

# Appendix A:

## Key Definitions

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

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

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

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

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

**Active provider:** An approved person or provider of supports who have received payment for supporting Agency-managed participants.

**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.

**Average annualised committed supports:**

Annualised committed supports divided by the number of active participants. The annualised committed supports are the committed supports (on the current plan) scaled to a 12 month period.

**Average payments:** Total payments paid in a period divided by the average number of active participants in that period. The average number of active participants is the average of the active participants at the start and the end of the period.

**Bilateral Agreement:** An agreement between the Commonwealth and a State or Territory that formalises the commitments of each government in relation to NDIS.

**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 Approach (ECA):** An approach which supports children younger than 7 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECA program to become an NDIS participant on either an s.24 Permanent Disability (PD) or s.25 Early Intervention (EI) participant.

**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):** Provides 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 to 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.

**Specialist Disability Accommodation (SDA):** 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.

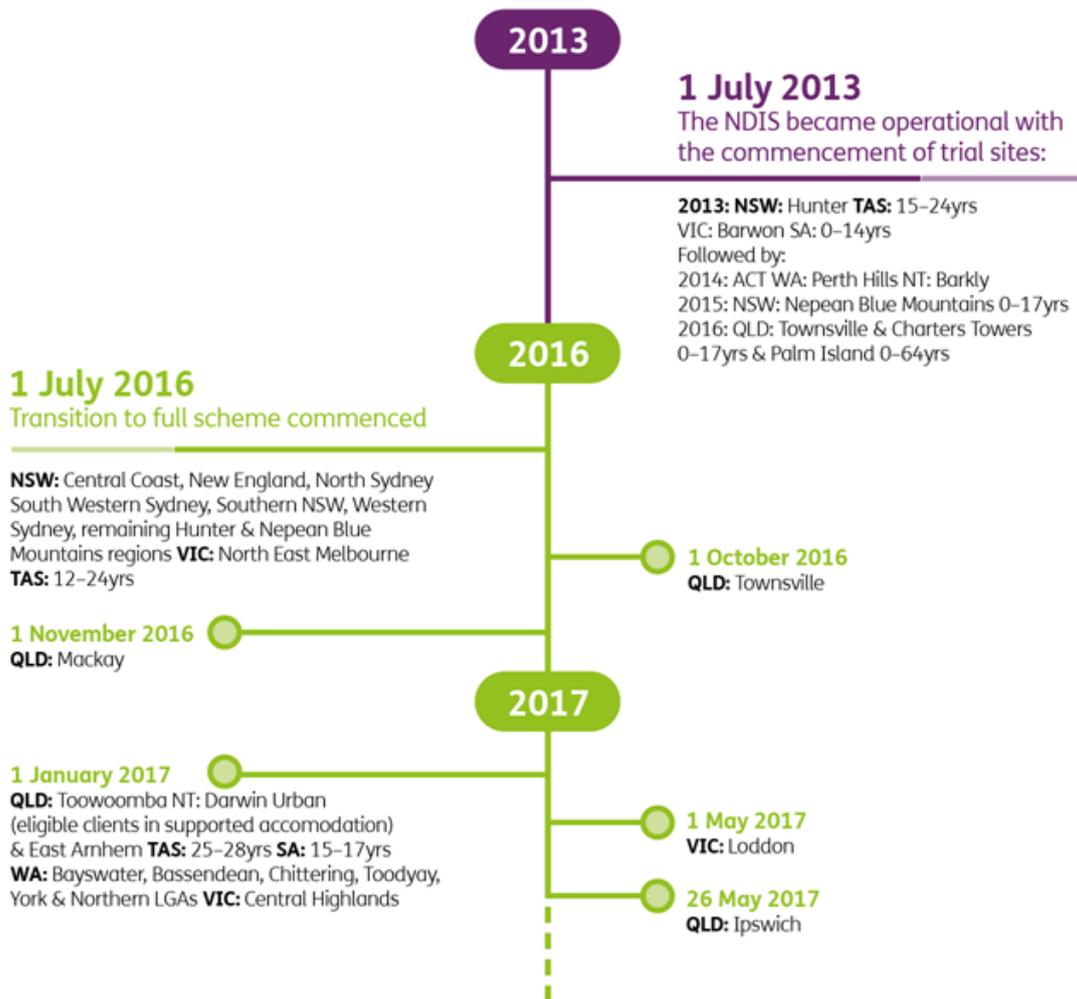
**Supported Independent Living (SIL):** Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

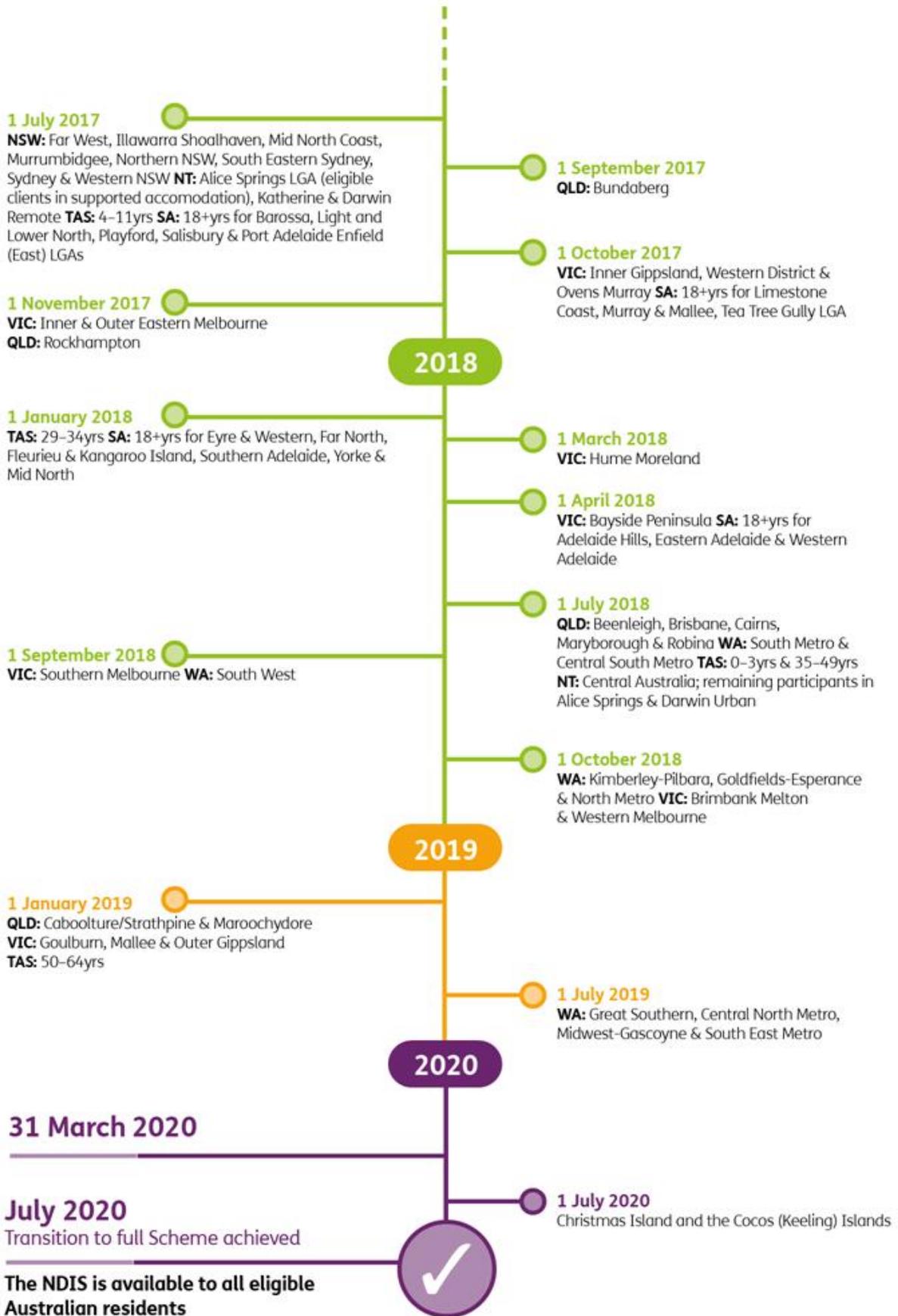
# Appendix B:

## 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 accessing early connections

Table C.1 compares plan approvals (including children accessing early connections) 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 2021, for NT are as at 30 June 2020, and for all other States/Territories are unchanged from 30 June 2019.

A detailed summary of children younger than 7 in the Scheme by State/Territory is also included in Table C.2, including children accessing early connections.

**Table C.1 Plan approvals to date (including children accessing early connections) compared to bilateral estimates** <sup>1 2 3 4 5</sup>

State/Territory	All plans approved (excl. children accessing early connections)	Children accessing early connections	All plans approved (incl. children accessing early connections)	Total bilateral estimates	Comparison for all plan approvals (incl. children accessing early connections) with bilateral estimates
NSW	163,647	4,057	167,704	141,957	118%
VIC	140,581	3,380	143,961	105,324	137%
QLD	104,144	3,087	107,231	91,217	118%
WA	44,348	612	44,960	39,329	114%
SA	46,718	612	47,330	32,284	147%
TAS	11,777	255	12,032	10,587	114%
ACT	10,566	134	10,700	5,075	211%
NT	4,875	98	4,973	6,545	76%
<b>Total</b>	<b>526,656</b>	<b>12,246</b>	<b>538,902</b>	<b>432,318</b>	<b>125%</b>

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

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

<sup>3</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>4</sup> 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.

<sup>5</sup> There are 11 children accessing early connections at 31 December 2021 with Missing jurisdiction information. These children are not shown separately in the State/Territory results, but are included in the National totals.

Table C.2 Summary of children younger than 7 who have approached the Scheme for support by jurisdiction and status <sup>6 7</sup>

	Active approved plans (children younger than 7 as at 31 December 2021)	Access met but yet to have an approved plan (children younger than 7 as at 31 December 2021)	Access request (no decision)			Others accessing or waiting on early connections		Total
			Children accessing early connections	Children waiting for early connections	Neither accessing nor waiting for connections	Accessing early connections	Waiting for early connections	
NSW	23,834	1,231	363	<11	269	3,694	46	29,443
VIC	22,338	1,677	581	<11	190	2,799	99	27,691
QLD	16,451	1,896	349	<11	277	2,738	46	21,766
SA	6,122	402	87	<11	68	525	36	7,243
WA	5,036	465	88	<11	38	524	18	6,171
TAS	1,484	65	33	<11	113	222	15	1,932
ACT	1,178	53	19	<11	14	115	<11	1,379
NT	839	77	24	<11	35	74	<11	1,051
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	14
<b>Total</b>	<b>77,287</b>	<b>5,866</b>	<b>1,545</b>	<b>27</b>	<b>1,004</b>	<b>10,701</b>	<b>263</b>	<b>96,693</b>

<sup>6</sup> This table includes 245 children aged over 6 accessing early connections as at 31 December 2021, and a further 32 children aged over 6 who are waiting for early connections.

<sup>7</sup> Early connections 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 <sup>8</sup>

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
<b>National</b>	<b>482,029</b>	<b>20,384</b>	<b>502,413</b>	<b>12,246</b>	<b>514,659</b>

Table E.2 Active participants by quarter of entry, plan and entry type – National <sup>9</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Access decisions</b>	<b>617,947</b>	<b>27,940</b>	<b>645,887</b>
<b>Active Eligible</b>	<b>495,293</b>	<b>21,042</b>	<b>516,335</b>
<i>New</i>	272,435	20,062	292,497
<i>State</i>	181,878	553	182,431
<i>Commonwealth</i>	40,980	427	41,407
<b>Active Participant Plans (excl ECA)</b>	<b>482,029</b>	<b>20,384</b>	<b>502,413</b>
<i>New</i>	261,634	19,358	280,992
<i>State</i>	179,845	585	180,430
<i>Commonwealth</i>	40,550	441	40,991
<b>Active Participant Plans</b>	<b>495,629</b>	<b>32,630</b>	<b>514,659</b>
<i>Early Intervention (s25)</i>	120,433	9,867	130,300
<i>Permanent Disability (s24)</i>	361,596	10,517	372,113
<i>ECA</i>	13,600	12,246	12,246

Table E.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – National

Exits	Total
<b>Total participant exits</b>	<b>24,243</b>
<i>Early Intervention participants</i>	5,891
<i>Permanent disability participants</i>	18,352

Table E.4 Cumulative numbers of active participants (including ECA) by services previously received – National <sup>10</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2020-21 Q3	180,645	40,202	229,151	10,840	460,838

<sup>8</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>9</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

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

	Participant cohort				
	State	Commonwealth	New	ECA	Total
End of 2020-21 Q4	180,671	40,674	245,274	13,400	480,019
End of 2021-22 Q1	180,755	40,735	263,210	13,600	498,300
End of 2021-22 Q2	180,430	40,991	280,992	12,246	514,659

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

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2020-21 Q3	109,060	340,938	10,840	460,838
End of 2020-21 Q4	115,968	350,651	13,400	480,019
End of 2021-22 Q1	122,765	361,935	13,600	498,300
End of 2021-22 Q2	130,300	372,113	12,246	514,659

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

Age Group	Prior Quarters		2021-22 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	144,692	97%	9,037	97%	153,729	97%
7 to 14	102,140	88%	3,653	83%	105,793	88%
15 to 18	34,948	90%	1,180	83%	36,128	90%
19 to 24	31,112	89%	718	69%	31,830	89%
25 to 34	41,530	86%	1,092	64%	42,622	85%
35 to 44	44,105	82%	1,397	61%	45,502	81%
45 to 54	57,007	77%	1,680	55%	58,687	77%
55 to 64	69,223	71%	2,318	51%	71,541	70%
65+	4,000	59%	65	37%	4,065	59%
Missing	<11		<11		<11	
<b>Total</b>	<b>528,760</b>	<b>86%</b>	<b>21,140</b>	<b>76%</b>	<b>549,900</b>	<b>85%</b>

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

Disability	Prior Quarters		2021-22 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	17,307	93%	537	83%	17,844	93%
Autism	166,016	97%	6,007	97%	172,023	97%
Cerebral palsy	17,454	97%	155	82%	17,609	96%
Developmental delay	45,469	97%	6,054	98%	51,523	97%

<sup>11</sup> Ibid.

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

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

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

<sup>15</sup> Ibid.

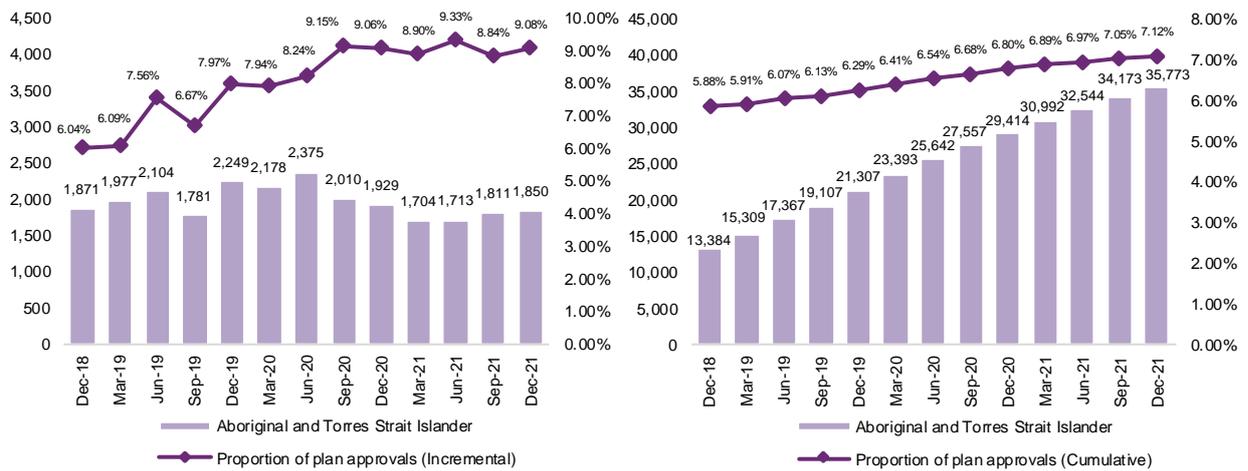
Disability	Prior Quarters		2021-22 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
Global developmental delay	11,046	99%	1,032	98%	12,078	99%
Hearing impairment	24,180	88%	660	85%	24,840	88%
Intellectual disability	98,048	95%	1,498	87%	99,546	95%
Multiple sclerosis	9,384	89%	284	78%	9,668	88%
Psychosocial disability	55,396	72%	2,320	53%	57,716	71%
Spinal cord injury	5,732	94%	139	81%	5,871	94%
Stroke	8,203	85%	357	79%	8,560	85%
Visual impairment	9,970	89%	206	68%	10,176	88%
Other neurological	24,102	79%	759	67%	24,861	79%
Other physical	22,304	45%	484	24%	22,788	44%
Other sensory/speech	3,862	50%	34	22%	3,896	49%
Other	5,564	41%	614	27%	6,178	39%
Missing	4,723	94%	<11		4,723	94%
<b>Total</b>	<b>528,760</b>	<b>86%</b>	<b>21,140</b>	<b>76%</b>	<b>549,900</b>	<b>85%</b>

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

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

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	33,923	7.0%	1,850	9.1%	<b>35,773</b>	<b>7.1%</b>
Not Aboriginal and Torres Strait Islander	363,916	75.5%	16,149	79.2%	<b>380,065</b>	<b>75.6%</b>
Not Stated	84,190	17.5%	2,385	11.7%	<b>86,575</b>	<b>17.2%</b>
<b>Total</b>	<b>482,029</b>	<b>100%</b>	<b>20,384</b>	<b>100%</b>	<b>502,413</b>	<b>100%</b>

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



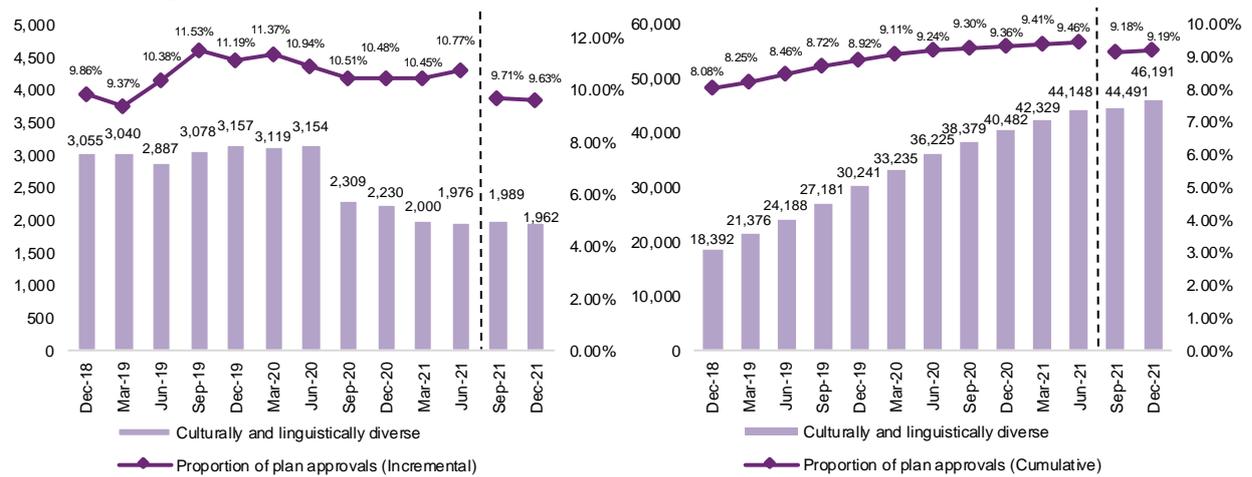
**Table E.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National** <sup>17</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	44,229	9.2%	1,962	9.6%	<b>46,191</b>	<b>9.2%</b>
Not culturally and linguistically diverse	432,461	89.7%	18,422	90.4%	<b>450,883</b>	<b>89.7%</b>
Not stated	5,339	1.1%	<11		<b>5,339</b>	<b>1.1%</b>
<b>Total</b>	<b>482,029</b>	<b>100%</b>	<b>20,384</b>	<b>100%</b>	<b>502,413</b>	<b>100%</b>

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

<sup>17</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

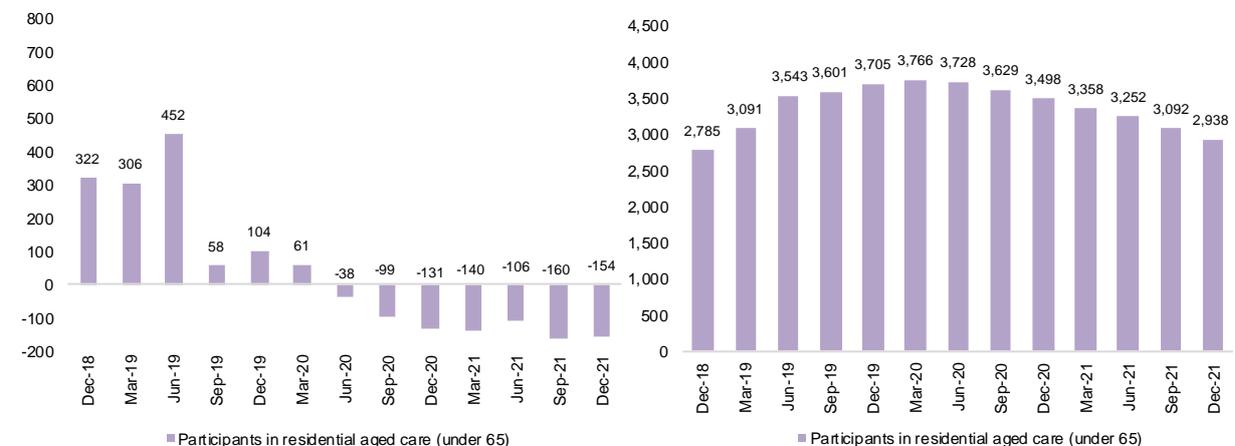
**Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National** <sup>18 19</sup>



**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 2021 – National** <sup>20</sup>

Age group	Total N
Under 45	82
45 to 54	461
55 to 64	2,395
<b>Total YPIRAC (under 65)</b>	<b>2,938</b>

**Figure E.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – National** <sup>21</sup>



<sup>18</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>19</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

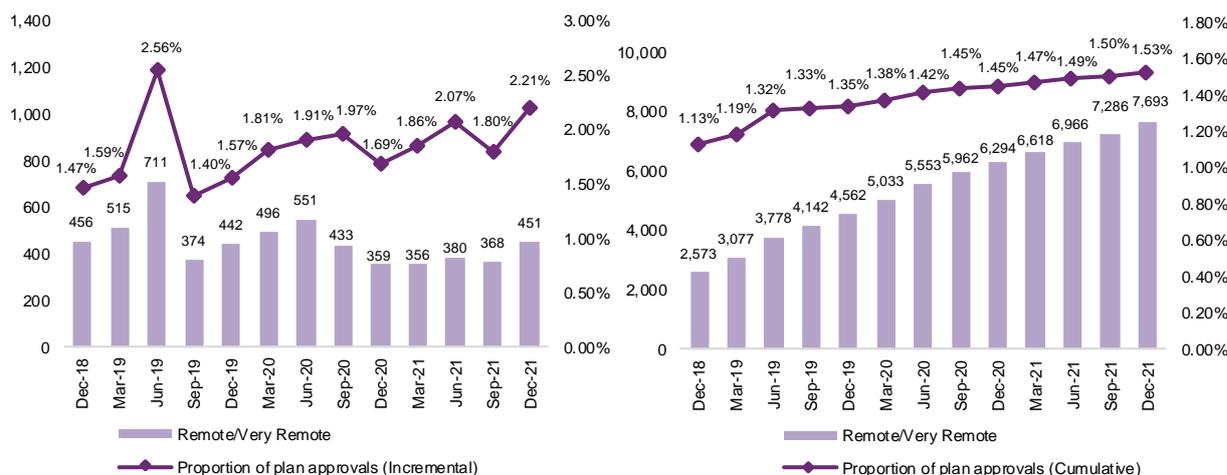
<sup>20</sup> There are a further 1,921 active participants aged 65 years or over who are currently in residential aged care.

<sup>21</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

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

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	328,384	68.1%	13,953	68.5%	342,337	68.1%
Population > 50,000	51,600	10.7%	2,253	11.1%	53,853	10.7%
Population between 15,000 and 50,000	41,152	8.5%	1,543	7.6%	42,695	8.5%
Population between 5,000 and 15,000	22,449	4.7%	896	4.4%	23,345	4.6%
Population less than 5,000	31,176	6.5%	1,286	6.3%	32,462	6.5%
Remote	4,357	0.9%	256	1.3%	4,613	0.9%
Very Remote	2,885	0.6%	195	1.0%	3,080	0.6%
Missing	26		<11		28	
<b>Total</b>	<b>482,029</b>	<b>100%</b>	<b>20,384</b>	<b>100%</b>	<b>502,413</b>	<b>100%</b>

**Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – National** <sup>24 25</sup>



**Table E.12 Participant profile per quarter by primary disability group – National** <sup>26 27</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	161,055	33%	6,056	30%	167,111	33%
Intellectual disability	92,621	19%	1,533	8%	94,154	19%
Psychosocial disability	50,691	11%	2,432	12%	53,123	11%
Developmental delay	37,006	8%	5,119	25%	42,125	8%
Hearing impairment	22,931	5%	714	4%	23,645	5%
Other neurological	19,647	4%	769	4%	20,416	4%
Other physical	18,590	4%	498	2%	19,088	4%
Cerebral palsy	16,754	3%	174	1%	16,928	3%
Acquired brain injury	15,360	3%	541	3%	15,901	3%
Global developmental delay	9,707	2%	941	5%	10,648	2%
Visual impairment	9,160	2%	195	1%	9,355	2%
Multiple sclerosis	8,788	2%	322	2%	9,110	2%
Stroke	7,230	1%	373	2%	7,603	2%
Spinal cord injury	5,234	1%	118	1%	5,352	1%
Other	4,697	1%	569	3%	5,266	1%
Other sensory/speech	2,558	1%	30	0%	2,588	1%
<b>Total</b>	<b>482,029</b>	<b>100%</b>	<b>20,384</b>	<b>100%</b>	<b>502,413</b>	<b>100%</b>

<sup>22</sup> "The distributions are calculated excluding active participants with a missing remoteness classification."

<sup>23</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>24</sup> Ibid.

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

<sup>26</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>27</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants (11,499).

**Table E.13 Participant profile per quarter (participants in SIL) by primary disability group – National** <sup>28 29</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	2,956	11%	<11		2,956	11%
Intellectual disability	13,834	53%	<11		13,835	53%
Psychosocial disability	2,499	10%	<11		2,500	10%
Developmental delay	<11		<11		<11	
Hearing impairment	11	0%	<11		11	0%
Other neurological	1,074	4%	<11		1,078	4%
Other physical	186	1%	<11		186	1%
Cerebral palsy	2,411	9%	<11		2,411	9%
Acquired brain injury	1,961	8%	<11		1,961	8%
Global developmental delay	<11		<11		<11	
Visual impairment	94	0%	<11		94	0%
Multiple sclerosis	248	1%	<11		248	1%
Stroke	387	1%	<11		388	1%
Spinal cord injury	173	1%	<11		173	1%
Other	111	0%	<11		112	0%
Other sensory/speech	<11		<11		<11	
<b>Total</b>	<b>25,946</b>	<b>100%</b>	<b>&lt;11</b>		<b>25,954</b>	<b>100%</b>

**Table E.14 Participant profile per quarter (participants not in SIL) by primary disability group – National** <sup>30</sup>

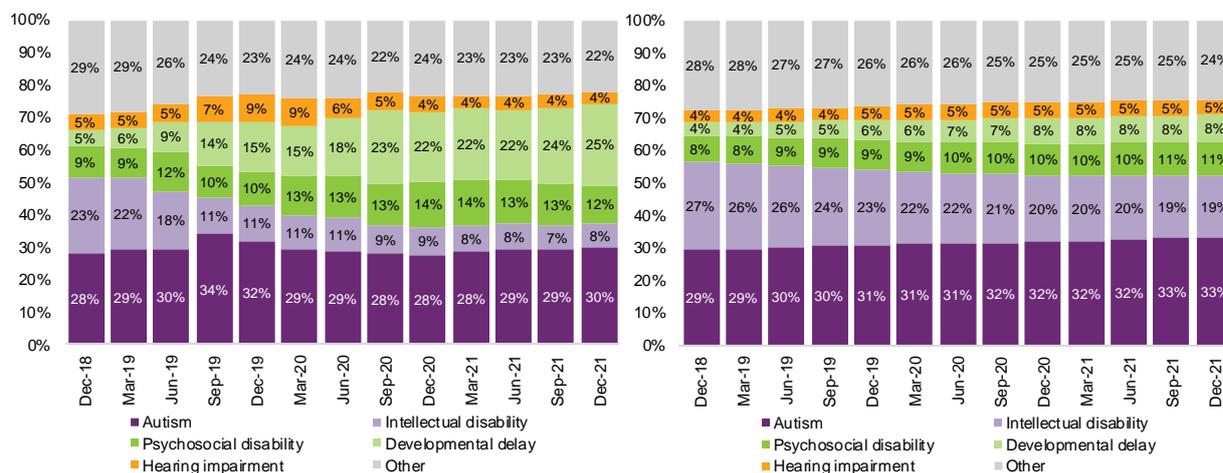
Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	158,099	35%	6,056	30%	164,155	34%
Intellectual disability	78,787	17%	1,532	8%	80,319	17%
Psychosocial disability	48,192	11%	2,431	12%	50,623	11%
Developmental delay	37,006	8%	5,119	25%	42,125	9%
Hearing impairment	22,920	5%	714	4%	23,634	5%
Other neurological	18,573	4%	765	4%	19,338	4%
Other physical	18,404	4%	498	2%	18,902	4%
Cerebral palsy	14,343	3%	174	1%	14,517	3%
Acquired brain injury	13,399	3%	541	3%	13,940	3%
Global developmental delay	9,707	2%	941	5%	10,648	2%
Visual impairment	9,066	2%	195	1%	9,261	2%
Multiple sclerosis	8,540	2%	322	2%	8,862	2%
Stroke	6,843	2%	372	2%	7,215	2%
Spinal cord injury	5,061	1%	118	1%	5,179	1%
Other	4,586	1%	568	3%	5,154	1%
Other sensory/speech	2,557	1%	30	0%	2,587	1%
<b>Total</b>	<b>456,083</b>	<b>100%</b>	<b>20,376</b>	<b>100%</b>	<b>476,459</b>	<b>100%</b>

<sup>28</sup> The results for the current quarter only include participants with Supported Independent Living (SIL) supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into Supported Independent Living (SIL) during the latest quarter are included in the prior quarters results.

<sup>29</sup> Down syndrome is included in intellectual disability, representing 6% of participants in SIL (2,043).

<sup>30</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (9,456).

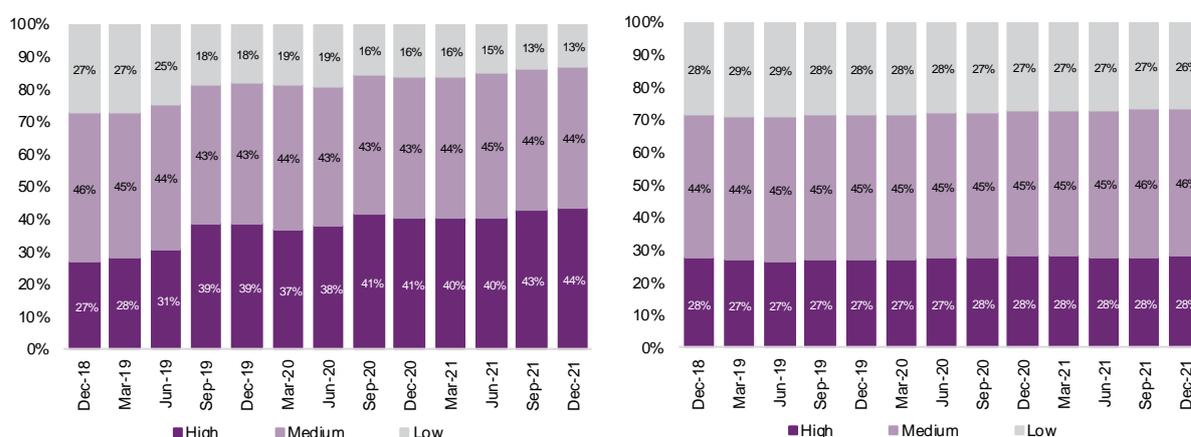
**Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National** <sup>31</sup>



**Table E.15 Participant profile per quarter by reported level of function – National** <sup>32</sup>

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	43,480	9%	4,555	22%	48,035	10%
2 (High Function)	891	0%	76	0%	967	0%
3 (High Function)	24,068	5%	1,478	7%	25,546	5%
4 (High Function)	30,843	6%	1,111	5%	31,954	6%
5 (High Function)	32,563	7%	1,657	8%	34,220	7%
6 (Moderate Function)	106,517	22%	4,996	25%	111,513	22%
7 (Moderate Function)	27,238	6%	853	4%	28,091	6%
8 (Moderate Function)	31,469	7%	1,223	6%	32,692	7%
9 (Moderate Function)	2,484	1%	110	1%	2,594	1%
10 (Moderate Function)	53,143	11%	1,735	9%	54,878	11%
11 (Low Function)	16,720	3%	230	1%	16,950	3%
12 (Low Function)	70,680	15%	1,757	9%	72,437	14%
13 (Low Function)	32,549	7%	551	3%	33,100	7%
14 (Low Function)	8,906	2%	50	0%	8,956	2%
15 (Low Function)	189	0%	<11	<1%	191	0%
Missing	289	<1%	<11	<1%	289	<1%
<b>Total</b>	<b>482,029</b>	<b>100%</b>	<b>20,384</b>	<b>100%</b>	<b>502,413</b>	<b>100%</b>

**Figure E.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – National** <sup>33</sup>



<sup>31</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>32</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>33</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table E.16 Participant profile per quarter by age group – National**

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	69,455	14%	7,832	38%	<b>77,287</b>	<b>15%</b>
7 to 14	126,846	26%	3,797	19%	<b>130,643</b>	<b>26%</b>
15 to 18	38,476	8%	1,249	6%	<b>39,725</b>	<b>8%</b>
19 to 24	40,511	8%	778	4%	<b>41,289</b>	<b>8%</b>
25 to 34	43,376	9%	1,150	6%	<b>44,526</b>	<b>9%</b>
35 to 44	39,742	8%	1,447	7%	<b>41,189</b>	<b>8%</b>
45 to 54	48,079	10%	1,710	8%	<b>49,789</b>	<b>10%</b>
55 to 64	56,375	12%	2,250	11%	<b>58,625</b>	<b>12%</b>
65+	19,169	4%	171	1%	<b>19,340</b>	<b>4%</b>
<b>Total</b>	<b>482,029</b>	<b>100%</b>	<b>20,384</b>	<b>100%</b>	<b>502,413</b>	<b>100%</b>

**Table E.17 Participant profile per quarter (participants in SIL) by age group – National <sup>34</sup>**

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<b>&lt;11</b>	
7 to 14	19	0%	<11		<b>19</b>	<b>0%</b>
15 to 18	160	1%	<11		<b>160</b>	<b>1%</b>
19 to 24	1,929	7%	<11		<b>1,929</b>	<b>7%</b>
25 to 34	4,299	17%	<11		<b>4,299</b>	<b>17%</b>
35 to 44	4,674	18%	<11		<b>4,675</b>	<b>18%</b>
45 to 54	6,363	25%	<11		<b>6,364</b>	<b>25%</b>
55 to 64	6,615	25%	<11		<b>6,621</b>	<b>26%</b>
65+	1,886	7%	<11		<b>1,886</b>	<b>7%</b>
<b>Total</b>	<b>25,946</b>	<b>100%</b>	<b>&lt;11</b>		<b>25,954</b>	<b>100%</b>

**Table E.18 Participant profile per quarter (participants not in SIL) by age group – National**

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	69,454	15%	7,832	38%	<b>77,286</b>	<b>16%</b>
7 to 14	126,827	28%	3,797	19%	<b>130,624</b>	<b>27%</b>
15 to 18	38,316	8%	1,249	6%	<b>39,565</b>	<b>8%</b>
19 to 24	38,582	8%	778	4%	<b>39,360</b>	<b>8%</b>
25 to 34	39,077	9%	1,150	6%	<b>40,227</b>	<b>8%</b>
35 to 44	35,068	8%	1,446	7%	<b>36,514</b>	<b>8%</b>
45 to 54	41,716	9%	1,709	8%	<b>43,425</b>	<b>9%</b>
55 to 64	49,760	11%	2,244	11%	<b>52,004</b>	<b>11%</b>
65+	17,283	4%	171	1%	<b>17,454</b>	<b>4%</b>
<b>Total</b>	<b>456,083</b>	<b>100%</b>	<b>20,376</b>	<b>100%</b>	<b>476,459</b>	<b>100%</b>

<sup>34</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – National <sup>35</sup>

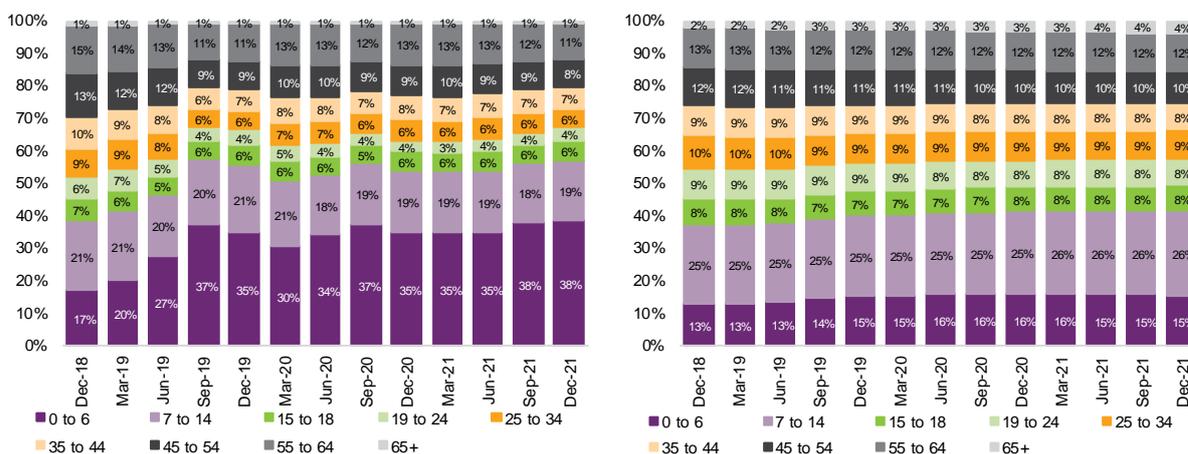


Table E.19 Participant profile per quarter by gender – National

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	297,002	62%	12,366	61%	309,368	62%
Female	179,741	37%	7,678	38%	187,419	37%
Other	5,286	1%	340	2%	5,626	1%
<b>Total</b>	<b>482,029</b>	<b>100%</b>	<b>20,384</b>	<b>100%</b>	<b>502,413</b>	<b>100%</b>

Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – National <sup>36</sup>

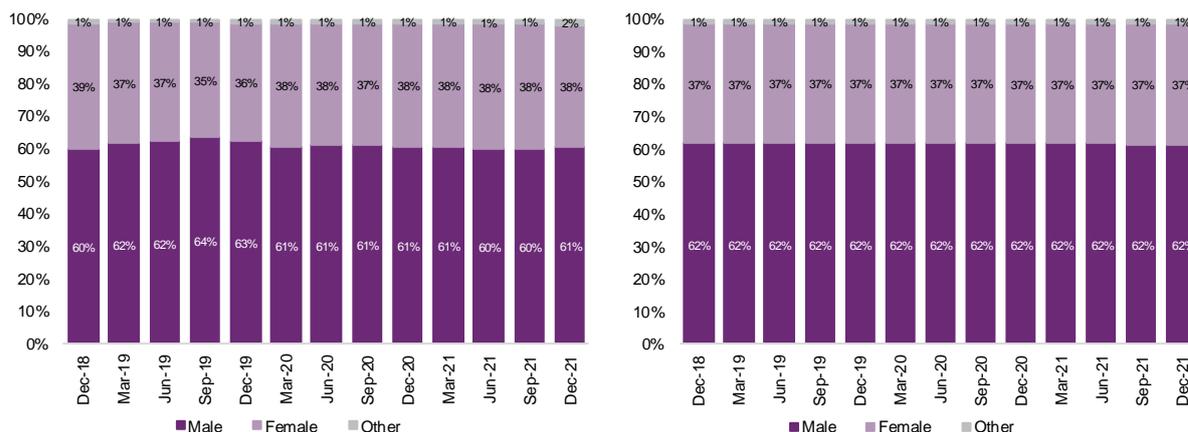


Table E.20 Number and proportion of active participants by gender and age group at 31 December 2021 – National

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	53,491	11%	23,227	5%	569	0%	77,287	15%	2.3
7 to 14	90,102	18%	38,690	8%	1,851	0%	130,643	26%	2.3
15 to 18	26,210	5%	13,012	3%	503	0%	39,725	8%	2.0
19 to 24	26,211	5%	14,573	3%	505	0%	41,289	8%	1.8
25 to 34	26,015	5%	18,030	4%	481	0%	44,526	9%	1.4
35 to 44	22,030	4%	18,716	4%	443	0%	41,189	8%	1.2
45 to 54	25,529	5%	23,744	5%	516	0%	49,789	10%	1.1
55 to 64	29,912	6%	28,131	6%	582	0%	58,625	12%	1.1
65+	9,868	2%	9,296	2%	176	0%	19,340	4%	1.1
<b>Total</b>	<b>309,368</b>	<b>62%</b>	<b>187,419</b>	<b>37%</b>	<b>5,626</b>	<b>1%</b>	<b>502,413</b>	<b>100%</b>	<b>1.7</b>

<sup>35</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>36</sup> Ibid.

**Table E.21 Number and proportion of active participants by gender and disability at 31 December 2021 – National**

Disability	Gender						Total		Male to Female ratio
	Male		Female		Other		N	% of Total	
	N	% of Total	N	% of Total	N	% of Total			
Autism	120,868	24%	43,769	9%	2,474	0%	167,111	33%	2.8
Intellectual disability	53,182	11%	40,268	8%	704	0%	94,154	19%	1.3
Psychosocial disability	26,743	5%	25,731	5%	649	0%	53,123	11%	1.0
Developmental delay	29,671	6%	12,132	2%	322	0%	42,125	8%	2.4
Hearing impairment	11,003	2%	9,233	2%	180	0%	20,416	4%	1.2
Other neurological	9,297	2%	7,503	1%	128	0%	16,928	3%	1.2
Other physical	9,466	2%	9,389	2%	233	0%	19,088	4%	1.0
Cerebral palsy	11,338	2%	11,985	2%	322	0%	23,645	5%	0.9
Acquired brain injury	10,464	2%	5,311	1%	126	0%	15,901	3%	2.0
Global developmental delay	4,717	1%	4,551	1%	87	0%	9,355	2%	1.0
Visual impairment	2,257	0%	6,761	1%	92	0%	9,110	2%	0.3
Multiple sclerosis	7,411	1%	3,165	1%	72	0%	10,648	2%	2.3
Stroke	4,247	1%	3,287	1%	69	0%	7,603	2%	1.3
Spinal cord injury	3,746	1%	1,536	0%	70	0%	5,352	1%	2.4
Other	1,868	0%	693	0%	27	0%	2,588	1%	2.7
Other sensory/speech	3,090	1%	2,105	0%	71	0%	5,266	1%	1.5
<b>Total</b>	<b>309,368</b>	<b>62%</b>	<b>187,419</b>	<b>37%</b>	<b>5,626</b>	<b>1%</b>	<b>502,413</b>	<b>100%</b>	<b>1.7</b>

**Table E.22 Participation rates by age group at 31 December 2021 – National <sup>37</sup>**

Age group	Participation rate
0-6	3.68%
7-14	5.07%
15-18	3.28%
19-24	2.07%
25-34	1.16%
35-44	1.18%
45-54	1.55%
55-64	1.98%
<b>Total (aged 0-64)</b>	<b>2.26%</b>

<sup>37</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

Table E.23 Number of baseline questionnaires completed by SFOF version – National <sup>38</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	7,219	11,319	15,552	26,639	22,908	12,943	96,580
Participant school to 14	13,877	20,821	31,238	30,717	21,033	10,301	127,987
Participant 15 to 24	9,352	12,027	14,771	10,982	7,338	3,775	58,245
Participant 25 and over	23,302	35,079	49,553	37,194	28,066	13,522	186,716
<b>Total Participant</b>	<b>53,750</b>	<b>79,246</b>	<b>111,114</b>	<b>105,532</b>	<b>79,345</b>	<b>40,541</b>	<b>469,528</b>
Family 0 to 14	19,771	31,109	44,358	55,498	42,791	22,667	216,194
Family 15 to 24	2,658	8,160	10,024	7,358	4,978	2,679	35,857
Family 25 and over	729	10,409	14,747	10,460	6,861	3,339	46,545
<b>Total Family</b>	<b>23,158</b>	<b>49,678</b>	<b>69,129</b>	<b>73,316</b>	<b>54,630</b>	<b>28,685</b>	<b>298,596</b>
<b>Total</b>	<b>76,908</b>	<b>128,924</b>	<b>180,243</b>	<b>178,848</b>	<b>133,975</b>	<b>69,226</b>	<b>768,124</b>

Table E.24 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	69%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
DL % who say their child is becoming more independent		38%		
CC % of children who have a genuine say in decisions about themselves		72%		
CC % who are happy with the level of independence/control they have now			32%	
CC % who choose who supports them			38%	61%
CC % who choose what they do each day			48%	69%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			20%	25%
CC % who want more choice and control in their life			80%	76%

<sup>38</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table E.25 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – National**

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	59%	62%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	46%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL Of these, % who are welcomed or actively included	63%	73%		
REL % of children who spend time with friends without an adult present		13%		
REL % with no friends other than family or paid staff			33%	32%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			31%	33%

**Table E.26 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		71%		
HM % who are happy with their home			79%	69%
HM % who feel safe or very safe in their home			83%	68%
HW % who rate their health as good, very good or excellent			67%	41%
HW % who did not have any difficulties accessing health services			68%	62%
LL % who currently attend or previously attended school in a mainstream class			40%	
LL % who participate in education, training or skill development				10%
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			18%	21%
WK % who volunteer			11%	11%

**Table E.27 Selected key baseline indicators for families/carers of participants – National**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	24%	22%
% receiving Carer Allowance	37%	43%	32%
% working in a paid job	47%	52%	39%
Of those in a paid job, % in permanent employment	79%	77%	79%
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	45%	48%	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	85%	89%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	27%	19%
% able to advocate for their child/family member	77%	69%	65%
% who have friends and family they see as often as they like	47%	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		38%	
% who feel in control selecting services		40%	37%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			34%
% who rate their health as good, very good or excellent	75%	63%	60%

**Table E.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=19,390) - participants who between 1 July 2016 and 31 December 2020 – National<sup>39</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	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?	66%

**Table E.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=38,825) - participants who entered between 1 July 2016 and 31 December 2020 – National**

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?	56%
S/CP Has the NDIS improved your child's social and recreational life?	50%

<sup>39</sup> Results in Tables E.28 to E.31 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

**Table E.30 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=15,804) and ‘Participant 25 and over’ (n=54,122) - participants who entered between 1 July 2016 and 31 December 2020 – National**

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	64%	75%
DL	Has the NDIS helped you with daily living activities?	64%	77%
REL	Has the NDIS helped you to meet more people?	50%	55%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	25%	33%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	57%
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?	20%	19%
S/CP	Has the NDIS helped you be more involved?	56%	62%

**Table E.31 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=63,343); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27,375) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	69%	57%
Has the NDIS improved the level of support for your family?	74%	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?	76%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	50%	40%

**Table E.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=9,312) - participants who entered between 1 July 2016 and 31 December 2019 – National <sup>40</sup>**

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	91%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	92%	95%	+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?	79%	83%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	65%	69%	+4%

<sup>40</sup> Results in Tables E.32 to E.35 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table E.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=25,856) - participants who entered between 1 July 2016 and 31 December 2019 – National**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	64%	72%	+8%
LL	Has the NDIS improved your child's access to education?	44%	50%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	59%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	52%	+5%

**Table E.34 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=11,299) and ‘Participant 25 and over’ (n=30,899) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	62%	68%	+6%	69%	77%	+8%
DL	Has the NDIS helped you with daily living activities?	62%	69%	+7%	73%	81%	+8%
REL	Has the NDIS helped you to meet more people?	50%	53%	+3%	52%	58%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	22%	-1%	31%	34%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	48%	+4%	52%	58%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	38%	+1%	29%	31%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	-1%	18%	18%	0%
S/CP	Has the NDIS helped you be more involved?	56%	60%	+4%	59%	66%	+7%

**Table E.35 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=29,241); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,139) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	64%	70%	+6%	51%	61%	+10%
Has the NDIS improved the level of support for your family?	70%	76%	+6%	62%	74%	+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%	77%	+5%	59%	69%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	80%	+4%			
Has the NDIS improved your health and wellbeing?	45%	48%	+3%	36%	40%	+4%

**Table E.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=5,810) - participants who entered between 1 July 2016 and 31 December 2018 – National <sup>41</sup>**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	92%	96%	96%	+4%
DL Has the NDIS improved your child's access to specialist services?	91%	94%	95%	+4%
CC Has the NDIS helped increase your child's ability to communicate what they want?	83%	88%	88%	+5%
REL Has the NDIS improved how your child fits into family life?	76%	79%	81%	+5%
S/CP Has the NDIS improved how your child fits into community life?	63%	66%	69%	+6%

**Table E.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=18,193) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	59%	68%	72%	+13%
LL Has the NDIS improved your child's access to education?	39%	44%	49%	+10%
REL Has the NDIS improved your child's relationships with family and friends?	48%	54%	59%	+11%
S/CP Has the NDIS improved your child's social and recreational life?	43%	48%	52%	+9%

<sup>41</sup> Results in Tables E.36 to E.41 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table E.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=9,292) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	60%	66%	70%	+10%
Has the NDIS helped you with daily living activities?	60%	67%	72%	+12%
Has the NDIS helped you to meet more people?	49%	53%	55%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	19%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	49%	+7%
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%	16%	16%	-2%
Has the NDIS helped you be more involved?	54%	59%	62%	+8%

**Table E.39 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=22,962) - participants who entered between 1 July 2016 and 31 December 2018 – 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%	75%	79%	+12%
Has the NDIS helped you with daily living activities?	71%	79%	83%	+12%
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?	29%	31%	33%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	60%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	31%	33%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	18%	-1%
Has the NDIS helped you be more involved?	59%	65%	70%	+11%

**Table E.40 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=16,292) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	59%	63%	68%	+9%
Has the NDIS improved the level of support for your family?	65%	71%	74%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	68%	73%	76%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	77%	79%	+6%
Has the NDIS improved your health and wellbeing?	40%	42%	45%	+5%

**Table E.41 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=4,392) - participants who entered between 1 July 2016 and 31 December 2018 – National**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	48%	53%	60%	+12%
Has the NDIS improved the level of support for your family?	61%	67%	74%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	58%	65%	70%	+12%
Has the NDIS improved your health and wellbeing?	34%	35%	39%	+5%

**Table E.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,236) - participants who entered between 1 July 2016 and 31 December 2017 – National <sup>42</sup>**

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?	92%	96%	95%	96%	+4%
DL Has the NDIS improved your child's access to specialist services?	89%	93%	94%	94%	+5%
CC Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	85%	85%	+2%
REL Has the NDIS improved how your child fits into family life?	72%	77%	80%	81%	+9%
S/CP Has the NDIS improved how your child fits into community life?	58%	63%	65%	66%	+8%

**Table E.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=10,094) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	55%	64%	69%	72%	+17%
LL Has the NDIS improved your child's access to education?	33%	37%	41%	44%	+11%
REL Has the NDIS improved your child's relationships with family and friends?	43%	50%	55%	57%	+14%
S/CP Has the NDIS improved your child's social and recreational life?	41%	45%	48%	51%	+10%

<sup>42</sup> Results in Tables E.42 to E.47 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table E.44 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=5,599) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	58%	65%	67%	70%	+12%
DL	Has the NDIS helped you with daily living activities?	57%	65%	70%	73%	+16%
REL	Has the NDIS helped you to meet more people?	48%	53%	54%	56%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	17%	18%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	46%	49%	+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?	34%	35%	35%	36%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	14%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	54%	58%	61%	63%	+9%

**Table E.45 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=10,969) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	65%	73%	76%	80%	+15%
DL	Has the NDIS helped you with daily living activities?	69%	78%	82%	85%	+16%
REL	Has the NDIS helped you to meet more people?	51%	58%	61%	64%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	28%	31%	33%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	54%	57%	60%	+12%
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%	31%	31%	33%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	18%	21%	0%
S/CP	Has the NDIS helped you be more involved?	58%	64%	69%	72%	+14%

**Table E.46 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=6,126) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	53%	57%	61%	65%	+12%
Has the NDIS improved the level of support for your family?	60%	66%	69%	73%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	64%	70%	73%	75%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	74%	76%	79%	+11%
Has the NDIS improved your health and wellbeing?	36%	38%	39%	41%	+5%

**Table E.47 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=1,411) - participants who entered between 1 July 2016 and 31 December 2017 – National**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	44%	51%	54%	61%	+17%
Has the NDIS improved the level of support for your family?	57%	67%	69%	73%	+16%
Has the NDIS helped you to access services, programs and activities in the community?	56%	64%	68%	69%	+13%
Has the NDIS improved your health and wellbeing?	32%	32%	34%	37%	+5%

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

**Table E.48 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant school to 14’ (n=2,180) - participants who entered between 1 July 2016 and 31 December 2016 – National<sup>43</sup>**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL Has the NDIS helped your child to become more independent?	54%	63%	67%	69%	71%	+17%
LL Has the NDIS improved your child's access to education?	36%	37%	39%	40%	44%	+8%
REL Has the NDIS improved your child's relationships with family and friends?	44%	48%	51%	52%	56%	+12%
S/CP Has the NDIS improved your child's social and recreational life?	44%	47%	50%	48%	51%	+7%

<sup>43</sup> Results in Tables E.48 to E.52 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

**Table E.49 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,462) - participants who entered between 1 July 2016 and 31 December 2016 – National**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	61%	62%	64%	66%	69%	+8%
DL	Has the NDIS helped you with daily living activities?	60%	65%	69%	70%	75%	+15%
REL	Has the NDIS helped you to meet more people?	54%	55%	53%	53%	55%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	21%	18%	19%	19%	-7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	47%	46%	48%	50%	+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?	40%	38%	36%	32%	35%	-5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	14%	12%	14%	-5%
S/CP	Has the NDIS helped you be more involved?	56%	60%	60%	60%	63%	+7%

**Table E.50 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=2,581) - participants who entered between 1 July 2016 and 31 December 2016 – National**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	68%	74%	78%	79%	82%	+14%
DL	Has the NDIS helped you with daily living activities?	72%	79%	83%	85%	88%	+16%
REL	Has the NDIS helped you to meet more people?	55%	59%	63%	66%	70%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	32%	32%	35%	39%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	57%	58%	61%	65%	+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?	34%	34%	32%	32%	36%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	20%	19%	19%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	61%	66%	69%	72%	76%	+15%

**Table E.51 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,089) - participants who entered between 1 July 2016 and 31 December 2016 – National**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
Has the NDIS improved your capacity to advocate (stand up) for your child?	53%	56%	58%	64%	67%	+14%
Has the NDIS improved the level of support for your family?	60%	67%	65%	70%	71%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	62%	70%	70%	75%	74%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	73%	76%	78%	76%	+9%
Has the NDIS improved your health and wellbeing?	37%	39%	37%	39%	41%	+4%

**Table E.52 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=204) - participants who entered between 1 July 2016 and 31 December 2016 – National**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
Has the NDIS helped you to know your rights and advocate effectively?	46%	42%	52%	60%	62%	+16%
Has the NDIS improved the level of support for your family?	58%	58%	65%	68%	71%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	60%	60%	63%	67%	69%	+9%
Has the NDIS improved your health and wellbeing?	36%	36%	32%	35%	37%	+1%

**Table E.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=49,953), 'participant social and community engagement rate' (n=50,288), 'parent and carer employment rate' (n=42,334) and 'participant choice and control' (n=38,428) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – National <sup>44</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	19%	14%	16%	24%
Aged 25+	22%	21%	21%	
Aged 15+	20%	20%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	35%	38%	40%	48%
Aged 25+	36%	40%	42%	
Aged 15+	36%	40%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	49%	50%	49%
Aged 15+	45%	47%	45%	
All ages	46%	48%	48%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		62%	68%	75%
Aged 25+		69%	77%	
Aged 15+		67%	75%	

**Table E.54 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=34,402), 'participant social and community engagement rate' (n=34,594), 'parent and carer employment rate' (n=21,397) and 'participant choice and control' (n=29,572) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – National <sup>45</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	11%	15%	17%	22%	24%
Aged 25+	25%	25%	21%	23%	
Aged 15+	22%	23%	20%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	40%	42%	44%	48%
Aged 25+	37%	42%	44%	46%	
Aged 15+	36%	42%	43%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	47%	49%	51%	52%	49%
Aged 15+	47%	50%	52%	48%	
All ages	47%	50%	51%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		60%	66%	70%	75%
Aged 25+		67%	75%	79%	
Aged 15+		65%	72%	76%	

<sup>44</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

<sup>45</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table E.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=17,077), 'participant social and community engagement rate' (n=17,359), 'parent and carer employment rate' (n=7,966) and 'participant choice and control' (n=15,016) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – National <sup>46</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	12%	16%	20%	23%	26%	24%
Aged 25+	28%	28%	27%	22%	25%	
Aged 15+	25%	26%	25%	22%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	34%	41%	45%	46%	46%	48%
Aged 25+	36%	42%	47%	48%	49%	
Aged 15+	36%	42%	46%	47%	48%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	45%	49%	50%	51%	53%	49%
Aged 15+	49%	53%	54%	55%	53%	
All ages	47%	50%	52%	52%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		58%	65%	67%	70%	75%
Aged 25+		65%	73%	76%	80%	
Aged 15+		63%	70%	73%	76%	

**Table E.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,404), 'participant social and community engagement rate' (n=4,551), 'parent and carer employment rate' (n=1,426) and 'participant choice and control' (n=3,553) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – National <sup>47</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	10%	14%	17%	24%	24%	27%	24%
Aged 25+	24%	25%	23%	24%	19%	22%	
Aged 15+	22%	23%	22%	24%	20%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	31%	35%	40%	43%	45%	44%	48%
Aged 25+	36%	40%	46%	49%	49%	51%	
Aged 15+	35%	39%	45%	48%	49%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	46%	49%	51%	53%	52%	57%	49%
Aged 15+	49%	53%	55%	55%	52%	57%	
All ages	47%	51%	53%	54%	52%	57%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		61%	62%	64%	66%	69%	75%
Aged 25+		68%	74%	78%	79%	82%	
Aged 15+		65%	69%	72%	73%	77%	

<sup>46</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

<sup>47</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

**Table E.57 Number of active plans by goal type and primary disability – National <sup>48</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	3,839	11,745	8,672	2,719	4,037	12,781	6,334	4,126	<b>15,901</b>
Autism	25,559	145,416	54,866	57,805	70,493	109,912	11,223	26,536	<b>167,111</b>
Cerebral palsy	3,754	14,050	8,891	3,682	4,009	11,911	4,295	2,989	<b>16,928</b>
Developmental delay	2,348	39,538	12,711	23,007	15,183	23,966	74	15	<b>42,125</b>
Down syndrome	2,252	9,356	5,344	2,765	3,283	9,030	2,997	3,170	<b>11,499</b>
Global developmental delay	755	10,085	3,378	6,047	4,152	5,907	30	5	<b>10,648</b>
Hearing impairment	4,225	19,090	4,838	6,041	3,773	11,215	2,360	5,265	<b>23,645</b>
Intellectual disability	17,882	63,672	32,928	21,344	26,350	62,229	22,561	28,390	<b>82,655</b>
Multiple sclerosis	2,283	7,245	6,255	744	1,311	6,357	3,105	2,044	<b>9,110</b>
Psychosocial disability	11,598	37,504	32,063	11,261	12,116	42,942	18,850	17,482	<b>53,123</b>
Spinal cord injury	1,531	4,402	3,154	603	672	3,793	1,853	1,575	<b>5,352</b>
Stroke	1,958	6,172	4,185	874	1,292	5,902	2,752	1,456	<b>7,603</b>
Visual impairment	2,384	7,995	3,357	2,122	1,115	6,648	1,884	2,824	<b>9,355</b>
Other neurological	4,718	16,079	11,533	2,793	4,186	15,329	7,180	3,177	<b>20,416</b>
Other physical	4,384	15,921	10,254	2,296	2,148	12,104	4,725	4,025	<b>19,088</b>
Other sensory/speech	330	2,195	598	968	884	1,158	56	172	<b>2,588</b>
Other	1,127	4,301	2,599	867	1,018	3,687	1,490	1,016	<b>5,266</b>
<b>Total</b>	<b>90,927</b>	<b>414,766</b>	<b>205,626</b>	<b>145,938</b>	<b>156,022</b>	<b>344,871</b>	<b>91,769</b>	<b>104,267</b>	<b>502,413</b>

**Table E.58 Percentage of active plans by goal type and primary disability – National <sup>49</sup>**

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	24%	74%	55%	17%	25%	80%	40%	26%
Autism	15%	87%	33%	35%	42%	66%	7%	16%
Cerebral palsy	22%	83%	53%	22%	24%	70%	25%	18%
Developmental delay	6%	94%	30%	55%	36%	57%	0%	0%
Down syndrome	20%	81%	46%	24%	29%	79%	26%	28%
Global developmental delay	7%	95%	32%	57%	39%	55%	0%	0%
Hearing impairment	18%	81%	20%	26%	16%	47%	10%	22%
Intellectual disability	22%	77%	40%	26%	32%	75%	27%	34%
Multiple sclerosis	25%	80%	69%	8%	14%	70%	34%	22%
Psychosocial disability	22%	71%	60%	21%	23%	81%	35%	33%
Spinal cord injury	29%	82%	59%	11%	13%	71%	35%	29%
Stroke	26%	81%	55%	11%	17%	78%	36%	19%
Visual impairment	25%	85%	36%	23%	12%	71%	20%	30%
Other neurological	23%	79%	56%	14%	21%	75%	35%	16%
Other physical	23%	83%	54%	12%	11%	63%	25%	21%
Other sensory/speech	13%	85%	23%	37%	34%	45%	2%	7%
Other	21%	82%	49%	16%	19%	70%	28%	19%
<b>Total</b>	<b>18%</b>	<b>83%</b>	<b>41%</b>	<b>29%</b>	<b>31%</b>	<b>69%</b>	<b>18%</b>	<b>21%</b>

<sup>48</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>49</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table E.59 Number of goals in active plans by goal type and primary disability – National** <sup>50</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	11,663	51,613	27,751	8,347	12,267	41,204	18,490	10,970	<b>182,305</b>
Autism	86,010	991,438	194,924	219,843	246,377	387,947	35,445	81,260	<b>2,243,244</b>
Cerebral palsy	13,464	91,864	33,979	13,509	14,039	46,278	14,744	9,641	<b>237,518</b>
Developmental delay	6,872	313,476	43,257	81,486	46,287	77,911	209	39	<b>569,537</b>
Down syndrome	7,563	54,294	18,090	9,865	11,457	33,219	9,317	9,416	<b>153,221</b>
Global developmental delay	2,303	83,200	11,855	21,551	12,610	19,655	86	14	<b>151,274</b>
Hearing impairment	12,923	93,305	15,412	19,606	11,698	35,539	6,627	14,848	<b>209,958</b>
Intellectual disability	57,922	330,063	110,785	74,158	87,669	217,646	67,621	81,757	<b>1,027,621</b>
Multiple sclerosis	7,202	33,985	22,070	2,271	3,766	20,469	9,381	5,879	<b>105,023</b>
Psychosocial disability	33,352	135,627	95,545	31,381	32,939	122,324	48,539	44,730	<b>544,437</b>
Spinal cord injury	5,513	22,124	11,541	2,051	2,288	13,598	6,444	4,720	<b>68,279</b>
Stroke	6,703	31,344	14,588	2,895	4,032	19,772	8,653	4,364	<b>92,351</b>
Visual impairment	7,922	42,096	10,834	6,973	3,353	22,702	5,733	8,331	<b>107,944</b>
Other neurological	15,314	82,502	40,379	9,533	13,435	51,016	22,076	9,214	<b>243,469</b>
Other physical	14,359	80,782	35,694	7,450	6,657	39,955	14,501	11,710	<b>211,108</b>
Other sensory/speech	976	13,658	1,824	3,458	2,717	3,627	145	489	<b>26,894</b>
Other	3,897	23,555	9,398	3,143	3,430	12,485	4,625	3,189	<b>63,722</b>
<b>Total</b>	<b>293,958</b>	<b>2,474,926</b>	<b>697,926</b>	<b>517,520</b>	<b>515,021</b>	<b>1,165,347</b>	<b>272,636</b>	<b>300,571</b>	<b>6,237,905</b>

**Table E.60 Number of active plans by goal type and age group – National** <sup>51</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	4,558	72,901	24,712	43,325	28,719	45,101	137	5	<b>77,287</b>
7 to 14	16,130	117,016	38,620	44,190	55,438	76,015	1,862	1,641	<b>130,643</b>
15 to 18	8,498	33,151	13,840	12,428	15,522	29,102	3,061	12,443	<b>39,725</b>
19 to 24	10,422	31,952	15,088	11,372	10,825	29,930	10,240	23,875	<b>41,289</b>
25 to 34	11,424	33,265	20,578	9,857	10,845	33,327	15,297	21,091	<b>44,526</b>
35 to 44	9,999	30,682	22,095	7,728	9,803	31,594	14,310	16,401	<b>41,189</b>
45 to 54	11,639	37,149	27,580	7,992	10,765	38,683	17,616	15,512	<b>49,789</b>
55 to 64	13,684	44,272	32,336	7,207	10,811	46,041	21,744	11,331	<b>58,625</b>
65+	4,573	14,378	10,777	1,839	3,294	15,078	7,502	1,968	<b>19,340</b>
<b>Total</b>	<b>90,927</b>	<b>414,766</b>	<b>205,626</b>	<b>145,938</b>	<b>156,022</b>	<b>344,871</b>	<b>91,769</b>	<b>104,267</b>	<b>502,413</b>

<sup>50</sup> Participants have set over six million goals in total since July 2016. The 6,237,905 goals in these results relate to those in the current plans of active participants.

<sup>51</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

**Table E.61 Percentage of active plans by goal type and age group – National** <sup>52</sup>

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	6%	94%	32%	56%	37%	58%	0%	0%
7 to 14	12%	90%	30%	34%	42%	58%	1%	1%
15 to 18	21%	83%	35%	31%	39%	73%	8%	31%
19 to 24	25%	77%	37%	28%	26%	72%	25%	58%
25 to 34	26%	75%	46%	22%	24%	75%	34%	47%
35 to 44	24%	74%	54%	19%	24%	77%	35%	40%
45 to 54	23%	75%	55%	16%	22%	78%	35%	31%
55 to 64	23%	76%	55%	12%	18%	79%	37%	19%
65+	24%	74%	56%	10%	17%	78%	39%	10%
<b>Total</b>	<b>18%</b>	<b>83%</b>	<b>41%</b>	<b>29%</b>	<b>31%</b>	<b>69%</b>	<b>18%</b>	<b>21%</b>

**Table E.62 Number of goals in active plans by goal type and age group – National** <sup>53</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	14,005	604,995	89,230	160,330	91,012	154,208	427	10	<b>1,114,217</b>
7 to 14	54,340	852,723	139,244	171,830	196,505	268,125	5,855	5,142	<b>1,693,764</b>
15 to 18	28,940	176,960	47,677	43,375	52,450	102,035	10,330	39,914	<b>501,681</b>
19 to 24	34,138	149,026	49,503	36,862	35,023	101,448	30,813	70,506	<b>507,319</b>
25 to 34	36,934	145,304	66,837	30,828	34,444	111,180	45,586	59,841	<b>530,954</b>
35 to 44	32,256	130,952	72,645	23,394	30,294	103,810	42,255	45,629	<b>481,235</b>
45 to 54	36,152	157,758	90,928	23,666	32,993	126,499	51,956	43,038	<b>562,990</b>
55 to 64	43,087	194,737	106,785	21,679	32,586	149,873	64,053	31,091	<b>643,891</b>
65+	14,106	62,471	35,077	5,556	9,714	48,169	21,361	5,400	<b>201,854</b>
<b>Total</b>	<b>293,958</b>	<b>2,474,926</b>	<b>697,926</b>	<b>517,520</b>	<b>515,021</b>	<b>1,165,347</b>	<b>272,636</b>	<b>300,571</b>	<b>6,237,905</b>

<sup>52</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

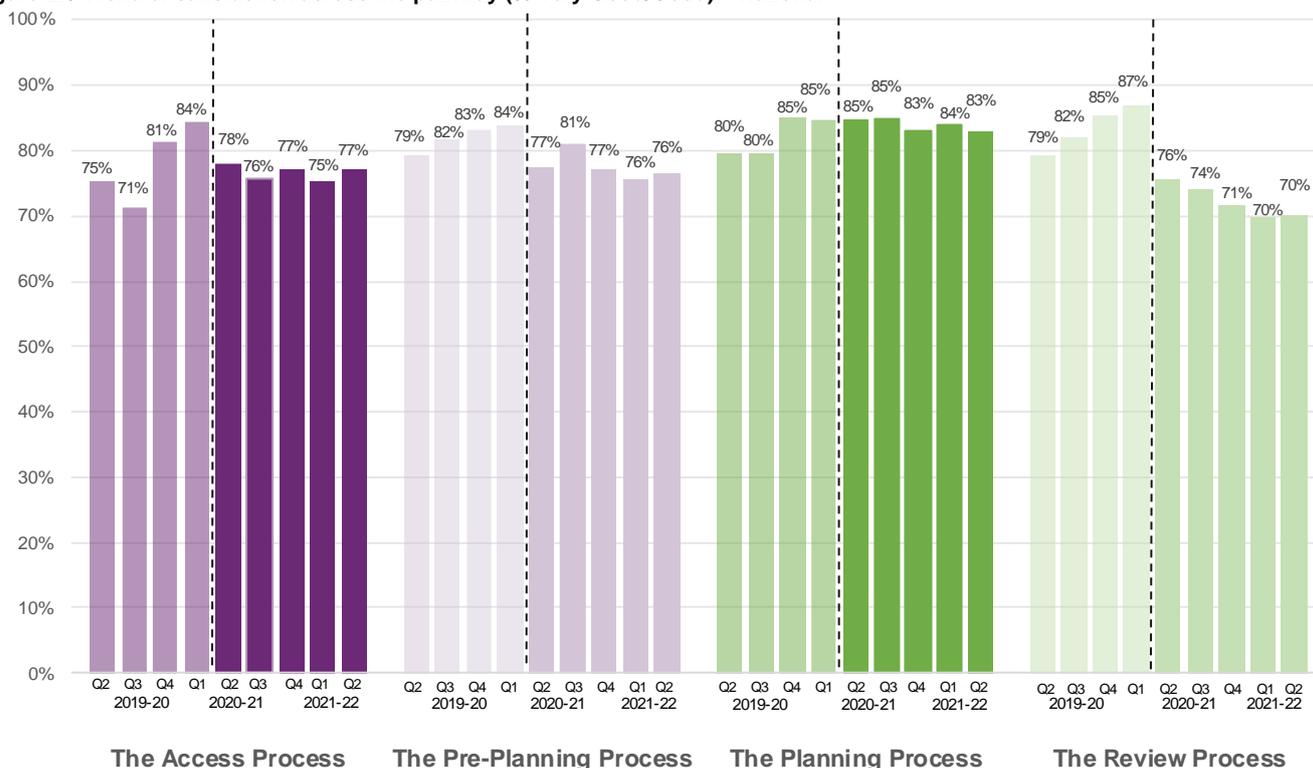
<sup>53</sup> Participants have set over six million goals in total since July 2016. The 6,237,905 goals in these results relate to those in the current plans of active participants.

**Table E.63 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National** <sup>54</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
<b>Access</b>	<b>n = 4,283</b>	<b>n = 1,216</b>
Are you happy with how coming into the NDIS has gone?	84%	85%
Was the person from the NDIS respectful?	96%	97%
Do you understand what will happen next with your plan?	75%	75%
% of participants rating their overall experience as Very Good or Good.	76%	77%
<b>Pre-planning</b>	<b>n = 3,864</b>	<b>n = 1,028</b>
Did the person from the NDIS understand how your disability affects your life?	85%	85%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	77%	77%
Are you clear on what happens next with your plan?	66%	67%
Do you know where to go for more help with your plan?	72%	70%
% of participants rating their overall experience as Very Good or Good.	78%	76%
<b>Planning</b>	<b>n = 18,187</b>	<b>n = 3,925</b>
Did the person from the NDIS understand how your disability affects your life?	90%	89%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	87%	86%
Are you clear on what happens next with your plan?	83%	81%
Do you know where to go for more help with your plan?	88%	87%
% of participants rating their overall experience as Very Good or Good.	84%	83%
<b>Plan review</b>	<b>n = 46,807</b>	<b>n = 12,924</b>
Did the person from the NDIS understand how your disability affects your life?	79%	76%
Did you feel prepared for your plan review?	85%	85%
Is your NDIS plan helping you to make progress towards your goals?	87%	85%
% of participants rating their overall experience as Very Good or Good.	73%	70%

<sup>54</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

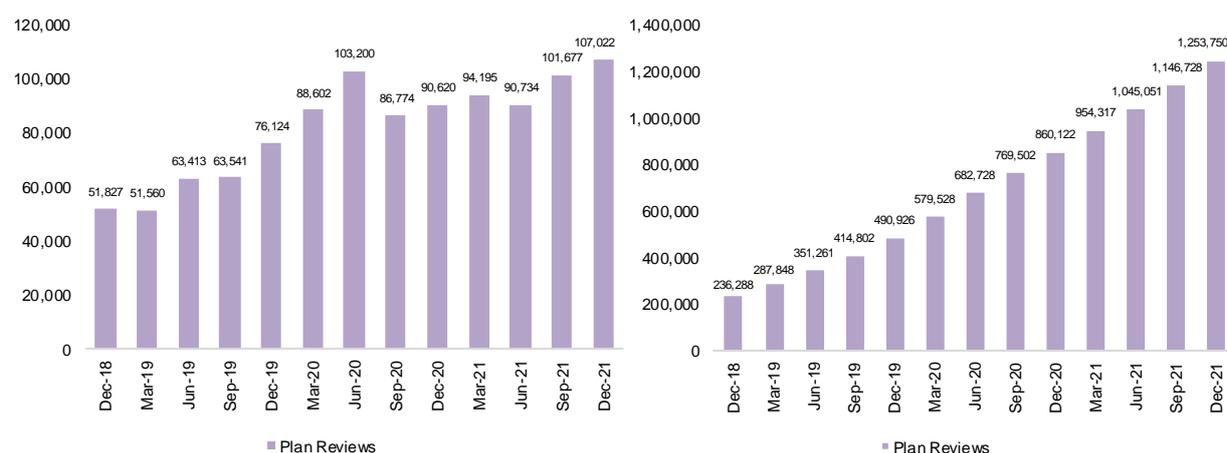
**Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National** <sup>55 56</sup>



**Table E.64 Plan reviews conducted per quarter – excluding plans less than 31 days – National** <sup>57</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Total plan reviews</b>	<b>1,146,728</b>	<b>107,022</b>	<b>1,253,750</b>
<i>Early intervention plans</i>	223,792	23,526	247,318
<i>Permanent disability plans</i>	922,936	83,496	1,006,432

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



<sup>55</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>56</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>57</sup> Plans less than 31 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 2021-22 Q2. The charts show trends in complaints based on experience over 3 years. 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 '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.65 shows the number of complaints in 2021-22 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.66 to Table E.69 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table E.65 Complaints by quarter – National <sup>58 59 60 61</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	329	78	407	381
Complaint about LAC Partner	1,696	269	1,965	1,842
Complaints about service providers	6,428	528	6,956	5,869
Complaints about the Agency	83,452	6,487	89,939	52,952
Critical/ Reportable Incident	8,488	1,304	9,792	7,743
Unclassified	3,286	13	3,299	2,966
<b>Total</b>	<b>103,679</b>	<b>8,679</b>	<b>112,358</b>	<b>64,821</b>
% of the number of active participants	7.9%	7.0%	7.9%	
<b>Providers who have submitted a registration request</b>				
Complaint about ECA Partner	1	0	1	1
Complaint about LAC Partner	52	4	56	52
Complaints about service providers	596	47	643	563
Complaints about the Agency	5,839	283	6,122	4,689
Critical/ Reportable Incident	34	2	36	35
Unclassified	229	7	236	218
<b>Total</b>	<b>6,751</b>	<b>343</b>	<b>7,094</b>	<b>5,285</b>
% of all registration requests	5.1%	3.7%	5.0%	
<b>Other</b>				
Complaint about ECA Partner	13	4	17	17
Complaint about LAC Partner	49	2	51	51
Complaints about service providers	621	84	705	705
Complaints about the Agency	3,193	225	3,418	3,416
Critical/ Reportable Incident	123	2	125	125
Unclassified	115	0	115	115
<b>Total</b>	<b>4,114</b>	<b>317</b>	<b>4,431</b>	<b>4,426</b>
<b>Total</b>	<b>111,807</b>	<b>9,175</b>	<b>120,982</b>	<b>74,532</b>

<sup>58</sup> Note that 71% of all complainants made only one complaint, 16% made two complaints and 14% made three or more complaints.

<sup>59</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>60</sup> % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>61</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

Figure E.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National <sup>62</sup>

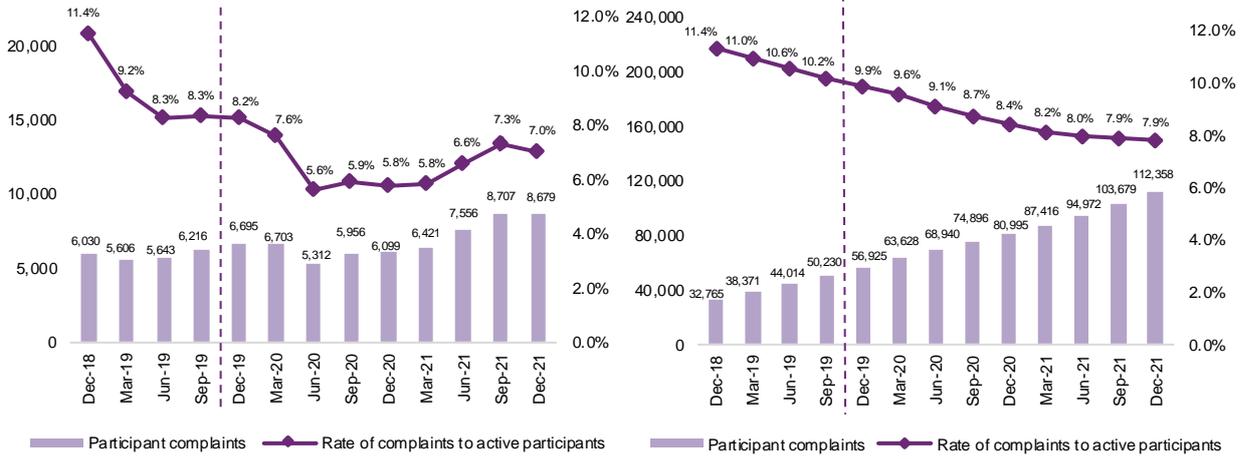
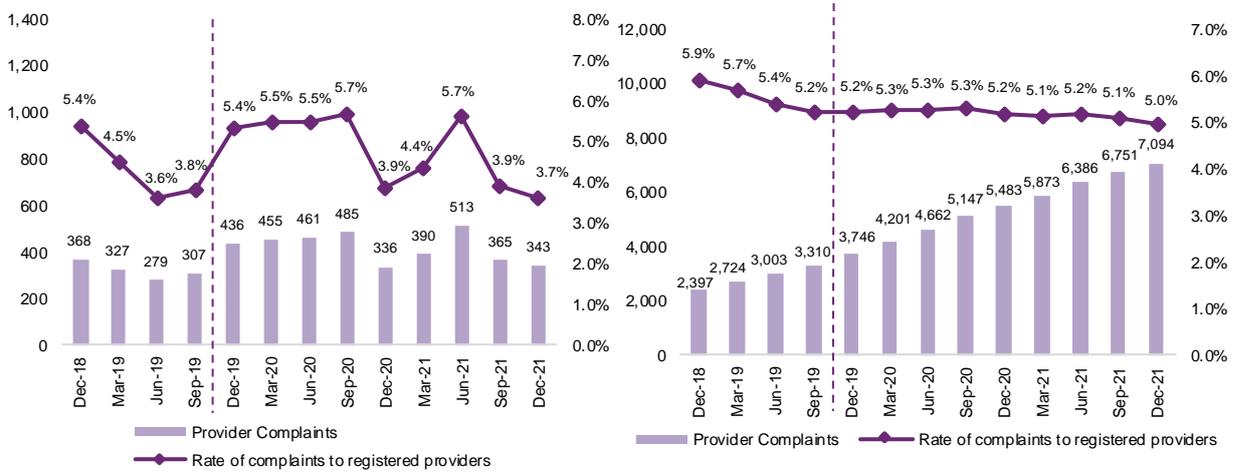


Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National <sup>63</sup>



<sup>62</sup> Ibid.

<sup>63</sup> In the '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 increased in 2019-20 Q2.

Table E.66 Participant complaints by type – National <sup>64</sup>

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	5,357	(6%)	2	(0%)	5,359	(6%)
Information unclear	2,006	(2%)	6	(0%)	2,012	(2%)
NDIA Access	1,595	(2%)	212	(3%)	1,807	(2%)
NDIA Engagement	26	(0%)	12	(0%)	38	(0%)
NDIA Finance	3,480	(4%)	567	(9%)	4,047	(4%)
NDIA Fraud and Compliance	176	(0%)	22	(0%)	198	(0%)
NDIA Plan	11,445	(14%)	2,341	(36%)	13,786	(15%)
NDIA Process	4,429	(5%)	762	(12%)	5,191	(6%)
NDIA Resources	376	(0%)	78	(1%)	454	(1%)
NDIA Staff	3,535	(4%)	438	(7%)	3,973	(4%)
NDIA Timeliness	10,385	(12%)	1,881	(29%)	12,266	(14%)
Participation, engagement and inclusion	461	(1%)	3	(0%)	464	(1%)
Provider Portal	154	(0%)	0	(0%)	154	(0%)
Quality & Safeguards Commission	28	(0%)	8	(0%)	36	(0%)
Reasonable and necessary supports	6,253	(7%)	3	(0%)	6,256	(7%)
Staff conduct - Agency	1,721	(2%)	4	(0%)	1,725	(2%)
The way the NDIA carried out its decision making	3,017	(4%)	30	(0%)	3,047	(3%)
Timeliness	16,591	(20%)	11	(0%)	16,602	(18%)
Other	12,417	(15%)	107	(2%)	12,524	(14%)
<b>Total</b>	<b>83,452</b>		<b>6,487</b>		<b>89,939</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	1	(0%)	0	(0%)	1	(0%)
ECA Fraud and Compliance	2	(1%)	1	(1%)	3	(1%)
ECA Plan	40	(12%)	11	(14%)	51	(13%)
ECA Process	37	(11%)	13	(17%)	50	(12%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	115	(35%)	41	(53%)	156	(38%)
ECA Timeliness	134	(41%)	12	(15%)	146	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>329</b>		<b>78</b>		<b>407</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	8	(0%)	0	(0%)	8	(0%)
LAC Fraud and Compliance	18	(1%)	2	(1%)	20	(1%)
LAC Plan	289	(17%)	49	(18%)	338	(17%)
LAC Process	184	(11%)	51	(19%)	235	(12%)
LAC Resources	10	(1%)	0	(0%)	10	(1%)
LAC Staff	1,002	(59%)	120	(45%)	1,122	(57%)
LAC Timeliness	185	(11%)	47	(17%)	232	(12%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,696</b>		<b>269</b>		<b>1,965</b>	
<i>Complaints about service providers</i>						
Provider costs.	328	(5%)	0	(0%)	328	(5%)
Provider Finance	240	(4%)	37	(7%)	277	(4%)
Provider Fraud and Compliance	375	(6%)	52	(10%)	427	(6%)
Provider process	373	(6%)	1	(0%)	374	(5%)

<sup>64</sup> 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.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Provider Service	1,669	(26%)	287	(54%)	1,956	(28%)
Provider Staff	827	(13%)	113	(21%)	940	(14%)
Service Delivery	554	(9%)	8	(2%)	562	(8%)
Staff conduct	529	(8%)	3	(1%)	532	(8%)
Supports being provided	600	(9%)	6	(1%)	606	(9%)
Other	933	(15%)	21	(4%)	954	(14%)
<b>Total</b>	<b>6,428</b>		<b>528</b>		<b>6,956</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	2,335	(28%)	363	(28%)	2,698	(28%)
Allegations against Informal Supports	1,681	(20%)	49	(4%)	1,730	(18%)
Allegations against NDIA Staff/Partners	16	(0%)	0	(0%)	16	(0%)
Participant threat	1,533	(18%)	244	(19%)	1,777	(18%)
Provider reporting	2,923	(34%)	648	(50%)	3,571	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>8,488</b>		<b>1,304</b>		<b>9,792</b>	
<i>Unclassified</i>	<b>3,286</b>		<b>13</b>		<b>3,299</b>	
<b>Participants total</b>	<b>103,679</b>		<b>8,679</b>		<b>112,358</b>	

Table E.67 Provider complaints by type – National

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted a provider registration request</b>						
<i>Complaints about the Agency</i>						
Individual needs	347	(6%)	0	(0%)	347	(6%)
Information unclear	228	(4%)	0	(0%)	228	(4%)
NDIA Access	5	(0%)	0	(0%)	5	(0%)
NDIA Engagement	7	(0%)	1	(0%)	8	(0%)
NDIA Finance	1,118	(19%)	101	(36%)	1,219	(20%)
NDIA Fraud and Compliance	24	(0%)	2	(1%)	26	(0%)
NDIA Plan	365	(6%)	43	(15%)	408	(7%)
NDIA Process	307	(5%)	46	(16%)	353	(6%)
NDIA Resources	337	(6%)	31	(11%)	368	(6%)
NDIA Staff	198	(3%)	23	(8%)	221	(4%)
NDIA Timeliness	323	(6%)	27	(10%)	350	(6%)
Participation, engagement and inclusion	48	(1%)	0	(0%)	48	(1%)
Provider Portal	417	(7%)	0	(0%)	417	(7%)
Quality & Safeguards Commission	29	(0%)	5	(2%)	34	(1%)
Reasonable and necessary supports	115	(2%)	0	(0%)	115	(2%)
Staff conduct - Agency	127	(2%)	0	(0%)	127	(2%)
The way the NDIA carried out its decision making	68	(1%)	2	(1%)	70	(1%)
Timeliness	808	(14%)	0	(0%)	808	(13%)
Other	968	(17%)	2	(1%)	970	(16%)
<b>Total</b>	<b>5,839</b>		<b>283</b>		<b>6,122</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0		0	(0%)
ECA Fraud and Compliance	0	(0%)	0		0	(0%)
ECA Plan	0	(0%)	0		0	(0%)
ECA Process	1	(100%)	0		1	(100%)
ECA Resources	0	(0%)	0		0	(0%)
ECA Staff	0	(0%)	0		0	(0%)
ECA Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
<b>Total</b>	<b>1</b>		<b>0</b>		<b>1</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(2%)	0	(0%)	1	(2%)
LAC Fraud and Compliance	4	(8%)	0	(0%)	4	(7%)
LAC Plan	8	(15%)	1	(25%)	9	(16%)
LAC Process	10	(19%)	0	(0%)	10	(18%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	26	(50%)	3	(75%)	29	(52%)
LAC Timeliness	3	(6%)	0	(0%)	3	(5%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>52</b>		<b>4</b>		<b>56</b>	
<i>Complaints about service providers</i>						
Provider costs.	13	(2%)	0	(0%)	13	(2%)
Provider Finance	40	(7%)	10	(21%)	50	(8%)
Provider Fraud and Compliance	72	(12%)	6	(13%)	78	(12%)
Provider process	29	(5%)	1	(2%)	30	(5%)
Provider Service	135	(23%)	19	(40%)	154	(24%)
Provider Staff	107	(18%)	11	(23%)	118	(18%)
Service Delivery	33	(6%)	0	(0%)	33	(5%)
Staff conduct	25	(4%)	0	(0%)	25	(4%)
Supports being provided	31	(5%)	0	(0%)	31	(5%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Other	111	(19%)	0	(0%)	111	(17%)
<b>Total</b>	<b>596</b>		<b>47</b>		<b>643</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	11	(32%)	1	(50%)	12	(33%)
Allegations against Informal Supports	8	(24%)	0	(0%)	8	(22%)
Allegations against NDIA Staff/Partners	1	(3%)	0	(0%)	1	(3%)
Participant threat	7	(21%)	0	(0%)	7	(19%)
Provider reporting	7	(21%)	1	(50%)	8	(22%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>34</b>		<b>2</b>		<b>36</b>	
<i>Unclassified</i>	<b>229</b>		<b>7</b>		<b>236</b>	
<b>Providers total</b>	<b>6,751</b>		<b>343</b>		<b>7,094</b>	

Table E.68 Other complaints by type – National

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who is not a potential participant or provider</b>						
<i>Complaints about the Agency</i>						
Individual needs	377	(12%)	0	(0%)	377	(11%)
Information unclear	169	(5%)	0	(0%)	169	(5%)
NDIA Access	100	(3%)	8	(4%)	108	(3%)
NDIA Engagement	12	(0%)	3	(1%)	15	(0%)
NDIA Finance	137	(4%)	27	(12%)	164	(5%)
NDIA Fraud and Compliance	60	(2%)	6	(3%)	66	(2%)
NDIA Plan	344	(11%)	57	(25%)	401	(12%)
NDIA Process	364	(11%)	32	(14%)	396	(12%)
NDIA Resources	83	(3%)	25	(11%)	108	(3%)
NDIA Staff	197	(6%)	18	(8%)	215	(6%)
NDIA Timeliness	194	(6%)	38	(17%)	232	(7%)
Participation, engagement and inclusion	76	(2%)	0	(0%)	76	(2%)
Provider Portal	14	(0%)	0	(0%)	14	(0%)
Quality & Safeguards Commission	22	(1%)	10	(4%)	32	(1%)
Reasonable and necessary supports	87	(3%)	0	(0%)	87	(3%)
Staff conduct - Agency	68	(2%)	0	(0%)	68	(2%)
The way the NDIA carried out its decision making	45	(1%)	0	(0%)	45	(1%)
Timeliness	324	(10%)	0	(0%)	324	(9%)
Other	520	(16%)	1	(0%)	521	(15%)
<b>Total</b>	<b>3,193</b>		<b>225</b>		<b>3,418</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	1	(8%)	0	(0%)	1	(6%)
ECA Plan	1	(8%)	0	(0%)	1	(6%)
ECA Process	3	(23%)	0	(0%)	3	(18%)
ECA Resources	1	(8%)	0	(0%)	1	(6%)
ECA Staff	4	(31%)	0	(0%)	4	(24%)
ECA Timeliness	3	(23%)	4	(100%)	7	(41%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>13</b>		<b>4</b>		<b>17</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(2%)	0	(0%)	1	(2%)
LAC Plan	6	(12%)	0	(0%)	6	(12%)
LAC Process	6	(12%)	0	(0%)	6	(12%)
LAC Resources	2	(4%)	0	(0%)	2	(4%)
LAC Staff	32	(65%)	2	(100%)	34	(67%)
LAC Timeliness	2	(4%)	0	(0%)	2	(4%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>49</b>		<b>2</b>		<b>51</b>	
<i>Complaints about service providers</i>						
Provider costs.	9	(1%)	0	(0%)	9	(1%)
Provider Finance	24	(4%)	6	(7%)	30	(4%)
Provider Fraud and Compliance	74	(12%)	15	(18%)	89	(13%)
Provider process	10	(2%)	0	(0%)	10	(1%)
Provider Service	195	(31%)	46	(55%)	241	(34%)
Provider Staff	140	(23%)	17	(20%)	157	(22%)
Service Delivery	29	(5%)	0	(0%)	29	(4%)
Staff conduct	40	(6%)	0	(0%)	40	(6%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Supports being provided	24	(4%)	0	(0%)	24	(3%)
Other	76	(12%)	0	(0%)	76	(11%)
<b>Total</b>	<b>621</b>		<b>84</b>		<b>705</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	40	(33%)	0	(0%)	40	(32%)
Allegations against Informal Supports	46	(37%)	0	(0%)	46	(37%)
Allegations against NDIA Staff/Partners	5	(4%)	1	(50%)	6	(5%)
Participant threat	16	(13%)	1	(50%)	17	(14%)
Provider reporting	16	(13%)	0	(0%)	16	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>123</b>		<b>2</b>		<b>125</b>	
<i>Unclassified</i>	<b>115</b>		<b>0</b>		<b>115</b>	
<b>Other total</b>	<b>4,114</b>		<b>317</b>		<b>4,431</b>	

Table E.69 Unique complaints by type – National <sup>65 66</sup>

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Total number of unique complaints</b>						
<i>Complaints about the Agency</i>						
Individual needs	6,081	(7%)	2	(0%)	6,083	(6%)
Information unclear	2,403	(3%)	6	(0%)	2,409	(2%)
NDIA Access	1,650	(2%)	219	(3%)	1,869	(2%)
NDIA Engagement	44	(0%)	14	(0%)	58	(0%)
NDIA Finance	4,222	(5%)	675	(10%)	4,897	(5%)
NDIA Fraud and Compliance	246	(0%)	30	(0%)	276	(0%)
NDIA Plan	11,598	(13%)	2,411	(35%)	14,009	(14%)
NDIA Process	4,883	(5%)	817	(12%)	5,700	(6%)
NDIA Resources	767	(1%)	131	(2%)	898	(1%)
NDIA Staff	3,713	(4%)	467	(7%)	4,180	(4%)
NDIA Timeliness	10,239	(11%)	1,913	(28%)	12,152	(13%)
Participation, engagement and inclusion	585	(1%)	3	(0%)	588	(1%)
Provider Portal	585	(1%)	0	(0%)	585	(1%)
Quality & Safeguards Commission	77	(0%)	23	(0%)	100	(0%)
Reasonable and necessary supports	6,455	(7%)	3	(0%)	6,458	(7%)
Staff conduct - Agency	1,916	(2%)	4	(0%)	1,920	(2%)
The way the NDIA carried out its decision making	3,130	(3%)	32	(0%)	3,162	(3%)
Timeliness	17,723	(20%)	11	(0%)	17,734	(18%)
Other	13,905	(15%)	110	(2%)	14,015	(14%)
<b>Total</b>	<b>90,222</b>		<b>6,871</b>		<b>97,093</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	1	(0%)	0	(0%)	1	(0%)
ECA Fraud and Compliance	3	(1%)	1	(1%)	4	(1%)
ECA Plan	38	(12%)	11	(14%)	49	(12%)
ECA Process	37	(12%)	13	(16%)	50	(13%)
ECA Resources	1	(0%)	0	(0%)	1	(0%)
ECA Staff	109	(34%)	40	(49%)	149	(38%)
ECA Timeliness	127	(40%)	16	(20%)	143	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>316</b>		<b>81</b>		<b>397</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	9	(1%)	0	(0%)	9	(0%)
LAC Fraud and Compliance	21	(1%)	2	(1%)	23	(1%)
LAC Plan	280	(17%)	48	(18%)	328	(17%)
LAC Process	181	(11%)	49	(19%)	230	(12%)
LAC Resources	12	(1%)	0	(0%)	12	(1%)
LAC Staff	984	(59%)	118	(45%)	1,102	(57%)
LAC Timeliness	173	(10%)	45	(17%)	218	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,660</b>		<b>262</b>		<b>1,922</b>	
<i>Complaints about service providers</i>						
Provider costs.	350	(5%)	0	(0%)	350	(4%)
Provider Finance	273	(4%)	45	(7%)	318	(4%)
Provider Fraud and Compliance	471	(6%)	72	(11%)	543	(7%)

<sup>65</sup> Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

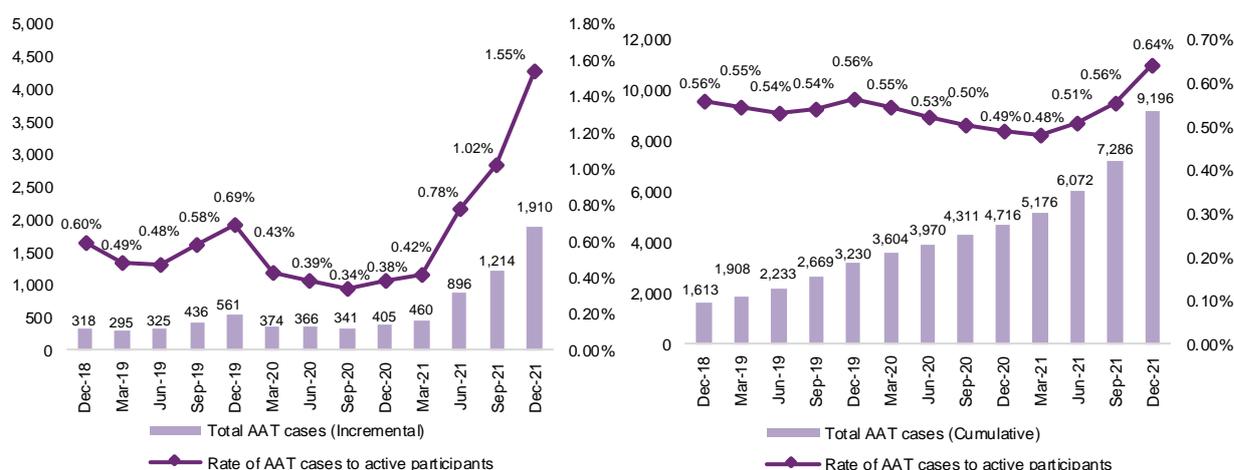
<sup>66</sup> The results shown in this table are the numbers of unique complaints. This is a change from the June 2021 quarterly report where unique complainant numbers were reported. Therefore, the results in this table are not comparable with those in Table E.57 in June 2021 quarterly report.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Provider process	412	(6%)	2	(0%)	414	(5%)
Provider Service	1,871	(25%)	341	(54%)	2,212	(28%)
Provider Staff	996	(14%)	135	(21%)	1,131	(14%)
Service Delivery	616	(8%)	8	(1%)	624	(8%)
Staff conduct	594	(8%)	3	(0%)	597	(7%)
Supports being provided	655	(9%)	6	(1%)	661	(8%)
Other	1,120	(15%)	21	(3%)	1,141	(14%)
<b>Total</b>	<b>7,358</b>		<b>633</b>		<b>7,991</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	2,382	(28%)	364	(28%)	2,746	(28%)
Allegations against Informal Supports	1,726	(20%)	49	(4%)	1,775	(18%)
Allegations against NDIA Staff/Partners	21	(0%)	1	(0%)	22	(0%)
Participant threat	1,551	(18%)	245	(19%)	1,796	(18%)
Provider reporting	2,941	(34%)	649	(50%)	3,590	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>8,621</b>		<b>1,308</b>		<b>9,929</b>	
<i>Unclassified</i>	<b>3,630</b>		<b>20</b>		<b>3,650</b>	
<b>Unique complaints total</b>	<b>111,807</b>		<b>9,175</b>		<b>120,982</b>	

Table E.70 AAT Cases by category at 31 December 2021 – National <sup>67</sup>

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	1,958	27%	126	7%	2,084	23%
Plan	4,519	62%	1,656	87%	6,175	67%
Plan Review	403	6%	13	1%	416	5%
Other	406	6%	115	6%	521	6%
<b>Total</b>	<b>7,286</b>	<b>100%</b>	<b>1,910</b>	<b>100%</b>	<b>9,196</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.56%</b>		<b>1.55%</b>		<b>0.64%</b>	

Figure E.13 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National <sup>68</sup>



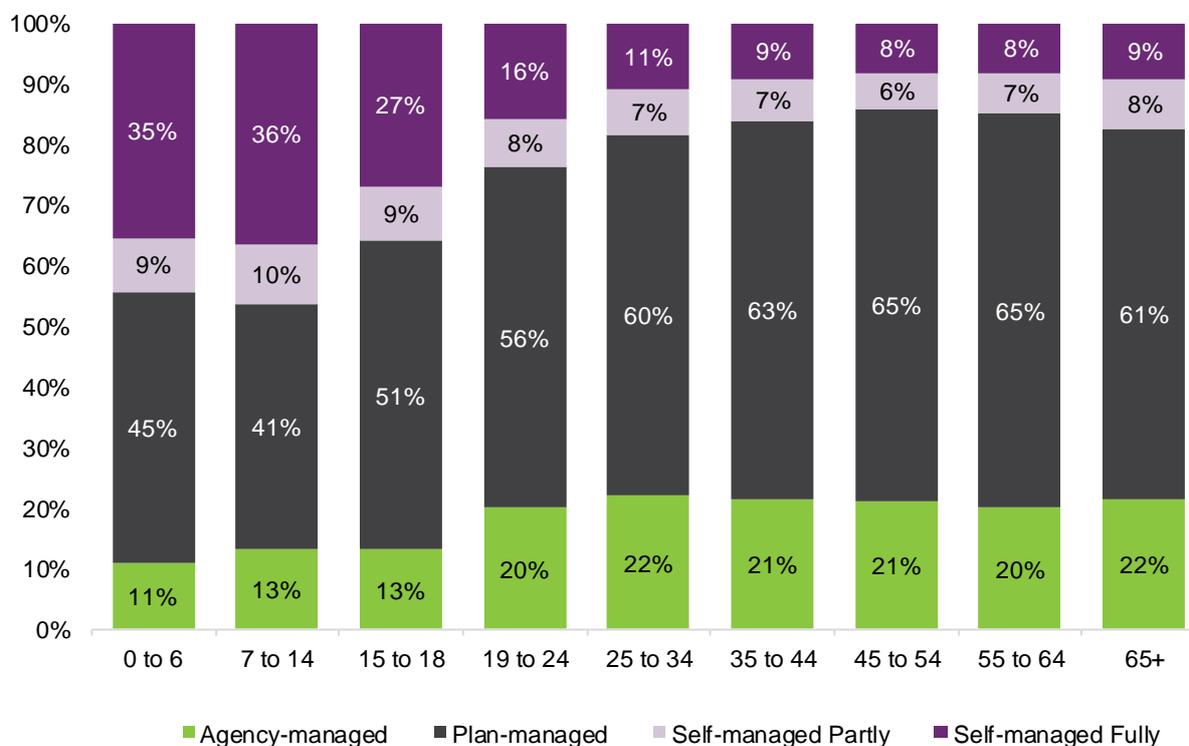
<sup>67</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

<sup>68</sup> Ibid.

Table E.71 AAT cases by open/closed and decision – National <sup>69 70</sup>

	N
AAT Cases	9,196
Open AAT Cases	3,517
Closed AAT Cases	5,679
Resolved before hearing	5,534
Gone to hearing and received a substantive decision	145

Figure E.14 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – National <sup>71 72</sup>



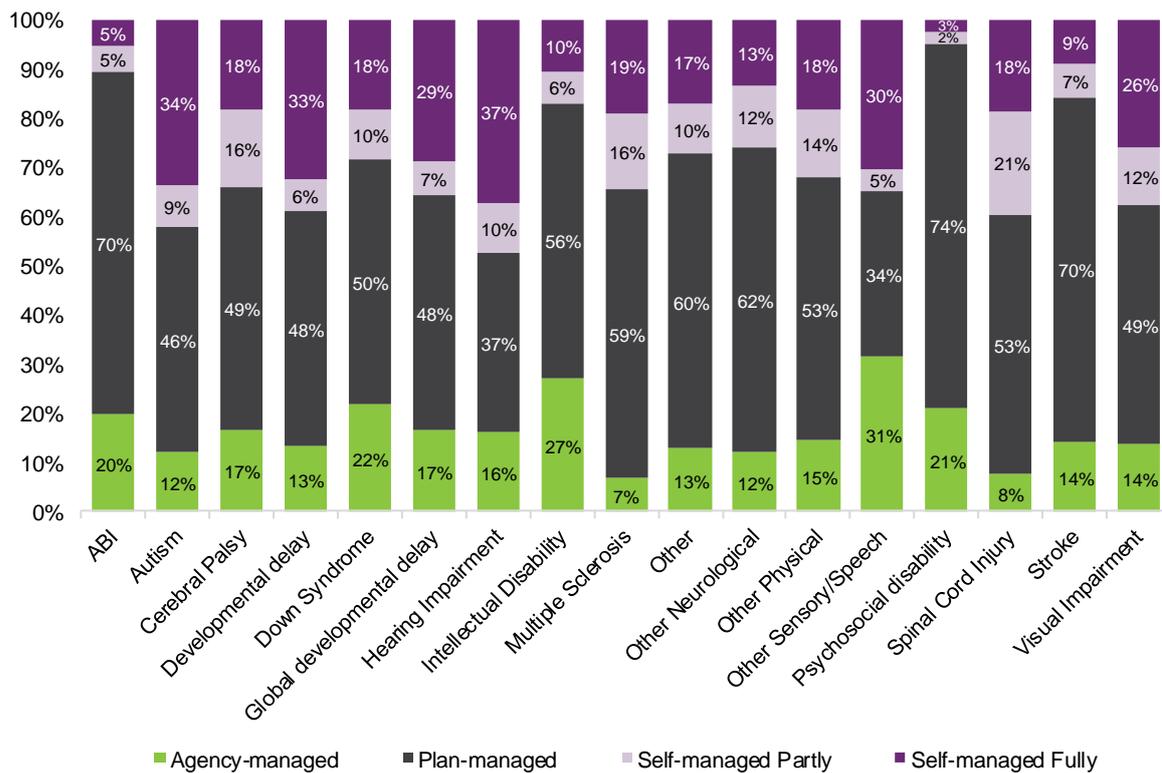
<sup>69</sup> Of the 145 cases which went to hearing and received a substantive decision: 67 affirmed the Agency's decision, 30 varied the Agency's decision and 48 set aside the Agency's decision.

<sup>70</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

<sup>71</sup> For the total number of active participants in each age group, see Table E.16.

<sup>72</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

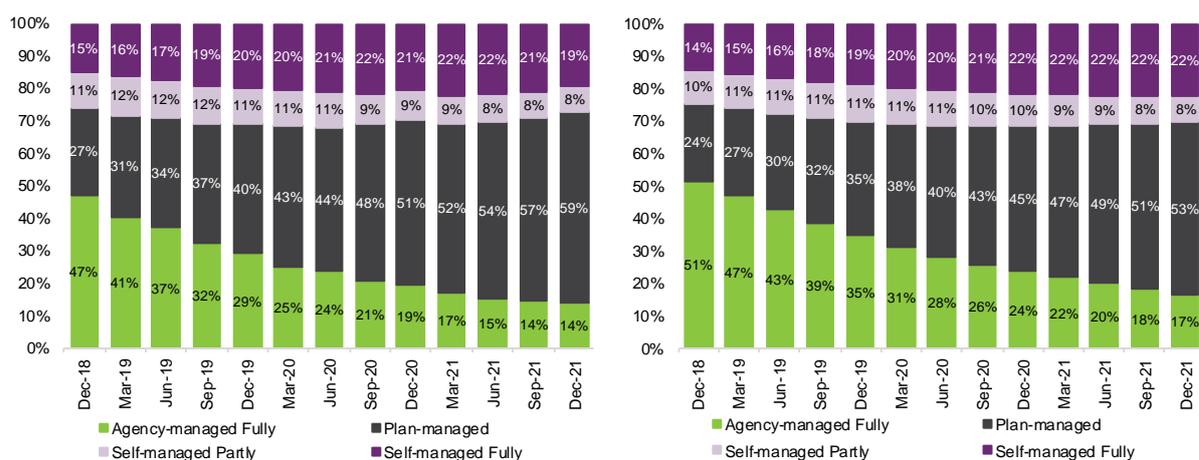
**Figure E.15 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – National** <sup>73 74</sup>



**Table E.72 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National** <sup>75</sup>

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	23%	19%	<b>22%</b>
Self-managed partly	8%	8%	<b>8%</b>
Plan-managed	51%	59%	<b>53%</b>
Agency-managed	18%	14%	<b>17%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National** <sup>76</sup>



<sup>73</sup> For the total number of active participants in each primary disability group, see Table E.12.

<sup>74</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

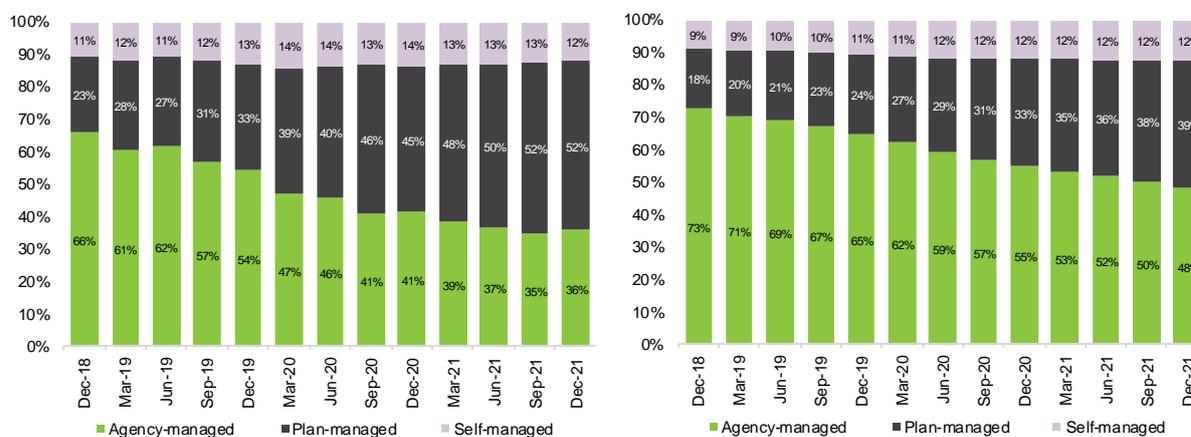
<sup>75</sup> Ibid.

