	2	<b>8,078</b>
Hearing Impairment	1,117	7,298	1,175	1,604	958	2,325	664	1,044	<b>16,185</b>
Intellectual Disability	5,848	24,986	9,134	6,462	7,318	18,197	6,237	6,198	<b>84,380</b>
Multiple Sclerosis	827	2,581	2,183	197	405	1,839	989	610	<b>9,631</b>
Psychosocial disability	3,790	12,392	10,555	3,474	3,182	12,266	4,786	4,653	<b>55,098</b>
Spinal Cord Injury	318	819	595	94	116	637	319	218	<b>3,116</b>
Stroke	506	1,638	924	160	246	1,097	509	267	<b>5,347</b>
Visual Impairment	839	3,477	1,046	710	308	1,997	564	820	<b>9,761</b>
Other Neurological	1,312	5,744	2,936	795	1,017	3,492	1,608	659	<b>17,563</b>
Other Physical	1,274	5,275	2,576	524	497	2,610	1,066	795	<b>14,617</b>
Other Sensory/Speech	82	1,728	198	456	266	234	12	30	<b>3,006</b>
Other	72	416	173	45	52	190	88	39	<b>1,075</b>
<b>Total</b>	<b>25,780</b>	<b>195,187</b>	<b>52,817</b>	<b>39,234</b>	<b>38,853</b>	<b>76,101</b>	<b>22,661</b>	<b>20,797</b>	<b>471,430</b>

**Table G.42 Number of active plans by goal type and age group – Victoria** <sup>185</sup>

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	469	18,155	3,755	6,718	5,563	2,257	37	2	<b>19,412</b>
7 to 14	4,080	23,314	8,690	8,880	12,615	14,476	639	223	<b>27,353</b>
15 to 18	1,932	5,840	2,710	2,476	2,913	5,260	711	1,770	<b>7,468</b>
19 to 24	2,338	5,754	2,981	2,416	1,926	5,595	2,128	3,887	<b>8,036</b>
25 to 34	2,841	6,921	4,749	2,346	2,366	7,117	3,548	4,186	<b>10,100</b>
35 to 44	2,682	6,765	5,383	1,917	2,320	7,276	3,569	3,656	<b>9,976</b>
45 to 54	3,112	8,326	6,942	2,048	2,556	9,239	4,437	3,523	<b>12,395</b>
55 to 64	3,468	8,845	7,478	1,659	2,409	10,070	5,071	2,340	<b>13,324</b>
65+	847	2,064	1,811	323	517	2,395	1,217	312	<b>3,146</b>
<b>Total</b>	<b>21,769</b>	<b>85,984</b>	<b>44,499</b>	<b>28,783</b>	<b>33,185</b>	<b>63,685</b>	<b>21,357</b>	<b>19,899</b>	<b>111,210</b>

<sup>184</sup> Participants have set over two million goals in total across Australia since July 2016. The 471,430 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

<sup>185</sup> 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.43 Number of goals in active plans by goal type and age group – Victoria** <sup>186</sup>

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	546	75,393	4,747	11,725	6,632	2,608	38	2	<b>101,691</b>
7 to 14	4,971	55,030	10,473	12,461	15,545	17,166	652	224	<b>116,522</b>
15 to 18	2,318	9,512	3,125	3,012	3,442	6,218	743	1,833	<b>30,203</b>
19 to 24	2,826	8,380	3,335	2,819	2,141	6,605	2,228	4,090	<b>32,424</b>
25 to 34	3,378	9,863	5,525	2,647	2,626	8,506	3,755	4,402	<b>40,702</b>
35 to 44	3,161	9,637	6,360	2,143	2,546	8,712	3,801	3,827	<b>40,187</b>
45 to 54	3,614	11,858	8,248	2,273	2,779	11,165	4,742	3,672	<b>48,351</b>
55 to 64	3,995	12,604	8,873	1,802	2,593	12,186	5,410	2,423	<b>49,886</b>
65+	971	2,910	2,131	352	549	2,935	1,292	324	<b>11,464</b>
<b>Total</b>	<b>25,780</b>	<b>195,187</b>	<b>52,817</b>	<b>39,234</b>	<b>38,853</b>	<b>76,101</b>	<b>22,661</b>	<b>20,797</b>	<b>471,430</b>

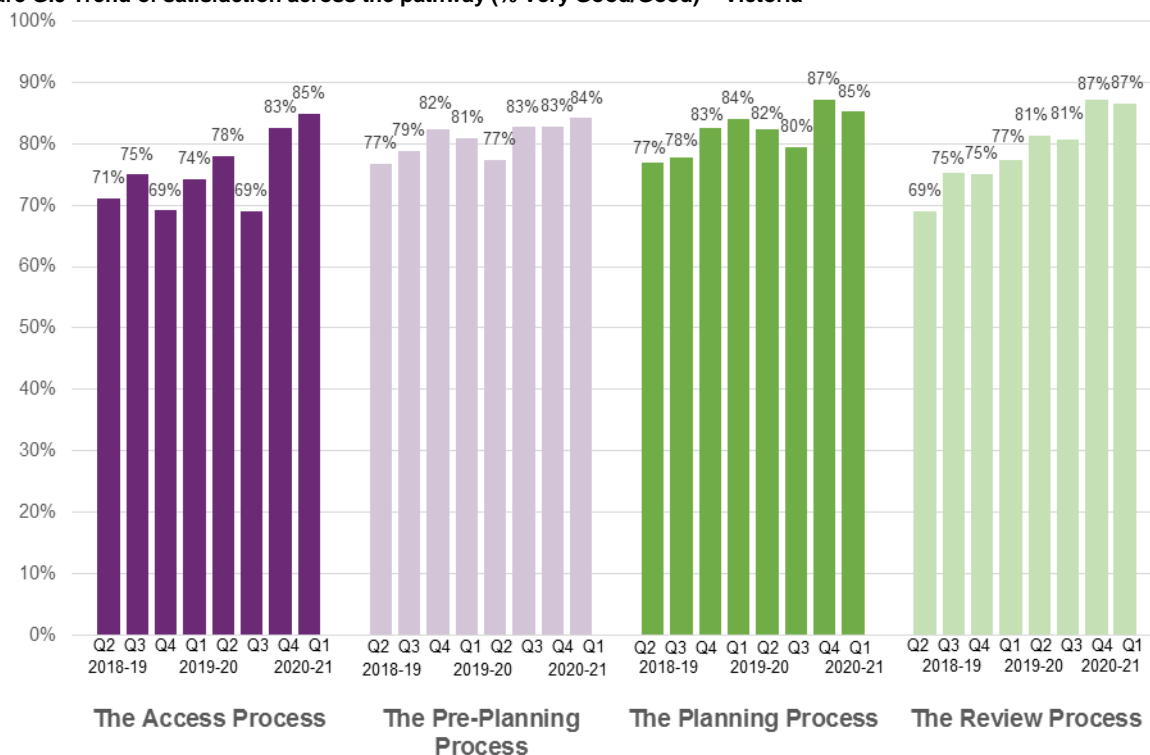
**Table G.44 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q1 compared to prior quarters – New survey administered by the Contact Centre – Victoria**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q1
<b>Access</b>	<b>n = 2,043</b>	<b>n = 405</b>
Are you happy with how coming into the NDIS has gone?	82%	93%
Was the person from the NDIS respectful?	96%	99%
Do you understand what will happen next with your plan?	72%	79%
% of participants rating their overall experience as Very Good or Good.	75%	85%
<b>Pre-planning</b>	<b>n = 2,484</b>	<b>n = 1,041</b>
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%	95%
Were decisions about your plan clearly explained?	84%	90%
Are you clear on what happens next with your plan?	80%	86%
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%	84%
<b>Planning</b>	<b>n = 3,144</b>	<b>n = 1,228</b>
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?	84%	88%
Are you clear on what happens next with your plan?	81%	86%
Do you know where to go for more help with your plan?	85%	87%
% of participants rating their overall experience as Very Good or Good.	82%	85%
<b>Plan review</b>	<b>n = 1,296</b>	<b>n = 142</b>
Did the person from the NDIS understand how your disability affects your life?	86%	88%
Did you feel prepared for your plan review?	83%	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.	77%	87%

<sup>186</sup> Participants have set over two million goals in total across Australia since July 2016. The 471,430 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.



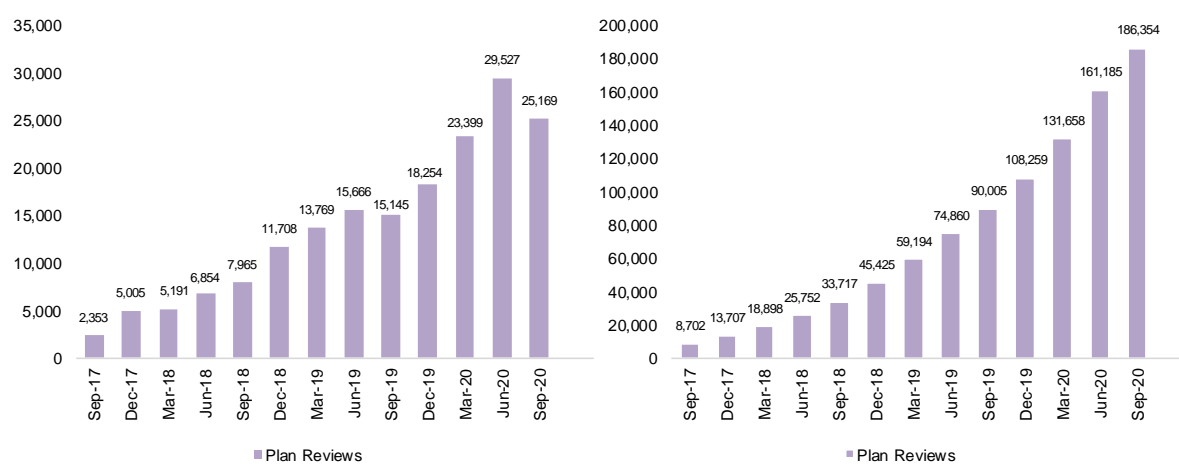
**Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria** <sup>187</sup>



**Table G.45 Plan reviews conducted per quarter – excluding plans less than 30 days – Victoria** <sup>188</sup>

	Prior Quarters (Transition only)	2020-21 Q1	Transition Total
<b>Total plan reviews</b>	<b>161,185</b>	<b>25,169</b>	<b>186,354</b>
<i>Early intervention plans</i>	23,406	4,806	28,212
<i>Permanent disability plans</i>	137,779	20,363	158,142

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



<sup>187</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>188</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q1. The charts show trends in complaints experience since the September 2017 quarter. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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 G.46 shows the numbers of complaints in 2020-21 Q1 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.

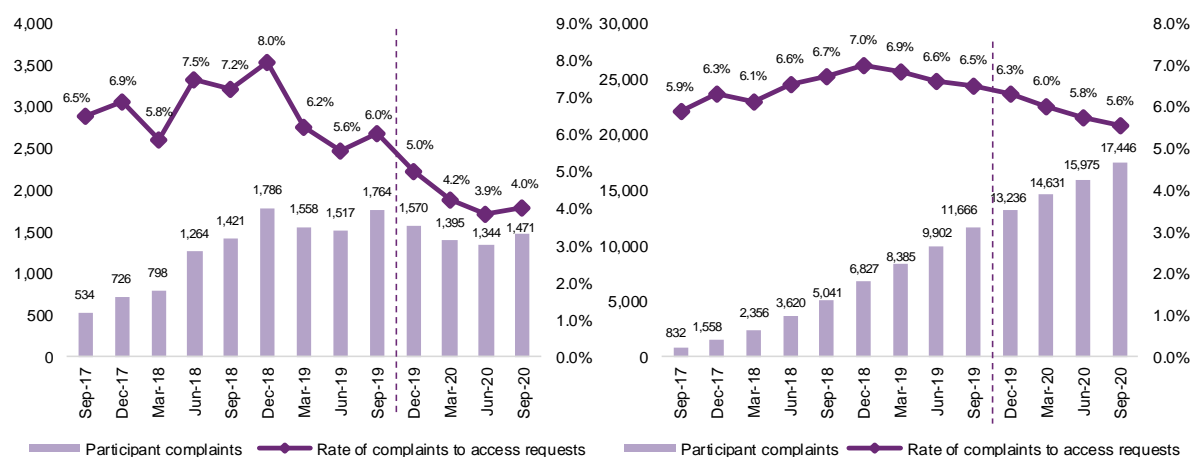
Table G.47 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that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

Table G.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 2020-21 Q1. This table should be considered in conjunction with Table G.47. The list of complaint types is different to that which appears in Table G.47, as it is based on the options available on the 'My Customer Requests' tile.

Table G.46 Complaints by quarter – Victoria <sup>189 190 191</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	47	22	69	65
Complaint about LAC Partner	104	34	138	131
Complaints about service providers	805	92	897	773
Complaints about the Agency	14,645	980	15,625	9,252
Critical/ Reportable Incident	244	342	586	522
Unclassified	639	1	640	591
<b>Total</b>	<b>16,484</b>	<b>1,471</b>	<b>17,955</b>	<b>10,454</b>
Total complaints made since 1 April 2017	15,975	1,471	17,446	
Complaints since 1 April 2017 as % of all access requests	5.8%	4.0%	5.6%	

Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria



<sup>189</sup> Note that 66% of all complainants made only one complaint, 18% made two complaints and 15% made three or more complaints.

<sup>190</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>191</sup> Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

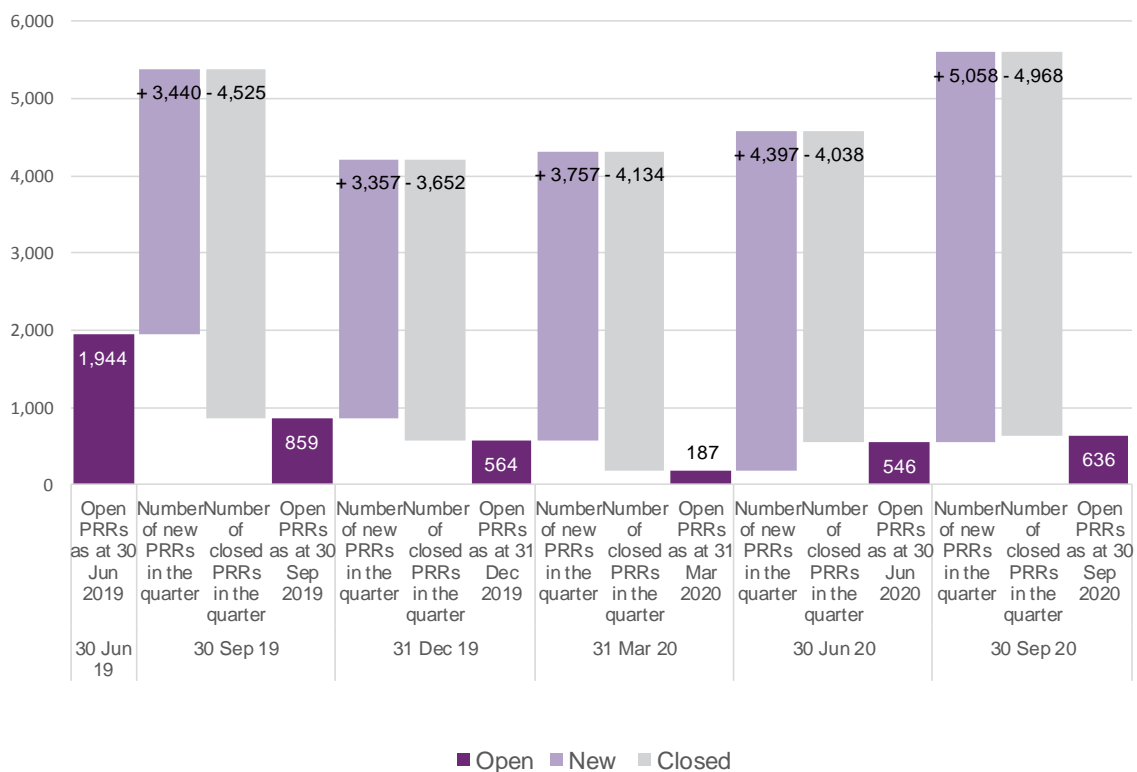
**Table G.47 Complaints by type ('My Feedback' tile) – Victoria**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<i>Complaints about service providers</i>		
Supports being provided	122	(18%)
Service Delivery	113	(17%)
Staff conduct	112	(17%)
Provider process	83	(13%)
Provider costs.	50	(8%)
Other	181	(27%)
<b>Total</b>	<b>661</b>	
 <i>Complaints about the Agency</i>		
Timeliness	4,494	(38%)
Individual needs	1,130	(10%)
Reasonable and necessary supports	1,560	(13%)
Information unclear	477	(4%)
The way the NDIA carried out its decision making	698	(6%)
Other	3,516	(30%)
<b>Total</b>	<b>11,875</b>	
 <i>Unclassified</i>	<b>636</b>	
 <b>Participants total</b>	<b>13,172</b>	

**Table G.48 Complaints by type ('My Customer Requests' tile) – Victoria**

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	1	(2%)	2	(9%)	3	(4%)
ECEI Process	4	(9%)	0	(0%)	4	(6%)
ECEI Staff	11	(23%)	1	(5%)	12	(17%)
ECEI Timeliness	31	(66%)	18	(82%)	49	(71%)
Other	0	(0%)	1	(5%)	1	(1%)
<b>Total</b>	<b>47</b>		<b>22</b>		<b>69</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(1%)	0	(0%)	1	(1%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(1%)
LAC Plan	20	(19%)	3	(9%)	23	(17%)
LAC Process	9	(9%)	6	(18%)	15	(11%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	61	(59%)	21	(62%)	82	(59%)
LAC Timeliness	12	(12%)	4	(12%)	16	(12%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>104</b>		<b>34</b>		<b>138</b>	
<i>Complaints about service providers</i>						
Provider Finance	12	(8%)	6	(7%)	18	(8%)
Provider Fraud and Compliance	24	(16%)	7	(8%)	31	(13%)
Provider Service	81	(54%)	55	(64%)	136	(58%)
Provider Staff	33	(22%)	18	(21%)	51	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>150</b>		<b>86</b>		<b>236</b>	
<i>Complaints about the Agency</i>						
NDIA Access	143	(5%)	38	(4%)	181	(5%)
NDIA Engagement	2	(0%)	2	(0%)	4	(0%)
NDIA Finance	356	(13%)	132	(14%)	488	(13%)
NDIA Fraud and Compliance	12	(0%)	5	(1%)	17	(0%)
NDIA Plan	771	(27%)	303	(32%)	1,074	(29%)
NDIA Process	275	(10%)	103	(11%)	378	(10%)
NDIA Resources	26	(1%)	11	(1%)	37	(1%)
NDIA Staff	211	(7%)	107	(11%)	318	(8%)
NDIA Timeliness	1,019	(36%)	232	(25%)	1,251	(33%)
Quality & Safeguards Commission	2	(0%)	0	(0%)	2	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>2,817</b>		<b>933</b>		<b>3,750</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	68	(28%)	104	(30%)	172	(29%)
Allegations against NDIA Staff/Partners	2	(1%)	1	(0%)	3	(1%)
Allegations against a provider	40	(16%)	85	(25%)	125	(21%)
Participant threat	63	(26%)	55	(16%)	118	(20%)
Provider reporting	71	(29%)	97	(28%)	168	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>244</b>		<b>342</b>		<b>586</b>	
<i>Unclassified</i>	<b>3</b>		<b>1</b>		<b>4</b>	
<b>Participants total</b>	<b>3,365</b>		<b>1,418</b>		<b>4,783</b>	

**Figure G.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Victoria** <sup>192</sup>



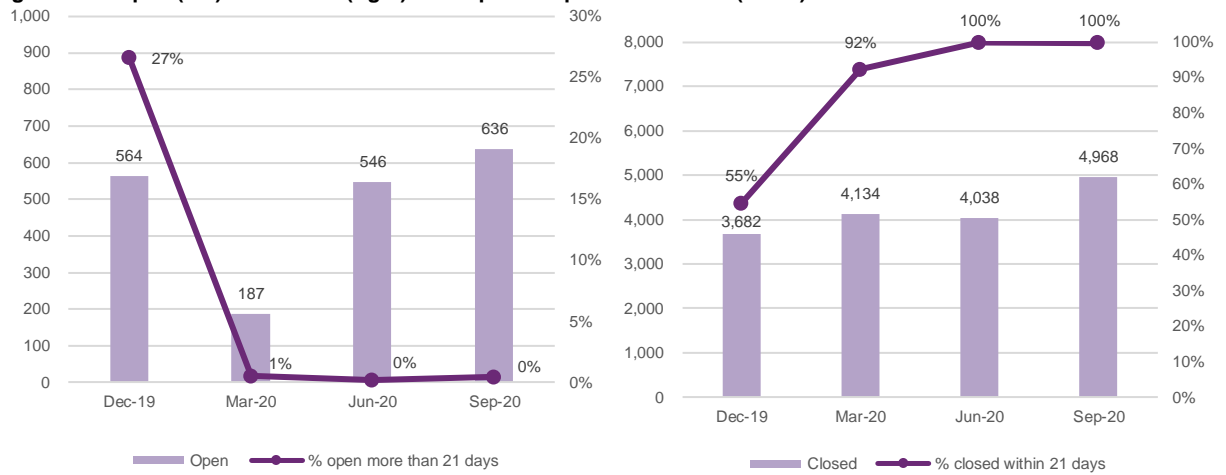
**Table G.49 Summary of Open Participant Requested Reviews (PRRs) (s48) – Victoria** <sup>193</sup>

	As at 30 September 2020
Open PRRs	636
Number of PRRs open less than 21 days	633
Number of PRRs open more than 21 days	3
New PRRs in the quarter	5,058
Number of PRRs closed in the quarter	4,968
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	10

<sup>192</sup> 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.

<sup>193</sup> 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.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Victoria <sup>194</sup>**



**Figure G.14 RoRDs received and closed by quarter and open at the end of each quarter – Victoria**

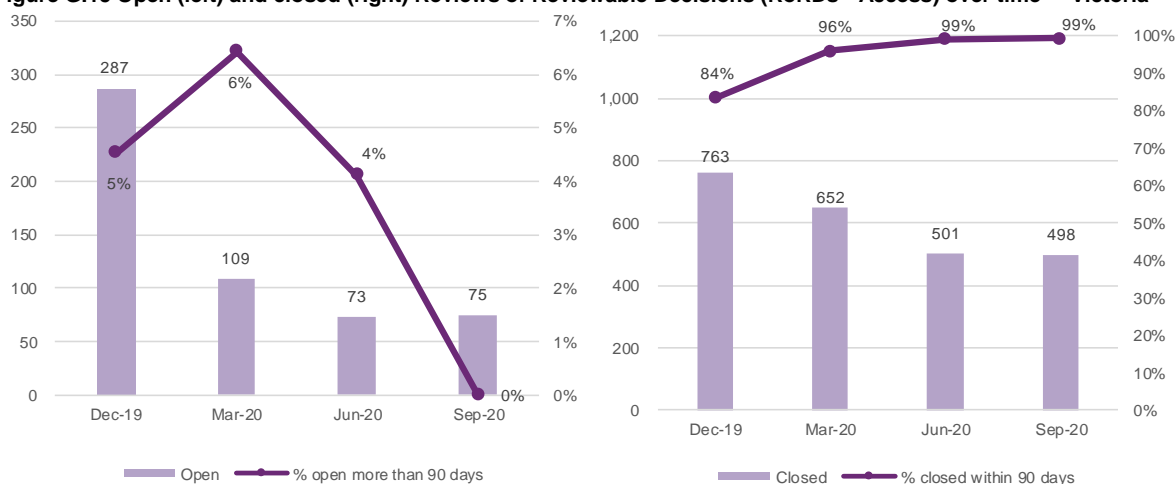


<sup>194</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 30 September 2020.

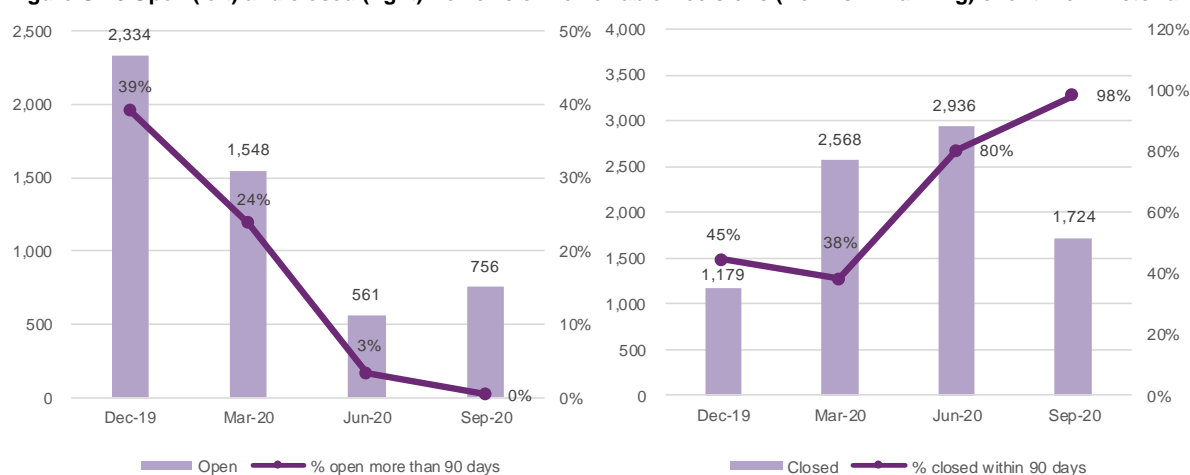
**Table G.50 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Victoria** <sup>195 196</sup>

	Access	Planning
Open RoRDs	75	756
Number of RoRDs open less than 90 days	75	753
Number of RoRDs open more than 90 days	0	3
New RoRDs in the quarter	500	1,919
Number of RoRDs closed in the quarter	498	1,724
Proportion closed within 90 days	99%	98%
Average days RoRDs took to close in the quarter	16	32

**Figure G.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Victoria** <sup>197</sup>



**Figure G.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Victoria** <sup>198</sup>



<sup>195</sup> 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.

<sup>196</sup> 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.

<sup>197</sup> Numbers of open and closed RoRDs have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data.

<sup>198</sup> Ibid.



Table G.51 AAT Cases by category – Victoria <sup>199</sup>

Category	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Access	318	36%	30	27%	348	35%
Plan	428	48%	73	65%	501	50%
Plan Review	63	7%	<11		65	7%
Other	75	8%	<11		83	8%
<b>Total</b>	<b>884</b>	<b>100%</b>	<b>113</b>	<b>100%</b>	<b>997</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.33%</b>		<b>0.33%</b>		<b>0.33%</b>	

Figure G.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

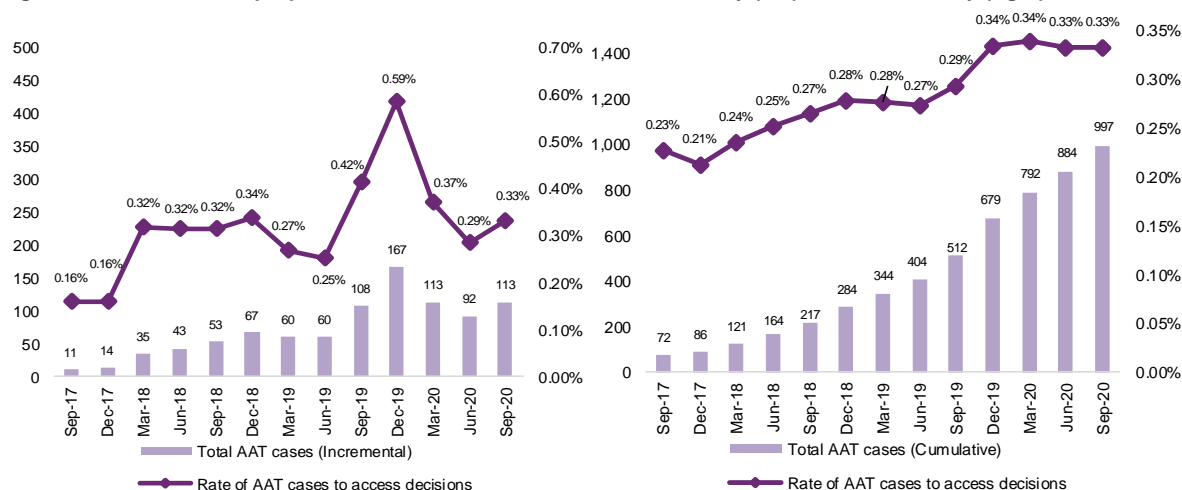


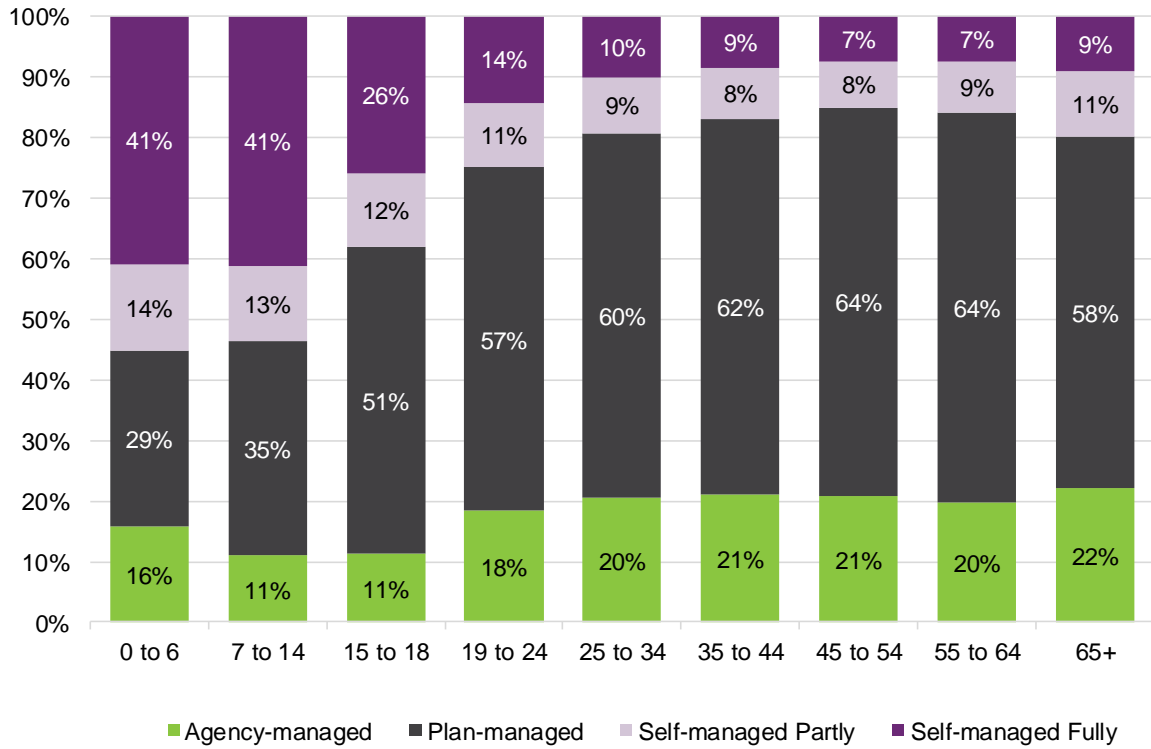
Table G.52 AAT cases by open/closed and decision – Victoria

	N
<b>AAT Cases</b>	<b>997</b>
<b>Open AAT Cases</b>	<b>259</b>
<b>Closed AAT Cases</b>	<b>738</b>
Resolved before hearing	716
Gone to hearing and received a substantive decision	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.

<sup>199</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

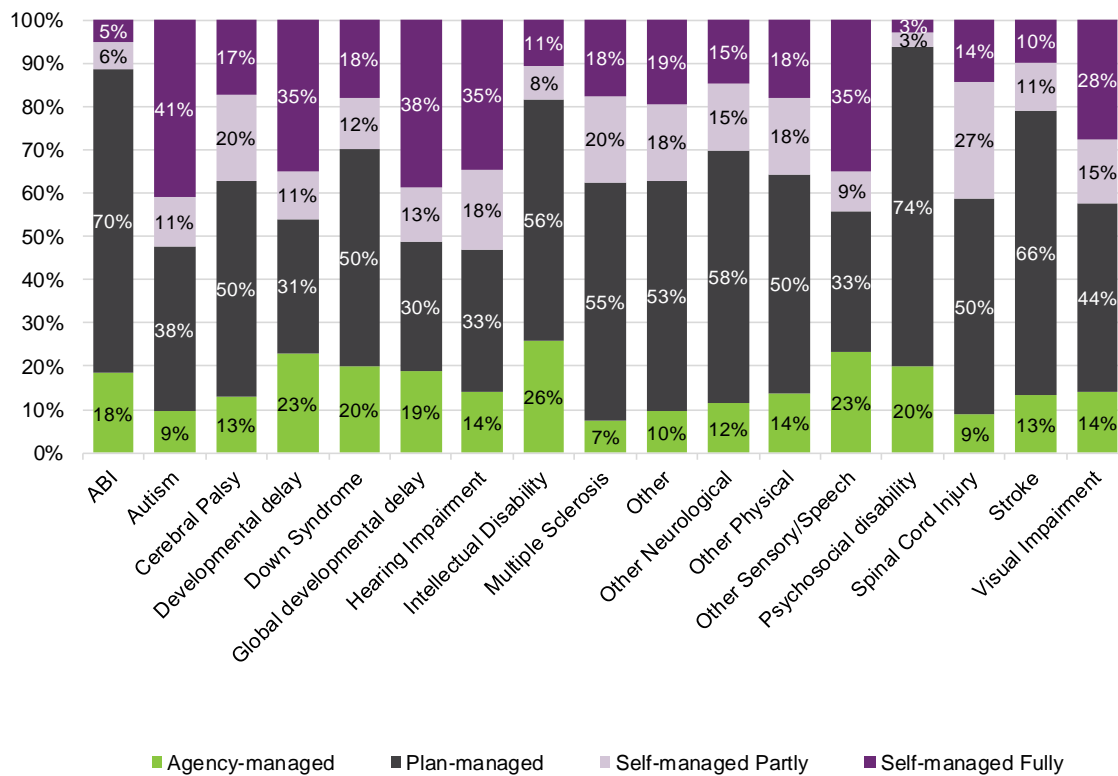
**Figure G.18 Distribution of active participants by method of financial plan management and age group as at 30 September 2020**  
**- Victoria** <sup>200 201</sup>



<sup>200</sup> For the total number of active participants in each age group, see Table G.14.

<sup>201</sup> 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 September 2020 – Victoria** <sup>202 203</sup>



**Table G.53 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria** <sup>204</sup>

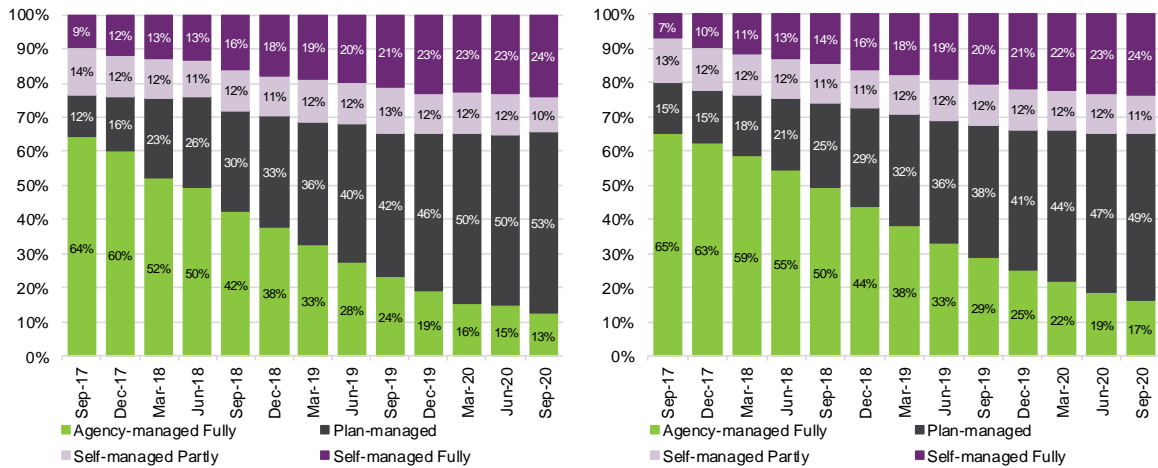
	Prior Quarters	2020-21 Q1	Total
Self-managed fully	24%	24%	<b>24%</b>
Self-managed partly	11%	10%	<b>11%</b>
Plan-managed	47%	53%	<b>49%</b>
Agency-managed	18%	13%	<b>17%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>202</sup> For the total number of active participants in each primary disability group, see Table G.12.

<sup>203</sup> 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.

<sup>204</sup> Ibid.

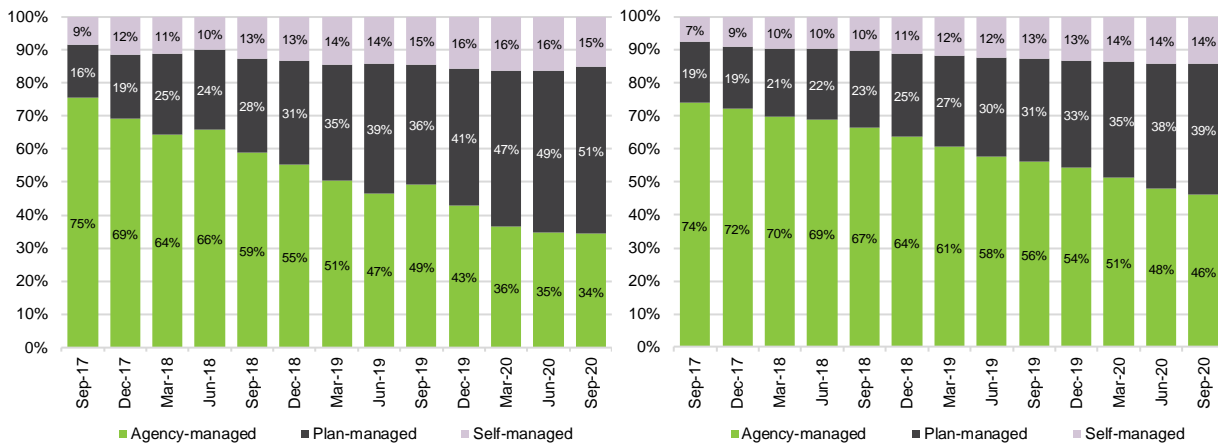
**Figure G.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria** <sup>205</sup>



**Table G.54 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria**

	Prior Quarters	2020-21 Q1	Total
Self-managed	14%	15%	14%
Plan-managed	38%	51%	39%
Agency-managed	48%	34%	46%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure G.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria**



**Table G.55 Distribution of active participants by support coordination and quarter of plan approval – Victoria**

	Prior Quarters	2020-21 Q1	Total
Support coordination	43%	48%	45%

<sup>205</sup> 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. Quarterly results are reported based on a rolling 3 year period.

Table G.56 Duration to plan activation by quarter of initial plan approval for active participants – Victoria <sup>206</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q3	
	N	%	N	%
Less than 30 days	57,995	68%	4,998	61%
30 to 59 days	9,905	12%	991	12%
60 to 89 days	4,753	6%	453	6%
<b>Activated within 90 days</b>	<b>72,653</b>	<b>86%</b>	<b>6,442</b>	<b>78%</b>
90 to 119 days	2,654	3%	293	4%
120 days and over	6,910	8%	438	5%
<b>Activated after 90 days</b>	<b>9,564</b>	<b>11%</b>	<b>731</b>	<b>9%</b>
No payments	2,486	3%	1,052	13%
<b>Total plans approved</b>	<b>84,703</b>	<b>100%</b>	<b>8,225</b>	<b>100%</b>

Table G.57 Proportion of participants who have activated within 12 months – Victoria

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	1,901	2,037	93%
Not Aboriginal and Torres Strait Islander	60,931	63,248	96%
Not Stated	16,357	16,900	97%
<b>Total</b>	<b>79,189</b>	<b>82,185</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	8,311	8,607	97%
Not CALD	70,726	73,424	96%
Not Stated	152	154	99%
<b>Total</b>	<b>79,189</b>	<b>82,185</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	55,781	57,831	96%
Regional	23,366	24,307	96%
Remote	37	42	88%
Missing	<11	<11	
<b>Total</b>	<b>79,189</b>	<b>82,185</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	23,372	24,040	97%
Intellectual Disability (including Down Syndrome)	19,858	20,400	97%
Psychosocial Disability	9,873	10,389	95%
Developmental Delay (including Global Developmental Delay)	5,325	5,747	93%
Other	20,761	21,609	96%
<b>Total</b>	<b>79,189</b>	<b>82,185</b>	<b>96%</b>

<sup>206</sup> Plans approved after the end of 2019-20 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table G.58 Distribution of plans by utilisation – Victoria** <sup>207 208</sup>

Plan utilisation	Total
0 to 50%	39%
50% to 75%	25%
> 75%	37%
<b>Total</b>	<b>100%</b>

**Table G.59 Proportion of active participants with approved plans accessing mainstream supports – Victoria** <sup>209</sup>

	Prior Quarters	2020-21 Q1	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	43%	44%	43%
Lifelong Learning	11%	12%	11%
Other	11%	12%	11%
Non-categorised	34%	33%	33%
Any mainstream service	93%	94%	93%

## Part Four: Providers and the growing market

**Table G.60 Key markets indicators by quarter – Victoria** <sup>210 211</sup>

Market indicators	Prior Quarters	2020-21 Q1
a) Average number of active providers per active participant	1.22	1.18
b) Number of providers delivering new types of supports	496	498
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	90%	90%
<i>Therapeutic Supports (%)</i>	96%	96%
<i>Participation in community, social and civic activities (%)</i>	90%	91%
<i>Early Intervention supports for early childhood (%)</i>	90%	89%
<i>Daily Personal Activities (%)</i>	93%	93%

**Table G.61 Cumulative number of providers that have been ever active as at 30 September 2020 by quarter of activity – Victoria**<sup>212</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q1	153
Active in 2020-21 Q1 and also in previous quarters	2,488
<b>Active in 2020-21 Q1</b>	<b>2,641</b>
Inactive in 2020-21 Q1	2,589
<b>Active ever</b>	<b>5,230</b>

<sup>207</sup> This table only considers participants with initial plans approved up to 31 March 2020, and includes committed supports and payments for supports provided up to 30 June 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>208</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>209</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>210</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>211</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>212</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table G.62 Cumulative number of providers that have been ever active by registration group – Victoria** <sup>213</sup>

Registration Group	Prior Quarters	2020-21 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	141	12	153	9%
Assistance Animals	59	2	61	3%
Assistance with daily life tasks in a group or shared living arrangement	358	31	389	9%
Assistance with travel/transport arrangements	601	15	616	2%
Daily Personal Activities	841	46	887	5%
Group and Centre Based Activities	567	29	596	5%
High Intensity Daily Personal Activities	603	29	632	5%
Household tasks	1,246	30	1,276	2%
Interpreting and translation	125	8	133	6%
Participation in community, social and civic activities	916	43	959	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	115	18	133	16%
Assistive products for household tasks	111	19	130	17%
Assistance products for personal care and safety	850	49	899	6%
Communication and information equipment	257	48	305	19%
Customised Prosthetics	328	15	343	5%
Hearing Equipment	127	21	148	17%
Hearing Services	25	8	33	32%
Personal Mobility Equipment	427	44	471	10%
Specialised Hearing Services	26	7	33	27%
Vision Equipment	108	11	119	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	867	61	928	7%
Behaviour Support	336	17	353	5%
Community nursing care for high needs	289	31	320	11%
Development of daily living and life skills	589	37	626	6%
Early Intervention supports for early childhood	699	33	732	5%
Exercise Physiology and Physical Wellbeing activities	328	19	347	6%
Innovative Community Participation	202	19	221	9%
Specialised Driving Training	118	6	124	5%
Therapeutic Supports	2,654	52	2,706	2%
<b>Capital services</b>				
Home modification design and construction	240	34	274	14%
Specialist Disability Accommodation	70	4	74	6%
Vehicle Modifications	92	12	104	13%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	427	27	454	6%
Support Coordination	223	27	250	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	176	11	187	6%
Specialised Supported Employment	171	8	179	5%
<b>Total approved active providers</b>	<b>5,077</b>	<b>153</b>	<b>5,230</b>	<b>3%</b>

<sup>213</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table G.63 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2020 – Victoria**

Registration Group	Active					
	Individual / sole trader	Company/ organisation	Total Active	Individual / sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	27	126	<b>153</b>	18%	82%	<b>100%</b>
Assistance Animals	7	54	<b>61</b>	11%	89%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	39	350	<b>389</b>	10%	90%	<b>100%</b>
Assistance with travel/transport arrangements	100	516	<b>616</b>	16%	84%	<b>100%</b>
Daily Personal Activities	88	799	<b>887</b>	10%	90%	<b>100%</b>
Group and Centre Based Activities	52	544	<b>596</b>	9%	91%	<b>100%</b>
High Intensity Daily Personal Activities	63	569	<b>632</b>	10%	90%	<b>100%</b>
Household tasks	406	870	<b>1,276</b>	32%	68%	<b>100%</b>
Interpreting and translation	19	114	<b>133</b>	14%	86%	<b>100%</b>
Participation in community, social and civic activities	102	857	<b>959</b>	11%	89%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	14	119	<b>133</b>	11%	89%	<b>100%</b>
Assistive products for household tasks	18	112	<b>130</b>	14%	86%	<b>100%</b>
Assistance products for personal care and safety	116	783	<b>899</b>	13%	87%	<b>100%</b>
Communication and information equipment	60	245	<b>305</b>	20%	80%	<b>100%</b>
Customised Prosthetics	49	294	<b>343</b>	14%	86%	<b>100%</b>
Hearing Equipment	22	126	<b>148</b>	15%	85%	<b>100%</b>
Hearing Services	2	31	<b>33</b>	6%	94%	<b>100%</b>
Personal Mobility Equipment	67	404	<b>471</b>	14%	86%	<b>100%</b>
Specialised Hearing Services	3	30	<b>33</b>	9%	91%	<b>100%</b>
Vision Equipment	17	102	<b>119</b>	14%	86%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	154	774	<b>928</b>	17%	83%	<b>100%</b>
Behaviour Support	77	276	<b>353</b>	22%	78%	<b>100%</b>
Community nursing care for high needs	43	277	<b>320</b>	13%	87%	<b>100%</b>
Development of daily living and life skills	65	561	<b>626</b>	10%	90%	<b>100%</b>
Early Intervention supports for early childhood	256	476	<b>732</b>	35%	65%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	74	273	<b>347</b>	21%	79%	<b>100%</b>
Innovative Community Participation	55	166	<b>221</b>	25%	75%	<b>100%</b>
Specialised Driving Training	35	89	<b>124</b>	28%	72%	<b>100%</b>
Therapeutic Supports	1,200	1,506	<b>2,706</b>	44%	56%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	55	219	<b>274</b>	20%	80%	<b>100%</b>
Specialist Disability Accommodation	2	72	<b>74</b>	3%	97%	<b>100%</b>
Vehicle Modifications	7	97	<b>104</b>	7%	93%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	77	377	<b>454</b>	17%	83%	<b>100%</b>
Support Coordination	36	214	<b>250</b>	14%	86%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	16	171	<b>187</b>	9%	91%	<b>100%</b>
Specialised Supported Employment	18	161	<b>179</b>	10%	90%	<b>100%</b>
<b>Total</b>	<b>1,918</b>	<b>3,312</b>	<b>5,230</b>	<b>37%</b>	<b>63%</b>	<b>100%</b>



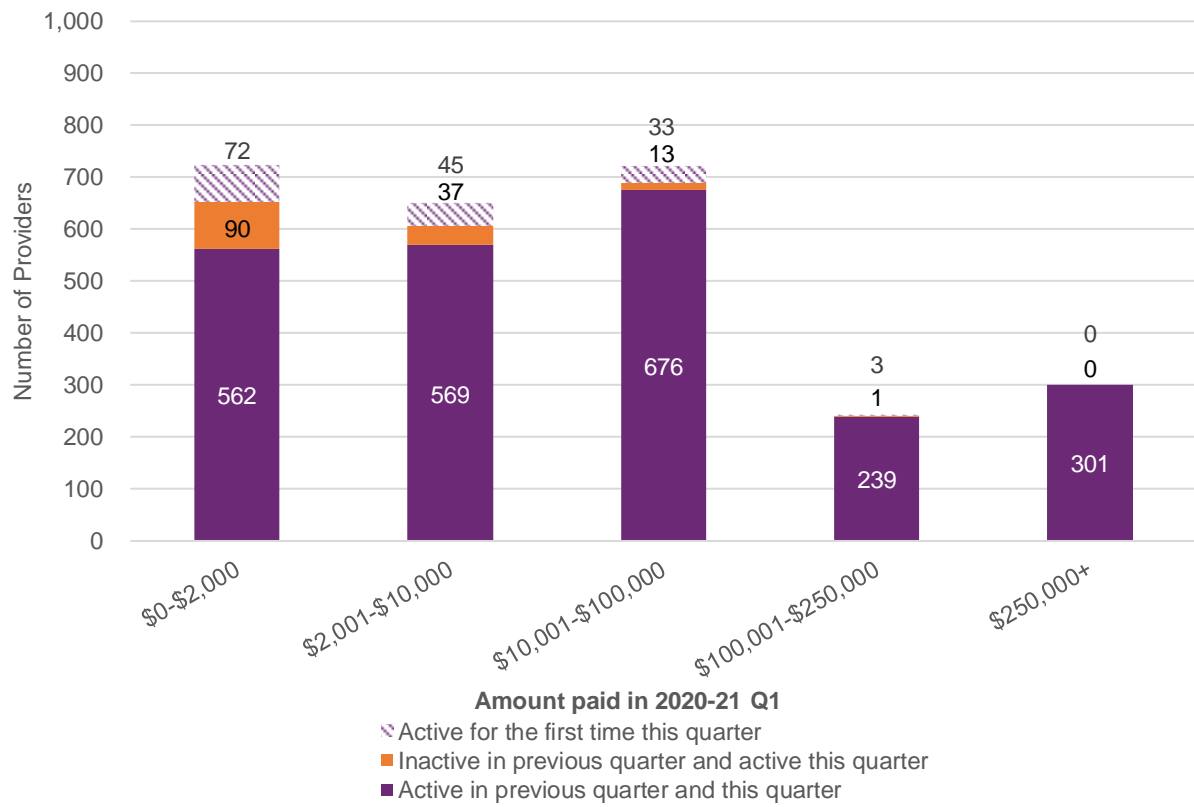
**Table G.64 Number and proportion of providers active in 2020-21 Q1 by registration group and first quarter of activity – Victoria**

Registration Group	Active in previous quarters and in 2020-21 Q1	Active for the first time in 2020-21 Q1	Total	% active for the first time in 2020-21 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	39	12	51	24%
Assistance Animals	35	2	37	5%
Assistance with daily life tasks in a group or shared living arrangement	223	31	254	12%
Assistance with travel/transport arrangements	235	15	250	6%
Daily Personal Activities	495	46	541	9%
Group and Centre Based Activities	329	29	358	8%
High Intensity Daily Personal Activities	330	29	359	8%
Household tasks	651	30	681	4%
Interpreting and translation	51	8	59	14%
Participation in community, social and civic activities	549	43	592	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	36	18	54	33%
Assistive products for household tasks	34	19	53	36%
Assistance products for personal care and safety	456	49	505	10%
Communication and information equipment	165	48	213	23%
Customised Prosthetics	157	15	172	9%
Hearing Equipment	50	21	71	30%
Hearing Services	8	8	16	50%
Personal Mobility Equipment	227	44	271	16%
Specialised Hearing Services	9	7	16	44%
Vision Equipment	53	11	64	17%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	536	61	597	10%
Behaviour Support	186	17	203	8%
Community nursing care for high needs	146	31	177	18%
Development of daily living and life skills	280	37	317	12%
Early Intervention supports for early childhood	287	33	320	10%
Exercise Physiology and Physical Wellbeing activities	165	19	184	10%
Innovative Community Participation	66	19	85	22%
Specialised Driving Training	37	6	43	14%
Therapeutic Supports	1,173	52	1,225	4%
<b>Capital services</b>				
Home modification design and construction	103	34	137	25%
Specialist Disability Accommodation	43	4	47	9%
Vehicle Modifications	43	12	55	22%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	293	27	320	8%
Support Coordination	109	27	136	20%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	90	11	101	11%
Specialised Supported Employment	119	8	127	6%
<b>Total</b>	<b>2,488</b>	<b>153</b>	<b>2,641</b>	<b>6%</b>

Table G.65 Number and proportion of providers active in 2020-21 Q1 in each registration group by legal entity type – Victoria

Registration Group	Active					
	Individual / sole trader	Company/ organisation	Total Active	Individual / sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	8	43	51	16%	84%	100%
Assistance Animals	6	31	37	16%	84%	100%
Assistance with daily life tasks in a group or shared living arrangement	27	227	254	11%	89%	100%
Assistance with travel/transport arrangements	34	216	250	14%	86%	100%
Daily Personal Activities	61	480	541	11%	89%	100%
Group and Centre Based Activities	41	317	358	11%	89%	100%
High Intensity Daily Personal Activities	43	316	359	12%	88%	100%
Household tasks	187	494	681	27%	73%	100%
Interpreting and translation	9	50	59	15%	85%	100%
Participation in community, social and civic activities	71	521	592	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	50	54	7%	93%	100%
Assistive products for household tasks	10	43	53	19%	81%	100%
Assistance products for personal care and safety	70	435	505	14%	86%	100%
Communication and information equipment	40	173	213	19%	81%	100%
Customised Prosthetics	26	146	172	15%	85%	100%
Hearing Equipment	12	59	71	17%	83%	100%
Hearing Services	1	15	16	6%	94%	100%
Personal Mobility Equipment	39	232	271	14%	86%	100%
Specialised Hearing Services	1	15	16	6%	94%	100%
Vision Equipment	10	54	64	16%	84%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	109	488	597	18%	82%	100%
Behaviour Support	36	167	203	18%	82%	100%
Community nursing care for high needs	22	155	177	12%	88%	100%
Development of daily living and life skills	38	279	317	12%	88%	100%
Early Intervention supports for early childhood	86	234	320	27%	73%	100%
Exercise Physiology and Physical Wellbeing activities	36	148	184	20%	80%	100%
Innovative Community Participation	23	62	85	27%	73%	100%
Specialised Driving Training	13	30	43	30%	70%	100%
Therapeutic Supports	475	750	1,225	39%	61%	100%
<b>Capital services</b>						
Home modification design and construction	25	112	137	18%	82%	100%
Specialist Disability Accommodation	1	46	47	2%	98%	100%
Vehicle Modifications	4	51	55	7%	93%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	63	257	320	20%	80%	100%
Support Coordination	18	118	136	13%	87%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	13	88	101	13%	87%	100%
Specialised Supported Employment	16	111	127	13%	87%	100%
<b>Total</b>	<b>798</b>	<b>1,843</b>	<b>2,641</b>	<b>30%</b>	<b>70%</b>	<b>100%</b>

**Figure G.22 Distribution of active providers in 2020-21 Q1 by their status in 2019-20 Q4 and payment band in 2020-21 Q1 – Victoria** <sup>214</sup>



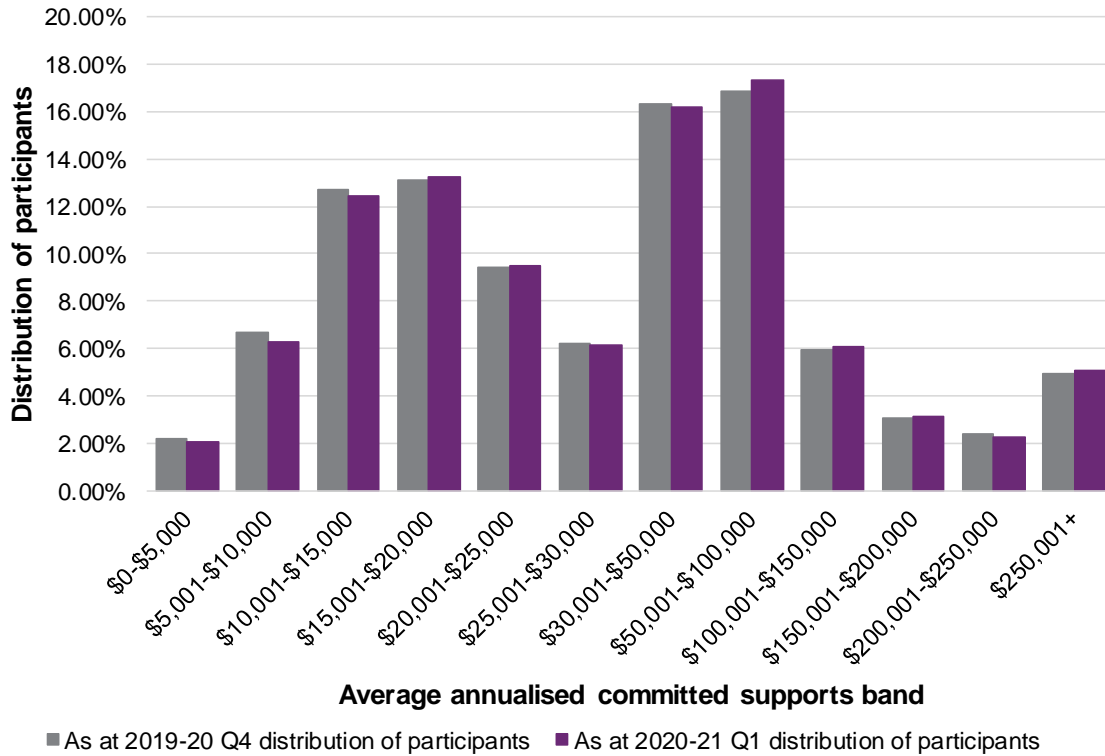
## Part Five: Financial sustainability

**Table G.66 Committed supports by financial year (\$m) – Victoria**

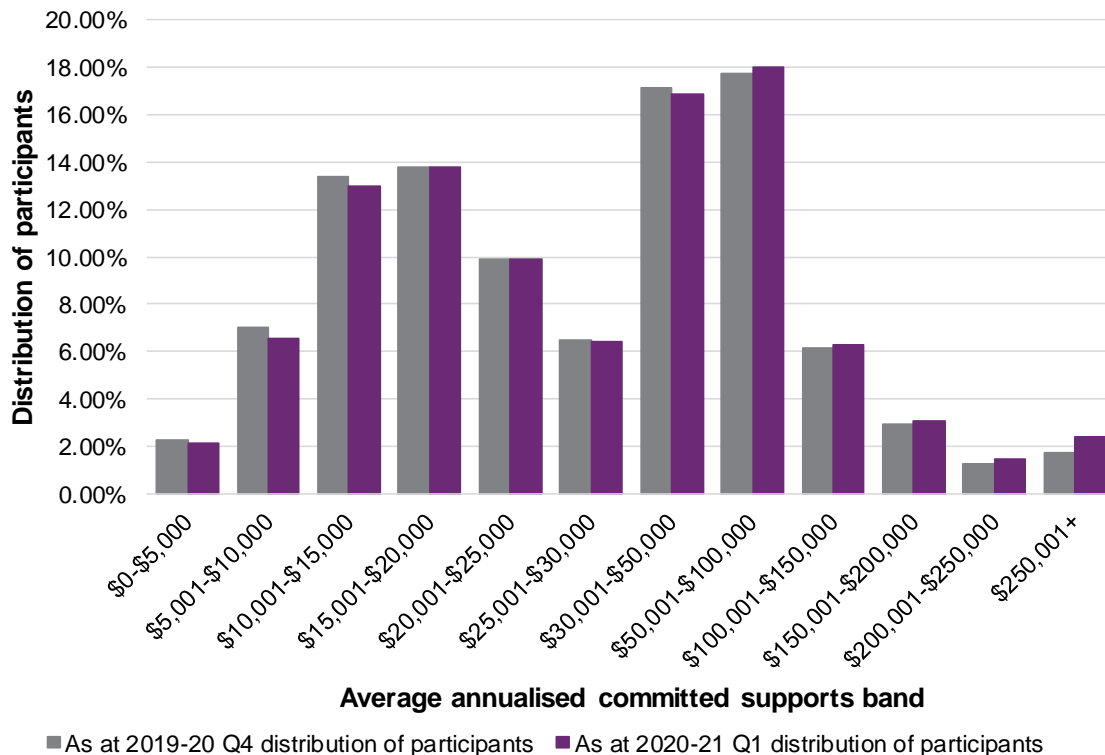
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	53.0	162.9	204.7	498.2	1,433.1	3,466.6	6,052.2	1,851.4

<sup>214</sup> 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.

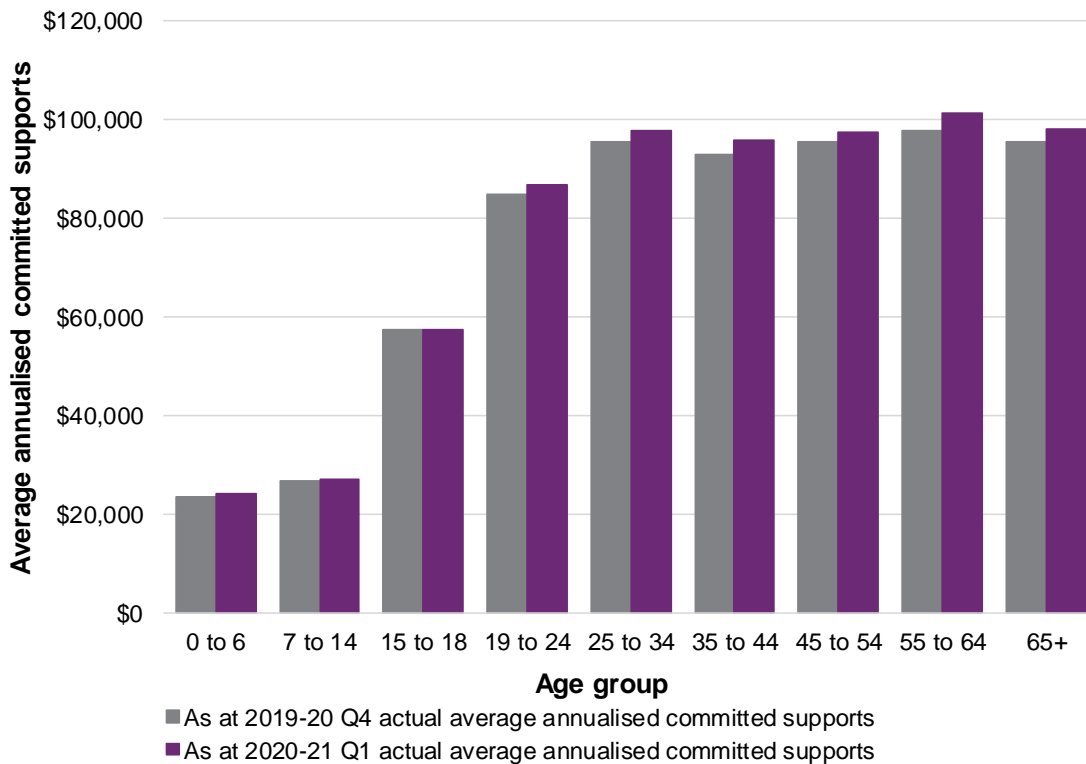
**Figure G.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Victoria**



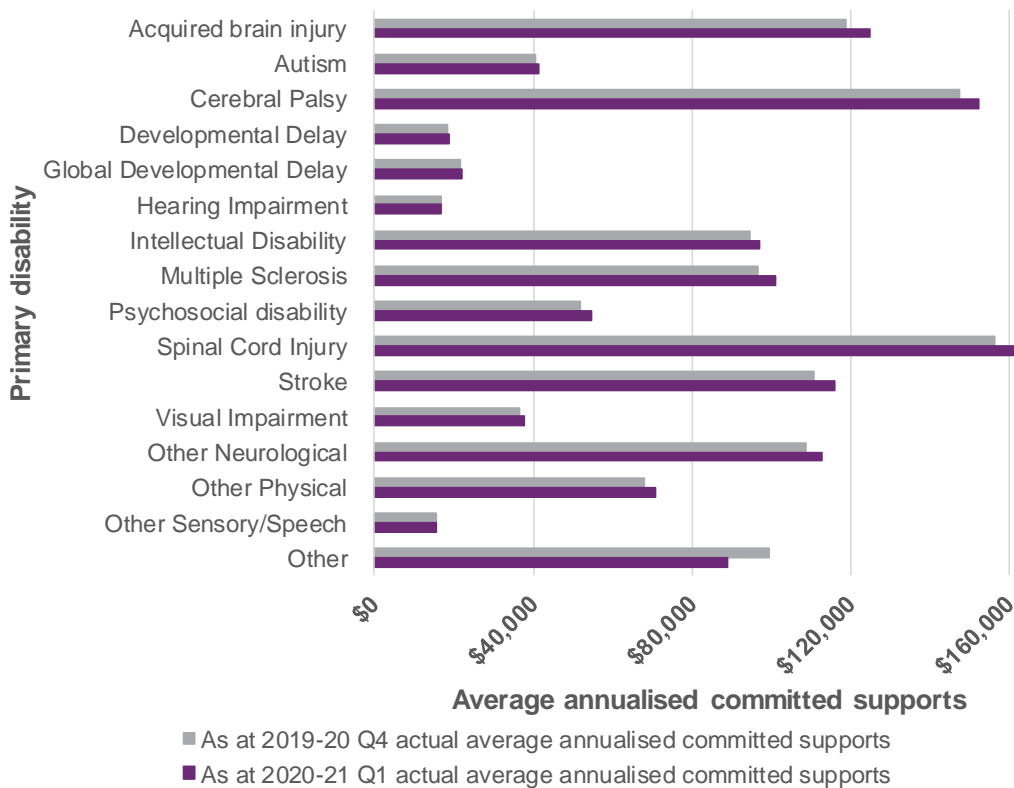
**Figure G.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Victoria**



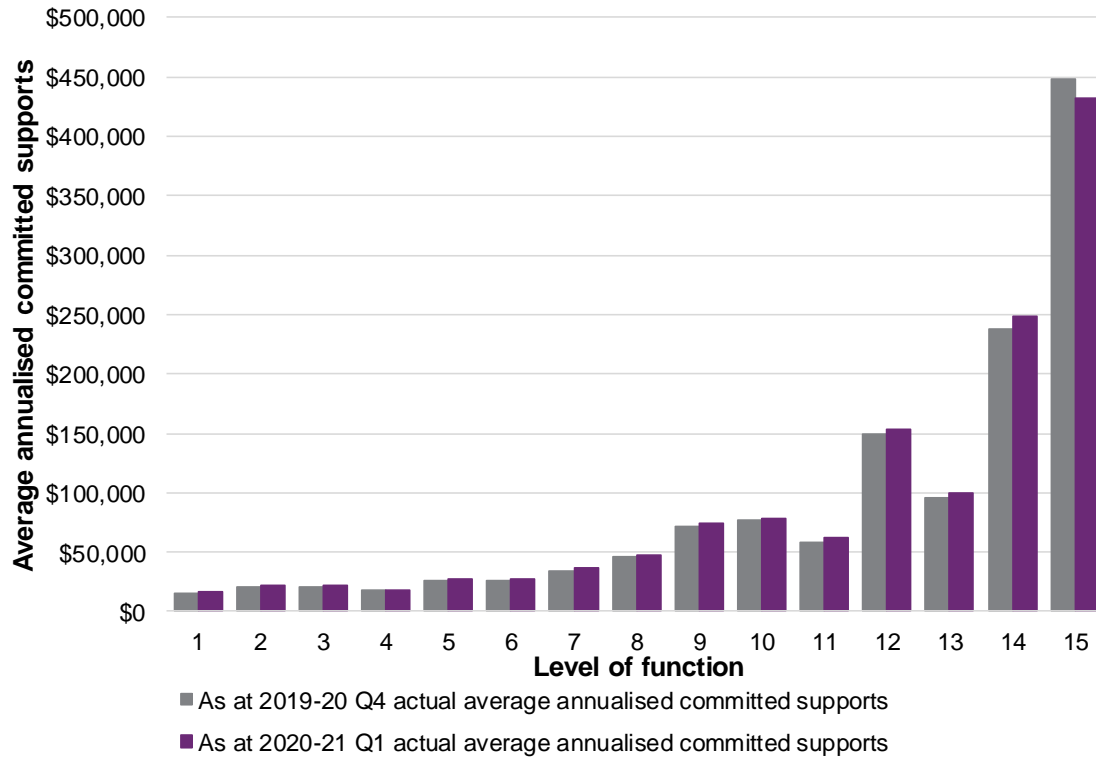
**Figure G.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Victoria**



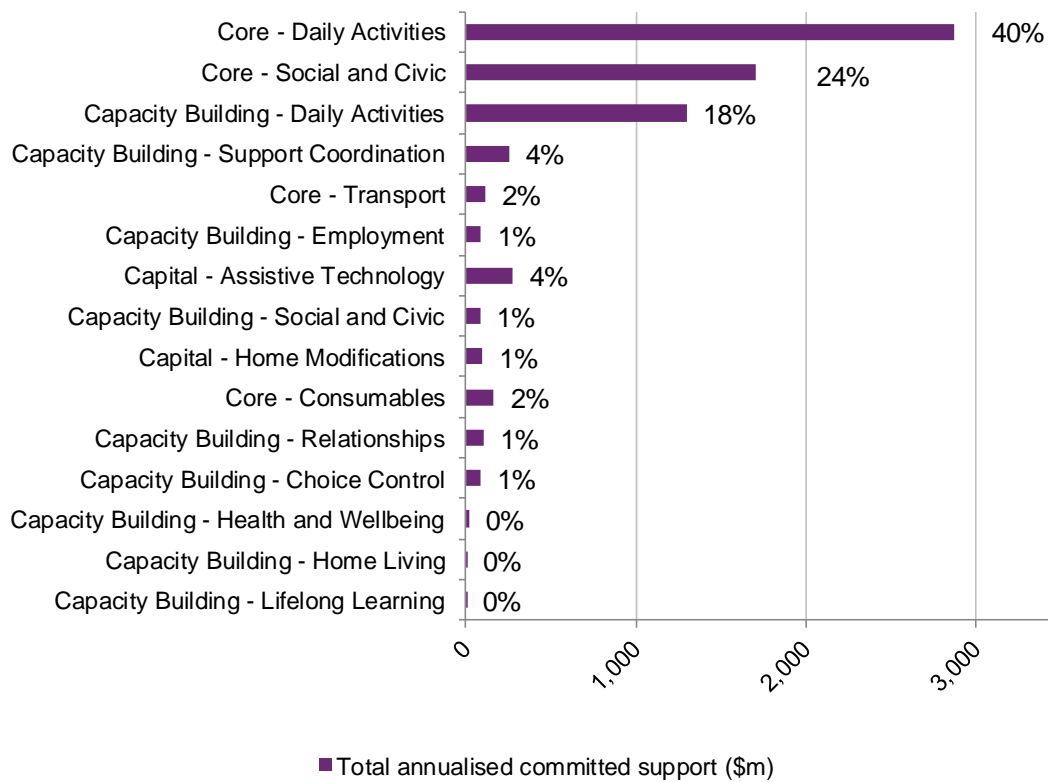
**Figure G.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Victoria**



**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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Victoria**



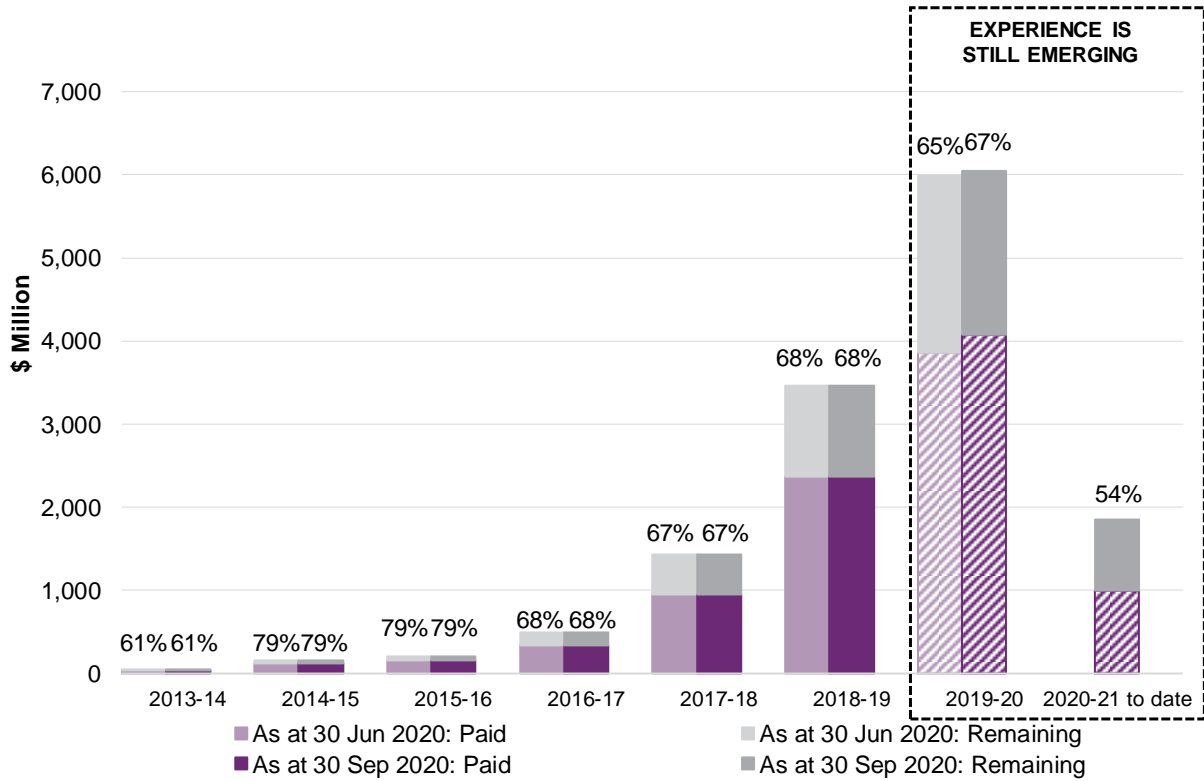
**Figure G.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Victoria**



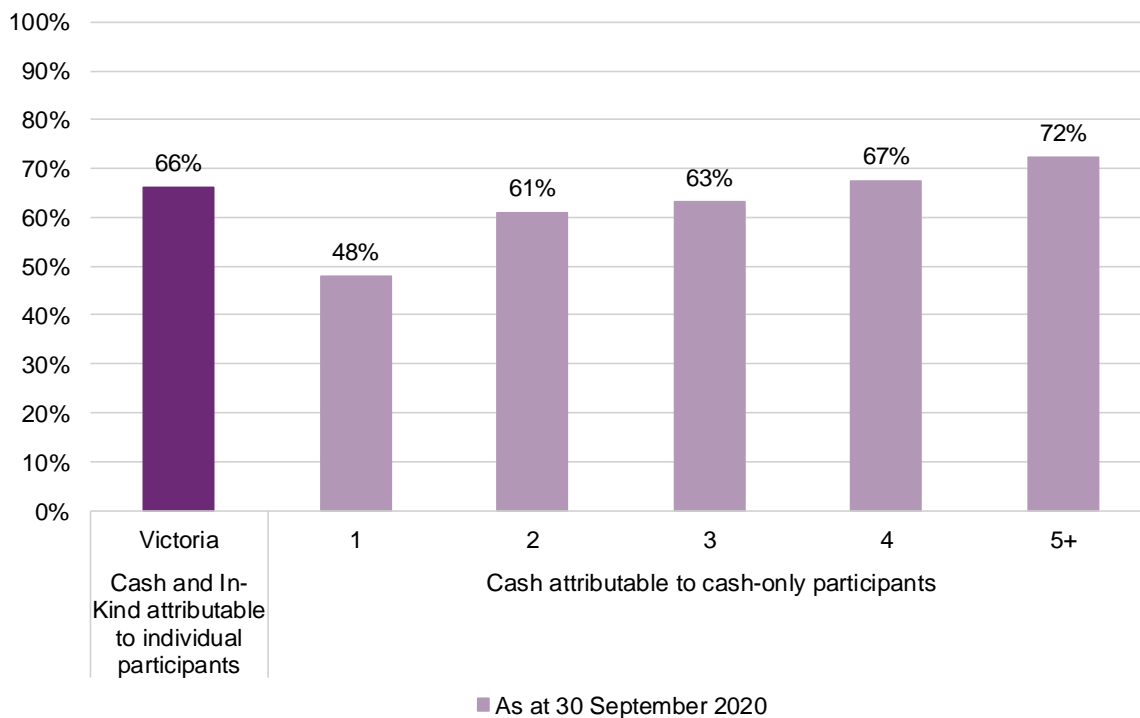
**Table G.67 Payments by financial year, compared to committed supports (\$m) – Victoria**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	53.0	162.9	204.7	498.2	1,433.1	3,466.6	6,052.2	1,851.4
Total Paid	32.6	128.2	161.1	338.2	957.1	2,368.7	4,077.8	994.6
% utilised to date	61%	79%	79%	68%	67%	68%	67%	54%

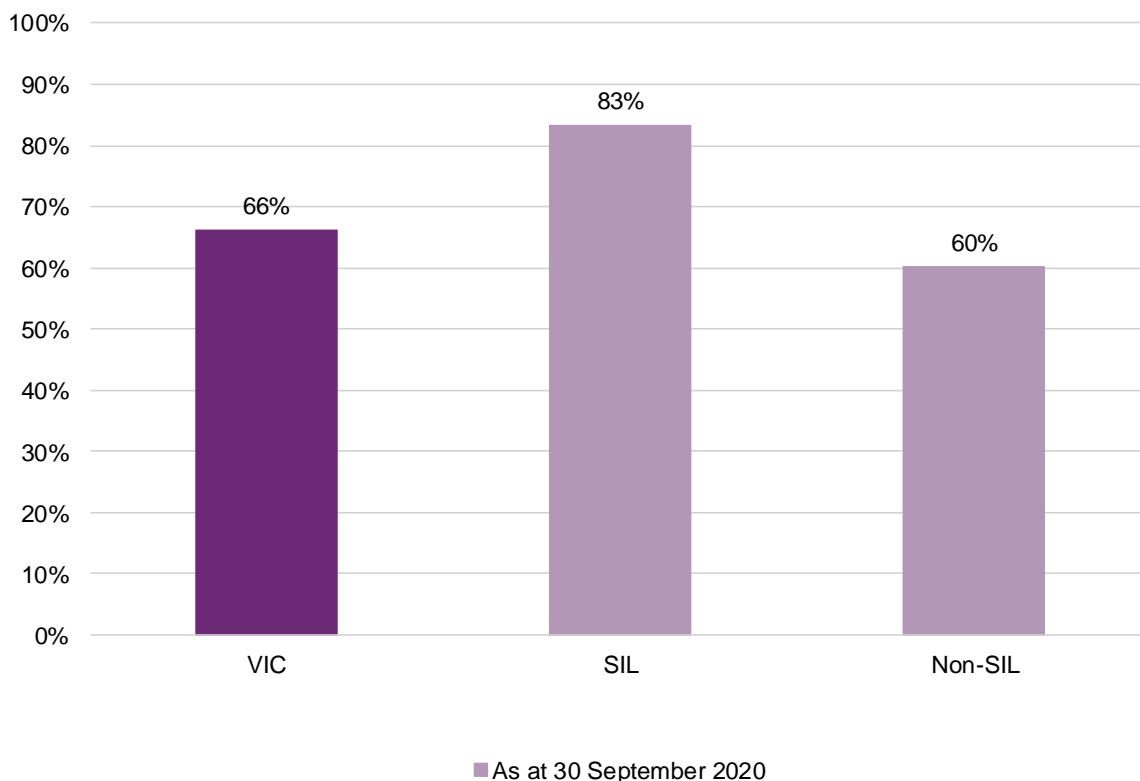
**Figure G.29 Utilisation of committed supports as at 30 June 2020 and 30 September 2020 – Victoria**



**Figure G.30 Utilisation of committed supports by plan number from 1 January 2020 to 30 June 2020 – Victoria** <sup>215</sup>



**Figure G.31 Utilisation of committed supports by SIL status from 1 January 2020 to 30 June 2020 – Victoria** <sup>216</sup>



<sup>215</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>216</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2020 to 30 June 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 January 2020 to 30 June 2020 – Victoria <sup>217</sup>

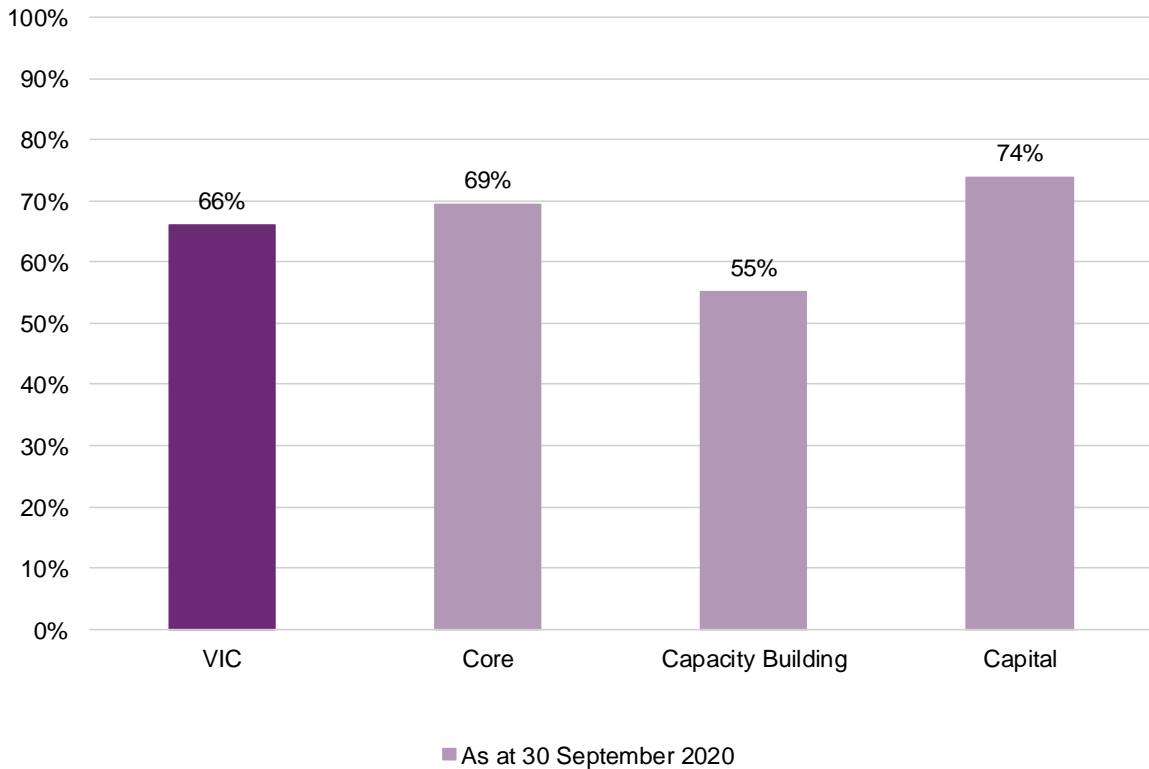
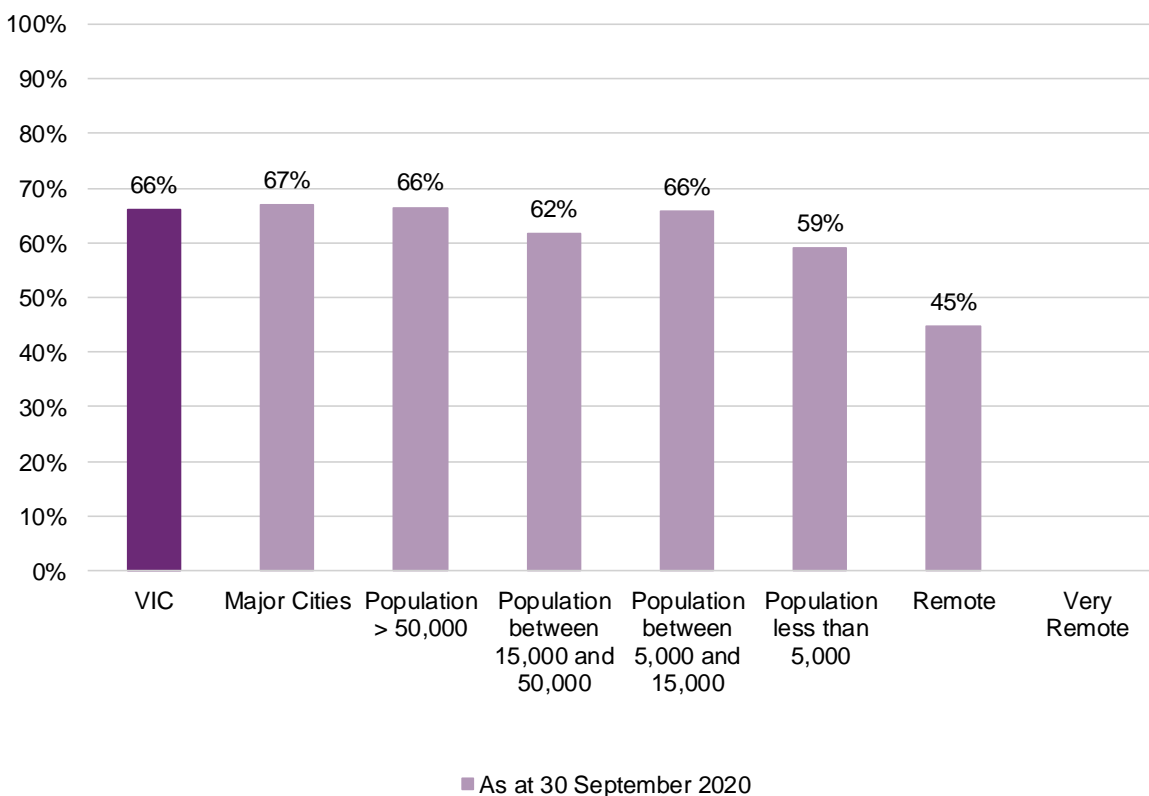


Figure G.33 Utilisation of committed supports by remoteness from 1 January 2020 to 30 June 2020 – Victoria <sup>218 219</sup>



<sup>217</sup> Ibid.

<sup>218</sup> Ibid.

<sup>219</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix H: Queensland

## Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – Queensland <sup>220</sup>

	Prior Quarters	2020-21 Q1	Total excluding ECEI	ECEI	Total including ECEI
Queensland	73,542	5,269	78,811	2,327	81,138

Table H.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Queensland <sup>221</sup>

	Prior Quarters	2020-21 Q1	Total
<b>Access decisions</b>	<b>95,158</b>	<b>6,868</b>	<b>102,026</b>
<b>Active Eligible</b>	<b>75,932</b>	<b>5,505</b>	<b>81,437</b>
<i>New</i>	34,752	4,896	39,648
<i>State</i>	32,450	286	32,736
<i>Commonwealth</i>	8,730	323	9,053
<b>Active Participant Plans (excl ECEI)</b>	<b>73,542</b>	<b>5,269</b>	<b>78,811</b>
<i>New</i>	32,919	4,576	37,495
<i>State</i>	32,155	318	32,473
<i>Commonwealth</i>	8,468	375	8,843
<b>Active Participant Plans</b>	<b>75,741</b>	<b>7,596</b>	<b>81,138</b>
<i>Early Intervention (s25)</i>	16,000	2,145	18,145
<i>Permanent Disability (s24)</i>	57,542	3,124	60,666
<i>ECEI</i>	2,199	2,327	2,327

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 September 2020 – Queensland

Exits	Total
<b>Total participant exits</b>	<b>2,154</b>
<i>Early Intervention participants</i>	401
<i>Permanent disability participants</i>	1,753

<sup>220</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>221</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table H.4 Cumulative numbers of active participants by services previously received – Queensland** <sup>222 223</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	5,134	459	1,793	254	7,640
End of 2017-18	10,114	1,431	5,189	475	17,209
End of 2018-19 Q1	15,890	2,130	6,946	828	25,794
End of 2018-19 Q2	20,644	3,073	9,381	2,606	35,704
End of 2018-19 Q3	26,683	4,275	12,337	2,949	46,244
End of 2018-19 Q4	29,667	5,365	14,965	2,390	52,387
End of 2019-20 Q1	30,369	6,086	18,559	563	55,577
End of 2019-20 Q2	31,215	6,813	23,555	549	62,132
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
End of 2020-21 Q1	32,473	8,843	37,495	2,327	81,138

**Table H.5 Cumulative numbers of active participants by entry into the Scheme – Queensland** <sup>224 225 226 227</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	1,443	5,943	254	7,640
End of 2017-18	3,510	13,224	475	17,209
End of 2018-19 Q1	4,340	20,626	828	25,794
End of 2018-19 Q2	5,542	27,556	2,606	35,704
End of 2018-19 Q3	6,905	36,390	2,949	46,244
End of 2018-19 Q4	8,402	41,595	2,390	52,387
End of 2019-20 Q1	10,045	44,969	563	55,577
End of 2019-20 Q2	12,229	49,354	549	62,132
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
End of 2020-21 Q1	18,145	60,666	2,327	81,138

<sup>222</sup> This table shows the total numbers of active participants at the end of each period.

<sup>223</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>224</sup> This table shows the total numbers of active participants at the end of each period.

<sup>225</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>226</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>227</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table H.6 Assessment of access by age group – Queensland** <sup>228</sup>

Age Group	Prior Quarters		2020-21 Q1		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	17,997	98%	2,009	98%	20,006	98%
7 to 14	16,360	88%	1,275	85%	17,635	88%
15 to 18	5,426	89%	321	86%	5,747	89%
19 to 24	5,330	90%	173	79%	5,503	90%
25 to 34	6,752	87%	306	77%	7,058	86%
35 to 44	6,973	81%	365	71%	7,338	80%
45 to 54	9,113	75%	474	63%	9,587	74%
55 to 64	11,157	67%	578	57%	11,735	67%
65+	622	64%	21	44%	643	63%
Missing	<11		<11		<11	
<b>Total</b>	<b>79,730</b>	<b>84%</b>	<b>5,522</b>	<b>80%</b>	<b>85,252</b>	<b>84%</b>

**Table H.7 Assessment of access by disability – Queensland** <sup>229</sup>

Disability	Prior Quarters		2020-21 Q1		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	2,944	92%	169	87%	3,113	92%
Autism	24,678	94%	1,835	96%	26,513	94%
Cerebral Palsy	3,352	96%	61	88%	3,413	95%
Developmental Delay	5,195	98%	1,200	99%	6,395	98%
Global Developmental Delay	1,224	98%	181	98%	1,405	98%
Hearing Impairment	4,566	89%	292	88%	4,858	89%
Intellectual Disability	15,344	95%	398	89%	15,742	95%
Multiple Sclerosis	1,226	84%	49	64%	1,275	83%
Psychosocial disability	7,086	69%	652	70%	7,738	69%
Spinal Cord Injury	1,306	93%	33	89%	1,339	93%
Stroke	1,313	83%	85	67%	1,398	81%
Visual Impairment	1,451	86%	65	79%	1,516	86%
Other Neurological	3,994	76%	178	62%	4,172	75%
Other Physical	4,399	45%	184	33%	4,583	44%
Other Sensory/Speech	352	39%	15	25%	367	38%
Other	206	27%	125	35%	331	30%
Missing	1,094	99%	<11		1,094	99%
<b>Total</b>	<b>79,730</b>	<b>84%</b>	<b>5,522</b>	<b>80%</b>	<b>85,252</b>	<b>84%</b>

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

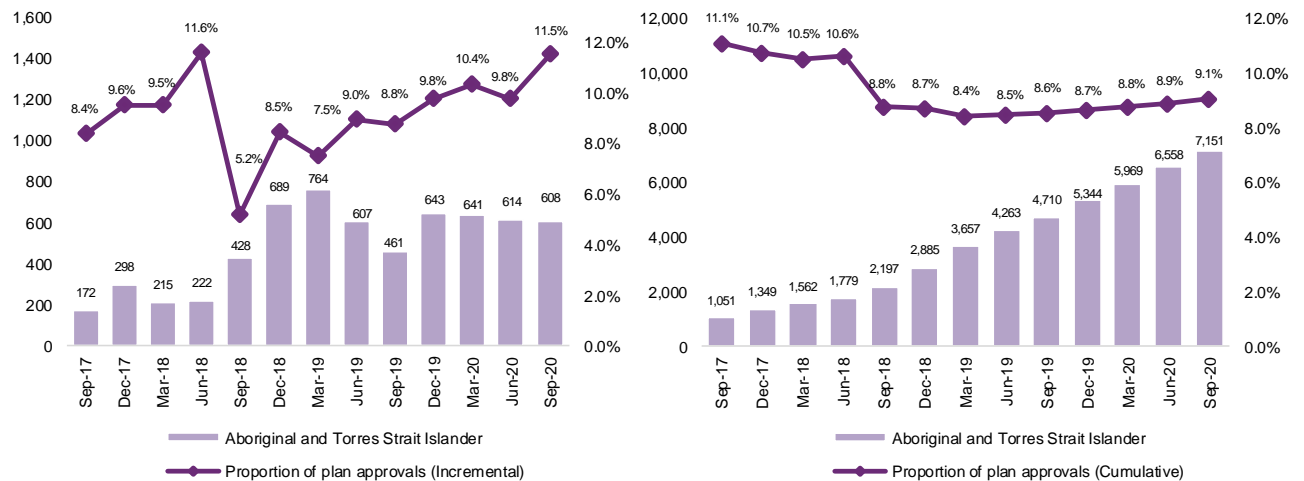
<sup>228</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>229</sup> Ibid.

**Table H.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	6,543	8.9%	608	11.5%	<b>7,151</b>	<b>9.1%</b>
Not Aboriginal and Torres Strait Islander	57,837	78.6%	3,993	75.8%	<b>61,830</b>	<b>78.5%</b>
Not Stated	9,162	12.5%	668	12.7%	<b>9,830</b>	<b>12.5%</b>
<b>Total</b>	<b>73,542</b>	<b>100%</b>	<b>5,269</b>	<b>100%</b>	<b>78,811</b>	<b>100%</b>

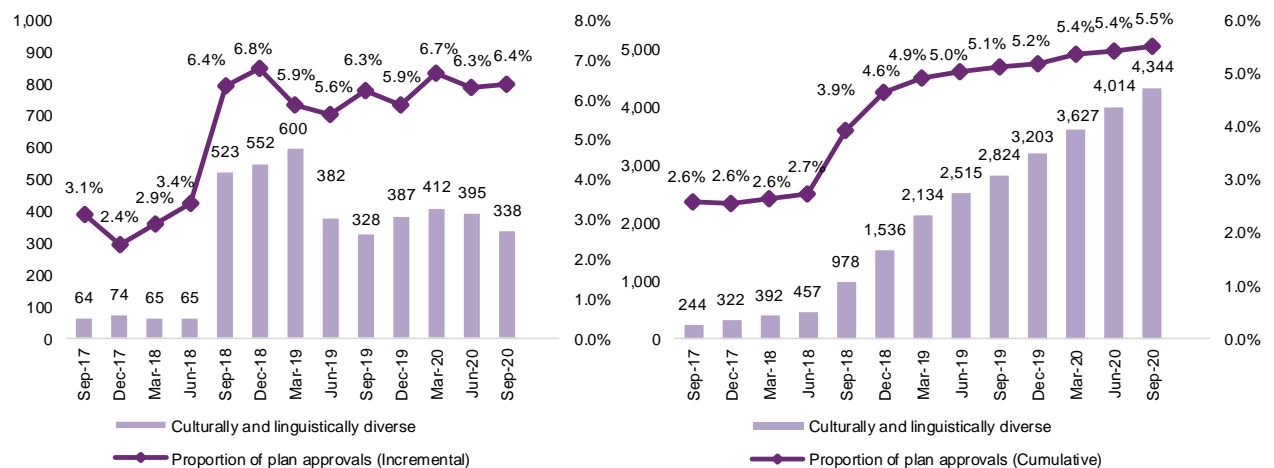
**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland <sup>230</sup>**



**Table H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	4,006	5.4%	338	6.4%	<b>4,344</b>	<b>5.5%</b>
Not culturally and linguistically diverse	69,502	94.5%	4,930	93.6%	<b>74,432</b>	<b>94.4%</b>
Not stated	34	0.0%	<11		<b>35</b>	<b>0.0%</b>
<b>Total</b>	<b>73,542</b>	<b>100%</b>	<b>5,269</b>	<b>100%</b>	<b>78,811</b>	<b>100%</b>

**Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland <sup>231</sup>**

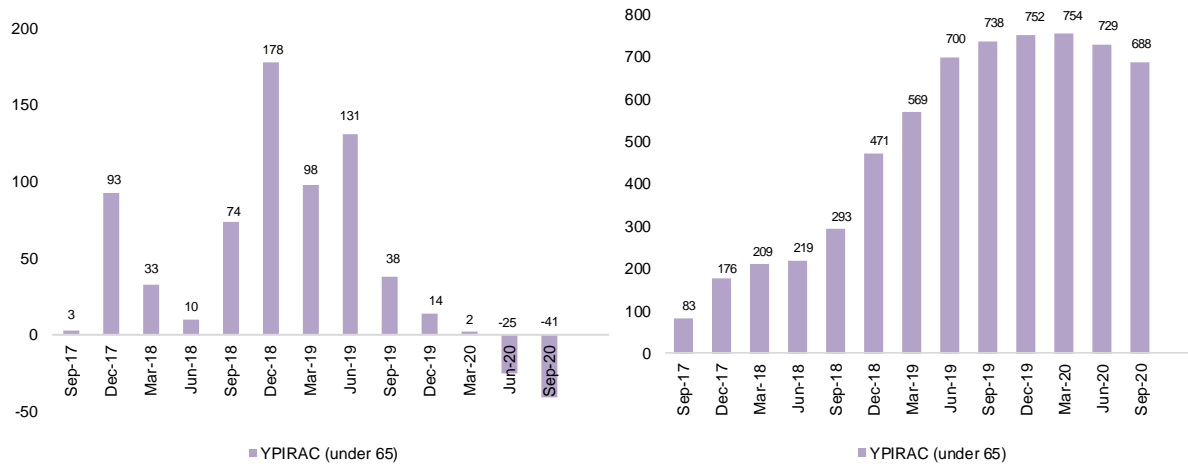


<sup>230</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.  
<sup>231</sup> Ibid.

**Table H.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2020 – Queensland** <sup>232</sup>

	Total
<b>Age group</b>	<b>N</b>
Under 45	23
45 to 54	104
55 to 64	561
<b>Total YPIRAC (under 65)</b>	<b>688</b>

**Figure H.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland** <sup>233</sup>



**Table H.11 Participant profile per quarter by remoteness – Queensland** <sup>234 235</sup>

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Major cities	42,553	57.9%	3,394	64.4%	<b>45,947</b>	<b>58.3%</b>
Population > 50,000	18,560	25.2%	1,009	19.2%	<b>19,569</b>	<b>24.8%</b>
Population between 15,000 and 50,000	2,931	4.0%	235	4.5%	<b>3,166</b>	<b>4.0%</b>
Population between 5,000 and 15,000	3,002	4.1%	193	3.7%	<b>3,195</b>	<b>4.1%</b>
Population less than 5,000	5,173	7.0%	344	6.5%	<b>5,517</b>	<b>7.0%</b>
Remote	657	0.9%	40	0.8%	<b>697</b>	<b>0.9%</b>
Very Remote	644	0.9%	53	1.0%	<b>697</b>	<b>0.9%</b>
Missing	22		<11		<b>23</b>	
<b>Total</b>	<b>73,542</b>	<b>100%</b>	<b>5,269</b>	<b>100%</b>	<b>78,811</b>	<b>100%</b>

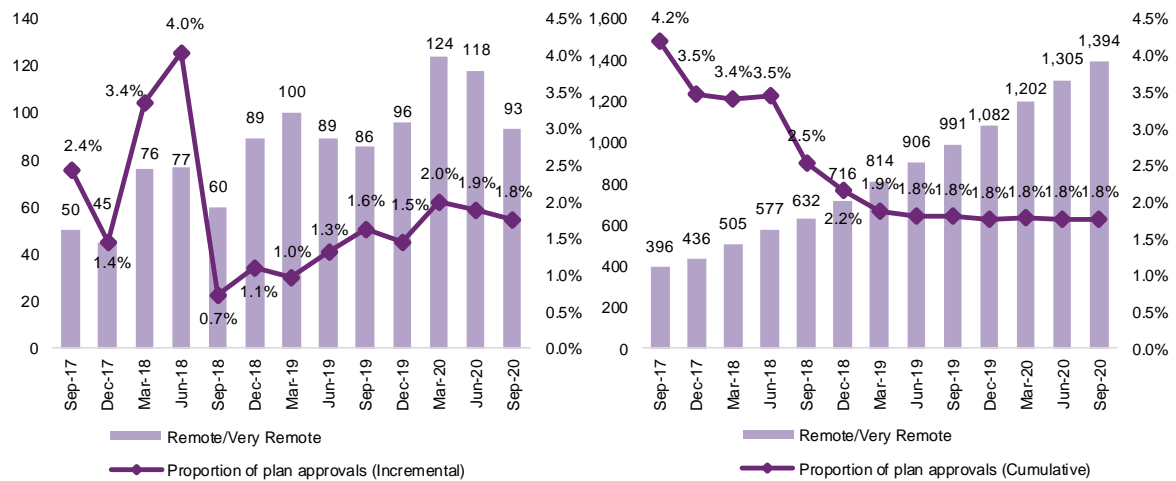
<sup>232</sup> There are a further 300 active participants aged 65 years or over who are currently in residential aged care.

<sup>233</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>234</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>235</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>236</sup>



**Table H.12 Participant profile per quarter by primary disability group – Queensland** <sup>237 238 239</sup>

Disability	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Autism	23,706	32%	1,758	33%	25,464	32%
Intellectual Disability	14,698	20%	385	7%	15,083	19%
Psychosocial disability	6,489	9%	578	11%	7,067	9%
Developmental Delay	4,496	6%	1,227	23%	5,723	7%
Hearing Impairment	4,313	6%	272	5%	4,585	6%
Other Neurological	3,450	5%	170	3%	3,620	5%
Other Physical	3,873	5%	197	4%	4,070	5%
Cerebral Palsy	3,263	4%	62	1%	3,325	4%
ABI	2,717	4%	140	3%	2,857	4%
Visual Impairment	1,365	2%	56	1%	1,421	2%
Global Developmental Delay	1,133	2%	173	3%	1,306	2%
Multiple Sclerosis	1,171	2%	42	1%	1,213	2%
Stroke	1,202	2%	79	1%	1,281	2%
Spinal Cord Injury	1,232	2%	34	1%	1,266	2%
Other Sensory/Speech	275	0%	13	0%	288	0%
Other	159	0%	83	2%	242	0%
<b>Total</b>	<b>73,542</b>	<b>100%</b>	<b>5,269</b>	<b>100%</b>	<b>78,811</b>	<b>100%</b>

<sup>236</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>237</sup> Table order based on national proportions (highest to lowest).

<sup>238</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>239</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in QLD (2,308).

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland <sup>240</sup>

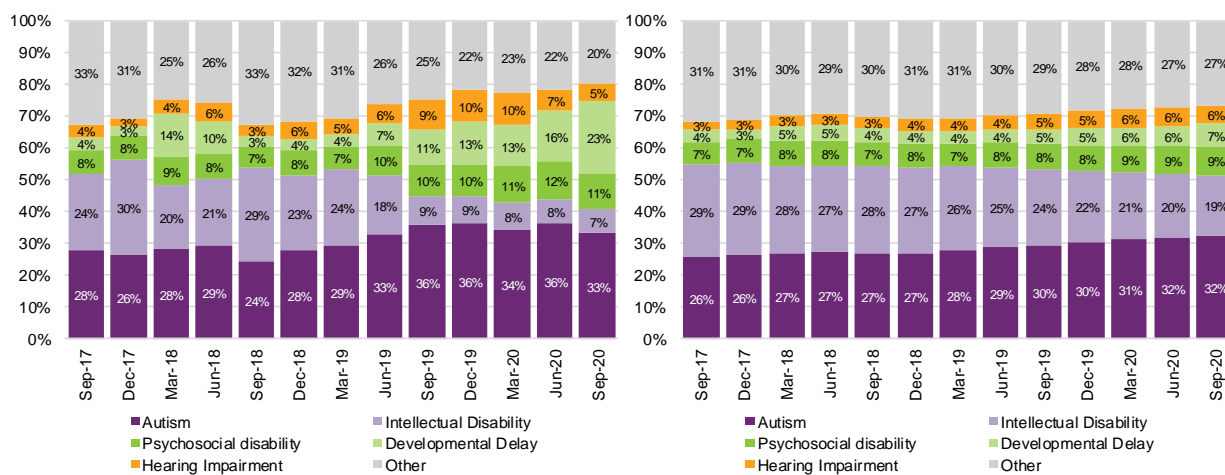


Table H.13 Participant profile per quarter by level of functions – Queensland <sup>241</sup>

Level of Function	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	6,064	8%	1,140	22%	7,204	9%
2 (High Function)	55	0%	<11		58	0%
3 (High Function)	3,855	5%	348	7%	4,203	5%
4 (High Function)	4,760	6%	336	6%	5,096	6%
5 (High Function)	4,092	6%	394	7%	4,486	6%
6 (Moderate Function)	16,480	22%	1,450	28%	17,930	23%
7 (Moderate Function)	3,508	5%	234	4%	3,742	5%
8 (Moderate Function)	6,057	8%	303	6%	6,360	8%
9 (Moderate Function)	422	1%	23	0%	445	1%
10 (Moderate Function)	9,339	13%	458	9%	9,797	12%
11 (Low Function)	2,580	4%	78	1%	2,658	3%
12 (Low Function)	9,879	13%	345	7%	10,224	13%
13 (Low Function)	4,549	6%	140	3%	4,689	6%
14 (Low Function)	1,863	3%	15	0%	1,878	2%
15 (Low Function)	27	0%	<11		29	0%
Missing	12		<11		12	
<b>Total</b>	<b>73,542</b>	<b>100%</b>	<b>5,269</b>	<b>100%</b>	<b>78,811</b>	<b>100%</b>

<sup>240</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>241</sup> The distributions are calculated excluding participants with a missing level of function.



Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Queensland <sup>242</sup>

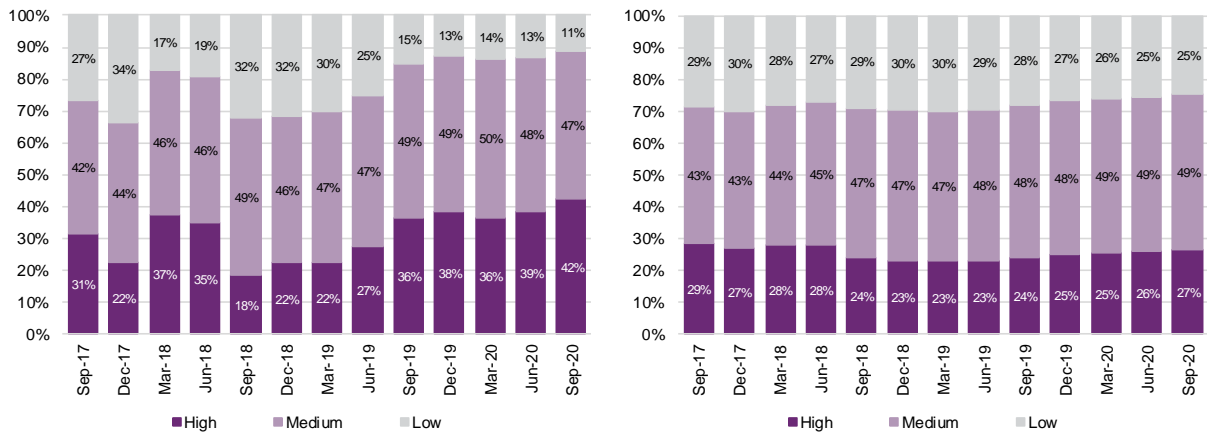
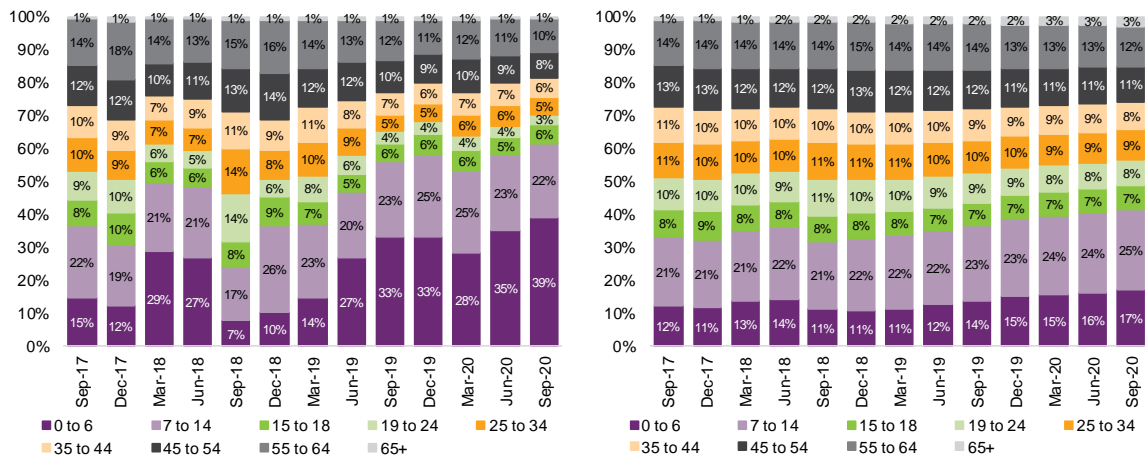


Table H.14 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
0 to 6	11,158	15%	2,057	39%	13,215	17%
7 to 14	18,305	25%	1,178	22%	19,483	25%
15 to 18	5,282	7%	305	6%	5,587	7%
19 to 24	6,123	8%	162	3%	6,285	8%
25 to 34	6,855	9%	277	5%	7,132	9%
35 to 44	6,367	9%	319	6%	6,686	8%
45 to 54	7,952	11%	407	8%	8,359	11%
55 to 64	9,310	13%	529	10%	9,839	12%
65+	2,190	3%	35	1%	2,225	3%
<b>Total</b>	<b>73,542</b>	<b>100%</b>	<b>5,269</b>	<b>100%</b>	<b>78,811</b>	<b>100%</b>

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland <sup>243</sup>



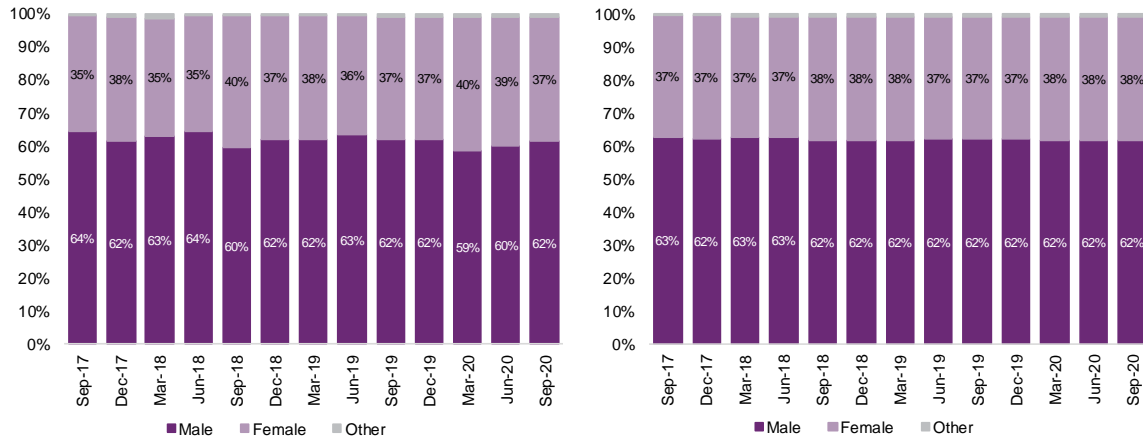
<sup>242</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>243</sup> Ibid.

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

Gender	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Male	45,264	62%	3,249	62%	<b>48,513</b>	<b>62%</b>
Female	27,759	38%	1,968	37%	<b>29,727</b>	<b>38%</b>
Other	519	1%	52	1%	<b>571</b>	<b>1%</b>
<b>Total</b>	<b>73,542</b>	<b>100%</b>	<b>5,269</b>	<b>100%</b>	<b>78,811</b>	<b>100%</b>

**Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland** <sup>244</sup>



**Table H.16 Prevalence rates by age group – Queensland**

	QLD
0-6	3.02%
7-14	3.65%
15-18	2.24%
19-24	1.55%
25-34	0.99%
35-44	1.01%
45-54	1.29%
55-64	1.68%
<b>Total (aged 0-64)</b>	<b>1.81%</b>

<sup>244</sup> Ibid.

## Part Two: Participant experience and outcomes

Table H.17 Number of baseline questionnaires completed by SFOF version – Queensland <sup>245</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	766	1,370	3,135	5,539	1,591	12,401
Participant school to 14	1,401	2,613	9,006	8,250	1,638	22,908
Participant 15 to 24	1,069	1,433	5,060	2,296	457	10,315
Participant 25 and over	3,339	3,904	15,338	7,996	1,546	32,123
<b>Total Participant</b>	<b>6,575</b>	<b>9,320</b>	<b>32,539</b>	<b>24,081</b>	<b>5,232</b>	<b>77,747</b>
Family 0 to 14	2,004	3,820	11,223	13,239	3,107	33,393
Family 15 to 24	269	961	3,304	1,526	305	6,365
Family 25 and over	180	1,173	4,351	2,164	361	8,229
<b>Total Family</b>	<b>2,453</b>	<b>5,954</b>	<b>18,878</b>	<b>16,929</b>	<b>3,773</b>	<b>47,987</b>
<b>Total</b>	<b>9,028</b>	<b>15,274</b>	<b>51,417</b>	<b>41,010</b>	<b>9,005</b>	<b>125,734</b>

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	69%			
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		69%		
CC % who are happy with the level of independence/control they have now			33%	
CC % who choose who supports them			36%	58%
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			19%	25%
CC % who want more choice and control in their life			84%	80%

<sup>245</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants who joined the Scheme from 1 July 2016. 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%	62%		
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	62%	73%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			33%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	37%

**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		67%		
HM	% who are happy with their home			78%	69%
HM	% who feel safe or very safe in their home			82%	68%
HW	% who rate their health as good, very good or excellent			67%	44%
HW	% who did not have any difficulties accessing health services			68%	62%
LL	% who currently attend or previously attended school in a mainstream class			32%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				62%
LL	% unable to do a course or training they wanted to do in the last 12 months				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	21%	29%	26%
% receiving Carer Allowance	46%	52%	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	81%	85%	84%
% who say they (and their partner) are able to work as much as they want	43%	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	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	38%	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	43%	42%	44%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		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	72%	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=1,830) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland <sup>246</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL Has the NDIS improved how your child fits into family life?	76%
S/CP Has the NDIS improved how your child fits into community life?	62%

<sup>246</sup> Results in Tables H.22 to H.25 include participants who entered between 1 July 2016 and 30 September 2019 and have had a first plan review to date.

