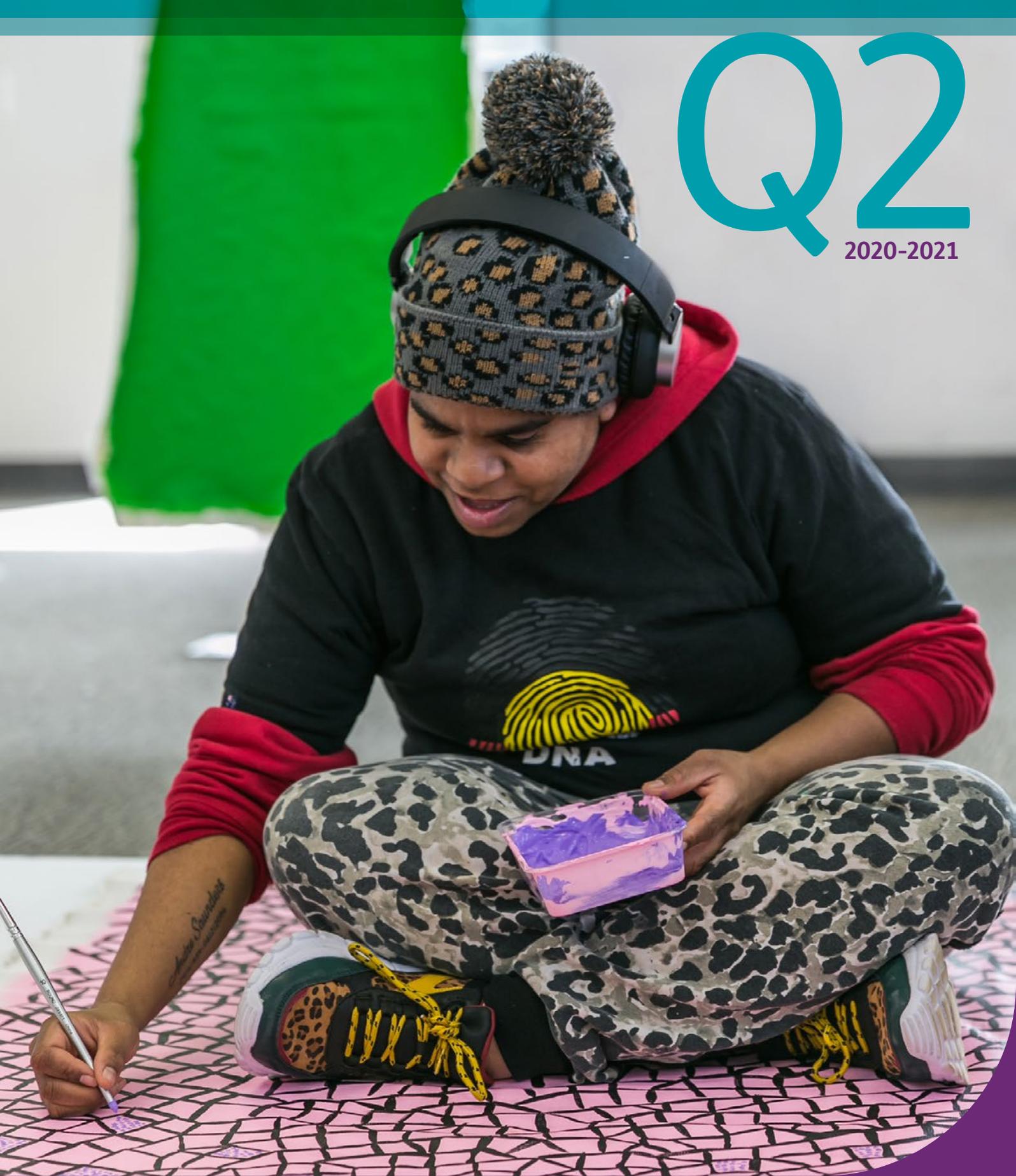


Q2
2020-2021



NDIS Quarterly Report to disability ministers

31 December 2020

ndis

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The COVID-19 pandemic



COVID-19

The National Disability Insurance Agency (NDIA) continues to prioritise supporting participants, providers, staff and partners during the COVID-19 pandemic as “hot spots” continue to emerge across the country, including in Victoria, New South Wales, Queensland, and South Australia.

Collaboration across governments (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 provided to participants. The rate of infection amongst participants is two and a half times lower than the general population (consistent with last quarter).

As of 18 January 2021 there were no known active COVID-19 cases amongst participants and workers. Since the beginning of the pandemic the NDIS Commission had been notified of 183 participants and 219 workers who had returned positive tests for COVID-19. There have been nine participant deaths from COVID-19, as well as the death of one worker. Two of the participant deaths were from infections acquired whilst the participant was in hospital and five were in residential aged care.

Continuing initiatives to support participants, providers, staff and partners

As [announced](#) by the Ministers for Health, Social Services and the NDIS, the Commonwealth government acted swiftly in working with the states and territories to respond to the COVID-19 pandemic. Australia was one of two earliest nations to have a special, dedicated COVID-19 response plan in place for our disability community. The Management and Operational Plan for COVID-19 for people with disability was completed in April 2020 after consultation through February, March and April.

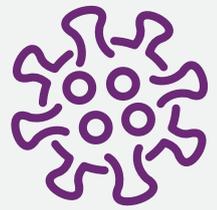
A number of initiatives have been rolled out to support participants, providers, staff and partners (including to receive PPE). The NDIS website should be consulted for [the latest information about the response to COVID-19](#).

The Agency’s Vulnerable Participant Outbound Call (VPOC) strategy continued in the December 2020 quarter. Approximately 1,500 calls were made to participants in hotspot areas in New South Wales and South Australia during this quarter, building on the more than 73,000 participants contacted in previous quarters.

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.

The COVID-19 pandemic



Vaccination

The Australian Government has announced Australia's COVID-19 vaccine national roll-out strategy. Disability care workers and residents are intended to be in the first phase (phase 1a) of the national vaccination roll-out whilst those people with a disability, not living in a shared disability care residence are intended to be included in the phase 1b roll-out. The NDIA is working closely with the Department of Health on the roll-out. The Department of Health website should be consulted for the latest information on the vaccination roll-out, [at this link](#).

Conclusion

Notwithstanding the challenges from the COVID-19 pandemic, including the impacts on individuals and communities, 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.

31 December 2020 quarter

Key highlights

432,649

people with disability are being supported by the Scheme

21,283

joined the Scheme this quarter

35%

of new participants this quarter were aged 0-6
- **7,437 children**

9,560

children received initial supports in the ECEI gateway, an **11%** increase from last quarter

↓22%

less younger people in residential aged care compared to 2 years ago.



Call centre performance remained strong with **81%** of calls answered within **60 seconds**.



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



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



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

Key highlights

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, **consistent across the last year**

92%

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

98%

first plans approved for participants aged 0-6 within 90 day timeframe, **compared to 85% a year ago**

92%

first plans approved for participants aged 7 and above within 70 day timeframe, **compared to 64% a year ago**

100%

of decisions to undertake a participant requested review made within 21 day timeframe, **compared to 56% a year ago**

72%

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

98%

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

Participant Service Charter and Participant Service Improvement Plan

Independent assessments

The NDIA is continuing to work towards the promise of a **simpler, faster, fairer** and **more flexible** NDIS for participants, their families and carers.

Simpler

Independent assessments will provide participants with a clear understanding of what's needed and will ensure participants have the right assessments to assist in the planning process.

Faster

Assessments will take around three hours and participants will be able to choose to do the assessment in the way that best suits them. Having the information from an independent assessment will also help planners to focus on assisting participants to get the most out of their NDIS plan.

Fairer

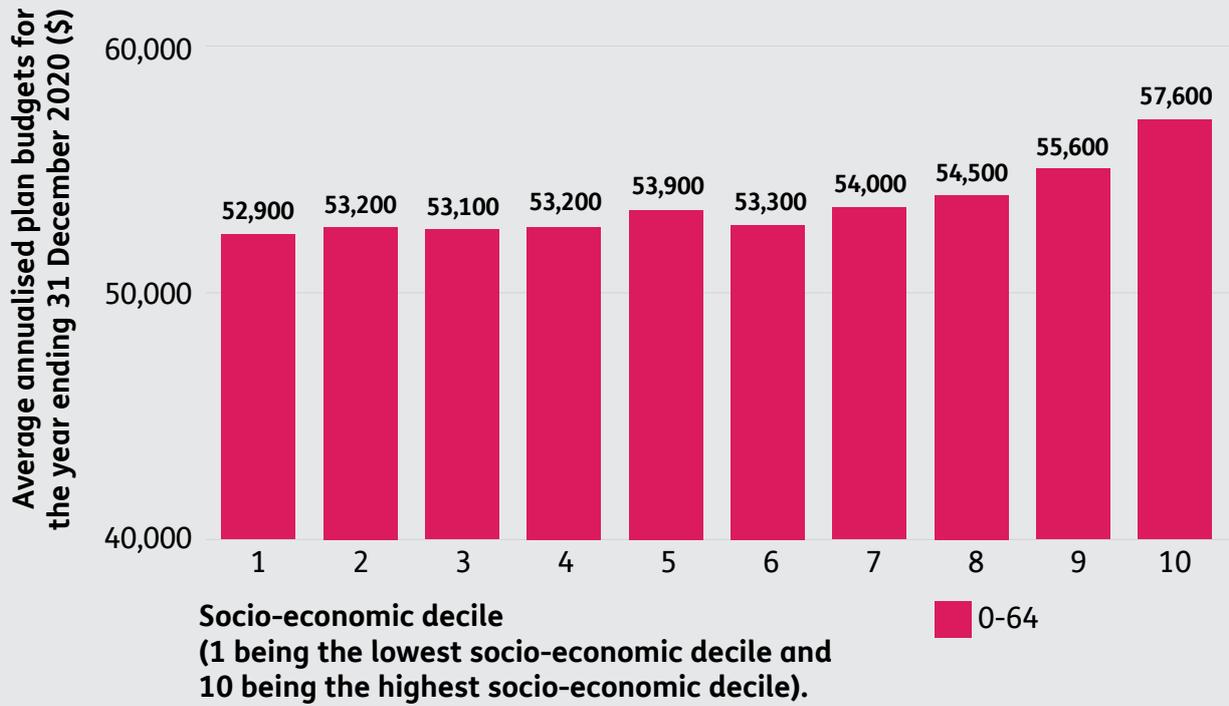
Independent Assessments will be free and will make the process fairer by removing the financial burden on prospective participants to provide the information required. It will also lead to more consistency in decision making when people request access the NDIS and in the planning process. Plan budgets will be fairer regardless of socio-economic area; currently both plan budgets and payments differ depending on where a participant lives, with participants in higher socio-economic areas receiving average plan budgets that are nine per cent higher than participants in the lower socio-economic areas (see Figure 1).

Flexible

Participants will be able to choose to have their assessment done at a place that suits them, or by video call. Independent Assessments will ensure participants get the right funding in their plan based on their functional capacity, support needs and goals. Participants will also have greater flexibility and more choice and control over how they use their personalised plan budget.

Participant Service Charter and Participant Service Improvement Plan

Figure 1: Average annualised plan budgets by the ABS Index of Education and Occupation (IEO) deciles, for non-SIL participants aged 0-64 – 31 December 2020



Participant Service Charter and Participant Service Improvement Plan

General update

The implementation of independent assessments will now commence in 2021. From mid-2021, independent assessments will be mandatory for people applying to access the NDIS.

From late-2021, existing participants will receive a free independent assessment when their circumstances change, such as a life event or material change in their circumstances, to ensure that they continue to get the funding that is right for them.

Over the next six-to-nine months, the NDIA will work closely with people with disability and the disability sector to implement these reforms.

Following the introduction of independent assessments, 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. Ongoing independent assessments will only be needed when a participant's needs change, such as a life event or material change in their circumstances, removing the current annual planning process.

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

The first independent assessment pilot

The first pilot ran from November 2018 to April 2019. Its overarching objective was to demonstrate the potential benefit of independently sourcing standardised functional assessments for NDIS applicants and participants, to improve the consistency, accuracy and reliability of NDIA decisions.

Resumption of second pilot

The second independent assessment pilot started in November 2019 and was postponed in March 2020 due to the COVID-19 pandemic. The second independent assessment pilot recommenced in October 2020. The data collected during this pilot will help with the implementation of independent assessments in 2021. The Agency is looking to complete 4,000 assessments with existing participants that represent the entire NDIS population of over 400,000 people.

Resuming this pilot will allow the NDIA to gather additional feedback from participants, their families and carers, as well as assessors, to ensure independent assessments can be tailored to meet the needs of the Scheme's diverse participants.

In addition, we will also be using the pilot to assess the training and support needs of the new assessor workforce and NDIA delegates who make access and planning decisions under the NDIS Act.

In parallel with the pilot, we will continue consulting with the disability sector as we prepare to roll out independent assessments in 2021.

Participant Service Charter and Participant Service Improvement Plan

Ongoing consultation

On the 25 November 2020, the NDIA released three consultation papers to support engagement on how these improvements will work for participants, including:

1. Consultation paper: access and eligibility policy for independent assessments
2. Consultation paper: planning policy for personalised budgets and plan flexibility
3. Consultation paper: supporting young children and their families early, to reach their full potential.

These consultation papers explain the proposed changes to NDIS, including what these changes will mean for participants. The consultation papers are available on the NDIS website: <https://www.ndis.gov.au/community/have-your-say>.

Participant Service Improvement Plan – highlights this quarter

In addition to progress with the implementation of independent assessments, the NDIA has made further progress against other initiatives from the Participant 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.

- Changes have been made to **our letters** to include the name of someone at the NDIA who you can contact.
- The NDIS website now includes a **Participant Information Access** site to make it easier for participants to get information – no need to submit a Freedom of Information request.
- A new **‘Light touch plan review’** has now been implemented nationally and delivered earlier than expected – a simple and quick process when you need to make minor changes to your plan.
- A **home and living supports** form is now available on the NDIA website. This form allows NDIS participants who have independent living goals to easily and quickly initiate a request to see how the NDIS may be able to help in supporting them live more independently.
- Provider matching platforms and SDA vacancies are now being promoted via the NDIS website. The **national SDA-matching website** was released on 27 October 2020.
- The NDIA has established a **NDIS carer connect network** for ageing parents of people with a disability.

Introduction

This report is a summary of the performance and operations of the NDIA for the three months from 1 October 2020 to 31 December 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 the Statistical Area 4 (SA4) 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)



Jackie paints a new path during COVID to achieve her dreams

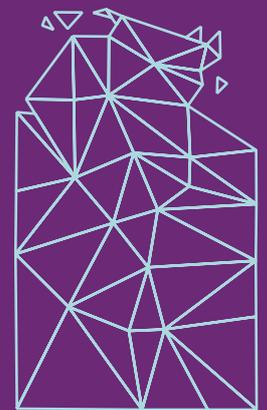
For contemporary Indigenous artist **Jackie**, the year of COVID and physical distancing has turned out to be one of her most creative and productive yet.

Jackie, who describes herself as a ‘strong, proud Aboriginal woman’ and a role model to young Indigenous people for ‘achieving so much in my life’, is presenting her first solo art exhibition after winning the 2020 Dawn Slade-Faull Award.

The award aims to empower emerging South Australian artists with disability, providing financial support and encouragement to help them realise their potential in their chosen medium and it helped Jackie achieve one of her main life goals—a solo exhibition.

Jackie’s career as an artist is supported by the NDIS through training programs funded by her NDIS plan. She attends a Visual Arts program at Tutti Arts, a registered NDIS provider, which helps her with professional career development.

“One of my big dreams is to become a famous Indigenous artist and to teach Aboriginal kids art, so I just want to focus on my art for now and see where it leads me. I’m a role model to young Indigenous people and I want to keep that going and show them if you put your mind to it, you can achieve your dreams.”



Part One: Participants and their plans



Part One:

Participants and their plans

Just over 432,500 participants are receiving supports from the NDIS, with approximately 9,600 children receiving initial supports in the Early Childhood Early Intervention (ECEI) gateway.

1.1 Number of participants in the Scheme

At 31 December 2020, just over 432,500 participants had NDIS plans, of which approximately 21,000 entered the Scheme during the quarter.

At 31 December 2020, 432,649 participants had approved plans.¹ This represents a five per cent increase from last quarter (an additional 21,283 participants). Of the 432,649 participants currently supported by the Scheme, 220,145 previously received support from existing State and Territory or Commonwealth programs. Significantly, 212,504 are receiving support for the first time (49 per cent of participants with approved plans).

In addition, the NDIA undertook 90,933 reviews in the quarter.

Figure 2: 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	432,649
Yearly increase ²		9,870	12,564	59,891	82,723	113,682	105,984	40,650
% increase in active participants		135%	73%	202%	92%	66%	37%	10%

¹ 15,459 participants with approved plans had exited the Scheme as at 31 December 2020.

² 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 31 December 2020, there were approximately 69,000 children aged 0 to 6 years with an NDIS plan, and a further 9,600 receiving initial supports in the gateway.

Of the 432,649 participants with approved plans at 31 December 2020, 68,896 were children aged 0-6 (16%), and of the 21,283 new participants with an approved plan this quarter, 7,437 were children aged 0-6 years (35%).

In addition to the 68,896 children aged 0-6 with an approved plan:

- **3,233** children had met the access criteria and were waiting for an approved plan.
- **2,296** were awaiting an access decision from the NDIA (of which **1,597** (66%) were receiving initial supports in the ECEI gateway).
- **8,488** children were in the ECEI gateway (of which **8,030** (95%) 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 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. In 2020 the NDIA conducted a review of the ECEI approach. The aim of the review was to understand what is currently working well, and what is not. To do this, we consulted families of young children with developmental delay or disability, providers, our Early Childhood Partners, staff, peak bodies and other stakeholders.

The review showed that we need to reset our approach, because it is not being consistently implemented in a way that enables all children to benefit from the best outcomes. This is also consistent with the findings of the Tune Review (2019), and the Independent Advisory Council report (March 2020). At the end of November 2020, we released two public consultation papers: 'Supporting young children and their families early, to reach their full potential' and a detailed report, 'Report on ECEI Implementation Reset'. The papers explain the work we have undertaken so far, what we plan to do as part of the review to the ECEI approach, and why we want feedback from the community and sector. The consultation period is intended to last for three months and will close on 23 February 2021.

In summary, the proposed changes, which we're seeking feedback on, are:

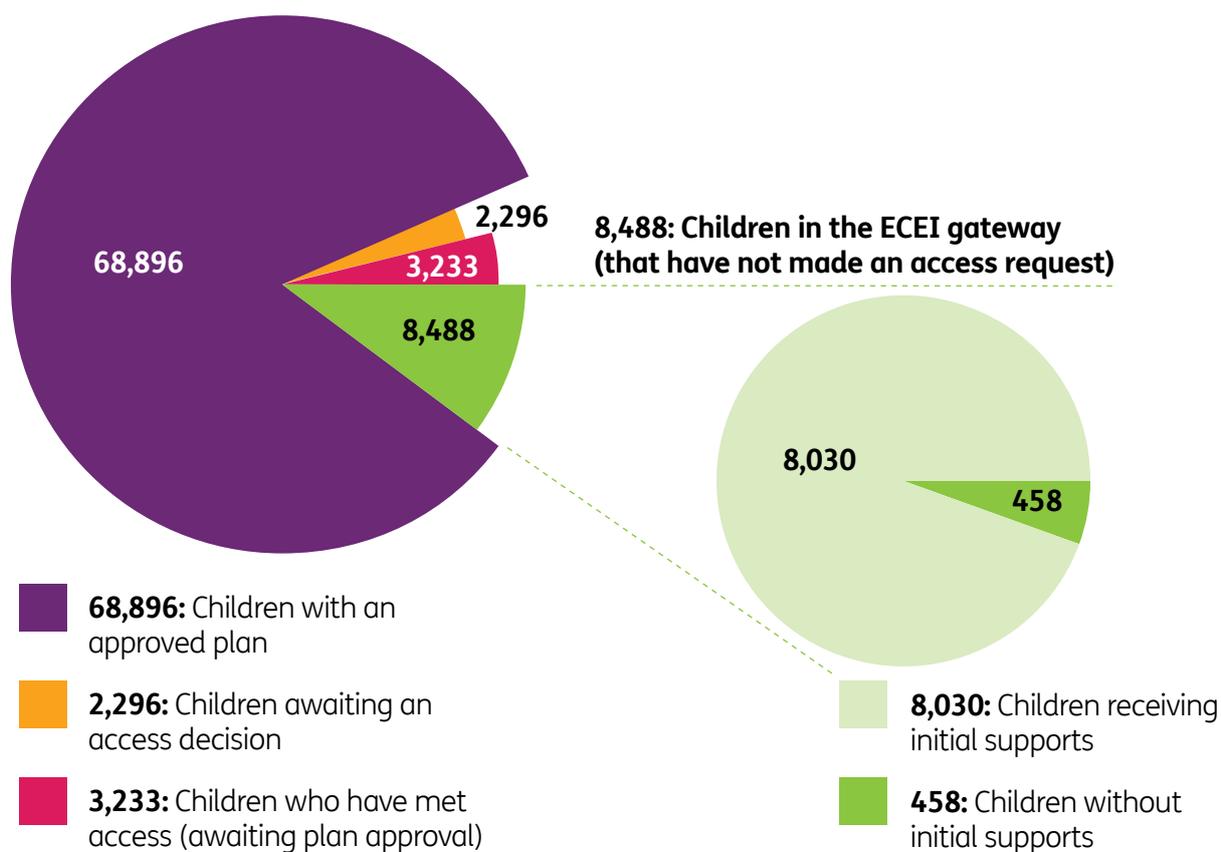
- The age group best suited to receive early childhood services changes from under seven years of age, to under nine years.
- Independent assessments, conducted by our Early Childhood Partners, will be used to determine eligibility and budgets for young children over 12 months of age.

Part One: Participants and their plans

- Enhancing Short Term Early Intervention (STEI), which is the early support that is offered whether or not a child is eligible for an NDIS plan.
- A distinct ECEI implementation model, differentiated from the general Scheme, which enables young children to receive the right level and mix of support for the right period of time, through a family centred approach aligned with best practice.
- Planning and implementation to be more clearly based on best practice supports.
- Further assistance to help young children and families to successfully transition from needing NDIS supports and start the next stage of their life.

The implementation reset of the ECEI Approach and this consultation paper is the first step in how we plan to improve the support that families and young children receive through the NDIS. Starting in late 2021 we aim to gradually build on the existing national approach to ensure we deliver a world leading model that delivers evidence-based, high quality and timely supports to young children and families.

Figure 3: Children in the NDIS



1.3 Participant characteristics

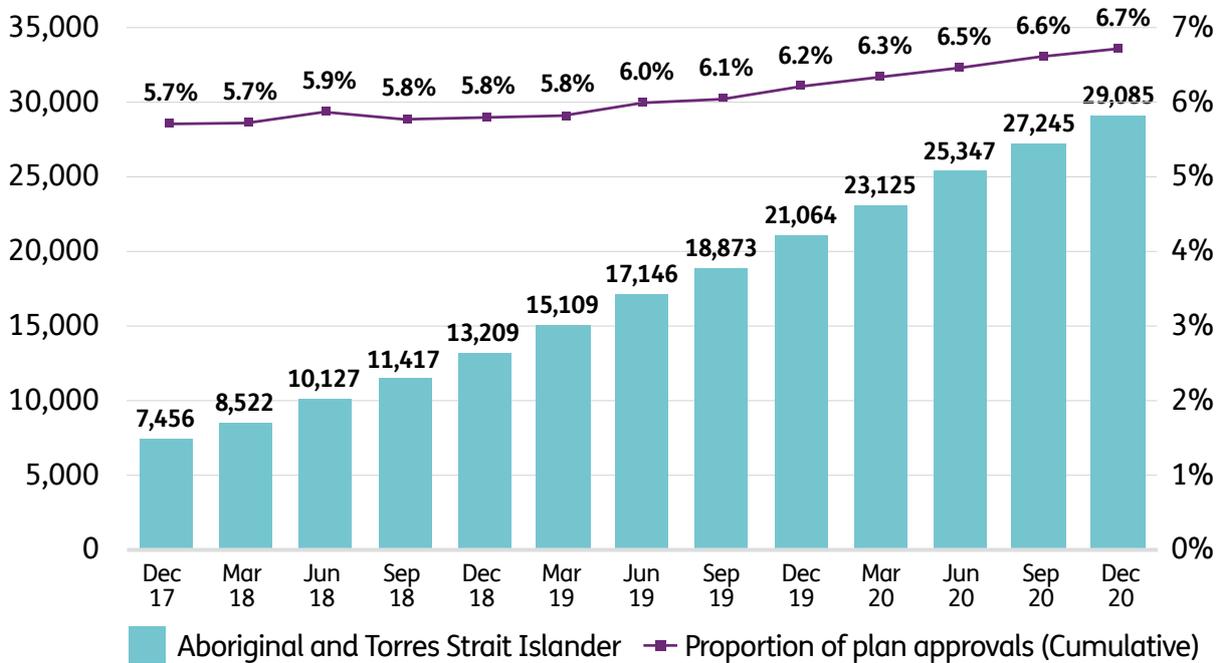
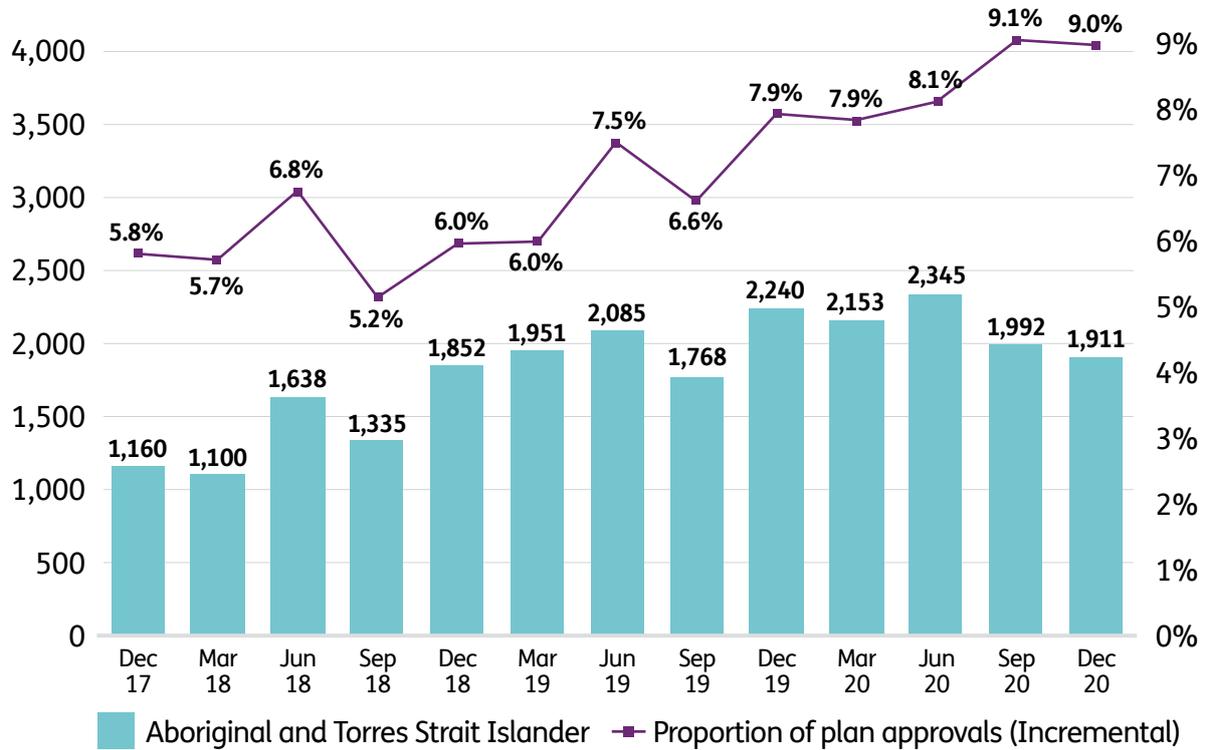
Participant diversity continues with high proportions of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) Scheme entrants this quarter.

Of the 21,283 participants entering, there was increased diversity through higher numbers of:

- **Aboriginal and Torres Strait Islanders: 9.0%** of participants who received a plan in the quarter, compared with **6.6%** in previous quarters combined.
- **CALD: 10.5%** of participants who received a plan in the quarter, compared with **9.3%** in previous quarters combined.
- the number of Scheme participants in **remote and very remote areas** this quarter increased to **1.8%** of new entrants, compared with **1.5%** in previous quarters combined.

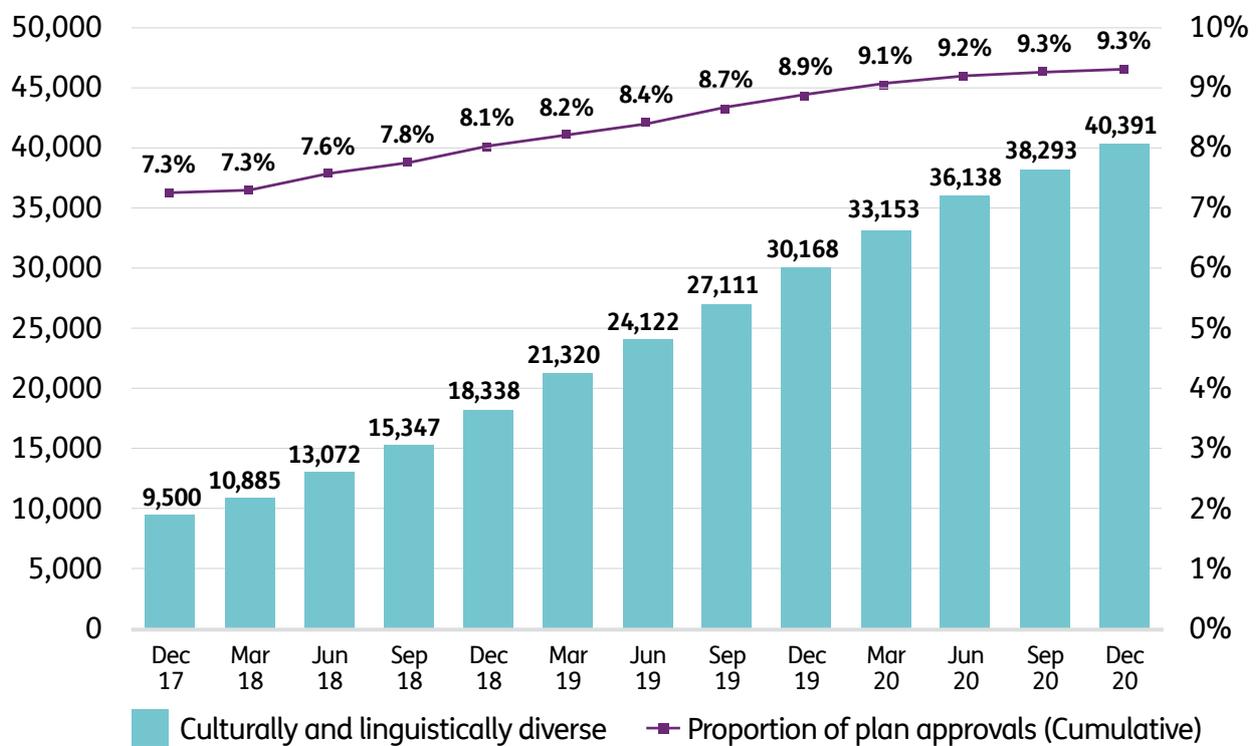
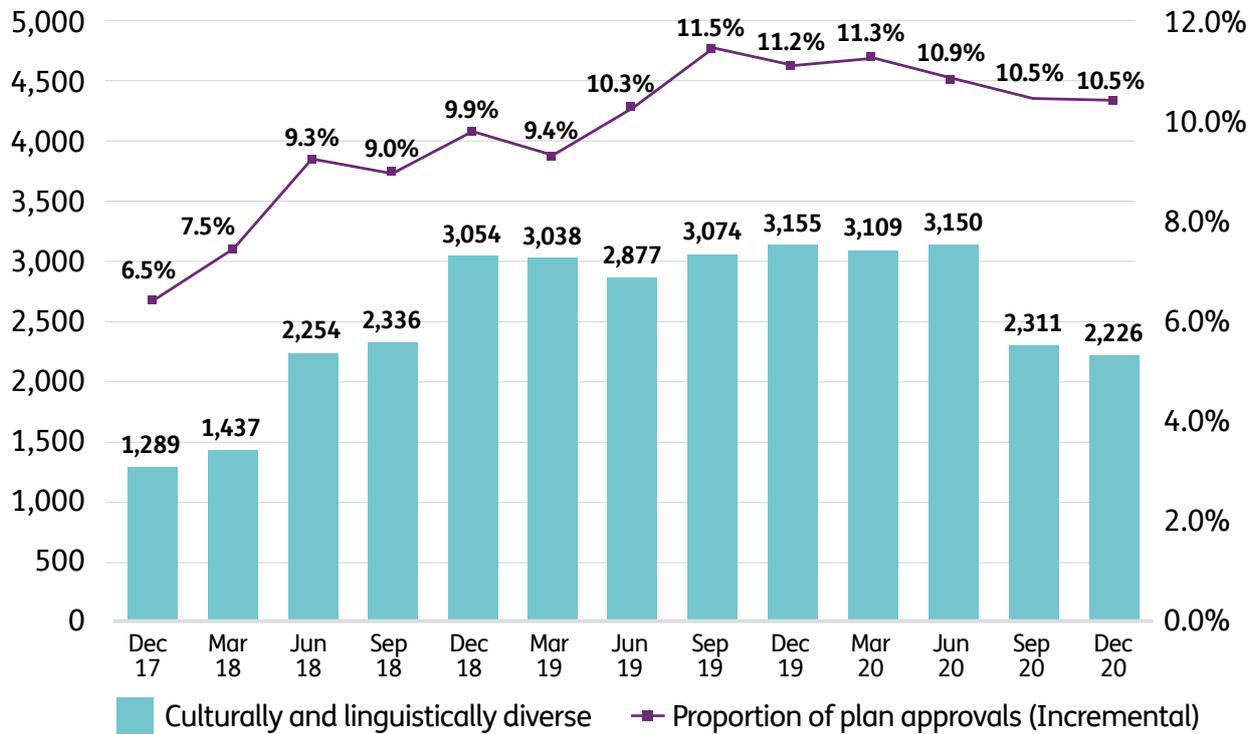
Part One: Participants and their plans

Figure 4: Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (top) and cumulatively (bottom)³



³ 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.

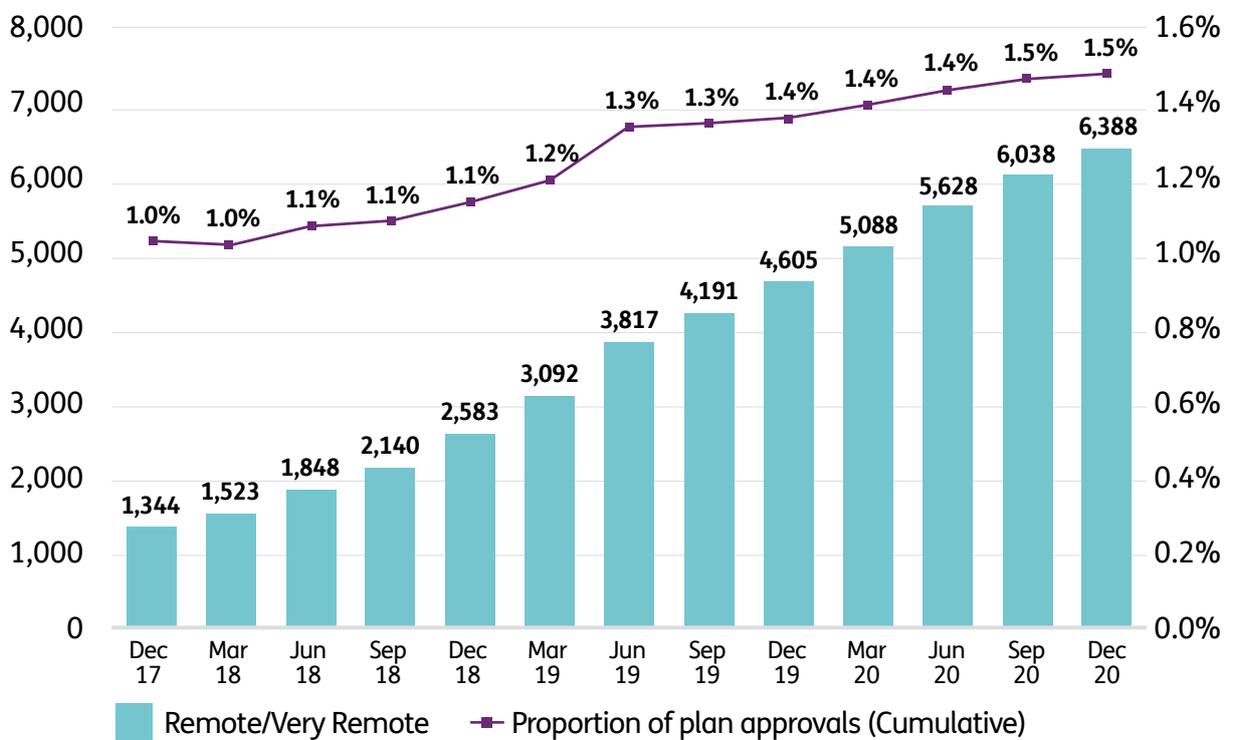
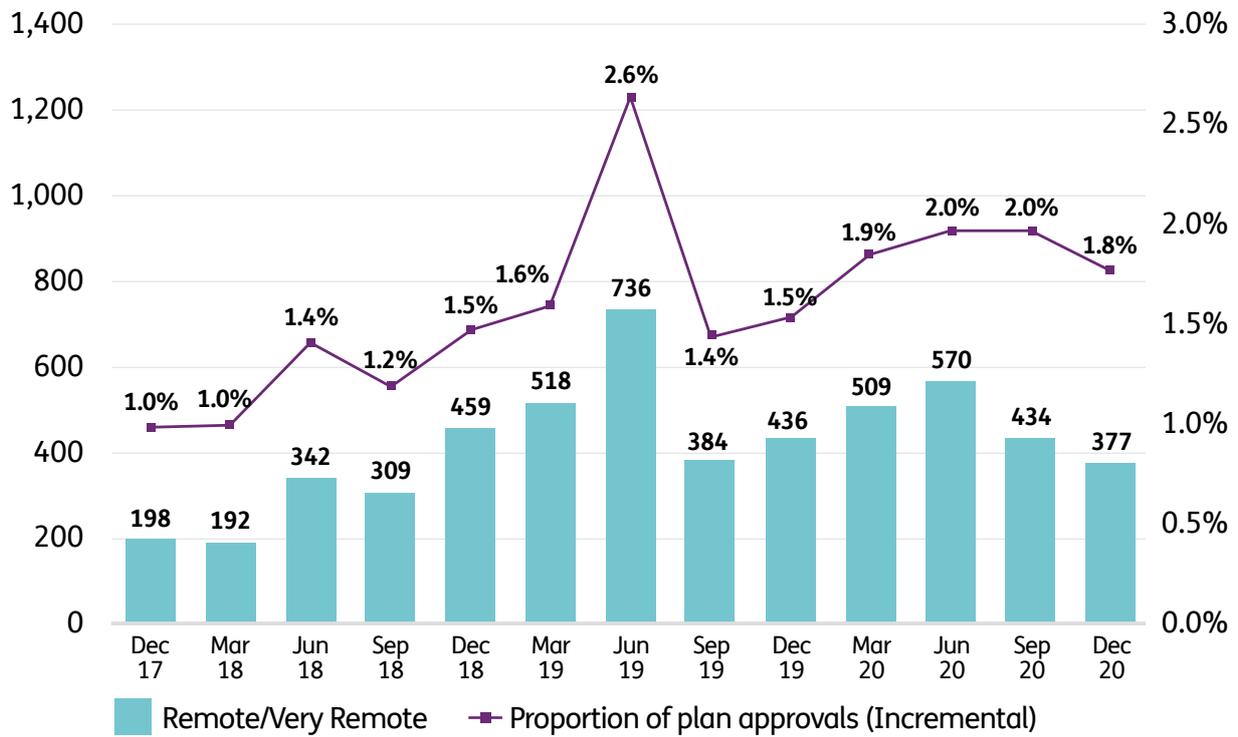
Figure 5: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)⁴



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



⁵ 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

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 (**35%** this quarter and **37%** in the September 2020 quarter). This compares with **16%** in the previous quarters through to 30 June 2020 combined.
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**21.6%** this quarter and **22.8%** in the September 2020 quarter compared with **6.8%** in previous quarters through to 30 June 2020 combined).
- **Psychosocial Disability: 14.1%** of participants who received a plan in the quarter, compared to **9.8%** in the previous quarters combined.

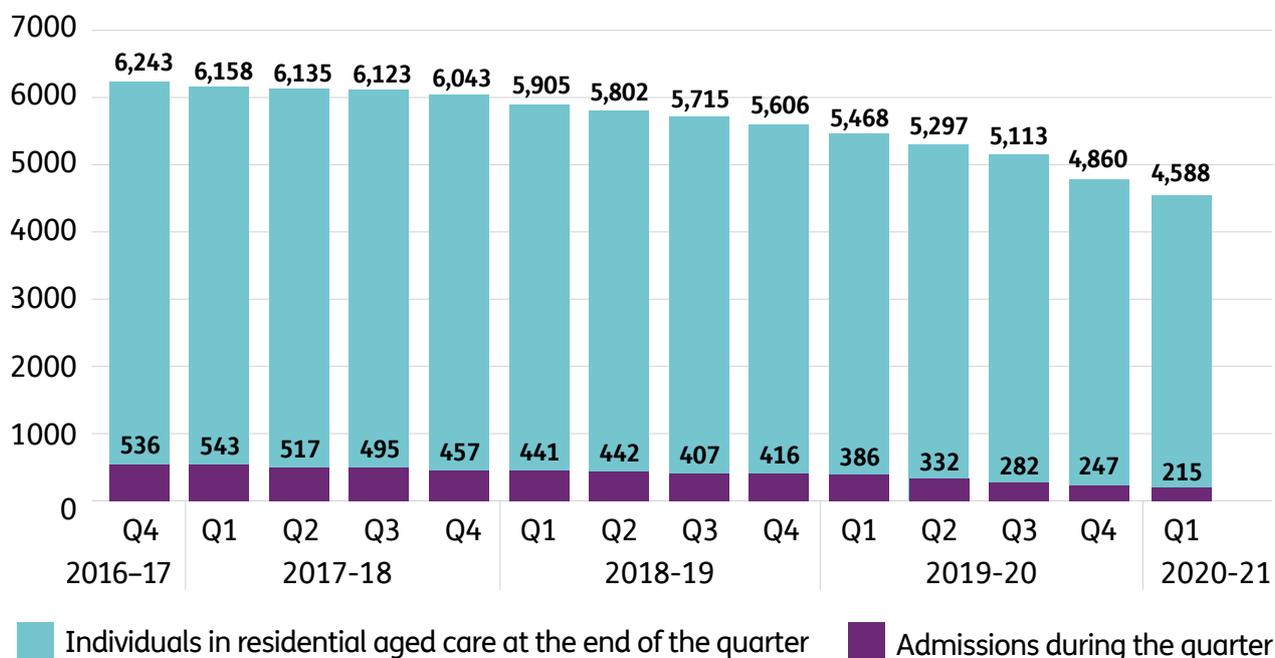
Younger People in Residential Aged Care (YPIRAC)

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 4,588 at 30 September 2020 (a 27% decrease).

Also, fewer 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 215 in the September 2020 quarter (a 60% 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.

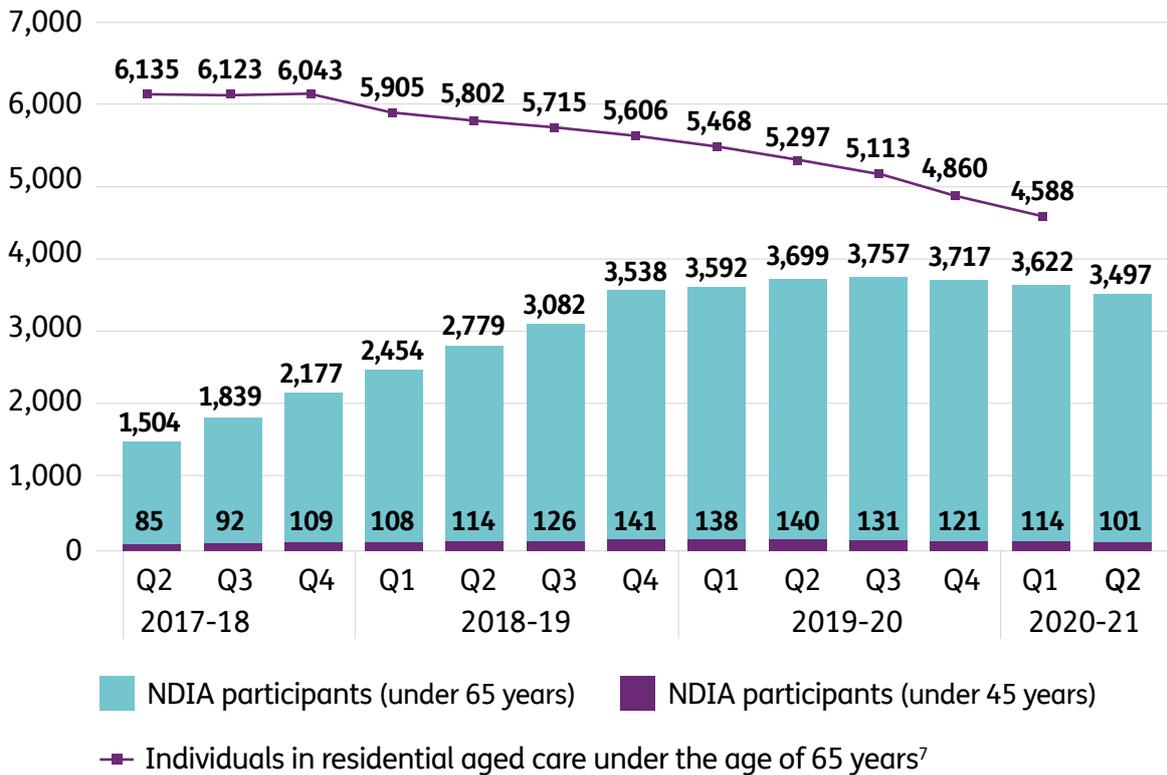
Figure 7: Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter



Part One: Participants and their plans

There were 3,497 participants in residential aged care with an approved plan at 31 December 2020 aged under 65 years. In addition to this, 545 participants who entered the Scheme and have been in residential aged care have exited since 1 July 2016 to a more appropriate accommodation setting.⁶ Of the 3,497 participants in residential aged care aged under 65 years, 101 are aged under 45 years (2.9%).

Figure 8: Number of NDIA participants in residential aged care (under 65 and under 45), and total number of individuals under age 65 in residential aged care



⁶ There were a further 1,638 participants with an approved plan aged 65 years or over who are currently in residential aged care.

⁷ Data provided by the Department of Health is at 30 September 2020. 31 December 2020 data will be reported next quarter.

Part One: Participants and their plans

The Royal Commission into Aged Care Quality and Safety released its interim report on 31 October 2019. The Commissioners are required to provide a final report by 26 February 2021. 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 genuine choice. The NDIA has increased its number of dedicated planners to support younger people in aged care to find alternative accommodation.

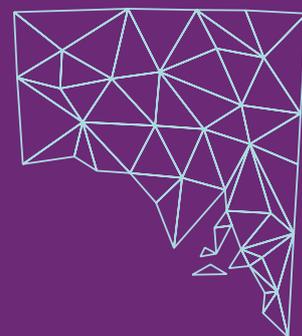
The [YPIRAC Strategy 2020-25 \(the Strategy\)](#) was released on 30 September 2020. The Strategy covers all younger people under the age of 65 living in, or at risk of entering, residential aged care, including providing choice to Aboriginal and/or Torres Strait Islander people between 50 and 64 years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



Ben's vibrant new fashion brand blooms with NDIS support



Ask **Ben** how he came to name his new clothing retail business and he'll gladly demonstrate.

"I'm a happy person and when I'm happy, well, it's just Hazzah!" said Ben, 20, who lives with Down syndrome and is supported by the NDIS, laughing and swinging both arms up high. So, he says, it was an obvious choice for the name of his new micro-enterprise.

"It was my dream to start an apparel business, to meet new people and build a community where people can be themselves and have fun," said Ben.

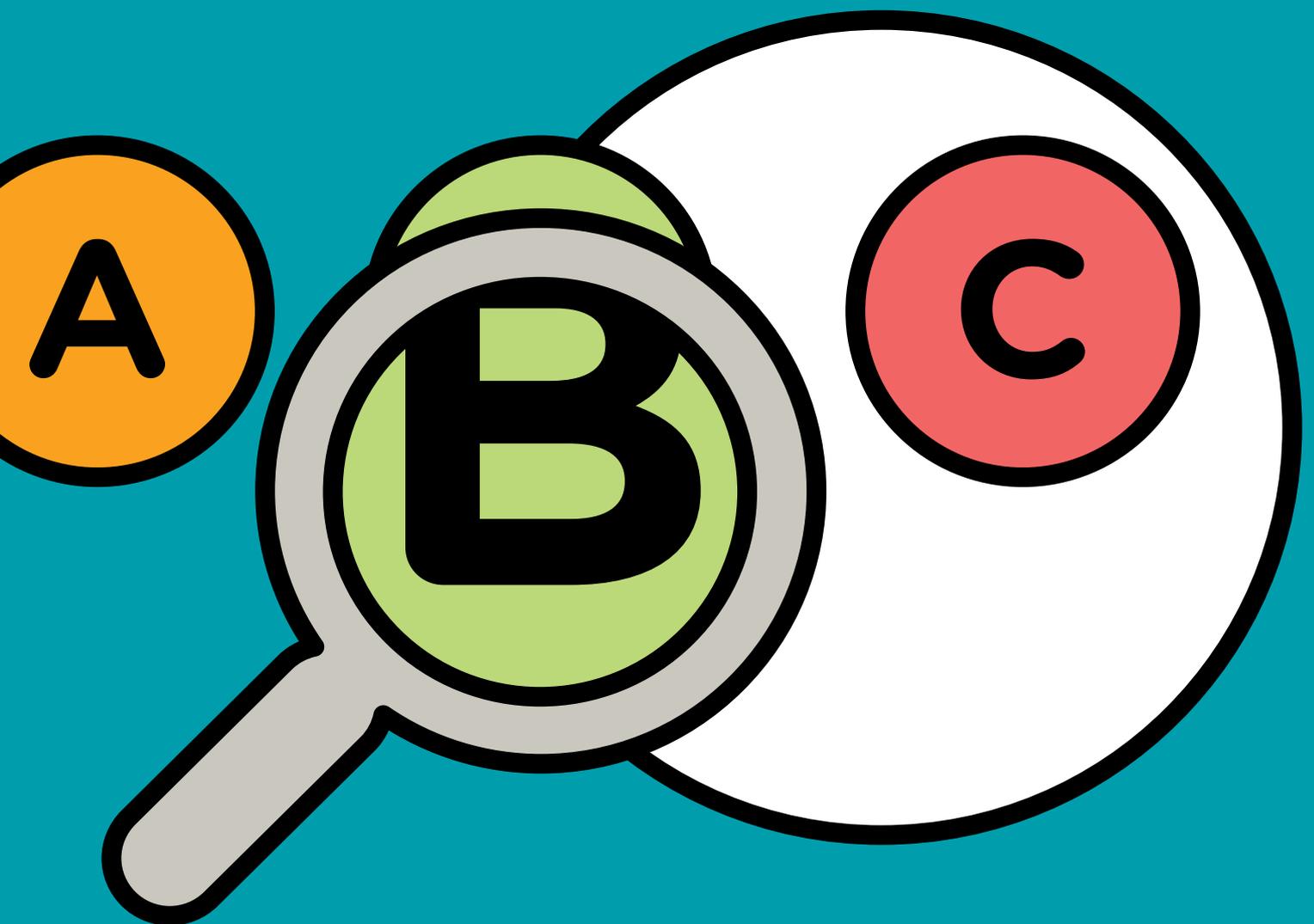
Ben creates original designs for t-shirts and caps, inspired by the things he loves, including DJing, music, surf culture, and sport. He manages the micro-business himself and has NDIS-funded support workers helping him to learn to cook, do housework, use gym equipment, and use public transport independently.

Since launching Hazzah in June, Ben has been successfully growing a steady crowd of buyers and supporters for his new brand. Ben says the NDIS has made a big difference to his life and his goal is to run a successful business and buy his own home to live independently.

For Ben, Hazzah is more than a clothing business. Ben says it's about acceptance and embracing each person's unique self, and having fun.

Part Two:

Participant
experience and
outcomes



Part Two:

Participant experience and outcomes

Outcomes continue to improve the longer participants are in the Scheme.

2.1 Participant safety and contact

The NDIA is cooperating with all relevant inquiries in response to the tragic cases of participant deaths reported in the media in 2020.

The NDIA continues to review and improve its business operating processes to ensure participants get the support they need. The Vulnerable Participant Check-in process continues to be used in response to COVID-19 outbreaks. In addition, the recently implemented Participant Check-in process will continue to be embedded and enhanced in 2021 to support all participants, including vulnerable participants.

2.2 Participation in work and community and social activities

Despite COVID-19, participation rates in both community and social participation and participation in work remain relatively 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 entered⁸. There was a:

- **ten** percentage increase from **34%** to **44%** for participants aged 15–24 years.
- **ten** percentage increase from **36%** to **46%** for participants aged 25+ years.
- **ten** percentage increase from **36%** 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 only been marginal increases in employment. There was a:

- **eight** percentage increase from **13%** to **21%** for participants aged 15–24 years.⁹
- **two** percentage decrease from **25%** to **23%** for participants aged 25+ years.
- **one** percentage increase from **22%** to **23%** for participants aged 15+ years.

⁸ 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.

⁹ 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 continues to work towards the goal of thirty percent of NDIS working age participants having paid work by 2023 through the implementation of the NDIS Participant Employment Strategy 2019-2022 (the Strategy).

December 2020 marked the end of the first year of the Strategy, and notwithstanding the challenges of 2020 as a result of the COVID-19 pandemic, the NDIA has continued to deliver against key commitments to pursue improved social and economic participation for NDIS participants.

Between October and December 2020 the NDIA continued to focus on building participant aspirations and goals related to employment, and supporting choice and control over the employment pathway. To support this the NDIA:

- made it easier for participants to understand how the NDIA makes decisions about funding employment related supports, and the types of supports available under the NDIS, by publishing a revised Operational Guideline about work and study supports;
- enhanced and expanded the information available to participants in a new participant handbook about the role of School Leaver Employment Supports to help participants choose the right provider to meet their needs;
- equipped frontline planning and LAC staff with information and training resources based on the Let's Talk About Work employment booklet in order to promote better conversations with participants about employment;
- engaged extensively with providers and Support Coordinators to ensure the new pricing framework for supports in employment that commenced in July 2020 was understood, and how these changes increase flexibility and choice around where a participant works, how they are supported and who supports them; and
- commenced a qualitative research project to better understand participants' barriers and enablers to employment for people with Intellectual Disability, autism and psychosocial disability.

The disruption caused to the employment sector by the COVID-19 pandemic has been significant. The NDIA and Department Social Service (DSS) have formed a joint Executive Steering Group who will meet on a quarterly basis to work to oversee the development and alignment of employment strategies. An initial output of this forum will be an updated action plan for the NDIS Participant Employment Strategy.

The NDIA remains committed to the participant focussed vision, goals and focus areas of the Participant Employment Strategy. The revised action plan will strengthen some initiatives, re-think others and promote new ideas to improve the employment outcomes for participants.

2.3 Analysis of participant outcomes

Participants 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 31 December 2020, for participants who have been in the Scheme for at least two years¹⁰, 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 **92%** at their first review.
- **94%** felt the NDIS improved their child’s access to specialist services at their latest plan review, compared to **90%** at their first review.

For children starting school to 14 years:

- **68%** of parents and carers felt their child had become more independent as a result of the NDIS at their most recent plan review, compared to **58%** at their first review.
- **55%** 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 **46%** at their first review.

For young adults aged 15 to 24 years:

- **68%** of participants felt the NDIS had helped them have choice and control over their life at their most recent plan review, compared to **60%** at their first review.
- **69%** of participants said the NDIS had helped them with daily living activities at their most recent plan review, compared to **59%** at their first review.

For adults aged 25 and over:

- **77%** of participants believed the NDIS helped them have more choice and control over their lives at their most recent plan review, compared to **67%** at their first review.
- **81%** 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.

¹⁰ 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.

Part Two: Participant experience and outcomes

Significant improvements in outcomes are evident the longer a participant has been in the scheme. Highlights, for participants who have been in the scheme for at least four years, include:

Figure 9: For children aged 0 to before starting school

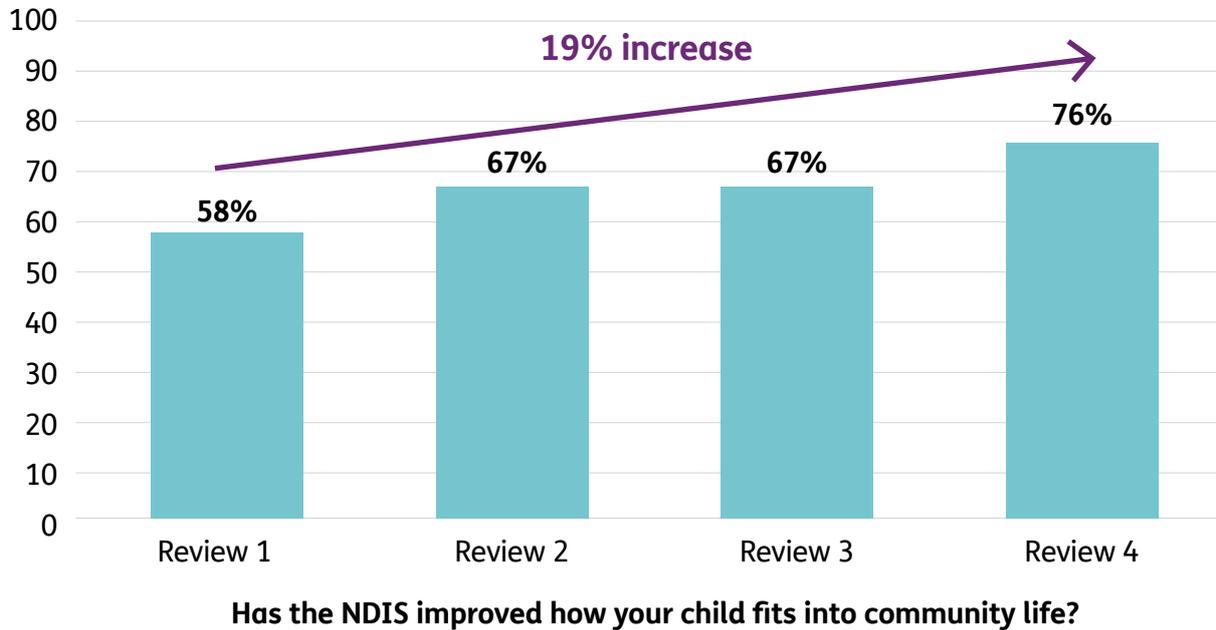


Figure 10: For children starting school to 14 years

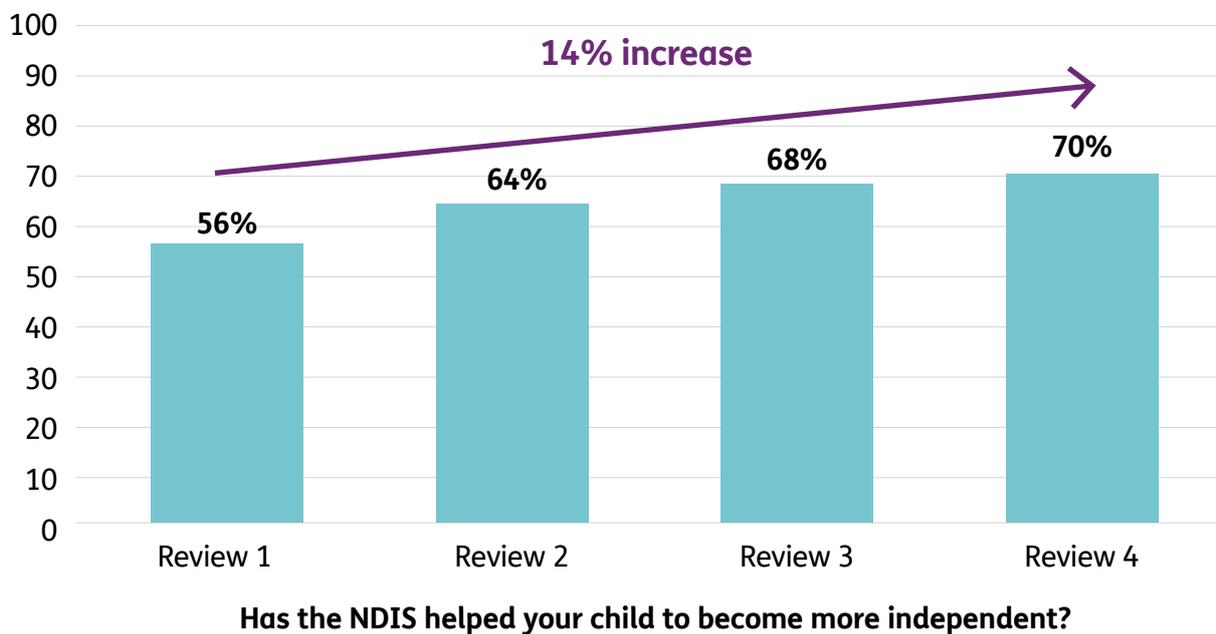


Figure 11: For young adults aged 15 to 24

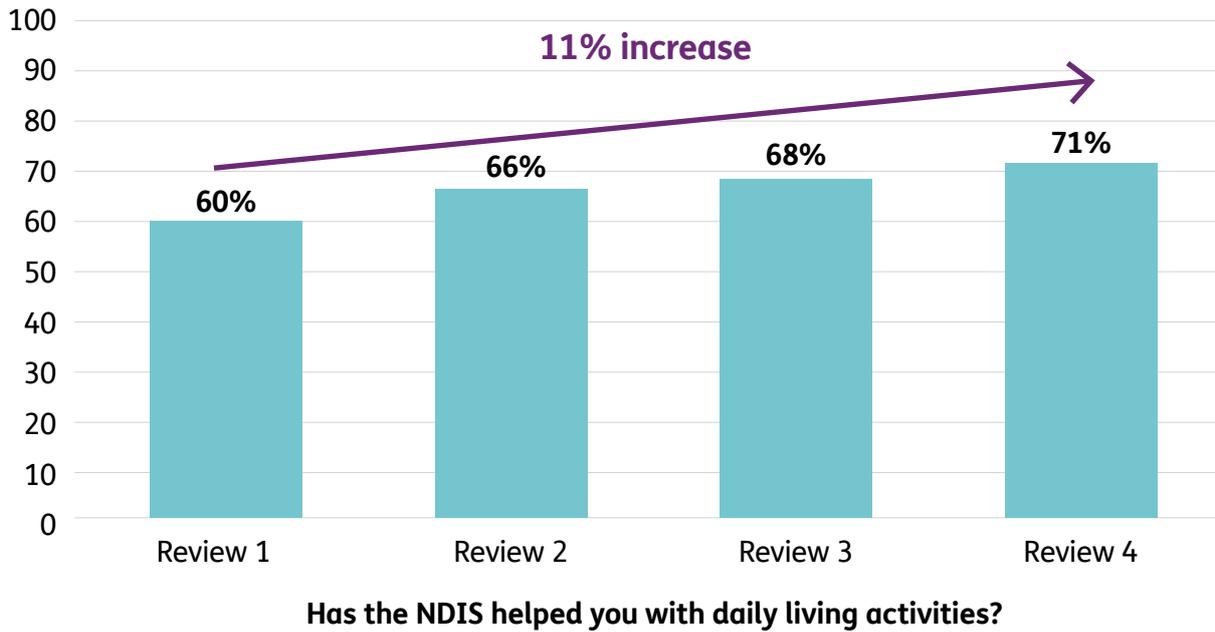
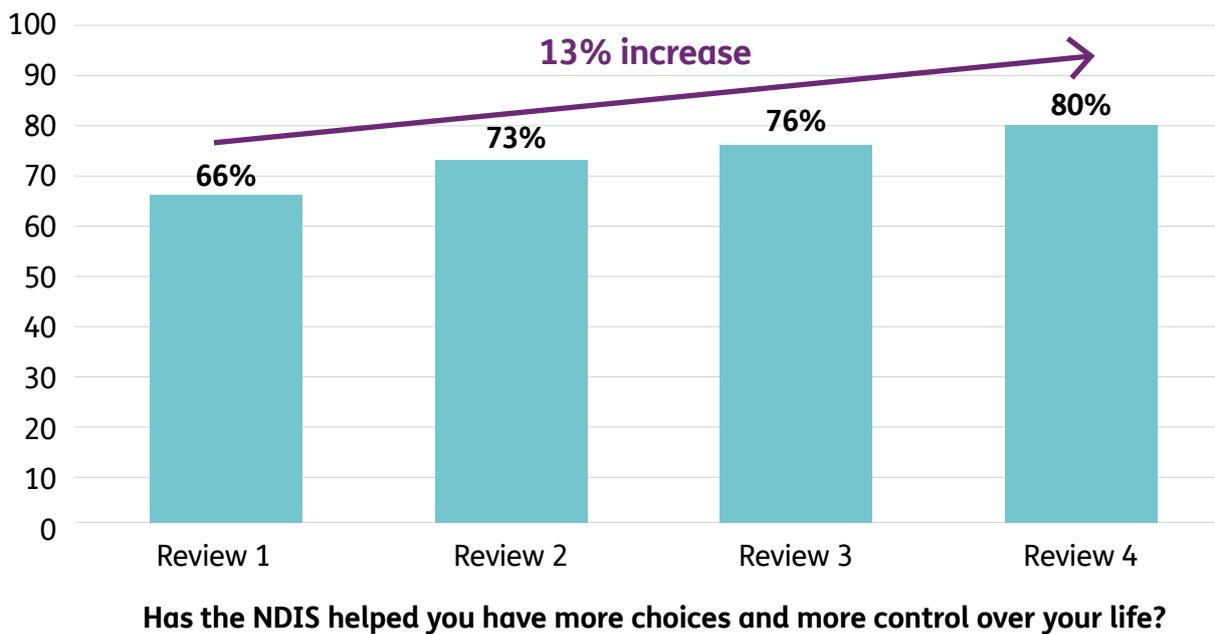


Figure 12: For adults aged 25 and over



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.

2.4 Participant satisfaction

The NDIA has undertaken improvements to the way satisfaction is measured.

In September 2018, the NDIA expanded on the original participant satisfaction survey (conducted since the start of trial) to allow for a comprehensive understanding of the participant experience at each stage in the pathway. The NDIA gathers responses at the four primary stages of the participant pathway – access, pre-planning, planning and plan review.

In the December 2020 quarter, the NDIA transferred the administration of the survey away from the National Contact Centre to another third party supplier, Australian Healthcare Associates. This was in response to the Tune review, which recommended the survey be undertaken as independently as possible from the NDIA. This change in administrator has resulted in a “break” in the time series, meaning the previous quarterly results do not compare with this quarter’s result. Future quarterly results will be compared with the December 2020 quarter results to understand change over time.¹¹

Also, in line with the Tune 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. This includes input regarding the current approach, suggested improvements to current questions, the inclusion of extra modules, and input into questions for future modules.

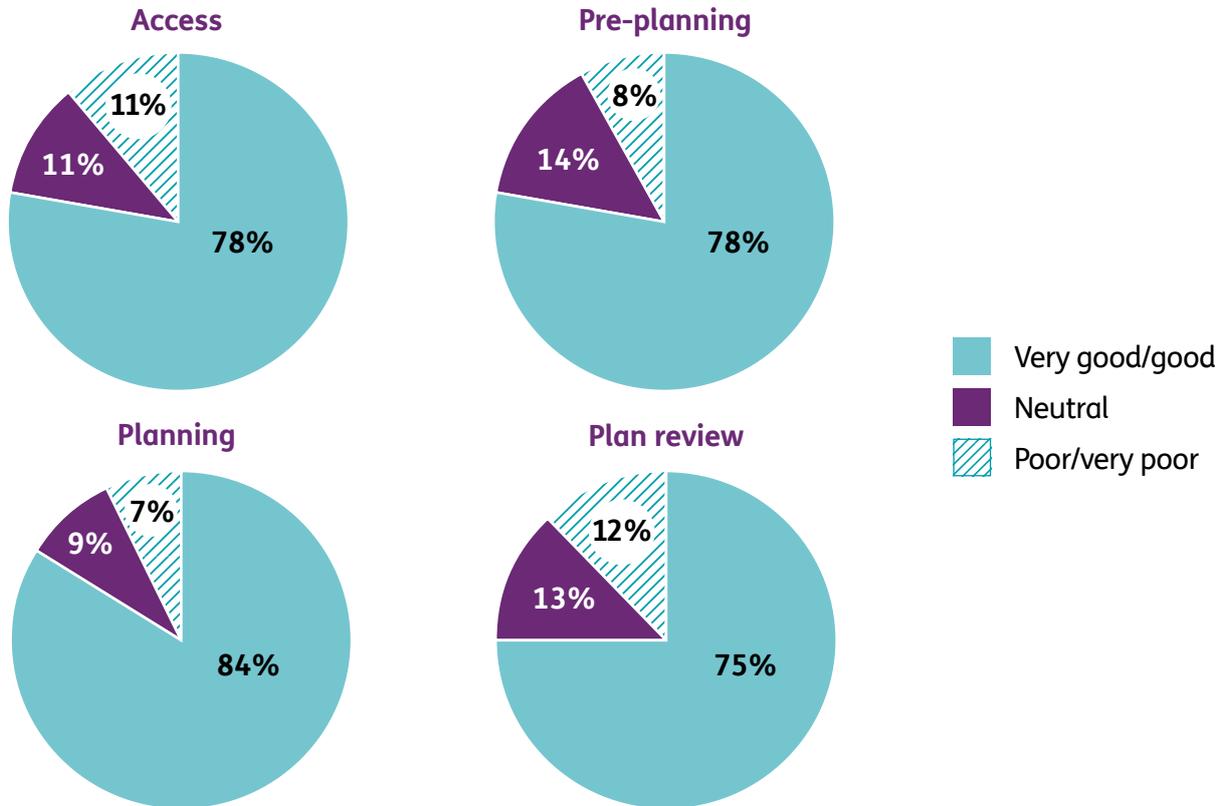
The NDIA engaged the Council for Intellectual Disability to undertake consultation on making the surveys more accessible, including for people with complex communication needs. The NDIA has reviewed the existing questions and is in the process of making the recommended changes to make the surveys more accessible.

In the December 2020 quarter, 84 per cent of participants rated the planning process as either good or very good, with a further 9 per cent rating the experience as neutral. Seventy-eight (78) per cent of the participants in the quarter rated the access process as either good or very good, 78 per cent rated the pre-planning process as either good or very good, and 75 per cent of participants rated the plan review process as either good or very good.

¹¹ Recommendation 24 in the Tune review, available at this link: www.dss.gov.au/sites/default/files/documents/01_2020/ndis-act-review-final-accessibility-and-prepared-publishing1.pdf

Figure 13: Rating of experience with the NDIS (1 October 2020 to 31 December 2020)

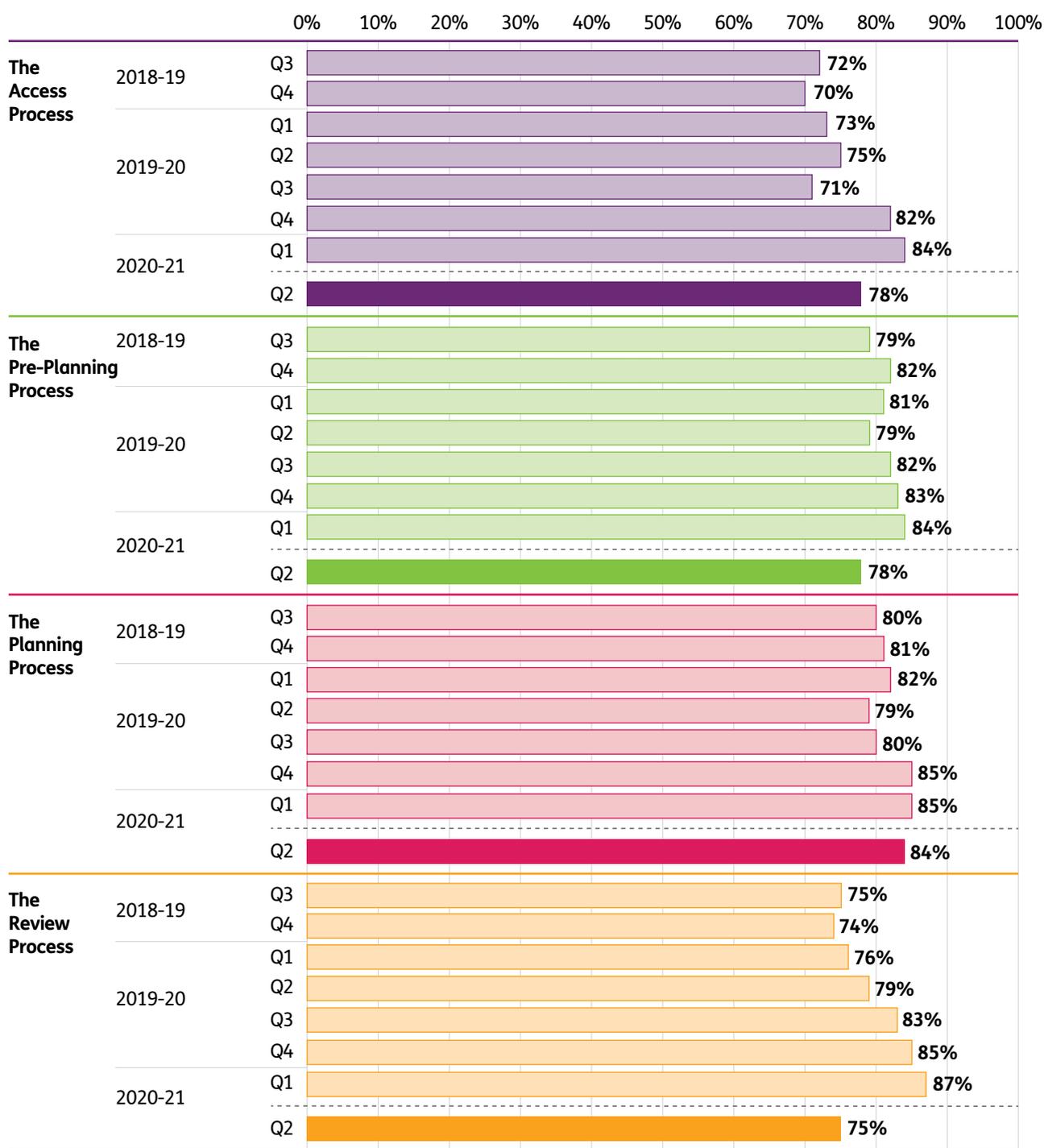
Overall, how was your experience with:



As mentioned above, the change in survey administrator means previous quarters do not compare with this current quarter. This quarter the survey sample was 965 surveys at Access, 1,302 at Pre-Planning, 4,744 at Planning and 12,029 at Review, which is 19,040 in total, 2.25 times higher than the previous quarter. Future quarterly surveys will be compared with this quarter.

Part Two: Participant experience and outcomes

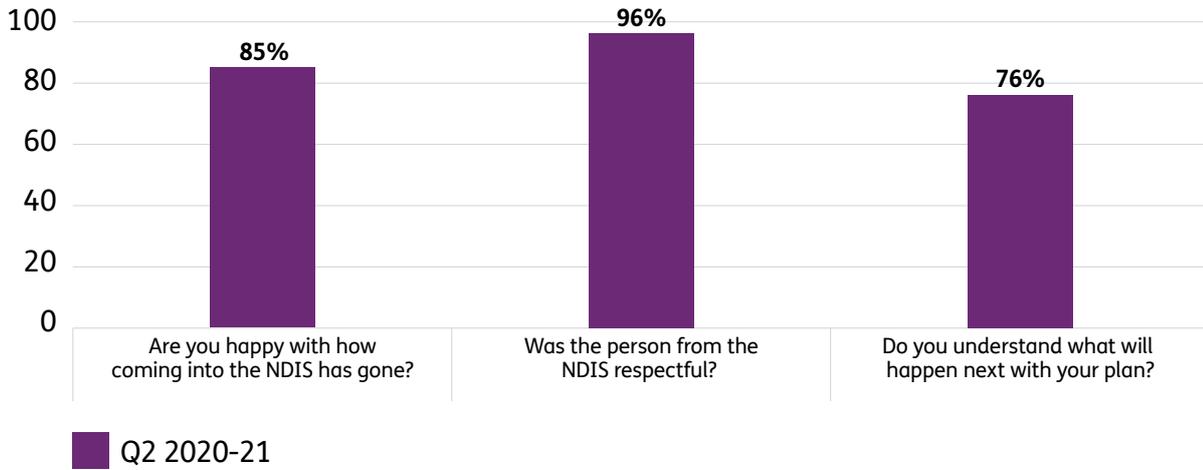
Figure 14: Trend of satisfaction across the pathway (% Very good/good)¹²



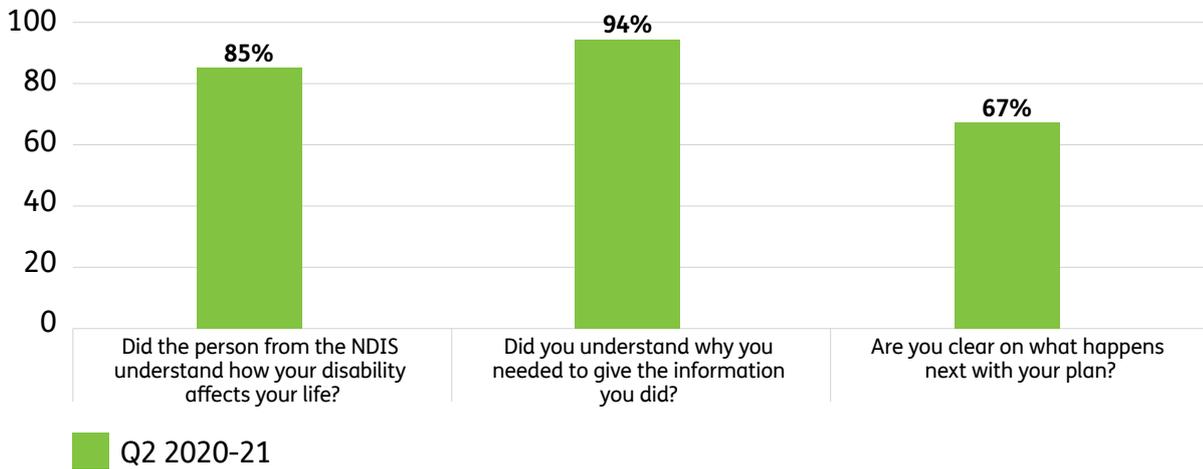
¹² Participant satisfaction results for prior quarters have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Figure 15: Satisfaction across the four stages of the pathway

Stage One: Access



Stage Two: Pre-planning



Stage Three: Planning

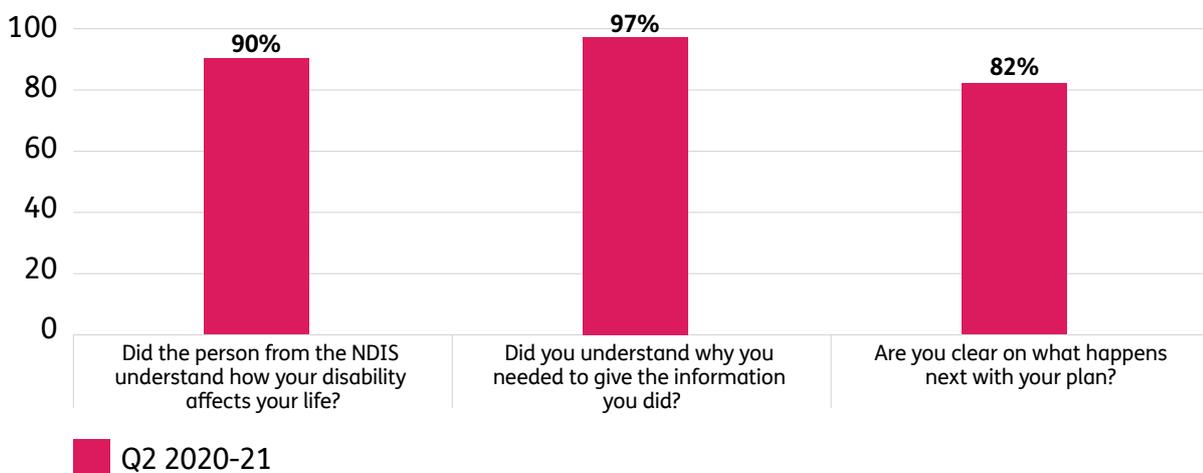
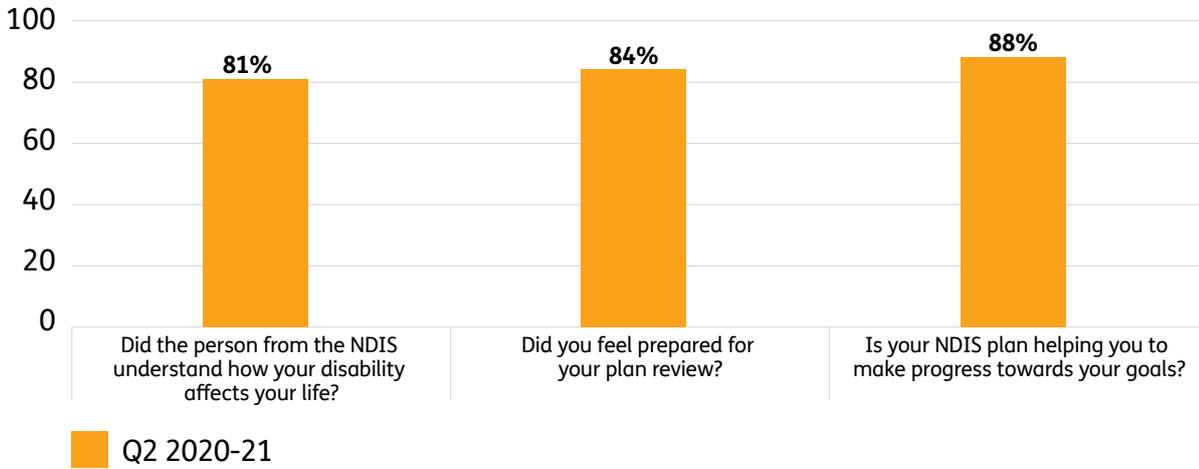


Figure 15: Satisfaction across the four stages of the pathway cont.

Stage Four: Plan Review



The surveys also include questions that produce further insights at each stage of the pathway. The results indicate that satisfaction for Q2 2020-21, as measured by these questions, is comparable to prior quarters overall.

For this quarter and historically, the percentage who have a clear understanding of what happens next with their plan in the first three steps of the participant pathway has been lower than the positive response rate for other questions. For example, at planning, 82% were clear on what happens next with their plan (the same percentage as for prior quarters combined), lower than the 87%-97% responding positively to other questions about planning.

Participants surveyed responded very positively to questions on whether the person from the NDIS was respectful and to understanding why they needed to provide the information they did.

In conjunction with transferring the survey to a different independent administrator, the NDIA has also taken the opportunity to review the sampling scheme and (as mentioned above) increased the sample size (by 2.25 times) in order to improve the statistical reliability of results. These improvements will also allow a finer disaggregation of results so that the experience of different cohorts of participants can be analysed and more targeted improvements to the Scheme can be made.

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.

- For the quarter ending December 2020, the National Contact Centre (NCC) answered **243,754** phone calls. The average answer speed was **34** seconds.
- The NCC is contracted to reach a weekly service level of **80%** of calls answered within **60 seconds**. At the end of the December 2020, NCC was achieving a service level of **81.2%**.
- Average abandonment rates are consistently low at **1.3%**.
- **11,310** Webchat enquiries were responded to across the quarter, with **98.5%** answered within **10** seconds
- Throughout the quarter **236,928** emails were responded to, with **73.7%** progressed within **2 business days** of them being received.¹³
- The rate of enquiries being resolved within the first response to the contact was **73%** in the December quarter. Notable category improvements for the quarter include:
 - Bank Account Update Approvals – **29%** to **76%**,
 - Payment Requests – **78%** to **88%**,
 - Provider related interactions – **93%** to **96%**, and
 - Supported Independent Living enquiries – **45%** to **69%**.

¹³ The holiday season affected the result this quarter. The result in the September 2020 quarter was 99.9%.



Choir provides the key to unlock Danielle's life

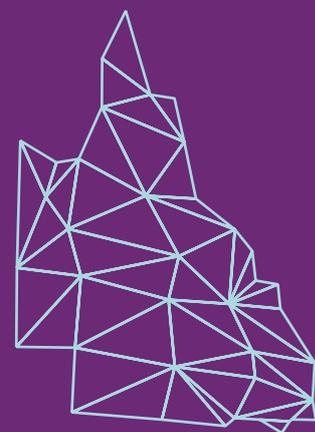
When Dennis took his daughter **Danielle** (seated), an NDIS participant, to listen to Mackay's all-abilities Choir of Unheard Voices five years ago, he had no idea he had finally discovered the key to unlock her life.

Since that day Danielle, now 35, has become a core member of the choir and loves nothing more than performing to live audiences around the Queensland regional centre. Choir founder and organiser Margie Ross, says Danielle is a perfect example of the power of music and song to change people's lives.

"When Danielle started with us five years ago she was largely non-verbal and presented as quite disengaged," Margie says. "After about a year I heard her repeat the count-in that I always do ahead of a song – and that was it for me! I told her that was now her job and since then she's always counted us in."

Danielle's mother Helen says participation in the choir has transformed her daughter, who has lived with an acquired brain injury after experiencing a massive brain infection following a bout of meningitis when she was six months old. Danielle is also blind.

"Being part of the choir has helped Danielle become much more social and accepting of other people," Helen says. "You tell her 'choir today?' and she's straight up on her feet, she wants to go."



To see the choir in action, visit www.facebook.com/just2sing

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 Partners in the Community (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 eight PSG metrics.

Performance against the proposed service standards – December 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.¹⁴

Service type	Description of the service being guaranteed	Service Guarantee	Performance	Comparison to target of 95%
General	Explanation of a previous decision, after a request for explanation is received ¹	28 days	100% in the December 2020 Quarter	●
Access	Make an access decision, or request for more information, after an access request has been received	21 days	100% in the December 2020 Quarter	●
Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	Reporting will commence in the 30 June 2021 report	
Access	Make an access decision, after the final information has been provided	14 days	98% in the December 2020 Quarter	●
Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	74% in the December 2020 Quarter	■
Planning	Approve a participant's plan, after an access decision has been made	70 days	92% in the December 2020 Quarter	▲
Planning	Approve a plan for ECEI participants, after an access decision has been made.	90 days	98% in the December 2020 Quarter	●
Implementation	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	
Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	Reporting will commence in the 30 June 2021 report	

● 95% and over ▲ 85%-95% ■ Less than 85%

¹⁴ Commencement dates for reporting PSG metrics have changed compared to the prior quarter report, with some metrics being reported earlier than expected and some being reported later than expected.

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%
Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in the 30 June 2021 report	
Plan review	Commence facilitating a scheduled plan review, prior to the scheduled review date	56 days	61% in the December 2020 Quarter	■
Plan review	Decide whether to undertake a participant requested plan review, after the request is received	21 days	100% in the December 2020 Quarter	●
Plan review	Complete a participant requested review, after the decision to accept the request is made	42 days	72% in the December 2020 Quarter	■
Plan variations	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	Reporting will commence in the 30 June 2021 report	
Plan variations	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 30 June 2021 report	
Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in the 30 June 2021 report	
Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received	90 days	98% in the December 2020 Quarter	●
Reviewable decisions	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	
Nominee	Cancel participant requested nominee	14 days	95% in the December 2020 Quarter	●
Nominee	Cancel CEO initiated nominee	14 days	100% in the December 2020 Quarter	●

● 95% and over ▲ 85%-95% ■ Less than 85%

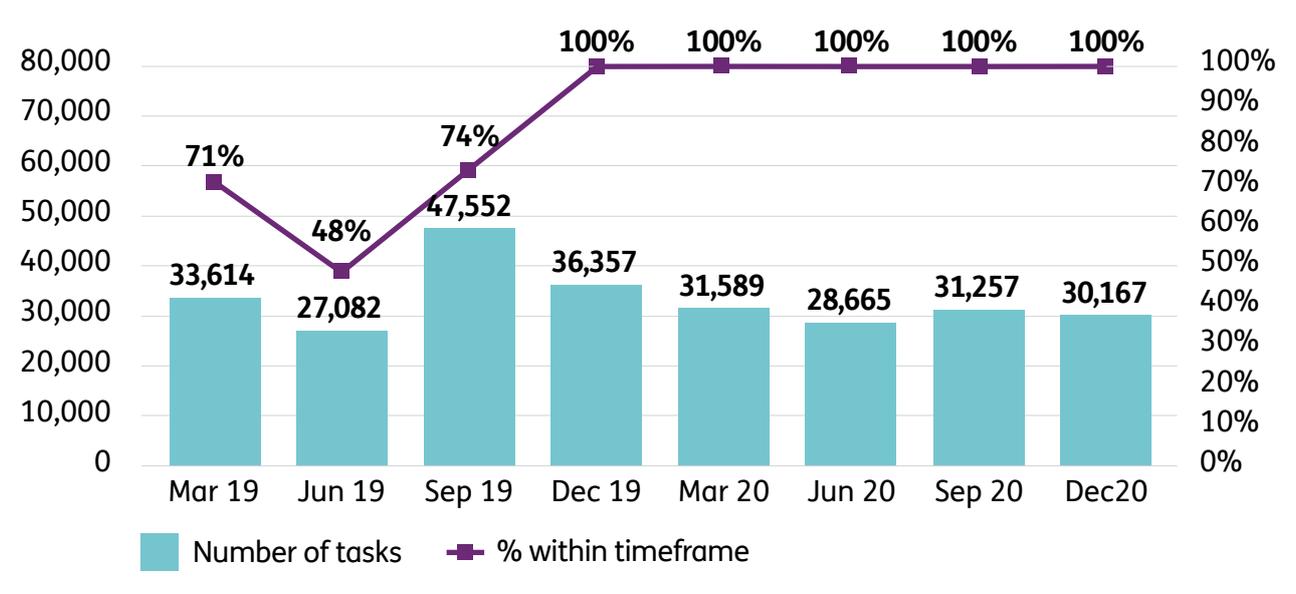
Key trends in PSG metrics

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

Access Decisions

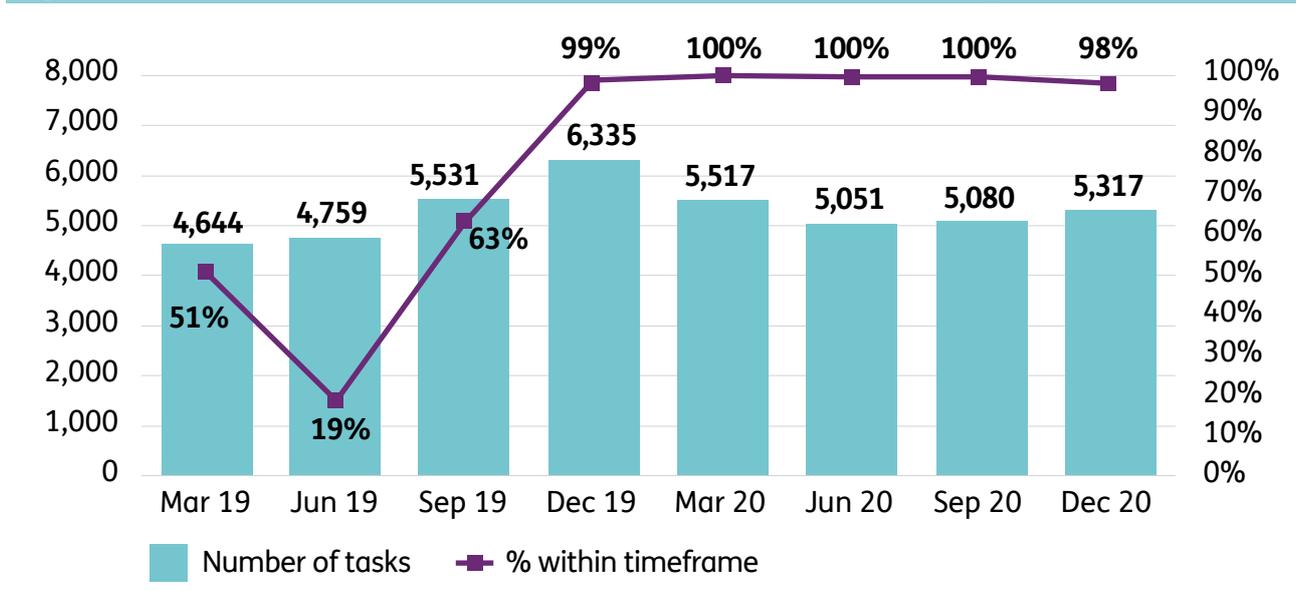
The NDIA has consistently met the 21 day timeframe in respect to access decisions over the last five quarters, which is a big improvement from the quarter prior, when the percentage met was 74 per cent.

Figure 16: 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 the September 2019 quarter, where only 63% of decisions were made within the timeframe.

Figure 17: 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 per cent 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 18: Commence facilitating the preparation of a plan, after an access decision has been made

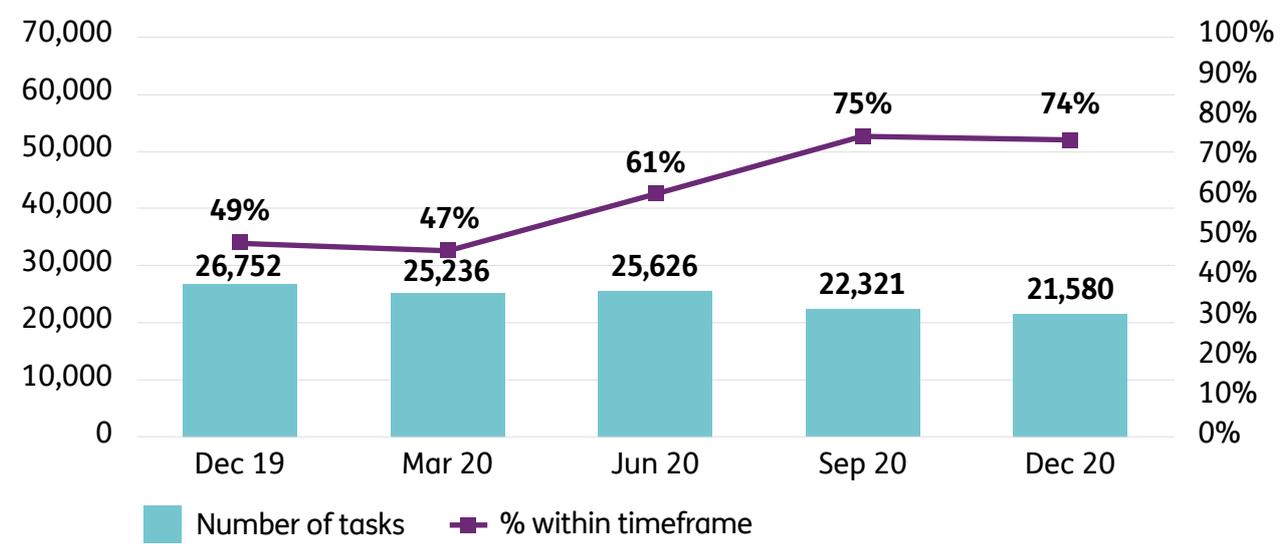


Figure 19: First plan approved after access decision has been made, 7+ years

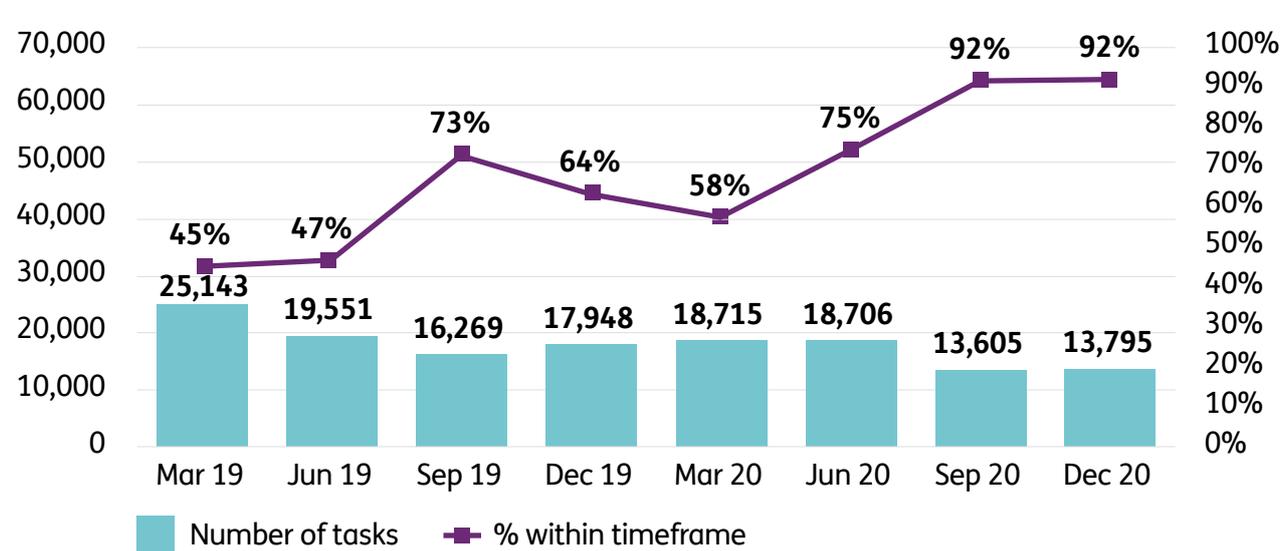
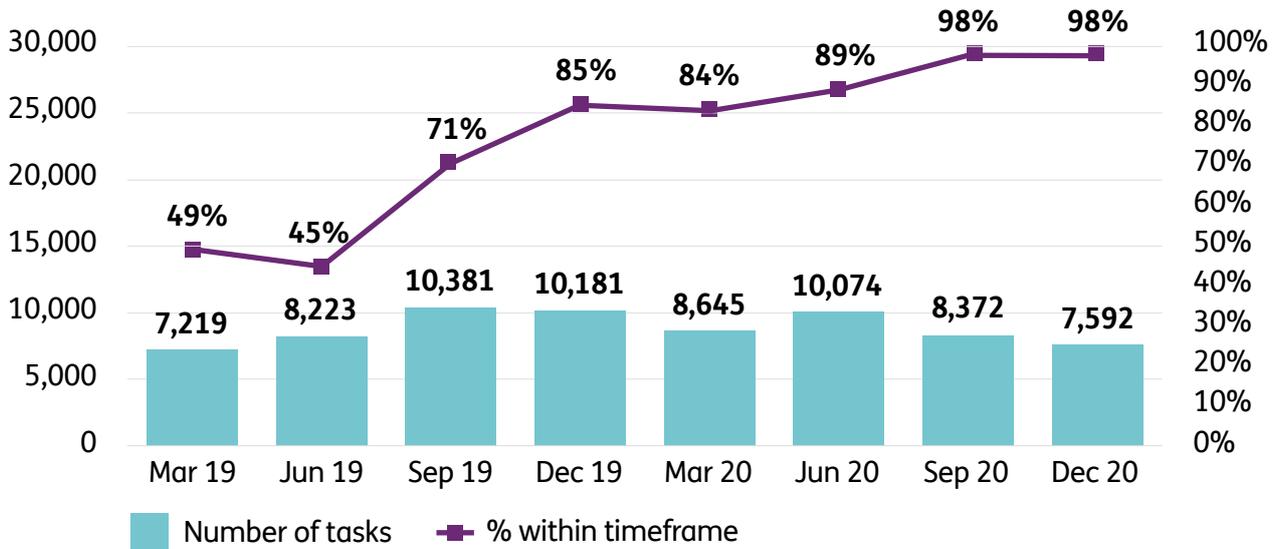


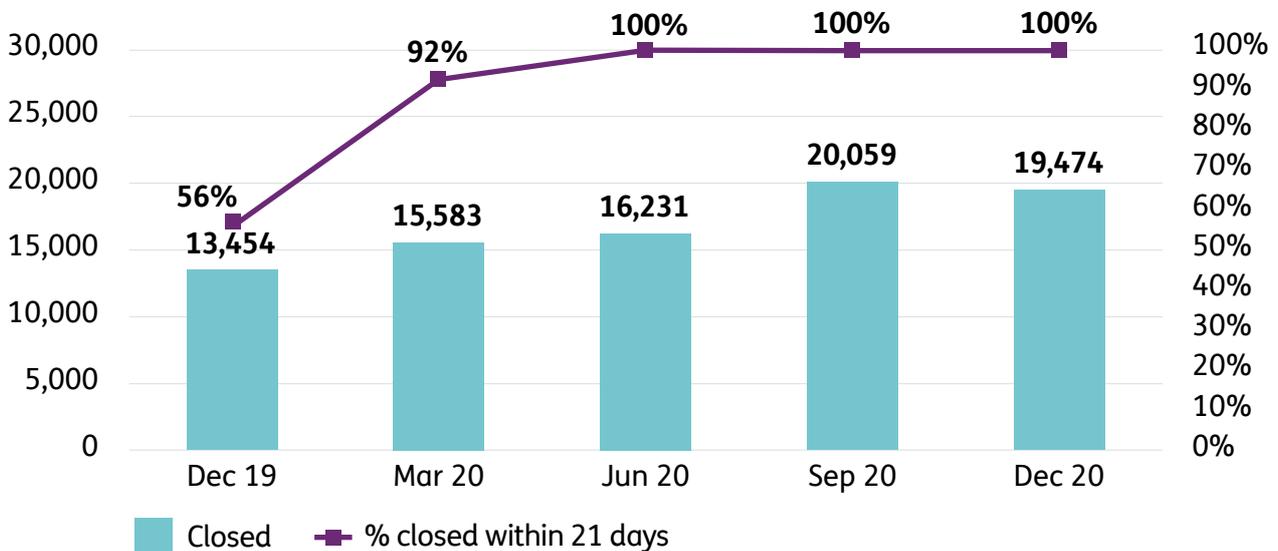
Figure 20: First plan approved after access decision has been made, 0-6 years



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.

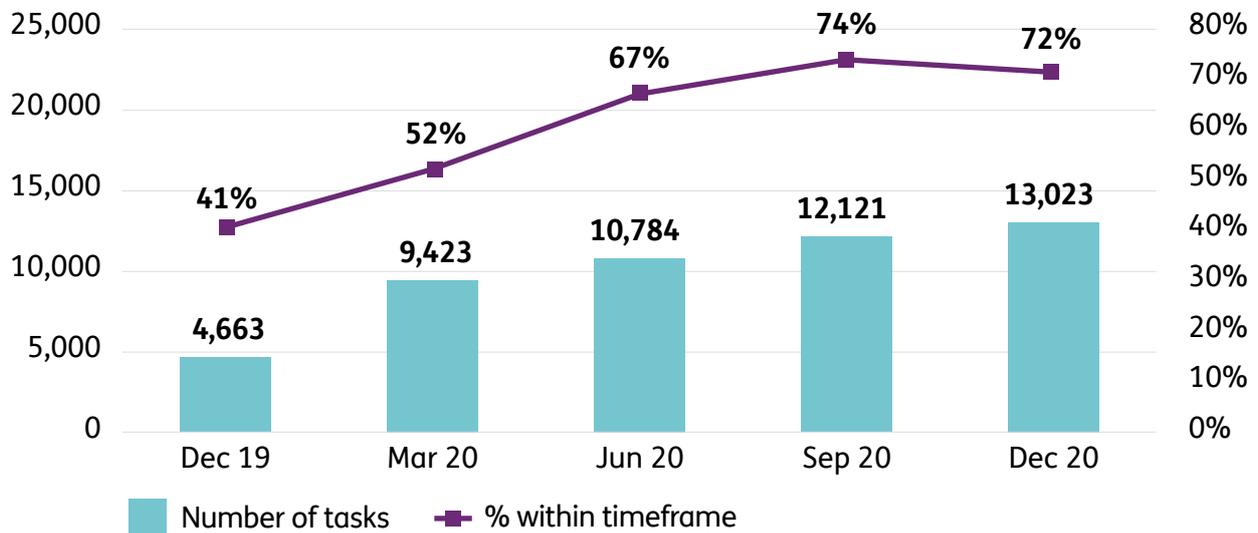
Figure 21: Decision made to undertake PRR after request is received



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 72 per cent in the December 2020 quarter.

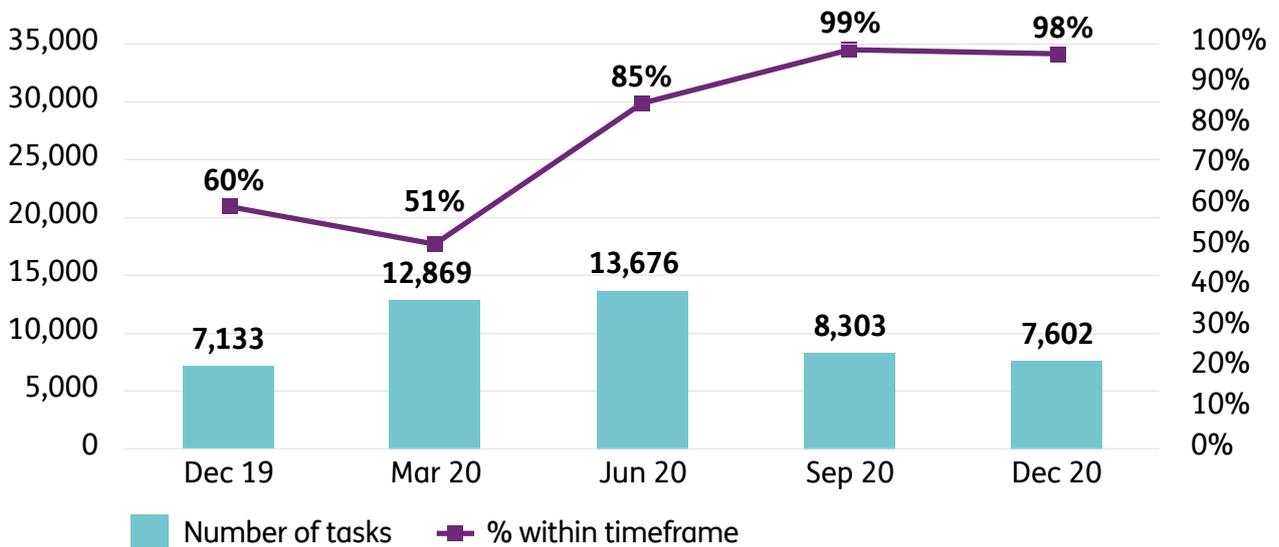
Figure 22: PRR completed after decision made to undertake review



Reviewable Decisions

The NDIA is now completing Reviews of Reviewable Decisions within the 90 day timeframe 98 per cent of the time.

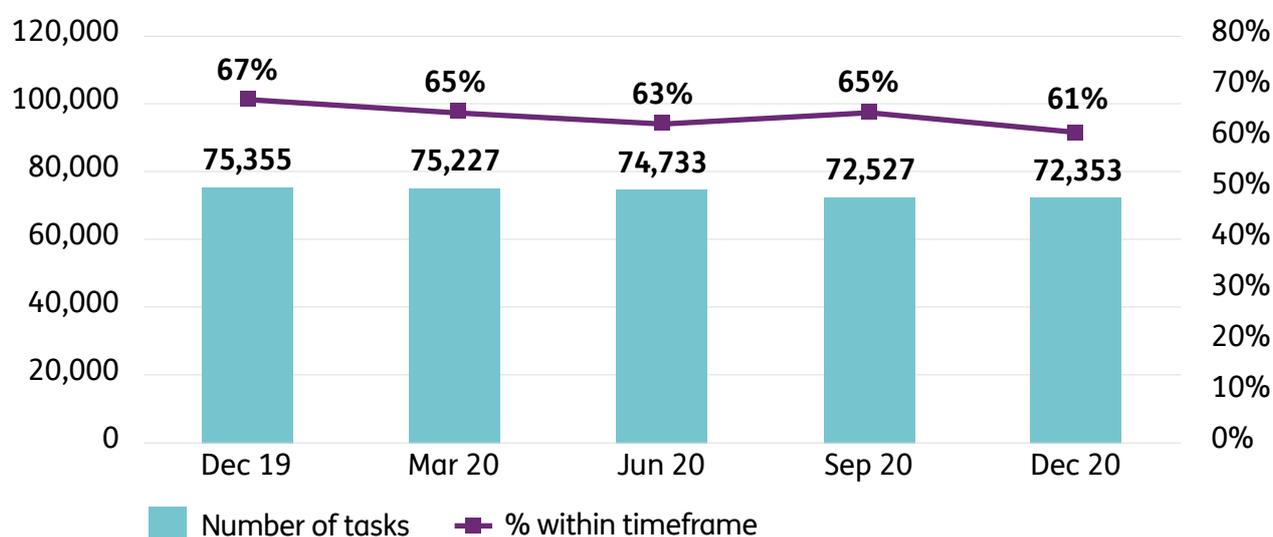
Figure 23: Complete Review of a Reviewable Decision after request is received



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 commencing a scheduled plan review, with only 61% completed within the timeframe in the December 2020 quarter.

Figure 24: Commence facilitating a scheduled plan review, prior to the scheduled review date¹⁵



Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
General	Our National Contact Centre will answer 80% of calls within 60 seconds.	81% in December 2020

Service standards for complaints

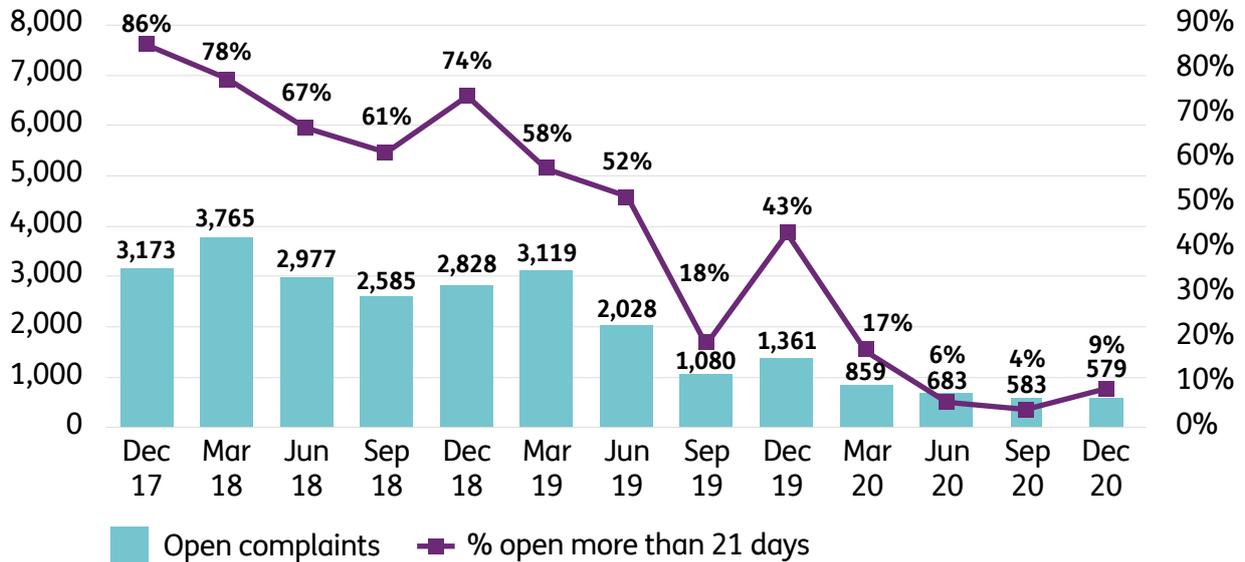
Service type	Description of the service being guaranteed	Service Guarantee	Performance
Complaints	Acknowledge a complaint after we receive it	1 day	Reporting commences in 2021
	Make contact after we receive a complaint	2 days	Reporting commences in 2021
	Resolve 90% of complaints within 21 days after we receive it. More complex complaints may take longer to address.	NA	92% in the December 2020 quarter

¹⁵ 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

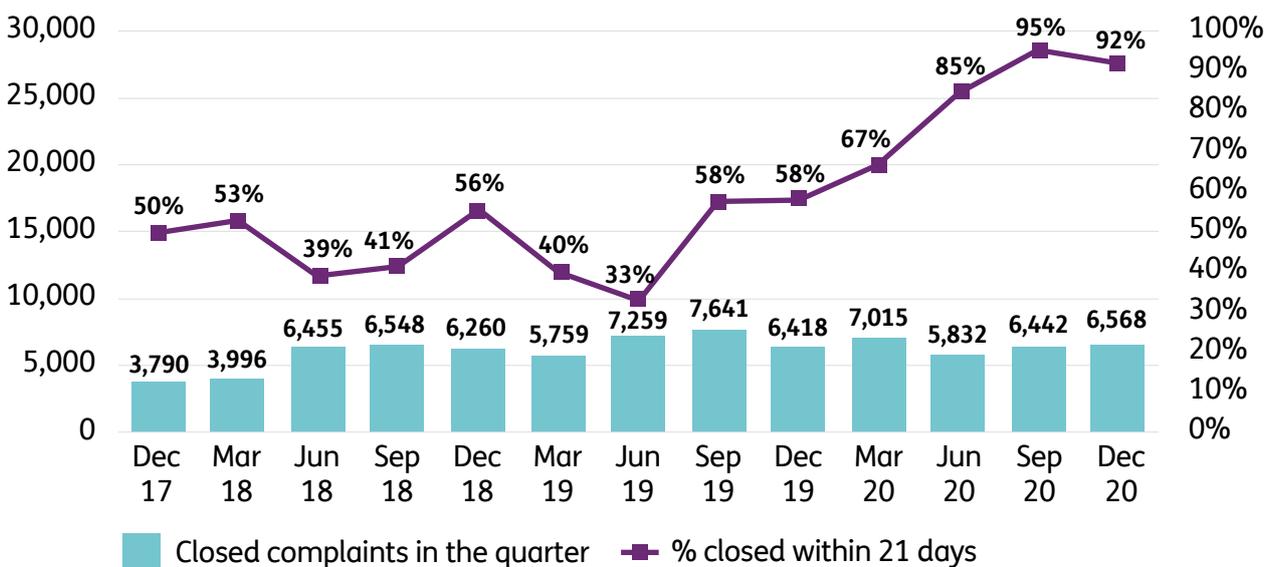
The number of open complaints has reduced significantly over recent quarters and the per cent of total complaints that have been open for more than 21 days has also significantly reduced.

Figure 25: Open complaints and per cent that have been open for more than 21 days¹⁶



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 92 per cent in the most recent quarter, a significant improvement compared to prior quarters.

Figure 26: Closed complaints and per cent completed within 21 day timeframe¹⁷



¹⁶ 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.

¹⁷ *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?
We will put the name of an NDIS contact person on our letters to you.	Changes have been made to our letters to include the name of a real person.
You will be able to access your personal data and plan details without having to ask through a Freedom of Information (FOI) request.	The NDIS website now includes a Participant Information Access site to make it easier for participants to get information.
There will be a simple and quick process when you need to make minor changes to your plan – it won't require a full "review".	Our new 'Light touch plan review' has now been implemented nationally and delivered earlier than expected.
There will be a standard form (for all housing including SDA) and application process for SDA .	Home and Living supports form is now available on the NDIA website.
There will be a national SDA-matching website showing available properties.	Provider matching platforms and SDA vacancies are now being promoted via the NDIS website (released on 27 October 2020).
There will be a NDIS carer connect network for ageing parents of people with a disability.	Contracts to deliver services have been executed and service delivery has commenced.

This builds on the work undertaken last quarter, which included:

- Improvements to the NDIS Contact Centre to provide more consistent and helpful information.
- Rule changes to increase the flexibility in living options for participants with SDA.
- The engagement of specialist community connectors who have commenced delivering services.
- The placement of Health and Justice Liaison Officers across all States and Territories.

Service Improvement Plan (SIP) – Commitments and Progress¹⁸

Communicating with us

Changes have been made to our letters to include the name of someone you can contact. Also, by June 2021 you will have a current contact name recorded for all your interactions with us.

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 ¹⁹	Expected Completion
The NDIS Contact Centre will give you more helpful and consistent information		✓
We will put the name of an NDIS contact person on our letters to you		✓
You will have a current contact name for all your interactions with us		Jun 21
You will be able to use online forms and services where you want to		Dec 21
You will be able to track where your application or inquiry is up to online		Dec 21
The website and portal will be clearer and easier to use		Dec 21

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.

Work is progressing to make our guidelines clearer to ensure that is consistency in how we make decisions.

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

¹⁸ The expected completion date for three of the SIP commitments have changed compared to the prior report.

¹⁹ Represents a qualitative assessment of work undertaken to date, for all of the tables below.

²⁰ *ibid.*

Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Gaining Access to the NDIS

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

SIP Commitment	Progress to date ²¹	Expected Completion
You will be able to apply to the NDIS in the way you want, including using an online access request form		Dec 21
We will increasingly use independent assessments , that we pay for, as a fair and consistent way to determine access to the NDIS		Jun 22
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. Video conferencing is currently being offered to participants that wish to have their planning meetings through this approach. Further work will continue to embed the process into the agreed ongoing solution.

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

²¹ Represents a qualitative assessment of work undertaken to date, for all of the tables below.

²² *ibid.*

Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Using your plan

Participant plans are now enabled for up to three years. We will check-in with you on how the plan is going and whether an update or review is needed. ‘Our new ‘Light touch plan review’ has now been implemented nationally and delivered earlier than expected – enabling you 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 ²³	Expected Completion
Your plan will be longer and ongoing . It will be reviewed when you or we request it – for example, if your circumstances change or something significant happens in your life		✓
There will be a simple and quick process when you need to make minor changes to your plan – it won’t require a full “review”		✓
We will give you more support for using your plan , for finding both disability services and mainstream supports		Jun 21
We will be clearer about support coordination services , and what you should expect		Jun 21
We will check-in with you on how the plan is going, and whether an update or review is needed		Jun 21
We will work with communities in remote and very remote areas , and other areas lacking services, to trial new ways of organising services so you can more easily use your support funding		Jun 22
You will be able to manage your plan more easily, using a new NDIS mobile app		Jun 21
We will make plan budgets more flexible so you can use your funding as you wish		Jun 22
We will make it easier to self-manage your plan, with the right support and controls in place; and to change easily between plan and self-managed		Jun 22

²³ 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 NDIA 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 ²⁴	Expected Completion
Payments will be able to be made simply and directly for registered and non-registered providers of services – no more paying first from your own cash and claiming it back		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 is now available. 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 ²⁵	Expected Completion
We will increase the flexibility in living options if you are eligible for SDA		✓
There will be a national SDA-matching website showing all available properties		✓
We will issue new easy-to-understand guidelines for complex home modifications		✓
There will be a standard form and application process for SDA		✓
We will process applications for all supports associated with housing and accommodation issues together and more quickly		Jun 21
We will focus on your plan and goals supporting you to gain employment if that is what you want		Jun 22
You will be able to quickly access assistive technology and home modifications with less red tape. This includes a simpler process for requesting complex and non-standard assistive technology or home modifications		Jun 21
We will encourage Individualised Living Options as an alternative to traditional group homes		Jun 22

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

²⁵ *ibid.*

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 continues 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.

Consultation of the ECEI review commenced in December 2020.²⁶ Feedback from the sector will be used to refine the ECEI reset, which will be progressively rolled out over the next 18 months.

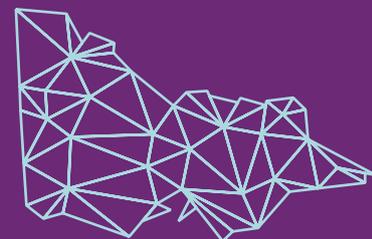
SIP Commitment	Progress to date ²⁷	Expected Completion
We will fund specialist community connectors (in remote, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities) to deeply understand how you want to engage with us		✓
Liaison Officers , for Health and Justice especially, will help participants interact with the NDIS in each State and Territory		✓
We will have a NDIS carer connect network for aging parents of people with a disability		✓
We will pro-actively check-in with you, especially if you may be in a vulnerable situation		Jun 21
Our front-line teams will have improved cultural and disability awareness		Jun 21
We want to support and promote children and young people's voice in their own plans; while also working closely with parents and carers		Jun 22
We will improve the way we provide you support for independent decision-making		Jun 22
We will improve our direct support for you if you have complex needs and require critical supports , or are otherwise potentially vulnerable		Jun 22
We will support you if you are a Young Person in Residential Aged Care to live elsewhere		Jun 22
We will fund early intervention supports for children more flexibly		Jun 22

²⁶ www.ndis.gov.au/about-us/improving-ndis/early-support-young-children-and-families#ecei-reset-consultation-papers

²⁷ Represents a qualitative assessment of work undertaken to date, for all of the tables below.



Through Monty's NDIS supports he's working and competing



The NDIS is supporting **Monty**, a 20 year old from Beaumaris, to pursue his triathlon goals and to work in a field he is passionate about.

A familiar face on the local triathlon scene, Monty trains regularly and volunteers one day a week at Giant Ormond bicycle store. He also works with various NDIS support workers, at GTR Events, across its portfolio, which includes setting up events right across Victoria, while also competing in various Triathlons himself.

Monty, who has an intellectual disability and Galactosemia – a metabolic disorder, affecting his sight, has been able to get supports that have kept him active, built his confidence and supported him to become more independent.

“In 2016/2017 Monty won the Multi-Class Duathlon and the Multi-Class Triathlon series with Sole Motive,” she said.

“He also did the Sprint Gatorade races and Challenge Melbourne Sprint Distance race with mainstream peers, and he's just become the first athlete with an intellectual disability selected for the Triathlon Victoria Development Squad.”

“There's still a lot I'd love to do,” Monty said. “My goal is to go to Hawaii and compete in the Ironman World Championships, but it's a five year plan,” he added with a laugh.

Part Four:

Providers and the growing market



Part Four:

Providers and the growing market

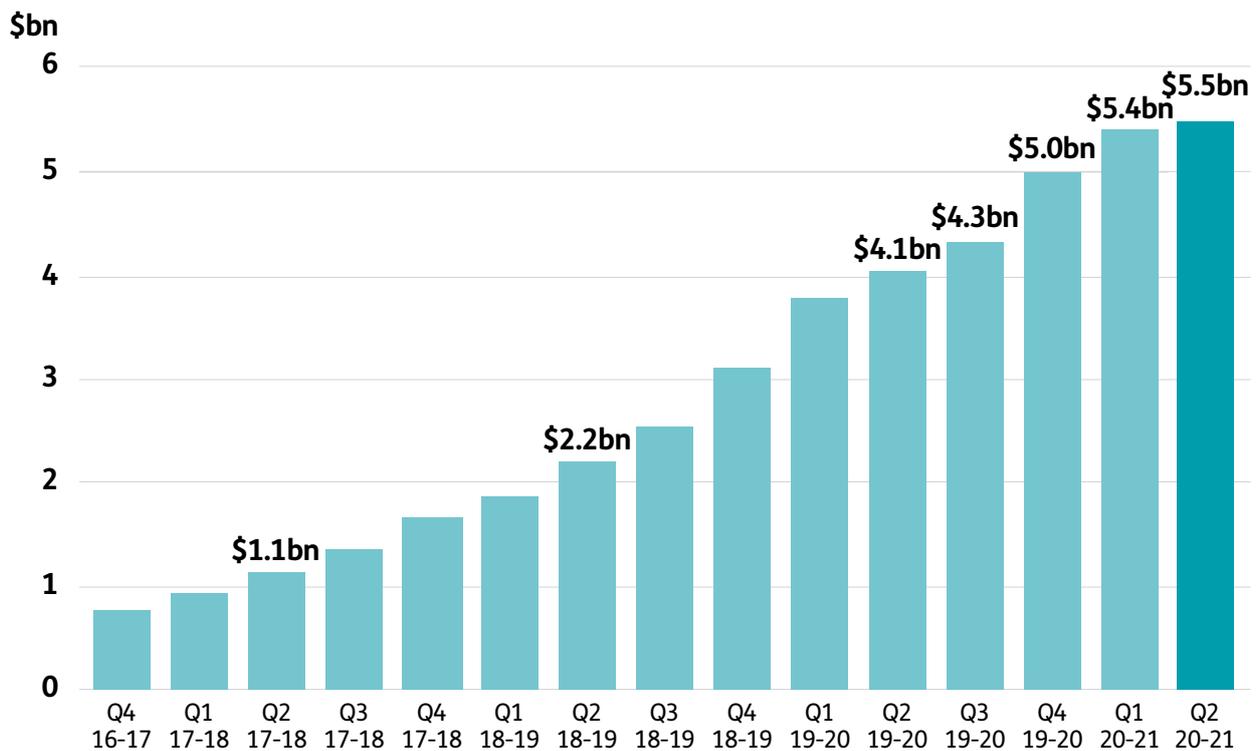
\$5.5bn was paid for participant supports in the December 2020 quarter.

4.1 Growth in the NDIS market

Payments for NDIS supports have continued to grow.

The amount paid each quarter for NDIS supports continue to increase. \$5.5 billion was paid in the December 2020 quarter, compared with \$5.4 billion in the September 2020 quarter, and \$5.0 billion in the June 2020 quarter.

Figure 27: Total payments by quarter²⁸

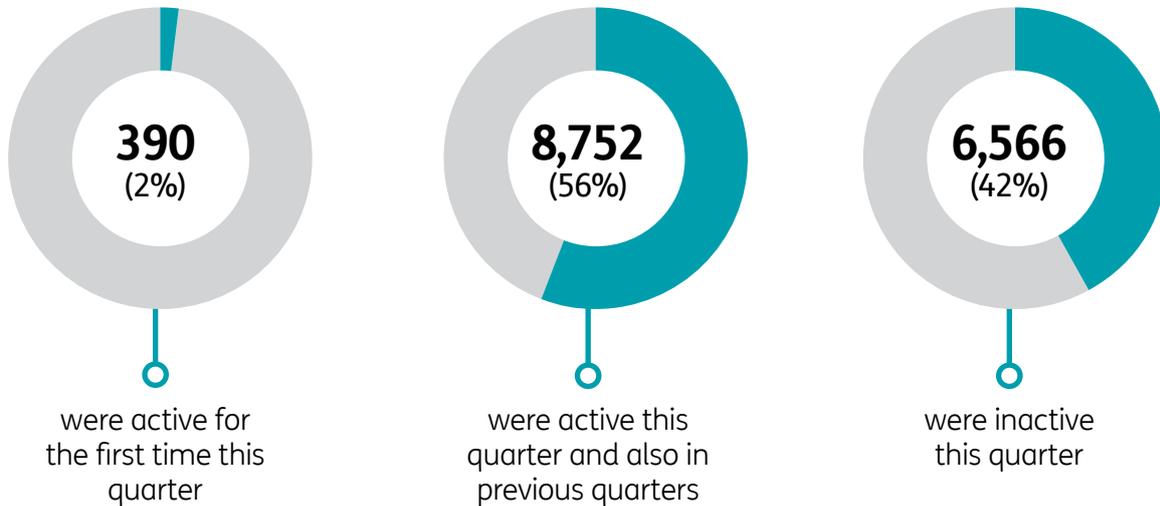


²⁸ The chart represents the amount paid each quarter, regardless of when the support was provided.

4.2 Active providers

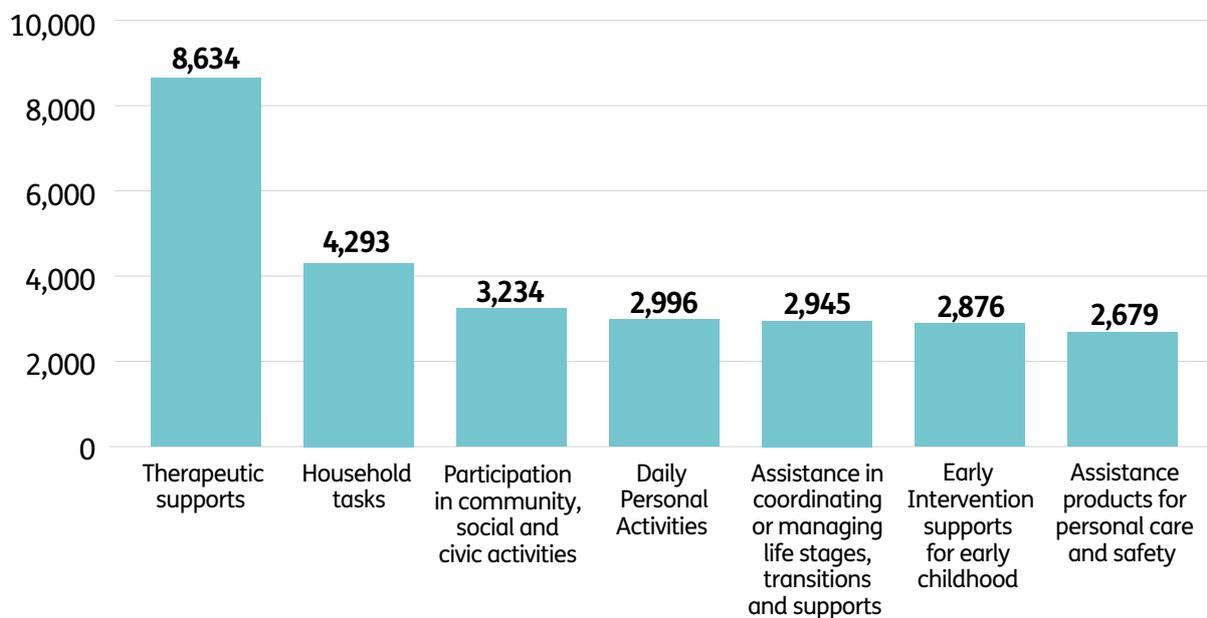
Therapeutic supports continue to be the largest registration group for active providers.

Since the start of the Scheme, 15,708 providers have supported participants.²⁹ Of these:



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

Figure 28: The largest registration groups for active providers



²⁹ 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 15,708. Further, some of the 6,566 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.

4.3 Average plan budgets and average payments

Average plan budgets and average payments to participants continue to increase.

The average payment per participant has increased by almost 48% over the three years from 2017 to 2020, and the average plan budget has increased by 22% over the same three years.

While part of the increase is due to the maturing of the Scheme, the increase is significantly above wage inflation as seen in the chart below. The implication of this rate of increase is commented on in Section 5 of this report.

Figure 29: Average Payments per year as at 31 December by year³⁰

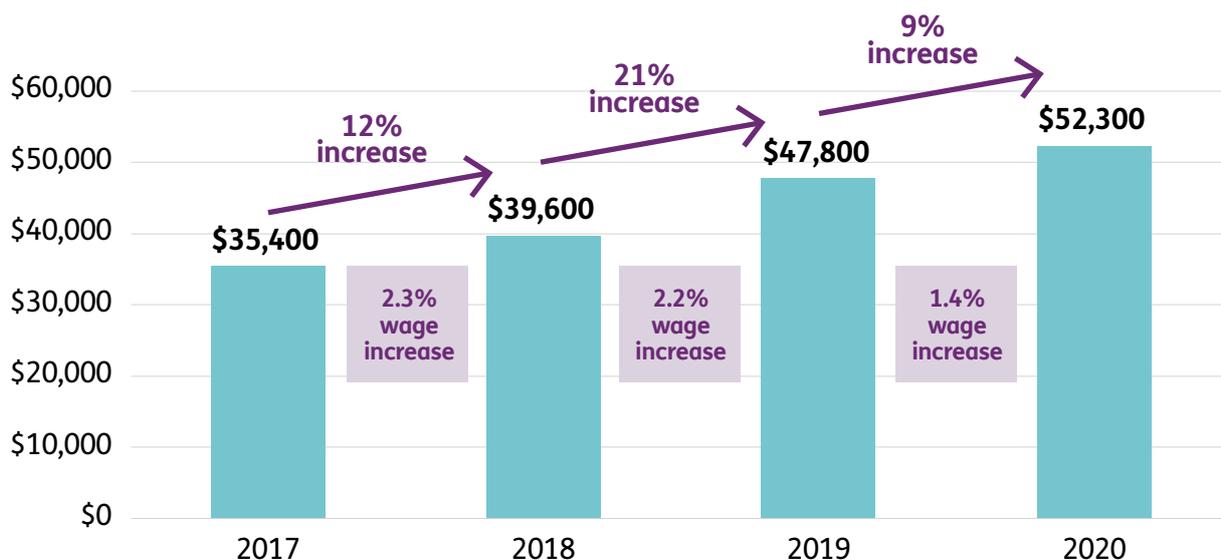
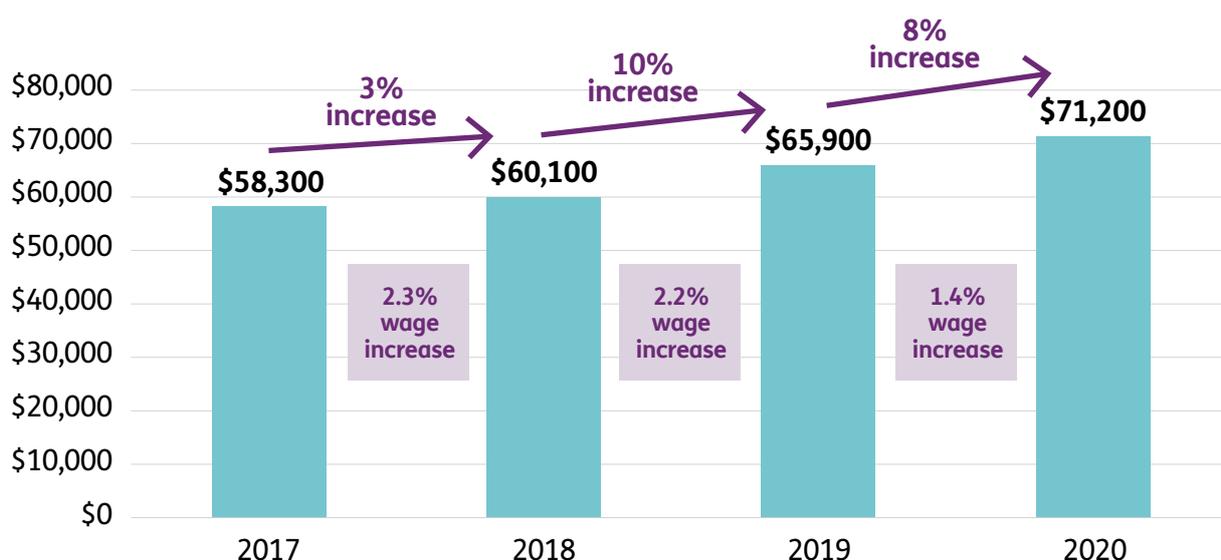


Figure 30: Average annualised committed supports as at 31 December by year³¹



³⁰ Wage inflation figures obtained from the Australian Bureau of Statistics - September 2020 Wage Price Index (Cat 6345.0). The increases in average payments are driven by both price increases and increases in the volume of supports provided.

³¹ Wage inflation figures obtained from the Australian Bureau of Statistics - September 2020 Wage Price Index (Cat 6345.0). The increases in average annualised committed supports are driven by both price increases and increases in the volume of supports provided.

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, three regions (4%) 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 three service districts more than 10 percentage points above the national average were ACT, Barkly in Northern Territory and Barwon in Victoria. The regions more than 10 percentage points below the national average were Darwin Remote, Katherine and East Arnhem in the Northern Territory, and Goldfields-Esperance in Western Australia.

At 31 December 2020:

– Darwin Remote has 367 active participants and plan budgets totalling \$35 million

– Katherine has 188 active participants and plan budgets totalling \$32 million

– East Arnhem has 184 active participants and plan budgets totalling \$22 million

– Goldfields-Esperance had 575 active participants and plan budgets totalling \$48 million

Figure 31: Choice and control – number of service districts – gap to benchmark

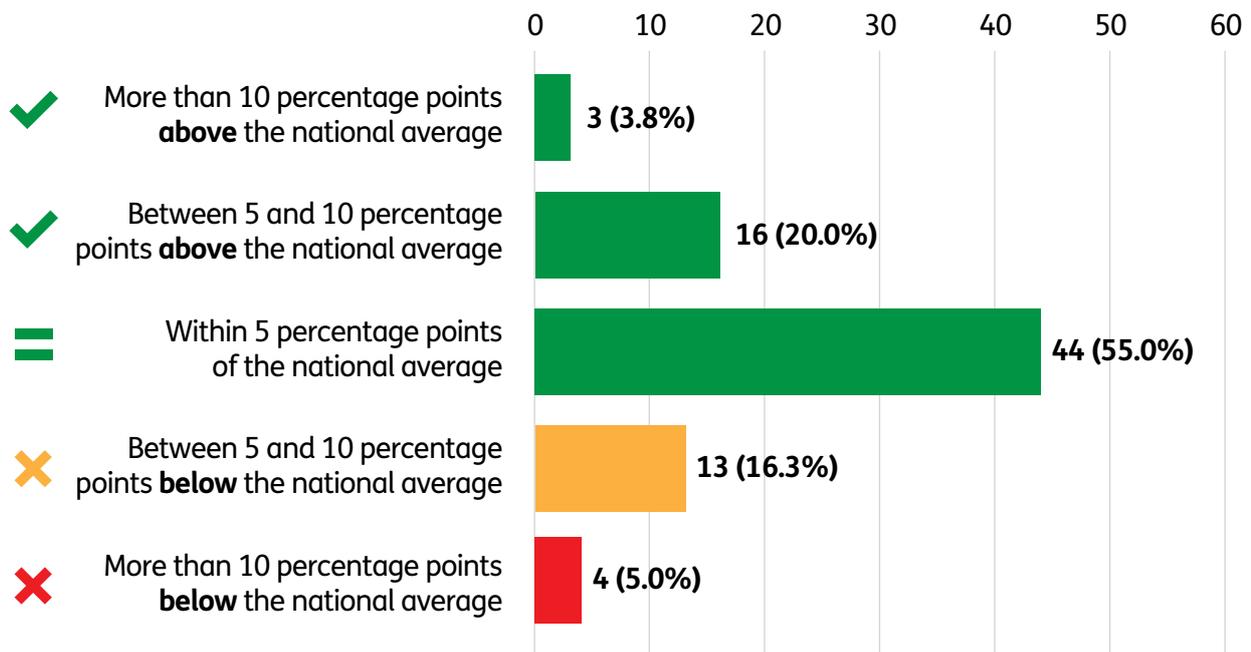


Figure 32: Choice and control service districts breakdown – 31 December 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
More than 10 percentage points above the national average			
ACT	Australian Capital Territory	8,143	\$520
Barwon	Victoria	8,703	\$558
Barkly	Northern Territory	162	\$16
Between 5 and 10 percentage points above the national average			
Hunter New England	New South Wales	23,405	\$1,706
Inner Gippsland	Victoria	4,515	\$272
Outer Gippsland	Victoria	2,024	\$129
Mackay	Queensland	2,912	\$189
Toowoomba	Queensland	5,614	\$441
Barossa, Light and Lower North	South Australia	1,807	\$93
Eastern Adelaide	South Australia	3,291	\$268
Eyre and Western	South Australia	1,187	\$87
Fleurieu and Kangaroo Island	South Australia	1,022	\$77
Limestone Coast	South Australia	1,290	\$88
Murray and Mallee	South Australia	1,587	\$108
Western Adelaide	South Australia	3,403	\$251
Yorke and Mid North	South Australia	1,539	\$89
TAS North West	Tasmania	2,332	\$188
South Metro	Western Australia	5,762	\$371
Within 5 percentage points of the national average			
Central Coast	New South Wales	7,841	\$504
Far West	New South Wales	579	\$46
Illawarra Shoalhaven	New South Wales	8,039	\$597
Mid North Coast	New South Wales	5,520	\$395
Murrumbidgee	New South Wales	6,010	\$406
Nepean Blue Mountains	New South Wales	8,098	\$564
Northern NSW	New South Wales	6,388	\$474
Southern NSW	New South Wales	3,951	\$248
Western NSW	New South Wales	5,643	\$439
Bayside Peninsula	Victoria	13,994	\$1,047
Central Highlands	Victoria	4,718	\$285
Goulburn	Victoria	3,463	\$194
Hume Moreland	Victoria	7,869	\$446
Loddon	Victoria	6,223	\$350
Mallee	Victoria	1,889	\$126
North East Melbourne	Victoria	11,411	\$774
Outer East Melbourne	Victoria	8,741	\$611
Ovens Murray	Victoria	3,048	\$165
Western District	Victoria	3,508	\$226
Western Melbourne	Victoria	10,004	\$599
Beenleigh	Queensland	8,382	\$645

Figure 32: Choice and control service districts breakdown – 31 December 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Within 5 percentage points of the national average cont.			
Brisbane	Queensland	15,755	\$1,284
Bundaberg	Queensland	2,595	\$179
Caboolture/Strathpine	Queensland	8,514	\$669
Cairns	Queensland	4,074	\$359
Ipswich	Queensland	6,950	\$483
Maroochydore	Queensland	7,183	\$570
Maryborough	Queensland	3,514	\$278
Robina	Queensland	8,330	\$589
Rockhampton	Queensland	4,683	\$323
Townsville	Queensland	5,431	\$397
Adelaide Hills	South Australia	1,446	\$89
Far North (SA)	South Australia	480	\$41
Northern Adelaide	South Australia	12,769	\$801
Southern Adelaide	South Australia	8,374	\$614
TAS North	Tasmania	2,810	\$227
Darwin Urban	Northern Territory	2,251	\$264
Great Southern	Western Australia	877	\$62
Kimberley-Pilbara	Western Australia	1,142	\$95
South West	Western Australia	3,130	\$195
North East Metro	Western Australia	6,035	\$466
South East Metro	Western Australia	4,041	\$335
Midwest-Gascoyne	Western Australia	776	\$46
Central South Metro	Western Australia	4,683	\$327
Between 5 and 10 percentage points below the national average			
North Sydney	New South Wales	9,565	\$814
South Eastern Sydney	New South Wales	8,993	\$667
South Western Sydney	New South Wales	18,360	\$1,188
Sydney	New South Wales	7,533	\$541
Western Sydney	New South Wales	15,459	\$1,104
Brimbank Melton	Victoria	6,979	\$413
Inner East Melbourne	Victoria	8,687	\$706
Southern Melbourne	Victoria	10,591	\$635
TAS South East	Tasmania	2,100	\$145
Central Australia	Northern Territory	591	\$124
Wheat Belt	Western Australia	899	\$51
Central North Metro	Western Australia	4,096	\$383
North Metro	Western Australia	4,788	\$322
More than 10 percentage points below the national average			
Darwin Remote	Northern Territory	367	\$35
East Arnhem	Northern Territory	184	\$22
Katherine	Northern Territory	188	\$32
Goldfields-Esperance	Western Australia	575	\$48

Part Four: Providers and the growing market

Utilisation

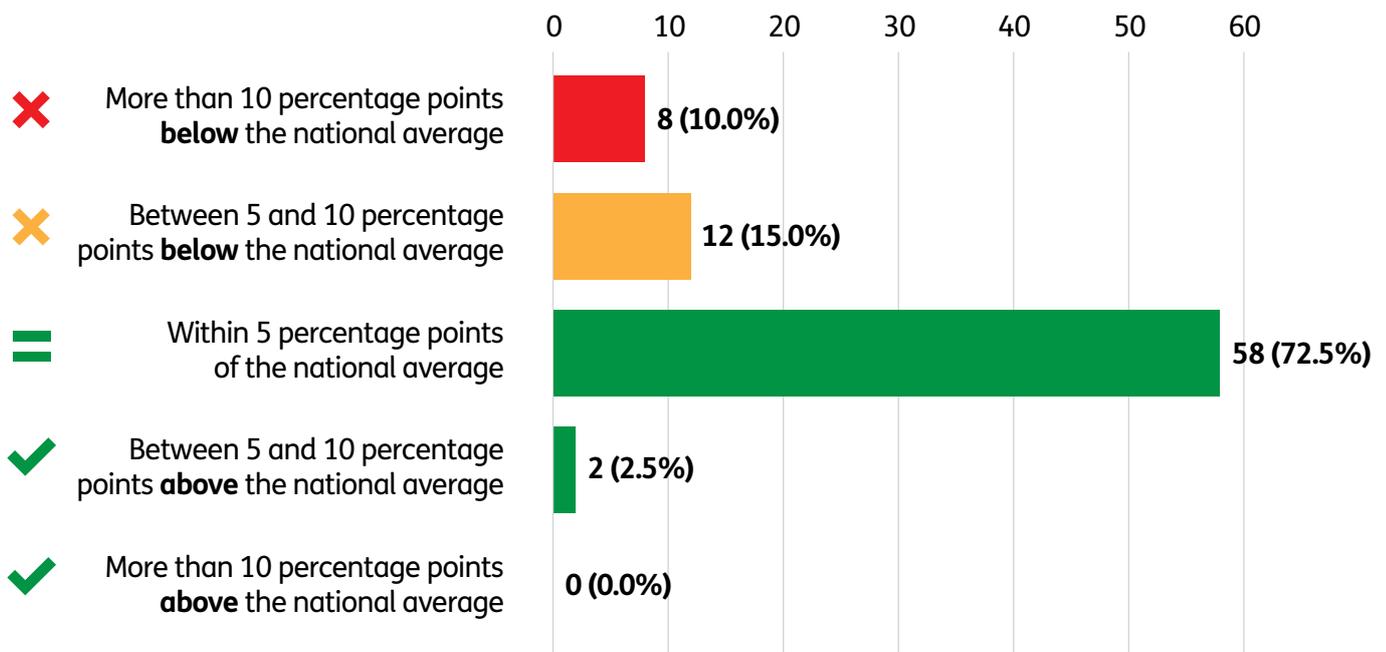
As seen in Figures 29 and 30, the average payment per participant has increased by almost 48% over the three years from 2017 to 2020, and the average plan budget has increased by 22% over the same three years. Participants are getting more support over time so understanding differences between plan budgets 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, 58 of the 80 regions (73%) in the analysis are within five percentage points of the national average³², 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 Victoria, South Australia, Western Australia and the Northern Territory. These eight regions have remained consistent over recent quarters. The Thin Market trials underway, as detailed in section 4.5 of this report, are targeting some of these regions.

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

Figure 33: Utilisation – number of service districts – gap to benchmark



³² 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 34: Utilisation service districts breakdown – 31 December 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
More than 10 percentage points below the national average			
Outer Gippsland	Victoria	2,024	\$129
Eyre and Western	South Australia	1,187	\$87
Far North (SA)	South Australia	480	\$41
Murray and Mallee	South Australia	1,587	\$108
Barkly	Northern Territory	162	\$16
Darwin Remote	Northern Territory	367	\$35
East Arnhem	Northern Territory	184	\$22
Kimberley-Pilbara	Western Australia	1,142	\$95
Between 5 and 10 percentage points below the national average			
Far West	New South Wales	579	\$46
Western NSW	New South Wales	5,643	\$439
Barwon	Victoria	8,703	\$558
Central Highlands	Victoria	4,718	\$285
Goulburn	Victoria	3,463	\$194
Inner East Melbourne	Victoria	8,687	\$706
Inner Gippsland	Victoria	4,515	\$272
Ovens Murray	Victoria	3,048	\$165
Western District	Victoria	3,508	\$226
Limestone Coast	South Australia	1,290	\$88
Wheat Belt	Western Australia	899	\$51
Goldfields-Esperance	Western Australia	575	\$48
Within 5 percentage points of the national average			
ACT	Australian Capital Territory	8,143	\$520
Central Coast	New South Wales	7,841	\$504
Hunter New England	New South Wales	23,405	\$1,706
Illawarra Shoalhaven	New South Wales	8,039	\$597
Mid North Coast	New South Wales	5,520	\$395
Murrumbidgee	New South Wales	6,010	\$406
Nepean Blue Mountains	New South Wales	8,098	\$564
North Sydney	New South Wales	9,565	\$814
Northern NSW	New South Wales	6,388	\$474
South Eastern Sydney	New South Wales	8,993	\$667
Southern NSW	New South Wales	3,951	\$248
Sydney	New South Wales	7,533	\$541
Western Sydney	New South Wales	15,459	\$1,104
Bayside Peninsula	Victoria	13,994	\$1,047
Brimbank Melton	Victoria	6,979	\$413
Hume Moreland	Victoria	7,869	\$446
Loddon	Victoria	6,223	\$350
Mallee	Victoria	1,889	\$126
North East Melbourne	Victoria	11,411	\$774
Outer East Melbourne	Victoria	8,741	\$611

Figure 34: Utilisation service districts breakdown – 31 December 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Within 5 percentage points of the national average cont.			
Southern Melbourne	Victoria	10,591	\$635
Western Melbourne	Victoria	10,004	\$599
Beenleigh	Queensland	8,382	\$645
Brisbane	Queensland	15,755	\$1,284
Bundaberg	Queensland	2,595	\$179
Caboolture/Strathpine	Queensland	8,514	\$669
Cairns	Queensland	4,074	\$359
Ipswich	Queensland	6,950	\$483
Mackay	Queensland	2,912	\$189
Maroochydore	Queensland	7,183	\$570
Maryborough	Queensland	3,514	\$278
Rockhampton	Queensland	4,683	\$323
Toowoomba	Queensland	5,614	\$441
Townsville	Queensland	5,431	\$397
Adelaide Hills	South Australia	1,446	\$89
Barossa, Light and Lower North	South Australia	1,807	\$93
Eastern Adelaide	South Australia	3,291	\$268
Fleurieu and Kangaroo Island	South Australia	1,022	\$77
Northern Adelaide	South Australia	12,769	\$801
Southern Adelaide	South Australia	8,374	\$614
Western Adelaide	South Australia	3,403	\$251
Yorke and Mid North	South Australia	1,539	\$89
TAS North	Tasmania	2,810	\$227
TAS North West	Tasmania	2,332	\$188
TAS South East	Tasmania	2,100	\$145
TAS South West	Tasmania	2,626	\$247
Central Australia	Northern Territory	591	\$124
Darwin Urban	Northern Territory	2,251	\$264
Katherine	Northern Territory	188	\$32
Great Southern	Western Australia	877	\$62
South Metro	Western Australia	5,762	\$371
South West	Western Australia	3,130	\$195
North East Metro	Western Australia	6,035	\$466
South East Metro	Western Australia	4,041	\$335
Central North Metro	Western Australia	4,096	\$383
Midwest-Gascoyne	Western Australia	776	\$46
Central South Metro	Western Australia	4,683	\$327
North Metro	Western Australia	4,788	\$322
Between 5 and 10 percentage points above the national average			
South Western Sydney	New South Wales	18,360	\$1,188
Robina	Queensland	8,330	\$589

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 seven service districts where 85 per cent or more of payments go to the largest 10 providers (9%) and 19 service districts where less than 45 per cent of payments went to the 10 largest providers (24%).

All of the seven 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 35: Market concentration – number of service districts – gap to benchmark

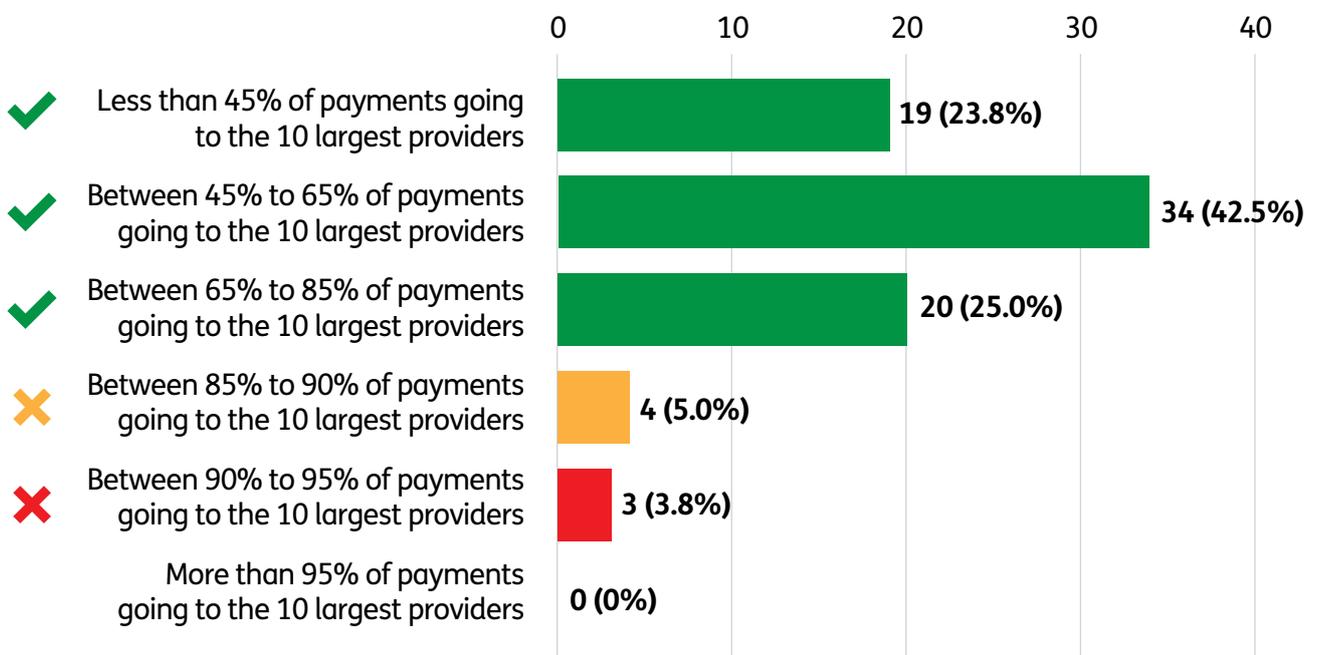


Figure 36: Market concentration service districts breakdown – 31 December 2020

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Less than 45% of payments going to the 10 largest providers			
Central Coast	New South Wales	7,841	\$504
Hunter New England	New South Wales	23,405	\$1,706
Nepean Blue Mountains	New South Wales	8,098	\$564
South Western Sydney	New South Wales	18,360	\$1,188
Sydney	New South Wales	7,533	\$541
Western Sydney	New South Wales	15,459	\$1,104
Hume Moreland	Victoria	7,869	\$446
North East Melbourne	Victoria	11,411	\$774
Western Melbourne	Victoria	10,004	\$599
Beenleigh	Queensland	8,382	\$645
Brisbane	Queensland	15,755	\$1,284
Caboolture/Strathpine	Queensland	8,514	\$669
Ipswich	Queensland	6,950	\$483
Robina	Queensland	8,330	\$589
Toowoomba	Queensland	5,614	\$441
South Metro	Western Australia	5,762	\$371
South East Metro	Western Australia	4,041	\$335
Central South Metro	Western Australia	4,683	\$327
North Metro	Western Australia	4,788	\$322
Between 45% to 65% of payments going to the 10 largest providers			
ACT	Australian Capital territory	8,143	\$520
Illawarra Shoalhaven	New South Wales	8,039	\$597
Mid North Coast	New South Wales	5,520	\$395
Murrumbidgee	New South Wales	6,010	\$406
North Sydney	New South Wales	9,565	\$814
Northern NSW	New South Wales	6,388	\$474
South Eastern Sydney	New South Wales	8,993	\$667
Southern NSW	New South Wales	3,951	\$248
Western NSW	New South Wales	5,643	\$439
Barwon	Victoria	8,703	\$558
Bayside Peninsula	Victoria	13,994	\$1,047
Brimbank Melton	Victoria	6,979	\$413
Central Highlands	Victoria	4,718	\$285
Goulburn	Victoria	3,463	\$194
Inner East Melbourne	Victoria	8,687	\$706
Loddon	Victoria	6,223	\$350
Outer East Melbourne	Victoria	8,741	\$611
Southern Melbourne	Victoria	10,591	\$635
Cairns	Queensland	4,074	\$359
Mackay	Queensland	2,912	\$189
Maroochydore	Queensland	7,183	\$570
Rockhampton	Queensland	4,683	\$323
Townsville	Queensland	5,431	\$397

Figure 36: Market concentration service districts breakdown – 31 December 2020 cont.

Region	State/Territory	Active participants	Annualised plan budget (\$m)
Between 45% to 65% of payments going to the 10 largest providers cont.			
Barossa, Light and Lower North	South Australia	1,807	\$93
Eastern Adelaide	South Australia	3,291	\$268
Northern Adelaide	South Australia	12,769	\$801
Southern Adelaide	South Australia	8,374	\$614
Western Adelaide	South Australia	3,403	\$251
Yorke and Mid North	South Australia	1,539	\$89
TAS South East	Tasmania	2,100	\$145
TAS South West	Tasmania	2,626	\$247
Darwin Urban	Northern Territory	2,251	\$264
North East Metro	Western Australia	6,035	\$466
Central North Metro	Western Australia	4,096	\$383
Between 65% to 85% of payments going to the 10 largest providers			
Far West	New South Wales	579	\$46
Inner Gippsland	Victoria	4,515	\$272
Mallee	Victoria	1,889	\$126
Outer Gippsland	Victoria	2,024	\$129
Ovens Murray	Victoria	3,048	\$165
Western District	Victoria	3,508	\$226
Bundaberg	Queensland	2,595	\$179
Maryborough	Queensland	3,514	\$278
Adelaide Hills	South Australia	1,446	\$89
Eyre and Western	South Australia	1,187	\$87
Fleurieu and Kangaroo Island	South Australia	1,022	\$77
Limestone Coast	South Australia	1,290	\$88
Murray and Mallee	South Australia	1,587	\$108
TAS North	Tasmania	2,810	\$227
TAS North West	Tasmania	2,332	\$188
Central Australia	Northern Territory	591	\$124
Darwin Remote	Northern Territory	367	\$35
East Arnhem	Northern Territory	184	\$22
South West	Western Australia	3,130	\$195
Wheat Belt	Western Australia	899	\$51
Between 85% to 90% of payments going to the 10 largest providers			
Far North (SA)	South Australia	480	\$41
Katherine	Northern Territory	188	\$32
Kimberley-Pilbara	Western Australia	1,142	\$95
Goldfields-Esperance	Western Australia	575	\$48
Between 90% to 95% of payments going to the 10 largest providers			
Barkly	Northern Territory	162	\$16
Great Southern	Western Australia	877	\$62
Midwest-Gascoyne	Western Australia	776	\$46

4.5 Thin markets

Thin market trials are underway in all States and Territories.

The NDIA is progressing trials to address market gaps, in liaison with state and territory governments and other key stakeholders. Trials continue to record positive results in improving participants' access to the supports they need. For example, for the trials that have had interventions in place for over six months, we have seen improved utilisation of over 20 per cent in some support categories. In other sites, direct commissioning or coordinated funding packages are due to commence in early 2021 and will give immediate access to supports for the participants involved.

Collaboration with state and territory governments, including sharing of results and trial progress, will continue through existing formal governance arrangements. An update will be provided to Disability Ministers in 2021. The current trial sites are detailed below.

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 Kimberley, 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

The NDIA is using the findings from the trials to develop the approach to identifying, prioritising and intervening in markets. Intervention actions are flexible and tailored in response to local issues identified, and may include improving plan implementation, improving information signals, market facilitation, coordinated funding proposals, and if required, direct commissioning.

4.6 NDIS Pricing

Measures to support participants and providers during COVID-19 continue.

COVID-19 response

The temporary measures that are in place to support participants, providers, staff and partners remain in place. 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 started, [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%³³ 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. As at 21 December 2020, close to \$376 million (56.2%) has been recovered through a combination of auto system offset recoveries and provider initiated lump sum returned payments.

SIL pricing 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 is 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.

³³ One-sixth of the advanced payment.



Aussie band The KingStones live the dream with NDIS support

Five members of Aussie band, The KingStones, have just dropped their latest single 'Living With a Disability' – a catchy pop/rap tune they all wrote to share their insight.

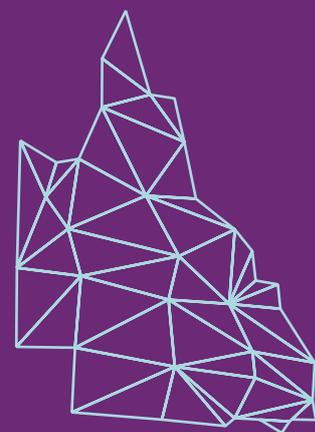
Getting inspirations for the band's name from Kingston, a local suburb, in Logan, QLD, **Juliet** (Jewelz) 21, **Nicholas** (Nikki Drizzz) 21, **Evangel** (Voice of Evangel) 19, **William** (The Bill) 20, and **Daniel** (Dan) 21, are all NDIS participants adamant to prove there is no 'dis' in disability.

KingStones band manager/support worker, Kelvin Vaega said the KingStones formed when they all finished Year 12, and because of a love for music, he and wife, Joan, saw a great opportunity to support these young adults. "Their creativity and enthusiasm is just infectious, and their quest to write lyrics about their personal journeys and express them through music is just so powerful."

"Growing up with a disability hasn't been easy for the KingStones, so to be able to express themselves through music is a beautiful thing," Kelvin said.

"I've loved singing since I was a little kid, and being part of the KingStones is a dream come true," Evangel said.

Nicholas added, "I love making cool sounds and using loops. We really want to make it big so we can represent people with disability and say, 'Hey, look, we can do this'."



Part Five:
Financial
sustainability



A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

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 10 per cent higher than the original estimate of the 2011 Productivity Commission (2.1 per cent). The increase in participation 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, due to both higher numbers of expected participants and higher average payments, as well as the impact of the COVID-19 pandemic on the economy, which has seen projected GDP fall.

Figure 37: Active participants and payments (\$m)

	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	432,649
Total paid (\$m)	61.3	356.4	674.3	1,935.5	5,091.7	9,711.3	17,226.5	10,866.8 ³⁴

³⁴ 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 participants. This includes investing in participants in the short-term to provide better outcomes over their lifetime. Specifically, building participant capacity to increase independence can result in reduced need for support. This means, in some instances, lower plan budgets and participants exiting the Scheme. Moreover, achieving participant outcomes through value-for-money innovative supports, is vital to the financial sustainability of the Scheme.

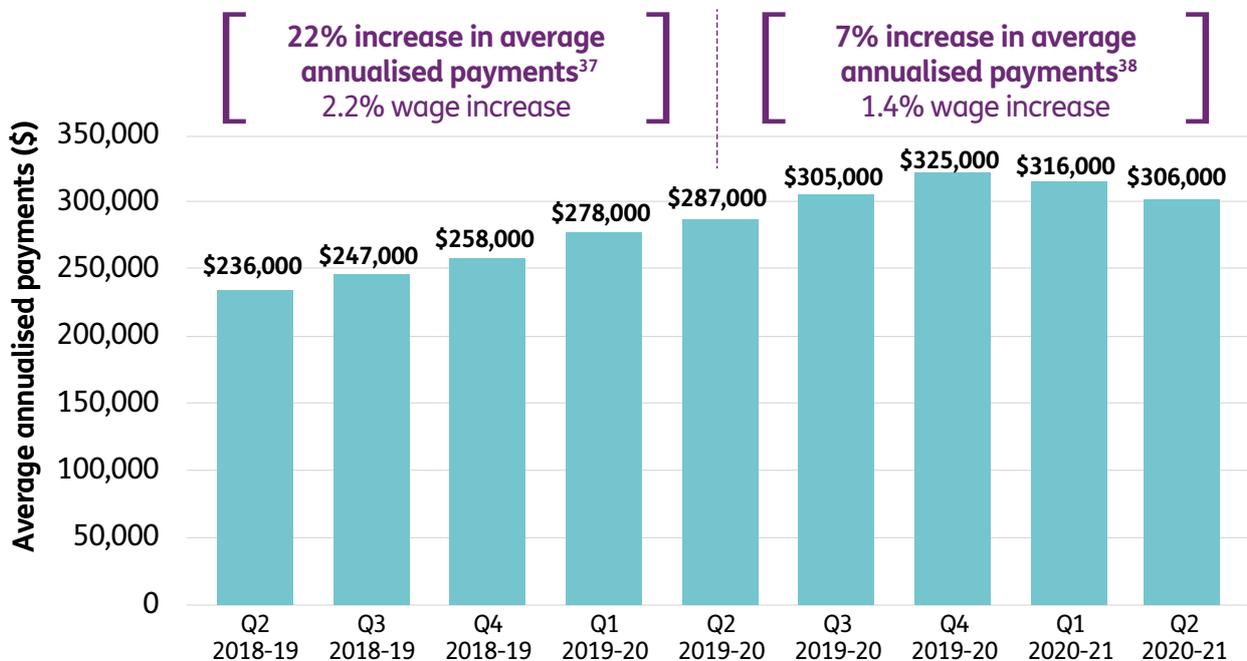
In this context, a range of cost pressures have continued to emerge. These include:

Participant cost pressures

There have been high levels of inflation (well above wage increases) 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 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.³⁵

Figure 38: Average annualised payments per participant by quarter – SIL participants³⁶



³⁵ Recent measures undertaken have seen lower increases in SIL costs in the most recent year.

³⁶ 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.

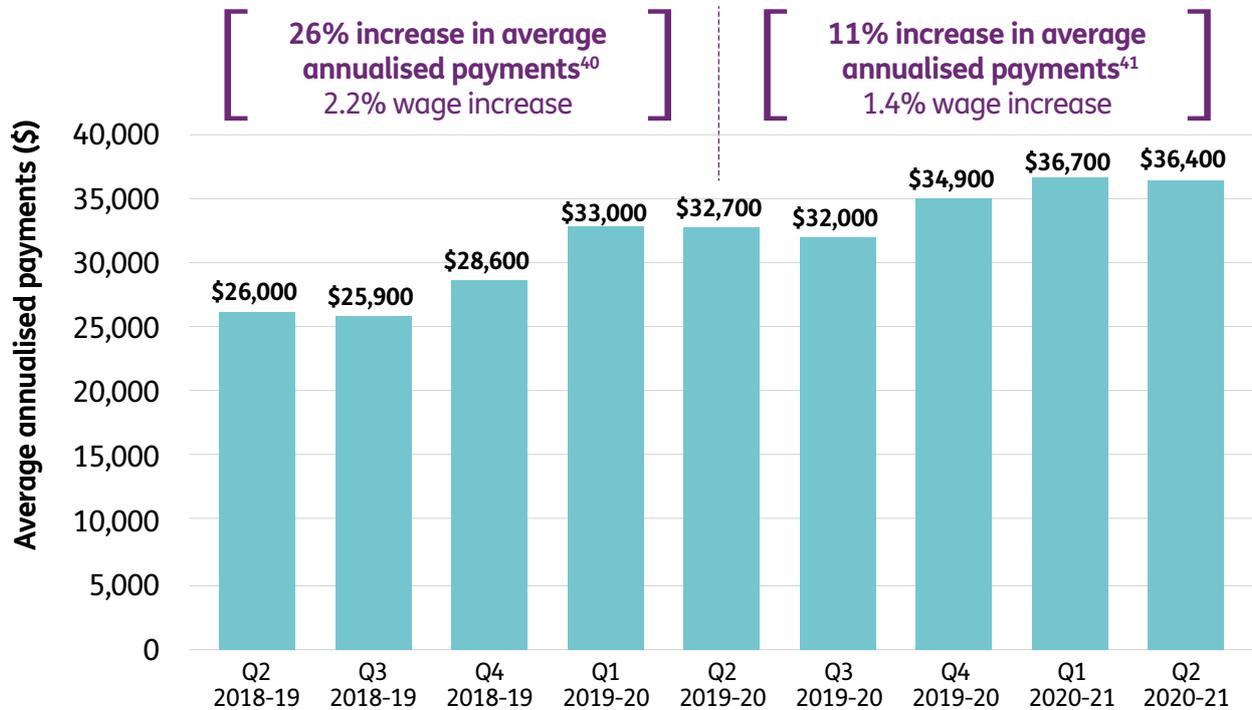
³⁷ Wage inflation figures obtained from the Australian Bureau of Statistics - September 2020 Wage Price Index (Cat 6345.0). The increases in average payments are driven by both price increases and increases in the volume of supports provided.

³⁸ *ibid.*

Part Five: Financial Sustainability

The growth in average annualised payments for non-SIL participants has also been high (and well above wage inflation). 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 – Non-SIL participants³⁹



Increases to Scheme coverage

The Scheme is facing a number of pressures around Scheme entry and funding decisions. Many of these are related to mainstream interfaces, and include intersection between chronic health conditions and developmental delay with the health system, and affordable housing with the social housing systems. These pressures require continued management responses so that the Scheme does not become a “funder of first or last resort”, especially where other systems are intended or better suited to provide the required supports.

³⁹ The payments are for all supports provided to non-SIL participants.

⁴⁰ Wage inflation figures obtained from the Australian Bureau of Statistics - September 2020 Wage Price Index (Cat 6345.0). The increases in average payments are driven by both price increases and increases in the volume of supports provided.

⁴¹ *ibid.*

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 fairer. 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 OGs will be refreshed by June 2021 and published on the website. The OGs which have been refreshed already include:

- Specialist Disability Accommodation (SDA)
- Short term accommodation or respite
- Medium term accommodation
- Supported independent living
- Younger people in residential aged care
- Assistive technology
- Social and recreation supports
- Work and study supports

– SIL policy reform

The NDIA is also 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 are emerging, known as Individual Living Options (ILOs). ILOs have the potential to create a more tailored solution to care and support needs for Scheme participants, helping to increase choice and control for participants and improve outcomes. Further development and support for the implementation of ILO type models will occur in 2021.