<sup>76</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

**Table E.73 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National**

	Prior Quarters	2021-22 Q2	Total
Self-managed	12%	12%	12%
Plan-managed	38%	52%	39%
Agency-managed	50%	36%	48%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure E.17 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – National**



**Table E.74 Distribution of active participants by support coordination and quarter of plan approval – National**

	Prior Quarters	2021-22 Q2	Total
Support coordination	41%	51%	44%

**Table E.75 Duration to plan activation by quarter of initial plan approval for active participants – National <sup>77</sup>**

Plan activation	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	285,313	68%	12,470	68%	297,783	68%
30 to 59 days	49,738	12%	2,276	12%	52,014	12%
60 to 89 days	22,895	5%	904	5%	23,799	5%
<b>Activated within 90 days</b>	<b>357,946</b>	<b>86%</b>	<b>15,650</b>	<b>86%</b>	<b>373,596</b>	<b>86%</b>
90 to 119 days	13,085	3%	505	3%	13,590	3%
120 days and over	36,519	9%	605	3%	37,124	9%
<b>Activated after 90 days</b>	<b>49,604</b>	<b>12%</b>	<b>1,110</b>	<b>6%</b>	<b>50,714</b>	<b>12%</b>
No payments	9,022	2%	1,479	8%	10,501	2%
<b>Total plans approved</b>	<b>416,572</b>	<b>100%</b>	<b>18,239</b>	<b>100%</b>	<b>434,811</b>	<b>100%</b>

<sup>77</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table E.76 Proportion of participants who have activated within 12 months at 31 December 2021 – National <sup>78</sup>**

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	27,284	28,722	95%
Not Aboriginal and Torres Strait Islander	308,226	318,179	97%
Not Stated	75,063	77,429	97%
<b>Total</b>	<b>410,573</b>	<b>424,330</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	37,263	38,447	97%
Not CALD	368,175	380,546	97%
Not Stated	5,135	5,337	96%
<b>Total</b>	<b>410,573</b>	<b>424,330</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	279,746	288,689	97%
Regional	124,967	129,467	97%
Remote	5,839	6,153	95%
Missing	21	21	100%
<b>Total</b>	<b>410,573</b>	<b>424,330</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	139,822	143,725	97%
Intellectual disability (including Down syndrome)	85,736	88,058	97%
Psychosocial disability	41,750	42,917	97%
Developmental delay (including global developmental delay)	29,852	31,619	94%
Other	113,413	118,011	96%
<b>Total</b>	<b>410,573</b>	<b>424,330</b>	<b>97%</b>

**Table E.77 Distribution of plans by utilisation – National <sup>79 80</sup>**

Plan utilisation	Total
0 to 50%	33%
50% to 75%	25%
> 75%	43%
<b>Total</b>	<b>100%</b>

**Table E.78 Proportion of active participants with approved plans accessing mainstream supports – National <sup>81</sup>**

	Prior Quarters	2021-22 Q2	Total
Daily Activities	13%	14%	13%
Health & Wellbeing	60%	67%	62%
Lifelong Learning	22%	25%	23%
Other	17%	20%	18%
Non-categorised	21%	16%	20%
Any mainstream service	95%	96%	95%

<sup>78</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

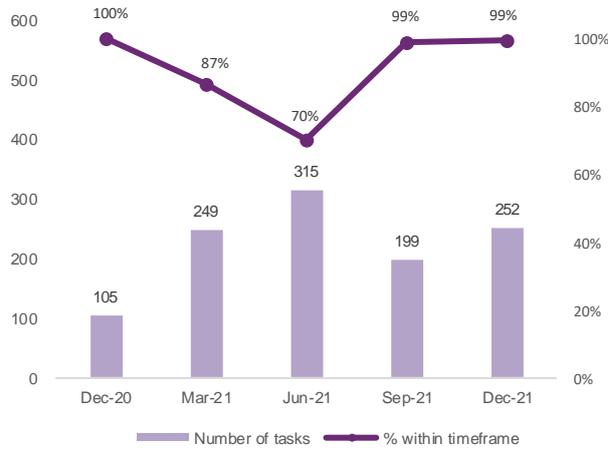
<sup>79</sup> This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>80</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

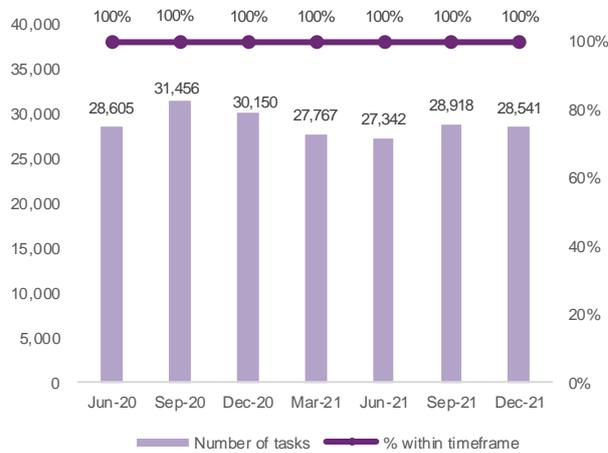
<sup>81</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

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

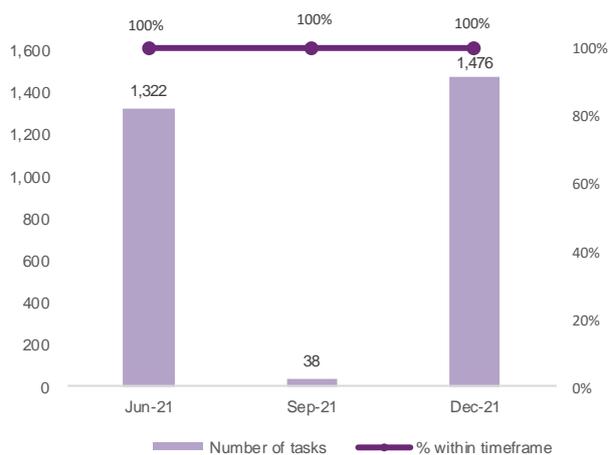
**Figure E.18 Explanation of a previous decision, after a request for explanation is received, and proportion achieved within 28 day timeframe by quarter – National**



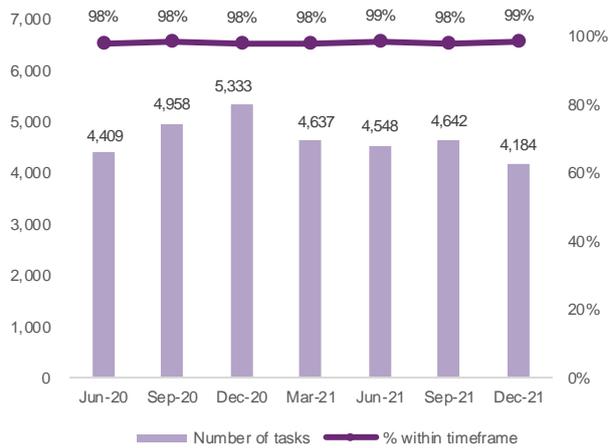
**Figure E.19 Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National**



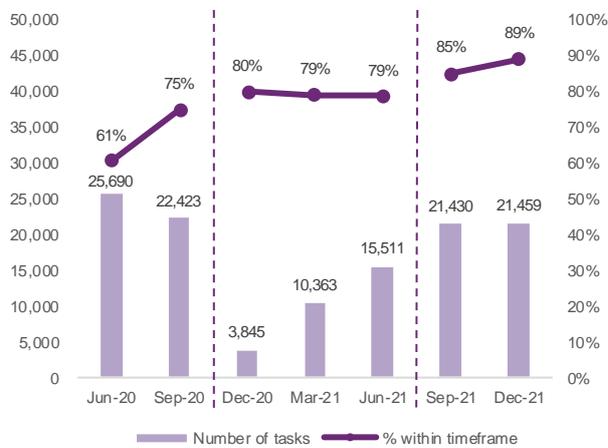
**Figure E.20 Allow sufficient time for prospective participants to provide information, after NDIA has requested further information, and proportion achieved within 90 day timeframe by quarter – National**



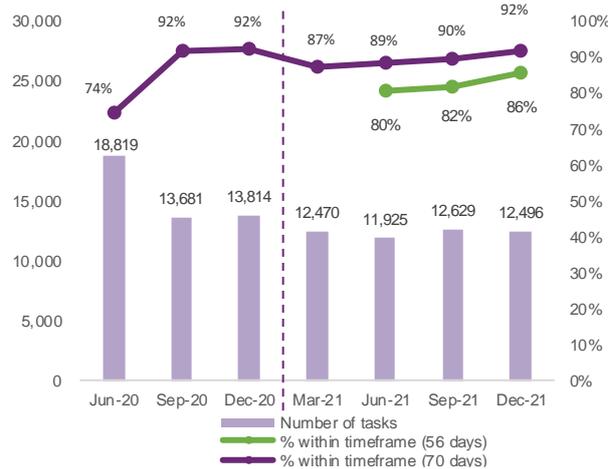
**Figure E.21 Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National <sup>82</sup>**



**Figure E.22 Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National <sup>83</sup>**



**Figure E.23 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National <sup>84</sup>**



<sup>82</sup> The results for prior quarters have been restated using data as at 31 December 2021 due to a change in the way this metric is measured.

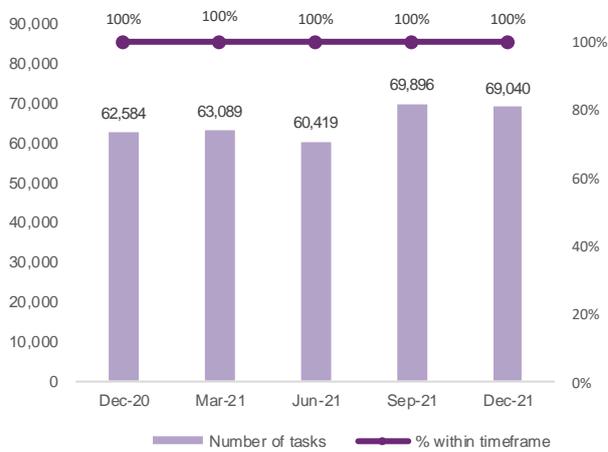
<sup>83</sup> A new business process has been used to measure this metric since December 2020 and again from July 2021.

<sup>84</sup> The target timeframe for this metric has been reduced from 70 to 56 days in early 2021. In this chart, the result for the March 2021 quarter is based on the 56 day timeframe while the results for prior quarters are based on the 70 day timeframe.

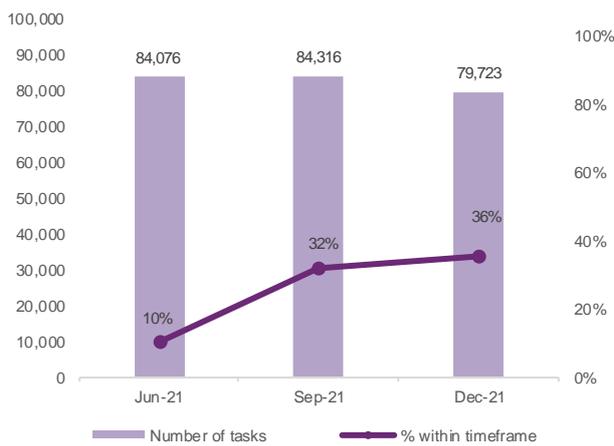
**Figure E.24 First plan approved after access decision has been made, for children younger than 7, and proportion achieved within 90 day timeframe by quarter – National**



**Figure E.25 If the participant accepts the offer, hold a plan implementation meeting, and proportion achieved within 28 day timeframe by quarter – National**



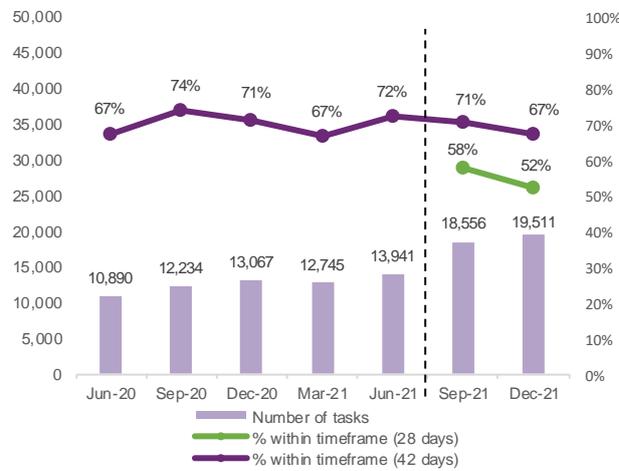
**Figure E.26 Commence facilitating a scheduled plan review, prior to the scheduled review date, and proportion achieved within 56 day timeframe by quarter – National**



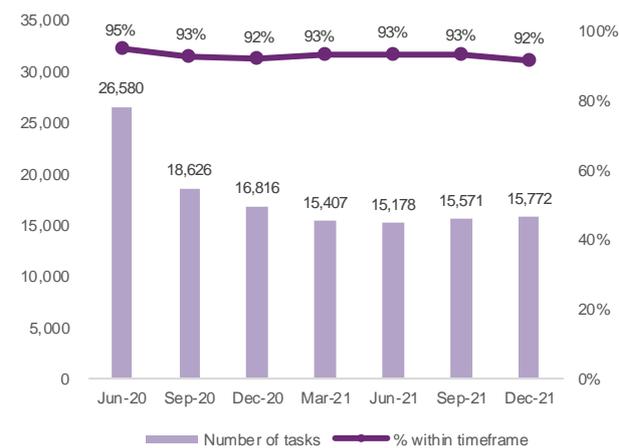
**Figure E.27 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National** <sup>85</sup>



**Figure E.28 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved by quarter – National** <sup>86</sup>



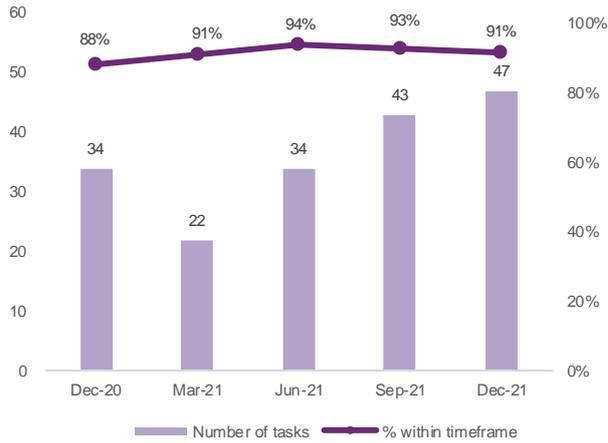
**Figure E.29 Vary a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National**



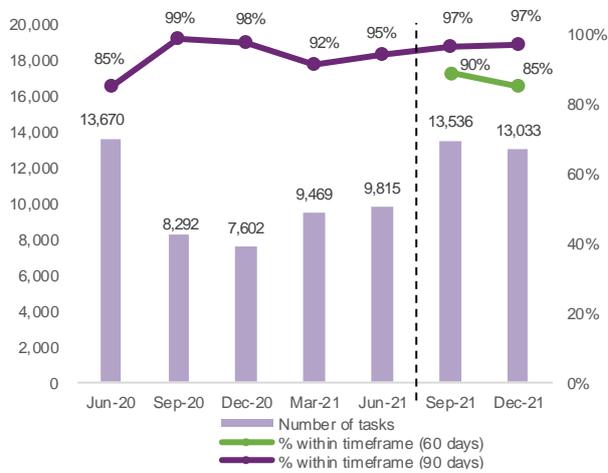
<sup>85</sup> Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

<sup>86</sup> The target timeframe for this metric has been reduced from 42 to 28 days from 1 July 2021. In this chart, the result for the September 2021 quarter is based on the 28 day timeframe while the results for prior quarters are based on the 42 day timeframe.

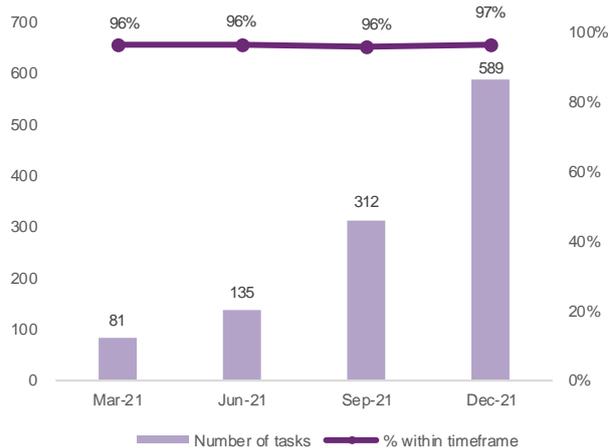
**Figure E.30 Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process, and proportion achieved within 50 day timeframe by quarter – National**



**Figure E.31 Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved by quarter – National**<sup>87</sup>



**Figure E.32 Implement an AAT decision to vary a plan, after receiving notification of the AAT decision, and proportion achieved within 28 day timeframe by quarter – National**

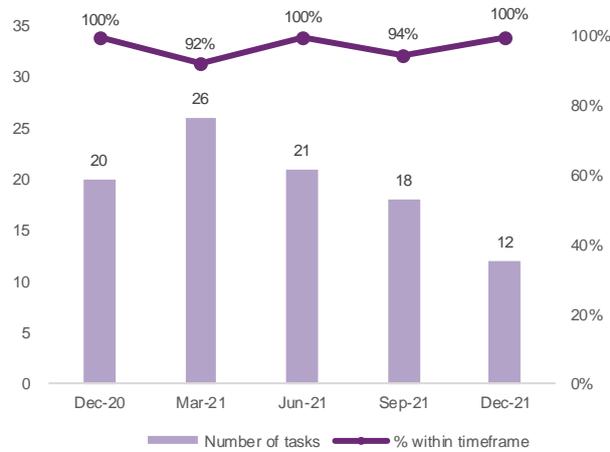


<sup>87</sup> The target timeframe for this metric has been reduced from 90 to 60 days from 1 July 2021. In this chart, the result for the September 2021 quarter is based on the 60 day timeframe while the results for prior quarters are based on the 90 day timeframe.

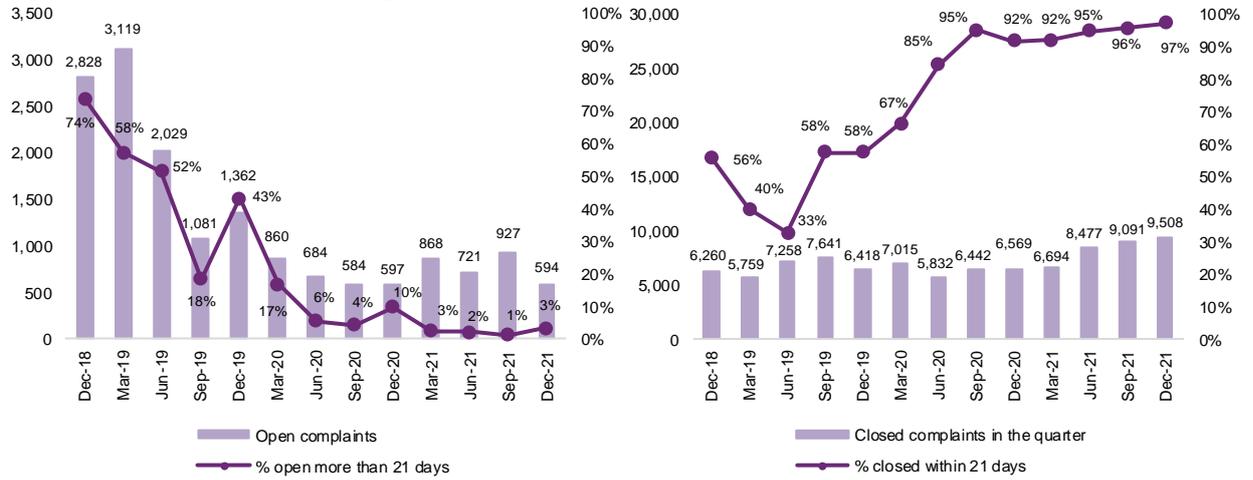
**Figure E.33 Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National**



**Figure E.34 Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National**



**Figure E.35 Open (left) and closed (right) complaints over time – National**



## Part Four: Providers and the growing market

Table E.79 Key markets indicators by quarter – National<sup>88 89</sup>

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.15	1.21
b) Number of providers delivering new types of supports	1,509	1,477
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	87%	89%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	90%	90%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	91%	92%

Table E.80 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – National<sup>90</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q2	418
Active in 2021-22 Q2 and also in previous quarters	8,830
<b>Active in 2021-22 Q2</b>	<b>9,248</b>
Inactive in 2021-22 Q2	8,213
<b>Active ever</b>	<b>17,461</b>

<sup>88</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>89</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>90</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table E.81 Cumulative number of providers that have been ever active by registration group – National<sup>91</sup>**

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	692	26	718	4%
Assistance Animals	307	13	320	4%
Assistance with daily life tasks in a group or shared living arrangement	2,269	230	2,499	10%
Assistance with travel/transport arrangements	2,400	79	2,479	3%
Daily Personal Activities	3,470	207	3,677	6%
Group and Centre Based Activities	2,481	94	2,575	4%
High Intensity Daily Personal Activities	2,525	79	2,604	3%
Household tasks	4,690	137	4,827	3%
Interpreting and translation	543	23	566	4%
Participation in community, social and civic activities	3,774	226	4,000	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	708	33	741	5%
Assistive products for household tasks	758	30	788	4%
Assistance products for personal care and safety	2,961	68	3,029	2%
Communication and information equipment	1,394	47	1,441	3%
Customised Prosthetics	1,578	42	1,620	3%
Hearing Equipment	711	35	746	5%
Hearing Services	198	23	221	12%
Personal Mobility Equipment	1,942	48	1,990	2%
Specialised Hearing Services	292	17	309	6%
Vision Equipment	636	30	666	5%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	3,543	180	3,723	5%
Behaviour Support	1,832	67	1,899	4%
Community nursing care for high needs	1,410	78	1,488	6%
Development of daily living and life skills	2,664	108	2,772	4%
Early Intervention supports for early childhood	3,128	78	3,206	2%
Exercise Physiology and Physical Wellbeing activities	2,041	50	2,091	2%
Innovative Community Participation	1,036	38	1,074	4%
Specialised Driving Training	615	31	646	5%
Therapeutic Supports	9,248	128	9,376	1%
<b>Capital services</b>				
Home modification design and construction	1,340	52	1,392	4%
Specialist Disability Accommodation	362	14	376	4%
Vehicle Modifications	570	26	596	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,555	51	1,606	3%
Support Coordination	1,333	64	1,397	5%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	988	42	1,030	4%
Specialised Supported Employment	886	34	920	4%
<b>Total</b>	<b>17,043</b>	<b>418</b>	<b>17,461</b>	<b>2%</b>

<sup>91</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table E.82 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – National**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	149	569	<b>718</b>	21%	79%	<b>100%</b>
Assistance Animals	47	273	<b>320</b>	15%	85%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	336	2,163	<b>2,499</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	482	1,997	<b>2,479</b>	19%	81%	<b>100%</b>
Daily Personal Activities	524	3,153	<b>3,677</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	347	2,228	<b>2,575</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	360	2,244	<b>2,604</b>	14%	86%	<b>100%</b>
Household tasks	1,551	3,276	<b>4,827</b>	32%	68%	<b>100%</b>
Interpreting and translation	124	442	<b>566</b>	22%	78%	<b>100%</b>
Participation in community, social and civic activities	608	3,392	<b>4,000</b>	15%	85%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	108	633	<b>741</b>	15%	85%	<b>100%</b>
Assistive products for household tasks	121	667	<b>788</b>	15%	85%	<b>100%</b>
Assistance products for personal care and safety	561	2,468	<b>3,029</b>	19%	81%	<b>100%</b>
Communication and information equipment	321	1,120	<b>1,441</b>	22%	78%	<b>100%</b>
Customised Prosthetics	329	1,291	<b>1,620</b>	20%	80%	<b>100%</b>
Hearing Equipment	125	621	<b>746</b>	17%	83%	<b>100%</b>
Hearing Services	32	189	<b>221</b>	14%	86%	<b>100%</b>
Personal Mobility Equipment	363	1,627	<b>1,990</b>	18%	82%	<b>100%</b>
Specialised Hearing Services	59	250	<b>309</b>	19%	81%	<b>100%</b>
Vision Equipment	115	551	<b>666</b>	17%	83%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	765	2,958	<b>3,723</b>	21%	79%	<b>100%</b>
Behaviour Support	537	1,362	<b>1,899</b>	28%	72%	<b>100%</b>
Community nursing care for high needs	241	1,247	<b>1,488</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	429	2,343	<b>2,772</b>	15%	85%	<b>100%</b>
Early Intervention supports for early childhood	1,247	1,959	<b>3,206</b>	39%	61%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	543	1,548	<b>2,091</b>	26%	74%	<b>100%</b>
Innovative Community Participation	290	784	<b>1,074</b>	27%	73%	<b>100%</b>
Specialised Driving Training	172	474	<b>646</b>	27%	73%	<b>100%</b>
Therapeutic Supports	4,336	5,040	<b>9,376</b>	46%	54%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	271	1,121	<b>1,392</b>	19%	81%	<b>100%</b>
Specialist Disability Accommodation	20	356	<b>376</b>	5%	95%	<b>100%</b>
Vehicle Modifications	94	502	<b>596</b>	16%	84%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	314	1,292	<b>1,606</b>	20%	80%	<b>100%</b>
Support Coordination	269	1,128	<b>1,397</b>	19%	81%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	148	882	<b>1,030</b>	14%	86%	<b>100%</b>
Specialised Supported Employment	140	780	<b>920</b>	15%	85%	<b>100%</b>
<b>Total</b>	<b>7,014</b>	<b>10,447</b>	<b>17,461</b>	<b>40%</b>	<b>60%</b>	<b>100%</b>

**Table E.83 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – National**

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	77	26	103	25%
Assistance Animals	153	13	166	8%
Assistance with daily life tasks in a group or shared living arrangement	1,636	230	1,866	12%
Assistance with travel/transport arrangements	903	79	982	8%
Daily Personal Activities	2,424	207	2,631	8%
Group and Centre Based Activities	1,520	94	1,614	6%
High Intensity Daily Personal Activities	1,396	79	1,475	5%
Household tasks	2,241	137	2,378	6%
Interpreting and translation	212	23	235	10%
Participation in community, social and civic activities	2,706	226	2,932	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	113	33	146	23%
Assistive products for household tasks	137	30	167	18%
Assistance products for personal care and safety	1,532	68	1,600	4%
Communication and information equipment	670	47	717	7%
Customised Prosthetics	694	42	736	6%
Hearing Equipment	274	35	309	11%
Hearing Services	44	23	67	34%
Personal Mobility Equipment	976	48	1,024	5%
Specialised Hearing Services	72	17	89	19%
Vision Equipment	230	30	260	12%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	2,532	180	2,712	7%
Behaviour Support	943	67	1,010	7%
Community nursing care for high needs	716	78	794	10%
Development of daily living and life skills	1,282	108	1,390	8%
Early Intervention supports for early childhood	1,270	78	1,348	6%
Exercise Physiology and Physical Wellbeing activities	996	50	1,046	5%
Innovative Community Participation	256	38	294	13%
Specialised Driving Training	214	31	245	13%
Therapeutic Supports	4,189	128	4,317	3%
<b>Capital services</b>				
Home modification design and construction	473	52	525	10%
Specialist Disability Accommodation	276	14	290	5%
Vehicle Modifications	156	26	182	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,040	51	1,091	5%
Support Coordination	599	64	663	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	511	42	553	8%
Specialised Supported Employment	645	34	679	5%
<b>Total</b>	<b>8,830</b>	<b>418</b>	<b>9,248</b>	<b>5%</b>

**Table E.84 Number and proportion of providers active in 2021-22 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	13	90	<b>103</b>	13%	87%	<b>100%</b>
Assistance Animals	23	143	<b>166</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	200	1,666	<b>1,866</b>	11%	89%	<b>100%</b>
Assistance with travel/transport arrangements	122	860	<b>982</b>	12%	88%	<b>100%</b>
Daily Personal Activities	323	2,308	<b>2,631</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	196	1,418	<b>1,614</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	198	1,277	<b>1,475</b>	13%	87%	<b>100%</b>
Household tasks	605	1,773	<b>2,378</b>	25%	75%	<b>100%</b>
Interpreting and translation	45	190	<b>235</b>	19%	81%	<b>100%</b>
Participation in community, social and civic activities	365	2,567	<b>2,932</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	11	135	<b>146</b>	8%	92%	<b>100%</b>
Assistive products for household tasks	22	145	<b>167</b>	13%	87%	<b>100%</b>
Assistance products for personal care and safety	242	1,358	<b>1,600</b>	15%	85%	<b>100%</b>
Communication and information equipment	123	594	<b>717</b>	17%	83%	<b>100%</b>
Customised Prosthetics	135	601	<b>736</b>	18%	82%	<b>100%</b>
Hearing Equipment	48	261	<b>309</b>	16%	84%	<b>100%</b>
Hearing Services	11	56	<b>67</b>	16%	84%	<b>100%</b>
Personal Mobility Equipment	168	856	<b>1,024</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	12	77	<b>89</b>	13%	87%	<b>100%</b>
Vision Equipment	44	216	<b>260</b>	17%	83%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	520	2,192	<b>2,712</b>	19%	81%	<b>100%</b>
Behaviour Support	212	798	<b>1,010</b>	21%	79%	<b>100%</b>
Community nursing care for high needs	112	682	<b>794</b>	14%	86%	<b>100%</b>
Development of daily living and life skills	188	1,202	<b>1,390</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	286	1,062	<b>1,348</b>	21%	79%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	215	831	<b>1,046</b>	21%	79%	<b>100%</b>
Innovative Community Participation	54	240	<b>294</b>	18%	82%	<b>100%</b>
Specialised Driving Training	54	191	<b>245</b>	22%	78%	<b>100%</b>
Therapeutic Supports	1,482	2,835	<b>4,317</b>	34%	66%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	76	449	<b>525</b>	14%	86%	<b>100%</b>
Specialist Disability Accommodation	11	279	<b>290</b>	4%	96%	<b>100%</b>
Vehicle Modifications	24	158	<b>182</b>	13%	87%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	227	864	<b>1,091</b>	21%	79%	<b>100%</b>
Support Coordination	107	556	<b>663</b>	16%	84%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	67	486	<b>553</b>	12%	88%	<b>100%</b>
Specialised Supported Employment	100	579	<b>679</b>	15%	85%	<b>100%</b>
<b>Total</b>	<b>2,598</b>	<b>6,650</b>	<b>9,248</b>	<b>28%</b>	<b>72%</b>	<b>100%</b>

**Figure E.36 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – National** <sup>92</sup>



<sup>92</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

Table E.85 Committed supports by financial year (\$m) – National

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	133.9	497.2	940.4	3,244.1	7,775.4	14,570.8	24,402.1	32,269.3	17,366.1

Figure E.37 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – National

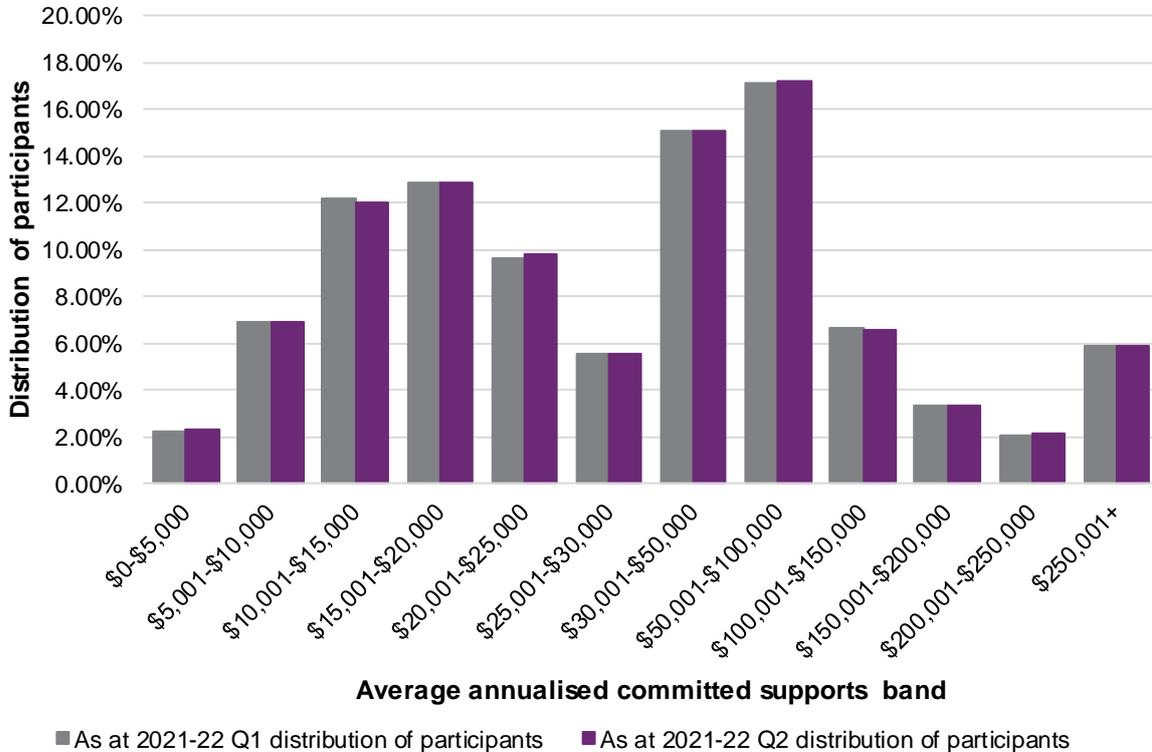


Figure E.38 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – National

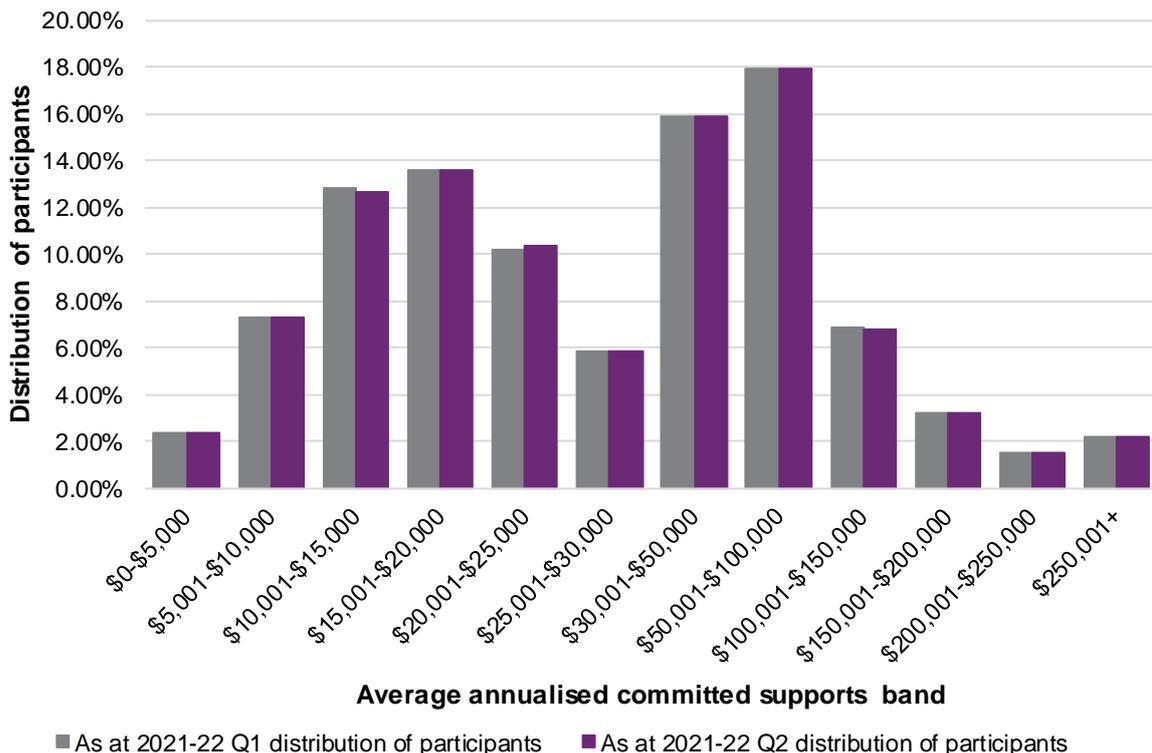


Figure E.39 Average annualised committed supports and average payments by age group as at 31 December 2021 – National <sup>93</sup>

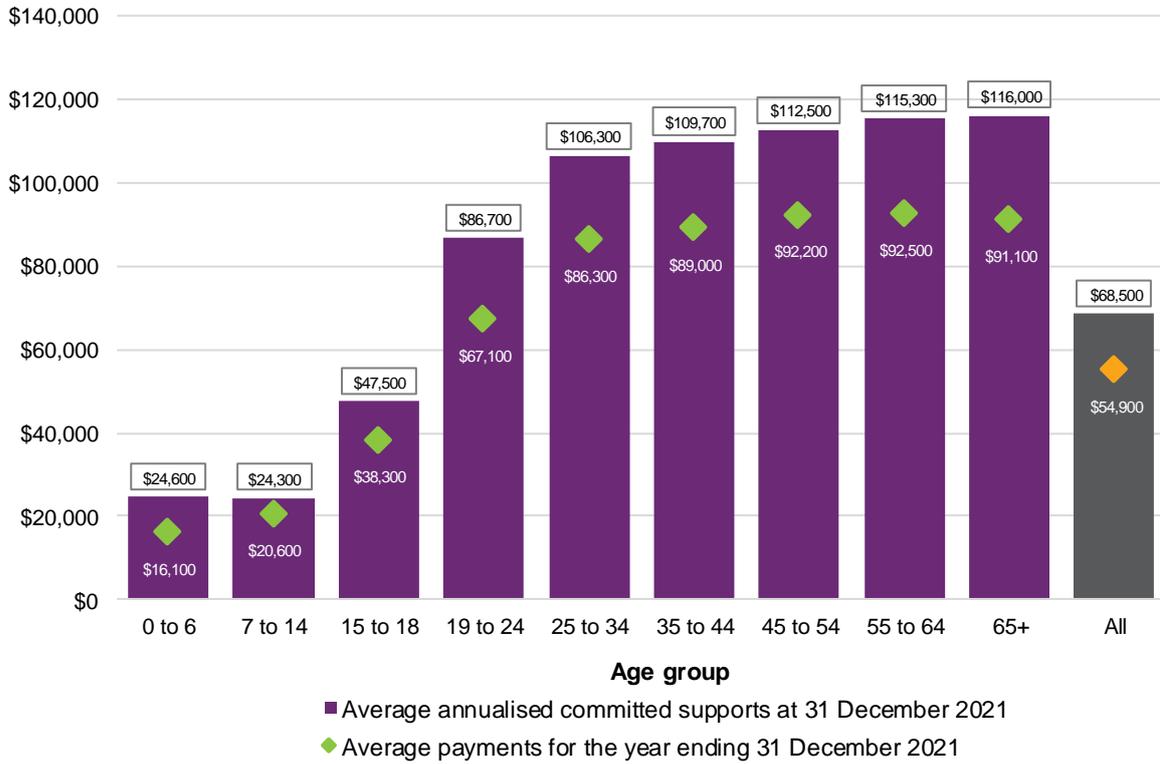
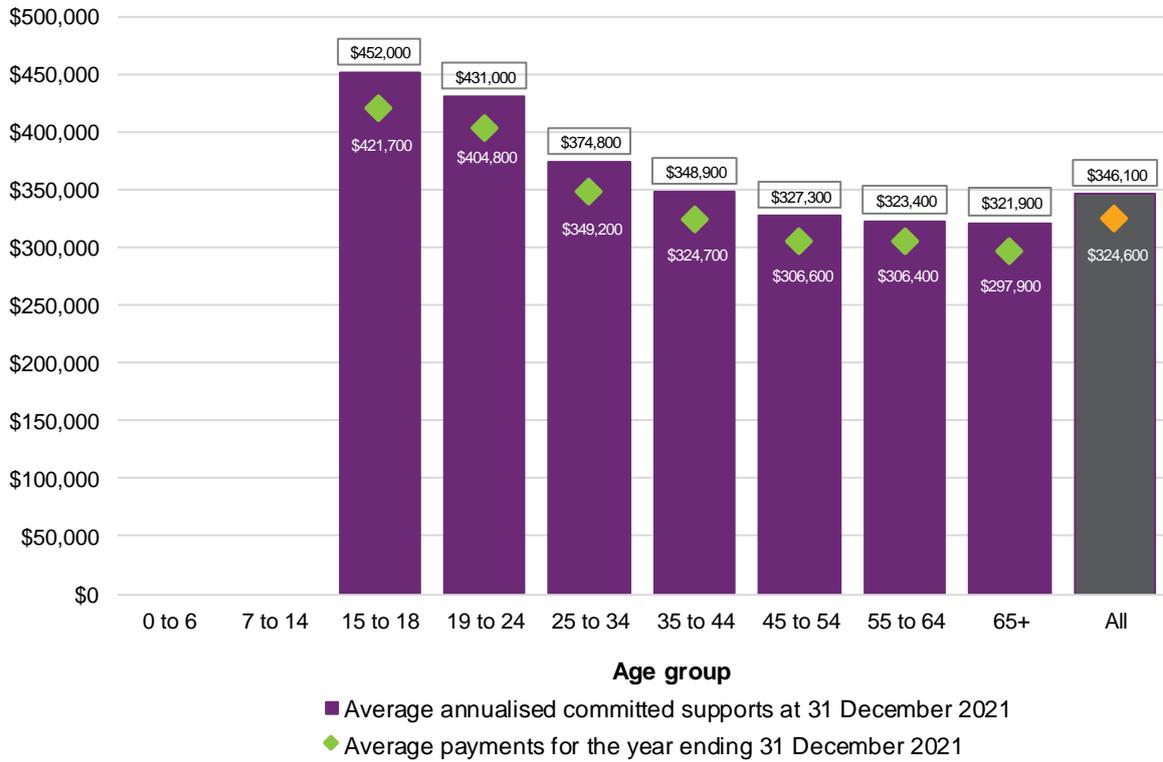


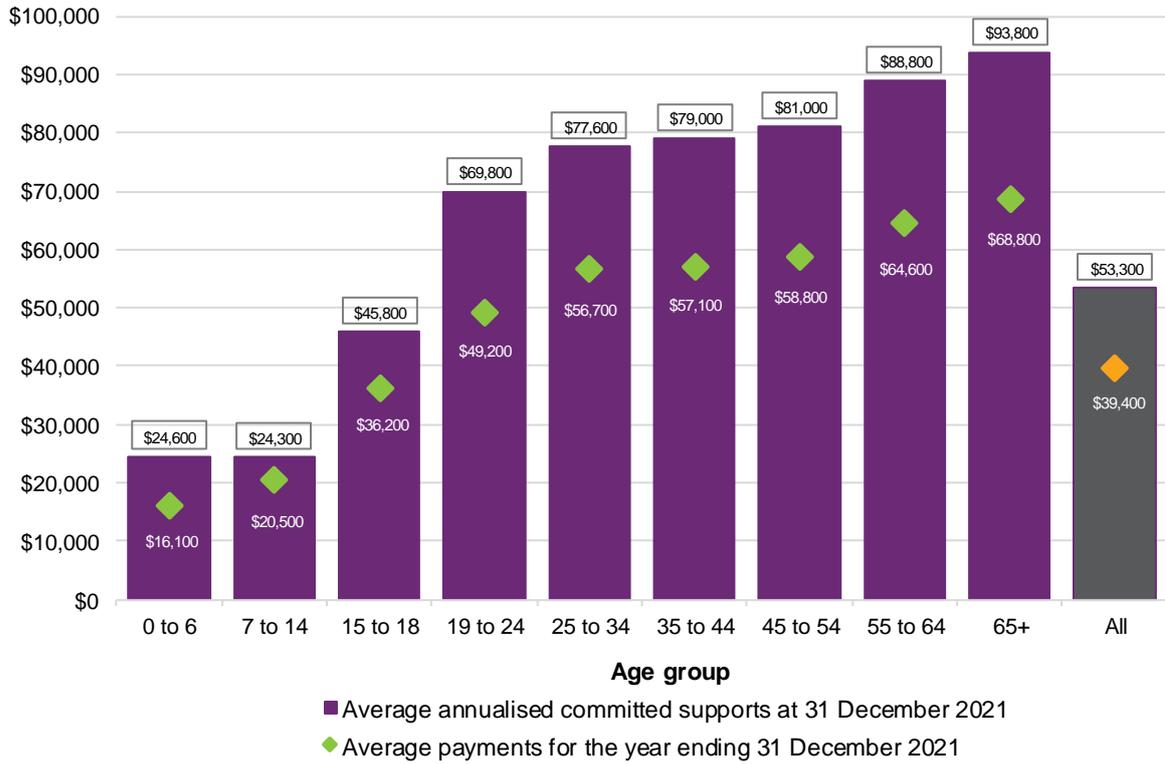
Figure E.40 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – National <sup>94</sup>



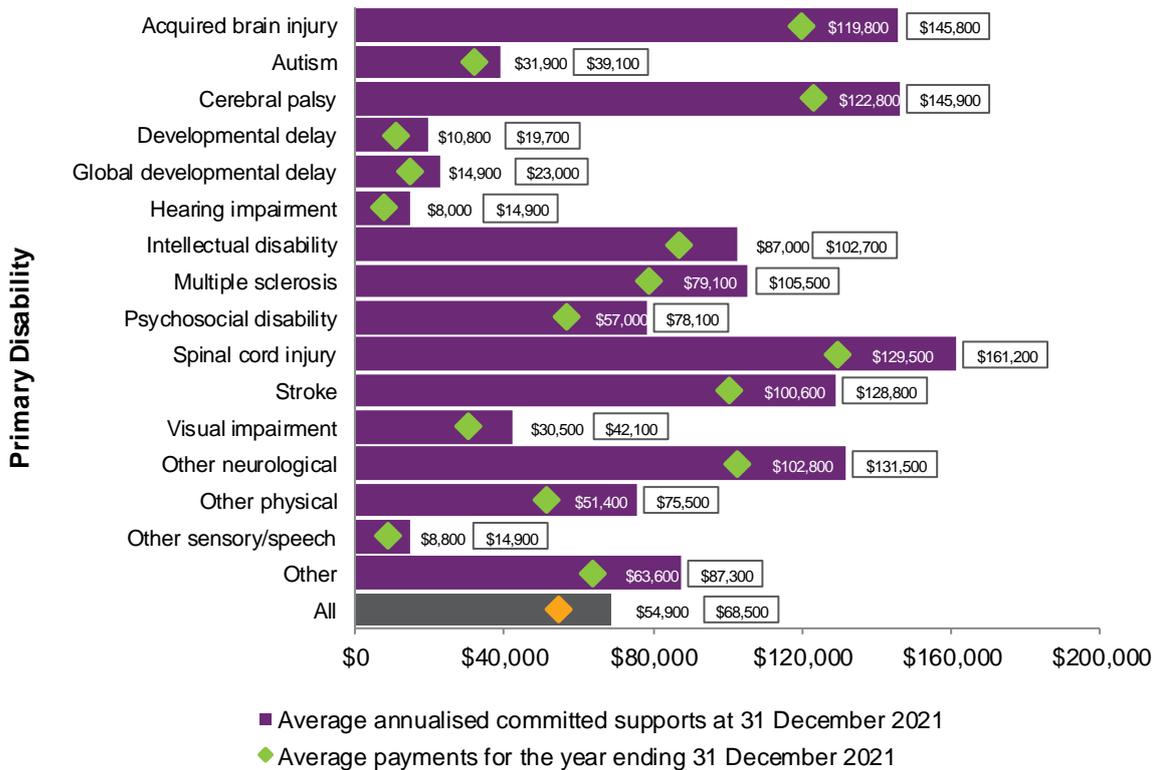
<sup>93</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>94</sup> Ibid.

**Figure E.41 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – National<sup>95</sup>**



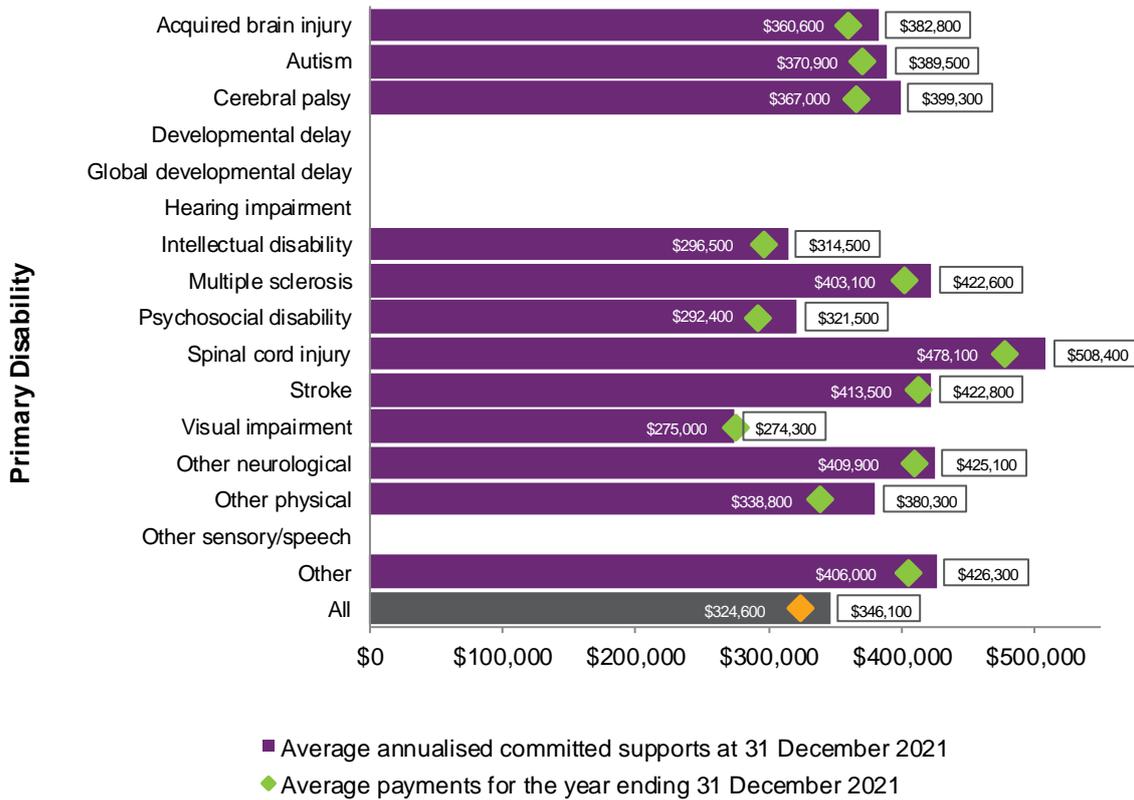
**Figure E.42 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – National<sup>96</sup>**



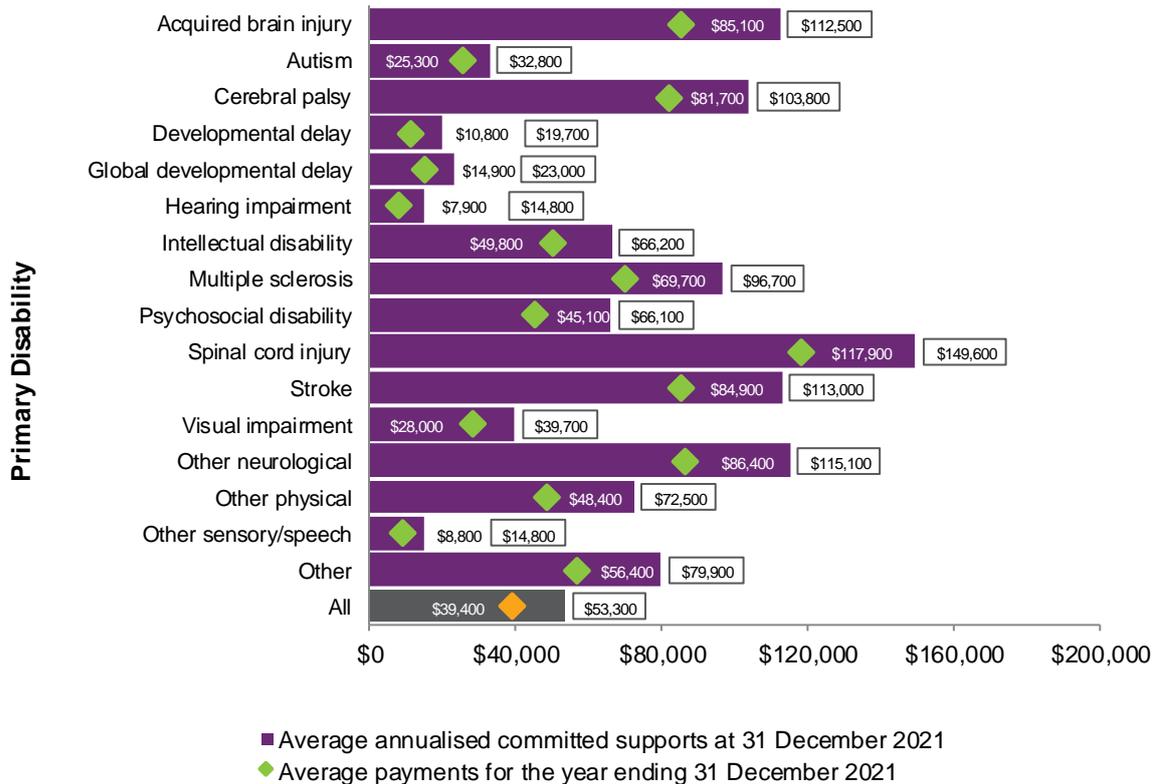
<sup>95</sup> Ibid.

<sup>96</sup> Ibid.

**Figure E.43 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – National** <sup>97</sup>



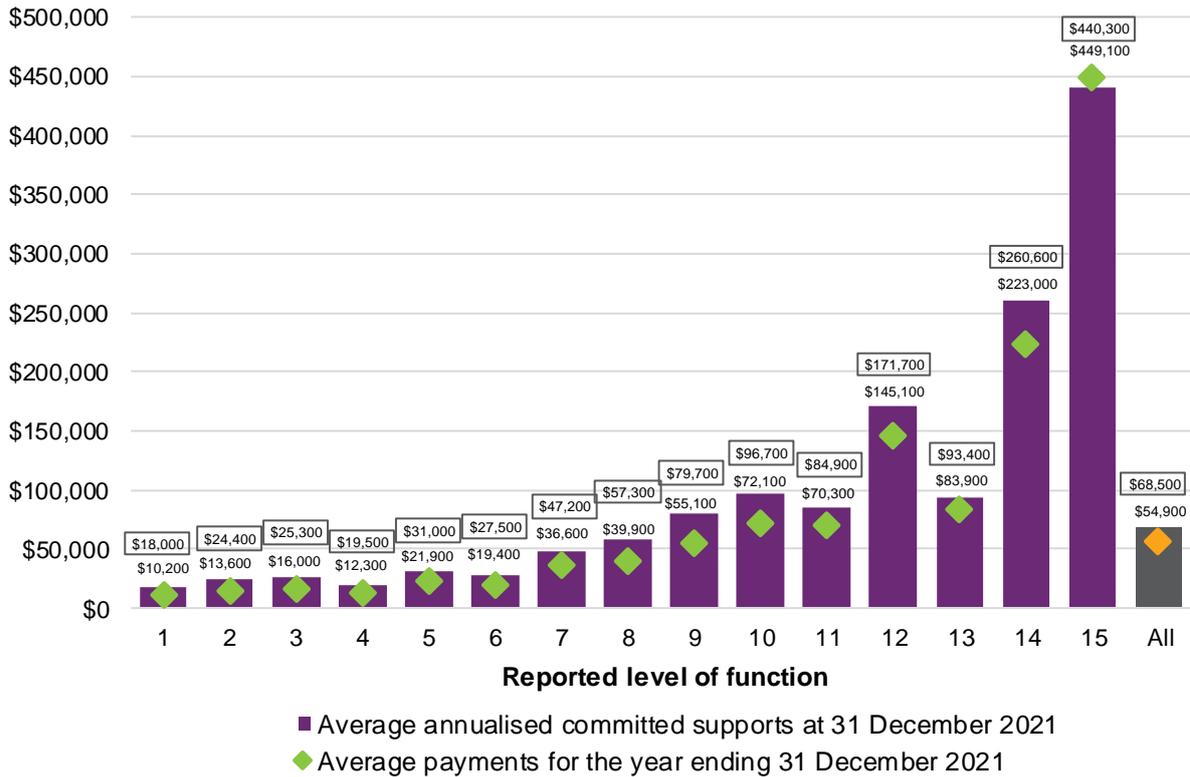
**Figure E.44 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – National** <sup>98</sup>



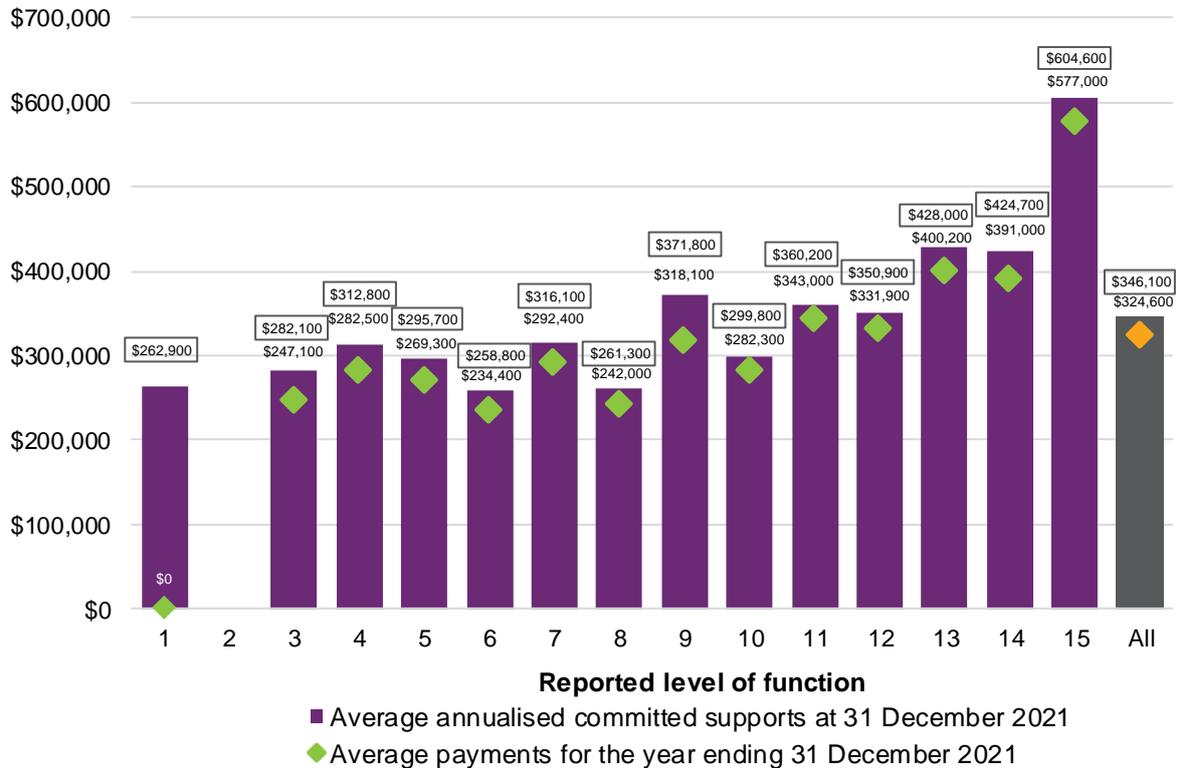
<sup>97</sup> Ibid.

<sup>98</sup> Ibid.

**Figure E.45 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – National <sup>99</sup>**



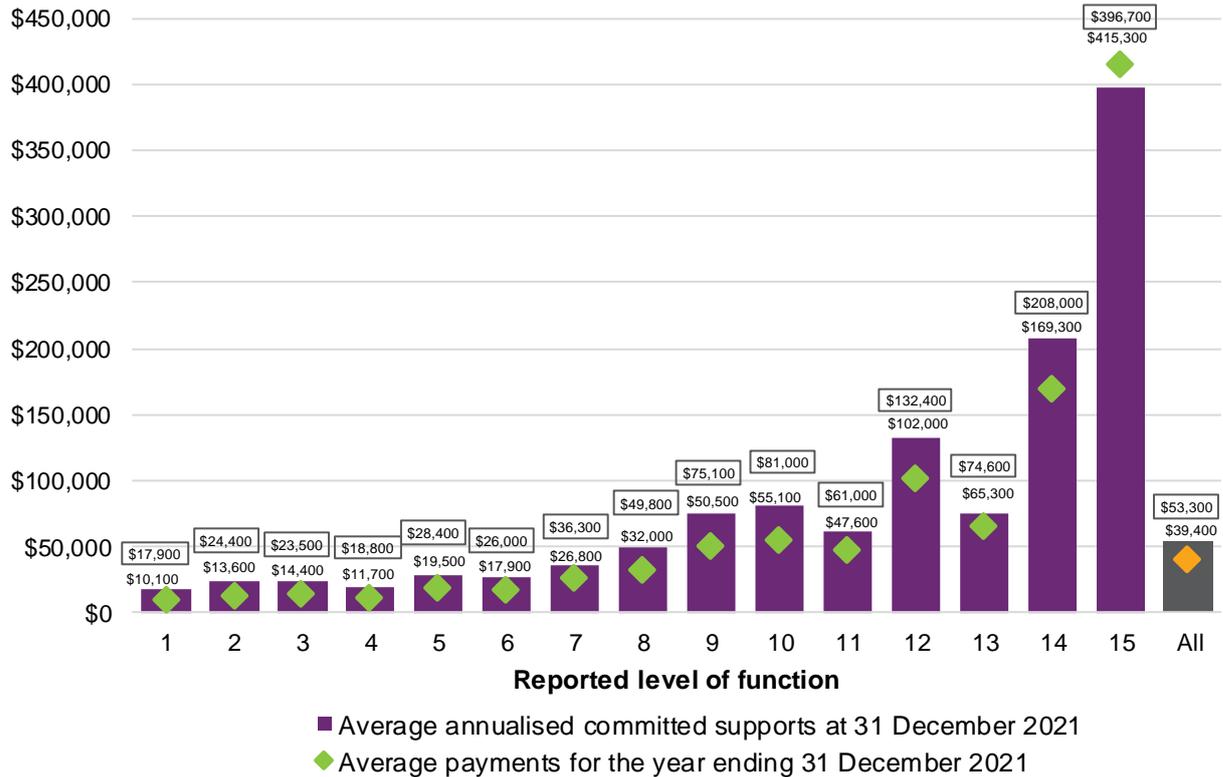
**Figure E.46 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – National <sup>100</sup>**



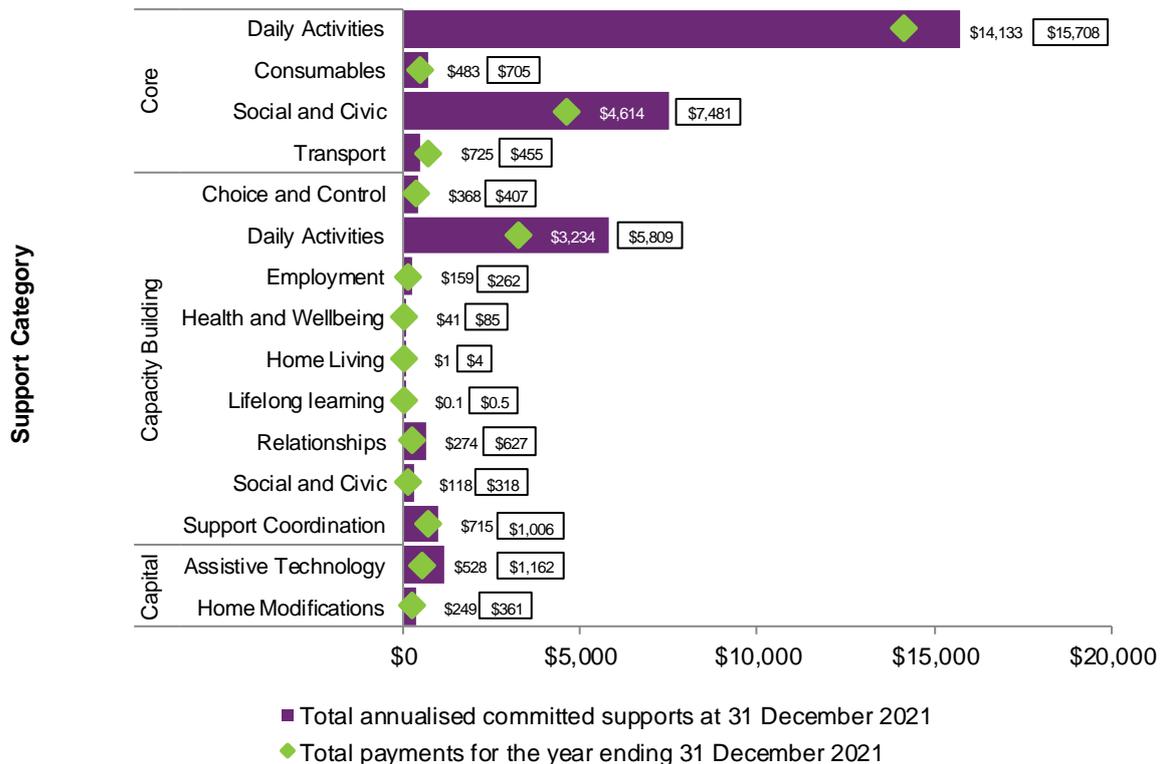
<sup>99</sup> Ibid.

<sup>100</sup> Ibid.

**Figure E.47 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – National** <sup>101</sup>



**Figure E.48 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – National** <sup>102 103</sup>

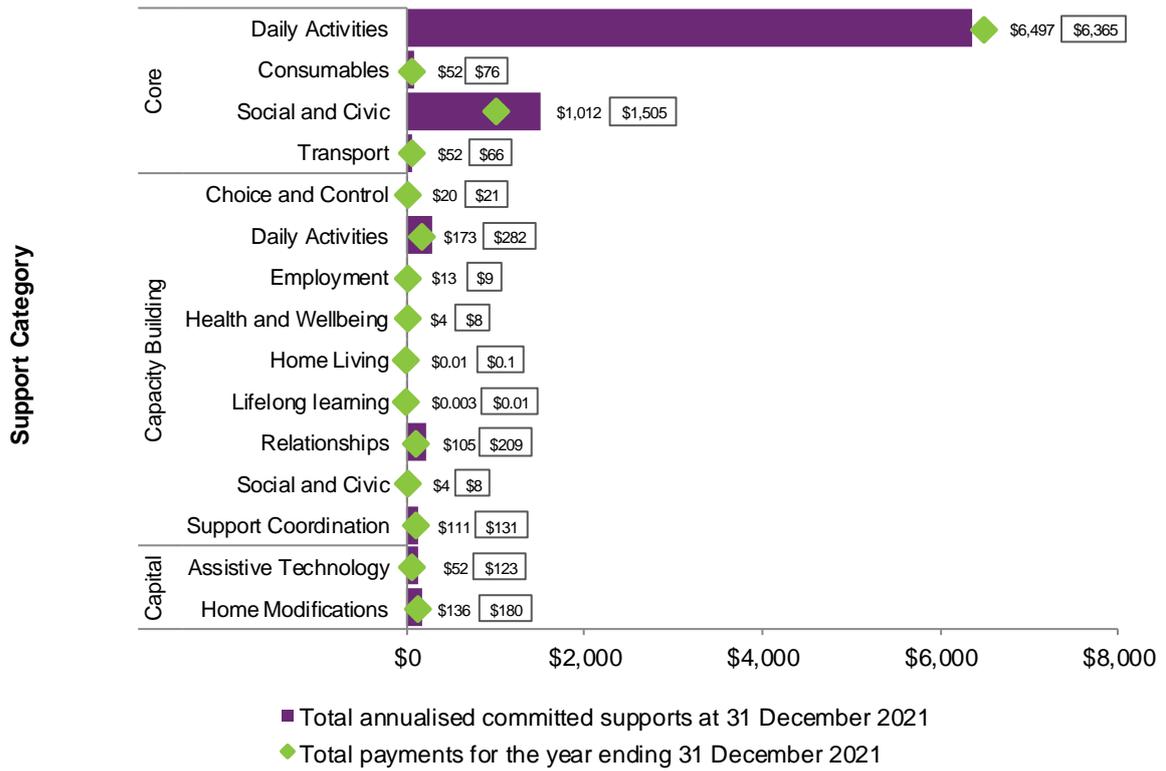


<sup>101</sup> Ibid.

<sup>102</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>103</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

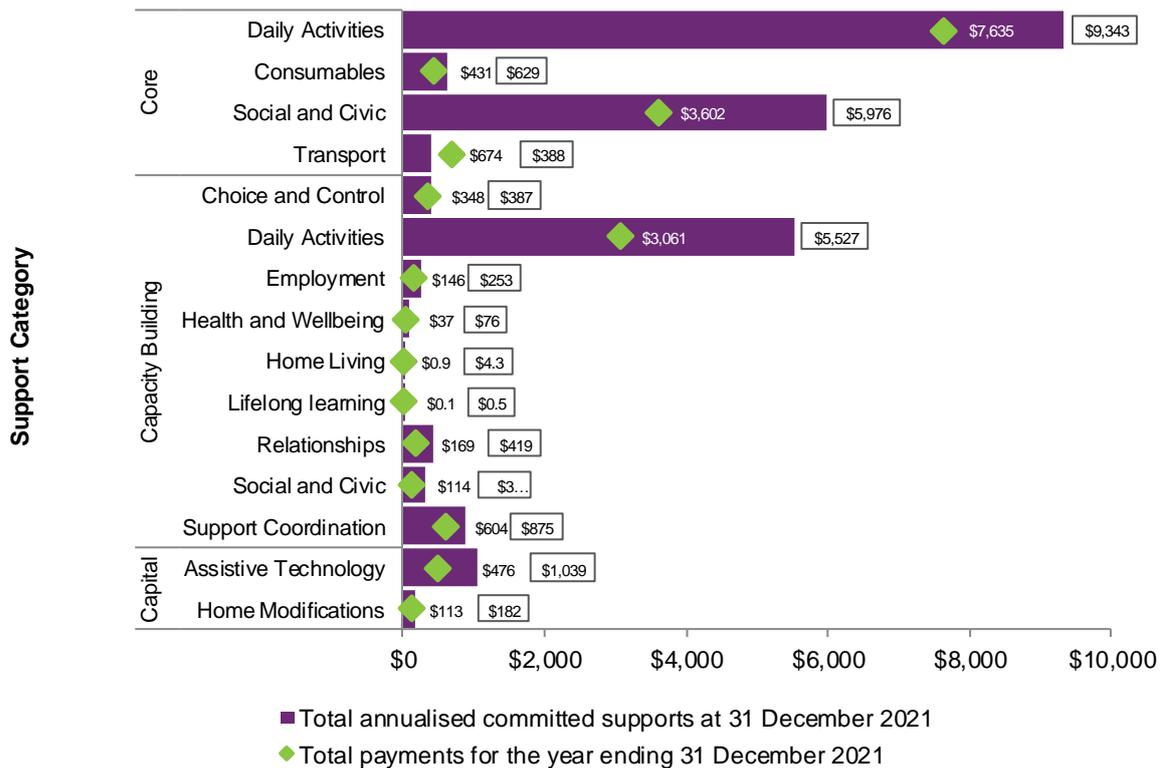
**Figure E.49 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – National** <sup>104 105</sup>



<sup>104</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>105</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure E.50 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – National** <sup>106 107</sup>



**Table E.86 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	2021-22 to date
Total Committed	133.9	497.2	940.4	3,244.1	7,775.4	14,570.8	24,402.1	32,269.3	17,366.1
Total Paid	85.8	370.9	704.2	2,187.0	5,437.8	10,401.6	17,303.2	23,423.9	11,977.5
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	69%

<sup>106</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>107</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure E.51 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – National

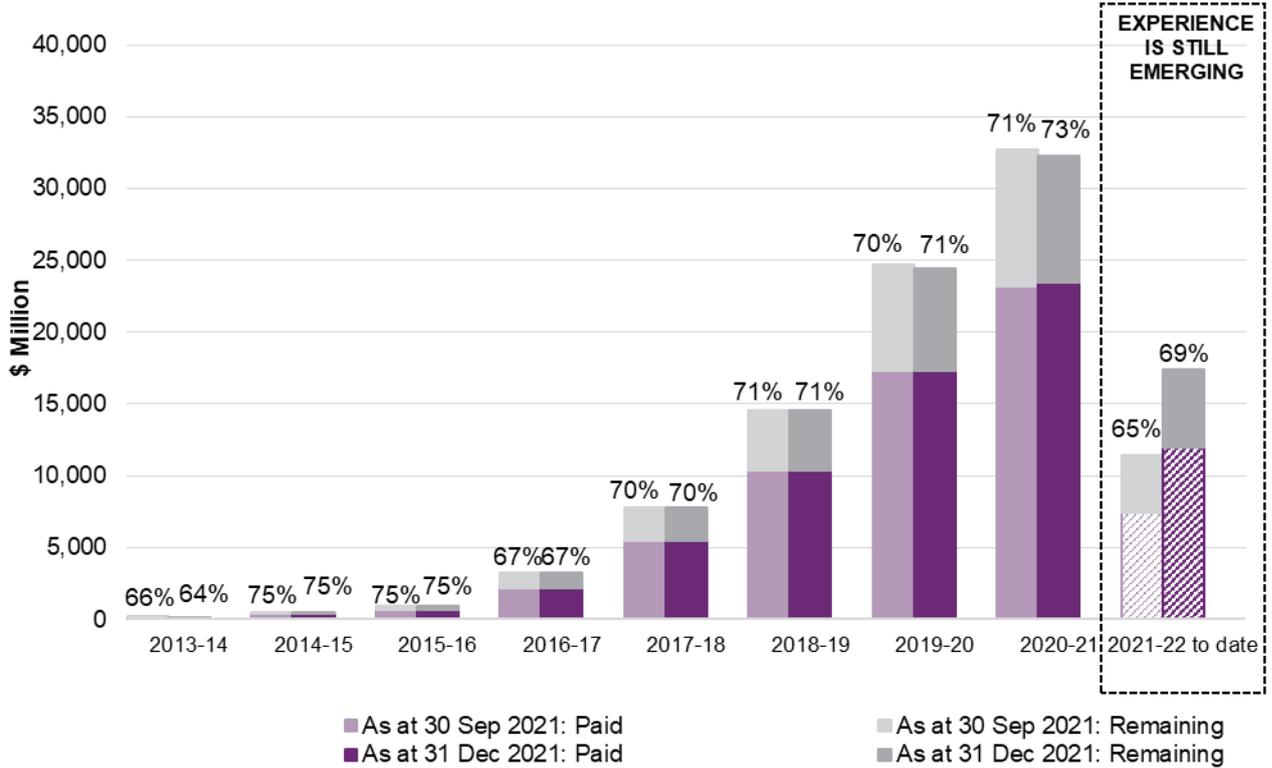
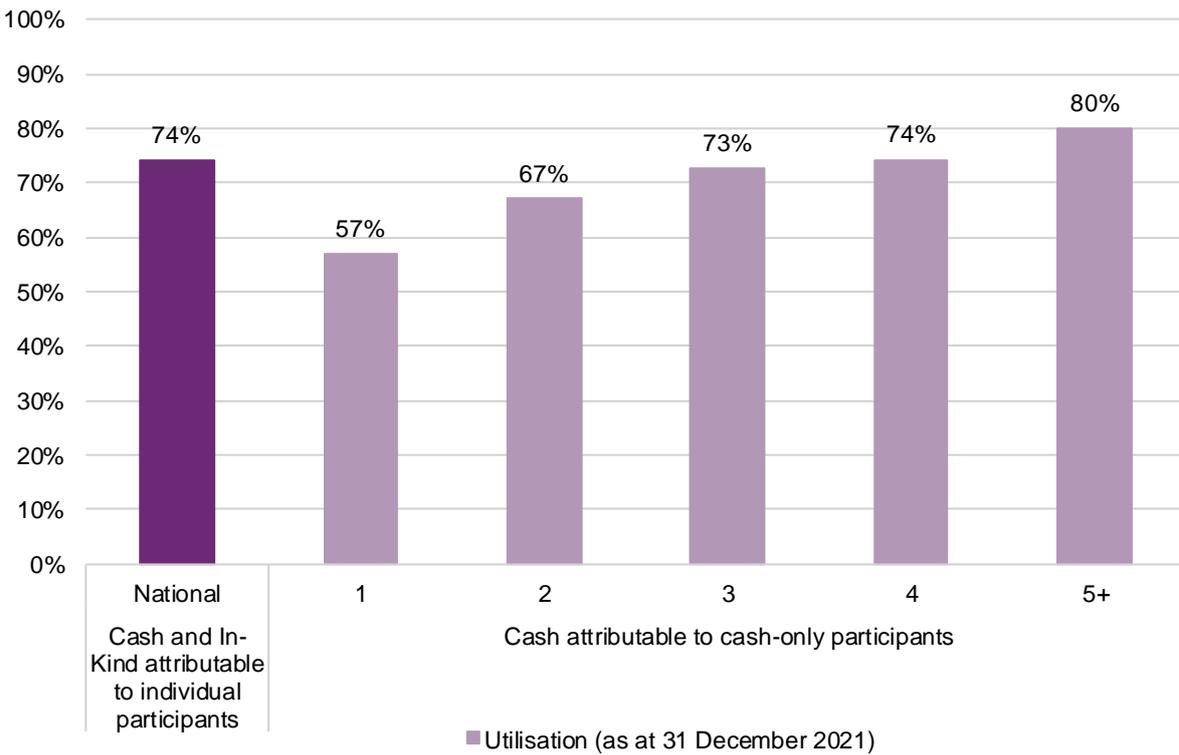


Figure E.52 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – National <sup>108</sup>



<sup>108</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure E.53 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – National <sup>109</sup>

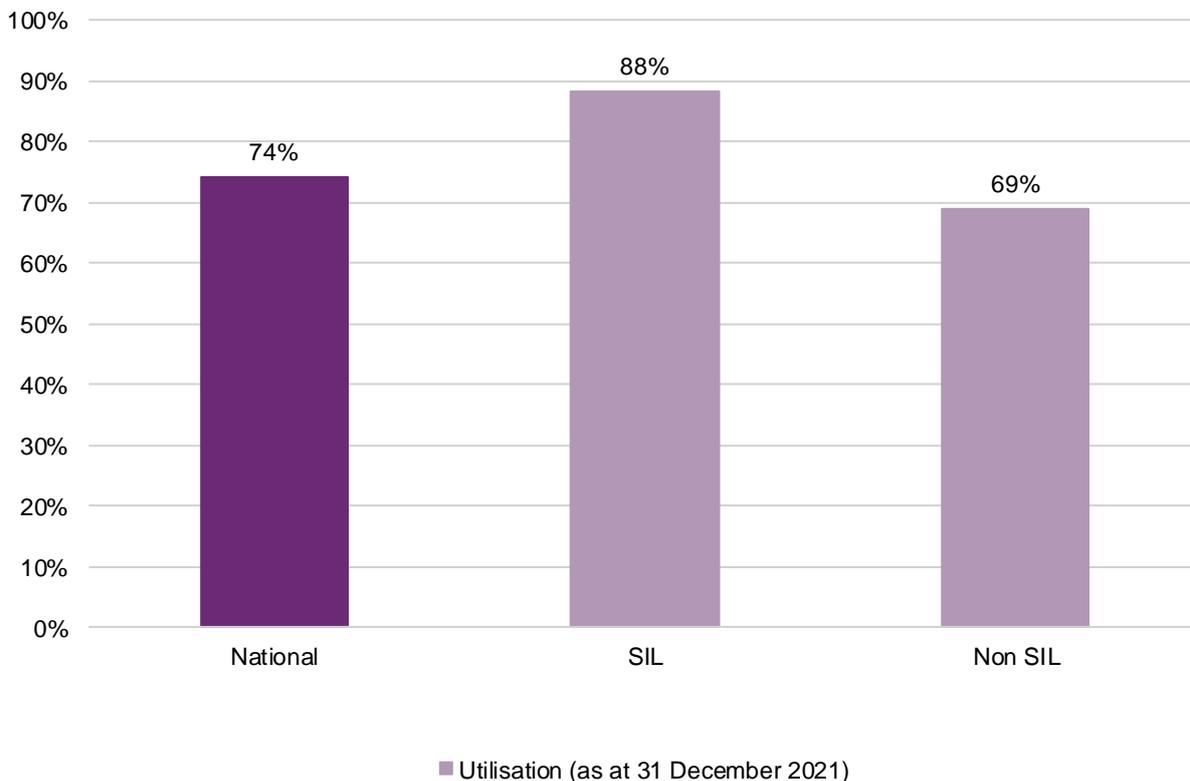
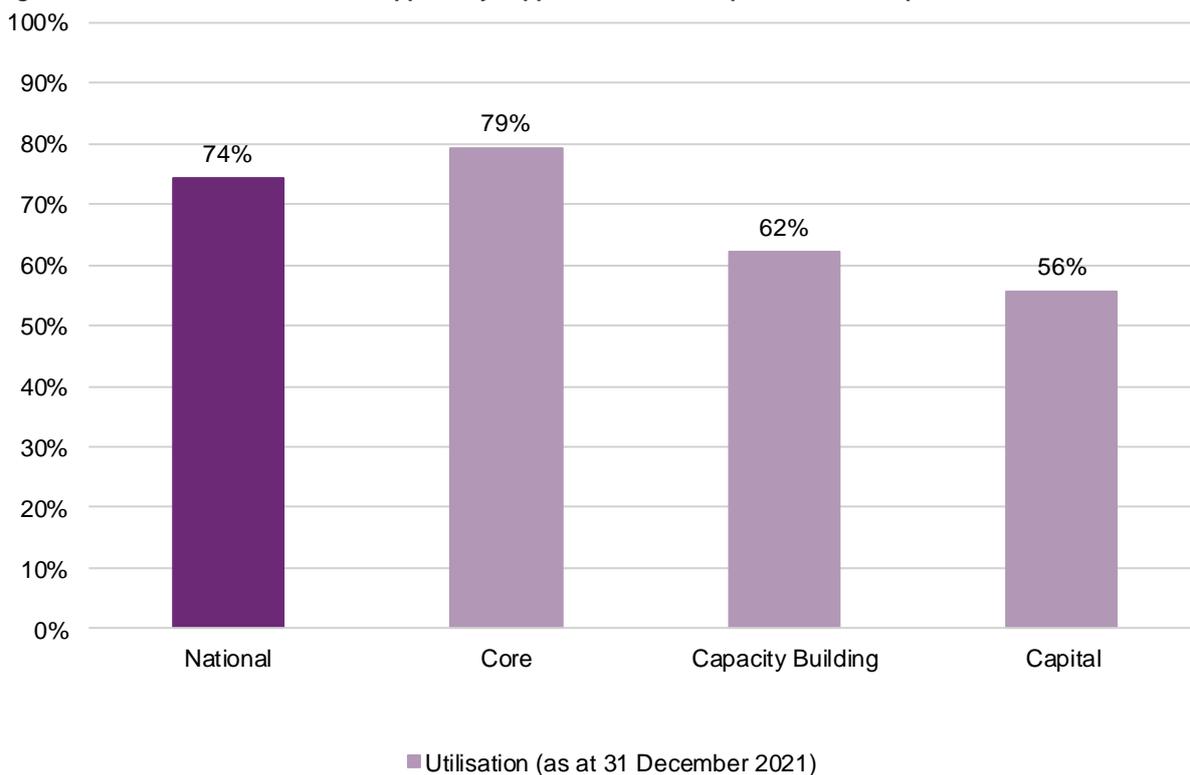


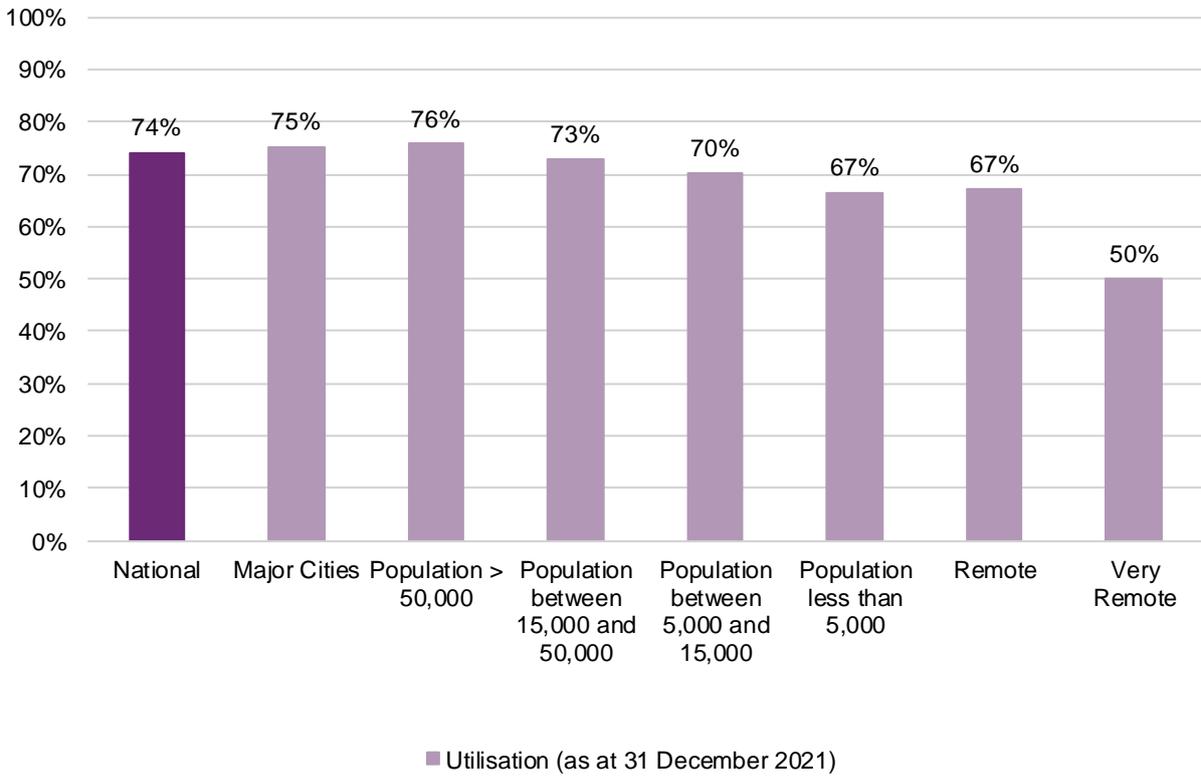
Figure E.54 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – National <sup>110</sup>



<sup>109</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>110</sup> Ibid.

Figure E.55 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – National <sup>111</sup>



<sup>111</sup> Ibid.

# Appendix F: New South Wales

## Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales <sup>112</sup>

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
<b>New South Wales</b>	<b>148,768</b>	<b>4,817</b>	<b>153,585</b>	<b>4,057</b>	<b>157,642</b>

Table F.2 Active participants by quarter of entry, plan and entry type – New South Wales <sup>113</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Access decisions</b>	<b>193,648</b>	<b>7,220</b>	<b>200,868</b>
<b>Active Eligible</b>	<b>151,445</b>	<b>5,285</b>	<b>156,730</b>
<i>New</i>	85,384	5,121	90,505
<i>State</i>	52,378	66	52,444
<i>Commonwealth</i>	13,683	98	13,781
<b>Active Participant Plans (excl ECA)</b>	<b>148,768</b>	<b>4,817</b>	<b>153,585</b>
<i>New</i>	83,354	4,659	88,013
<i>State</i>	51,841	69	51,910
<i>Commonwealth</i>	13,573	89	13,662
<b>Active Participant Plans</b>	<b>153,293</b>	<b>8,874</b>	<b>157,642</b>
<i>Early Intervention (s25)</i>	39,058	2,310	41,368
<i>Permanent Disability (s24)</i>	109,710	2,507	112,217
<i>ECA</i>	4,525	4,057	4,057

Table F.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – New South Wales

Exits	Total
<b>Total participant exits</b>	<b>8,395</b>
<i>Early Intervention participants</i>	1,537
<i>Permanent disability participants</i>	6,858

<sup>112</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>113</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table F.4 Cumulative numbers of active participants (including ECA) by services previously received – New South Wales <sup>114</sup>**

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2020-21 Q3	52,385	13,555	74,281	3,983	144,204
End of 2020-21 Q4	52,262	13,630	78,998	4,945	149,835
End of 2021-22 Q1	52,138	13,652	83,912	4,525	154,227
End of 2021-22 Q2	51,910	13,662	88,013	4,057	157,642

**Table F.5 Cumulative numbers of active participants by entry criteria into the Scheme – New South Wales <sup>115 116 117</sup>**

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2020-21 Q3	35,846	104,375	3,983	144,204
End of 2020-21 Q4	38,021	106,869	4,945	149,835
End of 2021-22 Q1	39,868	109,834	4,525	154,227
End of 2021-22 Q2	41,368	112,217	4,057	157,642

<sup>114</sup> This table shows the total numbers of active participants at the end of each period.

<sup>115</sup> Ibid.

<sup>116</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>117</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table F.6 Assessment of access by age group – New South Wales** <sup>118</sup>

Age Group	Prior Quarters		2021-22 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	46,380	97%	2,313	96%	48,693	97%
7 to 14	28,943	85%	842	79%	29,785	85%
15 to 18	11,671	89%	297	82%	11,968	89%
19 to 24	9,748	89%	170	65%	9,918	89%
25 to 34	12,208	85%	259	64%	12,467	84%
35 to 44	13,295	81%	360	63%	13,655	80%
45 to 54	17,241	76%	403	50%	17,644	75%
55 to 64	22,182	69%	658	51%	22,840	69%
65+	1,234	54%	18	34%	1,252	53%
Missing	<11		<11		<11	
<b>Total</b>	<b>162,903</b>	<b>84%</b>	<b>5,320</b>	<b>74%</b>	<b>168,223</b>	<b>84%</b>

**Table F.7 Assessment of access by disability – New South Wales** <sup>119</sup>

Disability	Prior Quarters		2021-22 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	4,932	93%	135	81%	5,067	92%
Autism	50,092	97%	1,515	98%	51,607	97%
Cerebral palsy	5,657	97%	34	79%	5,691	97%
Developmental delay	12,656	96%	1,286	98%	13,942	96%
Global developmental delay	3,634	99%	361	99%	3,995	99%
Hearing impairment	7,703	87%	156	82%	7,859	87%
Intellectual disability	31,643	95%	420	86%	32,063	95%
Multiple sclerosis	2,660	88%	69	77%	2,729	87%
Psychosocial disability	16,351	68%	609	52%	16,960	68%
Spinal cord injury	1,896	94%	40	77%	1,936	94%
Stroke	2,940	86%	96	78%	3,036	85%
Visual impairment	3,225	88%	58	68%	3,283	87%
Other neurological	7,898	77%	221	67%	8,119	77%
Other physical	6,914	43%	128	23%	7,042	42%
Other sensory/speech	1,372	49%	11	22%	1,383	49%
Other	1,797	40%	181	28%	1,978	38%
Missing	1,533	92%	<11		1,533	92%
<b>Total</b>	<b>162,903</b>	<b>84%</b>	<b>5,320</b>	<b>74%</b>	<b>168,223</b>	<b>84%</b>

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

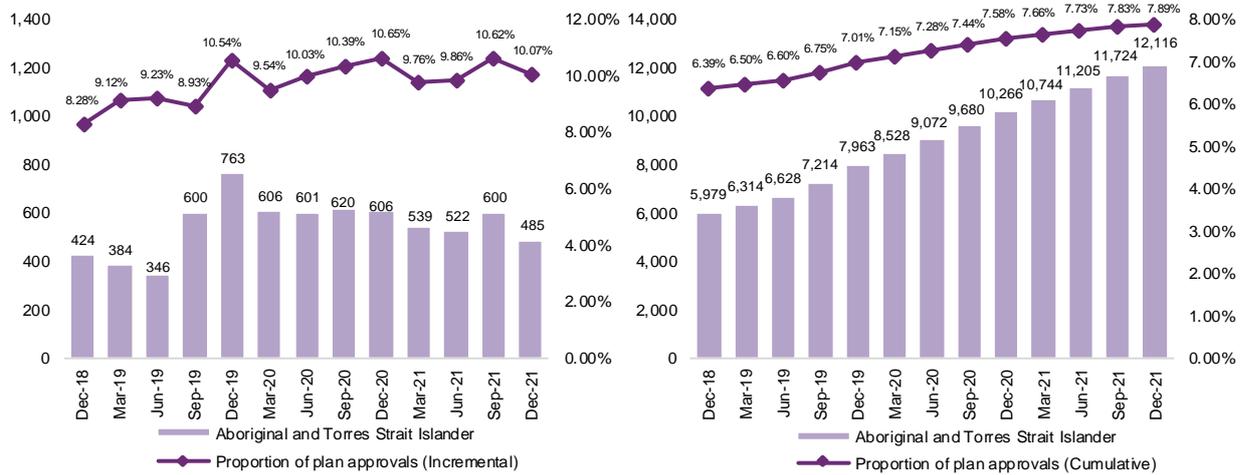
**Table F.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – New South Wales**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	11,631	7.8%	485	10.1%	<b>12,116</b>	<b>7.9%</b>
Not Aboriginal and Torres Strait Islander	100,387	67.5%	3,807	79.0%	<b>104,194</b>	<b>67.8%</b>
Not Stated	36,750	24.7%	525	10.9%	<b>37,275</b>	<b>24.3%</b>
<b>Total</b>	<b>148,768</b>	<b>100%</b>	<b>4,817</b>	<b>100%</b>	<b>153,585</b>	<b>100%</b>

<sup>118</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received support and are therefore more likely to meet eligibility criteria to the Scheme.

<sup>119</sup> Ibid.

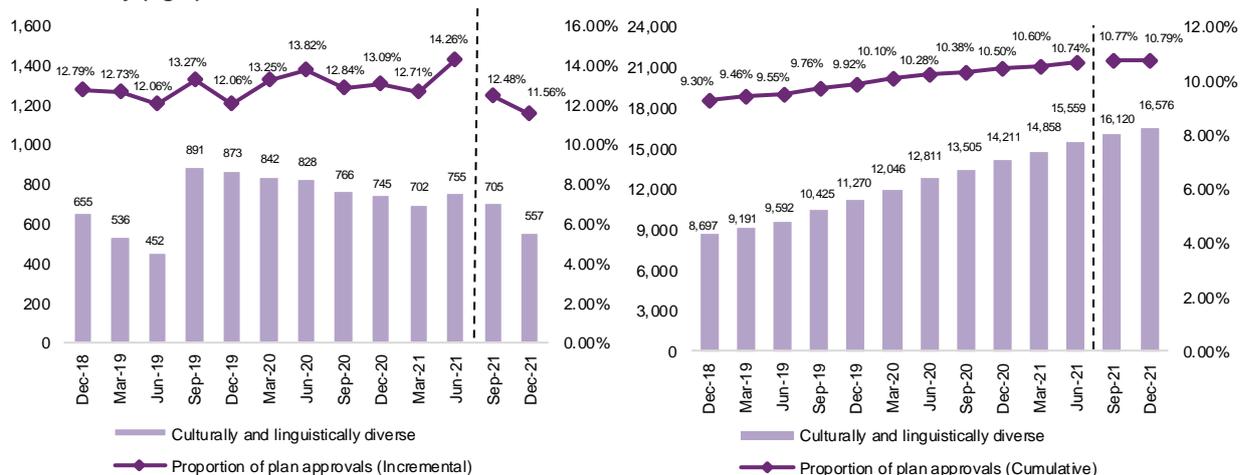
**Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales** <sup>120</sup>



**Table F.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales** <sup>121</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	16,019	10.8%	557	11.6%	<b>16,576</b>	<b>10.8%</b>
Not culturally and linguistically diverse	132,545	89.1%	4,260	88.4%	<b>136,805</b>	<b>89.1%</b>
Not stated	204	0.1%	<11		<b>204</b>	<b>0.1%</b>
<b>Total</b>	<b>148,768</b>	<b>100%</b>	<b>4,817</b>	<b>100%</b>	<b>153,585</b>	<b>100%</b>

**Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales** <sup>122 123</sup>



**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 2021 – New South Wales** <sup>124</sup>

	Total
<b>Age group</b>	<b>N</b>
Under 45	24
45 to 54	154
55 to 64	776
<b>Total YPIRAC (under 65)</b>	<b>954</b>

<sup>120</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

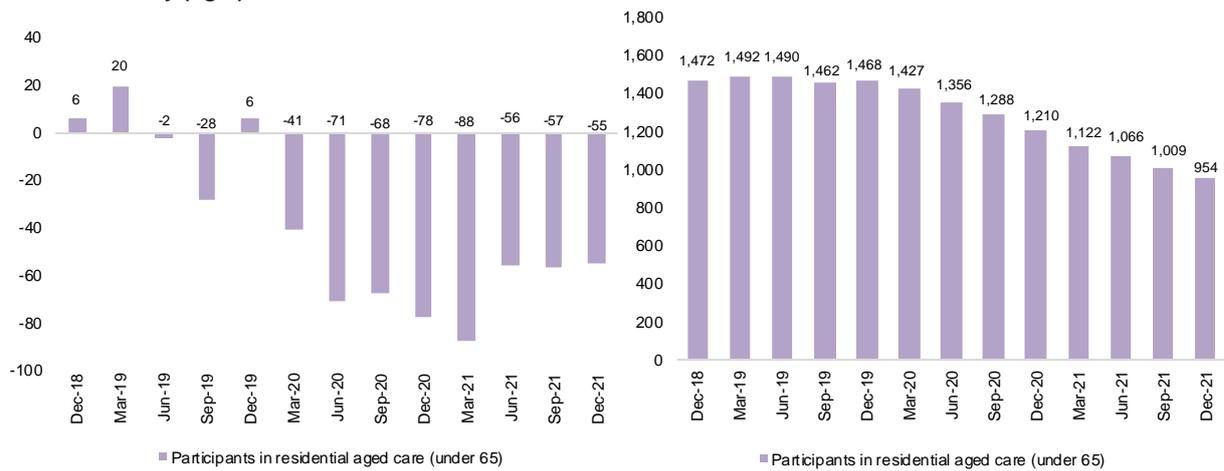
<sup>121</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>122</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>123</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>124</sup> There are a further 716 active participants aged 65 years or over who are currently in residential aged care.

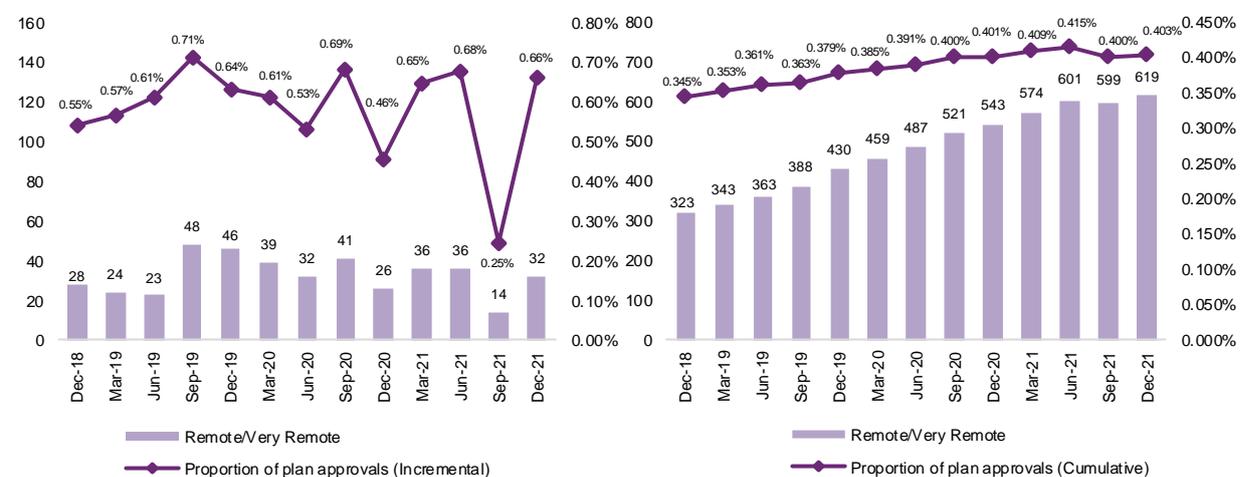
**Figure F.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – New South Wales <sup>125</sup>**



**Table F.11 Participant profile per quarter by remoteness – New South Wales <sup>126 127</sup>**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	104,114	70.0%	3,290	68.3%	107,404	69.9%
Population > 50,000	4,292	2.9%	162	3.4%	4,454	2.9%
Population between 15,000 and 50,000	20,439	13.7%	661	13.7%	21,100	13.7%
Population between 5,000 and 15,000	9,019	6.1%	306	6.4%	9,325	6.1%
Population less than 5,000	10,315	6.9%	365	7.6%	10,680	7.0%
Remote	510	0.3%	30	0.6%	540	0.4%
Very Remote	77	0.1%	<11		79	0.1%
Missing	<11		<11		<11	
<b>Total</b>	<b>148,768</b>	<b>100%</b>	<b>4,817</b>	<b>100%</b>	<b>153,585</b>	<b>100%</b>

**Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales <sup>128 129</sup>**



<sup>125</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>126</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>127</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>128</sup> Ibid.

<sup>129</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table F.12 Participant profile per quarter by primary disability group – New South Wales** <sup>130 131 132</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	48,825	33%	1,402	29%	50,227	33%
Intellectual disability	29,704	20%	413	9%	30,117	20%
Psychosocial disability	15,042	10%	598	12%	15,640	10%
Developmental delay	10,725	7%	1,023	21%	11,748	8%
Hearing impairment	7,344	5%	176	4%	7,520	5%
Other neurological	6,294	4%	208	4%	6,502	4%
Other physical	5,550	4%	131	3%	5,681	4%
Cerebral palsy	5,422	4%	36	1%	5,458	4%
Acquired brain injury	4,361	3%	126	3%	4,487	3%
Global developmental delay	3,312	2%	280	6%	3,592	2%
Visual impairment	2,949	2%	51	1%	3,000	2%
Multiple sclerosis	2,480	2%	78	2%	2,558	2%
Stroke	2,574	2%	102	2%	2,676	2%
Spinal cord injury	1,716	1%	38	1%	1,754	1%
Other	1,512	1%	148	3%	1,660	1%
Other sensory/speech	958	1%	<11		965	1%
<b>Total</b>	<b>148,768</b>	<b>100%</b>	<b>4,817</b>	<b>100%</b>	<b>153,585</b>	<b>100%</b>

**Table F.13 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales** <sup>133 134</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	972	11%	<11		972	11%
Intellectual disability	4,759	52%	<11		4,759	52%
Psychosocial disability	1,375	15%	<11		1,375	15%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	347	4%	<11		349	4%
Other physical	57	1%	<11		57	1%
Cerebral palsy	766	8%	<11		766	8%
Acquired brain injury	561	6%	<11		561	6%
Global developmental delay	<11		<11		<11	
Visual impairment	28	0%	<11		28	0%
Multiple sclerosis	45	0%	<11		45	0%
Stroke	144	2%	<11		144	2%
Spinal cord injury	58	1%	<11		58	1%
Other	51	1%	<11		51	1%
Other sensory/speech	<11		<11		<11	
<b>Total</b>	<b>9,165</b>	<b>100%</b>	<b>&lt;11</b>		<b>9,167</b>	<b>100%</b>

<sup>130</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>131</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>132</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in New South Wales (3,745).

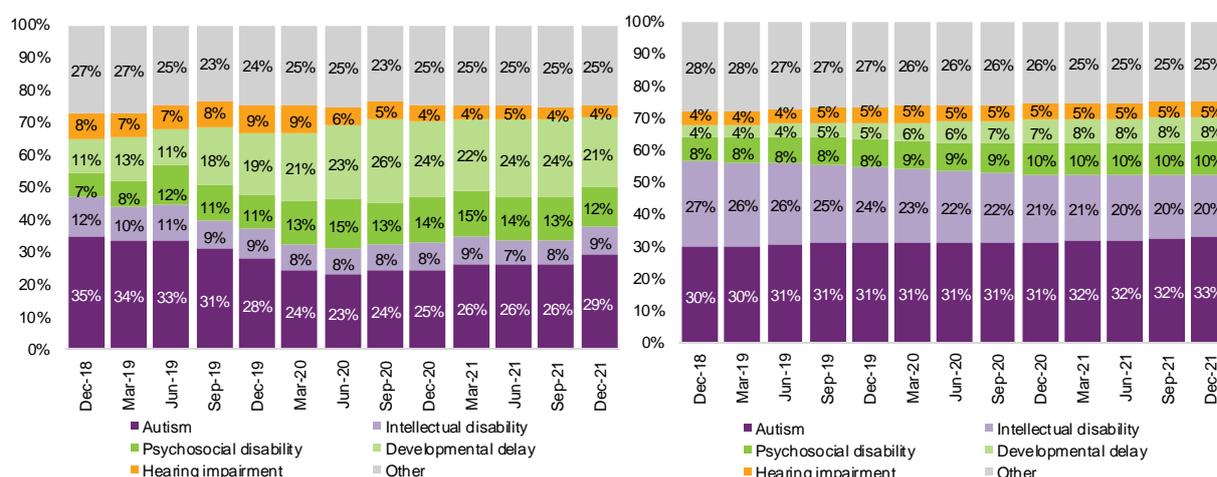
<sup>133</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>134</sup> Down syndrome is included in intellectual disability, representing 5% of participants in SIL (643).

**Table F.14 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales** <sup>135</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	47,853	34%	1,402	29%	49,255	34%
Intellectual disability	24,945	18%	413	9%	25,358	18%
Psychosocial disability	13,667	10%	598	12%	14,265	10%
Developmental delay	10,725	8%	1,023	21%	11,748	8%
Hearing impairment	7,342	5%	176	4%	7,518	5%
Other neurological	5,947	4%	206	4%	6,153	4%
Other physical	5,493	4%	131	3%	5,624	4%
Cerebral palsy	4,656	3%	36	1%	4,692	3%
Acquired brain injury	3,800	3%	126	3%	3,926	3%
Global developmental delay	3,312	2%	280	6%	3,592	2%
Visual impairment	2,921	2%	51	1%	2,972	2%
Multiple sclerosis	2,435	2%	78	2%	2,513	2%
Stroke	2,430	2%	102	2%	2,532	2%
Spinal cord injury	1,658	1%	38	1%	1,696	1%
Other	1,461	1%	148	3%	1,609	1%
Other sensory/speech	958	1%	<11		965	1%
<b>Total</b>	<b>139,603</b>	<b>100%</b>	<b>4,815</b>	<b>100%</b>	<b>144,418</b>	<b>100%</b>

**Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales** <sup>136</sup>



<sup>135</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (3,102).

<sup>136</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table F.15 Participant profile per quarter by reported level of function – New South Wales <sup>137</sup>

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	13,484	9%	1,060	22%	14,544	9%
2 (High Function)	237	0%	17	0%	254	0%
3 (High Function)	7,267	5%	345	7%	7,612	5%
4 (High Function)	11,703	8%	327	7%	12,030	8%
5 (High Function)	10,483	7%	354	7%	10,837	7%
6 (Moderate Function)	31,341	21%	1,108	23%	32,449	21%
7 (Moderate Function)	9,468	6%	178	4%	9,646	6%
8 (Moderate Function)	8,499	6%	296	6%	8,795	6%
9 (Moderate Function)	787	1%	31	1%	818	1%
10 (Moderate Function)	15,293	10%	440	9%	15,733	10%
11 (Low Function)	5,292	4%	54	1%	5,346	3%
12 (Low Function)	21,889	15%	471	10%	22,360	15%
13 (Low Function)	9,952	7%	118	2%	10,070	7%
14 (Low Function)	2,956	2%	18	0%	2,974	2%
15 (Low Function)	48	0%	<11		48	0%
Missing	69	0%	<11		69	0%
<b>Total</b>	<b>148,768</b>	<b>100%</b>	<b>4,817</b>	<b>100%</b>	<b>153,585</b>	<b>100%</b>

Figure F.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – New South Wales <sup>138</sup>

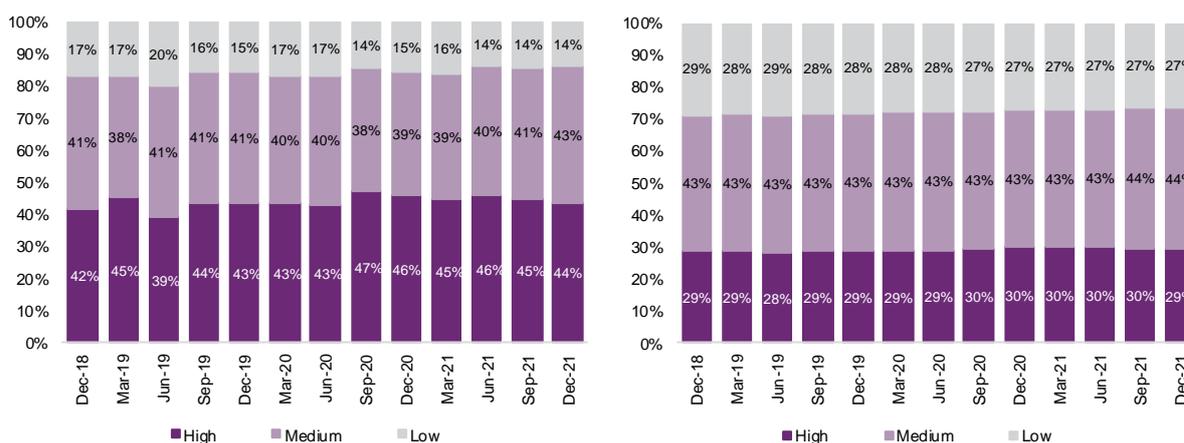


Table F.16 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	22,017	15%	1,817	38%	23,834	16%
7 to 14	38,240	26%	846	18%	39,086	25%
15 to 18	11,370	8%	296	6%	11,666	8%
19 to 24	13,573	9%	181	4%	13,754	9%
25 to 34	13,322	9%	265	6%	13,587	9%
35 to 44	11,852	8%	337	7%	12,189	8%
45 to 54	14,320	10%	393	8%	14,713	10%
55 to 64	17,454	12%	642	13%	18,096	12%
65+	6,620	4%	40	1%	6,660	4%
<b>Total</b>	<b>148,768</b>	<b>100%</b>	<b>4,817</b>	<b>100%</b>	<b>153,585</b>	<b>100%</b>

<sup>137</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>138</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table F.17 Participant profile per quarter (participants in SIL) by age group – New South Wales <sup>139</sup>

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	54	1%	<11		54	1%
19 to 24	725	8%	<11		725	8%
25 to 34	1,437	16%	<11		1,437	16%
35 to 44	1,615	18%	<11		1,615	18%
45 to 54	2,199	24%	<11		2,200	24%
55 to 64	2,343	26%	<11		2,344	26%
65+	787	9%	<11		787	9%
<b>Total</b>	<b>9,165</b>	<b>100%</b>	<b>&lt;11</b>		<b>9,167</b>	<b>100%</b>

Table F.18 Participant profile per quarter (participants not in SIL) by age group – New South Wales

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	22,017	16%	1,817	38%	23,834	17%
7 to 14	38,235	27%	846	18%	39,081	27%
15 to 18	11,316	8%	296	6%	11,612	8%
19 to 24	12,848	9%	181	4%	13,029	9%
25 to 34	11,885	9%	265	6%	12,150	8%
35 to 44	10,237	7%	337	7%	10,574	7%
45 to 54	12,121	9%	392	8%	12,513	9%
55 to 64	15,111	11%	641	13%	15,752	11%
65+	5,833	4%	40	1%	5,873	4%
<b>Total</b>	<b>139,603</b>	<b>100%</b>	<b>4,815</b>	<b>100%</b>	<b>144,418</b>	<b>100%</b>

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales <sup>140</sup>

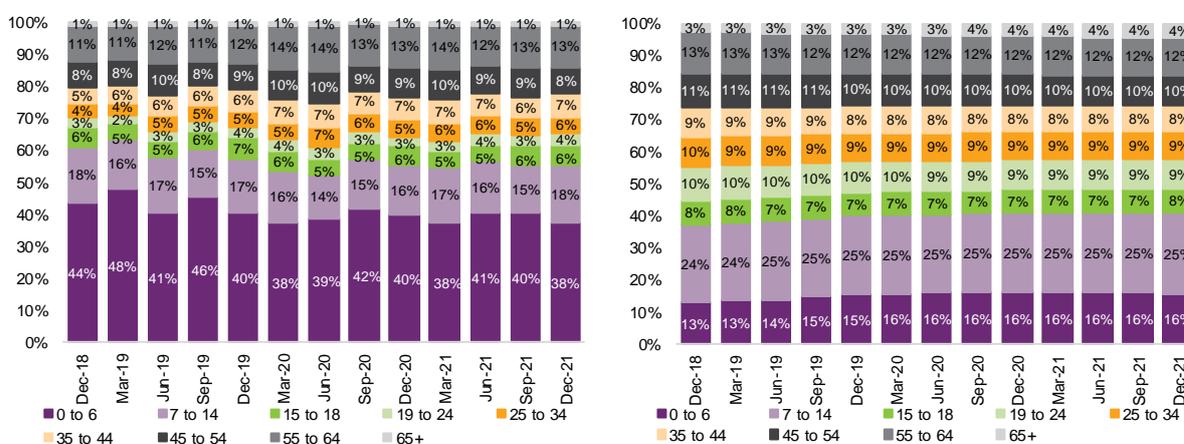


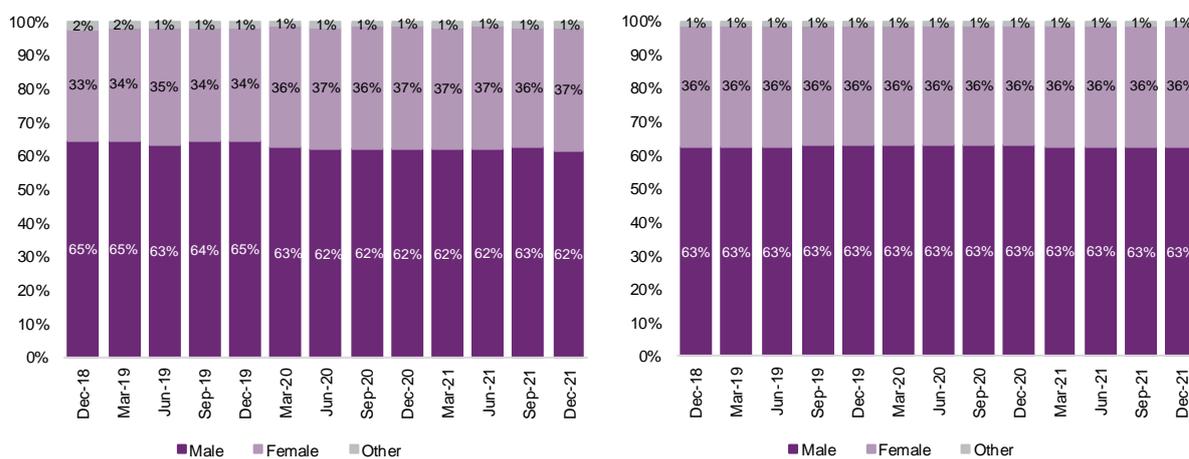
Table F.19 Participant profile per quarter by gender – New South Wales

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	93,422	63%	2,967	62%	96,389	63%
Female	53,748	36%	1,779	37%	55,527	36%
Other	1,598	1%	71	1%	1,669	1%
<b>Total</b>	<b>148,768</b>	<b>100%</b>	<b>4,817</b>	<b>100%</b>	<b>153,585</b>	<b>100%</b>

<sup>139</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>140</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales** <sup>141</sup>



**Table F.20 Participation rates by age group at 31 December 2021 – New South Wales** <sup>142</sup>

Age group	Participation rate
0-6	3.49%
7-14	4.83%
15-18	3.06%
19-24	2.17%
25-34	1.10%
35-44	1.09%
45-54	1.46%
55-64	1.91%
<b>Total (aged 0-64)</b>	<b>2.16%</b>

<sup>141</sup> Ibid.