**Table H.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=8,754) - participants who entered between 1 July 2016 and 30 September 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?	45%
REL Has the NDIS improved your child's relationships with family and friends?	57%
S/CP Has the NDIS improved your child's social and recreational life?	53%

**Table H.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,983) and ‘Participant 25 and over’ (n=14,625) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland**

Question	15 to 24 % Yes	25+ % Yes
CC Has the NDIS helped you have more choices and more control over your life?	72%	78%
DL Has the NDIS helped you with daily living activities?	73%	81%
REL Has the NDIS helped you to meet more people?	63%	63%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	38%
HW Has your involvement with the NDIS improved your health and wellbeing?	55%	62%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	42%	36%
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?	69%	70%

**Table H.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=10,044); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,862) - participants who entered between 1 July 2016 and 30 September 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?	68%	61%
Has the NDIS improved the level of support for your family?	73%	75%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	71%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	47%	46%

**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=599) - participants who entered between 1 July 2016 and 30 September 2018 – Queensland** <sup>247</sup>

	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%	79%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	58%	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=2,476) - participants who entered between 1 July 2016 and 30 September 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%	44%	+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%	48%	+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=1,285) and ‘Participant 25 and over’ (n=3,291) - participants who entered between 1 July 2016 and 30 September 2018 – Queensland**

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	63%	69%	+5%	71%	80%	+9%
DL	Has the NDIS helped you with daily living activities?	62%	71%	+9%	76%	84%	+8%
REL	Has the NDIS helped you to meet more people?	51%	57%	+7%	57%	64%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	20%	+0%	28%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	48%	+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?	32%	34%	3%	30%	32%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	15%	+1%	15%	16%	+0%
S/CP	Has the NDIS helped you be more involved?	57%	63%	+7%	64%	70%	+7%

<sup>247</sup> Results in Tables H.26 to H.29 include participants who had their first plan approved between 1 July 2016 and 30 September 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=2,457); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=721) - participants who entered between 1 July 2016 and 30 September 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?	57%	63%	+6%	51%	62%	+11%
Has the NDIS improved the level of support for your family?	65%	73%	+8%	62%	73%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	77%	+6%	60%	70%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	78%	+7%			
Has the NDIS improved your health and wellbeing?	38%	42%	+5%	34%	40%	+6%

**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=191) - participants who entered prior to 1 July 2016 and 30 September 2017 – Queensland <sup>248</sup>**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	91%	93%	98%	+6%
DL Has the NDIS improved your child's access to specialist services?	91%	93%	98%	+7%
CC Has the NDIS helped increase your child's ability to communicate what they want?	80%	88%	84%	+4%
REL Has the NDIS improved how your child fits into family life?	66%	71%	75%	+9%
S/CP Has the NDIS improved how your child fits into community life?	53%	60%	77%	+24%

<sup>248</sup> Results in Tables H.30 to H.35 include participants who had their first plan approved between 1 July 2016 and 30 September 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=924) - participants who entered between 1 July 2016 and 30 September 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?	57%	67%	72%	+15%
LL	Has the NDIS improved your child's access to education?	34%	38%	42%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	52%	58%	+14%
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=620) - participants who entered between 1 July 2016 and 30 September 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%	66%	73%	+7%
Has the NDIS helped you with daily living activities?	68%	70%	75%	+7%
Has the NDIS helped you to meet more people?	53%	53%	53%	+0%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	15%	18%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	45%	44%	48%	+3%
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%	-3%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	14%	14%	-4%
Has the NDIS helped you be more involved?	62%	62%	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=1,572) - participants who entered between 1 July 2016 and 30 September 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?	70%	75%	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%	32%	+2%
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%	+3%
Has your involvement with the NDIS helped you find a job that’s right for you?	17%	13%	16%	-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=777) - participants who entered between 1 July 2016 and 30 September 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%	56%	64%	+12%
Has the NDIS improved the level of support for your family?	60%	66%	74%	+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?	66%	72%	80%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	72%	79%	+11%
Has the NDIS improved your health and wellbeing?	36%	37%	39%	+3%

**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=130) - participants who entered between 1 July 2016 and 30 September 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?	40%	50%	55%	+15%
Has the NDIS improved the level of support for your family?	63%	66%	75%	+12%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	55%	59%	67%	+11%
Has the NDIS improved your health and wellbeing?	31%	32%	41%	+9%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Participant 0 to school’.

**Table H.36 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=38) - participants who entered between 1 July 2016 and 30 September 2016 – Queensland <sup>249</sup>**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	49%	58%	55%	55%	+6%
LL	Has the NDIS improved your child’s access to education?	22%	29%	34%	34%	+12%
REL	Has the NDIS improved your child’s relationships with family and friends?	42%	53%	47%	45%	+3%
S/CP	Has the NDIS improved your child’s social and recreational life?	44%	46%	49%	42%	-3%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Participant 15 to 24’.

<sup>249</sup> Results in Tables H.36 to H.38 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

**Table H.37 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=32) - participants who entered between 1 July 2016 and 30 September 2016 – Queensland**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	76%	70%	72%	78%	+2%
DL	Has the NDIS helped you with daily living activities?	81%	84%	85%	93%	+12%
REL	Has the NDIS helped you to meet more people?	64%	67%	77%	73%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	43%	33%	38%	36%	-7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	65%	74%	69%	71%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	39%	42%	44%	+7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	19%	4%	13%	-3%
S/CP	Has the NDIS helped you be more involved?	73%	83%	85%	89%	+16%

**Table H.38 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=40) - participants who entered between 1 July 2016 and 30 September 2016 – Queensland**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
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%	45%	56%	51%	-3%
Has the NDIS improved the level of support for your family?	54%	56%	70%	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?	62%	76%	89%	85%	+22%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	76%	78%	74%	+1%
Has the NDIS improved your health and wellbeing?	37%	36%	37%	44%	+6%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for 'Family 15 and over'.

**Table H.39 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,659), 'participant social and community engagement rate' (n=4,699) and 'parent and carer employment rate' (n=3,715) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 September 2018 – Queensland <sup>250</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	17%	20%	22%	24%
Aged 25+	19%	19%	18%	
Aged 15+ (Average)	19%	19%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	32%	38%	41%	50%
Aged 25+	35%	43%	46%	
Aged 15+ (Average)	35%	42%	45%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	41%	45%	44%	50%
Aged 15+	39%	40%	38%	
All ages (Average)	41%	44%	43%	

**Table H.40 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,128), 'participant social and community engagement rate' (n=2,185) and 'parent and carer employment rate' (n=1,011) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 September 2017 – Queensland <sup>251</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	17%	22%	21%	24%	24%
Aged 25+	20%	21%	18%	19%	
Aged 15+ (Average)	20%	21%	19%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	34%	42%	45%	46%	50%
Aged 25+	41%	47%	50%	50%	
Aged 15+ (Average)	40%	46%	49%	49%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	38%	44%	47%	48%	50%
Aged 15+	47%	51%	51%	52%	
All ages (Average)	39%	45%	48%	49%	

<sup>250</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

<sup>251</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

**Table H.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=53), 'participant social and community engagement rate' (n=56) and 'parent and carer employment rate' (n=50) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 September 2016 – Queensland** <sup>252</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	Numbers are too small					24%
Aged 25+	17%	18%	9%	12%	10%	
Aged 15+ (Average)	15%	16%	10%	9%	11%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	Numbers are too small					50%
Aged 25+	33%	34%	44%	42%	51%	
Aged 15+ (Average)	29%	32%	40%	41%	48%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	33%	43%	41%	33%	48%	50%
Aged 15+	Numbers are too small					
All ages (Average)	32%	44%	39%	35%	46%	

**Table H.42 Number of active plans by goal type and primary disability – Queensland** <sup>253</sup>

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	533	2,217	1,287	314	459	2,165	899	659	<b>2,857</b>
Autism	2,684	22,413	5,893	4,333	6,274	13,254	1,511	3,576	<b>25,464</b>
Cerebral Palsy	568	2,883	1,294	384	401	1,980	642	459	<b>3,325</b>
Developmental Delay	69	5,518	337	1,019	671	571	1	1	<b>5,723</b>
Down Syndrome	309	2,000	871	320	344	1,571	474	566	<b>2,308</b>
Global Developmental Delay	26	1,247	115	277	198	122	0	0	<b>1,306</b>
Hearing Impairment	633	3,766	610	732	410	1,690	289	821	<b>4,585</b>
Intellectual Disability	2,200	10,396	4,333	1,860	2,572	9,062	2,855	3,853	<b>12,775</b>
Multiple Sclerosis	226	989	678	63	106	785	318	204	<b>1,213</b>
Psychosocial disability	1,123	5,418	3,397	1,045	1,077	5,446	1,893	2,043	<b>7,067</b>
Spinal Cord Injury	297	1,093	603	90	90	781	301	334	<b>1,266</b>
Stroke	252	1,052	601	67	130	939	383	196	<b>1,281</b>
Visual Impairment	254	1,275	361	223	89	942	159	362	<b>1,421</b>
Other Neurological	644	2,930	1,655	327	464	2,522	977	421	<b>3,620</b>
Other Physical	711	3,477	1,688	293	263	2,254	688	764	<b>4,070</b>
Other Sensory/Speech	26	269	39	47	54	109	7	28	<b>288</b>
Other	44	207	109	25	30	150	48	30	<b>242</b>
<b>Total</b>	<b>10,599</b>	<b>67,150</b>	<b>23,871</b>	<b>11,419</b>	<b>13,632</b>	<b>44,343</b>	<b>11,445</b>	<b>14,317</b>	<b>78,811</b>

<sup>252</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

<sup>253</sup> 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.43 Number of goals in active plans by goal type and primary disability – Queensland** <sup>254</sup>

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	599	3,490	1,451	347	494	2,552	944	679	<b>10,556</b>
Autism	3,034	56,168	6,922	5,725	7,059	15,272	1,554	3,728	<b>99,462</b>
Cerebral Palsy	648	6,551	1,481	472	423	2,347	674	473	<b>13,069</b>
Developmental Delay	76	24,506	436	1,434	745	585	1	1	<b>27,784</b>
Down Syndrome	346	4,223	961	401	377	1,859	486	584	<b>9,237</b>
Global Developmental Delay	27	5,767	149	443	219	133	0	0	<b>6,738</b>
Hearing Impairment	723	7,322	688	842	442	1,886	296	852	<b>13,051</b>
Intellectual Disability	2,473	18,316	4,765	2,123	2,820	10,677	2,970	4,003	<b>48,147</b>
Multiple Sclerosis	247	1,588	779	64	113	894	335	212	<b>4,232</b>
Psychosocial disability	1,267	7,646	3,848	1,131	1,146	6,296	1,946	2,110	<b>25,390</b>
Spinal Cord Injury	354	1,737	674	93	97	893	323	345	<b>4,516</b>
Stroke	290	1,726	690	71	136	1,083	405	202	<b>4,603</b>
Visual Impairment	292	2,238	396	246	94	1,093	168	376	<b>4,903</b>
Other Neurological	760	5,092	1,902	364	506	2,934	1,035	433	<b>13,026</b>
Other Physical	809	5,920	1,967	340	281	2,546	731	773	<b>13,367</b>
Other Sensory/Speech	29	681	43	59	59	125	7	29	<b>1,032</b>
Other	50	367	127	26	32	172	51	31	<b>856</b>
<b>Total</b>	<b>12,024</b>	<b>153,338</b>	<b>27,279</b>	<b>14,181</b>	<b>15,043</b>	<b>51,347</b>	<b>11,926</b>	<b>14,831</b>	<b>299,969</b>

**Table H.44 Number of active plans by goal type and age group – Queensland** <sup>255</sup>

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	187	12,630	948	2,523	1,705	1,211	1	0	<b>13,215</b>
7 to 14	1,810	17,383	4,520	3,127	4,991	10,178	203	421	<b>19,483</b>
15 to 18	968	4,713	1,555	1,015	1,294	3,792	482	1,956	<b>5,587</b>
19 to 24	1,285	5,102	2,008	1,098	1,022	4,340	1,521	3,096	<b>6,285</b>
25 to 34	1,413	5,708	2,879	1,081	1,173	5,022	2,015	2,816	<b>7,132</b>
35 to 44	1,308	5,330	3,009	844	1,016	4,789	1,733	2,276	<b>6,686</b>
45 to 54	1,535	6,682	3,686	853	1,135	6,208	2,127	2,141	<b>8,359</b>
55 to 64	1,695	7,847	4,239	759	1,056	7,221	2,701	1,461	<b>9,839</b>
65+	398	1,755	1,027	119	240	1,582	662	150	<b>2,225</b>
<b>Total</b>	<b>10,599</b>	<b>67,150</b>	<b>23,871</b>	<b>11,419</b>	<b>13,632</b>	<b>44,343</b>	<b>11,445</b>	<b>14,317</b>	<b>78,811</b>

<sup>254</sup> Participants have set over two million goals in total across Australia since July 2016. The 299,969 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

<sup>255</sup> 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.45 Number of goals in active plans by goal type and age group – Queensland <sup>256</sup>

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	208	56,961	1,239	3,839	1,926	1,272	1	0	65,446
7 to 14	2,007	39,493	5,453	3,931	5,648	11,752	204	425	68,913
15 to 18	1,115	7,707	1,744	1,172	1,424	4,324	488	2,032	20,006
19 to 24	1,449	7,780	2,190	1,224	1,097	4,945	1,561	3,245	23,491
25 to 34	1,623	8,691	3,180	1,212	1,257	5,743	2,089	2,898	26,693
35 to 44	1,528	8,003	3,386	930	1,096	5,573	1,798	2,349	24,663
45 to 54	1,739	9,998	4,119	923	1,214	7,302	2,225	2,213	29,733
55 to 64	1,910	12,028	4,792	824	1,125	8,529	2,858	1,516	33,582
65+	445	2,677	1,176	126	256	1,907	702	153	7,442
<b>Total</b>	<b>12,024</b>	<b>153,338</b>	<b>27,279</b>	<b>14,181</b>	<b>15,043</b>	<b>51,347</b>	<b>11,926</b>	<b>14,831</b>	<b>299,969</b>

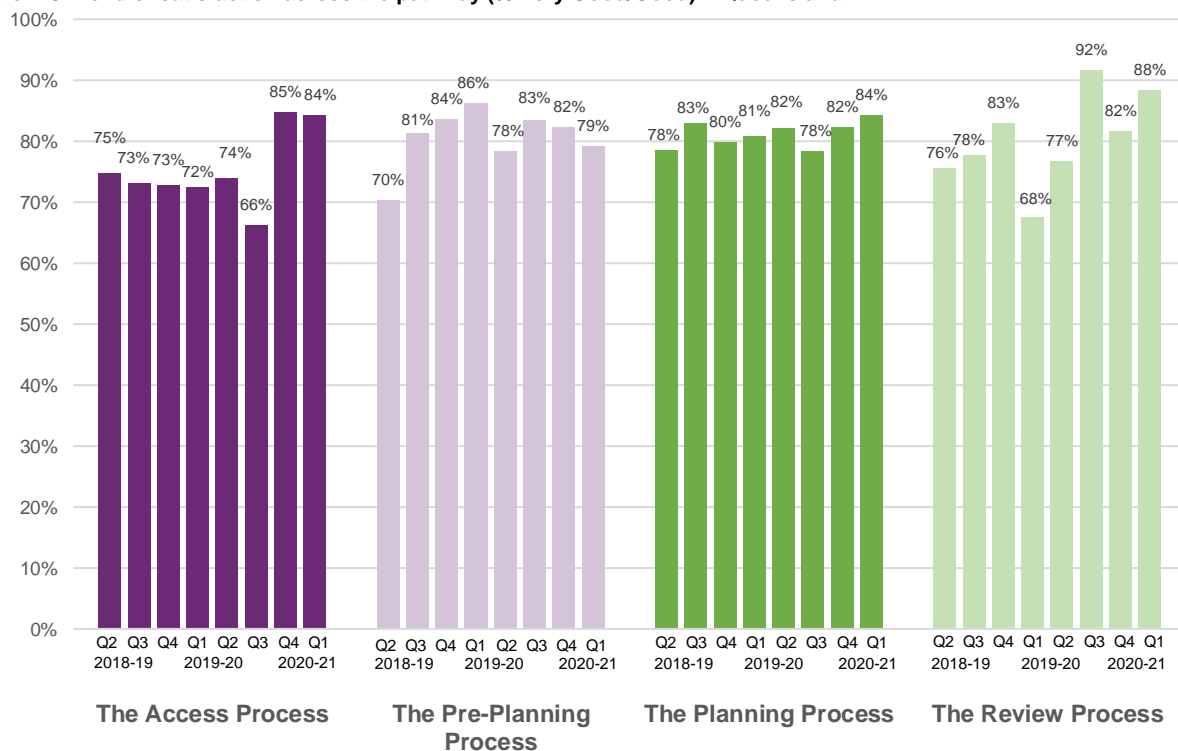
Table H.46 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q1 compared to prior quarters – New survey administered by the Contact Centre – Queensland

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q1
<b>Access</b>	<b>n = 1,397</b>	<b>n = 349</b>
Are you happy with how coming into the NDIS has gone?	82%	92%
Was the person from the NDIS respectful?	96%	99%
Do you understand what will happen next with your plan?	75%	78%
% of participants rating their overall experience as Very Good or Good.	74%	84%
<b>Pre-planning</b>	<b>n = 1,462</b>	<b>n = 409</b>
Did the person from the NDIS understand how your disability affects your life?	86%	82%
Did you understand why you needed to give the information you did?	96%	94%
Were decisions about your plan clearly explained?	82%	84%
Are you clear on what happens next with your plan?	80%	86%
Do you know where to go for more help with your plan?	84%	89%
% of participants rating their overall experience as Very Good or Good.	81%	79%
<b>Planning</b>	<b>n = 1,786</b>	<b>n = 521</b>
Did the person from the NDIS understand how your disability affects your life?	84%	87%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	81%	87%
Are you clear on what happens next with your plan?	78%	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.	81%	84%
<b>Plan review</b>	<b>n = 637</b>	<b>n = 60</b>
Did the person from the NDIS understand how your disability affects your life?	83%	88%
Did you feel prepared for your plan review?	82%	83%
Is your NDIS plan helping you to make progress towards your goals?	86%	93%
% of participants rating their overall experience as Very Good or Good.	78%	88%

<sup>256</sup> Participants have set over two million goals in total across Australia since July 2016. The 299,969 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.



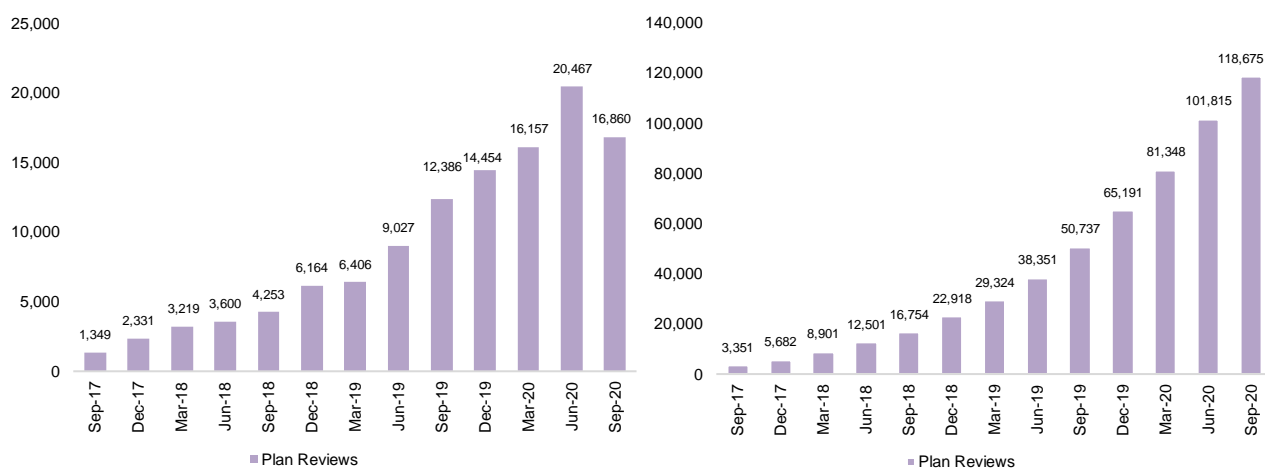
**Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland** <sup>257</sup>



**Table H.47 Plan reviews conducted per quarter – excluding plans less than 30 days – Queensland** <sup>258</sup>

	Prior Quarters (Transition only)	2020-21 Q1	Transition Total
<b>Total plan reviews</b>	<b>101,815</b>	<b>16,860</b>	<b>118,675</b>
<i>Early intervention plans</i>	16,884	3,461	20,345
<i>Permanent disability plans</i>	84,931	13,399	98,330

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



<sup>257</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>258</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q1. The charts show trends in complaints experience since the September 2017 quarter. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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 H.48 shows the numbers of complaints in 2020-21 Q1 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.

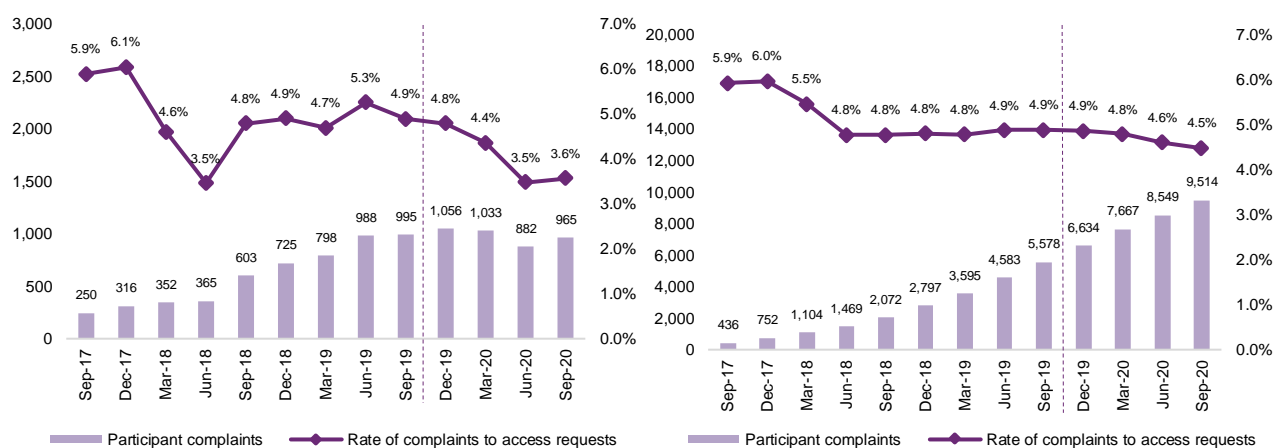
Table H.49 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q3, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table H.50.

Table H.50 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 Q3 and the majority of complaints made subsequently up until the end of 2020-21 Q1. This table should be considered in conjunction with Table H.49. The list of complaint types is different to that which appears in Table H.49, as it is based on the options available on the 'My Customer Requests' tile.

Table H.48 Complaints by quarter – Queensland <sup>259 260 261</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	20	7	27	26
Complaint about LAC Partner	81	27	108	98
Complaints about service providers	742	66	808	628
Complaints about the Agency	7,487	618	8,105	5,009
Critical/ Reportable Incident	222	246	468	399
Unclassified	210	1	211	193
<b>Total</b>	<b>8,762</b>	<b>965</b>	<b>9,727</b>	<b>5,887</b>
Total complaints made since 1 April 2017	8,549	965	9,514	
Complaints since 1 April 2017 as % of all access requests	4.6%	3.6%	4.5%	

Figure H.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland



<sup>259</sup> Note that 69% of all complainants made only one complaint, 18% made two complaints and 13% made three or more complaints.

<sup>260</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>261</sup> Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

**Table H.49 Complaints by type ('My Feedback' tile) – Queensland**

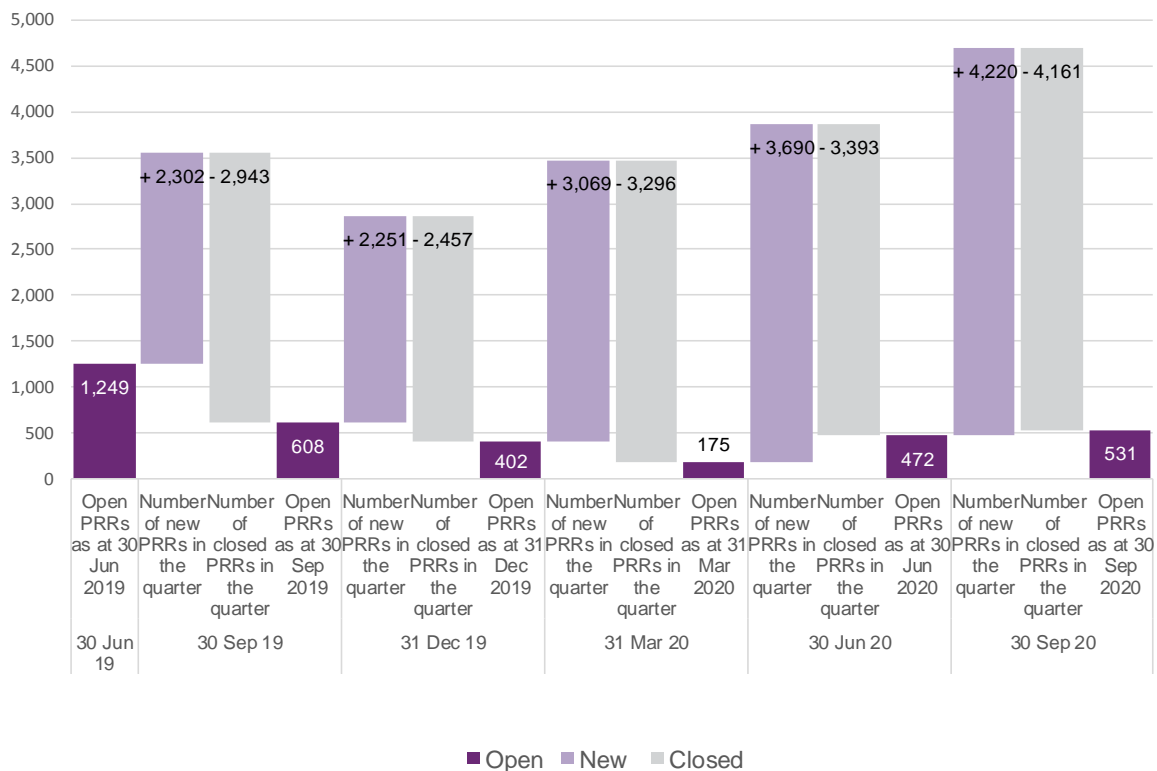
Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<i>Complaints about service providers</i>		
Supports being provided	111	(19%)
Service Delivery	95	(16%)
Staff conduct	109	(18%)
Provider process	62	(10%)
Provider costs.	66	(11%)
Other	152	(26%)
<b>Total</b>	<b>595</b>	
<i>Complaints about the Agency</i>		
Timeliness	1,549	(28%)
Individual needs	715	(13%)
Reasonable and necessary supports	738	(13%)
Information unclear	256	(5%)
The way the NDIA carried out its decision making	434	(8%)
Other	1,881	(34%)
<b>Total</b>	<b>5,573</b>	
<i>Unclassified</i>	<b>210</b>	
<b>Participants total</b>	<b>6,378</b>	

**Table H.50 Complaints by type ('My Customer Requests' tile) – Queensland**

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	2	(10%)	0	(0%)	2	(7%)
ECEI Process	1	(5%)	1	(14%)	2	(7%)
ECEI Staff	6	(30%)	5	(71%)	11	(41%)
ECEI Timeliness	11	(55%)	1	(14%)	12	(44%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>20</b>		<b>7</b>		<b>27</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	1	(4%)	1	(1%)
LAC Plan	18	(22%)	2	(7%)	20	(19%)
LAC Process	5	(6%)	1	(4%)	6	(6%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	41	(51%)	20	(74%)	61	(56%)
LAC Timeliness	17	(21%)	3	(11%)	20	(19%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>81</b>		<b>27</b>		<b>108</b>	
<i>Complaints about service providers</i>						
Provider Finance	12	(8%)	2	(4%)	14	(7%)
Provider Fraud and Compliance	18	(11%)	6	(11%)	24	(11%)
Provider Service	95	(61%)	35	(63%)	130	(61%)
Provider Staff	32	(20%)	13	(23%)	45	(21%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>157</b>		<b>56</b>		<b>213</b>	
<i>Complaints about the Agency</i>						
NDIA Access	147	(8%)	32	(5%)	179	(7%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	200	(10%)	63	(11%)	263	(10%)
NDIA Fraud and Compliance	8	(0%)	1	(0%)	9	(0%)
NDIA Plan	548	(28%)	184	(31%)	732	(29%)
NDIA Process	296	(15%)	113	(19%)	409	(16%)
NDIA Resources	17	(1%)	4	(1%)	21	(1%)
NDIA Staff	152	(8%)	68	(11%)	220	(9%)
NDIA Timeliness	564	(29%)	131	(22%)	695	(27%)
Quality & Safeguards Commission	4	(0%)	0	(0%)	4	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,936</b>		<b>596</b>		<b>2,532</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	61	(27%)	75	(30%)	136	(29%)
Allegations against NDIA Staff/Partners	2	(1%)	1	(0%)	3	(1%)
Allegations against a provider	73	(33%)	63	(26%)	136	(29%)
Participant threat	36	(16%)	33	(13%)	69	(15%)
Provider reporting	50	(23%)	74	(30%)	124	(26%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>222</b>		<b>246</b>		<b>468</b>	
<i>Unclassified</i>	<b>0</b>		<b>1</b>		<b>1</b>	
<b>Participants total</b>	<b>2,416</b>		<b>933</b>		<b>3,349</b>	

**Figure H.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Queensland**

262



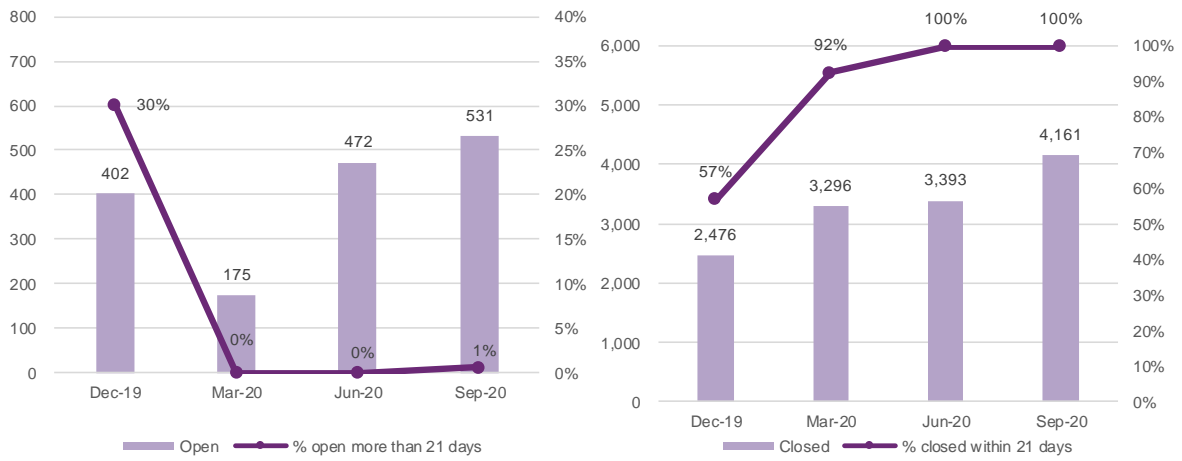
**Table H.51 Summary of Open Participant Requested Reviews (PRRs) (s48) – Queensland** <sup>263</sup>

	As at 30 September 2020
Open PRRs	531
Number of PRRs open less than 21 days	528
Number of PRRs open more than 21 days	3
New PRRs in the quarter	4,220
Number of PRRs closed in the quarter	4,161
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	10

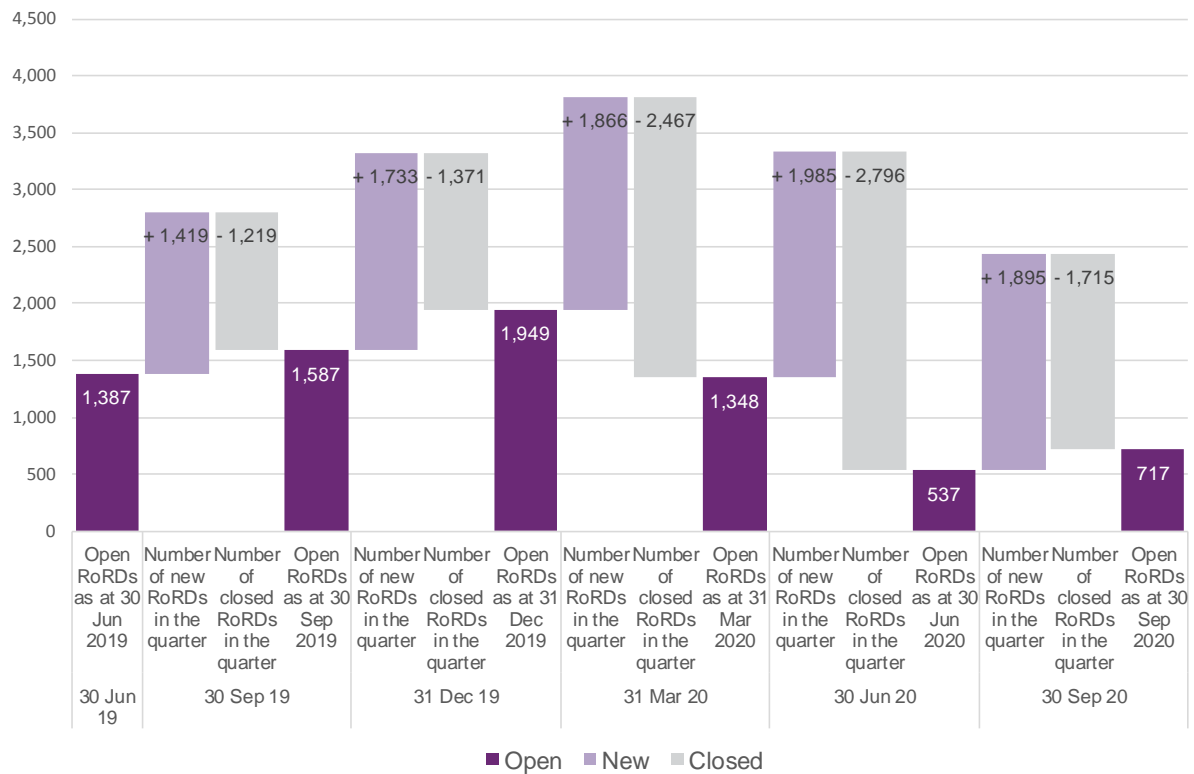
<sup>262</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>263</sup> 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 H.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Queensland<sup>264</sup>**



**Figure H.14 RoRDs received and closed by quarter and open at the end of each quarter – Queensland**

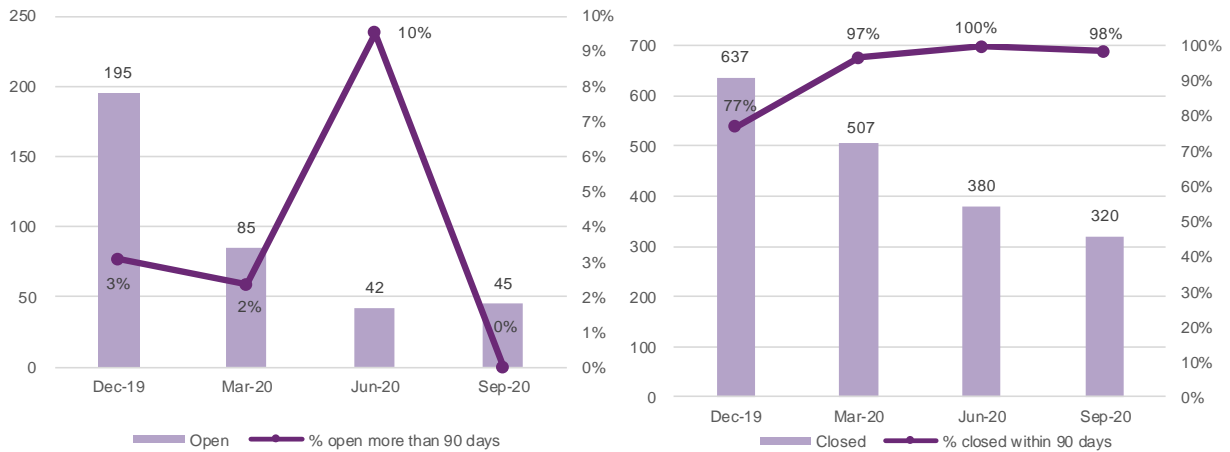


<sup>264</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 30 September 2020.

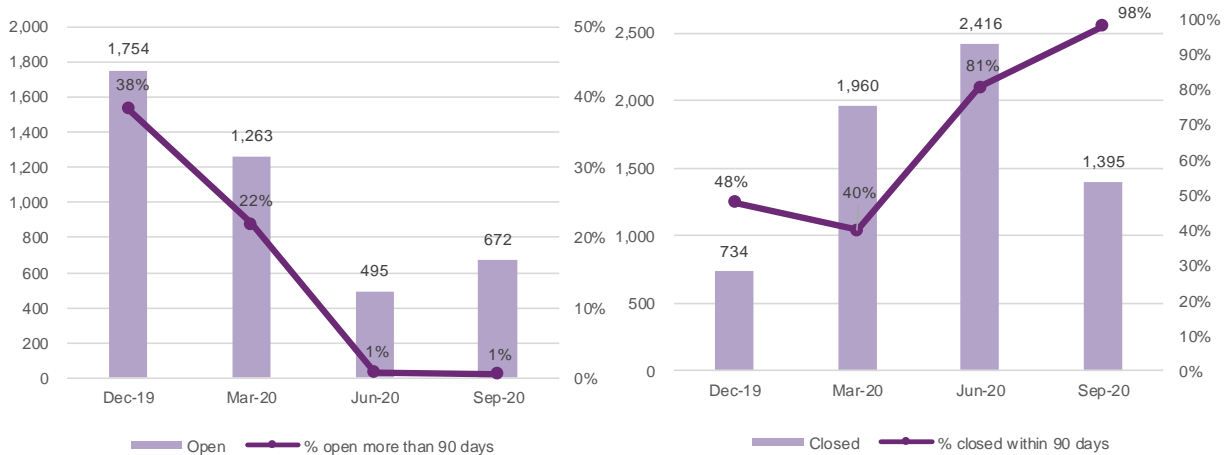
**Table H.52 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Queensland** <sup>265 266</sup>

	Access	Planning
Open RoRDs	45	672
Number of RoRDs open less than 90 days	45	668
Number of RoRDs open more than 90 days	0	4
New RoRDs in the quarter	323	1,572
Number of RoRDs closed in the quarter	320	1,395
Proportion closed within 90 days	98%	98%
Average days RoRDs took to close in the quarter	16	32

**Figure H.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Queensland** <sup>267</sup>



**Figure H.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Queensland** <sup>268</sup>



<sup>265</sup> 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.

<sup>266</sup> 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.

<sup>267</sup> Numbers of open and closed RoRDs have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data.

<sup>268</sup> Ibid.



Table H.53 AAT Cases by category – Queensland <sup>269</sup>

Category	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Access	258	43%	13	18%	271	40%
Plan	272	45%	54	76%	326	48%
Plan Review	48	8%	<11		50	7%
Other	25	4%	<11		27	4%
<b>Total</b>	<b>603</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>674</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.38%</b>		<b>0.29%</b>		<b>0.37%</b>	

Figure H.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland

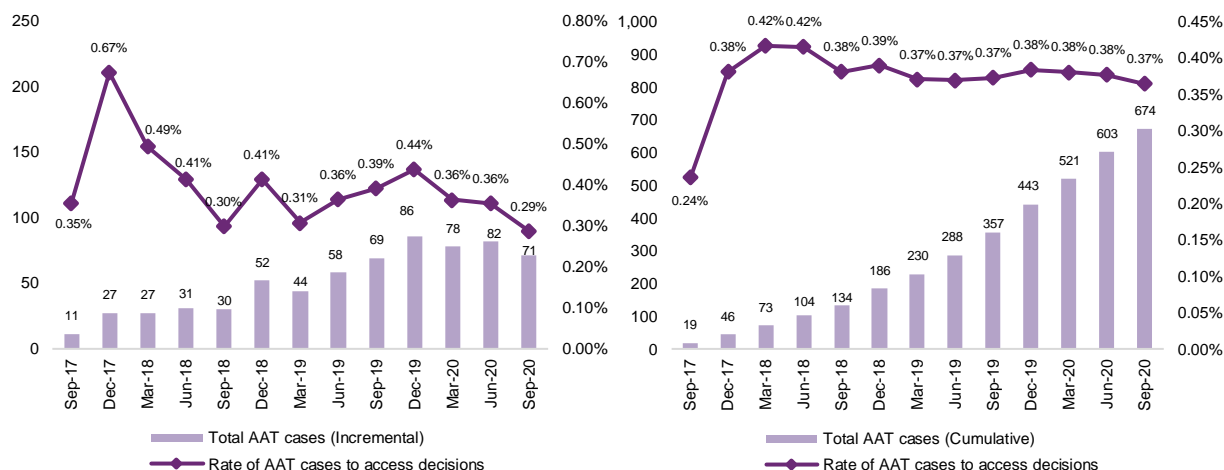
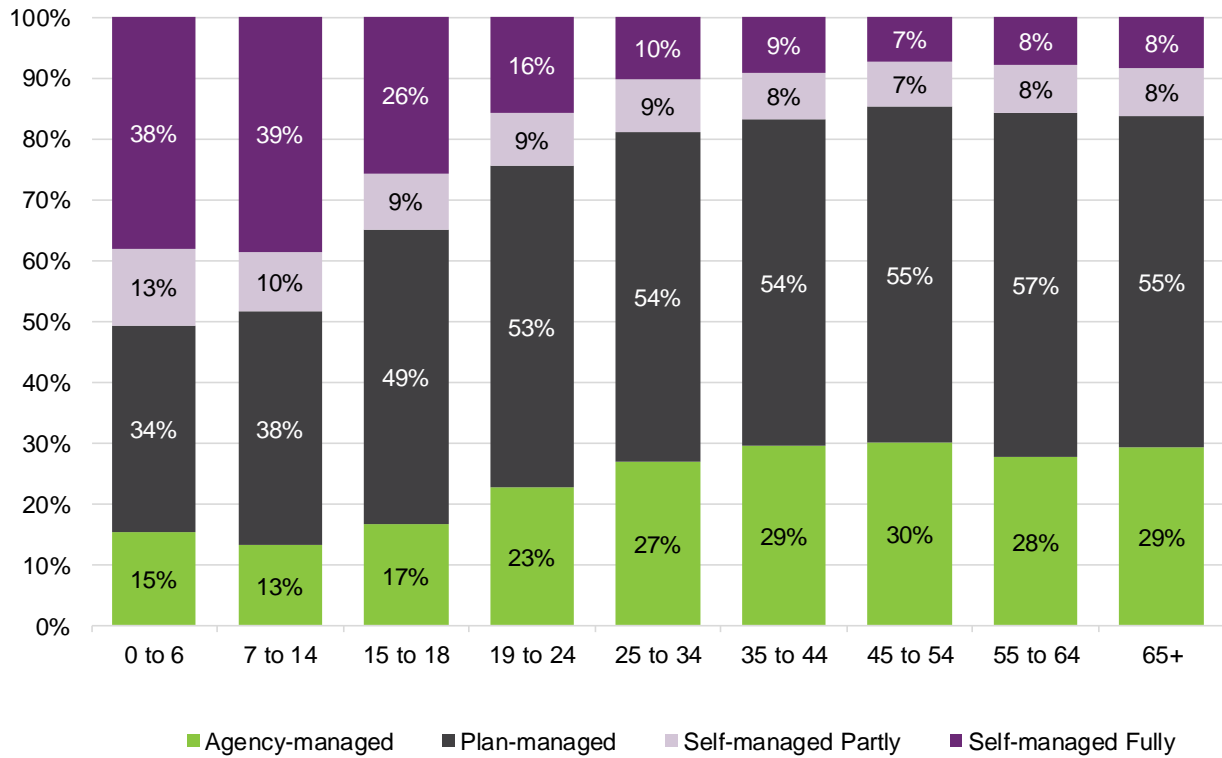


Table H.54 AAT cases by open/closed and decision – Queensland

	N
<b>AAT Cases</b>	<b>674</b>
<b>Open AAT Cases</b>	<b>165</b>
<b>Closed AAT Cases</b>	<b>509</b>
<i>Resolved before hearing</i>	505
<i>Gone to hearing and received a substantive decision</i>	<11

<sup>269</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

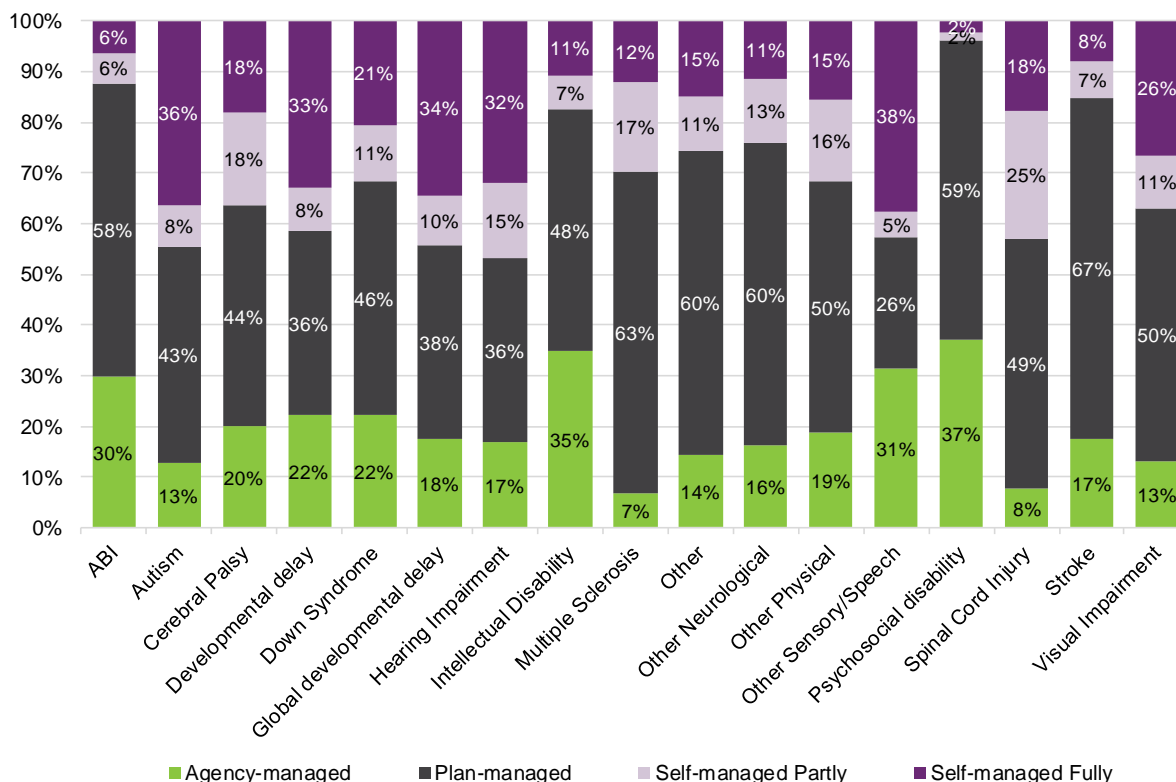
**Figure H.18 Distribution of active participants by method of financial plan management and age group as at 30 September 2020**  
 – Queensland <sup>270 271</sup>



<sup>270</sup> For the total number of active participants in each age group, see Table H.14.

<sup>271</sup> 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 September 2020 – Queensland** <sup>272 273</sup>



**Table H.55 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland** <sup>274</sup>

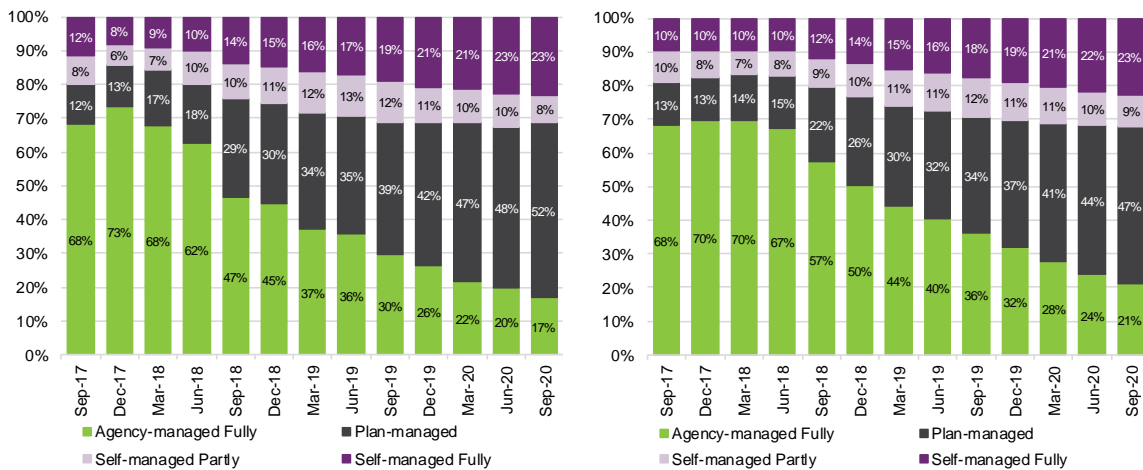
	Prior Quarters	2020-21 Q1	Total
Self-managed fully	23%	23%	<b>23%</b>
Self-managed partly	10%	8%	<b>9%</b>
Plan-managed	45%	52%	<b>47%</b>
Agency-managed	23%	17%	<b>21%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>272</sup> For the total number of active participants in each primary disability group, see Table H.12.

<sup>273</sup> 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.

<sup>274</sup> Ibid.

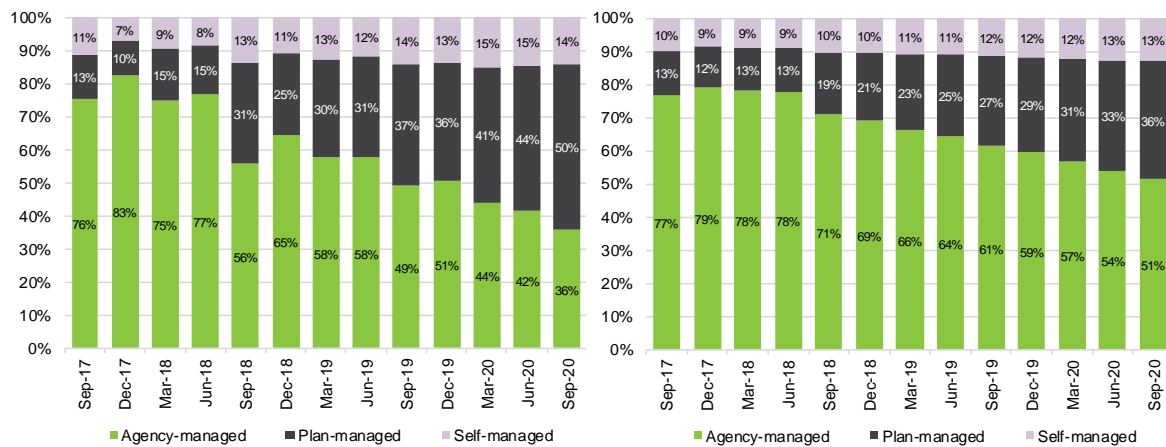
**Figure H.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland** <sup>275</sup>



**Table H.56 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland**

	Prior Quarters	2020-21 Q1	Total
Self-managed	13%	14%	13%
Plan-managed	33%	50%	36%
Agency-managed	54%	36%	51%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure H.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland**



**Table H.57 Distribution of active participants by support coordination and quarter of plan approval – Queensland**

	Prior Quarters	2020-21 Q1	Total
Support coordination	36%	41%	37%

<sup>275</sup> 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. Quarterly results are reported based on a rolling 3 year period.

Table H.58 Duration to plan activation by quarter of initial plan approval for active participants – Queensland <sup>276</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q3	
	N	%	N	%
Less than 30 days	42,334	70%	3,995	65%
30 to 59 days	6,986	12%	740	12%
60 to 89 days	3,336	6%	285	5%
<b>Activated within 90 days</b>	<b>52,656</b>	<b>87%</b>	<b>5,020</b>	<b>82%</b>
90 to 119 days	1,937	3%	208	3%
120 days and over	4,576	8%	314	5%
<b>Activated after 90 days</b>	<b>6,513</b>	<b>11%</b>	<b>522</b>	<b>8%</b>
No payments	1,280	2%	610	10%
<b>Total plans approved</b>	<b>60,449</b>	<b>100%</b>	<b>6,152</b>	<b>100%</b>

Table H.59 Proportion of participants who have activated within 12 months – Queensland

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	4,461	4,655	96%
Not Aboriginal and Torres Strait Islander	42,504	43,476	98%
Not Stated	6,361	6,552	97%
<b>Total</b>	<b>53,326</b>	<b>54,683</b>	<b>98%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,759	2,817	98%
Not CALD	50,536	51,832	97%
Not Stated	31	34	91%
<b>Total</b>	<b>53,326</b>	<b>54,683</b>	<b>98%</b>
<b>by Remoteness</b>			
Major Cities	30,101	30,737	98%
Regional	22,298	22,959	97%
Remote	911	971	94%
Missing	16	16	100%
<b>Total</b>	<b>53,326</b>	<b>54,683</b>	<b>98%</b>
<b>by Primary Disability type</b>			
Autism	16,426	16,875	97%
Intellectual Disability (including Down Syndrome)	12,882	13,113	98%
Psychosocial Disability	4,331	4,413	98%
Developmental Delay (including Global Developmental Delay)	2,327	2,454	95%
Other	17,360	17,828	97%
<b>Total</b>	<b>53,326</b>	<b>54,683</b>	<b>98%</b>

<sup>276</sup> Plans approved after the end of 2019-20 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table H.60 Distribution of plans by utilisation – Queensland** <sup>277 278</sup>

Plan utilisation	Total
0 to 50%	41%
50% to 75%	26%
> 75%	33%
<b>Total</b>	<b>100%</b>

**Table H.61 Proportion of active participants with approved plans accessing mainstream supports – Queensland** <sup>279</sup>

	Prior Quarters	2020-21 Q1	Total
Daily Activities	15%	16%	15%
Health & Wellbeing	51%	53%	52%
Lifelong Learning	14%	16%	15%
Other	11%	12%	11%
Non-categorised	30%	30%	30%
Any mainstream service	94%	94%	94%

## Part Four: Providers and the growing market

**Table H.62 Key markets indicators by quarter – Queensland** <sup>280 281</sup>

Market indicators	Prior Quarters	2020-21 Q1
a) Average number of active providers per active participant	1.28	1.26
b) Number of providers delivering new types of supports	487	476
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	85%	84%
<i>Therapeutic Supports (%)</i>	93%	93%
<i>Participation in community, social and civic activities (%)</i>	84%	84%
<i>Early Intervention supports for early childhood (%)</i>	90%	89%
<i>Daily Personal Activities (%)</i>	86%	86%

**Table H.63 Cumulative number of providers that have been ever active as at 30 September 2020 by quarter of activity – Queensland** <sup>282</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q1	123
Active in 2020-21 Q1 and also in previous quarters	2,413
<b>Active in 2020-21 Q1</b>	<b>2,536</b>
Inactive in 2020-21 Q1	2,718
<b>Active ever</b>	<b>5,254</b>

<sup>277</sup> This table only considers participants with initial plans approved up to 31 March 2020, and includes committed supports and payments for supports provided up to 30 June 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>278</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>279</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>280</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>281</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>282</sup> Active providers refer to those who have received payment for support Agency-managed participants.

Table H.64 Cumulative number of providers that have been ever active by registration group – Queensland <sup>283</sup>

Registration Group	Prior Quarters	2020-21 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	125	12	137	10%
Assistance Animals	82	9	91	11%
Assistance with daily life tasks in a group or shared living arrangement	543	40	583	7%
Assistance with travel/transport arrangements	578	27	605	5%
Daily Personal Activities	915	28	943	3%
Group and Centre Based Activities	614	29	643	5%
High Intensity Daily Personal Activities	621	27	648	4%
Household tasks	1,076	25	1,101	2%
Interpreting and translation	107	13	120	12%
Participation in community, social and civic activities	981	34	1,015	3%
<b>Assistive Technology</b>				
Assistive equipment for recreation	158	21	179	13%
Assistive products for household tasks	135	15	150	11%
Assistance products for personal care and safety	1,026	37	1,063	4%
Communication and information equipment	310	42	352	14%
Customised Prosthetics	409	23	432	6%
Hearing Equipment	138	21	159	15%
Hearing Services	23	3	26	13%
Personal Mobility Equipment	572	37	609	6%
Specialised Hearing Services	31	20	51	65%
Vision Equipment	149	20	169	13%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	942	51	993	5%
Behaviour Support	428	20	448	5%
Community nursing care for high needs	266	28	294	11%
Development of daily living and life skills	587	24	611	4%
Early Intervention supports for early childhood	929	32	961	3%
Exercise Physiology and Physical Wellbeing activities	521	26	547	5%
Innovative Community Participation	177	15	192	8%
Specialised Driving Training	131	6	137	5%
Therapeutic Supports	2,414	61	2,475	3%
<b>Capital services</b>				
Home modification design and construction	301	19	320	6%
Specialist Disability Accommodation	46	4	50	9%
Vehicle Modifications	148	10	158	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	468	18	486	4%
Support Coordination	228	17	245	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	144	16	160	11%
Specialised Supported Employment	151	16	167	11%
<b>Total approved active providers</b>	<b>5,131</b>	<b>123</b>	<b>5,254</b>	<b>2%</b>

<sup>283</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table H.65 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2020 – Queensland**

Registration Group	Active					
	Individual / sole trader	Company/ organisation	Total Active	Individual / sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	34	103	137	25%	75%	100%
Assistance Animals	11	80	91	12%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	69	514	583	12%	88%	100%
Assistance with travel/transport arrangements	102	503	605	17%	83%	100%
Daily Personal Activities	109	834	943	12%	88%	100%
Group and Centre Based Activities	71	572	643	11%	89%	100%
High Intensity Daily Personal Activities	75	573	648	12%	88%	100%
Household tasks	341	760	1,101	31%	69%	100%
Interpreting and translation	25	95	120	21%	79%	100%
Participation in community, social and civic activities	123	892	1,015	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	27	152	179	15%	85%	100%
Assistive products for household tasks	15	135	150	10%	90%	100%
Assistance products for personal care and safety	156	907	1,063	15%	85%	100%
Communication and information equipment	64	288	352	18%	82%	100%
Customised Prosthetics	66	366	432	15%	85%	100%
Hearing Equipment	22	137	159	14%	86%	100%
Hearing Services	4	22	26	15%	85%	100%
Personal Mobility Equipment	79	530	609	13%	87%	100%
Specialised Hearing Services	6	45	51	12%	88%	100%
Vision Equipment	25	144	169	15%	85%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	180	813	993	18%	82%	100%
Behaviour Support	146	302	448	33%	67%	100%
Community nursing care for high needs	44	250	294	15%	85%	100%
Development of daily living and life skills	79	532	611	13%	87%	100%
Early Intervention supports for early childhood	346	615	961	36%	64%	100%
Exercise Physiology and Physical Wellbeing activities	133	414	547	24%	76%	100%
Innovative Community Participation	54	138	192	28%	72%	100%
Specialised Driving Training	23	114	137	17%	83%	100%
Therapeutic Supports	1,009	1,466	2,475	41%	59%	100%
<b>Capital services</b>						
Home modification design and construction	53	267	320	17%	83%	100%
Specialist Disability Accommodation	3	47	50	6%	94%	100%
Vehicle Modifications	15	143	158	9%	91%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	76	410	486	16%	84%	100%
Support Coordination	48	197	245	20%	80%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	17	143	160	11%	89%	100%
Specialised Supported Employment	16	151	167	10%	90%	100%
<b>Total</b>	<b>1,750</b>	<b>3,504</b>	<b>5,254</b>	<b>33%</b>	<b>67%</b>	<b>100%</b>



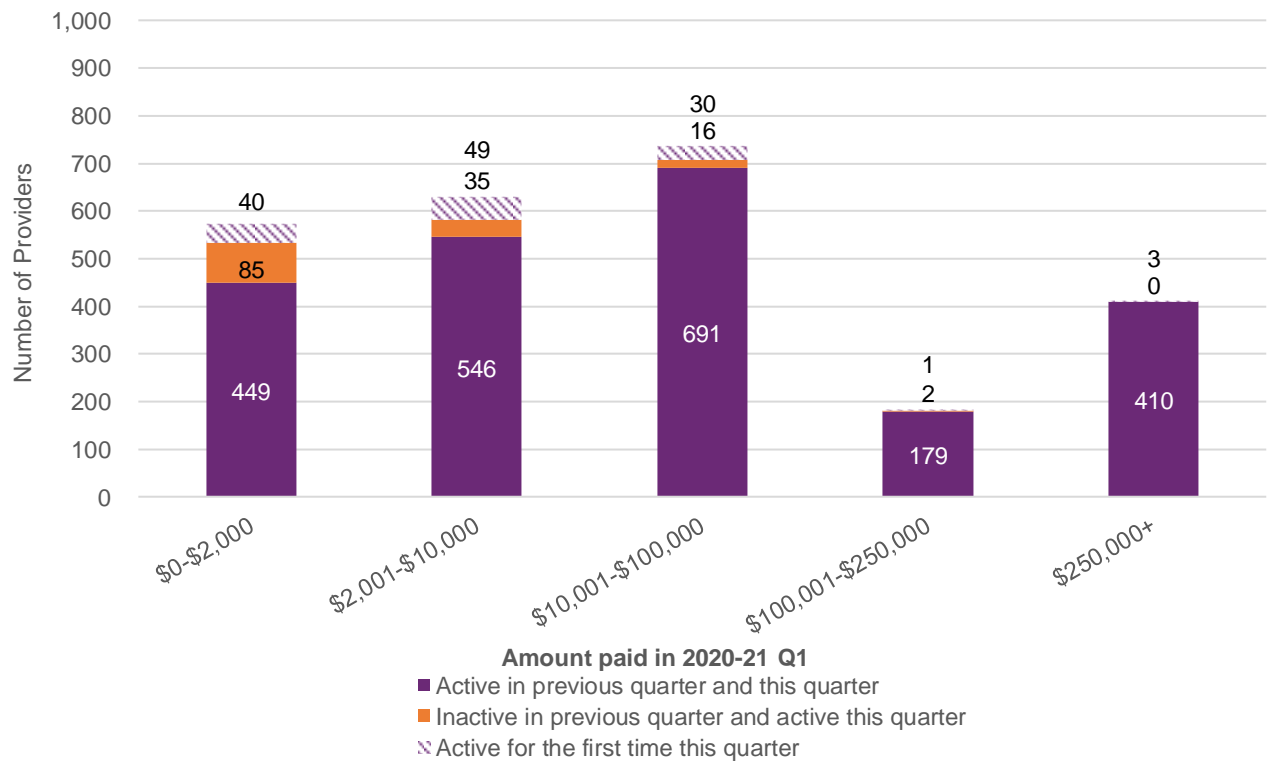
**Table H.66 Number and proportion of providers active in 2020-21 Q1 by registration group and first quarter of activity – Queensland**

Registration Group	Active in previous quarters and in 2020-21 Q1	Active for the first time in 2020-21 Q1	Total	% active for the first time in 2020-21 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	28	12	40	30%
Assistance Animals	41	9	50	18%
Assistance with daily life tasks in a group or shared living arrangement	380	40	420	10%
Assistance with travel/transport arrangements	318	27	345	8%
Daily Personal Activities	527	28	555	5%
Group and Centre Based Activities	358	29	387	7%
High Intensity Daily Personal Activities	326	27	353	8%
Household tasks	539	25	564	4%
Interpreting and translation	59	13	72	18%
Participation in community, social and civic activities	576	34	610	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	38	21	59	36%
Assistive products for household tasks	24	15	39	38%
Assistance products for personal care and safety	557	37	594	6%
Communication and information equipment	190	42	232	18%
Customised Prosthetics	213	23	236	10%
Hearing Equipment	59	21	80	26%
Hearing Services	4	3	7	43%
Personal Mobility Equipment	299	37	336	11%
Specialised Hearing Services	10	20	30	67%
Vision Equipment	54	20	74	27%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	557	51	608	8%
Behaviour Support	178	20	198	10%
Community nursing care for high needs	155	28	183	15%
Development of daily living and life skills	278	24	302	8%
Early Intervention supports for early childhood	376	32	408	8%
Exercise Physiology and Physical Wellbeing activities	313	26	339	8%
Innovative Community Participation	53	15	68	22%
Specialised Driving Training	58	6	64	9%
Therapeutic Supports	1,095	61	1,156	5%
<b>Capital services</b>				
Home modification design and construction	142	19	161	12%
Specialist Disability Accommodation	31	4	35	11%
Vehicle Modifications	42	10	52	19%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	327	18	345	5%
Support Coordination	98	17	115	15%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	77	16	93	17%
Specialised Supported Employment	89	16	105	15%
<b>Total</b>	<b>2,413</b>	<b>123</b>	<b>2,536</b>	<b>5%</b>

**Table H.67 Number and proportion of providers active in 2020-21 Q1 in each registration group by legal entity type – Queensland**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	9	31	<b>40</b>	23%	78%	<b>100%</b>
Assistance Animals	6	44	<b>50</b>	12%	88%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	49	371	<b>420</b>	12%	88%	<b>100%</b>
Assistance with travel/transport arrangements	48	297	<b>345</b>	14%	86%	<b>100%</b>
Daily Personal Activities	72	483	<b>555</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	47	340	<b>387</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	48	305	<b>353</b>	14%	86%	<b>100%</b>
Household tasks	156	408	<b>564</b>	28%	72%	<b>100%</b>
Interpreting and translation	15	57	<b>72</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	83	527	<b>610</b>	14%	86%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	8	51	<b>59</b>	14%	86%	<b>100%</b>
Assistive products for household tasks	4	35	<b>39</b>	10%	90%	<b>100%</b>
Assistance products for personal care and safety	72	522	<b>594</b>	12%	88%	<b>100%</b>
Communication and information equipment	40	192	<b>232</b>	17%	83%	<b>100%</b>
Customised Prosthetics	39	197	<b>236</b>	17%	83%	<b>100%</b>
Hearing Equipment	13	67	<b>80</b>	16%	84%	<b>100%</b>
Hearing Services	0	7	<b>7</b>	0%	100%	<b>100%</b>
Personal Mobility Equipment	45	291	<b>336</b>	13%	87%	<b>100%</b>
Specialised Hearing Services	3	27	<b>30</b>	10%	90%	<b>100%</b>
Vision Equipment	10	64	<b>74</b>	14%	86%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	112	496	<b>608</b>	18%	82%	<b>100%</b>
Behaviour Support	60	138	<b>198</b>	30%	70%	<b>100%</b>
Community nursing care for high needs	34	149	<b>183</b>	19%	81%	<b>100%</b>
Development of daily living and life skills	41	261	<b>302</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	112	296	<b>408</b>	27%	73%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	71	268	<b>339</b>	21%	79%	<b>100%</b>
Innovative Community Participation	15	53	<b>68</b>	22%	78%	<b>100%</b>
Specialised Driving Training	14	50	<b>64</b>	22%	78%	<b>100%</b>
Therapeutic Supports	421	735	<b>1,156</b>	36%	64%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	22	139	<b>161</b>	14%	86%	<b>100%</b>
Specialist Disability Accommodation	2	33	<b>35</b>	6%	94%	<b>100%</b>
Vehicle Modifications	3	49	<b>52</b>	6%	94%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	62	283	<b>345</b>	18%	82%	<b>100%</b>
Support Coordination	24	91	<b>115</b>	21%	79%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	10	83	<b>93</b>	11%	89%	<b>100%</b>
Specialised Supported Employment	15	90	<b>105</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>744</b>	<b>1,792</b>	<b>2,536</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

**Figure H.22 Distribution of active providers in 2020-21 Q1 by their status in 2019-20 Q4 and payment band in 2020-21 Q1 – Queensland** <sup>284</sup>



## Part Five: Financial sustainability

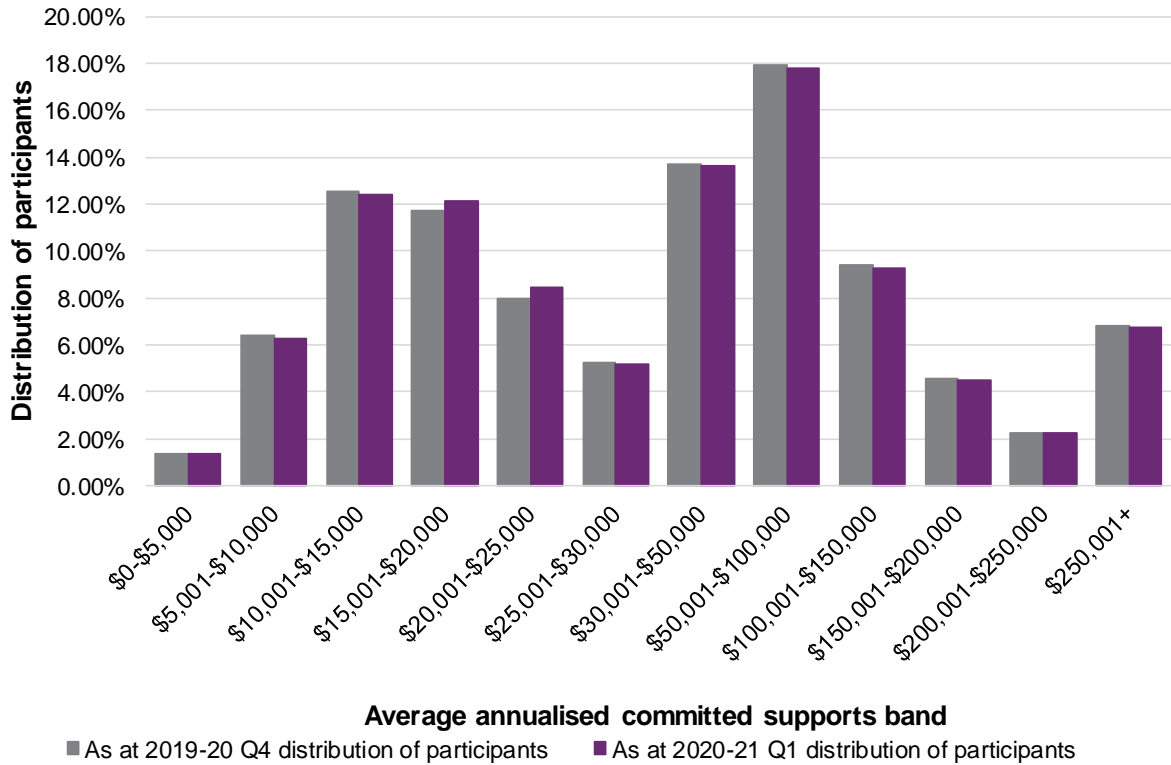
**Table H.68 Committed supports by financial year (\$m) – Queensland** <sup>285</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	1.0	3.3	8.5	218.0	832.1	2,476.6	5,067.5	1,538.0

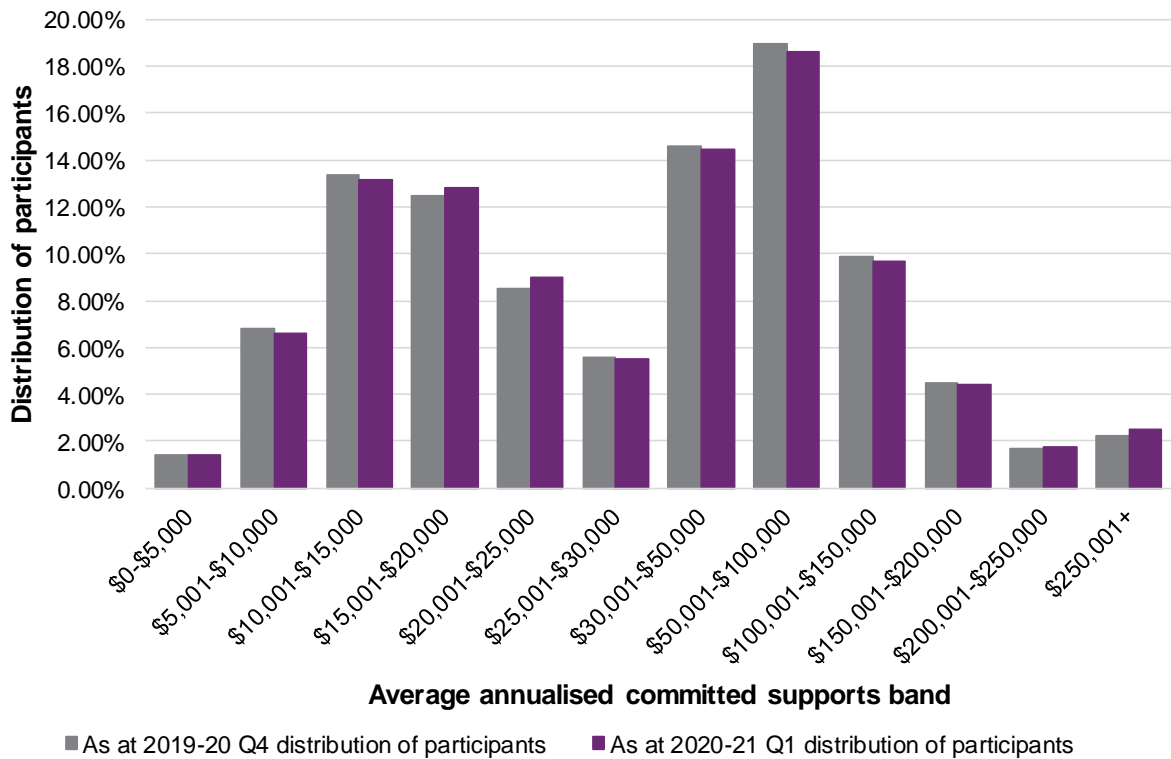
<sup>284</sup> Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

<sup>285</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 and 2014-15 for Qld.

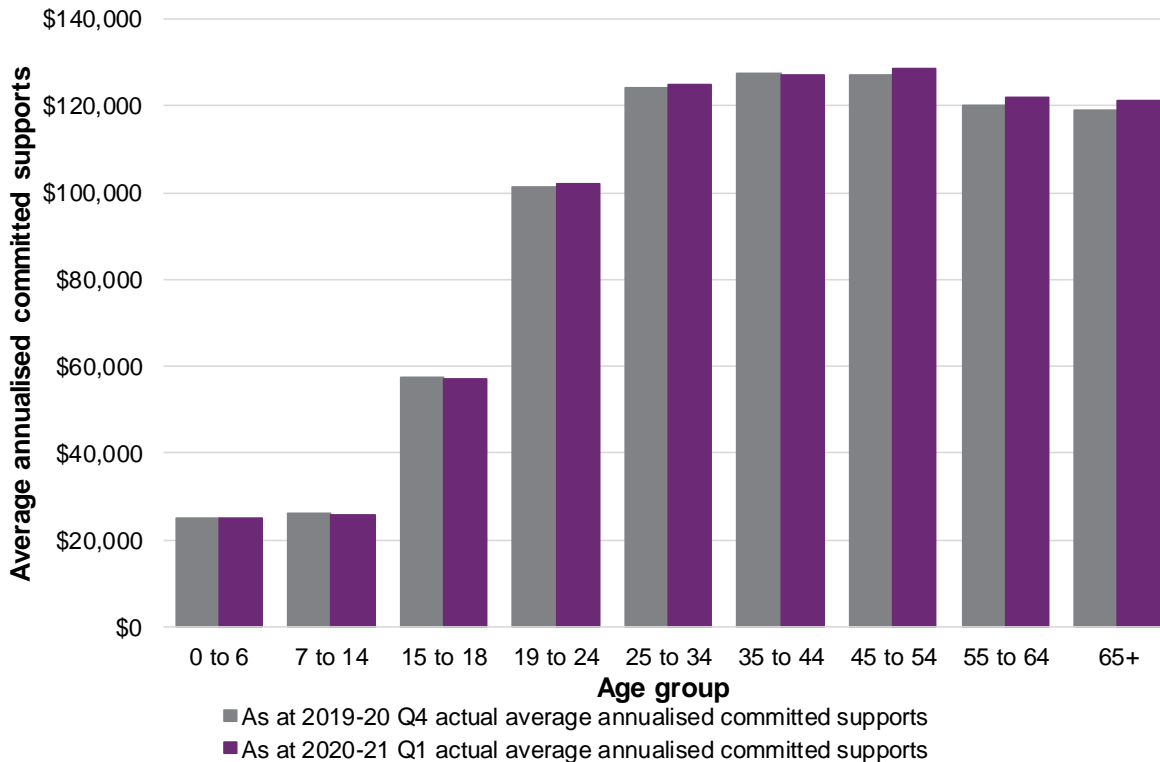
**Figure H.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Queensland**



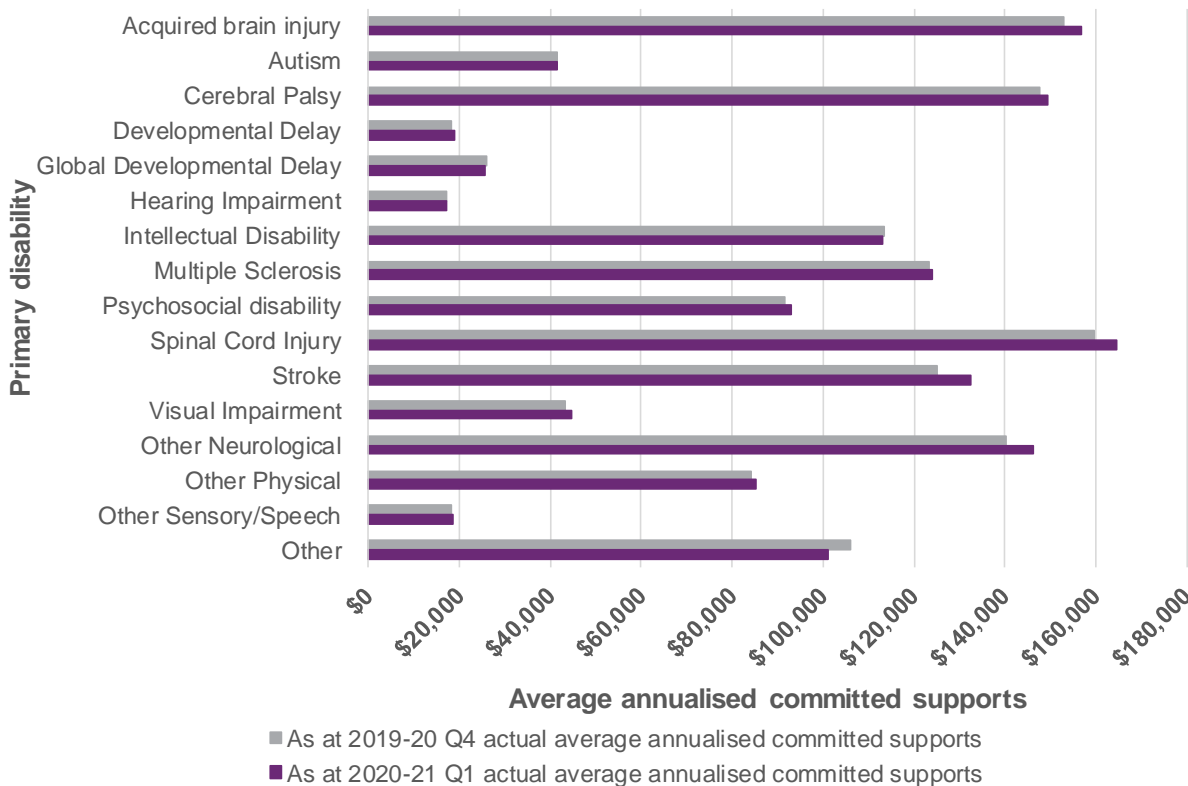
**Figure H.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Queensland**



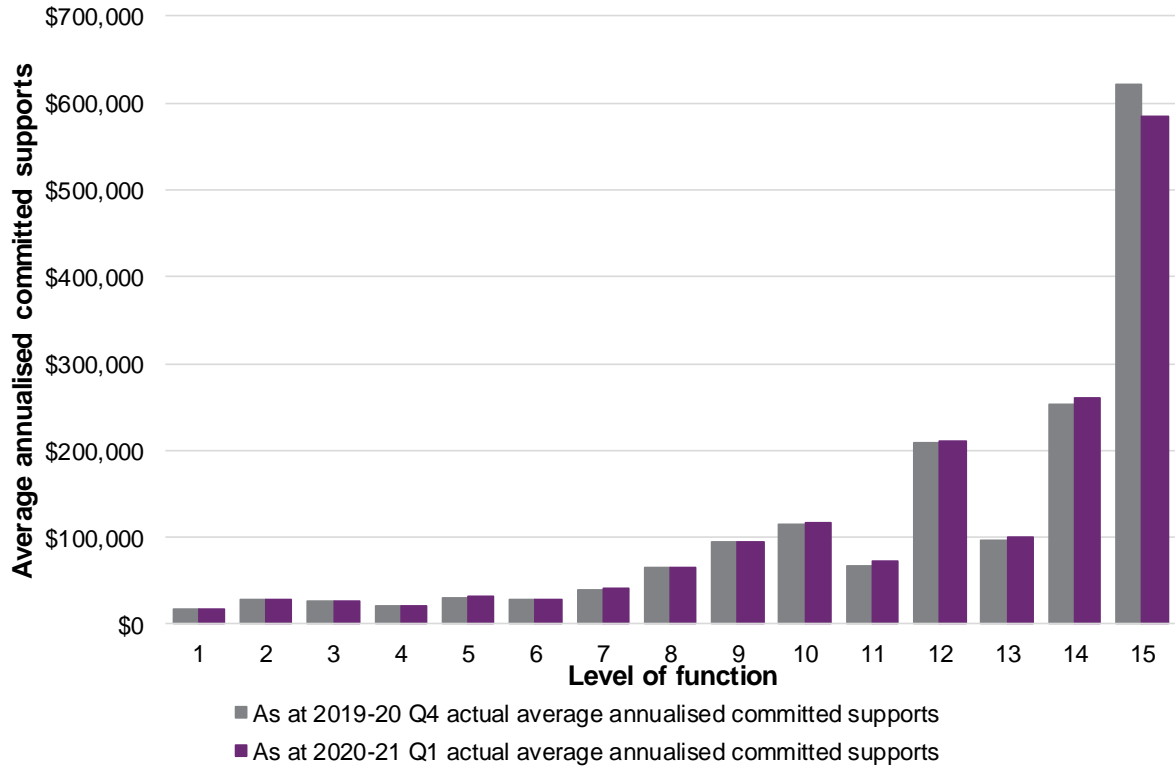
**Figure H.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Queensland**



**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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Queensland**



**Figure H.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Queensland**

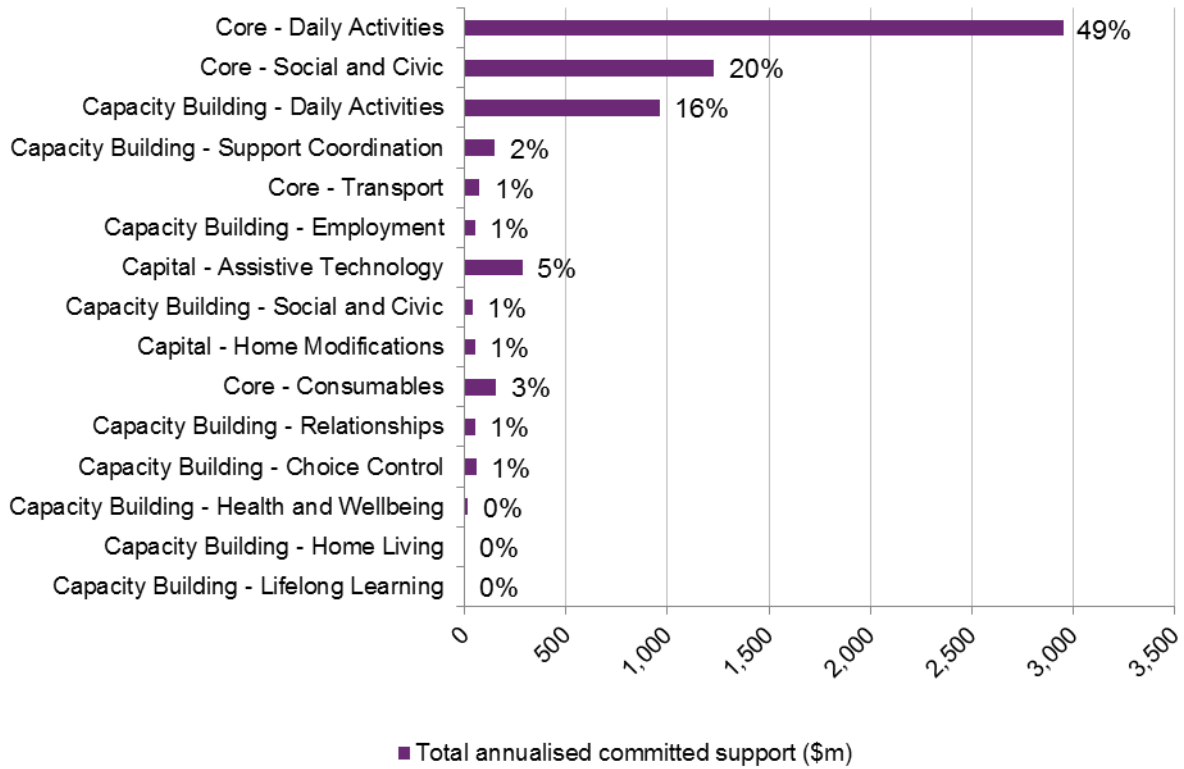
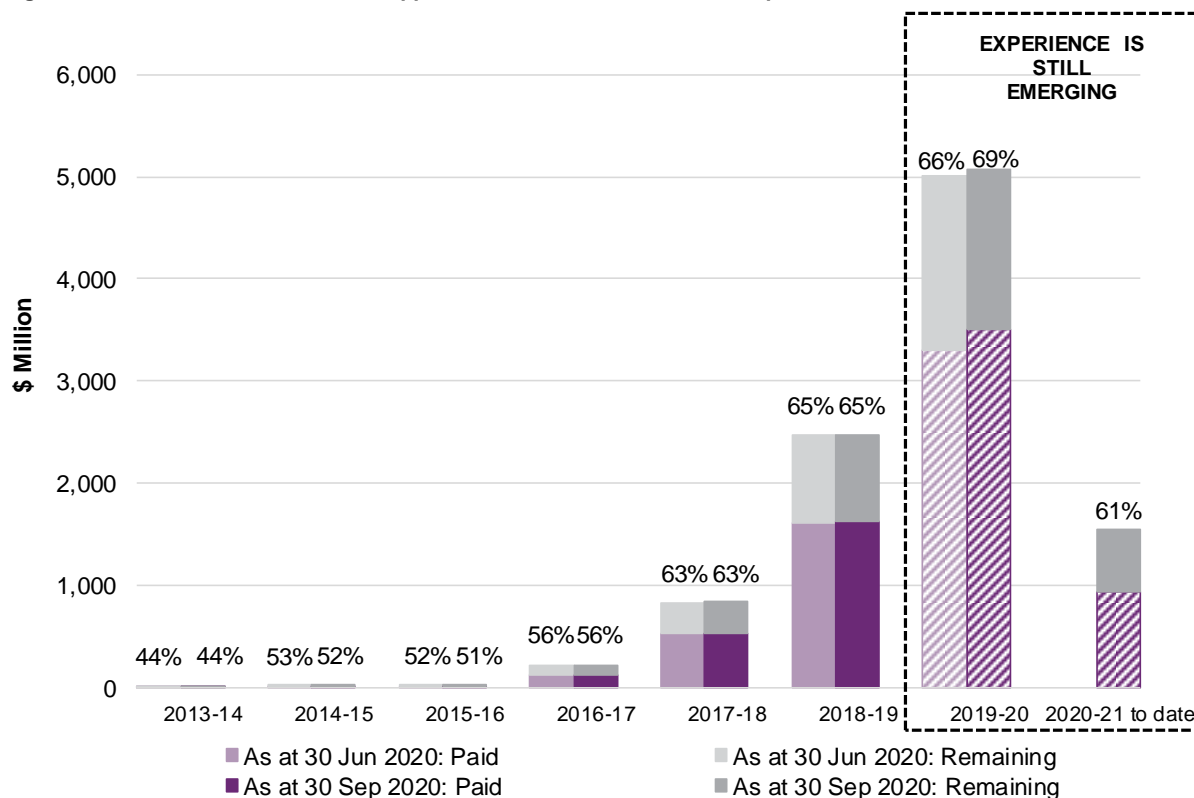


Table H.69 Payments by financial year, compared to committed supports (\$m) – Queensland <sup>286</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	1.0	3.3	8.5	218.0	832.1	2,476.6	5,067.5	1,538.0
Total Paid	0.4	1.7	4.3	123.0	526.6	1,618.9	3,495.9	937.9
% utilised to date	44%	52%	51%	56%	63%	65%	69%	61%

Figure H.29 Utilisation of committed supports as at 30 June 2020 and 30 September 2020 – Queensland



<sup>286</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Qld.  
**September 2020** | NDIS Quarterly Report to disability ministers

Figure H.30 Utilisation of committed supports by plan number from 1 January 2020 to 30 June 2020 – Queensland <sup>287</sup>

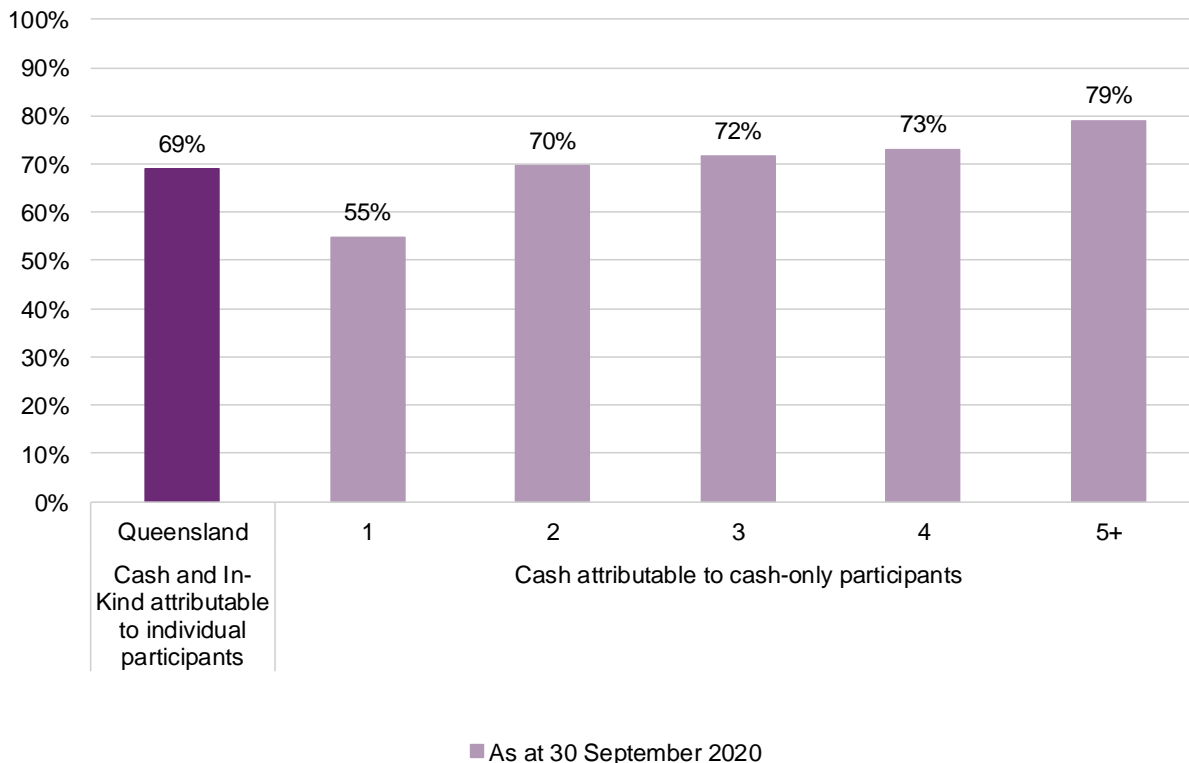
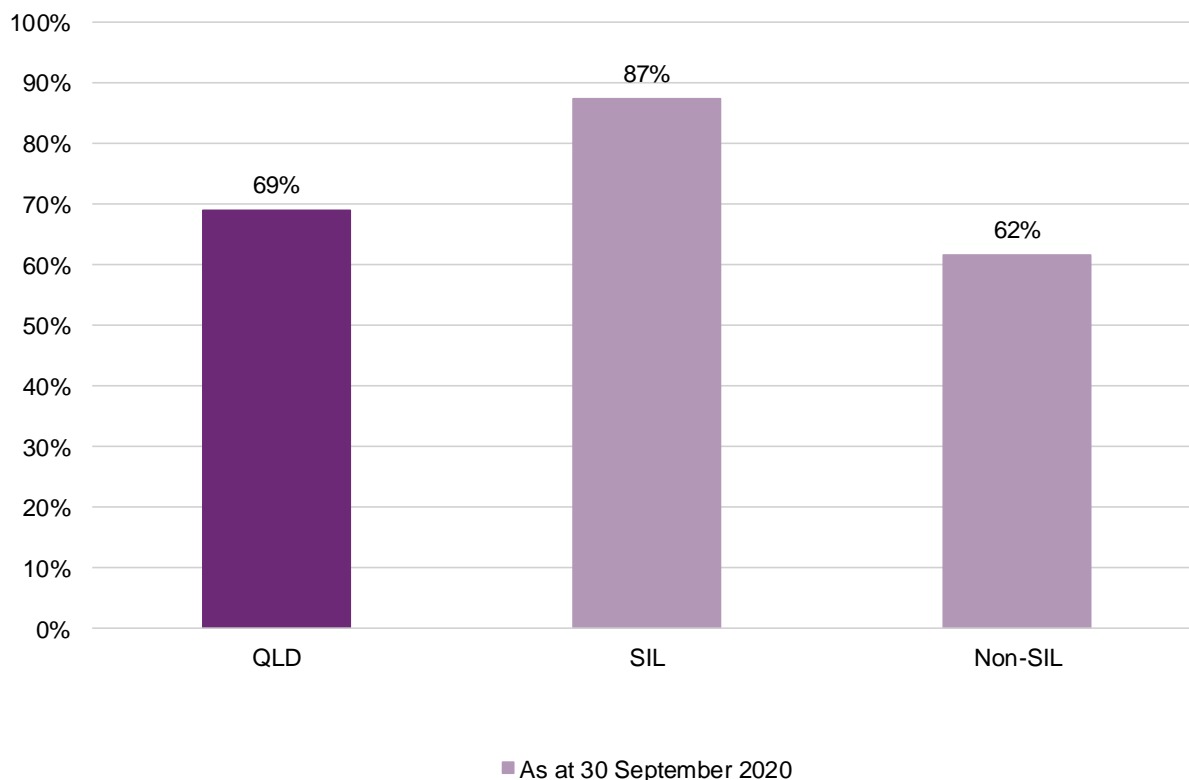


Figure H.31 Utilisation of committed supports by SIL status from 1 January 2020 to 30 June 2020 – Queensland <sup>288</sup>

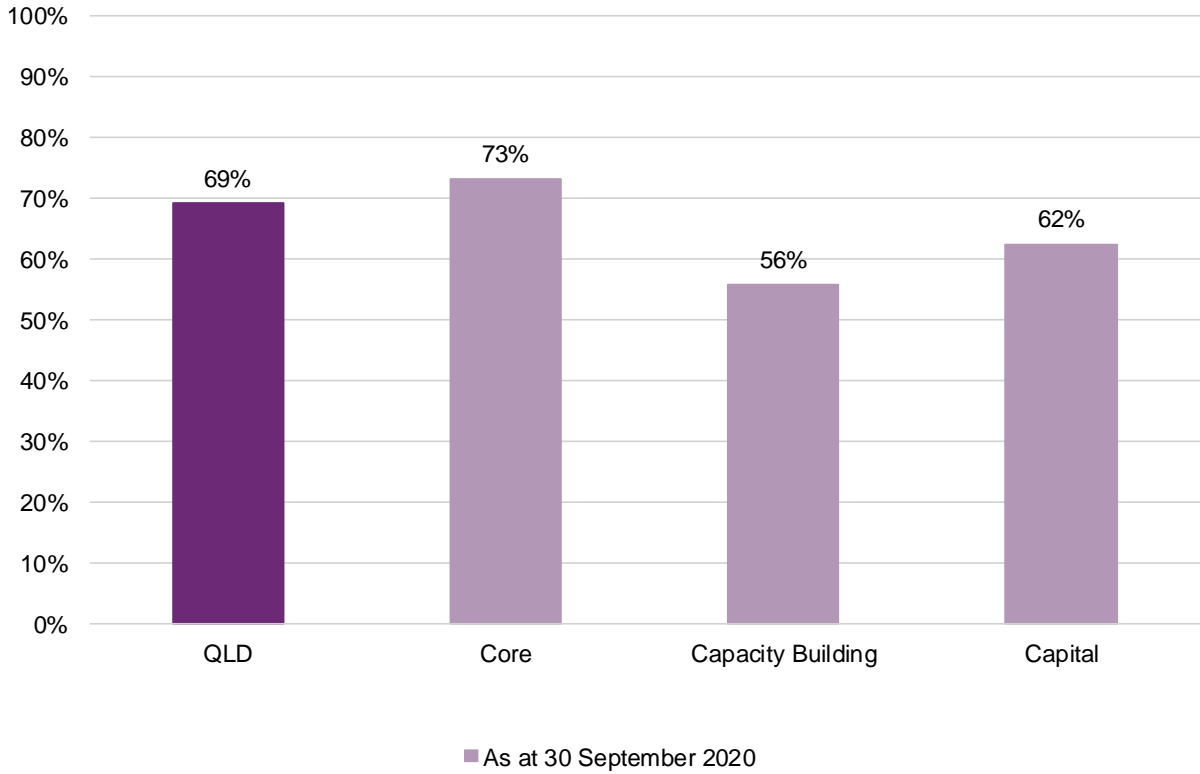


<sup>287</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

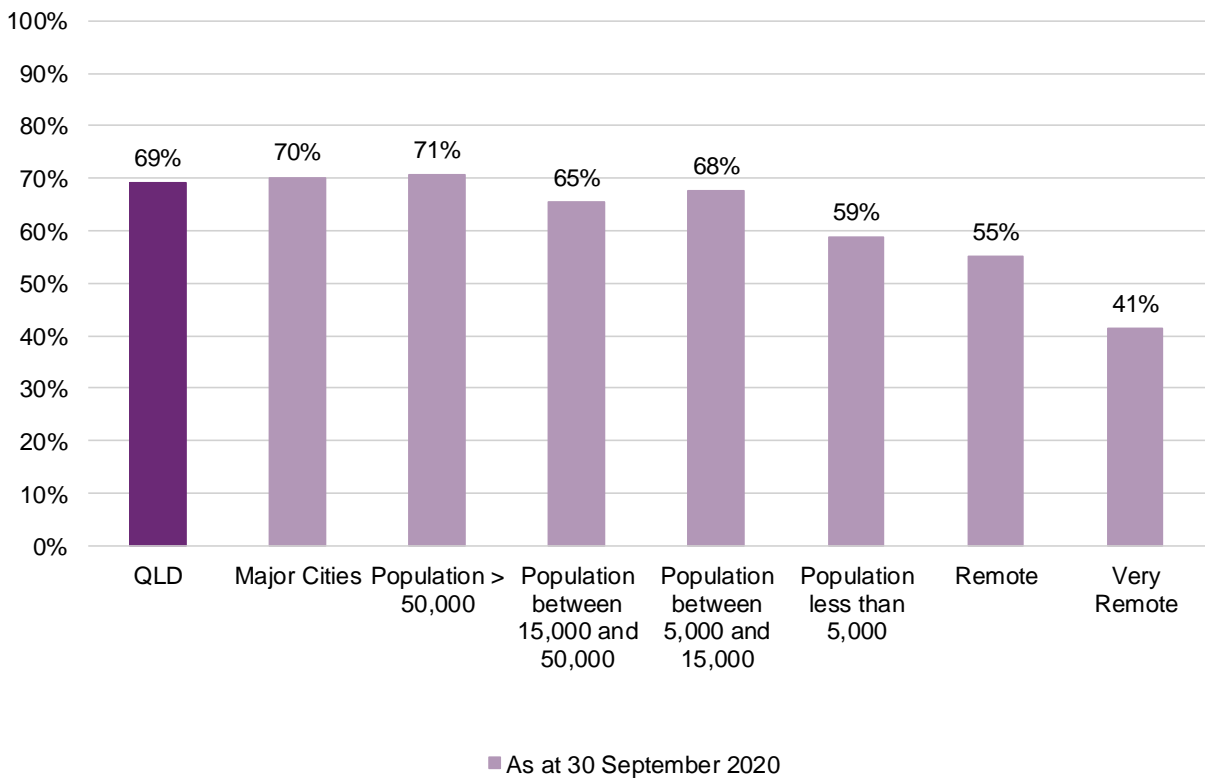
<sup>288</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.



**Figure H.32 Utilisation of committed supports by support class from 1 January 2020 to 30 June 2020 – Queensland <sup>289</sup>**



**Figure H.33 Utilisation of committed supports by remoteness from 1 January 2020 to 30 June 2020 – Queensland <sup>290</sup>**



<sup>289</sup> Ibid.

<sup>290</sup> Ibid.

# Appendix I: Western Australia

## Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia <sup>291</sup>

	Prior Quarters	2020-21 Q1	Total excluding ECEI	ECEI	Total including ECEI
Western Australia	32,252	2,499	34,751	260	35,011

Table I.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Western Australia <sup>292</sup>

	Prior Quarters	2020-21 Q1	Total
<b>Access decisions</b>	<b>39,425</b>	<b>2,998</b>	<b>42,423</b>
<b>Active Eligible</b>	<b>33,918</b>	<b>2,326</b>	<b>36,244</b>
<i>New</i>	15,852	1,801	17,653
<i>State</i>	15,738	317	16,055
<i>Commonwealth</i>	2,328	208	2,536
<b>Active Participant Plans (excl ECEI)</b>	<b>32,252</b>	<b>2,499</b>	<b>34,751</b>
<i>New</i>	14,965	1,720	16,685
<i>State</i>	15,120	518	15,638
<i>Commonwealth</i>	2,167	261	2,428
<b>Active Participant Plans</b>	<b>32,464</b>	<b>2,759</b>	<b>35,011</b>
<i>Early Intervention (s25)</i>	3,804	586	4,390
<i>Permanent Disability (s24)</i>	28,448	1,913	30,361
<i>ECEI</i>	212	260	260

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 September 2020 – Western Australia

Exits	Total
<b>Total participant exits</b>	<b>617</b>
<i>Early Intervention participants</i>	80
<i>Permanent disability participants</i>	537

<sup>291</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>292</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table I.4 Cumulative numbers of active participants by services previously received – Western Australia** <sup>293 294</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	1,759	59	1,914	0	3,732
End of 2017-18	1,743	41	2,677	0	4,461
End of 2018-19 Q1	2,489	175	2,921	2	5,587
End of 2018-19 Q2	5,987	307	3,195	80	9,569
End of 2018-19 Q3	8,993	451	4,150	6	13,600
End of 2018-19 Q4	8,348	484	7,584	57	16,473
End of 2019-20 Q1	10,391	766	8,970	38	20,165
End of 2019-20 Q2	12,150	1,126	10,926	52	24,254
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
End of 2020-21 Q1	15,638	2,428	16,685	260	35,011

**Table I.5 Cumulative numbers of active participants by entry into the Scheme – Western Australia** <sup>295 296 297 298</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	669	3,063	0	3,732
End of 2017-18	856	3,605	0	4,461
End of 2018-19 Q1	973	4,612	2	5,587
End of 2018-19 Q2	1,213	8,276	80	9,569
End of 2018-19 Q3	1,465	12,129	6	13,600
End of 2018-19 Q4	1,683	14,733	57	16,473
End of 2019-20 Q1	2,007	18,120	38	20,165
End of 2019-20 Q2	2,577	21,625	52	24,254
End of 2019-20 Q3	2,951	24,326	102	27,379
End of 2019-20 Q4	3,814	28,521	212	32,547
End of 2020-21 Q1	4,390	30,361	260	35,011

<sup>293</sup> This table shows the total numbers of active participants at the end of each period.

<sup>294</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>295</sup> This table shows the total numbers of active participants at the end of each period.

<sup>296</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>297</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>298</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table I.6 Assessment of access by age group – Western Australia** <sup>299</sup>

Age Group	Prior Quarters		2020-21 Q1		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	6,073	97%	562	96%	6,635	97%
7 to 14	8,304	95%	396	82%	8,700	94%
15 to 18	2,891	96%	122	82%	3,013	95%
19 to 24	2,806	94%	134	78%	2,940	94%
25 to 34	3,442	91%	209	79%	3,651	90%
35 to 44	2,928	85%	232	76%	3,160	84%
45 to 54	3,816	81%	279	69%	4,095	80%
55 to 64	4,561	74%	383	64%	4,944	73%
65+	299	80%	18	56%	317	78%
Missing	<11		<11		<11	
<b>Total</b>	<b>35,121</b>	<b>89%</b>	<b>2,335</b>	<b>78%</b>	<b>37,456</b>	<b>88%</b>

**Table I.7 Assessment of access by disability – Western Australia** <sup>300</sup>

Disability	Prior Quarters		2020-21 Q1		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	1,104	95%	84	88%	1,188	94%
Autism	11,926	99%	636	96%	12,562	98%
Cerebral Palsy	1,541	97%	49	92%	1,590	97%
Developmental Delay	770	95%	238	98%	1,008	96%
Global Developmental Delay	989	99%	101	98%	1,090	99%
Hearing Impairment	1,466	91%	127	82%	1,593	90%
Intellectual Disability	7,966	98%	272	91%	8,238	97%
Multiple Sclerosis	714	89%	37	77%	751	89%
Psychosocial disability	2,885	72%	382	69%	3,267	71%
Spinal Cord Injury	545	96%	13	87%	558	96%
Stroke	441	83%	44	73%	485	82%
Visual Impairment	637	92%	34	67%	671	91%
Other Neurological	1,845	83%	116	72%	1,961	82%
Other Physical	1,752	54%	87	33%	1,839	52%
Other Sensory/Speech	132	42%	<11		139	41%
Other	92	35%	108	51%	200	42%
Missing	316	89%	<11		316	89%
<b>Total</b>	<b>35,121</b>	<b>89%</b>	<b>2,335</b>	<b>78%</b>	<b>37,456</b>	<b>88%</b>

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

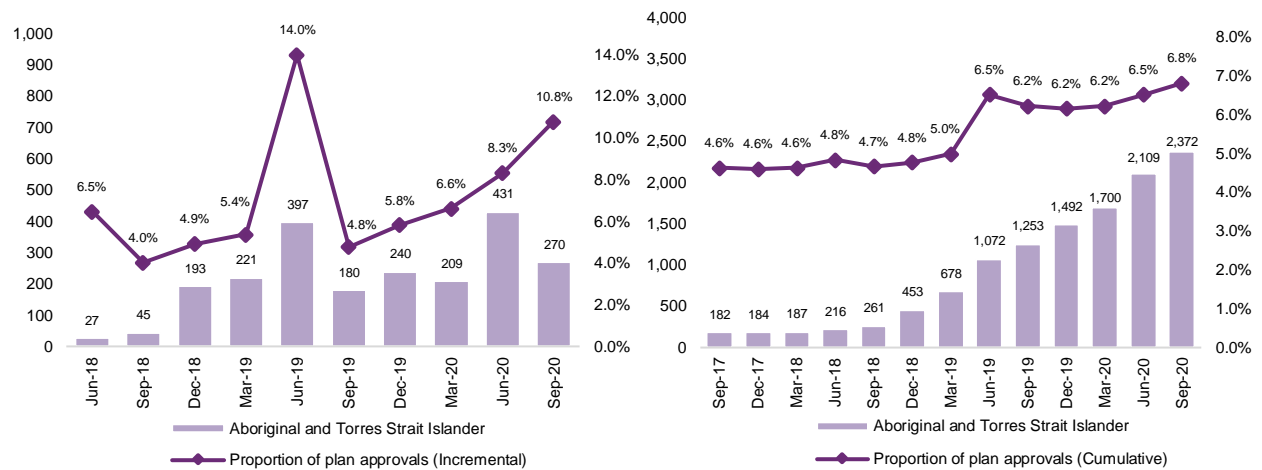
<sup>299</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>300</sup> Ibid.

**Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,102	6.5%	270	10.8%	<b>2,372</b>	<b>6.8%</b>
Not Aboriginal and Torres Strait Islander	26,955	83.6%	1,913	76.6%	<b>28,868</b>	<b>83.1%</b>
Not Stated	3,195	9.9%	316	12.6%	<b>3,511</b>	<b>10.1%</b>
<b>Total</b>	<b>32,252</b>	<b>100%</b>	<b>2,499</b>	<b>100%</b>	<b>34,751</b>	<b>100%</b>

**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia**<sup>301 302</sup>



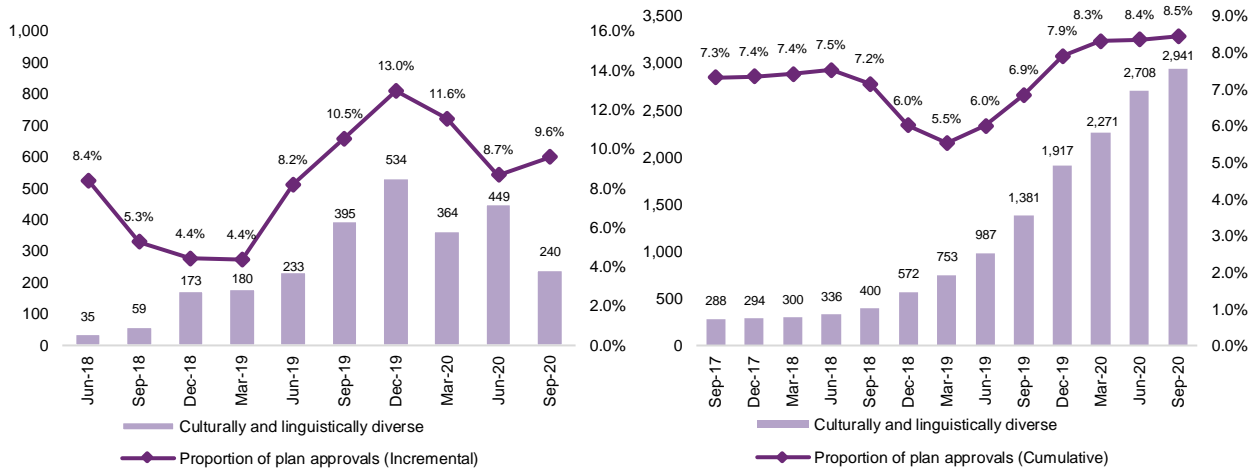
**Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,701	8.4%	240	9.6%	<b>2,941</b>	<b>8.5%</b>
Not culturally and linguistically diverse	24,063	74.6%	2,259	90.4%	<b>26,322</b>	<b>75.7%</b>
Not stated	5,488	17.0%	<11		<b>5,488</b>	<b>15.8%</b>
<b>Total</b>	<b>32,252</b>	<b>100%</b>	<b>2,499</b>	<b>100%</b>	<b>34,751</b>	<b>100%</b>

<sup>301</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>302</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in WA prior to the June 2018 quarter.

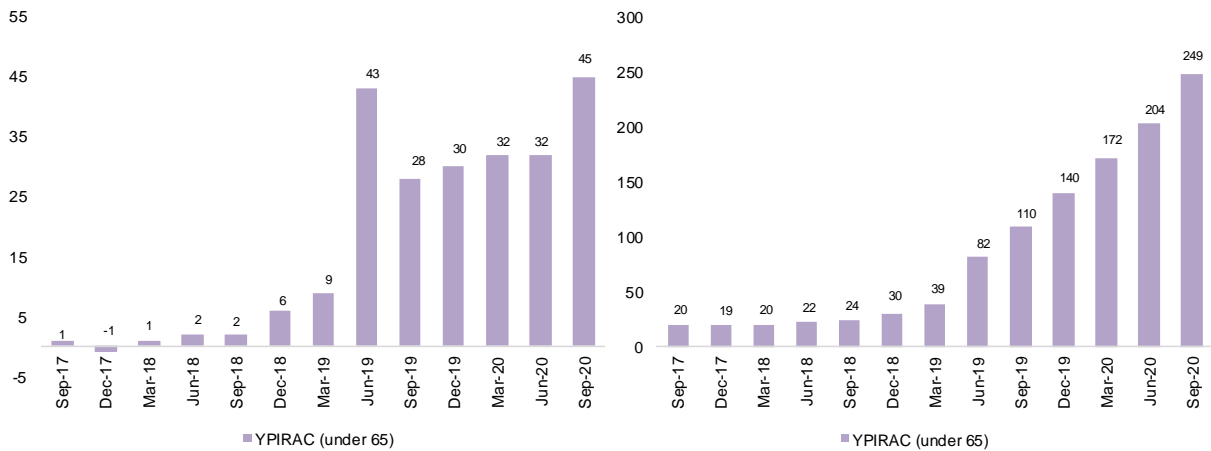
**Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>303 304</sup>



**Table I.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2020 – Western Australia** <sup>305</sup>

	Total
<b>Age group</b>	<b>N</b>
Under 45	<11
45 to 54	45
55 to 64	201
<b>Total YPIRAC (under 65)</b>	<b>249</b>

**Figure I.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Western Australia** <sup>306</sup>



<sup>303</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>304</sup> There are insufficient numbers to show the incremental count of CALD participants in WA prior to the June 2018 quarter.

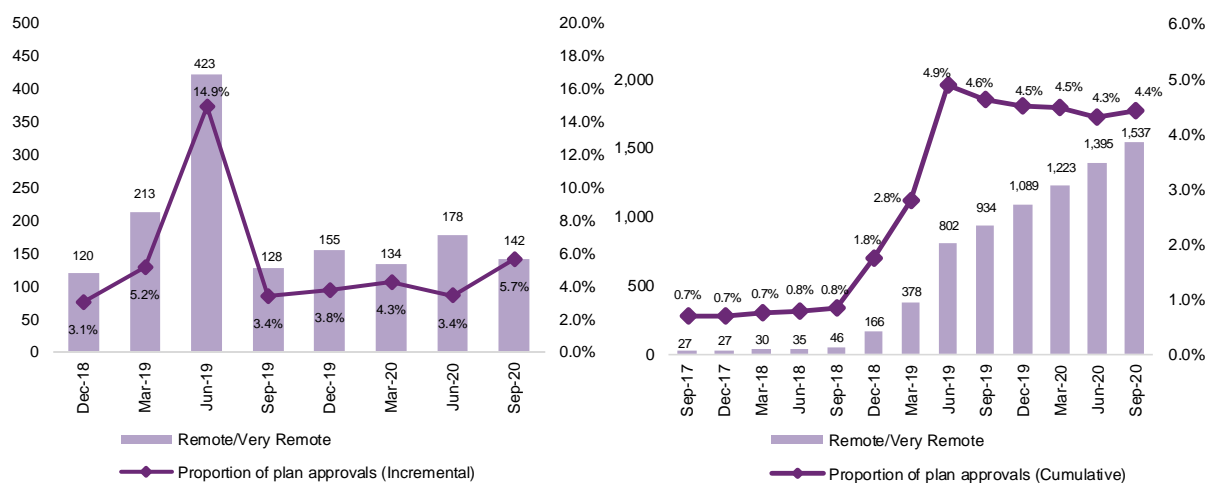
<sup>305</sup> There are a further 85 active participants aged 65 years or over who are currently in residential aged care.

<sup>306</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table I.11 Participant profile per quarter by remoteness – Western Australia <sup>307 308</sup>

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Major cities	25,037	77.6%	1,952	78.1%	<b>26,989</b>	<b>77.7%</b>
Population > 50,000	1,874	5.8%	135	5.4%	<b>2,009</b>	<b>5.8%</b>
Population between 15,000 and 50,000	2,055	6.4%	151	6.0%	<b>2,206</b>	<b>6.3%</b>
Population between 5,000 and 15,000	409	1.3%	25	1.0%	<b>434</b>	<b>1.2%</b>
Population less than 5,000	1,479	4.6%	94	3.8%	<b>1,573</b>	<b>4.5%</b>
Remote	1,029	3.2%	102	4.1%	<b>1,131</b>	<b>3.3%</b>
Very Remote	366	1.1%	40	1.6%	<b>406</b>	<b>1.2%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>32,252</b>	<b>100%</b>	<b>2,499</b>	<b>100%</b>	<b>34,751</b>	<b>100%</b>

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia <sup>309 310</sup>



<sup>307</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>308</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

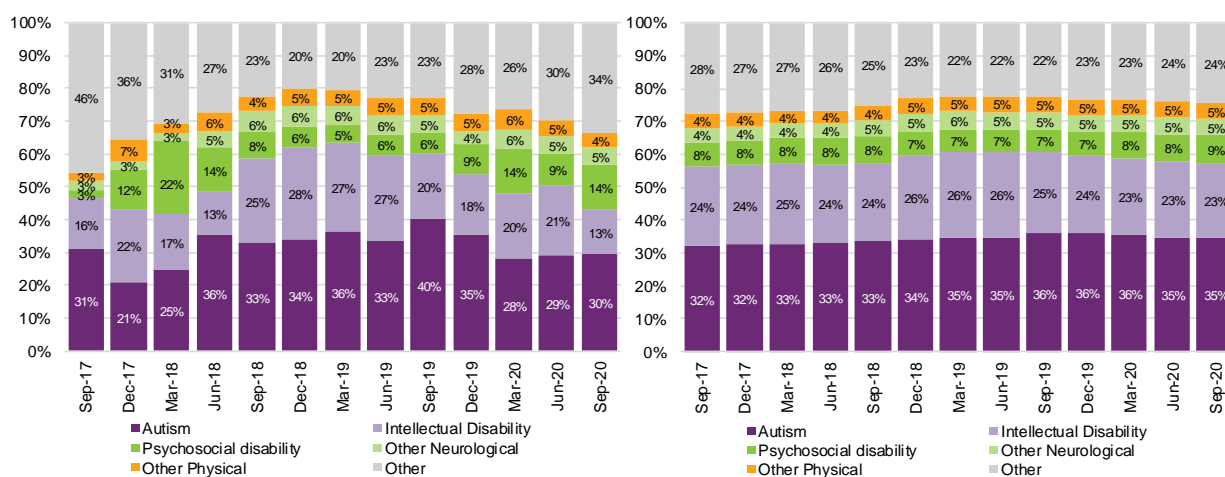
<sup>309</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>310</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in WA prior to the December 2018 quarter.