- In order to address administrative delays, lack of transparency and Scheme sustainability, the SIL quoting and negotiation process used previously has been replaced with price limits for SIL supports. Providers are required to develop a roster of care using the NDIA's set price limits for activities of daily living and submit this to the NDIA for consideration. There will be a focus around assessing the suitability of rosters of care for participants at first plan and for subsequent plan reviews. The new process will also ensure input from participants, so participants are able to have more control over their plan budget.
- While these changes were designed to address immediate concerns, two further consultation papers were released to the public between September and October 2020, to seek feedback and input on how to ensure SIL type services can be delivered into the future in a way that maximises positive outcomes for participants. The focus of these papers included proposed improvements to address operational, sustainability and participant experience challenges, as well as a review of the SIL cost model to better understand cost structures in the market.

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.

6

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 31st December 2020, the total NDIS workforce was 10,904, including 4,212 Australian Public Service (APS) employees, 1,509 labour-hire workers and contractors and 5,183 people employed by the NDIA's PiTC and Contact Centre Partners.

The Agency 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 capability uplift of frontline leaders and staff in making decisions in relation to Reasonable and Necessary (R&N) funded supports and services for participants.

The Participant Check-in process, developed in response to the successful outreach calls to vulnerable participants during COVID-19, has been successfully introduced and formalised. This was accompanied by short, team-based learning interventions focused on improving the quality of conversations with participants. As an extension to this process, Participant Check-ins Phase 2 has now been introduced as an ongoing process and is not driven simply by scheduled plan reviews.

Independent Assessments is a major program of work with training across both the internal and external workforce. Design work is underway to develop eLearning and virtual classroom learning modules. Training will be supported by an evaluation process to ensure Assessors are fully trained in the assessment tools for people with disability.

The Continuous Improvement Connect (CI Connect) program is designed to provide opportunities for teams to build capability and lift organisational performance. This will be achieved by utilising quality audit data, hotspot reports and key focus areas to make informed decisions on priorities for the next quarter. This targeted approach to topic/theme prioritisation will ensure content produced for the program is timely in addressing the needs of the Agency and participants.

As part of the Agency's commitment to being an employer of choice, the Agency's Inclusion and Diversity Framework was launched in December, 2020. The framework aims to raise awareness, and improve employee engagement by embedding a diverse workforce that supports the inclusion of everyone.

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.

As part of the NDIA's commitment to publicly share its data, a simple data tool has been available since late 2018 that allowed users to find participant and provider data at state level.

On 2 December 2020, the NDIA released a new, fully accessible interactive data tool with new features and more granular data to replace the simple data tool. The new interactive data tool allows users to:

- apply multiple drop-down filters to each data set (such as state and territory, service district, disability type and more)
- search for data using a map of Australia, divided into service districts – you can zoom in and out and easily switch between the map and data tables
- use the drop-down filters and map to create custom data tables based on the information you need
- export your custom data tables as an excel spreadsheet.

All downloadable data and tables were updated with 30 September 2020 data. These are available at <https://data.ndis.gov.au> and include data on a range of topics, including:

- participant goals
- participant and family/carer outcomes
- Aboriginal and Torres Strait Islander participants
- plan management types

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. This data was updated with 31 December 2020 data on 29 January 2021.

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

Participant groups:

- participants with autism spectrum disorder (ASD)
- people with a psychosocial disability in the NDIS
- people with an intellectual disability in the NDIS
- Aboriginal and Torres Strait Islander participants
- CALD participants
- analysis of participants by gender
- young people in the NDIS
- participants by remoteness classification

Outcomes and goals:

- outcomes report for participants, and an outcomes report for families/carers (30 June 2018 and 30 June 2019)
- employment in the NDIS
- people with disability and their NDIS goals

The NDIS market:

- the NDIS Market (30 June 2019, 31 December 2019 and 30 June 2020)
- the NDIS Market by Local Government Area (LGA) (31 December 2019 and 30 June 2020)



Don moves from aged care to enjoy a more independent life

Don couldn't be happier, using his NDIS funding to move from aged care into his own apartment where he can now be more independent.

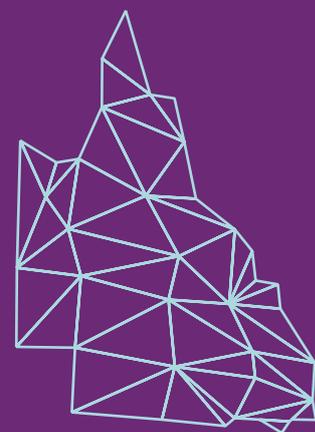
The 52-year-old, who has Spina Bifida and Hydrocephalus, has moved to one of 18 independent living apartments in Springfield as part of MS Queensland's Best life Project, which gives people with disability a choice to move from aged care or avoid having to move to it.

"Physically, mentally and financially I'm much better off than I was now I'm on the NDIS," Don said. "It's been a life-saver."

"I love music. I have ever since I was a child. I studied at the Queensland Conservatorium of Music and have my Diploma of Music," Don said proudly. "Now I'm back playing the French horn and dabbling in a bit of self-taught trumpet."

"Without the NDIS, Don would never have been able to move out of aged care and buy all the equipment and supports he needed to live a better life," says Don's Focal Support Coordinator, Patty.

"I've got two goals – one to join a community band, and I'm writing my memoir so I can share my Spina Bifida and Hydrocephalus journey with others." Don said, "Now I can live life to the best of my ability, the way I choose."



ndis



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Appendix A:

Key definitions

Aboriginal and/or Torres Strait Islander:

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

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

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

Active participant: Those who have been determined eligible and have 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):

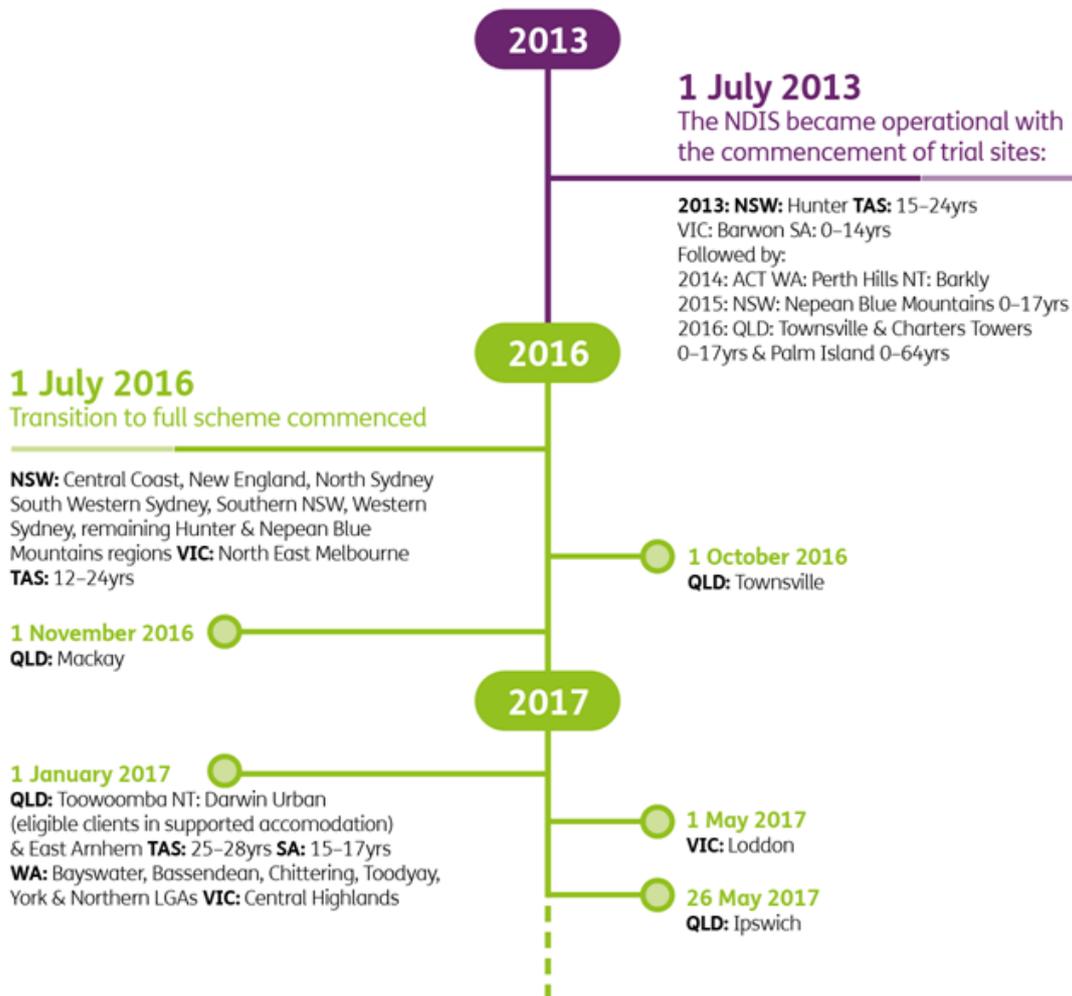
Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

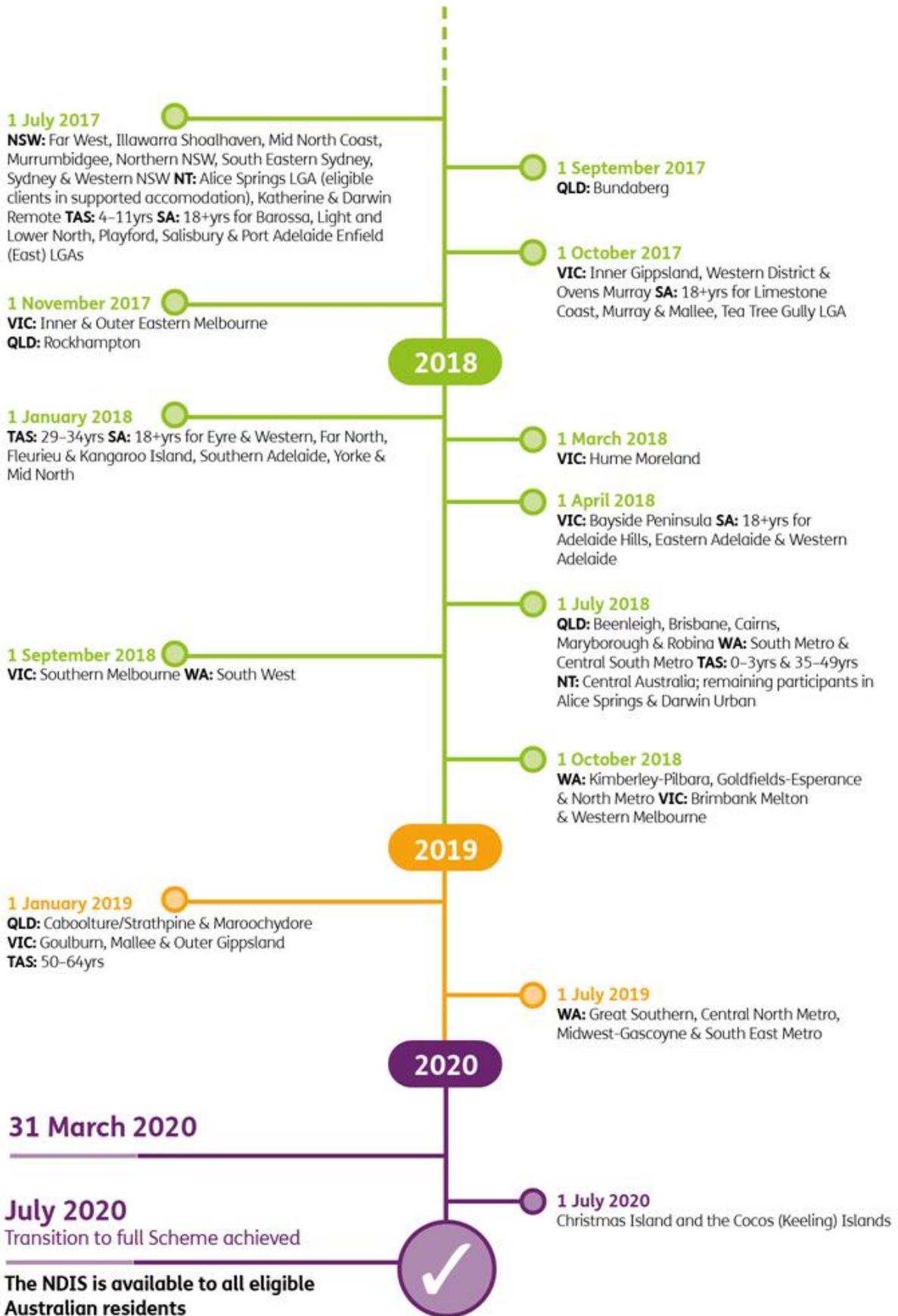
Appendix B:

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 31 December 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^{1 2 3 4}

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	142,297	3,178	145,475	141,957	102%
VIC	120,023	2,539	122,562	105,324	116%
QLD	84,679	2,573	87,252	91,217	96%
WA	37,279	406	37,685	39,324	96%
SA	40,303	352	40,655	32,284	126%
TAS	10,051	241	10,292	10,587	97%
ACT	9,513	124	9,637	5,075	190%
NT	3,963	147	4,110	6,545	63%
Total	448,108	9,560	457,668	432,313	106%

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

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

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

⁴ These results do not differentiate between approved plans for participants who met Section 25 of the NDIS Act for access (Early Intervention), compared with plans for those who met Section 24 of the NDIS Act for access (Permanent Disability). Table E.5 shows numbers of active participants split into these Early Intervention and Permanent Disability categories.

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

	Active approved plans (ages 0-6 as at 31 December 2020)	Access met but yet to have an approved plan (ages 0-6 as at 31 December 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	21,714	700	403	12	160	2,775	126	25,890
VIC	20,238	1,041	506	22	111	2,033	177	24,128
QLD	14,097	706	334	39	161	2,239	99	17,675
SA	5,315	321	93	<11	57	259	<11	6,056
WA	4,241	319	107	<11	50	299	26	5,042
TAS	1,324	62	47	<11	121	194	15	1,763
ACT	1,187	21	17	<11	<11	107	<11	1,337
NT	775	63	23	<11	25	124	<11	1,017
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	<11
Total	68,896	3,233	1,530	76	690	8,030	458	82,913

⁵ This table includes 206 children aged over 6 receiving initial supports in the gateway as at 31 December 2020, and a further 74 children aged over 6 who are in the ECEI gateway but not receiving initial supports.

⁶ Initial supports include any early childhood therapy supports and/or mainstream referrals.

Appendix D:

Outcomes Framework Questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme on participants. These questionnaires are one way the NDIA is measuring scheme outcomes. These questionnaires include baseline measures for assessing future outcomes. Baseline measures were collected from 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 ⁷

	Prior Quarters	2020-21 Q2	Total excluding ECEI	ECEI	Total including ECEI
National	411,366	21,283	432,649	9,560	442,209

Table E.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – National ⁸

	Prior Quarters	2020-21 Q2	Total
Access decisions	522,626	28,346	550,972
Active Eligible	423,184	21,985	445,169
<i>New</i>	201,659	20,057	221,716
<i>State</i>	182,228	953	183,181
<i>Commonwealth</i>	39,297	975	40,272
Active Participant Plans (excl ECEI)	411,366	21,283	432,649
<i>New</i>	193,339	19,165	212,504
<i>State</i>	179,461	1,150	180,611
<i>Commonwealth</i>	38,566	968	39,534
Active Participant Plans	420,005	30,843	442,209
<i>Early Intervention (s25)</i>	93,523	8,525	102,048
<i>Permanent Disability (s24)</i>	317,843	12,758	330,601
<i>ECEI</i>	8,639	9,560	9,560

Table E.3 Exits from the Scheme since 1 July 2013 as at 31 December 2020 – National

Exits	Total
Total participant exits	15,459
<i>Early Intervention participants</i>	3,285
<i>Permanent disability participants</i>	12,174

⁷ 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.

⁸ 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 ^{9 10}

	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	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
End of 2020-21 Q2	180,611	39,534	212,504	9,560	442,209

Table E.5 Cumulative numbers of active participants by entry into the Scheme – National ^{11 12 13 14}

	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	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
End of 2020-21 Q2	102,048	330,601	9,560	442,209

Table E.6 Assessment of access by age group – National ¹⁵

Age Group	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	114,210	97%	7,675	96%	121,885	97%
7 to 14	87,315	88%	4,151	80%	91,466	88%
15 to 18	30,429	90%	1,273	84%	31,702	90%
19 to 24	28,257	90%	734	73%	28,991	90%
25 to 34	36,613	87%	1,391	73%	38,004	86%
35 to 44	38,333	82%	1,666	70%	39,999	82%
45 to 54	49,675	78%	2,126	64%	51,801	77%
55 to 64	59,251	71%	2,905	61%	62,156	71%
65+	3,270	61%	145	54%	3,415	61%
Missing	<11		<11		<11	
Total	447,356	86%	22,066	78%	469,422	85%

⁹ This table shows the total numbers of active participants at the end of each period.

¹⁰ 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.

¹¹ This table shows the total numbers of active participants at the end of each period.

¹² Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹³ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

¹⁴ 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.

¹⁵ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table E.7 Assessment of access by disability – National ¹⁶

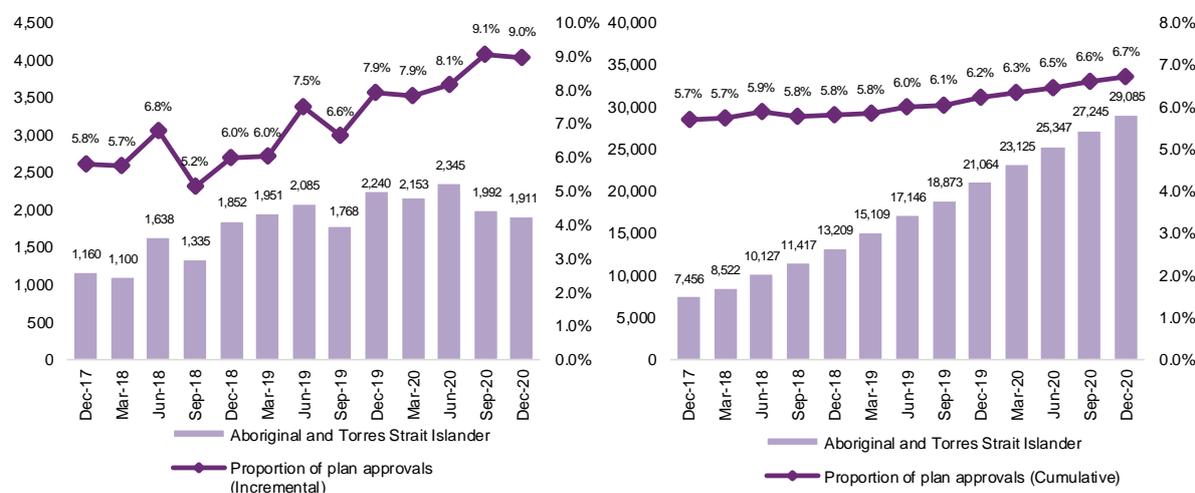
Disability	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	14,909	93%	597	84%	15,506	93%
Autism	135,514	96%	6,121	96%	141,635	96%
Cerebral Palsy	16,534	97%	208	86%	16,742	96%
Developmental Delay	33,500	97%	4,725	97%	38,225	97%
Global Developmental Delay	8,691	99%	954	99%	9,645	99%
Hearing Impairment	21,316	88%	869	84%	22,185	88%
Intellectual Disability	91,271	95%	1,877	87%	93,148	95%
Multiple Sclerosis	8,176	87%	294	77%	8,470	87%
Psychosocial disability	44,427	71%	3,213	68%	47,640	71%
Spinal Cord Injury	5,183	94%	142	90%	5,325	94%
Stroke	6,662	84%	401	77%	7,063	84%
Visual Impairment	9,168	90%	268	74%	9,436	89%
Other Neurological	21,122	78%	846	70%	21,968	78%
Other Physical	20,346	46%	752	33%	21,098	45%
Other Sensory/Speech	3,984	52%	74	26%	4,058	51%
Other	1,954	37%	724	35%	2,678	37%
Missing	4,599	94%	<11		4,600	94%
Total	447,356	86%	22,066	78%	469,422	85%

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

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

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	27,174	6.6%	1,911	9.0%	29,085	6.7%
Not Aboriginal and Torres Strait Islander	306,860	74.6%	16,794	78.9%	323,654	74.8%
Not Stated	77,332	18.8%	2,578	12.1%	79,910	18.5%
Total	411,366	100%	21,283	100%	432,649	100%

Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National ¹⁷



¹⁶ Ibid.

¹⁷ 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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Table E.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	38,165	9.3%	2,226	10.5%	40,391	9.3%
Not culturally and linguistically diverse	367,357	89.3%	19,055	89.5%	386,412	89.3%
Not stated	5,844	1.4%	<11		5,846	1.4%
Total	411,366	100%	21,283	100%	432,649	100%

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National¹⁸

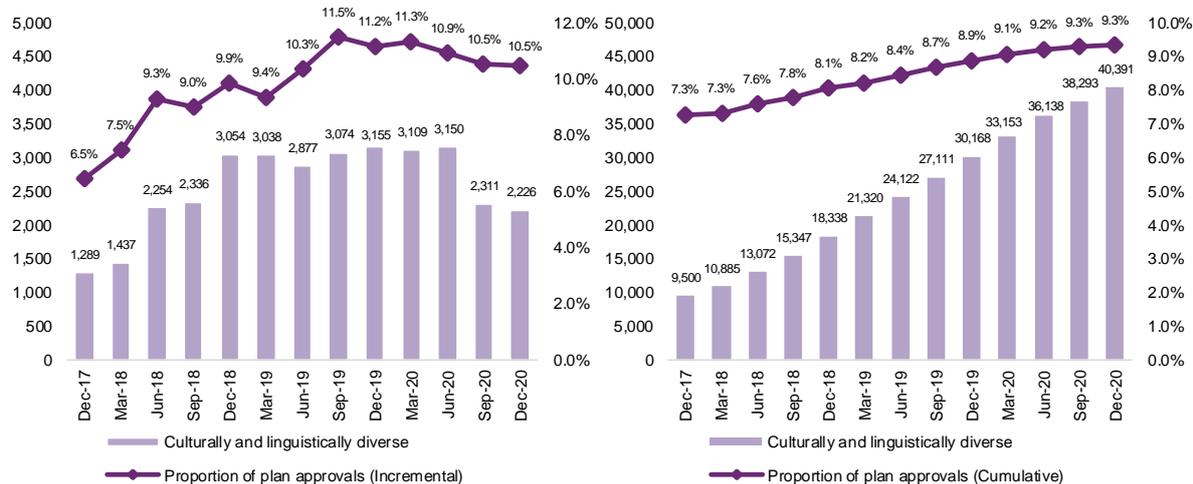


Table E.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2020 – National¹⁹

	Total
Age group	N
Under 45	101
45 to 54	604
55 to 64	2,792
Total YPIRAC (under 65)	3,497

¹⁸ Ibid.

¹⁹ There are a further 1,638 active participants aged 65 years or over who are currently in residential aged care.

Figure E.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – National²⁰

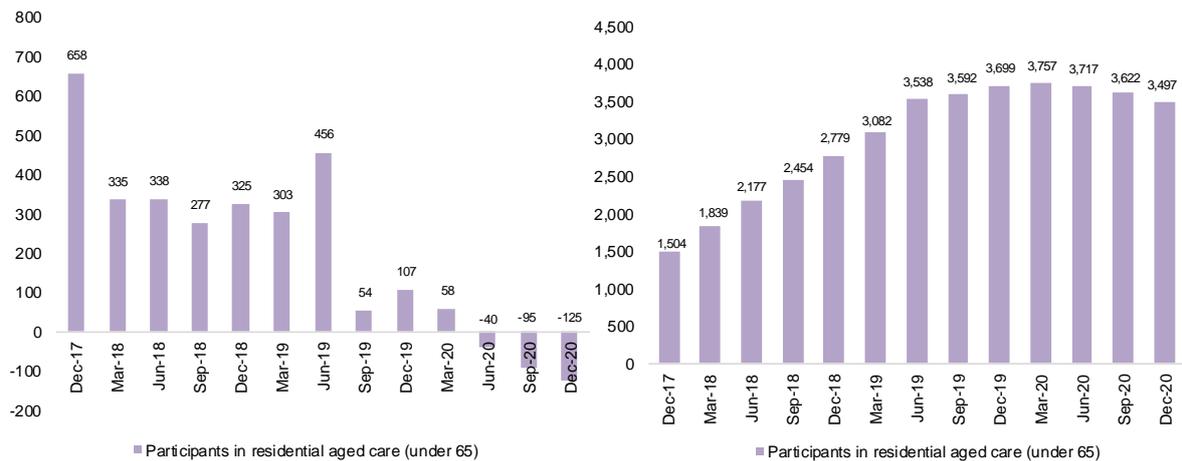
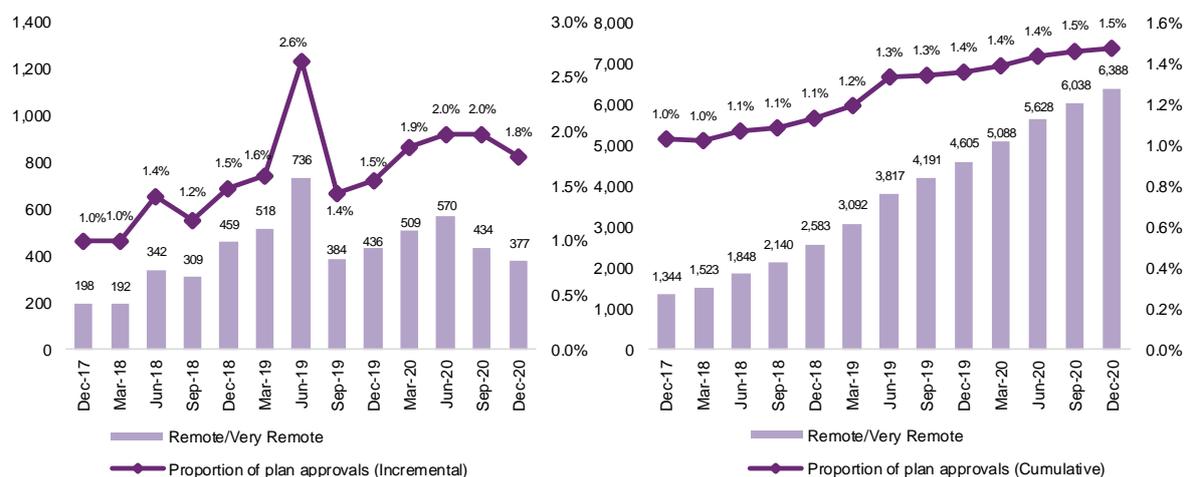


Table E.11 Participant profile per quarter by remoteness – National^{21 22}

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Major cities	279,691	68.0%	14,396	67.6%	294,087	68.0%
Population > 50,000	43,560	10.6%	2,496	11.7%	46,056	10.6%
Population between 15,000 and 50,000	35,626	8.7%	1,734	8.1%	37,360	8.6%
Population between 5,000 and 15,000	19,647	4.8%	882	4.1%	20,529	4.7%
Population less than 5,000	26,793	6.5%	1,397	6.6%	28,190	6.5%
Remote	3,637	0.9%	211	1.0%	3,848	0.9%
Very Remote	2,374	0.6%	166	0.8%	2,540	0.6%
Missing	38		<11		39	
Total	411,366	100%	21,283	100%	432,649	100%

Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – National^{23 24}



²⁰ 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.

²¹ The distributions are calculated excluding active participants with a missing remoteness classification.

²² This table is based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

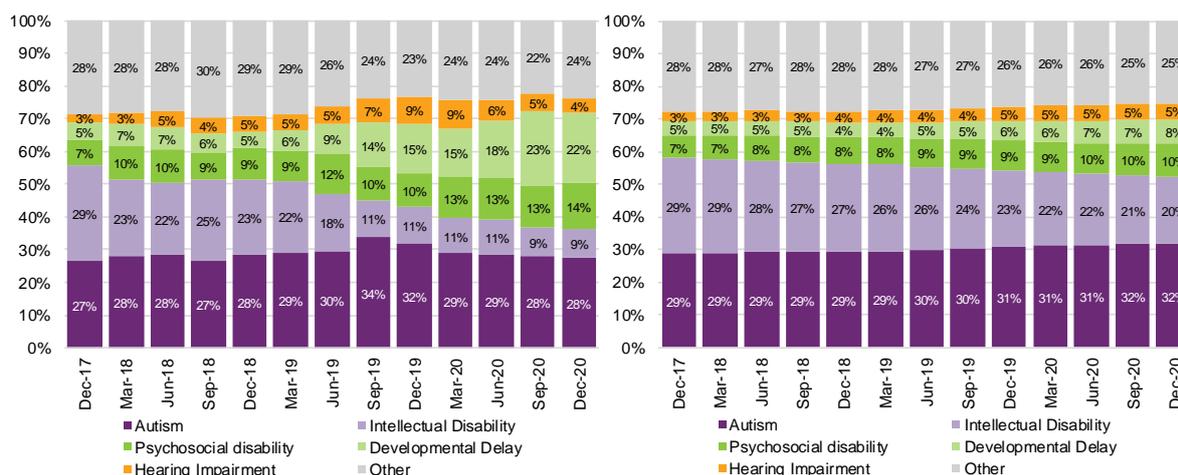
²³ Ibid.

²⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

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

Disability	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Autism	131,439	32%	5,896	28%	137,335	32%
Intellectual Disability	86,646	21%	1,818	9%	88,464	20%
Psychosocial disability	40,452	10%	2,998	14%	43,450	10%
Developmental Delay	28,955	7%	4,591	22%	33,546	8%
Hearing Impairment	20,127	5%	952	4%	21,079	5%
Other Neurological	17,745	4%	793	4%	18,538	4%
Other Physical	17,391	4%	724	3%	18,115	4%
Cerebral Palsy	15,959	4%	225	1%	16,184	4%
ABI	13,400	3%	613	3%	14,013	3%
Global Developmental Delay	7,900	2%	913	4%	8,813	2%
Visual Impairment	8,472	2%	259	1%	8,731	2%
Multiple Sclerosis	7,743	2%	285	1%	8,028	2%
Stroke	5,935	1%	400	2%	6,335	1%
Spinal Cord Injury	4,785	1%	129	1%	4,914	1%
Other Sensory/Speech	2,940	1%	58	0%	2,998	1%
Other	1,477	0%	629	3%	2,106	0%
Total	411,366	100%	21,283	100%	432,649	100%

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



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

²⁶ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (11,285).

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

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

Level of Function	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	34,361	8%	4,184	20%	38,545	9%
2 (High Function)	734	0%	46	0%	780	0%
3 (High Function)	21,935	5%	1,422	7%	23,357	5%
4 (High Function)	26,284	6%	1,338	6%	27,622	6%
5 (High Function)	28,987	7%	1,655	8%	30,642	7%
6 (Moderate Function)	83,311	20%	4,783	22%	88,094	20%
7 (Moderate Function)	24,590	6%	869	4%	25,459	6%
8 (Moderate Function)	28,372	7%	1,368	6%	29,740	7%
9 (Moderate Function)	2,010	0%	96	0%	2,106	0%
10 (Moderate Function)	46,347	11%	2,126	10%	48,473	11%
11 (Low Function)	15,957	4%	306	1%	16,263	4%
12 (Low Function)	62,750	15%	2,399	11%	65,149	15%
13 (Low Function)	26,930	7%	635	3%	27,565	6%
14 (Low Function)	8,314	2%	50	0%	8,364	2%
15 (Low Function)	143	0%	<11		149	0%
Missing	341		<11		341	
Total	411,366	100%	21,283	100%	432,649	100%

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

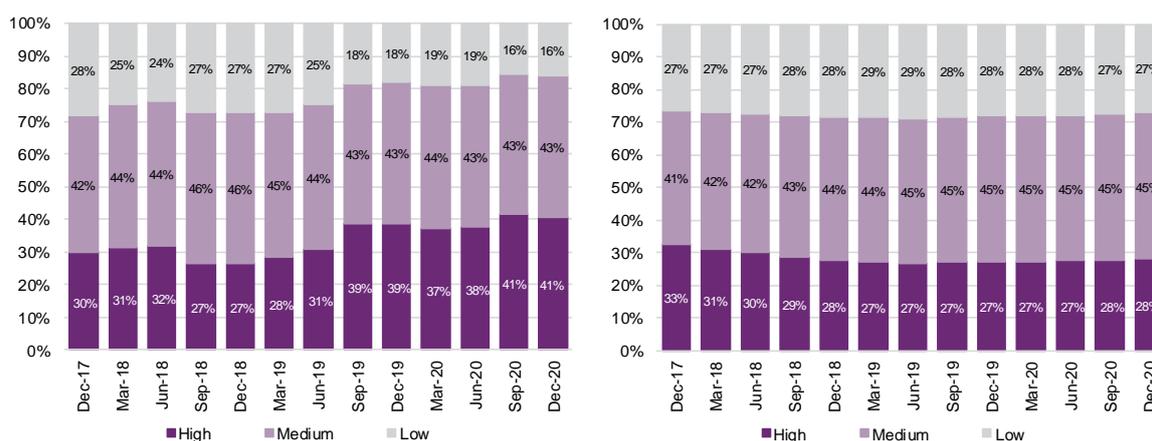


Table E.14 Participant profile per quarter by age group – National

Age Group	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
0 to 6	61,459	15%	7,437	35%	68,896	16%
7 to 14	105,915	26%	3,999	19%	109,914	25%
15 to 18	31,201	8%	1,248	6%	32,449	8%
19 to 24	35,022	9%	758	4%	35,780	8%
25 to 34	37,446	9%	1,334	6%	38,780	9%
35 to 44	34,581	8%	1,633	8%	36,214	8%
45 to 54	42,662	10%	1,979	9%	44,641	10%
55 to 64	49,273	12%	2,691	13%	51,964	12%
65+	13,807	3%	204	1%	14,011	3%
Total	411,366	100%	21,283	100%	432,649	100%

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

²⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

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

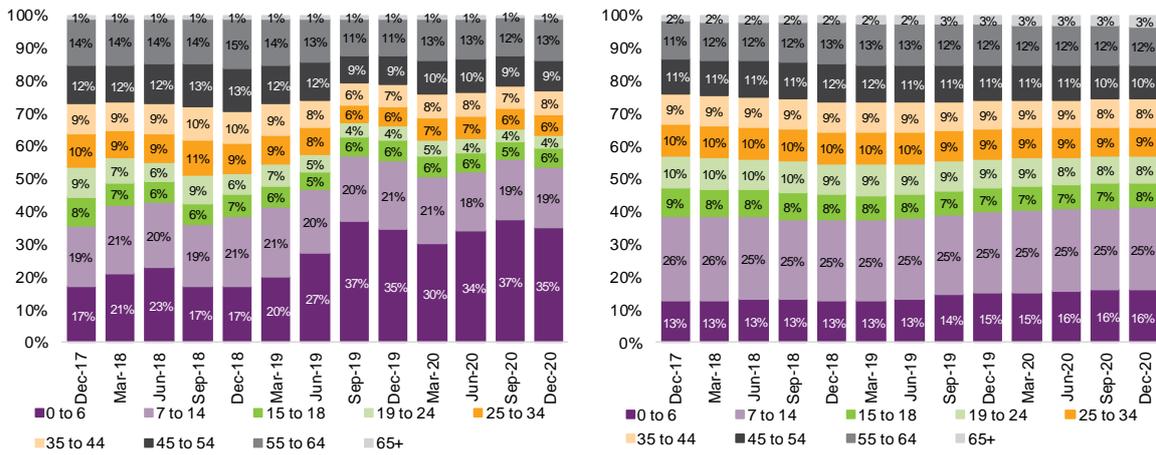
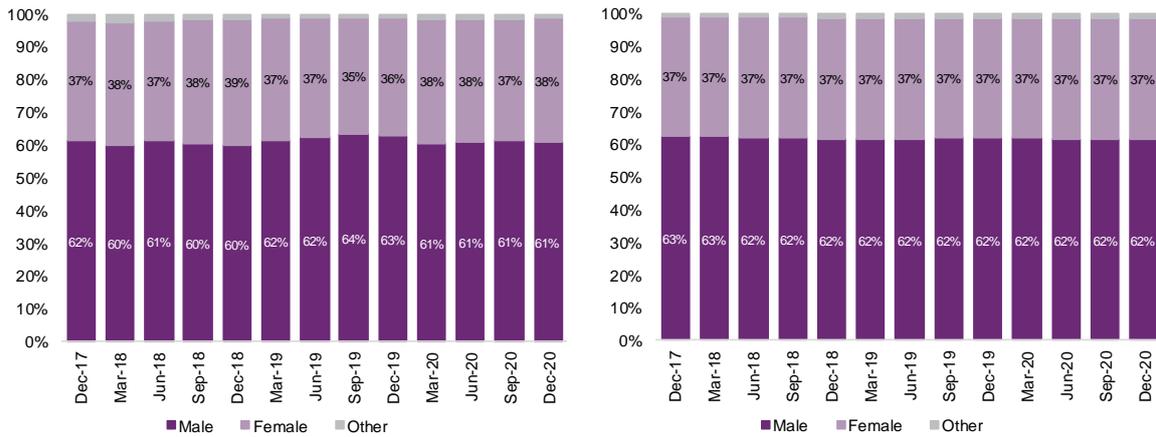


Table E.15 Participant profile per quarter by gender – National

Gender	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Male	254,462	62%	12,956	61%	267,418	62%
Female	152,510	37%	8,079	38%	160,589	37%
Other	4,394	1%	248	1%	4,642	1%
Total	411,366	100%	21,283	100%	432,649	100%

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



³⁰ Ibid.

³¹ Ibid.

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	47,691	11%	20,654	5%	551	0%	68,896	16%	2.3
7 to 14	76,303	18%	32,000	7%	1,611	0%	109,914	25%	2.4
15 to 18	21,601	5%	10,524	2%	324	0%	32,449	8%	2.1
19 to 24	22,822	5%	12,609	3%	349	0%	35,780	8%	1.8
25 to 34	22,612	5%	15,789	4%	379	0%	38,780	9%	1.4
35 to 44	19,535	5%	16,335	4%	344	0%	36,214	8%	1.2
45 to 54	22,972	5%	21,222	5%	447	0%	44,641	10%	1.1
55 to 64	26,704	6%	24,757	6%	503	0%	51,964	12%	1.1
65+	7,178	2%	6,699	2%	134	0%	14,011	3%	1.1
Total	267,418	62%	160,589	37%	4,642	1%	432,649	100%	1.7

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	101,326	23%	34,072	8%	1,937	0%	137,335	32%	3.0
Intellectual Disability	49,981	12%	37,821	9%	662	0%	88,464	20%	1.3
Psychosocial Disability	22,052	5%	20,917	5%	481	0%	43,450	10%	1.1
Developmental Delay	23,709	5%	9,590	2%	247	0%	33,546	8%	2.5
Other Neurological	9,982	2%	8,392	2%	164	0%	18,538	4%	1.2
Cerebral Palsy	8,884	2%	7,165	2%	135	0%	16,184	4%	1.2
Other Physical	9,221	2%	8,675	2%	219	0%	18,115	4%	1.1
Hearing Impairment	10,106	2%	10,668	2%	305	0%	21,079	5%	0.9
Acquired Brain Injury	9,247	2%	4,669	1%	97	0%	14,013	3%	2.0
Visual Impairment	4,419	1%	4,233	1%	79	0%	8,731	2%	1.0
Multiple Sclerosis	2,006	0%	5,946	1%	76	0%	8,028	2%	0.3
Global Developmental Delay	6,106	1%	2,639	1%	68	0%	8,813	2%	2.3
Stroke	3,559	1%	2,718	1%	58	0%	6,335	1%	1.3
Spinal Cord Injury	3,464	1%	1,387	0%	63	0%	4,914	1%	2.5
Other Sensory/Speech	2,163	0%	805	0%	30	0%	2,998	1%	2.7
Other	1,189	0%	892	0%	21	0%	2,102	0%	1.3
Total	267,418	62%	160,589	37%	4,642	1%	432,649	100%	1.7

Table E.18 Participation rates by age group – National³²

	National
0-6	3.14%
7-14	4.32%
15-18	2.72%
19-24	1.75%
25-34	1.02%
35-44	1.06%
45-54	1.42%
55-64	1.80%
Total (aged 0-64)	1.97%

Part Two: Participant experience and outcomes

Table E.19 Number of baseline questionnaires completed by SFOF version – National³³

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	7,388	11,695	16,180	27,290	12,920	75,473
Participant school to 14	13,982	21,012	31,702	31,409	10,845	108,950
Participant 15 to 24	9,395	12,132	14,867	11,064	3,919	51,377
Participant 25 and over	23,764	35,897	50,741	38,174	15,222	163,798
Total Participant	54,529	80,736	113,490	107,937	42,906	399,598
Family 0 to 14	19,952	31,611	45,445	56,861	23,098	176,967
Family 15 to 24	2,686	8,330	10,157	7,456	2,615	31,244
Family 25 and over	757	10,814	15,317	10,899	3,655	41,442
Total Family	23,395	50,755	70,919	75,216	29,368	249,653
Total	77,924	131,491	184,409	183,153	72,274	649,251

³² Participation rate refers to the proportion of general population that are NDIS participants.

³³ 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.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		70%		
CC	% who are happy with the level of independence/control they have now			33%	
CC	% who choose who supports them			37%	59%
CC	% who choose what they do each day			47%	68%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	26%
CC	% who want more choice and control in their life			80%	77%

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	60%	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%	34%

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	69%		
HM	% who are happy with their home		80%	70%
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		37%	
LL	% who participate in education, training or skill development			10%
LL	Of those who participate, % who do so in mainstream settings			58%
LL	% unable to do a course or training they wanted to do in the last 12 months			36%
WK	% who have a paid job		18%	22%
WK	% who volunteer		11%	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	18%	25%	23%
% receiving Carer Allowance	41%	45%	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	80%	85%	85%
% who say they (and their partner) are able to work as much as they want	44%	47%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	90%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	28%	20%
% able to advocate for their child/family member	77%	70%	65%
% who have friends and family they see as often as they like	46%	45%	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	75%	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=14,787) - participants who between 1 July 2016 and 31 December 2019 – National ³⁴

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	92%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	79%
S/CP	Has the NDIS improved how your child fits into community life?	65%

Table E.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=40,319) - participants who entered between 1 July 2016 and 31 December 2019 – National

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	65%
LL	Has the NDIS improved your child's access to education?	45%
REL	Has the NDIS improved your child's relationships with family and friends?	54%
S/CP	Has the NDIS improved your child's social and recreational life?	48%

Table E.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=17,315) and ‘Participant 25 and over’ (n=55,876) - participants who entered between 1 July 2016 and 31 December 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%	73%
DL	Has the NDIS helped you with daily living activities?	63%	76%
REL	Has the NDIS helped you to meet more people?	51%	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?	46%	55%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	19%
S/CP	Has the NDIS helped you be more involved?	57%	62%

³⁴ Results in Tables E.24 to E.27 include participants who entered between 1 July 2016 and 31 December 2019 and have had a first plan review to date.

Table E.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=58,294); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27,176) - participants who entered between 1 July 2016 and 31 December 2019 – National

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	66%	55%
Has the NDIS improved the level of support for your family?	72%	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?	74%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	47%	40%

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=6,583) - participants who entered between 1 July 2016 and 31 December 2018 – National ³⁵

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	92%	95%	+3%
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?	84%	87%	+4%
REL Has the NDIS improved how your child fits into family life?	76%	80%	+4%
S/CP Has the NDIS improved how your child fits into community life?	62%	66%	+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=22,794) - participants who entered between 1 July 2016 and 31 December 2018 – National

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	60%	68%	+8%
LL Has the NDIS improved your child's access to education?	39%	45%	+6%
REL Has the NDIS improved your child's relationships with family and friends?	48%	55%	+7%
S/CP Has the NDIS improved your child's social and recreational life?	44%	49%	+5%

³⁵ Results in Tables E.28 to E.31 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

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=11,500) and ‘Participant 25 and over’ (n=30,440) - participants who entered between 1 July 2016 and 31 December 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?	60%	67%	+7%	66%	76%	+9%
DL	Has the NDIS helped you with daily living activities?	60%	68%	+8%	71%	80%	+9%
REL	Has the NDIS helped you to meet more people?	50%	54%	+4%	51%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	20%	-1%	29%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	47%	+5%	49%	56%	+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%	37%	2%	29%	31%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	-2%	19%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	55%	60%	+5%	58%	66%	+8%

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=24,083); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=7,495) - participants who entered between 1 July 2016 and 31 December 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?	59%	65%	+5%	48%	59%	+11%
Has the NDIS improved the level of support for your family?	65%	72%	+7%	60%	72%	+12%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	74%	+6%	58%	69%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	78%	+5%			
Has the NDIS improved your health and wellbeing?	41%	44%	+3%	34%	39%	+5%

Table E.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,651) - participants who entered between 1 July 2016 and 31 December 2017 – National ³⁶

	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%	96%	+5%
DL	Has the NDIS improved your child's access to specialist services?	89%	93%	94%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	86%	85%	+3%
REL	Has the NDIS improved how your child fits into family life?	71%	77%	78%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	59%	63%	66%	+7%

Table E.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=11,777) - participants who entered between 1 July 2016 and 31 December 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%	+14%
LL	Has the NDIS improved your child's access to education?	34%	38%	42%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	54%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	45%	48%	+8%

Table E.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=7,342) - participants who entered between 1 July 2016 and 31 December 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%	68%	+9%
Has the NDIS helped you with daily living activities?	58%	65%	70%	+13%
Has the NDIS helped you to meet more people?	49%	52%	55%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	18%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	47%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	35%	36%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	16%	-2%
Has the NDIS helped you be more involved?	54%	57%	61%	+8%

³⁶ Results in Tables E.32 to E.37 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table E.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=15,355) - participants who entered between 1 July 2016 and 31 December 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%	74%	78%	+11%
Has the NDIS helped you with daily living activities?	70%	79%	83%	+13%
Has the NDIS helped you to meet more people?	52%	58%	62%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	30%	31%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	48%	54%	58%	+10%
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%	33%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	19%	-1%
Has the NDIS helped you be more involved?	59%	65%	70%	+11%

Table E.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=9,600) - participants who entered between 1 July 2016 and 31 December 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?	54%	58%	62%	+9%
Has the NDIS improved the level of support for your family?	59%	67%	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?	63%	70%	73%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	73%	77%	+8%
Has the NDIS improved your health and wellbeing?	35%	38%	40%	+5%

Table E.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,028) - participants who entered between 1 July 2016 and 31 December 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%	48%	55%	+12%
Has the NDIS improved the level of support for your family?	58%	63%	71%	+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?	56%	61%	68%	+12%
Has the NDIS improved your health and wellbeing?	31%	32%	35%	+4%

Table E.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=493) - participants who entered between 1 July 2016 and 31 December 2016 – National ³⁷

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL Has the NDIS improved your child's development?	91%	96%	95%	95%	+4%
DL Has the NDIS improved your child's access to specialist services?	89%	91%	95%	95%	+6%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%	87%	89%	89%	+8%
REL Has the NDIS improved how your child fits into family life?	74%	78%	78%	84%	+10%
S/CP Has the NDIS improved how your child fits into community life?	58%	67%	67%	76%	+19%

Table E.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=2,255) - participants who entered between 1 July 2016 and 31 December 2016 – National

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?	56%	64%	68%	70%	+14%
LL Has the NDIS improved your child's access to education?	37%	38%	41%	43%	+6%
REL Has the NDIS improved your child's relationships with family and friends?	45%	49%	53%	55%	+10%
S/CP Has the NDIS improved your child's social and recreational life?	45%	48%	50%	49%	+4%

³⁷ Results in Tables E.38 to E.43 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table E.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,501) - participants who entered between 1 July 2016 and 31 December 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?	60%	65%	65%	67%	+7%
DL	Has the NDIS helped you with daily living activities?	60%	66%	68%	71%	+11%
REL	Has the NDIS helped you to meet more people?	53%	57%	53%	55%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	20%	19%	18%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	45%	45%	48%	+3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	38%	35%	35%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	15%	12%	14%	-4%
S/CP	Has the NDIS helped you be more involved?	56%	61%	60%	61%	+5%

Table E.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=2,702) - participants who entered between 1 July 2016 and 31 December 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%	73%	76%	80%	+13%
DL	Has the NDIS helped you with daily living activities?	71%	79%	83%	86%	+15%
REL	Has the NDIS helped you to meet more people?	52%	60%	64%	67%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	34%	37%	39%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	57%	60%	64%	+13%
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%	32%	34%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%	18%	18%	-3%
S/CP	Has the NDIS helped you be more involved?	59%	65%	71%	74%	+15%

Table E.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,440) - participants who entered between 1 July 2016 and 31 December 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%	56%	60%	64%	+12%
Has the NDIS improved the level of support for your family?	61%	65%	68%	72%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	65%	69%	72%	75%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	73%	74%	77%	+8%
Has the NDIS improved your health and wellbeing?	40%	38%	38%	40%	-0%

Table E.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=281) - participants who entered between 1 July 2016 and 31 December 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?	47%	53%	54%	58%	+12%
Has the NDIS improved the level of support for your family?	54%	67%	64%	69%	+15%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	58%	64%	64%	67%	+9%
Has the NDIS improved your health and wellbeing?	31%	31%	34%	35%	+4%

Table E.44 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=44,039), ‘participant social and community engagement rate’ (n=44,239) and ‘parent and carer employment rate’ (n=31,365) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2018 – National ³⁸

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	13%	17%	19%	24%
Aged 25+	24%	24%	23%	
Aged 15+ (Average)	21%	22%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	35%	40%	43%	50%
Aged 25+	37%	42%	45%	
Aged 15+ (Average)	36%	42%	44%	
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%	

³⁸ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

Table E.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=22,741), 'participant social and community engagement rate' (n=23,104) and 'parent and carer employment rate' (n=10,528) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2017 – National ³⁹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	13%	17%	20%	23%	24%
Aged 25+	27%	27%	23%	25%	
Aged 15+ (Average)	24%	25%	23%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	32%	39%	44%	45%	50%
Aged 25+	36%	42%	46%	48%	
Aged 15+ (Average)	35%	42%	45%	47%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	45%	48%	50%	51%	50%
Aged 15+	46%	50%	50%	47%	
All ages (Average)	45%	48%	50%	50%	

Table E.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,358), 'participant social and community engagement rate' (n=4,524) and 'parent and carer employment rate' (n=1,297) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2016 – National ⁴⁰

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	12%	16%	20%	25%	27%	24%
Aged 25+	22%	22%	21%	19%	19%	
Aged 15+ (Average)	20%	21%	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	31%	34%	42%	45%	48%	50%
Aged 25+	36%	39%	47%	49%	52%	
Aged 15+ (Average)	35%	38%	46%	48%	51%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	41%	46%	49%	53%	52%	50%
Aged 15+	57%	62%	56%	56%	57%	
All ages (Average)	44%	49%	50%	53%	53%	

³⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

⁴⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table E.47 Number of active plans by goal type and primary disability – National ⁴¹

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	3,481	10,182	7,281	2,114	3,289	10,801	5,283	3,279	14,013
Autism	20,585	118,141	40,617	39,792	54,475	75,225	8,666	18,760	137,335
Cerebral Palsy	3,620	13,271	8,154	2,927	3,509	10,247	3,869	2,538	16,184
Developmental Delay	1,450	31,630	6,214	12,258	9,743	6,641	49	16	33,546
Down Syndrome	2,218	9,096	4,927	2,333	2,979	8,155	2,778	2,869	11,285
Global Developmental Delay	527	8,263	1,930	3,416	2,791	1,961	21	6	8,813
Hearing Impairment	3,844	16,879	3,946	4,892	3,074	8,104	1,996	4,010	21,079
Intellectual Disability	17,190	58,389	29,596	17,609	23,092	54,636	20,006	24,812	77,179
Multiple Sclerosis	2,060	6,286	5,353	554	1,116	5,211	2,644	1,523	8,028
Psychosocial disability	9,427	29,966	24,960	8,690	9,376	33,350	14,500	13,211	43,450
Spinal Cord Injury	1,453	4,003	2,844	490	587	3,246	1,548	1,281	4,914
Stroke	1,662	5,084	3,410	591	1,006	4,612	2,157	1,054	6,335
Visual Impairment	2,227	7,349	2,948	1,922	979	5,668	1,692	2,374	8,731
Other Neurological	4,364	14,378	9,986	2,259	3,490	12,929	5,967	2,551	18,538
Other Physical	4,213	14,885	9,322	1,855	1,880	10,269	4,284	3,412	18,115
Other Sensory/Speech	336	2,554	626	999	987	1,046	53	138	2,998
Other	450	1,724	1,005	288	352	1,319	549	322	2,106
Total	79,107	352,080	163,119	102,989	122,725	253,420	76,062	82,156	432,649

⁴¹ 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.48 Number of goals in active plans by goal type and primary disability – National ⁴²

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	4,078	16,779	8,612	2,432	3,635	12,920	5,637	3,417	57,510
Autism	24,362	299,413	49,503	53,491	65,403	89,048	9,011	19,687	609,918
Cerebral Palsy	4,336	29,566	10,010	3,650	3,878	12,667	4,124	2,660	70,891
Developmental Delay	1,656	122,355	7,779	18,064	11,327	7,371	49	16	168,617
Down Syndrome	2,587	19,223	5,688	2,966	3,361	10,281	2,908	2,973	49,987
Global Developmental Delay	604	31,502	2,447	5,066	3,232	2,168	21	6	45,046
Hearing Impairment	4,497	33,038	4,530	5,993	3,410	9,227	2,064	4,194	66,953
Intellectual Disability	20,138	107,075	34,456	21,512	26,504	66,923	21,013	25,906	323,527
Multiple Sclerosis	2,396	10,519	6,811	593	1,186	5,937	2,901	1,571	31,914
Psychosocial disability	10,912	44,229	29,967	9,684	10,156	38,773	15,254	13,730	172,705
Spinal Cord Injury	1,776	6,924	3,440	527	616	3,852	1,693	1,328	20,156
Stroke	2,001	9,175	4,105	656	1,063	5,331	2,332	1,097	25,760
Visual Impairment	2,685	13,982	3,319	2,266	1,050	6,721	1,812	2,502	34,337
Other Neurological	5,161	26,448	12,223	2,682	3,824	15,039	6,422	2,662	74,461
Other Physical	5,043	27,299	11,504	2,129	2,012	11,769	4,677	3,535	67,968
Other Sensory/Speech	383	6,711	758	1,425	1,149	1,193	56	143	11,818
Other	520	3,380	1,255	343	377	1,520	583	335	8,313
Total	93,135	807,618	196,407	133,479	142,183	300,740	80,557	85,762	1,839,881

Table E.49 Number of active plans by goal type and age group – National ⁴³

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	3,143	65,070	13,526	25,479	20,701	13,737	95	5	68,896
7 to 14	14,121	96,708	31,526	31,444	44,453	56,535	1,727	1,216	109,914
15 to 18	7,184	26,433	10,971	9,458	11,677	22,283	2,651	9,332	32,449
19 to 24	9,264	27,148	12,681	9,230	8,550	24,564	8,509	19,049	35,780
25 to 34	10,094	28,773	17,359	7,938	9,009	27,684	12,596	16,571	38,780
35 to 44	8,944	26,590	18,646	6,245	8,135	26,436	11,951	13,177	36,214
45 to 54	10,661	32,742	23,572	6,485	9,074	33,103	14,978	12,583	44,641
55 to 64	12,341	38,437	27,299	5,555	8,952	38,679	18,346	8,970	51,964
65+	3,355	10,179	7,539	1,155	2,174	10,399	5,209	1,253	14,011
Total	79,107	352,080	163,119	102,989	122,725	253,420	76,062	82,156	432,649

⁴² Participants have set over two million goals in total since July 2016. The 1,839,881 goals in these results relate to those in the current plans of active participants.

⁴³ 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.50 Number of goals in active plans by goal type and age group – National ⁴⁴

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	3,567	256,468	17,168	38,480	24,176	15,328	97	5	355,289
7 to 14	16,665	240,148	39,150	41,936	53,858	66,653	1,772	1,226	461,408
15 to 18	8,555	48,478	12,996	11,556	13,756	26,394	2,753	9,661	134,149
19 to 24	10,996	44,533	14,435	10,858	9,486	28,957	8,854	20,113	148,232
25 to 34	12,031	45,757	20,155	9,072	10,024	33,077	13,287	17,370	160,773
35 to 44	10,623	41,929	22,280	7,060	8,953	31,740	12,647	13,722	148,954
45 to 54	12,406	51,790	28,381	7,167	9,923	39,854	15,969	13,076	178,566
55 to 64	14,421	62,103	32,807	6,096	9,692	46,218	19,610	9,300	200,247
65+	3,871	16,412	9,035	1,254	2,315	12,519	5,568	1,289	52,263
Total	93,135	807,618	196,407	133,479	142,183	300,740	80,557	85,762	1,839,881

⁴⁴ Participants have set over two million goals in total since July 2016. The 1,839,881 goals in these results relate to those in the current plans of active participants.

Table E.51 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q2 compared to prior quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ⁴⁵

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q2
Access	n = 7,517	n = 965
Are you happy with how coming into the NDIS has gone?	84%	85%
Was the person from the NDIS respectful?	96%	96%
Do you understand what will happen next with your plan?	74%	76%
% of participants rating their overall experience as Very Good or Good.	76%	78%
Pre-planning	n = 10,595	n = 1,302
Did the person from the NDIS understand how your disability affects your life?	88%	85%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	85%	75%
Are you clear on what happens next with your plan?	81%	67%
Do you know where to go for more help with your plan?	85%	73%
% of participants rating their overall experience as Very Good or Good.	82%	78%
Planning	n = 13,302	n = 4,744
Did the person from the NDIS understand how your disability affects your life?	87%	90%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	85%	87%
Are you clear on what happens next with your plan?	82%	82%
Do you know where to go for more help with your plan?	86%	88%
% of participants rating their overall experience as Very Good or Good.	82%	84%
Plan review	n = 5,302	n = 12,029
Did the person from the NDIS understand how your disability affects your life?	84%	81%
Did you feel prepared for your plan review?	84%	84%
Is your NDIS plan helping you to make progress towards your goals?	86%	88%
% of participants rating their overall experience as Very Good or Good.	77%	75%

⁴⁵ Previously the survey was administered by the NDIA's National Contact Centre since it was introduced in September 2018. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Future results will be compared with the December 2020 quarter results to understand change over time.

Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National ^{46 47}

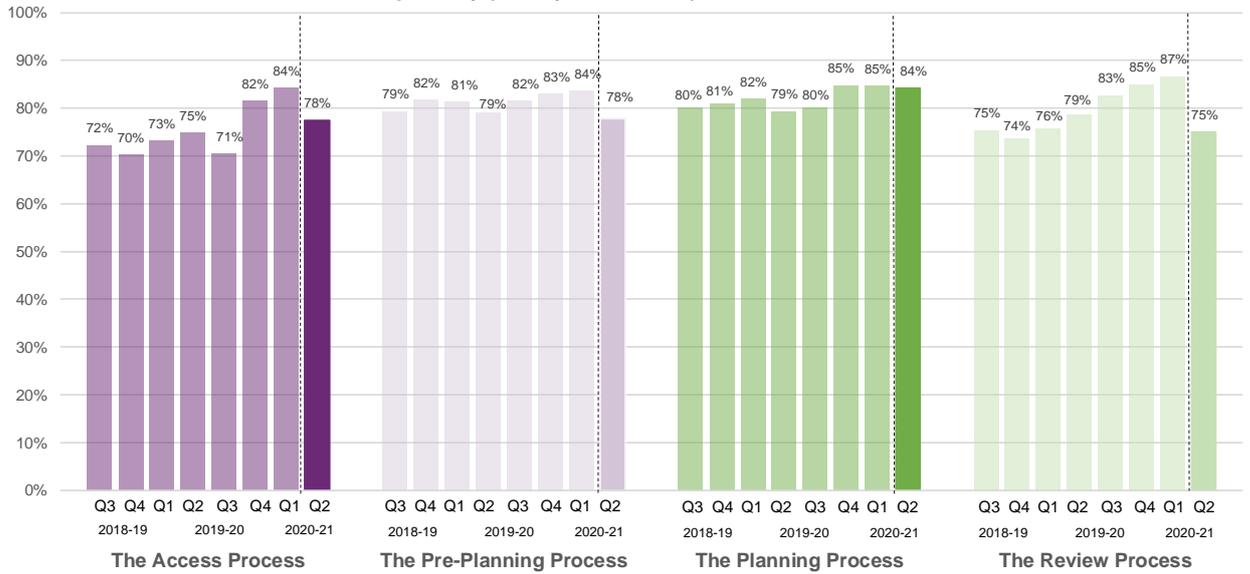
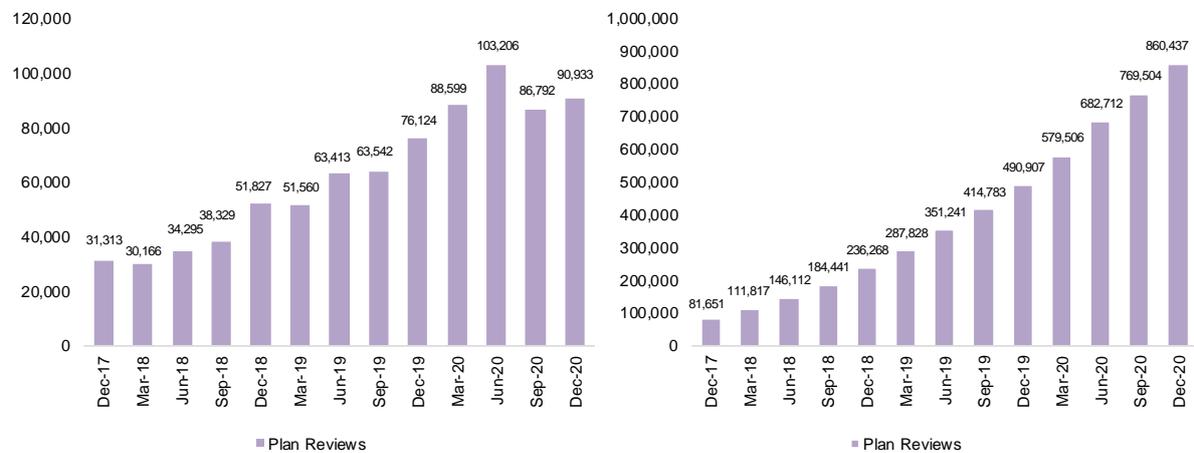


Table E.52 Plan reviews conducted per quarter – excluding plans less than 30 days – National ⁴⁸

	Prior Quarters (Transition only)	2020-21 Q2	Transition Total
Total plan reviews	769,504	90,933	860,437
<i>Early intervention plans</i>	146,789	18,424	165,213
<i>Permanent disability plans</i>	622,715	72,509	695,224

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



⁴⁶ Ibid.

⁴⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴⁸ 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 Q2. The charts show trends in complaints experience since the December 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.53 shows the number of complaints in 2020-21 Q2 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.54 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table E.55.

Table E.55 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 Q2. This table should be considered in conjunction with Table E.54. The list of complaint types is different to that which appears in Table E.54, as it is based on the options available on the 'My Customer Requests' tile.

Table E.53 Complaints by quarter – National ^{49 50 51}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q2	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	175	21	196	185
Complaint about LAC Partner	773	189	962	916
Complaints about service providers	4,530	489	5,019	4,252
Complaints about the Agency	62,715	3,895	66,610	40,385
Critical/ Reportable Incident	2,934	1,478	4,412	3,670
Unclassified	3,263	0	3,263	2,933
Total	74,390	6,072	80,462	47,920
% of all access requests	5.6%	4.2%	5.5%	
Providers who have submitted a registration request				
Complaint about ECEI Partner	1	0	1	1
Complaint about LAC Partner	38	5	43	40
Complaints about service providers	447	61	508	452
Complaints about the Agency	4,863	274	5,137	3,909
Critical/ Reportable Incident	25	5	30	29
Unclassified	225	1	226	208
Total	5,599	346	5,945	4,399
% of all registration requests	5.8%	4.0%	5.6%	
Other				
Complaint about ECEI Partner	5	1	6	6
Complaint about LAC Partner	29	6	35	35
Complaints about service providers	367	48	415	415
Complaints about the Agency	2,310	177	2,487	2,476
Critical/ Reportable Incident	75	21	96	96
Unclassified	120	0	120	120
Total	2,906	253	3,159	3,145
Total	80,633	6,564	87,197	55,464

⁴⁹ Note that 71% of all complainants made only one complaint, 16% made two complaints and 13% made three or more complaints.

⁵⁰ % 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.

⁵¹ % 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

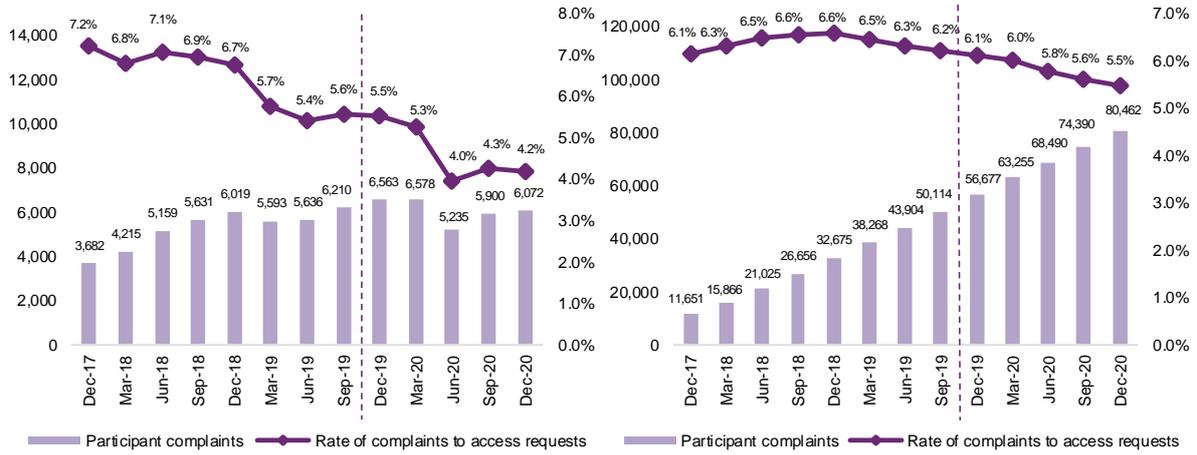
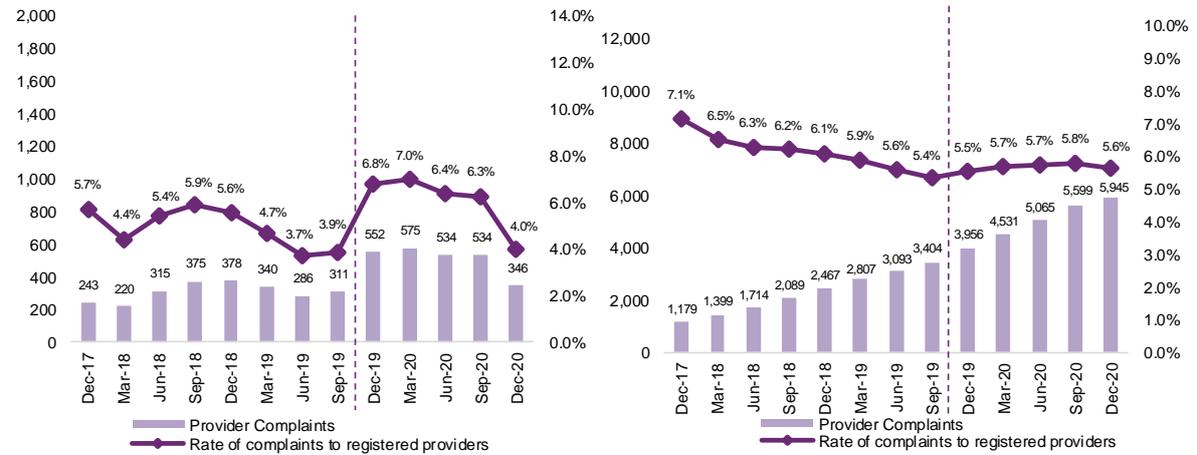


Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ⁵²



⁵² 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.54 Complaints by type ('My Feedback' tile) – National

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	591	(18%)
Service Delivery	542	(17%)
Staff conduct	521	(16%)
Provider process	362	(11%)
Provider costs.	318	(10%)
Other	881	(27%)
Total	3,215	
<i>Complaints about the Agency</i>		
Timeliness	16,528	(35%)
Individual needs	5,334	(11%)
Reasonable and necessary supports	6,239	(13%)
Information unclear	1,990	(4%)
The way the NDIA carried out its decision making	2,918	(6%)
Other	14,268	(30%)
Total	47,277	
<i>Unclassified</i>	3,250	
Participants total	53,742	
Providers		
<i>Complaints about service providers</i>		
Supports being provided	32	(13%)
Service Delivery	34	(14%)
Staff conduct	26	(11%)
Provider process	30	(13%)
Provider costs.	13	(5%)
Other	104	(44%)
Total	239	
<i>Complaints about the Agency</i>		
Timeliness	828	(26%)
Individual needs	354	(11%)
Provider Portal	428	(13%)
Information unclear	232	(7%)
Participation, engagement and inclusion	48	(2%)
Other	1,301	(41%)
Total	3,191	
<i>Unclassified</i>	199	
Providers total	3,629	
Other		
<i>Complaints about service providers</i>		
Supports being provided	24	(13%)
Service Delivery	29	(16%)

Complaints made by or on behalf of	Transition Total	
Staff conduct	40	(22%)
Provider process	10	(5%)
Provider costs.	9	(5%)
Other	71	(39%)
Total	183	
<i>Complaints about the Agency</i>		
Individual needs	380	(22%)
Timeliness	328	(19%)
Information unclear	170	(10%)
Participation, engagement and inclusion	77	(5%)
Staff conduct - Agency	68	(4%)
Other	668	(40%)
Total	1,691	
<i>Unclassified</i>	120	
Other total	1,994	

Table E.55 Complaints by type ('My Customer Requests' tile) – National⁵³

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		Transition Total	
Complaints with a related party who has submitted an access request						
<i>Complaint about ECEI Partner</i>						
ECEI Plan	18	(10%)	2	(10%)	20	(10%)
ECEI Process	17	(10%)	3	(14%)	20	(10%)
ECEI Staff	45	(26%)	12	(57%)	57	(29%)
ECEI Timeliness	93	(53%)	4	(19%)	97	(49%)
Other	2	(1%)	0	(0%)	2	(1%)
Total	175		21		196	
<i>Complaint about LAC Partner</i>						
LAC Engagement	5	(1%)	0	(0%)	5	(1%)
LAC Fraud and Compliance	13	(2%)	0	(0%)	13	(1%)
LAC Plan	132	(17%)	33	(17%)	165	(17%)
LAC Process	86	(11%)	22	(12%)	108	(11%)
LAC Resources	4	(1%)	1	(1%)	5	(1%)
LAC Staff	433	(56%)	117	(62%)	550	(57%)
LAC Timeliness	100	(13%)	16	(8%)	116	(12%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	773		189		962	
<i>Complaints about service providers</i>						
Provider Finance	104	(8%)	34	(7%)	138	(8%)
Provider Fraud and Compliance	168	(12%)	52	(11%)	220	(12%)
Provider Service	743	(55%)	222	(48%)	965	(53%)
Provider Staff	330	(25%)	151	(33%)	481	(27%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,345		459		1,804	
<i>Complaints about the Agency</i>						
NDIA Access	888	(6%)	156	(4%)	1,044	(5%)
NDIA Engagement	14	(0%)	3	(0%)	17	(0%)
NDIA Finance	1,779	(11%)	343	(9%)	2,122	(11%)
NDIA Fraud and Compliance	89	(1%)	17	(0%)	106	(1%)
NDIA Plan	4,285	(28%)	1,353	(36%)	5,638	(29%)
NDIA Process	2,061	(13%)	569	(15%)	2,630	(14%)
NDIA Resources	156	(1%)	45	(1%)	201	(1%)
NDIA Staff	1,481	(10%)	412	(11%)	1,893	(10%)
NDIA Timeliness	4,813	(31%)	855	(23%)	5,668	(29%)
Quality & Safeguards Commission	10	(0%)	4	(0%)	14	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	15,576		3,757		19,333	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	880	(30%)	444	(30%)	1,324	(30%)
Allegations against NDIA Staff/Partners	13	(0%)	1	(0%)	14	(0%)
Allegations against a provider	768	(26%)	365	(25%)	1,133	(26%)
Participant threat	523	(18%)	327	(22%)	850	(19%)
Provider reporting	750	(26%)	341	(23%)	1,091	(25%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	2,934		1,478		4,412	

⁵³ 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 Q2		Transition Total	
<i>Unclassified</i>	13		0		13	
Participants total	20,816		5,904		26,720	
Complaints with a related party who has submitted a provider registration request						
<i>Complaint about ECEI Partner</i>						
ECEI Process	1	(100%)	0		1	(100%)
Total	1		0		1	
<i>Complaint about LAC Partner</i>						
LAC Fraud and Compliance	2	(5%)	0	(0%)	2	(5%)
LAC Plan	9	(24%)	1	(20%)	10	(23%)
LAC Process	9	(24%)	1	(20%)	10	(23%)
LAC Staff	14	(37%)	3	(60%)	17	(40%)
Other	4	(11%)	0	(0%)	4	(9%)
Total	38		5		43	
<i>Complaints about service providers</i>						
Provider Finance	29	(14%)	4	(7%)	33	(12%)
Provider Fraud and Compliance	41	(19%)	14	(24%)	55	(20%)
Provider Service	79	(37%)	22	(38%)	101	(38%)
Provider Staff	62	(29%)	18	(31%)	80	(30%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	211		58		269	
<i>Complaints about the Agency</i>						
NDIA Access	2	(0%)	0	(0%)	2	(0%)
NDIA Engagement	3	(0%)	1	(0%)	4	(0%)
NDIA Finance	690	(41%)	124	(47%)	814	(42%)
NDIA Fraud and Compliance	12	(1%)	3	(1%)	15	(1%)
NDIA Plan	225	(13%)	21	(8%)	246	(13%)
NDIA Process	163	(10%)	31	(12%)	194	(10%)
NDIA Resources	171	(10%)	33	(12%)	204	(10%)
NDIA Staff	101	(6%)	28	(11%)	129	(7%)
NDIA Timeliness	301	(18%)	16	(6%)	317	(16%)
Quality & Safeguards Commission	13	(1%)	8	(3%)	21	(1%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,681		265		1,946	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	6	(24%)	2	(40%)	8	(27%)
Allegations against NDIA Staff/Partners	1	(4%)	0	(0%)	1	(3%)
Participant threat	6	(24%)	1	(20%)	7	(23%)
Provider reporting	6	(24%)	0	(0%)	6	(20%)
Other	6	(24%)	2	(40%)	8	(27%)
Total	25		5		30	
<i>Unclassified</i>	26		1		27	
Providers total	1,982		334		2,316	
Complaints with a related party who is not a potential participant or provider						

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Fraud and Compliance	1	(20%)	0	(0%)	1	(17%)
ECEI Plan	1	(20%)	0	(0%)	1	(17%)
ECEI Process	1	(20%)	1	(100%)	2	(33%)
ECEI Timeliness	1	(20%)	0	(0%)	1	(17%)
Other	1	(20%)	0	(0%)	1	(17%)
Total	5		1		6	
<i>Complaint about LAC Partner</i>						
LAC Plan	3	(10%)	2	(33%)	5	(14%)
LAC Process	4	(14%)	0	(0%)	4	(11%)
LAC Resources	1	(3%)	0	(0%)	1	(3%)
LAC Staff	20	(69%)	4	(67%)	24	(69%)
Other	1	(3%)	0	(0%)	1	(3%)
Total	29		6		35	
<i>Complaints about service providers</i>						
Provider Finance	12	(7%)	1	(2%)	13	(6%)
Provider Fraud and Compliance	34	(18%)	10	(21%)	44	(19%)
Provider Service	85	(46%)	22	(46%)	107	(46%)
Provider Staff	53	(29%)	15	(31%)	68	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	184		48		232	
<i>Complaints about the Agency</i>						
NDIA Access	63	(10%)	9	(5%)	72	(9%)
NDIA Engagement	8	(1%)	3	(2%)	11	(1%)
NDIA Finance	68	(11%)	16	(9%)	84	(11%)
NDIA Fraud and Compliance	29	(5%)	4	(2%)	33	(4%)
NDIA Plan	88	(14%)	24	(14%)	112	(14%)
NDIA Process	126	(20%)	79	(45%)	205	(26%)
NDIA Resources	43	(7%)	3	(2%)	46	(6%)
NDIA Staff	99	(16%)	19	(11%)	118	(15%)
NDIA Timeliness	93	(15%)	15	(9%)	108	(14%)
Quality & Safeguards Commission	5	(1%)	2	(1%)	7	(1%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	622		174		796	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	32	(43%)	8	(38%)	40	(42%)
Allegations against NDIA Staff/Partners	4	(5%)	0	(0%)	4	(4%)
Allegations against a provider	27	(36%)	6	(29%)	33	(34%)
Participant threat	5	(7%)	4	(19%)	9	(9%)
Provider reporting	7	(9%)	3	(14%)	10	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	75		21		96	
<i>Unclassified</i>	0		0		0	
Other total	915		250		1,165	

Figure E.13 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – National ⁵⁴

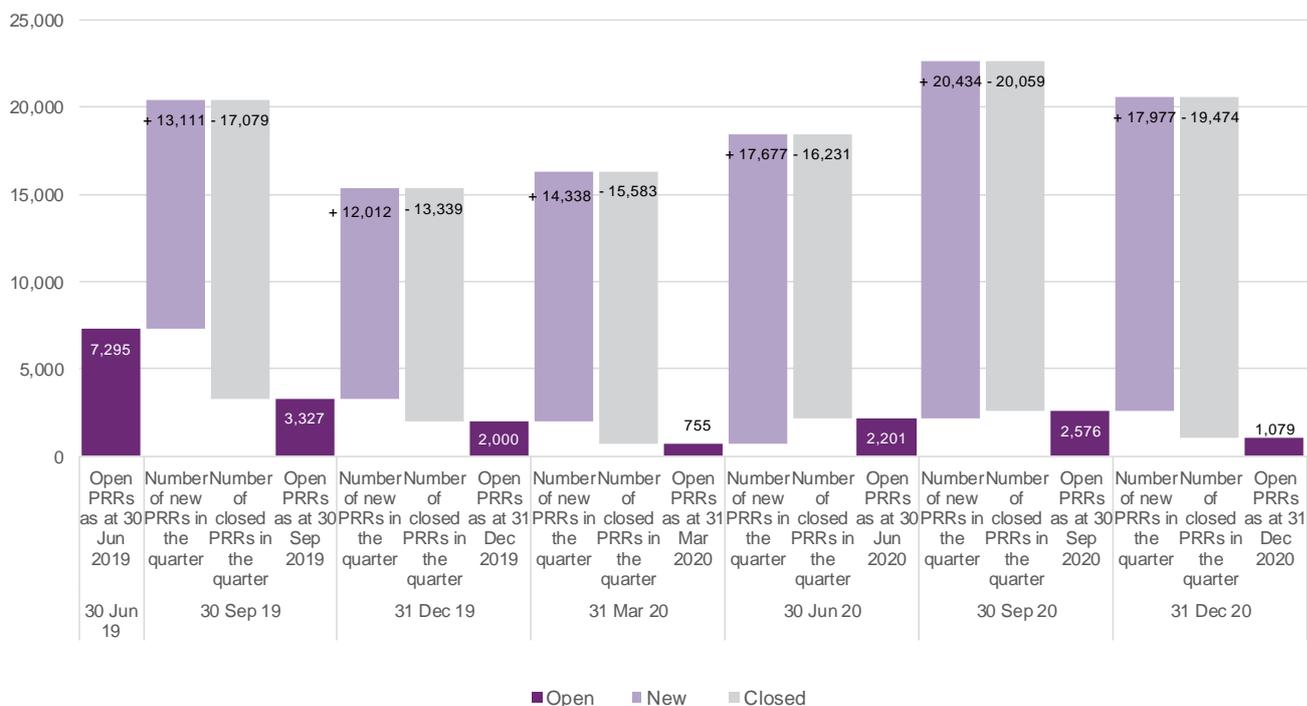


Table E.56 Summary of Open Participant Requested Reviews (PRRs) (s48) – National ⁵⁵

	As at 31 December 2020
Open PRRs	1,079
Number of PRRs open less than 21 days	1,076
Number of PRRs open more than 21 days	3
New PRRs in the quarter	17,977
Number of PRRs closed in the quarter	19,474
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

⁵⁴ 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.

⁵⁵ 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 ⁵⁶

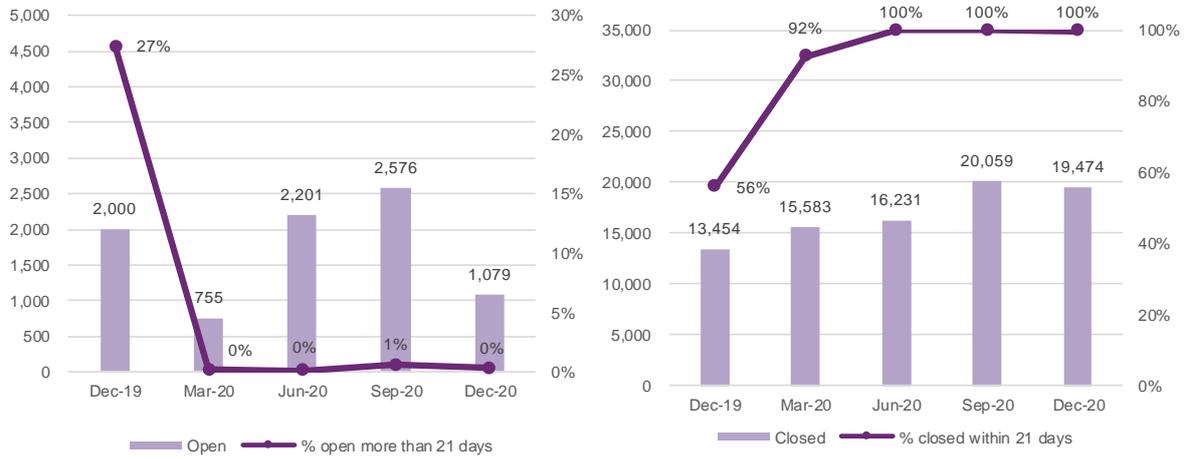
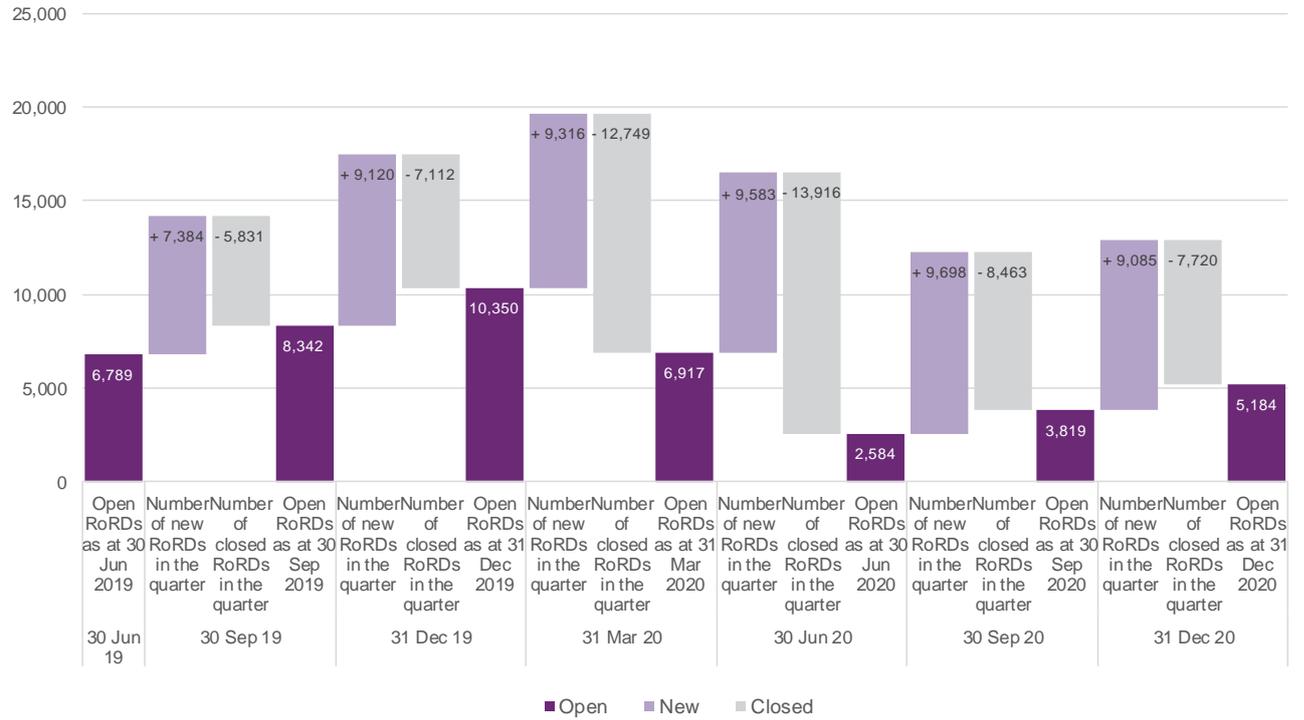


Figure E.15 RoRDs received and closed by quarter and open at the end of each quarter – National ⁵⁷



⁵⁶ 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 31 December 2020.

⁵⁷ The numbers of completed RoRD reviews in each quarter in this section are derived from data as at 31 December 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.57 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – National ^{58 59}

	Access	Planning
Open RoRDs	263	4,921
Number of RoRDs open less than 90 days	258	4,878
Number of RoRDs open more than 90 days	5	43
New RoRDs in the quarter	1,180	7,905
Number of RoRDs closed in the quarter	1,213	6,507
Proportion closed within 90 days	99%	97%
Average days RoRDs took to close in the quarter	24	47

Figure E.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – National ⁶⁰

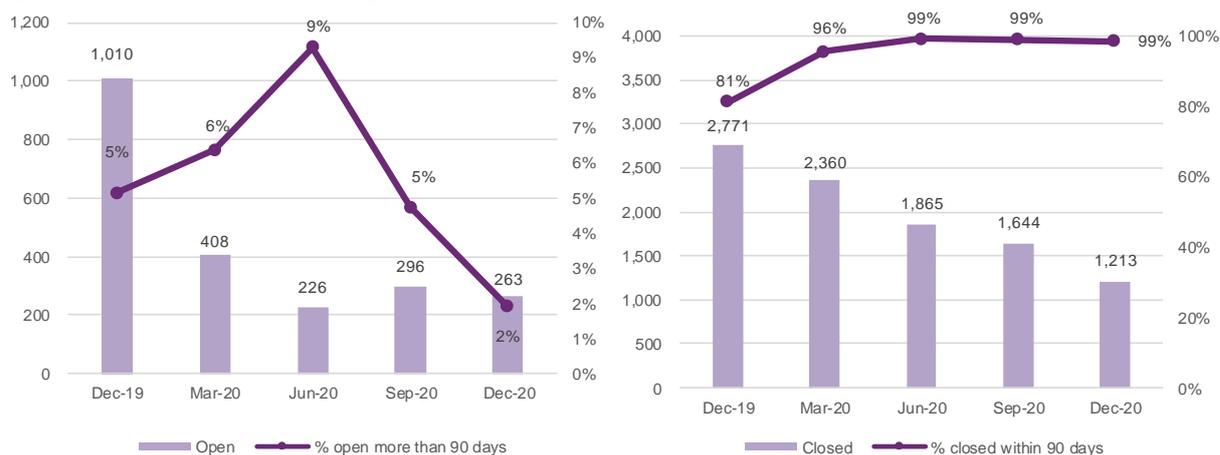
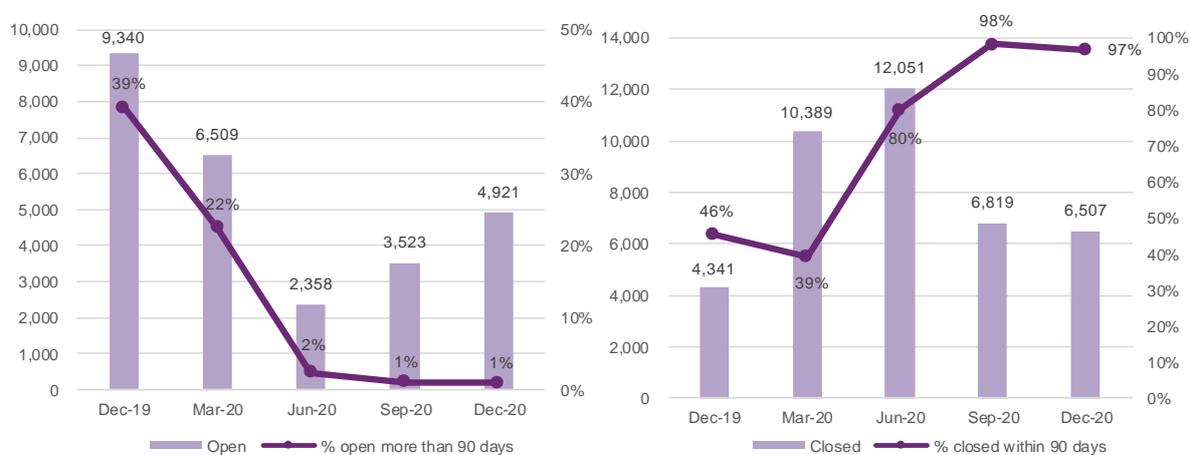


Figure E.17 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – National ⁶¹



⁵⁸ 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.

⁵⁹ 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.

⁶⁰ Numbers of open and closed RoRDs have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data.

⁶¹ Ibid.

Table E.58 AAT Cases by category – National ⁶²

Category	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Access	1,578	37%	69	17%	1,647	35%
Plan	2,129	49%	289	71%	2,418	51%
Plan Review	364	8%	<11		373	8%
Other	245	6%	39	10%	284	6%
Total	4,316	100%	406	100%	4,722	100%
% of all access decisions	0.35%		0.30%		0.35%	

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

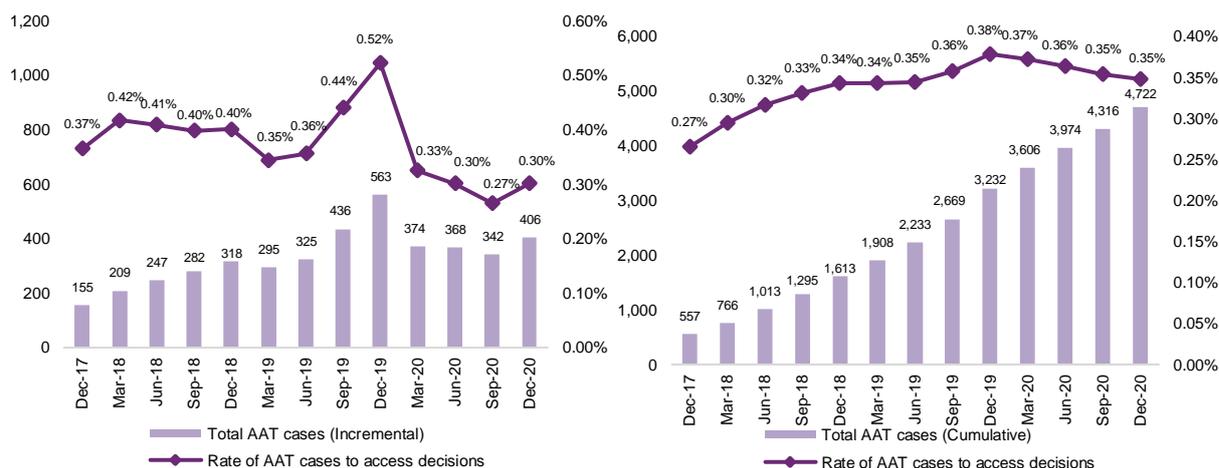


Table E.59 AAT cases by open/closed and decision – National

	N
AAT Cases	4,722
Open AAT Cases	1,001
Closed AAT Cases	3,721
Resolved before hearing	3,641
Gone to hearing and received a substantive decision	80*

*Of the 80 cases which went to hearing and received a substantive decision: 38 affirmed the Agency's decision, 14 varied the Agency's decision and 28 set aside the Agency's decision. ⁶³

⁶² % 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.

⁶³ 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 31 December 2020 – National ^{64 65}

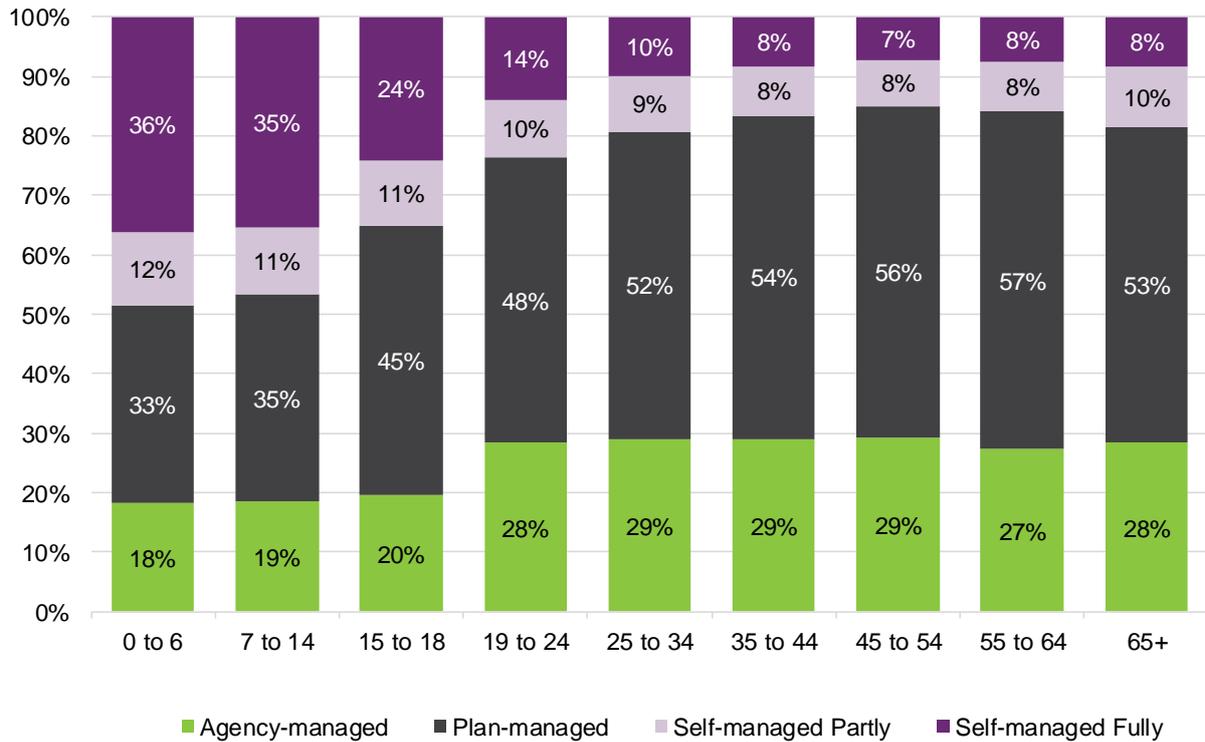


Figure E.20 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2020 – National ^{66 67}



⁶⁴ For the total number of active participants in each age group, see Table E.14.

⁶⁵ 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.

⁶⁶ For the total number of active participants in each primary disability group, see Table E.12.

⁶⁷ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Table E.60 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National
68

	Prior Quarters	2020-21 Q2	Total
Self-managed fully	21%	21%	21%
Self-managed partly	10%	9%	10%
Plan-managed	43%	51%	45%
Agency-managed	25%	19%	24%
Total	100%	100%	100%

Figure E.21 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National⁶⁹

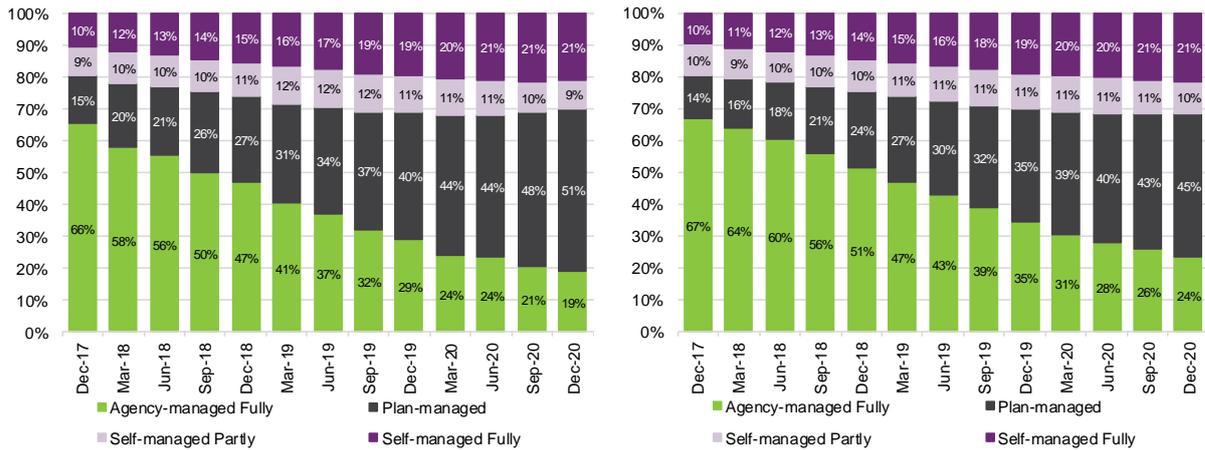


Table E.61 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National

	Prior Quarters	2020-21 Q2	Total
Self-managed	12%	13%	12%
Plan-managed	31%	45%	33%
Agency-managed	58%	42%	56%
Total	100%	100%	100%

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



⁶⁸ Ibid.

⁶⁹ 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 Distribution of active participants by support coordination and quarter of plan approval – National

	Prior Quarters	2020-21 Q2	Total
Support coordination	40%	47%	41%

Table E.63 Duration to plan activation by quarter of initial plan approval for active participants – National ⁷⁰

Plan activation	Prior Quarters (Transition Only)		2019-20 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	229,026	69%	19,054	66%	248,080	68%
30 to 59 days	38,942	12%	3,670	13%	42,612	12%
60 to 89 days	18,309	5%	1,567	5%	19,876	5%
Activated within 90 days	286,277	86%	24,291	85%	310,568	86%
90 to 119 days	10,555	3%	891	3%	11,446	3%
120 days and over	28,118	8%	965	3%	29,083	8%
Activated after 90 days	38,673	12%	1,856	6%	40,529	11%
No payments	8,691	3%	2,509	9%	11,200	3%
Total plans approved	333,641	100%	28,656	100%	362,297	100%

Table E.64 Proportion of participants who have activated within 12 months – National

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	19,625	20,710	95%
Not Aboriginal and Torres Strait Islander	238,455	246,278	97%
Not Stated	64,596	66,617	97%
Total	322,676	333,605	97%
by Culturally and Linguistically Diverse status			
CALD	28,777	29,660	97%
Not CALD	288,306	298,110	97%
Not Stated	5,593	5,835	96%
Total	322,676	333,605	97%
by Remoteness			
Major Cities	218,506	225,471	97%
Regional	99,881	103,589	96%
Remote	4,258	4,513	94%
Missing	31	32	97%
Total	322,676	333,605	97%
by Primary Disability type			
Autism	105,474	108,633	97%
Intellectual Disability (including Down Syndrome)	76,587	78,738	97%
Psychosocial Disability	29,586	30,585	97%
Developmental Delay (including Global Developmental Delay)	18,982	20,121	94%
Other	92,047	95,528	96%
Total	322,676	333,605	97%

⁷⁰ Plans approved after the end of 2019-20 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table E.65 Distribution of plans by utilisation – National ^{71 72}

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

Table E.66 Proportion of active participants with approved plans accessing mainstream supports – National ⁷³

	Prior Quarters	2020-21 Q2	Total
Daily Activities	11%	12%	12%
Health & Wellbeing	51%	58%	53%
Lifelong Learning	15%	18%	16%
Other	12%	15%	13%
Non-categorised	30%	25%	29%
Any mainstream service	94%	95%	95%

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



⁷¹ 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.

⁷² This table only considers participants with initial plans approved up to 30 June 2020, and includes committed supports and payments for supports provided up to 30 September 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁷³ 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

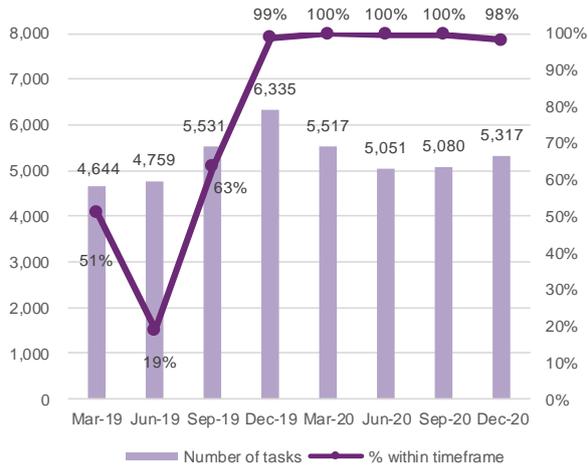


Figure E.25 Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National

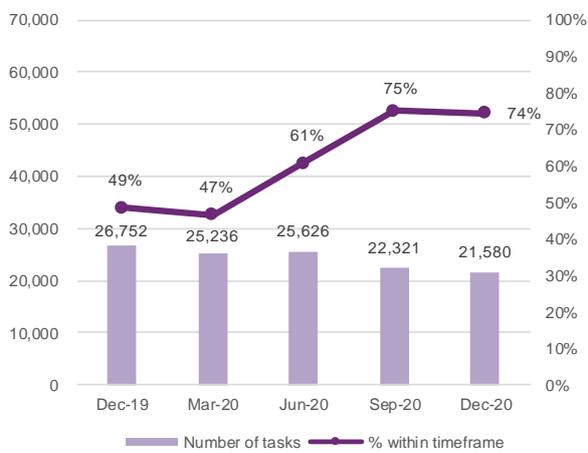


Figure E.26 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within 70 day timeframe by quarter – National

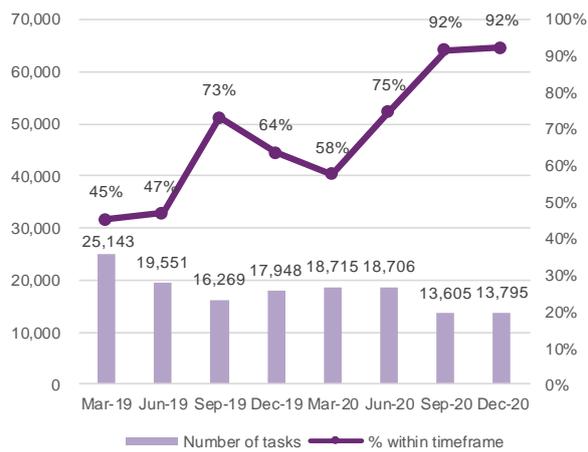


Figure E.27 First plan approved after access decision has been made, for participants aged 0 to 6, and proportion achieved within 90 day timeframe by quarter – National

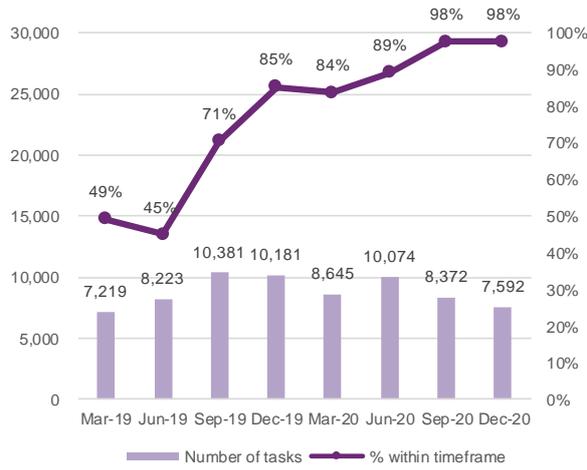


Figure E.28 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National ⁷⁴

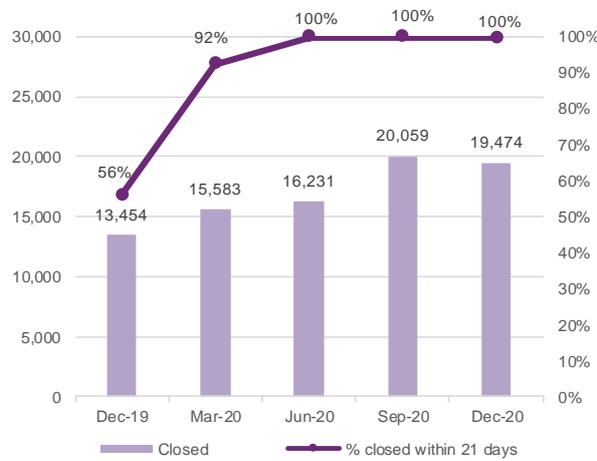
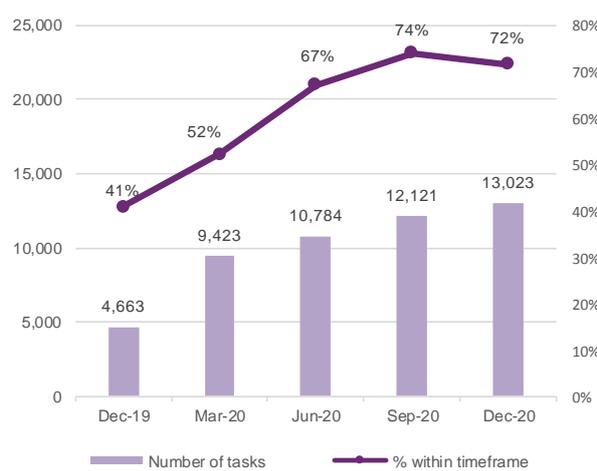


Figure E.29 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved within 42 day timeframe by quarter – National



⁷⁴ 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

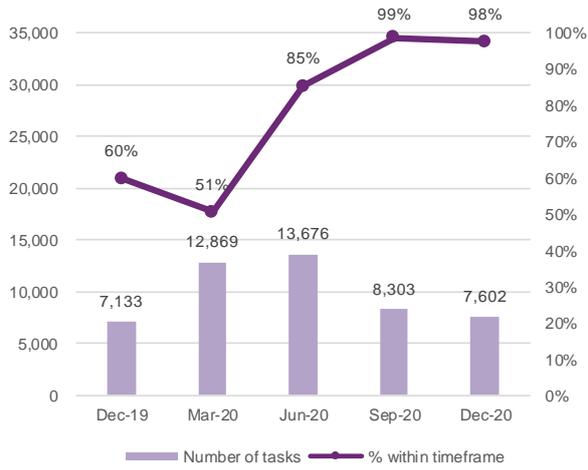


Figure E.31 Commence facilitating a scheduled plan review, prior to the scheduled review date within 56 day timeframe by quarter – National

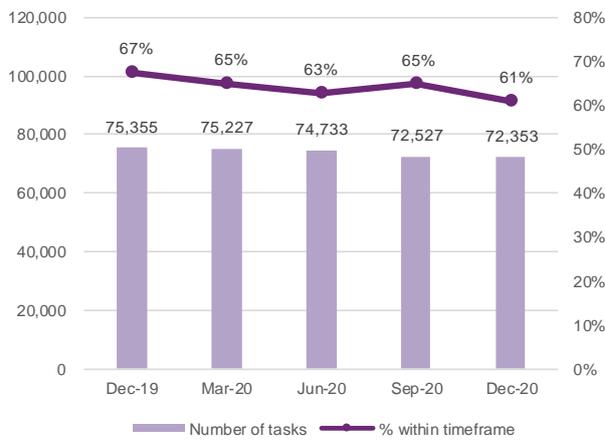
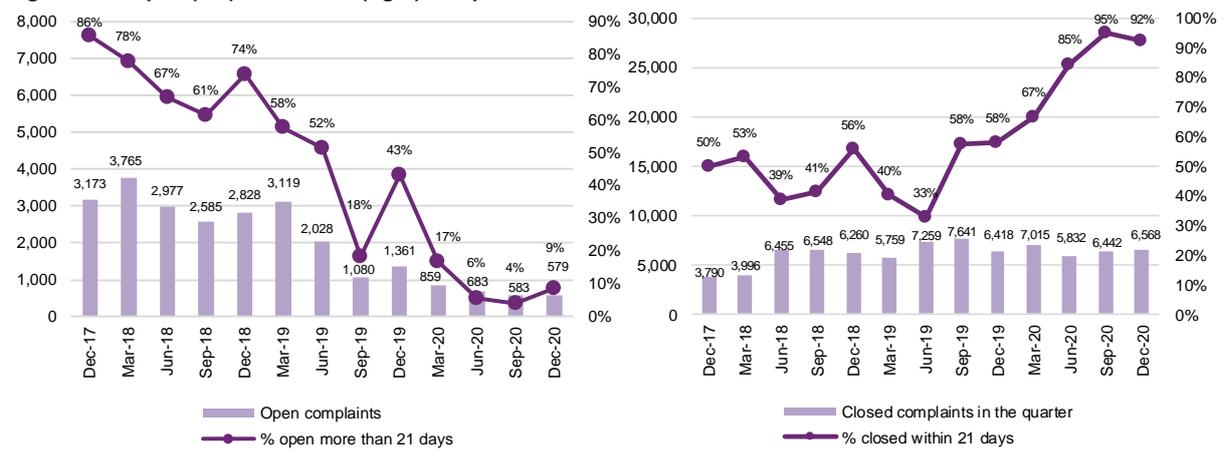


Figure E.32 Open (left) and closed (right) complaints over time – National



Part Four: Providers and the growing market

Table E.67 Key markets indicators by quarter – National ^{75 76}

Market indicators	Prior Quarters	2020-21 Q2
a) Average number of active providers per active participant	1.29	1.27
b) Number of providers delivering new types of supports	1,586	1,446
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	88%	87%
<i>Therapeutic Supports (%)</i>	94%	94%
<i>Participate Community (%)</i>	87%	87%
<i>Early Childhood Supports (%)</i>	89%	89%
<i>Assist Personal Activities (%)</i>	90%	90%

Table E.68 Cumulative number of providers that have been ever active as at 31 December 2020 by quarter of activity – National

⁷⁷

Activity	Number of providers
Active for the first time in 2020-21Q2	390
Active in 2020-21 Q2 and also in previous quarters	8,752
Active in 2020-21 Q2	9,142
Inactive in 2020-21Q2	6,566
Active ever	15,708

⁷⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁷⁶ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁷⁷ Active providers refer to those who have received payment for support Agency-managed participants.

Table E.69 Cumulative number of providers that have been ever active by registration group – National ⁷⁸

Registration Group	Prior Quarters	2020-21 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	586	32	618	5%
Assistance Animals	271	12	283	4%
Assistance with daily life tasks in a group or shared living arrangement	1,756	139	1,895	8%
Assistance with travel/transport arrangements	2,081	92	2,173	4%
Daily Personal Activities	2,855	141	2,996	5%
Group and Centre Based Activities	2,067	120	2,187	6%
High Intensity Daily Personal Activities	2,189	99	2,288	5%
Household tasks	4,145	148	4,293	4%
Interpreting and translation	447	25	472	6%
Participation in community, social and civic activities	3,097	137	3,234	4%
Assistive Technology				
Assistive equipment for recreation	574	50	624	9%
Assistive products for household tasks	591	50	641	8%
Assistance products for personal care and safety	2,582	97	2,679	4%
Communication and information equipment	1,130	60	1,190	5%
Customised Prosthetics	1,363	48	1,411	4%
Hearing Equipment	557	43	600	8%
Hearing Services	117	16	133	14%
Personal Mobility Equipment	1,642	80	1,722	5%
Specialised Hearing Services	173	32	205	18%
Vision Equipment	508	43	551	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,777	168	2,945	6%
Behaviour Support	1,540	67	1,607	4%
Community nursing care for high needs	1,077	91	1,168	8%
Development of daily living and life skills	2,266	84	2,350	4%
Early Intervention supports for early childhood	2,786	90	2,876	3%
Exercise Physiology and Physical Wellbeing activities	1,743	82	1,825	5%
Innovative Community Participation	874	41	915	5%
Specialised Driving Training	504	31	535	6%
Therapeutic Supports	8,454	180	8,634	2%
Capital services				
Home modification design and construction	1,097	63	1,160	6%
Specialist Disability Accommodation	272	26	298	10%
Vehicle Modifications	445	35	480	8%
Choice and control support services				
Management of funding for supports in participants plan	1,290	71	1,361	6%
Support Coordination	1,031	85	1,116	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	778	44	822	6%
Specialised Supported Employment	649	67	716	10%
Total active providers	15,318	390	15,708	3%

⁷⁸ 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 E.70 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2020 – National

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	127	491	618	21%	79%	100%
Assistance Animals	40	243	283	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	250	1,645	1,895	13%	87%	100%
Assistance with travel/transport arrangements	428	1,745	2,173	20%	80%	100%
Daily Personal Activities	435	2,561	2,996	15%	85%	100%
Group and Centre Based Activities	278	1,909	2,187	13%	87%	100%
High Intensity Daily Personal Activities	296	1,992	2,288	13%	87%	100%
Household tasks	1,441	2,852	4,293	34%	66%	100%
Interpreting and translation	100	372	472	21%	79%	100%
Participation in community, social and civic activities	487	2,747	3,234	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	90	534	624	14%	86%	100%
Assistive products for household tasks	96	545	641	15%	85%	100%
Assistance products for personal care and safety	489	2,190	2,679	18%	82%	100%
Communication and information equipment	268	922	1,190	23%	77%	100%
Customised Prosthetics	279	1,132	1,411	20%	80%	100%
Hearing Equipment	96	504	600	16%	84%	100%
Hearing Services	15	118	133	11%	89%	100%
Personal Mobility Equipment	311	1,411	1,722	18%	82%	100%
Specialised Hearing Services	30	175	205	15%	85%	100%
Vision Equipment	91	460	551	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	603	2,342	2,945	20%	80%	100%
Behaviour Support	464	1,143	1,607	29%	71%	100%
Community nursing care for high needs	188	980	1,168	16%	84%	100%
Development of daily living and life skills	343	2,007	2,350	15%	85%	100%
Early Intervention supports for early childhood	1,176	1,700	2,876	41%	59%	100%
Exercise Physiology and Physical Wellbeing activities	474	1,351	1,825	26%	74%	100%
Innovative Community Participation	251	664	915	27%	73%	100%
Specialised Driving Training	140	395	535	26%	74%	100%
Therapeutic Supports	4,126	4,508	8,634	48%	52%	100%
Capital services						
Home modification design and construction	221	939	1,160	19%	81%	100%
Specialist Disability Accommodation	13	285	298	4%	96%	100%
Vehicle Modifications	70	410	480	15%	85%	100%
Choice and control support services						
Management of funding for supports in participants plan	264	1,097	1,361	19%	81%	100%
Support Coordination	214	902	1,116	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	103	719	822	13%	87%	100%
Specialised Supported Employment	87	629	716	12%	88%	100%
Total	6,588	9,120	15,708	42%	58%	100%

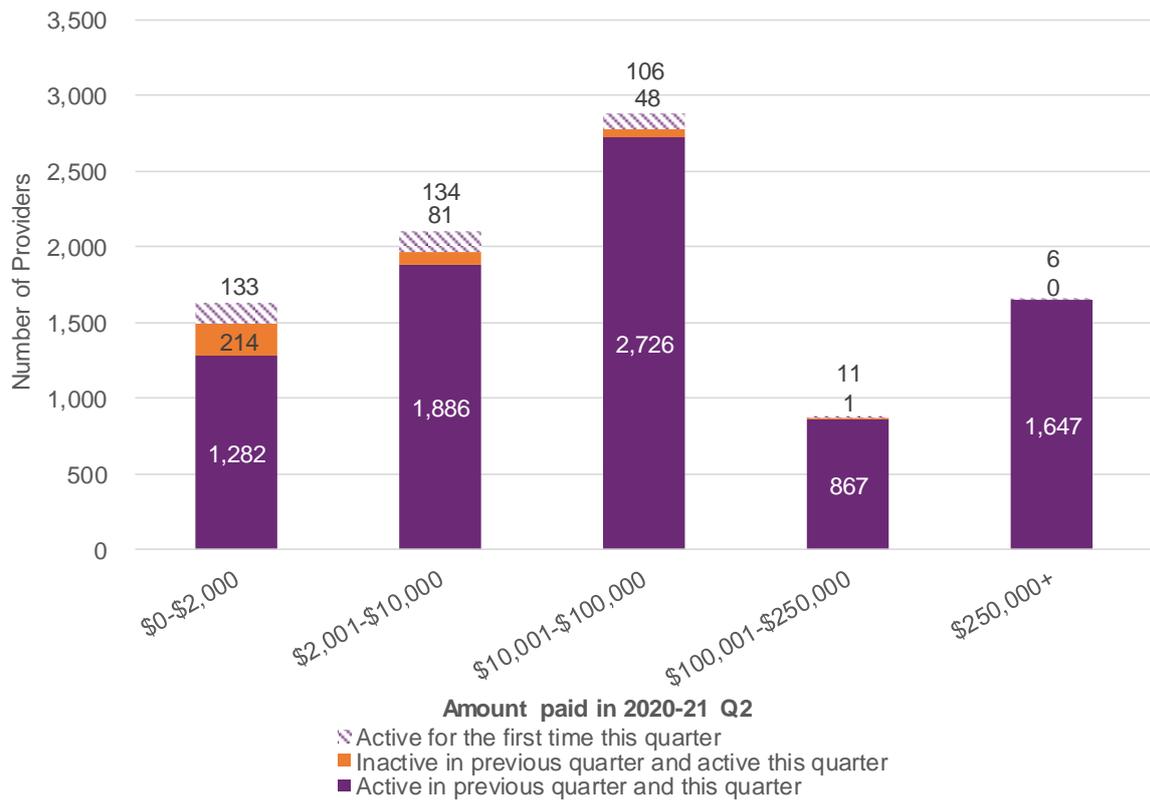
Table E.71 Number and proportion of providers active in 2020-21 Q2 by registration group and first quarter of activity – National

Registration Group	Active in previous quarters and in 2020-21 Q2	Active for the first time in 2020-21 Q2	Total	% active for the first time in 2020-21 Q2
Assistance services				
Accommodation / Tenancy Assistance	102	32	134	24%
Assistance Animals	145	12	157	8%
Assistance with daily life tasks in a group or shared living arrangement	1,353	139	1,492	9%
Assistance with travel/transport arrangements	912	92	1,004	9%
Daily Personal Activities	2,083	141	2,224	6%
Group and Centre Based Activities	1,395	120	1,515	8%
High Intensity Daily Personal Activities	1,367	99	1,466	7%
Household tasks	2,249	148	2,397	6%
Interpreting and translation	204	25	229	11%
Participation in community, social and civic activities	2,320	137	2,457	6%
Assistive Technology				
Assistive equipment for recreation	137	50	187	27%
Assistive products for household tasks	133	50	183	27%
Assistance products for personal care and safety	1,507	97	1,604	6%
Communication and information equipment	631	60	691	9%
Customised Prosthetics	657	48	705	7%
Hearing Equipment	201	43	244	18%
Hearing Services	25	16	41	39%
Personal Mobility Equipment	921	80	1,001	8%
Specialised Hearing Services	42	32	74	43%
Vision Equipment	221	43	264	16%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,087	168	2,255	7%
Behaviour Support	808	67	875	8%
Community nursing care for high needs	574	91	665	14%
Development of daily living and life skills	1,221	84	1,305	6%
Early Intervention supports for early childhood	1,262	90	1,352	7%
Exercise Physiology and Physical Wellbeing activities	943	82	1,025	8%
Innovative Community Participation	253	41	294	14%
Specialised Driving Training	211	31	242	13%
Therapeutic Supports	4,383	180	4,563	4%
Capital services				
Home modification design and construction	460	63	523	12%
Specialist Disability Accommodation	202	26	228	11%
Vehicle Modifications	158	35	193	18%
Choice and control support services				
Management of funding for supports in participants plan	892	71	963	7%
Support Coordination	502	85	587	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	440	44	484	9%
Specialised Supported Employment	502	67	569	12%
Total	8,752	390	9,142	4%

Table E.72 Number and proportion of providers active in 2020-21 Q2 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
Assistance services						
Accommodation / Tenancy Assistance	28	106	134	21%	79%	100%
Assistance Animals	22	135	157	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	174	1,318	1,492	12%	88%	100%
Assistance with travel/transport arrangements	146	858	1,004	15%	85%	100%
Daily Personal Activities	282	1,942	2,224	13%	87%	100%
Group and Centre Based Activities	187	1,328	1,515	12%	88%	100%
High Intensity Daily Personal Activities	180	1,286	1,466	12%	88%	100%
Household tasks	658	1,739	2,397	27%	73%	100%
Interpreting and translation	49	180	229	21%	79%	100%
Participation in community, social and civic activities	321	2,136	2,457	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	20	167	187	11%	89%	100%
Assistive products for household tasks	23	160	183	13%	87%	100%
Assistance products for personal care and safety	245	1,359	1,604	15%	85%	100%
Communication and information equipment	140	551	691	20%	80%	100%
Customised Prosthetics	127	578	705	18%	82%	100%
Hearing Equipment	41	203	244	17%	83%	100%
Hearing Services	3	38	41	7%	93%	100%
Personal Mobility Equipment	168	833	1,001	17%	83%	100%
Specialised Hearing Services	10	64	74	14%	86%	100%
Vision Equipment	43	221	264	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	453	1,802	2,255	20%	80%	100%
Behaviour Support	195	680	875	22%	78%	100%
Community nursing care for high needs	101	564	665	15%	85%	100%
Development of daily living and life skills	173	1,132	1,305	13%	87%	100%
Early Intervention supports for early childhood	364	988	1,352	27%	73%	100%
Exercise Physiology and Physical Wellbeing activities	227	798	1,025	22%	78%	100%
Innovative Community Participation	59	235	294	20%	80%	100%
Specialised Driving Training	63	179	242	26%	74%	100%
Therapeutic Supports	1,800	2,763	4,563	39%	61%	100%
Capital services						
Home modification design and construction	71	452	523	14%	86%	100%
Specialist Disability Accommodation	6	222	228	3%	97%	100%
Vehicle Modifications	27	166	193	14%	86%	100%
Choice and control support services						
Management of funding for supports in participants plan	205	758	963	21%	79%	100%
Support Coordination	97	490	587	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	62	422	484	13%	87%	100%
Specialised Supported Employment	69	500	569	12%	88%	100%
Total	2,978	6,164	9,142	33%	67%	100%

Figure E.33 Distribution of active providers in 2020-21 Q2 by their status in 2020-21 Q1 and payment band in 2020-21 Q2 – National ⁷⁹



Part Five: Financial sustainability

Table E.73 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	3,233.5	7,740.7	14,559.5	24,514.6	15,534.2

⁷⁹ 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 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – National

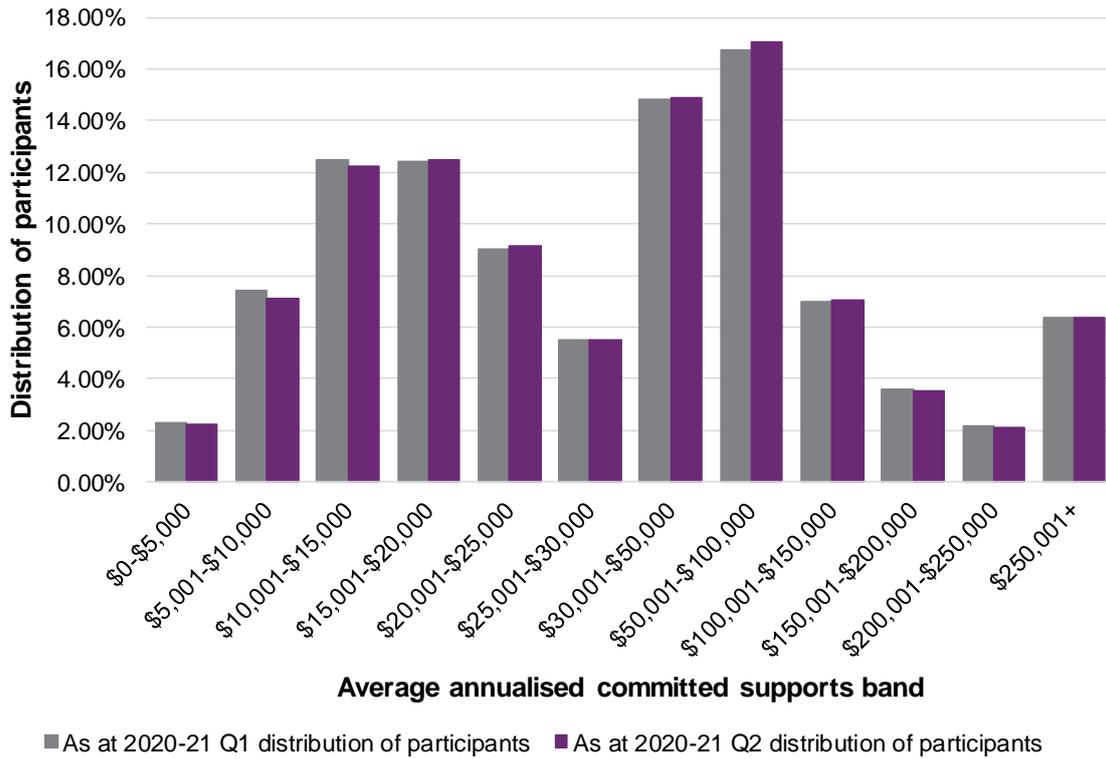


Figure E.35 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – National

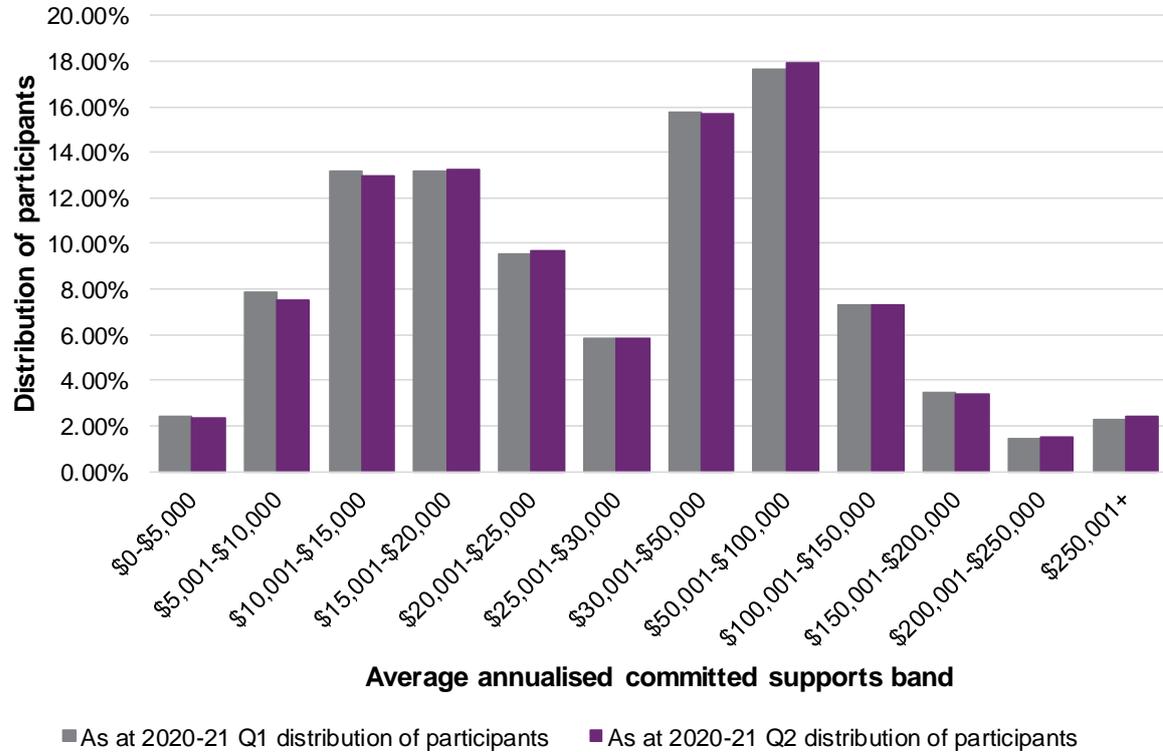


Figure E.36 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – National

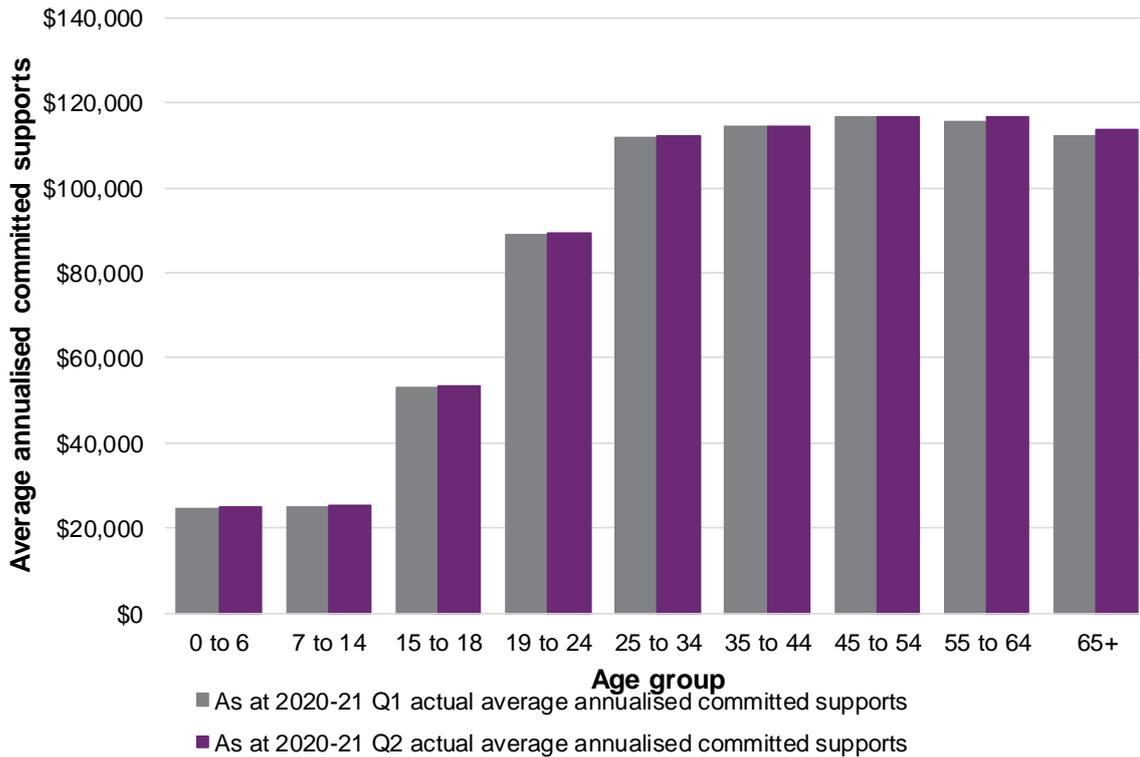


Figure E.37 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – National

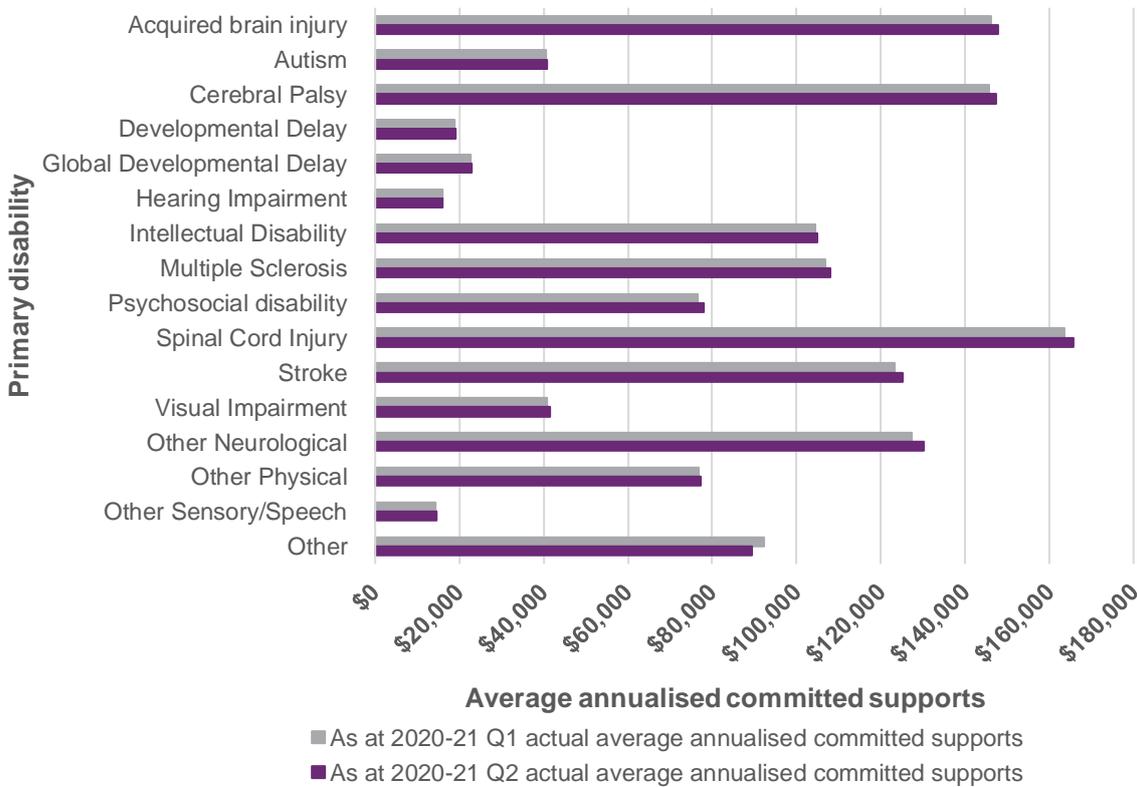


Figure E.38 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – National

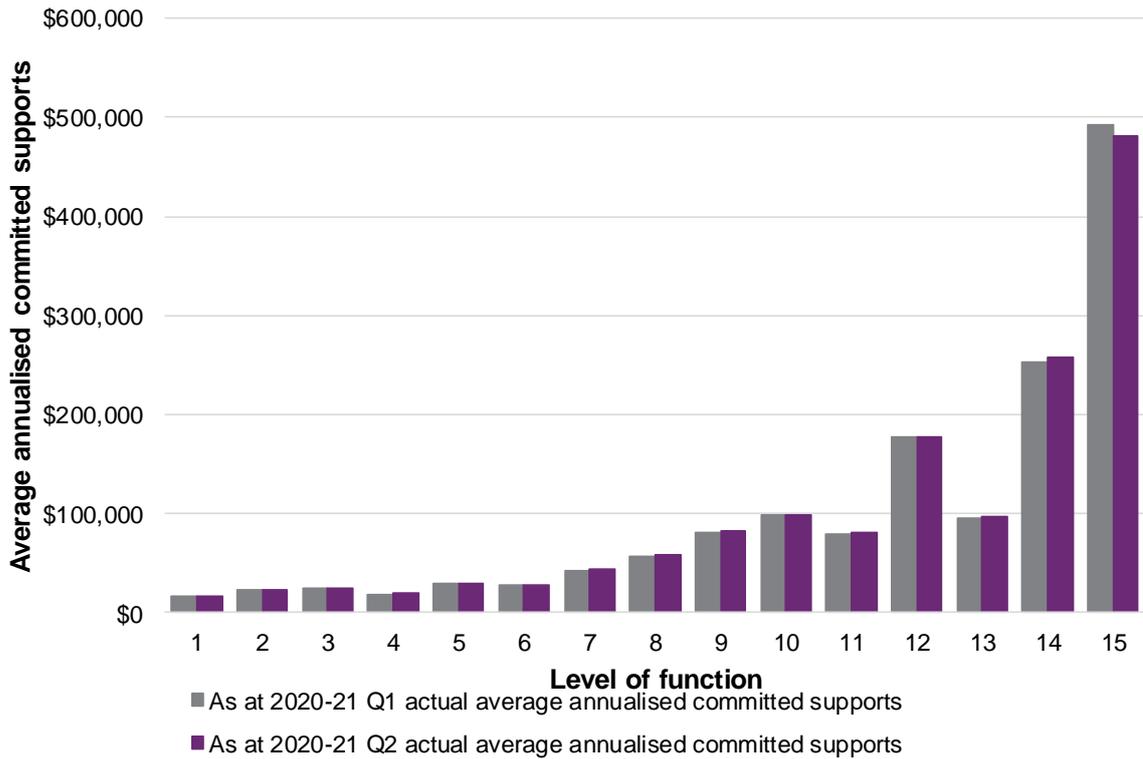


Figure E.39 Total annualised committed supports for active participants with an approved plan by support category (\$m) – National

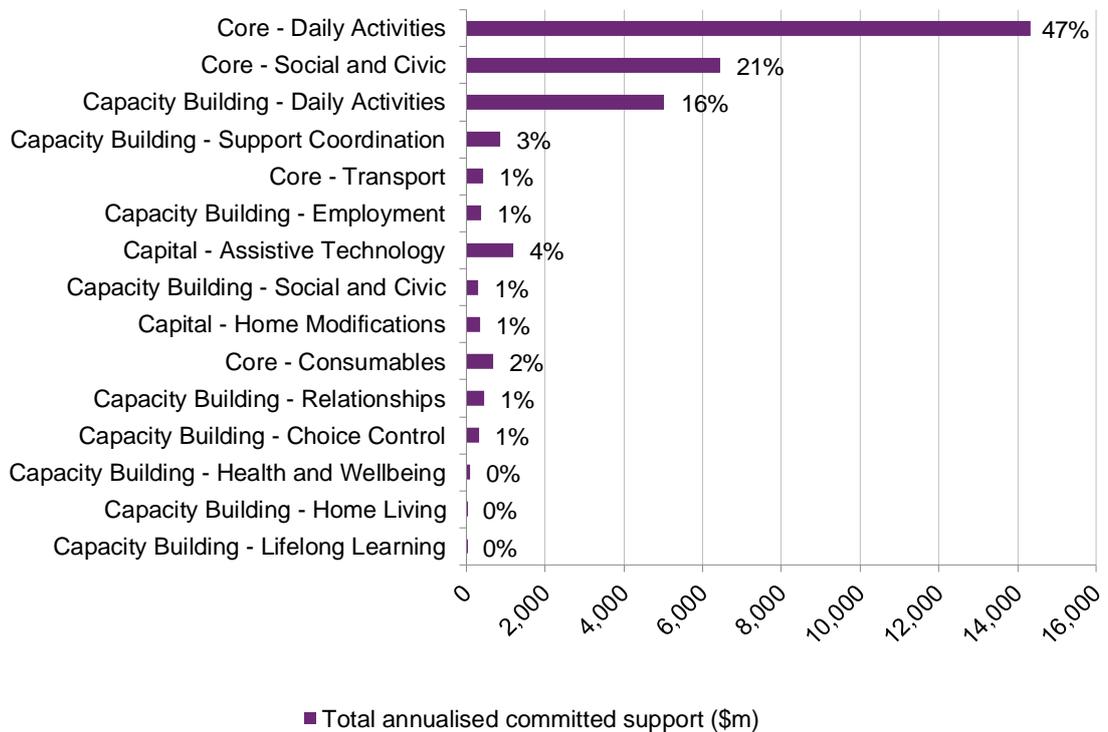


Table E.74 Payments by financial year in which support was provided, compared to committed supports (\$m) – National

	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	3,233.5	7,740.7	14,559.5	24,514.6	15,534.2
Total Paid	85.8	370.9	704.2	2,185.5	5,431.5	10,384.8	17,147.4	9,820.9
% utilised to date	65%	75%	75%	68%	70%	71%	71%	63%

Figure E.40 Utilisation of committed supports as at 30 September 2020 and 31 December 2020 – National

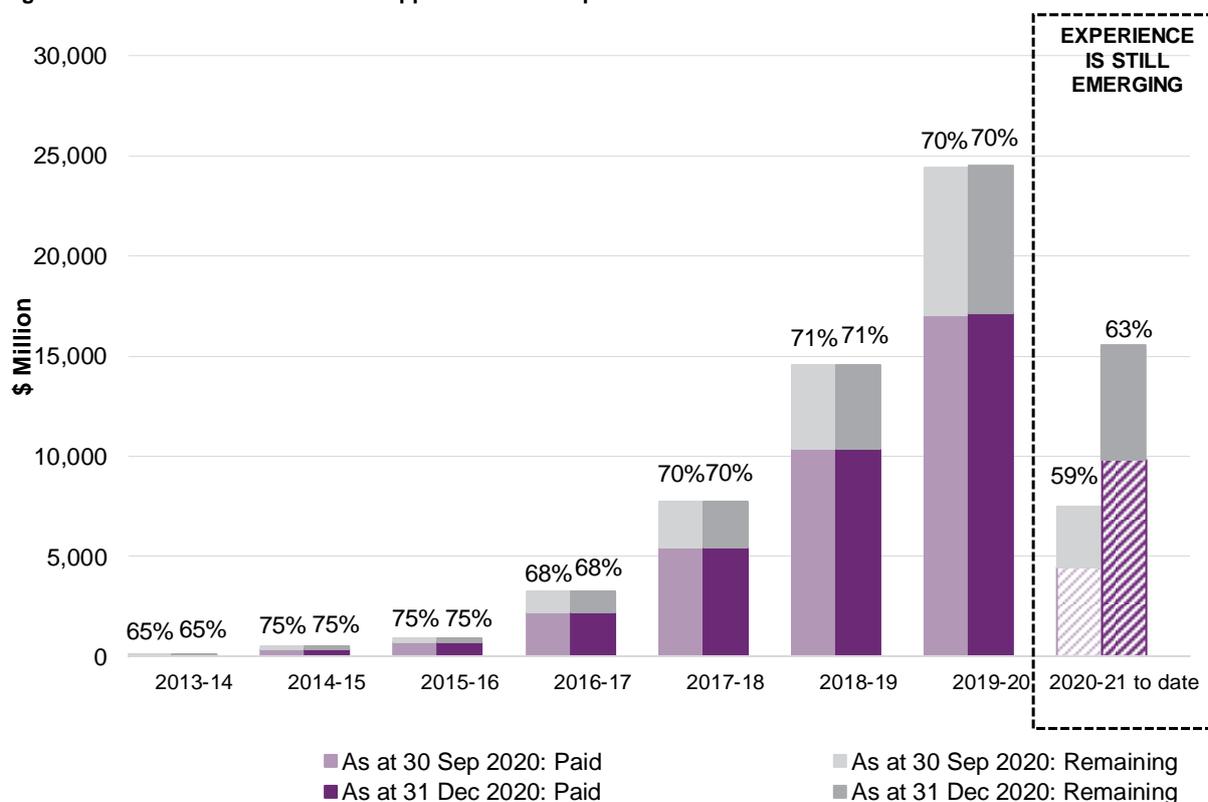


Figure E.41 Utilisation of committed supports by plan number from 1 April 2020 to 30 September 2020 – National ⁸⁰

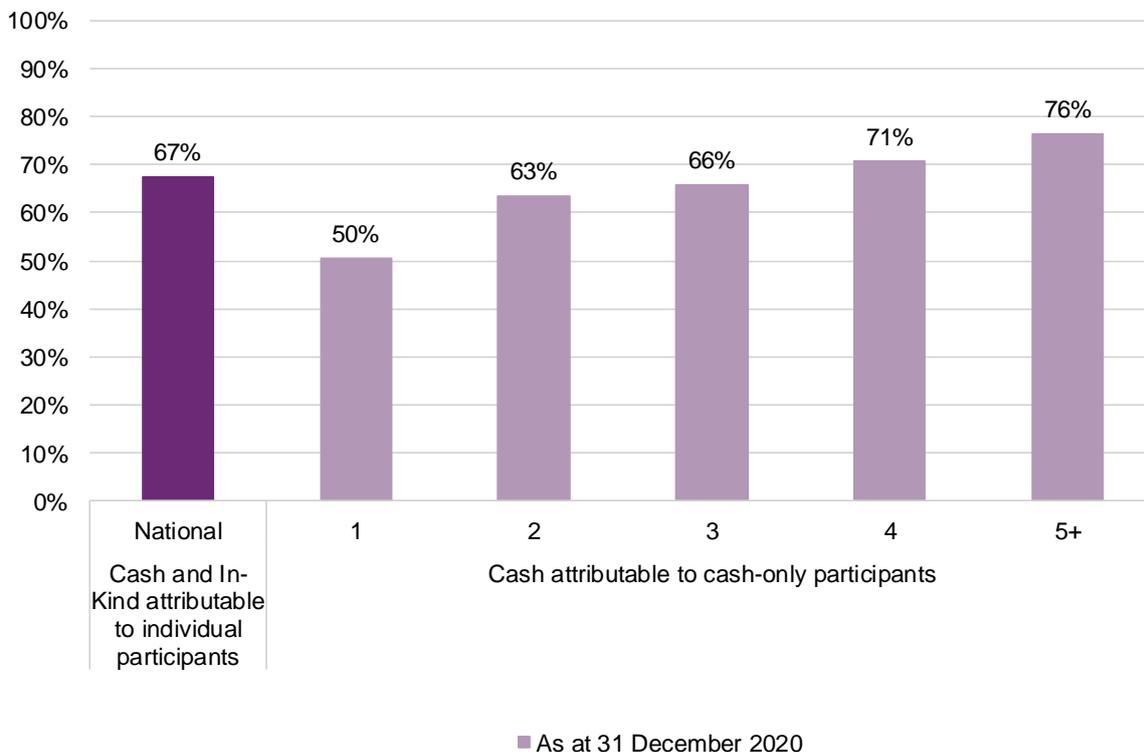
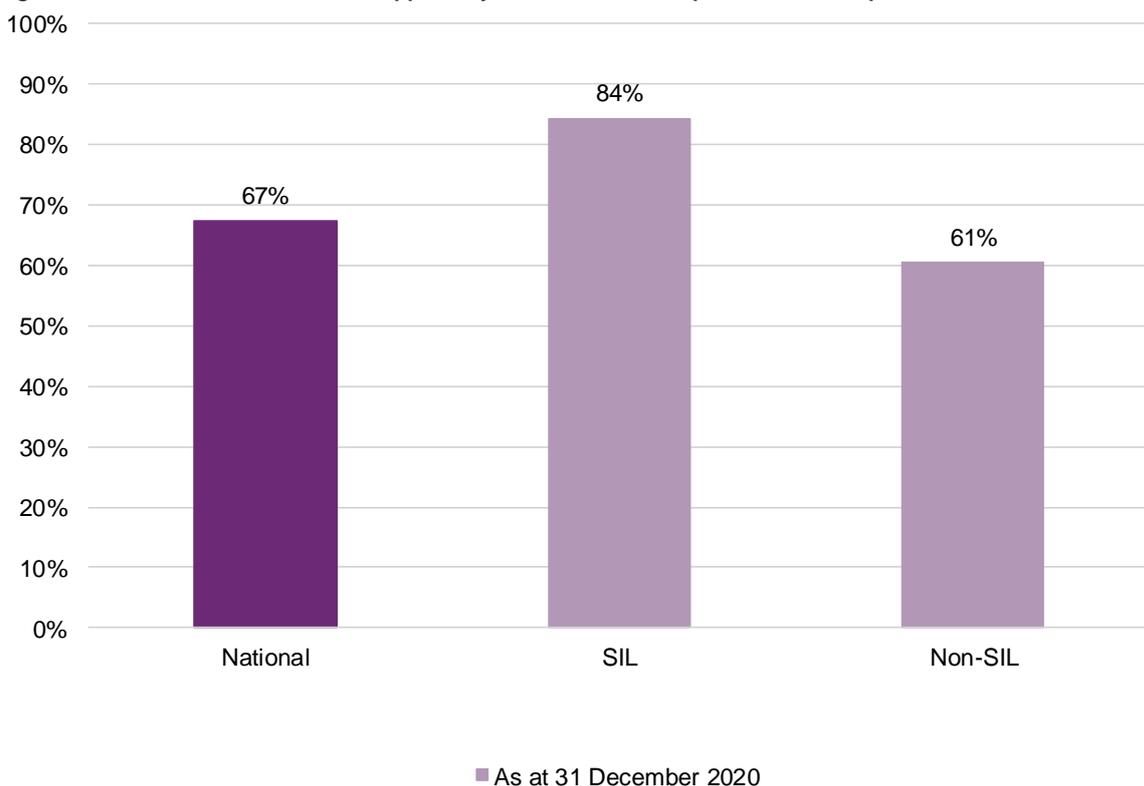


Figure E.42 Utilisation of committed supports by SIL status from 1 April 2020 to 30 September 2020 – National ⁸¹



⁸⁰ 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 April 2020 to 30 September 2020 is shown, as experience in the most recent quarter is still emerging.

⁸¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2020 to 30 September 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 April 2020 to 30 September 2020 – National ⁸²

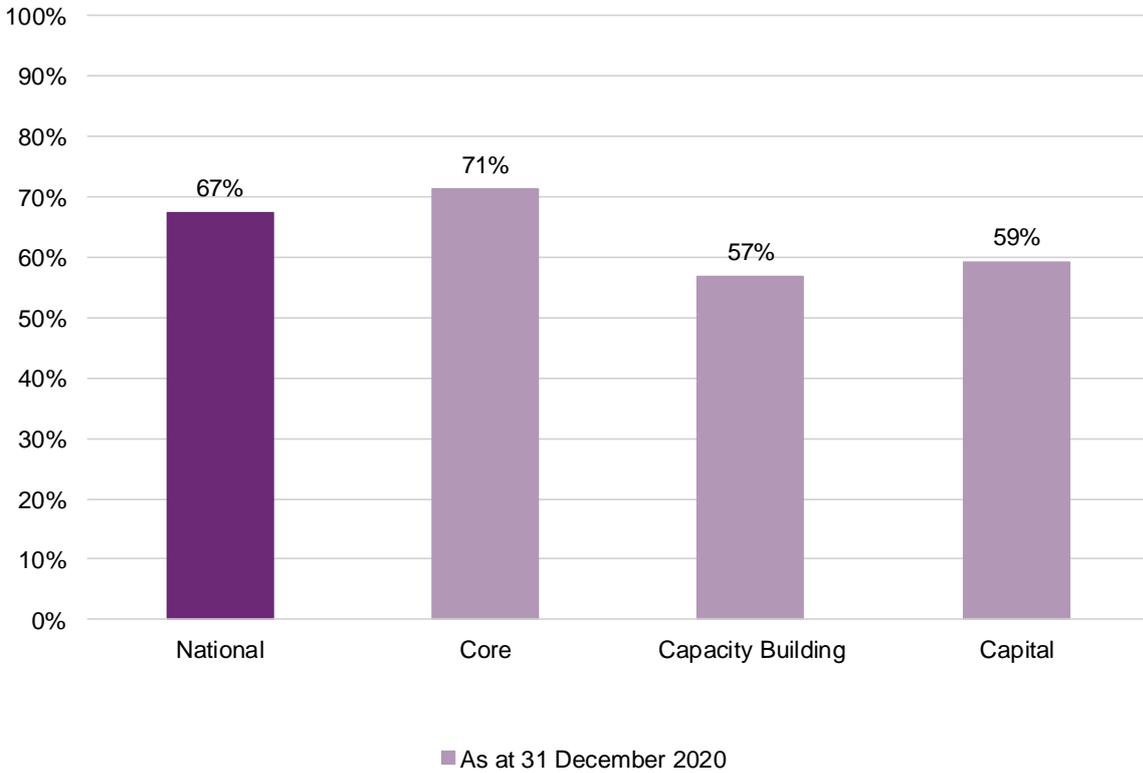
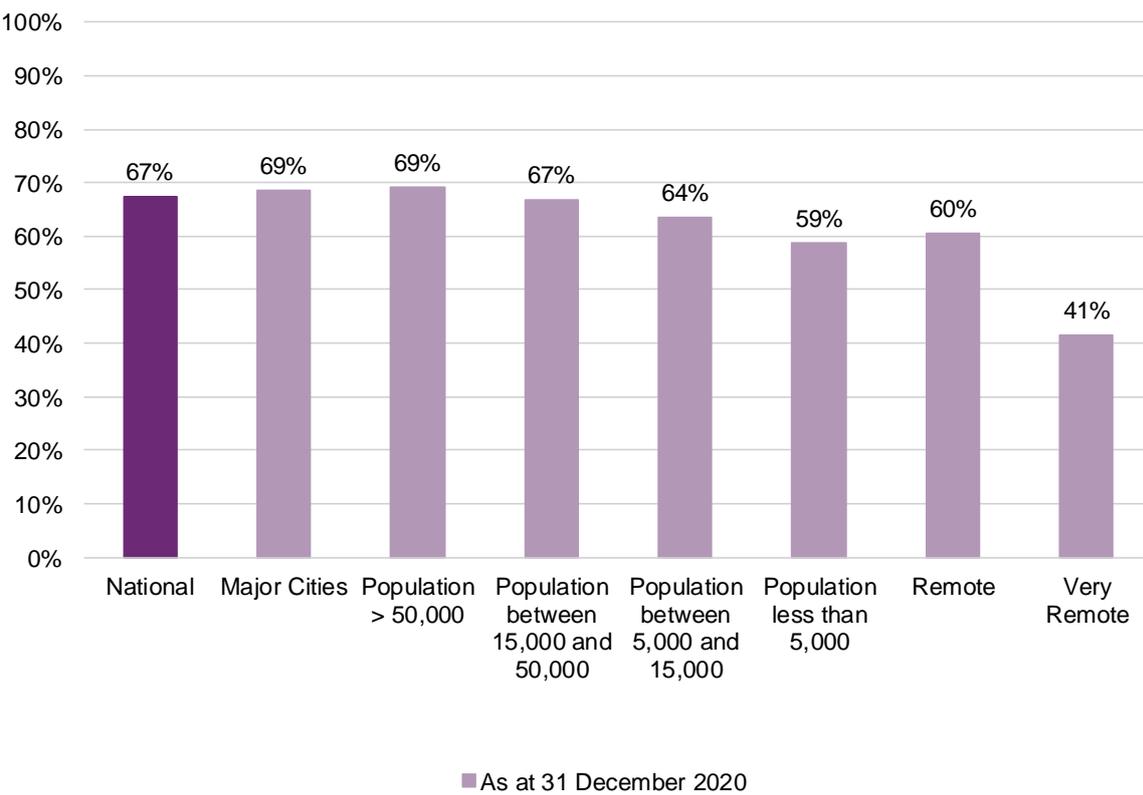


Figure E.44 Utilisation of committed supports by remoteness from 1 April 2020 to 30 September 2020 – National ⁸³



⁸² Ibid.

⁸³ Ibid.

Appendix F: New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales ⁸⁴

	Prior Quarters	2020-21 Q2	Total excluding ECEI	ECEI	Total including ECEI
New South Wales	129,712	5,690	135,402	3,178	138,580

Table F.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – New South Wales ⁸⁵

	Prior Quarters	2020-21 Q2	Total
Access decisions	167,404	8,157	175,561
Active Eligible	132,357	6,121	138,478
<i>New</i>	65,940	5,763	71,703
<i>State</i>	53,020	151	53,171
<i>Commonwealth</i>	13,397	207	13,604
Active Participant Plans (excl ECEI)	129,712	5,690	135,402
<i>New</i>	64,066	5,361	69,427
<i>State</i>	52,406	141	52,547
<i>Commonwealth</i>	13,240	188	13,428
Active Participant Plans	132,612	8,868	138,580
<i>Early Intervention (s25)</i>	31,197	2,555	33,752
<i>Permanent Disability (s24)</i>	98,515	3,135	101,650
<i>ECEI</i>	2,900	3,178	3,178

Table F.3 Exits from the Scheme since 1 July 2013 as at 31 December 2020 – New South Wales

Exits	Total
Total participant exits	5,694
<i>Early Intervention participants</i>	742
<i>Permanent disability participants</i>	4,952

⁸⁴ 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.

⁸⁵ 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 ^{86 87}

	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	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
End of 2020-21 Q2	52,547	13,428	69,427	3,178	138,580

Table F.5 Cumulative numbers of active participants by entry into the Scheme – New South Wales ^{88 89 90 91}

	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	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
End of 2020-21 Q2	33,752	101,650	3,178	138,580

Table F.6 Assessment of access by age group – New South Wales ⁹²

Age Group	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	37,524	97%	2,345	95%	39,869	97%
7 to 14	25,530	85%	998	74%	26,528	85%
15 to 18	10,471	89%	366	82%	10,837	89%
19 to 24	9,115	90%	151	66%	9,266	90%
25 to 34	11,023	85%	325	67%	11,348	85%
35 to 44	11,786	81%	474	70%	12,260	81%
45 to 54	15,255	76%	589	63%	15,844	76%
55 to 64	19,220	70%	866	58%	20,086	69%
65+	1,031	55%	32	46%	1,063	55%
Missing	<11		<11		<11	
Total	140,956	84%	6,146	75%	147,102	84%

⁸⁶ This table shows the total numbers of active participants at the end of each period.

⁸⁷ 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.

⁸⁸ This table shows the total numbers of active participants at the end of each period.

⁸⁹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁹⁰ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁹¹ 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.

⁹² Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table F.7 Assessment of access by disability – New South Wales ⁹³

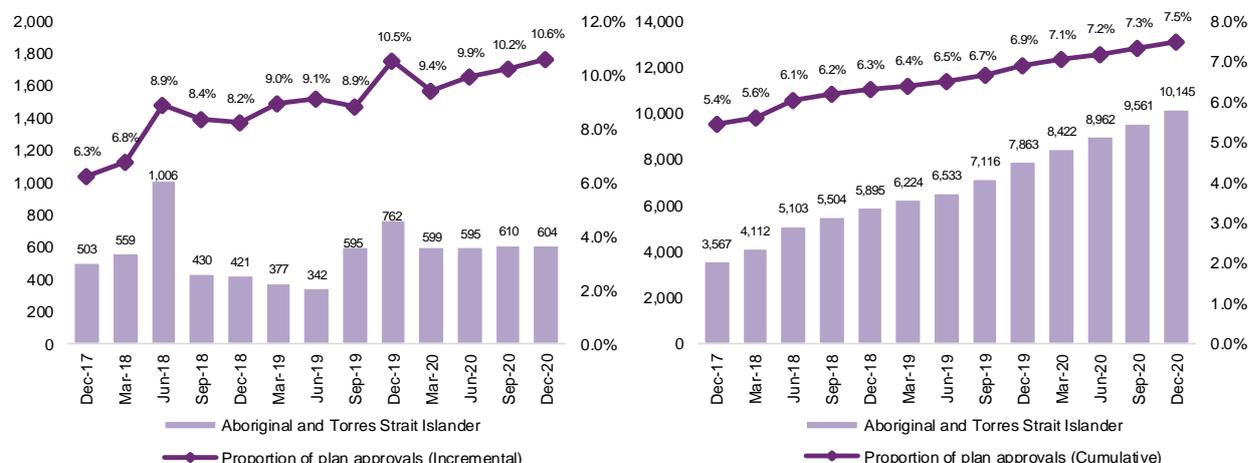
Disability	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	4,323	92%	131	86%	4,454	92%
Autism	42,018	96%	1,516	96%	43,534	96%
Cerebral Palsy	5,448	97%	54	86%	5,502	97%
Developmental Delay	9,734	96%	1,422	96%	11,156	96%
Global Developmental Delay	2,856	99%	302	98%	3,158	99%
Hearing Impairment	6,944	87%	238	80%	7,182	86%
Intellectual Disability	29,877	95%	534	88%	30,411	95%
Multiple Sclerosis	2,375	87%	80	83%	2,455	87%
Psychosocial disability	13,218	67%	905	64%	14,123	67%
Spinal Cord Injury	1,759	94%	41	89%	1,800	94%
Stroke	2,419	85%	138	78%	2,557	84%
Visual Impairment	2,999	89%	80	75%	3,079	89%
Other Neurological	7,036	76%	251	72%	7,287	76%
Other Physical	6,379	43%	217	31%	6,596	43%
Other Sensory/Speech	1,434	52%	29	28%	1,463	51%
Other	651	35%	208	32%	859	34%
Missing	1,486	91%	<11		1,486	91%
Total	140,956	84%	6,146	75%	147,102	84%

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

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

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	9,541	7.4%	604	10.6%	10,145	7.5%
Not Aboriginal and Torres Strait Islander	84,742	65.3%	4,436	78.0%	89,178	65.9%
Not Stated	35,429	27.3%	650	11.4%	36,079	26.6%
Total	129,712	100%	5,690	100%	135,402	100%

Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales ⁹⁴



⁹³ Ibid.

⁹⁴ 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 F.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	13,449	10.4%	745	13.1%	14,194	10.5%
Not culturally and linguistically diverse	116,042	89.5%	4,945	86.9%	120,987	89.4%
Not stated	221	0.2%	<11		221	0.2%
Total	129,712	100%	5,690	100%	135,402	100%

Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales⁹⁵

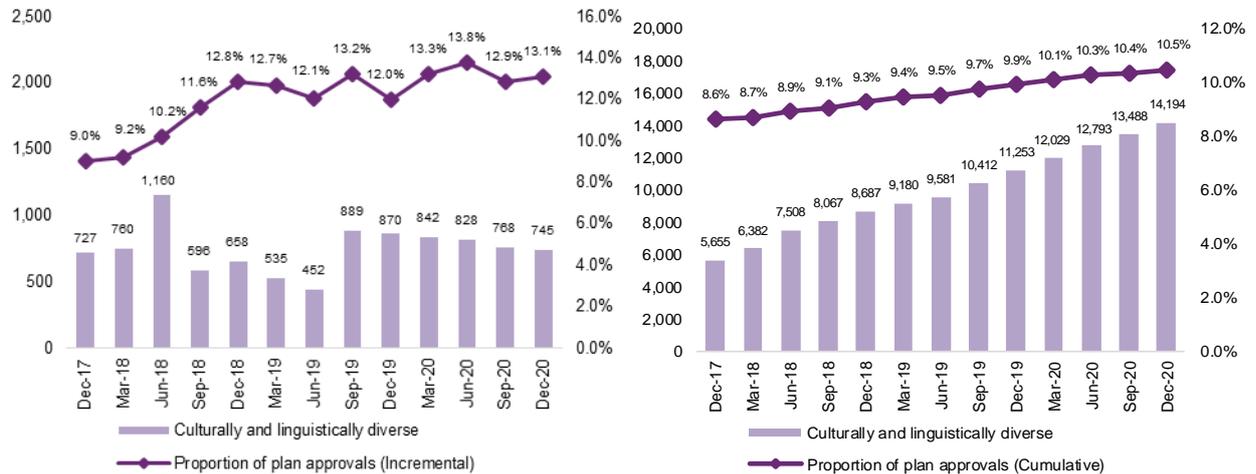
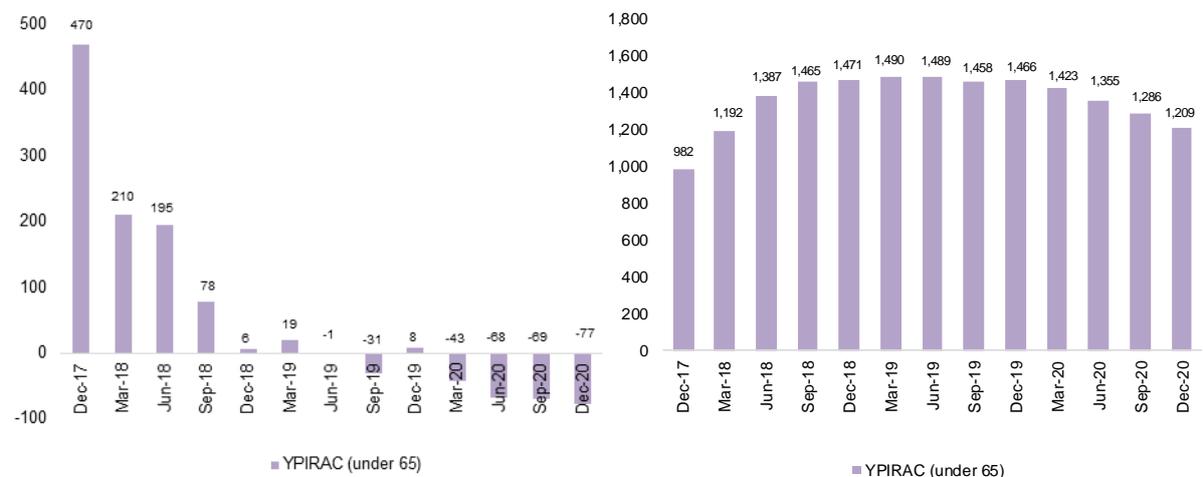


Table F.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2020 – New South Wales⁹⁶

Age group	Total N
Under 45	29
45 to 54	207
55 to 64	973
Total YPIRAC (under 65)	1,209

Figure F.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – New South Wales⁹⁷



⁹⁵ Ibid.

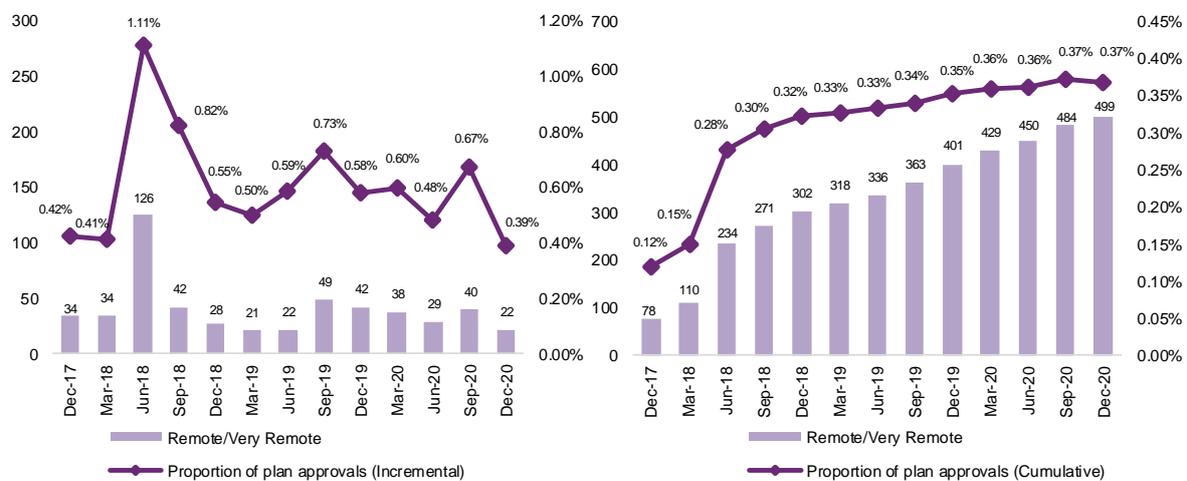
⁹⁶ There are a further 646 active participants aged 65 years or over who are currently in residential aged care.

⁹⁷ 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 F.11 Participant profile per quarter by remoteness – New South Wales ^{98 99}

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Major cities	90,734	70.0%	3,986	70.1%	94,720	70.0%
Population > 50,000	3,662	2.8%	166	2.9%	3,828	2.8%
Population between 15,000 and 50,000	17,864	13.8%	778	13.7%	18,642	13.8%
Population between 5,000 and 15,000	8,019	6.2%	316	5.6%	8,335	6.2%
Population less than 5,000	8,953	6.9%	422	7.4%	9,375	6.9%
Remote	416	0.3%	19	0.3%	435	0.3%
Very Remote	61	0.0%	<11		64	0.0%
Missing	<11		<11		<11	
Total	129,712	100%	5,690	100%	135,402	100%

Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales ^{100 101}



⁹⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

⁹⁹ This table is based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

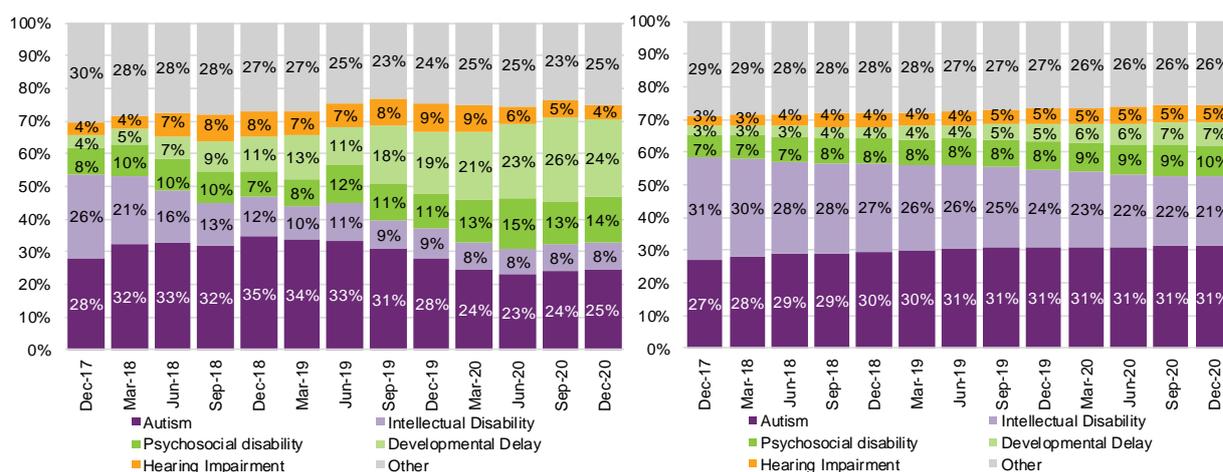
¹⁰⁰ Ibid.