<sup>142</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

Table F.21 Number of baseline questionnaires completed by SFOF version – New South Wales <sup>143</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	2,850	5,527	5,510	8,575	7,520	3,599	33,581
Participant school to 14	7,485	10,686	4,883	5,737	5,013	2,234	36,038
Participant 15 to 24	5,902	5,900	1,453	2,313	1,856	951	18,375
Participant 25 and over	14,025	16,118	5,270	8,446	7,595	3,606	55,060
<b>Total Participant</b>	<b>30,262</b>	<b>38,231</b>	<b>17,116</b>	<b>25,071</b>	<b>21,984</b>	<b>10,390</b>	<b>143,054</b>
Family 0 to 14	9,614	15,771	10,237	14,099	12,328	5,708	67,757
Family 15 to 24	1,378	3,789	1,068	1,614	1,306	673	9,828
Family 25 and over	367	4,281	1,691	2,394	1,961	945	11,639
<b>Total Family</b>	<b>11,359</b>	<b>23,841</b>	<b>12,996</b>	<b>18,107</b>	<b>15,595</b>	<b>7,326</b>	<b>89,224</b>
<b>Total</b>	<b>41,621</b>	<b>62,072</b>	<b>30,112</b>	<b>43,178</b>	<b>37,579</b>	<b>17,716</b>	<b>232,278</b>

Table F.22 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	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		27%		
DL % who say their child is becoming more independent		38%		
CC % of children who have a genuine say in decisions about themselves		68%		
CC % who are happy with the level of independence/control they have now			33%	
CC % who choose who supports them			36%	60%
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			21%	26%
CC % who want more choice and control in their life			79%	75%

<sup>143</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table F.23 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – New South Wales**

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	60%	63%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	45%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		38%		
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%	32%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			29%	32%

**Table F.24 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		65%		
HM % who are happy with their home			80%	69%
HM % who feel safe or very safe in their home			85%	69%
HW % who rate their health as good, very good or excellent			68%	41%
HW % who did not have any difficulties accessing health services			66%	62%
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				64%
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%	23%
WK % who volunteer			11%	10%

**Table F.25 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	17%	22%	21%
% receiving Carer Allowance	37%	41%	28%
% working in a paid job	49%	53%	39%
Of those in a paid job, % in permanent employment	78%	77%	79%
Of those in a paid job, % working 15 hours or more	81%	87%	87%
% who say they (and their partner) are able to work as much as they want	46%	49%	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%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	35%	30%	20%
% able to advocate for their child/family member	79%	68%	62%
% who have friends and family they see as often as they like	52%	48%	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		36%	
% who feel in control selecting services		37%	34%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			31%
% who rate their health as good, very good or excellent	77%	63%	61%

**Table F.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SF0F version ‘Participant 0 to school’ (n=6,764) - participants who entered from 1 July 2016 and 31 December 2020 – New South Wales <sup>144</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	93%
DL Has the NDIS improved your child's access to specialist services?	94%
CC Has the NDIS helped increase your child's ability to communicate what they want?	87%
REL Has the NDIS improved how your child fits into family life?	84%
S/CP Has the NDIS improved how your child fits into community life?	70%

**Table F.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SF0F version ‘Participant school to 14’ (n=8,630) - participants who entered between 1 July 2016 and 31 December 2020 – New South Wales**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	67%
LL Has the NDIS improved your child's access to education?	48%
REL Has the NDIS improved your child's relationships with family and friends?	57%
S/CP Has the NDIS improved your child's social and recreational life?	50%

<sup>144</sup> Results in Tables F.26 to F.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

**Table F.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,528) and ‘Participant 25 and over’ (n=12,191) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	60%	75%
DL Has the NDIS helped you with daily living activities?	58%	76%
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?	21%	31%
HW Has your involvement with the NDIS improved your health and wellbeing?	42%	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?	35%	29%
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?	51%	60%

**Table F.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,555); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,697) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	71%	51%
Has the NDIS improved the level of support for your family?	75%	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?	77%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	53%	36%

**Table F.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=4,079) - participants who entered between 1 July 2016 and 31 December 2019 – New South Wales<sup>145</sup>**

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	93%	96%	+3%
DL Has the NDIS improved your child's access to specialist services?	93%	96%	+3%
CC Has the NDIS helped increase your child's ability to communicate what they want?	85%	89%	+4%
REL Has the NDIS improved how your child fits into family life?	81%	84%	+3%
S/CP Has the NDIS improved how your child fits into community life?	67%	71%	+4%

**Table F.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=7,620) - participants who entered between 1 July 2016 and 31 December 2019 – New South Wales**

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	63%	72%	+9%
LL Has the NDIS improved your child's access to education?	44%	51%	+7%
REL Has the NDIS improved your child's relationships with family and friends?	52%	60%	+8%
S/CP Has the NDIS improved your child's social and recreational life?	45%	50%	+5%

<sup>145</sup> Results in Tables F.30 to F.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table F.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,235) and ‘Participant 25 and over’ (n=8,689) - participants who entered between 1 July 2016 and 31 December 2019 – New South Wales**

Question	15 to 24			25 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
CC Has the NDIS helped you have more choices and more control over your life?	60%	66%	+6%	68%	76%	+8%
DL Has the NDIS helped you with daily living activities?	58%	63%	+5%	70%	79%	+9%
REL Has the NDIS helped you to meet more people?	49%	50%	+1%	51%	57%	+6%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	-2%	28%	31%	+3%
HW Has your involvement with the NDIS improved your health and wellbeing?	41%	44%	+3%	50%	56%	+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%	18%	-2%	19%	18%	-1%
S/CP Has the NDIS helped you be more involved?	53%	56%	+3%	57%	64%	+7%

**Table F.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=12,020); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,585) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	65%	69%	+4%	47%	56%	+9%
Has the NDIS improved the level of support for your family?	70%	75%	+5%	61%	70%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	76%	+5%	58%	67%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	+3%			
Has the NDIS improved your health and wellbeing?	46%	48%	+2%	32%	36%	+4%

**Table F.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,768) - participants who entered between 1 July 2016 and 31 December 2018 – New South Wales <sup>146</sup>**

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	96%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	96%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	88%	89%	+5%
REL	Has the NDIS improved how your child fits into family life?	78%	80%	82%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	64%	68%	69%	+5%

**Table F.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=8,436) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	59%	67%	71%	+12%
LL	Has the NDIS improved your child's access to education?	38%	44%	48%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	53%	58%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	46%	50%	+9%

**Table F.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,043) - participants who entered between 1 July 2016 and 31 December 2018 – 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%	66%	69%	+10%
Has the NDIS helped you with daily living activities?	58%	65%	69%	+11%
Has the NDIS helped you to meet more people?	49%	53%	55%	+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%	43%	46%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	35%	36%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	17%	-2%
Has the NDIS helped you be more involved?	53%	58%	60%	+7%

<sup>146</sup> Results in Tables F.34 to F.40 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table F.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=9,092) - participants who entered between 1 July 2016 and 31 December 2018 – New South Wales**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	67%	75%	78%	+11%
Has the NDIS helped you with daily living activities?	70%	79%	82%	+12%
Has the NDIS helped you to meet more people?	52%	59%	62%	+10%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	29%	33%	32%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	50%	56%	60%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	31%	31%	+1%
Has your involvement with the NDIS helped you find a job that’s right for you?	20%	19%	19%	-1%
Has the NDIS helped you be more involved?	58%	66%	69%	+11%

**Table F.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=7,951) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	58%	62%	66%	+8%
Has the NDIS improved the level of support for your family?	62%	69%	72%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	66%	73%	75%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	77%	79%	+7%
Has the NDIS improved your health and wellbeing?	40%	43%	44%	+4%

**Table F.39 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=1,738) - participants who entered between 1 July 2016 and 31 December 2018 – New South Wales**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	45%	49%	57%	+12%
Has the NDIS improved the level of support for your family?	59%	65%	72%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	56%	63%	68%	+12%
Has the NDIS improved your health and wellbeing?	32%	34%	37%	+5%

**Table F.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=892) - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales**

	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?	93%	96%	97%	98%	+5%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	96%	95%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	86%	89%	90%	+6%
REL	Has the NDIS improved how your child fits into family life?	75%	78%	80%	81%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	62%	64%	68%	73%	+11%

**Table F.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=5,905) - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales**<sup>147</sup>

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	54%	62%	66%	70%	+16%
LL	Has the NDIS improved your child's access to education?	33%	37%	39%	43%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	49%	52%	55%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	43%	45%	48%	+9%

**Table F.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,395) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	59%	66%	68%	71%	+12%
DL	Has the NDIS helped you with daily living activities?	56%	65%	70%	73%	+17%
REL	Has the NDIS helped you to meet more people?	51%	55%	57%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	17%	18%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	45%	48%	50%	+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?	36%	37%	36%	38%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	15%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	54%	59%	61%	63%	+9%

<sup>147</sup> Results in Tables F.41 to F.45 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table F.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=6,429) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	65%	73%	76%	79%	+14%
DL	Has the NDIS helped you with daily living activities?	68%	77%	81%	84%	+16%
REL	Has the NDIS helped you to meet more people?	51%	59%	61%	65%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	30%	33%	34%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	54%	57%	61%	+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?	30%	31%	30%	32%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%	20%	22%	0%
S/CP	Has the NDIS helped you be more involved?	58%	65%	69%	72%	+14%

**Table F.44 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=3,319) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	51%	56%	58%	63%	+12%
Has the NDIS improved the level of support for your family?	55%	63%	64%	70%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	61%	67%	69%	72%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	73%	73%	77%	+12%
Has the NDIS improved your health and wellbeing?	33%	37%	36%	39%	+6%

**Table F.45 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=802) - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	43%	51%	57%	61%	+18%
Has the NDIS improved the level of support for your family?	58%	69%	70%	72%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	55%	65%	70%	70%	+15%
Has the NDIS improved your health and wellbeing?	31%	30%	35%	37%	+6%

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

**Table F.46 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant school to 14’ (n=1,385) - participants who entered between 1 July 2016 and 31 December 2016 – New South Wales <sup>148</sup>**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS helped your child to become more independent?	51%	61%	64%	65%	67%	+16%
LL	Has the NDIS improved your child's access to education?	36%	37%	38%	36%	41%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	46%	50%	49%	52%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	48%	45%	48%	+7%

**Table F.47 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,023) - participants who entered between 1 July 2016 and 31 December 2016 – New South Wales**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	62%	63%	65%	65%	68%	+6%
DL	Has the NDIS helped you with daily living activities?	58%	66%	68%	71%	76%	+18%
REL	Has the NDIS helped you to meet more people?	55%	56%	54%	53%	56%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	22%	20%	19%	19%	-8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	47%	46%	48%	50%	+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%	40%	38%	32%	36%	-5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	18%	16%	13%	15%	-6%
S/CP	Has the NDIS helped you be more involved?	57%	60%	60%	60%	64%	+7%

<sup>148</sup> Results in Tables F.46 to F.49 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

**Table F.48 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,745) - participants who entered between 1 July 2016 and 31 December 2016 – New South Wales**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC Has the NDIS helped you have more choices and more control over your life?	68%	74%	78%	78%	82%	+14%
DL Has the NDIS helped you with daily living activities?	71%	78%	83%	85%	88%	+17%
REL Has the NDIS helped you to meet more people?	55%	61%	64%	65%	71%	+16%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	35%	35%	36%	42%	+8%
HW Has your involvement with the NDIS improved your health and wellbeing?	52%	57%	59%	60%	65%	+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%	34%	31%	31%	35%	+2%
WK Has your involvement with the NDIS helped you find a job that's right for you?	24%	23%	21%	21%	23%	-1%
S/CP Has the NDIS helped you be more involved?	61%	66%	70%	71%	77%	+16%

**Table F.49 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Family 0 to 14’ (n=596) - participants who entered between 1 July 2016 and 31 December 2016 – New South Wales**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
Has the NDIS improved your capacity to advocate (stand up) for your child?	46%	52%	53%	59%	62%	+16%
Has the NDIS improved the level of support for your family?	53%	62%	62%	67%	66%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	56%	64%	68%	75%	72%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	67%	71%	74%	74%	+13%
Has the NDIS improved your health and wellbeing?	33%	36%	34%	37%	37%	+4%

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

**Table F.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,086), 'participant social and community engagement rate' (n=14,254), 'parent and carer employment rate' (n=15,176) and 'participant choice and control' (n=10,822) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – New South Wales <sup>149</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	30%	11%	14%	24%
Aged 25+	25%	24%	24%	
Aged 15+	20%	21%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	34%	37%	41%	48%
Aged 25+	34%	40%	43%	
Aged 15+	34%	39%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	49%	51%	53%	49%
Aged 15+	47%	49%	48%	
All ages	48%	50%	51%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		60%	66%	75%
Aged 25+		68%	76%	
Aged 15+		66%	73%	

**Table F.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,950), 'participant social and community engagement rate' (n=14,074), 'parent and carer employment rate' (n=9,522) and 'participant choice and control' (n=12,000) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – New South Wales <sup>150</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	11%	14%	16%	23%	24%
Aged 25+	27%	28%	23%	26%	
Aged 15+	23%	24%	21%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	40%	44%	45%	48%
Aged 25+	35%	41%	44%	47%	
Aged 15+	34%	41%	44%	46%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	49%	51%	52%	53%	49%
Aged 15+	50%	53%	54%	52%	
All ages	49%	52%	53%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		59%	66%	69%	75%
Aged 25+		67%	75%	78%	
Aged 15+		65%	72%	75%	

<sup>149</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

<sup>150</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table F.52 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,240), 'participant social and community engagement rate' (n=10,433), 'parent and carer employment rate' (n=4,312) and 'participant choice and control' (n=8,939) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – New South Wales <sup>151</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	12%	15%	20%	22%	28%	24%
Aged 25+	30%	30%	28%	24%	26%	
Aged 15+	26%	27%	26%	24%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	33%	41%	48%	50%	49%	48%
Aged 25+	36%	42%	47%	49%	50%	
Aged 15+	35%	42%	48%	49%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	48%	50%	53%	53%	55%	49%
Aged 15+	50%	55%	55%	57%	55%	
All ages	49%	52%	54%	55%	55%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		59%	66%	68%	71%	75%
Aged 25+		65%	73%	76%	79%	
Aged 15+		63%	70%	73%	76%	

**Table F.53 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,071), 'participant social and community engagement rate' (n=3,189), 'parent and carer employment rate' (n=755) and 'participant choice and control' (n=2,437) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – New South Wales <sup>152</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	11%	16%	18%	26%	27%	29%	24%
Aged 25+	26%	26%	24%	25%	21%	23%	
Aged 15+	23%	24%	23%	25%	22%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	30%	35%	41%	44%	47%	47%	48%
Aged 25+	35%	39%	47%	50%	51%	54%	
Aged 15+	35%	38%	46%	49%	50%	53%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	48%	51%	53%	51%	52%	58%	49%
Aged 15+	47%	51%	53%	56%	55%	56%	
All ages	48%	51%	53%	53%	53%	57%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		62%	63%	65%	65%	68%	75%
Aged 25+		68%	74%	78%	78%	82%	
Aged 15+		65%	70%	73%	72%	77%	

<sup>151</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

<sup>152</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

**Table F.54 Number of active plans by goal type and primary disability – New South Wales** <sup>153</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	1,107	3,381	2,427	816	1,295	3,636	1,771	1,138	<b>4,487</b>
Autism	6,915	43,467	15,254	19,331	22,460	34,251	3,114	8,563	<b>50,227</b>
Cerebral palsy	1,119	4,611	2,970	1,244	1,397	3,889	1,303	1,054	<b>5,458</b>
Developmental delay	796	10,889	3,907	7,679	4,773	7,202	11	7	<b>11,748</b>
Down syndrome	699	3,094	1,764	1,001	1,200	3,018	822	1,074	<b>3,745</b>
Global developmental delay	276	3,356	1,339	2,522	1,541	2,260	7	1	<b>3,592</b>
Hearing impairment	1,242	6,259	1,487	1,940	1,195	3,510	638	1,782	<b>7,520</b>
Intellectual disability	5,443	20,572	10,269	7,095	9,332	19,993	6,513	9,246	<b>26,372</b>
Multiple sclerosis	584	2,181	1,767	220	396	1,810	861	494	<b>2,558</b>
Psychosocial disability	3,273	11,337	9,077	3,442	4,230	12,788	5,842	5,118	<b>15,640</b>
Spinal cord injury	455	1,518	1,083	194	235	1,277	622	506	<b>1,754</b>
Stroke	641	2,223	1,454	367	479	2,098	1,024	480	<b>2,676</b>
Visual impairment	701	2,645	1,009	725	398	2,163	646	833	<b>3,000</b>
Other neurological	1,363	5,248	3,699	921	1,419	4,999	2,418	1,012	<b>6,502</b>
Other physical	1,202	4,889	3,104	730	685	3,654	1,547	1,225	<b>5,681</b>
Other sensory/speech	126	821	205	357	344	426	16	65	<b>965</b>
Other	318	1,403	806	319	360	1,174	446	336	<b>1,660</b>
<b>Total</b>	<b>26,260</b>	<b>127,894</b>	<b>61,621</b>	<b>48,903</b>	<b>51,739</b>	<b>108,148</b>	<b>27,601</b>	<b>32,934</b>	<b>153,585</b>

**Table F.55 Percentage of active plans by goal type and primary disability – New South Wales** <sup>154</sup>

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	25%	75%	54%	18%	29%	81%	39%	25%
Autism	14%	87%	30%	38%	45%	68%	6%	17%
Cerebral palsy	21%	84%	54%	23%	26%	71%	24%	19%
Developmental delay	7%	93%	33%	65%	41%	61%	0%	0%
Down syndrome	19%	83%	47%	27%	32%	81%	22%	29%
Global developmental delay	8%	93%	37%	70%	43%	63%	0%	0%
Hearing impairment	17%	83%	20%	26%	16%	47%	8%	24%
Intellectual disability	21%	78%	39%	27%	35%	76%	25%	35%
Multiple sclerosis	23%	85%	69%	9%	15%	71%	34%	19%
Psychosocial disability	21%	72%	58%	22%	27%	82%	37%	33%
Spinal cord injury	26%	87%	62%	11%	13%	73%	35%	29%
Stroke	24%	83%	54%	14%	18%	78%	38%	18%
Visual impairment	23%	88%	34%	24%	13%	72%	22%	28%
Other neurological	21%	81%	57%	14%	22%	77%	37%	16%
Other physical	21%	86%	55%	13%	12%	64%	27%	22%
Other sensory/speech	13%	85%	21%	37%	36%	44%	2%	7%
Other	19%	85%	49%	19%	22%	71%	27%	20%
<b>Total</b>	<b>17%</b>	<b>83%</b>	<b>40%</b>	<b>32%</b>	<b>34%</b>	<b>70%</b>	<b>18%</b>	<b>21%</b>

<sup>153</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>154</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table F.56 Number of goals in active plans by goal type and primary disability – New South Wales** <sup>155</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	3,500	16,459	8,203	2,679	4,031	12,175	5,357	3,219	<b>55,623</b>
Autism	24,772	332,235	59,707	81,653	84,153	136,724	10,437	28,822	<b>758,503</b>
Cerebral palsy	4,310	33,916	12,256	4,983	5,095	16,376	4,769	3,657	<b>85,362</b>
Developmental delay	2,510	85,975	13,879	29,745	15,553	24,504	34	18	<b>172,218</b>
Down syndrome	2,555	20,215	6,565	3,826	4,628	12,016	2,732	3,547	<b>56,084</b>
Global developmental delay	889	27,369	5,094	9,744	5,031	8,030	30	2	<b>56,189</b>
Hearing impairment	4,178	35,435	5,143	7,247	4,140	12,717	2,003	5,612	<b>76,475</b>
Intellectual disability	18,673	119,979	37,714	26,502	32,714	76,532	20,836	28,321	<b>361,271</b>
Multiple sclerosis	1,984	12,080	6,768	690	1,206	6,140	2,757	1,552	<b>33,177</b>
Psychosocial disability	9,405	45,197	27,746	9,737	11,836	37,728	15,370	13,232	<b>170,251</b>
Spinal cord injury	1,773	9,262	4,329	646	744	4,820	2,125	1,587	<b>25,286</b>
Stroke	2,321	12,939	5,352	1,263	1,592	7,473	3,362	1,525	<b>35,827</b>
Visual impairment	2,604	16,665	3,586	2,736	1,300	8,196	2,086	2,656	<b>39,829</b>
Other neurological	4,486	30,520	14,002	3,218	4,704	17,373	7,712	3,074	<b>85,089</b>
Other physical	4,240	30,321	11,706	2,662	2,246	13,298	5,109	3,938	<b>73,520</b>
Other sensory/speech	401	5,348	708	1,328	1,131	1,423	40	186	<b>10,565</b>
Other	1,115	8,611	3,130	1,187	1,275	4,331	1,521	1,111	<b>22,281</b>
<b>Total</b>	<b>89,716</b>	<b>842,526</b>	<b>225,888</b>	<b>189,846</b>	<b>181,379</b>	<b>399,856</b>	<b>86,280</b>	<b>102,059</b>	<b>2,117,550</b>

**Table F.57 Number of active plans by goal type and age group – New South Wales** <sup>156</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,662	22,137	8,881	16,425	10,119	15,320	14	2	<b>23,834</b>
7 to 14	4,387	34,921	10,192	14,257	17,156	23,140	544	450	<b>39,086</b>
15 to 18	2,224	9,667	3,854	3,463	4,900	8,703	858	4,095	<b>11,666</b>
19 to 24	3,082	10,707	4,771	3,739	3,945	10,136	3,123	8,395	<b>13,754</b>
25 to 34	3,276	10,440	6,113	3,054	3,748	10,414	4,259	6,351	<b>13,587</b>
35 to 44	2,833	9,392	6,331	2,351	3,220	9,469	4,105	4,856	<b>12,189</b>
45 to 54	3,309	11,329	7,913	2,561	3,681	11,474	5,199	4,613	<b>14,713</b>
55 to 64	4,021	14,237	9,896	2,391	3,747	14,289	6,756	3,491	<b>18,096</b>
65+	1,466	5,064	3,670	662	1,223	5,203	2,743	681	<b>6,660</b>
<b>Total</b>	<b>26,260</b>	<b>127,894</b>	<b>61,621</b>	<b>48,903</b>	<b>51,739</b>	<b>108,148</b>	<b>27,601</b>	<b>32,934</b>	<b>153,585</b>

<sup>155</sup> Participants have set over six million goals in total across Australia since July 2016. The 2,117,550 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

<sup>156</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table F.58 Percentage of active plans by goal type and age group – New South Wales** <sup>157</sup>

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	7%	93%	37%	69%	42%	64%	0%	0%
7 to 14	11%	89%	26%	36%	44%	59%	1%	1%
15 to 18	19%	83%	33%	30%	42%	75%	7%	35%
19 to 24	22%	78%	35%	27%	29%	74%	23%	61%
25 to 34	24%	77%	45%	22%	28%	77%	31%	47%
35 to 44	23%	77%	52%	19%	26%	78%	34%	40%
45 to 54	22%	77%	54%	17%	25%	78%	35%	31%
55 to 64	22%	79%	55%	13%	21%	79%	37%	19%
65+	22%	76%	55%	10%	18%	78%	41%	10%
<b>Total</b>	<b>17%</b>	<b>83%</b>	<b>40%</b>	<b>32%</b>	<b>34%</b>	<b>70%</b>	<b>18%</b>	<b>21%</b>

**Table F.59 Number of goals in active plans by goal type and age group – New South Wales** <sup>158</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	5,352	179,193	33,866	66,225	34,287	55,385	53	4	<b>374,365</b>
7 to 14	15,780	289,650	40,924	62,012	65,079	93,010	1,785	1,570	<b>569,810</b>
15 to 18	8,111	60,626	14,834	13,323	17,661	34,854	3,100	14,520	<b>167,029</b>
19 to 24	10,635	58,696	16,890	13,245	13,569	38,222	9,902	26,981	<b>188,140</b>
25 to 34	11,231	53,750	21,229	10,100	12,600	37,951	13,433	19,080	<b>179,374</b>
35 to 44	9,594	46,505	22,333	7,373	10,469	33,313	12,597	14,143	<b>156,327</b>
45 to 54	10,780	55,741	28,124	8,029	12,036	40,316	16,231	13,450	<b>184,707</b>
55 to 64	13,467	72,956	34,900	7,454	11,901	49,201	20,893	10,353	<b>221,125</b>
65+	4,766	25,409	12,788	2,085	3,777	17,604	8,286	1,958	<b>76,673</b>
<b>Total</b>	<b>89,716</b>	<b>842,526</b>	<b>225,888</b>	<b>189,846</b>	<b>181,379</b>	<b>399,856</b>	<b>86,280</b>	<b>102,059</b>	<b>2,117,550</b>

<sup>157</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

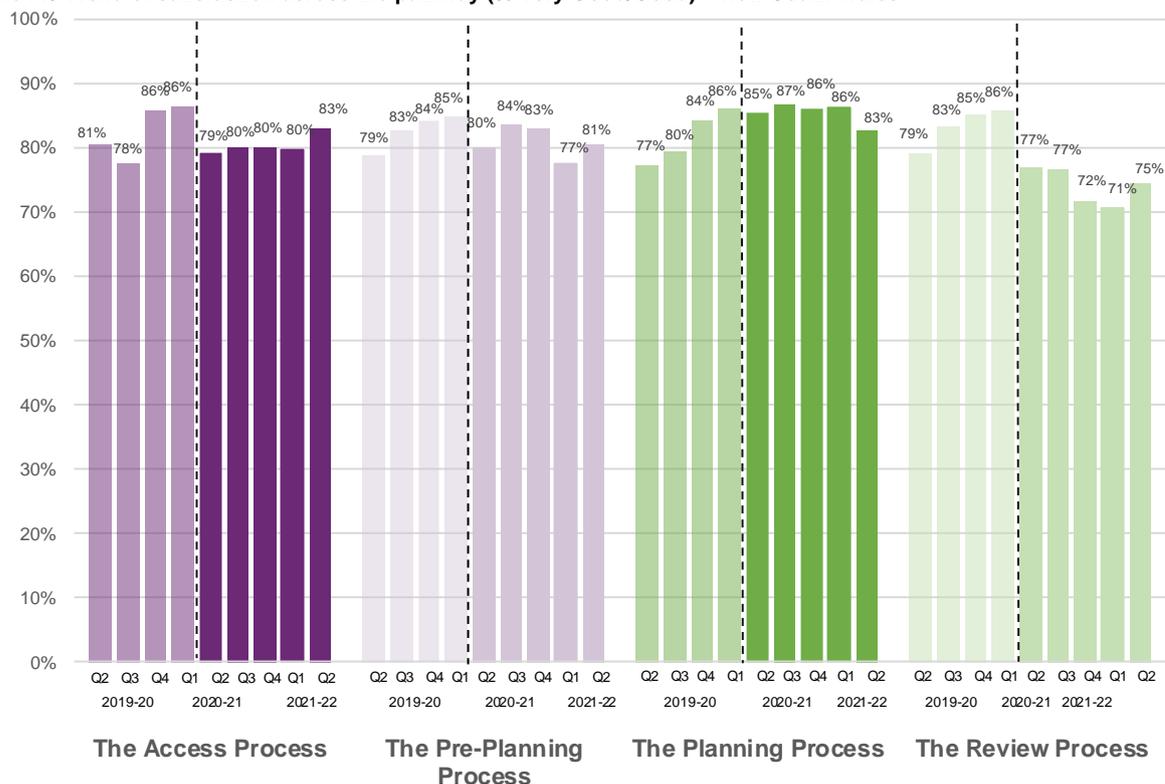
<sup>158</sup> Participants have set over six million goals in total across Australia since July 2016. The 2,117,550 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

**Table F.60 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales** <sup>159</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
<b>Access</b>	<b>n = 1,094</b>	<b>n = 249</b>
Are you happy with how coming into the NDIS has gone?	87%	87%
Was the person from the NDIS respectful?	97%	99%
Do you understand what will happen next with your plan?	80%	83%
% of participants rating their overall experience as Very Good or Good.	80%	83%
<b>Pre-planning</b>	<b>n = 984</b>	<b>n = 263</b>
Did the person from the NDIS understand how your disability affects your life?	86%	88%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	81%	84%
Are you clear on what happens next with your plan?	69%	73%
Do you know where to go for more help with your plan?	77%	74%
% of participants rating their overall experience as Very Good or Good.	81%	81%
<b>Planning</b>	<b>n = 5,312</b>	<b>n = 931</b>
Did the person from the NDIS understand how your disability affects your life?	91%	90%
Did you understand why you needed to give the information you did?	98%	97%
Were decisions about your plan clearly explained?	89%	86%
Are you clear on what happens next with your plan?	84%	84%
Do you know where to go for more help with your plan?	89%	87%
% of participants rating their overall experience as Very Good or Good.	86%	83%
<b>Plan review</b>	<b>n = 14,706</b>	<b>n = 4,258</b>
Did the person from the NDIS understand how your disability affects your life?	80%	79%
Did you feel prepared for your plan review?	86%	88%
Is your NDIS plan helping you to make progress towards your goals?	88%	87%
% of participants rating their overall experience as Very Good or Good.	74%	75%

<sup>159</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

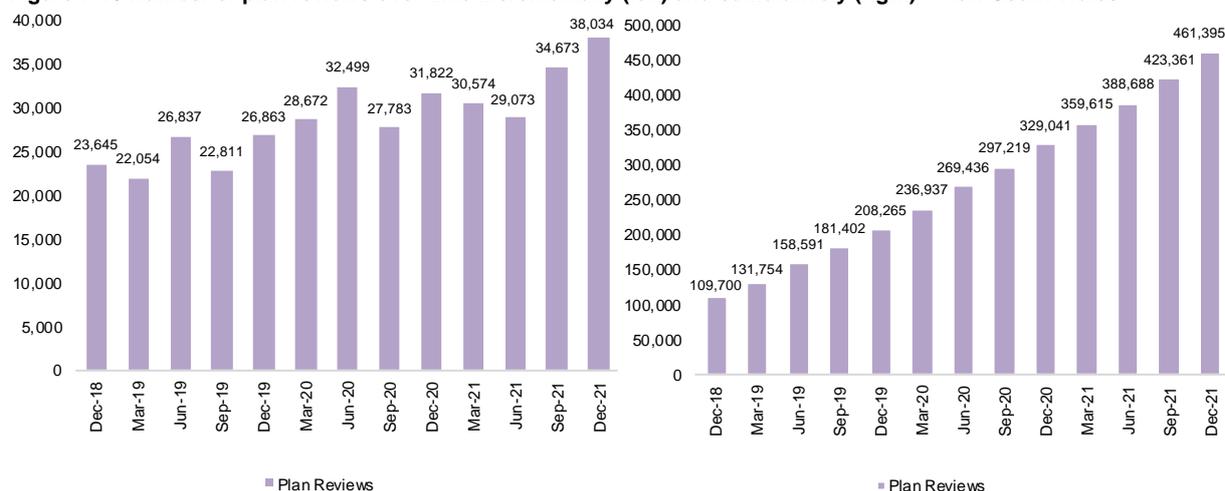
**Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales** <sup>160 161</sup>



**Table F.61 Plan reviews conducted per quarter – excluding plans less than 31 days – New South Wales** <sup>162</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Total plan reviews</b>	<b>423,361</b>	<b>38,034</b>	<b>461,395</b>
<i>Early intervention plans</i>	78,191	9,010	87,201
<i>Permanent disability plans</i>	345,170	29,024	374,194

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



<sup>160</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>161</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>162</sup> Plans less than 31 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 2021-22 Q2. The charts show trends in complaints experience based on experience over 3 years. 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 '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.62 shows the number of complaints in 2021-22 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.63 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table F.62 Complaints by quarter – New South Wales** <sup>163 164 165</sup>

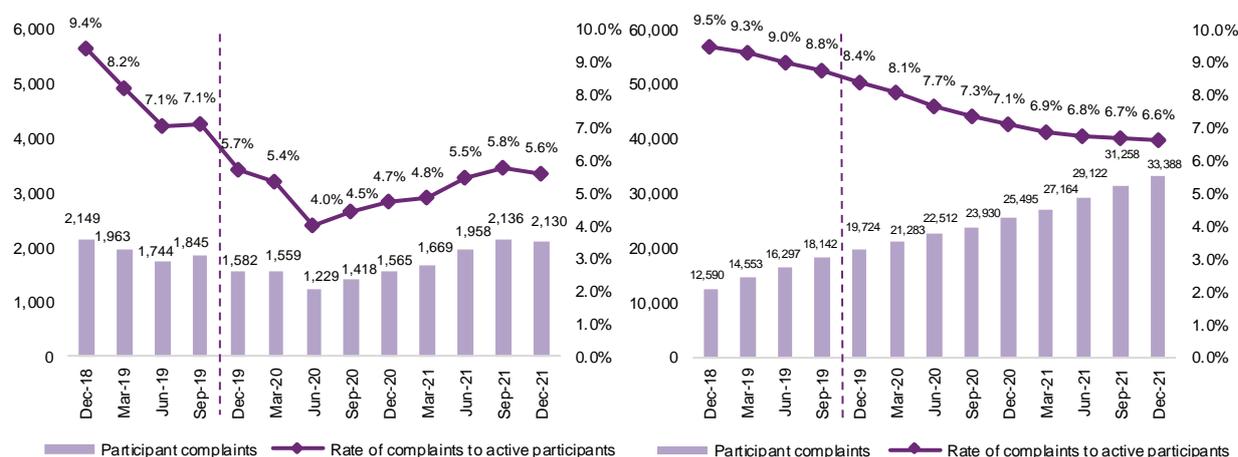
Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	33	12	45	39
Complaint about LAC Partner	330	37	367	340
Complaints about service providers	1,988	104	2,092	1,690
Complaints about the Agency	26,847	1,695	28,542	15,844
Critical/ Reportable Incident	2,093	279	2,372	1,866
Unclassified	1,518	3	1,521	1,330
<b>Total</b>	<b>32,809</b>	<b>2,130</b>	<b>34,939</b>	<b>18,713</b>
Total complaints made since 1 April 2017	31,258	2,130	33,388	
% of the number of active participants	6.7%	5.6%	6.6%	

<sup>163</sup> Note that 62% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

<sup>164</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>165</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure F.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales** <sup>166</sup>



**Table F.63 Participant complaints by type – New South Wales**

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	2,392	(9%)	2	(0%)	2,394	(8%)
Information unclear	737	(3%)	2	(0%)	739	(3%)
NDIA Access	365	(1%)	42	(2%)	407	(1%)
NDIA Engagement	8	(0%)	2	(0%)	10	(0%)
NDIA Finance	914	(3%)	138	(8%)	1,052	(4%)
NDIA Fraud and Compliance	51	(0%)	4	(0%)	55	(0%)
NDIA Plan	3,131	(12%)	640	(38%)	3,771	(13%)
NDIA Process	968	(4%)	202	(12%)	1,170	(4%)
NDIA Resources	91	(0%)	23	(1%)	114	(0%)
NDIA Staff	768	(3%)	92	(5%)	860	(3%)
NDIA Timeliness	2,465	(9%)	509	(30%)	2,974	(10%)
Participation, engagement and inclusion	179	(1%)	1	(0%)	180	(1%)
Provider Portal	43	(0%)	0	(0%)	43	(0%)
Quality & Safeguards Commission	7	(0%)	1	(0%)	8	(0%)
Reasonable and necessary supports	2,282	(9%)	1	(0%)	2,283	(8%)
Staff conduct - Agency	682	(3%)	0	(0%)	682	(2%)
The way the NDIA carried out its decision making	1,236	(5%)	8	(0%)	1,244	(4%)
Timeliness	5,963	(22%)	5	(0%)	5,968	(21%)
Other	4,565	(17%)	23	(1%)	4,588	(16%)
<b>Total</b>	<b>26,847</b>		<b>1,695</b>		<b>28,542</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	1	(8%)	1	(2%)
ECA Plan	6	(18%)	1	(8%)	7	(16%)
ECA Process	5	(15%)	1	(8%)	6	(13%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	15	(45%)	8	(67%)	23	(51%)
ECA Timeliness	7	(21%)	1	(8%)	8	(18%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>33</b>		<b>12</b>		<b>45</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	2	(1%)	0	(0%)	2	(1%)
LAC Fraud and Compliance	4	(1%)	0	(0%)	4	(1%)

<sup>166</sup> Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	60	(18%)	7	(19%)	67	(18%)
LAC Process	35	(11%)	4	(11%)	39	(11%)
LAC Resources	2	(1%)	0	(0%)	2	(1%)
LAC Staff	200	(61%)	20	(54%)	220	(60%)
LAC Timeliness	27	(8%)	6	(16%)	33	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>330</b>		<b>37</b>		<b>367</b>	
<i>Complaints about service providers</i>						
Provider costs.	142	(7%)	0	(0%)	142	(7%)
Provider Finance	76	(4%)	10	(10%)	86	(4%)
Provider Fraud and Compliance	77	(4%)	14	(13%)	91	(4%)
Provider process	134	(7%)	0	(0%)	134	(6%)
Provider Service	351	(18%)	52	(50%)	403	(19%)
Provider Staff	154	(8%)	18	(17%)	172	(8%)
Service Delivery	228	(11%)	3	(3%)	231	(11%)
Staff conduct	207	(10%)	0	(0%)	207	(10%)
Supports being provided	251	(13%)	3	(3%)	254	(12%)
Other	368	(19%)	4	(4%)	372	(18%)
<b>Total</b>	<b>1,988</b>		<b>104</b>		<b>2,092</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	667	(32%)	83	(30%)	750	(32%)
Allegations against Informal Supports	458	(22%)	13	(5%)	471	(20%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	320	(15%)	52	(19%)	372	(16%)
Provider reporting	645	(31%)	131	(47%)	776	(33%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>2,093</b>		<b>279</b>		<b>2,372</b>	
<i>Unclassified</i>	<b>1,518</b>		<b>3</b>		<b>1,521</b>	
<b>Participants total</b>	<b>32,809</b>		<b>2,130</b>		<b>34,939</b>	

Table F.64 AAT Cases by category at 31 December 2021 – New South Wales <sup>167</sup>

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	690	30%	31	6%	721	26%
Plan	1,324	57%	447	87%	1,771	63%
Plan Review	172	7%	<11		176	6%
Other	123	5%	31	6%	154	5%
<b>Total</b>	<b>2,309</b>	<b>100%</b>	<b>513</b>	<b>100%</b>	<b>2,822</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.50%</b>		<b>1.35%</b>		<b>0.56%</b>	

<sup>167</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

Figure F.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales <sup>168</sup>

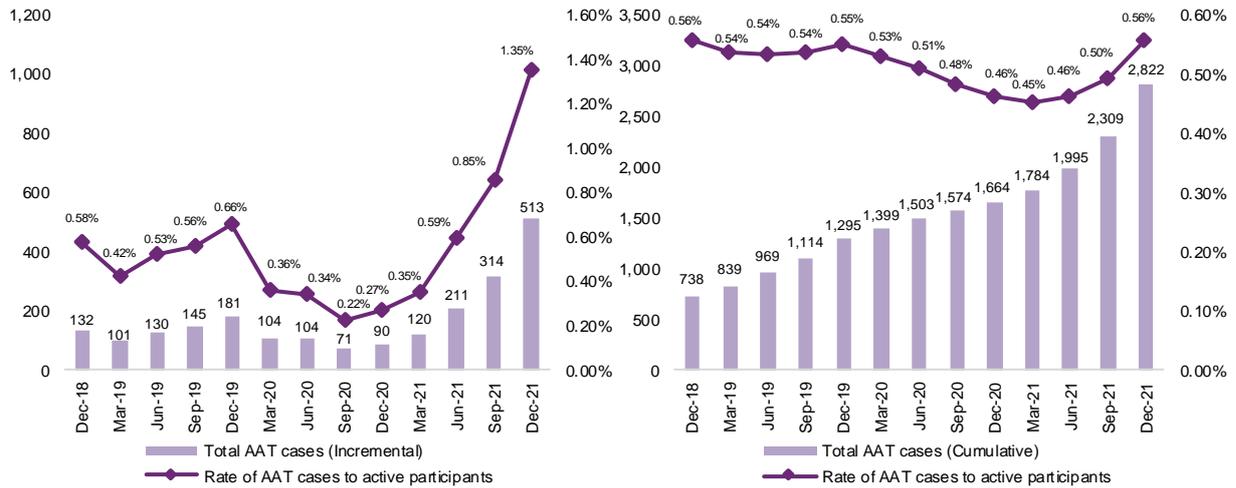
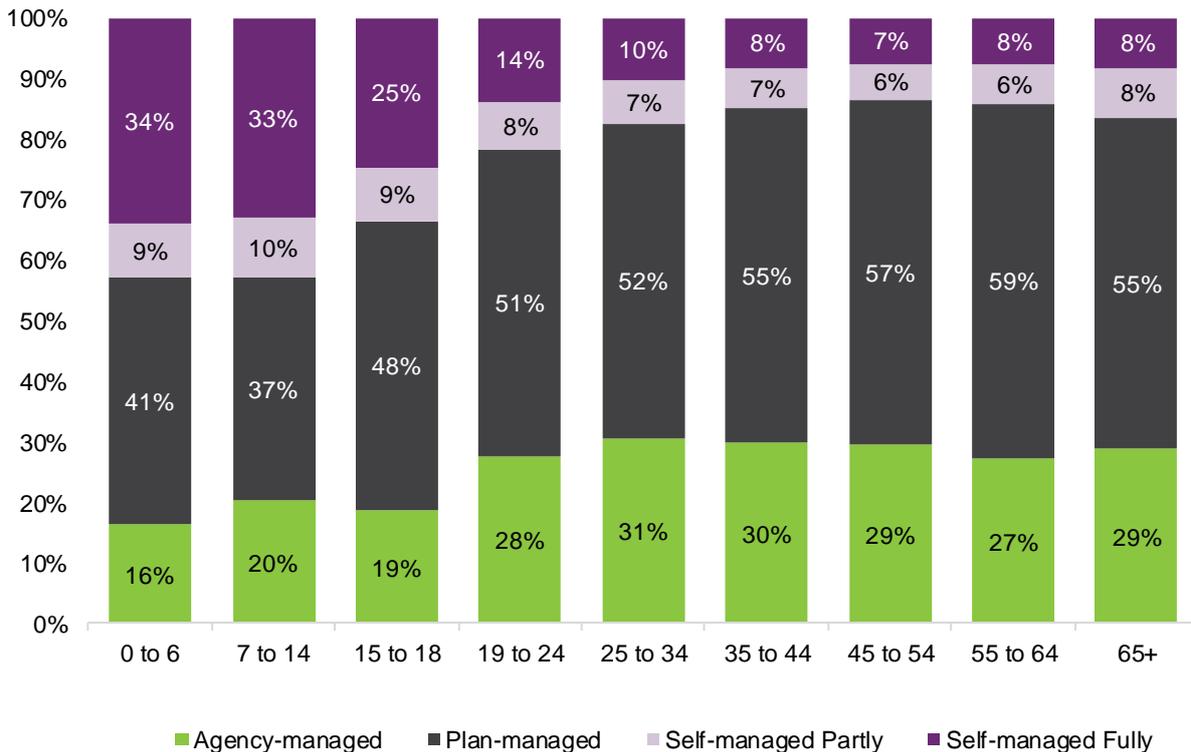


Table F.65 AAT cases by open/closed and decision – New South Wales <sup>169</sup>

	N
<b>AAT Cases</b>	<b>2,822</b>
<b>Open AAT Cases</b>	<b>899</b>
<b>Closed AAT Cases</b>	<b>1,923</b>
Resolved before hearing	1,860
Gone to hearing and received a substantive decision	63

Figure F.13 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – New South Wales <sup>170 171</sup>



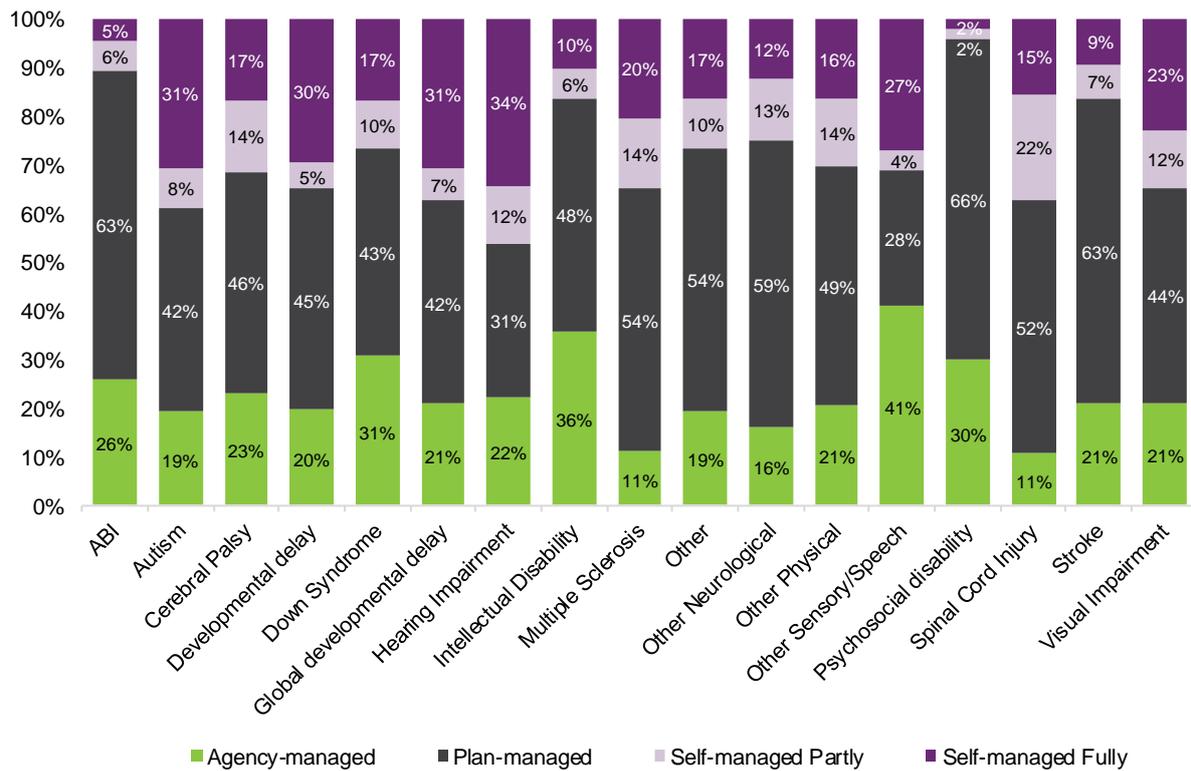
<sup>168</sup> Ibid.

<sup>169</sup> Of the 63 cases which went to hearing and received a substantive decision: 30 affirmed the Agency's decision, 14 varied the Agency's decision and 19 set aside the Agency's decision.

<sup>170</sup> For the total number of active participants in each age group, see Table F.16.

<sup>171</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

**Figure F.14 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – New South Wales** <sup>172 173</sup>



**Table F.66 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales** <sup>174</sup>

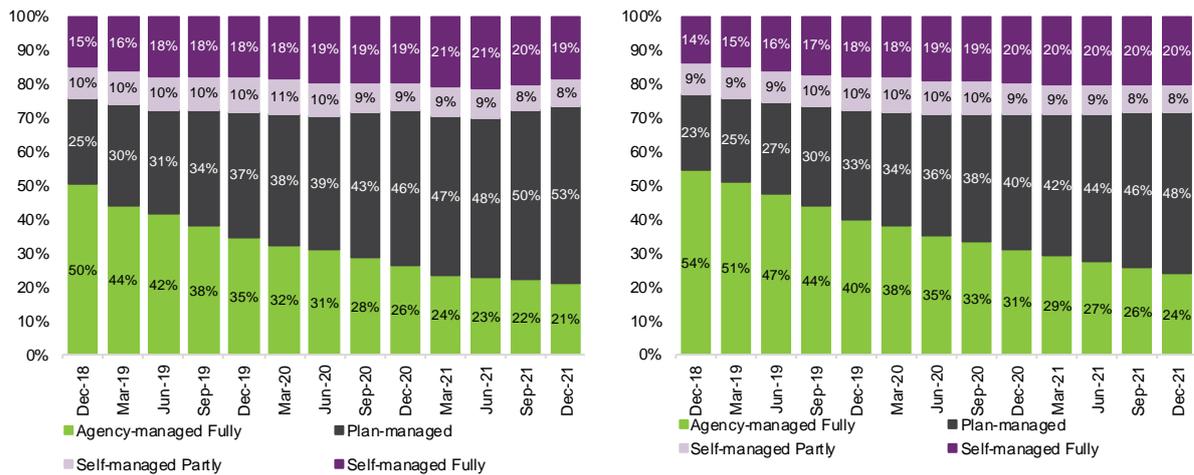
	Prior Quarters	2021-22 Q2	Total
Self-managed fully	21%	19%	<b>20%</b>
Self-managed partly	8%	8%	<b>8%</b>
Plan-managed	46%	53%	<b>48%</b>
Agency-managed	25%	21%	<b>24%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>172</sup> For the total number of active participants in each primary disability group, see Table F.12.

<sup>173</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>174</sup> Ibid.

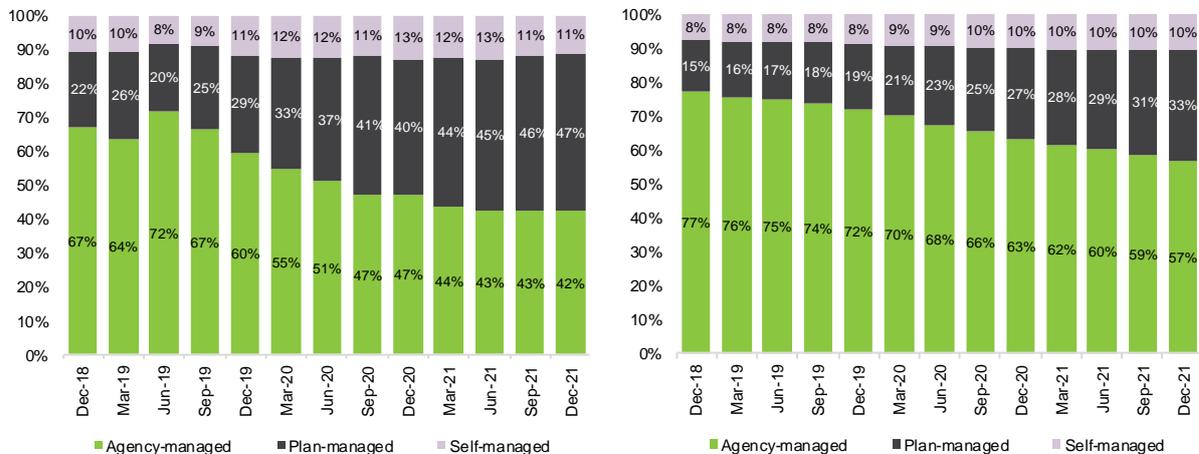
**Figure F.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales** <sup>175</sup>



**Table F.67 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales**

	Prior Quarters	2021-22 Q2	Total
Self-managed	10%	11%	10%
Plan-managed	31%	47%	33%
Agency-managed	59%	42%	57%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure F.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales**



**Table F.68 Distribution of active participants by support coordination and quarter of plan approval – New South Wales**

	Prior Quarters	2021-22 Q2	Total
Support coordination	39%	47%	41%

<sup>175</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table F.69 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales <sup>176</sup>

Plan activation	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	89,291	69%	3,740	71%	93,031	69%
30 to 59 days	15,873	12%	630	12%	16,503	12%
60 to 89 days	7,041	5%	244	5%	7,285	5%
<b>Activated within 90 days</b>	<b>112,205</b>	<b>87%</b>	<b>4,614</b>	<b>88%</b>	<b>116,819</b>	<b>87%</b>
90 to 119 days	3,962	3%	115	2%	4,077	3%
120 days and over	10,952	8%	151	3%	11,103	8%
<b>Activated after 90 days</b>	<b>14,914</b>	<b>12%</b>	<b>266</b>	<b>5%</b>	<b>15,180</b>	<b>11%</b>
No payments	2,168	2%	370	7%	2,538	2%
<b>Total plans approved</b>	<b>129,287</b>	<b>100%</b>	<b>5,250</b>	<b>100%</b>	<b>134,537</b>	<b>100%</b>

Table F.70 Proportion of participants who have activated within 12 months at 31 December 2021 – New South Wales <sup>177</sup>

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	9,535	9,975	96%
Not Aboriginal and Torres Strait Islander	85,169	87,404	97%
Not Stated	34,189	35,045	98%
<b>Total</b>	<b>128,893</b>	<b>132,424</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	13,563	13,886	98%
Not CALD	115,132	118,334	97%
Not Stated	198	204	97%
<b>Total</b>	<b>128,893</b>	<b>132,424</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	90,316	92,662	97%
Regional	38,093	39,256	97%
Remote	482	504	96%
Missing	<11	<11	
<b>Total</b>	<b>128,893</b>	<b>132,424</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	43,536	44,406	98%
Intellectual disability (including Down syndrome)	27,717	28,396	98%
Psychosocial disability	12,481	12,774	98%
Developmental delay (including global developmental delay)	9,127	9,449	97%
Other	36,032	37,399	96%
<b>Total</b>	<b>128,893</b>	<b>132,424</b>	<b>97%</b>

<sup>176</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>177</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

**Table F.71 Distribution of plans by utilisation – New South Wales** <sup>178 179</sup>

Plan utilisation	Total
0 to 50%	28%
50% to 75%	23%
> 75%	49%
<b>Total</b>	<b>100%</b>

**Table F.72 Proportion of active participants with approved plans accessing mainstream supports – New South Wales** <sup>180</sup>

	Prior Quarters	2021-22 Q2	Total
Daily Activities	12%	12%	12%
Health & Wellbeing	69%	74%	70%
Lifelong Learning	25%	28%	26%
Other	17%	21%	18%
Non-categorised	16%	11%	15%
Any mainstream service	96%	97%	96%

<sup>178</sup> This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>179</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>180</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

Table F.73 Key markets indicators by quarter – New South Wales <sup>181 182</sup>

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.25	1.33
b) Number of providers delivering new types of supports	676	685
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	89%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	88%	88%
<i>Early Childhood Supports (%)</i>	89%	88%
<i>Assist Personal Activities (%)</i>	88%	89%

Table F.74 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – New South Wales <sup>183</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q2	221
Active in 2021-22 Q2 and also in previous quarters	3,918
<b>Active in 2021-22 Q2</b>	<b>4,139</b>
Inactive in 2021-22 Q2	4,684
<b>Active ever</b>	<b>8,823</b>

<sup>181</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>182</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>183</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table F.75 Cumulative number of providers that have been ever active by registration group – New South Wales** <sup>184</sup>

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	316	10	326	3%
Assistance Animals	128	4	132	3%
Assistance with daily life tasks in a group or shared living arrangement	1,053	63	1,116	6%
Assistance with travel/transport arrangements	913	19	932	2%
Daily Personal Activities	1,730	93	1,823	5%
Group and Centre Based Activities	1,216	51	1,267	4%
High Intensity Daily Personal Activities	1,216	37	1,253	3%
Household tasks	2,245	71	2,316	3%
Interpreting and translation	227	9	236	4%
Participation in community, social and civic activities	1,923	106	2,029	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	339	17	356	5%
Assistive products for household tasks	351	11	362	3%
Assistance products for personal care and safety	1,653	50	1,703	3%
Communication and information equipment	701	28	729	4%
Customised Prosthetics	774	25	799	3%
Hearing Equipment	304	18	322	6%
Hearing Services	79	7	86	9%
Personal Mobility Equipment	998	25	1,023	3%
Specialised Hearing Services	115	7	122	6%
Vision Equipment	281	9	290	3%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,828	91	1,919	5%
Behaviour Support	780	38	818	5%
Community nursing care for high needs	612	34	646	6%
Development of daily living and life skills	1,263	47	1,310	4%
Early Intervention supports for early childhood	1,508	38	1,546	3%
Exercise Physiology and Physical Wellbeing activities	1,024	32	1,056	3%
Innovative Community Participation	459	19	478	4%
Specialised Driving Training	290	14	304	5%
Therapeutic Supports	4,568	62	4,630	1%
<b>Capital services</b>				
Home modification design and construction	602	27	629	4%
Specialist Disability Accommodation	161	6	167	4%
Vehicle Modifications	256	7	263	3%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	944	29	973	3%
Support Coordination	451	21	472	5%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	497	22	519	4%
Specialised Supported Employment	420	14	434	3%
<b>Total</b>	<b>8,602</b>	<b>221</b>	<b>8,823</b>	<b>3%</b>

<sup>184</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table F.76 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – New South Wales**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	57	269	<b>326</b>	17%	83%	<b>100%</b>
Assistance Animals	19	113	<b>132</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	143	973	<b>1,116</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	201	731	<b>932</b>	22%	78%	<b>100%</b>
Daily Personal Activities	249	1,574	<b>1,823</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	162	1,105	<b>1,267</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	176	1,077	<b>1,253</b>	14%	86%	<b>100%</b>
Household tasks	720	1,596	<b>2,316</b>	31%	69%	<b>100%</b>
Interpreting and translation	57	179	<b>236</b>	24%	76%	<b>100%</b>
Participation in community, social and civic activities	297	1,732	<b>2,029</b>	15%	85%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	55	301	<b>356</b>	15%	85%	<b>100%</b>
Assistive products for household tasks	63	299	<b>362</b>	17%	83%	<b>100%</b>
Assistance products for personal care and safety	294	1,409	<b>1,703</b>	17%	83%	<b>100%</b>
Communication and information equipment	151	578	<b>729</b>	21%	79%	<b>100%</b>
Customised Prosthetics	167	632	<b>799</b>	21%	79%	<b>100%</b>
Hearing Equipment	52	270	<b>322</b>	16%	84%	<b>100%</b>
Hearing Services	12	74	<b>86</b>	14%	86%	<b>100%</b>
Personal Mobility Equipment	168	855	<b>1,023</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	23	99	<b>122</b>	19%	81%	<b>100%</b>
Vision Equipment	47	243	<b>290</b>	16%	84%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	356	1,563	<b>1,919</b>	19%	81%	<b>100%</b>
Behaviour Support	200	618	<b>818</b>	24%	76%	<b>100%</b>
Community nursing care for high needs	102	544	<b>646</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	189	1,121	<b>1,310</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	516	1,030	<b>1,546</b>	33%	67%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	271	785	<b>1,056</b>	26%	74%	<b>100%</b>
Innovative Community Participation	127	351	<b>478</b>	27%	73%	<b>100%</b>
Specialised Driving Training	89	215	<b>304</b>	29%	71%	<b>100%</b>
Therapeutic Supports	1,953	2,677	<b>4,630</b>	42%	58%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	126	503	<b>629</b>	20%	80%	<b>100%</b>
Specialist Disability Accommodation	7	160	<b>167</b>	4%	96%	<b>100%</b>
Vehicle Modifications	45	218	<b>263</b>	17%	83%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	178	795	<b>973</b>	18%	82%	<b>100%</b>
Support Coordination	70	402	<b>472</b>	15%	85%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	79	440	<b>519</b>	15%	85%	<b>100%</b>
Specialised Supported Employment	56	378	<b>434</b>	13%	87%	<b>100%</b>
<b>Total</b>	<b>3,207</b>	<b>5,616</b>	<b>8,823</b>	<b>36%</b>	<b>64%</b>	<b>100%</b>

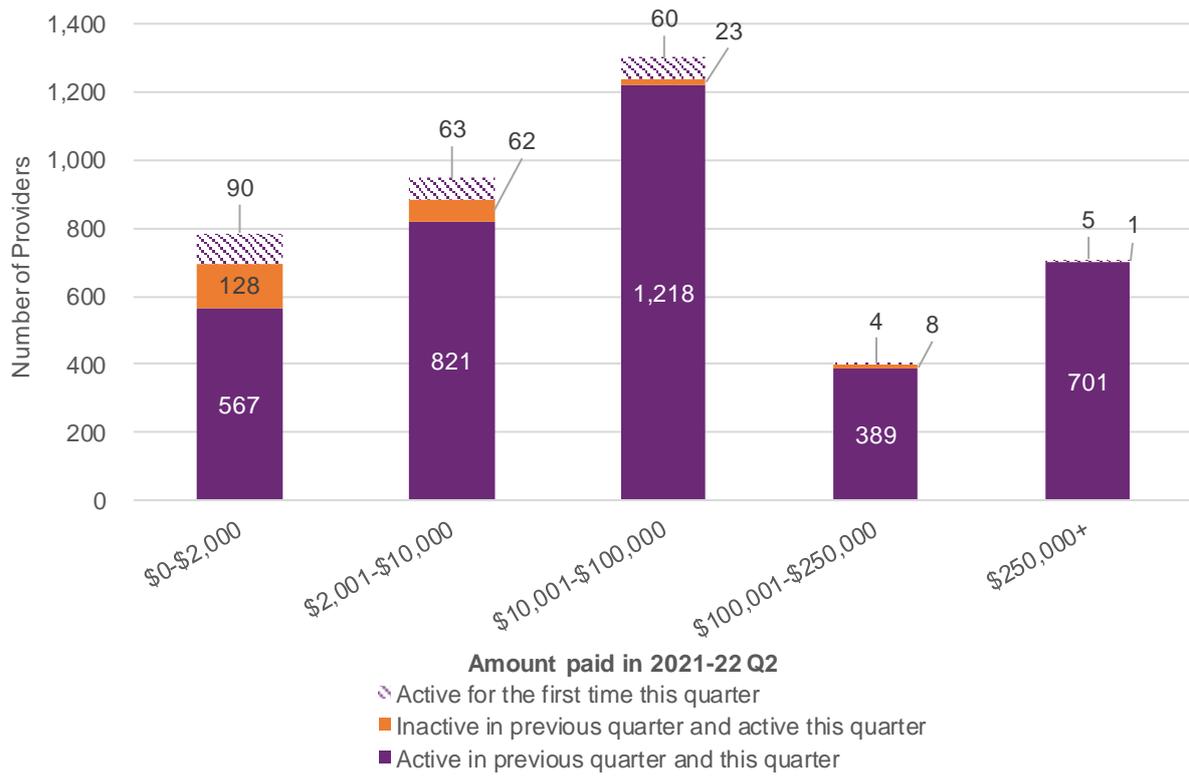
**Table F.77 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – New South Wales**

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	28	10	38	26%
Assistance Animals	63	4	67	6%
Assistance with daily life tasks in a group or shared living arrangement	645	63	708	9%
Assistance with travel/transport arrangements	169	19	188	10%
Daily Personal Activities	1,079	93	1,172	8%
Group and Centre Based Activities	648	51	699	7%
High Intensity Daily Personal Activities	626	37	663	6%
Household tasks	1,030	71	1,101	6%
Interpreting and translation	61	9	70	13%
Participation in community, social and civic activities	1,204	106	1,310	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	33	17	50	34%
Assistive products for household tasks	56	11	67	16%
Assistance products for personal care and safety	771	50	821	6%
Communication and information equipment	329	28	357	8%
Customised Prosthetics	289	25	314	8%
Hearing Equipment	109	18	127	14%
Hearing Services	17	7	24	29%
Personal Mobility Equipment	410	25	435	6%
Specialised Hearing Services	17	7	24	29%
Vision Equipment	85	9	94	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,117	91	1,208	8%
Behaviour Support	375	38	413	9%
Community nursing care for high needs	274	34	308	11%
Development of daily living and life skills	551	47	598	8%
Early Intervention supports for early childhood	583	38	621	6%
Exercise Physiology and Physical Wellbeing activities	456	32	488	7%
Innovative Community Participation	105	19	124	15%
Specialised Driving Training	85	14	99	14%
Therapeutic Supports	1,943	62	2,005	3%
<b>Capital services</b>				
Home modification design and construction	183	27	210	13%
Specialist Disability Accommodation	126	6	132	5%
Vehicle Modifications	55	7	62	11%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	605	29	634	5%
Support Coordination	159	21	180	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	217	22	239	9%
Specialised Supported Employment	288	14	302	5%
<b>Total</b>	<b>3,918</b>	<b>221</b>	<b>4,139</b>	<b>5%</b>

**Table F.78 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – New South Wales**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	3	35	<b>38</b>	8%	92%	<b>100%</b>
Assistance Animals	8	59	<b>67</b>	12%	88%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	66	642	<b>708</b>	9%	91%	<b>100%</b>
Assistance with travel/transport arrangements	27	161	<b>188</b>	14%	86%	<b>100%</b>
Daily Personal Activities	147	1,025	<b>1,172</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	84	615	<b>699</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	84	579	<b>663</b>	13%	87%	<b>100%</b>
Household tasks	257	844	<b>1,101</b>	23%	77%	<b>100%</b>
Interpreting and translation	14	56	<b>70</b>	20%	80%	<b>100%</b>
Participation in community, social and civic activities	163	1,147	<b>1,310</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	5	45	<b>50</b>	10%	90%	<b>100%</b>
Assistive products for household tasks	9	58	<b>67</b>	13%	87%	<b>100%</b>
Assistance products for personal care and safety	120	701	<b>821</b>	15%	85%	<b>100%</b>
Communication and information equipment	52	305	<b>357</b>	15%	85%	<b>100%</b>
Customised Prosthetics	50	264	<b>314</b>	16%	84%	<b>100%</b>
Hearing Equipment	19	108	<b>127</b>	15%	85%	<b>100%</b>
Hearing Services	2	22	<b>24</b>	8%	92%	<b>100%</b>
Personal Mobility Equipment	68	367	<b>435</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	1	23	<b>24</b>	4%	96%	<b>100%</b>
Vision Equipment	13	81	<b>94</b>	14%	86%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	209	999	<b>1,208</b>	17%	83%	<b>100%</b>
Behaviour Support	74	339	<b>413</b>	18%	82%	<b>100%</b>
Community nursing care for high needs	39	269	<b>308</b>	13%	87%	<b>100%</b>
Development of daily living and life skills	84	514	<b>598</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	119	502	<b>621</b>	19%	81%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	100	388	<b>488</b>	20%	80%	<b>100%</b>
Innovative Community Participation	22	102	<b>124</b>	18%	82%	<b>100%</b>
Specialised Driving Training	24	75	<b>99</b>	24%	76%	<b>100%</b>
Therapeutic Supports	642	1,363	<b>2,005</b>	32%	68%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	27	183	<b>210</b>	13%	87%	<b>100%</b>
Specialist Disability Accommodation	3	129	<b>132</b>	2%	98%	<b>100%</b>
Vehicle Modifications	10	52	<b>62</b>	16%	84%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	116	518	<b>634</b>	18%	82%	<b>100%</b>
Support Coordination	22	158	<b>180</b>	12%	88%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	29	210	<b>239</b>	12%	88%	<b>100%</b>
Specialised Supported Employment	38	264	<b>302</b>	13%	87%	<b>100%</b>
<b>Total</b>	<b>1,091</b>	<b>3,048</b>	<b>4,139</b>	<b>26%</b>	<b>74%</b>	<b>100%</b>

**Figure F.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – New South Wales** <sup>185</sup>



<sup>185</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

Table F.79 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	2021-22 to date
Total Committed	50.7	185.4	353.6	1,777.2	4,299.6	5,938.4	8,086.0	10,201.6	5,450.3

Figure F.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – New South Wales

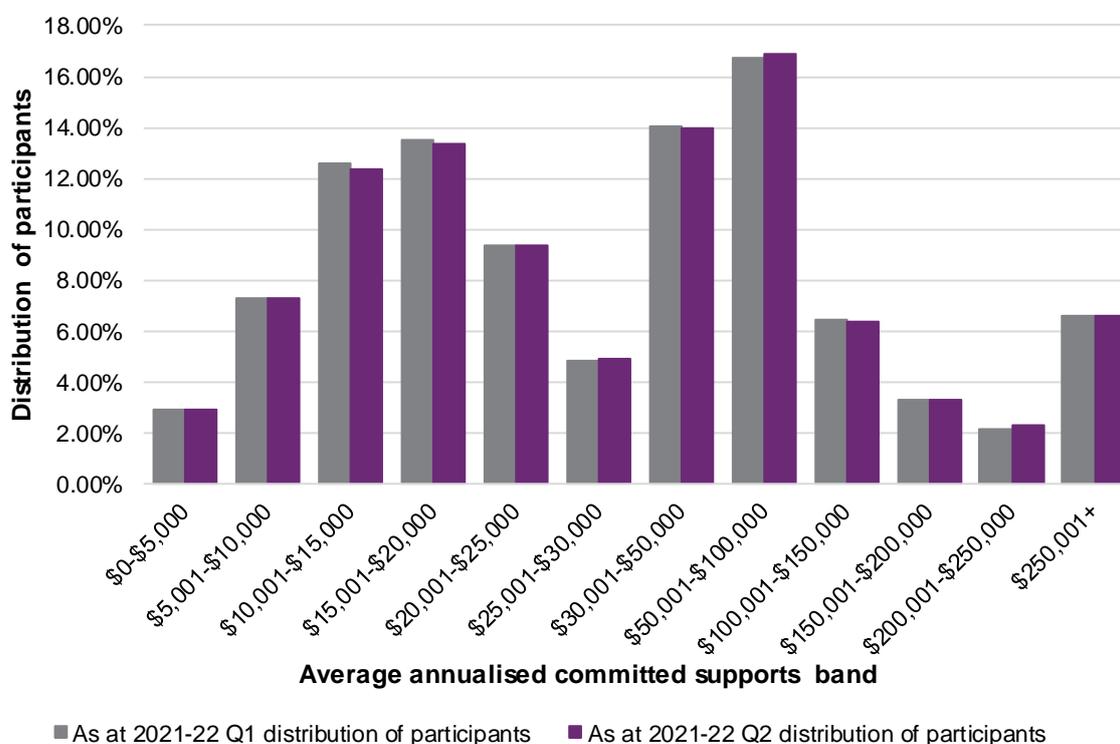
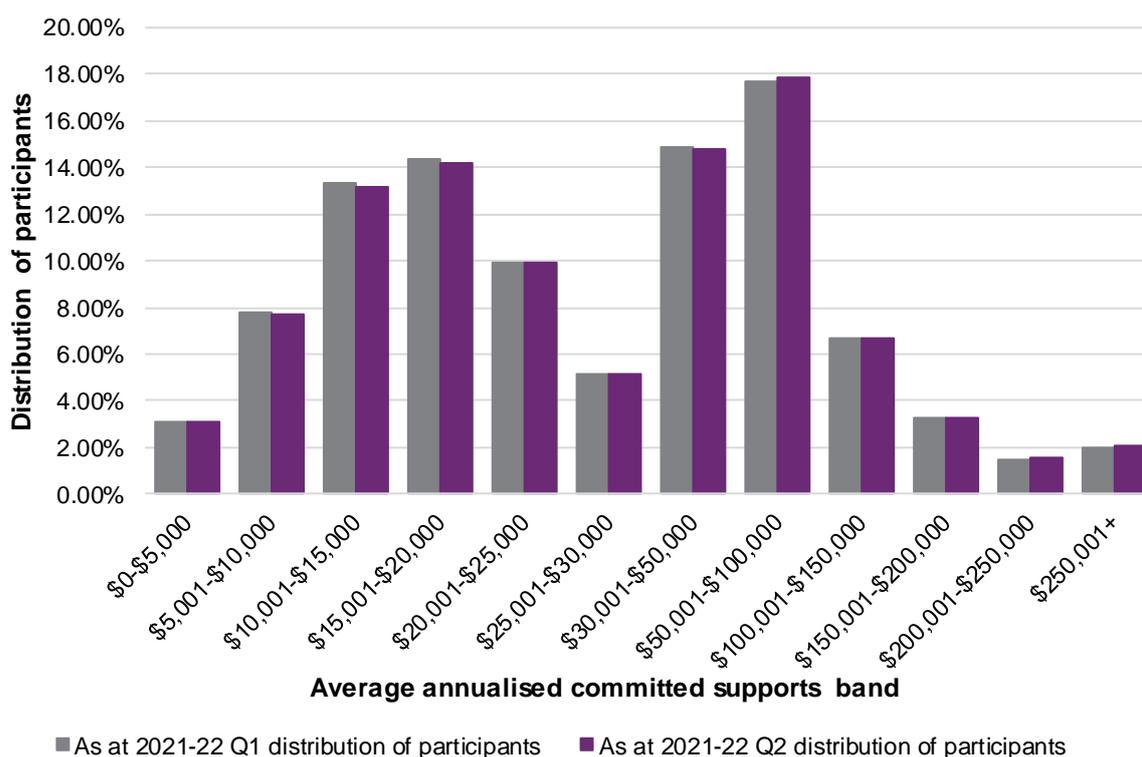
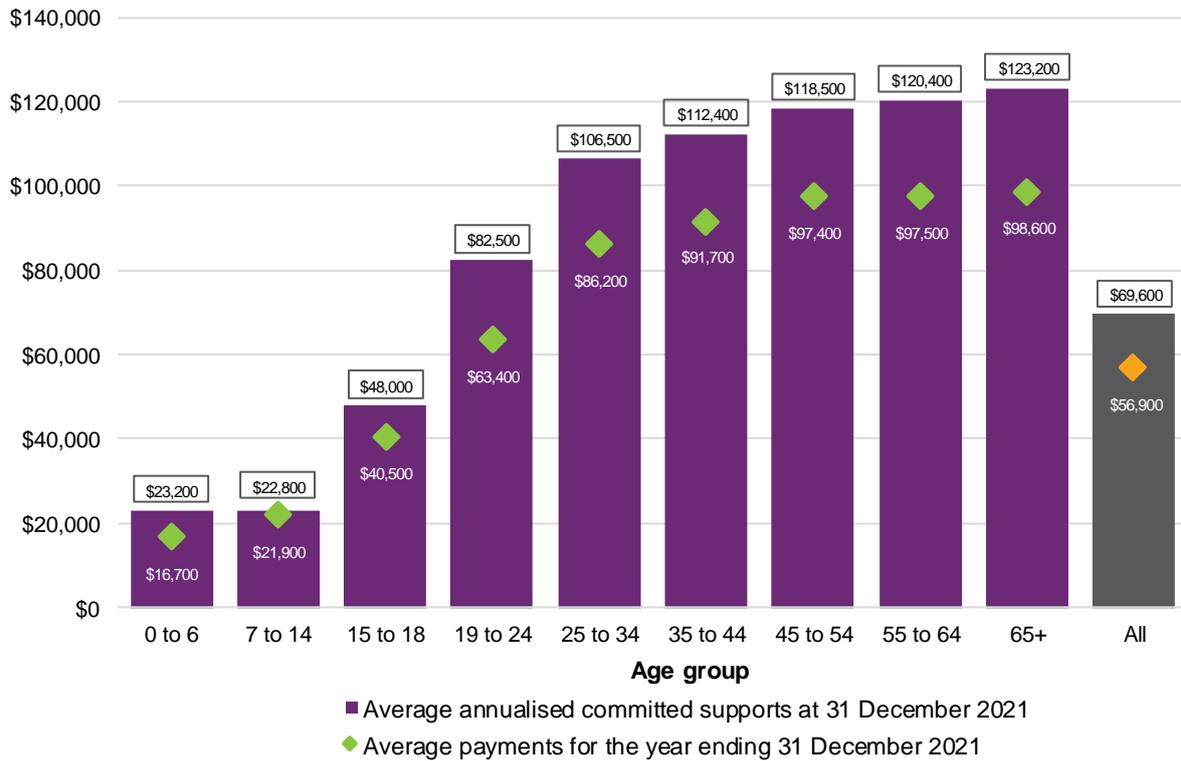


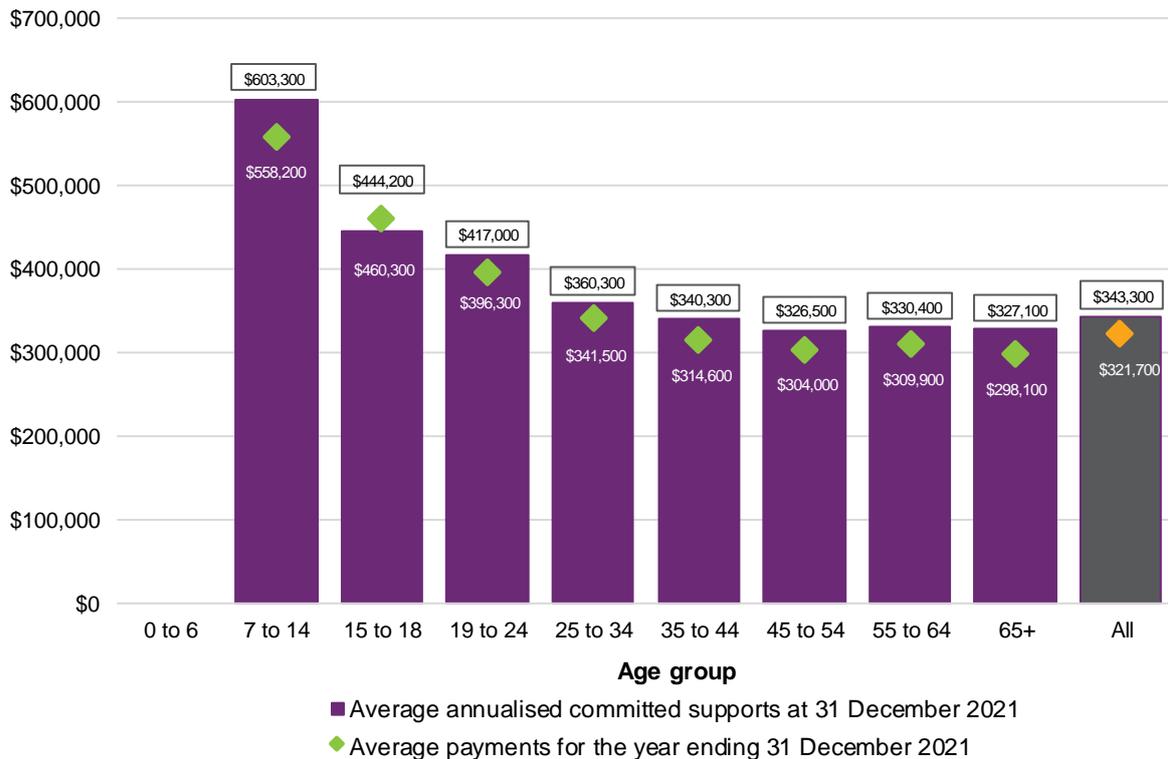
Figure F.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – New South Wales



**Figure F.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – New South Wales** <sup>186</sup>



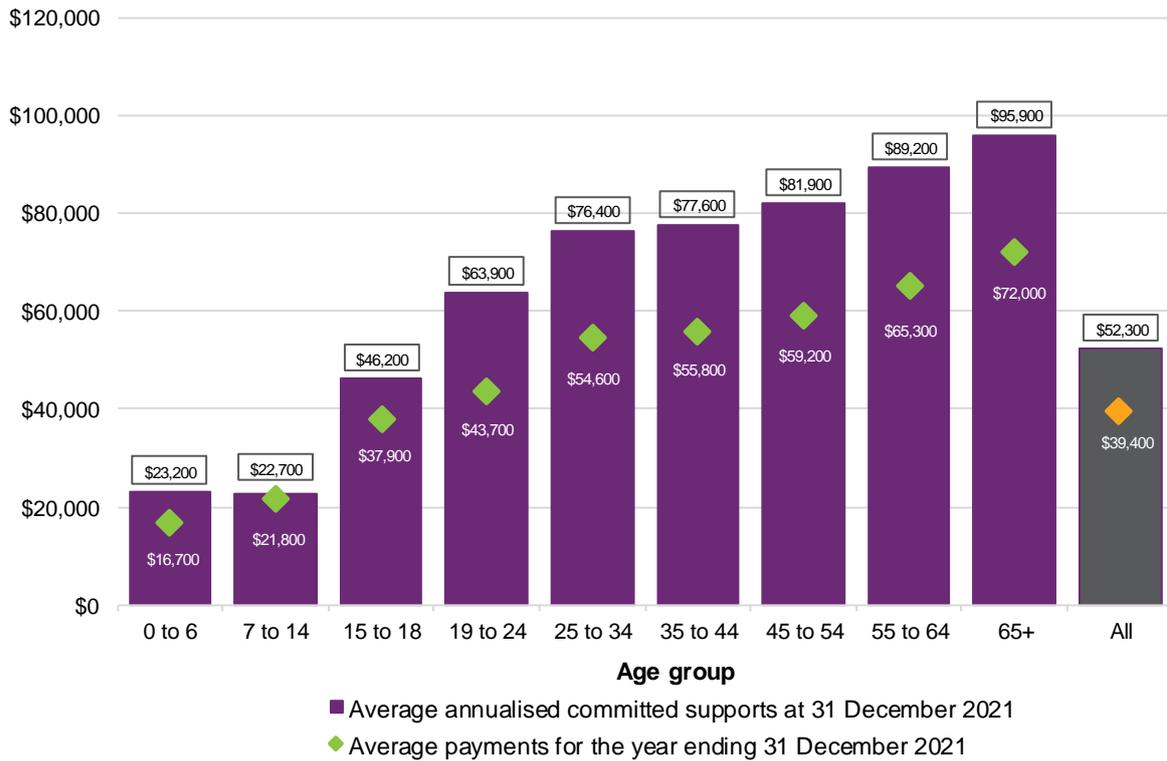
**Figure F.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – New South Wales** <sup>187</sup>



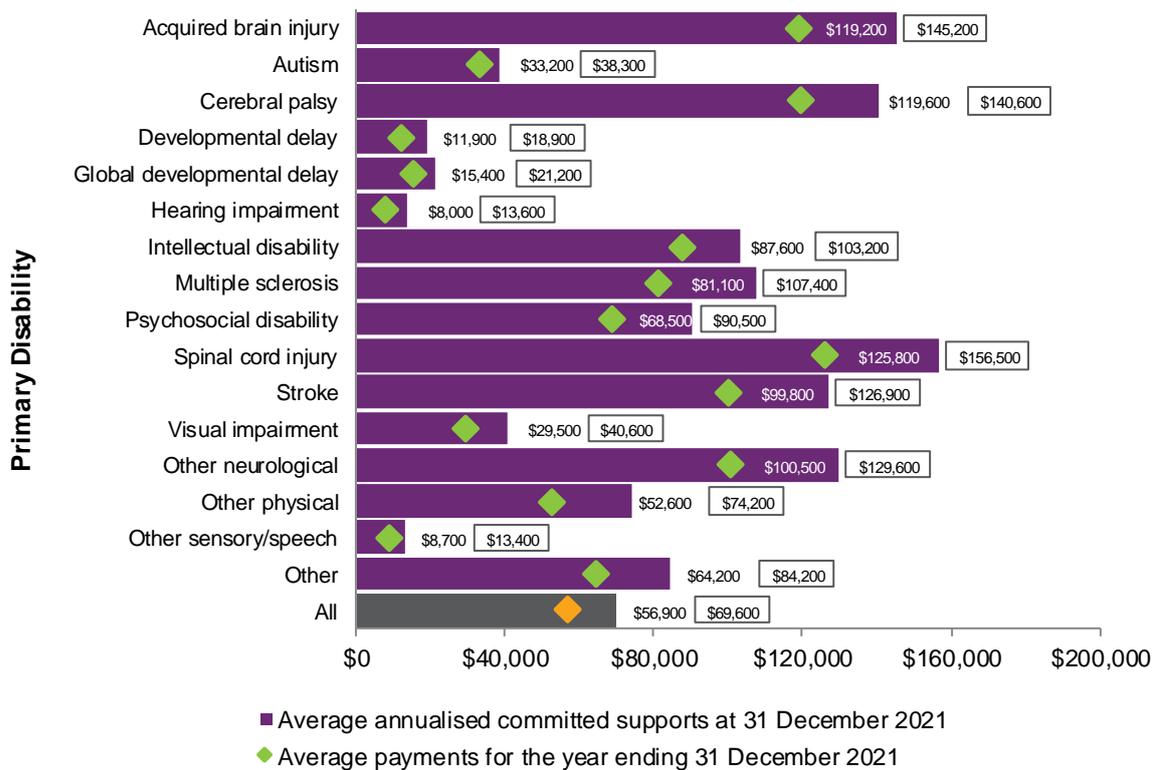
<sup>186</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>187</sup> Ibid.

**Figure F.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – New South Wales** <sup>188</sup>



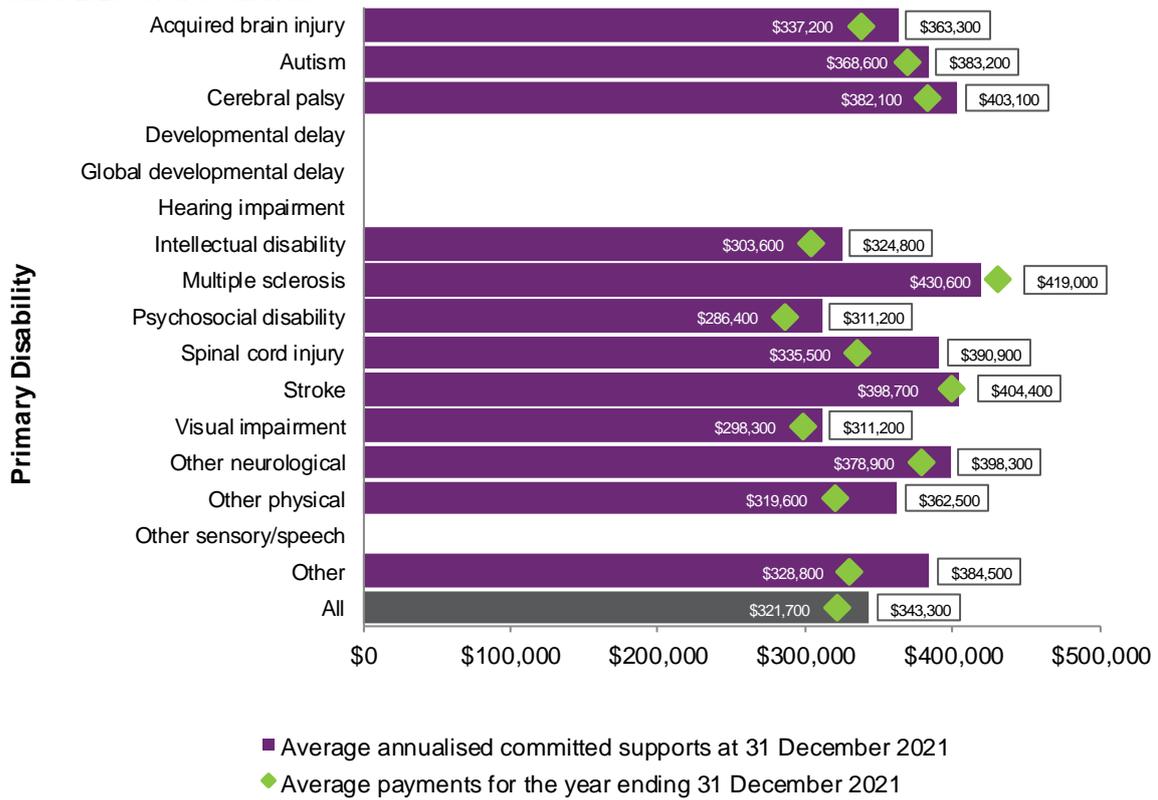
**Figure F.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – New South Wales** <sup>189</sup>



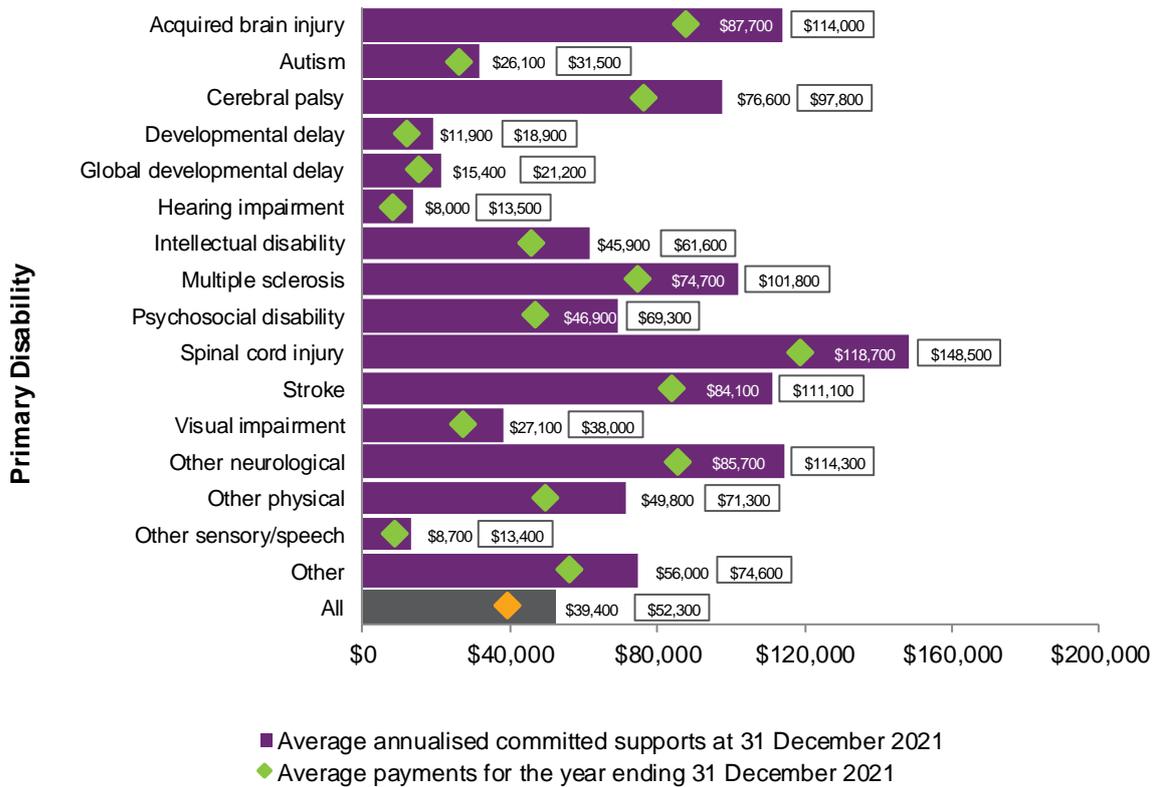
<sup>188</sup> Ibid.

<sup>189</sup> Ibid.

**Figure F.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – New South Wales** <sup>190</sup>



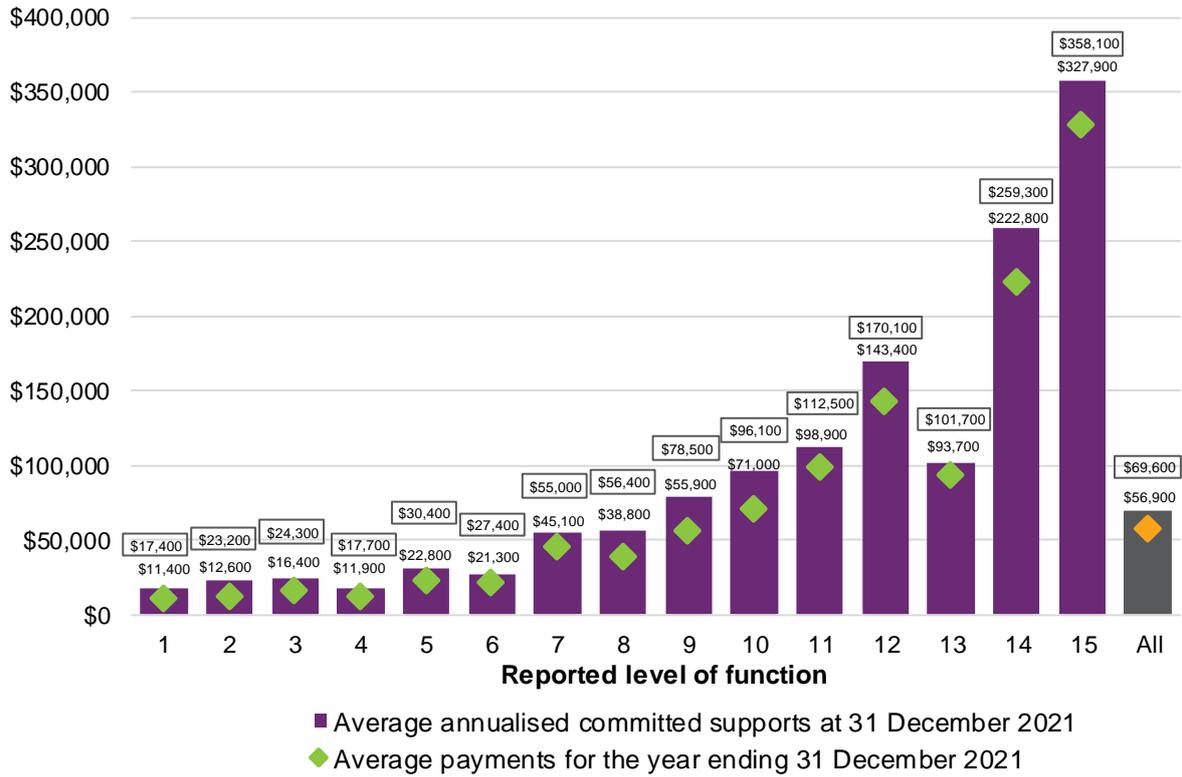
**Figure F.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – New South Wales** <sup>191</sup>



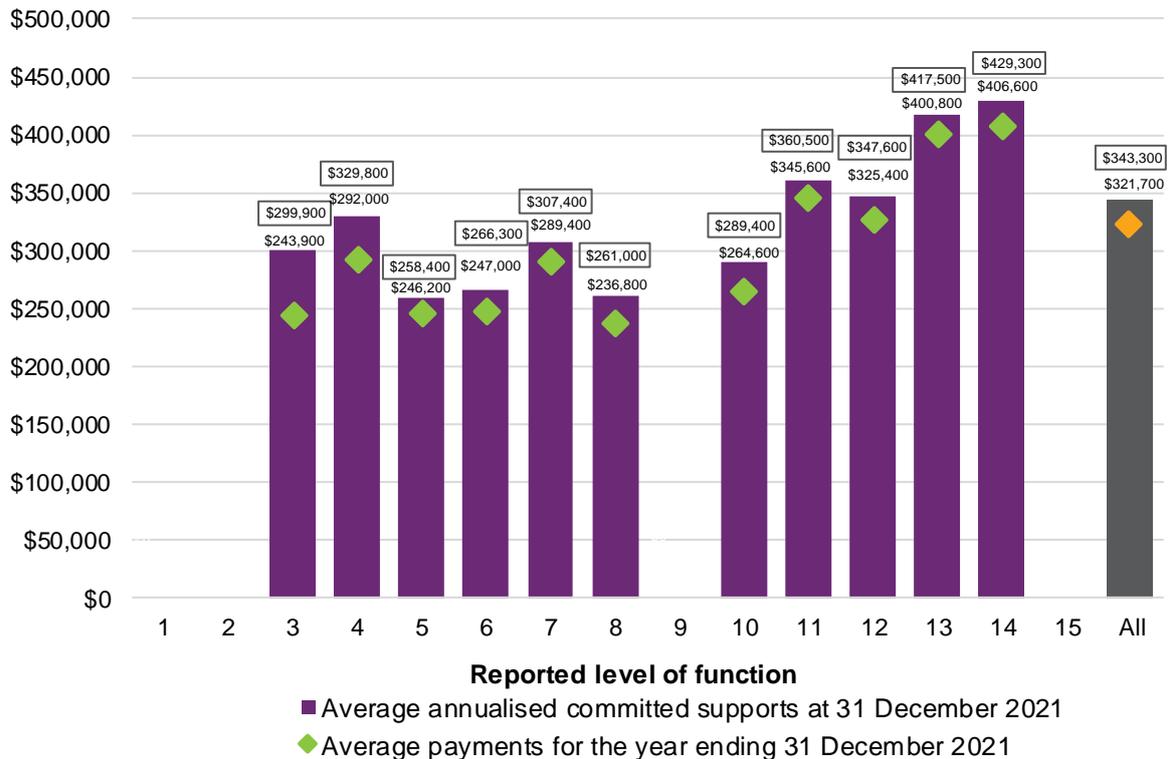
<sup>190</sup> Ibid.

<sup>191</sup> Ibid.

**Figure F.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – New South Wales** <sup>192</sup>



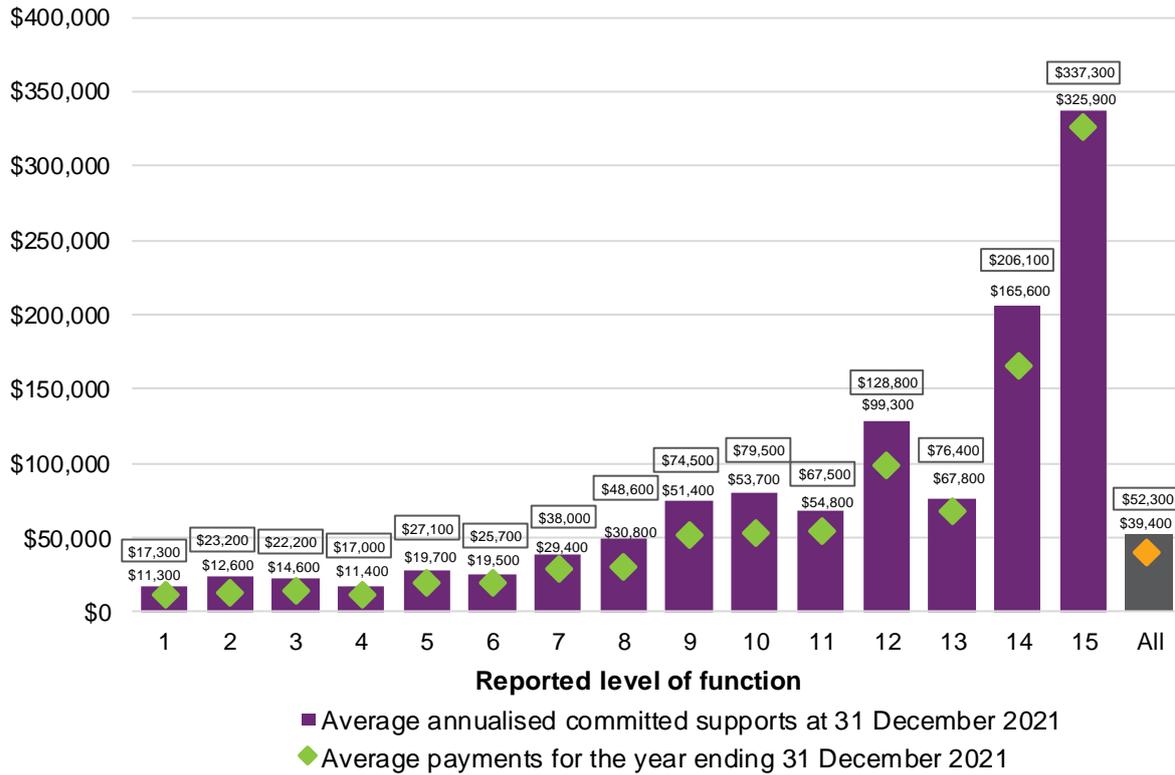
**Figure F.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – New South Wales** <sup>193</sup>



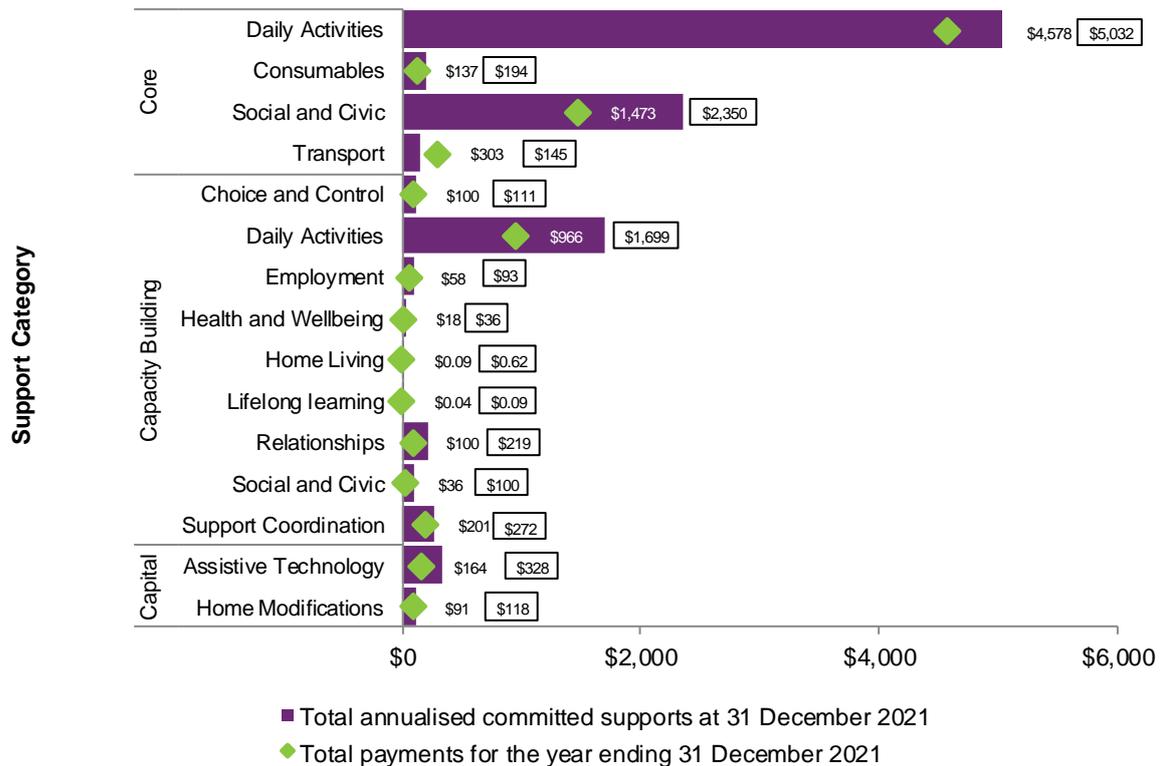
<sup>192</sup> Ibid.

<sup>193</sup> Ibid.

**Figure F.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – New South Wales** <sup>194</sup>



**Figure F.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – New South Wales** <sup>195 196</sup>

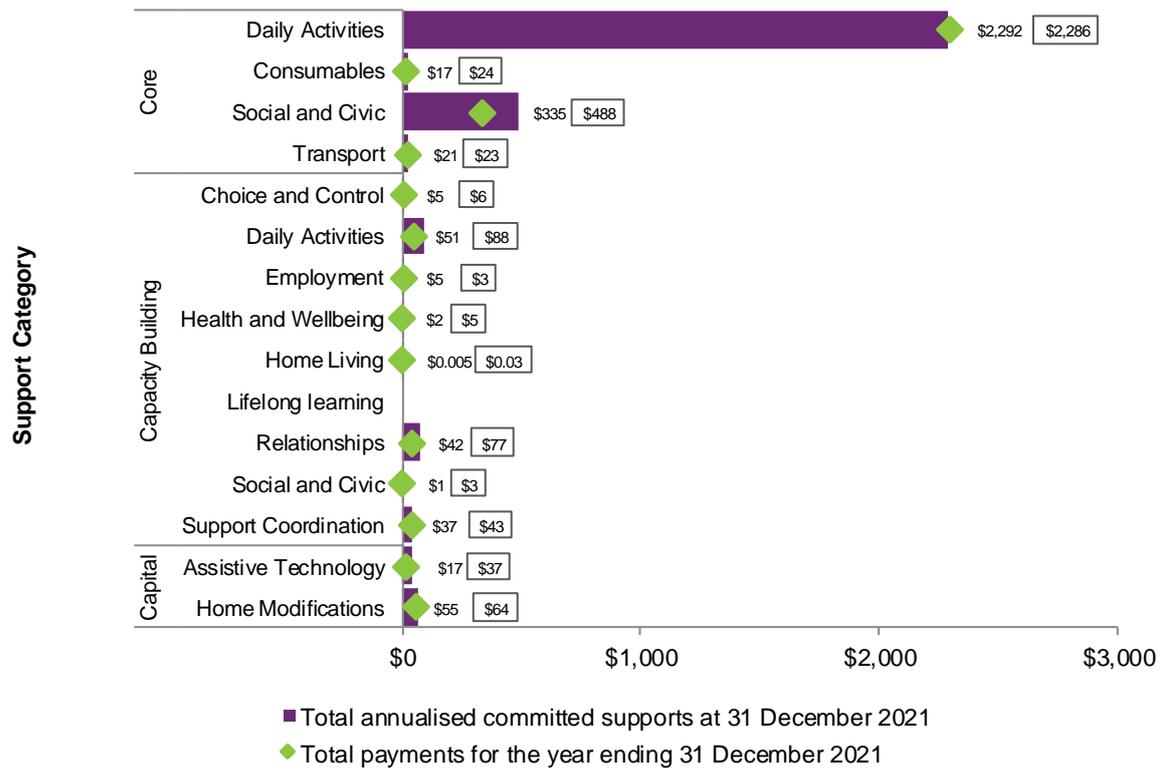


<sup>194</sup> Ibid.

<sup>195</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>196</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure F.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – New South Wales** <sup>197 198</sup>



<sup>197</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>198</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure F.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – New South Wales <sup>199 200</sup>

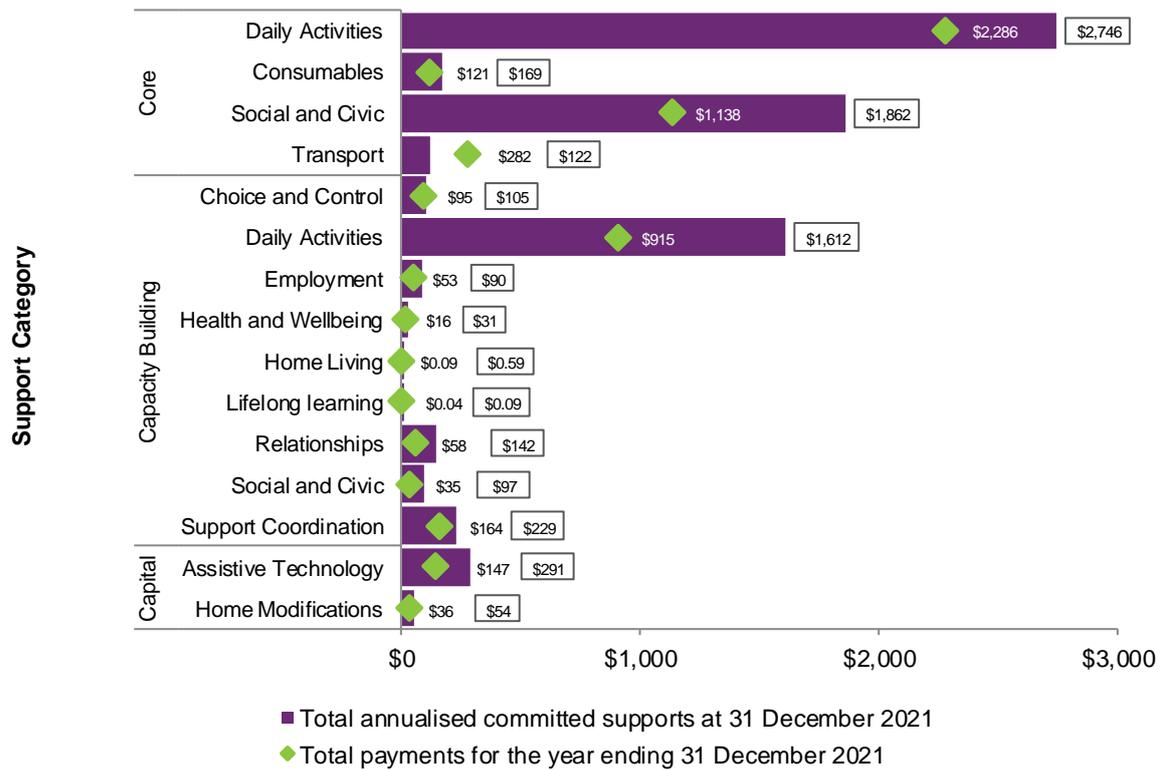


Table F.80 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	50.7	185.4	353.6	1,777.2	4,299.6	5,938.4	8,086.0	10,201.6	5,450.3
Total Paid	37.4	141.9	260.5	1,214.2	3,114.9	4,498.0	6,016.3	7,731.3	3,761.9
% utilised to date	74%	77%	74%	68%	72%	76%	74%	76%	69%

<sup>199</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>200</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure F.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – New South Wales

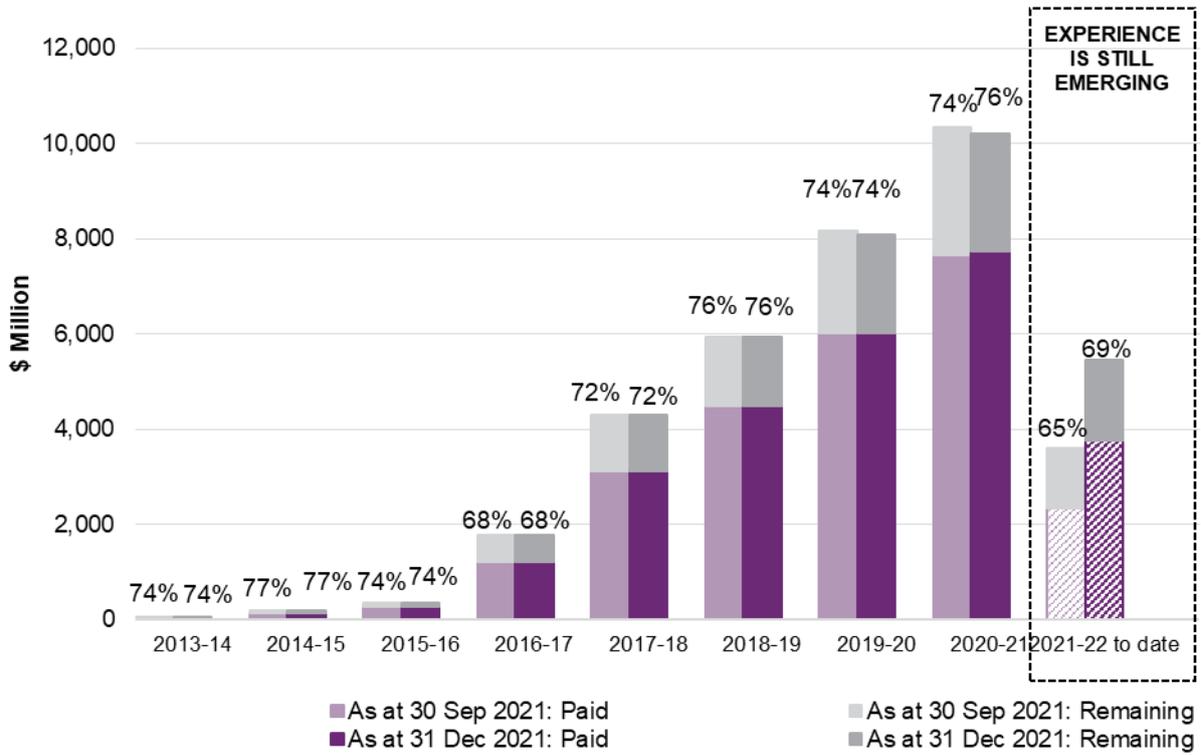
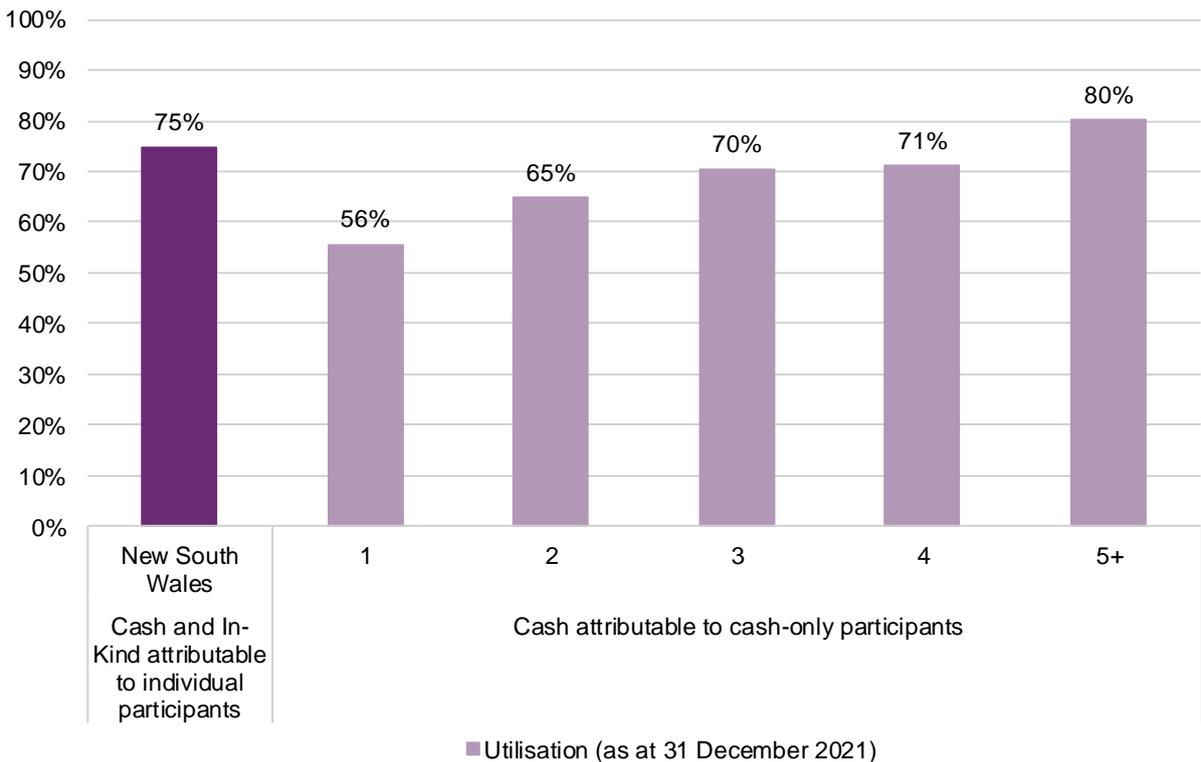


Figure F.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – New South Wales <sup>201</sup>



<sup>201</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure F.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – New South Wales <sup>202</sup>

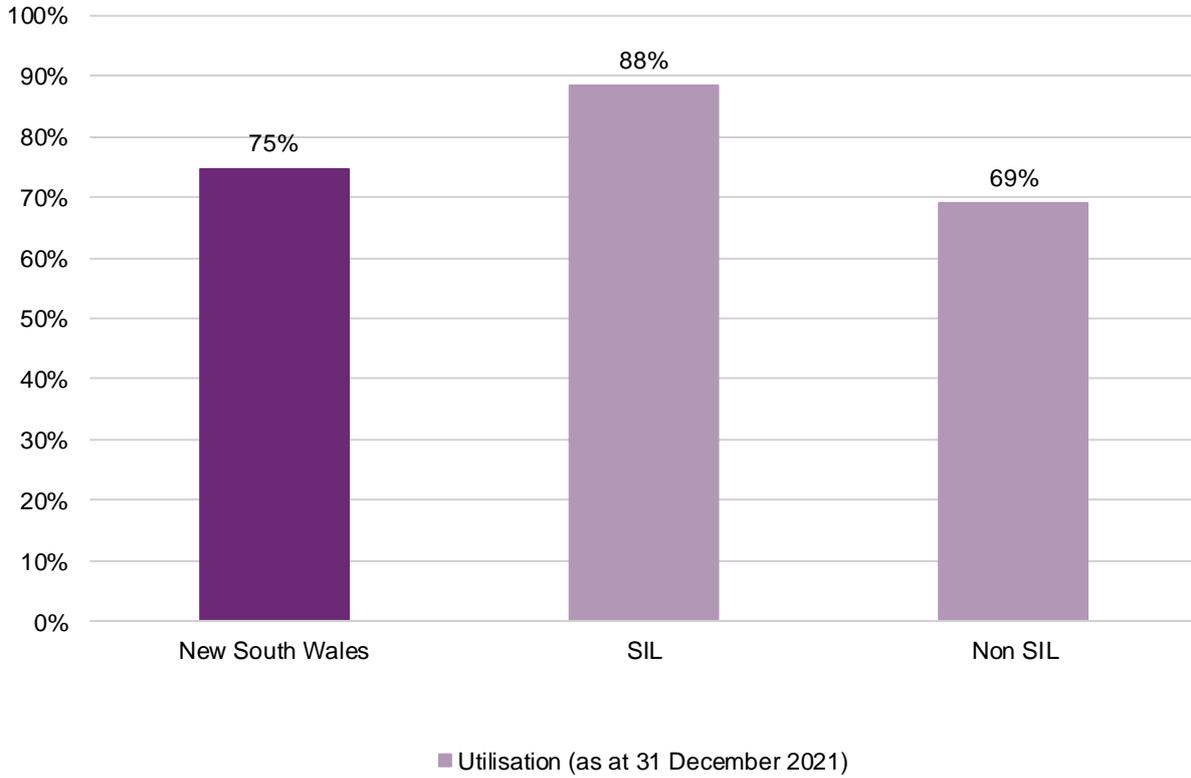
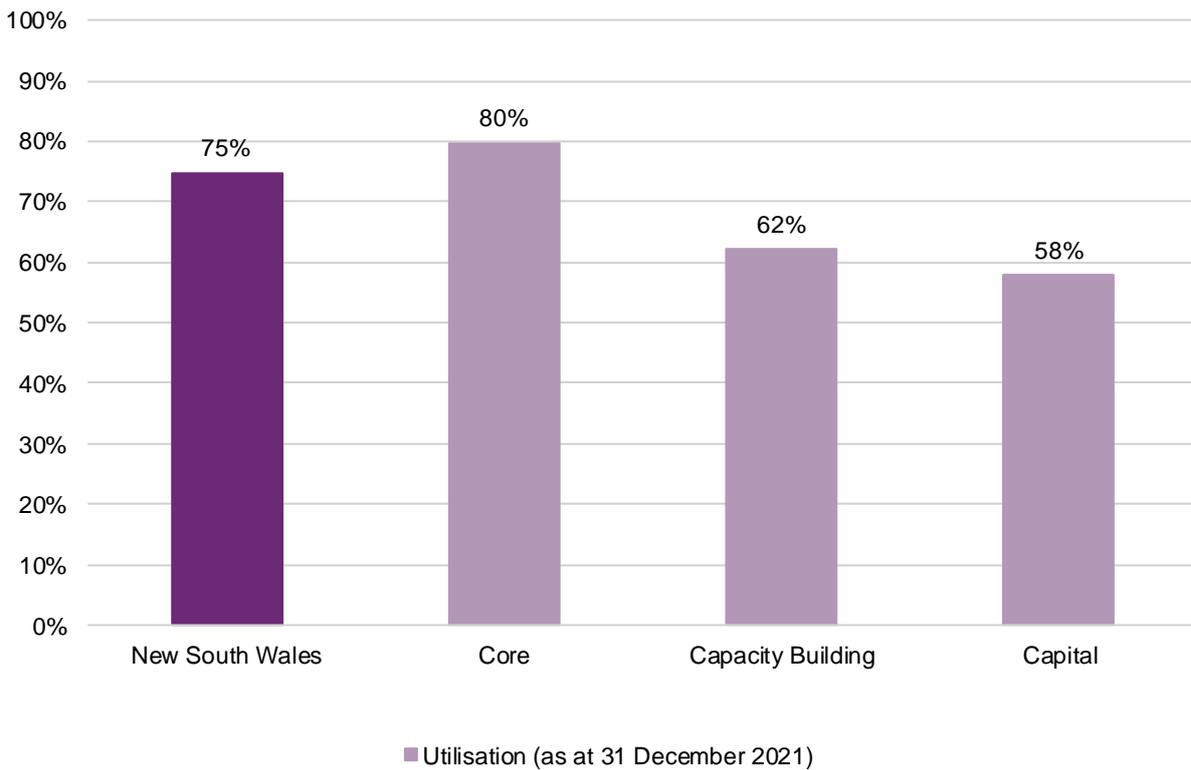


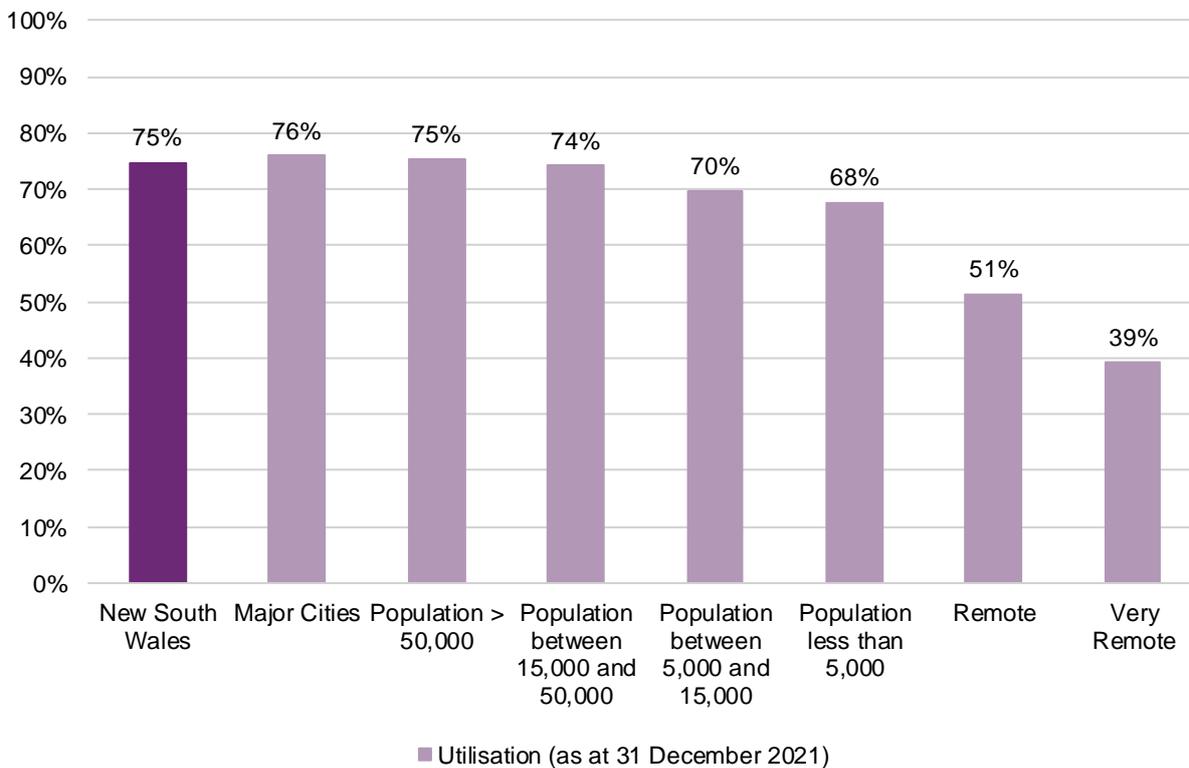
Figure F.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – New South Wales <sup>203</sup>



<sup>202</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>203</sup> Ibid.