Table I.12 Participant profile per quarter by primary disability group – Western Australia <sup>311 312 313</sup>

Disability	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Autism	11,345	35%	742	30%	12,087	35%
Intellectual Disability	7,492	23%	334	13%	7,826	23%
Psychosocial disability	2,614	8%	341	14%	2,955	9%
Developmental Delay	620	2%	219	9%	839	2%
Hearing Impairment	1,335	4%	148	6%	1,483	4%
Other Neurological	1,605	5%	130	5%	1,735	5%
Other Physical	1,542	5%	109	4%	1,651	5%
Cerebral Palsy	1,454	5%	84	3%	1,538	4%
ABI	992	3%	74	3%	1,066	3%
Visual Impairment	592	2%	35	1%	627	2%
Global Developmental Delay	880	3%	118	5%	998	3%
Multiple Sclerosis	675	2%	33	1%	708	2%
Stroke	404	1%	35	1%	439	1%
Spinal Cord Injury	511	2%	17	1%	528	2%
Other Sensory/Speech	113	0%	<11		121	0%
Other	78	0%	72	3%	150	0%
<b>Total</b>	<b>32,252</b>	<b>100%</b>	<b>2,499</b>	<b>100%</b>	<b>34,751</b>	<b>100%</b>

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia <sup>314</sup>



<sup>311</sup> Table order based on national proportions (highest to lowest).

<sup>312</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>313</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (1,001).

<sup>314</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.



Table I.13 Participant profile per quarter by level of functions – Western Australia <sup>315</sup>

Level of Function	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	1,868	6%	278	11%	2,146	6%
2 (High Function)	95	0%	<11		104	0%
3 (High Function)	1,803	6%	137	5%	1,940	6%
4 (High Function)	1,381	4%	129	5%	1,510	4%
5 (High Function)	2,043	6%	142	6%	2,185	6%
6 (Moderate Function)	5,674	18%	569	23%	6,243	18%
7 (Moderate Function)	1,910	6%	108	4%	2,018	6%
8 (Moderate Function)	2,434	8%	207	8%	2,641	8%
9 (Moderate Function)	116	0%	<11		126	0%
10 (Moderate Function)	3,875	12%	278	11%	4,153	12%
11 (Low Function)	1,668	5%	62	2%	1,730	5%
12 (Low Function)	6,306	20%	400	16%	6,706	19%
13 (Low Function)	2,384	7%	133	5%	2,517	7%
14 (Low Function)	642	2%	37	1%	679	2%
15 (Low Function)	<11		<11		<11	
Missing	44		<11		44	
<b>Total</b>	<b>32,252</b>	<b>100%</b>	<b>2,499</b>	<b>100%</b>	<b>34,751</b>	<b>100%</b>

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia <sup>316</sup>

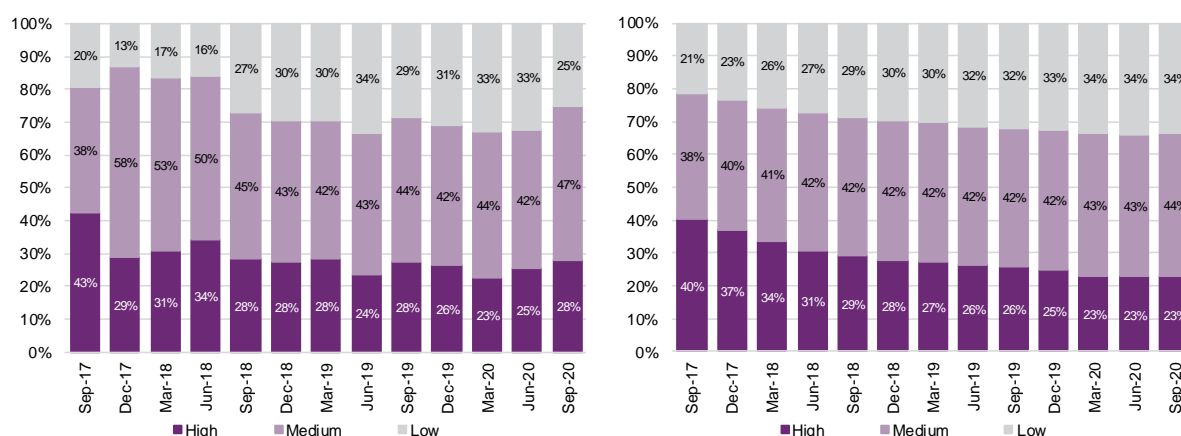


Table I.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
0 to 6	3,459	11%	585	23%	4,044	12%
7 to 14	8,385	26%	472	19%	8,857	25%
15 to 18	3,081	10%	158	6%	3,239	9%
19 to 24	3,123	10%	185	7%	3,308	10%
25 to 34	3,407	11%	241	10%	3,648	10%
35 to 44	2,679	8%	196	8%	2,875	8%
45 to 54	3,355	10%	278	11%	3,633	10%
55 to 64	3,843	12%	355	14%	4,198	12%
65+	920	3%	29	1%	949	3%
<b>Total</b>	<b>32,252</b>	<b>100%</b>	<b>2,499</b>	<b>100%</b>	<b>34,751</b>	<b>100%</b>

<sup>315</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>316</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia <sup>317</sup>

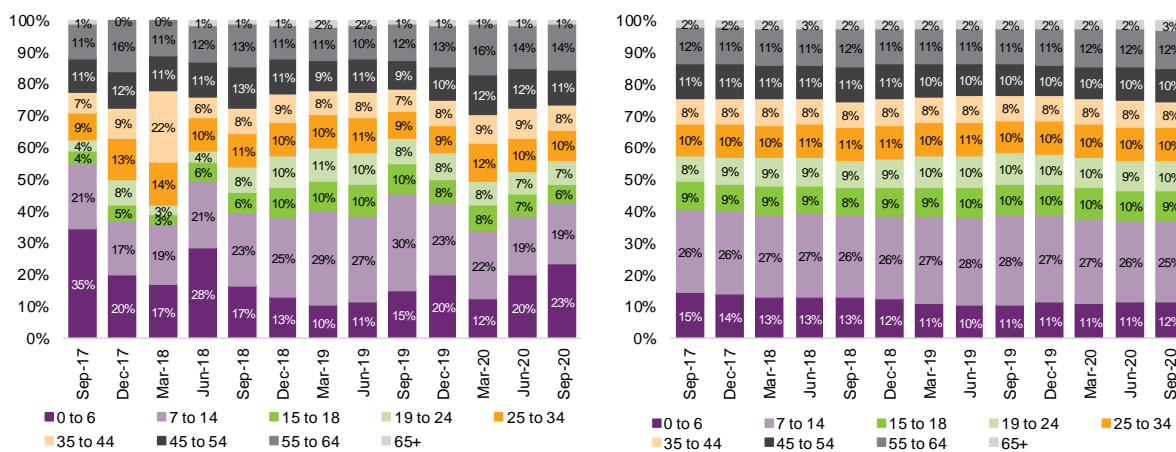


Table I.15 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Male	20,158	63%	1,508	60%	21,666	62%
Female	11,893	37%	958	38%	12,851	37%
Other	201	1%	33	1%	234	1%
<b>Total</b>	<b>32,252</b>	<b>100%</b>	<b>2,499</b>	<b>100%</b>	<b>34,751</b>	<b>100%</b>

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia <sup>318</sup>

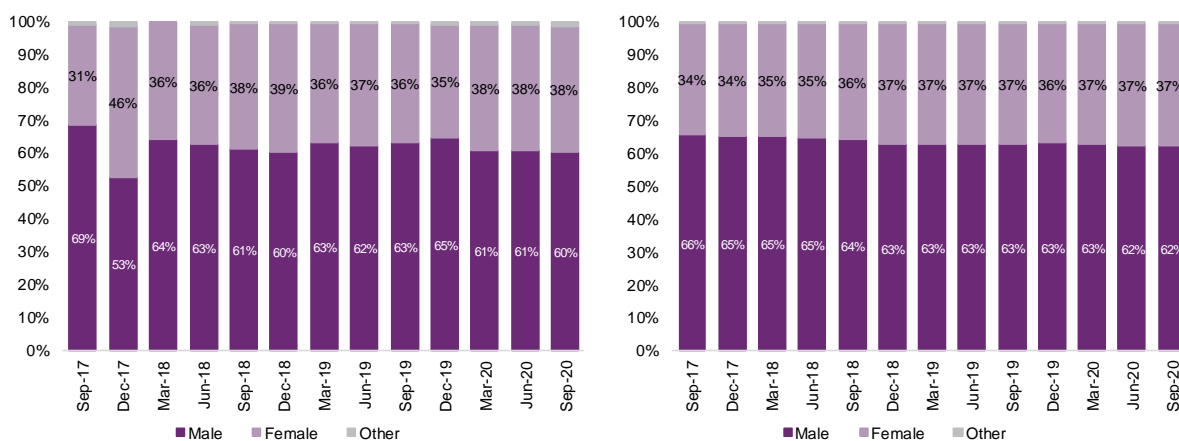


Table I.16 Prevalence rates by age group – Western Australia

	WA
0-6	1.75%
7-14	3.31%
15-18	2.67%
19-24	1.72%
25-34	0.98%
35-44	0.82%
45-54	1.11%
55-64	1.44%
<b>Total (aged 0-64)</b>	<b>1.56%</b>

<sup>317</sup> Ibid.

<sup>318</sup> Ibid.

## Part Two: Participant experience and outcomes

Table I.17 Number of baseline questionnaires completed by SFOF version – Western Australia <sup>319</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	288	162	592	1,327	375	2,744
Participant school to 14	297	252	4,177	5,004	693	10,423
Participant 15 to 24	150	77	2,191	2,434	345	5,197
Participant 25 and over	510	300	4,725	6,911	1,075	13,521
<b>Total Participant</b>	<b>1,245</b>	<b>791</b>	<b>11,685</b>	<b>15,676</b>	<b>2,488</b>	<b>31,885</b>
Family 0 to 14	565	402	4,122	5,835	1,021	11,945
Family 15 to 24	35	50	1,468	1,643	221	3,417
Family 25 and over	21	77	1,505	2,219	249	4,071
<b>Total Family</b>	<b>621</b>	<b>529</b>	<b>7,095</b>	<b>9,697</b>	<b>1,491</b>	<b>19,433</b>
<b>Total</b>	<b>1,866</b>	<b>1,320</b>	<b>18,780</b>	<b>25,373</b>	<b>3,979</b>	<b>51,318</b>

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	67%			
CC % who say their child is able to tell them what he/she wants	58%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL % who say their child is becoming more independent		40%		
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%	68%
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%

<sup>319</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. 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	46%			
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%	76%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			35%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	37%

**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		69%		
HM	% who are happy with their home			82%	77%
HM	% who feel safe or very safe in their home			81%	70%
HW	% who rate their health as good, very good or excellent			71%	45%
HW	% who did not have any difficulties accessing health services			79%	73%
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				73%
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%	25%
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	16%	19%	19%
% receiving Carer Allowance	42%	40%	32%
% working in a paid job	47%	54%	38%
Of those in a paid job, % in permanent employment	78%	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%	52%	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	29%	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	41%	49%	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		48%	
% who feel in control selecting services		52%	53%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			43%
% who rate their health as good, very good or excellent	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=322) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia<sup>320</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	89%
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?	76%
REL Has the NDIS improved how your child fits into family life?	64%
S/CP Has the NDIS improved how your child fits into community life?	49%

<sup>320</sup> Results in Tables I.22 to I.25 include participants who entered between 1 July 2016 and 30 September 2019 and have had a first plan review to date.

**Table I.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=3,383) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	69%
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?	55%
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=1,976) and ‘Participant 25 and over’ (n=4,039) - participants who entered between 1 July 2016 and 30 September 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?	68%	82%
REL	Has the NDIS helped you to meet more people?	54%	63%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	41%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	62%
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%	35%
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=3,097); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,037) - participants who entered between 1 July 2016 and 30 September 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?	63%	58%
Has the NDIS improved the level of support for your family?	67%	68%
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?	76%	
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 ‘Participant 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=292) - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia<sup>321</sup>**

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	67%	76%	+9%
LL Has the NDIS improved your child's access to education?	44%	48%	+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?	47%	54%	+6%

<sup>321</sup> Results in Tables I.26 to I.28 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

**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=94) and ‘Participant 25 and over’ (n=299) - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	66%	66%	+1%	77%	77%	-1%
DL	Has the NDIS helped you with daily living activities?	65%	67%	+1%	81%	84%	+3%
REL	Has the NDIS helped you to meet more people?	55%	52%	-2%	59%	58%	-1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	24%	-2%	26%	28%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	48%	-4%	53%	59%	+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?	32%	33%	1%	31%	30%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	23%	-2%	19%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	67%	65%	-2%	65%	65%	+1%

**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=325); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=54) - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia**

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	71%	+8%	53%	66%	+13%
Has the NDIS improved the level of support for your family?	72%	75%	+4%	72%	80%	+8%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	78%	80%	+2%	65%	74%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	81%	+5%			
Has the NDIS improved your health and wellbeing?	49%	50%	+1%	42%	52%	10%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second and third plan reviews, for ‘Participant 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=279) - participants who entered between 1 July 2016 and 30 September 2017 – Western Australia**<sup>322</sup>

	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?	68%	73%	74%	+6%
LL	Has the NDIS improved your child's access to education?	40%	46%	52%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	56%	60%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	52%	56%	58%	+6%

**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=103) - participants who entered between 1 July 2016 and 30 September 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?	64%	66%	74%	+9%
	Has the NDIS helped you with daily living activities?	67%	71%	77%	+10%
	Has the NDIS helped you to meet more people?	51%	50%	56%	+5%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	19%	19%	-4%
	Has your involvement with the NDIS improved your health and wellbeing?	49%	48%	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?	41%	42%	41%	+1%
	Has your involvement with the NDIS helped you find a job that's right for you?	21%	26%	20%	-2%
	Has the NDIS helped you be more involved?	63%	66%	68%	+6%

<sup>322</sup> Results in Tables I.29 to I.32 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

**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=290) - participants who entered between 1 July 2016 and 30 September 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%	79%	81%	+5%
Has the NDIS helped you with daily living activities?	81%	84%	88%	+7%
Has the NDIS helped you to meet more people?	57%	61%	65%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	33%	36%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	55%	57%	60%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	35%	34%	-4%
Has your involvement with the NDIS helped you find a job that's right for you?	25%	23%	20%	-6%
Has the NDIS helped you be more involved?	71%	75%	78%	+8%

**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=241) - participants who entered between 1 July 2016 and 30 September 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?	58%	60%	68%	+10%
Has the NDIS improved the level of support for your family?	73%	70%	79%	+6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	77%	84%	82%	+5%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	79%	83%	+3%
Has the NDIS improved your health and wellbeing?	50%	48%	51%	+2%

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’.

There is insufficient data to show results for “Has the NDIS helped?” questions at participant's first, second, third and fourth plan review.

**Table I.33 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=360), 'participant social and community engagement rate' (n=357) and 'parent and carer employment rate' (n=440) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia <sup>323</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	14%	14%	18%	24%
Aged 25+	24%	26%	27%	
Aged 15+ (Average)	22%	24%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	41%	39%	47%	50%
Aged 25+	37%	41%	44%	
Aged 15+ (Average)	38%	41%	45%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	44%	45%	48%	50%
Aged 15+	46%	50%	49%	
All ages (Average)	45%	46%	48%	

**Table I.34 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=367), 'participant social and community engagement rate' (n=367) and 'parent and carer employment rate' (n=281) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 September 2017 – Western Australia <sup>324</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	16%	13%	22%	23%	24%
Aged 25+	27%	27%	25%	25%	
Aged 15+ (Average)	26%	24%	25%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	29%	38%	43%	48%	50%
Aged 25+	38%	42%	42%	47%	
Aged 15+ (Average)	36%	42%	43%	47%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	49%	48%	49%	52%	50%
Aged 15+	Numbers are too small				
All ages (Average)	48%	47%	50%	51%	

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate' and 'Parent and carer employment rate' answered at participant's first, second, third and fourth plan review.

<sup>323</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

<sup>324</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 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 <sup>325</sup>

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	333	671	572	128	254	786	398	240	<b>1,066</b>
Autism	2,680	9,555	3,792	3,615	4,699	6,372	927	2,364	<b>12,087</b>
Cerebral Palsy	407	1,126	781	311	370	877	362	272	<b>1,538</b>
Developmental Delay	102	788	162	222	262	125	0	0	<b>839</b>
Down Syndrome	264	754	391	185	262	691	265	330	<b>1,001</b>
Global Developmental Delay	136	900	222	243	298	145	5	0	<b>998</b>
Hearing Impairment	358	1,049	281	411	241	525	161	307	<b>1,483</b>
Intellectual Disability	1,903	4,569	2,583	1,415	1,833	4,521	1,902	2,590	<b>6,825</b>
Multiple Sclerosis	185	499	457	45	117	423	193	136	<b>708</b>
Psychosocial disability	772	1,705	1,687	488	602	2,176	928	852	<b>2,955</b>
Spinal Cord Injury	190	359	313	63	85	321	160	133	<b>528</b>
Stroke	159	307	236	37	68	299	137	77	<b>439</b>
Visual Impairment	208	462	210	127	84	393	110	183	<b>627</b>
Other Neurological	536	1,216	952	172	329	1,123	440	272	<b>1,735</b>
Other Physical	510	1,146	854	162	186	873	341	347	<b>1,651</b>
Other Sensory/Speech	13	104	32	45	40	43	3	6	<b>121</b>
Other	35	108	87	12	28	81	34	22	<b>150</b>
<b>Total</b>	<b>8,791</b>	<b>25,318</b>	<b>13,612</b>	<b>7,681</b>	<b>9,758</b>	<b>19,774</b>	<b>6,366</b>	<b>8,131</b>	<b>34,751</b>

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

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	414	917	640	144	276	889	414	241	<b>3,935</b>
Autism	3,157	20,300	4,393	4,458	5,468	7,187	948	2,450	<b>48,361</b>
Cerebral Palsy	473	2,224	892	350	398	989	377	285	<b>5,988</b>
Developmental Delay	113	2,916	203	261	289	133	0	0	<b>3,915</b>
Down Syndrome	299	1,448	430	198	291	775	274	341	<b>4,056</b>
Global Developmental Delay	146	3,217	280	283	333	170	5	0	<b>4,434</b>
Hearing Impairment	419	1,850	311	495	259	583	162	321	<b>4,400</b>
Intellectual Disability	2,221	7,094	2,821	1,640	2,018	5,096	1,970	2,662	<b>25,522</b>
Multiple Sclerosis	218	675	520	47	126	470	200	139	<b>2,395</b>
Psychosocial disability	889	2,172	1,907	533	636	2,426	966	883	<b>10,412</b>
Spinal Cord Injury	228	485	360	68	90	361	171	136	<b>1,899</b>
Stroke	193	424	272	40	73	341	143	78	<b>1,564</b>
Visual Impairment	247	716	226	136	87	456	113	188	<b>2,169</b>
Other Neurological	632	1,782	1,082	192	355	1,227	462	275	<b>6,007</b>
Other Physical	600	1,671	986	176	196	959	356	361	<b>5,305</b>
Other Sensory/Speech	16	232	40	69	53	51	3	6	<b>470</b>
Other	41	161	106	12	29	87	34	23	<b>493</b>
<b>Total</b>	<b>10,306</b>	<b>48,284</b>	<b>15,469</b>	<b>9,102</b>	<b>10,977</b>	<b>22,200</b>	<b>6,598</b>	<b>8,389</b>	<b>131,325</b>

**Table I.37 Number of active plans by goal type and age group – Western Australia** <sup>327</sup>

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	489	3,799	850	890	1,263	549	9	0	<b>4,044</b>
7 to 14	1,687	7,260	2,950	2,972	3,601	4,590	125	177	<b>8,857</b>
15 to 18	935	2,417	1,028	1,150	1,042	1,996	272	1,222	<b>3,239</b>
19 to 24	1,086	2,209	1,116	817	739	2,090	793	1,916	<b>3,308</b>
25 to 34	1,152	2,358	1,505	603	816	2,491	1,239	1,747	<b>3,648</b>
35 to 44	878	1,790	1,485	408	637	1,943	969	1,111	<b>2,875</b>
45 to 54	1,052	2,227	1,933	421	739	2,513	1,233	1,074	<b>3,633</b>
55 to 64	1,214	2,670	2,244	370	771	2,936	1,429	772	<b>4,198</b>
65+	298	588	501	50	150	666	297	112	<b>949</b>
<b>Total</b>	<b>8,791</b>	<b>25,318</b>	<b>13,612</b>	<b>7,681</b>	<b>9,758</b>	<b>19,774</b>	<b>6,366</b>	<b>8,131</b>	<b>34,751</b>

<sup>326</sup> Participants have set over two million goals in total across Australia since July 2016. The 131,325 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

<sup>327</sup> 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 <sup>328</sup>

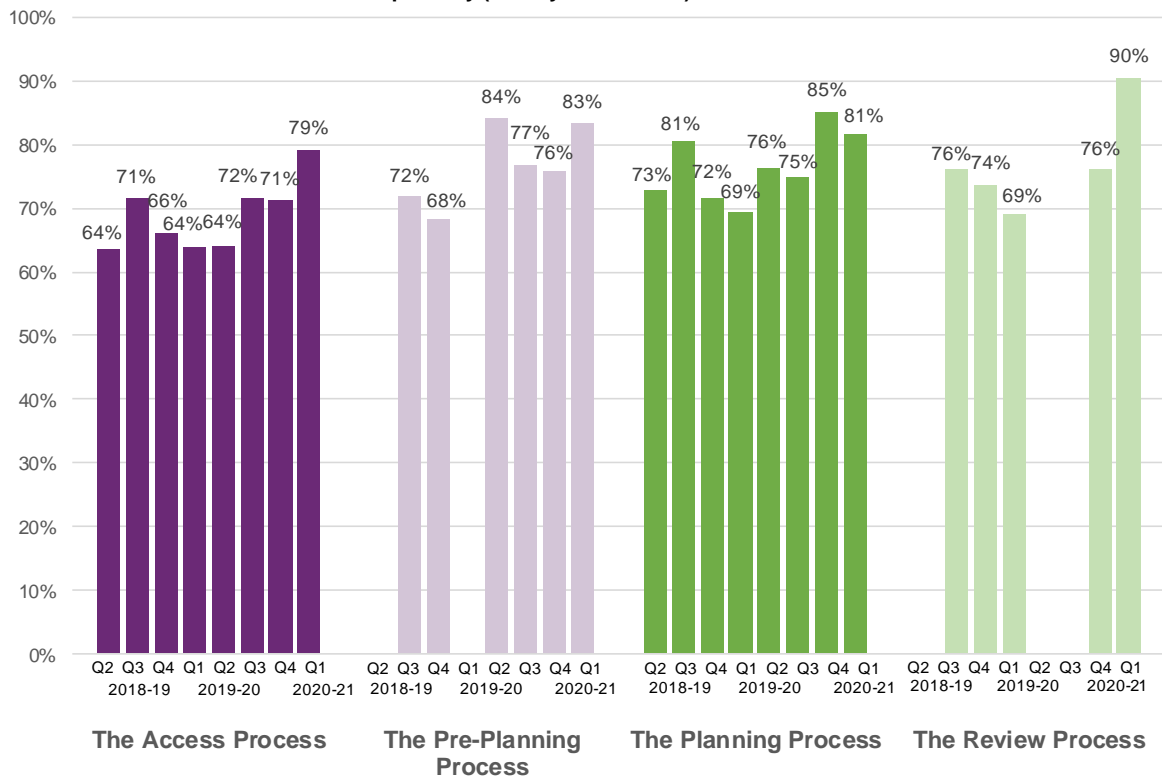
Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	542	14,601	1,048	1,040	1,436	636	9	0	19,312
7 to 14	2,004	14,231	3,505	3,693	4,254	5,196	128	179	33,190
15 to 18	1,106	3,767	1,175	1,422	1,177	2,239	277	1,251	12,414
19 to 24	1,287	3,020	1,228	958	790	2,322	816	1,997	12,418
25 to 34	1,356	3,135	1,647	657	871	2,754	1,285	1,818	13,523
35 to 44	1,041	2,301	1,653	435	684	2,187	998	1,141	10,440
45 to 54	1,208	2,912	2,140	444	782	2,826	1,285	1,098	12,695
55 to 64	1,404	3,521	2,500	400	822	3,281	1,491	792	14,211
65+	358	796	573	53	161	759	309	113	3,122
<b>Total</b>	<b>10,306</b>	<b>48,284</b>	<b>15,469</b>	<b>9,102</b>	<b>10,977</b>	<b>22,200</b>	<b>6,598</b>	<b>8,389</b>	<b>131,325</b>

Table I.39 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q1 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" 2020-21 Q1
<b>Access</b>	<b>n = 919</b>	<b>n = 173</b>
Are you happy with how coming into the NDIS has gone?	76%	88%
Was the person from the NDIS respectful?	93%	98%
Do you understand what will happen next with your plan?	70%	69%
% of participants rating their overall experience as Very Good or Good.	67%	79%
<b>Pre-planning</b>	<b>n = 637</b>	<b>n = 174</b>
Did the person from the NDIS understand how your disability affects your life?	83%	88%
Did you understand why you needed to give the information you did?	95%	97%
Were decisions about your plan clearly explained?	77%	89%
Are you clear on what happens next with your plan?	70%	84%
Do you know where to go for more help with your plan?	78%	90%
% of participants rating their overall experience as Very Good or Good.	75%	83%
<b>Planning</b>	<b>n = 868</b>	<b>n = 216</b>
Did the person from the NDIS understand how your disability affects your life?	83%	83%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	80%	85%
Are you clear on what happens next with your plan?	75%	83%
Do you know where to go for more help with your plan?	81%	91%
% of participants rating their overall experience as Very Good or Good.	77%	81%
<b>Plan review</b>	<b>n = 262</b>	<b>n = 21</b>
Did the person from the NDIS understand how your disability affects your life?	85%	95%
Did you feel prepared for your plan review?	79%	81%
Is your NDIS plan helping you to make progress towards your goals?	89%	95%
% of participants rating their overall experience as Very Good or Good.	77%	90%

<sup>328</sup> Participants have set over two million goals in total across Australia since July 2016. The 131,325 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

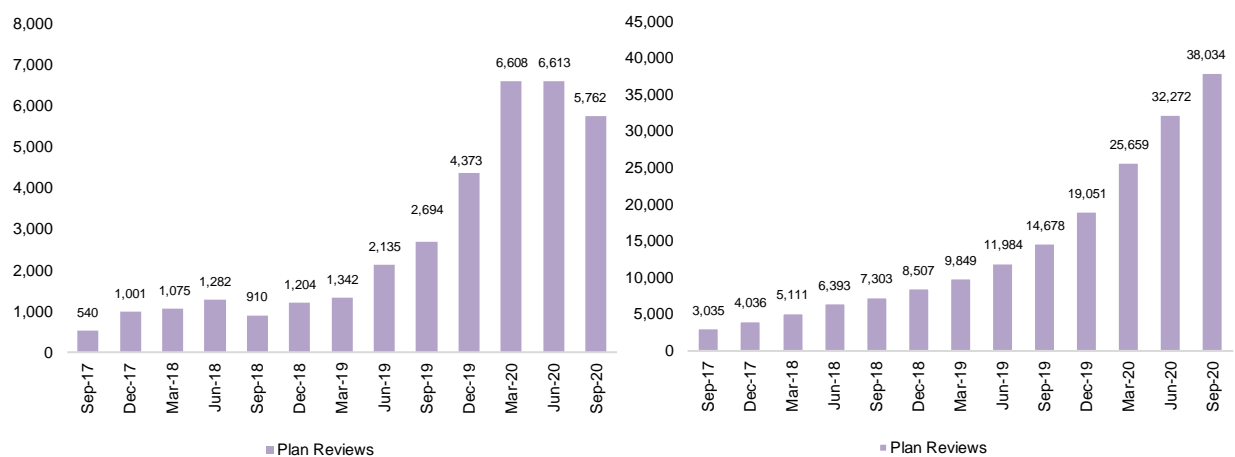
**Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia** <sup>329 330</sup>



**Table I.40 Plan reviews conducted per quarter – excluding plans less than 30 days – Western Australia** <sup>331</sup>

	Prior Quarters (Transition only)	2020-21 Q1	Transition Total
<b>Total plan reviews</b>	<b>32,272</b>	<b>5,762</b>	<b>38,034</b>
<i>Early intervention plans</i>	4,065	655	4,720
<i>Permanent disability plans</i>	28,207	5,107	33,314

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



<sup>329</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>330</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>331</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q1. The charts show trends in complaints experience since the September 2017 quarter. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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 2020-21 Q1 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 Q3, 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.

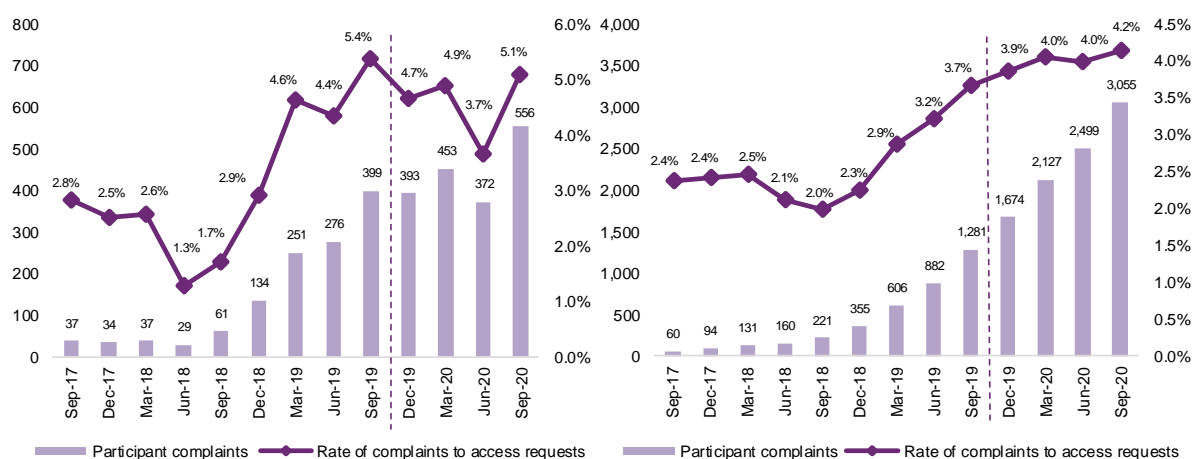
Table I.43 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Customer Requests' tile only. Therefore, these results mainly include complaints submitted from 2019-20 Q3 and the majority of complaints made subsequently up until the end of 2020-21 Q1. 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 <sup>332 333 334</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	7	1	8	7
Complaint about LAC Partner	48	9	57	55
Complaints about service providers	154	27	181	147
Complaints about the Agency	2,161	274	2,435	1,631
Critical/ Reportable Incident	126	244	370	311
Unclassified	71	1	72	70
<b>Total</b>	<b>2,567</b>	<b>556</b>	<b>3,123</b>	<b>2,079</b>
Total complaints made since 1 April 2017	2,499	556	3,055	
Complaints since 1 April 2017 as % of all access requests	4.0%	5.1%	4.2%	

Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia



<sup>332</sup> Note that 72% of all complainants made only one complaint, 17% made two complaints and 11% made three or more complaints.

<sup>333</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>334</sup> Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

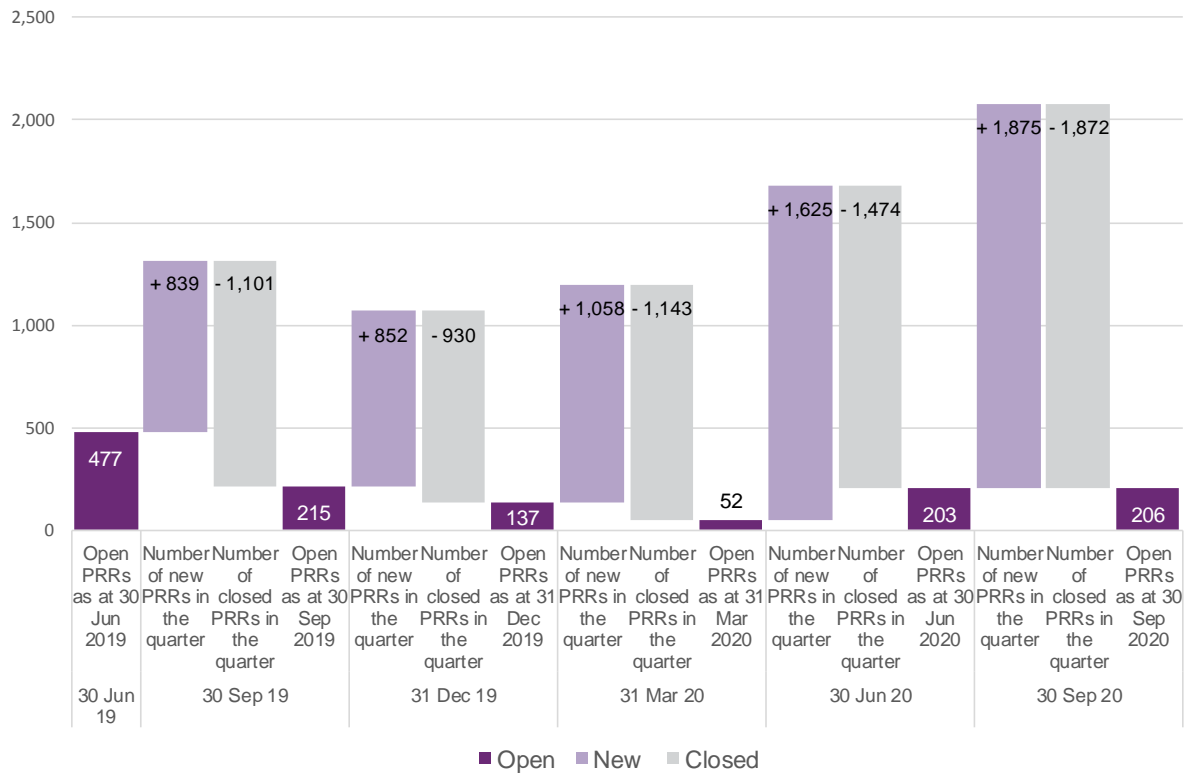
**Table I.42 Complaints by type ('My Feedback' tile) – Western Australia**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<i>Complaints about service providers</i>		
Supports being provided	19	(18%)
Service Delivery	20	(19%)
Staff conduct	13	(12%)
Provider process	9	(8%)
Provider costs.	14	(13%)
Other	32	(30%)
<b>Total</b>	<b>107</b>	
<i>Complaints about the Agency</i>		
Timeliness	493	(35%)
Individual needs	135	(10%)
Reasonable and necessary supports	162	(11%)
Information unclear	69	(5%)
The way the NDIA carried out its decision making	101	(7%)
Other	451	(32%)
<b>Total</b>	<b>1,411</b>	
<i>Unclassified</i>	<b>71</b>	
<b>Participants total</b>	<b>1,589</b>	

**Table I.43 Complaints by type ('My Customer Requests' tile) – Western Australia**

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		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	1	(14%)	1	(100%)	2	(25%)
ECEI Timeliness	6	(86%)	0	(0%)	6	(75%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>7</b>		<b>1</b>		<b>8</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(2%)	0	(0%)	1	(2%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	8	(17%)	2	(22%)	10	(18%)
LAC Process	3	(6%)	1	(11%)	4	(7%)
LAC Resources	1	(2%)	0	(0%)	1	(2%)
LAC Staff	29	(60%)	6	(67%)	35	(61%)
LAC Timeliness	6	(13%)	0	(0%)	6	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>48</b>		<b>9</b>		<b>57</b>	
<i>Complaints about service providers</i>						
Provider Finance	7	(14%)	3	(13%)	10	(14%)
Provider Fraud and Compliance	3	(6%)	8	(33%)	11	(15%)
Provider Service	28	(56%)	4	(17%)	32	(43%)
Provider Staff	12	(24%)	9	(38%)	21	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>50</b>		<b>24</b>		<b>74</b>	
<i>Complaints about the Agency</i>						
NDIA Access	47	(6%)	19	(7%)	66	(6%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	78	(10%)	27	(10%)	105	(10%)
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
NDIA Plan	174	(23%)	69	(27%)	243	(24%)
NDIA Process	108	(14%)	62	(24%)	170	(17%)
NDIA Resources	8	(1%)	0	(0%)	8	(1%)
NDIA Staff	57	(7%)	21	(8%)	78	(8%)
NDIA Timeliness	291	(38%)	62	(24%)	353	(34%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>764</b>		<b>260</b>		<b>1,024</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	31	(25%)	47	(19%)	78	(21%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	26	(21%)	63	(26%)	89	(24%)
Participant threat	29	(23%)	56	(23%)	85	(23%)
Provider reporting	40	(32%)	78	(32%)	118	(32%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>126</b>		<b>244</b>		<b>370</b>	
<i>Unclassified</i>	<b>0</b>		<b>1</b>		<b>1</b>	
<b>Participants total</b>	<b>995</b>		<b>539</b>		<b>1,534</b>	

**Figure I.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Western Australia** <sup>335</sup>



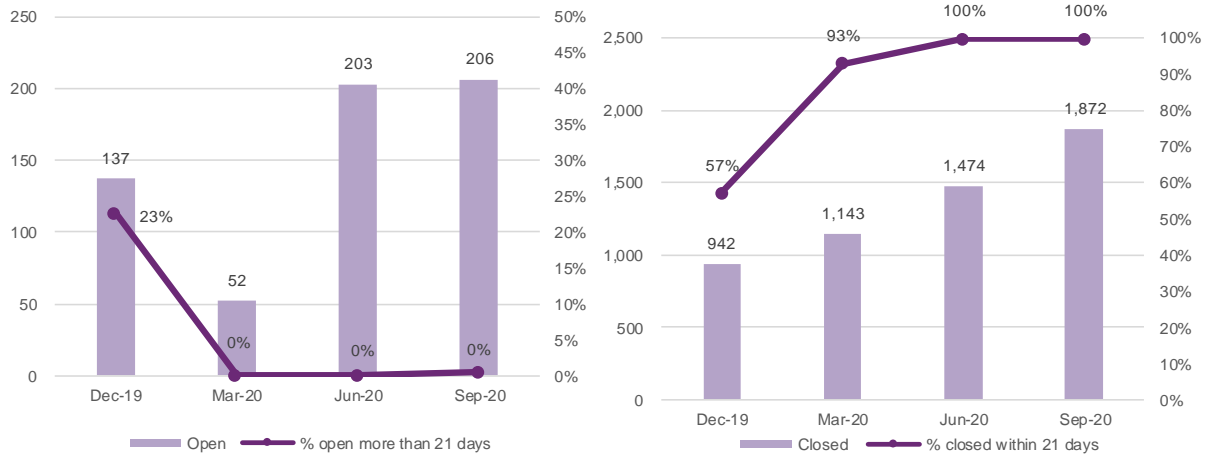
**Table I.44 Summary of Open Participant Requested Reviews (PRRs) (s48) – Western Australia** <sup>336</sup>

	As at 30 September 2020
Open PRRs	206
Number of PRRs open less than 21 days	205
Number of PRRs open more than 21 days	1
New PRRs in the quarter	1,875
Number of PRRs closed in the quarter	1,872
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

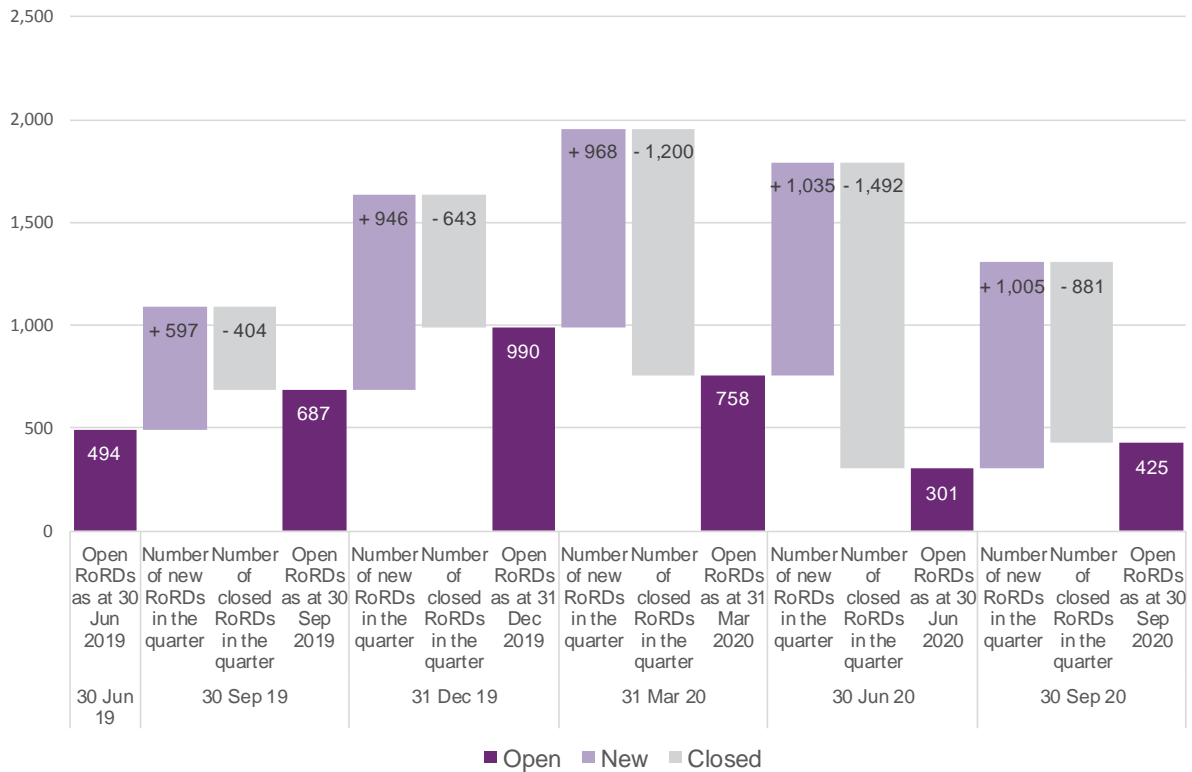
<sup>335</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>336</sup> 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 I.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Western Australia <sup>337</sup>**



**Figure I.14 RoRDs received and closed by quarter and open at the end of each quarter – Western Australia**

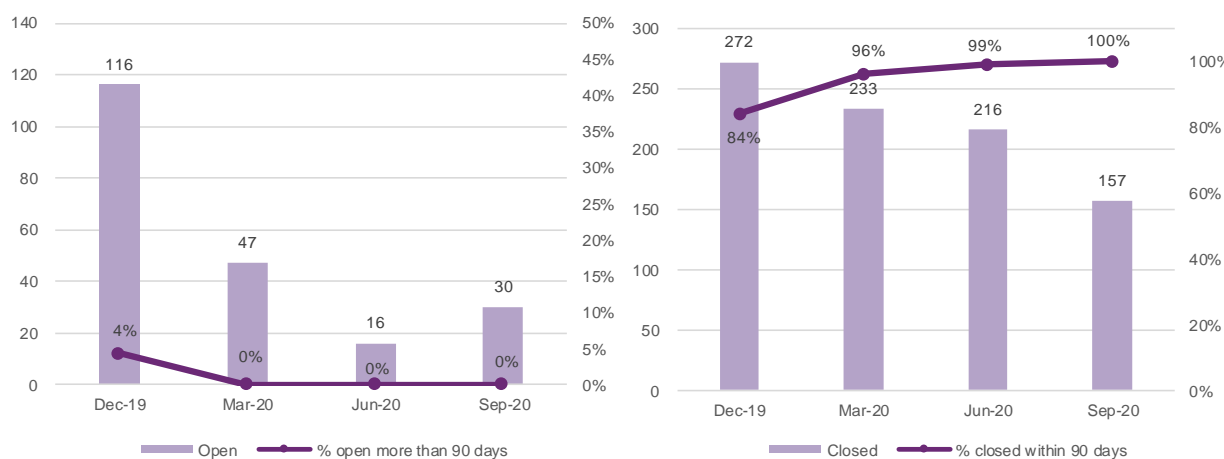


<sup>337</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 30 September 2020.

**Table I.45 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Western Australia** <sup>338 339</sup>

	Access	Planning
Open RoRDs	30	395
Number of RoRDs open less than 90 days	30	394
Number of RoRDs open more than 90 days	0	1
New RoRDs in the quarter	171	834
Number of RoRDs closed in the quarter	157	724
Proportion closed within 90 days	100%	99%
Average days RoRDs took to close in the quarter	12	34

**Figure I.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Western Australia** <sup>340</sup>



**Figure I.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Western Australia** <sup>341</sup>



<sup>338</sup> 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.

<sup>339</sup> 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.

<sup>340</sup> Numbers of open and closed RoRDs have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data.

<sup>341</sup> Ibid.

Table I.46 AAT Cases by category – Western Australia <sup>342</sup>

Category	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Access	59	36%	<11		65	36%
Plan	82	50%	<11		92	50%
Plan Review	15	9%	<11		18	10%
Other	<11		<11		<11	
<b>Total</b>	<b>164</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>183</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.26%</b>		<b>0.19%</b>		<b>0.25%</b>	

Figure I.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia <sup>343</sup>

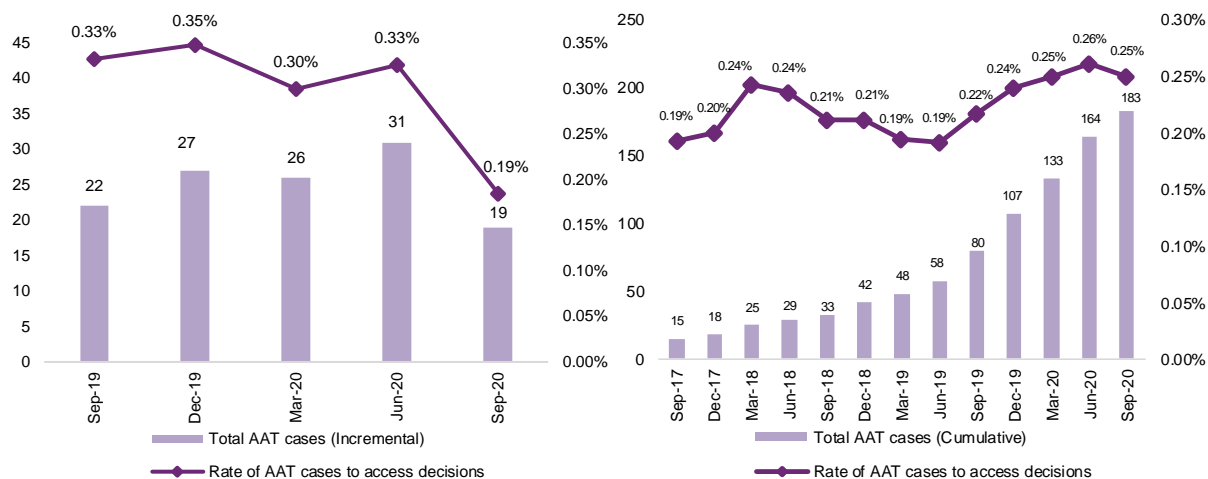


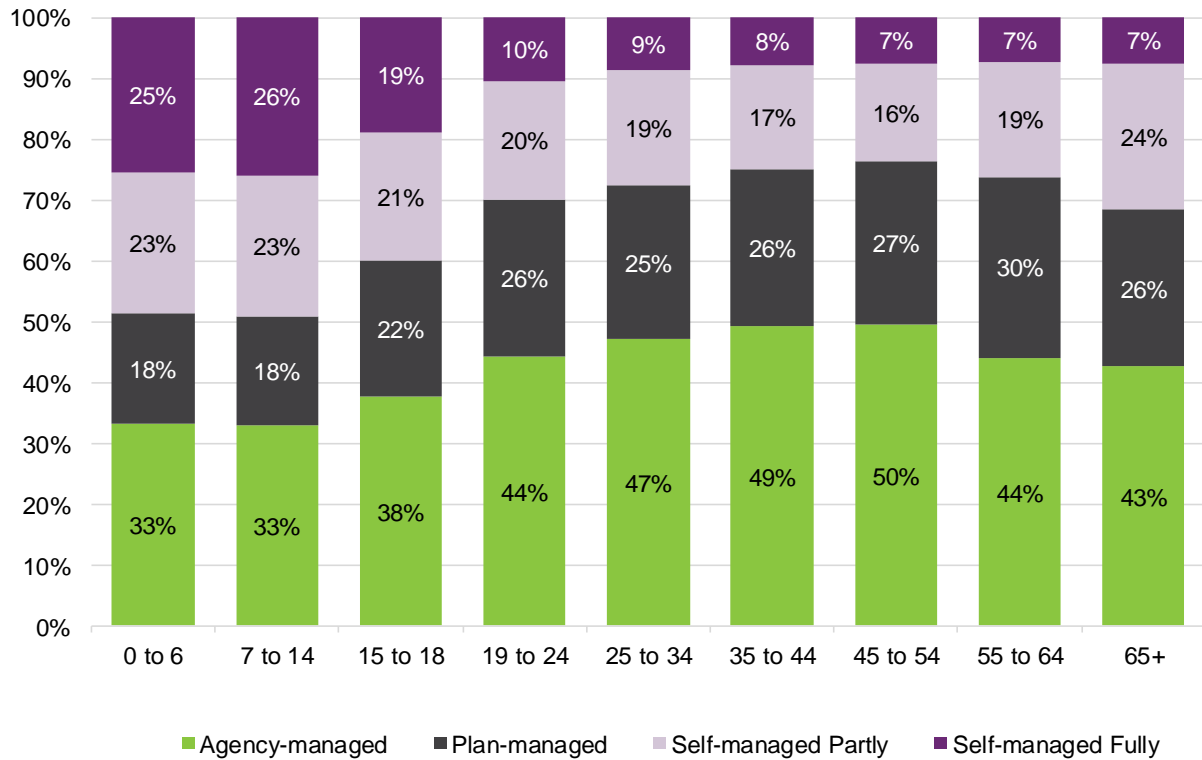
Table I.47 AAT cases by open/closed and decision – Western Australia

	N
<b>AAT Cases</b>	<b>183</b>
<b>Open AAT Cases</b>	<b>44</b>
<b>Closed AAT Cases</b>	<b>139</b>
Resolved before hearing	139
Gone to hearing and received a substantive decision	<11

<sup>342</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>343</sup> There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

**Figure I.18 Distribution of active participants by method of financial plan management and age group as at 30 September 2020 – Western Australia** <sup>344 345</sup>

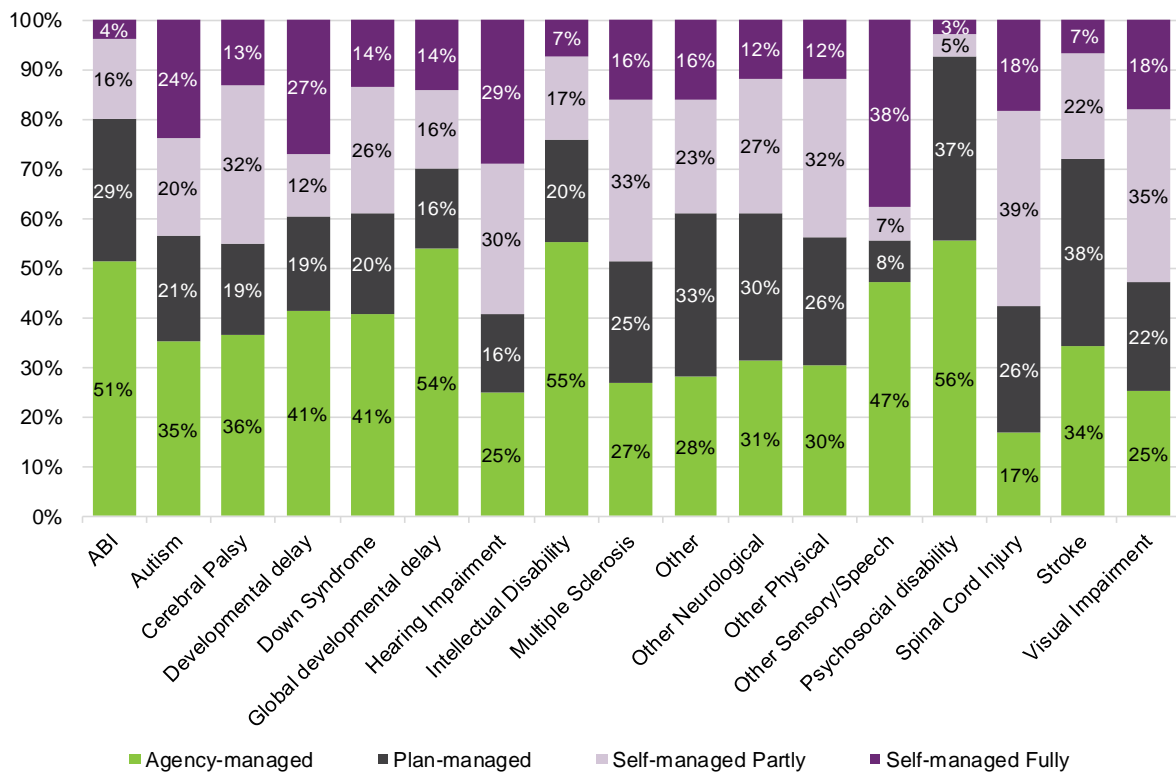


<sup>344</sup> For the total number of active participants in each age group, see Table I.14.

<sup>345</sup> 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 September 2020 – Western Australia** <sup>346 347</sup>



**Table I.48 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia** <sup>348</sup>

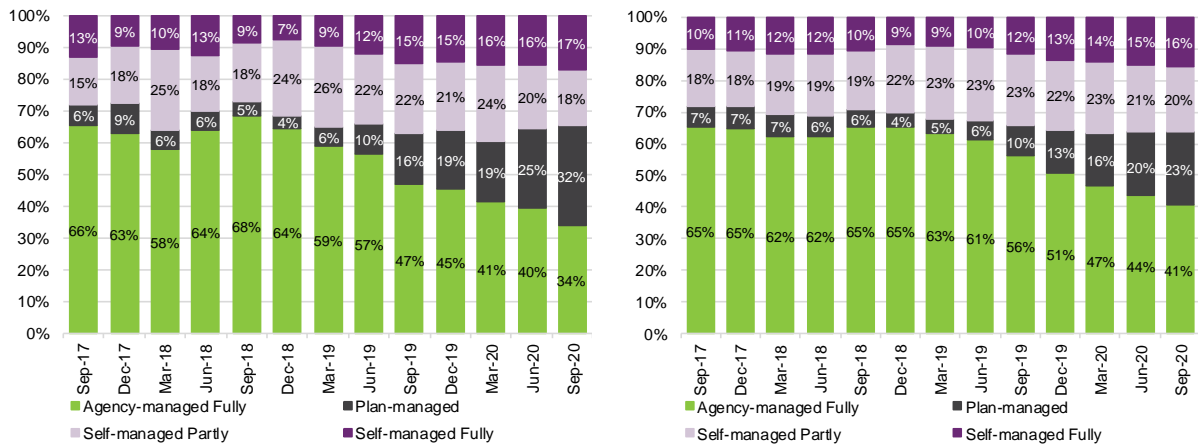
	Prior Quarters	2020-21 Q1	Total
Self-managed fully	15%	17%	<b>16%</b>
Self-managed partly	21%	18%	<b>20%</b>
Plan-managed	21%	32%	<b>23%</b>
Agency-managed	43%	34%	<b>41%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>346</sup> For the total number of active participants in each primary disability group, see Table I.12.

<sup>347</sup> 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.

<sup>348</sup> Ibid.

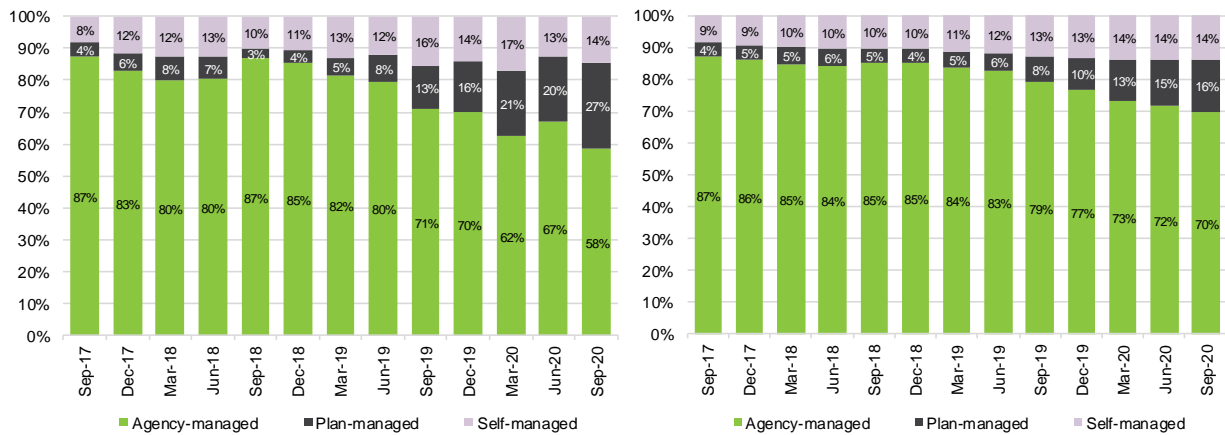
**Figure I.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia** <sup>349</sup>



**Table I.49 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia**

	Prior Quarters	2020-21 Q1	Total
Self-managed	14%	14%	14%
Plan-managed	15%	27%	16%
Agency-managed	72%	58%	70%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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	2020-21 Q1	Total
Support coordination	44%	51%	45%

<sup>349</sup> 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. Quarterly results are reported based on a rolling 3 year period.

Table I.51 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia <sup>350</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q3	
	N	%	N	%
Less than 30 days	15,766	73%	2,102	67%
30 to 59 days	2,064	10%	353	11%
60 to 89 days	995	5%	171	5%
<b>Activated within 90 days</b>	<b>18,825</b>	<b>87%</b>	<b>2,626</b>	<b>84%</b>
90 to 119 days	598	3%	96	3%
120 days and over	1,405	6%	128	4%
<b>Activated after 90 days</b>	<b>2,003</b>	<b>9%</b>	<b>224</b>	<b>7%</b>
No payments	801	4%	274	9%
<b>Total plans approved</b>	<b>21,629</b>	<b>100%</b>	<b>3,124</b>	<b>100%</b>

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
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	1,145	1,228	93%
Not Aboriginal and Torres Strait Islander	16,224	16,951	96%
Not Stated	1,719	1,784	96%
<b>Total</b>	<b>19,088</b>	<b>19,963</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	1,338	1,377	97%
Not CALD	12,527	13,117	96%
Not Stated	5,223	5,469	96%
<b>Total</b>	<b>19,088</b>	<b>19,963</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	14,872	15,464	96%
Regional	3,347	3,561	94%
Remote	866	935	93%
Missing	<11	<11	
<b>Total</b>	<b>19,088</b>	<b>19,963</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	7,061	7,459	95%
Intellectual Disability (including Down Syndrome)	4,786	5,028	95%
Psychosocial Disability	1,297	1,332	97%
Developmental Delay (including Global Developmental Delay)	639	669	96%
Other	5,305	5,475	97%
<b>Total</b>	<b>19,088</b>	<b>19,963</b>	<b>96%</b>

<sup>350</sup> Plans approved after the end of 2019-20 Q3 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** <sup>351 352</sup>

Plan utilisation	Total
0 to 50%	41%
50% to 75%	27%
> 75%	33%
<b>Total</b>	<b>100%</b>

**Table I.54 Proportion of active participants with approved plans accessing mainstream supports – Western Australia** <sup>353</sup>

	Prior Quarters	2020-21 Q1	Total
Daily Activities	9%	12%	10%
Health & Wellbeing	56%	60%	57%
Lifelong Learning	23%	24%	23%
Other	18%	23%	19%
Non-categorised	23%	21%	23%
Any mainstream service	94%	95%	94%

## Part Four: Providers and the growing market

**Table I.55 Key markets indicators by quarter – Western Australia** <sup>354 355</sup>

Market indicators	Prior Quarters	2020-21 Q1
a) Average number of active providers per active participant	1.20	1.35
b) Number of providers delivering new types of supports	214	276
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement</i> (%)	86%	86%
<i>Therapeutic Supports</i> (%)	93%	94%
<i>Participation in community, social and civic activities</i> (%)	83%	86%
<i>Early Intervention supports for early childhood</i> (%)	89%	90%
<i>Daily Personal Activities</i> (%)	87%	89%

**Table I.56 Cumulative number of providers that have been ever active as at 30 September 2020 by quarter of activity – Western Australia** <sup>356</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q1	120
Active in 2020-21 Q1 and also in previous quarters	716
<b>Active in 2020-21 Q1</b>	<b>836</b>
Inactive in 2020-21 Q1	675
<b>Active ever</b>	<b>1,511</b>

<sup>351</sup> This table only considers participants with initial plans approved up to 31 March 2020, and includes committed supports and payments for supports provided up to 30 June 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>352</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>353</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>354</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>355</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>356</sup> 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** <sup>357</sup>

Registration Group	Prior Quarters	2020-21 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	27	6	33	22%
Assistance Animals	10	4	14	40%
Assistance with daily life tasks in a group or shared living arrangement	145	14	159	10%
Assistance with travel/transport arrangements	149	16	165	11%
Daily Personal Activities	268	35	303	13%
Group and Centre Based Activities	152	17	169	11%
High Intensity Daily Personal Activities	194	22	216	11%
Household tasks	233	34	267	15%
Interpreting and translation	26	9	35	35%
Participation in community, social and civic activities	307	27	334	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	51	5	56	10%
Assistive products for household tasks	39	11	50	28%
Assistance products for personal care and safety	352	35	387	10%
Communication and information equipment	89	25	114	28%
Customised Prosthetics	106	10	116	9%
Hearing Equipment	27	11	38	41%
Hearing Services	4	4	8	100%
Personal Mobility Equipment	185	25	210	14%
Specialised Hearing Services	8	1	9	13%
Vision Equipment	26	4	30	15%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	259	47	306	18%
Behaviour Support	118	21	139	18%
Community nursing care for high needs	56	11	67	20%
Development of daily living and life skills	173	19	192	11%
Early Intervention supports for early childhood	245	18	263	7%
Exercise Physiology and Physical Wellbeing activities	47	18	65	38%
Innovative Community Participation	37	7	44	19%
Specialised Driving Training	26	4	30	15%
Therapeutic Supports	570	50	620	9%
<b>Capital services</b>				
Home modification design and construction	49	5	54	10%
Specialist Disability Accommodation	2	1	3	50%
Vehicle Modifications	24	3	27	13%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	144	21	165	15%
Support Coordination	92	19	111	21%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	60	7	67	12%
Specialised Supported Employment	29	11	40	38%
<b>Total approved active providers</b>	<b>1,391</b>	<b>120</b>	<b>1,511</b>	<b>9%</b>

<sup>357</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of 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 September 2020 – Western Australia**

Registration Group	Active					
	Individual/sole trader	Company/organisation	Total Active	Individual/sole trader	Company/organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	4	29	33	12%	88%	100%
Assistance Animals	1	13	14	7%	93%	100%
Assistance with daily life tasks in a group or shared living arrangement	11	148	159	7%	93%	100%
Assistance with travel/transport arrangements	15	150	165	9%	91%	100%
Daily Personal Activities	24	279	303	8%	92%	100%
Group and Centre Based Activities	8	161	169	5%	95%	100%
High Intensity Daily Personal Activities	12	204	216	6%	94%	100%
Household tasks	45	222	267	17%	83%	100%
Interpreting and translation	3	32	35	9%	91%	100%
Participation in community, social and civic activities	23	311	334	7%	93%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	5	51	56	9%	91%	100%
Assistive products for household tasks	5	45	50	10%	90%	100%
Assistance products for personal care and safety	43	344	387	11%	89%	100%
Communication and information equipment	14	100	114	12%	88%	100%
Customised Prosthetics	17	99	116	15%	85%	100%
Hearing Equipment	5	33	38	13%	87%	100%
Hearing Services	0	8	8	0%	100%	100%
Personal Mobility Equipment	22	188	210	10%	90%	100%
Specialised Hearing Services	0	9	9	0%	100%	100%
Vision Equipment	2	28	30	7%	93%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	37	269	306	12%	88%	100%
Behaviour Support	25	114	139	18%	82%	100%
Community nursing care for high needs	6	61	67	9%	91%	100%
Development of daily living and life skills	15	177	192	8%	92%	100%
Early Intervention supports for early childhood	78	185	263	30%	70%	100%
Exercise Physiology and Physical Wellbeing activities	6	59	65	9%	91%	100%
Innovative Community Participation	6	38	44	14%	86%	100%
Specialised Driving Training	7	23	30	23%	77%	100%
Therapeutic Supports	192	428	620	31%	69%	100%
<b>Capital services</b>						
Home modification design and construction	4	50	54	7%	93%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	1	26	27	4%	96%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	30	135	165	18%	82%	100%
Support Coordination	10	101	111	9%	91%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	1	66	67	1%	99%	100%
Specialised Supported Employment	1	39	40	3%	98%	100%
<b>Total</b>	<b>328</b>	<b>1,183</b>	<b>1,511</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

**Table I.59 Number and proportion of providers active in 2020-21 Q1 by registration group and first quarter of activity – Western Australia**

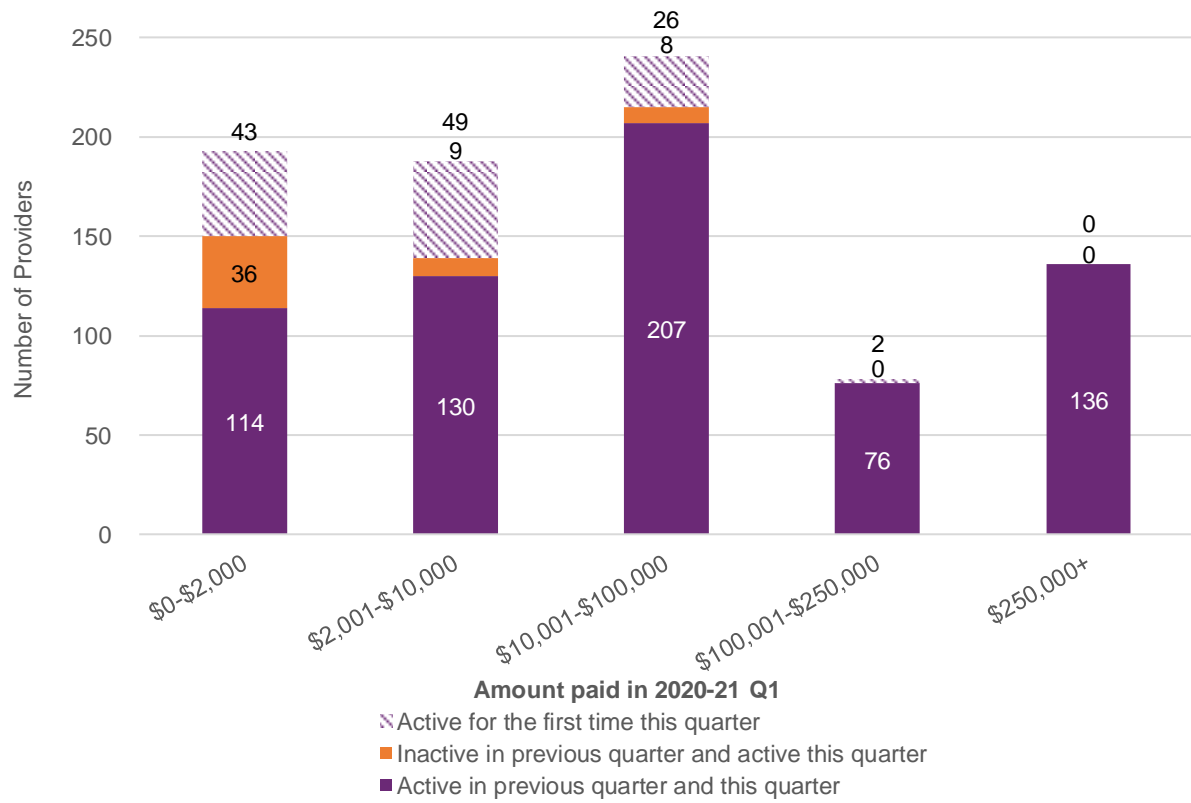
Registration Group	Active in previous quarters and in 2020-21 Q1	Active for the first time in 2020-21 Q1	Total	% active for the first time in 2020-21 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	5	6	11	55%
Assistance Animals	7	4	11	36%
Assistance with daily life tasks in a group or shared living arrangement	103	14	117	12%
Assistance with travel/transport arrangements	92	16	108	15%
Daily Personal Activities	161	35	196	18%
Group and Centre Based Activities	85	17	102	17%
High Intensity Daily Personal Activities	113	22	135	16%
Household tasks	133	34	167	20%
Interpreting and translation	16	9	25	36%
Participation in community, social and civic activities	176	27	203	13%
<b>Assistive Technology</b>				
Assistive equipment for recreation	17	5	22	23%
Assistive products for household tasks	11	11	22	50%
Assistance products for personal care and safety	207	35	242	14%
Communication and information equipment	53	25	78	32%
Customised Prosthetics	48	10	58	17%
Hearing Equipment	17	11	28	39%
Hearing Services	1	4	5	80%
Personal Mobility Equipment	101	25	126	20%
Specialised Hearing Services	3	1	4	25%
Vision Equipment	17	4	21	19%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	145	47	192	24%
Behaviour Support	69	21	90	23%
Community nursing care for high needs	39	11	50	22%
Development of daily living and life skills	98	19	117	16%
Early Intervention supports for early childhood	98	18	116	16%
Exercise Physiology and Physical Wellbeing activities	32	18	50	36%
Innovative Community Participation	14	7	21	33%
Specialised Driving Training	12	4	16	25%
Therapeutic Supports	280	50	330	15%
<b>Capital services</b>				
Home modification design and construction	31	5	36	14%
Specialist Disability Accommodation	1	1	2	50%
Vehicle Modifications	12	3	15	20%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	88	21	109	19%
Support Coordination	67	19	86	22%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	42	7	49	14%
Specialised Supported Employment	21	11	32	34%
<b>Total</b>	<b>716</b>	<b>120</b>	<b>836</b>	<b>14%</b>

**Table I.60 Number and proportion of providers active in 2020-21 Q1 in each registration group by legal entity type – Western Australia**

Registration Group	Active					
	Individual/sole trader	Company/organisation	Total Active	Individual/sole trader	Company/organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	10	11	9%	91%	100%
Assistance Animals	1	10	11	9%	91%	100%
Assistance with daily life tasks in a group or shared living arrangement	8	109	117	7%	93%	100%
Assistance with travel/transport arrangements	10	98	108	9%	91%	100%
Daily Personal Activities	17	179	196	9%	91%	100%
Group and Centre Based Activities	7	95	102	7%	93%	100%
High Intensity Daily Personal Activities	5	130	135	4%	96%	100%
Household tasks	32	135	167	19%	81%	100%
Interpreting and translation	2	23	25	8%	92%	100%
Participation in community, social and civic activities	16	187	203	8%	92%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	21	22	5%	95%	100%
Assistive products for household tasks	3	19	22	14%	86%	100%
Assistance products for personal care and safety	25	217	242	10%	90%	100%
Communication and information equipment	8	70	78	10%	90%	100%
Customised Prosthetics	4	54	58	7%	93%	100%
Hearing Equipment	4	24	28	14%	86%	100%
Hearing Services	0	5	5	0%	100%	100%
Personal Mobility Equipment	13	113	126	10%	90%	100%
Specialised Hearing Services	0	4	4	0%	100%	100%
Vision Equipment	0	21	21	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	26	166	192	14%	86%	100%
Behaviour Support	12	78	90	13%	87%	100%
Community nursing care for high needs	6	44	50	12%	88%	100%
Development of daily living and life skills	8	109	117	7%	93%	100%
Early Intervention supports for early childhood	31	85	116	27%	73%	100%
Exercise Physiology and Physical Wellbeing activities	5	45	50	10%	90%	100%
Innovative Community Participation	0	21	21	0%	100%	100%
Specialised Driving Training	4	12	16	25%	75%	100%
Therapeutic Supports	102	228	330	31%	69%	100%
<b>Capital services</b>						
Home modification design and construction	3	33	36	8%	92%	100%
Specialist Disability Accommodation	0	2	2	0%	100%	100%
Vehicle Modifications	0	15	15	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	22	87	109	20%	80%	100%
Support Coordination	7	79	86	8%	92%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	1	48	49	2%	98%	100%
Specialised Supported Employment	1	31	32	3%	97%	100%
<b>Total</b>	<b>178</b>	<b>658</b>	<b>836</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>



**Figure I.22 Distribution of active providers in 2020-21 Q1 by their status in 2019-20 Q4 and payment band in 2020-21 Q1 – Western Australia** <sup>358</sup>



## Part Five: Financial sustainability

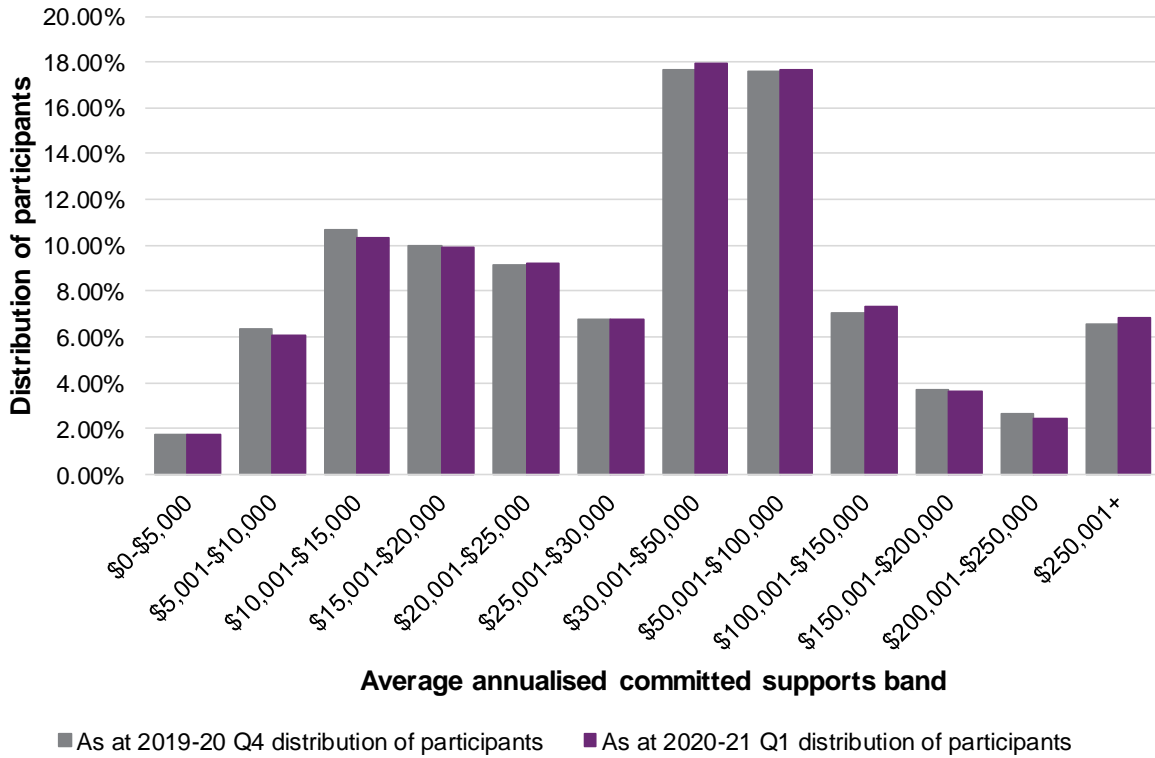
**Table I.61 Committed supports by financial year (\$m) – Western Australia** <sup>359</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.3	19.2	69.9	168.4	222.1	539.3	1,545.7	632.8

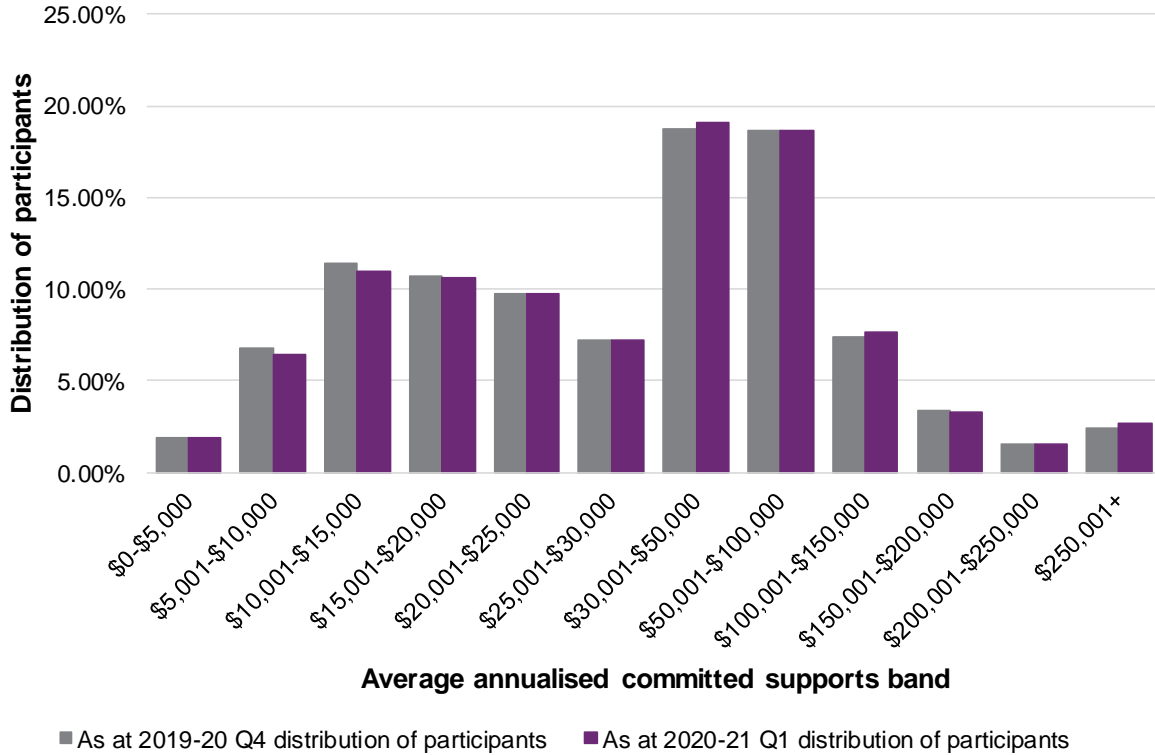
<sup>358</sup> Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

<sup>359</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for WA.

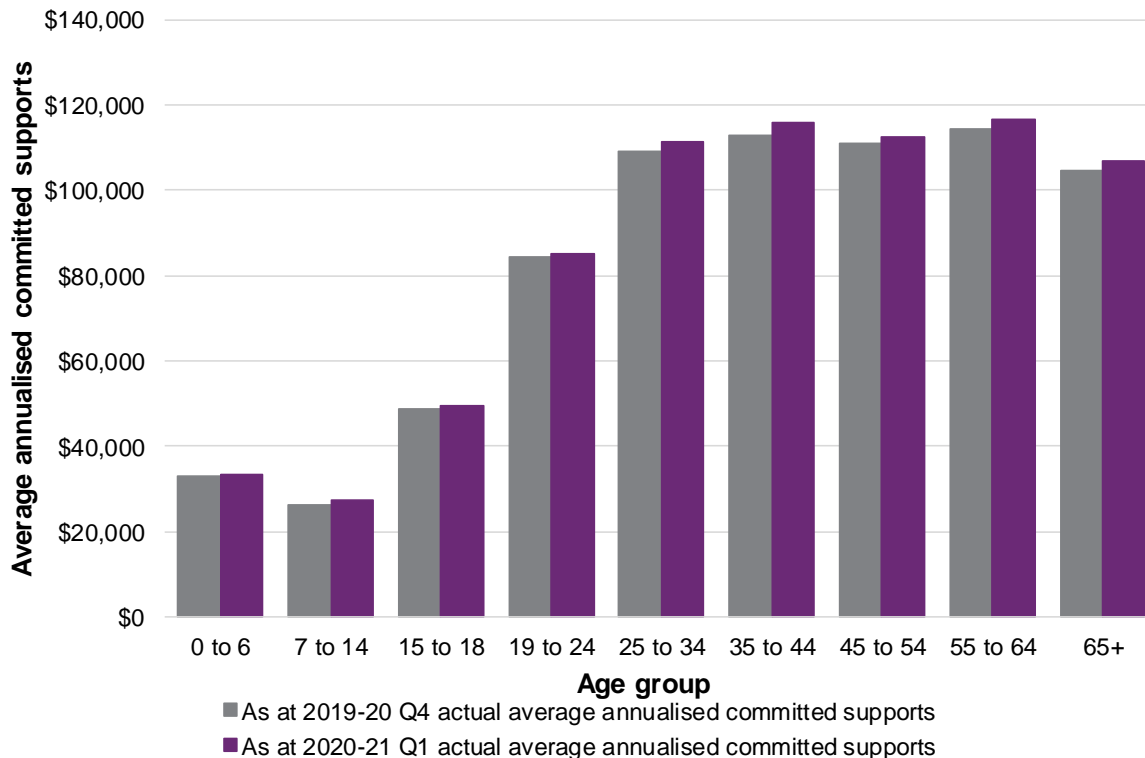
**Figure I.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Western 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Western Australia**

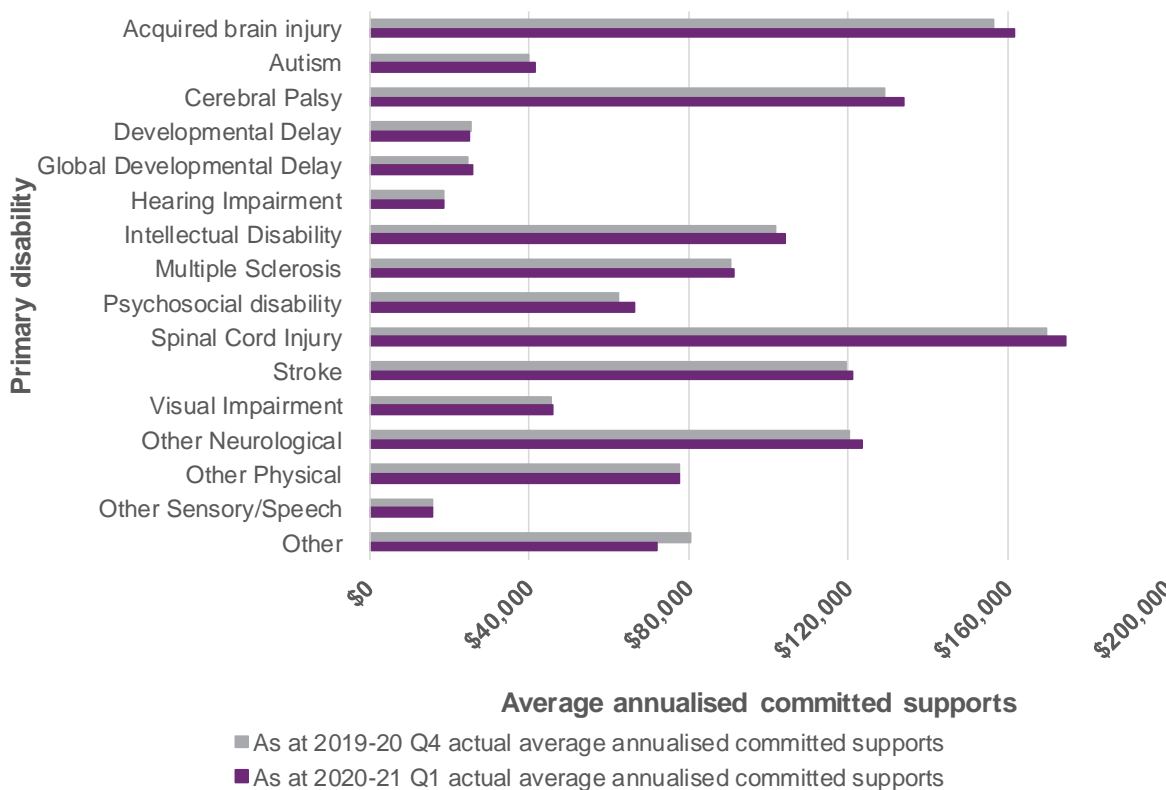


Figure I.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Western Australia <sup>360</sup>

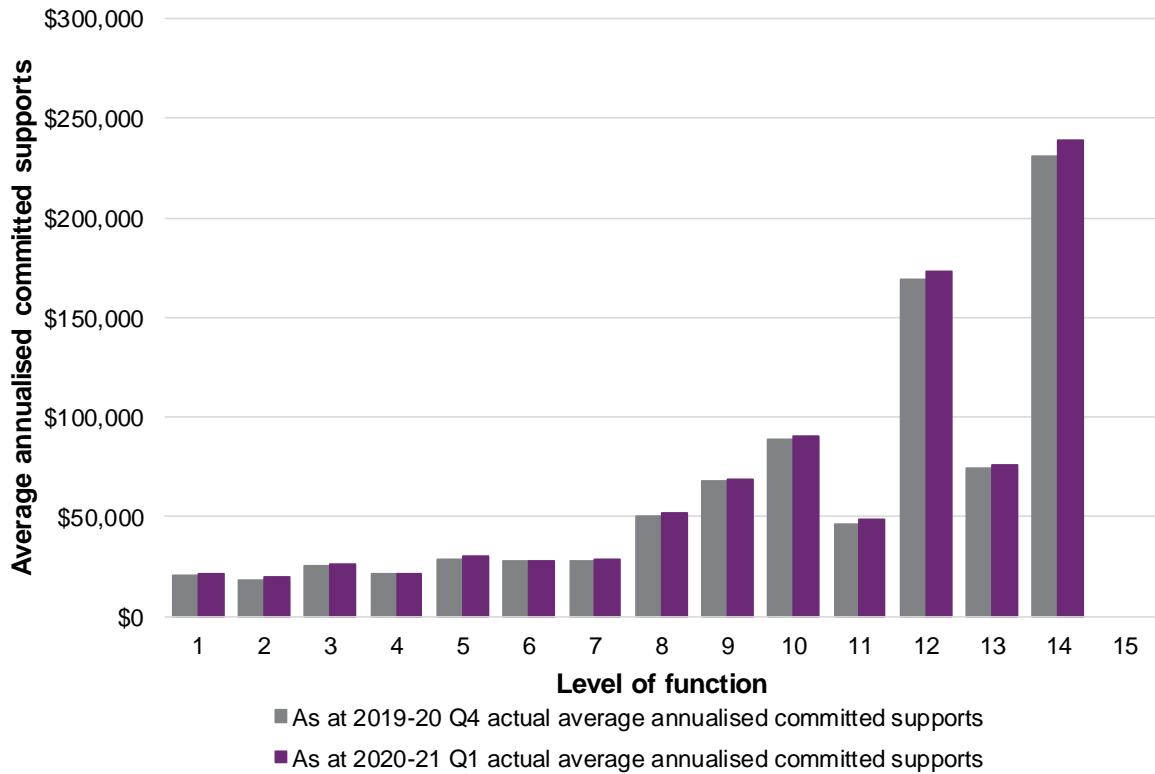
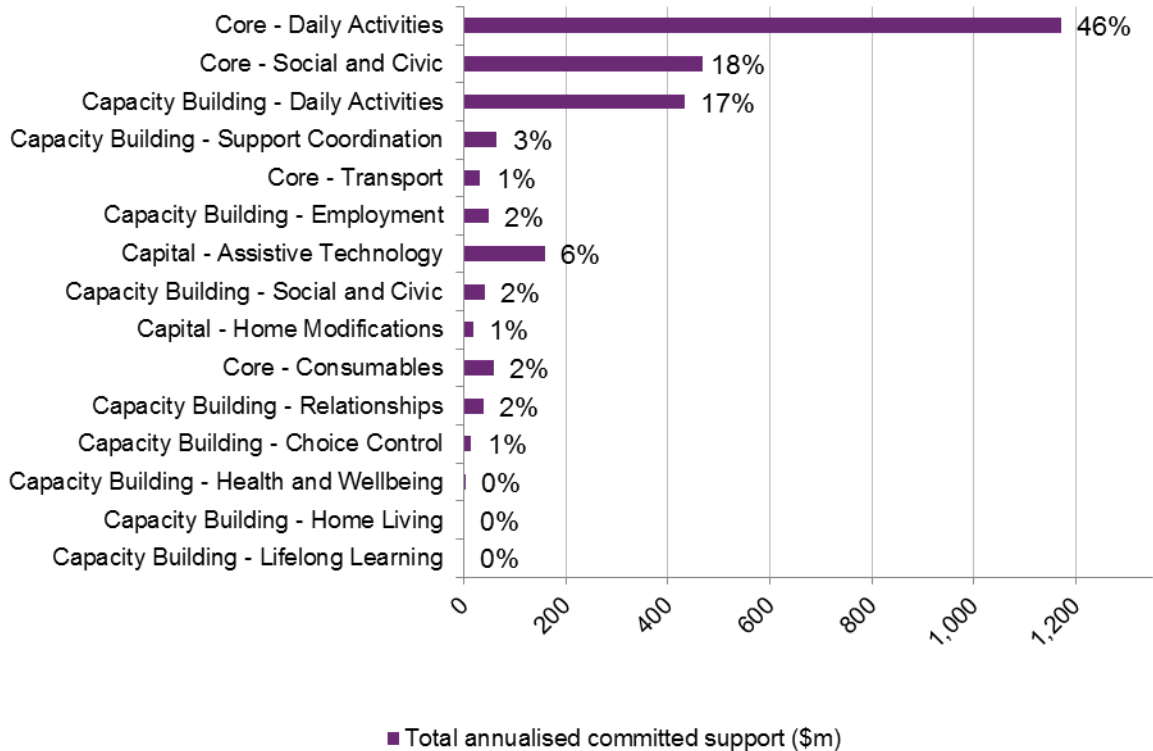


Figure I.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Western Australia

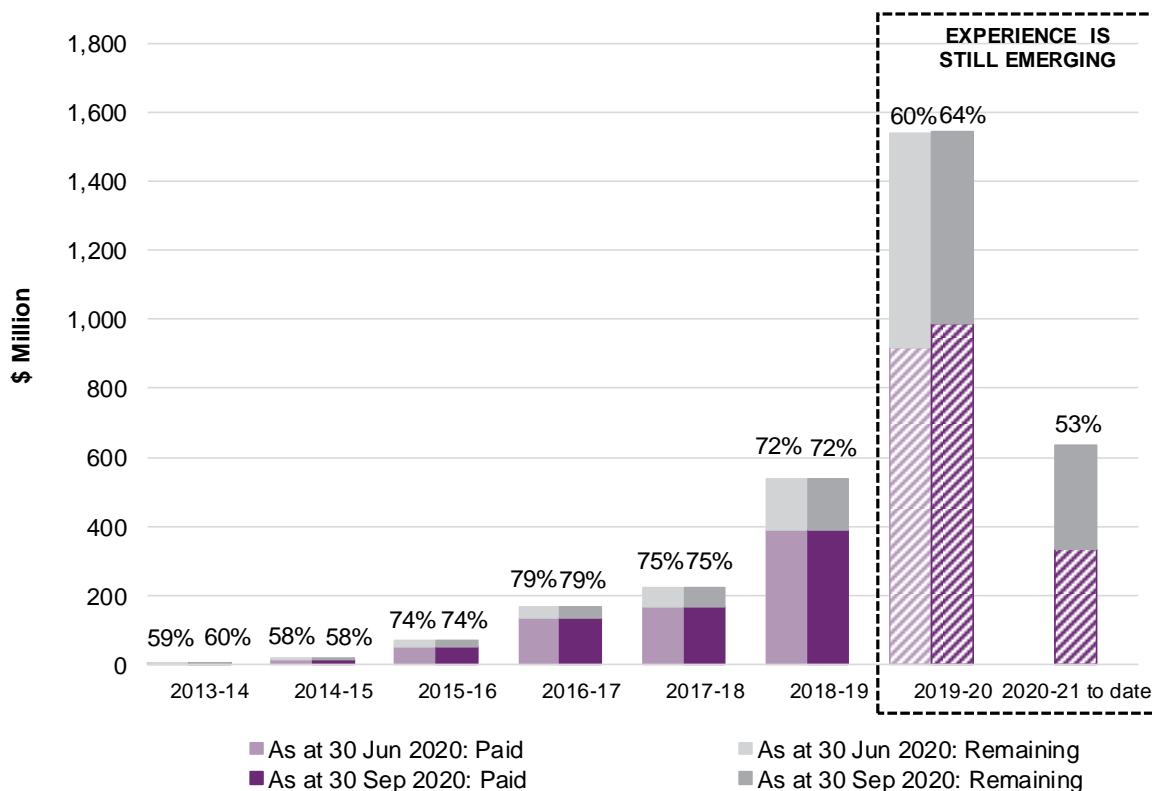


<sup>360</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table I.62 Payments by financial year, compared to committed supports (\$m) – Western Australia <sup>361</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.3	19.2	69.9	168.4	222.1	539.3	1,545.7	632.8
Total Paid	0.2	11.2	51.5	133.0	165.5	388.5	989.1	334.3
% utilised to date	60%	58%	74%	79%	75%	72%	64%	53%

Figure I.29 Utilisation of committed supports as at 30 June 2020 and 30 September 2020 – Western Australia



<sup>361</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for WA.

Figure I.30 Utilisation of committed supports by plan number from 1 January 2020 to 30 June 2020 – Western Australia <sup>362</sup>

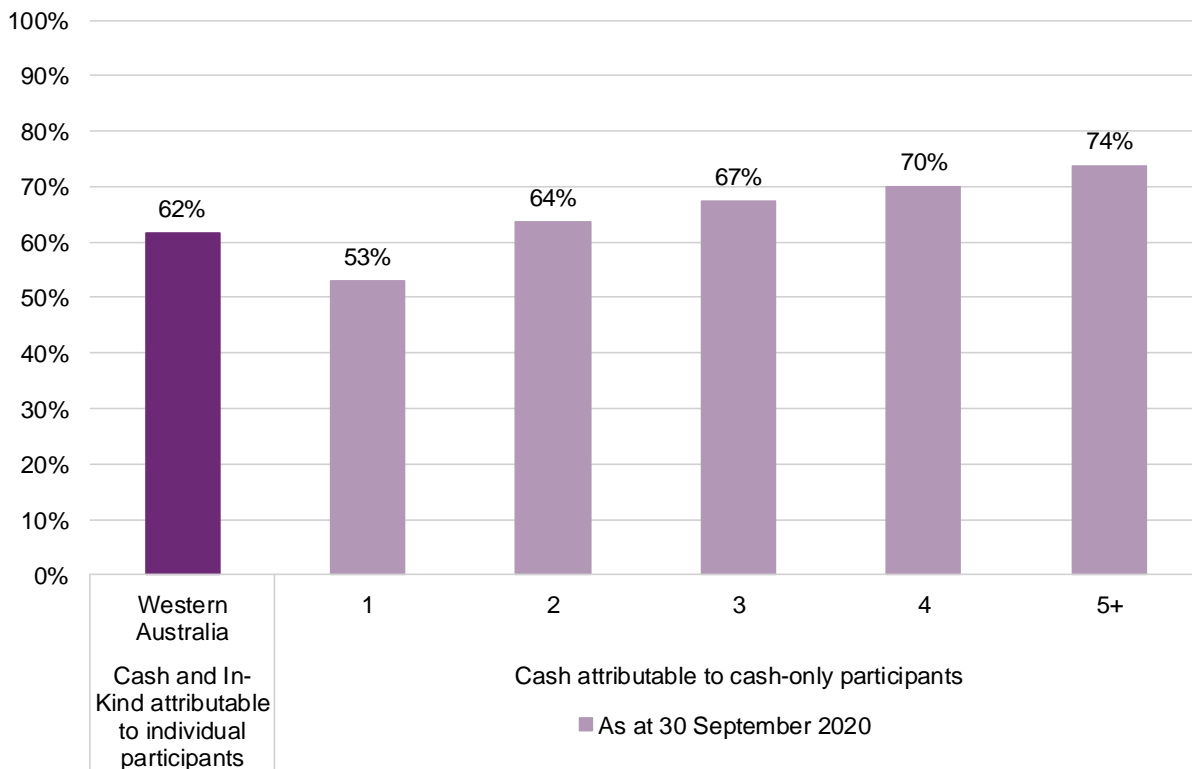


Figure I.31 Utilisation of committed supports by SIL status from 1 January 2020 to 30 June 2020 – Western Australia <sup>363</sup>



<sup>362</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>363</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2020 to 30 June 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 January 2020 to 30 June 2020 – Western Australia <sup>364</sup>

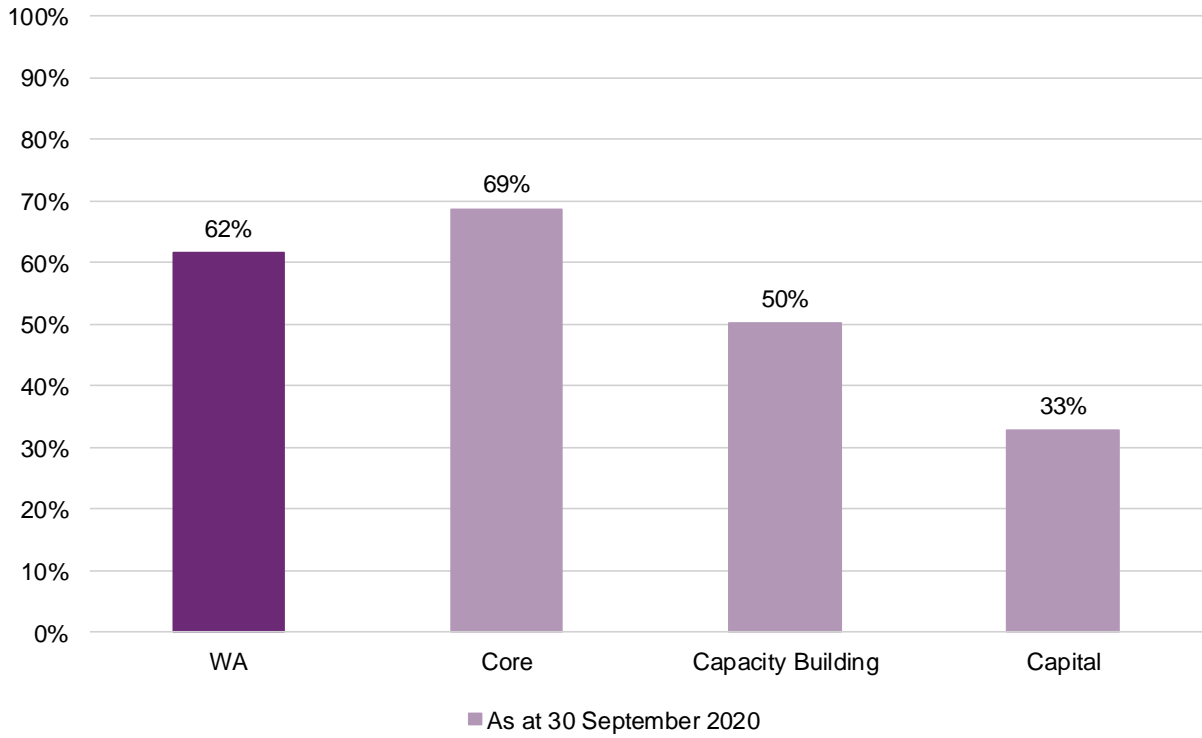
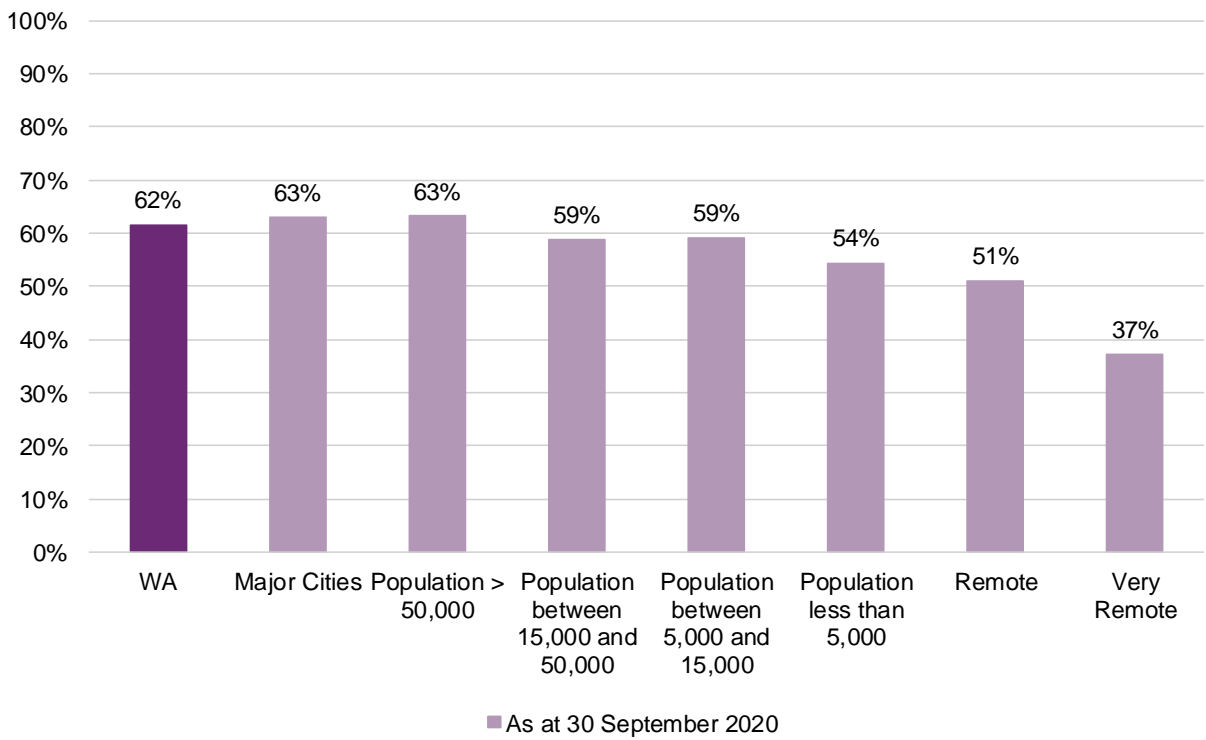


Figure I.33 Utilisation of committed supports by remoteness from 1 January 2020 to 30 June 2020 – Western Australia <sup>365</sup>



<sup>364</sup> Ibid.

<sup>365</sup> Ibid.

# Appendix J: South Australia

## Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia <sup>366</sup>

	Prior Quarters	2020-21 Q1	Total excluding ECEI	ECEI	Total including ECEI
<b>South Australia</b>	<b>35,084</b>	<b>1,628</b>	<b>36,712</b>	<b>337</b>	<b>37,049</b>

Table J.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – South Australia <sup>367</sup>

	Prior Quarters	2020-21 Q1	Total
<b>Access decisions</b>	<b>44,751</b>	<b>2,137</b>	<b>46,888</b>
<b>Active Eligible</b>	<b>35,994</b>	<b>1,666</b>	<b>37,660</b>
<i>New</i>	20,403	1,577	21,980
<i>State</i>	12,912	26	12,938
<i>Commonwealth</i>	2,679	63	2,742
<b>Active Participant Plans (excl ECEI)</b>	<b>35,084</b>	<b>1,628</b>	<b>36,712</b>
<i>New</i>	19,688	1,523	21,211
<i>State</i>	12,778	33	12,811
<i>Commonwealth</i>	2,618	72	2,690
<b>Active Participant Plans</b>	<b>35,422</b>	<b>1,965</b>	<b>37,049</b>
<i>Early Intervention (s25)</i>	11,040	717	11,757
<i>Permanent Disability (s24)</i>	24,044	911	24,955
<i>ECEI</i>	338	337	337

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 September 2020 – South Australia

Exits	Total
<b>Total participant exits</b>	<b>1,779</b>
<i>Early Intervention participants</i>	998
<i>Permanent disability participants</i>	781

<sup>366</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>367</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.



**Table J.4 Cumulative numbers of active participants by services previously received – South Australia** <sup>368 369</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	4,584	383	6,409	482	11,858
End of 2017-18	7,627	1,240	8,696	105	17,668
End of 2018-19 Q1	8,902	1,435	9,373	132	19,842
End of 2018-19 Q2	11,055	1,818	10,569	200	23,642
End of 2018-19 Q3	12,186	2,028	11,793	198	26,205
End of 2018-19 Q4	12,737	2,144	12,797	8	27,686
End of 2019-20 Q1	12,459	2,243	14,713	123	29,538
End of 2019-20 Q2	12,789	2,326	16,017	98	31,230
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
End of 2020-21 Q1	12,811	2,690	21,211	337	37,049

**Table J.5 Cumulative numbers of active participants by entry into the Scheme – South Australia** <sup>370 371 372 373</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	7,384	3,992	482	11,858
End of 2017-18	8,000	9,563	105	17,668
End of 2018-19 Q1	8,179	11,531	132	19,842
End of 2018-19 Q2	8,410	15,032	200	23,642
End of 2018-19 Q3	8,689	17,318	198	26,205
End of 2018-19 Q4	8,921	18,757	8	27,686
End of 2019-20 Q1	9,722	19,693	123	29,538
End of 2019-20 Q2	10,124	21,008	98	31,230
End of 2019-20 Q3	10,573	22,554	256	33,383
End of 2019-20 Q4	11,134	24,072	338	35,544
End of 2020-21 Q1	11,757	24,955	337	37,049

<sup>368</sup> This table shows the total numbers of active participants at the end of each period.

<sup>369</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>370</sup> This table shows the total numbers of active participants at the end of each period.

<sup>371</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>372</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>373</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table J.6 Assessment of access by age group – South Australia** <sup>374</sup>

Age Group	Prior Quarters		2020-21 Q1		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	11,485	96%	678	96%	12,163	96%
7 to 14	8,499	89%	310	84%	8,809	89%
15 to 18	1,856	88%	48	75%	1,904	88%
19 to 24	1,974	88%	60	79%	2,034	87%
25 to 34	2,789	86%	107	79%	2,896	86%
35 to 44	2,781	81%	101	64%	2,882	80%
45 to 54	3,954	77%	163	66%	4,117	77%
55 to 64	4,885	74%	212	57%	5,097	73%
65+	280	65%	<11		285	64%
Missing	<11		<11		<11	
<b>Total</b>	<b>38,503</b>	<b>86%</b>	<b>1,684</b>	<b>79%</b>	<b>40,187</b>	<b>86%</b>

**Table J.7 Assessment of access by disability – South Australia** <sup>375</sup>

Disability	Prior Quarters		2020-21 Q1		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	1,562	94%	40	83%	1,602	93%
Autism	13,704	98%	500	97%	14,204	98%
Cerebral Palsy	1,192	97%	13	72%	1,205	97%
Developmental Delay	2,400	94%	364	99%	2,764	95%
Global Developmental Delay	1,152	99%	123	99%	1,275	99%
Hearing Impairment	1,553	90%	85	93%	1,638	90%
Intellectual Disability	7,756	95%	126	84%	7,882	95%
Multiple Sclerosis	680	86%	25	54%	705	85%
Psychosocial disability	2,206	59%	184	68%	2,390	59%
Spinal Cord Injury	387	96%	14	93%	401	95%
Stroke	421	78%	30	77%	451	78%
Visual Impairment	711	87%	14	64%	725	86%
Other Neurological	1,595	78%	51	65%	1,646	78%
Other Physical	1,822	51%	63	32%	1,885	50%
Other Sensory/Speech	932	55%	12	31%	944	54%
Other	99	35%	40	35%	139	35%
Missing	331	93%	<11		331	93%
<b>Total</b>	<b>38,503</b>	<b>86%</b>	<b>1,684</b>	<b>79%</b>	<b>40,187</b>	<b>86%</b>

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

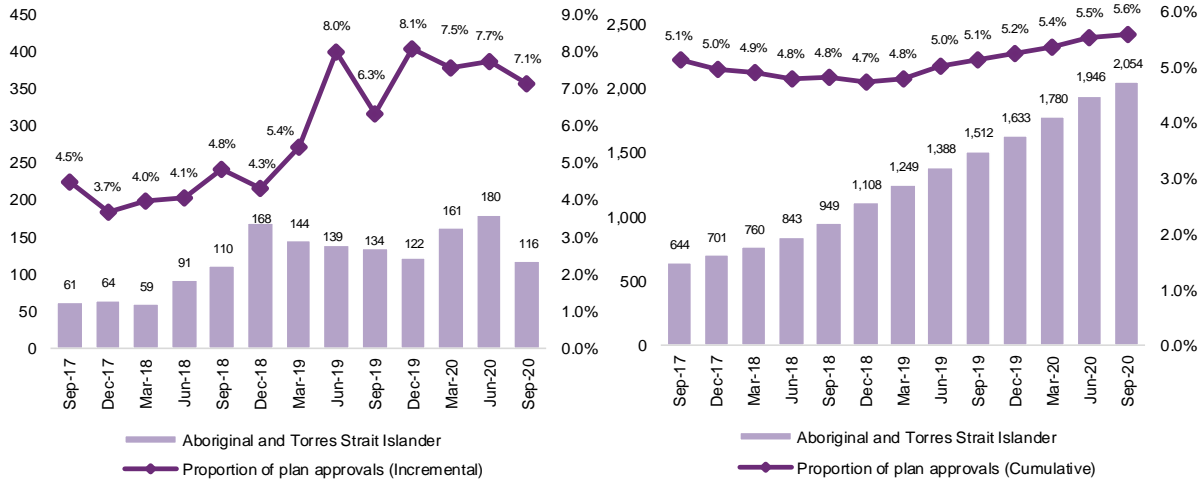
<sup>374</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>375</sup> Ibid.

**Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,938	5.5%	116	7.1%	<b>2,054</b>	<b>5.6%</b>
Not Aboriginal and Torres Strait Islander	28,569	81.4%	1,221	75.0%	<b>29,790</b>	<b>81.1%</b>
Not Stated	4,577	13.0%	291	17.9%	<b>4,868</b>	<b>13.3%</b>
<b>Total</b>	<b>35,084</b>	<b>100%</b>	<b>1,628</b>	<b>100%</b>	<b>36,712</b>	<b>100%</b>

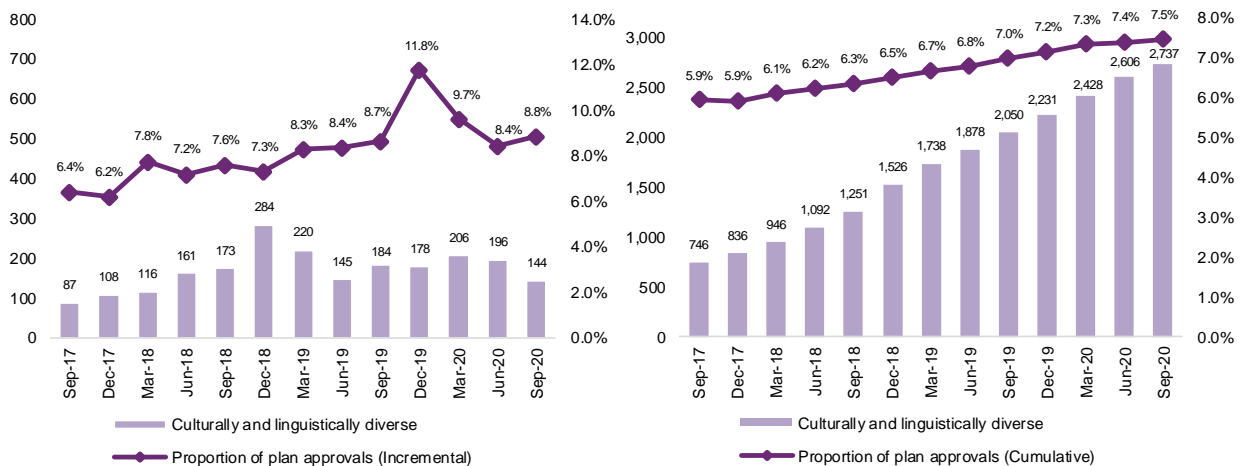
**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia**<sup>376</sup>



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

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,593	7.4%	144	8.8%	<b>2,737</b>	<b>7.5%</b>
Not culturally and linguistically diverse	32,397	92.3%	1,484	91.2%	<b>33,881</b>	<b>92.3%</b>
Not stated	94	0.3%	<11		<b>94</b>	<b>0.3%</b>
<b>Total</b>	<b>35,084</b>	<b>100%</b>	<b>1,628</b>	<b>100%</b>	<b>36,712</b>	<b>100%</b>

**Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia**<sup>377</sup>



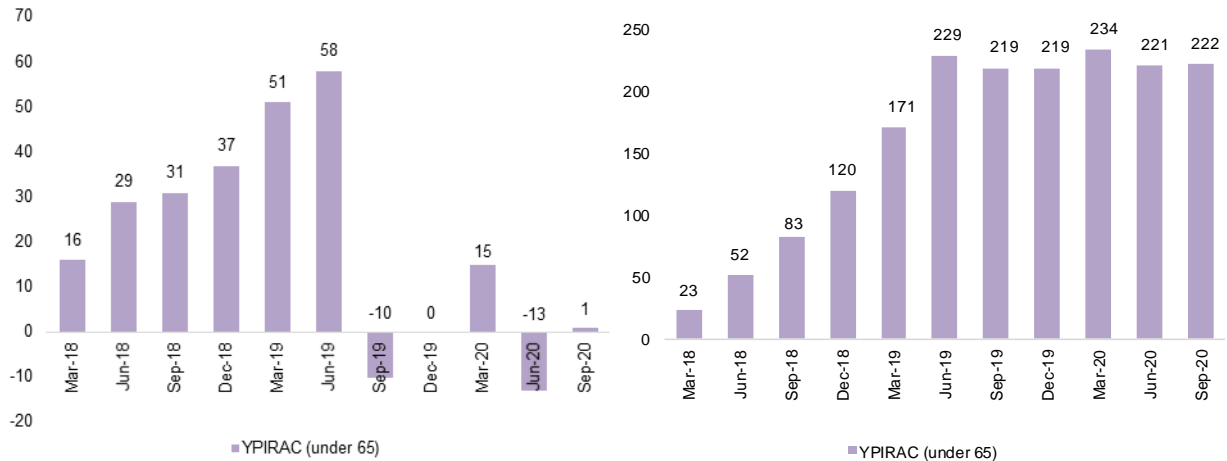
<sup>376</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>377</sup> Ibid.

**Table J.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2020 – South Australia** <sup>378</sup>

Age group	Total N
Under 45	<11
45 to 54	36
55 to 64	177
<b>Total YPIRAC (under 65)</b>	<b>222</b>

**Figure J.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia** <sup>379</sup>



**Table J.11 Participant profile per quarter by remoteness – South Australia** <sup>380 381</sup>

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Major cities	26,502	75.5%	1,250	76.8%	<b>27,752</b>	<b>75.6%</b>
Population > 50,000	768	2.2%	37	2.3%	<b>805</b>	<b>2.2%</b>
Population between 15,000 and 50,000	2,928	8.3%	136	8.4%	<b>3,064</b>	<b>8.3%</b>
Population between 5,000 and 15,000	646	1.8%	26	1.6%	<b>672</b>	<b>1.8%</b>
Population less than 5,000	3,315	9.4%	132	8.1%	<b>3,447</b>	<b>9.4%</b>
Remote	644	1.8%	27	1.7%	<b>671</b>	<b>1.8%</b>
Very Remote	281	0.8%	20	1.2%	<b>301</b>	<b>0.8%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>35,084</b>	<b>100%</b>	<b>1,628</b>	<b>100%</b>	<b>36,712</b>	<b>100%</b>

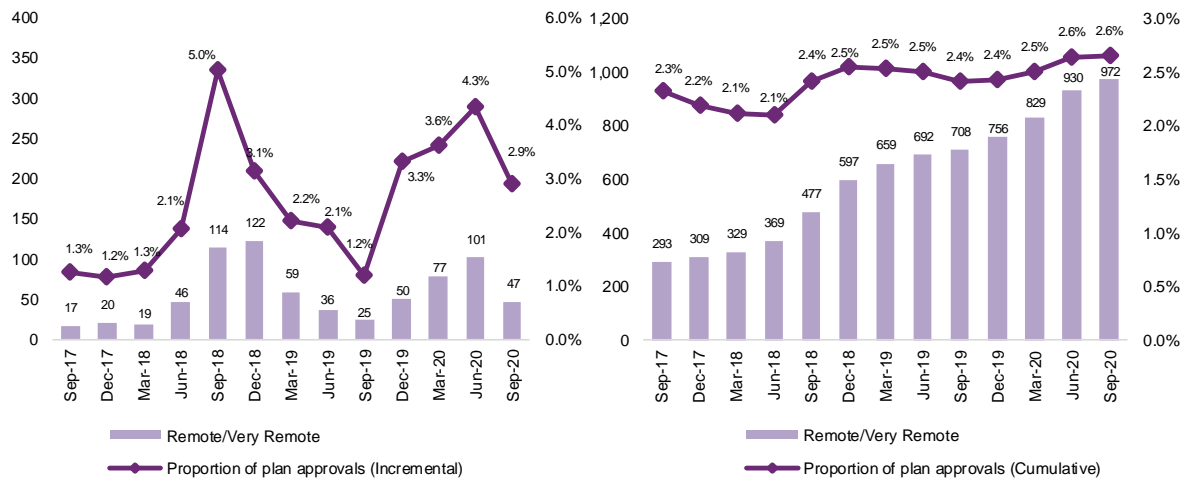
<sup>378</sup> There are a further 108 active participants aged 65 years or over who are currently in residential aged care.