¹⁰¹ 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 F.12 Participant profile per quarter by primary disability group – New South Wales ^{102 103 104}

Disability	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Autism	40,971	32%	1,399	25%	42,370	31%
Intellectual Disability	28,249	22%	471	8%	28,720	21%
Psychosocial disability	12,092	9%	789	14%	12,881	10%
Developmental Delay	8,609	7%	1,362	24%	9,971	7%
Hearing Impairment	6,600	5%	248	4%	6,848	5%
Other Neurological	5,772	4%	225	4%	5,997	4%
Other Physical	5,278	4%	204	4%	5,482	4%
Cerebral Palsy	5,265	4%	54	1%	5,319	4%
ABI	3,868	3%	124	2%	3,992	3%
Global Developmental Delay	2,662	2%	301	5%	2,963	2%
Visual Impairment	2,766	2%	76	1%	2,842	2%
Multiple Sclerosis	2,244	2%	71	1%	2,315	2%
Stroke	2,130	2%	139	2%	2,269	2%
Spinal Cord Injury	1,613	1%	35	1%	1,648	1%
Other Sensory/Speech	1,102	1%	20	0%	1,122	1%
Other	491	0%	172	3%	663	0%
Total	129,712	100%	5,690	100%	135,402	100%

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁵



¹⁰² Table order based on national proportions (highest to lowest).

¹⁰³ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁰⁴ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in New South Wales (3,708).

¹⁰⁵ 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 F.13 Participant profile per quarter by level of function – New South Wales ¹⁰⁶

Level of Function	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	10,758	8%	1,301	23%	12,059	9%
2 (High Function)	223	0%	<11		230	0%
3 (High Function)	6,814	5%	413	7%	7,227	5%
4 (High Function)	10,353	8%	384	7%	10,737	8%
5 (High Function)	9,649	7%	501	9%	10,150	8%
6 (Moderate Function)	25,432	20%	1,069	19%	26,501	20%
7 (Moderate Function)	8,725	7%	229	4%	8,954	7%
8 (Moderate Function)	7,861	6%	332	6%	8,193	6%
9 (Moderate Function)	664	1%	25	0%	689	1%
10 (Moderate Function)	13,274	10%	548	10%	13,822	10%
11 (Low Function)	5,034	4%	67	1%	5,101	4%
12 (Low Function)	19,674	15%	646	11%	20,320	15%
13 (Low Function)	8,354	6%	150	3%	8,504	6%
14 (Low Function)	2,773	2%	16	0%	2,789	2%
15 (Low Function)	48	0%	<11		50	0%
Missing	76		<11		76	
Total	129,712	100%	5,690	100%	135,402	100%

Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁷

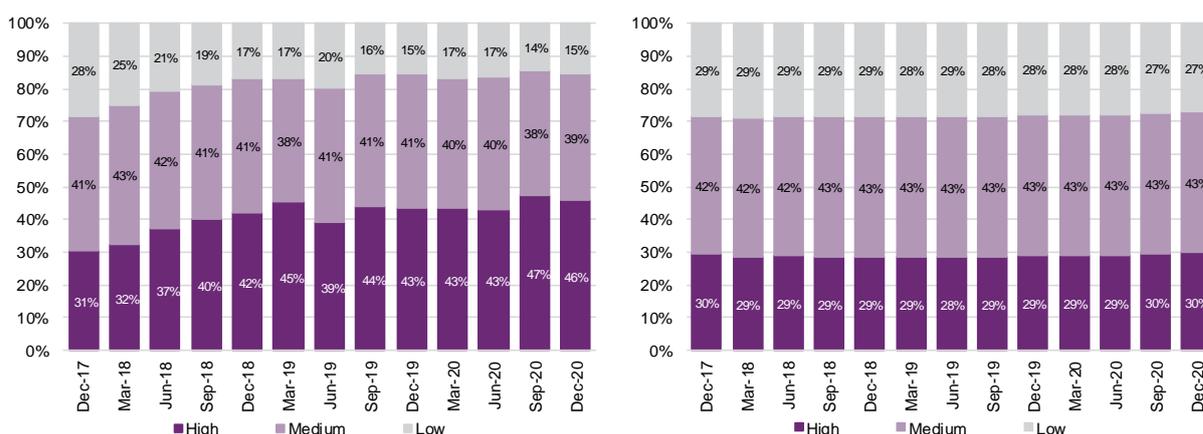


Table F.14 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
0 to 6	19,453	15%	2,261	40%	21,714	16%
7 to 14	32,870	25%	903	16%	33,773	25%
15 to 18	9,591	7%	344	6%	9,935	7%
19 to 24	12,274	9%	146	3%	12,420	9%
25 to 34	11,562	9%	300	5%	11,862	9%
35 to 44	10,598	8%	407	7%	11,005	8%
45 to 54	12,851	10%	523	9%	13,374	10%
55 to 64	15,502	12%	766	13%	16,268	12%
65+	5,011	4%	40	1%	5,051	4%
Total	129,712	100%	5,690	100%	135,402	100%

¹⁰⁶ The distributions are calculated excluding participants with a missing level of function.

¹⁰⁷ 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 F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁸

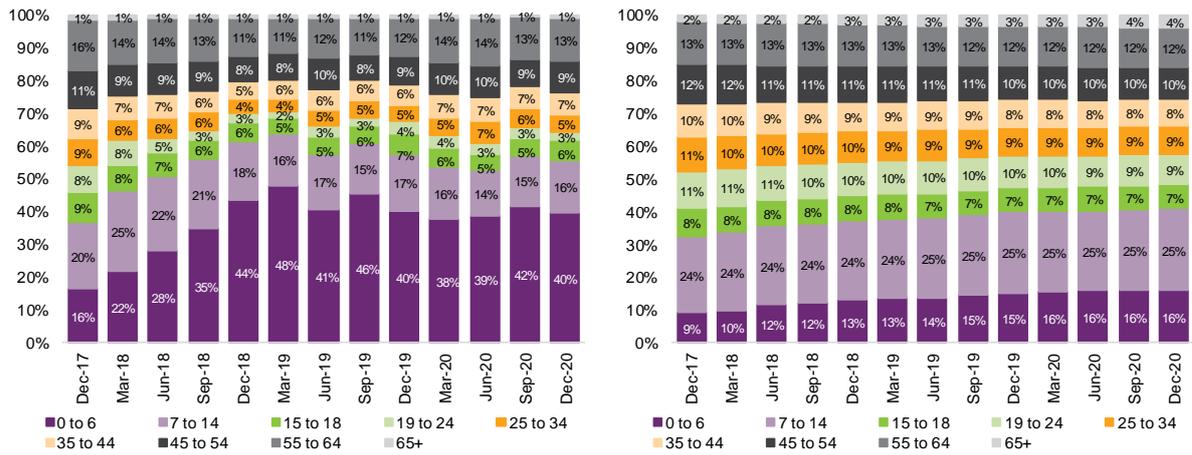


Table F.15 Participant profile per quarter by gender – New South Wales

Gender	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Male	81,567	63%	3,529	62%	85,096	63%
Female	46,757	36%	2,095	37%	48,852	36%
Other	1,388	1%	66	1%	1,454	1%
Total	129,712	100%	5,690	100%	135,402	100%

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁹

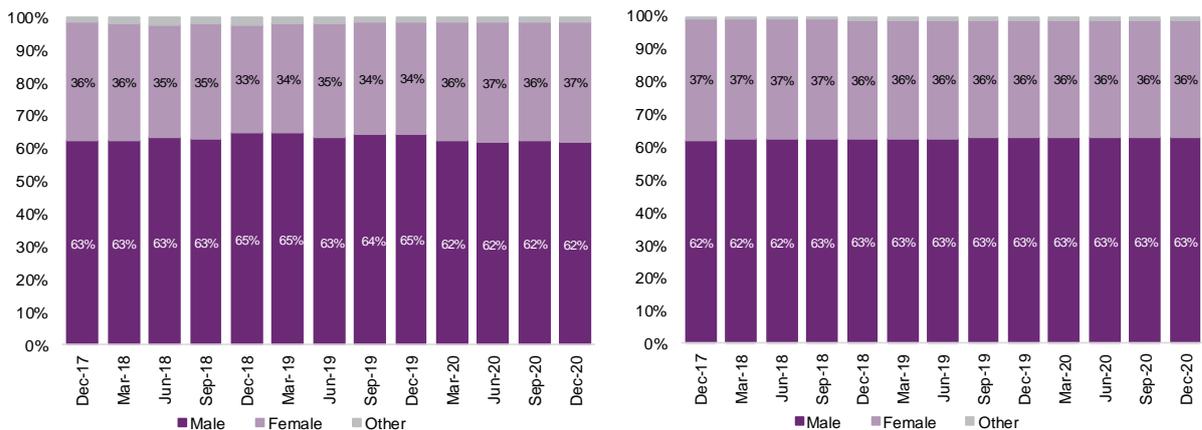


Table F.16 Participation rates by age group – New South Wales ¹¹⁰

	NSW
0-6	3.05%
7-14	4.21%
15-18	2.63%
19-24	1.91%
25-34	0.96%
35-44	1.01%
45-54	1.35%
55-64	1.75%
Total (aged 0-64)	1.92%

¹⁰⁸ Ibid.

¹⁰⁹ Ibid.

¹¹⁰ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table F.17 Number of baseline questionnaires completed by SFOF version – New South Wales ¹¹¹

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	2,901	5,696	5,700	8,854	4,081	27,232
Participant school to 14	7,568	10,810	4,997	5,906	2,495	31,776
Participant 15 to 24	5,951	5,974	1,453	2,346	978	16,702
Participant 25 and over	14,350	16,594	5,411	8,696	3,998	49,049
Total Participant	30,770	39,074	17,561	25,802	11,552	124,759
Family 0 to 14	9,684	16,042	10,531	14,546	6,447	57,250
Family 15 to 24	1,395	3,888	1,078	1,644	689	8,694
Family 25 and over	379	4,473	1,760	2,503	983	10,098
Total Family	11,458	24,403	13,369	18,693	8,119	76,042
Total	42,228	63,477	30,930	44,495	19,671	200,801

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	70%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		39%		
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%	67%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			21%	26%
CC % who want more choice and control in their life			80%	76%

¹¹¹ 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	61%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	47%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	63%	74%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			31%	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		63%		
HM	% who are happy with their home			81%	70%
HM	% who feel safe or very safe in their home			85%	70%
HW	% who rate their health as good, very good or excellent			68%	43%
HW	% who did not have any difficulties accessing health services			67%	62%
LL	% who currently attend or previously attended school in a mainstream class			34%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				61%
LL	% unable to do a course or training they wanted to do in the last 12 months				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	18%	23%	21%
% receiving Carer Allowance	41%	43%	29%
% 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	84%	89%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	36%	31%	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	87%		
% 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=5,811) - participants who entered from 1 July 2016 and 31 December 2019 – New South Wales ¹¹²

Question	% Yes
DL Has the NDIS improved your child's development?	93%
DL Has the NDIS improved your child's access to specialist services?	93%
CC Has the NDIS helped increase your child's ability to communicate what they want?	85%
REL Has the NDIS improved how your child fits into family life?	82%
S/CP Has the NDIS improved how your child fits into community life?	68%

¹¹² Results in Tables F.22 to F.25 include participants who entered between 1 July 2016 and 31 December 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=9,604) - participants who entered between 1 July 2016 and 31 December 2019 – New South Wales

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?	45%
REL Has the NDIS improved your child's relationships with family and friends?	54%
S/CP Has the NDIS improved your child's social and recreational life?	47%

Table F.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,660) and ‘Participant 25 and over’ (n=11,673) - participants who entered between 1 July 2016 and 31 December 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?	58%	72%
DL Has the NDIS helped you with daily living activities?	54%	73%
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%	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?	17%	19%
S/CP Has the NDIS helped you be more involved?	50%	58%

Table F.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,208); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,576) - participants who entered between 1 July 2016 and 31 December 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?	67%	49%
Has the NDIS improved the level of support for your family?	72%	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%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	50%	36%

Table F.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=3,176) - participants who entered between 1 July 2016 and 31 December 2018 – New South Wales ¹¹³

	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%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	88%	+4%
REL	Has the NDIS improved how your child fits into family life?	78%	81%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	64%	68%	+4%

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=10,133) - participants who entered between 1 July 2016 and 31 December 2018 – New South Wales

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	59%	66%	+8%
LL	Has the NDIS improved your child's access to education?	38%	44%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	53%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	46%	+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=4,630) and ‘Participant 25 and over’ (n=11,383) - participants who entered between 1 July 2016 and 31 December 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%	+7%	67%	75%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	64%	+7%	69%	79%	+9%
REL	Has the NDIS helped you to meet more people?	50%	52%	+3%	51%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	-2%	28%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	43%	+4%	49%	55%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	36%	1%	28%	29%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	17%	-2%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	58%	+5%	57%	64%	+7%

¹¹³ Results in Tables F.26 to F.29 include participants who had their first plan approved between 1 July 2016 and 31 December 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=11,725); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,855) - participants who entered between 1 July 2016 and 31 December 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?	59%	63%	+4%	45%	54%	+9%
Has the NDIS improved the level of support for your family?	64%	70%	+6%	59%	69%	+10%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	72%	+6%	56%	65%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	77%	+4%			
Has the NDIS improved your health and wellbeing?	41%	43%	+2%	31%	35%	+4%

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=983) - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales ¹¹⁴

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	92%	96%	97%	+4%
DL Has the NDIS improved your child's access to specialist services?	88%	92%	95%	+7%
CC Has the NDIS helped increase your child's ability to communicate what they want?	83%	86%	88%	+5%
REL Has the NDIS improved how your child fits into family life?	72%	78%	81%	+9%
S/CP Has the NDIS improved how your child fits into community life?	62%	65%	70%	+7%

Table F.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=6,486) - participants who entered between 1 July 2016 and 31 December 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?	52%	61%	65%	+12%
LL Has the NDIS improved your child's access to education?	34%	37%	39%	+6%
REL Has the NDIS improved your child's relationships with family and friends?	42%	48%	51%	+9%
S/CP Has the NDIS improved your child's social and recreational life?	39%	43%	45%	+6%

¹¹⁴ Results in Tables F.30 to F.35 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table F.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,421) - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	59%	64%	68%	+9%
Has the NDIS helped you with daily living activities?	57%	64%	70%	+13%
Has the NDIS helped you to meet more people?	51%	54%	57%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	18%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	47%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	37%	37%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	17%	-2%
Has the NDIS helped you be more involved?	54%	58%	61%	+7%

Table F.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=8,873) - participants who entered between 1 July 2016 and 31 December 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%	78%	+12%
Has the NDIS helped you with daily living activities?	69%	78%	82%	+13%
Has the NDIS helped you to meet more people?	52%	60%	64%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	33%	32%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	49%	55%	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?	31%	32%	32%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	23%	20%	21%	-2%
Has the NDIS helped you be more involved?	58%	66%	70%	+12%

Table F.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=4,863) - participants who entered between 1 July 2016 and 31 December 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?	51%	56%	59%	+8%
Has the NDIS improved the level of support for your family?	54%	64%	66%	+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?	60%	68%	70%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	72%	74%	+9%
Has the NDIS improved your health and wellbeing?	34%	37%	38%	+4%

Table F.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,118) - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	42%	45%	54%	+12%
Has the NDIS improved the level of support for your family?	58%	63%	71%	+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?	56%	62%	68%	+12%
Has the NDIS improved your health and wellbeing?	31%	31%	34%	+4%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ 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 first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=1,313) - participants who entered between 1 July 2016 and 31 December 2016 – New South Wales ¹¹⁵

	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?	53%	61%	66%	66%	+13%
LL	Has the NDIS improved your child's access to education?	36%	37%	39%	39%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	46%	51%	51%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	46%	48%	46%	+3%

¹¹⁵ Results in Tables F.36 to F.40 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table F.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,055) - participants who entered between 1 July 2016 and 31 December 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?	60%	65%	65%	67%	+6%
DL	Has the NDIS helped you with daily living activities?	58%	68%	68%	71%	+13%
REL	Has the NDIS helped you to meet more people?	55%	60%	56%	57%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	22%	20%	19%	-6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	48%	46%	49%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	41%	37%	37%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	17%	15%	15%	-5%
S/CP	Has the NDIS helped you be more involved?	57%	63%	62%	62%	+5%

Table F.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,817) - participants who entered between 1 July 2016 and 31 December 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?	67%	74%	77%	80%	+13%
DL	Has the NDIS helped you with daily living activities?	70%	79%	84%	86%	+16%
REL	Has the NDIS helped you to meet more people?	52%	62%	65%	68%	+16%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	36%	41%	41%	+7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	57%	60%	64%	+13%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	35%	31%	34%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	23%	20%	20%	-2%
S/CP	Has the NDIS helped you be more involved?	61%	67%	71%	75%	+14%

Table F.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=723) - participants who entered between 1 July 2016 and 31 December 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?	49%	54%	55%	60%	+11%
Has the NDIS improved the level of support for your family?	53%	59%	62%	66%	+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?	59%	61%	68%	70%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	62%	68%	70%	73%	+11%
Has the NDIS improved your health and wellbeing?	35%	35%	35%	35%	0%

Table F.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=172) - participants who entered between 1 July 2016 and 31 December 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?	49%	54%	57%	59%	+10%
Has the NDIS improved the level of support for your family?	56%	68%	64%	67%	+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?	56%	66%	66%	67%	+10%
Has the NDIS improved your health and wellbeing?	28%	30%	32%	35%	+7%

Table F.41 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=16,873), ‘participant social and community engagement rate’ (n=17,026) and ‘parent and carer employment rate’ (n=13,973) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2018 – New South Wales ¹¹⁶

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	12%	16%	19%	24%
Aged 25+	27%	26%	26%	
Aged 15+ (Average)	23%	23%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	34%	40%	44%	50%
Aged 25+	35%	41%	45%	
Aged 15+ (Average)	35%	41%	45%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	50%	52%	52%	50%
Aged 15+	45%	47%	45%	
All ages (Average)	49%	51%	50%	

¹¹⁶ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

Table F.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,435), 'participant social and community engagement rate' (n=13,661) and 'parent and carer employment rate' (n=5,341) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales ¹¹⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	12%	16%	20%	24%	24%
Aged 25+	30%	30%	25%	27%	
Aged 15+ (Average)	26%	27%	24%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	33%	41%	46%	48%	50%
Aged 25+	35%	42%	46%	50%	
Aged 15+ (Average)	35%	42%	46%	49%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	45%	49%	52%	52%	50%
Aged 15+	46%	51%	51%	48%	
All ages (Average)	46%	49%	52%	51%	

Table F.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,057), 'participant social and community engagement rate' (n=3,173) and 'parent and carer employment rate' (n=603) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2016 – New South Wales ¹¹⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	12%	17%	21%	25%	29%	24%
Aged 25+	23%	23%	21%	19%	19%	
Aged 15+ (Average)	21%	22%	21%	20%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	31%	35%	44%	49%	51%	50%
Aged 25+	36%	38%	48%	51%	54%	
Aged 15+ (Average)	35%	38%	47%	51%	53%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	44%	50%	49%	57%	57%	50%
Aged 15+	55%	57%	54%	54%	55%	
All ages (Average)	46%	51%	50%	56%	56%	

¹¹⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

¹¹⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table F.44 Number of active plans by goal type and primary disability – New South Wales ¹¹⁹

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	996	2,992	2,044	642	1,025	3,049	1,496	945	3,992
Autism	5,633	36,525	11,146	12,808	17,052	22,533	2,367	5,843	42,370
Cerebral Palsy	1,100	4,481	2,767	989	1,226	3,361	1,160	852	5,319
Developmental Delay	565	9,335	1,998	4,290	3,196	2,278	11	7	9,971
Down Syndrome	709	3,031	1,570	820	1,050	2,681	767	930	3,708
Global Developmental Delay	170	2,760	693	1,305	976	702	5	2	2,963
Hearing Impairment	1,175	5,691	1,238	1,593	976	2,366	550	1,210	6,848
Intellectual Disability	5,342	19,339	9,315	5,819	8,191	17,406	5,714	7,976	25,012
Multiple Sclerosis	538	1,968	1,574	160	336	1,454	762	340	2,315
Psychosocial disability	2,651	9,251	7,058	2,648	3,202	9,889	4,453	3,790	12,881
Spinal Cord Injury	454	1,428	1,003	160	210	1,108	532	393	1,648
Stroke	555	1,882	1,222	238	363	1,635	808	328	2,269
Visual Impairment	681	2,487	905	648	352	1,789	604	651	2,842
Other Neurological	1,275	4,768	3,296	764	1,173	4,240	2,072	778	5,997
Other Physical	1,169	4,696	2,886	572	594	2,987	1,431	918	5,482
Other Sensory/Speech	122	947	207	372	365	370	16	49	1,122
Other	119	555	307	108	121	407	177	90	663
Total	23,254	112,136	49,229	33,936	40,408	78,255	22,925	25,102	135,402

¹¹⁹ 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.45 Number of goals in active plans by goal type and primary disability – New South Wales ¹²⁰

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	1,166	5,403	2,464	763	1,133	3,708	1,606	993	17,236
Autism	6,681	97,820	13,995	18,129	20,326	27,073	2,477	6,212	192,713
Cerebral Palsy	1,338	10,465	3,530	1,307	1,356	4,174	1,242	897	24,309
Developmental Delay	643	34,931	2,545	6,521	3,719	2,588	11	7	50,965
Down Syndrome	850	6,876	1,845	1,100	1,204	3,463	809	968	17,115
Global Developmental Delay	197	10,414	891	2,051	1,151	783	5	2	15,494
Hearing Impairment	1,403	11,610	1,469	2,065	1,094	2,718	572	1,269	22,200
Intellectual Disability	6,305	38,220	11,243	7,433	9,446	21,695	6,037	8,362	108,741
Multiple Sclerosis	620	3,766	2,064	180	361	1,639	849	353	9,832
Psychosocial disability	3,076	15,200	8,680	3,039	3,497	11,678	4,736	3,942	53,848
Spinal Cord Injury	568	2,858	1,253	177	215	1,331	584	411	7,397
Stroke	670	3,867	1,519	260	389	1,893	883	346	9,827
Visual Impairment	859	5,356	1,062	798	377	2,141	654	689	11,936
Other Neurological	1,491	9,648	4,158	930	1,285	4,958	2,246	815	25,531
Other Physical	1,414	9,790	3,688	690	633	3,475	1,606	969	22,265
Other Sensory/Speech	142	2,395	251	520	421	417	18	52	4,216
Other	142	1,247	408	131	127	477	193	97	2,822
Total	27,565	269,866	61,065	46,094	46,734	94,211	24,528	26,384	596,447

Table F.46 Number of active plans by goal type and age group – New South Wales ¹²¹

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	1,145	20,215	4,725	9,661	7,217	5,014	15	1	21,714
7 to 14	3,832	29,887	8,302	9,566	13,435	16,055	517	233	33,773
15 to 18	1,955	8,127	3,218	2,762	3,754	6,840	744	2,739	9,935
19 to 24	2,948	9,602	4,247	3,198	3,224	8,474	2,574	6,760	12,420
25 to 34	2,923	9,245	5,165	2,483	3,058	8,512	3,421	4,770	11,862
35 to 44	2,576	8,414	5,499	1,955	2,678	8,005	3,418	3,835	11,005
45 to 54	3,105	10,225	6,905	2,067	3,109	9,701	4,498	3,640	13,374
55 to 64	3,679	12,652	8,474	1,815	3,069	11,953	5,729	2,695	16,268
65+	1,091	3,769	2,694	429	864	3,701	2,009	429	5,051
Total	23,254	112,136	49,229	33,936	40,408	78,255	22,925	25,102	135,402

¹²⁰ Participants have set over two million goals in total across Australia since July 2016. The 596,447 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

¹²¹ 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.47 Number of goals in active plans by goal type and age group – New South Wales ¹²²

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	1,318	76,881	6,157	15,284	8,528	5,661	16	1	113,846
7 to 14	4,526	79,918	10,622	13,381	16,089	19,225	536	237	144,534
15 to 18	2,376	16,245	3,975	3,530	4,388	8,299	785	2,863	42,461
19 to 24	3,496	17,446	4,944	3,866	3,583	10,205	2,695	7,210	53,445
25 to 34	3,546	16,668	6,140	2,904	3,460	10,464	3,632	5,018	51,832
35 to 44	3,062	14,990	6,804	2,290	2,983	9,797	3,639	4,024	47,589
45 to 54	3,634	18,023	8,666	2,321	3,440	11,831	4,864	3,790	56,569
55 to 64	4,345	22,995	10,467	2,045	3,338	14,290	6,186	2,798	66,464
65+	1,262	6,700	3,290	473	925	4,439	2,175	443	19,707
Total	27,565	269,866	61,065	46,094	46,734	94,211	24,528	26,384	596,447

¹²² Participants have set over two million goals in total across Australia since July 2016. The 596,447 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

Table F.48 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q2 compared to prior quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales¹²³

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q2
Access	n = 1,514	n = 255
Are you happy with how coming into the NDIS has gone?	87%	87%
Was the person from the NDIS respectful?	97%	97%
Do you understand what will happen next with your plan?	75%	80%
% of participants rating their overall experience as Very Good or Good.	81%	78%
Pre-planning	n = 3,001	n = 301
Did the person from the NDIS understand how your disability affects your life?	89%	86%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	88%	79%
Are you clear on what happens next with your plan?	83%	68%
Do you know where to go for more help with your plan?	86%	73%
% of participants rating their overall experience as Very Good or Good.	83%	80%
Planning	n = 3,936	n = 1,335
Did the person from the NDIS understand how your disability affects your life?	88%	90%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	86%	88%
Are you clear on what happens next with your plan?	84%	84%
Do you know where to go for more help with your plan?	87%	89%
% of participants rating their overall experience as Very Good or Good.	83%	85%
Plan review	n = 2,056	n = 4,148
Did the person from the NDIS understand how your disability affects your life?	83%	82%
Did you feel prepared for your plan review?	85%	86%
Is your NDIS plan helping you to make progress towards your goals?	86%	90%
% of participants rating their overall experience as Very Good or Good.	76%	76%

¹²³ Previously the survey was administered by the NDIA's National Contact Centre since it was introduced in September 2018. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Future results will be compared with the December 2020 quarter results to understand change over time.

Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales ^{124 125 126}

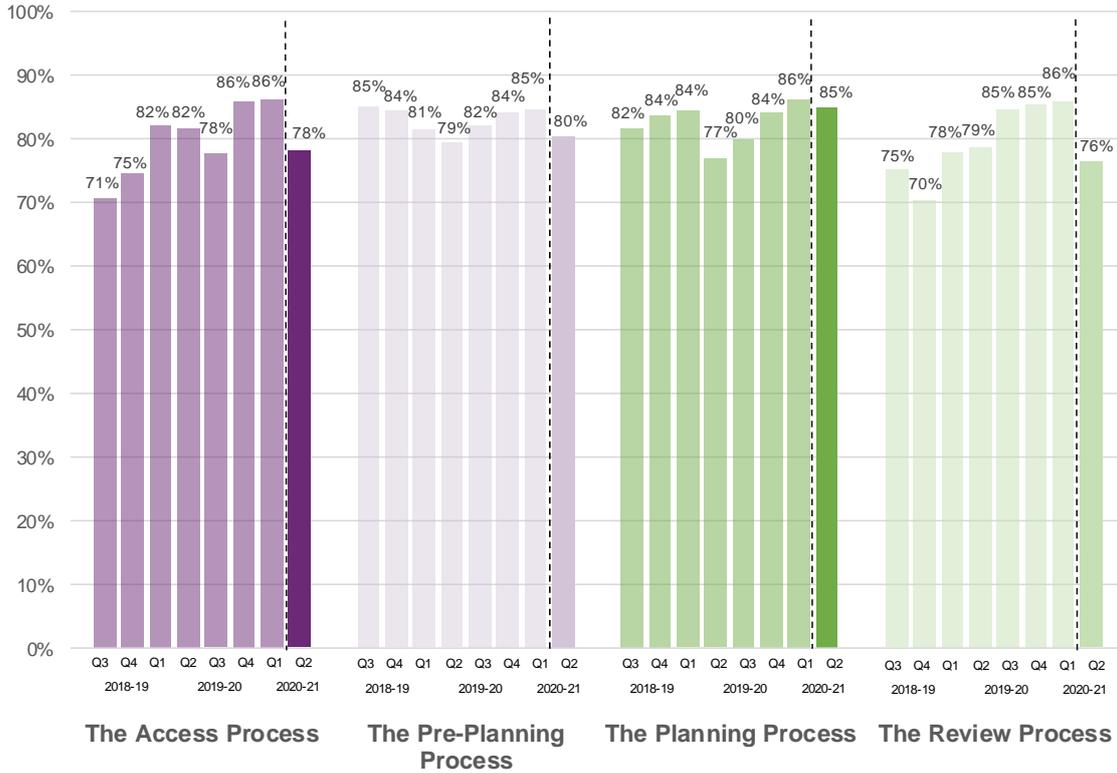
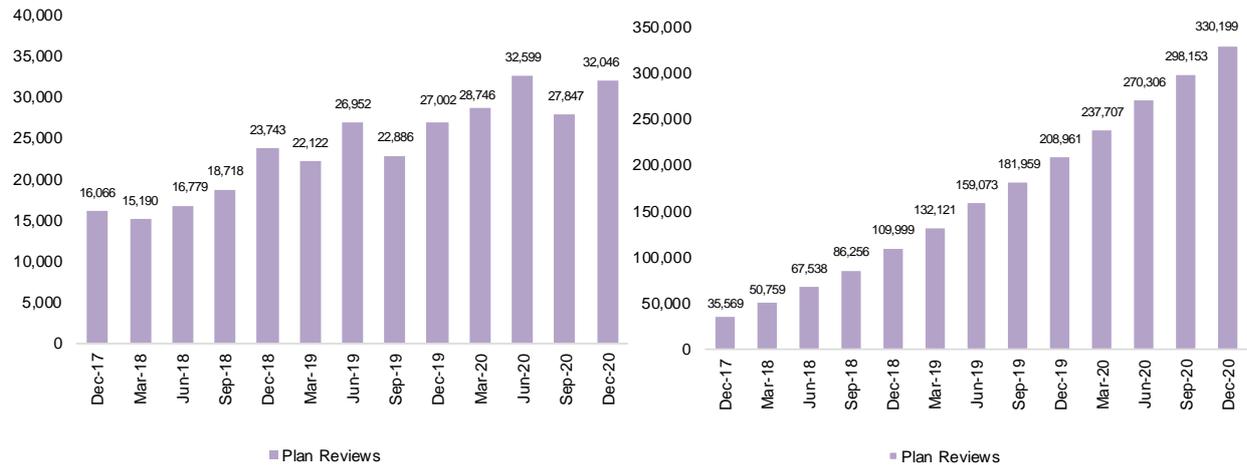


Table F.49 Plan reviews conducted per quarter – excluding plans less than 30 days – New South Wales ¹²⁷

	Prior Quarters (Transition only)	2020-21 Q2	Transition Total
Total plan reviews	298,153	32,046	330,199
<i>Early intervention plans</i>	50,055	7,036	57,091
<i>Permanent disability plans</i>	248,098	25,010	273,108

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



¹²⁴ Ibid.

¹²⁵ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

¹²⁶ Ibid.

¹²⁷ 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 Q2. The charts show trends in complaints experience since the December 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 participant 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.50 shows the number of complaints in 2020-21 Q2 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.

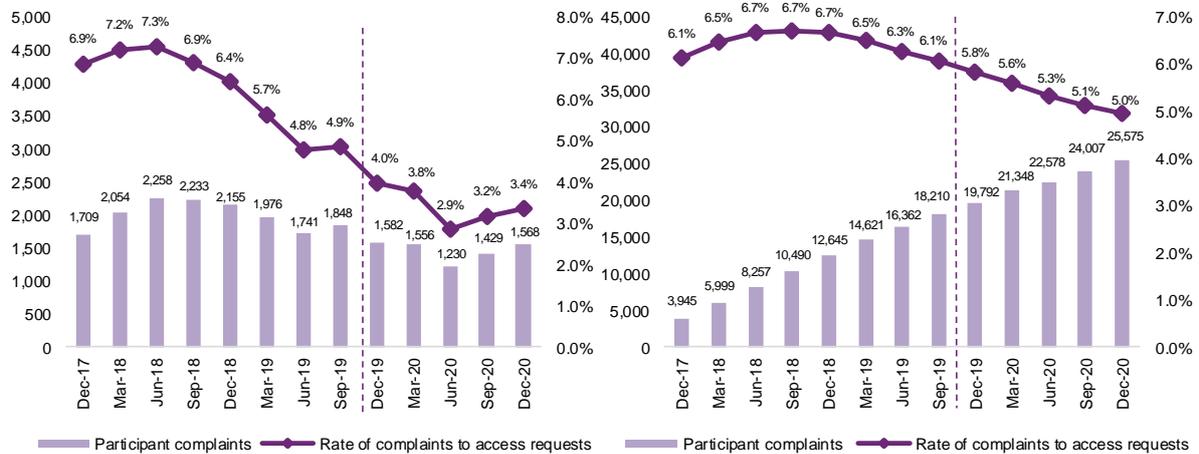
Table F.51 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table F.52.

Table F.52 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 Q2. This table should be considered in conjunction with Table F.51. The list of complaint types is different to that which appears in Table F.51, as it is based on the options available on the 'My Customer Requests' tile.

Table F.50 Complaints by quarter – New South Wales ^{128 129 130}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q2	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	6	5	11	9
Complaint about LAC Partner	145	47	192	179
Complaints about service providers	1,570	119	1,689	1,391
Complaints about the Agency	21,556	1,033	22,589	12,974
Critical/ Reportable Incident	767	364	1,131	910
Unclassified	1,520	0	1,520	1,330
Total	25,564	1,568	27,132	15,034
Total complaints made since 1 April 2017	24,007	1,568	25,575	
Complaints since 1 April 2017 as % of all access requests	5.1%	3.4%	5.0%	

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



¹²⁸ Note that 63% of all complainants made only one complaint, 20% made two complaints and 17% made three or more complaints.
¹²⁹ % 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.

¹³⁰ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

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

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	247	(19%)
Service Delivery	224	(17%)
Staff conduct	205	(16%)
Provider process	129	(10%)
Provider costs.	137	(11%)
Other	350	(27%)
Total	1,292	
<i>Complaints about the Agency</i>		
Timeliness	5,975	(33%)
Individual needs	2,400	(13%)
Reasonable and necessary supports	2,286	(13%)
Information unclear	735	(4%)
The way the NDIA carried out its decision making	1,213	(7%)
Other	5,366	(30%)
Total	17,975	
<i>Unclassified</i>	1,514	
Participants total	20,781	

Table F.52 Complaints by type ('My Customer Requests' tile) – New South Wales

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	2	(33%)	0	(0%)	2	(18%)
ECEI Process	2	(33%)	1	(20%)	3	(27%)
ECEI Staff	2	(33%)	3	(60%)	5	(45%)
ECEI Timeliness	0	(0%)	1	(20%)	1	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	6		5		11	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(1%)	0	(0%)	1	(1%)
LAC Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
LAC Plan	25	(17%)	10	(21%)	35	(18%)
LAC Process	17	(12%)	7	(15%)	24	(13%)
LAC Resources	0	(0%)	1	(2%)	1	(1%)
LAC Staff	86	(59%)	26	(55%)	112	(58%)
LAC Timeliness	14	(10%)	3	(6%)	17	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	145		47		192	
<i>Complaints about service providers</i>						
Provider Finance	30	(10%)	14	(13%)	44	(11%)
Provider Fraud and Compliance	34	(12%)	13	(12%)	47	(12%)
Provider Service	169	(58%)	48	(44%)	217	(55%)
Provider Staff	56	(19%)	33	(31%)	89	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	289		108		397	
<i>Complaints about the Agency</i>						
NDIA Access	205	(6%)	33	(3%)	238	(5%)
NDIA Engagement	3	(0%)	1	(0%)	4	(0%)
NDIA Finance	469	(13%)	92	(9%)	561	(12%)
NDIA Fraud and Compliance	28	(1%)	5	(1%)	33	(1%)
NDIA Plan	1,147	(32%)	388	(39%)	1,535	(33%)
NDIA Process	393	(11%)	147	(15%)	540	(12%)
NDIA Resources	34	(1%)	14	(1%)	48	(1%)
NDIA Staff	295	(8%)	80	(8%)	375	(8%)
NDIA Timeliness	1,048	(29%)	228	(23%)	1,276	(28%)
Quality & Safeguards Commission	2	(0%)	2	(0%)	4	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	3,624		990		4,614	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	278	(36%)	114	(31%)	392	(35%)
Allegations against NDIA Staff/Partners	2	(0%)	1	(0%)	3	(0%)
Allegations against a provider	196	(26%)	124	(34%)	320	(28%)
Participant threat	116	(15%)	55	(15%)	171	(15%)
Provider reporting	175	(23%)	70	(19%)	245	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	767		364		1,131	
<i>Unclassified</i>	6		0		6	
Participants total	4,837		1,514		6,351	

Figure F.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – New South Wales ¹³¹



Table F.53 Summary of Open Participant Requested Reviews (PRRs) (s48) – New South Wales ¹³²

	As at 31 December 2020
Open PRRs	332
Number of PRRs open less than 21 days	330
Number of PRRs open more than 21 days	2
New PRRs in the quarter	5,408
Number of PRRs closed in the quarter	5,908
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

¹³¹ 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.

¹³² 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 ¹³³

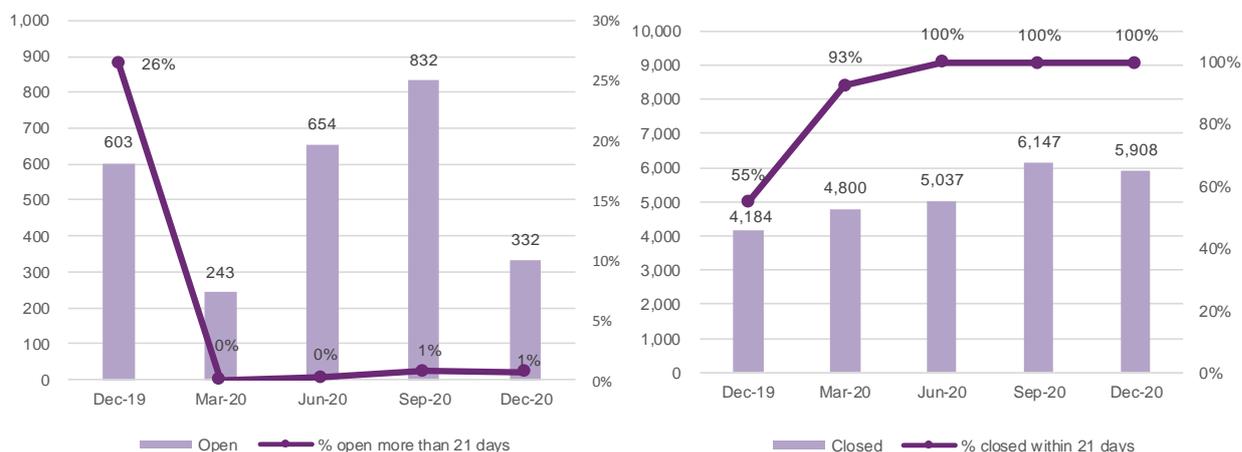


Figure F.14 RoRDs received and closed by quarter and open at the end of each quarter – New South Wales



Table F.54 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – New South Wales ^{134 135}

	Access	Planning
Open RoRDs	80	1,563
Number of RoRDs open less than 90 days	78	1,546
Number of RoRDs open more than 90 days	2	17
New RoRDs in the quarter	378	2,509
Number of RoRDs closed in the quarter	389	1,991
Proportion closed within 90 days	98%	98%
Average days RoRDs took to close in the quarter	21	45

¹³³ 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 31 December 2020.

¹³⁴ 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.

¹³⁵ 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 ¹³⁶

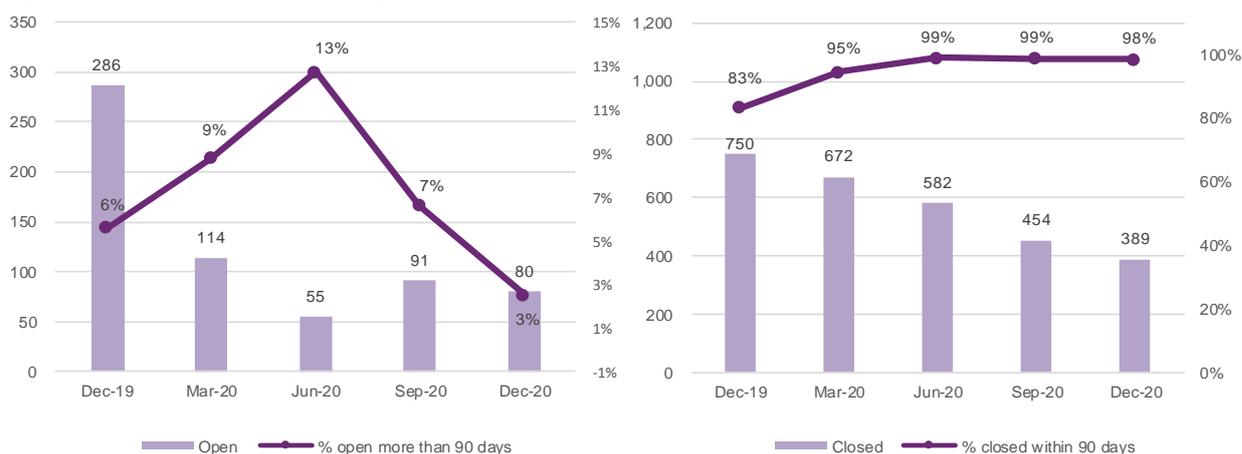


Figure F.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – New South Wales ¹³⁷

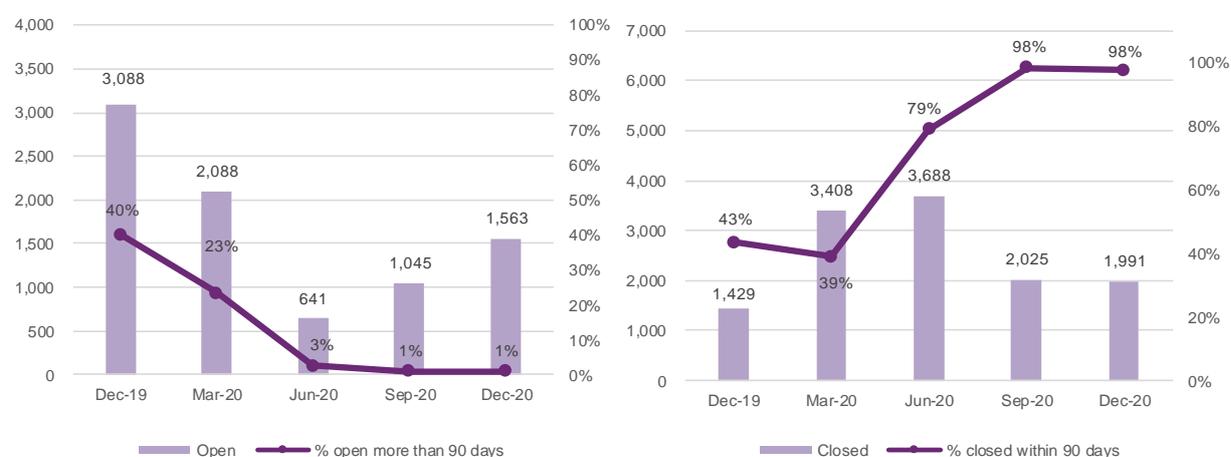


Table F.55 AAT Cases by category – New South Wales ¹³⁸

Category	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Access	580	37%	21	23%	601	36%
Plan	742	47%	63	68%	805	48%
Plan Review	163	10%	<11		164	10%
Other	90	6%	<11		98	6%
Total	1,575	100%	93	100%	1,668	100%
% of all access decisions	0.35%		0.22%		0.34%	

¹³⁶ Numbers of open and closed RoRDs have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data.

¹³⁷ Ibid.

¹³⁸ % 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

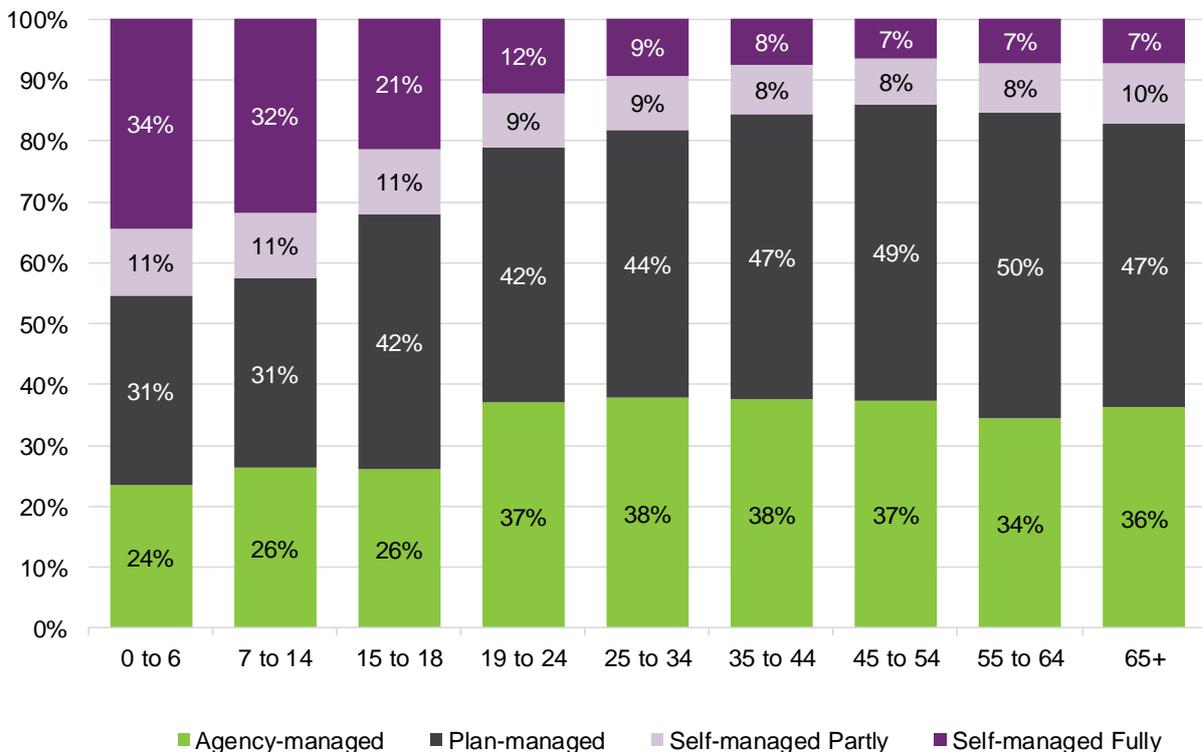


Table F.56 AAT cases by open/closed and decision – New South Wales

	N
AAT Cases	1,668
Open AAT Cases	270
Closed AAT Cases	1,398
Resolved before hearing	1,359
Gone to hearing and received a substantive decision	39*

*Of the 39 cases which went to hearing and received a substantive decision: 20 affirmed the Agency's decision, 6 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 31 December 2020 – New South Wales ^{139 140}



¹³⁹ For the total number of active participants in each age group, see Table F.14.

¹⁴⁰ 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 31 December 2020 – New South Wales ^{141 142}

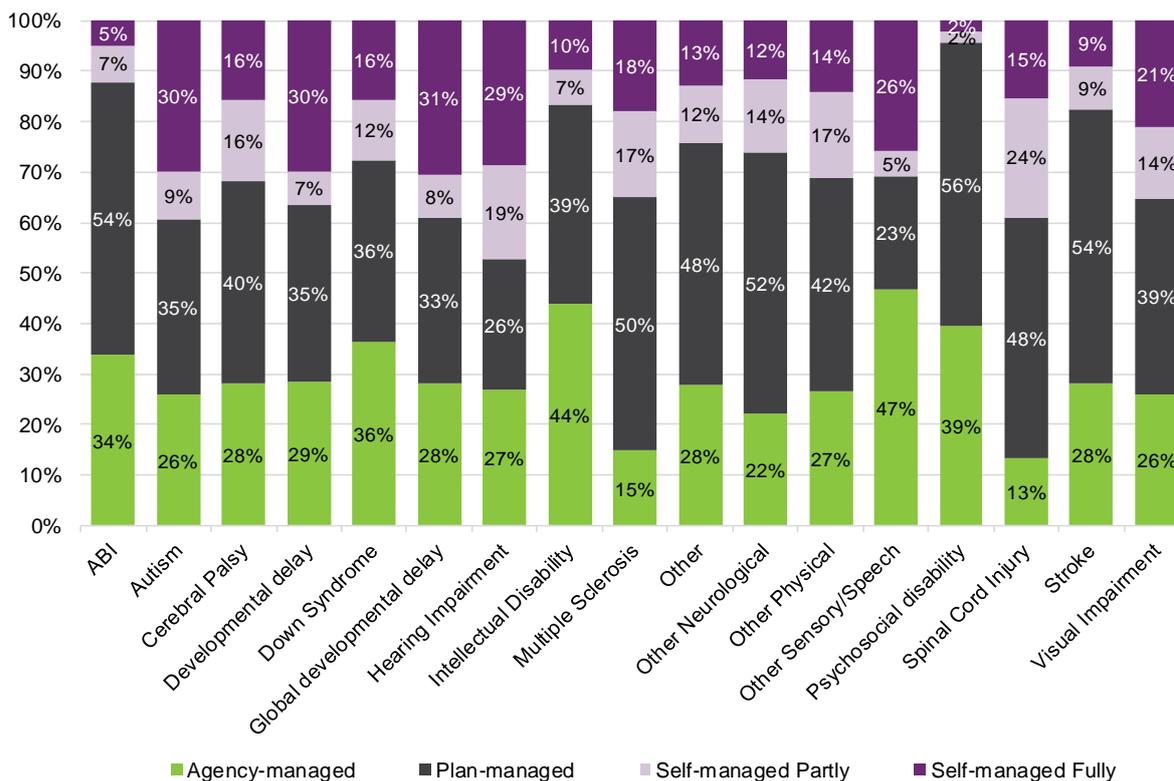


Table F.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales ¹⁴³

	Prior Quarters	2020-21 Q2	Total
Self-managed fully	19%	19%	19%
Self-managed partly	10%	9%	10%
Plan-managed	38%	46%	40%
Agency-managed	33%	26%	31%
Total	100%	100%	100%

¹⁴¹ For the total number of active participants in each primary disability group, see Table F.12.

¹⁴² 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.

¹⁴³ Ibid.

Figure F.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales ¹⁴⁴

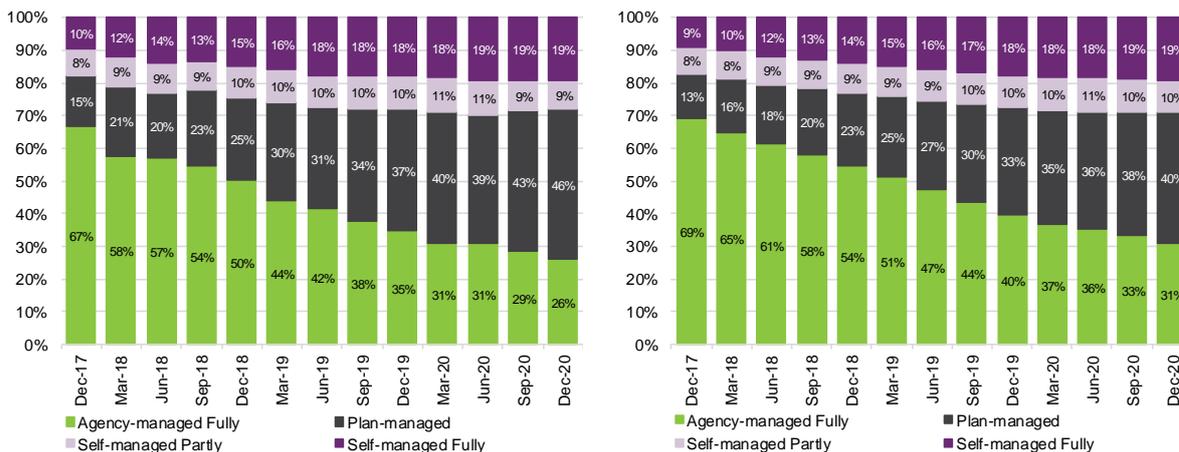


Table F.58 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales

	Prior Quarters	2020-21 Q2	Total
Self-managed	10%	12%	10%
Plan-managed	25%	41%	26%
Agency-managed	66%	48%	64%
Total	100%	100%	100%

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

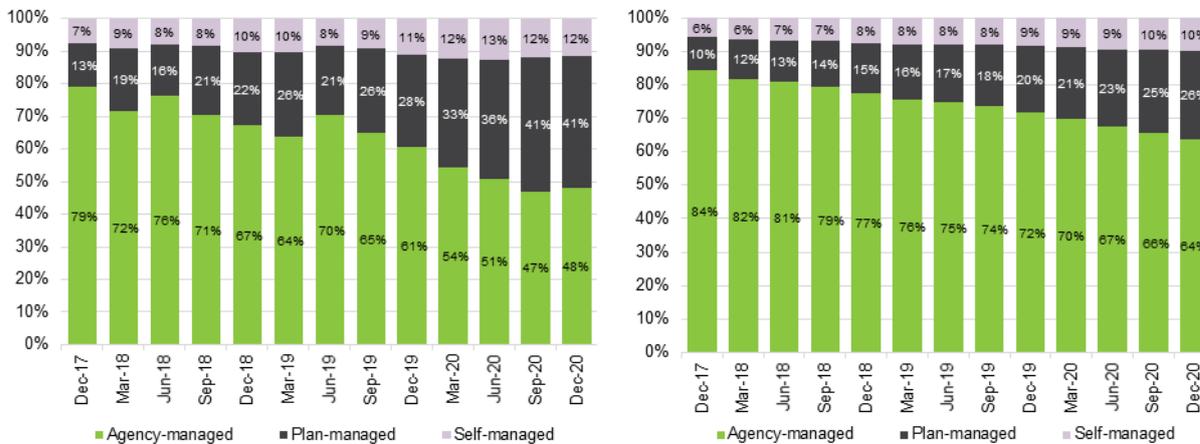


Table F.59 Distribution of active participants by support coordination and quarter of plan approval – New South Wales

	Prior Quarters	2020-21 Q2	Total
Support coordination	37%	44%	39%

¹⁴⁴ 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.60 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales ¹⁴⁵

Plan activation	Prior Quarters (Transition Only)		2019-20 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	74,569	68%	4,206	70%	78,775	68%
30 to 59 days	13,414	12%	762	13%	14,176	12%
60 to 89 days	6,029	6%	303	5%	6,332	6%
Activated within 90 days	94,012	86%	5,271	88%	99,283	86%
90 to 119 days	3,437	3%	173	3%	3,610	3%
120 days and over	9,380	9%	168	3%	9,548	8%
Activated after 90 days	12,817	12%	341	6%	13,158	11%
No payments	2,257	2%	355	6%	2,612	2%
Total plans approved	109,086	100%	5,967	100%	115,053	100%

Table F.61 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	7,363	7,743	95%
Not Aboriginal and Torres Strait Islander	68,783	70,710	97%
Not Stated	32,186	33,062	97%
Total	108,332	111,515	97%
by Culturally and Linguistically Diverse status			
CALD	10,774	11,035	98%
Not CALD	97,345	100,259	97%
Not Stated	213	221	96%
Total	108,332	111,515	97%
by Remoteness			
Major Cities	75,936	78,019	97%
Regional	32,042	33,122	97%
Remote	352	371	95%
Missing	<11	<11	
Total	108,332	111,515	97%
by Primary Disability type			
Autism	35,610	36,447	98%
Intellectual Disability (including Down Syndrome)	26,060	26,749	97%
Psychosocial Disability	9,305	9,551	97%
Developmental Delay (including Global Developmental Delay)	6,114	6,365	96%
Other	31,243	32,403	96%
Total	108,332	111,515	97%

¹⁴⁵ Plans approved after the end of 2019-20 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table F.62 Distribution of plans by utilisation – New South Wales ^{146 147}

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

Table F.63 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ¹⁴⁸

	Prior Quarters	2020-21 Q2	Total
Daily Activities	10%	11%	10%
Health & Wellbeing	56%	64%	59%
Lifelong Learning	15%	20%	16%
Other	11%	14%	12%
Non-categorised	27%	21%	26%
Any mainstream service	95%	96%	96%

Part Four: Providers and the growing market

Table F.64 Key markets indicators by quarter – New South Wales ^{149 150}

Market indicators	Prior Quarters	2020-21 Q2
a) Average number of active providers per active participant	1.43	1.41
b) Number of providers delivering new types of supports	752	651
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	91%	90%
<i>Therapeutic Supports (%)</i>	91%	91%
<i>Participation in community, social and civic activities (%)</i>	86%	86%
<i>Early Intervention supports for early childhood (%)</i>	87%	86%
<i>Daily Personal Activities (%)</i>	87%	87%

Table F.65 Cumulative number of providers that have been ever active as at 31 December 2020 by quarter of activity – New South Wales ¹⁵¹

Activity	Number of providers
Active for the first time in 2020-21 Q2	153
Active in 2020-21 Q2 and also in previous quarters	3,823
Active in 2020-21 Q2	3,976
Inactive in 2020-21 Q2	3,773
Active ever	7,749

¹⁴⁶ This table only considers participants with initial plans approved up to 30 June 2020, and includes committed supports and payments for supports provided up to 30 September 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹⁴⁷ 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.

¹⁴⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹⁴⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁵⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁵¹ Active providers refer to those who have received payment for support Agency-managed participants.

Table F.66 Cumulative number of providers that have been ever active by registration group – New South Wales ¹⁵²

Registration Group	Prior Quarters	2020-21 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	268	14	282	5%
Assistance Animals	112	7	119	6%
Assistance with daily life tasks in a group or shared living arrangement	814	69	883	8%
Assistance with travel/transport arrangements	796	29	825	4%
Daily Personal Activities	1,415	68	1,483	5%
Group and Centre Based Activities	977	55	1,032	6%
High Intensity Daily Personal Activities	1,024	52	1,076	5%
Household tasks	1,955	64	2,019	3%
Interpreting and translation	191	9	200	5%
Participation in community, social and civic activities	1,555	63	1,618	4%
Assistive Technology				
Assistive equipment for recreation	282	13	295	5%
Assistive products for household tasks	287	16	303	6%
Assistance products for personal care and safety	1,399	61	1,460	4%
Communication and information equipment	542	29	571	5%
Customised Prosthetics	646	30	676	5%
Hearing Equipment	233	22	255	9%
Hearing Services	57	3	60	5%
Personal Mobility Equipment	807	35	842	4%
Specialised Hearing Services	87	8	95	9%
Vision Equipment	232	22	254	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,367	75	1,442	5%
Behaviour Support	651	25	676	4%
Community nursing care for high needs	439	45	484	10%
Development of daily living and life skills	1,053	41	1,094	4%
Early Intervention supports for early childhood	1,305	37	1,342	3%
Exercise Physiology and Physical Wellbeing activities	840	55	895	7%
Innovative Community Participation	390	21	411	5%
Specialised Driving Training	234	19	253	8%
Therapeutic Supports	4,091	65	4,156	2%
Capital services				
Home modification design and construction	494	32	526	6%
Specialist Disability Accommodation	141	5	146	4%
Vehicle Modifications	201	17	218	8%
Choice and control support services				
Management of funding for supports in participants plan	753	33	786	4%
Support Coordination	354	27	381	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	396	21	417	5%
Specialised Supported Employment	300	37	337	12%
Total approved active providers	7,596	153	7,749	2%

¹⁵² 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.67 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2020 – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	52	230	282	18%	82%	100%
Assistance Animals	18	101	119	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	116	767	883	13%	87%	100%
Assistance with travel/transport arrangements	181	644	825	22%	78%	100%
Daily Personal Activities	210	1,273	1,483	14%	86%	100%
Group and Centre Based Activities	123	909	1,032	12%	88%	100%
High Intensity Daily Personal Activities	144	932	1,076	13%	87%	100%
Household tasks	661	1,358	2,019	33%	67%	100%
Interpreting and translation	52	148	200	26%	74%	100%
Participation in community, social and civic activities	233	1,385	1,618	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	47	248	295	16%	84%	100%
Assistive products for household tasks	55	248	303	18%	82%	100%
Assistance products for personal care and safety	254	1,206	1,460	17%	83%	100%
Communication and information equipment	127	444	571	22%	78%	100%
Customised Prosthetics	153	523	676	23%	77%	100%
Hearing Equipment	40	215	255	16%	84%	100%
Hearing Services	8	52	60	13%	87%	100%
Personal Mobility Equipment	144	698	842	17%	83%	100%
Specialised Hearing Services	15	80	95	16%	84%	100%
Vision Equipment	42	212	254	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	264	1,178	1,442	18%	82%	100%
Behaviour Support	171	505	676	25%	75%	100%
Community nursing care for high needs	82	402	484	17%	83%	100%
Development of daily living and life skills	161	933	1,094	15%	85%	100%
Early Intervention supports for early childhood	483	859	1,342	36%	64%	100%
Exercise Physiology and Physical Wellbeing activities	236	659	895	26%	74%	100%
Innovative Community Participation	113	298	411	27%	73%	100%
Specialised Driving Training	75	178	253	30%	70%	100%
Therapeutic Supports	1,848	2,308	4,156	44%	56%	100%
Capital services						
Home modification design and construction	104	422	526	20%	80%	100%
Specialist Disability Accommodation	5	141	146	3%	97%	100%
Vehicle Modifications	39	179	218	18%	82%	100%
Choice and control support services						
Management of funding for supports in participants plan	151	635	786	19%	81%	100%
Support Coordination	55	326	381	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	59	358	417	14%	86%	100%
Specialised Supported Employment	38	299	337	11%	89%	100%
Total	2,978	4,771	7,749	38%	62%	100%

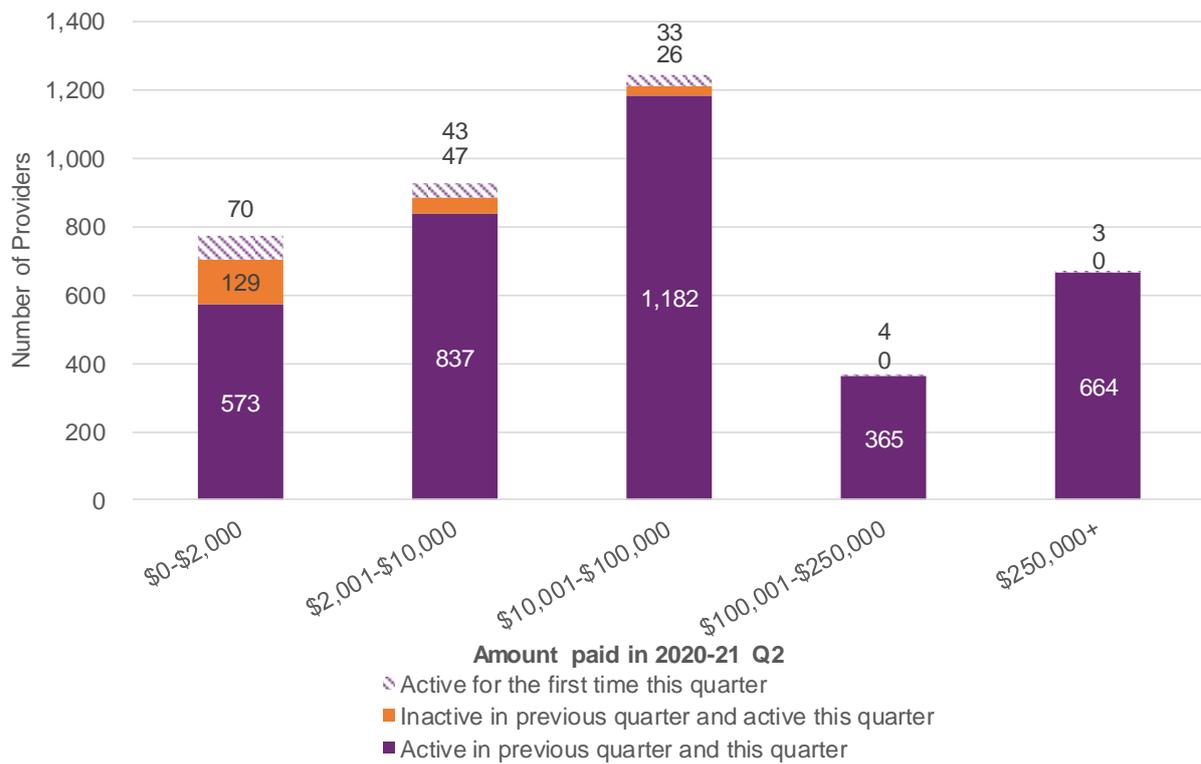
Table F.68 Number and proportion of providers active in 2020-21 Q2 by registration group and first quarter of activity – New South Wales

Registration Group	Active in previous quarters and in 2020-21 Q2	Active for the first time in 2020-21 Q2	Total	% active for the first time in 2020-21 Q2
Assistance services				
Accommodation / Tenancy Assistance	37	14	51	27%
Assistance Animals	59	7	66	11%
Assistance with daily life tasks in a group or shared living arrangement	557	69	626	11%
Assistance with travel/transport arrangements	229	29	258	11%
Daily Personal Activities	930	68	998	7%
Group and Centre Based Activities	588	55	643	9%
High Intensity Daily Personal Activities	584	52	636	8%
Household tasks	998	64	1,062	6%
Interpreting and translation	73	9	82	11%
Participation in community, social and civic activities	1,044	63	1,107	6%
Assistive Technology				
Assistive equipment for recreation	46	13	59	22%
Assistive products for household tasks	63	16	79	20%
Assistance products for personal care and safety	749	61	810	8%
Communication and information equipment	273	29	302	10%
Customised Prosthetics	272	30	302	10%
Hearing Equipment	76	22	98	22%
Hearing Services	12	3	15	20%
Personal Mobility Equipment	375	35	410	9%
Specialised Hearing Services	17	8	25	32%
Vision Equipment	89	22	111	20%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	910	75	985	8%
Behaviour Support	327	25	352	7%
Community nursing care for high needs	196	45	241	19%
Development of daily living and life skills	525	41	566	7%
Early Intervention supports for early childhood	497	37	534	7%
Exercise Physiology and Physical Wellbeing activities	424	55	479	11%
Innovative Community Participation	108	21	129	16%
Specialised Driving Training	94	19	113	17%
Therapeutic Supports	1,920	65	1,985	3%
Capital services				
Home modification design and construction	193	32	225	14%
Specialist Disability Accommodation	105	5	110	5%
Vehicle Modifications	61	17	78	22%
Choice and control support services				
Management of funding for supports in participants plan	497	33	530	6%
Support Coordination	126	27	153	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	210	21	231	9%
Specialised Supported Employment	217	37	254	15%
Total	3,823	153	3,976	4%

Table F.69 Number and proportion of providers active in 2020-21 Q2 in each registration group by legal entity type – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	9	42	51	18%	82%	100%
Assistance Animals	10	56	66	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	74	552	626	12%	88%	100%
Assistance with travel/transport arrangements	46	212	258	18%	82%	100%
Daily Personal Activities	128	870	998	13%	87%	100%
Group and Centre Based Activities	77	566	643	12%	88%	100%
High Intensity Daily Personal Activities	76	560	636	12%	88%	100%
Household tasks	275	787	1,062	26%	74%	100%
Interpreting and translation	23	59	82	28%	72%	100%
Participation in community, social and civic activities	138	969	1,107	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	9	50	59	15%	85%	100%
Assistive products for household tasks	13	66	79	16%	84%	100%
Assistance products for personal care and safety	124	686	810	15%	85%	100%
Communication and information equipment	61	241	302	20%	80%	100%
Customised Prosthetics	60	242	302	20%	80%	100%
Hearing Equipment	19	79	98	19%	81%	100%
Hearing Services	1	14	15	7%	93%	100%
Personal Mobility Equipment	70	340	410	17%	83%	100%
Specialised Hearing Services	3	22	25	12%	88%	100%
Vision Equipment	18	93	111	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	181	804	985	18%	82%	100%
Behaviour Support	70	282	352	20%	80%	100%
Community nursing care for high needs	40	201	241	17%	83%	100%
Development of daily living and life skills	82	484	566	14%	86%	100%
Early Intervention supports for early childhood	115	419	534	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	101	378	479	21%	79%	100%
Innovative Community Participation	28	101	129	22%	78%	100%
Specialised Driving Training	31	82	113	27%	73%	100%
Therapeutic Supports	741	1,244	1,985	37%	63%	100%
Capital services						
Home modification design and construction	35	190	225	16%	84%	100%
Specialist Disability Accommodation	1	109	110	1%	99%	100%
Vehicle Modifications	16	62	78	21%	79%	100%
Choice and control support services						
Management of funding for supports in participants plan	111	419	530	21%	79%	100%
Support Coordination	16	137	153	10%	90%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	33	198	231	14%	86%	100%
Specialised Supported Employment	29	225	254	11%	89%	100%
Total	1,199	2,777	3,976	30%	70%	100%

Figure F.22 Distribution of active providers in 2020-21 Q2 by their status in 2020-21 Q1 and payment band in 2020-21 Q2 – New South Wales ¹⁵³



Part Five: Financial sustainability

Table F.70 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	50.4	184.7	352.0	1,772.4	4,283.8	5,946.6	8,110.4	4,884.2

¹⁵³ 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 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – New South Wales

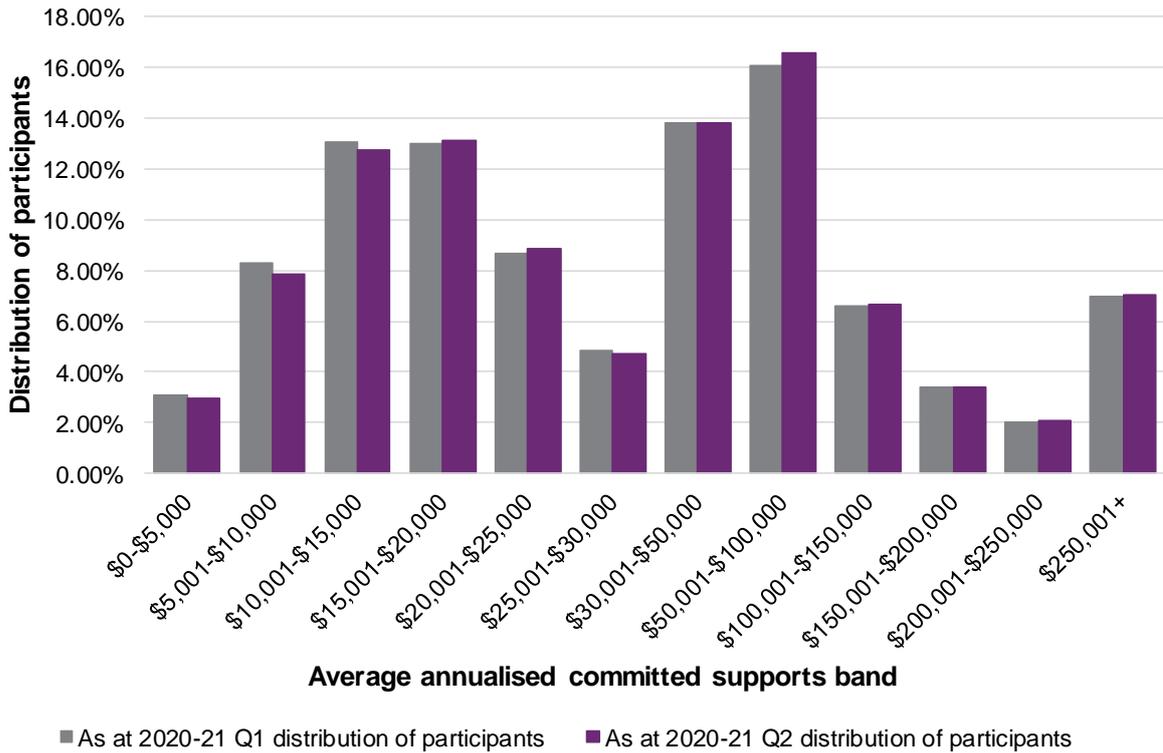


Figure F.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – New South Wales

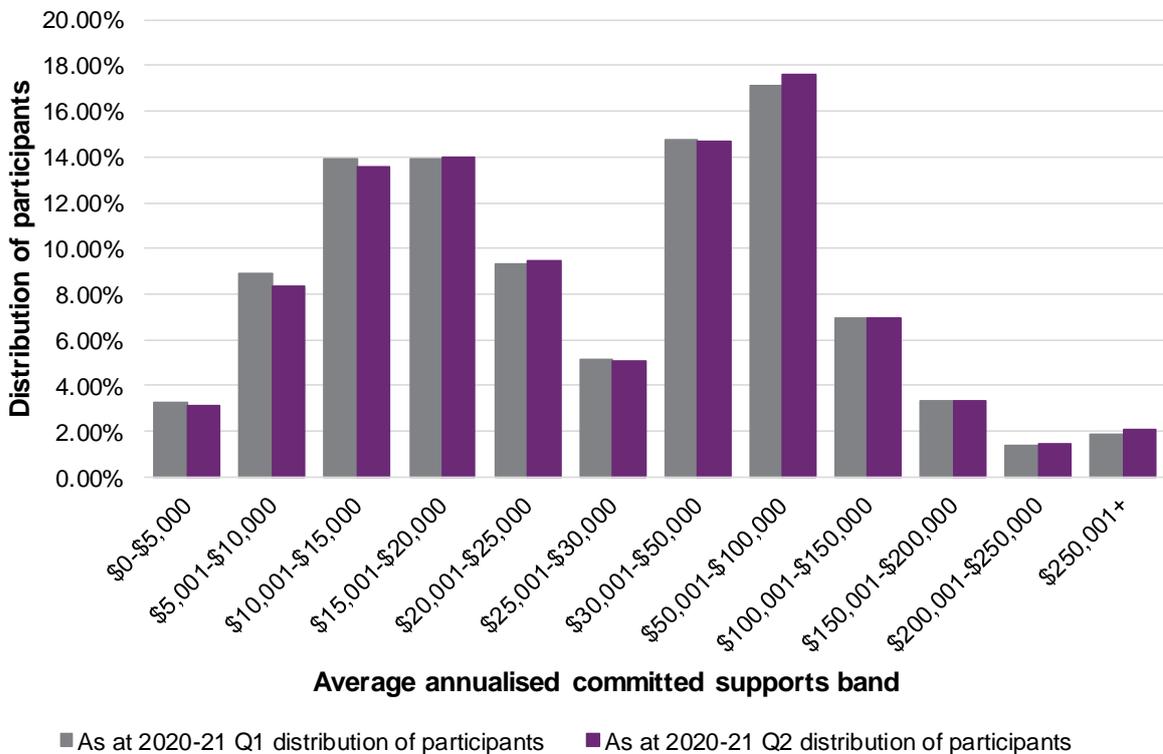


Figure F.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – New South Wales

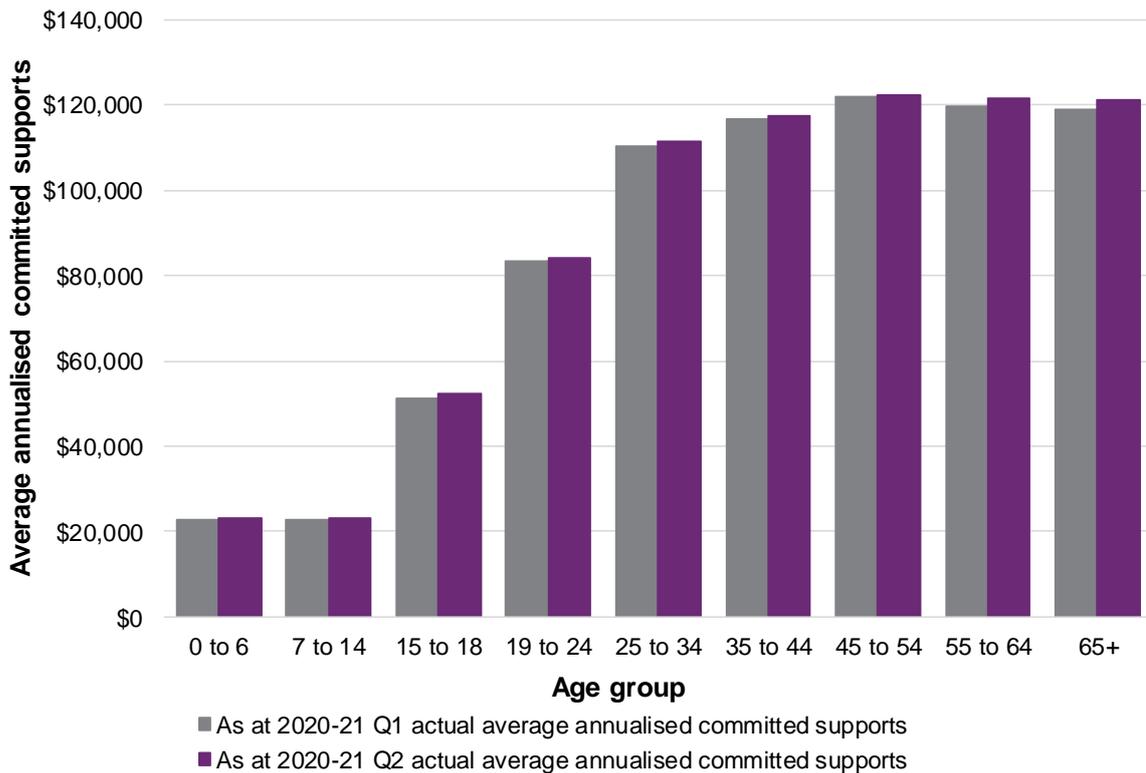


Figure F.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – New South Wales

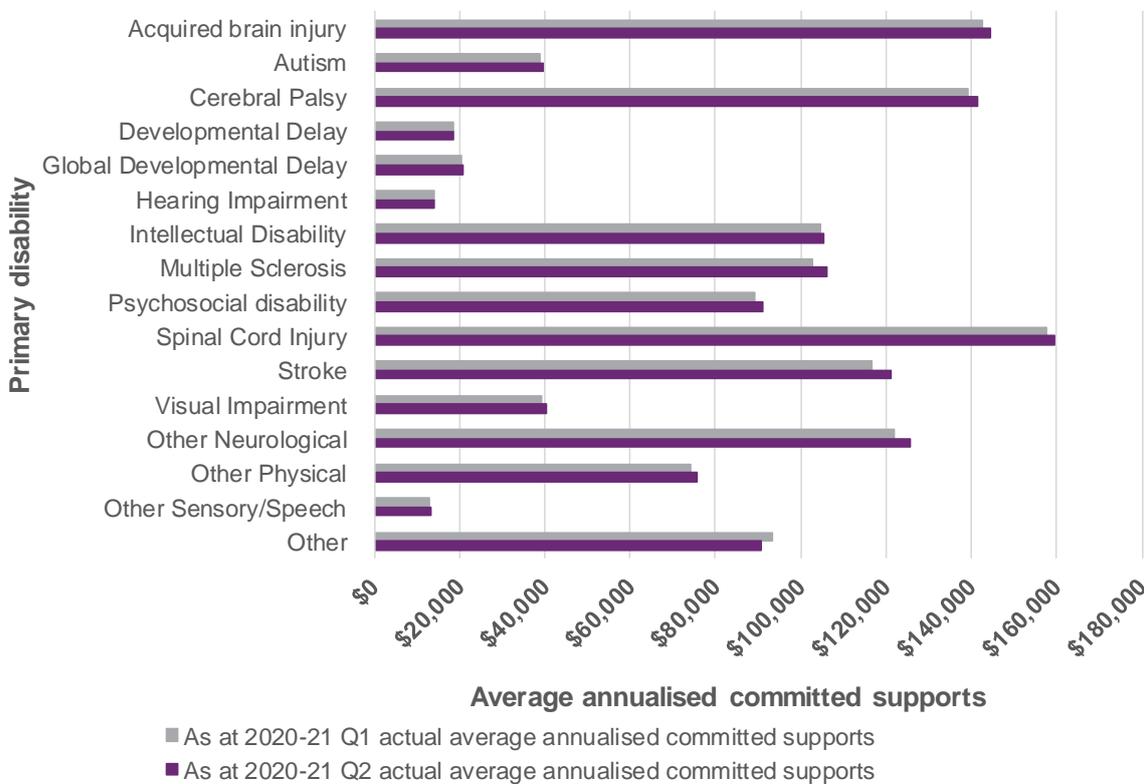


Figure F.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – New South Wales

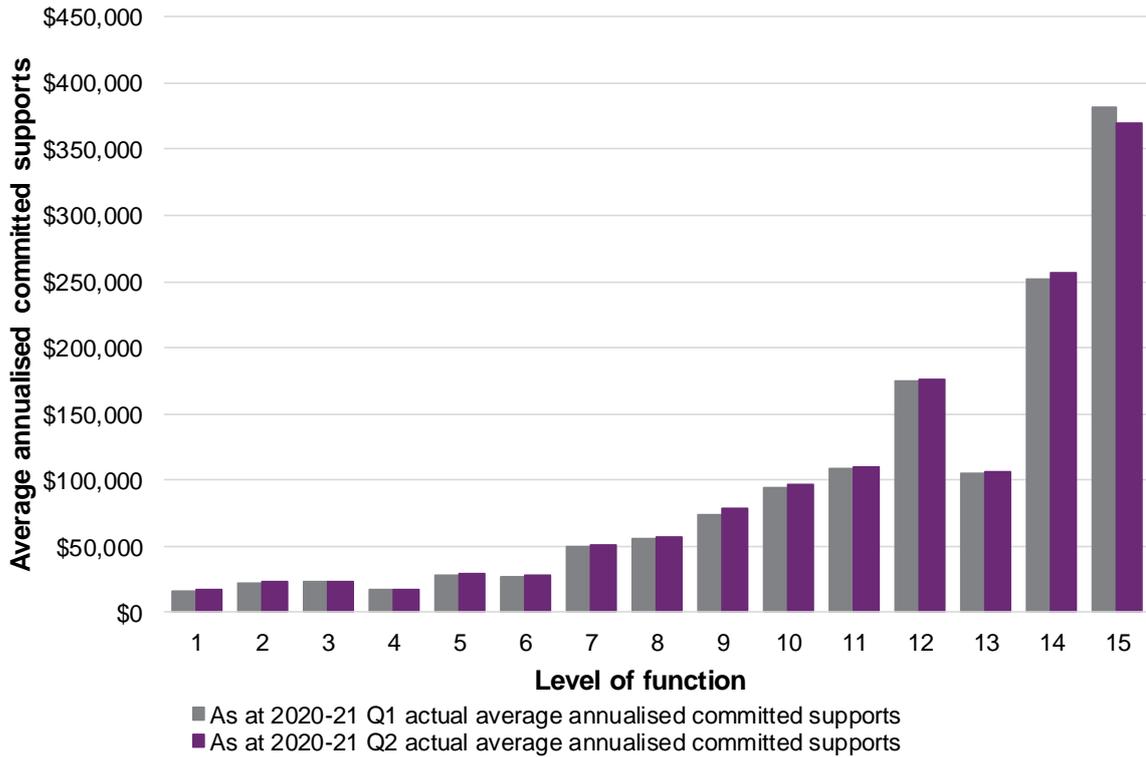


Figure F.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – New South Wales

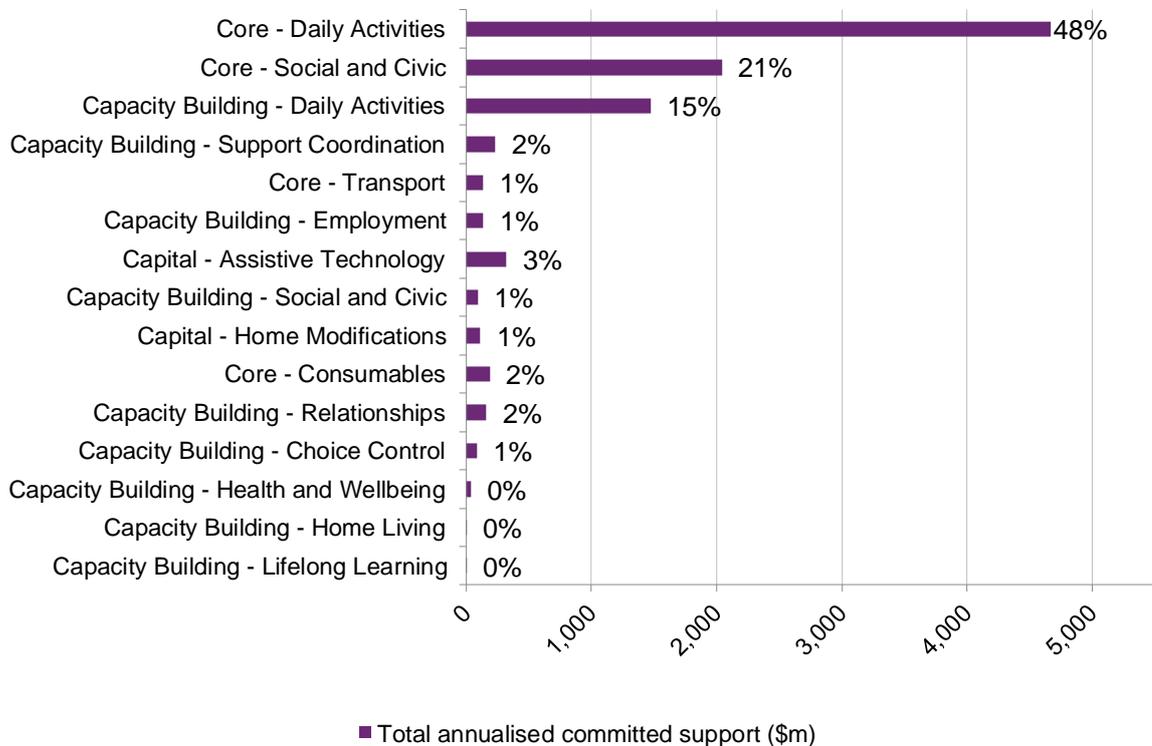


Table F.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	50.4	184.7	352.0	1,772.4	4,283.8	5,946.6	8,110.4	4,884.2
Total Paid	37.2	141.5	259.1	1,212.9	3,116.2	4,502.1	5,979.3	3,280.4
% utilised to date	74%	77%	74%	68%	73%	76%	74%	67%

Figure F.29 Utilisation of committed supports as at 30 September 2020 and 31 December 2020 – New South Wales

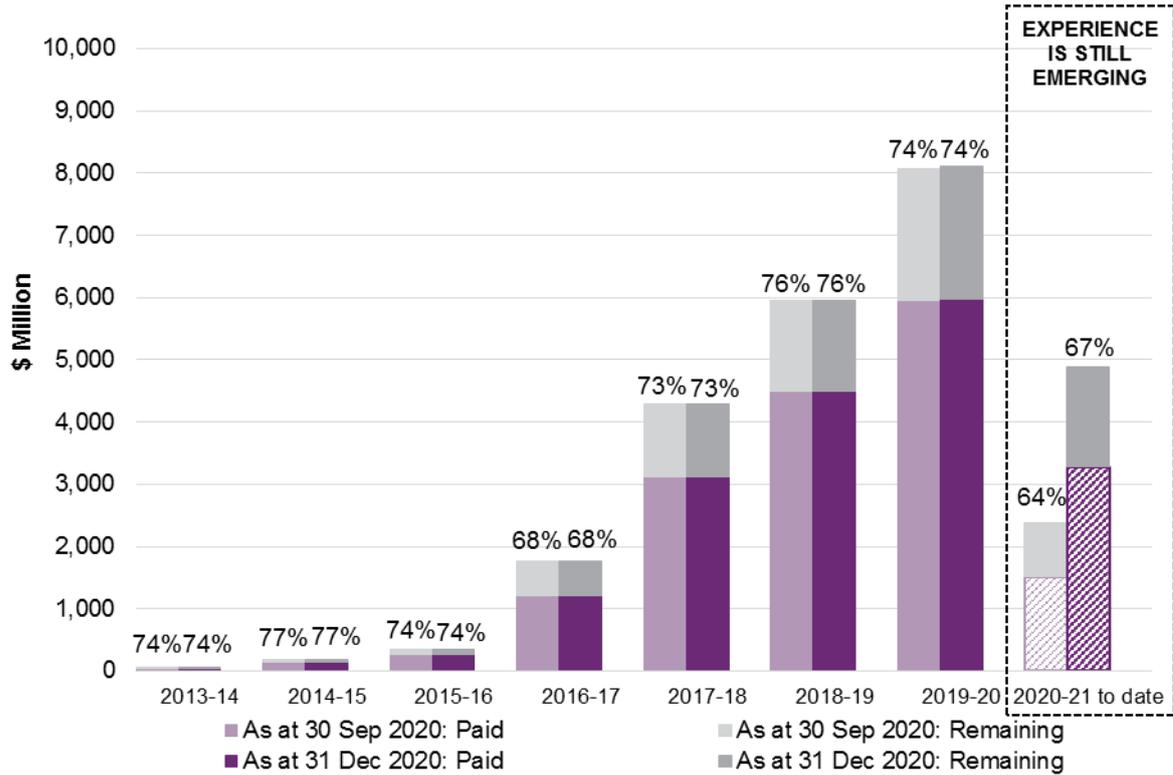


Figure F.30 Utilisation of committed supports by plan number from 1 April 2020 to 30 September 2020 – New South Wales ¹⁵⁴

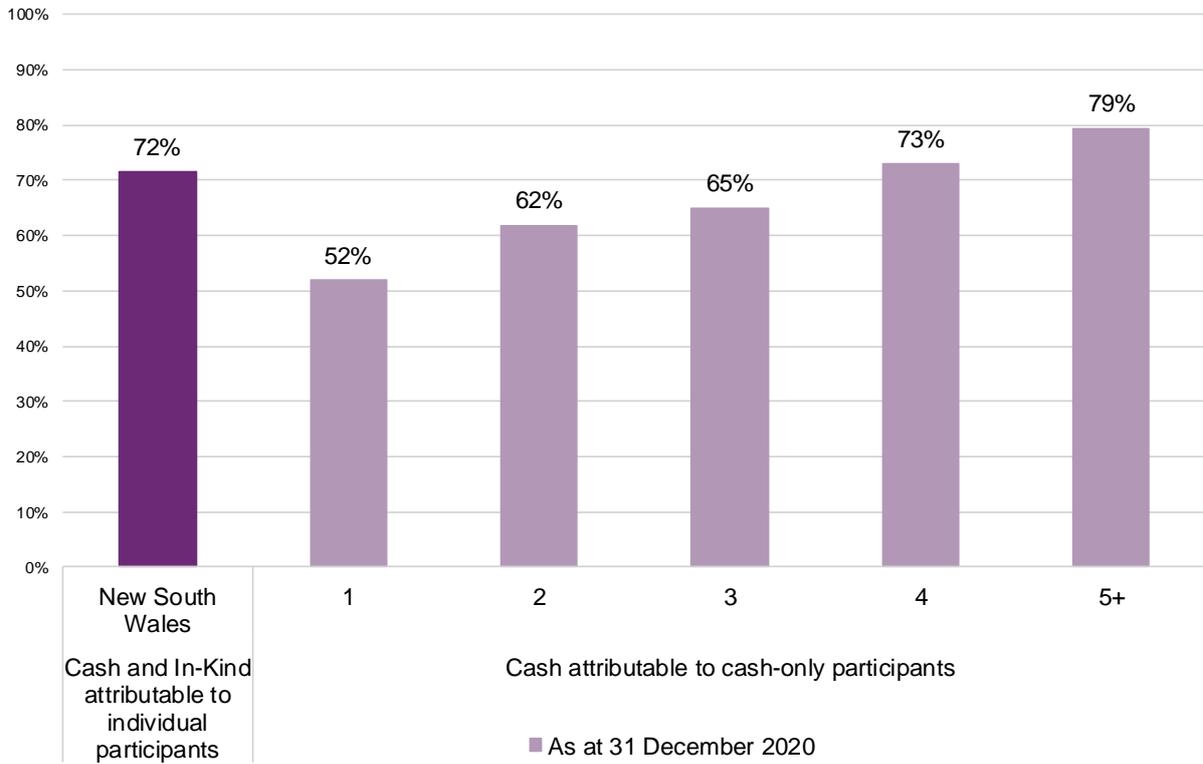
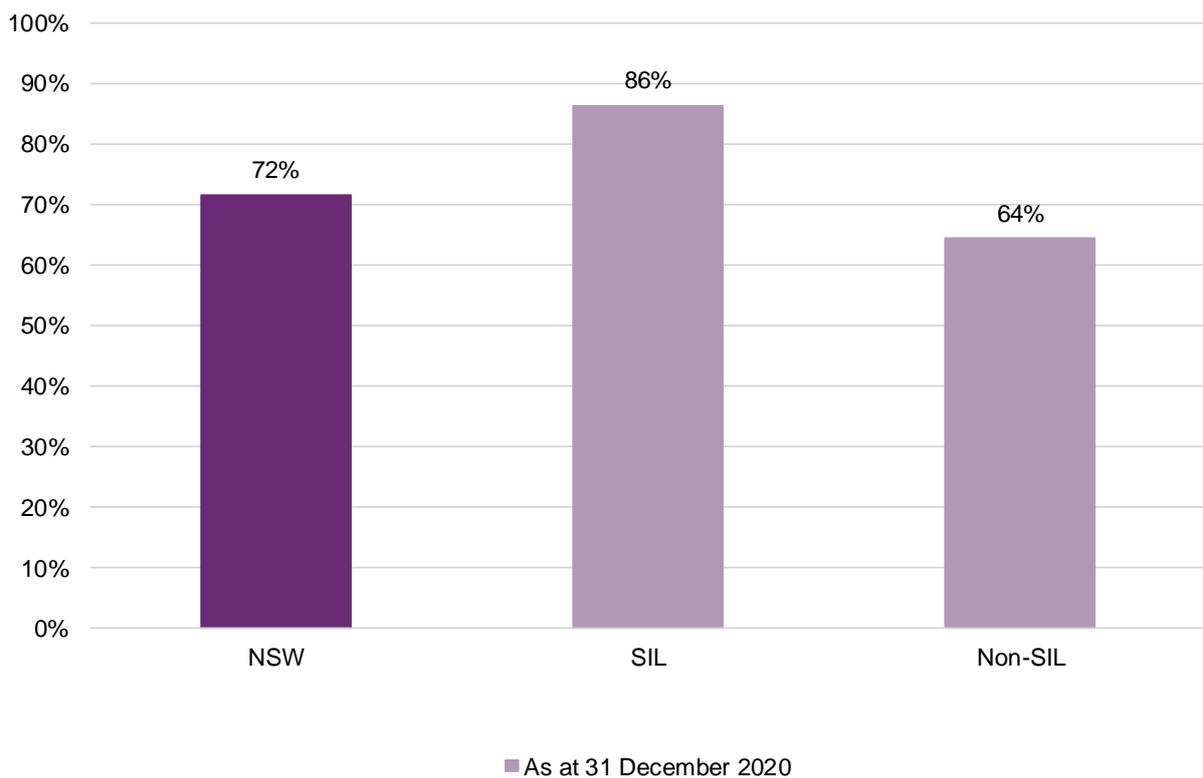


Figure F.31 Utilisation of committed supports by SIL status from 1 April 2020 to 30 September 2020 – New South Wales ¹⁵⁵



¹⁵⁴ 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 April 2020 to 30 September 2020 is shown, as experience in the most recent quarter is still emerging.

¹⁵⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2020 to 30 September 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 April 2020 to 30 September 2020 – New South Wales¹⁵⁶

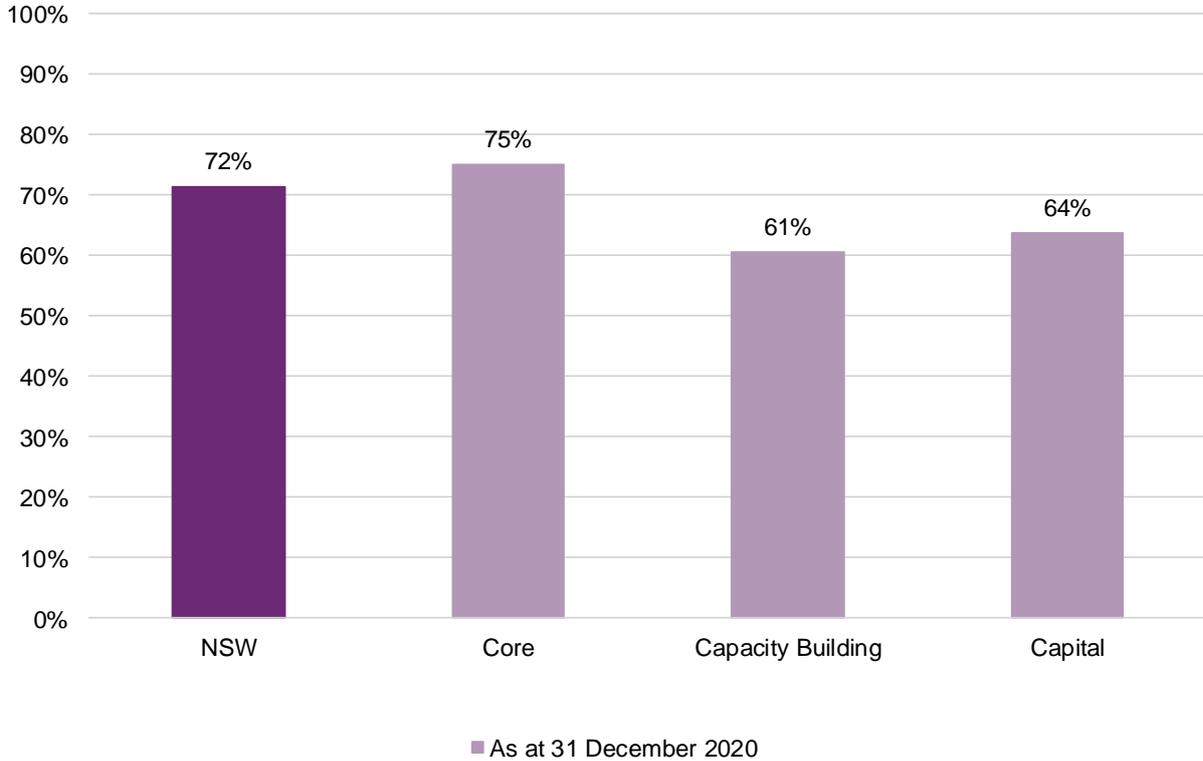
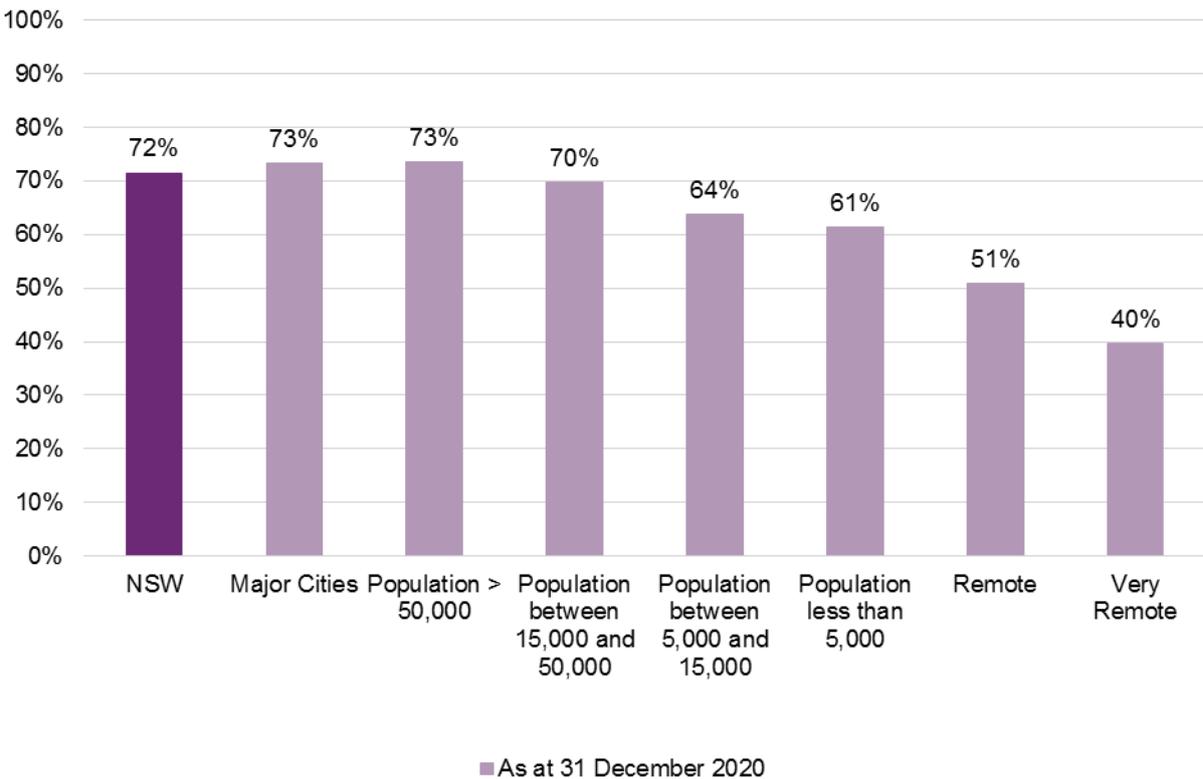


Figure F.33 Utilisation of committed supports by remoteness from 1 April 2020 to 30 September 2020 – New South Wales¹⁵⁷



¹⁵⁶ Ibid.

¹⁵⁷ Ibid.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria ¹⁵⁸

	Prior Quarters	2020-21 Q2	Total excluding ECEI	ECEI	Total including ECEI
Victoria	110,749	5,631	116,380	2,539	118,919

Table G.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Victoria ¹⁵⁹

	Prior Quarters	2020-21 Q2	Total
Access decisions	138,000	7,197	145,197
Active Eligible	114,381	5,630	120,011
<i>New</i>	44,478	5,020	49,498
<i>State</i>	60,428	356	60,784
<i>Commonwealth</i>	9,475	254	9,729
Active Participant Plans (excl ECEI)	110,749	5,631	116,380
<i>New</i>	42,307	4,980	47,287
<i>State</i>	59,123	409	59,532
<i>Commonwealth</i>	9,319	242	9,561
Active Participant Plans	113,068	8,170	118,919
<i>Early Intervention (s25)</i>	22,449	2,533	24,982
<i>Permanent Disability (s24)</i>	88,300	3,098	91,398
<i>ECEI</i>	2,319	2,539	2,539

Table G.3 Exits from the Scheme since 1 July 2013 as at 31 December 2020 – Victoria

Exits	Total
Total participant exits	3,403
<i>Early Intervention participants</i>	374
<i>Permanent disability participants</i>	3,029

¹⁵⁸ 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.

¹⁵⁹ 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 ^{160 161}

	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	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
End of 2020-21 Q2	59,532	9,561	47,287	2,539	118,919

Table G.5 Cumulative numbers of active participants by entry into the Scheme – Victoria ^{162 163 164 165}

	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	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
End of 2020-21 Q2	24,982	91,398	2,539	118,919

Table G.6 Assessment of access by age group – Victoria ¹⁶⁶

Age Group	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	32,117	98%	2,113	97%	34,230	98%
7 to 14	21,920	89%	1,000	81%	22,920	89%
15 to 18	7,165	91%	307	83%	7,472	91%
19 to 24	7,281	90%	200	78%	7,481	90%
25 to 34	10,326	88%	368	71%	10,694	88%
35 to 44	11,113	85%	426	66%	11,539	84%
45 to 54	14,100	80%	502	62%	14,602	79%
55 to 64	15,371	73%	676	63%	16,047	73%
65+	823	62%	52	58%	875	62%
Missing	<11		<11		<11	
Total	120,216	87%	5,644	78%	125,860	87%

¹⁶⁰ This table shows the total numbers of active participants at the end of each period.

¹⁶¹ 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.

¹⁶² This table shows the total numbers of active participants at the end of each period.

¹⁶³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹⁶⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

¹⁶⁵ 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.

¹⁶⁶ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table G.7 Assessment of access by disability – Victoria ¹⁶⁷

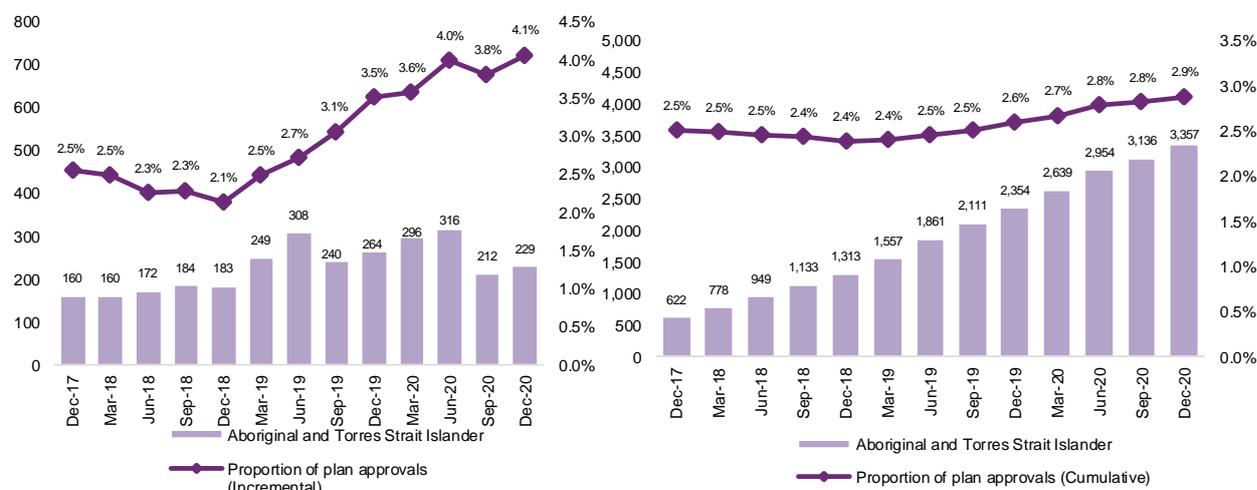
Disability	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,756	93%	160	82%	3,916	93%
Autism	33,529	95%	1,409	95%	34,938	95%
Cerebral Palsy	3,940	96%	55	86%	3,995	96%
Developmental Delay	11,918	98%	1,477	98%	13,395	98%
Global Developmental Delay	1,673	99%	190	99%	1,863	99%
Hearing Impairment	5,300	89%	224	86%	5,524	89%
Intellectual Disability	24,577	96%	494	88%	25,071	96%
Multiple Sclerosis	2,585	89%	74	73%	2,659	89%
Psychosocial disability	15,594	77%	876	68%	16,470	77%
Spinal Cord Injury	862	94%	29	88%	891	94%
Stroke	1,517	85%	76	71%	1,593	84%
Visual Impairment	2,835	93%	54	74%	2,889	92%
Other Neurological	5,247	80%	191	70%	5,438	80%
Other Physical	4,495	44%	167	30%	4,662	43%
Other Sensory/Speech	789	59%	15	23%	804	57%
Other	405	36%	153	34%	558	36%
Missing	1,194	98%	<11		1,194	98%
Total	120,216	87%	5,644	78%	125,860	87%

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

Table G.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,128	2.8%	229	4.1%	3,357	2.9%
Not Aboriginal and Torres Strait Islander	86,759	78.3%	4,650	82.6%	91,409	78.5%
Not Stated	20,862	18.8%	752	13.4%	21,614	18.6%
Total	110,749	100%	5,631	100%	116,380	100%

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria ¹⁶⁸



¹⁶⁷ Ibid.

¹⁶⁸ 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 G.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	12,619	11.4%	737	13.1%	13,356	11.5%
Not culturally and linguistically diverse	98,026	88.5%	4,894	86.9%	102,920	88.4%
Not stated	104	0.1%	<11		104	0.1%
Total	110,749	100%	5,631	100%	116,380	100%

Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria¹⁶⁹

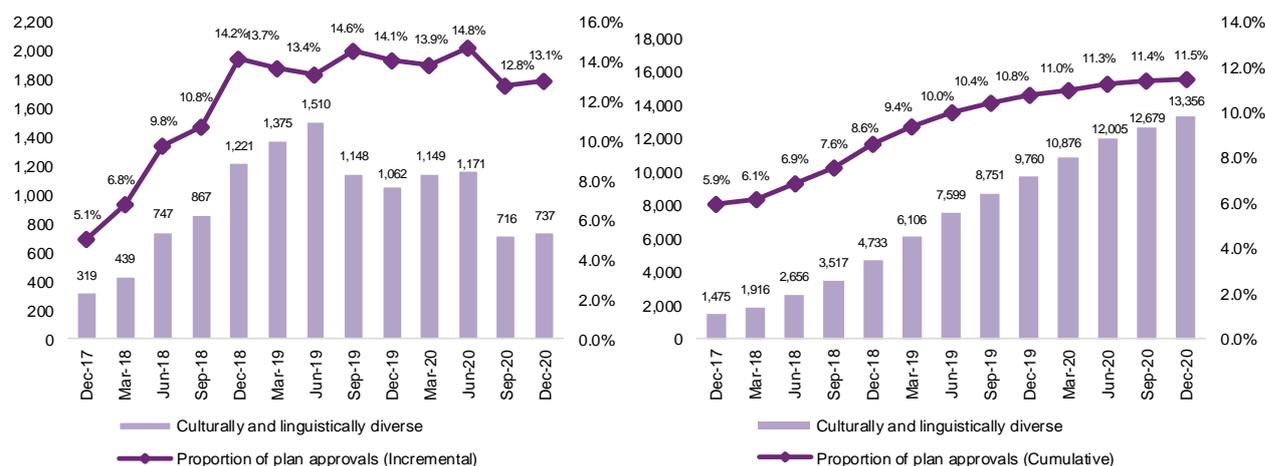
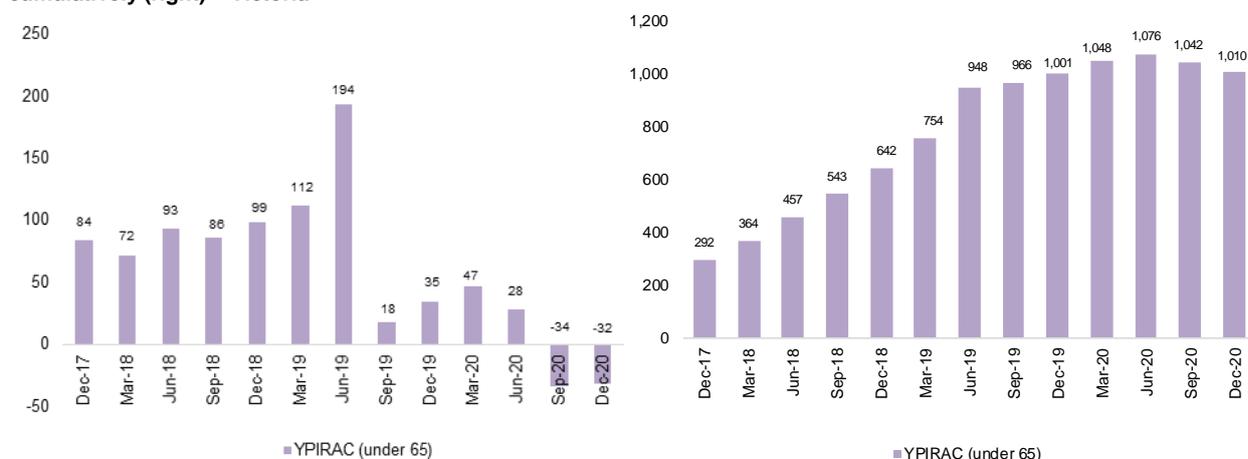


Table G.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2020 – Victoria¹⁷⁰

Age group	Total N
Under 45	35
45 to 54	200
55 to 64	775
Total YPIRAC (under 65)	1,010

Figure G.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria¹⁷¹



¹⁶⁹ Ibid.

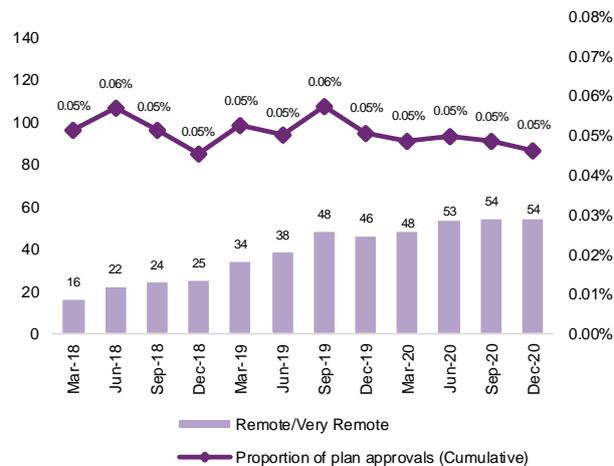
¹⁷⁰ There are a further 395 active participants aged 65 years or over who are currently in residential aged care.

¹⁷¹ 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 ^{172 173}

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Major cities	79,760	72.0%	4,099	72.8%	83,859	72.1%
Population > 50,000	10,339	9.3%	514	9.1%	10,853	9.3%
Population between 15,000 and 50,000	7,466	6.7%	395	7.0%	7,861	6.8%
Population between 5,000 and 15,000	6,368	5.8%	290	5.2%	6,658	5.7%
Population less than 5,000	6,759	6.1%	329	5.8%	7,088	6.1%
Remote	50	0.0%	<11		54	0.0%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	110,749	100%	5,631	100%	116,380	100%

Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria ^{174 175 176}



¹⁷² The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁷³ This table is based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

¹⁷⁴ Ibid.

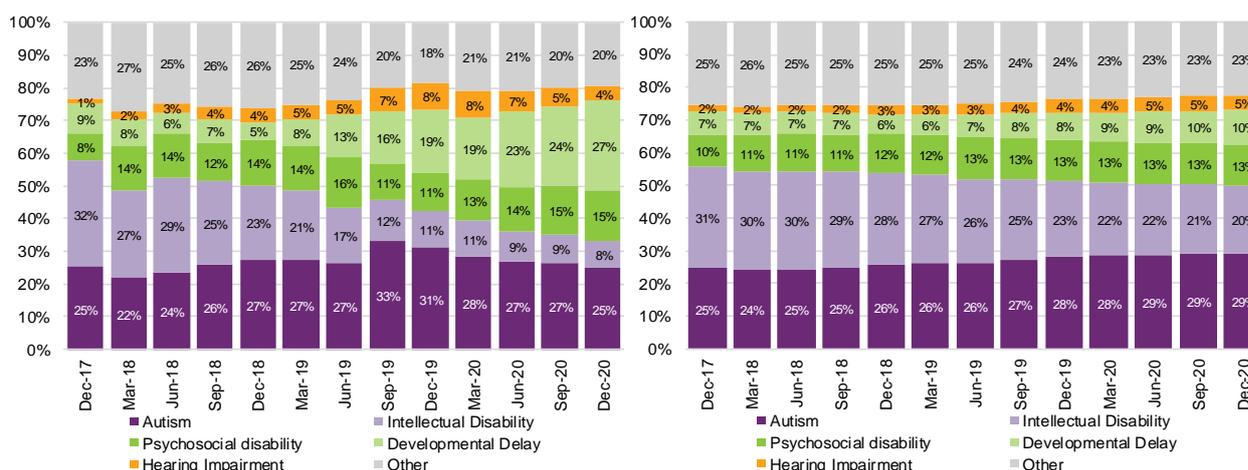
¹⁷⁵ The cumulative chart shows the number of active participants at the end of each quarter over time. There are insufficient numbers to show the cumulative count of remote/very remote participants prior to the March 2018 quarter.

¹⁷⁶ 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 ^{177 178 179}

Disability	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Autism	32,678	30%	1,402	25%	34,080	29%
Intellectual Disability	23,365	21%	472	8%	23,837	20%
Psychosocial disability	14,146	13%	863	15%	15,009	13%
Developmental Delay	10,454	9%	1,548	27%	12,002	10%
Hearing Impairment	5,017	5%	245	4%	5,262	5%
Other Neurological	4,402	4%	174	3%	4,576	4%
Other Physical	3,852	3%	158	3%	4,010	3%
Cerebral Palsy	3,805	3%	55	1%	3,860	3%
ABI	3,362	3%	160	3%	3,522	3%
Global Developmental Delay	1,496	1%	198	4%	1,694	1%
Visual Impairment	2,584	2%	52	1%	2,636	2%
Multiple Sclerosis	2,454	2%	65	1%	2,519	2%
Stroke	1,351	1%	72	1%	1,423	1%
Spinal Cord Injury	777	1%	30	1%	807	1%
Other Sensory/Speech	685	1%	20	0%	705	1%
Other	321	0%	117	2%	438	0%
Total	110,749	100%	5,631	100%	116,380	100%

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria ¹⁸⁰



¹⁷⁷ Table order based on national proportions (highest to lowest).

¹⁷⁸ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁷⁹ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Victoria (2,791).

¹⁸⁰ 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 function – Victoria ¹⁸¹

Level of Function	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	9,712	9%	1,207	21%	10,919	9%
2 (High Function)	278	0%	14	0%	292	0%
3 (High Function)	6,005	5%	441	8%	6,446	6%
4 (High Function)	6,018	5%	283	5%	6,301	5%
5 (High Function)	8,808	8%	506	9%	9,314	8%
6 (Moderate Function)	20,276	18%	1,076	19%	21,352	18%
7 (Moderate Function)	6,768	6%	297	5%	7,065	6%
8 (Moderate Function)	7,563	7%	306	5%	7,869	7%
9 (Moderate Function)	482	0%	16	0%	498	0%
10 (Moderate Function)	12,983	12%	533	9%	13,516	12%
11 (Low Function)	4,300	4%	93	2%	4,393	4%
12 (Low Function)	18,708	17%	712	13%	19,420	17%
13 (Low Function)	6,731	6%	143	3%	6,874	6%
14 (Low Function)	1,984	2%	<11		1,987	2%
15 (Low Function)	50	0%	<11		51	0%
Missing	83		<11		83	
Total	110,749	100%	5,631	100%	116,380	100%

Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Victoria ¹⁸²

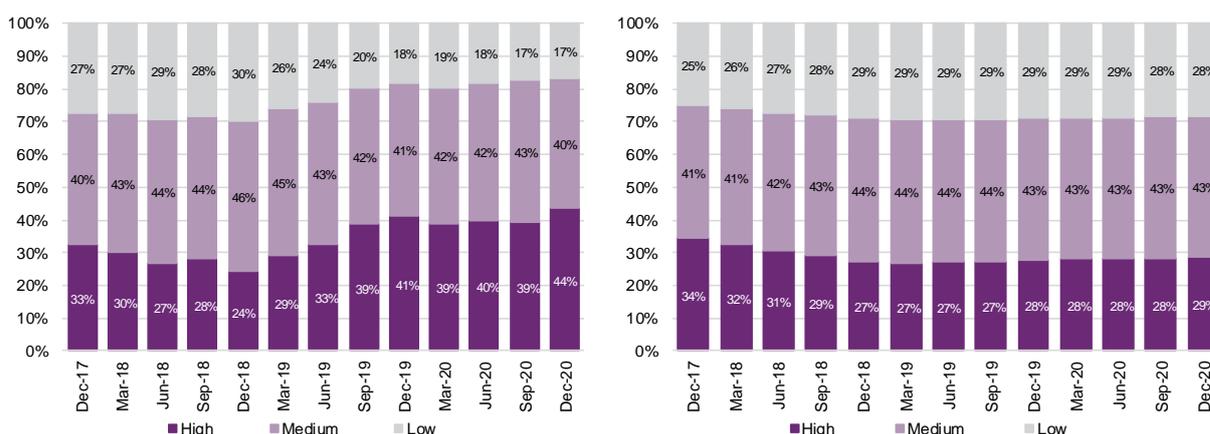


Table G.14 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
0 to 6	18,023	16%	2,215	39%	20,238	17%
7 to 14	28,053	25%	994	18%	29,047	25%
15 to 18	7,601	7%	305	5%	7,906	7%
19 to 24	8,129	7%	205	4%	8,334	7%
25 to 34	10,118	9%	343	6%	10,461	9%
35 to 44	9,920	9%	407	7%	10,327	9%
45 to 54	12,262	11%	471	8%	12,733	11%
55 to 64	13,204	12%	633	11%	13,837	12%
65+	3,439	3%	58	1%	3,497	3%
Total	110,749	100%	5,631	100%	116,380	100%

¹⁸¹ The distributions are calculated excluding participants with a missing level of function.

¹⁸² 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 ¹⁸³

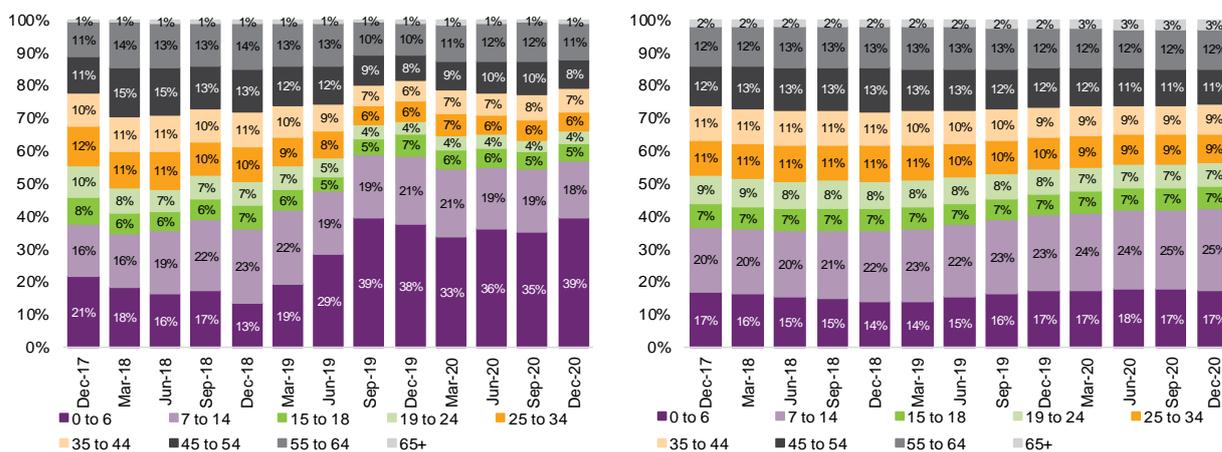


Table G.15 Participant profile per quarter by gender – Victoria

Gender	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Male	66,893	60%	3,439	61%	70,332	60%
Female	42,657	39%	2,110	37%	44,767	38%
Other	1,199	1%	82	1%	1,281	1%
Total	110,749	100%	5,631	100%	116,380	100%

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria ¹⁸⁴

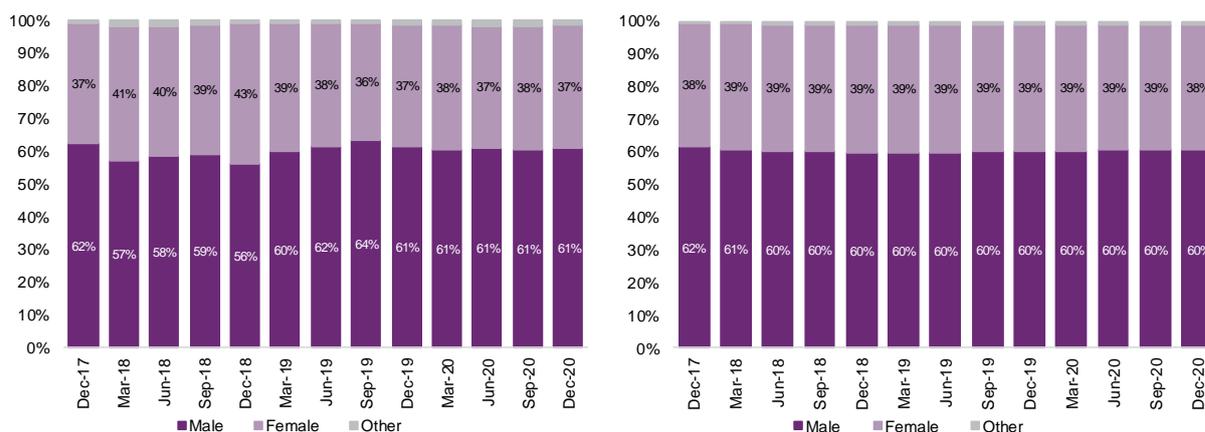


Table G.16 Participation rates by age group – Victoria ¹⁸⁵

	VIC
0-6	3.56%
7-14	4.49%
15-18	2.61%
19-24	1.49%
25-34	0.99%
35-44	1.14%
45-54	1.57%
55-64	1.90%
Total (aged 0-64)	2.02%

¹⁸³ Ibid.

¹⁸⁴ Ibid.

¹⁸⁵ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table G.17 Number of baseline questionnaires completed by SFOF version – Victoria¹⁸⁶

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	1,853	3,336	5,227	8,754	3,692	22,862
Participant school to 14	1,918	5,167	10,539	8,907	2,592	29,123
Participant 15 to 24	1,230	3,252	4,616	2,993	966	13,057
Participant 25 and over	4,396	10,608	16,204	10,083	3,894	45,185
Total Participant	9,397	22,363	36,586	30,737	11,144	110,227
Family 0 to 14	3,588	8,207	15,207	17,230	6,156	50,388
Family 15 to 24	319	2,456	3,352	2,003	617	8,747
Family 25 and over	131	3,614	4,883	2,665	855	12,148
Total Family	4,038	14,277	23,442	21,898	7,628	71,283
Total	13,435	36,640	60,028	52,635	18,772	181,510

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	71%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL % who say their child is becoming more independent		36%		
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			29%	
CC % who choose who supports them			37%	59%
CC % who choose what they do each day			46%	68%
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%

¹⁸⁶ 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	49%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	64%	72%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			33%	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		71%		
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%	40%
HW	% who did not have any difficulties accessing health services			66%	59%
LL	% who currently attend or previously attended school in a mainstream class			38%	
LL	% who participate in education, training or skill development				13%
LL	Of those who participate, % who do so in mainstream settings				45%
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	17%	26%	23%
% receiving Carer Allowance	39%	47%	34%
% working in a paid job	46%	50%	38%
Of those in a paid job, % in permanent employment	81%	77%	78%
Of those in a paid job, % working 15 hours or more	78%	83%	84%
% who say they (and their partner) are able to work as much as they want	42%	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	30%	27%	19%
% able to advocate for their child/family member	74%	63%	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			33%
% 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=4,473) - participants who entered between 1 July 2016 and 31 December 2019 – Victoria¹⁸⁷

Question	% Yes
DL Has the NDIS improved your child's development?	89%
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?	77%
S/CP Has the NDIS improved how your child fits into community life?	64%

¹⁸⁷ Results in Tables G.22 to G.25 include participants who entered between 1 July 2016 and 31 December 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=12,624) - participants who entered between 1 July 2016 and 31 December 2019 – Victoria

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?	43%
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?	47%

Table G.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,913) and ‘Participant 25 and over’ (n=17,401) - participants who entered between 1 July 2016 and 31 December 2019 – Victoria

Question	15 to 24 % Yes	25+ % Yes
CC Has the NDIS helped you have more choices and more control over your life?	60%	69%
DL Has the NDIS helped you with daily living activities?	60%	72%
REL Has the NDIS helped you to meet more people?	47%	50%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	30%
HW Has your involvement with the NDIS improved your health and wellbeing?	43%	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?	36%	30%
WK Has your involvement with the NDIS helped you find a job that's right for you?	16%	18%
S/CP Has the NDIS helped you be more involved?	52%	57%

Table G.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=17,905); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,484) - participants who entered between 1 July 2016 and 31 December 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?	65%	55%
Has the NDIS improved the level of support for your family?	71%	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%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	46%	38%

Table G.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,885) - participants who entered between 1 July 2016 and 31 December 2018 – Victoria¹⁸⁸

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	95%	+5%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	73%	78%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	62%	66%	+4%

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=5,849) - participants who entered between 1 July 2016 and 31 December 2018 – Victoria

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	58%	68%	+10%
LL	Has the NDIS improved your child's access to education?	37%	43%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	55%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	51%	+6%

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=3,085) and ‘Participant 25 and over’ (n=9,459) - participants who entered between 1 July 2016 and 31 December 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%	66%	+10%	61%	73%	+11%
DL	Has the NDIS helped you with daily living activities?	58%	69%	+11%	66%	78%	+11%
REL	Has the NDIS helped you to meet more people?	47%	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%	27%	29%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	48%	+7%	44%	53%	+9%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	40%	3%	28%	31%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	-1%	16%	16%	0%
S/CP	Has the NDIS helped you be more involved?	52%	59%	+7%	53%	63%	+10%

¹⁸⁸ Results in Tables G.26 to G.29 include participants who had their first plan approved between 1 July 2016 and 31 December 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=5,927); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,254) - participants who entered between 1 July 2016 and 31 December 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%	67%	+7%	48%	60%	+12%
Has the NDIS improved the level of support for your family?	66%	74%	+8%	59%	74%	+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?	68%	75%	+7%	57%	70%	+13%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	78%	+6%			
Has the NDIS improved your health and wellbeing?	39%	44%	+5%	33%	41%	+8%

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=879) - participants who entered between 1 July 2016 and 31 December 2017 – Victoria ¹⁸⁹

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	90%	95%	95%	+5%
DL Has the NDIS improved your child's access to specialist services?	87%	94%	92%	+5%
CC Has the NDIS helped increase your child's ability to communicate what they want?	81%	87%	86%	+5%
REL Has the NDIS improved how your child fits into family life?	69%	77%	79%	+9%
S/CP Has the NDIS improved how your child fits into community life?	56%	62%	66%	+10%

¹⁸⁹ Results in Tables G.30 to G.35 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table G.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=2,191) - participants who entered between 1 July 2016 and 31 December 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?	55%	65%	70%	+15%
LL	Has the NDIS improved your child's access to education?	31%	35%	42%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	54%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	48%	51%	+9%

Table G.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,207) - participants who entered between 1 July 2016 and 31 December 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?	55%	62%	68%	+13%
Has the NDIS helped you with daily living activities?	57%	66%	73%	+16%
Has the NDIS helped you to meet more people?	43%	49%	55%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	19%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	48%	+8%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	38%	39%	+4%
Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	14%	-2%
Has the NDIS helped you be more involved?	52%	58%	64%	+12%

Table G.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=3,122) - participants who entered between 1 July 2016 and 31 December 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%	72%	77%	+12%
Has the NDIS helped you with daily living activities?	68%	77%	82%	+14%
Has the NDIS helped you to meet more people?	48%	54%	58%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	25%	27%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	45%	50%	53%	+9%
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%	35%	+4%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	17%	-1%
Has the NDIS helped you be more involved?	56%	62%	67%	+11%

Table G.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=2,038) - participants who entered between 1 July 2016 and 31 December 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%	66%	+8%
Has the NDIS improved the level of support for your family?	64%	69%	74%	+10%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	65%	70%	74%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	75%	79%	+6%
Has the NDIS improved your health and wellbeing?	34%	36%	40%	+7%

Table G.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=357) - participants who entered between 1 July 2016 and 31 December 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?	44%	53%	61%	+17%
Has the NDIS improved the level of support for your family?	56%	65%	74%	+18%
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?	54%	64%	71%	+17%
Has the NDIS improved your health and wellbeing?	27%	31%	38%	+10%

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

Table G.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=297) - participants who entered between 1 July 2016 and 31 December 2016 – Victoria ¹⁹⁰

	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?	59%	71%	68%	77%	+18%
LL	Has the NDIS improved your child's access to education?	39%	43%	36%	42%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	52%	53%	58%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	53%	49%	52%	+2%

Table G.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=136) - participants who entered between 1 July 2016 and 31 December 2016 – Victoria

	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?	63%	64%	59%	67%	+4%
DL	Has the NDIS helped you with daily living activities?	63%	65%	67%	71%	+8%
REL	Has the NDIS helped you to meet more people?	47%	46%	46%	54%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	17%	14%	17%	-8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	37%	37%	46%	+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?	38%	33%	33%	35%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	9%	6%	11%	-3%
S/CP	Has the NDIS helped you be more involved?	52%	53%	54%	61%	+9%

¹⁹⁰ Results in Tables G.36 to G.40 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table G.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=379) - participants who entered between 1 July 2016 and 31 December 2016 – Victoria

	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?	56%	70%	71%	77%	+21%
DL	Has the NDIS helped you with daily living activities?	66%	78%	81%	85%	+19%
REL	Has the NDIS helped you to meet more people?	49%	56%	59%	64%	+16%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	29%	30%	33%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	56%	56%	61%	+14%
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%	35%	36%	39%	+8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	13%	11%	12%	-3%
S/CP	Has the NDIS helped you be more involved?	55%	63%	68%	73%	+18%

Table G.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=281) - participants who entered between 1 July 2016 and 31 December 2016 – Victoria

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?	58%	62%	64%	70%	+12%
Has the NDIS improved the level of support for your family?	72%	74%	70%	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?	72%	76%	72%	78%	+5%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	83%	81%	81%	+1%
Has the NDIS improved your health and wellbeing?	45%	45%	42%	44%	-1%

Table G.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth 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 31 December 2016 – Victoria

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?	61%	66%	61%	66%	+6%
Has the NDIS improved the level of support for your family?	53%	74%	64%	73%	+20%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	75%	82%	76%	79%	+4%
Has the NDIS improved your health and wellbeing?	29%	27%	43%	42%	+14%

Table G.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=12,893), 'participant social and community engagement rate' (n=12,924) and 'parent and carer employment rate' (n=8,358) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2018 – Victoria ¹⁹¹

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	12%	15%	17%	24%
Aged 25+	21%	21%	20%	
Aged 15+ (Average)	19%	19%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	36%	40%	42%	50%
Aged 25+	37%	41%	43%	
Aged 15+ (Average)	37%	41%	43%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	45%	48%	48%	50%
Aged 15+	43%	44%	43%	
All ages (Average)	44%	47%	47%	

Table G.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,335), 'participant social and community engagement rate' (n=4,386) and 'parent and carer employment rate' (n=2,289) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2017 – Victoria ¹⁹²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	14%	18%	21%	23%	24%
Aged 25+	24%	24%	22%	22%	
Aged 15+ (Average)	22%	23%	21%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	29%	36%	40%	40%	50%
Aged 25+	35%	42%	44%	45%	
Aged 15+ (Average)	34%	41%	43%	44%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	44%	48%	49%	49%	50%
Aged 15+	46%	50%	46%	45%	
All ages (Average)	44%	48%	48%	49%	

¹⁹¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

¹⁹² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table G.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=544), 'participant social and community engagement rate' (n=579) and 'parent and carer employment rate' (n=281) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Victoria ¹⁹³

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	11%	10%	21%	34%	16%	24%
Aged 25+	17%	15%	15%	16%	16%	
Aged 15+ (Average)	16%	14%	16%	19%	16%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	29%	20%	32%	39%	39%	50%
Aged 25+	35%	36%	40%	39%	41%	
Aged 15+ (Average)	34%	34%	39%	39%	41%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	44%	48%	49%	56%	51%	50%
Aged 15+	Numbers are too small					
All ages (Average)	44%	49%	50%	56%	52%	

Table G.44 Number of active plans by goal type and primary disability – Victoria ¹⁹⁴

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	927	2,312	1,913	623	856	2,763	1,472	841	3,522
Autism	5,639	28,851	11,033	11,259	15,396	18,667	2,295	3,676	34,080
Cerebral Palsy	956	2,980	2,129	777	950	2,573	1,170	571	3,860
Developmental Delay	314	11,221	2,439	4,449	3,645	1,790	23	5	12,002
Down Syndrome	621	2,088	1,302	682	818	2,088	840	562	2,791
Global Developmental Delay	64	1,586	399	683	549	293	5	2	1,694
Hearing Impairment	1,012	4,019	1,113	1,356	891	2,173	666	1,054	5,262
Intellectual Disability	5,010	15,102	8,328	5,446	6,621	15,174	6,105	6,181	21,046
Multiple Sclerosis	714	1,831	1,753	200	394	1,677	926	628	2,519
Psychosocial disability	3,465	9,771	9,462	3,366	3,180	11,395	4,965	4,860	15,009
Spinal Cord Injury	285	585	505	94	113	561	303	231	807
Stroke	442	1,077	823	150	265	1,038	503	276	1,423
Visual Impairment	719	2,083	965	615	307	1,734	537	802	2,636
Other Neurological	1,161	3,403	2,532	653	956	3,136	1,533	659	4,576
Other Physical	1,086	3,138	2,204	475	470	2,390	1,016	808	4,010
Other Sensory/Speech	70	574	167	278	236	213	13	31	705
Other	111	344	209	72	75	273	125	71	438
Total	22,596	90,965	47,276	31,178	35,722	67,938	22,497	21,258	116,380

¹⁹³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

¹⁹⁴ 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.45 Number of goals in active plans by goal type and primary disability – Victoria ¹⁹⁵

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	1,072	3,406	2,250	730	945	3,286	1,572	882	14,143
Autism	6,776	72,217	13,263	15,919	18,880	22,362	2,398	3,862	155,677
Cerebral Palsy	1,179	6,244	2,587	983	1,069	3,284	1,264	606	17,216
Developmental Delay	365	44,565	3,044	7,123	4,359	2,025	23	5	61,509
Down Syndrome	726	4,187	1,502	873	923	2,715	889	583	12,398
Global Developmental Delay	77	6,181	512	1,142	660	329	5	2	8,908
Hearing Impairment	1,165	7,669	1,250	1,670	984	2,487	690	1,110	17,025
Intellectual Disability	5,906	26,004	9,501	6,701	7,639	18,771	6,427	6,462	87,411
Multiple Sclerosis	847	2,701	2,263	214	415	1,932	1,024	647	10,043
Psychosocial disability	3,997	13,463	11,390	3,742	3,449	13,218	5,220	5,068	59,547
Spinal Cord Injury	339	861	614	100	120	674	335	237	3,280
Stroke	533	1,744	982	176	272	1,190	549	289	5,735
Visual Impairment	842	3,558	1,064	732	327	2,050	574	853	10,000
Other Neurological	1,372	5,931	3,063	817	1,062	3,667	1,664	695	18,271
Other Physical	1,305	5,404	2,690	553	508	2,736	1,103	829	15,128
Other Sensory/Speech	81	1,675	198	459	266	241	13	31	2,964
Other	132	684	250	88	85	313	131	72	1,755
Total	26,714	206,494	56,423	42,022	41,963	81,280	23,881	22,233	501,010

Table G.46 Number of active plans by goal type and age group – Victoria ¹⁹⁶

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	499	19,087	4,266	7,635	6,286	3,078	39	3	20,238
7 to 14	4,225	25,027	9,215	9,609	13,489	15,333	646	234	29,047
15 to 18	2,036	6,224	2,916	2,663	3,172	5,623	772	1,944	7,906
19 to 24	2,431	6,029	3,126	2,556	2,076	5,907	2,203	4,138	8,334
25 to 34	2,937	7,230	5,019	2,475	2,479	7,470	3,745	4,469	10,461
35 to 44	2,715	7,077	5,648	1,998	2,441	7,614	3,755	3,882	10,327
45 to 54	3,211	8,685	7,204	2,123	2,644	9,622	4,586	3,732	12,733
55 to 64	3,597	9,311	7,859	1,752	2,557	10,590	5,365	2,504	13,837
65+	945	2,295	2,023	367	578	2,701	1,386	352	3,497
Total	22,596	90,965	47,276	31,178	35,722	67,938	22,497	21,258	116,380

¹⁹⁵ Participants have set over two million goals in total across Australia since July 2016. The 501,010 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

¹⁹⁶ 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.47 Number of goals in active plans by goal type and age group – Victoria ¹⁹⁷

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	566	77,317	5,421	12,542	7,540	3,537	40	3	106,966
7 to 14	5,118	60,573	11,178	13,514	16,646	18,210	659	235	126,133
15 to 18	2,437	10,192	3,346	3,260	3,776	6,702	805	2,009	32,527
19 to 24	2,913	8,865	3,505	2,984	2,304	6,980	2,311	4,351	34,213
25 to 34	3,508	10,357	5,878	2,807	2,762	8,955	3,966	4,710	42,943
35 to 44	3,202	10,122	6,702	2,241	2,680	9,116	4,010	4,062	42,135
45 to 54	3,724	12,485	8,626	2,363	2,884	11,637	4,905	3,900	50,524
55 to 64	4,164	13,312	9,379	1,909	2,758	12,841	5,726	2,597	52,686
65+	1,082	3,271	2,388	402	613	3,302	1,459	366	12,883
Total	26,714	206,494	56,423	42,022	41,963	81,280	23,881	22,233	501,010

¹⁹⁷ Participants have set over two million goals in total across Australia since July 2016. The 501,010 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

Table G.48 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q2 compared to prior quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria¹⁹⁸

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q2
Access	n = 2,382	n = 219
Are you happy with how coming into the NDIS has gone?	84%	87%
Was the person from the NDIS respectful?	96%	98%
Do you understand what will happen next with your plan?	74%	82%
% of participants rating their overall experience as Very Good or Good.	76%	85%
Pre-planning	n = 3,468	n = 293
Did the person from the NDIS understand how your disability affects your life?	89%	87%
Did you understand why you needed to give the information you did?	96%	94%
Were decisions about your plan clearly explained?	86%	77%
Are you clear on what happens next with your plan?	82%	70%
Do you know where to go for more help with your plan?	86%	76%
% of participants rating their overall experience as Very Good or Good.	82%	81%
Planning	n = 4,273	n = 1,101
Did the person from the NDIS understand how your disability affects your life?	89%	92%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	85%	89%
Are you clear on what happens next with your plan?	82%	83%
Do you know where to go for more help with your plan?	86%	87%
% of participants rating their overall experience as Very Good or Good.	83%	85%
Plan review	n = 1,407	n = 2,686
Did the person from the NDIS understand how your disability affects your life?	86%	85%
Did you feel prepared for your plan review?	83%	86%
Is your NDIS plan helping you to make progress towards your goals?	86%	90%
% of participants rating their overall experience as Very Good or Good.	78%	79%

¹⁹⁸ Previously the survey was administered by the NDIA's National Contact Centre since it was introduced in September 2018. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Future results will be compared with the December 2020 quarter results to understand change over time.

Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ^{199 200}

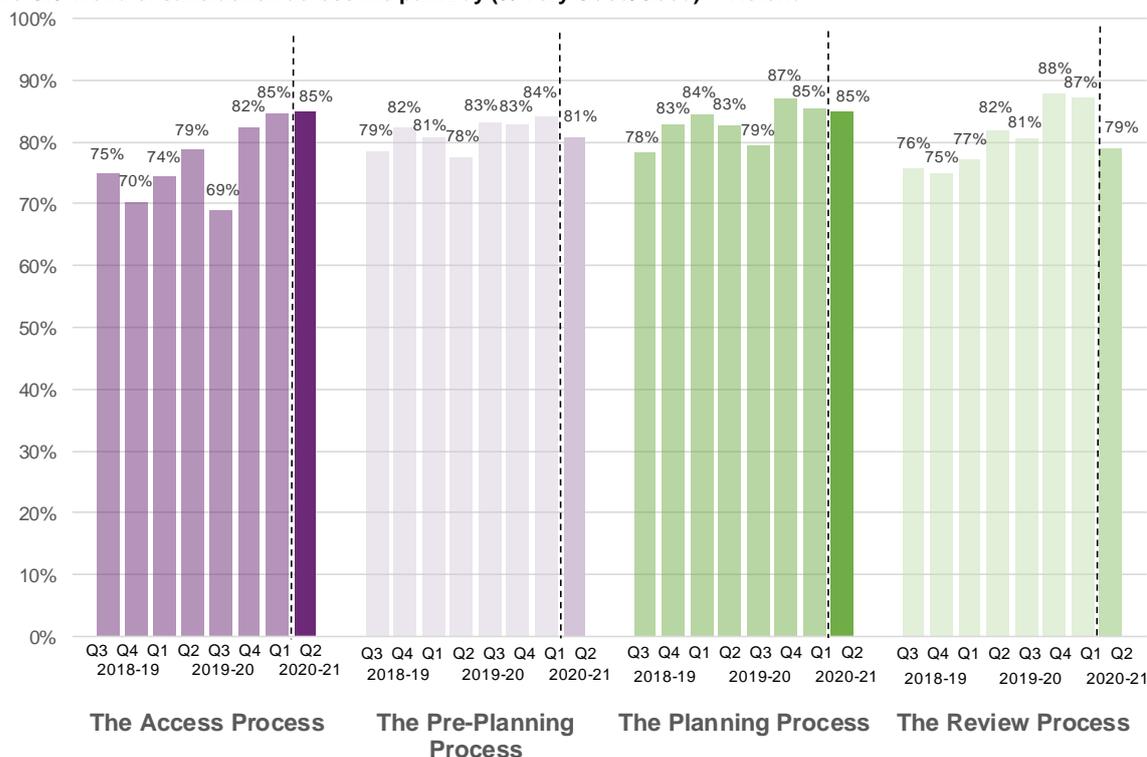
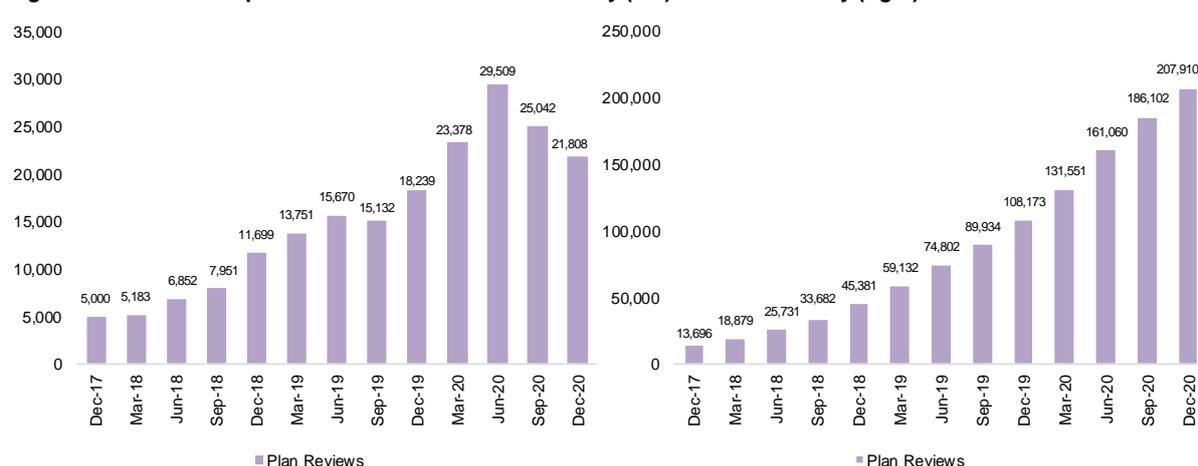


Table G.49 Plan reviews conducted per quarter – excluding plans less than 30 days – Victoria ²⁰¹

	Prior Quarters (Transition only)	2020-21 Q2	Transition Total
Total plan reviews	186,102	21,808	207,910
<i>Early intervention plans</i>	28,135	3,845	31,980
<i>Permanent disability plans</i>	157,967	17,963	175,930

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



¹⁹⁹ Ibid.

²⁰⁰ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²⁰¹ 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 Q2. The charts show trends in complaints experience since the December 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 participant 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.50 shows the number of complaints in 2020-21 Q2 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.

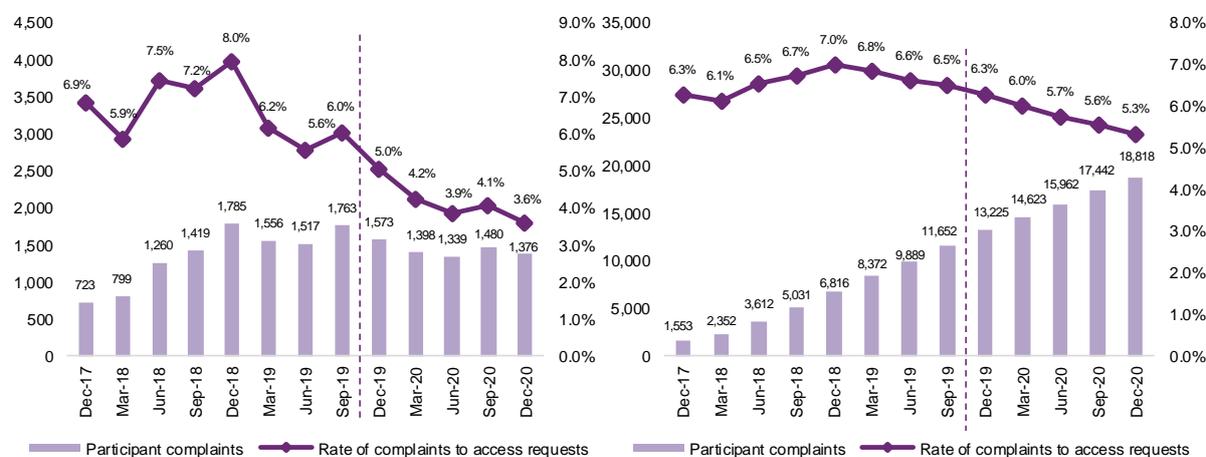
Table G.51 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table G.52.

Table G.52 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 Q2. This table should be considered in conjunction with Table G.51. The list of complaint types is different to that which appears in Table G.51, as it is based on the options available on the 'My Customer Requests' tile.

Table G.50 Complaints by quarter – Victoria ^{202 203 204}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q2	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	70	5	75	71
Complaint about LAC Partner	139	31	170	158
Complaints about service providers	897	121	1,018	868
Complaints about the Agency	15,615	917	16,532	9,694
Critical/ Reportable Incident	587	302	889	759
Unclassified	638	0	638	590
Total	17,946	1,376	19,322	11,136
Total complaints made since 1 April 2017	17,442	1,376	18,818	
Complaints since 1 April 2017 as % of all access requests	5.6%	3.6%	5.3%	

Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria



²⁰² Note that 66% of all complainants made only one complaint, 18% made two complaints and 16% made three or more complaints.

²⁰³ % 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.

²⁰⁴ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table G.51 Complaints by type ('My Feedback' tile) – Victoria

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	123	(19%)
Service Delivery	114	(17%)
Staff conduct	112	(17%)
Provider process	82	(12%)
Provider costs.	49	(7%)
Other	183	(28%)
Total	663	
<i>Complaints about the Agency</i>		
Timeliness	4,493	(38%)
Individual needs	1,131	(10%)
Reasonable and necessary supports	1,557	(13%)
Information unclear	476	(4%)
The way the NDIA carried out its decision making	702	(6%)
Other	3,533	(30%)
Total	11,892	
<i>Unclassified</i>	634	
Participants total	13,189	

Table G.52 Complaints by type ('My Customer Requests' tile) – Victoria

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	3	(4%)	1	(20%)	4	(5%)
ECEI Process	4	(6%)	0	(0%)	4	(5%)
ECEI Staff	12	(17%)	2	(40%)	14	(19%)
ECEI Timeliness	50	(71%)	2	(40%)	52	(69%)
Other	1	(1%)	0	(0%)	1	(1%)
Total	70		5		75	
<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	24	(17%)	3	(10%)	27	(16%)
LAC Process	15	(11%)	1	(3%)	16	(9%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	83	(60%)	24	(77%)	107	(63%)
LAC Timeliness	15	(11%)	3	(10%)	18	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	139		31		170	
<i>Complaints about service providers</i>						
Provider Finance	18	(8%)	7	(6%)	25	(7%)
Provider Fraud and Compliance	31	(13%)	8	(7%)	39	(11%)
Provider Service	137	(58%)	71	(61%)	208	(59%)
Provider Staff	52	(22%)	31	(26%)	83	(23%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	238		117		355	
<i>Complaints about the Agency</i>						
NDIA Access	181	(5%)	36	(4%)	217	(5%)
NDIA Engagement	4	(0%)	0	(0%)	4	(0%)
NDIA Finance	490	(13%)	98	(11%)	588	(13%)
NDIA Fraud and Compliance	18	(0%)	3	(0%)	21	(0%)
NDIA Plan	1,073	(29%)	321	(36%)	1,394	(30%)
NDIA Process	379	(10%)	119	(13%)	498	(11%)
NDIA Resources	36	(1%)	8	(1%)	44	(1%)
NDIA Staff	319	(8%)	97	(11%)	416	(9%)
NDIA Timeliness	1,254	(33%)	202	(23%)	1,456	(31%)
Quality & Safeguards Commission	2	(0%)	0	(0%)	2	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	3,756		884		4,640	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	172	(29%)	84	(28%)	256	(29%)
Allegations against NDIA Staff/Partners	3	(1%)	0	(0%)	3	(0%)
Allegations against a provider	126	(21%)	78	(26%)	204	(23%)
Participant threat	118	(20%)	73	(24%)	191	(21%)
Provider reporting	168	(29%)	67	(22%)	235	(26%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	587		302		889	
<i>Unclassified</i>	4		0		4	
Participants total	4,794		1,339		6,133	

Figure G.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Victoria ²⁰⁵

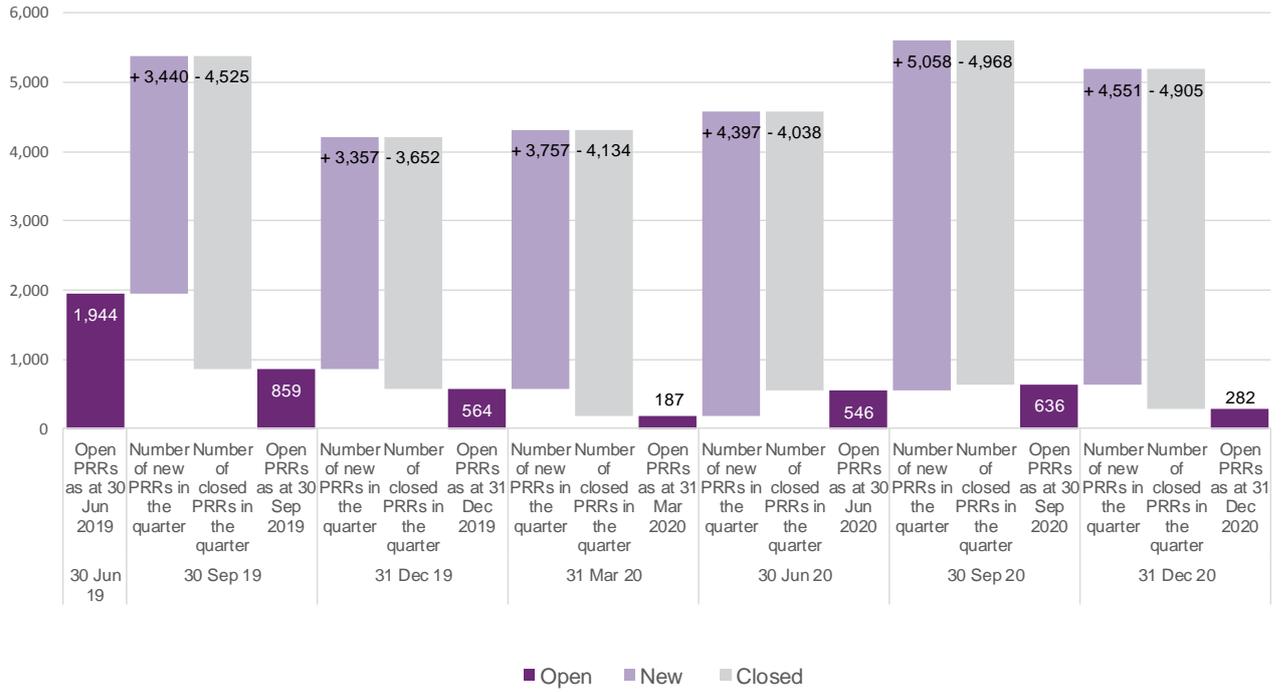
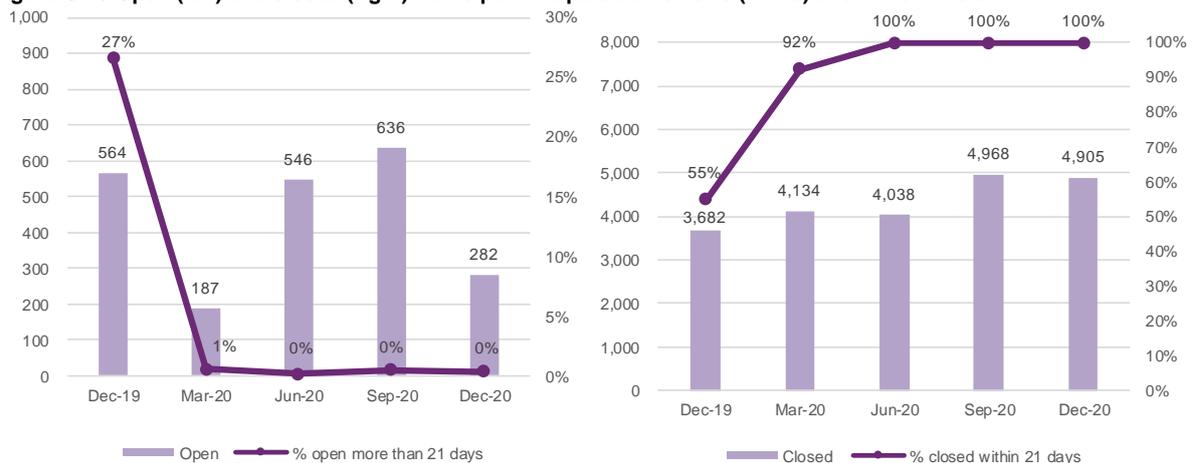


Table G.53 Summary of Open Participant Requested Reviews (PRRs) (s48) – Victoria ²⁰⁶

	As at 31 December 2020
Open PRRs	282
Number of PRRs open less than 21 days	281
Number of PRRs open more than 21 days	1
New PRRs in the quarter	4,551
Number of PRRs closed in the quarter	4,905
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

Figure G.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Victoria ²⁰⁷



²⁰⁵ 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.

²⁰⁶ 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.

²⁰⁷ 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 31 December 2020.

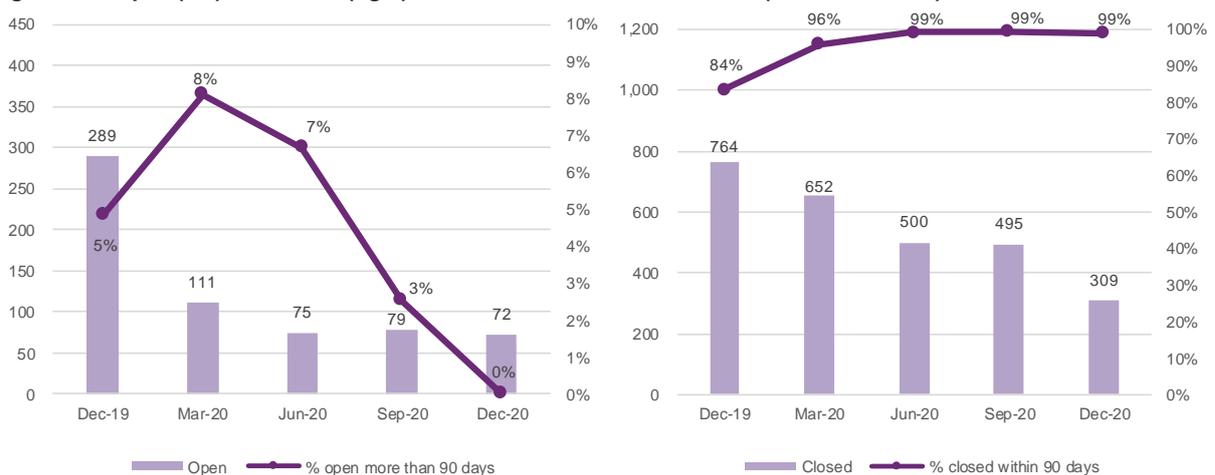
Figure G.14 RoRDs received and closed by quarter and open at the end of each quarter – Victoria



Table G.54 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Victoria ^{208 209}

	Access	Planning
Open RoRDs	72	1,095
Number of RoRDs open less than 90 days	72	1,087
Number of RoRDs open more than 90 days	0	8
New RoRDs in the quarter	302	1,794
Number of RoRDs closed in the quarter	309	1,517
Proportion closed within 90 days	99%	97%
Average days RoRDs took to close in the quarter	24	46

Figure G.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Victoria ²¹⁰



²⁰⁸ 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.

²⁰⁹ 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.

²¹⁰ Numbers of open and closed RoRDs have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data.

Figure G.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Victoria ²¹¹

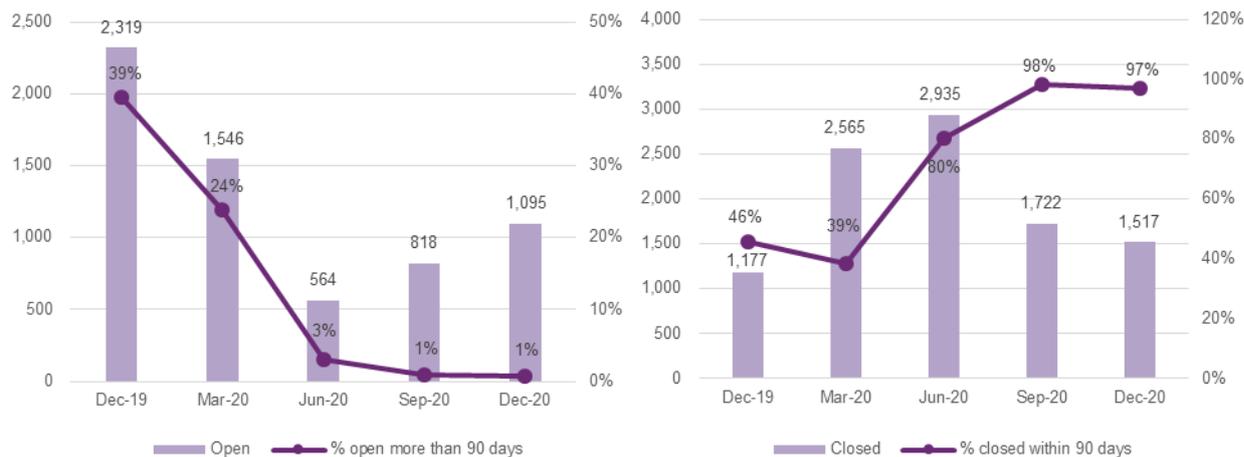
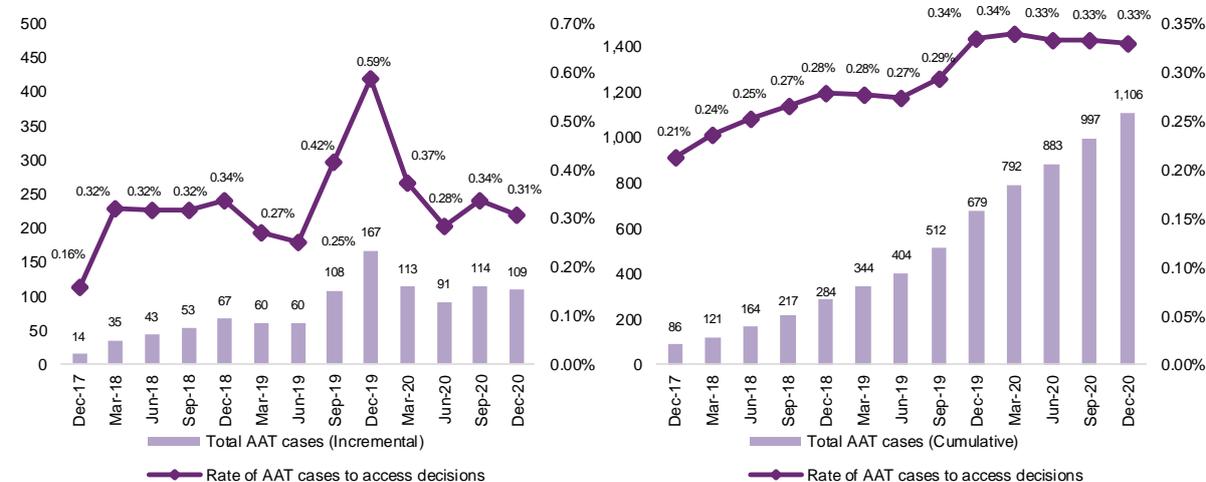


Table G.55 AAT Cases by category – Victoria ²¹²

Category	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Access	348	35%	23	21%	371	34%
Plan	504	51%	75	69%	579	52%
Plan Review	65	7%	<11		67	6%
Other	80	8%	<11		89	8%
Total	997	100%	109	100%	1,106	100%
% of all access decisions	0.33%		0.31%		0.33%	

Figure G.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria



²¹¹ Ibid.

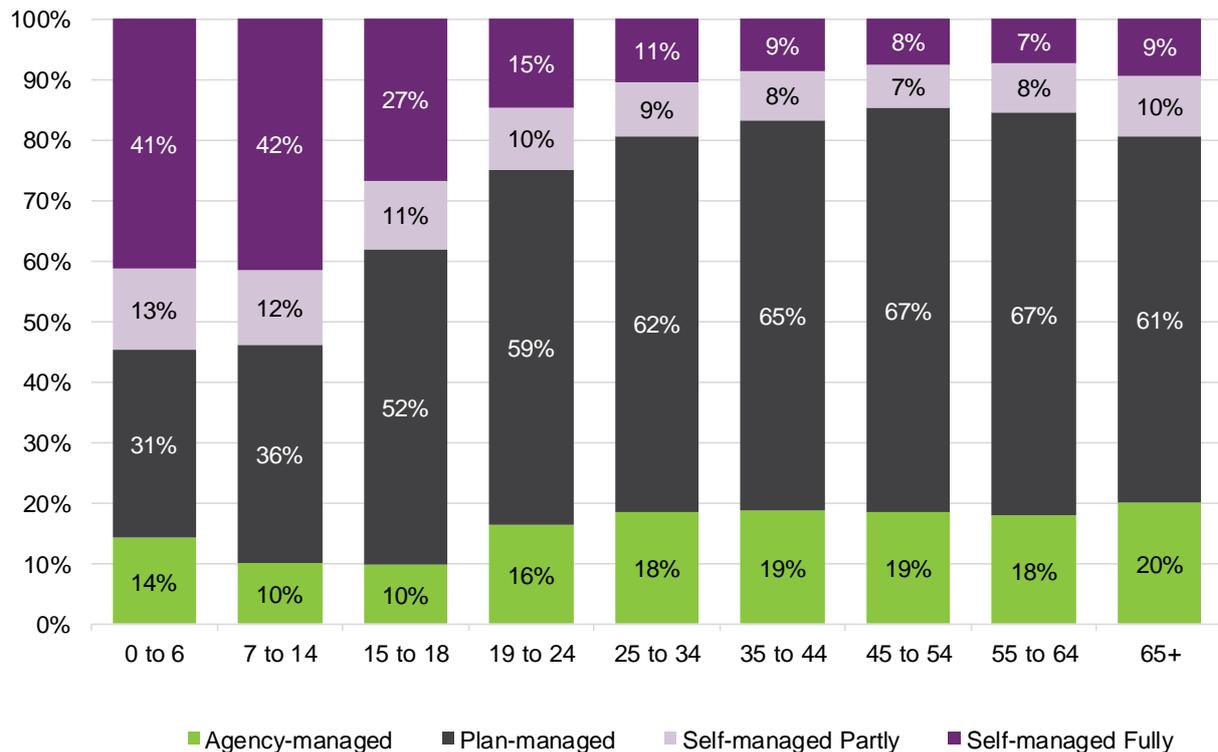
²¹² % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table G.56 AAT cases by open/closed and decision – Victoria

	N
AAT Cases	1,106
Open AAT Cases	291
Closed AAT Cases	815
<i>Resolved before hearing</i>	790
<i>Gone to hearing and received a substantive decision</i>	25*

*Of the 25 cases which went to hearing and received a substantive decision: 9 affirmed the Agency's decision, 4 varied the Agency's decision and 12 set aside the Agency's decision.

Figure G.18 Distribution of active participants by method of financial plan management and age group as at 31 December 2020 – Victoria^{213 214}



²¹³ For the total number of active participants in each age group, see Table G.14.