Figure F.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – New South Wales <sup>204</sup>



<sup>204</sup> Ibid.

# Appendix G:

## Victoria

### Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria <sup>205</sup>

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
<b>Victoria</b>	<b>128,174</b>	<b>5,685</b>	<b>133,859</b>	<b>3,380</b>	<b>137,239</b>

Table G.2 Active participants by quarter of entry, plan and entry type – Victoria <sup>206</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Access decisions</b>	<b>162,622</b>	<b>7,346</b>	<b>169,968</b>
<b>Active Eligible</b>	<b>132,519</b>	<b>5,488</b>	<b>138,007</b>
<i>New</i>	62,708	5,148	67,856
<i>State</i>	59,910	232	60,142
<i>Commonwealth</i>	9,901	108	10,009
<b>Active Participant Plans (excl ECA)</b>	<b>128,174</b>	<b>5,685</b>	<b>133,859</b>
<i>New</i>	59,522	5,308	64,830
<i>State</i>	58,861	261	59,122
<i>Commonwealth</i>	9,791	116	9,907
<b>Active Participant Plans</b>	<b>131,699</b>	<b>9,065</b>	<b>137,239</b>
<i>Early Intervention (s25)</i>	30,531	3,151	33,682
<i>Permanent Disability (s24)</i>	97,643	2,534	100,177
<i>ECA</i>	3,525	3,380	3,380

Table G.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Victoria

Exits	Total
<b>Total participant exits</b>	<b>6,057</b>
<i>Early Intervention participants</i>	1,015
<i>Permanent disability participants</i>	5,042

<sup>205</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>206</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table G.4 Cumulative numbers of active participants (including ECA) by services previously received – Victoria** <sup>207</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2020-21 Q3	59,439	9,700	51,236	2,397	122,772
End of 2020-21 Q4	59,391	9,795	55,315	3,172	127,673
End of 2021-22 Q1	59,287	9,839	59,958	3,525	132,609
End of 2021-22 Q2	59,122	9,907	64,830	3,380	137,239

**Table G.5 Cumulative numbers of active participants by entry criteria into the Scheme – Victoria** <sup>208 209 210</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2020-21 Q3	26,974	93,401	2,397	122,772
End of 2020-21 Q4	28,994	95,507	3,172	127,673
End of 2021-22 Q1	31,100	97,984	3,525	132,609
End of 2021-22 Q2	33,682	100,177	3,380	137,239

<sup>207</sup> This table shows the total numbers of active participants at the end of each period.

<sup>208</sup> Ibid.

<sup>209</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>210</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table G.6 Assessment of access by age group – Victoria** <sup>211</sup>

Age Group	Prior Quarters		2021-22 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	40,528	98%	2,517	98%	43,045	98%
7 to 14	25,601	89%	884	85%	26,485	89%
15 to 18	8,179	91%	299	83%	8,478	91%
19 to 24	8,044	89%	168	62%	8,212	88%
25 to 34	11,597	87%	280	60%	11,877	86%
35 to 44	12,561	83%	348	57%	12,909	82%
45 to 54	15,918	79%	450	53%	16,368	78%
55 to 64	17,681	72%	548	49%	18,229	71%
65+	1,037	61%	16	35%	1,053	60%
Missing	<11		<11		<11	
<b>Total</b>	<b>141,146</b>	<b>87%</b>	<b>5,510</b>	<b>75%</b>	<b>146,656</b>	<b>86%</b>

**Table G.7 Assessment of access by disability – Victoria** <sup>212</sup>

Disability	Prior Quarters		2021-22 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	4,391	93%	151	83%	4,542	92%
Autism	41,007	96%	1,390	96%	42,397	96%
Cerebral palsy	4,159	96%	39	81%	4,198	96%
Developmental delay	15,714	98%	1,906	99%	17,620	98%
Global developmental delay	2,184	99%	206	99%	2,390	99%
Hearing impairment	6,056	89%	172	82%	6,228	89%
Intellectual disability	26,367	96%	363	85%	26,730	96%
Multiple sclerosis	2,927	90%	72	73%	2,999	89%
Psychosocial disability	18,553	77%	653	51%	19,206	76%
Spinal cord injury	971	94%	23	82%	994	94%
Stroke	1,832	85%	85	73%	1,917	85%
Visual impairment	2,998	92%	44	72%	3,042	91%
Other neurological	5,899	81%	176	65%	6,075	81%
Other physical	4,932	43%	106	21%	5,038	42%
Other sensory/speech	758	55%	<11		763	54%
Other	1,183	39%	119	23%	1,302	36%
Missing	1,215	98%	<11		1,215	98%
<b>Total</b>	<b>141,146</b>	<b>87%</b>	<b>5,510</b>	<b>75%</b>	<b>146,656</b>	<b>86%</b>

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

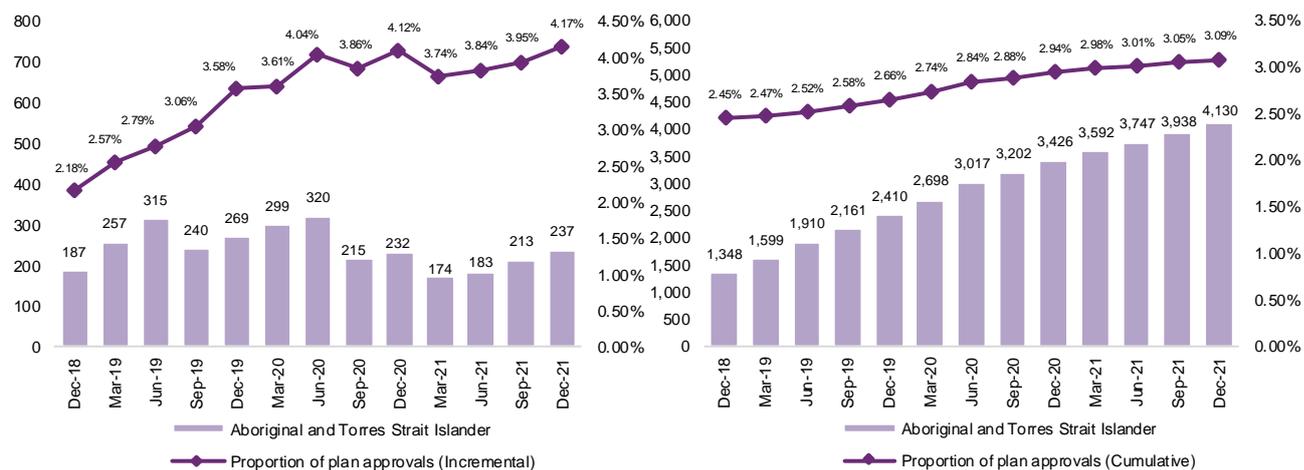
**Table G.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Victoria**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,893	3.0%	237	4.2%	<b>4,130</b>	<b>3.1%</b>
Not Aboriginal and Torres Strait Islander	101,571	79.2%	4,778	84.0%	<b>106,349</b>	<b>79.4%</b>
Not Stated	22,710	17.7%	670	11.8%	<b>23,380</b>	<b>17.5%</b>
<b>Total</b>	<b>128,174</b>	<b>100%</b>	<b>5,685</b>	<b>100%</b>	<b>133,859</b>	<b>100%</b>

<sup>211</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received support and are therefore more likely to meet eligibility criteria to the Scheme.

<sup>212</sup> Ibid.

**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>213</sup>



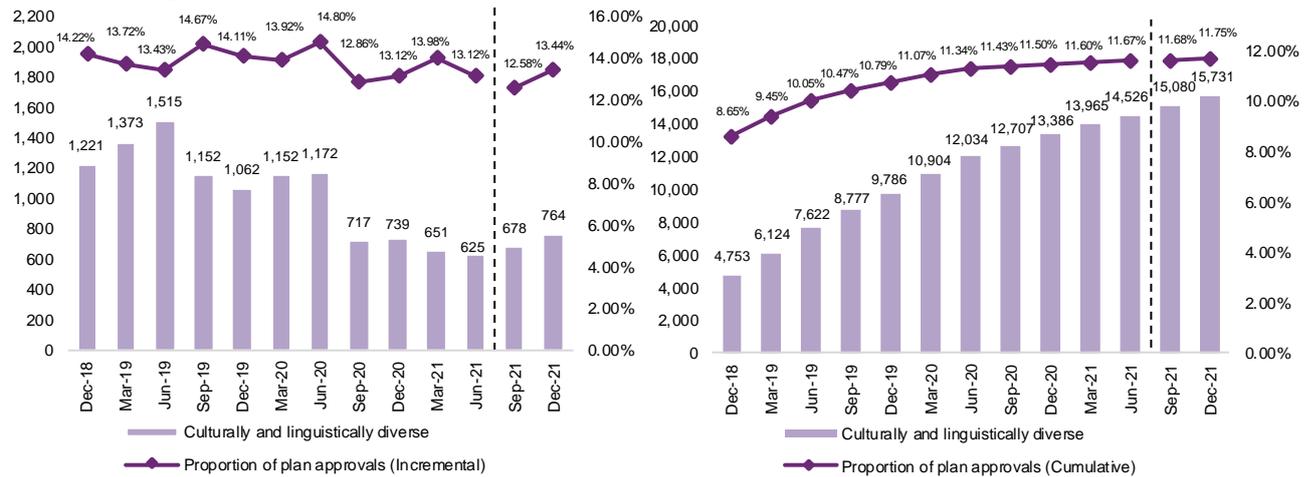
**Table G.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria** <sup>214</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	14,967	11.7%	764	13.4%	<b>15,731</b>	<b>11.8%</b>
Not culturally and linguistically diverse	113,170	88.3%	4,921	86.6%	<b>118,091</b>	<b>88.2%</b>
Not stated	37	0.03%	<11		<b>37</b>	<b>0.03%</b>
<b>Total</b>	<b>128,174</b>	<b>100%</b>	<b>5,685</b>	<b>100%</b>	<b>133,859</b>	<b>100%</b>

<sup>213</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>214</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

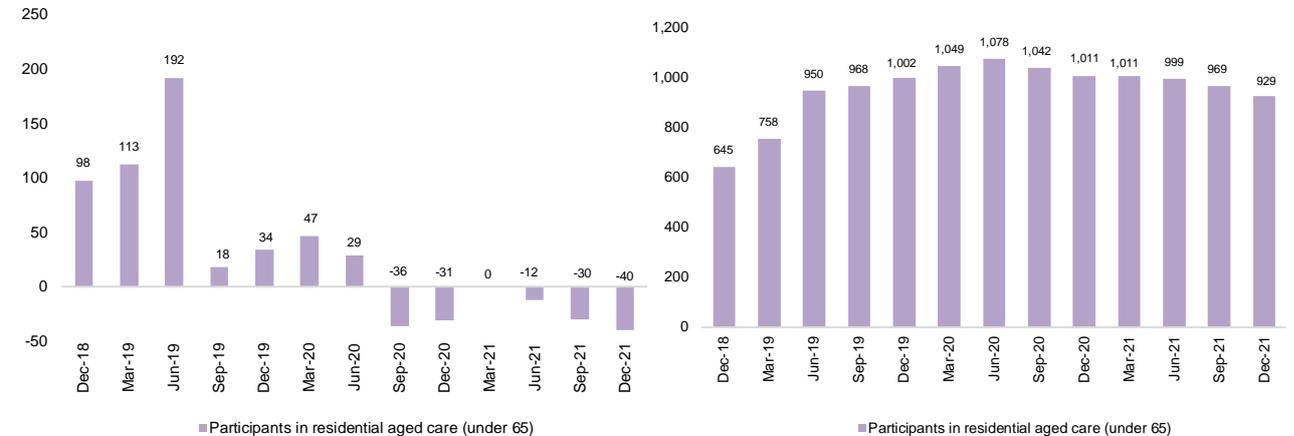
**Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria** <sup>215 216</sup>



**Table G.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Victoria** <sup>217</sup>

Age group	Total N
Under 45	37
45 to 54	166
55 to 64	726
<b>Total YPIRAC (under 65)</b>	<b>929</b>

**Figure G.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria** <sup>218</sup>



<sup>215</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>216</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

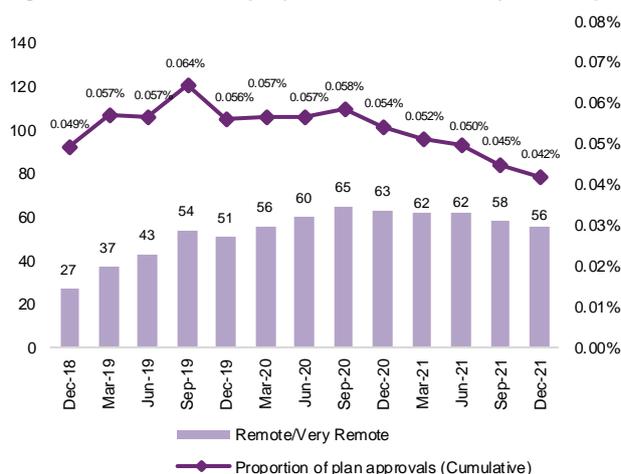
<sup>217</sup> There are a further 488 active participants aged 65 years or over who are currently in residential aged care.

<sup>218</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

**Table G.11 Participant profile per quarter by remoteness – Victoria** <sup>219 220</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	92,655	72.3%	4,357	76.6%	97,012	72.5%
Population > 50,000	11,997	9.4%	444	7.8%	12,441	9.3%
Population between 15,000 and 50,000	8,556	6.7%	298	5.2%	8,854	6.6%
Population between 5,000 and 15,000	7,257	5.7%	288	5.1%	7,545	5.6%
Population less than 5,000	7,651	6.0%	298	5.2%	7,949	5.9%
Remote	56	0.04%	<11		56	0.04%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>128,174</b>	<b>100%</b>	<b>5,685</b>	<b>100%</b>	<b>133,859</b>	<b>100%</b>

**Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria** <sup>221 222 223</sup>



**Table G.12 Participant profile per quarter by primary disability group – Victoria** <sup>224 225 226</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	39,887	31%	1,441	25%	41,328	31%
Intellectual disability	24,922	19%	388	7%	25,310	19%
Psychosocial disability	16,773	13%	700	12%	17,473	13%
Developmental delay	12,804	10%	1,869	33%	14,673	11%
Hearing impairment	5,729	4%	188	3%	5,917	4%
Other neurological	4,775	4%	182	3%	4,957	4%
Other physical	4,100	3%	118	2%	4,218	3%
Cerebral palsy	3,989	3%	41	1%	4,030	3%
Acquired brain injury	3,860	3%	158	3%	4,018	3%
Global developmental delay	1,836	1%	225	4%	2,061	2%
Visual impairment	2,705	2%	51	1%	2,756	2%
Multiple sclerosis	2,738	2%	87	2%	2,825	2%
Stroke	1,601	1%	94	2%	1,695	1%
Spinal cord injury	868	1%	20	0%	888	1%
Other	992	1%	116	2%	1,108	1%
Other sensory/speech	595	0%	<11		602	0%
<b>Total</b>	<b>128,174</b>	<b>100%</b>	<b>5,685</b>	<b>100%</b>	<b>133,859</b>	<b>100%</b>

<sup>219</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>220</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>221</sup> Ibid.

<sup>222</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>223</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Victoria over time.

<sup>224</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>225</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>226</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Victoria (2,834).

**Table G.13 Participant profile per quarter (participants in SIL) by primary disability group – Victoria** <sup>227 228</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	571	11%	<11		571	11%
Intellectual disability	3,128	60%	<11		3,128	60%
Psychosocial disability	270	5%	<11		270	5%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	153	3%	<11		153	3%
Other physical	27	1%	<11		27	1%
Cerebral palsy	582	11%	<11		582	11%
Acquired brain injury	295	6%	<11		295	6%
Global developmental delay	<11		<11		<11	
Visual impairment	11	0%	<11		11	0%
Multiple sclerosis	79	2%	<11		79	2%
Stroke	47	1%	<11		47	1%
Spinal cord injury	20	0%	<11		20	0%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
<b>Total</b>	<b>5,199</b>	<b>100%</b>	<b>&lt;11</b>		<b>5,199</b>	<b>100%</b>

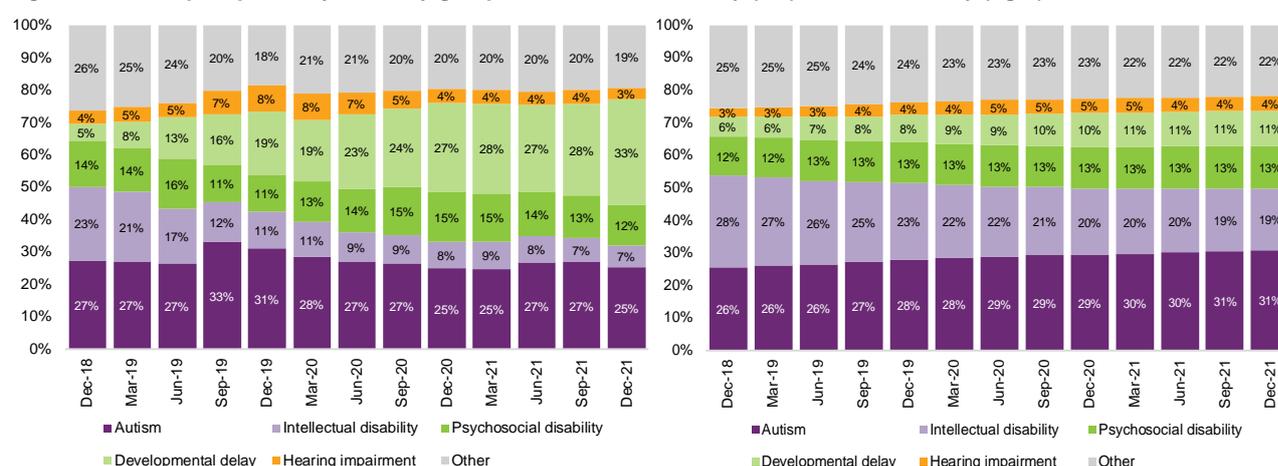
<sup>227</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>228</sup> Down syndrome is included in intellectual disability, representing 9% of participants in SIL (483).

**Table G.14 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria** <sup>229</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	39,316	32%	1,441	25%	40,757	32%
Intellectual disability	21,794	18%	388	7%	22,182	17%
Psychosocial disability	16,503	13%	700	12%	17,203	13%
Developmental delay	12,804	10%	1,869	33%	14,673	11%
Hearing impairment	5,723	5%	188	3%	5,911	5%
Other neurological	4,622	4%	182	3%	4,804	4%
Other physical	4,073	3%	118	2%	4,191	3%
Cerebral palsy	3,407	3%	41	1%	3,448	3%
Acquired brain injury	3,565	3%	158	3%	3,723	3%
Global developmental delay	1,836	1%	225	4%	2,061	2%
Visual impairment	2,694	2%	51	1%	2,745	2%
Multiple sclerosis	2,659	2%	87	2%	2,746	2%
Stroke	1,554	1%	94	2%	1,648	1%
Spinal cord injury	848	1%	20	0%	868	1%
Other	982	1%	116	2%	1,098	1%
Other sensory/speech	595	0%	<11		602	0%
<b>Total</b>	<b>122,975</b>	<b>100%</b>	<b>5,685</b>	<b>100%</b>	<b>128,660</b>	<b>100%</b>

**Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria** <sup>230</sup>



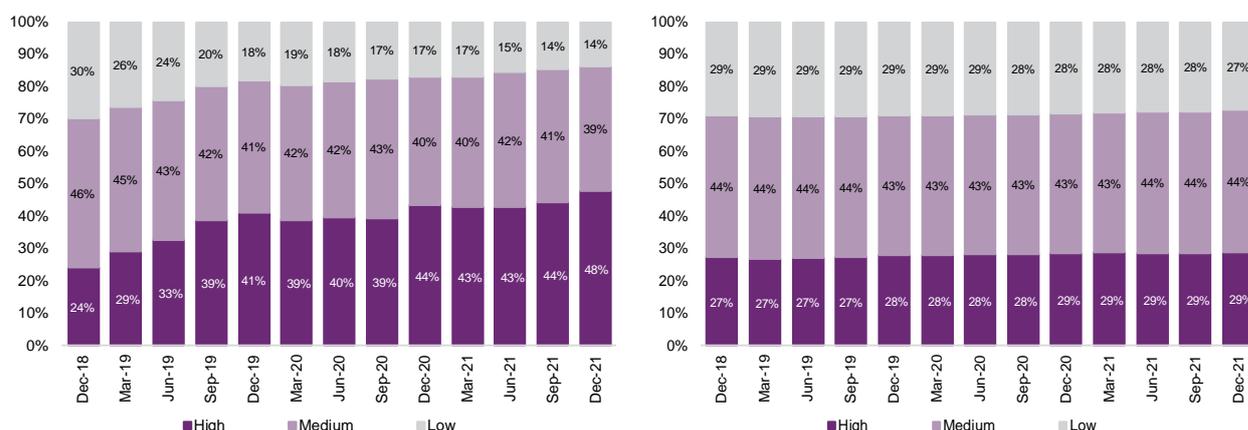
<sup>229</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,351).

<sup>230</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table G.15 Participant profile per quarter by reported level of function – Victoria** <sup>231</sup>

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	11,989	9%	1,378	24%	13,367	10%
2 (High Function)	326	0%	18	0%	344	0%
3 (High Function)	6,449	5%	486	9%	6,935	5%
4 (High Function)	7,112	6%	240	4%	7,352	5%
5 (High Function)	10,007	8%	589	10%	10,596	8%
6 (Moderate Function)	25,914	20%	1,148	20%	27,062	20%
7 (Moderate Function)	7,584	6%	293	5%	7,877	6%
8 (Moderate Function)	8,088	6%	274	5%	8,362	6%
9 (Moderate Function)	589	0%	26	0%	615	0%
10 (Moderate Function)	14,453	11%	463	8%	14,916	11%
11 (Low Function)	4,396	3%	76	1%	4,472	3%
12 (Low Function)	21,088	16%	561	10%	21,649	16%
13 (Low Function)	7,965	6%	125	2%	8,090	6%
14 (Low Function)	2,064	2%	<11		2,072	2%
15 (Low Function)	80	0%	<11		80	0%
Missing	70		<11		70	
<b>Total</b>	<b>128,174</b>	<b>100%</b>	<b>5,685</b>	<b>100%</b>	<b>133,859</b>	<b>100%</b>

**Figure G.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Victoria** <sup>232</sup>



**Table G.16 Participant profile per quarter by age group – Victoria**

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	19,819	15%	2,519	44%	22,338	17%
7 to 14	33,795	26%	923	16%	34,718	26%
15 to 18	9,268	7%	317	6%	9,585	7%
19 to 24	9,530	7%	194	3%	9,724	7%
25 to 34	11,434	9%	308	5%	11,742	9%
35 to 44	11,157	9%	382	7%	11,539	9%
45 to 54	13,485	11%	461	8%	13,946	10%
55 to 64	14,913	12%	532	9%	15,445	12%
65+	4,773	4%	49	1%	4,822	4%
<b>Total</b>	<b>128,174</b>	<b>100%</b>	<b>5,685</b>	<b>100%</b>	<b>133,859</b>	<b>100%</b>

<sup>231</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>232</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table G.17 Participant profile per quarter (participants in SIL) by age group – Victoria <sup>233</sup>

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	13	0%	<11		13	0%
19 to 24	252	5%	<11		252	5%
25 to 34	744	14%	<11		744	14%
35 to 44	941	18%	<11		941	18%
45 to 54	1,395	27%	<11		1,395	27%
55 to 64	1,458	28%	<11		1,458	28%
65+	394	8%	<11		394	8%
<b>Total</b>	<b>5,199</b>	<b>100%</b>	<b>&lt;11</b>		<b>5,199</b>	<b>100%</b>

Table G.18 Participant profile per quarter (participants not in SIL) by age group – Victoria

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	19,818	16%	2,519	44%	22,337	17%
7 to 14	33,794	27%	923	16%	34,717	27%
15 to 18	9,255	8%	317	6%	9,572	7%
19 to 24	9,278	8%	194	3%	9,472	7%
25 to 34	10,690	9%	308	5%	10,998	9%
35 to 44	10,216	8%	382	7%	10,598	8%
45 to 54	12,090	10%	461	8%	12,551	10%
55 to 64	13,455	11%	532	9%	13,987	11%
65+	4,379	4%	49	1%	4,428	3%
<b>Total</b>	<b>122,975</b>	<b>100%</b>	<b>5,685</b>	<b>100%</b>	<b>128,660</b>	<b>100%</b>

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria <sup>234</sup>

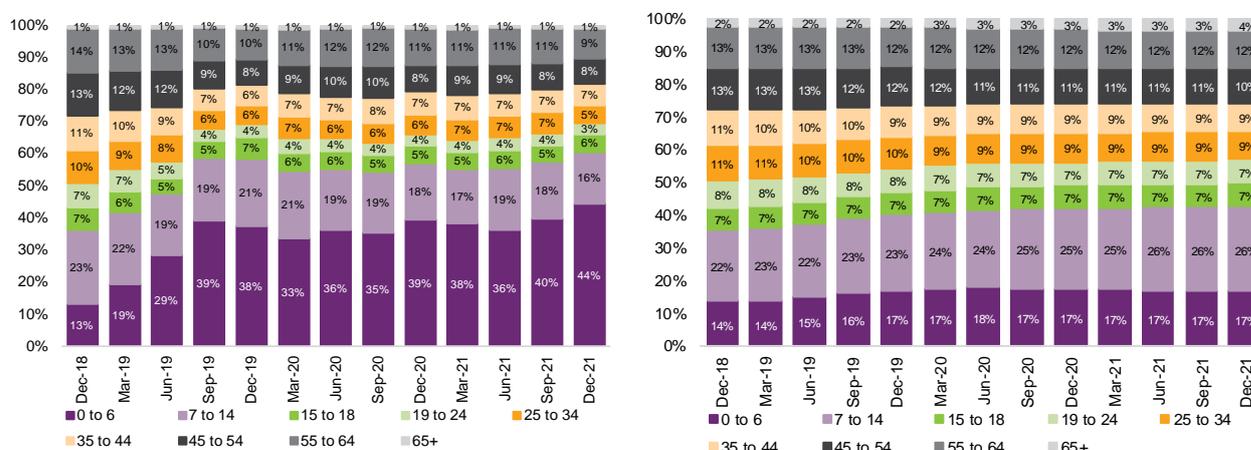


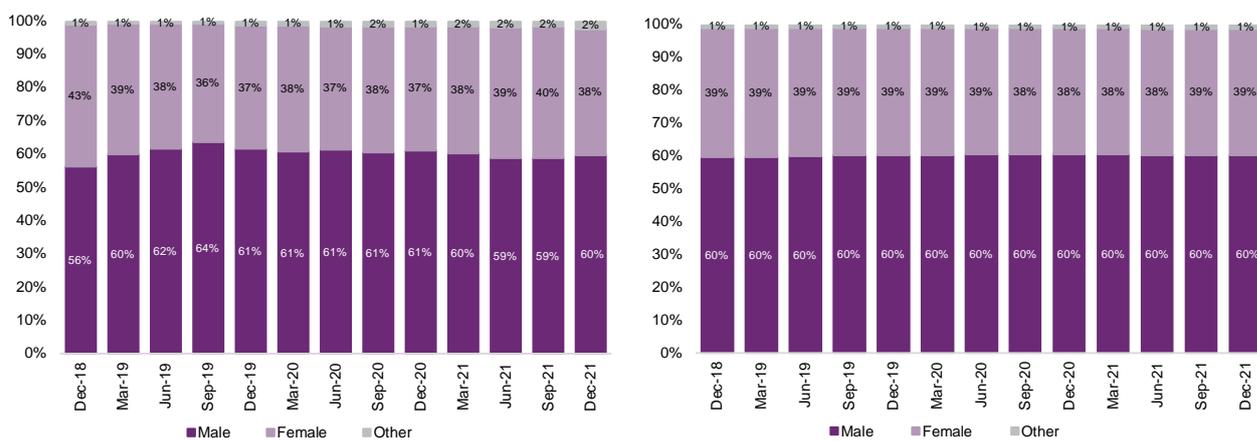
Table G.19 Participant profile per quarter by gender – Victoria

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	77,196	60%	3,397	60%	80,593	60%
Female	49,483	39%	2,153	38%	51,636	39%
Other	1,495	1%	135	2%	1,630	1%
<b>Total</b>	<b>128,174</b>	<b>100%</b>	<b>5,685</b>	<b>100%</b>	<b>133,859</b>	<b>100%</b>

<sup>233</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>234</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria** <sup>235</sup>



**Table G.20 Participation rates by age group at 31 December 2021 – Victoria** <sup>236</sup>

Age group	Participation rate
0-6	4.08%
7-14	5.31%
15-18	3.14%
19-24	1.79%
25-34	1.09%
35-44	1.23%
45-54	1.69%
55-64	2.07%
<b>Total (aged 0-64)</b>	<b>2.29%</b>

<sup>235</sup> Ibid.

<sup>236</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

Table G.21 Number of baseline questionnaires completed by SFOF version – Victoria <sup>237</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,792	3,181	4,922	8,495	6,541	4,139	29,070
Participant school to 14	1,915	5,095	10,266	8,647	4,915	2,431	33,269
Participant 15 to 24	1,218	3,226	4,560	2,949	1,796	941	14,690
Participant 25 and over	4,306	10,380	15,784	9,777	6,956	3,484	50,687
<b>Total Participant</b>	<b>9,231</b>	<b>21,882</b>	<b>35,532</b>	<b>29,868</b>	<b>20,208</b>	<b>10,995</b>	<b>127,716</b>
Family 0 to 14	3,540	8,011	14,635	16,710	11,256	6,451	60,603
Family 15 to 24	312	2,409	3,301	1,961	1,200	658	9,841
Family 25 and over	124	3,488	4,726	2,547	1,554	782	13,221
<b>Total Family</b>	<b>3,976</b>	<b>13,908</b>	<b>22,662</b>	<b>21,218</b>	<b>14,010</b>	<b>7,891</b>	<b>83,665</b>
<b>Total</b>	<b>13,207</b>	<b>35,790</b>	<b>58,194</b>	<b>51,086</b>	<b>34,218</b>	<b>18,886</b>	<b>211,381</b>

Table G.22 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	69%			
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		24%		
DL	% who say their child is becoming more independent		35%		
CC	% of children who have a genuine say in decisions about themselves		71%		
CC	% who are happy with the level of independence/control they have now			28%	
CC	% who choose who supports them			38%	61%
CC	% who choose what they do each day			47%	69%
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			81%	79%

<sup>237</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table G.23 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	56%	60%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	63%	71%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			34%	33%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			29%	31%

**Table G.24 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		74%		
HM	% who are happy with their home			78%	67%
HM	% who feel safe or very safe in their home			82%	68%
HW	% who rate their health as good, very good or excellent			65%	39%
HW	% who did not have any difficulties accessing health services			66%	58%
LL	% who currently attend or previously attended school in a mainstream class			41%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				48%
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			9%	10%

**Table G.25 Selected key baseline indicators for families/carers of participants – Victoria**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	16%	25%	22%
% receiving Carer Allowance	35%	44%	33%
% working in a paid job	47%	52%	40%
Of those in a paid job, % in permanent employment	81%	78%	79%
Of those in a paid job, % working 15 hours or more	79%	83%	84%
% who say they (and their partner) are able to work as much as they want	43%	43%	54%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	90%	89%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	27%	18%
% able to advocate for their child/family member	74%	63%	59%
% who have friends and family they see as often as they like	44%	40%	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		31%	
% who feel in control selecting services		34%	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			32%
% who rate their health as good, very good or excellent	75%	62%	59%

**Table G.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=5,655) - participants who entered between 1 July 2016 and 31 December 2020 – Victoria <sup>238</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	88%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	80%
REL Has the NDIS improved how your child fits into family life?	77%
S/CP Has the NDIS improved how your child fits into community life?	62%

**Table G.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=10,753) - participants who entered between 1 July 2016 and 31 December 2020 – Victoria**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	61%
LL Has the NDIS improved your child's access to education?	42%
REL Has the NDIS improved your child's relationships with family and friends?	51%
S/CP Has the NDIS improved your child's social and recreational life?	45%

<sup>238</sup> Results in Tables G.26 to G.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

**Table G.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,194) and ‘Participant 25 and over’ (n=15,566) - participants who entered between 1 July 2016 and 31 December 2020 – Victoria**

Question	15 to 24 % Yes	25+ % Yes
CC Has the NDIS helped you have more choices and more control over your life?	62%	72%
DL Has the NDIS helped you with daily living activities?	60%	74%
REL Has the NDIS helped you to meet more people?	44%	49%
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?	46%	54%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	29%
WK Has your involvement with the NDIS helped you find a job that's right for you?	17%	17%
S/CP Has the NDIS helped you be more involved?	51%	57%

**Table G.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,553); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,307) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	68%	57%
Has the NDIS improved the level of support for your family?	73%	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?	73%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	47%	39%

**Table G.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,498) - participants who entered between 1 July 2016 and 31 December 2019 – Victoria<sup>239</sup>**

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	89%	94%	+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?	82%	87%	+5%
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?	63%	67%	+4%

**Table G.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=8,205) - participants who entered between 1 July 2016 and 31 December 2019 – Victoria**

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	61%	70%	+9%
LL Has the NDIS improved your child's access to education?	43%	47%	+4%
REL Has the NDIS improved your child's relationships with family and friends?	51%	57%	+6%
S/CP Has the NDIS improved your child's social and recreational life?	47%	51%	+4%

<sup>239</sup> Results in Tables G.30 to G.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table G.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,400) and ‘Participant 25 and over’ (n=10,039) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	58%	67%	+9%	66%	75%	+9%
DL Has the NDIS helped you with daily living activities?	59%	69%	+10%	69%	79%	+10%
REL Has the NDIS helped you to meet more people?	46%	50%	+4%	48%	54%	+6%
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%	48%	+6%	48%	56%	+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?	36%	40%	+4%	28%	30%	+2%
WK Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%	0%	16%	16%	0%
S/CP Has the NDIS helped you be more involved?	52%	58%	+6%	55%	63%	+8%

**Table G.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=8,051); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,544) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	65%	72%	+7%	51%	63%	+12%
Has the NDIS improved the level of support for your family?	69%	76%	+7%	59%	75%	+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?	71%	77%	+6%	56%	68%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	80%	+6%			
Has the NDIS improved your health and wellbeing?	44%	48%	+4%	34%	41%	+7%

**Table G.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,728) - participants who entered between 1 July 2016 and 31 December 2018 – Victoria <sup>240</sup>**

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	96%	95%	+3%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	93%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	89%	87%	+2%
REL	Has the NDIS improved how your child fits into family life?	75%	80%	82%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	65%	68%	70%	+5%

**Table G.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=4,986) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	59%	68%	73%	+14%
LL	Has the NDIS improved your child's access to education?	37%	43%	48%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	54%	58%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	51%	54%	+9%

**Table G.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,473) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	56%	65%	71%	+15%
Has the NDIS helped you with daily living activities?	58%	67%	75%	+17%
Has the NDIS helped you to meet more people?	45%	51%	54%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	19%	18%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	41%	46%	51%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	39%	40%	+4%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	13%	14%	0%
Has the NDIS helped you be more involved?	51%	58%	62%	+11%

<sup>240</sup> Results in Tables G.34 to G.39 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table G.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=7,022) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	63%	71%	78%	+15%
Has the NDIS helped you with daily living activities?	67%	76%	82%	+15%
Has the NDIS helped you to meet more people?	47%	53%	59%	+12%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	26%	28%	31%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	45%	51%	57%	+12%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	31%	33%	+4%
Has your involvement with the NDIS helped you find a job that’s right for you?	16%	15%	17%	+1%
Has the NDIS helped you be more involved?	54%	62%	67%	+13%

**Table G.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=4,249) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	61%	67%	71%	+10%
Has the NDIS improved the level of support for your family?	68%	73%	77%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	69%	73%	76%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	77%	80%	+6%
Has the NDIS improved your health and wellbeing?	39%	42%	46%	+7%

**Table G.39 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=1,304) - participants who entered between 1 July 2016 and 31 December 2018 – Victoria**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	48%	57%	65%	+17%
Has the NDIS improved the level of support for your family?	59%	71%	77%	+18%
Has the NDIS helped you to access services, programs and activities in the community?	55%	66%	70%	+15%
Has the NDIS improved your health and wellbeing?	31%	35%	41%	+10%

**Table G.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=722) - participants who entered between 1 July 2016 and 31 December 2017 – Victoria <sup>241</sup>**

	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?	90%	95%	93%	91%	+1%
DL	Has the NDIS improved your child's access to specialist services?	89%	95%	92%	91%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	89%	84%	81%	0%
REL	Has the NDIS improved how your child fits into family life?	69%	77%	80%	81%	+12%
S/CP	Has the NDIS improved how your child fits into community life?	54%	61%	56%	58%	+4%

**Table G.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=1,804) - participants who entered between 1 July 2016 and 31 December 2017 – Victoria**

	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%	66%	72%	74%	+18%
LL	Has the NDIS improved your child's access to education?	32%	35%	41%	42%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	56%	58%	+15%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	48%	52%	54%	+12%

**Table G.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=917) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	54%	63%	66%	69%	+15%
DL	Has the NDIS helped you with daily living activities?	56%	65%	70%	73%	+17%
REL	Has the NDIS helped you to meet more people?	45%	50%	52%	54%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	17%	15%	16%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	43%	45%	47%	+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?	36%	37%	37%	37%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	13%	13%	-3%
S/CP	Has the NDIS helped you be more involved?	52%	58%	63%	64%	+12%

<sup>241</sup> Results in Tables G.40 to G.45 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table G.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=2,332) - participants who entered between 1 July 2016 and 31 December 2017 – 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%	72%	75%	80%	+17%
DL	Has the NDIS helped you with daily living activities?	68%	76%	82%	84%	+16%
REL	Has the NDIS helped you to meet more people?	48%	53%	57%	61%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	27%	26%	27%	30%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	51%	55%	58%	+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%	33%	34%	37%	+5%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	20%	19%	15%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	55%	62%	66%	70%	+15%

**Table G.44 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,324) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	56%	60%	64%	69%	+13%
Has the NDIS improved the level of support for your family?	64%	68%	73%	76%	+12%
Has the NDIS improved your access to services, programs and activities in the community?	66%	71%	77%	76%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	75%	81%	82%	+9%
Has the NDIS improved your health and wellbeing?	36%	36%	41%	42%	+6%

**Table G.45 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=293) - participants who entered between 1 July 2016 and 31 December 2017 – Victoria**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	44%	51%	55%	65%	+21%
Has the NDIS improved the level of support for your family?	56%	66%	69%	77%	+21%
Has the NDIS helped you to access services, programs and activities in the community?	60%	68%	72%	73%	+13%
Has the NDIS improved your health and wellbeing?	32%	32%	37%	39%	+7%

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

**Table G.46 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant school to 14’ (n=290) - participants who entered between 1 July 2016 and 31 December 2016 – Victoria**<sup>242</sup>

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS helped your child to become more independent?	59%	66%	69%	77%	76%	+17%
LL	Has the NDIS improved your child's access to education?	37%	39%	36%	40%	44%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	50%	50%	57%	58%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	50%	49%	53%	52%	+3%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Participant 15 to 24’.

**Table G.47 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=354) - participants who entered between 1 July 2016 and 31 December 2016 – Victoria**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	64%	71%	74%	79%	80%	+16%
DL	Has the NDIS helped you with daily living activities?	67%	75%	79%	83%	85%	+18%
REL	Has the NDIS helped you to meet more people?	51%	56%	56%	65%	66%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	22%	20%	27%	28%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	53%	49%	59%	63%	+15%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	33%	35%	34%	40%	+8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	13%	14%	13%	14%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	59%	62%	70%	71%	+18%

**Table G.48 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Family 0 to 14’ (n=201) - participants who entered between 1 July 2016 and 31 December 2016 – Victoria**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
Has the NDIS improved your capacity to advocate (stand up) for your child?	65%	61%	67%	72%	73%	+8%
Has the NDIS improved the level of support for your family?	72%	78%	66%	73%	77%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	71%	75%	70%	78%	75%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	83%	82%	80%	79%	+4%
Has the NDIS improved your health and wellbeing?	40%	43%	38%	40%	42%	+2%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Family 15 to 24’ and ‘Family 25 and over’.

<sup>242</sup> Results in Tables G.46 to G.48 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

**Table G.49 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,575), 'participant social and community engagement rate' (n=15,646), 'parent and carer employment rate' (n=12,719) and 'participant choice and control' (n=12,379) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Victoria<sup>243</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	20%	26%	5%	24%
Aged 25+	20%	18%	19%	
Aged 15+	18%	17%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	34%	37%	38%	48%
Aged 25+	35%	38%	39%	
Aged 15+	35%	38%	39%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	45%	46%	48%	49%
Aged 15+	44%	46%	45%	
All ages	45%	46%	47%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		58%	67%	75%
Aged 25+		66%	75%	
Aged 15+		64%	73%	

<sup>243</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table G.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=9,846), 'participant social and community engagement rate' (n=9,879), 'parent and carer employment rate' (n=5,904) and 'participant choice and control' (n=8,743) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Victoria<sup>244</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	10%	14%	16%	19%	24%
Aged 25+	23%	23%	19%	22%	
Aged 15+	20%	21%	19%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	32%	37%	40%	41%	48%
Aged 25+	38%	42%	43%	44%	
Aged 15+	36%	41%	43%	44%	
Parent and carer employment rate		Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	47%	50%	51%	53%	49%
Aged 15+	47%	50%	50%	47%	
All ages	47%	50%	51%	51%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		56%	65%	71%	75%
Aged 25+		63%	71%	78%	
Aged 15+		61%	69%	76%	

**Table G.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,323), 'participant social and community engagement rate' (n=3,369), 'parent and carer employment rate' (n=1,681) and 'participant choice and control' (n=2,889) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Victoria<sup>245</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	15%	17%	18%	24%	22%	24%
Aged 25+	27%	26%	26%	21%	24%	
Aged 15+	25%	25%	25%	21%	24%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	34%	37%	42%	43%	42%	48%
Aged 25+	36%	40%	43%	44%	43%	
Aged 15+	35%	40%	43%	44%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	43%	49%	47%	48%	50%	49%
Aged 15+	53%	50%	53%	51%	50%	
All ages	44%	50%	49%	49%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		54%	63%	66%	69%	75%
Aged 25+		63%	72%	75%	80%	
Aged 15+		60%	69%	72%	77%	

<sup>244</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

<sup>245</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table G.52 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=561), 'participant social and community engagement rate' (n=574), 'parent and carer employment rate' (n=243) and 'participant choice and control' (n=424) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Victoria <sup>246</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	6%	4%	13%	16%	12%	15%	24%
Aged 25+	20%	20%	20%	19%	20%	18%	
Aged 15+	18%	18%	19%	18%	19%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	31%	30%	35%	34%	42%	38%	48%
Aged 25+	33%	38%	38%	43%	42%	39%	
Aged 15+	33%	37%	38%	41%	42%	39%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	46%	48%	52%	62%	55%	55%	49%
Aged 15+	42%	45%	44%	39%	33%	50%	
All ages	45%	47%	50%	55%	49%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		54%	59%	57%	64%	69%	75%
Aged 25+		64%	71%	74%	79%	80%	
Aged 15+		61%	67%	68%	73%	76%	

**Table G.53 Number of active plans by goal type and primary disability – Victoria <sup>247</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	1,008	2,765	2,289	760	1,058	3,269	1,776	1,053	4,018
Autism	6,977	35,719	14,905	15,827	19,806	26,555	2,880	5,243	41,328
Cerebral palsy	990	3,209	2,293	956	1,110	2,958	1,255	658	4,030
Developmental delay	643	13,737	4,937	8,213	5,672	7,346	30	4	14,673
Down syndrome	620	2,166	1,378	775	866	2,263	911	604	2,834
Global developmental delay	105	1,959	716	1,184	817	1,062	7	1	2,061
Hearing impairment	1,112	4,656	1,373	1,698	1,101	2,884	770	1,265	5,917
Intellectual disability	5,180	16,707	9,324	6,446	7,528	17,088	6,731	7,091	22,476
Multiple sclerosis	775	2,101	2,043	242	465	1,985	1,082	774	2,825
Psychosocial disability	4,096	11,878	11,549	4,090	3,935	13,958	6,069	6,069	17,473
Spinal cord injury	311	669	570	116	125	666	344	283	888
Stroke	510	1,327	1,000	193	328	1,324	609	376	1,695
Visual impairment	746	2,264	1,082	665	340	1,920	587	878	2,756
Other neurological	1,246	3,769	2,928	756	1,104	3,685	1,826	796	4,957
Other physical	1,128	3,398	2,420	568	540	2,754	1,144	895	4,218
Other sensory/speech	69	495	149	257	204	246	16	30	602
Other	278	868	574	213	258	760	328	208	1,108
<b>Total</b>	<b>25,794</b>	<b>107,687</b>	<b>59,530</b>	<b>42,959</b>	<b>45,257</b>	<b>90,723</b>	<b>26,365</b>	<b>26,228</b>	<b>133,859</b>

<sup>246</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

<sup>247</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table G.54 Percentage of active plans by goal type and primary disability – Victoria** <sup>248</sup>

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	25%	69%	57%	19%	26%	81%	44%	26%
Autism	17%	86%	36%	38%	48%	64%	7%	13%
Cerebral palsy	25%	80%	57%	24%	28%	73%	31%	16%
Developmental delay	4%	94%	34%	56%	39%	50%	0%	0%
Down syndrome	22%	76%	49%	27%	31%	80%	32%	21%
Global developmental delay	5%	95%	35%	57%	40%	52%	0%	0%
Hearing impairment	19%	79%	23%	29%	19%	49%	13%	21%
Intellectual disability	23%	74%	41%	29%	33%	76%	30%	32%
Multiple sclerosis	27%	74%	72%	9%	16%	70%	38%	27%
Psychosocial disability	23%	68%	66%	23%	23%	80%	35%	35%
Spinal cord injury	35%	75%	64%	13%	14%	75%	39%	32%
Stroke	30%	78%	59%	11%	19%	78%	36%	22%
Visual impairment	27%	82%	39%	24%	12%	70%	21%	32%
Other neurological	25%	76%	59%	15%	22%	74%	37%	16%
Other physical	27%	81%	57%	13%	13%	65%	27%	21%
Other sensory/speech	11%	82%	25%	43%	34%	41%	3%	5%
Other	25%	78%	52%	19%	23%	69%	30%	19%
<b>Total</b>	<b>19%</b>	<b>80%</b>	<b>44%</b>	<b>32%</b>	<b>34%</b>	<b>68%</b>	<b>20%</b>	<b>20%</b>

**Table G.55 Number of goals in active plans by goal type and primary disability – Victoria** <sup>249</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	3,084	11,171	7,323	2,272	3,192	10,656	5,141	2,768	<b>45,607</b>
Autism	26,195	258,444	56,972	66,814	75,991	100,138	9,531	17,357	<b>611,442</b>
Cerebral palsy	3,874	20,773	9,264	3,780	4,117	12,187	4,359	2,250	<b>60,604</b>
Developmental delay	1,716	103,383	17,292	30,538	17,725	24,316	75	11	<b>195,056</b>
Down syndrome	2,197	12,276	4,757	2,908	3,143	9,177	3,035	1,905	<b>39,398</b>
Global developmental delay	271	15,777	2,563	4,506	2,528	3,634	20	4	<b>29,303</b>
Hearing impairment	3,808	23,180	4,556	5,900	3,600	9,977	2,298	3,858	<b>57,177</b>
Intellectual disability	17,882	88,546	32,347	23,719	26,247	63,050	20,533	21,637	<b>293,961</b>
Multiple sclerosis	2,555	9,362	7,479	745	1,374	6,596	3,365	2,244	<b>33,720</b>
Psychosocial disability	12,447	42,450	35,837	11,577	10,730	40,795	15,841	15,972	<b>185,649</b>
Spinal cord injury	1,135	2,874	2,100	404	464	2,373	1,204	850	<b>11,404</b>
Stroke	1,811	6,541	3,589	596	1,015	4,583	2,000	1,208	<b>21,343</b>
Visual impairment	2,467	11,565	3,598	2,297	1,064	6,786	1,850	2,594	<b>32,221</b>
Other neurological	4,356	19,247	10,499	2,865	3,705	12,869	5,793	2,341	<b>61,675</b>
Other physical	4,070	17,631	9,161	1,970	1,816	9,879	3,694	2,751	<b>50,972</b>
Other sensory/speech	263	3,755	506	1,096	696	926	58	100	<b>7,400</b>
Other	1,046	4,963	2,219	880	909	2,717	1,089	711	<b>14,534</b>
<b>Total</b>	<b>89,177</b>	<b>651,938</b>	<b>210,062</b>	<b>162,867</b>	<b>158,316</b>	<b>320,659</b>	<b>79,886</b>	<b>78,561</b>	<b>1,751,466</b>

<sup>248</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

<sup>249</sup> Participants have set over six million goals in total across Australia since July 2016. The 1,751,466 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

**Table G.56 Number of active plans by goal type and age group – Victoria** <sup>250</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	962	21,072	7,839	12,821	8,718	11,682	42	1	<b>22,338</b>
7 to 14	4,723	30,864	11,271	12,987	16,750	19,889	680	272	<b>34,718</b>
15 to 18	2,373	7,851	3,702	3,473	4,201	7,178	822	2,508	<b>9,585</b>
19 to 24	2,788	7,359	3,829	3,168	2,747	7,159	2,576	5,226	<b>9,724</b>
25 to 34	3,258	8,374	5,822	2,943	2,878	8,780	4,406	5,506	<b>11,742</b>
35 to 44	2,985	8,171	6,670	2,397	2,893	8,880	4,372	4,660	<b>11,539</b>
45 to 54	3,467	9,885	8,296	2,444	3,118	10,945	5,297	4,504	<b>13,946</b>
55 to 64	3,937	10,839	9,201	2,176	3,052	12,329	6,200	3,012	<b>15,445</b>
65+	1,301	3,272	2,900	550	900	3,881	1,970	539	<b>4,822</b>
<b>Total</b>	<b>25,794</b>	<b>107,687</b>	<b>59,530</b>	<b>42,959</b>	<b>45,257</b>	<b>90,723</b>	<b>26,365</b>	<b>26,228</b>	<b>133,859</b>

**Table G.57 Percentage of active plans by goal type and age group – Victoria** <sup>251</sup>

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	4%	94%	35%	57%	39%	52%	0%	0%
7 to 14	14%	89%	32%	37%	48%	57%	2%	1%
15 to 18	25%	82%	39%	36%	44%	75%	9%	26%
19 to 24	29%	76%	39%	33%	28%	74%	26%	54%
25 to 34	28%	71%	50%	25%	25%	75%	38%	47%
35 to 44	26%	71%	58%	21%	25%	77%	38%	40%
45 to 54	25%	71%	59%	18%	22%	78%	38%	32%
55 to 64	25%	70%	60%	14%	20%	80%	40%	20%
65+	27%	68%	60%	11%	19%	80%	41%	11%
<b>Total</b>	<b>19%</b>	<b>80%</b>	<b>44%</b>	<b>32%</b>	<b>34%</b>	<b>68%</b>	<b>20%</b>	<b>20%</b>

**Table G.58 Number of goals in active plans by goal type and age group – Victoria** <sup>252</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	2,656	163,145	28,750	49,618	28,005	40,363	116	1	<b>312,654</b>
7 to 14	17,926	245,090	44,039	57,170	66,070	76,160	2,162	936	<b>509,553</b>
15 to 18	9,203	42,270	13,500	13,109	15,328	26,765	2,788	8,506	<b>131,469</b>
19 to 24	10,075	33,715	13,342	10,720	9,227	25,727	8,047	16,568	<b>127,421</b>
25 to 34	11,152	35,418	19,723	9,345	9,333	30,517	13,609	16,488	<b>145,585</b>
35 to 44	10,006	33,286	22,242	7,436	8,957	29,624	13,134	13,297	<b>137,982</b>
45 to 54	11,139	40,478	27,834	7,251	9,583	36,578	15,806	12,816	<b>161,485</b>
55 to 64	12,821	44,844	30,756	6,506	9,069	41,776	18,419	8,448	<b>172,639</b>
65+	4,199	13,692	9,876	1,712	2,744	13,149	5,805	1,501	<b>52,678</b>
<b>Total</b>	<b>89,177</b>	<b>651,938</b>	<b>210,062</b>	<b>162,867</b>	<b>158,316</b>	<b>320,659</b>	<b>79,886</b>	<b>78,561</b>	<b>1,751,466</b>

<sup>250</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>251</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

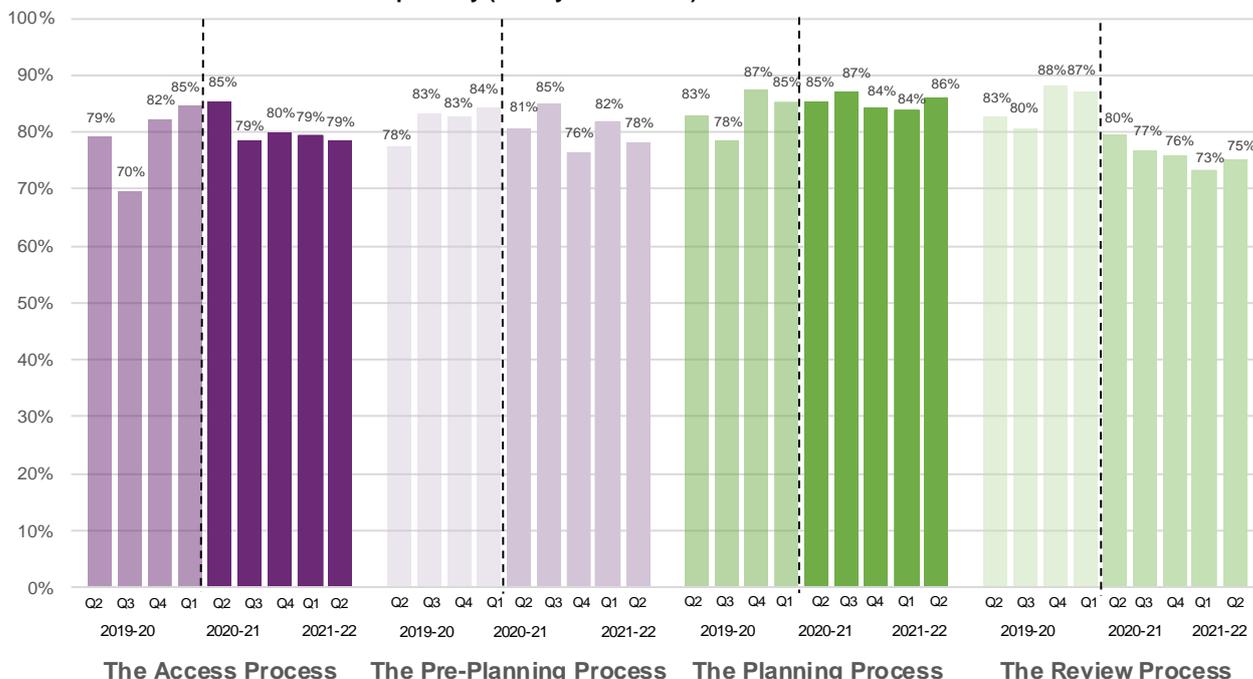
<sup>252</sup> Participants have set over six million goals in total across Australia since July 2016. The 1,751,466 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

**Table G.59 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria**<sup>253</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
<b>Access</b>	<b>n = 970</b>	<b>n = 289</b>
Are you happy with how coming into the NDIS has gone?	86%	83%
Was the person from the NDIS respectful?	97%	96%
Do you understand what will happen next with your plan?	77%	73%
% of participants rating their overall experience as Very Good or Good.	81%	79%
<b>Pre-planning</b>	<b>n = 919</b>	<b>n = 262</b>
Did the person from the NDIS understand how your disability affects your life?	86%	87%
Did you understand why you needed to give the information you did?	95%	96%
Were decisions about your plan clearly explained?	79%	79%
Are you clear on what happens next with your plan?	69%	70%
Do you know where to go for more help with your plan?	74%	74%
% of participants rating their overall experience as Very Good or Good.	81%	78%
<b>Planning</b>	<b>n = 4,254</b>	<b>n = 1,068</b>
Did the person from the NDIS understand how your disability affects your life?	91%	92%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	89%	89%
Are you clear on what happens next with your plan?	83%	81%
Do you know where to go for more help with your plan?	89%	88%
% of participants rating their overall experience as Very Good or Good.	85%	86%
<b>Plan review</b>	<b>n = 10,548</b>	<b>n = 2,793</b>
Did the person from the NDIS understand how your disability affects your life?	82%	80%
Did you feel prepared for your plan review?	86%	88%
Is your NDIS plan helping you to make progress towards your goals?	88%	87%
% of participants rating their overall experience as Very Good or Good.	76%	75%

<sup>253</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

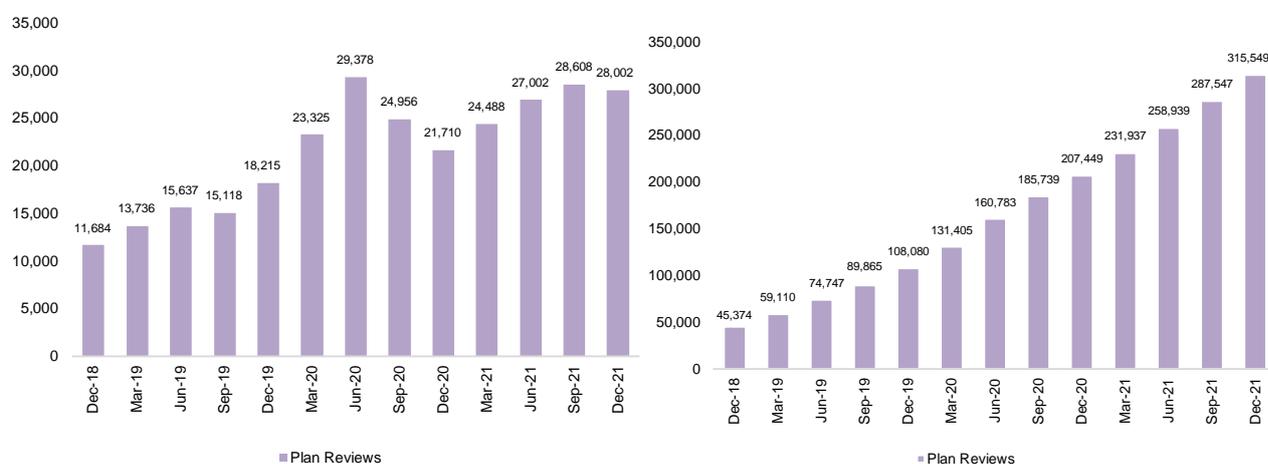
**Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria** <sup>254 255</sup>



**Table G.60 Plan reviews conducted per quarter – excluding plans less than 31 days – Victoria** <sup>256</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Total plan reviews</b>	<b>287,547</b>	<b>28,002</b>	<b>315,549</b>
<i>Early intervention plans</i>	47,136	5,687	52,823
<i>Permanent disability plans</i>	240,411	22,315	262,726

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



The tables below summarise complaints submitted from the beginning of transition until the end of 2021-22 Q2. The charts show trends in complaints experience based on experience over 3 years. The numbers of

<sup>254</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>255</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>256</sup> Plans less than 31 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.

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 '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.

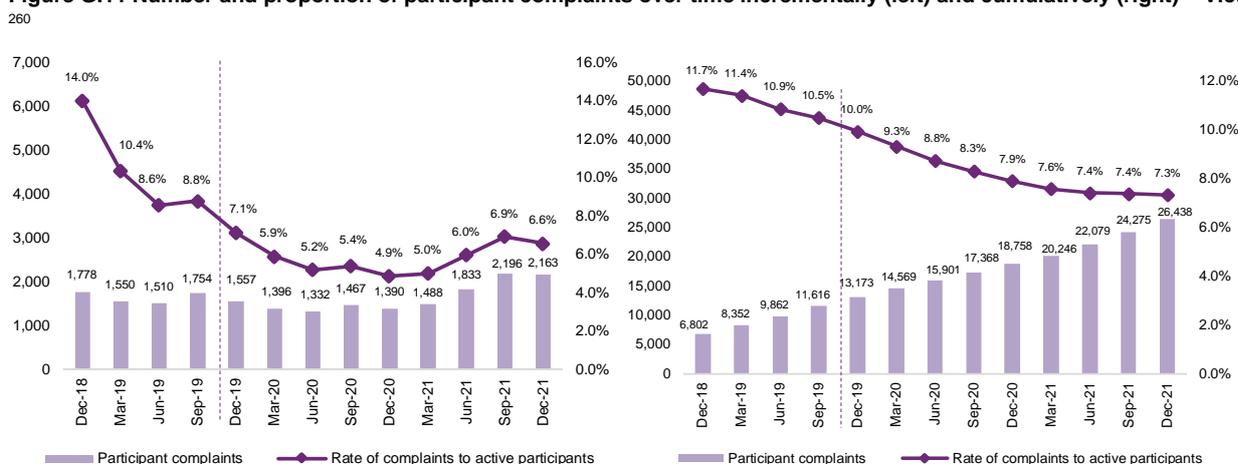
Table G.61 shows the number of complaints in 2021-22 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table G.62 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table G.61 Complaints by quarter – Victoria** <sup>257 258 259</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	98	3	101	97
Complaint about LAC Partner	285	44	329	304
Complaints about service providers	1,326	111	1,437	1,204
Complaints about the Agency	20,405	1,629	22,034	12,327
Critical/ Reportable Incident	2,027	374	2,401	1,918
Unclassified	633	2	635	588
<b>Total</b>	<b>24,774</b>	<b>2,163</b>	<b>26,937</b>	<b>14,798</b>
Total complaints made since 1 April 2017	24,275	2,163	26,438	
% of the number of active participants	7.4%	6.7%	7.3%	

**Figure G.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria** <sup>260</sup>



<sup>257</sup> Note that 64% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

<sup>258</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>259</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

<sup>260</sup> Ibid.

Table G.62 Participant complaints by type – Victoria

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	1,124	(6%)	0	(0%)	1,124	(5%)
Information unclear	480	(2%)	0	(0%)	480	(2%)
NDIA Access	353	(2%)	61	(4%)	414	(2%)
NDIA Engagement	4	(0%)	4	(0%)	8	(0%)
NDIA Finance	908	(4%)	160	(10%)	1,068	(5%)
NDIA Fraud and Compliance	36	(0%)	6	(0%)	42	(0%)
NDIA Plan	2,728	(13%)	568	(35%)	3,296	(15%)
NDIA Process	942	(5%)	188	(12%)	1,130	(5%)
NDIA Resources	67	(0%)	19	(1%)	86	(0%)
NDIA Staff	784	(4%)	109	(7%)	893	(4%)
NDIA Timeliness	2,571	(13%)	469	(29%)	3,040	(14%)
Participation, engagement and inclusion	98	(0%)	0	(0%)	98	(0%)
Provider Portal	28	(0%)	0	(0%)	28	(0%)
Quality & Safeguards Commission	6	(0%)	3	(0%)	9	(0%)
Reasonable and necessary supports	1,560	(8%)	2	(0%)	1,562	(7%)
Staff conduct - Agency	440	(2%)	1	(0%)	441	(2%)
The way the NDIA carried out its decision making	726	(4%)	11	(1%)	737	(3%)
Timeliness	4,489	(22%)	3	(0%)	4,492	(20%)
Other	3,061	(15%)	25	(2%)	3,086	(14%)
<b>Total</b>	<b>20,405</b>		<b>1,629</b>		<b>22,034</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	1	(1%)	0	(0%)	1	(1%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	5	(5%)	1	(33%)	6	(6%)
ECA Process	5	(5%)	1	(33%)	6	(6%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	23	(23%)	0	(0%)	23	(23%)
ECA Timeliness	64	(65%)	1	(33%)	65	(64%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>98</b>		<b>3</b>		<b>101</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	2	(1%)	0	(0%)	2	(1%)
LAC Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
LAC Plan	46	(16%)	7	(16%)	53	(16%)
LAC Process	27	(9%)	9	(20%)	36	(11%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	184	(65%)	24	(55%)	208	(63%)
LAC Timeliness	25	(9%)	4	(9%)	29	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>285</b>		<b>44</b>		<b>329</b>	
<i>Complaints about service providers</i>						
Provider costs.	49	(4%)	0	(0%)	49	(3%)
Provider Finance	44	(3%)	3	(3%)	47	(3%)
Provider Fraud and Compliance	78	(6%)	10	(9%)	88	(6%)
Provider process	83	(6%)	0	(0%)	83	(6%)
Provider Service	377	(28%)	63	(57%)	440	(31%)
Provider Staff	152	(11%)	25	(23%)	177	(12%)
Service Delivery	116	(9%)	2	(2%)	118	(8%)
Staff conduct	112	(8%)	0	(0%)	112	(8%)

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
Supports being provided	123	(9%)	2	(2%)	125	(9%)
Other	192	(14%)	6	(5%)	198	(14%)
<b>Total</b>	<b>1,326</b>		<b>111</b>		<b>1,437</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	536	(26%)	92	(25%)	628	(26%)
Allegations against Informal Supports	344	(17%)	10	(3%)	354	(15%)
Allegations against NDIA Staff/Partners	5	(0%)	0	(0%)	5	(0%)
Participant threat	401	(20%)	82	(22%)	483	(20%)
Provider reporting	741	(37%)	190	(51%)	931	(39%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>2,027</b>		<b>374</b>		<b>2,401</b>	
<i>Unclassified</i>	<b>633</b>		<b>2</b>		<b>635</b>	
<b>Participants total</b>	<b>24,774</b>		<b>2,163</b>		<b>26,937</b>	

Table G.63 AAT Cases by category at 31 December 2021 – Victoria <sup>261</sup>

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	464	26%	31	6%	495	22%
Plan	1,096	62%	425	86%	1,521	67%
Plan Review	76	4%	<11		79	3%
Other	132	7%	38	8%	170	8%
<b>Total</b>	<b>1,768</b>	<b>100%</b>	<b>497</b>	<b>100%</b>	<b>2,265</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.54%</b>		<b>1.51%</b>		<b>0.63%</b>	

<sup>261</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.  
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Figure G.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria<sup>262</sup>

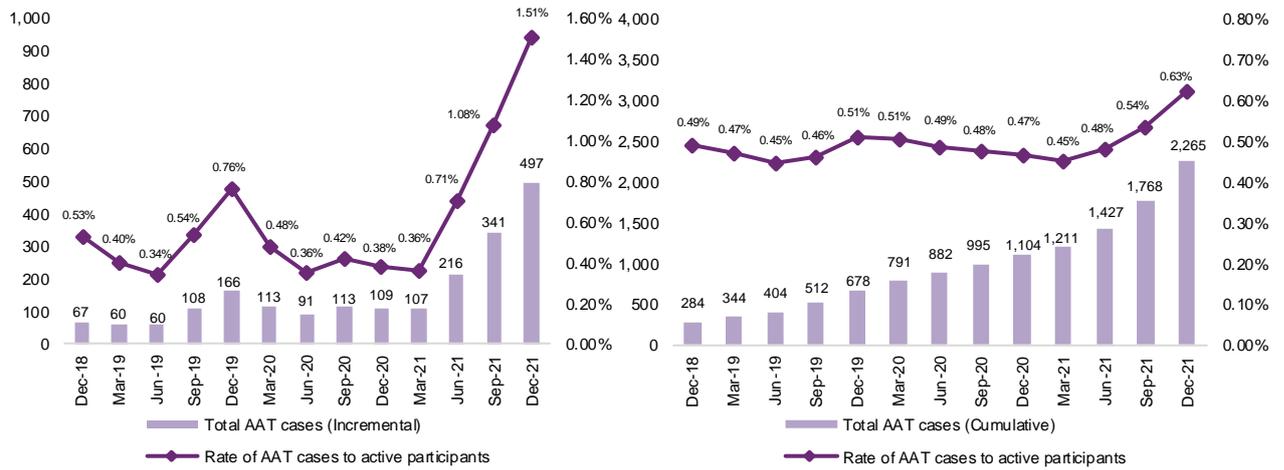
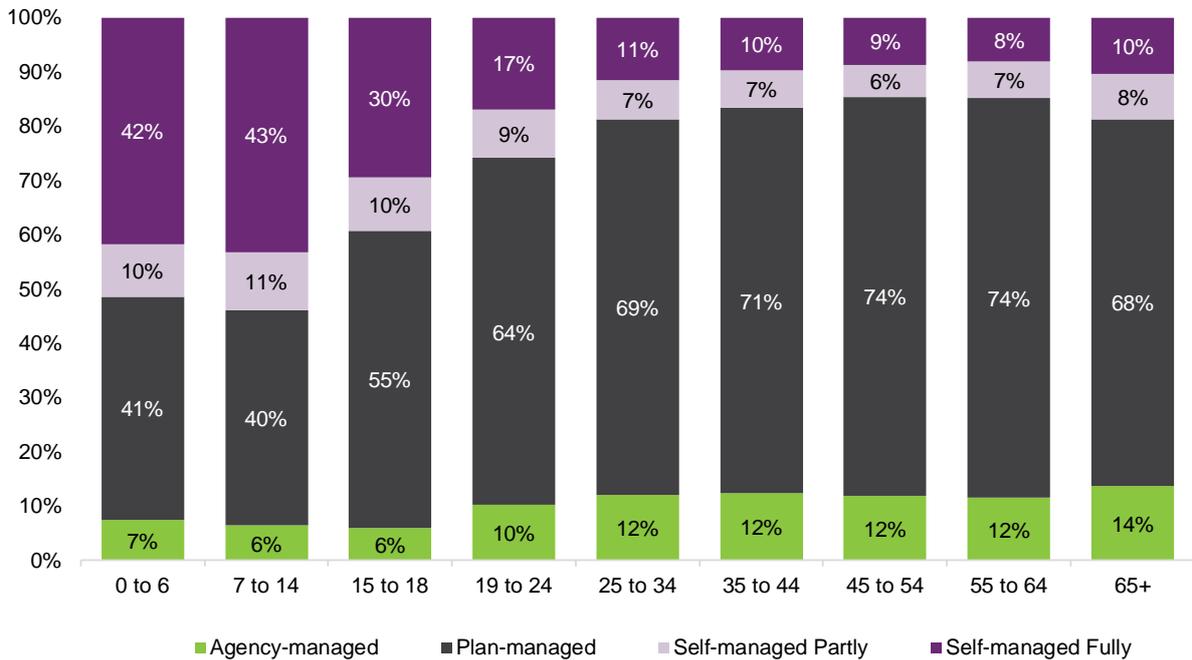


Table G.64 AAT cases by open/closed and decision – Victoria<sup>263</sup>

	N
<b>AAT Cases</b>	<b>2,265</b>
<b>Open AAT Cases</b>	<b>946</b>
<b>Closed AAT Cases</b>	<b>1,319</b>
Resolved before hearing	1,283
Gone to hearing and received a substantive decision	36

Figure G.13 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – Victoria<sup>264 265</sup>



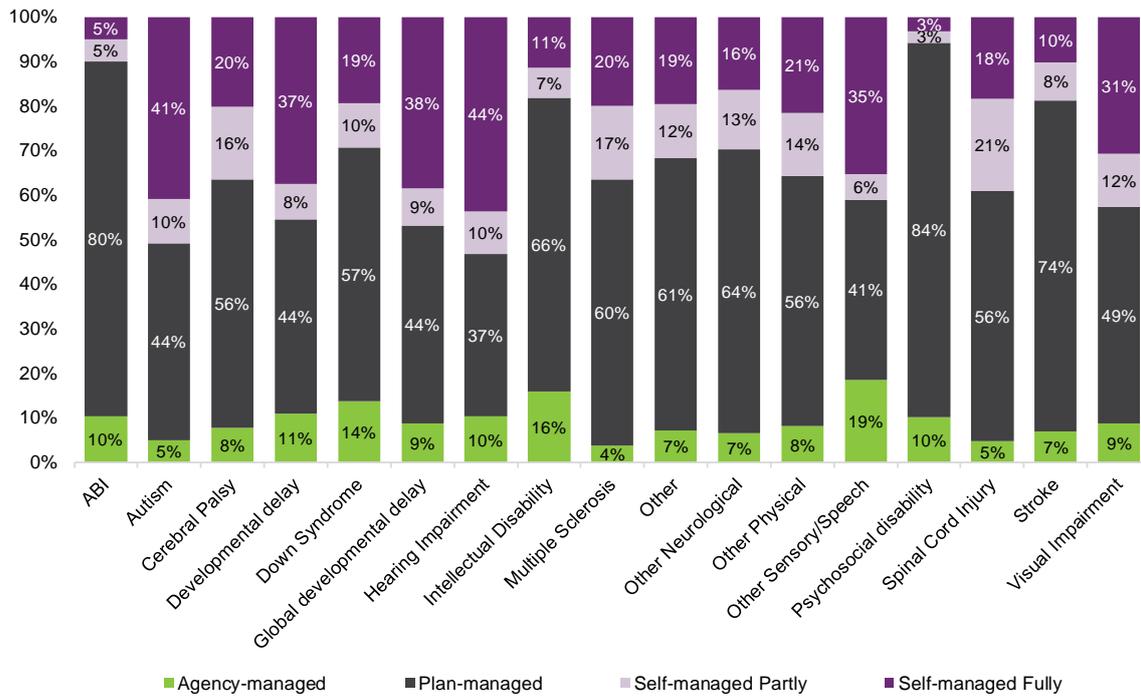
<sup>262</sup> Ibid.

<sup>263</sup> Of the 36 cases which went to hearing and received a substantive decision: 11 affirmed the Agency's decision, 7 varied the Agency's decision and 18 set aside the Agency's decision.

<sup>264</sup> For the total number of active participants in each age group, see Table G.16.

<sup>265</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

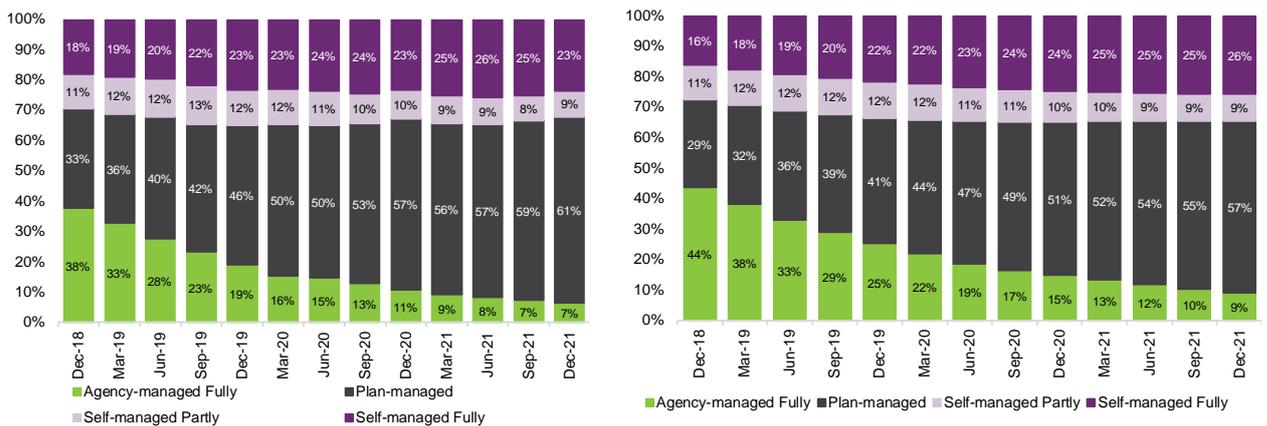
**Figure G.14 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – Victoria** <sup>266 267</sup>



**Table G.65 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria** <sup>268</sup>

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	26%	23%	<b>26%</b>
Self-managed partly	9%	9%	<b>9%</b>
Plan-managed	55%	61%	<b>57%</b>
Agency-managed	10%	7%	<b>9%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure G.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria** <sup>269</sup>



<sup>266</sup> For the total number of active participants in each primary disability group, see Table G.12.

<sup>267</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

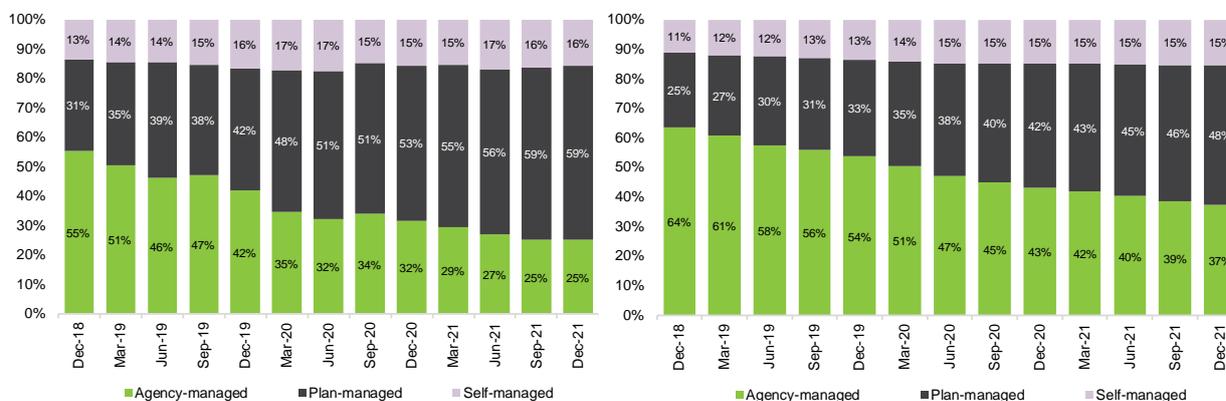
<sup>268</sup> Ibid.

<sup>269</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

**Table G.66 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria**

	Prior Quarters	2021-22 Q2	Total
Self-managed	15%	16%	15%
Plan-managed	46%	59%	48%
Agency-managed	39%	25%	37%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure G.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria**



**Table G.67 Distribution of active participants by support coordination and quarter of plan approval – Victoria**

	Prior Quarters	2021-22 Q2	Total
Support coordination	44%	51%	46%

**Table G.68 Duration to plan activation by quarter of initial plan approval for active participants – Victoria**<sup>270</sup>

Plan activation	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	76,471	67%	3,160	67%	79,631	67%
30 to 59 days	13,746	12%	602	13%	14,348	12%
60 to 89 days	6,330	6%	245	5%	6,575	6%
<b>Activated within 90 days</b>	<b>96,547</b>	<b>85%</b>	<b>4,007</b>	<b>85%</b>	<b>100,554</b>	<b>85%</b>
90 to 119 days	3,621	3%	141	3%	3,762	3%
120 days and over	10,444	9%	170	4%	10,614	9%
<b>Activated after 90 days</b>	<b>14,065</b>	<b>12%</b>	<b>311</b>	<b>7%</b>	<b>14,376</b>	<b>12%</b>
No payments	2,733	2%	412	9%	3,145	3%
<b>Total plans approved</b>	<b>113,345</b>	<b>100%</b>	<b>4,730</b>	<b>100%</b>	<b>118,075</b>	<b>100%</b>

<sup>270</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table G.69 Proportion of participants who have activated within 12 months at 31 December 2021 – Victoria** <sup>271</sup>

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	3,123	3,326	94%
Not Aboriginal and Torres Strait Islander	86,012	89,282	96%
Not Stated	20,139	20,829	97%
<b>Total</b>	<b>109,274</b>	<b>113,437</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	12,533	13,029	96%
Not CALD	96,705	100,371	96%
Not Stated	36	37	97%
<b>Total</b>	<b>109,274</b>	<b>113,437</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	78,693	81,651	96%
Regional	30,529	31,732	96%
Remote	50	52	96%
Missing	<11	<11	
<b>Total</b>	<b>109,274</b>	<b>113,437</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	34,949	35,870	97%
Intellectual disability (including Down syndrome)	23,113	23,749	97%
Psychosocial disability	14,163	14,726	96%
Developmental delay (including global developmental delay)	9,442	10,209	92%
Other	27,607	28,883	96%
<b>Total</b>	<b>109,274</b>	<b>113,437</b>	<b>96%</b>

**Table G.70 Distribution of plans by utilisation – Victoria** <sup>272 273</sup>

Plan utilisation	Total
0 to 50%	36%
50% to 75%	25%
> 75%	39%
<b>Total</b>	<b>100%</b>

**Table G.71 Proportion of active participants with approved plans accessing mainstream supports – Victoria** <sup>274</sup>

	Prior Quarters	2021-22 Q2	Total
Daily Activities	14%	15%	14%
Health & Wellbeing	54%	61%	56%
Lifelong Learning	19%	23%	20%
Other	15%	19%	16%
Non-categorised	25%	19%	24%
Any mainstream service	95%	96%	95%

<sup>271</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

<sup>272</sup> This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>273</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>274</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

**Table G.72 Key markets indicators by quarter – Victoria** <sup>275 276</sup>

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.10	1.14
b) Number of providers delivering new types of supports	517	482
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	93%	93%
<i>Therapeutic Supports (%)</i>	97%	97%
<i>Participate Community (%)</i>	93%	94%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	95%	95%

**Table G.73 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Victoria**

<sup>277</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q2	153
Active in 2021-22 Q2 and also in previous quarters	2,436
<b>Active in 2021-22 Q2</b>	<b>2,589</b>
Inactive in 2021-22 Q2	3,672
<b>Active ever</b>	<b>6,261</b>

<sup>275</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>276</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>277</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table G.74 Cumulative number of providers that have been ever active by registration group – Victoria** <sup>278</sup>

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	171	5	176	3%
Assistance Animals	72	5	77	7%
Assistance with daily life tasks in a group or shared living arrangement	563	48	611	9%
Assistance with travel/transport arrangements	700	16	716	2%
Daily Personal Activities	1,150	74	1,224	6%
Group and Centre Based Activities	728	30	758	4%
High Intensity Daily Personal Activities	762	36	798	5%
Household tasks	1,503	50	1,553	3%
Interpreting and translation	164	7	171	4%
Participation in community, social and civic activities	1,237	77	1,314	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	174	11	185	6%
Assistive products for household tasks	183	9	192	5%
Assistance products for personal care and safety	1,096	33	1,129	3%
Communication and information equipment	408	31	439	8%
Customised Prosthetics	435	14	449	3%
Hearing Equipment	195	11	206	6%
Hearing Services	55	5	60	9%
Personal Mobility Equipment	582	29	611	5%
Specialised Hearing Services	80	5	85	6%
Vision Equipment	156	12	168	8%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,297	77	1,374	6%
Behaviour Support	461	24	485	5%
Community nursing care for high needs	414	25	439	6%
Development of daily living and life skills	766	39	805	5%
Early Intervention supports for early childhood	891	29	920	3%
Exercise Physiology and Physical Wellbeing activities	453	14	467	3%
Innovative Community Participation	261	12	273	5%
Specialised Driving Training	156	8	164	5%
Therapeutic Supports	3,129	50	3,179	2%
<b>Capital services</b>				
Home modification design and construction	350	15	365	4%
Specialist Disability Accommodation	100	4	104	4%
Vehicle Modifications	139	7	146	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	629	30	659	5%
Support Coordination	338	23	361	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	242	11	253	5%
Specialised Supported Employment	251	18	269	7%
<b>Total</b>	<b>6,108</b>	<b>153</b>	<b>6,261</b>	<b>3%</b>

<sup>278</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table G.75 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Victoria**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	35	141	<b>176</b>	20%	80%	<b>100%</b>
Assistance Animals	13	64	<b>77</b>	17%	83%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	81	530	<b>611</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	121	595	<b>716</b>	17%	83%	<b>100%</b>
Daily Personal Activities	146	1,078	<b>1,224</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	82	676	<b>758</b>	11%	89%	<b>100%</b>
High Intensity Daily Personal Activities	97	701	<b>798</b>	12%	88%	<b>100%</b>
Household tasks	477	1,076	<b>1,553</b>	31%	69%	<b>100%</b>
Interpreting and translation	30	141	<b>171</b>	18%	82%	<b>100%</b>
Participation in community, social and civic activities	163	1,151	<b>1,314</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	19	166	<b>185</b>	10%	90%	<b>100%</b>
Assistive products for household tasks	26	166	<b>192</b>	14%	86%	<b>100%</b>
Assistance products for personal care and safety	163	966	<b>1,129</b>	14%	86%	<b>100%</b>
Communication and information equipment	99	340	<b>439</b>	23%	77%	<b>100%</b>
Customised Prosthetics	69	380	<b>449</b>	15%	85%	<b>100%</b>
Hearing Equipment	30	176	<b>206</b>	15%	85%	<b>100%</b>
Hearing Services	8	52	<b>60</b>	13%	87%	<b>100%</b>
Personal Mobility Equipment	91	520	<b>611</b>	15%	85%	<b>100%</b>
Specialised Hearing Services	14	71	<b>85</b>	16%	84%	<b>100%</b>
Vision Equipment	26	142	<b>168</b>	15%	85%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	235	1,139	<b>1,374</b>	17%	83%	<b>100%</b>
Behaviour Support	103	382	<b>485</b>	21%	79%	<b>100%</b>
Community nursing care for high needs	68	371	<b>439</b>	15%	85%	<b>100%</b>
Development of daily living and life skills	107	698	<b>805</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	299	621	<b>920</b>	33%	68%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	104	363	<b>467</b>	22%	78%	<b>100%</b>
Innovative Community Participation	70	203	<b>273</b>	26%	74%	<b>100%</b>
Specialised Driving Training	47	117	<b>164</b>	29%	71%	<b>100%</b>
Therapeutic Supports	1,327	1,852	<b>3,179</b>	42%	58%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	71	294	<b>365</b>	19%	81%	<b>100%</b>
Specialist Disability Accommodation	4	100	<b>104</b>	4%	96%	<b>100%</b>
Vehicle Modifications	17	129	<b>146</b>	12%	88%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	121	538	<b>659</b>	18%	82%	<b>100%</b>
Support Coordination	54	307	<b>361</b>	15%	85%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	27	226	<b>253</b>	11%	89%	<b>100%</b>
Specialised Supported Employment	37	232	<b>269</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>2,158</b>	<b>4,103</b>	<b>6,261</b>	<b>34%</b>	<b>66%</b>	<b>100%</b>

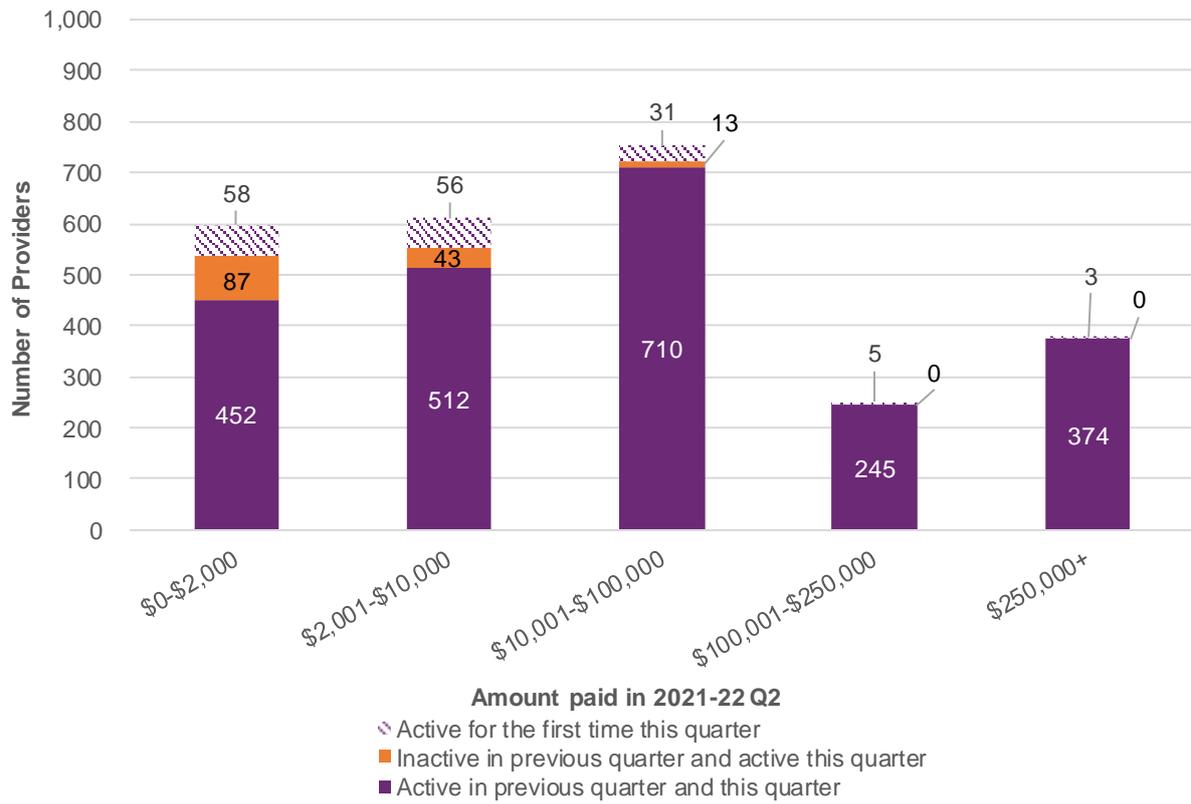
**Table G.76 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Victoria**

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	18	5	23	22%
Assistance Animals	38	5	43	12%
Assistance with daily life tasks in a group or shared living arrangement	333	48	381	13%
Assistance with travel/transport arrangements	216	16	232	7%
Daily Personal Activities	616	74	690	11%
Group and Centre Based Activities	358	30	388	8%
High Intensity Daily Personal Activities	351	36	387	9%
Household tasks	638	50	688	7%
Interpreting and translation	67	7	74	9%
Participation in community, social and civic activities	692	77	769	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	35	11	46	24%
Assistive products for household tasks	40	9	49	18%
Assistance products for personal care and safety	483	33	516	6%
Communication and information equipment	189	31	220	14%
Customised Prosthetics	189	14	203	7%
Hearing Equipment	67	11	78	14%
Hearing Services	12	5	17	29%
Personal Mobility Equipment	256	29	285	10%
Specialised Hearing Services	32	5	37	14%
Vision Equipment	62	12	74	16%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	776	77	853	9%
Behaviour Support	253	24	277	9%
Community nursing care for high needs	181	25	206	12%
Development of daily living and life skills	323	39	362	11%
Early Intervention supports for early childhood	328	29	357	8%
Exercise Physiology and Physical Wellbeing activities	205	14	219	6%
Innovative Community Participation	66	12	78	15%
Specialised Driving Training	64	8	72	11%
Therapeutic Supports	1,063	50	1,113	4%
<b>Capital services</b>				
Home modification design and construction	127	15	142	11%
Specialist Disability Accommodation	69	4	73	5%
Vehicle Modifications	39	7	46	15%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	414	30	444	7%
Support Coordination	153	23	176	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	124	11	135	8%
Specialised Supported Employment	166	18	184	10%
<b>Total</b>	<b>2,436</b>	<b>153</b>	<b>2,589</b>	<b>6%</b>

**Table G.77 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Victoria**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	3	20	<b>23</b>	13%	87%	<b>100%</b>
Assistance Animals	8	35	<b>43</b>	19%	81%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	48	333	<b>381</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	34	198	<b>232</b>	15%	85%	<b>100%</b>
Daily Personal Activities	85	605	<b>690</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	50	338	<b>388</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	56	331	<b>387</b>	14%	86%	<b>100%</b>
Household tasks	175	513	<b>688</b>	25%	75%	<b>100%</b>
Interpreting and translation	10	64	<b>74</b>	14%	86%	<b>100%</b>
Participation in community, social and civic activities	96	673	<b>769</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	2	44	<b>46</b>	4%	96%	<b>100%</b>
Assistive products for household tasks	6	43	<b>49</b>	12%	88%	<b>100%</b>
Assistance products for personal care and safety	72	444	<b>516</b>	14%	86%	<b>100%</b>
Communication and information equipment	38	182	<b>220</b>	17%	83%	<b>100%</b>
Customised Prosthetics	36	167	<b>203</b>	18%	82%	<b>100%</b>
Hearing Equipment	10	68	<b>78</b>	13%	87%	<b>100%</b>
Hearing Services	4	13	<b>17</b>	24%	76%	<b>100%</b>
Personal Mobility Equipment	43	242	<b>285</b>	15%	85%	<b>100%</b>
Specialised Hearing Services	6	31	<b>37</b>	16%	84%	<b>100%</b>
Vision Equipment	11	63	<b>74</b>	15%	85%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	153	700	<b>853</b>	18%	82%	<b>100%</b>
Behaviour Support	44	233	<b>277</b>	16%	84%	<b>100%</b>
Community nursing care for high needs	33	173	<b>206</b>	16%	84%	<b>100%</b>
Development of daily living and life skills	48	314	<b>362</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	71	286	<b>357</b>	20%	80%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	36	183	<b>219</b>	16%	84%	<b>100%</b>
Innovative Community Participation	19	59	<b>78</b>	24%	76%	<b>100%</b>
Specialised Driving Training	15	57	<b>72</b>	21%	79%	<b>100%</b>
Therapeutic Supports	327	786	<b>1,113</b>	29%	71%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	19	123	<b>142</b>	13%	87%	<b>100%</b>
Specialist Disability Accommodation	3	70	<b>73</b>	4%	96%	<b>100%</b>
Vehicle Modifications	6	40	<b>46</b>	13%	87%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	91	353	<b>444</b>	20%	80%	<b>100%</b>
Support Coordination	21	155	<b>176</b>	12%	88%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	18	117	<b>135</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	27	157	<b>184</b>	15%	85%	<b>100%</b>
<b>Total</b>	<b>601</b>	<b>1,988</b>	<b>2,589</b>	<b>23%</b>	<b>77%</b>	<b>100%</b>

**Figure G.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Victoria** <sup>279</sup>



<sup>279</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

Table G.78 Committed supports by financial year (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	53.7	162.3	204.0	497.6	1,441.2	3,461.7	6,034.4	7,918.3	4,307.6

Figure G.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Victoria

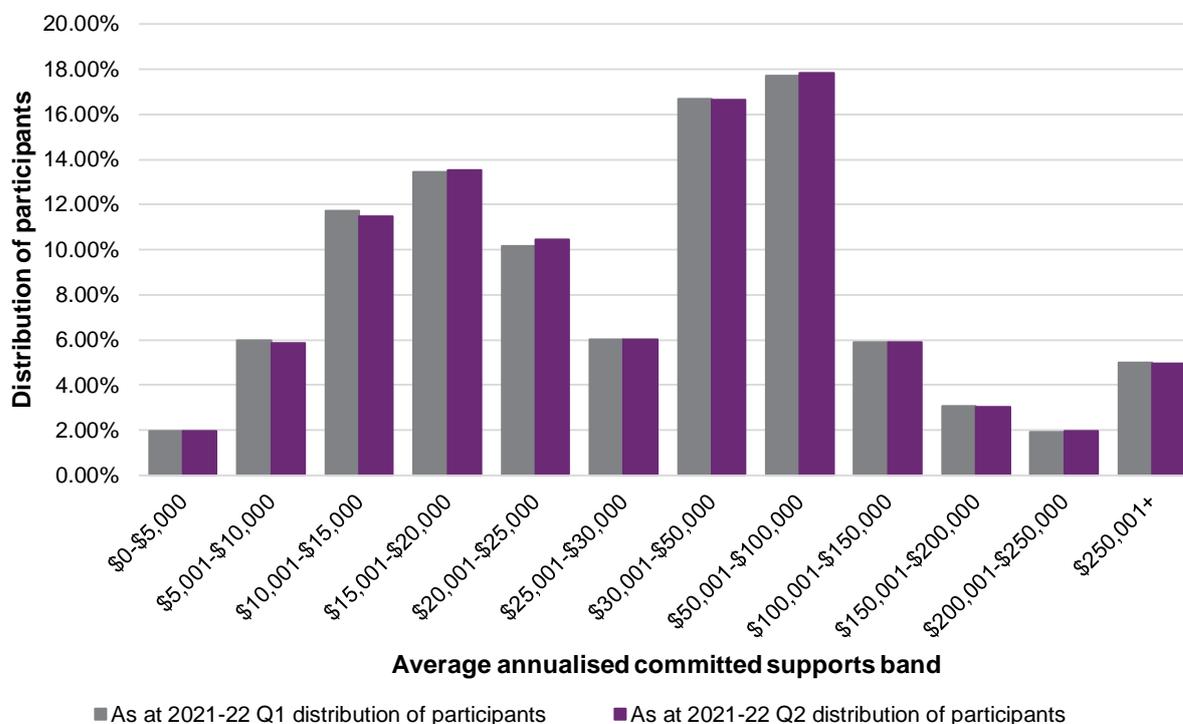


Figure G.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Victoria

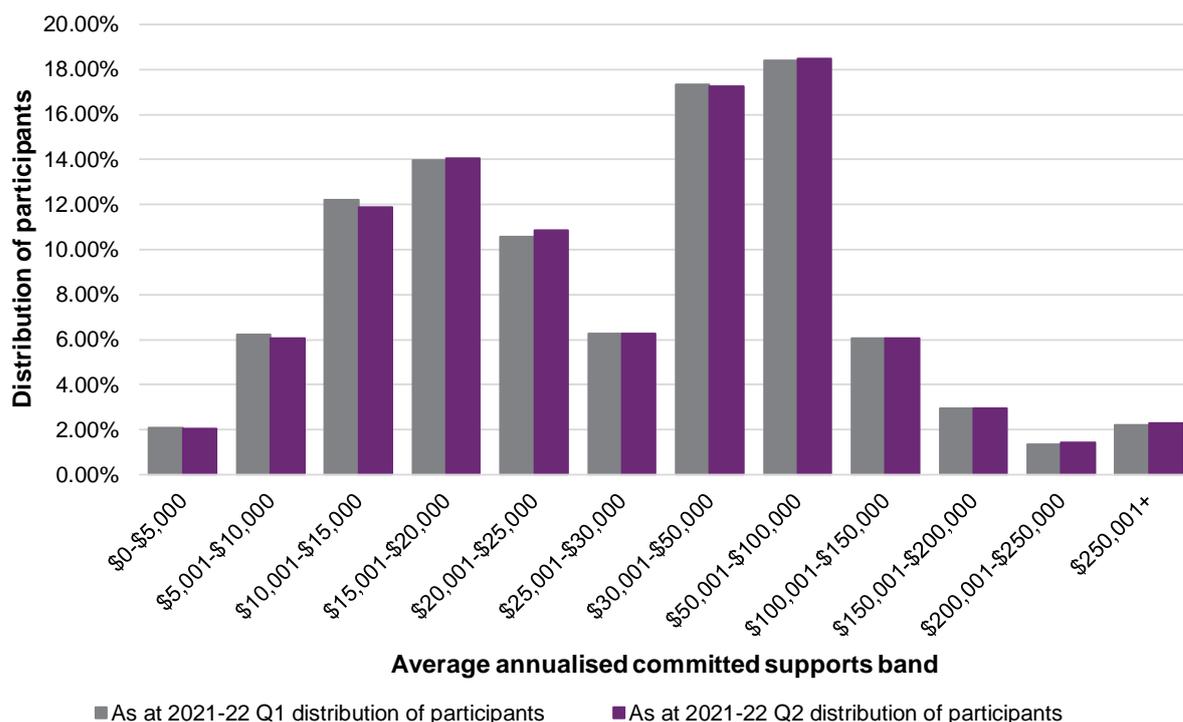


Figure G.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – Victoria <sup>280</sup>

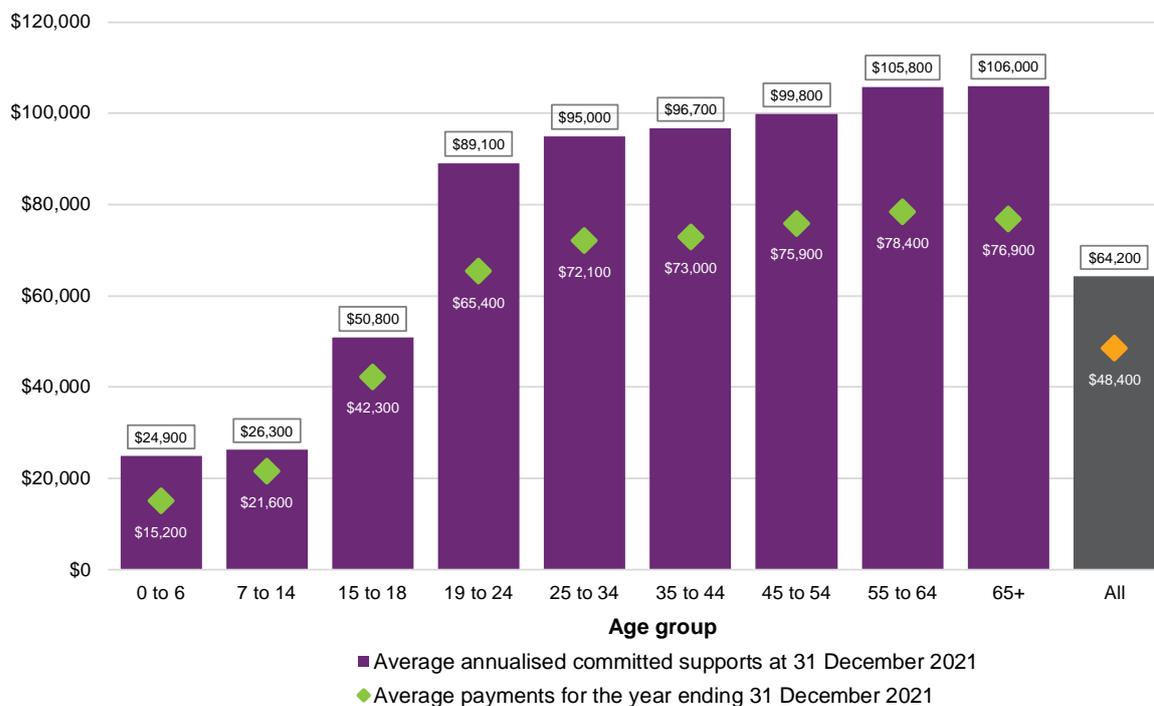
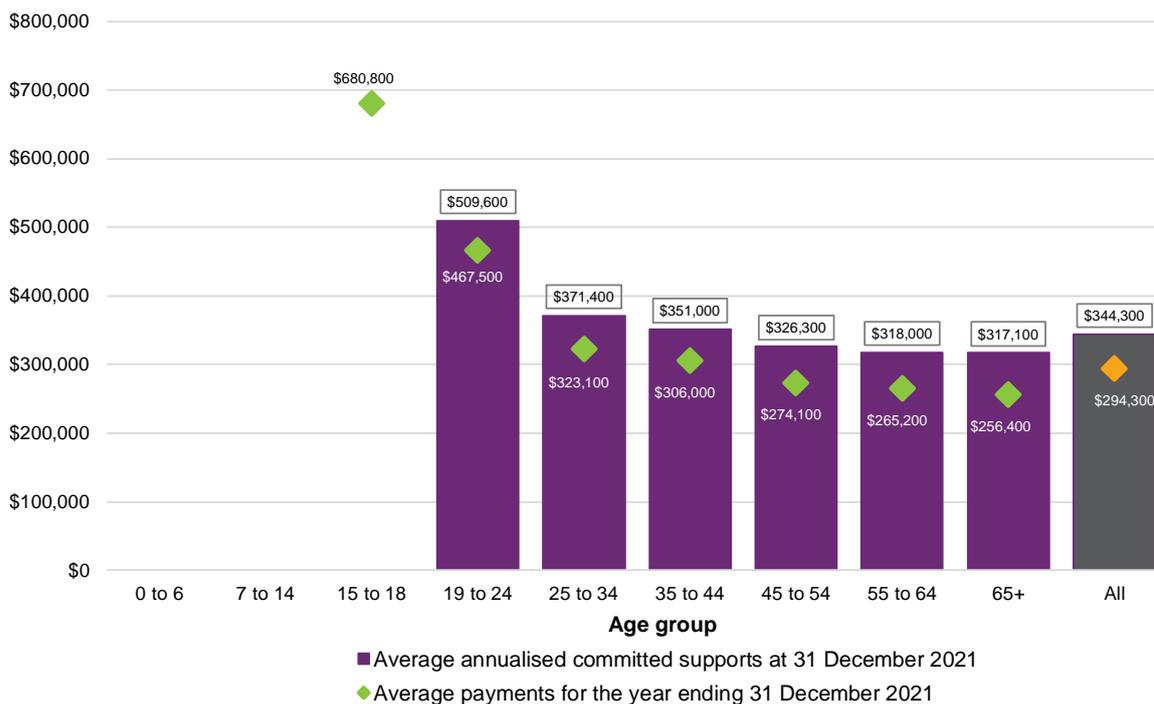


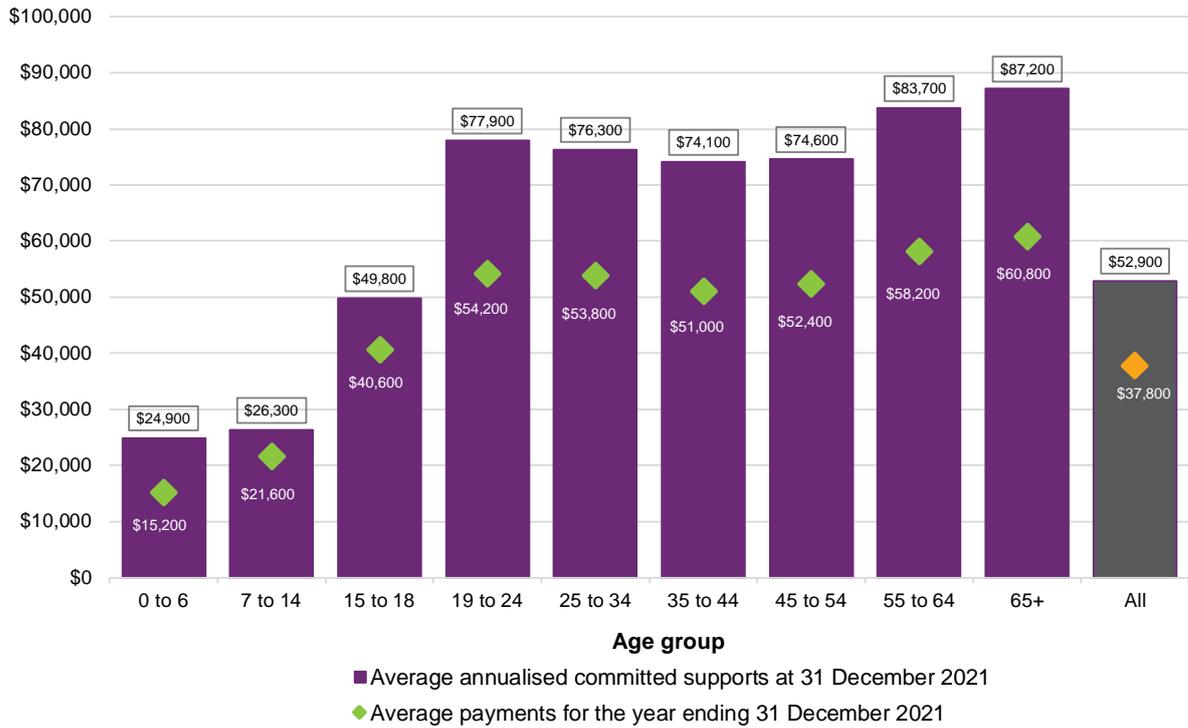
Figure G.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Victoria <sup>281</sup>



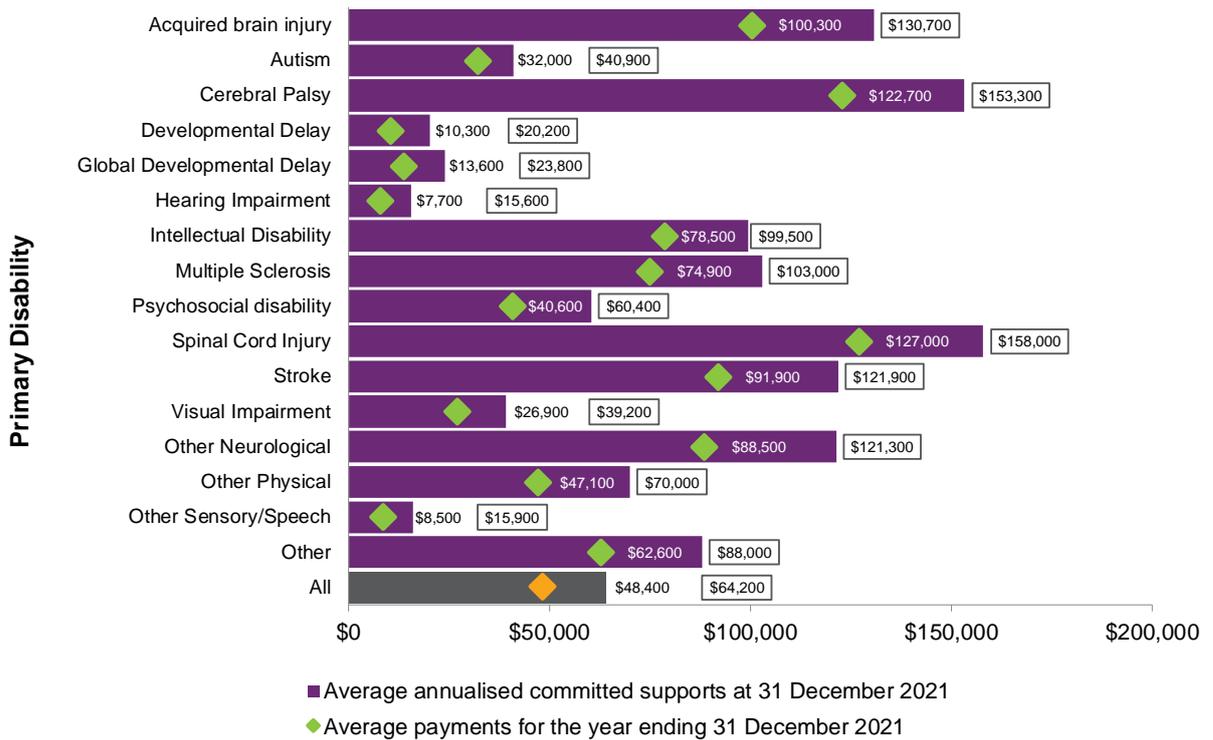
<sup>280</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>281</sup> Ibid.