<sup>379</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. 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.

<sup>380</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>381</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>382</sup>



**Table J.12 Participant profile per quarter by primary disability group – South Australia** <sup>383 384 385</sup>

Disability	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Autism	13,291	38%	464	29%	13,755	37%
Intellectual Disability	7,388	21%	127	8%	7,515	20%
Psychosocial disability	2,024	6%	166	10%	2,190	6%
Developmental Delay	1,732	5%	414	25%	2,146	6%
Hearing Impairment	1,443	4%	86	5%	1,529	4%
Other Neurological	1,359	4%	44	3%	1,403	4%
Other Physical	1,602	5%	47	3%	1,649	4%
Cerebral Palsy	1,139	3%	<11		1,149	3%
ABI	1,397	4%	42	3%	1,439	4%
Visual Impairment	677	2%	11	1%	688	2%
Global Developmental Delay	975	3%	129	8%	1,104	3%
Multiple Sclerosis	651	2%	23	1%	674	2%
Stroke	376	1%	21	1%	397	1%
Spinal Cord Injury	348	1%	13	1%	361	1%
Other Sensory/Speech	598	2%	<11		608	2%
Other	84	0%	21	1%	105	0%
<b>Total</b>	<b>35,084</b>	<b>100%</b>	<b>1,628</b>	<b>100%</b>	<b>36,712</b>	<b>100%</b>

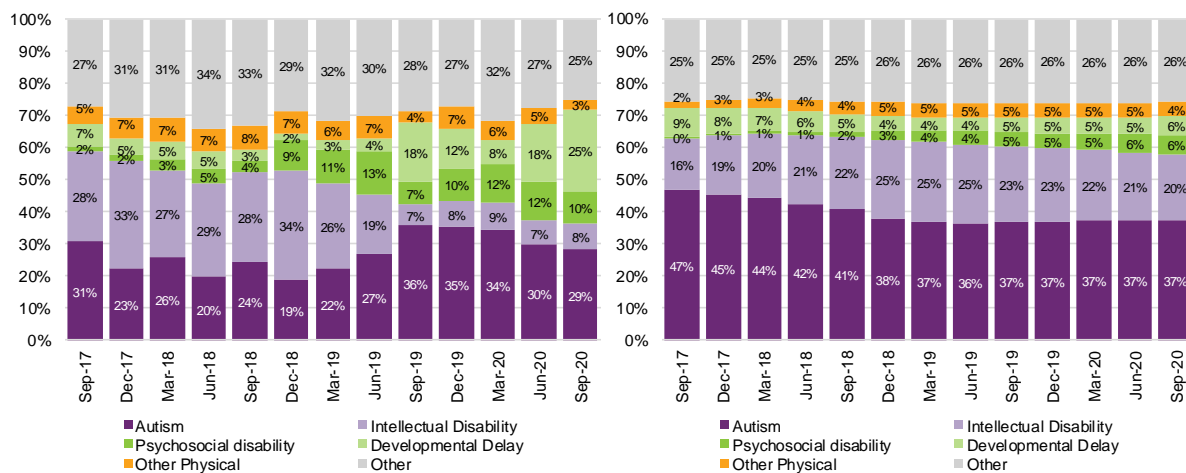
<sup>382</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>383</sup> Table order based on national proportions (highest to lowest).

<sup>384</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>385</sup> Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in SA (790).

**Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia** <sup>386</sup>



**Table J.13 Participant profile per quarter by level of functions – South Australia** <sup>387</sup>

Level of Function	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	2,221	6%	338	21%	2,559	7%
2 (High Function)	31	0%	<11		34	0%
3 (High Function)	1,884	5%	107	7%	1,991	5%
4 (High Function)	1,794	5%	83	5%	1,877	5%
5 (High Function)	2,542	7%	161	10%	2,703	7%
6 (Moderate Function)	8,843	25%	371	23%	9,214	25%
7 (Moderate Function)	1,998	6%	66	4%	2,064	6%
8 (Moderate Function)	2,564	7%	105	6%	2,669	7%
9 (Moderate Function)	154	0%	11	1%	165	0%
10 (Moderate Function)	3,700	11%	140	9%	3,840	10%
11 (Low Function)	1,469	4%	33	2%	1,502	4%
12 (Low Function)	4,400	13%	113	7%	4,513	12%
13 (Low Function)	2,901	8%	93	6%	2,994	8%
14 (Low Function)	483	1%	<11		487	1%
15 (Low Function)	<11		<11		<11	
Missing	98		<11		98	
<b>Total</b>	<b>35,084</b>	<b>100%</b>	<b>1,628</b>	<b>100%</b>	<b>36,712</b>	<b>100%</b>

<sup>386</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>387</sup> The distributions are calculated excluding participants with a missing level of function.

Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – South Australia <sup>388</sup>

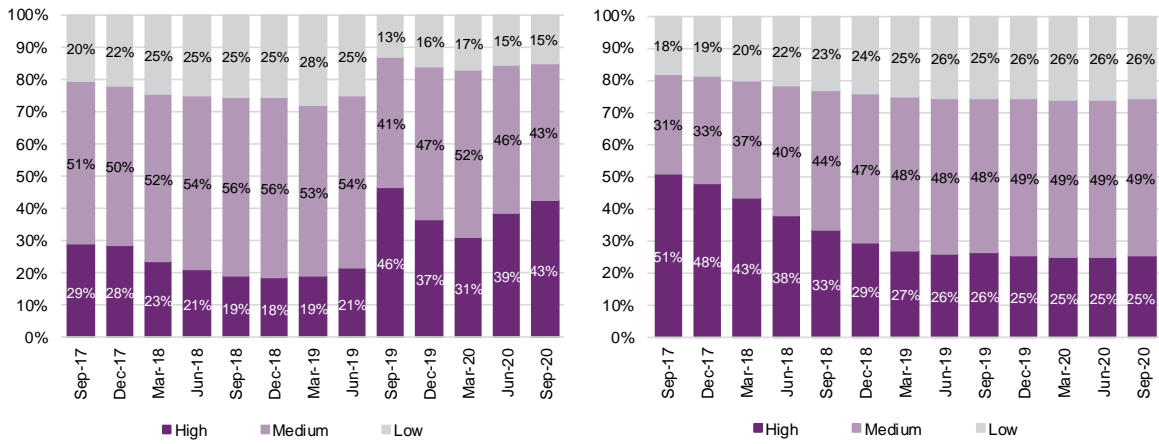
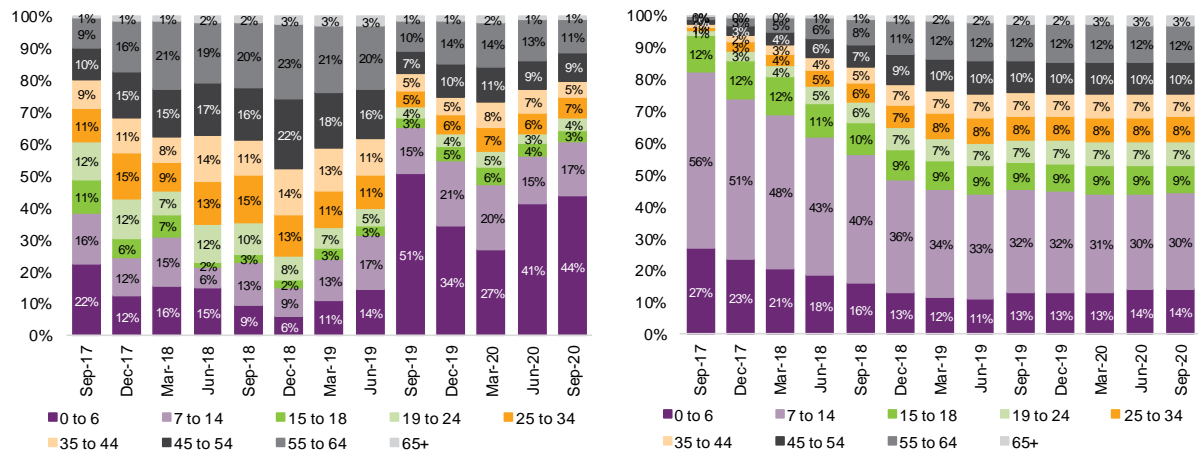


Table J.14 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
0 to 6	4,528	13%	714	44%	5,242	14%
7 to 14	10,784	31%	280	17%	11,064	30%
15 to 18	3,206	9%	56	3%	3,262	9%
19 to 24	2,642	8%	61	4%	2,703	7%
25 to 34	2,743	8%	107	7%	2,850	8%
35 to 44	2,570	7%	84	5%	2,654	7%
45 to 54	3,401	10%	140	9%	3,541	10%
55 to 64	4,126	12%	173	11%	4,299	12%
65+	1,084	3%	13	1%	1,097	3%
<b>Total</b>	<b>35,084</b>	<b>100%</b>	<b>1,628</b>	<b>100%</b>	<b>36,712</b>	<b>100%</b>

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia <sup>389</sup>



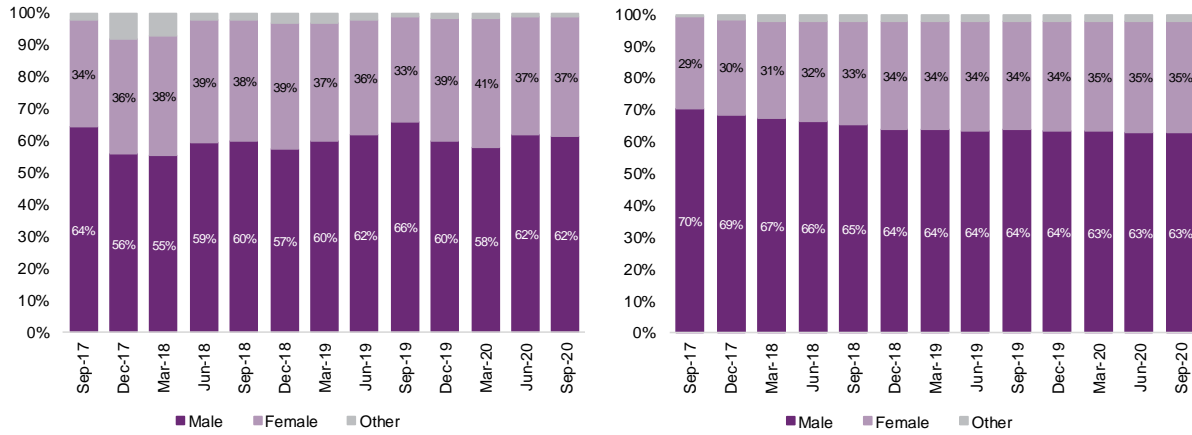
<sup>388</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>389</sup> Ibid.

**Table J.15 Participant profile per quarter by gender – South Australia**

Gender	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Male	22,120	63%	1,002	62%	<b>23,122</b>	<b>63%</b>
Female	12,242	35%	606	37%	<b>12,848</b>	<b>35%</b>
Other	722	2%	20	1%	<b>742</b>	<b>2%</b>
<b>Total</b>	<b>35,084</b>	<b>100%</b>	<b>1,628</b>	<b>100%</b>	<b>36,712</b>	<b>100%</b>

**Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia** <sup>390</sup>



**Table J.16 Prevalence rates by age group – South Australia**

	SA
0-6	3.83%
7-14	6.65%
15-18	4.06%
19-24	2.06%
25-34	1.27%
35-44	1.24%
45-54	1.64%
55-64	2.00%
<b>Total (aged 0-64)</b>	<b>2.57%</b>

<sup>390</sup> Ibid.



## Part Two: Participant experience and outcomes

Table J.17 Number of baseline questionnaires completed by SFOF version – South Australia <sup>391</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	1,356	816	684	1,616	485	4,957
Participant school to 14	2,002	1,055	1,649	2,047	418	7,171
Participant 15 to 24	519	1,094	1,173	641	108	3,535
Participant 25 and over	50	3,510	6,729	2,831	515	13,635
<b>Total Participant</b>	<b>3,927</b>	<b>6,475</b>	<b>10,235</b>	<b>7,135</b>	<b>1,526</b>	<b>29,298</b>
Family 0 to 14	3,202	1,755	2,264	3,533	871	11,625
Family 15 to 24	465	764	690	399	60	2,378
Family 25 and over	1	1,209	1,908	743	126	3,987
<b>Total Family</b>	<b>3,668</b>	<b>3,728</b>	<b>4,862</b>	<b>4,675</b>	<b>1,057</b>	<b>17,990</b>
<b>Total</b>	<b>7,595</b>	<b>10,203</b>	<b>15,097</b>	<b>11,810</b>	<b>2,583</b>	<b>47,288</b>

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		46%		
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			41%	
CC % who choose who supports them			43%	61%
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%	24%
CC % who want more choice and control in their life			79%	76%

<sup>391</sup> Baseline outcomes for participants and/or their families and carers were collected for 96% of participants who joined the Scheme from 1 July 2016. 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	51%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		43%		
REL	Of these, % who are welcomed or actively included	60%	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%	37%

**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%	75%
HW	% who rate their health as good, very good or excellent			71%	48%
HW	% who did not have any difficulties accessing health services			76%	72%
LL	% who currently attend or previously attended school in a mainstream class			40%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				68%
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	43%	48%	35%
% 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%	87%	84%
% who say they (and their partner) are able to work as much as they want	46%	55%	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	85%	87%	84%
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%	72%
% who have friends and family they see as often as they like	51%	52%	57%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		46%	
% who feel in control selecting services		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			37%
% who rate their health as good, very good or excellent	73%	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=619) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia<sup>392</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	94%
DL Has the NDIS improved your child's access to specialist services?	95%
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?	79%
S/CP Has the NDIS improved how your child fits into community life?	62%

<sup>392</sup> Results in Tables J.22 to J.25 include participants who entered between 1 July 2016 and 30 September 2019 and have had a first plan review to date.

**Table J.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=1,927) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	66%
LL Has the NDIS improved your child's access to education?	45%
REL Has the NDIS improved your child's relationships with family and friends?	55%
S/CP Has the NDIS improved your child's social and recreational life?	47%

**Table J.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,223) and ‘Participant 25 and over’ (n=6,103) - participants who entered between 1 July 2016 and 30 September 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?	58%	67%
DL Has the NDIS helped you with daily living activities?	57%	73%
REL Has the NDIS helped you to meet more people?	43%	50%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	33%
HW Has your involvement with the NDIS improved your health and wellbeing?	38%	49%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	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?	50%	56%

**Table J.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=2,506); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,253) - participants who entered between 1 July 2016 and 30 September 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?	63%	49%
Has the NDIS improved the level of support for your family?	71%	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%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	45%	36%

**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=325) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia** <sup>393</sup>

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	94%	96%	+2%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	84%	-1%
REL	Has the NDIS improved how your child fits into family life?	76%	78%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	61%	58%	-3%

**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=958) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	64%	71%	+7%
LL	Has the NDIS improved your child's access to education?	45%	51%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	60%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	50%	+5%

**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=774) and ‘Participant 25 and over’ (n=1,644) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia**

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	53%	63%	+10%	65%	73%	+8%
DL	Has the NDIS helped you with daily living activities?	54%	62%	+8%	70%	80%	+9%
REL	Has the NDIS helped you to meet more people?	45%	49%	+4%	46%	53%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	18%	-1%	24%	24%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	37%	41%	+4%	45%	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?	31%	32%	1%	25%	27%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	21%	+2%	21%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	48%	52%	+4%	52%	58%	+7%

<sup>393</sup> Results in Tables J.26 to J.29 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

**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=1,154); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=556) - participants who entered between 1 July 2016 and 30 September 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?	63%	66%	+2%	46%	53%	+7%
Has the NDIS improved the level of support for your family?	71%	73%	+2%	57%	66%	+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?	72%	73%	+1%	57%	65%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	79%	+3%			
Has the NDIS improved your health and wellbeing?	44%	44%	-0%	40%	42%	+2%

**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=288) - participants who entered between 1 July 2016 and 30 September 2017 – South Australia <sup>394</sup>**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	92%	93%	97%	+5%
DL Has the NDIS improved your child's access to specialist services?	93%	91%	94%	+1%
CC Has the NDIS helped increase your child's ability to communicate what they want?	86%	84%	79%	-7%
REL Has the NDIS improved how your child fits into family life?	80%	73%	79%	-1%
S/CP Has the NDIS improved how your child fits into community life?	63%	61%	56%	-7%

<sup>394</sup> Results in Tables J.30 to J.34 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

**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=932) - participants who entered between 1 July 2016 and 30 September 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%	+10%
LL	Has the NDIS improved your child's access to education?	48%	48%	53%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	59%	62%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	50%	55%	+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=331) - participants who entered between 1 July 2016 and 30 September 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?	59%	61%	67%	+8%
Has the NDIS helped you with daily living activities?	58%	60%	67%	+8%
Has the NDIS helped you to meet more people?	44%	45%	49%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	19%	20%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	45%	42%	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?	34%	32%	33%	-1%
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?	50%	52%	56%	+6%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second and third plan reviews, for ‘Participant 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=826) - participants who entered between 1 July 2016 and 30 September 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?	62%	62%	66%	+4%
Has the NDIS improved the level of support for your family?	73%	75%	76%	+3%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	72%	74%	0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	81%	81%	+3%
Has the NDIS improved your health and wellbeing?	50%	46%	47%	-3%

**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=162) - participants who entered between 1 July 2016 and 30 September 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?	43%	47%	53%	+10%
Has the NDIS improved the level of support for your family?	65%	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?	62%	55%	64%	+2%
Has the NDIS improved your health and wellbeing?	40%	34%	37%	-3%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Participant 0 to school’.



**Table J.35 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=36) - participants who entered between 1 July 2016 and 30 September 2016 – South Australia** <sup>395</sup>

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	58%	54%	64%	70%	+12%
LL	Has the NDIS improved your child’s access to education?	44%	38%	36%	49%	+5%
REL	Has the NDIS improved your child’s relationships with family and friends?	59%	49%	59%	61%	+3%
S/CP	Has the NDIS improved your child’s social and recreational life?	52%	53%	56%	59%	+7%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Participant 15 to 24’ and ‘Participant 25 and over’.

**Table J.36 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=31) - participants who entered between 1 July 2016 and 30 September 2016 – South Australia**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	38%	52%	48%	57%	+19%
Has the NDIS improved the level of support for your family?	59%	57%	67%	81%	+22%
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%	74%	71%	74%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	55%	65%	75%	74%	+19%
Has the NDIS improved your health and wellbeing?	43%	41%	46%	45%	+2%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Family 15 and over’.

<sup>395</sup> Results in Tables J.35 to J.36 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

**Table J.37 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,679), 'participant social and community engagement rate' (n=2,691) and 'parent and carer employment rate' (n=2,268) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 September 2018 – South Australia <sup>396</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	18%	21%	25%	24%
Aged 25+	35%	33%	31%	
Aged 15+ (Average)	30%	29%	29%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	32%	36%	36%	50%
Aged 25+	39%	42%	44%	
Aged 15+ (Average)	37%	41%	42%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	46%	50%	50%	50%
Aged 15+	40%	42%	41%	
All ages (Average)	44%	47%	47%	

**Table J.38 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=237), 'participant social and community engagement rate' (n=250) and 'parent and carer employment rate' (n=1,399) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 September 2017 – South Australia <sup>397</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	5%	7%	19%	23%	24%
Aged 25+	Numbers are too small				
Aged 15+ (Average)	6%	8%	18%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	35%	40%	42%	41%	50%
Aged 25+	Numbers are too small				
Aged 15+ (Average)	34%	39%	41%	40%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	47%	52%	51%	53%	50%
Aged 15+	59%	54%	58%	56%	
All ages (Average)	49%	52%	52%	53%	

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate' and 'Parent and carer employment rate' answered at participant's first, second, third and fourth plan review.

<sup>396</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

<sup>397</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

**Table J.39 Number of active plans by goal type and primary disability – South Australia** <sup>398</sup>

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	387	1,184	766	213	361	1,123	545	306	<b>1,439</b>
Autism	2,214	12,599	4,963	4,662	6,869	8,440	778	1,496	<b>13,755</b>
Cerebral Palsy	288	1,017	598	246	285	787	279	194	<b>1,149</b>
Developmental Delay	120	1,965	458	1,042	861	827	2	1	<b>2,146</b>
Down Syndrome	159	677	376	166	280	614	252	262	<b>790</b>
Global Developmental Delay	53	1,033	230	504	440	414	1	1	<b>1,104</b>
Hearing Impairment	337	1,300	329	474	295	722	143	273	<b>1,529</b>
Intellectual Disability	1,521	5,577	2,819	1,806	2,276	5,061	2,066	2,447	<b>6,725</b>
Multiple Sclerosis	219	575	455	52	93	485	209	86	<b>674</b>
Psychosocial disability	586	1,627	1,211	424	473	1,803	917	581	<b>2,190</b>
Spinal Cord Injury	117	312	234	34	45	250	134	90	<b>361</b>
Stroke	118	350	210	46	56	304	145	66	<b>397</b>
Visual Impairment	218	625	281	186	81	475	143	228	<b>688</b>
Other Neurological	400	1,182	797	189	277	1,025	455	197	<b>1,403</b>
Other Physical	445	1,428	876	187	180	959	431	328	<b>1,649</b>
Other Sensory/Speech	58	544	129	189	246	237	5	14	<b>608</b>
Other	27	92	52	19	23	66	32	9	<b>105</b>
<b>Total</b>	<b>7,267</b>	<b>32,087</b>	<b>14,784</b>	<b>10,439</b>	<b>13,141</b>	<b>23,592</b>	<b>6,537</b>	<b>6,579</b>	<b>36,712</b>

<sup>398</sup> 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 primary disability – South Australia** <sup>399</sup>

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	465	2,307	978	240	404	1,421	591	327	<b>6,733</b>
Autism	2,705	35,010	6,234	5,691	8,602	10,205	824	1,560	<b>70,831</b>
Cerebral Palsy	342	2,506	771	288	312	1,057	299	204	<b>5,779</b>
Developmental Delay	139	6,415	523	1,344	958	906	2	1	<b>10,288</b>
Down Syndrome	177	1,510	460	205	321	854	270	270	<b>4,067</b>
Global Developmental Delay	59	3,501	265	649	492	448	1	1	<b>5,416</b>
Hearing Impairment	412	2,788	367	547	338	844	151	283	<b>5,730</b>
Intellectual Disability	1,799	11,699	3,471	2,122	2,686	6,546	2,164	2,551	<b>33,038</b>
Multiple Sclerosis	259	1,139	625	54	98	567	236	87	<b>3,065</b>
Psychosocial disability	715	2,722	1,563	451	513	2,162	978	603	<b>9,707</b>
Spinal Cord Injury	145	637	315	37	47	317	153	95	<b>1,746</b>
Stroke	143	728	274	52	58	357	159	68	<b>1,839</b>
Visual Impairment	271	1,379	321	214	90	579	155	242	<b>3,251</b>
Other Neurological	500	2,549	1,045	208	303	1,235	488	206	<b>6,534</b>
Other Physical	559	2,943	1,170	201	189	1,144	474	344	<b>7,024</b>
Other Sensory/Speech	67	1,535	163	239	297	279	6	14	<b>2,600</b>
Other	32	193	68	21	27	76	35	10	<b>462</b>
<b>Total</b>	<b>8,789</b>	<b>79,561</b>	<b>18,613</b>	<b>12,563</b>	<b>15,735</b>	<b>28,997</b>	<b>6,986</b>	<b>6,866</b>	<b>178,110</b>

**Table J.41 Number of active plans by goal type and age group – South Australia** <sup>400</sup>

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	272	4,915	1,145	2,651	2,252	2,035	6	0	<b>5,242</b>
7 to 14	1,502	10,347	3,806	3,548	5,478	6,247	108	38	<b>11,064</b>
15 to 18	682	2,933	1,222	1,068	1,488	2,242	198	639	<b>3,262</b>
19 to 24	770	2,261	1,089	778	821	1,939	646	1,471	<b>2,703</b>
25 to 34	819	2,284	1,364	679	788	2,185	1,109	1,385	<b>2,850</b>
35 to 44	745	2,131	1,371	520	656	2,060	1,031	1,059	<b>2,654</b>
45 to 54	958	2,828	1,874	593	748	2,752	1,393	1,054	<b>3,541</b>
55 to 64	1,210	3,482	2,338	502	743	3,271	1,637	828	<b>4,299</b>
65+	309	906	575	100	167	861	409	105	<b>1,097</b>
<b>Total</b>	<b>7,267</b>	<b>32,087</b>	<b>14,784</b>	<b>10,439</b>	<b>13,141</b>	<b>23,592</b>	<b>6,537</b>	<b>6,579</b>	<b>36,712</b>

<sup>399</sup> Participants have set over two million goals in total since July 2016. The 178,110 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

<sup>400</sup> 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.42 Number of goals in active plans by goal type and age group – South Australia <sup>401</sup>

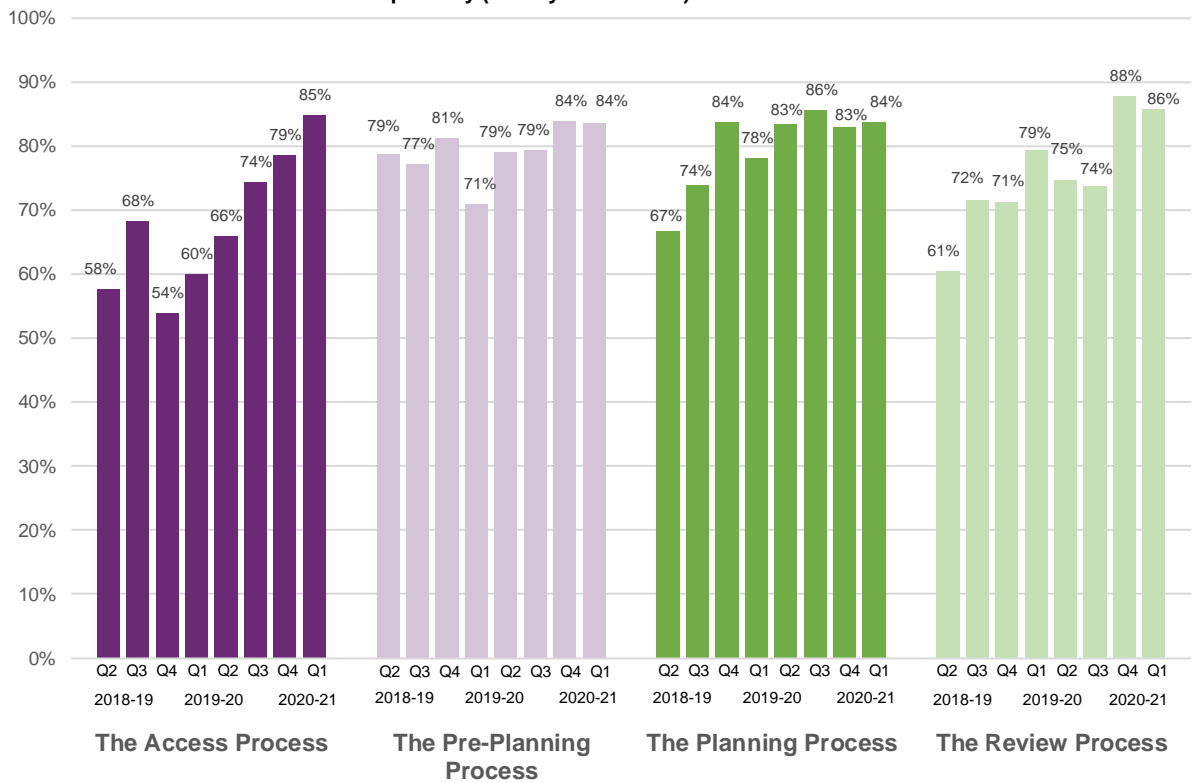
Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	310	16,780	1,286	3,510	2,498	2,230	6	0	26,620
7 to 14	1,801	29,759	4,876	4,211	6,987	7,432	112	38	55,216
15 to 18	829	7,082	1,521	1,254	1,847	2,714	203	648	16,098
19 to 24	946	4,464	1,310	917	961	2,415	676	1,551	13,240
25 to 34	1,006	4,085	1,651	790	882	2,794	1,181	1,454	13,843
35 to 44	900	3,842	1,770	585	734	2,647	1,114	1,105	12,697
45 to 54	1,149	5,252	2,425	653	839	3,561	1,475	1,101	16,455
55 to 64	1,475	6,601	3,029	538	807	4,143	1,776	860	19,229
65+	373	1,696	745	105	180	1,061	443	109	4,712
<b>Total</b>	<b>8,789</b>	<b>79,561</b>	<b>18,613</b>	<b>12,563</b>	<b>15,735</b>	<b>28,997</b>	<b>6,986</b>	<b>6,866</b>	<b>178,110</b>

Table J.43 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q1 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" 2020-21 Q1
<b>Access</b>	<b>n = 458</b>	<b>n = 112</b>
Are you happy with how coming into the NDIS has gone?	77%	93%
Was the person from the NDIS respectful?	93%	99%
Do you understand what will happen next with your plan?	70%	86%
% of participants rating their overall experience as Very Good or Good.	65%	85%
<b>Pre-planning</b>	<b>n = 766</b>	<b>n = 188</b>
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%	92%
Were decisions about your plan clearly explained?	81%	85%
Are you clear on what happens next with your plan?	76%	82%
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.	80%	84%
<b>Planning</b>	<b>n = 927</b>	<b>n = 251</b>
Did the person from the NDIS understand how your disability affects your life?	86%	89%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	81%	88%
Are you clear on what happens next with your plan?	80%	86%
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.	81%	84%
<b>Plan review</b>	<b>n = 596</b>	<b>n = 21</b>
Did the person from the NDIS understand how your disability affects your life?	81%	86%
Did you feel prepared for your plan review?	84%	90%
Is your NDIS plan helping you to make progress towards your goals?	84%	95%
% of participants rating their overall experience as Very Good or Good.	74%	86%

<sup>401</sup> Participants have set over two million goals in total since July 2016. The 178,110 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

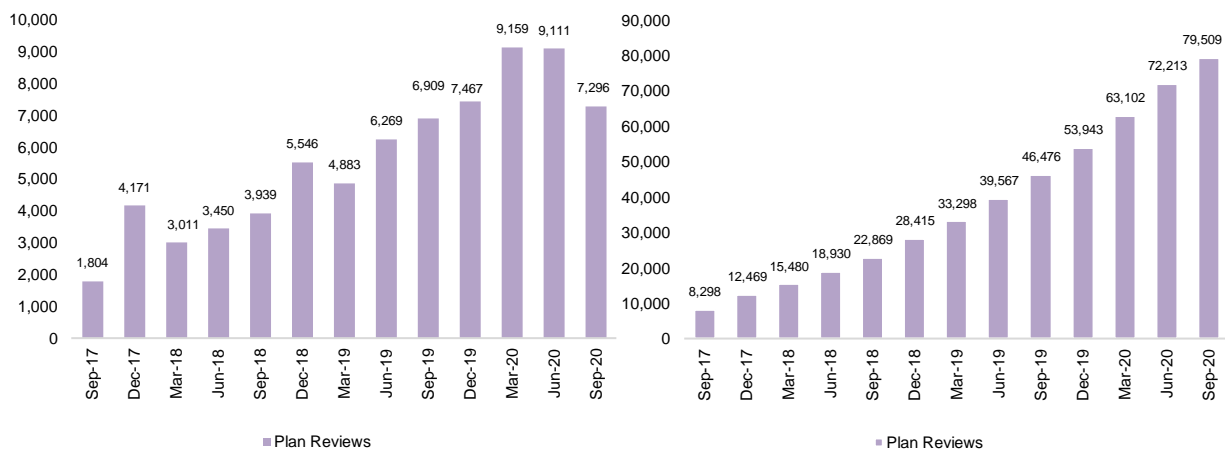
**Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia** <sup>402</sup>



**Table J.44 Plan reviews conducted per quarter – excluding plans less than 30 days – South Australia** <sup>403</sup>

	Prior Quarters (Transition only)	2020-21 Q1	Transition Total
<b>Total plan reviews</b>	<b>72,213</b>	<b>7,296</b>	<b>79,509</b>
<i>Early intervention plans</i>	30,281	2,541	32,822
<i>Permanent disability plans</i>	41,932	4,755	46,687

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



<sup>402</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

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

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q1. The charts show trends in complaints experience since the September 2017 quarter. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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.45 shows the numbers of complaints in 2020-21 Q1 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.

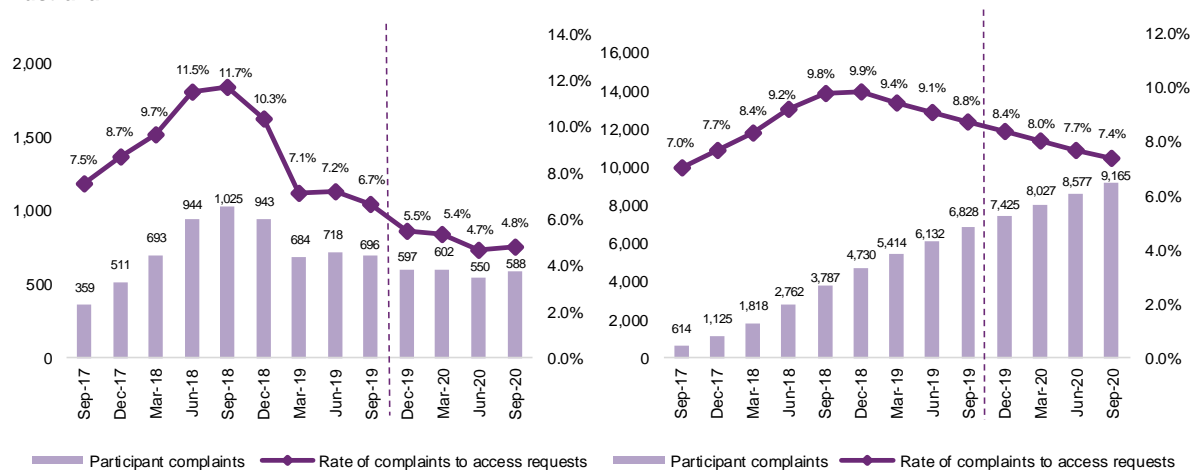
Table J.46 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q3, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table J.47.

Table J.47 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 Q3 and the majority of complaints made subsequently up until the end of 2020-21 Q1. This table should be considered in conjunction with Table J.46. The list of complaint types is different to that which appears in Table J.46, as it is based on the options available on the 'My Customer Requests' tile.

Table J.45 Complaints by quarter – South Australia <sup>404 405 406</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	11	1	12	11
Complaint about LAC Partner	54	14	68	65
Complaints about service providers	294	29	323	282
Complaints about the Agency	7,873	305	8,178	4,394
Critical/ Reportable Incident	253	238	491	434
Unclassified	505	1	506	469
<b>Total</b>	<b>8,990</b>	<b>588</b>	<b>9,578</b>	<b>5,081</b>
Total complaints made since 1 April 2017	8,577	588	9,165	
Complaints since 1 April 2017 as % of all access requests	7.7%	4.8%	7.4%	

Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia



<sup>404</sup> Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

<sup>405</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>406</sup> Complaint rates are not available at state/ territory level prior to the June 2017 quarter.



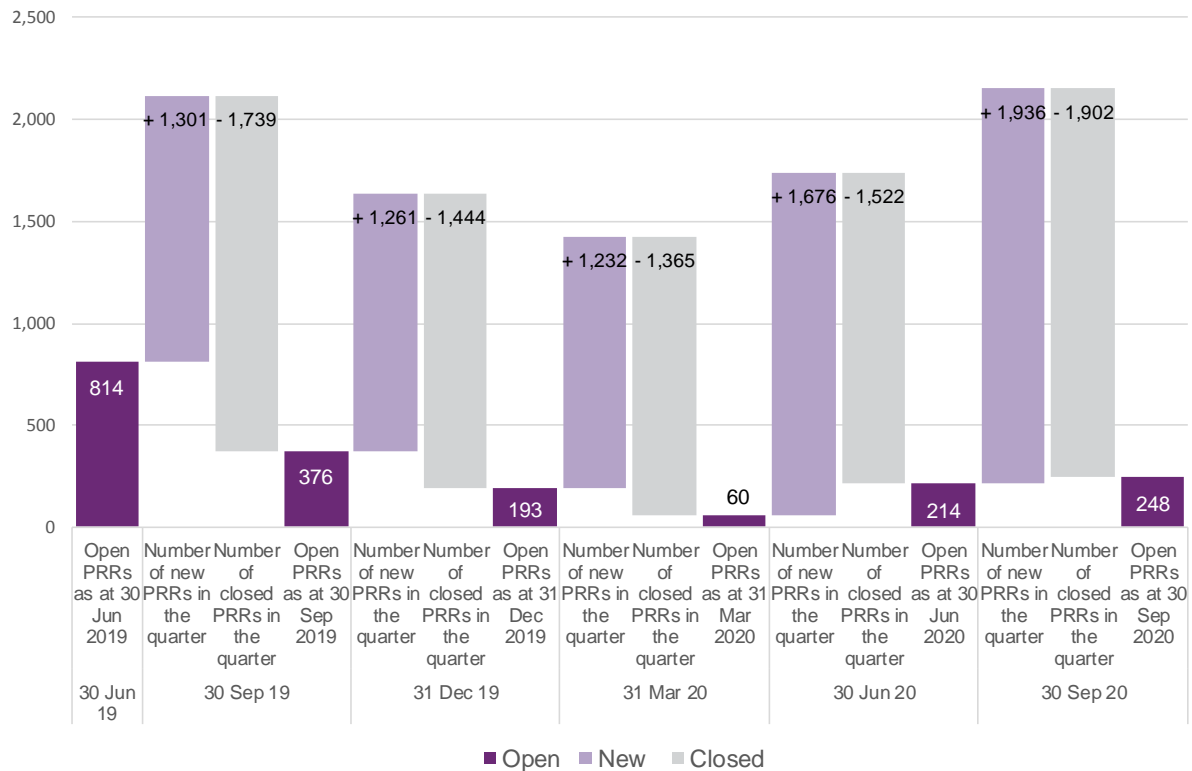
**Table J.46 Complaints by type ('My Feedback' tile) – South Australia**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<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.	26	(11%)
Other	70	(29%)
<b>Total</b>	<b>244</b>	
<i>Complaints about the Agency</i>		
Timeliness	2,964	(43%)
Individual needs	555	(8%)
Reasonable and necessary supports	1,169	(17%)
Information unclear	293	(4%)
The way the NDIA carried out its decision making	269	(4%)
Other	1,568	(23%)
<b>Total</b>	<b>6,818</b>	
<i>Unclassified</i>	<b>505</b>	
<b>Participants total</b>	<b>7,567</b>	

**Table J.47 Complaints by type ('My Customer Requests' tile) – South Australia**

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	3	(27%)	0	(0%)	3	(25%)
ECEI Process	3	(27%)	0	(0%)	3	(25%)
ECEI Staff	1	(9%)	0	(0%)	1	(8%)
ECEI Timeliness	4	(36%)	1	(100%)	5	(42%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>11</b>		<b>1</b>		<b>12</b>	
<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	17	(31%)	1	(7%)	18	(26%)
LAC Process	11	(20%)	4	(29%)	15	(22%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	17	(31%)	8	(57%)	25	(37%)
LAC Timeliness	9	(17%)	1	(7%)	10	(15%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>54</b>		<b>14</b>		<b>68</b>	
<i>Complaints about service providers</i>						
Provider Finance	8	(15%)	1	(4%)	9	(11%)
Provider Fraud and Compliance	6	(12%)	1	(4%)	7	(9%)
Provider Service	24	(46%)	17	(63%)	41	(52%)
Provider Staff	14	(27%)	8	(30%)	22	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>52</b>		<b>27</b>		<b>79</b>	
<i>Complaints about the Agency</i>						
NDIA Access	45	(4%)	18	(6%)	63	(5%)
NDIA Engagement	2	(0%)	0	(0%)	2	(0%)
NDIA Finance	105	(10%)	35	(12%)	140	(10%)
NDIA Fraud and Compliance	4	(0%)	2	(1%)	6	(0%)
NDIA Plan	262	(25%)	84	(28%)	346	(25%)
NDIA Process	159	(15%)	73	(24%)	232	(17%)
NDIA Resources	7	(1%)	0	(0%)	7	(1%)
NDIA Staff	50	(5%)	23	(8%)	73	(5%)
NDIA Timeliness	427	(40%)	63	(21%)	490	(36%)
Quality & Safeguards Commission	0	(0%)	1	(0%)	1	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,061</b>		<b>299</b>		<b>1,360</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	60	(24%)	64	(27%)	124	(25%)
Allegations against NDIA Staff/Partners	2	(1%)	0	(0%)	2	(0%)
Allegations against a provider	76	(30%)	88	(37%)	164	(33%)
Participant threat	58	(23%)	30	(13%)	88	(18%)
Provider reporting	57	(23%)	56	(24%)	113	(23%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>253</b>		<b>238</b>		<b>491</b>	
<i>Unclassified</i>	<b>0</b>		<b>1</b>		<b>1</b>	
<b>Participants total</b>	<b>1,431</b>		<b>580</b>		<b>2,011</b>	

**Figure J.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – South Australia** <sup>407</sup>



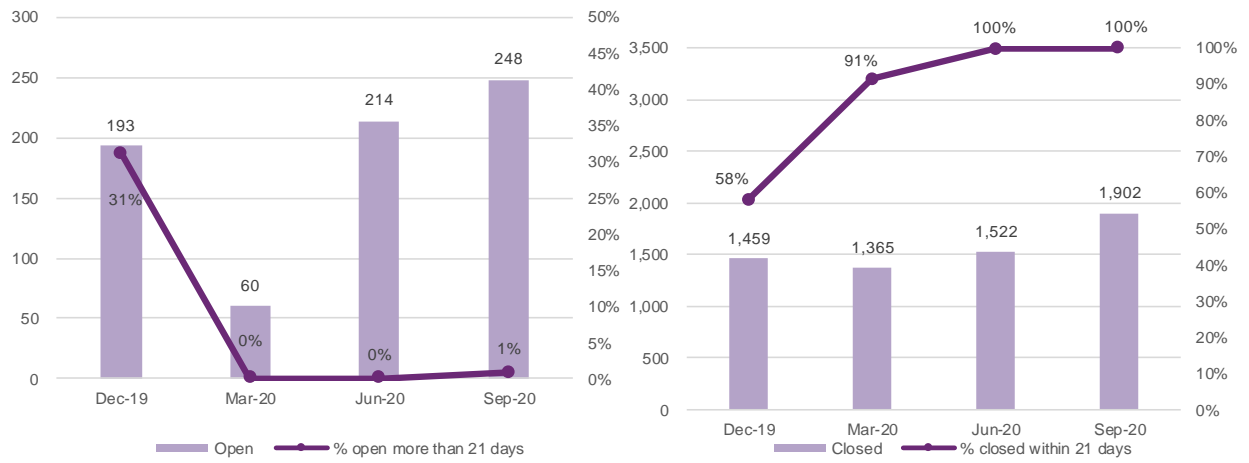
**Table J.48 Summary of Open Participant Requested Reviews (PRRs) (s48) – South Australia** <sup>408</sup>

	As at 30 September 2020
Open PRRs	248
Number of PRRs open less than 21 days	246
Number of PRRs open more than 21 days	2
New PRRs in the quarter	1,936
Number of PRRs closed in the quarter	1,902
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	10

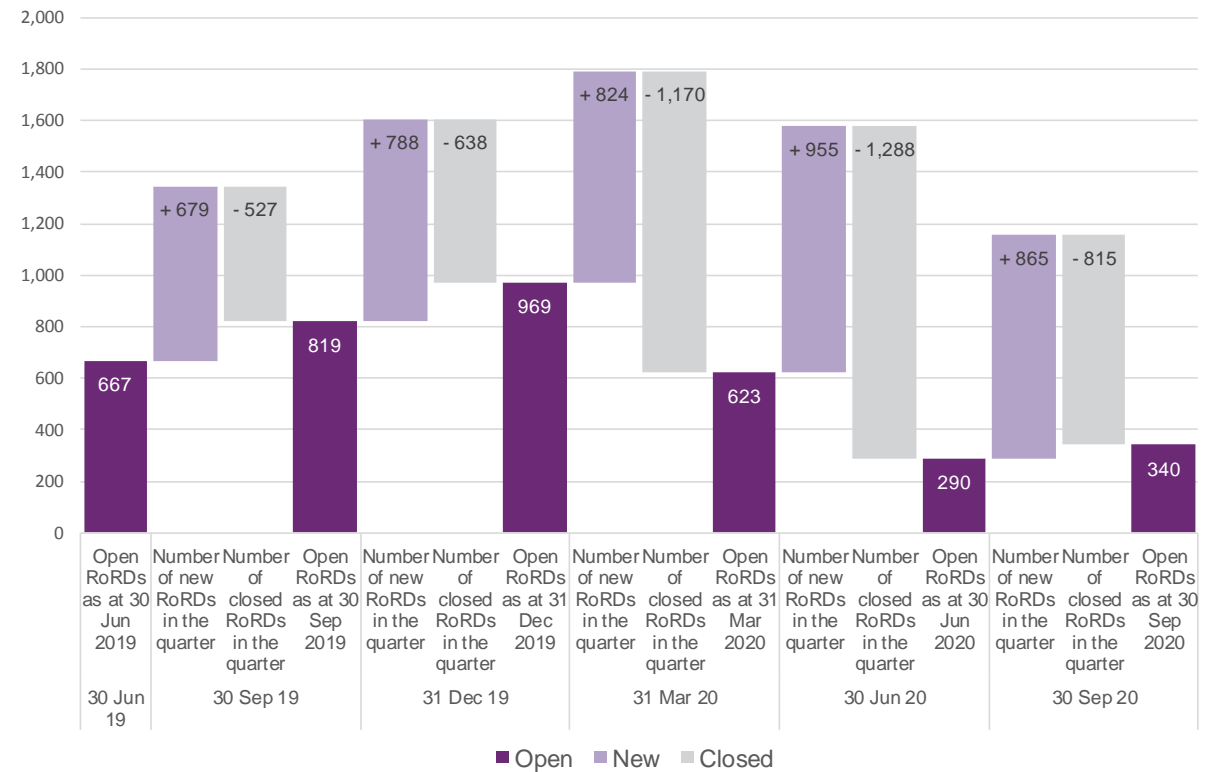
<sup>407</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>408</sup> 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 J.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – South Australia<sup>409</sup>**



**Figure J.14 RoRDs received and closed by quarter and open at the end of each quarter – South Australia**

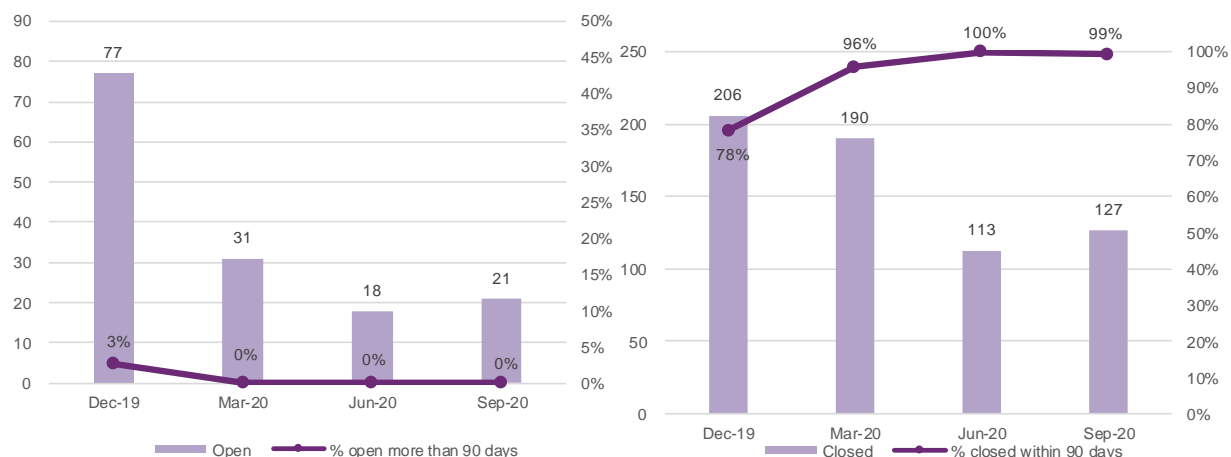


<sup>409</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 30 September 2020.

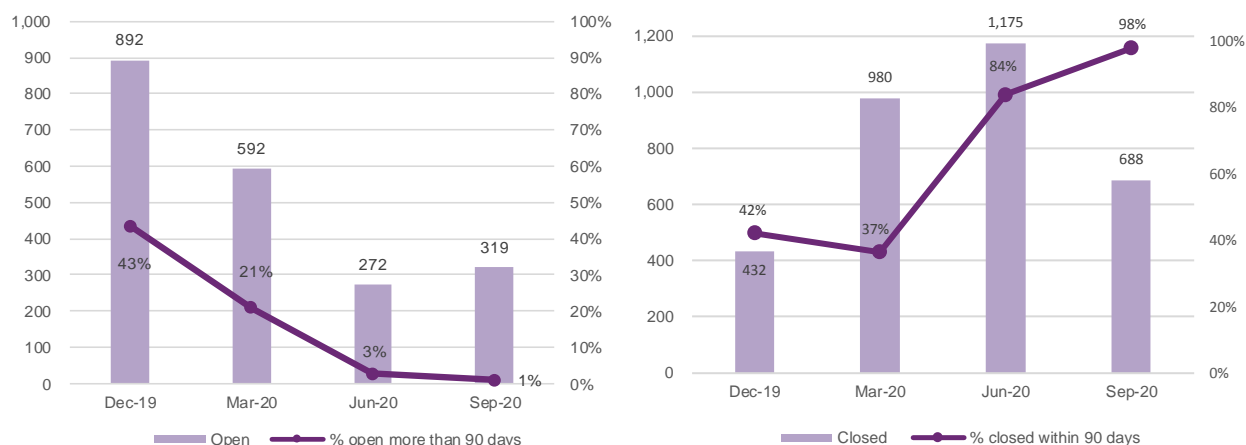
**Table J.49 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – South Australia** <sup>410 411</sup>

	Access	Planning
Open RoRDs	21	319
Number of RoRDs open less than 90 days	21	316
Number of RoRDs open more than 90 days	0	3
New RoRDs in the quarter	130	735
Number of RoRDs closed in the quarter	127	688
Proportion closed within 90 days	99%	98%
Average days RoRDs took to close in the quarter	14	36

**Figure J.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – South Australia** <sup>412</sup>



**Figure J.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Planning) over time – South Australia** <sup>413</sup>



<sup>410</sup> 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.

<sup>411</sup> 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.

<sup>412</sup> Numbers of open and closed RoRDs have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data.

<sup>413</sup> Ibid.

Table J.50 AAT Cases by category – South Australia <sup>414</sup>

Category	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Access	133	28%	<11		143	28%
Plan	279	59%	23	70%	302	60%
Plan Review	36	8%	<11		36	7%
Other	25	5%	<11		25	5%
<b>Total</b>	<b>473</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>506</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.39%</b>		<b>0.29%</b>		<b>0.38%</b>	

Figure J.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

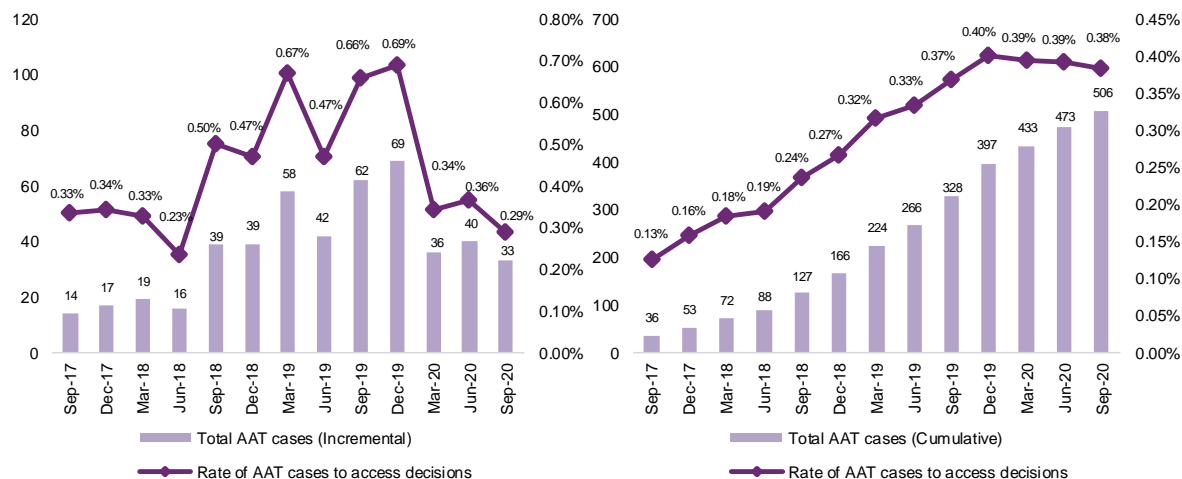
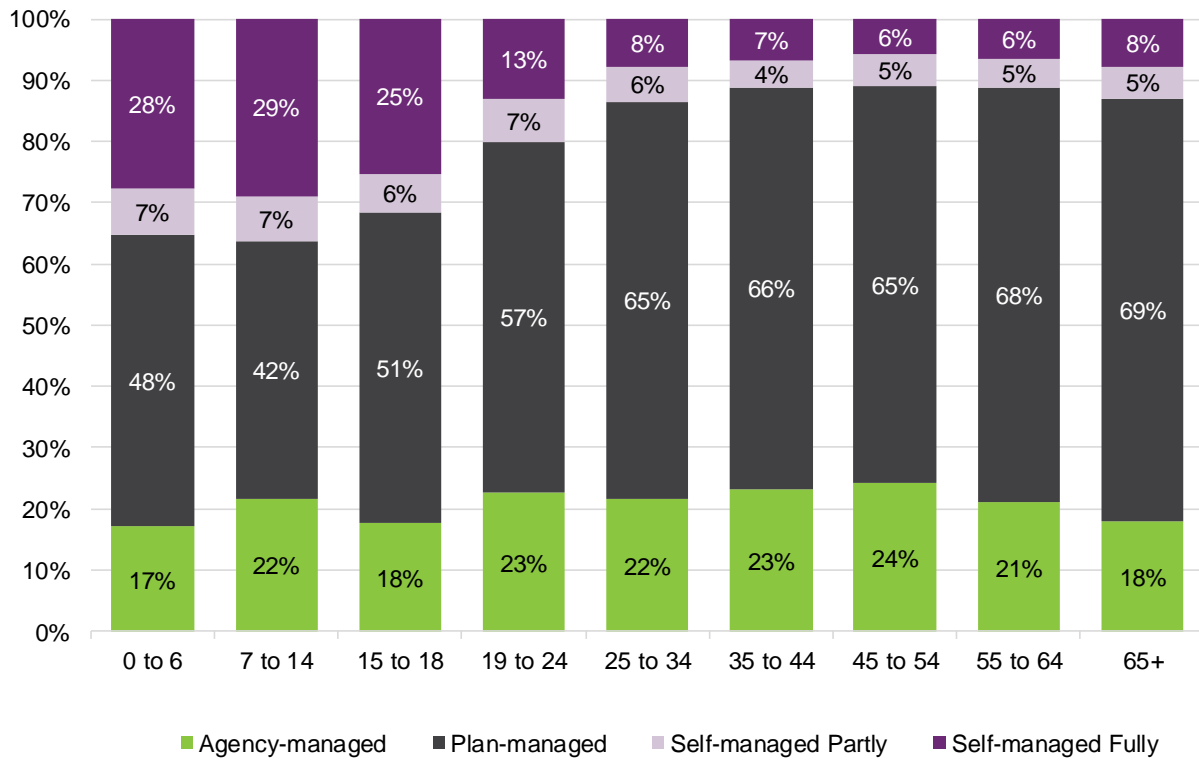


Table J.51 AAT cases by open/closed and decision – South Australia

	N
<b>AAT Cases</b>	<b>506</b>
<b>Open AAT Cases</b>	<b>87</b>
<b>Closed AAT Cases</b>	<b>419</b>
Resolved before hearing	415
Gone to hearing and received a substantive decision	<11

<sup>414</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

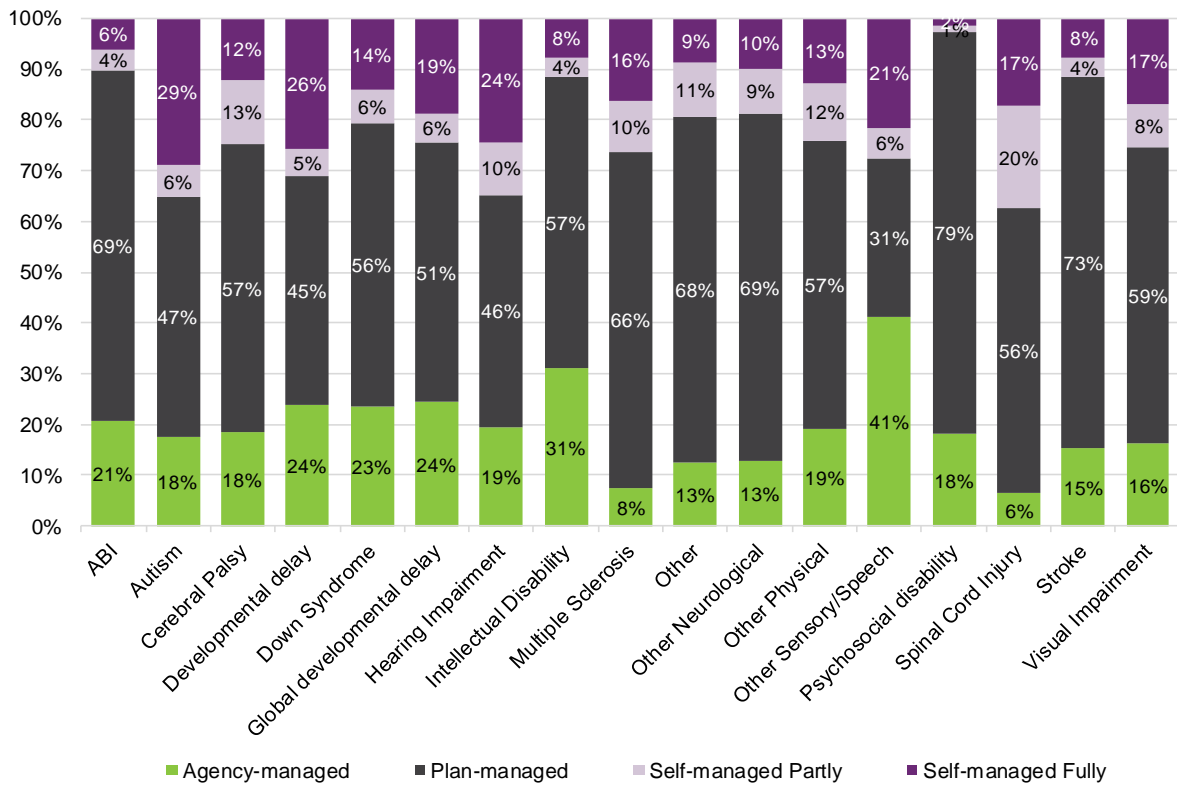
**Figure J.18 Distribution of active participants by method of financial plan management and age group as at 30 September 2020 – South Australia** <sup>415 416</sup>



<sup>415</sup> For the total number of active participants in each age group, see Table J.14.

<sup>416</sup> 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 September 2020 – South Australia** <sup>417 418</sup>



**Table J.52 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia** <sup>419</sup>

	Prior Quarters	2020-21 Q1	Total
Self-managed fully	18%	19%	<b>19%</b>
Self-managed partly	7%	6%	<b>6%</b>
Plan-managed	52%	60%	<b>54%</b>
Agency-managed	23%	15%	<b>21%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

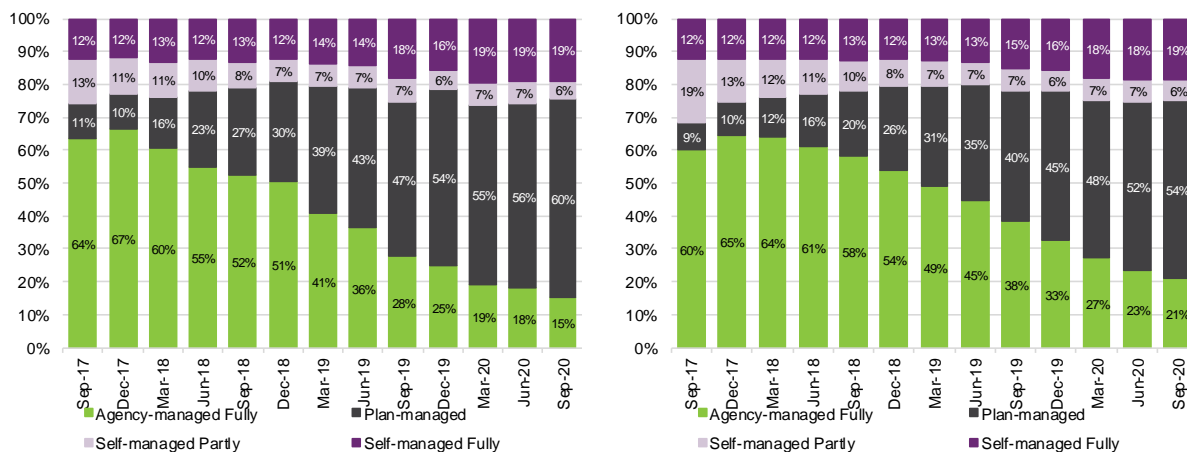
<sup>417</sup> For the total number of active participants in each primary disability group, see Table J.12.

<sup>418</sup> 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.

<sup>419</sup> Ibid.



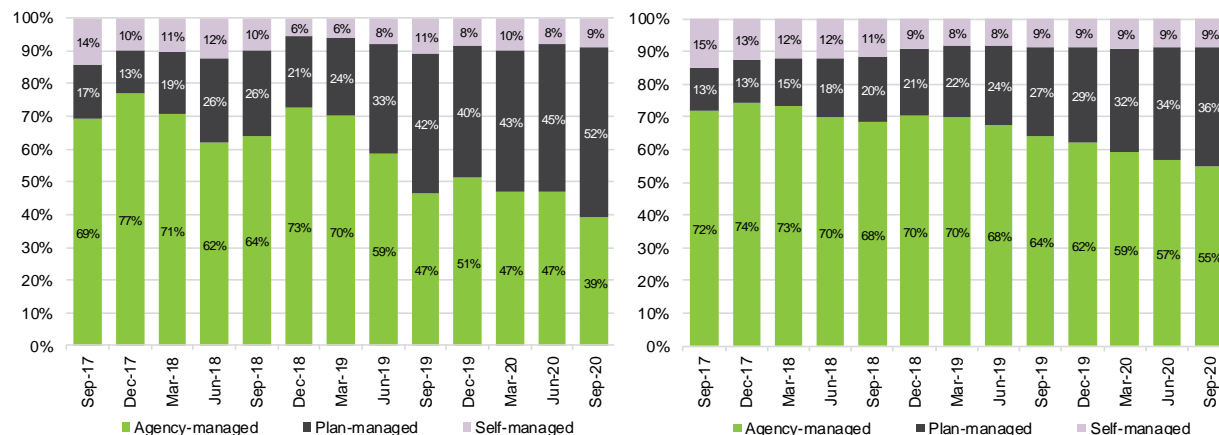
**Figure J.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia <sup>420</sup>**



**Table J.53 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia**

	Prior Quarters	2020-21 Q1	Total
Self-managed	9%	9%	<b>9%</b>
Plan-managed	34%	52%	<b>36%</b>
Agency-managed	57%	39%	<b>55%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure J.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia**



**Table J.54 Distribution of active participants by support coordination and quarter of plan approval – South Australia**

	Prior Quarters	2020-21 Q1	Total
Support coordination	39%	39%	<b>39%</b>

<sup>420</sup> 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. Quarterly results are reported based on a rolling 3 year period.

Table J.55 Duration to plan activation by quarter of initial plan approval for active participants – South Australia <sup>421</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q3	
	N	%	N	%
Less than 30 days	16,874	69%	1,352	64%
30 to 59 days	2,544	10%	280	13%
60 to 89 days	1,357	6%	137	6%
<b>Activated within 90 days</b>	<b>20,775</b>	<b>85%</b>	<b>1,769</b>	<b>83%</b>
90 to 119 days	717	3%	83	4%
120 days and over	2,253	9%	83	4%
<b>Activated after 90 days</b>	<b>2,970</b>	<b>12%</b>	<b>166</b>	<b>8%</b>
No payments	684	3%	187	9%
<b>Total plans approved</b>	<b>24,429</b>	<b>100%</b>	<b>2,122</b>	<b>100%</b>

Table J.56 Proportion of participants who have activated within 12 months – South Australia

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	1,386	1,482	94%
Not Aboriginal and Torres Strait Islander	23,387	24,163	97%
Not Stated	3,415	3,535	97%
<b>Total</b>	<b>28,188</b>	<b>29,180</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	1,954	2,016	97%
Not CALD	26,144	27,073	97%
Not Stated	90	91	99%
<b>Total</b>	<b>28,188</b>	<b>29,180</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	21,295	22,026	97%
Regional	6,229	6,459	96%
Remote	664	695	96%
Missing	<11	<11	
<b>Total</b>	<b>28,188</b>	<b>29,180</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	10,912	11,327	96%
Intellectual Disability (including Down Syndrome)	6,694	6,899	97%
Psychosocial Disability	1,320	1,351	98%
Developmental Delay (including Global Developmental Delay)	1,479	1,556	95%
Other	7,783	8,047	97%
<b>Total</b>	<b>28,188</b>	<b>29,180</b>	<b>97%</b>

<sup>421</sup> Plans approved after the end of 2019-20 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table J.57 Distribution of plans by utilisation – South Australia** <sup>422 423</sup>

Plan utilisation	Total
0 to 50%	37%
50% to 75%	26%
> 75%	37%
<b>Total</b>	<b>100%</b>

**Table J.58 Proportion of active participants with approved plans accessing mainstream supports – South Australia** <sup>424</sup>

	Prior Quarters	2020-21 Q1	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	46%	46%	46%
Lifelong Learning	19%	20%	19%
Other	12%	12%	12%
Non-categorised	33%	34%	33%
Any mainstream service	93%	93%	93%

## Part Four: Providers and the growing market

**Table J.59 Key markets indicators by quarter – South Australia** <sup>425 426</sup>

Market indicators	Prior Quarters	2020-21 Q1
a) Average number of active providers per active participant	1.14	1.13
b) Number of providers delivering new types of supports	188	190
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	87%	85%
<i>Therapeutic Supports (%)</i>	95%	96%
<i>Participation in community, social and civic activities (%)</i>	88%	89%
<i>Early Intervention supports for early childhood (%)</i>	87%	89%
<i>Daily Personal Activities (%)</i>	90%	91%

**Table J.60 Cumulative number of providers that have been ever active as at 30 September 2020 by quarter of activity – South Australia** <sup>427</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q1	60
Active in 2020-21 Q1 and also in previous quarters	775
<b>Active in 2020-21 Q1</b>	<b>835</b>
Inactive in 2020-21 Q1	1,071
<b>Active ever</b>	<b>1,906</b>

<sup>422</sup> This table only considers participants with initial plans approved up to 31 March 2020, and includes committed supports and payments for supports provided up to 30 June 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>423</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>424</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>425</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>426</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>427</sup> Active providers refer to those who have received payment for support Agency-managed participants.

Table J.61 Cumulative number of providers that have been ever active by registration group – South Australia <sup>428</sup>

Registration Group	Prior Quarters	2020-21 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	39	2	41	5%
Assistance Animals	31	1	32	3%
Assistance with daily life tasks in a group or shared living arrangement	159	10	169	6%
Assistance with travel/transport arrangements	192	4	196	2%
Daily Personal Activities	309	15	324	5%
Group and Centre Based Activities	226	12	238	5%
High Intensity Daily Personal Activities	215	9	224	4%
Household tasks	298	17	315	6%
Interpreting and translation	46	5	51	11%
Participation in community, social and civic activities	357	14	371	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	65	3	68	5%
Assistive products for household tasks	48	4	52	8%
Assistance products for personal care and safety	399	30	429	8%
Communication and information equipment	126	13	139	10%
Customised Prosthetics	146	5	151	3%
Hearing Equipment	72	6	78	8%
Hearing Services	11	4	15	36%
Personal Mobility Equipment	190	16	206	8%
Specialised Hearing Services	23	3	26	13%
Vision Equipment	55	2	57	4%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	352	24	376	7%
Behaviour Support	171	5	176	3%
Community nursing care for high needs	94	7	101	7%
Development of daily living and life skills	216	8	224	4%
Early Intervention supports for early childhood	527	7	534	1%
Exercise Physiology and Physical Wellbeing activities	102	11	113	11%
Innovative Community Participation	47	4	51	9%
Specialised Driving Training	35	2	37	6%
Therapeutic Supports	883	31	914	4%
<b>Capital services</b>				
Home modification design and construction	67	5	72	7%
Specialist Disability Accommodation	19	2	21	11%
Vehicle Modifications	46	3	49	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	154	10	164	6%
Support Coordination	149	16	165	11%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	63	10	73	16%
Specialised Supported Employment	67	4	71	6%
<b>Total approved active providers</b>	<b>1,846</b>	<b>60</b>	<b>1,906</b>	<b>3%</b>

<sup>428</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table J.62 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2020 – South Australia**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	8	33	41	20%	80%	100%
Assistance Animals	6	26	32	19%	81%	100%
Assistance with daily life tasks in a group or shared living arrangement	26	143	169	15%	85%	100%
Assistance with travel/transport arrangements	31	165	196	16%	84%	100%
Daily Personal Activities	46	278	324	14%	86%	100%
Group and Centre Based Activities	34	204	238	14%	86%	100%
High Intensity Daily Personal Activities	36	188	224	16%	84%	100%
Household tasks	79	236	315	25%	75%	100%
Interpreting and translation	9	42	51	18%	82%	100%
Participation in community, social and civic activities	50	321	371	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	64	68	6%	94%	100%
Assistive products for household tasks	7	45	52	13%	87%	100%
Assistance products for personal care and safety	67	362	429	16%	84%	100%
Communication and information equipment	31	108	139	22%	78%	100%
Customised Prosthetics	26	125	151	17%	83%	100%
Hearing Equipment	13	65	78	17%	83%	100%
Hearing Services	2	13	15	13%	87%	100%
Personal Mobility Equipment	38	168	206	18%	82%	100%
Specialised Hearing Services	5	21	26	19%	81%	100%
Vision Equipment	10	47	57	18%	82%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	61	315	376	16%	84%	100%
Behaviour Support	51	125	176	29%	71%	100%
Community nursing care for high needs	17	84	101	17%	83%	100%
Development of daily living and life skills	38	186	224	17%	83%	100%
Early Intervention supports for early childhood	249	285	534	47%	53%	100%
Exercise Physiology and Physical Wellbeing activities	27	86	113	24%	76%	100%
Innovative Community Participation	13	38	51	25%	75%	100%
Specialised Driving Training	6	31	37	16%	84%	100%
Therapeutic Supports	382	532	914	42%	58%	100%
<b>Capital services</b>						
Home modification design and construction	9	63	72	13%	88%	100%
Specialist Disability Accommodation	1	20	21	5%	95%	100%
Vehicle Modifications	6	43	49	12%	88%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	36	128	164	22%	78%	100%
Support Coordination	42	123	165	25%	75%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	7	66	73	10%	90%	100%
Specialised Supported Employment	12	59	71	17%	83%	100%
<b>Total</b>	<b>586</b>	<b>1,320</b>	<b>1,906</b>	<b>31%</b>	<b>69%</b>	<b>100%</b>

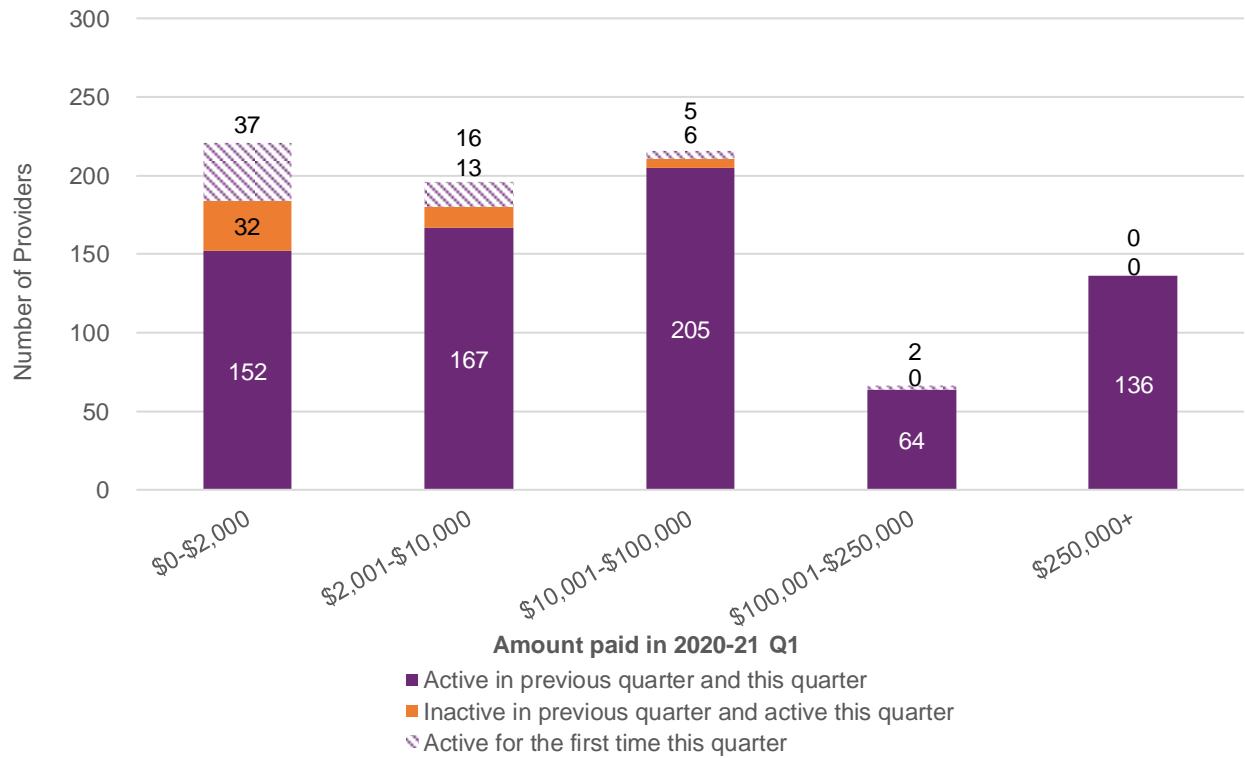
**Table J.63 Number and proportion of providers active in 2020-21 Q1 by registration group and first quarter of activity – South Australia**

Registration Group	Active in previous quarters and in 2020-21 Q1	Active for the first time in 2020-21 Q1	Total	% active for the first time in 2020-21 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	6	2	8	25%
Assistance Animals	20	1	21	5%
Assistance with daily life tasks in a group or shared living arrangement	104	10	114	9%
Assistance with travel/transport arrangements	78	4	82	5%
Daily Personal Activities	184	15	199	8%
Group and Centre Based Activities	112	12	124	10%
High Intensity Daily Personal Activities	113	9	122	7%
Household tasks	158	17	175	10%
Interpreting and translation	26	5	31	16%
Participation in community, social and civic activities	203	14	217	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	14	3	17	18%
Assistive products for household tasks	11	4	15	27%
Assistance products for personal care and safety	198	30	228	13%
Communication and information equipment	71	13	84	15%
Customised Prosthetics	65	5	70	7%
Hearing Equipment	30	6	36	17%
Hearing Services	2	4	6	67%
Personal Mobility Equipment	101	16	117	14%
Specialised Hearing Services	4	3	7	43%
Vision Equipment	31	2	33	6%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	188	24	212	11%
Behaviour Support	74	5	79	6%
Community nursing care for high needs	66	7	73	10%
Development of daily living and life skills	84	8	92	9%
Early Intervention supports for early childhood	147	7	154	5%
Exercise Physiology and Physical Wellbeing activities	68	11	79	14%
Innovative Community Participation	19	4	23	17%
Specialised Driving Training	18	2	20	10%
Therapeutic Supports	350	31	381	8%
<b>Capital services</b>				
Home modification design and construction	38	5	43	12%
Specialist Disability Accommodation	13	2	15	13%
Vehicle Modifications	15	3	18	17%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	113	10	123	8%
Support Coordination	94	16	110	15%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	31	10	41	24%
Specialised Supported Employment	52	4	56	7%
<b>Total</b>	<b>775</b>	<b>60</b>	<b>835</b>	<b>7%</b>

**Table J.64 Number and proportion of providers active in 2020-21 Q1 in each registration group by legal entity type – South Australia**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	3	5	8	38%	63%	100%
Assistance Animals	3	18	21	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	16	98	114	14%	86%	100%
Assistance with travel/transport arrangements	11	71	82	13%	87%	100%
Daily Personal Activities	31	168	199	16%	84%	100%
Group and Centre Based Activities	21	103	124	17%	83%	100%
High Intensity Daily Personal Activities	19	103	122	16%	84%	100%
Household tasks	42	133	175	24%	76%	100%
Interpreting and translation	4	27	31	13%	87%	100%
Participation in community, social and civic activities	32	185	217	15%	85%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	2	15	17	12%	88%	100%
Assistive products for household tasks	3	12	15	20%	80%	100%
Assistance products for personal care and safety	38	190	228	17%	83%	100%
Communication and information equipment	14	70	84	17%	83%	100%
Customised Prosthetics	11	59	70	16%	84%	100%
Hearing Equipment	6	30	36	17%	83%	100%
Hearing Services	1	5	6	17%	83%	100%
Personal Mobility Equipment	22	95	117	19%	81%	100%
Specialised Hearing Services	1	6	7	14%	86%	100%
Vision Equipment	7	26	33	21%	79%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	38	174	212	18%	82%	100%
Behaviour Support	14	65	79	18%	82%	100%
Community nursing care for high needs	14	59	73	19%	81%	100%
Development of daily living and life skills	20	72	92	22%	78%	100%
Early Intervention supports for early childhood	40	114	154	26%	74%	100%
Exercise Physiology and Physical Wellbeing activities	12	67	79	15%	85%	100%
Innovative Community Participation	3	20	23	13%	87%	100%
Specialised Driving Training	2	18	20	10%	90%	100%
Therapeutic Supports	133	248	381	35%	65%	100%
<b>Capital services</b>						
Home modification design and construction	6	37	43	14%	86%	100%
Specialist Disability Accommodation	1	14	15	7%	93%	100%
Vehicle Modifications	2	16	18	11%	89%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	30	93	123	24%	76%	100%
Support Coordination	22	88	110	20%	80%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	3	38	41	7%	93%	100%
Specialised Supported Employment	11	45	56	20%	80%	100%
<b>Total</b>	<b>208</b>	<b>627</b>	<b>835</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

**Figure J.22 Distribution of active providers in 2020-21 Q1 by their status in 2019-20 Q4 and payment band in 2020-21 Q1 – South Australia** <sup>429</sup>



## Part Five: Financial sustainability

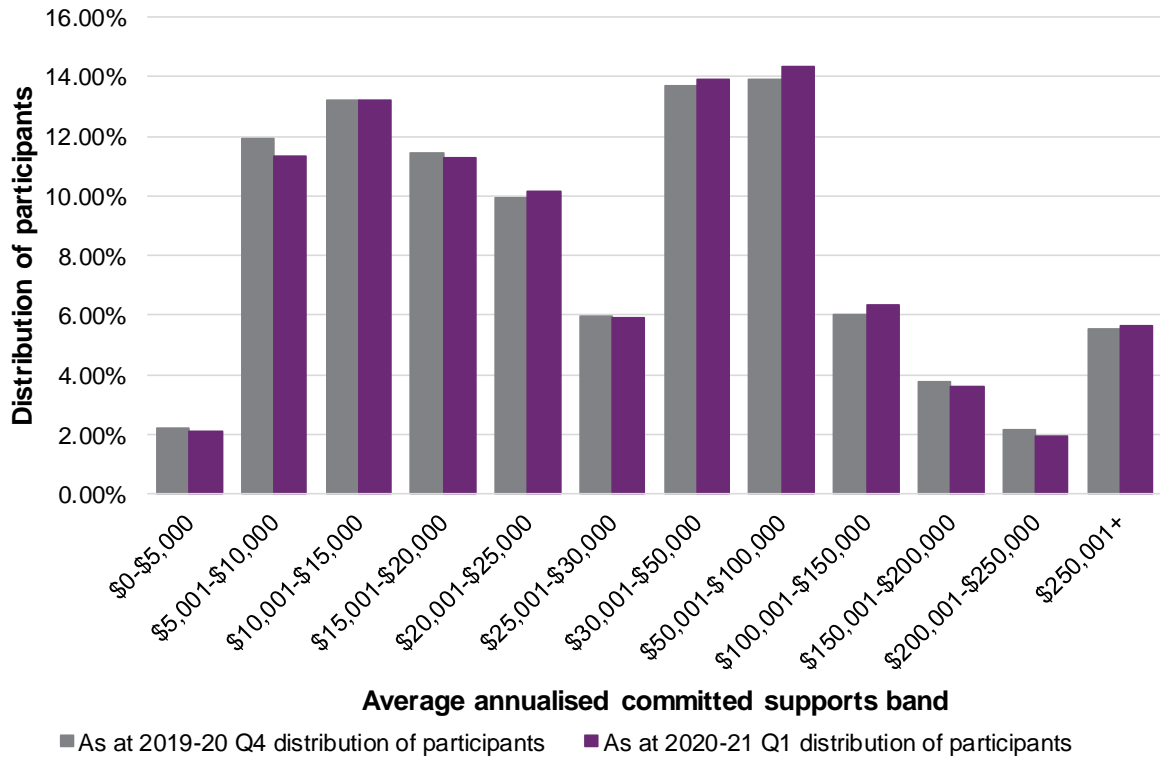
**Table J.65 Committed supports by financial year (\$m) – South Australia**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	10.5	48.4	102.1	186.4	367.4	1,156.4	2,137.4	642.4

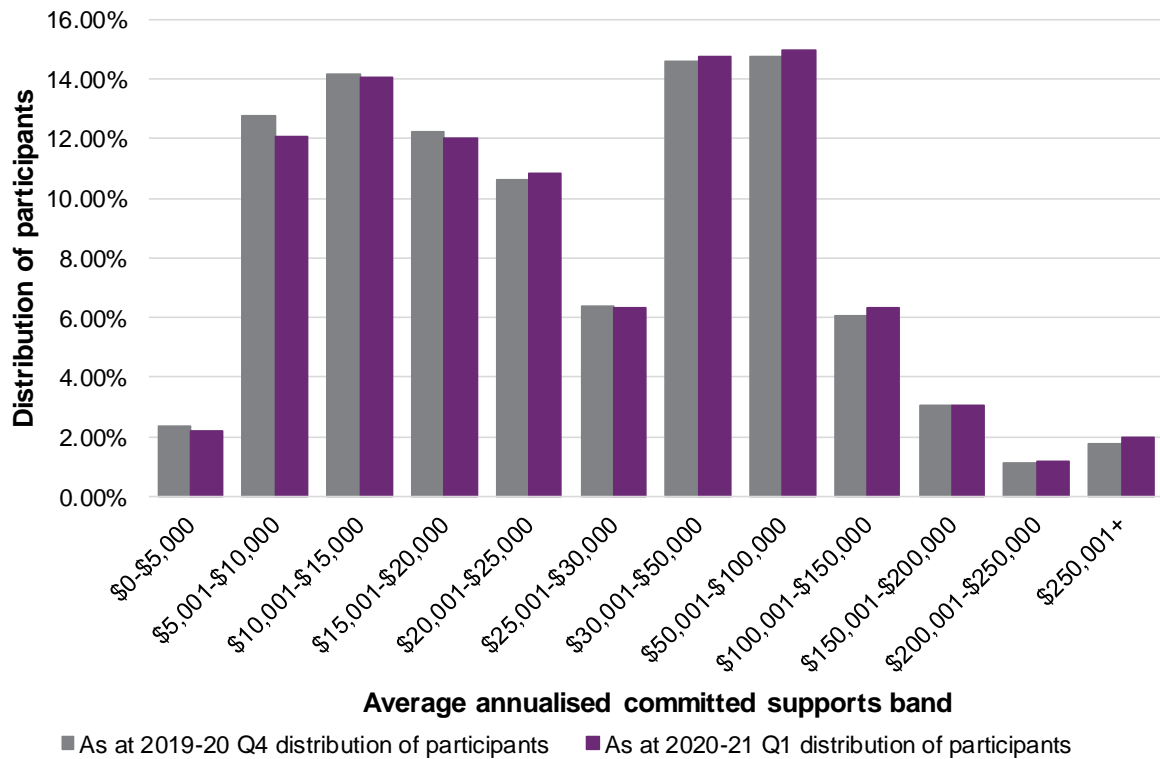
<sup>429</sup> Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.



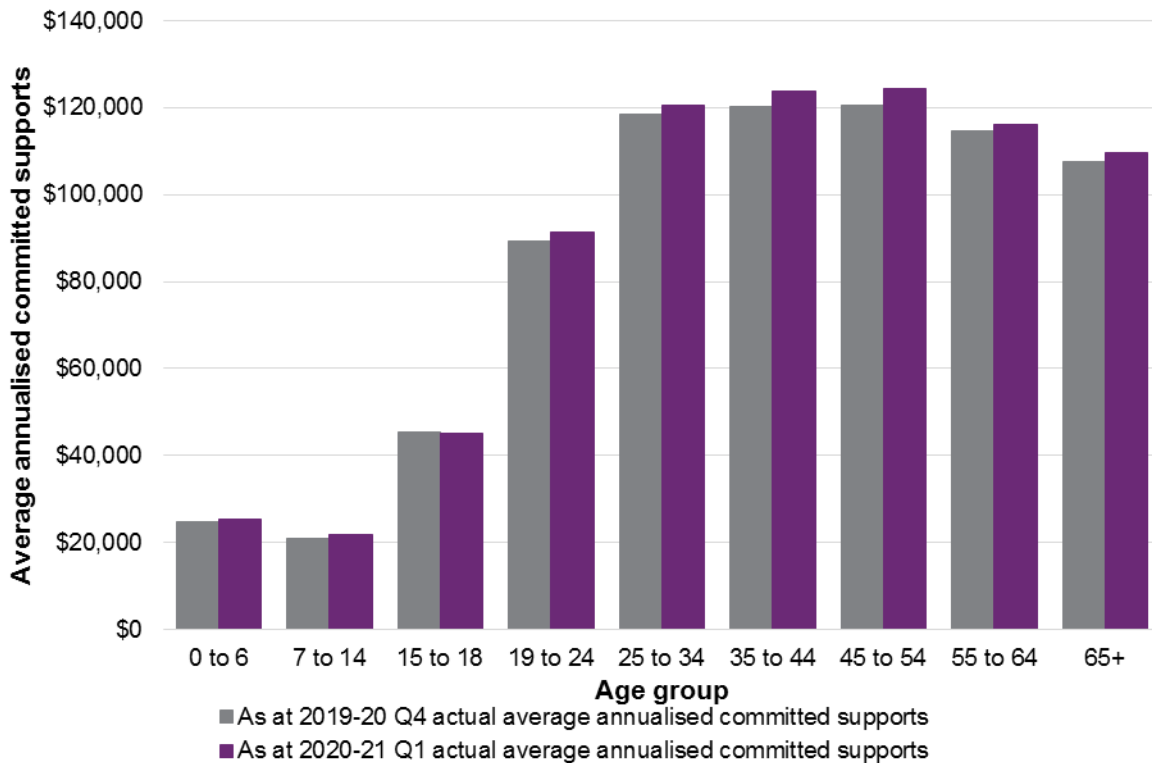
**Figure J.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – South 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – South Australia**

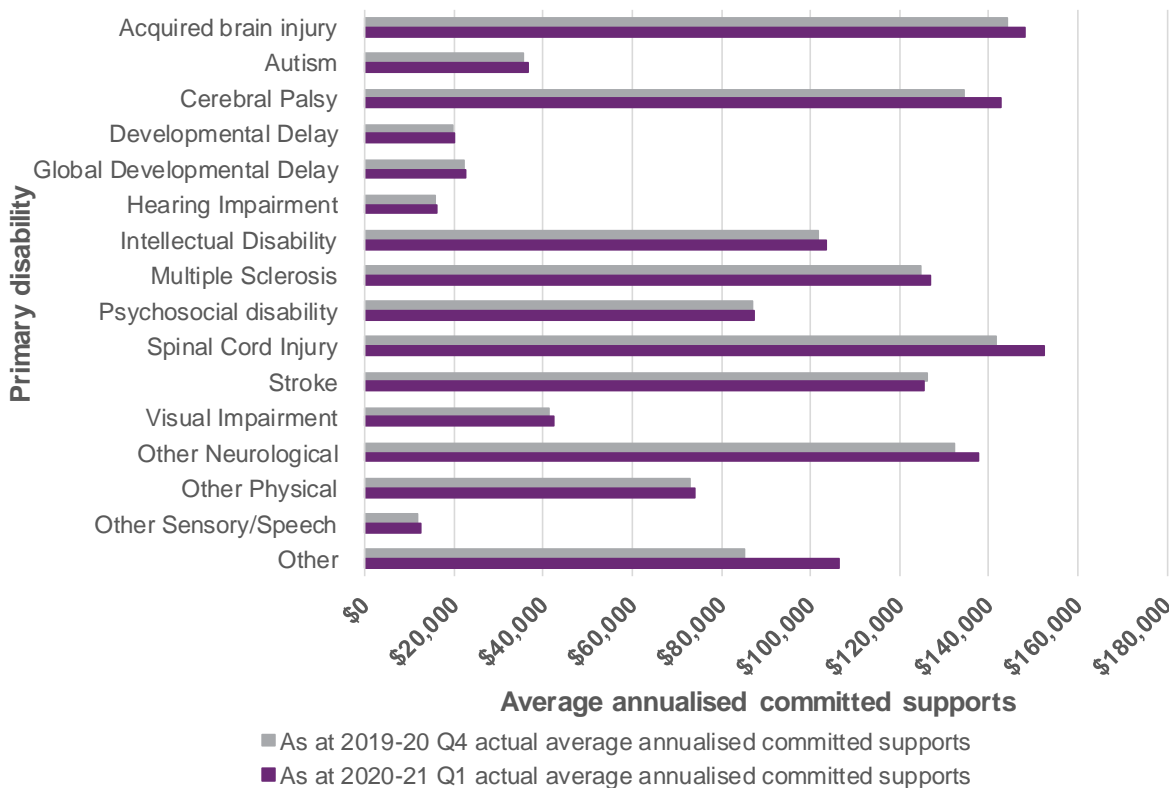


Figure J.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – South Australia <sup>430</sup>

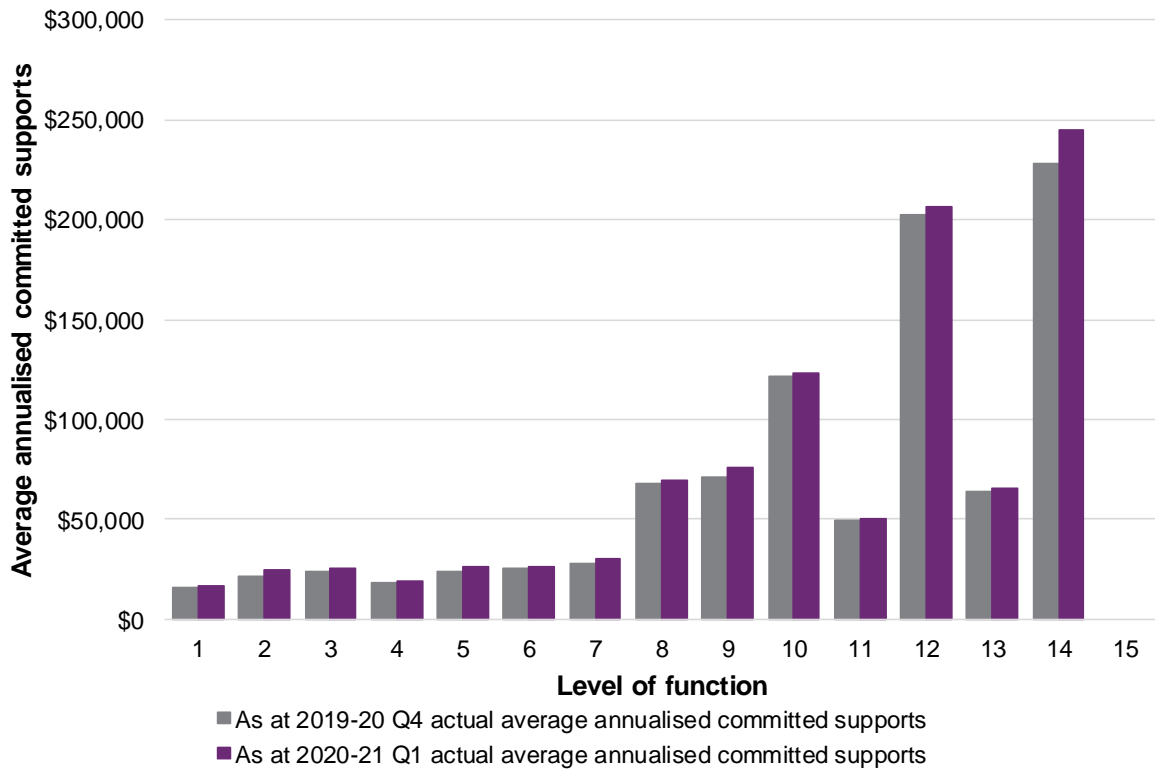
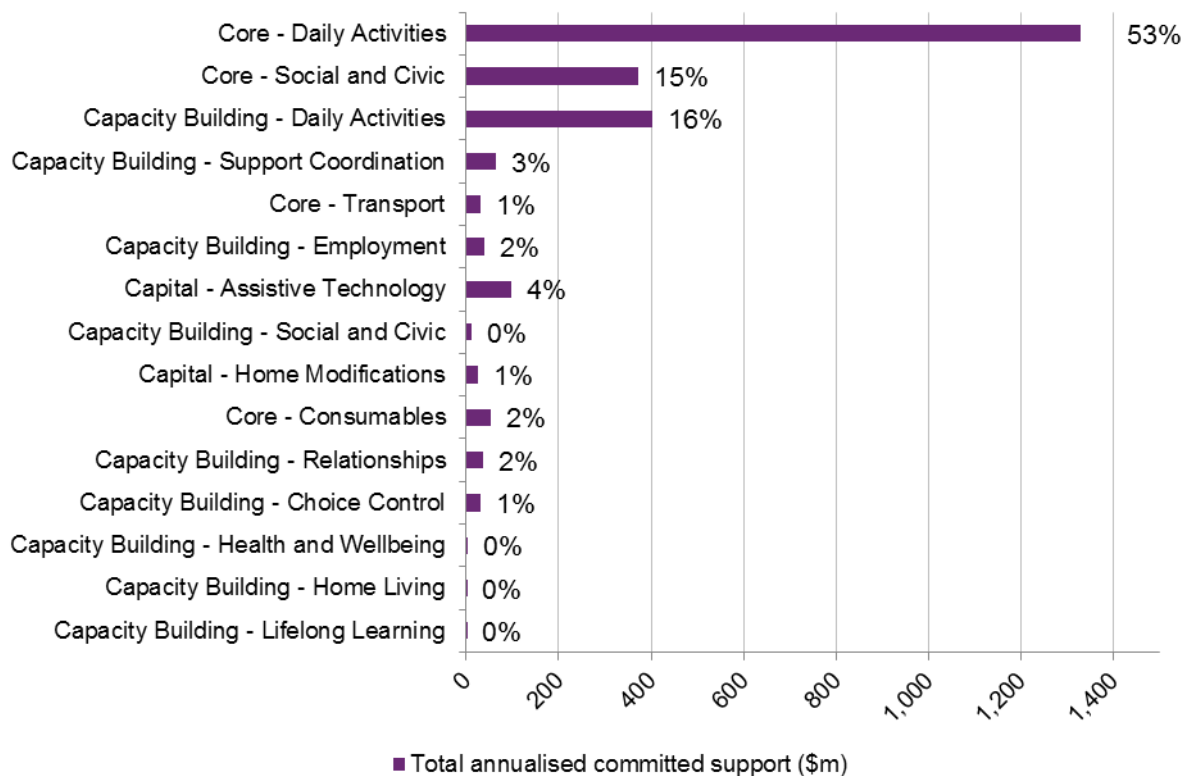


Figure J.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – South Australia



<sup>430</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

**Table J.66 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	2020-21 to date
Total Committed	10.5	48.4	102.1	186.4	367.4	1,156.4	2,137.4	642.4
Total Paid	5.7	29.7	63.0	104.4	218.8	786.6	1,462.7	388.4
% utilised to date	54%	61%	62%	56%	60%	68%	68%	60%

**Figure J.29 Utilisation of committed supports as at 30 June 2020 and 30 September 2020 – South Australia**

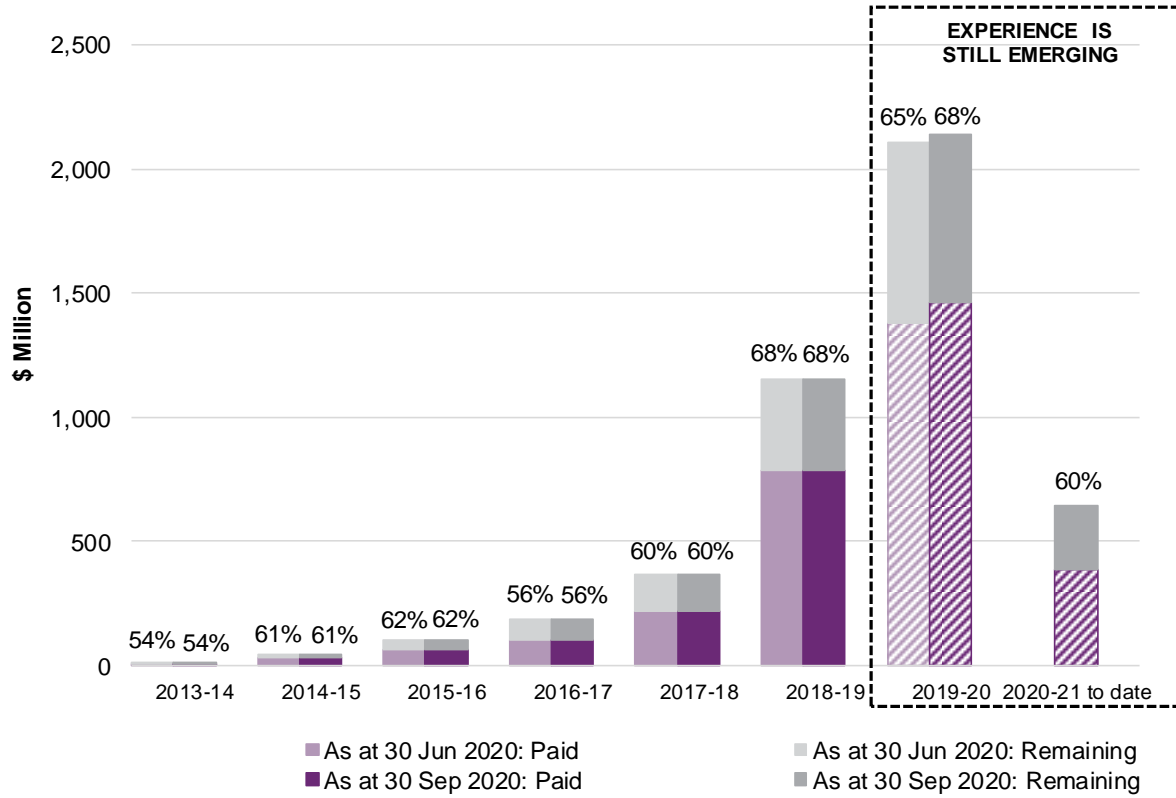


Figure J.30 Utilisation of committed supports by plan number from 1 January 2020 to 30 June 2020 – South Australia <sup>431</sup>

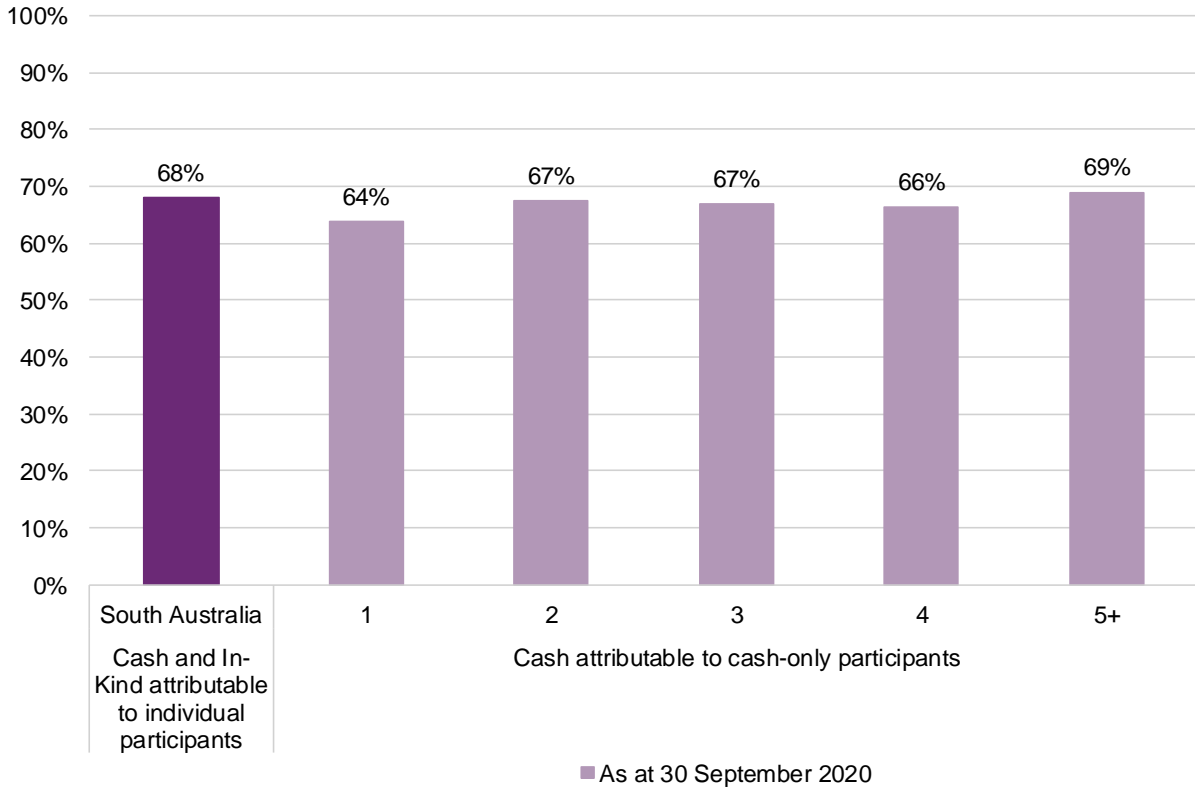
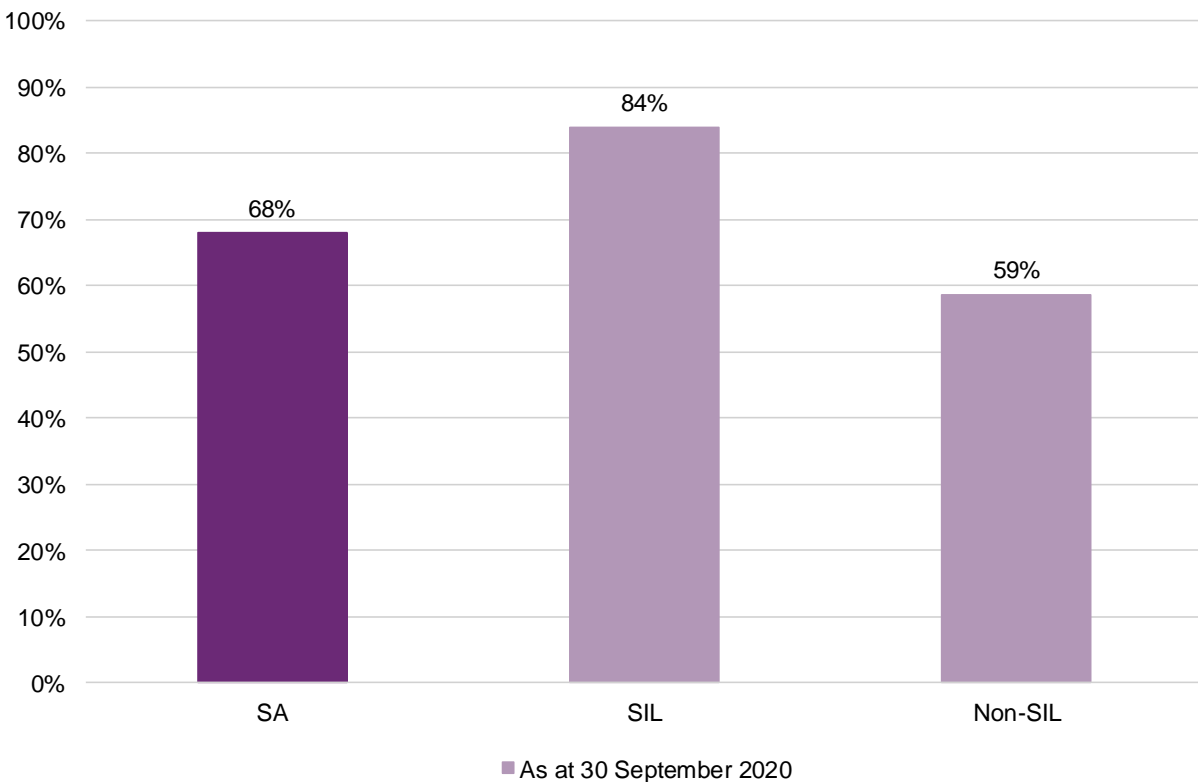


Figure J.31 Utilisation of committed supports by SIL status from 1 January 2020 to 30 June 2020 – South Australia <sup>432</sup>



<sup>431</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>432</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2020 to 30 June 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 January 2020 to 30 June 2020 – South Australia <sup>433</sup>

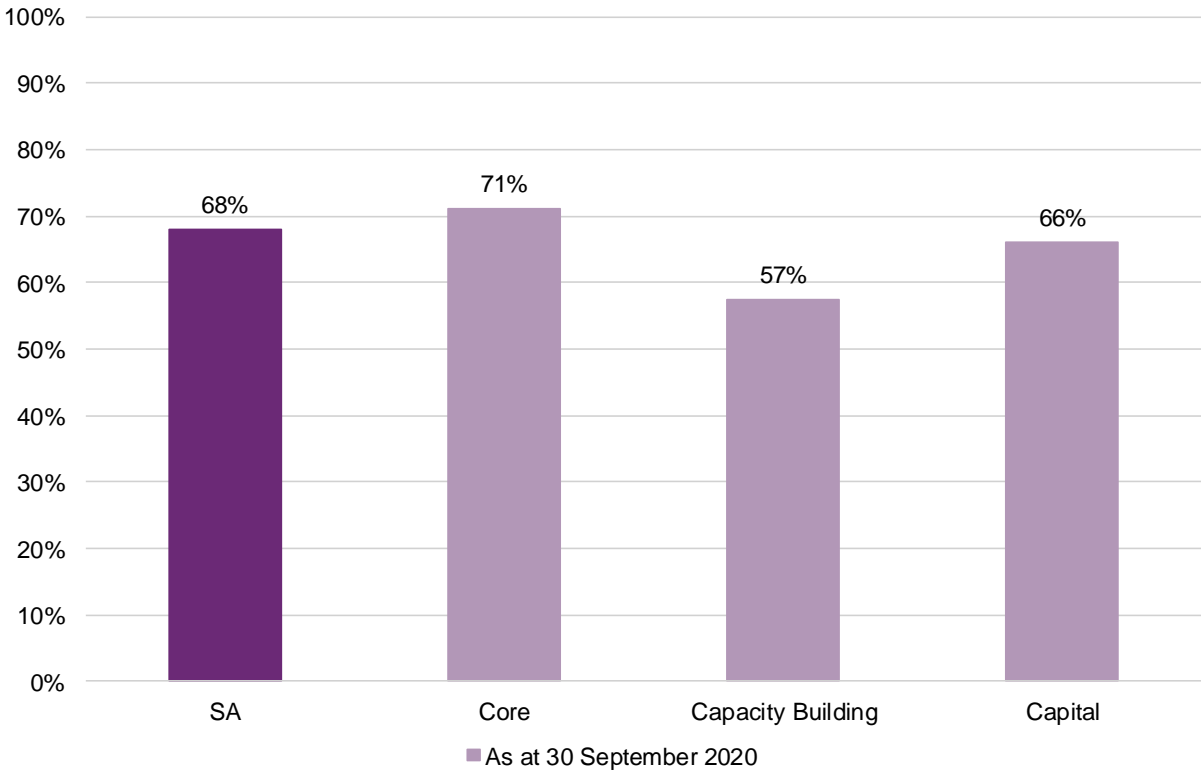
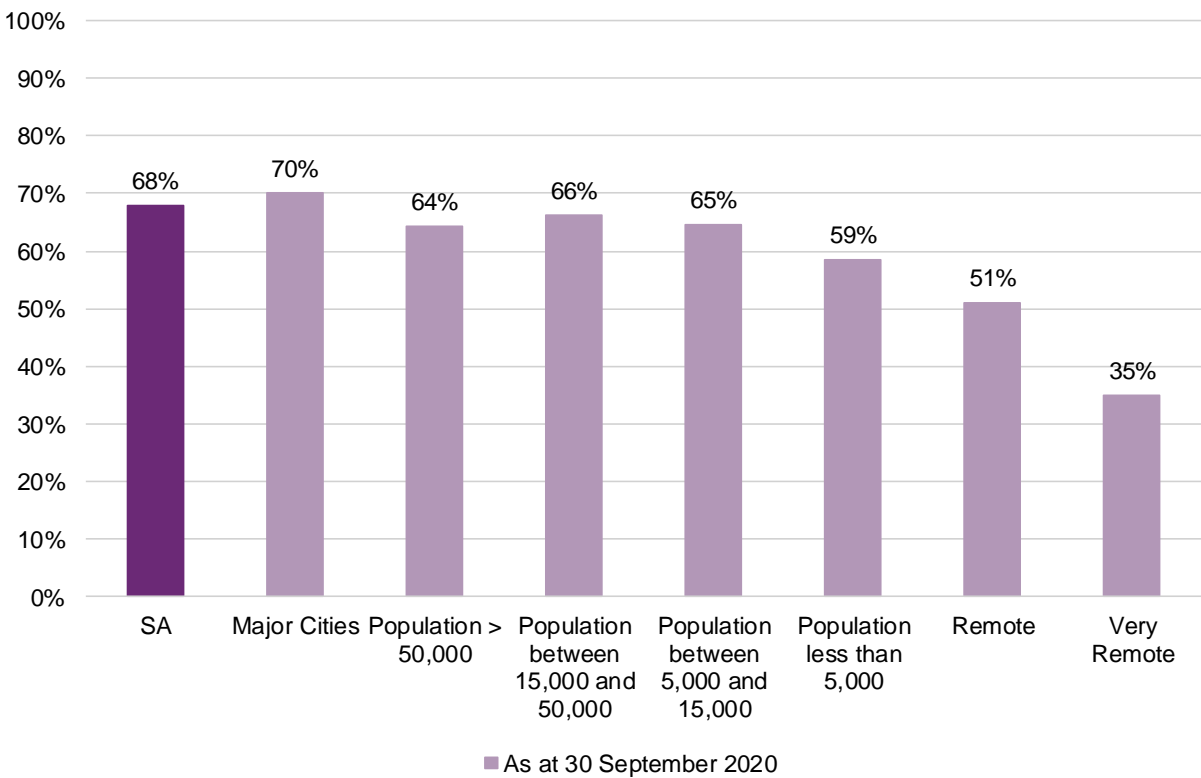


Figure J.33 Utilisation of committed supports by remoteness from 1 January 2020 to 30 June 2020 – South Australia <sup>434</sup>



<sup>433</sup> Ibid.

<sup>434</sup> Ibid.

# Appendix K:

## Tasmania

### Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania <sup>435</sup>

	Prior Quarters	2020-21 Q1	Total excluding ECEI	ECEI	Total including ECEI
Tasmania	8,826	532	9,358	244	9,602

Table K.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Tasmania <sup>436</sup>

	Prior Quarters	2020-21 Q1	Total
<b>Access decisions</b>	<b>10,785</b>	<b>724</b>	<b>11,509</b>
<b>Active Eligible</b>	<b>9,010</b>	<b>558</b>	<b>9,568</b>
<i>New</i>	4,724	507	5,231
<i>State</i>	2,953	11	2,964
<i>Commonwealth</i>	1,333	40	1,373
<b>Active Participant Plans (excl ECEI)</b>	<b>8,826</b>	<b>532</b>	<b>9,358</b>
<i>New</i>	4,581	478	5,059
<i>State</i>	2,933	14	2,947
<i>Commonwealth</i>	1,312	40	1,352
<b>Active Participant Plans</b>	<b>9,078</b>	<b>776</b>	<b>9,602</b>
<i>Early Intervention (s25)</i>	1,724	237	1,961
<i>Permanent Disability (s24)</i>	7,102	295	7,397
<i>ECEI</i>	252	244	244

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 September 2020 – Tasmania

Exits	Total
<b>Total participant exits</b>	<b>207</b>
<i>Early Intervention participants</i>	19
<i>Permanent disability participants</i>	188

<sup>435</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>436</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table K.4 Cumulative numbers of active participants by services previously received – Tasmania** <sup>437 438</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	1,072	51	1,079	18	2,220
End of 2017-18	2,023	336	1,481	537	4,377
End of 2018-19 Q1	2,184	547	1,722	535	4,988
End of 2018-19 Q2	2,340	672	1,945	544	5,501
End of 2018-19 Q3	2,688	789	2,207	590	6,274
End of 2018-19 Q4	2,849	986	2,708	232	6,775
End of 2019-20 Q1	2,871	1,050	3,059	47	7,027
End of 2019-20 Q2	2,899	1,158	3,622	105	7,784
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
End of 2020-21 Q1	2,947	1,352	5,059	244	9,602

**Table K.5 Cumulative numbers of active participants by entry into the Scheme – Tasmania** <sup>439 440 441 442</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	202	2,000	18	2,220
End of 2017-18	529	3,311	537	4,377
End of 2018-19 Q1	619	3,834	535	4,988
End of 2018-19 Q2	714	4,243	544	5,501
End of 2018-19 Q3	818	4,866	590	6,274
End of 2018-19 Q4	998	5,545	232	6,775
End of 2019-20 Q1	1,112	5,868	47	7,027
End of 2019-20 Q2	1,354	6,325	105	7,784
End of 2019-20 Q3	1,561	6,782	211	8,554
End of 2019-20 Q4	1,743	7,115	252	9,110
End of 2020-21 Q1	1,961	7,397	244	9,602

<sup>437</sup> This table shows the total numbers of active participants at the end of each period.

<sup>438</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>439</sup> This table shows the total numbers of active participants at the end of each period.

<sup>440</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>441</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>442</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.