²¹⁴ 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 31 December 2020 – Victoria ^{215 216}

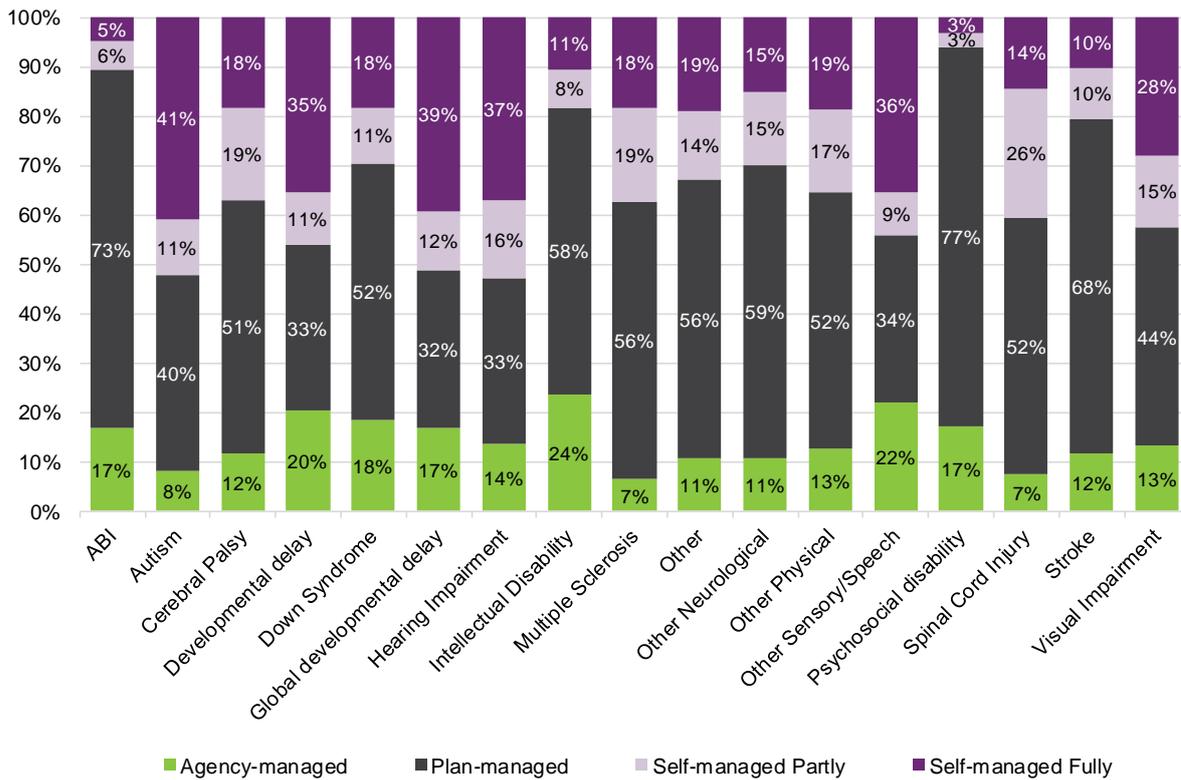
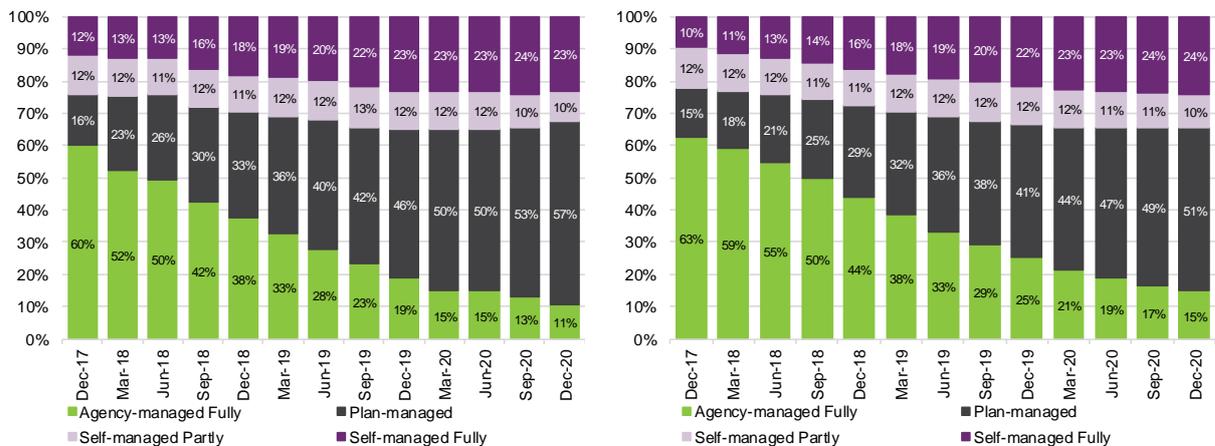


Table G.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria ²¹⁷

	Prior Quarters	2020-21 Q2	Total
Self-managed fully	25%	23%	24%
Self-managed partly	11%	10%	10%
Plan-managed	49%	57%	51%
Agency-managed	16%	11%	15%
Total	100%	100%	100%

Figure G.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria ²¹⁸



²¹⁵ For the total number of active participants in each primary disability group, see Table G.12.

²¹⁶ 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.

²¹⁷ Ibid.

²¹⁸ 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.58 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria

	Prior Quarters	2020-21 Q2	Total
Self-managed	14%	14%	14%
Plan-managed	39%	53%	41%
Agency-managed	46%	32%	45%
Total	100%	100%	100%

Figure G.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria

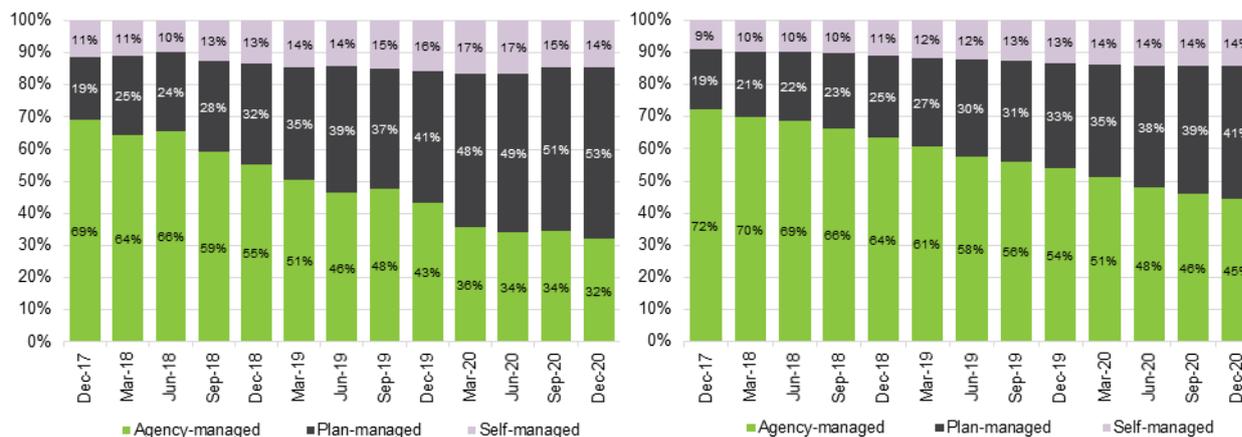


Table G.59 Distribution of active participants by support coordination and quarter of plan approval – Victoria

	Prior Quarters	2020-21 Q2	Total
Support coordination	43%	51%	45%

Table G.60 Duration to plan activation by quarter of initial plan approval for active participants – Victoria ²¹⁹

Plan activation	Prior Quarters (Transition Only)		2019-20 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	62,853	68%	4,890	62%	67,743	67%
30 to 59 days	10,844	12%	1,045	13%	11,889	12%
60 to 89 days	5,172	6%	437	6%	5,609	6%
Activated within 90 days	78,869	85%	6,372	81%	85,241	85%
90 to 119 days	2,940	3%	255	3%	3,195	3%
120 days and over	7,826	8%	320	4%	8,146	8%
Activated after 90 days	10,766	12%	575	7%	11,341	11%
No payments	2,884	3%	914	12%	3,798	4%
Total plans approved	92,519	100%	7,861	100%	100,380	100%

²¹⁹ Plans approved after the end of 2019-20 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table G.61 Proportion of participants who have activated within 12 months – Victoria

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	2,146	2,305	93%
Not Aboriginal and Torres Strait Islander	66,410	68,997	96%
Not Stated	17,240	17,819	97%
Total	85,796	89,121	96%
by Culturally and Linguistically Diverse status			
CALD	9,240	9,595	96%
Not CALD	76,454	79,422	96%
Not Stated	102	104	98%
Total	85,796	89,121	96%
by Remoteness			
Major Cities	61,251	63,573	96%
Regional	24,510	25,510	96%
Remote	30	33	91%
Missing	<11	<11	
Total	85,796	89,121	96%
by Primary Disability type			
Autism	25,886	26,616	97%
Intellectual Disability (including Down Syndrome)	20,667	21,250	97%
Psychosocial Disability	10,682	11,208	95%
Developmental Delay (including Global Developmental Delay)	6,281	6,785	93%
Other	22,280	23,262	96%
Total	85,796	89,121	96%

Table G.62 Distribution of plans by utilisation – Victoria ^{220 221}

Plan utilisation	Total
0 to 50%	39%
50% to 75%	25%
> 75%	36%
Total	100%

Table G.63 Proportion of active participants with approved plans accessing mainstream supports – Victoria ²²²

	Prior Quarters	2020-21 Q2	Total
Daily Activities	12%	12%	12%
Health & Wellbeing	43%	49%	45%
Lifelong Learning	11%	14%	12%
Other	11%	14%	12%
Non-categorised	34%	30%	33%
Any mainstream service	93%	95%	94%

²²⁰ This table only considers participants with initial plans approved up to 30 June 2020, and includes committed supports and payments for supports provided up to 30 September 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²²¹ 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.

²²² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table G.64 Key markets indicators by quarter – Victoria ^{223 224}

Market indicators	Prior Quarters	2020-21 Q2
a) Average number of active providers per active participant	1.18	1.15
b) Number of providers delivering new types of supports	498	412
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> (%)	91%	91%
<i>Early Intervention supports for early childhood</i> (%)	89%	89%
<i>Daily Personal Activities</i> (%)	93%	94%

Table G.65 Cumulative number of providers that have been ever active as at 31 December 2020 by quarter of activity – Victoria

²²⁵

Activity	Number of providers
Active for the first time in 2020-21 Q2	118
Active in 2020-21 Q2 and also in previous quarters	2,464
Active in 2020-21 Q2	2,582
Inactive in 2020-21 Q2	2,794
Active ever	5,376

²²³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²²⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²²⁵ Active providers refer to those who have received payment for support Agency-managed participants.

Table G.66 Cumulative number of providers that have been ever active by registration group – Victoria ²²⁶

Registration Group	Prior Quarters	2020-21 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	154	5	159	3%
Assistance Animals	61	1	62	2%
Assistance with daily life tasks in a group or shared living arrangement	393	45	438	11%
Assistance with travel/transport arrangements	623	17	640	3%
Daily Personal Activities	901	39	940	4%
Group and Centre Based Activities	598	25	623	4%
High Intensity Daily Personal Activities	640	19	659	3%
Household tasks	1,285	45	1,330	4%
Interpreting and translation	133	8	141	6%
Participation in community, social and civic activities	971	35	1,006	4%
Assistive Technology				
Assistive equipment for recreation	133	14	147	11%
Assistive products for household tasks	129	17	146	13%
Assistance products for personal care and safety	904	39	943	4%
Communication and information equipment	305	23	328	8%
Customised Prosthetics	345	14	359	4%
Hearing Equipment	149	15	164	10%
Hearing Services	33	3	36	9%
Personal Mobility Equipment	475	23	498	5%
Specialised Hearing Services	33	11	44	33%
Vision Equipment	121	6	127	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	937	45	982	5%
Behaviour Support	355	18	373	5%
Community nursing care for high needs	322	27	349	8%
Development of daily living and life skills	630	21	651	3%
Early Intervention supports for early childhood	730	29	759	4%
Exercise Physiology and Physical Wellbeing activities	347	19	366	5%
Innovative Community Participation	221	9	230	4%
Specialised Driving Training	125	6	131	5%
Therapeutic Supports	2,719	51	2,770	2%
Capital services				
Home modification design and construction	274	19	293	7%
Specialist Disability Accommodation	75	4	79	5%
Vehicle Modifications	104	9	113	9%
Choice and control support services				
Management of funding for supports in participants plan	464	28	492	6%
Support Coordination	251	18	269	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	187	10	197	5%
Specialised Supported Employment	180	11	191	6%
Total approved active providers	5,258	118	5,376	2%

²²⁶ 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.67 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2020 – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	29	130	159	18%	82%	100%
Assistance Animals	8	54	62	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	45	393	438	10%	90%	100%
Assistance with travel/transport arrangements	104	536	640	16%	84%	100%
Daily Personal Activities	100	840	940	11%	89%	100%
Group and Centre Based Activities	58	565	623	9%	91%	100%
High Intensity Daily Personal Activities	65	594	659	10%	90%	100%
Household tasks	421	909	1,330	32%	68%	100%
Interpreting and translation	21	120	141	15%	85%	100%
Participation in community, social and civic activities	116	890	1,006	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	16	131	147	11%	89%	100%
Assistive products for household tasks	20	126	146	14%	86%	100%
Assistance products for personal care and safety	125	818	943	13%	87%	100%
Communication and information equipment	68	260	328	21%	79%	100%
Customised Prosthetics	51	308	359	14%	86%	100%
Hearing Equipment	25	139	164	15%	85%	100%
Hearing Services	3	33	36	8%	92%	100%
Personal Mobility Equipment	69	429	498	14%	86%	100%
Specialised Hearing Services	5	39	44	11%	89%	100%
Vision Equipment	18	109	127	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	166	816	982	17%	83%	100%
Behaviour Support	81	292	373	22%	78%	100%
Community nursing care for high needs	48	301	349	14%	86%	100%
Development of daily living and life skills	73	578	651	11%	89%	100%
Early Intervention supports for early childhood	262	497	759	35%	65%	100%
Exercise Physiology and Physical Wellbeing activities	78	288	366	21%	79%	100%
Innovative Community Participation	57	173	230	25%	75%	100%
Specialised Driving Training	37	94	131	28%	72%	100%
Therapeutic Supports	1,219	1,551	2,770	44%	56%	100%
Capital services						
Home modification design and construction	58	235	293	20%	80%	100%
Specialist Disability Accommodation	2	77	79	3%	97%	100%
Vehicle Modifications	9	104	113	8%	92%	100%
Choice and control support services						
Management of funding for supports in participants plan	90	402	492	18%	82%	100%
Support Coordination	42	227	269	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	17	180	197	9%	91%	100%
Specialised Supported Employment	21	170	191	11%	89%	100%
Total	1,956	3,420	5,376	36%	64%	100%

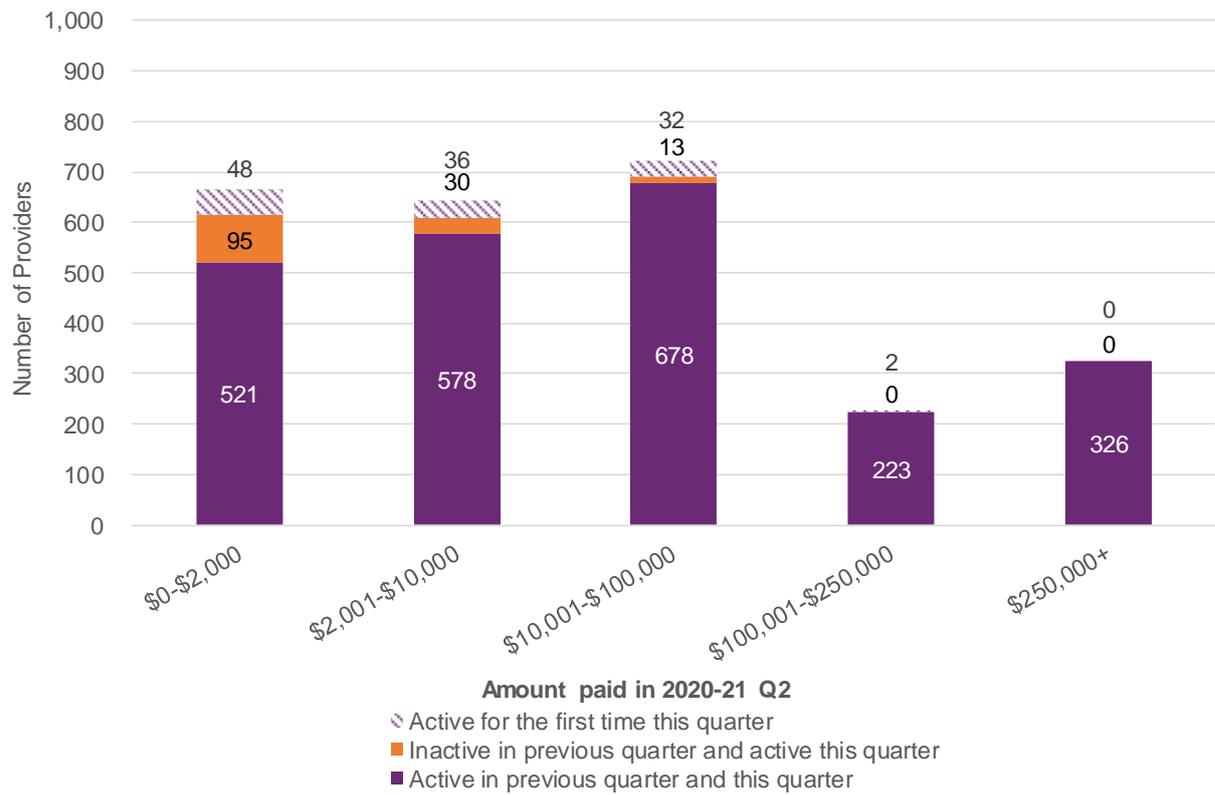
Table G.68 Number and proportion of providers active in 2020-21 Q2 by registration group and first quarter of activity – Victoria

Registration Group	Active in previous quarters and in 2020-21 Q2	Active for the first time in 2020-21 Q2	Total	% active for the first time in 2020-21 Q2
Assistance services				
Accommodation / Tenancy Assistance	41	5	46	11%
Assistance Animals	35	1	36	3%
Assistance with daily life tasks in a group or shared living arrangement	246	45	291	15%
Assistance with travel/transport arrangements	222	17	239	7%
Daily Personal Activities	522	39	561	7%
Group and Centre Based Activities	329	25	354	7%
High Intensity Daily Personal Activities	335	19	354	5%
Household tasks	659	45	704	6%
Interpreting and translation	57	8	65	12%
Participation in community, social and civic activities	576	35	611	6%
Assistive Technology				
Assistive equipment for recreation	48	14	62	23%
Assistive products for household tasks	33	17	50	34%
Assistance products for personal care and safety	457	39	496	8%
Communication and information equipment	177	23	200	12%
Customised Prosthetics	166	14	180	8%
Hearing Equipment	60	15	75	20%
Hearing Services	10	3	13	23%
Personal Mobility Equipment	226	23	249	9%
Specialised Hearing Services	11	11	22	50%
Vision Equipment	55	6	61	10%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	584	45	629	7%
Behaviour Support	194	18	212	8%
Community nursing care for high needs	155	27	182	15%
Development of daily living and life skills	291	21	312	7%
Early Intervention supports for early childhood	303	29	332	9%
Exercise Physiology and Physical Wellbeing activities	171	19	190	10%
Innovative Community Participation	63	9	72	13%
Specialised Driving Training	48	6	54	11%
Therapeutic Supports	1,108	51	1,159	4%
Capital services				
Home modification design and construction	114	19	133	14%
Specialist Disability Accommodation	50	4	54	7%
Vehicle Modifications	45	9	54	17%
Choice and control support services				
Management of funding for supports in participants plan	309	28	337	8%
Support Coordination	128	18	146	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	94	10	104	10%
Specialised Supported Employment	129	11	140	8%
Total	2,464	118	2,582	5%

Table G.69 Number and proportion of providers active in 2020-21 Q2 in each registration group by legal entity type – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	9	37	46	20%	80%	100%
Assistance Animals	6	30	36	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	31	260	291	11%	89%	100%
Assistance with travel/transport arrangements	30	209	239	13%	87%	100%
Daily Personal Activities	67	494	561	12%	88%	100%
Group and Centre Based Activities	44	310	354	12%	88%	100%
High Intensity Daily Personal Activities	45	309	354	13%	87%	100%
Household tasks	194	510	704	28%	72%	100%
Interpreting and translation	12	53	65	18%	82%	100%
Participation in community, social and civic activities	77	534	611	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	6	56	62	10%	90%	100%
Assistive products for household tasks	9	41	50	18%	82%	100%
Assistance products for personal care and safety	65	431	496	13%	87%	100%
Communication and information equipment	39	161	200	20%	81%	100%
Customised Prosthetics	25	155	180	14%	86%	100%
Hearing Equipment	12	63	75	16%	84%	100%
Hearing Services	1	12	13	8%	92%	100%
Personal Mobility Equipment	34	215	249	14%	86%	100%
Specialised Hearing Services	3	19	22	14%	86%	100%
Vision Equipment	9	52	61	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	117	512	629	19%	81%	100%
Behaviour Support	34	178	212	16%	84%	100%
Community nursing care for high needs	21	161	182	12%	88%	100%
Development of daily living and life skills	38	274	312	12%	88%	100%
Early Intervention supports for early childhood	89	243	332	27%	73%	100%
Exercise Physiology and Physical Wellbeing activities	37	153	190	19%	81%	100%
Innovative Community Participation	15	57	72	21%	79%	100%
Specialised Driving Training	16	38	54	30%	70%	100%
Therapeutic Supports	426	733	1,159	37%	63%	100%
Capital services						
Home modification design and construction	21	112	133	16%	84%	100%
Specialist Disability Accommodation	1	53	54	2%	98%	100%
Vehicle Modifications	4	50	54	7%	93%	100%
Choice and control support services						
Management of funding for supports in participants plan	73	264	337	22%	78%	100%
Support Coordination	22	124	146	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	13	91	104	13%	88%	100%
Specialised Supported Employment	19	121	140	14%	86%	100%
Total	750	1,832	2,582	29%	71%	100%

Figure G.22 Distribution of active providers in 2020-21 Q2 by their status in 2020-21 Q1 and payment band in 2020-21 Q2 – Victoria ²²⁷



Part Five: Financial sustainability

Table G.70 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	52.8	162.7	204.7	498.1	1,432.2	3,464.6	6,081.1	3,843.6

²²⁷ 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 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Victoria

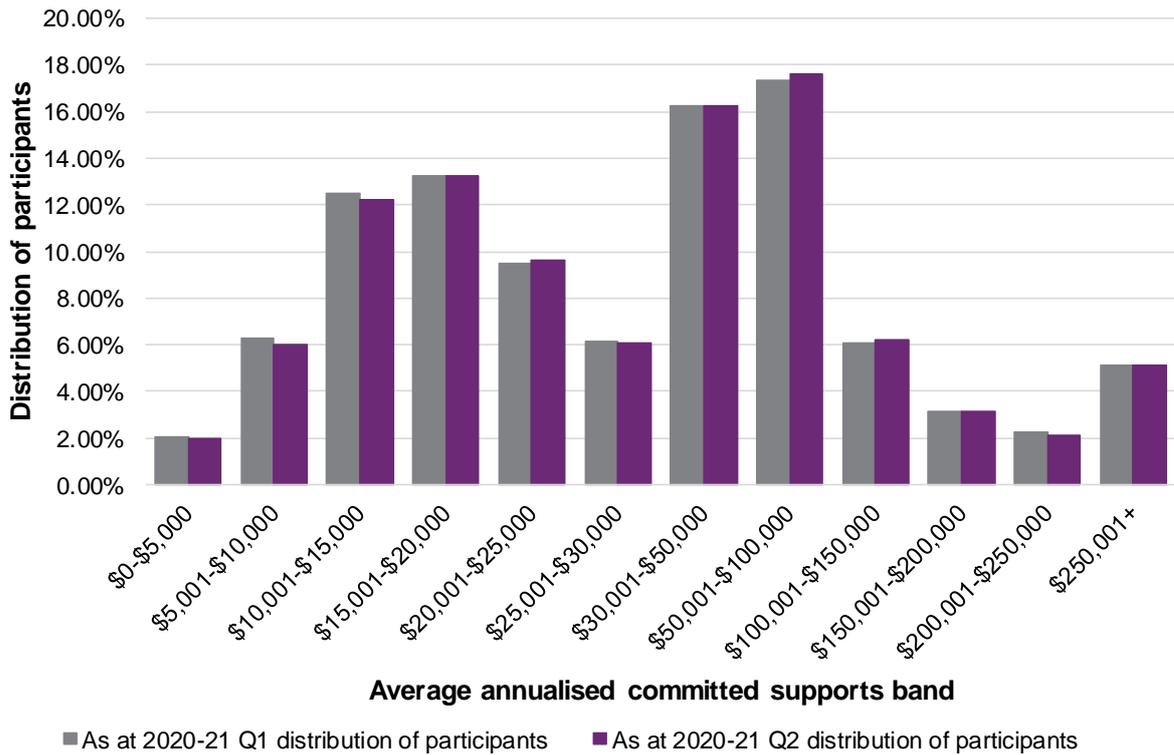


Figure G.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Victoria

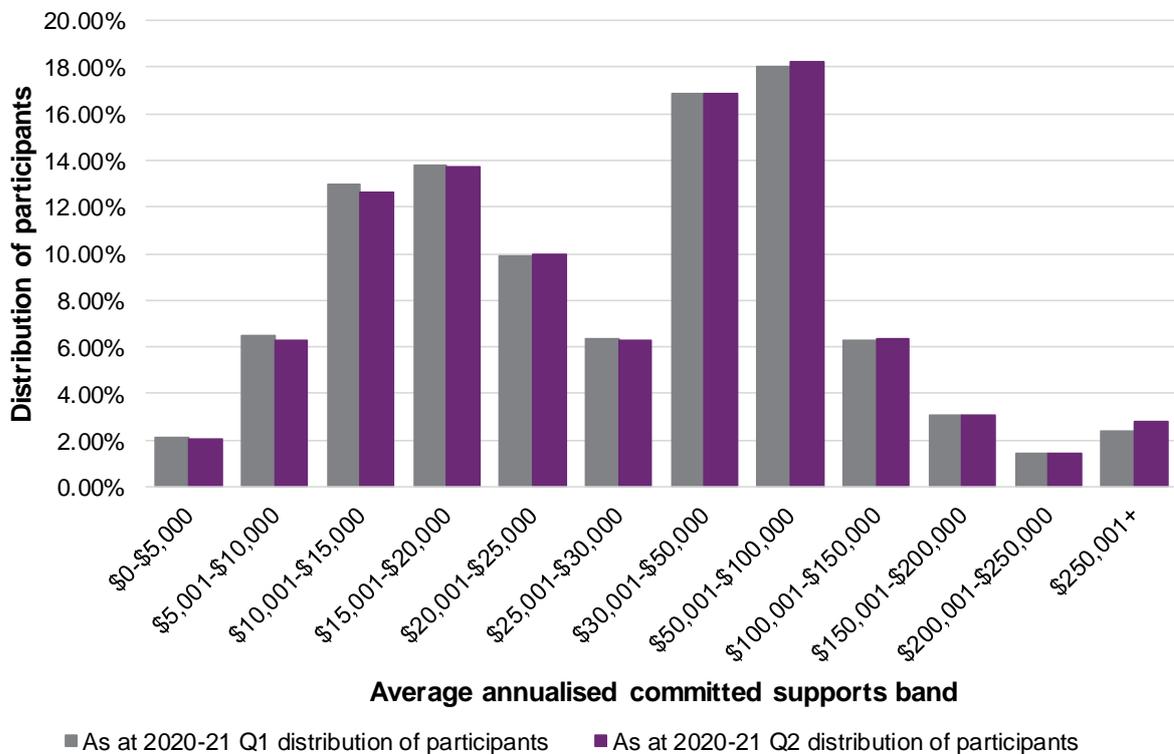


Figure G.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Victoria

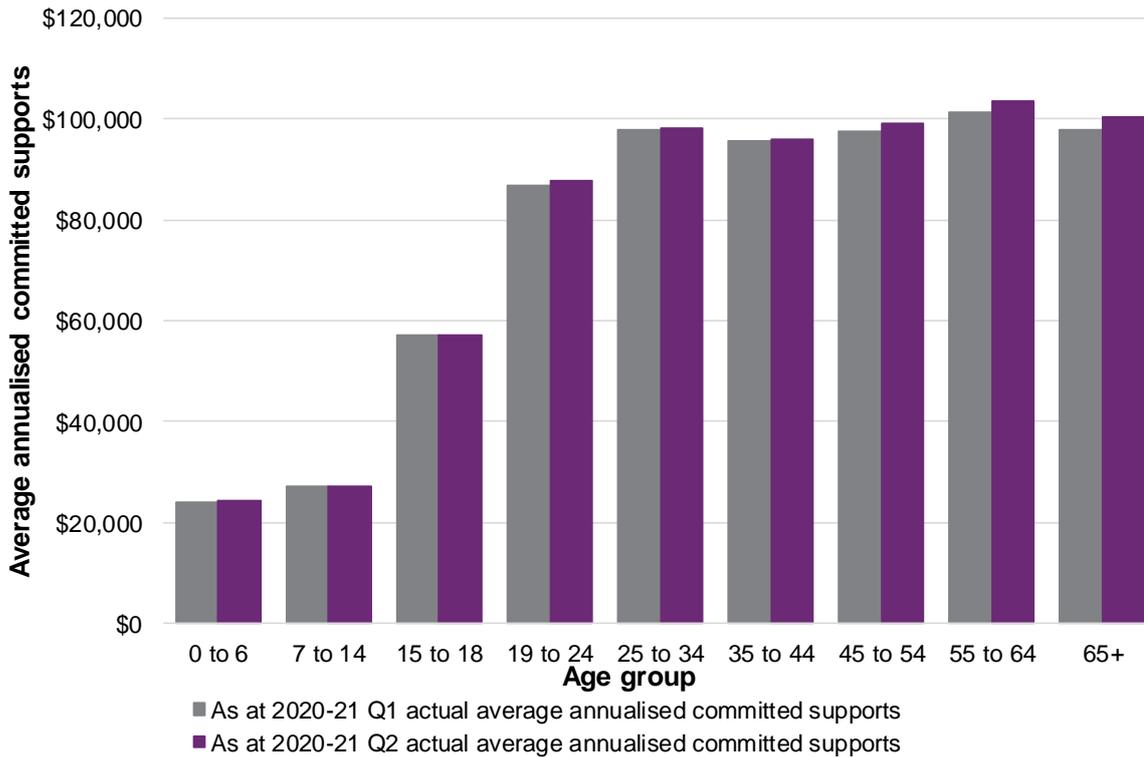


Figure G.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Victoria

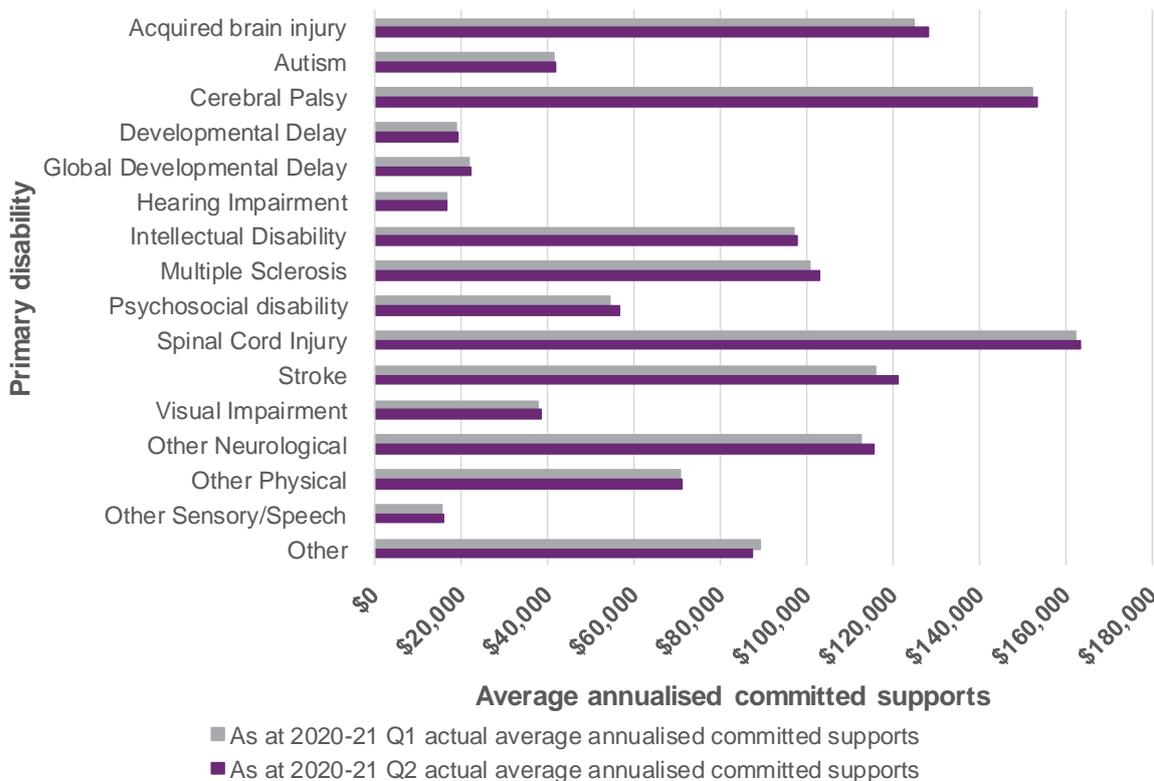


Figure G.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Victoria

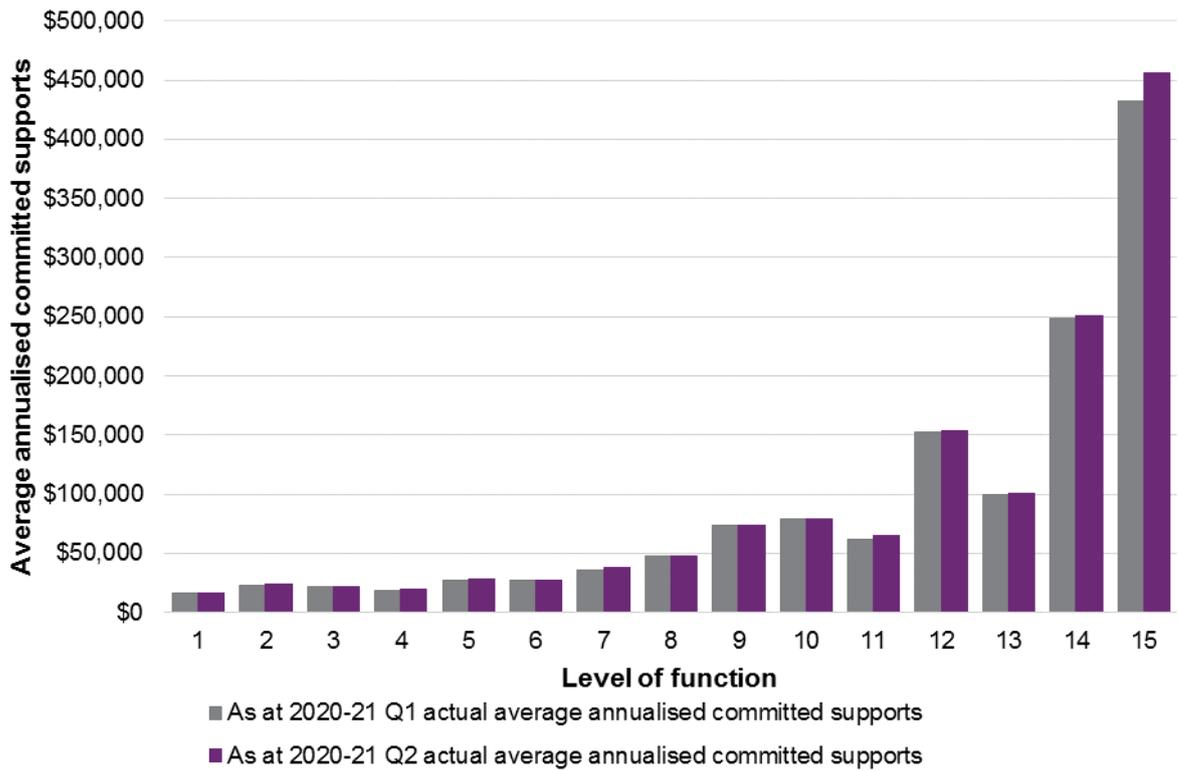


Figure G.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Victoria

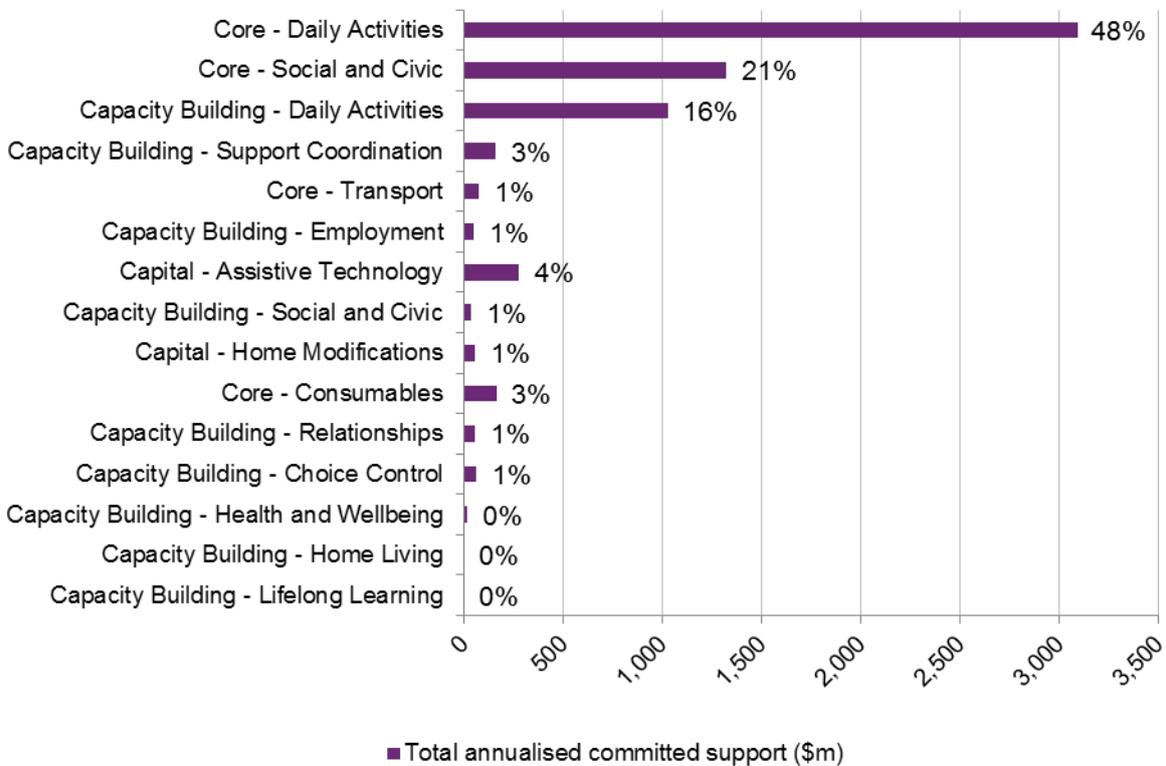


Table G.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	52.8	162.7	204.7	498.1	1,432.2	3,464.6	6,081.1	3,843.6
Total Paid	32.5	128.0	161.1	338.2	956.7	2,368.5	4,099.3	2,230.3
% utilised to date	61%	79%	79%	68%	67%	68%	67%	58%

Figure G.29 Utilisation of committed supports as at 30 September 2020 and 31 December 2020 – Victoria

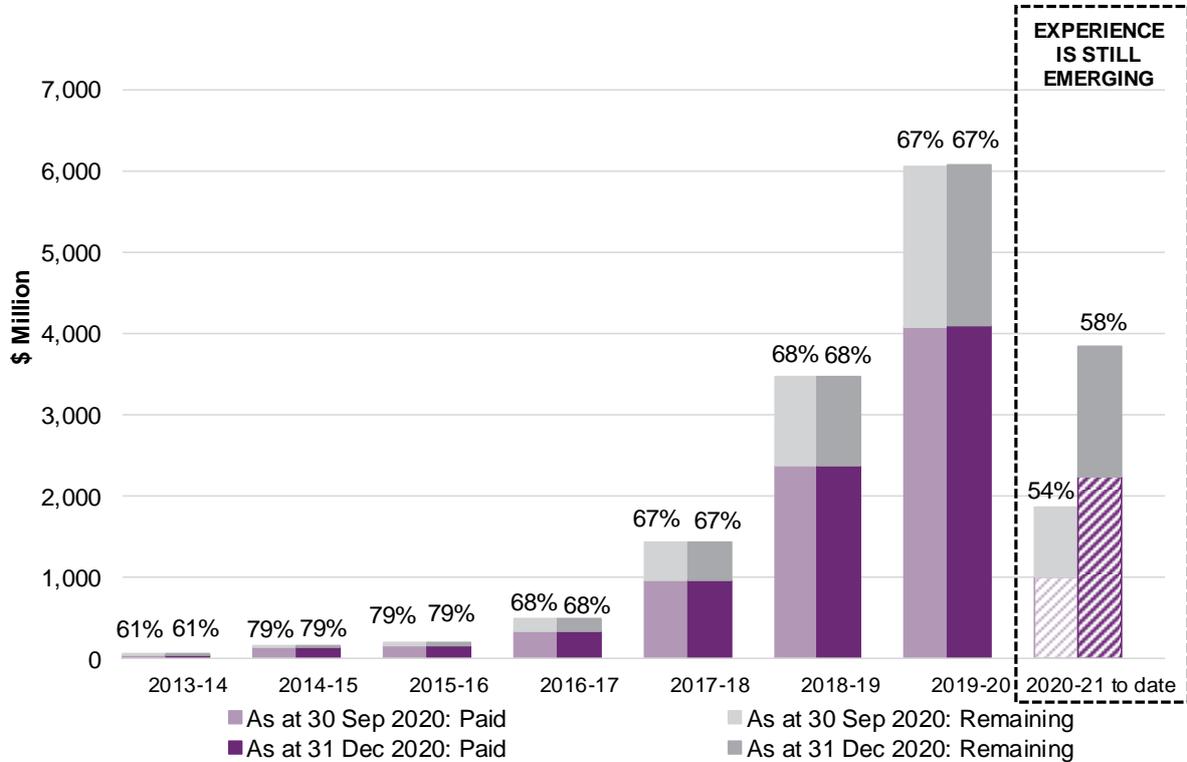


Figure G.30 Utilisation of committed supports by plan number from 1 April 2020 to 30 September 2020 – Victoria ²²⁸

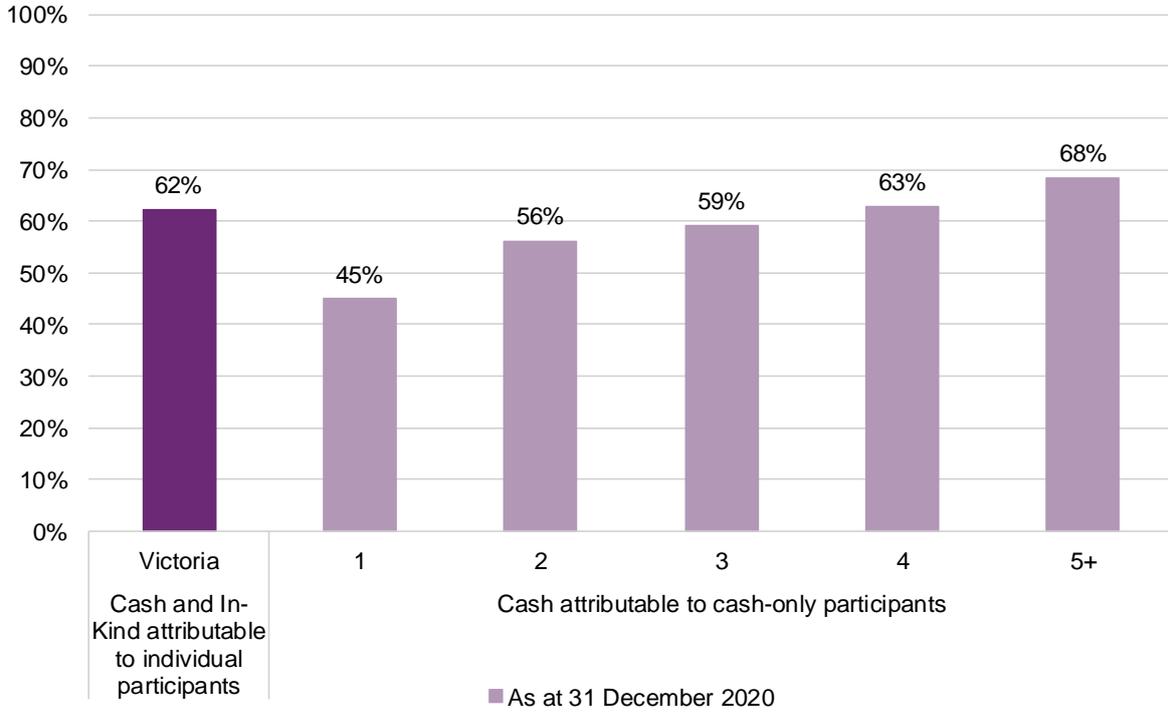
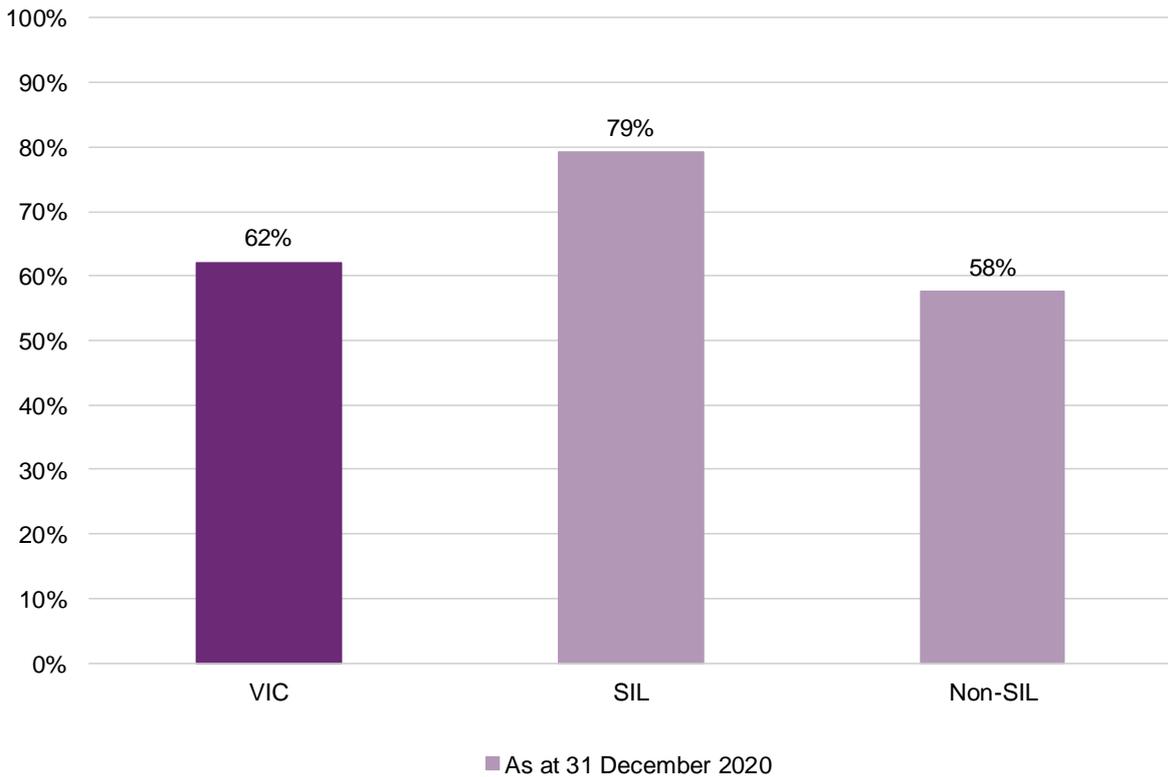


Figure G.31 Utilisation of committed supports by SIL status from 1 April 2020 to 30 September 2020 – Victoria ²²⁹



²²⁸ 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 April 2020 to 30 September 2020 is shown, as experience in the most recent quarter is still emerging.

²²⁹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2020 to 30 September 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 April 2020 to 30 September 2020 – Victoria ²³⁰

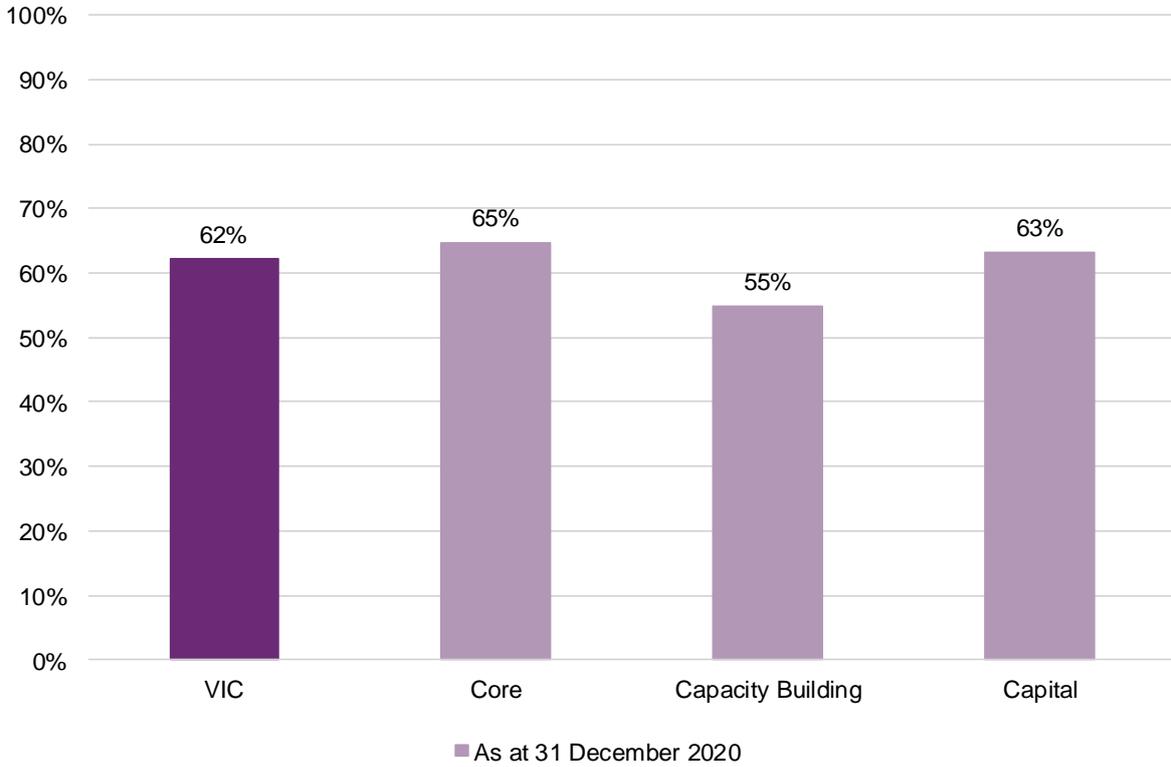
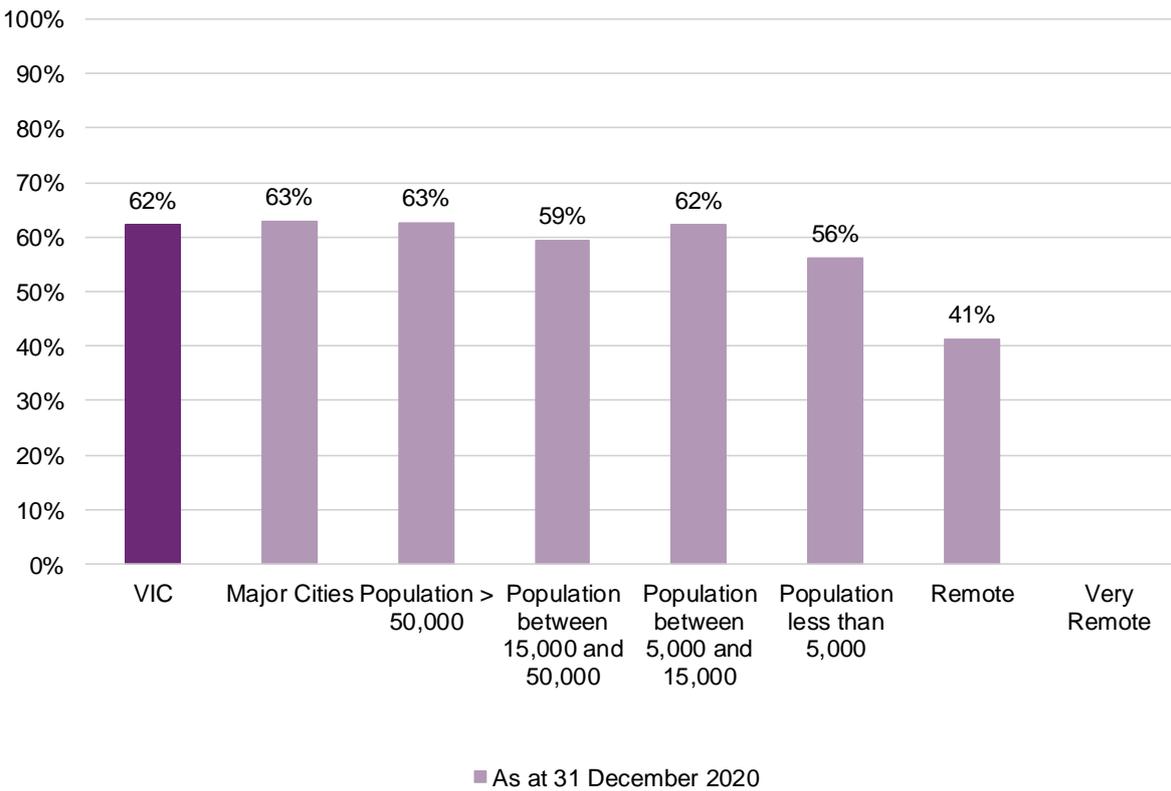


Figure G.33 Utilisation of committed supports by remoteness from 1 April 2020 to 30 September 2020 – Victoria ^{231 232}



²³⁰ Ibid.

²³¹ Ibid.

²³² 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 ²³³

	Prior Quarters	2020-21 Q2	Total excluding ECEI	ECEI	Total including ECEI
Queensland	78,699	5,263	83,962	2,573	86,535

Table H.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Queensland ²³⁴

	Prior Quarters	2020-21 Q2	Total
Access decisions	101,286	6,770	108,056
Active Eligible	81,307	5,401	86,708
<i>New</i>	39,539	4,832	44,371
<i>State</i>	32,706	297	33,003
<i>Commonwealth</i>	9,062	272	9,334
Active Participant Plans (excl ECEI)	78,699	5,263	83,962
<i>New</i>	37,403	4,709	42,112
<i>State</i>	32,444	269	32,713
<i>Commonwealth</i>	8,852	285	9,137
Active Participant Plans	81,026	7,836	86,535
<i>Early Intervention (s25)</i>	18,076	1,942	20,018
<i>Permanent Disability (s24)</i>	60,623	3,321	63,944
<i>ECEI</i>	2,327	2,573	2,573

Table H.3 Exits from the Scheme since 1 July 2013 as at 31 December 2020 – Queensland

Exits	Total
Total participant exits	2,388
<i>Early Intervention participants</i>	459
<i>Permanent disability participants</i>	1,929

²³³ 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.

²³⁴ 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 ^{235 236}

	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	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
End of 2020-21 Q2	32,713	9,137	42,112	2,573	86,535

Table H.5 Cumulative numbers of active participants by entry into the Scheme – Queensland ^{237 238 239 240}

	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	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
End of 2020-21 Q2	20,018	63,944	2,573	86,535

Table H.6 Assessment of access by age group – Queensland ²⁴¹

Age Group	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	20,036	98%	1,703	97%	21,739	98%
7 to 14	17,672	88%	1,271	85%	18,943	88%
15 to 18	5,754	90%	370	88%	6,124	90%
19 to 24	5,519	90%	212	77%	5,731	90%
25 to 34	7,048	87%	311	76%	7,359	87%
35 to 44	7,336	81%	363	70%	7,699	80%
45 to 54	9,593	75%	525	64%	10,118	75%
55 to 64	11,734	68%	645	62%	12,379	67%
65+	659	63%	21	55%	680	62%
Missing	<11		<11		<11	
Total	85,351	84%	5,421	80%	90,772	84%

²³⁵ This table shows the total numbers of active participants at the end of each period.

²³⁶ 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.

²³⁷ This table shows the total numbers of active participants at the end of each period.

²³⁸ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

²³⁹ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

²⁴⁰ 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.

²⁴¹ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table H.7 Assessment of access by disability – Queensland ²⁴²

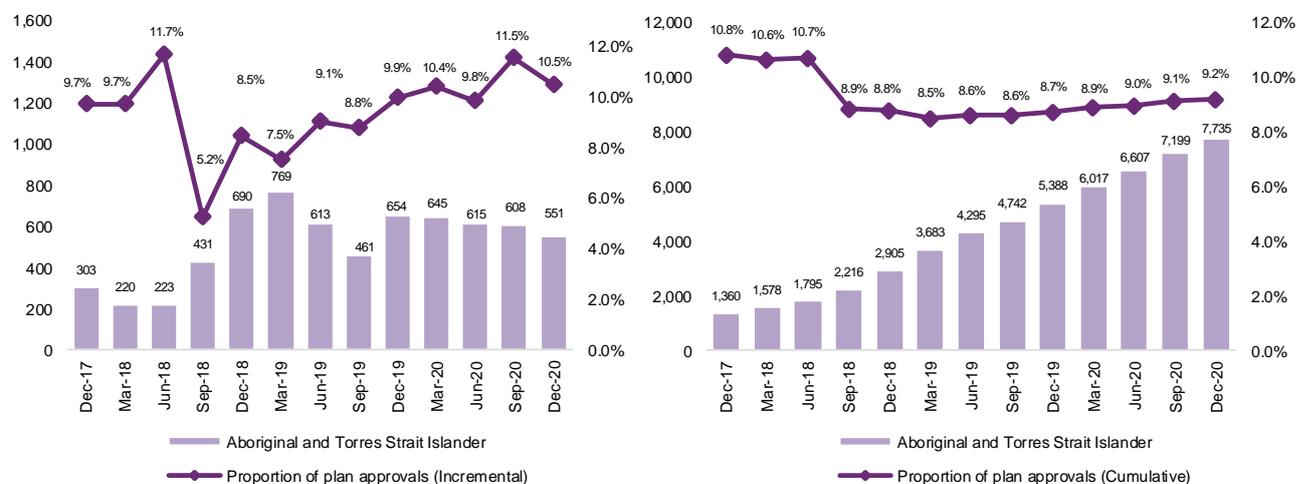
Disability	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	3,137	92%	168	88%	3,305	92%
Autism	26,786	95%	1,826	97%	28,612	95%
Cerebral Palsy	3,415	96%	47	85%	3,462	95%
Developmental Delay	6,169	98%	1,051	99%	7,220	98%
Global Developmental Delay	1,380	98%	178	99%	1,558	98%
Hearing Impairment	4,835	89%	233	88%	5,068	89%
Intellectual Disability	15,779	95%	429	86%	16,208	95%
Multiple Sclerosis	1,278	84%	59	73%	1,337	84%
Psychosocial disability	7,738	70%	665	68%	8,403	70%
Spinal Cord Injury	1,347	93%	36	100%	1,383	94%
Stroke	1,404	83%	100	85%	1,504	83%
Visual Impairment	1,511	86%	62	74%	1,573	86%
Other Neurological	4,173	76%	191	71%	4,364	76%
Other Physical	4,556	45%	196	35%	4,752	44%
Other Sensory/Speech	363	39%	15	25%	378	38%
Other	377	33%	165	37%	542	34%
Missing	1,103	99%	<11		1,103	99%
Total	85,351	84%	5,421	80%	90,772	84%

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

Table H.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	7,184	9.1%	551	10.5%	7,735	9.2%
Not Aboriginal and Torres Strait Islander	61,866	78.6%	4,168	79.2%	66,034	78.6%
Not Stated	9,649	12.3%	544	10.3%	10,193	12.1%
Total	78,699	100%	5,263	100%	83,962	100%

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland ²⁴³



²⁴² Ibid.

²⁴³ 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 H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	4,351	5.5%	295	5.6%	4,646	5.5%
Not culturally and linguistically diverse	74,317	94.4%	4,968	94.4%	79,285	94.4%
Not stated	31	0.0%	<11		31	0.0%
Total	78,699	100%	5,263	100%	83,962	100%

Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland ²⁴⁴

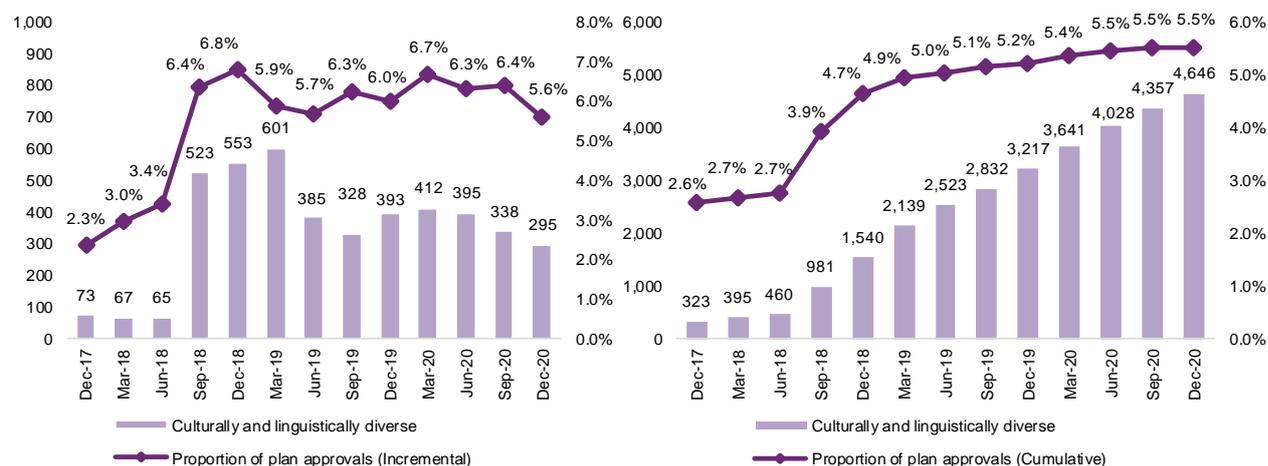
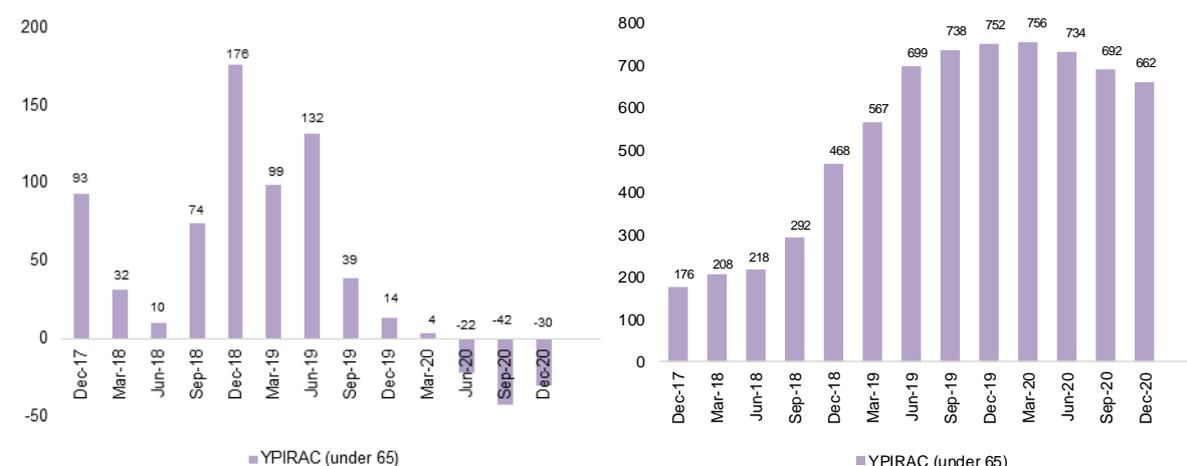


Table H.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2020 – Queensland ²⁴⁵

Age group	Total N
Under 45	22
45 to 54	90
55 to 64	550
Total YPIRAC (under 65)	662

Figure H.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland ²⁴⁶



²⁴⁴ Ibid.

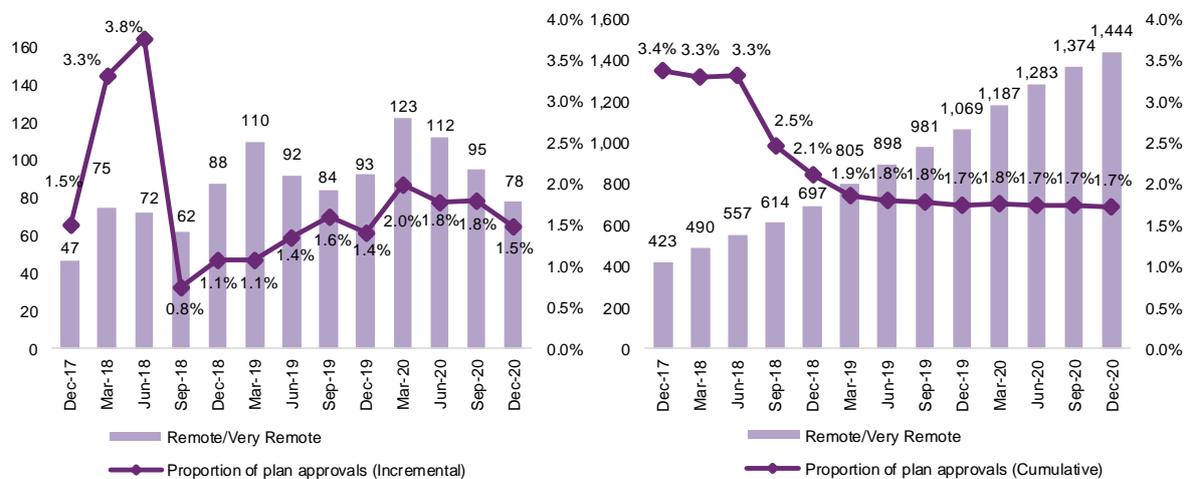
²⁴⁵ There are a further 326 active participants aged 65 years or over who are currently in residential aged care.

²⁴⁶ 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 H.11 Participant profile per quarter by remoteness – Queensland ^{247 248}

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Major cities	46,251	58.8%	3,234	61.4%	49,485	59.0%
Population > 50,000	19,133	24.3%	1,191	22.6%	20,324	24.2%
Population between 15,000 and 50,000	3,144	4.0%	213	4.0%	3,357	4.0%
Population between 5,000 and 15,000	3,482	4.4%	198	3.8%	3,680	4.4%
Population less than 5,000	5,303	6.7%	349	6.6%	5,652	6.7%
Remote	726	0.9%	39	0.7%	765	0.9%
Very Remote	640	0.8%	39	0.7%	679	0.8%
Missing	20		<11		20	
Total	78,699	100%	5,263	100%	83,962	100%

Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland ^{249 250}



²⁴⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁴⁸ This table is based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

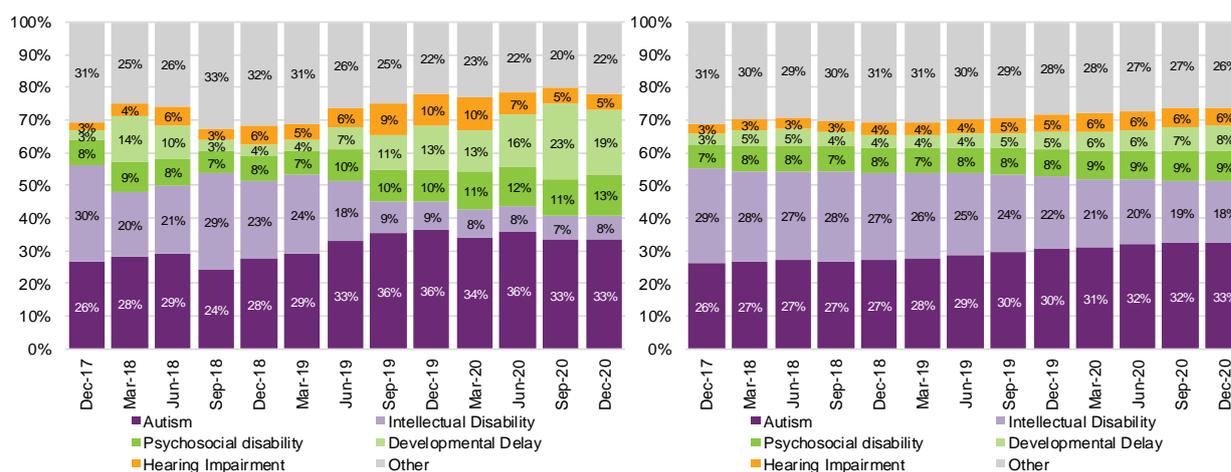
²⁴⁹ Ibid.

²⁵⁰ 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 H.12 Participant profile per quarter by primary disability group – Queensland ^{251 252 253}

Disability	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Autism	25,715	33%	1,759	33%	27,474	33%
Intellectual Disability	15,094	19%	396	8%	15,490	18%
Psychosocial disability	7,056	9%	663	13%	7,719	9%
Developmental Delay	5,468	7%	1,026	19%	6,494	8%
Hearing Impairment	4,553	6%	255	5%	4,808	6%
Other Neurological	3,587	5%	177	3%	3,764	4%
Other Physical	4,014	5%	178	3%	4,192	5%
Cerebral Palsy	3,320	4%	54	1%	3,374	4%
ABI	2,861	4%	173	3%	3,034	4%
Global Developmental Delay	1,283	2%	171	3%	1,454	2%
Visual Impairment	1,411	2%	66	1%	1,477	2%
Multiple Sclerosis	1,209	2%	56	1%	1,265	2%
Stroke	1,283	2%	94	2%	1,377	2%
Spinal Cord Injury	1,274	2%	32	1%	1,306	2%
Other Sensory/Speech	286	0%	11	0%	297	0%
Other	285	0%	152	3%	437	1%
Total	78,699	100%	5,263	100%	83,962	100%

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland ²⁵⁴



²⁵¹ Table order based on national proportions (highest to lowest).

²⁵² Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁵³ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Queensland (2,341).

²⁵⁴ 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 H.13 Participant profile per quarter by level of function – Queensland ²⁵⁵

Level of Function	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	7,099	9%	992	19%	8,091	10%
2 (High Function)	56	0%	<11		65	0%
3 (High Function)	4,111	5%	292	6%	4,403	5%
4 (High Function)	5,065	6%	413	8%	5,478	7%
5 (High Function)	4,394	6%	340	6%	4,734	6%
6 (Moderate Function)	18,122	23%	1,490	28%	19,612	23%
7 (Moderate Function)	3,712	5%	189	4%	3,901	5%
8 (Moderate Function)	6,264	8%	357	7%	6,621	8%
9 (Moderate Function)	445	1%	25	0%	470	1%
10 (Moderate Function)	9,833	12%	511	10%	10,344	12%
11 (Low Function)	2,638	3%	84	2%	2,722	3%
12 (Low Function)	10,167	13%	419	8%	10,586	13%
13 (Low Function)	4,852	6%	126	2%	4,978	6%
14 (Low Function)	1,900	2%	15	0%	1,915	2%
15 (Low Function)	32	0%	<11		33	0%
Missing	<11		<11		<11	
Total	78,699	100%	5,263	100%	83,962	100%

Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Queensland ²⁵⁶

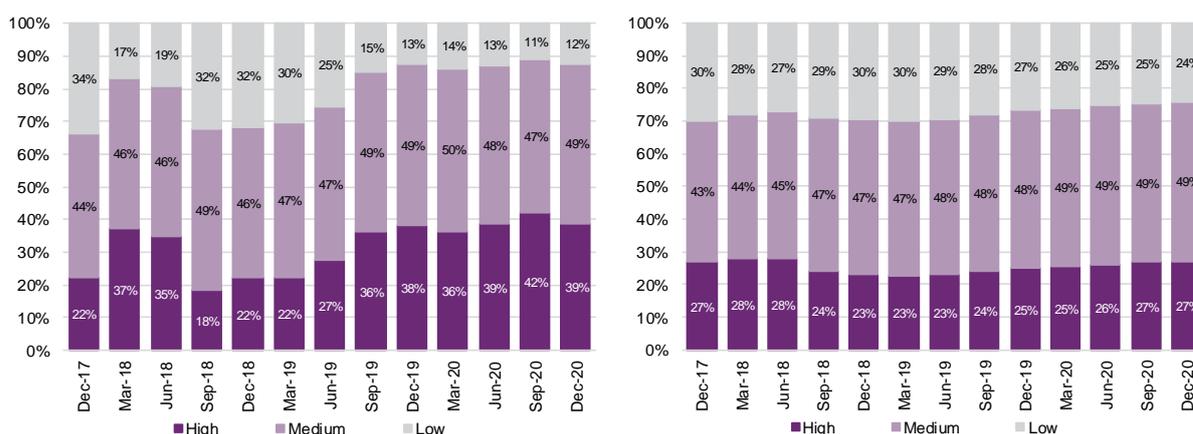


Table H.14 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
0 to 6	12,413	16%	1,684	32%	14,097	17%
7 to 14	19,922	25%	1,217	23%	21,139	25%
15 to 18	5,657	7%	357	7%	6,014	7%
19 to 24	6,385	8%	192	4%	6,577	8%
25 to 34	7,175	9%	302	6%	7,477	9%
35 to 44	6,682	8%	389	7%	7,071	8%
45 to 54	8,278	11%	484	9%	8,762	10%
55 to 64	9,745	12%	598	11%	10,343	12%
65+	2,442	3%	40	1%	2,482	3%
Total	78,699	100%	5,263	100%	83,962	100%

²⁵⁵ The distributions are calculated excluding participants with a missing level of function.

²⁵⁶ 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 H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland ²⁵⁷

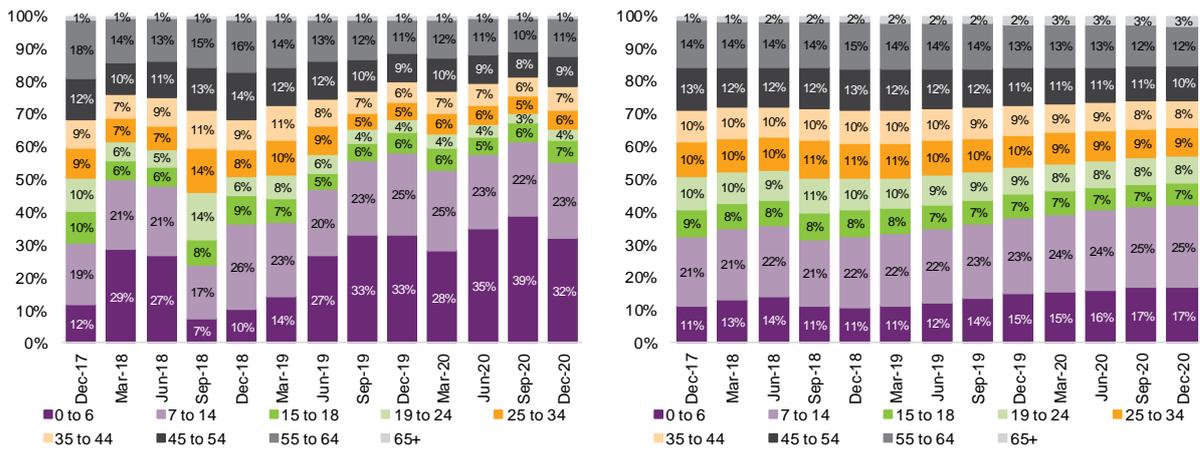


Table H.15 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Male	48,466	62%	3,206	61%	51,672	62%
Female	29,672	38%	2,010	38%	31,682	38%
Other	561	1%	47	1%	608	1%
Total	78,699	100%	5,263	100%	83,962	100%

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland ²⁵⁸

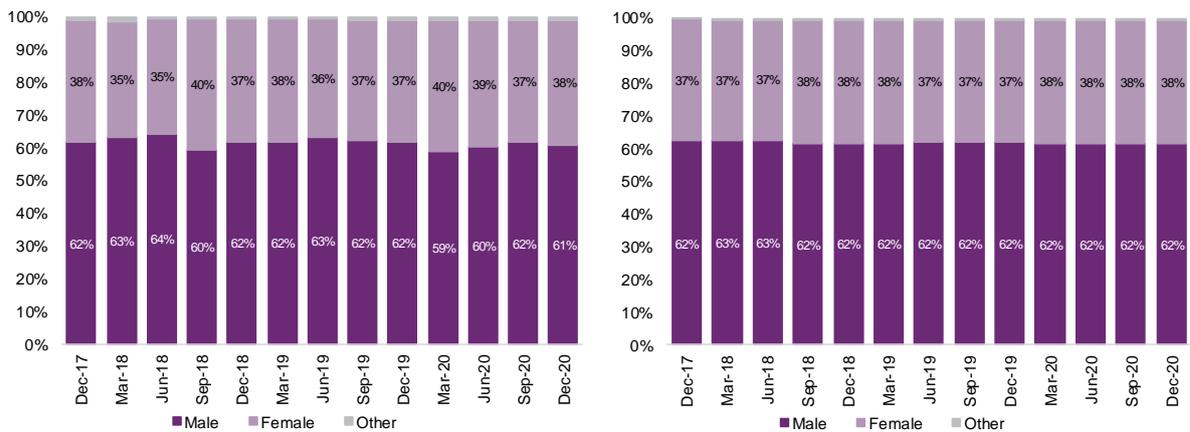


Table H.16 Participation rates by age group – Queensland ²⁵⁹

	QLD
0-6	3.19%
7-14	3.95%
15-18	2.40%
19-24	1.62%
25-34	1.03%
35-44	1.06%
45-54	1.35%
55-64	1.77%
Total (aged 0-64)	1.92%

²⁵⁷ Ibid.

²⁵⁸ Ibid.

²⁵⁹ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table H.17 Number of baseline questionnaires completed by SFOF version – Queensland ²⁶⁰

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	765	1,370	3,117	5,532	2,962	13,746
Participant school to 14	1,406	2,618	9,004	8,243	3,200	24,471
Participant 15 to 24	1,070	1,440	5,058	2,297	981	10,846
Participant 25 and over	3,318	3,901	15,267	7,947	3,343	33,776
Total Participant	6,559	9,329	32,446	24,019	10,486	82,839
Family 0 to 14	2,015	3,829	11,208	13,234	5,927	36,213
Family 15 to 24	271	966	3,304	1,525	693	6,759
Family 25 and over	180	1,168	4,327	2,143	838	8,656
Total Family	2,466	5,963	18,839	16,902	7,458	51,628
Total	9,025	15,292	51,285	40,921	17,944	134,467

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	67%			
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		70%		
CC % who are happy with the level of independence/control they have now			33%	
CC % who choose who supports them			36%	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			19%	25%
CC % who want more choice and control in their life			84%	80%

²⁶⁰ 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	45%			
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%	36%

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		68%		
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%	43%
HW	% who did not have any difficulties accessing health services			68%	62%
LL	% who currently attend or previously attended school in a mainstream class			33%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				63%
LL	% unable to do a course or training they wanted to do in the last 12 months				38%
WK	% who have a paid job			18%	18%
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	45%	52%	39%
% working in a paid job	45%	49%	35%
Of those in a paid job, % in permanent employment	77%	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	44%	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%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	37%	28%	19%
% able to advocate for their child/family member	81%	76%	72%
% who have friends and family they see as often as they like	44%	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%	41%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% 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=2,765) - participants who entered between 1 July 2016 and 31 December 2019 – Queensland ²⁶¹

Question	% Yes
DL Has the NDIS improved your child's development?	90%
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?	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?	64%

²⁶¹ Results in Tables H.22 to H.25 include participants who entered between 1 July 2016 and 31 December 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=9,849) - participants who entered between 1 July 2016 and 31 December 2019 – Queensland

Question	% Yes
DL Has the NDIS helped your child to become more independent?	68%
LL Has the NDIS improved your child's access to education?	46%
REL Has the NDIS improved your child's relationships with family and friends?	58%
S/CP Has the NDIS improved your child's social and recreational life?	51%

Table H.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,611) and ‘Participant 25 and over’ (n=13,840) - participants who entered between 1 July 2016 and 31 December 2019 – Queensland

Question	15 to 24 % Yes	25+ % Yes
CC Has the NDIS helped you have more choices and more control over your life?	71%	79%
DL Has the NDIS helped you with daily living activities?	72%	81%
REL Has the NDIS helped you to meet more people?	61%	62%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	37%
HW Has your involvement with the NDIS improved your health and wellbeing?	54%	63%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	35%
WK Has your involvement with the NDIS helped you find a job that's right for you?	20%	20%
S/CP Has the NDIS helped you be more involved?	67%	70%

Table H.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=12,648); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,057) - participants who entered between 1 July 2016 and 31 December 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?	70%	62%
Has the NDIS improved the level of support for your family?	75%	76%
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%	72%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	48%	47%

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=883) - participants who entered between 1 July 2016 and 31 December 2018 – Queensland ²⁶²

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	95%	+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?	83%	85%	+2%
REL	Has the NDIS improved how your child fits into family life?	76%	81%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	59%	64%	+4%

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=3,920) - participants who entered between 1 July 2016 and 31 December 2018 – Queensland

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	62%	71%	+9%
LL	Has the NDIS improved your child's access to education?	40%	47%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	52%	58%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	53%	+5%

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=2,196) and ‘Participant 25 and over’ (n=5,446) - participants who entered between 1 July 2016 and 31 December 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?	68%	74%	+6%	73%	82%	+9%
DL	Has the NDIS helped you with daily living activities?	68%	76%	+8%	77%	85%	+8%
REL	Has the NDIS helped you to meet more people?	56%	62%	+6%	59%	66%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	23%	-0%	32%	35%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	+5%	55%	63%	+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?	38%	40%	2%	33%	34%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	-2%	19%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	62%	68%	+6%	65%	73%	+8%

²⁶² Results in Tables H.26 to H.29 include participants who had their first plan approved between 1 July 2016 and 31 December 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=3,495); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,202) - participants who entered between 1 July 2016 and 31 December 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?	60%	67%	+7%	54%	66%	+13%
Has the NDIS improved the level of support for your family?	67%	75%	+9%	66%	78%	+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?	72%	79%	+7%	64%	75%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	80%	+6%			
Has the NDIS improved your health and wellbeing?	41%	46%	+5%	37%	44%	+7%

Table H.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=307) - participants who entered prior to 1 July 2016 and 31 December 2017 – Queensland ²⁶³

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	92%	95%	97%	+5%
DL Has the NDIS improved your child's access to specialist services?	92%	94%	94%	+2%
CC Has the NDIS helped increase your child's ability to communicate what they want?	81%	90%	83%	+2%
REL Has the NDIS improved how your child fits into family life?	70%	73%	73%	+3%
S/CP Has the NDIS improved how your child fits into community life?	57%	63%	71%	+14%

Table H.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=1,405) - participants who entered between 1 July 2016 and 31 December 2017 – Queensland

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS helped your child to become more independent?	56%	68%	73%	+17%
LL Has the NDIS improved your child's access to education?	32%	39%	43%	+11%
REL Has the NDIS improved your child's relationships with family and friends?	45%	54%	59%	+14%
S/CP Has the NDIS improved your child's social and recreational life?	42%	46%	50%	+8%

²⁶³ Results in Tables H.30 to H.35 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table H.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SF0F versions ‘Participant 15 to 24’ (n=833) - participants who entered between 1 July 2016 and 31 December 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?	65%	65%	73%	+8%
Has the NDIS helped you with daily living activities?	63%	69%	75%	+11%
Has the NDIS helped you to meet more people?	51%	52%	55%	+4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	16%	20%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	44%	44%	50%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	29%	32%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	15%	15%	-3%
Has the NDIS helped you be more involved?	61%	62%	67%	+6%

Table H.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SF0F versions ‘Participant 25 and over’ (n=2,135) - participants who entered between 1 July 2016 and 31 December 2017 – Queensland

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	71%	76%	82%	+12%
Has the NDIS helped you with daily living activities?	76%	83%	87%	+12%
Has the NDIS helped you to meet more people?	58%	61%	67%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	28%	32%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	52%	55%	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%	30%	34%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	13%	16%	0%
Has the NDIS helped you be more involved?	65%	69%	75%	+10%

Table H.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,149) - participants who entered between 1 July 2016 and 31 December 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?	53%	58%	65%	+12%
Has the NDIS improved the level of support for your family?	60%	68%	74%	+14%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	73%	80%	+13%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	74%	80%	+12%
Has the NDIS improved your health and wellbeing?	35%	37%	41%	+5%

Table H.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=224) - participants who entered between 1 July 2016 and 31 December 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?	46%	51%	57%	+12%
Has the NDIS improved the level of support for your family?	59%	66%	74%	+15%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	55%	60%	68%	+14%
Has the NDIS improved your health and wellbeing?	31%	33%	37%	+6%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ 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 first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=198) - participants who entered between 1 July 2016 and 31 December 2016 – Queensland

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?	53%	61%	64%	67%	+14%
LL Has the NDIS improved your child's access to education?	33%	30%	39%	47%	+15%
REL Has the NDIS improved your child's relationships with family and friends?	40%	46%	51%	53%	+13%
S/CP Has the NDIS improved your child's social and recreational life?	44%	44%	46%	44%	+0%

²⁶⁴ Results in Tables H.36 to H.39 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table H.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=123) - participants who entered between 1 July 2016 and 31 December 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?	64%	68%	65%	71%	+7%
DL	Has the NDIS helped you with daily living activities?	78%	73%	76%	77%	0%
REL	Has the NDIS helped you to meet more people?	57%	56%	50%	53%	-4%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	24%	20%	20%	18%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	44%	43%	48%	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?	40%	34%	36%	33%	-7%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	13%	10%	12%	13%	0%
S/CP	Has the NDIS helped you be more involved?	64%	59%	61%	65%	0%

Table H.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=254) - participants who entered between 1 July 2016 and 31 December 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?	70%	73%	75%	80%	+10%
DL	Has the NDIS helped you with daily living activities?	78%	84%	85%	89%	+11%
REL	Has the NDIS helped you to meet more people?	58%	61%	69%	69%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	39%	34%	37%	43%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	57%	57%	66%	+10%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	28%	30%	35%	+4%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	24%	19%	15%	18%	-6%
S/CP	Has the NDIS helped you be more involved?	62%	64%	79%	79%	+18%

Table H.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=116) - participants who entered between 1 July 2016 and 31 December 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?	53%	51%	64%	59%	+6%
Has the NDIS improved the level of support for your family?	60%	57%	76%	74%	+14%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	73%	82%	81%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	72%	78%	78%	+9%
Has the NDIS improved your health and wellbeing?	37%	33%	34%	34%	-3%

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

Table H.40 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=7,843), ‘participant social and community engagement rate’ (n=7,872) and ‘parent and carer employment rate’ (n=4,751) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2018 – Queensland ²⁶⁵

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	14%	19%	20%	24%
Aged 25+	20%	20%	19%	
Aged 15+ (Average)	19%	20%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	36%	43%	46%	50%
Aged 25+	38%	44%	47%	
Aged 15+ (Average)	38%	44%	47%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	43%	47%	45%	50%
Aged 15+	41%	42%	40%	
All ages (Average)	42%	46%	44%	

²⁶⁵ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

Table H.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,980), 'participant social and community engagement rate' (n=3,035) and 'parent and carer employment rate' (n=1,178) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2017 – Queensland ²⁶⁶

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	18%	21%	21%	25%	24%
Aged 25+	19%	19%	16%	17%	
Aged 15+ (Average)	19%	20%	17%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	33%	42%	44%	45%	50%
Aged 25+	38%	44%	47%	47%	
Aged 15+ (Average)	37%	43%	47%	47%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	38%	41%	44%	46%	50%
Aged 15+	43%	44%	44%	45%	
All ages (Average)	39%	42%	44%	46%	

Table H.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=378), 'participant social and community engagement rate' (n=399) and 'parent and carer employment rate' (n=104) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Queensland ²⁶⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4
Aged 15 to 24 years	17%	21%	20%	12%	16%
Aged 25+	19%	21%	21%	22%	19%
Aged 15+ (Average)	19%	21%	21%	20%	18%
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4
Aged 15 to 24 years	37%	38%	46%	35%	43%
Aged 25+	44%	48%	53%	55%	53%
Aged 15+ (Average)	43%	47%	52%	51%	52%
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4
Aged 0 to 14 years	30%	40%	48%	42%	46%
Aged 15+	Numbers are too small				
All ages (Average)	31%	42%	47%	44%	45%

²⁶⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

²⁶⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table H.43 Number of active plans by goal type and primary disability – Queensland ²⁶⁸

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	560	2,391	1,405	362	483	2,325	941	717	3,034
Autism	2,909	24,289	6,492	4,895	6,938	14,791	1,601	4,040	27,474
Cerebral Palsy	584	2,936	1,310	412	414	2,061	652	470	3,374
Developmental Delay	82	6,326	461	1,329	920	1,038	0	1	6,494
Down Syndrome	316	2,035	909	327	373	1,622	482	587	2,341
Global Developmental Delay	27	1,401	158	363	263	212	0	0	1,454
Hearing Impairment	676	3,959	668	792	453	1,834	310	901	4,808
Intellectual Disability	2,237	10,734	4,569	1,956	2,689	9,443	2,958	4,045	13,149
Multiple Sclerosis	230	1,035	713	65	111	827	345	223	1,265
Psychosocial disability	1,251	5,937	3,777	1,189	1,199	6,022	2,111	2,305	7,719
Spinal Cord Injury	309	1,121	620	99	95	826	319	364	1,306
Stroke	269	1,137	648	79	154	1,027	413	228	1,377
Visual Impairment	262	1,330	390	236	89	983	163	378	1,477
Other Neurological	677	3,075	1,760	345	503	2,672	1,032	466	3,764
Other Physical	722	3,614	1,772	315	284	2,363	721	804	4,192
Other Sensory/Speech	29	275	41	51	55	116	7	27	297
Other	76	379	192	44	55	290	87	74	437
Total	11,216	71,974	25,885	12,859	15,078	48,452	12,142	15,630	83,962

²⁶⁸ 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.44 Number of goals in active plans by goal type and primary disability – Queensland²⁶⁹

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	627	3,777	1,592	398	518	2,734	989	737	11,372
Autism	3,279	60,279	7,647	6,270	7,823	17,023	1,647	4,204	108,172
Cerebral Palsy	669	6,644	1,503	495	439	2,461	682	483	13,376
Developmental Delay	98	27,230	602	1,685	1,016	1,097	0	1	31,729
Down Syndrome	354	4,275	1,005	403	405	1,917	492	605	9,456
Global Developmental Delay	29	6,250	209	526	292	230	0	0	7,536
Hearing Impairment	771	7,602	762	912	491	2,036	317	936	13,827
Intellectual Disability	2,507	18,977	5,044	2,225	2,964	11,136	3,085	4,210	50,148
Multiple Sclerosis	256	1,671	825	66	117	946	364	230	4,475
Psychosocial disability	1,411	8,348	4,294	1,286	1,278	6,929	2,171	2,382	28,099
Spinal Cord Injury	373	1,788	690	102	102	947	341	375	4,718
Stroke	315	1,868	733	83	161	1,189	433	235	5,017
Visual Impairment	303	2,359	427	259	94	1,148	173	392	5,155
Other Neurological	797	5,316	2,033	376	547	3,111	1,090	481	13,751
Other Physical	821	6,158	2,079	356	302	2,669	761	814	13,960
Other Sensory/Speech	32	688	46	63	61	130	7	28	1,055
Other	86	671	228	49	58	333	91	76	1,592
Total	12,728	163,901	29,719	15,554	16,668	56,036	12,643	16,189	323,438

Table H.45 Number of active plans by goal type and age group – Queensland²⁷⁰

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	208	13,597	1,171	2,957	2,116	2,024	1	1	14,097
7 to 14	1,942	18,980	4,880	3,608	5,536	11,175	212	496	21,139
15 to 18	1,033	5,069	1,728	1,113	1,370	4,154	493	2,182	6,014
19 to 24	1,330	5,381	2,113	1,199	1,091	4,582	1,596	3,329	6,577
25 to 34	1,492	5,993	3,032	1,161	1,228	5,313	2,141	3,012	7,477
35 to 44	1,348	5,643	3,252	909	1,093	5,141	1,885	2,479	7,071
45 to 54	1,630	7,030	3,996	936	1,222	6,575	2,214	2,328	8,762
55 to 64	1,793	8,304	4,554	835	1,148	7,691	2,852	1,621	10,343
65+	440	1,977	1,159	141	274	1,797	748	182	2,482
Total	11,216	71,974	25,885	12,859	15,078	48,452	12,142	15,630	83,962

²⁶⁹ Participants have set over two million goals in total across Australia since July 2016. The 323,438 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

²⁷⁰ 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.46 Number of goals in active plans by goal type and age group – Queensland ²⁷¹

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	241	59,757	1,556	4,073	2,374	2,154	1	1	70,157
7 to 14	2,146	43,687	5,894	4,493	6,282	12,888	215	499	76,104
15 to 18	1,181	8,395	1,948	1,288	1,514	4,775	498	2,261	21,860
19 to 24	1,498	8,209	2,309	1,333	1,174	5,208	1,634	3,494	24,859
25 to 34	1,714	9,128	3,347	1,292	1,321	6,074	2,226	3,104	28,206
35 to 44	1,575	8,459	3,672	1,003	1,178	5,981	1,953	2,555	26,376
45 to 54	1,857	10,555	4,484	1,018	1,309	7,728	2,311	2,411	31,673
55 to 64	2,026	12,718	5,182	906	1,225	9,057	3,013	1,680	35,807
65+	490	2,993	1,327	148	291	2,171	792	184	8,396
Total	12,728	163,901	29,719	15,554	16,668	56,036	12,643	16,189	323,438

²⁷¹ Participants have set over two million goals in total across Australia since July 2016. The 323,438 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

Table H.47 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q2 compared to prior quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland ²⁷²

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q2
Access	n = 1,687	n = 244
Are you happy with how coming into the NDIS has gone?	85%	81%
Was the person from the NDIS respectful?	97%	94%
Do you understand what will happen next with your plan?	76%	75%
% of participants rating their overall experience as Very Good or Good.	77%	75%
Pre-planning	n = 1,807	n = 327
Did the person from the NDIS understand how your disability affects your life?	85%	84%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	82%	74%
Are you clear on what happens next with your plan?	81%	69%
Do you know where to go for more help with your plan?	85%	72%
% of participants rating their overall experience as Very Good or Good.	81%	76%
Planning	n = 2,226	n = 1,069
Did the person from the NDIS understand how your disability affects your life?	85%	89%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	83%	86%
Are you clear on what happens next with your plan?	79%	81%
Do you know where to go for more help with your plan?	86%	86%
% of participants rating their overall experience as Very Good or Good.	82%	84%
Plan review	n = 662	n = 2,347
Did the person from the NDIS understand how your disability affects your life?	83%	78%
Did you feel prepared for your plan review?	82%	82%
Is your NDIS plan helping you to make progress towards your goals?	86%	87%
% of participants rating their overall experience as Very Good or Good.	79%	73%

²⁷² Previously the survey was administered by the NDIA's National Contact Centre since it was introduced in September 2018. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Future results will be compared with the December 2020 quarter results to understand change over time.

Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ^{273 274}

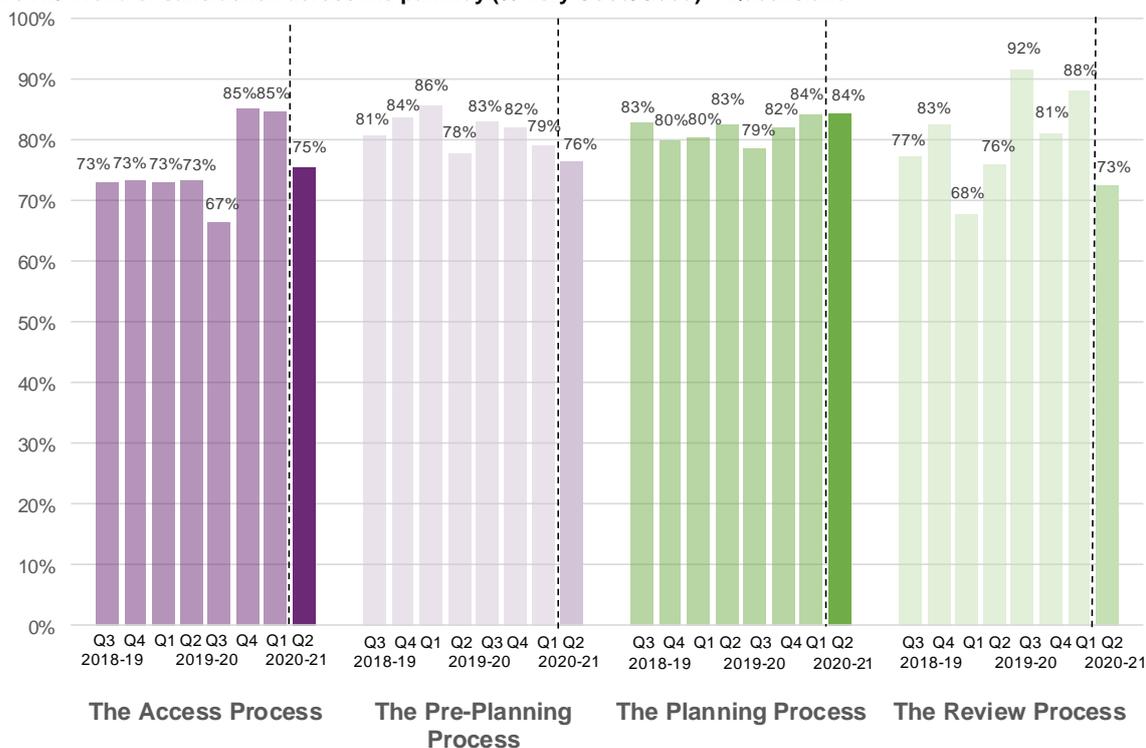
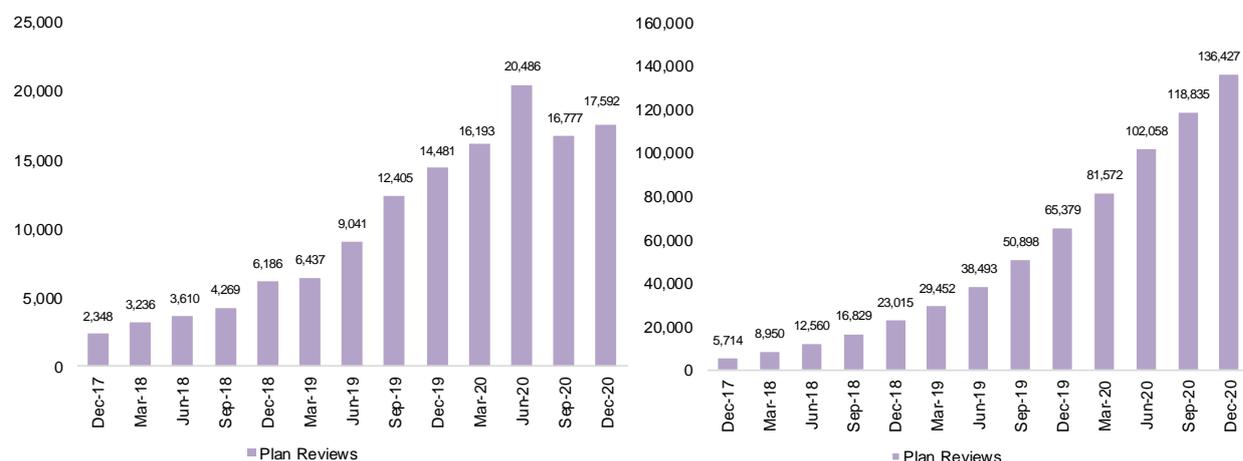


Table H.48 Plan reviews conducted per quarter – excluding plans less than 30 days – Queensland ²⁷⁵

	Prior Quarters (Transition only)	2020-21 Q2	Transition Total
Total plan reviews	118,835	17,592	136,427
<i>Early intervention plans</i>	20,333	3,664	23,997
<i>Permanent disability plans</i>	98,502	13,928	112,430

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



²⁷³ Ibid.

²⁷⁴ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²⁷⁵ 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 Q2. The charts show trends in complaints experience since the December 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 participant 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.49 shows the number of complaints in 2020-21 Q2 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.

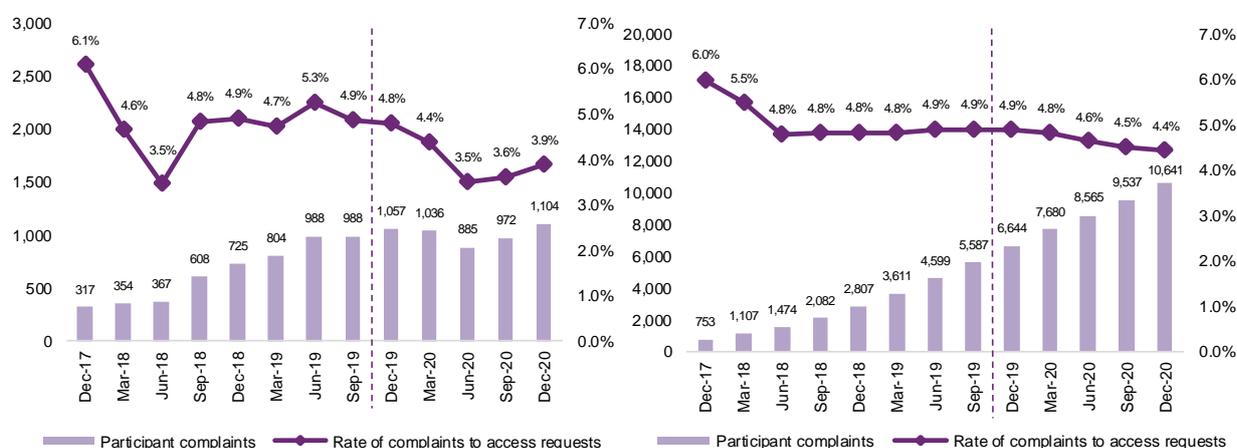
Table H.50 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table H.51.

Table H.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 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q2. This table should be considered in conjunction with Table H.50. The list of complaint types is different to that which appears in Table H.50, as it is based on the options available on the 'My Customer Requests' tile.

Table H.49 Complaints by quarter – Queensland ^{276 277 278}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q2	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	27	6	33	31
Complaint about LAC Partner	110	47	157	146
Complaints about service providers	811	61	872	677
Complaints about the Agency	8,126	748	8,874	5,392
Critical/ Reportable Incident	467	242	709	582
Unclassified	209	0	209	191
Total	9,750	1,104	10,854	6,436
Total complaints made since 1 April 2017	9,537	1,104	10,641	
Complaints since 1 April 2017 as % of all access requests	4.5%	3.9%	4.4%	

Figure H.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland



²⁷⁶ Note that 68% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.

²⁷⁷ % 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.

²⁷⁸ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table H.50 Complaints by type ('My Feedback' tile) – Queensland

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	111	(18%)
Service Delivery	95	(16%)
Staff conduct	110	(18%)
Provider process	62	(10%)
Provider costs.	67	(11%)
Other	157	(26%)
Total	602	
<i>Complaints about the Agency</i>		
Timeliness	1,556	(28%)
Individual needs	715	(13%)
Reasonable and necessary supports	735	(13%)
Information unclear	259	(5%)
The way the NDIA carried out its decision making	439	(8%)
Other	1,898	(34%)
Total	5,602	
<i>Unclassified</i>	209	
Participants total	6,413	

Table H.51 Complaints by type ('My Customer Requests' tile) – Queensland

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	2	(7%)	1	(17%)	3	(9%)
ECEI Process	2	(7%)	1	(17%)	3	(9%)
ECEI Staff	11	(41%)	4	(67%)	15	(45%)
ECEI Timeliness	12	(44%)	0	(0%)	12	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	27		6		33	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(1%)
LAC Plan	20	(18%)	9	(19%)	29	(18%)
LAC Process	6	(5%)	6	(13%)	12	(8%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	62	(56%)	28	(60%)	90	(57%)
LAC Timeliness	21	(19%)	4	(9%)	25	(16%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	110		47		157	
<i>Complaints about service providers</i>						
Provider Finance	14	(7%)	2	(4%)	16	(6%)
Provider Fraud and Compliance	24	(11%)	4	(7%)	28	(10%)
Provider Service	131	(61%)	36	(64%)	167	(62%)
Provider Staff	45	(21%)	14	(25%)	59	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	214		56		270	
<i>Complaints about the Agency</i>						
NDIA Access	179	(7%)	40	(6%)	219	(7%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	266	(10%)	75	(10%)	341	(10%)
NDIA Fraud and Compliance	9	(0%)	3	(0%)	12	(0%)
NDIA Plan	736	(29%)	273	(38%)	1,009	(31%)
NDIA Process	412	(16%)	109	(15%)	521	(16%)
NDIA Resources	23	(1%)	5	(1%)	28	(1%)
NDIA Staff	221	(9%)	59	(8%)	280	(9%)
NDIA Timeliness	695	(27%)	162	(22%)	857	(26%)
Quality & Safeguards Commission	4	(0%)	1	(0%)	5	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	2,545		727		3,272	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	136	(29%)	77	(32%)	213	(30%)
Allegations against NDIA Staff/Partners	3	(1%)	0	(0%)	3	(0%)
Allegations against a provider	135	(29%)	54	(22%)	189	(27%)
Participant threat	69	(15%)	37	(15%)	106	(15%)
Provider reporting	124	(27%)	74	(31%)	198	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	467		242		709	
<i>Unclassified</i>	0		0		0	
Participants total	3,363		1,078		4,441	

Figure H.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Queensland
279

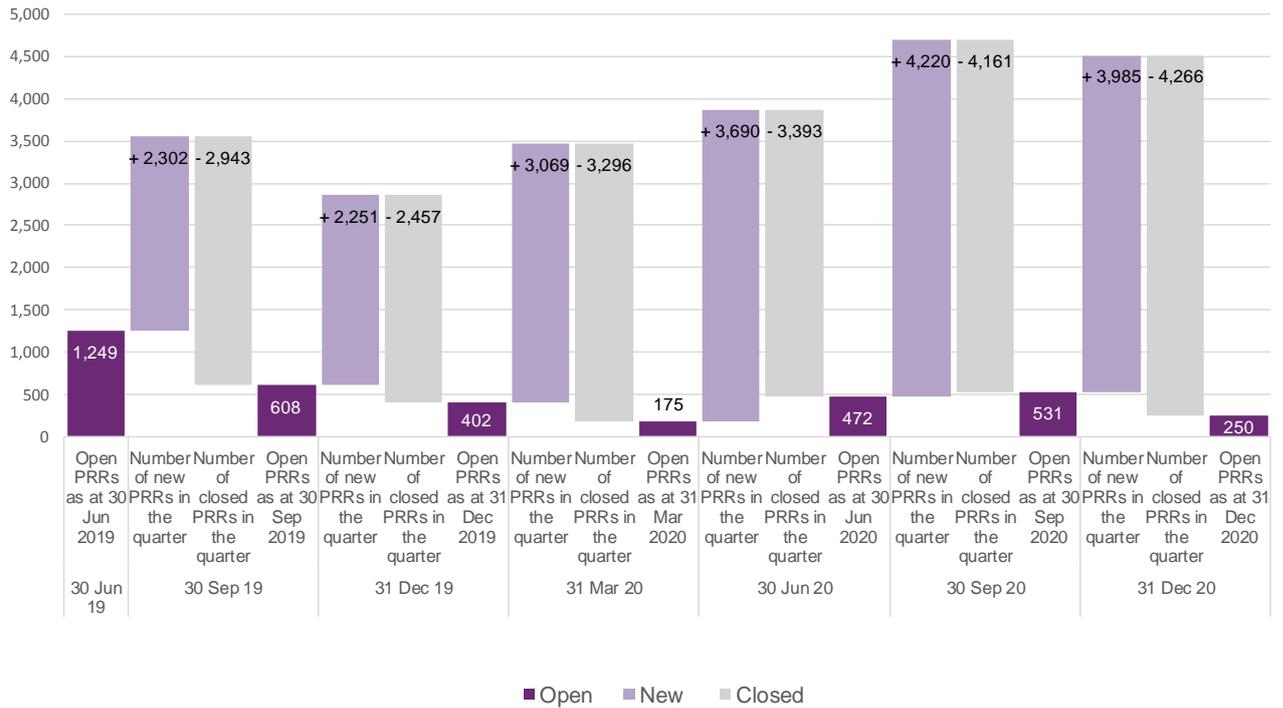


Table H.52 Summary of Open Participant Requested Reviews (PRRs) (s48) – Queensland ²⁸⁰

	As at 31 December 2020
Open PRRs	250
Number of PRRs open less than 21 days	250
Number of PRRs open more than 21 days	0
New PRRs in the quarter	3,985
Number of PRRs closed in the quarter	4,266
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

²⁷⁹ 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.

²⁸⁰ 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 ²⁸¹

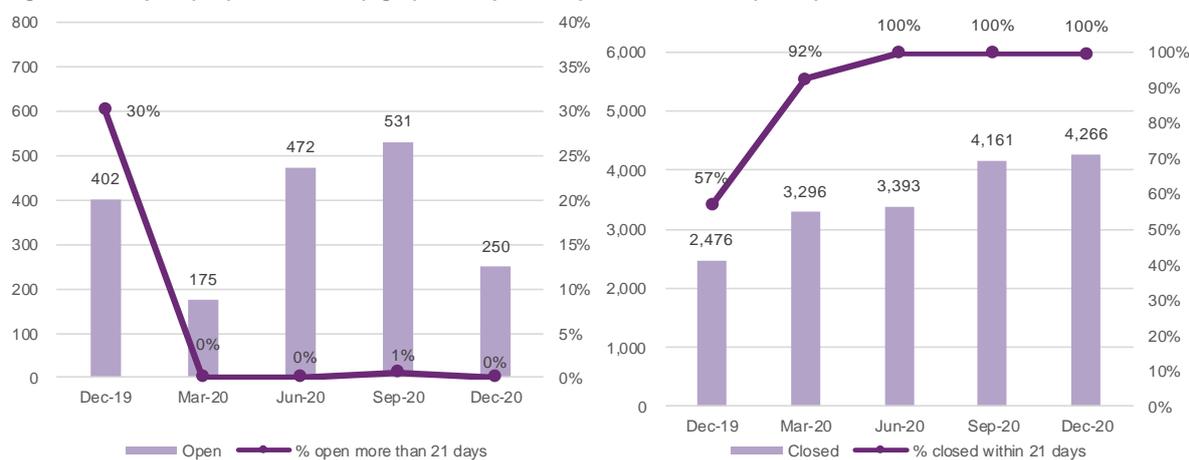


Figure H.14 RoRDs received and closed by quarter and open at the end of each quarter – Queensland



Table H.53 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Queensland ^{282 283}

	Access	Planning
Open RoRDs	53	1,034
Number of RoRDs open less than 90 days	52	1,023
Number of RoRDs open more than 90 days	1	11
New RoRDs in the quarter	233	1,664
Number of RoRDs closed in the quarter	231	1,363
Proportion closed within 90 days	99%	97%
Average days RoRDs took to close in the quarter	26	48

²⁸¹ 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 31 December 2020.

²⁸² 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.

²⁸³ Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Figure H.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Queensland ²⁸⁴

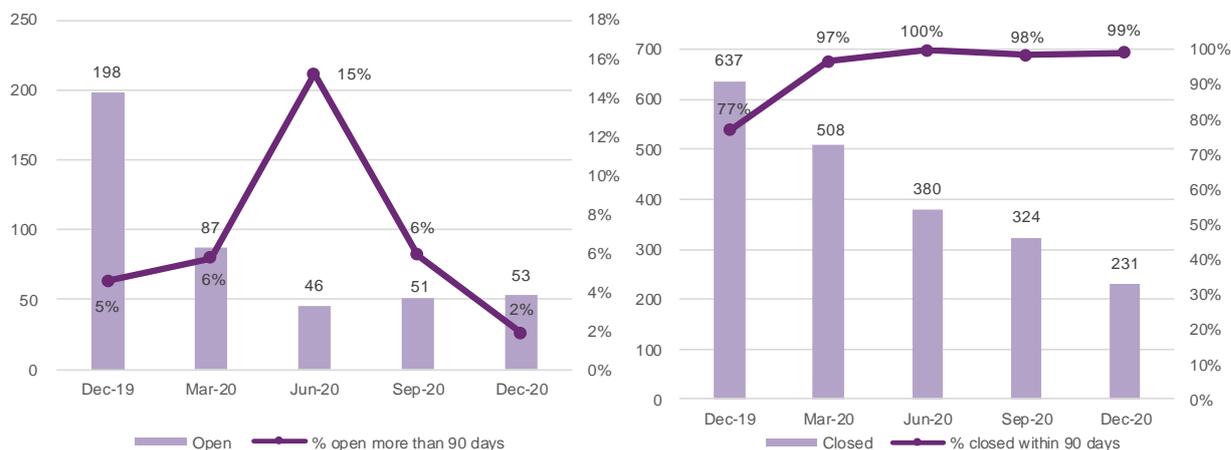


Figure H.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Queensland ²⁸⁵



Table H.54 AAT Cases by category – Queensland ²⁸⁶

Category	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Access	271	40%	<11		280	36%
Plan	327	48%	70	74%	397	52%
Plan Review	50	7%	<11		51	7%
Other	27	4%	14	15%	41	5%
Total	675	100%	94	100%	769	100%
% of all access decisions	0.37%		0.36%		0.36%	

²⁸⁴ Numbers of open and closed RoRDs have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data.

²⁸⁵ Ibid.

²⁸⁶ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

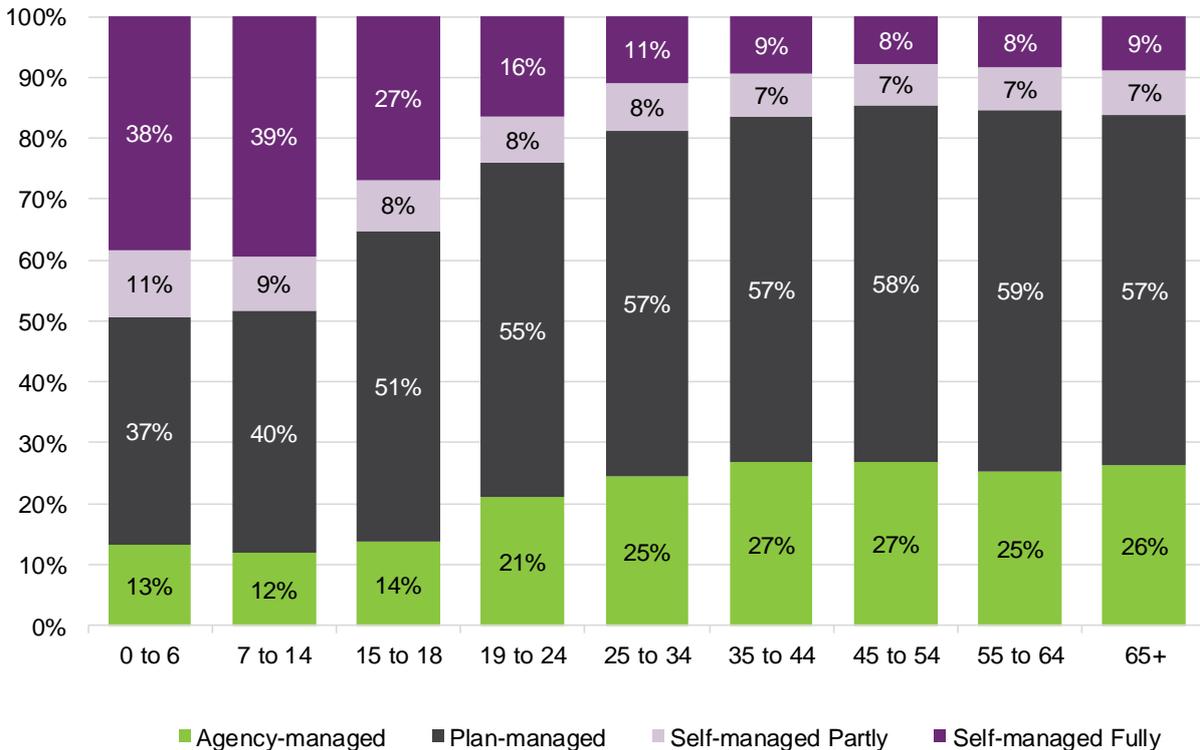
Figure H.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland



Table H.55 AAT cases by open/closed and decision – Queensland

	N
AAT Cases	769
Open AAT Cases	192
Closed AAT Cases	577
Resolved before hearing	573
Gone to hearing and received a substantive decision	<11

Figure H.18 Distribution of active participants by method of financial plan management and age group as at 31 December 2020 – Queensland ^{287 288}



²⁸⁷ For the total number of active participants in each age group, see Table H.14.

²⁸⁸ 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 31 December 2020 – Queensland ^{289 290}

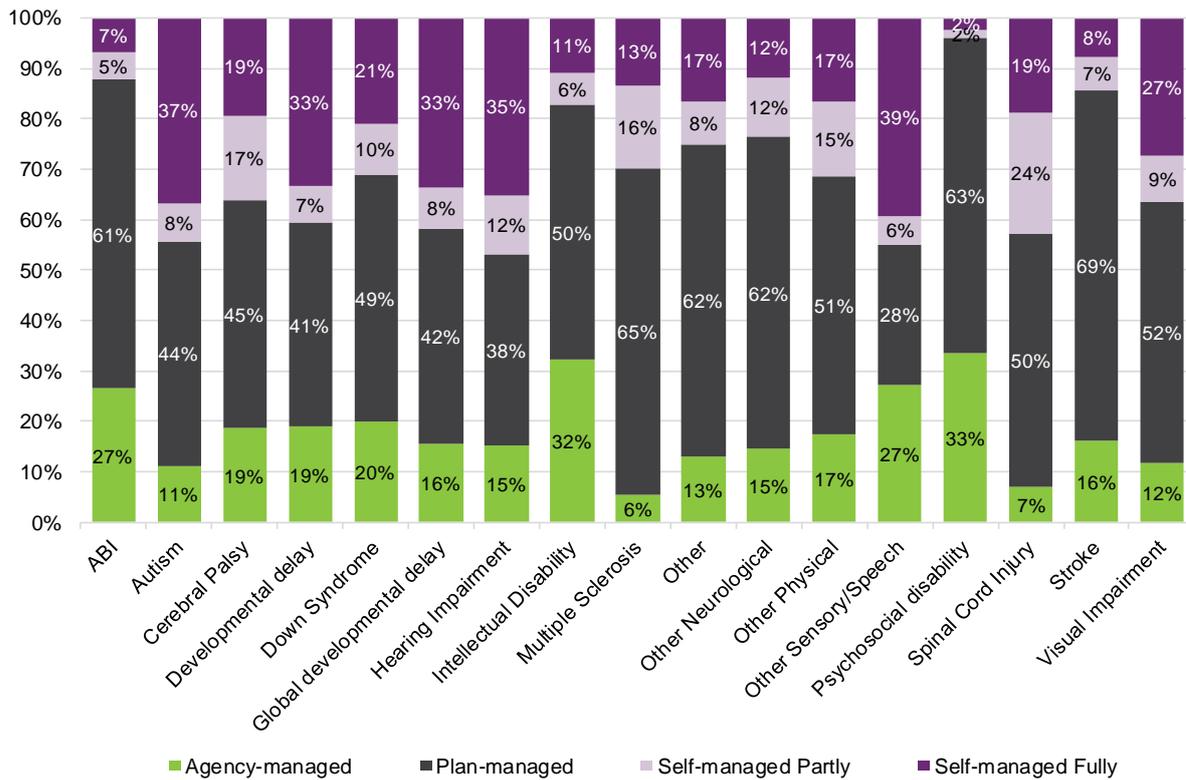
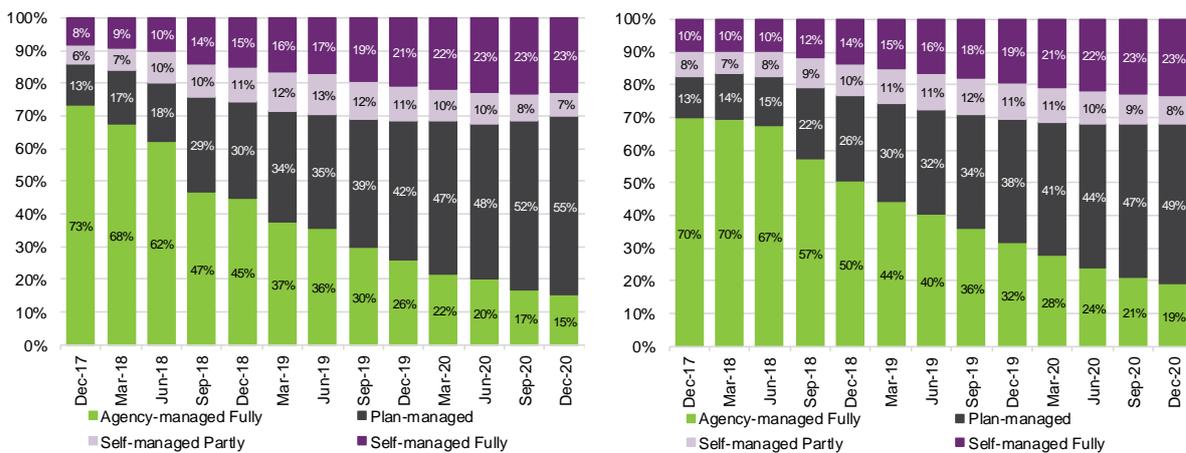


Table H.56 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland ²⁹¹

	Prior Quarters	2020-21 Q2	Total
Self-managed fully	24%	23%	23%
Self-managed partly	9%	7%	8%
Plan-managed	47%	55%	49%
Agency-managed	20%	15%	19%
Total	100%	100%	100%

Figure H.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland ²⁹²



²⁸⁹ For the total number of active participants in each primary disability group, see Table H.12.

²⁹⁰ 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.

²⁹¹ Ibid.

²⁹² 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.57 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland

	Prior Quarters	2020-21 Q2	Total
Self-managed	13%	13%	13%
Plan-managed	35%	48%	37%
Agency-managed	52%	39%	50%
Total	100%	100%	100%

Figure H.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland

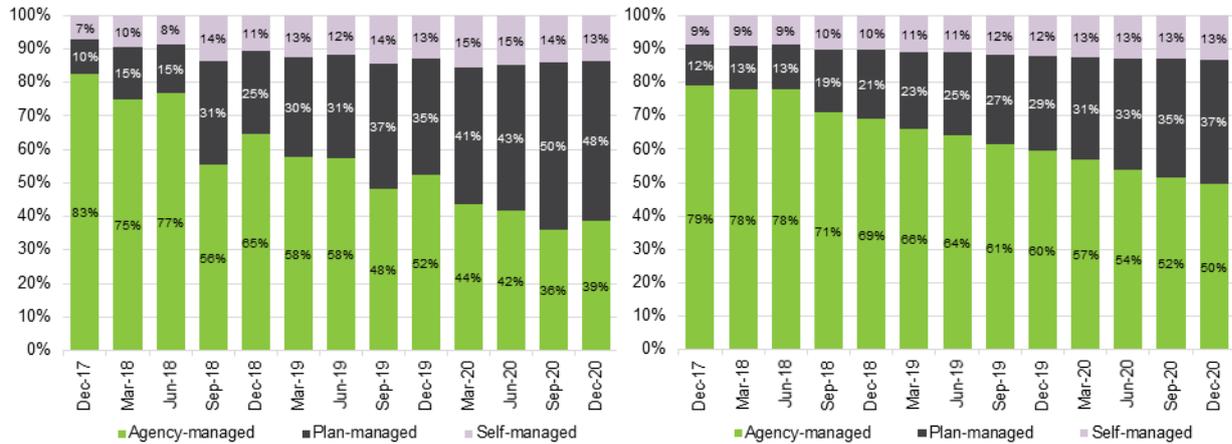


Table H.58 Distribution of active participants by support coordination and quarter of plan approval – Queensland

	Prior Quarters	2020-21 Q2	Total
Support coordination	35%	45%	38%

Table H.59 Duration to plan activation by quarter of initial plan approval for active participants – Queensland²⁹³

Plan activation	Prior Quarters (Transition Only)		2019-20 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	46,309	70%	4,243	68%	50,552	70%
30 to 59 days	7,709	12%	802	13%	8,511	12%
60 to 89 days	3,618	5%	328	5%	3,946	5%
Activated within 90 days	57,636	87%	5,373	86%	63,009	87%
90 to 119 days	2,133	3%	201	3%	2,334	3%
120 days and over	5,210	8%	188	3%	5,398	7%
Activated after 90 days	7,343	11%	389	6%	7,732	11%
No payments	1,511	2%	483	8%	1,994	3%
Total plans approved	66,490	100%	6,245	100%	72,735	100%

²⁹³ Plans approved after the end of 2019-20 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table H.60 Proportion of participants who have activated within 12 months – Queensland

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	5,095	5,327	96%
Not Aboriginal and Torres Strait Islander	47,265	48,459	98%
Not Stated	7,040	7,268	97%
Total	59,400	61,054	97%
by Culturally and Linguistically Diverse status			
CALD	3,142	3,215	98%
Not CALD	56,232	57,809	97%
Not Stated	26	30	87%
Total	59,400	61,054	97%
by Remoteness			
Major Cities	34,103	34,905	98%
Regional	24,301	25,087	97%
Remote	979	1,045	94%
Missing	17	17	100%
Total	59,400	61,054	97%
by Primary Disability type			
Autism	18,974	19,479	97%
Intellectual Disability (including Down Syndrome)	13,449	13,702	98%
Psychosocial Disability	4,931	5,034	98%
Developmental Delay (including Global Developmental Delay)	3,085	3,267	94%
Other	18,961	19,572	97%
Total	59,400	61,054	97%

Table H.61 Distribution of plans by utilisation – Queensland ^{294 295}

Plan utilisation	Total
0 to 50%	40%
50% to 75%	26%
> 75%	34%
Total	100%

Table H.62 Proportion of active participants with approved plans accessing mainstream supports – Queensland ²⁹⁶

	Prior Quarters	2020-21 Q2	Total
Daily Activities	15%	15%	15%
Health & Wellbeing	52%	55%	53%
Lifelong Learning	15%	17%	16%
Other	11%	13%	12%
Non-categorised	30%	29%	29%
Any mainstream service	94%	95%	94%

²⁹⁴ This table only considers participants with initial plans approved up to 30 June 2020, and includes committed supports and payments for supports provided up to 30 September 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²⁹⁵ 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.

²⁹⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Table H.65 Cumulative number of providers that have been ever active by registration group – Queensland³⁰⁰

Registration Group	Prior Quarters	2020-21 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	138	12	150	9%
Assistance Animals	92	5	97	5%
Assistance with daily life tasks in a group or shared living arrangement	594	39	633	7%
Assistance with travel/transport arrangements	612	18	630	3%
Daily Personal Activities	965	40	1,005	4%
Group and Centre Based Activities	648	39	687	6%
High Intensity Daily Personal Activities	657	21	678	3%
Household tasks	1,120	38	1,158	3%
Interpreting and translation	122	8	130	7%
Participation in community, social and civic activities	1,033	44	1,077	4%
Assistive Technology				
Assistive equipment for recreation	179	21	200	12%
Assistive products for household tasks	151	13	164	9%
Assistance products for personal care and safety	1,069	36	1,105	3%
Communication and information equipment	358	18	376	5%
Customised Prosthetics	437	18	455	4%
Hearing Equipment	157	17	174	11%
Hearing Services	26	8	34	31%
Personal Mobility Equipment	617	28	645	5%
Specialised Hearing Services	51	15	66	29%
Vision Equipment	169	14	183	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,015	63	1,078	6%
Behaviour Support	455	18	473	4%
Community nursing care for high needs	297	32	329	11%
Development of daily living and life skills	616	25	641	4%
Early Intervention supports for early childhood	990	23	1,013	2%
Exercise Physiology and Physical Wellbeing activities	549	20	569	4%
Innovative Community Participation	192	12	204	6%
Specialised Driving Training	139	8	147	6%
Therapeutic Supports	2,519	53	2,572	2%
Capital services				
Home modification design and construction	323	14	337	4%
Specialist Disability Accommodation	54	11	65	20%
Vehicle Modifications	158	15	173	9%
Choice and control support services				
Management of funding for supports in participants plan	501	24	525	5%
Support Coordination	248	20	268	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	163	9	172	6%
Specialised Supported Employment	168	26	194	15%
Total approved active providers	5,351	123	5,474	2%

³⁰⁰ 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.66 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2020 – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	36	114	150	24%	76%	100%
Assistance Animals	12	85	97	12%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	78	555	633	12%	88%	100%
Assistance with travel/transport arrangements	105	525	630	17%	83%	100%
Daily Personal Activities	118	887	1,005	12%	88%	100%
Group and Centre Based Activities	82	605	687	12%	88%	100%
High Intensity Daily Personal Activities	82	596	678	12%	88%	100%
Household tasks	357	801	1,158	31%	69%	100%
Interpreting and translation	28	102	130	22%	78%	100%
Participation in community, social and civic activities	141	936	1,077	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	27	173	200	14%	87%	100%
Assistive products for household tasks	17	147	164	10%	90%	100%
Assistance products for personal care and safety	164	941	1,105	15%	85%	100%
Communication and information equipment	72	304	376	19%	81%	100%
Customised Prosthetics	71	384	455	16%	84%	100%
Hearing Equipment	25	149	174	14%	86%	100%
Hearing Services	5	29	34	15%	85%	100%
Personal Mobility Equipment	86	559	645	13%	87%	100%
Specialised Hearing Services	7	59	66	11%	89%	100%
Vision Equipment	29	154	183	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	196	882	1,078	18%	82%	100%
Behaviour Support	151	322	473	32%	68%	100%
Community nursing care for high needs	47	282	329	14%	86%	100%
Development of daily living and life skills	88	553	641	14%	86%	100%
Early Intervention supports for early childhood	362	651	1,013	36%	64%	100%
Exercise Physiology and Physical Wellbeing activities	139	430	569	24%	76%	100%
Innovative Community Participation	56	148	204	27%	73%	100%
Specialised Driving Training	24	123	147	16%	84%	100%
Therapeutic Supports	1,054	1,518	2,572	41%	59%	100%
Capital services						
Home modification design and construction	57	280	337	17%	83%	100%
Specialist Disability Accommodation	3	62	65	5%	95%	100%
Vehicle Modifications	16	157	173	9%	91%	100%
Choice and control support services						
Management of funding for supports in participants plan	86	439	525	16%	84%	100%
Support Coordination	53	215	268	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	21	151	172	12%	88%	100%
Specialised Supported Employment	21	173	194	11%	89%	100%
Total	1,821	3,653	5,474	33%	67%	100%

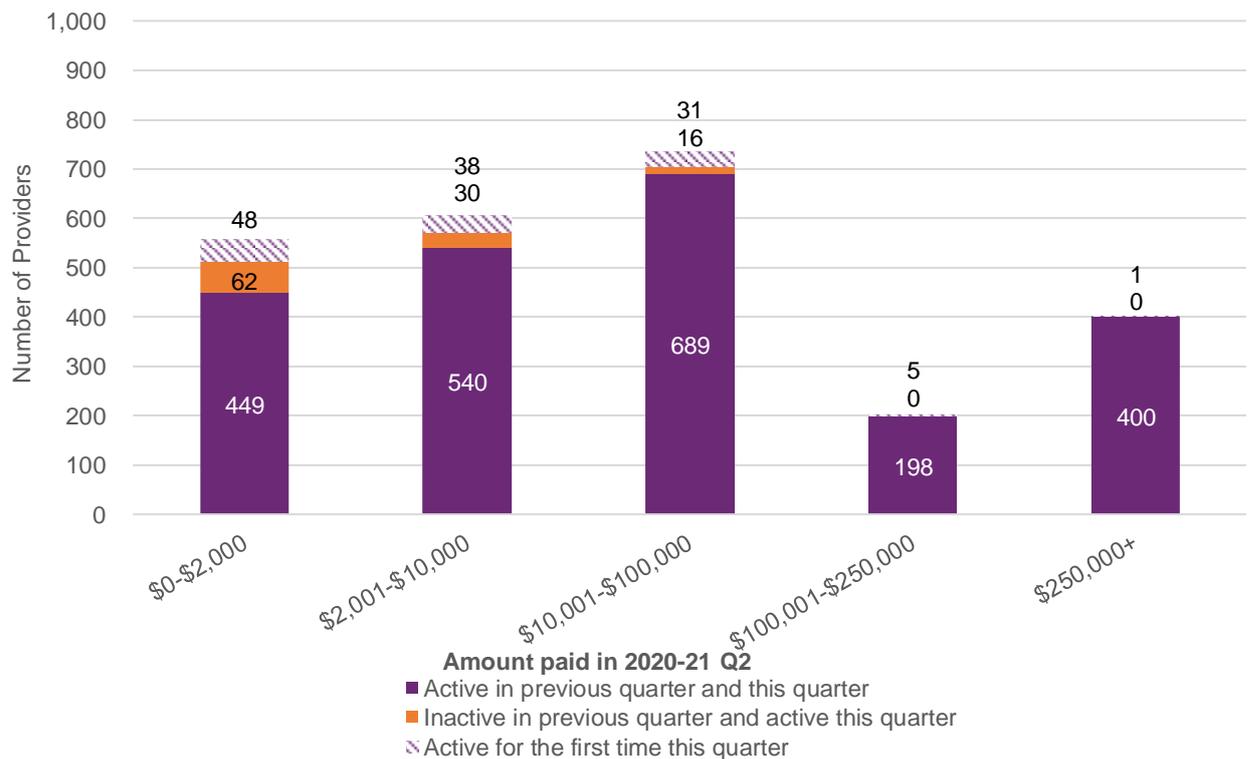
Table H.67 Number and proportion of providers active in 2020-21 Q2 by registration group and first quarter of activity – Queensland

Registration Group	Active in previous quarters and in 2020-21 Q2	Active for the first time in 2020-21 Q2	Total	% active for the first time in 2020-21 Q2
Assistance services				
Accommodation / Tenancy Assistance	23	12	35	34%
Assistance Animals	46	5	51	10%
Assistance with daily life tasks in a group or shared living arrangement	399	39	438	9%
Assistance with travel/transport arrangements	314	18	332	5%
Daily Personal Activities	541	40	581	7%
Group and Centre Based Activities	372	39	411	9%
High Intensity Daily Personal Activities	351	21	372	6%
Household tasks	520	38	558	7%
Interpreting and translation	65	8	73	11%
Participation in community, social and civic activities	603	44	647	7%
Assistive Technology				
Assistive equipment for recreation	36	21	57	37%
Assistive products for household tasks	24	13	37	35%
Assistance products for personal care and safety	554	36	590	6%
Communication and information equipment	196	18	214	8%
Customised Prosthetics	203	18	221	8%
Hearing Equipment	65	17	82	21%
Hearing Services	8	8	16	50%
Personal Mobility Equipment	292	28	320	9%
Specialised Hearing Services	20	15	35	43%
Vision Equipment	67	14	81	17%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	600	63	663	10%
Behaviour Support	199	18	217	8%
Community nursing care for high needs	173	32	205	16%
Development of daily living and life skills	292	25	317	8%
Early Intervention supports for early childhood	376	23	399	6%
Exercise Physiology and Physical Wellbeing activities	321	20	341	6%
Innovative Community Participation	61	12	73	16%
Specialised Driving Training	57	8	65	12%
Therapeutic Supports	1,095	53	1,148	5%
Capital services				
Home modification design and construction	130	14	144	10%
Specialist Disability Accommodation	36	11	47	23%
Vehicle Modifications	45	15	60	25%
Choice and control support services				
Management of funding for supports in participants plan	348	24	372	6%
Support Coordination	107	20	127	16%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	93	9	102	9%
Specialised Supported Employment	105	26	131	20%
Total	2,384	123	2,507	5%

Table H.68 Number and proportion of providers active in 2020-21 Q2 in each registration group by legal entity type – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	10	25	35	29%	71%	100%
Assistance Animals	7	44	51	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	50	388	438	11%	89%	100%
Assistance with travel/transport arrangements	42	290	332	13%	87%	100%
Daily Personal Activities	77	504	581	13%	87%	100%
Group and Centre Based Activities	56	355	411	14%	86%	100%
High Intensity Daily Personal Activities	53	319	372	14%	86%	100%
Household tasks	145	413	558	26%	74%	100%
Interpreting and translation	16	57	73	22%	78%	100%
Participation in community, social and civic activities	92	555	647	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	2	55	57	4%	96%	100%
Assistive products for household tasks	4	33	37	11%	89%	100%
Assistance products for personal care and safety	78	512	590	13%	87%	100%
Communication and information equipment	41	173	214	19%	81%	100%
Customised Prosthetics	32	189	221	14%	86%	100%
Hearing Equipment	14	68	82	17%	83%	100%
Hearing Services	1	15	16	6%	94%	100%
Personal Mobility Equipment	49	271	320	15%	85%	100%
Specialised Hearing Services	2	33	35	6%	94%	100%
Vision Equipment	12	69	81	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	131	532	663	20%	80%	100%
Behaviour Support	61	156	217	28%	72%	100%
Community nursing care for high needs	26	179	205	13%	87%	100%
Development of daily living and life skills	42	275	317	13%	87%	100%
Early Intervention supports for early childhood	111	288	399	28%	72%	100%
Exercise Physiology and Physical Wellbeing activities	72	269	341	21%	79%	100%
Innovative Community Participation	13	60	73	18%	82%	100%
Specialised Driving Training	8	57	65	12%	88%	100%
Therapeutic Supports	409	739	1,148	36%	64%	100%
Capital services						
Home modification design and construction	14	130	144	10%	90%	100%
Specialist Disability Accommodation	2	45	47	4%	96%	100%
Vehicle Modifications	7	53	60	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	74	298	372	20%	80%	100%
Support Coordination	23	104	127	18%	82%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	14	88	102	14%	86%	100%
Specialised Supported Employment	18	113	131	14%	86%	100%
Total	721	1,786	2,507	29%	71%	100%

Figure H.22 Distribution of active providers in 2020-21 Q2 by their status in 2020-21 Q1 and payment band in 2020-21 Q2 – Queensland ³⁰¹



Part Five: Financial sustainability

Table H.69 Committed supports by financial year (\$m) – Queensland ³⁰²

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	1.0	3.4	8.8	219.1	835.4	2,481.3	5,093.4	3,218.8

³⁰¹ 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.

³⁰² Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 and 2014-15 for Queensland.

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 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Queensland

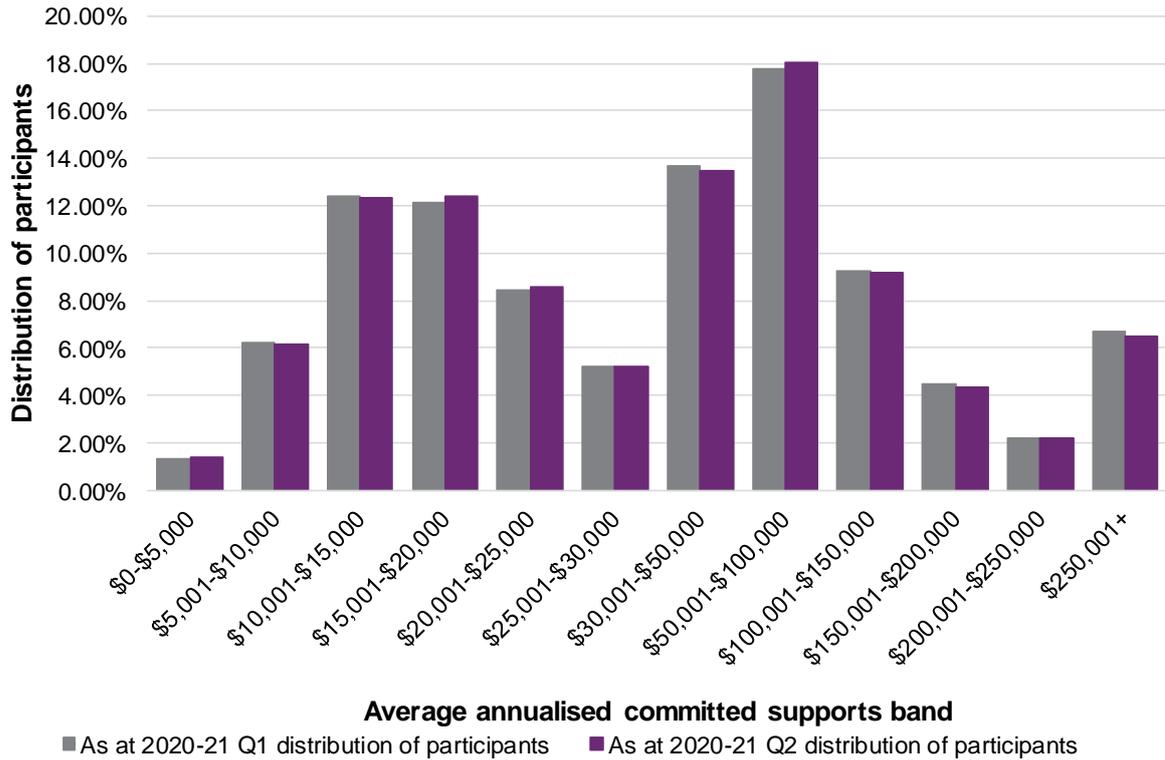


Figure H.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Queensland

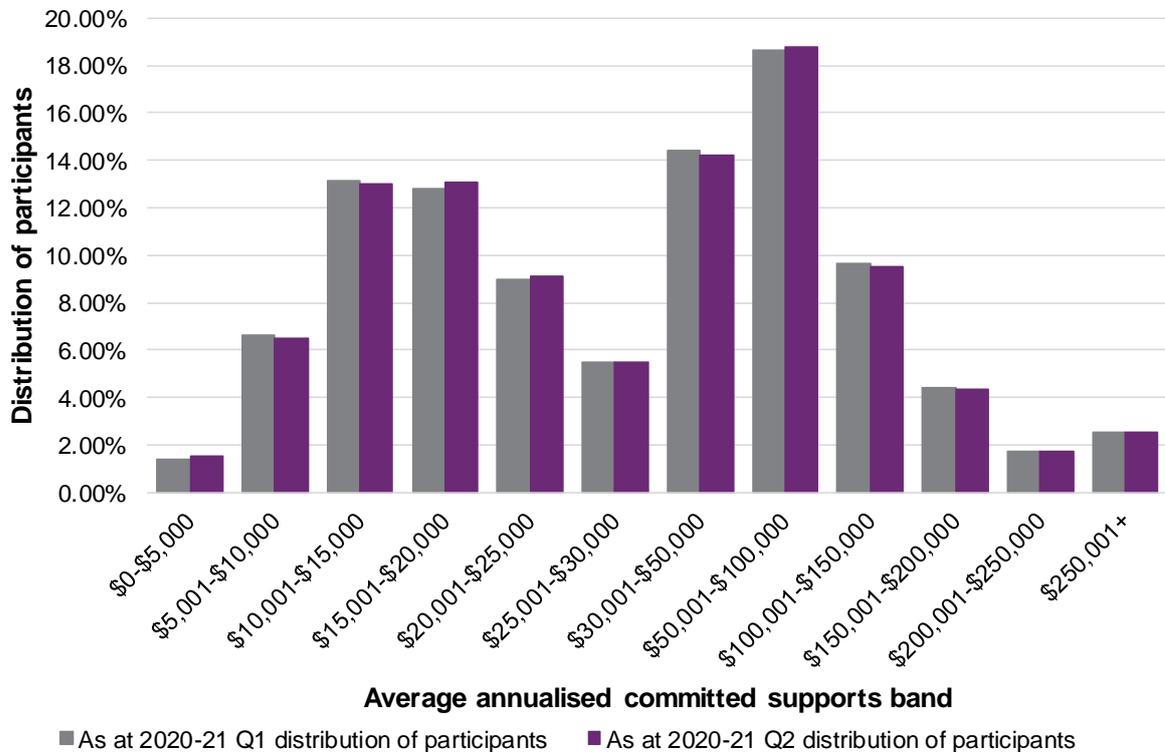


Figure H.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Queensland

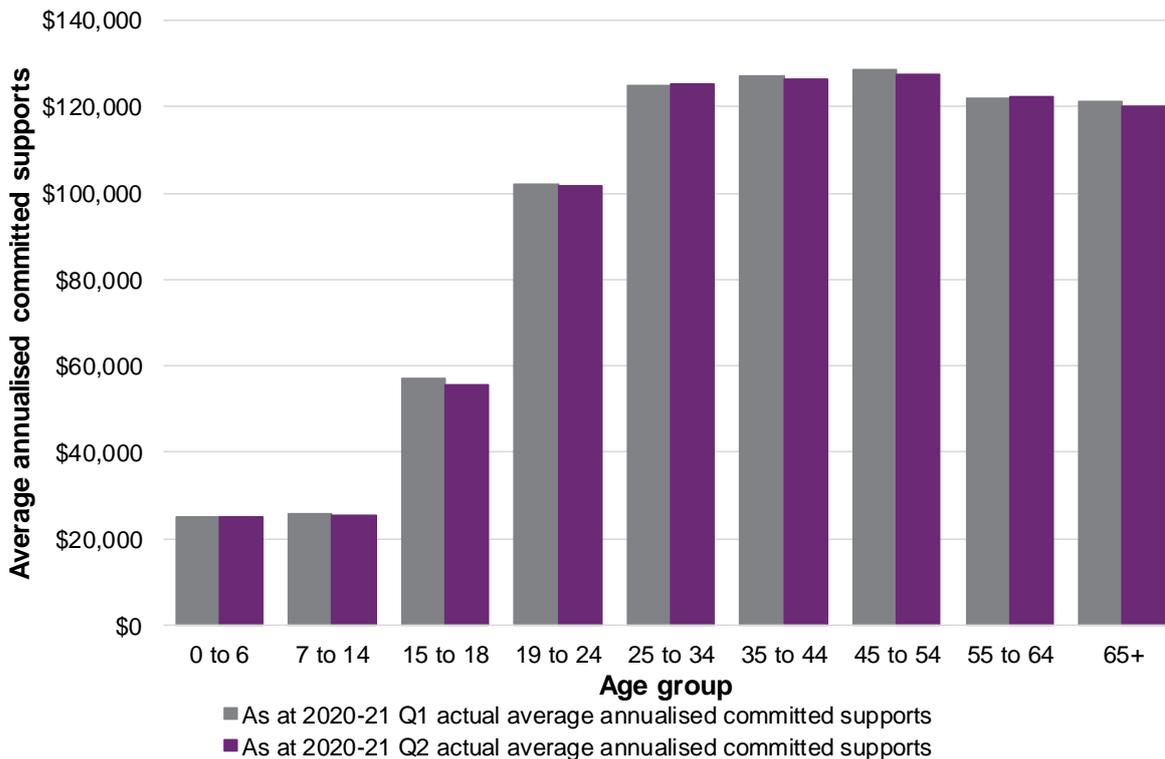


Figure H.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Queensland

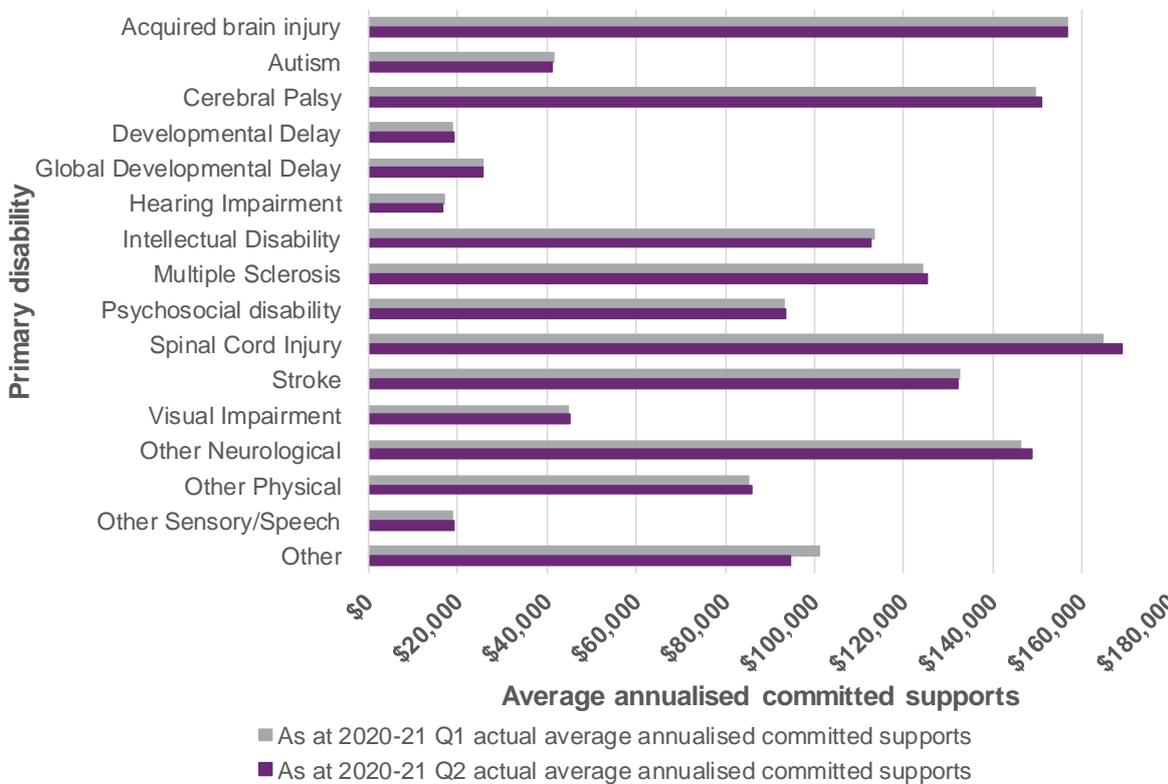


Figure H.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Queensland

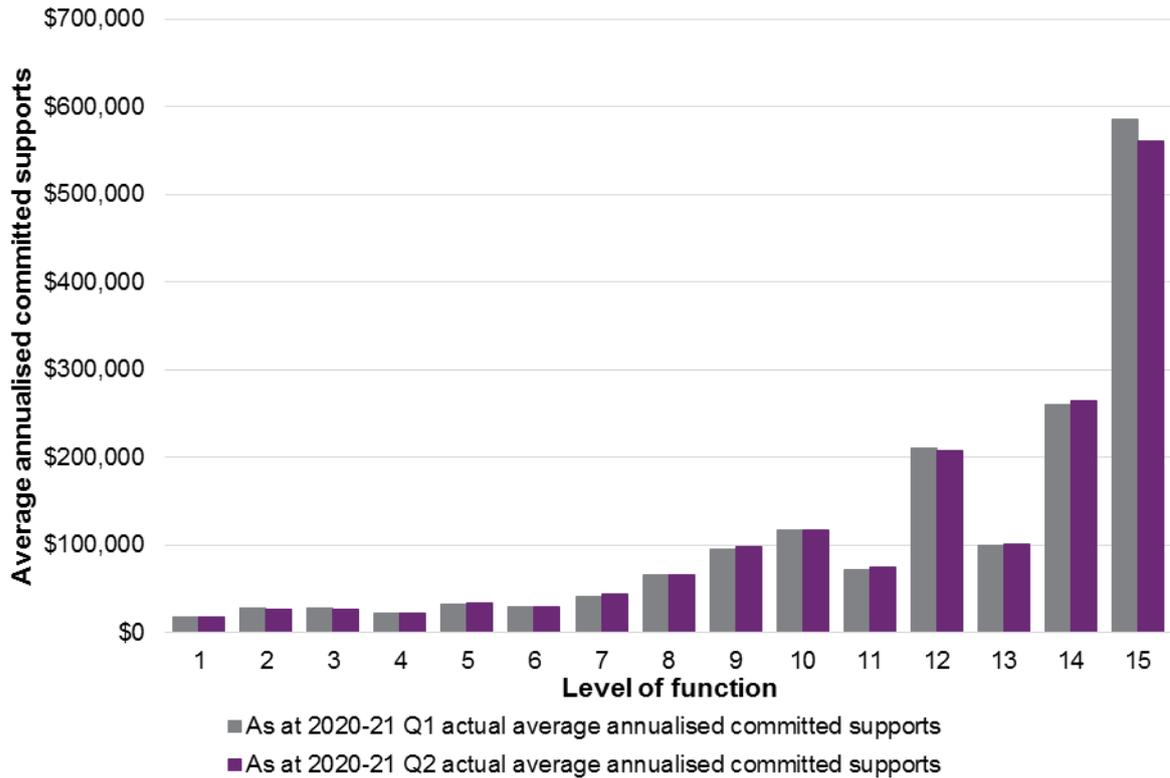


Figure H.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Queensland

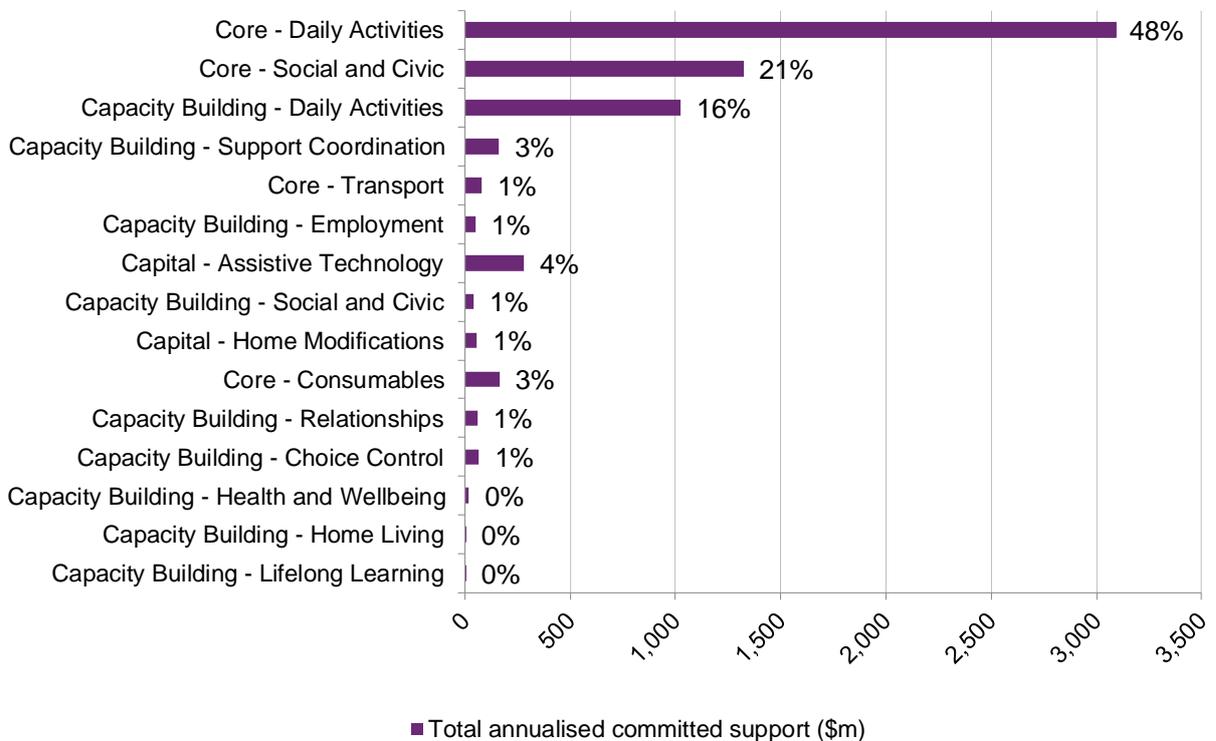
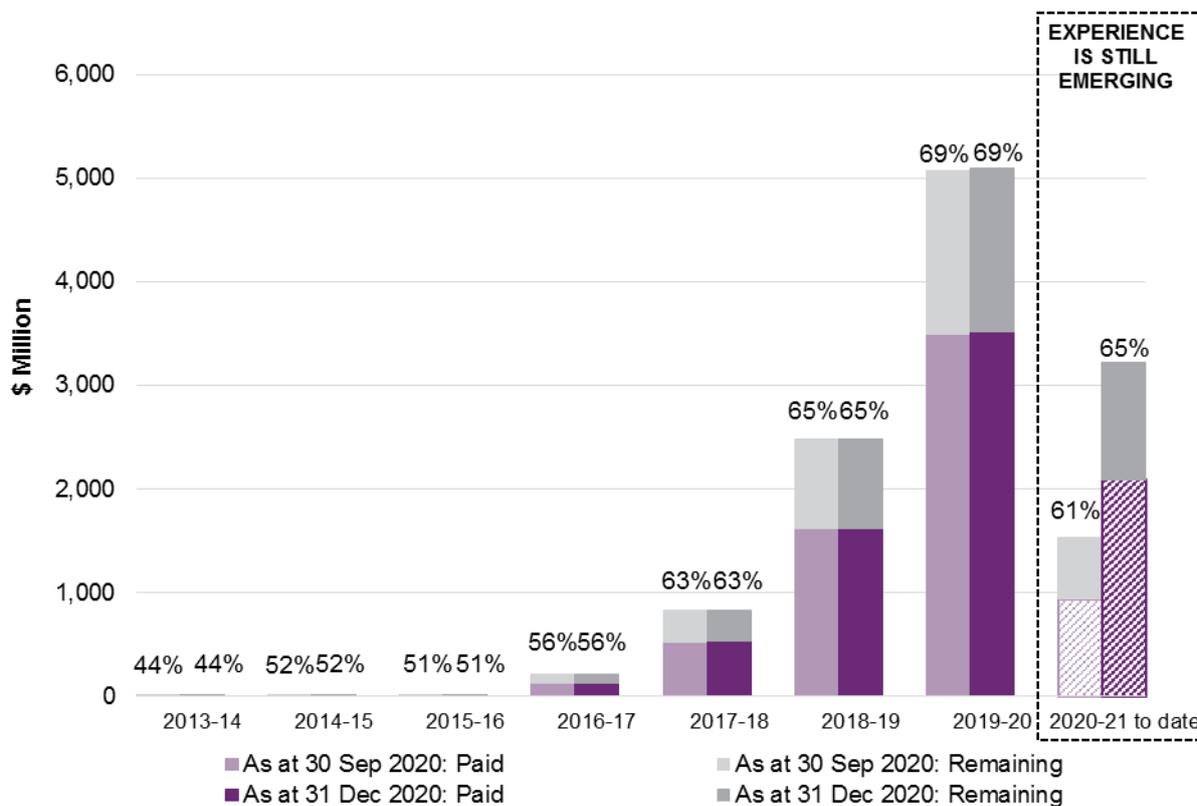


Table H.70 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ³⁰³

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	1.0	3.4	8.8	219.1	835.4	2,481.3	5,093.4	3,218.8
Total Paid	0.4	1.8	4.5	123.5	529.1	1,622.9	3,517.2	2,087.9
% utilised to date	44%	52%	51%	56%	63%	65%	69%	65%

Figure H.29 Utilisation of committed supports as at 30 September 2020 and 31 December 2020 – Queensland



³⁰³ 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 Queensland.

Figure H.30 Utilisation of committed supports by plan number from 1 April 2020 to 30 September 2020 – Queensland ³⁰⁴

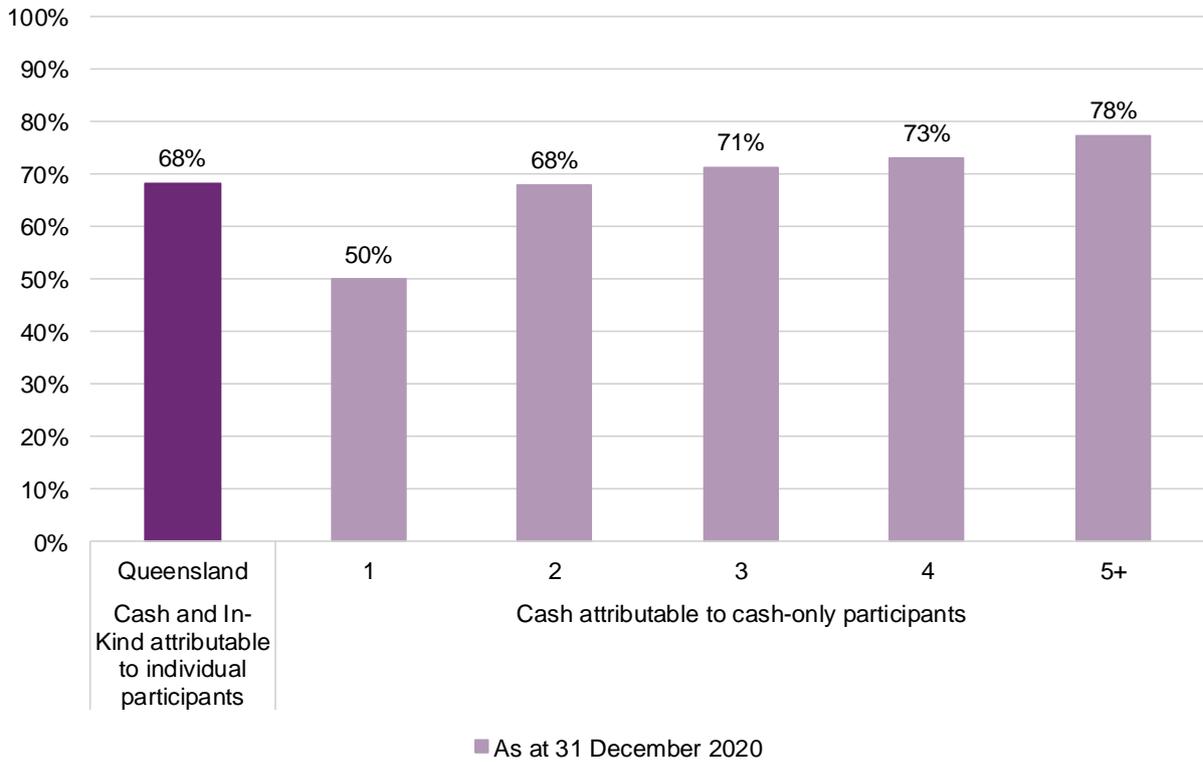
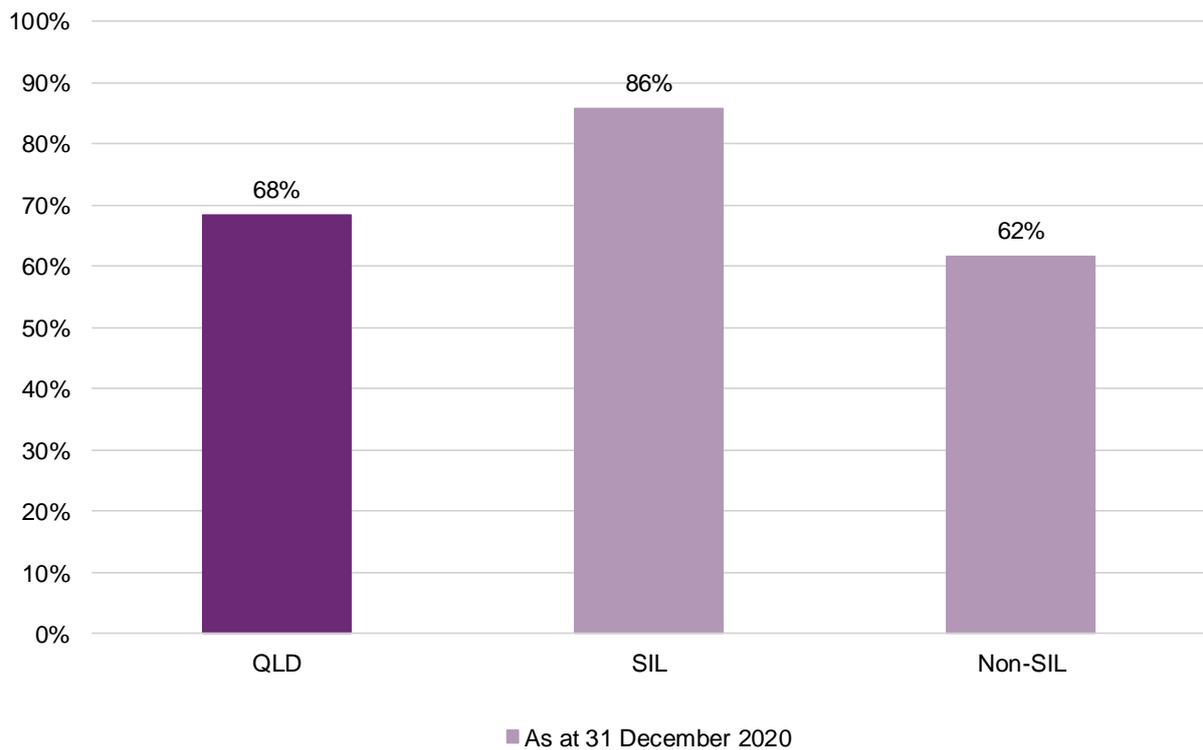


Figure H.31 Utilisation of committed supports by SIL status from 1 April 2020 to 30 September 2020 – Queensland ³⁰⁵



³⁰⁴ 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 April 2020 to 30 September 2020 is shown, as experience in the most recent quarter is still emerging.

³⁰⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2020 to 30 September 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 April 2020 to 30 September 2020 – Queensland ³⁰⁶

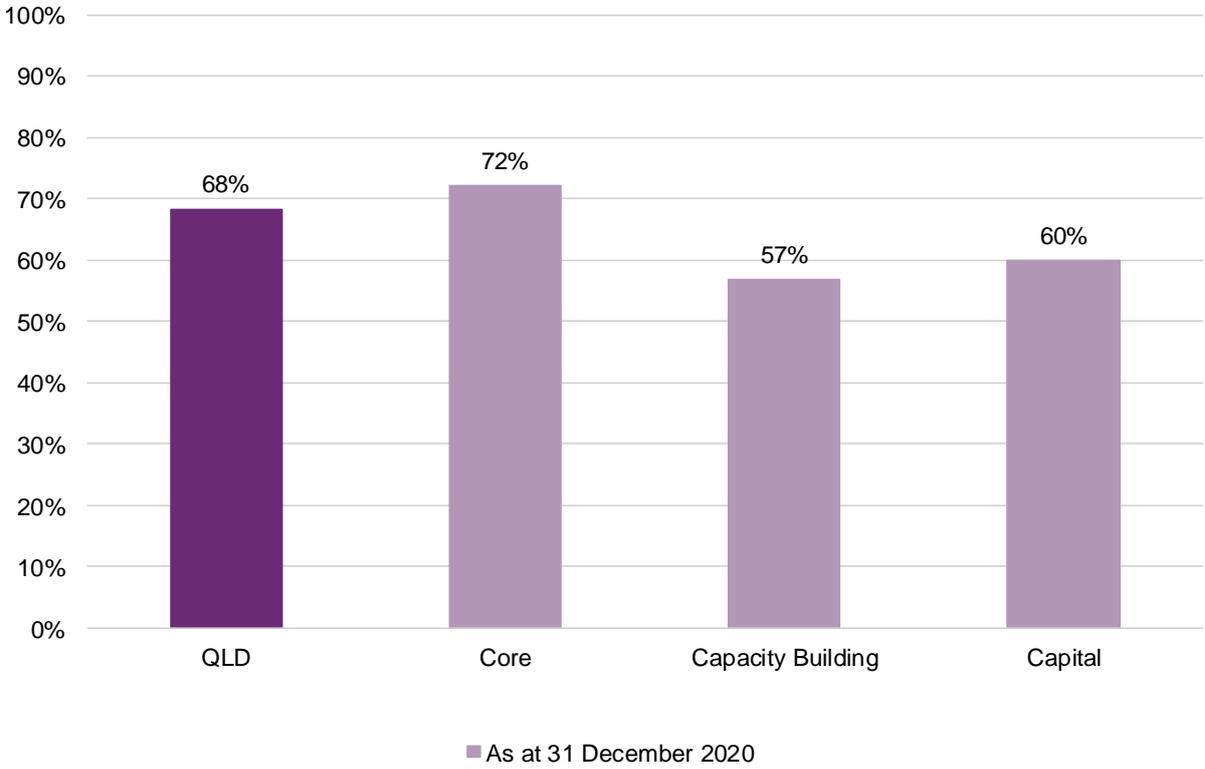
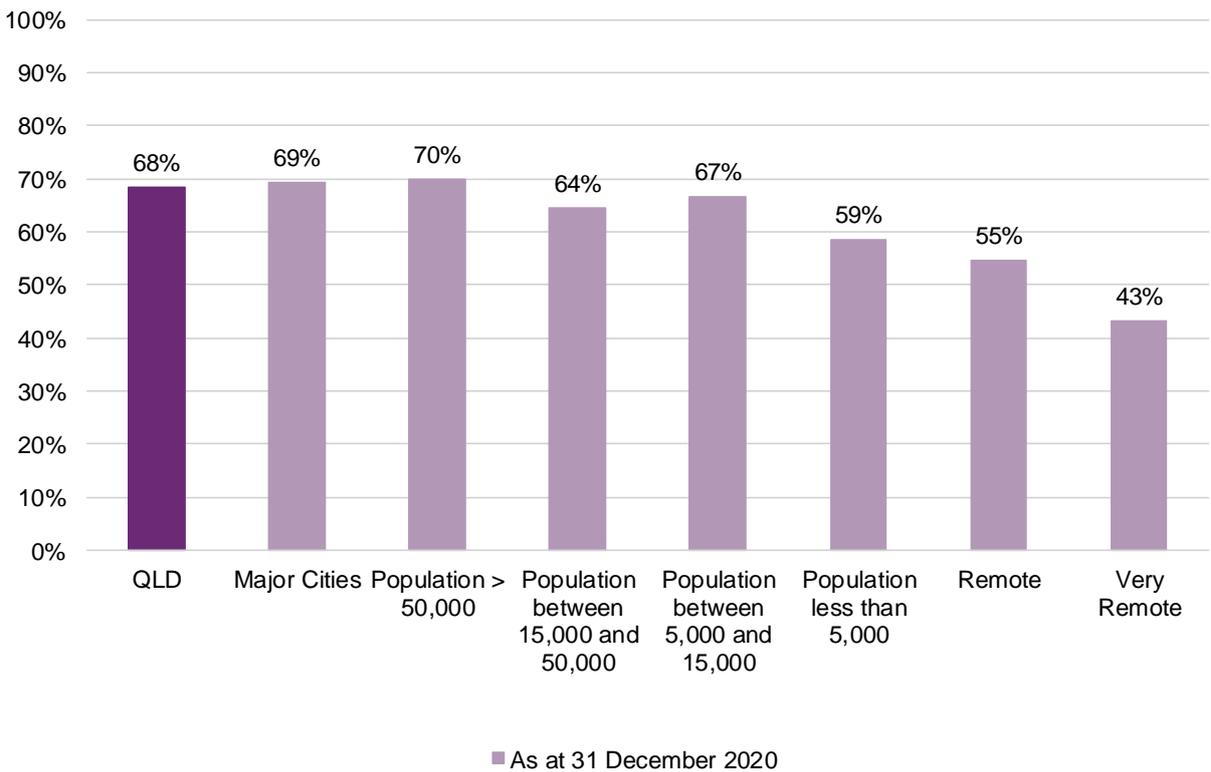


Figure H.33 Utilisation of committed supports by remoteness from 1 April 2020 to 30 September 2020 – Queensland ³⁰⁷



³⁰⁶ Ibid.