**Figure G.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Victoria** <sup>282</sup>



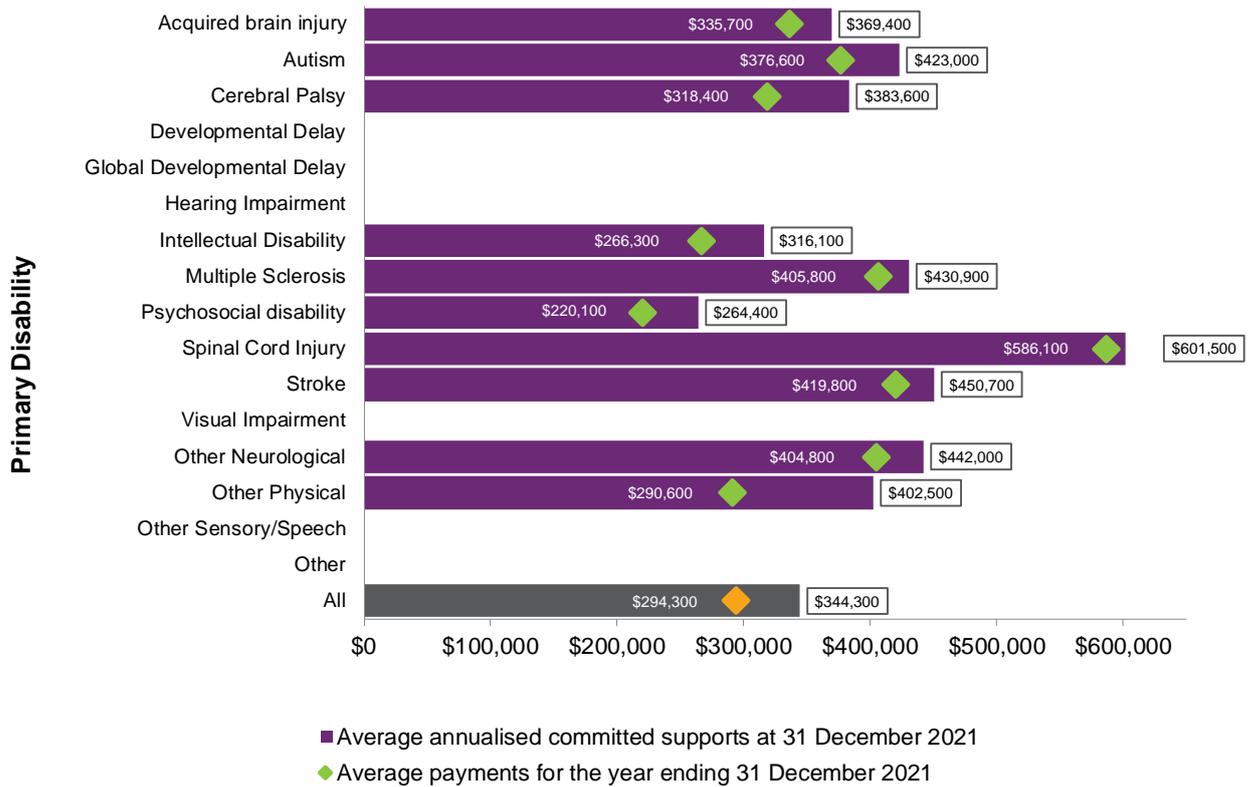
**Figure G.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Victoria** <sup>283</sup>



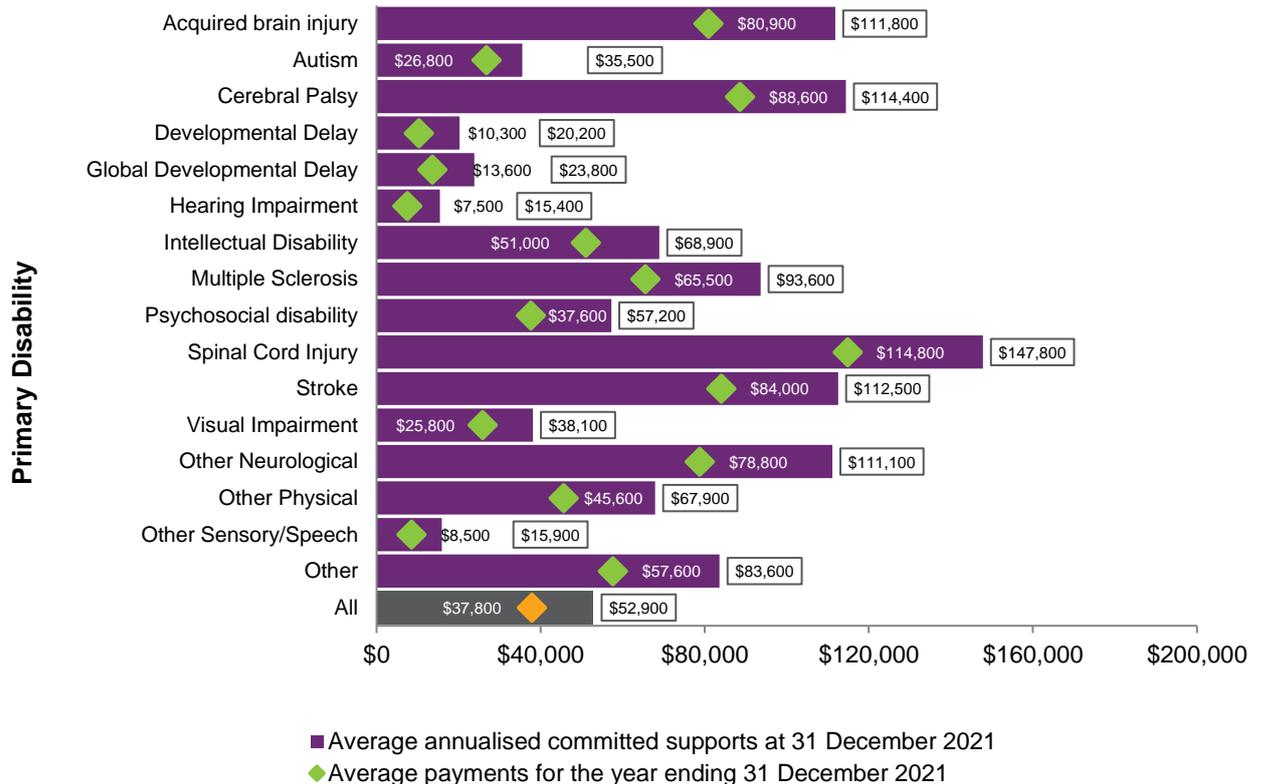
<sup>282</sup> Ibid.

<sup>283</sup> Ibid.

**Figure G.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Victoria** <sup>284</sup>



**Figure G.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Victoria** <sup>285</sup>



<sup>284</sup> Ibid.

<sup>285</sup> Ibid.

Figure G.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Victoria <sup>286</sup>

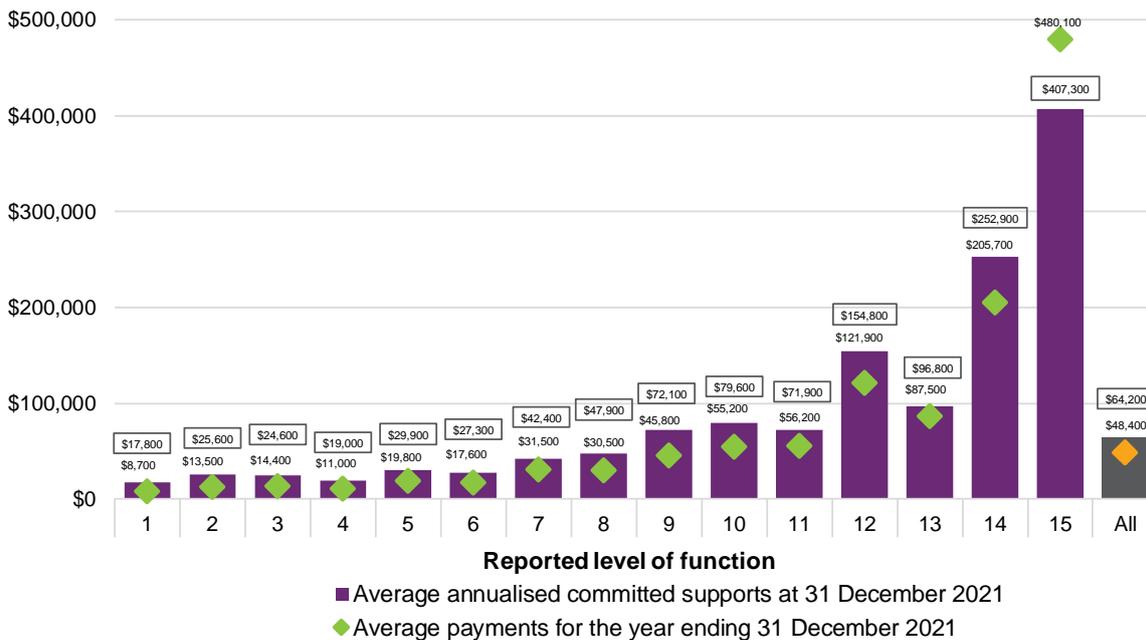
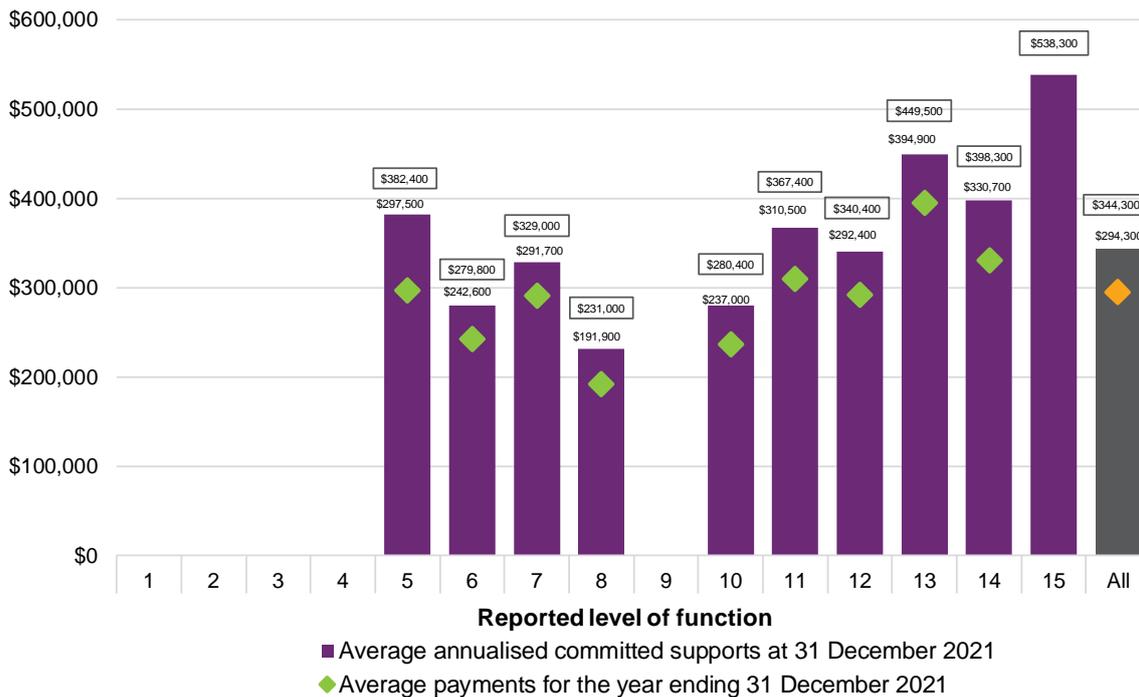


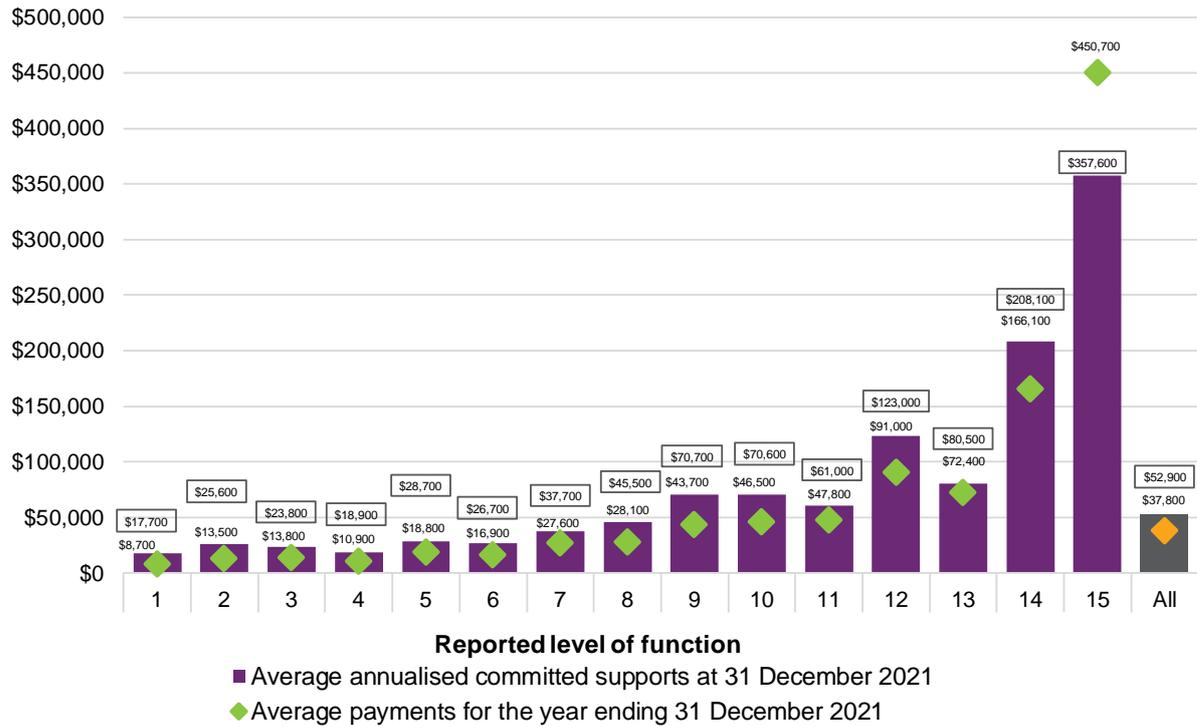
Figure G.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Victoria <sup>287</sup>



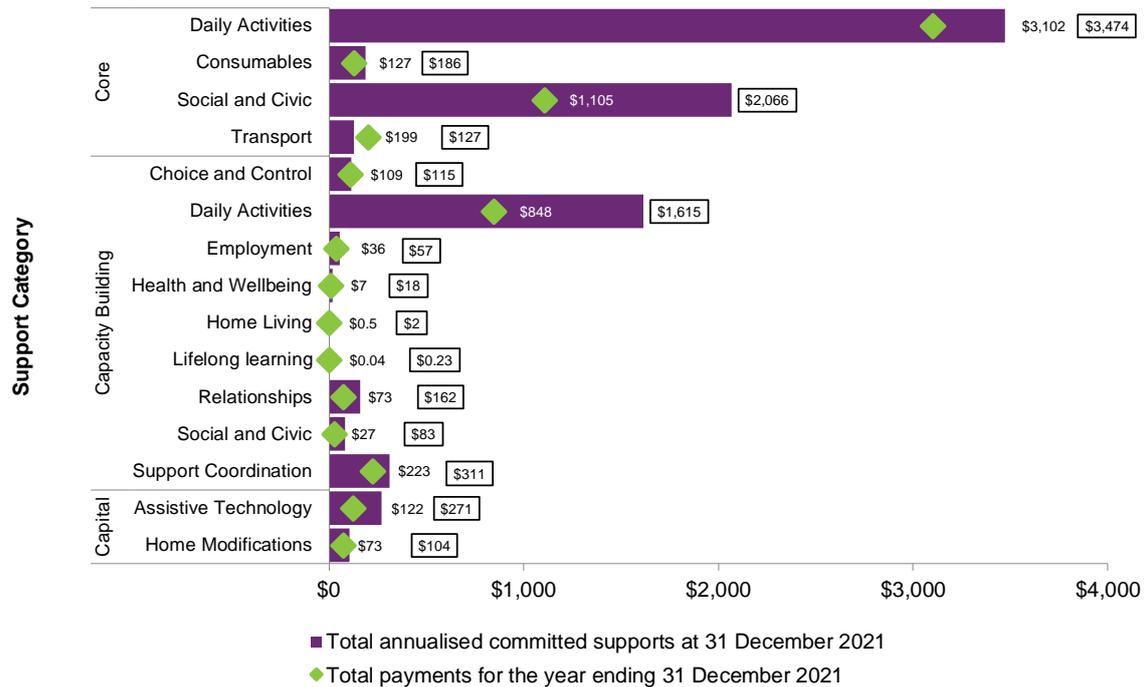
<sup>286</sup> Ibid.

<sup>287</sup> Ibid.

**Figure G.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Victoria** <sup>288</sup>



**Figure G.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Victoria** <sup>289 290</sup>

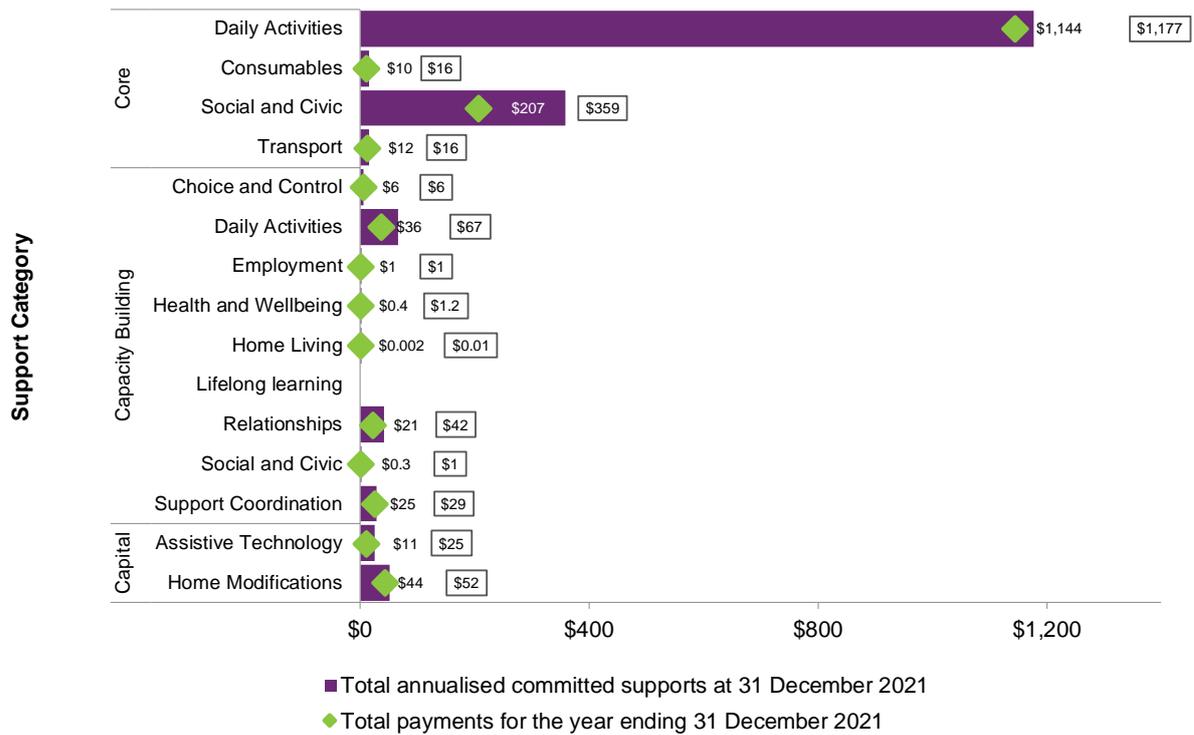


<sup>288</sup> Ibid.

<sup>289</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>290</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure G.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Victoria** <sup>291 292</sup>



<sup>291</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>292</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure G.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Victoria** <sup>293 294</sup>



**Table G.79 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	2021-22 to date
Total Committed	53.7	162.3	204.0	497.6	1,441.2	3,461.7	6,034.4	7,918.3	4,307.6
Total Paid	32.3	127.8	160.9	338.4	957.4	2,370.9	4,133.2	5,432.0	2,833.8
% utilised to date	60%	79%	79%	68%	66%	68%	68%	69%	66%

<sup>293</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>294</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure G.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Victoria

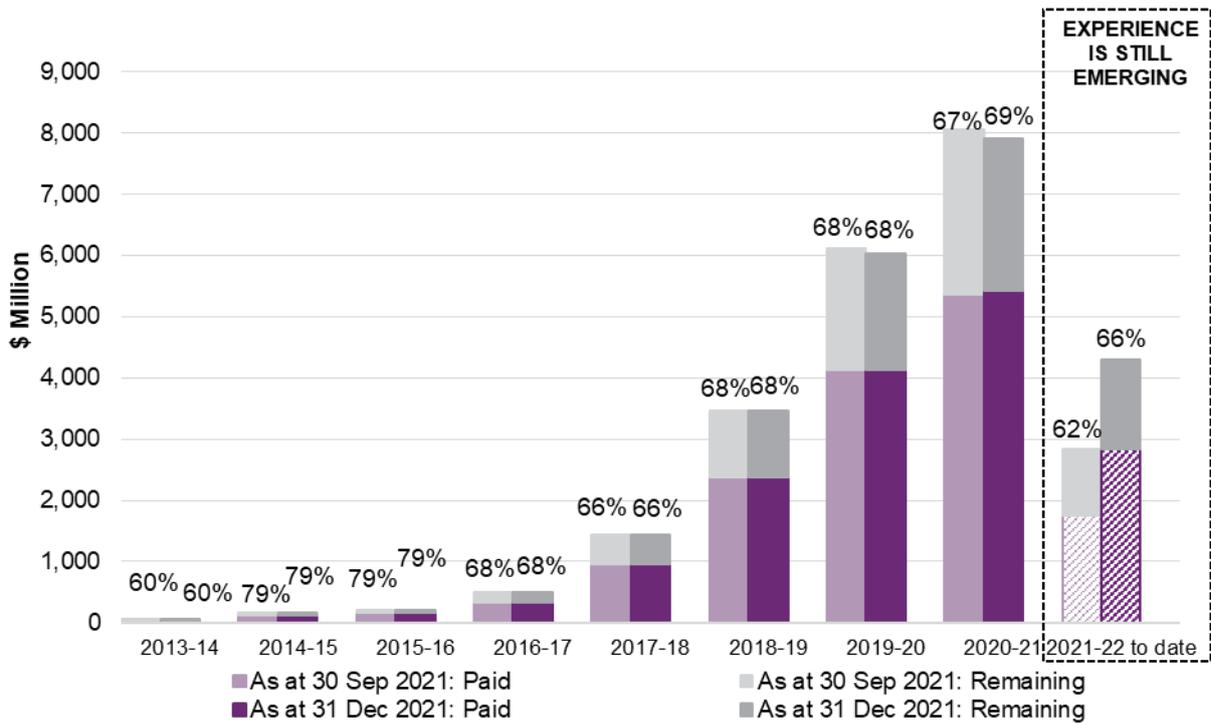
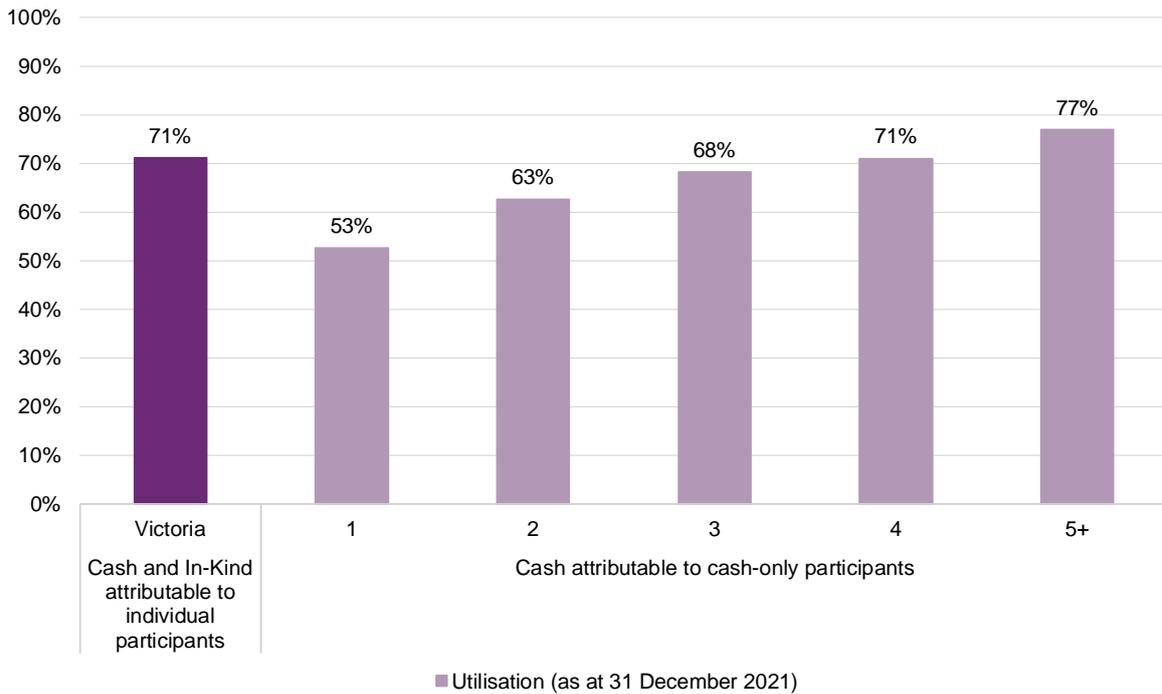
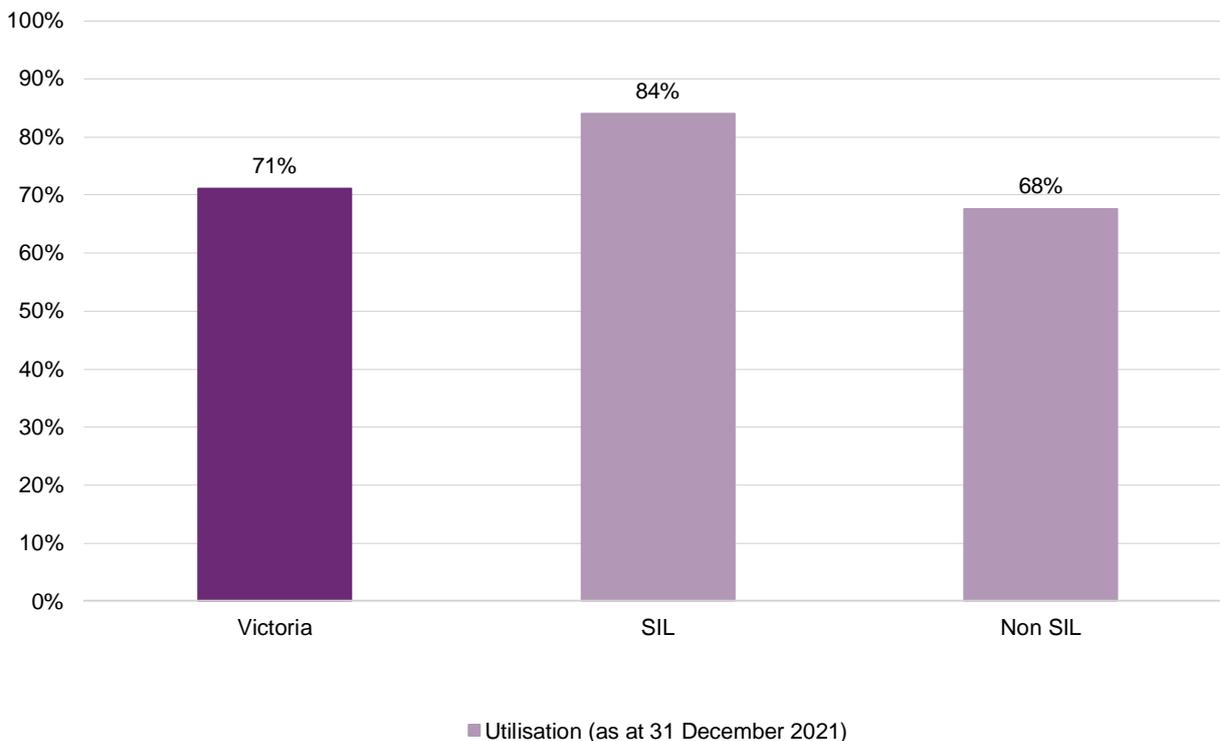


Figure G.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Victoria <sup>295</sup>

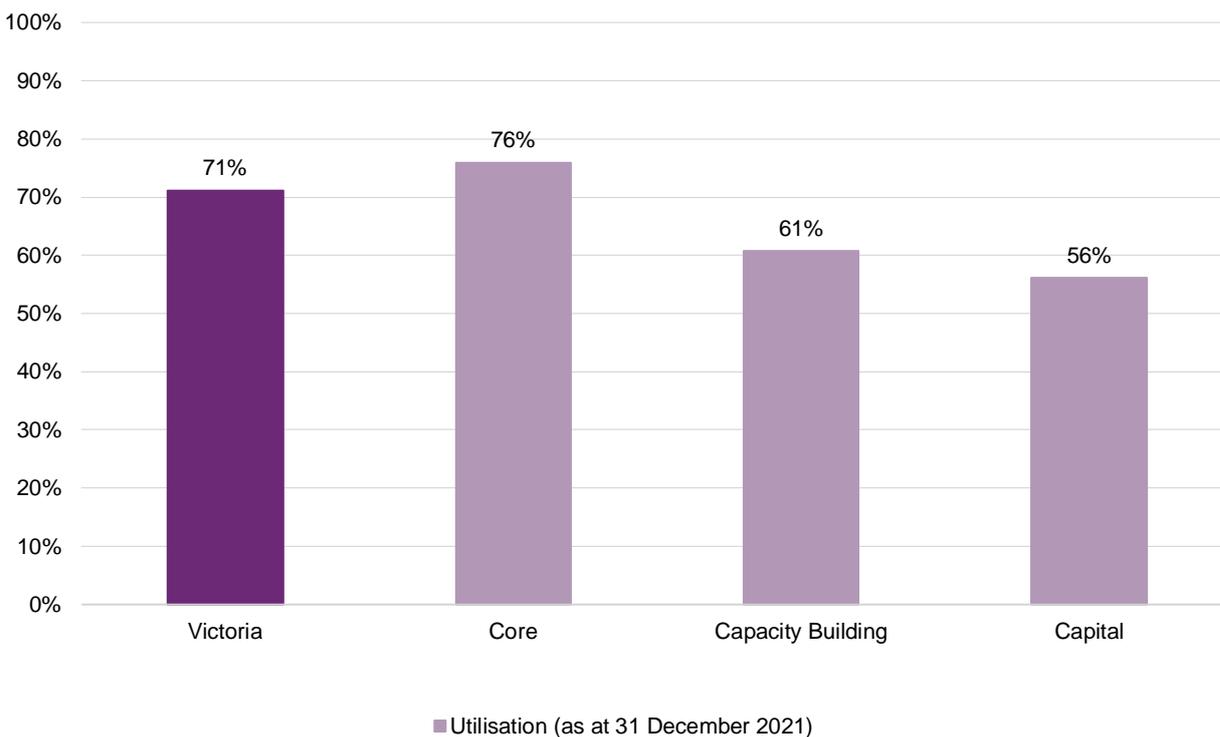


<sup>295</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure G.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Victoria** <sup>296</sup>



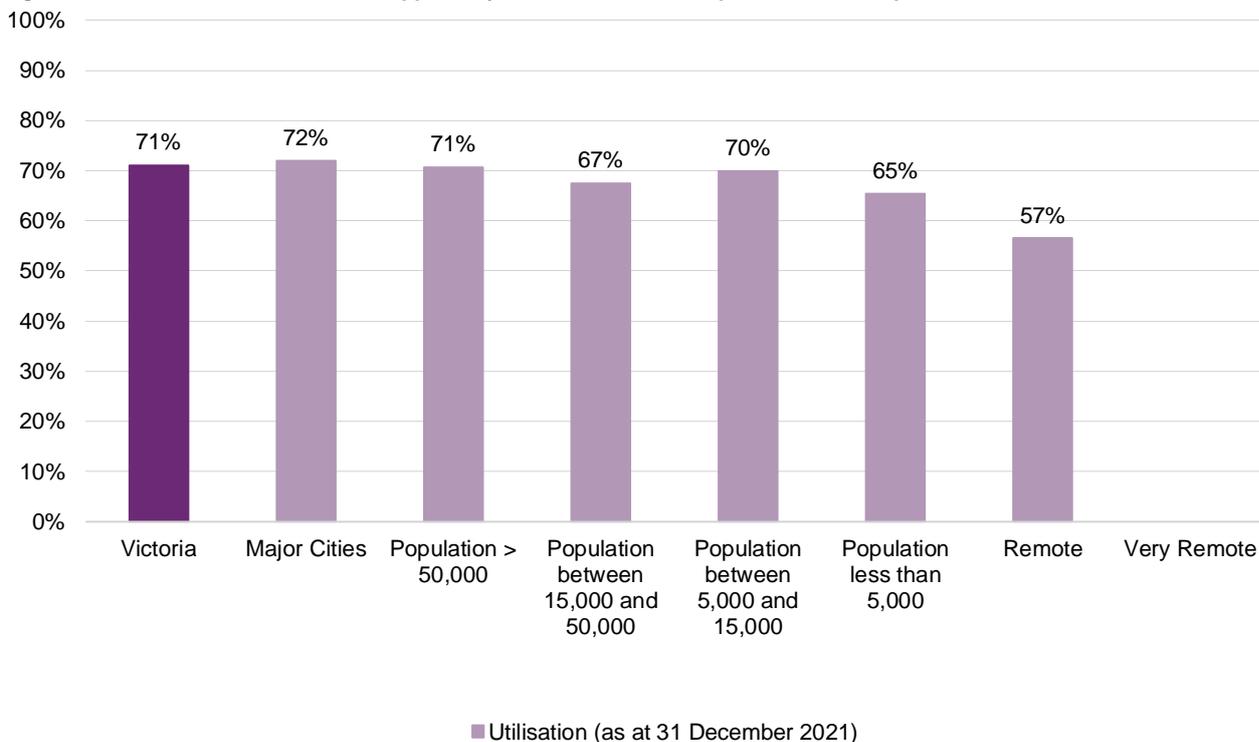
**Figure G.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Victoria** <sup>297</sup>



<sup>296</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>297</sup> Ibid.

Figure G.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Victoria <sup>298 299</sup>



<sup>298</sup> Ibid.

<sup>299</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix H: Queensland

## Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – Queensland <sup>300</sup>

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Queensland	97,154	5,304	102,458	3,087	105,545

Table H.2 Active participants by quarter of entry, plan and entry type – Queensland <sup>301</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Access decisions</b>	<b>125,027</b>	<b>7,307</b>	<b>132,334</b>
<b>Active Eligible</b>	<b>100,360</b>	<b>5,750</b>	<b>106,110</b>
<i>New</i>	57,309	5,438	62,747
<i>State</i>	33,323	191	33,514
<i>Commonwealth</i>	9,728	121	9,849
<b>Active Participant Plans (excl ECA)</b>	<b>97,154</b>	<b>5,304</b>	<b>102,458</b>
<i>New</i>	54,394	5,006	59,400
<i>State</i>	33,132	174	33,306
<i>Commonwealth</i>	9,628	124	9,752
<b>Active Participant Plans</b>	<b>100,866</b>	<b>8,391</b>	<b>105,545</b>
<i>Early Intervention (s25)</i>	24,306	2,407	26,713
<i>Permanent Disability (s24)</i>	72,848	2,897	75,745
<i>ECA</i>	3,712	3,087	3,087

Table H.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Queensland

Exits	Total
<b>Total participant exits</b>	<b>4,131</b>
<i>Early Intervention participants</i>	1,119
<i>Permanent disability participants</i>	3,012

<sup>300</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>301</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table H.4 Cumulative numbers of active participants (including ECA) by services previously received – Queensland** <sup>302</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2020-21 Q3	32,930	9,360	46,344	3,053	91,687
End of 2020-21 Q4	33,075	9,529	50,138	3,494	96,236
End of 2021-22 Q1	33,189	9,640	54,646	3,712	101,187
End of 2021-22 Q2	33,306	9,752	59,400	3,087	105,545

**Table H.5 Cumulative numbers of active participants by entry criteria into the Scheme – Queensland** <sup>303 304 305</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2020-21 Q3	21,706	66,928	3,053	91,687
End of 2020-21 Q4	23,154	69,588	3,494	96,236
End of 2021-22 Q1	24,772	72,703	3,712	101,187
End of 2021-22 Q2	26,713	75,745	3,087	105,545

<sup>302</sup> This table shows the total numbers of active participants at the end of each period.

<sup>303</sup> Ibid.

<sup>304</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>305</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table H.6 Assessment of access by age group – Queensland** <sup>306</sup>

Age Group	Prior Quarters		2021-22 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	27,315	98%	2,498	98%	29,813	98%
7 to 14	22,268	89%	1,125	86%	23,393	89%
15 to 18	7,163	90%	358	86%	7,521	90%
19 to 24	6,250	89%	212	79%	6,462	89%
25 to 34	8,252	86%	262	66%	8,514	86%
35 to 44	8,714	81%	344	63%	9,058	80%
45 to 54	11,385	76%	392	58%	11,777	75%
55 to 64	14,089	68%	561	51%	14,650	67%
65+	812	60%	12	32%	824	59%
Missing	<11		<11		<11	
<b>Total</b>	<b>106,248</b>	<b>85%</b>	<b>5,764</b>	<b>79%</b>	<b>112,012</b>	<b>85%</b>

**Table H.7 Assessment of access by disability – Queensland** <sup>307</sup>

Disability	Prior Quarters		2021-22 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	3,724	92%	133	88%	3,857	92%
Autism	35,147	96%	1,840	96%	36,987	96%
Cerebral palsy	3,667	96%	40	85%	3,707	96%
Developmental delay	9,397	98%	1,810	99%	11,207	98%
Global developmental delay	1,901	98%	196	98%	2,097	98%
Hearing impairment	5,603	89%	175	87%	5,778	89%
Intellectual disability	17,442	95%	384	87%	17,826	95%
Multiple sclerosis	1,538	87%	56	84%	1,594	87%
Psychosocial disability	10,131	72%	494	56%	10,625	71%
Spinal cord injury	1,485	94%	37	84%	1,522	93%
Stroke	1,766	84%	82	80%	1,848	84%
Visual impairment	1,709	85%	44	62%	1,753	85%
Other neurological	4,921	78%	160	66%	5,081	78%
Other physical	5,119	45%	133	26%	5,252	44%
Other sensory/speech	374	38%	<11		382	37%
Other	1,202	40%	172	30%	1,374	39%
Missing	1,122	99%	<11		1,122	99%
<b>Total</b>	<b>106,248</b>	<b>85%</b>	<b>5,764</b>	<b>79%</b>	<b>112,012</b>	<b>85%</b>

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

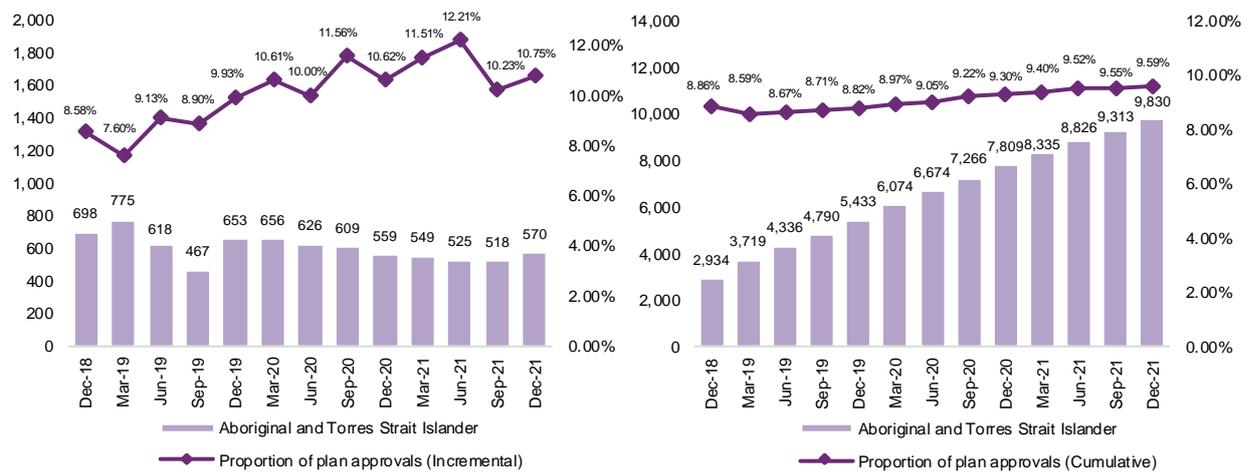
**Table H.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	9,260	9.5%	570	10.7%	<b>9,830</b>	<b>9.6%</b>
Not Aboriginal and Torres Strait Islander	76,622	78.9%	4,230	79.8%	<b>80,852</b>	<b>78.9%</b>
Not Stated	11,272	11.6%	504	9.5%	<b>11,776</b>	<b>11.5%</b>
<b>Total</b>	<b>97,154</b>	<b>100%</b>	<b>5,304</b>	<b>100%</b>	<b>102,458</b>	<b>100%</b>

<sup>306</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received support and are therefore more likely to meet eligibility criteria to the Scheme.

<sup>307</sup> Ibid.

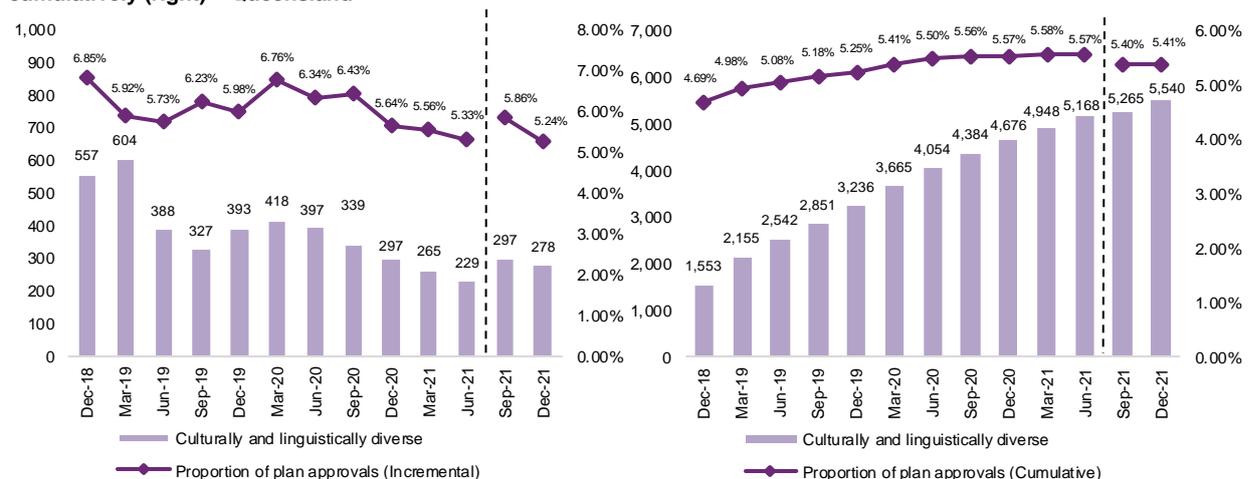
**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>308</sup>



**Table H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland** <sup>309</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	5,262	5.4%	278	5.2%	5,540	5.4%
Not culturally and linguistically diverse	91,861	94.6%	5,026	94.8%	96,887	94.6%
Not stated	31	0.03%	<11		31	0.03%
<b>Total</b>	<b>97,154</b>	<b>100%</b>	<b>5,304</b>	<b>100%</b>	<b>102,458</b>	<b>100%</b>

**Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>310 311</sup>



**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 2021 – Queensland** <sup>312</sup>

	Total
<b>Age group</b>	<b>N</b>
Under 45	11
45 to 54	68
55 to 64	445
<b>Total YPIRAC (under 65)</b>	<b>524</b>

<sup>308</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

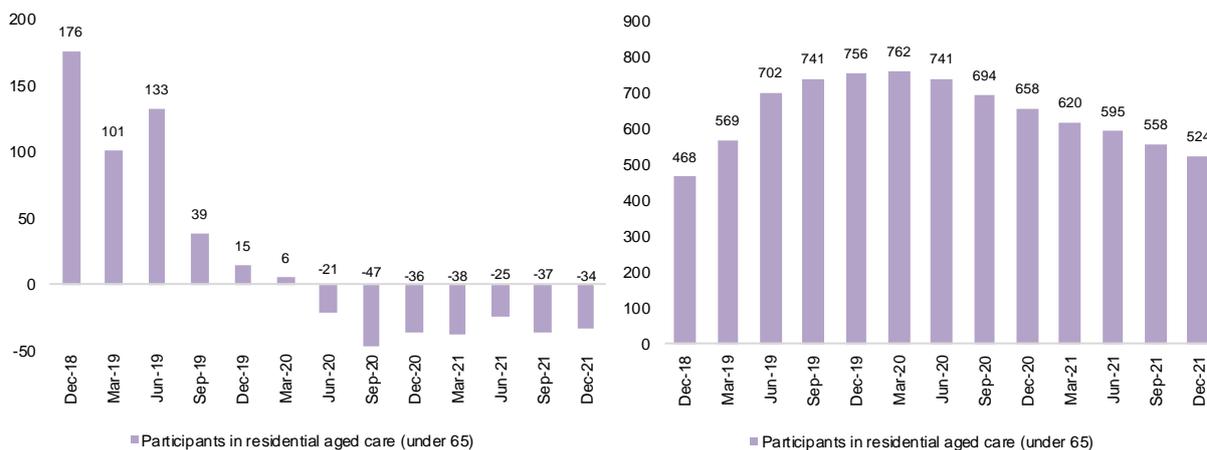
<sup>309</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>310</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>311</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>312</sup> There are a further 393 active participants aged 65 years or over who are currently in residential aged care.

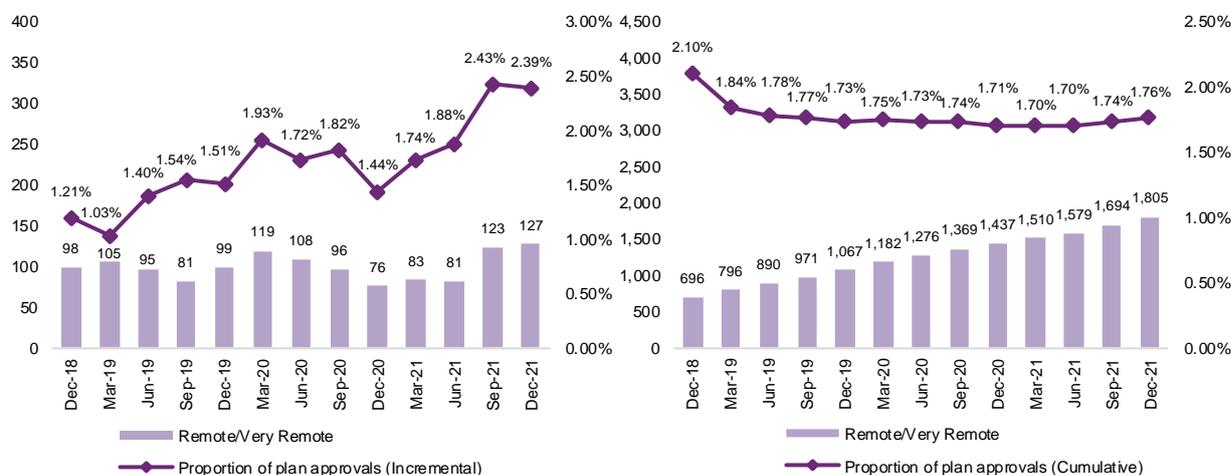
**Figure H.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland** <sup>313</sup>



**Table H.11 Participant profile per quarter by remoteness – Queensland** <sup>314 315</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	58,231	59.9%	3,321	62.6%	61,552	60.1%
Population > 50,000	22,870	23.5%	1,085	20.5%	23,955	23.4%
Population between 15,000 and 50,000	3,805	3.9%	214	4.0%	4,019	3.9%
Population between 5,000 and 15,000	4,129	4.3%	227	4.3%	4,356	4.3%
Population less than 5,000	6,426	6.6%	330	6.2%	6,756	6.6%
Remote	887	0.9%	62	1.2%	949	0.9%
Very Remote	791	0.8%	65	1.2%	856	0.8%
Missing	15		<11		15	
<b>Total</b>	<b>97,154</b>	<b>100%</b>	<b>5,304</b>	<b>100%</b>	<b>102,458</b>	<b>100%</b>

**Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>316 317</sup>



<sup>313</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>314</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>315</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>316</sup> Ibid.

<sup>317</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table H.12 Participant profile per quarter by primary disability group – Queensland** <sup>318 319 320</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	33,841	35%	1,881	35%	35,722	35%
Intellectual disability	16,599	17%	387	7%	16,986	17%
Psychosocial disability	9,369	10%	536	10%	9,905	10%
Developmental delay	7,624	8%	1,264	24%	8,888	9%
Hearing impairment	5,310	5%	202	4%	5,512	5%
Other neurological	4,111	4%	170	3%	4,281	4%
Other physical	4,416	5%	133	3%	4,549	4%
Cerebral palsy	3,540	4%	42	1%	3,582	3%
Acquired brain injury	3,368	3%	131	2%	3,499	3%
Global developmental delay	1,700	2%	180	3%	1,880	2%
Visual impairment	1,596	2%	32	1%	1,628	2%
Multiple sclerosis	1,436	1%	69	1%	1,505	1%
Stroke	1,574	2%	91	2%	1,665	2%
Spinal cord injury	1,379	1%	32	1%	1,411	1%
Other	1,021	1%	148	3%	1,169	1%
Other sensory/speech	270	0%	<11		276	0%
<b>Total</b>	<b>97,154</b>	<b>100%</b>	<b>5,304</b>	<b>100%</b>	<b>102,458</b>	<b>100%</b>

**Table H.13 Participant profile per quarter (participants in SIL) by primary disability group – Queensland** <sup>321 322</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	566	11%	<11		566	11%
Intellectual disability	2,586	51%	<11		2,587	51%
Psychosocial disability	410	8%	<11		411	8%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	268	5%	<11		268	5%
Other physical	48	1%	<11		48	1%
Cerebral palsy	456	9%	<11		456	9%
Acquired brain injury	464	9%	<11		464	9%
Global developmental delay	<11		<11		<11	
Visual impairment	23	0%	<11		23	0%
Multiple sclerosis	49	1%	<11		49	1%
Stroke	97	2%	<11		98	2%
Spinal cord injury	37	1%	<11		37	1%
Other	26	1%	<11		27	1%
Other sensory/speech	<11		<11		<11	
<b>Total</b>	<b>5,034</b>	<b>100%</b>	<b>&lt;11</b>		<b>5,038</b>	<b>100%</b>

<sup>318</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>319</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>320</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Queensland (2,414).

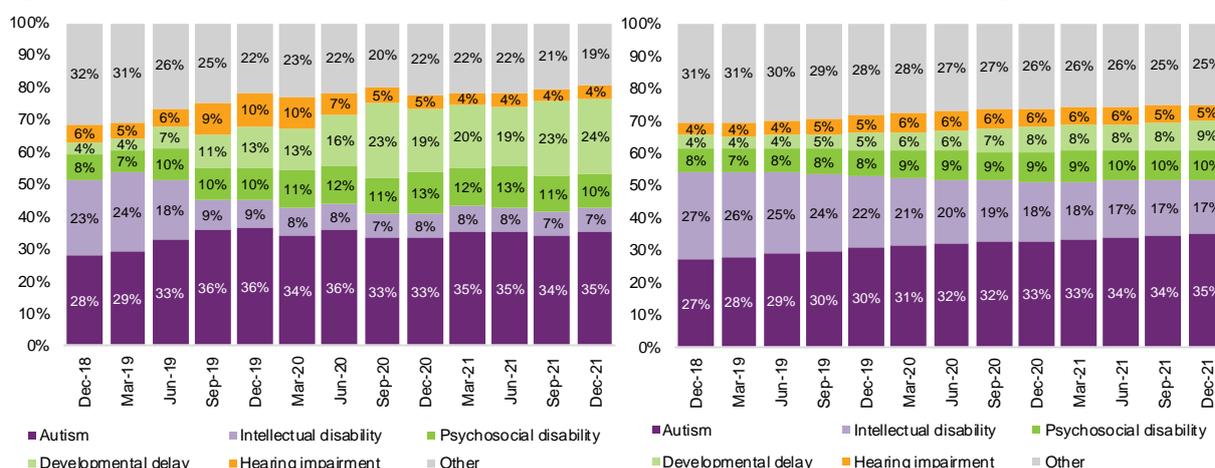
<sup>321</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>322</sup> Down syndrome is included in intellectual disability, representing 8% of participants in SIL (409).

**Table H.14 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland** <sup>323</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	33,275	36%	1,881	35%	35,156	36%
Intellectual disability	14,013	15%	386	7%	14,399	15%
Psychosocial disability	8,959	10%	535	10%	9,494	10%
Developmental delay	7,624	8%	1,264	24%	8,888	9%
Hearing impairment	5,307	6%	202	4%	5,509	6%
Other neurological	3,843	4%	170	3%	4,013	4%
Other physical	4,368	5%	133	3%	4,501	5%
Cerebral palsy	3,084	3%	42	1%	3,126	3%
Acquired brain injury	2,904	3%	131	2%	3,035	3%
Global developmental delay	1,700	2%	180	3%	1,880	2%
Visual impairment	1,573	2%	32	1%	1,605	2%
Multiple sclerosis	1,387	2%	69	1%	1,456	1%
Stroke	1,477	2%	90	2%	1,567	2%
Spinal cord injury	1,342	1%	32	1%	1,374	1%
Other	995	1%	147	3%	1,142	1%
Other sensory/speech	269	0%	<11		275	0%
<b>Total</b>	<b>92,120</b>	<b>100%</b>	<b>5,300</b>	<b>100%</b>	<b>97,420</b>	<b>100%</b>

**Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland** <sup>324</sup>



<sup>323</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,005).

<sup>324</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table H.15 Participant profile per quarter by reported level of function – Queensland <sup>325</sup>

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	9,572	10%	1,190	22%	10,762	11%
2 (High Function)	96	0%	19	0%	115	0%
3 (High Function)	4,804	5%	326	6%	5,130	5%
4 (High Function)	6,255	6%	332	6%	6,587	6%
5 (High Function)	5,402	6%	367	7%	5,769	6%
6 (Moderate Function)	24,655	25%	1,543	29%	26,198	26%
7 (Moderate Function)	4,420	5%	214	4%	4,634	5%
8 (Moderate Function)	7,247	7%	321	6%	7,568	7%
9 (Moderate Function)	566	1%	19	0%	585	1%
10 (Moderate Function)	11,503	12%	442	8%	11,945	12%
11 (Low Function)	2,949	3%	58	1%	3,007	3%
12 (Low Function)	11,570	12%	338	6%	11,908	12%
13 (Low Function)	6,004	6%	125	2%	6,129	6%
14 (Low Function)	2,062	2%	<11		2,072	2%
15 (Low Function)	39	0%	<11		39	0%
Missing	<11		<11		<11	
<b>Total</b>	<b>97,154</b>	<b>100%</b>	<b>5,304</b>	<b>100%</b>	<b>102,458</b>	<b>100%</b>

Figure H.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Queensland <sup>326</sup>

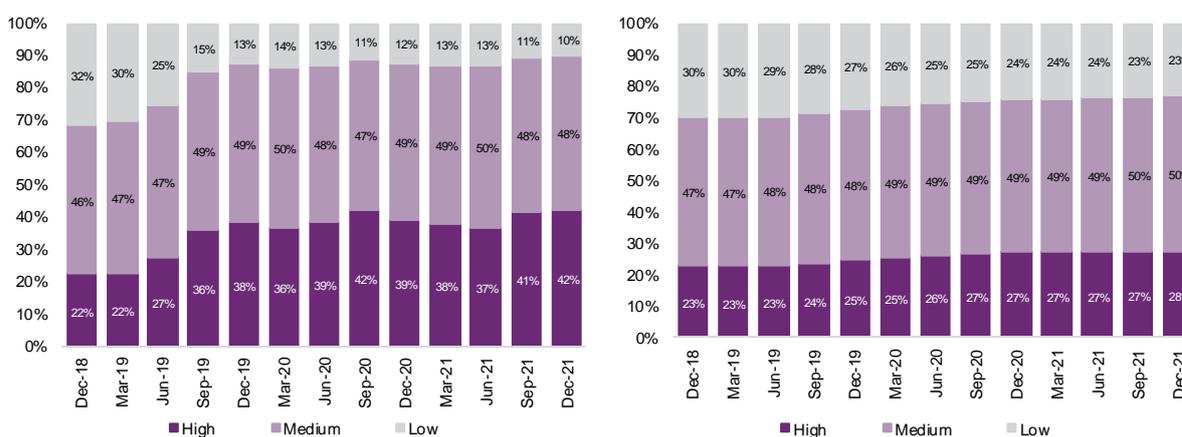


Table H.16 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	14,585	15%	1,866	35%	16,451	16%
7 to 14	26,007	27%	1,207	23%	27,214	27%
15 to 18	7,768	8%	389	7%	8,157	8%
19 to 24	7,607	8%	211	4%	7,818	8%
25 to 34	8,526	9%	271	5%	8,797	9%
35 to 44	7,972	8%	373	7%	8,345	8%
45 to 54	9,673	10%	402	8%	10,075	10%
55 to 64	11,456	12%	544	10%	12,000	12%
65+	3,560	4%	41	1%	3,601	4%
<b>Total</b>	<b>97,154</b>	<b>100%</b>	<b>5,304</b>	<b>100%</b>	<b>102,458</b>	<b>100%</b>

<sup>325</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>326</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table H.17 Participant profile per quarter (participants in SIL) by age group – Queensland <sup>327</sup>

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	29	1%	<11		29	1%
19 to 24	446	9%	<11		446	9%
25 to 34	966	19%	<11		966	19%
35 to 44	953	19%	<11		954	19%
45 to 54	1,169	23%	<11		1,169	23%
55 to 64	1,202	24%	<11		1,205	24%
65+	265	5%	<11		265	5%
<b>Total</b>	<b>5,034</b>	<b>100%</b>	<b>&lt;11</b>		<b>5,038</b>	<b>100%</b>

Table H.18 Participant profile per quarter (participants not in SIL) by age group – Queensland

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	14,585	16%	1,866	35%	16,451	17%
7 to 14	26,003	28%	1,207	23%	27,210	28%
15 to 18	7,739	8%	389	7%	8,128	8%
19 to 24	7,161	8%	211	4%	7,372	8%
25 to 34	7,560	8%	271	5%	7,831	8%
35 to 44	7,019	8%	372	7%	7,391	8%
45 to 54	8,504	9%	402	8%	8,906	9%
55 to 64	10,254	11%	541	10%	10,795	11%
65+	3,295	4%	41	1%	3,336	3%
<b>Total</b>	<b>92,120</b>	<b>100%</b>	<b>5,300</b>	<b>100%</b>	<b>97,420</b>	<b>100%</b>

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland <sup>328</sup>

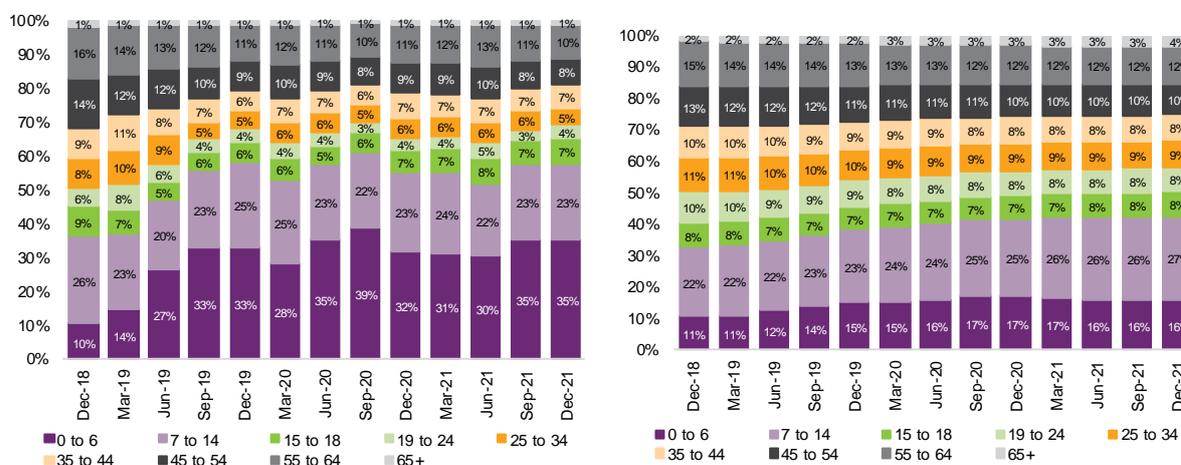


Table H.19 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	59,567	61%	3,204	60%	62,771	61%
Female	36,820	38%	2,035	38%	38,855	38%
Other	767	1%	65	1%	832	1%
<b>Total</b>	<b>97,154</b>	<b>100%</b>	<b>5,304</b>	<b>100%</b>	<b>102,458</b>	<b>100%</b>

<sup>327</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>328</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland <sup>329</sup>

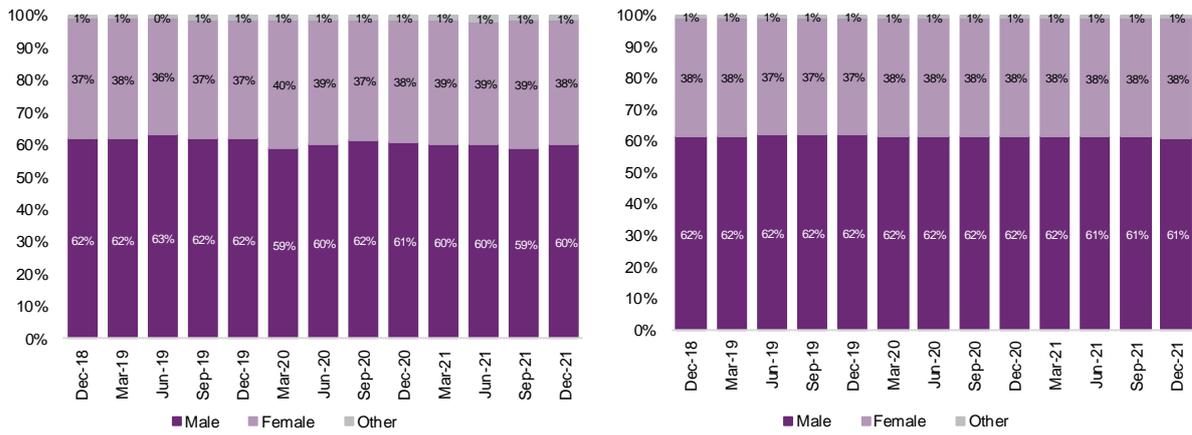


Table H.20 Participation rates by age group at 31 December 2021 – Queensland <sup>330</sup>

Age group	Participation rate
0-6	4.00%
7-14	4.97%
15-18	3.13%
19-24	1.96%
25-34	1.20%
35-44	1.22%
45-54	1.52%
55-64	2.00%
<b>Total (aged 0-64)</b>	<b>2.31%</b>

<sup>329</sup> Ibid.

<sup>330</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

Table H.21 Number of baseline questionnaires completed by SFOF version – Queensland <sup>331</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	760	1,336	3,043	5,463	4,897	2,865	18,364
Participant school to 14	1,413	2,644	8,997	8,083	6,216	3,186	30,539
Participant 15 to 24	1,066	1,443	5,043	2,302	1,959	1,053	12,866
Participant 25 and over	3,276	3,871	14,979	7,785	6,367	3,210	39,488
<b>Total Participant</b>	<b>6,515</b>	<b>9,294</b>	<b>32,062</b>	<b>23,633</b>	<b>19,439</b>	<b>10,314</b>	<b>101,257</b>
Family 0 to 14	2,023	3,816	11,071	12,974	10,682	5,864	46,430
Family 15 to 24	272	968	3,245	1,528	1,391	785	8,189
Family 25 and over	170	1,124	4,150	2,054	1,597	823	9,918
<b>Total Family</b>	<b>2,465</b>	<b>5,908</b>	<b>18,466</b>	<b>16,556</b>	<b>13,670</b>	<b>7,472</b>	<b>64,537</b>
<b>Total</b>	<b>8,980</b>	<b>15,202</b>	<b>50,528</b>	<b>40,189</b>	<b>33,109</b>	<b>17,786</b>	<b>165,794</b>

Table H.22 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	66%			
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		24%		
DL % who say their child is becoming more independent		37%		
CC % of children who have a genuine say in decisions about themselves		73%		
CC % who are happy with the level of independence/control they have now			31%	
CC % who choose who supports them			37%	62%
CC % who choose what they do each day			46%	69%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	25%
CC % who want more choice and control in their life			83%	80%

<sup>331</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.7% 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.23 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	44%			
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	64%	73%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			34%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	34%

**Table H.24 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		71%		
HM	% who are happy with their home			78%	67%
HM	% who feel safe or very safe in their home			81%	66%
HW	% who rate their health as good, very good or excellent			66%	41%
HW	% who did not have any difficulties accessing health services			67%	61%
LL	% who currently attend or previously attended school in a mainstream class			37%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				66%
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			12%	11%

**Table H.25 Selected key baseline indicators for families/carers of participants – Queensland**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	19%	27%	25%
% receiving Carer Allowance	40%	49%	37%
% working in a paid job	46%	51%	37%
Of those in a paid job, % in permanent employment	77%	74%	77%
Of those in a paid job, % working 15 hours or more	82%	85%	85%
% who say they (and their partner) are able to work as much as they want	46%	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	36%	27%	19%
% able to advocate for their child/family member	80%	74%	71%
% who have friends and family they see as often as they like	45%	43%	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		42%	
% who feel in control selecting services		44%	39%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	73%	60%	58%

**Table H.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=4,299) - participants who entered between 1 July 2016 and 31 December 2020 – Queensland <sup>332</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	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?	80%
S/CP Has the NDIS improved how your child fits into community life?	68%

**Table H.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=10,363) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	49%
REL Has the NDIS improved your child's relationships with family and friends?	60%
S/CP Has the NDIS improved your child's social and recreational life?	54%

<sup>332</sup> Results in Tables H.26 to H.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

**Table H.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,128) and ‘Participant 25 and over’ (n=13,034) - participants who entered between 1 July 2016 and 31 December 2020 – Queensland**

Question	15 to 24 % Yes	25+ % Yes
CC Has the NDIS helped you have more choices and more control over your life?	71%	80%
DL Has the NDIS helped you with daily living activities?	71%	82%
REL Has the NDIS helped you to meet more people?	59%	62%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	37%
HW Has your involvement with the NDIS improved your health and wellbeing?	53%	64%
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%	36%
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?	65%	69%

**Table H.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=14,689); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,007) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	73%	63%
Has the NDIS improved the level of support for your family?	76%	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?	79%	71%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	51%	46%

**Table H.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,763) - participants who entered between 1 July 2016 and 31 December 2019 – Queensland<sup>333</sup>**

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?	93%	95%	+2%
CC Has the NDIS helped increase your child's ability to communicate what they want?	84%	86%	+2%
REL Has the NDIS improved how your child fits into family life?	80%	84%	+4%
S/CP Has the NDIS improved how your child fits into community life?	64%	70%	+6%

**Table H.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=5,675) - participants who entered between 1 July 2016 and 31 December 2019 – Queensland**

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	67%	73%	+6%
LL Has the NDIS improved your child's access to education?	45%	52%	+7%
REL Has the NDIS improved your child's relationships with family and friends?	56%	62%	+6%
S/CP Has the NDIS improved your child's social and recreational life?	50%	56%	+6%

<sup>333</sup> Results in Tables H.30 to H.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table H.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,416) and ‘Participant 25 and over’ (n=6,366) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	69%	76%	+7%	75%	83%	+8%
DL Has the NDIS helped you with daily living activities?	70%	76%	+6%	78%	86%	+8%
REL Has the NDIS helped you to meet more people?	58%	62%	+4%	60%	66%	+6%
HM Has your involvement with the NDIS helped you to choose a home that’s right for you?	26%	26%	0%	35%	39%	+4%
HW Has your involvement with the NDIS improved your health and wellbeing?	51%	55%	+4%	59%	66%	+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%	42%	+3%	32%	34%	+2%
WK Has your involvement with the NDIS helped you find a job that’s right for you?	18%	18%	0%	18%	18%	0%
S/CP Has the NDIS helped you be more involved?	64%	69%	+5%	67%	73%	+6%

**Table H.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=5,173); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,431) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	65%	72%	+7%	55%	66%	+11%
Has the NDIS improved the level of support for your family?	71%	78%	+7%	68%	79%	+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?	75%	81%	+6%	64%	74%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	83%	+5%			
Has the NDIS improved your health and wellbeing?	45%	50%	+5%	38%	44%	+6%

**Table H.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=714) - participants who entered prior to 1 July 2016 and 31 December 2018 – Queensland <sup>334</sup>**

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	94%	98%	+7%
DL	Has the NDIS improved your child's access to specialist services?	90%	93%	96%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	84%	88%	+7%
REL	Has the NDIS improved how your child fits into family life?	74%	79%	79%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	58%	63%	74%	+16%

**Table H.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=2,491) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	61%	70%	75%	+14%
LL	Has the NDIS improved your child's access to education?	39%	47%	52%	+13%
REL	Has the NDIS improved your child's relationships with family and friends?	50%	57%	62%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	50%	53%	+7%

**Table H.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,604) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	67%	69%	74%	+7%
Has the NDIS helped you with daily living activities?	66%	71%	76%	+10%
Has the NDIS helped you to meet more people?	55%	57%	61%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	20%	22%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	50%	51%	56%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	35%	37%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	13%	16%	-3%
Has the NDIS helped you be more involved?	63%	65%	70%	+7%

<sup>334</sup> Results in Tables H.34 to H.39 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table H.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=3,831) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	74%	80%	84%	+10%
Has the NDIS helped you with daily living activities?	77%	83%	87%	+10%
Has the NDIS helped you to meet more people?	60%	64%	69%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	35%	39%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	56%	60%	66%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	32%	35%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	16%	18%	-2%
Has the NDIS helped you be more involved?	67%	72%	77%	+10%

**Table H.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,969) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	60%	61%	70%	+10%
Has the NDIS improved the level of support for your family?	66%	71%	76%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	71%	75%	80%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	77%	81%	+9%
Has the NDIS improved your health and wellbeing?	40%	40%	45%	+5%

**Table H.39 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=692) - participants who entered between 1 July 2016 and 31 December 2018 – Queensland**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	57%	60%	66%	+9%
Has the NDIS improved the level of support for your family?	69%	69%	78%	+9%
Has the NDIS helped you to access services, programs and activities in the community?	68%	71%	76%	+8%
Has the NDIS improved your health and wellbeing?	42%	38%	46%	+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 H.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=1,067) - participants who entered between 1 July 2016 and 31 December 2017 – Queensland**<sup>335</sup>

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	54%	69%	74%	77%	+23%
LL	Has the NDIS improved your child's access to education?	32%	39%	42%	48%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	56%	59%	63%	+19%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	48%	51%	54%	+12%

**Table H.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=651) - participants who entered between 1 July 2016 and 31 December 2017 – 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%	65%	70%	72%	+8%
DL	Has the NDIS helped you with daily living activities?	66%	72%	76%	77%	+11%
REL	Has the NDIS helped you to meet more people?	50%	54%	54%	57%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	16%	21%	21%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	46%	49%	54%	+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?	32%	31%	33%	34%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	15%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	60%	63%	67%	69%	+9%

<sup>335</sup> Results in Tables H.40 to H.44 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table H.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,382) - participants who entered between 1 July 2016 and 31 December 2017 – 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%	77%	79%	83%	+13%
DL	Has the NDIS helped you with daily living activities?	77%	84%	87%	89%	+12%
REL	Has the NDIS helped you to meet more people?	56%	63%	67%	69%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	28%	29%	35%	36%	+8%
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?	29%	29%	32%	32%	+3%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	17%	16%	14%	17%	0%
S/CP	Has the NDIS helped you be more involved?	63%	69%	75%	77%	+14%

**Table H.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=609) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	54%	57%	59%	65%	+11%
Has the NDIS improved the level of support for your family?	61%	68%	80%	77%	+16%
Has the NDIS improved your access to services, programs and activities in the community?	69%	77%	84%	82%	+13%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	78%	80%	82%	+13%
Has the NDIS improved your health and wellbeing?	37%	39%	39%	39%	+2%

**Table H.44 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=143) - participants who entered between 1 July 2016 and 31 December 2017 – Queensland**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	51%	55%	56%	65%	+14%
Has the NDIS improved the level of support for your family?	65%	64%	73%	78%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	57%	62%	64%	74%	+17%
Has the NDIS improved your health and wellbeing?	39%	37%	27%	38%	-1%

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

**Table H.45 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant school to 14’ (n=178) - participants who entered between 1 July 2016 and 31 December 2016 – Queensland** <sup>336</sup>

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS helped your child to become more independent?	57%	63%	66%	68%	72%	+15%
LL	Has the NDIS improved your child's access to education?	28%	26%	34%	43%	44%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	42%	47%	49%	55%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	42%	49%	48%	57%	+10%

<sup>336</sup> Results in Tables H.45 to H.47 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

**Table H.46 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=105) - participants who entered between 1 July 2016 and 31 December 2016 – Queensland**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	73%	69%	64%	71%	77%	+4%
DL	Has the NDIS helped you with daily living activities?	81%	71%	72%	73%	79%	-2%
REL	Has the NDIS helped you to meet more people?	57%	54%	49%	51%	51%	-6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	26%	20%	25%	26%	-4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	50%	46%	53%	56%	+1%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	47%	39%	35%	37%	38%	-9%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	14%	13%	13%	20%	+1%
S/CP	Has the NDIS helped you be more involved?	67%	65%	64%	64%	68%	+1%

**Table H.47 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=285) - participants who entered between 1 July 2016 and 31 December 2016 – Queensland**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC	Has the NDIS helped you have more choices and more control over your life?	66%	71%	76%	85%	83%	+17%
DL	Has the NDIS helped you with daily living activities?	75%	85%	86%	91%	92%	+17%
REL	Has the NDIS helped you to meet more people?	57%	58%	66%	78%	74%	+17%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	30%	31%	42%	40%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	56%	60%	69%	69%	+16%
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%	32%	37%	39%	39%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	15%	15%	17%	19%	+1%
S/CP	Has the NDIS helped you be more involved?	65%	69%	79%	85%	82%	+17%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table H.48 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,080), 'participant social and community engagement rate' (n=10,149), 'parent and carer employment rate' (n=7,634) and 'participant choice and control' (n=8,077) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Queensland**<sup>337</sup>

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	Numbers are too small	17%	Numbers are too small	24%
Aged 25+	19%	18%	17%	
Aged 15+	17%	18%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	37%	42%	44%	48%
Aged 25+	38%	44%	45%	
Aged 15+	38%	43%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	44%	47%	47%	49%
Aged 15+	44%	46%	42%	
All ages	44%	47%	45%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		69%	76%	75%
Aged 25+		75%	83%	
Aged 15+		73%	81%	

**Table H.49 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,771), 'participant social and community engagement rate' (n=5,801), 'parent and carer employment rate' (n=2,793) and 'participant choice and control' (n=5,098) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Queensland**<sup>338</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	13%	18%	18%	21%	24%
Aged 25+	19%	20%	15%	17%	
Aged 15+	18%	19%	16%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	39%	47%	45%	49%	48%
Aged 25+	39%	45%	45%	47%	
Aged 15+	39%	45%	45%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	40%	43%	45%	47%	49%
Aged 15+	41%	43%	46%	42%	
All ages	41%	43%	45%	45%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		67%	69%	74%	75%
Aged 25+		74%	80%	84%	
Aged 15+		72%	76%	81%	

<sup>337</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

<sup>338</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table H.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,050), 'participant social and community engagement rate' (n=2,086), 'parent and carer employment rate' (n=754) and 'participant choice and control' (n=1,907) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Queensland <sup>339</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	18%	25%	23%	22%	23%	24%
Aged 25+	21%	20%	19%	17%	18%	
Aged 15+	20%	21%	20%	18%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	32%	39%	41%	41%	44%	48%
Aged 25+	38%	47%	50%	49%	49%	
Aged 15+	37%	46%	49%	48%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	37%	43%	44%	44%	47%	49%
Aged 15+	41%	49%	51%	50%	47%	
All ages	39%	45%	46%	46%	47%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		64%	65%	70%	72%	75%
Aged 25+		70%	77%	79%	83%	
Aged 15+		68%	73%	76%	79%	

<sup>339</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table H.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=406), 'participant social and community engagement rate' (n=419), 'parent and carer employment rate' (n=102) and 'participant choice and control' (n=358) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Queensland<sup>340</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	15%	21%	22%	19%	13%	22%	24%
Aged 25+	19%	20%	16%	21%	11%	17%	
Aged 15+	18%	20%	16%	21%	11%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	40%	38%	40%	45%	40%	40%	48%
Aged 25+	41%	47%	53%	53%	52%	51%	
Aged 15+	41%	46%	51%	52%	50%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	34%	39%	49%	45%	Numbers are too small	51%	49%
Aged 15+	44%	50%	52%	55%	Numbers are too small	66%	
All ages	38%	43%	50%	49%	48%	57%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		73%	69%	64%	71%	77%	75%
Aged 25+		66%	71%	76%	85%	83%	
Aged 15+		68%	70%	72%	79%	81%	

**Table H.52 Number of active plans by goal type and primary disability – Queensland<sup>341</sup>**

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	636	2,745	1,730	529	615	2,775	1,155	969	3,499
Autism	3,997	31,624	9,578	8,658	9,959	23,302	2,147	5,934	35,722
Cerebral palsy	626	3,106	1,488	593	499	2,453	752	539	3,582
Developmental delay	172	8,478	1,806	3,780	2,176	5,484	3	3	8,888
Down syndrome	335	2,083	984	430	431	1,816	526	631	2,414
Global developmental delay	42	1,811	377	794	512	1,022	0	0	1,880
Hearing impairment	776	4,514	869	1,069	602	2,544	377	1,159	5,512
Intellectual disability	2,426	11,891	5,243	2,744	3,245	11,013	3,434	4,748	14,572
Multiple sclerosis	276	1,243	889	119	148	1,050	422	331	1,505
Psychosocial disability	1,643	7,664	5,119	1,720	1,626	8,097	2,914	3,235	9,905
Spinal cord injury	324	1,220	680	132	117	951	383	435	1,411
Stroke	331	1,392	805	149	219	1,274	514	289	1,665
Visual impairment	313	1,453	470	273	123	1,161	211	472	1,628
Other neurological	773	3,534	2,133	481	664	3,221	1,229	598	4,281
Other physical	798	3,921	2,034	438	348	2,826	835	941	4,549
Other sensory/speech	34	245	50	69	57	137	9	31	276
Other	195	974	540	166	155	841	275	219	1,169
<b>Total</b>	<b>13,697</b>	<b>87,898</b>	<b>34,795</b>	<b>22,144</b>	<b>21,496</b>	<b>69,967</b>	<b>15,186</b>	<b>20,534</b>	<b>102,458</b>

<sup>340</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

<sup>341</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table H.53 Percentage of active plans by goal type and primary disability – Queensland** <sup>342</sup>

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	18%	78%	49%	15%	18%	79%	33%	28%
Autism	11%	89%	27%	24%	28%	65%	6%	17%
Cerebral palsy	17%	87%	42%	17%	14%	68%	21%	15%
Developmental delay	2%	95%	20%	43%	24%	62%	0%	0%
Down syndrome	14%	86%	41%	18%	18%	75%	22%	26%
Global developmental delay	2%	96%	20%	42%	27%	54%	0%	0%
Hearing impairment	14%	82%	16%	19%	11%	46%	7%	21%
Intellectual disability	17%	82%	36%	19%	22%	76%	24%	33%
Multiple sclerosis	18%	83%	59%	8%	10%	70%	28%	22%
Psychosocial disability	17%	77%	52%	17%	16%	82%	29%	33%
Spinal cord injury	23%	86%	48%	9%	8%	67%	27%	31%
Stroke	20%	84%	48%	9%	13%	77%	31%	17%
Visual impairment	19%	89%	29%	17%	8%	71%	13%	29%
Other neurological	18%	83%	50%	11%	16%	75%	29%	14%
Other physical	18%	86%	45%	10%	8%	62%	18%	21%
Other sensory/speech	12%	89%	18%	25%	21%	50%	3%	11%
Other	17%	83%	46%	14%	13%	72%	24%	19%
<b>Total</b>	<b>13%</b>	<b>86%</b>	<b>34%</b>	<b>22%</b>	<b>21%</b>	<b>68%</b>	<b>15%</b>	<b>20%</b>

**Table H.54 Number of goals in active plans by goal type and primary disability – Queensland** <sup>343</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	1,803	11,244	5,071	1,602	1,880	8,541	3,257	2,525	<b>35,923</b>
Autism	11,898	187,154	29,553	28,011	29,325	70,692	6,340	16,542	<b>379,515</b>
Cerebral palsy	1,964	18,148	4,975	1,957	1,515	8,320	2,443	1,561	<b>40,883</b>
Developmental delay	501	75,175	5,656	11,622	6,224	17,019	12	9	<b>116,218</b>
Down syndrome	1,005	10,825	2,783	1,379	1,310	5,539	1,487	1,656	<b>25,984</b>
Global developmental delay	120	17,570	1,319	2,835	1,600	3,236	0	0	<b>26,680</b>
Hearing impairment	1,940	18,796	2,372	2,901	1,587	6,479	903	2,749	<b>37,727</b>
Intellectual disability	6,992	52,768	15,275	8,550	9,714	33,199	9,484	12,499	<b>148,481</b>
Multiple sclerosis	826	5,057	2,747	387	389	3,229	1,175	910	<b>14,720</b>
Psychosocial disability	4,355	24,841	13,906	4,631	4,136	21,701	7,211	7,894	<b>88,675</b>
Spinal cord injury	1,092	5,208	2,142	457	360	3,164	1,283	1,298	<b>15,004</b>
Stroke	1,019	5,953	2,461	507	638	3,915	1,450	734	<b>16,677</b>
Visual impairment	919	6,014	1,301	734	349	3,324	598	1,212	<b>14,451</b>
Other neurological	2,354	15,873	6,606	1,472	1,957	10,132	3,658	1,648	<b>43,700</b>
Other physical	2,211	16,114	5,941	1,231	1,002	8,169	2,271	2,362	<b>39,301</b>
Other sensory/speech	96	1,153	133	218	125	343	12	76	<b>2,156</b>
Other	671	4,818	1,742	542	491	2,612	772	633	<b>12,281</b>
<b>Total</b>	<b>39,766</b>	<b>476,711</b>	<b>103,983</b>	<b>69,036</b>	<b>62,602</b>	<b>209,614</b>	<b>42,356</b>	<b>54,308</b>	<b>1,058,376</b>

<sup>342</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

<sup>343</sup> Participants have set over six million goals in total across Australia since July 2016. The 000,001 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

**Table H.55 Number of active plans by goal type and age group – Queensland** <sup>344</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	306	15,655	3,369	6,903	4,050	9,878	6	2	<b>16,451</b>
7 to 14	2,452	24,612	6,545	6,122	7,583	15,694	230	630	<b>27,214</b>
15 to 18	1,433	6,944	2,413	1,827	2,046	5,990	627	2,976	<b>8,157</b>
19 to 24	1,553	6,375	2,582	1,585	1,396	5,711	1,968	4,320	<b>7,818</b>
25 to 34	1,771	7,011	3,642	1,575	1,553	6,502	2,685	3,937	<b>8,797</b>
35 to 44	1,576	6,609	3,997	1,286	1,378	6,345	2,353	3,188	<b>8,345</b>
45 to 54	1,841	8,106	4,861	1,301	1,528	7,803	2,759	2,982	<b>10,075</b>
55 to 64	2,151	9,680	5,647	1,260	1,507	9,311	3,437	2,185	<b>12,000</b>
65+	614	2,906	1,739	285	455	2,733	1,121	314	<b>3,601</b>
<b>Total</b>	<b>13,697</b>	<b>87,898</b>	<b>34,795</b>	<b>22,144</b>	<b>21,496</b>	<b>69,967</b>	<b>15,186</b>	<b>20,534</b>	<b>102,458</b>

**Table H.56 Percentage of active plans by goal type and age group – Queensland** <sup>345</sup>

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	2%	95%	20%	42%	25%	60%	0%	0%
7 to 14	9%	90%	24%	22%	28%	58%	1%	2%
15 to 18	18%	85%	30%	22%	25%	73%	8%	36%
19 to 24	20%	82%	33%	20%	18%	73%	25%	55%
25 to 34	20%	80%	41%	18%	18%	74%	31%	45%
35 to 44	19%	79%	48%	15%	17%	76%	28%	38%
45 to 54	18%	80%	48%	13%	15%	77%	27%	30%
55 to 64	18%	81%	47%	11%	13%	78%	29%	18%
65+	17%	81%	48%	8%	13%	76%	31%	9%
<b>Total</b>	<b>13%</b>	<b>86%</b>	<b>34%</b>	<b>22%</b>	<b>21%</b>	<b>68%</b>	<b>15%</b>	<b>20%</b>

**Table H.57 Number of goals in active plans by goal type and age group – Queensland** <sup>346</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	976	148,434	11,449	22,754	12,397	31,904	23	5	<b>227,942</b>
7 to 14	7,184	146,349	20,063	19,363	21,844	46,211	662	1,779	<b>263,455</b>
15 to 18	4,200	30,046	7,222	5,712	5,810	17,968	1,967	8,536	<b>81,461</b>
19 to 24	4,409	24,371	7,435	4,547	4,044	16,597	5,656	11,290	<b>78,349</b>
25 to 34	5,167	26,096	10,237	4,633	4,574	19,197	7,434	10,306	<b>87,644</b>
35 to 44	4,678	24,726	11,881	3,753	4,021	18,985	6,668	8,424	<b>83,136</b>
45 to 54	5,229	29,698	14,261	3,706	4,367	23,128	7,497	7,717	<b>95,603</b>
55 to 64	6,212	36,617	16,665	3,793	4,315	27,889	9,534	5,438	<b>110,463</b>
65+	1,711	10,374	4,770	775	1,230	7,735	2,915	813	<b>30,323</b>
<b>Total</b>	<b>39,766</b>	<b>476,711</b>	<b>103,983</b>	<b>69,036</b>	<b>62,602</b>	<b>209,614</b>	<b>42,356</b>	<b>54,308</b>	<b>1,058,376</b>

<sup>344</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>345</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

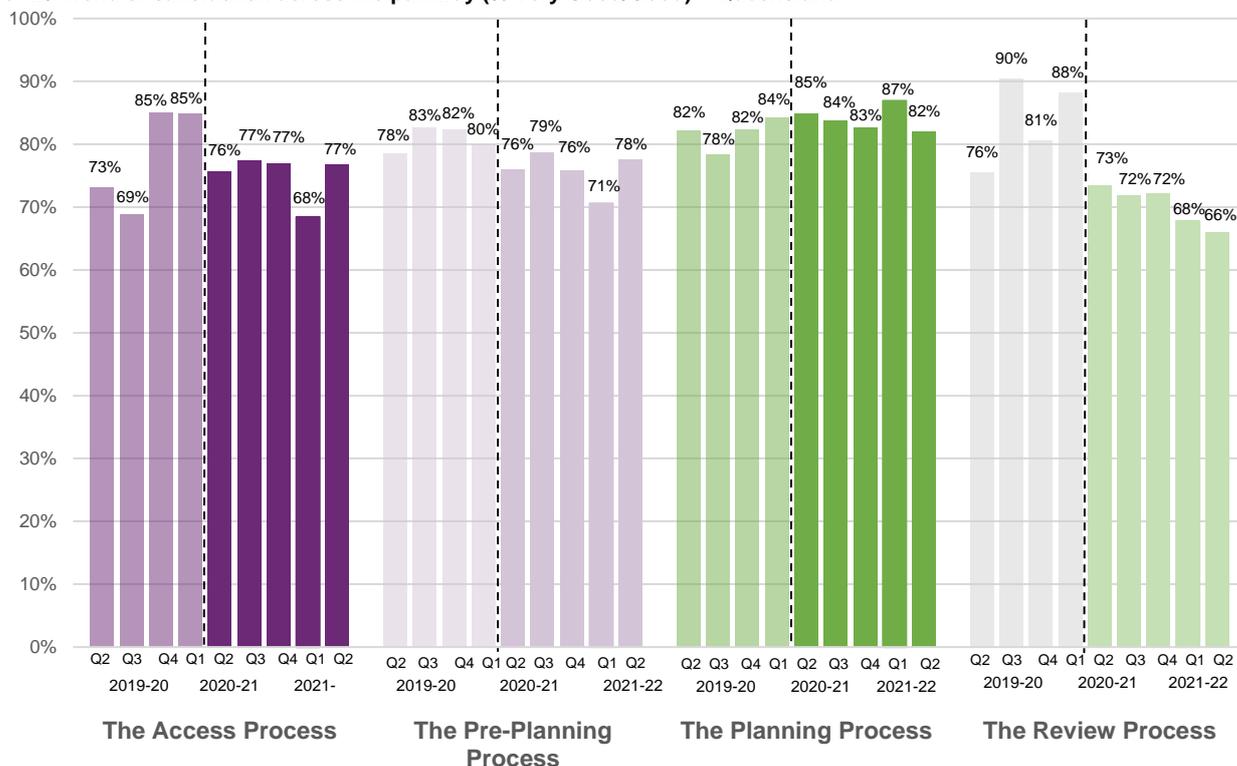
<sup>346</sup> Participants have set over six million goals in total across Australia since July 2016. The 000,001 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

**Table H.58 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland <sup>347</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
<b>Access</b>	<b>n = 1,020</b>	<b>n = 314</b>
Are you happy with how coming into the NDIS has gone?	81%	87%
Was the person from the NDIS respectful?	96%	98%
Do you understand what will happen next with your plan?	73%	74%
% of participants rating their overall experience as Very Good or Good.	74%	77%
<b>Pre-planning</b>	<b>n = 861</b>	<b>n = 232</b>
Did the person from the NDIS understand how your disability affects your life?	84%	84%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	74%	78%
Are you clear on what happens next with your plan?	67%	65%
Do you know where to go for more help with your plan?	69%	69%
% of participants rating their overall experience as Very Good or Good.	75%	78%
<b>Planning</b>	<b>n = 3,837</b>	<b>n = 935</b>
Did the person from the NDIS understand how your disability affects your life?	90%	88%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	88%	86%
Are you clear on what happens next with your plan?	82%	81%
Do you know where to go for more help with your plan?	87%	86%
% of participants rating their overall experience as Very Good or Good.	85%	82%
<b>Plan review</b>	<b>n = 9,489</b>	<b>n = 2,532</b>
Did the person from the NDIS understand how your disability affects your life?	77%	72%
Did you feel prepared for your plan review?	83%	82%
Is your NDIS plan helping you to make progress towards your goals?	87%	84%
% of participants rating their overall experience as Very Good or Good.	71%	66%

<sup>347</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

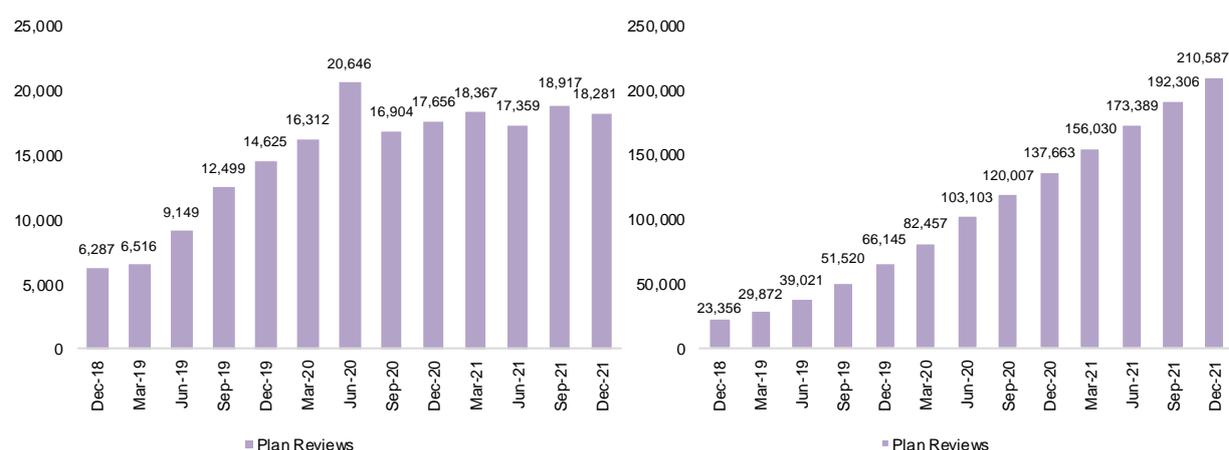
**Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland** <sup>348 349</sup>



**Table H.59 Plan reviews conducted per quarter – excluding plans less than 31 days – Queensland** <sup>350</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Total plan reviews</b>	<b>192,306</b>	<b>18,281</b>	<b>210,587</b>
<i>Early intervention plans</i>	35,239	4,231	39,470
<i>Permanent disability plans</i>	157,067	14,050	171,117

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



<sup>348</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>349</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>350</sup> Plans less than 31 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 2021-22 Q2. The charts show trends in complaints experience based on experience over 3 years. 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 '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.59 shows the number of complaints in 2021-22 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.60 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table H.60 Complaints by quarter – Queensland** <sup>351 352 353</sup>

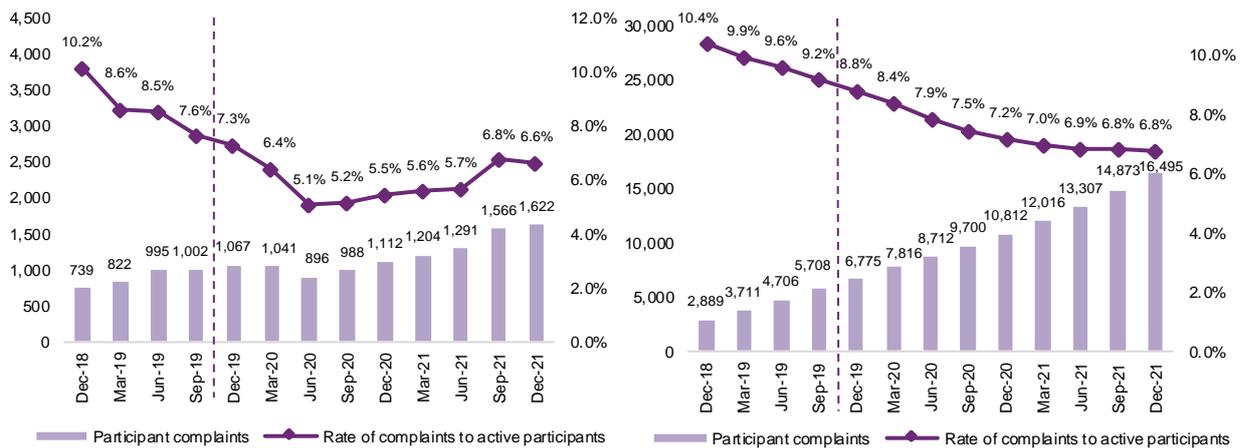
Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	79	54	133	122
Complaint about LAC Partner	279	62	341	310
Complaints about service providers	1,129	86	1,215	943
Complaints about the Agency	11,893	1,183	13,076	7,498
Critical/ Reportable Incident	1,495	232	1,727	1,340
Unclassified	223	5	228	208
<b>Total</b>	<b>15,098</b>	<b>1,622</b>	<b>16,720</b>	<b>9,334</b>
Total complaints made since 1 April 2017	14,873	1,622	16,495	
% of the number of active participants	6.8%	6.6%	6.8%	

<sup>351</sup> Note that 66% of all complainants made only one complaint, 18% made two complaints and 16% made three or more complaints.

<sup>352</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>353</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure H.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland** <sup>354</sup>



**Table H.61 Participant complaints by type – Queensland**

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	731	(6%)	0	(0%)	731	(6%)
Information unclear	264	(2%)	1	(0%)	265	(2%)
NDIA Access	331	(3%)	37	(3%)	368	(3%)
NDIA Engagement	1	(0%)	3	(0%)	4	(0%)
NDIA Finance	542	(5%)	106	(9%)	648	(5%)
NDIA Fraud and Compliance	22	(0%)	6	(1%)	28	(0%)
NDIA Plan	2,197	(18%)	490	(41%)	2,687	(21%)
NDIA Process	769	(6%)	121	(10%)	890	(7%)
NDIA Resources	56	(0%)	11	(1%)	67	(1%)
NDIA Staff	527	(4%)	64	(5%)	591	(5%)
NDIA Timeliness	1,635	(14%)	319	(27%)	1,954	(15%)
Participation, engagement and inclusion	73	(1%)	1	(0%)	74	(1%)
Provider Portal	26	(0%)	0	(0%)	26	(0%)
Quality & Safeguards Commission	7	(0%)	0	(0%)	7	(0%)
Reasonable and necessary supports	745	(6%)	0	(0%)	745	(6%)
Staff conduct - Agency	242	(2%)	2	(0%)	244	(2%)
The way the NDIA carried out its decision making	455	(4%)	4	(0%)	459	(4%)
Timeliness	1,617	(14%)	1	(0%)	1,618	(12%)
Other	1,653	(14%)	17	(1%)	1,670	(13%)
<b>Total</b>	<b>11,893</b>		<b>1,183</b>		<b>13,076</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	12	(15%)	8	(15%)	20	(15%)
ECA Process	12	(15%)	9	(17%)	21	(16%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	29	(37%)	28	(52%)	57	(43%)
ECA Timeliness	26	(33%)	9	(17%)	35	(26%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>79</b>		<b>54</b>		<b>133</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)

<sup>354</sup> Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	47	(17%)	14	(23%)	61	(18%)
LAC Process	31	(11%)	9	(15%)	40	(12%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	156	(56%)	19	(31%)	175	(51%)
LAC Timeliness	43	(15%)	20	(32%)	63	(18%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>279</b>		<b>62</b>		<b>341</b>	
<i>Complaints about service providers</i>						
Provider costs.	67	(6%)	0	(0%)	67	(6%)
Provider Finance	29	(3%)	7	(8%)	36	(3%)
Provider Fraud and Compliance	60	(5%)	8	(9%)	68	(6%)
Provider process	64	(6%)	0	(0%)	64	(5%)
Provider Service	309	(27%)	40	(47%)	349	(29%)
Provider Staff	115	(10%)	23	(27%)	138	(11%)
Service Delivery	97	(9%)	2	(2%)	99	(8%)
Staff conduct	113	(10%)	0	(0%)	113	(9%)
Supports being provided	112	(10%)	1	(1%)	113	(9%)
Other	163	(14%)	5	(6%)	168	(14%)
<b>Total</b>	<b>1,129</b>		<b>86</b>		<b>1,215</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	399	(27%)	56	(24%)	455	(26%)
Allegations against Informal Supports	274	(18%)	7	(3%)	281	(16%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	242	(16%)	45	(19%)	287	(17%)
Provider reporting	577	(39%)	124	(53%)	701	(41%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,495</b>		<b>232</b>		<b>1,727</b>	
<i>Unclassified</i>	<b>223</b>		<b>5</b>		<b>228</b>	
<b>Participants total</b>	<b>15,098</b>		<b>1,622</b>		<b>16,720</b>	

Table H.62 AAT Cases by category at 31 December 2021 – Queensland<sup>355</sup>

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	338	26%	26	6%	364	21%
Plan	859	65%	357	87%	1,216	70%
Plan Review	58	4%	<11		60	3%
Other	68	5%	27	7%	95	5%
<b>Total</b>	<b>1,323</b>	<b>100%</b>	<b>412</b>	<b>100%</b>	<b>1,735</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.61%</b>		<b>1.65%</b>		<b>0.71%</b>	

<sup>355</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.  
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Figure H.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland <sup>356</sup>

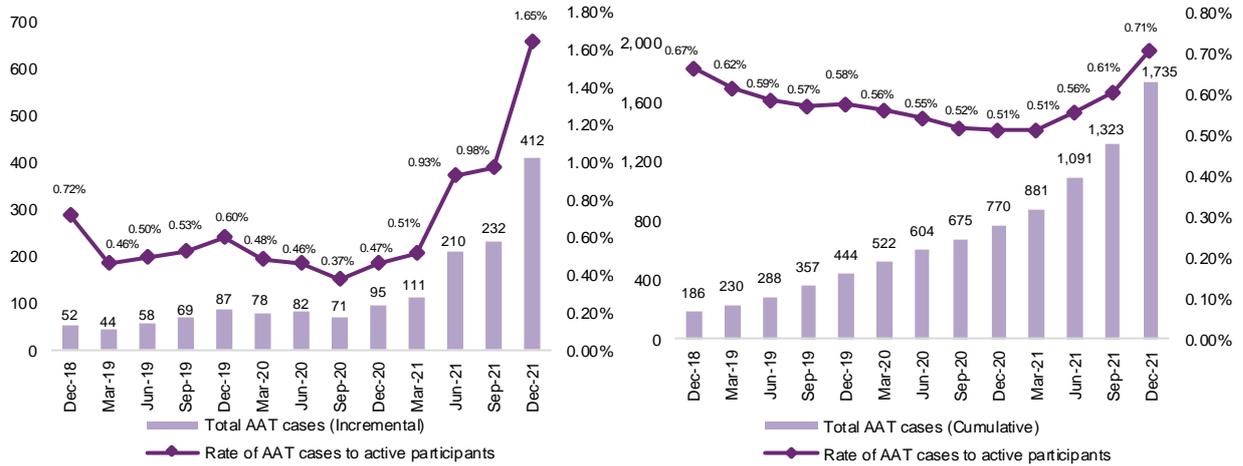
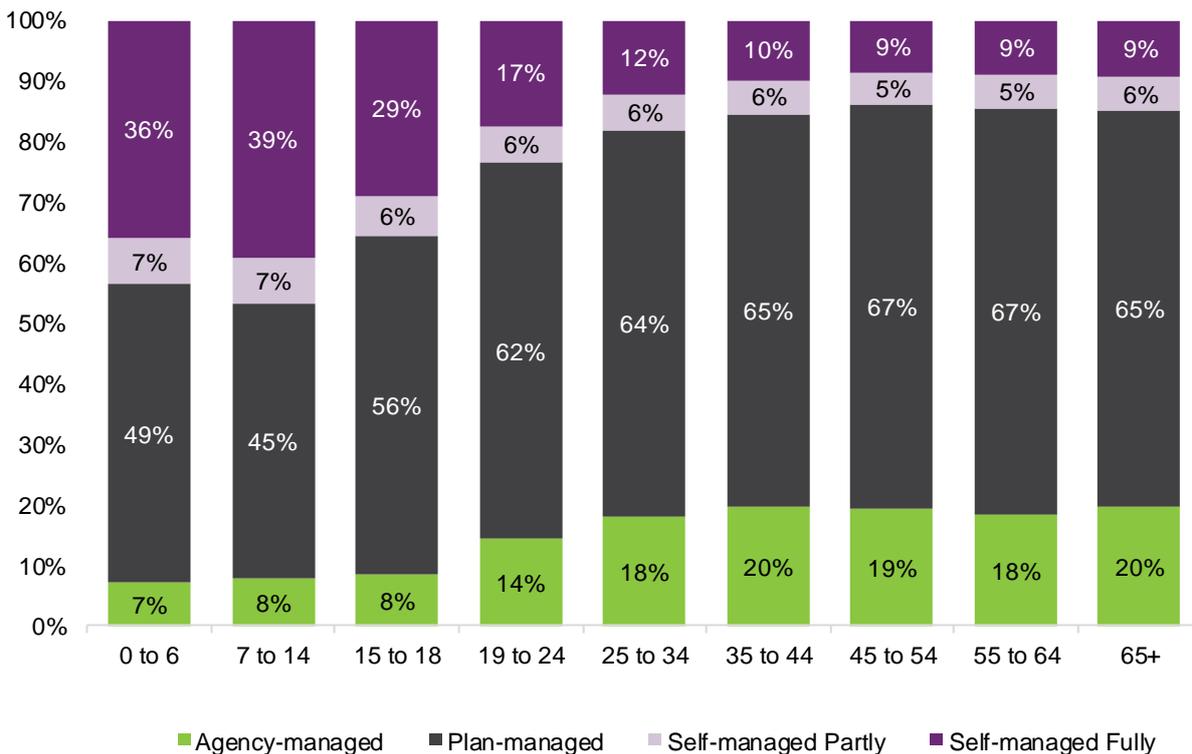


Table H.63 AAT cases by open/closed and decision – Queensland

	N
<b>AAT Cases</b>	<b>1,735</b>
<b>Open AAT Cases</b>	<b>749</b>
<b>Closed AAT Cases</b>	<b>986</b>
Resolved before hearing	973
Gone to hearing and received a substantive decision	13

Figure H.13 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – Queensland <sup>357 358</sup>

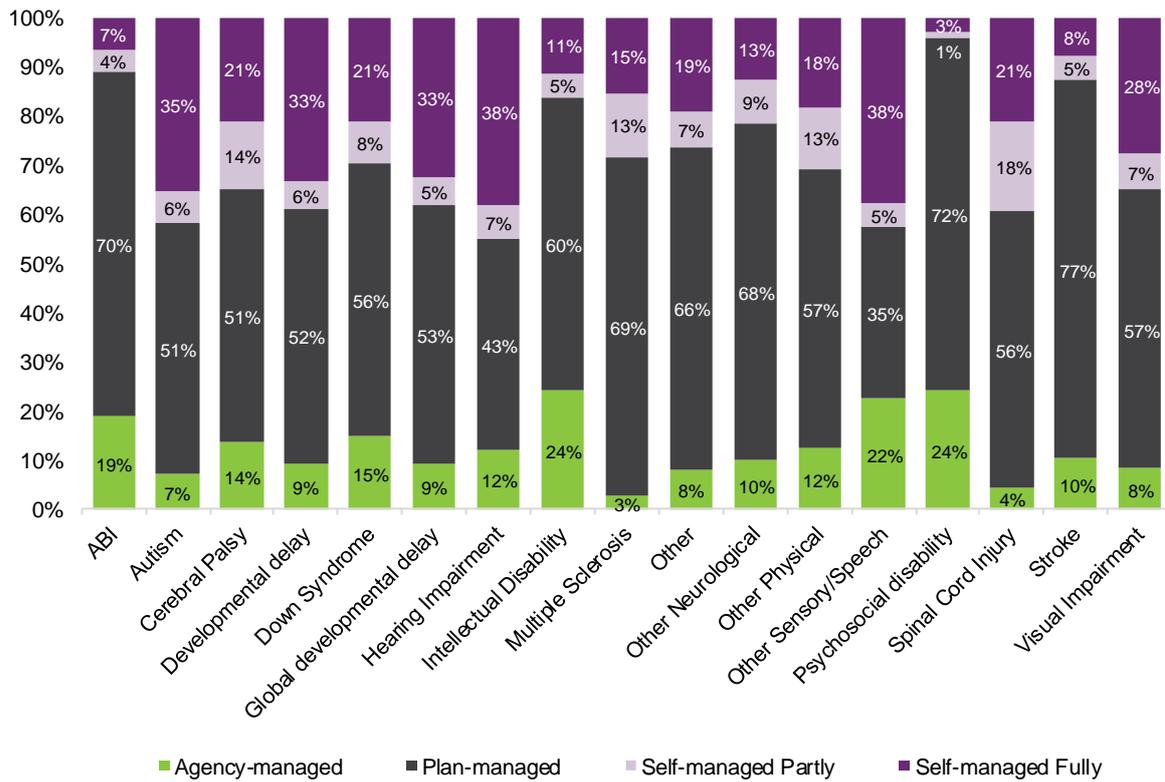


<sup>356</sup> Ibid.

<sup>357</sup> For the total number of active participants in each age group, see Table H.16.

<sup>358</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

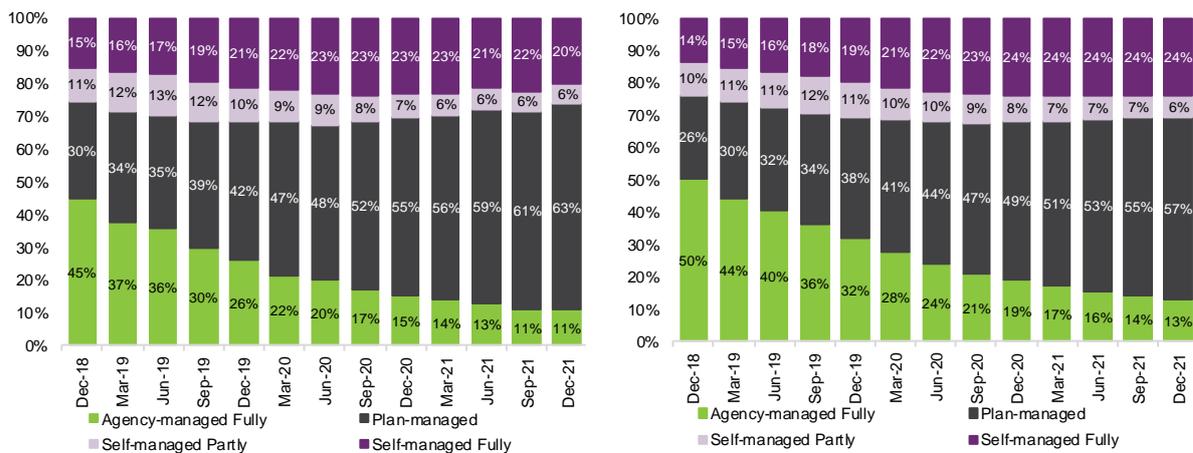
**Figure H.14 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – Queensland** <sup>359 360</sup>



**Table H.64 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland** <sup>361</sup>

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	25%	20%	<b>24%</b>
Self-managed partly	6%	6%	<b>6%</b>
Plan-managed	55%	63%	<b>57%</b>
Agency-managed	13%	11%	<b>13%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure H.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland** <sup>362</sup>



<sup>359</sup> For the total number of active participants in each primary disability group, see Table H.12.

<sup>360</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

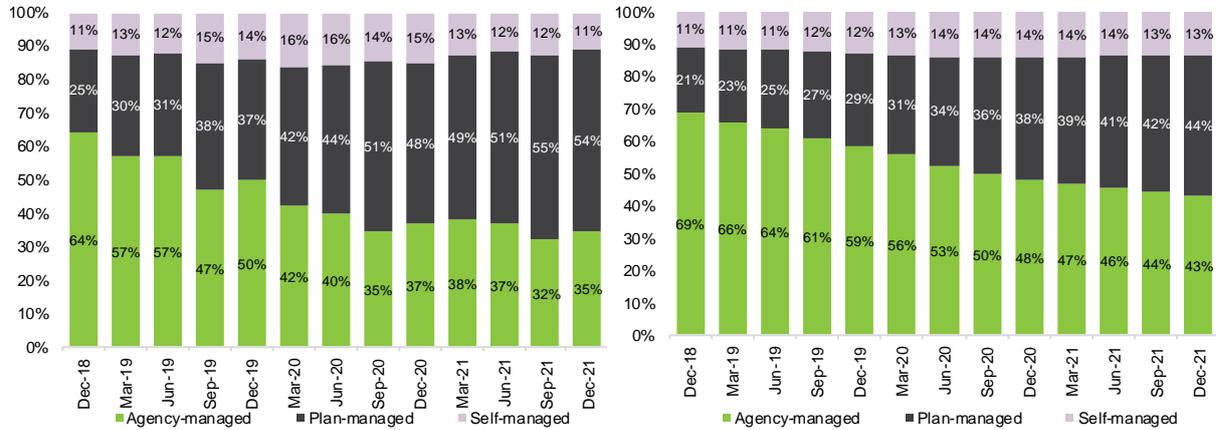
<sup>361</sup> Ibid.