**Table K.6 Assessment of access by age group – Tasmania** <sup>443</sup>

Age Group	Prior Quarters		2020-21 Q1		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	1,745	96%	202	94%	1,947	96%
7 to 14	2,028	88%	90	76%	2,118	88%
15 to 18	1,256	90%	31	89%	1,287	90%
19 to 24	712	86%	13	62%	725	85%
25 to 34	576	79%	31	78%	607	79%
35 to 44	745	84%	26	55%	771	82%
45 to 54	1,055	83%	65	66%	1,120	82%
55 to 64	1,189	79%	103	73%	1,292	79%
65+	44	66%	<11		45	63%
Missing	<11		<11		<11	
<b>Total</b>	<b>9,350</b>	<b>87%</b>	<b>562</b>	<b>78%</b>	<b>9,912</b>	<b>86%</b>

**Table K.7 Assessment of access by disability – Tasmania** <sup>444</sup>

Disability	Prior Quarters		2020-21 Q1		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	381	94%	25	93%	406	94%
Autism	2,814	94%	118	96%	2,932	94%
Cerebral Palsy	407	96%	<11		416	96%
Developmental Delay	449	94%	123	95%	572	94%
Global Developmental Delay	162	99%	28	97%	190	98%
Hearing Impairment	365	88%	22	88%	387	88%
Intellectual Disability	2,580	94%	72	84%	2,652	94%
Multiple Sclerosis	240	85%	21	88%	261	85%
Psychosocial disability	675	64%	52	55%	727	63%
Spinal Cord Injury	97	96%	<11		98	93%
Stroke	103	81%	15	94%	118	83%
Visual Impairment	176	92%	<11		180	91%
Other Neurological	406	82%	26	52%	432	79%
Other Physical	357	54%	17	36%	374	53%
Other Sensory/Speech	38	40%	<11		39	39%
Other	26	44%	28	60%	54	51%
Missing	74	93%	<11		74	93%
<b>Total</b>	<b>9,350</b>	<b>87%</b>	<b>562</b>	<b>78%</b>	<b>9,912</b>	<b>86%</b>

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

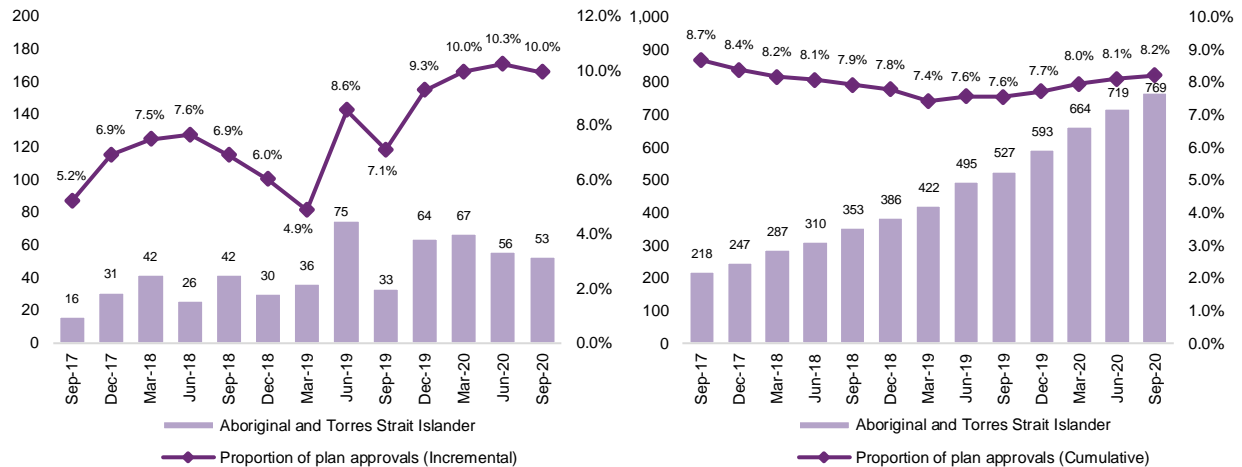
<sup>443</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>444</sup> Ibid.

**Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	716	8.1%	53	10.0%	<b>769</b>	<b>8.2%</b>
Not Aboriginal and Torres Strait Islander	6,421	72.8%	388	72.9%	<b>6,809</b>	<b>72.8%</b>
Not Stated	1,689	19.1%	91	17.1%	<b>1,780</b>	<b>19.0%</b>
<b>Total</b>	<b>8,826</b>	<b>100%</b>	<b>532</b>	<b>100%</b>	<b>9,358</b>	<b>100%</b>

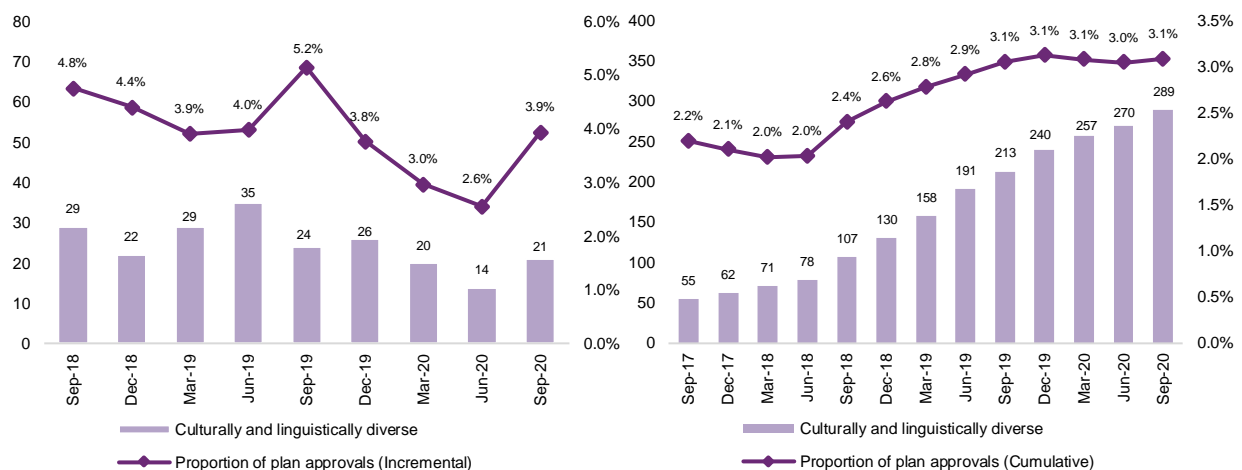
**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>445</sup>



**Table K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	268	3.0%	21	3.9%	<b>289</b>	<b>3.1%</b>
Not culturally and linguistically diverse	8,544	96.8%	511	96.1%	<b>9,055</b>	<b>96.8%</b>
Not stated	14	0.2%	<11		<b>14</b>	<b>0.1%</b>
<b>Total</b>	<b>8,826</b>	<b>100%</b>	<b>532</b>	<b>100%</b>	<b>9,358</b>	<b>100%</b>

**Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>446 447</sup>



<sup>445</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

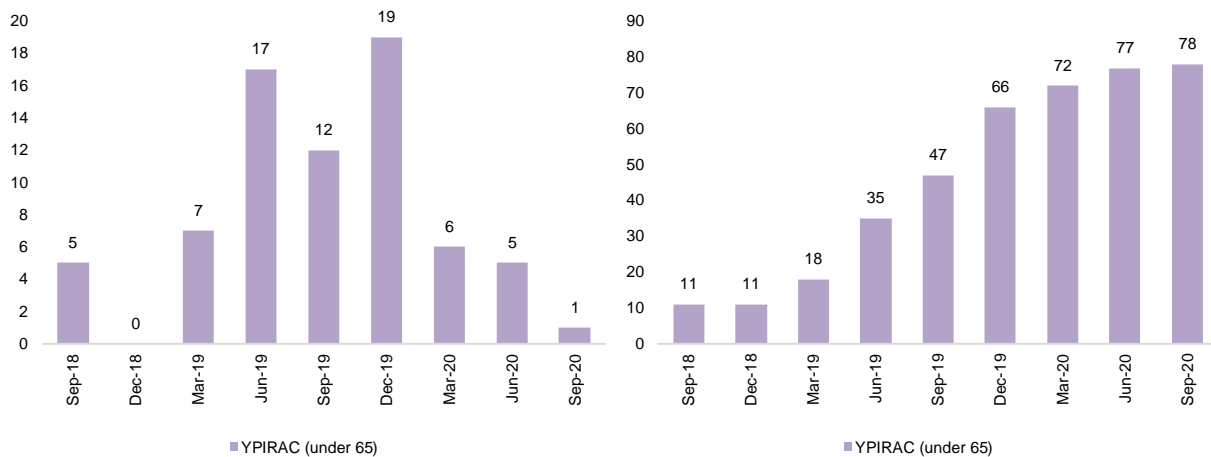
<sup>446</sup> Ibid.

<sup>447</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

**Table K.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2020 – Tasmania** <sup>448</sup>

	Total
<b>Age group</b>	<b>N</b>
Under 45	<11
45 to 54	21
55 to 64	52
<b>Total YPIRAC (under 65)</b>	<b>78</b>

**Figure K.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Tasmania** <sup>449</sup>



**Table K.11 Participant profile per quarter by remoteness – Tasmania** <sup>450 451</sup>

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	5,710	64.7%	360	67.7%	<b>6,070</b>	<b>64.9%</b>
Population between 15,000 and 50,000	1,744	19.8%	87	16.4%	<b>1,831</b>	<b>19.6%</b>
Population between 5,000 and 15,000	17	0.2%	<11		<b>19</b>	<b>0.2%</b>
Population less than 5,000	1,246	14.1%	79	14.8%	<b>1,325</b>	<b>14.2%</b>
Remote	90	1.0%	<11		<b>93</b>	<b>1.0%</b>
Very Remote	19	0.2%	<11		<b>20</b>	<b>0.2%</b>
Missing	<11		<11		<11	
<b>Total</b>	<b>8,826</b>	<b>100%</b>	<b>532</b>	<b>100%</b>	<b>9,358</b>	<b>100%</b>

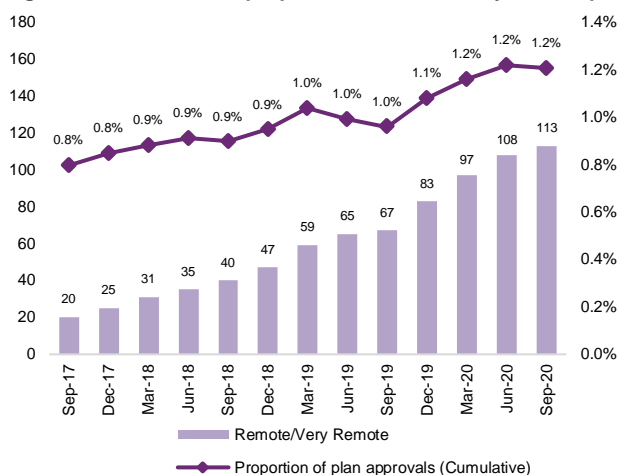
<sup>448</sup> There are a further 19 active participants aged 65 years or over who are currently in residential aged care.

<sup>449</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. 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.

<sup>450</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>451</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania** <sup>452 453</sup>



**Table K.12 Participant profile per quarter by primary disability group – Tasmania** <sup>454 455 456</sup>

Disability	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Autism	2,742	31%	126	24%	2,868	31%
Intellectual Disability	2,466	28%	59	11%	2,525	27%
Psychosocial disability	642	7%	46	9%	688	7%
Developmental Delay	408	5%	135	25%	543	6%
Hearing Impairment	354	4%	21	4%	375	4%
Other Neurological	354	4%	22	4%	376	4%
Other Physical	315	4%	11	2%	326	3%
Cerebral Palsy	390	4%	<11		399	4%
ABI	358	4%	25	5%	383	4%
Visual Impairment	173	2%	<11		175	2%
Global Developmental Delay	149	2%	29	5%	178	2%
Multiple Sclerosis	234	3%	15	3%	249	3%
Stroke	95	1%	13	2%	108	1%
Spinal Cord Injury	95	1%	<11		95	1%
Other Sensory/Speech	35	0%	<11		38	0%
Other	16	0%	16	3%	32	0%
<b>Total</b>	<b>8,826</b>	<b>100%</b>	<b>532</b>	<b>100%</b>	<b>9,358</b>	<b>100%</b>

<sup>452</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

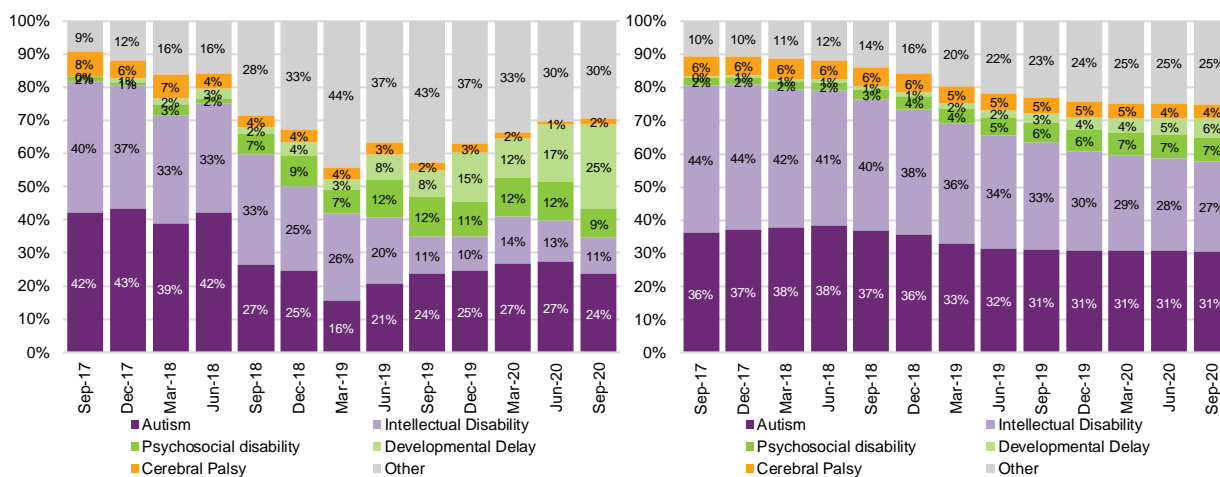
<sup>453</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

<sup>454</sup> Table order based on national proportions (highest to lowest).

<sup>455</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>456</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in TAS (290).

**Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania** <sup>457</sup>



**Table K.13 Participant profile per quarter by level of functions – Tasmania** <sup>458</sup>

Level of Function	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	597	7%	134	25%	731	8%
2 (High Function)	18	0%	<11		18	0%
3 (High Function)	459	5%	42	8%	501	5%
4 (High Function)	486	6%	24	5%	510	5%
5 (High Function)	566	6%	51	10%	617	7%
6 (Moderate Function)	1,765	20%	96	18%	1,861	20%
7 (Moderate Function)	753	9%	20	4%	773	8%
8 (Moderate Function)	560	6%	28	5%	588	6%
9 (Moderate Function)	50	1%	<11		54	1%
10 (Moderate Function)	876	10%	50	9%	926	10%
11 (Low Function)	382	4%	<11		392	4%
12 (Low Function)	1,489	17%	56	11%	1,545	17%
13 (Low Function)	605	7%	16	3%	621	7%
14 (Low Function)	205	2%	<11		206	2%
15 (Low Function)	<11		<11		<11	
Missing	13		<11		13	
<b>Total</b>	<b>8,826</b>	<b>100%</b>	<b>532</b>	<b>100%</b>	<b>9,358</b>	<b>100%</b>

<sup>457</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>458</sup> The distributions are calculated excluding participants with a missing level of function.

Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Tasmania <sup>459</sup>

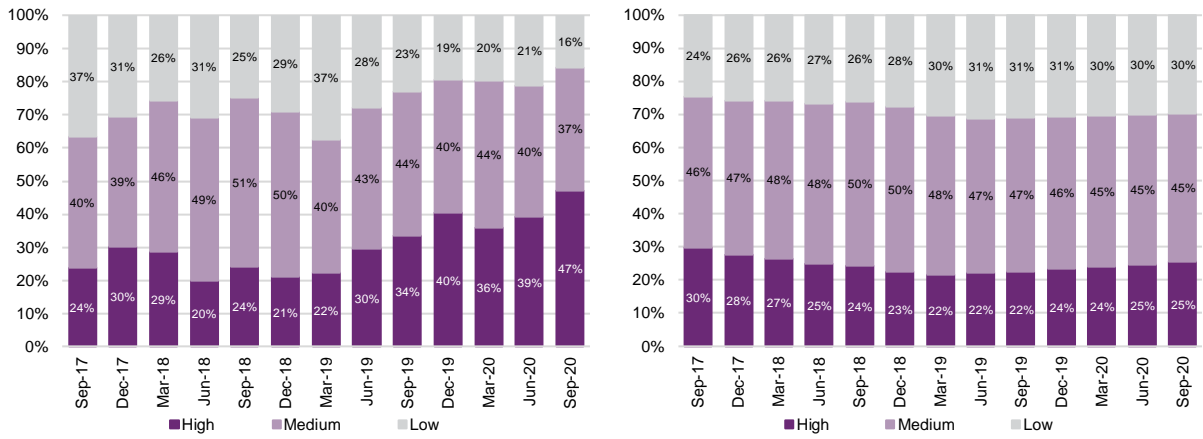
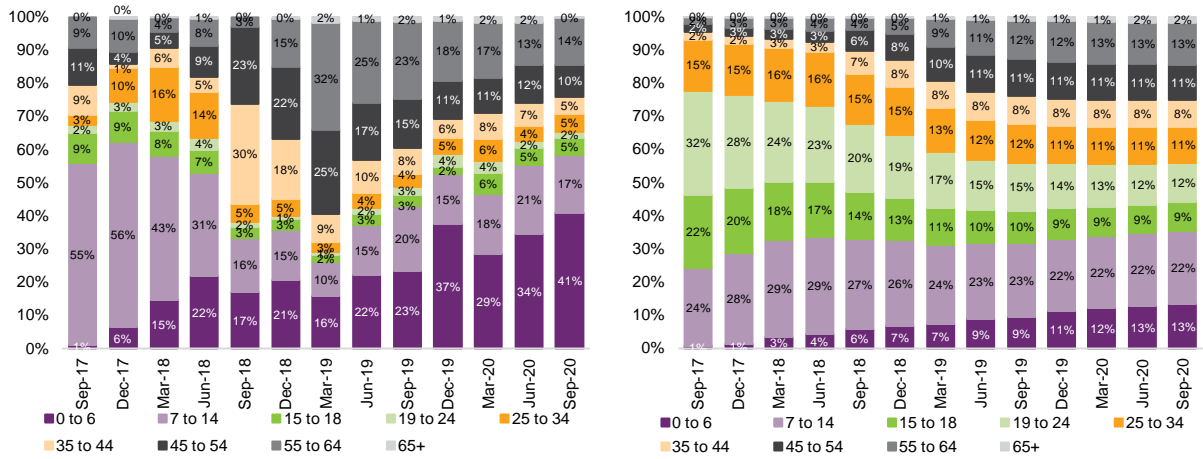


Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
0 to 6	1,036	12%	218	41%	1,254	13%
7 to 14	1,976	22%	93	17%	2,069	22%
15 to 18	769	9%	27	5%	796	9%
19 to 24	1,107	13%	<11		1,117	12%
25 to 34	1,001	11%	29	5%	1,030	11%
35 to 44	715	8%	27	5%	742	8%
45 to 54	952	11%	52	10%	1,004	11%
55 to 64	1,095	12%	75	14%	1,170	13%
65+	175	2%	<11		176	2%
<b>Total</b>	<b>8,826</b>	<b>100%</b>	<b>532</b>	<b>100%</b>	<b>9,358</b>	<b>100%</b>

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania <sup>460</sup>



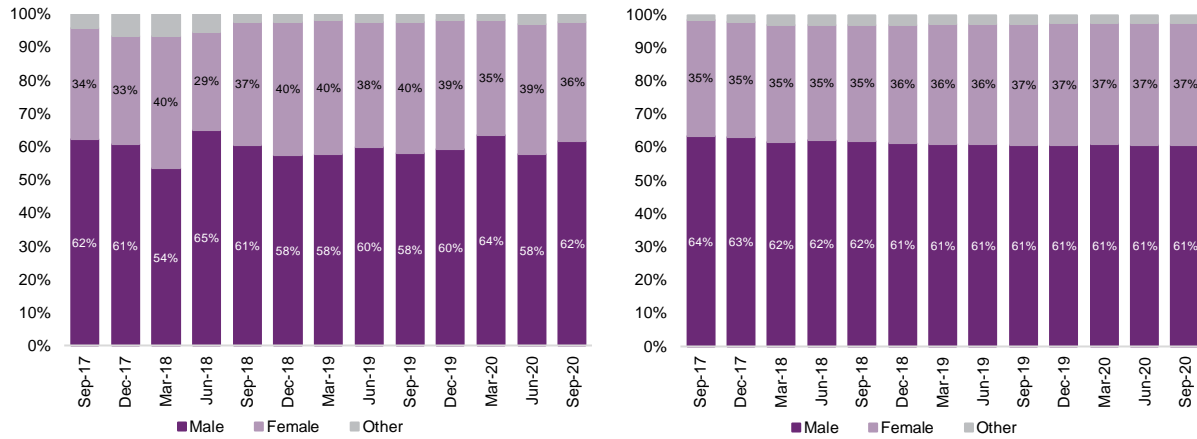
<sup>459</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>460</sup> Ibid.

**Table K.15 Participant profile per quarter by gender – Tasmania**

Gender	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Male	5,356	61%	329	62%	<b>5,685</b>	<b>61%</b>
Female	3,255	37%	191	36%	<b>3,446</b>	<b>37%</b>
Other	215	2%	12	2%	<b>227</b>	<b>2%</b>
<b>Total</b>	<b>8,826</b>	<b>100%</b>	<b>532</b>	<b>100%</b>	<b>9,358</b>	<b>100%</b>

**Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania** <sup>461</sup>



**Table K.16 Prevalence rates by age group – Tasmania**

	TAS
0-6	3.06%
7-14	4.02%
15-18	3.21%
19-24	3.01%
25-34	1.60%
35-44	1.23%
45-54	1.51%
55-64	1.62%
<b>Total (aged 0-64)</b>	<b>2.20%</b>

<sup>461</sup> Ibid.

## Part Two: Participant experience and outcomes

Table K.17 Number of baseline questionnaires completed by SFOF version – Tasmania <sup>462</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	13	112	348	540	163	1,176
Participant school to 14	563	862	555	654	146	2,780
Participant 15 to 24	294	159	109	172	36	770
Participant 25 and over	168	500	1,640	980	181	3,469
<b>Total Participant</b>	<b>1,038</b>	<b>1,633</b>	<b>2,652</b>	<b>2,346</b>	<b>526</b>	<b>8,195</b>
Family 0 to 14	518	956	877	1,169	307	3,827
Family 15 to 24	157	135	76	120	30	518
Family 25 and over	6	173	607	313	54	1,153
<b>Total Family</b>	<b>681</b>	<b>1,264</b>	<b>1,560</b>	<b>1,602</b>	<b>391</b>	<b>5,498</b>
<b>Total</b>	<b>1,719</b>	<b>2,897</b>	<b>4,212</b>	<b>3,948</b>	<b>917</b>	<b>13,693</b>

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	59%			
CC % who say their child is able to tell them what he/she wants	71%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		32%		
DL % who say their child is becoming more independent		43%		
CC % of children who have a genuine say in decisions about themselves		76%		
CC % who are happy with the level of independence/control they have now			41%	
CC % who choose who supports them			46%	58%
CC % who choose what they do each day			57%	68%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			21%	35%
CC % who want more choice and control in their life			79%	78%

<sup>462</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. 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%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		29%		
REL	Of these, % who are welcomed or actively included	69%	78%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			31%	29%
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			76%	76%
HM	% who feel safe or very safe in their home			83%	76%
HW	% who rate their health as good, very good or excellent			69%	45%
HW	% who did not have any difficulties accessing health services			72%	68%
LL	% who currently attend or previously attended school in a mainstream class			68%	
LL	% who participate in education, training or skill development				7%
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				27%
WK	% who have a paid job			11%	20%
WK	% who volunteer			10%	10%

**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	31%	27%	29%
% receiving Carer Allowance	51%	39%	39%
% working in a paid job	40%	43%	31%
Of those in a paid job, % in permanent employment	76%	73%	79%
Of those in a paid job, % working 15 hours or more	75%	82%	84%
% who say they (and their partner) are able to work as much as they want	43%	44%	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	86%	84%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	31%	18%
% able to advocate for their child/family member	79%	74%	68%
% who have friends and family they see as often as they like	47%	47%	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		41%	
% who feel in control selecting services		38%	38%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			46%
% who rate their health as good, very good or excellent	73%	65%	65%

**Table K.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=145) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania**<sup>463</sup>

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?	50%

<sup>463</sup> Results in Tables K.22 to K.25 include participants who entered between 1 July 2016 and 30 September 2019 and have had a first plan review to date.

**Table K.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=845) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania**

Question		% Yes
DL	Has the NDIS helped your child to become more independent?	57%
LL	Has the NDIS improved your child's access to education?	28%
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?	37%

**Table K.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=186) and ‘Participant 25 and over’ (n=1,356) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania**

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	48%	76%
DL	Has the NDIS helped you with daily living activities?	50%	80%
REL	Has the NDIS helped you to meet more people?	36%	55%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	33%
HW	Has your involvement with the NDIS improved your health and wellbeing?	28%	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?	22%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	18%
S/CP	Has the NDIS helped you be more involved?	40%	66%

**Table K.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,143); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=550) - participants who entered between 1 July 2016 and 30 September 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?	51%	51%
Has the NDIS improved the level of support for your family?	61%	67%
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%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	
Has the NDIS improved your health and wellbeing?	32%	34%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first and second plan review, for ‘Participant 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=650) - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania <sup>464</sup>**

Question		Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	47%	55%	+8%
LL	Has the NDIS improved your child's access to education?	22%	24%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	35%	40%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	36%	40%	+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=233) and ‘Participant 25 and over’ (n=243) - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	52%	54%	+3%	78%	82%	+4%
DL	Has the NDIS helped you with daily living activities?	49%	56%	+7%	79%	84%	+5%
REL	Has the NDIS helped you to meet more people?	44%	48%	+3%	63%	64%	+0%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	9%	-1%	35%	41%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	31%	35%	+4%	54%	54%	+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?	20%	20%	1%	27%	29%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	8%	7%	-1%	17%	16%	-0%
S/CP	Has the NDIS helped you be more involved?	44%	49%	+5%	69%	74%	+5%

<sup>464</sup> Results in Tables K.26 to K.28 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

**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=512); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=141) - participants who entered between 1 July 2016 and 30 September 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?	37%	44%	+7%	53%	58%	+5%
Has the NDIS improved the level of support for your family?	49%	60%	+12%	56%	65%	+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?	52%	64%	+13%	57%	65%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	52%	62%	+10%			
Has the NDIS improved your health and wellbeing?	26%	29%	+3%	27%	31%	+3%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for ‘Participant 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=214) - participants who entered between 1 July 2016 and 30 September 2017 – Tasmania**<sup>465</sup>

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?	47%	54%	62%	+15%
LL Has the NDIS improved your child's access to education?	19%	18%	18%	-2%
REL Has the NDIS improved your child's relationships with family and friends?	25%	31%	41%	+16%
S/CP Has the NDIS improved your child's social and recreational life?	35%	40%	46%	+10%

<sup>465</sup> Results in Tables K.29 to K.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

**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=229) - participants who entered between 1 July 2016 and 30 September 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?	47%	55%	58%	+11%
Has the NDIS helped you with daily living activities?	46%	57%	64%	+19%
Has the NDIS helped you to meet more people?	43%	47%	47%	+5%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	12%	10%	10%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	32%	33%	39%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	23%	23%	-2%
Has your involvement with the NDIS helped you find a job that’s right for you?	6%	8%	8%	+2%
Has the NDIS helped you be more involved?	44%	51%	53%	+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=51) - participants who entered between 1 July 2016 and 30 September 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?	62%	58%	68%	6%
Has the NDIS helped you with daily living activities?	60%	67%	74%	+13%
Has the NDIS helped you to meet more people?	51%	48%	48%	-3%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	18%	22%	28%	+11%
Has your involvement with the NDIS improved your health and wellbeing?	41%	44%	48%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	14%	27%	23%	9%
Has your involvement with the NDIS helped you find a job that’s right for you?	13%	15%	12%	-1%
Has the NDIS helped you be more involved?	48%	54%	63%	+15%

**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=144) - participants who entered between 1 July 2016 and 30 September 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?	30%	29%	47%	+17%
Has the NDIS improved the level of support for your family?	45%	46%	61%	+16%
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?	51%	54%	65%	+13%
Has the NDIS improved your ability/capacity to help your child develop and learn?	44%	41%	56%	+12%
Has the NDIS improved your health and wellbeing?	27%	26%	41%	+14%

**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=67) - participants who entered between 1 July 2016 and 30 September 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%	44%	-1%
Has the NDIS improved the level of support for your family?	45%	61%	70%	+25%
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%	67%	+9%
Has the NDIS improved your health and wellbeing?	24%	21%	22%	-2%

There is insufficient data to show results for “Has the NDIS helped?” questions at participant's first, second, third and fourth plan review.

**Table K.34 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=539), 'participant social and community engagement rate' (n=537) and 'parent and carer employment rate' (n=779) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania <sup>466</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	5%	10%	11%	24%
Aged 25+	19%	20%	18%	
Aged 15+ (Average)	12%	16%	15%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	25%	28%	30%	50%
Aged 25+	32%	34%	40%	
Aged 15+ (Average)	29%	32%	35%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	42%	46%	45%	50%
Aged 15+	43%	46%	43%	
All ages (Average)	42%	46%	45%	

**Table K.35 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=206), 'participant social and community engagement rate' (n=212) and 'parent and carer employment rate' (n=244) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 September 2017 – Tasmania <sup>467</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	10%	10%	16%	22%	24%
Aged 25+	22%	31%	27%	26%	
Aged 15+ (Average)	15%	17%	20%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	26%	30%	33%	27%	50%
Aged 25+	33%	26%	31%	29%	
Aged 15+ (Average)	29%	29%	33%	28%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	40%	50%	47%	44%	50%
Aged 15+	54%	53%	47%	51%	
All ages (Average)	45%	51%	47%	47%	

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate' and 'Parent and carer employment rate' answered at participant's first, second, third and fourth plan review.

<sup>466</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

<sup>467</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.



**Table K.36 Number of active plans by goal type and primary disability – Tasmania** <sup>468</sup>

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	119	208	200	51	87	277	166	69	<b>383</b>
Autism	658	2,123	1,303	868	1,112	1,508	312	454	<b>2,868</b>
Cerebral Palsy	135	283	240	74	89	225	107	49	<b>399</b>
Developmental Delay	81	502	187	217	266	113	0	0	<b>543</b>
Down Syndrome	73	204	165	64	74	194	64	65	<b>290</b>
Global Developmental Delay	43	165	83	80	75	46	1	1	<b>178</b>
Hearing Impairment	100	251	116	80	55	125	50	83	<b>375</b>
Intellectual Disability	632	1,340	929	536	543	1,449	673	785	<b>2,235</b>
Multiple Sclerosis	78	149	173	12	29	151	91	38	<b>249</b>
Psychosocial disability	172	359	418	145	129	494	297	173	<b>688</b>
Spinal Cord Injury	30	62	67	12	5	52	29	20	<b>95</b>
Stroke	36	72	71	10	19	68	36	13	<b>108</b>
Visual Impairment	67	117	80	42	23	104	50	45	<b>175</b>
Other Neurological	115	214	211	35	56	247	152	46	<b>376</b>
Other Physical	92	213	191	28	36	175	94	70	<b>326</b>
Other Sensory/Speech	9	30	10	12	5	14	2	4	<b>38</b>
Other	7	22	14	3	3	15	7	8	<b>32</b>
<b>Total</b>	<b>2,447</b>	<b>6,314</b>	<b>4,458</b>	<b>2,269</b>	<b>2,606</b>	<b>5,257</b>	<b>2,131</b>	<b>1,923</b>	<b>9,358</b>

<sup>468</sup> 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** <sup>469</sup>

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	143	286	244	58	91	330	179	70	1,401
Autism	778	4,015	1,722	1,028	1,315	1,762	323	476	11,419
Cerebral Palsy	159	512	326	93	99	266	112	52	1,619
Developmental Delay	91	1,341	250	259	295	119	0	0	2,355
Down Syndrome	90	332	204	82	80	244	65	70	1,167
Global Developmental Delay	52	454	117	104	83	48	1	1	860
Hearing Impairment	117	380	144	87	59	139	52	88	1,066
Intellectual Disability	778	1,982	1,141	628	622	1,782	709	821	8,463
Multiple Sclerosis	93	211	222	12	31	168	101	40	878
Psychosocial disability	194	475	520	168	137	567	307	177	2,545
Spinal Cord Injury	42	89	85	13	5	64	31	20	349
Stroke	45	105	83	12	20	80	41	13	399
Visual Impairment	86	174	89	49	25	122	55	45	645
Other Neurological	139	343	269	37	60	284	164	47	1,343
Other Physical	109	328	228	33	39	202	105	71	1,115
Other Sensory/Speech	9	59	12	14	5	14	2	4	119
Other	7	32	16	4	3	21	9	8	100
<b>Total</b>	<b>2,932</b>	<b>11,118</b>	<b>5,672</b>	<b>2,681</b>	<b>2,969</b>	<b>6,212</b>	<b>2,256</b>	<b>2,003</b>	<b>35,843</b>

**Table K.38 Number of active plans by goal type and age group – Tasmania** <sup>470</sup>

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	264	1,173	517	522	590	292	1	0	1,254
7 to 14	322	1,591	1,020	611	875	1,009	44	26	2,069
15 to 18	228	538	359	282	233	515	71	209	796
19 to 24	372	660	392	290	203	655	365	596	1,117
25 to 34	332	600	490	216	197	642	398	451	1,030
35 to 44	222	438	397	132	139	504	286	222	742
45 to 54	289	579	554	117	161	710	408	235	1,004
55 to 64	352	650	628	93	189	810	479	171	1,170
65+	66	85	101	6	19	120	79	13	176
<b>Total</b>	<b>2,447</b>	<b>6,314</b>	<b>4,458</b>	<b>2,269</b>	<b>2,606</b>	<b>5,257</b>	<b>2,131</b>	<b>1,923</b>	<b>9,358</b>

<sup>469</sup> Participants have set over two million goals in total across Australia since July 2016. The 35,843 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

<sup>470</sup> 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** <sup>471</sup>

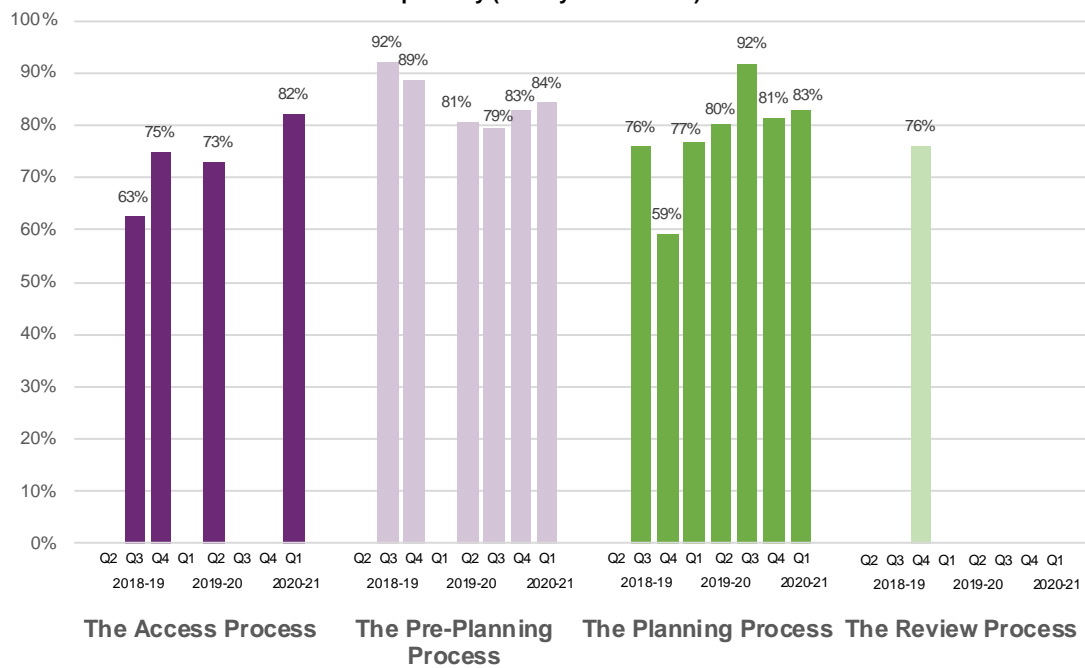
Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	302	3,160	683	610	657	309	1	0	<b>5,722</b>
7 to 14	370	3,026	1,444	760	1,055	1,174	44	26	<b>7,899</b>
15 to 18	270	788	442	327	271	606	76	223	<b>3,003</b>
19 to 24	459	909	453	344	220	764	380	634	<b>4,163</b>
25 to 34	399	805	586	249	219	774	419	469	<b>3,920</b>
35 to 44	274	594	491	154	142	635	297	226	<b>2,813</b>
45 to 54	346	795	693	130	171	846	436	238	<b>3,655</b>
55 to 64	432	919	764	101	214	960	518	174	<b>4,082</b>
65+	80	122	116	6	20	144	85	13	<b>586</b>
<b>Total</b>	<b>2,932</b>	<b>11,118</b>	<b>5,672</b>	<b>2,681</b>	<b>2,969</b>	<b>6,212</b>	<b>2,256</b>	<b>2,003</b>	<b>35,843</b>

**Table K.40 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q1 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' 2020-21 Q1
<b>Access</b>	<b>n = 138</b>	<b>n = 45</b>
Are you happy with how coming into the NDIS has gone?	80%	91%
Was the person from the NDIS respectful?	95%	98%
Do you understand what will happen next with your plan?	64%	71%
% of participants rating their overall experience as Very Good or Good.	65%	82%
<b>Pre-planning</b>	<b>n = 217</b>	<b>n = 70</b>
Did the person from the NDIS understand how your disability affects your life?	90%	87%
Did you understand why you needed to give the information you did?	95%	96%
Were decisions about your plan clearly explained?	89%	91%
Are you clear on what happens next with your plan?	84%	90%
Do you know where to go for more help with your plan?	88%	94%
% of participants rating their overall experience as Very Good or Good.	84%	84%
<b>Planning</b>	<b>n = 248</b>	<b>n = 88</b>
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?	94%	98%
Were decisions about your plan clearly explained?	84%	91%
Are you clear on what happens next with your plan?	79%	83%
Do you know where to go for more help with your plan?	85%	91%
% of participants rating their overall experience as Very Good or Good.	79%	83%
<b>Plan review</b>	<b>n = 88</b>	<b>n = 10</b>
Did the person from the NDIS understand how your disability affects your life?	86%	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?	83%	N/A
% of participants rating their overall experience as Very Good or Good.	78%	N/A

<sup>471</sup> Participants have set over two million goals in total across Australia since July 2016. The 35,843 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

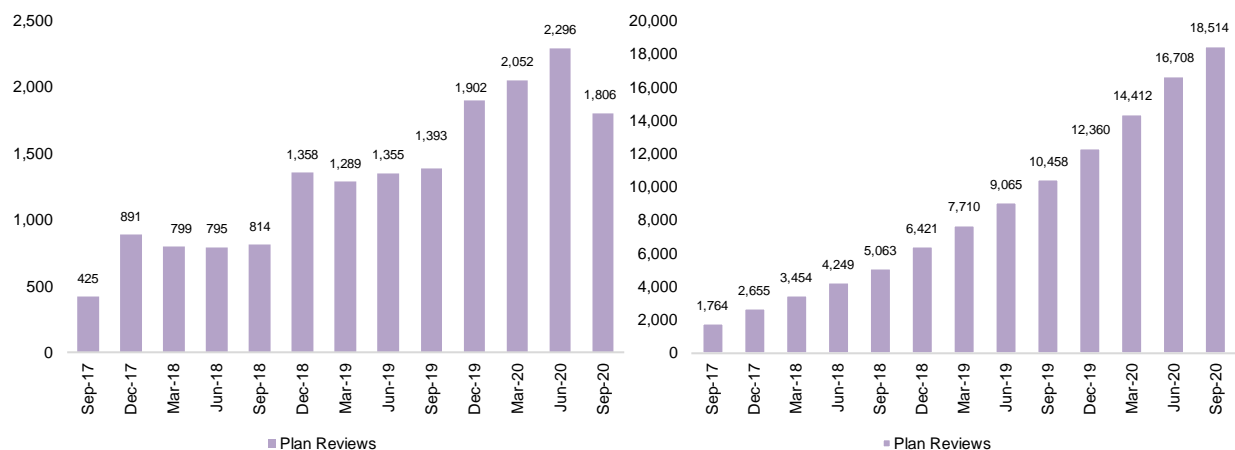
**Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania** <sup>472 473</sup>



**Table K.41 Plan reviews conducted per quarter – excluding plans less than 30 days – Tasmania** <sup>474</sup>

	Prior Quarters (Transition only)	2020-21 Q1	Transition Total
<b>Total plan reviews</b>	<b>16,708</b>	<b>1,806</b>	<b>18,514</b>
<i>Early intervention plans</i>	2,104	345	2,449
<i>Permanent disability plans</i>	14,604	1,461	16,065

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



<sup>472</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>473</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>474</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q1. The charts show trends in complaints experience since the September 2017 quarter. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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 2020-21 Q1 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.

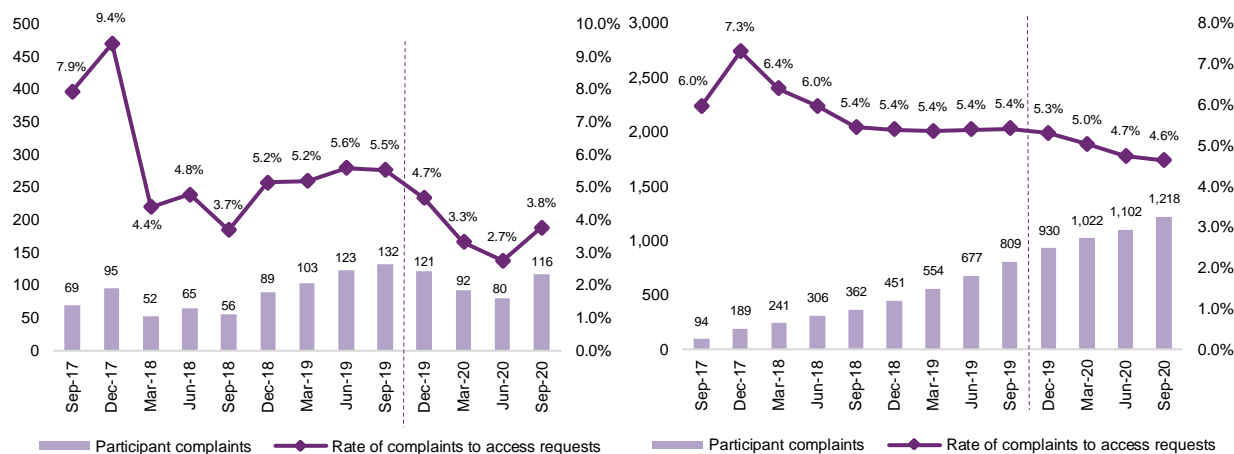
Table K.43 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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 2020-21 Q1. 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 <sup>475 476 477</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	8	0	8	7
Complaint about LAC Partner	4	2	6	5
Complaints about service providers	93	8	101	88
Complaints about the Agency	1,038	85	1,123	728
Critical/ Reportable Incident	13	20	33	33
Unclassified	35	1	36	32
<b>Total</b>	<b>1,191</b>	<b>116</b>	<b>1,307</b>	<b>823</b>
Total complaints made since 1 April 2017	1,102	116	1,218	
Complaints since 1 April 2017 as % of all access requests	4.7%	3.8%	4.6%	

Figure K.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania



<sup>475</sup> Note that 68% of all complainants made only one complaint, 17% made two complaints and 15% made three or more complaints.

<sup>476</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>477</sup> Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

**Table K.43 Complaints by type ('My Feedback' tile) – Tasmania**

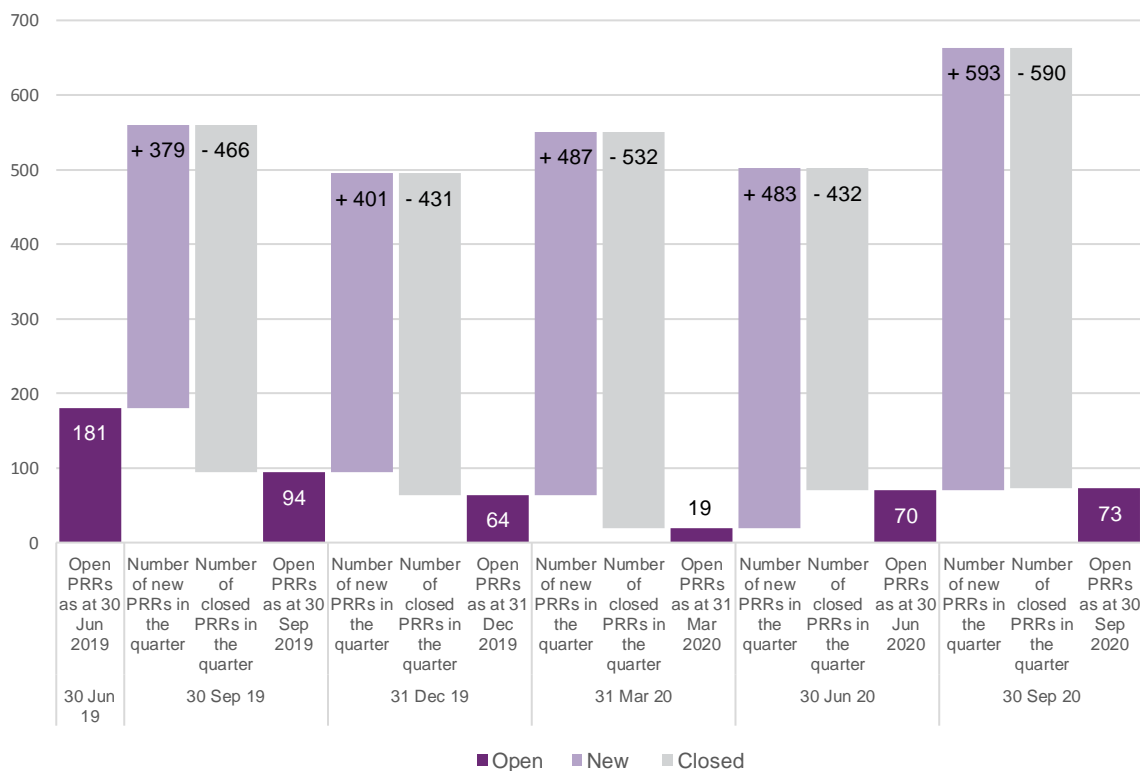
Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<i>Complaints about service providers</i>		
Supports being provided	13	(15%)
Service Delivery	20	(24%)
Staff conduct	14	(17%)
Provider process	13	(15%)
Provider costs.	7	(8%)
Other	17	(20%)
<b>Total</b>	<b>84</b>	
<i>Complaints 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	(7%)
Other	338	(38%)
<b>Total</b>	<b>884</b>	
<i>Unclassified</i>	<b>35</b>	
<b>Participants total</b>	<b>1,003</b>	

**Table K.44 Complaints by type ('My Customer Requests' tile) – Tasmania**

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	2	(25%)	0		2	(25%)
ECEI Process	0	(0%)	0		0	(0%)
ECEI Staff	5	(63%)	0		5	(63%)
ECEI Timeliness	1	(13%)	0		1	(13%)
Other	0	(0%)	0		0	(0%)
<b>Total</b>	<b>8</b>		<b>0</b>		<b>8</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(25%)	1	(50%)	2	(33%)
LAC Plan	0	(0%)	0	(0%)	0	(0%)
LAC Process	1	(25%)	0	(0%)	1	(17%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	2	(50%)	1	(50%)	3	(50%)
LAC Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>4</b>		<b>2</b>		<b>6</b>	
<i>Complaints about service providers</i>						
Provider Finance	0	(0%)	1	(17%)	1	(6%)
Provider Fraud and Compliance	1	(9%)	0	(0%)	1	(6%)
Provider Service	9	(82%)	3	(50%)	12	(71%)
Provider Staff	1	(9%)	2	(33%)	3	(18%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>11</b>		<b>6</b>		<b>17</b>	
<i>Complaints about the Agency</i>						
NDIA Access	13	(8%)	6	(8%)	19	(8%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	15	(9%)	10	(13%)	25	(10%)
NDIA Fraud and Compliance	1	(1%)	2	(3%)	3	(1%)
NDIA Plan	41	(26%)	29	(37%)	70	(29%)
NDIA Process	17	(11%)	10	(13%)	27	(11%)
NDIA Resources	3	(2%)	2	(3%)	5	(2%)
NDIA Staff	15	(9%)	4	(5%)	19	(8%)
NDIA Timeliness	55	(34%)	16	(20%)	71	(30%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>160</b>		<b>79</b>		<b>239</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	2	(15%)	8	(40%)	10	(30%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	6	(46%)	3	(15%)	9	(27%)
Participant threat	3	(23%)	5	(25%)	8	(24%)
Provider reporting	2	(15%)	4	(20%)	6	(18%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>13</b>		<b>20</b>		<b>33</b>	
<i>Unclassified</i>	<b>0</b>		<b>1</b>		<b>1</b>	
<b>Participants total</b>	<b>196</b>		<b>108</b>		<b>304</b>	



**Figure K.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Tasmania** <sup>478</sup>



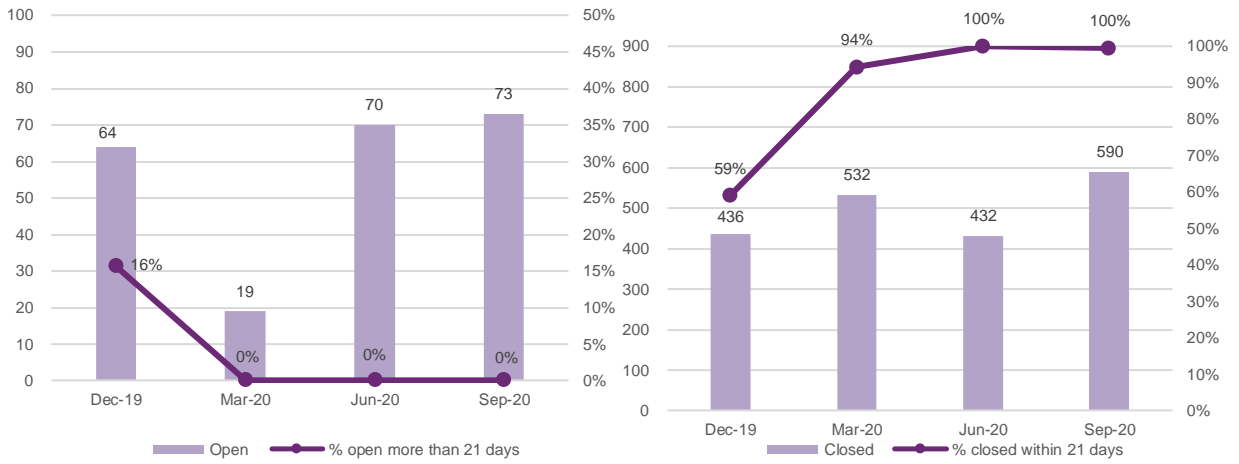
**Table K.45 Summary of Open Participant Requested Reviews (PRRs) (s48) – Tasmania** <sup>479</sup>

	As at 30 September 2020
Open PRRs	73
Number of PRRs open less than 21 days	73
Number of PRRs open more than 21 days	0
New PRRs in the quarter	593
Number of PRRs closed in the quarter	590
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	10

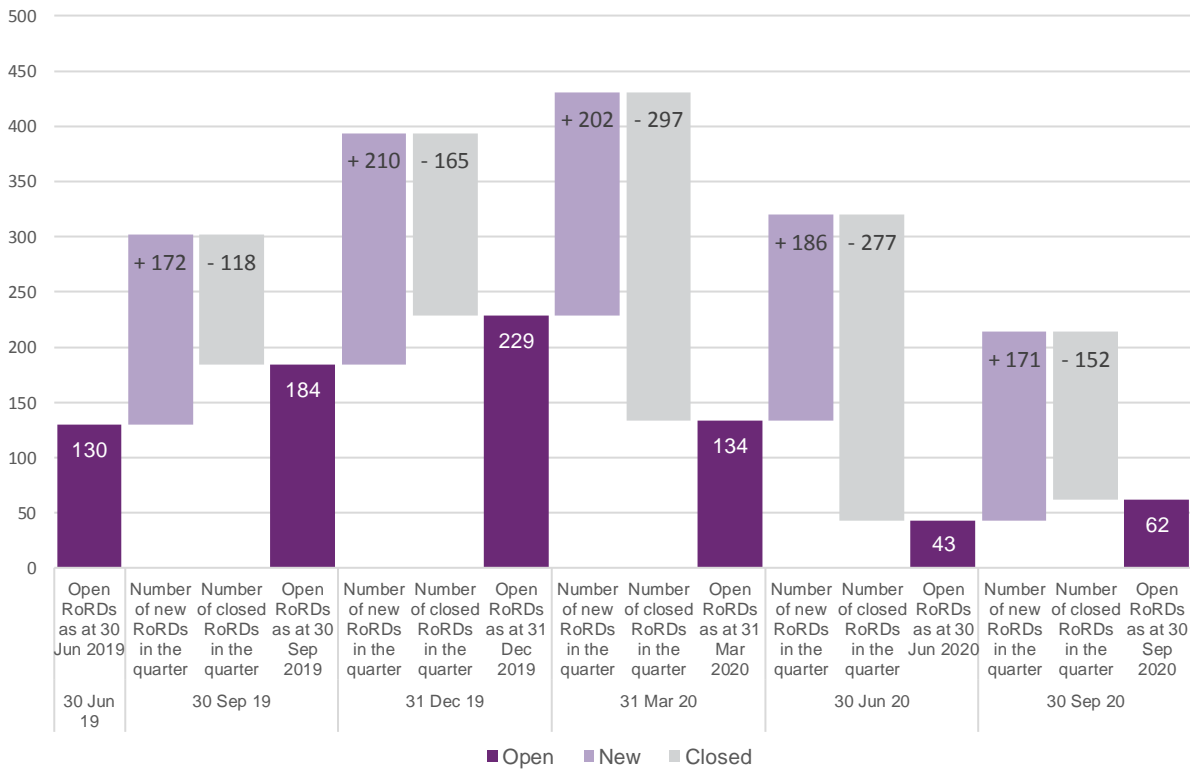
<sup>478</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>479</sup> 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 K.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Tasmania<sup>480</sup>**



**Figure K.14 RoRDs received and closed by quarter and open at the end of each quarter – Tasmania**

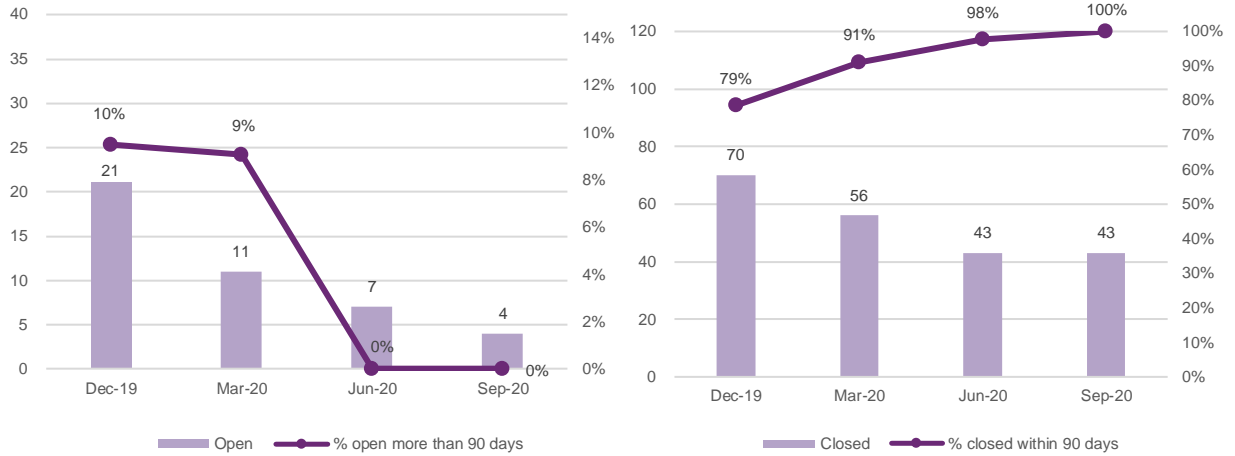


<sup>480</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 30 September 2020.

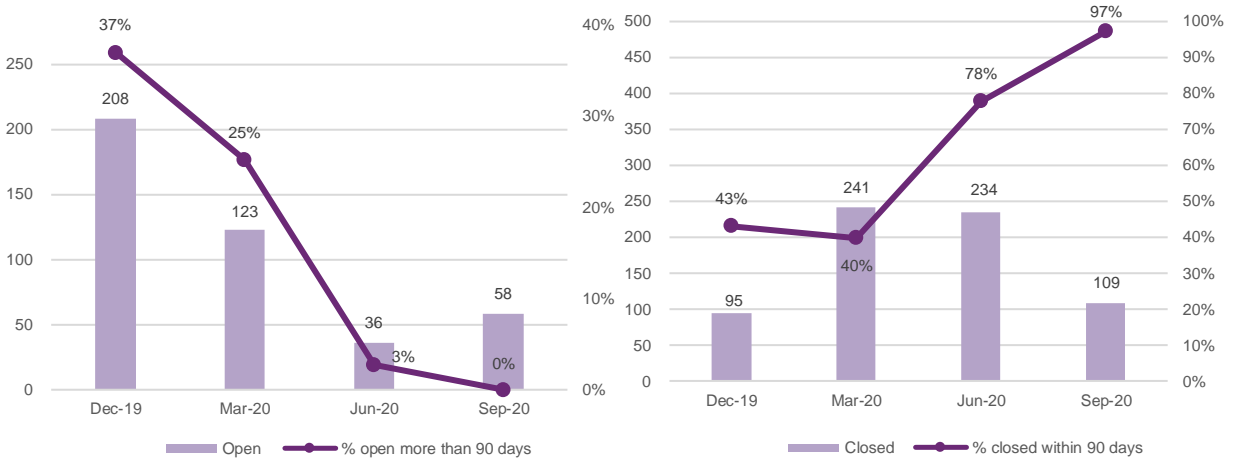
**Table K.46 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Tasmania** <sup>481 482</sup>

	Access	Planning
Open RoRDs	4	58
Number of RoRDs open less than 90 days	4	58
Number of RoRDs open more than 90 days	0	0
New RoRDs in the quarter	40	131
Number of RoRDs closed in the quarter	43	109
Proportion closed within 90 days	100%	97%
Average days RoRDs took to close in the quarter	16	32

**Figure K.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Tasmania** <sup>483</sup>



**Figure K.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Tasmania** <sup>484</sup>



<sup>481</sup> 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.

<sup>482</sup> 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.

<sup>483</sup> Numbers of open and closed RoRDs have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data.

<sup>484</sup> Ibid.

Table K.47 AAT Cases by category – Tasmania <sup>485 486</sup>

Category	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
<b>Total</b>	<b>45</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>61</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.18%</b>		<b>0.57%</b>		<b>0.22%</b>	

Figure K.17 Number and proportion of AAT cases over time cumulatively – Tasmania <sup>487</sup>

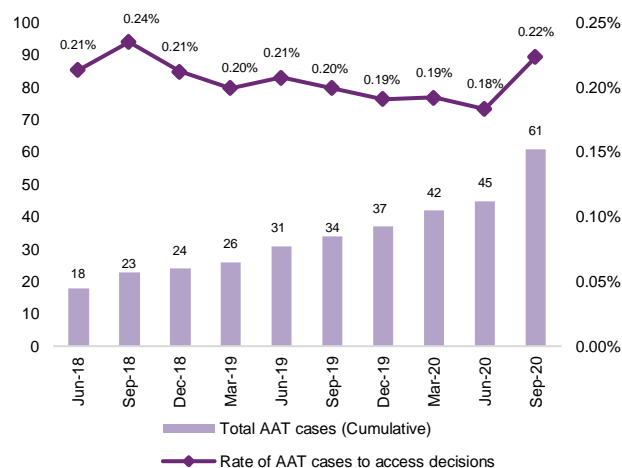


Table K.48 AAT cases by open/closed and decision – Tasmania

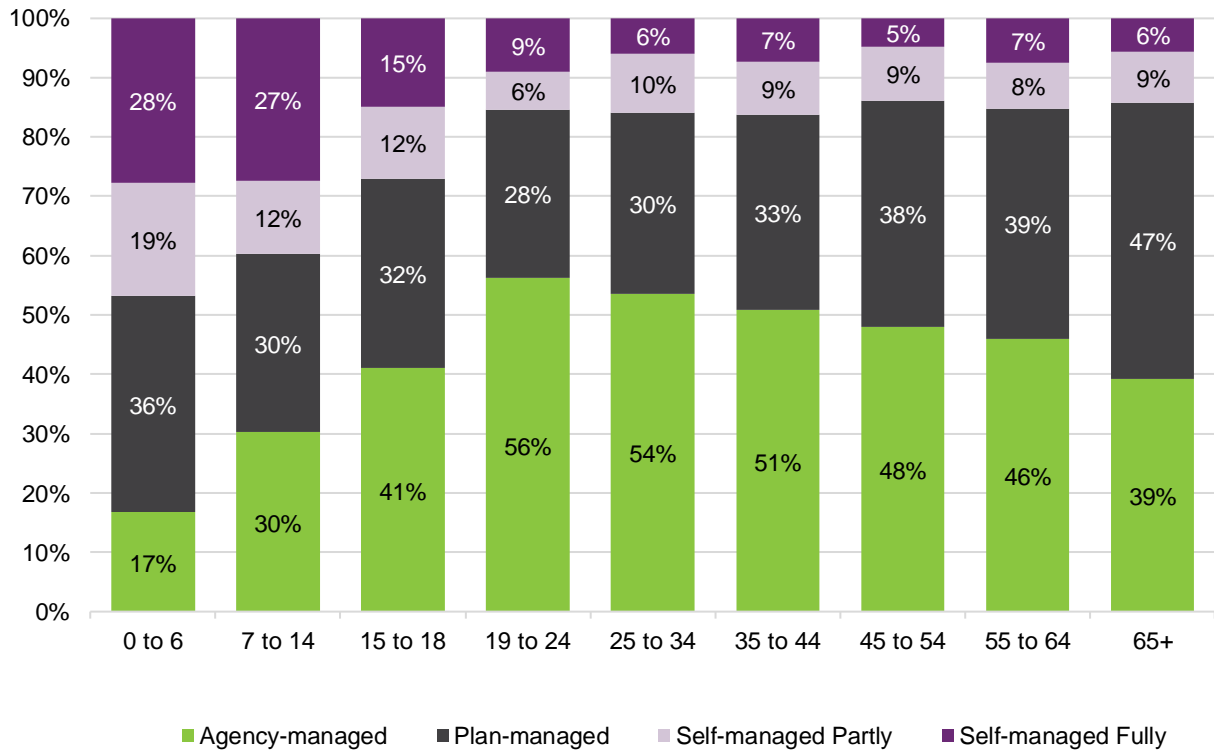
	N
<b>AAT Cases</b>	<b>61</b>
<b>Open AAT Cases</b>	<b>21</b>
<b>Closed AAT Cases</b>	<b>40</b>
<i>Resolved before hearing</i>	40
<i>Gone to hearing and received a substantive decision</i>	<11

<sup>485</sup> The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

<sup>486</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>487</sup> There are insufficient numbers to show the incremental count of AAT cases, and also insufficient numbers to show the cumulative count of AAT cases prior to the June 2018 quarter.

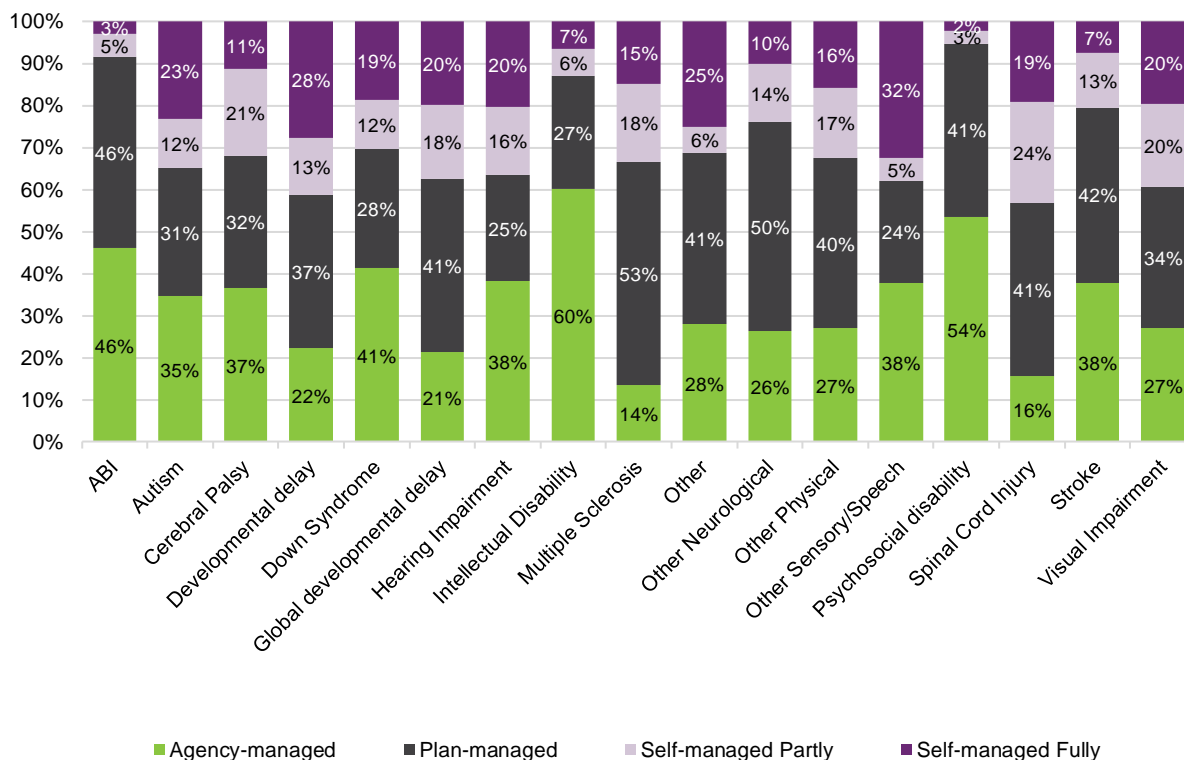
**Figure K.18 Distribution of active participants by method of financial plan management and age group as at 30 September 2020**  
 – Tasmania <sup>488 489</sup>



<sup>488</sup> For the total number of active participants in each age group, see Table K.14.

<sup>489</sup> 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 September 2020 – Tasmania** <sup>490 491</sup>



**Table K.49 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania** <sup>492</sup>

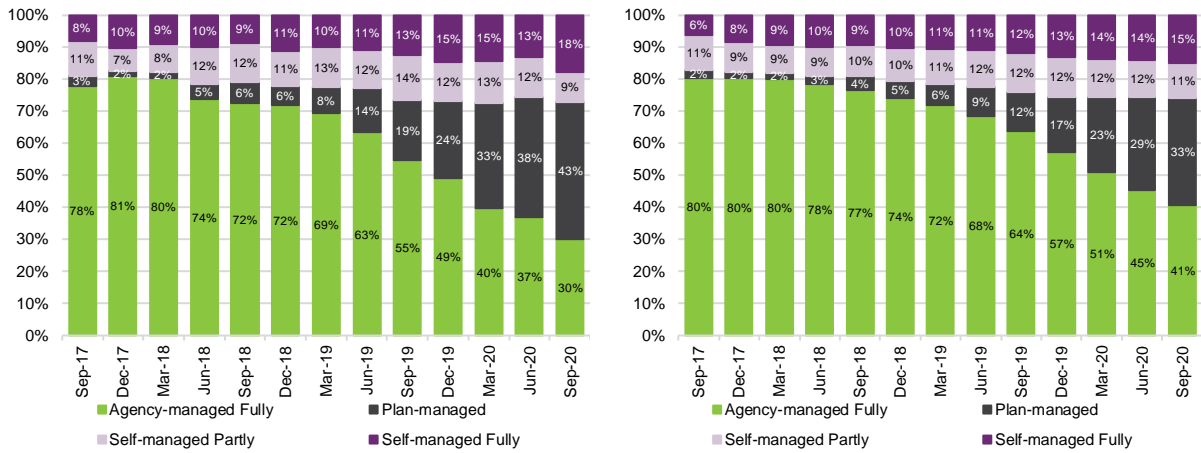
	Prior Quarters	2020-21 Q1	Total
Self-managed fully	14%	18%	15%
Self-managed partly	12%	9%	11%
Plan-managed	30%	43%	33%
Agency-managed	44%	30%	41%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>490</sup> For the total number of active participants in each primary disability group, see Table K.12.

<sup>491</sup> 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.

<sup>492</sup> Ibid.

**Figure K.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania** <sup>493</sup>



**Table K.50 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania**

	Prior Quarters	2020-21 Q1	Total
Self-managed	8%	11%	8%
Plan-managed	13%	31%	15%
Agency-managed	79%	59%	77%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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	2020-21 Q1	Total
Support coordination	42%	46%	43%

<sup>493</sup> 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. Quarterly results are reported based on a rolling 3 year period.

Table K.52 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania <sup>494</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q3	
	N	%	N	%
Less than 30 days	4,434	68%	432	64%
30 to 59 days	699	11%	69	10%
60 to 89 days	328	5%	37	6%
<b>Activated within 90 days</b>	<b>5,461</b>	<b>84%</b>	<b>538</b>	<b>80%</b>
90 to 119 days	213	3%	30	4%
120 days and over	631	10%	33	5%
<b>Activated after 90 days</b>	<b>844</b>	<b>13%</b>	<b>63</b>	<b>9%</b>
No payments	199	3%	69	10%
<b>Total plans approved</b>	<b>6,504</b>	<b>100%</b>	<b>670</b>	<b>100%</b>

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
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	497	530	94%
Not Aboriginal and Torres Strait Islander	4,811	5,025	96%
Not Stated	1,323	1,382	96%
<b>Total</b>	<b>6,631</b>	<b>6,937</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	200	209	96%
Not CALD	6,419	6,714	96%
Not Stated	12	14	86%
<b>Total</b>	<b>6,631</b>	<b>6,937</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	6,565	6,866	96%
Remote	66	71	93%
Missing	<11	<11	
<b>Total</b>	<b>6,631</b>	<b>6,937</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	2,106	2,223	95%
Intellectual Disability (including Down Syndrome)	2,128	2,227	96%
Psychosocial Disability	416	427	97%
Developmental Delay (including Global Developmental Delay)	204	223	91%
Other	1,777	1,837	97%
<b>Total</b>	<b>6,631</b>	<b>6,937</b>	<b>96%</b>

<sup>494</sup> Plans approved after the end of 2019-20 Q3 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** <sup>495 496</sup>

Plan utilisation	Total
0 to 50%	37%
50% to 75%	19%
> 75%	44%
<b>Total</b>	<b>100%</b>

**Table K.55 Proportion of active participants with approved plans accessing mainstream supports – Tasmania** <sup>497</sup>

	Prior Quarters	2020-21 Q1	Total
Daily Activities	9%	12%	10%
Health & Wellbeing	56%	55%	56%
Lifelong Learning	18%	17%	18%
Other	16%	17%	16%
Non-categorised	27%	31%	28%
Any mainstream service	94%	95%	94%

## Part Four: Providers and the growing market

**Table K.56 Key markets indicators by quarter – Tasmania** <sup>498 499</sup>

Market indicators	Prior Quarters	2020-21 Q1
a) Average number of active providers per active participant	1.57	1.60
b) Number of providers delivering new types of supports	91	102
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement</i>		
(%)	80%	83%
<i>Therapeutic Supports (%)</i>	84%	83%
<i>Participation in community, social and civic activities (%)</i>	83%	80%
<i>Early Intervention supports for early childhood (%)</i>	72%	84%
<i>Daily Personal Activities (%)</i>	82%	83%

**Table K.57 Cumulative number of providers that have been ever active as at 30 September 2020 by quarter of activity – Tasmania** <sup>500</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q1	35
Active in 2020-21 Q1 and also in previous quarters	425
<b>Active in 2020-21 Q1</b>	<b>460</b>
Inactive in 2020-21 Q1	632
<b>Active ever</b>	<b>1,092</b>

<sup>495</sup> This table only considers participants with initial plans approved up to 31 March 2020, and includes committed supports and payments for supports provided up to 30 June 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>496</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>497</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>498</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>499</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>500</sup> 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** <sup>501</sup>

Registration Group	Prior Quarters	2020-21 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	19	3	22	16%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	103	9	112	9%
Assistance with travel/transport arrangements	106	8	114	8%
Daily Personal Activities	194	11	205	6%
Group and Centre Based Activities	131	7	138	5%
High Intensity Daily Personal Activities	127	5	132	4%
Household tasks	147	8	155	5%
Interpreting and translation	13	2	15	15%
Participation in community, social and civic activities	223	8	231	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	25	1	26	4%
Assistive products for household tasks	20	4	24	20%
Assistance products for personal care and safety	229	22	251	10%
Communication and information equipment	67	4	71	6%
Customised Prosthetics	58	5	63	9%
Hearing Equipment	25	1	26	4%
Hearing Services	4	0	4	0%
Personal Mobility Equipment	93	9	102	10%
Specialised Hearing Services	7	1	8	14%
Vision Equipment	22	1	23	5%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	193	11	204	6%
Behaviour Support	69	5	74	7%
Community nursing care for high needs	28	2	30	7%
Development of daily living and life skills	138	6	144	4%
Early Intervention supports for early childhood	141	11	152	8%
Exercise Physiology and Physical Wellbeing activities	61	2	63	3%
Innovative Community Participation	22	4	26	18%
Specialised Driving Training	8	1	9	13%
Therapeutic Supports	428	9	437	2%
<b>Capital services</b>				
Home modification design and construction	37	5	42	14%
Specialist Disability Accommodation	13	1	14	8%
Vehicle Modifications	29	0	29	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	79	2	81	3%
Support Coordination	36	4	40	11%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	48	2	50	4%
Specialised Supported Employment	28	2	30	7%
<b>Total approved active providers</b>	<b>1,057</b>	<b>35</b>	<b>1,092</b>	<b>3%</b>

<sup>501</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.  
**September 2020 | NDIS Quarterly Report to disability ministers**

**Table K.59 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2020 – Tasmania**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	5	17	22	23%	77%	100%
Assistance Animals	1	8	9	11%	89%	100%
Assistance with daily life tasks in a group or shared living arrangement	13	99	112	12%	88%	100%
Assistance with travel/transport arrangements	15	99	114	13%	87%	100%
Daily Personal Activities	19	186	205	9%	91%	100%
Group and Centre Based Activities	11	127	138	8%	92%	100%
High Intensity Daily Personal Activities	9	123	132	7%	93%	100%
Household tasks	29	126	155	19%	81%	100%
Interpreting and translation	3	12	15	20%	80%	100%
Participation in community, social and civic activities	25	206	231	11%	89%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	26	26	0%	100%	100%
Assistive products for household tasks	3	21	24	13%	88%	100%
Assistance products for personal care and safety	28	223	251	11%	89%	100%
Communication and information equipment	12	59	71	17%	83%	100%
Customised Prosthetics	7	56	63	11%	89%	100%
Hearing Equipment	4	22	26	15%	85%	100%
Hearing Services	0	4	4	0%	100%	100%
Personal Mobility Equipment	13	89	102	13%	87%	100%
Specialised Hearing Services	1	7	8	13%	88%	100%
Vision Equipment	0	23	23	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	41	163	204	20%	80%	100%
Behaviour Support	24	50	74	32%	68%	100%
Community nursing care for high needs	3	27	30	10%	90%	100%
Development of daily living and life skills	18	126	144	13%	88%	100%
Early Intervention supports for early childhood	44	108	152	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	12	51	63	19%	81%	100%
Innovative Community Participation	8	18	26	31%	69%	100%
Specialised Driving Training	2	7	9	22%	78%	100%
Therapeutic Supports	166	271	437	38%	62%	100%
<b>Capital services</b>						
Home modification design and construction	8	34	42	19%	81%	100%
Specialist Disability Accommodation	2	12	14	14%	86%	100%
Vehicle Modifications	4	25	29	14%	86%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	12	69	81	15%	85%	100%
Support Coordination	8	32	40	20%	80%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	45	50	10%	90%	100%
Specialised Supported Employment	3	27	30	10%	90%	100%
<b>Total</b>	<b>270</b>	<b>822</b>	<b>1,092</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

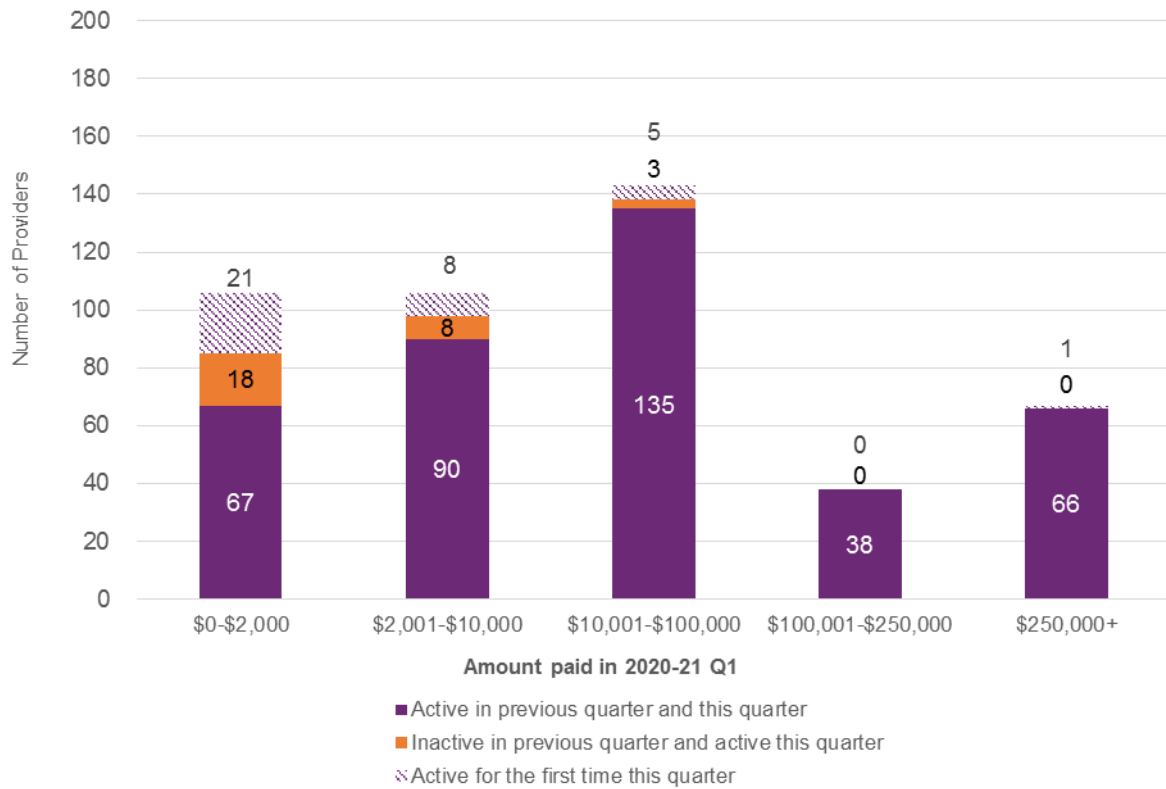
**Table K.60 Number and proportion of providers active in 2020-21 Q1 by registration group and first quarter of activity – Tasmania**

Registration Group	Active in previous quarters and in 2020-21 Q1	Active for the first time in 2020-21 Q1	Total	% active for the first time in 2020-21 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	3	3	6	50%
Assistance Animals	7	0	7	0%
Assistance with daily life tasks in a group or shared living arrangement	67	9	76	12%
Assistance with travel/transport arrangements	56	8	64	13%
Daily Personal Activities	89	11	100	11%
Group and Centre Based Activities	57	7	64	11%
High Intensity Daily Personal Activities	61	5	66	8%
Household tasks	66	8	74	11%
Interpreting and translation	7	2	9	22%
Participation in community, social and civic activities	97	8	105	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	8	1	9	11%
Assistive products for household tasks	3	4	7	57%
Assistance products for personal care and safety	96	22	118	19%
Communication and information equipment	35	4	39	10%
Customised Prosthetics	23	5	28	18%
Hearing Equipment	7	1	8	13%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	33	9	42	21%
Specialised Hearing Services	2	1	3	33%
Vision Equipment	7	1	8	13%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	100	11	111	10%
Behaviour Support	31	5	36	14%
Community nursing care for high needs	18	2	20	10%
Development of daily living and life skills	69	6	75	8%
Early Intervention supports for early childhood	45	11	56	20%
Exercise Physiology and Physical Wellbeing activities	34	2	36	6%
Innovative Community Participation	6	4	10	40%
Specialised Driving Training	1	1	2	50%
Therapeutic Supports	188	9	197	5%
<b>Capital services</b>				
Home modification design and construction	15	5	20	25%
Specialist Disability Accommodation	7	1	8	13%
Vehicle Modifications	7	0	7	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	54	2	56	4%
Support Coordination	13	4	17	24%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	16	2	18	11%
Specialised Supported Employment	15	2	17	12%
<b>Total</b>	<b>425</b>	<b>35</b>	<b>460</b>	<b>8%</b>

**Table K.61 Number and proportion of providers active in 2020-21 Q1 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	6	<b>6</b>	0%	100%	<b>100%</b>
Assistance Animals	1	6	<b>7</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	9	67	<b>76</b>	12%	88%	<b>100%</b>
Assistance with travel/transport arrangements	9	55	<b>64</b>	14%	86%	<b>100%</b>
Daily Personal Activities	13	87	<b>100</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	7	57	<b>64</b>	11%	89%	<b>100%</b>
High Intensity Daily Personal Activities	4	62	<b>66</b>	6%	94%	<b>100%</b>
Household tasks	14	60	<b>74</b>	19%	81%	<b>100%</b>
Interpreting and translation	3	6	<b>9</b>	33%	67%	<b>100%</b>
Participation in community, social and civic activities	17	88	<b>105</b>	16%	84%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	9	<b>9</b>	0%	100%	<b>100%</b>
Assistive products for household tasks	1	6	<b>7</b>	14%	86%	<b>100%</b>
Assistance products for personal care and safety	9	109	<b>118</b>	8%	92%	<b>100%</b>
Communication and information equipment	7	32	<b>39</b>	18%	82%	<b>100%</b>
Customised Prosthetics	2	26	<b>28</b>	7%	93%	<b>100%</b>
Hearing Equipment	1	7	<b>8</b>	13%	88%	<b>100%</b>
Hearing Services	0	1	<b>1</b>	0%	100%	<b>100%</b>
Personal Mobility Equipment	2	40	<b>42</b>	5%	95%	<b>100%</b>
Specialised Hearing Services	0	3	<b>3</b>	0%	100%	<b>100%</b>
Vision Equipment	0	8	<b>8</b>	0%	100%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	26	85	<b>111</b>	23%	77%	<b>100%</b>
Behaviour Support	10	26	<b>36</b>	28%	72%	<b>100%</b>
Community nursing care for high needs	3	17	<b>20</b>	15%	85%	<b>100%</b>
Development of daily living and life skills	10	65	<b>75</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	15	41	<b>56</b>	27%	73%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	7	29	<b>36</b>	19%	81%	<b>100%</b>
Innovative Community Participation	1	9	<b>10</b>	10%	90%	<b>100%</b>
Specialised Driving Training	0	2	<b>2</b>	0%	100%	<b>100%</b>
Therapeutic Supports	75	122	<b>197</b>	38%	62%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	3	17	<b>20</b>	15%	85%	<b>100%</b>
Specialist Disability Accommodation	1	7	<b>8</b>	13%	88%	<b>100%</b>
Vehicle Modifications	1	6	<b>7</b>	14%	86%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	7	49	<b>56</b>	13%	88%	<b>100%</b>
Support Coordination	4	13	<b>17</b>	24%	76%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	2	16	<b>18</b>	11%	89%	<b>100%</b>
Specialised Supported Employment	1	16	<b>17</b>	6%	94%	<b>100%</b>
<b>Total</b>	<b>127</b>	<b>333</b>	<b>460</b>	<b>28%</b>	<b>72%</b>	<b>100%</b>

**Figure K.22 Distribution of active providers in 2020-21 Q1 by their status in 2019-20 Q4 and payment band in 2020-21 Q1 – Tasmania** <sup>502</sup>



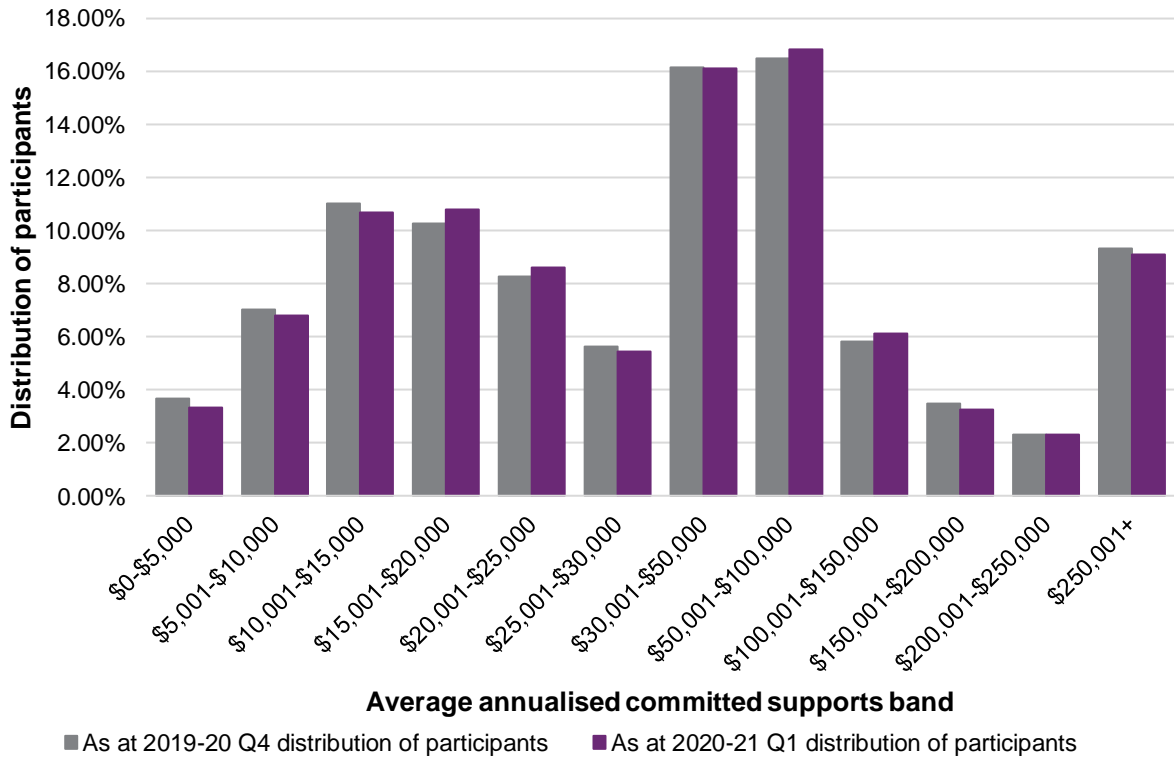
## Part Five: Financial sustainability

**Table K.62 Committed supports by financial year (\$m) – Tasmania**

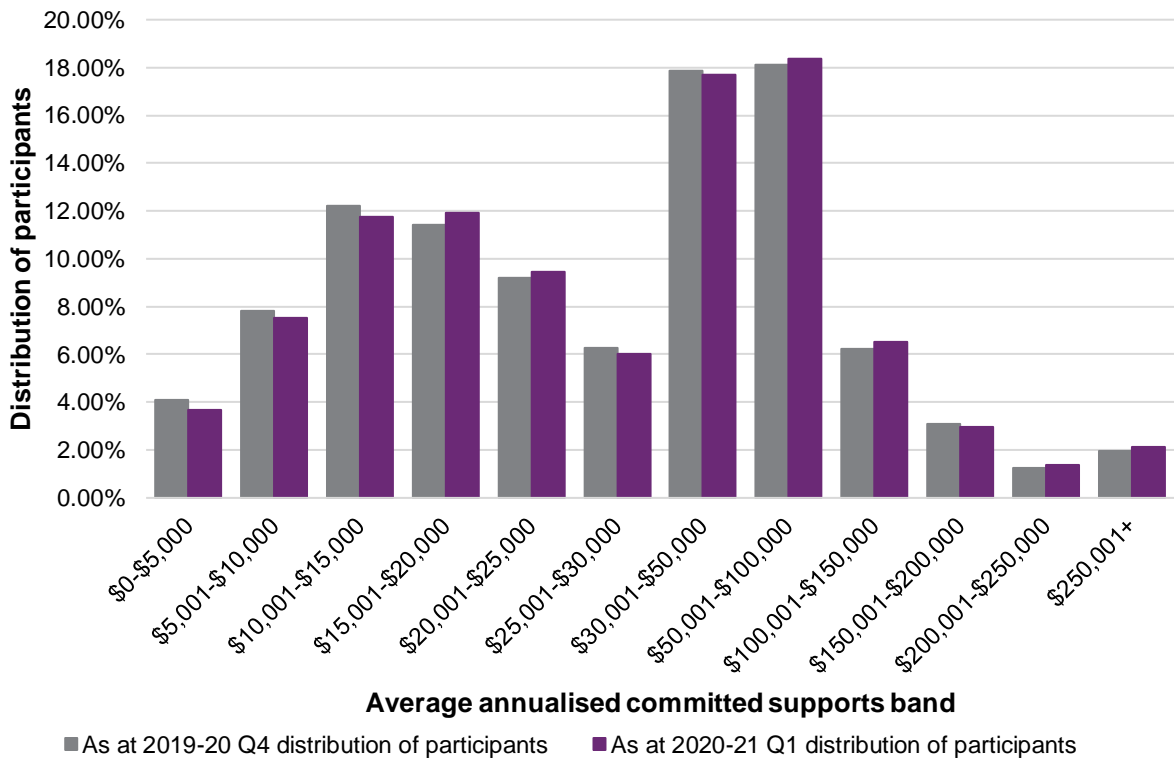
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	17.4	50.2	65.2	99.4	189.1	392.4	655.4	196.3

<sup>502</sup> 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.

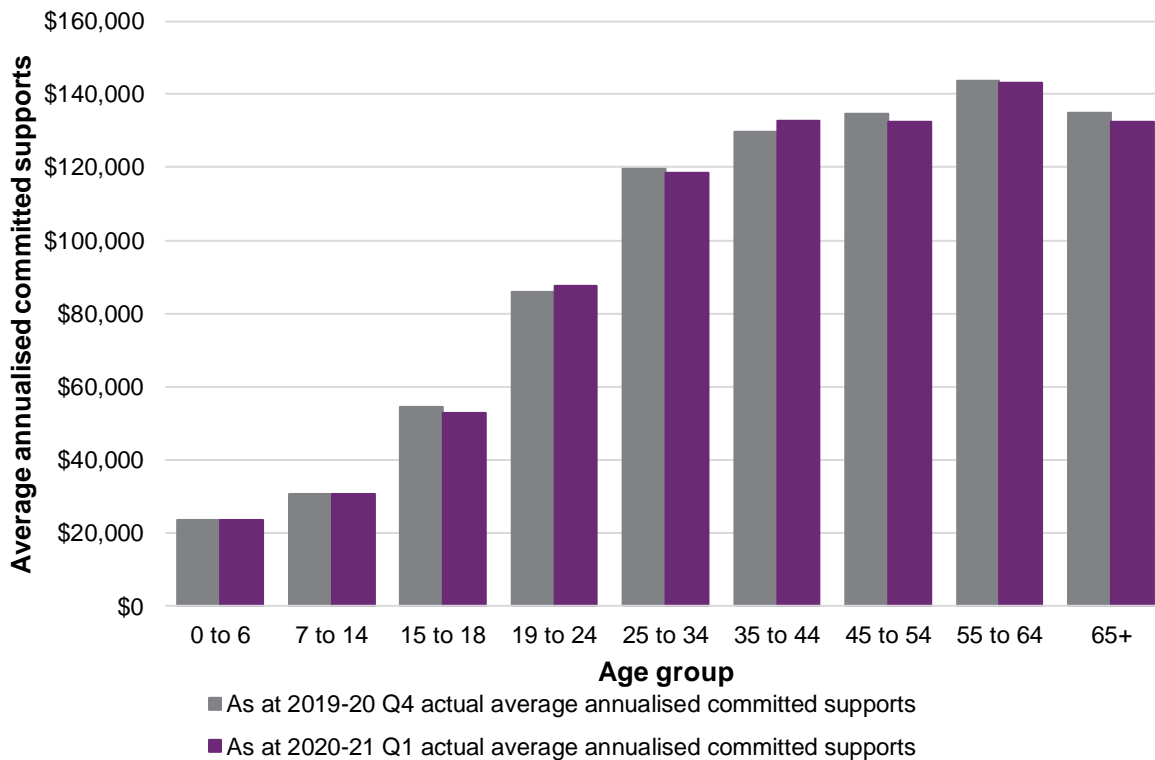
**Figure K.23 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Tasmania**



**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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Tasmania**

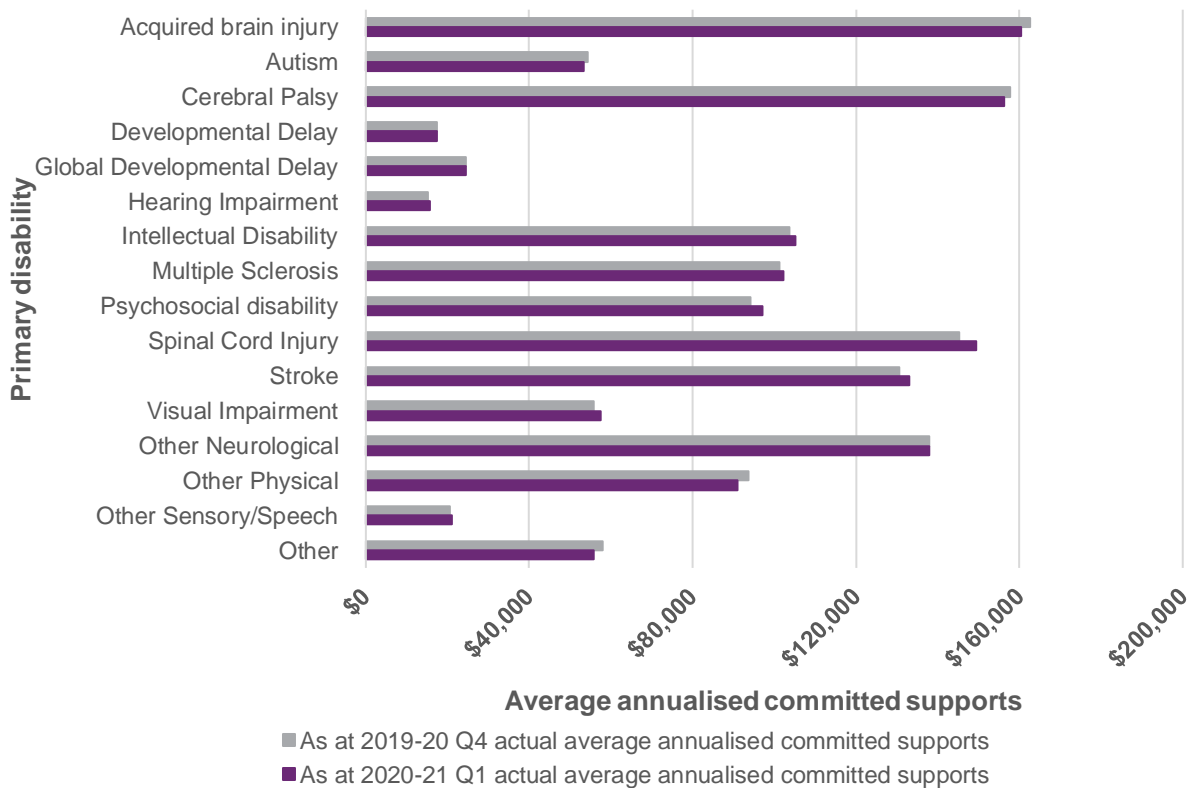




Figure K.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Tasmania <sup>503</sup>

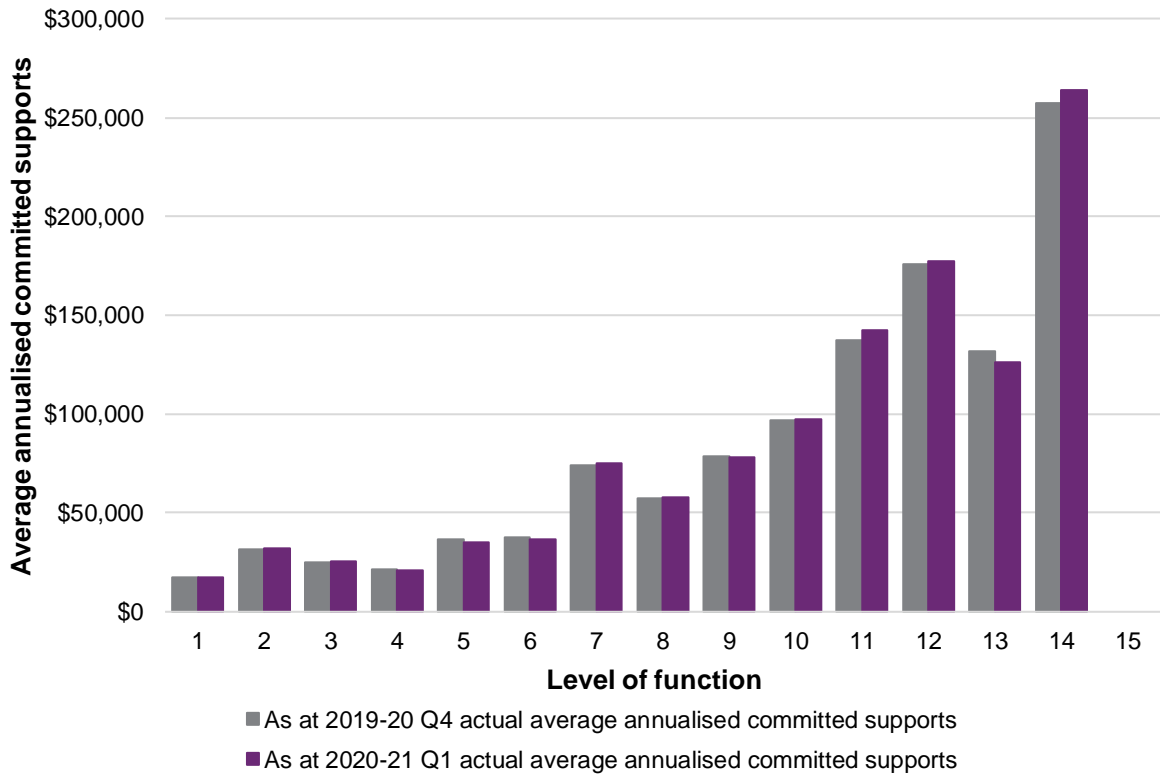
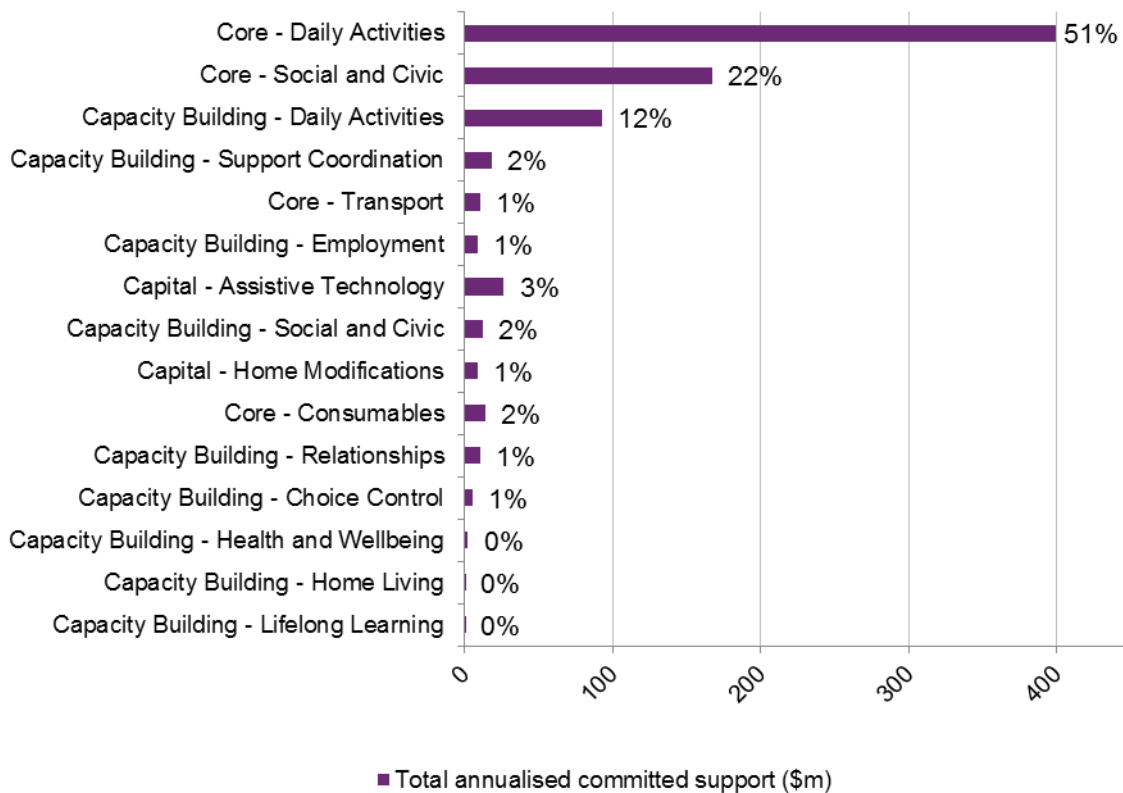


Figure K.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Tasmania

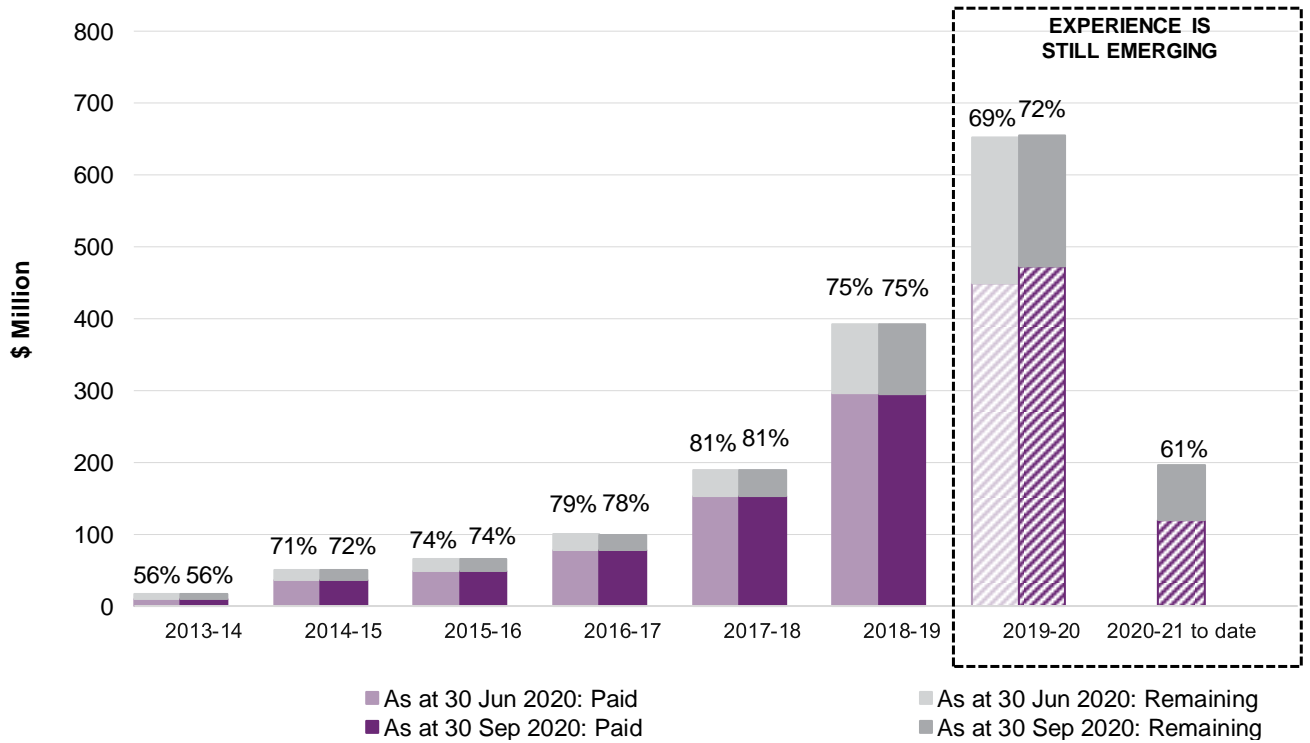


<sup>503</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

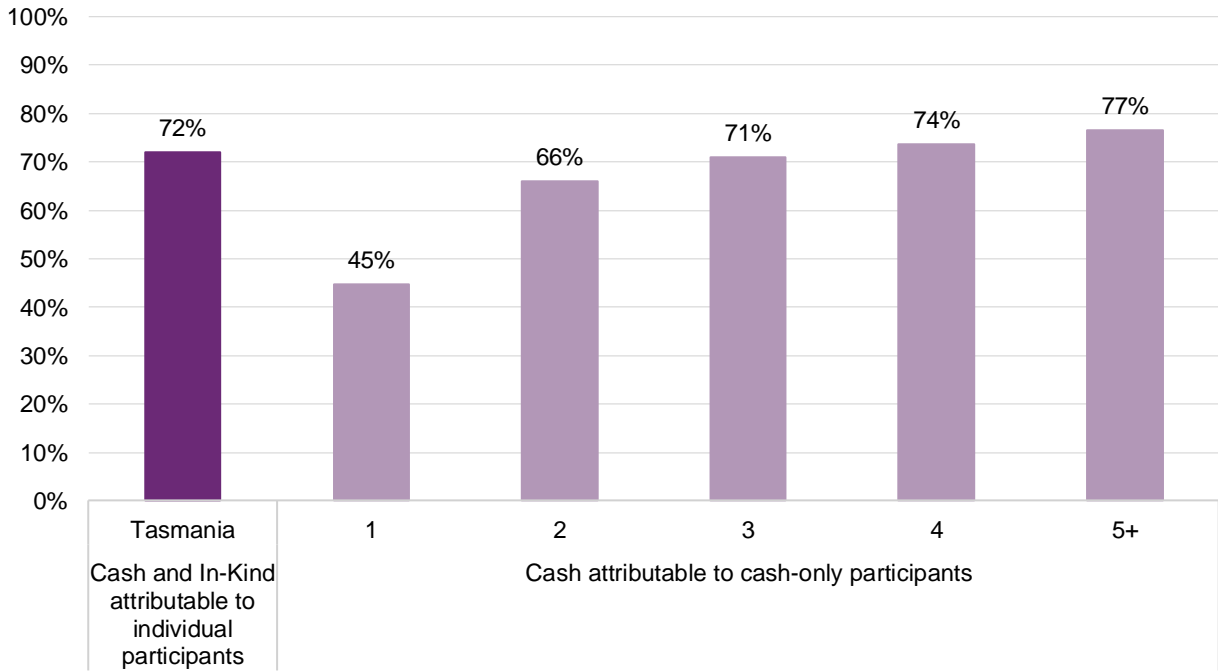
**Table K.63 Payments by financial year, compared to committed supports (\$m) – Tasmania**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	17.4	50.2	65.2	99.4	189.1	392.4	655.4	196.3
Total Paid	9.7	35.9	48.3	78.0	153.5	295.8	473.5	120.1
% utilised to date	56%	72%	74%	78%	81%	75%	72%	61%

**Figure K.29 Utilisation of committed supports as at 30 June 2020 and 30 September 2020 – Tasmania**

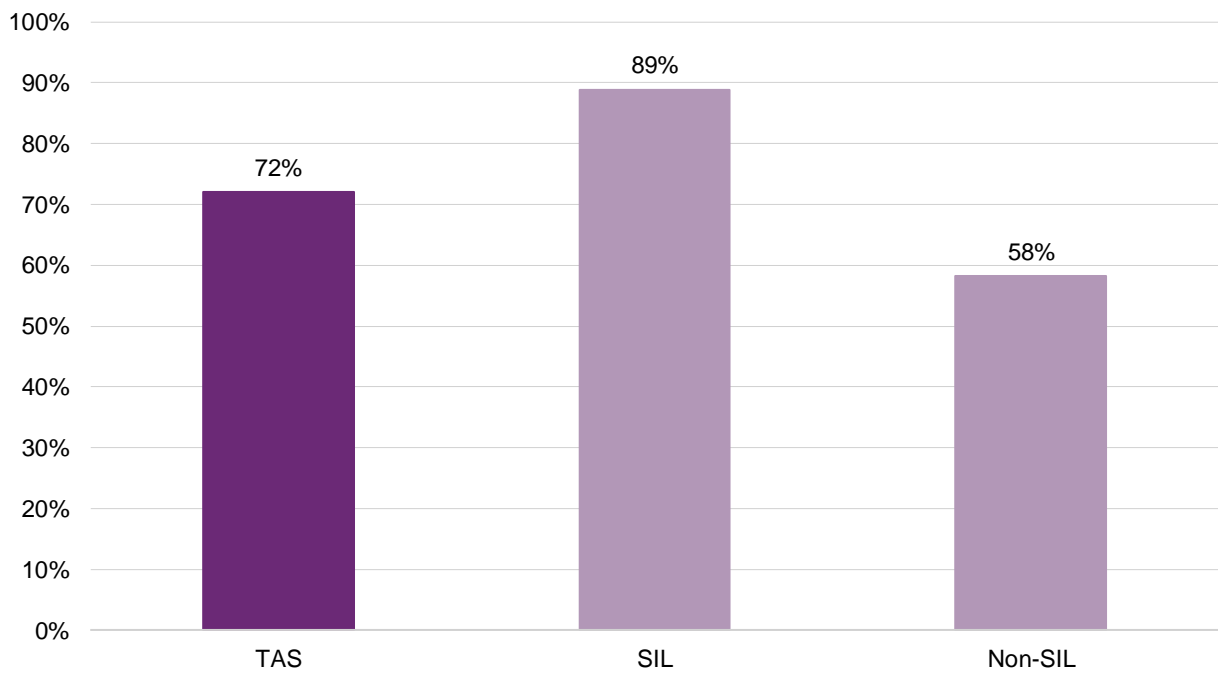


**Figure K.30 Utilisation of committed supports by plan number from 1 January 2020 to 30 June 2020 – Tasmania** <sup>504</sup>



■ As at 30 September 2020

**Figure K.31 Utilisation of committed supports by SIL status from 1 January 2020 to 30 June 2020 – Tasmania** <sup>505</sup>



■ As at 30 September 2020

<sup>504</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>505</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2020 to 30 June 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 January 2020 to 30 June 2020 – Tasmania <sup>506</sup>

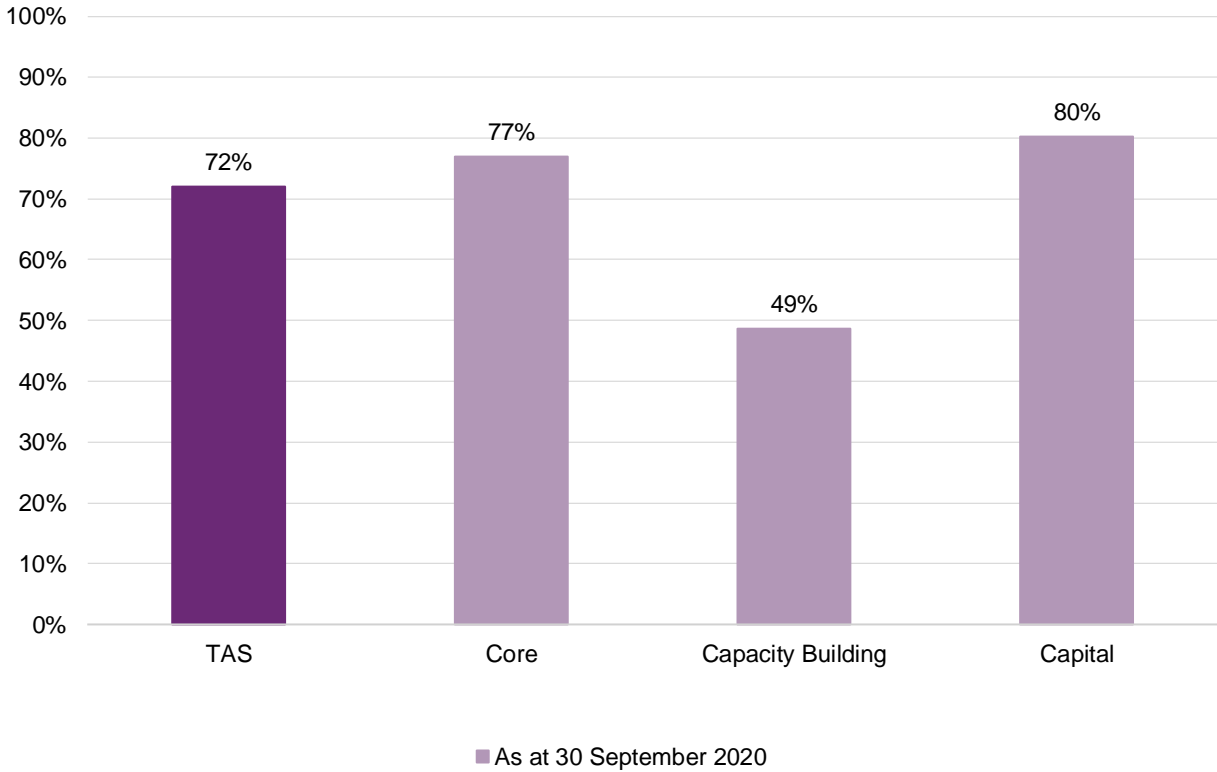
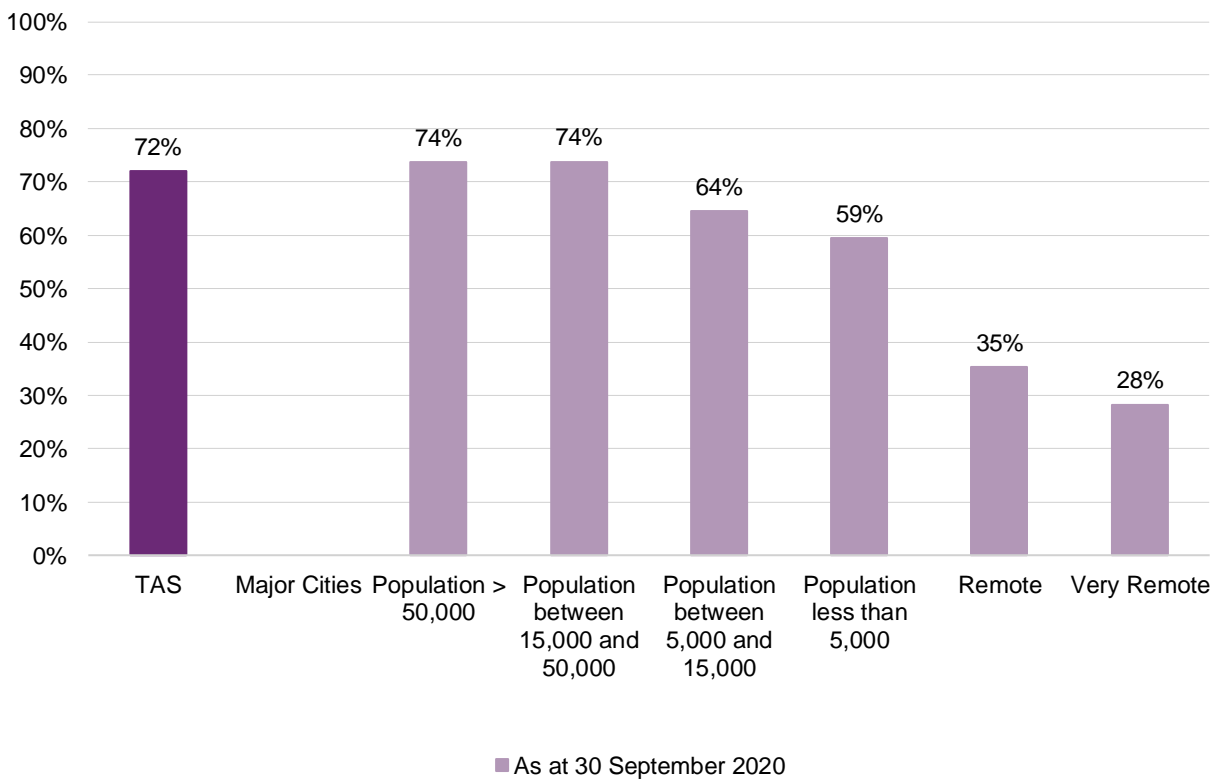


Figure K.33 Utilisation of committed supports by remoteness from 1 January 2020 to 30 June 2020 – Tasmania <sup>507 508</sup>



<sup>506</sup> Ibid.