³⁰⁷ Ibid.

Appendix I: Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia ³⁰⁸

	Prior Quarters	2020-21 Q2	Total excluding ECEI	ECEI	Total including ECEI
Western Australia	34,701	2,109	36,810	406	37,216

Table I.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Western Australia ³⁰⁹

	Prior Quarters	2020-21 Q2	Total
Access decisions	42,138	2,616	44,754
Active Eligible	36,166	1,985	38,151
<i>New</i>	17,611	1,763	19,374
<i>State</i>	16,023	92	16,115
<i>Commonwealth</i>	2,532	130	2,662
Active Participant Plans (excl ECEI)	34,701	2,109	36,810
<i>New</i>	16,657	1,698	18,355
<i>State</i>	15,619	278	15,897
<i>Commonwealth</i>	2,425	133	2,558
Active Participant Plans	34,961	2,515	37,216
<i>Early Intervention (s25)</i>	4,390	537	4,927
<i>Permanent Disability (s24)</i>	30,311	1,572	31,883
<i>ECEI</i>	260	406	406

Table I.3 Exits from the Scheme since 1 July 2013 as at 31 December 2020 – Western Australia

Exits	Total
Total participant exits	712
<i>Early Intervention participants</i>	88
<i>Permanent disability participants</i>	624

³⁰⁸ 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.

³⁰⁹ 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 ^{310 311}

	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	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
End of 2020-21 Q2	15,897	2,558	18,355	406	37,216

Table I.5 Cumulative numbers of active participants by entry into the Scheme – Western Australia ^{312 313 314 315}

	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	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	30,360	260	35,010
End of 2020-21 Q2	4,927	31,883	406	37,216

Table I.6 Assessment of access by age group – Western Australia ³¹⁶

Age Group	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	6,652	97%	504	96%	7,156	97%
7 to 14	8,706	95%	366	80%	9,072	94%
15 to 18	3,011	96%	102	81%	3,113	95%
19 to 24	2,939	94%	76	79%	3,015	94%
25 to 34	3,657	91%	196	81%	3,853	90%
35 to 44	3,165	85%	185	76%	3,350	85%
45 to 54	4,091	81%	225	64%	4,316	80%
55 to 64	4,941	75%	323	60%	5,264	74%
65+	329	78%	14	44%	343	76%
Missing	<11		<11		<11	
Total	37,492	89%	1,991	76%	39,483	88%

³¹⁰ This table shows the total numbers of active participants at the end of each period.

³¹¹ 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.

³¹² This table shows the total numbers of active participants at the end of each period.

³¹³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³¹⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

³¹⁵ 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.

³¹⁶ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table I.7 Assessment of access by disability – Western Australia ³¹⁷

Disability	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	1,206	95%	56	82%	1,262	94%
Autism	12,625	99%	520	96%	13,145	99%
Cerebral Palsy	1,601	98%	31	94%	1,632	97%
Developmental Delay	977	96%	211	95%	1,188	96%
Global Developmental Delay	1,057	99%	110	97%	1,167	99%
Hearing Impairment	1,588	91%	87	81%	1,675	90%
Intellectual Disability	8,239	98%	173	89%	8,412	97%
Multiple Sclerosis	755	90%	34	81%	789	90%
Psychosocial disability	3,264	73%	401	76%	3,665	73%
Spinal Cord Injury	559	96%	16	89%	575	96%
Stroke	493	84%	32	70%	525	83%
Visual Impairment	673	91%	44	81%	717	91%
Other Neurological	1,951	84%	105	68%	2,056	83%
Other Physical	1,816	53%	81	33%	1,897	52%
Other Sensory/Speech	133	41%	<11		141	41%
Other	230	47%	81	35%	311	43%
Missing	325	89%	<11		326	89%
Total	37,492	89%	1,991	76%	39,483	88%

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

Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,367	6.8%	244	11.6%	2,611	7.1%
Not Aboriginal and Torres Strait Islander	28,841	83.1%	1,606	76.1%	30,447	82.7%
Not Stated	3,493	10.1%	259	12.3%	3,752	10.2%
Total	34,701	100%	2,109	100%	36,810	100%

³¹⁷ Ibid.

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia ^{318 319}

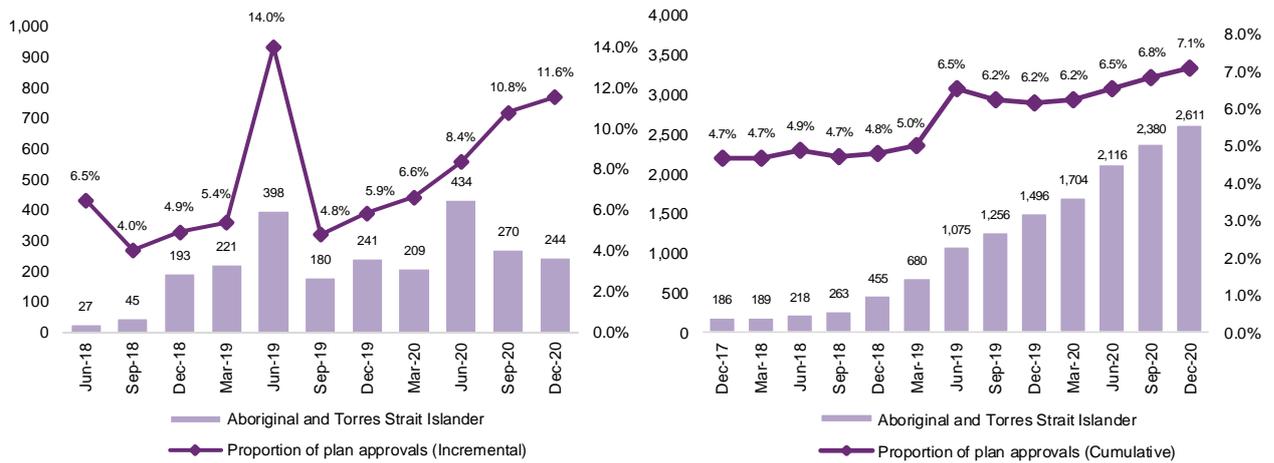
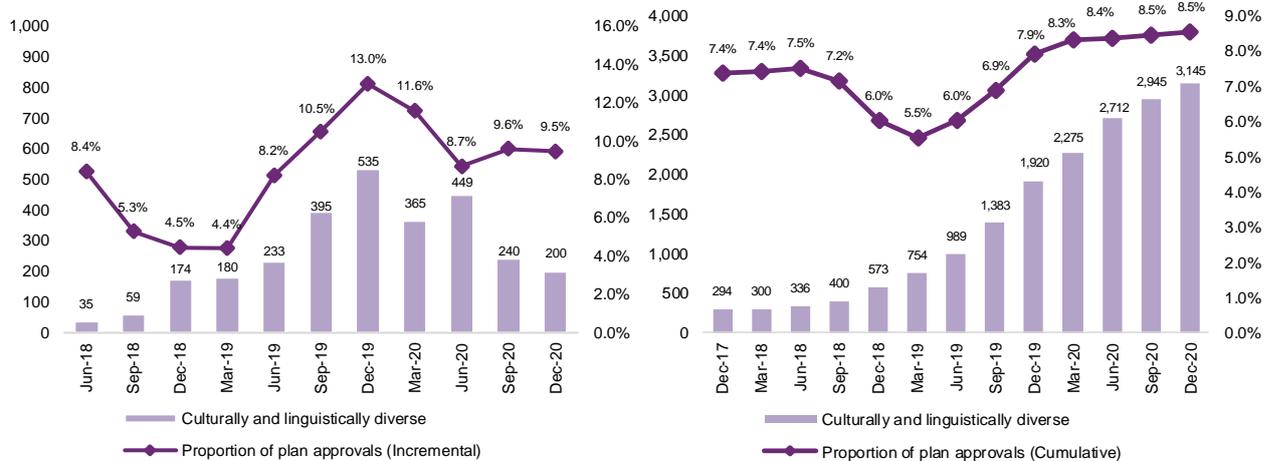


Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,945	8.5%	200	9.5%	3,145	8.5%
Not culturally and linguistically diverse	26,435	76.2%	1,907	90.4%	28,342	77.0%
Not stated	5,321	15.3%	<11		5,323	14.5%
Total	34,701	100%	2,109	100%	36,810	100%

Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia ^{320 321}



³¹⁸ 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.

³¹⁹ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in Western Australia prior to the June 2018 quarter.

³²⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

³²¹ There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

Table I.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2020 – Western Australia ³²²

	Total
Age group	N
Under 45	<11
45 to 54	45
55 to 64	217
Total YPIRAC (under 65)	265

Figure I.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Western Australia ³²³

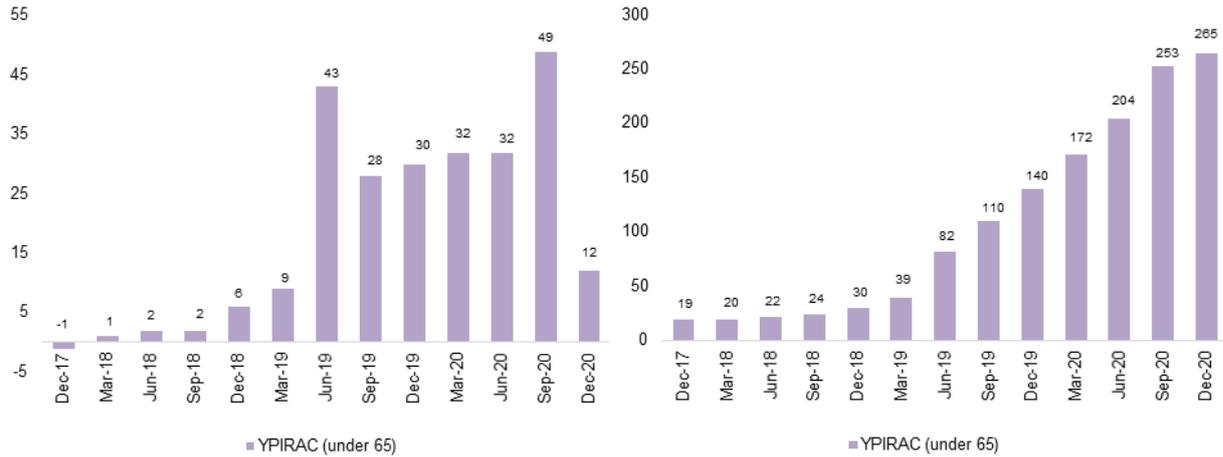


Table I.11 Participant profile per quarter by remoteness – Western Australia ^{324 325}

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Major cities	27,395	79.0%	1,632	77.4%	29,027	78.9%
Population > 50,000	1,703	4.9%	112	5.3%	1,815	4.9%
Population between 15,000 and 50,000	2,137	6.2%	116	5.5%	2,253	6.1%
Population between 5,000 and 15,000	423	1.2%	26	1.2%	449	1.2%
Population less than 5,000	1,543	4.4%	91	4.3%	1,634	4.4%
Remote	989	2.9%	69	3.3%	1,058	2.9%
Very Remote	509	1.5%	62	2.9%	571	1.6%
Missing	<11		<11		<11	
Total	34,701	100%	2,109	100%	36,810	100%

³²² There are a further 93 active participants aged 65 years or over who are currently in residential aged care.

³²³ 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.

³²⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

³²⁵ This table is based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia ^{326 327 328}

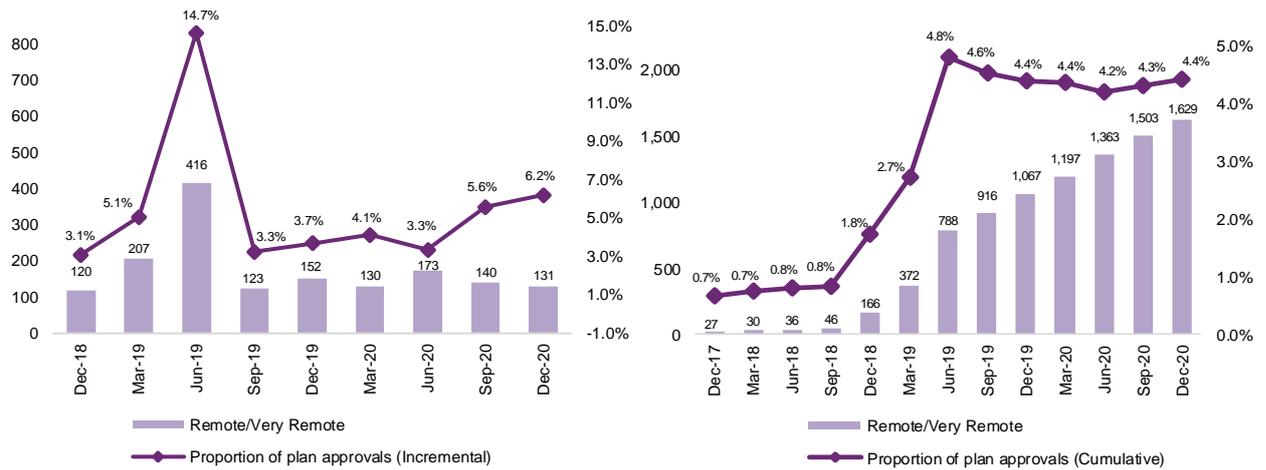


Table I.12 Participant profile per quarter by primary disability group – Western Australia ^{329 330 331}

Disability	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Autism	12,148	35%	574	27%	12,722	35%
Intellectual Disability	7,803	22%	262	12%	8,065	22%
Psychosocial disability	2,945	8%	365	17%	3,310	9%
Developmental Delay	814	2%	180	9%	994	3%
Hearing Impairment	1,483	4%	104	5%	1,587	4%
Other Neurological	1,710	5%	102	5%	1,812	5%
Other Physical	1,619	5%	78	4%	1,697	5%
Cerebral Palsy	1,545	4%	40	2%	1,585	4%
ABI	1,079	3%	79	4%	1,158	3%
Global Developmental Delay	958	3%	97	5%	1,055	3%
Visual Impairment	628	2%	37	2%	665	2%
Multiple Sclerosis	710	2%	45	2%	755	2%
Stroke	440	1%	40	2%	480	1%
Spinal Cord Injury	529	2%	15	1%	544	1%
Other Sensory/Speech	115	0%	<11		120	0%
Other	175	1%	86	4%	261	1%
Total	34,701	100%	2,109	100%	36,810	100%

³²⁶ Ibid.

³²⁷ 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.

³²⁸ There are insufficient numbers to show the incremental count of remote/very remote participants in Western Australia prior to the December 2018 quarter.

³²⁹ Table order based on national proportions (highest to lowest).

³³⁰ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³³¹ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Western Australia (1,032).

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia ³³²

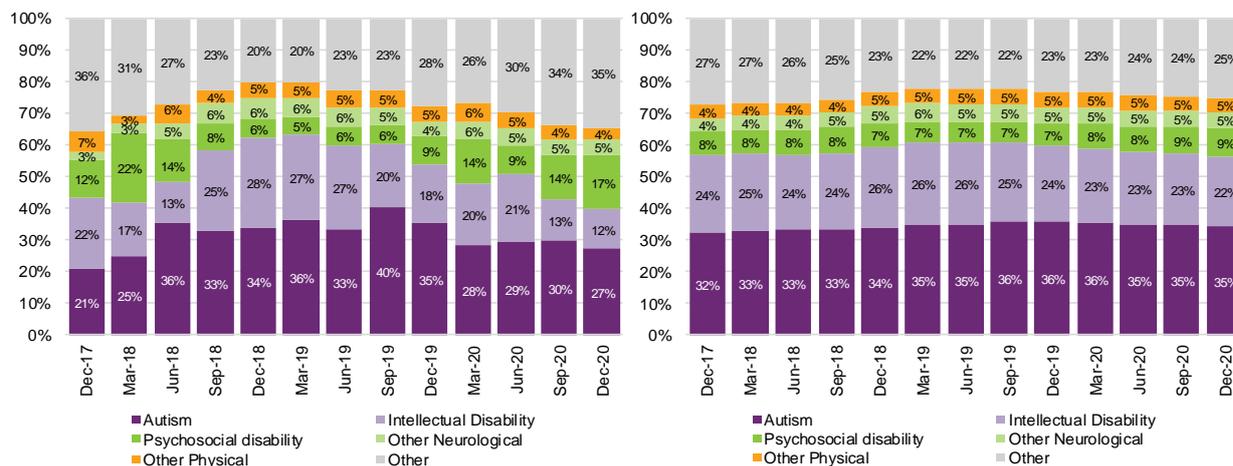
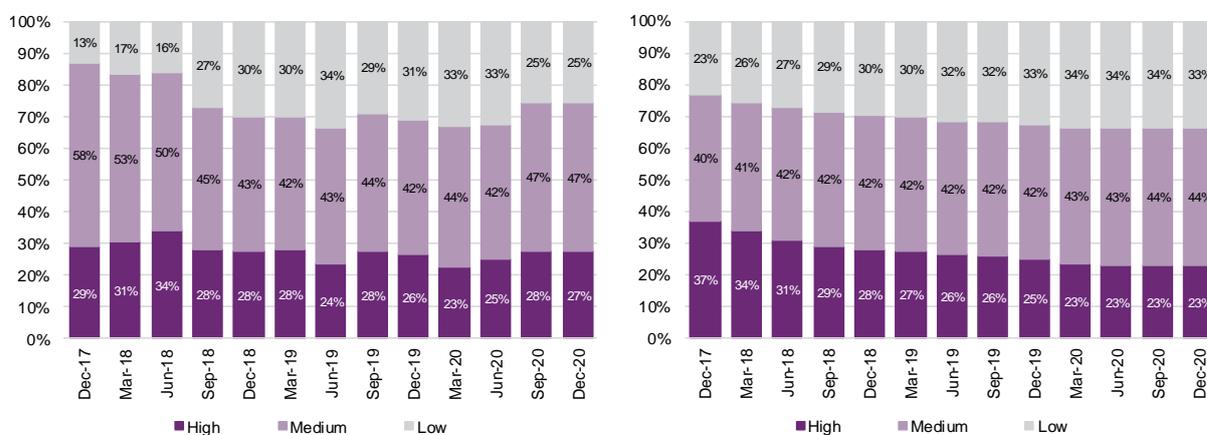


Table I.13 Participant profile per quarter by level of function – Western Australia ³³³

Level of Function	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	2,146	6%	224	11%	2,370	6%
2 (High Function)	109	0%	<11		117	0%
3 (High Function)	1,890	5%	104	5%	1,994	5%
4 (High Function)	1,525	4%	115	5%	1,640	4%
5 (High Function)	2,115	6%	127	6%	2,242	6%
6 (Moderate Function)	6,297	18%	477	23%	6,774	18%
7 (Moderate Function)	1,958	6%	65	3%	2,023	6%
8 (Moderate Function)	2,576	7%	165	8%	2,741	7%
9 (Moderate Function)	134	0%	17	1%	151	0%
10 (Moderate Function)	4,163	12%	270	13%	4,433	12%
11 (Low Function)	1,743	5%	43	2%	1,786	5%
12 (Low Function)	6,718	19%	358	17%	7,076	19%
13 (Low Function)	2,585	7%	122	6%	2,707	7%
14 (Low Function)	695	2%	12	1%	707	2%
15 (Low Function)	<11		<11		<11	
Missing	39		<11		39	
Total	34,701	100%	2,109	100%	36,810	100%

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia ³³⁴



³³² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

³³³ The distributions are calculated excluding participants with a missing level of function.

³³⁴ 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.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
0 to 6	3,792	11%	449	21%	4,241	12%
7 to 14	8,907	26%	380	18%	9,287	25%
15 to 18	3,304	10%	126	6%	3,430	9%
19 to 24	3,343	10%	114	5%	3,457	9%
25 to 34	3,682	11%	210	10%	3,892	11%
35 to 44	2,883	8%	225	11%	3,108	8%
45 to 54	3,593	10%	243	12%	3,836	10%
55 to 64	4,162	12%	330	16%	4,492	12%
65+	1,035	3%	32	2%	1,067	3%
Total	34,701	100%	2,109	100%	36,810	100%

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia ³³⁵

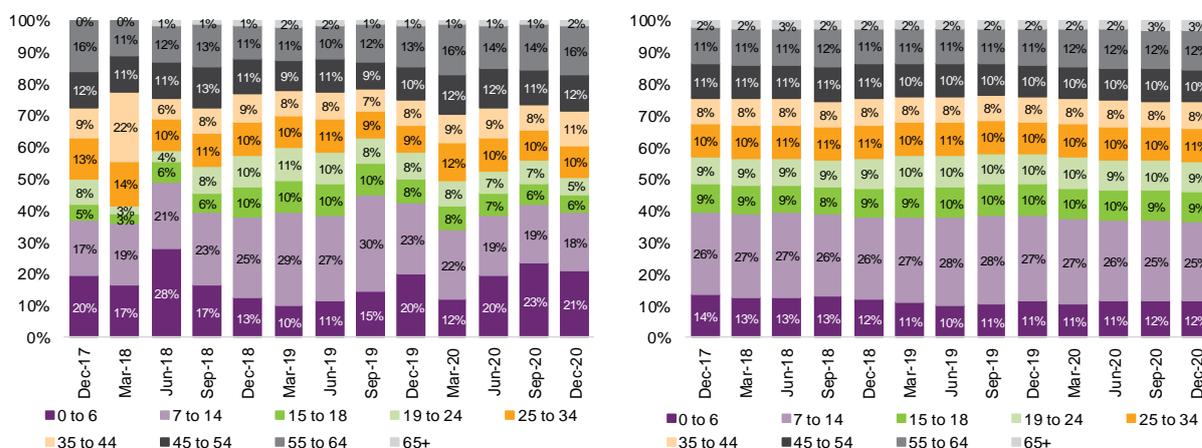
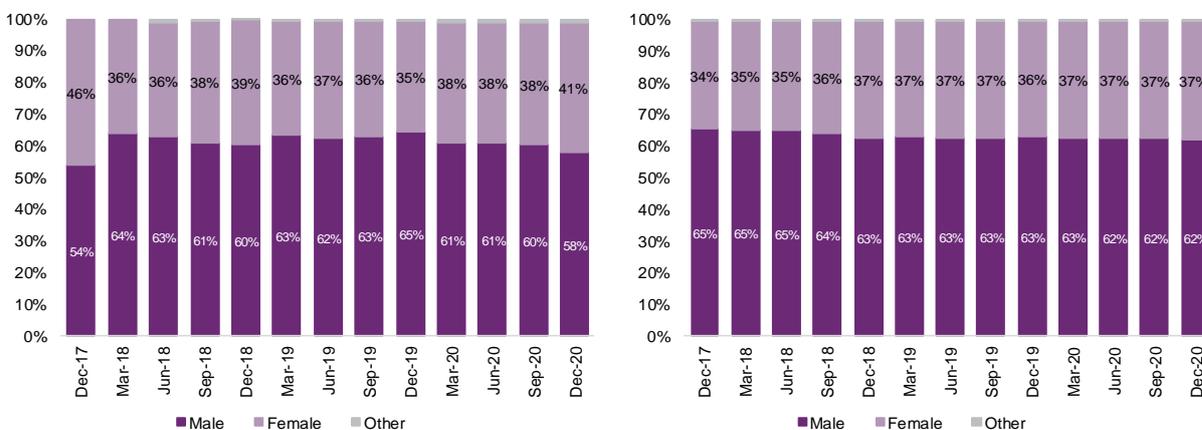


Table I.15 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Male	21,645	62%	1,220	58%	22,865	62%
Female	12,829	37%	864	41%	13,693	37%
Other	227	1%	25	1%	252	1%
Total	34,701	100%	2,109	100%	36,810	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia ³³⁶



³³⁵ Ibid.

³³⁶ Ibid.

Table I.16 Participation rates by age group – Western Australia ³³⁷

	WA
0-6	1.85%
7-14	3.45%
15-18	2.78%
19-24	1.77%
25-34	1.04%
35-44	0.86%
45-54	1.16%
55-64	1.53%
0-64	1.64%

Part Two: Participant experience and outcomes

Table I.17 Number of baseline questionnaires completed by SFOF version – Western Australia ³³⁸

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	287	162	598	1,312	699	3,058
Participant school to 14	297	252	4,180	4,995	1,209	10,933
Participant 15 to 24	148	78	2,184	2,428	576	5,414
Participant 25 and over	498	302	4,704	6,885	2,102	14,491
Total Participant	1,230	794	11,666	15,620	4,586	33,896
Family 0 to 14	566	402	4,132	5,842	1,808	12,750
Family 15 to 24	35	51	1,463	1,642	351	3,542
Family 25 and over	21	80	1,503	2,215	487	4,306
Total Family	622	533	7,098	9,699	2,646	20,598
Total	1,852	1,327	18,764	25,319	7,232	54,494

³³⁷ Participation rate refers to the proportion of general population that are NDIS participants.

³³⁸ 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.18 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Western Australia

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC	% who say their child is able to tell them what he/she wants	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			36%	
CC	% who choose who supports them			38%	60%
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%

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	60%	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%	32%
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%	76%
HM % who feel safe or very safe in their home			81%	69%
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			43%	
LL % who participate in education, training or skill development				7%
LL Of those who participate, % who do so in mainstream settings				74%
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			15%	12%

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	41%	39%	31%
% working in a paid job	46%	54%	39%
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	28%	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%	52%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			42%
% 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=412) - participants who entered between 1 July 2016 and 31 December 2019 – Western Australia ³³⁹

	Question	% Yes
DL	Has the NDIS improved your child's development?	88%
DL	Has the NDIS improved your child's access to specialist services?	86%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	73%
REL	Has the NDIS improved how your child fits into family life?	62%
S/CP	Has the NDIS improved how your child fits into community life?	48%

Table I.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=4,334) - participants who entered between 1 July 2016 and 31 December 2019 – Western Australia

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	68%
LL	Has the NDIS improved your child's access to education?	49%
REL	Has the NDIS improved your child's relationships with family and friends?	55%
S/CP	Has the NDIS improved your child's social and recreational life?	53%

Table I.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,525) and ‘Participant 25 and over’ (n=5,055) - participants who entered between 1 July 2016 and 31 December 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?	65%	75%
DL	Has the NDIS helped you with daily living activities?	69%	81%
REL	Has the NDIS helped you to meet more people?	54%	61%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	39%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	61%
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%	33%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	26%
S/CP	Has the NDIS helped you be more involved?	62%	69%

³³⁹ Results in Tables I.22 to I.25 include participants who entered between 1 July 2016 and 31 December 2019 and have had a first plan review to date.

Table I.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=4,051); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,779) - participants who entered between 1 July 2016 and 31 December 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?	62%	60%
Has the NDIS improved the level of support for your family?	67%	70%
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%	67%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	
Has the NDIS improved your health and wellbeing?	44%	45%

Table I.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=91) - participants who entered between 1 July 2016 and 31 December 2018 – Western Australia ³⁴⁰

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	92%	100%	+8%
DL Has the NDIS improved your child's access to specialist services?	95%	100%	+5%
CC Has the NDIS helped increase your child's ability to communicate what they want?	80%	90%	+9%
REL Has the NDIS improved how your child fits into family life?	73%	84%	+11%
S/CP Has the NDIS improved how your child fits into community life?	62%	59%	-3%

Table I.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=769) - participants who entered between 1 July 2016 and 31 December 2018 – Western Australia

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	71%	76%	+5%
LL Has the NDIS improved your child's access to education?	52%	56%	+4%
REL Has the NDIS improved your child's relationships with family and friends?	59%	63%	+4%
S/CP Has the NDIS improved your child's social and recreational life?	57%	57%	0%

³⁴⁰ Results in Tables I.26 to I.29 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

Table I.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=363) and ‘Participant 25 and over’ (n=855) - participants who entered between 1 July 2016 and 31 December 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?	65%	69%	+4%	77%	81%	+4%
DL Has the NDIS helped you with daily living activities?	64%	71%	+6%	84%	88%	+4%
REL Has the NDIS helped you to meet more people?	54%	54%	+0%	65%	67%	+2%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	30%	+1%	44%	45%	+1%
HW Has your involvement with the NDIS improved your health and wellbeing?	51%	52%	+1%	63%	67%	+4%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	38%	-1%	42%	39%	-3%
WK Has your involvement with the NDIS helped you find a job that's right for you?	25%	24%	-1%	28%	24%	-4%
S/CP Has the NDIS helped you be more involved?	64%	65%	+1%	69%	72%	+3%

Table I.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=643); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=221) - participants who entered between 1 July 2016 and 31 December 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?	64%	70%	+6%	54%	66%	+12%
Has the NDIS improved the level of support for your family?	71%	75%	+4%	68%	76%	+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?	74%	77%	+3%	63%	72%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	81%	+4%			
Has the NDIS improved your health and wellbeing?	52%	52%	+1%	44%	50%	+6%

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.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=293) - participants who entered between 1 July 2016 and 31 December 2017 – Western Australia ³⁴¹

	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?	67%	72%	73%	+5%
LL	Has the NDIS improved your child's access to education?	42%	45%	50%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	57%	58%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	52%	53%	+7%

Table I.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=109) - participants who entered between 1 July 2016 and 31 December 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?	66%	69%	72%	+5%
	Has the NDIS helped you with daily living activities?	69%	73%	78%	+9%
	Has the NDIS helped you to meet more people?	51%	49%	53%	+2%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	17%	17%	-6%
	Has your involvement with the NDIS improved your health and wellbeing?	51%	49%	51%	0%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	42%	41%	36%	-6%
	Has your involvement with the NDIS helped you find a job that's right for you?	22%	26%	20%	-2%
	Has the NDIS helped you be more involved?	64%	65%	66%	+2%

³⁴¹ Results in Tables I.30 to I.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table I.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=314) - participants who entered between 1 July 2016 and 31 December 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?	79%	81%	83%	+4%
Has the NDIS helped you with daily living activities?	83%	84%	88%	+6%
Has the NDIS helped you to meet more people?	60%	64%	65%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	32%	36%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	55%	60%	61%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	35%	32%	-5%
Has your involvement with the NDIS helped you find a job that's right for you?	24%	22%	19%	-5%
Has the NDIS helped you be more involved?	71%	75%	78%	+7%

Table I.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=265) - participants who entered between 1 July 2016 and 31 December 2017 – Western Australia

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	63%	68%	+8%
Has the NDIS improved the level of support for your family?	72%	71%	77%	+5%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	77%	80%	80%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	79%	83%	+4%
Has the NDIS improved your health and wellbeing?	48%	46%	50%	+1%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first and second and third plan reviews, for ‘Family 15 and over’.

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

Table I.34 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=52) - participants who entered between 1 July 2016 and 31 December 2016 – Western Australia³⁴²

	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?	81%	78%	83%	82%	+1%
LL	Has the NDIS improved your child's access to education?	41%	43%	55%	60%	+19%
REL	Has the NDIS improved your child's relationships with family and friends?	58%	57%	65%	68%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	63%	57%	65%	62%	-1%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review in the Scheme, for ‘Participant 15 to 24’.

Table I.35 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=42) - participants who entered between 1 July 2016 and 31 December 2016 – Western Australia

	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?	60%	65%	69%	80%	+20%
DL	Has the NDIS helped you with daily living activities?	70%	77%	89%	87%	+17%
REL	Has the NDIS helped you to meet more people?	42%	46%	61%	62%	+20%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	21%	37%	27%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	39%	53%	60%	+20%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	18%	18%	37%	21%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	11%	11%	6%	-12%
S/CP	Has the NDIS helped you be more involved?	56%	67%	72%	71%	+15%

³⁴² Results in Tables I.34 to I.36 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table I.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=46) - participants who entered between 1 July 2016 and 31 December 2016 – Western 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?	56%	55%	69%	72%	+17%
Has the NDIS improved the level of support for your family?	72%	70%	76%	77%	+5%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	80%	85%	85%	81%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	82%	78%	85%	+1%
Has the NDIS improved your health and wellbeing?	52%	56%	53%	62%	9%

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

Table I.37 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,235), ‘participant social and community engagement rate’ (n=1,223) and ‘parent and carer employment rate’ (n=903) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2018 – Western Australia ³⁴³

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	18%	22%	28%	24%
Aged 25+	26%	26%	24%	
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	41%	41%	41%	50%
Aged 25+	44%	50%	49%	
Aged 15+ (Average)	43%	47%	47%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	43%	43%	46%	50%
Aged 15+	44%	47%	45%	
All ages (Average)	43%	44%	46%	

³⁴³ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

Table I.38 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=385), 'participant social and community engagement rate' (n=385) and 'parent and carer employment rate' (n=233) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2017 – Western Australia ³⁴⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	13%	11%	20%	20%	24%
Aged 25+	29%	28%	27%	27%	
Aged 15+ (Average)	26%	25%	26%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	29%	35%	45%	47%	50%
Aged 25+	38%	42%	43%	47%	
Aged 15+ (Average)	37%	41%	44%	47%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	51%	49%	50%	50%	50%
Aged 15+	Numbers are too small				
All ages (Average)	50%	49%	51%	50%	

Table I.39 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=54), 'participant social and community engagement rate' (n=53) 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 31 December 2016 – Western Australia ³⁴⁵

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%	20%	15%	19%	12%	
Aged 15+ (Average)	15%	20%	17%	20%	15%	
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%	40%	34%	46%	42%	
Aged 15+ (Average)	32%	39%	34%	44%	38%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	27%	38%	36%	57%	51%	50%
Aged 15+	Numbers are too small					
All ages (Average)	27%	38%	36%	57%	51%	

³⁴⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

³⁴⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table I.40 Number of active plans by goal type and primary disability – Western Australia ³⁴⁶

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	359	735	627	135	289	861	450	266	1,158
Autism	2,760	10,182	4,092	3,855	5,030	6,809	1,014	2,559	12,722
Cerebral Palsy	423	1,170	812	327	388	911	378	294	1,585
Developmental Delay	110	939	186	269	314	151	0	0	994
Down Syndrome	265	782	414	196	280	718	284	345	1,032
Global Developmental Delay	142	972	229	261	310	166	5	0	1,055
Hearing Impairment	378	1,146	308	434	270	572	175	351	1,587
Intellectual Disability	1,970	4,742	2,711	1,473	1,957	4,724	1,996	2,727	7,033
Multiple Sclerosis	201	536	493	49	120	458	209	149	755
Psychosocial disability	863	1,943	1,943	559	702	2,480	1,079	977	3,310
Spinal Cord Injury	205	376	323	69	91	337	166	140	544
Stroke	160	341	259	40	77	329	157	88	480
Visual Impairment	213	499	227	134	87	414	128	198	665
Other Neurological	565	1,272	1,017	174	359	1,194	490	285	1,812
Other Physical	512	1,196	906	176	192	914	358	362	1,697
Other	14	99	33	48	38	42	4	6	120
Sensory/Speech	70	193	145	21	43	154	61	43	261
Total	9,210	27,123	14,725	8,220	10,547	21,234	6,954	8,790	36,810

³⁴⁶ 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.41 Number of goals in active plans by goal type and primary disability – Western Australia ³⁴⁷

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	445	1,020	702	150	314	976	469	270	4,346
Autism	3,241	21,930	4,735	4,726	5,873	7,698	1,034	2,648	51,885
Cerebral Palsy	488	2,359	933	370	416	1,024	394	308	6,292
Developmental Delay	119	3,580	233	315	355	165	0	0	4,767
Down Syndrome	303	1,505	458	214	310	806	293	357	4,246
Global Developmental Delay	155	3,606	288	303	351	193	5	0	4,901
Hearing Impairment	436	2,082	343	523	289	642	177	365	4,857
Intellectual Disability	2,297	7,416	2,965	1,715	2,168	5,346	2,070	2,810	26,787
Multiple Sclerosis	233	729	561	51	129	507	219	153	2,582
Psychosocial disability	996	2,494	2,204	610	741	2,748	1,119	1,008	11,920
Spinal Cord Injury	244	509	374	74	98	381	180	143	2,003
Stroke	192	480	305	43	82	374	163	90	1,729
Visual Impairment	250	787	247	145	90	484	133	204	2,340
Other Neurological	667	1,887	1,173	195	386	1,308	516	290	6,422
Other Physical	604	1,745	1,051	189	202	997	373	380	5,541
Other Sensory/Speech	17	220	41	76	49	49	4	6	462
Other	79	288	172	23	44	168	62	44	880
Total	10,766	52,637	16,785	9,722	11,897	23,866	7,211	9,076	141,960

Table I.42 Number of active plans by goal type and age group – Western Australia ³⁴⁸

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	501	4,048	872	970	1,314	593	9	0	4,241
7 to 14	1,708	7,691	3,155	3,145	3,875	4,829	134	170	9,287
15 to 18	1,004	2,614	1,110	1,220	1,136	2,161	286	1,317	3,430
19 to 24	1,105	2,338	1,184	872	776	2,213	855	2,056	3,457
25 to 34	1,226	2,539	1,626	661	901	2,675	1,360	1,893	3,892
35 to 44	947	1,953	1,643	458	711	2,127	1,073	1,228	3,108
45 to 54	1,091	2,386	2,096	440	808	2,698	1,327	1,149	3,836
55 to 64	1,297	2,875	2,465	399	857	3,173	1,571	849	4,492
65+	331	679	574	55	169	765	339	128	1,067
Total	9,210	27,123	14,725	8,220	10,547	21,234	6,954	8,790	36,810

³⁴⁷ Participants have set over two million goals in total across Australia since July 2016. The 141,960 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

³⁴⁸ 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.43 Number of goals in active plans by goal type and age group – Western Australia ³⁴⁹

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	543	15,983	1,073	1,128	1,491	693	9	0	20,920
7 to 14	2,023	15,588	3,752	3,909	4,604	5,485	136	172	35,669
15 to 18	1,187	4,075	1,268	1,482	1,296	2,427	292	1,345	13,372
19 to 24	1,316	3,219	1,303	1,028	841	2,452	876	2,141	13,176
25 to 34	1,432	3,382	1,791	726	964	2,967	1,411	1,981	14,654
35 to 44	1,119	2,533	1,833	491	756	2,402	1,107	1,260	11,501
45 to 54	1,257	3,131	2,333	466	856	3,031	1,386	1,175	13,635
55 to 64	1,496	3,808	2,775	432	910	3,541	1,637	873	15,472
65+	393	918	657	60	179	868	357	129	3,561
Total	10,766	52,637	16,785	9,722	11,897	23,866	7,211	9,076	141,960

³⁴⁹ Participants have set over two million goals in total across Australia since July 2016. The 141,960 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

Table I.44 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q2 compared to prior quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia ³⁵⁰

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q2
Access	n = 1,040	n = 103
Are you happy with how coming into the NDIS has gone?	78%	88%
Was the person from the NDIS respectful?	94%	92%
Do you understand what will happen next with your plan?	70%	60%
% of participants rating their overall experience as Very Good or Good.	69%	75%
Pre-planning	n = 778	n = 165
Did the person from the NDIS understand how your disability affects your life?	84%	81%
Did you understand why you needed to give the information you did?	95%	91%
Were decisions about your plan clearly explained?	80%	68%
Are you clear on what happens next with your plan?	73%	63%
Do you know where to go for more help with your plan?	80%	76%
% of participants rating their overall experience as Very Good or Good.	76%	75%
Planning	n = 1,053	n = 538
Did the person from the NDIS understand how your disability affects your life?	83%	86%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	81%	85%
Are you clear on what happens next with your plan?	76%	76%
Do you know where to go for more help with your plan?	83%	86%
% of participants rating their overall experience as Very Good or Good.	77%	79%
Plan review	n = 279	n = 951
Did the person from the NDIS understand how your disability affects your life?	86%	76%
Did you feel prepared for your plan review?	80%	83%
Is your NDIS plan helping you to make progress towards your goals?	89%	83%
% of participants rating their overall experience as Very Good or Good.	77%	69%

³⁵⁰ Previously the survey was administered by the NDIA's National Contact Centre since it was introduced in September 2018. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Future results will be compared with the December 2020 quarter results to understand change over time.

Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia ^{351 352}

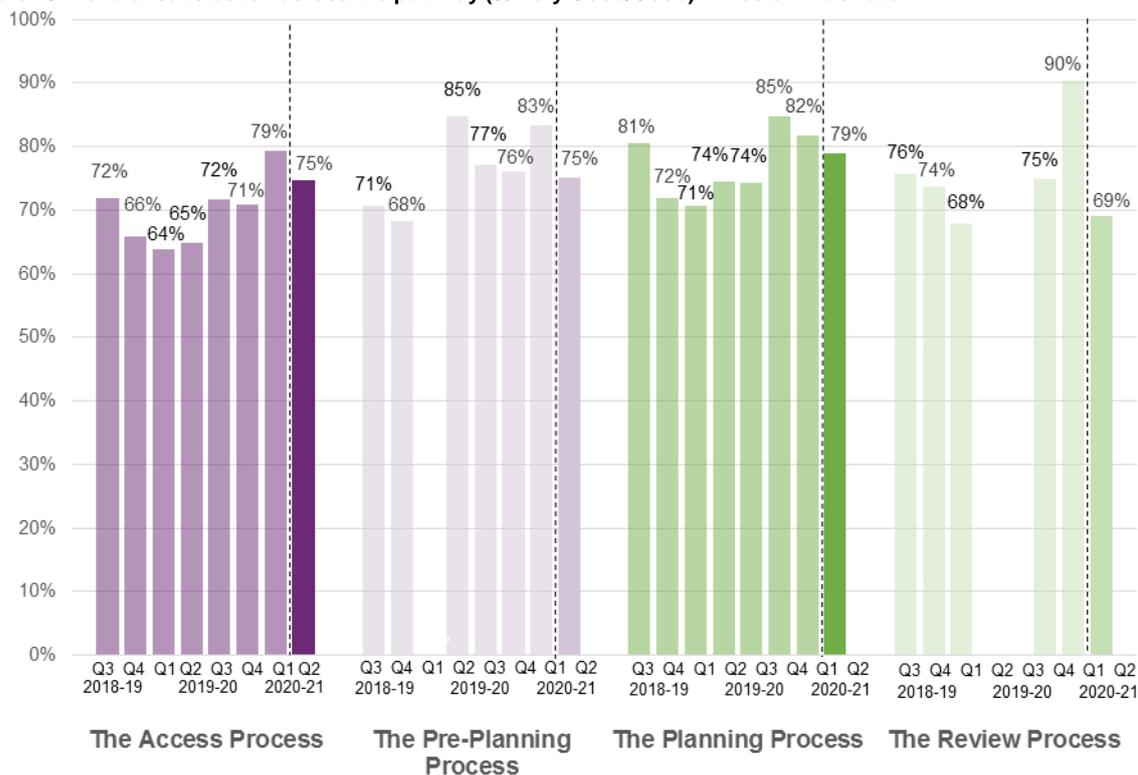


Table I.45 Plan reviews conducted per quarter – excluding plans less than 30 days – Western Australia ³⁵³

	Prior Quarters (Transition only)	2020-21 Q2	Transition Total
Total plan reviews	38,056	7,644	45,700
<i>Early intervention plans</i>	4,725	746	5,471
<i>Permanent disability plans</i>	33,331	6,898	40,229

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



³⁵¹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁵² Participant satisfaction results are not shown if there is insufficient data in the group.

³⁵³ 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 Q2. The charts show trends in complaints experience since the December 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 participant 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.46 shows the number of complaints in 2020-21 Q2 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.

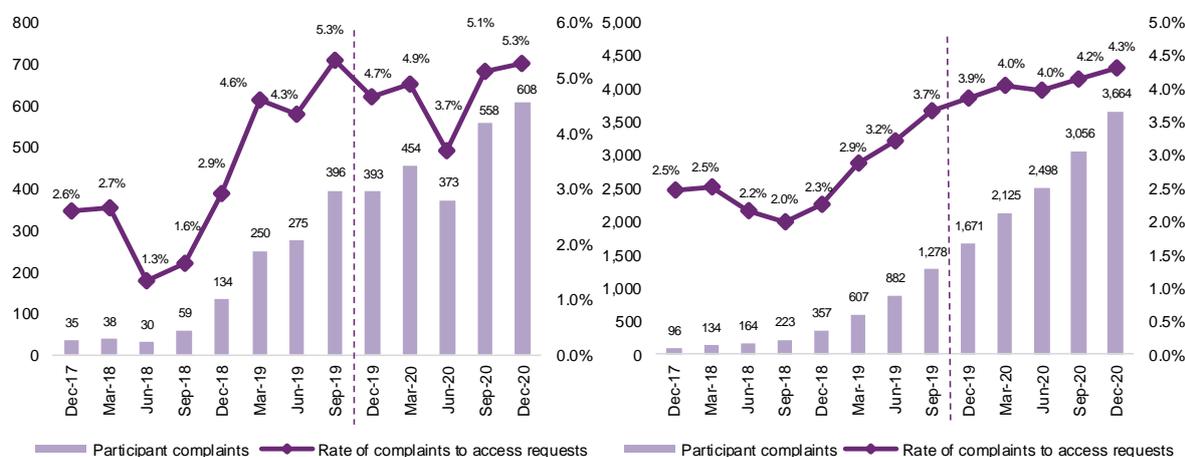
Table I.47 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that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

Table I.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 Q2. This table should be considered in conjunction with Table I.47. The list of complaint types is different to that which appears in Table I.47, as it is based on the options available on the 'My Customer Requests' tile.

Table I.46 Complaints by quarter – Western Australia ^{354 355 356}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q2	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	8	1	9	8
Complaint about LAC Partner	59	13	72	70
Complaints about service providers	180	31	211	173
Complaints about the Agency	2,435	302	2,737	1,809
Critical/ Reportable Incident	370	261	631	505
Unclassified	72	0	72	70
Total	3,124	608	3,732	2,452
Total complaints made since 1 April 2017	3,056	608	3,664	
Complaints since 1 April 2017 as % of all access requests	4.2%	5.3%	4.3%	

Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia



³⁵⁴ Note that 71% of all complainants made only one complaint, 18% made two complaints and 11% made three or more complaints.
³⁵⁵ % 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.
³⁵⁶ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table I.47 Complaints by type ('My Feedback' tile) – Western Australia

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	20	(18%)
Service Delivery	21	(19%)
Staff conduct	13	(12%)
Provider process	10	(9%)
Provider costs.	14	(13%)
Other	34	(30%)
Total	112	
<i>Complaints about the Agency</i>		
Timeliness	494	(35%)
Individual needs	136	(10%)
Reasonable and necessary supports	162	(11%)
Information unclear	68	(5%)
The way the NDIA carried out its decision making	103	(7%)
Other	461	(32%)
Total	1,424	
<i>Unclassified</i>	71	
Participants total	1,607	

Table I.48 Complaints by type ('My Customer Requests' tile) – Western Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		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	2	(25%)	1	(100%)	3	(33%)
ECEI Timeliness	6	(75%)	0	(0%)	6	(67%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	8		1		9	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(2%)	0	(0%)	1	(1%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	10	(17%)	4	(31%)	14	(19%)
LAC Process	5	(8%)	0	(0%)	5	(7%)
LAC Resources	1	(2%)	0	(0%)	1	(1%)
LAC Staff	36	(61%)	9	(69%)	45	(63%)
LAC Timeliness	6	(10%)	0	(0%)	6	(8%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	59		13		72	
<i>Complaints about service providers</i>						
Provider Finance	10	(14%)	1	(4%)	11	(11%)
Provider Fraud and Compliance	11	(15%)	5	(20%)	16	(16%)
Provider Service	32	(43%)	9	(36%)	41	(41%)
Provider Staff	21	(28%)	10	(40%)	31	(31%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	74		25		99	
<i>Complaints about the Agency</i>						
NDIA Access	66	(6%)	15	(5%)	81	(6%)
NDIA Engagement	0	(0%)	1	(0%)	1	(0%)
NDIA Finance	107	(10%)	19	(7%)	126	(10%)
NDIA Fraud and Compliance	1	(0%)	1	(0%)	2	(0%)
NDIA Plan	240	(23%)	107	(37%)	347	(26%)
NDIA Process	172	(17%)	46	(16%)	218	(17%)
NDIA Resources	7	(1%)	4	(1%)	11	(1%)
NDIA Staff	78	(8%)	30	(10%)	108	(8%)
NDIA Timeliness	353	(34%)	66	(23%)	419	(32%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,024		289		1,313	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	78	(21%)	57	(22%)	135	(21%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	89	(24%)	38	(15%)	127	(20%)
Participant threat	85	(23%)	96	(37%)	181	(29%)
Provider reporting	118	(32%)	70	(27%)	188	(30%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	370		261		631	
<i>Unclassified</i>	1		0		1	
Participants total	1,536		589		2,125	

Figure I.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Western Australia ³⁵⁷

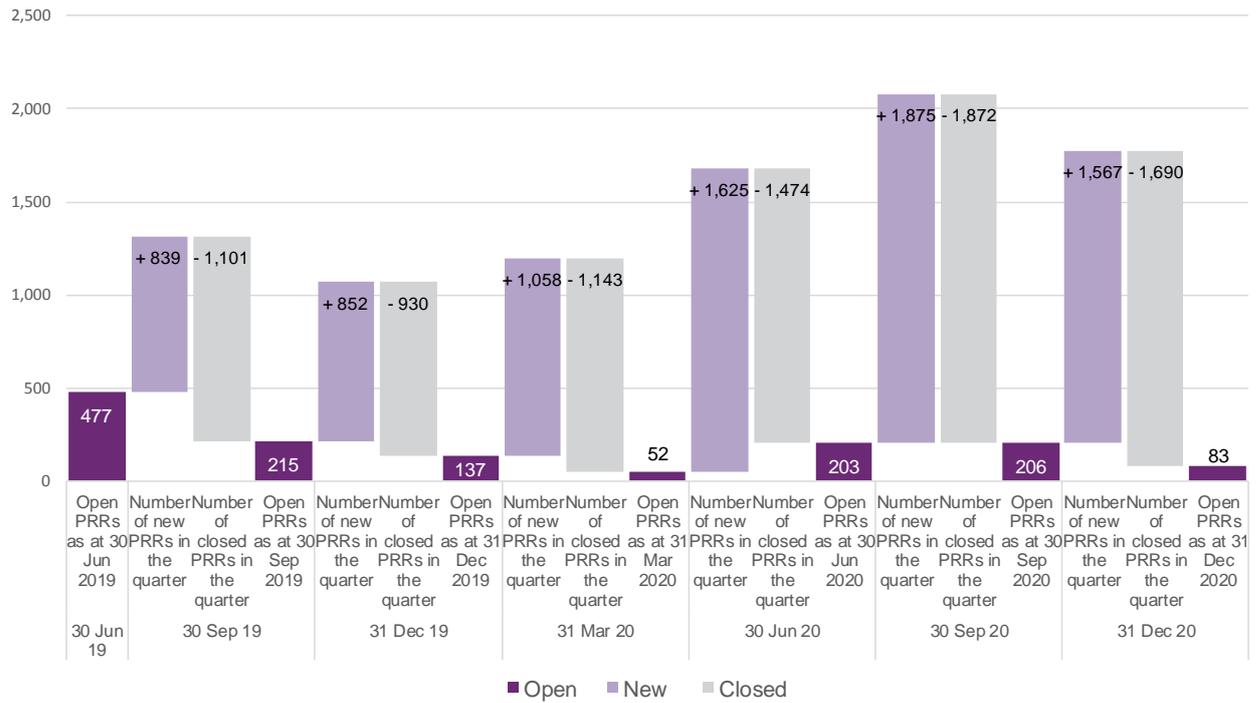


Table I.49 Summary of Open Participant Requested Reviews (PRRs) (s48) – Western Australia ³⁵⁸

	As at 31 December 2020
Open PRRs	83
Number of PRRs open less than 21 days	83
Number of PRRs open more than 21 days	0
New PRRs in the quarter	1,567
Number of PRRs closed in the quarter	1,690
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

³⁵⁷ 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.

³⁵⁸ 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 ³⁵⁹

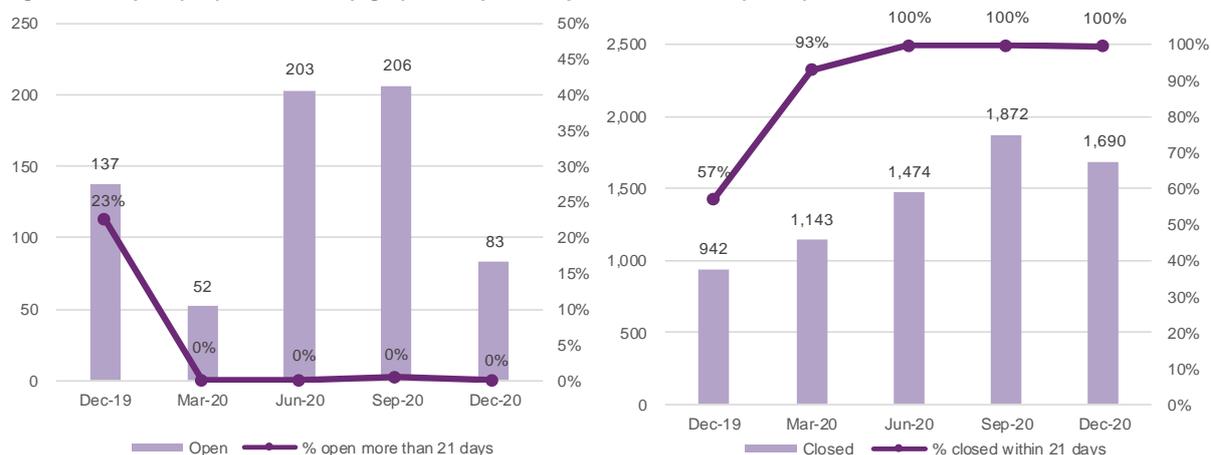


Figure I.14 RoRDs received and closed by quarter and open at the end of each quarter – Western Australia

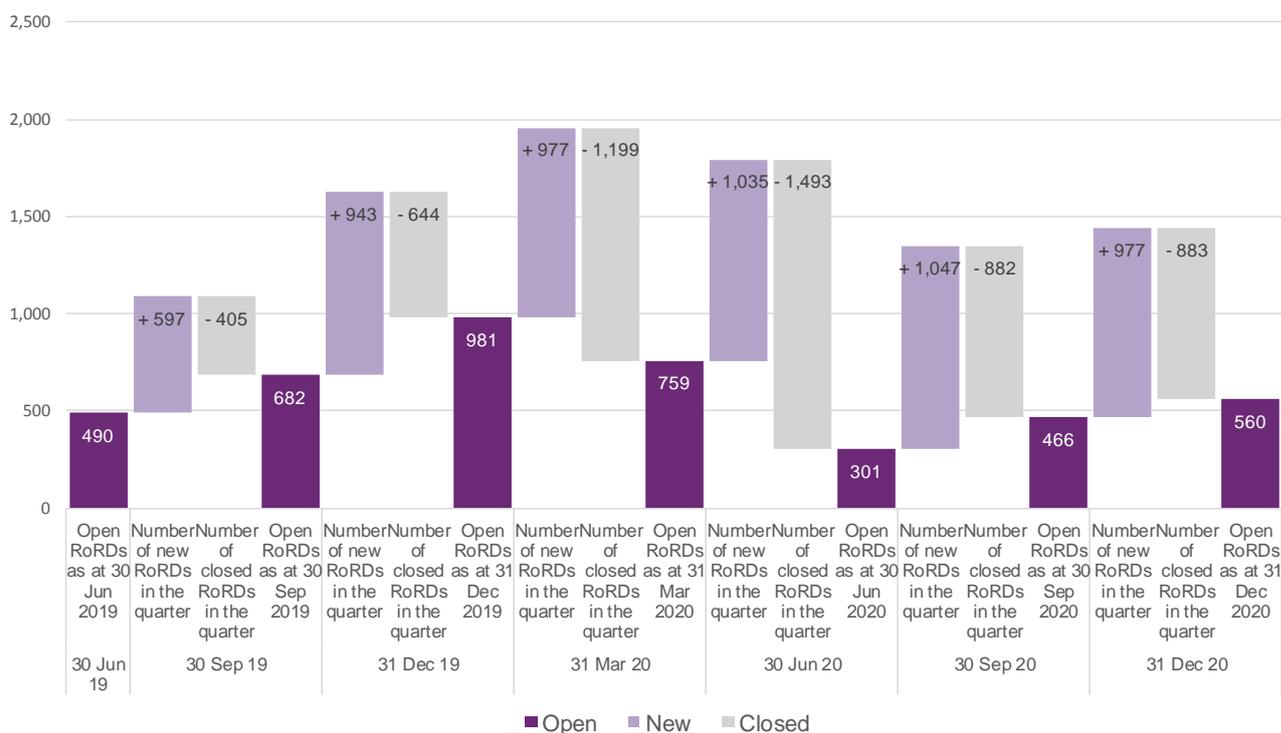


Table I.50 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Western Australia ^{360 361}

	Access	Planning
Open RoRDs	31	529
Number of RoRDs open less than 90 days	31	525
Number of RoRDs open more than 90 days	0	4
New RoRDs in the quarter	130	847
Number of RoRDs closed in the quarter	133	750
Proportion closed within 90 days	98%	96%
Average days RoRDs took to close in the quarter	22	51

³⁵⁹ 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 31 December 2020.

³⁶⁰ 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.

³⁶¹ Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Figure I.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Western Australia ³⁶²

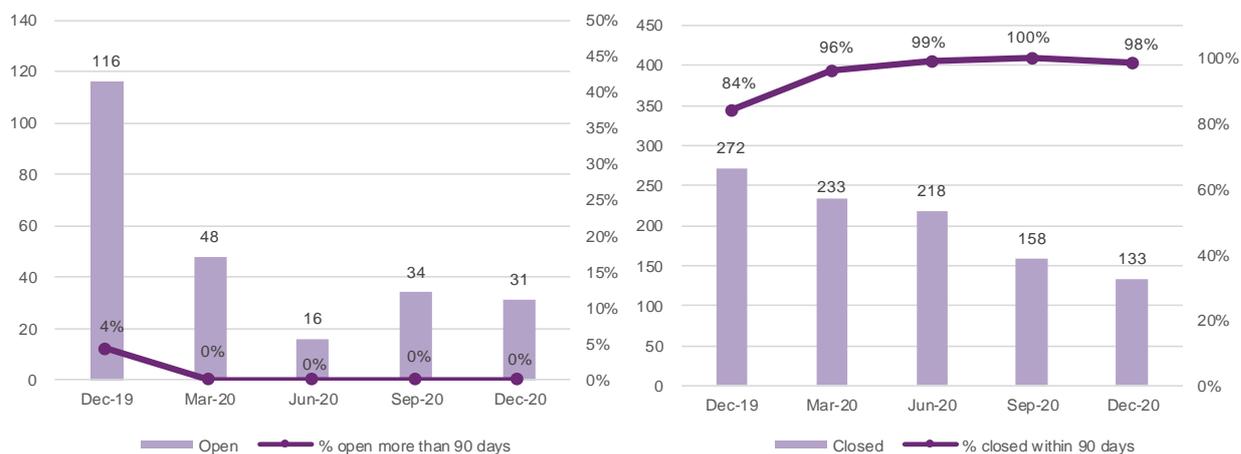


Figure I.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Western Australia ³⁶³

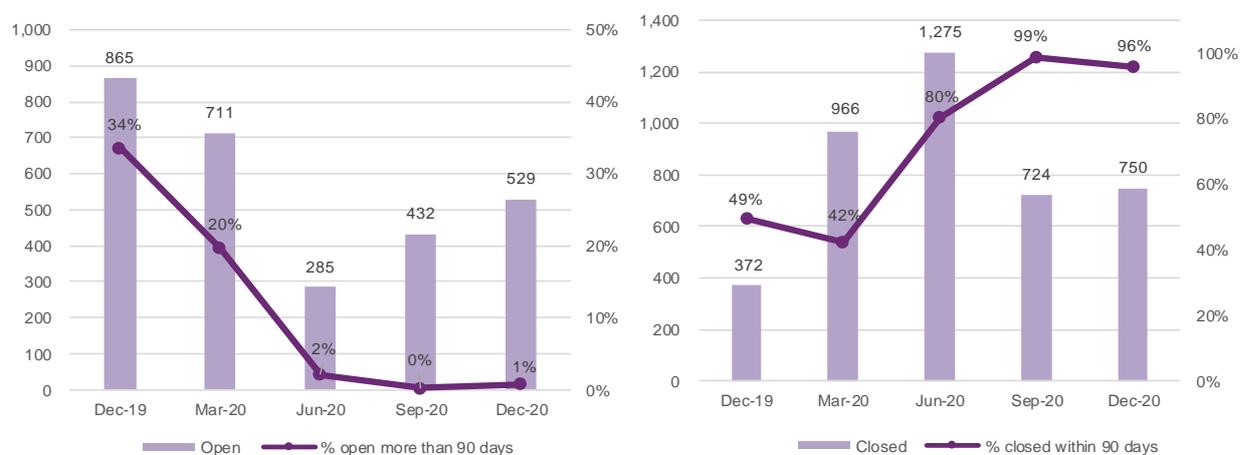


Table I.51 AAT Cases by category – Western Australia ³⁶⁴

Category	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Access	65	36%	<11		72	33%
Plan	92	50%	28	78%	120	55%
Plan Review	18	10%	<11		18	8%
Other	<11		<11		<11	
Total	183	100%	36	100%	219	100%
% of all access decisions	0.25%		0.33%		0.26%	

³⁶² Numbers of open and closed RoRDs have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data.

³⁶³ Ibid.

³⁶⁴ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Figure I.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia ³⁶⁵

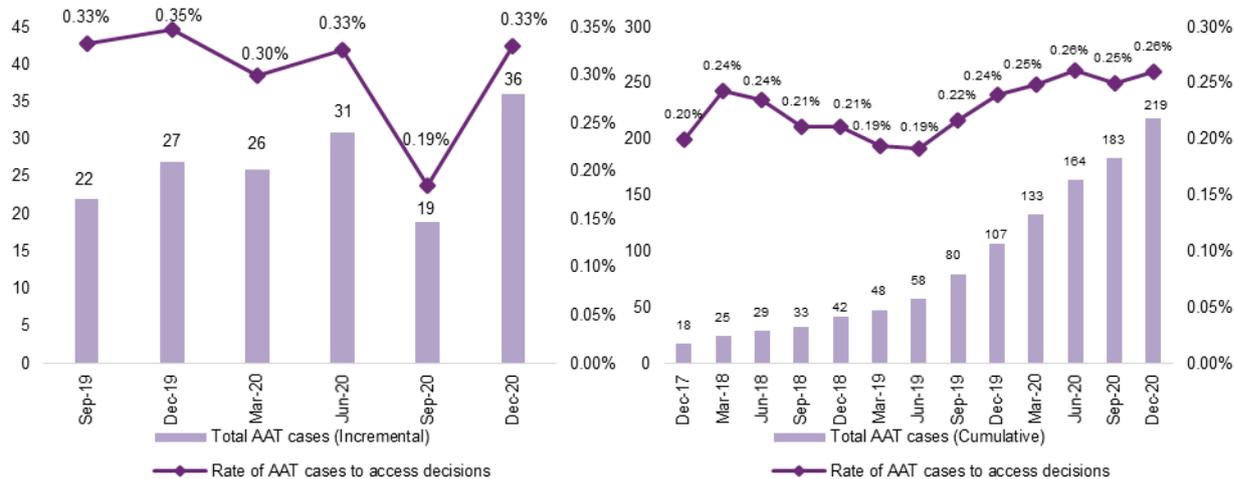
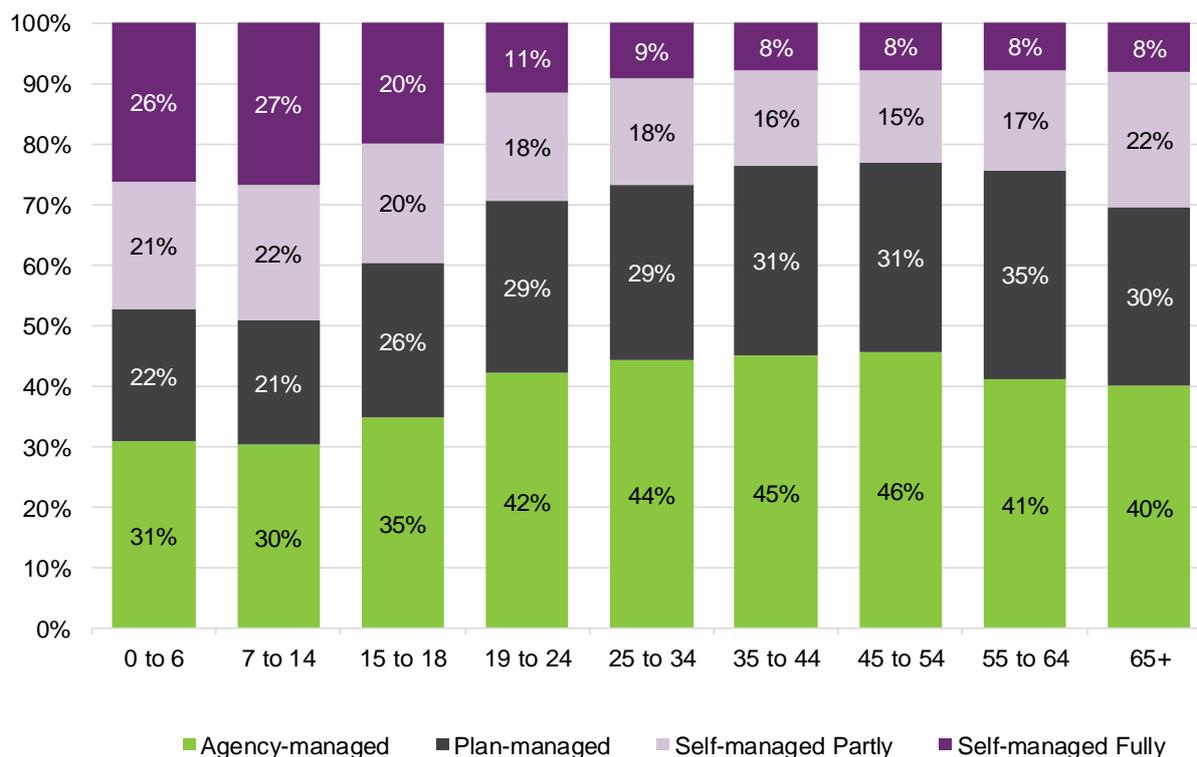


Table I.52 AAT cases by open/closed and decision – Western Australia

	N
AAT Cases	219
Open AAT Cases	64
Closed AAT Cases	155
Resolved before hearing	155
Gone to hearing and received a substantive decision	<11

Figure I.18 Distribution of active participants by method of financial plan management and age group as at 31 December 2020 – Western Australia ^{366 367}



³⁶⁵ There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

³⁶⁶ For the total number of active participants in each age group, see Table I.14.

³⁶⁷ 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 31 December 2020 – Western Australia ^{368 369}

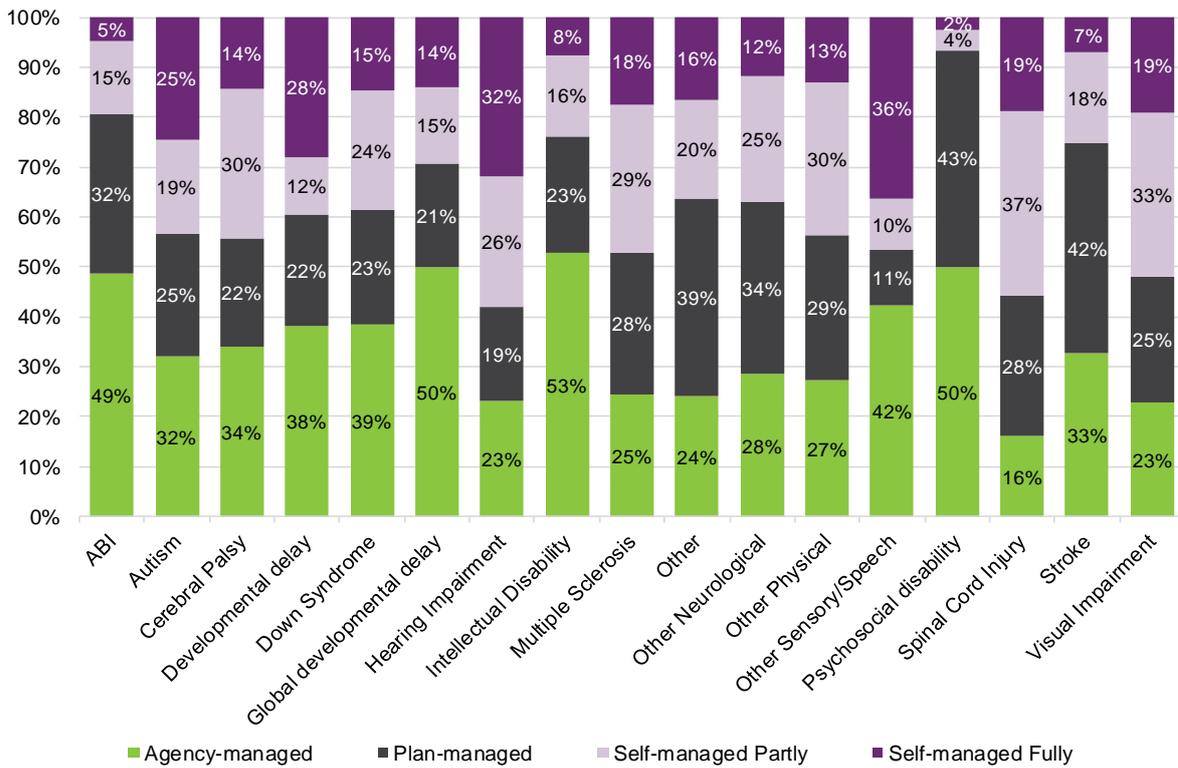
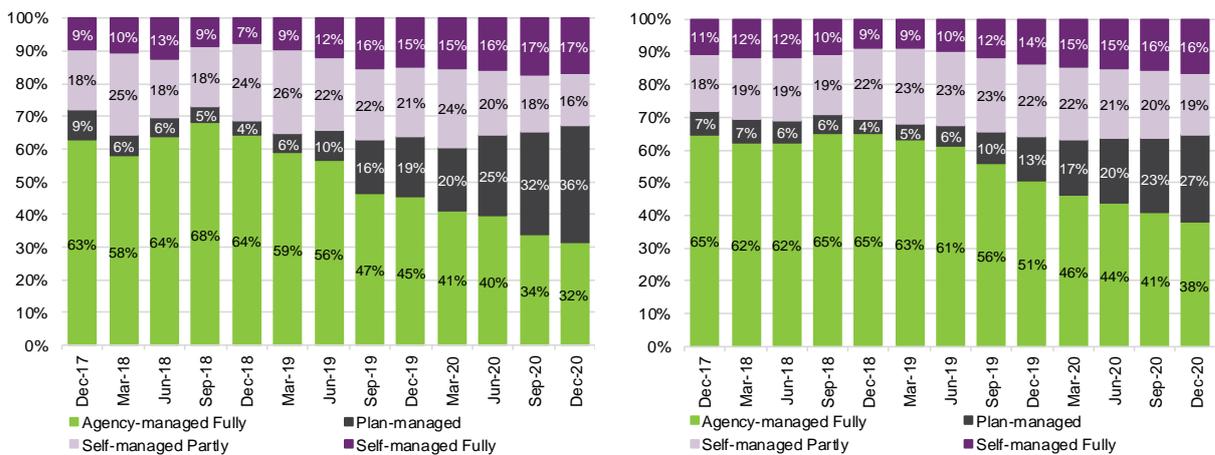


Table I.53 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia ³⁷⁰

	Prior Quarters	2020-21 Q2	Total
Self-managed fully	16%	17%	16%
Self-managed partly	20%	16%	19%
Plan-managed	24%	36%	27%
Agency-managed	40%	32%	38%
Total	100%	100%	100%

Figure I.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia ³⁷¹



³⁶⁸ For the total number of active participants in each primary disability group, see Table I.12.

³⁶⁹ 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.

³⁷⁰ Ibid.

³⁷¹ 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.54 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia

	Prior Quarters	2020-21 Q2	Total
Self-managed	14%	15%	14%
Plan-managed	17%	30%	18%
Agency-managed	70%	56%	68%
Total	100%	100%	100%

Figure I.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia

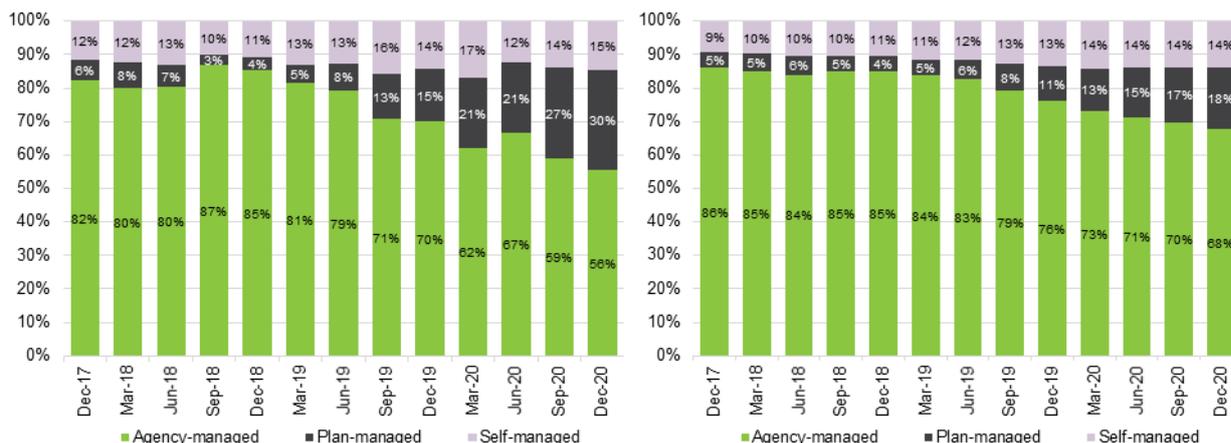


Table I.55 Distribution of active participants by support coordination and quarter of plan approval – Western Australia

	Prior Quarters	2020-21 Q2	Total
Support coordination	45%	51%	46%

Table I.56 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia³⁷²

Plan activation	Prior Quarters (Transition Only)		2019-20 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	17,897	72%	3,468	68%	21,365	72%
30 to 59 days	2,417	10%	585	11%	3,002	10%
60 to 89 days	1,163	5%	290	6%	1,453	5%
Activated within 90 days	21,477	87%	4,343	85%	25,820	86%
90 to 119 days	699	3%	142	3%	841	3%
120 days and over	1,710	7%	181	4%	1,891	6%
Activated after 90 days	2,409	10%	323	6%	2,732	9%
No payments	843	3%	470	9%	1,313	4%
Total plans approved	24,729	100%	5,136	100%	29,865	100%

³⁷² Plans approved after the end of 2019-20 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table I.57 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,361	1,460	93%
Not Aboriginal and Torres Strait Islander	19,479	20,282	96%
Not Stated	2,125	2,210	96%
Total	22,965	23,952	96%
by Culturally and Linguistically Diverse status			
CALD	1,844	1,899	97%
Not CALD	16,031	16,738	96%
Not Stated	5,090	5,315	96%
Total	22,965	23,952	96%
by Remoteness			
Major Cities	18,237	18,919	96%
Regional	3,748	3,972	94%
Remote	978	1,059	92%
Missing	<11	<11	
Total	22,965	23,952	96%
by Primary Disability type			
Autism	8,550	8,973	95%
Intellectual Disability (including Down Syndrome)	5,503	5,753	96%
Psychosocial Disability	1,653	1,695	98%
Developmental Delay (including Global Developmental Delay)	840	884	95%
Other	6,419	6,647	97%
Total	22,965	23,952	96%

Table I.58 Distribution of plans by utilisation – Western Australia ^{373 374}

Plan utilisation	Total
0 to 50%	41%
50% to 75%	27%
> 75%	32%
Total	100%

Table I.59 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ³⁷⁵

	Prior Quarters	2020-21 Q2	Total
Daily Activities	10%	11%	10%
Health & Wellbeing	57%	64%	59%
Lifelong Learning	24%	24%	24%
Other	19%	24%	20%
Non-categorised	23%	18%	22%
Any mainstream service	95%	96%	95%

³⁷³ This table only considers participants with initial plans approved up to 30 June 2020, and includes committed supports and payments for supports provided up to 30 September 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁷⁴ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

³⁷⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table I.60 Key markets indicators by quarter – Western Australia ^{376 377}

Market indicators	Prior Quarters	2020-21 Q2
a) Average number of active providers per active participant	1.35	1.38
b) Number of providers delivering new types of supports	276	305
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	86%	87%
<i>Therapeutic Supports (%)</i>	94%	94%
<i>Participation in community, social and civic activities (%)</i>	86%	88%
<i>Early Intervention supports for early childhood (%)</i>	90%	91%
<i>Daily Personal Activities (%)</i>	89%	88%

Table I.61 Cumulative number of providers that have been ever active as at 31 December 2020 by quarter of activity – Western Australia ³⁷⁸

Activity	Number of providers
Active for the first time in 2020-21 Q2	137
Active in 2020-21 Q2 and also in previous quarters	812
Active in 2020-21 Q2	949
Inactive in 2020-21 Q2	746
Active ever	1,695

³⁷⁶ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁷⁷ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁷⁸ Active providers refer to those who have received payment for support Agency-managed participants.

Table I.62 Cumulative number of providers that have been ever active by registration group – Western Australia ³⁷⁹

Registration Group	Prior Quarters	2020-21 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	33	4	37	12%
Assistance Animals	14	1	15	7%
Assistance with daily life tasks in a group or shared living arrangement	159	13	172	8%
Assistance with travel/transport arrangements	168	25	193	15%
Daily Personal Activities	311	22	333	7%
Group and Centre Based Activities	172	21	193	12%
High Intensity Daily Personal Activities	216	23	239	11%
Household tasks	276	33	309	12%
Interpreting and translation	35	5	40	14%
Participation in community, social and civic activities	343	32	375	9%
Assistive Technology				
Assistive equipment for recreation	56	7	63	13%
Assistive products for household tasks	50	11	61	22%
Assistance products for personal care and safety	391	39	430	10%
Communication and information equipment	114	21	135	18%
Customised Prosthetics	121	13	134	11%
Hearing Equipment	40	5	45	13%
Hearing Services	8	2	10	25%
Personal Mobility Equipment	210	28	238	13%
Specialised Hearing Services	9	2	11	22%
Vision Equipment	30	6	36	20%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	317	55	372	17%
Behaviour Support	139	13	152	9%
Community nursing care for high needs	67	13	80	19%
Development of daily living and life skills	198	18	216	9%
Early Intervention supports for early childhood	269	21	290	8%
Exercise Physiology and Physical Wellbeing activities	70	13	83	19%
Innovative Community Participation	45	6	51	13%
Specialised Driving Training	30	3	33	10%
Therapeutic Supports	640	42	682	7%
Capital services				
Home modification design and construction	55	7	62	13%
Specialist Disability Accommodation	3	7	10	233%
Vehicle Modifications	27	4	31	15%
Choice and control support services				
Management of funding for supports in participants plan	174	17	191	10%
Support Coordination	111	27	138	24%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	71	5	76	7%
Specialised Supported Employment	44	12	56	27%
Total approved active providers	1,558	137	1,695	9%

³⁷⁹ 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.63 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2020 – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	4	33	37	11%	89%	100%
Assistance Animals	1	14	15	7%	93%	100%
Assistance with daily life tasks in a group or shared living arrangement	13	159	172	8%	92%	100%
Assistance with travel/transport arrangements	18	175	193	9%	91%	100%
Daily Personal Activities	30	303	333	9%	91%	100%
Group and Centre Based Activities	11	182	193	6%	94%	100%
High Intensity Daily Personal Activities	15	224	239	6%	94%	100%
Household tasks	55	254	309	18%	82%	100%
Interpreting and translation	5	35	40	13%	88%	100%
Participation in community, social and civic activities	31	344	375	8%	92%	100%
Assistive Technology						
Assistive equipment for recreation	7	56	63	11%	89%	100%
Assistive products for household tasks	5	56	61	8%	92%	100%
Assistance products for personal care and safety	52	378	430	12%	88%	100%
Communication and information equipment	20	115	135	15%	85%	100%
Customised Prosthetics	21	113	134	16%	84%	100%
Hearing Equipment	6	39	45	13%	87%	100%
Hearing Services	0	10	10	0%	100%	100%
Personal Mobility Equipment	30	208	238	13%	87%	100%
Specialised Hearing Services	0	11	11	0%	100%	100%
Vision Equipment	3	33	36	8%	92%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	53	319	372	14%	86%	100%
Behaviour Support	29	123	152	19%	81%	100%
Community nursing care for high needs	7	73	80	9%	91%	100%
Development of daily living and life skills	16	200	216	7%	93%	100%
Early Intervention supports for early childhood	83	207	290	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	11	72	83	13%	87%	100%
Innovative Community Participation	7	44	51	14%	86%	100%
Specialised Driving Training	8	25	33	24%	76%	100%
Therapeutic Supports	207	475	682	30%	70%	100%
Capital services						
Home modification design and construction	4	58	62	6%	94%	100%
Specialist Disability Accommodation	0	10	10	0%	100%	100%
Vehicle Modifications	1	30	31	3%	97%	100%
Choice and control support services						
Management of funding for supports in participants plan	38	153	191	20%	80%	100%
Support Coordination	18	120	138	13%	87%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	73	76	4%	96%	100%
Specialised Supported Employment	2	54	56	4%	96%	100%
Total	368	1,327	1,695	22%	78%	100%

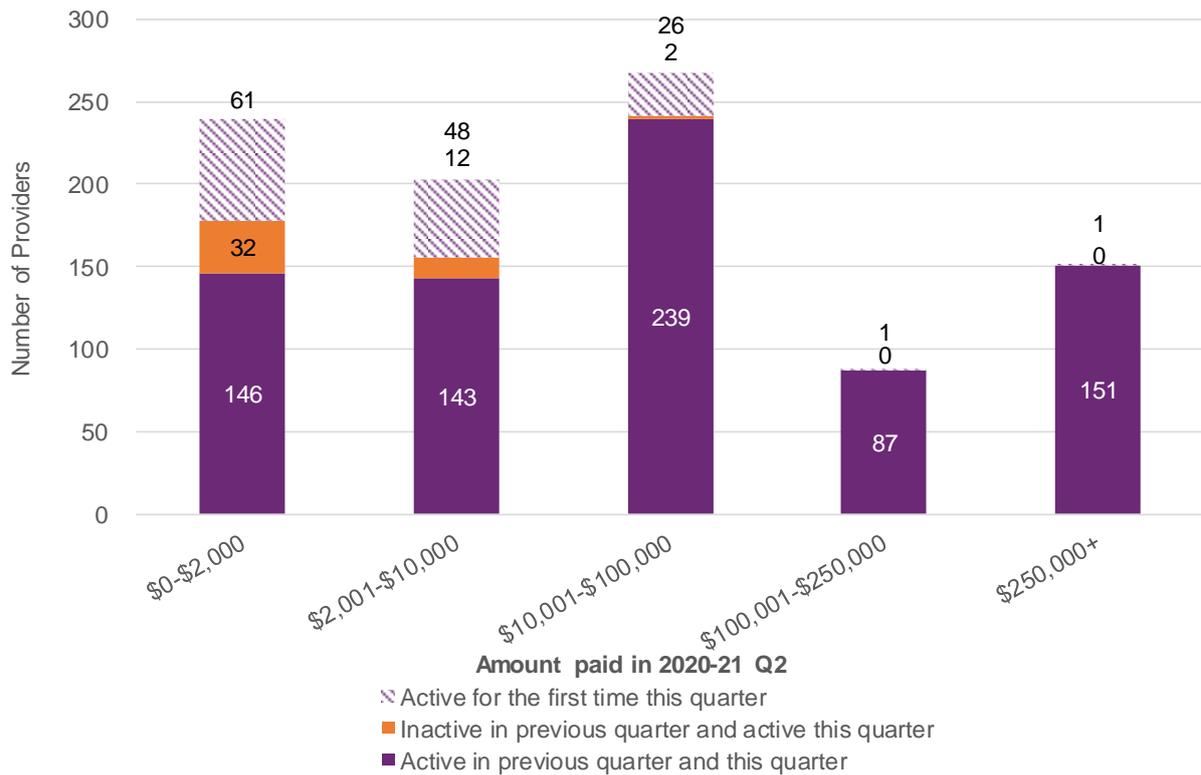
Table I.64 Number and proportion of providers active in 2020-21 Q2 by registration group and first quarter of activity – Western Australia

Registration Group	Active in previous quarters and in 2020-21 Q2	Active for the first time in 2020-21 Q2	Total	% active for the first time in 2020-21 Q2
Assistance services				
Accommodation / Tenancy Assistance	6	4	10	40%
Assistance Animals	11	1	12	8%
Assistance with daily life tasks in a group or shared living arrangement	118	13	131	10%
Assistance with travel/transport arrangements	96	25	121	21%
Daily Personal Activities	187	22	209	11%
Group and Centre Based Activities	101	21	122	17%
High Intensity Daily Personal Activities	128	23	151	15%
Household tasks	150	33	183	18%
Interpreting and translation	24	5	29	17%
Participation in community, social and civic activities	198	32	230	14%
Assistive Technology				
Assistive equipment for recreation	18	7	25	28%
Assistive products for household tasks	12	11	23	48%
Assistance products for personal care and safety	227	39	266	15%
Communication and information equipment	63	21	84	25%
Customised Prosthetics	55	13	68	19%
Hearing Equipment	16	5	21	24%
Hearing Services	4	2	6	33%
Personal Mobility Equipment	105	28	133	21%
Specialised Hearing Services	1	2	3	67%
Vision Equipment	19	6	25	24%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	188	55	243	23%
Behaviour Support	88	13	101	13%
Community nursing care for high needs	44	13	57	23%
Development of daily living and life skills	110	18	128	14%
Early Intervention supports for early childhood	117	21	138	15%
Exercise Physiology and Physical Wellbeing activities	47	13	60	22%
Innovative Community Participation	18	6	24	25%
Specialised Driving Training	15	3	18	17%
Therapeutic Supports	332	42	374	11%
Capital services				
Home modification design and construction	27	7	34	21%
Specialist Disability Accommodation	2	7	9	78%
Vehicle Modifications	10	4	14	29%
Choice and control support services				
Management of funding for supports in participants plan	115	17	132	13%
Support Coordination	79	27	106	25%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	46	5	51	10%
Specialised Supported Employment	31	12	43	28%
Total	812	137	949	14%

Table I.65 Number and proportion of providers active in 2020-21 Q2 in each registration group by legal entity type – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	9	10	10%	90%	100%
Assistance Animals	1	11	12	8%	92%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	122	131	7%	93%	100%
Assistance with travel/transport arrangements	13	108	121	11%	89%	100%
Daily Personal Activities	22	187	209	11%	89%	100%
Group and Centre Based Activities	9	113	122	7%	93%	100%
High Intensity Daily Personal Activities	10	141	151	7%	93%	100%
Household tasks	37	146	183	20%	80%	100%
Interpreting and translation	4	25	29	14%	86%	100%
Participation in community, social and civic activities	22	208	230	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	2	23	25	8%	92%	100%
Assistive products for household tasks	0	23	23	0%	100%	100%
Assistance products for personal care and safety	35	231	266	13%	87%	100%
Communication and information equipment	14	70	84	17%	83%	100%
Customised Prosthetics	11	57	68	16%	84%	100%
Hearing Equipment	1	20	21	5%	95%	100%
Hearing Services	0	6	6	0%	100%	100%
Personal Mobility Equipment	21	112	133	16%	84%	100%
Specialised Hearing Services	0	3	3	0%	100%	100%
Vision Equipment	2	23	25	8%	92%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	37	206	243	15%	85%	100%
Behaviour Support	13	88	101	13%	87%	100%
Community nursing care for high needs	6	51	57	11%	89%	100%
Development of daily living and life skills	6	122	128	5%	95%	100%
Early Intervention supports for early childhood	33	105	138	24%	76%	100%
Exercise Physiology and Physical Wellbeing activities	7	53	60	12%	88%	100%
Innovative Community Participation	0	24	24	0%	100%	100%
Specialised Driving Training	5	13	18	28%	72%	100%
Therapeutic Supports	106	268	374	28%	72%	100%
Capital services						
Home modification design and construction	0	34	34	0%	100%	100%
Specialist Disability Accommodation	0	9	9	0%	100%	100%
Vehicle Modifications	0	14	14	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	31	101	132	23%	77%	100%
Support Coordination	15	91	106	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	48	51	6%	94%	100%
Specialised Supported Employment	2	41	43	5%	95%	100%
Total	199	750	949	21%	79%	100%

Figure I.22 Distribution of active providers in 2020-21 Q2 by their status in 2020-21 Q1 and payment band in 2020-21 Q2 – Western Australia ³⁸⁰



Part Five: Financial sustainability

Table I.66 Committed supports by financial year (\$m) – Western Australia ³⁸¹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.3	19.3	70.0	168.3	222.2	539.9	1,549.9	1,315.7

³⁸⁰ 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.

³⁸¹ 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 Western Australia.

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 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Western Australia

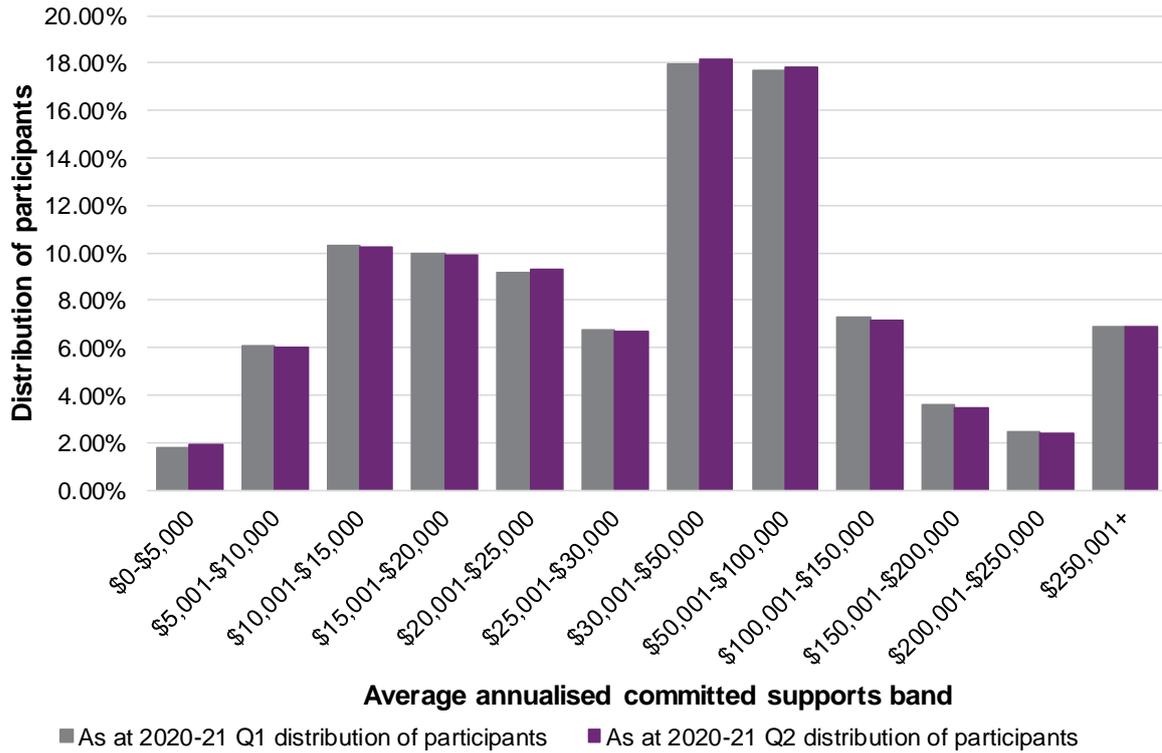


Figure I.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Western Australia

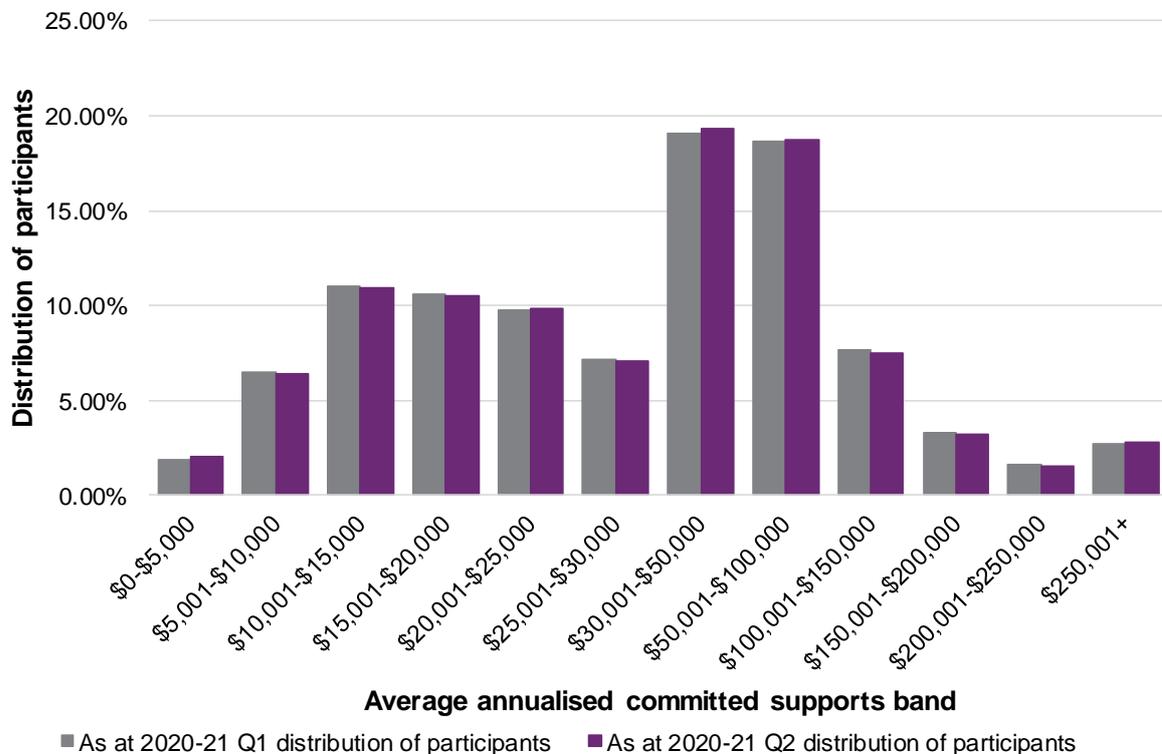


Figure I.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Western Australia

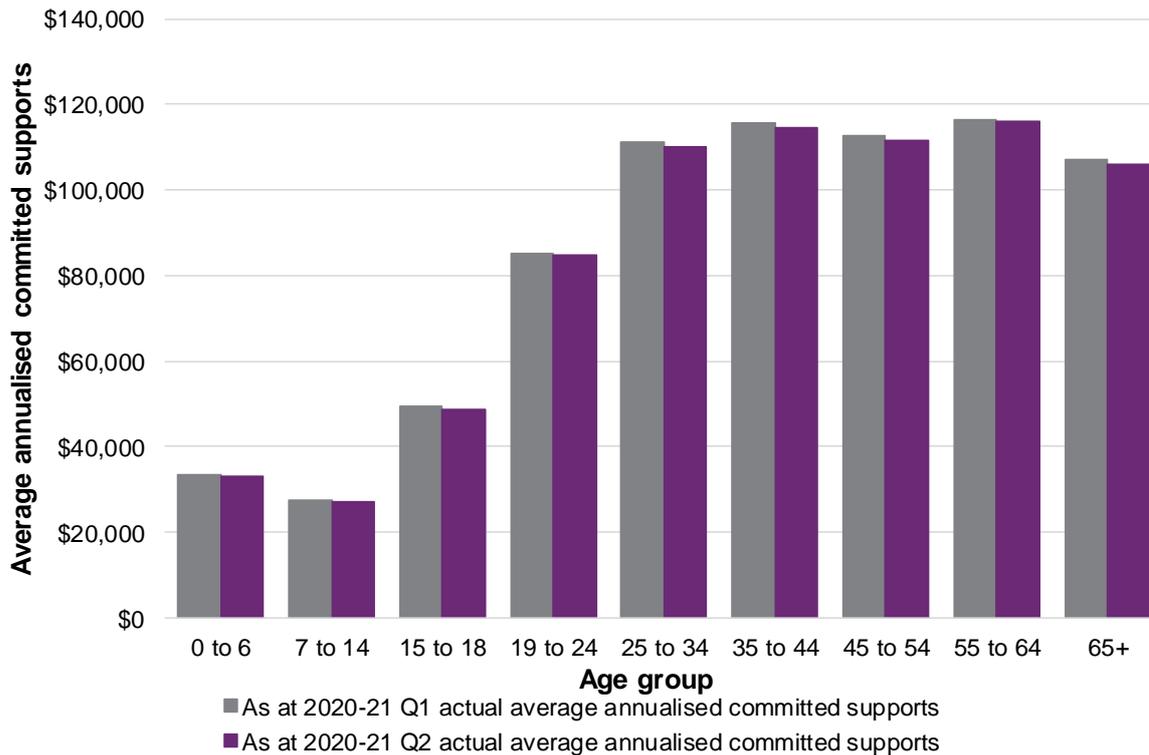


Figure I.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Western Australia

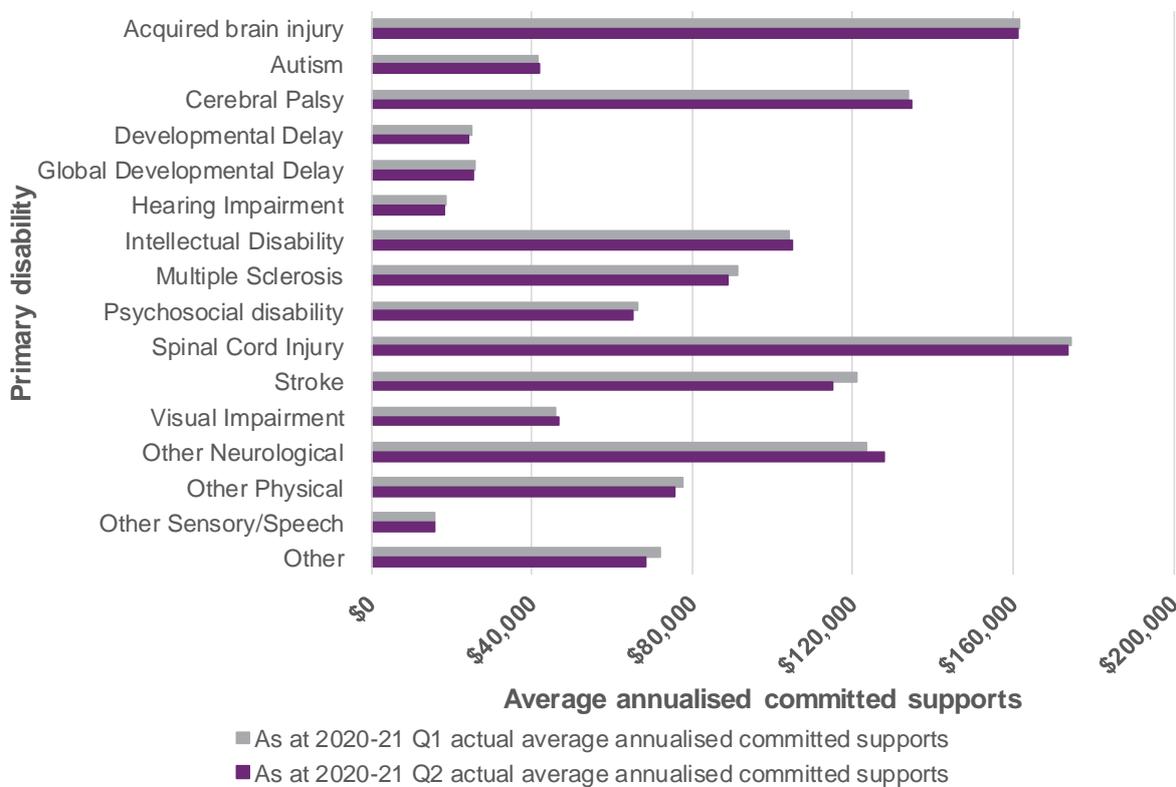


Figure I.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Western Australia ³⁸²

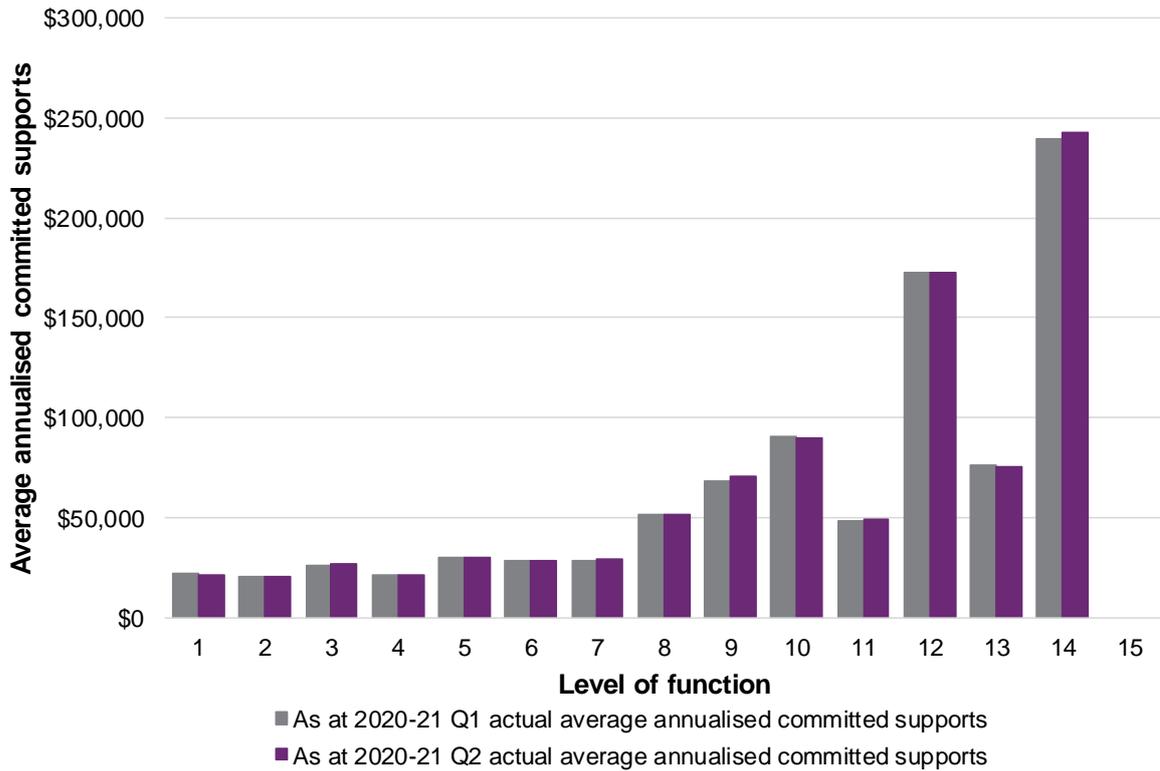
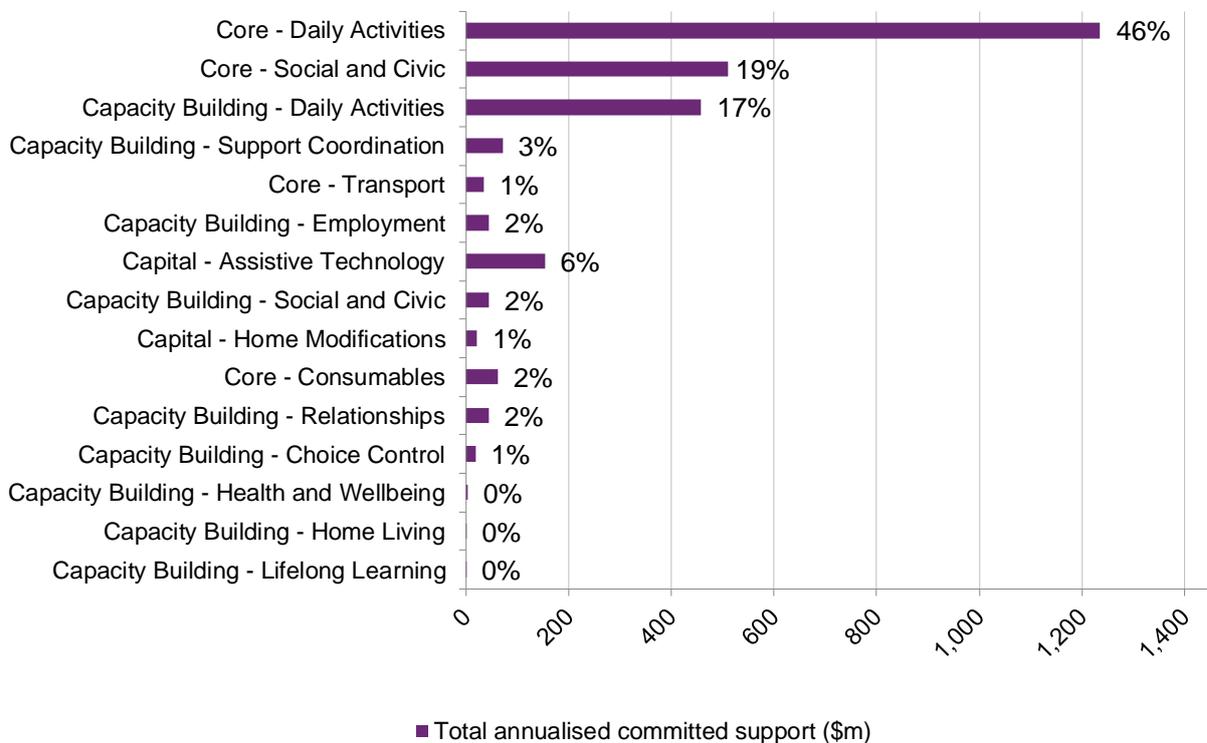


Figure I.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Western Australia

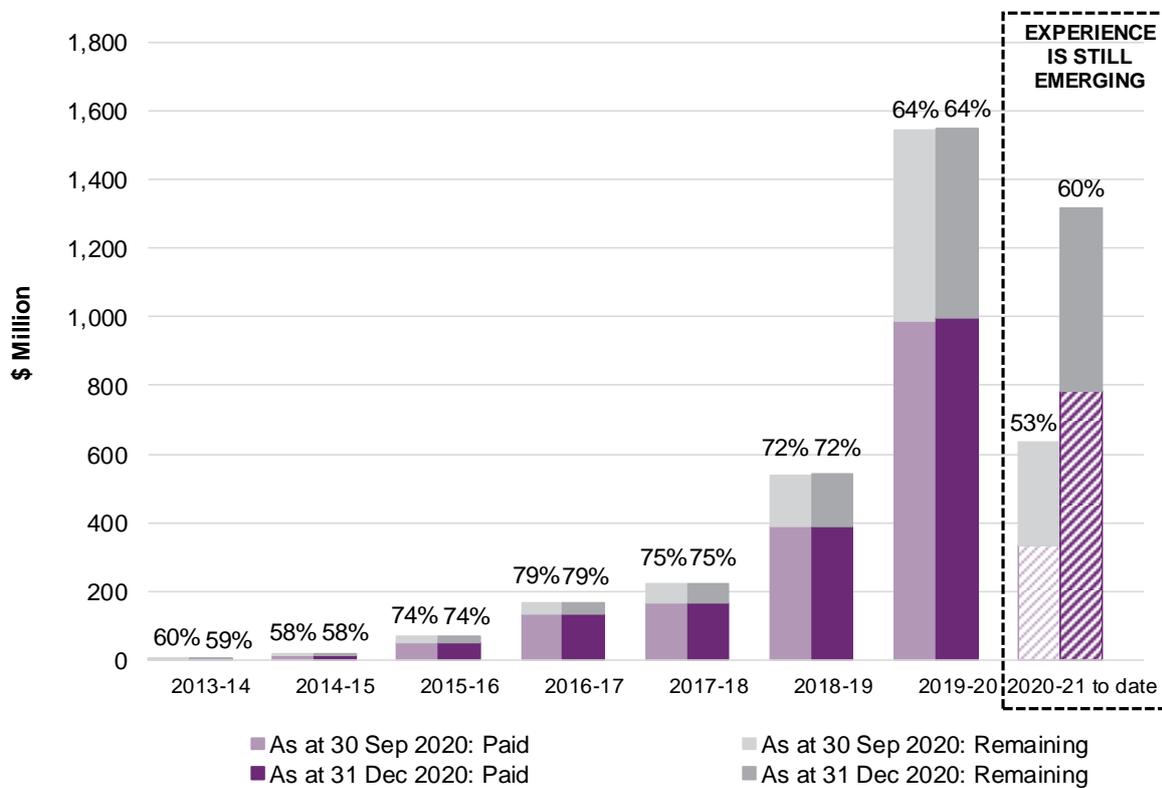


³⁸² Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table I.67 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ³⁸³

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.3	19.3	70.0	168.3	222.2	539.9	1,549.9	1,315.7
Total Paid	0.2	11.2	51.5	133.1	165.6	389.0	998.6	784.3
% utilised to date	59%	58%	74%	79%	75%	72%	64%	60%

Figure I.29 Utilisation of committed supports as at 30 September 2020 and 31 December 2020 – Western Australia



³⁸³ 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 Western Australia.

Figure I.30 Utilisation of committed supports by plan number from 1 April 2020 to 30 September 2020 – Western Australia ³⁸⁴

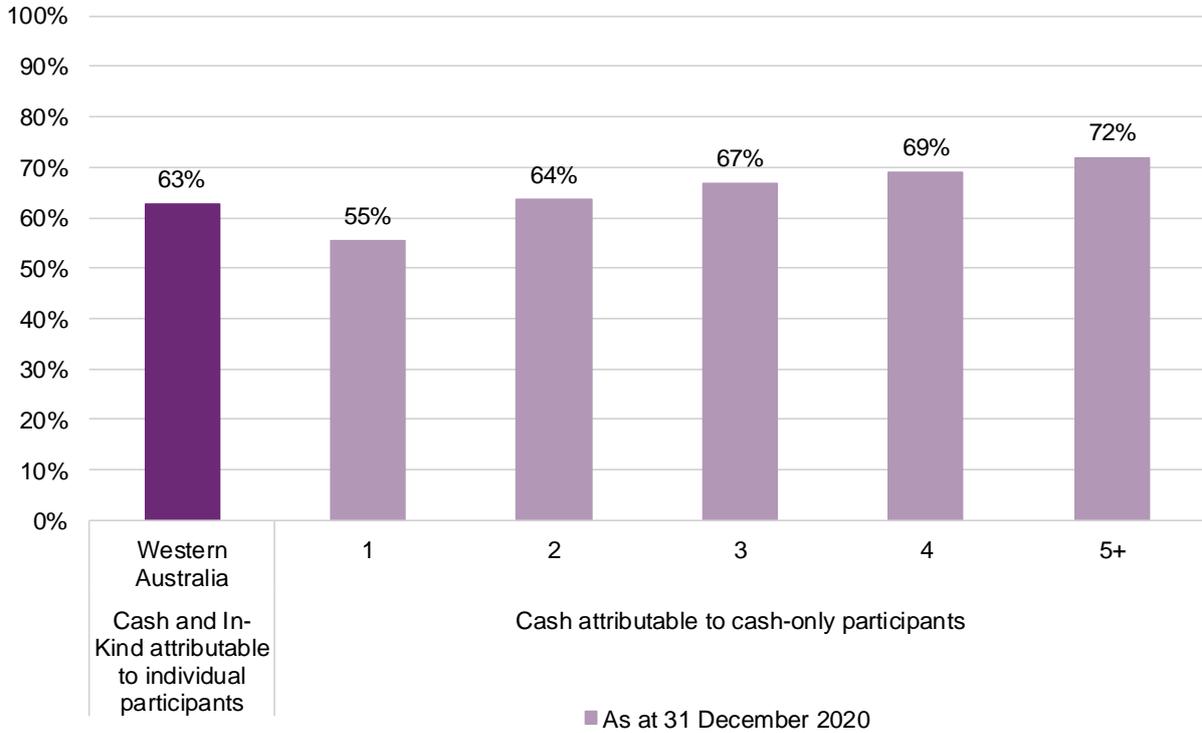
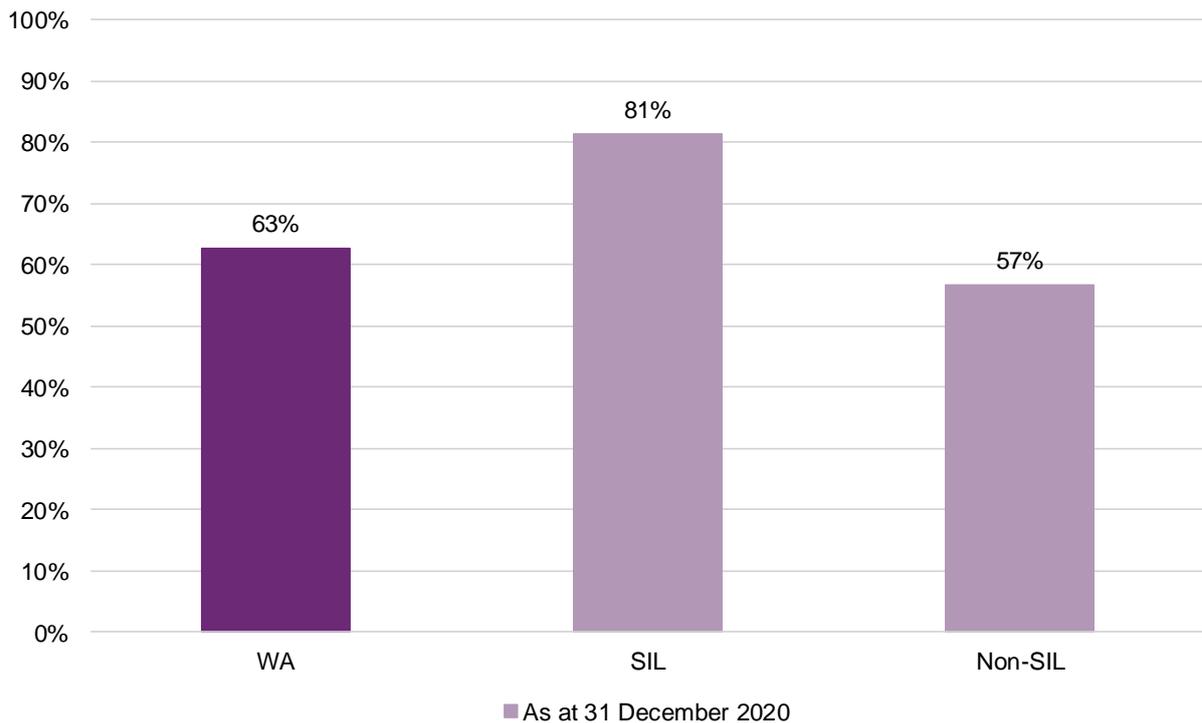


Figure I.31 Utilisation of committed supports by SIL status from 1 April 2020 to 30 September 2020 – Western Australia ³⁸⁵



³⁸⁴ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2020 to 30 September 2020 is shown, as experience in the most recent quarter is still emerging.

³⁸⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2020 to 30 September 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 April 2020 to 30 September 2020 – Western Australia ³⁸⁶

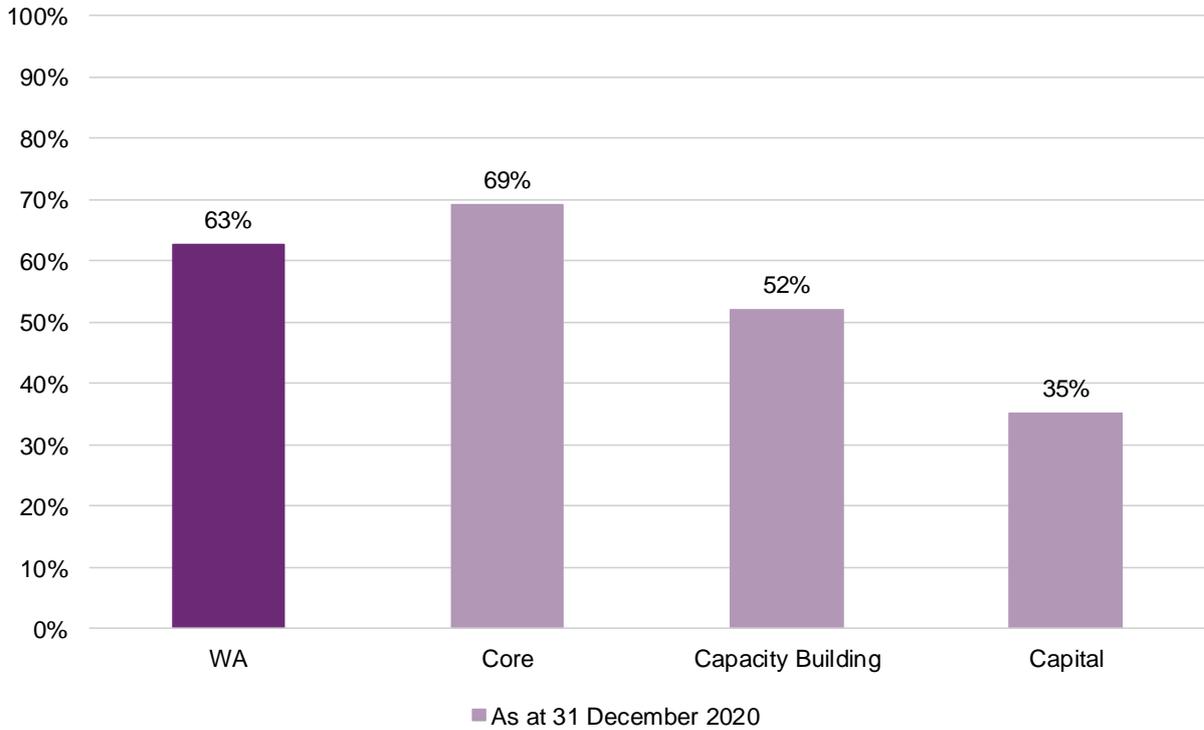
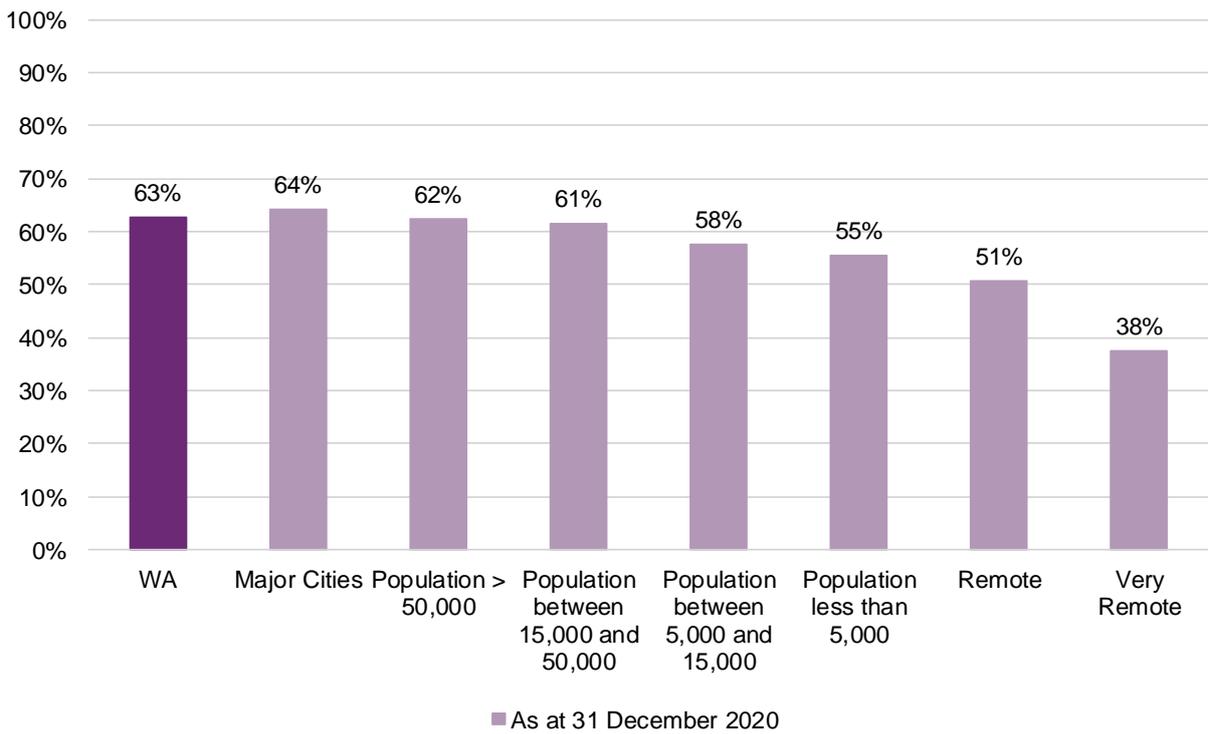


Figure I.33 Utilisation of committed supports by remoteness from 1 April 2020 to 30 September 2020 – Western Australia ³⁸⁷



³⁸⁶ Ibid.

³⁸⁷ Ibid.

Appendix J: South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia ³⁸⁸

	Prior Quarters	2020-21 Q2	Total excluding ECEI	ECEI	Total including ECEI
South Australia	36,653	1,543	38,196	352	38,548

Table J.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – South Australia ³⁸⁹

	Prior Quarters	2020-21 Q2	Total
Access decisions	46,601	2,151	48,752
Active Eligible	37,574	1,700	39,274
<i>New</i>	21,921	1,609	23,530
<i>State</i>	12,904	28	12,932
<i>Commonwealth</i>	2,749	63	2,812
Active Participant Plans (excl ECEI)	36,653	1,543	38,196
<i>New</i>	21,173	1,453	22,626
<i>State</i>	12,781	27	12,808
<i>Commonwealth</i>	2,699	63	2,762
Active Participant Plans	36,990	1,895	38,548
<i>Early Intervention (s25)</i>	11,728	519	12,247
<i>Permanent Disability (s24)</i>	24,925	1,024	25,949
<i>ECEI</i>	337	352	352

Table J.3 Exits from the Scheme since 1 July 2013 as at 31 December 2020 – South Australia

Exits	Total
Total participant exits	1,865
<i>Early Intervention participants</i>	1,001
<i>Permanent disability participants</i>	864

³⁸⁸ 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.

³⁸⁹ 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 ^{390 391}

	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	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
End of 2020-21 Q2	12,808	2,762	22,626	352	38,548

Table J.5 Cumulative numbers of active participants by entry into the Scheme – South Australia ^{392 393 394 395}

	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	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
End of 2020-21 Q2	12,247	25,949	352	38,548

Table J.6 Assessment of access by age group – South Australia ³⁹⁶

Age Group	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	12,154	96%	617	97%	12,771	96%
7 to 14	8,804	89%	305	83%	9,109	89%
15 to 18	1,908	88%	68	83%	1,976	88%
19 to 24	2,031	88%	56	70%	2,087	87%
25 to 34	2,895	87%	119	82%	3,014	86%
35 to 44	2,886	81%	125	69%	3,011	81%
45 to 54	4,117	78%	160	62%	4,277	77%
55 to 64	5,100	74%	242	64%	5,342	73%
65+	298	65%	16	59%	314	65%
Missing	<11		<11		<11	
Total	40,193	86%	1,708	79%	41,901	86%

³⁹⁰ This table shows the total numbers of active participants at the end of each period.

³⁹¹ 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.

³⁹² This table shows the total numbers of active participants at the end of each period.

³⁹³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³⁹⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

³⁹⁵ 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.

³⁹⁶ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table J.7 Assessment of access by disability – South Australia ³⁹⁷

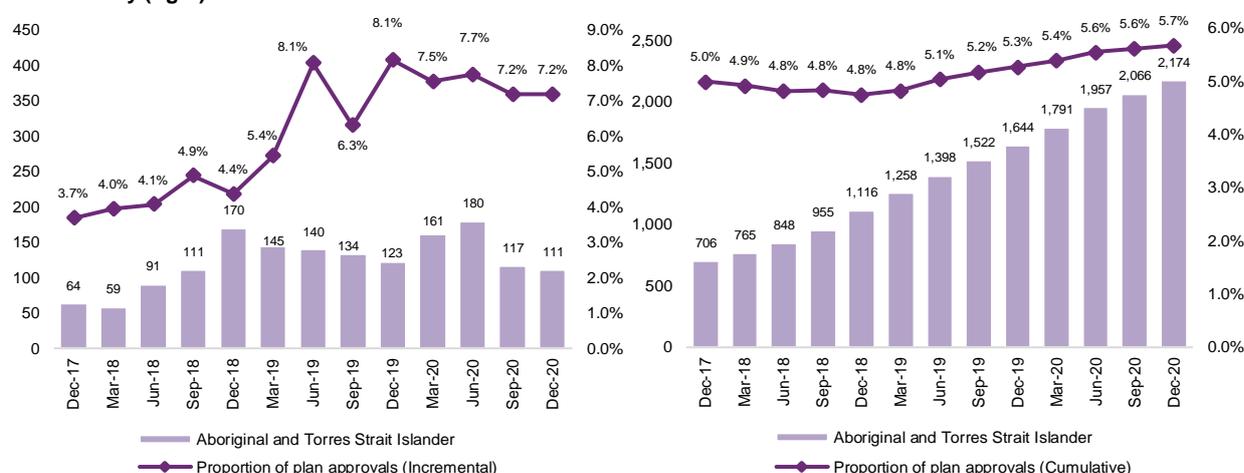
Disability	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	1,606	94%	47	82%	1,653	93%
Autism	14,331	98%	562	98%	14,893	98%
Cerebral Palsy	1,210	97%	16	89%	1,226	97%
Developmental Delay	2,675	95%	285	98%	2,960	95%
Global Developmental Delay	1,244	99%	140	99%	1,384	99%
Hearing Impairment	1,633	90%	58	87%	1,691	90%
Intellectual Disability	7,881	95%	114	86%	7,995	95%
Multiple Sclerosis	708	86%	26	68%	734	85%
Psychosocial disability	2,393	61%	224	70%	2,617	61%
Spinal Cord Injury	401	96%	15	94%	416	96%
Stroke	453	79%	29	81%	482	79%
Visual Impairment	722	87%	18	62%	740	86%
Other Neurological	1,648	79%	58	67%	1,706	78%
Other Physical	1,883	51%	53	33%	1,936	50%
Other Sensory/Speech	920	54%	<11		923	54%
Other	146	38%	60	39%	206	38%
Missing	339	93%	<11		339	93%
Total	40,193	86%	1,708	79%	41,901	86%

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

Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,063	5.6%	111	7.2%	2,174	5.7%
Not Aboriginal and Torres Strait Islander	29,772	81.2%	1,206	78.2%	30,978	81.1%
Not Stated	4,818	13.1%	226	14.6%	5,044	13.2%
Total	36,653	100%	1,543	100%	38,196	100%

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia ³⁹⁸



³⁹⁷ Ibid.

³⁹⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,726	7.4%	135	8.7%	2,861	7.5%
Not culturally and linguistically diverse	33,859	92.4%	1,408	91.3%	35,267	92.3%
Not stated	68	0.2%	<11		68	0.2%
Total	36,653	100%	1,543	100%	38,196	100%

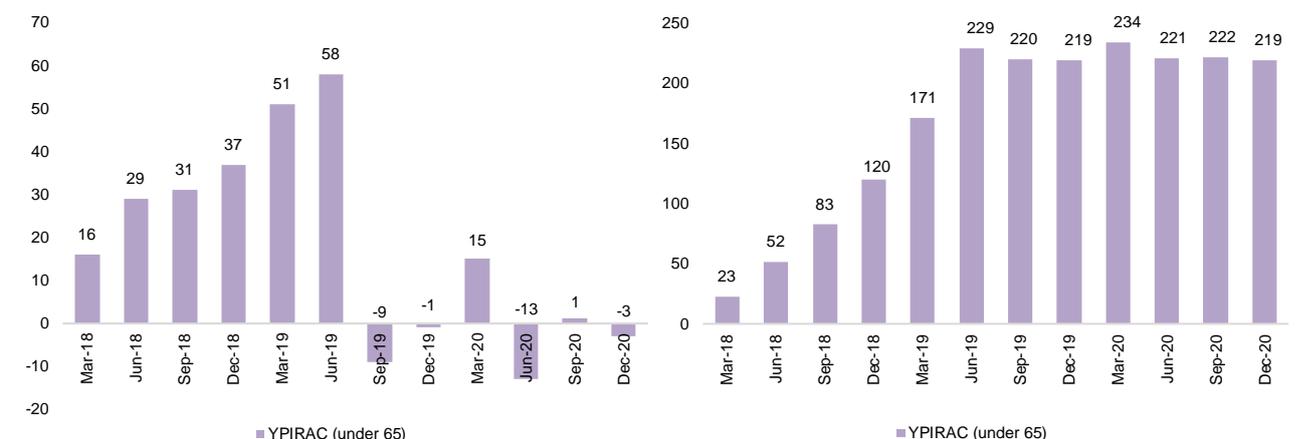
Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia³⁹⁹



Table J.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2020 – South Australia⁴⁰⁰

	Total
Age group	N
Under 45	<11
45 to 54	36
55 to 64	175
Total YPIRAC (under 65)	219

Figure J.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia⁴⁰¹



³⁹⁹ Ibid.

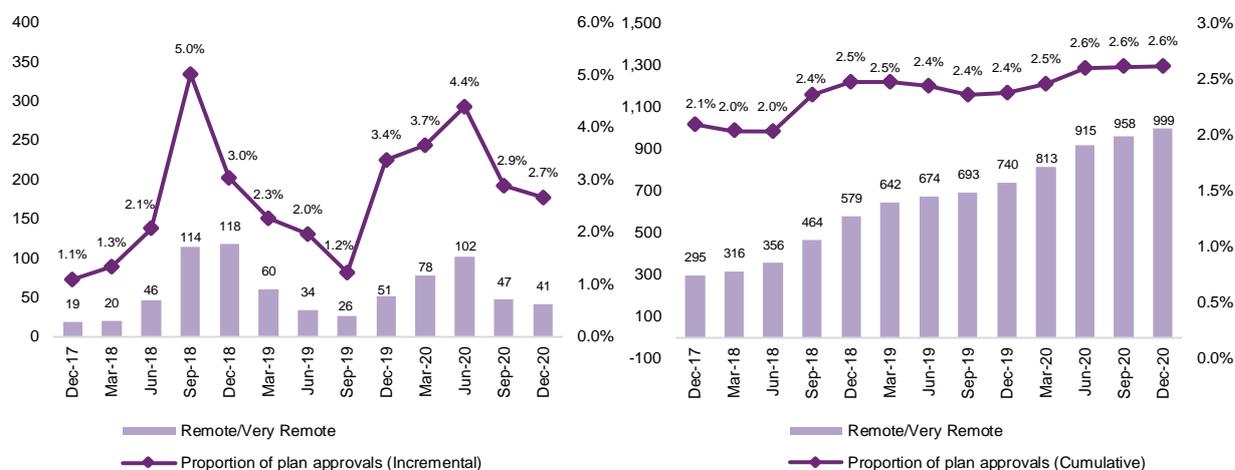
⁴⁰⁰ There are a further 119 active participants aged 65 years or over who are currently in residential aged care.

⁴⁰¹ 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.

Table J.11 Participant profile per quarter by remoteness – South Australia ^{402 403}

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Major cities	27,701	75.6%	1,162	75.3%	28,863	75.6%
Population > 50,000	599	1.6%	27	1.7%	626	1.6%
Population between 15,000 and 50,000	3,185	8.7%	149	9.7%	3,334	8.7%
Population between 5,000 and 15,000	1,309	3.6%	49	3.2%	1,358	3.6%
Population less than 5,000	2,900	7.9%	115	7.5%	3,015	7.9%
Remote	655	1.8%	26	1.7%	681	1.8%
Very Remote	303	0.8%	15	1.0%	318	0.8%
Missing	<11		<11		<11	
Total	36,653	100%	1,543	100%	38,196	100%

Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia ^{404 405}



⁴⁰² The distributions are calculated excluding active participants with a missing remoteness classification.

⁴⁰³ This table is based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

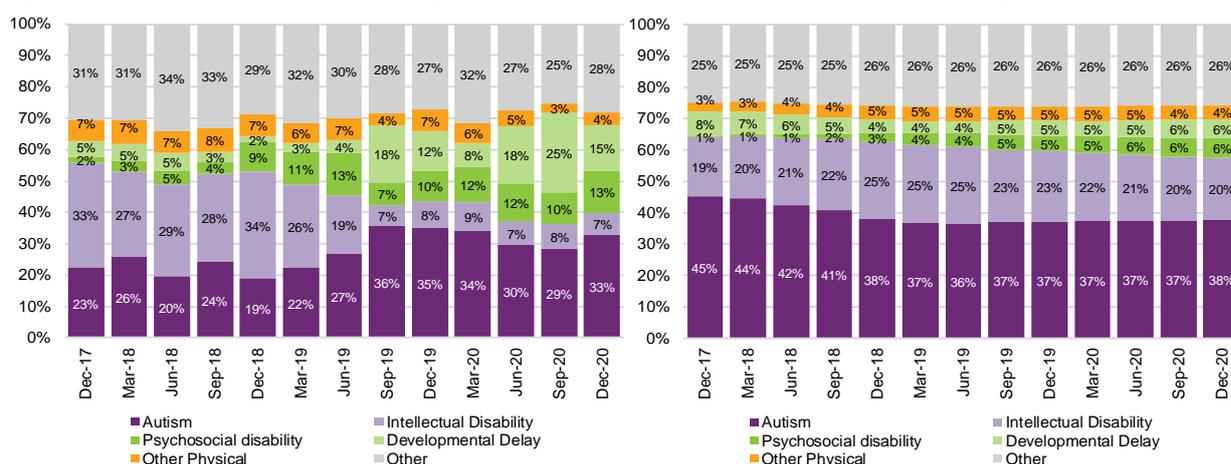
⁴⁰⁴ Ibid.

⁴⁰⁵ 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 J.12 Participant profile per quarter by primary disability group – South Australia ^{406 407 408}

Disability	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Autism	13,884	38%	508	33%	14,392	38%
Intellectual Disability	7,506	20%	108	7%	7,614	20%
Psychosocial disability	2,186	6%	206	13%	2,392	6%
Developmental Delay	2,058	6%	225	15%	2,283	6%
Hearing Impairment	1,524	4%	74	5%	1,598	4%
Other Neurological	1,387	4%	63	4%	1,450	4%
Other Physical	1,635	4%	62	4%	1,697	4%
Cerebral Palsy	1,154	3%	<11		1,162	3%
ABI	1,431	4%	49	3%	1,480	4%
Global Developmental Delay	1,073	3%	113	7%	1,186	3%
Visual Impairment	686	2%	15	1%	701	2%
Multiple Sclerosis	676	2%	20	1%	696	2%
Stroke	396	1%	30	2%	426	1%
Spinal Cord Injury	359	1%	16	1%	375	1%
Other Sensory/Speech	585	2%	<11		585	2%
Other	113	0%	46	3%	159	0%
Total	36,653	100%	1,543	100%	38,196	100%

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia ⁴⁰⁹



⁴⁰⁶ Table order based on national proportions (highest to lowest).

⁴⁰⁷ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴⁰⁸ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in South Australia (787).

⁴⁰⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table J.13 Participant profile per quarter by level of function – South Australia ⁴¹⁰

Level of Function	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	2,548	7%	222	14%	2,770	7%
2 (High Function)	34	0%	<11		39	0%
3 (High Function)	1,956	5%	105	7%	2,061	5%
4 (High Function)	1,845	5%	92	6%	1,937	5%
5 (High Function)	2,630	7%	96	6%	2,726	7%
6 (Moderate Function)	9,238	25%	446	29%	9,684	25%
7 (Moderate Function)	2,062	6%	53	3%	2,115	6%
8 (Moderate Function)	2,655	7%	132	9%	2,787	7%
9 (Moderate Function)	162	0%	<11		167	0%
10 (Moderate Function)	3,856	11%	148	10%	4,004	11%
11 (Low Function)	1,490	4%	11	1%	1,501	4%
12 (Low Function)	4,525	12%	166	11%	4,691	12%
13 (Low Function)	3,057	8%	62	4%	3,119	8%
14 (Low Function)	497	1%	<11		497	1%
15 (Low Function)	<11		<11		<11	
Missing	97		<11		97	
Total	36,653	100%	1,543	100%	38,196	100%

Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – South Australia ⁴¹¹



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

Age Group	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
0 to 6	4,841	13%	474	31%	5,315	14%
7 to 14	11,200	31%	308	20%	11,508	30%
15 to 18	3,363	9%	70	5%	3,433	9%
19 to 24	2,793	8%	64	4%	2,857	7%
25 to 34	2,846	8%	108	7%	2,954	8%
35 to 44	2,656	7%	130	8%	2,786	7%
45 to 54	3,501	10%	151	10%	3,652	10%
55 to 64	4,276	12%	218	14%	4,494	12%
65+	1,177	3%	20	1%	1,197	3%
Total	36,653	100%	1,543	100%	38,196	100%

⁴¹⁰ The distributions are calculated excluding participants with a missing level of function.

⁴¹¹ 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 J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia ⁴¹²

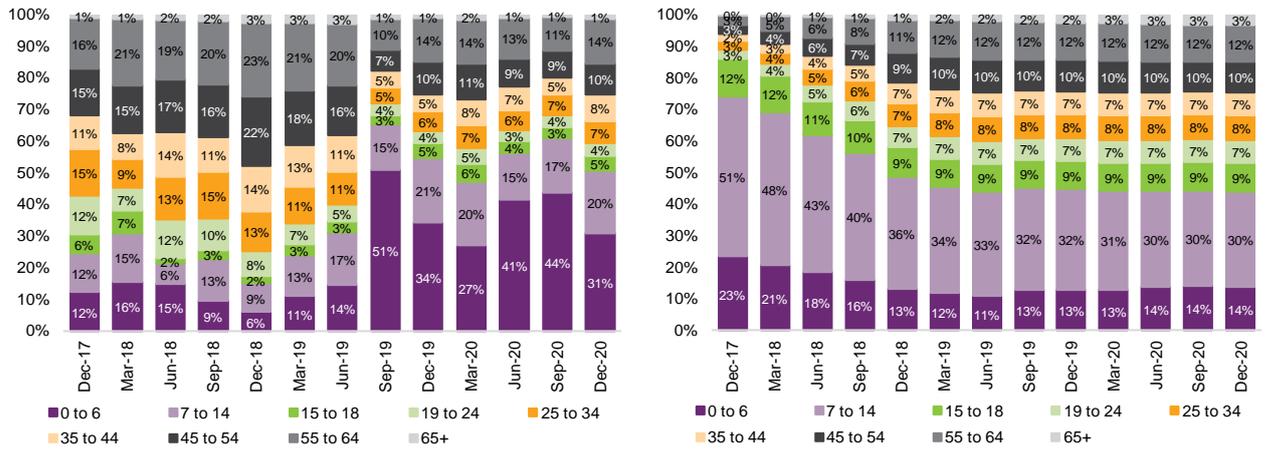


Table J.15 Participant profile per quarter by gender – South Australia

Gender	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Male	23,102	63%	939	61%	24,041	63%
Female	12,842	35%	585	38%	13,427	35%
Other	709	2%	19	1%	728	2%
Total	36,653	100%	1,543	100%	38,196	100%

Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia ⁴¹³

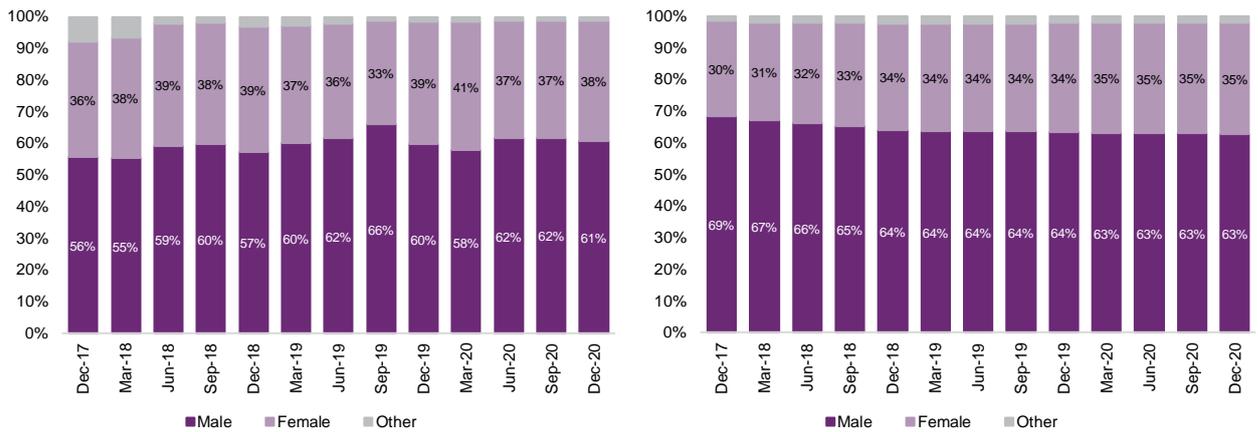


Table J.16 Participation rates by age group – South Australia ⁴¹⁴

	SA
0-6	3.97%
7-14	6.89%
15-18	4.24%
19-24	2.17%
25-34	1.31%
35-44	1.30%
45-54	1.70%
55-64	2.09%
Total (aged 0-64)	2.67%

⁴¹² Ibid.

⁴¹³ Ibid.

⁴¹⁴ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table J.17 Number of baseline questionnaires completed by SFOF version – South Australia ⁴¹⁵

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	1,347	815	685	1,611	887	5,345
Participant school to 14	2,001	1,055	1,647	2,047	814	7,564
Participant 15 to 24	519	1,091	1,175	637	243	3,665
Participant 25 and over	47	3,497	6,697	2,816	1,132	14,189
Total Participant	3,914	6,458	10,204	7,111	3,076	30,763
Family 0 to 14	3,198	1,756	2,263	3,538	1,656	12,411
Family 15 to 24	465	761	691	394	142	2,453
Family 25 and over	1	1,204	1,904	735	269	4,113
Total Family	3,664	3,721	4,858	4,667	2,067	18,977
Total	7,578	10,179	15,062	11,778	5,143	49,740

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	65%			
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		27%		
DL % who say their child is becoming more independent		46%		
CC % of children who have a genuine say in decisions about themselves		81%		
CC % who are happy with the level of independence/control they have now			41%	
CC % who choose who supports them			43%	61%
CC % who choose what they do each day			54%	71%
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%	75%

⁴¹⁵ 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	50%			
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			34%	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		82%		
HM	% who are happy with their home			81%	77%
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%	71%
LL	% who currently attend or previously attended school in a mainstream class			42%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				69%
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	15%	26%	23%
% receiving Carer Allowance	42%	47%	35%
% working in a paid job	47%	48%	36%
Of those in a paid job, % in permanent employment	77%	73%	73%
Of those in a paid job, % working 15 hours or more	80%	86%	84%
% who say they (and their partner) are able to work as much as they want	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	29%	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	86%		
% 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		43%	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=647) - participants who entered between 1 July 2016 and 31 December 2019 – South Australia ⁴¹⁶

Question	% Yes
DL Has the NDIS improved your child's development?	93%
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?	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?	64%

Table J.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=2,068) - participants who entered between 1 July 2016 and 31 December 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?	46%
REL Has the NDIS improved your child's relationships with family and friends?	55%
S/CP Has the NDIS improved your child's social and recreational life?	48%

⁴¹⁶ Results in Tables J.22 to J.25 include participants who entered between 1 July 2016 and 31 December 2019 and have had a first plan review to date.

Table J.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,126) and ‘Participant 25 and over’ (n=5,593) - participants who entered between 1 July 2016 and 31 December 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?	57%	68%
DL	Has the NDIS helped you with daily living activities?	57%	74%
REL	Has the NDIS helped you to meet more people?	42%	50%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	21%
S/CP	Has the NDIS helped you be more involved?	49%	56%

Table J.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=2,708); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,211) - participants who entered between 1 July 2016 and 31 December 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?	64%	49%
Has the NDIS improved the level of support for your family?	72%	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?	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?	46%	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=334) - participants who entered between 1 July 2016 and 31 December 2018 – South Australia ⁴¹⁷

Question	Review 1	Review 2	Change	
DL	Has the NDIS improved your child's development?	92%	94%	+2%
DL	Has the NDIS improved your child's access to specialist services?	91%	93%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	84%	-0%
REL	Has the NDIS improved how your child fits into family life?	76%	76%	+0%
S/CP	Has the NDIS improved how your child fits into community life?	59%	61%	+2%

⁴¹⁷ Results in Tables J.26 to J.29 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

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=1,121) - participants who entered between 1 July 2016 and 31 December 2018 – South Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	65%	72%	+6%
LL	Has the NDIS improved your child's access to education?	43%	49%	+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?	46%	51%	+4%

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=848) and ‘Participant 25 and over’ (n=2,327) - participants who entered between 1 July 2016 and 31 December 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?	57%	64%	+7%	66%	73%	+7%
DL	Has the NDIS helped you with daily living activities?	57%	64%	+7%	71%	80%	+9%
REL	Has the NDIS helped you to meet more people?	46%	50%	+4%	48%	53%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	21%	-1%	27%	29%	2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	44%	+5%	46%	53%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	33%	1%	25%	27%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	22%	+1%	22%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	50%	54%	+3%	54%	60%	+7%

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=1,307); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=686) - participants who entered between 1 July 2016 and 31 December 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?	61%	65%	+4%	48%	56%	+8%
Has the NDIS improved the level of support for your family?	70%	73%	+3%	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?	72%	74%	+2%	58%	67%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	80%	+4%			
Has the NDIS improved your health and wellbeing?	42%	44%	+2%	40%	41%	+1%

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=314) - participants who entered between 1 July 2016 and 31 December 2017 – South Australia ⁴¹⁸

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	93%	94%	98%	+5%
DL Has the NDIS improved your child's access to specialist services?	93%	94%	95%	+2%
CC Has the NDIS helped increase your child's ability to communicate what they want?	85%	83%	78%	-7%
REL Has the NDIS improved how your child fits into family life?	78%	76%	79%	+1%
S/CP Has the NDIS improved how your child fits into community life?	62%	58%	57%	-6%

Table J.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=858) - participants who entered between 1 July 2016 and 31 December 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?	63%	72%	76%	+13%
LL Has the NDIS improved your child's access to education?	47%	50%	53%	+6%
REL Has the NDIS improved your child's relationships with family and friends?	55%	58%	63%	+8%
S/CP Has the NDIS improved your child's social and recreational life?	47%	50%	55%	+8%

⁴¹⁸ Results in Tables J.30 to J.35 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table J.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=447) - participants who entered between 1 July 2016 and 31 December 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?	55%	61%	65%	+10%
Has the NDIS helped you with daily living activities?	55%	61%	67%	+12%
Has the NDIS helped you to meet more people?	44%	47%	48%	+3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	20%	+0%
Has your involvement with the NDIS improved your health and wellbeing?	40%	40%	42%	3%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	31%	32%	+0%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	17%	17%	1%
Has the NDIS helped you be more involved?	47%	49%	53%	+6%

Table J.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=315) - participants who entered between 1 July 2016 and 31 December 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?	63%	69%	74%	+11%
Has the NDIS helped you with daily living activities?	70%	77%	81%	+11%
Has the NDIS helped you to meet more people?	45%	52%	54%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	21%	25%	+0%
Has your involvement with the NDIS improved your health and wellbeing?	40%	49%	51%	+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%	27%	27%	-1%
Has your involvement with the NDIS helped you find a job that's right for you?	23%	22%	20%	-2%
Has the NDIS helped you be more involved?	51%	54%	62%	+12%

Table J.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=850) - participants who entered between 1 July 2016 and 31 December 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?	63%	62%	66%	+3%
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%	75%	2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	81%	82%	+4%
Has the NDIS improved your health and wellbeing?	49%	46%	49%	-1%

Table J.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=208) - participants who entered between 1 July 2016 and 31 December 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?	41%	46%	53%	+12%
Has the NDIS improved the level of support for your family?	58%	61%	69%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	57%	55%	64%	+7%
Has the NDIS improved your health and wellbeing?	34%	35%	36%	+1%

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

Table J.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=285) - participants who entered between 1 July 2016 and 31 December 2016 – South Australia ⁴¹⁹

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?	66%	65%	71%	72%	+6%
LL Has the NDIS improved your child’s access to education?	50%	45%	50%	51%	+1%
REL Has the NDIS improved your child’s relationships with family and friends?	56%	56%	61%	60%	+5%
S/CP Has the NDIS improved your child’s social and recreational life?	50%	51%	58%	56%	+6%

⁴¹⁹ Results in Tables J.36 to J.39 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table J.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=57) - participants who entered between 1 July 2016 and 31 December 2016 – South Australia

	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?	59%	65%	69%	68%	+10%
DL	Has the NDIS helped you with daily living activities?	66%	61%	64%	68%	+3%
REL	Has the NDIS helped you to meet more people?	40%	49%	46%	48%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	19%	15%	18%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	43%	51%	50%	-2%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	34%	30%	30%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	7%	6%	9%	-4%
S/CP	Has the NDIS helped you be more involved?	53%	62%	55%	54%	+0%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ first, second, third and fourth review in the Scheme, for ‘Participant 25 and over’.

Table J.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=206) - participants who entered between 1 July 2016 and 31 December 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?	55%	62%	65%	65%	+9%
Has the NDIS improved the level of support for your family?	72%	73%	75%	72%	+1%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	74%	76%	77%	+5%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	77%	79%	77%	+3%
Has the NDIS improved your health and wellbeing?	50%	40%	40%	40%	-10%

Table J.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=31) - participants who entered between 1 July 2016 and 31 December 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?	41%	45%	49%	58%	+16%
Has the NDIS improved the level of support for your family?	59%	68%	65%	76%	+17%
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%	55%	58%	64%	+6%
Has the NDIS improved your health and wellbeing?	41%	33%	36%	34%	-7%

Table J.40 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,684), ‘participant social and community engagement rate’ (n=3,685) and ‘parent and carer employment rate’ (n=2,157) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2018 – South Australia⁴²⁰

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	17%	20%	25%	24%
Aged 25+	33%	31%	30%	
Aged 15+ (Average)	29%	28%	28%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	34%	39%	39%	50%
Aged 25+	39%	42%	43%	
Aged 15+ (Average)	38%	41%	42%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	45%	48%	48%	50%
Aged 15+	40%	41%	40%	
All ages (Average)	43%	46%	45%	

⁴²⁰ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

Table J.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=738), 'participant social and community engagement rate' (n=758) and 'parent and carer employment rate' (n=1,077) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2017 – South Australia ⁴²¹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	13%	14%	22%	26%	24%
Aged 25+	36%	34%	32%	30%	
Aged 15+ (Average)	25%	25%	27%	28%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	32%	36%	35%	37%	50%
Aged 25+	39%	42%	42%	45%	
Aged 15+ (Average)	36%	39%	39%	41%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	48%	54%	53%	54%	50%
Aged 15+	50%	47%	53%	49%	
All ages (Average)	49%	52%	53%	53%	

Table J.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=23), 'participant social and community engagement rate' (n=23) and 'parent and carer employment rate' (n=223) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2016 – South Australia ⁴²²

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+						
Aged 15+ (Average)						
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+						
Aged 15+ (Average)						
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	41%	39%	51%	41%	44%	50%
Aged 15+	Numbers are too small					
All ages (Average)	43%	42%	52%	41%	45%	

⁴²¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

⁴²² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table J.43 Number of active plans by goal type and primary disability – South Australia ⁴²³

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	397	1,219	798	229	374	1,166	577	321	1,480
Autism	2,309	13,259	5,296	5,014	7,267	8,970	835	1,594	14,392
Cerebral Palsy	287	1,038	610	248	295	808	288	200	1,162
Developmental Delay	129	2,119	530	1,166	976	931	1	1	2,283
Down Syndrome	156	675	376	173	288	619	260	260	787
Global Developmental Delay	52	1,120	272	584	505	463	1	1	1,186
Hearing Impairment	351	1,363	355	494	311	770	154	295	1,598
Intellectual Disability	1,550	5,686	2,908	1,871	2,348	5,191	2,101	2,497	6,827
Multiple Sclerosis	223	600	475	52	96	509	220	94	696
Psychosocial disability	637	1,811	1,351	477	523	1,987	1,014	637	2,392
Spinal Cord Injury	119	330	245	34	47	267	144	92	375
Stroke	128	384	235	48	65	335	158	76	426
Visual Impairment	217	639	286	187	86	492	145	232	701
Other Neurological	409	1,228	821	206	297	1,068	496	211	1,450
Other Physical	453	1,484	913	195	185	1,011	451	330	1,697
Other Sensory/Speech	60	519	127	185	238	236	6	15	585
Other	39	134	82	26	31	106	49	20	159
Total	7,516	33,608	15,680	11,189	13,932	24,929	6,900	6,876	38,196

Table J.44 Number of goals in active plans by goal type and primary disability – South Australia ⁴²⁴

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	481	2,400	1,020	255	420	1,472	623	343	7,014
Autism	2,821	36,783	6,650	6,094	9,116	10,841	884	1,662	74,851
Cerebral Palsy	342	2,570	785	284	323	1,082	308	210	5,904
Developmental Delay	149	6,913	599	1,495	1,083	1,012	1	1	11,253
Down Syndrome	177	1,511	464	211	332	865	278	268	4,106
Global Developmental Delay	60	3,774	312	751	562	496	1	1	5,957
Hearing Impairment	429	2,958	397	573	356	895	162	305	6,075
Intellectual Disability	1,836	11,985	3,586	2,206	2,769	6,695	2,205	2,605	33,887
Multiple Sclerosis	264	1,196	651	54	101	591	247	95	3,199
Psychosocial disability	776	3,068	1,741	508	575	2,390	1,080	663	10,801
Spinal Cord Injury	148	676	325	37	49	336	163	98	1,832
Stroke	157	791	306	54	67	398	176	78	2,027
Visual Impairment	272	1,436	325	214	95	596	156	248	3,342
Other Neurological	498	2,661	1,092	226	324	1,281	530	221	6,833
Other Physical	574	3,060	1,224	209	195	1,207	499	345	7,313
Other Sensory/Speech	67	1,473	161	234	283	278	7	15	2,518
Other	44	287	109	28	35	126	53	21	703
Total	9,095	83,542	19,747	13,433	16,685	30,561	7,373	7,179	187,615

⁴²³ 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.

⁴²⁴ Participants have set over two million goals in total since July 2016. The 187,615 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

Table J.45 Number of active plans by goal type and age group – South Australia ⁴²⁵

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	269	5,029	1,292	2,856	2,438	2,191	6	0	5,315
7 to 14	1,529	10,813	3,963	3,826	5,717	6,555	114	37	11,508
15 to 18	711	3,102	1,298	1,132	1,599	2,366	205	656	3,433
19 to 24	799	2,409	1,167	844	891	2,074	672	1,553	2,857
25 to 34	850	2,372	1,426	709	811	2,278	1,156	1,426	2,954
35 to 44	768	2,248	1,483	564	711	2,189	1,093	1,104	2,786
45 to 54	989	2,956	1,971	618	780	2,860	1,423	1,115	3,652
55 to 64	1,264	3,677	2,453	528	807	3,457	1,771	872	4,494
65+	337	1,002	627	112	178	959	460	113	1,197
Total	7,516	33,608	15,680	11,189	13,932	24,929	6,900	6,876	38,196

Table J.46 Number of goals in active plans by goal type and age group – South Australia ⁴²⁶

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	313	17,044	1,447	3,728	2,706	2,380	6	0	27,624
7 to 14	1,831	31,330	5,066	4,567	7,288	7,806	120	37	58,045
15 to 18	861	7,530	1,623	1,326	1,994	2,859	210	668	17,071
19 to 24	982	4,827	1,403	988	1,037	2,571	703	1,628	14,139
25 to 34	1,045	4,284	1,726	829	913	2,908	1,236	1,510	14,451
35 to 44	947	4,089	1,930	635	802	2,805	1,175	1,149	13,532
45 to 54	1,178	5,544	2,555	678	871	3,688	1,511	1,162	17,187
55 to 64	1,533	6,994	3,183	564	882	4,365	1,913	908	20,342
65+	405	1,900	814	118	192	1,179	499	117	5,224
Total	9,095	83,542	19,747	13,433	16,685	30,561	7,373	7,179	187,615

⁴²⁵ 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.

⁴²⁶ Participants have set over two million goals in total since July 2016. The 187,615 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

Table J.47 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q2 compared to prior quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia ⁴²⁷

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q2
Access	n = 550	n = 94
Are you happy with how coming into the NDIS has gone?	80%	82%
Was the person from the NDIS respectful?	94%	95%
Do you understand what will happen next with your plan?	74%	71%
% of participants rating their overall experience as Very Good or Good.	69%	69%
Pre-planning	n = 929	n = 140
Did the person from the NDIS understand how your disability affects your life?	89%	87%
Did you understand why you needed to give the information you did?	95%	97%
Were decisions about your plan clearly explained?	82%	76%
Are you clear on what happens next with your plan?	77%	62%
Do you know where to go for more help with your plan?	83%	68%
% of participants rating their overall experience as Very Good or Good.	80%	73%
Planning	n = 1,115	n = 428
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%	97%
Were decisions about your plan clearly explained?	83%	87%
Are you clear on what happens next with your plan?	81%	82%
Do you know where to go for more help with your plan?	83%	89%
% of participants rating their overall experience as Very Good or Good.	81%	84%
Plan review	n = 594	n = 1,079
Did the person from the NDIS understand how your disability affects your life?	81%	78%
Did you feel prepared for your plan review?	84%	81%
Is your NDIS plan helping you to make progress towards your goals?	85%	87%
% of participants rating their overall experience as Very Good or Good.	74%	71%

⁴²⁷ Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Future results will be compared with the December 2020 quarter results to understand change over time.

Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ^{428 429 430}

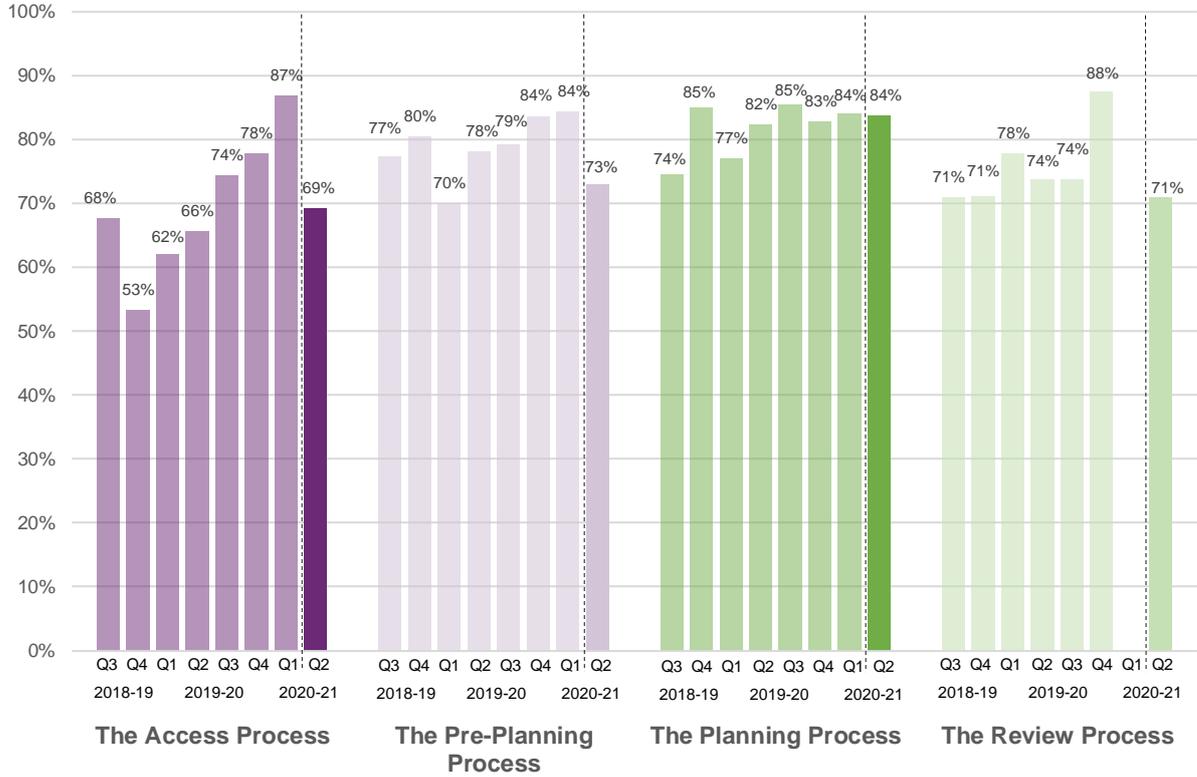
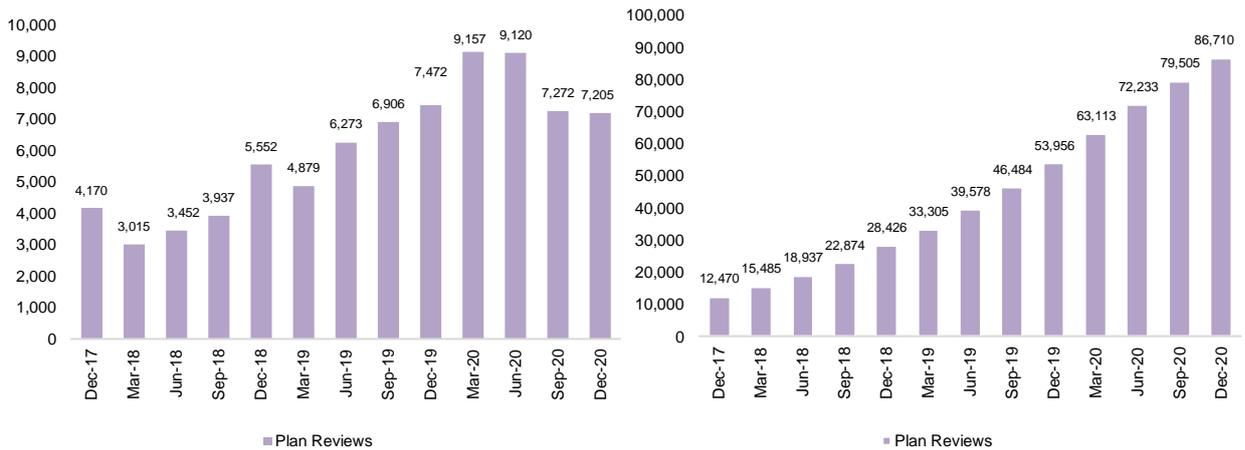


Table J.48 Plan reviews conducted per quarter – excluding plans less than 30 days – South Australia ⁴³¹

	Prior Quarters (Transition only)	2020-21 Q2	Transition Total
Total plan reviews	79,505	7,205	86,710
<i>Early intervention plans</i>	32,736	1,961	34,697
<i>Permanent disability plans</i>	46,769	5,244	52,013

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



⁴²⁸ Ibid.

⁴²⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴³⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

⁴³¹ 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 Q2. The charts show trends in complaints experience since the December 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 participant 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.49 shows the number of complaints in 2020-21 Q2 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.

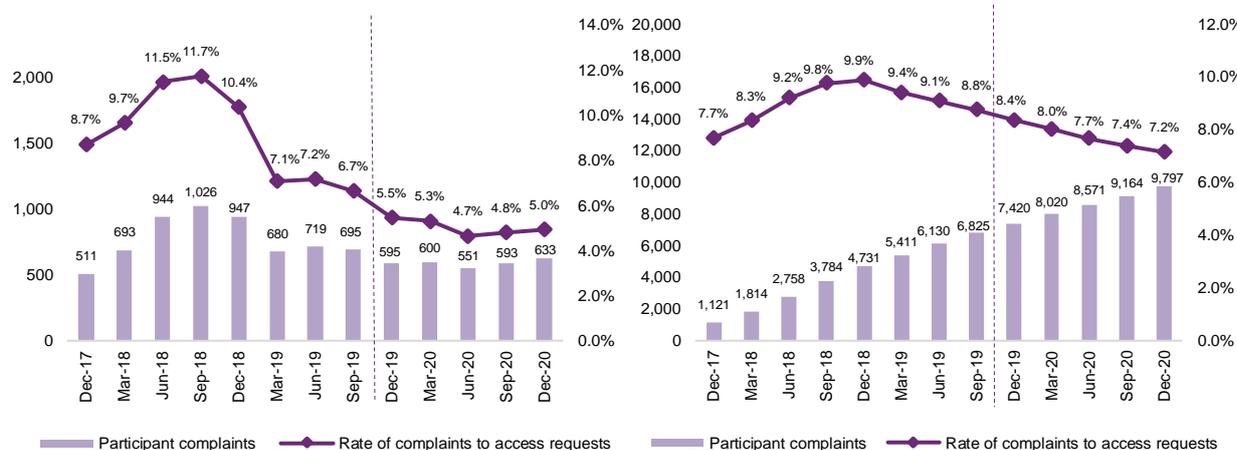
Table J.50 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table J.51.

Table J.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 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q2. This table should be considered in conjunction with Table J.50. The list of complaint types is different to that which appears in Table J.50, as it is based on the options available on the 'My Customer Requests' tile.

Table J.49 Complaints by quarter – South Australia ^{432 433 434}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q2	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	12	0	12	11
Complaint about LAC Partner	66	21	87	81
Complaints about service providers	325	32	357	310
Complaints about the Agency	8,176	384	8,560	4,548
Critical/ Reportable Incident	491	196	687	591
Unclassified	508	0	508	471
Total	9,578	633	10,211	5,370
Total complaints made since 1 April 2017	9,164	633	9,797	
Complaints since 1 April 2017 as % of all access requests	7.4%	5.0%	7.2%	

Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia



⁴³² Note that 61% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁴³³ % 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.

⁴³⁴ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table J.50 Complaints by type ('My Feedback' tile) – South Australia

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	44	(18%)
Service Delivery	33	(13%)
Staff conduct	38	(16%)
Provider process	34	(14%)
Provider costs.	26	(11%)
Other	70	(29%)
Total	245	
<i>Complaints about the Agency</i>		
Timeliness	2,959	(43%)
Individual needs	557	(8%)
Reasonable and necessary supports	1,172	(17%)
Information unclear	291	(4%)
The way the NDIA carried out its decision making	269	(4%)
Other	1,579	(23%)
Total	6,827	
<i>Unclassified</i>	507	
Participants total	7,579	

Table J.51 Complaints by type ('My Customer Requests' tile) – South Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	3	(25%)	0		3	(25%)
ECEI Process	3	(25%)	0		3	(25%)
ECEI Staff	1	(8%)	0		1	(8%)
ECEI Timeliness	5	(42%)	0		5	(42%)
Other	0	(0%)	0		0	(0%)
Total	12		0		12	
<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	(26%)	4	(19%)	21	(24%)
LAC Process	15	(23%)	4	(19%)	19	(22%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	24	(36%)	10	(48%)	34	(39%)
LAC Timeliness	10	(15%)	3	(14%)	13	(15%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	66		21		87	
<i>Complaints about service providers</i>						
Provider Finance	9	(11%)	3	(10%)	12	(11%)
Provider Fraud and Compliance	7	(9%)	3	(10%)	10	(9%)
Provider Service	43	(53%)	18	(58%)	61	(54%)
Provider Staff	22	(27%)	7	(23%)	29	(26%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	81		31		112	
<i>Complaints about the Agency</i>						
NDIA Access	63	(5%)	9	(2%)	72	(4%)
NDIA Engagement	2	(0%)	0	(0%)	2	(0%)
NDIA Finance	140	(10%)	30	(8%)	170	(10%)
NDIA Fraud and Compliance	6	(0%)	2	(1%)	8	(0%)
NDIA Plan	345	(25%)	139	(37%)	484	(28%)
NDIA Process	234	(17%)	49	(13%)	283	(16%)
NDIA Resources	8	(1%)	4	(1%)	12	(1%)
NDIA Staff	73	(5%)	38	(10%)	111	(6%)
NDIA Timeliness	489	(36%)	101	(27%)	590	(34%)
Quality & Safeguards Commission	1	(0%)	0	(0%)	1	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,361		372		1,733	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	124	(25%)	71	(36%)	195	(28%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Allegations against a provider	164	(33%)	46	(23%)	210	(31%)
Participant threat	88	(18%)	44	(22%)	132	(19%)
Provider reporting	113	(23%)	35	(18%)	148	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	491		196		687	
<i>Unclassified</i>	1		0		1	
Participants total	2,012		620		2,632	

Figure J.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – South Australia ⁴³⁵

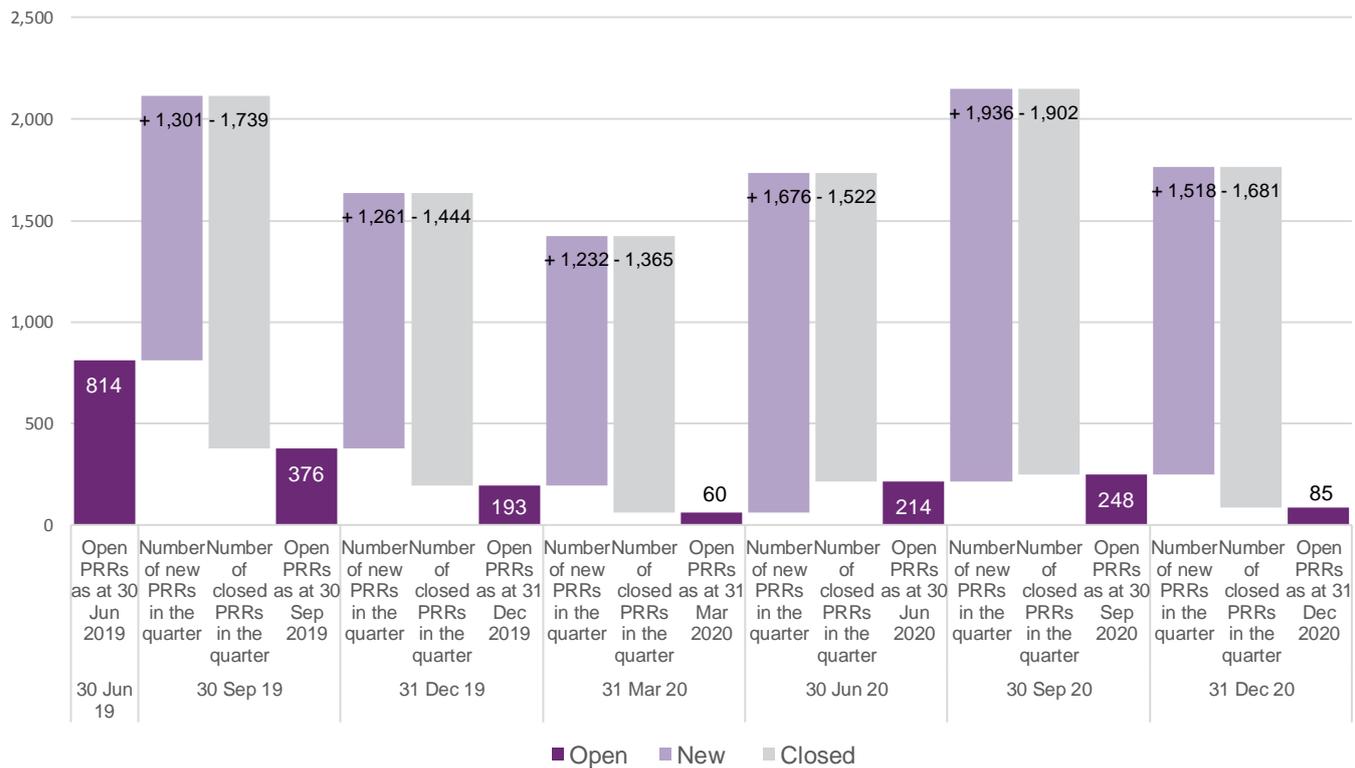


Table J.52 Summary of Open Participant Requested Reviews (PRRs) (s48) – South Australia ⁴³⁶

	As at 31 December 2020
Open PRRs	85
Number of PRRs open less than 21 days	85
Number of PRRs open more than 21 days	0
New PRRs in the quarter	1,518
Number of PRRs closed in the quarter	1,681
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

⁴³⁵ 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.