<sup>362</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

**Table H.65 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland**

	Prior Quarters	2021-22 Q2	Total
Self-managed	13%	11%	13%
Plan-managed	42%	54%	44%
Agency-managed	44%	35%	43%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure H.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland**



**Table H.66 Distribution of active participants by support coordination and quarter of plan approval – Queensland**

	Prior Quarters	2021-22 Q2	Total
Support coordination	38%	51%	41%

**Table H.67 Duration to plan activation by quarter of initial plan approval for active participants – Queensland<sup>363</sup>**

Plan activation	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	60,247	69%	2,903	68%	63,150	69%
30 to 59 days	10,386	12%	541	13%	10,927	12%
60 to 89 days	4,723	5%	204	5%	4,927	5%
<b>Activated within 90 days</b>	<b>75,356</b>	<b>87%</b>	<b>3,648</b>	<b>85%</b>	<b>79,004</b>	<b>86%</b>
90 to 119 days	2,763	3%	126	3%	2,889	3%
120 days and over	7,116	8%	139	3%	7,255	8%
<b>Activated after 90 days</b>	<b>9,879</b>	<b>11%</b>	<b>265</b>	<b>6%</b>	<b>10,144</b>	<b>11%</b>
No payments	1,855	2%	363	8%	2,218	2%
<b>Total plans approved</b>	<b>87,090</b>	<b>100%</b>	<b>4,276</b>	<b>100%</b>	<b>91,366</b>	<b>100%</b>

<sup>363</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table H.68 Proportion of participants who have activated within 12 months at 31 December 2021 – Queensland** <sup>364</sup>

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	7,309	7,669	95%
Not Aboriginal and Torres Strait Islander	63,736	65,516	97%
Not Stated	9,529	9,879	96%
<b>Total</b>	<b>80,574</b>	<b>83,064</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	4,369	4,496	97%
Not CALD	76,177	78,537	97%
Not Stated	28	31	90%
<b>Total</b>	<b>80,574</b>	<b>83,064</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	47,999	49,347	97%
Regional	31,239	32,310	97%
Remote	1,322	1,393	95%
Missing	14	14	100%
<b>Total</b>	<b>80,574</b>	<b>83,064</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	27,981	28,780	97%
Intellectual disability (including Down syndrome)	15,276	15,554	98%
Psychosocial disability	7,545	7,680	98%
Developmental delay (including global developmental delay)	5,731	6,098	94%
Other	24,041	24,952	96%
<b>Total</b>	<b>80,574</b>	<b>83,064</b>	<b>97%</b>

**Table H.69 Distribution of plans by utilisation – Queensland** <sup>365 366</sup>

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

**Table H.70 Proportion of active participants with approved plans accessing mainstream supports – Queensland** <sup>367</sup>

	Prior Quarters	2021-22 Q2	Total
Daily Activities	16%	18%	17%
Health & Wellbeing	59%	63%	60%
Lifelong Learning	20%	22%	21%
Other	15%	18%	16%
Non-categorised	24%	19%	23%
Any mainstream service	95%	95%	95%

<sup>364</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

<sup>365</sup> This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>366</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>367</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

Table H.71 Key markets indicators by quarter – Queensland <sup>368 369</sup>

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.09	1.13
b) Number of providers delivering new types of supports	504	484
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	83%	84%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	89%	90%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	90%	90%

Table H.72 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Queensland <sup>370</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q2	143
Active in 2021-22 Q2 and also in previous quarters	2,528
<b>Active in 2021-22 Q2</b>	<b>2,671</b>
Inactive in 2021-22 Q2	3,894
<b>Active ever</b>	<b>6,565</b>

<sup>368</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>369</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>370</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table H.73 Cumulative number of providers that have been ever active by registration group – Queensland** <sup>371</sup>

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	178	4	182	2%
Assistance Animals	112	2	114	2%
Assistance with daily life tasks in a group or shared living arrangement	787	61	848	8%
Assistance with travel/transport arrangements	749	43	792	6%
Daily Personal Activities	1,259	61	1,320	5%
Group and Centre Based Activities	839	26	865	3%
High Intensity Daily Personal Activities	825	30	855	4%
Household tasks	1,362	33	1,395	2%
Interpreting and translation	152	9	161	6%
Participation in community, social and civic activities	1,357	65	1,422	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	224	10	234	4%
Assistive products for household tasks	201	8	209	4%
Assistance products for personal care and safety	1,291	26	1,317	2%
Communication and information equipment	483	23	506	5%
Customised Prosthetics	518	15	533	3%
Hearing Equipment	221	10	231	5%
Hearing Services	60	7	67	12%
Personal Mobility Equipment	749	15	764	2%
Specialised Hearing Services	98	12	110	12%
Vision Equipment	209	12	221	6%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,441	67	1,508	5%
Behaviour Support	582	14	596	2%
Community nursing care for high needs	405	30	435	7%
Development of daily living and life skills	788	24	812	3%
Early Intervention supports for early childhood	1,204	27	1,231	2%
Exercise Physiology and Physical Wellbeing activities	663	20	683	3%
Innovative Community Participation	239	11	250	5%
Specialised Driving Training	174	8	182	5%
Therapeutic Supports	3,010	51	3,061	2%
<b>Capital services</b>				
Home modification design and construction	411	10	421	2%
Specialist Disability Accommodation	83	7	90	8%
Vehicle Modifications	199	8	207	4%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	659	20	679	3%
Support Coordination	332	20	352	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	236	9	245	4%
Specialised Supported Employment	262	15	277	6%
<b>Total</b>	<b>6,422</b>	<b>143</b>	<b>6,565</b>	<b>2%</b>

<sup>371</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table H.74 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Queensland**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	48	134	<b>182</b>	26%	74%	<b>100%</b>
Assistance Animals	14	100	<b>114</b>	12%	88%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	112	736	<b>848</b>	13%	87%	<b>100%</b>
Assistance with travel/transport arrangements	120	672	<b>792</b>	15%	85%	<b>100%</b>
Daily Personal Activities	166	1,154	<b>1,320</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	102	763	<b>865</b>	12%	88%	<b>100%</b>
High Intensity Daily Personal Activities	111	744	<b>855</b>	13%	87%	<b>100%</b>
Household tasks	410	985	<b>1,395</b>	29%	71%	<b>100%</b>
Interpreting and translation	35	126	<b>161</b>	22%	78%	<b>100%</b>
Participation in community, social and civic activities	194	1,228	<b>1,422</b>	14%	86%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	34	200	<b>234</b>	15%	85%	<b>100%</b>
Assistive products for household tasks	25	184	<b>209</b>	12%	88%	<b>100%</b>
Assistance products for personal care and safety	201	1,116	<b>1,317</b>	15%	85%	<b>100%</b>
Communication and information equipment	104	402	<b>506</b>	21%	79%	<b>100%</b>
Customised Prosthetics	92	441	<b>533</b>	17%	83%	<b>100%</b>
Hearing Equipment	35	196	<b>231</b>	15%	85%	<b>100%</b>
Hearing Services	12	55	<b>67</b>	18%	82%	<b>100%</b>
Personal Mobility Equipment	105	659	<b>764</b>	14%	86%	<b>100%</b>
Specialised Hearing Services	17	93	<b>110</b>	15%	85%	<b>100%</b>
Vision Equipment	36	185	<b>221</b>	16%	84%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	293	1,215	<b>1,508</b>	19%	81%	<b>100%</b>
Behaviour Support	175	421	<b>596</b>	29%	71%	<b>100%</b>
Community nursing care for high needs	66	369	<b>435</b>	15%	85%	<b>100%</b>
Development of daily living and life skills	122	690	<b>812</b>	15%	85%	<b>100%</b>
Early Intervention supports for early childhood	419	812	<b>1,231</b>	34%	66%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	167	516	<b>683</b>	24%	76%	<b>100%</b>
Innovative Community Participation	67	183	<b>250</b>	27%	73%	<b>100%</b>
Specialised Driving Training	33	149	<b>182</b>	18%	82%	<b>100%</b>
Therapeutic Supports	1,198	1,863	<b>3,061</b>	39%	61%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	71	350	<b>421</b>	17%	83%	<b>100%</b>
Specialist Disability Accommodation	4	86	<b>90</b>	4%	96%	<b>100%</b>
Vehicle Modifications	22	185	<b>207</b>	11%	89%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	122	557	<b>679</b>	18%	82%	<b>100%</b>
Support Coordination	72	280	<b>352</b>	20%	80%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	33	212	<b>245</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	38	239	<b>277</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>2,109</b>	<b>4,456</b>	<b>6,565</b>	<b>32%</b>	<b>68%</b>	<b>100%</b>

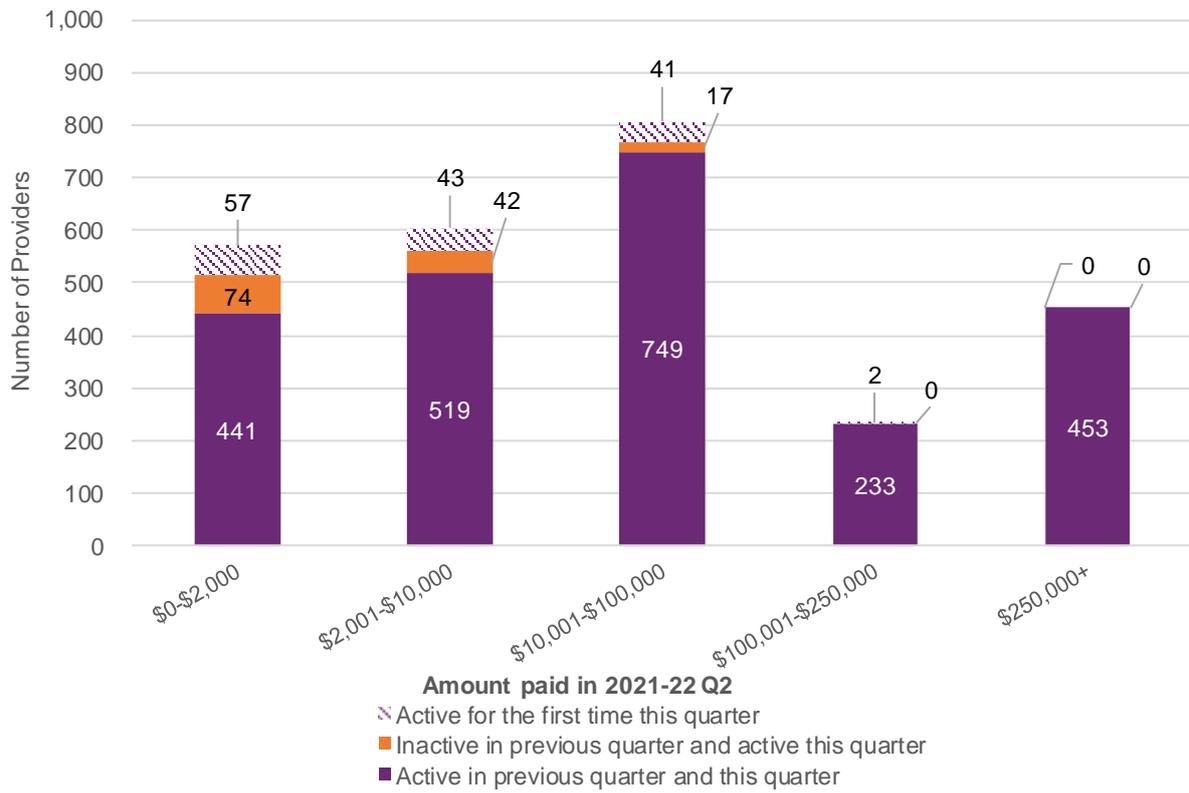
**Table H.75 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Queensland**

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	26	4	30	13%
Assistance Animals	47	2	49	4%
Assistance with daily life tasks in a group or shared living arrangement	490	61	551	11%
Assistance with travel/transport arrangements	369	43	412	10%
Daily Personal Activities	692	61	753	8%
Group and Centre Based Activities	442	26	468	6%
High Intensity Daily Personal Activities	385	30	415	7%
Household tasks	566	33	599	6%
Interpreting and translation	69	9	78	12%
Participation in community, social and civic activities	774	65	839	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	32	10	42	24%
Assistive products for household tasks	24	8	32	25%
Assistance products for personal care and safety	580	26	606	4%
Communication and information equipment	195	23	218	11%
Customised Prosthetics	217	15	232	6%
Hearing Equipment	99	10	109	9%
Hearing Services	14	7	21	33%
Personal Mobility Equipment	306	15	321	5%
Specialised Hearing Services	27	12	39	31%
Vision Equipment	67	12	79	15%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	775	67	842	8%
Behaviour Support	228	14	242	6%
Community nursing care for high needs	203	30	233	13%
Development of daily living and life skills	340	24	364	7%
Early Intervention supports for early childhood	385	27	412	7%
Exercise Physiology and Physical Wellbeing activities	361	20	381	5%
Innovative Community Participation	61	11	72	15%
Specialised Driving Training	57	8	65	12%
Therapeutic Supports	1,112	51	1,163	4%
<b>Capital services</b>				
Home modification design and construction	127	10	137	7%
Specialist Disability Accommodation	53	7	60	12%
Vehicle Modifications	46	8	54	15%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	441	20	461	4%
Support Coordination	121	20	141	14%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	117	9	126	7%
Specialised Supported Employment	153	15	168	9%
<b>Total</b>	<b>2,528</b>	<b>143</b>	<b>2,671</b>	<b>5%</b>

**Table H.76 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Queensland**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	7	23	<b>30</b>	23%	77%	<b>100%</b>
Assistance Animals	5	44	<b>49</b>	10%	90%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	60	491	<b>551</b>	11%	89%	<b>100%</b>
Assistance with travel/transport arrangements	43	369	<b>412</b>	10%	90%	<b>100%</b>
Daily Personal Activities	103	650	<b>753</b>	14%	86%	<b>100%</b>
Group and Centre Based Activities	65	403	<b>468</b>	14%	86%	<b>100%</b>
High Intensity Daily Personal Activities	57	358	<b>415</b>	14%	86%	<b>100%</b>
Household tasks	149	450	<b>599</b>	25%	75%	<b>100%</b>
Interpreting and translation	18	60	<b>78</b>	23%	77%	<b>100%</b>
Participation in community, social and civic activities	110	729	<b>839</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	3	39	<b>42</b>	7%	93%	<b>100%</b>
Assistive products for household tasks	8	24	<b>32</b>	25%	75%	<b>100%</b>
Assistance products for personal care and safety	84	522	<b>606</b>	14%	86%	<b>100%</b>
Communication and information equipment	36	182	<b>218</b>	17%	83%	<b>100%</b>
Customised Prosthetics	42	190	<b>232</b>	18%	82%	<b>100%</b>
Hearing Equipment	18	91	<b>109</b>	17%	83%	<b>100%</b>
Hearing Services	4	17	<b>21</b>	19%	81%	<b>100%</b>
Personal Mobility Equipment	46	275	<b>321</b>	14%	86%	<b>100%</b>
Specialised Hearing Services	7	32	<b>39</b>	18%	82%	<b>100%</b>
Vision Equipment	14	65	<b>79</b>	18%	82%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	154	688	<b>842</b>	18%	82%	<b>100%</b>
Behaviour Support	60	182	<b>242</b>	25%	75%	<b>100%</b>
Community nursing care for high needs	32	201	<b>233</b>	14%	86%	<b>100%</b>
Development of daily living and life skills	56	308	<b>364</b>	15%	85%	<b>100%</b>
Early Intervention supports for early childhood	85	327	<b>412</b>	21%	79%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	78	303	<b>381</b>	20%	80%	<b>100%</b>
Innovative Community Participation	12	60	<b>72</b>	17%	83%	<b>100%</b>
Specialised Driving Training	11	54	<b>65</b>	17%	83%	<b>100%</b>
Therapeutic Supports	353	810	<b>1,163</b>	30%	70%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	17	120	<b>137</b>	12%	88%	<b>100%</b>
Specialist Disability Accommodation	2	58	<b>60</b>	3%	97%	<b>100%</b>
Vehicle Modifications	3	51	<b>54</b>	6%	94%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	95	366	<b>461</b>	21%	79%	<b>100%</b>
Support Coordination	29	112	<b>141</b>	21%	79%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	17	109	<b>126</b>	13%	87%	<b>100%</b>
Specialised Supported Employment	26	142	<b>168</b>	15%	85%	<b>100%</b>
<b>Total</b>	<b>660</b>	<b>2,011</b>	<b>2,671</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

**Figure H.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Queensland** <sup>372</sup>



<sup>372</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

Table H.77 Committed supports by financial year (\$m) – Queensland <sup>373</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	1.1	3.7	10.2	221.0	844.9	2,498.1	5,104.8	6,731.1	3,628.5

Figure H.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Queensland

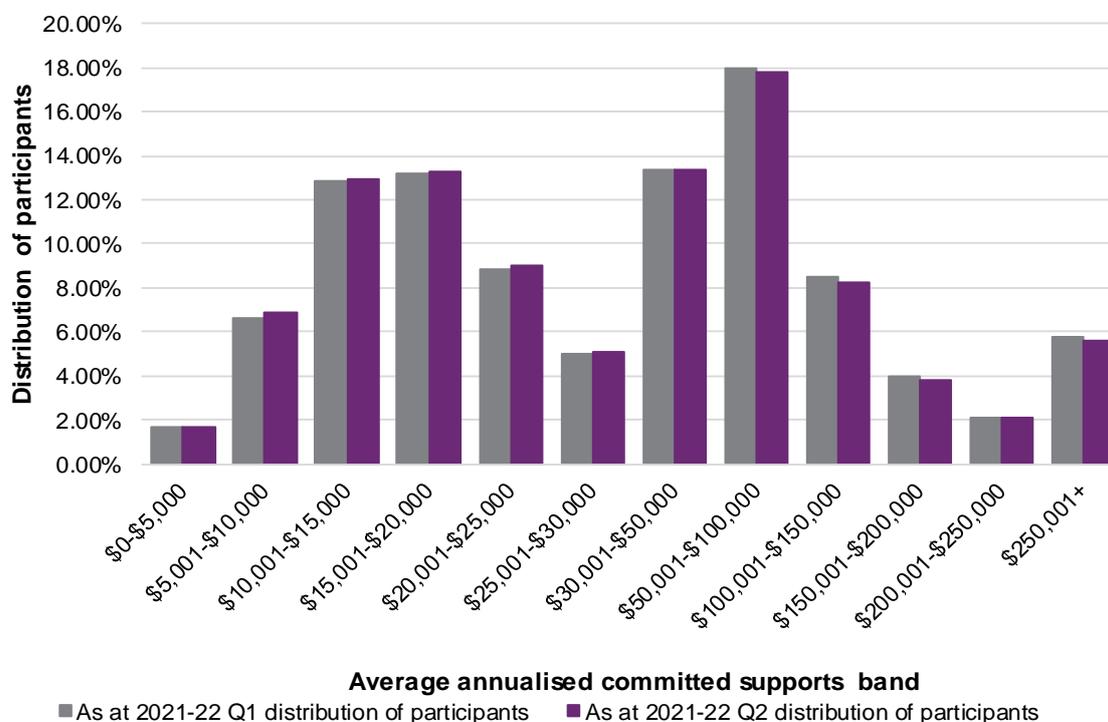
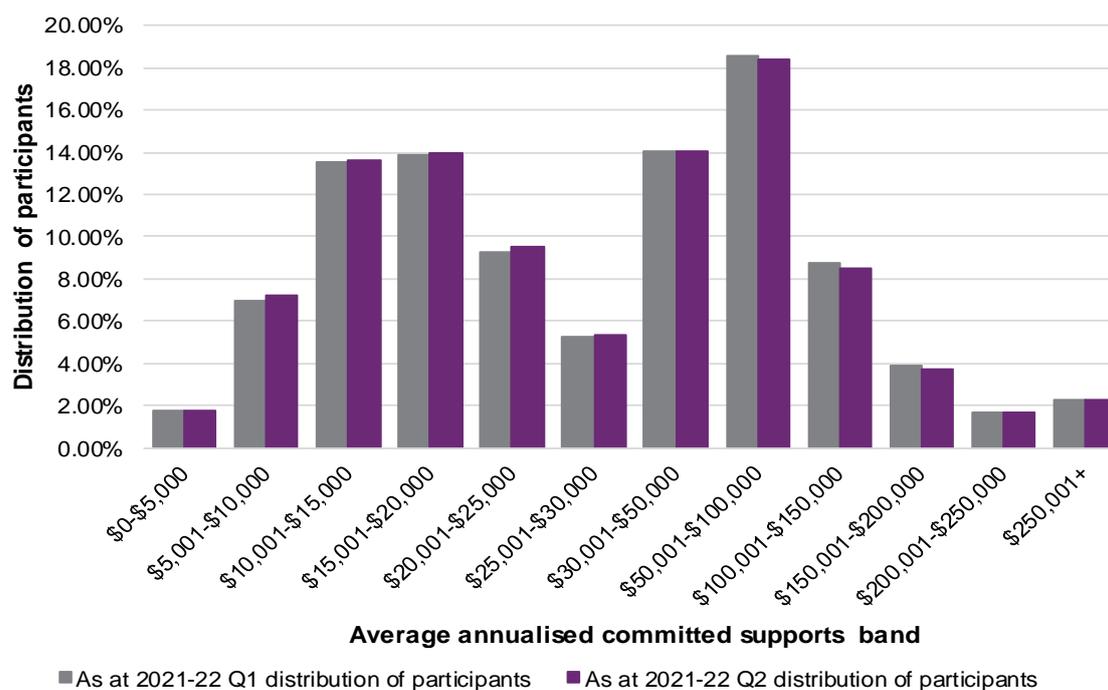
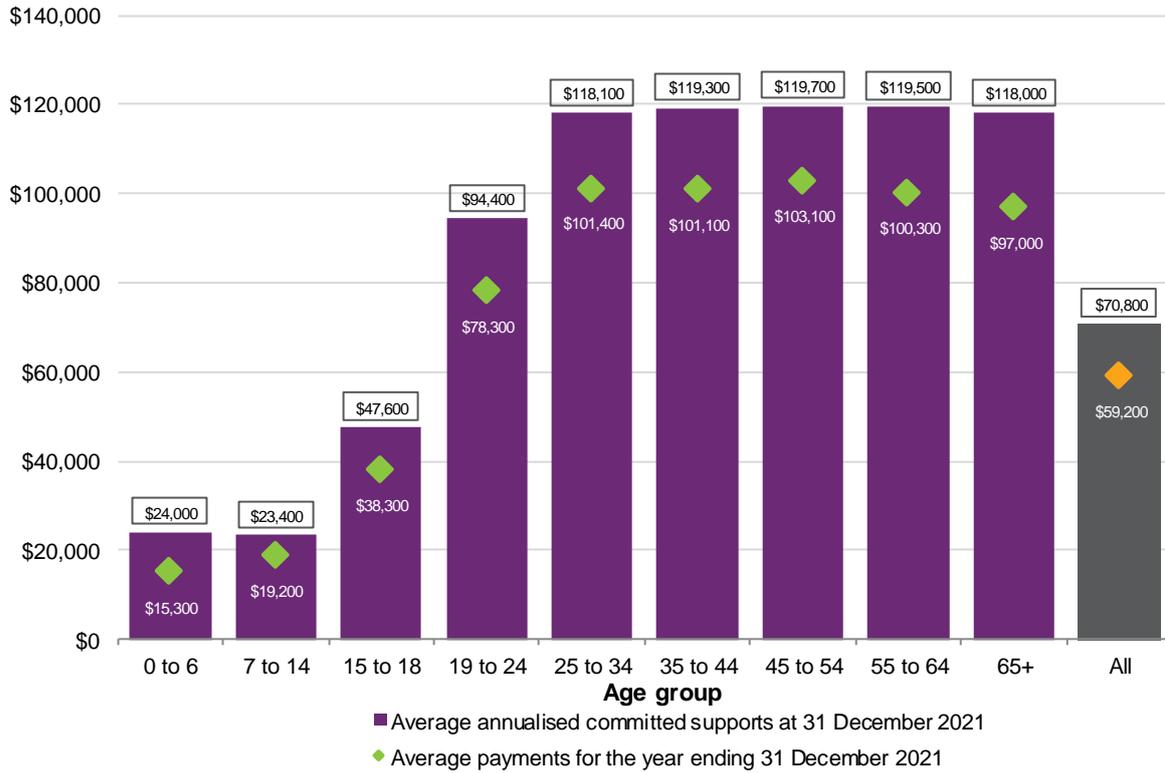


Figure H.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Queensland

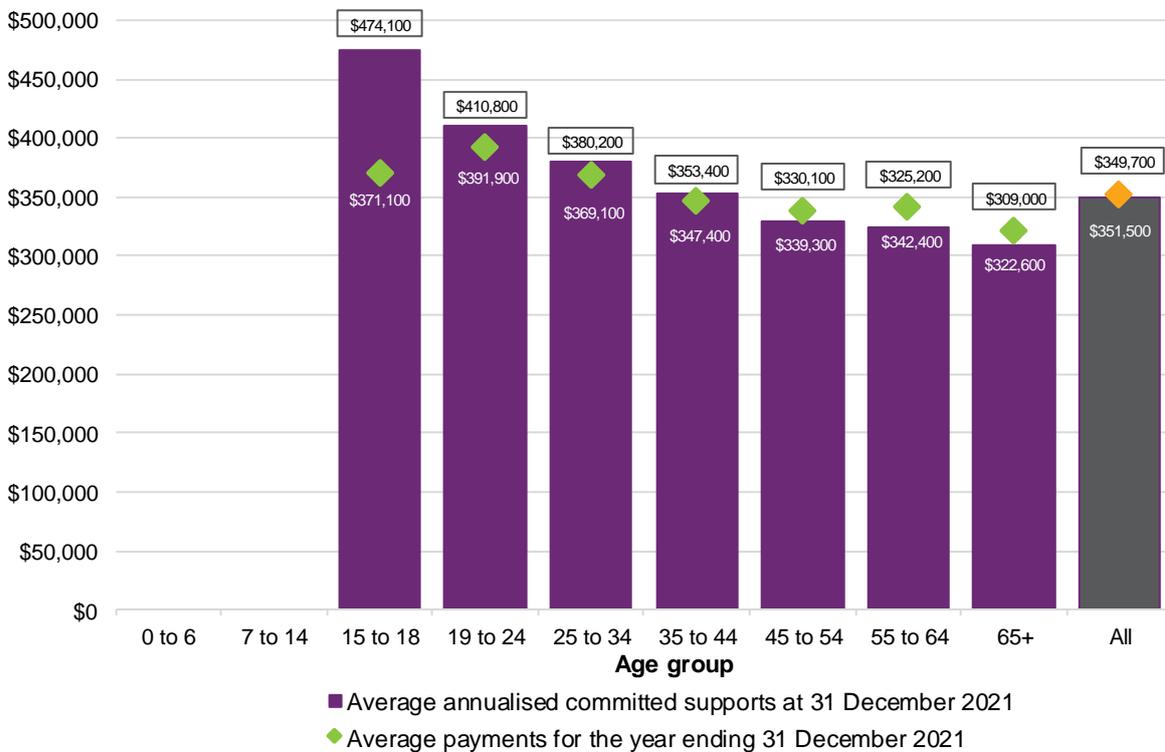


<sup>373</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 and 2014-15 for Queensland.

**Figure H.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – Queensland** <sup>374</sup>



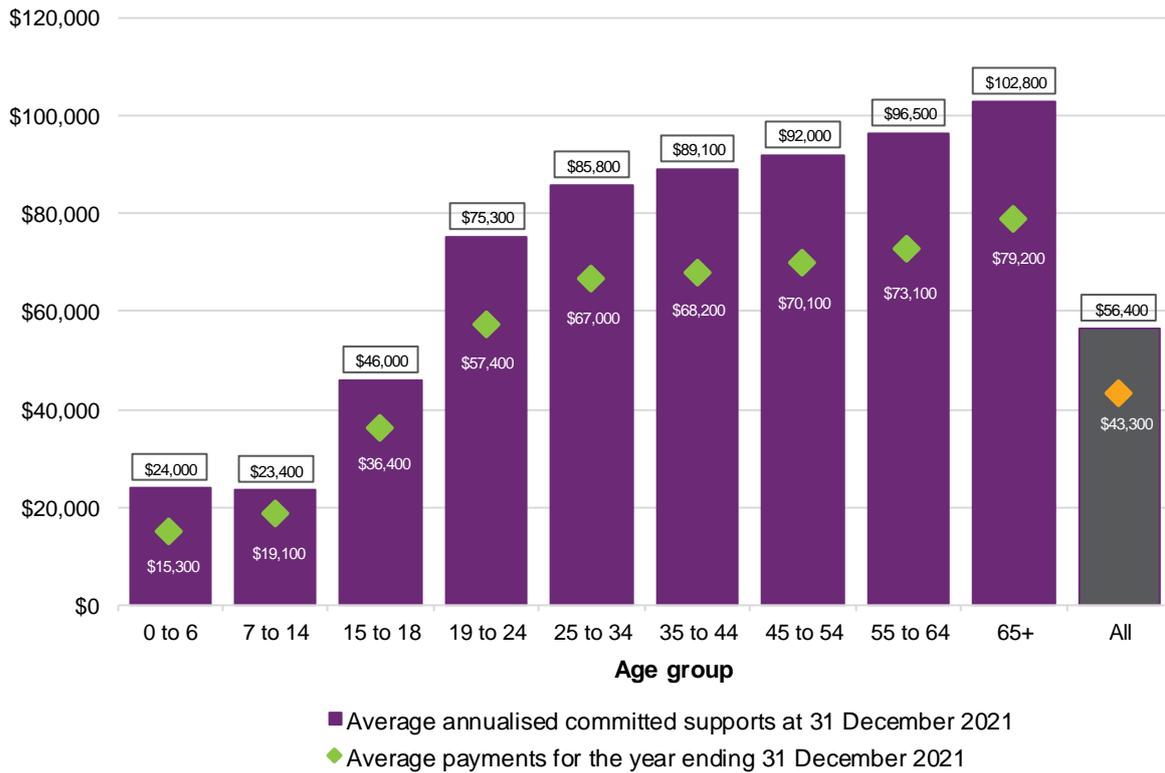
**Figure H.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Queensland** <sup>375</sup>



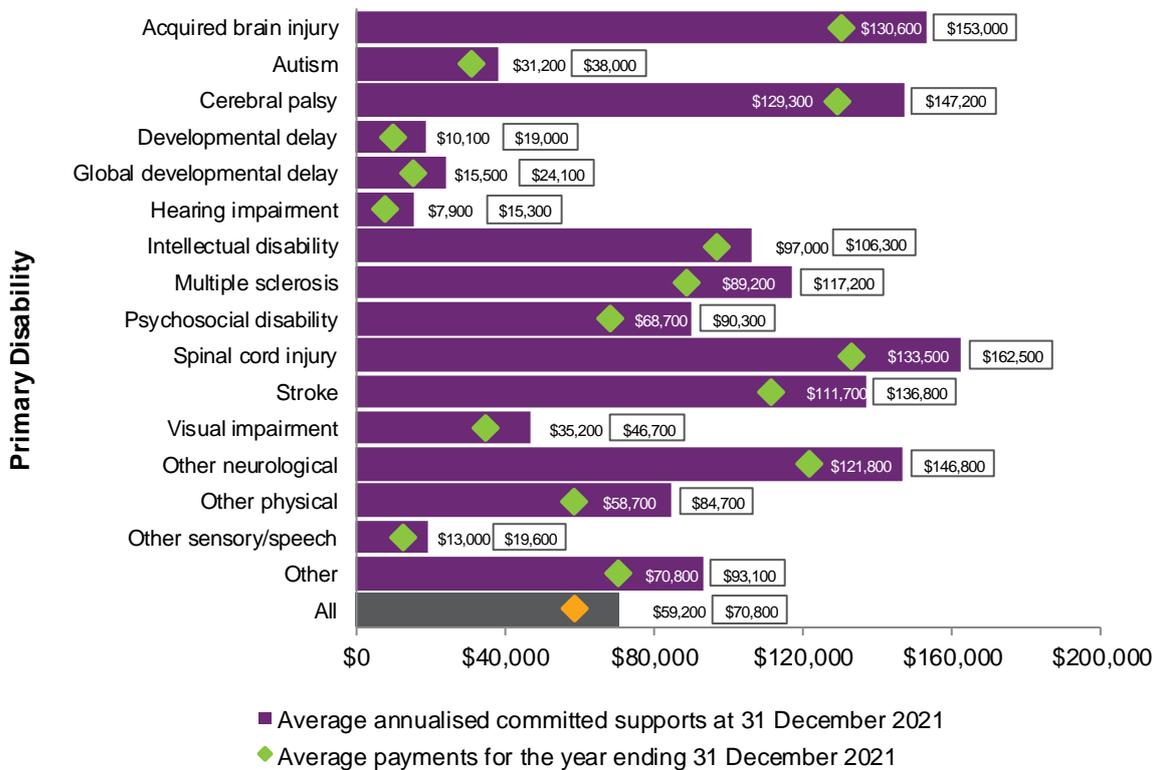
<sup>374</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>375</sup> Ibid.

**Figure H.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Queensland** <sup>376</sup>



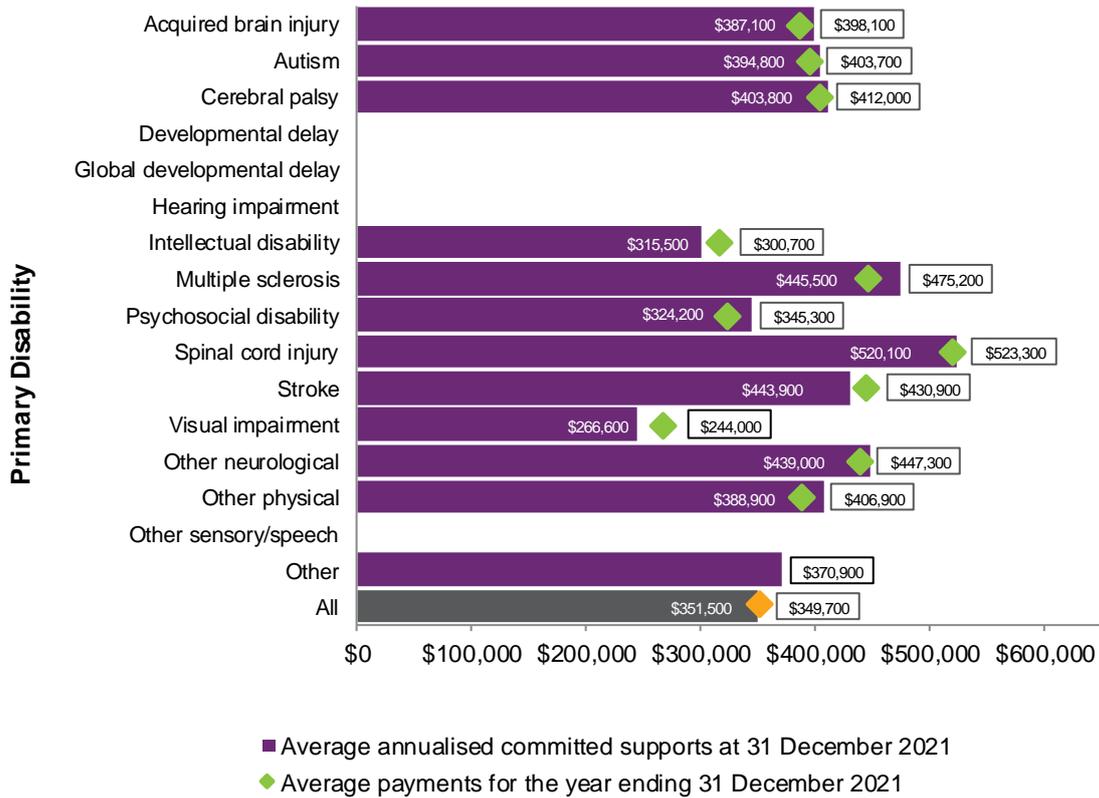
**Figure H.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Queensland** <sup>377</sup>



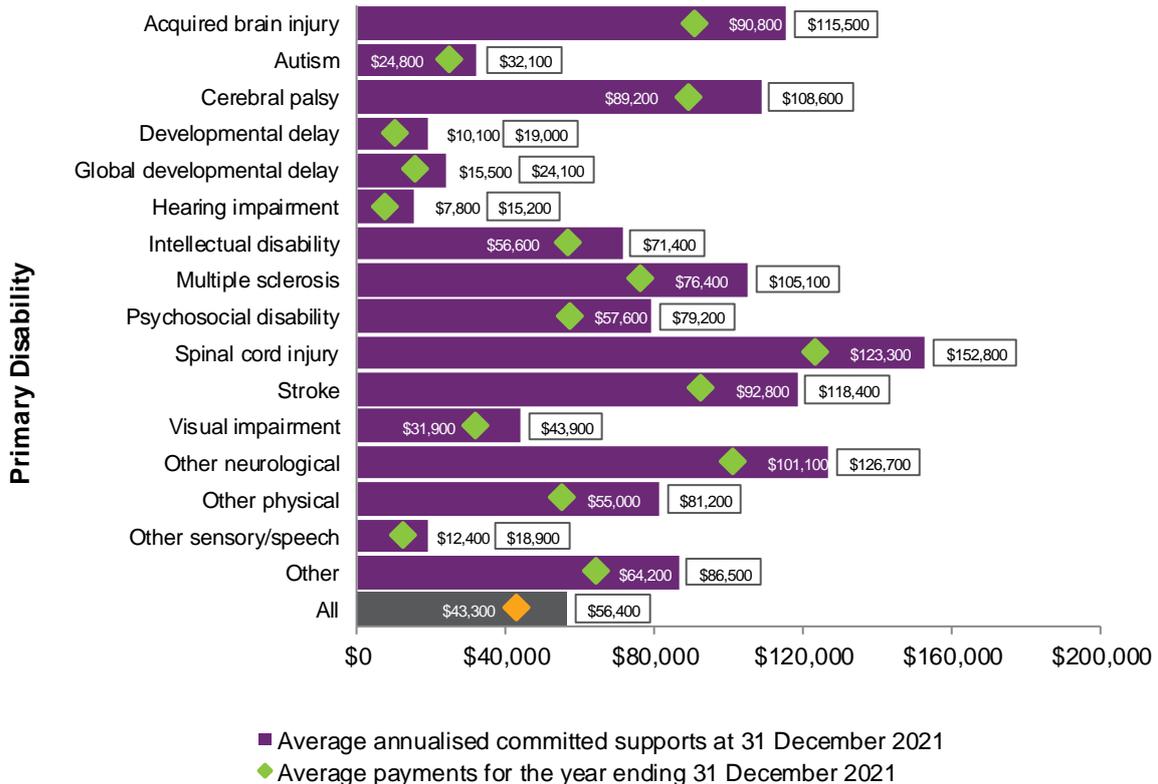
<sup>376</sup> Ibid.

<sup>377</sup> Ibid.

**Figure H.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Queensland** <sup>378</sup>



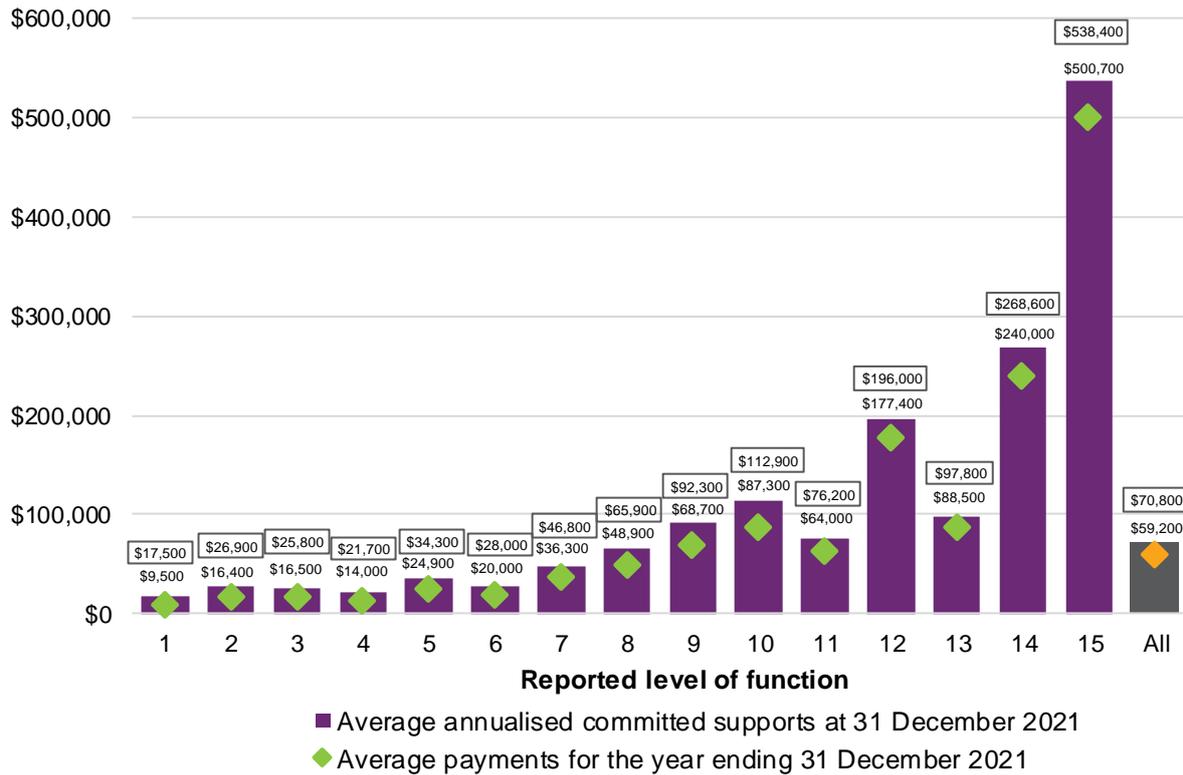
**Figure H.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Queensland** <sup>379</sup>



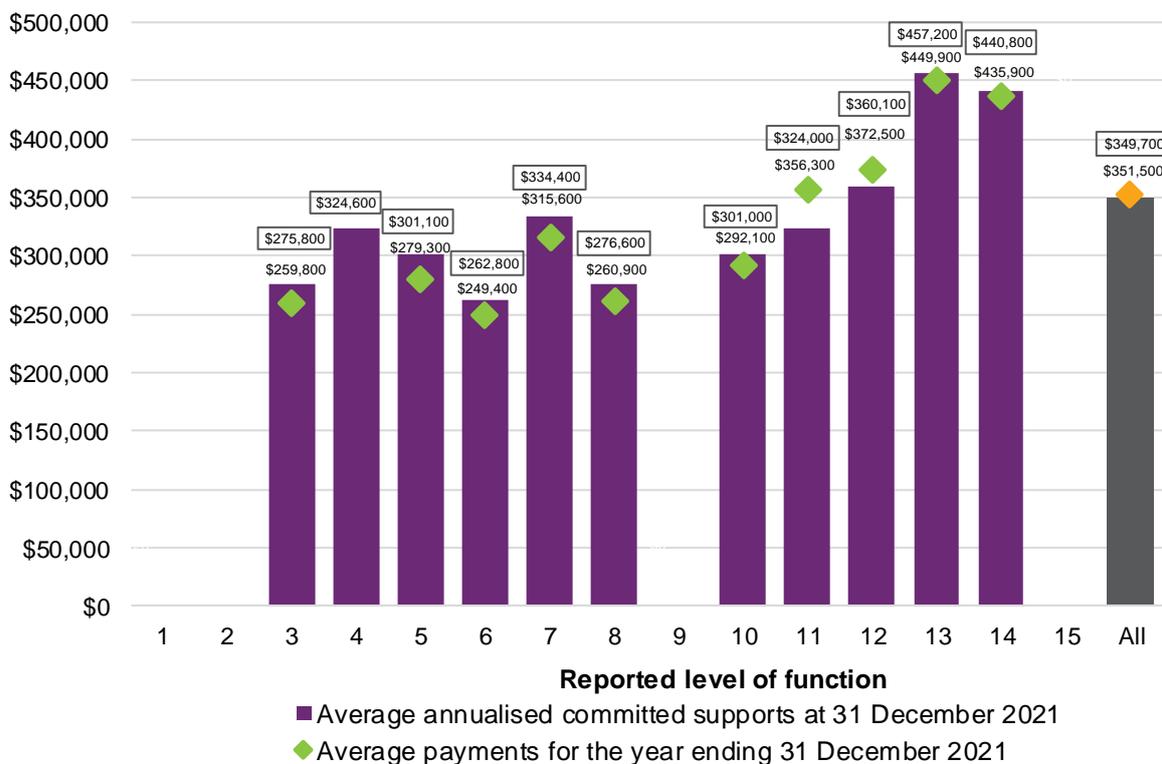
<sup>378</sup> Ibid.

<sup>379</sup> Ibid.

**Figure H.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Queensland** <sup>380</sup>



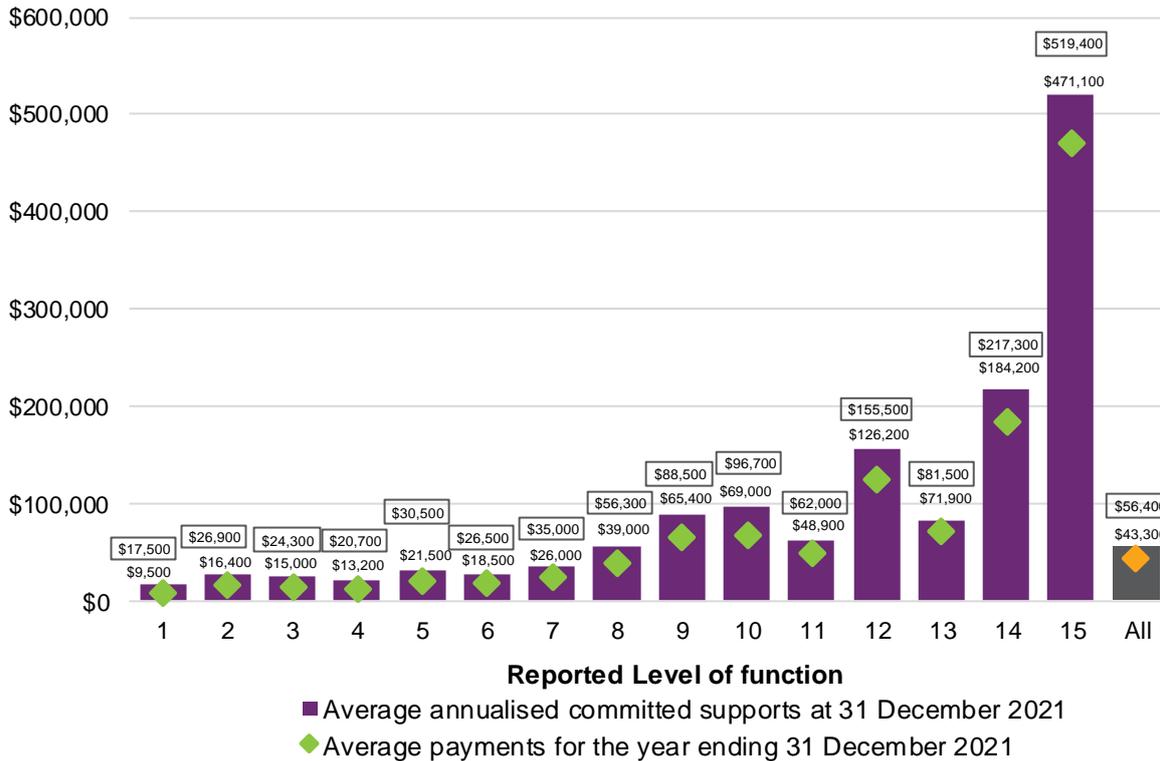
**Figure H.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Queensland** <sup>381</sup>



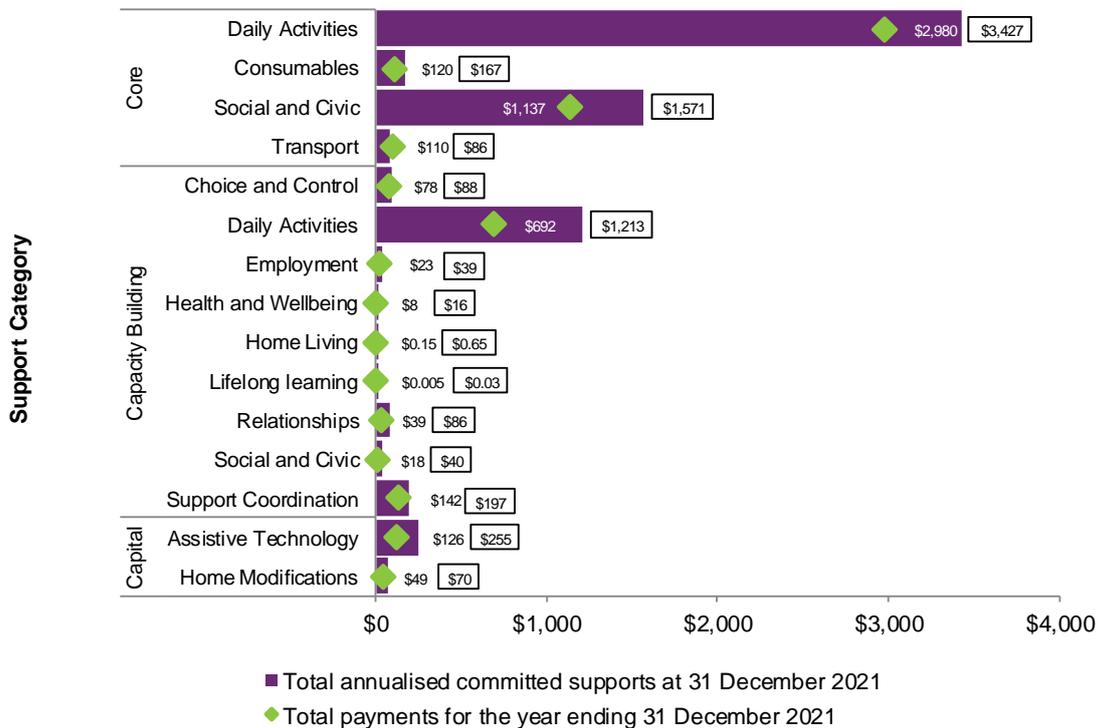
<sup>380</sup> Ibid.

<sup>381</sup> Ibid.

**Figure H.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Queensland** <sup>382</sup>



**Figure H.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Queensland** <sup>383 384</sup>

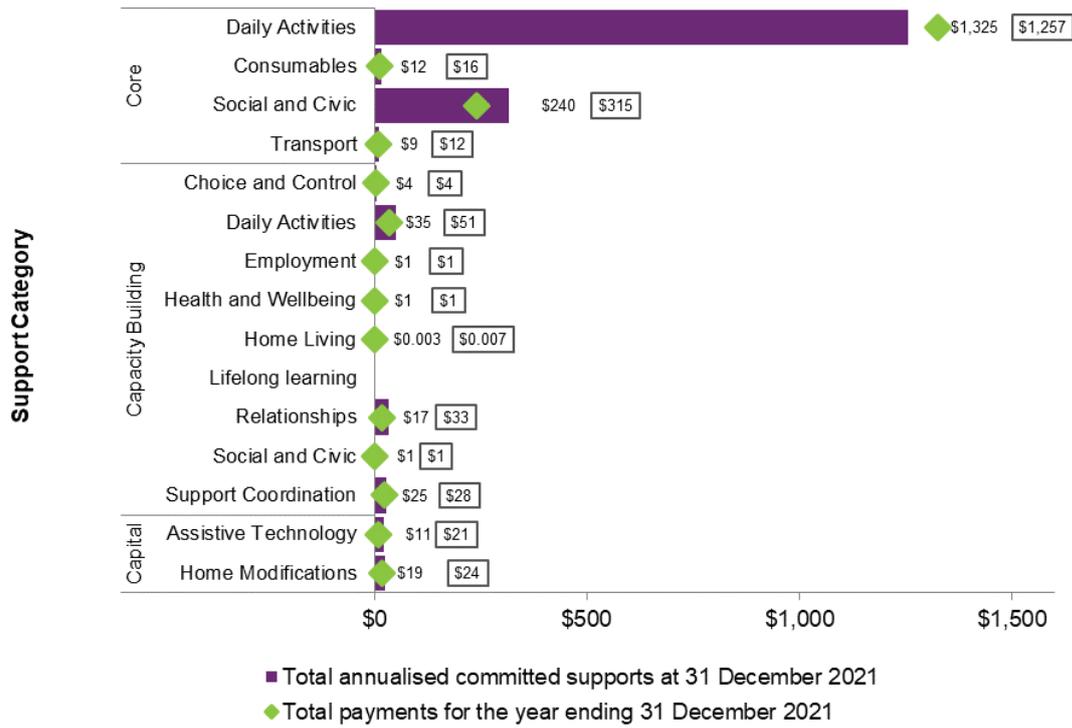


<sup>382</sup> Ibid.

<sup>383</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>384</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure H.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Queensland** <sup>385 386</sup>



<sup>385</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>386</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure H.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Queensland <sup>387 388</sup>

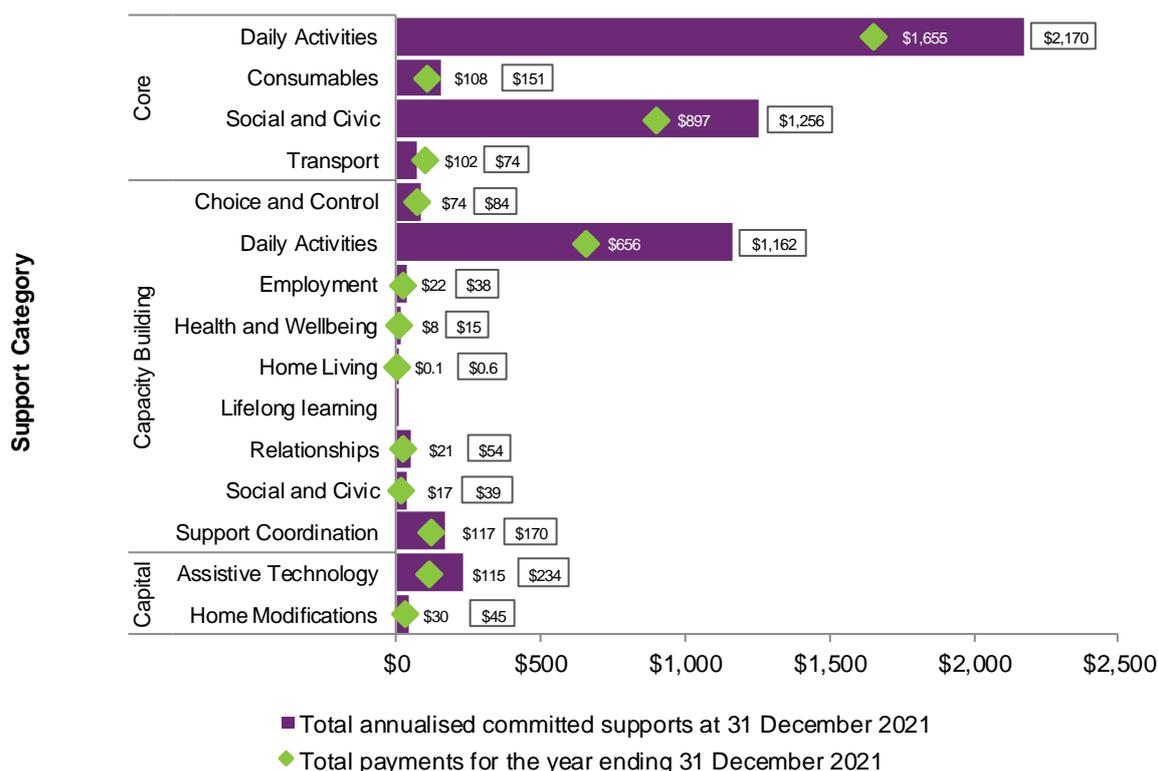


Table H.78 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland <sup>389</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	1.1	3.7	10.2	221.0	844.9	2,498.1	5,104.8	6,731.1	3,628.5
Total Paid	0.5	2.0	4.8	124.6	536.1	1,638.6	3,567.2	4,945.3	2,656.9
% utilised to date	46%	52%	47%	56%	63%	66%	70%	73%	73%

<sup>387</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>388</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

<sup>389</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

Figure H.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Queensland

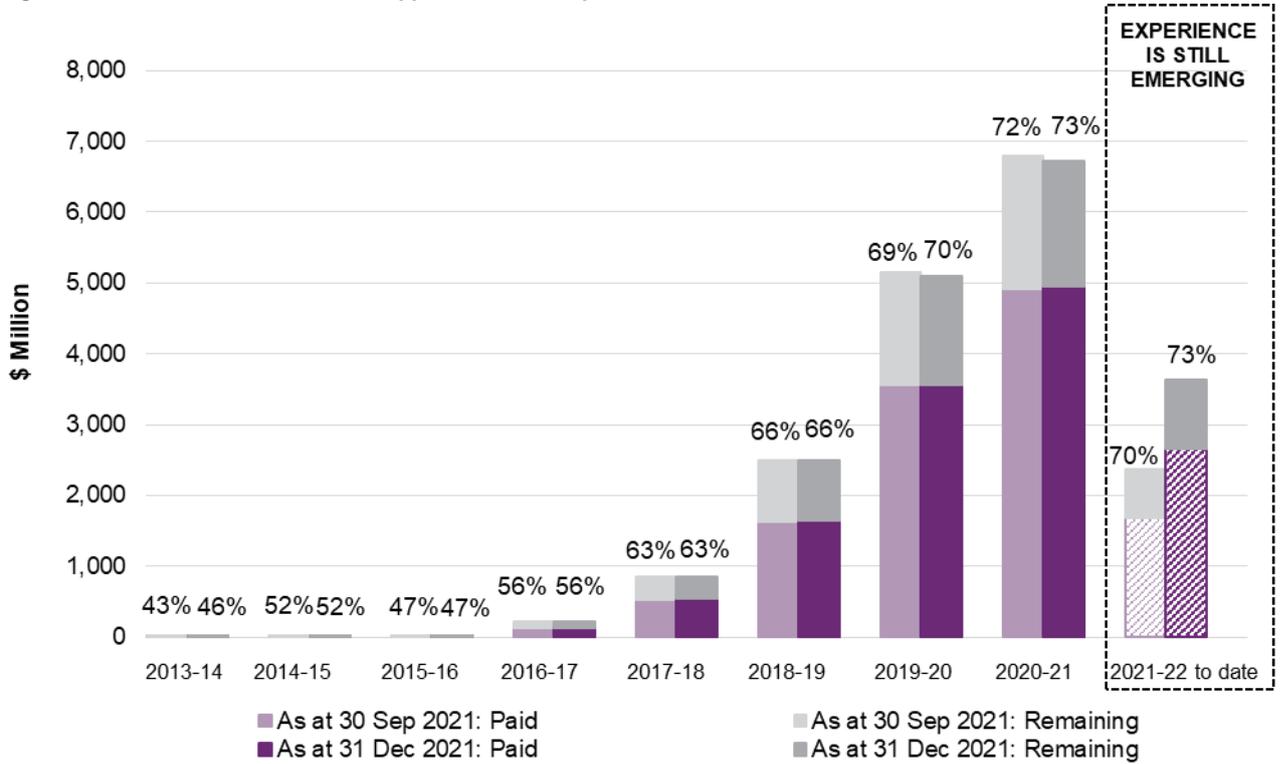
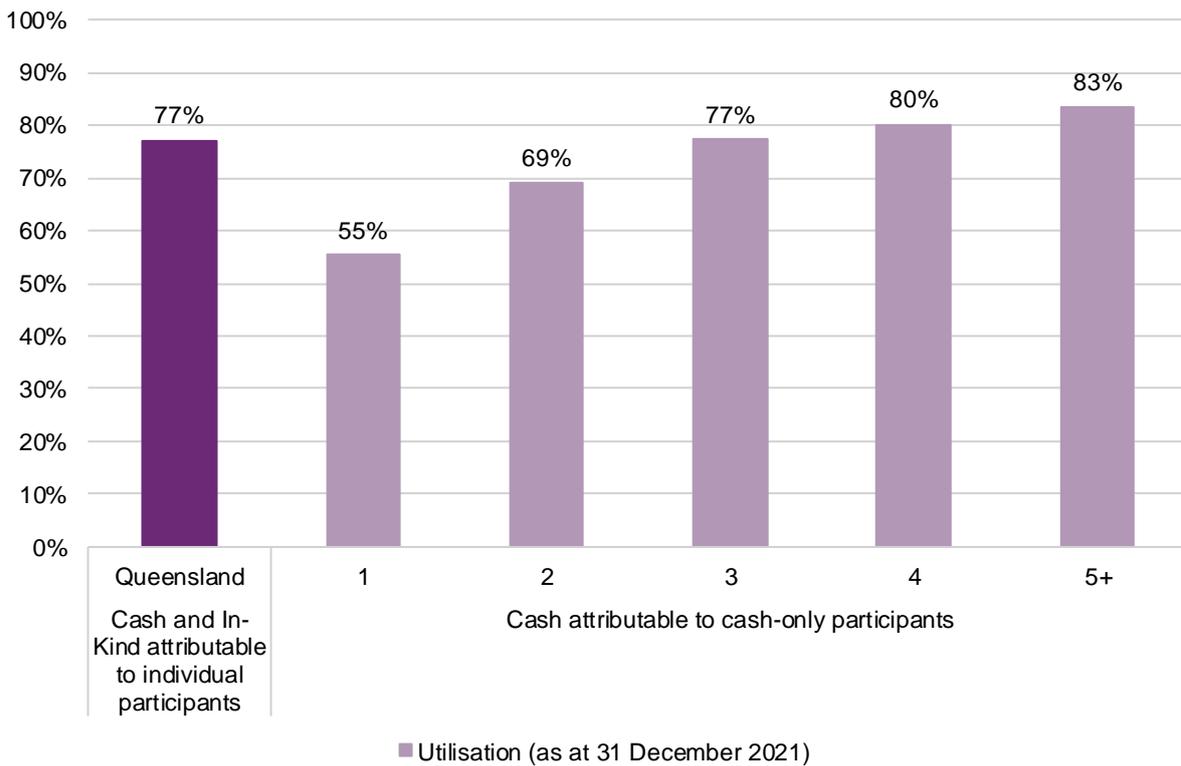


Figure H.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Queensland <sup>390</sup>



<sup>390</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure H.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Queensland <sup>391</sup>

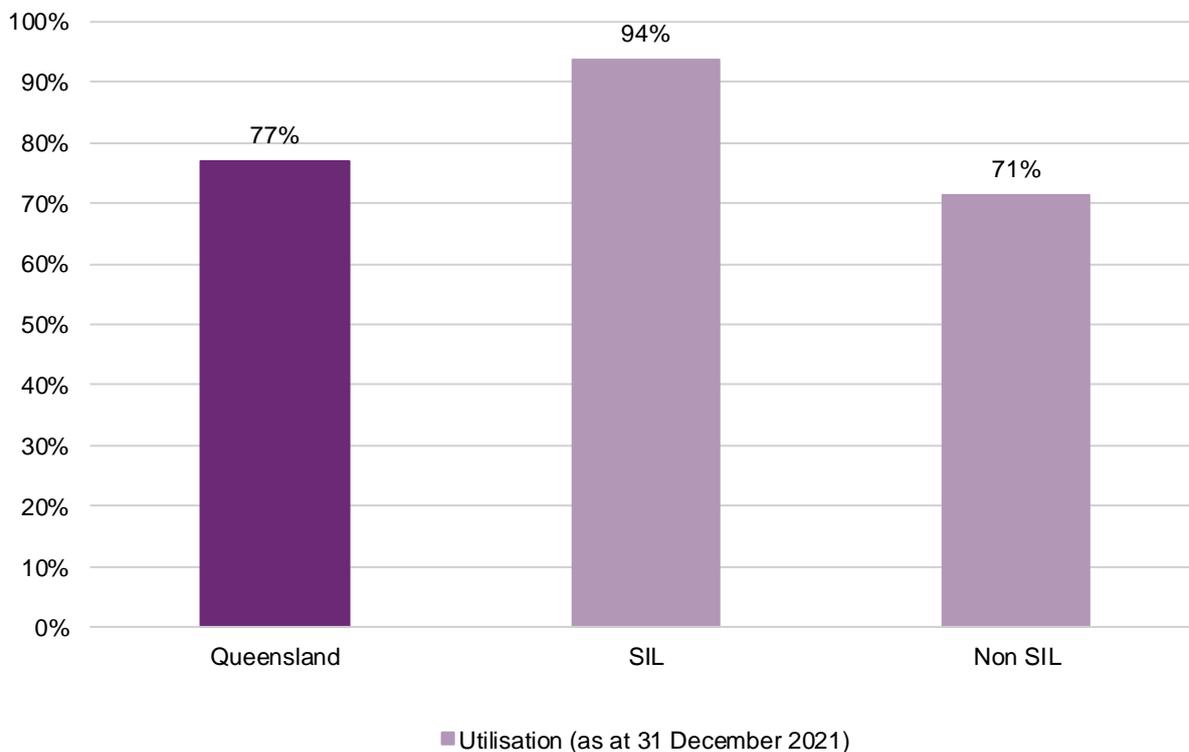
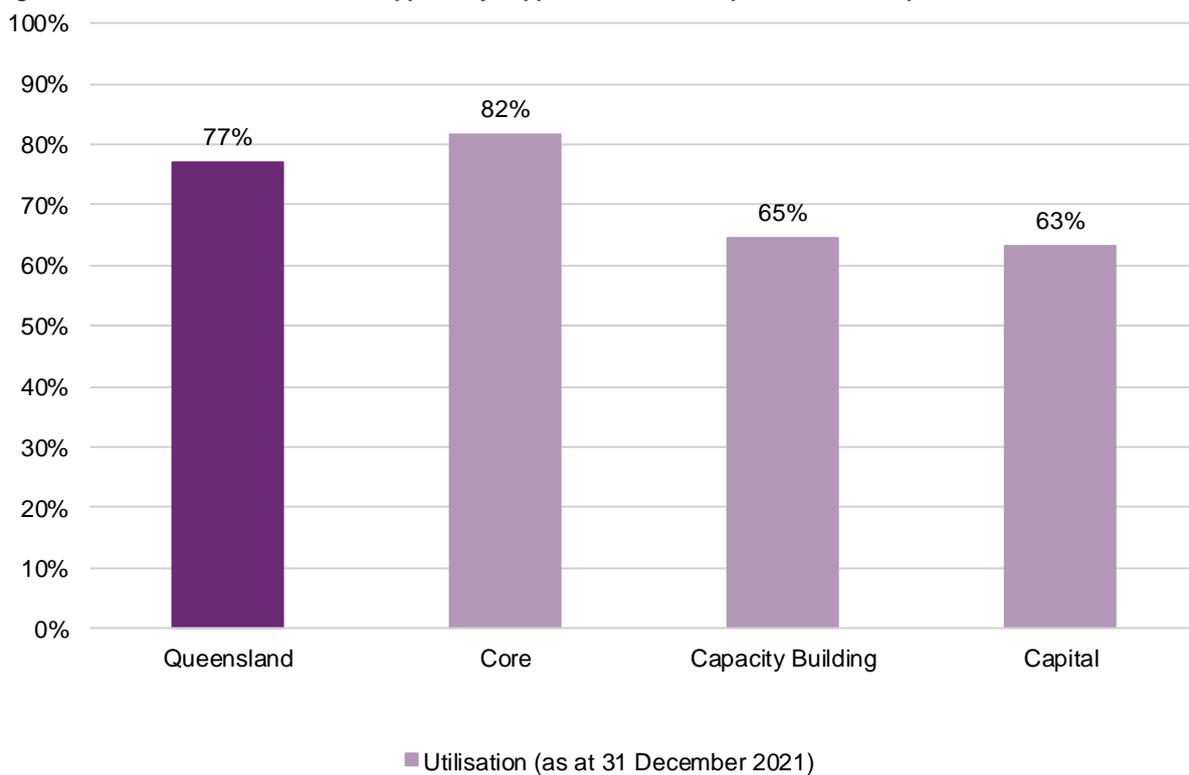


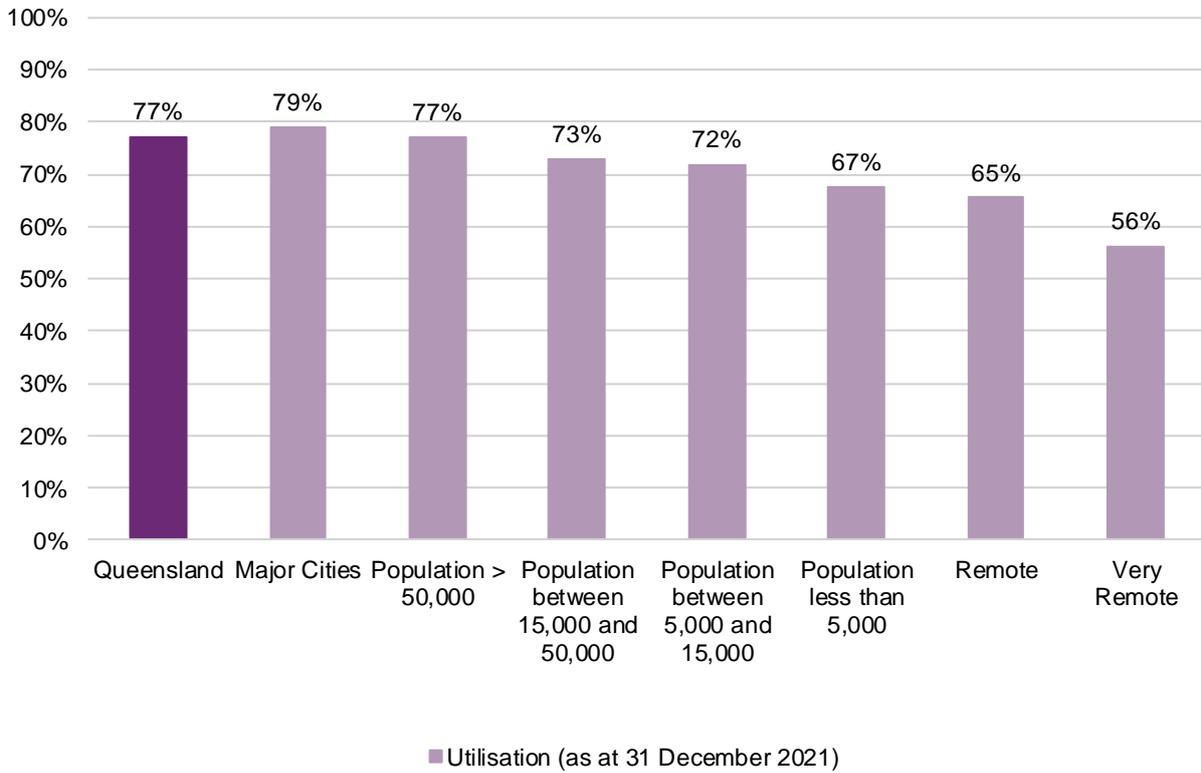
Figure H.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Queensland <sup>392</sup>



<sup>391</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>392</sup> Ibid.

Figure H.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Queensland <sup>393</sup>



<sup>393</sup> Ibid.

# Appendix I: Western Australia

## Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia <sup>394</sup>

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Western Australia	41,536	1,939	43,475	612	44,087

Table I.2 Active participants by quarter of entry, plan and entry type – Western Australia <sup>395</sup>

	Prior Quarters	2021-22 Q2	Total
Access decisions	50,822	2,554	53,376
Active Eligible	42,827	1,870	44,697
<i>New</i>	23,903	1,793	25,696
<i>State</i>	16,284	22	16,306
<i>Commonwealth</i>	2,640	55	2,695
Active Participant Plans (excl ECA)	41,536	1,939	43,475
<i>New</i>	22,768	1,843	24,611
<i>State</i>	16,179	37	16,216
<i>Commonwealth</i>	2,589	59	2,648
Active Participant Plans	42,136	2,551	44,087
<i>Early Intervention (s25)</i>	6,302	748	7,050
<i>Permanent Disability (s24)</i>	35,234	1,191	36,425
<i>ECA</i>	600	612	612

Table I.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Western Australia

Exits	Total
Total participant exits	1,250
<i>Early Intervention participants</i>	158
<i>Permanent disability participants</i>	1,092

<sup>394</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>395</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table I.4 Cumulative numbers of active participants (including ECA) by services previously received – Western Australia** <sup>396</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	Total
End of 2016-17	1,759	59	1,914	<11	3,732
End of 2017-18	1,743	41	2,677	<11	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
End of 2020-21 Q3	15,975	2,653	19,839	426	38,893
End of 2020-21 Q4	16,037	2,718	21,196	545	40,496
End of 2021-22 Q1	16,227	2,594	22,835	600	42,256
End of 2021-22 Q2	16,216	2,648	24,611	612	44,087

**Table I.5 Cumulative numbers of active participants by entry criteria into the Scheme – Western Australia** <sup>397 398 399</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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	30,361	260	35,011
End of 2020-21 Q2	4,927	31,883	406	37,216
End of 2020-21 Q3	5,376	33,091	426	38,893
End of 2020-21 Q4	5,786	34,165	545	40,496
End of 2021-22 Q1	6,363	35,293	600	42,256
End of 2021-22 Q2	7,050	36,425	612	44,087

<sup>396</sup> This table shows the total numbers of active participants at the end of each period.

<sup>397</sup> Ibid.

<sup>398</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>399</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table I.6 Assessment of access by age group – Western Australia** <sup>400</sup>

Age Group	Prior Quarters		2021-22 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	8,818	97%	638	95%	9,456	97%
7 to 14	10,035	94%	339	82%	10,374	93%
15 to 18	3,389	94%	90	80%	3,479	94%
19 to 24	3,241	93%	70	67%	3,311	92%
25 to 34	4,244	90%	140	72%	4,384	89%
35 to 44	3,769	84%	165	63%	3,934	83%
45 to 54	4,861	80%	188	59%	5,049	79%
55 to 64	6,006	73%	239	52%	6,245	72%
65+	391	73%	<11		396	72%
Missing	<11		<11		<11	
<b>Total</b>	<b>44,755</b>	<b>88%</b>	<b>1,874</b>	<b>73%</b>	<b>46,629</b>	<b>87%</b>

**Table I.7 Assessment of access by disability – Western Australia** <sup>401</sup>

Disability	Prior Quarters		2021-22 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	1,455	94%	58	79%	1,513	94%
Autism	15,170	98%	568	95%	15,738	98%
Cerebral palsy	1,735	98%	24	80%	1,759	97%
Developmental delay	1,698	96%	345	97%	2,043	96%
Global developmental delay	1,234	99%	100	100%	1,334	99%
Hearing impairment	1,868	90%	79	89%	1,947	90%
Intellectual disability	8,806	97%	98	82%	8,904	97%
Multiple sclerosis	871	91%	31	76%	902	90%
Psychosocial disability	4,514	75%	302	59%	4,816	74%
Spinal cord injury	627	96%	13	81%	640	96%
Stroke	620	84%	39	89%	659	84%
Visual impairment	789	90%	31	78%	820	89%
Other neurological	2,298	84%	83	73%	2,381	83%
Other physical	1,972	51%	45	25%	2,017	49%
Other sensory/speech	144	41%	<11		148	41%
Other	602	46%	54	23%	656	43%
Missing	352	90%	<11		352	90%
<b>Total</b>	<b>44,755</b>	<b>88%</b>	<b>1,874</b>	<b>73%</b>	<b>46,629</b>	<b>87%</b>

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

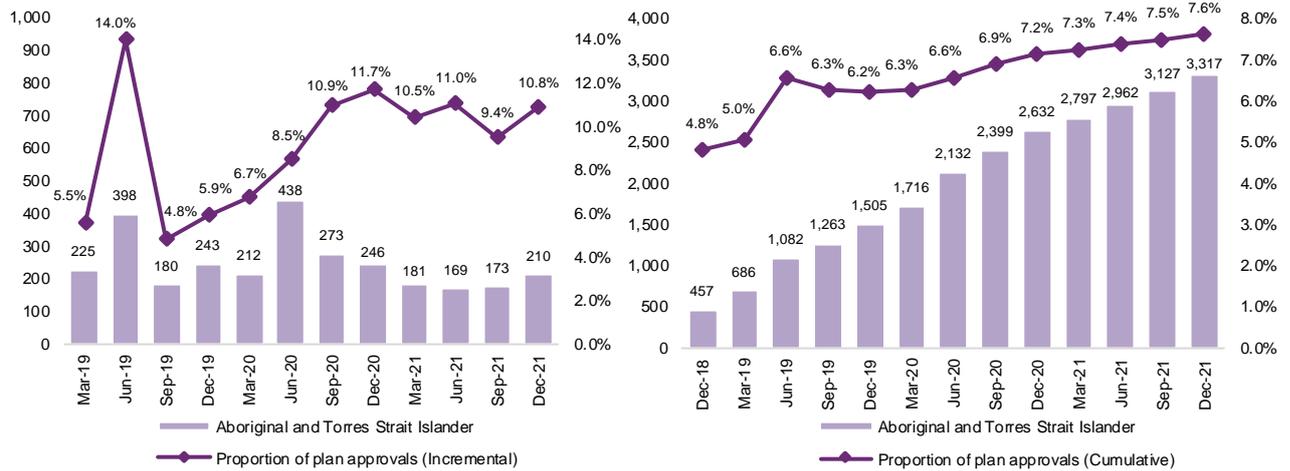
**Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,107	7.5%	210	10.8%	3,317	7.6%
Not Aboriginal and Torres Strait Islander	34,043	82.0%	1,439	74.2%	35,482	81.6%
Not Stated	4,386	10.6%	290	15.0%	4,676	10.8%
<b>Total</b>	<b>41,536</b>	<b>100%</b>	<b>1,939</b>	<b>100%</b>	<b>43,475</b>	<b>100%</b>

<sup>400</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received support and are therefore more likely to meet eligibility criteria to the Scheme.

<sup>401</sup> Ibid.

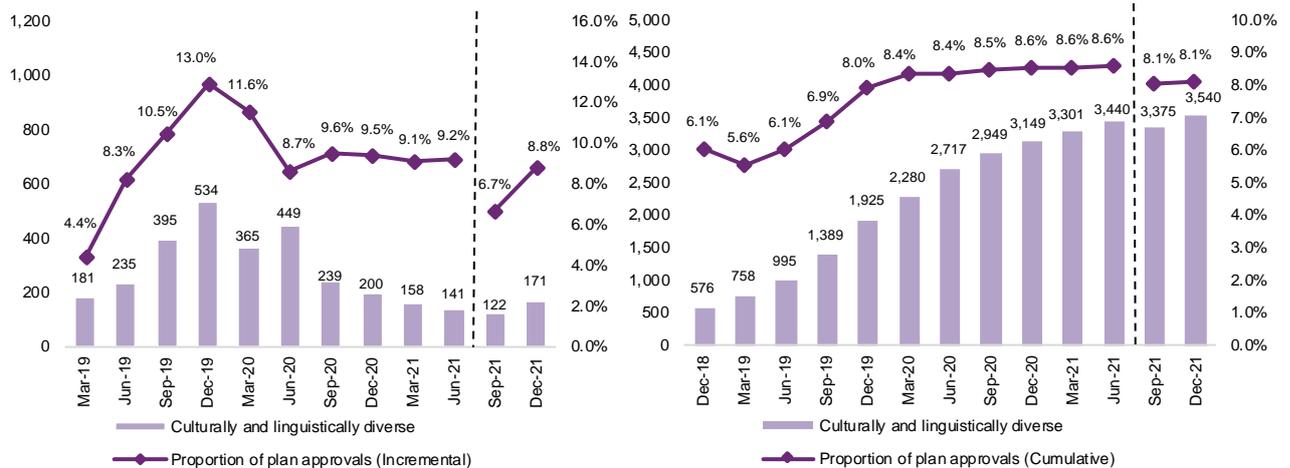
**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>402</sup>



**Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia** <sup>403</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,369	8.1%	171	8.8%	<b>3,540</b>	<b>8.1%</b>
Not culturally and linguistically diverse	33,228	80.0%	1,768	91.2%	<b>34,996</b>	<b>80.5%</b>
Not stated	4,939	11.9%	<11		<b>4,939</b>	<b>11.4%</b>
<b>Total</b>	<b>41,536</b>	<b>100%</b>	<b>1,939</b>	<b>100%</b>	<b>43,475</b>	<b>100%</b>

**Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>404 405 406</sup>



**Table I.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Western Australia** <sup>407</sup>

	Total
<b>Age group</b>	<b>N</b>
Under 45	<11
45 to 54	30
55 to 64	225
<b>Total YPIRAC (under 65)</b>	<b>257</b>

<sup>402</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>403</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

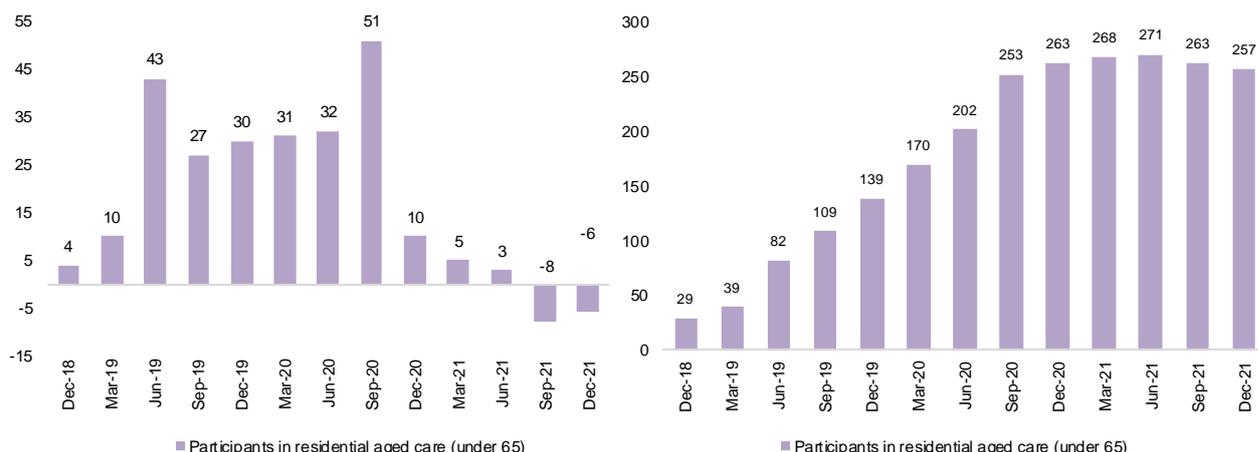
<sup>404</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>405</sup> There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

<sup>406</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>407</sup> There are a further 114 active participants aged 65 years or over who are currently in residential aged care.

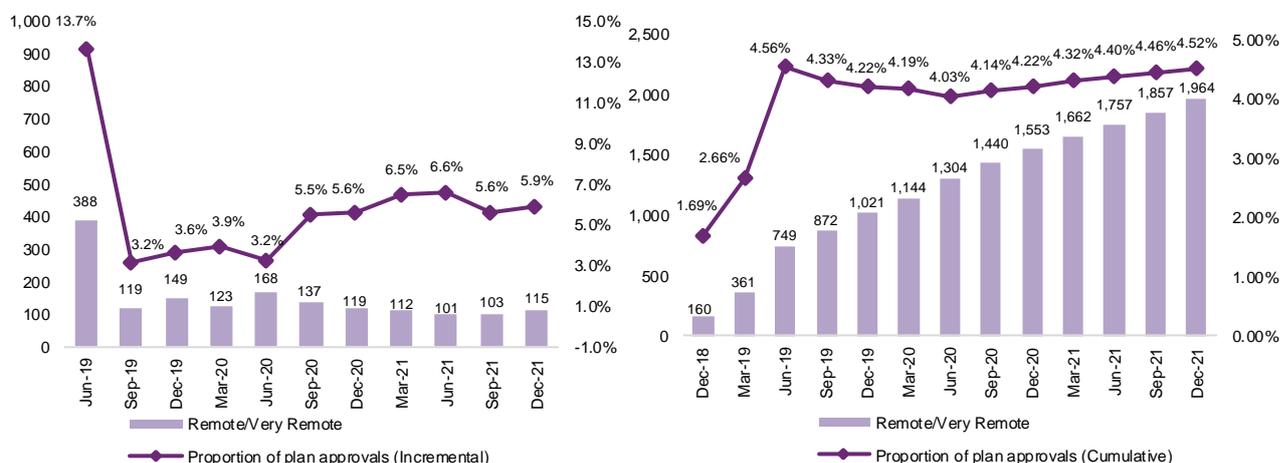
**Figure I.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Western Australia <sup>408</sup>**



**Table I.11 Participant profile per quarter by remoteness – Western Australia <sup>409 410</sup>**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	32,712	78.8%	1,490	76.9%	34,202	78.7%
Population > 50,000	2,081	5.0%	96	5.0%	2,177	5.0%
Population between 15,000 and 50,000	2,553	6.1%	149	7.7%	2,702	6.2%
Population between 5,000 and 15,000	504	1.2%	11	0.6%	515	1.2%
Population less than 5,000	1,835	4.4%	77	4.0%	1,912	4.4%
Remote	1,175	2.8%	71	3.7%	1,246	2.9%
Very Remote	674	1.6%	44	2.3%	718	1.7%
Missing	<11		<11		<11	
<b>Total</b>	<b>41,536</b>	<b>100%</b>	<b>1,939</b>	<b>100%</b>	<b>43,475</b>	<b>100%</b>

**Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia <sup>411 412 413</sup>**



<sup>408</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>409</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>410</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>411</sup> Ibid.

<sup>412</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>413</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Western Australia prior to the December 2018 quarter.

Table I.12 Participant profile per quarter by primary disability group – Western Australia <sup>414 415 416</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	14,705	35%	593	31%	15,298	35%
Intellectual disability	8,416	20%	122	6%	8,538	20%
Psychosocial disability	4,167	10%	322	17%	4,489	10%
Developmental delay	1,357	3%	333	17%	1,690	4%
Hearing impairment	1,786	4%	70	4%	1,856	4%
Other neurological	1,970	5%	87	4%	2,057	5%
Other physical	1,727	4%	48	2%	1,775	4%
Cerebral palsy	1,687	4%	28	1%	1,715	4%
Acquired brain injury	1,292	3%	59	3%	1,351	3%
Global developmental delay	1,061	3%	105	5%	1,166	3%
Visual impairment	738	2%	33	2%	771	2%
Multiple sclerosis	833	2%	30	2%	863	2%
Stroke	557	1%	30	2%	587	1%
Spinal cord injury	595	1%	11	1%	606	1%
Other	526	1%	63	3%	589	1%
Other sensory/speech	119	0%	<11		124	0%
<b>Total</b>	<b>41,536</b>	<b>100%</b>	<b>1,939</b>	<b>100%</b>	<b>43,475</b>	<b>100%</b>

<sup>414</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>415</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>416</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Western Australia (1,080).

**Table I.13 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia** <sup>417 418</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	337	14%	<11		337	14%
Intellectual disability	1,206	51%	<11		1,206	51%
Psychosocial disability	95	4%	<11		95	4%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	119	5%	<11		120	5%
Other physical	17	1%	<11		17	1%
Cerebral palsy	246	10%	<11		246	10%
Acquired brain injury	223	10%	<11		223	10%
Global developmental delay	<11		<11		<11	
Visual impairment	11	0%	<11		11	0%
Multiple sclerosis	29	1%	<11		29	1%
Stroke	31	1%	<11		31	1%
Spinal cord injury	25	1%	<11		25	1%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
<b>Total</b>	<b>2,345</b>	<b>100%</b>	<b>&lt;11</b>		<b>2,346</b>	<b>100%</b>

**Table I.14 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia** <sup>419</sup>

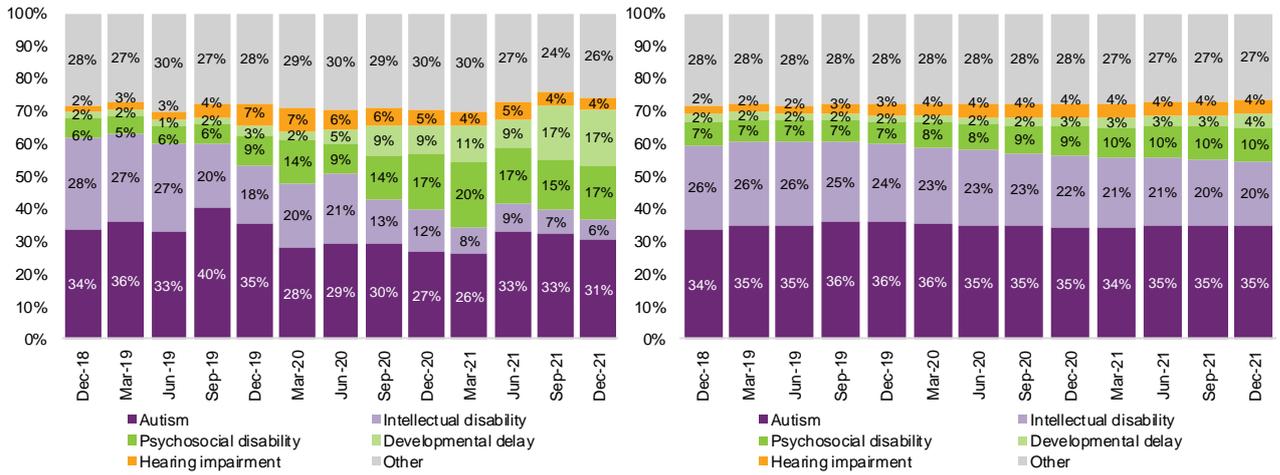
Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	14,368	37%	593	31%	14,961	36%
Intellectual disability	7,210	18%	122	6%	7,332	18%
Psychosocial disability	4,072	10%	322	17%	4,394	11%
Developmental delay	1,357	3%	333	17%	1,690	4%
Hearing impairment	1,786	5%	70	4%	1,856	5%
Other neurological	1,851	5%	86	4%	1,937	5%
Other physical	1,710	4%	48	2%	1,758	4%
Cerebral palsy	1,441	4%	28	1%	1,469	4%
Acquired brain injury	1,069	3%	59	3%	1,128	3%
Global developmental delay	1,061	3%	105	5%	1,166	3%
Visual impairment	727	2%	33	2%	760	2%
Multiple sclerosis	804	2%	30	2%	834	2%
Stroke	526	1%	30	2%	556	1%
Spinal cord injury	570	1%	11	1%	581	1%
Other	520	1%	63	3%	583	1%
Other sensory/speech	119	0%	<11		124	0%
<b>Total</b>	<b>39,191</b>	<b>100%</b>	<b>1,938</b>	<b>100%</b>	<b>41,129</b>	<b>100%</b>

<sup>417</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>418</sup> Down syndrome is included in intellectual disability, representing 8% of participants in SIL (187).

<sup>419</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (893).

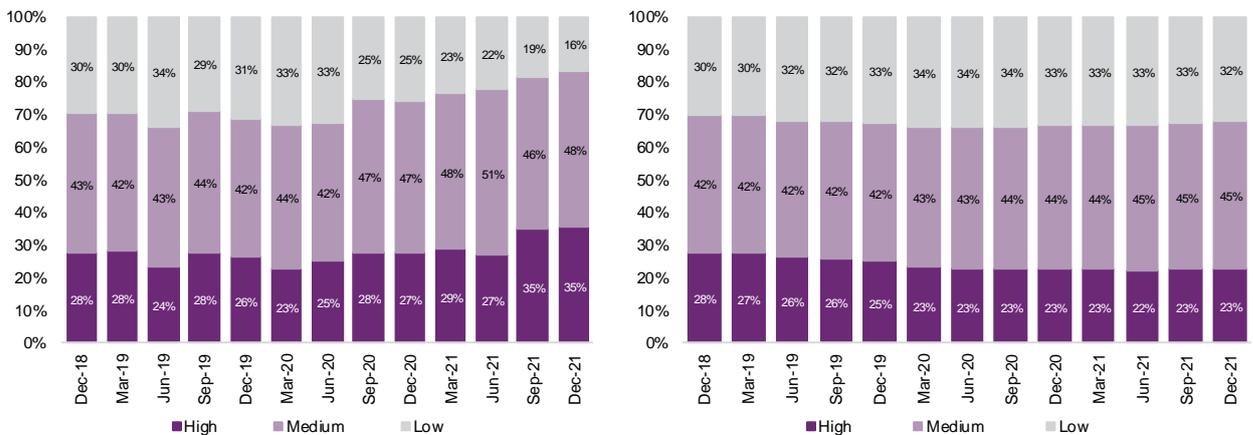
**Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia** <sup>420</sup>



**Table I.15 Participant profile per quarter by reported level of function – Western Australia** <sup>421</sup>

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	2,694	6%	323	17%	3,017	7%
2 (High Function)	138	0%	14	1%	152	0%
3 (High Function)	2,102	5%	119	6%	2,221	5%
4 (High Function)	1,989	5%	93	5%	2,082	5%
5 (High Function)	2,331	6%	137	7%	2,468	6%
6 (Moderate Function)	8,404	20%	541	28%	8,945	21%
7 (Moderate Function)	2,080	5%	65	3%	2,145	5%
8 (Moderate Function)	3,039	7%	139	7%	3,178	7%
9 (Moderate Function)	188	0%	13	1%	201	0%
10 (Moderate Function)	4,933	12%	177	9%	5,110	12%
11 (Low Function)	1,768	4%	22	1%	1,790	4%
12 (Low Function)	7,698	19%	191	10%	7,889	18%
13 (Low Function)	3,340	8%	97	5%	3,437	8%
14 (Low Function)	788	2%	<11		796	2%
15 (Low Function)	12	0%	<11		12	0%
Missing	32		<11		32	
<b>Total</b>	<b>41,536</b>	<b>100%</b>	<b>1,939</b>	<b>100%</b>	<b>43,475</b>	<b>100%</b>

**Figure I.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Western Australia** <sup>422</sup>



<sup>420</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>421</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>422</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table I.16 Participant profile per quarter by age group – Western Australia**

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	4,395	11%	641	33%	5,036	12%
7 to 14	10,399	25%	344	18%	10,743	25%
15 to 18	3,996	10%	112	6%	4,108	9%
19 to 24	3,994	10%	82	4%	4,076	9%
25 to 34	4,432	11%	136	7%	4,568	11%
35 to 44	3,531	9%	164	8%	3,695	8%
45 to 54	4,211	10%	199	10%	4,410	10%
55 to 64	5,006	12%	240	12%	5,246	12%
65+	1,572	4%	21	1%	1,593	4%
<b>Total</b>	<b>41,536</b>	<b>100%</b>	<b>1,939</b>	<b>100%</b>	<b>43,475</b>	<b>100%</b>

**Table I.17 Participant profile per quarter (participants in SIL) by age group – Western Australia <sup>423</sup>**

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	26	1%	<11		26	1%
19 to 24	173	7%	<11		173	7%
25 to 34	433	18%	<11		433	18%
35 to 44	408	17%	<11		408	17%
45 to 54	565	24%	<11		565	24%
55 to 64	581	25%	<11		582	25%
65+	150	6%	<11		150	6%
<b>Total</b>	<b>2,345</b>	<b>100%</b>	<b>&lt;11</b>		<b>2,346</b>	<b>100%</b>

**Table I.18 Participant profile per quarter (participants not in SIL) by age group – Western Australia**

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	4,395	11%	641	33%	5,036	12%
7 to 14	10,390	27%	344	18%	10,734	26%
15 to 18	3,970	10%	112	6%	4,082	10%
19 to 24	3,821	10%	82	4%	3,903	9%
25 to 34	3,999	10%	136	7%	4,135	10%
35 to 44	3,123	8%	164	8%	3,287	8%
45 to 54	3,646	9%	199	10%	3,845	9%
55 to 64	4,425	11%	239	12%	4,664	11%
65+	1,422	4%	21	1%	1,443	4%
<b>Total</b>	<b>39,191</b>	<b>100%</b>	<b>1,938</b>	<b>100%</b>	<b>41,129</b>	<b>100%</b>

<sup>423</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia <sup>424</sup>

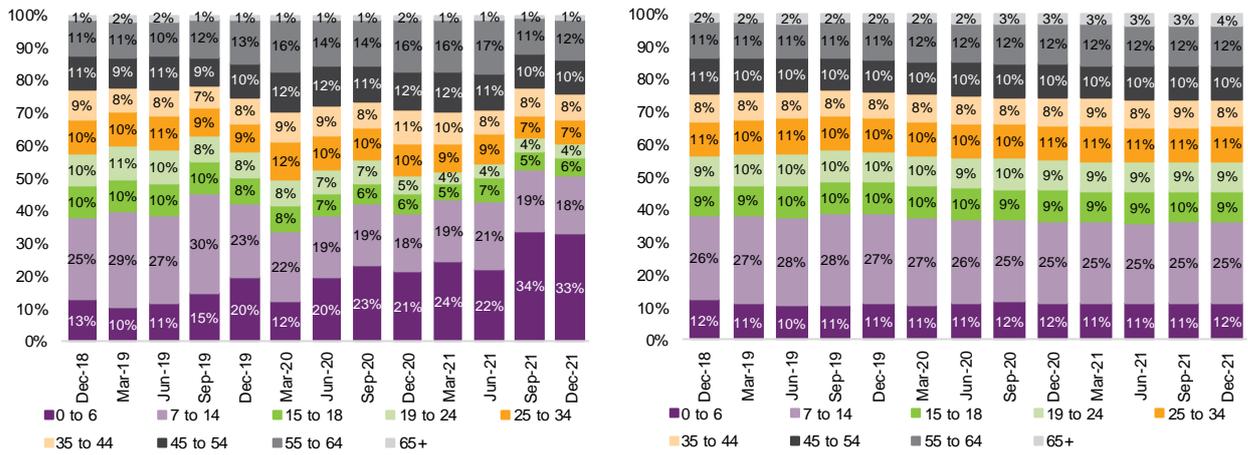


Table I.19 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	25,617	62%	1,180	61%	26,797	62%
Female	15,600	38%	737	38%	16,337	38%
Other	319	1%	22	1%	341	1%
<b>Total</b>	<b>41,536</b>	<b>100%</b>	<b>1,939</b>	<b>100%</b>	<b>43,475</b>	<b>100%</b>

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia <sup>425</sup>



Table I.20 Participation rates by age group at 31 December 2021 – Western Australia <sup>426</sup>

Age group	Participation rate
0-6	2.24%
7-14	3.90%
15-18	3.22%
19-24	2.09%
25-34	1.21%
35-44	0.99%
45-54	1.30%
55-64	1.71%
<b>Total (aged 0-64)</b>	<b>1.88%</b>

<sup>424</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>425</sup> Ibid.

<sup>426</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

Table I.21 Number of baseline questionnaires completed by SFOF version – Western Australia <sup>427</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	280	166	600	1,333	1,184	820	4,383
Participant school to 14	300	256	4,153	4,971	2,159	1,135	12,974
Participant 15 to 24	155	78	2,172	2,411	893	354	6,063
Participant 25 and over	499	312	4,612	6,727	3,536	1,424	17,110
<b>Total Participant</b>	<b>1,234</b>	<b>812</b>	<b>11,537</b>	<b>15,442</b>	<b>7,772</b>	<b>3,733</b>	<b>40,530</b>
Family 0 to 14	567	411	4,135	5,843	3,168	1,891	16,015
Family 15 to 24	39	52	1,463	1,620	551	234	3,959
Family 25 and over	21	84	1,460	2,128	846	372	4,911
<b>Total Family</b>	<b>627</b>	<b>547</b>	<b>7,058</b>	<b>9,591</b>	<b>4,565</b>	<b>2,497</b>	<b>24,885</b>
<b>Total</b>	<b>1,861</b>	<b>1,359</b>	<b>18,595</b>	<b>25,033</b>	<b>12,337</b>	<b>6,230</b>	<b>65,415</b>

Table I.22 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		29%		
DL	% who say their child is becoming more independent		39%		
CC	% of children who have a genuine say in decisions about themselves		71%		
CC	% who are happy with the level of independence/control they have now			35%	
CC	% who choose who supports them			39%	62%
CC	% who choose what they do each day			49%	70%
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%	66%

<sup>427</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table I.23 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	48%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	47%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	58%	74%		
REL	% of children who spend time with friends without an adult present		14%		
REL	% with no friends other than family or paid staff			35%	33%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	35%

**Table I.24 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		71%		
HM	% who are happy with their home			81%	74%
HM	% who feel safe or very safe in their home			81%	68%
HW	% who rate their health as good, very good or excellent			70%	43%
HW	% who did not have any difficulties accessing health services			78%	72%
LL	% who currently attend or previously attended school in a mainstream class			45%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				76%
LL	% unable to do a course or training they wanted to do in the last 12 months				32%
WK	% who have a paid job			22%	24%
WK	% who volunteer			14%	11%

**Table I.25 Selected key baseline indicators for families/carers of participants – Western Australia**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	14%	18%	18%
% receiving Carer Allowance	36%	36%	29%
% working in a paid job	47%	55%	40%
Of those in a paid job, % in permanent employment	78%	78%	83%
Of those in a paid job, % working 15 hours or more	79%	85%	86%
% who say they (and their partner) are able to work as much as they want	44%	52%	61%
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%	89%	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	74%	71%	69%
% who have friends and family they see as often as they like	42%	49%	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		46%	
% who feel in control selecting services		50%	48%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% who rate their health as good, very good or excellent	76%	67%	64%

**Table I.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=780) - participants who entered between 1 July 2016 and 31 December 2020 – Western Australia <sup>428</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	88%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	76%
REL Has the NDIS improved how your child fits into family life?	66%
S/CP Has the NDIS improved how your child fits into community life?	54%

**Table I.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=4,620) - participants who entered between 1 July 2016 and 31 December 2020 – Western Australia**

Question	% Yes
DL Has the NDIS helped your child to become more independent?	69%
LL Has the NDIS improved your child's access to education?	50%
REL Has the NDIS improved your child's relationships with family and friends?	57%
S/CP Has the NDIS improved your child's social and recreational life?	54%

<sup>428</sup> Results in Tables I.26 to I.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

**Table I.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,406) and ‘Participant 25 and over’ (n=5,971) - participants who entered between 1 July 2016 and 31 December 2020 – 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%	77%
DL	Has the NDIS helped you with daily living activities?	68%	82%
REL	Has the NDIS helped you to meet more people?	55%	61%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	40%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	62%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	33%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	24%
S/CP	Has the NDIS helped you be more involved?	60%	69%

**Table I.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=5,060); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,067) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	65%	62%
Has the NDIS improved the level of support for your family?	69%	71%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	66%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	46%	44%

**Table I.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=225) - participants who entered between 1 July 2016 and 31 December 2019 – Western Australia <sup>429</sup>**

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	91%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	88%	95%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	89%	+9%
REL	Has the NDIS improved how your child fits into family life?	68%	84%	+16%
S/CP	Has the NDIS improved how your child fits into community life?	52%	63%	+11%

<sup>429</sup> Results in Tables I.30 to I.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table I.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=2,094) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	57%	62%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	54%	56%	+2%

**Table I.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,122) and ‘Participant 25 and over’ (n=2,051) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	63%	68%	+5%	74%	79%	+5%
DL	Has the NDIS helped you with daily living activities?	68%	75%	+7%	81%	86%	+5%
REL	Has the NDIS helped you to meet more people?	52%	54%	+7%	62%	65%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	27%	-4%	42%	40%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	52%	+3%	63%	65%	+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?	40%	38%	-2%	36%	34%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	22%	-4%	25%	23%	-2%
S/CP	Has the NDIS helped you be more involved?	63%	65%	+2%	68%	72%	+4%

**Table I.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,356); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=594) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	65%	71%	+7%	56%	65%	+9%
Has the NDIS improved the level of support for your family?	67%	74%	+6%	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?	69%	75%	+6%	66%	70%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	+3%			
Has the NDIS improved your health and wellbeing?	44%	45%	+1%	45%	44%	-1%

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.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=476) - participants who entered between 1 July 2016 and 31 December 2018 – Western Australia <sup>430</sup>**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS helped your child to become more independent?	66%	72%	74%	+8%
LL Has the NDIS improved your child's access to education?	47%	53%	58%	+11%
REL Has the NDIS improved your child's relationships with family and friends?	53%	61%	60%	+7%
S/CP Has the NDIS improved your child's social and recreational life?	48%	54%	52%	+4%

<sup>430</sup> Results in Tables I.34 to I.37 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table I.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=241) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	68%	73%	72%	+4%
Has the NDIS helped you with daily living activities?	72%	76%	77%	+5%
Has the NDIS helped you to meet more people?	59%	59%	59%	0%
Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	30%	29%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	56%	57%	60%	+4%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	42%	41%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	26%	25%	25%	-1%
Has the NDIS helped you be more involved?	67%	68%	67%	+0%

**Table I.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=671) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	77%	82%	83%	+6%
Has the NDIS helped you with daily living activities?	82%	86%	89%	+7%
Has the NDIS helped you to meet more people?	62%	65%	68%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	37%	41%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	57%	61%	64%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	33%	33%	-4%
Has your involvement with the NDIS helped you find a job that's right for you?	25%	22%	21%	-4%
Has the NDIS helped you be more involved?	70%	74%	77%	+7%

**Table I.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=407) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	63%	66%	70%	+7%
Has the NDIS improved the level of support for your family?	73%	74%	77%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	78%	80%	78%	0%
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?	47%	49%	50%	+3%

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 to 24’ and ‘Family 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 in the Scheme, for ‘Participant 0 to school’.

**Table I.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=195) - participants who entered between 1 July 2016 and 31 December 2017 – Western Australia <sup>431</sup>**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL Has the NDIS helped your child to become more independent?	70%	75%	77%	80%	+10%
LL Has the NDIS improved your child's access to education?	39%	38%	46%	50%	+11%
REL Has the NDIS improved your child's relationships with family and friends?	57%	55%	59%	61%	+4%
S/CP Has the NDIS improved your child's social and recreational life?	51%	52%	56%	59%	+8%

<sup>431</sup> Results in Tables I.38 to I.41 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table I.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=73) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	63%	69%	74%	71%	+8%
DL	Has the NDIS helped you with daily living activities?	60%	68%	80%	75%	+15%
REL	Has the NDIS helped you to meet more people?	46%	47%	47%	55%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	11%	11%	21%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	48%	43%	48%	-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?	34%	38%	40%	36%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	20%	10%	16%	-7%
S/CP	Has the NDIS helped you be more involved?	63%	66%	64%	67%	+4%

**Table I.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=138) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	72%	73%	80%	86%	+14%
DL	Has the NDIS helped you with daily living activities?	78%	80%	88%	89%	+11%
REL	Has the NDIS helped you to meet more people?	55%	54%	65%	70%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	25%	40%	36%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	54%	61%	67%	+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%	32%	33%	28%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	19%	19%	18%	-5%
S/CP	Has the NDIS helped you be more involved?	65%	67%	75%	77%	+12%

**Table I.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=145) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	58%	66%	71%	72%	+14%
Has the NDIS improved the level of support for your family?	73%	75%	76%	77%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	77%	80%	76%	78%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	85%	85%	82%	+3%
Has the NDIS improved your health and wellbeing?	49%	55%	49%	55%	+6%

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’.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third, fourth and fifth plan review, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table I.42 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,752), ‘participant social and community engagement rate’ (n=3,762), ‘parent and carer employment rate’ (n=2,592) and ‘participant choice and control’ (n=2,794) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Western Australia <sup>432</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	10%	13%	16%	24%
Aged 25+	27%	26%	26%	
Aged 15+	24%	25%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	39%	41%	39%	48%
Aged 25+	41%	43%	44%	
Aged 15+	40%	43%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	46%	48%	50%	49%
Aged 15+	46%	48%	47%	
All ages	46%	48%	49%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		63%	68%	75%
Aged 25+		74%	79%	
Aged 15+		70%	75%	

<sup>432</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table I.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=965), 'participant social and community engagement rate' (n=959), 'parent and carer employment rate' (n=588) and 'participant choice and control' (n=809) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Western Australia <sup>433</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	14%	16%	18%	19%	24%
Aged 25+	24%	24%	24%	22%	
Aged 15+	23%	23%	23%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	33%	35%	41%	39%	48%
Aged 25+	40%	44%	46%	46%	
Aged 15+	39%	43%	45%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	44%	48%	42%	48%	49%
Aged 15+	44%	48%	52%	48%	
All ages	44%	48%	45%	48%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		68%	73%	72%	75%
Aged 25+		77%	82%	83%	
Aged 15+		75%	79%	80%	

**Table I.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=206), 'participant social and community engagement rate' (n=204), 'parent and carer employment rate' (n=154) and 'participant choice and control' (n=189) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Western Australia <sup>434</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	17%	13%	27%	41%	26%	24%
Aged 25+	23%	24%	21%	19%	21%	
Aged 15+	21%	22%	22%	23%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	45%	45%	55%	41%	43%	48%
Aged 25+	43%	48%	46%	52%	51%	
Aged 15+	44%	47%	48%	50%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	49%	46%	56%	51%	55%	49%
Aged 15+	44%	46%	48%	Numbers are too small	62%	
All ages	47%	46%	54%	56%	56%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		63%	69%	74%	71%	75%
Aged 25+		72%	73%	80%	86%	
Aged 15+		69%	72%	78%	81%	

<sup>433</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

<sup>434</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third, fourth and fifth plan review.