<sup>507</sup> Ibid.

<sup>508</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix L: Australian Capital Territory

## Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – Australian Capital Territory <sup>509</sup>

	Prior Quarters	2020-21 Q1	Total excluding ECEI	ECEI	Total including ECEI
Australian Capital Territory	7,661	248	7,909	90	7,999

Table L.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Australian Capital Territory <sup>510</sup>

	Prior Quarters	2020-21 Q1	Total
<b>Access decisions</b>	<b>10,791</b>	<b>348</b>	<b>11,139</b>
<b>Active Eligible</b>	<b>7,774</b>	<b>250</b>	<b>8,024</b>
<i>New</i>	4,966	234	5,200
<i>State</i>	2,513	<11	2,519
<i>Commonwealth</i>	295	<11	305
<b>Active Participant Plans (excl ECEI)</b>	<b>7,661</b>	<b>248</b>	<b>7,909</b>
<i>New</i>	4,858	238	5,096
<i>State</i>	2,510	<11	2,513
<i>Commonwealth</i>	293	<11	300
<b>Active Participant Plans</b>	<b>7,707</b>	<b>338</b>	<b>7,999</b>
<i>Early Intervention (s25)</i>	2,748	124	2,872
<i>Permanent Disability (s24)</i>	4,913	124	5,037
<i>ECEI</i>	46	90	90

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 September 2020 – Australian Capital Territory

Exits	Total
<b>Total participant exits</b>	<b>1,003</b>
<i>Early Intervention participants</i>	569
<i>Permanent disability participants</i>	434

<sup>509</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>510</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table L.4 Cumulative numbers of active participants by services previously received – Australian Capital Territory** <sup>511 512</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	2,505	30	3,179	0	5,714
End of 2017-18	2,553	236	3,126	49	5,964
End of 2018-19 Q1	2,547	244	3,393	30	6,214
End of 2018-19 Q2	2,528	256	3,653	36	6,473
End of 2018-19 Q3	2,544	269	3,807	41	6,661
End of 2018-19 Q4	2,541	271	3,936	0	6,748
End of 2019-20 Q1	2,542	275	4,151	20	6,988
End of 2019-20 Q2	2,543	285	4,432	15	7,275
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
End of 2020-21 Q1	2,513	300	5,096	90	7,999

**Table L.5 Cumulative numbers of active participants by entry into the Scheme – Australian Capital Territory** <sup>513 514 515 516</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	1,962	3,752	0	5,714
End of 2017-18	1,929	3,986	49	5,964
End of 2018-19 Q1	2,057	4,127	30	6,214
End of 2018-19 Q2	2,184	4,253	36	6,473
End of 2018-19 Q3	2,267	4,353	41	6,661
End of 2018-19 Q4	2,320	4,428	0	6,748
End of 2019-20 Q1	2,482	4,486	20	6,988
End of 2019-20 Q2	2,634	4,626	15	7,275
End of 2019-20 Q3	2,714	4,778	110	7,602
End of 2019-20 Q4	2,791	4,916	46	7,753
End of 2020-21 Q1	2,872	5,037	90	7,999

<sup>511</sup> This table shows the total numbers of active participants at the end of each period.

<sup>512</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>513</sup> This table shows the total numbers of active participants at the end of each period.

<sup>514</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>515</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>516</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table L.6 Assessment of access by age group – Australian Capital Territory** <sup>517</sup>

Age Group	Prior Quarters		2020-21 Q1		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	2,649	93%	95	97%	2,744	93%
7 to 14	1,738	83%	56	85%	1,794	83%
15 to 18	569	86%	13	68%	582	86%
19 to 24	410	85%	<11		416	84%
25 to 34	648	79%	25	64%	673	78%
35 to 44	819	77%	16	55%	835	76%
45 to 54	909	75%	19	56%	928	75%
55 to 64	1,109	74%	24	50%	1,133	73%
65+	54	55%	<11		54	54%
Missing	<11		<11		<11	
<b>Total</b>	<b>8,905</b>	<b>83%</b>	<b>254</b>	<b>73%</b>	<b>9,159</b>	<b>82%</b>

**Table L.7 Assessment of access by disability – Australian Capital Territory** <sup>518</sup>

Disability	Prior Quarters		2020-21 Q1		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	205	96%	<11		211	96%
Autism	2,249	96%	88	93%	2,337	96%
Cerebral Palsy	296	95%	<11		298	95%
Developmental Delay	1,058	92%	69	99%	1,127	93%
Global Developmental Delay	190	98%	<11		199	99%
Hearing Impairment	442	85%	<11		449	84%
Intellectual Disability	1,468	96%	11	79%	1,479	96%
Multiple Sclerosis	194	90%	<11		198	89%
Psychosocial disability	1,055	68%	25	45%	1,080	67%
Spinal Cord Injury	74	90%	<11		74	90%
Stroke	121	88%	<11		123	87%
Visual Impairment	178	91%	<11		181	91%
Other Neurological	415	72%	14	78%	429	72%
Other Physical	608	54%	<11		616	53%
Other Sensory/Speech	276	59%	<11		277	59%
Other	37	44%	<11		42	41%
Missing	39	38%	<11		39	38%
<b>Total</b>	<b>8,905</b>	<b>83%</b>	<b>254</b>	<b>73%</b>	<b>9,159</b>	<b>82%</b>

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

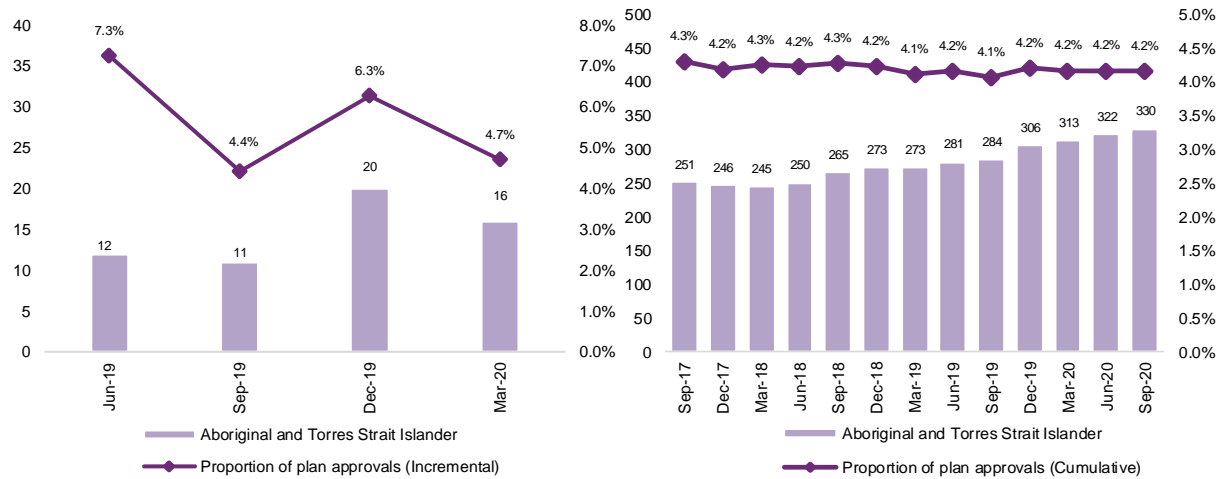
<sup>517</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>518</sup> Ibid.

**Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	317	4.1%	13	5.2%	<b>330</b>	<b>4.2%</b>
Not Aboriginal and Torres Strait Islander	6,320	82.5%	193	77.8%	<b>6,513</b>	<b>82.3%</b>
Not Stated	1,024	13.4%	42	16.9%	<b>1,066</b>	<b>13.5%</b>
<b>Total</b>	<b>7,661</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>7,909</b>	<b>100%</b>

**Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>519 520</sup>



**Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory**

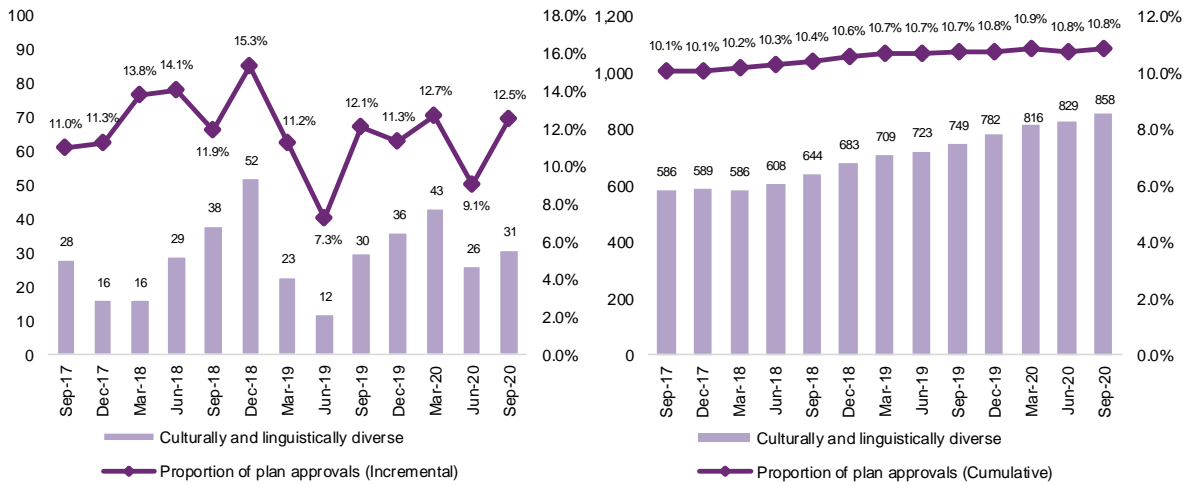
Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	827	10.8%	31	12.5%	<b>858</b>	<b>10.8%</b>
Not culturally and linguistically diverse	6,750	88.1%	217	87.5%	<b>6,967</b>	<b>88.1%</b>
Not stated	84	1.1%	<11		<b>84</b>	<b>1.1%</b>
<b>Total</b>	<b>7,661</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>7,909</b>	<b>100%</b>

<sup>519</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>520</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to June 2019 and after the March 2020 quarter.



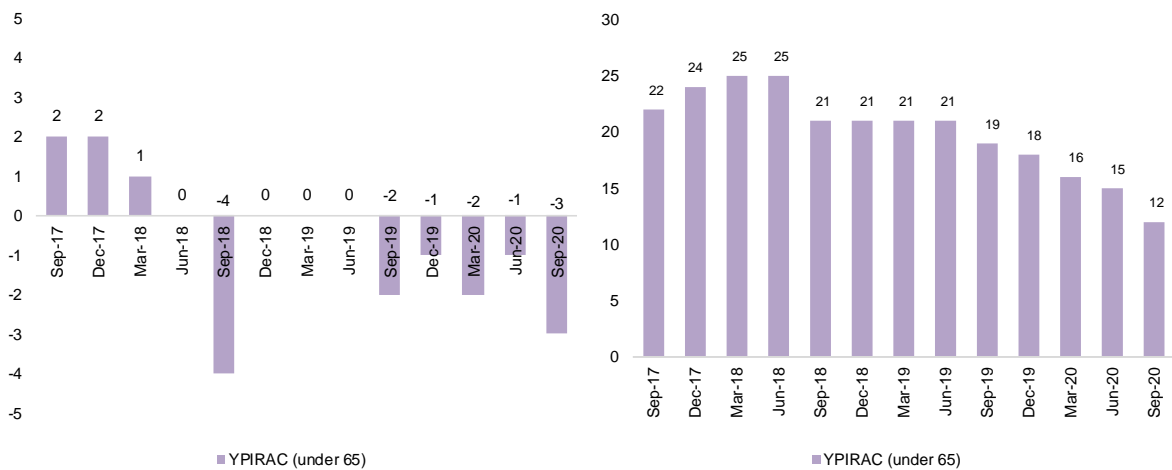
**Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>521</sup>



**Table L.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2020 – Australian Capital Territory** <sup>522 523</sup>

	Total
Age group	N
Total YPIRAC (under 65)	12

**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** <sup>524</sup>



<sup>521</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>522</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

<sup>523</sup> There are a further 28 active participants aged 65 years or over who are currently in residential aged care.

<sup>524</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

**Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory**<sup>525</sup>

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Major cities	7,536	98.4%	242	97.6%	7,778	98.4%
Population > 50,000	121	1.6%	<11		127	1.6%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>7,661</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>7,909</b>	<b>100%</b>

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

**Table L.12 Participant profile per quarter by primary disability group – Australian Capital Territory**<sup>526 527 528</sup>

Disability	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Autism	2,173	28%	83	33%	2,256	29%
Intellectual Disability	1,380	18%	<11		1,388	18%
Psychosocial disability	946	12%	25	10%	971	12%
Developmental Delay	657	9%	76	31%	733	9%
Hearing Impairment	405	5%	<11		414	5%
Other Neurological	331	4%	<11		339	4%
Other Physical	499	7%	11	4%	510	6%
Cerebral Palsy	276	4%	<11		278	4%
ABI	182	2%	<11		187	2%
Visual Impairment	163	2%	<11		165	2%
Global Developmental Delay	159	2%	<11		167	2%
Multiple Sclerosis	182	2%	<11		187	2%
Stroke	109	1%	<11		110	1%
Spinal Cord Injury	66	1%	<11		67	1%
Other Sensory/Speech	105	1%	<11		105	1%
Other	28	0%	<11		32	0%
<b>Total</b>	<b>7,661</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>7,909</b>	<b>100%</b>

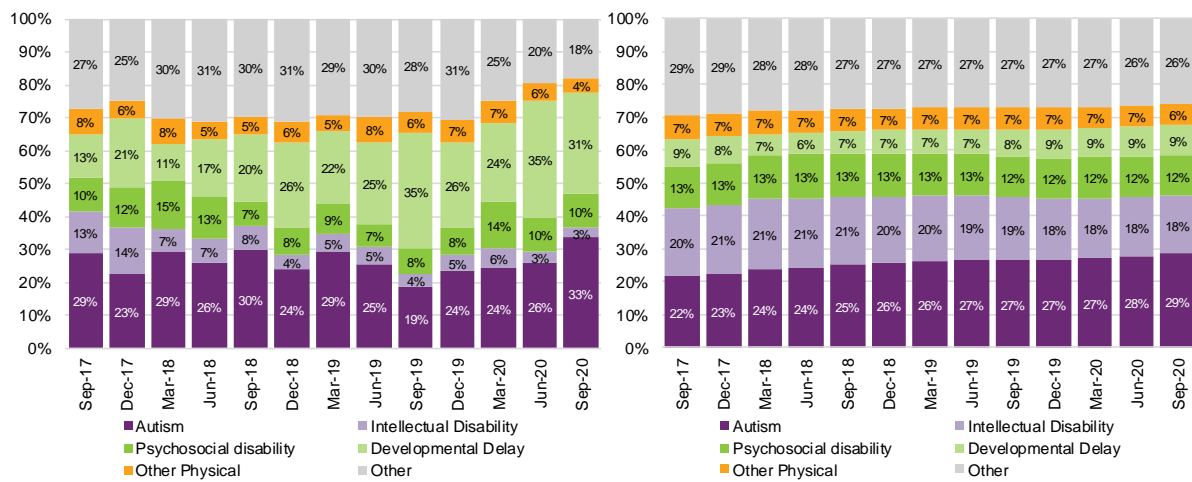
<sup>525</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>526</sup> Table order based on national proportions (highest to lowest).

<sup>527</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>528</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (224).

**Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>529</sup>



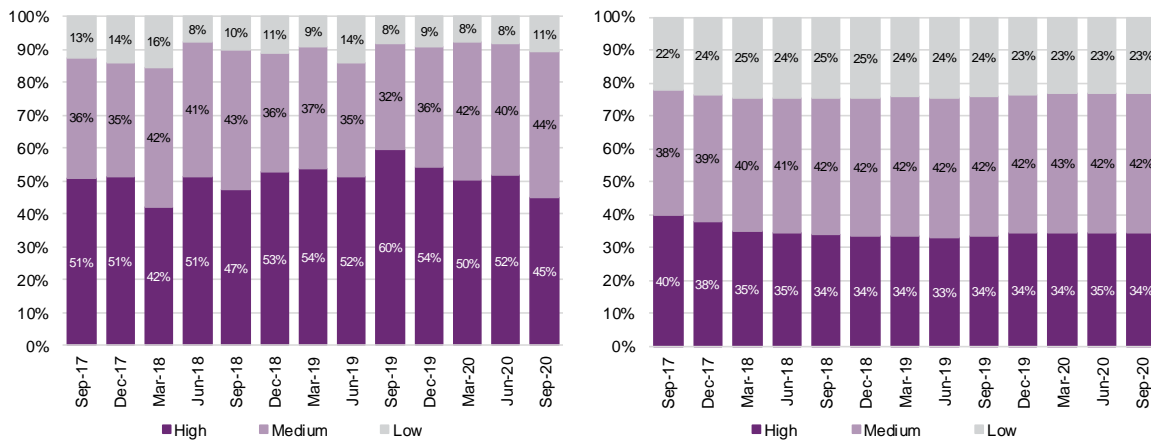
**Table L.13 Participant profile per quarter by level of functions – Australian Capital Territory** <sup>530</sup>

Level of Function	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	811	11%	73	29%	884	11%
2 (High Function)	15	0%	<11		15	0%
3 (High Function)	450	6%	16	6%	466	6%
4 (High Function)	799	10%	14	6%	813	10%
5 (High Function)	532	7%	<11		541	7%
6 (Moderate Function)	1,376	18%	78	31%	1,454	18%
7 (Moderate Function)	425	6%	<11		431	5%
8 (Moderate Function)	575	8%	<11		585	7%
9 (Moderate Function)	51	1%	<11		51	1%
10 (Moderate Function)	813	11%	15	6%	828	10%
11 (Low Function)	281	4%	<11		283	4%
12 (Low Function)	873	11%	19	8%	892	11%
13 (Low Function)	493	6%	<11		498	6%
14 (Low Function)	144	2%	<11		145	2%
15 (Low Function)	<11		<11		<11	
Missing	23		<11		23	
<b>Total</b>	<b>7,661</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>7,909</b>	<b>100%</b>

<sup>529</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>530</sup> The distributions are calculated excluding participants with a missing level of function.

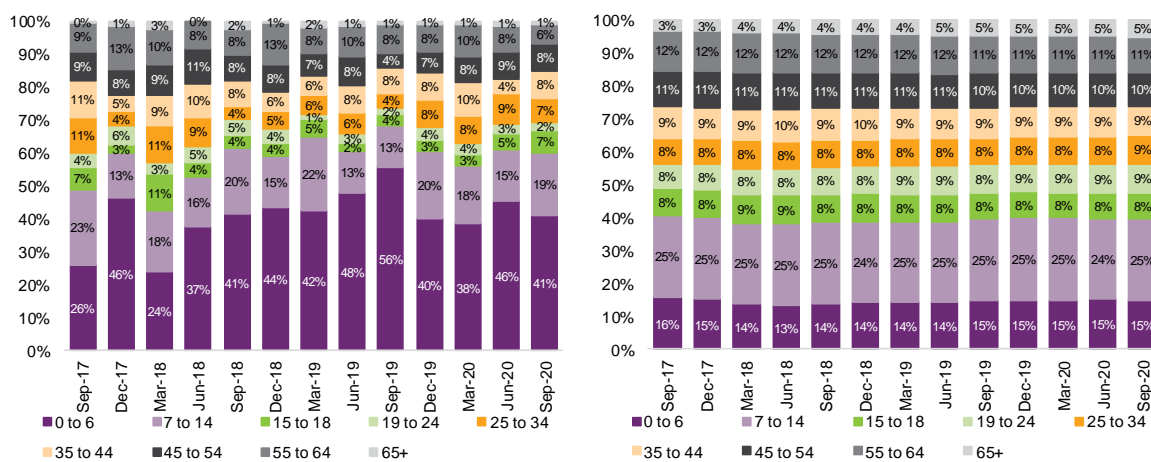
**Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory**<sup>531</sup>



**Table L.14 Participant profile per quarter by age group – Australian Capital Territory**

Age Group	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
0 to 6	1,076	14%	102	41%	1,178	15%
7 to 14	1,923	25%	47	19%	1,970	25%
15 to 18	602	8%	17	7%	619	8%
19 to 24	693	9%	<11		699	9%
25 to 34	657	9%	18	7%	675	9%
35 to 44	693	9%	21	8%	714	9%
45 to 54	777	10%	20	8%	797	10%
55 to 64	839	11%	15	6%	854	11%
65+	401	5%	<11		403	5%
<b>Total</b>	<b>7,661</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>7,909</b>	<b>100%</b>

**Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory**<sup>532</sup>

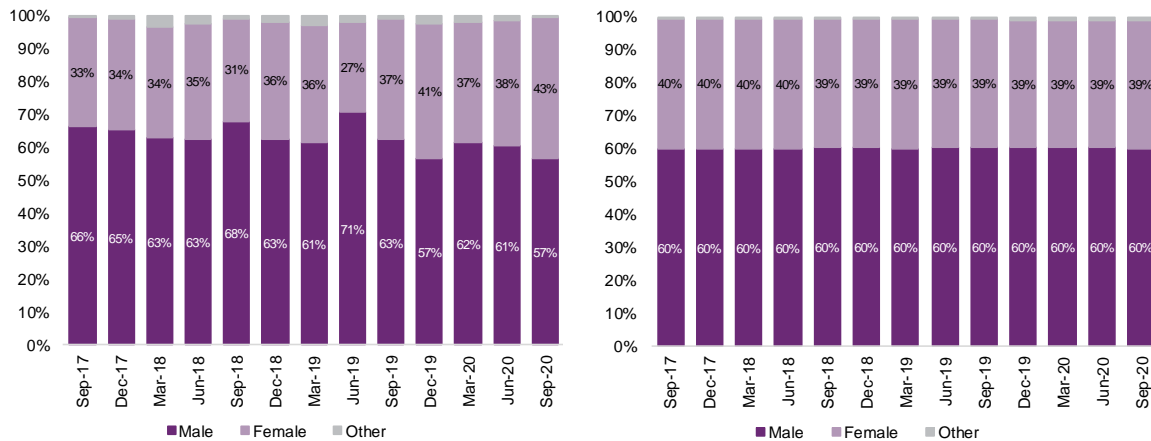


<sup>531</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.  
<sup>532</sup> Ibid.

**Table L.15 Participant profile per quarter by gender – Australian Capital Territory**

Gender	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Male	4,614	60%	141	57%	<b>4,755</b>	<b>60%</b>
Female	2,977	39%	106	43%	<b>3,083</b>	<b>39%</b>
Other	70	1%	<11		<b>71</b>	<b>1%</b>
<b>Total</b>	<b>7,661</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>7,909</b>	<b>100%</b>

**Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>533</sup>



**Table L.16 Prevalence rates by age group – Australian Capital Territory**

	ACT
0-6	2.91%
7-14	4.58%
15-18	3.20%
19-24	1.68%
25-34	0.95%
35-44	1.11%
45-54	1.49%
55-64	1.97%
<b>Total (aged 0-64)</b>	<b>1.99%</b>

<sup>533</sup> Ibid.

## Part Two: Participant experience and outcomes

Table L.17 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory <sup>534</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	207	161	332	396	80	1,176
Participant school to 14	204	174	270	318	68	1,034
Participant 15 to 24	170	75	77	83	22	427
Participant 25 and over	970	248	304	372	76	1,970
<b>Total Participant</b>	<b>1,551</b>	<b>658</b>	<b>983</b>	<b>1,169</b>	<b>246</b>	<b>4,607</b>
Family 0 to 14	332	314	581	700	148	2,075
Family 15 to 24	42	40	61	49	18	210
Family 25 and over	24	46	90	131	13	304
<b>Total Family</b>	<b>398</b>	<b>400</b>	<b>732</b>	<b>880</b>	<b>179</b>	<b>2,589</b>
<b>Total</b>	<b>1,949</b>	<b>1,058</b>	<b>1,715</b>	<b>2,049</b>	<b>425</b>	<b>7,196</b>

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	57%			
CC % who say their child is able to tell them what he/she wants	70%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		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			36%	
CC % who choose who supports them			51%	69%
CC % who choose what they do each day			58%	78%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			26%	27%
CC % who want more choice and control in their life			73%	66%

<sup>534</sup> Baseline outcomes for participants and/or their families and carers were collected for 96% of participants who joined the Scheme from 1 July 2016. 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	62%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	58%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		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			24%	26%
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			61%	41%
HW	% who did not have any difficulties accessing health services			75%	62%
LL	% who currently attend or previously attended school in a mainstream class			67%	
LL	% who participate in education, training or skill development				13%
LL	Of those who participate, % who do so in mainstream settings				83%
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%	12%	10%
% receiving Carer Allowance	18%	25%	16%
% working in a paid job	59%	70%	48%
Of those in a paid job, % in permanent employment	87%	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	52%	61%	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%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	26%	20%	13%
% able to advocate for their child/family member	83%	76%	68%
% who have friends and family they see as often as they like	53%	47%	51%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		47%	
% who feel in control selecting services		47%	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			32%
% who rate their health as good, very good or excellent	79%	65%	63%

**Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=246) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory<sup>535</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL Has the NDIS improved how your child fits into family life?	79%
S/CP Has the NDIS improved how your child fits into community life?	71%

<sup>535</sup> Results in Tables L.22 to L.25 include participants who entered between 1 July 2016 and 30 September 2019 and have had a first plan review to date.



**Table L.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=387) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	77%
LL Has the NDIS improved your child's access to education?	51%
REL Has the NDIS improved your child's relationships with family and friends?	64%
S/CP Has the NDIS improved your child's social and recreational life?	61%

**Table L.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=103) and ‘Participant 25 and over’ (n=413) - participants who entered between 1 July 2016 and 30 September 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?	63%	72%
DL Has the NDIS helped you with daily living activities?	64%	74%
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%	26%
HW Has your involvement with the NDIS improved your health and wellbeing?	52%	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?	24%	25%
WK Has your involvement with the NDIS helped you find a job that's right for you?	16%	16%
S/CP Has the NDIS helped you be more involved?	49%	54%

**Table L.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=660); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=167) - participants who entered between 1 July 2016 and 30 September 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?	75%	51%
Has the NDIS improved the level of support for your family?	78%	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?	81%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	
Has the NDIS improved your health and wellbeing?	58%	40%

**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=98) - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory**<sup>536</sup>

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	87%	94%	+7%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	75%	81%	+6%
REL	Has the NDIS improved how your child fits into family life?	67%	77%	+10%
S/CP	Has the NDIS improved how your child fits into community life?	62%	67%	+5%

**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=173) - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	71%	77%	+6%
LL	Has the NDIS improved your child's access to education?	46%	48%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	60%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	53%	54%	+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=81) and ‘Participant 25 and over’ (n=322) - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory**

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	64%	70%	+6%	70%	74%	+4%
DL	Has the NDIS helped you with daily living activities?	69%	69%	+0%	76%	79%	+3%
REL	Has the NDIS helped you to meet more people?	47%	49%	+1%	44%	48%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	14%	-3%	21%	20%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	50%	+7%	59%	65%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	33%	3%	25%	24%	-0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	14%	+4%	14%	12%	-2%
S/CP	Has the NDIS helped you be more involved?	53%	58%	+5%	53%	54%	+1%

<sup>536</sup> Results in Tables L.26 to L.29 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

**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=226); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=43) - participants who entered between 1 July 2016 and 30 September 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?	68%	69%	+0%	45%	54%	+9%
Has the NDIS improved the level of support for your family?	74%	80%	+6%	70%	67%	-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?	80%	83%	+3%	61%	63%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	81%	+2%			
Has the NDIS improved your health and wellbeing?	48%	52%	+5%	50%	51%	+1%

**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=64) - participants who entered between 1 July 2016 and 30 September 2017 – Australian Capital Territory<sup>537</sup>**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	92%	100%	95%	+3%
DL Has the NDIS improved your child's access to specialist services?	89%	95%	95%	+6%
CC Has the NDIS helped increase your child's ability to communicate what they want?	83%	95%	80%	-3%
REL Has the NDIS improved how your child fits into family life?	71%	77%	75%	+4%
S/CP Has the NDIS improved how your child fits into community life?	64%	64%	65%	+1%

<sup>537</sup> Results in Tables L.30 to L.35 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

**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=139) - participants who entered between 1 July 2016 and 30 September 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?	66%	74%	76%	+10%
LL	Has the NDIS improved your child's access to education?	36%	40%	48%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	54%	62%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	51%	58%	+12%

**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=101) - participants who entered between 1 July 2016 and 30 September 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?	59%	64%	60%	+1%
Has the NDIS helped you with daily living activities?	55%	65%	69%	+14%
Has the NDIS helped you to meet more people?	48%	50%	42%	-6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	17%	16%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	52%	58%	54%	+3%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	27%	23%	-9%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	10%	-9%
Has the NDIS helped you be more involved?	48%	58%	57%	+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=525) - participants who entered between 1 July 2016 and 30 September 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%	+8%
Has the NDIS helped you with daily living activities?	76%	83%	86%	+10%
Has the NDIS helped you to meet more people?	52%	55%	58%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	21%	22%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	58%	66%	69%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	29%	27%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	16%	16%	+2%
Has the NDIS helped you be more involved?	59%	63%	65%	+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=130) - participants who entered between 1 July 2016 and 30 September 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%	65%	71%	+14%
Has the NDIS improved the level of support for your family?	62%	69%	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?	69%	77%	80%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	79%	80%	+7%
Has the NDIS improved your health and wellbeing?	37%	44%	45%	+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=24) - participants who entered between 1 July 2016 and 30 September 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?	38%	46%	41%	+3%
Has the NDIS improved the level of support for your family?	46%	48%	54%	+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?	42%	48%	56%	+14%
Has the NDIS improved your health and wellbeing?	43%	46%	34%	-9%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Participant 0 to school’.

**Table L.36 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=27) - participants who entered between 1 July 2016 and 30 September 2016 – Australian Capital Territory <sup>538</sup>**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL Has the NDIS helped your child to become more independent?	44%	65%	76%	73%	+29%
LL Has the NDIS improved your child’s access to education?	46%	49%	47%	56%	+10%
REL Has the NDIS improved your child’s relationships with family and friends?	57%	57%	58%	68%	+12%
S/CP Has the NDIS improved your child’s social and recreational life?	46%	59%	57%	57%	+11%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for ‘Participant 15 to 24’.

<sup>538</sup> Results in Tables L.36 to L.37 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.

**Table L.37 Results for “Has the NDIS helped?” questions answered at participant’s first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=112) - participants who entered between 1 July 2016 and 30 September 2016 – Australian Capital Territory**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	78%	78%	86%	85%	+7%
DL	Has the NDIS helped you with daily living activities?	79%	83%	84%	90%	+11%
REL	Has the NDIS helped you to meet more people?	54%	59%	66%	66%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	32%	24%	18%	23%	-8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	70%	68%	71%	77%	+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?	38%	31%	30%	31%	-7%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	27%	19%	18%	18%	-9%
S/CP	Has the NDIS helped you be more involved?	64%	60%	66%	69%	+5%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participant’s first, second, third and fourth review in the Scheme, for 'Family 0 to 14' and 'Family 15 and over'.

**Table L.38 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=371), ‘participant social and community engagement rate’ (n=372) and ‘parent and carer employment rate’ (n=303) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory <sup>539</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	16%	21%	23%	24%
Aged 25+	33%	31%	32%	
Aged 15+ (Average)	29%	29%	30%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	37%	36%	34%	50%
Aged 25+	41%	44%	46%	
Aged 15+ (Average)	40%	42%	44%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	54%	56%	62%	50%
Aged 15+	56%	66%	61%	
All ages (Average)	54%	58%	62%	

<sup>539</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

**Table L.39 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=526), 'participant social and community engagement rate' (n=527) and 'parent and carer employment rate' (n=184) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 September 2017 – Australian Capital Territory <sup>540</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	22%	33%	38%	35%	24%
Aged 25+	32%	31%	29%	32%	
Aged 15+ (Average)	32%	31%	30%	32%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	28%	35%	29%	36%	50%
Aged 25+	37%	41%	44%	47%	
Aged 15+ (Average)	36%	41%	43%	46%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	47%	50%	54%	59%	50%
Aged 15+	58%	61%	72%	58%	
All ages (Average)	49%	52%	57%	59%	

**Table L.40 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=121), 'participant social and community engagement rate' (n=119) and 'parent and carer employment rate' (n=37) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 September 2016 – Australian Capital Territory <sup>541</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	Numbers are too small					24%
Aged 25+	32%	36%	30%	31%	29%	
Aged 15+ (Average)	31%	35%	30%	32%	31%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	Numbers are too small					50%
Aged 25+	35%	42%	54%	61%	53%	
Aged 15+ (Average)	35%	41%	54%	59%	52%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	Numbers are too small					50%
Aged 15+	Numbers are too small					
All ages (Average)	43%	59%	53%	67%	70%	

<sup>540</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

<sup>541</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a fourth plan review to date.



**Table L.41 Number of active plans by goal type and primary disability – Australian Capital Territory** <sup>542</sup>

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	56	133	131	29	40	134	58	50	<b>187</b>
Autism	412	1,911	893	742	1,026	1,290	158	430	<b>2,256</b>
Cerebral Palsy	74	221	168	60	49	164	57	67	<b>278</b>
Developmental Delay	129	682	308	388	318	188	13	0	<b>733</b>
Down Syndrome	51	188	133	43	55	152	59	96	<b>224</b>
Global Developmental Delay	20	153	67	97	76	39	3	0	<b>167</b>
Hearing Impairment	104	300	99	92	63	176	62	70	<b>414</b>
Intellectual Disability	255	907	531	272	338	724	240	368	<b>1,164</b>
Multiple Sclerosis	65	135	130	11	21	98	67	44	<b>187</b>
Psychosocial disability	236	587	663	198	214	676	368	300	<b>971</b>
Spinal Cord Injury	16	48	42	13	7	37	20	20	<b>67</b>
Stroke	30	85	67	9	21	66	23	23	<b>110</b>
Visual Impairment	51	142	72	41	12	103	39	48	<b>165</b>
Other Neurological	86	257	203	49	64	201	90	57	<b>339</b>
Other Physical	115	386	334	54	65	283	135	83	<b>510</b>
Other Sensory/Speech	30	85	32	47	37	41	4	4	<b>105</b>
Other	9	29	14	3	4	20	9	5	<b>32</b>
<b>Total</b>	<b>1,739</b>	<b>6,249</b>	<b>3,887</b>	<b>2,148</b>	<b>2,410</b>	<b>4,392</b>	<b>1,405</b>	<b>1,665</b>	<b>7,909</b>

<sup>542</sup> 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.42 Number of goals in active plans by goal type and primary disability – Australian Capital Territory** <sup>543</sup>

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	64	207	151	32	44	147	68	52	<b>765</b>
Autism	482	3,798	1,041	888	1,211	1,523	163	453	<b>9,559</b>
Cerebral Palsy	92	400	199	70	53	192	62	68	<b>1,136</b>
Developmental Delay	148	1,729	373	483	360	199	13	0	<b>3,305</b>
Down Syndrome	53	324	141	51	59	175	59	101	<b>963</b>
Global Developmental Delay	22	441	80	126	84	45	3	0	<b>801</b>
Hearing Impairment	116	484	109	104	69	208	64	72	<b>1,226</b>
Intellectual Disability	285	1,545	615	326	383	848	248	397	<b>4,647</b>
Multiple Sclerosis	71	199	163	11	22	109	70	46	<b>691</b>
Psychosocial disability	283	794	814	211	230	757	398	318	<b>3,805</b>
Spinal Cord Injury	20	71	54	15	7	51	23	21	<b>262</b>
Stroke	34	140	78	9	24	76	24	23	<b>408</b>
Visual Impairment	58	225	80	45	14	118	40	49	<b>629</b>
Other Neurological	105	418	245	59	67	225	100	63	<b>1,282</b>
Other Physical	133	580	396	56	69	313	147	89	<b>1,783</b>
Other Sensory/Speech	33	148	39	56	47	48	4	5	<b>380</b>
Other	9	49	16	4	4	21	9	5	<b>117</b>
<b>Total</b>	<b>2,008</b>	<b>11,552</b>	<b>4,594</b>	<b>2,546</b>	<b>2,747</b>	<b>5,055</b>	<b>1,495</b>	<b>1,762</b>	<b>31,759</b>

**Table L.43 Number of active plans by goal type and age group – Australian Capital Territory** <sup>544</sup>

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	206	1,096	518	626	537	303	26	0	<b>1,178</b>
7 to 14	330	1,753	639	680	877	993	31	16	<b>1,970</b>
15 to 18	125	498	249	195	213	396	37	174	<b>619</b>
19 to 24	177	517	316	167	142	405	134	416	<b>699</b>
25 to 34	165	480	372	143	153	453	202	352	<b>675</b>
35 to 44	217	496	458	124	147	460	237	262	<b>714</b>
45 to 54	204	543	525	104	134	541	294	253	<b>797</b>
55 to 64	222	584	542	74	153	585	323	167	<b>854</b>
65+	93	282	268	35	54	256	121	25	<b>403</b>
<b>Total</b>	<b>1,739</b>	<b>6,249</b>	<b>3,887</b>	<b>2,148</b>	<b>2,410</b>	<b>4,392</b>	<b>1,405</b>	<b>1,665</b>	<b>7,909</b>

<sup>543</sup> Participants have set over two million goals in total across Australia since July 2016. The 31,759 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

<sup>544</sup> 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.44 Number of goals in active plans by goal type and age group – Australian Capital Territory <sup>545</sup>

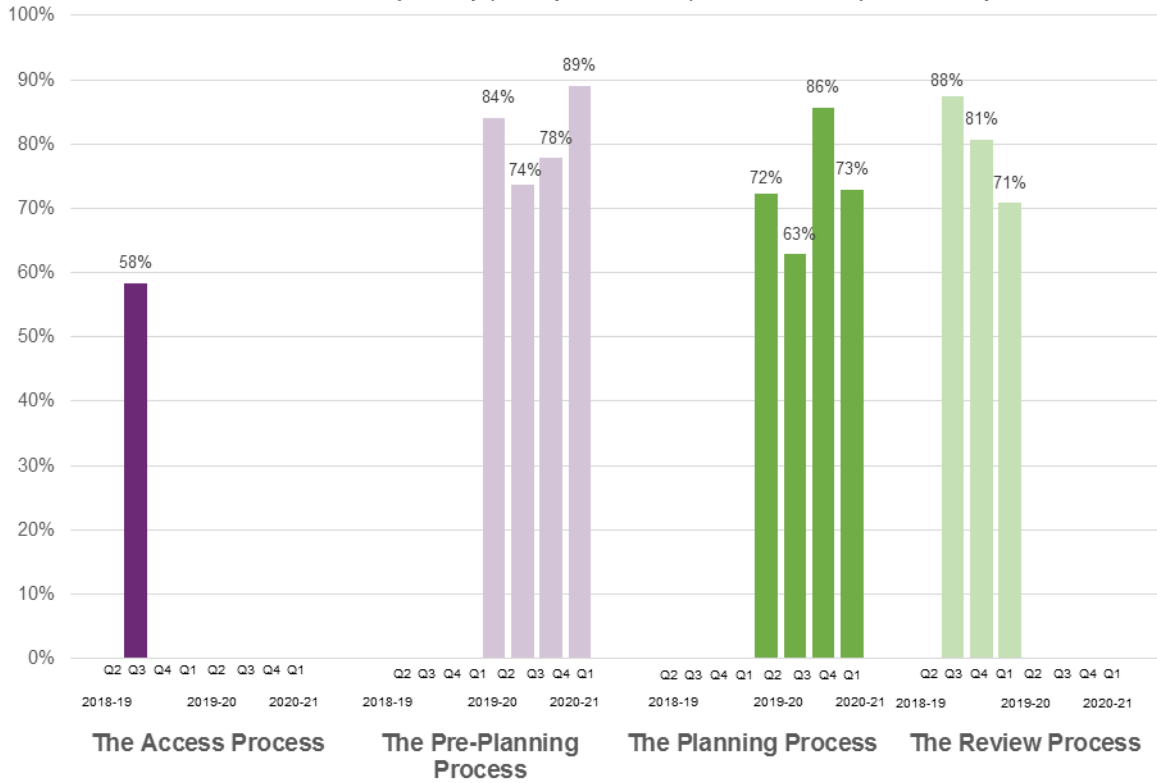
Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	236	2,927	626	795	610	326	26	0	5,546
7 to 14	381	3,667	760	819	1,042	1,184	33	16	7,902
15 to 18	140	818	285	230	252	456	37	178	2,396
19 to 24	211	755	359	186	151	462	137	451	2,712
25 to 34	184	704	422	165	164	518	213	372	2,742
35 to 44	257	705	545	132	166	526	258	281	2,870
45 to 54	238	776	630	107	140	624	313	264	3,092
55 to 64	259	819	642	76	166	656	349	174	3,141
65+	102	381	325	36	56	303	129	26	1,358
<b>Total</b>	<b>2,008</b>	<b>11,552</b>	<b>4,594</b>	<b>2,546</b>	<b>2,747</b>	<b>5,055</b>	<b>1,495</b>	<b>1,762</b>	<b>31,759</b>

Table L.45 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q1 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' 2020-21 Q1
<b>Access</b>	<b>n = 59</b>	<b>n = 17</b>
Are you happy with how coming into the NDIS has gone?	78%	N/A
Was the person from the NDIS respectful?	95%	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.	66%	N/A
<b>Pre-planning</b>	<b>n = 175</b>	<b>n = 55</b>
Did the person from the NDIS understand how your disability affects your life?	86%	85%
Did you understand why you needed to give the information you did?	95%	89%
Were decisions about your plan clearly explained?	85%	91%
Are you clear on what happens next with your plan?	84%	89%
Do you know where to go for more help with your plan?	85%	91%
% of participants rating their overall experience as Very Good or Good.	81%	89%
<b>Planning</b>	<b>n = 186</b>	<b>n = 74</b>
Did the person from the NDIS understand how your disability affects your life?	91%	88%
Did you understand why you needed to give the information you did?	96%	99%
Were decisions about your plan clearly explained?	78%	88%
Are you clear on what happens next with your plan?	84%	91%
Do you know where to go for more help with your plan?	85%	84%
% of participants rating their overall experience as Very Good or Good.	76%	73%
<b>Plan review</b>	<b>n = 146</b>	<b>n = 7</b>
Did the person from the NDIS understand how your disability affects your life?	85%	N/A
Did you feel prepared for your plan review?	89%	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.	79%	N/A

<sup>545</sup> Participants have set over two million goals in total across Australia since July 2016. The 31,759 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

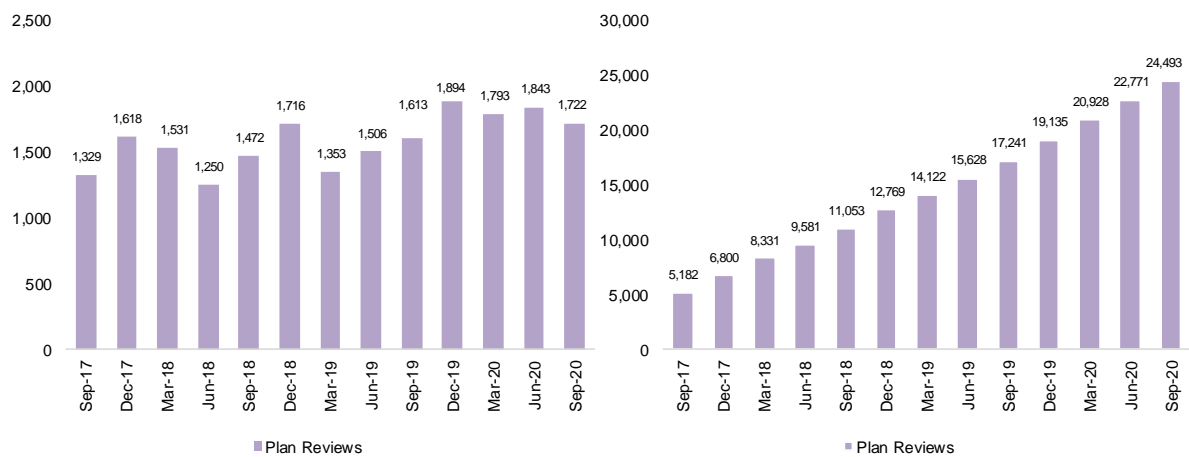
**Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory** <sup>546 547</sup>



**Table L.46 Plan reviews conducted per quarter – excluding plans less than 30 days – Australian Capital Territory** <sup>548</sup>

	Prior Quarters (Transition only)	2020-21 Q1	Transition Total
<b>Total plan reviews</b>	<b>22,771</b>	<b>1,722</b>	<b>24,493</b>
<i>Early intervention plans</i>	6,937	602	7,539
<i>Permanent disability plans</i>	15,834	1,120	16,954

**Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



<sup>546</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>547</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>548</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q1. The charts show trends in complaints experience since the September 2017 quarter. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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.47 shows the numbers of complaints in 2020-21 Q1 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.

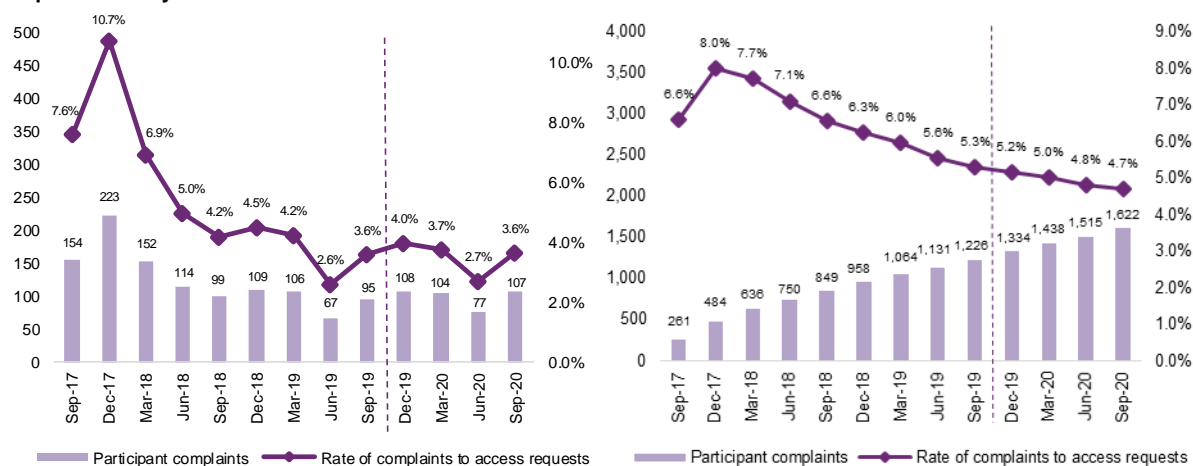
Table L.48 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table L.49.

Table L.49 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 2020-21 Q1. This table should be considered in conjunction with Table L.48. The list of complaint types is different to that which appears in Table L.48, as it is based on the options available on the 'My Customer Requests' tile.

Table L.47 Complaints by quarter – Australian Capital Territory <sup>549 550 551</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	3	0	3	3
Complaint about LAC Partner	11	2	13	13
Complaints about service providers	84	7	91	79
Complaints about the Agency	1,557	84	1,641	981
Critical/ Reportable Incident	21	14	35	33
Unclassified	172	0	172	150
<b>Total</b>	<b>1,848</b>	<b>107</b>	<b>1,955</b>	<b>1,137</b>
Total complaints made since 1 April 2017	1,515	107	1,622	
Complaints since 1 April 2017 as % of all access requests	4.8%	3.6%	4.7%	

Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory



<sup>549</sup> Note that 63% of all complainants made only one complaint, 22% made two complaints and 15% made three or more complaints.

<sup>550</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>551</sup> Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

**Table L.48 Complaints by type ('My Feedback' tile) – Australian Capital Territory**

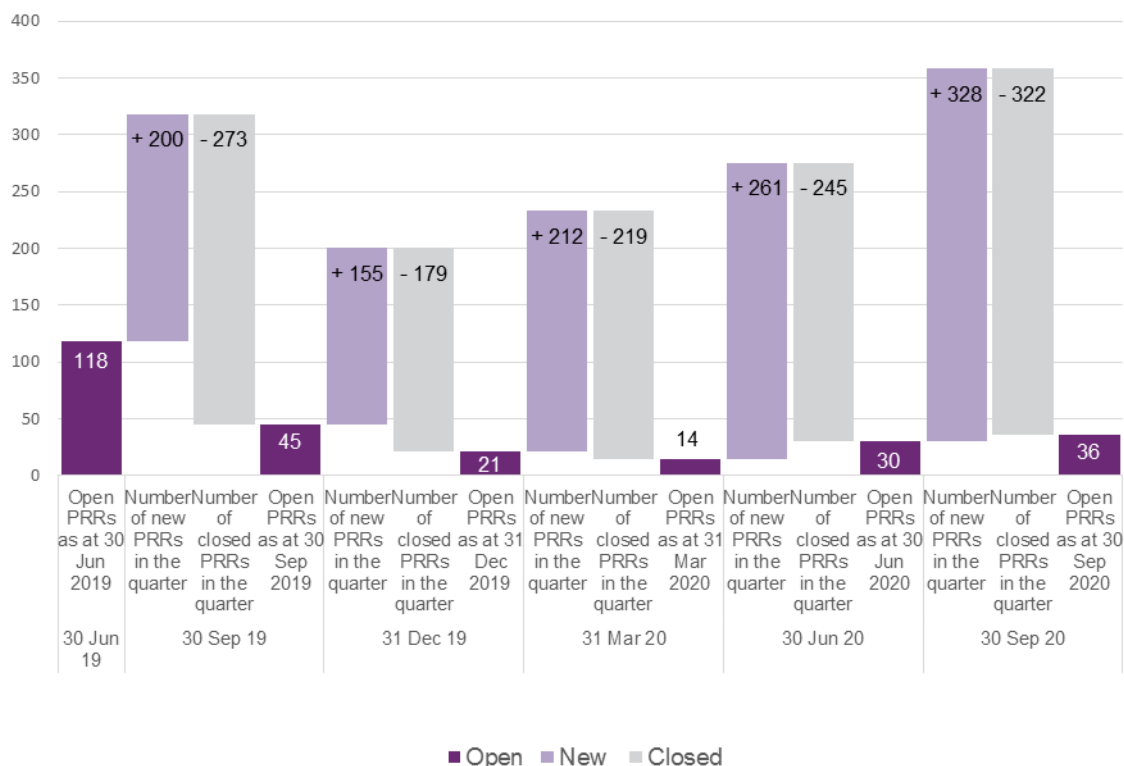
Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<i>Complaints about service providers</i>		
Supports being provided	12	(15%)
Service Delivery	22	(28%)
Staff conduct	9	(11%)
Provider process	14	(18%)
Provider costs.	6	(8%)
Other	17	(21%)
<b>Total</b>	<b>80</b>	
<i>Complaints about the Agency</i>		
Timeliness	414	(30%)
Individual needs	195	(14%)
Reasonable and necessary supports	136	(10%)
Information unclear	40	(3%)
The way the NDIA carried out its decision making	60	(4%)
Other	516	(38%)
<b>Total</b>	<b>1,361</b>	
<i>Unclassified</i>	<b>172</b>	
<b>Participants total</b>	<b>1,613</b>	

**Table L.49 Complaints by type ('My Customer Requests' tile) – Australian Capital Territory**

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		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%)
<b>Total</b>	<b>3</b>		<b>0</b>		<b>3</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(9%)	0	(0%)	1	(8%)
LAC Plan	2	(18%)	0	(0%)	2	(15%)
LAC Process	1	(9%)	0	(0%)	1	(8%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	6	(55%)	1	(50%)	7	(54%)
LAC Timeliness	1	(9%)	1	(50%)	2	(15%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>11</b>		<b>2</b>		<b>13</b>	
<i>Complaints about service providers</i>						
Provider Finance	0	(0%)	1	(14%)	1	(9%)
Provider Fraud and Compliance	2	(50%)	1	(14%)	3	(27%)
Provider Service	2	(50%)	3	(43%)	5	(45%)
Provider Staff	0	(0%)	2	(29%)	2	(18%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>4</b>		<b>7</b>		<b>11</b>	
<i>Complaints about the Agency</i>						
NDIA Access	20	(10%)	1	(1%)	21	(8%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	30	(15%)	6	(8%)	36	(13%)
NDIA Fraud and Compliance	2	(1%)	1	(1%)	3	(1%)
NDIA Plan	59	(29%)	27	(35%)	86	(31%)
NDIA Process	24	(12%)	14	(18%)	38	(14%)
NDIA Resources	3	(1%)	0	(0%)	3	(1%)
NDIA Staff	15	(7%)	12	(15%)	27	(10%)
NDIA Timeliness	49	(24%)	17	(22%)	66	(24%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>202</b>		<b>78</b>		<b>280</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	4	(19%)	8	(57%)	12	(34%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	3	(14%)	2	(14%)	5	(14%)
Participant threat	5	(24%)	2	(14%)	7	(20%)
Provider reporting	9	(43%)	2	(14%)	11	(31%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>21</b>		<b>14</b>		<b>35</b>	
<i>Unclassified</i>	<b>0</b>		<b>0</b>		<b>0</b>	
<b>Participants total</b>	<b>241</b>		<b>101</b>		<b>342</b>	



**Figure L.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Australian Capital Territory**<sup>552</sup>



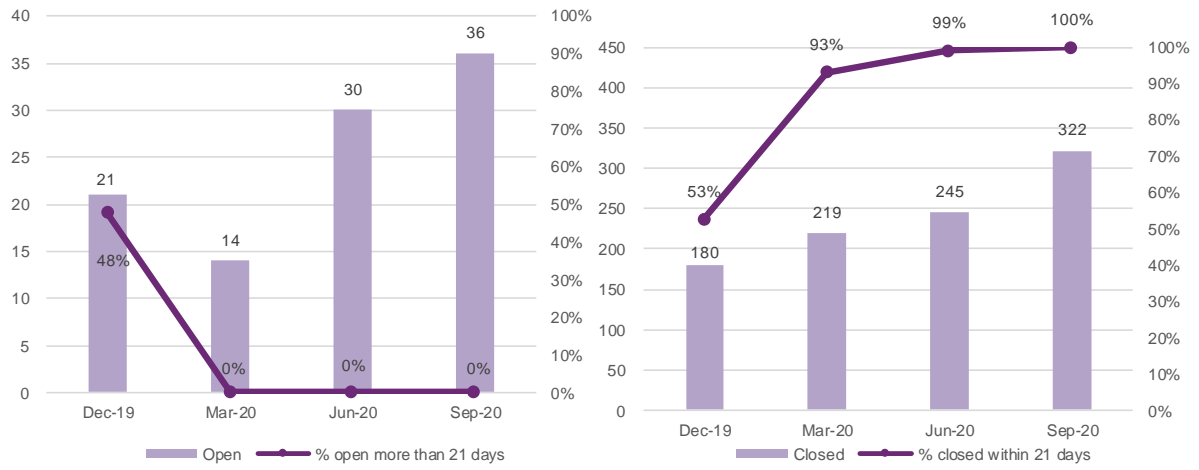
**Table L.50 Summary of Open Participant Requested Reviews (PRRs) (s48) – Australian Capital Territory**<sup>553</sup>

	As at 30 September 2020
Open PRRs	36
Number of PRRs open less than 21 days	36
Number of PRRs open more than 21 days	0
New PRRs in the quarter	328
Number of PRRs closed in the quarter	322
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

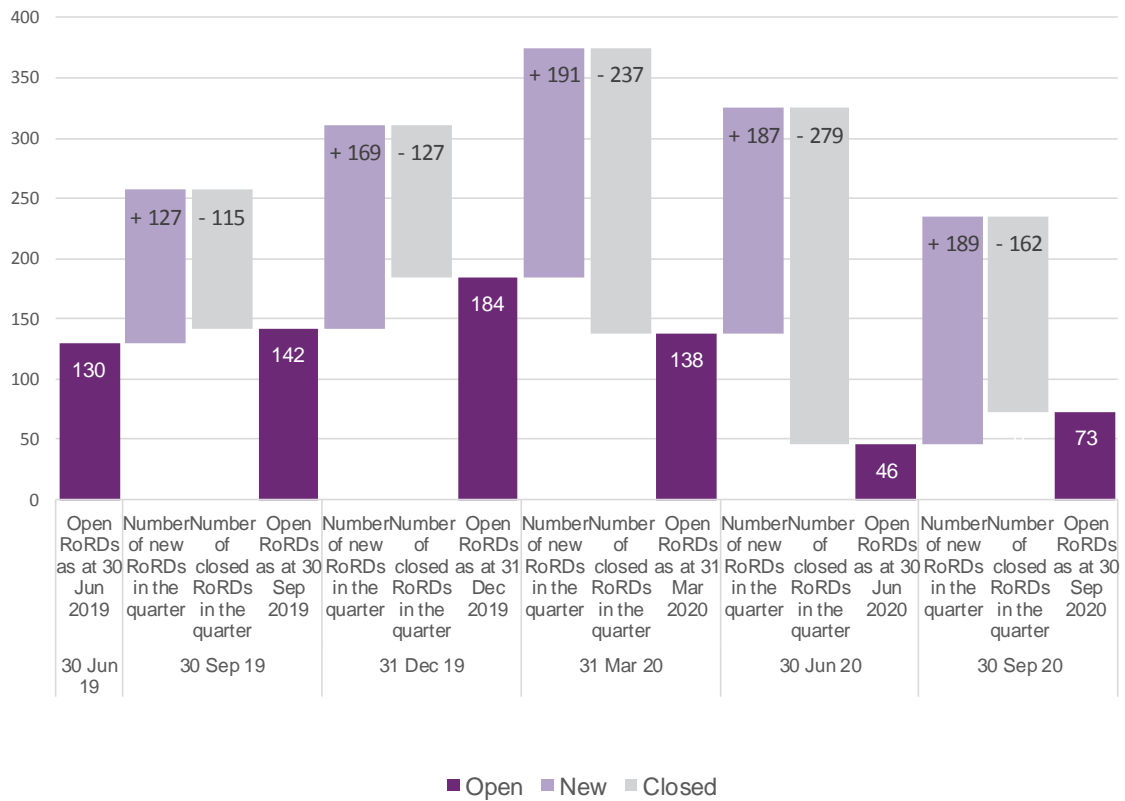
<sup>552</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>553</sup> 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 L.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Australian Capital Territory <sup>554</sup>**



**Figure L.13 RoRDs received and closed by quarter and open at the end of each quarter – Australian Capital Territory**

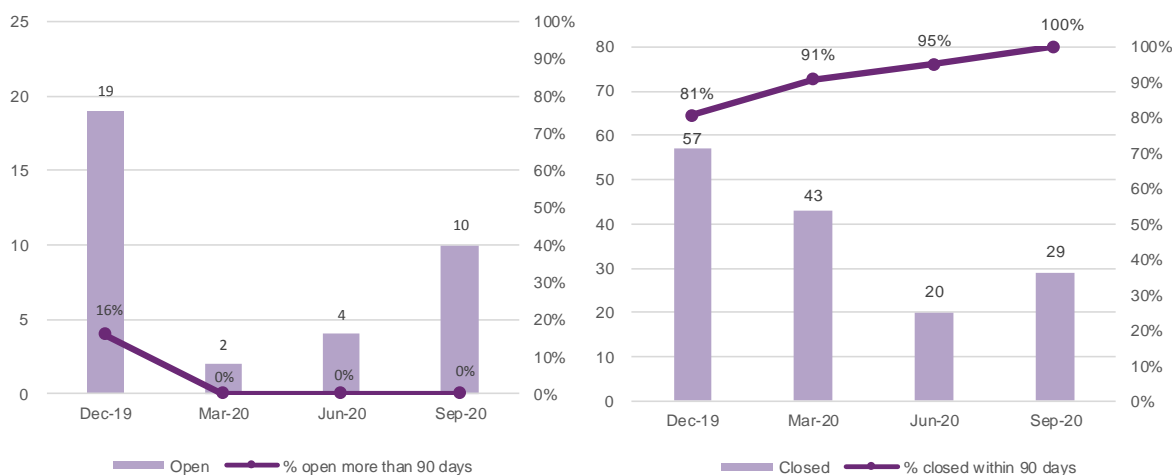


<sup>554</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 30 September 2020.

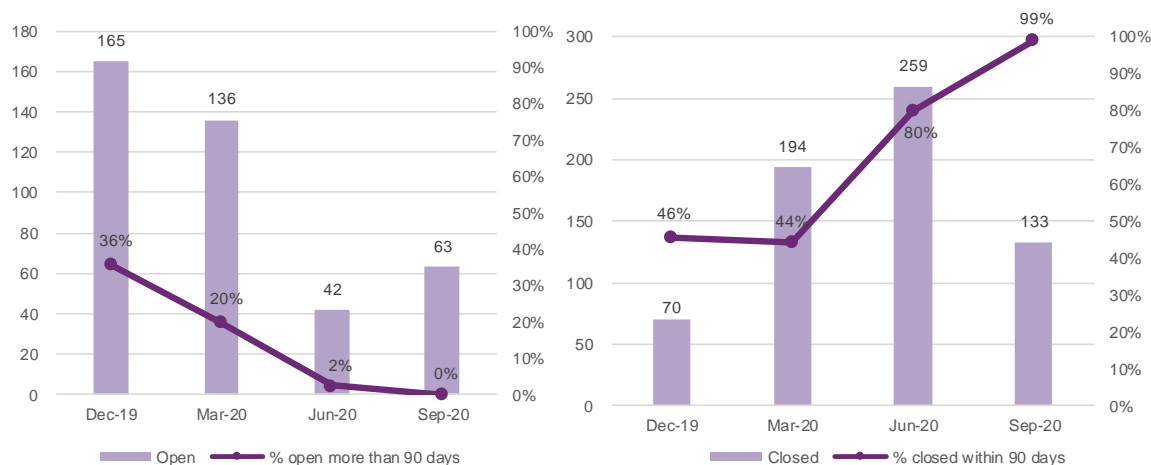
**Table L.51 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Australian Capital Territory** <sup>555 556</sup>

	Access	Planning
Open RoRDs	10	63
Number of RoRDs open less than 90 days	10	63
Number of RoRDs open more than 90 days	0	0
New RoRDs in the quarter	35	154
Number of RoRDs closed in the quarter	29	133
Proportion closed within 90 days	100%	99%
Average days RoRDs took to close in the quarter	12	34

**Figure L.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Australian Capital Territory** <sup>557</sup>



**Figure L.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Australian Capital Territory** <sup>558</sup>



<sup>555</sup> 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.

<sup>556</sup> 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.

<sup>557</sup> Numbers of open and closed RoRDs have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data.

<sup>558</sup> Ibid.

Table L.52 AAT Cases by category – Australian Capital Territory <sup>559</sup>

Category	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Access	149	50%	<11		156	49%
Plan	111	38%	13	65%	124	39%
Plan Review	22	7%	<11		22	7%
Other	14	5%	<11		14	4%
<b>Total</b>	<b>296</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>316</b>	<b>100%</b>
<b>% of all access decisions</b>	<b>0.77%</b>		<b>0.73%</b>		<b>0.77%</b>	

Figure L.16 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

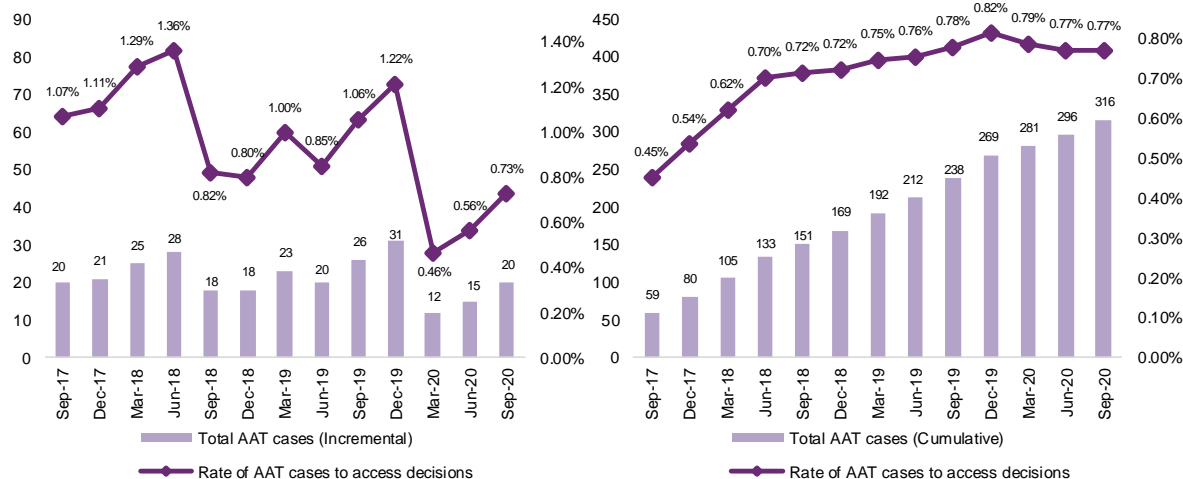
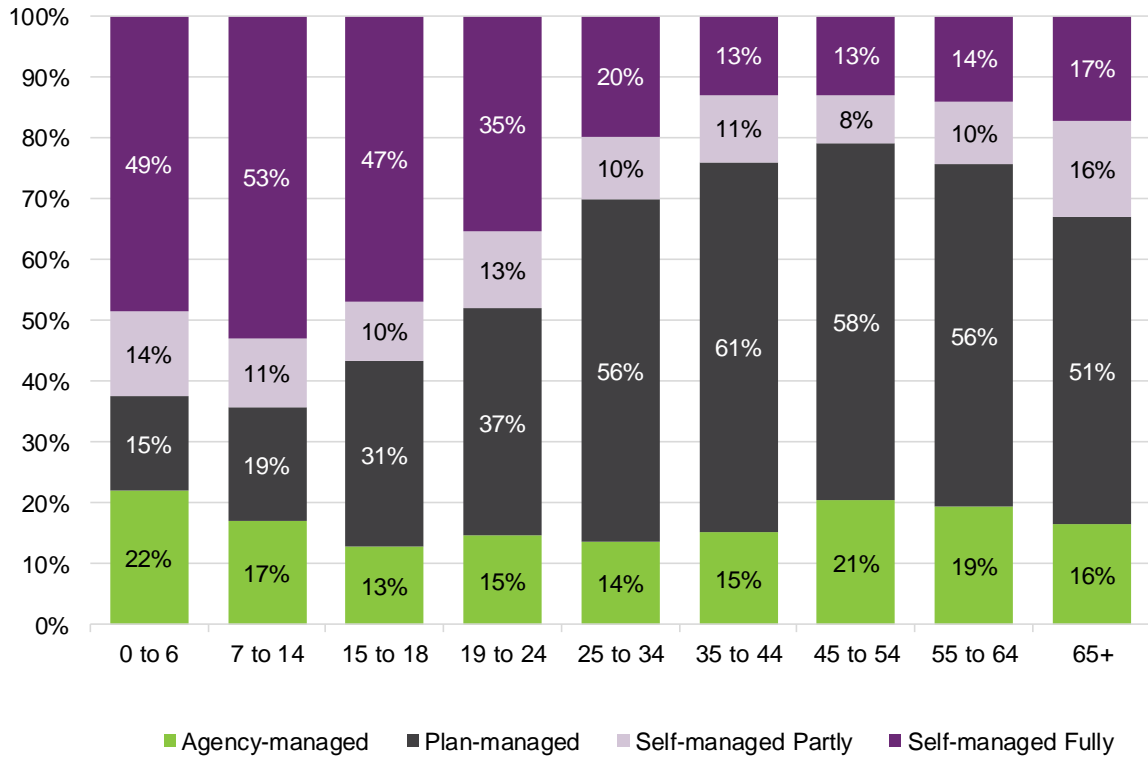


Table L.53 AAT cases by open/closed and decision – Australian Capital Territory

	N
<b>AAT Cases</b>	<b>316</b>
<b>Open AAT Cases</b>	<b>54</b>
<b>Closed AAT Cases</b>	<b>262</b>
Resolved before hearing	257
Gone to hearing and received a substantive decision	<11

<sup>559</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

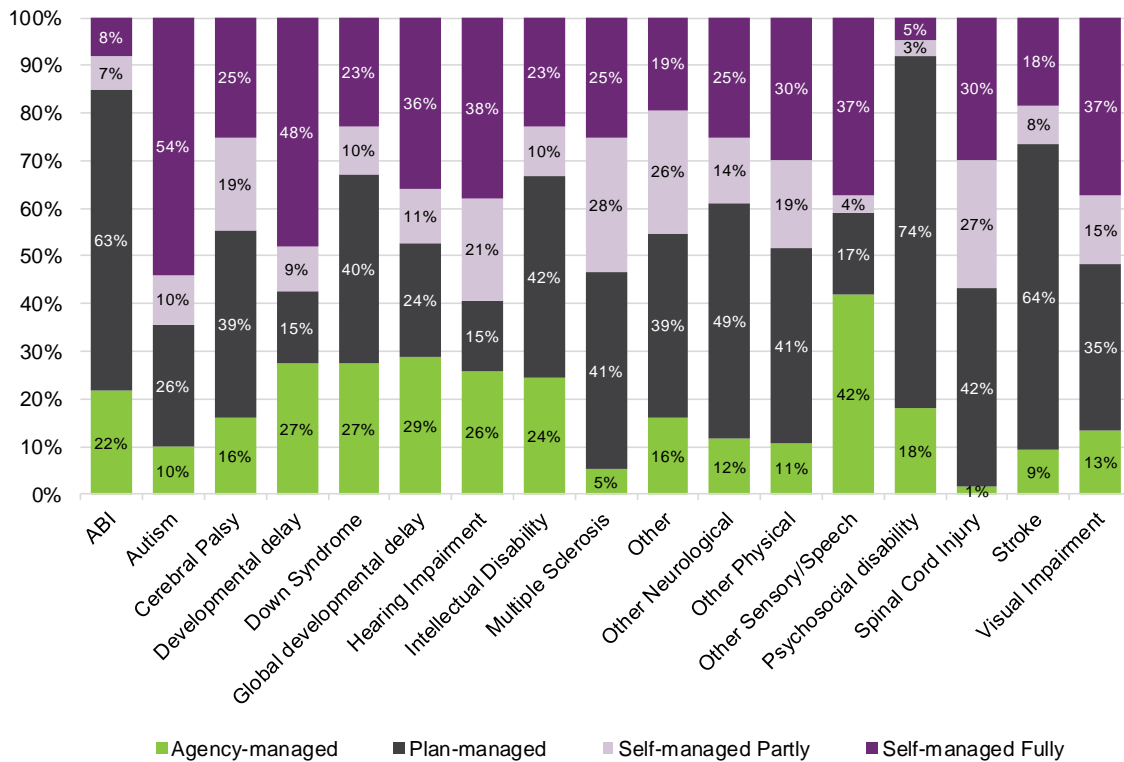
**Figure L.17 Distribution of active participants by method of financial plan management and age group as at 30 September 2020 – Australian Capital Territory** <sup>560 561</sup>



<sup>560</sup> For the total number of active participants in each age group, see Table L.14.

<sup>561</sup> 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 September 2020 – Australian Capital Territory** <sup>562 563</sup>



**Table L.54 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory** <sup>564</sup>

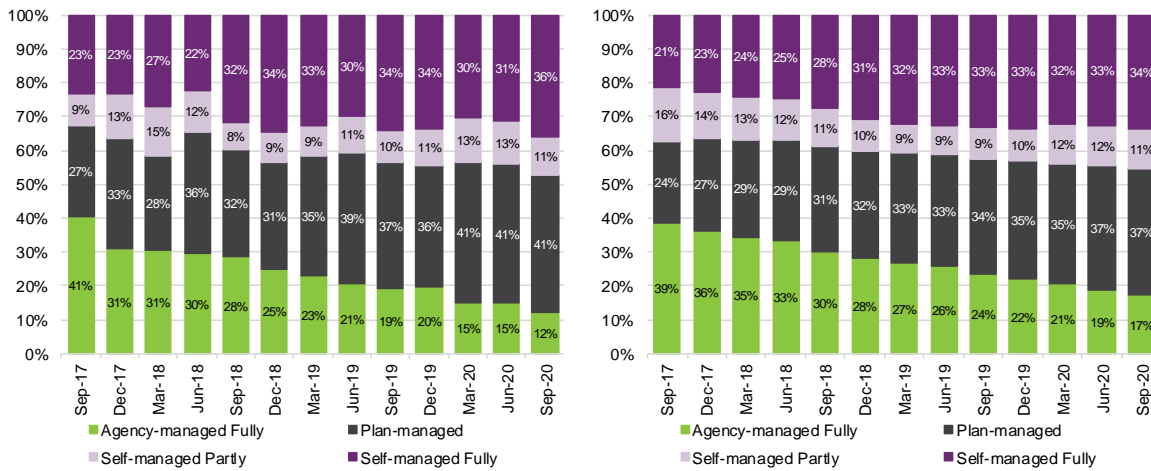
	Prior Quarters	2020-21 Q1	Total
Self-managed fully	33%	36%	<b>34%</b>
Self-managed partly	12%	11%	<b>11%</b>
Plan-managed	36%	41%	<b>37%</b>
Agency-managed	19%	12%	<b>17%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>562</sup> For the total number of active participants in each primary disability group, see Table L.12.

<sup>563</sup> 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.

<sup>564</sup> Ibid.

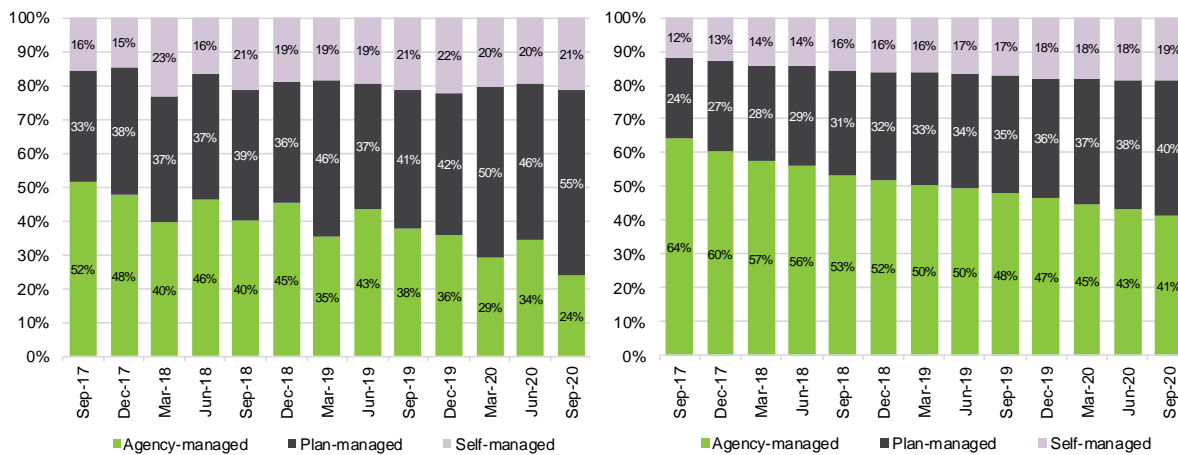
**Figure L.19 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory**<sup>565</sup>



**Table L.55 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory**

	Prior Quarters	2020-21 Q1	Total
Self-managed	18%	21%	19%
Plan-managed	38%	55%	40%
Agency-managed	43%	24%	41%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**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.56 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory**

	Prior Quarters	2020-21 Q1	Total
Support coordination	36%	34%	36%

<sup>565</sup> 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. Quarterly results are reported based on a rolling 3 year period.

Table L.57 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory <sup>566</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q3	
	N	%	N	%
Less than 30 days	2,242	57%	196	58%
30 to 59 days	577	15%	57	17%
60 to 89 days	277	7%	17	5%
<b>Activated within 90 days</b>	<b>3,096</b>	<b>79%</b>	<b>270</b>	<b>80%</b>
90 to 119 days	142	4%	12	4%
120 days and over	514	13%	22	7%
<b>Activated after 90 days</b>	<b>656</b>	<b>17%</b>	<b>34</b>	<b>10%</b>
No payments	159	4%	34	10%
<b>Total plans approved</b>	<b>3,911</b>	<b>100%</b>	<b>338</b>	<b>100%</b>

Table L.58 Proportion of participants who have activated within 12 months – Australian Capital Territory

	Number of participants activated within 12 months	All participants with duration of at least months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	251	272	92%
Not Aboriginal and Torres Strait Islander	5,370	5,595	96%
Not Stated	812	864	94%
<b>Total</b>	<b>6,433</b>	<b>6,731</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	696	724	96%
Not CALD	5,653	5,923	95%
Not Stated	84	84	100%
<b>Total</b>	<b>6,433</b>	<b>6,731</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	6,332	6,627	96%
Regional	100	103	97%
Remote	<11	<11	
Missing	<11	<11	
<b>Total</b>	<b>6,433</b>	<b>6,731</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	1,841	1,935	95%
Intellectual Disability (including Down Syndrome)	1,278	1,336	96%
Psychosocial Disability	811	845	96%
Developmental Delay (including Global Developmental Delay)	496	519	96%
Other	2,007	2,096	96%
<b>Total</b>	<b>6,433</b>	<b>6,731</b>	<b>96%</b>

<sup>566</sup> Plans approved after the end of 2019-20 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.



**Table L.59 Distribution of plans by utilisation – Australian Capital Territory** <sup>567 568</sup>

Plan utilisation	Total
0 to 50%	37%
50% to 75%	21%
> 75%	42%
<b>Total</b>	<b>100%</b>

**Table L.60 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory** <sup>569</sup>

	Prior Quarters	2020-21 Q1	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	56%	63%	58%
Lifelong Learning	22%	29%	24%
Other	15%	20%	16%
Non-categorised	21%	17%	20%
Any mainstream service	92%	94%	93%

## Part Four: Providers and the growing market

**Table L.61 Key markets indicators by quarter – Australian Capital Territory** <sup>570 571</sup>

Market indicators	Prior Quarters	2020-21 Q1
a) Average number of active providers per active participant	0.95	0.95
b) Number of providers delivering new types of supports	71	78
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	78%	75%
<i>Therapeutic Supports (%)</i>	91%	92%
<i>Participation in community, social and civic activities (%)</i>	92%	90%
<i>Early Intervention supports for early childhood (%)</i>	76%	77%
<i>Daily Personal Activities (%)</i>	94%	94%

**Table L.62 Cumulative number of providers that have been ever active as at 30 September 2020 by quarter of activity – Australian Capital Territory** <sup>572</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q1	22
Active in 2020-21 Q1 and also in previous quarters	350
<b>Active in 2020-21 Q1</b>	<b>372</b>
Inactive in 2020-21 Q1	681
<b>Active ever</b>	<b>1,053</b>

<sup>567</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>568</sup> This table only considers participants with initial plans approved up to 31 March 2020, and includes committed supports and payments for supports provided up to 30 June 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>569</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>570</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>571</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>572</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table L.63 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory** <sup>573</sup>

Registration Group	Prior Quarters	2020-21 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	19	2	21	11%
Assistance Animals	13	0	13	0%
Assistance with daily life tasks in a group or shared living arrangement	92	4	96	4%
Assistance with travel/transport arrangements	76	2	78	3%
Daily Personal Activities	181	10	191	6%
Group and Centre Based Activities	96	5	101	5%
High Intensity Daily Personal Activities	116	5	121	4%
Household tasks	191	10	201	5%
Interpreting and translation	20	1	21	5%
Participation in community, social and civic activities	182	5	187	3%
<b>Assistive Technology</b>				
Assistive equipment for recreation	36	1	37	3%
Assistive products for household tasks	26	1	27	4%
Assistance products for personal care and safety	218	12	230	6%
Communication and information equipment	52	6	58	12%
Customised Prosthetics	89	2	91	2%
Hearing Equipment	26	2	28	8%
Hearing Services	11	1	12	9%
Personal Mobility Equipment	124	5	129	4%
Specialised Hearing Services	14	1	15	7%
Vision Equipment	24	0	24	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	193	7	200	4%
Behaviour Support	80	3	83	4%
Community nursing care for high needs	34	3	37	9%
Development of daily living and life skills	117	1	118	1%
Early Intervention supports for early childhood	163	9	172	6%
Exercise Physiology and Physical Wellbeing activities	83	5	88	6%
Innovative Community Participation	37	1	38	3%
Specialised Driving Training	20	0	20	0%
Therapeutic Supports	438	11	449	3%
<b>Capital services</b>				
Home modification design and construction	42	2	44	5%
Specialist Disability Accommodation	7	0	7	0%
Vehicle Modifications	24	0	24	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	100	8	108	8%
Support Coordination	37	2	39	5%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	44	0	44	0%
Specialised Supported Employment	20	2	22	10%
<b>Total approved active providers</b>	<b>1,031</b>	<b>22</b>	<b>1,053</b>	<b>2%</b>

<sup>573</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table L.64 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2020 – Australian Capital Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	5	16	<b>21</b>	24%	76%	<b>100%</b>
Assistance Animals	2	11	<b>13</b>	15%	85%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	8	88	<b>96</b>	8%	92%	<b>100%</b>
Assistance with travel/transport arrangements	7	71	<b>78</b>	9%	91%	<b>100%</b>
Daily Personal Activities	23	168	<b>191</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	7	94	<b>101</b>	7%	93%	<b>100%</b>
High Intensity Daily Personal Activities	10	111	<b>121</b>	8%	92%	<b>100%</b>
Household tasks	47	154	<b>201</b>	23%	77%	<b>100%</b>
Interpreting and translation	4	17	<b>21</b>	19%	81%	<b>100%</b>
Participation in community, social and civic activities	22	165	<b>187</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	33	<b>37</b>	11%	89%	<b>100%</b>
Assistive products for household tasks	2	25	<b>27</b>	7%	93%	<b>100%</b>
Assistance products for personal care and safety	21	209	<b>230</b>	9%	91%	<b>100%</b>
Communication and information equipment	8	50	<b>58</b>	14%	86%	<b>100%</b>
Customised Prosthetics	9	82	<b>91</b>	10%	90%	<b>100%</b>
Hearing Equipment	3	25	<b>28</b>	11%	89%	<b>100%</b>
Hearing Services	1	11	<b>12</b>	8%	92%	<b>100%</b>
Personal Mobility Equipment	21	108	<b>129</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	1	14	<b>15</b>	7%	93%	<b>100%</b>
Vision Equipment	3	21	<b>24</b>	13%	88%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	31	169	<b>200</b>	16%	85%	<b>100%</b>
Behaviour Support	20	63	<b>83</b>	24%	76%	<b>100%</b>
Community nursing care for high needs	3	34	<b>37</b>	8%	92%	<b>100%</b>
Development of daily living and life skills	13	105	<b>118</b>	11%	89%	<b>100%</b>
Early Intervention supports for early childhood	62	110	<b>172</b>	36%	64%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	23	65	<b>88</b>	26%	74%	<b>100%</b>
Innovative Community Participation	10	28	<b>38</b>	26%	74%	<b>100%</b>
Specialised Driving Training	2	18	<b>20</b>	10%	90%	<b>100%</b>
Therapeutic Supports	153	296	<b>449</b>	34%	66%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	2	42	<b>44</b>	5%	95%	<b>100%</b>
Specialist Disability Accommodation	0	7	<b>7</b>	0%	100%	<b>100%</b>
Vehicle Modifications	3	21	<b>24</b>	13%	88%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	17	91	<b>108</b>	16%	84%	<b>100%</b>
Support Coordination	8	31	<b>39</b>	21%	79%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	3	41	<b>44</b>	7%	93%	<b>100%</b>
Specialised Supported Employment	2	20	<b>22</b>	9%	91%	<b>100%</b>
<b>Total</b>	<b>260</b>	<b>793</b>	<b>1,053</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

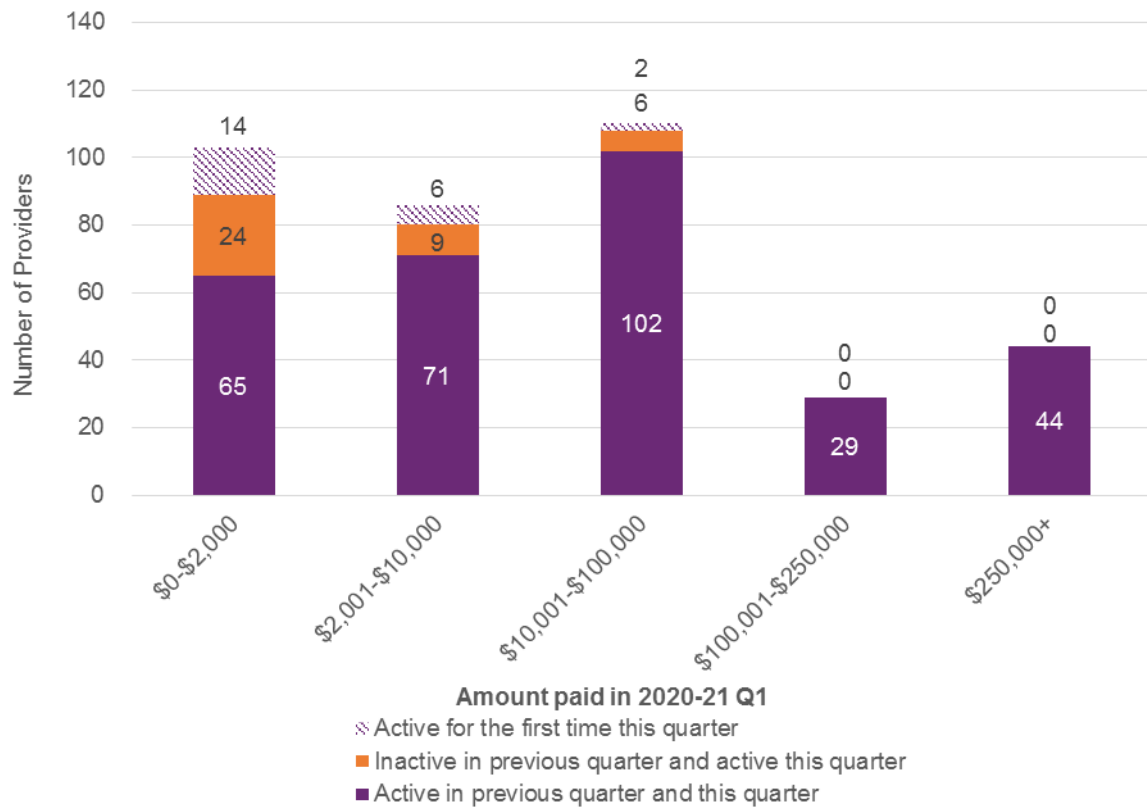
**Table L.65 Number and proportion of providers active in 2020-21 Q1 by registration group and first quarter of activity – Australian Capital Territory**

Registration Group	Active in previous quarters and in 2020-21 Q1	Active for the first time in 2020-21 Q1	Total	% active for the first time in 2020-21 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	3	2	5	40%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	53	4	57	7%
Assistance with travel/transport arrangements	23	2	25	8%
Daily Personal Activities	77	10	87	11%
Group and Centre Based Activities	35	5	40	13%
High Intensity Daily Personal Activities	42	5	47	11%
Household tasks	75	10	85	12%
Interpreting and translation	4	1	5	20%
Participation in community, social and civic activities	78	5	83	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	3	1	4	25%
Assistive products for household tasks	2	1	3	33%
Assistance products for personal care and safety	81	12	93	13%
Communication and information equipment	18	6	24	25%
Customised Prosthetics	29	2	31	6%
Hearing Equipment	9	2	11	18%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	31	5	36	14%
Specialised Hearing Services	1	1	2	50%
Vision Equipment	8	0	8	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	91	7	98	7%
Behaviour Support	30	3	33	9%
Community nursing care for high needs	19	3	22	14%
Development of daily living and life skills	39	1	40	3%
Early Intervention supports for early childhood	36	9	45	20%
Exercise Physiology and Physical Wellbeing activities	33	5	38	13%
Innovative Community Participation	9	1	10	10%
Specialised Driving Training	5	0	5	0%
Therapeutic Supports	134	11	145	8%
<b>Capital services</b>				
Home modification design and construction	9	2	11	18%
Specialist Disability Accommodation	3	0	3	0%
Vehicle Modifications	4	0	4	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	61	8	69	12%
Support Coordination	6	2	8	25%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	14	0	14	0%
Specialised Supported Employment	8	2	10	20%
<b>Total</b>	<b>350</b>	<b>22</b>	<b>372</b>	<b>6%</b>

**Table L.66 Number and proportion of providers active in 2020-21 Q1 in each registration group by legal entity type – Australian Capital Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	4	5	20%	80%	100%
Assistance Animals	2	4	6	33%	67%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	52	57	9%	91%	100%
Assistance with travel/transport arrangements	2	23	25	8%	92%	100%
Daily Personal Activities	16	71	87	18%	82%	100%
Group and Centre Based Activities	4	36	40	10%	90%	100%
High Intensity Daily Personal Activities	5	42	47	11%	89%	100%
Household tasks	19	66	85	22%	78%	100%
Interpreting and translation	3	2	5	60%	40%	100%
Participation in community, social and civic activities	11	72	83	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	4	4	0%	100%	100%
Assistive products for household tasks	1	2	3	33%	67%	100%
Assistance products for personal care and safety	13	80	93	14%	86%	100%
Communication and information equipment	7	17	24	29%	71%	100%
Customised Prosthetics	3	28	31	10%	90%	100%
Hearing Equipment	3	8	11	27%	73%	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	1	7	8	13%	88%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	20	78	98	20%	80%	100%
Behaviour Support	6	27	33	18%	82%	100%
Community nursing care for high needs	2	20	22	9%	91%	100%
Development of daily living and life skills	5	35	40	13%	88%	100%
Early Intervention supports for early childhood	14	31	45	31%	69%	100%
Exercise Physiology and Physical Wellbeing activities	8	30	38	21%	79%	100%
Innovative Community Participation	2	8	10	20%	80%	100%
Specialised Driving Training	1	4	5	20%	80%	100%
Therapeutic Supports	38	107	145	26%	74%	100%
<b>Capital services</b>						
Home modification design and construction	1	10	11	9%	91%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	0	4	4	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	16	53	69	23%	77%	100%
Support Coordination	3	5	8	38%	63%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	2	12	14	14%	86%	100%
Specialised Supported Employment	1	9	10	10%	90%	100%
<b>Total</b>	<b>77</b>	<b>295</b>	<b>372</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>

Figure L.21 Distribution of active providers in 2020-21 Q1 by their status in 2019-20 Q4 and payment band in 2020-21 Q1 – Australian Capital Territory <sup>574</sup>



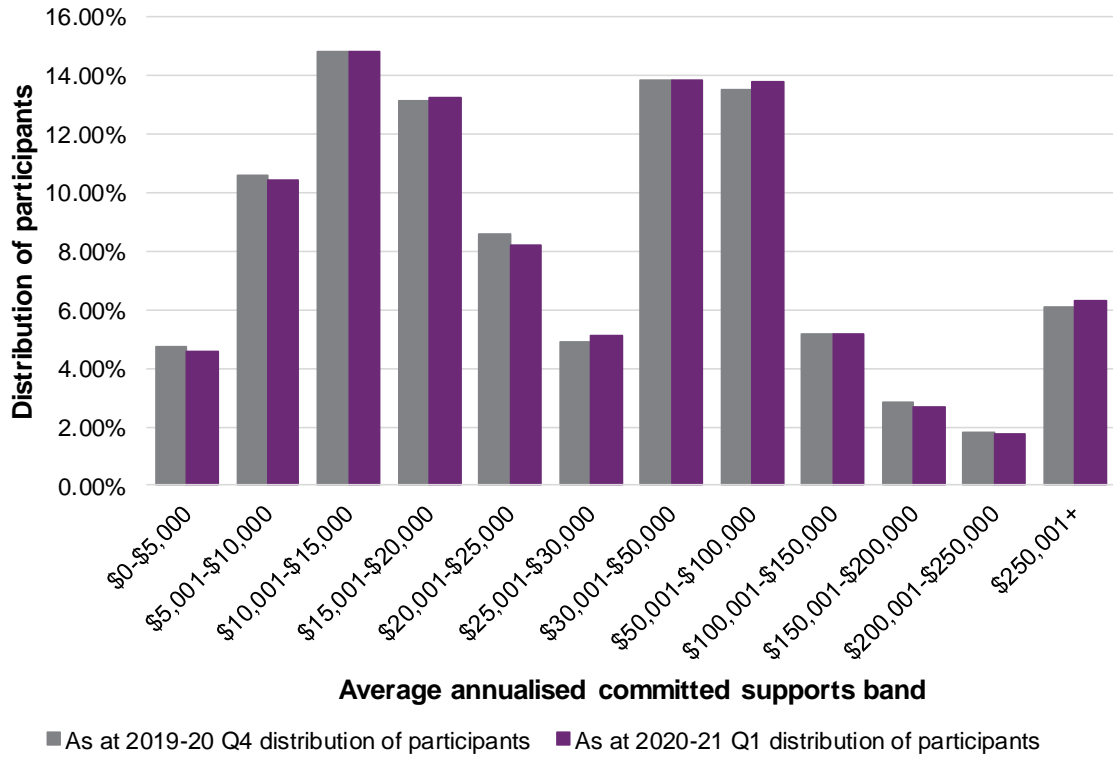
## Part Five: Financial sustainability

Table L.67 Committed supports by financial year (\$m) – Australian Capital Territory

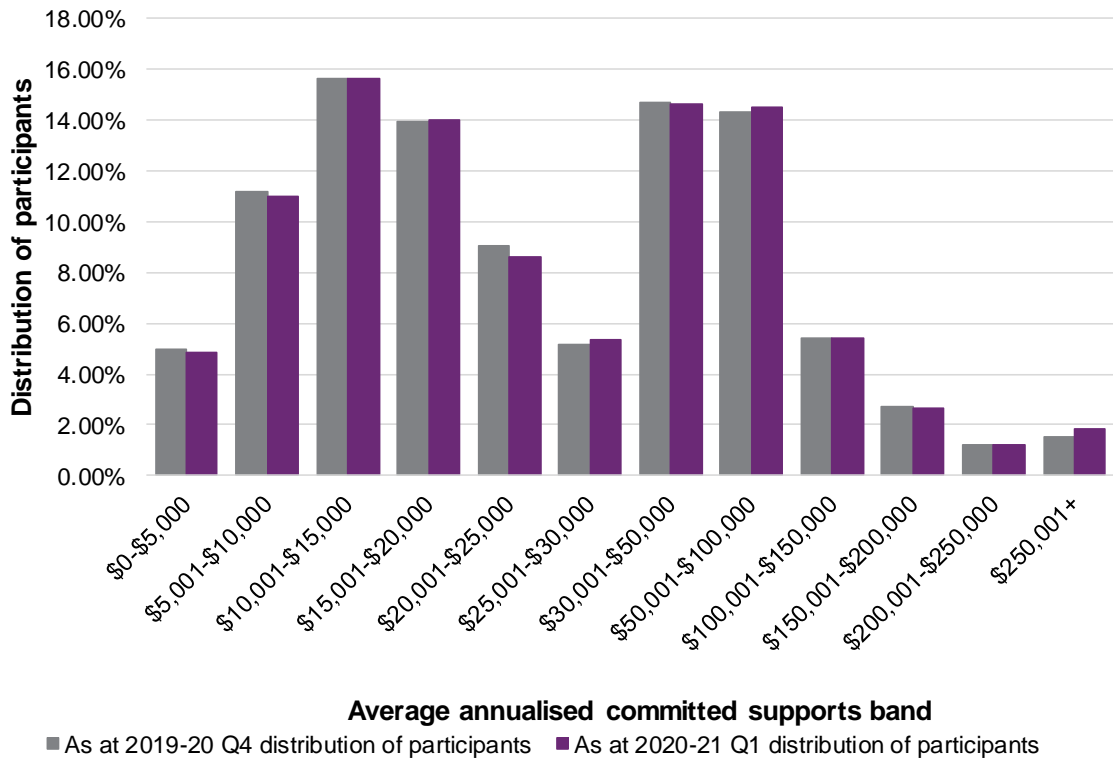
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.3	26.3	131.2	269.9	309.5	370.6	459.2	128.7

<sup>574</sup> 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.

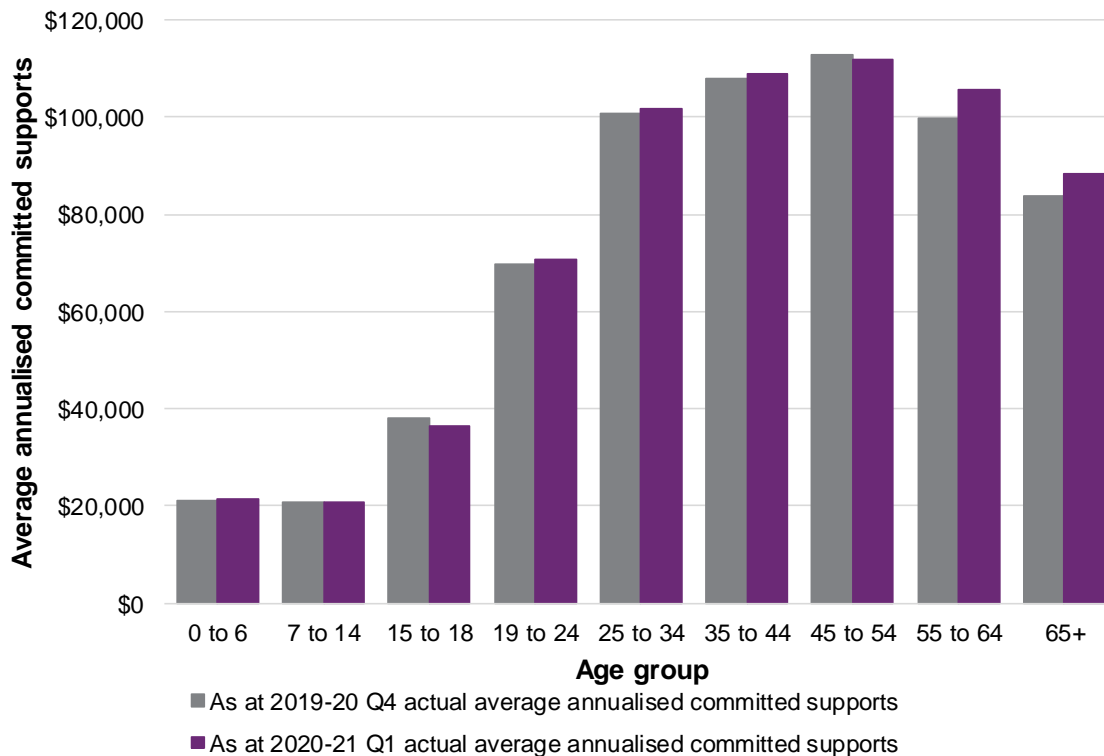
**Figure L.22 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Australian 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Australian Capital Territory**

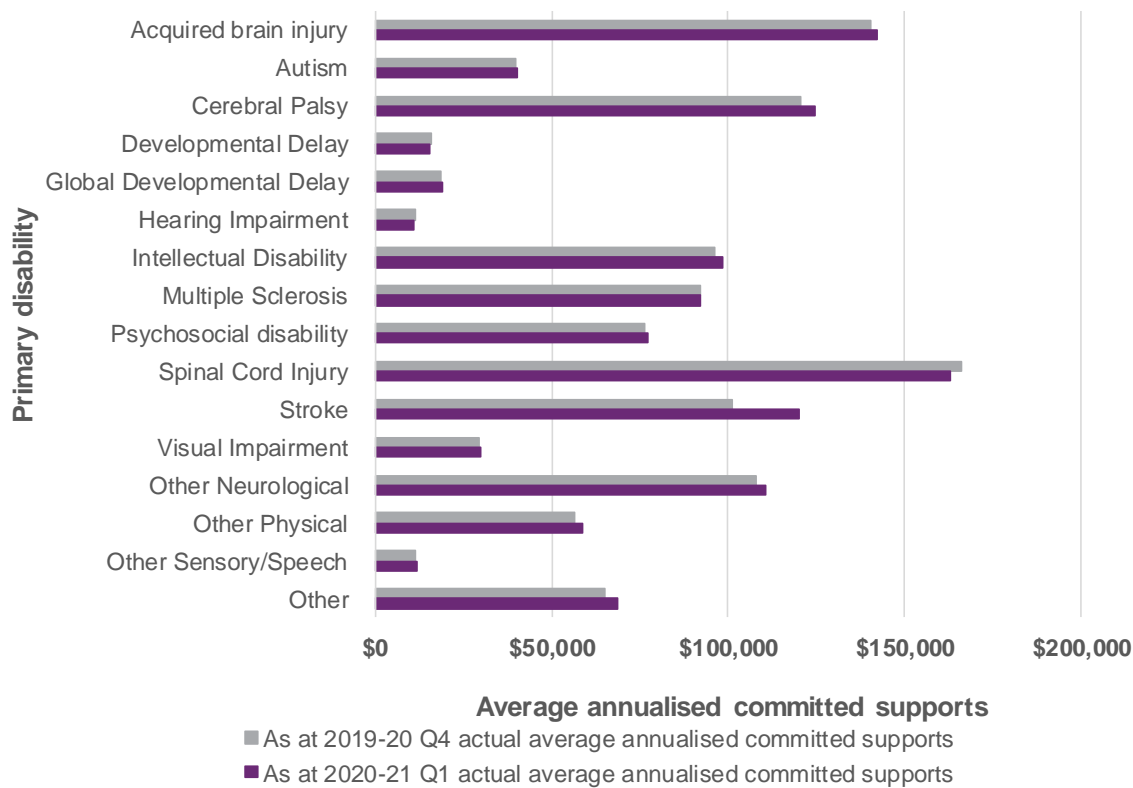




Figure L.26 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Australian Capital Territory <sup>575</sup>

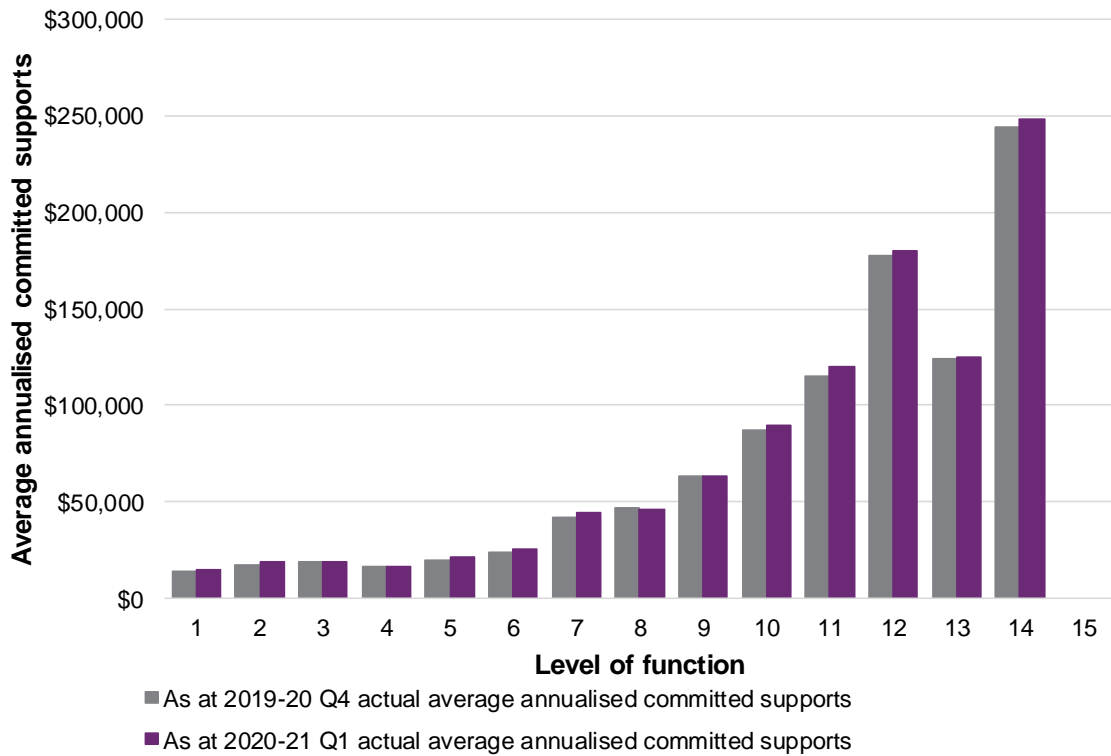
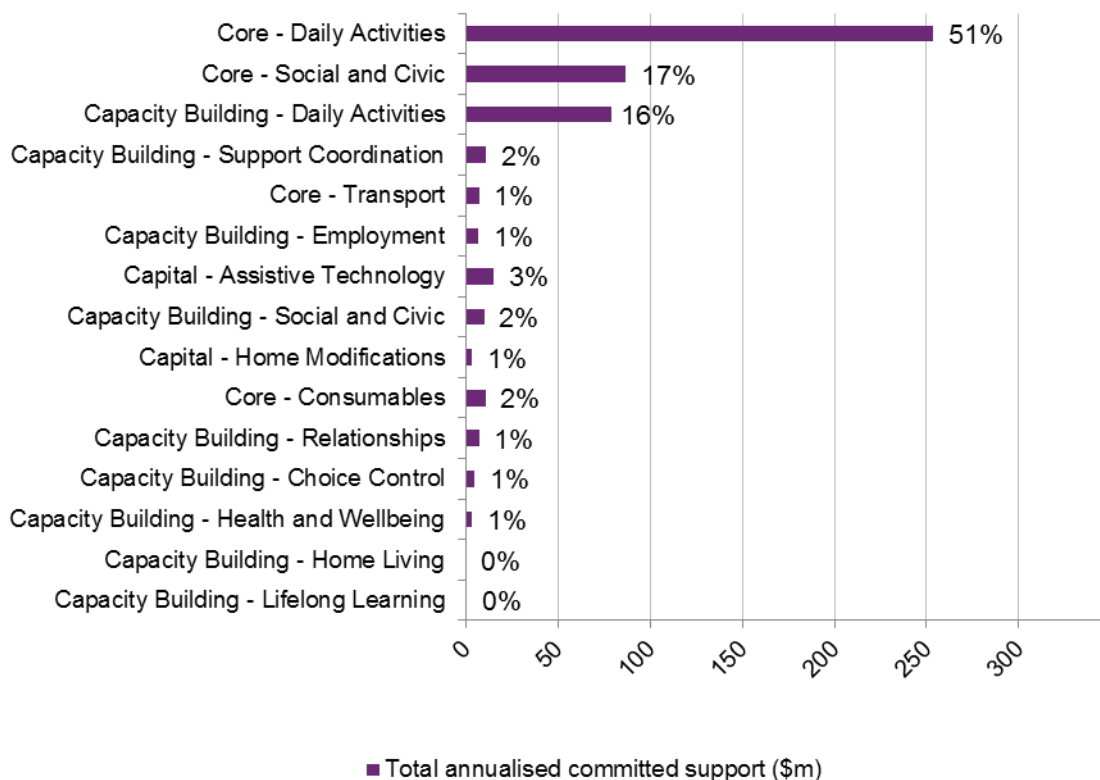


Figure L.27 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Australian Capital Territory

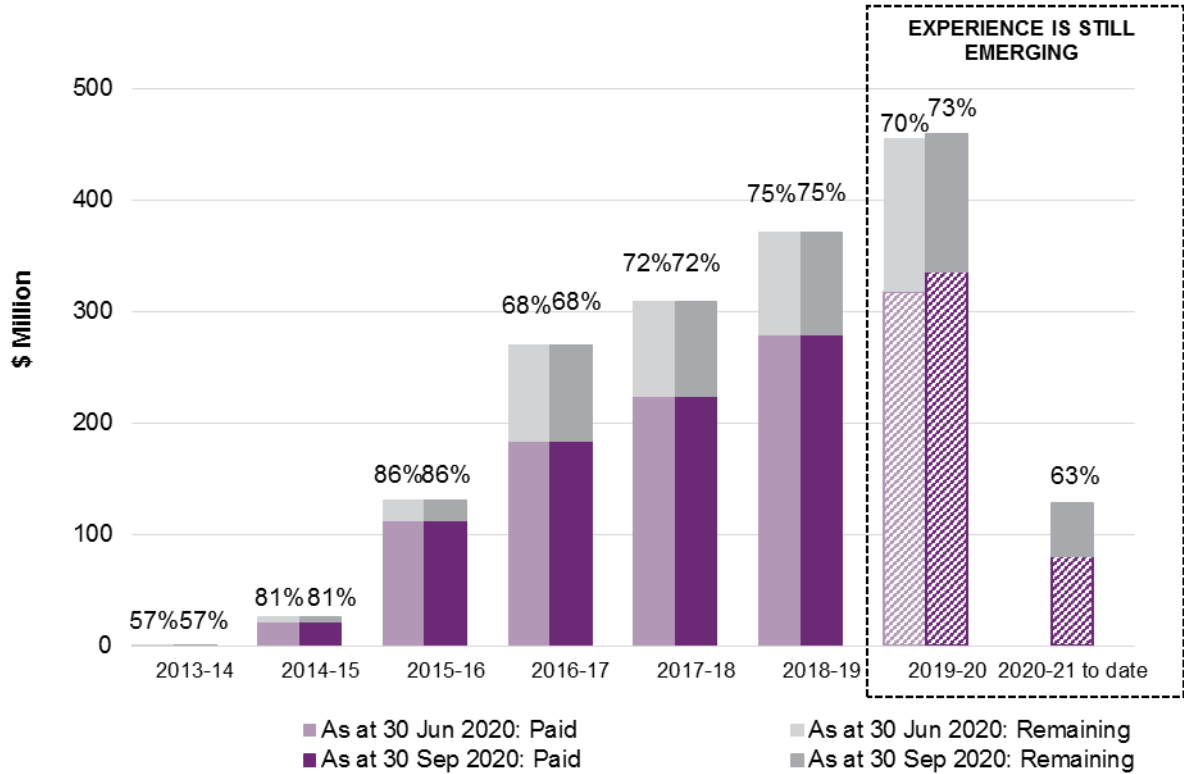


<sup>575</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 15 has insufficient data to show an average cost.

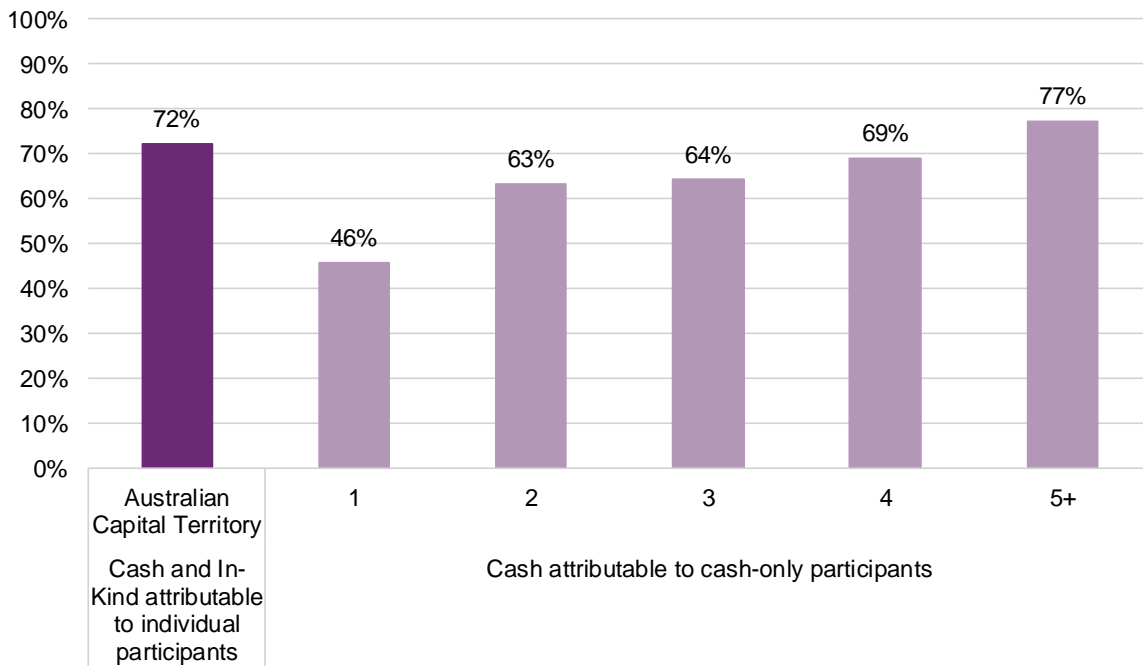
**Table L.68 Payments by financial year, compared to committed supports (\$m) – Australian Capital Territory**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.3	26.3	131.2	269.9	309.5	370.6	459.2	128.7
Total Paid	0.2	21.4	112.7	184.2	224.1	279.2	335.9	80.9
% utilised to date	57%	81%	86%	68%	72%	75%	73%	63%

**Figure L.28 Utilisation of committed supports as at 30 June 2020 and 30 September 2020 – Australian Capital Territory**

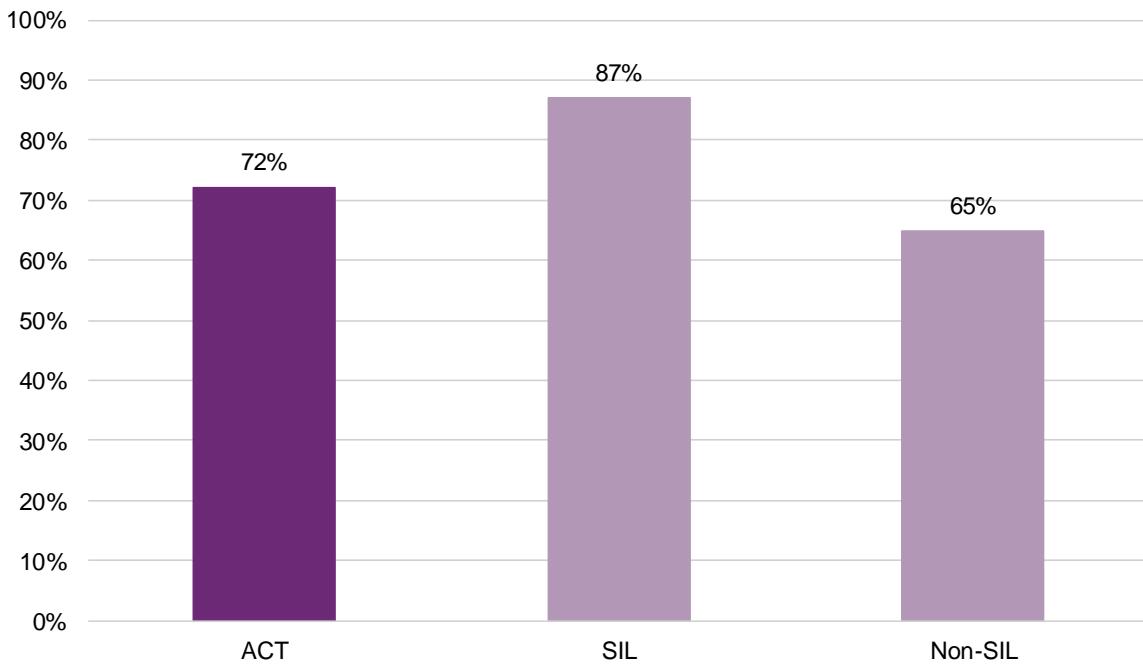


**Figure L.29 Utilisation of committed supports by plan number from 1 January 2020 to 30 June 2020 – Australian Capital Territory** <sup>576</sup>



■ As at 30 September 2020

**Figure L.30 Utilisation of committed supports by SIL status from 1 January 2020 to 30 June 2020 – Australian Capital Territory** <sup>577</sup>

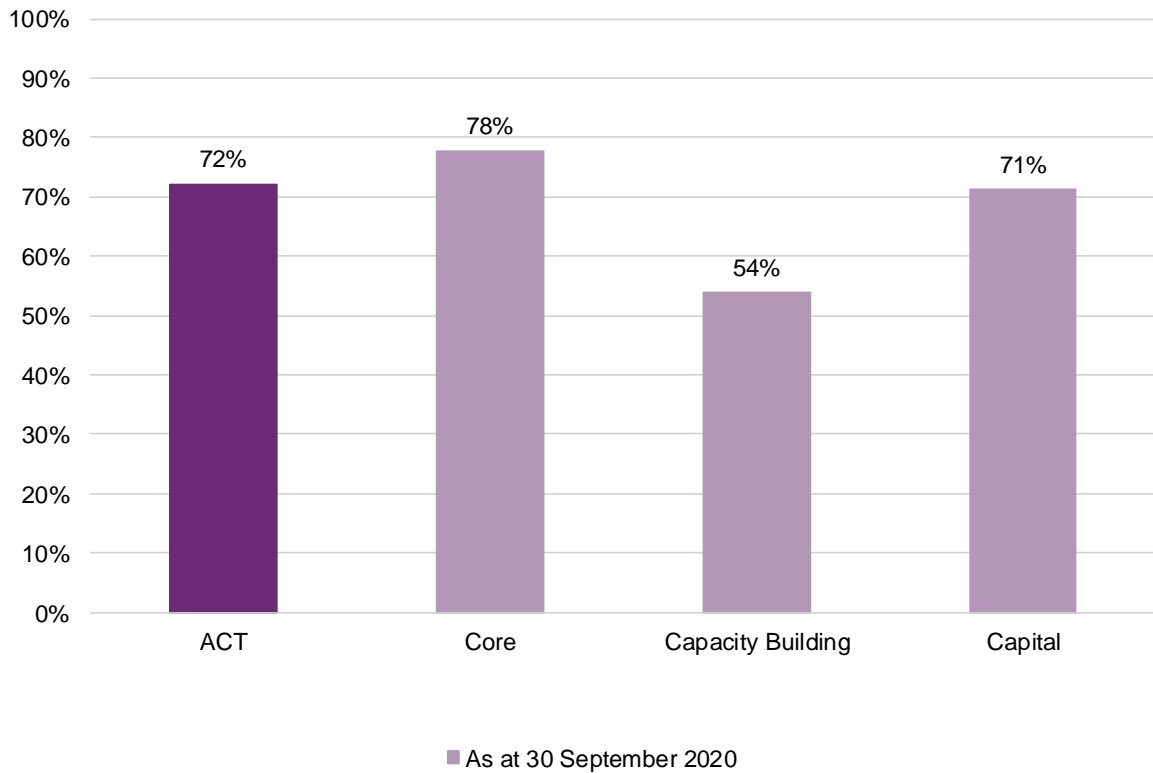


■ As at 30 September 2020

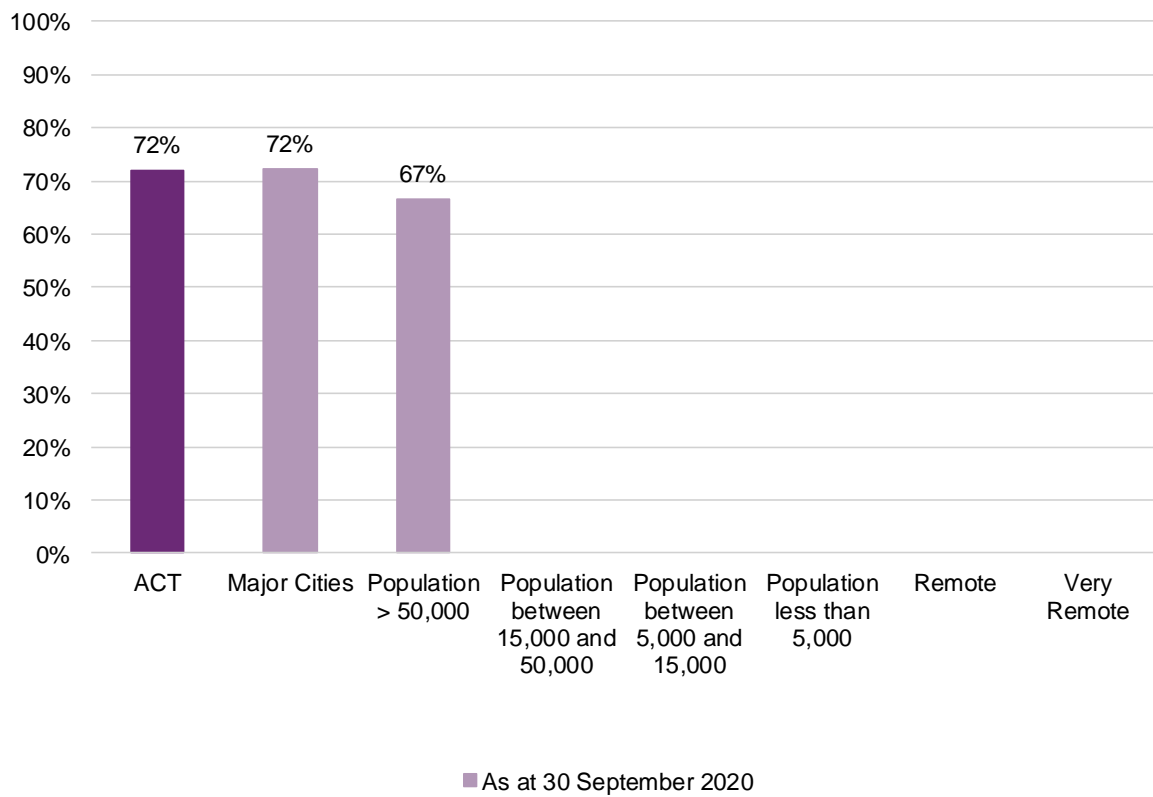
<sup>576</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>577</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2020 to 30 June 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 January 2020 to 30 June 2020 – Australian Capital Territory** <sup>578</sup>



**Figure L.32 Utilisation of committed supports by remoteness from 1 January 2020 to 30 June 2020 – Australian Capital Territory** <sup>579 580</sup>



<sup>578</sup> Ibid.