⁴³⁶ 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 ⁴³⁷

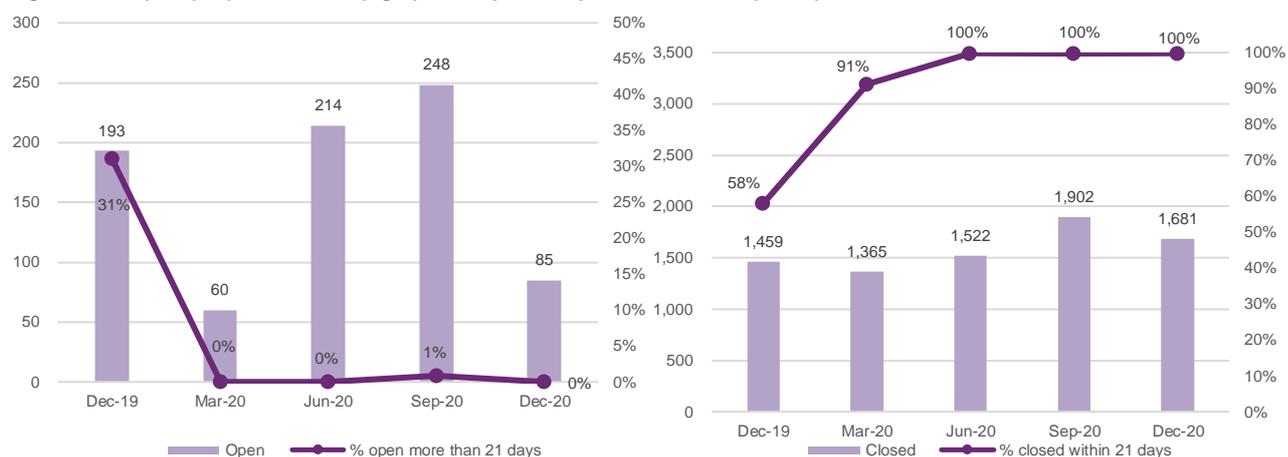


Figure J.14 RoRDs received and closed by quarter and open at the end of each quarter – South Australia



Table J.53 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – South Australia ^{438 439}

	Access	Planning
Open RoRDs	17	473
Number of RoRDs open less than 90 days	15	471
Number of RoRDs open more than 90 days	2	2
New RoRDs in the quarter	78	716
Number of RoRDs closed in the quarter	83	596
Proportion closed within 90 days	99%	96%
Average days RoRDs took to close in the quarter	25	49

⁴³⁷ 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 31 December 2020.

⁴³⁸ 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.

⁴³⁹ Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Figure J.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – South Australia ⁴⁴⁰

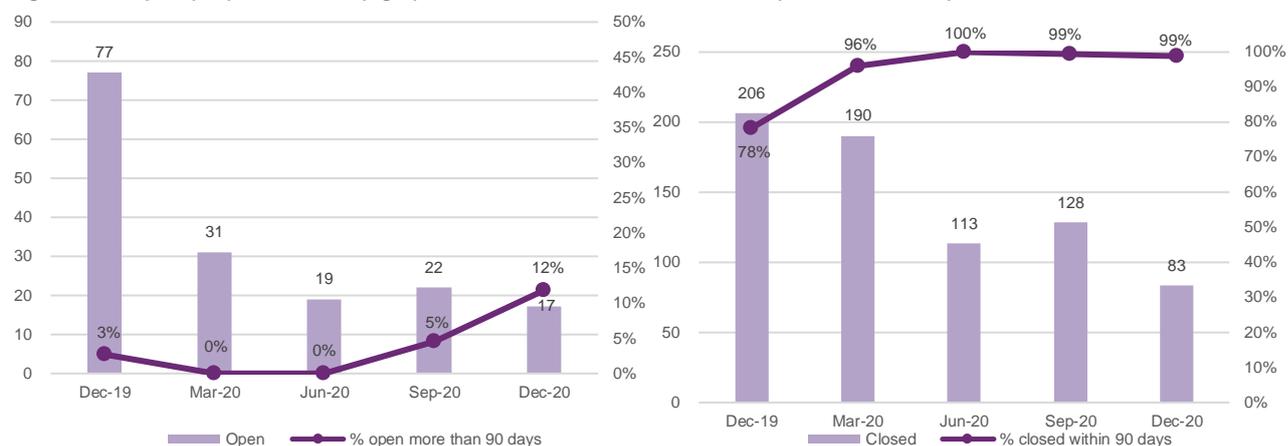


Figure J.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – South Australia ⁴⁴¹



Table J.54 AAT Cases by category – South Australia ⁴⁴²

Category	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Access	143	28%	<11		147	27%
Plan	302	60%	29	78%	331	61%
Plan Review	36	7%	<11		39	7%
Other	25	5%	<11		26	5%
Total	506	100%	37	100%	543	100%
% of all access decisions	0.38%		0.31%		0.38%	

⁴⁴⁰ Numbers of open and closed RoRDs have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data.

⁴⁴¹ Ibid.

⁴⁴² % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Figure J.17 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

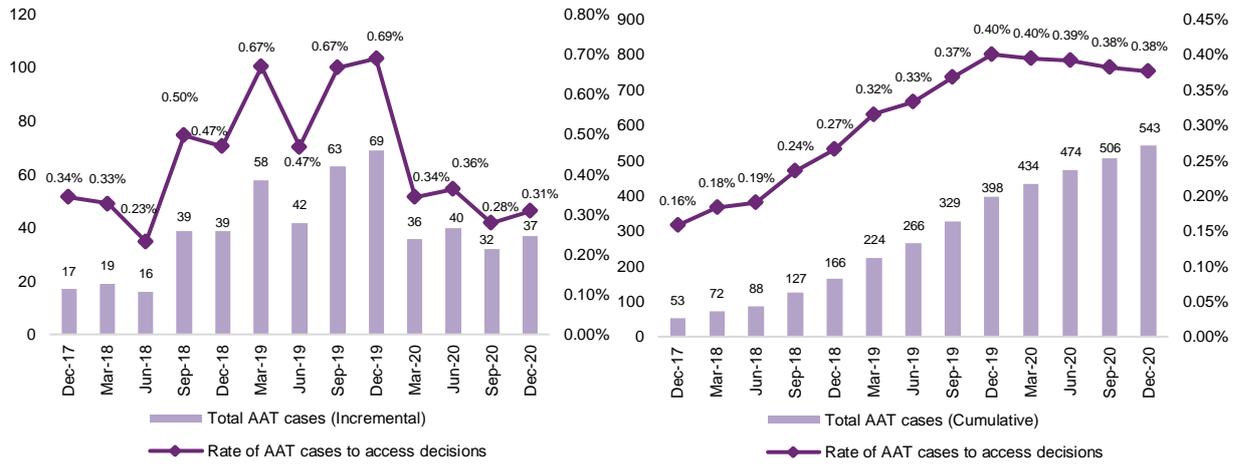
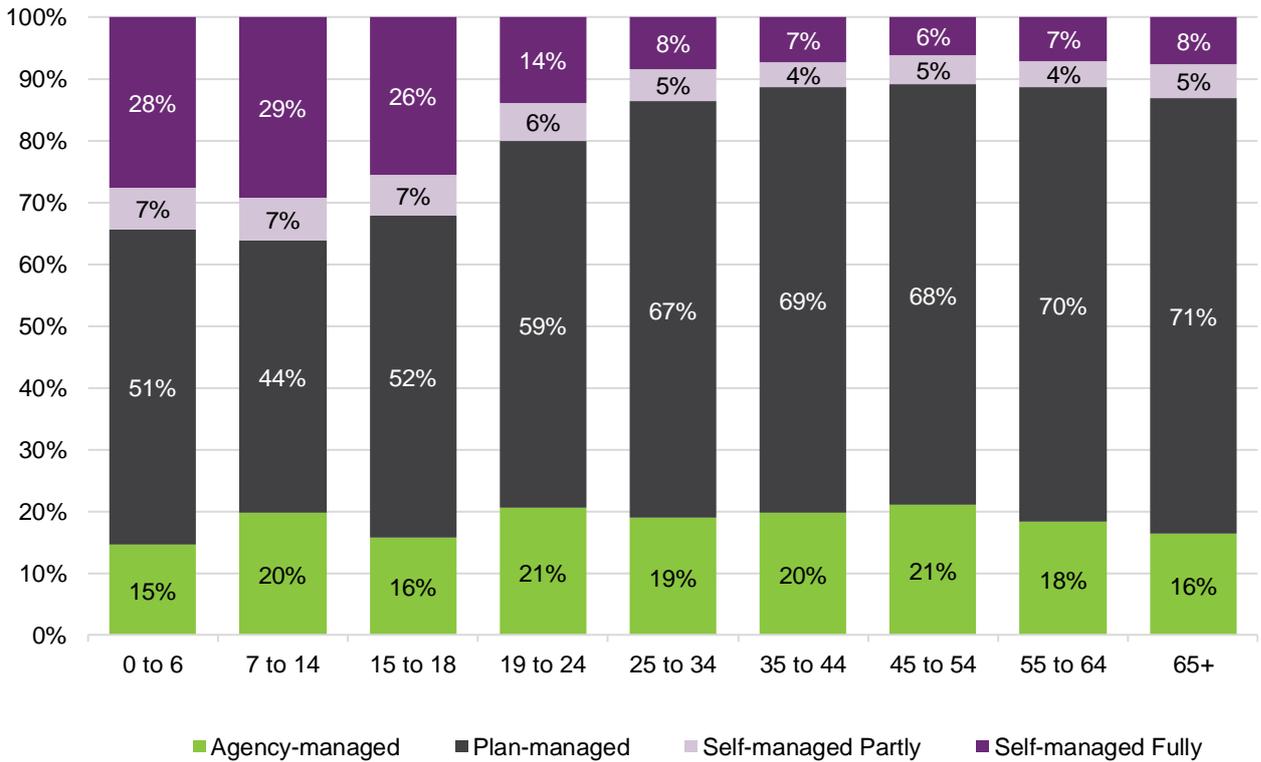


Table J.55 AAT cases by open/closed and decision – South Australia

	N
AAT Cases	543
Open AAT Cases	87
Closed AAT Cases	456
<i>Resolved before hearing</i>	452
<i>Gone to hearing and received a substantive decision</i>	<11

Figure J.18 Distribution of active participants by method of financial plan management and age group as at 31 December 2020 – South Australia ^{443 444}



⁴⁴³ For the total number of active participants in each age group, see Table J.14.

⁴⁴⁴ 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 31 December 2020 – South Australia ^{445 446}

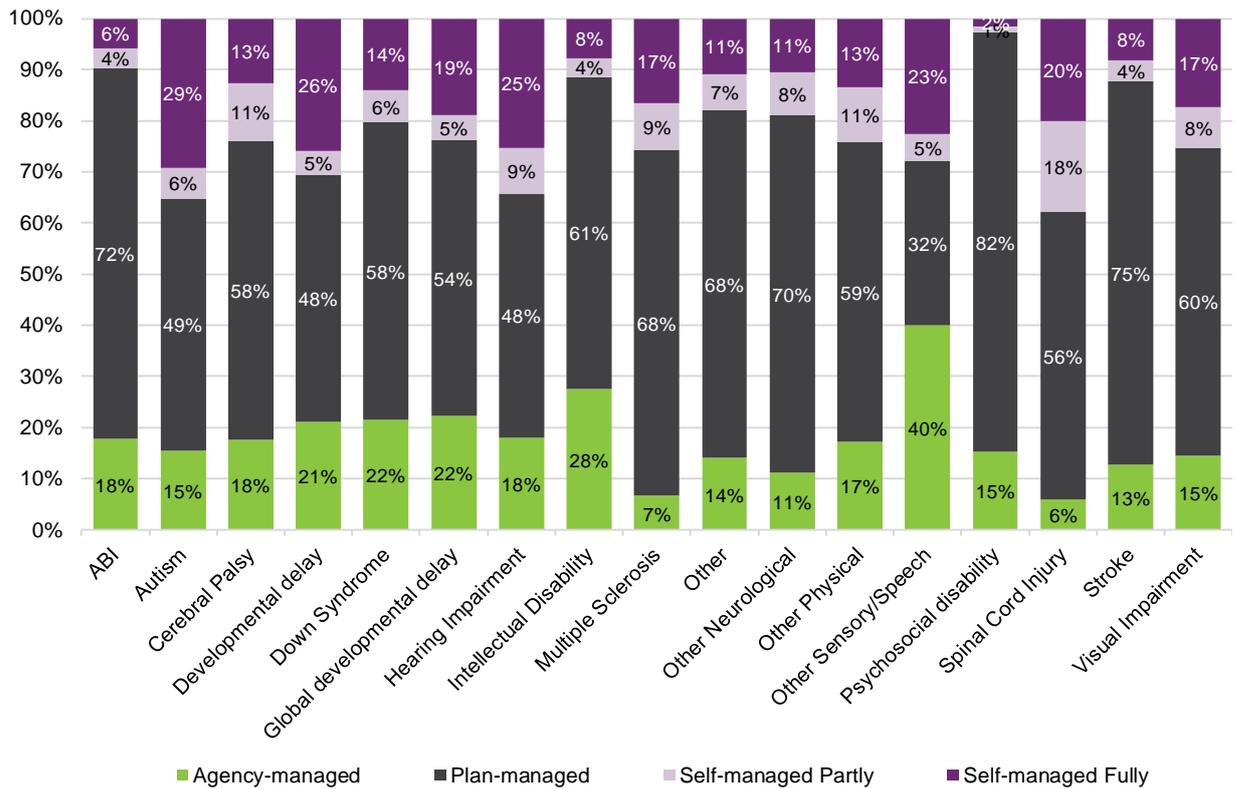
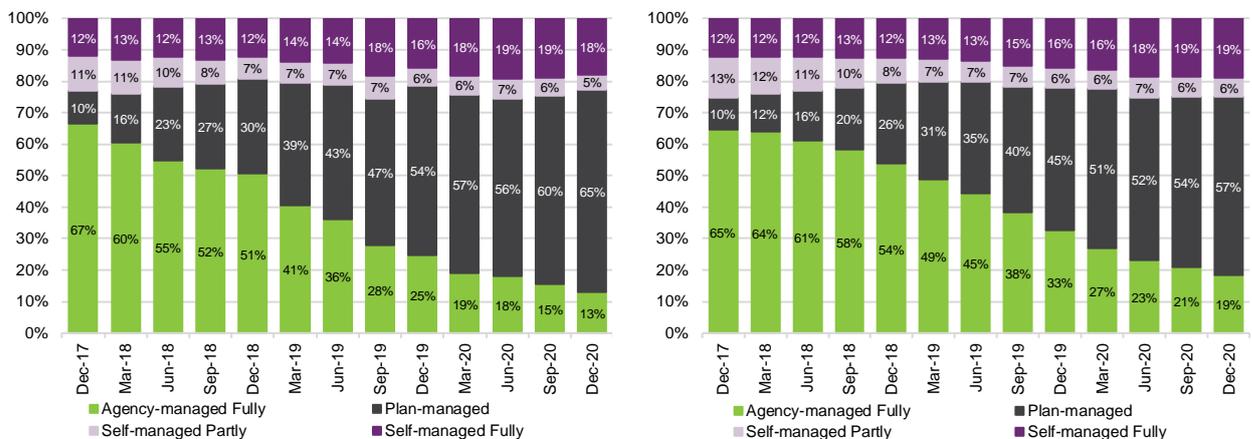


Table J.56 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia ⁴⁴⁷

	Prior Quarters	2020-21 Q2	Total
Self-managed fully	19%	18%	19%
Self-managed partly	6%	5%	6%
Plan-managed	54%	65%	57%
Agency-managed	20%	13%	19%
Total	100%	100%	100%

Figure J.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia ⁴⁴⁸



⁴⁴⁵ For the total number of active participants in each primary disability group, see Table J.12.

⁴⁴⁶ 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.

⁴⁴⁷ Ibid.

⁴⁴⁸ 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.57 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia

	Prior Quarters	2020-21 Q2	Total
Self-managed	9%	8%	9%
Plan-managed	37%	57%	39%
Agency-managed	55%	35%	53%
Total	100%	100%	100%

Figure J.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia

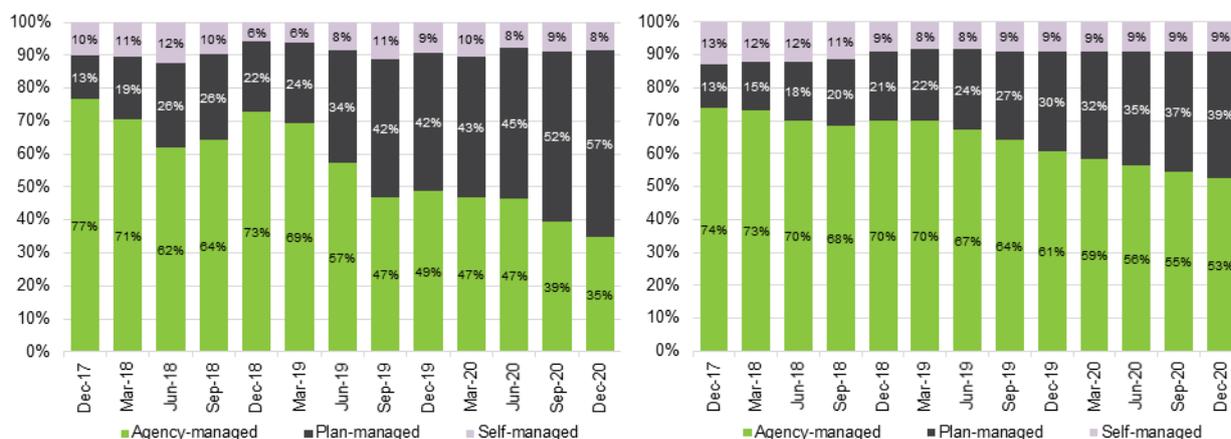


Table J.58 Distribution of active participants by support coordination and quarter of plan approval – South Australia

	Prior Quarters	2020-21 Q2	Total
Support coordination	38%	46%	40%

Table J.59 Duration to plan activation by quarter of initial plan approval for active participants – South Australia⁴⁴⁹

Plan activation	Prior Quarters (Transition Only)		2019-20 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	18,197	69%	1,498	65%	19,695	68%
30 to 59 days	2,827	11%	330	14%	3,157	11%
60 to 89 days	1,481	6%	139	6%	1,620	6%
Activated within 90 days	22,505	85%	1,967	85%	24,472	85%
90 to 119 days	804	3%	83	4%	887	3%
120 days and over	2,425	9%	71	3%	2,496	9%
Activated after 90 days	3,229	12%	154	7%	3,383	12%
No payments	755	3%	190	8%	945	3%
Total plans approved	26,489	100%	2,311	100%	28,800	100%

⁴⁴⁹ Plans approved after the end of 2019-20 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.60 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,500	1,606	93%
Not Aboriginal and Torres Strait Islander	24,459	25,268	97%
Not Stated	3,594	3,722	97%
Total	29,553	30,596	97%
by Culturally and Linguistically Diverse status			
CALD	2,115	2,185	97%
Not CALD	27,373	28,345	97%
Not Stated	65	66	98%
Total	29,553	30,596	97%
by Remoteness			
Major Cities	22,309	23,071	97%
Regional	6,546	6,794	96%
Remote	697	730	95%
Missing	<11	<11	
Total	29,553	30,596	97%
by Primary Disability type			
Autism	11,543	11,973	96%
Intellectual Disability (including Down Syndrome)	6,809	7,014	97%
Psychosocial Disability	1,463	1,495	98%
Developmental Delay (including Global Developmental Delay)	1,608	1,694	95%
Other	8,130	8,420	97%
Total	29,553	30,596	97%

Table J.61 Distribution of plans by utilisation – South Australia ^{450 451}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	26%
> 75%	38%
Total	100%

Table J.62 Proportion of active participants with approved plans accessing mainstream supports – South Australia ⁴⁵²

	Prior Quarters	2020-21 Q2	Total
Daily Activities	8%	9%	8%
Health & Wellbeing	45%	54%	47%
Lifelong Learning	19%	20%	19%
Other	12%	14%	13%
Non-categorised	34%	27%	32%
Any mainstream service	93%	95%	94%

⁴⁵⁰ This table only considers participants with initial plans approved up to 30 June 2020, and includes committed supports and payments for supports provided up to 30 September 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴⁵¹ 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.

⁴⁵² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table J.63 Key markets indicators by quarter – South Australia ^{453 454}

Market indicators	Prior Quarters	2020-21 Q2
a) Average number of active providers per active participant	1.13	1.08
b) Number of providers delivering new types of supports	190	164
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	85%	85%
<i>Therapeutic Supports (%)</i>	96%	96%
<i>Participation in community, social and civic activities (%)</i>	89%	91%
<i>Early Intervention supports for early childhood (%)</i>	89%	89%
<i>Daily Personal Activities (%)</i>	91%	92%

Table J.64 Cumulative number of providers that have been ever active as at 31 December 2020 by quarter of activity – South Australia ⁴⁵⁵

Activity	Number of providers
Active for the first time in 2020-21 Q2	55
Active in 2020-21 Q2 and also in previous quarters	805
Active in 2020-21 Q2	860
Inactive in 2020-21 Q2	1,178
Active ever	2,038

⁴⁵³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁵⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴⁵⁵ Active providers refer to those who have received payment for support Agency-managed participants.

Table J.65 Cumulative number of providers that have been ever active by registration group – South Australia ⁴⁵⁶

Registration Group	Prior Quarters	2020-21 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	42	4	46	10%
Assistance Animals	32	1	33	3%
Assistance with daily life tasks in a group or shared living arrangement	174	16	190	9%
Assistance with travel/transport arrangements	200	11	211	6%
Daily Personal Activities	338	21	359	6%
Group and Centre Based Activities	246	17	263	7%
High Intensity Daily Personal Activities	233	16	249	7%
Household tasks	326	13	339	4%
Interpreting and translation	52	3	55	6%
Participation in community, social and civic activities	390	24	414	6%
Assistive Technology				
Assistive equipment for recreation	68	3	71	4%
Assistive products for household tasks	52	4	56	8%
Assistance products for personal care and safety	436	22	458	5%
Communication and information equipment	142	6	148	4%
Customised Prosthetics	156	5	161	3%
Hearing Equipment	79	1	80	1%
Hearing Services	15	1	16	7%
Personal Mobility Equipment	211	11	222	5%
Specialised Hearing Services	26	1	27	4%
Vision Equipment	58	5	63	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	388	21	409	5%
Behaviour Support	177	7	184	4%
Community nursing care for high needs	101	2	103	2%
Development of daily living and life skills	234	8	242	3%
Early Intervention supports for early childhood	543	11	554	2%
Exercise Physiology and Physical Wellbeing activities	113	5	118	4%
Innovative Community Participation	51	3	54	6%
Specialised Driving Training	37	4	41	11%
Therapeutic Supports	967	28	995	3%
Capital services				
Home modification design and construction	72	4	76	6%
Specialist Disability Accommodation	21	2	23	10%
Vehicle Modifications	49	2	51	4%
Choice and control support services				
Management of funding for supports in participants plan	176	13	189	7%
Support Coordination	165	8	173	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	73	4	77	5%
Specialised Supported Employment	72	3	75	4%
Total approved active providers	1,983	55	2,038	3%

⁴⁵⁶ 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.66 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2020 – South Australia

Registration Group	Active					
	Individual/sole trader	Company/organisation	Total Active	Individual/sole trader	Company/organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	10	36	46	22%	78%	100%
Assistance Animals	6	27	33	18%	82%	100%
Assistance with daily life tasks in a group or shared living arrangement	31	159	190	16%	84%	100%
Assistance with travel/transport arrangements	34	177	211	16%	84%	100%
Daily Personal Activities	50	309	359	14%	86%	100%
Group and Centre Based Activities	36	227	263	14%	86%	100%
High Intensity Daily Personal Activities	41	208	249	16%	84%	100%
Household tasks	80	259	339	24%	76%	100%
Interpreting and translation	9	46	55	16%	84%	100%
Participation in community, social and civic activities	54	360	414	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	5	66	71	7%	93%	100%
Assistive products for household tasks	7	49	56	13%	88%	100%
Assistance products for personal care and safety	69	389	458	15%	85%	100%
Communication and information equipment	33	115	148	22%	78%	100%
Customised Prosthetics	27	134	161	17%	83%	100%
Hearing Equipment	14	66	80	18%	83%	100%
Hearing Services	2	14	16	13%	88%	100%
Personal Mobility Equipment	43	179	222	19%	81%	100%
Specialised Hearing Services	6	21	27	22%	78%	100%
Vision Equipment	11	52	63	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	66	343	409	16%	84%	100%
Behaviour Support	54	130	184	29%	71%	100%
Community nursing care for high needs	17	86	103	17%	83%	100%
Development of daily living and life skills	41	201	242	17%	83%	100%
Early Intervention supports for early childhood	254	300	554	46%	54%	100%
Exercise Physiology and Physical Wellbeing activities	29	89	118	25%	75%	100%
Innovative Community Participation	13	41	54	24%	76%	100%
Specialised Driving Training	6	35	41	15%	85%	100%
Therapeutic Supports	400	595	995	40%	60%	100%
Capital services						
Home modification design and construction	11	65	76	14%	86%	100%
Specialist Disability Accommodation	1	22	23	4%	96%	100%
Vehicle Modifications	6	45	51	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	38	151	189	20%	80%	100%
Support Coordination	43	130	173	25%	75%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	9	68	77	12%	88%	100%
Specialised Supported Employment	12	63	75	16%	84%	100%
Total	610	1,428	2,038	30%	70%	100%

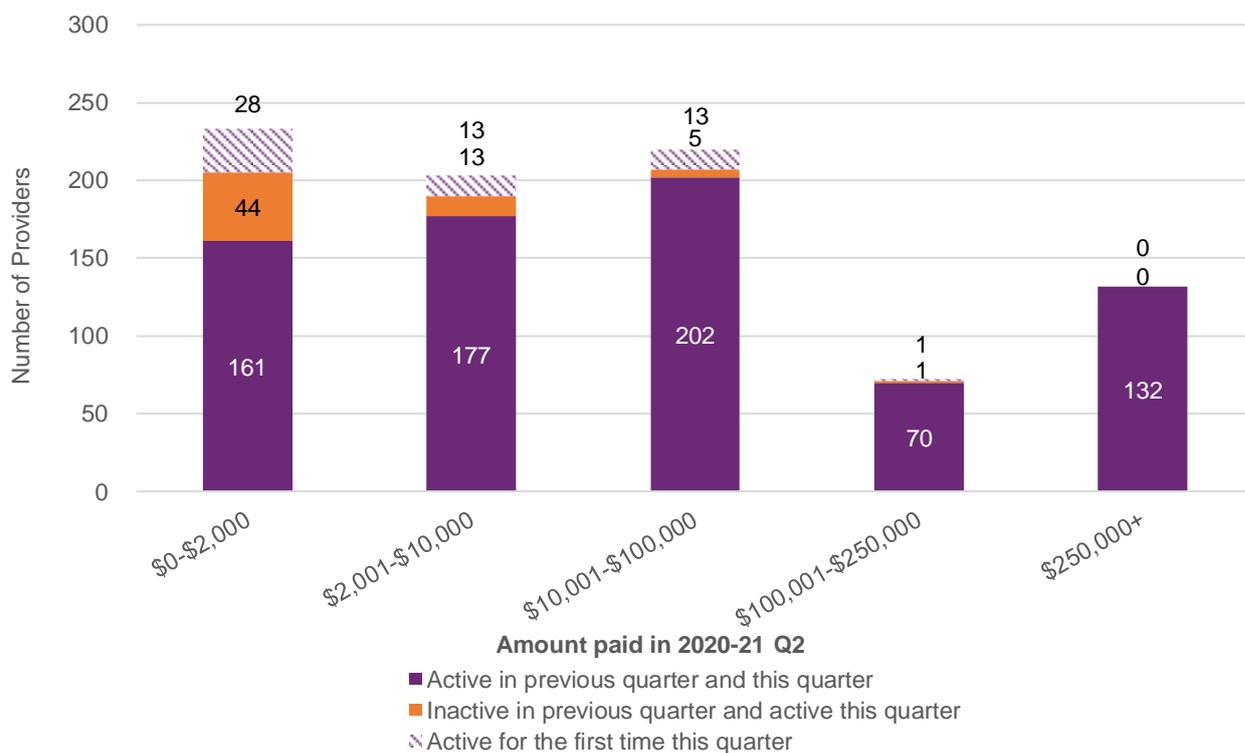
Table J.67 Number and proportion of providers active in 2020-21 Q2 by registration group and first quarter of activity – South Australia

Registration Group	Active in previous quarters and in 2020-21 Q2	Active for the first time in 2020-21 Q2	Total	% active for the first time in 2020-21 Q2
Assistance services				
Accommodation / Tenancy Assistance	6	4	10	40%
Assistance Animals	17	1	18	6%
Assistance with daily life tasks in a group or shared living arrangement	113	16	129	12%
Assistance with travel/transport arrangements	75	11	86	13%
Daily Personal Activities	193	21	214	10%
Group and Centre Based Activities	118	17	135	13%
High Intensity Daily Personal Activities	115	16	131	12%
Household tasks	164	13	177	7%
Interpreting and translation	26	3	29	10%
Participation in community, social and civic activities	199	24	223	11%
Assistive Technology				
Assistive equipment for recreation	10	3	13	23%
Assistive products for household tasks	11	4	15	27%
Assistance products for personal care and safety	210	22	232	9%
Communication and information equipment	74	6	80	8%
Customised Prosthetics	62	5	67	7%
Hearing Equipment	27	1	28	4%
Hearing Services	1	1	2	50%
Personal Mobility Equipment	85	11	96	11%
Specialised Hearing Services	5	1	6	17%
Vision Equipment	25	5	30	17%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	196	21	217	10%
Behaviour Support	74	7	81	9%
Community nursing care for high needs	67	2	69	3%
Development of daily living and life skills	82	8	90	9%
Early Intervention supports for early childhood	142	11	153	7%
Exercise Physiology and Physical Wellbeing activities	77	5	82	6%
Innovative Community Participation	19	3	22	14%
Specialised Driving Training	20	4	24	17%
Therapeutic Supports	369	28	397	7%
Capital services				
Home modification design and construction	31	4	35	11%
Specialist Disability Accommodation	15	2	17	12%
Vehicle Modifications	17	2	19	11%
Choice and control support services				
Management of funding for supports in participants plan	127	13	140	9%
Support Coordination	103	8	111	7%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	41	4	45	9%
Specialised Supported Employment	57	3	60	5%
Total	805	55	860	6%

Table J.68 Number and proportion of providers active in 2020-21 Q2 in each registration group by legal entity type – South Australia

Registration Group	Active					
	Individual/sole trader	Company/organisation	Total Active	Individual/sole trader	Company/organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	9	10	10%	90%	100%
Assistance Animals	2	16	18	11%	89%	100%
Assistance with daily life tasks in a group or shared living arrangement	19	110	129	15%	85%	100%
Assistance with travel/transport arrangements	11	75	86	13%	87%	100%
Daily Personal Activities	31	183	214	14%	86%	100%
Group and Centre Based Activities	18	117	135	13%	87%	100%
High Intensity Daily Personal Activities	21	110	131	16%	84%	100%
Household tasks	41	136	177	23%	77%	100%
Interpreting and translation	3	26	29	10%	90%	100%
Participation in community, social and civic activities	32	191	223	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	1	12	13	8%	92%	100%
Assistive products for household tasks	0	15	15	0%	100%	100%
Assistance products for personal care and safety	38	194	232	16%	84%	100%
Communication and information equipment	16	64	80	20%	80%	100%
Customised Prosthetics	12	55	67	18%	82%	100%
Hearing Equipment	5	23	28	18%	82%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	15	81	96	16%	84%	100%
Specialised Hearing Services	2	4	6	33%	67%	100%
Vision Equipment	6	24	30	20%	80%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	35	182	217	16%	84%	100%
Behaviour Support	14	67	81	17%	83%	100%
Community nursing care for high needs	13	56	69	19%	81%	100%
Development of daily living and life skills	14	76	90	16%	84%	100%
Early Intervention supports for early childhood	35	118	153	23%	77%	100%
Exercise Physiology and Physical Wellbeing activities	18	64	82	22%	78%	100%
Innovative Community Participation	2	20	22	9%	91%	100%
Specialised Driving Training	5	19	24	21%	79%	100%
Therapeutic Supports	133	264	397	34%	66%	100%
Capital services						
Home modification design and construction	7	28	35	20%	80%	100%
Specialist Disability Accommodation	1	16	17	6%	94%	100%
Vehicle Modifications	1	18	19	5%	95%	100%
Choice and control support services						
Management of funding for supports in participants plan	32	108	140	23%	77%	100%
Support Coordination	19	92	111	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	40	45	11%	89%	100%
Specialised Supported Employment	11	49	60	18%	82%	100%
Total	204	656	860	24%	76%	100%

Figure J.22 Distribution of active providers in 2020-21 Q2 by their status in 2020-21 Q1 and payment band in 2020-21 Q2 – South Australia ⁴⁵⁷



Part Five: Financial sustainability

Table J.69 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	102.0	186.4	368.0	1,157.9	2,156.3	1,342.3

⁴⁵⁷ 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 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – South Australia

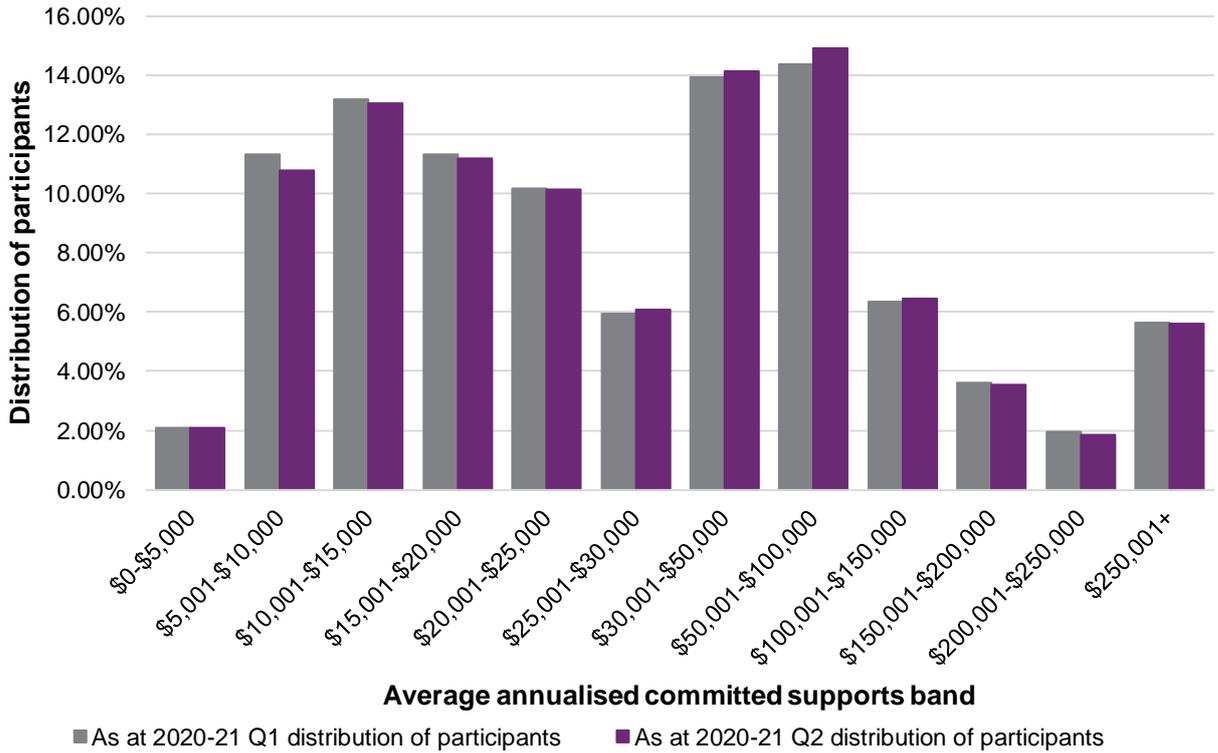


Figure J.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – South Australia

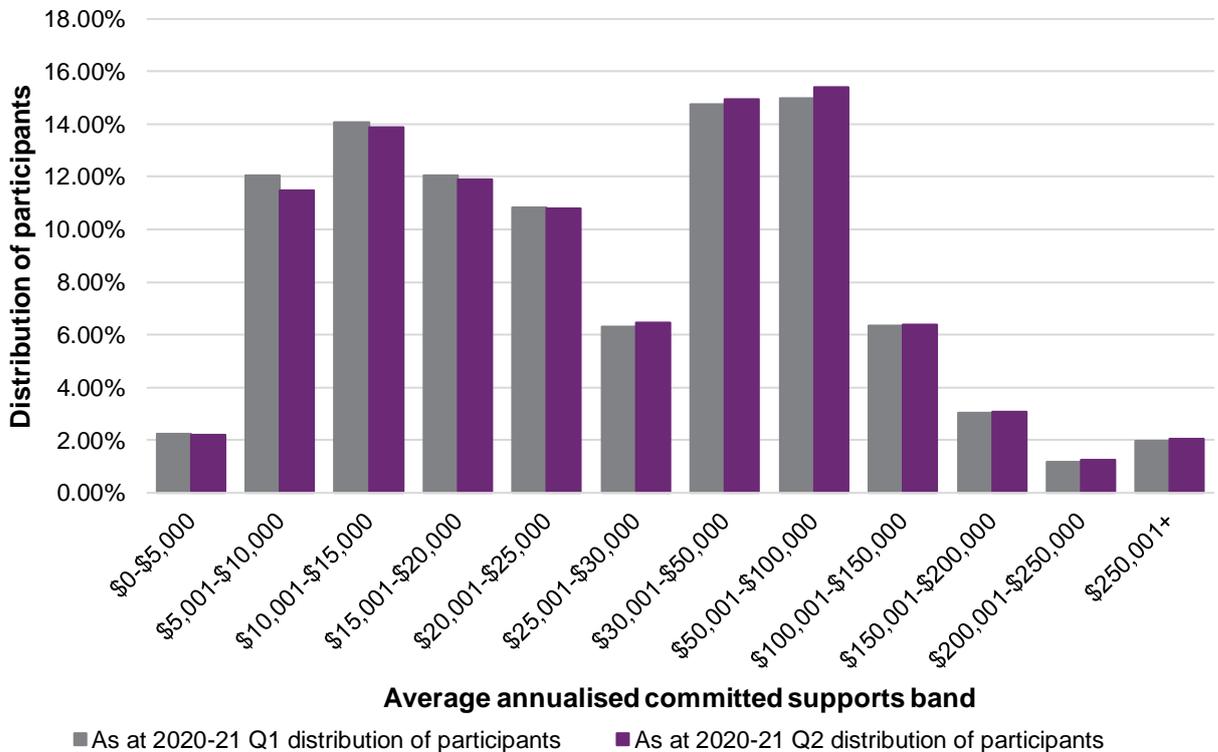


Figure J.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – South Australia

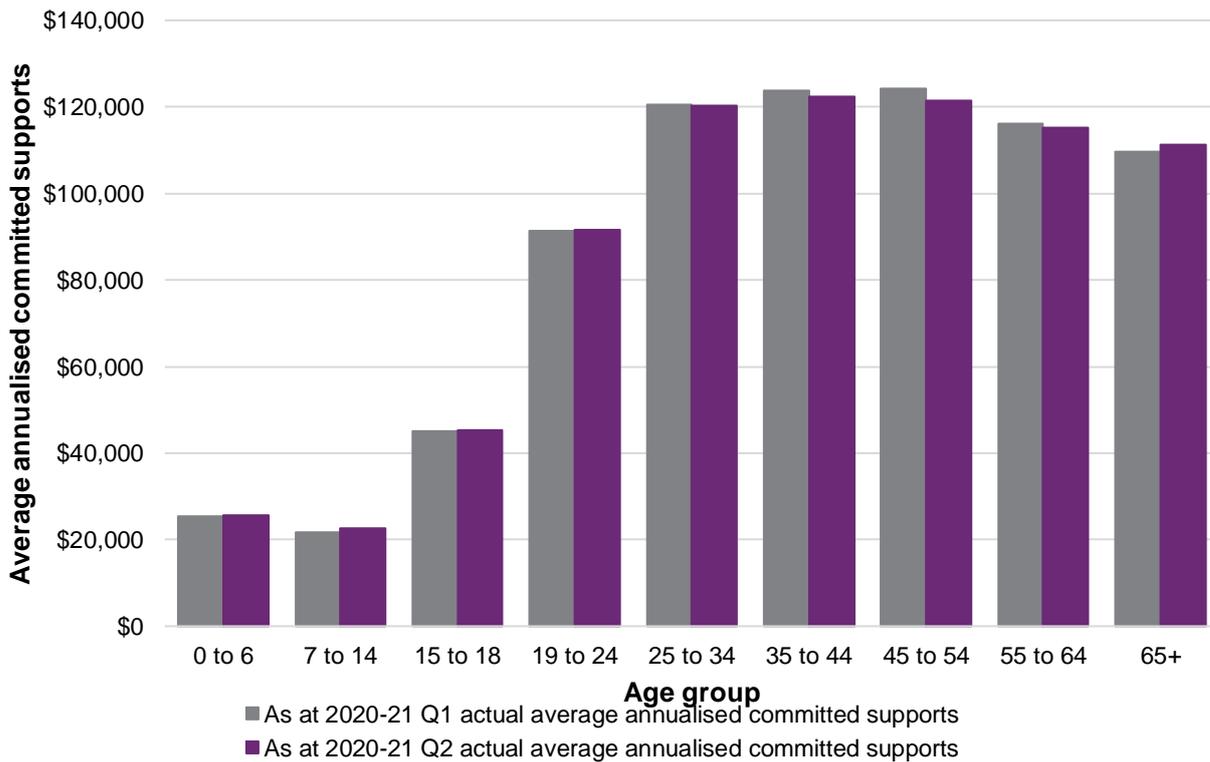


Figure J.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – South Australia

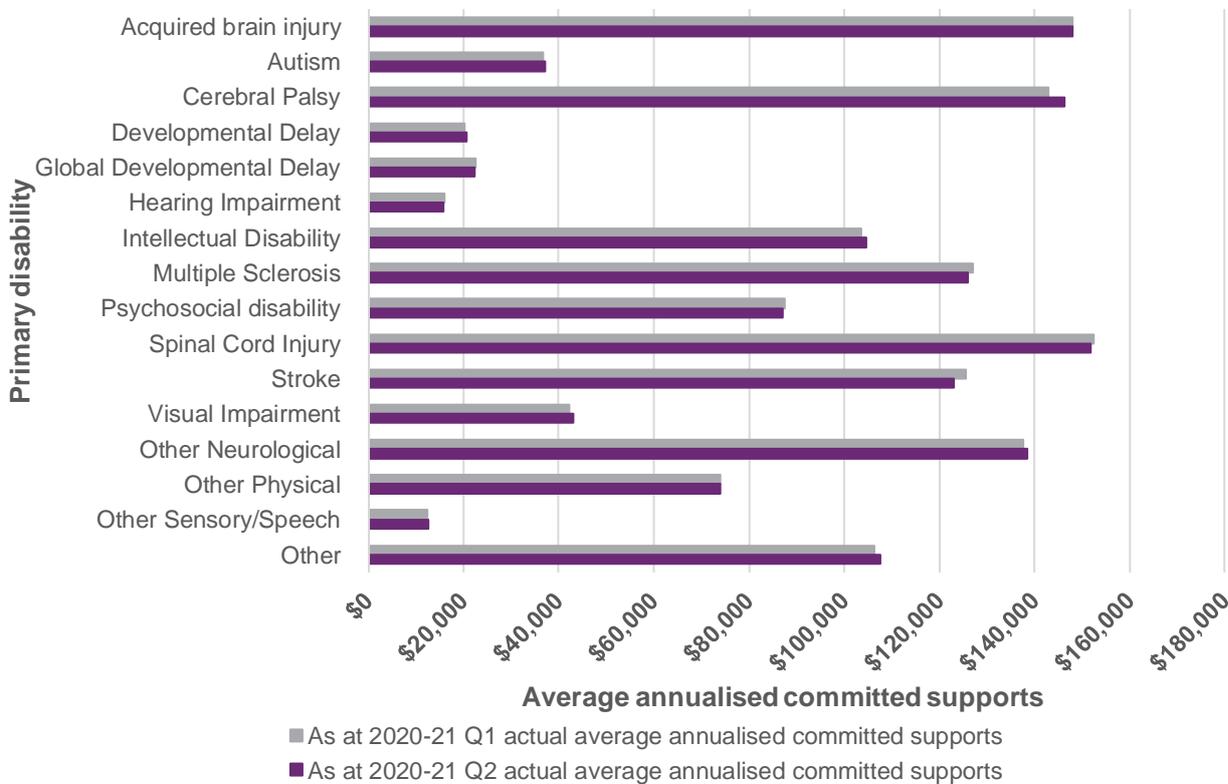


Figure J.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – South Australia ⁴⁵⁸

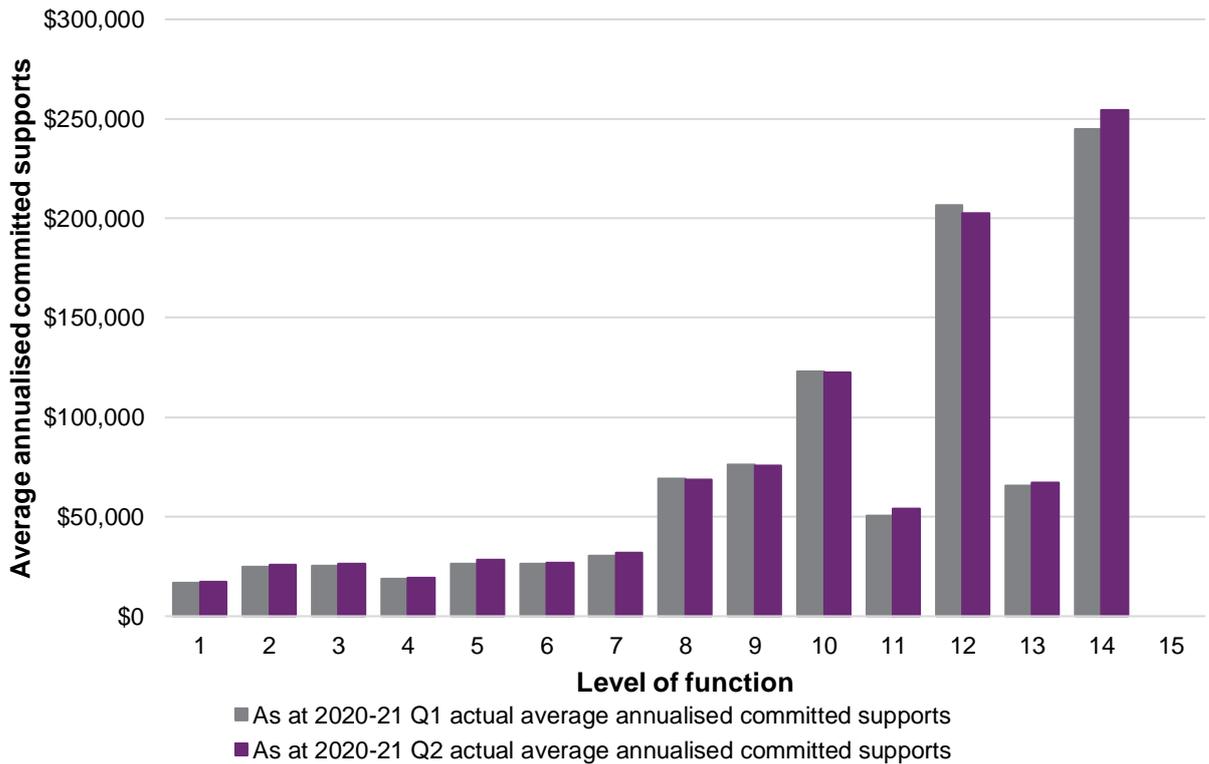
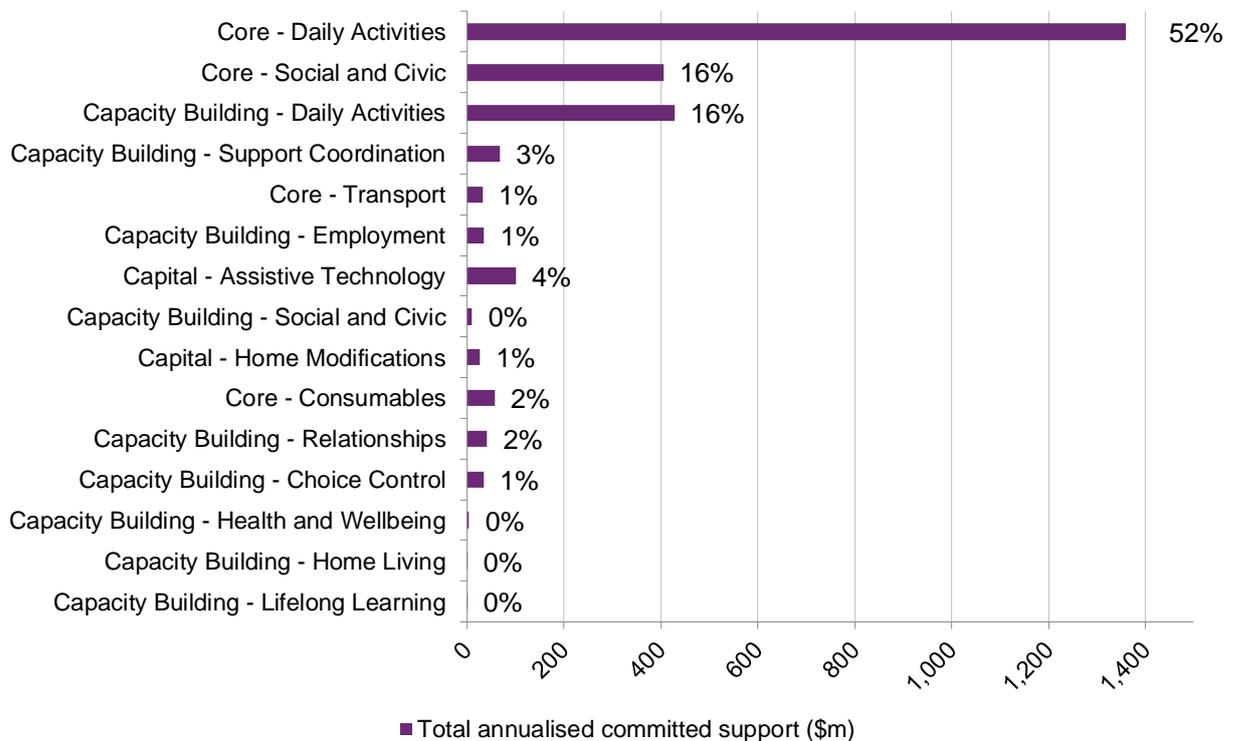


Figure J.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – South Australia



⁴⁵⁸ 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.70 Payments by financial year in which support was provided, 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	102.0	186.4	368.0	1,157.9	2,156.3	1,342.3
Total Paid	5.7	29.7	62.9	104.4	219.2	788.1	1,472.5	842.1
% utilised to date	54%	61%	62%	56%	60%	68%	68%	63%

Figure J.29 Utilisation of committed supports as at 30 September 2020 and 31 December 2020 – South Australia

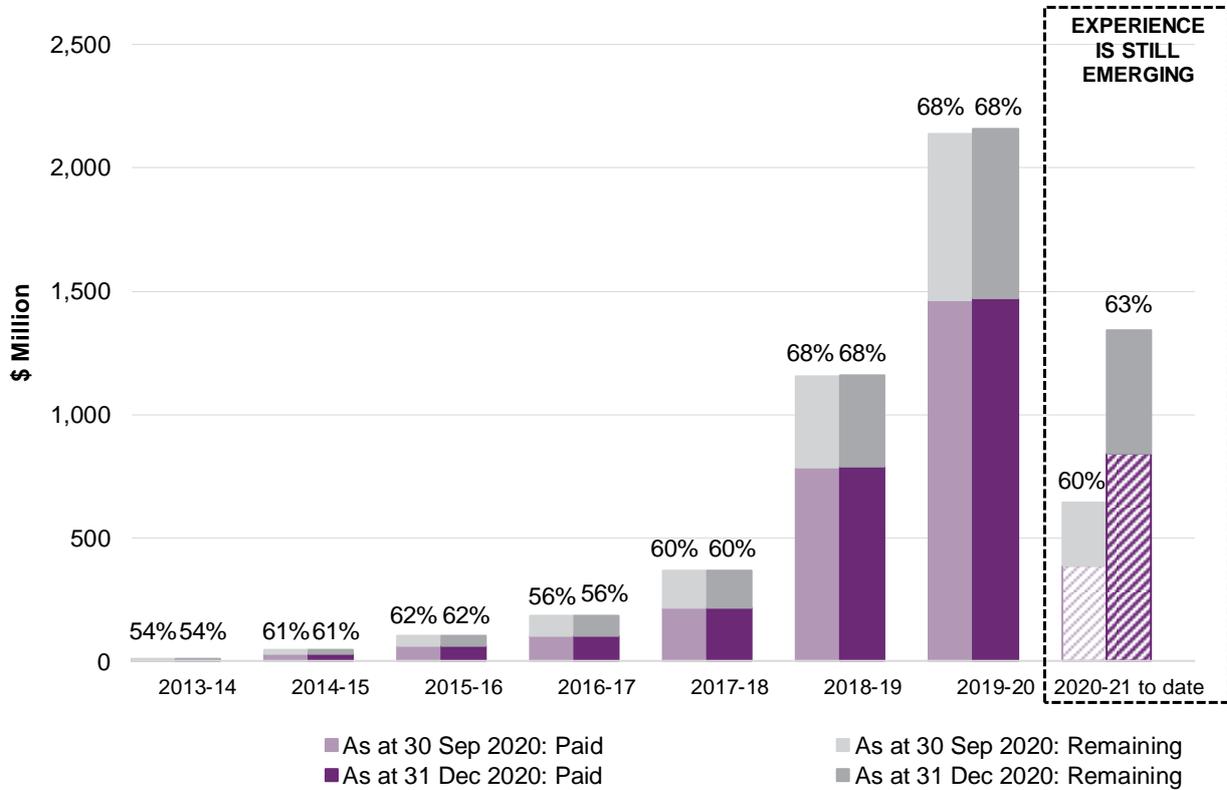


Figure J.30 Utilisation of committed supports by plan number from 1 April 2020 to 30 September 2020 – South Australia ⁴⁵⁹

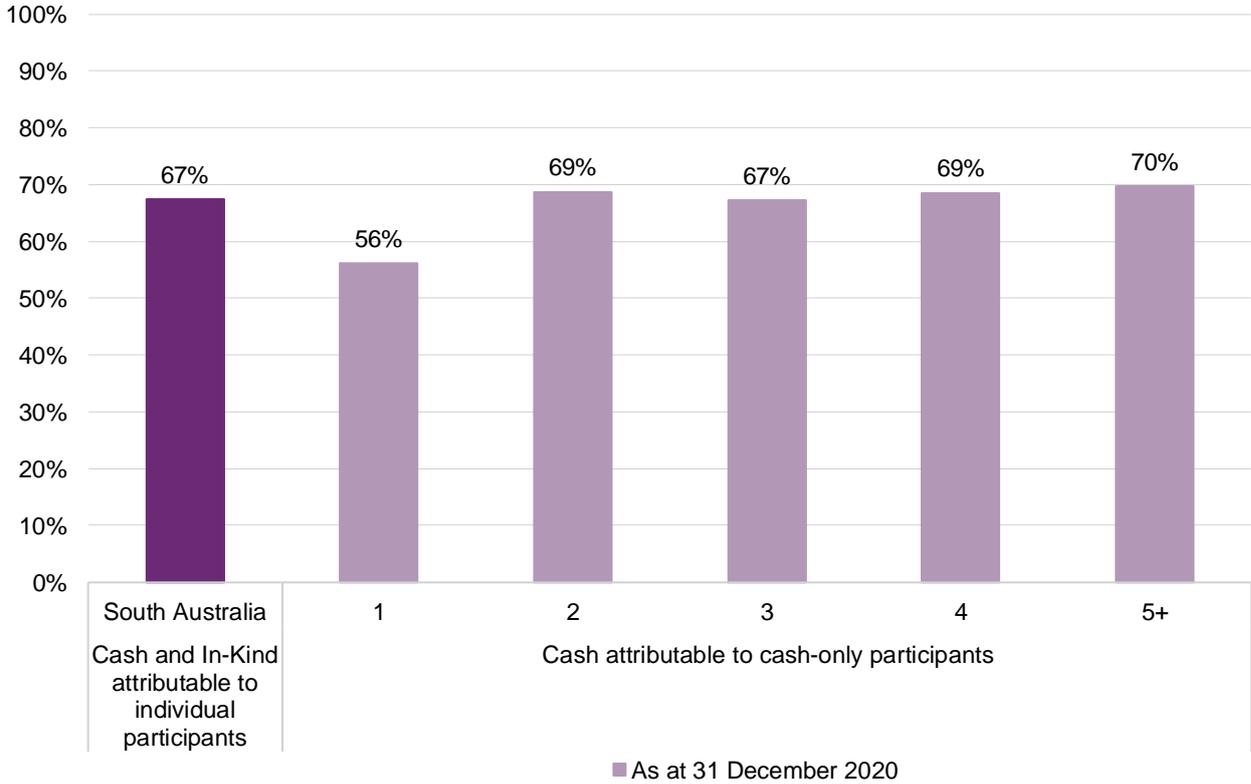
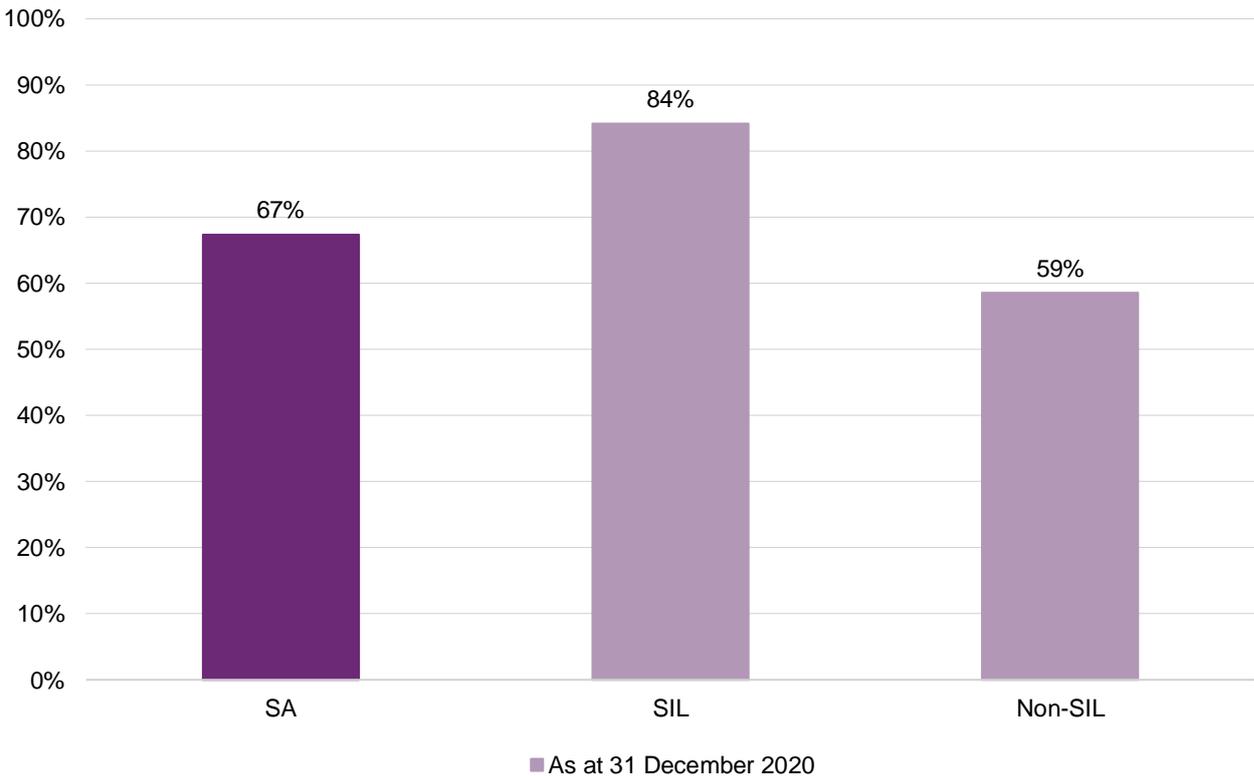


Figure J.31 Utilisation of committed supports by SIL status from 1 April 2020 to 30 September 2020 – South Australia ⁴⁶⁰



⁴⁵⁹ 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 April 2020 to 30 September 2020 is shown, as experience in the most recent quarter is still emerging.

⁴⁶⁰ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2020 to 30 September 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 April 2020 to 30 September 2020 – South Australia ⁴⁶¹

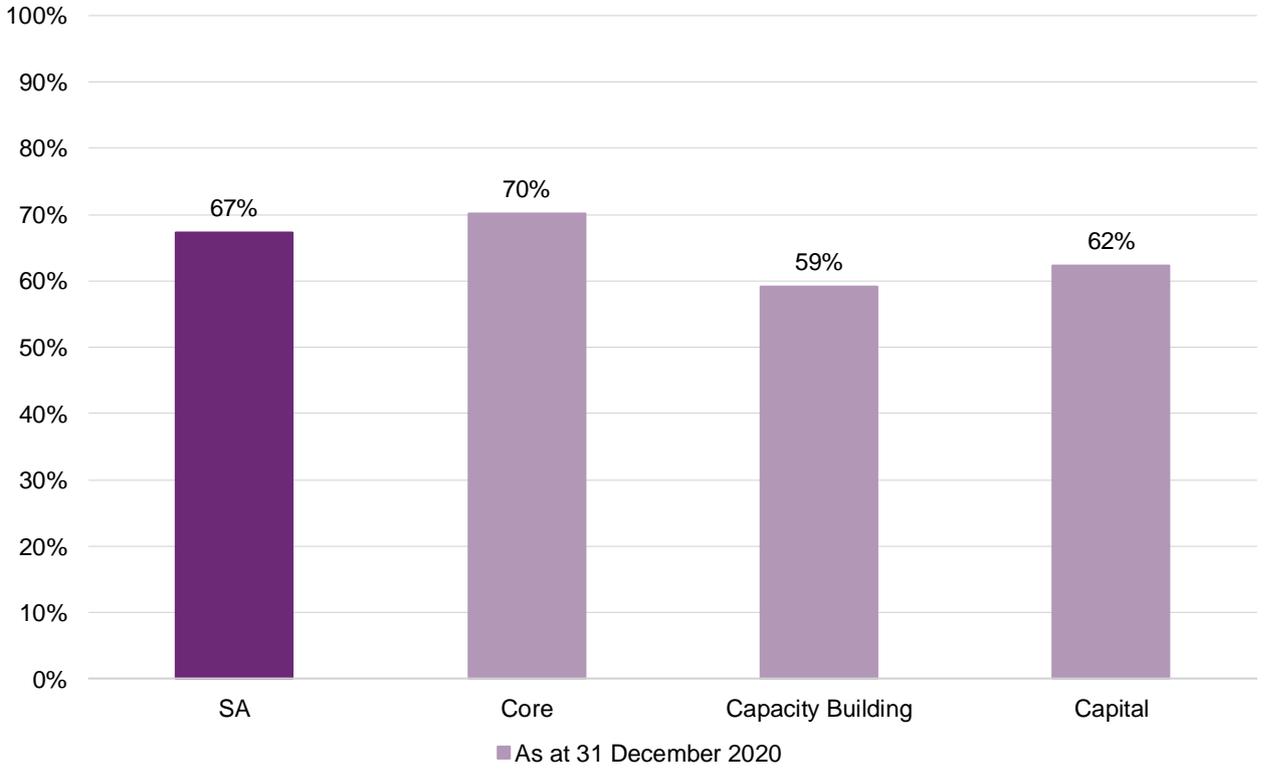
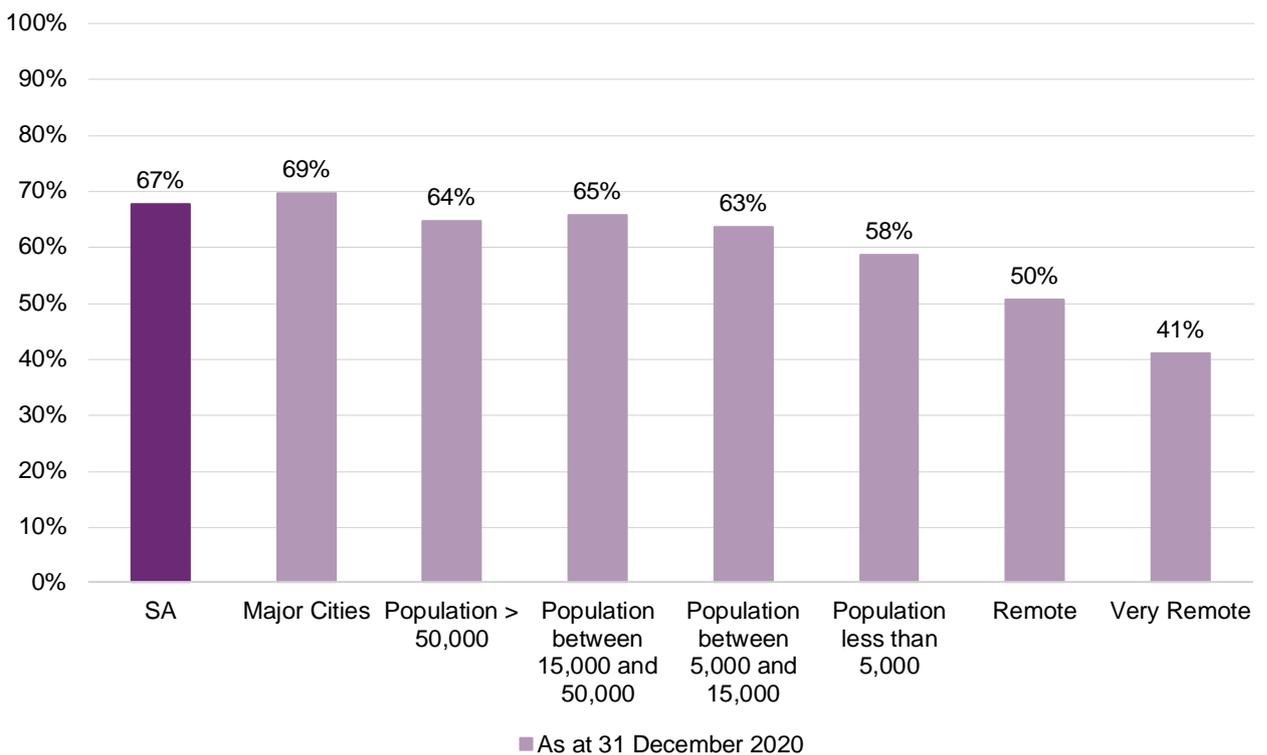


Figure J.33 Utilisation of committed supports by remoteness from 1 April 2020 to 30 September 2020 – South Australia ⁴⁶²



⁴⁶¹ Ibid.

⁴⁶² Ibid.

Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania ⁴⁶³

	Prior Quarters	2020-21 Q2	Total excluding ECEI	ECEI	Total including ECEI
Tasmania	9,327	541	9,868	241	10,109

Table K.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Tasmania ⁴⁶⁴

	Prior Quarters	2020-21 Q2	Total
Access decisions	11,420	701	12,121
Active Eligible	9,533	546	10,079
<i>New</i>	5,209	505	5,714
<i>State</i>	2,953	<11	2,962
<i>Commonwealth</i>	1,371	32	1,403
Active Participant Plans (excl ECEI)	9,327	541	9,868
<i>New</i>	5,041	498	5,539
<i>State</i>	2,937	<11	2,946
<i>Commonwealth</i>	1,349	34	1,383
Active Participant Plans	9,571	782	10,109
<i>Early Intervention (s25)</i>	1,951	204	2,155
<i>Permanent Disability (s24)</i>	7,376	337	7,713
<i>ECEI</i>	244	241	241

Table K.3 Exits from the Scheme since 1 July 2013 as at 31 December 2020 – Tasmania

Exits	Total
Total participant exits	241
<i>Early Intervention participants</i>	21
<i>Permanent disability participants</i>	220

⁴⁶³ 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.

⁴⁶⁴ 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 ^{465 466}

	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	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
End of 2020-21 Q2	2,946	1,383	5,539	241	10,109

Table K.5 Cumulative numbers of active participants by entry into the Scheme – Tasmania ^{467 468 469 470}

	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	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
End of 2020-21 Q2	2,155	7,713	241	10,109

Table K.6 Assessment of access by age group – Tasmania ⁴⁷¹

Age Group	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	1,942	96%	178	95%	2,120	96%
7 to 14	2,122	88%	112	85%	2,234	88%
15 to 18	1,286	90%	27	79%	1,313	90%
19 to 24	722	86%	15	54%	737	85%
25 to 34	605	80%	26	63%	631	79%
35 to 44	775	83%	38	68%	813	82%
45 to 54	1,120	83%	65	72%	1,185	82%
55 to 64	1,293	80%	81	64%	1,374	79%
65+	48	64%	<11		53	65%
Missing	<11		<11		<11	
Total	9,913	87%	547	78%	10,460	86%

⁴⁶⁵ This table shows the total numbers of active participants at the end of each period.

⁴⁶⁶ 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.

⁴⁶⁷ This table shows the total numbers of active participants at the end of each period.

⁴⁶⁸ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁴⁶⁹ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁴⁷⁰ 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.

⁴⁷¹ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table K.7 Assessment of access by disability – Tasmania ⁴⁷²

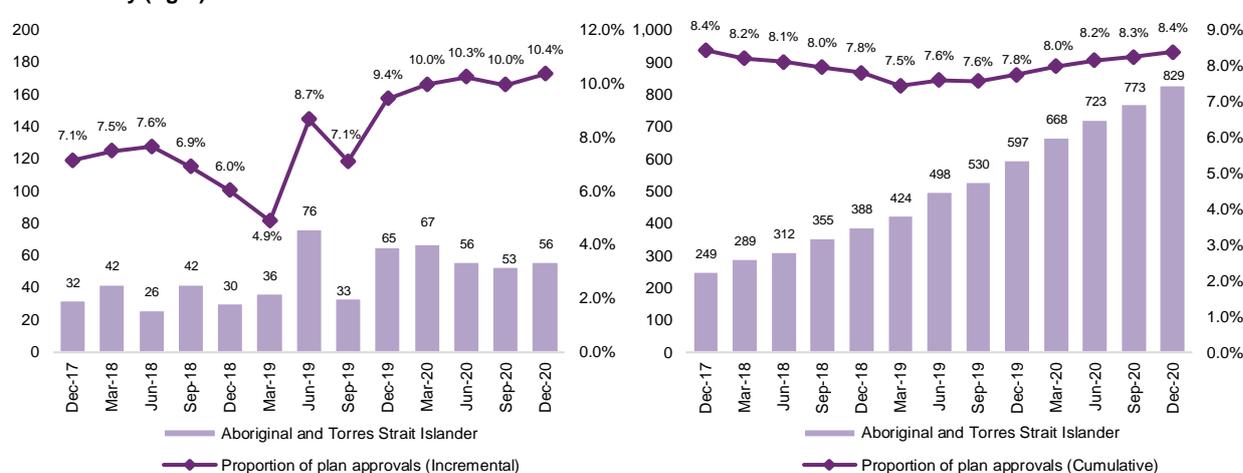
Disability	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	405	95%	19	83%	424	94%
Autism	2,967	94%	152	96%	3,119	94%
Cerebral Palsy	416	96%	<11		419	96%
Developmental Delay	537	94%	122	97%	659	94%
Global Developmental Delay	185	98%	17	100%	202	99%
Hearing Impairment	384	88%	11	85%	395	88%
Intellectual Disability	2,649	94%	68	85%	2,717	94%
Multiple Sclerosis	259	86%	16	94%	275	87%
Psychosocial disability	739	65%	54	60%	793	64%
Spinal Cord Injury	98	95%	<11		99	93%
Stroke	118	83%	<11		128	82%
Visual Impairment	179	92%	<11		185	91%
Other Neurological	433	81%	28	70%	461	80%
Other Physical	374	54%	13	29%	387	52%
Other Sensory/Speech	37	40%	<11		38	40%
Other	57	53%	26	44%	83	50%
Missing	76	93%	<11		76	93%
Total	9,913	87%	547	78%	10,460	86%

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

Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	773	8.3%	56	10.4%	829	8.4%
Not Aboriginal and Torres Strait Islander	6,789	72.8%	398	73.6%	7,187	72.8%
Not Stated	1,765	18.9%	87	16.1%	1,852	18.8%
Total	9,327	100%	541	100%	9,868	100%

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁷³



⁴⁷² Ibid.

⁴⁷³ 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 K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	289	3.1%	17	3.1%	306	3.1%
Not culturally and linguistically diverse	9,026	96.8%	524	96.9%	9,550	96.8%
Not stated	12	0.1%	<11		12	0.1%
Total	9,327	100%	541	100%	9,868	100%

Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania ^{474 475}

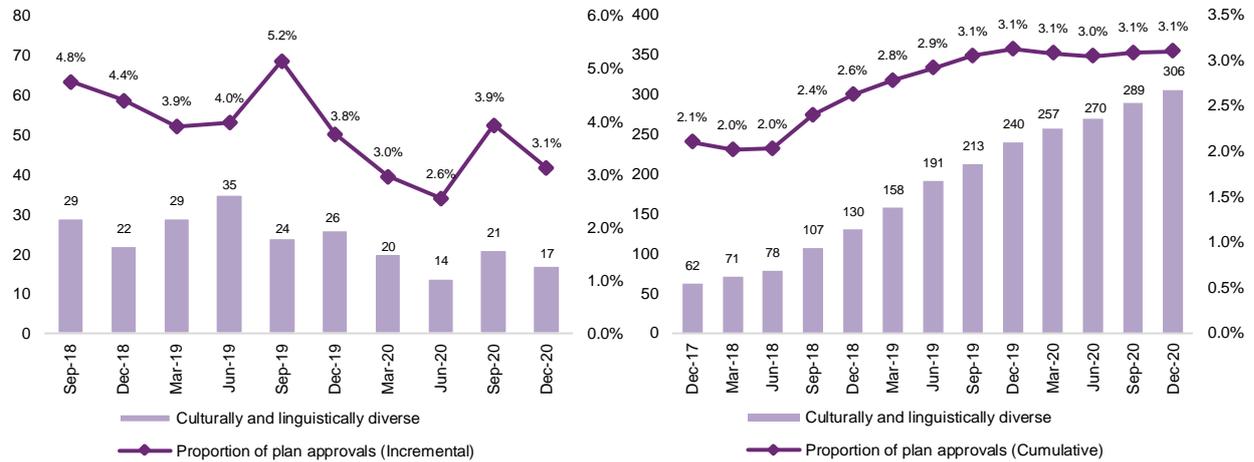


Table K.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2020 – Tasmania ⁴⁷⁶

	Total
Age group	N
Under 45	<11
45 to 54	21
55 to 64	61
Total YPIRAC (under 65)	86

⁴⁷⁴ Ibid.

⁴⁷⁵ There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

⁴⁷⁶ There are a further 23 active participants aged 65 years or over who are currently in residential aged care.

Figure K.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁷⁷

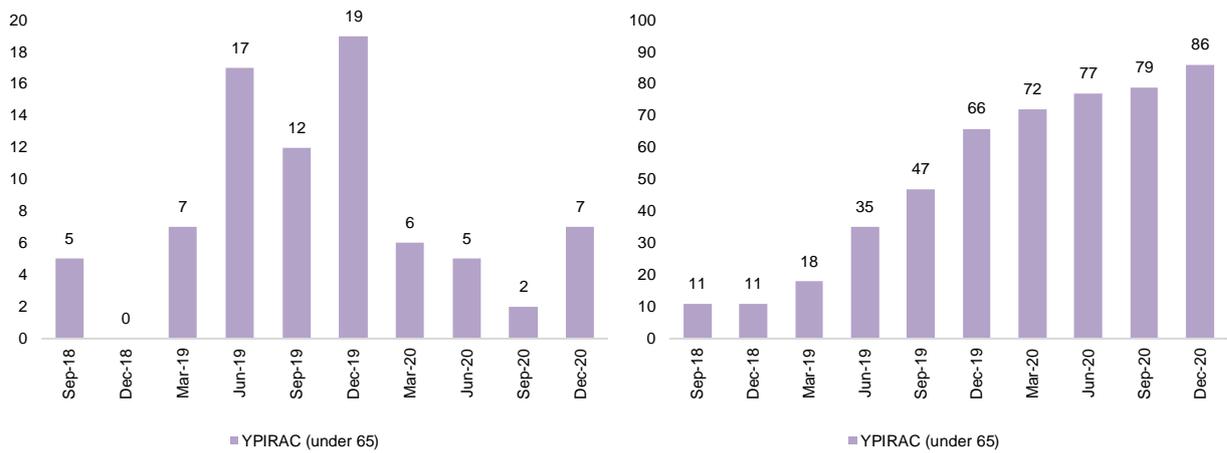
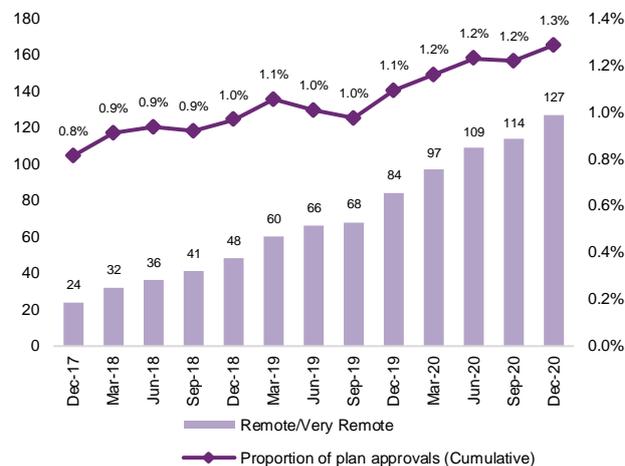


Table K.11 Participant profile per quarter by remoteness – Tasmania ^{478 479}

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	6,045	64.8%	354	65.4%	6,399	64.8%
Population between 15,000 and 50,000	1,830	19.6%	83	15.3%	1,913	19.4%
Population between 5,000 and 15,000	46	0.5%	<11		49	0.5%
Population less than 5,000	1,292	13.9%	88	16.3%	1,380	14.0%
Remote	95	1.0%	<11		103	1.0%
Very Remote	19	0.2%	<11		24	0.2%
Missing	<11		<11		<11	
Total	9,327	100%	541	100%	9,868	100%

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania ^{480 481 482}



⁴⁷⁷ 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.

⁴⁷⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

⁴⁷⁹ This table is based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

⁴⁸⁰ Ibid.

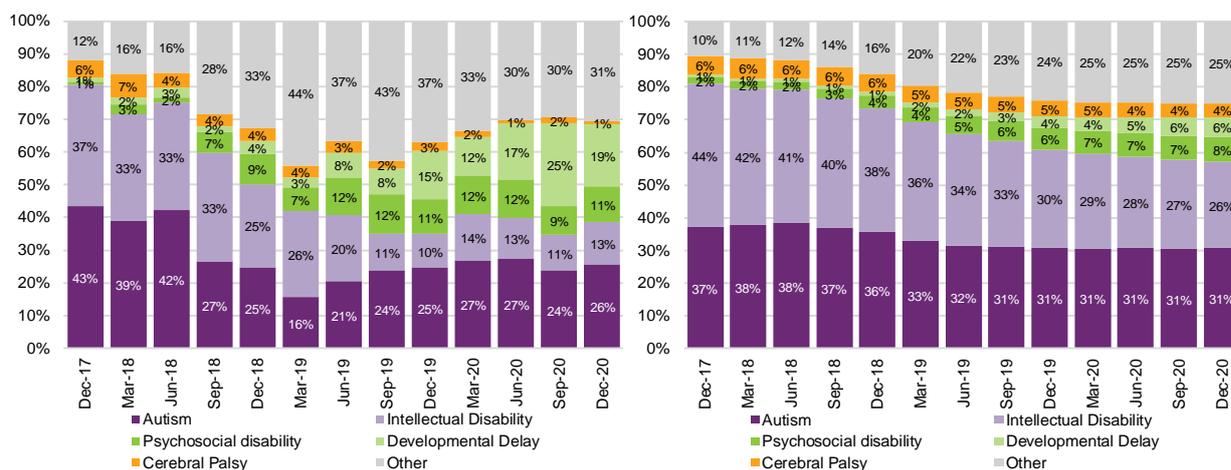
⁴⁸¹ The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁴⁸² There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

Table K.12 Participant profile per quarter by primary disability group – Tasmania ^{483 484 485}

Disability	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Autism	2,900	31%	139	26%	3,039	31%
Intellectual Disability	2,516	27%	70	13%	2,586	26%
Psychosocial disability	697	7%	58	11%	755	8%
Developmental Delay	509	5%	103	19%	612	6%
Hearing Impairment	372	4%	14	3%	386	4%
Other Neurological	371	4%	27	5%	398	4%
Other Physical	319	3%	20	4%	339	3%
Cerebral Palsy	397	4%	<11		402	4%
ABI	381	4%	17	3%	398	4%
Global Developmental Delay	173	2%	18	3%	191	2%
Visual Impairment	173	2%	<11		181	2%
Multiple Sclerosis	247	3%	22	4%	269	3%
Stroke	106	1%	<11		115	1%
Spinal Cord Injury	95	1%	<11		95	1%
Other Sensory/Speech	35	0%	<11		36	0%
Other	36	0%	30	6%	66	1%
Total	9,327	100%	541	100%	9,868	100%

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁸⁶



⁴⁸³ Table order based on national proportions (highest to lowest).

⁴⁸⁴ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴⁸⁵ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Tasmania (295).

⁴⁸⁶ 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 K.13 Participant profile per quarter by level of function – Tasmania ⁴⁸⁷

Level of Function	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	718	8%	103	19%	821	8%
2 (High Function)	18	0%	<11		20	0%
3 (High Function)	479	5%	33	6%	512	5%
4 (High Function)	515	6%	23	4%	538	5%
5 (High Function)	609	7%	41	8%	650	7%
6 (Moderate Function)	1,868	20%	116	21%	1,984	20%
7 (Moderate Function)	749	8%	21	4%	770	8%
8 (Moderate Function)	595	6%	34	6%	629	6%
9 (Moderate Function)	59	1%	<11		64	1%
10 (Moderate Function)	942	10%	70	13%	1,012	10%
11 (Low Function)	381	4%	<11		386	4%
12 (Low Function)	1,562	17%	69	13%	1,631	17%
13 (Low Function)	610	7%	16	3%	626	6%
14 (Low Function)	207	2%	<11		210	2%
15 (Low Function)	<11		<11		<11	
Missing	13		<11		13	
Total	9,327	100%	541	100%	9,868	100%

Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁸⁸

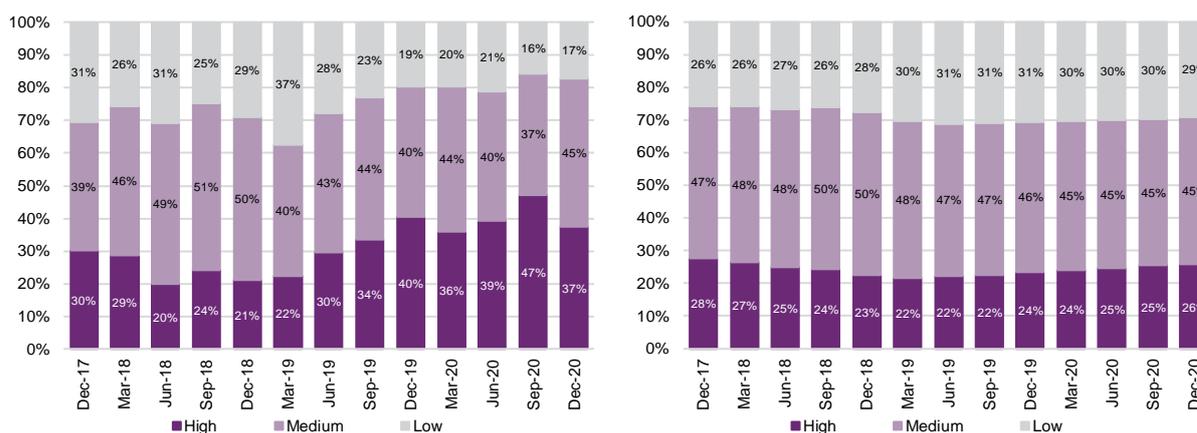


Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,163	12%	161	30%	1,324	13%
7 to 14	2,107	23%	110	20%	2,217	22%
15 to 18	801	9%	26	5%	827	8%
19 to 24	1,116	12%	16	3%	1,132	11%
25 to 34	1,053	11%	29	5%	1,082	11%
35 to 44	731	8%	36	7%	767	8%
45 to 54	999	11%	66	12%	1,065	11%
55 to 64	1,153	12%	88	16%	1,241	13%
65+	204	2%	<11		213	2%
Total	9,327	100%	541	100%	9,868	100%

⁴⁸⁷ The distributions are calculated excluding participants with a missing level of function.

⁴⁸⁸ 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 K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁸⁹

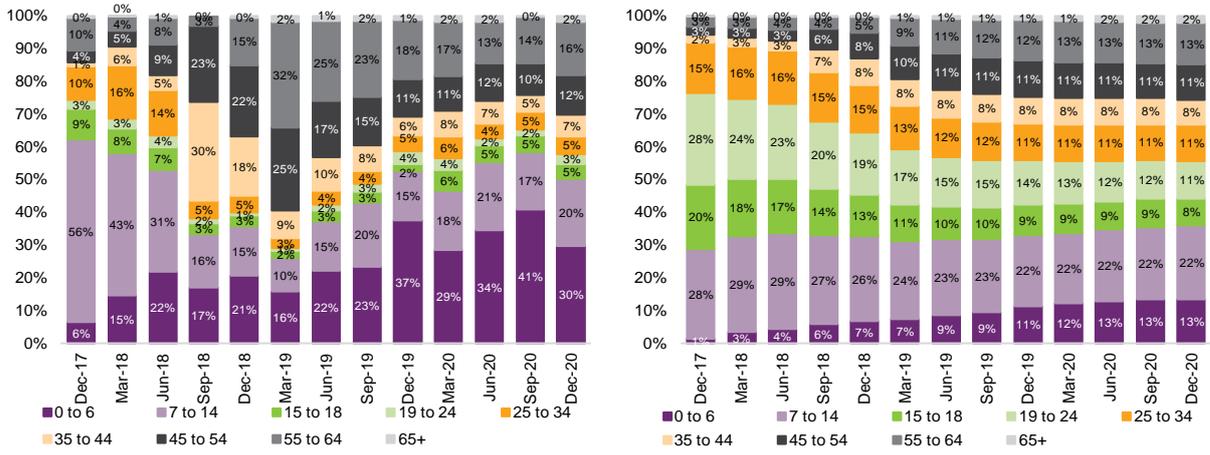


Table K.15 Participant profile per quarter by gender – Tasmania

Gender	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Male	5,666	61%	311	57%	5,977	61%
Female	3,435	37%	225	42%	3,660	37%
Other	226	2%	<11		231	2%
Total	9,327	100%	541	100%	9,868	100%

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania ⁴⁹⁰

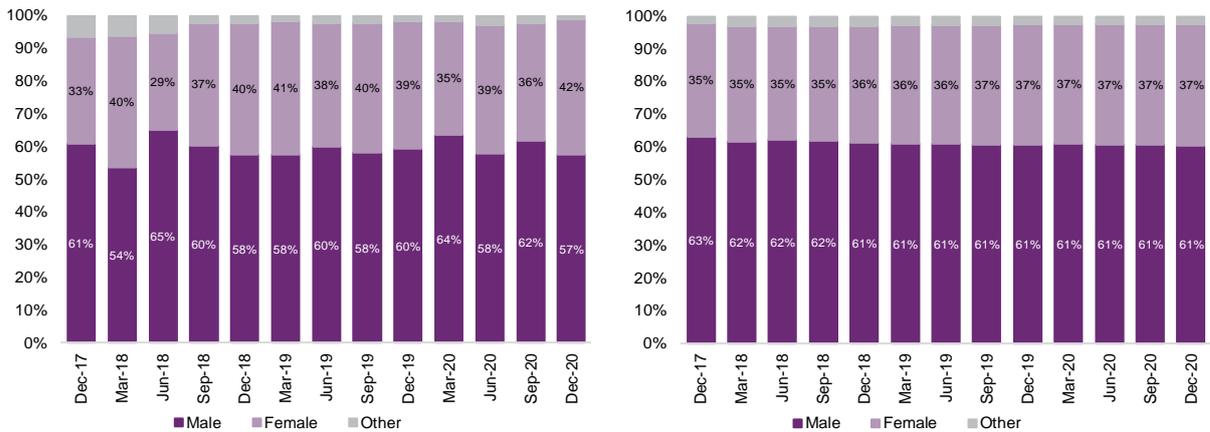


Table K.16 Participation rates by age group – Tasmania ⁴⁹¹

	TAS
0-6	3.25%
7-14	4.31%
15-18	3.32%
19-24	3.05%
25-34	1.68%
35-44	1.26%
45-54	1.59%
55-64	1.70%
Total (aged 0-64)	2.31%

⁴⁸⁹ Ibid.

⁴⁹⁰ Ibid.

⁴⁹¹ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table K.17 Number of baseline questionnaires completed by SFOF version – Tasmania ⁴⁹²

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	113	347	538	305	1,316
Participant school to 14	563	861	552	654	281	2,911
Participant 15 to 24	293	157	106	172	79	807
Participant 25 and over	168	497	1,631	972	401	3,669
Total Participant	1,037	1,628	2,636	2,336	1,066	8,703
Family 0 to 14	518	956	873	1,168	580	4,095
Family 15 to 24	157	132	75	120	61	545
Family 25 and over	6	172	606	311	121	1,216
Total Family	681	1,260	1,554	1,599	762	5,856
Total	1,718	2,888	4,190	3,935	1,828	14,559

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		42%		
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%	59%
CC % who choose what they do each day			57%	69%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			21%	34%
CC % who want more choice and control in their life			79%	78%

⁴⁹² 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	61%	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	67%	77%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			32%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			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%	75%
HM	% who feel safe or very safe in their home			82%	75%
HW	% who rate their health as good, very good or excellent			68%	44%
HW	% who did not have any difficulties accessing health services			72%	67%
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				67%
LL	% unable to do a course or training they wanted to do in the last 12 months				27%
WK	% who have a paid job			10%	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	30%	27%	28%
% receiving Carer Allowance	50%	38%	38%
% working in a paid job	39%	44%	31%
Of those in a paid job, % in permanent employment	76%	73%	78%
Of those in a paid job, % working 15 hours or more	74%	83%	83%
% who say they (and their partner) are able to work as much as they want	43%	45%	63%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	85%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	30%	18%
% able to advocate for their child/family member	79%	73%	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			45%
% who rate their health as good, very good or excellent	73%	66%	64%

Table K.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=268) - participants who entered between 1 July 2016 and 31 December 2019 – Tasmania⁴⁹³

Question	% Yes
DL Has the NDIS improved your child's development?	80%
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?	71%
REL Has the NDIS improved how your child fits into family life?	65%
S/CP Has the NDIS improved how your child fits into community life?	51%

Table K.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=930) - participants who entered between 1 July 2016 and 31 December 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?	30%
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%

⁴⁹³ Results in Tables K.22 to K.25 include participants who entered between 1 July 2016 and 31 December 2019 and have had a first plan review to date.

Table K.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=203) and ‘Participant 25 and over’ (n=1,457) - participants who entered between 1 July 2016 and 31 December 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?	52%	79%
REL	Has the NDIS helped you to meet more people?	37%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	32%	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%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	16%
S/CP	Has the NDIS helped you be more involved?	43%	65%

Table K.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,364); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=597) - participants who entered between 1 July 2016 and 31 December 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?	52%	53%
Has the NDIS improved the level of support for your family?	64%	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?	67%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	
Has the NDIS improved your health and wellbeing?	34%	33%

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=660) - participants who entered between 1 July 2016 and 31 December 2018 – Tasmania ⁴⁹⁴

Question	Review 1	Review 2	Change	
DL	Has the NDIS helped your child to become more independent?	49%	57%	+8%
LL	Has the NDIS improved your child's access to education?	23%	25%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	37%	43%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	36%	41%	+5%

⁴⁹⁴ Results in Tables K.26 to K.28 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

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=210) and ‘Participant 25 and over’ (n=400) - participants who entered between 1 July 2016 and 31 December 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?	53%	57%	+3%	79%	82%	+2%
DL	Has the NDIS helped you with daily living activities?	51%	58%	+7%	81%	85%	+4%
REL	Has the NDIS helped you to meet more people?	45%	48%	+3%	64%	64%	0%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	10%	-1%	38%	43%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	32%	36%	+3%	54%	56%	+2%
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%	22%	0%	30%	32%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	10%	7%	-3%	22%	19%	-3%
S/CP	Has the NDIS helped you be more involved?	45%	47%	+2%	69%	73%	+4%

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=571); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=159) - participants who entered between 1 July 2016 and 31 December 2018 – Tasmania

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	40%	47%	+7%	54%	61%	+7%
Has the NDIS improved the level of support for your family?	52%	63%	+12%	62%	72%	+10%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	53%	64%	+11%	62%	70%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	57%	65%	+8%			
Has the NDIS improved your health and wellbeing?	29%	32%	+3%	30%	31%	+1%

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 first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=349) - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania ⁴⁹⁵

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	46%	55%	61%	+15%
LL	Has the NDIS improved your child's access to education?	20%	21%	21%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	29%	34%	44%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	36%	41%	45%	+8%

Table K.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=222) - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	48%	55%	56%	+8%
Has the NDIS helped you with daily living activities?	45%	57%	61%	+16%
Has the NDIS helped you to meet more people?	42%	47%	48%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	8%	8%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	29%	32%	38%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	24%	22%	-1%
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?	41%	50%	52%	+11%

⁴⁹⁵ Results in Tables K.29 to K.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table K.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SF0F versions ‘Participant 25 and over’ (n=95) - participants who entered between 1 July 2016 and 31 December 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?	69%	69%	78%	9%
Has the NDIS helped you with daily living activities?	70%	78%	80%	+10%
Has the NDIS helped you to meet more people?	62%	59%	63%	+1%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	29%	35%	37%	+8%
Has your involvement with the NDIS improved your health and wellbeing?	51%	52%	57%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	29%	27%	3%
Has your involvement with the NDIS helped you find a job that’s right for you?	14%	14%	11%	-3%
Has the NDIS helped you be more involved?	61%	60%	69%	+8%

Table K.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SF0F version ‘Family 0 to 14’ (n=235) - participants who entered between 1 July 2016 and 31 December 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?	36%	39%	48%	+12%
Has the NDIS improved the level of support for your family?	47%	52%	63%	+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%	59%	66%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	45%	51%	55%	+10%
Has the NDIS improved your health and wellbeing?	24%	25%	36%	+12%

Table K.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SF0F version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=77) - participants who entered between 1 July 2016 and 31 December 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?	45%	39%	42%	-3%
Has the NDIS improved the level of support for your family?	48%	64%	69%	+21%
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?	54%	59%	67%	+13%
Has the NDIS improved your health and wellbeing?	22%	23%	24%	+2%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review, for 'Participant 0 to school' and 'Participant school to 14'.

Table K.34 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SF0F versions ‘Participant 15 to 24’ (n=71) - participants who entered between 1 July 2016 and 31 December 2016 – Tasmania⁴⁹⁶

	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?	52%	62%	69%	69%	+17%
DL	Has the NDIS helped you with daily living activities?	48%	52%	67%	64%	+17%
REL	Has the NDIS helped you to meet more people?	52%	55%	53%	53%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	13%	13%	13%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	37%	38%	42%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	26%	25%	27%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	6%	8%	8%	10%	+4%
S/CP	Has the NDIS helped you be more involved?	52%	60%	60%	61%	+8%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review, for 'Participant 25 and over'.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan review, for 'Family 0 to 14'.

⁴⁹⁶ Results in Tables K.34 to K.35 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table K.35 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=21) - participants who entered between 1 July 2016 and 31 December 2016 – Tasmania

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?	29%	35%	29%	38%	+10%
Has the NDIS improved the level of support for your family?	38%	43%	71%	66%	+28%
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?	38%	48%	54%	54%	+15%
Has the NDIS improved your health and wellbeing?	33%	19%	25%	20%	-14%

Table K.36 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=734), ‘participant social and community engagement rate’ (n=735) and ‘parent and carer employment rate’ (n=718) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2018 – Tasmania⁴⁹⁷

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	5%	11%	13%	24%
Aged 25+	21%	23%	18%	
Aged 15+ (Average)	16%	19%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	23%	26%	26%	50%
Aged 25+	30%	32%	36%	
Aged 15+ (Average)	27%	30%	33%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	42%	45%	44%	50%
Aged 15+	38%	39%	37%	
All ages (Average)	41%	44%	43%	

⁴⁹⁷ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

Table K.37 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=278), 'participant social and community engagement rate' (n=285) and 'parent and carer employment rate' (n=221) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania ⁴⁹⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	8%	9%	11%	15%	24%
Aged 25+	25%	30%	23%	25%	
Aged 15+ (Average)	16%	18%	15%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	27%	28%	34%	29%	50%
Aged 25+	33%	31%	33%	37%	
Aged 15+ (Average)	29%	29%	34%	33%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	41%	48%	50%	46%	50%
Aged 15+	48%	49%	50%	50%	
All ages (Average)	43%	48%	50%	47%	

Table K.38 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=53), 'participant social and community engagement rate' (n=51) and 'parent and carer employment rate' (n=7) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Tasmania ⁴⁹⁹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	8%	6%	11%	31%	23%	24%
Aged 25+	Numbers are too small					
Aged 15+ (Average)	8%	6%	12%	27%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	27%	36%	31%	23%	35%	50%
Aged 25+	Numbers are too small					
Aged 15+ (Average)	29%	38%	34%	31%	37%	
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)						

⁴⁹⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

⁴⁹⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table K.39 Number of active plans by goal type and primary disability – Tasmania ⁵⁰⁰

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	123	210	214	51	96	297	183	77	398
Autism	684	2,278	1,388	921	1,224	1,612	334	479	3,039
Cerebral Palsy	130	288	245	72	92	233	113	53	402
Developmental Delay	97	569	225	248	283	136	0	0	612
Down Syndrome	74	208	171	67	74	202	71	63	295
Global Developmental Delay	45	177	83	86	80	50	1	1	191
Hearing Impairment	105	267	119	82	59	128	52	89	386
Intellectual Disability	632	1,406	975	552	570	1,501	708	799	2,291
Multiple Sclerosis	82	166	195	15	35	164	104	42	269
Psychosocial disability	187	400	468	159	152	552	354	195	755
Spinal Cord Injury	30	64	64	12	5	55	27	21	95
Stroke	37	77	72	12	18	76	41	15	115
Visual Impairment	68	123	83	41	23	109	50	48	181
Other Neurological	116	235	229	37	69	265	169	52	398
Other Physical	84	227	198	31	38	185	105	69	339
Other Sensory/Speech	8	30	11	11	4	13	1	4	36
Other	11	52	30	6	9	38	21	10	66
Total	2,513	6,777	4,770	2,403	2,831	5,616	2,334	2,017	9,868

Table K.40 Number of goals in active plans by goal type and primary disability – Tasmania ⁵⁰¹

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	146	292	262	58	101	349	196	78	1,482
Autism	804	4,316	1,832	1,104	1,442	1,885	344	504	12,231
Cerebral Palsy	151	534	331	93	105	281	118	56	1,669
Developmental Delay	107	1,564	303	293	311	143	0	0	2,721
Down Syndrome	92	342	212	85	80	254	72	68	1,205
Global Developmental Delay	55	507	119	112	88	53	1	1	936
Hearing Impairment	124	409	147	89	65	144	54	95	1,127
Intellectual Disability	769	2,106	1,199	646	658	1,846	749	835	8,808
Multiple Sclerosis	96	236	254	15	38	184	116	44	983
Psychosocial disability	213	523	589	185	160	629	369	200	2,868
Spinal Cord Injury	41	90	83	13	5	67	29	21	349
Stroke	45	108	85	15	19	89	45	15	421
Visual Impairment	84	184	91	48	25	129	56	50	667
Other Neurological	140	383	298	39	73	308	181	53	1,475
Other Physical	101	359	242	35	43	212	117	70	1,179
Other Sensory/Speech	8	58	13	13	4	13	1	4	114
Other	11	81	39	8	9	44	23	10	225
Total	2,987	12,092	6,099	2,851	3,226	6,630	2,471	2,104	38,460

⁵⁰⁰ 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.

⁵⁰¹ Participants have set over two million goals in total across Australia since July 2016. The 38,460 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.41 Number of active plans by goal type and age group – Tasmania ⁵⁰²

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	266	1,243	540	560	606	308	1	0	1,324
7 to 14	361	1,740	1,084	665	967	1,083	41	22	2,217
15 to 18	218	578	376	280	260	542	80	218	827
19 to 24	374	670	411	296	218	685	369	610	1,132
25 to 34	344	649	519	222	215	687	436	483	1,082
35 to 44	227	463	417	136	153	526	315	241	767
45 to 54	300	621	609	133	178	758	449	252	1,065
55 to 64	347	714	685	99	205	879	545	178	1,241
65+	76	99	129	12	29	148	98	13	213
Total	2,513	6,777	4,770	2,403	2,831	5,616	2,334	2,017	9,868

Table K.42 Number of goals in active plans by goal type and age group – Tasmania ⁵⁰³

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	298	3,451	714	659	670	326	1	0	6,119
7 to 14	419	3,372	1,527	829	1,163	1,254	41	22	8,627
15 to 18	256	850	467	328	306	642	87	232	3,168
19 to 24	461	919	470	352	236	804	386	647	4,275
25 to 34	409	870	633	258	237	818	460	504	4,189
35 to 44	280	637	507	158	162	664	328	246	2,982
45 to 54	352	850	777	148	188	899	478	258	3,950
55 to 64	422	1,001	850	106	234	1,050	586	182	4,431
65+	90	142	154	13	30	173	104	13	719
Total	2,987	12,092	6,099	2,851	3,226	6,630	2,471	2,104	38,460

⁵⁰² 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.

⁵⁰³ Participants have set over two million goals in total across Australia since July 2016. The 38,460 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.43 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q2 compared to prior quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania ⁵⁰⁴

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q2
Access	n = 174	n = 17
Are you happy with how coming into the NDIS has gone?	83%	N/A
Was the person from the NDIS respectful?	95%	N/A
Do you understand what will happen next with your plan?	66%	N/A
% of participants rating their overall experience as Very Good or Good.	69%	N/A
Pre-planning	n = 279	n = 27
Did the person from the NDIS understand how your disability affects your life?	89%	85%
Did you understand why you needed to give the information you did?	95%	96%
Were decisions about your plan clearly explained?	90%	89%
Are you clear on what happens next with your plan?	86%	63%
Do you know where to go for more help with your plan?	90%	85%
% of participants rating their overall experience as Very Good or Good.	84%	89%
Planning	n = 313	n = 155
Did the person from the NDIS understand how your disability affects your life?	89%	90%
Did you understand why you needed to give the information you did?	96%	99%
Were decisions about your plan clearly explained?	86%	88%
Are you clear on what happens next with your plan?	81%	83%
Do you know where to go for more help with your plan?	87%	89%
% of participants rating their overall experience as Very Good or Good.	81%	90%
Plan review	n = 93	n = 365
Did the person from the NDIS understand how your disability affects your life?	88%	90%
Did you feel prepared for your plan review?	81%	85%
Is your NDIS plan helping you to make progress towards your goals?	84%	92%
% of participants rating their overall experience as Very Good or Good.	77%	80%

⁵⁰⁴ Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Future results will be compared with the December 2020 quarter results to understand change over time.

Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ^{505 506 507}

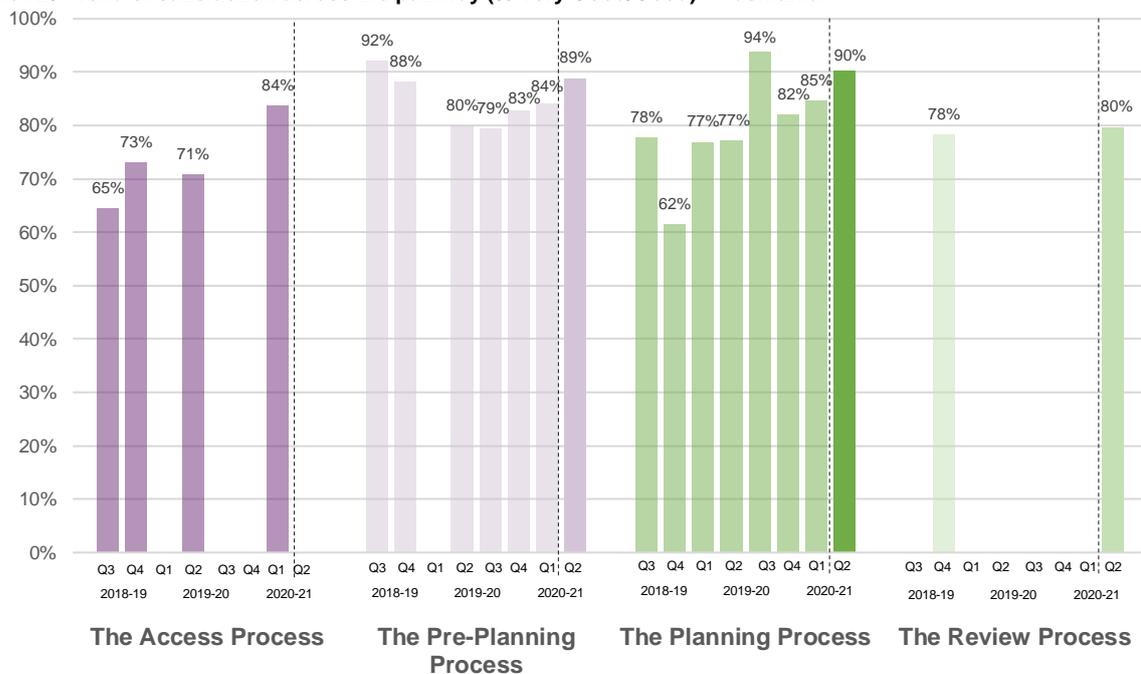
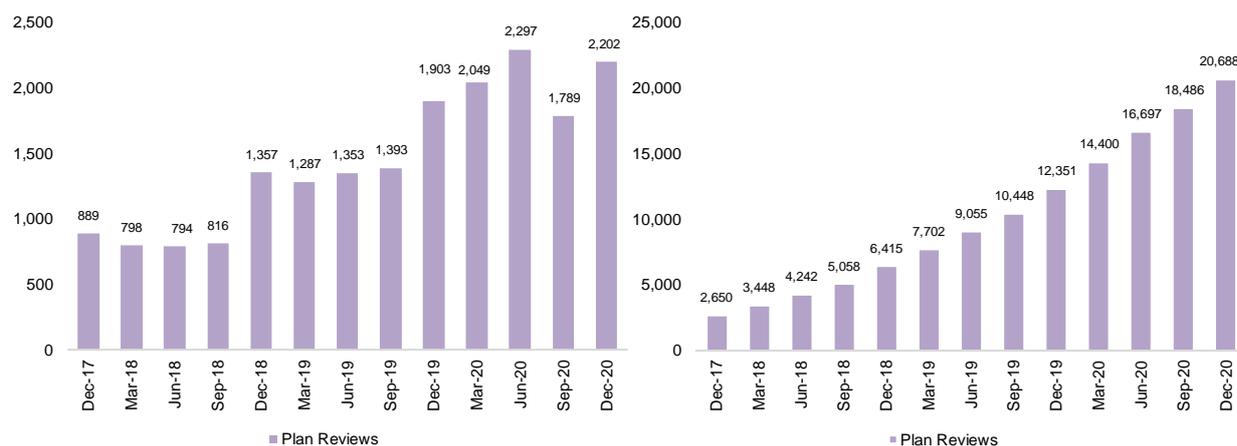


Table K.44 Plan reviews conducted per quarter – excluding plans less than 30 days – Tasmania ⁵⁰⁸

	Prior Quarters (Transition only)	2020-21 Q2	Transition Total
Total plan reviews	18,486	2,202	20,688
<i>Early intervention plans</i>	2,432	413	2,845
<i>Permanent disability plans</i>	16,054	1,789	17,843

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



⁵⁰⁵ Ibid.

⁵⁰⁶ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵⁰⁷ Participant satisfaction results are not shown if there is insufficient data in the group.

⁵⁰⁸ 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 Q2. The charts show trends in complaints experience since the December 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 participant 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.45 shows the numbers of complaints in 2020-21 Q2 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.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 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.47.

Table K.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 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q2. This table should be considered in conjunction with Table K.46. The list of complaint types is different to that which appears in Table K.46, as it is based on the options available on the 'My Customer Requests' tile.

Table K.45 Complaints by quarter – Tasmania ^{509 510 511}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q2	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	8	0	8	7
Complaint about LAC Partner	6	0	6	5
Complaints about service providers	101	4	105	92
Complaints about the Agency	1,121	75	1,196	772
Critical/ Reportable Incident	33	32	65	59
Unclassified	36	0	36	32
Total	1,305	111	1,416	891
Total complaints made since 1 April 2017	1,216	111	1,327	
Complaints since 1 April 2017 as % of all access requests	4.6%	3.4%	4.5%	

Figure K.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania



⁵⁰⁹ Note that 68% of all complainants made only one complaint, 17% made two complaints and 15% made three or more complaints.

⁵¹⁰ % 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.

⁵¹¹ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table K.46 Complaints by type ('My Feedback' tile) – Tasmania

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	13	(15%)
Service Delivery	20	(24%)
Staff conduct	14	(17%)
Provider process	13	(15%)
Provider costs.	7	(8%)
Other	17	(20%)
Total	84	
<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	341	(38%)
Total	887	
<i>Unclassified</i>	35	
Participants total	1,006	

Table K.47 Complaints by type ('My Customer Requests' tile) – Tasmania

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		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%)
Total	8		0		8	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0		0	(0%)
LAC Fraud and Compliance	2	(33%)	0		2	(33%)
LAC Plan	0	(0%)	0		0	(0%)
LAC Process	1	(17%)	0		1	(17%)
LAC Resources	0	(0%)	0		0	(0%)
LAC Staff	3	(50%)	0		3	(50%)
LAC Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
Total	6		0		6	
<i>Complaints about service providers</i>						
Provider Finance	1	(6%)	0	(0%)	1	(5%)
Provider Fraud and Compliance	1	(6%)	2	(50%)	3	(14%)
Provider Service	12	(71%)	1	(25%)	13	(62%)
Provider Staff	3	(18%)	1	(25%)	4	(19%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	17		4		21	
<i>Complaints about the Agency</i>						
NDIA Access	19	(8%)	6	(8%)	25	(8%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	25	(11%)	8	(11%)	33	(11%)
NDIA Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
NDIA Plan	70	(29%)	25	(35%)	95	(31%)
NDIA Process	27	(11%)	9	(13%)	36	(12%)
NDIA Resources	5	(2%)	1	(1%)	6	(2%)
NDIA Staff	19	(8%)	4	(6%)	23	(7%)
NDIA Timeliness	71	(30%)	18	(25%)	89	(29%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	238		71		309	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	10	(30%)	14	(44%)	24	(37%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	9	(27%)	6	(19%)	15	(23%)
Participant threat	8	(24%)	4	(13%)	12	(18%)
Provider reporting	6	(18%)	8	(25%)	14	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	33		32		65	
<i>Unclassified</i>	1		0		1	
Participants total	303		107		410	

Figure K.12 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Tasmania ⁵¹²

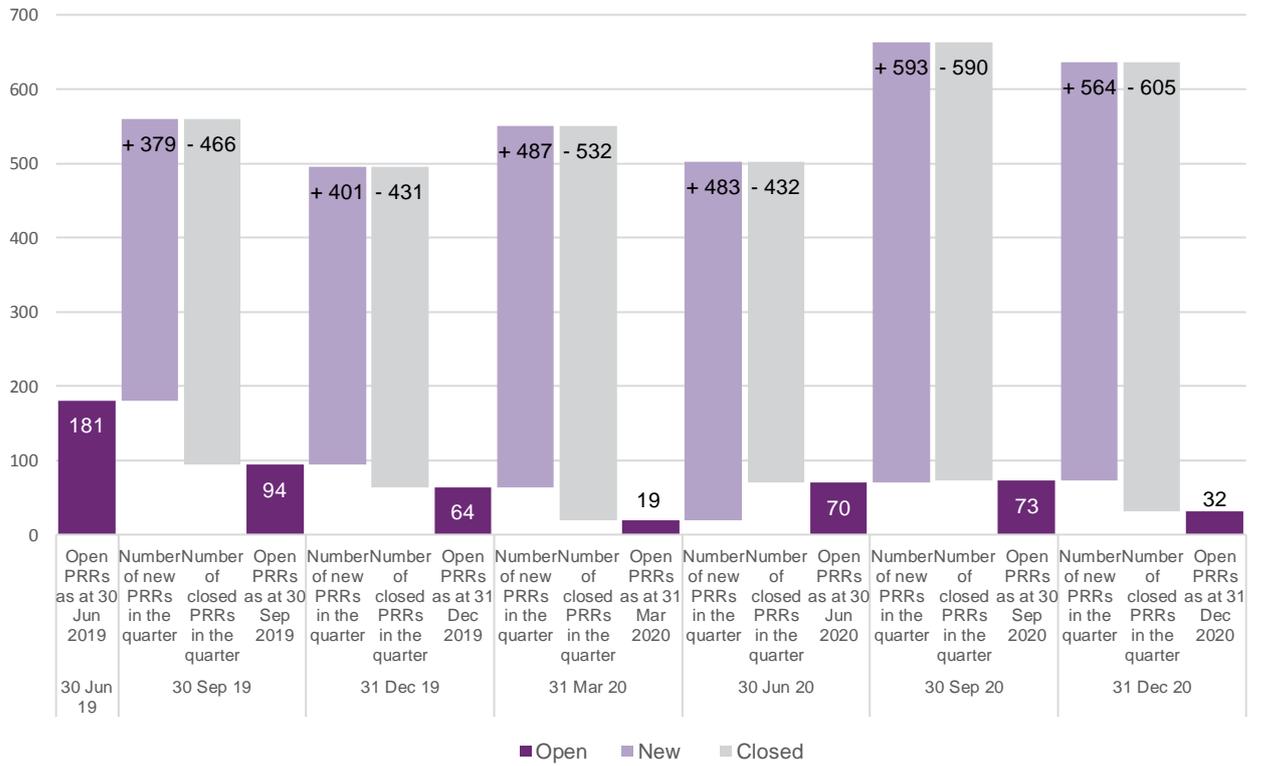
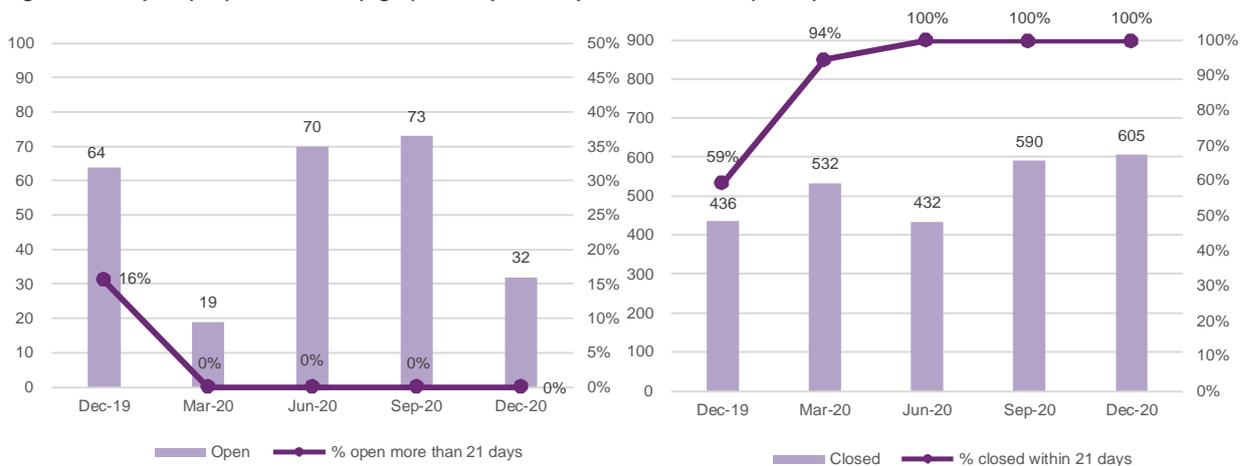


Table K.48 Summary of Open Participant Requested Reviews (PRRs) (s48) – Tasmania ⁵¹³

	As at 31 December 2020
Open PRRs	32
Number of PRRs open less than 21 days	32
Number of PRRs open more than 21 days	0
New PRRs in the quarter	564
Number of PRRs closed in the quarter	605
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

Figure K.13 Open (left) and closed (right) Participant Requested Reviews (PRRs) over time – Tasmania ⁵¹⁴



⁵¹² 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.

⁵¹³ 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.

⁵¹⁴ 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 31 December 2020.

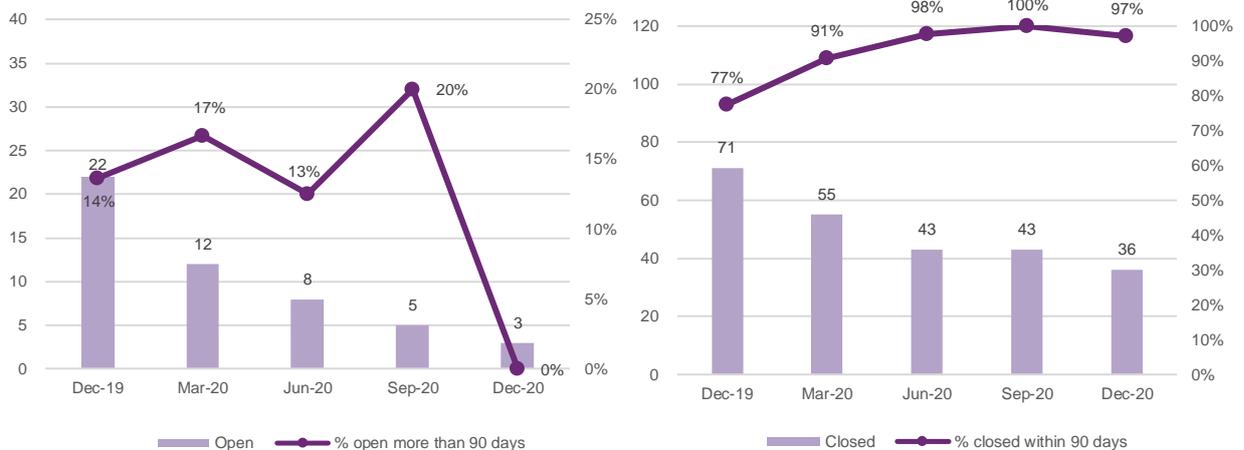
Figure K.14 RoRDs received and closed by quarter and open at the end of each quarter – Tasmania



Table K.49 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Tasmania ^{515 516}

	Access	Planning
Open RoRDs	3	101
Number of RoRDs open less than 90 days	3	100
Number of RoRDs open more than 90 days	0	1
New RoRDs in the quarter	34	153
Number of RoRDs closed in the quarter	36	119
Proportion closed within 90 days	97%	97%
Average days RoRDs took to close in the quarter	38	48

Figure K.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Tasmania ⁵¹⁷



⁵¹⁵ 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.

⁵¹⁶ 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.

⁵¹⁷ Numbers of open and closed RoRDs have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data.

Figure K.16 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Tasmania ⁵¹⁸

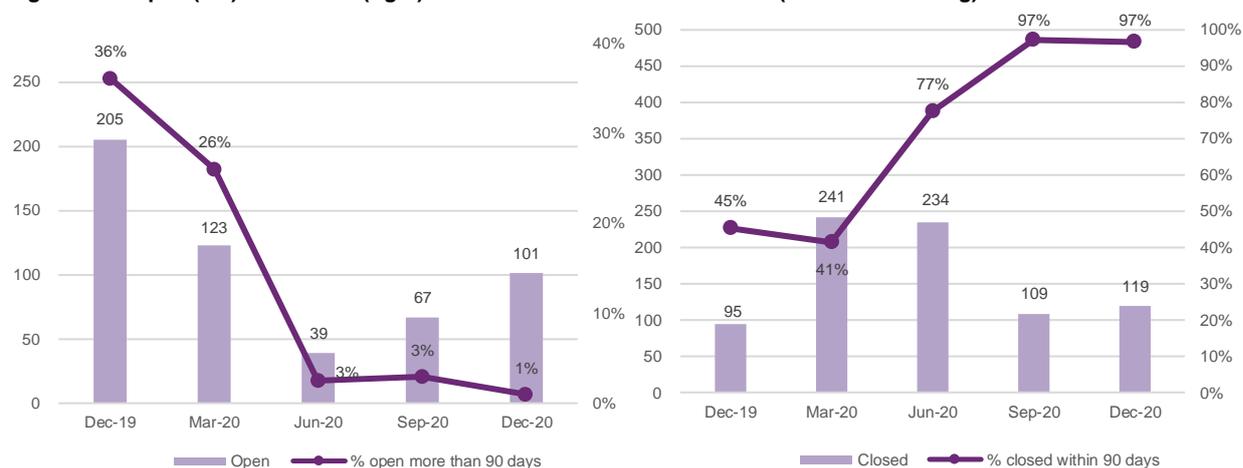


Table K.50 AAT Cases by category – Tasmania ^{519 520}

Category	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Total	61	100%	19	100%	80	100%
% of all access decisions	0.22%		0.64%		0.26%	

Figure K.17 Number and proportion of AAT cases over time cumulatively – Tasmania ⁵²¹

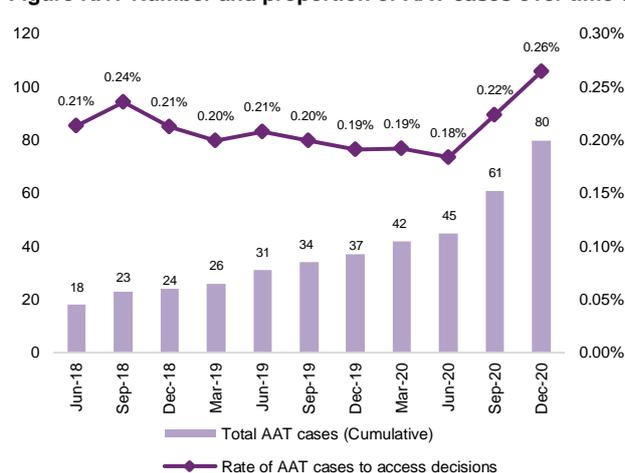


Table K.51 AAT cases by open/closed and decision – Tasmania

	N
AAT Cases	80
Open AAT Cases	33
Closed AAT Cases	47
<i>Resolved before hearing</i>	<i>47</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>

⁵¹⁸ Ibid.

⁵¹⁹ The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

⁵²⁰ % 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.

⁵²¹ 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 31 December 2020 – Tasmania ^{522 523}

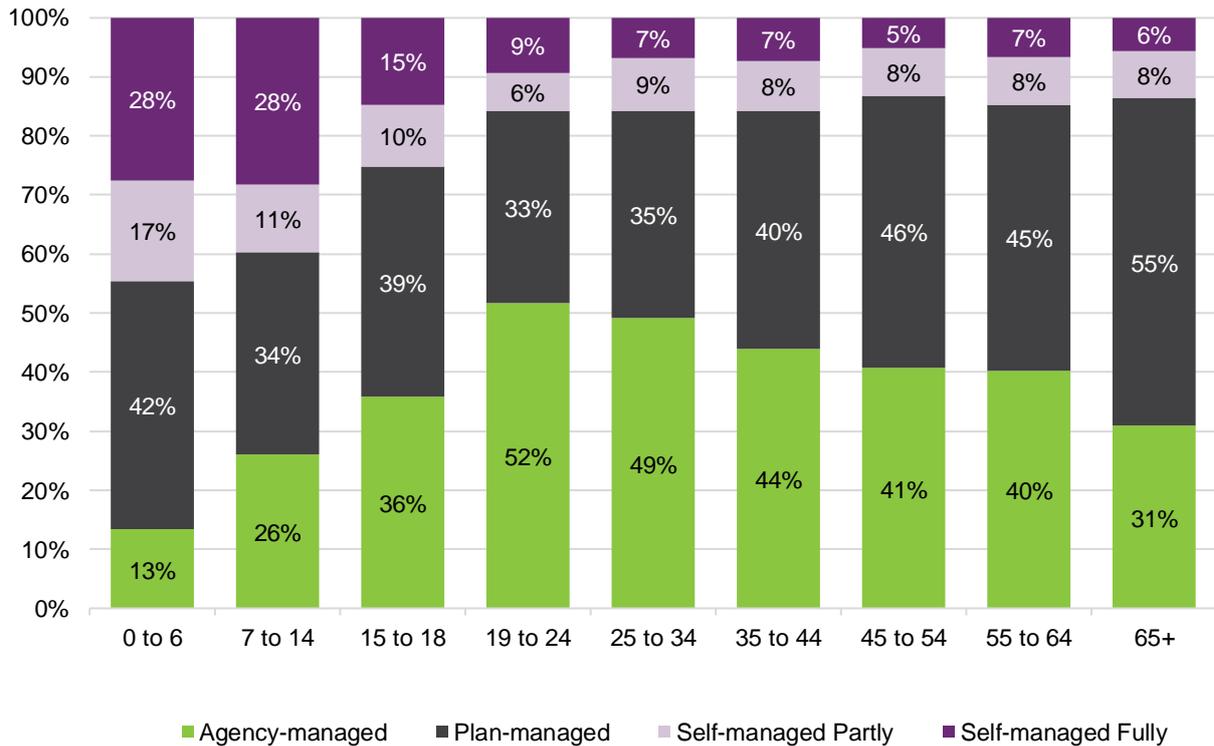
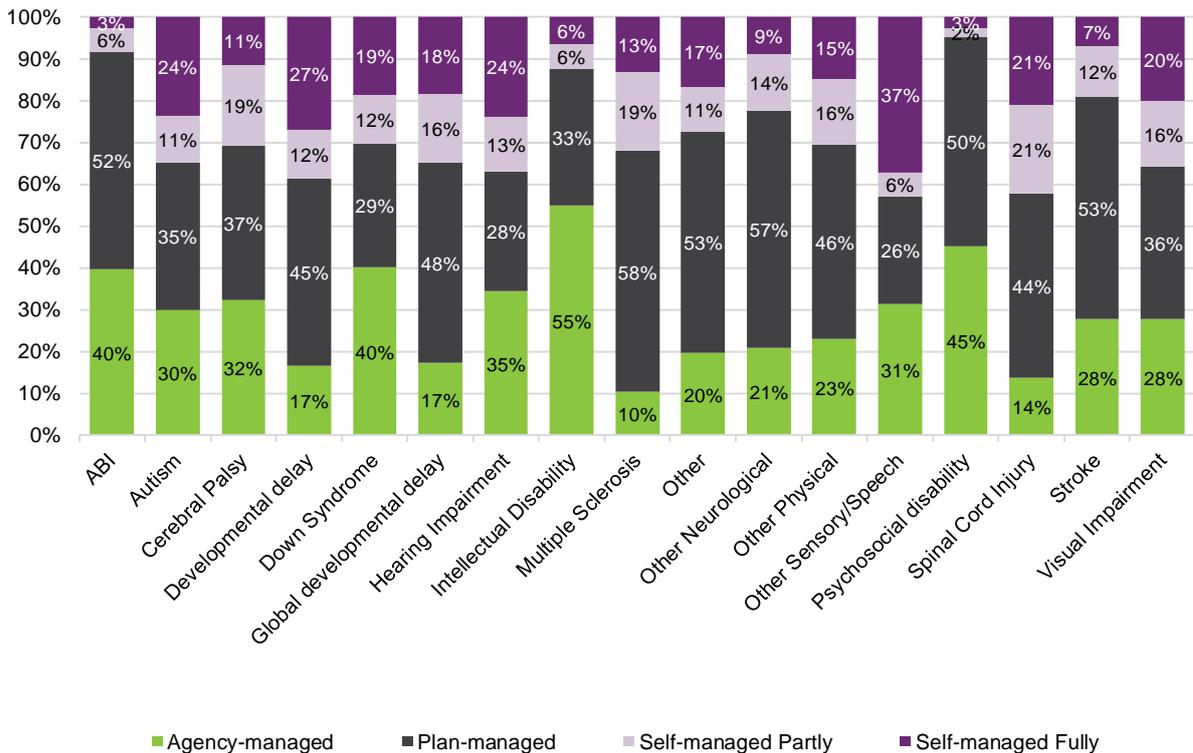


Figure K.19 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2020 – Tasmania ^{524 525}



⁵²² For the total number of active participants in each age group, see Table K.14.

⁵²³ 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.

⁵²⁴ For the total number of active participants in each primary disability group, see Table K.12.

⁵²⁵ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Table K.52 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania ⁵²⁶

	Prior Quarters	2020-21 Q2	Total
Self-managed fully	16%	14%	15%
Self-managed partly	11%	9%	10%
Plan-managed	35%	51%	39%
Agency-managed	39%	26%	35%
Total	100%	100%	100%

Figure K.20 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania ⁵²⁷

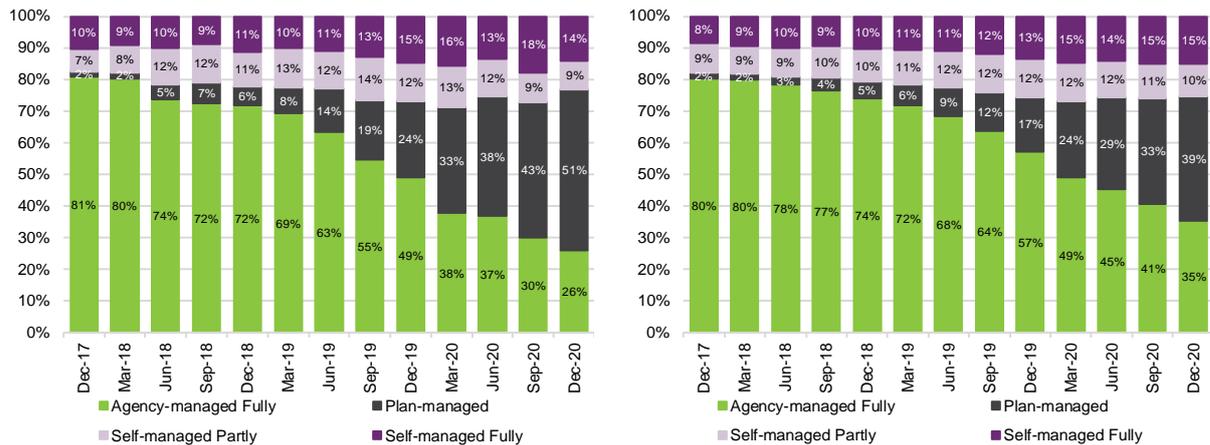
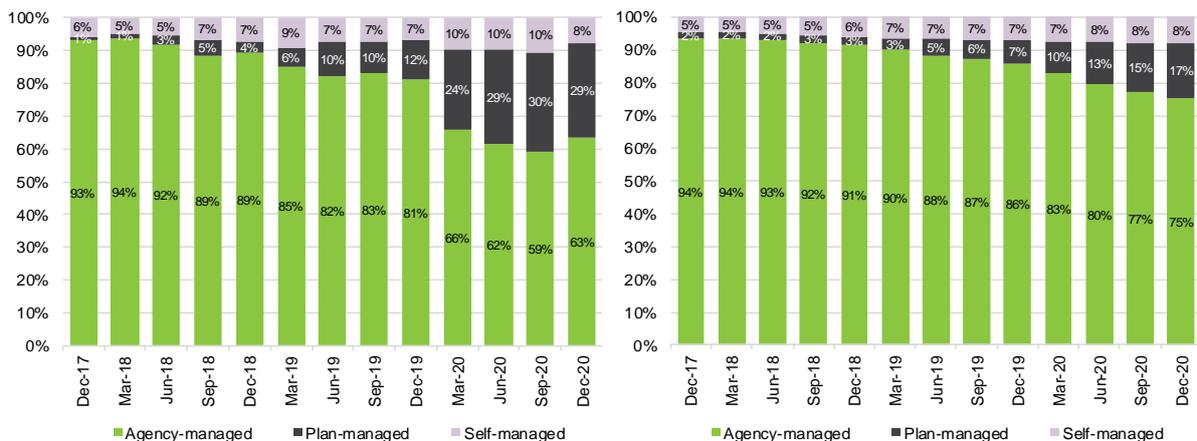


Table K.53 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania

	Prior Quarters	2020-21 Q2	Total
Self-managed	8%	8%	8%
Plan-managed	15%	29%	17%
Agency-managed	77%	63%	75%
Total	100%	100%	100%

Figure K.21 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania



⁵²⁶ Ibid.

⁵²⁷ 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.54 Distribution of active participants by support coordination and quarter of plan approval – Tasmania

	Prior Quarters	2020-21 Q2	Total
Support coordination	40%	54%	44%

Table K.55 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania ⁵²⁸

Plan activation	Prior Quarters (Transition Only)		2019-20 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	4,852	68%	361	66%	5,213	68%
30 to 59 days	765	11%	65	12%	830	11%
60 to 89 days	367	5%	38	7%	405	5%
Activated within 90 days	5,984	84%	464	85%	6,448	84%
90 to 119 days	245	3%	19	3%	264	3%
120 days and over	702	10%	13	2%	715	9%
Activated after 90 days	947	13%	32	6%	979	13%
No payments	219	3%	47	9%	266	3%
Total plans approved	7,150	100%	543	100%	7,693	100%

Table K.56 Proportion of participants who have activated within 12 months – Tasmania

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	563	594	95%
Not Aboriginal and Torres Strait Islander	5,276	5,509	96%
Not Stated	1,414	1,480	96%
Total	7,253	7,583	96%
by Culturally and Linguistically Diverse status			
CALD	226	234	97%
Not CALD	7,017	7,337	96%
Not Stated	<11	12	
Total	7,253	7,583	96%
by Remoteness			
Major Cities	<11	<11	
Regional	7,175	7,498	96%
Remote	78	85	92%
Missing	<11	<11	
Total	7,253	7,583	96%
by Primary Disability type			
Autism	2,297	2,418	95%
Intellectual Disability (including Down Syndrome)	2,195	2,292	96%
Psychosocial Disability	498	508	98%
Developmental Delay (including Global Developmental Delay)	296	326	91%
Other	1,967	2,039	96%
Total	7,253	7,583	96%

⁵²⁸ Plans approved after the end of 2019-20 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table K.57 Distribution of plans by utilisation – Tasmania ^{529 530}

Plan utilisation	Total
0 to 50%	37%
50% to 75%	20%
> 75%	43%
Total	100%

Table K.58 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ⁵³¹

	Prior Quarters	2020-21 Q2	Total
Daily Activities	10%	11%	10%
Health & Wellbeing	55%	59%	56%
Lifelong Learning	18%	17%	18%
Other	16%	20%	17%
Non-categorised	29%	28%	29%
Any mainstream service	95%	96%	95%

Part Four: Providers and the growing market

Table K.59 Key markets indicators by quarter – Tasmania ^{532 533}

Market indicators	Prior Quarters	2020-21 Q2
a) Average number of active providers per active participant	1.60	1.57
b) Number of providers delivering new types of supports	102	96
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	83%	81%
<i>Therapeutic Supports (%)</i>	83%	86%
<i>Participation in community, social and civic activities (%)</i>	80%	83%
<i>Early Intervention supports for early childhood (%)</i>	84%	88%
<i>Daily Personal Activities (%)</i>	83%	83%

Table K.60 Cumulative number of providers that have been ever active as at 31 December 2020 by quarter of activity – Tasmania ⁵³⁴

Activity	Number of providers
Active for the first time in 2020-21 Q2	39
Active in 2020-21 Q2 and also in previous quarters	438
Active in 2020-21 Q2	477
Inactive in 2020-21 Q2	666
Active ever	1,143

⁵²⁹ This table only considers participants with initial plans approved up to 30 June 2020, and includes committed supports and payments for supports provided up to 30 September 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁵³⁰ 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.

⁵³¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁵³² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵³³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵³⁴ Active providers refer to those who have received payment for support Agency-managed participants.

Table K.61 Cumulative number of providers that have been ever active by registration group – Tasmania ⁵³⁵

Registration Group	Prior Quarters	2020-21 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	22	3	25	14%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	112	3	115	3%
Assistance with travel/transport arrangements	114	8	122	7%
Daily Personal Activities	208	9	217	4%
Group and Centre Based Activities	139	5	144	4%
High Intensity Daily Personal Activities	133	4	137	3%
Household tasks	156	8	164	5%
Interpreting and translation	15	1	16	7%
Participation in community, social and civic activities	234	7	241	3%
Assistive Technology				
Assistive equipment for recreation	26	1	27	4%
Assistive products for household tasks	24	2	26	8%
Assistance products for personal care and safety	251	14	265	6%
Communication and information equipment	71	2	73	3%
Customised Prosthetics	64	1	65	2%
Hearing Equipment	26	3	29	12%
Hearing Services	4	1	5	25%
Personal Mobility Equipment	102	9	111	9%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	22	2	24	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	209	3	212	1%
Behaviour Support	74	3	77	4%
Community nursing care for high needs	30	5	35	17%
Development of daily living and life skills	145	7	152	5%
Early Intervention supports for early childhood	152	4	156	3%
Exercise Physiology and Physical Wellbeing activities	63	8	71	13%
Innovative Community Participation	26	2	28	8%
Specialised Driving Training	9	2	11	22%
Therapeutic Supports	437	16	453	4%
Capital services				
Home modification design and construction	42	4	46	10%
Specialist Disability Accommodation	14	1	15	7%
Vehicle Modifications	29	1	30	3%
Choice and control support services				
Management of funding for supports in participants plan	87	3	90	3%
Support Coordination	40	4	44	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	50	1	51	2%
Specialised Supported Employment	31	3	34	10%
Total approved active providers	1,104	39	1,143	4%

⁵³⁵ 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 K.62 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2020 – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	19	25	24%	76%	100%
Assistance Animals	1	8	9	11%	89%	100%
Assistance with daily life tasks in a group or shared living arrangement	13	102	115	11%	89%	100%
Assistance with travel/transport arrangements	17	105	122	14%	86%	100%
Daily Personal Activities	21	196	217	10%	90%	100%
Group and Centre Based Activities	11	133	144	8%	92%	100%
High Intensity Daily Personal Activities	10	127	137	7%	93%	100%
Household tasks	31	133	164	19%	81%	100%
Interpreting and translation	3	13	16	19%	81%	100%
Participation in community, social and civic activities	26	215	241	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	0	27	27	0%	100%	100%
Assistive products for household tasks	3	23	26	12%	88%	100%
Assistance products for personal care and safety	29	236	265	11%	89%	100%
Communication and information equipment	12	61	73	16%	84%	100%
Customised Prosthetics	7	58	65	11%	89%	100%
Hearing Equipment	4	25	29	14%	86%	100%
Hearing Services	0	5	5	0%	100%	100%
Personal Mobility Equipment	15	96	111	14%	86%	100%
Specialised Hearing Services	1	7	8	13%	88%	100%
Vision Equipment	0	24	24	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	43	169	212	20%	80%	100%
Behaviour Support	25	52	77	32%	68%	100%
Community nursing care for high needs	3	32	35	9%	91%	100%
Development of daily living and life skills	21	131	152	14%	86%	100%
Early Intervention supports for early childhood	45	111	156	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	13	58	71	18%	82%	100%
Innovative Community Participation	8	20	28	29%	71%	100%
Specialised Driving Training	3	8	11	27%	73%	100%
Therapeutic Supports	175	278	453	39%	61%	100%
Capital services						
Home modification design and construction	9	37	46	20%	80%	100%
Specialist Disability Accommodation	2	13	15	13%	87%	100%
Vehicle Modifications	4	26	30	13%	87%	100%
Choice and control support services						
Management of funding for supports in participants plan	12	78	90	13%	87%	100%
Support Coordination	9	35	44	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	46	51	10%	90%	100%
Specialised Supported Employment	4	30	34	12%	88%	100%
Total	282	861	1,143	25%	75%	100%

Table K.63 Number and proportion of providers active in 2020-21 Q2 by registration group and first quarter of activity – Tasmania

Registration Group	Active in previous quarters and in 2020-21 Q2	Active for the first time in 2020-21 Q2	Total	% active for the first time in 2020-21 Q2
Assistance services				
Accommodation / Tenancy Assistance	5	3	8	38%
Assistance Animals	8	0	8	0%
Assistance with daily life tasks in a group or shared living arrangement	72	3	75	4%
Assistance with travel/transport arrangements	62	8	70	11%
Daily Personal Activities	94	9	103	9%
Group and Centre Based Activities	64	5	69	7%
High Intensity Daily Personal Activities	67	4	71	6%
Household tasks	71	8	79	10%
Interpreting and translation	10	1	11	9%
Participation in community, social and civic activities	111	7	118	6%
Assistive Technology				
Assistive equipment for recreation	6	1	7	14%
Assistive products for household tasks	7	2	9	22%
Assistance products for personal care and safety	103	14	117	12%
Communication and information equipment	32	2	34	6%
Customised Prosthetics	23	1	24	4%
Hearing Equipment	4	3	7	43%
Hearing Services	1	1	2	50%
Personal Mobility Equipment	34	9	43	21%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	6	2	8	25%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	109	3	112	3%
Behaviour Support	38	3	41	7%
Community nursing care for high needs	18	5	23	22%
Development of daily living and life skills	63	7	70	10%
Early Intervention supports for early childhood	48	4	52	8%
Exercise Physiology and Physical Wellbeing activities	32	8	40	20%
Innovative Community Participation	7	2	9	22%
Specialised Driving Training	1	2	3	67%
Therapeutic Supports	187	16	203	8%
Capital services				
Home modification design and construction	16	4	20	20%
Specialist Disability Accommodation	8	1	9	11%
Vehicle Modifications	5	1	6	17%
Choice and control support services				
Management of funding for supports in participants plan	59	3	62	5%
Support Coordination	14	4	18	22%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	17	1	18	6%
Specialised Supported Employment	17	3	20	15%
Total	438	39	477	8%

Table K.64 Number and proportion of providers active in 2020-21 Q2 in each registration group by legal entity type – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	7	8	13%	88%	100%
Assistance Animals	1	7	8	13%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	66	75	12%	88%	100%
Assistance with travel/transport arrangements	9	61	70	13%	87%	100%
Daily Personal Activities	14	89	103	14%	86%	100%
Group and Centre Based Activities	6	63	69	9%	91%	100%
High Intensity Daily Personal Activities	4	67	71	6%	94%	100%
Household tasks	15	64	79	19%	81%	100%
Interpreting and translation	3	8	11	27%	73%	100%
Participation in community, social and civic activities	17	101	118	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	0	7	7	0%	100%	100%
Assistive products for household tasks	0	9	9	0%	100%	100%
Assistance products for personal care and safety	9	108	117	8%	92%	100%
Communication and information equipment	4	30	34	12%	88%	100%
Customised Prosthetics	0	24	24	0%	100%	100%
Hearing Equipment	0	7	7	0%	100%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	5	38	43	12%	88%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	0	8	8	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	27	85	112	24%	76%	100%
Behaviour Support	12	29	41	29%	71%	100%
Community nursing care for high needs	3	20	23	13%	87%	100%
Development of daily living and life skills	11	59	70	16%	84%	100%
Early Intervention supports for early childhood	15	37	52	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	6	34	40	15%	85%	100%
Innovative Community Participation	0	9	9	0%	100%	100%
Specialised Driving Training	1	2	3	33%	67%	100%
Therapeutic Supports	75	128	203	37%	63%	100%
Capital services						
Home modification design and construction	2	18	20	10%	90%	100%
Specialist Disability Accommodation	1	8	9	11%	89%	100%
Vehicle Modifications	1	5	6	17%	83%	100%
Choice and control support services						
Management of funding for supports in participants plan	8	54	62	13%	87%	100%
Support Coordination	2	16	18	11%	89%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	2	16	18	11%	89%	100%
Specialised Supported Employment	1	19	20	5%	95%	100%
Total	133	344	477	28%	72%	100%

Figure K.22 Distribution of active providers in 2020-21 Q2 by their status in 2020-21 Q1 and payment band in 2020-21 Q2 – Tasmania ⁵³⁶



Part Five: Financial sustainability

Table K.65 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	65.1	99.4	189.1	392.4	658.1	403.7

⁵³⁶ 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 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Tasmania

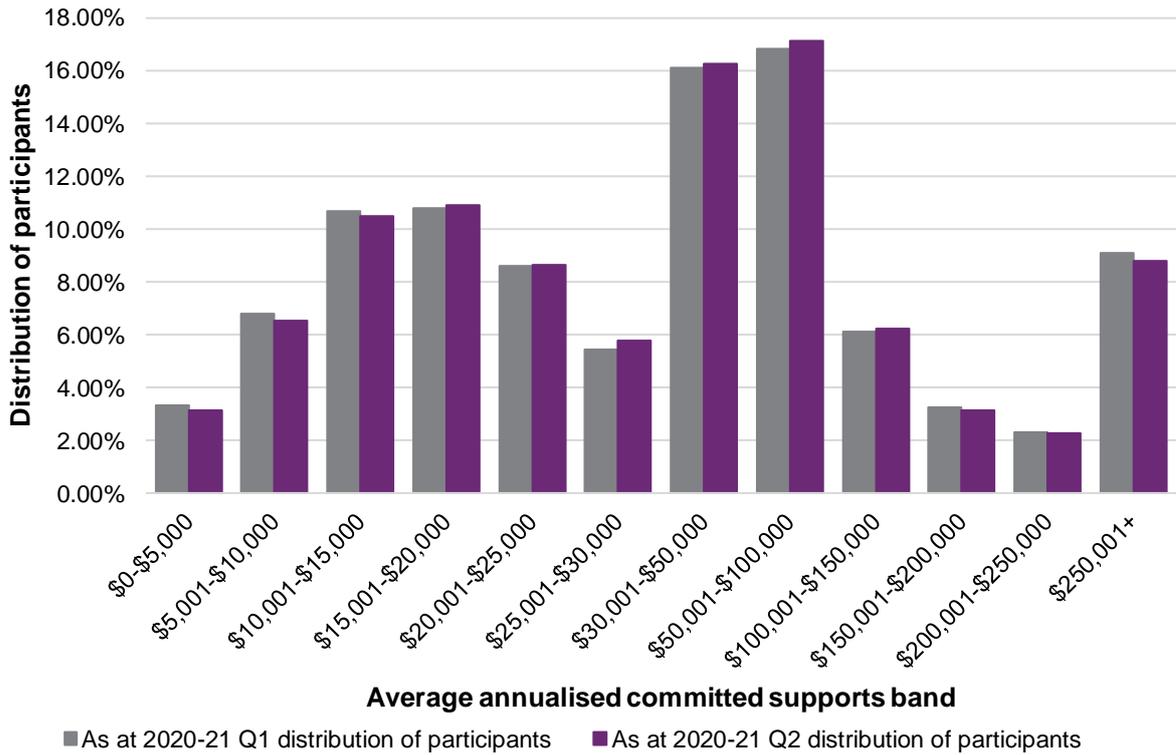


Figure K.24 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Tasmania

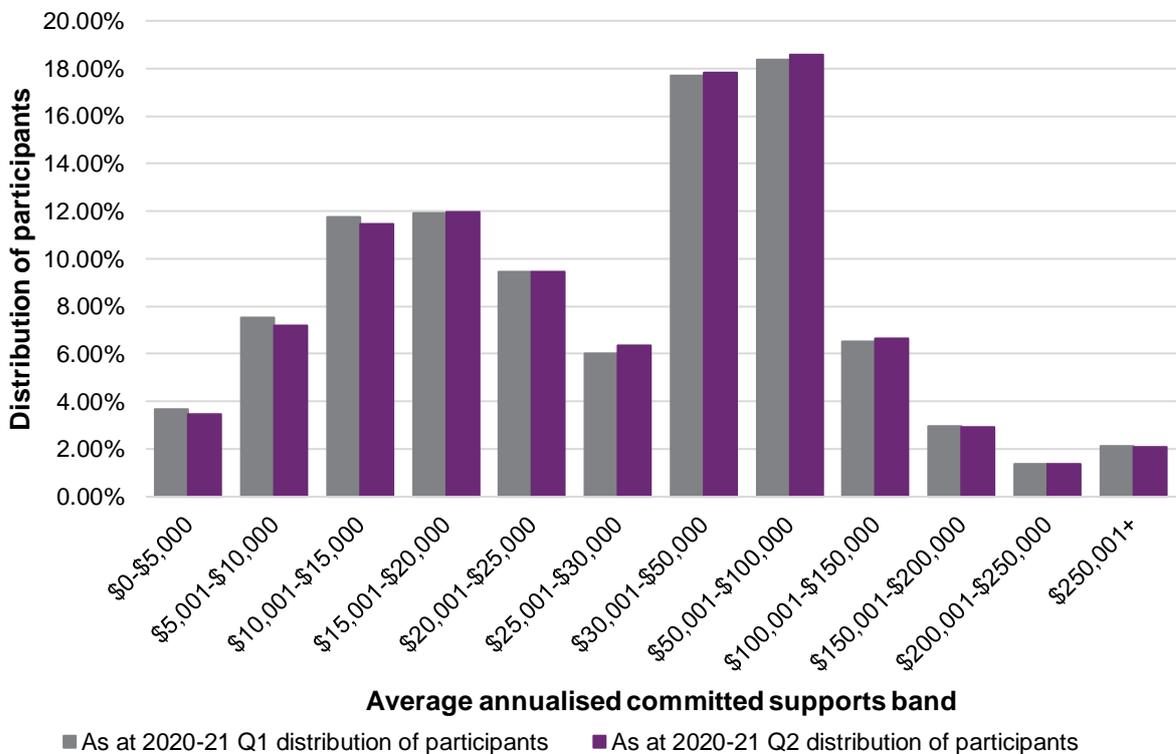


Figure K.25 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Tasmania

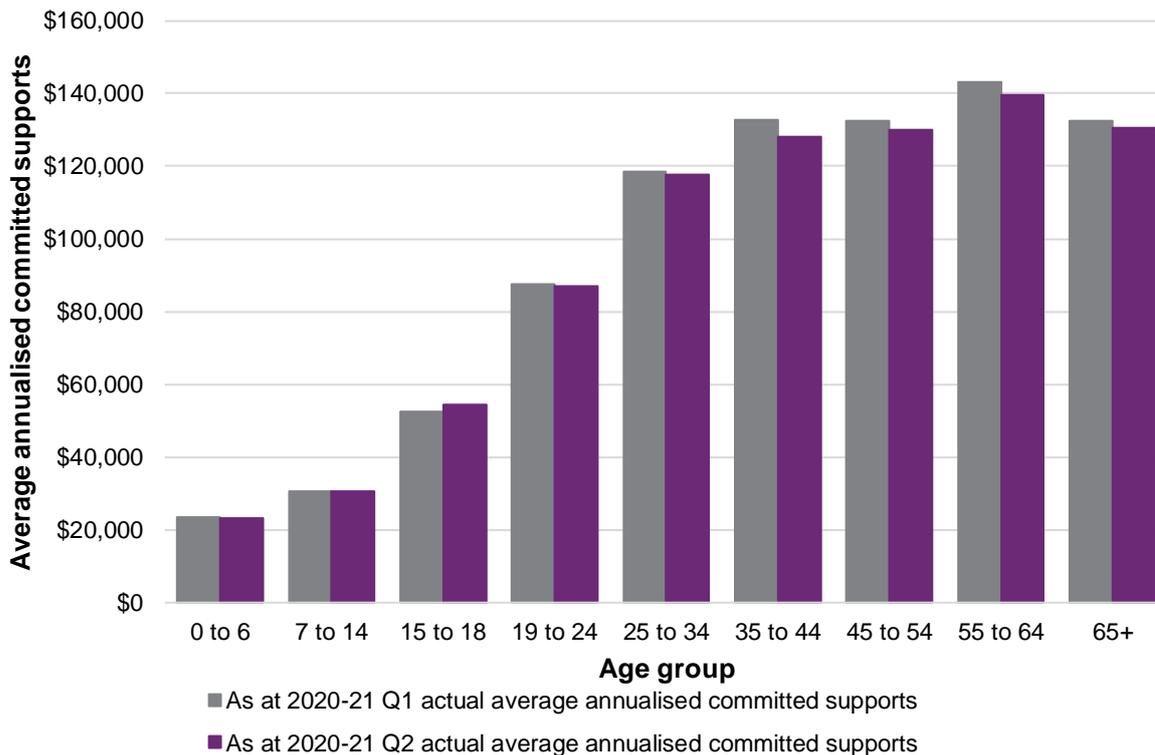


Figure K.26 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Tasmania

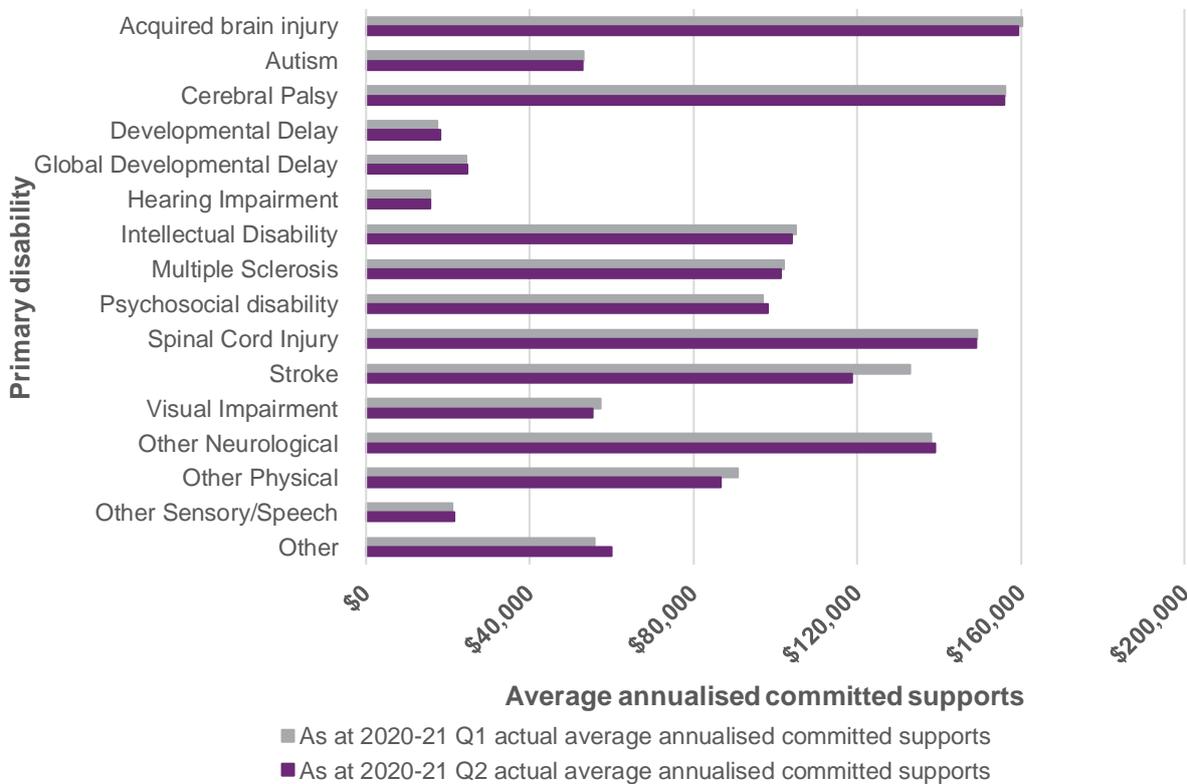


Figure K.27 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Tasmania ⁵³⁷

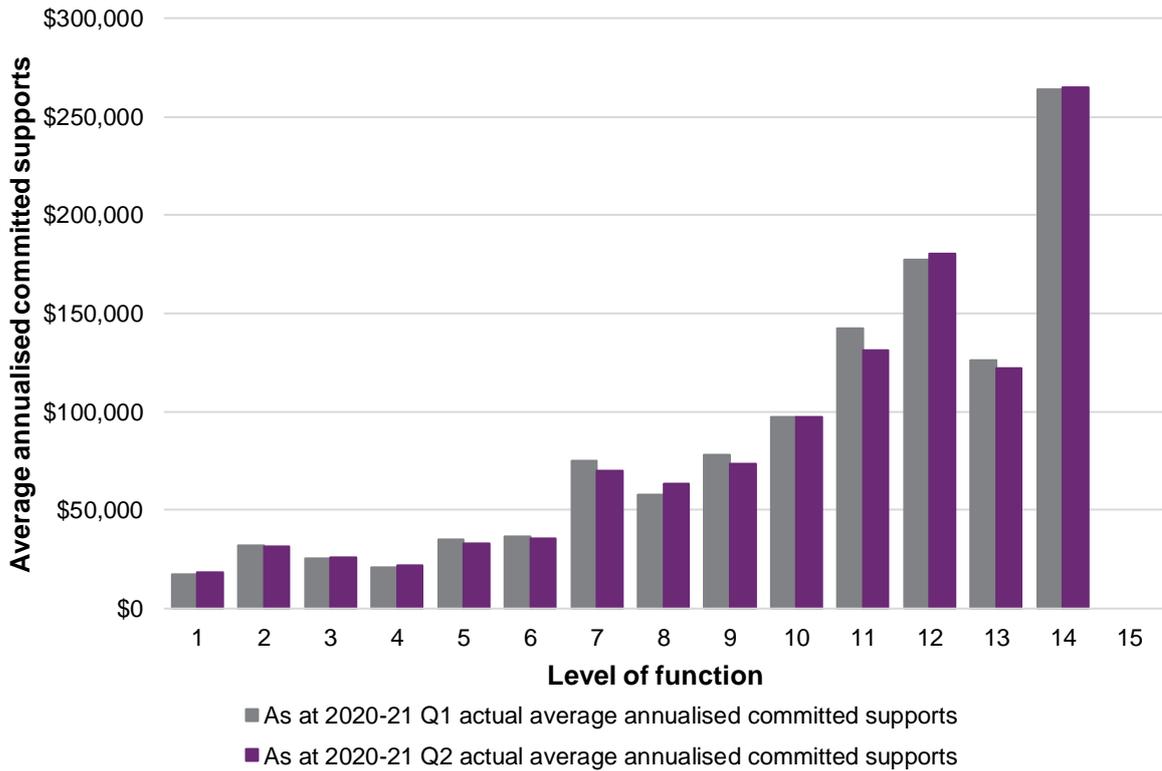
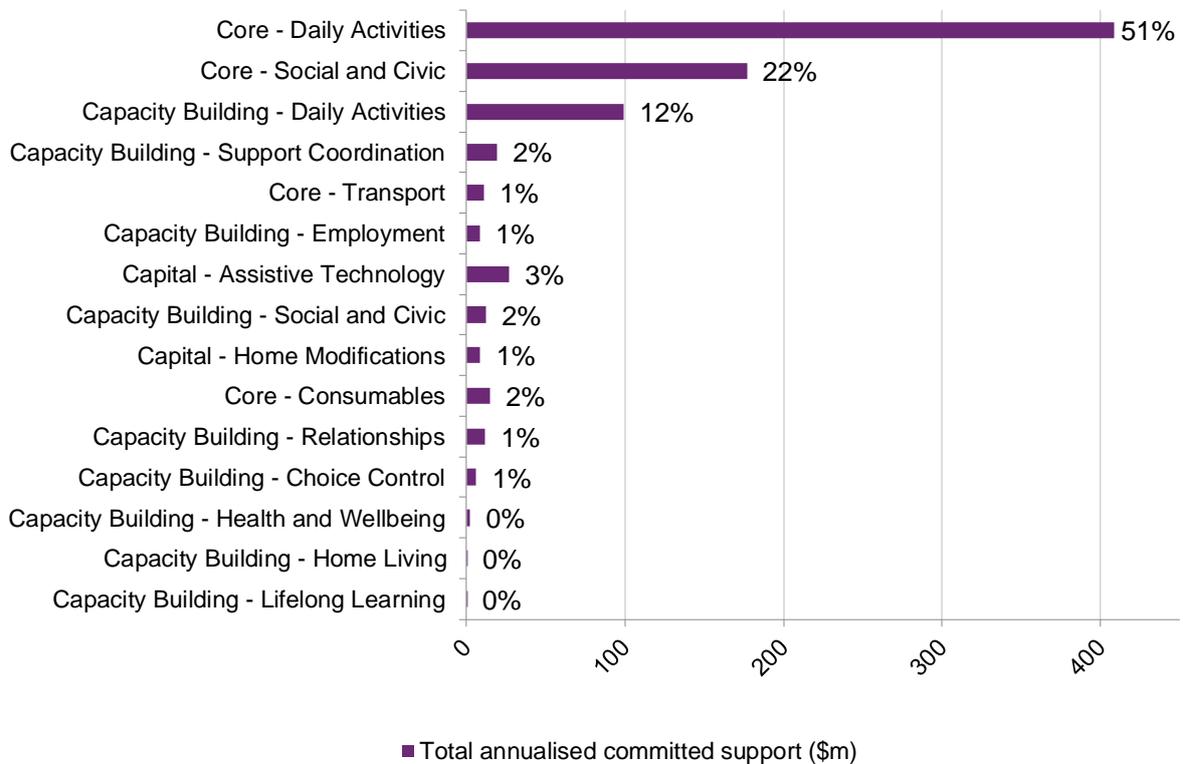


Figure K.28 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Tasmania



⁵³⁷ 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.66 Payments by financial year in which support was provided, 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	65.1	99.4	189.1	392.4	658.1	403.7
Total Paid	9.7	35.9	48.3	77.9	153.5	295.8	474.8	261.6
% utilised to date	56%	72%	74%	78%	81%	75%	72%	65%

Figure K.29 Utilisation of committed supports as at 30 September 2020 and 31 December 2020 – Tasmania

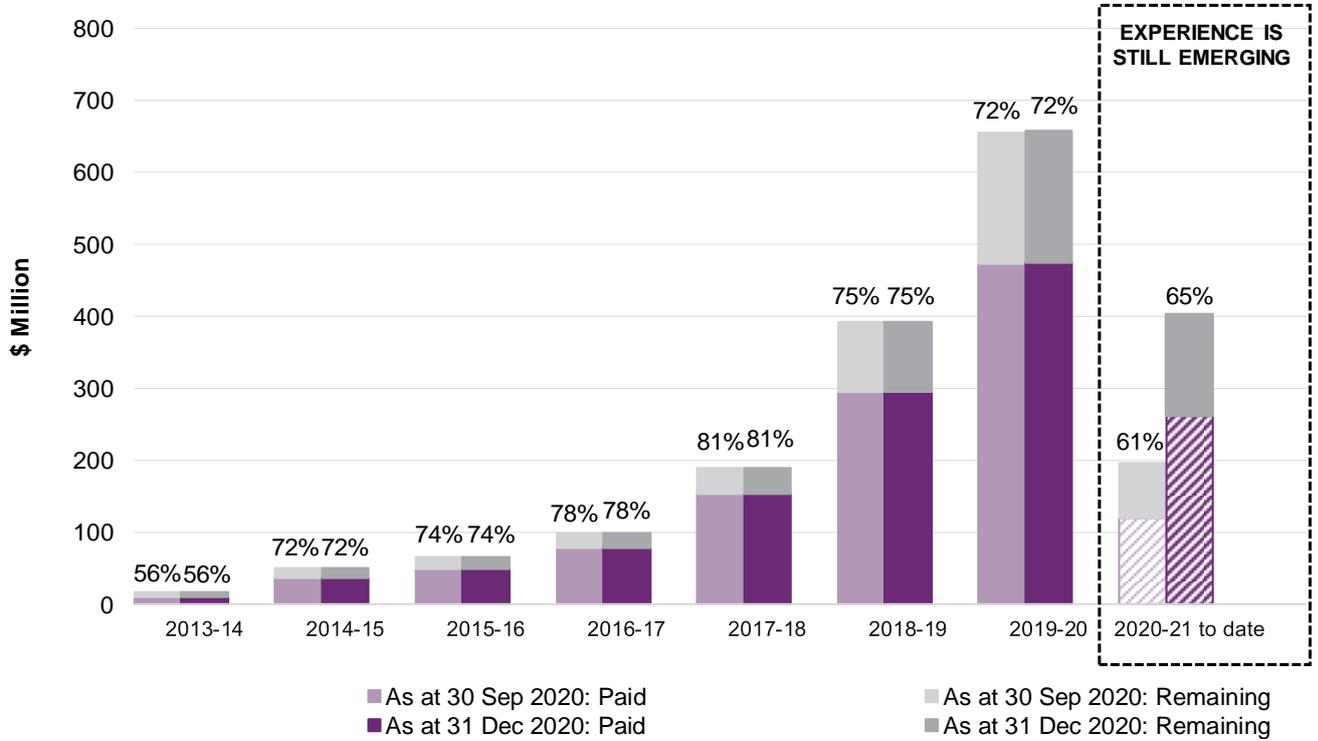


Figure K.30 Utilisation of committed supports by plan number from 1 April 2020 to 30 September 2020 – Tasmania ⁵³⁸

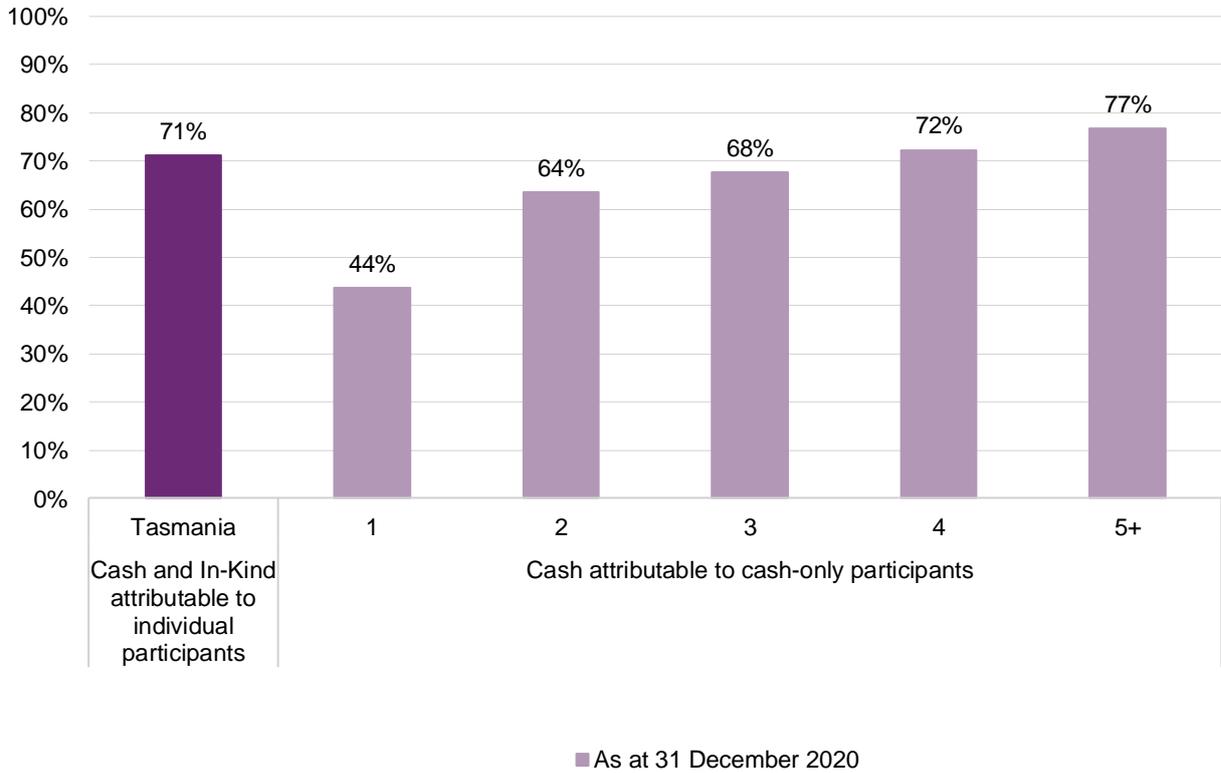
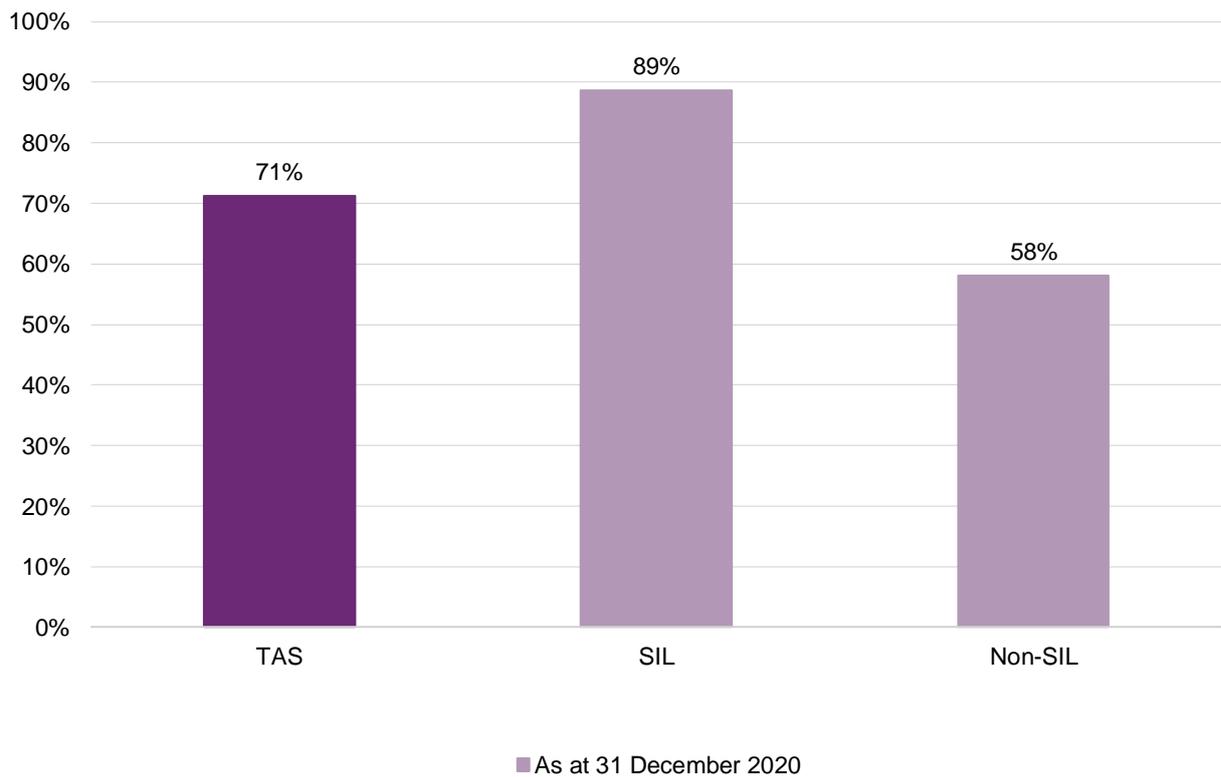


Figure K.31 Utilisation of committed supports by SIL status from 1 April 2020 to 30 September 2020 – Tasmania ⁵³⁹



⁵³⁸ 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 April 2020 to 30 September 2020 is shown, as experience in the most recent quarter is still emerging.