**Table I.45 Number of active plans by goal type and primary disability – Western Australia** <sup>435</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	408	865	765	190	351	1,057	583	342	<b>1,351</b>
Autism	3,344	12,683	5,323	4,968	6,419	9,318	1,288	3,295	<b>15,298</b>
Cerebral palsy	468	1,310	907	408	445	1,099	428	346	<b>1,715</b>
Developmental delay	249	1,607	543	739	682	990	20	0	<b>1,690</b>
Down syndrome	280	834	462	221	327	812	308	385	<b>1,080</b>
Global developmental delay	165	1,108	314	411	419	494	12	0	<b>1,166</b>
Hearing impairment	436	1,351	384	536	329	804	235	465	<b>1,856</b>
Intellectual disability	2,079	5,196	2,985	1,735	2,202	5,253	2,233	3,027	<b>7,458</b>
Multiple sclerosis	232	632	591	63	140	541	242	191	<b>863</b>
Psychosocial disability	1,154	2,727	2,801	794	988	3,490	1,631	1,400	<b>4,489</b>
Spinal cord injury	206	432	373	79	109	405	213	170	<b>606</b>
Stroke	182	421	340	49	92	441	228	114	<b>587</b>
Visual impairment	255	588	278	161	102	521	145	253	<b>771</b>
Other neurological	597	1,445	1,195	250	439	1,456	686	347	<b>2,057</b>
Other physical	506	1,309	1,017	197	223	1,049	375	393	<b>1,775</b>
Other sensory/speech	15	103	37	59	40	57	4	9	<b>124</b>
Other	159	436	290	60	94	380	174	125	<b>589</b>
<b>Total</b>	<b>10,735</b>	<b>33,047</b>	<b>18,605</b>	<b>10,920</b>	<b>13,401</b>	<b>28,167</b>	<b>8,805</b>	<b>10,862</b>	<b>43,475</b>

**Table I.46 Percentage of active plans by goal type and primary disability – Western Australia** <sup>436</sup>

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	30%	64%	57%	14%	26%	78%	43%	25%
Autism	22%	83%	35%	32%	42%	61%	8%	22%
Cerebral palsy	27%	76%	53%	24%	26%	64%	25%	20%
Developmental delay	15%	95%	32%	44%	40%	59%	1%	0%
Down syndrome	26%	77%	43%	20%	30%	75%	29%	36%
Global developmental delay	14%	95%	27%	35%	36%	42%	1%	0%
Hearing impairment	23%	73%	21%	29%	18%	43%	13%	25%
Intellectual disability	28%	70%	40%	23%	30%	70%	30%	41%
Multiple sclerosis	27%	73%	68%	7%	16%	63%	28%	22%
Psychosocial disability	26%	61%	62%	18%	22%	78%	36%	31%
Spinal cord injury	34%	71%	62%	13%	18%	67%	35%	28%
Stroke	31%	72%	58%	8%	16%	75%	39%	19%
Visual impairment	33%	76%	36%	21%	13%	68%	19%	33%
Other neurological	29%	70%	58%	12%	21%	71%	33%	17%
Other physical	29%	74%	57%	11%	13%	59%	21%	22%
Other sensory/speech	12%	83%	30%	48%	32%	46%	3%	7%
Other	27%	74%	49%	10%	16%	65%	30%	21%
<b>Total</b>	<b>25%</b>	<b>76%</b>	<b>43%</b>	<b>25%</b>	<b>31%</b>	<b>65%</b>	<b>20%</b>	<b>25%</b>

<sup>435</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>436</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table I.47 Number of goals in active plans by goal type and primary disability – Western Australia** <sup>437</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	1,169	2,786	2,078	514	954	2,830	1,506	800	<b>12,637</b>
Autism	9,283	67,729	15,756	14,835	18,637	26,579	3,517	8,535	<b>164,871</b>
Cerebral palsy	1,365	7,271	2,889	1,281	1,411	3,509	1,289	945	<b>19,960</b>
Developmental delay	728	13,299	1,853	2,268	2,113	3,273	73	0	<b>23,607</b>
Down syndrome	771	4,250	1,337	647	905	2,322	773	957	<b>11,962</b>
Global developmental delay	479	9,452	998	1,217	1,269	1,579	30	0	<b>15,024</b>
Hearing impairment	1,093	5,297	1,111	1,385	852	2,098	548	1,083	<b>13,467</b>
Intellectual disability	5,648	19,733	8,012	4,671	5,781	14,137	5,844	7,234	<b>71,060</b>
Multiple sclerosis	656	2,130	1,673	150	378	1,469	600	475	<b>7,531</b>
Psychosocial disability	2,923	7,683	7,073	2,016	2,297	8,438	3,737	3,244	<b>37,411</b>
Spinal cord injury	689	1,639	1,216	259	423	1,332	740	465	<b>6,763</b>
Stroke	549	1,559	1,056	139	245	1,281	619	282	<b>5,730</b>
Visual impairment	695	2,310	739	390	251	1,446	339	647	<b>6,817</b>
Other neurological	1,691	5,509	3,599	740	1,278	4,083	1,835	927	<b>19,662</b>
Other physical	1,461	4,761	3,042	499	567	2,770	943	1,028	<b>15,071</b>
Other sensory/speech	30	492	106	218	137	161	12	30	<b>1,186</b>
Other	457	1,797	869	155	265	1,112	486	343	<b>5,484</b>
<b>Total</b>	<b>29,687</b>	<b>157,697</b>	<b>53,407</b>	<b>31,384</b>	<b>37,763</b>	<b>78,419</b>	<b>22,891</b>	<b>26,995</b>	<b>438,243</b>

**Table I.48 Number of active plans by goal type and age group – Western Australia** <sup>438</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	728	4,855	1,484	1,881	1,916	2,539	54	0	<b>5,036</b>
7 to 14	1,884	9,300	3,680	3,702	4,673	5,888	143	188	<b>10,743</b>
15 to 18	1,142	3,269	1,462	1,541	1,549	2,800	329	1,462	<b>4,108</b>
19 to 24	1,319	2,854	1,444	1,124	989	2,728	1,052	2,567	<b>4,076</b>
25 to 34	1,424	3,072	2,051	876	1,116	3,239	1,665	2,399	<b>4,568</b>
35 to 44	1,098	2,398	2,002	598	899	2,636	1,367	1,534	<b>3,695</b>
45 to 54	1,237	2,797	2,561	595	945	3,239	1,609	1,420	<b>4,410</b>
55 to 64	1,455	3,448	3,011	498	1,010	3,925	1,993	1,096	<b>5,246</b>
65+	448	1,054	910	105	304	1,173	593	196	<b>1,593</b>
<b>Total</b>	<b>10,735</b>	<b>33,047</b>	<b>18,605</b>	<b>10,920</b>	<b>13,401</b>	<b>28,167</b>	<b>8,805</b>	<b>10,862</b>	<b>43,475</b>

<sup>437</sup> Participants have set over six million goals in total across Australia since July 2016. The 438,243 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

<sup>438</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table I.49 Percentage of active plans by goal type and age group – Western Australia** <sup>439</sup>

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	6%	94%	32% <sup>77</sup>	56%	37%	58%	0%	0%
7 to 14	12%	90%	30%	34%	42%	58%	1%	1%
15 to 18	21%	83%	35%	31%	39%	73%	8%	31%
19 to 24	25%	77%	37%	28%	26%	72%	25%	58%
25 to 34	26%	75%	46%	22%	24%	75%	34%	47%
35 to 44	24%	74%	54%	19%	24%	77%	35%	40%
45 to 54	23%	75%	55%	16%	22%	78%	35%	31%
55 to 64	23%	76%	55%	12%	18%	79%	37%	19%
65+	24%	74%	56%	10%	17%	78%	39%	10%
<b>Total</b>	<b>18%</b>	<b>83%</b>	<b>41%</b>	<b>29%</b>	<b>31%</b>	<b>69%</b>	<b>18%</b>	<b>21%</b>

**Table I.50 Number of goals in active plans by goal type and age group – Western Australia** <sup>440</sup>

Age	Number of goals in active plans by goal type								
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	2,185	44,821	5,141	6,056	6,083	8,855	169	0	<b>73,310</b>
7 to 14	5,034	49,752	10,863	10,697	13,422	16,565	387	519	<b>107,239</b>
15 to 18	3,227	12,521	4,171	4,420	4,316	7,731	916	3,970	<b>41,272</b>
19 to 24	3,611	9,400	3,881	3,085	2,633	7,155	2,677	6,313	<b>38,755</b>
25 to 34	3,905	10,131	5,779	2,411	2,995	8,616	4,343	5,903	<b>44,083</b>
35 to 44	3,067	7,397	5,364	1,598	2,375	7,059	3,469	3,690	<b>34,019</b>
45 to 54	3,367	8,860	7,116	1,508	2,414	8,632	4,184	3,415	<b>39,496</b>
55 to 64	4,029	11,491	8,609	1,333	2,734	10,658	5,257	2,721	<b>46,832</b>
65+	1,262	3,324	2,483	276	791	3,148	1,489	464	<b>13,237</b>
<b>Total</b>	<b>29,687</b>	<b>157,697</b>	<b>53,407</b>	<b>31,384</b>	<b>37,763</b>	<b>78,419</b>	<b>22,891</b>	<b>26,995</b>	<b>438,243</b>

<sup>439</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

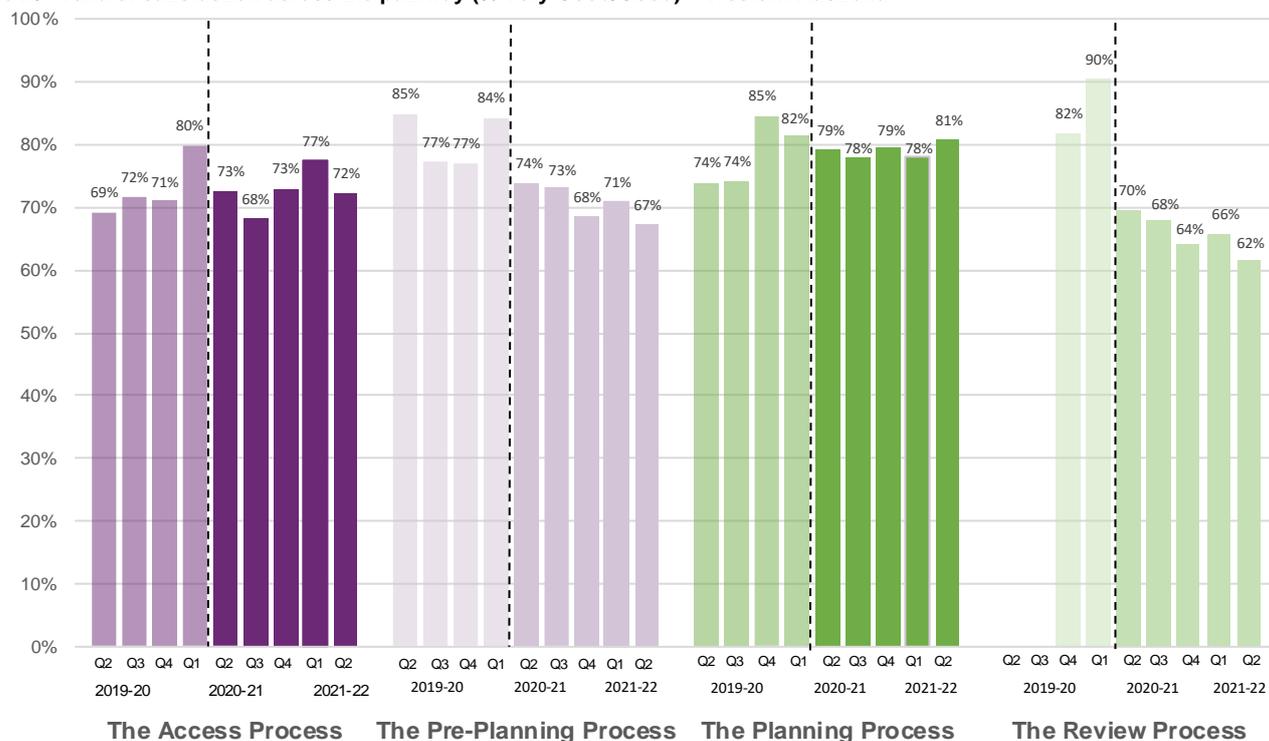
<sup>440</sup> Participants have set over six million goals in total across Australia since July 2016. The 438,243 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

**Table I.51 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia <sup>441</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
<b>Access</b>	<b>n = 545</b>	<b>n = 191</b>
Are you happy with how coming into the NDIS has gone?	83%	85%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	70%	70%
% of participants rating their overall experience as Very Good or Good.	73%	72%
<b>Pre-planning</b>	<b>n = 423</b>	<b>n = 104</b>
Did the person from the NDIS understand how your disability affects your life?	81%	82%
Did you understand why you needed to give the information you did?	91%	90%
Were decisions about your plan clearly explained?	68%	61%
Are you clear on what happens next with your plan?	57%	55%
Do you know where to go for more help with your plan?	64%	63%
% of participants rating their overall experience as Very Good or Good.	72%	67%
<b>Planning</b>	<b>n = 1,979</b>	<b>n = 419</b>
Did the person from the NDIS understand how your disability affects your life?	86%	87%
Did you understand why you needed to give the information you did?	97%	99%
Were decisions about your plan clearly explained?	84%	83%
Are you clear on what happens next with your plan?	78%	80%
Do you know where to go for more help with your plan?	85%	87%
% of participants rating their overall experience as Very Good or Good.	79%	81%
<b>Plan review</b>	<b>n = 4,160</b>	<b>n = 1,127</b>
Did the person from the NDIS understand how your disability affects your life?	75%	71%
Did you feel prepared for your plan review?	83%	83%
Is your NDIS plan helping you to make progress towards your goals?	84%	81%
% of participants rating their overall experience as Very Good or Good.	67%	62%

<sup>441</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

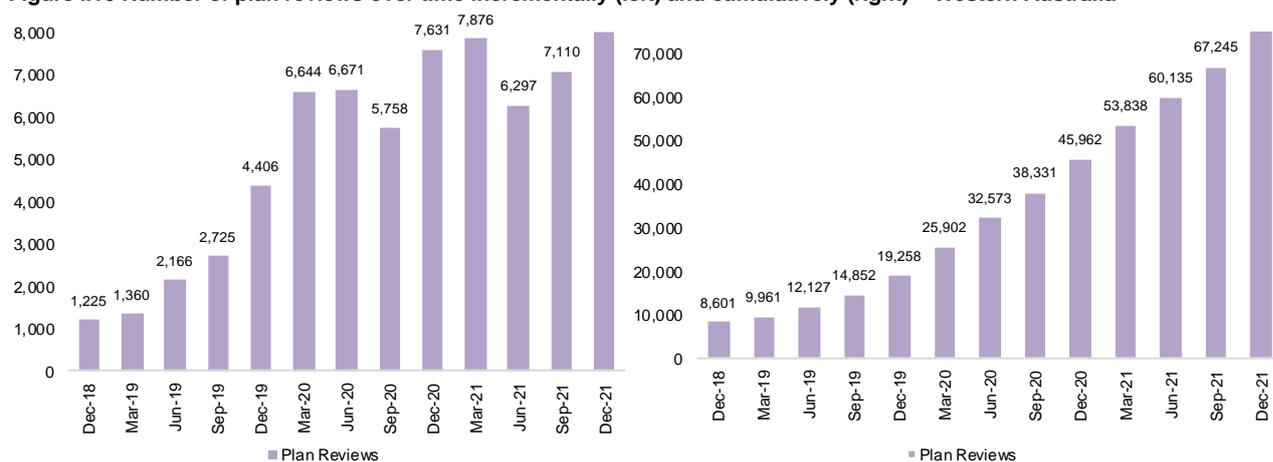
**Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia** <sup>442 443 444</sup>



**Table I.52 Plan reviews conducted per quarter – excluding plans less than 31 days – Western Australia** <sup>445</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Total plan reviews</b>	<b>67,245</b>	<b>8,871</b>	<b>76,116</b>
<i>Early intervention plans</i>	8,042	1,183	9,225
<i>Permanent disability plans</i>	59,203	7,688	66,891

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



<sup>442</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>443</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>444</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>445</sup> Plans less than 31 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 2021-22 Q2. The charts show trends in complaints experience based on experience over 3 years. 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 '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.53 shows the number of complaints in 2021-22 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.54 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table I.53 Complaints by quarter – Western Australia** <sup>446 447 448</sup>

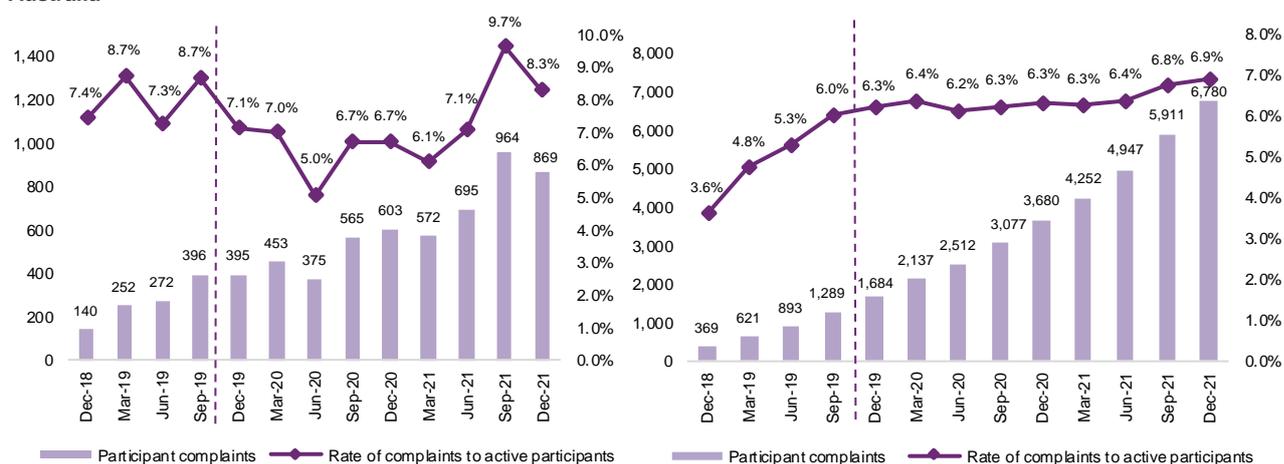
Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	13	1	14	13
Complaint about LAC Partner	151	28	179	168
Complaints about service providers	312	76	388	323
Complaints about the Agency	4,316	591	4,907	3,057
Critical/ Reportable Incident	1,110	171	1,281	985
Unclassified	79	2	81	77
<b>Total</b>	<b>5,981</b>	<b>869</b>	<b>6,850</b>	<b>4,131</b>
Total complaints made since 1 April 2017	5,911	869	6,780	
% of the number of active participants	6.8%	8.2%	6.9%	

<sup>446</sup> Note that 66% of all complainants made only one complaint, 19% made two complaints and 14% made three or more complaints.

<sup>447</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>448</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia** <sup>449</sup>



**Table I.54 Participant complaints by type – Western Australia**

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	144	(3%)	0	(0%)	144	(3%)
Information unclear	69	(2%)	0	(0%)	69	(1%)
NDIA Access	114	(3%)	14	(2%)	128	(3%)
NDIA Engagement	1	(0%)	1	(0%)	2	(0%)
NDIA Finance	225	(5%)	52	(9%)	277	(6%)
NDIA Fraud and Compliance	6	(0%)	4	(1%)	10	(0%)
NDIA Plan	849	(20%)	214	(36%)	1,063	(22%)
NDIA Process	394	(9%)	64	(11%)	458	(9%)
NDIA Resources	30	(1%)	4	(1%)	34	(1%)
NDIA Staff	229	(5%)	34	(6%)	263	(5%)
NDIA Timeliness	964	(22%)	185	(31%)	1,149	(23%)
Participation, engagement and inclusion	14	(0%)	0	(0%)	14	(0%)
Provider Portal	2	(0%)	0	(0%)	2	(0%)
Quality & Safeguards Commission	2	(0%)	2	(0%)	4	(0%)
Reasonable and necessary supports	168	(4%)	0	(0%)	168	(3%)
Staff conduct - Agency	61	(1%)	0	(0%)	61	(1%)
The way the NDIA carried out its decision making	117	(3%)	5	(1%)	122	(2%)
Timeliness	501	(12%)	2	(0%)	503	(10%)
Other	426	(10%)	10	(2%)	436	(9%)
<b>Total</b>	<b>4,316</b>		<b>591</b>		<b>4,907</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	1	(8%)	0	(0%)	1	(7%)
ECA Process	0	(0%)	0	(0%)	0	(0%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	4	(31%)	1	(100%)	5	(36%)
ECA Timeliness	8	(62%)	0	(0%)	8	(57%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>13</b>		<b>1</b>		<b>14</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(1%)	0	(0%)	1	(1%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)

<sup>449</sup> Ibid.

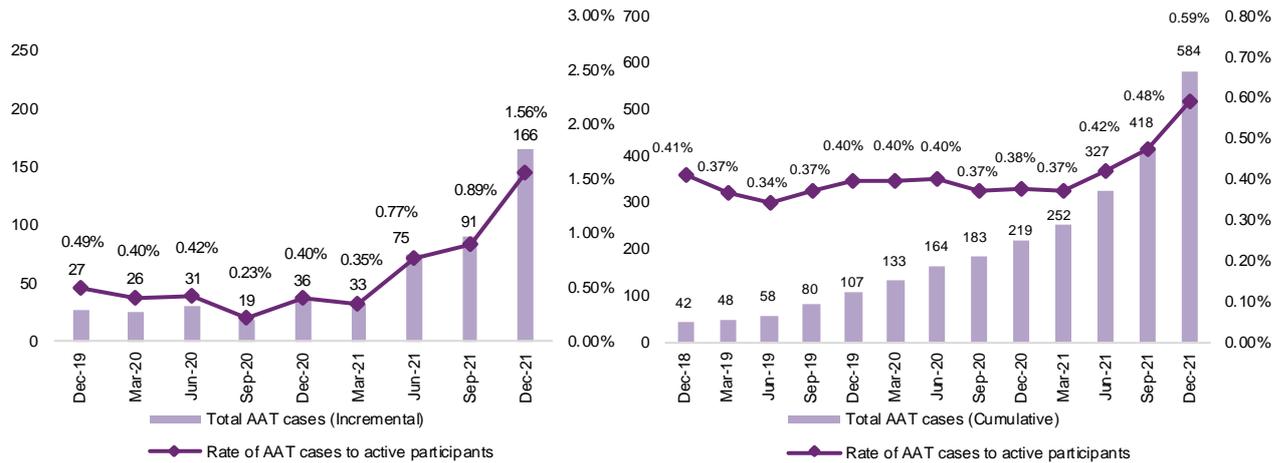
Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	26	(17%)	4	(14%)	30	(17%)
LAC Process	11	(7%)	9	(32%)	20	(11%)
LAC Resources	2	(1%)	0	(0%)	2	(1%)
LAC Staff	96	(64%)	12	(43%)	108	(60%)
LAC Timeliness	15	(10%)	3	(11%)	18	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>151</b>		<b>28</b>		<b>179</b>	
<i>Complaints about service providers</i>						
Provider costs.	15	(5%)	0	(0%)	15	(4%)
Provider Finance	15	(5%)	4	(5%)	19	(5%)
Provider Fraud and Compliance	24	(8%)	2	(3%)	26	(7%)
Provider process	11	(4%)	0	(0%)	11	(3%)
Provider Service	99	(32%)	63	(83%)	162	(42%)
Provider Staff	54	(17%)	3	(4%)	57	(15%)
Service Delivery	22	(7%)	1	(1%)	23	(6%)
Staff conduct	14	(4%)	2	(3%)	16	(4%)
Supports being provided	21	(7%)	0	(0%)	21	(5%)
Other	37	(12%)	1	(1%)	38	(10%)
<b>Total</b>	<b>312</b>		<b>76</b>		<b>388</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	253	(23%)	65	(38%)	318	(25%)
Allegations against Informal Supports	192	(17%)	7	(4%)	199	(16%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	253	(23%)	25	(15%)	278	(22%)
Provider reporting	412	(37%)	74	(43%)	486	(38%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,110</b>		<b>171</b>		<b>1,281</b>	
<i>Unclassified</i>	<b>79</b>		<b>2</b>		<b>81</b>	
<b>Participants total</b>	<b>5,981</b>		<b>869</b>		<b>6,850</b>	

Table I.55 AAT Cases by category at 31 December 2021 – Western Australia <sup>450</sup>

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	87	21%	14	8%	101	17%
Plan	301	72%	146	88%	447	77%
Plan Review	18	4%	<11		18	3%
Other	12	3%	<11		18	3%
<b>Total</b>	<b>418</b>	<b>100%</b>	<b>166</b>	<b>100%</b>	<b>584</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.48%</b>		<b>1.56%</b>		<b>0.59%</b>	

<sup>450</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

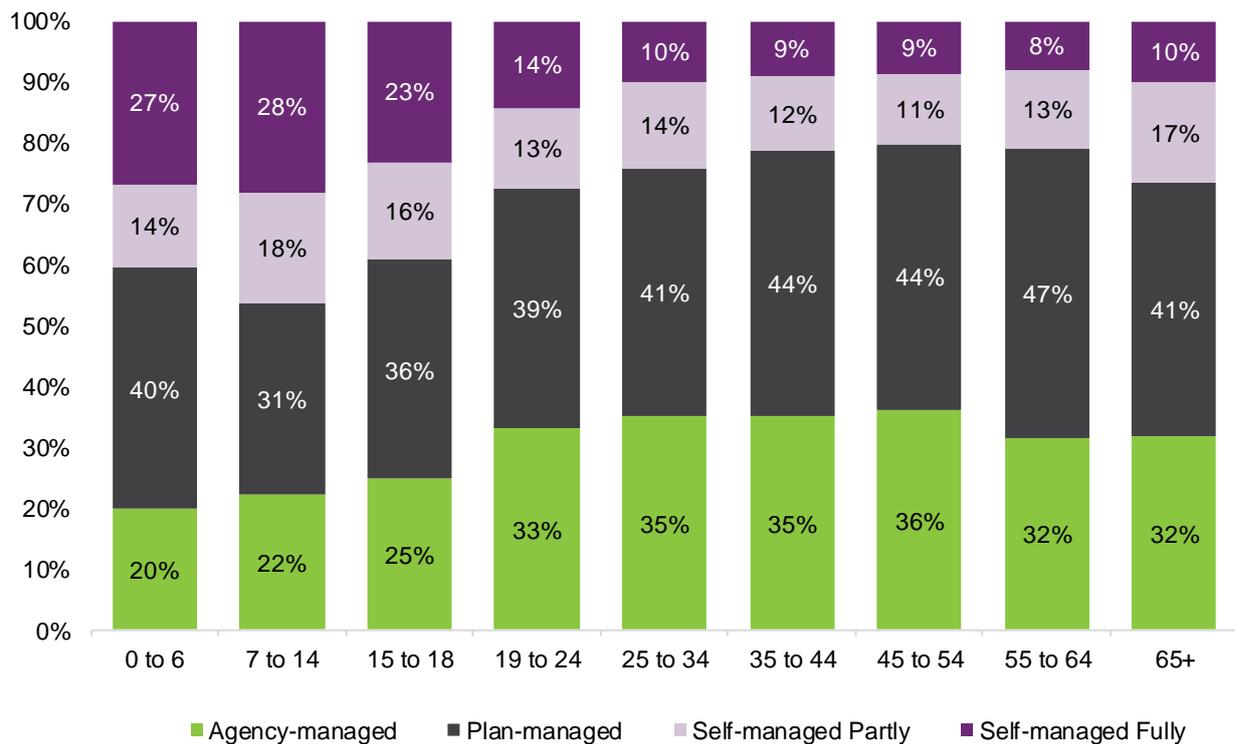
**Figure I.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia** <sup>451</sup>



**Table I.56 AAT cases by open/closed and decision – Western Australia**

	N
<b>AAT Cases</b>	<b>584</b>
<b>Open AAT Cases</b>	<b>299</b>
<b>Closed AAT Cases</b>	<b>285</b>
Resolved before hearing	283
Gone to hearing and received a substantive decision	<11

**Figure I.13 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – Western Australia** <sup>453 454</sup>



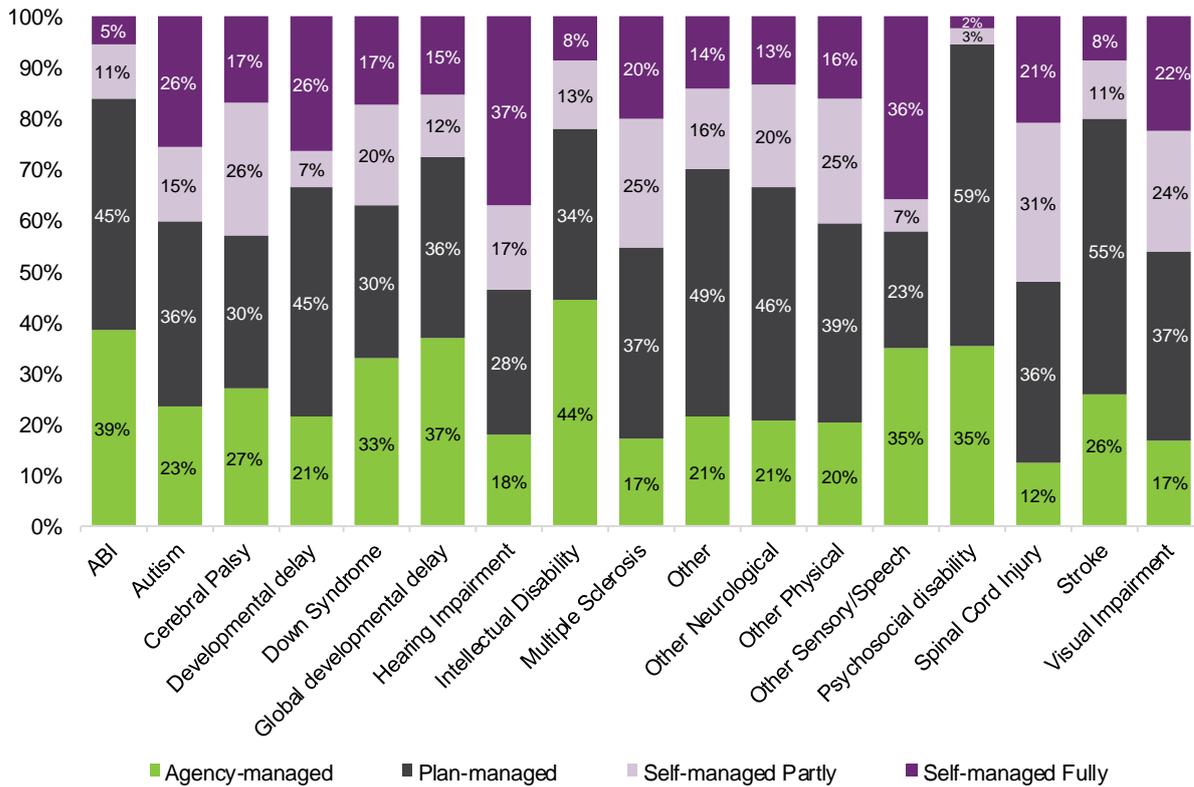
<sup>451</sup> Ibid.

<sup>452</sup> There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

<sup>453</sup> For the total number of active participants in each age group, see Table I.16.

<sup>454</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

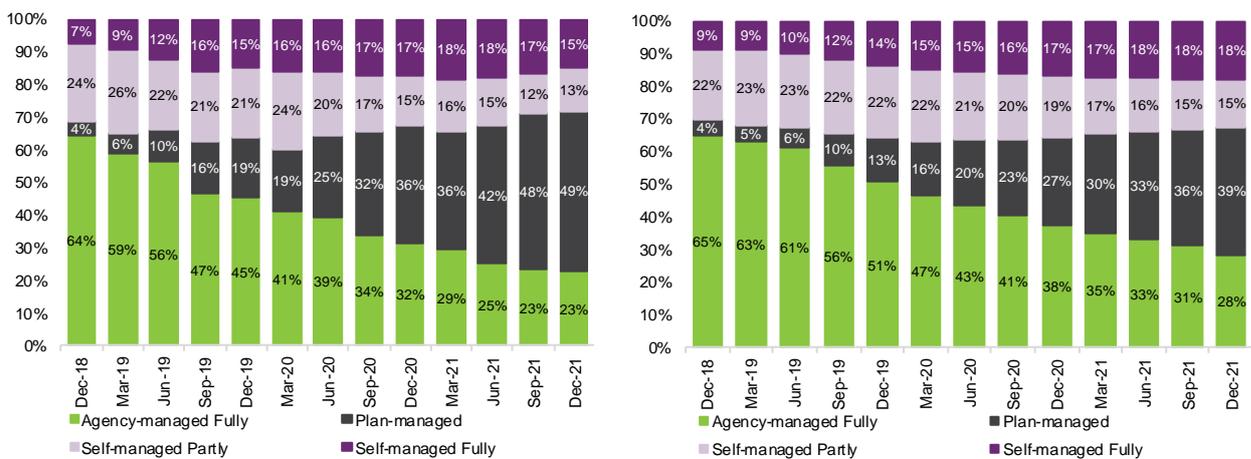
**Figure I.14 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – Western Australia** <sup>455 456</sup>



**Table I.57 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia** <sup>457</sup>

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	19%	15%	<b>18%</b>
Self-managed partly	15%	13%	<b>15%</b>
Plan-managed	36%	49%	<b>39%</b>
Agency-managed	30%	23%	<b>28%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure I.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia** <sup>458</sup>



<sup>455</sup> For the total number of active participants in each primary disability group, see Table I.12.

<sup>456</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

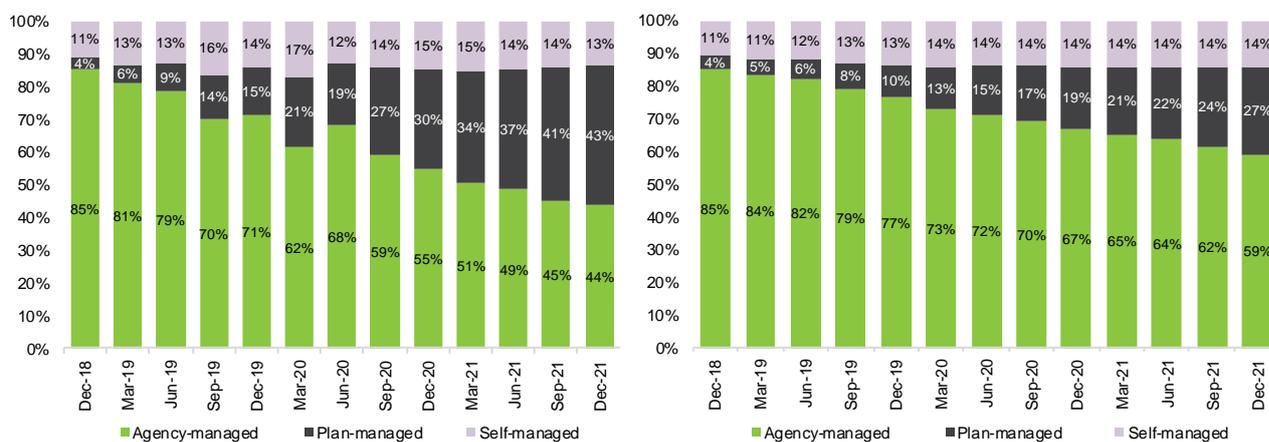
<sup>457</sup> Ibid.

<sup>458</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

**Table I.58 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia**

	Prior Quarters	2021-22 Q2	Total
Self-managed	14%	13%	<b>14%</b>
Plan-managed	24%	43%	<b>27%</b>
Agency-managed	62%	44%	<b>59%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure I.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia**



**Table I.59 Distribution of active participants by support coordination and quarter of plan approval – Western Australia**

	Prior Quarters	2021-22 Q2	Total
Support coordination	46%	59%	<b>49%</b>

**Table I.60 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia**<sup>459</sup>

	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
<b>Plan activation</b>						
Less than 30 days	25,254	70%	1,010	66%	26,264	70%
30 to 59 days	3,745	10%	192	13%	3,937	11%
60 to 89 days	1,852	5%	79	5%	1,931	5%
<b>Activated within 90 days</b>	<b>30,851</b>	<b>86%</b>	<b>1,281</b>	<b>84%</b>	<b>32,132</b>	<b>86%</b>
90 to 119 days	1,059	3%	45	3%	1,104	3%
120 days and over	2,827	8%	49	3%	2,876	8%
<b>Activated after 90 days</b>	<b>3,886</b>	<b>11%</b>	<b>94</b>	<b>6%</b>	<b>3,980</b>	<b>11%</b>
No payments	1,119	3%	148	10%	1,267	3%
<b>Total plans approved</b>	<b>35,856</b>	<b>100%</b>	<b>1,523</b>	<b>100%</b>	<b>37,379</b>	<b>100%</b>

<sup>459</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table I.61 Proportion of participants who have activated within 12 months at 31 December 2021 – Western Australia <sup>460</sup>

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	2,409	2,590	93%
Not Aboriginal and Torres Strait Islander	28,992	30,162	96%
Not Stated	3,536	3,702	96%
<b>Total</b>	<b>34,937</b>	<b>36,454</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,866	2,969	97%
Not CALD	27,324	28,548	96%
Not Stated	4,747	4,937	96%
<b>Total</b>	<b>34,937</b>	<b>36,454</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	27,736	28,792	96%
Regional	5,780	6,127	94%
Remote	1,420	1,534	93%
Missing	<11	<11	
<b>Total</b>	<b>34,937</b>	<b>36,454</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	12,533	13,103	96%
Intellectual disability (including Down syndrome)	7,649	8,005	96%
Psychosocial disability	3,191	3,271	98%
Developmental delay (including global developmental delay)	1,506	1,580	95%
Other	10,058	10,495	96%
<b>Total</b>	<b>34,937</b>	<b>36,454</b>	<b>96%</b>

Table I.62 Distribution of plans by utilisation – Western Australia <sup>461 462</sup>

Plan utilisation	Total
0 to 50%	35%
50% to 75%	28%
> 75%	37%
<b>Total</b>	<b>100%</b>

Table I.63 Proportion of active participants with approved plans accessing mainstream supports – Western Australia <sup>463</sup>

	Prior Quarters	2021-22 Q2	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	64%	70%	66%
Lifelong Learning	28%	27%	27%
Other	24%	29%	25%
Non-categorised	17%	13%	16%
Any mainstream service	95%	96%	95%

<sup>460</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

<sup>461</sup> This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>462</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>463</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

**Table I.64 Key markets indicators by quarter – Western Australia** <sup>464 465</sup>

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.26	1.34
b) Number of providers delivering new types of supports	223	207
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	90%	91%
<i>Therapeutic Supports (%)</i>	94%	94%
<i>Participate Community (%)</i>	90%	89%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	91%	91%

**Table I.65 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Western Australia** <sup>466</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q2	59
Active in 2021-22 Q2 and also in previous quarters	1,005
<b>Active in 2021-22 Q2</b>	<b>1,064</b>
Inactive in 2021-22 Q2	1,209
<b>Active ever</b>	<b>2,273</b>

<sup>464</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>465</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>466</sup> Active providers refer to those who have received payment for support Agency-managed participants.

Table I.66 Cumulative number of providers that have been ever active by registration group – Western Australia <sup>467</sup>

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	43	3	46	7%
Assistance Animals	20	1	21	5%
Assistance with daily life tasks in a group or shared living arrangement	234	16	250	7%
Assistance with travel/transport arrangements	241	12	253	5%
Daily Personal Activities	443	20	463	5%
Group and Centre Based Activities	253	13	266	5%
High Intensity Daily Personal Activities	309	13	322	4%
Household tasks	405	9	414	2%
Interpreting and translation	55	2	57	4%
Participation in community, social and civic activities	500	21	521	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	79	4	83	5%
Assistive products for household tasks	78	3	81	4%
Assistance products for personal care and safety	537	12	549	2%
Communication and information equipment	182	9	191	5%
Customised Prosthetics	175	7	182	4%
Hearing Equipment	68	5	73	7%
Hearing Services	18	5	23	28%
Personal Mobility Equipment	282	14	296	5%
Specialised Hearing Services	18	2	20	11%
Vision Equipment	60	3	63	5%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	540	27	567	5%
Behaviour Support	211	12	223	6%
Community nursing care for high needs	125	6	131	5%
Development of daily living and life skills	285	15	300	5%
Early Intervention supports for early childhood	389	13	402	3%
Exercise Physiology and Physical Wellbeing activities	120	4	124	3%
Innovative Community Participation	69	7	76	10%
Specialised Driving Training	46	1	47	2%
Therapeutic Supports	940	24	964	3%
<b>Capital services</b>				
Home modification design and construction	82	6	88	7%
Specialist Disability Accommodation	29	2	31	7%
Vehicle Modifications	43	3	46	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	262	14	276	5%
Support Coordination	183	10	193	5%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	97	6	103	6%
Specialised Supported Employment	83	4	87	5%
<b>Total</b>	<b>2,214</b>	<b>59</b>	<b>2,273</b>	<b>3%</b>

<sup>467</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table I.67 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Western Australia**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	6	40	<b>46</b>	13%	87%	<b>100%</b>
Assistance Animals	3	18	<b>21</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	29	221	<b>250</b>	12%	88%	<b>100%</b>
Assistance with travel/transport arrangements	26	227	<b>253</b>	10%	90%	<b>100%</b>
Daily Personal Activities	48	415	<b>463</b>	10%	90%	<b>100%</b>
Group and Centre Based Activities	23	243	<b>266</b>	9%	91%	<b>100%</b>
High Intensity Daily Personal Activities	29	293	<b>322</b>	9%	91%	<b>100%</b>
Household tasks	77	337	<b>414</b>	19%	81%	<b>100%</b>
Interpreting and translation	9	48	<b>57</b>	16%	84%	<b>100%</b>
Participation in community, social and civic activities	53	468	<b>521</b>	10%	90%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	8	75	<b>83</b>	10%	90%	<b>100%</b>
Assistive products for household tasks	9	72	<b>81</b>	11%	89%	<b>100%</b>
Assistance products for personal care and safety	72	477	<b>549</b>	13%	87%	<b>100%</b>
Communication and information equipment	30	161	<b>191</b>	16%	84%	<b>100%</b>
Customised Prosthetics	29	153	<b>182</b>	16%	84%	<b>100%</b>
Hearing Equipment	15	58	<b>73</b>	21%	79%	<b>100%</b>
Hearing Services	2	21	<b>23</b>	9%	91%	<b>100%</b>
Personal Mobility Equipment	41	255	<b>296</b>	14%	86%	<b>100%</b>
Specialised Hearing Services	2	18	<b>20</b>	10%	90%	<b>100%</b>
Vision Equipment	9	54	<b>63</b>	14%	86%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	88	479	<b>567</b>	16%	84%	<b>100%</b>
Behaviour Support	45	178	<b>223</b>	20%	80%	<b>100%</b>
Community nursing care for high needs	15	116	<b>131</b>	11%	89%	<b>100%</b>
Development of daily living and life skills	33	267	<b>300</b>	11%	89%	<b>100%</b>
Early Intervention supports for early childhood	113	289	<b>402</b>	28%	72%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	24	100	<b>124</b>	19%	81%	<b>100%</b>
Innovative Community Participation	11	65	<b>76</b>	14%	86%	<b>100%</b>
Specialised Driving Training	11	36	<b>47</b>	23%	77%	<b>100%</b>
Therapeutic Supports	298	666	<b>964</b>	31%	69%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	10	78	<b>88</b>	11%	89%	<b>100%</b>
Specialist Disability Accommodation	2	29	<b>31</b>	6%	94%	<b>100%</b>
Vehicle Modifications	4	42	<b>46</b>	9%	91%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	56	220	<b>276</b>	20%	80%	<b>100%</b>
Support Coordination	28	165	<b>193</b>	15%	85%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	6	97	<b>103</b>	6%	94%	<b>100%</b>
Specialised Supported Employment	9	78	<b>87</b>	10%	90%	<b>100%</b>
<b>Total</b>	<b>511</b>	<b>1,762</b>	<b>2,273</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

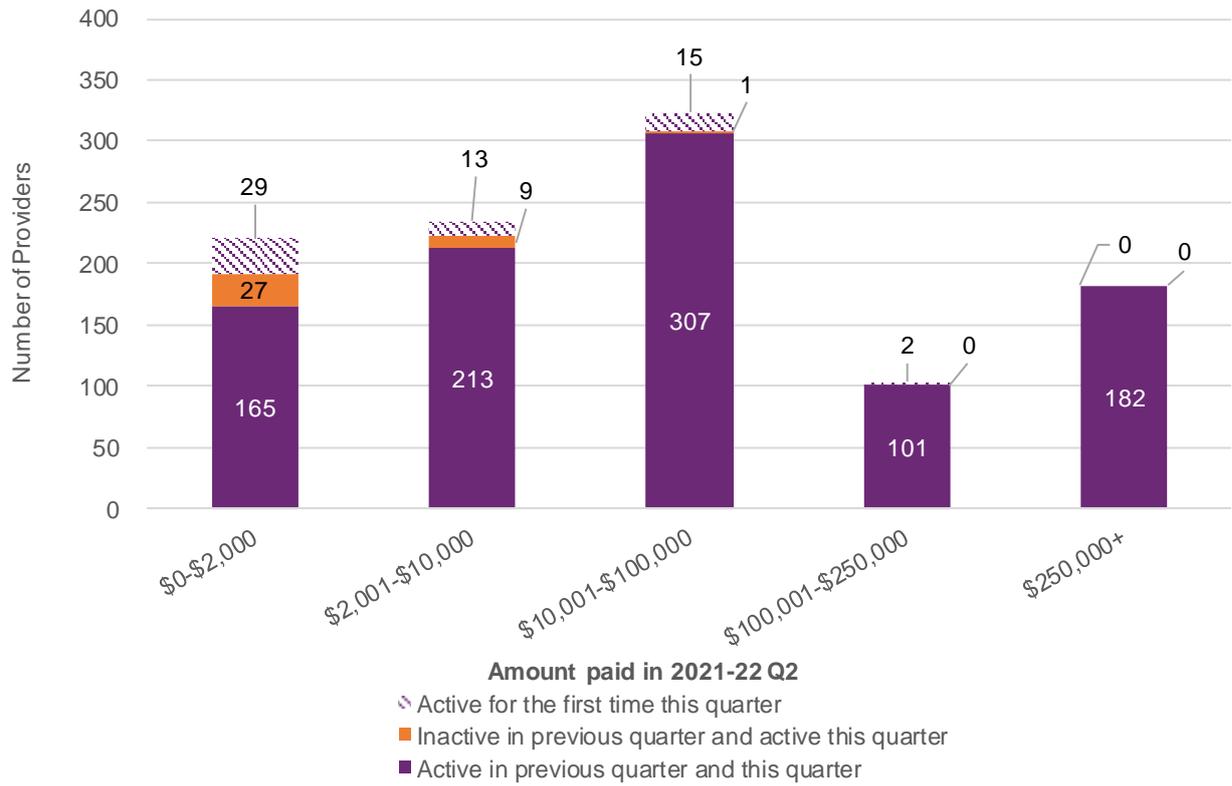
**Table I.68 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Western Australia**

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	8	3	11	27%
Assistance Animals	14	1	15	7%
Assistance with daily life tasks in a group or shared living arrangement	160	16	176	9%
Assistance with travel/transport arrangements	131	12	143	8%
Daily Personal Activities	249	20	269	7%
Group and Centre Based Activities	140	13	153	8%
High Intensity Daily Personal Activities	163	13	176	7%
Household tasks	209	9	218	4%
Interpreting and translation	38	2	40	5%
Participation in community, social and civic activities	293	21	314	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	16	4	20	20%
Assistive products for household tasks	19	3	22	14%
Assistance products for personal care and safety	260	12	272	4%
Communication and information equipment	73	9	82	11%
Customised Prosthetics	72	7	79	9%
Hearing Equipment	27	5	32	16%
Hearing Services	7	5	12	42%
Personal Mobility Equipment	128	14	142	10%
Specialised Hearing Services	6	2	8	25%
Vision Equipment	27	3	30	10%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	277	27	304	9%
Behaviour Support	129	12	141	9%
Community nursing care for high needs	81	6	87	7%
Development of daily living and life skills	146	15	161	9%
Early Intervention supports for early childhood	148	13	161	8%
Exercise Physiology and Physical Wellbeing activities	73	4	77	5%
Innovative Community Participation	24	7	31	23%
Specialised Driving Training	24	1	25	4%
Therapeutic Supports	411	24	435	6%
<b>Capital services</b>				
Home modification design and construction	38	6	44	14%
Specialist Disability Accommodation	19	2	21	10%
Vehicle Modifications	18	3	21	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	164	14	178	8%
Support Coordination	110	10	120	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	58	6	64	9%
Specialised Supported Employment	54	4	58	7%
<b>Total</b>	<b>1,005</b>	<b>59</b>	<b>1,064</b>	<b>6%</b>

**Table I.69 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Western Australia**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	11	11	0%	100%	100%
Assistance Animals	2	13	15	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	17	159	176	10%	90%	100%
Assistance with travel/transport arrangements	16	127	143	11%	89%	100%
Daily Personal Activities	30	239	269	11%	89%	100%
Group and Centre Based Activities	16	137	153	10%	90%	100%
High Intensity Daily Personal Activities	21	155	176	12%	88%	100%
Household tasks	43	175	218	20%	80%	100%
Interpreting and translation	7	33	40	18%	83%	100%
Participation in community, social and civic activities	37	277	314	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	19	20	5%	95%	100%
Assistive products for household tasks	1	21	22	5%	95%	100%
Assistance products for personal care and safety	30	242	272	11%	89%	100%
Communication and information equipment	12	70	82	15%	85%	100%
Customised Prosthetics	13	66	79	16%	84%	100%
Hearing Equipment	5	27	32	16%	84%	100%
Hearing Services	1	11	12	8%	92%	100%
Personal Mobility Equipment	22	120	142	15%	85%	100%
Specialised Hearing Services	0	8	8	0%	100%	100%
Vision Equipment	5	25	30	17%	83%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	48	256	304	16%	84%	100%
Behaviour Support	24	117	141	17%	83%	100%
Community nursing care for high needs	12	75	87	14%	86%	100%
Development of daily living and life skills	16	145	161	10%	90%	100%
Early Intervention supports for early childhood	36	125	161	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	13	64	77	17%	83%	100%
Innovative Community Participation	3	28	31	10%	90%	100%
Specialised Driving Training	5	20	25	20%	80%	100%
Therapeutic Supports	117	318	435	27%	73%	100%
<b>Capital services</b>						
Home modification design and construction	4	40	44	9%	91%	100%
Specialist Disability Accommodation	1	20	21	5%	95%	100%
Vehicle Modifications	1	20	21	5%	95%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	35	143	178	20%	80%	100%
Support Coordination	18	102	120	15%	85%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	59	64	8%	92%	100%
Specialised Supported Employment	7	51	58	12%	88%	100%
<b>Total</b>	<b>214</b>	<b>850</b>	<b>1,064</b>	<b>20%</b>	<b>80%</b>	<b>100%</b>

**Figure I.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Western Australia** <sup>468</sup>



<sup>468</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

Table I.70 Committed supports by financial year (\$m) – Western Australia <sup>469</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.1	19.3	69.9	172.4	223.5	543.8	1,531.7	2,724.7	1,489.1

Figure I.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Western Australia

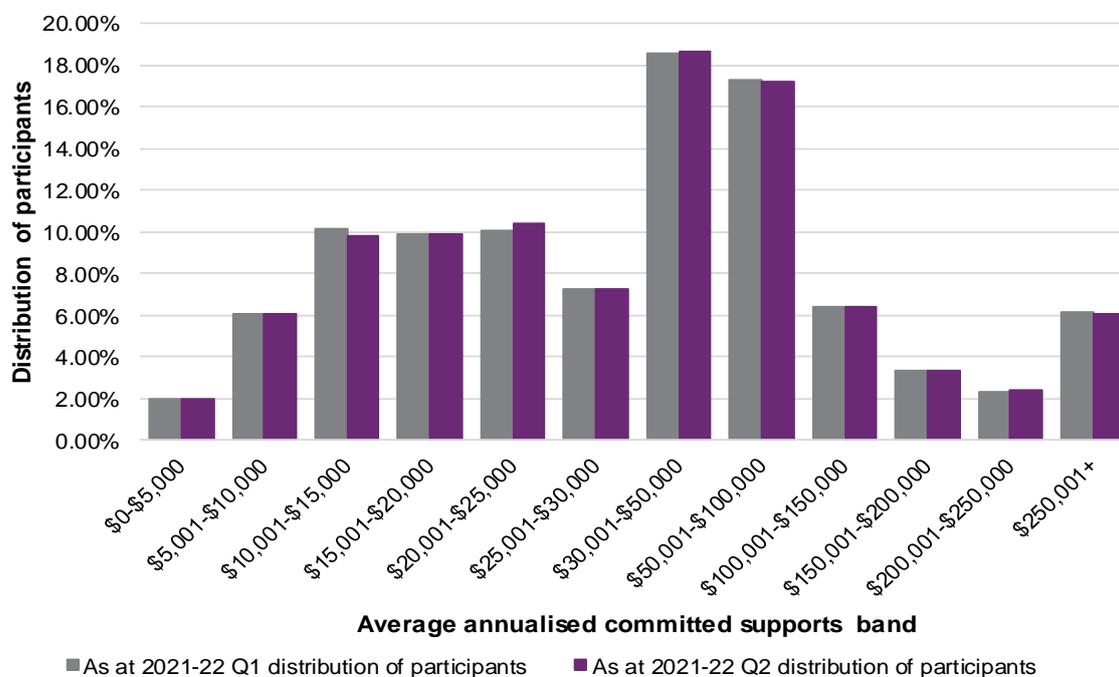
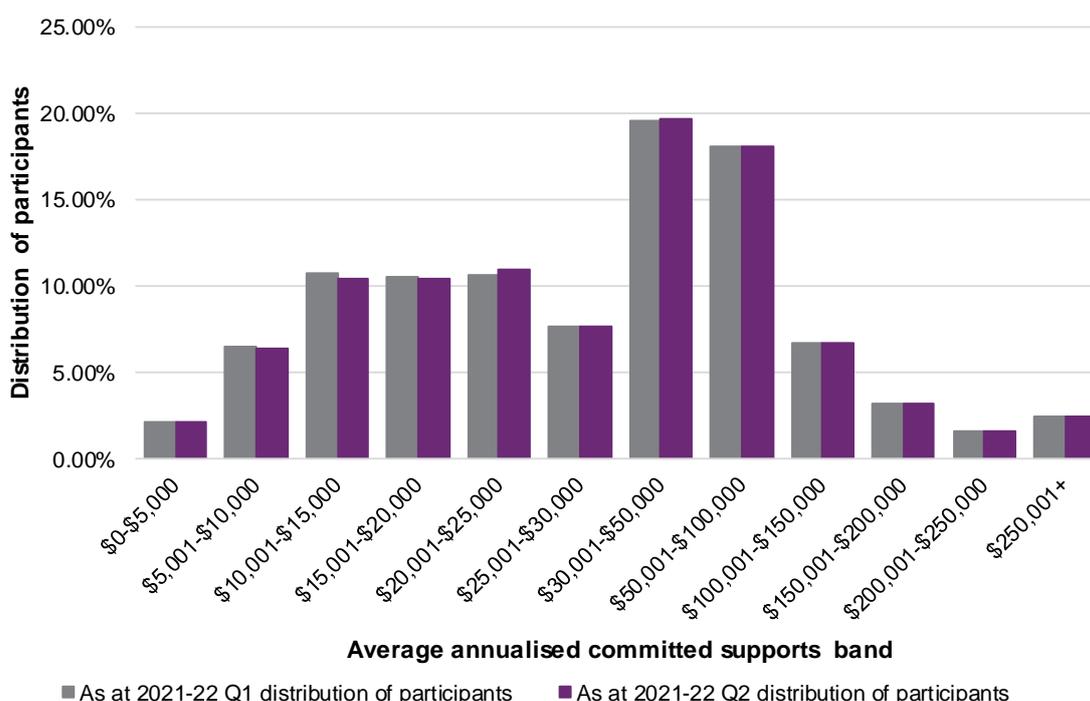
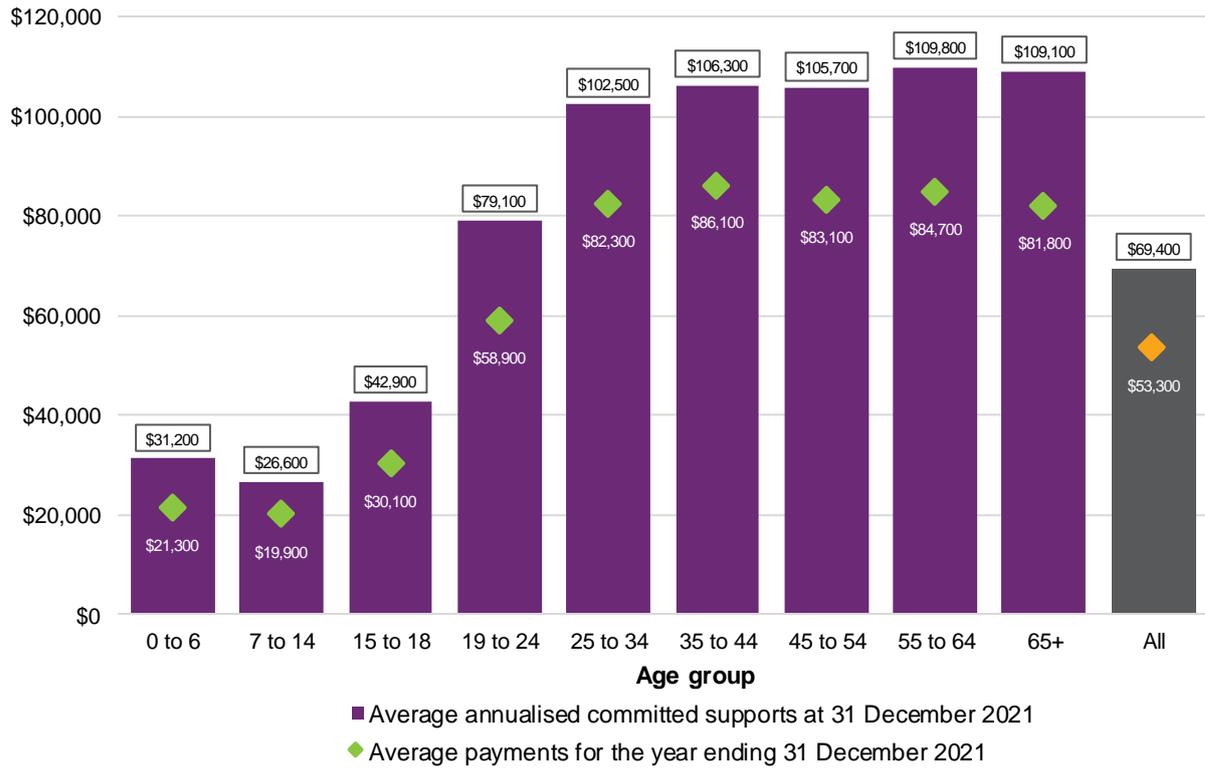


Figure I.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Western Australia

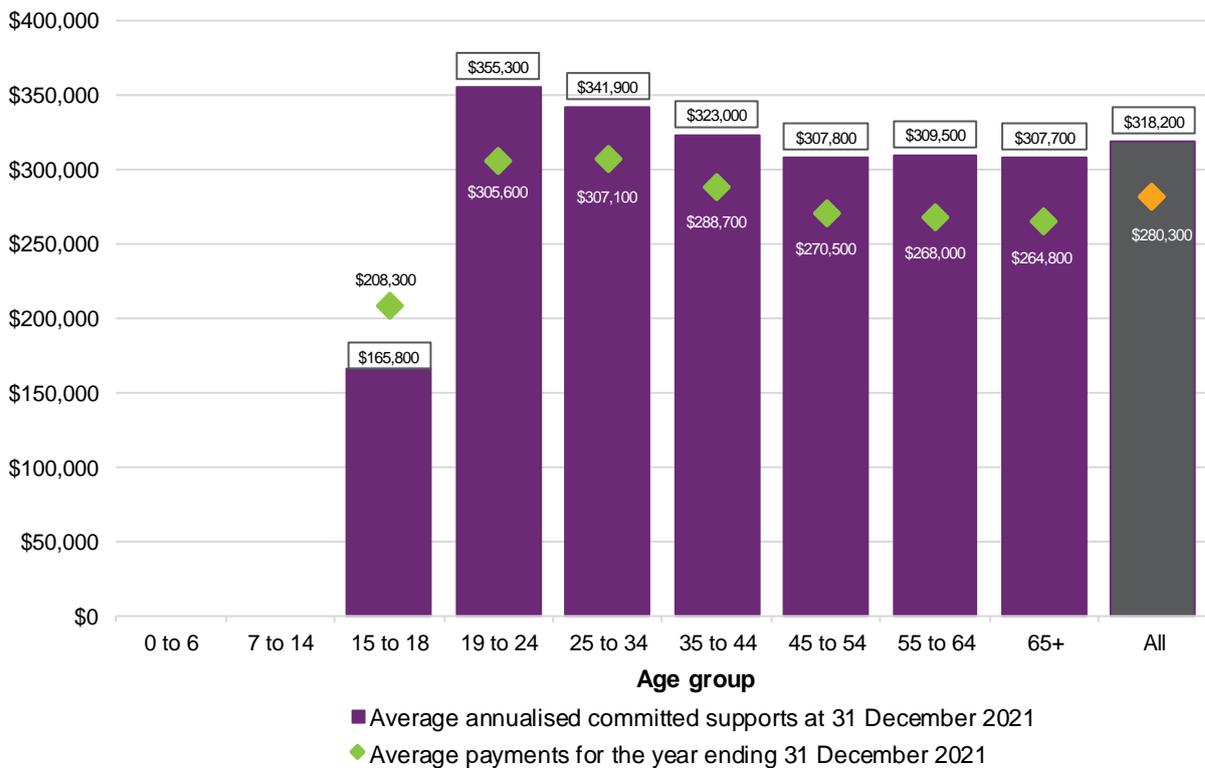


<sup>469</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Western Australia.

**Figure I.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – Western Australia** <sup>470</sup>



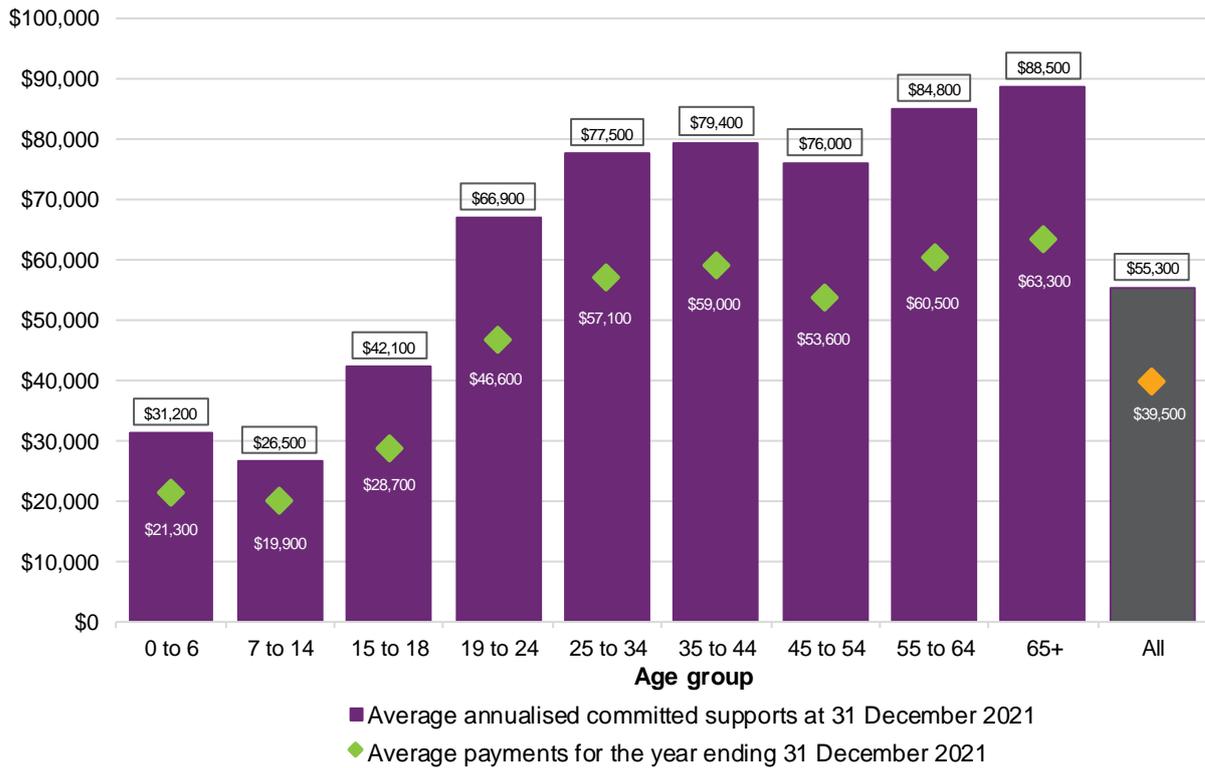
**Figure I.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Western Australia** <sup>471</sup>



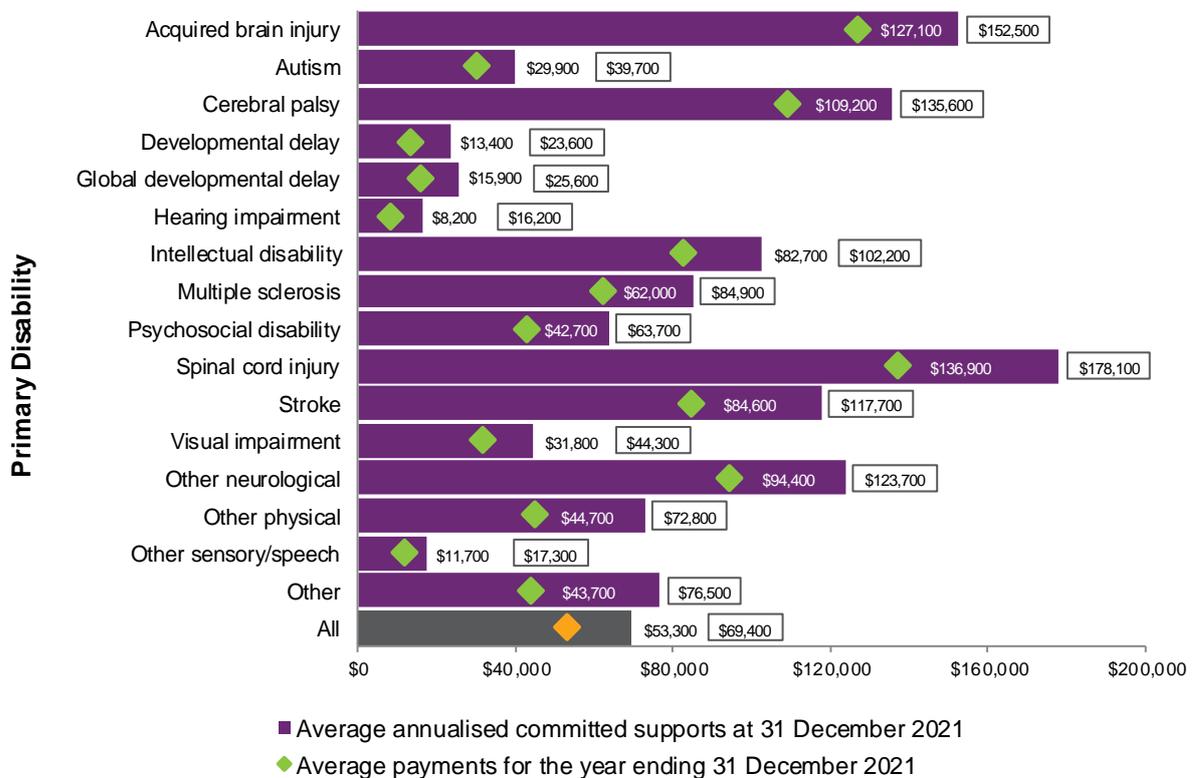
<sup>470</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>471</sup> Ibid.

**Figure I.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Western Australia** <sup>472</sup>



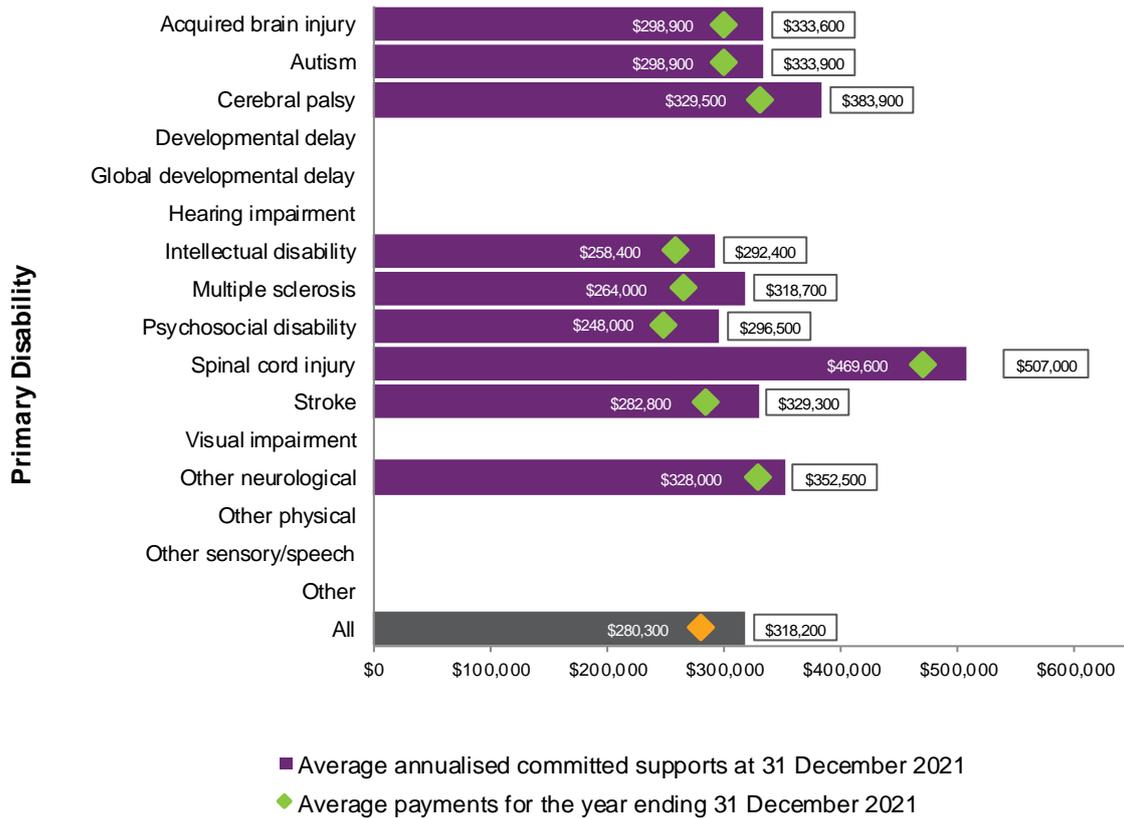
**Figure I.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Western Australia** <sup>473</sup>



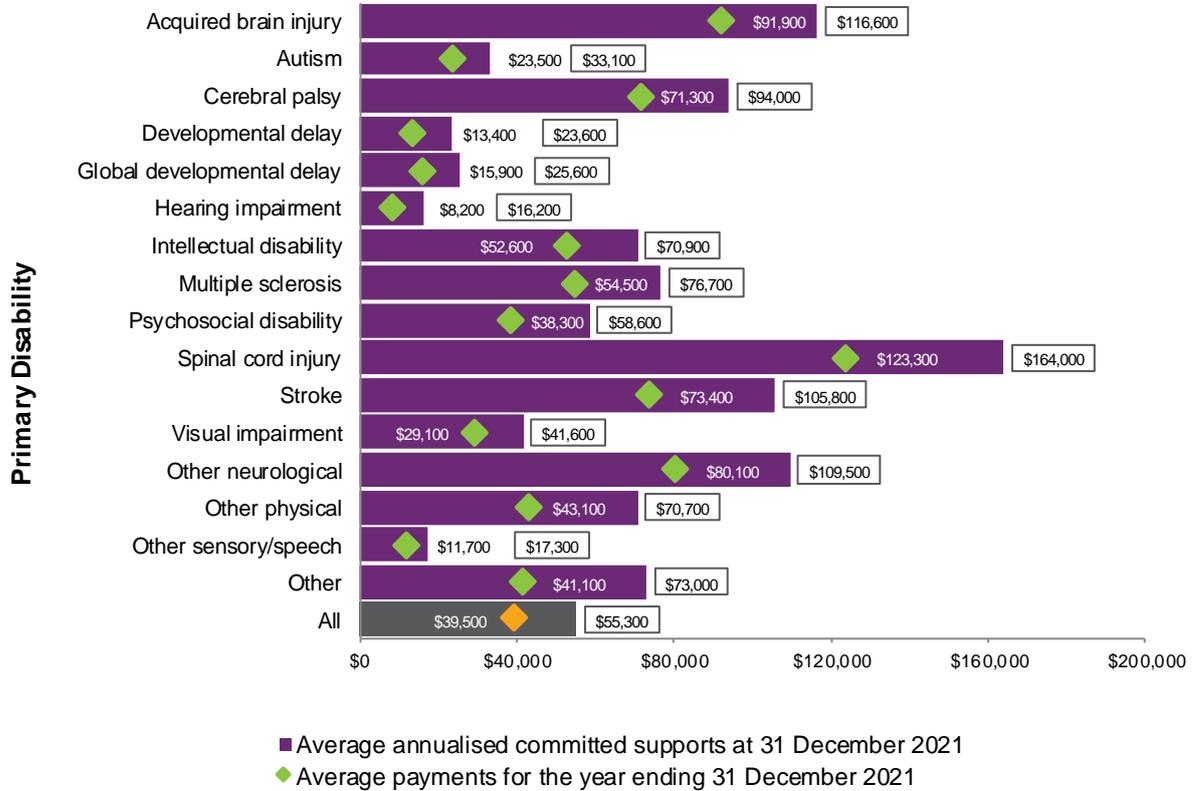
<sup>472</sup> Ibid.

<sup>473</sup> Ibid.

**Figure I.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Western Australia** <sup>474</sup>



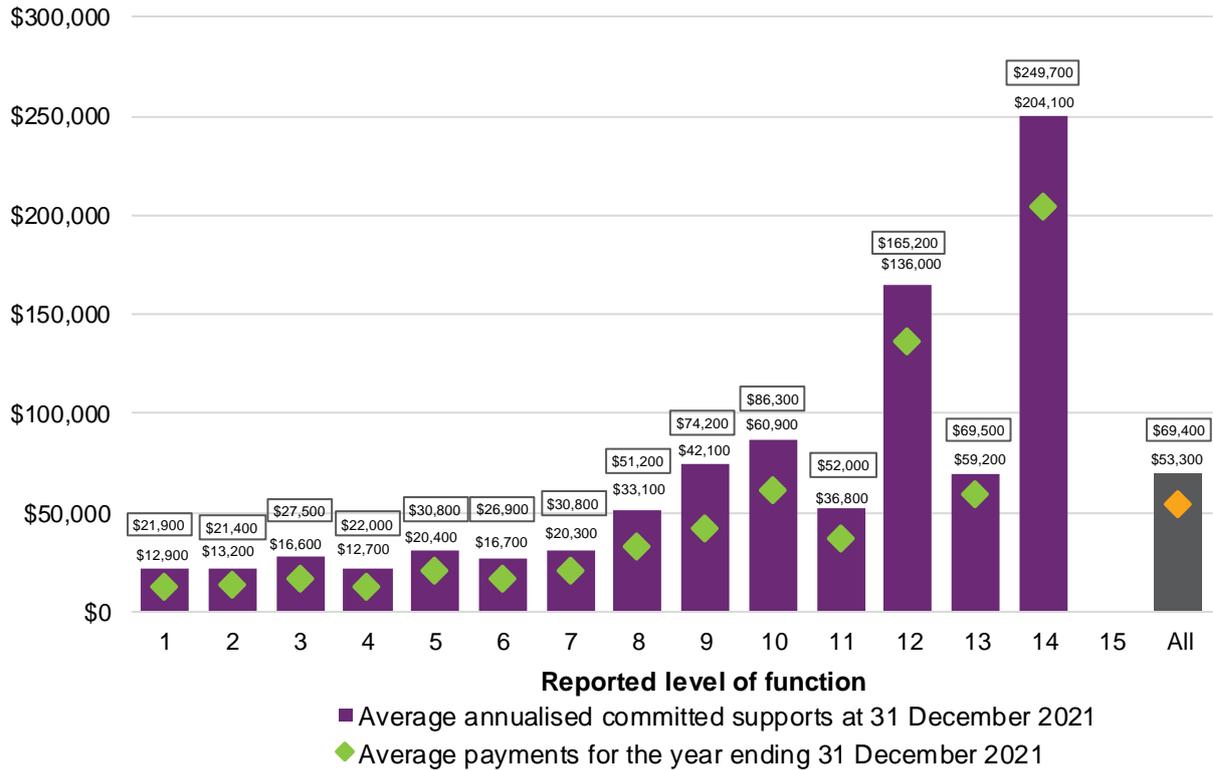
**Figure I.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Western Australia** <sup>475</sup>



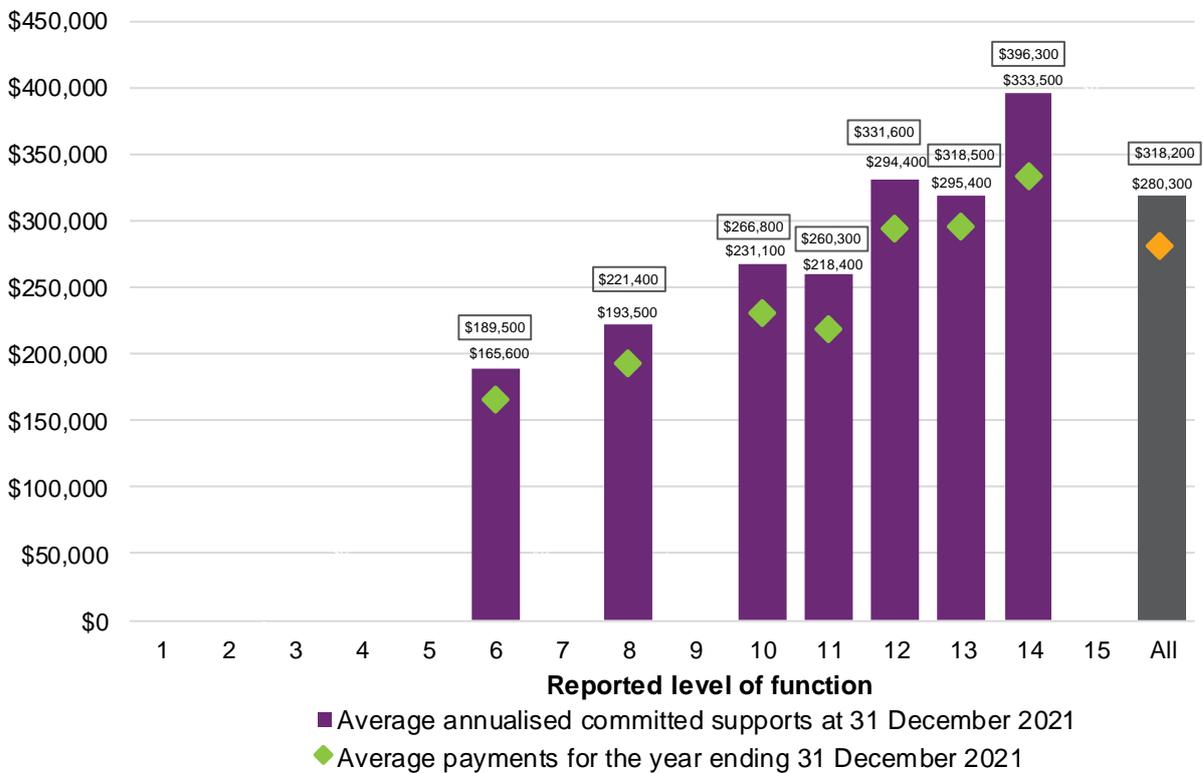
<sup>474</sup> Ibid.

<sup>475</sup> Ibid.

**Figure I.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Western Australia <sup>476</sup>**



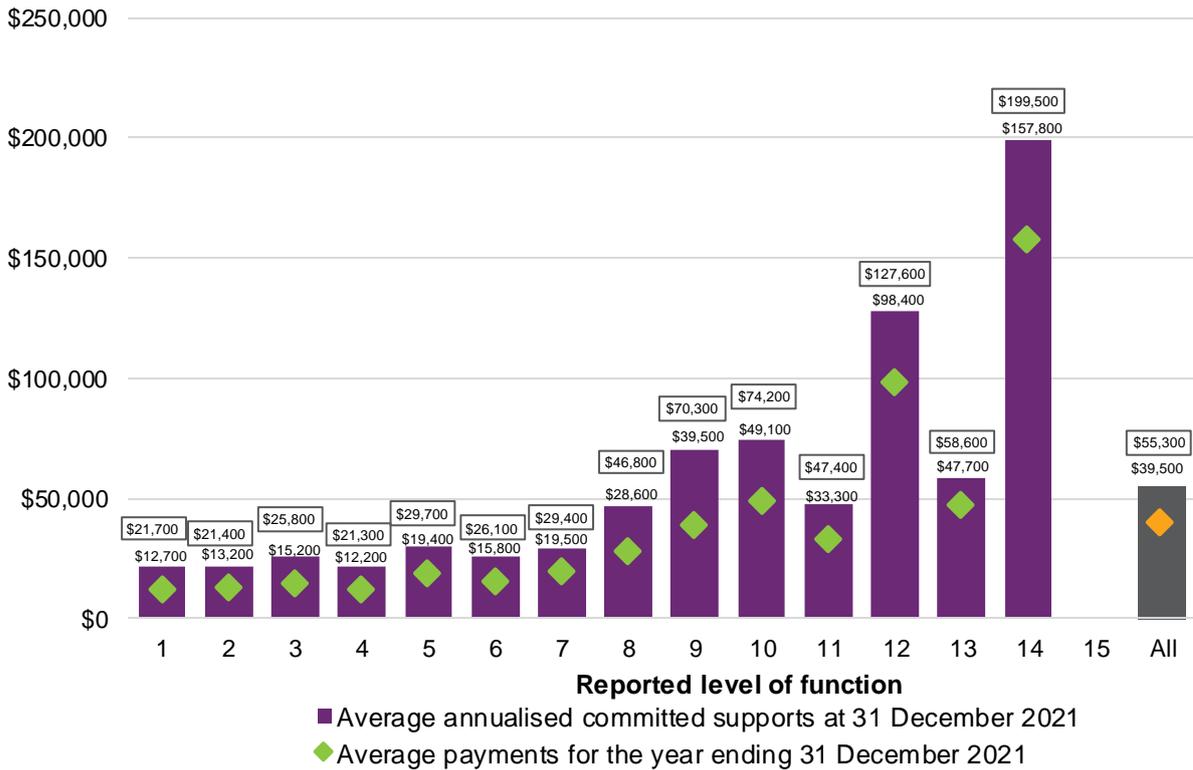
**Figure I.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Western Australia <sup>477</sup>**



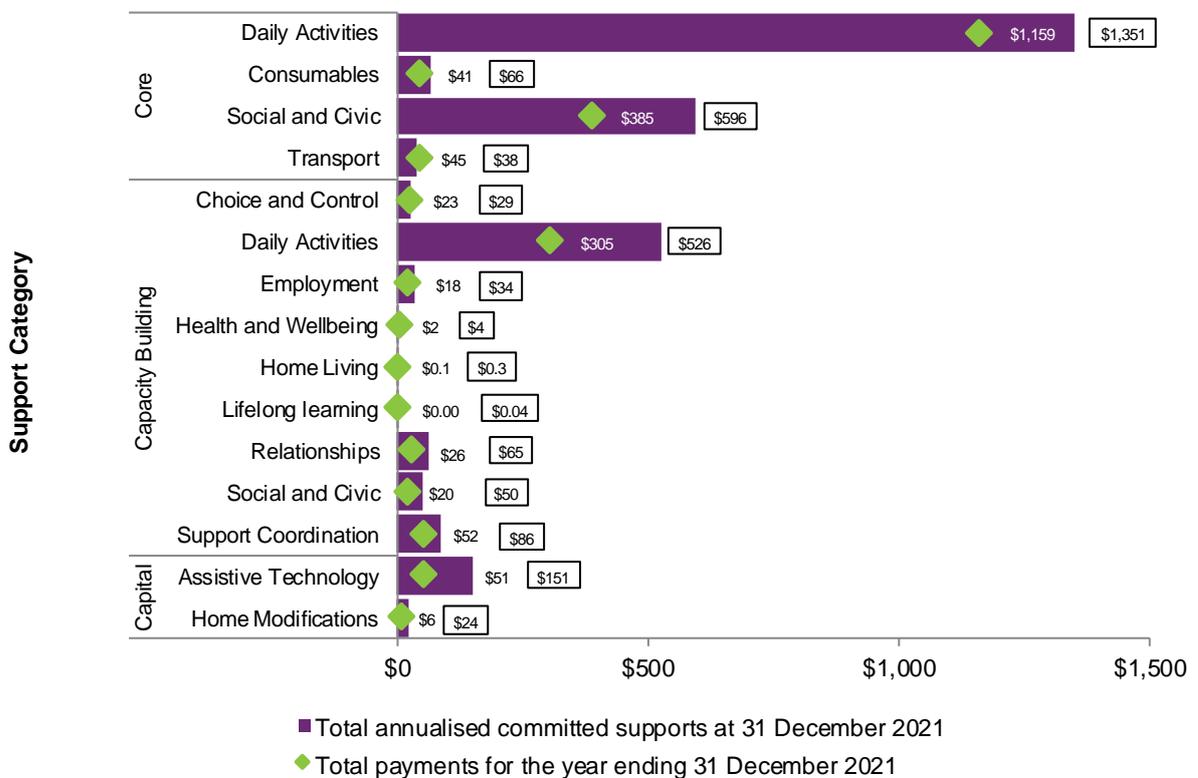
<sup>476</sup> Ibid.

<sup>477</sup> Ibid.

**Figure I.28 Average annualised committed supports and average payments (participants not in SIL) by level of function as at 31 December 2021 – Western Australia** <sup>478</sup>



**Figure I.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Western Australia** <sup>479 480</sup>

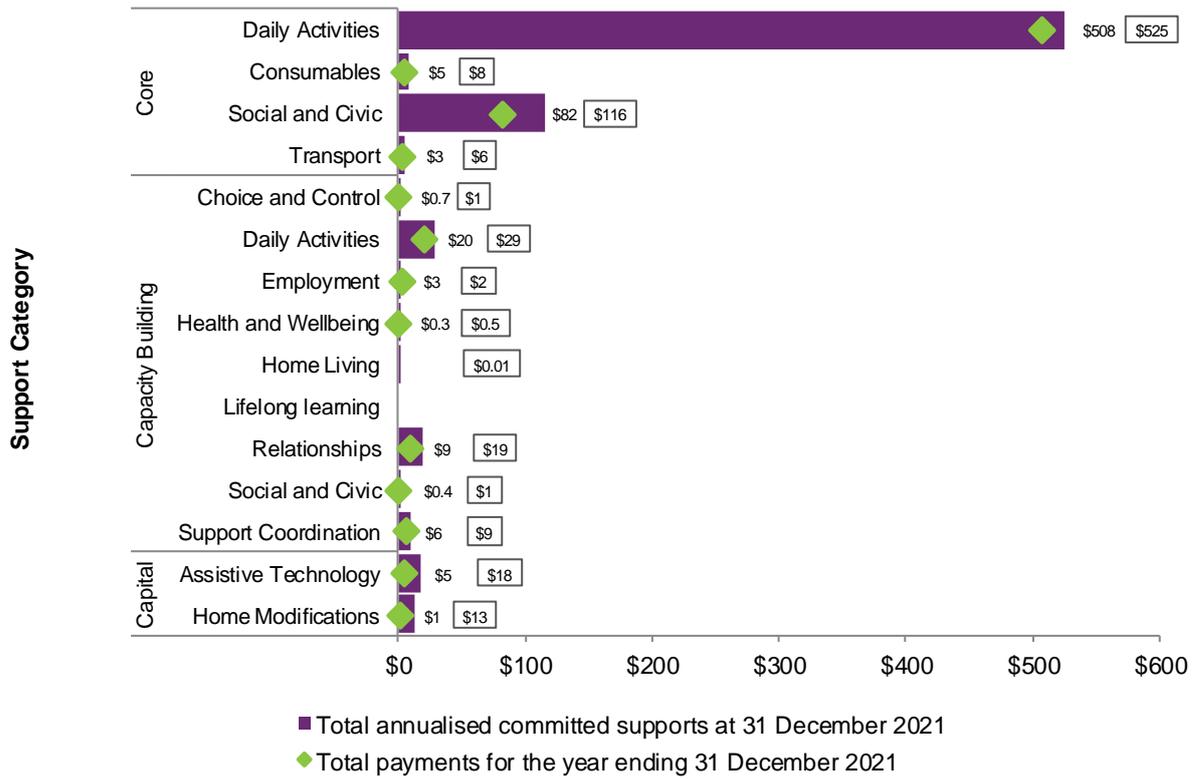


<sup>478</sup> Ibid.

<sup>479</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>480</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

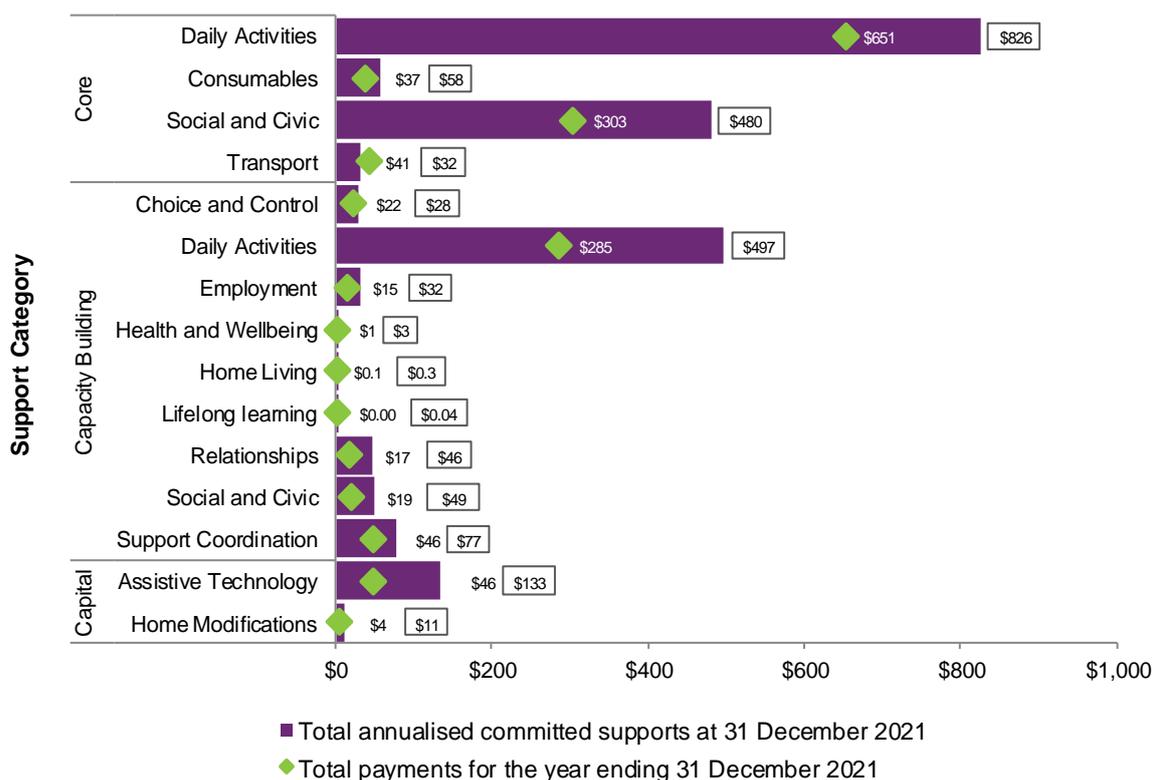
**Figure I.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Western Australia** <sup>481 482</sup>



<sup>481</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>482</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure I.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Western Australia** <sup>483 484</sup>



**Table I.71 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia** <sup>485</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.1	19.3	69.9	172.4	223.5	543.8	1,531.7	2,724.7	1,489.1
Total Paid	0.0	11.1	51.5	133.2	166.1	390.7	1,016.6	1,914.9	1,004.5
% utilised to date	13%	57%	74%	77%	74%	72%	66%	70%	67%

<sup>483</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>484</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

<sup>485</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

Figure I.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Western Australia

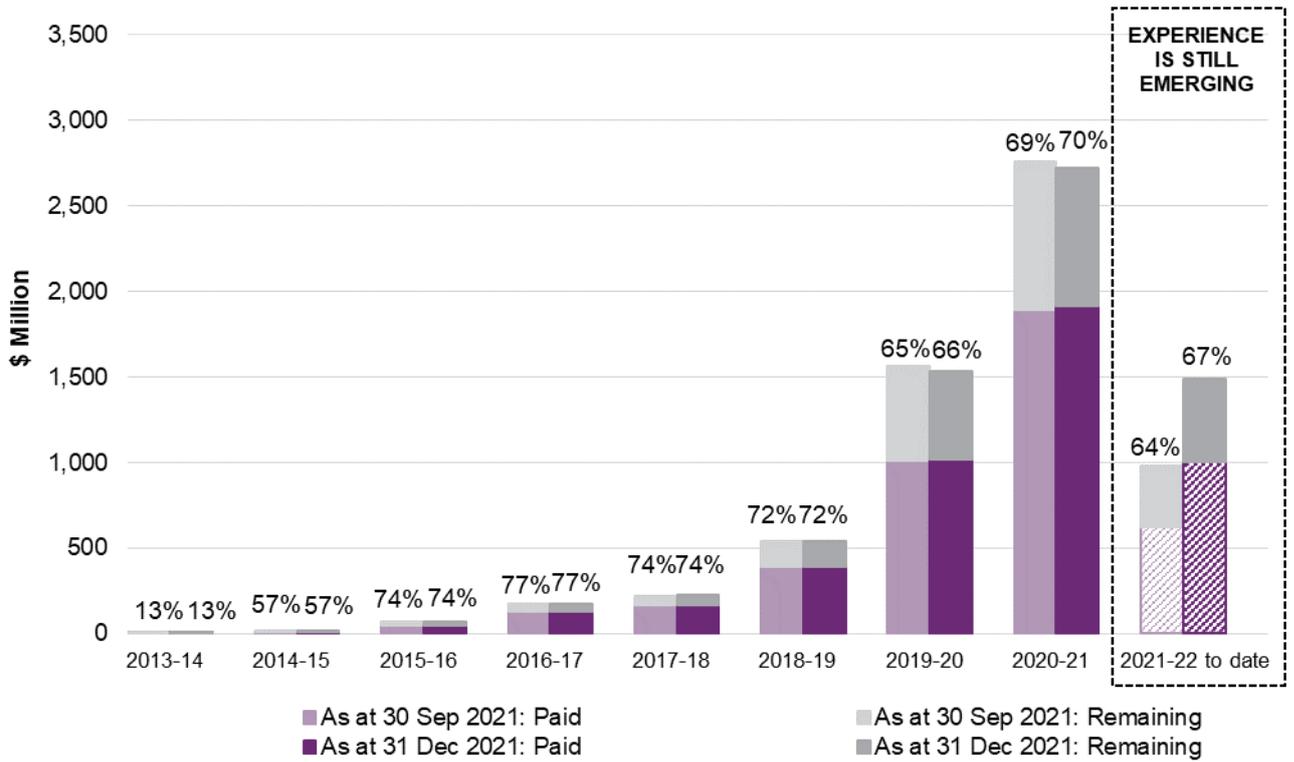
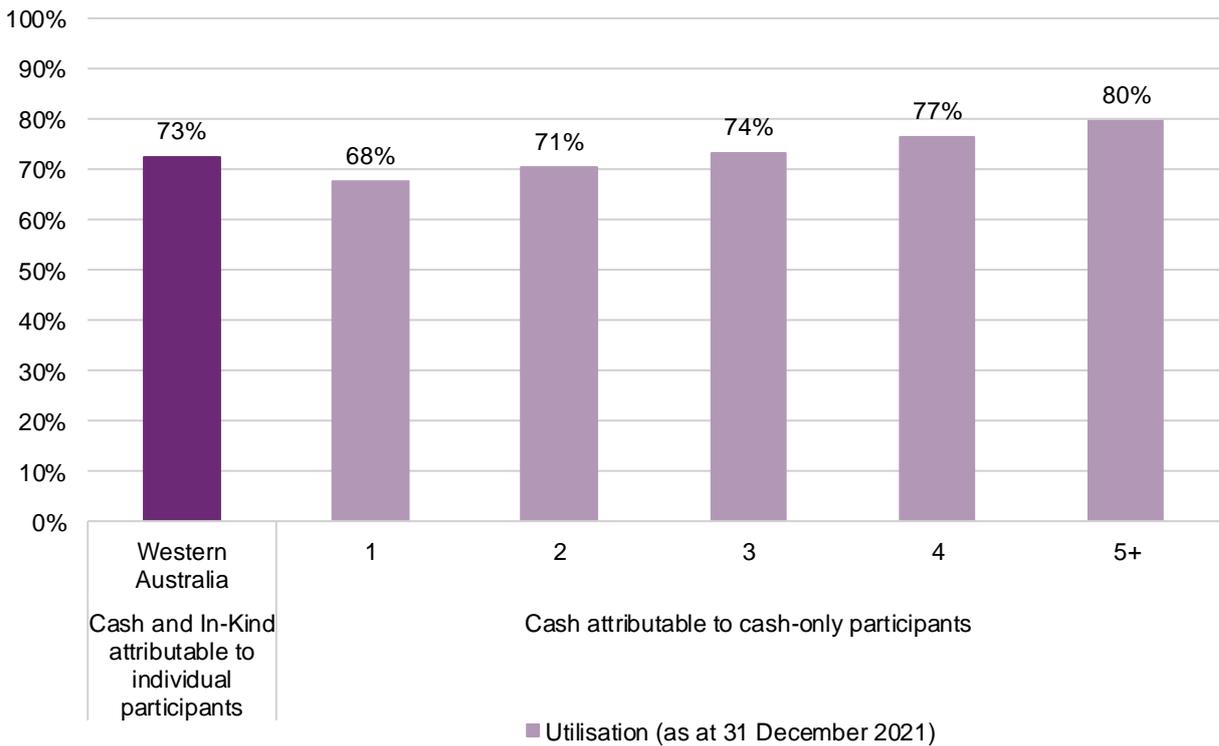


Figure I.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Western Australia <sup>486</sup>



<sup>486</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure I.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Western Australia <sup>487</sup>

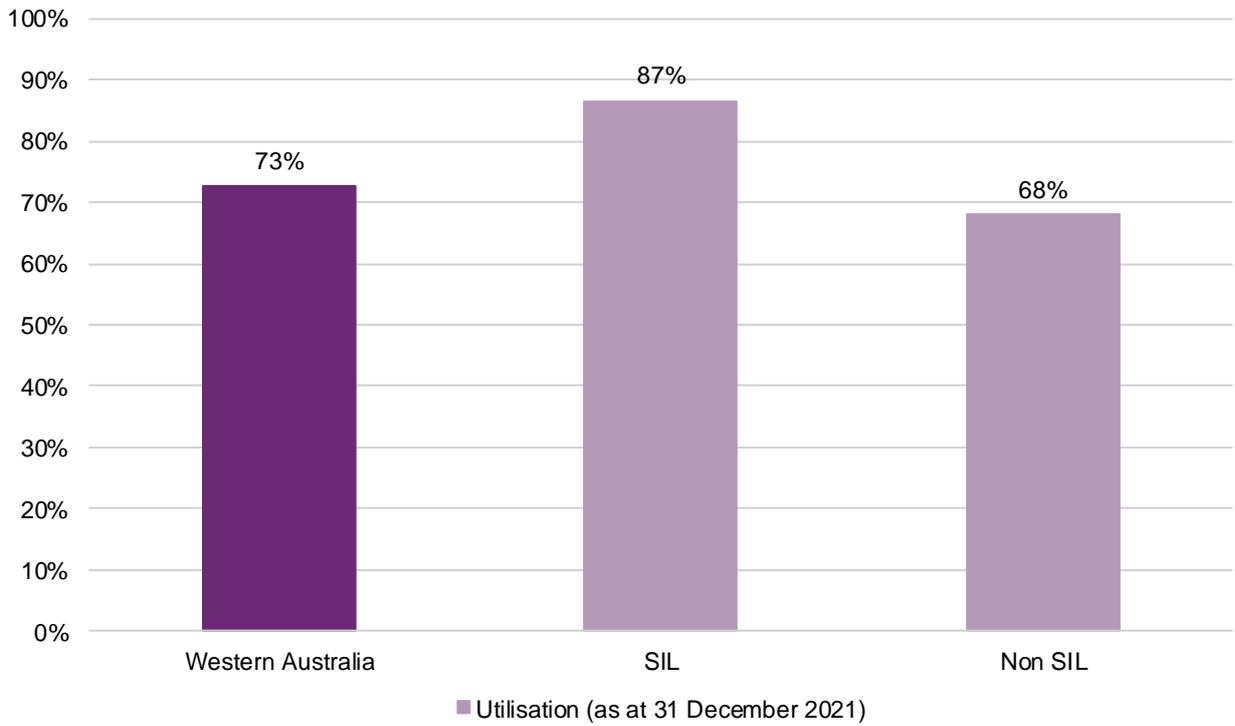
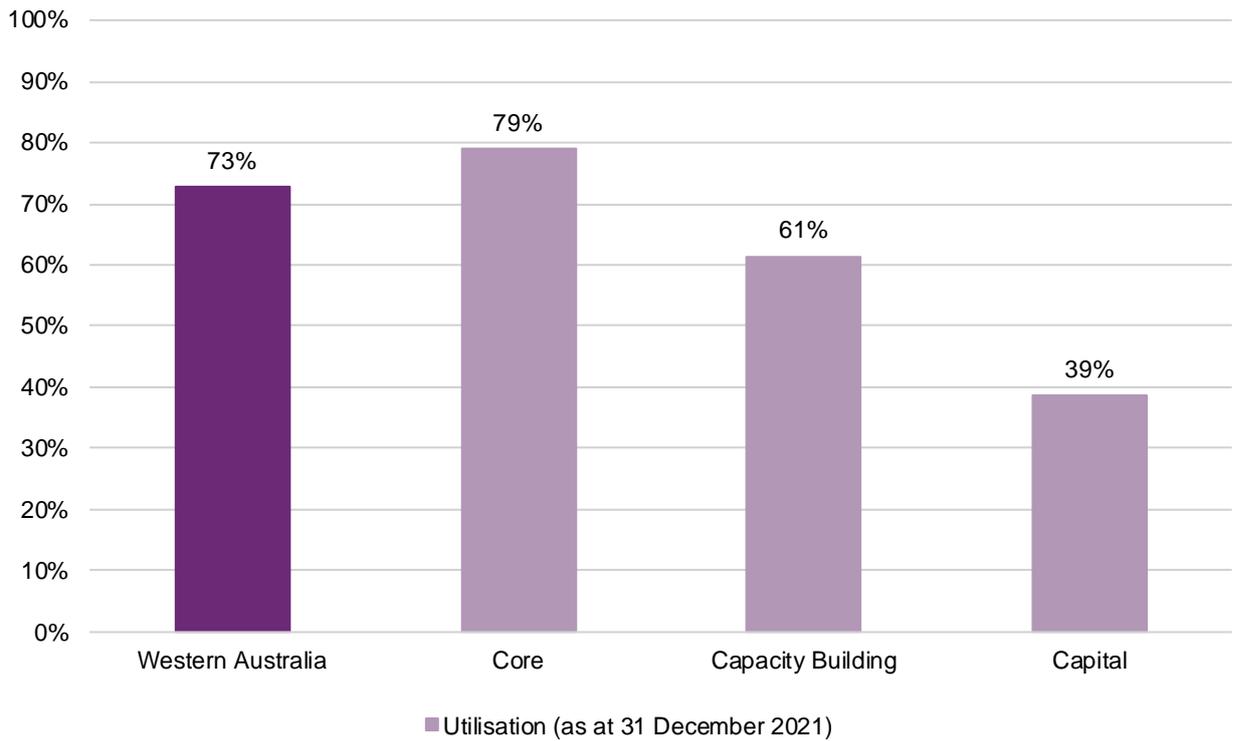


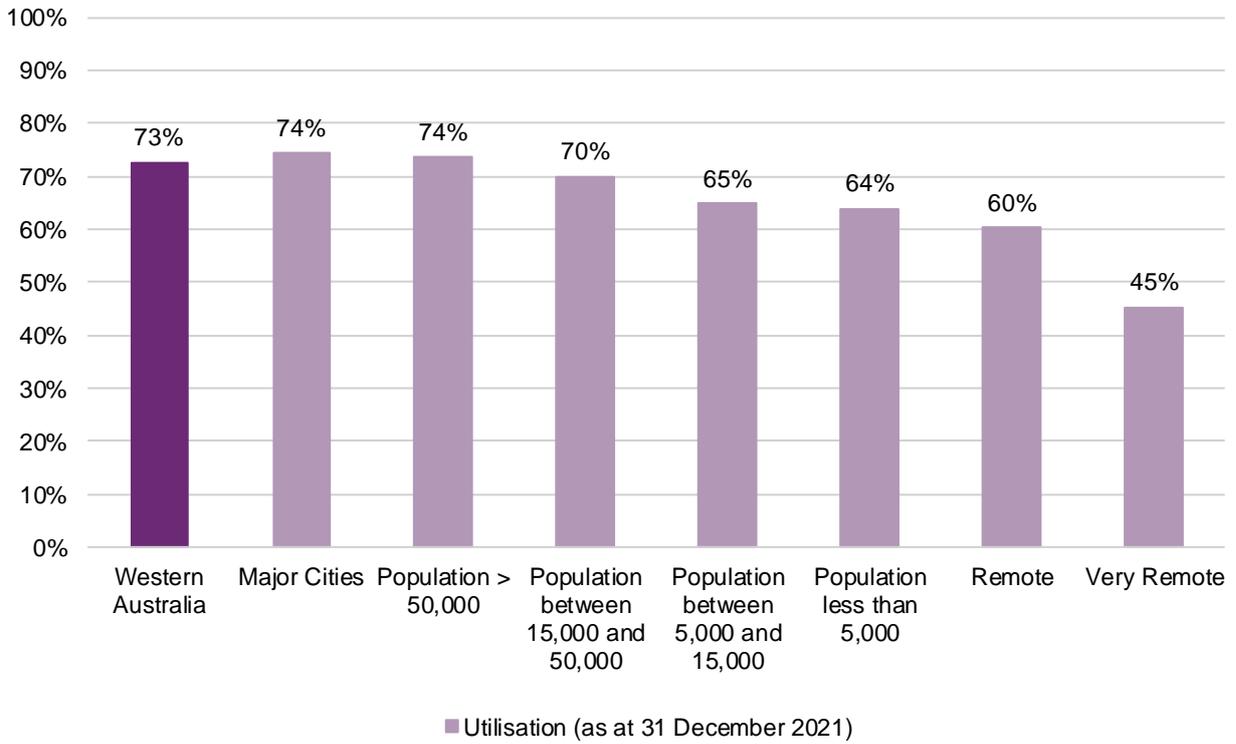
Figure I.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Western Australia <sup>488</sup>



<sup>487</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>488</sup> Ibid.

Figure I.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Western Australia <sup>489</sup>



<sup>489</sup> Ibid.

# Appendix J: South Australia

## Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia <sup>490</sup>

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
South Australia	42,252	1,711	43,963	612	44,575

Table J.2 Active participants by quarter of entry, plan and entry type – South Australia <sup>491</sup>

	Prior Quarters	2021-22 Q2	Total
Access decisions	54,136	2,261	56,397
Active Eligible	43,356	1,712	45,068
<i>New</i>	27,642	1,660	29,302
<i>State</i>	12,856	27	12,883
<i>Commonwealth</i>	2,858	25	2,883
Active Participant Plans (excl ECA)	42,252	1,711	43,963
<i>New</i>	26,677	1,660	28,337
<i>State</i>	12,752	23	12,775
<i>Commonwealth</i>	2,823	28	2,851
Active Participant Plans	42,952	2,323	44,575
<i>Early Intervention (s25)</i>	13,397	803	14,200
<i>Permanent Disability (s24)</i>	28,855	908	29,763
<i>ECA</i>	700	612	612

Table J.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – South Australia

Exits	Total
Total participant exits	2,539
<i>Early Intervention participants</i>	1,239
<i>Permanent disability participants</i>	1,300

<sup>490</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>491</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table J.4 Cumulative numbers of active participants (including ECA) by services previously received – South Australia** <sup>492</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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	<11	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
End of 2020-21 Q3	12,798	2,810	24,000	499	40,107
End of 2020-21 Q4	12,798	2,840	25,396	673	41,707
End of 2021-22 Q1	12,814	2,844	26,808	700	43,166
End of 2021-22 Q2	12,775	2,851	28,337	612	44,575

**Table J.5 Cumulative numbers of active participants by entry criteria into the Scheme – South Australia** <sup>493 494 495</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2020-21 Q3	12,710	26,898	499	40,107
End of 2020-21 Q4	13,243	27,791	673	41,707
End of 2021-22 Q1	13,638	28,828	700	43,166
End of 2021-22 Q2	14,200	29,763	612	44,575

<sup>492</sup> This table shows the total numbers of active participants at the end of each period.

<sup>493</sup> Ibid.

<sup>494</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>495</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table J.6 Assessment of access by age group – South Australia** <sup>496</sup>

Age Group	Prior Quarters		2021-22 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	14,620	96%	740	98%	15,360	96%
7 to 14	9,931	89%	296	83%	10,227	89%
15 to 18	2,190	89%	76	80%	2,266	89%
19 to 24	2,294	88%	63	74%	2,357	87%
25 to 34	3,327	86%	96	65%	3,423	85%
35 to 44	3,376	81%	114	65%	3,490	81%
45 to 54	4,698	78%	151	59%	4,849	77%
55 to 64	5,882	73%	179	48%	6,061	72%
65+	366	64%	11	79%	377	64%
Missing	<11		<11		<11	
<b>Total</b>	<b>46,684</b>	<b>86%</b>	<b>1,726</b>	<b>76%</b>	<b>48,410</b>	<b>86%</b>

**Table J.7 Assessment of access by disability – South Australia** <sup>497</sup>

Disability	Prior Quarters		2021-22 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	1,794	94%	39	76%	1,833	93%
Autism	17,039	98%	488	98%	17,527	98%
Cerebral palsy	1,277	97%	14	93%	1,291	97%
Developmental delay	3,461	96%	455	98%	3,916	96%
Global developmental delay	1,574	99%	143	98%	1,717	99%
Hearing impairment	1,822	91%	57	88%	1,879	90%
Intellectual disability	8,406	95%	117	90%	8,523	95%
Multiple sclerosis	839	87%	38	83%	877	87%
Psychosocial disability	3,162	64%	158	52%	3,320	63%
Spinal cord injury	463	96%	13	87%	476	96%
Stroke	574	83%	38	83%	612	83%
Visual impairment	789	86%	15	60%	804	85%
Other neurological	1,849	80%	70	74%	1,919	79%
Other physical	2,027	49%	42	23%	2,069	48%
Other sensory/speech	869	52%	<11		871	52%
Other	389	39%	37	22%	426	37%
Missing	350	93%	<11		350	93%
<b>Total</b>	<b>46,684</b>	<b>86%</b>	<b>1,726</b>	<b>76%</b>	<b>48,410</b>	<b>86%</b>

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

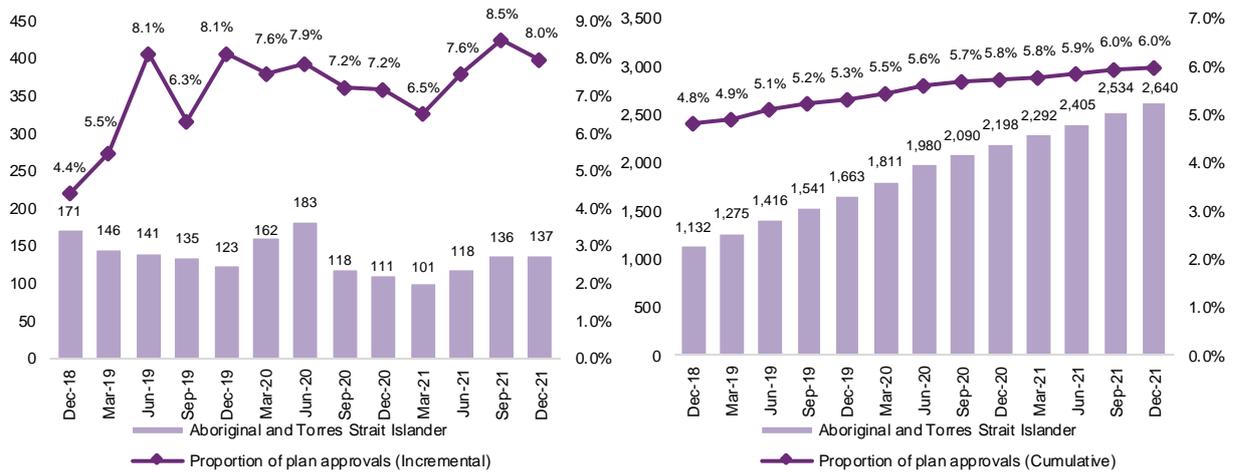
**Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,503	5.9%	137	8.0%	<b>2,640</b>	<b>6.0%</b>
Not Aboriginal and Torres Strait Islander	34,156	80.8%	1,281	74.9%	<b>35,437</b>	<b>80.6%</b>
Not Stated	5,593	13.2%	293	17.1%	<b>5,886</b>	<b>13.4%</b>
<b>Total</b>	<b>42,252</b>	<b>100%</b>	<b>1,711</b>	<b>100%</b>	<b>43,963</b>	<b>100%</b>

<sup>496</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received support and are therefore more likely to meet eligibility criteria to the Scheme.

<sup>497</sup> Ibid.

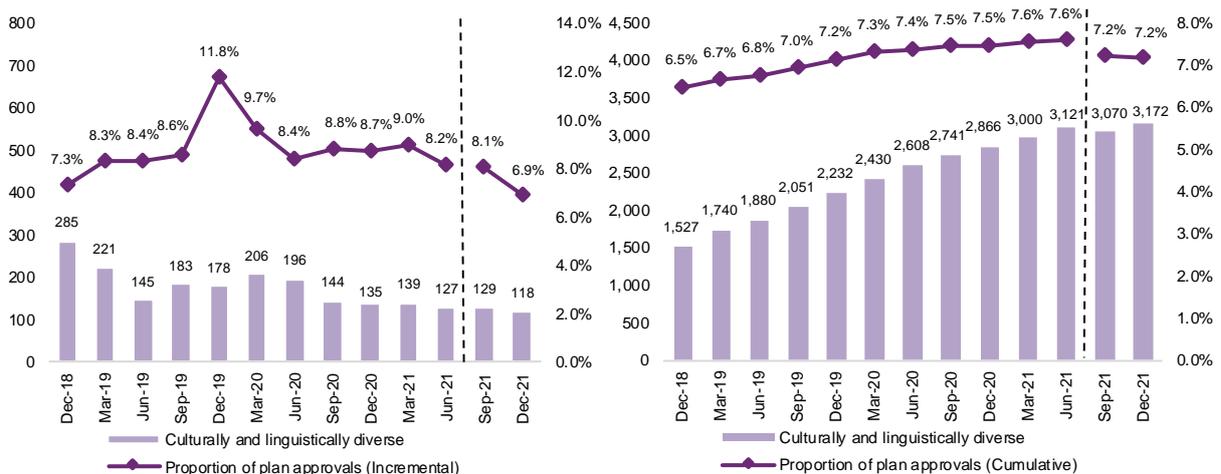
**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia <sup>498</sup>**



**Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia <sup>499</sup>**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,054	7.2%	118	6.9%	3,172	7.2%
Not culturally and linguistically diverse	39,155	92.7%	1,593	93.1%	40,748	92.7%
Not stated	43	0.1%	<11		43	0.1%
<b>Total</b>	<b>42,252</b>	<b>100%</b>	<b>1,711</b>	<b>100%</b>	<b>43,963</b>	<b>100%</b>

**Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia <sup>500 501</sup>**



**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 2021 – South Australia <sup>502</sup>**

	Total
<b>Age group</b>	<b>N</b>
Under 45	<11
45 to 54	25
55 to 64	141
<b>Total YPIRAC (under 65)</b>	<b>171</b>

<sup>498</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

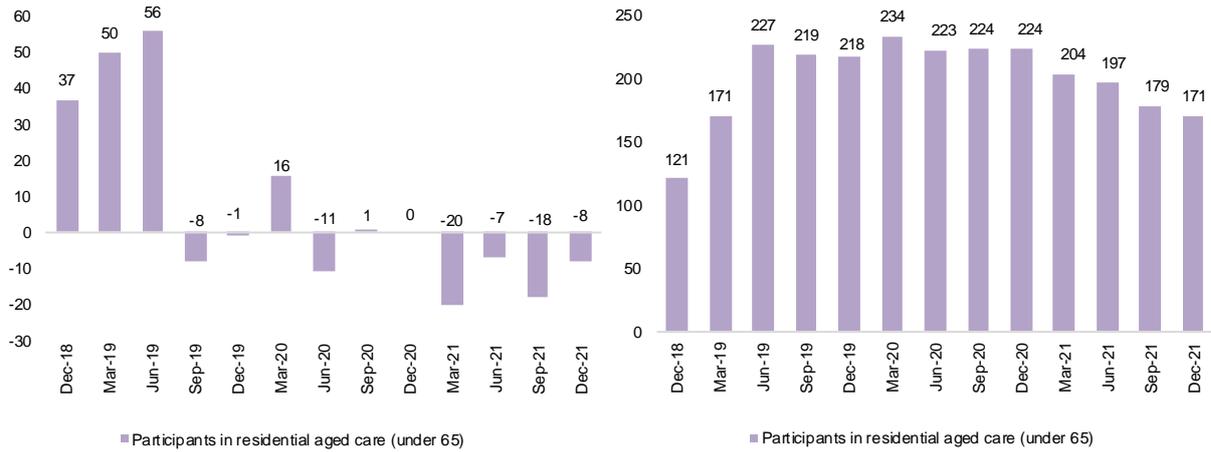
<sup>499</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>500</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>501</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>502</sup> There are a further 127 active participants aged 65 years or over who are currently in residential aged care.