<sup>579</sup> Ibid.

<sup>580</sup> Utilisation is not shown as there is insufficient data in the group.

# Appendix M: Northern Territory

## Part One: Participants and their plans

Table M.1 Active participants by quarter of entry – Northern Territory <sup>581</sup>

	Prior Quarters	2020-21 Q1	Total excluding ECEI	ECEI	Total including ECEI
Northern Territory	3,403	233	3,636	162	3,798

Table M.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Northern Territory <sup>582</sup>

	Prior Quarters	2020-21 Q1	Total
<b>Access decisions</b>	<b>4,387</b>	<b>311</b>	<b>4,698</b>
<b>Active Eligible</b>	<b>3,602</b>	<b>263</b>	<b>3,865</b>
<i>New</i>	1,549	228	1,777
<i>State</i>	1,669	16	1,685
<i>Commonwealth</i>	384	19	403
<b>Active Participant Plans (excl ECEI)</b>	<b>3,403</b>	<b>233</b>	<b>3,636</b>
<i>New</i>	1,416	191	1,607
<i>State</i>	1,624	25	1,649
<i>Commonwealth</i>	363	17	380
<b>Active Participant Plans</b>	<b>3,486</b>	<b>395</b>	<b>3,798</b>
<i>Early Intervention (s25)</i>	788	94	882
<i>Permanent Disability (s24)</i>	2,615	139	2,754
<i>ECEI</i>	83	162	162

Table M.3 Exits from the Scheme since 1 July 2013 as at 30 September 2020 – Northern Territory

Exits	Total
<b>Total participant exits</b>	<b>126</b>
<i>Early Intervention participants</i>	25
<i>Permanent disability participants</i>	101

<sup>581</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>582</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table M.4 Cumulative numbers of active participants by services previously received – Northern Territory** <sup>583 584</sup>

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	239	5	156	0	400
End of 2017-18	580	42	236	0	858
End of 2018-19 Q1	731	64	273	506	1,574
End of 2018-19 Q2	1,049	130	387	592	2,158
End of 2018-19 Q3	1,224	169	508	379	2,280
End of 2018-19 Q4	1,427	226	662	122	2,437
End of 2019-20 Q1	1,504	261	817	40	2,622
End of 2019-20 Q2	1,553	289	977	38	2,857
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
End of 2020-21 Q1	1,649	380	1,607	162	3,798

**Table M.5 Cumulative numbers of active participants by entry into the Scheme – Northern Territory** <sup>585 586 587 588</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	82	318	0	400
End of 2017-18	134	724	0	858
End of 2018-19 Q1	139	929	506	1,574
End of 2018-19 Q2	200	1,366	592	2,158
End of 2018-19 Q3	280	1,621	379	2,280
End of 2018-19 Q4	393	1,922	122	2,437
End of 2019-20 Q1	492	2,090	40	2,622
End of 2019-20 Q2	594	2,225	38	2,857
End of 2019-20 Q3	683	2,441	60	3,184
End of 2019-20 Q4	797	2,631	83	3,511
End of 2020-21 Q1	882	2,754	162	3,798

<sup>583</sup> This table shows the total numbers of active participants at the end of each period.

<sup>584</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

<sup>585</sup> This table shows the total numbers of active participants at the end of each period.

<sup>586</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>587</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

<sup>588</sup> Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

**Table M.6 Assessment of access by age group – Northern Territory** <sup>589</sup>

Age Group	Prior Quarters		2020-21 Q1		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	955	96%	90	96%	1,045	96%
7 to 14	729	85%	42	79%	771	84%
15 to 18	236	84%	15	79%	251	84%
19 to 24	214	88%	<11		224	88%
25 to 34	366	86%	17	94%	383	86%
35 to 44	409	86%	26	81%	435	86%
45 to 54	448	81%	28	72%	476	81%
55 to 64	420	81%	34	81%	454	81%
65+	21	60%	<11		22	59%
Missing	<11		<11		<11	
<b>Total</b>	<b>3,798</b>	<b>87%</b>	<b>263</b>	<b>85%</b>	<b>4,061</b>	<b>86%</b>

**Table M.7 Assessment of access by disability – Northern Territory** <sup>590</sup>

Disability	Prior Quarters		2020-21 Q1		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	241	94%	16	94%	257	94%
Autism	823	98%	44	94%	867	98%
Cerebral Palsy	202	97%	<11		207	97%
Developmental Delay	354	97%	68	99%	422	97%
Global Developmental Delay	90	96%	<11		96	96%
Hearing Impairment	177	84%	<11		184	84%
Intellectual Disability	745	93%	34	97%	779	93%
Multiple Sclerosis	17	89%	<11		18	82%
Psychosocial disability	370	71%	30	81%	400	72%
Spinal Cord Injury	83	100%	<11		83	100%
Stroke	121	85%	<11		131	85%
Visual Impairment	64	84%	<11		67	84%
Other Neurological	203	80%	13	65%	216	79%
Other Physical	224	61%	<11		234	60%
Other Sensory/Speech	36	46%	<11		37	47%
Other	21	50%	15	56%	36	52%
Missing	27	96%	<11		27	96%
<b>Total</b>	<b>3,798</b>	<b>87%</b>	<b>263</b>	<b>85%</b>	<b>4,061</b>	<b>86%</b>

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

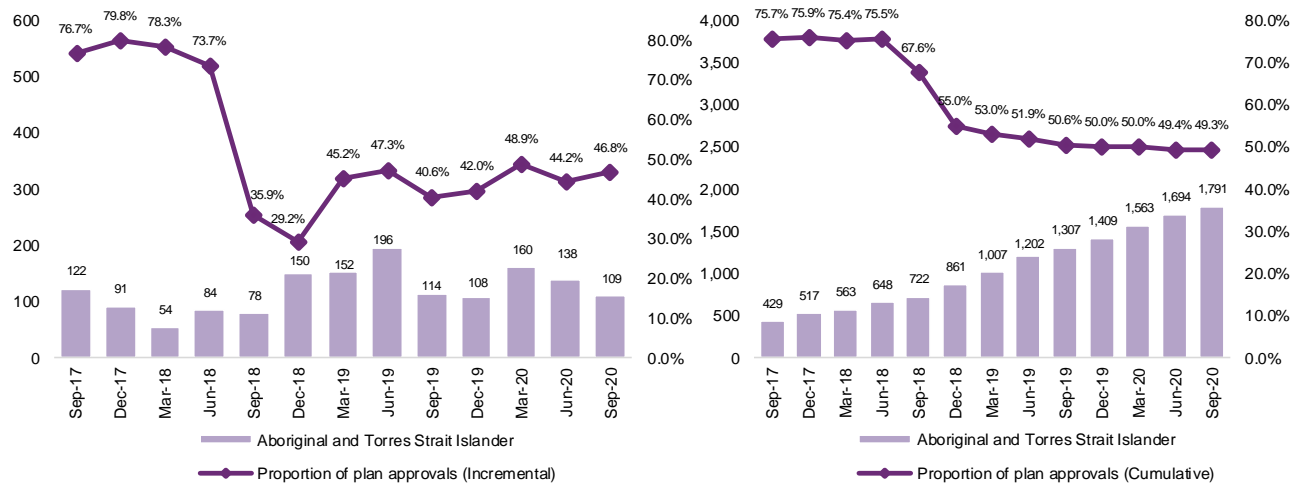
<sup>589</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

<sup>590</sup> Ibid.

**Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,682	49.4%	109	46.8%	<b>1,791</b>	<b>49.3%</b>
Not Aboriginal and Torres Strait Islander	1,488	43.7%	94	40.3%	<b>1,582</b>	<b>43.5%</b>
Not Stated	233	6.8%	30	12.9%	<b>263</b>	<b>7.2%</b>
<b>Total</b>	<b>3,403</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>3,636</b>	<b>100%</b>

**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory**<sup>591</sup>



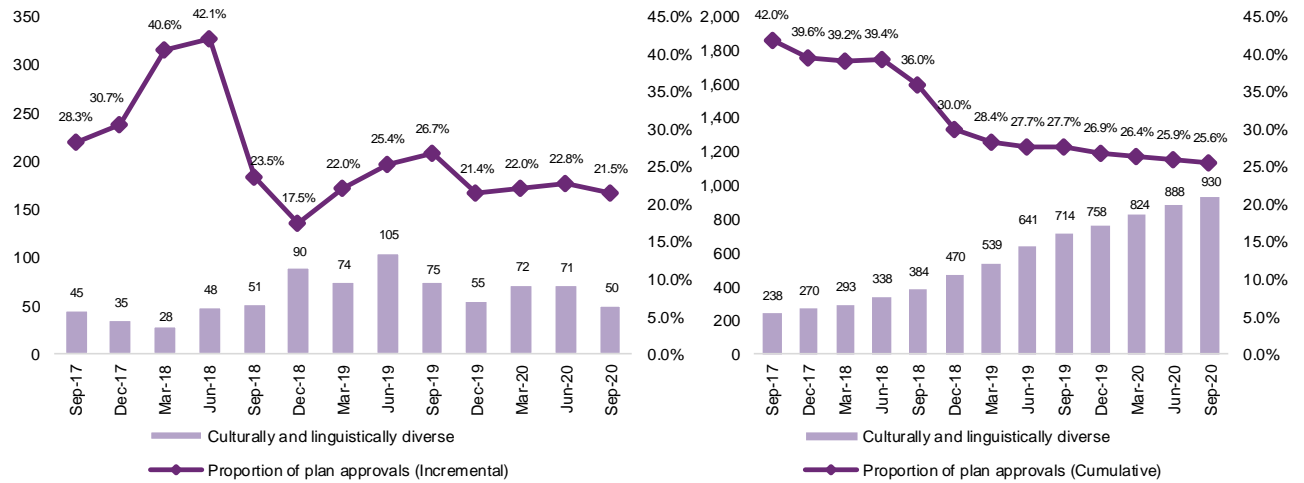
**Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory**

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	880	25.9%	50	21.5%	<b>930</b>	<b>25.6%</b>
Not culturally and linguistically diverse	2,513	73.8%	183	78.5%	<b>2,696</b>	<b>74.1%</b>
Not stated	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>3,403</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>3,636</b>	<b>100%</b>

<sup>591</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.  
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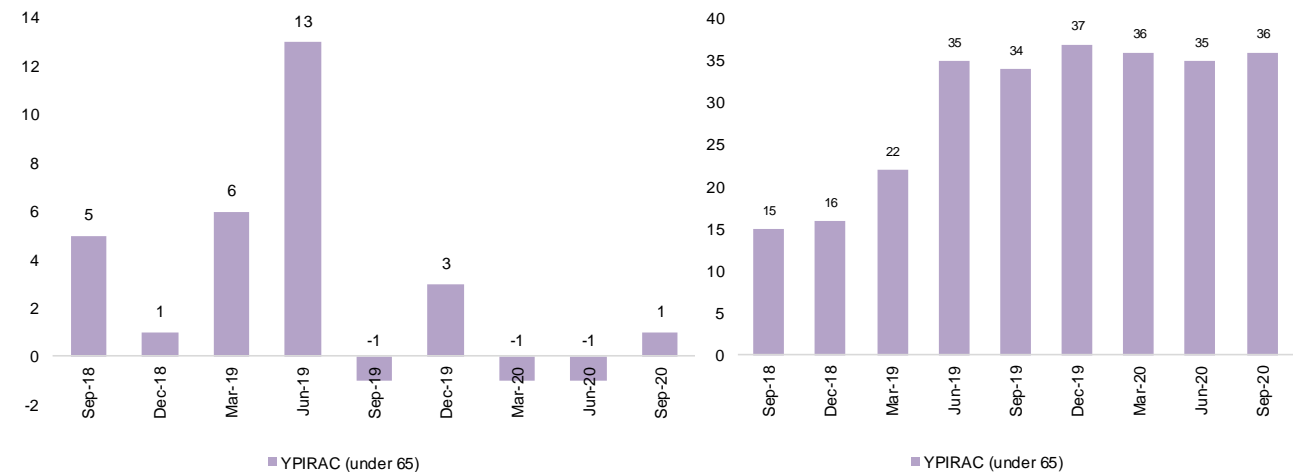
**Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory**<sup>592</sup>



**Table M.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2020 – Northern Territory**<sup>593 594</sup>

	Total
Age group	N
Total YPIRAC (under 65)	36

**Figure M.3 Number of active participants in residential aged care with an approved plan over time cumulatively – Northern Territory**<sup>595</sup>



<sup>592</sup> Ibid.

<sup>593</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

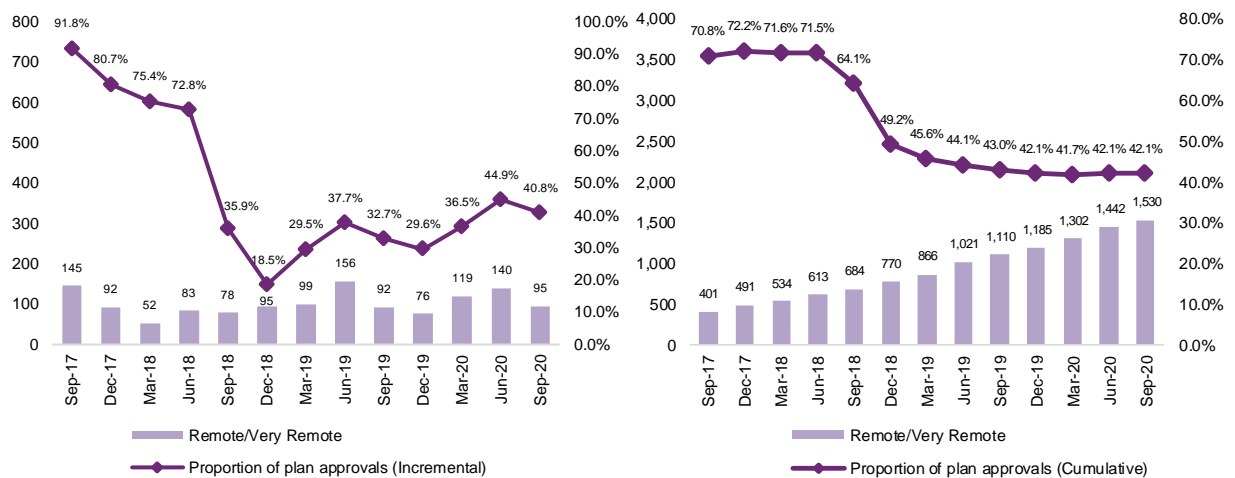
<sup>594</sup> There are less than 11 active participants aged 65 years or over who are currently in residential aged care.

<sup>595</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. 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.

Table M.11 Participant profile per quarter by remoteness – Northern Territory <sup>596 597</sup>

Participant profile	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	1,894	55.7%	130	55.8%	2,024	55.7%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	72	2.1%	<11		80	2.2%
Remote	652	19.2%	51	21.9%	703	19.3%
Very Remote	783	23.0%	44	18.9%	827	22.8%
Missing	<11		<11		<11	
<b>Total</b>	<b>3,403</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>3,636</b>	<b>100%</b>

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory <sup>598</sup>



<sup>596</sup> This table is based on the Modified Monash Model measure of remoteness.

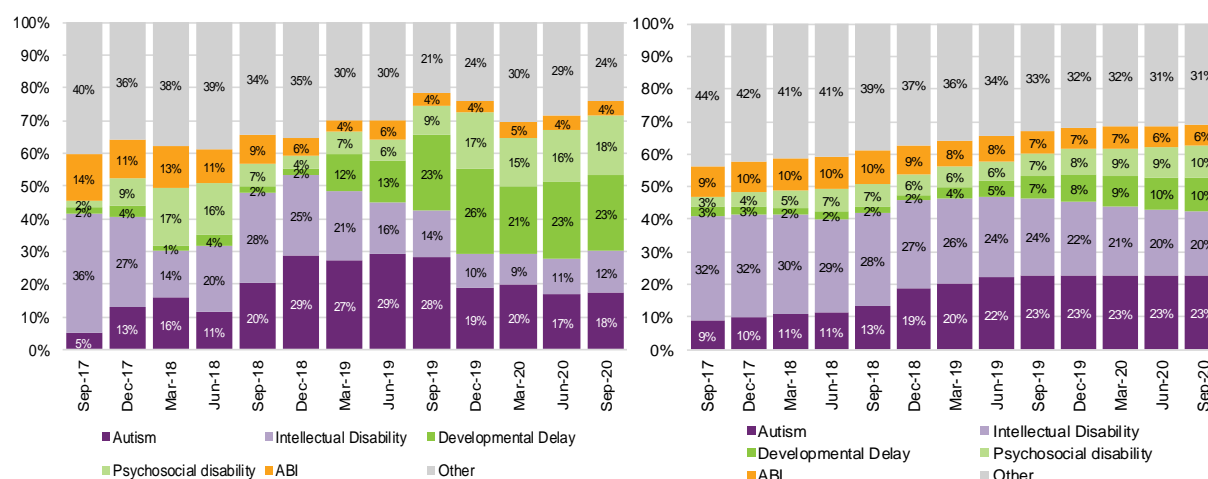
<sup>597</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>598</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table M.12 Participant profile per quarter by primary disability group – Northern Territory <sup>599 600 601</sup>

Disability	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Autism	794	23%	41	18%	835	23%
Intellectual Disability	681	20%	29	12%	710	20%
Psychosocial disability	319	9%	43	18%	362	10%
Developmental Delay	322	9%	54	23%	376	10%
Hearing Impairment	158	5%	<11		166	5%
Other Neurological	180	5%	11	5%	191	5%
Other Physical	171	5%	<11		180	5%
Cerebral Palsy	194	6%	<11		196	5%
ABI	213	6%	<11		223	6%
Visual Impairment	56	2%	<11		58	2%
Global Developmental Delay	80	2%	<11		85	2%
Multiple Sclerosis	15	0%	<11		16	0%
Stroke	106	3%	<11		116	3%
Spinal Cord Injury	71	2%	<11		73	2%
Other Sensory/Speech	33	1%	<11		34	1%
Other	<11		<11		15	0%
<b>Total</b>	<b>3,403</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>3,636</b>	<b>100%</b>

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory <sup>602</sup>



<sup>599</sup> Table order based on national proportions (highest to lowest).

<sup>600</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

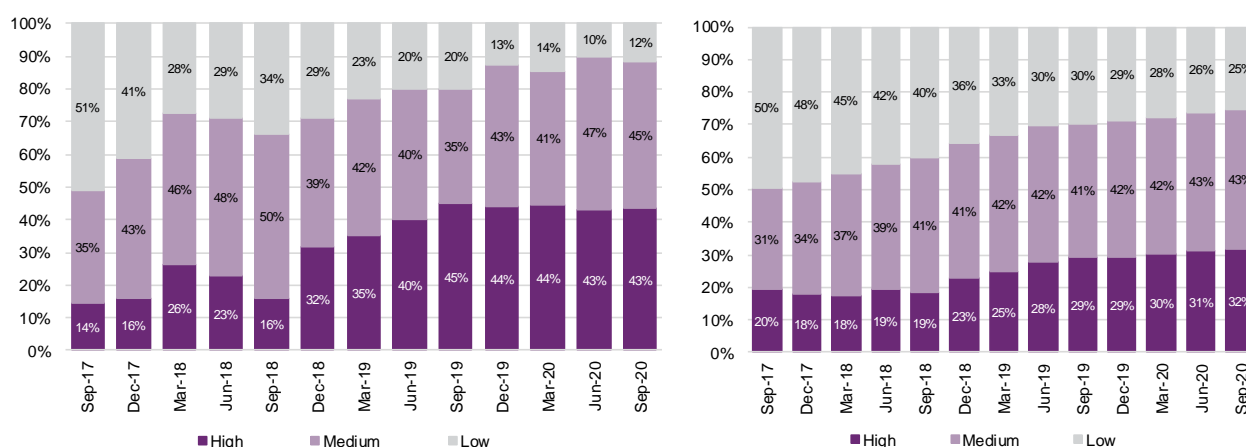
<sup>601</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in NT (103).

<sup>602</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table M.13 Participant profile per quarter by level of functions – Northern Territory**<sup>603</sup>

Level of Function	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	476	14%	51	22%	527	15%
2 (High Function)	<11		<11		<11	
3 (High Function)	187	6%	19	8%	206	6%
4 (High Function)	149	4%	14	6%	163	4%
5 (High Function)	237	7%	17	7%	254	7%
6 (Moderate Function)	540	16%	48	21%	588	16%
7 (Moderate Function)	198	6%	<11		206	6%
8 (Moderate Function)	268	8%	23	10%	291	8%
9 (Moderate Function)	14	0%	<11		15	0%
10 (Moderate Function)	442	13%	25	11%	467	13%
11 (Low Function)	92	3%	<11		94	3%
12 (Low Function)	464	14%	17	7%	481	13%
13 (Low Function)	217	6%	<11		225	6%
14 (Low Function)	113	3%	<11		113	3%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>3,403</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>3,636</b>	<b>100%</b>

**Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory**<sup>604</sup>



**Table M.14 Participant profile per quarter by age group – Northern Territory**

Age Group	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
0 to 6	664	20%	69	30%	733	20%
7 to 14	776	23%	41	18%	817	22%
15 to 18	240	7%	15	6%	255	7%
19 to 24	239	7%	<11		249	7%
25 to 34	315	9%	19	8%	334	9%
35 to 44	371	11%	30	13%	401	11%
45 to 54	375	11%	23	10%	398	11%
55 to 64	353	10%	23	10%	376	10%
65+	70	2%	<11		73	2%
<b>Total</b>	<b>3,403</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>3,636</b>	<b>100%</b>

<sup>603</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>604</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory <sup>605</sup>

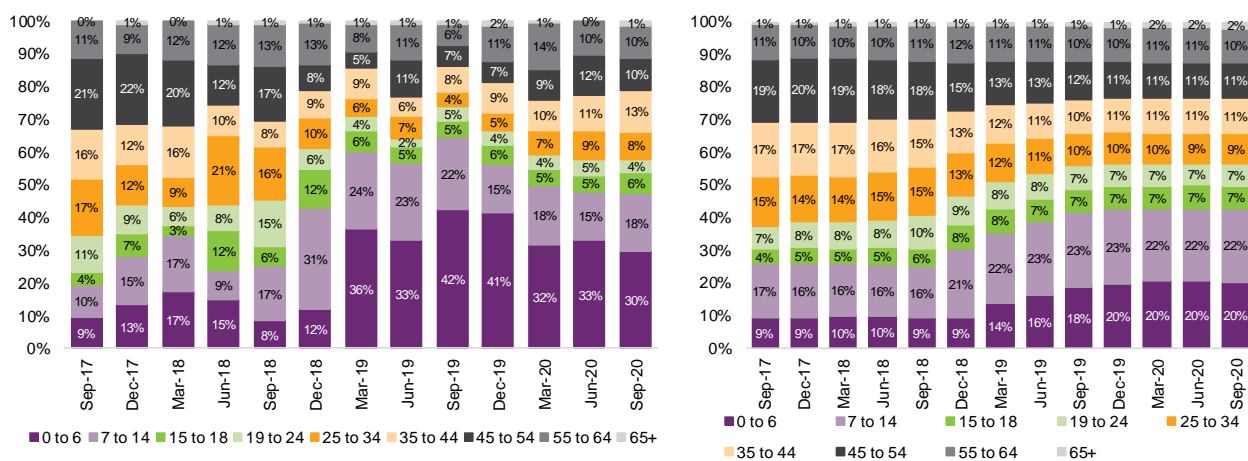


Table M.15 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Male	2,220	65%	159	68%	2,379	65%
Female	1,169	34%	73	31%	1,242	34%
Other	14	0%	<11		15	0%
<b>Total</b>	<b>3,403</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>3,636</b>	<b>100%</b>

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory <sup>606</sup>

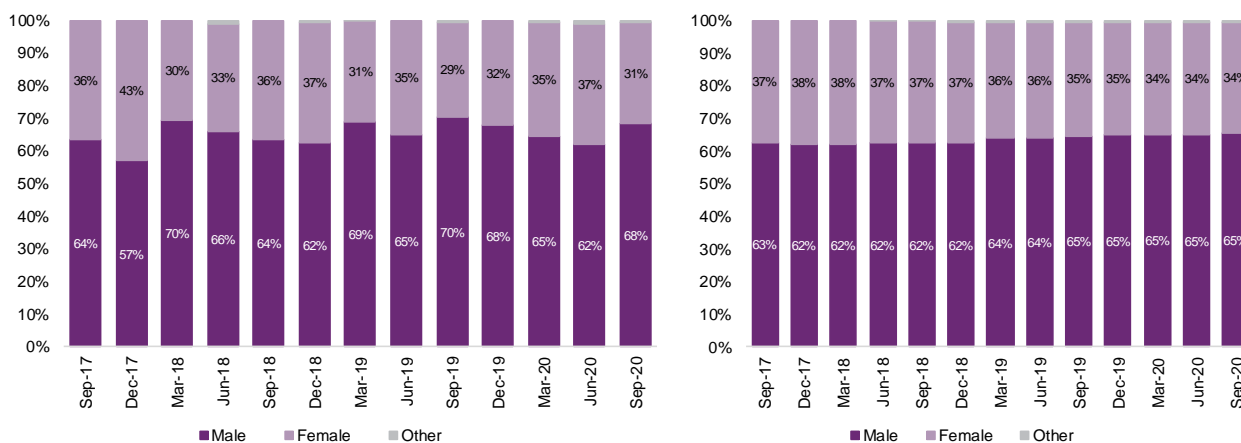


Table M.16 Prevalence rates by age group – Northern Territory

	NT
0-6	2.99%
7-14	3.11%
15-18	2.23%
19-24	1.32%
25-34	0.78%
35-44	1.14%
45-54	1.32%
55-64	1.65%
<b>Total (aged 0-64)</b>	<b>1.67%</b>

<sup>605</sup> Ibid.

<sup>606</sup> Ibid.

## Part Two: Participant experience and outcomes

**Table M.17 Number of baseline questionnaires completed by SFOF version – Northern Territory** <sup>607</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21 to date	Number of questionnaires
Participant 0 to school	24	41	186	291	54	596
Participant school to 14	33	77	512	342	55	1,019
Participant 15 to 24	26	65	190	108	26	415
Participant 25 and over	157	255	525	408	96	1,441
<b>Total Participant</b>	<b>240</b>	<b>438</b>	<b>1,413</b>	<b>1,149</b>	<b>231</b>	<b>3,471</b>
Family 0 to 14	53	104	662	604	96	1,519
Family 15 to 24	4	34	131	79	15	263
Family 25 and over	15	58	249	197	38	557
<b>Total Family</b>	<b>72</b>	<b>196</b>	<b>1,042</b>	<b>880</b>	<b>149</b>	<b>2,339</b>
<b>Total</b>	<b>312</b>	<b>634</b>	<b>2,455</b>	<b>2,029</b>	<b>380</b>	<b>5,810</b>

**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	64%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		22%		
DL % who say their child is becoming more independent		30%		
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			22%	
CC % who choose who supports them			31%	46%
CC % who choose what they do each day			37%	57%
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%

<sup>607</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.6% of participants who joined the Scheme from 1 July 2016. 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	52%	66%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	69%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	66%	77%		
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			41%	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		55%		
HM	% who are happy with their home			73%	58%
HM	% who feel safe or very safe in their home			80%	62%
HW	% who rate their health as good, very good or excellent			73%	40%
HW	% who did not have any difficulties accessing health services			65%	48%
LL	% who currently attend or previously attended school in a mainstream class			30%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			12%	15%
WK	% who volunteer			11%	7%

**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	12%	16%	13%
% receiving Carer Allowance	28%	19%	15%
% working in a paid job	46%	59%	36%
Of those in a paid job, % in permanent employment	81%	82%	81%
Of those in a paid job, % working 15 hours or more	88%	93%	88%
% who say they (and their partner) are able to work as much as they want	58%	60%	46%
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%	86%	78%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	34%	36%
% able to advocate for their child/family member	62%	52%	37%
% who have friends and family they see as often as they like	57%	51%	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		29%	
% who feel in control selecting services		31%	20%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			22%
% who rate their health as good, very good or excellent	87%	78%	67%

**Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=114) - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory<sup>608</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	88%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL Has the NDIS improved how your child fits into family life?	67%
S/CP Has the NDIS improved how your child fits into community life?	58%

<sup>608</sup> Results in Tables M.22 to M.25 include participants who entered between 1 July 2016 and 30 September 2019 and have had a first plan review to date.



**Table M.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=457) - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	53%
LL Has the NDIS improved your child's access to education?	36%
REL Has the NDIS improved your child's relationships with family and friends?	45%
S/CP Has the NDIS improved your child's social and recreational life?	42%

**Table M.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=196) and ‘Participant 25 and over’ (n=467) - participants who entered between 1 July 2016 and 30 September 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%	65%
DL Has the NDIS helped you with daily living activities?	61%	65%
REL Has the NDIS helped you to meet more people?	51%	54%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	43%
HW Has your involvement with the NDIS improved your health and wellbeing?	42%	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?	41%	28%
WK Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%
S/CP Has the NDIS helped you be more involved?	56%	60%

**Table M.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=545); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=284) - participants who entered between 1 July 2016 and 30 September 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?	55%	56%
Has the NDIS improved the level of support for your family?	60%	63%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	
Has the NDIS improved your health and wellbeing?	36%	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=46) - participants who entered between 1 July 2016 and 30 September 2018 – Northern Territory** <sup>609</sup>

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	29%	42%	+12%
LL Has the NDIS improved your child's access to education?	15%	25%	+10%
REL Has the NDIS improved your child's relationships with family and friends?	27%	28%	+2%
S/CP Has the NDIS improved your child's social and recreational life?	24%	29%	+5%

**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=42) and ‘Participant 25 and over’ (n=208) - participants who entered between 1 July 2016 and 30 September 2018 – Northern Territory**

Question	15 to 24			25 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
CC Has the NDIS helped you have more choices and more control over your life?	41%	44%	+3%	48%	64%	+16%
DL Has the NDIS helped you with daily living activities?	44%	59%	+15%	58%	76%	+19%
REL Has the NDIS helped you to meet more people?	38%	45%	+7%	39%	54%	+15%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	38%	32%	-7%	30%	44%	+14%
HW Has your involvement with the NDIS improved your health and wellbeing?	36%	45%	+9%	45%	54%	+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?	27%	24%	-3%	21%	27%	+6%
WK Has your involvement with the NDIS helped you find a job that's right for you?	6%	13%	+7%	7%	10%	+3%
S/CP Has the NDIS helped you be more involved?	29%	39%	+10%	45%	64%	+19%

<sup>609</sup> Results in Tables M.26 to M.28 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

**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=47); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=29) - participants who entered between 1 July 2016 and 30 September 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?	44%	45%	+1%	30%	41%	+11%
Has the NDIS improved the level of support for your family?	47%	40%	-7%	39%	63%	+24%
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%	57%	-0%	32%	59%	+27%
Has the NDIS improved your ability/capacity to help your child develop and learn?	58%	55%	-3%			
Has the NDIS improved your health and wellbeing?	38%	39%	+1%	27%	32%	+5%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participant's 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=43) - participants who entered between 1 July 2016 and 30 September 2017 – Northern Territory<sup>610</sup>**

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%	67%	65%	+16%
Has the NDIS helped you with daily living activities?	65%	79%	78%	+13%
Has the NDIS helped you to meet more people?	45%	46%	57%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	29%	40%	+18%
Has your involvement with the NDIS improved your health and wellbeing?	41%	35%	43%	+2%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	9%	12%	22%	13%
Has your involvement with the NDIS helped you find a job that's right for you?	10%	7%	13%	+3%
Has the NDIS helped you be more involved?	29%	45%	61%	+32%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second and third plan review, for 'Family 0 to 14' and 'Family 15 and over'.

There is insufficient data to show results for “Has the NDIS helped?” questions at participant's first, second, third and fourth plan review.

<sup>610</sup> Results in Table M.29 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a third plan review to date.

**Table M.30 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=262), 'participant social and community engagement rate' (n=265) and 'parent and carer employment rate' (n=107) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 September 2018 – Northern Territory <sup>611</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	9%	9%	12%	24%
Aged 25+	10%	7%	9%	
Aged 15+ (Average)	10%	7%	10%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	70%	70%	70%	50%
Aged 25+	46%	47%	48%	
Aged 15+ (Average)	49%	50%	51%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	50%	53%	50%	50%
Aged 15+	33%	38%	38%	
All ages (Average)	45%	48%	46%	

**Table M.31 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=57), 'participant social and community engagement rate' (n=58) and 'parent and carer employment rate' (n=24) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 September 2017 – Northern Territory <sup>612</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	Numbers are too small				24%
Aged 25+	6%	7%	2%	8%	
Aged 15+ (Average)	5%	8%	4%	9%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	Numbers are too small				50%
Aged 25+	50%	50%	56%	62%	
Aged 15+ (Average)	53%	54%	59%	62%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	Numbers are too small				50%
Aged 15+					
All ages (Average)					

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate' and 'Parent and carer employment rate' answered at participant's first, second, third and fourth plan review.

<sup>611</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

<sup>612</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 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** <sup>613</sup>

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	64	174	131	37	115	187	95	53	<b>223</b>
Autism	209	710	210	202	454	406	54	93	<b>835</b>
Cerebral Palsy	64	152	111	41	90	127	44	31	<b>196</b>
Developmental Delay	29	361	31	52	72	29	1	1	<b>376</b>
Down Syndrome	31	85	47	27	35	66	16	28	<b>103</b>
Global Developmental Delay	5	78	14	14	24	15	1	0	<b>85</b>
Hearing Impairment	45	130	45	45	50	73	20	30	<b>166</b>
Intellectual Disability	183	439	229	194	337	412	155	186	<b>607</b>
Multiple Sclerosis	4	10	14	1	2	14	9	2	<b>16</b>
Psychosocial disability	124	226	204	85	179	294	136	118	<b>362</b>
Spinal Cord Injury	34	53	43	8	18	54	37	18	<b>73</b>
Stroke	41	82	71	19	37	90	45	18	<b>116</b>
Visual Impairment	15	41	20	20	16	33	20	13	<b>58</b>
Other Neurological	70	130	117	24	64	138	73	36	<b>191</b>
Other Physical	71	129	100	26	45	119	64	38	<b>180</b>
Other Sensory/Speech	6	29	6	10	16	16	1	2	<b>34</b>
Other	1	14	4	2	6	9	4	0	<b>15</b>
<b>Total</b>	<b>996</b>	<b>2,843</b>	<b>1,397</b>	<b>807</b>	<b>1,560</b>	<b>2,082</b>	<b>775</b>	<b>667</b>	<b>3,636</b>

<sup>613</sup> 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** <sup>614</sup>

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	249	148	40	146	224	101	53	1,041
Autism	241	1,945	240	232	614	472	56	95	3,895
Cerebral Palsy	77	325	140	46	111	158	48	31	936
Developmental Delay	39	1,673	31	66	90	36	1	1	1,937
Down Syndrome	37	184	52	29	42	80	17	28	469
Global Developmental Delay	7	317	15	23	33	17	1	0	413
Hearing Impairment	54	224	50	52	60	81	20	30	571
Intellectual Disability	219	738	262	230	433	509	160	193	2,744
Multiple Sclerosis	4	15	17	1	2	16	9	2	66
Psychosocial disability	150	294	220	90	199	360	140	119	1,572
Spinal Cord Injury	41	76	49	8	19	66	40	20	319
Stroke	52	149	80	20	44	104	49	18	516
Visual Impairment	17	67	26	25	17	36	20	13	221
Other Neurological	91	198	138	26	76	163	82	37	811
Other Physical	88	181	120	27	53	138	68	38	713
Other Sensory/Speech	6	68	7	12	20	18	1	2	134
Other	1	35	5	2	7	12	4	0	66
<b>Total</b>	<b>1,204</b>	<b>6,738</b>	<b>1,600</b>	<b>929</b>	<b>1,966</b>	<b>2,490</b>	<b>817</b>	<b>680</b>	<b>16,424</b>

**Table M.34 Number of active plans by goal type and age group – Northern Territory** <sup>615</sup>

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	58	707	88	124	173	78	5	0	733
7 to 14	184	674	223	254	473	414	25	7	817
15 to 18	93	194	74	88	143	170	33	89	255
19 to 24	88	160	94	71	109	179	87	145	249
25 to 34	140	240	173	77	151	261	119	129	334
35 to 44	141	268	216	90	179	333	157	130	401
45 to 54	136	280	256	55	181	313	162	98	398
55 to 64	128	267	230	44	130	288	155	63	376
65+	28	53	43	4	21	46	32	6	73
<b>Total</b>	<b>996</b>	<b>2,843</b>	<b>1,397</b>	<b>807</b>	<b>1,560</b>	<b>2,082</b>	<b>775</b>	<b>667</b>	<b>3,636</b>

<sup>614</sup> Participants have set over two million goals in total across Australia since July 2016. The 16,424 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

<sup>615</sup> 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** <sup>616</sup>

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	75	3,113	101	157	221	88	5	0	<b>3,760</b>
7 to 14	205	1,520	262	296	643	492	25	7	<b>3,450</b>
15 to 18	109	320	79	104	191	194	37	91	<b>1,125</b>
19 to 24	105	230	112	81	132	226	93	149	<b>1,128</b>
25 to 34	167	333	187	86	184	322	125	130	<b>1,534</b>
35 to 44	180	362	245	98	206	398	161	132	<b>1,782</b>
45 to 54	176	396	288	57	213	371	172	99	<b>1,772</b>
55 to 64	155	387	274	46	153	344	164	66	<b>1,589</b>
65+	32	77	52	4	23	55	35	6	<b>284</b>
<b>Total</b>	<b>1,204</b>	<b>6,738</b>	<b>1,600</b>	<b>929</b>	<b>1,966</b>	<b>2,490</b>	<b>817</b>	<b>680</b>	<b>16,424</b>

<sup>616</sup> Participants have set over two million goals in total across Australia since July 2016. The 16,424 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.  
**September 2020 | NDIS Quarterly Report to disability ministers**

**Table M.36 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q1 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' 2020-21 Q1
<b>Access</b>	<b>n = 60</b>	<b>n = 10</b>
Are you happy with how coming into the NDIS has gone?	85%	N/A
Was the person from the NDIS respectful?	93%	N/A
Do you understand what will happen next with your plan?	68%	N/A
% of participants rating their overall experience as Very Good or Good.	87%	N/A
<b>Pre-planning</b>	<b>n = 63</b>	<b>n = 16</b>
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?	94%	N/A
Were decisions about your plan clearly explained?	79%	N/A
Are you clear on what happens next with your plan?	76%	N/A
Do you know where to go for more help with your plan?	79%	N/A
% of participants rating their overall experience as Very Good or Good.	76%	N/A
<b>Planning</b>	<b>n = 65</b>	<b>n = 16</b>
Did the person from the NDIS understand how your disability affects your life?	89%	N/A
Did you understand why you needed to give the information you did?	97%	N/A
Were decisions about your plan clearly explained?	89%	N/A
Are you clear on what happens next with your plan?	86%	N/A
Do you know where to go for more help with your plan?	83%	N/A
% of participants rating their overall experience as Very Good or Good.	88%	N/A
<b>Plan review</b>	<b>n = 33</b>	<b>n = 4</b>
Did the person from the NDIS understand how your disability affects your life?	85%	N/A
Did you feel prepared for your plan review?	82%	N/A
Is your NDIS plan helping you to make progress towards your goals?	85%	N/A
% of participants rating their overall experience as Very Good or Good.	79%	N/A

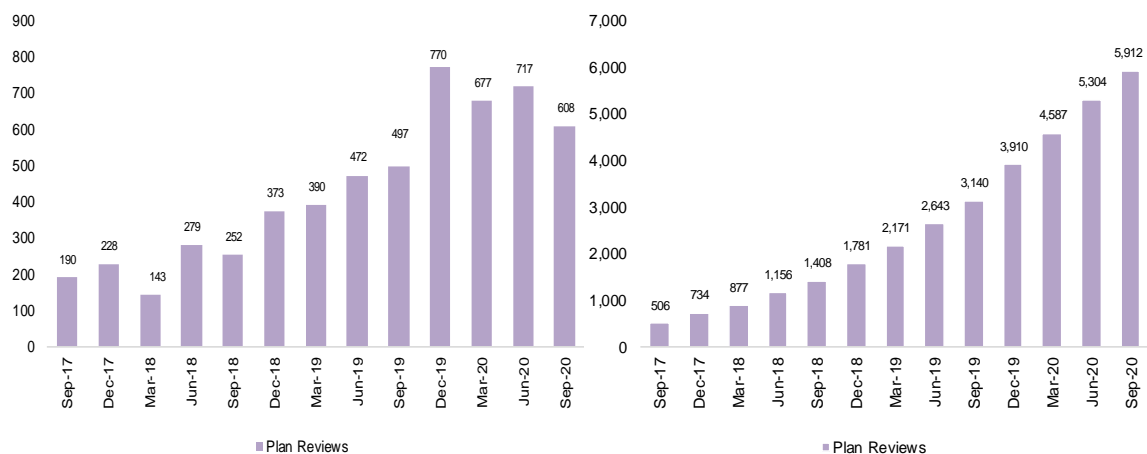
There is insufficient data to show participant satisfaction results over time.



**Table M.37 Plan reviews conducted per quarter – excluding plans less than 30 days – Northern Territory**<sup>617</sup>

	Prior Quarters (Transition only)	2020-21 Q1	Transition Total
<b>Total plan reviews</b>	<b>5,304</b>	<b>608</b>	<b>5,912</b>
<i>Early intervention plans</i>	762	116	878
<i>Permanent disability plans</i>	4,542	492	5,034

**Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory**



<sup>617</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q1. The charts show trends in complaints experience since the September 2017 quarter. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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 2020-21 Q1 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.

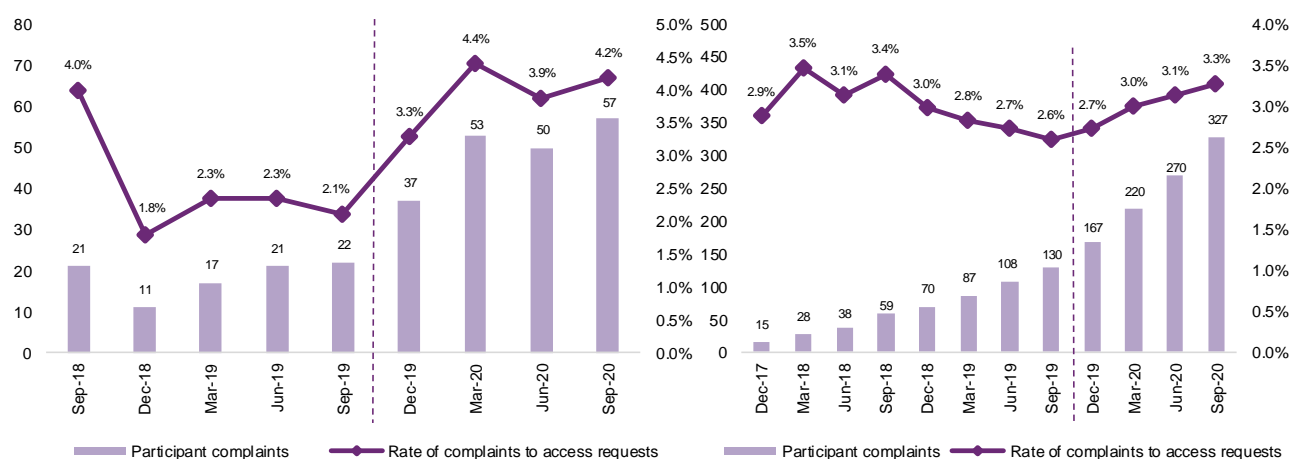
Table M.39 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that 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 2020-21 Q1. 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** <sup>618 619 620</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q1	Transition Total	Number of unique complainants
<b>People who have submitted an access request</b>				
Complaint about ECEI Partner	0	0	0	0
Complaint about LAC Partner	2	1	3	3
Complaints about service providers	34	1	35	26
Complaints about the Agency	160	32	192	134
Critical/ Reportable Incident	73	23	96	76
Unclassified	11	0	11	7
<b>Total</b>	<b>280</b>	<b>57</b>	<b>337</b>	<b>231</b>
Total complaints made since 1 April 2017	270	57	327	
Complaints since 1 April 2017 as % of all access requests	3.1%	4.2%	3.3%	

**Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>621</sup>



<sup>618</sup> Note that 77% of all complainants made only one complaint, 17% made two complaints and 6% made three or more complaints.

<sup>619</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>620</sup> Complaint rates are not available at state/ territory level prior to the June 2017 quarter.

<sup>621</sup> 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.

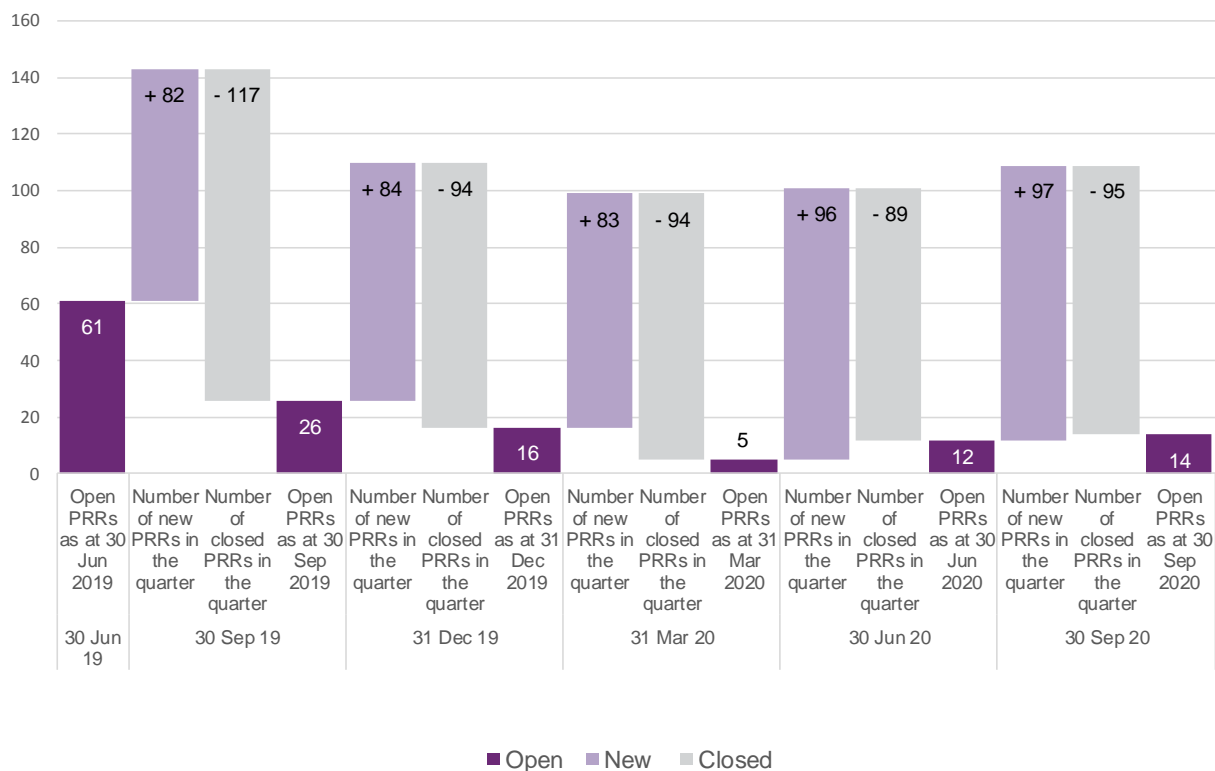
**Table M.39 Complaints by type ('My Feedback' tile) – Northern Territory**

Complaints made by or on behalf of	Transition Total	
<b>Participants</b>		
<i>Complaints about service providers</i>		
Supports being provided	7	(24%)
Service Delivery	1	(3%)
Staff conduct	3	(10%)
Provider process	3	(10%)
Provider costs.	1	(3%)
Other	14	(48%)
<b>Total</b>	<b>29</b>	
<i>Complaints about the Agency</i>		
Timeliness	36	(30%)
Individual needs	11	(9%)
Reasonable and necessary supports	10	(8%)
Information unclear	4	(3%)
The way the NDIA carried out its decision making	8	(7%)
Other	52	(43%)
<b>Total</b>	<b>121</b>	
<i>Unclassified</i>	<b>11</b>	
<b>Participants total</b>	<b>161</b>	

**Table M.40 Complaints by type ('My Customer Requests' tile) – Northern Territory**

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q1		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	
<b>Total</b>	<b>0</b>		<b>0</b>		<b>0</b>	
<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	0	(0%)	0	(0%)	0	(0%)
LAC Process	0	(0%)	0	(0%)	0	(0%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	2	(100%)	1	(100%)	3	(100%)
LAC Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>2</b>		<b>1</b>		<b>3</b>	
<i>Complaints about service providers</i>						
Provider Finance	0	(0%)	0		0	(0%)
Provider Fraud and Compliance	1	(17%)	0		1	(17%)
Provider Service	4	(67%)	0		4	(67%)
Provider Staff	1	(17%)	0		1	(17%)
Other	0	(0%)	0		0	(0%)
<b>Total</b>	<b>6</b>		<b>0</b>		<b>6</b>	
<i>Complaints about the Agency</i>						
NDIA Access	1	(3%)	2	(6%)	3	(4%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	15	(38%)	3	(10%)	18	(25%)
NDIA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
NDIA Plan	10	(25%)	5	(16%)	15	(21%)
NDIA Process	4	(10%)	15	(48%)	19	(27%)
NDIA Resources	0	(0%)	0	(0%)	0	(0%)
NDIA Staff	6	(15%)	1	(3%)	7	(10%)
NDIA Timeliness	4	(10%)	5	(16%)	9	(13%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>40</b>		<b>31</b>		<b>71</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	20	(27%)	4	(17%)	24	(25%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	17	(23%)	7	(30%)	24	(25%)
Participant threat	17	(23%)	5	(22%)	22	(23%)
Provider reporting	19	(26%)	7	(30%)	26	(27%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>73</b>		<b>23</b>		<b>96</b>	
<i>Unclassified</i>	<b>0</b>		<b>0</b>		<b>0</b>	
<b>Participants total</b>	<b>121</b>		<b>55</b>		<b>176</b>	

**Figure M.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Northern Territory**<sup>622</sup>



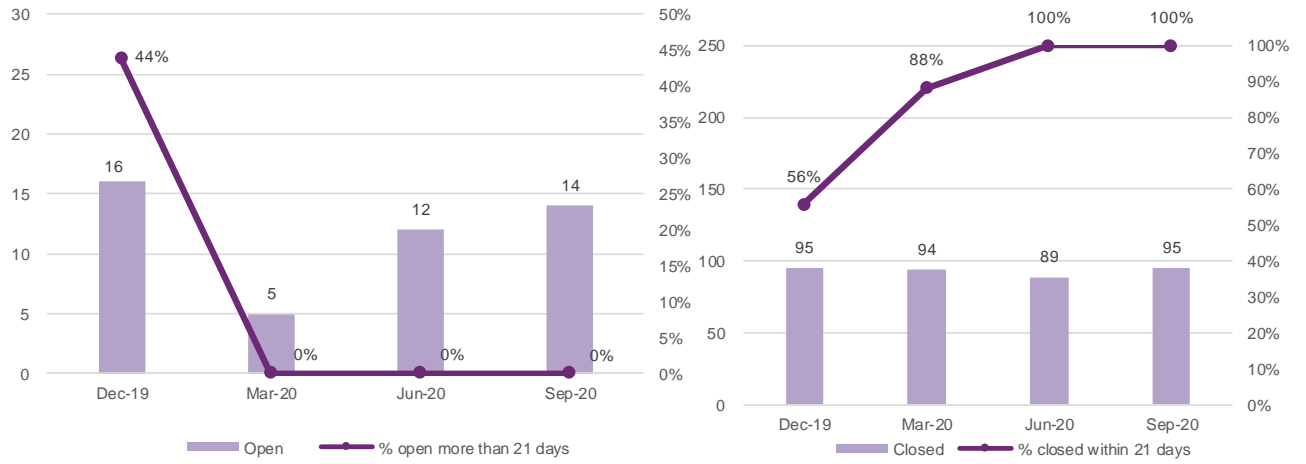
**Table M.41 Summary of Open Participant Requested Reviews (PRRs) (s48) – Northern Territory**<sup>623</sup>

	As at 30 September 2020
Open PRRs	14
Number of PRRs open less than 21 days	14
Number of PRRs open more than 21 days	0
New PRRs in the quarter	97
Number of PRRs closed in the quarter	95
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

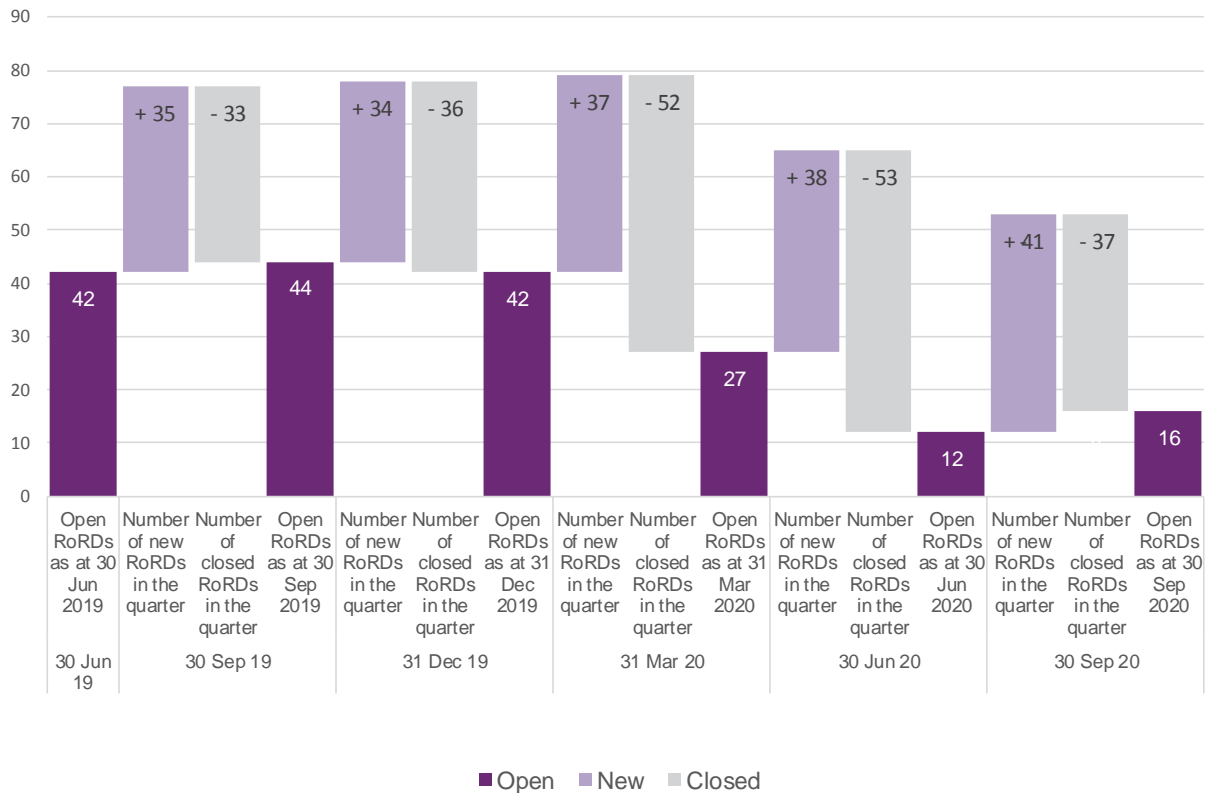
<sup>622</sup> Where a Participant Requested Review has been closed and then reopened, the case is not counted in the numbers closed in the period (until it is closed a second time) and the reopening is not counted as a new case in this chart.

<sup>623</sup> 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 M.12 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Northern Territory** <sup>624</sup>



**Figure M.13 RoRDs received and closed by quarter and open at the end of each quarter – Northern Territory**

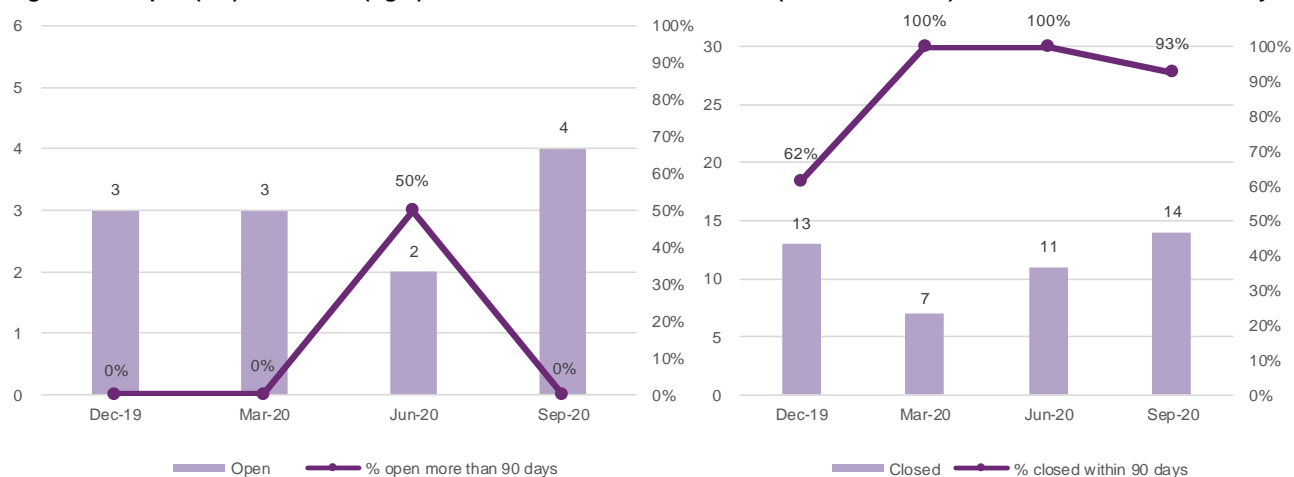


<sup>624</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured from when the original request was submitted. The request is counted in either open tasks or closed tasks based on the status of the request at 30 September 2020.

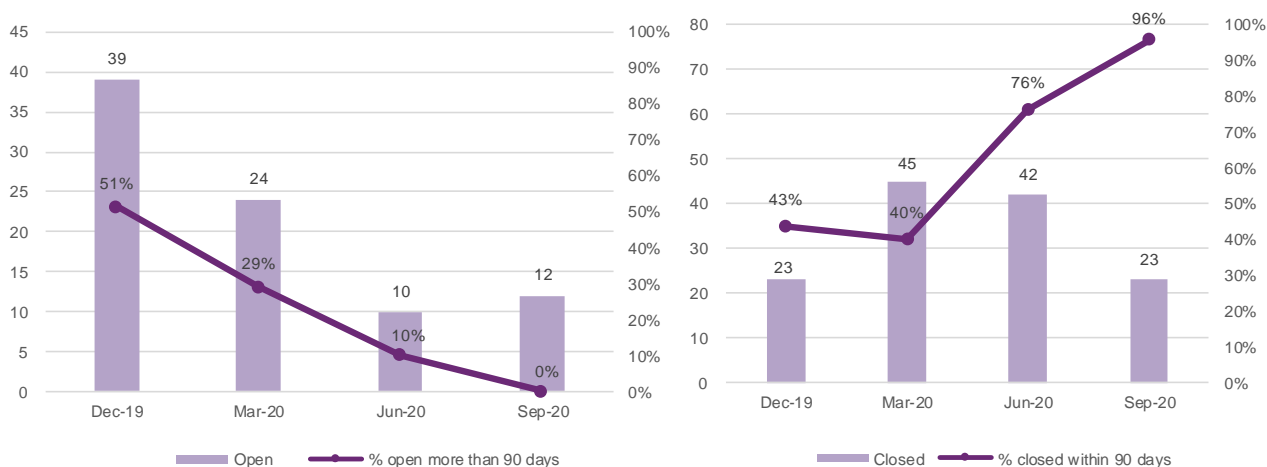
**Table M.42 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Northern Territory** <sup>625 626</sup>

	Access	Planning
Open RoRDs	4	12
Number of RoRDs open less than 90 days	4	12
Number of RoRDs open more than 90 days	0	0
New RoRDs in the quarter	16	25
Number of RoRDs closed in the quarter	14	23
Proportion closed within 90 days	93%	96%
Average days RoRDs took to close in the quarter	26	30

**Figure M.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Northern Territory** <sup>627</sup>



**Figure M.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Northern Territory** <sup>628</sup>



<sup>625</sup> 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.

<sup>626</sup> 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.

<sup>627</sup> Numbers of open and closed RoRDs have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data.

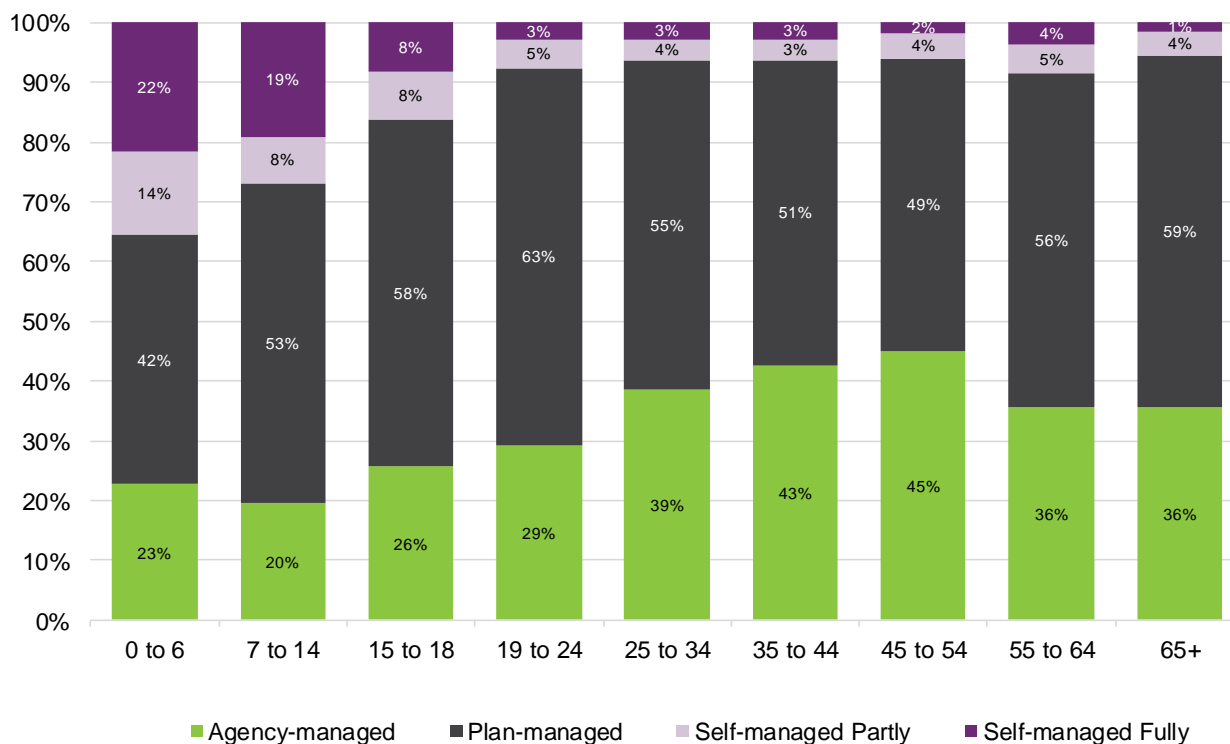
<sup>628</sup> Ibid.



Table M.43 AAT Cases by category – Northern Territory <sup>629 630</sup>

Category	Prior Quarters		2020-21 Q1		Total	
	N	%	N	%	N	%
Total	<11		<11		<11	
% of all access decisions	0.07%		0.00%		0.06%	

Figure M.16 Distribution of active participants by method of financial plan management and age group as at 30 September 2020 – Northern Territory <sup>631 632</sup>



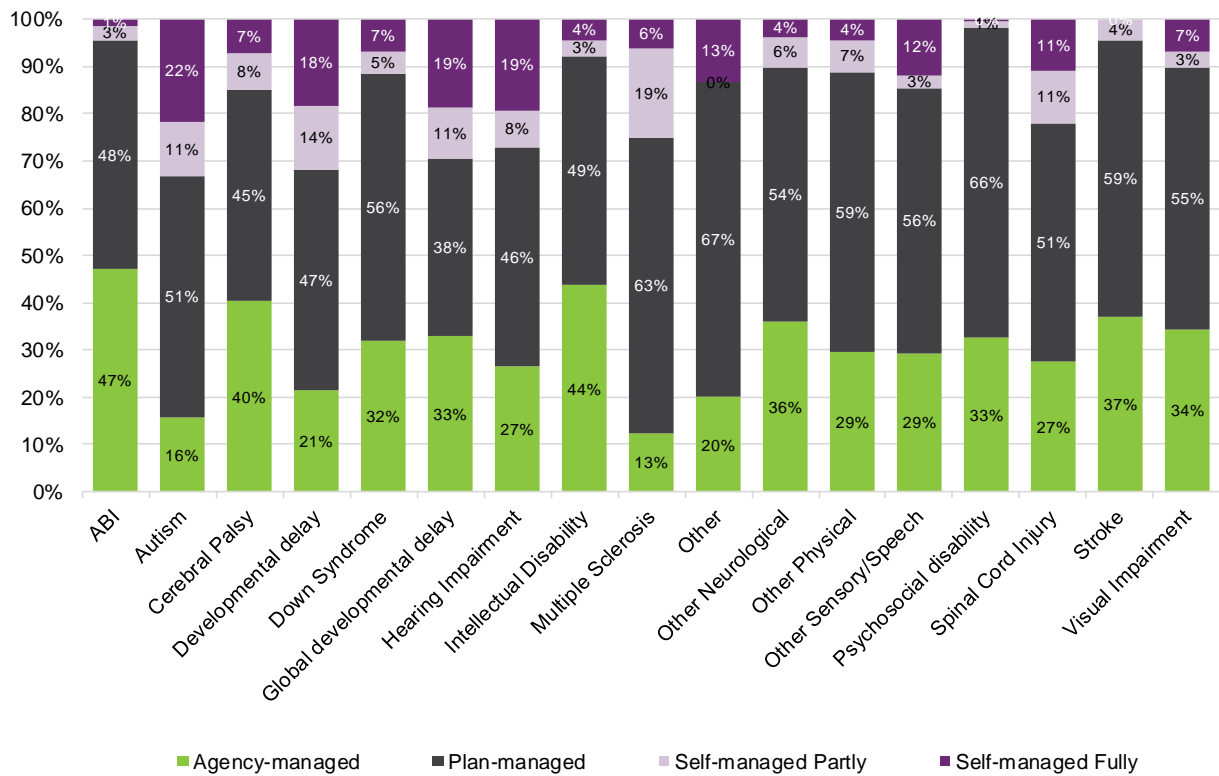
<sup>629</sup> The numbers of AAT cases for Northern Territory by category and are not shown due to insufficient numbers.

<sup>630</sup> % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>631</sup> For the total number of active participants in each age group, see Table M.14.

<sup>632</sup> 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 M.17 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2020 – Northern Territory** <sup>633 634</sup>



**Table M.44 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory** <sup>635</sup>

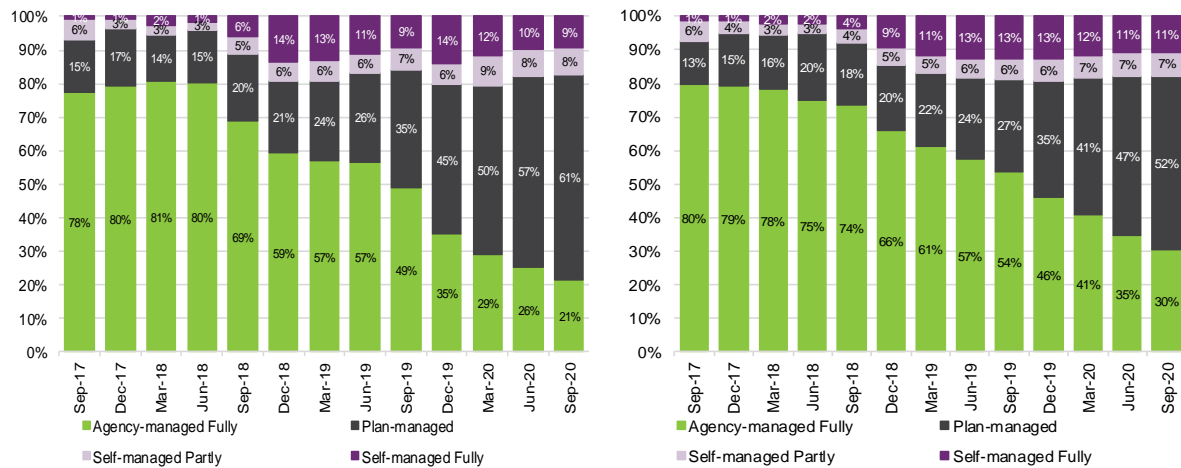
	Prior Quarters	2020-21 Q1	Total
Self-managed fully	11%	9%	11%
Self-managed partly	7%	8%	7%
Plan-managed	49%	61%	52%
Agency-managed	33%	21%	30%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>633</sup> For the total number of active participants in each primary disability group, see Table M.12.

<sup>634</sup> 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.

<sup>635</sup> Ibid.

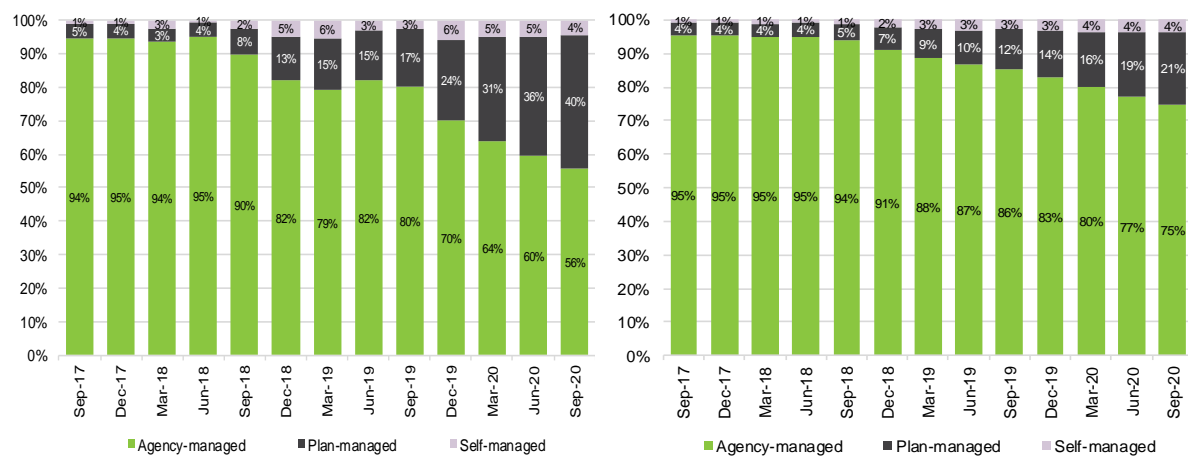
**Figure M.18 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>636</sup>



**Table M.45 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory**

	Prior Quarters	2020-21 Q1	Total
Self-managed	4%	4%	4%
Plan-managed	19%	40%	21%
Agency-managed	77%	56%	75%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure M.19 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory**



**Table M.46 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory**

	Prior Quarters	2020-21 Q1	Total
Support coordination	76%	77%	77%

<sup>636</sup> 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. Quarterly results are reported based on a rolling 3 year period.

Table M.47 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory <sup>637</sup>

Plan activation	Prior Quarters (Transition Only)		2019-20 Q3	
	N	%	N	%
Less than 30 days	1,690	64%	212	66%
30 to 59 days	306	12%	31	10%
60 to 89 days	170	6%	16	5%
<b>Activated within 90 days</b>	<b>2,166</b>	<b>82%</b>	<b>259</b>	<b>81%</b>
90 to 119 days	137	5%	9	3%
120 days and over	278	11%	18	6%
<b>Activated after 90 days</b>	<b>415</b>	<b>16%</b>	<b>27</b>	<b>8%</b>
No payments	46	2%	33	10%
<b>Total plans approved</b>	<b>2,627</b>	<b>100%</b>	<b>319</b>	<b>100%</b>

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
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	1,232	1,286	96%
Not Aboriginal and Torres Strait Islander	1,099	1,123	98%
Not Stated	119	121	98%
<b>Total</b>	<b>2,450</b>	<b>2,530</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	662	689	96%
Not CALD	1,780	1,832	97%
Not Stated	<11	<11	
<b>Total</b>	<b>2,450</b>	<b>2,530</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	1,383	1,419	97%
Remote	1,066	1,110	96%
Missing	<11	<11	
<b>Total</b>	<b>2,450</b>	<b>2,530</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	602	622	97%
Intellectual Disability (including Down Syndrome)	579	596	97%
Psychosocial Disability	176	182	97%
Developmental Delay (including Global Developmental Delay)	169	178	95%
Other	924	952	97%
<b>Total</b>	<b>2,450</b>	<b>2,530</b>	<b>97%</b>

<sup>637</sup> Plans approved after the end of 2019-20 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table M.49 Distribution of plans by utilisation – Northern Territory** <sup>638 639</sup>

Plan utilisation	Total
0 to 50%	50%
50% to 75%	22%
> 75%	28%
<b>Total</b>	<b>100%</b>

**Table M.50 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory** <sup>640</sup>

	Prior Quarters	2020-21 Q1	Total
Daily Activities	15%	14%	15%
Health & Wellbeing	39%	43%	40%
Lifelong Learning	8%	9%	8%
Other	16%	17%	16%
Non-categorised	27%	23%	26%
Any mainstream service	96%	96%	96%

## Part Four: Providers and the growing market

**Table M.51 Key markets indicators by quarter – Northern Territory** <sup>641 642</sup>

Market indicators	Prior Quarters	2020-21 Q1
a) Average number of active providers per active participant	1.72	1.79
b) Number of providers delivering new types of supports	82	70
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	85%	77%
<i>Therapeutic Supports (%)</i>	86%	83%
<i>Participation in community, social and civic activities (%)</i>	79%	77%
<i>Early Intervention supports for early childhood (%)</i>	82%	76%
<i>Daily Personal Activities (%)</i>	86%	88%

**Table M.52 Cumulative number of providers that have been ever active as at 30 September 2020 by quarter of activity – Northern Territory** <sup>643</sup>

Activity	Number of providers
Active for the first time in 2020-21 Q1	23
Active in 2020-21 Q1 and also in previous quarters	212
<b>Active in 2020-21 Q1</b>	<b>235</b>
Inactive in 2020-21 Q1	350
<b>Active ever</b>	<b>585</b>

<sup>638</sup> This table only considers participants with initial plans approved up to 31 March 2020, and includes committed supports and payments for supports provided up to 30 June 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>639</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>640</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>641</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>642</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>643</sup> 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 <sup>644</sup>

Registration Group	Prior Quarters	2020-21 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	10	2	12	20%
Assistance Animals	2	1	3	50%
Assistance with daily life tasks in a group or shared living arrangement	67	6	73	9%
Assistance with travel/transport arrangements	56	5	61	9%
Daily Personal Activities	102	3	105	3%
Group and Centre Based Activities	57	4	61	7%
High Intensity Daily Personal Activities	61	7	68	11%
Household tasks	82	5	87	6%
Interpreting and translation	11	1	12	9%
Participation in community, social and civic activities	126	6	132	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	13	2	15	15%
Assistive products for household tasks	8	3	11	38%
Assistance products for personal care and safety	155	12	167	8%
Communication and information equipment	37	5	42	14%
Customised Prosthetics	40	4	44	10%
Hearing Equipment	13	0	13	0%
Hearing Services	4	0	4	0%
Personal Mobility Equipment	63	7	70	11%
Specialised Hearing Services	5	1	6	20%
Vision Equipment	10	3	13	30%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	132	9	141	7%
Behaviour Support	40	0	40	0%
Community nursing care for high needs	17	7	24	41%
Development of daily living and life skills	63	9	72	14%
Early Intervention supports for early childhood	96	2	98	2%
Exercise Physiology and Physical Wellbeing activities	21	2	23	10%
Innovative Community Participation	15	5	20	33%
Specialised Driving Training	8	2	10	25%
Therapeutic Supports	216	8	224	4%
<b>Capital services</b>				
Home modification design and construction	15	4	19	27%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	9	5	14	56%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	59	4	63	7%
Support Coordination	32	2	34	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	12	1	13	8%
Specialised Supported Employment	19	2	21	11%
<b>Total approved active providers</b>	<b>562</b>	<b>23</b>	<b>585</b>	<b>4%</b>

<sup>644</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of 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 September 2020 – Northern Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	11	12	8%	92%	100%
Assistance Animals	0	3	3	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	68	73	7%	93%	100%
Assistance with travel/transport arrangements	5	56	61	8%	92%	100%
Daily Personal Activities	8	97	105	8%	92%	100%
Group and Centre Based Activities	3	58	61	5%	95%	100%
High Intensity Daily Personal Activities	6	62	68	9%	91%	100%
Household tasks	15	72	87	17%	83%	100%
Interpreting and translation	1	11	12	8%	92%	100%
Participation in community, social and civic activities	13	119	132	10%	90%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	14	15	7%	93%	100%
Assistive products for household tasks	0	11	11	0%	100%	100%
Assistance products for personal care and safety	17	150	167	10%	90%	100%
Communication and information equipment	9	33	42	21%	79%	100%
Customised Prosthetics	5	39	44	11%	89%	100%
Hearing Equipment	0	13	13	0%	100%	100%
Hearing Services	0	4	4	0%	100%	100%
Personal Mobility Equipment	7	63	70	10%	90%	100%
Specialised Hearing Services	0	6	6	0%	100%	100%
Vision Equipment	1	12	13	8%	92%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	14	127	141	10%	90%	100%
Behaviour Support	10	30	40	25%	75%	100%
Community nursing care for high needs	1	23	24	4%	96%	100%
Development of daily living and life skills	6	66	72	8%	92%	100%
Early Intervention supports for early childhood	20	78	98	20%	80%	100%
Exercise Physiology and Physical Wellbeing activities	1	22	23	4%	96%	100%
Innovative Community Participation	3	17	20	15%	85%	100%
Specialised Driving Training	1	9	10	10%	90%	100%
Therapeutic Supports	59	165	224	26%	74%	100%
<b>Capital services</b>						
Home modification design and construction	1	18	19	5%	95%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	1	13	14	7%	93%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	9	54	63	14%	86%	100%
Support Coordination	4	30	34	12%	88%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	13	13	0%	100%	100%
Specialised Supported Employment	1	20	21	5%	95%	100%
<b>Total</b>	<b>104</b>	<b>481</b>	<b>585</b>	<b>18%</b>	<b>82%</b>	<b>100%</b>

**Table M.55 Number and proportion of providers active in 2020-21 Q1 by registration group and first quarter of activity – Northern Territory**

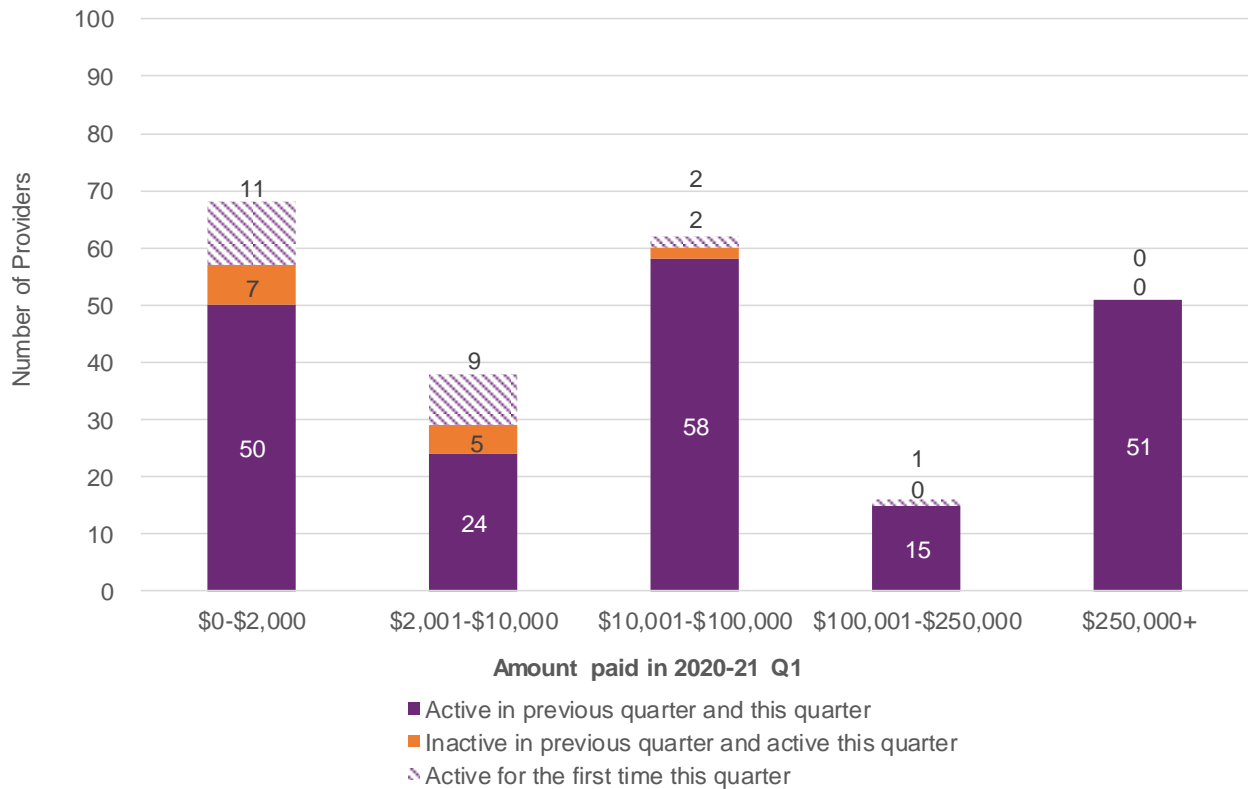
Registration Group	Active in previous quarters and in 2020-21 Q1	Active for the first time in 2020-21 Q1	Total	% active for the first time in 2020-21 Q1
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	5	2	7	29%
Assistance Animals	1	1	2	50%
Assistance with daily life tasks in a group or shared living arrangement	44	6	50	12%
Assistance with travel/transport arrangements	26	5	31	16%
Daily Personal Activities	54	3	57	5%
Group and Centre Based Activities	37	4	41	10%
High Intensity Daily Personal Activities	38	7	45	16%
Household tasks	39	5	44	11%
Interpreting and translation	6	1	7	14%
Participation in community, social and civic activities	64	6	70	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	2	2	4	50%
Assistive products for household tasks	1	3	4	75%
Assistance products for personal care and safety	58	12	70	17%
Communication and information equipment	21	5	26	19%
Customised Prosthetics	10	4	14	29%
Hearing Equipment	5	0	5	0%
Hearing Services	0	0	0	
Personal Mobility Equipment	23	7	30	23%
Specialised Hearing Services	1	1	2	50%
Vision Equipment	3	3	6	50%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	76	9	85	11%
Behaviour Support	20	0	20	0%
Community nursing care for high needs	8	7	15	47%
Development of daily living and life skills	37	9	46	20%
Early Intervention supports for early childhood	26	2	28	7%
Exercise Physiology and Physical Wellbeing activities	9	2	11	18%
Innovative Community Participation	9	5	14	36%
Specialised Driving Training	3	2	5	40%
Therapeutic Supports	76	8	84	10%
<b>Capital services</b>				
Home modification design and construction	6	4	10	40%
Specialist Disability Accommodation	1	0	1	0%
Vehicle Modifications	1	5	6	83%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	39	4	43	9%
Support Coordination	15	2	17	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	5	1	6	17%
Specialised Supported Employment	14	2	16	13%
<b>Total</b>	<b>212</b>	<b>23</b>	<b>235</b>	<b>10%</b>



**Table M.56 Number and proportion of providers active in 2020-21 Q1 in each registration group by legal entity type – Northern Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	7	7	0%	100%	100%
Assistance Animals	0	2	2	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	4	46	50	8%	92%	100%
Assistance with travel/transport arrangements	2	29	31	6%	94%	100%
Daily Personal Activities	7	50	57	12%	88%	100%
Group and Centre Based Activities	3	38	41	7%	93%	100%
High Intensity Daily Personal Activities	4	41	45	9%	91%	100%
Household tasks	8	36	44	18%	82%	100%
Interpreting and translation	0	7	7	0%	100%	100%
Participation in community, social and civic activities	8	62	70	11%	89%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	4	4	0%	100%	100%
Assistive products for household tasks	0	4	4	0%	100%	100%
Assistance products for personal care and safety	7	63	70	10%	90%	100%
Communication and information equipment	5	21	26	19%	81%	100%
Customised Prosthetics	1	13	14	7%	93%	100%
Hearing Equipment	0	5	5	0%	100%	100%
Hearing Services	0	0	0			
Personal Mobility Equipment	4	26	30	13%	87%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	0	6	6	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	10	75	85	12%	88%	100%
Behaviour Support	5	15	20	25%	75%	100%
Community nursing care for high needs	1	14	15	7%	93%	100%
Development of daily living and life skills	3	43	46	7%	93%	100%
Early Intervention supports for early childhood	2	26	28	7%	93%	100%
Exercise Physiology and Physical Wellbeing activities	1	10	11	9%	91%	100%
Innovative Community Participation	3	11	14	21%	79%	100%
Specialised Driving Training	1	4	5	20%	80%	100%
Therapeutic Supports	19	65	84	23%	77%	100%
<b>Capital services</b>						
Home modification design and construction	0	10	10	0%	100%	100%
Specialist Disability Accommodation	0	1	1	0%	100%	100%
Vehicle Modifications	0	6	6	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	4	39	43	9%	91%	100%
Support Coordination	3	14	17	18%	82%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	6	6	0%	100%	100%
Specialised Supported Employment	1	15	16	6%	94%	100%
<b>Total</b>	<b>42</b>	<b>193</b>	<b>235</b>	<b>18%</b>	<b>82%</b>	<b>100%</b>

**Figure M.20 Distribution of active providers in 2020-21 Q1 by their status in 2019-20 Q4 and payment band in 2020-21 Q1 – Northern Territory** <sup>645</sup>



## Part Five: Financial sustainability

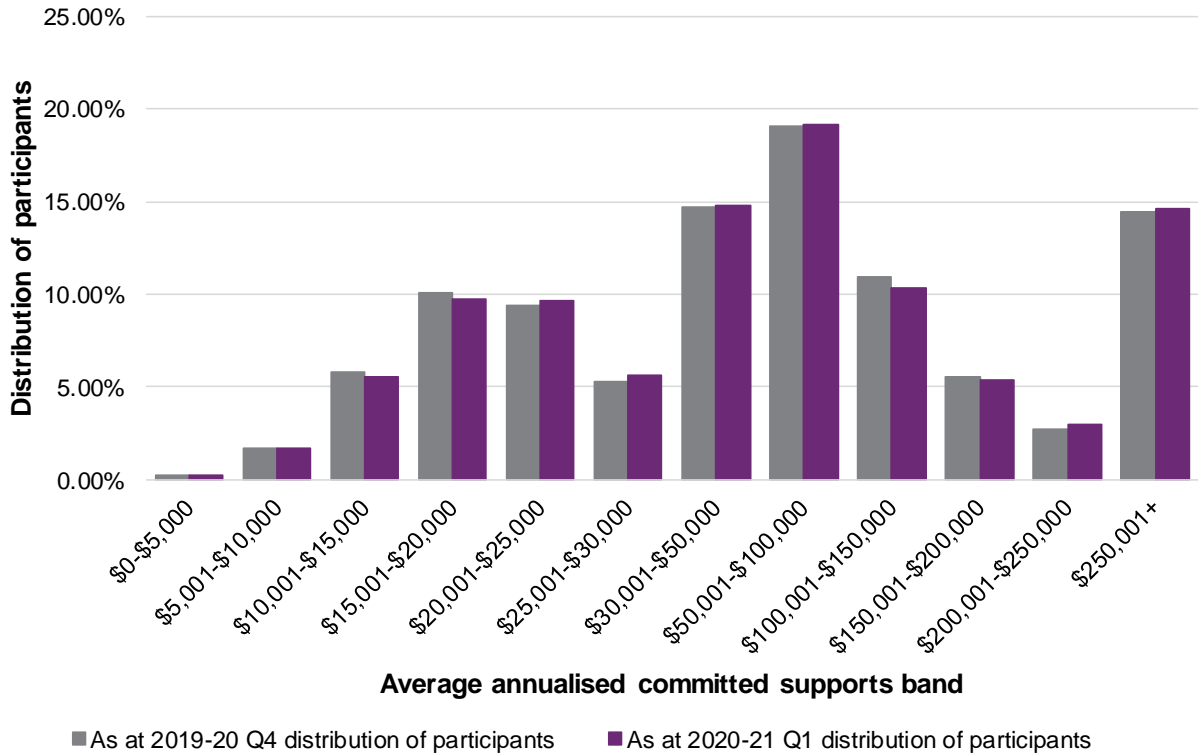
**Table M.57 Committed supports by financial year (\$m) – Northern Territory** <sup>646</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.04	2.0	5.9	20.5	101.4	205.7	399.7	127.9

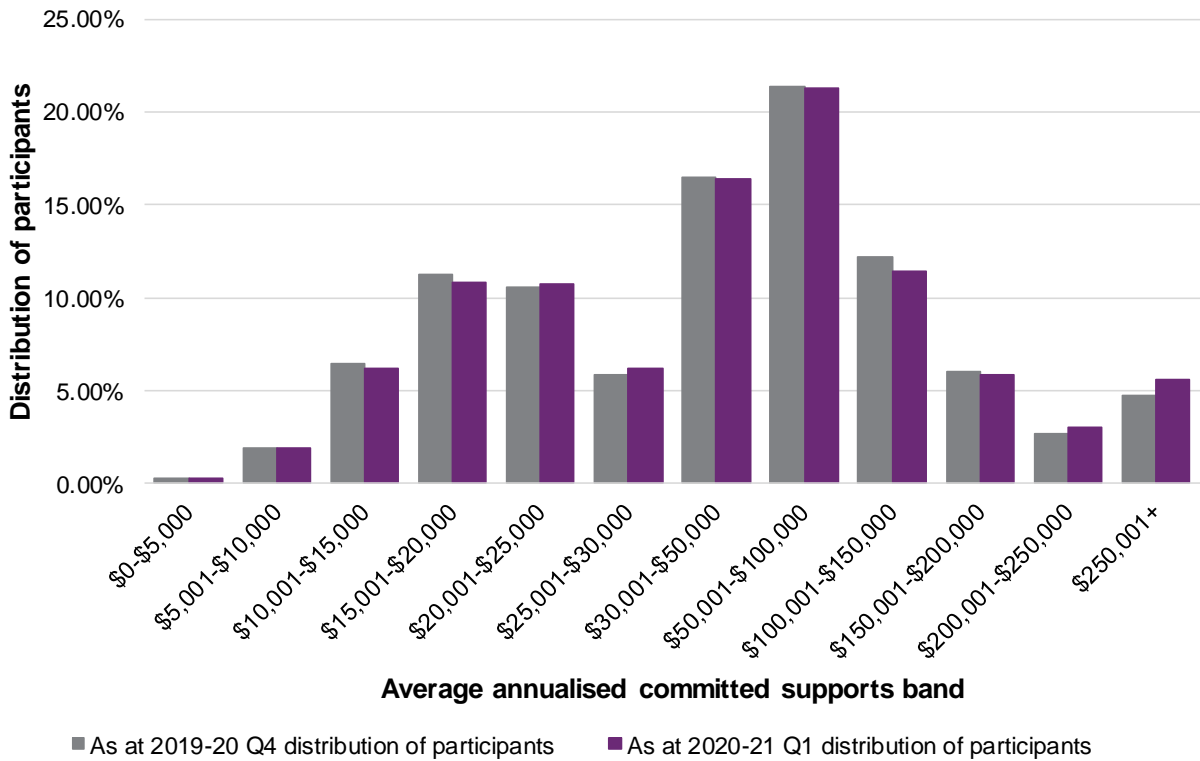
<sup>645</sup> Payments by state/ territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/ territory level compared with the national results.

<sup>646</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for NT.

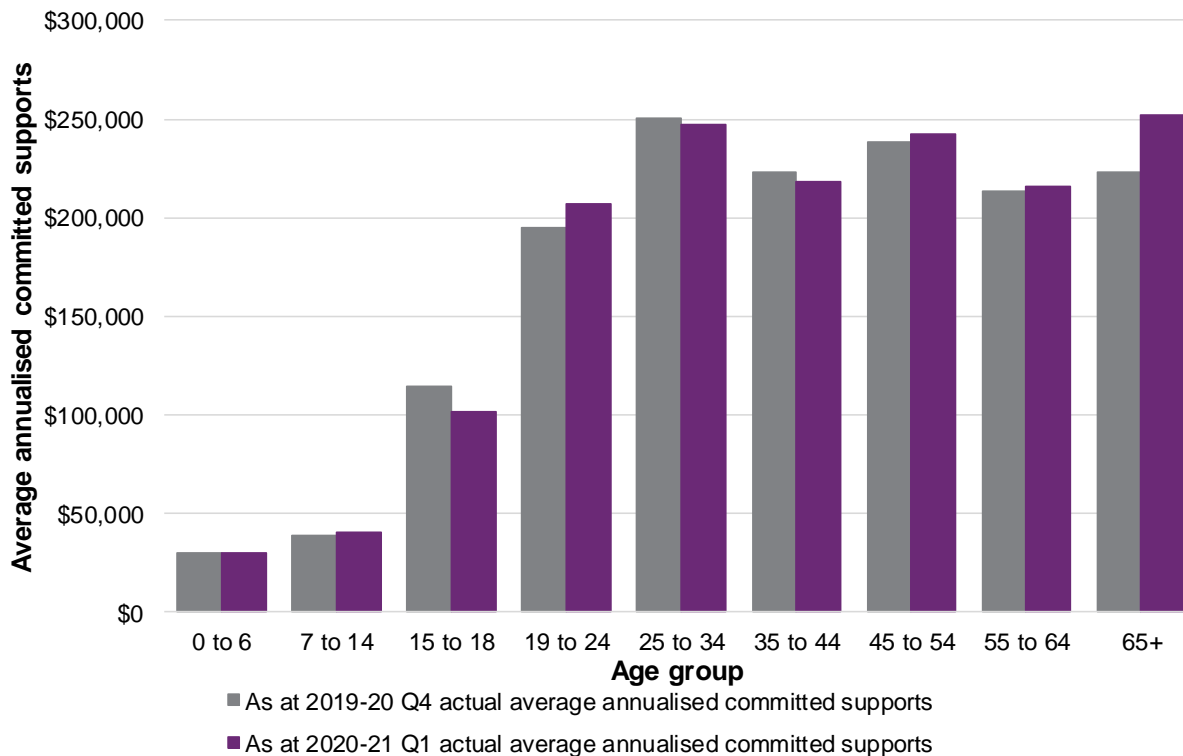
**Figure M.21 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Northern Territory**



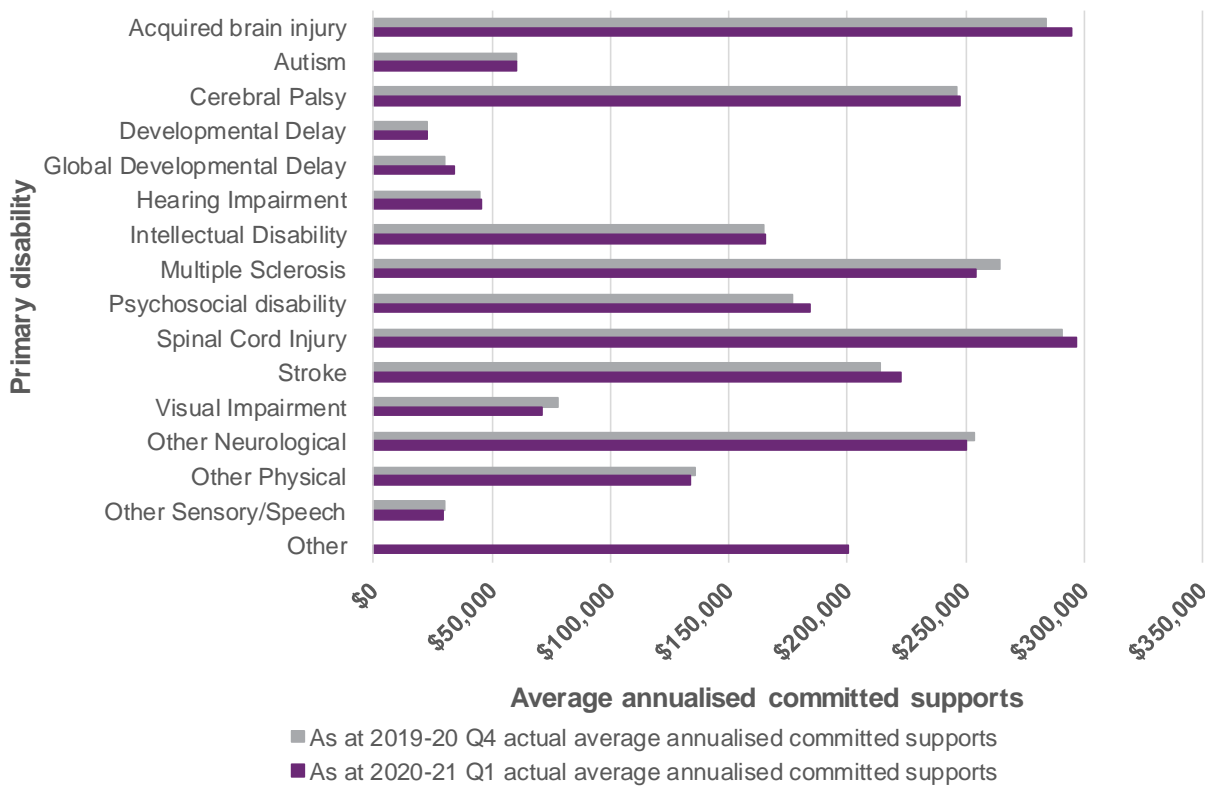
**Figure M.22 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Northern 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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Northern Territory**

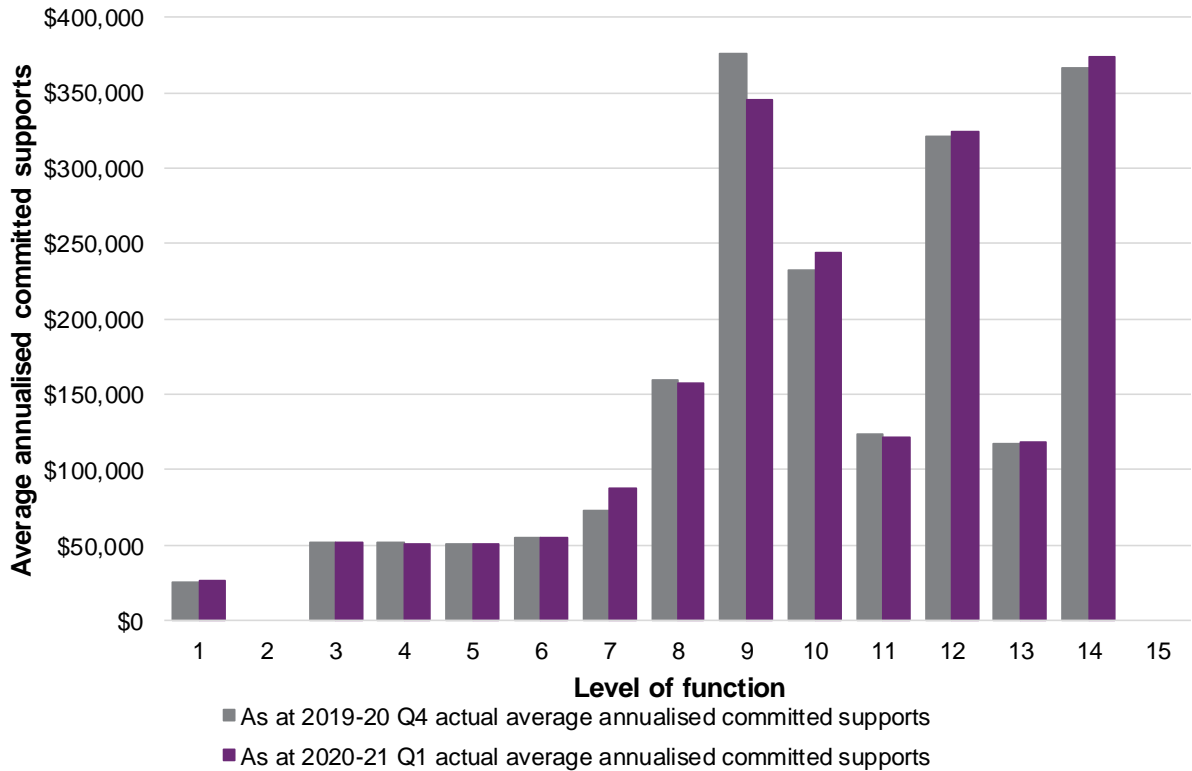


**Figure M.24 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Northern Territory <sup>647</sup>**

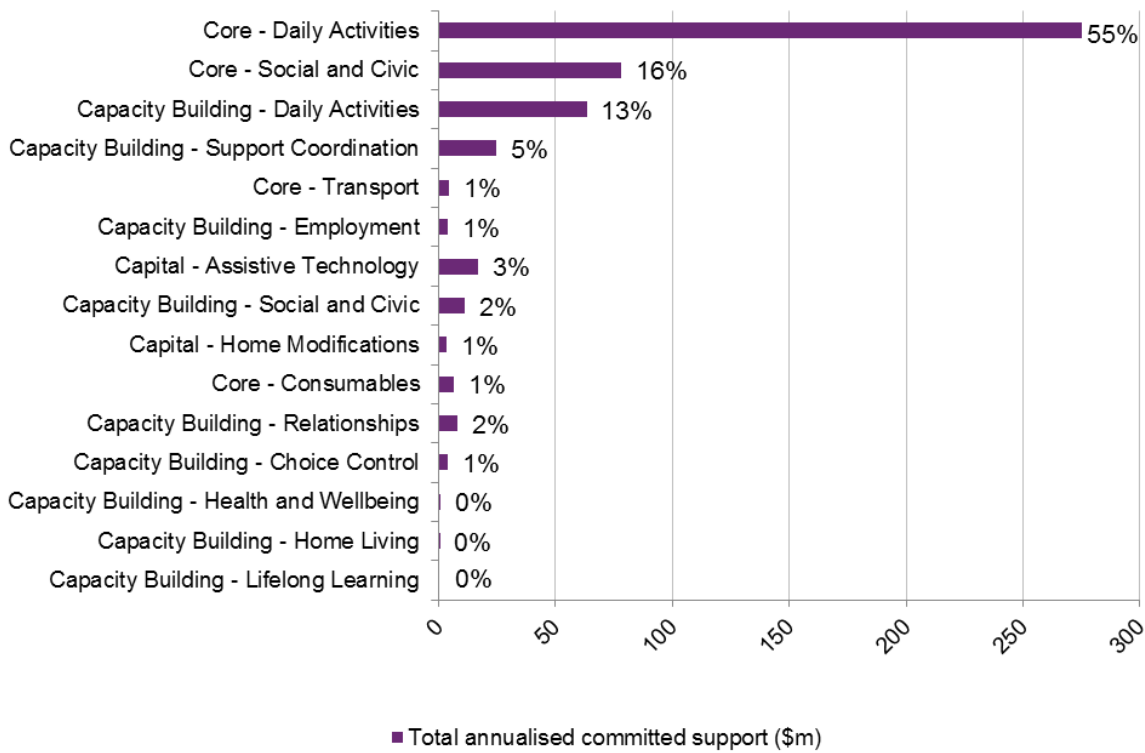


<sup>647</sup> Average annualised committed supports are not shown where there is insufficient data in the group. There is insufficient data to show an average cost as at 2019-20 Q4 for 'Other'.

**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 2020-21 Q1 compared with active participants with initial plan approvals as at 2019-20 Q4 – Northern Territory**<sup>648</sup>



**Figure M.26 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Northern Territory**

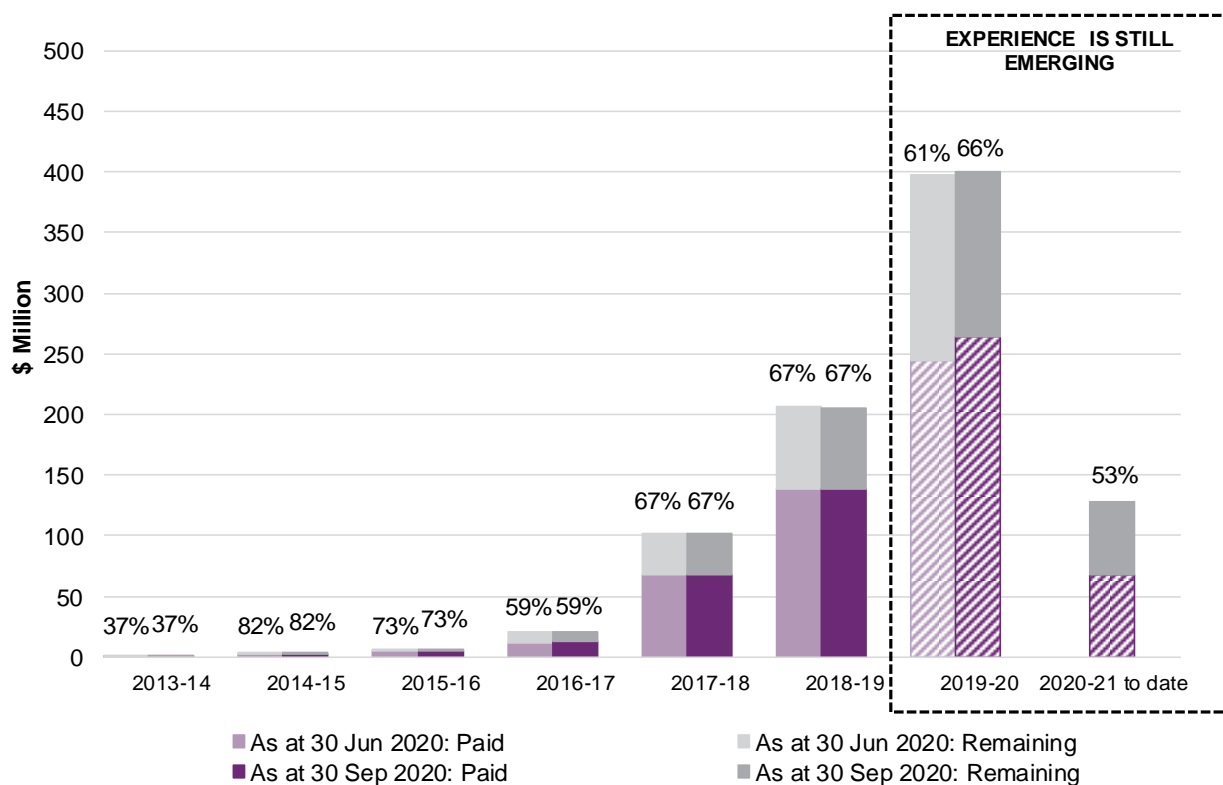


<sup>648</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

Table M.58 Payments by financial year, compared to committed supports (\$m) – Northern Territory <sup>649</sup>

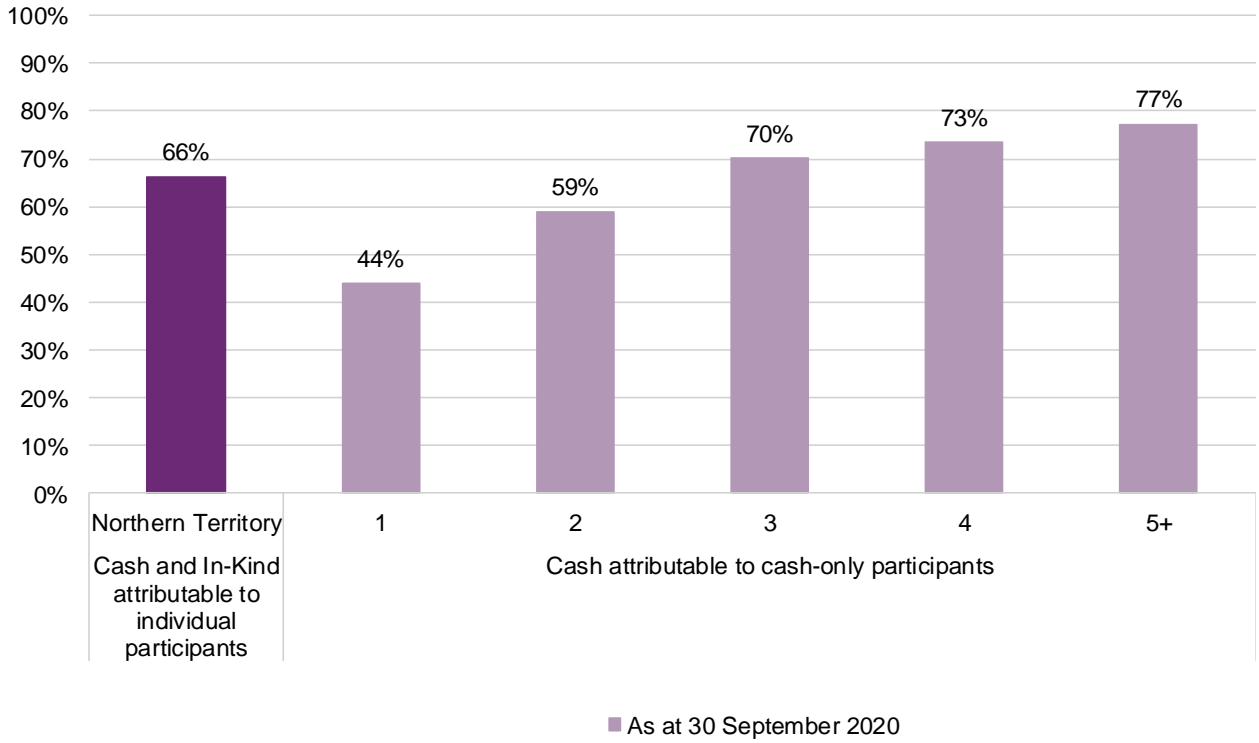
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.04	2.0	5.9	20.5	101.4	205.7	399.7	127.9
Total Paid	0.02	1.7	4.3	12.1	67.9	138.8	264.1	68.2
% utilised to date	37%	82%	73%	59%	67%	67%	66%	53%

Figure M.27 Utilisation of committed supports as at 30 June 2020 and 30 September 2020 – Northern Territory

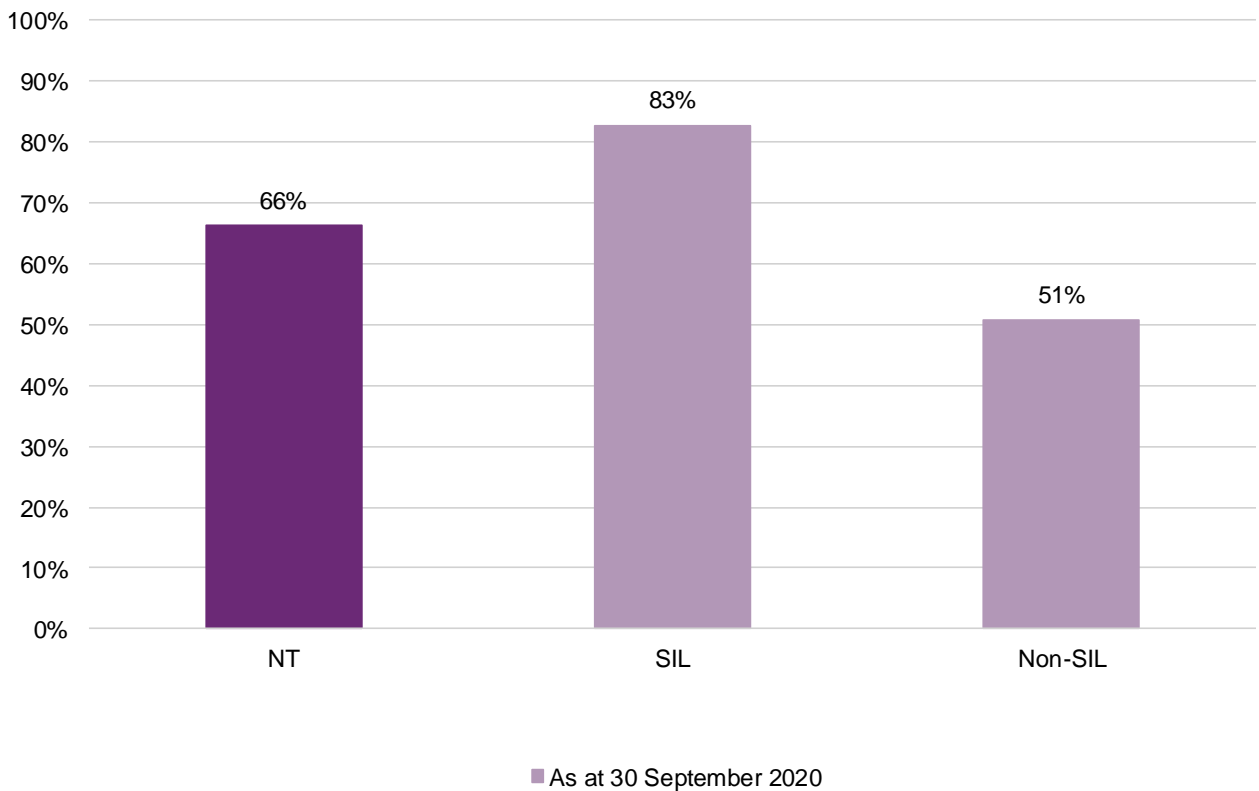


<sup>649</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for NT.