⁵³⁹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2020 to 30 September 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 April 2020 to 30 September 2020 – Tasmania ⁵⁴⁰

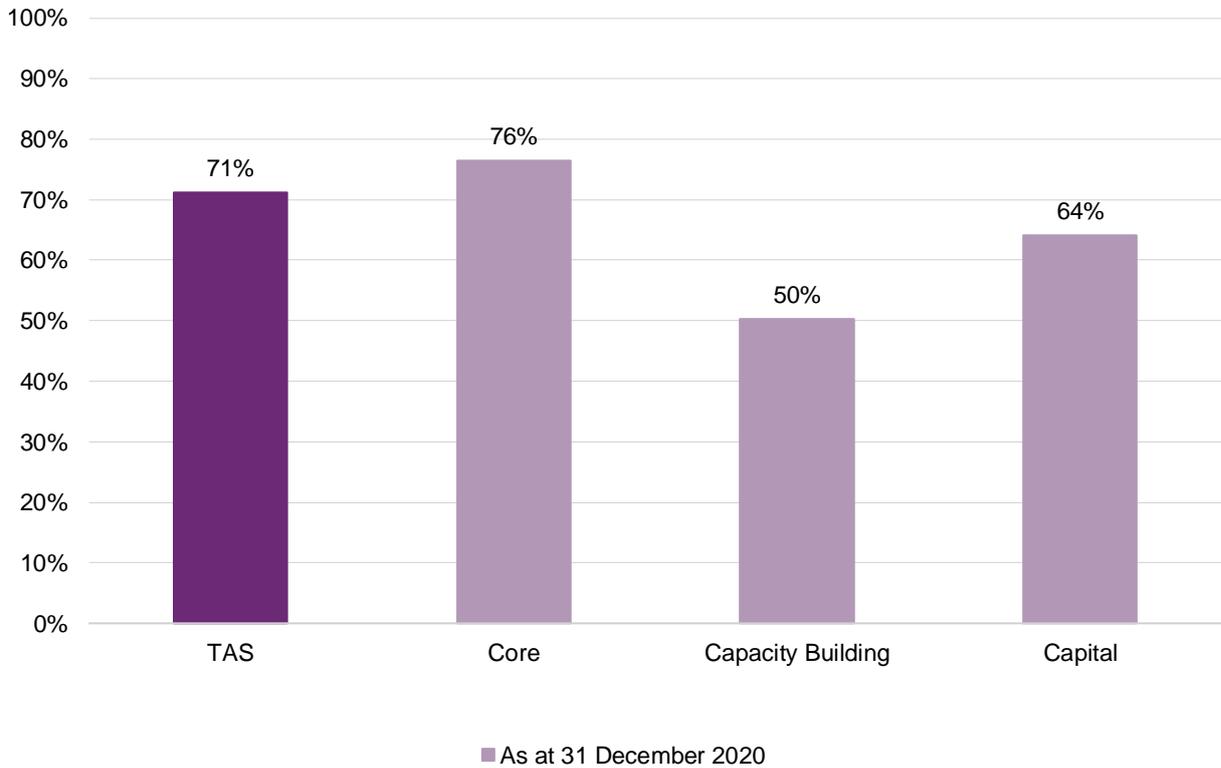
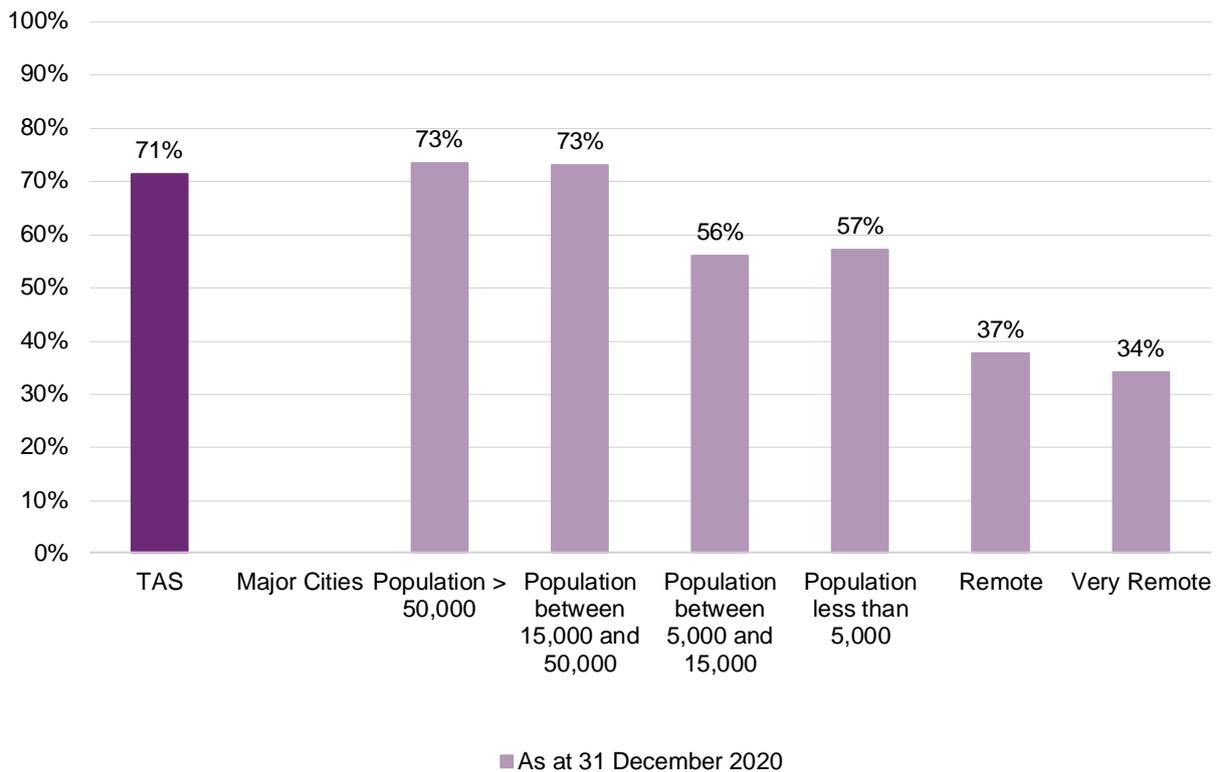


Figure K.33 Utilisation of committed supports by remoteness from 1 April 2020 to 30 September 2020 – Tasmania ^{541 542}



⁵⁴⁰ Ibid.

⁵⁴¹ Ibid.

⁵⁴² 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 ⁵⁴³

	Prior Quarters	2020-21 Q2	Total excluding ECEI	ECEI	Total including ECEI
Australian Capital Territory	7,863	283	8,146	124	8,270

Table L.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Australian Capital Territory ⁵⁴⁴

	Prior Quarters	2020-21 Q2	Total
Access decisions	11,045	396	11,441
Active Eligible	7,971	311	8,282
<i>New</i>	5,158	306	5,464
<i>State</i>	2,510	<11	2,512
<i>Commonwealth</i>	303	<11	306
Active Participant Plans (excl ECEI)	7,863	283	8,146
<i>New</i>	5,062	274	5,336
<i>State</i>	2,504	<11	2,507
<i>Commonwealth</i>	297	<11	303
Active Participant Plans	7,953	407	8,270
<i>Early Intervention (s25)</i>	2,841	130	2,971
<i>Permanent Disability (s24)</i>	5,022	153	5,175
<i>ECEI</i>	90	124	124

Table L.3 Exits from the Scheme since 1 July 2013 as at 31 December 2020 – Australian Capital Territory

Exits	Total
Total participant exits	1,021
<i>Early Intervention participants</i>	575
<i>Permanent disability participants</i>	446

⁵⁴³ 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.

⁵⁴⁴ 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 ^{545 546}

	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	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
End of 2020-21 Q2	2,507	303	5,336	124	8,270

Table L.5 Cumulative numbers of active participants by entry into the Scheme – Australian Capital Territory ^{547 548 549 550}

	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	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
End of 2020-21 Q2	2,971	5,175	124	8,270

Table L.6 Assessment of access by age group – Australian Capital Territory ⁵⁵¹

Age Group	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	2,732	93%	108	98%	2,840	93%
7 to 14	1,779	83%	61	82%	1,840	83%
15 to 18	581	86%	18	75%	599	85%
19 to 24	418	84%	12	67%	430	84%
25 to 34	673	79%	30	75%	703	79%
35 to 44	836	76%	27	73%	863	76%
45 to 54	921	75%	26	68%	947	75%
55 to 64	1,128	74%	33	65%	1,161	74%
65+	55	54%	<11		58	55%
Missing	<11		<11		<11	
Total	9,123	83%	318	80%	9,441	83%

⁵⁴⁵ This table shows the total numbers of active participants at the end of each period.

⁵⁴⁶ 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.

⁵⁴⁷ This table shows the total numbers of active participants at the end of each period.

⁵⁴⁸ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁵⁴⁹ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁵⁵⁰ 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.

⁵⁵¹ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table L.7 Assessment of access by disability – Australian Capital Territory⁵⁵²

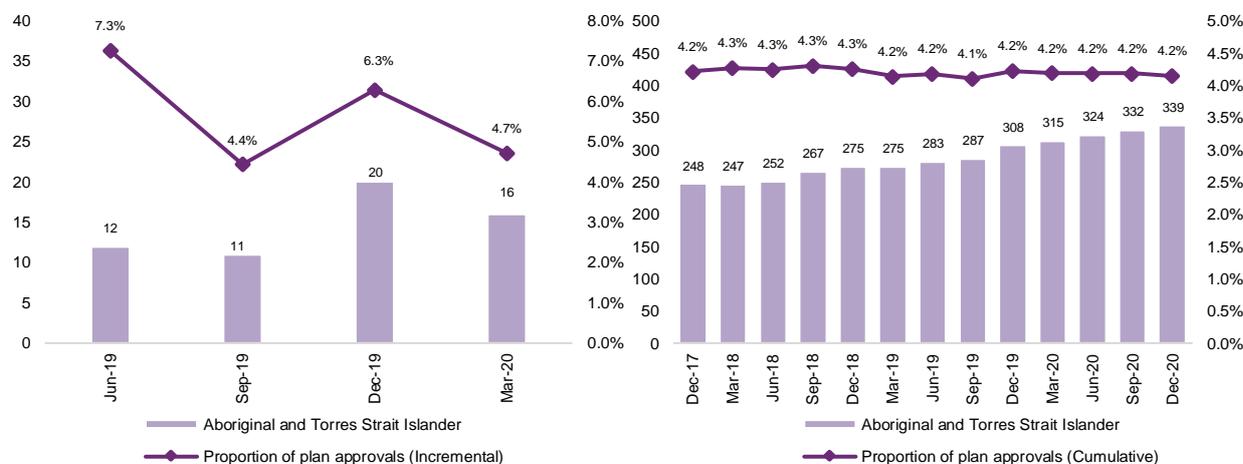
Disability	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	217	96%	<11		221	95%
Autism	2,370	96%	100	96%	2,470	96%
Cerebral Palsy	296	95%	<11		297	95%
Developmental Delay	1,081	92%	82	99%	1,163	93%
Global Developmental Delay	196	98%	<11		203	99%
Hearing Impairment	448	85%	<11		458	84%
Intellectual Disability	1,476	96%	21	95%	1,497	96%
Multiple Sclerosis	198	90%	<11		203	91%
Psychosocial disability	1,076	68%	40	63%	1,116	68%
Spinal Cord Injury	74	90%	<11		77	91%
Stroke	123	88%	<11		130	86%
Visual Impairment	181	91%	<11		184	91%
Other Neurological	422	73%	11	69%	433	72%
Other Physical	610	53%	12	41%	622	53%
Other Sensory/Speech	272	59%	<11		274	59%
Other	44	43%	<11		54	44%
Missing	39	38%	<11		39	38%
Total	9,123	83%	318	80%	9,441	83%

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

Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	325	4.1%	14	4.9%	339	4.2%
Not Aboriginal and Torres Strait Islander	6,485	82.5%	234	82.7%	6,719	82.5%
Not Stated	1,053	13.4%	35	12.4%	1,088	13.4%
Total	7,863	100%	283	100%	8,146	100%

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory^{553 554}



⁵⁵² Ibid.

⁵⁵³ 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.

⁵⁵⁴ 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.

Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	852	10.8%	40	14.1%	892	11.0%
Not culturally and linguistically diverse	6,931	88.1%	243	85.9%	7,174	88.1%
Not stated	80	1.0%	<11		80	1.0%
Total	7,863	100%	283	100%	8,146	100%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory⁵⁵⁵

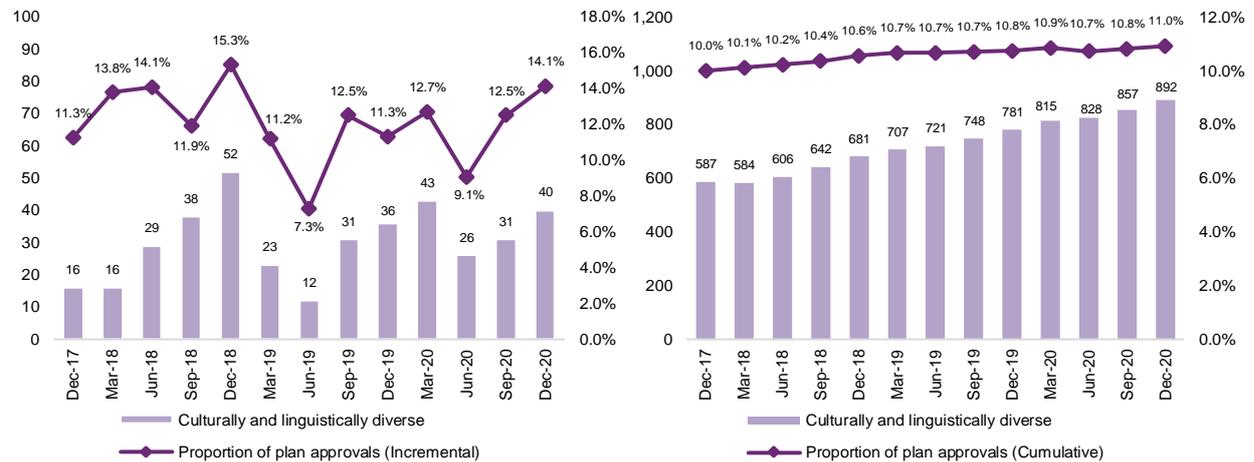


Table L.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2020 – Australian Capital Territory^{556 557}

Age group	Total
Total YPIRAC (under 65)	<11

Figure L.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Australian Capital Territory⁵⁵⁸



⁵⁵⁵ 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.

⁵⁵⁶ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

⁵⁵⁷ There are a further 27 active participants aged 65 years or over who are currently in residential aged care.

⁵⁵⁸ 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 after the September 2020 quarter.

Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory ^{559 560}

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Major cities	7,850	99.8%	283	100.0%	8,133	99.9%
Population > 50,000	<11		<11		<11	
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	7,863	100%	283	100%	8,146	100%

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 ^{561 562 563}

Disability	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Autism	2,289	29%	91	32%	2,380	29%
Intellectual Disability	1,391	18%	13	5%	1,404	17%
Psychosocial disability	965	12%	28	10%	993	12%
Developmental Delay	679	9%	80	28%	759	9%
Hearing Impairment	412	5%	<11		421	5%
Other Neurological	331	4%	14	5%	345	4%
Other Physical	502	6%	12	4%	514	6%
Cerebral Palsy	276	4%	<11		278	3%
ABI	193	2%	<11		197	2%
Global Developmental Delay	165	2%	<11		172	2%
Visual Impairment	165	2%	<11		168	2%
Multiple Sclerosis	187	2%	<11		192	2%
Stroke	110	1%	<11		116	1%
Spinal Cord Injury	65	1%	<11		66	1%
Other Sensory/Speech	99	1%	<11		99	1%
Other	34	0%	<11		42	1%
Total	7,863	100%	283	100%	8,146	100%

⁵⁵⁹ The distributions are calculated excluding active participants with a missing remoteness classification.

⁵⁶⁰ This table is based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

⁵⁶¹ Table order based on national proportions (highest to lowest).

⁵⁶² Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁵⁶³ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Australian Capital Territory (226).

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁶⁴

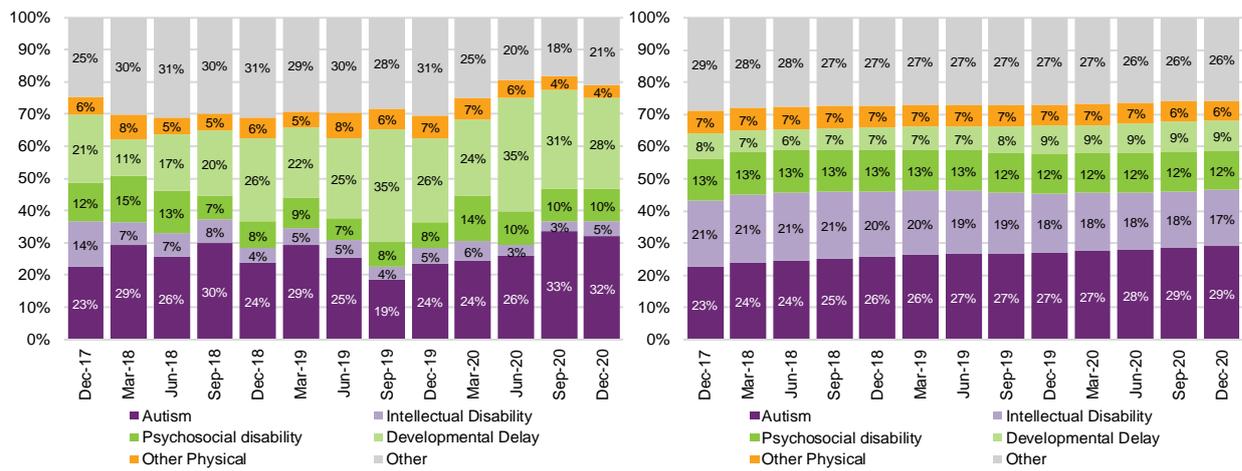


Table L.13 Participant profile per quarter by level of function – Australian Capital Territory ⁵⁶⁵

Level of Function	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	857	11%	66	23%	923	11%
2 (High Function)	15	0%	<11		15	0%
3 (High Function)	468	6%	17	6%	485	6%
4 (High Function)	802	10%	16	6%	818	10%
5 (High Function)	520	7%	25	9%	545	7%
6 (Moderate Function)	1,475	19%	78	28%	1,553	19%
7 (Moderate Function)	418	5%	<11		423	5%
8 (Moderate Function)	564	7%	22	8%	586	7%
9 (Moderate Function)	49	1%	<11		51	1%
10 (Moderate Function)	827	11%	21	7%	848	10%
11 (Low Function)	274	3%	<11		275	3%
12 (Low Function)	916	12%	20	7%	936	12%
13 (Low Function)	511	7%	<11		521	6%
14 (Low Function)	146	2%	<11		146	2%
15 (Low Function)	<11		<11		<11	
Missing	21		<11		21	
Total	7,863	100%	283	100%	8,146	100%

⁵⁶⁴ 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.

⁵⁶⁵ 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 ⁵⁶⁶

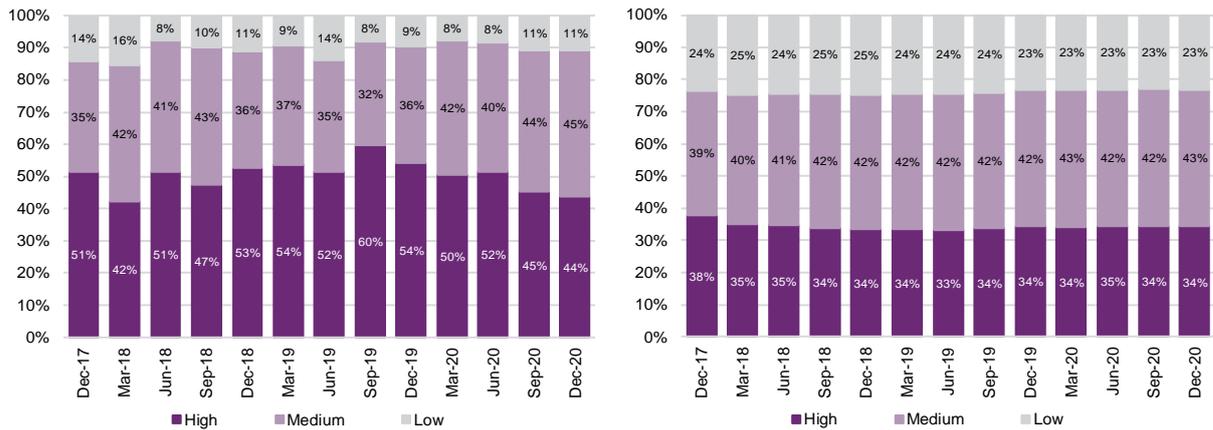
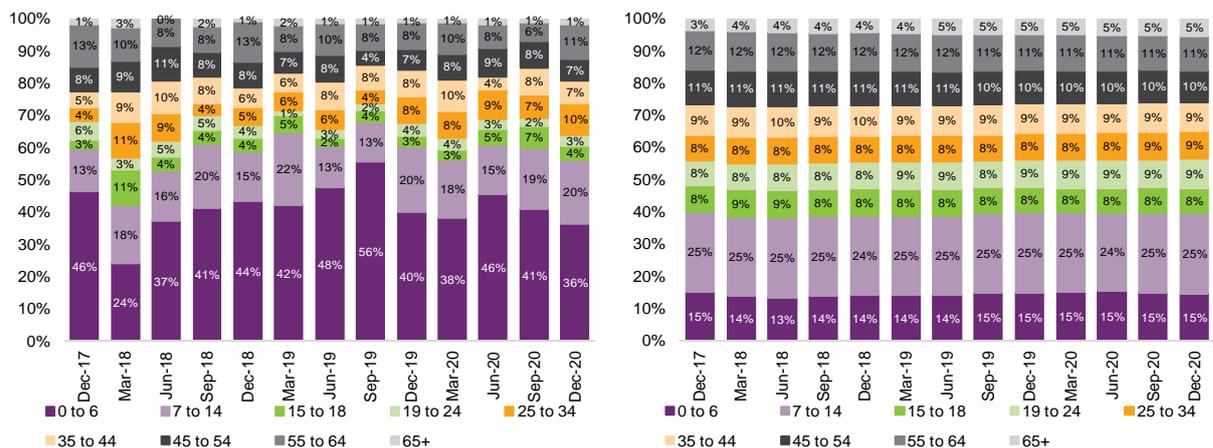


Table L.14 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,084	14%	103	36%	1,187	15%
7 to 14	1,997	25%	57	20%	2,054	25%
15 to 18	617	8%	12	4%	629	8%
19 to 24	729	9%	<11		738	9%
25 to 34	671	9%	28	10%	699	9%
35 to 44	711	9%	20	7%	731	9%
45 to 54	788	10%	19	7%	807	10%
55 to 64	849	11%	31	11%	880	11%
65+	417	5%	<11		421	5%
Total	7,863	100%	283	100%	8,146	100%

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁶⁷



⁵⁶⁶ 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.

⁵⁶⁷ Ibid.

Table L.15 Participant profile per quarter by gender – Australian Capital Territory

Gender	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Male	4,737	60%	156	55%	4,893	60%
Female	3,058	39%	123	43%	3,181	39%
Other	68	1%	<11		72	1%
Total	7,863	100%	283	100%	8,146	100%

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁶⁸

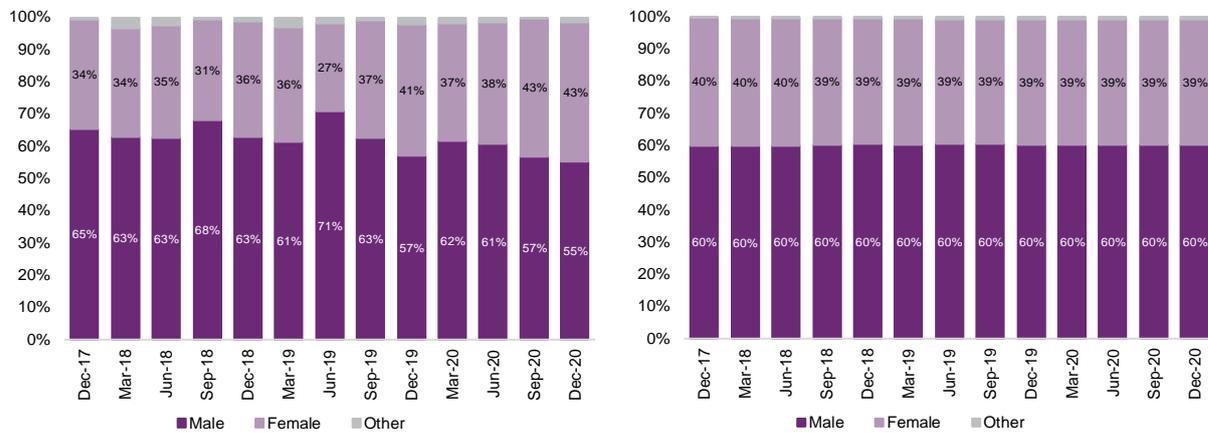


Table L.16 Participation rates by age group – Australian Capital Territory ⁵⁶⁹

	ACT
0-6	2.92%
7-14	4.76%
15-18	3.23%
19-24	1.77%
25-34	0.98%
35-44	1.14%
45-54	1.52%
55-64	2.02%
Total (aged 0-64)	2.04%

⁵⁶⁸ Ibid.

⁵⁶⁹ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table L.17 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory ⁵⁷⁰

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	198	162	323	394	168	1,245
Participant school to 14	196	171	266	318	139	1,090
Participant 15 to 24	158	75	79	84	44	440
Participant 25 and over	830	243	299	369	177	1,918
Total Participant	1,382	651	967	1,165	528	4,693
Family 0 to 14	329	314	571	699	305	2,218
Family 15 to 24	41	42	62	50	35	230
Family 25 and over	24	45	87	131	45	332
Total Family	394	401	720	880	385	2,780
Total	1,776	1,052	1,687	2,045	913	7,473

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		27%		
DL % who say their child is becoming more independent		45%		
CC % of children who have a genuine say in decisions about themselves		83%		
CC % who are happy with the level of independence/control they have now			37%	
CC % who choose who supports them			52%	69%
CC % who choose what they do each day			59%	77%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			25%	28%
CC % who want more choice and control in their life			75%	70%

⁵⁷⁰ Baseline outcomes for participants and/or their families and carers were collected for 93% 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%	66%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%			
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	60%	70%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			26%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	35%

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			83%	64%
HW	% who rate their health as good, very good or excellent			60%	40%
HW	% who did not have any difficulties accessing health services			74%	62%
LL	% who currently attend or previously attended school in a mainstream class			67%	
LL	% who participate in education, training or skill development				14%
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			27%	30%
WK	% who volunteer			12%	14%

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%	17%
% 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%	60%	59%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	81%	97%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	26%	24%	12%
% able to advocate for their child/family member	82%	73%	66%
% who have friends and family they see as often as they like	52%	47%	51%
% who feel very confident or somewhat confident in supporting their child's development	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		44%	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			33%
% who rate their health as good, very good or excellent	80%	65%	64%

Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=268) - participants who entered between 1 July 2016 and 31 December 2019 – Australian Capital Territory⁵⁷¹

Question	% Yes
DL Has the NDIS improved your child's development?	88%
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?	82%
REL Has the NDIS improved how your child fits into family life?	75%
S/CP Has the NDIS improved how your child fits into community life?	64%

Table L.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=406) - participants who entered between 1 July 2016 and 31 December 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?	65%
S/CP Has the NDIS improved your child's social and recreational life?	62%

⁵⁷¹ Results in Tables L.22 to L.25 include participants who entered between 1 July 2016 and 31 December 2019 and have had a first plan review to date.

Table L.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=101) and ‘Participant 25 and over’ (n=431) - participants who entered between 1 July 2016 and 31 December 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?	65%	74%
DL	Has the NDIS helped you with daily living activities?	65%	76%
REL	Has the NDIS helped you to meet more people?	40%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	54%	59%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	22%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	17%
S/CP	Has the NDIS helped you be more involved?	49%	56%

Table L.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=770); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=197) - participants who entered between 1 July 2016 and 31 December 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?	74%	59%
Has the NDIS improved the level of support for your family?	77%	69%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	80%	62%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	
Has the NDIS improved your health and wellbeing?	59%	42%

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=165) - participants who entered between 1 July 2016 and 31 December 2018 – Australian Capital Territory⁵⁷²

Question	Review 1	Review 2	Change	
DL	Has the NDIS improved your child's development?	90%	96%	+6%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	77%	84%	+7%
REL	Has the NDIS improved how your child fits into family life?	72%	78%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	66%	68%	+2%

⁵⁷² Results in Tables L.26 to L.29 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

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=240) - participants who entered between 1 July 2016 and 31 December 2018 – Australian Capital Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	76%	80%	+5%
LL	Has the NDIS improved your child's access to education?	55%	58%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	63%	67%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	61%	61%	+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=88) and ‘Participant 25 and over’ (n=299) - participants who entered between 1 July 2016 and 31 December 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?	66%	71%	+4%	68%	74%	+6%
DL	Has the NDIS helped you with daily living activities?	67%	68%	+1%	77%	80%	+3%
REL	Has the NDIS helped you to meet more people?	51%	50%	-1%	46%	48%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	15%	-5%	24%	23%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	56%	+11%	59%	64%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	32%	3%	27%	23%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	15%	+1%	15%	12%	-3%
S/CP	Has the NDIS helped you be more involved?	52%	56%	+5%	54%	55%	+0%

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=334); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=57) - participants who entered between 1 July 2016 and 31 December 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?	74%	74%	-0%	41%	55%	+14%
Has the NDIS improved the level of support for your family?	76%	81%	+5%	74%	69%	-5%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	81%	84%	+3%	64%	61%	-2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	84%	+1%			
Has the NDIS improved your health and wellbeing?	55%	59%	+4%	52%	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=92) - participants who entered between 1 July 2016 and 31 December 2017 – Australian Capital Territory⁵⁷³

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	90%	96%	96%	+6%
DL Has the NDIS improved your child's access to specialist services?	93%	94%	96%	+2%
CC Has the NDIS helped increase your child's ability to communicate what they want?	84%	92%	78%	-6%
REL Has the NDIS improved how your child fits into family life?	69%	83%	74%	+5%
S/CP Has the NDIS improved how your child fits into community life?	63%	67%	57%	-6%

⁵⁷³ Results in Tables L.30 to L.35 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table L.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=165) - participants who entered between 1 July 2016 and 31 December 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?	70%	78%	79%	+9%
LL	Has the NDIS improved your child's access to education?	39%	44%	54%	+14%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	54%	60%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	53%	58%	+12%

Table L.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=87) - participants who entered between 1 July 2016 and 31 December 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%	61%	62%	+2%
	Has the NDIS helped you with daily living activities?	54%	64%	64%	+10%
	Has the NDIS helped you to meet more people?	44%	46%	43%	-1%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	15%	20%	20%	+5%
	Has your involvement with the NDIS improved your health and wellbeing?	52%	57%	55%	+3%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	24%	24%	-5%
	Has your involvement with the NDIS helped you find a job that's right for you?	17%	18%	10%	-7%
	Has the NDIS helped you be more involved?	52%	61%	58%	+6%

Table L.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=427) - participants who entered between 1 July 2016 and 31 December 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?	73%	77%	81%	+9%
Has the NDIS helped you with daily living activities?	76%	82%	87%	+11%
Has the NDIS helped you to meet more people?	51%	53%	57%	+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%	65%	69%	+12%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	31%	29%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	13%	16%	16%	+3%
Has the NDIS helped you be more involved?	58%	63%	66%	+7%

Table L.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=177) - participants who entered between 1 July 2016 and 31 December 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?	61%	68%	73%	+12%
Has the NDIS improved the level of support for your family?	70%	78%	81%	+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?	74%	80%	82%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	84%	83%	+4%
Has the NDIS improved your health and wellbeing?	40%	47%	50%	+9%

Table L.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=25) - participants who entered between 1 July 2016 and 31 December 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?	52%	68%	60%	+8%
Has the NDIS improved the level of support for your family?	60%	59%	64%	+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?	52%	62%	69%	+17%
Has the NDIS improved your health and wellbeing?	60%	59%	47%	-13%

There is insufficient data to show results for “Has the NDIS helped” questions answered at participants’ 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 first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=61) - participants who entered between 1 July 2016 and 31 December 2016 – Australian Capital Territory ⁵⁷⁴

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?	50%	67%	73%	73%	+23%
LL Has the NDIS improved your child's access to education?	36%	41%	41%	49%	+13%
REL Has the NDIS improved your child's relationships with family and friends?	49%	59%	60%	69%	+20%
S/CP Has the NDIS improved your child's social and recreational life?	42%	55%	56%	57%	+15%

⁵⁷⁴ Results in Tables L.36 to L.39 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table L.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 15 to 24’ (n=51) - participants who entered between 1 July 2016 and 31 December 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?	61%	71%	69%	73%	+11%
DL	Has the NDIS helped you with daily living activities?	52%	57%	64%	69%	+17%
REL	Has the NDIS helped you to meet more people?	45%	55%	43%	57%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	16%	11%	9%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	41%	42%	40%	-3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	30%	19%	18%	-10%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	16%	19%	16%	0%
S/CP	Has the NDIS helped you be more involved?	39%	48%	44%	44%	+6%

Table L.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=200) - participants who entered between 1 July 2016 and 31 December 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?	75%	76%	82%	83%	+8%
DL	Has the NDIS helped you with daily living activities?	75%	81%	81%	85%	+10%
REL	Has the NDIS helped you to meet more people?	51%	56%	60%	63%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	20%	16%	21%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	63%	66%	67%	72%	+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?	30%	26%	23%	27%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	17%	17%	18%	-5%
S/CP	Has the NDIS helped you be more involved?	56%	59%	64%	64%	+8%

Table L.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=41) - participants who entered between 1 July 2016 and 31 December 2016 – Australian Capital Territory

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?	50%	59%	67%	76%	+26%
Has the NDIS improved the level of support for your family?	56%	79%	69%	80%	+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?	65%	79%	74%	80%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	60%	72%	67%	80%	+20%
Has the NDIS improved your health and wellbeing?	34%	46%	44%	59%	24%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third and fourth plan review, for 'Family 15 to 24' and 'Family 25 and over' combined.

Table L.40 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=403), ‘participant social and community engagement rate’ (n=402) and ‘parent and carer employment rate’ (n=363) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2018 – Australian Capital Territory ⁵⁷⁵

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	13%	17%	21%	24%
Aged 25+	34%	31%	31%	
Aged 15+ (Average)	29%	28%	29%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	32%	33%	32%	50%
Aged 25+	40%	45%	45%	
Aged 15+ (Average)	39%	42%	42%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	58%	62%	64%	50%
Aged 15+	55%	60%	59%	
All ages (Average)	58%	61%	63%	

⁵⁷⁵ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

Table L.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=493), 'participant social and community engagement rate' (n=496) and 'parent and carer employment rate' (n=171) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2017 – Australian Capital Territory ⁵⁷⁶

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	23%	27%	32%	34%	24%
Aged 25+	34%	33%	30%	33%	
Aged 15+ (Average)	33%	32%	31%	33%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	31%	32%	29%	33%	50%
Aged 25+	40%	43%	46%	47%	
Aged 15+ (Average)	39%	42%	44%	46%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	46%	52%	56%	58%	50%
Aged 15+	Numbers are too small				
All ages (Average)	47%	52%	56%	56%	

Table L.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=249), 'participant social and community engagement rate' (n=246) and 'parent and carer employment rate' (n=41) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Australian Capital Territory ⁵⁷⁷

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+	29%	29%	27%	26%	27%	
Aged 15+ (Average)	27%	29%	27%	27%	27%	
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+	31%	35%	45%	50%	48%	
Aged 15+ (Average)	31%	35%	44%	48%	47%	
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)	49%	53%	55%	64%	61%	

⁵⁷⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

⁵⁷⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fourth plan review to date.

Table L.43 Number of active plans by goal type and primary disability – Australian Capital Territory ⁵⁷⁸

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	140	139	31	45	144	64	55	197
Autism	435	2,013	953	823	1,085	1,412	160	467	2,380
Cerebral Palsy	73	220	171	59	51	168	60	67	278
Developmental Delay	113	705	327	429	310	256	12	1	759
Down Syndrome	47	191	135	40	59	159	58	95	226
Global Developmental Delay	21	156	77	112	75	55	3	0	172
Hearing Impairment	101	302	100	94	62	186	66	79	421
Intellectual Disability	256	914	546	283	357	756	259	385	1,178
Multiple Sclerosis	67	139	135	12	22	107	69	45	192
Psychosocial disability	242	605	676	205	221	708	375	318	993
Spinal Cord Injury	16	46	41	13	7	37	21	21	66
Stroke	31	91	69	8	22	71	27	23	116
Visual Impairment	50	144	71	40	14	110	43	51	168
Other Neurological	88	263	208	54	64	213	97	61	345
Other Physical	118	397	340	63	68	298	131	83	514
Other Sensory/Speech	27	81	33	43	34	41	4	4	99
Other	15	35	17	6	7	27	15	8	42
Total	1,756	6,442	4,038	2,315	2,503	4,748	1,464	1,763	8,146

Table L.44 Number of goals in active plans by goal type and primary disability – Australian Capital Territory ⁵⁷⁹

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	218	164	34	52	159	75	57	823
Autism	509	4,045	1,127	998	1,293	1,666	164	492	10,294
Cerebral Palsy	91	402	201	70	55	197	64	69	1,149
Developmental Delay	124	1,749	399	536	355	271	12	1	3,447
Down Syndrome	49	340	146	47	63	182	58	97	982
Global Developmental Delay	23	418	94	146	85	62	3	0	831
Hearing Impairment	114	480	112	107	69	221	69	82	1,254
Intellectual Disability	287	1,568	640	338	401	890	270	413	4,807
Multiple Sclerosis	73	204	174	12	23	121	73	47	727
Psychosocial disability	290	815	824	220	240	795	406	338	3,928
Spinal Cord Injury	20	67	52	15	7	48	24	22	255
Stroke	35	153	81	8	24	81	28	24	434
Visual Impairment	56	232	77	44	16	133	44	52	654
Other Neurological	104	424	259	70	66	240	108	66	1,337
Other Physical	137	593	409	67	72	332	143	90	1,843
Other Sensory/Speech	30	137	40	47	44	48	4	5	355
Other	17	61	22	8	7	29	16	9	169
Total	2,023	11,906	4,821	2,767	2,872	5,475	1,561	1,864	33,289

⁵⁷⁸ 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.

⁵⁷⁹ Participants have set over two million goals in total across Australia since July 2016. The 33,289 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

Table L.45 Number of active plans by goal type and age group – Australian Capital Territory ⁵⁸⁰

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	188	1,097	548	687	520	408	17	0	1,187
7 to 14	332	1,834	687	742	922	1,070	33	20	2,054
15 to 18	129	508	243	195	229	411	32	174	629
19 to 24	180	548	337	186	154	441	147	450	738
25 to 34	173	499	381	145	159	475	211	375	699
35 to 44	221	507	477	132	154	490	248	277	731
45 to 54	199	548	531	112	145	563	304	258	807
55 to 64	231	603	551	81	159	616	339	181	880
65+	103	298	283	35	61	274	133	28	421
Total	1,756	6,442	4,038	2,315	2,503	4,748	1,464	1,763	8,146

Table L.46 Number of goals in active plans by goal type and age group – Australian Capital Territory ⁵⁸¹

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	205	2,823	670	874	601	441	17	0	5,631
7 to 14	388	3,947	827	905	1,092	1,270	35	20	8,484
15 to 18	144	849	279	233	277	475	33	179	2,469
19 to 24	214	802	386	213	166	503	150	486	2,920
25 to 34	198	734	432	165	175	554	224	397	2,879
35 to 44	257	714	575	140	170	563	267	293	2,979
45 to 54	232	788	645	115	156	651	326	270	3,183
55 to 64	272	846	662	86	173	696	365	190	3,290
65+	113	403	345	36	62	322	144	29	1,454
Total	2,023	11,906	4,821	2,767	2,872	5,475	1,561	1,864	33,289

⁵⁸⁰ 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.

⁵⁸¹ Participants have set over two million goals in total across Australia since July 2016. The 33,289 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

Table L.47 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q2 compared to prior quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory ⁵⁸²

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q2
Access	n = 73	n = 20
Are you happy with how coming into the NDIS has gone?	77%	N/A
Was the person from the NDIS respectful?	96%	N/A
Do you understand what will happen next with your plan?	75%	N/A
% of participants rating their overall experience as Very Good or Good.	63%	N/A
Pre-planning	n = 218	n = 19
Did the person from the NDIS understand how your disability affects your life?	85%	N/A
Did you understand why you needed to give the information you did?	94%	N/A
Were decisions about your plan clearly explained?	86%	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?	87%	N/A
% of participants rating their overall experience as Very Good or Good.	83%	N/A
Planning	n = 246	n = 88
Did the person from the NDIS understand how your disability affects your life?	90%	86%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	82%	84%
Are you clear on what happens next with your plan?	85%	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.	74%	83%
Plan review	n = 145	n = 404
Did the person from the NDIS understand how your disability affects your life?	85%	76%
Did you feel prepared for your plan review?	90%	82%
Is your NDIS plan helping you to make progress towards your goals?	87%	86%
% of participants rating their overall experience as Very Good or Good.	80%	70%

⁵⁸² Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Future results will be compared with the December 2020 quarter results to understand change over time.

Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{583 584 585}

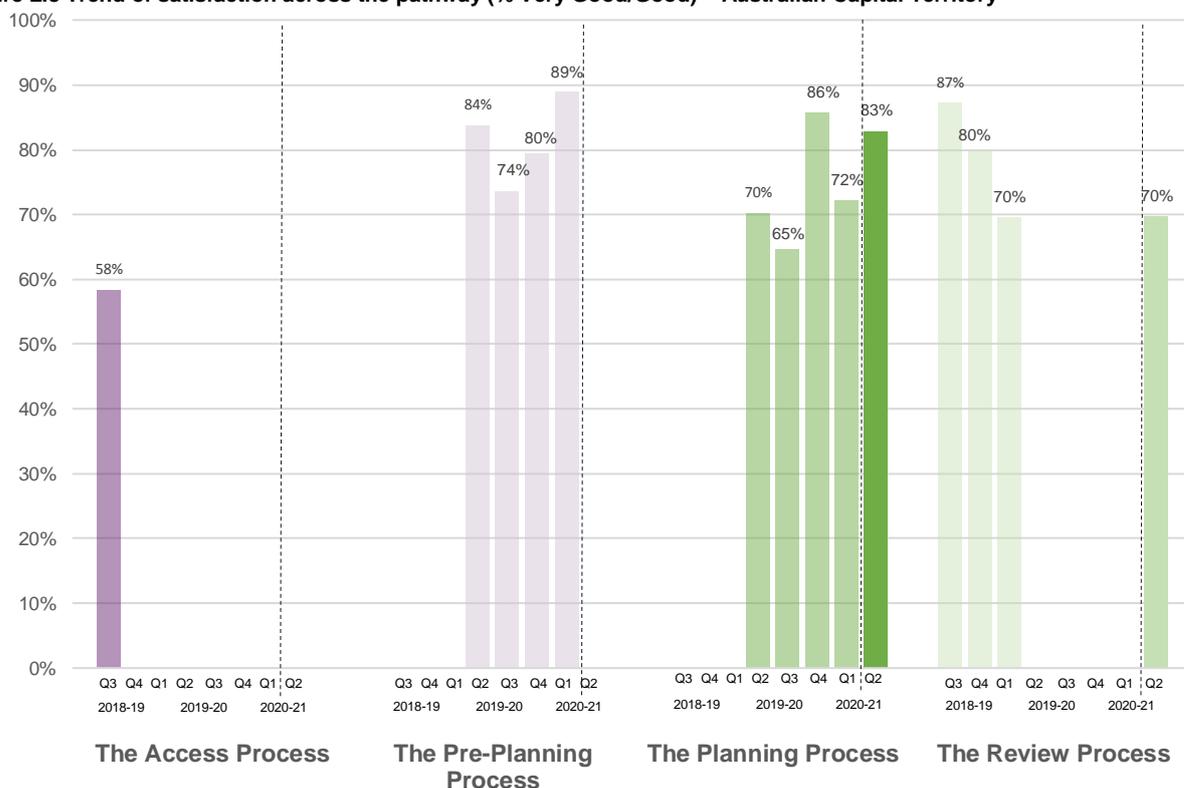
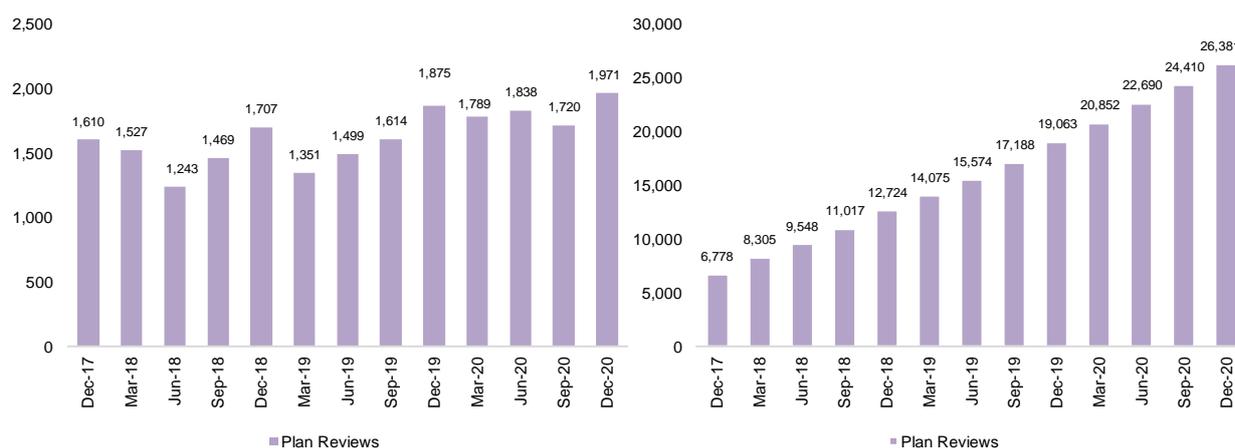


Table L.48 Plan reviews conducted per quarter – excluding plans less than 30 days – Australian Capital Territory ⁵⁸⁶

	Prior Quarters (Transition only)	2020-21 Q2	Transition Total
Total plan reviews	24,410	1,971	26,381
<i>Early intervention plans</i>	7,482	676	8,158
<i>Permanent disability plans</i>	16,928	1,295	18,223

Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory



⁵⁸³ Ibid.

⁵⁸⁴ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵⁸⁵ Participant satisfaction results are not shown if there is insufficient data in the group.

⁵⁸⁶ 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 Q2. The charts show trends in complaints experience since the December 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 participant 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.49 shows the numbers of complaints in 2020-21 Q2 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.

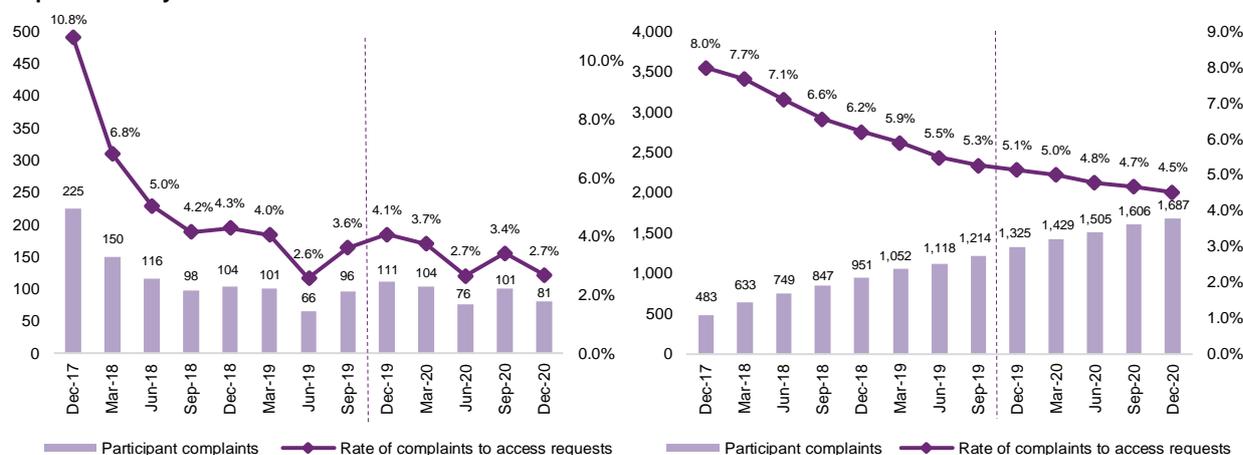
Table L.50 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table L.51.

Table L.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 Q2 and the majority of complaints made subsequently up until the end of 2020-21 Q2. This table should be considered in conjunction with Table L.50. The list of complaint types is different to that which appears in Table L.50, as it is based on the options available on the 'My Customer Requests' tile.

Table L.49 Complaints by quarter – Australian Capital Territory ^{587 588 589}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q2	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	3	0	3	3
Complaint about LAC Partner	14	1	15	15
Complaints about service providers	91	4	95	83
Complaints about the Agency	1,629	64	1,693	1,012
Critical/ Reportable Incident	35	12	47	40
Unclassified	172	0	172	149
Total	1,944	81	2,025	1,171
Total complaints made since 1 April 2017	1,606	81	1,687	
Complaints since 1 April 2017 as % of all access requests	4.7%	2.7%	4.5%	

Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory



⁵⁸⁷ Note that 63% of all complainants made only one complaint, 22% made two complaints and 15% made three or more complaints.

⁵⁸⁸ % 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.

⁵⁸⁹ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Table L.50 Complaints by type ('My Feedback' tile) – Australian Capital Territory

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	12	(15%)
Service Delivery	21	(26%)
Staff conduct	9	(11%)
Provider process	15	(19%)
Provider costs.	7	(9%)
Other	16	(20%)
Total	80	
 <i>Complaints about the Agency</i>		
Timeliness	411	(30%)
Individual needs	192	(14%)
Reasonable and necessary supports	136	(10%)
Information unclear	41	(3%)
The way the NDIA carried out its decision making	60	(4%)
Other	519	(38%)
Total	1,359	
 <i>Unclassified</i>	172	
Participants total	1,611	

Table L.51 Complaints by type ('My Customer Requests' tile) – Australian Capital Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	1	(33%)	0		1	(33%)
ECEI Process	1	(33%)	0		1	(33%)
ECEI Staff	0	(0%)	0		0	(0%)
ECEI Timeliness	0	(0%)	0		0	(0%)
Other	1	(33%)	0		1	(33%)
Total	3		0		3	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(7%)	0	(0%)	1	(7%)
LAC Plan	2	(14%)	0	(0%)	2	(13%)
LAC Process	1	(7%)	0	(0%)	1	(7%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	8	(57%)	1	(100%)	9	(60%)
LAC Timeliness	2	(14%)	0	(0%)	2	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	14		1		15	
<i>Complaints about service providers</i>						
Provider Finance	1	(9%)	1	(25%)	2	(13%)
Provider Fraud and Compliance	3	(27%)	1	(25%)	4	(27%)
Provider Service	5	(45%)	2	(50%)	7	(47%)
Provider Staff	2	(18%)	0	(0%)	2	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	11		4		15	
<i>Complaints about the Agency</i>						
NDIA Access	21	(8%)	3	(5%)	24	(7%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	36	(13%)	6	(10%)	42	(13%)
NDIA Fraud and Compliance	3	(1%)	0	(0%)	3	(1%)
NDIA Plan	86	(32%)	24	(39%)	110	(33%)
NDIA Process	38	(14%)	7	(11%)	45	(13%)
NDIA Resources	3	(1%)	0	(0%)	3	(1%)
NDIA Staff	20	(7%)	11	(18%)	31	(9%)
NDIA Timeliness	66	(24%)	10	(16%)	76	(23%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	273		61		334	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	12	(34%)	1	(8%)	13	(28%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	5	(14%)	2	(17%)	7	(15%)
Participant threat	7	(20%)	6	(50%)	13	(28%)
Provider reporting	11	(31%)	3	(25%)	14	(30%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	35		12		47	
<i>Unclassified</i>	0		0		0	
Participants total	336		78		414	

Figure L.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Australian Capital Territory⁵⁹⁰

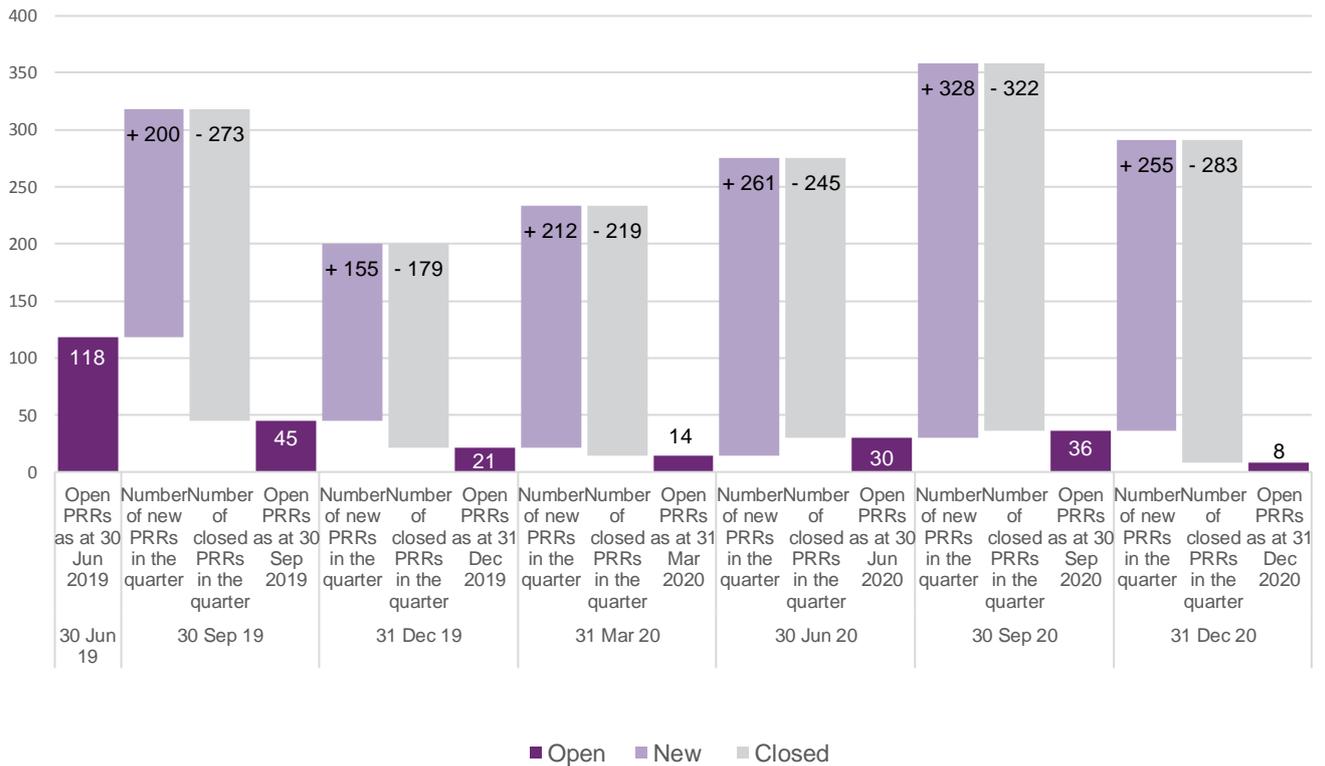


Table L.52 Summary of Open Participant Requested Reviews (PRRs) (s48) – Australian Capital Territory⁵⁹¹

	As at 31 December 2020
Open PRRs	8
Number of PRRs open less than 21 days	8
Number of PRRs open more than 21 days	0
New PRRs in the quarter	255
Number of PRRs closed in the quarter	283
Proportion closed within 21 days	100%
Average days PRRs took to close in the quarter	11

⁵⁹⁰ 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.

⁵⁹¹ 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 Territory⁵⁹²

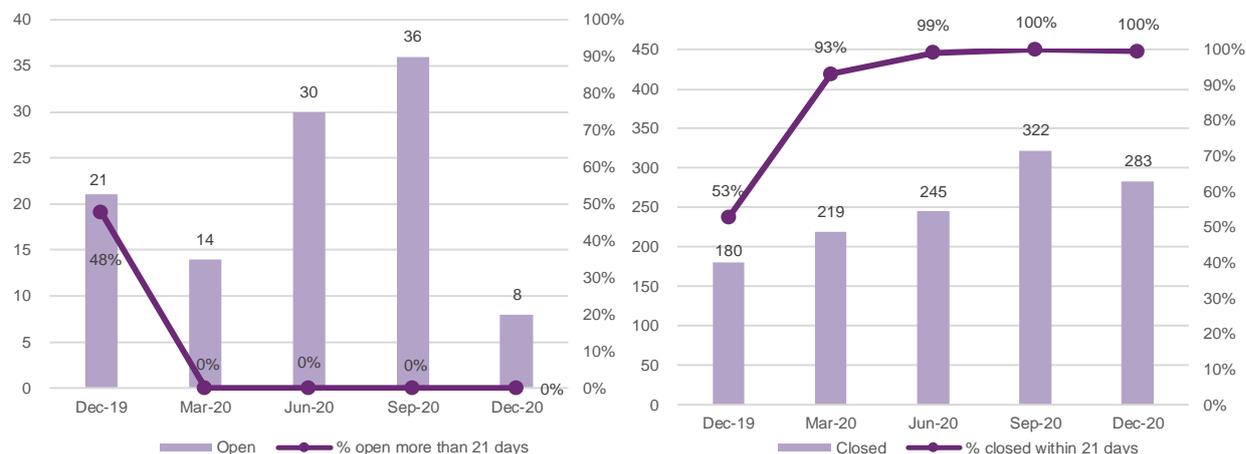


Figure L.13 RoRDs received and closed by quarter and open at the end of each quarter – Australian Capital Territory

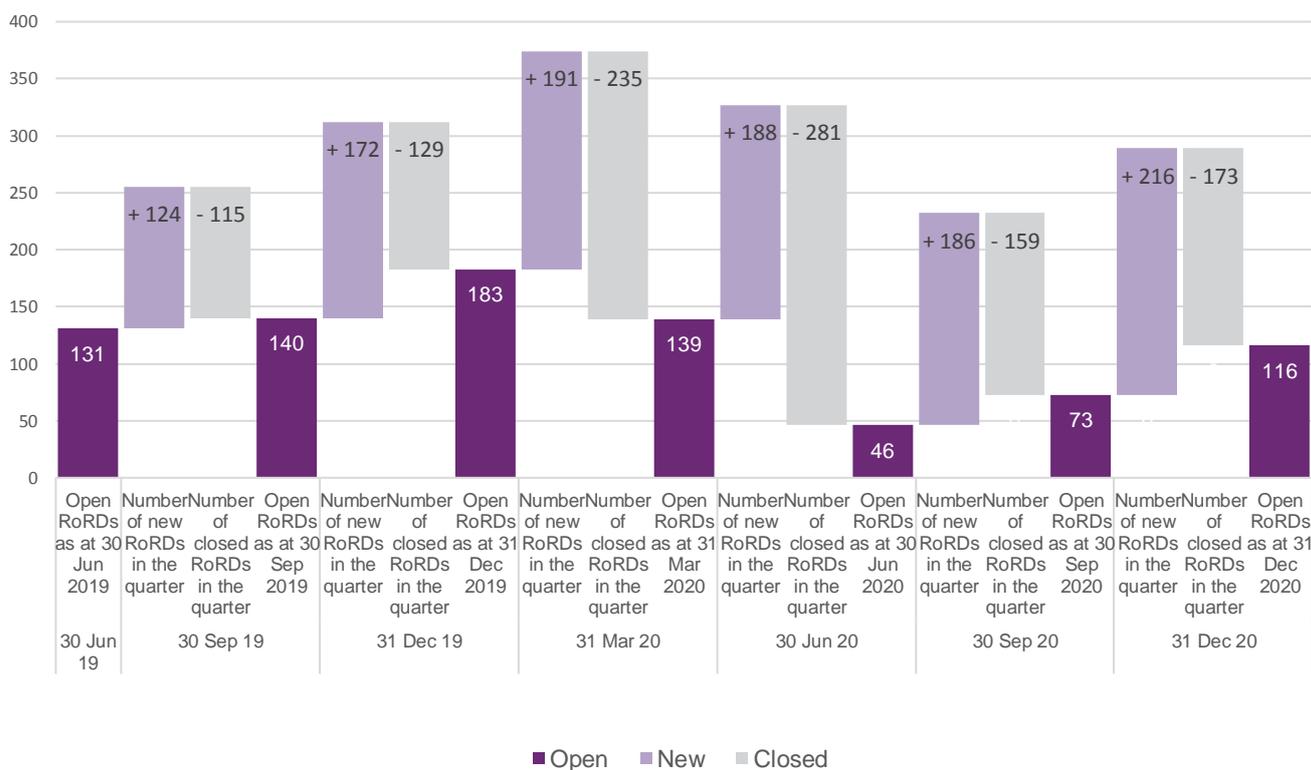


Table L.53 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Australian Capital Territory^{593 594}

	Access	Planning
Open RoRDs	6	110
Number of RoRDs open less than 90 days	6	110
Number of RoRDs open more than 90 days	0	0
New RoRDs in the quarter	20	196
Number of RoRDs closed in the quarter	24	149
Proportion closed within 90 days	92%	99%
Average days RoRDs took to close in the quarter	32	41

⁵⁹² 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 31 December 2020.

⁵⁹³ 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.

⁵⁹⁴ Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Figure L.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Australian Capital Territory ⁵⁹⁵

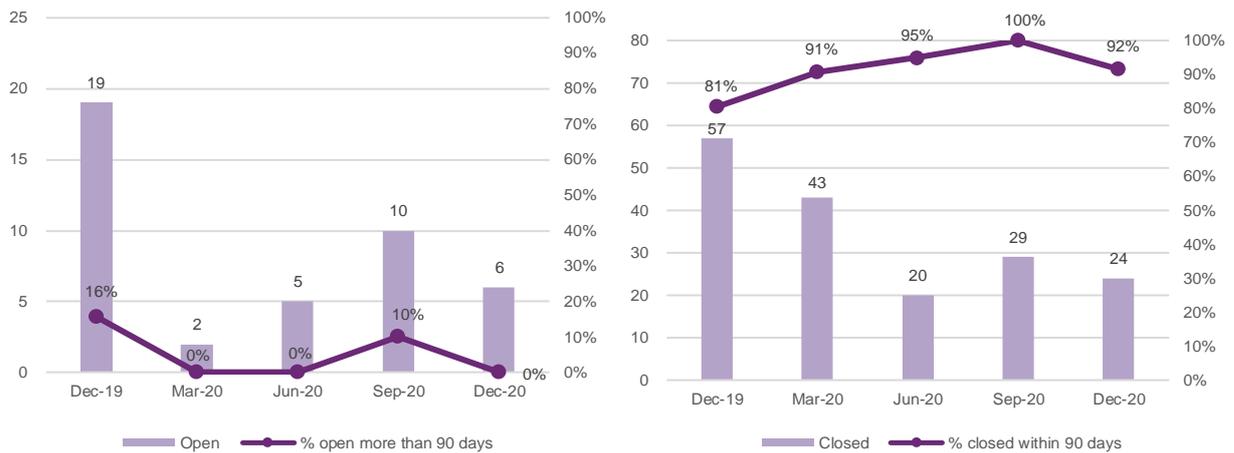


Figure L.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Australian Capital Territory ⁵⁹⁶



Table L.54 AAT Cases by category – Australian Capital Territory ⁵⁹⁷

Category	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Access	154	49%	<11		155	47%
Plan	124	39%	15	83%	139	42%
Plan Review	22	7%	<11		22	7%
Other	14	4%	<11		16	5%
Total	314	100%	18	100%	332	100%
% of all access decisions	0.77%		0.64%		0.76%	

⁵⁹⁵ Numbers of open and closed RoRDs have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data.

⁵⁹⁶ Ibid.

⁵⁹⁷ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Figure L.16 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

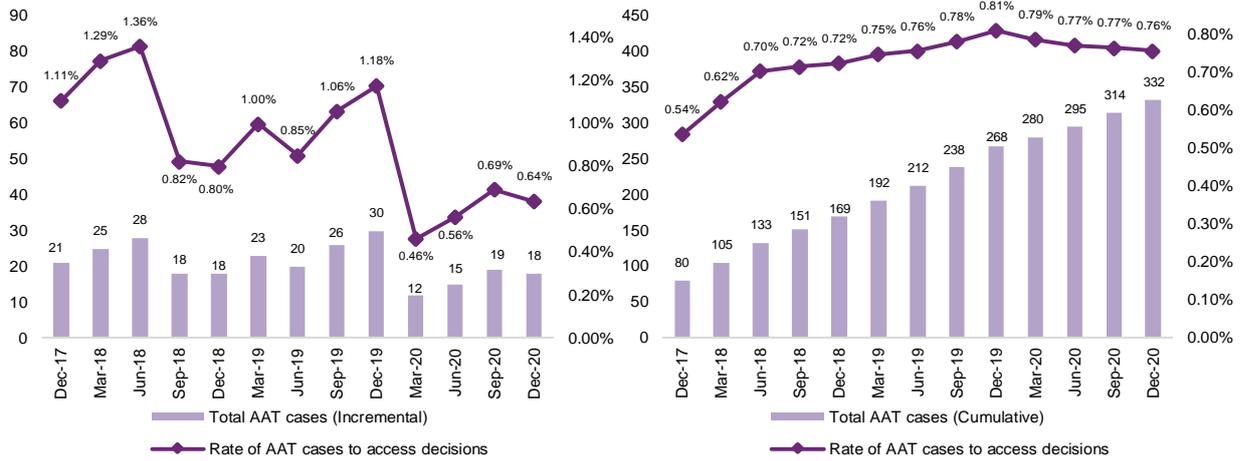
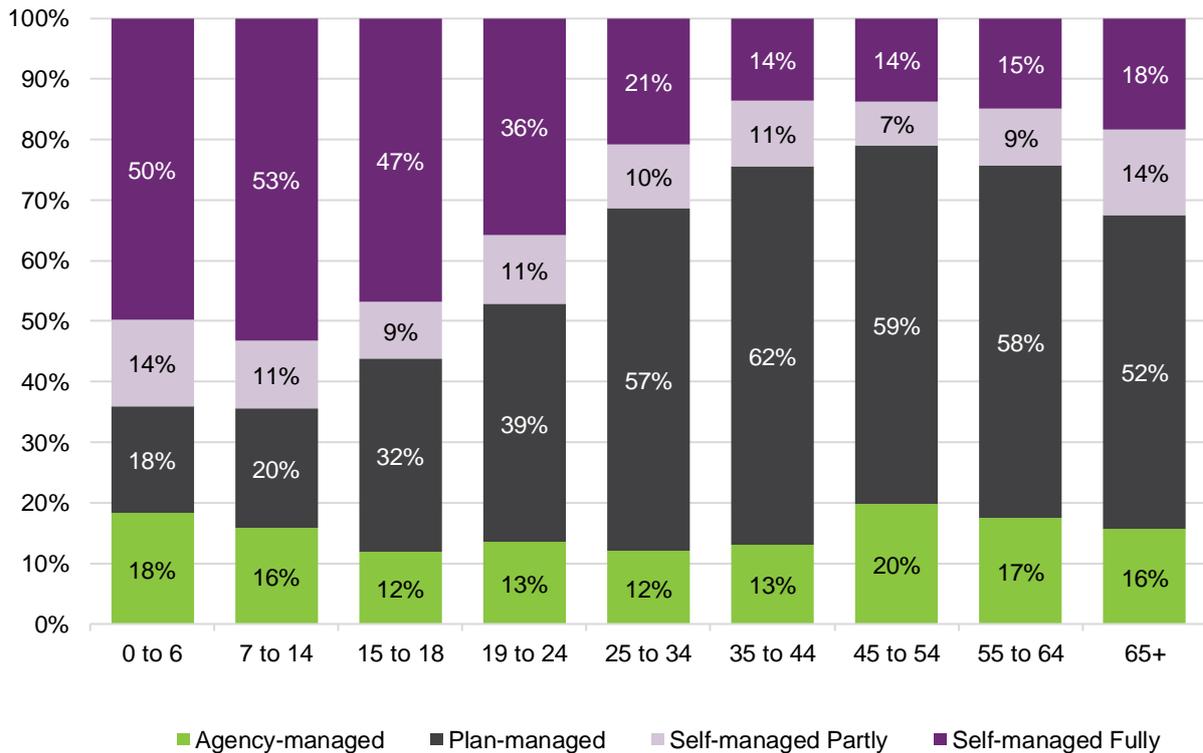


Table L.55 AAT cases by open/closed and decision – Australian Capital Territory

	N
AAT Cases	332
Open AAT Cases	64
Closed AAT Cases	268
<i>Resolved before hearing</i>	262
<i>Gone to hearing and received a substantive decision</i>	<11

Figure L.17 Distribution of active participants by method of financial plan management and age group as at 31 December 2020 – Australian Capital Territory ^{598 599}



⁵⁹⁸ For the total number of active participants in each age group, see Table L.14.

⁵⁹⁹ 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 31 December 2020 – Australian Capital Territory ^{600 601}

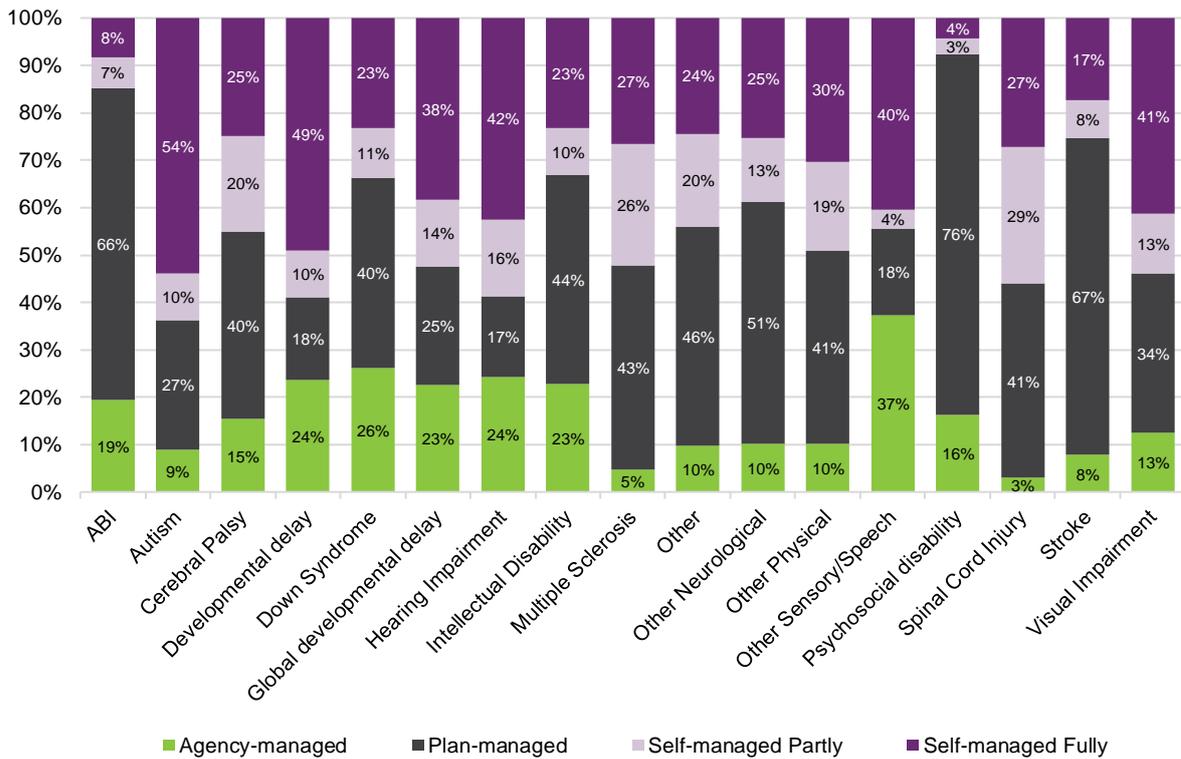
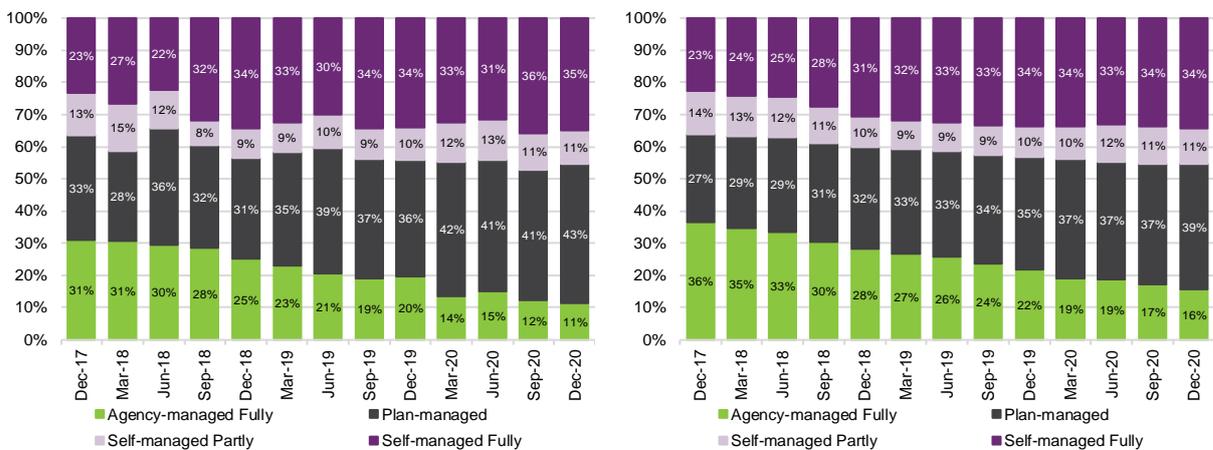


Table L.56 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory ⁶⁰²

	Prior Quarters	2020-21 Q2	Total
Self-managed fully	34%	35%	34%
Self-managed partly	11%	11%	11%
Plan-managed	37%	43%	39%
Agency-managed	17%	11%	16%
Total	100%	100%	100%

Figure L.19 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁰³



⁶⁰⁰ For the total number of active participants in each primary disability group, see Table L.12.

⁶⁰¹ 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.

⁶⁰² Ibid.

⁶⁰³ 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 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2020-21 Q2	Total
Self-managed	18%	21%	19%
Plan-managed	40%	54%	41%
Agency-managed	42%	26%	40%
Total	100%	100%	100%

Figure L.20 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory

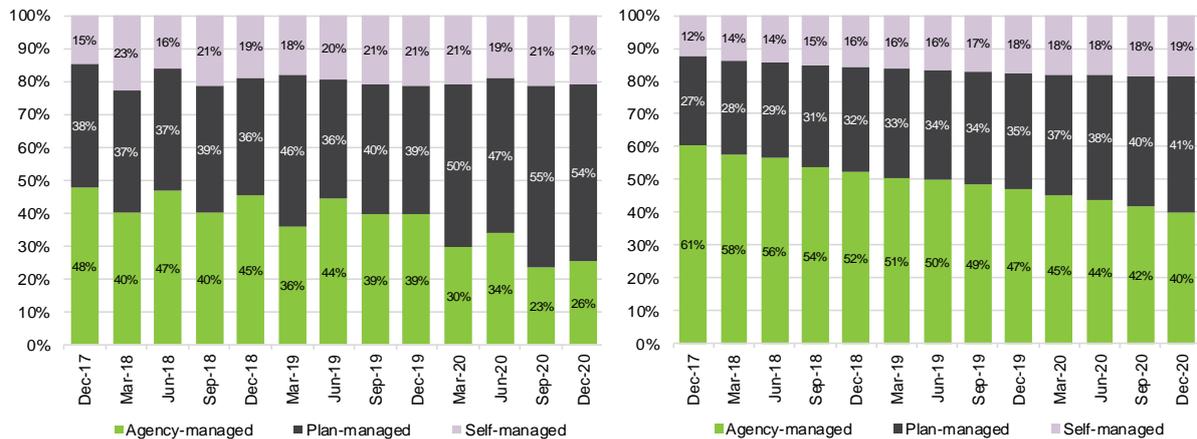


Table L.58 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2020-21 Q2	Total
Support coordination	35%	38%	36%

Table L.59 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory ⁶⁰⁴

Plan activation	Prior Quarters (Transition Only)		2019-20 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	2,433	58%	182	64%	2,615	58%
30 to 59 days	628	15%	37	13%	665	15%
60 to 89 days	293	7%	19	7%	312	7%
Activated within 90 days	3,354	79%	238	84%	3,592	80%
90 to 119 days	153	4%	8	3%	161	4%
120 days and over	554	13%	6	2%	560	12%
Activated after 90 days	707	17%	14	5%	721	16%
No payments	161	4%	31	11%	192	4%
Total plans approved	4,222	100%	283	100%	4,505	100%

⁶⁰⁴ Plans approved after the end of 2019-20 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table L.60 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	266	286	93%
Not Aboriginal and Torres Strait Islander	5,567	5,805	96%
Not Stated	847	903	94%
Total	6,680	6,994	96%
by Culturally and Linguistically Diverse status			
CALD	723	753	96%
Not CALD	5,877	6,161	95%
Not Stated	80	80	100%
Total	6,680	6,994	96%
by Remoteness			
Major Cities	6,670	6,984	96%
Regional	<11	<11	
Remote	<11	<11	
Missing	<11	<11	
Total	6,680	6,994	96%
by Primary Disability type			
Autism	1,950	2,040	96%
Intellectual Disability (including Down Syndrome)	1,295	1,352	96%
Psychosocial Disability	830	863	96%
Developmental Delay (including Global Developmental Delay)	532	559	95%
Other	2,073	2,180	95%
Total	6,680	6,994	96%

Table L.61 Distribution of plans by utilisation – Australian Capital Territory ^{605 606}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	22%
> 75%	42%
Total	100%

⁶⁰⁵ 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.

⁶⁰⁶ This table only considers participants with initial plans approved up to 30 June 2020, and includes committed supports and payments for supports provided up to 30 September 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table L.62 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory⁶⁰⁷

	Prior Quarters	2020-21 Q2	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	58%	68%	61%
Lifelong Learning	26%	28%	26%
Other	17%	22%	18%
Non-categorised	19%	16%	18%
Any mainstream service	93%	95%	93%

Part Four: Providers and the growing market

Table L.63 Key markets indicators by quarter – Australian Capital Territory^{608 609}

Market indicators	Prior Quarters	2020-21 Q2
a) Average number of active providers per active participant	0.95	0.95
b) Number of providers delivering new types of supports	78	69
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	75%	77%
<i>Therapeutic Supports (%)</i>	92%	91%
<i>Participation in community, social and civic activities (%)</i>	90%	91%
<i>Early Intervention supports for early childhood (%)</i>	77%	82%
<i>Daily Personal Activities (%)</i>	94%	93%

Table L.64 Cumulative number of providers that have been ever active as at 31 December 2020 by quarter of activity – Australian Capital Territory⁶¹⁰

Activity	Number of providers
Active for the first time in 2020-21 Q2	23
Active in 2020-21 Q2 and also in previous quarters	363
Active in 2020-21 Q2	386
Inactive in 2020-21 Q2	725
Active ever	1,111

⁶⁰⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁶⁰⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁰⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶¹⁰ Active providers refer to those who have received payment for support Agency-managed participants.

Table L.65 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory ⁶¹¹

Registration Group	Prior Quarters	2020-21 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	21	1	22	5%
Assistance Animals	13	1	14	8%
Assistance with daily life tasks in a group or shared living arrangement	96	9	105	9%
Assistance with travel/transport arrangements	80	2	82	3%
Daily Personal Activities	193	9	202	5%
Group and Centre Based Activities	107	3	110	3%
High Intensity Daily Personal Activities	127	8	135	6%
Household tasks	203	3	206	1%
Interpreting and translation	21	0	21	0%
Participation in community, social and civic activities	194	11	205	6%
Assistive Technology				
Assistive equipment for recreation	37	0	37	0%
Assistive products for household tasks	28	1	29	4%
Assistance products for personal care and safety	233	8	241	3%
Communication and information equipment	58	1	59	2%
Customised Prosthetics	91	4	95	4%
Hearing Equipment	28	0	28	0%
Hearing Services	12	1	13	8%
Personal Mobility Equipment	129	8	137	6%
Specialised Hearing Services	15	1	16	7%
Vision Equipment	24	1	25	4%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	203	14	217	7%
Behaviour Support	88	1	89	1%
Community nursing care for high needs	40	2	42	5%
Development of daily living and life skills	118	3	121	3%
Early Intervention supports for early childhood	177	8	185	5%
Exercise Physiology and Physical Wellbeing activities	85	5	90	6%
Innovative Community Participation	38	2	40	5%
Specialised Driving Training	20	0	20	0%
Therapeutic Supports	462	11	473	2%
Capital services				
Home modification design and construction	45	1	46	2%
Specialist Disability Accommodation	8	0	8	0%
Vehicle Modifications	24	1	25	4%
Choice and control support services				
Management of funding for supports in participants plan	108	6	114	6%
Support Coordination	41	2	43	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	44	2	46	5%
Specialised Supported Employment	23	3	26	13%
Total approved active providers	1,088	23	1,111	2%

⁶¹¹ 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.66 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2020 – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	5	17	22	23%	77%	100%
Assistance Animals	3	11	14	21%	79%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	96	105	9%	91%	100%
Assistance with travel/transport arrangements	8	74	82	10%	90%	100%
Daily Personal Activities	24	178	202	12%	88%	100%
Group and Centre Based Activities	8	102	110	7%	93%	100%
High Intensity Daily Personal Activities	11	124	135	8%	92%	100%
Household tasks	48	158	206	23%	77%	100%
Interpreting and translation	4	17	21	19%	81%	100%
Participation in community, social and civic activities	24	181	205	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	4	33	37	11%	89%	100%
Assistive products for household tasks	3	26	29	10%	90%	100%
Assistance products for personal care and safety	22	219	241	9%	91%	100%
Communication and information equipment	8	51	59	14%	86%	100%
Customised Prosthetics	10	85	95	11%	89%	100%
Hearing Equipment	3	25	28	11%	89%	100%
Hearing Services	1	12	13	8%	92%	100%
Personal Mobility Equipment	23	114	137	17%	83%	100%
Specialised Hearing Services	1	15	16	6%	94%	100%
Vision Equipment	3	22	25	12%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	30	187	217	14%	86%	100%
Behaviour Support	21	68	89	24%	76%	100%
Community nursing care for high needs	3	39	42	7%	93%	100%
Development of daily living and life skills	14	107	121	12%	88%	100%
Early Intervention supports for early childhood	63	122	185	34%	66%	100%
Exercise Physiology and Physical Wellbeing activities	23	67	90	26%	74%	100%
Innovative Community Participation	10	30	40	25%	75%	100%
Specialised Driving Training	2	18	20	10%	90%	100%
Therapeutic Supports	155	318	473	33%	67%	100%
Capital services						
Home modification design and construction	3	43	46	7%	93%	100%
Specialist Disability Accommodation	0	8	8	0%	100%	100%
Vehicle Modifications	3	22	25	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	16	98	114	14%	86%	100%
Support Coordination	9	34	43	21%	79%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	42	46	9%	91%	100%
Specialised Supported Employment	2	24	26	8%	92%	100%
Total	263	848	1,111	24%	76%	100%

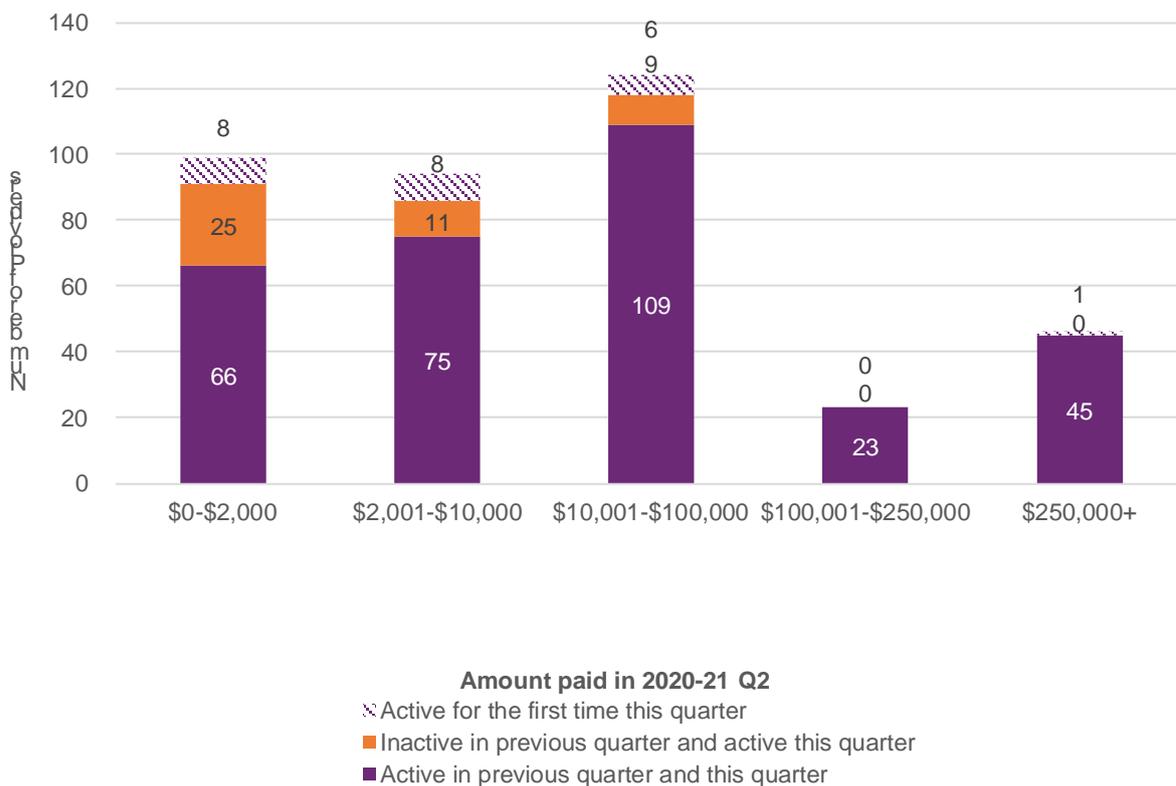
Table L.67 Number and proportion of providers active in 2020-21 Q2 by registration group and first quarter of activity – Australian Capital Territory

Registration Group	Active in previous quarters and in 2020-21 Q2	Active for the first time in 2020-21 Q2	Total	% active for the first time in 2020-21 Q2
Assistance services				
Accommodation / Tenancy Assistance	4	1	5	20%
Assistance Animals	5	1	6	17%
Assistance with daily life tasks in a group or shared living arrangement	54	9	63	14%
Assistance with travel/transport arrangements	23	2	25	8%
Daily Personal Activities	78	9	87	10%
Group and Centre Based Activities	45	3	48	6%
High Intensity Daily Personal Activities	51	8	59	14%
Household tasks	83	3	86	3%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	79	11	90	12%
Assistive Technology				
Assistive equipment for recreation	3	0	3	0%
Assistive products for household tasks	2	1	3	33%
Assistance products for personal care and safety	75	8	83	10%
Communication and information equipment	18	1	19	5%
Customised Prosthetics	26	4	30	13%
Hearing Equipment	6	0	6	0%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	31	8	39	21%
Specialised Hearing Services	0	1	1	100%
Vision Equipment	5	1	6	17%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	91	14	105	13%
Behaviour Support	33	1	34	3%
Community nursing care for high needs	15	2	17	12%
Development of daily living and life skills	36	3	39	8%
Early Intervention supports for early childhood	47	8	55	15%
Exercise Physiology and Physical Wellbeing activities	33	5	38	13%
Innovative Community Participation	8	2	10	20%
Specialised Driving Training	5	0	5	0%
Therapeutic Supports	135	11	146	8%
Capital services				
Home modification design and construction	8	1	9	11%
Specialist Disability Accommodation	5	0	5	0%
Vehicle Modifications	5	1	6	17%
Choice and control support services				
Management of funding for supports in participants plan	66	6	72	8%
Support Coordination	4	2	6	33%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	15	2	17	12%
Specialised Supported Employment	10	3	13	23%
Total	363	23	386	6%

Table L.68 Number and proportion of providers active in 2020-21 Q2 in each registration group by legal entity type – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	4	5	20%	80%	100%
Assistance Animals	3	3	6	50%	50%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	57	63	10%	90%	100%
Assistance with travel/transport arrangements	3	22	25	12%	88%	100%
Daily Personal Activities	13	74	87	15%	85%	100%
Group and Centre Based Activities	5	43	48	10%	90%	100%
High Intensity Daily Personal Activities	7	52	59	12%	88%	100%
Household tasks	19	67	86	22%	78%	100%
Interpreting and translation	2	5	7	29%	71%	100%
Participation in community, social and civic activities	13	77	90	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	0	3	3	0%	100%	100%
Assistive products for household tasks	0	3	3	0%	100%	100%
Assistance products for personal care and safety	12	71	83	14%	86%	100%
Communication and information equipment	4	15	19	21%	79%	100%
Customised Prosthetics	3	27	30	10%	90%	100%
Hearing Equipment	2	4	6	33%	67%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	6	33	39	15%	85%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	1	5	6	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	19	86	105	18%	82%	100%
Behaviour Support	6	28	34	18%	82%	100%
Community nursing care for high needs	1	16	17	6%	94%	100%
Development of daily living and life skills	7	32	39	18%	82%	100%
Early Intervention supports for early childhood	14	41	55	25%	75%	100%
Exercise Physiology and Physical Wellbeing activities	8	30	38	21%	79%	100%
Innovative Community Participation	1	9	10	10%	90%	100%
Specialised Driving Training	1	4	5	20%	80%	100%
Therapeutic Supports	35	111	146	24%	76%	100%
Capital services						
Home modification design and construction	1	8	9	11%	89%	100%
Specialist Disability Accommodation	0	5	5	0%	100%	100%
Vehicle Modifications	0	6	6	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	14	58	72	19%	81%	100%
Support Coordination	2	4	6	33%	67%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	14	17	18%	82%	100%
Specialised Supported Employment	0	13	13	0%	100%	100%
Total	75	311	386	19%	81%	100%

Figure L.21 Distribution of active providers in 2020-21 Q2 by their status in 2020-21 Q1 and payment band in 2020-21 Q2 – Australian Capital Territory ⁶¹²



Part Five: Financial sustainability

Table L.69 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	26.1	130.9	269.3	308.8	370.1	462.1	264.2

⁶¹² 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 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Australian Capital Territory

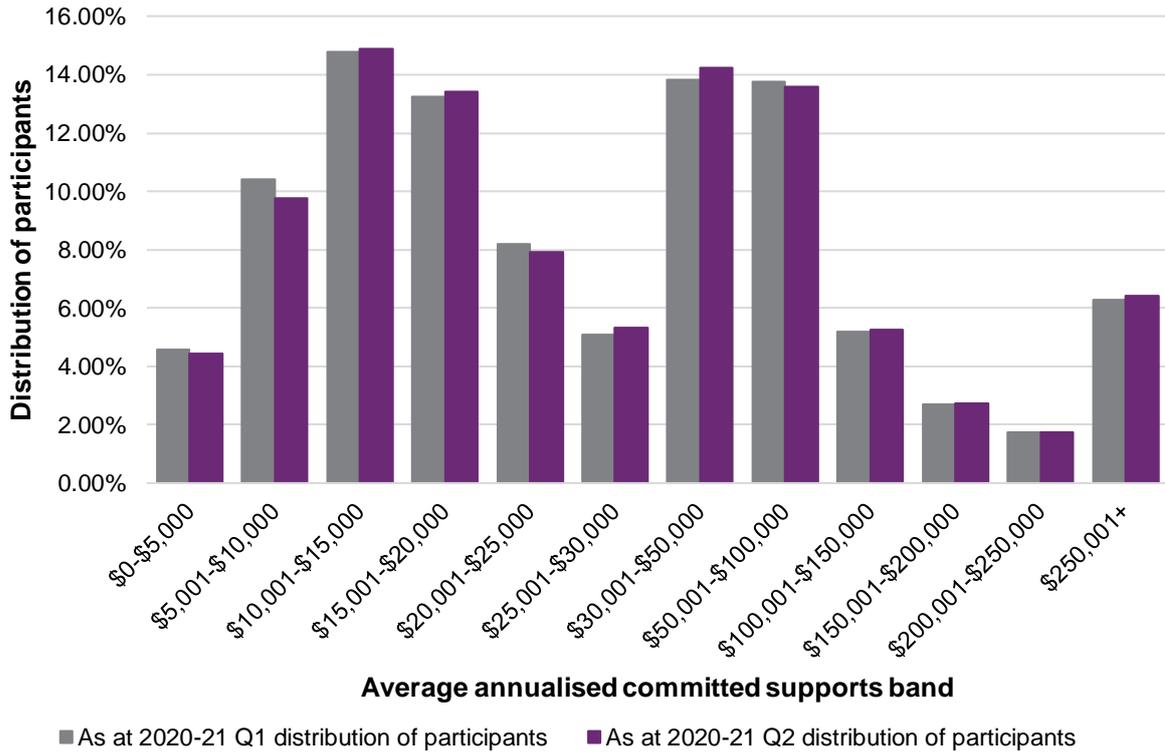


Figure L.23 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Australian Capital Territory

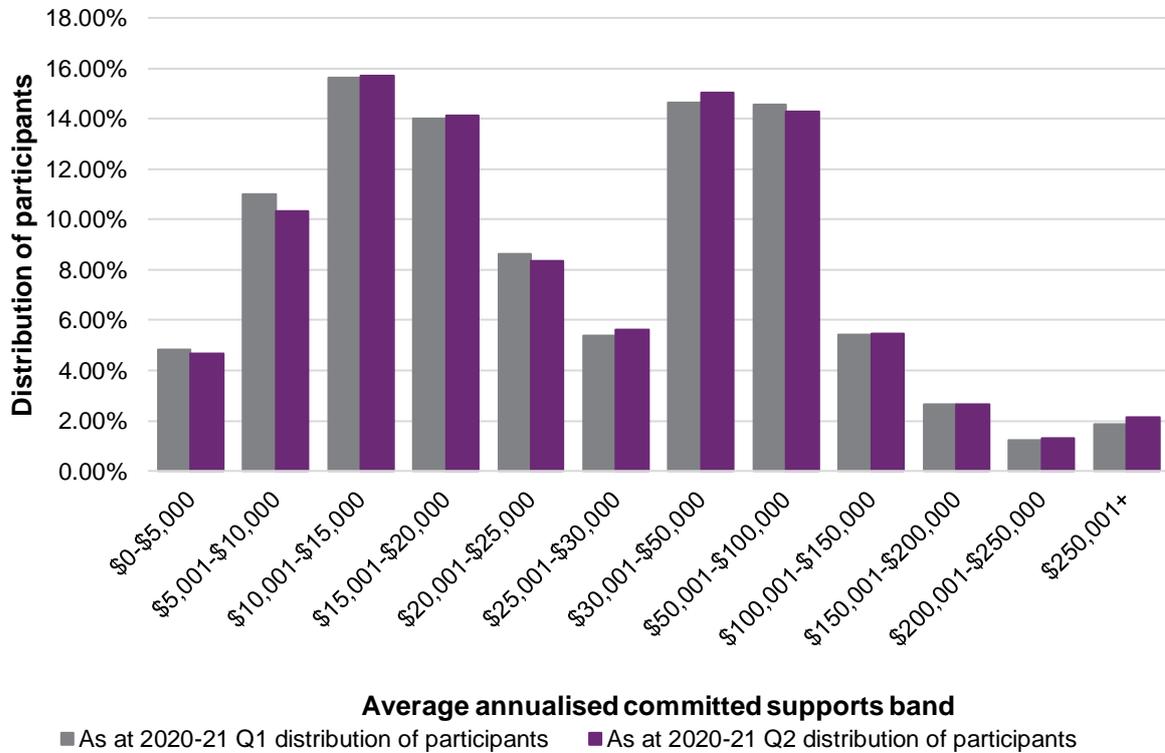


Figure L.24 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Australian Capital Territory

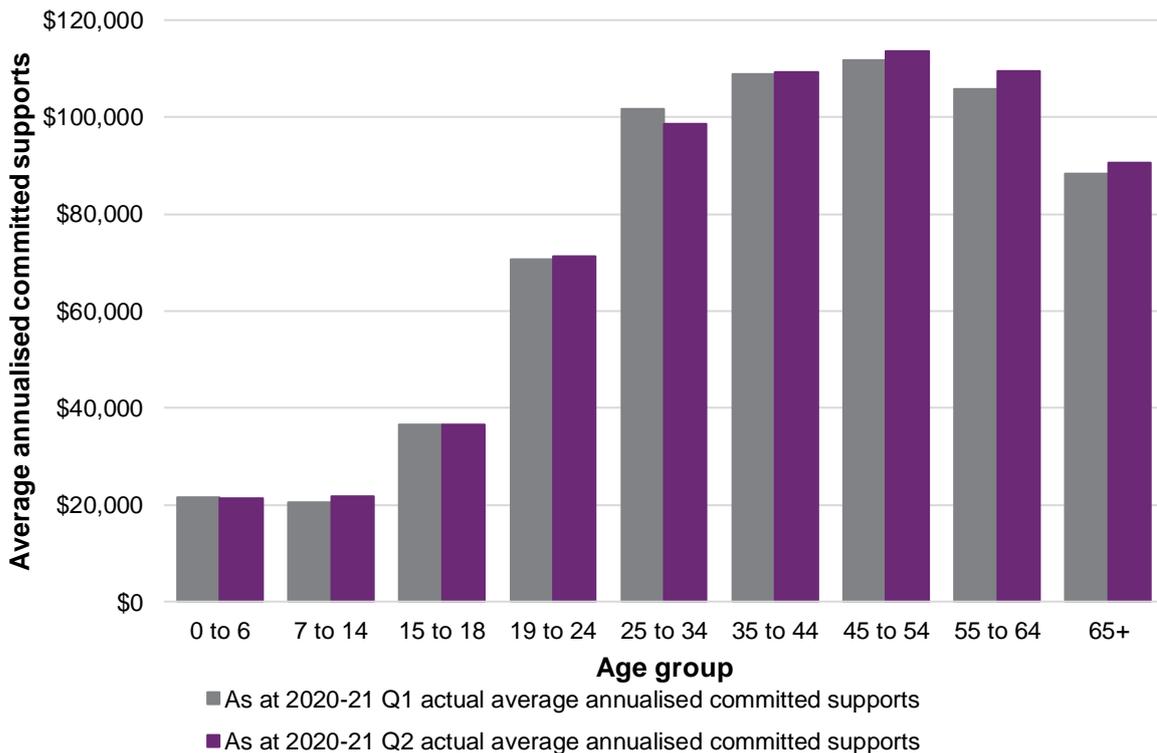


Figure L.25 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Australian Capital Territory

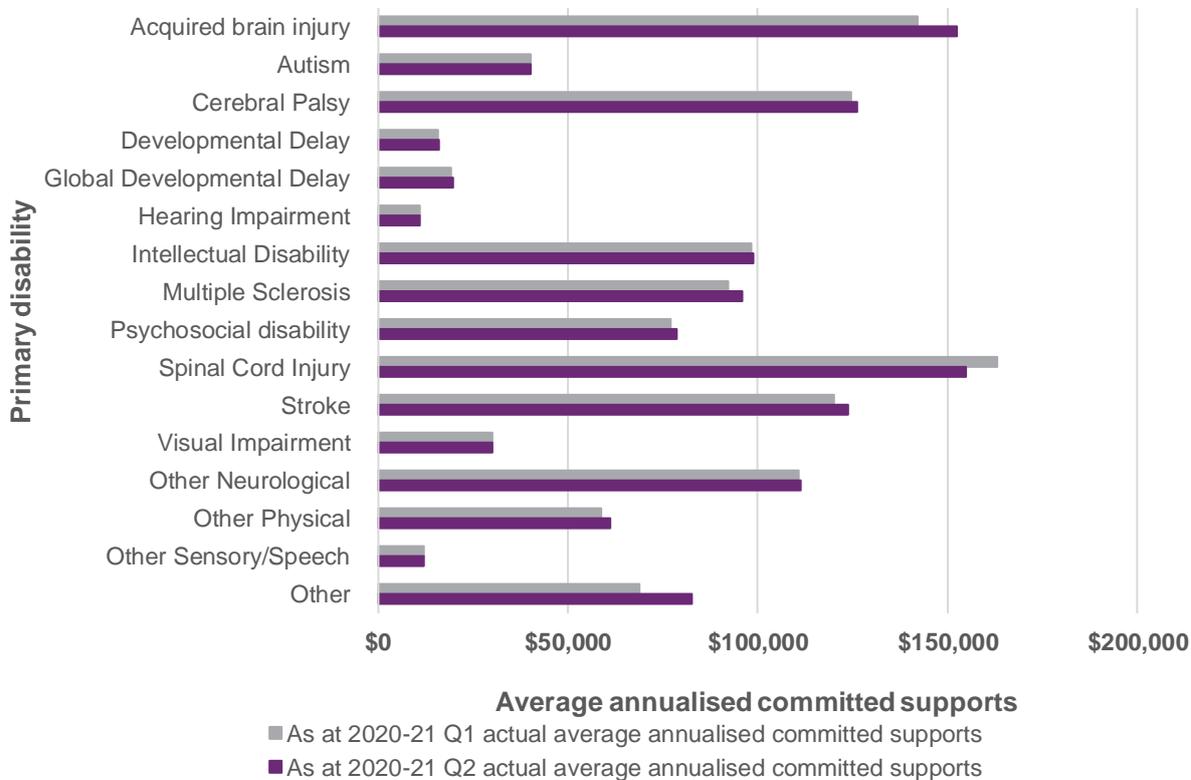


Figure L.26 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Australian Capital Territory ⁶¹³

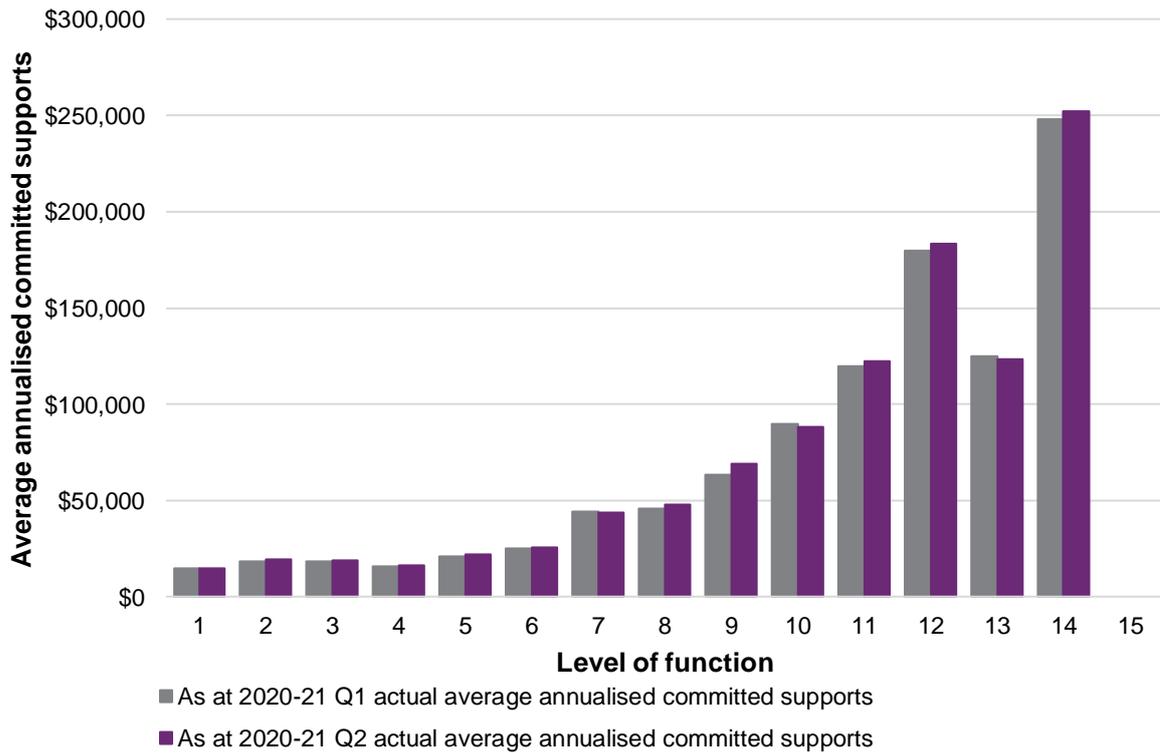
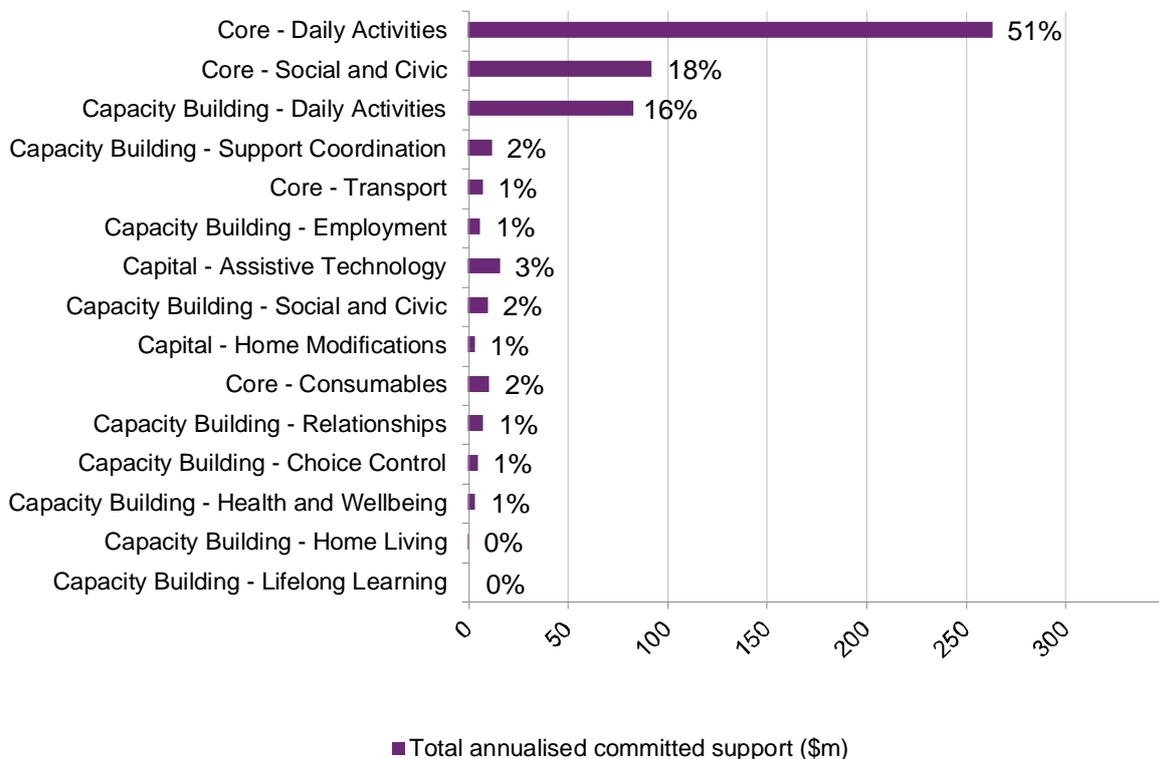


Figure L.27 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Australian Capital Territory



⁶¹³ 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.70 Payments by financial year in which support was provided, 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	26.1	130.9	269.3	308.8	370.1	462.1	264.2
Total Paid	0.2	21.2	112.4	184.0	223.7	278.8	337.4	177.8
% utilised to date	57%	81%	86%	68%	72%	75%	73%	67%

Figure L.28 Utilisation of committed supports as at 30 September 2020 and 31 December 2020 – Australian Capital Territory

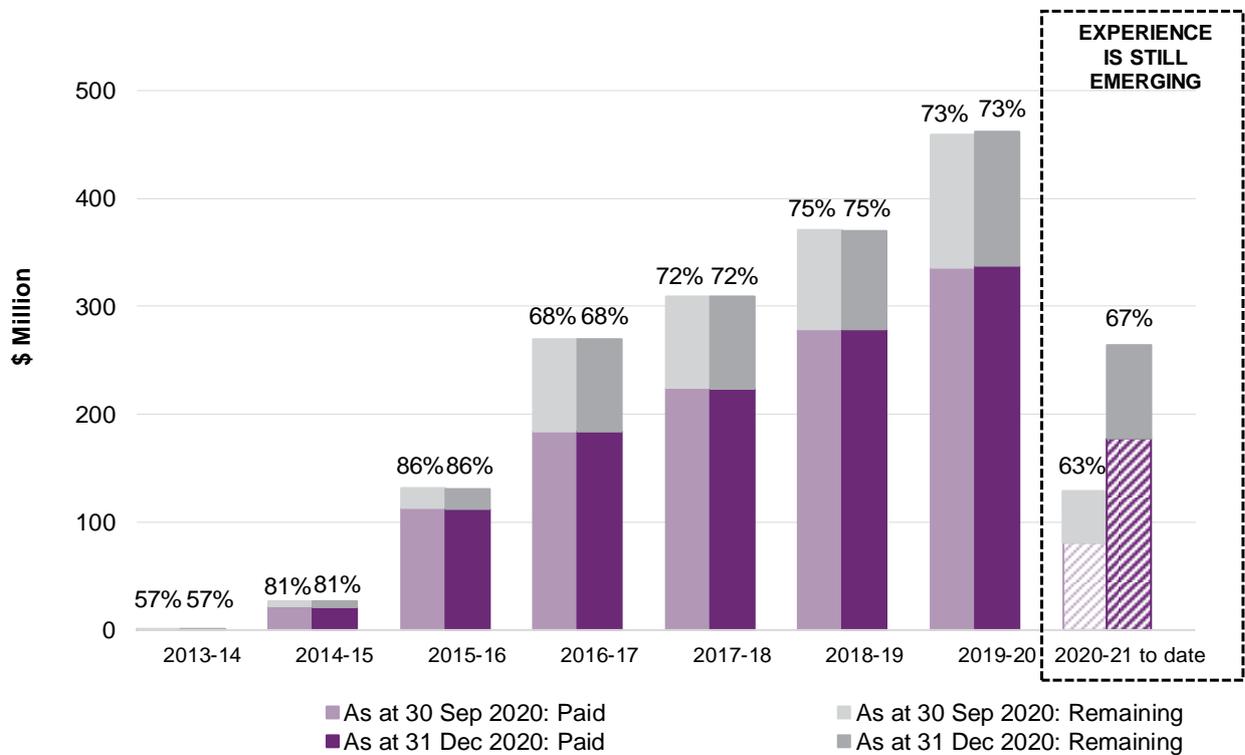


Figure L.29 Utilisation of committed supports by plan number from 1 April 2020 to 30 September 2020 – Australian Capital Territory ⁶¹⁴

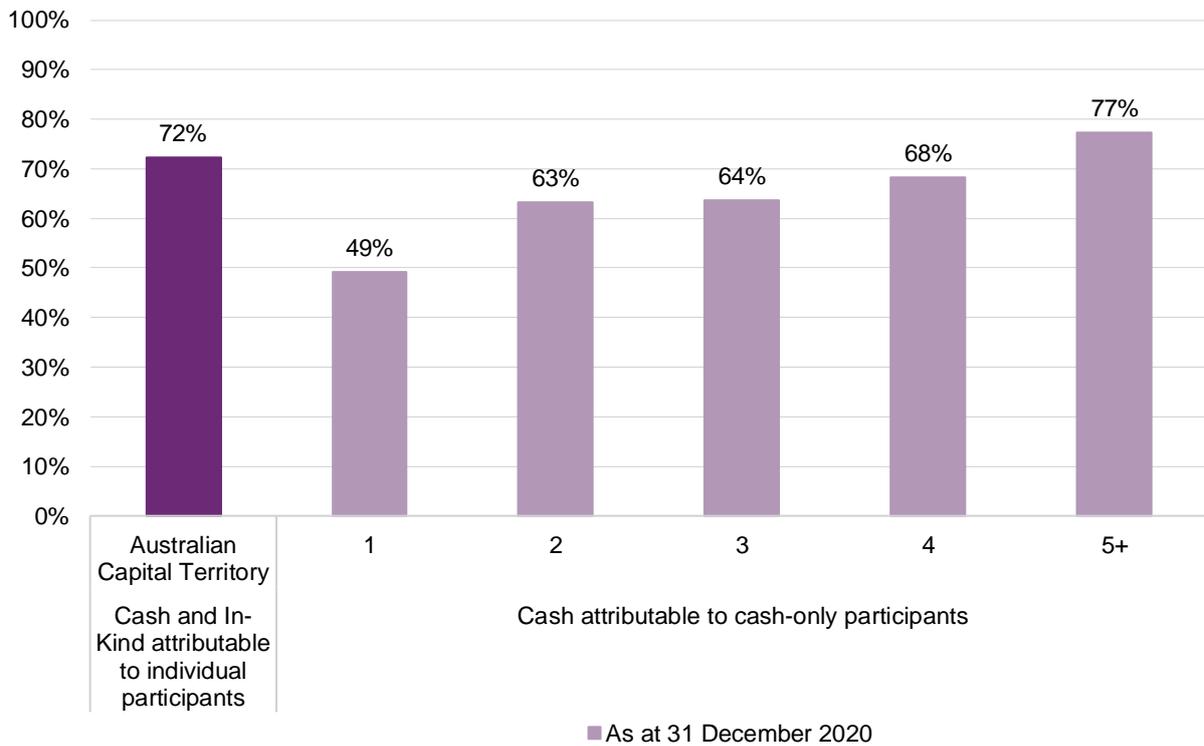
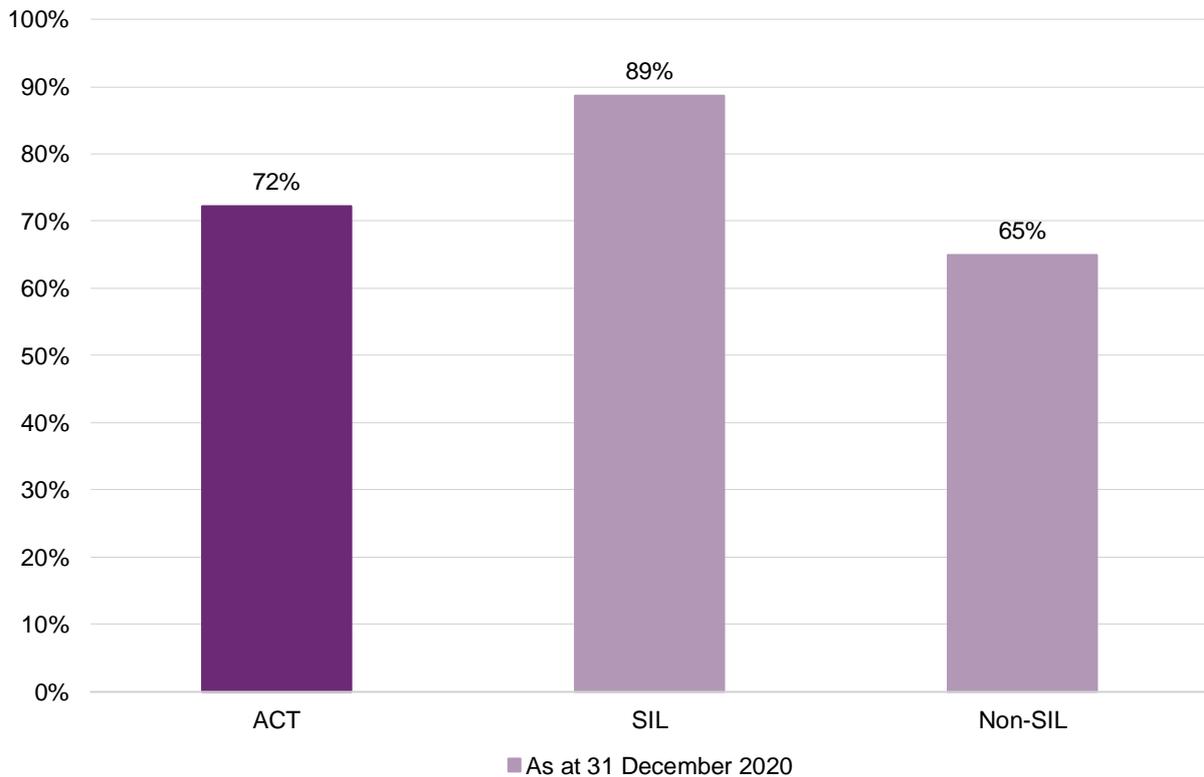


Figure L.30 Utilisation of committed supports by SIL status from 1 April 2020 to 30 September 2020 – Australian Capital Territory ⁶¹⁵



⁶¹⁴ 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 April 2020 to 30 September 2020 is shown, as experience in the most recent quarter is still emerging.

⁶¹⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2020 to 30 September 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 April 2020 to 30 September 2020 – Australian Capital Territory ⁶¹⁶

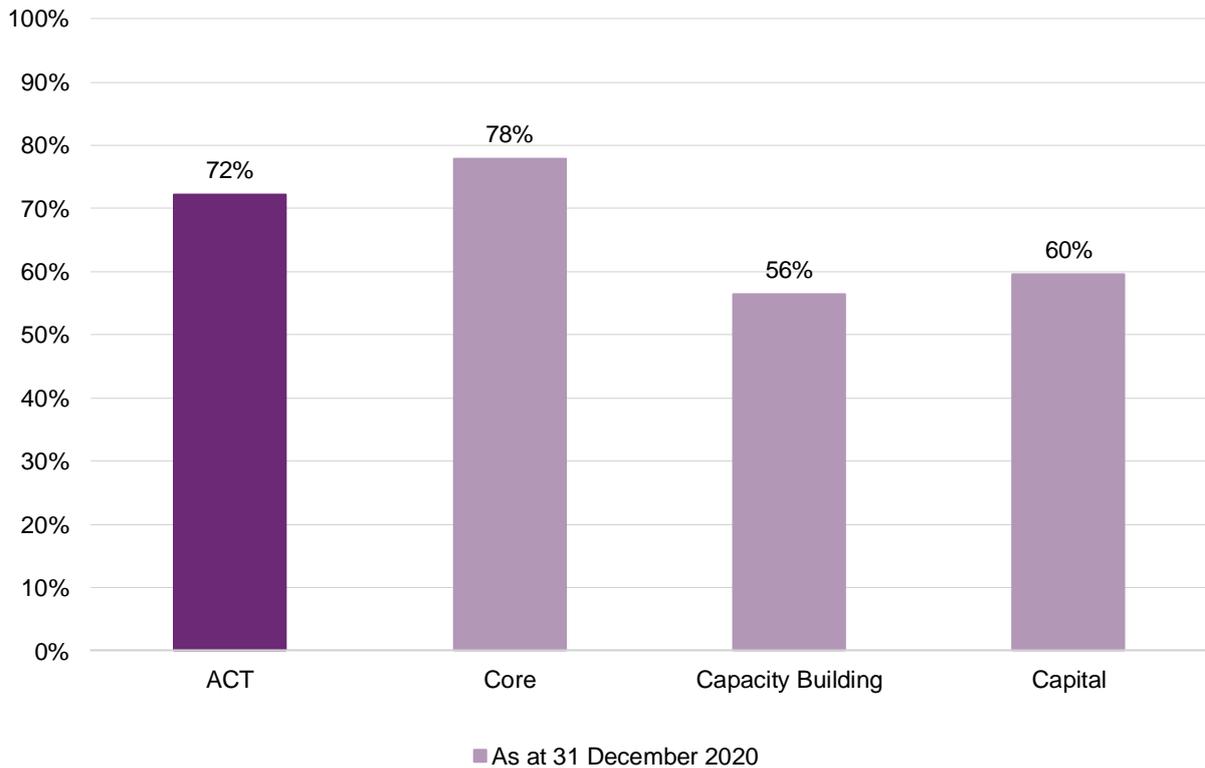
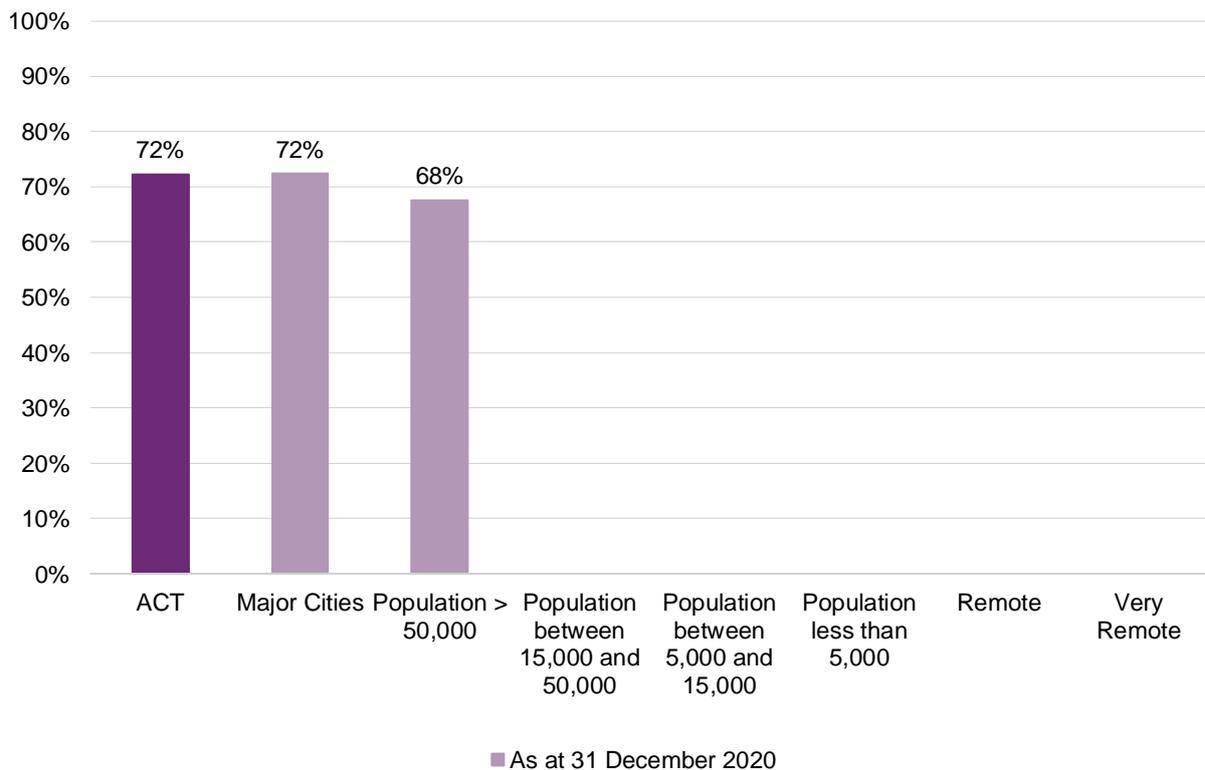


Figure L.32 Utilisation of committed supports by remoteness from 1 April 2020 to 30 September 2020 – Australian Capital Territory ^{617 618}



⁶¹⁶ Ibid.

⁶¹⁷ Ibid.

⁶¹⁸ These utilisation rates are based on the Modified Monash Model (MMM) measure of remoteness using the MMM 2015 classification, noting that the period analysed ends at 30 September 2020. Therefore, a result is included for 'Population > 50,000'. This is different to the change from the MMM 2015 to the MMM 2019 classification which is noted in relation to Table L.11. Utilisation is not shown if there is insufficient data in the group.

Appendix M: Northern Territory

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry – Northern Territory ⁶¹⁹

	Prior Quarters	2020-21 Q2	Total excluding ECEI	ECEI	Total including ECEI
Northern Territory	3,626	221	3,847	147	3,994

Table M.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – Northern Territory ⁶²⁰

	Prior Quarters	2020-21 Q2	Total
Access decisions	4,669	356	5,025
Active Eligible	3,858	289	4,147
<i>New</i>	1,775	258	2,033
<i>State</i>	1,677	17	1,694
<i>Commonwealth</i>	406	14	420
Active Participant Plans (excl ECEI)	3,626	221	3,847
<i>New</i>	1,603	190	1,793
<i>State</i>	1,640	14	1,654
<i>Commonwealth</i>	383	17	400
Active Participant Plans	3,788	368	3,994
<i>Early Intervention (s25)</i>	883	105	988
<i>Permanent Disability (s24)</i>	2,743	116	2,859
<i>ECEI</i>	162	147	147

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 December 2020 – Northern Territory

Exits	Total
Total participant exits	135
<i>Early Intervention participants</i>	25
<i>Permanent disability participants</i>	110

⁶¹⁹ 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.

⁶²⁰ 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 ^{621 622}

	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	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
End of 2020-21 Q2	1,654	400	1,793	147	3,994

Table M.5 Cumulative numbers of active participants by entry into the Scheme – Northern Territory ^{623 624 625 626}

	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	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
End of 2020-21 Q2	988	2,859	147	3,994

Table M.6 Assessment of access by age group – Northern Territory ⁶²⁷

Age Group	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	1,045	96%	107	96%	1,152	96%
7 to 14	773	85%	38	66%	811	84%
15 to 18	252	84%	15	94%	267	84%
19 to 24	225	89%	12	71%	237	87%
25 to 34	384	87%	16	84%	400	87%
35 to 44	434	86%	26	84%	460	86%
45 to 54	476	82%	34	81%	510	82%
55 to 64	454	82%	39	67%	493	80%
65+	22	59%	<11		24	60%
Missing	<11		<11		<11	
Total	4,065	87%	289	81%	4,354	87%

⁶²¹ This table shows the total numbers of active participants at the end of each period.

⁶²² 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.

⁶²³ This table shows the total numbers of active participants at the end of each period.

⁶²⁴ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁶²⁵ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁶²⁶ 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.

⁶²⁷ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher supports needs than people who approach the Scheme who have not previously received supports.

Table M.7 Assessment of access by disability – Northern Territory ⁶²⁸

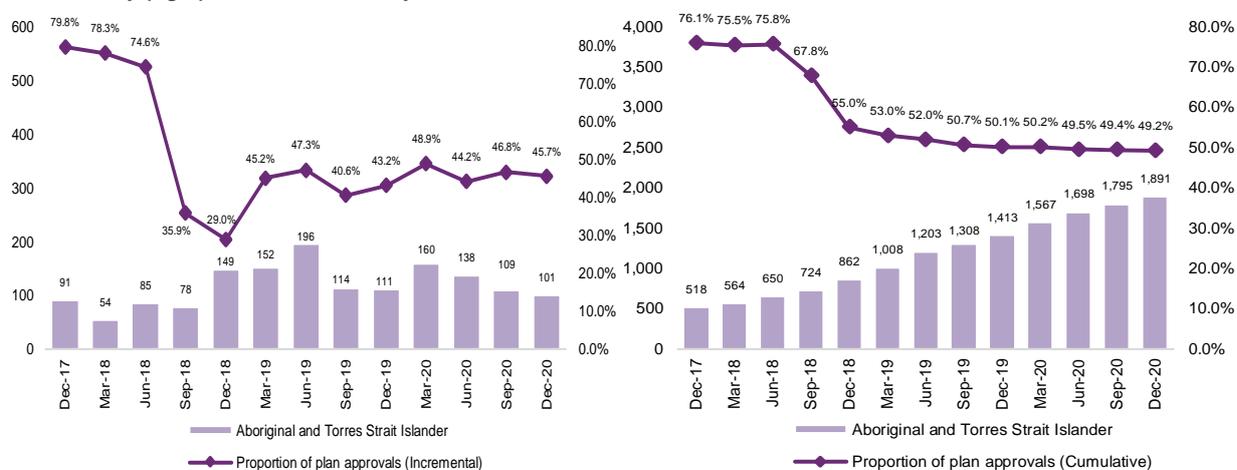
Disability	Prior Quarters		2020-21 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Acquired Brain Injury	259	95%	11	79%	270	94%
Autism	876	98%	36	95%	912	98%
Cerebral Palsy	208	97%	<11		209	97%
Developmental Delay	407	97%	75	97%	482	97%
Global Developmental Delay	99	96%	<11		109	96%
Hearing Impairment	184	85%	<11		192	85%
Intellectual Disability	783	94%	43	90%	826	94%
Multiple Sclerosis	18	82%	<11		18	82%
Psychosocial disability	398	73%	48	79%	446	73%
Spinal Cord Injury	83	100%	<11		84	99%
Stroke	134	86%	<11		143	86%
Visual Impairment	68	84%	<11		69	82%
Other Neurological	211	79%	11	79%	222	79%
Other Physical	229	61%	13	48%	242	60%
Other Sensory/Speech	36	46%	<11		37	46%
Other	44	59%	21	58%	65	59%
Missing	28	97%	<11		28	97%
Total	4,065	87%	289	81%	4,354	87%

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

Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,790	49.4%	101	45.7%	1,891	49.2%
Not Aboriginal and Torres Strait Islander	1,576	43.5%	96	43.4%	1,672	43.5%
Not Stated	260	7.2%	24	10.9%	284	7.4%
Total	3,626	100%	221	100%	3,847	100%

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory ⁶²⁹



⁶²⁸ Ibid.

⁶²⁹ 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.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	922	25.4%	56	25.3%	978	25.4%
Not culturally and linguistically diverse	2,697	74.4%	165	74.7%	2,862	74.4%
Not stated	<11		<11		<11	
Total	3,626	100%	221	100%	3,847	100%

Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory⁶³⁰

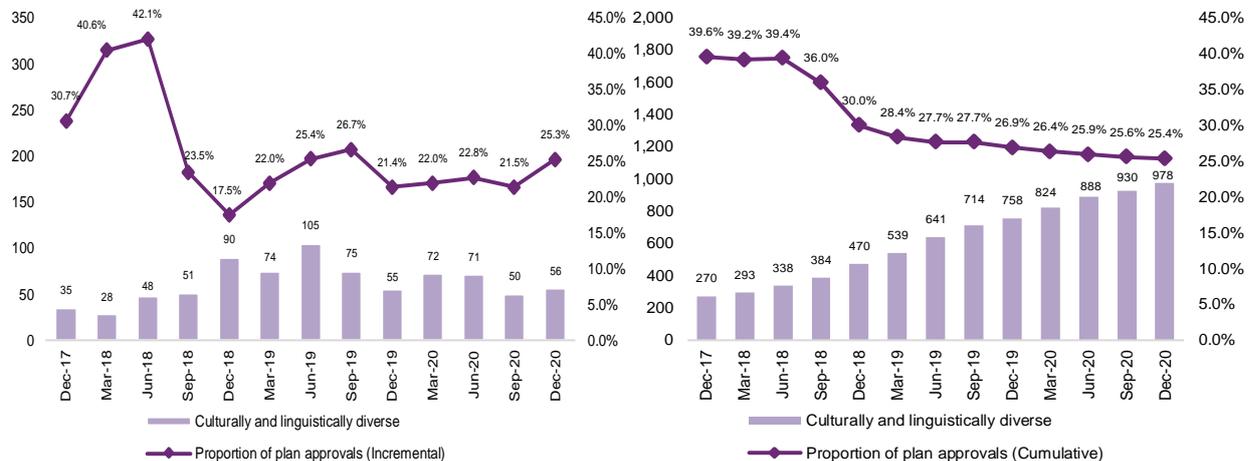
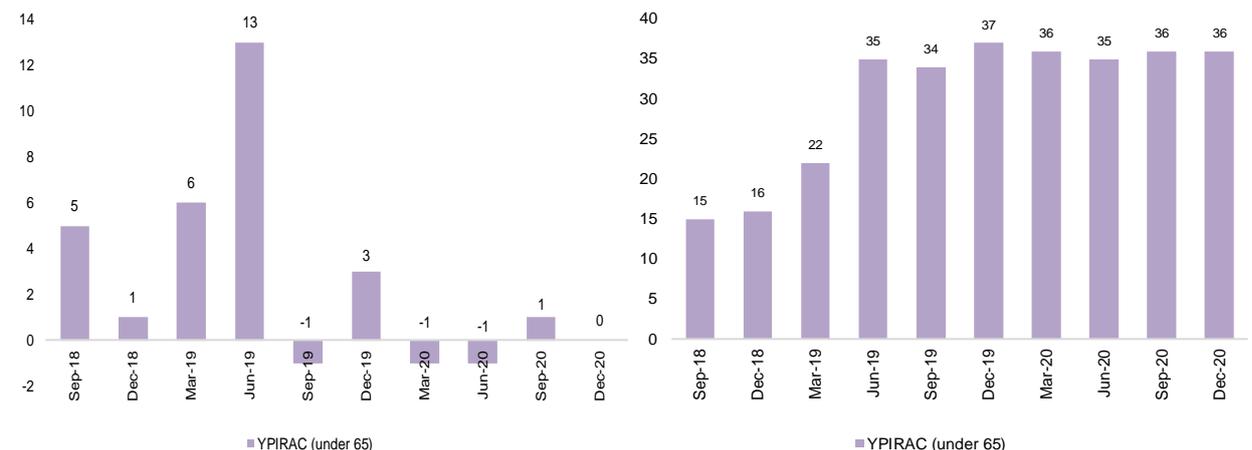


Table M.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2020 – Northern Territory^{631 632}

	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 Territory⁶³³



⁶³⁰ Ibid.

⁶³¹ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

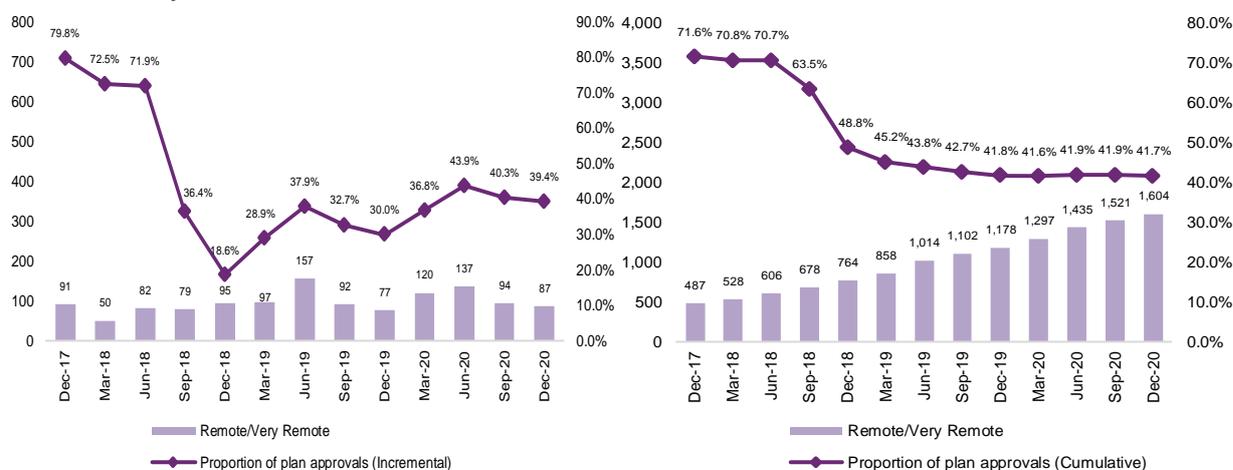
⁶³² There are less than 11 active participants aged 65 years or over who are currently in residential aged care.

⁶³³ 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 ^{634 635}

Participant profile	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	2,070	57.1%	132	59.7%	2,202	57.3%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	37	1.0%	<11		39	1.0%
Remote	706	19.5%	46	20.8%	752	19.6%
Very Remote	811	22.4%	41	18.6%	852	22.2%
Missing	<11		<11		<11	
Total	3,626	100%	221	100%	3,847	100%

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory ^{636 637}



⁶³⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

⁶³⁵ This table is based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

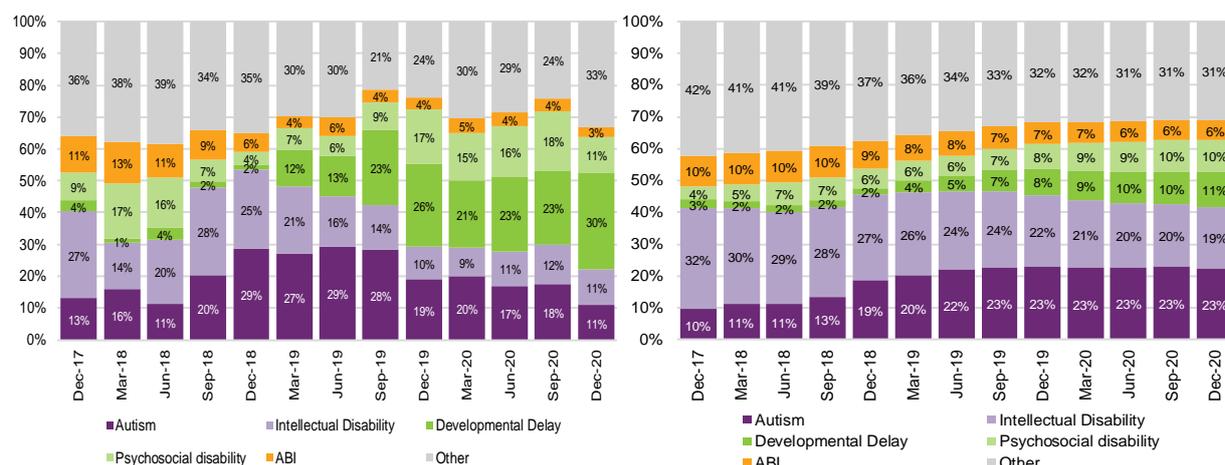
⁶³⁶ Ibid.

⁶³⁷ 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 ^{638 639 640}

Disability	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Autism	842	23%	24	11%	866	23%
Intellectual Disability	712	20%	25	11%	737	19%
Psychosocial disability	359	10%	25	11%	384	10%
Developmental Delay	362	10%	67	30%	429	11%
Hearing Impairment	166	5%	<11		169	4%
Other Neurological	184	5%	11	5%	195	5%
Other Physical	169	5%	12	5%	181	5%
Cerebral Palsy	197	5%	<11		204	5%
ABI	225	6%	<11		232	6%
Global Developmental Delay	89	2%	<11		97	3%
Visual Impairment	59	2%	<11		61	2%
Multiple Sclerosis	16	0%	<11		17	0%
Stroke	118	3%	<11		128	3%
Spinal Cord Injury	73	2%	<11		73	2%
Other Sensory/Speech	33	1%	<11		34	1%
Other	22	1%	18	8%	40	1%
Total	3,626	100%	221	100%	3,847	100%

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁴¹



⁶³⁸ Table order based on national proportions (highest to lowest).

⁶³⁹ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁶⁴⁰ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Northern Territory (104).

⁶⁴¹ 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 function – Northern Territory ⁶⁴²

Level of Function	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	520	14%	69	31%	589	15%
2 (High Function)	<11		<11		<11	
3 (High Function)	211	6%	17	8%	228	6%
4 (High Function)	161	4%	12	5%	173	5%
5 (High Function)	256	7%	19	9%	275	7%
6 (Moderate Function)	597	16%	31	14%	628	16%
7 (Moderate Function)	196	5%	<11		206	5%
8 (Moderate Function)	290	8%	18	8%	308	8%
9 (Moderate Function)	15	0%	<11		16	0%
10 (Moderate Function)	461	13%	25	11%	486	13%
11 (Low Function)	96	3%	<11		98	3%
12 (Low Function)	475	13%	<11		484	13%
13 (Low Function)	230	6%	<11		236	6%
14 (Low Function)	112	3%	<11		113	3%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	3,626	100%	221	100%	3,847	100%

Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁴³

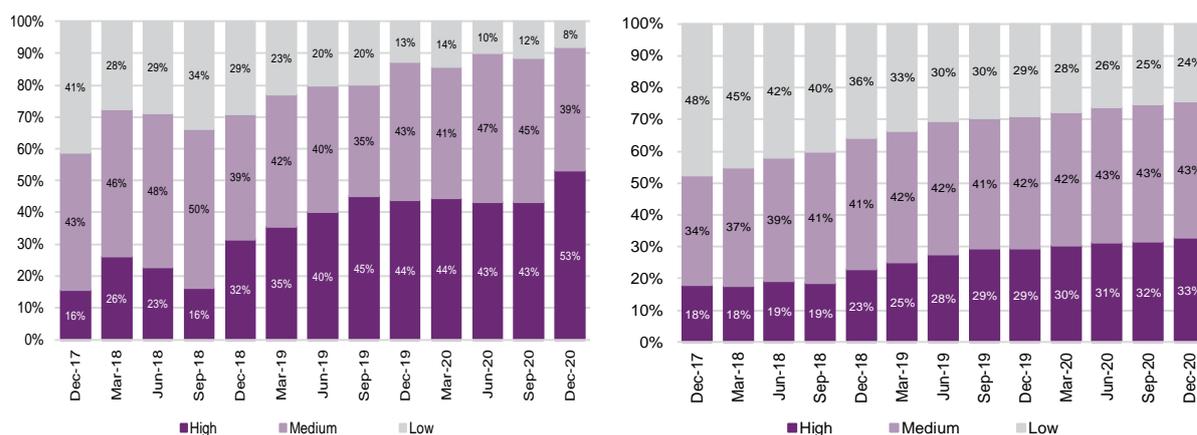


Table M.14 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
0 to 6	685	19%	90	41%	775	20%
7 to 14	850	23%	30	14%	880	23%
15 to 18	263	7%	<11		271	7%
19 to 24	248	7%	12	5%	260	7%
25 to 34	336	9%	14	6%	350	9%
35 to 44	398	11%	18	8%	416	11%
45 to 54	389	11%	21	10%	410	11%
55 to 64	377	10%	27	12%	404	11%
65+	80	2%	<11		81	2%
Total	3,626	100%	221	100%	3,847	100%

⁶⁴² The distributions are calculated excluding participants with a missing level of function.

⁶⁴³ 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 ⁶⁴⁴

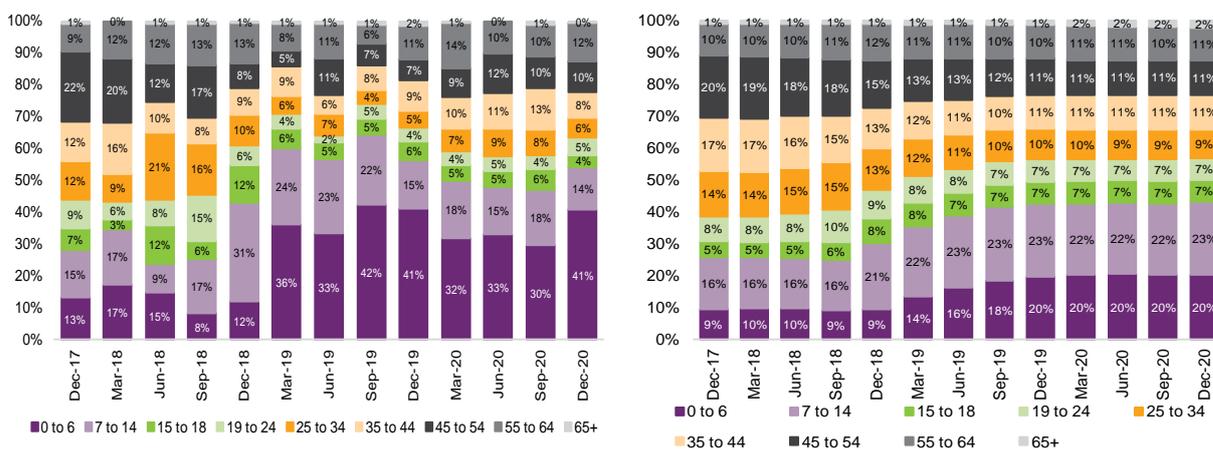


Table M.15 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Male	2,366	65%	155	70%	2,521	66%
Female	1,244	34%	66	30%	1,310	34%
Other	16	0%	<11		16	0%
Total	3,626	100%	221	100%	3,847	100%

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁴⁵



Table M.16 Participation rates by age group – Northern Territory ⁶⁴⁶

	NT
0-6	3.19%
7-14	3.37%
15-18	2.39%
19-24	1.38%
25-34	0.82%
35-44	1.19%
45-54	1.40%
55-64	1.79%
Total (aged 0-64)	1.79%

⁶⁴⁴ Ibid.

⁶⁴⁵ Ibid.

⁶⁴⁶ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table M.17 Number of baseline questionnaires completed by SFOF version – Northern Territory ⁶⁴⁷

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	40	183	295	125	667
Participant school to 14	33	78	512	338	108	1,069
Participant 15 to 24	26	65	190	107	50	438
Participant 25 and over	157	255	521	404	172	1,509
Total Participant	240	438	1,406	1,144	455	3,683
Family 0 to 14	54	104	659	603	211	1,631
Family 15 to 24	3	34	131	78	26	272
Family 25 and over	15	58	247	195	56	571
Total Family	72	196	1,037	876	293	2,474
Total	312	634	2,443	2,020	748	6,157

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	61%			
CC % who say their child is able to tell them what he/she wants	65%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		21%		
DL % who say their child is becoming more independent		29%		
CC % of children who have a genuine say in decisions about themselves		70%		
CC % who are happy with the level of independence/control they have now			21%	
CC % who choose who supports them			32%	47%
CC % who choose what they do each day			38%	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			84%	81%

⁶⁴⁷ 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	54%	67%		
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	67%	76%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			31%	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		56%		
HM	% who are happy with their home			73%	58%
HM	% who feel safe or very safe in their home			80%	61%
HW	% who rate their health as good, very good or excellent			72%	40%
HW	% who did not have any difficulties accessing health services			65%	49%
LL	% who currently attend or previously attended school in a mainstream class			31%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				66%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			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%	15%	13%
% receiving Carer Allowance	27%	19%	14%
% working in a paid job	45%	58%	35%
Of those in a paid job, % in permanent employment	82%	83%	82%
Of those in a paid job, % working 15 hours or more	88%	95%	89%
% who say they (and their partner) are able to work as much as they want	58%	59%	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	85%	85%	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	63%	52%	38%
% 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	85%		
% 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		30%	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%	76%	66%

Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=143) - participants who entered between 1 July 2016 and 31 December 2019 – Northern Territory ⁶⁴⁸

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	91%
CC Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL Has the NDIS improved how your child fits into family life?	67%
S/CP Has the NDIS improved how your child fits into community life?	57%

Table M.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=501) - participants who entered between 1 July 2016 and 31 December 2019 – Northern Territory

Question	% Yes
DL Has the NDIS helped your child to become more independent?	52%
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?	44%
S/CP Has the NDIS improved your child's social and recreational life?	41%

⁶⁴⁸ Results in Tables M.22 to M.25 include participants who entered between 1 July 2016 and 31 December 2019 and have had a first plan review to date.

Table M.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=172) and ‘Participant 25 and over’ (n=421) - participants who entered between 1 July 2016 and 31 December 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?	57%	65%
DL Has the NDIS helped you with daily living activities?	59%	66%
REL Has the NDIS helped you to meet more people?	46%	53%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	41%
HW Has your involvement with the NDIS improved your health and wellbeing?	38%	50%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	27%
WK Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%
S/CP Has the NDIS helped you be more involved?	53%	60%

Table M.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=639); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=275) - participants who entered between 1 July 2016 and 31 December 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%	57%
Has the NDIS improved the level of support for your family?	62%	63%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	70%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	66%	
Has the NDIS improved your health and wellbeing?	35%	37%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ 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=99) - participants who entered between 1 July 2016 and 31 December 2018 – Northern Territory⁶⁴⁹

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	44%	54%	+10%
LL Has the NDIS improved your child's access to education?	30%	32%	+2%
REL Has the NDIS improved your child's relationships with family and friends?	39%	38%	-1%
S/CP Has the NDIS improved your child's social and recreational life?	40%	43%	+3%

⁶⁴⁹ Results in Tables M.26 to M.28 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

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=79) and ‘Participant 25 and over’ (n=269) - participants who entered between 1 July 2016 and 31 December 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?	56%	66%	+9%	55%	67%	+12%
DL	Has the NDIS helped you with daily living activities?	60%	74%	+14%	62%	80%	+18%
REL	Has the NDIS helped you to meet more people?	56%	66%	+10%	46%	61%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	45%	44%	-0%	37%	49%	+12%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	+5%	50%	57%	+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?	39%	37%	-2%	23%	28%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	22%	+5%	10%	11%	+1%
S/CP	Has the NDIS helped you be more involved?	49%	66%	+17%	52%	68%	+16%

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=80); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=61) - participants who entered between 1 July 2016 and 31 December 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?	51%	58%	+7%	41%	57%	+16%
Has the NDIS improved the level of support for your family?	44%	54%	+10%	55%	75%	+20%
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%	+5%	52%	74%	+23%
Has the NDIS improved your ability/capacity to help your child develop and learn?	56%	59%	+4%			
Has the NDIS improved your health and wellbeing?	32%	33%	+0%	37%	44%	+7%

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 M.29 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=30) - participants who entered between 1 July 2016 and 31 December 2017 – Northern Territory ⁶⁵⁰

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped your child to become more independent?	46%	55%	67%	+20%
Has the NDIS improved your child's access to education?	30%	20%	36%	+7%
Has the NDIS improved your child's relationships with family and friends?	37%	38%	48%	+11%
Has the NDIS improved your child's social and recreational life?	33%	43%	58%	+24%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants' first, second and third plan review, for 'Participant 15 to 24'.

Table M.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=74) - participants who entered between 1 July 2016 and 31 December 2017 – Northern Territory

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	45%	67%	70%	+25%
Has the NDIS helped you with daily living activities?	58%	73%	78%	+20%
Has the NDIS helped you to meet more people?	46%	49%	60%	+15%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	30%	44%	+22%
Has your involvement with the NDIS improved your health and wellbeing?	38%	46%	54%	+16%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	16%	19%	25%	+9%
Has your involvement with the NDIS helped you find a job that's right for you?	7%	9%	12%	+5%
Has the NDIS helped you be more involved?	32%	49%	65%	+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 participants' first, second, third and fourth plan review.

⁶⁵⁰ Results in Table M.29 to M.30 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table M.31 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=371), 'participant social and community engagement rate' (n=370) and 'parent and carer employment rate' (n=141) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2018 – Northern Territory⁶⁵¹

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	9%	12%	17%	24%
Aged 25+	11%	8%	11%	
Aged 15+ (Average)	11%	8%	12%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	53%	53%	52%	50%
Aged 25+	45%	46%	46%	
Aged 15+ (Average)	47%	48%	47%	
Parent and carer Employment Rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	58%	62%	58%	50%
Aged 15+	53%	56%	53%	
All ages (Average)	56%	59%	56%	

Table M.32 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=97), 'participant social and community engagement rate' (n=98) and 'parent and carer employment rate' (n=18) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2017 – Northern Territory⁶⁵²

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+	9%	7%	5%	8%	
Aged 15+ (Average)	8%	8%	6%	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+	48%	46%	52%	57%	
Aged 15+ (Average)	49%	48%	54%	57%	
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 participants' first, second, third and fourth plan review.

⁶⁵¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

⁶⁵² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a third plan review to date.

Table M.33 Number of active plans by goal type and primary disability – Northern Territory ⁶⁵³

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	63	183	141	41	121	196	100	57	232
Autism	213	737	215	214	477	424	59	100	866
Cerebral Palsy	67	158	110	43	93	132	48	31	204
Developmental Delay	40	414	47	76	98	60	2	1	429
Down Syndrome	30	86	49	27	37	65	16	27	104
Global Developmental Delay	6	90	19	22	33	19	1	0	97
Hearing Impairment	46	132	45	47	52	75	23	31	169
Intellectual Disability	190	458	242	207	355	432	162	198	633
Multiple Sclerosis	5	11	15	1	2	15	9	2	17
Psychosocial disability	129	241	221	87	196	312	148	128	384
Spinal Cord Injury	35	53	43	9	19	55	36	19	73
Stroke	40	94	82	16	42	100	50	20	128
Visual Impairment	17	44	21	21	21	37	22	14	61
Other Neurological	73	133	123	26	69	140	78	39	195
Other Physical	68	131	101	27	49	120	71	37	181
Other Sensory/Speech	6	29	7	11	17	15	2	2	34
Other	9	32	23	5	11	24	14	6	40
Total	1,037	3,026	1,504	880	1,692	2,221	841	712	3,847

⁶⁵³ 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.34 Number of goals in active plans by goal type and primary disability – Northern Territory ⁶⁵⁴

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	77	263	158	44	152	236	107	57	1,094
Autism	247	2,012	251	248	644	492	62	101	4,057
Cerebral Palsy	78	348	140	48	115	164	52	31	976
Developmental Delay	51	1,819	53	92	128	68	2	1	2,214
Down Syndrome	36	187	55	30	44	78	17	27	474
Global Developmental Delay	8	351	22	35	43	21	1	0	481
Hearing Impairment	55	228	50	54	62	84	23	32	588
Intellectual Disability	228	787	276	246	455	533	167	205	2,897
Multiple Sclerosis	7	16	19	1	2	17	9	2	73
Psychosocial disability	151	309	241	94	215	380	152	128	1,670
Spinal Cord Injury	43	75	49	9	20	68	37	21	322
Stroke	54	163	94	17	49	115	55	20	567
Visual Impairment	19	70	26	26	26	40	22	14	243
Other Neurological	92	196	147	29	81	165	87	41	838
Other Physical	86	188	119	29	57	139	75	37	730
Other Sensory/Speech	6	65	8	13	21	17	2	2	134
Other	9	61	27	8	12	30	14	6	167
Total	1,247	7,138	1,735	1,023	2,126	2,647	884	725	17,525

Table M.35 Number of active plans by goal type and age group – Northern Territory ⁶⁵⁵

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	67	750	111	150	202	117	7	0	775
7 to 14	189	731	238	280	506	431	29	4	880
15 to 18	97	209	80	92	157	183	39	99	271
19 to 24	96	166	95	78	119	184	92	151	260
25 to 34	147	243	189	82	157	272	124	142	350
35 to 44	141	282	227	93	194	342	164	130	416
45 to 54	135	290	259	55	187	324	176	109	410
55 to 64	133	297	257	46	149	315	174	69	404
65+	32	58	48	4	21	53	36	8	81
Total	1,037	3,026	1,504	880	1,692	2,221	841	712	3,847

⁶⁵⁴ Participants have set over two million goals in total across Australia since July 2016. The 17,525 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

⁶⁵⁵ 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.36 Number of goals in active plans by goal type and age group – Northern Territory ⁶⁵⁶

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	83	3,206	129	187	264	131	7	0	4,007
7 to 14	210	1,720	281	333	688	511	29	4	3,776
15 to 18	112	340	88	108	205	211	43	101	1,208
19 to 24	115	240	114	93	144	230	98	154	1,188
25 to 34	177	330	206	91	191	335	130	145	1,605
35 to 44	180	382	257	102	222	409	168	132	1,852
45 to 54	171	413	294	57	218	387	187	110	1,837
55 to 64	163	424	308	48	171	370	184	71	1,739
65+	36	83	58	4	23	63	38	8	313
Total	1,247	7,138	1,735	1,023	2,126	2,647	884	725	17,525

⁶⁵⁶ Participants have set over two million goals in total across Australia since July 2016. The 17,525 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

Table M.37 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q2 compared to prior quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory ⁶⁵⁷

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with 'Yes' 2020-21 Q2
Access	n = 68	n = 13
Are you happy with how coming into the NDIS has gone?	84%	N/A
Was the person from the NDIS respectful?	93%	N/A
Do you understand what will happen next with your plan?	66%	N/A
% of participants rating their overall experience as Very Good or Good.	82%	N/A
Pre-planning	n = 78	n = 30
Did the person from the NDIS understand how your disability affects your life?	85%	90%
Did you understand why you needed to give the information you did?	94%	87%
Were decisions about your plan clearly explained?	82%	73%
Are you clear on what happens next with your plan?	77%	63%
Do you know where to go for more help with your plan?	82%	80%
% of participants rating their overall experience as Very Good or Good.	78%	77%
Planning	n = 80	n = 30
Did the person from the NDIS understand how your disability affects your life?	89%	100%
Did you understand why you needed to give the information you did?	98%	97%
Were decisions about your plan clearly explained?	85%	93%
Are you clear on what happens next with your plan?	84%	90%
Do you know where to go for more help with your plan?	84%	90%
% of participants rating their overall experience as Very Good or Good.	84%	97%
Plan review	n = 36	n = 49
Did the person from the NDIS understand how your disability affects your life?	83%	76%
Did you feel prepared for your plan review?	83%	78%
Is your NDIS plan helping you to make progress towards your goals?	86%	84%
% of participants rating their overall experience as Very Good or Good.	81%	69%

There is insufficient data to show participant satisfaction results over time.

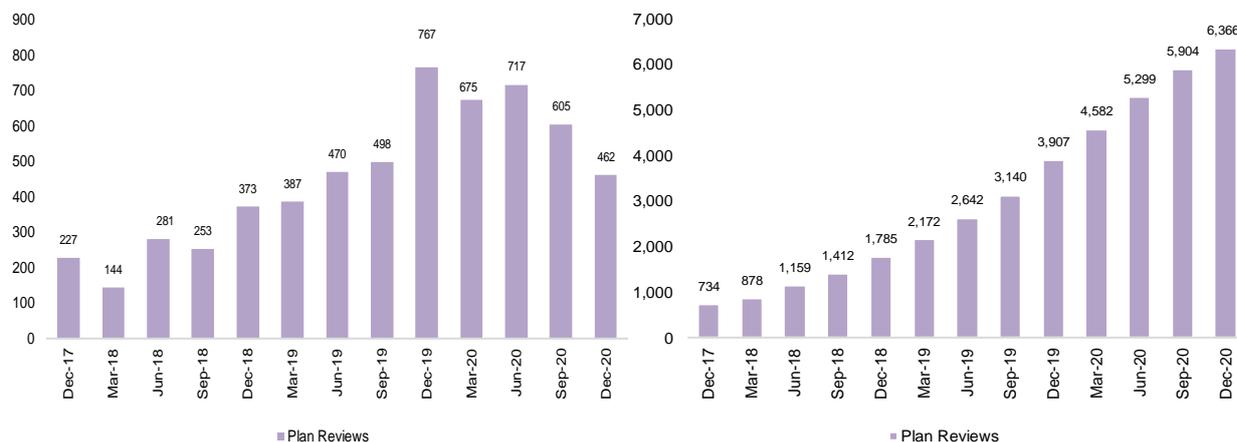
Table M.38 Plan reviews conducted per quarter – excluding plans less than 30 days – Northern Territory ⁶⁵⁸

	Prior Quarters (Transition only)	2020-21 Q2	Transition Total
Total plan reviews	5,904	462	6,366
<i>Early intervention plans</i>	879	83	962
<i>Permanent disability plans</i>	5,025	379	5,404

⁶⁵⁷ Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Future results will be compared with the December 2020 quarter results to understand change over time.

⁶⁵⁸ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory



The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q2. The charts show trends in complaints experience since the December 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 participant 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.39 shows the numbers of complaints in 2020-21 Q2 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.

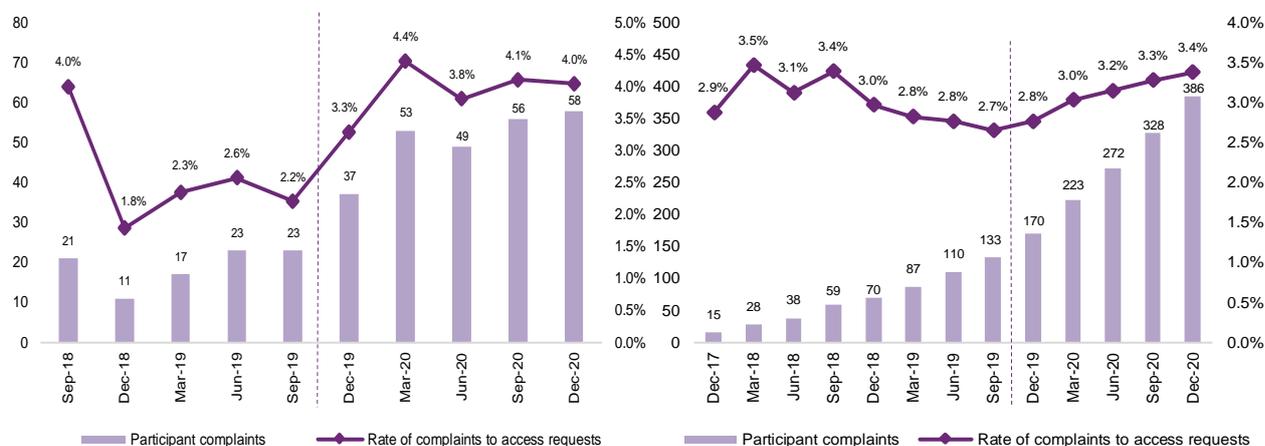
Table M.40 shows the number of complaints by type as well as by source and subject of complaint based on records from the 'My Feedback' tile only. Therefore, these results include all complaints submitted from the commencement of transition up until 2019-20 Q2, a portion of complaints made during that quarter, and a small number of complaints made subsequently. The table should be considered in conjunction with Table M.41.

Table M.41 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 Q2. This table should be considered in conjunction with Table M.40. The list of complaint types is different to that which appears in Table M.40, as it is based on the options available on the 'My Customer Requests' tile.

Table M.39 Complaints by quarter – Northern Territory ^{659 660 661}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q2	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	0	0	0	0
Complaint about LAC Partner	3	0	3	3
Complaints about service providers	36	0	36	27
Complaints about the Agency	192	25	217	150
Critical/ Reportable Incident	96	33	129	100
Unclassified	11	0	11	7
Total	338	58	396	270
Total complaints made since 1 April 2017	328	58	386	
Complaints since 1 April 2017 as % of all access requests	3.3%	4.0%	3.4%	

Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁶²



⁶⁵⁹ Note that 76% of all complainants made only one complaint, 17% made two complaints and 7% made three or more complaints.

⁶⁶⁰ % 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.

⁶⁶¹ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

⁶⁶² There are insufficient numbers to show the incremental count of participant complaints in Northern Territory prior to the September 2018 quarter.

Table M.40 Complaints by type ('My Feedback' tile) – Northern Territory

Complaints made by or on behalf of	Transition Total	
Participants		
<i>Complaints about service providers</i>		
Supports being provided	7	(23%)
Service Delivery	1	(3%)
Staff conduct	3	(10%)
Provider process	3	(10%)
Provider costs.	2	(7%)
Other	14	(47%)
Total	30	
<i>Complaints about the Agency</i>		
Timeliness	37	(29%)
Individual needs	11	(9%)
Reasonable and necessary supports	10	(8%)
Information unclear	4	(3%)
The way the NDIA carried out its decision making	11	(9%)
Other	53	(42%)
Total	126	
<i>Unclassified</i>	11	
Participants total	167	

Table M.41 Complaints by type ('My Customer Requests' tile) – Northern Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q2		Transition Total	
<i>Complaint about ECEI Partner</i>						
ECEI Plan	0		0		0	
ECEI Process	0		0		0	
ECEI Staff	0		0		0	
ECEI Timeliness	0		0		0	
Other	0		0		0	
Total	0		0		0	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0		0	(0%)
LAC Fraud and Compliance	0	(0%)	0		0	(0%)
LAC Plan	0	(0%)	0		0	(0%)
LAC Process	0	(0%)	0		0	(0%)
LAC Resources	0	(0%)	0		0	(0%)
LAC Staff	3	(100%)	0		3	(100%)
LAC Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
Total	3		0		3	
<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%)
Total	6		0		6	
<i>Complaints about the Agency</i>						
NDIA Access	3	(4%)	0	(0%)	3	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	18	(26%)	2	(9%)	20	(22%)
NDIA Fraud and Compliance	0	(0%)	1	(5%)	1	(1%)
NDIA Plan	15	(22%)	8	(36%)	23	(25%)
NDIA Process	17	(25%)	3	(14%)	20	(22%)
NDIA Resources	0	(0%)	0	(0%)	0	(0%)
NDIA Staff	7	(10%)	1	(5%)	8	(9%)
NDIA Timeliness	9	(13%)	7	(32%)	16	(18%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	69		22		91	
<i>Critical/ Reportable Incident</i>						
Allegations against Informal Supports	24	(25%)	6	(18%)	30	(23%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Allegations against a provider	24	(25%)	8	(24%)	32	(25%)
Participant threat	22	(23%)	9	(27%)	31	(24%)
Provider reporting	26	(27%)	10	(30%)	36	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	96		33		129	
<i>Unclassified</i>	0		0		0	
Participants total	174		55		229	

Figure M.11 Participant Requested Reviews received and closed by quarter and open at the end of each quarter – Northern Territory ⁶⁶³

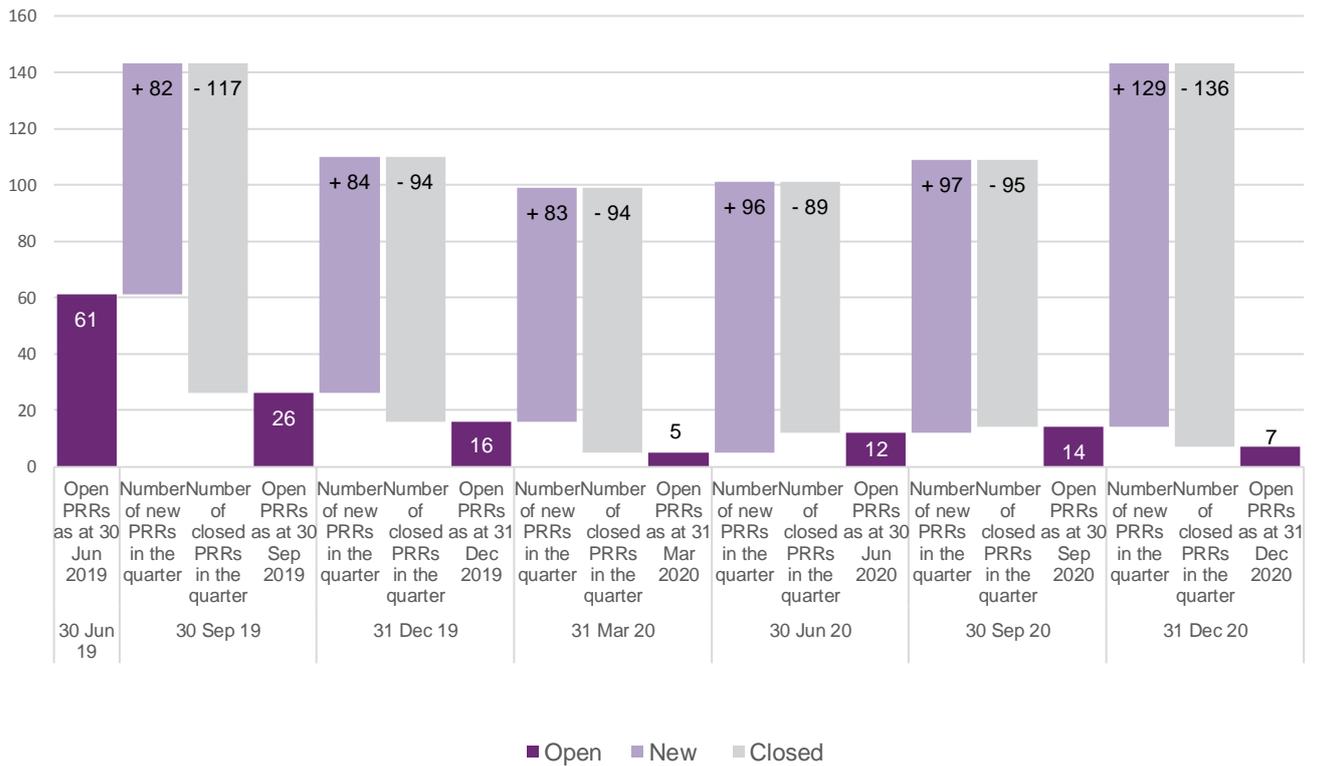


Table M.42 Summary of Open Participant Requested Reviews (PRRs) (s48) – Northern Territory ⁶⁶⁴

	As at 31 December 2020
Open PRRs	7
Number of PRRs open less than 21 days	7
Number of PRRs open more than 21 days	0
New PRRs in the quarter	129
Number of PRRs closed in the quarter	136
Proportion closed within 21 days	99%
Average days PRRs took to close in the quarter	11

⁶⁶³ 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.