**Figure M.28 Utilisation of committed supports by plan number from 1 January 2020 to 30 June 2020 – Northern Territory** <sup>650</sup>



**Figure M.29 Utilisation of committed supports by SIL status from 1 January 2020 to 30 June 2020 – Northern Territory** <sup>651</sup>



<sup>650</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent quarter is still emerging.

<sup>651</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2020 to 30 June 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 January 2020 to 30 June 2020 – Northern Territory <sup>652</sup>

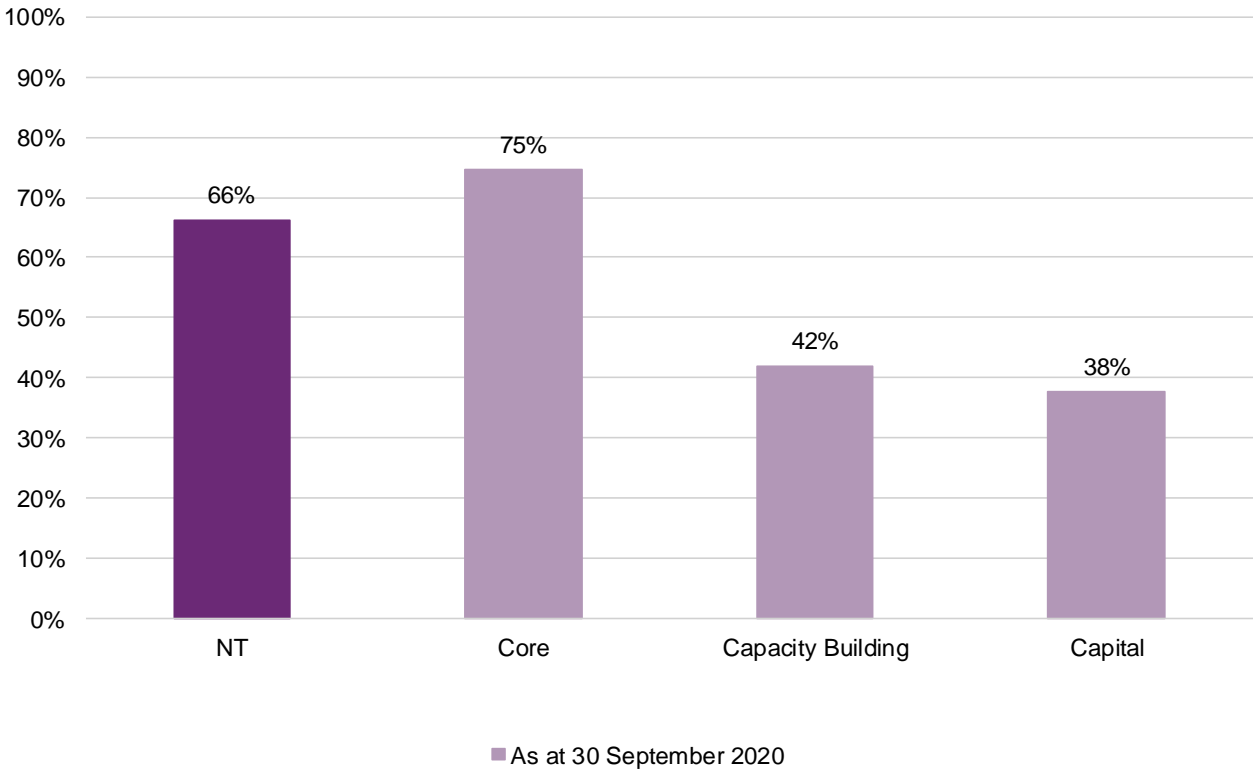
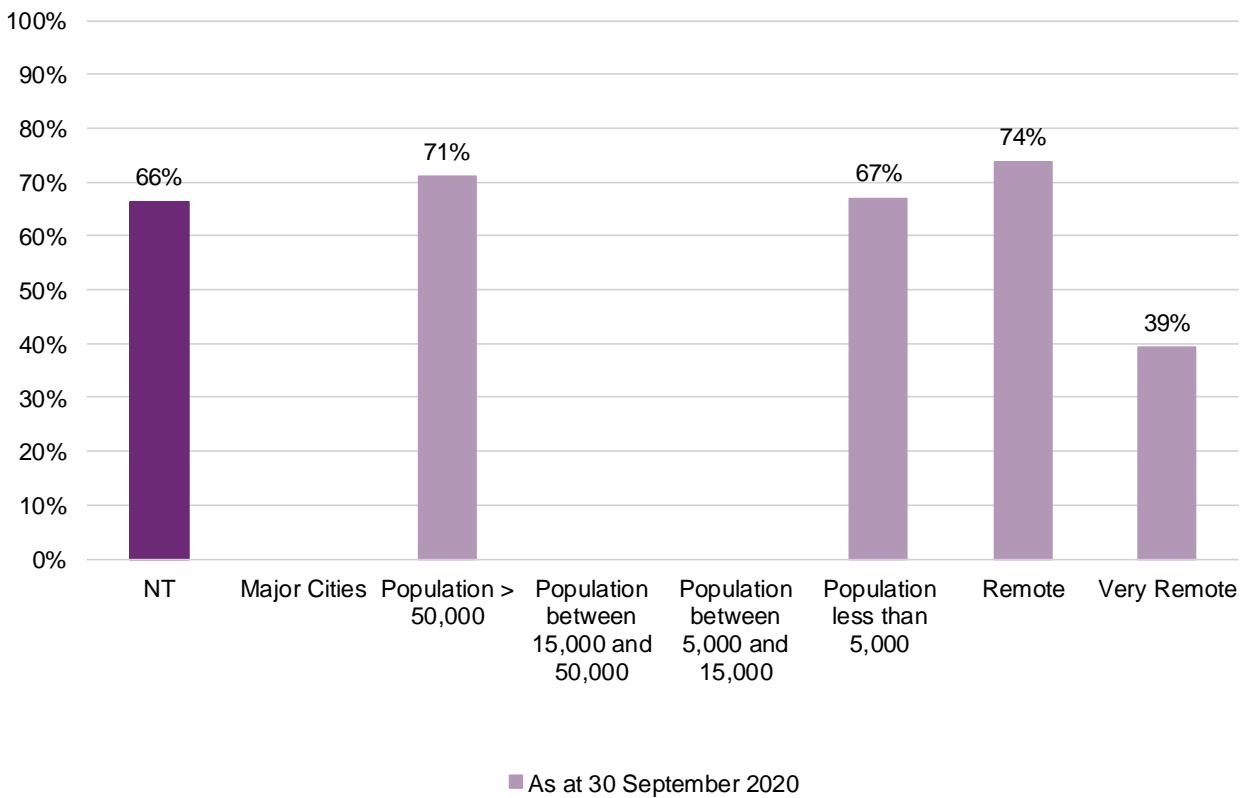


Figure M.31 Utilisation of committed supports by remoteness from 1 January 2020 to 30 June 2020 – Northern Territory <sup>653 654</sup>



<sup>652</sup> Ibid.

<sup>653</sup> Ibid.

<sup>654</sup> Utilisation is not shown if there is insufficient data in the group.



# Appendix N: State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

**Table N.1 Active participant's plans including ECEI** <sup>655 656 657</sup>

State/Territory	Active participant plans		ECEI gateway with initial supports	Active participant plans including ECEI	
	N	%	N	N	%
NSW	130,118	32%	2,900	133,018	32%
VIC	111,210	27%	2,319	113,529	27%
QLD	78,811	19%	2,327	81,138	19%
WA	34,751	8%	260	35,011	8%
SA	36,712	9%	337	37,049	9%
TAS	9,358	2%	244	9,602	2%
ACT	7,909	2%	90	7,999	2%
NT	3,636	1%	162	3,798	1%
OT	34	0%	0	34	0%
Missing	4	0%	0	4	0%
<b>National</b>	<b>412,543</b>	<b>100%</b>	<b>8,639</b>	<b>421,182</b>	<b>100%</b>

**Table N.2 Number of active participant plans by age**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	20,862	19,412	13,215	4,044	5,242	1,254	1,178	733	<b>65,945</b>
7 to 14	32,182	27,353	19,483	8,857	11,064	2,069	1,970	817	<b>103,803</b>
15 to 18	9,525	7,468	5,587	3,239	3,262	796	619	255	<b>30,755</b>
19 to 24	12,124	8,036	6,285	3,308	2,703	1,117	699	249	<b>34,527</b>
25 to 34	11,443	10,100	7,132	3,648	2,850	1,030	675	334	<b>37,215</b>
35 to 44	10,667	9,976	6,686	2,875	2,654	742	714	401	<b>34,718</b>
45 to 54	12,982	12,395	8,359	3,633	3,541	1,004	797	398	<b>43,111</b>
55 to 64	15,703	13,324	9,839	4,198	4,299	1,170	854	376	<b>49,768</b>
65+	4,630	3,146	2,225	949	1,097	176	403	73	<b>12,701</b>
<b>Total</b>	<b>130,118</b>	<b>111,210</b>	<b>78,811</b>	<b>34,751</b>	<b>36,712</b>	<b>9,358</b>	<b>7,909</b>	<b>3,636</b>	<b>412,543</b>

**Table N.3 Proportion of active participant plans by age**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	17%	12%	14%	13%	15%	20%	<b>16%</b>
7 to 14	25%	25%	25%	25%	30%	22%	25%	22%	<b>25%</b>
15 to 18	7%	7%	7%	9%	9%	9%	8%	7%	<b>7%</b>
19 to 24	9%	7%	8%	10%	7%	12%	9%	7%	<b>8%</b>
25 to 34	9%	9%	9%	10%	8%	11%	9%	9%	<b>9%</b>
35 to 44	8%	9%	8%	8%	7%	8%	9%	11%	<b>8%</b>
45 to 54	10%	11%	11%	10%	10%	11%	10%	11%	<b>10%</b>
55 to 64	12%	12%	12%	12%	12%	13%	11%	10%	<b>12%</b>
65+	4%	3%	3%	3%	3%	2%	5%	2%	<b>3%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>655</sup> The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>656</sup> 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.

<sup>657</sup> There are 4 active participants at 30 September 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**<sup>658 659</sup>

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	40,578	32,432	25,464	12,087	13,755	2,868	2,256	835	<b>130,287</b>
Intellectual Disability	28,274	23,364	15,083	7,826	7,515	2,525	1,388	710	<b>86,696</b>
Psychosocial disability	12,084	14,184	7,067	2,955	2,190	688	971	362	<b>40,508</b>
Developmental Delay	9,062	10,918	5,723	839	2,146	543	733	376	<b>30,341</b>
Hearing Impairment	6,638	5,056	4,585	1,483	1,529	375	414	166	<b>20,246</b>
Other Neurological	5,859	4,459	3,620	1,735	1,403	376	339	191	<b>17,983</b>
Other Physical	5,364	3,912	4,070	1,651	1,649	326	510	180	<b>17,665</b>
Cerebral Palsy	5,260	3,794	3,325	1,538	1,149	399	278	196	<b>15,939</b>
ABI	3,872	3,361	2,857	1,066	1,439	383	187	223	<b>13,388</b>
Visual Impairment	2,787	2,606	1,421	627	688	175	165	58	<b>8,527</b>
Global Developmental Delay	2,787	1,551	1,306	998	1,104	178	167	85	<b>8,178</b>
Multiple Sclerosis	2,242	2,456	1,213	708	674	249	187	16	<b>7,745</b>
Stroke	2,132	1,351	1,281	439	397	108	110	116	<b>5,935</b>
Spinal Cord Injury	1,621	782	1,266	528	361	95	67	73	<b>4,793</b>
Other Sensory/Speech	1,139	708	288	121	608	38	105	34	<b>3,041</b>
Other	419	276	242	150	105	32	32	15	<b>1,271</b>
<b>Total</b>	<b>130,118</b>	<b>111,210</b>	<b>78,811</b>	<b>34,751</b>	<b>36,712</b>	<b>9,358</b>	<b>7,909</b>	<b>3,636</b>	<b>412,543</b>

**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%	29%	23%	<b>32%</b>
Intellectual Disability	22%	21%	19%	23%	20%	27%	18%	20%	<b>21%</b>
Psychosocial disability	9%	13%	9%	9%	6%	7%	12%	10%	<b>10%</b>
Developmental Delay	7%	10%	7%	2%	6%	6%	9%	10%	<b>7%</b>
Hearing Impairment	5%	5%	6%	4%	4%	4%	5%	5%	<b>5%</b>
Other Neurological	5%	4%	5%	5%	4%	4%	4%	5%	<b>4%</b>
Other Physical	4%	4%	5%	5%	4%	3%	6%	5%	<b>4%</b>
Cerebral Palsy	4%	3%	4%	4%	3%	4%	4%	5%	<b>4%</b>
ABI	3%	3%	4%	3%	4%	4%	2%	6%	<b>3%</b>
Visual Impairment	2%	2%	2%	2%	2%	2%	2%	2%	<b>2%</b>
Global Developmental Delay	2%	1%	2%	3%	3%	2%	2%	2%	<b>2%</b>
Multiple Sclerosis	2%	2%	2%	2%	2%	3%	2%	0%	<b>2%</b>
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	<b>1%</b>
Spinal Cord Injury	1%	1%	2%	2%	1%	1%	1%	2%	<b>1%</b>
Other Sensory/Speech	1%	1%	0%	0%	2%	0%	1%	1%	<b>1%</b>
Other	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.6 Number of active participant plans by other characteristics**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	9,525	3,117	7,151	2,372	2,054	769	330	1,791	<b>27,112</b>
Culturally and linguistically diverse	13,481	12,671	4,344	2,941	2,737	289	858	930	<b>38,263</b>
Residing in remote and very remote areas	471	69	1,394	1,537	972	113	0	1,530	<b>6,096</b>
Younger people in residential aged care (under 65)	1,277	1,041	688	249	222	78	12	36	<b>3,603</b>
With supported independent living	8,535	4,413	4,422	2,166	2,256	875	423	365	<b>23,457</b>
With specialised disability accommodation	5,429	5,004	1,451	1,024	1,669	424	106	132	<b>15,240</b>

<sup>658</sup> Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>659</sup> Down Syndrome is included in Intellectual Disability.

**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	7.3%	2.8%	9.1%	6.8%	5.6%	8.2%	4.2%	49.3%	<b>6.6%</b>
Culturally and linguistically diverse	10.4%	11.4%	5.5%	8.5%	7.5%	3.1%	10.8%	25.6%	<b>9.3%</b>
Residing in remote and very remote areas	0.4%	0.1%	1.8%	4.4%	2.6%	1.2%	0.0%	42.1%	<b>1.5%</b>
With supported independent living	6.6%	4.0%	5.6%	6.2%	6.1%	9.4%	5.3%	10.0%	<b>5.7%</b>
With specialised disability accommodation	4.2%	4.5%	1.8%	2.9%	4.5%	4.5%	1.3%	3.6%	<b>3.7%</b>

**Table N.8 Prevalence rates by age**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	2.94%	3.47%	3.02%	1.75%	3.83%	3.06%	2.91%	2.99%	<b>3.02%</b>
7-14	4.01%	4.25%	3.65%	3.31%	6.65%	4.02%	4.58%	3.11%	<b>4.09%</b>
15-18	2.54%	2.49%	2.24%	2.67%	4.06%	3.21%	3.20%	2.23%	<b>2.60%</b>
19-24	1.86%	1.44%	1.55%	1.72%	2.06%	3.01%	1.68%	1.32%	<b>1.69%</b>
25-34	0.93%	0.96%	0.99%	0.98%	1.27%	1.60%	0.95%	0.78%	<b>0.98%</b>
35-44	0.98%	1.11%	1.01%	0.82%	1.24%	1.23%	1.11%	1.14%	<b>1.03%</b>
45-54	1.31%	1.53%	1.29%	1.11%	1.64%	1.51%	1.49%	1.32%	<b>1.37%</b>
55-64	1.68%	1.83%	1.68%	1.44%	2.00%	1.62%	1.97%	1.65%	<b>1.72%</b>
<b>0-64</b>	<b>1.85%</b>	<b>1.95%</b>	<b>1.81%</b>	<b>1.56%</b>	<b>2.57%</b>	<b>2.20%</b>	<b>1.99%</b>	<b>1.67%</b>	<b>1.89%</b>

**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%	85%	84%	79%	85%	82%	Numbers are too small	Numbers are too small	84%
The Pre-Planning Process	84%	84%	79%	83%	84%	84%	89%	Numbers are too small	83%
The Planning Process	86%	85%	84%	81%	84%	83%	73%	Numbers are too small	85%
The Review Process	85%	87%	88%	90%	86%	Numbers are too small	Numbers are too small	Numbers are too small	86%

**Table N.10 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate' and 'parent and carer employment rate'<sup>660</sup>**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	24%	21%	19%	22%	30%	12%	29%	10%	<b>23%</b>
Year 2	25%	21%	19%	25%	29%	15%	30%	10%	<b>23%</b>
Participants (15 and over) in community									
Baseline	35%	36%	35%	38%	37%	29%	40%	49%	<b>35%</b>
Year 2	46%	44%	45%	45%	42%	35%	44%	51%	<b>45%</b>
Parent and carer employment rate									
Baseline	48%	43%	41%	45%	44%	42%	54%	45%	<b>46%</b>
Year 2	51%	46%	43%	48%	47%	45%	62%	46%	<b>48%</b>

<sup>660</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a second plan review to date.

**Table N.11 Distribution of active participant by method of Financial Plan Management** <sup>661 662</sup>

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	19%	24%	23%	16%	19%	15%	34%	11%	<b>21%</b>
Self-managed partly	10%	11%	9%	20%	6%	11%	11%	7%	<b>11%</b>
Plan-managed	38%	49%	47%	23%	54%	33%	37%	52%	<b>43%</b>
Agency-managed	33%	17%	21%	41%	21%	41%	17%	30%	<b>26%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.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%	<b>12%</b>
Plan-managed	25%	39%	36%	16%	36%	15%	40%	21%	<b>31%</b>
Agency-managed	65%	46%	51%	70%	55%	77%	41%	75%	<b>57%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.13 Estimated number of plan reviews - excluding plans less than 30 days** <sup>663</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2020-21 Q1	28,004	25,169	16,860	5,762	7,296	1,806	1,722	608	<b>87,229</b>
Total number of plan reviews (transition only)	298,400	186,354	118,675	38,034	79,509	18,514	24,493	5,912	<b>769,950</b>

**Table N.14 Number and rates of participant complaints** <sup>664 665</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2020-21 Q1	1,404	1,471	965	556	588	116	107	57	<b>5,858</b>
% of access requests	3.1%	4.0%	3.6%	5.1%	4.8%	3.8%	3.6%	4.2%	<b>4.2%</b>
All participant complaints	25,517	17,955	9,727	3,123	9,578	1,307	1,955	337	<b>74,348</b>
% of access requests since 1 April 2017	5.1%	5.6%	4.5%	4.2%	7.4%	4.6%	4.7%	3.3%	<b>5.6%</b>

**Table N.15 Duration to plan activation by quarter of initial plan approval for active participants** <sup>666</sup>

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	66%	61%	65%	67%	64%	64%	58%	66%	<b>64%</b>
30 to 59 days	13%	12%	12%	11%	13%	10%	17%	10%	<b>12%</b>
60 to 89 days	5%	6%	5%	5%	6%	6%	5%	5%	<b>5%</b>
90 to 119 days	3%	4%	3%	3%	4%	4%	4%	3%	<b>3%</b>
120 days and over	4%	5%	5%	4%	4%	5%	7%	6%	<b>5%</b>
No payments	9%	13%	10%	9%	9%	10%	10%	10%	<b>10%</b>
<b>Total plans approved</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.16 Active providers by legal entity type**

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	2,930	1,918	1,750	328	586	270	260	104	<b>6,473</b>
Company / Organisation	4,626	3,312	3,504	1,183	1,320	822	793	481	<b>8,846</b>
<b>Total active providers</b>	<b>7,556</b>	<b>5,230</b>	<b>5,254</b>	<b>1,511</b>	<b>1,906</b>	<b>1,092</b>	<b>1,053</b>	<b>585</b>	<b>15,319</b>

<sup>661</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>662</sup> Trial participants are included in these results.

<sup>663</sup> The National totals include plan reviews where jurisdiction information was missing.

<sup>664</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>665</sup> The National totals include participant complaints where jurisdiction information was missing.

<sup>666</sup> Plans approved after the end of 2019-20 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table N.17 Active providers in 2020-21 Q1 by legal entity type**

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,219	798	744	178	208	127	77	42	<b>3,072</b>
Company / Organisation	2,723	1,843	1,792	658	627	333	295	193	<b>6,078</b>
<b>Total active providers</b>	<b>3,942</b>	<b>2,641</b>	<b>2,536</b>	<b>836</b>	<b>835</b>	<b>460</b>	<b>372</b>	<b>235</b>	<b>9,150</b>

**Table N.18 Committed supports by financial year (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,286.0	1,433.1	832.1	222.1	367.4	189.1	309.5	101.4	<b>7,740.7</b>
2018-19	5,947.9	3,466.6	2,476.6	539.3	1,156.4	392.4	370.6	205.7	<b>14,556.9</b>
2019-20	8,076.5	6,052.2	5,067.5	1,545.7	2,137.4	655.4	459.2	399.7	<b>24,396.1</b>
% increase from 2017-18 to 2018-19	39%	142%	198%	143%	215%	108%	20%	103%	<b>88%</b>
% increase from 2018-19 to 2019-20	36%	75%	105%	187%	85%	67%	24%	94%	<b>68%</b>
2020-21 to date	2,375.6	1,851.4	1,538.0	632.8	642.4	196.3	128.7	127.9	<b>7,494.1</b>

**Table N.19 Payments by financial year (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,117.5	957.1	526.6	165.5	218.8	153.5	224.1	67.9	<b>5,430.8</b>
2018-19	4,501.1	2,368.7	1,618.9	388.5	786.6	295.8	279.2	138.8	<b>10,378.2</b>
2019-20	5,948.6	4,077.8	3,495.9	989.1	1,462.7	473.5	335.9	264.1	<b>17,049.0</b>
% increase from 2017-18 to 2018-19	44%	147%	207%	135%	259%	93%	25%	105%	<b>91%</b>
% increase from 2018-19 to 2019-20	32%	72%	116%	155%	86%	60%	20%	90%	<b>64%</b>
2020-21 to date	1,514.9	994.6	937.9	334.3	388.4	120.1	80.9	68.2	<b>4,439.3</b>

**Table N.20 Average annualised plan budget for SIL and non SIL participants (\$)**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL	356,974	324,920	363,853	314,182	346,931	375,898	366,961	592,551	<b>351,899</b>
non SIL	50,856	53,519	60,152	57,640	49,812	52,753	45,980	86,445	<b>54,090</b>
<b>Total (SIL and Non SIL)</b>	<b>70,936</b>	<b>64,289</b>	<b>77,193</b>	<b>73,630</b>	<b>68,071</b>	<b>82,968</b>	<b>63,147</b>	<b>137,251</b>	<b>71,024</b>

**Table N.21 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans** <sup>667 668</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>SIL</b>									
First plan	81%	79%	87%	81%	85%	88%	n/a	69%	<b>84%</b>
Subsequent plans	88%	84%	87%	84%	83%	88%	87%	84%	<b>86%</b>
<b>Total</b>	<b>88%</b>	<b>83%</b>	<b>87%</b>	<b>83%</b>	<b>83%</b>	<b>88%</b>	<b>87%</b>	<b>83%</b>	<b>86%</b>
<b>Non SIL</b>									
First plan	49%	46%	49%	48%	46%	43%	45%	39%	<b>47%</b>
Subsequent plans	65%	61%	64%	59%	61%	60%	65%	51%	<b>63%</b>
<b>Total</b>	<b>63%</b>	<b>58%</b>	<b>61%</b>	<b>54%</b>	<b>58%</b>	<b>56%</b>	<b>63%</b>	<b>47%</b>	<b>60%</b>
<b>Total (SIL and non-SIL)</b>									
First plan	<b>50%</b>	<b>48%</b>	<b>55%</b>	<b>53%</b>	<b>64%</b>	<b>45%</b>	<b>46%</b>	<b>44%</b>	<b>52%</b>
Subsequent plans	<b>74%</b>	<b>64%</b>	<b>72%</b>	<b>66%</b>	<b>67%</b>	<b>71%</b>	<b>73%</b>	<b>71%</b>	<b>70%</b>
<b>Total</b>	<b>72%</b>	<b>61%</b>	<b>68%</b>	<b>61%</b>	<b>66%</b>	<b>67%</b>	<b>72%</b>	<b>66%</b>	<b>67%</b>

<sup>667</sup> Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>668</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.

**Table N.22 Participant Service Guarantee Timeframes (% guarantees met)** <sup>669 670</sup>

	PSG	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2	Make an access decision, or request for more information, after an access request has been received	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
3	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	99%	98%	98%	99%	96%	98%	89%	100%	<b>98%</b>
4	Make an access decision, after the final information has been provided	100%	100%	99%	100%	100%	100%	100%	98%	<b>100%</b>
5	Commence facilitating the preparation of a plan, after an access decision has been made	83%	73%	82%	55%	63%	87%	72%	59%	<b>75%</b>
6	Approve a participant's plan, after an access decision has been made	95%	92%	94%	82%	89%	96%	99%	75%	<b>92%</b>
7	Approve a plan for ECEI participants, after an access decision has been made	99%	98%	97%	95%	98%	97%	100%	87%	<b>98%</b>
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	71%	62%	68%	29%	65%	77%	89%	57%	<b>65%</b>
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
13	Complete a Participant Requested Review, after the decision to accept the request was made	76%	74%	80%	64%	68%	73%	54%	41%	<b>74%</b>
14	Vary a plan, after the receipt of information that triggers the plan amendment process	97%	98%	97%	97%	96%	100%	97%	100%	<b>97%</b>
17	Complete an internal Review of a Reviewable Decision, after a request is received	99%	99%	99%	99%	99%	99%	99%	97%	<b>99%</b>

<sup>669</sup> The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward. This is the case in particular for metrics 3 and 14 where the Agency has only recently commenced measurement of the timeframe and data capture of the associated action is likely to be incomplete at this stage.

<sup>670</sup> Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.

# Appendix O:

## Participants by service district and support type

**Table O.1 Active participants by service district and support type included in plan as at 30 September 2020** <sup>671 672 673 674 675 676 677</sup>

Service district		Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
<b>NSW</b>		<b>104,704</b>	<b>80%</b>	<b>128,195</b>	<b>99%</b>	<b>34,617</b>	<b>27%</b>	<b>130,118</b>
Hunter New England	Jul-13	17,705	78%	22,093	97%	5,791	25%	22,730
Central Coast	Jul-16	5,675	75%	7,458	98%	1,760	23%	7,585
Far West	Jul-17	480	88%	545	100%	159	29%	547
Illawarra Shoalhaven	Jul-17	6,774	88%	7,576	98%	2,199	29%	7,700
Mid North Coast	Jul-17	4,500	86%	5,191	99%	1,309	25%	5,222
Murrumbidgee	Jul-17	4,877	84%	5,757	100%	1,566	27%	5,778
Nepean Blue Mountains	Jul-15	5,573	72%	7,672	99%	1,824	23%	7,781
North Sydney	Jul-16	7,571	82%	9,105	99%	2,967	32%	9,200
Northern NSW	Jul-17	5,636	92%	6,091	100%	1,682	27%	6,119
South Eastern Sydney	Jul-17	7,325	85%	8,525	99%	2,490	29%	8,631
South Western Sydney	Jul-16	13,400	76%	17,281	98%	4,300	24%	17,572
Southern NSW	Jul-16	3,123	82%	3,732	98%	1,031	27%	3,790
Sydney	Jul-17	6,440	89%	7,153	99%	1,962	27%	7,244
Western NSW	Jul-17	4,546	84%	5,359	99%	1,596	29%	5,415
Western Sydney	Jul-16	11,061	75%	14,639	99%	3,973	27%	14,785
NSW - Other		18	95%	18	95%	<11		19
<b>VIC</b>		<b>103,208</b>	<b>93%</b>	<b>109,987</b>	<b>99%</b>	<b>26,308</b>	<b>24%</b>	<b>111,210</b>
Barwon	Jul-13	7,599	89%	8,355	98%	1,927	23%	8,493
Central Highlands	Jan-17	4,029	89%	4,448	98%	1,082	24%	4,530
Loddon	May-17	5,271	89%	5,882	99%	1,303	22%	5,941
North East Melbourne	Jul-16	9,329	85%	10,828	98%	2,727	25%	11,015
Inner Gippsland	Oct-17	4,126	95%	4,251	98%	948	22%	4,328
Ovens Murray	Oct-17	2,582	89%	2,872	99%	672	23%	2,912
Western District	Oct-17	3,175	94%	3,348	99%	835	25%	3,391
Inner East Melbourne	Nov-17	7,884	94%	8,299	99%	2,417	29%	8,394
Outer East Melbourne	Nov-17	8,087	96%	8,337	99%	2,198	26%	8,412
Hume Moreland	Mar-18	6,838	92%	7,371	99%	1,643	22%	7,436
Bayside Peninsula	Apr-18	13,108	98%	13,233	99%	3,455	26%	13,374
Southern Melbourne	Sep-18	9,576	95%	10,022	99%	2,283	23%	10,111
Brimbank Melton	Oct-18	6,216	95%	6,532	100%	1,222	19%	6,558
Western Melbourne	Oct-18	8,955	96%	9,270	99%	1,949	21%	9,337
Goulburn	Jan-19	2,868	89%	3,214	99%	722	22%	3,238
Mallee	Jan-19	1,681	94%	1,789	100%	441	25%	1,791

<sup>671</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>672</sup> Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

<sup>673</sup> Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

<sup>674</sup> Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

<sup>675</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>676</sup> Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

<sup>677</sup> Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

<sup>678</sup> Other Territories includes Norfolk Island.

Service district			Core supports		Capacity Building supports		Capital supports		Total active participants
			#	%	#	%	#	%	
Outer Gippsland	Jan-19	1,876	97%	1,927	99%	483	25%	1,939	
VIC - Other		<11		<11		<11		<11	
<b>QLD</b>			<b>74,230</b>	<b>94%</b>	<b>78,541</b>	<b>100%</b>	<b>23,265</b>	<b>30%</b>	<b>78,811</b>
Bundaberg	Sep-17	2,037	83%	2,459	100%	716	29%	2,463	
Ipswich	Jul-17	5,716	87%	6,557	100%	1,692	26%	6,588	
Mackay	Nov-16	2,250	81%	2,755	99%	796	29%	2,776	
Toowoomba	Jan-17	5,110	95%	5,351	100%	1,553	29%	5,364	
Townsville	Apr-16	4,332	83%	5,161	99%	1,393	27%	5,203	
Rockhampton	Nov-17	3,909	89%	4,390	100%	1,297	29%	4,410	
Beenleigh	Jul-18	7,638	98%	7,794	100%	2,171	28%	7,799	
Brisbane	Jul-18	14,699	98%	14,858	100%	4,810	32%	14,929	
Cairns	Jul-18	3,681	96%	3,808	100%	1,212	32%	3,822	
Maryborough	Jul-18	3,112	95%	3,263	100%	1,018	31%	3,267	
Robina	Jul-18	7,574	99%	7,643	100%	2,095	27%	7,667	
Caboolture/Strathpine	Jan-19	7,727	98%	7,878	100%	2,424	31%	7,891	
Maroochydore	Jan-19	6,429	97%	6,601	100%	2,084	32%	6,608	
QLD - Other		16	67%	23	96%	<11		24	
<b>WA</b>			<b>30,009</b>	<b>86%</b>	<b>34,202</b>	<b>98%</b>	<b>12,306</b>	<b>35%</b>	<b>34,751</b>
North East Metro	Jul-14	4,777	83%	5,689	99%	2,175	38%	5,765	
Wheat Belt	Jan-17	731	85%	837	98%	294	34%	855	
South Metro	Jul-18	4,470	82%	5,369	98%	1,779	32%	5,484	
Midwest-Gascoyne	Jul-19	3,857	87%	4,337	98%	1,552	35%	4,440	
Great Southern	Jul-19	2,630	88%	2,861	96%	915	31%	2,974	
Central South Metro	Jul-18	480	88%	539	99%	160	29%	546	
Central North Metro	Jul-19	3,902	87%	4,445	99%	1,696	38%	4,479	
South East Metro	Jul-19	953	89%	1,062	99%	339	32%	1,069	
South West	Sep-18	3,394	90%	3,732	99%	1,447	38%	3,765	
Goldfields-Esperance	Oct-18	3,476	91%	3,795	99%	1,553	41%	3,817	
North Metro	Oct-18	719	86%	824	98%	220	26%	840	
Kimberley-Pilbara	Oct-18	616	87%	706	99%	172	24%	711	
WA - Other		<11		<11		<11		<11	
<b>SA</b>			<b>33,682</b>	<b>92%</b>	<b>36,545</b>	<b>100%</b>	<b>9,321</b>	<b>25%</b>	<b>36,712</b>
Adelaide Hills	Jul-13	1,265	92%	1,366	100%	322	24%	1,369	
Barossa, Light and Lower North	Jul-13	1,610	91%	1,762	100%	354	20%	1,767	
Eastern Adelaide	Jul-13	2,947	92%	3,180	100%	841	26%	3,191	
Eyre and Western	Jul-13	1,059	92%	1,146	100%	319	28%	1,148	
Far North (SA)	Jul-13	431	95%	454	100%	138	30%	455	
Fleurieu and Kangaroo Island	Jul-13	910	94%	969	100%	281	29%	972	
Limestone Coast	Jul-13	1,128	92%	1,214	99%	296	24%	1,227	
Murray and Mallee	Jul-13	1,385	91%	1,517	99%	383	25%	1,525	
Northern Adelaide	Jul-13	11,139	91%	12,182	99%	2,968	24%	12,251	
Southern Adelaide	Jul-13	7,462	92%	8,045	100%	2,156	27%	8,078	
Western Adelaide	Jul-13	2,984	92%	3,231	100%	915	28%	3,245	
Yorke and Mid North	Jul-13	1,362	92%	1,479	100%	348	23%	1,484	
SA - Other		<11		<11		<11		<11	
<b>TAS</b>			<b>8,653</b>	<b>92%</b>	<b>9,060</b>	<b>97%</b>	<b>2,388</b>	<b>26%</b>	<b>9,358</b>
TAS North	Jul-13	2,520	96%	2,573	98%	731	28%	2,631	
TAS North West	Jul-13	1,936	87%	2,165	97%	515	23%	2,226	
TAS South East	Jul-13	1,827	92%	1,903	95%	484	24%	1,994	
TAS South West	Jul-13	2,370	95%	2,419	96%	658	26%	2,507	
TAS - Other		<11		<11		<11		<11	
<b>ACT</b>			<b>6,408</b>	<b>81%</b>	<b>7,797</b>	<b>99%</b>	<b>1,805</b>	<b>23%</b>	<b>7,909</b>



Service district		Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
ACT	Jul-14	6,405	81%	7,794	99%	1,803	23%	<b>7,906</b>
ACT - Other		<11		<11		<11		<b>&lt;11</b>
<b>NT</b>		<b>3,514</b>	<b>97%</b>	<b>3,621</b>	<b>100%</b>	<b>1,095</b>	<b>30%</b>	<b>3,636</b>
Barkly	Jul-14	152	95%	158	99%	58	36%	<b>160</b>
Central Australia	Jul-17	537	97%	550	100%	229	42%	<b>551</b>
Darwin Remote	Jul-17	341	97%	352	100%	104	30%	<b>352</b>
Darwin Urban	Jan-17	2,040	97%	2,102	99%	551	26%	<b>2,113</b>
East Arnhem	Jan-17	184	98%	187	100%	55	29%	<b>187</b>
Katherine	Jul-17	172	97%	177	100%	73	41%	<b>177</b>
NT - Other		88	92%	95	99%	25	26%	<b>96</b>
<b>Other Territories</b>		<b>29</b>	<b>85%</b>	<b>33</b>	<b>97%</b>	<b>&lt;11</b>		<b>34</b>
Missing		<11		<11		<11		<11
<b>Total</b>		<b>364,441</b>	<b>85%</b>	<b>407,985</b>	<b>99%</b>	<b>111,114</b>	<b>27%</b>	<b>412,543</b>

# Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL <sup>679</sup>



<sup>679</sup> The reduction in the number of active SIL participants since June 2020 is caused by issues identifying SIL as plan reviews are completed. Specifically, there is evidence that service bookings, which enable this identification, were not implemented in a number of plan reviews during the quarter ending 30 September 2020. This is currently under investigation.  
**September 2020 | NDIS Quarterly Report to disability ministers**

**Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 September 2020** <sup>680 681</sup>

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>5,429</b>	<b>4%</b>	<b>8,535</b>	<b>6.6%</b>	<b>130,118</b>
Hunter New England	784	3%	1,647	7.2%	22,730
Central Coast	250	3%	478	6.3%	7,585
Far West	<11		22	4.0%	547
Illawarra Shoalhaven	341	4%	478	6.2%	7,700
Mid North Coast	159	3%	211	4.0%	5,222
Murrumbidgee	247	4%	344	6.0%	5,778
Nepean Blue Mountains	382	5%	554	7.1%	7,781
North Sydney	740	8%	863	9.4%	9,200
Northern NSW	220	4%	294	4.8%	6,119
South Eastern Sydney	418	5%	584	6.8%	8,631
South Western Sydney	453	3%	899	5.1%	17,572
Southern NSW	144	4%	206	5.4%	3,790
Sydney	264	4%	413	5.7%	7,244
Western NSW	352	7%	481	8.9%	5,415
Western Sydney	665	4%	1,061	7.2%	14,785
NSW - Other	<11		<11		19
<b>VIC</b>	<b>5,004</b>	<b>4%</b>	<b>4,413</b>	<b>4.0%</b>	<b>111,210</b>
Barwon	301	4%	324	3.8%	8,493
Central Highlands	247	5%	215	4.7%	4,530
Loddon	236	4%	173	2.9%	5,941
North East Melbourne	685	6%	592	5.4%	11,015
Inner Gippsland	133	3%	107	2.5%	4,328
Ovens Murray	137	5%	127	4.4%	2,912
Western District	265	8%	211	6.2%	3,391
Inner East Melbourne	752	9%	601	7.2%	8,394
Outer East Melbourne	415	5%	361	4.3%	8,412
Hume Moreland	201	3%	151	2.0%	7,436
Bayside Peninsula	735	5%	713	5.3%	13,374
Southern Melbourne	236	2%	225	2.2%	10,111
Brimbank Melton	190	3%	177	2.7%	6,558
Western Melbourne	230	2%	205	2.2%	9,337
Goulburn	88	3%	80	2.5%	3,238
Mallee	86	5%	82	4.6%	1,791
Outer Gippsland	67	3%	69	3.6%	1,939
VIC - Other	<11		<11		<11
<b>QLD</b>	<b>1,451</b>	<b>2%</b>	<b>4,422</b>	<b>5.6%</b>	<b>78,811</b>
Bundaberg	52	2%	150	6.1%	2,463
Ipswich	215	3%	357	5.4%	6,588
Mackay	20	1%	120	4.3%	2,776
Toowoomba	205	4%	408	7.6%	5,364
Townsville	61	1%	297	5.7%	5,203
Rockhampton	96	2%	231	5.2%	4,410
Beenleigh	93	1%	421	5.4%	7,799
Brisbane	292	2%	910	6.1%	14,929
Cairns	59	2%	246	6.4%	3,822
Maryborough	65	2%	177	5.4%	3,267
Robina	90	1%	401	5.2%	7,667
Caboolture/Strathpine	102	1%	390	4.9%	7,891

<sup>680</sup> Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

<sup>681</sup> Other Territories includes Norfolk Island.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Maroochydore	101	2%	314	4.8%	6,608
QLD - Other	<11		<11		24
<b>WA</b>	<b>1,024</b>	<b>3%</b>	<b>2,166</b>	<b>6.2%</b>	<b>34,751</b>
North East Metro	239	4%	512	8.9%	5,765
Wheat Belt	<11		25	2.9%	855
South Metro	71	1%	270	4.9%	5,484
Central South Metro	83	2%	231	5.2%	4,440
South West	31	1%	128	4.3%	2,974
Goldfields-Esperance	14	3%	26	4.8%	546
North Metro	109	2%	183	4.1%	4,479
Kimberley-Pilbara	<11		26	2.4%	1,069
South East Metro	184	5%	329	8.7%	3,765
Central North Metro	262	7%	350	9.2%	3,817
Great Southern	13	2%	52	6.2%	840
Midwest-Gascoyne	15	2%	34	4.8%	711
WA - Other	<11		<11		<11
<b>SA</b>	<b>1,669</b>	<b>5%</b>	<b>2,256</b>	<b>6.1%</b>	<b>36,712</b>
Adelaide Hills	37	3%	59	4.3%	1,369
Barossa, Light and Lower North	22	1%	41	2.3%	1,767
Eastern Adelaide	162	5%	237	7.4%	3,191
Eyre and Western	27	2%	34	3.0%	1,148
Far North (SA)	19	4%	26	5.7%	455
Fleurieu and Kangaroo Island	31	3%	48	4.9%	972
Limestone Coast	45	4%	76	6.2%	1,227
Murray and Mallee	71	5%	99	6.5%	1,525
Northern Adelaide	541	4%	716	5.8%	12,251
Southern Adelaide	539	7%	679	8.4%	8,078
Western Adelaide	145	4%	185	5.7%	3,245
Yorke and Mid North	30	2%	56	3.8%	1,484
SA - Other	<11		<11		<11
<b>TAS</b>	<b>424</b>	<b>5%</b>	<b>875</b>	<b>9.4%</b>	<b>9,358</b>
TAS North	114	4%	201	7.6%	2,631
TAS North West	113	5%	202	9.1%	2,226
TAS South East	57	3%	144	7.2%	1,994
TAS South West	140	6%	328	13.1%	2,507
TAS - Other	<11		<11		<11
<b>ACT</b>	<b>106</b>	<b>1%</b>	<b>423</b>	<b>5.3%</b>	<b>7,909</b>
ACT	106	1%	423	5.4%	7,906
ACT - Other	<11		<11		<11
<b>NT</b>	<b>132</b>	<b>4%</b>	<b>365</b>	<b>10.0%</b>	<b>3,636</b>
Barkly	<11		14	8.8%	160
Central Australia	36	7%	101	18.3%	551
Darwin Remote	<11		<11		352
Darwin Urban	76	3.60%	216	10.2%	2,113
East Arnhem	<11		<11		187
Katherine	17	10%	30	16.9%	177
NT - Other	<11		<11		96
<b>Other Territories</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>34</b>
<b>Missing</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>&lt;11</b>
<b>National</b>	<b>15,240</b>	<b>4%</b>	<b>23,457</b>	<b>5.7%</b>	<b>412,543</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 30 September 2020** <sup>682 683</sup>

State/Territory	Committed in current plans to SDA (\$)	% of committed for SDA supports	Committed in current plans to SIL (\$)	% of committed for SIL supports	Total committed in current plans (\$)
NSW	65,965,459	0.71%	3,046,772,539	33%	9,230,054,229
VIC	60,224,406	0.84%	1,433,869,874	20%	7,149,538,627
QLD	20,176,413	0.33%	1,608,957,907	26%	6,083,624,882
WA	11,666,398	0.46%	680,517,163	27%	2,558,718,938
SA	18,744,911	0.75%	782,676,813	31%	2,499,014,550
TAS	5,008,716	0.65%	328,910,414	42%	776,412,196
ACT	1,476,637	0.30%	155,224,560	31%	499,431,927
NT	1,723,593	0.35%	216,281,089	43%	499,043,614
Other Territories	0	0.00%	0	0%	2,998,159
Missing	10,518	0.73%	1,281,858	89%	1,436,248
<b>Total</b>	<b>184,997,050</b>	<b>0.63%</b>	<b>8,254,492,216</b>	<b>28%</b>	<b>29,300,273,370</b>

**Table P.3 Registered and active SDA providers by jurisdiction as at 30 September 2020** <sup>684 685 686</sup>

State/Territory	SDA registered providers	SDA active providers
NSW	544	140
VIC	590	74
QLD	552	50
WA	122	3
SA	535	21
TAS	515	14
ACT	510	7
NT	511	4
OT	0	0
<b>National</b>	<b>793</b>	<b>272</b>

### SDA Building Types:

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

**New build:** An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

**New build (refurbished):** A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

<sup>682</sup> State/ Territory is defined by the current residing address of the participant.

<sup>683</sup> Other Territories includes Norfolk Island.

<sup>684</sup> SDA active providers in this table refer to any provider that has ever received a payment for providing SDA supports to participants residing in the given jurisdiction.

<sup>685</sup> Other Territories includes Norfolk Island.

<sup>686</sup> Providers can be registered in more than one jurisdiction. Therefore, the National Totals of registered and active providers is not equal to the respective sums across all states and territories.

**Table P.4 Number of Enrolled SDA Dwellings by Location and Type as at 30 September 2020 (excluding in-kind arrangements)**

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
<b>ACT</b>	<b>8</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>30</b>
ACT - Australian Capital Territory	8	0	22	0	30
<b>NSW</b>	<b>1,344</b>	<b>58</b>	<b>634</b>	<b>6</b>	<b>2,042</b>
NSW - Capital Region	58	1	8	0	67
NSW - Central Coast	66	3	38	1	108
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	14	0	50
NSW - Illawarra	41	1	13	0	55
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	87	0	169
NSW - Richmond - Tweed	30	1	18	0	49
NSW - Riverina	25	1	11	0	37
NSW - Southern Highlands and Shoalhaven	14	1	11	0	26
NSW - Sydney - Baulkham Hills and Hawkesbury	46	6	7	0	59
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	78	2	41	3	124
NSW - Sydney - Inner West	19	3	0	0	22
NSW - Sydney - North Sydney and Hornsby	38	1	4	0	43
NSW - Sydney - Northern Beaches	31	1	17	0	49
NSW - Sydney - Outer South West	57	0	2	1	60
NSW - Sydney - Outer West and Blue Mountains	93	4	59	1	157
NSW - Sydney - Parramatta	111	0	132	0	243
NSW - Sydney - Ryde	72	1	35	0	108
NSW - Sydney - South West	41	1	27	0	69
NSW - Sydney - Sutherland	59	4	30	0	93
<b>NT</b>	<b>17</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>28</b>
NT - Darwin	11	2	8	0	21
NT - Northern Territory - Outback	6	1	0	0	7
<b>QLD</b>	<b>356</b>	<b>37</b>	<b>219</b>	<b>9</b>	<b>621</b>
QLD - Brisbane - East	13	0	8	0	21
QLD - Brisbane - North	14	2	14	0	30
QLD - Brisbane - South	17	3	11	0	31
QLD - Brisbane - West	45	2	4	0	51
QLD - Brisbane Inner City	11	0	26	1	38
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	18	2	50
QLD - Ipswich	36	1	25	0	62
QLD - Logan - Beaudesert	12	1	18	0	31
QLD - Mackay	8	1	0	0	9
QLD - Moreton Bay - North	17	3	7	0	27
QLD - Moreton Bay - South	15	0	14	0	29
QLD - Queensland - Outback	0	0	0	0	0

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Sunshine Coast	15	4	3	0	22
QLD - Toowoomba	13	7	13	2	35
QLD - Townsville	21	2	7	2	32
QLD - Wide Bay	53	4	30	2	89
<b>SA</b>	<b>853</b>	<b>10</b>	<b>136</b>	<b>0</b>	<b>999</b>
SA - Adelaide - Central and Hills	70	3	34	0	107
SA - Adelaide - North	246	0	43	0	289
SA - Adelaide - South	274	5	27	0	306
SA - Adelaide - West	145	0	21	0	166
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
<b>TAS</b>	<b>26</b>	<b>3</b>	<b>13</b>	<b>0</b>	<b>42</b>
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
<b>VIC</b>	<b>379</b>	<b>86</b>	<b>196</b>	<b>15</b>	<b>676</b>
VIC - Ballarat	18	5	27	0	50
VIC - Bendigo	12	0	13	0	25
VIC - Geelong	25	6	16	6	53
VIC - Hume	29	3	0	0	32
VIC - Latrobe - Gippsland	15	6	0	0	21
VIC - Melbourne - Inner	9	3	27	0	39
VIC - Melbourne - Inner East	17	9	2	0	28
VIC - Melbourne - Inner South	48	10	8	1	67
VIC - Melbourne - North East	30	8	14	1	53
VIC - Melbourne - North West	7	4	4	0	15
VIC - Melbourne - Outer East	28	1	23	0	52
VIC - Melbourne - South East	44	6	25	1	76
VIC - Melbourne - West	15	11	15	0	41
VIC - Mornington Peninsula	15	5	6	1	27
VIC - North West	34	4	9	5	52
VIC - Shepparton	14	3	3	0	20
VIC - Warrnambool and South West	19	2	4	0	25
<b>WA</b>	<b>10</b>	<b>1</b>	<b>29</b>	<b>0</b>	<b>40</b>
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	2	0	4
WA - Perth - North West	1	0	3	0	4
WA - Perth - South East	2	0	9	0	11
WA - Perth - South West	0	0	8	0	8
WA - Western Australia - Outback	1	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Total</b>	<b>2,993</b>	<b>198</b>	<b>1257</b>	<b>30</b>	<b>4,478</b>

**Table P.5 Number of Enrolled SDA Dwellings by Location and Design as at 30 September 2020 (excluding in-kind arrangements)**

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>3</b>	<b>1</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>30</b>
ACT - Australian Capital Territory	3	1	26	0	0	30
<b>NSW</b>	<b>1091</b>	<b>354</b>	<b>326</b>	<b>71</b>	<b>200</b>	<b>2,042</b>
NSW - Capital Region	52	3	7	1	4	67
NSW - Central Coast	60	12	26	4	6	108
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	11	4	5	50
NSW - Illawarra	42	10	3	0	0	55
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	84	1	3	169
NSW - Richmond - Tweed	20	14	9	0	6	49
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	34	19	0	2	4	59
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	71	19	29	1	4	124
NSW - Sydney - Inner West	20	0	1	1	0	22
NSW - Sydney - North Sydney and Hornsby	32	7	4	0	0	43
NSW - Sydney - Northern Beaches	30	5	5	0	9	49
NSW - Sydney - Outer South West	40	3	9	4	4	60
NSW - Sydney - Outer West and Blue Mountains	70	28	14	12	33	157
NSW - Sydney - Parramatta	76	79	46	1	41	243
NSW - Sydney - Ryde	51	9	15	2	31	108
NSW - Sydney - South West	31	13	15	2	8	69
NSW - Sydney - Sutherland	56	21	14	0	2	93
<b>NT</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>15</b>	<b>28</b>
NT - Darwin	4	3	1	0	13	21
NT - Northern Territory - Outback	4	1	0	0	2	7
<b>QLD</b>	<b>105</b>	<b>167</b>	<b>175</b>	<b>41</b>	<b>133</b>	<b>621</b>
QLD - Brisbane - East	6	5	5	2	3	21
QLD - Brisbane - North	10	3	15	0	2	30
QLD - Brisbane - South	9	6	15	0	1	31
QLD - Brisbane - West	1	22	28	0	0	51
QLD - Brisbane Inner City	5	3	24	0	6	38
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	11	21	0	9	50
QLD - Ipswich	7	17	19	11	8	62
QLD - Logan - Beaudesert	5	4	14	2	6	31
QLD - Mackay	2	4	0	0	3	9



SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Moreton Bay - North	0	6	7	9	5	27
QLD - Moreton Bay - South	1	13	9	0	6	29
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	7	2	5	3	22
QLD - Toowoomba	11	16	4	0	4	35
QLD - Townsville	6	9	4	2	11	32
QLD - Wide Bay	20	27	3	10	29	89
<b>SA</b>	<b>467</b>	<b>235</b>	<b>104</b>	<b>54</b>	<b>139</b>	<b>999</b>
SA - Adelaide - Central and Hills	51	9	26	6	15	107
SA - Adelaide - North	88	111	36	14	40	289
SA - Adelaide - South	165	51	25	10	55	306
SA - Adelaide - West	93	27	14	13	19	166
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
<b>TAS</b>	<b>7</b>	<b>16</b>	<b>3</b>	<b>3</b>	<b>13</b>	<b>42</b>
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
<b>VIC</b>	<b>251</b>	<b>156</b>	<b>141</b>	<b>47</b>	<b>81</b>	<b>676</b>
VIC - Ballarat	1	32	3	11	3	50
VIC - Bendigo	8	6	4	7	0	25
VIC - Geelong	12	11	19	5	6	53
VIC - Hume	24	4	0	0	4	32
VIC - Latrobe - Gippsland	14	5	0	0	2	21
VIC - Melbourne - Inner	8	2	27	1	1	39
VIC - Melbourne - Inner East	20	5	0	3	0	28
VIC - Melbourne - Inner South	36	5	10	4	12	67
VIC - Melbourne - North East	17	13	11	5	7	53
VIC - Melbourne - North West	6	4	4	0	1	15
VIC - Melbourne - Outer East	17	7	21	4	3	52
VIC - Melbourne - South East	25	21	20	3	7	76
VIC - Melbourne - West	11	9	15	0	6	41
VIC - Mornington Peninsula	3	11	1	4	8	27
VIC - North West	22	11	1	0	18	52
VIC - Shepparton	8	8	4	0	0	20
VIC - Warrnambool and South West	19	2	1	0	3	25
<b>WA</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>0</b>	<b>16</b>	<b>40</b>
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	1	4
WA - Perth - North West	1	0	2	0	1	4
WA - Perth - South East	2	9	0	0	0	11
WA - Perth - South West	0	0	1	0	7	8
WA - Western Australia - Outback	1	0	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
<b>Total</b>	<b>1,937</b>	<b>943</b>	<b>785</b>	<b>216</b>	<b>597</b>	<b>4,478</b>

**Table P.6 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 30 September 2020 (excluding in-kind arrangements)**

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>ACT</b>	<b>14</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>30</b>
ACT - Australian Capital Territory	14	9	1	2	4	0	30
<b>NSW</b>	<b>527</b>	<b>353</b>	<b>173</b>	<b>316</b>	<b>615</b>	<b>58</b>	<b>2,042</b>
NSW - Capital Region	29	9	2	12	14	1	67
NSW - Central Coast	31	18	6	18	32	3	108
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	12	1	6	12	18	1	50
NSW - Illawarra	9	3	6	8	28	1	55
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	54	29	26	19	40	1	169
NSW - Richmond - Tweed	16	6	4	6	16	1	49
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	4	3	22	23	6	59
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	39	13	11	13	46	2	124
NSW - Sydney - Inner West	0	1	3	5	10	3	22
NSW - Sydney - North Sydney and Hornsby	4	5	4	8	21	1	43
NSW - Sydney - Northern Beaches	6	1	4	11	26	1	49
NSW - Sydney - Outer South West	9	9	5	15	22	0	60
NSW - Sydney - Outer West and Blue Mountains	41	27	20	34	31	4	157
NSW - Sydney - Parramatta	97	81	13	15	37	0	243
NSW - Sydney - Ryde	25	31	7	20	24	1	108
NSW - Sydney - South West	16	17	3	12	20	1	69
NSW - Sydney - Sutherland	34	13	8	12	22	4	93
<b>NT</b>	<b>1</b>	<b>12</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>28</b>
NT - Darwin	1	9	0	3	6	2	21
NT - Northern Territory - Outback	0	3	1	0	0	3	7
<b>QLD</b>	<b>263</b>	<b>121</b>	<b>95</b>	<b>71</b>	<b>34</b>	<b>37</b>	<b>621</b>
QLD - Brisbane - East	9	3	7	1	1	0	21
QLD - Brisbane - North	13	5	6	3	1	2	30
QLD - Brisbane - South	19	5	1	0	3	3	31
QLD - Brisbane - West	29	15	3	1	1	2	51
QLD - Brisbane Inner City	29	0	3	5	1	0	38
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	36	4	4	2	2	2	50
QLD - Ipswich	28	9	15	9	0	1	62
QLD - Logan - Beaudesert	15	3	3	7	2	1	31
QLD - Mackay	2	0	0	2	4	1	9
QLD - Moreton Bay - North	1	9	5	4	5	3	27

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Moreton Bay - South	15	4	6	3	1	0	29
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	8	3	4	3	0	4	22
QLD - Toowoomba	7	13	2	4	2	7	35
QLD - Townsville	3	16	0	6	5	2	32
QLD - Wide Bay	28	21	27	6	3	4	89
<b>SA</b>	<b>238</b>	<b>420</b>	<b>151</b>	<b>101</b>	<b>79</b>	<b>10</b>	<b>999</b>
SA - Adelaide - Central and Hills	41	28	16	13	6	3	107
SA - Adelaide - North	52	139	41	34	23	0	289
SA - Adelaide - South	75	122	45	24	35	5	306
SA - Adelaide - West	52	64	25	14	11	0	166
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
<b>TAS</b>	<b>10</b>	<b>11</b>	<b>3</b>	<b>15</b>	<b>0</b>	<b>3</b>	<b>42</b>
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
<b>VIC</b>	<b>223</b>	<b>96</b>	<b>80</b>	<b>46</b>	<b>145</b>	<b>86</b>	<b>676</b>
VIC - Ballarat	29	12	3	0	1	5	50
VIC - Bendigo	14	7	3	1	0	0	25
VIC - Geelong	24	12	4	3	4	6	53
VIC - Hume	5	16	1	3	4	3	32
VIC - Latrobe - Gippsland	5	5	1	0	4	6	21
VIC - Melbourne - Inner	29	2	0	3	2	3	39
VIC - Melbourne - Inner East	2	3	1	3	10	9	28
VIC - Melbourne - Inner South	24	6	6	2	19	10	67
VIC - Melbourne - North East	10	5	11	6	13	8	53
VIC - Melbourne - North West	0	0	4	0	7	4	15
VIC - Melbourne - Outer East	16	4	7	8	16	1	52
VIC - Melbourne - South East	23	3	12	9	23	6	76
VIC - Melbourne - West	8	3	14	1	4	11	41
VIC - Mornington Peninsula	6	0	4	1	11	5	27
VIC - North West	21	9	4	2	12	4	52
VIC - Shepparton	4	2	4	3	4	3	20
VIC - Warrnambool and South West	3	7	1	1	11	2	25
<b>WA</b>	<b>9</b>	<b>8</b>	<b>16</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>40</b>
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	0	1	1	1	4
WA - Perth - North West	0	0	2	1	1	0	4
WA - Perth - South East	9	0	2	0	0	0	11
WA - Perth - South West	0	2	5	1	0	0	8
WA - Western Australia - Outback	0	0	1	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Grand Total</b>	<b>1285</b>	<b>1030</b>	<b>520</b>	<b>558</b>	<b>885</b>	<b>200</b>	<b>4,478</b>

**Table P.7 New Build/New Build (Refurbished) Dwelling by Design Category and Build Type by SA4 Region (excluding in-kind arrangements)**

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>5</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>36</b>
ACT - Australian Capital Territory	5	31	0	0	36
<b>NSW</b>	<b>524</b>	<b>576</b>	<b>78</b>	<b>286</b>	<b>1,464</b>
NSW - Capital Region	0	14	5	0	19
NSW - Central Coast	17	55	0	27	99
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	39	10	0	54
NSW - Illawarra	31	9	0	0	40
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	197	0	0	231
NSW - Richmond - Tweed	15	15	0	7	37
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	33	47	0	0	80
NSW - Sydney - Inner West	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	15	0	0	15
NSW - Sydney - Northern Beaches	10	20	0	30	60
NSW - Sydney - Outer South West	5	5	1	0	11
NSW - Sydney - Outer West and Blue Mountains	36	16	19	50	121
NSW - Sydney - Parramatta	140	44	2	49	235
NSW - Sydney - Ryde	10	0	3	48	61
NSW - Sydney - South West	18	23	5	16	62
NSW - Sydney - Sutherland	26	20	0	5	51
<b>NT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>16</b>
NT - Darwin	0	0	0	16	16
NT - Northern Territory - Outback	0	0	0	0	0
<b>QLD</b>	<b>62</b>	<b>168</b>	<b>27</b>	<b>113</b>	<b>370</b>
QLD - Brisbane - East	2	5	0	6	13
QLD - Brisbane - North	1	18	0	3	22
QLD - Brisbane - South	1	10	0	0	11
QLD - Brisbane - West	2	7	0	0	9
QLD - Brisbane Inner City	3	20	0	12	35
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	6	27
QLD - Ipswich	4	26	0	11	41

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Logan - Beaudesert	4	8	0	13	25
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	0	10	5	0	15
QLD - Moreton Bay - South	3	12	0	4	19
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	1	4	0	0	5
QLD - Toowoomba	16	8	0	6	30
QLD - Townsville	0	6	10	8	24
QLD - Wide Bay	18	7	12	24	61
<b>SA</b>	<b>47</b>	<b>75</b>	<b>119</b>	<b>24</b>	<b>265</b>
SA - Adelaide - Central and Hills	10	28	15	0	53
SA - Adelaide - North	24	34	28	9	95
SA - Adelaide - South	13	7	23	6	49
SA - Adelaide - West	0	2	31	9	42
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
<b>TAS</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>18</b>	<b>27</b>
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
<b>VIC</b>	<b>65</b>	<b>200</b>	<b>38</b>	<b>64</b>	<b>367</b>
VIC - Ballarat	22	5	0	2	29
VIC - Bendigo	8	0	10	0	18
VIC - Geelong	5	28	0	4	37
VIC - Hume	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0
VIC - Melbourne - Inner	1	26	0	0	27
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	0	12	0	0	12
VIC - Melbourne - Outer East	4	30	0	1	35
VIC - Melbourne - South East	7	27	9	4	47
VIC - Melbourne - West	0	31	0	4	35
VIC - Mornington Peninsula	3	0	6	8	17
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
<b>WA</b>	<b>11</b>	<b>14</b>	<b>0</b>	<b>45</b>	<b>70</b>
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	4	0	0	6
WA - Perth - North West	0	7	0	3	10

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Perth - South East	9	0	0	0	9
WA - Perth - South West	0	3	0	20	23
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Grand Total</b>	<b>721</b>	<b>1,065</b>	<b>263</b>	<b>566</b>	<b>2,615</b>

**Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 30 September 2020**

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
ACT - Australian Capital Territory	0	0	0	0	0	0
<b>NSW</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
NSW - Capital Region	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0
<b>NT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
<b>QLD</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
QLD - Brisbane - East	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0

QLD - Townsville	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0
<b>SA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
SA - Adelaide - Central and Hills	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0
<b>TAS</b>	<b>142</b>	<b>44</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>203</b>
TAS - Hobart	67	32	0	3	9	111
TAS - Launceston and North East	29	4	0	0	0	33
TAS - South East	1	1	0	0	0	2
TAS - West and North West	45	7	0	1	4	57
<b>VIC</b>	<b>92</b>	<b>231</b>	<b>149</b>	<b>106</b>	<b>275</b>	<b>853</b>
VIC - Ballarat	8	6	2	3	5	24
VIC - Bendigo	2	6	19	7	3	37
VIC - Geelong	3	14	10	8	2	37
VIC - Hume	2	2	7	5	3	19
VIC - Latrobe - Gippsland	3	28	1	13	4	49
VIC - Melbourne - Inner	11	14	9	0	3	37
VIC - Melbourne - Inner East	1	14	12	10	29	66
VIC - Melbourne - Inner South	13	15	9	1	25	63
VIC - Melbourne - North East	14	36	19	4	45	118
VIC - Melbourne - North West	0	8	3	6	18	35
VIC - Melbourne - Outer East	11	18	3	10	59	101
VIC - Melbourne - South East	6	25	18	13	19	81
VIC - Melbourne - West	3	14	10	6	29	62
VIC - Mornington Peninsula	5	9	6	2	13	35
VIC - North West	3	11	7	9	12	42
VIC - Shepparton	4	4	3	3	5	19
VIC - Warrnambool and South West	3	7	11	6	1	28
<b>WA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
<b>Total</b>	<b>234</b>	<b>275</b>	<b>149</b>	<b>110</b>	<b>288</b>	<b>1,056</b>



**Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 30 September 2020**

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>ACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
ACT - Australian Capital Territory	0	0	0	0	0	0	0
<b>NSW</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
NSW - Capital Region	0	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0	0
<b>NT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
NT - Darwin	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0
<b>QLD</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
QLD - Brisbane - East	0	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0	0

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Sunshine Coast	0	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0	0
<b>SA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
SA - Adelaide - Central and Hills	0	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0	0
<b>TAS</b>	<b>69</b>	<b>31</b>	<b>11</b>	<b>81</b>	<b>11</b>	<b>0</b>	<b>203</b>
TAS - Hobart	38	15	6	47	5	0	111
TAS - Launceston and North East	3	5	2	21	2	0	33
TAS - South East	0	0	0	1	1	0	2
TAS - West and North West	28	11	3	12	3	0	57
<b>VIC</b>	<b>89</b>	<b>68</b>	<b>93</b>	<b>92</b>	<b>394</b>	<b>117</b>	<b>853</b>
VIC - Ballarat	4	1	1	2	9	7	24
VIC - Bendigo	10	4	3	5	9	6	37
VIC - Geelong	3	5	5	1	20	3	37
VIC - Hume	2	3	1	3	7	3	19
VIC - Latrobe - Gippsland	19	6	2	1	9	12	49
VIC - Melbourne - Inner	7	3	6	2	15	4	37
VIC - Melbourne - Inner East	2	1	2	9	43	9	66
VIC - Melbourne - Inner South	4	5	11	7	32	4	63
VIC - Melbourne - North East	8	16	17	9	48	20	118
VIC - Melbourne - North West	2	6	2	3	18	4	35
VIC - Melbourne - Outer East	3	7	16	12	49	14	101
VIC - Melbourne - South East	9	3	8	14	40	7	81
VIC - Melbourne - West	0	2	8	5	42	5	62
VIC - Mornington Peninsula	7	1	4	4	15	4	35
VIC - North West	2	3	3	8	15	11	42
VIC - Shepparton	4	0	0	3	10	2	19
VIC - Warrnambool and South West	3	2	4	4	13	2	28
<b>WA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Grand Total</b>	<b>158</b>	<b>99</b>	<b>104</b>	<b>173</b>	<b>405</b>	<b>117</b>	<b>1,056</b>

**Table P.10 Number of Participants with identified SDA needs by status and SA4 Region as at 30 September 2020**

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
<b>ACT</b>	<b>103</b>	<b>3</b>	<b>15</b>	<b>121</b>
ACT - Australian Capital Territory	103	3	15	121
<b>NSW</b>	<b>5,240</b>	<b>185</b>	<b>170</b>	<b>5,595</b>
NSW - Capital Region	148	5	1	154
NSW - Central Coast	239	11	20	270
NSW - Central West	223	9	6	238
NSW - Coffs Harbour - Grafton	100	0	4	104
NSW - Far West and Orana	132	3	3	138
NSW - Hunter Valley exc Newcastle	160	6	3	169
NSW - Illawarra	233	4	6	243
NSW - Mid North Coast	163	6	4	173
NSW - Murray	121	2	2	125
NSW - New England and North West	126	7	4	137
NSW - Newcastle and Lake Macquarie	406	9	8	423
NSW - Richmond - Tweed	170	10	8	188
NSW - Riverina	113	2	4	119
NSW - Southern Highlands and Shoalhaven	135	4	0	139
NSW - Sydney - Baulkham Hills and Hawkesbury	196	8	10	214
NSW - Sydney - Blacktown	286	2	4	292
NSW - Sydney - City and Inner South	92	1	1	94
NSW - Sydney - Eastern Suburbs	55	2	2	59
NSW - Sydney - Inner South West	297	13	19	329
NSW - Sydney - Inner West	126	0	8	134
NSW - Sydney - North Sydney and Hornsby	150	0	8	158
NSW - Sydney - Northern Beaches	210	4	3	217
NSW - Sydney - Outer South West	155	8	7	170
NSW - Sydney - Outer West and Blue Mountains	347	22	9	378
NSW - Sydney - Parramatta	266	26	10	302
NSW - Sydney - Ryde	283	6	10	299
NSW - Sydney - South West	121	9	1	131
NSW - Sydney - Sutherland	187	6	5	198
<b>NT</b>	<b>132</b>	<b>0</b>	<b>7</b>	<b>139</b>
NT - Darwin	76	0	3	79
NT - Northern Territory - Outback	56	0	4	60
<b>QLD</b>	<b>1,419</b>	<b>32</b>	<b>177</b>	<b>1,628</b>
QLD - Brisbane - East	48	2	9	59
QLD - Brisbane - North	61	3	14	78
QLD - Brisbane - South	55	2	15	72
QLD - Brisbane - West	71	2	8	81
QLD - Brisbane Inner City	37	4	15	56
QLD - Cairns	58	0	4	62
QLD - Darling Downs - Maranoa	31	0	2	33
QLD - Fitzroy	94	2	3	99
QLD - Gold Coast	83	7	28	118
QLD - Ipswich	230	1	15	246
QLD - Logan - Beaudesert	74	0	17	91
QLD - Mackay	20	0	2	22
QLD - Moreton Bay - North	71	1	11	83
QLD - Moreton Bay - South	27	3	7	37

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
QLD - Queensland - Outback	2	0	1	3
QLD - Sunshine Coast	81	0	6	87
QLD - Toowoomba	183	1	7	191
QLD - Townsville	60	0	6	66
QLD - Wide Bay	133	4	7	144
<b>SA</b>	<b>1,648</b>	<b>21</b>	<b>70</b>	<b>1,739</b>
SA - Adelaide - Central and Hills	195	4	9	208
SA - Adelaide - North	494	6	25	525
SA - Adelaide - South	535	4	15	554
SA - Adelaide - West	195	3	9	207
SA - Barossa - Yorke - Mid North	40	0	0	40
SA - South Australia - Outback	45	1	6	52
SA - South Australia - South East	144	3	6	153
<b>TAS</b>	<b>422</b>	<b>2</b>	<b>7</b>	<b>431</b>
TAS - Hobart	191	0	3	194
TAS - Launceston and North East	113	1	2	116
TAS - South East	6	0	0	6
TAS - West and North West	112	1	2	115
<b>VIC</b>	<b>4,977</b>	<b>26</b>	<b>213</b>	<b>5,216</b>
VIC - Ballarat	188	2	10	200
VIC - Bendigo	158	0	5	163
VIC - Geelong	227	3	25	255
VIC - Hume	146	1	1	148
VIC - Latrobe - Gippsland	196	4	11	211
VIC - Melbourne - Inner	190	2	16	208
VIC - Melbourne - Inner East	431	0	6	437
VIC - Melbourne - Inner South	416	7	16	439
VIC - Melbourne - North East	597	1	17	615
VIC - Melbourne - North West	204	0	11	215
VIC - Melbourne - Outer East	534	2	26	562
VIC - Melbourne - South East	467	1	29	497
VIC - Melbourne - West	360	1	15	376
VIC - Mornington Peninsula	243	1	13	257
VIC - North West	279	0	3	282
VIC - Shepparton	137	1	4	142
VIC - Warrnambool and South West	204	0	5	209
<b>WA</b>	<b>1017</b>	<b>7</b>	<b>32</b>	<b>1056</b>
WA - Bunbury	30	1	2	33
WA - Mandurah	28	1	0	29
WA - Perth - Inner	50	0	1	51
WA - Perth - North East	201	0	2	203
WA - Perth - North West	318	3	8	329
WA - Perth - South East	245	0	9	254
WA - Perth - South West	100	2	7	109
WA - Western Australia - Outback	30	0	1	31
WA - Western Australia - Wheat Belt	15	0	2	17
<b>Missing</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Total</b>	<b>14,964</b>	<b>276</b>	<b>691</b>	<b>15,931</b>

**Table P.11 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 30 September 2020**

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
<b>ACT</b>	<b>0</b>	<b>4</b>	<b>9</b>	<b>0</b>	<b>5</b>	<b>13</b>	<b>11%</b>
ACT - Australian Capital Territory	0	4	9	0	5	18	15%
<b>NSW</b>	<b>18</b>	<b>164</b>	<b>89</b>	<b>15</b>	<b>69</b>	<b>355</b>	<b>6%</b>
NSW - Capital Region	0	2	2	0	2	6	4%
NSW - Central Coast	2	15	7	1	6	31	11%
NSW - Central West	6	5	2	0	2	15	6%
NSW - Coffs Harbour - Grafton	0	4	0	0	0	4	4%
NSW - Far West and Orana	1	2	2	0	1	6	4%
NSW - Hunter Valley exc Newcastle	1	5	3	0	0	9	5%
NSW - Illawarra	0	4	2	0	4	10	4%
NSW - Mid North Coast	2	6	0	2	0	10	6%
NSW - Murray	0	3	1	0	0	4	3%
NSW - New England and North West	0	7	1	0	3	11	8%
NSW - Newcastle and Lake Macquarie	0	10	5	0	2	17	4%
NSW - Richmond - Tweed	1	6	6	0	5	18	10%
NSW - Riverina	0	3	0	1	2	6	5%
NSW - Southern Highlands and Shoalhaven	0	3	1	0	0	4	3%
NSW - Sydney - Baulkham Hills and Hawkesbury	1	10	4	0	3	18	8%
NSW - Sydney - Blacktown	0	4	1	0	1	6	2%
NSW - Sydney - City and Inner South	0	0	1	0	1	2	2%
NSW - Sydney - Eastern Suburbs	0	1	3	0	0	4	7%
NSW - Sydney - Inner South West	0	15	10	1	6	32	10%
NSW - Sydney - Inner West	0	3	2	0	3	8	6%
NSW - Sydney - North Sydney and Hornsby	0	6	2	0	0	8	5%
NSW - Sydney - Northern Beaches	0	2	2	0	3	7	3%
NSW - Sydney - Outer South West	0	8	4	1	2	15	9%
NSW - Sydney - Outer West and Blue Mountains	0	13	6	3	9	31	8%
NSW - Sydney - Parramatta	1	11	16	4	4	36	12%
NSW - Sydney - Ryde	1	6	0	2	7	16	5%
NSW - Sydney - South West	1	5	2	0	2	10	8%
NSW - Sydney - Sutherland	1	5	4	0	1	11	6%
<b>NT</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>5%</b>
NT - Darwin	0	1	1	0	1	3	4%
NT - Northern Territory - Outback	0	2	2	0	0	4	7%
<b>QLD</b>	<b>4</b>	<b>44</b>	<b>93</b>	<b>9</b>	<b>59</b>	<b>209</b>	<b>13%</b>
QLD - Brisbane - East	0	2	3	3	3	11	19%
QLD - Brisbane - North	0	5	6	0	6	17	22%

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
QLD - Brisbane - South	0	4	9	0	4	17	24%
QLD - Brisbane - West	0	4	3	0	3	10	12%
QLD - Brisbane Inner City	0	5	11	1	2	19	34%
QLD - Cairns	0	1	3	0	0	4	6%
QLD - Darling Downs - Maranoa	0	1	1	0	0	2	2%
QLD - Fitzroy	0	0	4	0	1	5	15%
QLD - Gold Coast	1	5	18	0	11	35	30%
QLD - Ipswich	2	3	2	2	7	16	7%
QLD - Logan - Beaudesert	1	3	9	0	4	17	19%
QLD - Mackay	0	0	2	0	0	2	9%
QLD - Moreton Bay - North	0	2	6	0	4	12	14%
QLD - Moreton Bay - South	0	2	4	0	4	10	27%
QLD - Queensland - Outback	0	0	0	0	1	1	33%
QLD - Sunshine Coast	0	2	1	0	3	6	7%
QLD - Toowoomba	0	5	1	2	0	8	4%
QLD - Townsville	0	0	4	1	1	6	9%
QLD - Wide Bay	0	0	6	0	5	11	8%
<b>SA</b>	<b>2</b>	<b>35</b>	<b>24</b>	<b>4</b>	<b>26</b>	<b>91</b>	<b>5%</b>
SA - Adelaide - Central and Hills	0	6	4	1	2	13	6%
SA - Adelaide - North	0	13	4	2	12	31	6%
SA - Adelaide - South	1	8	5	1	4	19	3%
SA - Adelaide - West	0	4	4	0	4	12	6%
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0%
SA - South Australia - Outback	0	2	4	0	1	7	13%
SA - South Australia - South East	1	2	3	0	3	9	6%
<b>TAS</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>2%</b>
TAS - Hobart	2	0	0	0	1	3	2%
TAS - Launceston and North East	0	2	1	0	0	3	3%
TAS - South East	0	0	0	0	0	0	0%
TAS - West and North West	0	2	1	0	0	3	3%
<b>VIC</b>	<b>14</b>	<b>98</b>	<b>58</b>	<b>22</b>	<b>47</b>	<b>239</b>	<b>5%</b>
VIC - Ballarat	0	6	2	1	3	12	6%
VIC - Bendigo	0	1	1	1	2	5	3%
VIC - Geelong	2	9	7	3	7	28	11%
VIC - Hume	1	0	1	0	0	2	1%
VIC - Latrobe - Gippsland	1	6	1	3	4	15	7%
VIC - Melbourne - Inner	0	5	9	1	3	18	9%
VIC - Melbourne - Inner East	1	3	2	0	0	6	1%
VIC - Melbourne - Inner South	1	8	7	0	7	23	5%
VIC - Melbourne - North East	0	8	2	4	4	18	3%
VIC - Melbourne - North West	1	4	3	0	3	11	5%
VIC - Melbourne - Outer East	1	12	7	4	4	28	5%

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
VIC - Melbourne - South East	4	13	5	3	5	30	6%
VIC - Melbourne - West	1	8	6	0	1	16	4%
VIC - Mornington Peninsula	1	6	2	2	3	14	5%
VIC - North West	0	1	1	0	1	3	1%
VIC - Shepparton	0	3	2	0	0	5	4%
VIC - Warrnambool and South West	0	5	0	0	0	5	2%
<b>WA</b>	<b>1</b>	<b>9</b>	<b>14</b>	<b>4</b>	<b>11</b>	<b>39</b>	<b>4%</b>
WA - Bunbury	0	0	2	0	1	3	9%
WA - Mandurah	0	1	0	0	0	1	3%
WA - Perth - Inner	0	0	1	0	0	1	2%
WA - Perth - North East	0	1	1	0	0	2	1%
WA - Perth - North West	0	1	7	1	2	11	3%
WA - Perth - South East	1	3	2	0	3	9	4%
WA - Perth - South West	0	2	1	3	3	9	8%
WA - Western Australia - Outback	0	1	0	0	0	1	3%
WA - Western Australia - Wheat Belt	0	0	0	0	2	2	12%
<b>Total</b>	<b>41</b>	<b>361</b>	<b>292</b>	<b>54</b>	<b>219</b>	<b>962</b>	<b>6%</b>

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 30 September 2020 are included in a separate data release, which is available on the NDIS public website. The following is a list of these tables:

- Table P.12 New Build/New Build (Refurbished) Dwelling by Design Category, Build Type and SA4 Region as at 30 September 2020 (excluding in-kind arrangements)
- Table P.13 Existing Stock and Legacy Stock Dwelling by Design Category, Build Type and SA4 Region as at 30 September 2020 (excluding in-kind arrangements)
- Table P.14 In-kind New Build/New Build (Refurbished) Dwelling by Design Category, Build Type and SA4 Region as at 30 September 2020
- Table P.15 In-kind Existing Stock and Legacy Stock Dwelling by Design Category, Build Type and SA4 Region as at 30 September 2020
- Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 30 September 2020 (excluding in-kind arrangements)
- Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 30 September 2020 (excluding in-kind arrangements)
- Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 30 September 2020 (excluding in-kind arrangements)
- Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 30 September 2020
- Table P.20 Number of Participants with identified SDA needs by status and SA3 Region as at 30 September 2020
- Table P.21 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 30 September 2020



## Appendix Q:

# Utilisation rates by service districts

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The table below sets out rates of utilisation of committed supports by residing service district, SIL status, and whether a participant is on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- Service districts are highlighted in purple if phasing began prior to 30 September 2018 and are highlighted in green if phasing began from 1 October 2018 to 30 September 2019.
- 'Other' includes utilisation for participants with service district information missing. (The NDIS has now been operating for at least one year in all service districts 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 service districts 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.
- Service district is defined by the current residing address of the participant.

**Table Q.1 Utilisation breakdown by service district and participants SIL status – 1 January 2020 to 30 June 2020**

Service District	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
<b>New South Wales</b>										
Central Coast	Jul-16		85%	85%	46%	64%	62%	46%	74%	72%
Far West	Jul-17				26%	52%	47%	27%	60%	55%
Hunter New England	Jul-16	86%	87%	87%	47%	64%	62%	48%	74%	72%
Illawarra Shoalhaven	Jul-17		85%	85%	48%	63%	61%	48%	71%	69%
Mid North Coast	Jul-17		87%	87%	45%	66%	63%	46%	72%	69%
Murrumbidgee	Jul-17		89%	89%	41%	61%	58%	41%	72%	69%
Nepean Blue Mountains	Jul-16		87%	87%	49%	63%	61%	50%	74%	72%
North Sydney	Jul-16		91%	91%	48%	65%	63%	48%	77%	75%
Northern NSW	Jul-17		88%	88%	52%	67%	65%	52%	73%	71%
South Eastern Sydney	Jul-17	86%	89%	89%	53%	67%	65%	54%	76%	74%
South Western Sydney	Jul-16	82%	88%	88%	58%	70%	68%	59%	77%	75%
Southern NSW	Jul-16		87%	87%	42%	60%	58%	42%	69%	67%
Sydney	Jul-17	73%	86%	86%	49%	66%	63%	49%	72%	70%
Western NSW	Jul-17		86%	86%	38%	53%	51%	39%	69%	66%
Western Sydney	Jul-16	90%	88%	88%	56%	68%	67%	57%	77%	76%
New South Wales - Other										
<b>NSW total</b>		<b>81%</b>	<b>88%</b>	<b>88%</b>	<b>49%</b>	<b>65%</b>	<b>63%</b>	<b>50%</b>	<b>74%</b>	<b>72%</b>
<b>Victoria</b>										
Barwon	Jul-13		88%	88%	48%	61%	60%	48%	66%	65%
Bayside Peninsula	Apr-18	78%	82%	82%	48%	64%	58%	51%	66%	62%
Brimbank Melton	Oct-18			83%	47%	61%	56%	48%	63%	58%
Central Highlands	Jan-17		82%	81%	42%	62%	57%	42%	63%	61%
Goulburn	Jan-19			76%	44%	60%	51%	46%	57%	52%
Hume Moreland	Mar-18		77%	82%	52%	65%	61%	52%	66%	62%
Inner East Melbourne	Nov-17		83%	84%	49%	62%	60%	49%	65%	63%
Inner Gippsland	Oct-17		76%	77%	36%	58%	53%	37%	58%	55%
Loddon	May-17		82%	86%	39%	63%	58%	39%	66%	62%
Mallee	Jan-19	90%		87%	45%	54%	52%	52%	65%	59%
North East Melbourne	Jul-16		83%	84%	46%	67%	62%	47%	69%	66%
Outer East Melbourne	Nov-17		86%	84%	45%	61%	58%	46%	63%	60%
Outer Gippsland	Jan-19			75%	40%	50%	46%	43%	52%	48%
Ovens Murray	Oct-17		82%	84%	44%	60%	56%	44%	62%	59%
Southern Melbourne	Sep-18		82%	82%	49%	61%	59%	50%	65%	60%
Western District	Oct-17		84%	83%	37%	59%	53%	38%	62%	59%
Western Melbourne	Oct-18	67%	72%	76%	46%	59%	54%	47%	61%	56%
Victoria - Other										
<b>Victoria total</b>		<b>79%</b>	<b>84%</b>	<b>83%</b>	<b>46%</b>	<b>61%</b>	<b>58%</b>	<b>48%</b>	<b>64%</b>	<b>61%</b>
<b>Queensland</b>										
Beenleigh	Jul-18	87%	89%	89%	51%	66%	63%	57%	75%	71%
Brisbane	Jul-18	85%	85%	85%	47%	66%	62%	55%	71%	68%
Bundaberg	Sep-17		91%	91%	44%	68%	64%	44%	77%	73%
Caboolture/Strathpine	Jan-19	86%	83%	85%	52%	64%	59%	60%	69%	65%
Cairns	Jul-18	87%	85%	85%	44%	61%	57%	46%	71%	66%
Ipswich	Jun-17		87%	87%	45%	62%	59%	45%	70%	67%
Mackay	Nov-16		83%	83%	43%	62%	60%	43%	69%	66%
Maroochydore	Jan-19	90%	87%	88%	55%	66%	62%	64%	70%	68%
Maryborough	Jul-18		89%	89%	44%	62%	58%	44%	70%	66%
Robina	Jul-18	89%	86%	87%	52%	70%	66%	56%	76%	73%
Rockhampton	Nov-17		87%	87%	40%	57%	54%	40%	68%	64%
Toowoomba	Jan-17		88%	88%	45%	62%	60%	46%	71%	69%

Service District	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
Townsville	Jul-16		85%	85%	42%	64%	61%	44%	71%	68%
Queensland - Other							40%			40%
<b>Queensland total</b>		<b>87%</b>	<b>87%</b>	<b>87%</b>	<b>49%</b>	<b>64%</b>	<b>61%</b>	<b>55%</b>	<b>72%</b>	<b>68%</b>
<b>South Australia</b>										
Adelaide Hills	Jul-13	93%	86%	89%	51%	59%	58%	78%	66%	69%
Barossa, Light and Lower North	Jul-13		84%	85%	45%	61%	59%	58%	66%	65%
Eastern Adelaide	Jul-13	81%	77%	78%	51%	65%	62%	64%	68%	67%
Eyre and Western	Jul-13			76%	39%	48%	46%	48%	53%	52%
Far North (SA)	Jul-13				15%	35%	26%	17%	54%	41%
Fleurieu and Kangaroo Island	Jul-13	84%	80%	82%	47%	58%	57%	66%	63%	63%
Limestone Coast	Jul-13			88%	35%	49%	47%	43%	58%	56%
Murray and Mallee	Jul-13	81%	75%	77%	41%	50%	48%	58%	56%	56%
Northern Adelaide	Jul-13	86%	83%	84%	49%	63%	61%	67%	69%	69%
Southern Adelaide	Jul-13	84%	84%	84%	45%	61%	59%	65%	69%	68%
Western Adelaide	Jul-13	88%	80%	83%	50%	65%	62%	68%	68%	68%
Yorke and Mid North	Jul-13		82%	82%	40%	56%	53%	43%	61%	58%
South Australia - Other										
<b>South Australia total</b>		<b>85%</b>	<b>83%</b>	<b>83%</b>	<b>46%</b>	<b>61%</b>	<b>58%</b>	<b>64%</b>	<b>67%</b>	<b>66%</b>
<b>Tasmania</b>										
TAS North	Jul-13		88%	88%	45%	59%	56%	45%	70%	66%
TAS North West	Jul-13		87%	87%	41%	59%	55%	42%	72%	68%
TAS South East	Jul-13		85%	85%	43%	63%	58%	44%	70%	64%
TAS South West	Jul-13		89%	89%	44%	61%	56%	47%	74%	69%
Tasmania - Other										
<b>Tasmania total</b>		<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>43%</b>	<b>60%</b>	<b>56%</b>	<b>45%</b>	<b>71%</b>	<b>67%</b>
<b>Australian Capital Territory</b>										
Australian Capital Territory	Jul-14		88%	87%	45%	65%	63%	46%	74%	72%
Australian Capital Territory - Other										
<b>Australian Capital Territory total</b>			<b>87%</b>	<b>87%</b>	<b>45%</b>	<b>65%</b>	<b>63%</b>	<b>46%</b>	<b>73%</b>	<b>72%</b>
<b>Northern Territory</b>										
Barkly	Jul-16				13%	34%	30%	13%	59%	55%
Central Australia	Jul-17		86%	84%	41%	58%	50%	50%	79%	73%
Darwin Remote	Jul-17				26%	39%	34%	26%	39%	34%
Darwin Urban	Jan-17		83%	82%	44%	61%	56%	47%	75%	71%
East Arnhem	Jan-17				21%	29%	28%	21%	31%	30%
Katherine	Jul-17		86%	86%	53%	45%	46%	53%	74%	72%
Northern Territory - Other					49%	51%	50%	49%	59%	56%
<b>Northern Territory total</b>		<b>69%</b>	<b>84%</b>	<b>83%</b>	<b>39%</b>	<b>51%</b>	<b>47%</b>	<b>44%</b>	<b>71%</b>	<b>66%</b>
<b>Western Australia</b>										
North East Metro	Jul-14	83%	84%	84%	42%	62%	59%	54%	71%	69%
Wheat Belt	Jan-17				35%	53%	45%	48%	52%	50%
South Metro	Jul-18	83%	88%	87%	52%	61%	59%	56%	69%	66%
Central South Metro	Jul-18	82%	86%	84%	55%	58%	57%	61%	66%	64%
South West	Sep-18	84%	80%	82%	57%	56%	57%	63%	61%	62%
Goldfields-Esperance	Oct-18				30%	44%	38%	32%	46%	40%
North Metro	Oct-18	78%	77%	77%	48%	58%	54%	53%	60%	57%
Kimberley-Pilbara	Oct-18			83%	37%	47%	42%	44%	54%	50%
South East Metro	Jul-19	79%	84%	81%	45%	59%	48%	50%	67%	55%
Central North Metro	Jul-19	72%	87%	81%	45%	56%	47%	47%	65%	52%
Great Southern	Jul-19	82%		81%	53%	46%	51%	56%	47%	55%
Midwest-Gascoyne	Jul-19	84%		85%	40%	48%	41%	45%	56%	48%

Service District	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
Western Australia - Other										
<b>Western Australia total</b>		81%	84%	83%	48%	59%	54%	53%	66%	61%
<b>National total</b>		84%	86%	86%	47%	63%	60%	52%	70%	67%

# Appendix R:

## Access decisions and first plans

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This appendix includes:

- The number of access decisions in progress at the end of each month over the past year from 30 September 2019 to 30 September 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 September 2019 to 30 September 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).

Results for Other Territories (OT) are not shown separately due to small numbers. However, they are included in the National totals for each table.

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	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
0 to 6	ACT	10	12	7	1	0	4	2	9	8	7	8	7	3
0 to 6	NSW	310	298	174	120	18	134	58	142	152	227	232	252	212
0 to 6	NT	14	8	10	8	1	6	1	6	8	14	13	13	7
0 to 6	QLD	269	235	137	119	17	128	49	148	195	270	217	268	191
0 to 6	SA	80	56	48	27	8	39	15	56	52	86	63	57	63
0 to 6	TAS	43	19	21	20	9	21	12	21	21	27	22	29	11
0 to 6	VIC	307	264	168	123	16	143	85	202	183	206	249	249	182
0 to 6	WA	88	80	51	45	7	37	27	31	52	59	44	57	47
<b>0 to 6</b>	<b>National</b>	<b>1,121</b>	<b>972</b>	<b>616</b>	<b>463</b>	<b>76</b>	<b>512</b>	<b>249</b>	<b>615</b>	<b>671</b>	<b>896</b>	<b>848</b>	<b>932</b>	<b>716</b>
7 plus	ACT	83	78	67	52	23	47	56	69	73	90	89	106	98
7 plus	NSW	2,125	1,978	1,806	1,499	547	1,252	1,277	1,614	1,771	2,106	2,059	2,237	2,382
7 plus	NT	103	107	81	70	30	56	48	63	77	101	95	106	112
7 plus	QLD	1,911	1,900	1,722	1,371	517	1,146	1,139	1,454	1,468	1,743	1,725	1,980	2,003
7 plus	SA	713	557	511	430	140	335	331	425	515	578	523	605	665
7 plus	TAS	325	255	229	175	81	157	134	157	169	192	191	212	236
7 plus	VIC	2,712	2,287	1,984	1,568	567	1,340	1,311	1,585	1,709	2,142	1,922	2,042	2,133
7 plus	WA	1,025	842	735	559	200	471	465	550	638	707	726	799	820
<b>7 plus</b>	<b>National</b>	<b>8,997</b>	<b>8,004</b>	<b>7,138</b>	<b>5,724</b>	<b>2,105</b>	<b>4,804</b>	<b>4,762</b>	<b>5,918</b>	<b>6,421</b>	<b>7,664</b>	<b>7,336</b>	<b>8,089</b>	<b>8,452</b>
All	ACT	93	90	74	53	23	51	58	78	81	97	97	113	101
All	NSW	2,435	2,276	1,980	1,619	565	1,386	1,335	1,756	1,923	2,333	2,291	2,489	2,594
All	NT	117	115	91	78	31	62	49	69	85	115	108	119	119
All	QLD	2,180	2,135	1,859	1,490	534	1,274	1,188	1,602	1,663	2,013	1,942	2,248	2,194
All	SA	793	613	559	457	148	374	346	481	567	664	586	662	728
All	TAS	368	274	250	195	90	178	146	178	190	219	213	241	247
All	VIC	3,019	2,551	2,152	1,691	583	1,483	1,396	1,787	1,892	2,348	2,171	2,291	2,315
All	WA	1,113	922	786	604	207	508	492	581	690	766	770	856	867
<b>All</b>	<b>National</b>	<b>10,118</b>	<b>8,976</b>	<b>7,754</b>	<b>6,187</b>	<b>2,181</b>	<b>5,316</b>	<b>5,011</b>	<b>6,533</b>	<b>7,092</b>	<b>8,560</b>	<b>8,184</b>	<b>9,021</b>	<b>9,168</b>

**Table R.2 Access decisions in progress – average days**

Age	Jurisdiction	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
0 to 6	ACT	5	6	2	8	0	2	4	2	5	4	6	7	7
0 to 6	NSW	9	6	5	8	4	3	3	2	5	6	5	8	6
0 to 6	NT	4	7	3	7	6	2	0	1	4	4	4	8	7
0 to 6	QLD	7	6	6	8	5	3	3	2	6	5	5	7	7
0 to 6	SA	23	10	5	6	5	3	2	2	5	6	6	8	6
0 to 6	TAS	8	10	6	5	5	3	5	3	5	6	6	7	6
0 to 6	VIC	9	7	7	10	8	3	5	2	5	6	6	7	7
0 to 6	WA	13	7	6	5	4	2	2	2	5	6	5	7	6
<b>0 to 6</b>	<b>National</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>7</b>
7 plus	ACT	13	9	8	8	8	6	6	5	5	6	8	9	9
7 plus	NSW	13	14	14	12	8	6	5	5	5	6	8	9	9
7 plus	NT	11	10	11	7	3	3	4	4	4	6	6	8	7
7 plus	QLD	8	11	10	9	6	5	4	4	5	7	8	9	10
7 plus	SA	16	13	12	9	4	4	4	4	5	6	8	9	9
7 plus	TAS	10	10	9	7	5	5	4	4	5	6	8	9	9
7 plus	VIC	14	14	13	12	8	6	6	5	5	6	8	9	10
7 plus	WA	10	12	10	9	5	4	4	4	5	6	8	9	9
<b>7 plus</b>	<b>National</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>11</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>9</b>
All	ACT	12	9	7	8	8	5	6	5	5	6	8	9	9
All	NSW	13	13	13	12	8	5	5	5	5	6	8	9	9
All	NT	10	10	10	7	3	3	4	3	4	6	6	8	7
All	QLD	8	10	10	9	5	4	4	4	5	6	8	9	9
All	SA	16	13	11	9	4	4	4	3	5	6	8	9	9
All	TAS	10	10	9	7	5	5	4	4	5	6	8	9	9
All	VIC	13	13	13	12	8	5	6	4	5	6	8	9	9
All	WA	10	12	10	9	5	4	4	4	5	6	7	9	9
<b>All</b>	<b>National</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>9</b>

**Table R.3 Access decisions completed – count**

Age	Jurisdiction	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
0 to 6	ACT	39	29	32	28	27	46	51	45	45	42	47	18	32
0 to 6	NSW	900	942	993	822	573	775	888	695	796	824	894	894	877
0 to 6	NT	50	39	49	34	25	49	39	16	19	27	35	27	29
0 to 6	QLD	753	770	728	569	563	603	679	573	618	777	810	569	663
0 to 6	SA	90	221	252	149	187	222	224	238	273	253	351	142	201
0 to 6	TAS	78	89	51	60	46	61	72	52	50	79	80	71	58
0 to 6	VIC	940	999	983	794	700	832	750	869	921	734	795	744	767
0 to 6	WA	198	237	251	188	177	229	208	157	230	224	222	160	202
<b>0 to 6</b>	<b>National</b>	<b>3,048</b>	<b>3,326</b>	<b>3,340</b>	<b>2,644</b>	<b>2,298</b>	<b>2,817</b>	<b>2,911</b>	<b>2,645</b>	<b>2,953</b>	<b>2,960</b>	<b>3,235</b>	<b>2,627</b>	<b>2,830</b>
7 plus	ACT	85	114	103	85	44	71	68	53	56	78	93	69	90
7 plus	NSW	2,166	2,078	2,058	1,800	1,489	1,652	1,930	1,310	1,602	1,720	1,864	1,652	1,907
7 plus	NT	93	101	109	75	64	104	94	64	66	86	81	66	78
7 plus	QLD	2,162	2,115	2,014	1,615	1,435	1,631	1,822	1,212	1,545	1,573	1,638	1,443	1,828
7 plus	SA	586	615	536	498	453	465	514	317	447	489	520	450	507
7 plus	TAS	224	249	202	193	155	163	183	112	116	143	176	161	186
7 plus	VIC	2,413	2,436	2,142	1,827	1,567	1,794	1,918	1,286	1,509	1,725	1,903	1,509	1,698
7 plus	WA	1,244	1,224	1,173	978	881	1,011	1,024	737	981	1,070	877	801	786
<b>7 plus</b>	<b>National</b>	<b>8,973</b>	<b>8,934</b>	<b>8,343</b>	<b>7,072</b>	<b>6,088</b>	<b>6,891</b>	<b>7,553</b>	<b>5,092</b>	<b>6,323</b>	<b>6,887</b>	<b>7,153</b>	<b>6,156</b>	<b>7,080</b>
All	ACT	124	143	135	113	71	117	119	98	101	120	140	87	122
All	NSW	3,066	3,020	3,051	2,622	2,062	2,427	2,818	2,005	2,398	2,544	2,758	2,546	2,784
All	NT	143	140	158	109	89	153	133	80	85	113	116	93	107
All	QLD	2,915	2,885	2,742	2,184	1,998	2,234	2,501	1,785	2,163	2,350	2,448	2,012	2,491
All	SA	676	836	788	647	640	687	738	555	720	742	871	592	708
All	TAS	302	338	253	253	201	224	255	164	166	222	256	232	244
All	VIC	3,353	3,435	3,125	2,621	2,267	2,626	2,668	2,155	2,430	2,459	2,698	2,253	2,465
All	WA	1,442	1,461	1,424	1,166	1,058	1,240	1,232	894	1,211	1,294	1,099	961	988
<b>All</b>	<b>National</b>	<b>12,021</b>	<b>12,260</b>	<b>11,683</b>	<b>9,716</b>	<b>8,386</b>	<b>9,708</b>	<b>10,464</b>	<b>7,737</b>	<b>9,276</b>	<b>9,847</b>	<b>10,388</b>	<b>8,783</b>	<b>9,910</b>



**Table R.4 Access decisions completed – average days**

Age	Jurisdiction	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
0 to 6	ACT	4	7	5	3	1	1	2	1	2	3	4	4	5
0 to 6	NSW	8	9	6	3	2	2	3	2	3	6	6	6	6
0 to 6	NT	7	9	5	4	5	3	3	4	5	9	10	8	12
0 to 6	QLD	6	9	6	4	3	4	3	3	4	8	9	9	10
0 to 6	SA	7	10	6	4	2	2	2	2	3	6	5	7	7
0 to 6	TAS	7	9	6	3	2	3	3	3	5	6	6	3	6
0 to 6	VIC	5	8	5	3	2	3	3	3	3	6	7	7	7
0 to 6	WA	6	7	5	4	3	3	3	3	3	6	7	5	6
<b>0 to 6</b>	<b>National</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>7</b>
7 plus	ACT	12	13	6	5	4	4	4	5	8	13	15	16	14
7 plus	NSW	16	11	7	5	4	4	4	4	8	13	13	13	14
7 plus	NT	10	9	7	4	3	3	3	2	4	8	11	7	9
7 plus	QLD	13	11	7	5	6	4	4	4	7	12	12	12	13
7 plus	SA	14	12	7	5	3	4	4	4	7	10	13	14	12
7 plus	TAS	12	12	6	5	3	4	4	4	7	13	12	14	13
7 plus	VIC	14	12	7	5	4	4	4	4	7	13	13	14	14
7 plus	WA	11	10	5	4	3	3	3	2	5	8	10	10	12
<b>7 plus</b>	<b>National</b>	<b>14</b>	<b>11</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>12</b>	<b>12</b>	<b>13</b>	<b>13</b>
All	ACT	10	12	6	5	3	3	3	3	5	10	11	14	11
All	NSW	14	10	7	4	3	3	4	3	6	11	11	11	11
All	NT	9	9	6	4	4	3	3	2	4	8	11	8	10
All	QLD	11	10	7	5	5	4	4	4	6	11	11	11	12
All	SA	13	11	7	5	3	3	3	3	5	9	10	12	11
All	TAS	11	11	6	5	3	4	4	3	7	11	10	11	11
All	VIC	12	11	6	4	3	3	4	3	6	11	11	12	12
All	WA	10	10	5	4	3	3	3	2	4	7	9	9	11
<b>All</b>	<b>National</b>	<b>12</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>11</b>

**Table R.5 First plans in progress – count**

Age	Jurisdiction	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
0 to 6	ACT	73	46	37	30	29	26	22	21	25	26	21	10	17
0 to 6	NSW	1,169	1,072	1,103	895	672	705	657	479	493	537	515	563	556
0 to 6	NT	58	48	68	65	61	73	66	42	17	21	44	46	43
0 to 6	QLD	1,174	1,171	1,210	870	959	987	894	687	608	682	713	591	589
0 to 6	SA	293	298	463	365	447	473	413	407	351	196	263	176	148
0 to 6	TAS	174	165	116	95	89	72	74	52	39	60	54	58	40
0 to 6	VIC	2,016	1,867	1,837	1,793	1,615	1,461	1,232	1,255	1,173	760	771	854	983
0 to 6	WA	732	615	570	480	592	701	746	622	426	274	299	241	250
<b>0 to 6</b>	<b>National</b>	<b>5,689</b>	<b>5,284</b>	<b>5,405</b>	<b>4,593</b>	<b>4,464</b>	<b>4,498</b>	<b>4,104</b>	<b>3,565</b>	<b>3,133</b>	<b>2,556</b>	<b>2,680</b>	<b>2,539</b>	<b>2,627</b>
7 plus	ACT	158	150	161	162	108	82	79	50	30	43	53	47	47
7 plus	NSW	2,332	2,288	2,043	1,926	1,799	1,671	1,494	1,070	911	967	944	965	1,051
7 plus	NT	156	205	224	215	189	203	162	147	93	108	122	102	124
7 plus	QLD	3,032	3,259	3,062	2,857	2,592	2,421	2,016	1,415	1,152	1,072	1,164	1,258	1,482
7 plus	SA	1,287	1,378	1,404	1,420	1,341	1,158	843	477	353	287	350	361	408
7 plus	TAS	246	218	239	253	283	240	133	77	59	51	92	89	106
7 plus	VIC	4,045	4,192	4,298	4,329	4,194	3,760	2,815	1,930	1,176	958	1,028	966	1,016
7 plus	WA	4,092	3,886	3,545	3,258	3,255	3,130	2,905	2,492	1,960	935	1,003	876	815
<b>7 plus</b>	<b>National</b>	<b>15,348</b>	<b>15,581</b>	<b>14,986</b>	<b>14,421</b>	<b>13,764</b>	<b>12,668</b>	<b>10,449</b>	<b>7,660</b>	<b>5,738</b>	<b>4,426</b>	<b>4,759</b>	<b>4,667</b>	<b>5,050</b>
All	ACT	231	196	198	192	137	108	101	71	55	69	74	57	64
All	NSW	3,501	3,360	3,146	2,821	2,471	2,376	2,151	1,549	1,404	1,504	1,459	1,528	1,607
All	NT	214	253	292	280	250	276	228	189	110	129	166	148	167
All	QLD	4,206	4,430	4,272	3,727	3,551	3,408	2,910	2,102	1,760	1,754	1,877	1,849	2,071
All	SA	1,580	1,676	1,867	1,785	1,788	1,631	1,256	884	704	483	613	537	556
All	TAS	420	383	355	348	372	312	207	129	98	111	146	147	146
All	VIC	6,061	6,059	6,135	6,122	5,809	5,221	4,047	3,185	2,349	1,718	1,799	1,820	1,999
All	WA	4,824	4,501	4,115	3,738	3,847	3,831	3,651	3,114	2,386	1,209	1,302	1,117	1,065
<b>All</b>	<b>National</b>	<b>21,037</b>	<b>20,865</b>	<b>20,391</b>	<b>19,014</b>	<b>18,228</b>	<b>17,166</b>	<b>14,553</b>	<b>11,225</b>	<b>8,871</b>	<b>6,982</b>	<b>7,439</b>	<b>7,206</b>	<b>7,677</b>

**Table R.6 First plans in progress – average days**

Age	Jurisdiction	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
0 to 6	ACT	34	30	21	26	33	10	17	8	11	12	9	13	9
0 to 6	NSW	30	25	23	24	37	21	18	15	16	15	15	17	17
0 to 6	NT	44	48	45	58	78	68	59	88	74	75	29	38	45
0 to 6	QLD	42	37	37	39	48	43	41	30	26	18	21	25	22
0 to 6	SA	72	42	42	40	56	50	37	33	34	14	18	38	18
0 to 6	TAS	76	61	60	48	60	39	32	26	18	11	16	27	16
0 to 6	VIC	60	49	44	50	57	46	44	35	30	23	21	23	27
0 to 6	WA	90	82	66	71	80	75	76	76	52	25	32	32	33
<b>0 to 6</b>	<b>National</b>	<b>54</b>	<b>45</b>	<b>40</b>	<b>44</b>	<b>55</b>	<b>47</b>	<b>44</b>	<b>39</b>	<b>30</b>	<b>19</b>	<b>21</b>	<b>24</b>	<b>24</b>
7 plus	ACT	155	98	79	66	90	86	67	35	27	18	22	31	21
7 plus	NSW	76	61	56	57	65	57	53	44	38	29	75	72	53
7 plus	NT	82	79	77	85	106	93	74	85	91	76	67	79	74
7 plus	QLD	64	61	62	67	69	63	51	52	40	30	36	58	41
7 plus	SA	129	128	121	124	127	117	96	97	85	49	52	72	66
7 plus	TAS	45	39	45	58	71	73	40	32	25	11	67	27	21
7 plus	VIC	96	102	113	115	152	149	102	85	67	40	54	87	67
7 plus	WA	93	106	109	114	124	122	121	128	122	65	61	68	73
<b>7 plus</b>	<b>National</b>	<b>88</b>	<b>89</b>	<b>93</b>	<b>96</b>	<b>113</b>	<b>108</b>	<b>88</b>	<b>87</b>	<b>77</b>	<b>41</b>	<b>55</b>	<b>69</b>	<b>56</b>
All	ACT	116	82	68	60	78	68	56	27	20	16	19	28	18
All	NSW	60	50	44	47	58	46	42	35	31	24	53	52	40
All	NT	71	73	70	79	99	86	70	86	88	76	57	66	66
All	QLD	58	55	55	60	63	57	48	45	35	26	30	47	35
All	SA	119	113	101	107	109	98	77	67	59	35	37	61	53
All	TAS	58	48	50	55	68	65	37	29	22	11	48	27	20
All	VIC	84	86	92	96	126	120	84	65	49	32	40	57	47
All	WA	93	103	103	108	117	114	112	118	109	56	54	60	64
<b>All</b>	<b>National</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>84</b>	<b>99</b>	<b>92</b>	<b>76</b>	<b>72</b>	<b>60</b>	<b>33</b>	<b>43</b>	<b>54</b>	<b>45</b>

**Table R.7 First plans completed – count**

Age	Jurisdiction	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
0 to 6	ACT	73	52	41	37	31	48	53	46	43	41	50	28	24
0 to 6	NSW	1,243	1,003	922	1,004	783	711	905	849	742	749	861	792	831
0 to 6	NT	42	47	26	33	28	32	45	39	40	24	11	28	29
0 to 6	QLD	698	748	646	833	459	558	728	807	734	686	750	675	647
0 to 6	SA	491	208	83	231	110	195	278	242	326	398	267	229	225
0 to 6	TAS	35	88	99	72	53	74	66	73	64	57	76	67	77
0 to 6	VIC	1,075	1,095	986	804	885	964	941	811	971	1,106	742	639	599
0 to 6	WA	404	326	294	218	120	110	159	264	406	361	191	212	188
<b>0 to 6</b>	<b>National</b>	<b>4,061</b>	<b>3,567</b>	<b>3,099</b>	<b>3,233</b>	<b>2,469</b>	<b>2,692</b>	<b>3,175</b>	<b>3,131</b>	<b>3,326</b>	<b>3,423</b>	<b>2,950</b>	<b>2,672</b>	<b>2,620</b>
7 plus	ACT	82	68	68	54	93	63	53	65	55	36	42	48	56
7 plus	NSW	1,192	1,378	1,623	1,301	1,298	1,173	1,495	1,352	1,199	1,104	1,226	1,061	1,175
7 plus	NT	77	32	61	58	71	54	97	68	81	61	46	71	44
7 plus	QLD	1,185	1,318	1,648	1,372	1,410	1,284	1,744	1,507	1,337	1,194	1,018	1,032	1,122
7 plus	SA	314	301	355	333	435	482	633	571	428	358	280	297	333
7 plus	TAS	180	181	130	120	104	142	233	140	113	100	84	113	113
7 plus	VIC	1,463	1,769	1,612	1,262	1,739	1,637	2,114	1,741	1,780	1,518	1,212	1,195	1,179
7 plus	WA	1,426	1,110	1,179	992	802	891	1,068	1,014	1,233	1,890	529	748	633
<b>7 plus</b>	<b>National</b>	<b>5,919</b>	<b>6,157</b>	<b>6,676</b>	<b>5,492</b>	<b>5,952</b>	<b>5,726</b>	<b>7,437</b>	<b>6,458</b>	<b>6,226</b>	<b>6,262</b>	<b>4,438</b>	<b>4,570</b>	<b>4,658</b>
All	ACT	155	120	109	91	124	111	106	111	98	77	92	76	80
All	NSW	2,435	2,381	2,545	2,305	2,081	1,884	2,400	2,201	1,941	1,853	2,087	1,853	2,006
All	NT	119	79	87	91	99	86	142	107	121	85	57	99	73
All	QLD	1,883	2,066	2,294	2,205	1,869	1,842	2,472	2,314	2,071	1,880	1,768	1,707	1,769
All	SA	805	509	438	564	545	677	911	813	754	756	547	526	558
All	TAS	215	269	229	192	157	216	299	213	177	157	160	180	190
All	VIC	2,538	2,864	2,598	2,066	2,624	2,601	3,055	2,552	2,751	2,624	1,954	1,834	1,778
All	WA	1,830	1,436	1,473	1,210	922	1,001	1,227	1,278	1,639	2,251	720	960	821
<b>All</b>	<b>National</b>	<b>9,980</b>	<b>9,724</b>	<b>9,775</b>	<b>8,725</b>	<b>8,421</b>	<b>8,418</b>	<b>10,612</b>	<b>9,589</b>	<b>9,552</b>	<b>9,685</b>	<b>7,388</b>	<b>7,242</b>	<b>7,278</b>

**Table R.8 First plans completed – average days**

Age	Jurisdiction	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
0 to 6	ACT	74	48	48	63	33	33	17	18	15	17	17	17	17
0 to 6	NSW	47	44	42	37	43	43	31	28	22	29	24	25	26
0 to 6	NT	35	49	34	36	43	58	86	73	83	60	117	68	37
0 to 6	QLD	57	58	58	51	56	58	58	55	49	41	32	35	36
0 to 6	SA	111	83	82	70	66	77	79	59	45	38	26	30	43
0 to 6	TAS	73	84	107	80	62	67	44	54	53	30	27	24	38
0 to 6	VIC	108	85	74	67	72	74	66	57	49	43	36	36	38
0 to 6	WA	108	111	103	76	128	120	124	111	97	72	44	49	44
<b>0 to 6</b>	<b>National</b>	<b>79</b>	<b>69</b>	<b>64</b>	<b>54</b>	<b>61</b>	<b>63</b>	<b>57</b>	<b>53</b>	<b>48</b>	<b>42</b>	<b>31</b>	<b>33</b>	<b>34</b>
7 plus	ACT	115	104	97	129	84	88	78	82	54	43	37	39	40
7 plus	NSW	76	75	69	63	66	63	64	55	52	48	45	58	50
7 plus	NT	78	71	96	97	103	127	114	70	89	100	92	60	79
7 plus	QLD	74	74	79	72	85	80	75	60	56	46	44	55	58
7 plus	SA	116	115	147	127	136	147	130	95	82	81	59	72	76
7 plus	TAS	63	55	67	50	70	76	87	43	41	35	66	64	33
7 plus	VIC	103	105	104	110	120	120	136	100	84	81	48	68	69
7 plus	WA	112	110	114	120	118	127	137	116	120	123	78	62	71
<b>7 plus</b>	<b>National</b>	<b>93</b>	<b>91</b>	<b>93</b>	<b>91</b>	<b>99</b>	<b>101</b>	<b>104</b>	<b>82</b>	<b>78</b>	<b>80</b>	<b>51</b>	<b>62</b>	<b>61</b>
All	ACT	96	80	79	102	71	65	48	56	37	29	26	31	33
All	NSW	62	62	59	52	57	55	51	45	41	41	36	44	40
All	NT	62	58	77	75	86	101	105	71	87	89	97	62	62
All	QLD	68	68	73	64	78	73	70	58	54	44	39	47	50
All	SA	113	102	135	104	122	127	115	84	66	58	43	54	63
All	TAS	65	64	84	61	67	73	78	47	45	33	48	49	35
All	VIC	105	97	93	93	104	103	114	86	71	65	44	57	58
All	WA	111	110	112	112	119	126	135	115	114	115	69	59	65
<b>All</b>	<b>National</b>	<b>88</b>	<b>83</b>	<b>84</b>	<b>77</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>72</b>	<b>68</b>	<b>67</b>	<b>43</b>	<b>51</b>	<b>52</b>