⁶⁶⁴ 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 ⁶⁶⁵



Figure M.13 RoRDs received and closed by quarter and open at the end of each quarter – Northern Territory

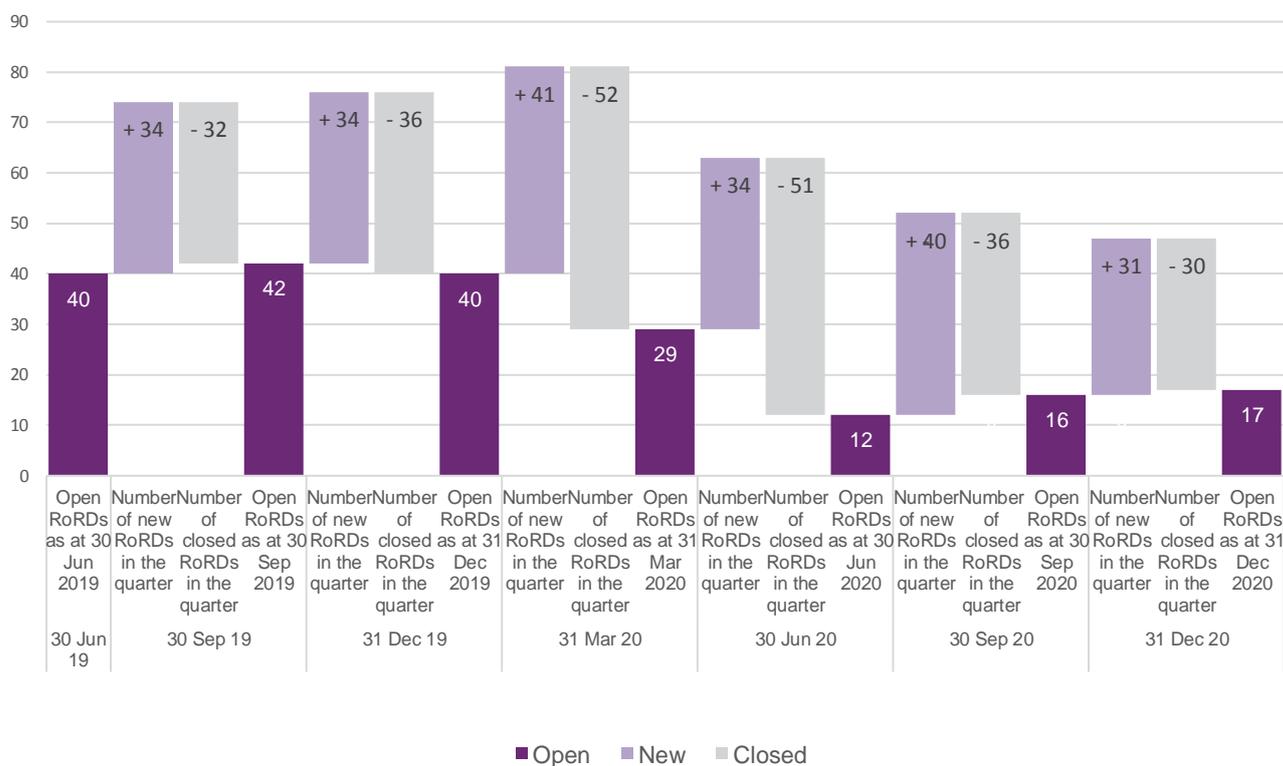


Table M.43 Summary of Reviews of Reviewable Decisions (RoRDs) (s100) – Northern Territory ^{666 667}

	Access	Planning
Open RoRDs	1	16
Number of RoRDs open less than 90 days	1	16
Number of RoRDs open more than 90 days	0	0
New RoRDs in the quarter	5	26
Number of RoRDs closed in the quarter	8	22
Proportion closed within 90 days	100%	100%
Average days RoRDs took to close in the quarter	30	48

⁶⁶⁵ 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 31 December 2020.

⁶⁶⁶ 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.

⁶⁶⁷ Data on s100 requests is based on a new off-system reporting database, and hence is not subject to the same data quality controls in place in the ICT business system.

Figure M.14 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs - Access) over time – Northern Territory⁶⁶⁸

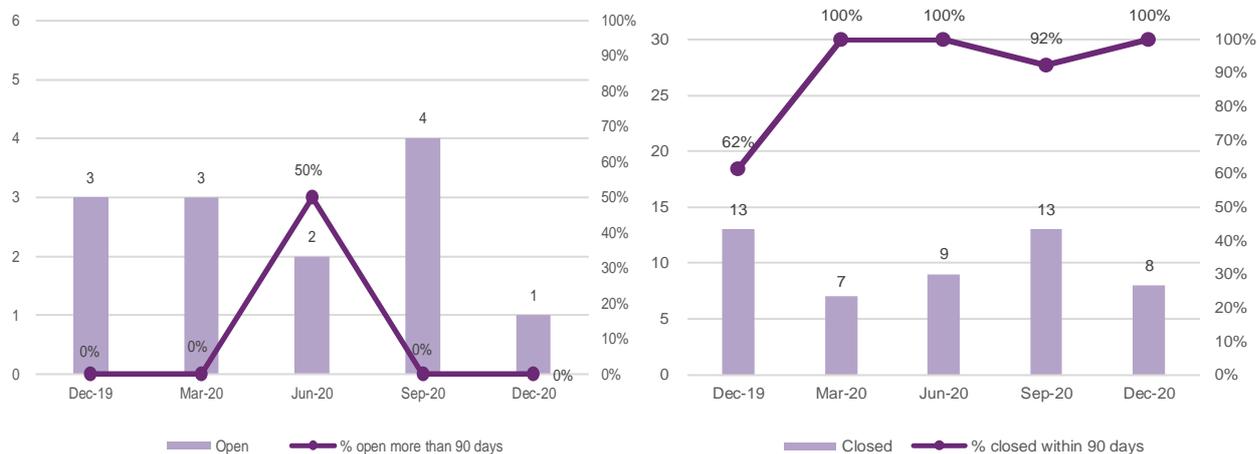


Figure M.15 Open (left) and closed (right) Reviews of Reviewable Decisions (RoRDs – Planning) over time – Northern Territory⁶⁶⁹

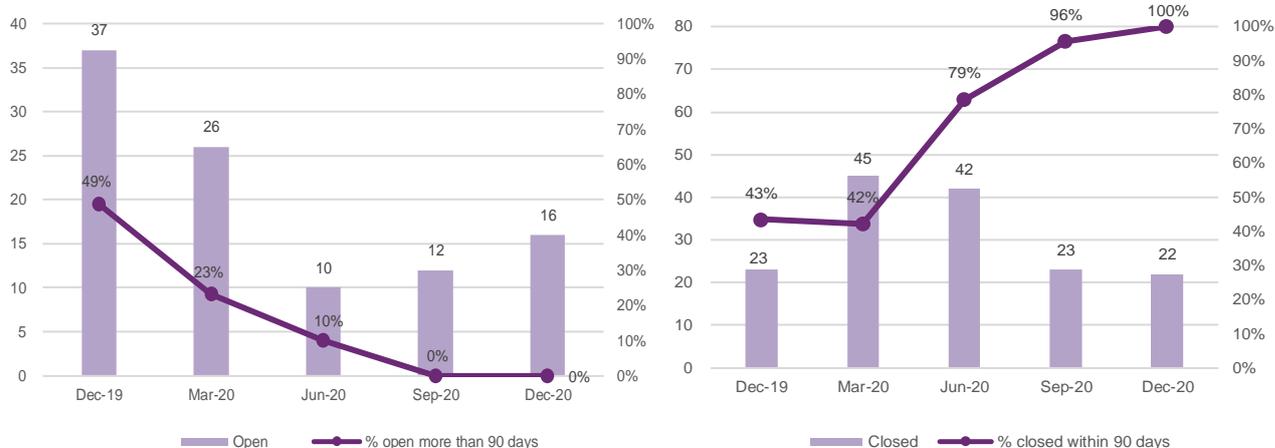


Table M.44 AAT Cases by category – Northern Territory^{670 671}

Category	Prior Quarters		2020-21 Q2		Total	
	N	%	N	%	N	%
Total	<11		<11		<11	
% of all access decisions	0.06%		0.00%		0.05%	

⁶⁶⁸ Numbers of open and closed RoRDs have been restated using data as at 31 December 2020 due to retrospective changes in the underlying data.

⁶⁶⁹ Ibid.

⁶⁷⁰ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

⁶⁷¹ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Figure M.16 Distribution of active participants by method of financial plan management and age group as at 31 December 2020 – Northern Territory ^{672 673}

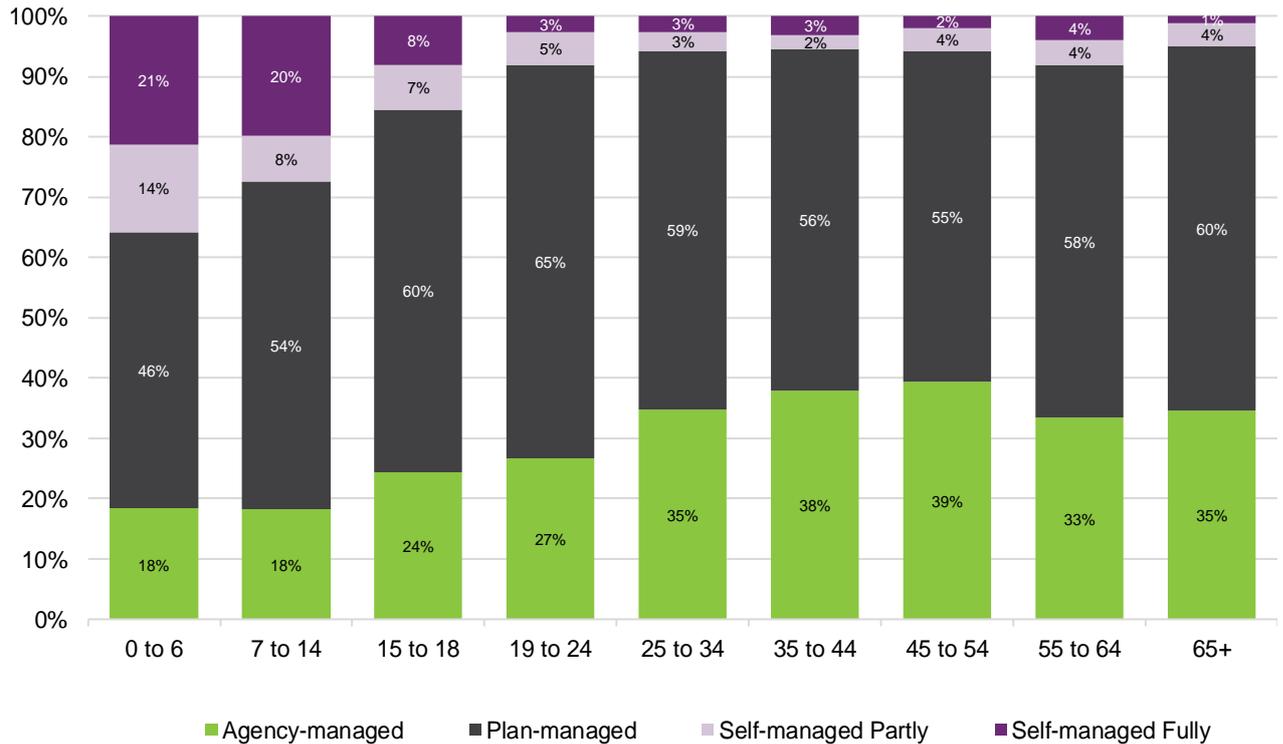
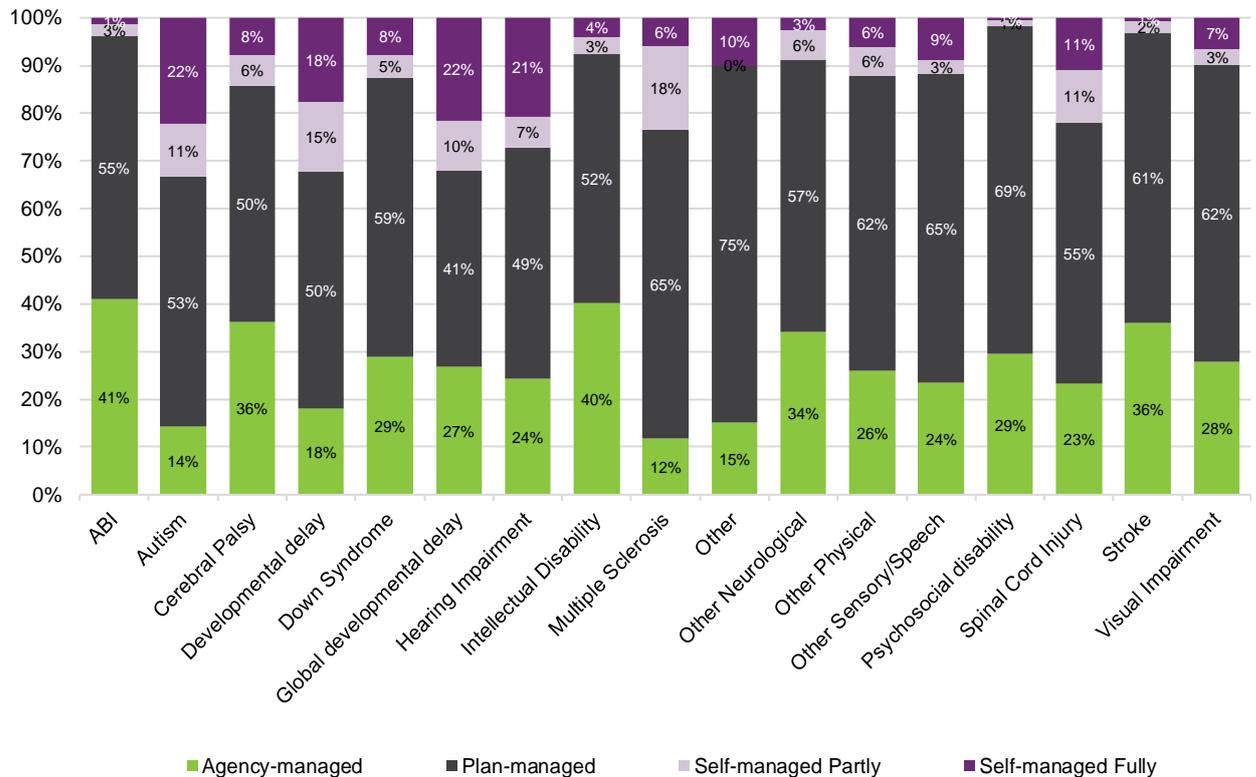


Figure M.17 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2020 – Northern Territory ^{674 675}



⁶⁷² For the total number of active participants in each age group, see Table M.14.

⁶⁷³ 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.

⁶⁷⁴ For the total number of active participants in each primary disability group, see Table M.12.

⁶⁷⁵ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Table M.45 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory ⁶⁷⁶

	Prior Quarters	2020-21 Q2	Total
Self-managed fully	11%	8%	11%
Self-managed partly	7%	5%	7%
Plan-managed	52%	70%	55%
Agency-managed	29%	17%	27%
Total	100%	100%	100%

Figure M.18 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁷⁷

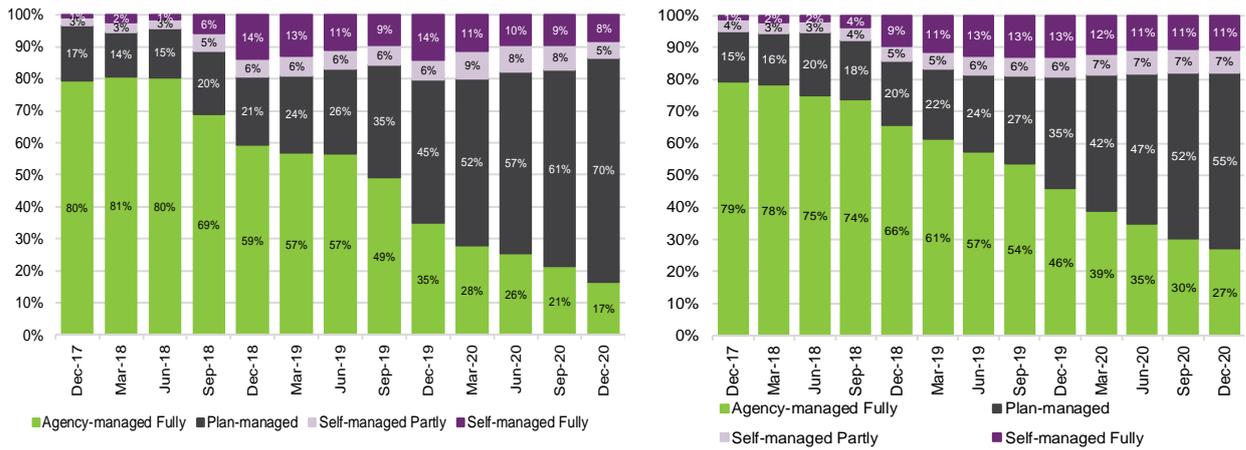


Table M.46 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory

	Prior Quarters	2020-21 Q2	Total
Self-managed	4%	3%	4%
Plan-managed	22%	43%	24%
Agency-managed	74%	54%	72%
Total	100%	100%	100%

Figure M.19 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory



⁶⁷⁶ Ibid.

⁶⁷⁷ 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 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory

	Prior Quarters	2020-21 Q2	Total
Support coordination	75%	81%	76%

Table M.48 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory ⁶⁷⁸

	Prior Quarters (Transition Only)		2019-20 Q4		Total	
	N	%	N	%	N	%
Plan activation						
Less than 30 days	1,900	65%	204	66%	2,104	65%
30 to 59 days	337	11%	44	14%	381	12%
60 to 89 days	183	6%	13	4%	196	6%
Activated within 90 days	2,420	82%	261	85%	2,681	83%
90 to 119 days	144	5%	10	3%	154	5%
120 days and over	310	11%	18	6%	328	10%
Activated after 90 days	454	15%	28	9%	482	15%
No payments	60	2%	19	6%	79	2%
Total plans approved	2,934	100%	308	100%	3,242	100%

Table M.49 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 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,330	1,387	96%
Not Aboriginal and Torres Strait Islander	1,197	1,229	97%
Not Stated	149	151	99%
Total	2,676	2,767	97%
by Culturally and Linguistically Diverse status			
CALD	705	735	96%
Not CALD	1,964	2,025	97%
Not Stated	<11	<11	
Total	2,676	2,767	97%
by Remoteness			
Major Cities	<11	<11	
Regional	1,549	1,595	97%
Remote	1,126	1,171	96%
Missing	<11	<11	
Total	2,676	2,767	97%
by Primary Disability type			
Autism	659	681	97%
Intellectual Disability (including Down Syndrome)	601	618	97%
Psychosocial Disability	219	225	97%
Developmental Delay (including Global Developmental Delay)	226	241	94%
Other	971	1,002	97%
Total	2,676	2,767	97%

⁶⁷⁸ Plans approved after the end of 2019-20 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table M.50 Distribution of plans by utilisation – Northern Territory ^{679 680}

Plan utilisation	Total
0 to 50%	49%
50% to 75%	22%
> 75%	29%
Total	100%

Table M.51 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁶⁸¹

	Prior Quarters	2020-21 Q2	Total
Daily Activities	15%	14%	15%
Health & Wellbeing	39%	46%	40%
Lifelong Learning	9%	8%	9%
Other	17%	17%	17%
Non-categorised	27%	23%	26%
Any mainstream service	96%	96%	96%

Part Four: Providers and the growing market

Table M.52 Key markets indicators by quarter – Northern Territory ^{682 683}

Market indicators	Prior Quarters	2020-21 Q2
a) Average number of active providers per active participant	1.79	1.78
b) Number of providers delivering new types of supports	70	77
c) Share of payments - top 25%		
<i>Assistance with daily life tasks in a group or shared living arrangement (%)</i>	77%	80%
<i>Therapeutic Supports (%)</i>	83%	88%
<i>Participation in community, social and civic activities (%)</i>	77%	78%
<i>Early Intervention supports for early childhood (%)</i>	76%	82%
<i>Daily Personal Activities (%)</i>	88%	84%

Table M.53 Cumulative number of providers that have been ever active as at 31 December 2020 by quarter of activity – Northern Territory ⁶⁸⁴

Activity	Number of providers
Active for the first time in 2020-21 Q2	24
Active in 2020-21 Q2 and also in previous quarters	235
Active in 2020-21 Q2	259
Inactive in 2020-21 Q2	368
Active ever	627

⁶⁷⁹ This table only considers participants with initial plans approved up to 30 June 2020, and includes committed supports and payments for supports provided up to 30 September 2020. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶⁸⁰ 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.

⁶⁸¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁶⁸² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁸³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶⁸⁴ Active providers refer to those who have received payment for support Agency-managed participants.

Table M.54 Cumulative number of providers that have been ever active by registration group – Northern Territory ⁶⁸⁵

Registration Group	Prior Quarters	2020-21 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	12	1	13	8%
Assistance Animals	3	1	4	33%
Assistance with daily life tasks in a group or shared living arrangement	73	3	76	4%
Assistance with travel/transport arrangements	61	8	69	13%
Daily Personal Activities	107	4	111	4%
Group and Centre Based Activities	61	3	64	5%
High Intensity Daily Personal Activities	69	7	76	10%
Household tasks	90	3	93	3%
Interpreting and translation	13	2	15	15%
Participation in community, social and civic activities	135	9	144	7%
Assistive Technology				
Assistive equipment for recreation	15	1	16	7%
Assistive products for household tasks	11	0	11	0%
Assistance products for personal care and safety	167	8	175	5%
Communication and information equipment	42	5	47	12%
Customised Prosthetics	44	3	47	7%
Hearing Equipment	13	1	14	8%
Hearing Services	4	1	5	25%
Personal Mobility Equipment	70	3	73	4%
Specialised Hearing Services	6	0	6	0%
Vision Equipment	13	2	15	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	142	10	152	7%
Behaviour Support	38	2	40	5%
Community nursing care for high needs	24	2	26	8%
Development of daily living and life skills	74	3	77	4%
Early Intervention supports for early childhood	99	3	102	3%
Exercise Physiology and Physical Wellbeing activities	23	5	28	22%
Innovative Community Participation	20	3	23	15%
Specialised Driving Training	10	2	12	20%
Therapeutic Supports	237	10	247	4%
Capital services				
Home modification design and construction	19	2	21	11%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	14	0	14	0%
Choice and control support services				
Management of funding for supports in participants plan	67	4	71	6%
Support Coordination	34	4	38	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	14	4	18	29%
Specialised Supported Employment	21	1	22	5%
Total approved active providers	603	24	627	4%

⁶⁸⁵ 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.55 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2020 – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	12	13	8%	92%	100%
Assistance Animals	0	4	4	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	70	76	8%	92%	100%
Assistance with travel/transport arrangements	7	62	69	10%	90%	100%
Daily Personal Activities	8	103	111	7%	93%	100%
Group and Centre Based Activities	3	61	64	5%	95%	100%
High Intensity Daily Personal Activities	7	69	76	9%	91%	100%
Household tasks	15	78	93	16%	84%	100%
Interpreting and translation	2	13	15	13%	87%	100%
Participation in community, social and civic activities	15	129	144	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	1	15	16	6%	94%	100%
Assistive products for household tasks	0	11	11	0%	100%	100%
Assistance products for personal care and safety	17	158	175	10%	90%	100%
Communication and information equipment	11	36	47	23%	77%	100%
Customised Prosthetics	5	42	47	11%	89%	100%
Hearing Equipment	0	14	14	0%	100%	100%
Hearing Services	0	5	5	0%	100%	100%
Personal Mobility Equipment	7	66	73	10%	90%	100%
Specialised Hearing Services	0	6	6	0%	100%	100%
Vision Equipment	1	14	15	7%	93%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	16	136	152	11%	89%	100%
Behaviour Support	10	30	40	25%	75%	100%
Community nursing care for high needs	1	25	26	4%	96%	100%
Development of daily living and life skills	7	70	77	9%	91%	100%
Early Intervention supports for early childhood	20	82	102	20%	80%	100%
Exercise Physiology and Physical Wellbeing activities	1	27	28	4%	96%	100%
Innovative Community Participation	4	19	23	17%	83%	100%
Specialised Driving Training	2	10	12	17%	83%	100%
Therapeutic Supports	66	181	247	27%	73%	100%
Capital services						
Home modification design and construction	1	20	21	5%	95%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	1	13	14	7%	93%	100%
Choice and control support services						
Management of funding for supports in participants plan	9	62	71	13%	87%	100%
Support Coordination	4	34	38	11%	89%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	18	18	0%	100%	100%
Specialised Supported Employment	1	21	22	5%	95%	100%
Total	110	517	627	18%	82%	100%

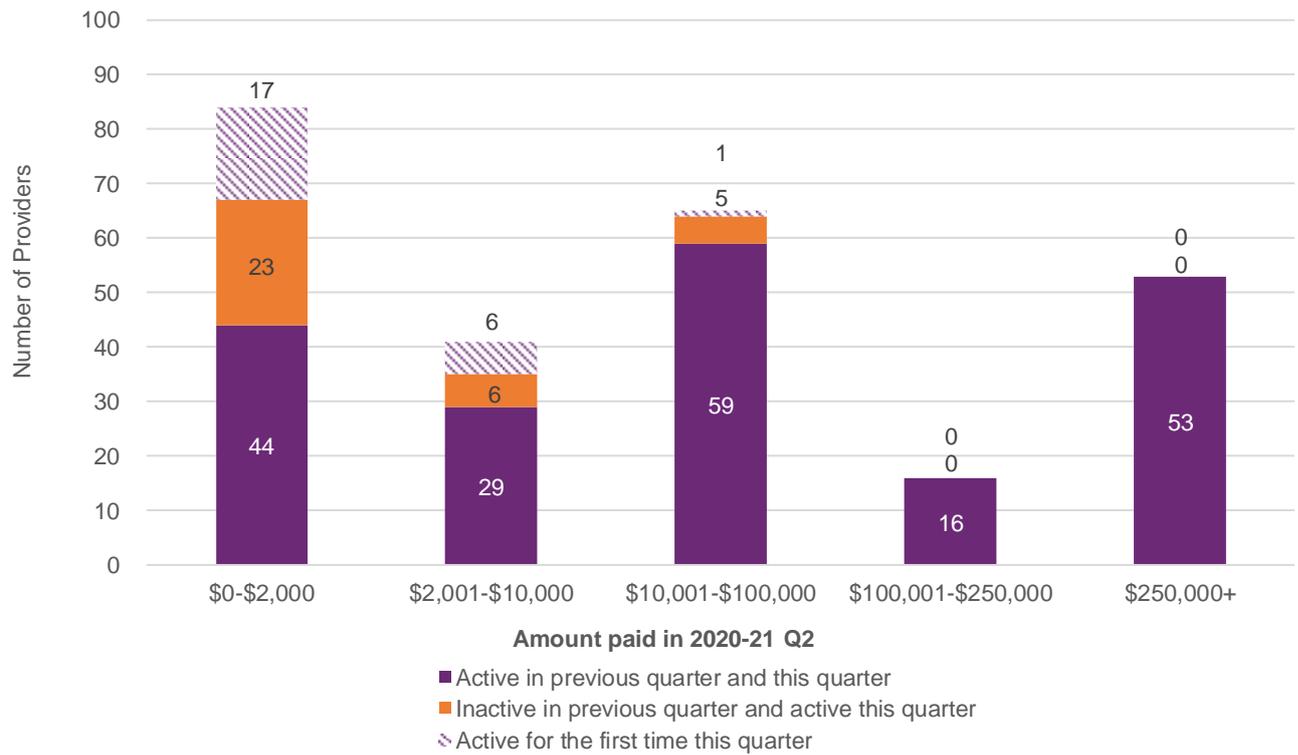
Table M.56 Number and proportion of providers active in 2020-21 Q2 by registration group and first quarter of activity – Northern Territory

Registration Group	Active in previous quarters and in 2020-21 Q2	Active for the first time in 2020-21 Q2	Total	% active for the first time in 2020-21 Q2
Assistance services				
Accommodation / Tenancy Assistance	6	1	7	14%
Assistance Animals	2	1	3	33%
Assistance with daily life tasks in a group or shared living arrangement	53	3	56	5%
Assistance with travel/transport arrangements	27	8	35	23%
Daily Personal Activities	51	4	55	7%
Group and Centre Based Activities	39	3	42	7%
High Intensity Daily Personal Activities	43	7	50	14%
Household tasks	42	3	45	7%
Interpreting and translation	8	2	10	20%
Participation in community, social and civic activities	66	9	75	12%
Assistive Technology				
Assistive equipment for recreation	4	1	5	20%
Assistive products for household tasks	1	0	1	0%
Assistance products for personal care and safety	67	8	75	11%
Communication and information equipment	19	5	24	21%
Customised Prosthetics	8	3	11	27%
Hearing Equipment	4	1	5	20%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	27	3	30	10%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	5	2	7	29%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	75	10	85	12%
Behaviour Support	18	2	20	10%
Community nursing care for high needs	12	2	14	14%
Development of daily living and life skills	41	3	44	7%
Early Intervention supports for early childhood	30	3	33	9%
Exercise Physiology and Physical Wellbeing activities	17	5	22	23%
Innovative Community Participation	11	3	14	21%
Specialised Driving Training	3	2	5	40%
Therapeutic Supports	88	10	98	10%
Capital services				
Home modification design and construction	8	2	10	20%
Specialist Disability Accommodation	1	0	1	0%
Vehicle Modifications	3	0	3	0%
Choice and control support services				
Management of funding for supports in participants plan	48	4	52	8%
Support Coordination	16	4	20	20%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	5	4	9	44%
Specialised Supported Employment	15	1	16	6%
Total	235	24	259	9%

Table M.57 Number and proportion of providers active in 2020-21 Q2 in each registration group by legal entity type – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	7	7	0%	100%	100%
Assistance Animals	0	3	3	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	51	56	9%	91%	100%
Assistance with travel/transport arrangements	4	31	35	11%	89%	100%
Daily Personal Activities	6	49	55	11%	89%	100%
Group and Centre Based Activities	3	39	42	7%	93%	100%
High Intensity Daily Personal Activities	5	45	50	10%	90%	100%
Household tasks	7	38	45	16%	84%	100%
Interpreting and translation	1	9	10	10%	90%	100%
Participation in community, social and civic activities	10	65	75	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	0	5	5	0%	100%	100%
Assistive products for household tasks	0	1	1	0%	100%	100%
Assistance products for personal care and safety	8	67	75	11%	89%	100%
Communication and information equipment	5	19	24	21%	79%	100%
Customised Prosthetics	0	11	11	0%	100%	100%
Hearing Equipment	0	5	5	0%	100%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	2	28	30	7%	93%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	1	6	7	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	11	74	85	13%	87%	100%
Behaviour Support	5	15	20	25%	75%	100%
Community nursing care for high needs	1	13	14	7%	93%	100%
Development of daily living and life skills	5	39	44	11%	89%	100%
Early Intervention supports for early childhood	2	31	33	6%	94%	100%
Exercise Physiology and Physical Wellbeing activities	1	21	22	5%	95%	100%
Innovative Community Participation	4	10	14	29%	71%	100%
Specialised Driving Training	2	3	5	40%	60%	100%
Therapeutic Supports	22	76	98	22%	78%	100%
Capital services						
Home modification design and construction	0	10	10	0%	100%	100%
Specialist Disability Accommodation	0	1	1	0%	100%	100%
Vehicle Modifications	0	3	3	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	4	48	52	8%	92%	100%
Support Coordination	3	17	20	15%	85%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	9	9	0%	100%	100%
Specialised Supported Employment	1	15	16	6%	94%	100%
Total	40	219	259	15%	85%	100%

Figure M.20 Distribution of active providers in 2020-21 Q2 by their status in 2020-21 Q1 and payment band in 2020-21 Q2 – Northern Territory ⁶⁸⁶



Part Five: Financial sustainability

Table M.58 Committed supports by financial year (\$m) – Northern Territory ⁶⁸⁷

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.04	2.1	5.9	20.5	101.2	205.5	401.3	260.2

⁶⁸⁶ 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.

⁶⁸⁷ 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 Northern Territory.

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 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Northern Territory

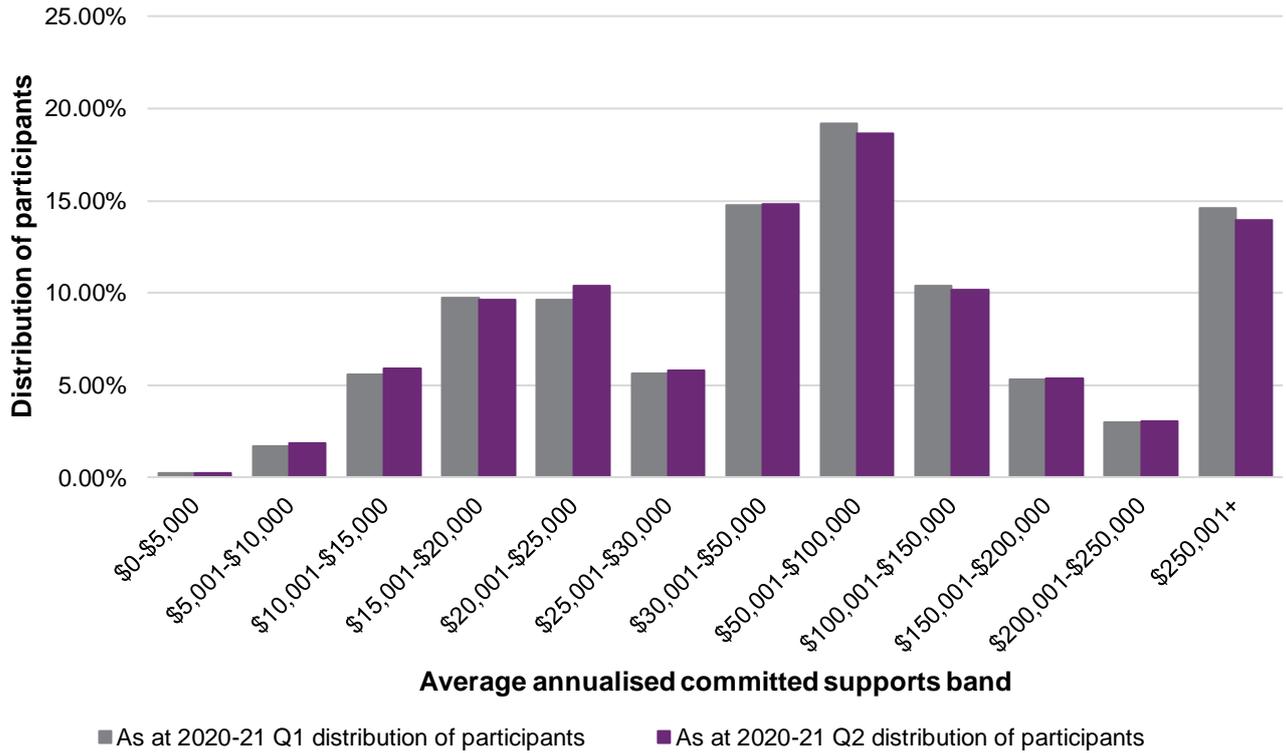


Figure M.22 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Northern Territory

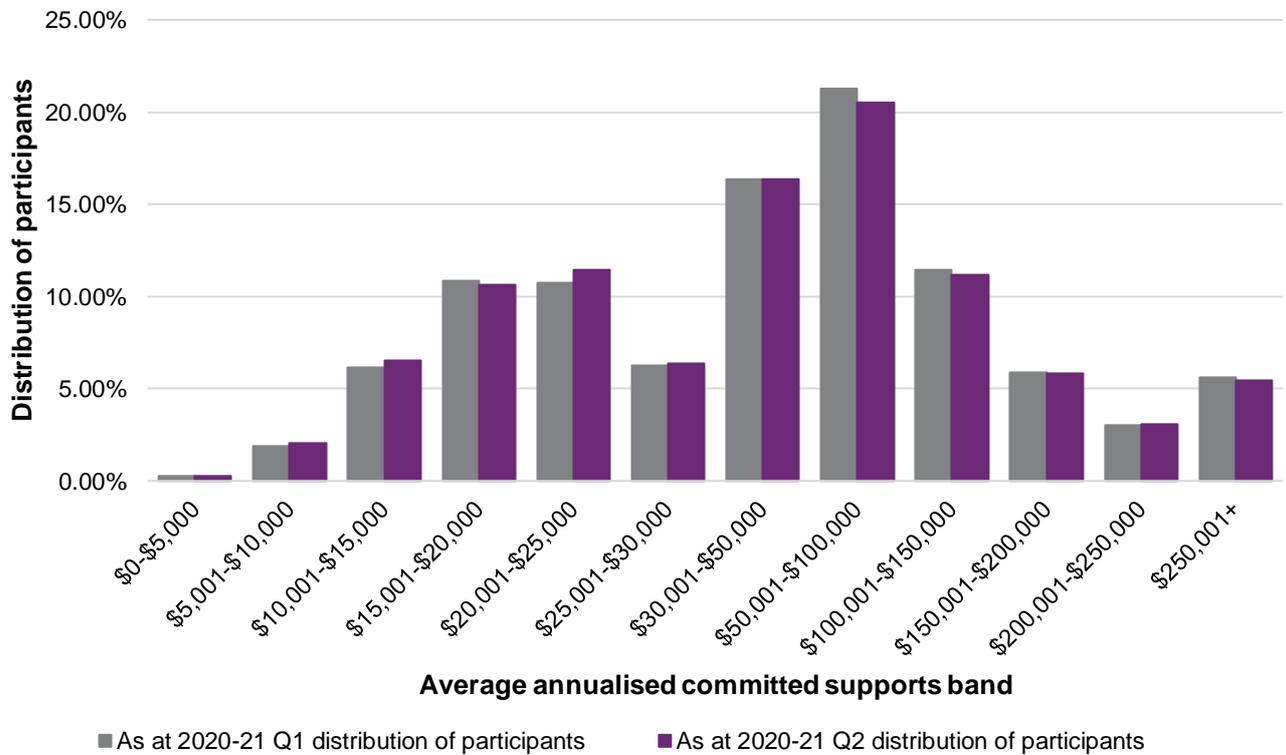


Figure M.23 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Northern Territory

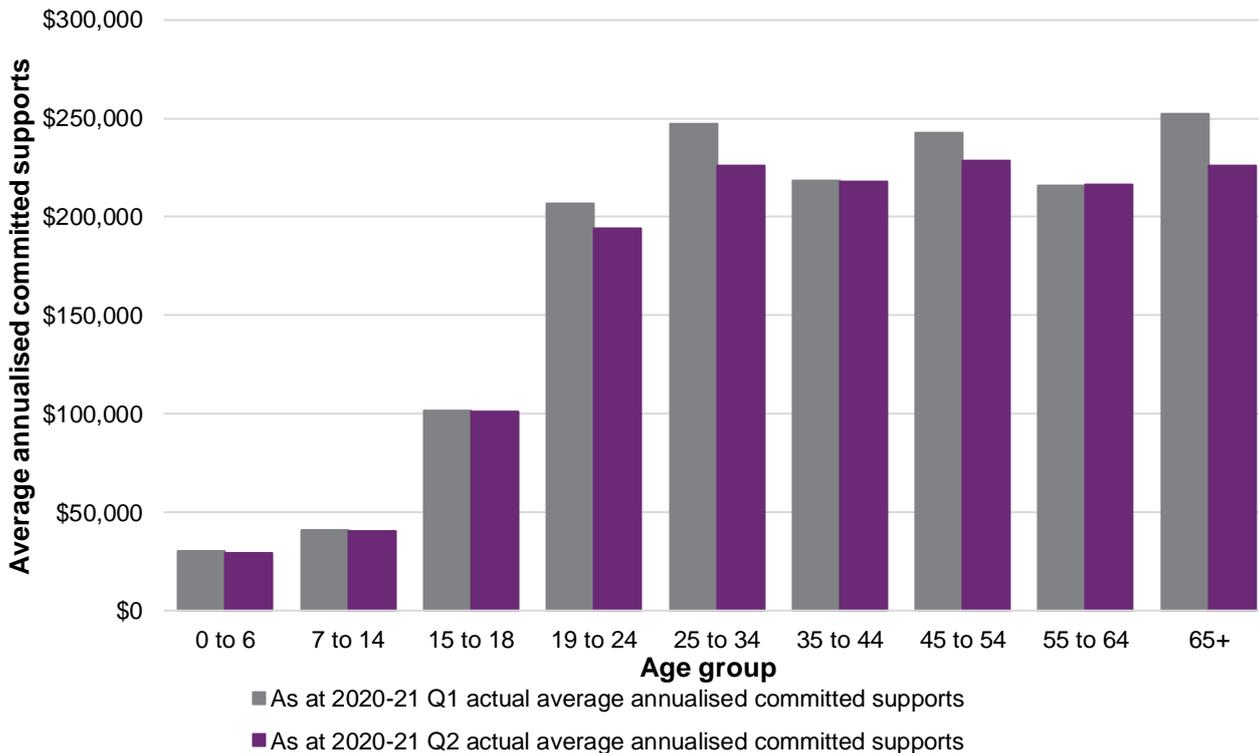


Figure M.24 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Northern Territory

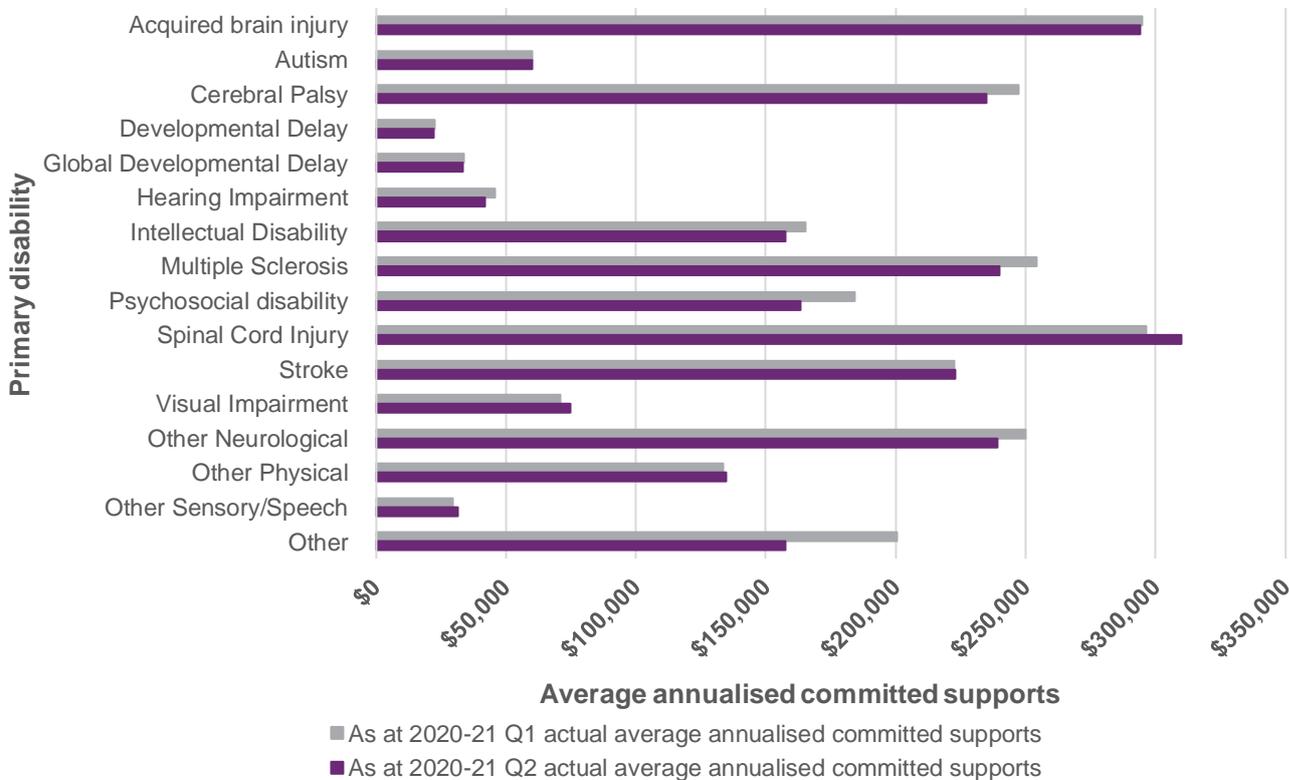


Figure M.25 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q2 compared with active participants with initial plan approvals as at 2020-21 Q1 – Northern Territory⁶⁸⁸

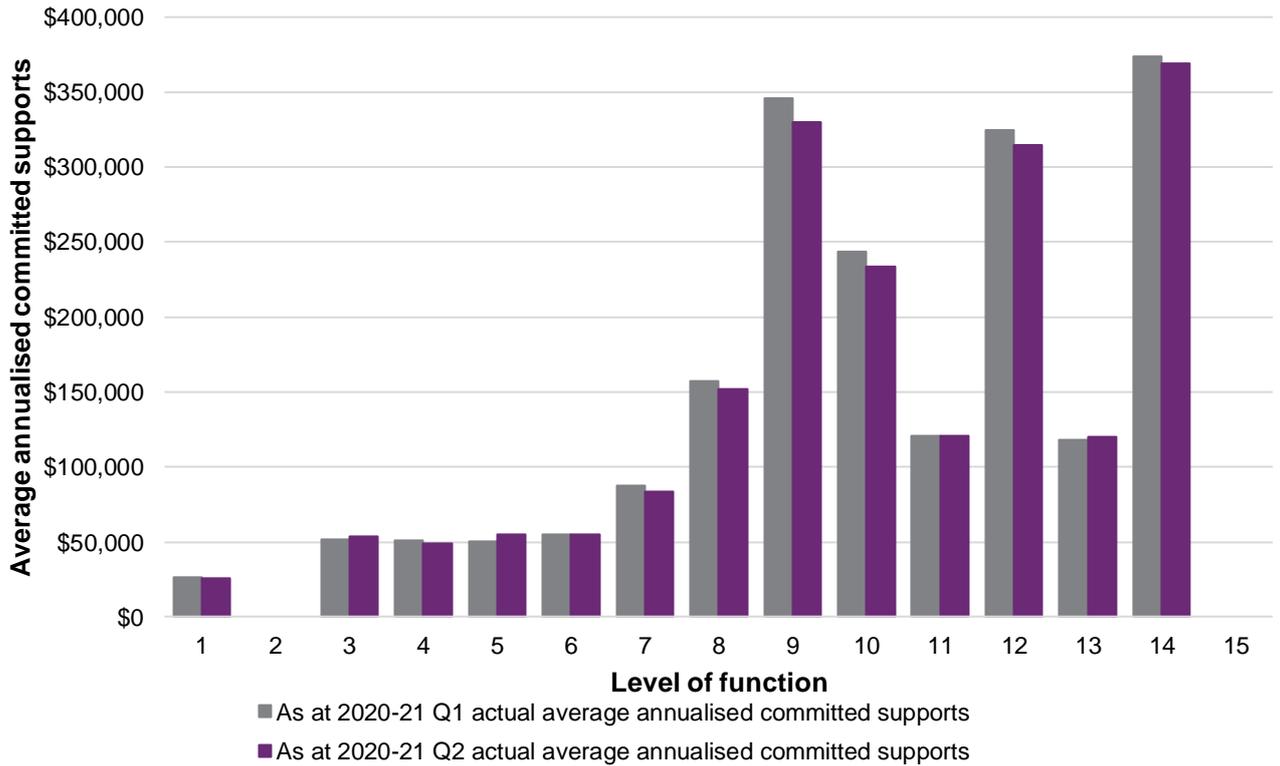
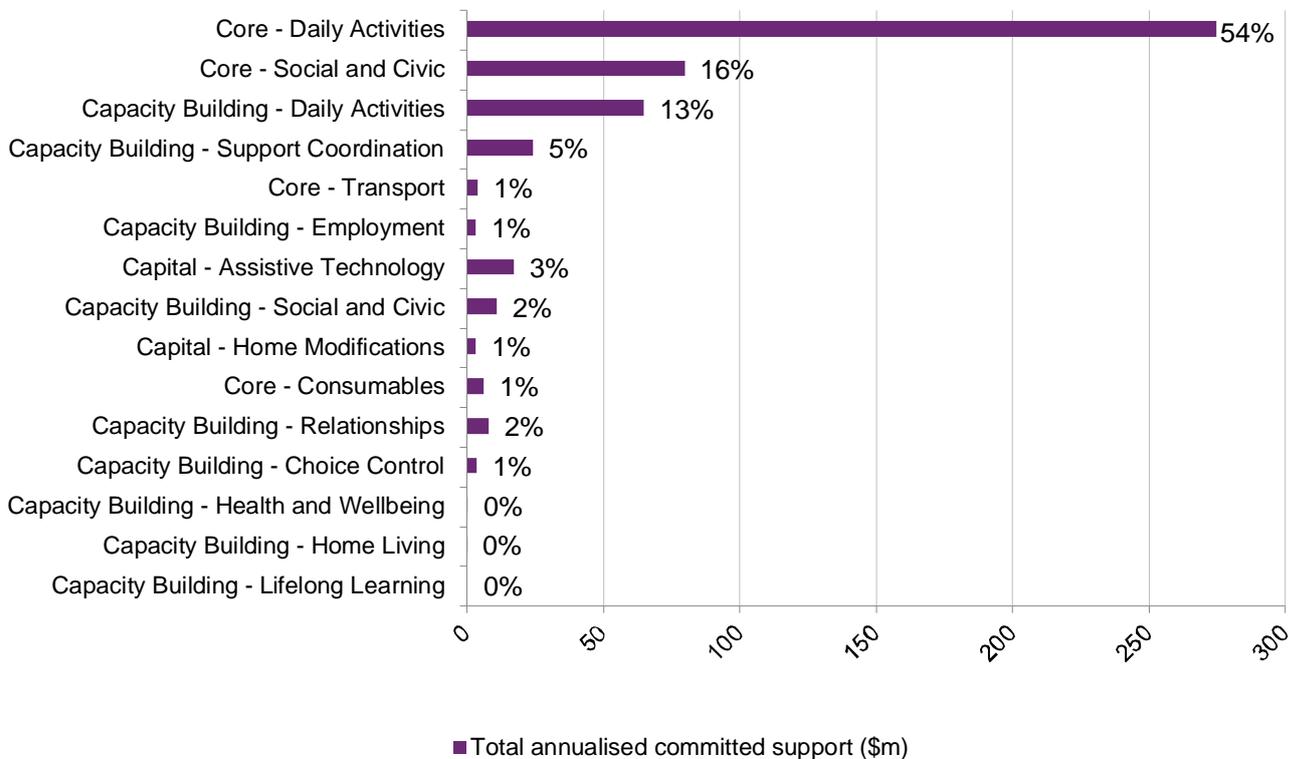


Figure M.26 Total annualised committed supports for active participants with an approved plan by support category (\$m) – Northern Territory

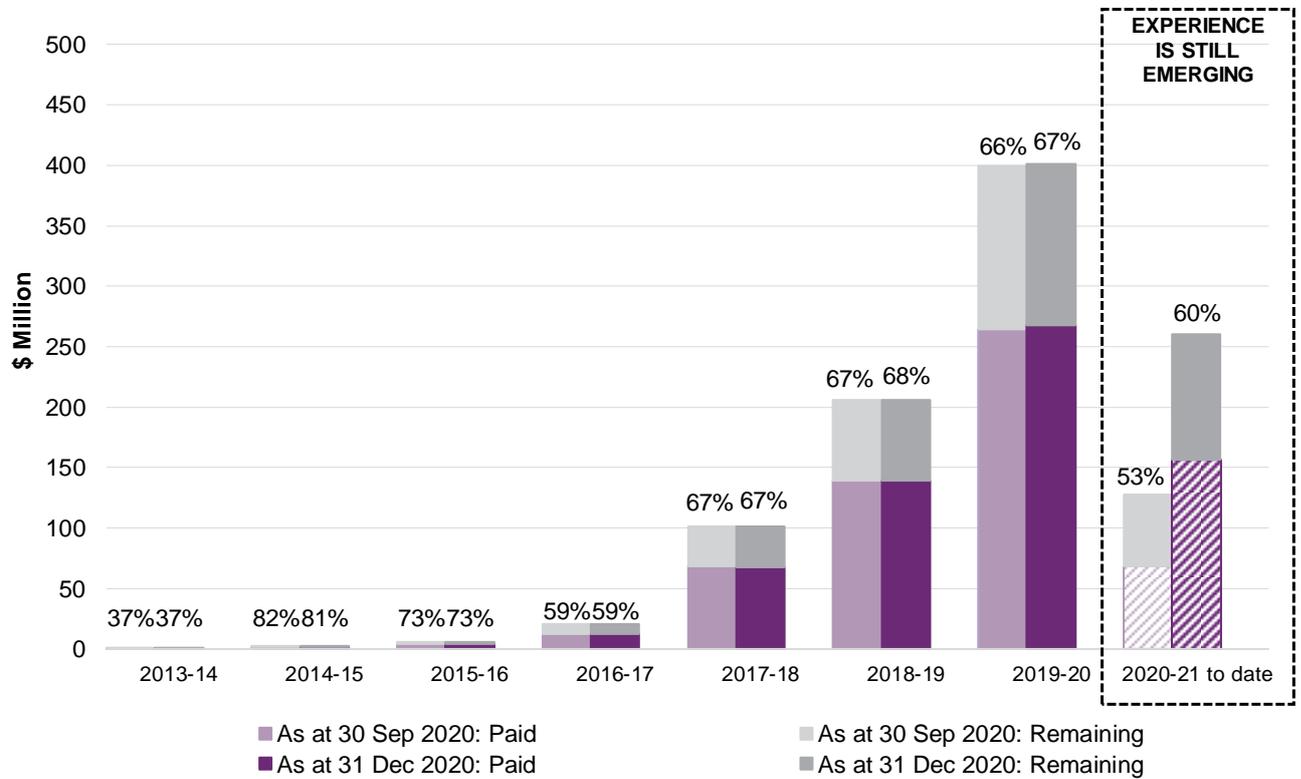


⁶⁸⁸ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

Table M.59 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ⁶⁸⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21 to date
Total Committed	0.04	2.1	5.9	20.5	101.2	205.5	401.3	260.2
Total Paid	0.02	1.7	4.3	12.1	67.7	138.9	267.3	156.3
% utilised to date	37%	81%	73%	59%	67%	68%	67%	60%

Figure M.27 Utilisation of committed supports as at 30 September 2020 and 31 December 2020 – Northern Territory



⁶⁸⁹ 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 Northern Territory.
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Figure M.28 Utilisation of committed supports by plan number from 1 April 2020 to 30 September 2020 – Northern Territory ⁶⁹⁰

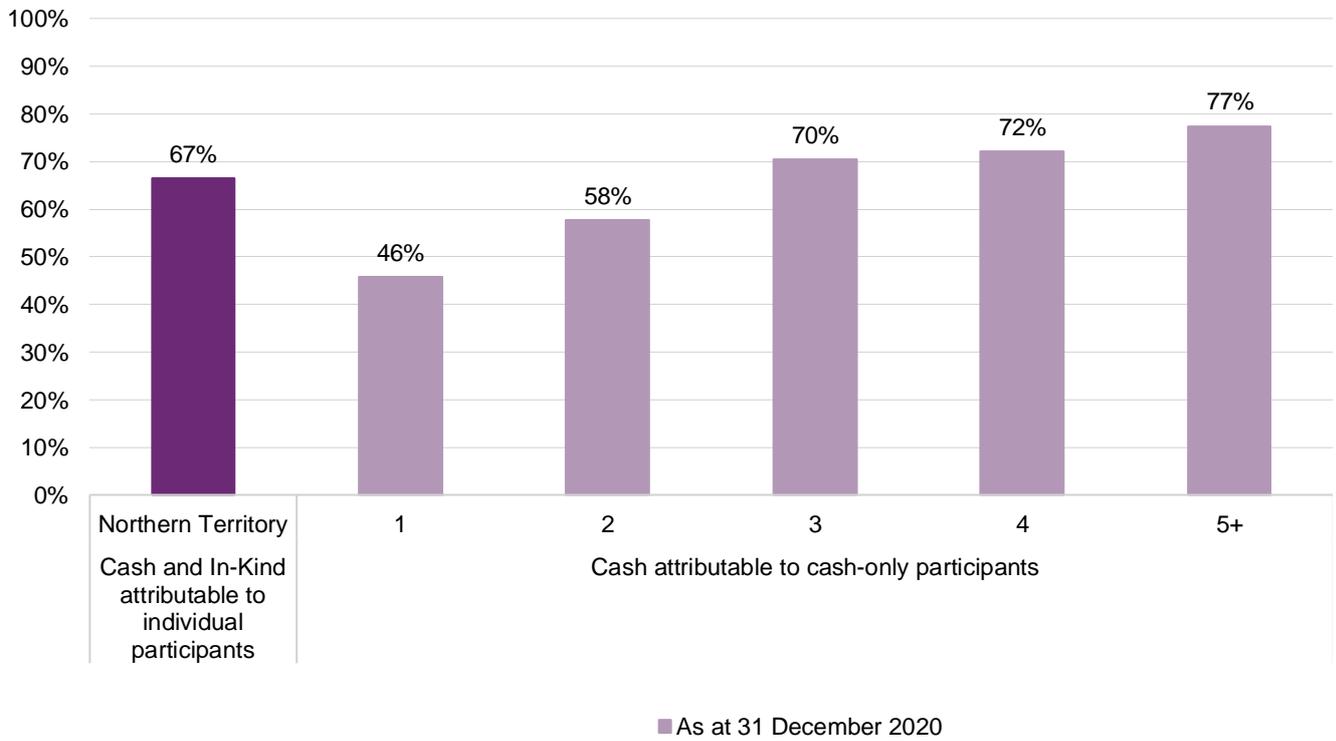
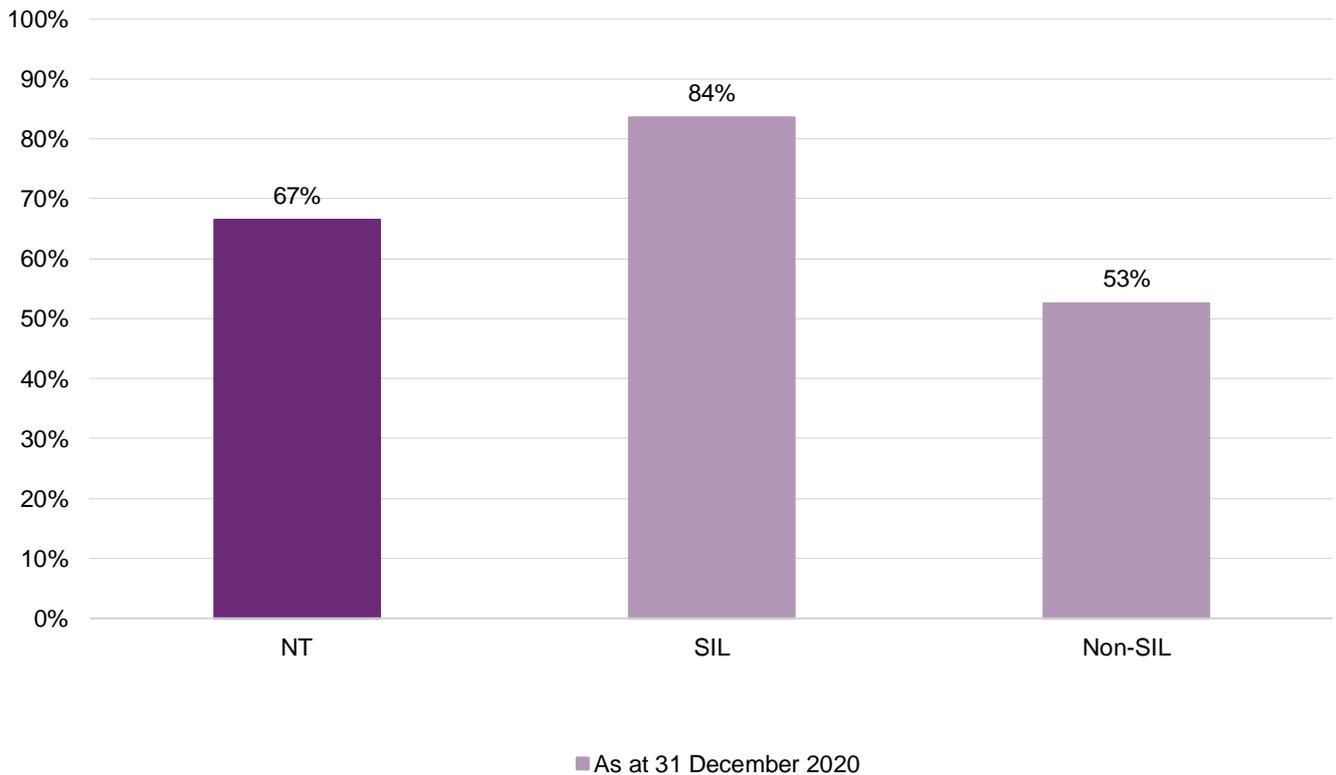


Figure M.29 Utilisation of committed supports by SIL status from 1 April 2020 to 30 September 2020 – Northern Territory ⁶⁹¹



⁶⁹⁰ 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 April 2020 to 30 September 2020 is shown, as experience in the most recent quarter is still emerging.

⁶⁹¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2020 to 30 September 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 April 2020 to 30 September 2020 – Northern Territory ⁶⁹²

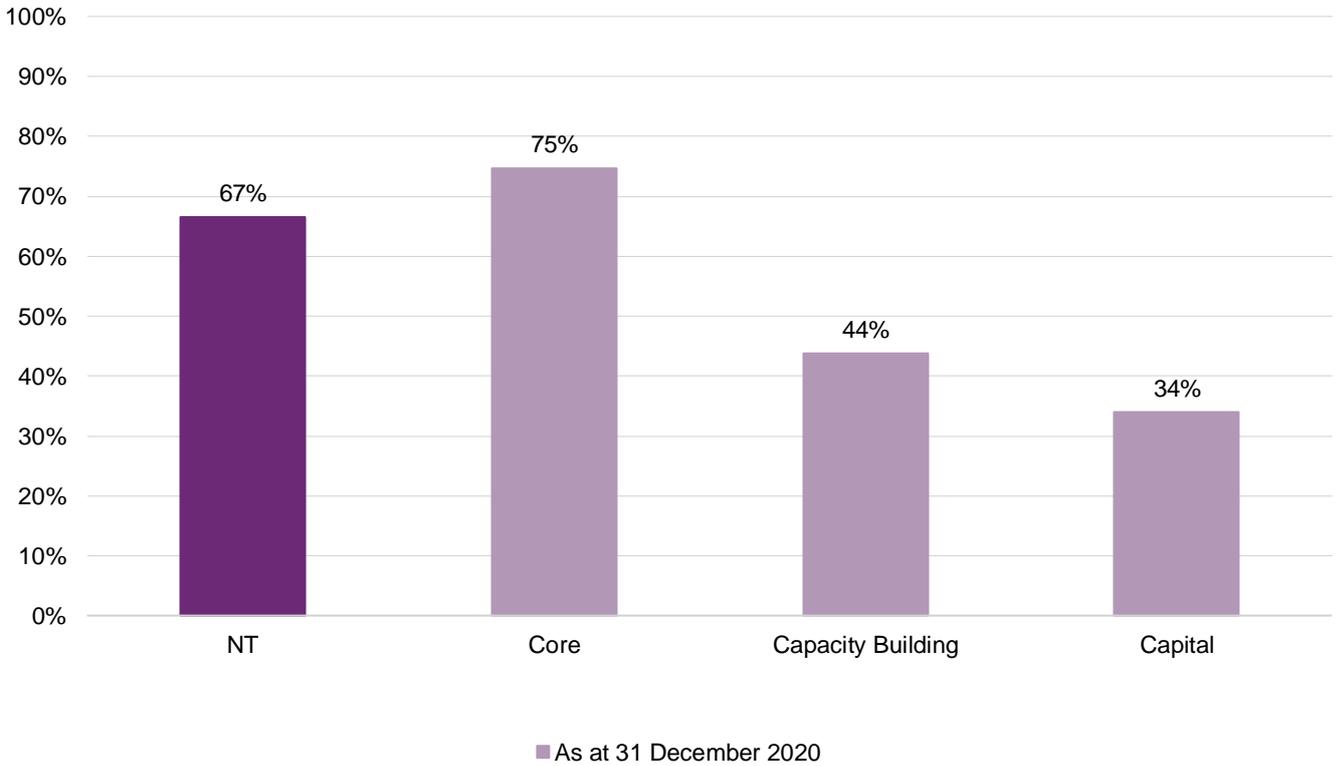
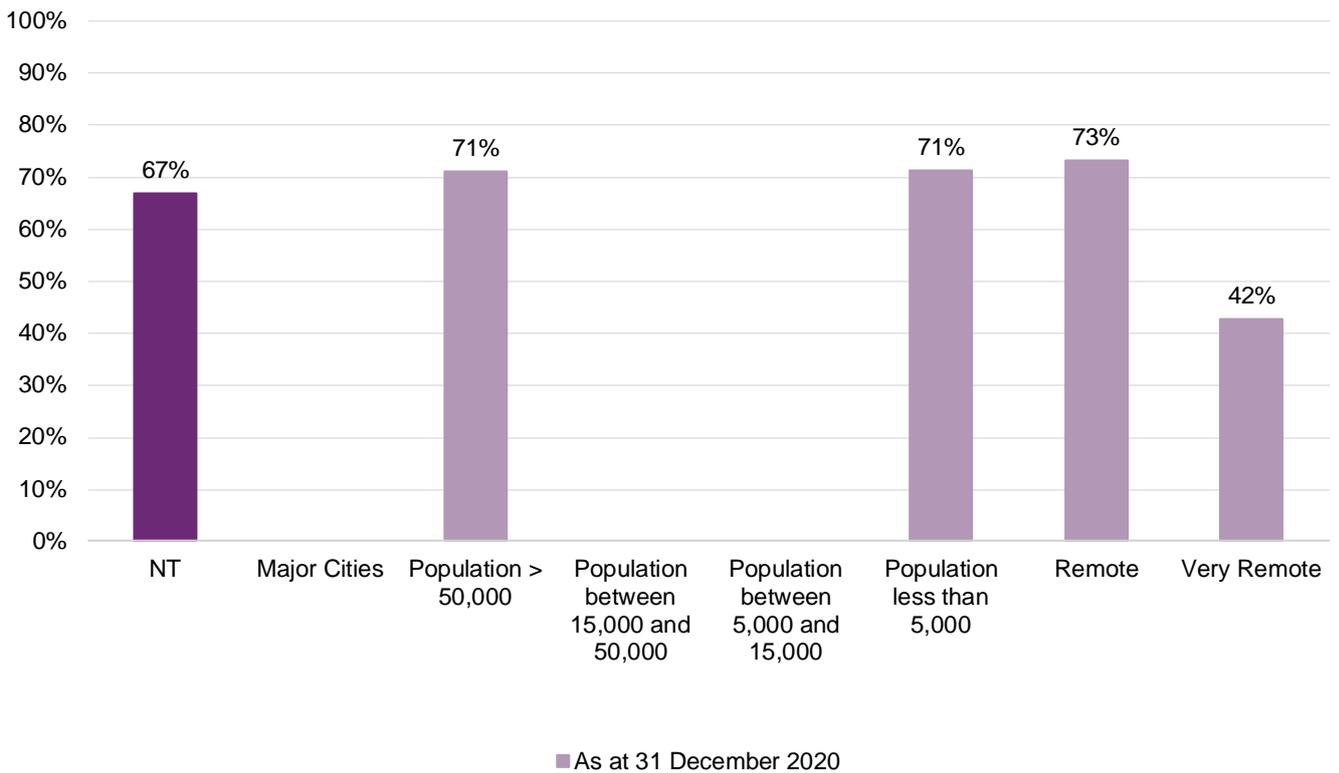


Figure M.31 Utilisation of committed supports by remoteness from 1 April 2020 to 30 September 2020 – Northern Territory ^{693 694}



⁶⁹² Ibid.

⁶⁹³ Ibid.

⁶⁹⁴ Utilisation is not shown if there is insufficient data in the group.

Appendix N:

State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

Table N.1 Active participants including ECEI ^{695 696 697}

State/Territory	Active participant plans		ECEI gateway with initial supports	Active participant plans including ECEI	
	N	%	N	N	%
NSW	135,402	31%	3,178	138,580	31%
VIC	116,380	27%	2,539	118,919	27%
QLD	83,962	19%	2,573	86,535	20%
WA	36,810	9%	406	37,216	8%
SA	38,196	9%	352	38,548	9%
TAS	9,868	2%	241	10,109	2%
ACT	8,146	2%	124	8,270	2%
NT	3,847	1%	147	3,994	1%
OT	36	0%	0	36	0%
Missing	2	0%	0	2	0%
National	432,649	100%	9,560	442,209	100%

Table N.2 Number of active participant plans by age

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	21,714	20,238	14,097	4,241	5,315	1,324	1,187	775	68,896
7 to 14	33,773	29,047	21,139	9,287	11,508	2,217	2,054	880	109,914
15 to 18	9,935	7,906	6,014	3,430	3,433	827	629	271	32,449
19 to 24	12,420	8,334	6,577	3,457	2,857	1,132	738	260	35,780
25 to 34	11,862	10,461	7,477	3,892	2,954	1,082	699	350	38,780
35 to 44	11,005	10,327	7,071	3,108	2,786	767	731	416	36,214
45 to 54	13,374	12,733	8,762	3,836	3,652	1,065	807	410	44,641
55 to 64	16,268	13,837	10,343	4,492	4,494	1,241	880	404	51,964
65+	5,051	3,497	2,482	1,067	1,197	213	421	81	14,011
Total	135,402	116,380	83,962	36,810	38,196	9,868	8,146	3,847	432,649

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%	16%
7 to 14	25%	25%	25%	25%	30%	22%	25%	23%	25%
15 to 18	7%	7%	7%	9%	9%	8%	8%	7%	8%
19 to 24	9%	7%	8%	9%	7%	11%	9%	7%	8%
25 to 34	9%	9%	9%	11%	8%	11%	9%	9%	9%
35 to 44	8%	9%	8%	8%	7%	8%	9%	11%	8%
45 to 54	10%	11%	10%	10%	10%	11%	10%	11%	10%
55 to 64	12%	12%	12%	12%	12%	13%	11%	11%	12%
65+	4%	3%	3%	3%	3%	2%	5%	2%	3%
Total	100%								

⁶⁹⁵ 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.

⁶⁹⁶ OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands. 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.

⁶⁹⁷ There are 2 active participants at 31 December 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^{698 699}

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	42,370	34,080	27,474	12,722	14,392	3,039	2,380	866	137,335
Intellectual Disability	28,720	23,837	15,490	8,065	7,614	2,586	1,404	737	88,464
Psychosocial disability	12,881	15,009	7,719	3,310	2,392	755	993	384	43,450
Developmental Delay	9,971	12,002	6,494	994	2,283	612	759	429	33,546
Hearing Impairment	6,848	5,262	4,808	1,587	1,598	386	421	169	21,079
Other Neurological	5,997	4,576	3,764	1,812	1,450	398	345	195	18,538
Other Physical	5,482	4,010	4,192	1,697	1,697	339	514	181	18,115
Cerebral Palsy	5,319	3,860	3,374	1,585	1,162	402	278	204	16,184
ABI	3,992	3,522	3,034	1,158	1,480	398	197	232	14,013
Global Developmental Delay	2,963	1,694	1,454	1,055	1,186	191	172	97	8,813
Visual Impairment	2,842	2,636	1,477	665	701	181	168	61	8,731
Multiple Sclerosis	2,315	2,519	1,265	755	696	269	192	17	8,028
Stroke	2,269	1,423	1,377	480	426	115	116	128	6,335
Spinal Cord Injury	1,648	807	1,306	544	375	95	66	73	4,914
Other Sensory/Speech	1,122	705	297	120	585	36	99	34	2,998
Other	663	438	437	261	159	66	42	40	2,106
Total	135,402	116,380	83,962	36,810	38,196	9,868	8,146	3,847	432,649

Table N.5 Proportion of active participant plans by disability

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	31%	29%	33%	35%	38%	31%	29%	23%	32%
Intellectual Disability	21%	20%	18%	22%	20%	26%	17%	19%	20%
Psychosocial disability	10%	13%	9%	9%	6%	8%	12%	10%	10%
Developmental Delay	7%	10%	8%	3%	6%	6%	9%	11%	8%
Hearing Impairment	5%	5%	6%	4%	4%	4%	5%	4%	5%
Other Neurological	4%	4%	4%	5%	4%	4%	4%	5%	4%
Other Physical	4%	3%	5%	5%	4%	3%	6%	5%	4%
Cerebral Palsy	4%	3%	4%	4%	3%	4%	3%	5%	4%
ABI	3%	3%	4%	3%	4%	4%	2%	6%	3%
Global Developmental Delay	2%	1%	2%	3%	3%	2%	2%	3%	2%
Visual Impairment	2%	2%	2%	2%	2%	2%	2%	2%	2%
Multiple Sclerosis	2%	2%	2%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal Cord Injury	1%	1%	2%	1%	1%	1%	1%	2%	1%
Other Sensory/Speech	1%	1%	0%	0%	2%	0%	1%	1%	1%
Other	0%	0%	1%	1%	0%	1%	1%	1%	0%
Total	100%								

Table N.6 Number of active participant plans by other characteristics^{700 701}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	10,145	3,357	7,735	2,611	2,174	829	339	1,891	29,085
Culturally and linguistically diverse	14,194	13,356	4,646	3,145	2,861	306	892	978	40,391
Residing in remote and very remote areas	499	54	1,444	1,629	999	127	0	1,604	6,388
Younger people in residential aged care (under 65)	1,209	1,010	662	265	219	86	10	36	3,497
With supported independent living	8,633	4,013	4,554	2,235	2,273	876	424	360	23,368
With specialised disability accommodation	5,513	5,128	1,524	1,152	1,676	417	127	130	15,667

⁶⁹⁸ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁶⁹⁹ Down Syndrome is included in Intellectual Disability.

⁷⁰⁰ The numbers of participants in SIL may be understated due to an issue with recording whether a participant receives SIL or not in the ICT system. This issue is being rectified.

⁷⁰¹ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Since 30 September 2020 the definition used has been updated from the MMM 2015 to the MMM 2019 classification. As a result there are small changes in the distribution of participants by remoteness in this report compared with the previous quarter.

Table N.7 Proportion of active participant plans by other characteristics ⁷⁰²

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	7.5%	2.9%	9.2%	7.1%	5.7%	8.4%	4.2%	49.2%	6.7%
Culturally and linguistically diverse	10.5%	11.5%	5.5%	8.5%	7.5%	3.1%	11.0%	25.4%	9.3%
Residing in remote and very remote areas	0.4%	0.0%	1.7%	4.4%	2.6%	1.3%	0.0%	41.7%	1.5%
With supported independent living	6.4%	3.4%	5.4%	6.1%	6.0%	8.9%	5.2%	9.4%	5.4%
With specialised disability accommodation	4.1%	4.4%	1.8%	3.1%	4.4%	4.2%	1.6%	3.4%	3.6%

Table N.8 Participation rates by age ⁷⁰³

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.05%	3.56%	3.19%	1.85%	3.97%	3.25%	2.92%	3.19%	3.14%
7-14	4.21%	4.49%	3.95%	3.45%	6.89%	4.31%	4.76%	3.37%	4.32%
15-18	2.63%	2.61%	2.40%	2.78%	4.24%	3.32%	3.23%	2.39%	2.72%
19-24	1.91%	1.49%	1.62%	1.77%	2.17%	3.05%	1.77%	1.38%	1.75%
25-34	0.96%	0.99%	1.03%	1.04%	1.31%	1.68%	0.98%	0.82%	1.02%
35-44	1.01%	1.14%	1.06%	0.86%	1.30%	1.26%	1.14%	1.19%	1.06%
45-54	1.35%	1.57%	1.35%	1.16%	1.70%	1.59%	1.52%	1.40%	1.42%
55-64	1.75%	1.90%	1.77%	1.53%	2.09%	1.70%	2.02%	1.79%	1.80%
0-64	1.92%	2.02%	1.92%	1.64%	2.67%	2.31%	2.04%	1.79%	1.97%

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	78%	85%	75%	75%	69%	Numbers are too small	Numbers are too small	Numbers are too small	78%
The Pre-Planning Process	80%	81%	76%	75%	73%	89%	Numbers are too small	77%	78%
The Planning Process	85%	85%	84%	79%	84%	90%	83%	97%	84%
The Review Process	76%	79%	73%	69%	71%	80%	70%	69%	75%

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' ⁷⁰⁴

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	23%	19%	19%	24%	29%	16%	29%	11%	21%
Review 2	24%	20%	19%	25%	28%	17%	29%	12%	22%
Participants (15 and over) in community									
Baseline	35%	37%	38%	43%	38%	27%	39%	47%	36%
Review 2	45%	43%	47%	47%	42%	33%	42%	47%	44%
Parent and carer employment rate									
Baseline	49%	44%	42%	43%	43%	41%	58%	56%	46%
Review 2	50%	47%	44%	46%	45%	43%	63%	56%	48%

⁷⁰² Ibid.

⁷⁰³ Participation rate refers to the proportion of general population that are NDIS participants.

⁷⁰⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a second plan review to date.

Table N.11 Distribution of active participant by method of Financial Plan Management ^{705 706}

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	19%	24%	23%	16%	19%	15%	34%	11%	21%
Self-managed partly	10%	10%	8%	19%	6%	10%	11%	7%	10%
Plan-managed	40%	51%	49%	27%	57%	39%	39%	55%	45%
Agency-managed	31%	15%	19%	38%	19%	35%	16%	27%	24%
Total	100%								

Table N.12 Distribution of plan budget amount by method of Financial Plan Management

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	10%	14%	13%	14%	9%	8%	19%	4%	12%
Plan-managed	26%	41%	37%	18%	39%	17%	41%	24%	33%
Agency-managed	64%	45%	50%	68%	53%	75%	40%	72%	56%
Total	100%								

Table N.13 Estimated number of plan reviews - excluding plans less than 30 days ⁷⁰⁷

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2020-21 Q2	32,046	21,808	17,592	7,644	7,205	2,202	1,971	462	90,933
Total number of plan reviews (transition only)	330,199	207,910	136,427	45,700	86,710	20,688	26,381	6,366	860,437

Table N.14 Number and rates of participant complaints ^{708 709}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2020-21 Q2	1,568	1,376	1,104	608	633	111	81	58	6,072
% of access requests	3.4%	3.6%	3.9%	5.3%	5.0%	3.4%	2.7%	4.0%	4.2%
All participant complaints	27,132	19,322	10,854	3,732	10,211	1,416	2,025	396	80,462
% of access requests since 1 April 2017	5.0%	5.3%	4.4%	4.3%	7.2%	4.5%	4.5%	3.4%	5.5%

Table N.15 Duration to plan activation for active participants ⁷¹⁰

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	68%	67%	70%	72%	68%	68%	58%	65%	68%
30 to 59 days	12%	12%	12%	10%	11%	11%	15%	12%	12%
60 to 89 days	6%	6%	5%	5%	6%	5%	7%	6%	5%
90 to 119 days	3%	3%	3%	3%	3%	3%	4%	5%	3%
120 days and over	8%	8%	7%	6%	9%	9%	12%	10%	8%
No payments	2%	4%	3%	4%	3%	3%	4%	2%	3%
Total plans approved	100%								

Table N.16 Active providers by legal entity type

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	2,978	1,956	1,821	368	610	282	263	110	6,588
Company / Organisation	4,771	3,420	3,653	1,327	1,428	861	848	517	9,120
Total active providers	7,749	5,376	5,474	1,695	2,038	1,143	1,111	627	15,708

⁷⁰⁵ 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.

⁷⁰⁶ Trial participants are included in these results.

⁷⁰⁷ The National totals include plan reviews where jurisdiction information was missing.

⁷⁰⁸ % 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.

⁷⁰⁹ The National totals include participant complaints where jurisdiction information was missing.

⁷¹⁰ Plans approved after the end of 2019-20 Q4 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 Q2 by legal entity type

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,199	750	721	199	204	133	75	40	2,978
Company / Organisation	2,777	1,832	1,786	750	656	344	311	219	6,164
Total active providers	3,976	2,582	2,507	949	860	477	386	259	9,142

Table N.18 Committed supports by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,283.8	1,432.2	835.4	222.2	368.0	189.1	308.8	101.2	7,740.7
2018-19	5,946.6	3,464.6	2,481.3	539.9	1,157.9	392.4	370.1	205.5	14,559.5
2019-20	8,110.4	6,081.1	5,093.4	1,549.9	2,156.3	658.1	462.1	401.3	24,514.6
<i>% increase from 2017-18 to 2018-19</i>	39%	142%	197%	143%	215%	108%	20%	103%	88%
<i>% increase from 2018-19 to 2019-20</i>	36%	76%	105%	187%	86%	68%	25%	95%	68%
2020-21 to date	4,884.2	3,843.6	3,218.8	1,315.7	1,342.3	403.7	264.2	260.2	15,534.2

Table N.19 Payments by financial year in which support was provided (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,116.2	956.7	529.1	165.6	219.2	153.5	223.7	67.7	5,431.5
2018-19	4,502.1	2,368.5	1,622.9	389.0	788.1	295.8	278.8	138.9	10,384.8
2019-20	5,979.3	4,099.3	3,517.2	998.6	1,472.5	474.8	337.4	267.3	17,147.4
<i>% increase from 2017-18 to 2018-19</i>	44%	148%	207%	135%	260%	93%	25%	105%	91%
<i>% increase from 2018-19 to 2019-20</i>	33%	73%	117%	157%	87%	60%	21%	92%	65%
2020-21 to date	3,280.4	2,230.3	2,087.9	784.3	842.1	261.6	177.8	156.3	9,820.9

Table N.20 Average annualised plan budget for SIL and non SIL participants (\$)

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL	356,508	324,845	362,154	314,594	345,612	380,101	360,315	585,617	351,585
non SIL	52,195	55,466	59,938	57,811	50,677	52,736	47,596	84,331	55,139
Total (SIL and Non SIL)	71,597	64,755	76,330	73,402	68,228	81,797	63,873	131,241	71,150

Table N.21 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{711 712 713}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL									
First plan	84%	82%	87%	79%	88%	n/a	n/a	86%	83%
Subsequent plans	87%	82%	86%	83%	83%	87%	89%	84%	86%
Total	87%	82%	86%	82%	84%	87%	89%	84%	86%
Non SIL									
First plan	51%	44%	47%	48%	44%	42%	48%	39%	47%
Subsequent plans	63%	57%	64%	60%	60%	60%	65%	54%	61%
Total	62%	55%	61%	55%	58%	56%	64%	50%	59%
Total (SIL and non-SIL)									
First plan	52%	45%	50%	55%	56%	44%	49%	46%	50%
Subsequent plans	73%	60%	71%	66%	68%	70%	74%	71%	69%
Total	71%	58%	68%	62%	66%	66%	72%	66%	66%

⁷¹¹ Utilisation of committed supports from 1 April 2020 to 30 September 2020 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁷¹² 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.

⁷¹³ Utilisation is not shown if there is insufficient data in the group.

Table N.22 Participant Service Guarantee Timeframes (% guarantees met) ^{714 715}

	PSG	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	Explanation of a previous decision, after a request for explanation is received	100%	100%	100%	100%	100%	100%	100%	n/a	100%
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%	100%
4	Make an access decision, after the final information has been provided	99%	98%	98%	98%	99%	98%	97%	98%	98%
5	Commence facilitating the preparation of a plan, after an access decision has been made	78%	74%	80%	59%	61%	83%	73%	66%	74%
6	Approve a participant's plan, after an access decision has been made	95%	94%	93%	81%	92%	97%	98%	58%	92%
7	Approve a plan for ECEI participants, after an access decision has been made	99%	97%	97%	94%	97%	98%	98%	92%	98%
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	66%	62%	61%	21%	68%	74%	88%	52%	61%
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	100%	100%	100%	100%	100%	100%	100%	99%	100%
13	Complete a Participant Requested Review, after the decision to accept the request was made	74%	77%	77%	56%	50%	68%	59%	49%	72%
17	Complete an internal Review of a Reviewable Decision, after a request is received	98%	98%	98%	97%	97%	97%	98%	100%	98%
19	Cancel participant requested nominee	95%	100%	97%	88%	100%	75%	n/a	100%	95%
20	Cancel CEO initiated nominee	100%	100%	100%	100%	100%	n/a	n/a	n/a	100%

⁷¹⁴ 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.

⁷¹⁵ 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 31 December 2020 ^{716 717 718 719 720 721 722}

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
NSW		109,623	81%	133,332	98%	34,504	25%	135,402
Hunter New England	Jul-13	18,461	79%	22,757	97%	5,712	24%	23,405
Central Coast	Jul-16	5,917	75%	7,697	98%	1,750	22%	7,841
Far West	Jul-17	500	86%	577	100%	164	28%	579
Illawarra Shoalhaven	Jul-17	7,065	88%	7,898	98%	2,208	27%	8,039
Mid North Coast	Jul-17	4,796	87%	5,488	99%	1,321	24%	5,520
Murrumbidgee	Jul-17	5,106	85%	5,989	100%	1,609	27%	6,010
Nepean Blue Mountains	Jul-15	5,822	72%	7,961	98%	1,835	23%	8,098
North Sydney	Jul-16	7,908	83%	9,458	99%	2,910	30%	9,565
Northern NSW	Jul-17	5,936	93%	6,356	99%	1,675	26%	6,388
South Eastern Sydney	Jul-17	7,688	85%	8,876	99%	2,487	28%	8,993
South Western Sydney	Jul-16	14,101	77%	18,049	98%	4,290	23%	18,360
Southern NSW	Jul-16	3,287	83%	3,889	98%	1,038	26%	3,951
Sydney	Jul-17	6,702	89%	7,444	99%	1,937	26%	7,533
Western NSW	Jul-17	4,744	84%	5,585	99%	1,602	28%	5,643
Western Sydney	Jul-16	11,572	75%	15,291	99%	3,959	26%	15,459
NSW - Other		18	100%	17	94%	<11		18
VIC		108,888	94%	115,118	99%	26,724	23%	116,380
Barwon	Jul-13	7,871	90%	8,566	98%	1,943	22%	8,703
Central Highlands	Jan-17	4,211	89%	4,636	98%	1,094	23%	4,718
Loddon	May-17	5,578	90%	6,162	99%	1,308	21%	6,223
North East Melbourne	Jul-16	9,791	86%	11,218	98%	2,713	24%	11,411
Inner Gippsland	Oct-17	4,337	96%	4,436	98%	973	22%	4,515
Ovens Murray	Oct-17	2,765	91%	3,005	99%	689	23%	3,048
Western District	Oct-17	3,305	94%	3,468	99%	855	24%	3,508
Inner East Melbourne	Nov-17	8,214	95%	8,574	99%	2,432	28%	8,687
Outer East Melbourne	Nov-17	8,456	97%	8,654	99%	2,234	26%	8,741
Hume Moreland	Mar-18	7,307	93%	7,802	99%	1,670	21%	7,869
Bayside Peninsula	Apr-18	13,746	98%	13,861	99%	3,514	25%	13,994
Southern Melbourne	Sep-18	10,119	96%	10,500	99%	2,314	22%	10,591
Brimbank Melton	Oct-18	6,656	95%	6,951	100%	1,260	18%	6,979
Western Melbourne	Oct-18	9,662	97%	9,934	99%	2,002	20%	10,004
Goulburn	Jan-19	3,105	90%	3,440	99%	770	22%	3,463
Mallee	Jan-19	1,798	95%	1,887	100%	443	23%	1,889
Outer Gippsland	Jan-19	1,956	97%	2,012	99%	509	25%	2,024

⁷¹⁶ Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

⁷¹⁷ 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).

⁷¹⁸ 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.

⁷¹⁹ 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.

⁷²⁰ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁷²¹ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁷²² Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

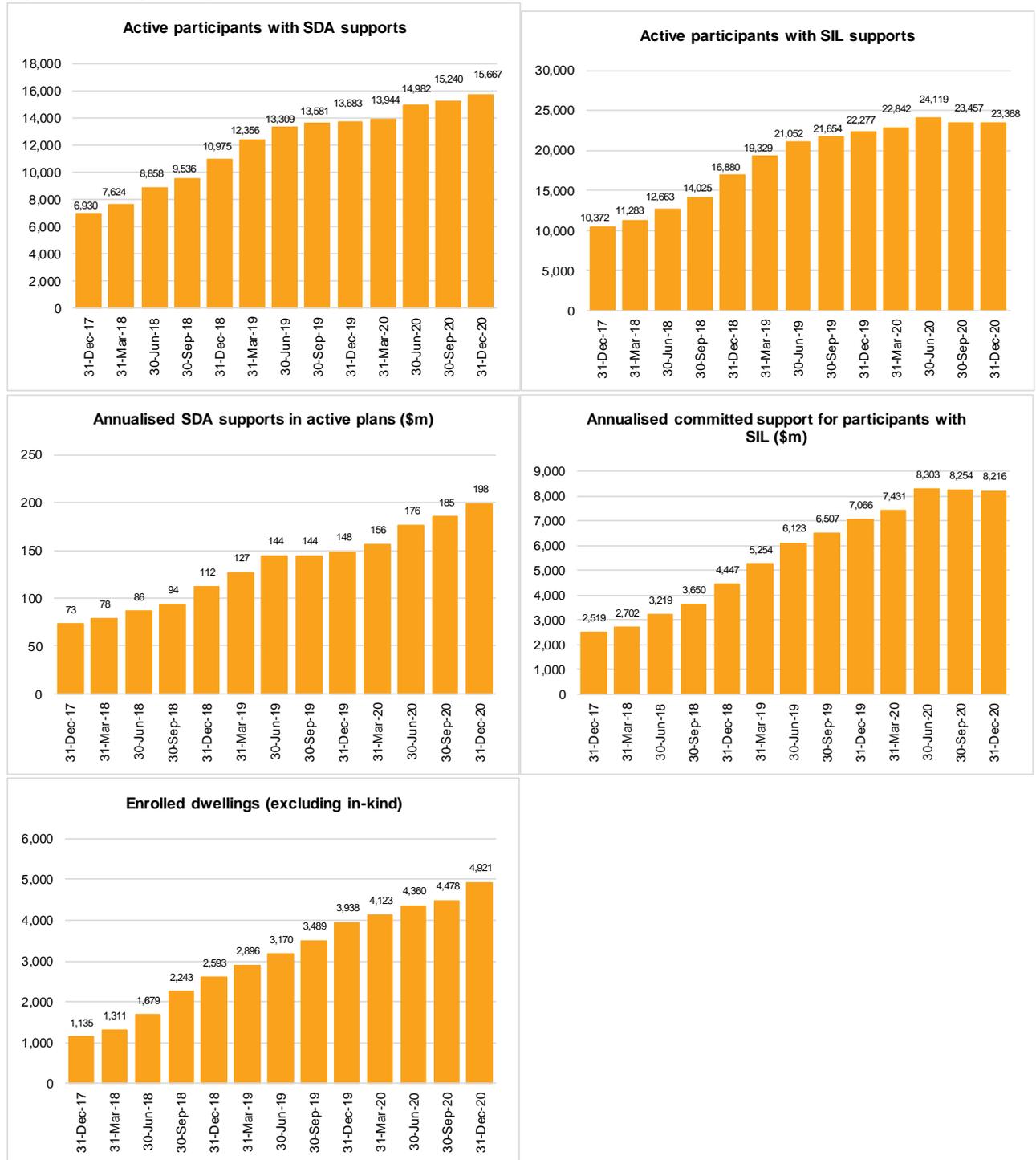
⁷²³ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
VIC - Other		11	85%	12	92%	<11		13
QLD		79,621	95%	83,650	100%	23,301	28%	83,962
Bundaberg	Sep-17	2,214	85%	2,589	100%	718	28%	2,595
Ipswich	Jul-17	6,139	88%	6,919	100%	1,711	25%	6,950
Mackay	Nov-16	2,445	84%	2,884	99%	788	27%	2,912
Toowoomba	Jan-17	5,371	96%	5,598	100%	1,599	28%	5,614
Townsville	Apr-16	4,589	84%	5,389	99%	1,395	26%	5,431
Rockhampton	Nov-17	4,214	90%	4,663	100%	1,288	28%	4,683
Beenleigh	Jul-18	8,236	98%	8,372	100%	2,159	26%	8,382
Brisbane	Jul-18	15,510	98%	15,677	100%	4,696	30%	15,755
Cairns	Jul-18	3,934	97%	4,057	100%	1,233	30%	4,074
Maryborough	Jul-18	3,355	95%	3,510	100%	1,035	29%	3,514
Robina	Jul-18	8,238	99%	8,297	100%	2,115	25%	8,330
Caboolture/Strathpine	Jan-19	8,343	98%	8,499	100%	2,454	29%	8,514
Maroochydore	Jan-19	7,014	98%	7,172	100%	2,106	29%	7,183
QLD - Other		19	76%	24	96%	<11		25
WA		31,815	86%	36,215	98%	12,375	34%	36,810
North East Metro	Jul-14	5,044	84%	5,946	99%	2,185	36%	6,035
Wheat Belt	Jan-17	774	86%	882	98%	288	32%	899
South Metro	Jul-18	4,702	82%	5,646	98%	1,791	31%	5,762
Central South Metro	Jul-18	4,053	87%	4,571	98%	1,539	33%	4,683
South West	Sep-18	2,761	88%	3,019	96%	920	29%	3,130
Goldfields-Esperance	Oct-18	492	86%	568	99%	157	27%	575
North Metro	Oct-18	4,179	87%	4,746	99%	1,712	36%	4,788
Kimberley-Pilbara	Oct-18	1,021	89%	1,137	100%	337	30%	1,142
South East Metro	Jul-19	3,633	90%	3,999	99%	1,504	37%	4,041
Central North Metro	Jul-19	3,728	91%	4,067	99%	1,543	38%	4,096
Great Southern	Jul-19	757	86%	861	98%	221	25%	877
Midwest-Gascoyne	Jul-19	667	86%	767	99%	175	23%	776
WA - Other		<11		<11		<11		<11
SA		35,132	92%	37,993	99%	9,406	25%	38,196
Adelaide Hills	Jul-13	1,341	93%	1,439	100%	320	22%	1,446
Barossa, Light and Lower North	Jul-13	1,638	91%	1,802	100%	350	19%	1,807
Eastern Adelaide	Jul-13	3,046	93%	3,277	100%	862	26%	3,291
Eyre and Western	Jul-13	1,104	93%	1,184	100%	320	27%	1,187
Far North (SA)	Jul-13	456	95%	478	100%	135	28%	480
Fleurieu and Kangaroo Island	Jul-13	961	94%	1,019	100%	285	28%	1,022
Limestone Coast	Jul-13	1,192	92%	1,275	99%	313	24%	1,290
Murray and Mallee	Jul-13	1,448	91%	1,578	99%	393	25%	1,587
Northern Adelaide	Jul-13	11,636	91%	12,687	99%	2,965	23%	12,769
Southern Adelaide	Jul-13	7,742	92%	8,335	100%	2,182	26%	8,374
Western Adelaide	Jul-13	3,152	93%	3,386	100%	930	27%	3,403
Yorke and Mid North	Jul-13	1,415	92%	1,532	100%	350	23%	1,539
SA - Other		<11		<11		<11		<11
TAS		9,138	93%	9,562	97%	2,436	25%	9,868
TAS North	Jul-13	2,695	96%	2,751	98%	756	27%	2,810
TAS North West	Jul-13	2,029	87%	2,271	97%	521	22%	2,332
TAS South East	Jul-13	1,910	91%	2,003	95%	477	23%	2,100
TAS South West	Jul-13	2,504	95%	2,537	97%	682	26%	2,626
TAS - Other		<11		<11		<11		<11
ACT		6,665	82%	8,017	98%	1,813	22%	8,146
ACT	Jul-14	6,662	82%	8,014	98%	1,811	22%	8,143
ACT - Other		<11		<11		<11		<11

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
NT		3,707	96%	3,833	100%	1,124	29%	3,847
Barkly	Jul-14	155	96%	160	99%	57	35%	162
Central Australia	Jul-17	569	96%	590	100%	235	40%	591
Darwin Remote	Jul-17	353	96%	367	100%	110	30%	367
Darwin Urban	Jan-17	2,172	96%	2,242	100%	564	25%	2,251
East Arnhem	Jan-17	181	98%	184	100%	55	30%	184
Katherine	Jul-17	182	97%	188	100%	76	40%	188
NT - Other		95	91%	102	98%	27	26%	104
Other Territories		32	89%	35	97%	<11		36
Missing		<11		<11		<11		<11
Total		384,623	100%	427,757	100%	111,690	0%	432,649

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL ⁷²⁴



⁷²⁴ 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 31 December 2020. This issue is being rectified.

Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 December 2020 ^{725 726}

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	5,513	4.1%	8,633	6.4%	135,402
Hunter New England	789	3.4%	1,642	7.0%	23,405
Central Coast	259	3.3%	486	6.2%	7,841
Far West	<11		20	3.5%	579
Illawarra Shoalhaven	343	4.3%	496	6.2%	8,039
Mid North Coast	165	3.0%	222	4.0%	5,520
Murrumbidgee	253	4.2%	356	5.9%	6,010
Nepean Blue Mountains	387	4.8%	563	7.0%	8,098
North Sydney	759	7.9%	866	9.1%	9,565
Northern NSW	219	3.4%	302	4.7%	6,388
South Eastern Sydney	431	4.8%	580	6.4%	8,993
South Western Sydney	465	2.5%	923	5.0%	18,360
Southern NSW	143	3.6%	206	5.2%	3,951
Sydney	267	3.5%	412	5.5%	7,533
Western NSW	338	6.0%	482	8.5%	5,643
Western Sydney	685	4.4%	1,077	7.0%	15,459
NSW - Other	<11		<11		18
VIC	5,128	4.4%	4,013	3.4%	116,380
Barwon	318	3.7%	304	3.5%	8,703
Central Highlands	253	5.4%	174	3.7%	4,718
Loddon	239	3.8%	154	2.5%	6,223
North East Melbourne	690	6.0%	502	4.4%	11,411
Inner Gippsland	137	3.0%	102	2.3%	4,515
Ovens Murray	135	4.4%	106	3.5%	3,048
Western District	269	7.7%	199	5.7%	3,508
Inner East Melbourne	760	8.7%	547	6.3%	8,687
Outer East Melbourne	433	5.0%	344	3.9%	8,741
Hume Moreland	214	2.7%	146	1.9%	7,869
Bayside Peninsula	751	5.4%	676	4.8%	13,994
Southern Melbourne	246	2.3%	213	2.0%	10,591
Brimbank Melton	192	2.8%	139	2.0%	6,979
Western Melbourne	249	2.5%	178	1.8%	10,004
Goulburn	90	2.6%	83	2.4%	3,463
Mallee	83	4.4%	78	4.1%	1,889
Outer Gippsland	69	3.4%	68	3.4%	2,024
VIC - Other	<11		<11		13
QLD	1,524	1.8%	4,554	5.4%	83,962
Bundaberg	56	2.2%	154	5.9%	2,595
Ipswich	216	3.1%	367	5.3%	6,950
Mackay	25	0.9%	120	4.1%	2,912
Toowoomba	209	3.7%	422	7.5%	5,614
Townsville	58	1.1%	305	5.6%	5,431
Rockhampton	97	2.1%	238	5.1%	4,683
Beenleigh	98	1.2%	438	5.2%	8,382
Brisbane	318	2.0%	904	5.7%	15,755
Cairns	62	1.5%	251	6.2%	4,074
Maryborough	68	1.9%	186	5.3%	3,514
Robina	100	1.2%	425	5.1%	8,330
Caboolture/Strathpine	113	1.3%	402	4.7%	8,514

⁷²⁵ Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

⁷²⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

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	104	1.4%	342	4.8%	7,183
QLD - Other	<11		<11		25
WA	1,152	3.1%	2,235	6.1%	36,810
North East Metro	302	5.0%	524	8.7%	6,035
Wheat Belt	<11		25	2.8%	899
South Metro	78	1.4%	276	4.8%	5,762
Central South Metro	86	1.8%	228	4.9%	4,683
South West	34	1.1%	122	3.9%	3,130
Goldfields-Esperance	13	2.3%	26	4.5%	575
North Metro	110	2.3%	191	4.0%	4,788
Kimberley-Pilbara	<11		26	2.3%	1,142
South East Metro	232	5.7%	378	9.4%	4,041
Central North Metro	263	6.4%	353	8.6%	4,096
Great Southern	15	1.7%	53	6.0%	877
Midwest-Gascoyne	15	1.9%	33	4.3%	776
WA - Other	<11		<11		<11
SA	1,676	4.4%	2,273	6.0%	38,196
Adelaide Hills	37	2.6%	62	4.3%	1,446
Barossa, Light and Lower North	20	1.1%	40	2.2%	1,807
Eastern Adelaide	165	5.0%	244	7.4%	3,291
Eyre and Western	27	2.3%	35	2.9%	1,187
Far North (SA)	19	4.0%	24	5.0%	480
Fleurieu and Kangaroo Island	33	3.2%	49	4.8%	1,022
Limestone Coast	43	3.3%	77	6.0%	1,290
Murray and Mallee	71	4.5%	99	6.2%	1,587
Northern Adelaide	543	4.3%	727	5.7%	12,769
Southern Adelaide	540	6.4%	674	8.0%	8,374
Western Adelaide	147	4.3%	188	5.5%	3,403
Yorke and Mid North	31	2.0%	54	3.5%	1,539
SA - Other	<11		<11		<11
TAS	417	4.2%	876	8.9%	9,868
TAS North	108	3.8%	200	7.1%	2,810
TAS North West	110	4.7%	208	8.9%	2,332
TAS South East	59	2.8%	144	6.9%	2,100
TAS South West	140	5.3%	324	12.3%	2,626
TAS - Other	<11		<11		<11
ACT	127	1.6%	424	5.2%	8,146
ACT	127	1.6%	424	5.2%	8,143
ACT - Other	<11		<11		<11
NT	130	3.4%	360	9.4%	3,847
Barkly	<11		14	8.6%	162
Central Australia	35	5.9%	93	15.7%	591
Darwin Remote	<11		<11		367
Darwin Urban	76	3.4%	220	9.8%	2,251
East Arnhem	<11		<11		184
Katherine	16	8.5%	28	14.9%	188
NT - Other	<11		<11		104
Other Territories	<11		<11		36
Missing	<11		<11		<11
National	15,667	3.6%	23,368	5.4%	432,649

Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2020 ^{727 728}

State/Territory	Annualised supports committed to SDA in current plans (\$)	% of supports committed to SDA	Annualised committed supports for participants with SIL (\$)	% of supports committed to participants with SIL	Total committed in supports in current plans (\$)
NSW	71,315,153	0.74%	3,077,731,118	32%	9,694,436,751
VIC	61,819,853	0.82%	1,303,601,728	17%	7,536,147,605
QLD	23,932,500	0.37%	1,649,247,172	26%	6,408,821,248
WA	13,625,029	0.50%	703,117,748	26%	2,701,937,801
SA	19,539,967	0.75%	785,574,998	30%	2,606,050,955
TAS	4,827,739	0.60%	332,968,229	41%	807,168,409
ACT	1,677,294	0.32%	152,773,493	29%	520,310,863
NT	1,693,802	0.34%	210,822,071	42%	504,884,778
Other Territories	0	0.00%	0	0%	3,176,880
Missing	0	0.00%	0	0%	127,104
Total	198,431,336	0.64%	8,215,836,557	27%	30,783,062,393

Table P.3 Registered and active SDA providers by jurisdiction as at 31 December 2020 ^{729 730 731}

State/Territory	SDA registered providers	SDA active providers
NSW	595	146
VIC	640	79
QLD	604	65
WA	228	10
SA	591	23
TAS	575	15
ACT	568	8
NT	570	4
OT	0	0
National	839	298

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.

⁷²⁷ State/Territory is defined by the current residing address of the participant.

⁷²⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁷²⁹ SDA active providers in this table refer to any provider that has ever received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

⁷³⁰ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁷³¹ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of registered and active providers is not equal to the respective sums across all states and territories.

Table P.4 Number of Enrolled SDA Dwellings by Location and Type as at 31 December 2020 (excluding in-kind arrangements)

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	114	0	28	0	142
ACT - Australian Capital Territory	114	0	28	0	142
NSW	1,368	58	727	6	2,159
NSW - Capital Region	58	1	8	0	67
NSW - Central Coast	66	3	48	1	118
NSW - Central West	47	3	15	0	65
NSW - Coffs Harbour - Grafton	25	5	1	0	31
NSW - Far West and Orana	60	4	5	0	69
NSW - Hunter Valley exc Newcastle	36	1	14	0	51
NSW - Illawarra	41	1	16	0	58
NSW - Mid North Coast	43	2	11	0	56
NSW - Murray	53	1	8	0	62
NSW - New England and North West	31	2	7	0	40
NSW - Newcastle and Lake Macquarie	81	1	97	0	179
NSW - Richmond - Tweed	44	1	18	0	63
NSW - Riverina	25	1	11	0	37
NSW - Southern Highlands and Shoalhaven	14	1	11	0	26
NSW - Sydney - Baulkham Hills and Hawkesbury	48	6	20	0	74
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	77	2	52	3	134
NSW - Sydney - Inner West	19	3	0	0	22
NSW - Sydney - North Sydney and Hornsby	39	1	8	0	48
NSW - Sydney - Northern Beaches	31	1	20	0	52
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	110	0	155	0	265
NSW - Sydney - Ryde	72	1	48	0	121
NSW - Sydney - South West	41	1	29	0	71
NSW - Sydney - Sutherland	59	4	30	0	93
NT	17	3	5	3	28
NT - Darwin	11	2	5	3	21
NT - Northern Territory - Outback	6	1	0	0	7
QLD	358	35	326	13	732
QLD - Brisbane - East	13	0	10	0	23
QLD - Brisbane - North	15	2	16	0	33
QLD - Brisbane - South	17	3	11	0	31
QLD - Brisbane - West	45	2	4	0	51
QLD - Brisbane Inner City	8	0	40	1	49
QLD - Cairns	11	1	13	0	25
QLD - Darling Downs - Maranoa	2	2	4	0	8
QLD - Fitzroy	24	2	6	1	33
QLD - Gold Coast	28	2	54	2	86
QLD - Ipswich	36	1	30	0	67
QLD - Logan - Beaudesert	12	1	19	0	32
QLD - Mackay	10	0	0	0	10
QLD - Moreton Bay - North	17	3	15	2	37
QLD - Moreton Bay - South	16	0	22	0	38
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	3	18	1	38
QLD - Toowoomba	13	7	20	2	42

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Townsville	21	2	9	2	34
QLD - Wide Bay	54	4	35	2	95
SA	855	10	145	0	1,010
SA - Adelaide - Central and Hills	70	3	40	0	113
SA - Adelaide - North	248	0	46	0	294
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
TAS	26	3	14	0	43
TAS - Hobart	14	0	0	0	14
TAS - Launceston and North East	6	2	6	0	14
TAS - South East	0	0	0	0	0
TAS - West and North West	6	1	8	0	15
VIC	389	90	258	16	753
VIC - Ballarat	18	5	30	0	53
VIC - Bendigo	12	0	12	0	24
VIC - Geelong	25	6	18	6	55
VIC - Hume	32	3	0	0	35
VIC - Latrobe - Gippsland	15	6	0	0	21
VIC - Melbourne - Inner	9	3	56	0	68
VIC - Melbourne - Inner East	17	9	2	0	28
VIC - Melbourne - Inner South	49	11	8	1	69
VIC - Melbourne - North East	32	10	24	1	67
VIC - Melbourne - North West	7	4	8	0	19
VIC - Melbourne - Outer East	28	1	28	0	57
VIC - Melbourne - South East	45	6	25	1	77
VIC - Melbourne - West	15	11	20	0	46
VIC - Mornington Peninsula	19	6	11	1	37
VIC - North West	33	4	9	6	52
VIC - Shepparton	14	3	3	0	20
VIC - Warrnambool and South West	19	2	4	0	25
WA	10	1	43	0	54
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	14	0	15
WA - Perth - South East	2	0	12	0	14
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
Total	3,137	200	1,546	38	4,921

Table P.5 Number of Enrolled SDA Dwellings by Location and Design as at 31 December 2020 (excluding in-kind arrangements)

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	32	58	33	13	6	142
ACT - Australian Capital Territory	32	58	33	13	6	142
NSW	1,117	363	395	74	210	2,159
NSW - Capital Region	52	3	7	1	4	67
NSW - Central Coast	60	12	36	4	6	118
NSW - Central West	35	10	6	5	9	65
NSW - Coffs Harbour - Grafton	18	4	4	2	3	31
NSW - Far West and Orana	52	2	4	8	3	69
NSW - Hunter Valley exc Newcastle	29	2	11	4	5	51
NSW - Illawarra	42	10	6	0	0	58
NSW - Mid North Coast	39	11	0	6	0	56
NSW - Murray	35	17	3	5	2	62
NSW - New England and North West	18	12	2	0	8	40
NSW - Newcastle and Lake Macquarie	69	12	94	1	3	179
NSW - Richmond - Tweed	34	14	9	0	6	63
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	36	19	10	2	7	74
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	40	1	3	134
NSW - Sydney - Inner West	20	0	1	1	0	22
NSW - Sydney - North Sydney and Hornsby	33	7	6	2	0	48
NSW - Sydney - Northern Beaches	30	6	7	0	9	52
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	85	55	1	48	265
NSW - Sydney - Ryde	51	11	25	2	32	121
NSW - Sydney - South West	31	13	17	2	8	71
NSW - Sydney - Sutherland	56	21	14	0	2	93
NT	8	5	3	0	12	28
NT - Darwin	4	4	3	0	10	21
NT - Northern Territory - Outback	4	1	0	0	2	7
QLD	105	174	250	51	152	732
QLD - Brisbane - East	6	6	6	2	3	23
QLD - Brisbane - North	11	5	15	0	2	33
QLD - Brisbane - South	9	6	15	0	1	31
QLD - Brisbane - West	1	22	28	0	0	51
QLD - Brisbane Inner City	5	3	29	0	12	49
QLD - Cairns	2	2	4	0	17	25
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	4	9	2	0	18	33
QLD - Gold Coast	9	12	49	2	14	86
QLD - Ipswich	7	17	21	14	8	67
QLD - Logan - Beaudesert	5	5	14	2	6	32
QLD - Mackay	2	5	0	0	3	10
QLD - Moreton Bay - North	0	6	12	12	7	37
QLD - Moreton Bay - South	1	13	17	0	7	38

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	7	14	5	7	38
QLD - Toowoomba	11	16	10	1	4	42
QLD - Townsville	6	9	6	2	11	34
QLD - Wide Bay	20	28	7	11	29	95
SA	469	237	109	54	141	1,010
SA - Adelaide - Central and Hills	51	11	28	6	17	113
SA - Adelaide - North	90	111	39	14	40	294
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
TAS	7	16	3	3	14	43
TAS - Hobart	5	7	0	1	1	14
TAS - Launceston and North East	1	6	2	2	3	14
TAS - South East	0	0	0	0	0	0
TAS - West and North West	1	3	1	0	10	15
VIC	262	169	191	47	84	753
VIC - Ballarat	1	35	3	11	3	53
VIC - Bendigo	8	5	4	7	0	24
VIC - Geelong	12	11	21	5	6	55
VIC - Hume	24	7	0	0	4	35
VIC - Latrobe - Gippsland	14	5	0	0	2	21
VIC - Melbourne - Inner	8	2	56	1	1	68
VIC - Melbourne - Inner East	20	5	0	3	0	28
VIC - Melbourne - Inner South	38	5	10	4	12	69
VIC - Melbourne - North East	21	13	21	5	7	67
VIC - Melbourne - North West	6	4	8	0	1	19
VIC - Melbourne - Outer East	17	7	23	4	6	57
VIC - Melbourne - South East	25	21	20	3	8	77
VIC - Melbourne - West	11	11	18	0	6	46
VIC - Mornington Peninsula	8	17	1	4	7	37
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
WA	5	10	23	0	16	54
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	13	0	1	15
WA - Perth - South East	2	9	3	0	0	14
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
Total	2,005	1,032	1,007	242	635	4,921

Table P.6 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 31 December 2020 (excluding in-kind arrangements)

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	25	54	30	24	9	0	142
ACT - Australian Capital Territory	25	54	30	24	9	0	142
NSW	593	369	182	316	641	58	2,159
NSW - Capital Region	29	9	2	10	16	1	67
NSW - Central Coast	41	16	7	17	34	3	118
NSW - Central West	10	5	5	12	30	3	65
NSW - Coffs Harbour - Grafton	6	5	4	3	8	5	31
NSW - Far West and Orana	22	11	3	12	17	4	69
NSW - Hunter Valley exc Newcastle	12	1	6	13	18	1	51
NSW - Illawarra	12	3	6	8	28	1	58
NSW - Mid North Coast	20	12	5	1	16	2	56
NSW - Murray	24	9	5	6	17	1	62
NSW - New England and North West	1	11	3	3	20	2	40
NSW - Newcastle and Lake Macquarie	63	30	25	20	40	1	179
NSW - Richmond - Tweed	22	8	5	7	20	1	63
NSW - Riverina	6	7	3	11	9	1	37
NSW - Southern Highlands and Shoalhaven	2	4	1	5	13	1	26
NSW - Sydney - Baulkham Hills and Hawkesbury	10	4	4	22	28	6	74
NSW - Sydney - Blacktown	7	23	15	17	42	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	50	13	9	12	48	2	134
NSW - Sydney - Inner West	0	1	3	5	10	3	22
NSW - Sydney - North Sydney and Hornsby	5	7	5	9	21	1	48
NSW - Sydney - Northern Beaches	5	3	5	11	27	1	52
NSW - Sydney - Outer South West	7	9	7	15	22	0	60
NSW - Sydney - Outer West and Blue Mountains	39	27	21	31	35	4	157
NSW - Sydney - Parramatta	113	87	13	14	38	0	265
NSW - Sydney - Ryde	34	32	7	21	26	1	121
NSW - Sydney - South West	17	16	4	13	20	1	71
NSW - Sydney - Sutherland	34	13	8	11	23	4	93
NT	1	13	1	4	6	3	28
NT - Darwin	1	9	0	3	6	2	21
NT - Northern Territory - Outback	0	4	1	1	0	1	7
QLD	320	150	112	76	39	35	732
QLD - Brisbane - East	7	6	7	2	1	0	23
QLD - Brisbane - North	15	5	5	4	2	2	33
QLD - Brisbane - South	19	5	1	0	3	3	31
QLD - Brisbane - West	29	15	3	1	1	2	51
QLD - Brisbane Inner City	42	0	4	2	1	0	49
QLD - Cairns	10	4	3	7	0	1	25
QLD - Darling Downs - Maranoa	2	1	1	0	2	2	8
QLD - Fitzroy	10	7	5	7	2	2	33
QLD - Gold Coast	66	7	7	2	2	2	86
QLD - Ipswich	30	12	14	10	0	1	67
QLD - Logan - Beaudesert	16	4	2	7	2	1	32
QLD - Mackay	2	0	0	4	4	0	10
QLD - Moreton Bay - North	1	13	9	6	5	3	37
QLD - Moreton Bay - South	15	12	6	3	2	0	38
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	16	3	10	3	3	3	38
QLD - Toowoomba	10	15	3	5	2	7	42

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Townsville	3	18	0	6	5	2	34
QLD - Wide Bay	27	23	32	7	2	4	95
SA	205	430	179	105	81	10	1,010
SA - Adelaide - Central and Hills	44	31	13	15	7	3	113
SA - Adelaide - North	37	132	65	37	23	0	294
SA - Adelaide - South	71	125	46	23	36	5	306
SA - Adelaide - West	44	68	29	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	4	57	19	9	3	1	93
TAS	10	11	3	16	0	3	43
TAS - Hobart	4	3	3	4	0	0	14
TAS - Launceston and North East	3	2	0	7	0	2	14
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	3	6	0	5	0	1	15
VIC	263	112	82	50	156	90	753
VIC - Ballarat	29	13	3	0	3	5	53
VIC - Bendigo	14	7	1	2	0	0	24
VIC - Geelong	24	14	4	3	4	6	55
VIC - Hume	5	16	1	3	7	3	35
VIC - Latrobe - Gippsland	6	4	1	0	4	6	21
VIC - Melbourne - Inner	58	2	0	3	2	3	68
VIC - Melbourne - Inner East	2	3	1	3	10	9	28
VIC - Melbourne - Inner South	24	6	5	2	21	11	69
VIC - Melbourne - North East	20	4	12	7	14	10	67
VIC - Melbourne - North West	0	4	4	0	7	4	19
VIC - Melbourne - Outer East	21	4	7	8	16	1	57
VIC - Melbourne - South East	22	4	13	9	23	6	77
VIC - Melbourne - West	7	7	16	1	4	11	46
VIC - Mornington Peninsula	7	5	3	2	14	6	37
VIC - North West	17	11	5	3	12	4	52
VIC - Shepparton	4	2	4	3	4	3	20
VIC - Warrnambool and South West	3	6	2	1	11	2	25
WA	20	8	16	6	3	1	54
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	10	0	2	1	2	0	15
WA - Perth - South East	10	0	2	2	0	0	14
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
Total	1,437	1,147	605	597	935	200	4,921

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	
ACT	17	36	4	0	57
ACT - Australian Capital Territory	17	36	4	0	57
NSW	550	653	90	313	1,606
NSW - Capital Region	0	14	5	0	19
NSW - Central Coast	17	65	0	27	109
NSW - Central West	13	6	13	0	32
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	12	0	0	43
NSW - Mid North Coast	16	0	6	0	22
NSW - Murray	7	5	4	0	16
NSW - New England and North West	0	2	0	15	17
NSW - Newcastle and Lake Macquarie	34	208	0	0	242
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	10	0	20	60
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	58	0	0	91
NSW - Sydney - Inner West	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	18	5	0	23
NSW - Sydney - Northern Beaches	15	24	0	30	69
NSW - Sydney - Outer South West	5	5	2	0	12
NSW - Sydney - Outer West and Blue Mountains	36	16	19	50	121
NSW - Sydney - Parramatta	150	54	2	56	262
NSW - Sydney - Ryde	20	10	3	53	86
NSW - Sydney - South West	18	28	5	16	67
NSW - Sydney - Sutherland	27	20	0	5	52
NT	4	4	0	10	18
NT - Darwin	4	4	0	10	18
NT - Northern Territory - Outback	0	0	0	0	0
QLD	68	312	47	146	573
QLD - Brisbane - East	4	8	0	6	18
QLD - Brisbane - North	3	18	0	3	24
QLD - Brisbane - South	1	10	0	0	11
QLD - Brisbane - West	2	7	0	0	9
QLD - Brisbane Inner City	3	30	0	18	51
QLD - Cairns	0	8	0	12	20
QLD - Darling Downs - Maranoa	0	3	0	4	7
QLD - Fitzroy	0	6	0	9	15
QLD - Gold Coast	8	46	4	14	72
QLD - Ipswich	4	31	4	11	50
QLD - Logan - Beaudesert	5	8	0	13	26
QLD - Mackay	0	0	0	0	0

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Moreton Bay - North	0	24	13	6	43
QLD - Moreton Bay - South	3	28	0	4	35
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	1	32	0	8	41
QLD - Toowoomba	16	22	2	6	46
QLD - Townsville	0	10	10	8	28
QLD - Wide Bay	18	21	14	24	77
SA	50	95	119	26	290
SA - Adelaide - Central and Hills	12	32	15	2	61
SA - Adelaide - North	24	49	28	9	110
SA - Adelaide - South	14	8	23	6	51
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
TAS	7	1	1	22	31
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	5	0	1	8	14
TAS - South East	0	0	0	0	0
TAS - West and North West	2	1	0	14	17
VIC	94	259	38	65	456
VIC - Ballarat	34	5	0	2	41
VIC - Bendigo	5	0	10	0	15
VIC - Geelong	5	32	0	4	41
VIC - Hume	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0
VIC - Melbourne - Inner	1	55	0	0	56
VIC - Melbourne - Inner East	0	0	4	0	4
VIC - Melbourne - Inner South	0	11	5	4	20
VIC - Melbourne - North East	9	30	4	4	47
VIC - Melbourne - North West	0	20	0	0	20
VIC - Melbourne - Outer East	4	32	0	4	40
VIC - Melbourne - South East	7	27	9	4	47
VIC - Melbourne - West	6	37	0	4	47
VIC - Mornington Peninsula	14	0	6	5	25
VIC - North West	9	0	0	24	33
VIC - Shepparton	0	6	0	0	6
VIC - Warrnambool and South West	0	4	0	10	14
WA	11	38	0	45	94
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	22	0	3	25
WA - Perth - South East	9	9	0	0	18
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

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
Total	801	1,398	299	627	3,125

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 31 December 2020

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0
NSW	0	0	0	0	0	0
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
NT	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
QLD	0	0	0	0	0	0
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

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Townsville	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0
SA	0	0	0	0	0	0
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
TAS	142	44	0	4	13	203
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
VIC	91	230	150	107	276	854
VIC - Ballarat	8	6	2	3	5	24
VIC - Bendigo	2	6	19	7	3	37
VIC - Geelong	2	14	11	8	2	37
VIC - Hume	2	2	7	3	5	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	35	19	5	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	14	18	81
VIC - Melbourne - West	3	14	10	6	29	62
VIC - Mornington Peninsula	5	9	6	3	13	36
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
WA	0	0	0	0	0	0
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
Total	233	274	150	111	289	1,057

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2020

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	0	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0	0
NSW	0	0	0	0	0	0	0
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
NT	0	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0
QLD	0	0	0	0	0	0	0
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

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Queensland - Outback	0	0	0	0	0	0	0
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
SA	0	0	0	0	0	0	0
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
TAS	74	26	12	79	12	0	203
TAS - Hobart	39	14	6	46	6	0	111
TAS - Launceston and North East	7	1	3	20	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
VIC	91	68	94	91	397	113	854
VIC - Ballarat	4	1	1	2	9	7	24
VIC - Bendigo	11	3	3	5	9	6	37
VIC - Geelong	3	6	5	1	20	2	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	3	8	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	13	50	12	101
VIC - Melbourne - South East	9	3	8	14	41	6	81
VIC - Melbourne - West	0	2	8	5	42	5	62
VIC - Mornington Peninsula	8	1	4	3	16	4	36
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
WA	0	0	0	0	0	0	0
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
Total	165	94	106	170	409	113	1,057

Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 December 2020⁷³²

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	0	0	11	0	0	11
ACT - Australian Capital Territory	0	0	11	0	0	11
NSW	0	30	77	0	21	128
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	1	0	0	5	6
NSW - Riverina	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	6	1	0	0	7
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	10	0	0	10
NSW - Sydney - Blacktown	0	3	9	0	0	12
NSW - Sydney - City and Inner South	0	0	10	0	0	10
NSW - Sydney - Eastern Suburbs	0	1	0	0	0	1
NSW - Sydney - Inner South West	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	1	1
NSW - Sydney - North Sydney and Hornsby	0	0	12	0	8	20
NSW - Sydney - Northern Beaches	0	0	0	0	1	1
NSW - Sydney - Outer South West	0	0	10	0	0	10
NSW - Sydney - Outer West and Blue Mountains	0	19	0	0	0	19
NSW - Sydney - Parramatta	0	0	10	0	0	10
NSW - Sydney - Ryde	0	0	0	0	0	0
NSW - Sydney - South West	0	0	15	0	6	21
NSW - Sydney - Sutherland	0	0	0	0	0	0
NT	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
QLD	0	0	62	0	21	83
QLD - Brisbane - East	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0
QLD - Brisbane - South	0	0	8	0	4	12
QLD - Brisbane - West	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	8	0	2	10

⁷³² SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only and there is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA. There may also be under-construction properties which will be enrolled as SDA which are not represented in the data. From 1 July 2021 it will become mandatory for SDA providers or future SDA providers to inform the NDIA at the design stage of any proposed SDA dwellings, thus increasing the pipeline data available.

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Cairns	0	0	4	0	0	4
QLD - Darling Downs - Maranoa	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0
QLD - Gold Coast	0	0	20	0	1	21
QLD - Ipswich	0	0	1	0	2	3
QLD - Logan - Beaudesert	0	0	2	0	0	2
QLD - Mackay	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	2	0	0	2
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	2	2
QLD - Toowoomba	0	0	0	0	5	5
QLD - Townsville	0	0	13	0	1	14
QLD - Wide Bay	0	0	4	0	4	8
SA	0	0	50	0	1	51
SA - Adelaide - Central and Hills	0	0	40	0	0	40
SA - Adelaide - North	0	0	0	0	0	0
SA - Adelaide - South	0	0	10	0	1	11
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
TAS	0	0	0	0	0	0
TAS - Hobart	0	0	0	0	0	0
TAS - Launceston and North East	0	0	0	0	0	0
TAS - South East	0	0	0	0	0	0
TAS - West and North West	0	0	0	0	0	0
VIC	0	14	62	1	8	85
VIC - Ballarat	0	4	5	1	0	10
VIC - Bendigo	0	5	6	0	2	13
VIC - Geelong	0	0	1	0	1	2
VIC - Hume	0	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0	0
VIC - Melbourne - Inner	0	0	20	0	0	20
VIC - Melbourne - Inner East	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	0	8	0	2	10
VIC - Melbourne - North East	0	0	3	0	0	3
VIC - Melbourne - North West	0	0	0	0	0	0
VIC - Melbourne - Outer East	0	0	0	0	0	0
VIC - Melbourne - South East	0	5	10	0	1	16
VIC - Melbourne - West	0	0	9	0	2	11
VIC - Mornington Peninsula	0	0	0	0	0	0
VIC - North West	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	0	0	0	0
WA	0	0	35	0	0	35
WA - Bunbury	0	0	0	0	0	0

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Mandurah	0	0	0	0	0	0
WA - Perth - Inner	0	0	14	0	0	14
WA - Perth - North East	0	0	0	0	0	0
WA - Perth - North West	0	0	10	0	0	10
WA - Perth - South East	0	0	0	0	0	0
WA - Perth - South West	0	0	11	0	0	11
WA - Western Australia - Outback	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	0	44	297	1	51	393

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 December 2020 ⁷³³

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	
ACT	122	5	11	138
ACT - Australian Capital Territory	122	5	11	138
NSW	5,219	294	249	5,762
NSW - Capital Region	143	8	2	153
NSW - Central Coast	231	28	23	282
NSW - Central West	209	18	12	239
NSW - Coffs Harbour - Grafton	98	1	4	103
NSW - Far West and Orana	123	4	8	135
NSW - Hunter Valley exc Newcastle	161	7	7	175
NSW - Illawarra	235	11	11	257
NSW - Mid North Coast	165	6	7	178
NSW - Murray	123	4	5	132
NSW - New England and North West	117	10	2	129
NSW - Newcastle and Lake Macquarie	410	14	22	446
NSW - Richmond - Tweed	170	14	10	194
NSW - Riverina	114	4	5	123
NSW - Southern Highlands and Shoalhaven	121	7	4	132
NSW - Sydney - Baulkham Hills and Hawkesbury	201	14	10	225
NSW - Sydney - Blacktown	291	5	9	305
NSW - Sydney - City and Inner South	93	1	2	96
NSW - Sydney - Eastern Suburbs	55	1	6	62
NSW - Sydney - Inner South West	314	17	18	349
NSW - Sydney - Inner West	124	0	7	131
NSW - Sydney - North Sydney and Hornsby	154	3	11	168
NSW - Sydney - Northern Beaches	205	8	7	220
NSW - Sydney - Outer South West	155	16	6	177
NSW - Sydney - Outer West and Blue Mountains	351	22	16	389
NSW - Sydney - Parramatta	262	36	12	310
NSW - Sydney - Ryde	291	10	7	308
NSW - Sydney - South West	119	13	7	139
NSW - Sydney - Sutherland	184	12	9	205
NT	130	0	10	140
NT - Darwin	76	0	6	82
NT - Northern Territory - Outback	54	0	4	58
QLD	1,447	77	241	1,765
QLD - Brisbane - East	45	3	14	62
QLD - Brisbane - North	69	6	18	93
QLD - Brisbane - South	59	3	18	80
QLD - Brisbane - West	76	3	5	84
QLD - Brisbane Inner City	41	7	13	61
QLD - Cairns	61	0	6	67
QLD - Darling Downs - Maranoa	30	0	5	35
QLD - Fitzroy	96	1	5	102
QLD - Gold Coast	83	17	37	137
QLD - Ipswich	228	3	17	248
QLD - Logan - Beaudesert	75	4	25	104

⁷³³ For Participants with a SDA need identified in CRM, there is likely a delay between when they move into an appropriate SDA arrangement and when the Agency is informed. The outstanding need for SDA may be overstated as a result.

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 - Mackay	23	2	2	27
QLD - Moreton Bay - North	74	5	19	98
QLD - Moreton Bay - South	31	3	8	42
QLD - Queensland - Outback	2	0	1	3
QLD - Sunshine Coast	81	2	18	101
QLD - Toowoomba	181	8	13	202
QLD - Townsville	54	3	6	63
QLD - Wide Bay	138	7	11	156
SA	1,644	32	91	1,767
SA - Adelaide - Central and Hills	194	8	9	211
SA - Adelaide - North	493	8	30	531
SA - Adelaide - South	533	7	25	565
SA - Adelaide - West	198	3	14	215
SA - Barossa - Yorke - Mid North	39	0	2	41
SA - South Australia - Outback	45	1	7	53
SA - South Australia - South East	142	5	4	151
TAS	411	6	8	425
TAS - Hobart	194	0	5	199
TAS - Launceston and North East	104	4	2	110
TAS - South East	5	0	0	5
TAS - West and North West	108	2	1	111
VIC	5,068	60	258	5,386
VIC - Ballarat	194	2	15	211
VIC - Bendigo	157	0	9	166
VIC - Geelong	235	10	25	270
VIC - Hume	145	0	4	149
VIC - Latrobe - Gippsland	203	3	10	216
VIC - Melbourne - Inner	210	4	14	228
VIC - Melbourne - Inner East	425	2	17	444
VIC - Melbourne - Inner South	423	6	14	443
VIC - Melbourne - North East	599	3	17	619
VIC - Melbourne - North West	212	0	10	222
VIC - Melbourne - Outer East	552	4	33	589
VIC - Melbourne - South East	482	6	33	521
VIC - Melbourne - West	365	7	23	395
VIC - Mornington Peninsula	246	3	17	266
VIC - North West	273	2	4	279
VIC - Shepparton	139	5	7	151
VIC - Warrnambool and South West	208	3	6	217
WA	1,135	17	47	1,199
WA - Bunbury	34	0	3	37
WA - Mandurah	32	3	0	35
WA - Perth - Inner	51	0	4	55
WA - Perth - North East	249	3	2	254
WA - Perth - North West	317	5	9	331
WA - Perth - South East	304	3	15	322
WA - Perth - South West	101	3	9	113
WA - Western Australia - Outback	29	0	2	31
WA - Western Australia - Wheat Belt	18	0	3	21
Total	15,176	491	915	16,582

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 31 December 2020 ⁷³⁴

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		
ACT	0	4	7	0	5	16	12%
ACT - Australian Capital Territory	0	4	7	0	5	16	12%
NSW	27	235	155	32	94	543	9%
NSW - Capital Region	0	5	1	1	3	10	7%
NSW - Central Coast	2	18	24	1	6	51	18%
NSW - Central West	9	10	5	3	3	30	13%
NSW - Coffs Harbour - Grafton	0	5	0	0	0	5	5%
NSW - Far West and Orana	1	4	4	0	3	12	9%
NSW - Hunter Valley exc Newcastle	1	9	3	1	0	14	8%
NSW - Illawarra	0	8	7	0	7	22	9%
NSW - Mid North Coast	4	6	1	2	0	13	7%
NSW - Murray	0	4	3	0	2	9	7%
NSW - New England and North West	0	7	3	0	2	12	9%
NSW - Newcastle and Lake Macquarie	3	17	9	4	3	36	8%
NSW - Richmond - Tweed	0	8	7	1	8	24	12%
NSW - Riverina	0	5	2	0	2	9	7%
NSW - Southern Highlands and Shoalhaven	0	7	2	1	1	11	8%
NSW - Sydney - Baulkham Hills and Hawkesbury	1	11	8	0	4	24	11%
NSW - Sydney - Blacktown	1	6	5	1	1	14	5%
NSW - Sydney - City and Inner South	0	1	1	0	1	3	3%
NSW - Sydney - Eastern Suburbs	0	2	3	2	0	7	11%
NSW - Sydney - Inner South West	0	14	15	0	6	35	10%
NSW - Sydney - Inner West	0	2	2	0	3	7	5%
NSW - Sydney - North Sydney and Hornsby	0	11	1	1	1	14	8%
NSW - Sydney - Northern Beaches	1	6	3	0	5	15	7%
NSW - Sydney - Outer South West	0	11	5	1	5	22	12%
NSW - Sydney - Outer West and Blue Mountains	1	15	8	2	12	38	10%
NSW - Sydney - Parramatta	0	15	22	5	6	48	15%
NSW - Sydney - Ryde	1	7	2	3	4	17	6%
NSW - Sydney - South West	1	8	5	2	4	20	14%
NSW - Sydney - Sutherland	1	13	4	1	2	21	10%
NT	0	4	5	1	0	10	7%
NT - Darwin	0	2	3	1	0	6	7%
NT - Northern Territory - Outback	0	2	2	0	0	4	7%
QLD	9	52	144	25	88	318	18%
QLD - Brisbane - East	0	4	3	6	4	17	27%
QLD - Brisbane - North	0	4	12	1	7	24	26%
QLD - Brisbane - South	1	5	11	1	3	21	26%
QLD - Brisbane - West	0	3	1	0	4	8	10%
QLD - Brisbane Inner City	1	3	12	2	2	20	33%
QLD - Cairns	0	0	4	1	1	6	9%
QLD - Darling Downs - Maranoa	0	1	2	1	1	5	5%
QLD - Fitzroy	0	0	3	0	3	6	17%
QLD - Gold Coast	2	9	26	0	17	54	39%

⁷³⁴ Ibid.

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 - Ipswich	2	4	4	4	6	20	8%
QLD - Logan - Beaudesert	1	6	13	1	8	29	28%
QLD - Mackay	0	0	4	0	0	4	15%
QLD - Moreton Bay - North	0	2	8	2	12	24	24%
QLD - Moreton Bay - South	0	3	4	1	3	11	26%
QLD - Queensland - Outback	0	0	0	0	1	1	33%
QLD - Sunshine Coast	0	2	12	0	6	20	20%
QLD - Toowoomba	2	6	7	3	3	21	10%
QLD - Townsville	0	0	7	1	1	9	14%
QLD - Wide Bay	0	0	11	1	6	18	12%
SA	2	46	37	5	33	123	7%
SA - Adelaide - Central and Hills	0	5	9	1	2	17	8%
SA - Adelaide - North	0	15	7	4	12	38	7%
SA - Adelaide - South	1	13	8	0	10	32	6%
SA - Adelaide - West	0	6	6	0	5	17	8%
SA - Barossa - Yorke - Mid North	0	0	2	0	0	2	5%
SA - South Australia - Outback	0	3	4	0	1	8	15%
SA - South Australia - South East	1	4	1	0	3	9	6%
TAS	3	8	3	0	0	14	3%
TAS - Hobart	2	3	0	0	0	5	3%
TAS - Launceston and North East	0	4	2	0	0	6	5%
TAS - South East	0	0	0	0	0	0	0%
TAS - West and North West	1	1	1	0	0	3	3%
VIC	18	124	83	30	63	318	6%
VIC - Ballarat	0	7	3	1	6	17	8%
VIC - Bendigo	0	1	4	1	3	9	5%
VIC - Geelong	1	15	10	2	7	35	13%
VIC - Hume	1	2	1	0	0	4	3%
VIC - Latrobe - Gippsland	2	5	2	2	2	13	6%
VIC - Melbourne - Inner	0	4	11	0	3	18	8%
VIC - Melbourne - Inner East	1	7	6	1	4	19	4%
VIC - Melbourne - Inner South	1	10	4	2	3	20	5%
VIC - Melbourne - North East	0	8	2	4	6	20	3%
VIC - Melbourne - North West	2	3	3	0	2	10	5%
VIC - Melbourne - Outer East	2	14	9	6	6	37	6%
VIC - Melbourne - South East	4	10	10	6	9	39	7%
VIC - Melbourne - West	1	10	11	2	6	30	8%
VIC - Mornington Peninsula	2	10	4	1	3	20	8%
VIC - North West	0	4	0	1	1	6	2%
VIC - Shepparton	0	7	3	0	2	12	8%
VIC - Warrnambool and South West	1	7	0	1	0	9	4%
WA	2	16	26	5	15	64	5%
WA - Bunbury	0	0	2	0	1	3	8%
WA - Mandurah	0	2	0	0	1	3	9%
WA - Perth - Inner	0	1	3	0	0	4	7%
WA - Perth - North East	0	1	4	0	0	5	2%
WA - Perth - North West	1	1	8	3	1	14	4%
WA - Perth - South East	1	6	5	1	5	18	6%
WA - Perth - South West	0	3	4	1	4	12	11%
WA - Western Australia - Outback	0	2	0	0	0	2	6%
WA - Western Australia - Wheat Belt	0	0	0	0	3	3	14%

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		
Total	61	489	460	98	298	1,406	8%

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 31 December 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.13 New Build and New Build (Refurbished) Dwelling by Design Category, Build Type and SA4 Region as at 31 December 2020 (excluding in-kind arrangements).
- Table P.14 Existing Stocks and Legacy Stocks Dwelling by Design Category, Build Type and SA4 Region as at 31 December 2020 (excluding in-kind arrangements).
- Table P.15 In-kind New Build and New Build (Refurbished) Dwelling by Design Category, Build Type and SA4 Region as at 31 December 2020.
- Table P.16 In-kind Existing Stocks and Legacy Stocks Dwelling by Design Category, Build Type and SA4 Region as at 31 December 2020.
- Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 31 December 2020 (excluding in-kind arrangements).
- Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 31 December 2020 (excluding in-kind arrangements).
- Table P.19 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 31 December 2020 (excluding in-kind arrangements).
- Table P.20 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 31 December 2020.
- Table P.21 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2020
- Table P.22 Number of Participants with identified SDA needs by status and SA3 Region as at 31 December 2020.
- Table P.23 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 31 December 2020.

Appendix Q:

Utilisation rates by service districts

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 April 2020 to 30 September 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 31 December 2018 and are highlighted in green if phasing began from 1 January 2019 to 31 December 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 April 2020 to 30 September 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
New South Wales										
Central Coast	Jul-16		85%	85%	47%	63%	61%	47%	73%	70%
Far West	Jul-17				28%	50%	46%	28%	60%	55%
Hunter New England	Jul-16	87%	87%	87%	48%	61%	60%	49%	72%	71%
Illawarra Shoalhaven	Jul-17		85%	85%	49%	62%	61%	49%	70%	69%
Mid North Coast	Jul-17		87%	87%	48%	64%	62%	48%	70%	68%
Murrumbidgee	Jul-17		87%	87%	43%	60%	57%	43%	70%	67%
Nepean Blue Mountains	Jul-16		86%	86%	51%	63%	61%	52%	73%	71%
North Sydney	Jul-16		90%	90%	49%	63%	62%	49%	75%	74%
Northern NSW	Jul-17		86%	86%	52%	66%	64%	53%	72%	70%
South Eastern Sydney	Jul-17		89%	89%	55%	66%	65%	55%	75%	73%
South Western Sydney	Jul-16	88%	88%	88%	61%	69%	68%	62%	76%	75%
Southern NSW	Jul-16		85%	85%	47%	58%	57%	47%	67%	65%
Sydney	Jul-17		86%	86%	53%	63%	62%	54%	70%	69%
Western NSW	Jul-17		84%	84%	40%	51%	50%	41%	66%	64%
Western Sydney	Jul-16		88%	88%	60%	67%	66%	60%	76%	75%
New South Wales - Other										
NSW total		84%	87%	87%	51%	63%	62%	52%	73%	71%
Victoria										
Barwon	Jul-13		86%	86%	50%	58%	57%	50%	63%	62%
Bayside Peninsula	Apr-18	80%	80%	80%	45%	58%	55%	47%	62%	59%
Brimbank Melton	Oct-18		83%	83%	42%	58%	54%	44%	60%	56%
Central Highlands	Jan-17		81%	81%	40%	55%	53%	40%	59%	57%
Goulburn	Jan-19		74%	77%	38%	53%	49%	40%	55%	51%
Hume Moreland	Mar-18		85%	83%	51%	59%	58%	51%	61%	59%
Inner East Melbourne	Nov-17		79%	79%	46%	57%	56%	47%	60%	59%
Inner Gippsland	Oct-17		80%	80%	37%	54%	52%	37%	56%	54%
Loddon	May-17		87%	87%	40%	57%	54%	40%	62%	59%
Mallee	Jan-19	90%	83%	84%	38%	57%	50%	43%	62%	56%
North East Melbourne	Jul-16		82%	81%	48%	59%	58%	49%	62%	61%
Outer East Melbourne	Nov-17		80%	81%	42%	57%	54%	43%	59%	56%
Outer Gippsland	Jan-19			75%	36%	49%	45%	36%	52%	47%
Ovens Murray	Oct-17		82%	83%	43%	56%	54%	43%	59%	56%
Southern Melbourne	Sep-18		80%	80%	47%	59%	56%	47%	61%	57%
Western District	Oct-17		82%	82%	37%	54%	52%	37%	60%	57%
Western Melbourne	Oct-18	89%	79%	80%	43%	56%	52%	44%	58%	54%
Victoria - Other										
Victoria total		82%	82%	82%	44%	57%	55%	45%	60%	58%
Queensland										
Beenleigh	Jul-18		88%	88%	51%	66%	63%	51%	74%	71%
Brisbane	Jul-18	85%	86%	86%	47%	66%	62%	48%	72%	68%
Bundaberg	Sep-17		91%	91%	44%	67%	64%	44%	76%	73%
Caboolture/Strathpine	Jan-19	84%	85%	85%	47%	64%	59%	52%	70%	65%
Cairns	Jul-18		84%	84%	41%	61%	57%	41%	70%	66%
Ipswich	Jun-17		84%	84%	47%	62%	60%	47%	69%	67%
Mackay	Nov-16		81%	81%	41%	63%	60%	41%	68%	66%
Maroochydore	Jan-19	87%	85%	85%	51%	66%	62%	60%	70%	67%
Maryborough	Jul-18		90%	90%	45%	64%	60%	45%	71%	67%
Robina	Jul-18		88%	88%	53%	67%	64%	53%	74%	71%
Rockhampton	Nov-17		84%	84%	40%	56%	53%	40%	66%	62%
Toowoomba	Jan-17		87%	88%	44%	61%	59%	47%	70%	68%
Townsville	Jul-16		86%	86%	45%	63%	61%	47%	70%	68%
Queensland - Other							36%			36%
Queensland total		87%	86%	86%	47%	64%	61%	50%	71%	68%

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
South Australia										
Adelaide Hills	Jul-13	91%	80%	81%	49%	60%	59%	63%	67%	66%
Barossa, Light and Lower North	Jul-13		86%	85%	43%	61%	59%	49%	67%	65%
Eastern Adelaide	Jul-13	83%	80%	80%	51%	64%	62%	59%	69%	67%
Eyre and Western	Jul-13		81%	81%	33%	50%	47%	41%	55%	53%
Far North (SA)	Jul-13		85%	85%	22%	40%	33%	27%	59%	50%
Fleurieu and Kangaroo Island	Jul-13	83%	82%	82%	52%	62%	61%	62%	67%	67%
Limestone Coast	Jul-13		86%	85%	35%	51%	49%	39%	64%	62%
Murray and Mallee	Jul-13	79%	78%	78%	37%	48%	47%	59%	59%	59%
Northern Adelaide	Jul-13	92%	84%	85%	47%	64%	61%	60%	71%	69%
Southern Adelaide	Jul-13	88%	85%	85%	43%	61%	58%	56%	69%	67%
Western Adelaide	Jul-13	90%	83%	85%	48%	62%	60%	63%	67%	66%
Yorke and Mid North	Jul-13		83%	83%	39%	56%	54%	44%	62%	60%
South Australia - Other										
South Australia total		88%	83%	84%	44%	60%	58%	56%	68%	66%
Tasmania										
TAS North	Jul-13		87%	87%	41%	59%	56%	42%	68%	64%
TAS North West	Jul-13		86%	86%	41%	58%	54%	42%	69%	66%
TAS South East	Jul-13		87%	87%	41%	62%	57%	41%	70%	65%
TAS South West	Jul-13		88%	89%	43%	61%	57%	48%	74%	70%
Tasmania - Other										
Tasmania total			87%	87%	42%	60%	56%	44%	70%	66%
Australian Capital Territory										
Australian Capital Territory	Jul-14		89%	89%	48%	65%	64%	49%	74%	72%
Australian Capital Territory - Other										
Australian Capital Territory total			89%	89%	48%	65%	64%	49%	74%	72%
Northern Territory										
Barkly	Jul-16				31%	38%	37%	31%	61%	58%
Central Australia	Jul-17		85%	85%	37%	56%	48%	53%	77%	72%
Darwin Remote	Jul-17				28%	43%	37%	28%	43%	37%
Darwin Urban	Jan-17		83%	83%	44%	62%	57%	49%	74%	71%
East Arnhem	Jan-17				35%	38%	37%	35%	38%	37%
Katherine	Jul-17		89%	88%	44%	41%	42%	48%	73%	71%
Northern Territory - Other					50%	62%	58%	50%	68%	63%
Northern Territory total		86%	84%	84%	39%	54%	50%	46%	71%	66%
Western Australia										
North East Metro	Jul-14	84%	83%	83%	45%	62%	59%	56%	70%	68%
Wheat Belt	Jan-17			79%	39%	50%	46%	50%	51%	50%
South Metro	Jul-18	90%	87%	87%	47%	63%	60%	52%	70%	66%
Central South Metro	Jul-18	82%	84%	84%	49%	60%	57%	57%	66%	63%
South West	Sep-18	84%	82%	82%	50%	59%	57%	57%	63%	62%
Goldfields-Esperance	Oct-18				36%	48%	44%	49%	49%	49%
North Metro	Oct-18	81%	76%	78%	50%	59%	56%	57%	62%	60%
Kimberley-Pilbara	Oct-18			78%	25%	47%	39%	33%	53%	46%
South East Metro	Jul-19	79%	82%	80%	51%	60%	54%	59%	66%	61%
Central North Metro	Jul-19	73%	84%	76%	50%	59%	53%	56%	64%	59%
Great Southern	Jul-19	68%		68%	55%	49%	54%	58%	51%	56%
Midwest-Gascoyne	Jul-19	84%		86%	42%	48%	44%	51%	56%	52%
Western Australia - Other										
Western Australia total		79%	83%	82%	48%	60%	55%	55%	66%	62%
National total		83%	86%	86%	47%	61%	59%	50%	69%	66%

Appendix R:

Access decisions and first plans

This appendix includes:

- The number of access decisions in progress at the end of each month over the past year from 31 December 2019 to 31 December 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 31 December 2019 to 31 December 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	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
0 to 6	ACT	1	0	4	2	9	8	7	8	7	3	7	3	1
0 to 6	NSW	120	18	134	58	142	152	227	232	252	212	184	221	148
0 to 6	NT	8	1	6	1	6	8	14	13	13	7	9	15	8
0 to 6	QLD	119	17	128	49	148	195	270	217	268	191	163	185	98
0 to 6	SA	27	8	39	15	56	52	86	63	57	63	48	47	41
0 to 6	TAS	20	9	21	12	21	21	27	22	29	11	12	18	10
0 to 6	VIC	123	16	143	85	202	183	206	249	249	182	139	182	164
0 to 6	WA	45	7	37	27	31	52	59	44	57	47	45	36	35
0 to 6	National	463	76	512	249	615	671	896	848	932	716	607	707	505
7 plus	ACT	52	23	47	56	69	73	90	89	106	98	111	117	113
7 plus	NSW	1,499	547	1,252	1,277	1,614	1,771	2,106	2,059	2,237	2,382	2,452	2,562	2,406
7 plus	NT	70	30	56	48	63	77	101	95	106	112	124	117	112
7 plus	QLD	1,371	517	1,146	1,139	1,454	1,468	1,743	1,725	1,980	2,003	2,138	2,179	2,093
7 plus	SA	430	140	335	331	425	515	578	523	605	665	671	716	675
7 plus	TAS	175	81	157	134	157	169	192	191	212	236	253	245	234
7 plus	VIC	1,568	567	1,340	1,311	1,585	1,709	2,142	1,922	2,042	2,133	2,192	2,290	2,220
7 plus	WA	559	200	471	465	550	638	707	726	799	820	834	884	845
7 plus	National	5,724	2,105	4,804	4,762	5,918	6,421	7,664	7,336	8,089	8,452	8,777	9,111	8,700
All	ACT	53	23	51	58	78	81	97	97	113	101	118	120	114
All	NSW	1,619	565	1,386	1,335	1,756	1,923	2,333	2,291	2,489	2,594	2,636	2,783	2,554
All	NT	78	31	62	49	69	85	115	108	119	119	133	132	120
All	QLD	1,490	534	1,274	1,188	1,602	1,663	2,013	1,942	2,248	2,194	2,301	2,364	2,191
All	SA	457	148	374	346	481	567	664	586	662	728	719	763	716
All	TAS	195	90	178	146	178	190	219	213	241	247	265	263	244
All	VIC	1,691	583	1,483	1,396	1,787	1,892	2,348	2,171	2,291	2,315	2,331	2,472	2,384
All	WA	604	207	508	492	581	690	766	770	856	867	879	920	880
All	National	6,187	2,181	5,316	5,011	6,533	7,092	8,560	8,184	9,021	9,168	9,384	9,818	9,205

Table R.2 Access decisions in progress – average days

Age	Jurisdiction	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
0 to 6	ACT	8	0	2	4	2	5	4	6	7	7	3	6	10
0 to 6	NSW	8	4	3	3	2	5	6	5	8	6	5	5	7
0 to 6	NT	7	6	2	0	1	4	4	4	8	7	2	4	4
0 to 6	QLD	8	5	3	3	2	6	5	5	7	7	4	5	7
0 to 6	SA	6	5	3	2	2	5	6	6	8	6	5	7	6
0 to 6	TAS	5	5	3	5	3	5	6	6	7	6	4	5	8
0 to 6	VIC	10	8	3	5	2	5	6	6	7	7	6	6	7
0 to 6	WA	5	4	2	2	2	5	6	5	7	6	4	6	7
0 to 6	National	8	5	3	3	2	5	6	6	7	7	5	6	7
7 plus	ACT	8	8	6	6	5	5	6	8	9	9	8	7	7
7 plus	NSW	12	8	6	5	5	5	6	8	9	9	9	8	8
7 plus	NT	7	3	3	4	4	4	6	6	8	7	7	7	6
7 plus	QLD	9	6	5	4	4	5	7	8	9	10	9	8	8
7 plus	SA	9	4	4	4	4	5	6	8	9	9	8	8	7
7 plus	TAS	7	5	5	4	4	5	6	8	9	9	8	8	8
7 plus	VIC	12	8	6	6	5	5	6	8	9	10	9	8	8
7 plus	WA	9	5	4	4	4	5	6	8	9	9	8	8	8
7 plus	National	11	7	5	5	4	5	6	8	9	9	9	8	8
All	ACT	8	8	5	6	5	5	6	8	9	9	8	7	7
All	NSW	12	8	5	5	5	5	6	8	9	9	8	8	8
All	NT	7	3	3	4	3	4	6	6	8	7	6	6	6
All	QLD	9	5	4	4	4	5	6	8	9	9	8	8	8
All	SA	9	4	4	4	3	5	6	8	9	9	8	8	7
All	TAS	7	5	5	4	4	5	6	8	9	9	8	8	8
All	VIC	12	8	5	6	4	5	6	8	9	9	9	8	8
All	WA	9	5	4	4	4	5	6	7	9	9	8	8	7
All	National	10	7	5	5	4	5	6	8	9	9	8	8	8

Table R.3 Access decisions completed – count

Age	Jurisdiction	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
0 to 6	ACT	28	27	46	51	45	45	42	47	18	32	40	38	30
0 to 6	NSW	822	573	775	888	695	796	824	894	894	877	763	927	767
0 to 6	NT	34	25	49	39	16	19	27	35	27	29	37	43	32
0 to 6	QLD	569	563	603	679	573	618	777	810	569	663	595	636	509
0 to 6	SA	149	187	222	224	238	273	253	351	142	201	179	223	226
0 to 6	TAS	60	46	61	72	52	50	79	80	71	58	51	71	60
0 to 6	VIC	794	700	832	750	869	921	734	795	744	767	746	724	711
0 to 6	WA	188	177	229	208	157	230	224	222	160	202	143	211	158
0 to 6	National	2,644	2,298	2,817	2,911	2,645	2,953	2,960	3,235	2,627	2,830	2,554	2,873	2,493
7 plus	ACT	85	44	71	68	53	56	78	93	69	90	81	112	94
7 plus	NSW	1,800	1,489	1,652	1,930	1,310	1,602	1,720	1,864	1,652	1,907	1,729	2,042	1,986
7 plus	NT	75	64	104	94	64	66	86	81	66	78	74	91	79
7 plus	QLD	1,615	1,435	1,631	1,822	1,212	1,545	1,573	1,638	1,443	1,828	1,514	1,920	1,629
7 plus	SA	498	453	465	514	317	447	489	520	450	507	515	530	499
7 plus	TAS	193	155	163	183	112	116	143	176	161	186	164	183	178
7 plus	VIC	1,827	1,567	1,794	1,918	1,286	1,509	1,725	1,903	1,509	1,698	1,599	1,725	1,760
7 plus	WA	978	881	1,011	1,024	737	981	1,070	877	801	786	684	765	681
7 plus	National	7,072	6,088	6,891	7,553	5,092	6,323	6,887	7,153	6,156	7,080	6,360	7,369	6,907
All	ACT	113	71	117	119	98	101	120	140	87	122	121	150	124
All	NSW	2,622	2,062	2,427	2,818	2,005	2,398	2,544	2,758	2,546	2,784	2,492	2,969	2,753
All	NT	109	89	153	133	80	85	113	116	93	107	111	134	111
All	QLD	2,184	1,998	2,234	2,501	1,785	2,163	2,350	2,448	2,012	2,491	2,109	2,556	2,138
All	SA	647	640	687	738	555	720	742	871	592	708	694	753	725
All	TAS	253	201	224	255	164	166	222	256	232	244	215	254	238
All	VIC	2,621	2,267	2,626	2,668	2,155	2,430	2,459	2,698	2,253	2,465	2,345	2,449	2,471
All	WA	1,166	1,058	1,240	1,232	894	1,211	1,294	1,099	961	988	827	976	839
All	National	9,716	8,386	9,708	10,464	7,737	9,276	9,847	10,388	8,783	9,910	8,914	10,242	9,400

Table R.4 Access decisions completed – average days

Age	Jurisdiction	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
0 to 6	ACT	3	1	1	2	1	2	3	4	4	5	2	3	2
0 to 6	NSW	3	2	2	3	2	3	6	6	6	6	4	3	3
0 to 6	NT	4	5	3	3	4	5	9	10	8	12	5	4	4
0 to 6	QLD	4	3	4	3	3	4	8	9	9	10	5	5	4
0 to 6	SA	4	2	2	2	2	3	6	5	7	7	5	3	3
0 to 6	TAS	3	2	3	3	3	5	6	6	3	6	3	2	2
0 to 6	VIC	3	2	3	3	3	3	6	7	7	7	4	3	3
0 to 6	WA	4	3	3	3	3	3	6	7	5	6	4	4	3
0 to 6	National	3	3	3	3	3	3	6	7	7	7	5	3	3
7 plus	ACT	5	4	4	4	5	8	13	15	16	14	16	10	6
7 plus	NSW	5	4	4	4	4	8	13	13	13	14	11	10	6
7 plus	NT	4	3	3	3	2	4	8	11	7	9	9	7	4
7 plus	QLD	5	6	4	4	4	7	12	12	12	13	10	9	6
7 plus	SA	5	3	4	4	4	7	10	13	14	12	9	10	7
7 plus	TAS	5	3	4	4	4	7	13	12	14	13	11	8	6
7 plus	VIC	5	4	4	4	4	7	13	13	14	14	10	10	6
7 plus	WA	4	3	3	3	2	5	8	10	10	12	10	9	6
7 plus	National	5	4	4	4	4	7	12	12	13	13	10	10	6
All	ACT	5	3	3	3	3	5	10	11	14	11	11	8	5
All	NSW	4	3	3	4	3	6	11	11	11	11	9	8	5
All	NT	4	4	3	3	2	4	8	11	8	10	8	6	4
All	QLD	5	5	4	4	4	6	11	11	11	12	9	8	6
All	SA	5	3	3	3	3	5	9	10	12	11	8	8	6
All	TAS	5	3	4	4	3	7	11	10	11	11	9	7	5
All	VIC	4	3	3	4	3	6	11	11	12	12	8	8	5
All	WA	4	3	3	3	2	4	7	9	9	11	9	8	5
All	National	4	4	3	3	3	6	10	11	11	11	9	8	5

Table R.5 First plans in progress – count

Age	Jurisdiction	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
0 to 6	ACT	30	29	26	22	21	25	26	21	10	17	27	18	18
0 to 6	NSW	895	672	705	657	479	493	537	515	563	556	497	635	589
0 to 6	NT	65	61	73	66	42	17	21	44	46	43	62	56	56
0 to 6	QLD	870	959	987	894	687	608	682	713	591	589	577	619	591
0 to 6	SA	365	447	473	413	407	351	196	263	176	148	190	250	283
0 to 6	TAS	95	89	72	74	52	39	60	54	58	40	40	58	52
0 to 6	VIC	1,793	1,615	1,461	1,232	1,255	1,173	760	771	854	983	903	834	849
0 to 6	WA	480	592	701	746	622	426	274	299	241	250	212	275	303
0 to 6	National	4,593	4,464	4,498	4,104	3,565	3,133	2,556	2,680	2,539	2,627	2,508	2,745	2,741
7 plus	ACT	162	108	82	79	50	30	43	53	47	47	58	81	70
7 plus	NSW	1,926	1,799	1,671	1,494	1,070	911	967	944	965	1,051	1,074	1,327	1,434
7 plus	NT	215	189	203	162	147	93	108	122	102	124	121	161	177
7 plus	QLD	2,857	2,592	2,421	2,016	1,415	1,152	1,072	1,164	1,258	1,482	1,445	1,678	1,623
7 plus	SA	1,420	1,341	1,158	843	477	353	287	350	361	408	454	468	422
7 plus	TAS	253	283	240	133	77	59	51	92	89	106	103	100	101
7 plus	VIC	4,329	4,194	3,760	2,815	1,930	1,176	958	1,028	966	1,016	1,044	1,158	1,201
7 plus	WA	3,258	3,255	3,130	2,905	2,492	1,960	935	1,003	876	815	748	716	677
7 plus	National	14,421	13,764	12,668	10,449	7,660	5,738	4,426	4,759	4,667	5,050	5,047	5,690	5,706
All	ACT	192	137	108	101	71	55	69	74	57	64	85	99	88
All	NSW	2,821	2,471	2,376	2,151	1,549	1,404	1,504	1,459	1,528	1,607	1,571	1,962	2,023
All	NT	280	250	276	228	189	110	129	166	148	167	183	217	233
All	QLD	3,727	3,551	3,408	2,910	2,102	1,760	1,754	1,877	1,849	2,071	2,022	2,297	2,214
All	SA	1,785	1,788	1,631	1,256	884	704	483	613	537	556	644	718	705
All	TAS	348	372	312	207	129	98	111	146	147	146	143	158	153
All	VIC	6,122	5,809	5,221	4,047	3,185	2,349	1,718	1,799	1,820	1,999	1,947	1,992	2,050
All	WA	3,738	3,847	3,831	3,651	3,114	2,386	1,209	1,302	1,117	1,065	960	991	980
All	National	19,014	18,228	17,166	14,553	11,225	8,871	6,982	7,439	7,206	7,677	7,555	8,435	8,447

Table R.6 First plans in progress – average days

Age	Jurisdiction	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
0 to 6	ACT	26	33	10	17	8	11	12	9	13	9	10	10	18
0 to 6	NSW	24	37	21	18	15	16	15	15	17	17	21	18	22
0 to 6	NT	58	78	68	59	88	74	75	29	38	45	44	41	56
0 to 6	QLD	39	48	43	41	30	26	18	21	25	22	26	24	30
0 to 6	SA	40	56	50	37	33	34	14	18	38	18	21	25	26
0 to 6	TAS	48	60	39	32	26	18	11	16	27	16	17	17	24
0 to 6	VIC	50	57	46	44	35	30	23	21	23	27	29	23	27
0 to 6	WA	71	80	75	76	76	52	25	32	32	33	33	29	37
0 to 6	National	44	55	47	44	39	30	19	21	24	24	26	23	28
7 plus	ACT	66	90	86	67	35	27	18	22	31	21	30	22	30
7 plus	NSW	57	65	57	53	44	38	29	75	72	53	54	37	42
7 plus	NT	85	106	93	74	85	91	76	67	79	74	59	51	64
7 plus	QLD	67	69	63	51	52	40	30	36	58	41	43	32	40
7 plus	SA	124	127	117	96	97	85	49	52	72	66	59	61	54
7 plus	TAS	58	71	73	40	32	25	11	67	27	21	24	17	25
7 plus	VIC	115	152	149	102	85	67	40	54	87	67	65	52	46
7 plus	WA	114	124	122	121	128	122	65	61	68	73	77	64	63
7 plus	National	96	113	108	88	87	77	41	55	69	56	56	44	46
All	ACT	60	78	68	56	27	20	16	19	28	18	24	20	28
All	NSW	47	58	46	42	35	31	24	53	52	40	43	30	36
All	NT	79	99	86	70	86	88	76	57	66	66	54	48	62
All	QLD	60	63	57	48	45	35	26	30	47	35	38	30	37
All	SA	107	109	98	77	67	59	35	37	61	53	48	49	43
All	TAS	55	68	65	37	29	22	11	48	27	20	22	17	25
All	VIC	96	126	120	84	65	49	32	40	57	47	49	40	38
All	WA	108	117	114	112	118	109	56	54	60	64	68	54	55
All	National	84	99	92	76	72	60	33	43	54	45	46	37	40

Table R.7 First plans completed – count

Age	Jurisdiction	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
0 to 6	ACT	37	31	48	53	46	43	41	50	28	24	29	49	26
0 to 6	NSW	1,004	783	711	905	849	742	749	861	792	831	765	754	753
0 to 6	NT	33	28	32	45	39	40	24	11	28	29	18	41	30
0 to 6	QLD	833	459	558	728	807	734	686	750	675	647	601	572	523
0 to 6	SA	231	110	195	278	242	326	398	267	229	225	130	158	186
0 to 6	TAS	72	53	74	66	73	64	57	76	67	77	45	53	64
0 to 6	VIC	804	885	964	941	811	971	1,106	742	639	599	787	780	664
0 to 6	WA	218	120	110	159	264	406	361	191	212	188	172	150	129
0 to 6	National	3,233	2,469	2,692	3,175	3,131	3,326	3,423	2,950	2,672	2,620	2,547	2,557	2,375
7 plus	ACT	54	93	63	53	65	55	36	42	48	56	46	55	76
7 plus	NSW	1,301	1,298	1,173	1,495	1,352	1,199	1,104	1,226	1,061	1,175	1,143	1,129	1,148
7 plus	NT	58	71	54	97	68	81	61	46	71	44	60	33	37
7 plus	QLD	1,372	1,410	1,284	1,744	1,507	1,337	1,194	1,018	1,032	1,122	1,146	1,230	1,199
7 plus	SA	333	435	482	633	571	428	358	280	297	333	314	382	375
7 plus	TAS	120	104	142	233	140	113	100	84	113	113	130	132	117
7 plus	VIC	1,262	1,739	1,637	2,114	1,741	1,780	1,518	1,212	1,195	1,179	1,132	1,125	1,157
7 plus	WA	992	802	891	1,068	1,014	1,233	1,890	529	748	633	592	572	494
7 plus	National	5,492	5,952	5,726	7,437	6,458	6,226	6,262	4,438	4,570	4,658	4,566	4,658	4,604
All	ACT	91	124	111	106	111	98	77	92	76	80	75	104	102
All	NSW	2,305	2,081	1,884	2,400	2,201	1,941	1,853	2,087	1,853	2,006	1,908	1,883	1,901
All	NT	91	99	86	142	107	121	85	57	99	73	78	74	67
All	QLD	2,205	1,869	1,842	2,472	2,314	2,071	1,880	1,768	1,707	1,769	1,747	1,802	1,722
All	SA	564	545	677	911	813	754	756	547	526	558	444	540	561
All	TAS	192	157	216	299	213	177	157	160	180	190	175	185	181
All	VIC	2,066	2,624	2,601	3,055	2,552	2,751	2,624	1,954	1,834	1,778	1,919	1,905	1,821
All	WA	1,210	922	1,001	1,227	1,278	1,639	2,251	720	960	821	764	722	623
All	National	8,725	8,421	8,418	10,612	9,589	9,552	9,685	7,388	7,242	7,278	7,113	7,215	6,979

Table R.8 First plans completed – average days

Age	Jurisdiction	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
0 to 6	ACT	63	33	33	17	18	15	17	17	17	17	41	24	16
0 to 6	NSW	37	43	43	31	28	22	29	24	25	26	24	28	22
0 to 6	NT	36	43	58	86	73	83	60	117	68	37	49	42	30
0 to 6	QLD	51	56	58	58	55	49	41	32	35	36	34	37	37
0 to 6	SA	70	66	77	79	59	45	38	26	30	43	36	40	36
0 to 6	TAS	80	62	67	44	54	53	30	27	24	38	27	31	26
0 to 6	VIC	67	72	74	66	57	49	43	36	36	38	45	42	35
0 to 6	WA	76	128	120	124	111	97	72	44	49	44	51	55	53
0 to 6	National	54	61	63	57	53	48	42	31	33	34	36	37	32
7 plus	ACT	129	84	88	78	82	54	43	37	39	40	36	45	34
7 plus	NSW	63	66	63	64	55	52	48	45	58	50	40	49	40
7 plus	NT	97	103	127	114	70	89	100	92	60	79	88	96	133
7 plus	QLD	72	85	80	75	60	56	46	44	55	58	48	55	42
7 plus	SA	127	136	147	130	95	82	81	59	72	76	58	60	52
7 plus	TAS	50	70	76	87	43	41	35	66	64	33	58	30	32
7 plus	VIC	110	120	120	136	100	84	81	48	68	69	54	60	50
7 plus	WA	120	118	127	137	116	120	123	78	62	71	74	71	72
7 plus	National	91	99	101	104	82	78	80	51	62	61	52	57	48
All	ACT	102	71	65	48	56	37	29	26	31	33	38	35	30
All	NSW	52	57	55	51	45	41	41	36	44	40	33	41	33
All	NT	75	86	101	105	71	87	89	97	62	62	79	66	87
All	QLD	64	78	73	70	58	54	44	39	47	50	43	49	40
All	SA	104	122	127	115	84	66	58	43	54	63	52	55	46
All	TAS	61	67	73	78	47	45	33	48	49	35	50	30	30
All	VIC	93	104	103	114	86	71	65	44	57	58	50	53	45
All	WA	112	119	126	135	115	114	115	69	59	65	69	68	68
All	National	77	88	89	90	72	68	67	43	51	52	46	50	42