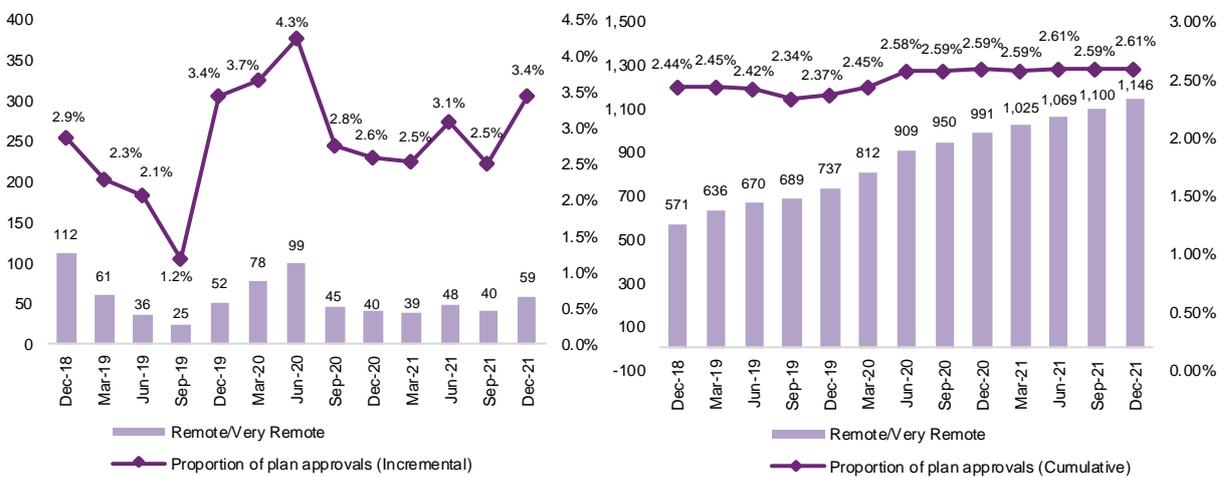
**Figure J.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia** <sup>503</sup>



**Table J.11 Participant profile per quarter by remoteness – South Australia** <sup>504 505</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	31,939	75.6%	1,265	73.9%	<b>33,204</b>	<b>75.5%</b>
Population > 50,000	697	1.6%	27	1.6%	<b>724</b>	<b>1.6%</b>
Population between 15,000 and 50,000	3,716	8.8%	157	9.2%	<b>3,873</b>	<b>8.8%</b>
Population between 5,000 and 15,000	1,485	3.5%	63	3.7%	<b>1,548</b>	<b>3.5%</b>
Population less than 5,000	3,326	7.9%	140	8.2%	<b>3,466</b>	<b>7.9%</b>
Remote	753	1.8%	38	2.2%	<b>791</b>	<b>1.8%</b>
Very Remote	334	0.8%	21	1.2%	<b>355</b>	<b>0.8%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>42,252</b>	<b>100%</b>	<b>1,711</b>	<b>100%</b>	<b>43,963</b>	<b>100%</b>

**Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>506 507</sup>



<sup>503</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to March 2018.

<sup>504</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>505</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>506</sup> Ibid.

<sup>507</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table J.12 Participant profile per quarter by primary disability group – South Australia** <sup>508 509 510</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	16,473	39%	516	30%	16,989	39%
Intellectual disability	7,945	19%	111	6%	8,056	18%
Psychosocial disability	2,905	7%	167	10%	3,072	7%
Developmental delay	2,613	6%	420	25%	3,033	7%
Hearing impairment	1,711	4%	52	3%	1,763	4%
Other neurological	1,499	4%	80	5%	1,579	4%
Other physical	1,720	4%	41	2%	1,761	4%
Cerebral palsy	1,210	3%	20	1%	1,230	3%
Acquired brain injury	1,575	4%	41	2%	1,616	4%
Global developmental delay	1,349	3%	121	7%	1,470	3%
Visual impairment	744	2%	17	1%	761	2%
Multiple sclerosis	785	2%	37	2%	822	2%
Stroke	506	1%	38	2%	544	1%
Spinal cord injury	419	1%	<11		428	1%
Other	332	1%	38	2%	370	1%
Other sensory/speech	466	1%	<11		469	1%
<b>Total</b>	<b>42,252</b>	<b>100%</b>	<b>1,711</b>	<b>100%</b>	<b>43,963</b>	<b>100%</b>

**Table J.13 Participant profile per quarter (participants in SIL) by primary disability group – South Australia** <sup>511 512</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	283	12%	<11		283	12%
Intellectual disability	1,397	58%	<11		1,397	58%
Psychosocial disability	113	5%	<11		113	5%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	97	4%	<11		98	4%
Other physical	21	1%	<11		21	1%
Cerebral palsy	186	8%	<11		186	8%
Acquired brain injury	232	10%	<11		232	10%
Global developmental delay	<11		<11		<11	
Visual impairment	11	0%	<11		11	0%
Multiple sclerosis	29	1%	<11		29	1%
Stroke	24	1%	<11		24	1%
Spinal cord injury	15	1%	<11		15	1%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
<b>Total</b>	<b>2,415</b>	<b>100%</b>	<b>&lt;11</b>		<b>2,416</b>	<b>100%</b>

<sup>508</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>509</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>510</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in South Australia (797).

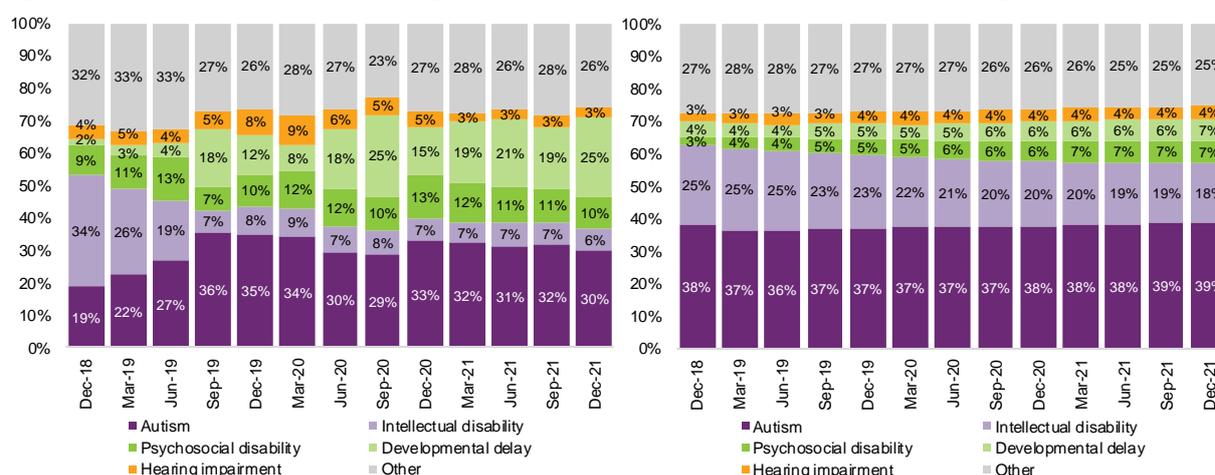
<sup>511</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>512</sup> Down syndrome is included in intellectual disability, representing 7% of participants in SIL (202).

Table J.14 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia <sup>513</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	16,190	41%	516	30%	16,706	40%
Intellectual disability	6,548	16%	111	6%	6,659	16%
Psychosocial disability	2,792	7%	167	10%	2,959	7%
Developmental delay	2,613	7%	420	25%	3,033	7%
Hearing impairment	1,711	4%	52	3%	1,763	4%
Other neurological	1,402	4%	79	5%	1,481	4%
Other physical	1,699	4%	41	2%	1,740	4%
Cerebral palsy	1,024	3%	20	1%	1,044	3%
Acquired brain injury	1,343	3%	41	2%	1,384	3%
Global developmental delay	1,349	3%	121	7%	1,470	4%
Visual impairment	733	2%	17	1%	750	2%
Multiple sclerosis	756	2%	37	2%	793	2%
Stroke	482	1%	38	2%	520	1%
Spinal cord injury	404	1%	<11		413	1%
Other	325	1%	38	2%	363	1%
Other sensory/speech	466	1%	<11		469	1%
<b>Total</b>	<b>39,837</b>	<b>100%</b>	<b>1,710</b>	<b>100%</b>	<b>41,547</b>	<b>100%</b>

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia <sup>514</sup>



<sup>513</sup> Down syndrome is included in intellectual disability, representing 1% of participants not in SIL (595).

<sup>514</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table J.15 Participant profile per quarter by reported level of function – South Australia <sup>515</sup>

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	3,219	8%	386	23%	3,605	8%
2 (High Function)	52	0%	<11		57	0%
3 (High Function)	2,193	5%	154	9%	2,347	5%
4 (High Function)	2,069	5%	67	4%	2,136	5%
5 (High Function)	2,773	7%	128	7%	2,901	7%
6 (Moderate Function)	11,187	27%	462	27%	11,649	27%
7 (Moderate Function)	2,215	5%	56	3%	2,271	5%
8 (Moderate Function)	2,908	7%	113	7%	3,021	7%
9 (Moderate Function)	202	0%	13	1%	215	0%
10 (Moderate Function)	4,460	11%	133	8%	4,593	10%
11 (Low Function)	1,546	4%	15	1%	1,561	4%
12 (Low Function)	5,098	12%	111	6%	5,209	12%
13 (Low Function)	3,694	9%	66	4%	3,760	9%
14 (Low Function)	559	1%	<11		560	1%
15 (Low Function)	<11		<11		<11	
Missing	73		<11		73	
<b>Total</b>	<b>42,252</b>	<b>100%</b>	<b>1,711</b>	<b>100%</b>	<b>43,963</b>	<b>100%</b>

Figure J.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – South Australia <sup>516</sup>

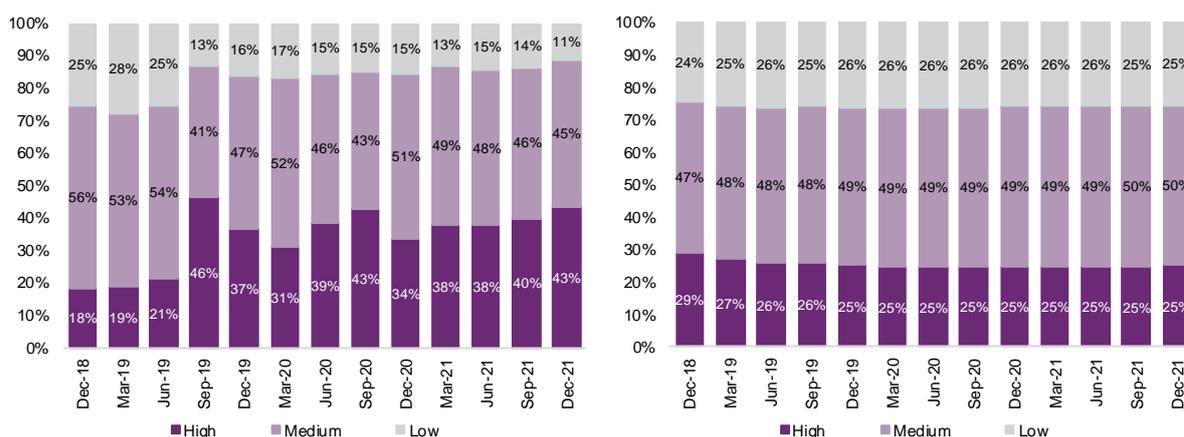


Table J.16 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	5,428	13%	694	41%	6,122	14%
7 to 14	12,546	30%	302	18%	12,848	29%
15 to 18	4,085	10%	70	4%	4,155	9%
19 to 24	3,448	8%	68	4%	3,516	8%
25 to 34	3,263	8%	108	6%	3,371	8%
35 to 44	3,124	7%	126	7%	3,250	7%
45 to 54	3,874	9%	152	9%	4,026	9%
55 to 64	4,827	11%	179	10%	5,006	11%
65+	1,657	4%	12	1%	1,669	4%
<b>Total</b>	<b>42,252</b>	<b>100%</b>	<b>1,711</b>	<b>100%</b>	<b>43,963</b>	<b>100%</b>

<sup>515</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>516</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table J.17 Participant profile per quarter (participants in SIL) by age group – South Australia <sup>517</sup>

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	18	1%	<11		18	1%
19 to 24	174	7%	<11		174	7%
25 to 34	391	16%	<11		391	16%
35 to 44	438	18%	<11		438	18%
45 to 54	612	25%	<11		612	25%
55 to 64	608	25%	<11		609	25%
65+	174	7%	<11		174	7%
<b>Total</b>	<b>2,415</b>	<b>100%</b>	<b>&lt;11</b>		<b>2,416</b>	<b>100%</b>

Table J.18 Participant profile per quarter (participants not in SIL) by age group – South Australia

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	5,428	14%	694	41%	6,122	15%
7 to 14	12,546	31%	302	18%	12,848	31%
15 to 18	4,067	10%	70	4%	4,137	10%
19 to 24	3,274	8%	68	4%	3,342	8%
25 to 34	2,872	7%	108	6%	2,980	7%
35 to 44	2,686	7%	126	7%	2,812	7%
45 to 54	3,262	8%	152	9%	3,414	8%
55 to 64	4,219	11%	178	10%	4,397	11%
65+	1,483	4%	12	1%	1,495	4%
<b>Total</b>	<b>39,837</b>	<b>100%</b>	<b>1,710</b>	<b>100%</b>	<b>41,547</b>	<b>100%</b>

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia <sup>518</sup>

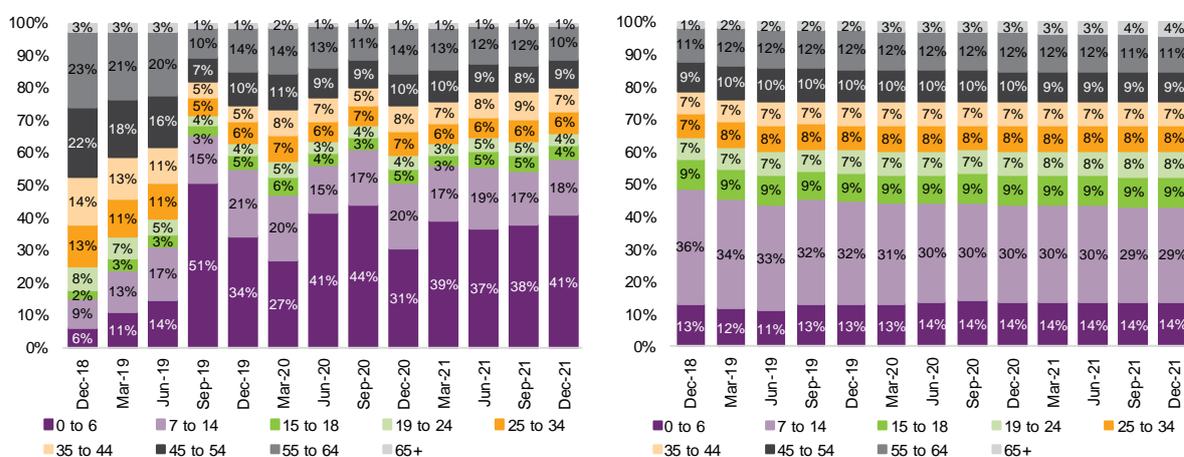


Table J.19 Participant profile per quarter by gender – South Australia

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	26,475	63%	1,066	62%	27,541	63%
Female	15,023	36%	623	36%	15,646	36%
Other	754	2%	22	1%	776	2%
<b>Total</b>	<b>42,252</b>	<b>100%</b>	<b>1,711</b>	<b>100%</b>	<b>43,963</b>	<b>100%</b>

<sup>517</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>518</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia** <sup>519</sup>



**Table J.20 Participation rates by age group at 31 December 2021 – South Australia** <sup>520</sup>

Age group	Participation rate
0-6	4.62%
7-14	7.62%
15-18	5.09%
19-24	2.67%
25-34	1.47%
35-44	1.47%
45-54	1.86%
55-64	2.28%
<b>Total (aged 0-64)</b>	<b>3.02%</b>

<sup>519</sup> Ibid.

<sup>520</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

Table J.21 Number of baseline questionnaires completed by SFOF version – South Australia <sup>521</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	1,321	799	687	1,600	1,735	1,034	7,176
Participant school to 14	1,975	1,033	1,633	2,021	1,710	841	9,213
Participant 15 to 24	518	1,083	1,174	635	490	271	4,171
Participant 25 and over	51	3,424	6,516	2,745	2,193	1,122	16,051
<b>Total Participant</b>	<b>3,865</b>	<b>6,339</b>	<b>10,010</b>	<b>7,001</b>	<b>6,128</b>	<b>3,268</b>	<b>36,611</b>
Family 0 to 14	3,142	1,725	2,255	3,508	3,369	1,837	15,836
Family 15 to 24	456	733	688	390	295	187	2,749
Family 25 and over	1	1,165	1,816	716	489	252	4,439
<b>Total Family</b>	<b>3,599</b>	<b>3,623</b>	<b>4,759</b>	<b>4,614</b>	<b>4,153</b>	<b>2,276</b>	<b>23,024</b>
<b>Total</b>	<b>7,464</b>	<b>9,962</b>	<b>14,769</b>	<b>11,615</b>	<b>10,281</b>	<b>5,544</b>	<b>59,635</b>

Table J.22 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	67%			
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		26%		
DL % who say their child is becoming more independent		44%		
CC % of children who have a genuine say in decisions about themselves		82%		
CC % who are happy with the level of independence/control they have now			40%	
CC % who choose who supports them			45%	63%
CC % who choose what they do each day			55%	72%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	24%
CC % who want more choice and control in their life			78%	75%

<sup>521</sup> Baseline outcomes for participants and/or their families and carers were collected for 97% 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.23 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	49%			
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	61%	74%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			30%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	35%

**Table J.24 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		84%		
HM	% who are happy with their home			80%	76%
HM	% who feel safe or very safe in their home			86%	74%
HW	% who rate their health as good, very good or excellent			70%	46%
HW	% who did not have any difficulties accessing health services			75%	70%
LL	% who currently attend or previously attended school in a mainstream class			46%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				71%
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%	25%
WK	% who volunteer			11%	10%

**Table J.25 Selected key baseline indicators for families/carers of participants – South Australia**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	14%	25%	22%
% receiving Carer Allowance	38%	45%	33%
% working in a paid job	48%	50%	37%
Of those in a paid job, % in permanent employment	77%	74%	74%
Of those in a paid job, % working 15 hours or more	80%	86%	85%
% who say they (and their partner) are able to work as much as they want	48%	55%	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	85%	86%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	23%	19%
% able to advocate for their child/family member	78%	76%	71%
% who have friends and family they see as often as they like	52%	52%	57%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		44%	
% who feel in control selecting services		42%	44%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			36%
% who rate their health as good, very good or excellent	74%	62%	63%

**Table J.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SF0F version ‘Participant 0 to school’ (n=1,073) - participants who entered between 1 July 2016 and 31 December 2020 – South Australia <sup>522</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	94%
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?	79%
S/CP Has the NDIS improved how your child fits into community life?	64%

**Table J.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SF0F version ‘Participant school to 14’ (n=2,556) - participants who entered between 1 July 2016 and 31 December 2020 – South 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?	56%
S/CP Has the NDIS improved your child's social and recreational life?	49%

<sup>522</sup> Results in Tables J.26 to J.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

**Table J.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,032) and ‘Participant 25 and over’ (n=5,040) - participants who entered between 1 July 2016 and 31 December 2020 – South Australia**

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	70%
DL	Has the NDIS helped you with daily living activities?	59%	74%
REL	Has the NDIS helped you to meet more people?	44%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	34%
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%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	21%
S/CP	Has the NDIS helped you be more involved?	52%	56%

**Table J.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=3,507); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,184) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	67%	51%
Has the NDIS improved the level of support for your family?	74%	64%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	75%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	48%	37%

**Table J.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=328) - participants who entered between 1 July 2016 and 31 December 2019 – South Australia**<sup>523</sup>

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?	93%	95%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	86%	+4%
REL	Has the NDIS improved how your child fits into family life?	77%	81%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	57%	65%	+8%

**Table J.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,205) - participants who entered between 1 July 2016 and 31 December 2019 – South Australia**

Question	Review 1	Review 2	Change	
DL	Has the NDIS helped your child to become more independent?	67%	72%	+5%
LL	Has the NDIS improved your child's access to education?	42%	47%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	59%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	+4%

<sup>523</sup> Results in Tables J.30 to J.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table J.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=796) and ‘Participant 25 and over’ (n=2,617) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	59%	64%	+5%	67%	74%	+7%
DL Has the NDIS helped you with daily living activities?	60%	65%	+5%	73%	80%	+7%
REL Has the NDIS helped you to meet more people?	46%	47%	+1%	49%	54%	+5%
HM Has your involvement with the NDIS helped you to choose a home that’s right for you?	22%	22%	0%	30%	33%	+3%
HW Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	48%	55%	+7%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	33%	-1%	25%	27%	+2%
WK Has your involvement with the NDIS helped you find a job that’s right for you?	21%	21%	0%	21%	20%	-1%
S/CP Has the NDIS helped you be more involved?	52%	54%	+2%	55%	61%	+6%

**Table J.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,421); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=692) - participants who entered between 1 July 2016 and 31 December 2019 – South Australia**

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	67%	+4%	51%	57%	+6%
Has the NDIS improved the level of support for your family?	72%	75%	+3%	62%	69%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	75%	+2%	59%	66%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	+3%			
Has the NDIS improved your health and wellbeing?	43%	45%	+2%	42%	41%	-1%

**Table J.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=324) - participants who entered between 1 July 2016 and 31 December 2018 – South Australia**<sup>524</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	93%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	93%	94%	94%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	84%	87%	+6%
REL	Has the NDIS improved how your child fits into family life?	75%	72%	80%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	62%	54%	63%	+1%

**Table J.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=1,021) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	64%	72%	74%	+10%
LL	Has the NDIS improved your child's access to education?	47%	51%	52%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	59%	62%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	51%	54%	+8%

**Table J.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=605) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	57%	64%	69%	+12%
Has the NDIS helped you with daily living activities?	59%	64%	70%	+11%
Has the NDIS helped you to meet more people?	45%	50%	49%	+4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	20%	23%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	37%	40%	45%	+8%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	29%	33%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%	18%	0%
Has the NDIS helped you be more involved?	47%	53%	57%	+10%

<sup>524</sup> Results in Tables J.34 to J.39 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table J.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,506) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	66%	73%	77%	+11%
Has the NDIS helped you with daily living activities?	72%	79%	83%	+11%
Has the NDIS helped you to meet more people?	49%	53%	58%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	29%	34%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	46%	52%	56%	+10%
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%	30%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	22%	+1%
Has the NDIS helped you be more involved?	55%	59%	65%	+10%

**Table J.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,054) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	63%	63%	68%	+5%
Has the NDIS improved the level of support for your family?	70%	73%	74%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	73%	74%	76%	+3%
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?	45%	43%	48%	+3%

**Table J.39 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=381) - participants who entered between 1 July 2016 and 31 December 2018 – South Australia**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	41%	52%	56%	+15%
Has the NDIS improved the level of support for your family?	57%	65%	72%	+15%
Has the NDIS helped you to access services, programs and activities in the community?	50%	59%	64%	+14%
Has the NDIS improved your health and wellbeing?	36%	39%	38%	+2%

**Table J.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=252) - participants who entered between 1 July 2016 and 31 December 2017 – South Australia**<sup>525</sup>

	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?	93%	96%	95%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	93%	93%	93%	94%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	88%	85%	73%	83%	-5%
REL	Has the NDIS improved how your child fits into family life?	75%	76%	83%	86%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	61%	57%	66%	66%	+5%

**Table J.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=656) - participants who entered between 1 July 2016 and 31 December 2017 – South Australia**

	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%	70%	78%	78%	+12%
LL	Has the NDIS improved your child's access to education?	49%	49%	54%	56%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	58%	66%	65%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	47%	57%	56%	+9%

**Table J.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=312) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	50%	61%	65%	67%	+17%
DL	Has the NDIS helped you with daily living activities?	49%	58%	65%	70%	+21%
REL	Has the NDIS helped you to meet more people?	36%	43%	46%	48%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	18%	17%	20%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	36%	39%	42%	45%	+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?	26%	31%	32%	32%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	17%	14%	16%	0%
S/CP	Has the NDIS helped you be more involved?	44%	46%	51%	53%	+9%

<sup>525</sup> Results in Tables J.40 to J.44 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table J.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=306) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	63%	71%	70%	76%	+13%
DL Has the NDIS helped you with daily living activities?	70%	82%	83%	87%	+17%
REL Has the NDIS helped you to meet more people?	38%	47%	47%	51%	+13%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	27%	24%	30%	+3%
HW Has your involvement with the NDIS improved your health and wellbeing?	39%	49%	40%	51%	+12%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	28%	24%	25%	-1%
WK Has your involvement with the NDIS helped you find a job that's right for you?	24%	23%	21%	23%	-1%
S/CP Has the NDIS helped you be more involved?	48%	57%	54%	61%	+13%

**Table J.44 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=475) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	58%	63%	69%	69%	+11%
Has the NDIS improved the level of support for your family?	73%	73%	77%	78%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	72%	72%	75%	78%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	81%	81%	+4%
Has the NDIS improved your health and wellbeing?	50%	44%	46%	46%	-4%

**Table J.45 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=104) - participants who entered between 1 July 2016 and 31 December 2017 – South Australia**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	43%	49%	47%	57%	+14%
Has the NDIS improved the level of support for your family?	56%	62%	62%	69%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	61%	54%	58%	61%	0%
Has the NDIS improved your health and wellbeing?	29%	35%	34%	36%	+7%

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

**Table J.46 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Participant school to 14’ (n=204) - participants who entered between 1 July 2016 and 31 December 2016 – South Australia<sup>526</sup>**

	Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
DL	Has the NDIS helped your child to become more independent?	63%	71%	71%	68%	75%	+12%
LL	Has the NDIS improved your child's access to education?	46%	48%	52%	53%	52%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	61%	57%	57%	62%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	52%	55%	53%	53%	+2%

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

<sup>526</sup> Results in Tables J.46 to J.47 include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

**Table J.47 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF version ‘Family 0 to 14’ (n=124) - participants who entered between 1 July 2016 and 31 December 2016 – South Australia**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
Has the NDIS improved your capacity to advocate (stand up) for your child?	58%	58%	50%	60%	66%	+8%
Has the NDIS improved the level of support for your family?	63%	78%	72%	78%	72%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	69%	77%	75%	72%	75%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	78%	84%	89%	79%	+8%
Has the NDIS improved your health and wellbeing?	40%	43%	44%	43%	45%	+5%

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

**Table J.48 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,475), ‘participant social and community engagement rate’ (n=4,489), ‘parent and carer employment rate’ (n=2,548) and ‘participant choice and control’ (n=3,023) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – South Australia <sup>527</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	13%	18%	18%	24%
Aged 25+	29%	27%	26%	
Aged 15+	26%	25%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	33%	37%	36%	48%
Aged 25+	38%	41%	41%	
Aged 15+	37%	40%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	47%	49%	50%	49%
Aged 15+	41%	42%	41%	
All ages	45%	46%	46%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		59%	64%	75%
Aged 25+		67%	74%	
Aged 15+		65%	72%	

<sup>527</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table J.49 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,634), 'participant social and community engagement rate' (n=2,636), 'parent and carer employment rate' (n=1,748) and 'participant choice and control' (n=1,866) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – South Australia<sup>528</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	15%	17%	20%	26%	24%
Aged 25+	30%	29%	27%	26%	
Aged 15+	27%	26%	25%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	34%	37%	36%	39%	48%
Aged 25+	41%	41%	40%	43%	
Aged 15+	40%	40%	39%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	48%	52%	52%	52%	49%
Aged 15+	45%	49%	55%	46%	
All ages	47%	51%	53%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		57%	64%	69%	75%
Aged 25+		66%	73%	77%	
Aged 15+		64%	70%	75%	

**Table J.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=655), 'participant social and community engagement rate' (n=667), 'parent and carer employment rate' (n=771) and 'participant choice and control' (n=522) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – South Australia<sup>529</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	10%	16%	22%	25%	24%	24%
Aged 25+	33%	32%	33%	27%	28%	
Aged 15+	25%	26%	29%	26%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	39%	43%	40%	37%	40%	48%
Aged 25+	38%	42%	41%	43%	43%	
Aged 15+	39%	42%	41%	40%	42%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	44%	47%	47%	53%	50%	49%
Aged 15+	49%	52%	52%	53%	49%	
All ages	46%	49%	49%	53%	50%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		50%	61%	65%	67%	75%
Aged 25+		63%	71%	70%	76%	
Aged 15+		56%	66%	67%	71%	

<sup>528</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

<sup>529</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third, fourth and fifth plan review.

**Table J.51 Number of active plans by goal type and primary disability – South Australia** <sup>530</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	406	1,360	909	260	424	1,314	652	390	<b>1,616</b>
Autism	2,791	15,786	6,620	6,427	8,485	11,668	1,070	2,171	<b>16,989</b>
Cerebral palsy	284	1,113	683	289	320	912	313	220	<b>1,230</b>
Developmental delay	149	2,887	700	1,573	1,137	1,716	0	0	<b>3,033</b>
Down syndrome	167	690	390	186	286	653	271	269	<b>797</b>
Global developmental delay	81	1,404	428	901	669	806	1	1	<b>1,470</b>
Hearing impairment	391	1,521	433	537	358	942	186	352	<b>1,763</b>
Intellectual disability	1,595	6,132	3,190	2,067	2,609	5,715	2,320	2,739	<b>7,259</b>
Multiple sclerosis	250	717	567	72	95	622	287	144	<b>822</b>
Psychosocial disability	787	2,366	1,876	651	655	2,636	1,324	850	<b>3,072</b>
Spinal cord injury	141	378	290	43	53	315	173	107	<b>428</b>
Stroke	164	483	318	63	82	448	215	120	<b>544</b>
Visual impairment	239	691	330	190	92	577	163	256	<b>761</b>
Other neurological	439	1,366	935	237	316	1,237	589	250	<b>1,579</b>
Other physical	471	1,573	989	218	196	1,142	506	355	<b>1,761</b>
Other sensory/speech	52	414	109	161	184	216	4	26	<b>469</b>
Other	87	326	198	58	73	272	122	66	<b>370</b>
<b>Total</b>	<b>8,494</b>	<b>39,207</b>	<b>18,965</b>	<b>13,933</b>	<b>16,034</b>	<b>31,191</b>	<b>8,196</b>	<b>8,316</b>	<b>43,963</b>

**Table J.52 Percentage of active plans by goal type and primary disability – South Australia** <sup>531</sup>

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	25%	84%	56%	16%	26%	81%	40%	24%
Autism	16%	93%	39%	38%	50%	69%	6%	13%
Cerebral palsy	23%	90%	56%	23%	26%	74%	25%	18%
Developmental delay	5%	95%	23%	52%	37%	57%	0%	0%
Down syndrome	21%	87%	49%	23%	36%	82%	34%	34%
Global developmental delay	6%	96%	29%	61%	46%	55%	0%	0%
Hearing impairment	22%	86%	25%	30%	20%	53%	11%	20%
Intellectual disability	22%	84%	44%	28%	36%	79%	32%	38%
Multiple sclerosis	30%	87%	69%	9%	12%	76%	35%	18%
Psychosocial disability	26%	77%	61%	21%	21%	86%	43%	28%
Spinal cord injury	33%	88%	68%	10%	12%	74%	40%	25%
Stroke	30%	89%	58%	12%	15%	82%	40%	22%
Visual impairment	31%	91%	43%	25%	12%	76%	21%	34%
Other neurological	28%	87%	59%	15%	20%	78%	37%	16%
Other physical	27%	89%	56%	12%	11%	65%	29%	20%
Other sensory/speech	11%	88%	23%	34%	39%	46%	1%	6%
Other	24%	88%	54%	16%	20%	74%	33%	18%
<b>Total</b>	<b>18%</b>	<b>83%</b>	<b>41%</b>	<b>29%</b>	<b>31%</b>	<b>69%</b>	<b>18%</b>	<b>21%</b>

<sup>530</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>531</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table J.53 Number of goals in active plans by goal type and primary disability – South Australia** <sup>532</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	1,250	7,547	3,265	792	1,292	4,644	1,967	1,051	<b>21,808</b>
Autism	9,007	111,568	21,766	19,884	27,337	37,725	3,461	6,272	<b>237,020</b>
Cerebral palsy	1,005	7,666	2,593	853	1,099	3,645	993	699	<b>18,553</b>
Developmental delay	360	21,400	1,514	3,939	2,407	4,319	0	0	<b>33,939</b>
Down syndrome	551	4,180	1,402	564	916	2,551	805	749	<b>11,718</b>
Global developmental delay	237	9,476	1,035	2,367	1,507	2,170	1	1	<b>16,794</b>
Hearing impairment	1,122	7,411	1,289	1,429	953	2,734	474	923	<b>16,335</b>
Intellectual disability	5,201	35,012	10,992	6,625	8,563	20,319	6,984	7,834	<b>101,530</b>
Multiple sclerosis	756	4,043	2,154	220	264	2,039	922	417	<b>10,815</b>
Psychosocial disability	2,442	10,478	6,112	1,826	1,939	8,109	3,530	2,270	<b>36,706</b>
Spinal cord injury	490	2,332	1,189	154	172	1,213	638	318	<b>6,506</b>
Stroke	591	2,884	1,165	213	243	1,498	709	382	<b>7,685</b>
Visual impairment	823	4,101	1,049	512	255	1,997	512	823	<b>10,072</b>
Other neurological	1,486	8,182	3,456	728	1,008	4,173	1,789	715	<b>21,537</b>
Other physical	1,512	8,605	3,665	654	579	3,774	1,572	1,003	<b>21,364</b>
Other sensory/speech	115	2,399	265	432	474	573	12	63	<b>4,333</b>
Other	276	1,920	747	176	232	877	362	208	<b>4,798</b>
<b>Total</b>	<b>27,224</b>	<b>249,204</b>	<b>63,658</b>	<b>41,368</b>	<b>49,240</b>	<b>102,360</b>	<b>24,731</b>	<b>23,728</b>	<b>581,513</b>

**Table J.54 Number of active plans by goal type and age group – South Australia** <sup>533</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	329	5,901	1,662	3,561	2,643	3,576	6	0	<b>6,122</b>
7 to 14	1,636	12,142	4,579	4,879	6,414	7,997	125	41	<b>12,848</b>
15 to 18	854	3,822	1,604	1,396	1,993	3,009	234	816	<b>4,155</b>
19 to 24	985	3,017	1,487	1,091	1,149	2,620	832	1,952	<b>3,516</b>
25 to 34	959	2,747	1,697	858	947	2,648	1,317	1,686	<b>3,371</b>
35 to 44	867	2,672	1,838	671	847	2,643	1,273	1,364	<b>3,250</b>
45 to 54	1,041	3,311	2,315	709	882	3,260	1,639	1,260	<b>4,026</b>
55 to 64	1,359	4,184	2,856	616	904	4,071	2,095	1,036	<b>5,006</b>
65+	464	1,411	927	152	255	1,367	675	161	<b>1,669</b>
<b>Total</b>	<b>8,494</b>	<b>39,207</b>	<b>18,965</b>	<b>13,933</b>	<b>16,034</b>	<b>31,191</b>	<b>8,196</b>	<b>8,316</b>	<b>43,963</b>

<sup>532</sup> Participants have set over six million goals in total since July 2016. The 581,513 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

<sup>533</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table J.55 Percentage of active plans by goal type and age group – South Australia <sup>534</sup>

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	5%	96%	27%	58%	43%	58%	0%	0%
7 to 14	13%	95%	36%	38%	50%	62%	1%	0%
15 to 18	21%	92%	39%	34%	48%	72%	6%	20%
19 to 24	28%	86%	42%	31%	33%	75%	24%	56%
25 to 34	28%	81%	50%	25%	28%	79%	39%	50%
35 to 44	27%	82%	57%	21%	26%	81%	39%	42%
45 to 54	26%	82%	58%	18%	22%	81%	41%	31%
55 to 64	27%	84%	57%	12%	18%	81%	42%	21%
65+	28%	85%	56%	9%	15%	82%	40%	10%
<b>Total</b>	<b>19%</b>	<b>89%</b>	<b>43%</b>	<b>32%</b>	<b>36%</b>	<b>71%</b>	<b>19%</b>	<b>19%</b>

Table J.56 Number of goals in active plans by goal type and age group – South Australia <sup>535</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	841	43,280	4,069	9,401	6,052	9,529	23	0	<b>73,195</b>
7 to 14	5,151	91,908	14,973	15,228	20,794	25,217	456	135	<b>173,862</b>
15 to 18	2,722	24,199	5,388	4,332	6,582	9,953	819	2,527	<b>56,522</b>
19 to 24	3,257	16,880	4,939	3,393	3,735	9,011	2,527	5,589	<b>49,331</b>
25 to 34	3,231	13,679	5,852	2,710	3,031	9,283	3,923	4,791	<b>46,500</b>
35 to 44	2,899	13,657	6,703	1,999	2,757	9,460	3,918	3,837	<b>45,230</b>
45 to 54	3,363	16,593	8,138	2,057	2,757	11,526	4,925	3,527	<b>52,886</b>
55 to 64	4,360	21,658	10,339	1,807	2,798	13,893	6,321	2,848	<b>64,024</b>
65+	1,400	7,350	3,257	441	734	4,488	1,819	474	<b>19,963</b>
<b>Total</b>	<b>27,224</b>	<b>249,204</b>	<b>63,658</b>	<b>41,368</b>	<b>49,240</b>	<b>102,360</b>	<b>24,731</b>	<b>23,728</b>	<b>581,513</b>

<sup>534</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

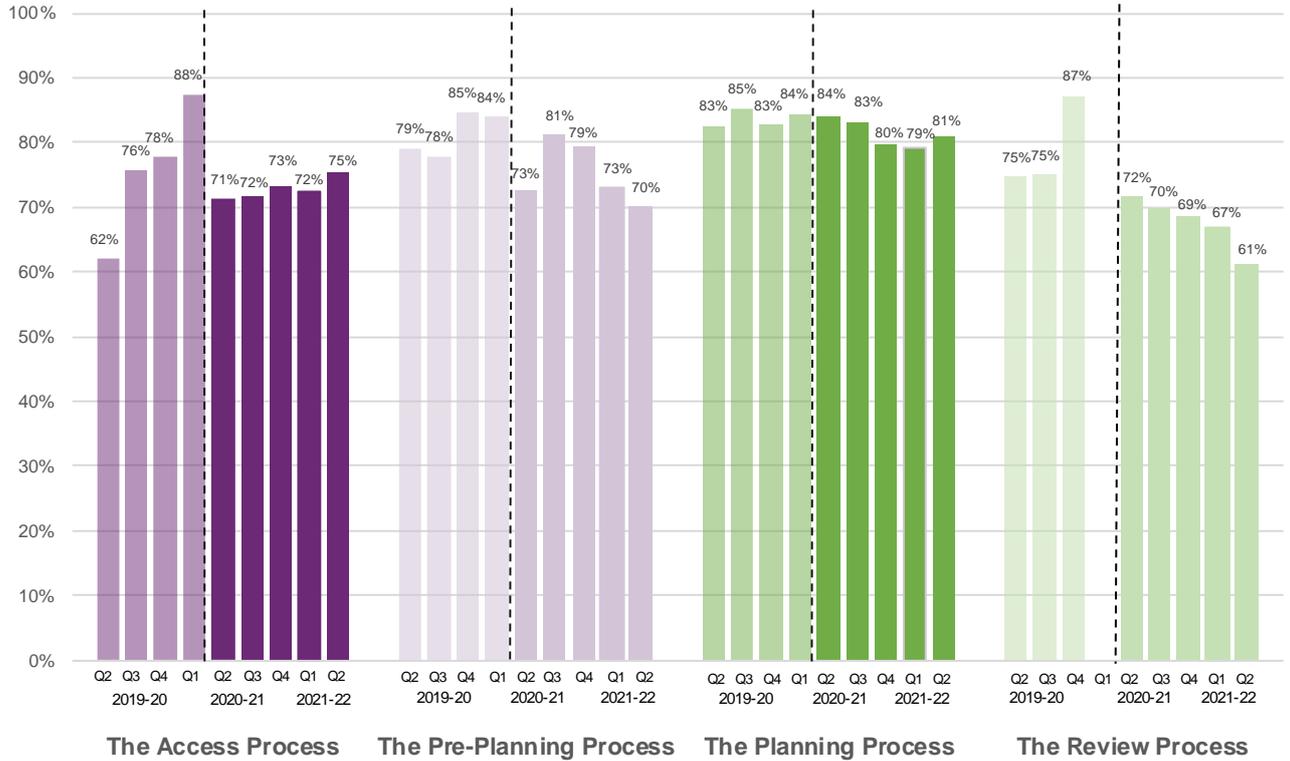
<sup>535</sup> Participants have set over six million goals in total since July 2016. The 581,513 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

**Table J.57 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia <sup>536</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
<b>Access</b>	<b>n = 444</b>	<b>n = 130</b>
Are you happy with how coming into the NDIS has gone?	84%	83%
Was the person from the NDIS respectful?	95%	96%
Do you understand what will happen next with your plan?	73%	76%
% of participants rating their overall experience as Very Good or Good.	72%	75%
<b>Pre-planning</b>	<b>n = 448</b>	<b>n = 117</b>
Did the person from the NDIS understand how your disability affects your life?	85%	80%
Did you understand why you needed to give the information you did?	95%	90%
Were decisions about your plan clearly explained?	78%	73%
Are you clear on what happens next with your plan?	65%	61%
Do you know where to go for more help with your plan?	71%	63%
% of participants rating their overall experience as Very Good or Good.	76%	70%
<b>Planning</b>	<b>n = 1,687</b>	<b>n = 369</b>
Did the person from the NDIS understand how your disability affects your life?	88%	87%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	86%	85%
Are you clear on what happens next with your plan?	82%	80%
Do you know where to go for more help with your plan?	87%	88%
% of participants rating their overall experience as Very Good or Good.	82%	81%
<b>Plan review</b>	<b>n = 4,591</b>	<b>n = 1,222</b>
Did the person from the NDIS understand how your disability affects your life?	76%	70%
Did you feel prepared for your plan review?	82%	81%
Is your NDIS plan helping you to make progress towards your goals?	85%	79%
% of participants rating their overall experience as Very Good or Good.	69%	61%

<sup>536</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

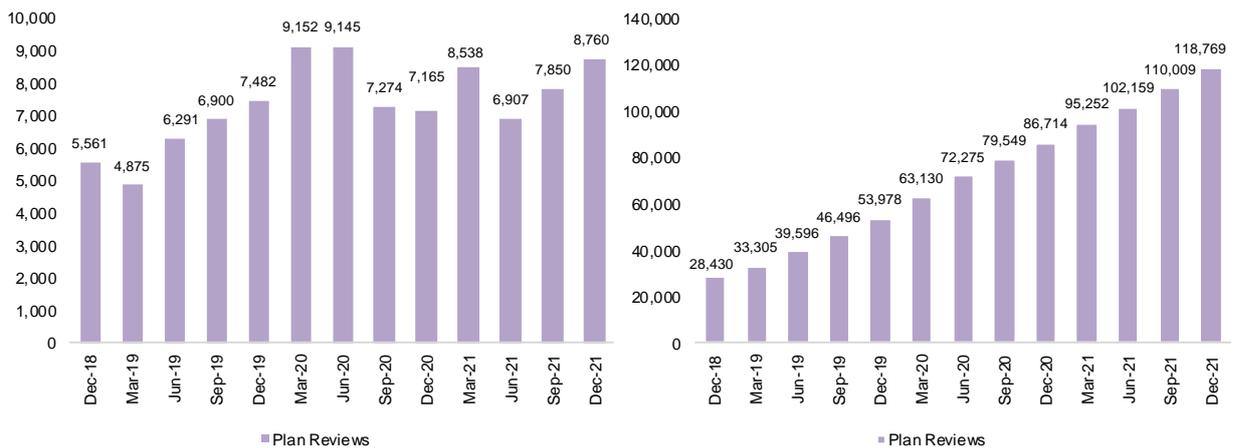
**Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia** <sup>537 538 539</sup>



**Table J.58 Plan reviews conducted per quarter – excluding plans less than 31 days – South Australia** <sup>540</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Total plan reviews</b>	<b>110,009</b>	<b>8,760</b>	<b>118,769</b>
<i>Early intervention plans</i>	40,270	2,197	42,467
<i>Permanent disability plans</i>	69,739	6,563	76,302

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



<sup>537</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>538</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>539</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>540</sup> Plans less than 31 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 2021-22 Q2. The charts show trends in complaints experience based on experience over 3 years. 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 '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.57 shows the number of complaints in 2021-22 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.58 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table J.59 Complaints by quarter – South Australia** <sup>541 542 543</sup>

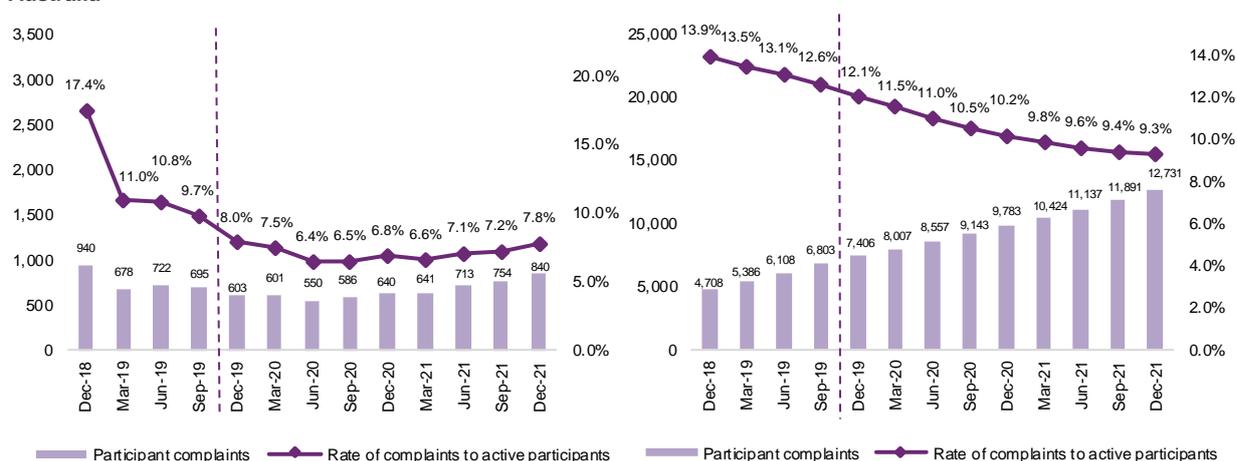
Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	20	2	22	19
Complaint about LAC Partner	168	43	211	189
Complaints about service providers	448	29	477	411
Complaints about the Agency	9,980	581	10,561	5,487
Critical/ Reportable Incident	1,187	185	1,372	1,084
Unclassified	506	0	506	469
<b>Total</b>	<b>12,309</b>	<b>840</b>	<b>13,149</b>	<b>6,740</b>
Total complaints made since 1 April 2017	11,891	840	12,731	
% of the number of active participants	9.4%	7.8%	9.3%	

<sup>541</sup> Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

<sup>542</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>543</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia** <sup>544</sup>



**Table J.60 Participant complaints by type – South Australia**

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	557	(6%)	0	(0%)	557	(5%)
Information unclear	288	(3%)	1	(0%)	289	(3%)
NDIA Access	126	(1%)	21	(4%)	147	(1%)
NDIA Engagement	3	(0%)	0	(0%)	3	(0%)
NDIA Finance	267	(3%)	52	(9%)	319	(3%)
NDIA Fraud and Compliance	11	(0%)	1	(0%)	12	(0%)
NDIA Plan	1,044	(10%)	219	(38%)	1,263	(12%)
NDIA Process	432	(4%)	57	(10%)	489	(5%)
NDIA Resources	27	(0%)	6	(1%)	33	(0%)
NDIA Staff	225	(2%)	35	(6%)	260	(2%)
NDIA Timeliness	976	(10%)	180	(31%)	1,156	(11%)
Participation, engagement and inclusion	51	(1%)	1	(0%)	52	(0%)
Provider Portal	10	(0%)	0	(0%)	10	(0%)
Quality & Safeguards Commission	1	(0%)	0	(0%)	1	(0%)
Reasonable and necessary supports	1,167	(12%)	0	(0%)	1,167	(11%)
Staff conduct - Agency	140	(1%)	0	(0%)	140	(1%)
The way the NDIA carried out its decision making	282	(3%)	0	(0%)	282	(3%)
Timeliness	2,948	(30%)	0	(0%)	2,948	(28%)
Other	1,425	(14%)	8	(1%)	1,433	(14%)
<b>Total</b>	<b>9,980</b>		<b>581</b>		<b>10,561</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	5	(25%)	0	(0%)	5	(23%)
ECA Process	4	(20%)	1	(50%)	5	(23%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	6	(30%)	1	(50%)	7	(32%)
ECA Timeliness	5	(25%)	0	(0%)	5	(23%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>20</b>		<b>2</b>		<b>22</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)

<sup>544</sup> Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	37	(22%)	5	(12%)	42	(20%)
LAC Process	23	(14%)	11	(26%)	34	(16%)
LAC Resources	2	(1%)	0	(0%)	2	(1%)
LAC Staff	84	(50%)	19	(44%)	103	(49%)
LAC Timeliness	22	(13%)	8	(19%)	30	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>168</b>		<b>43</b>		<b>211</b>	
<i>Complaints about service providers</i>						
Provider costs.	29	(6%)	0	(0%)	29	(6%)
Provider Finance	20	(4%)	1	(3%)	21	(4%)
Provider Fraud and Compliance	19	(4%)	3	(10%)	22	(5%)
Provider process	34	(8%)	1	(3%)	35	(7%)
Provider Service	110	(25%)	13	(45%)	123	(26%)
Provider Staff	43	(10%)	7	(24%)	50	(10%)
Service Delivery	35	(8%)	0	(0%)	35	(7%)
Staff conduct	39	(9%)	1	(3%)	40	(8%)
Supports being provided	44	(10%)	0	(0%)	44	(9%)
Other	75	(17%)	3	(10%)	78	(16%)
<b>Total</b>	<b>448</b>		<b>29</b>		<b>477</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	338	(28%)	51	(28%)	389	(28%)
Allegations against Informal Supports	256	(22%)	10	(5%)	266	(19%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	217	(18%)	29	(16%)	246	(18%)
Provider reporting	374	(32%)	95	(51%)	469	(34%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1,187</b>		<b>185</b>		<b>1,372</b>	
<i>Unclassified</i>	<b>506</b>		<b>0</b>		<b>506</b>	
<b>Participants total</b>	<b>12,309</b>		<b>840</b>		<b>13,149</b>	

Table J.61 AAT Cases by category at 31 December 2021 – South Australia <sup>545</sup>

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	177	20%	15	7%	192	17%
Plan	620	70%	192	88%	812	74%
Plan Review	41	5%	<11		42	4%
Other	45	5%	11	5%	56	5%
<b>Total</b>	<b>883</b>	<b>100%</b>	<b>219</b>	<b>100%</b>	<b>1,102</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.70%</b>		<b>2.03%</b>		<b>0.80%</b>	

<sup>545</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

Figure J.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia <sup>546</sup>

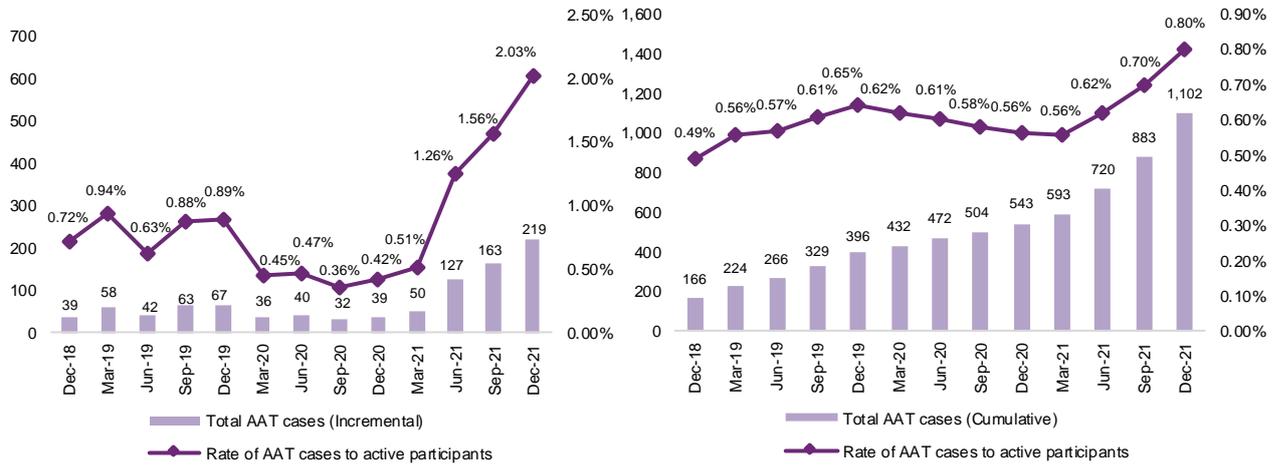
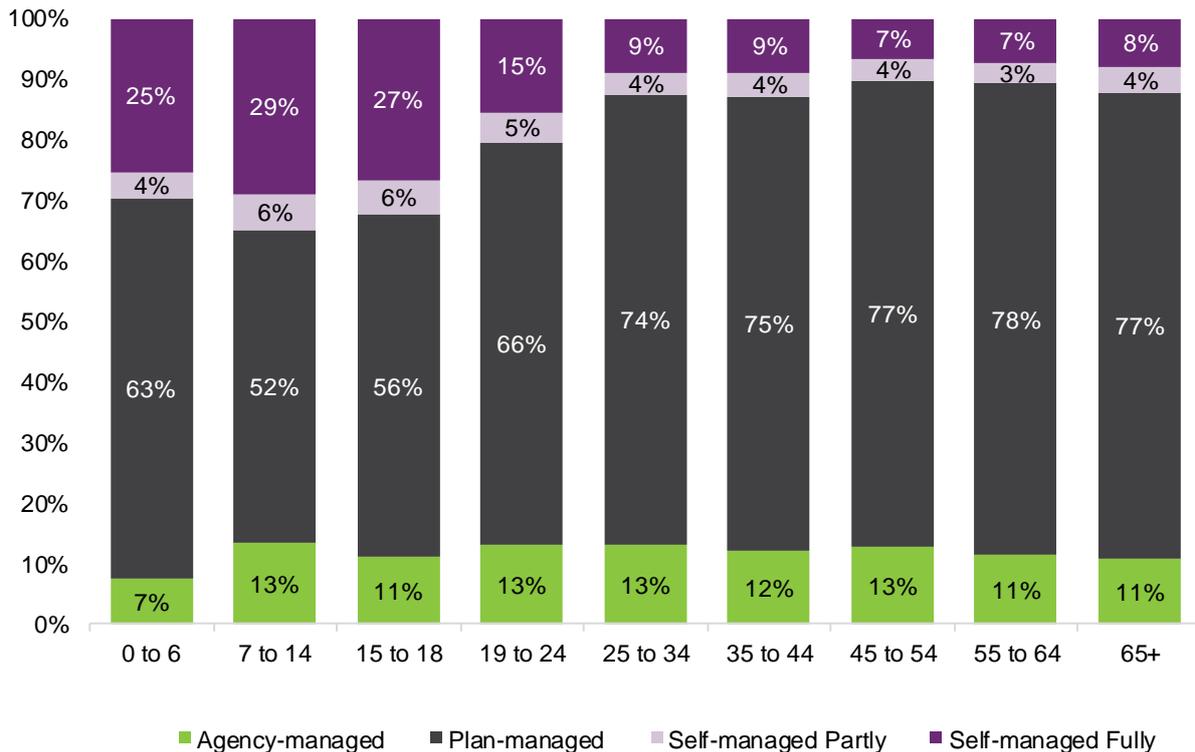


Table J.62 AAT cases by open/closed and decision – South Australia <sup>547</sup>

	N
<b>AAT Cases</b>	<b>1,102</b>
<b>Open AAT Cases</b>	<b>404</b>
<b>Closed AAT Cases</b>	<b>698</b>
Resolved before hearing	685
Gone to hearing and received a substantive decision	13

Figure J.13 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – South Australia <sup>548 549</sup>



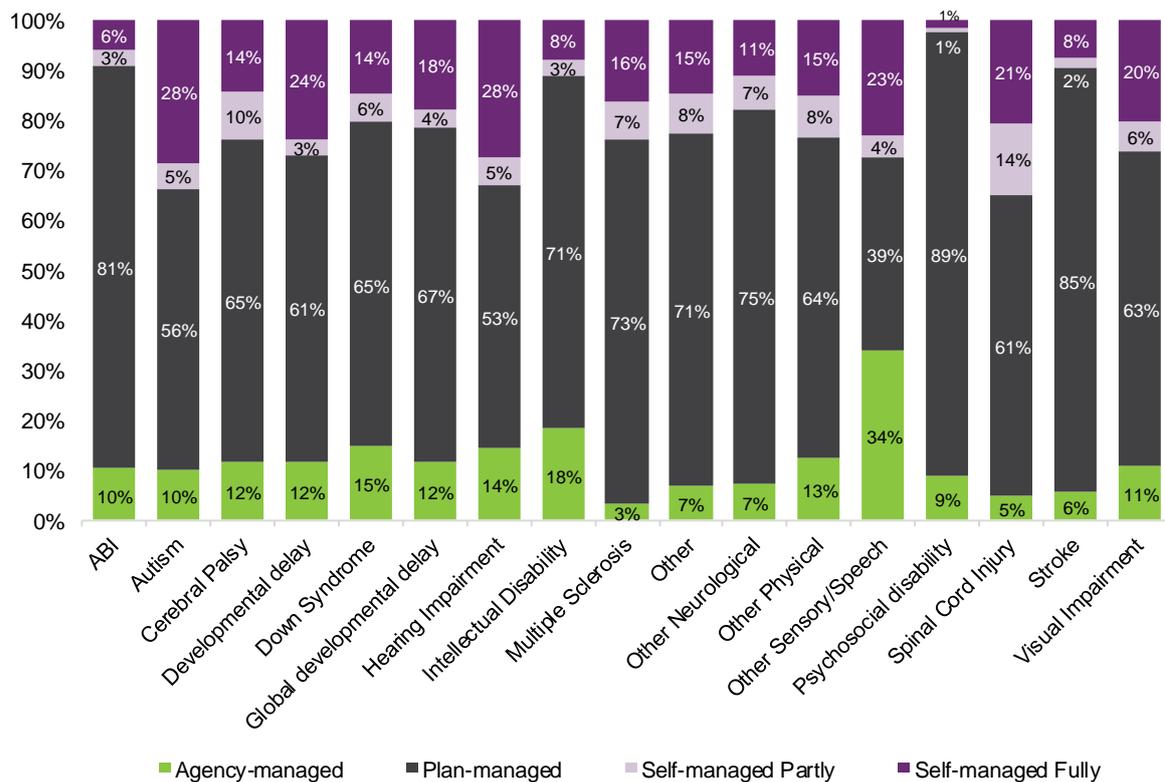
<sup>546</sup> Ibid.

<sup>547</sup> Of the 13 cases which went to hearing and received a substantive decision: 8 affirmed the Agency's decision, 2 varied the Agency's decision and 3 set aside the Agency's decision.

<sup>548</sup> For the total number of active participants in each age group, see Table J.16.

<sup>549</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

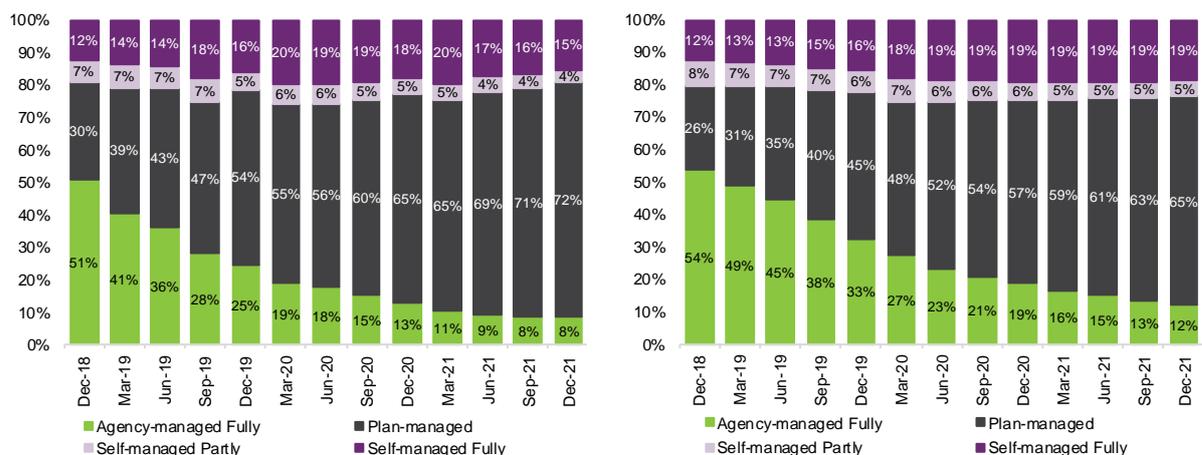
**Figure J.14 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – South Australia** <sup>550 551</sup>



**Table J.63 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia** <sup>552</sup>

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	20%	15%	<b>19%</b>
Self-managed partly	5%	4%	<b>5%</b>
Plan-managed	62%	72%	<b>65%</b>
Agency-managed	13%	8%	<b>12%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure J.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia** <sup>553</sup>



<sup>550</sup> For the total number of active participants in each primary disability group, see Table J.12.

<sup>551</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

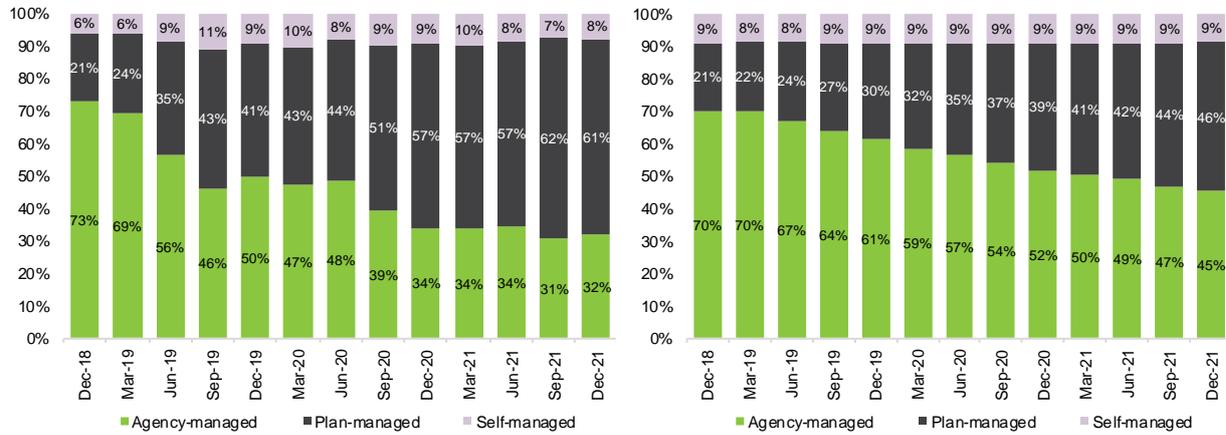
<sup>552</sup> Ibid.

<sup>553</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

**Table J.64 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia**

	Prior Quarters	2021-22 Q2	Total
Self-managed	9%	8%	<b>9%</b>
Plan-managed	44%	61%	<b>46%</b>
Agency-managed	47%	32%	<b>45%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure J.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia**



**Table J.65 Distribution of active participants by support coordination and quarter of plan approval – South Australia**

	Prior Quarters	2021-22 Q2	Total
Support coordination	40%	54%	<b>43%</b>

**Table J.66 Duration to plan activation by quarter of initial plan approval for active participants – South Australia <sup>554</sup>**

Plan activation	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	22,363	68%	1,069	69%	23,432	68%
30 to 59 days	3,783	11%	185	12%	3,968	11%
60 to 89 days	1,885	6%	84	5%	1,969	6%
<b>Activated within 90 days</b>	<b>28,031</b>	<b>85%</b>	<b>1,338</b>	<b>86%</b>	<b>29,369</b>	<b>85%</b>
90 to 119 days	1,021	3%	48	3%	1,069	3%
120 days and over	3,158	10%	62	4%	3,220	9%
<b>Activated after 90 days</b>	<b>4,179</b>	<b>13%</b>	<b>110</b>	<b>7%</b>	<b>4,289</b>	<b>12%</b>
No payments	751	2%	103	7%	854	2%
<b>Total plans approved</b>	<b>32,961</b>	<b>100%</b>	<b>1,551</b>	<b>100%</b>	<b>34,512</b>	<b>100%</b>

<sup>554</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.67 Proportion of participants who have activated within 12 months at 31 December 2021 – South Australia <sup>555</sup>

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	2,021	2,152	94%
Not Aboriginal and Torres Strait Islander	29,611	30,549	97%
Not Stated	4,695	4,863	97%
<b>Total</b>	<b>36,327</b>	<b>37,564</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,593	2,678	97%
Not CALD	33,692	34,843	97%
Not Stated	42	43	98%
<b>Total</b>	<b>36,327</b>	<b>37,564</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	27,424	28,325	97%
Regional	7,986	8,278	96%
Remote	917	961	95%
Missing	<11	<11	
<b>Total</b>	<b>36,327</b>	<b>37,564</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	14,473	14,956	97%
Intellectual disability (including Down syndrome)	7,421	7,626	97%
Psychosocial disability	2,330	2,371	98%
Developmental delay (including global developmental delay)	2,524	2,673	94%
Other	9,579	9,938	96%
<b>Total</b>	<b>36,327</b>	<b>37,564</b>	<b>97%</b>

Table J.68 Distribution of plans by utilisation – South Australia <sup>556 557</sup>

Plan utilisation	Total
0 to 50%	34%
50% to 75%	26%
> 75%	40%
<b>Total</b>	<b>100%</b>

Table J.69 Proportion of active participants with approved plans accessing mainstream supports – South Australia <sup>558</sup>

	Prior Quarters	2021-22 Q2	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	52%	62%	54%
Lifelong Learning	23%	24%	23%
Other	14%	18%	15%
Non-categorised	28%	19%	26%
Any mainstream service	94%	95%	94%

<sup>555</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

<sup>556</sup> This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>557</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>558</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

**Table J.70 Key markets indicators by quarter – South Australia** <sup>559 560</sup>

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	0.99	1.02
b) Number of providers delivering new types of supports	193	157
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	84%
<i>Therapeutic Supports (%)</i>	97%	97%
<i>Participate Community (%)</i>	92%	93%
<i>Early Childhood Supports (%)</i>	91%	91%
<i>Assist Personal Activities (%)</i>	95%	94%

**Table J.71 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – South Australia** <sup>561</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q2	39
Active in 2021-22 Q2 and also in previous quarters	852
<b>Active in 2021-22 Q2</b>	<b>891</b>
Inactive in 2021-22 Q2	1,551
<b>Active ever</b>	<b>2,442</b>

<sup>559</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>560</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>561</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table J.72 Cumulative number of providers that have been ever active by registration group – South Australia** <sup>562</sup>

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	56	4	60	7%
Assistance Animals	38	3	41	8%
Assistance with daily life tasks in a group or shared living arrangement	252	20	272	8%
Assistance with travel/transport arrangements	249	4	253	2%
Daily Personal Activities	452	8	460	2%
Group and Centre Based Activities	316	7	323	2%
High Intensity Daily Personal Activities	305	11	316	4%
Household tasks	417	7	424	2%
Interpreting and translation	63	3	66	5%
Participation in community, social and civic activities	516	13	529	3%
<b>Assistive Technology</b>				
Assistive equipment for recreation	80	2	82	3%
Assistive products for household tasks	75	0	75	0%
Assistance products for personal care and safety	530	17	547	3%
Communication and information equipment	198	8	206	4%
Customised Prosthetics	192	5	197	3%
Hearing Equipment	93	2	95	2%
Hearing Services	29	3	32	10%
Personal Mobility Equipment	277	8	285	3%
Specialised Hearing Services	34	0	34	0%
Vision Equipment	74	4	78	5%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	541	23	564	4%
Behaviour Support	231	16	247	7%
Community nursing care for high needs	138	3	141	2%
Development of daily living and life skills	302	11	313	4%
Early Intervention supports for early childhood	633	5	638	1%
Exercise Physiology and Physical Wellbeing activities	156	7	163	4%
Innovative Community Participation	65	2	67	3%
Specialised Driving Training	48	0	48	0%
Therapeutic Supports	1,186	13	1,199	1%
<b>Capital services</b>				
Home modification design and construction	96	6	102	6%
Specialist Disability Accommodation	29	3	32	10%
Vehicle Modifications	64	5	69	8%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	267	7	274	3%
Support Coordination	205	9	214	4%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	111	10	121	9%
Specialised Supported Employment	98	6	104	6%
<b>Total</b>	<b>2,403</b>	<b>39</b>	<b>2,442</b>	<b>2%</b>

<sup>562</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table J.73 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – South Australia**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	12	48	<b>60</b>	20%	80%	<b>100%</b>
Assistance Animals	6	35	<b>41</b>	15%	85%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	37	235	<b>272</b>	14%	86%	<b>100%</b>
Assistance with travel/transport arrangements	39	214	<b>253</b>	15%	85%	<b>100%</b>
Daily Personal Activities	60	400	<b>460</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	42	281	<b>323</b>	13%	87%	<b>100%</b>
High Intensity Daily Personal Activities	51	265	<b>316</b>	16%	84%	<b>100%</b>
Household tasks	95	329	<b>424</b>	22%	78%	<b>100%</b>
Interpreting and translation	15	51	<b>66</b>	23%	77%	<b>100%</b>
Participation in community, social and civic activities	67	462	<b>529</b>	13%	87%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	5	77	<b>82</b>	6%	94%	<b>100%</b>
Assistive products for household tasks	9	66	<b>75</b>	12%	88%	<b>100%</b>
Assistance products for personal care and safety	82	465	<b>547</b>	15%	85%	<b>100%</b>
Communication and information equipment	43	163	<b>206</b>	21%	79%	<b>100%</b>
Customised Prosthetics	35	162	<b>197</b>	18%	82%	<b>100%</b>
Hearing Equipment	15	80	<b>95</b>	16%	84%	<b>100%</b>
Hearing Services	4	28	<b>32</b>	13%	88%	<b>100%</b>
Personal Mobility Equipment	46	239	<b>285</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	7	27	<b>34</b>	21%	79%	<b>100%</b>
Vision Equipment	13	65	<b>78</b>	17%	83%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	86	478	<b>564</b>	15%	85%	<b>100%</b>
Behaviour Support	67	180	<b>247</b>	27%	73%	<b>100%</b>
Community nursing care for high needs	19	122	<b>141</b>	13%	87%	<b>100%</b>
Development of daily living and life skills	49	264	<b>313</b>	16%	84%	<b>100%</b>
Early Intervention supports for early childhood	269	369	<b>638</b>	42%	58%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	39	124	<b>163</b>	24%	76%	<b>100%</b>
Innovative Community Participation	14	53	<b>67</b>	21%	79%	<b>100%</b>
Specialised Driving Training	6	42	<b>48</b>	13%	88%	<b>100%</b>
Therapeutic Supports	462	737	<b>1,199</b>	39%	61%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	13	89	<b>102</b>	13%	87%	<b>100%</b>
Specialist Disability Accommodation	1	31	<b>32</b>	3%	97%	<b>100%</b>
Vehicle Modifications	9	60	<b>69</b>	13%	87%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	55	219	<b>274</b>	20%	80%	<b>100%</b>
Support Coordination	49	165	<b>214</b>	23%	77%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	15	106	<b>121</b>	12%	88%	<b>100%</b>
Specialised Supported Employment	17	87	<b>104</b>	16%	84%	<b>100%</b>
<b>Total</b>	<b>699</b>	<b>1,743</b>	<b>2,442</b>	<b>29%</b>	<b>71%</b>	<b>100%</b>

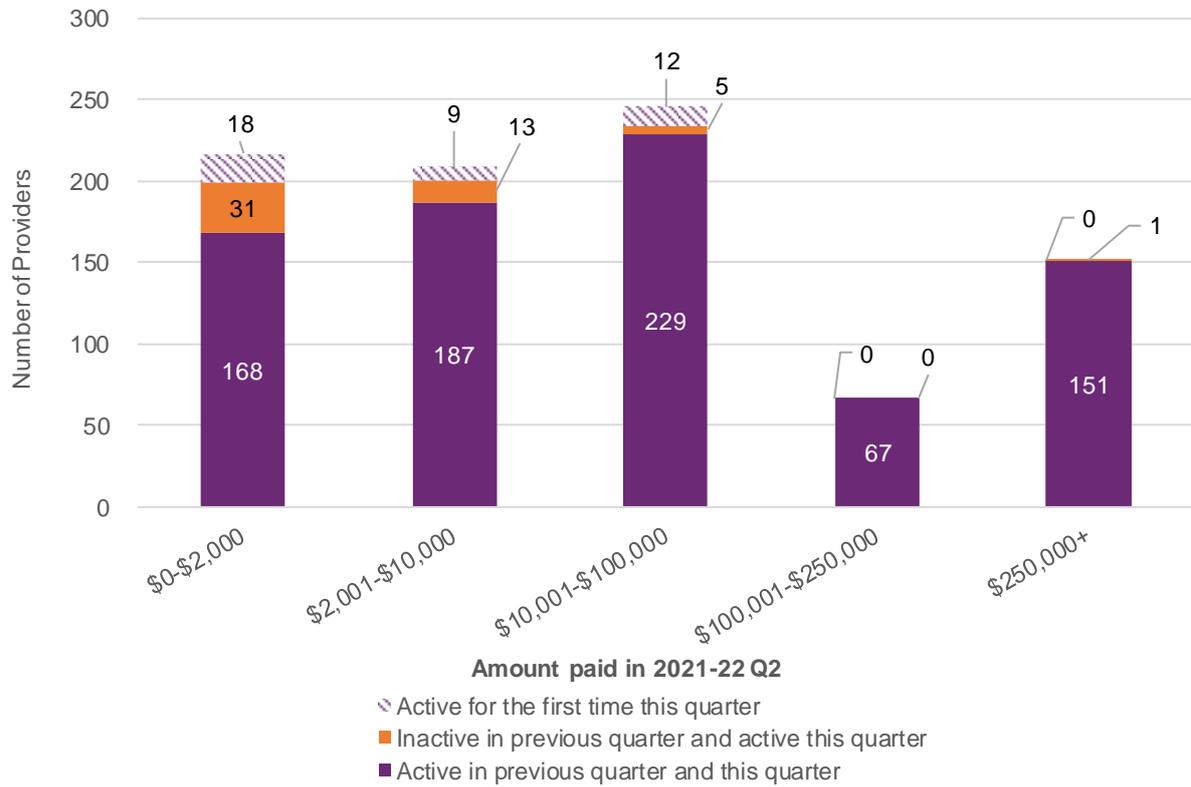
**Table J.74 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – South Australia**

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	8	4	12	33%
Assistance Animals	19	3	22	14%
Assistance with daily life tasks in a group or shared living arrangement	143	20	163	12%
Assistance with travel/transport arrangements	78	4	82	5%
Daily Personal Activities	234	8	242	3%
Group and Centre Based Activities	135	7	142	5%
High Intensity Daily Personal Activities	139	11	150	7%
Household tasks	182	7	189	4%
Interpreting and translation	26	3	29	10%
Participation in community, social and civic activities	243	13	256	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	8	2	10	20%
Assistive products for household tasks	8	0	8	0%
Assistance products for personal care and safety	203	17	220	8%
Communication and information equipment	71	8	79	10%
Customised Prosthetics	65	5	70	7%
Hearing Equipment	30	2	32	6%
Hearing Services	6	3	9	33%
Personal Mobility Equipment	104	8	112	7%
Specialised Hearing Services	10	0	10	0%
Vision Equipment	33	4	37	11%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	253	23	276	8%
Behaviour Support	103	16	119	13%
Community nursing care for high needs	82	3	85	4%
Development of daily living and life skills	95	11	106	10%
Early Intervention supports for early childhood	160	5	165	3%
Exercise Physiology and Physical Wellbeing activities	82	7	89	8%
Innovative Community Participation	20	2	22	9%
Specialised Driving Training	12	0	12	0%
Therapeutic Supports	406	13	419	3%
<b>Capital services</b>				
Home modification design and construction	38	6	44	14%
Specialist Disability Accommodation	18	3	21	14%
Vehicle Modifications	22	5	27	19%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	179	7	186	4%
Support Coordination	112	9	121	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	56	10	66	15%
Specialised Supported Employment	64	6	70	9%
<b>Total</b>	<b>852</b>	<b>39</b>	<b>891</b>	<b>4%</b>

**Table J.75 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – South Australia**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	12	<b>12</b>	0%	100%	<b>100%</b>
Assistance Animals	3	19	<b>22</b>	14%	86%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	16	147	<b>163</b>	10%	90%	<b>100%</b>
Assistance with travel/transport arrangements	7	75	<b>82</b>	9%	91%	<b>100%</b>
Daily Personal Activities	24	218	<b>242</b>	10%	90%	<b>100%</b>
Group and Centre Based Activities	15	127	<b>142</b>	11%	89%	<b>100%</b>
High Intensity Daily Personal Activities	20	130	<b>150</b>	13%	87%	<b>100%</b>
Household tasks	39	150	<b>189</b>	21%	79%	<b>100%</b>
Interpreting and translation	4	25	<b>29</b>	14%	86%	<b>100%</b>
Participation in community, social and civic activities	32	224	<b>256</b>	13%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	10	<b>10</b>	0%	100%	<b>100%</b>
Assistive products for household tasks	1	7	<b>8</b>	13%	88%	<b>100%</b>
Assistance products for personal care and safety	28	192	<b>220</b>	13%	87%	<b>100%</b>
Communication and information equipment	14	65	<b>79</b>	18%	82%	<b>100%</b>
Customised Prosthetics	11	59	<b>70</b>	16%	84%	<b>100%</b>
Hearing Equipment	4	28	<b>32</b>	13%	88%	<b>100%</b>
Hearing Services	3	6	<b>9</b>	33%	67%	<b>100%</b>
Personal Mobility Equipment	14	98	<b>112</b>	13%	88%	<b>100%</b>
Specialised Hearing Services	1	9	<b>10</b>	10%	90%	<b>100%</b>
Vision Equipment	6	31	<b>37</b>	16%	84%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	44	232	<b>276</b>	16%	84%	<b>100%</b>
Behaviour Support	15	104	<b>119</b>	13%	87%	<b>100%</b>
Community nursing care for high needs	9	76	<b>85</b>	11%	89%	<b>100%</b>
Development of daily living and life skills	14	92	<b>106</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	27	138	<b>165</b>	16%	84%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	14	75	<b>89</b>	16%	84%	<b>100%</b>
Innovative Community Participation	0	22	<b>22</b>	0%	100%	<b>100%</b>
Specialised Driving Training	0	12	<b>12</b>	0%	100%	<b>100%</b>
Therapeutic Supports	112	307	<b>419</b>	27%	73%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	7	37	<b>44</b>	16%	84%	<b>100%</b>
Specialist Disability Accommodation	1	20	<b>21</b>	5%	95%	<b>100%</b>
Vehicle Modifications	4	23	<b>27</b>	15%	85%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	37	149	<b>186</b>	20%	80%	<b>100%</b>
Support Coordination	16	105	<b>121</b>	13%	87%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	62	<b>66</b>	6%	94%	<b>100%</b>
Specialised Supported Employment	12	58	<b>70</b>	17%	83%	<b>100%</b>
<b>Total</b>	<b>178</b>	<b>713</b>	<b>891</b>	<b>20%</b>	<b>80%</b>	<b>100%</b>

**Figure J.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – South Australia** <sup>563</sup>



<sup>563</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

Table J.76 Committed supports by financial year (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	10.5	48.3	102.0	186.2	368.3	1,156.0	2,128.4	2,777.7	1,487.4

Figure J.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – South Australia

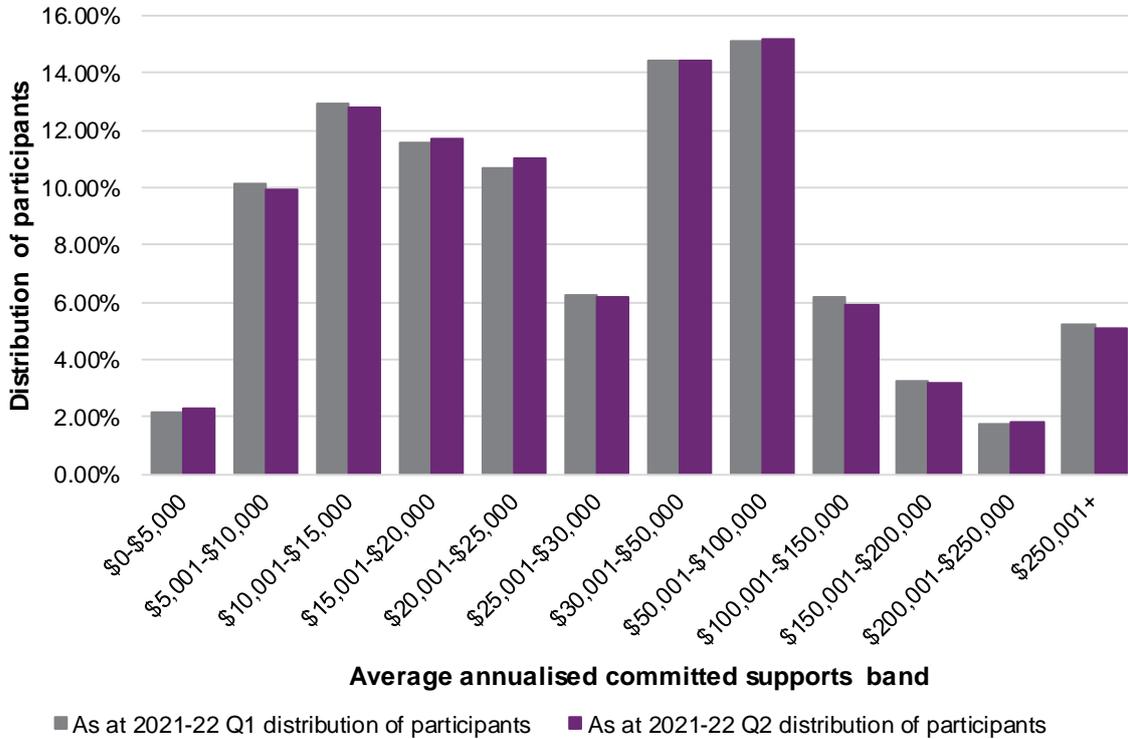
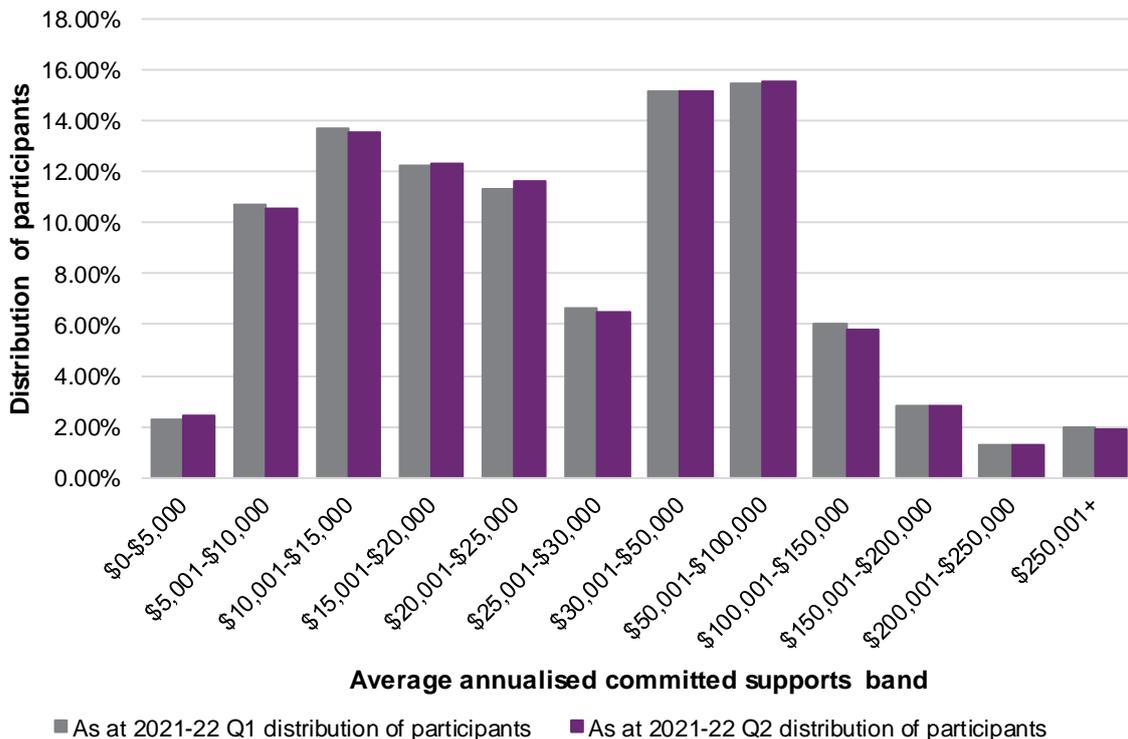
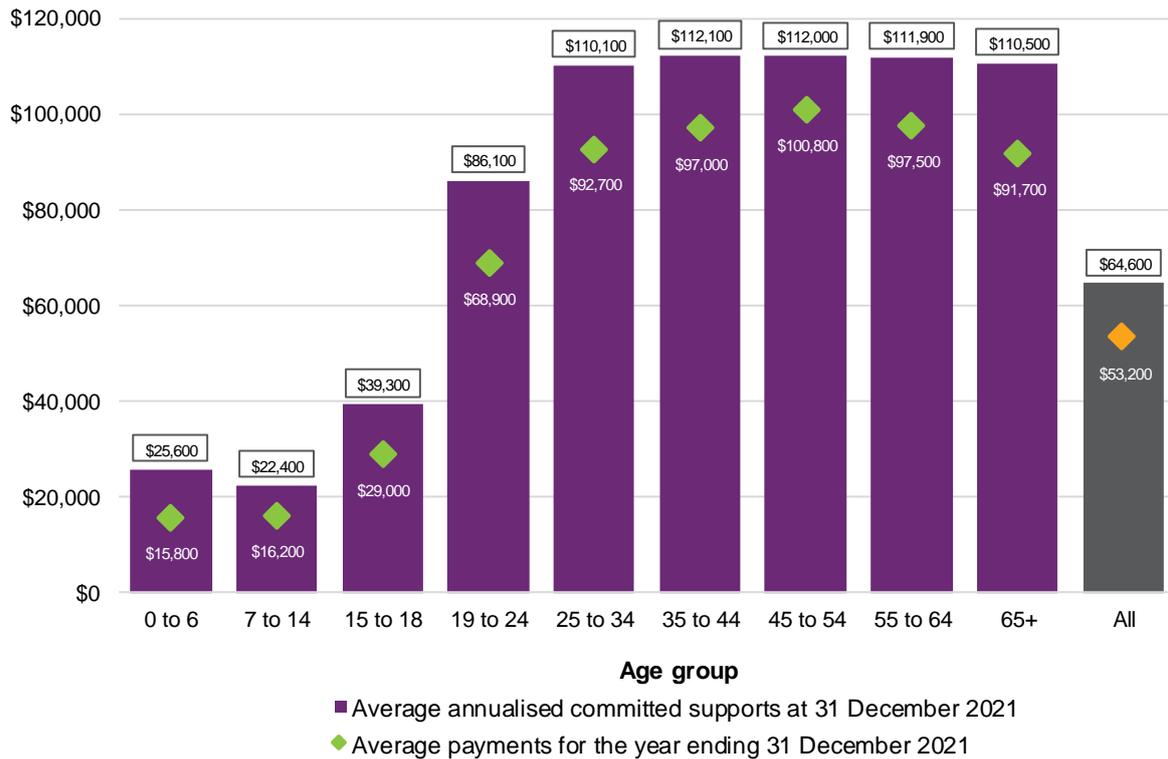


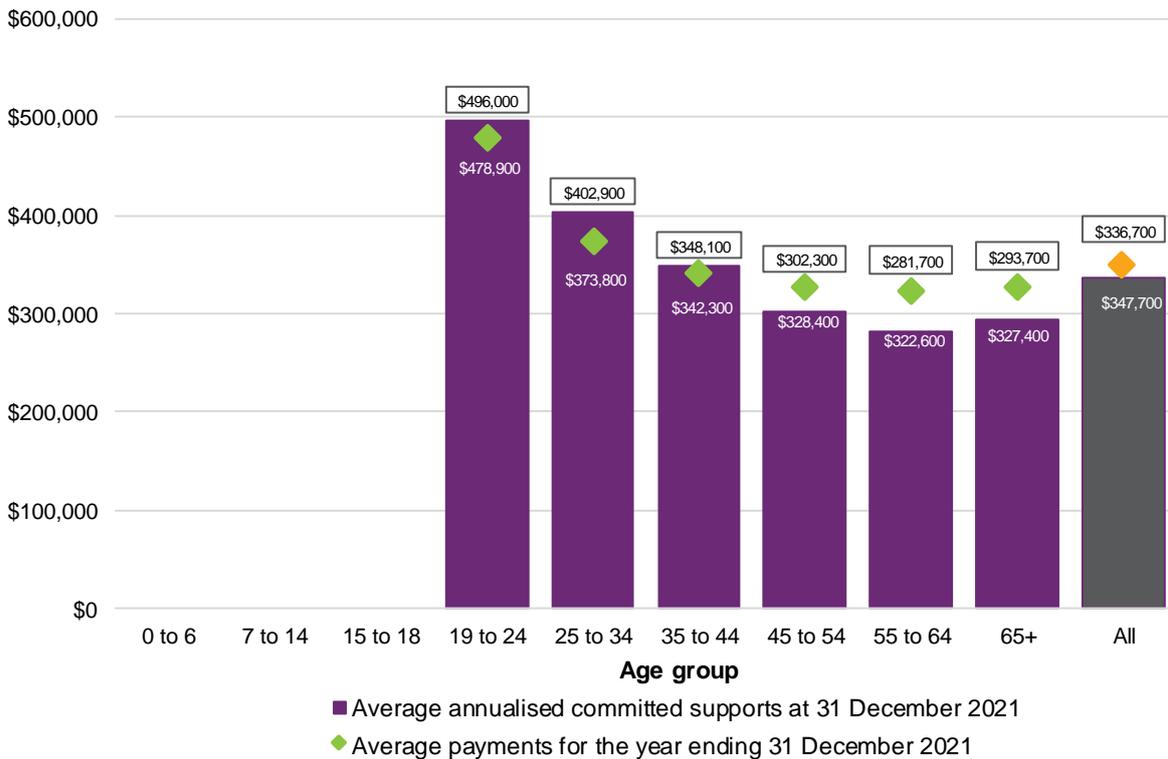
Figure J.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – South Australia



**Figure J.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – South Australia** <sup>564</sup>



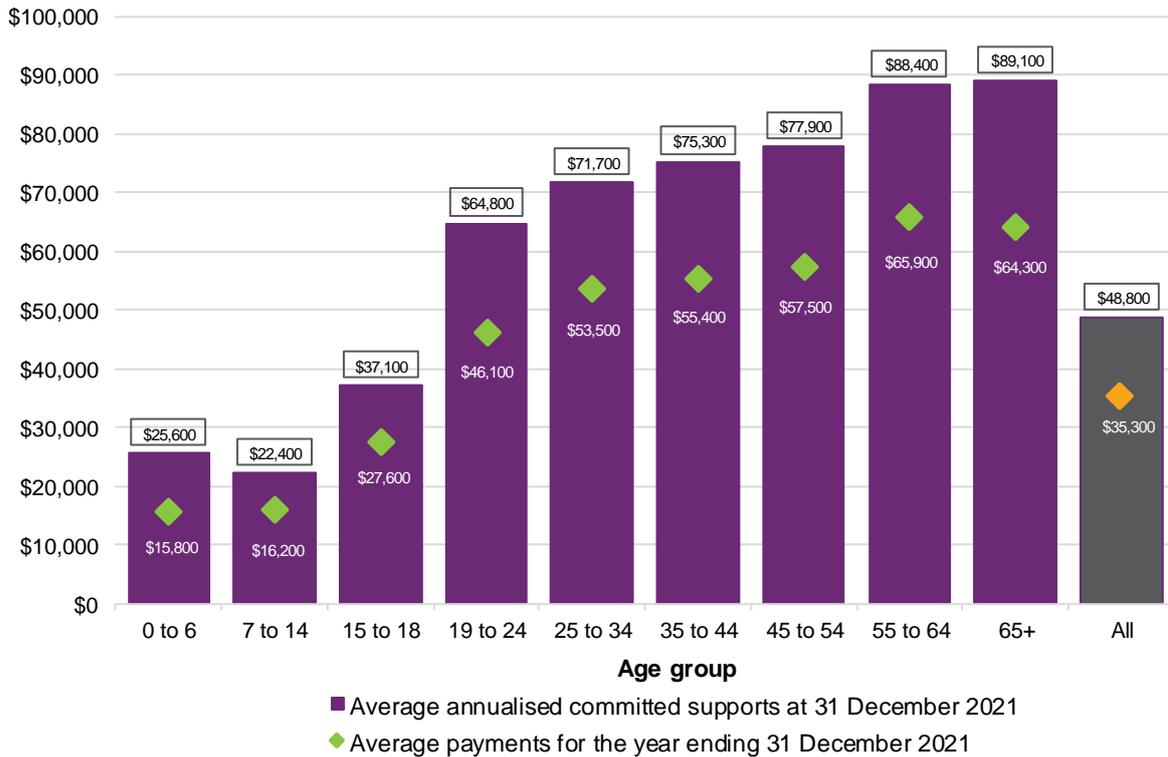
**Figure J.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – South Australia** <sup>565</sup>



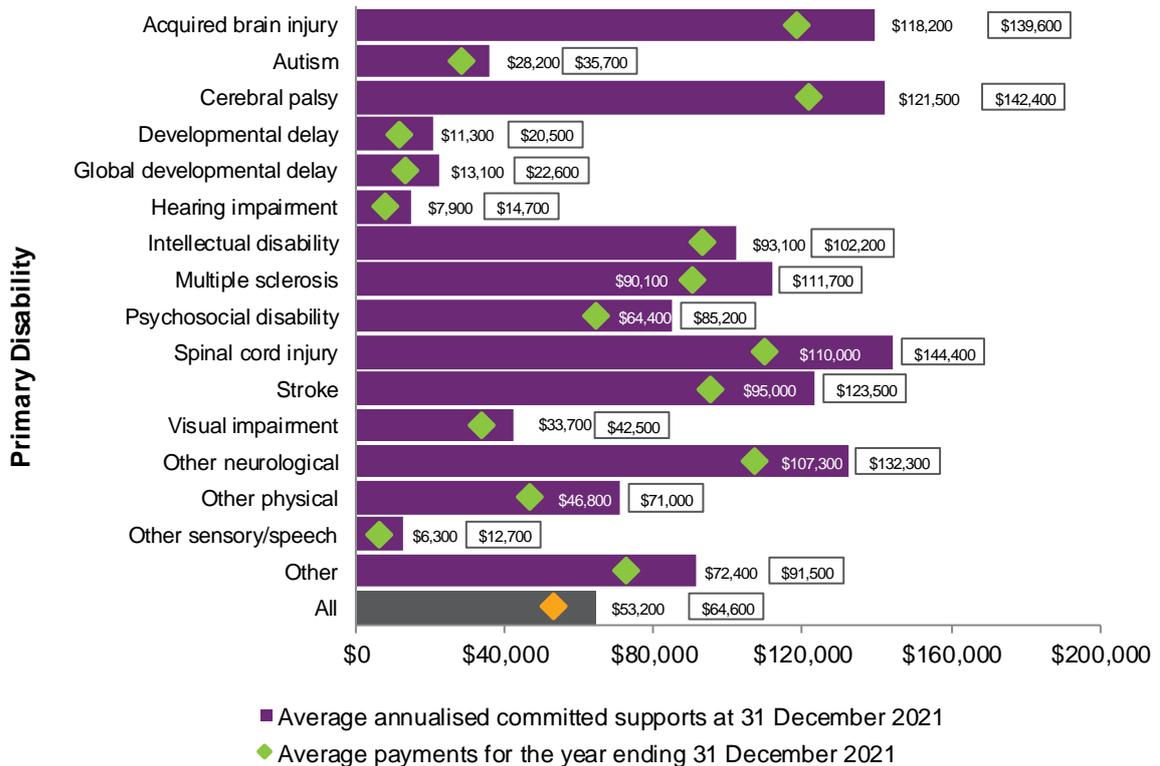
<sup>564</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>565</sup> Ibid.

**Figure J.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – South Australia** <sup>566</sup>



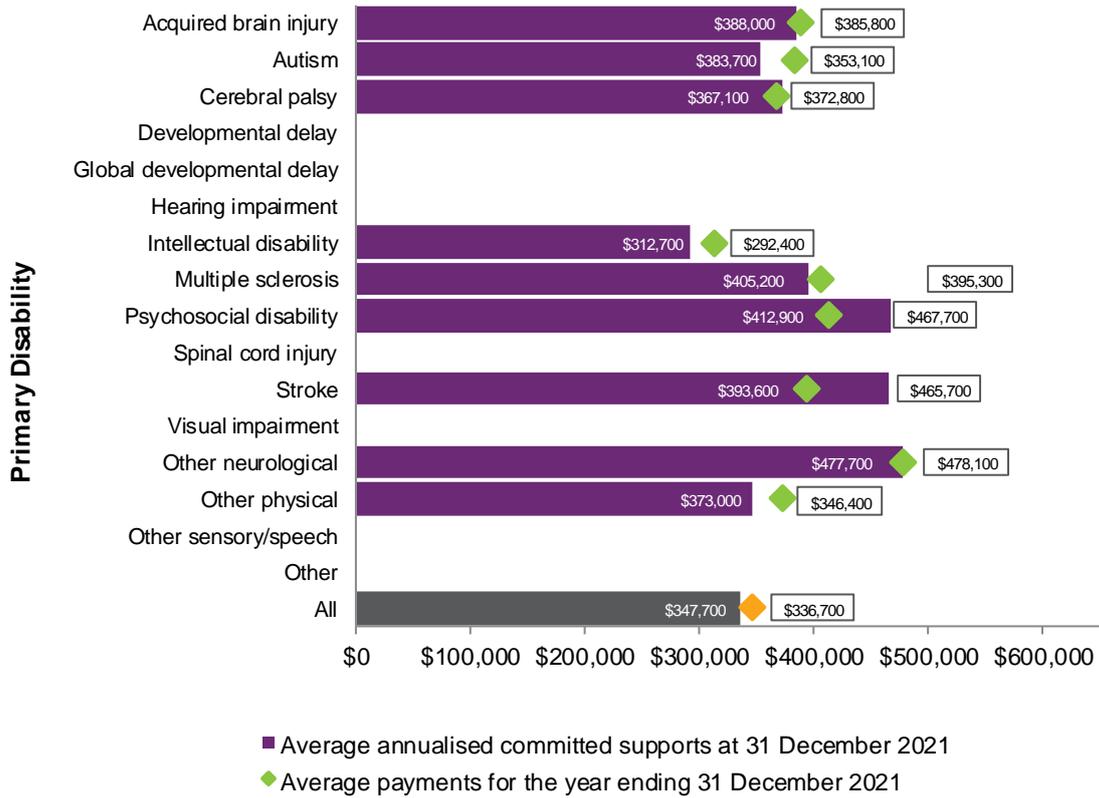
**Figure J.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – South Australia** <sup>567</sup>



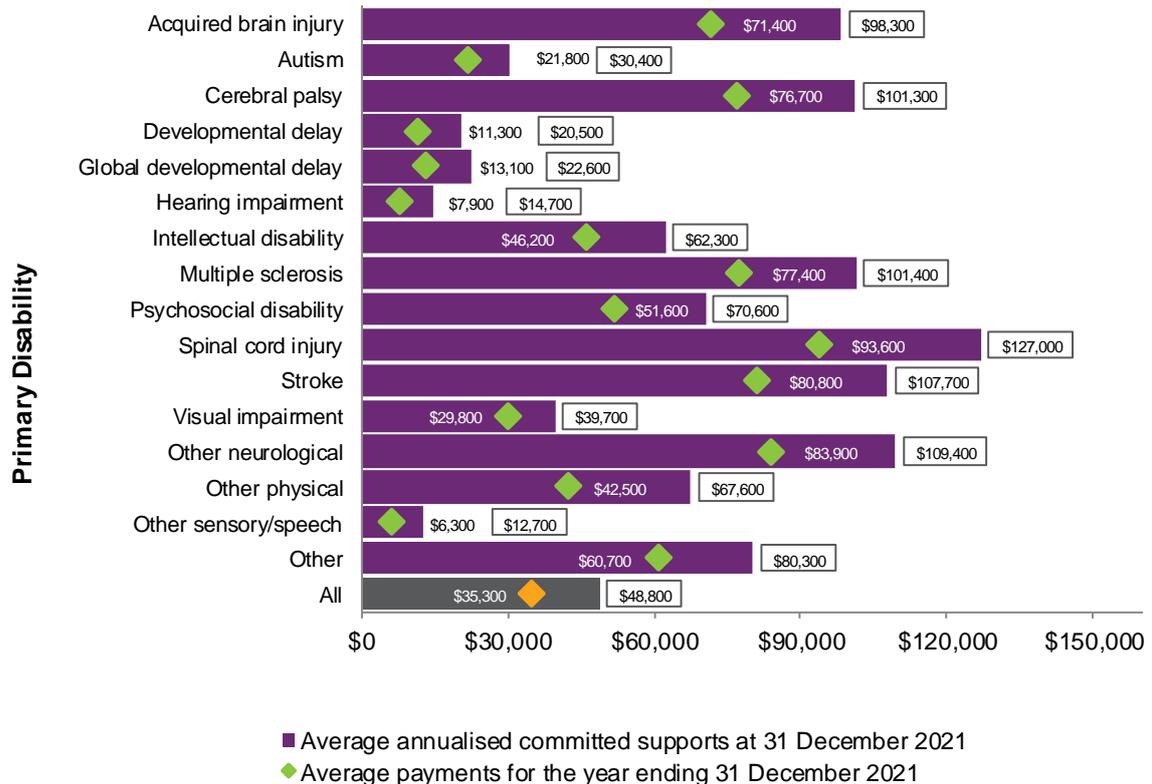
<sup>566</sup> Ibid.

<sup>567</sup> Ibid.

**Figure J.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – South Australia** <sup>568</sup>



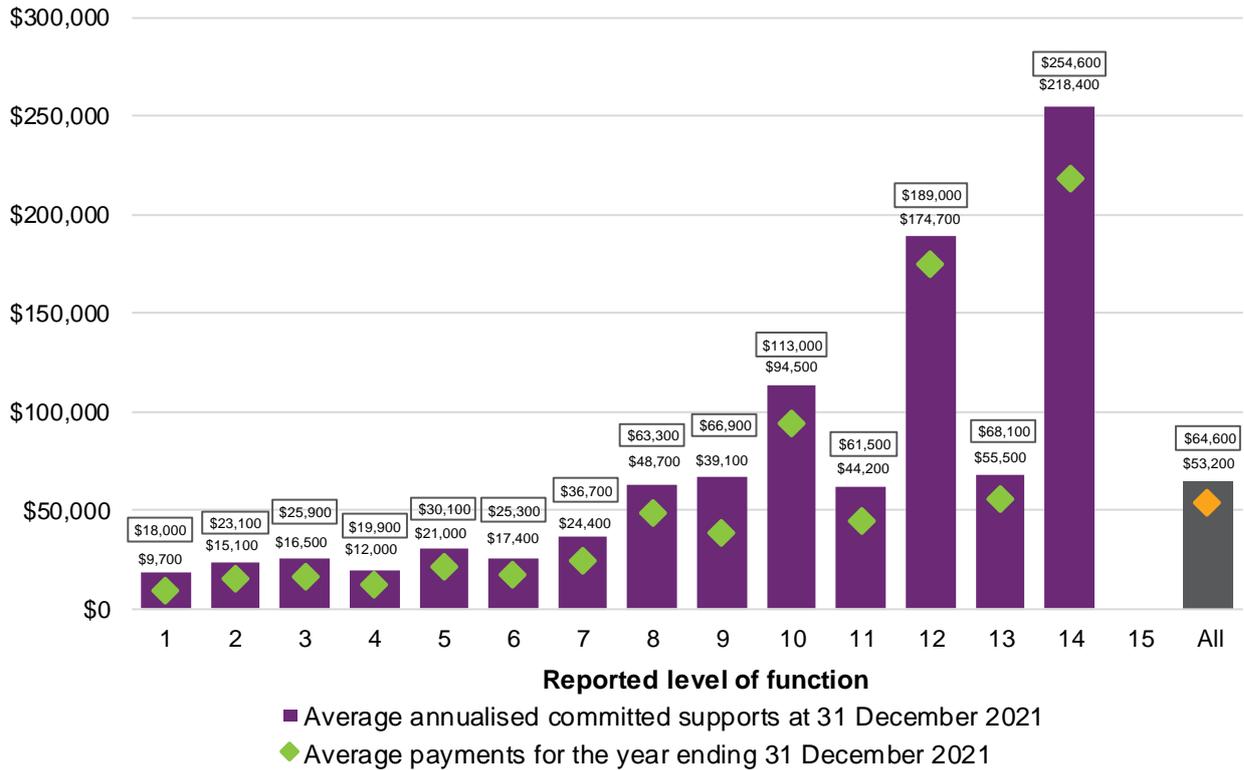
**Figure J.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – South Australia** <sup>569</sup>



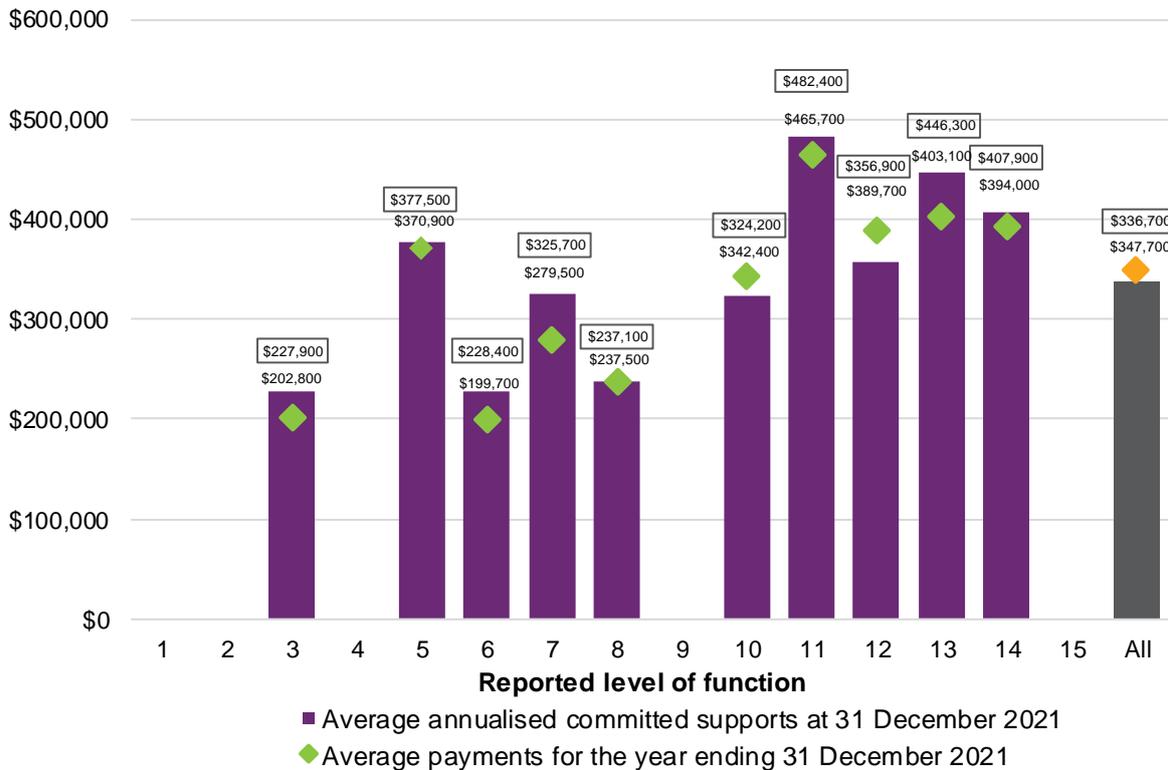
<sup>568</sup> Ibid.

<sup>569</sup> Ibid.

**Figure J.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – South Australia** <sup>570</sup>



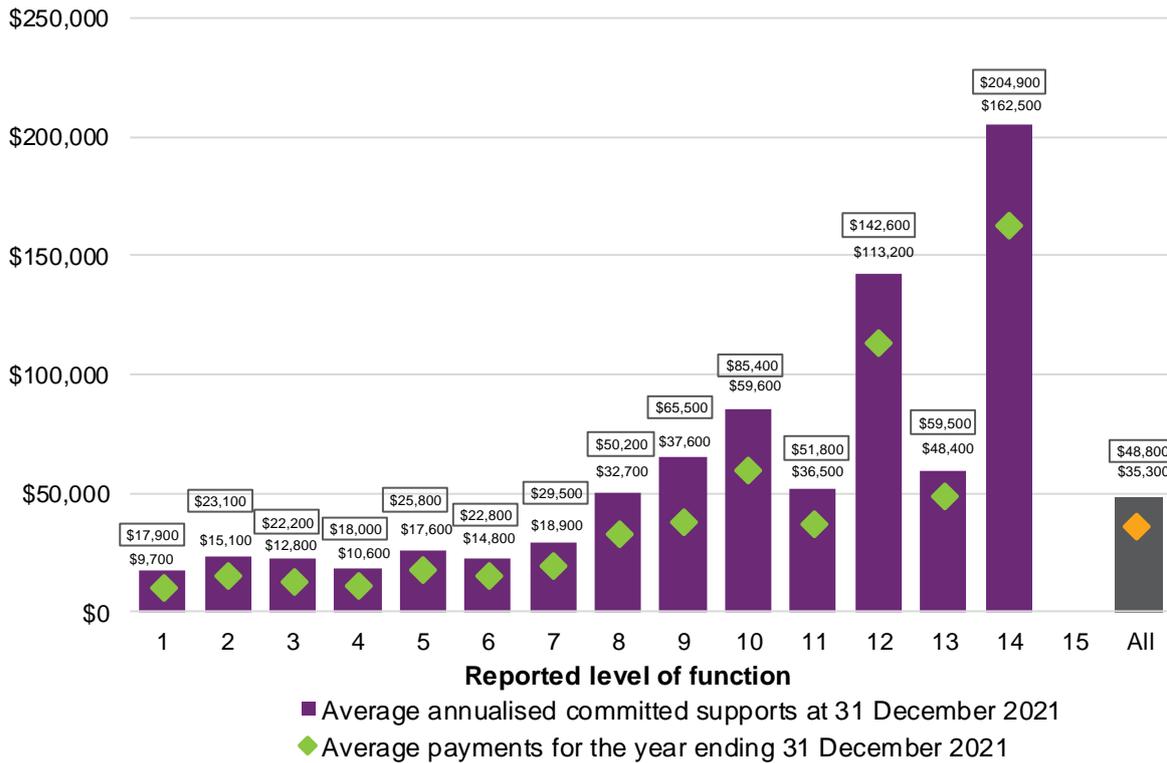
**Figure J.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – South Australia** <sup>571</sup>



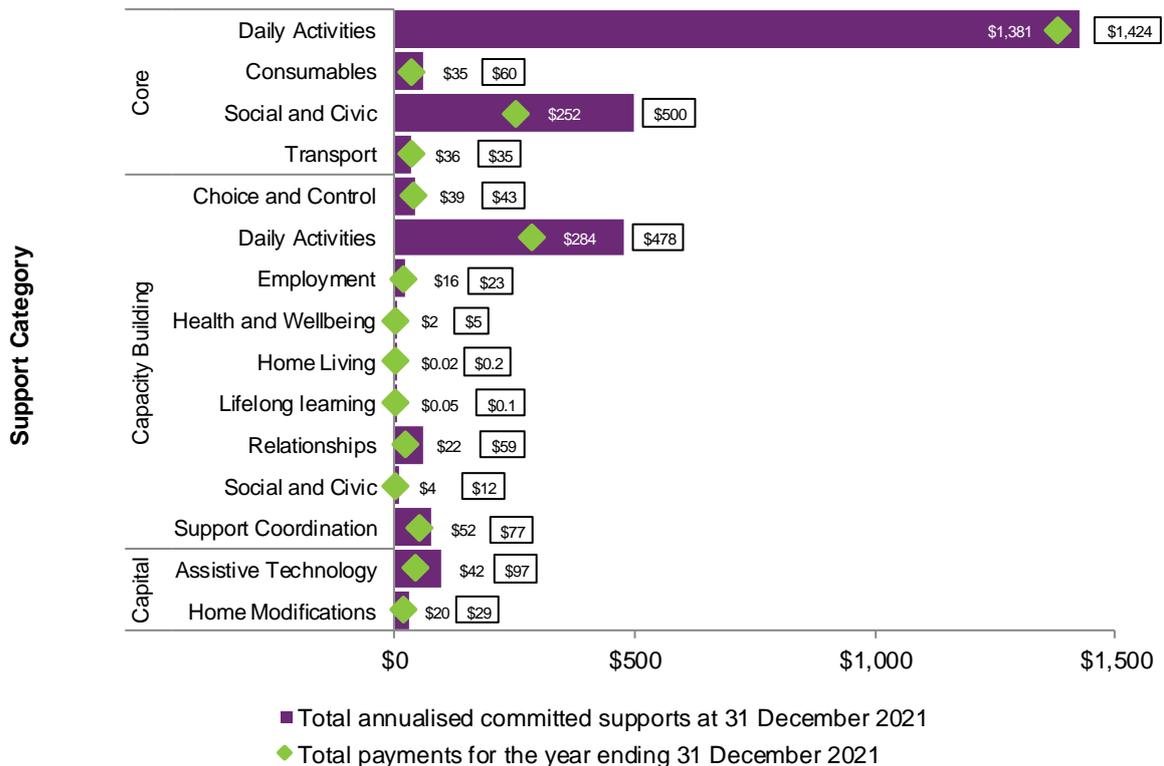
<sup>570</sup> Ibid.

<sup>571</sup> Ibid.

**Figure J.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – South Australia** <sup>572</sup>



**Figure J.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – South Australia** <sup>573 574</sup>

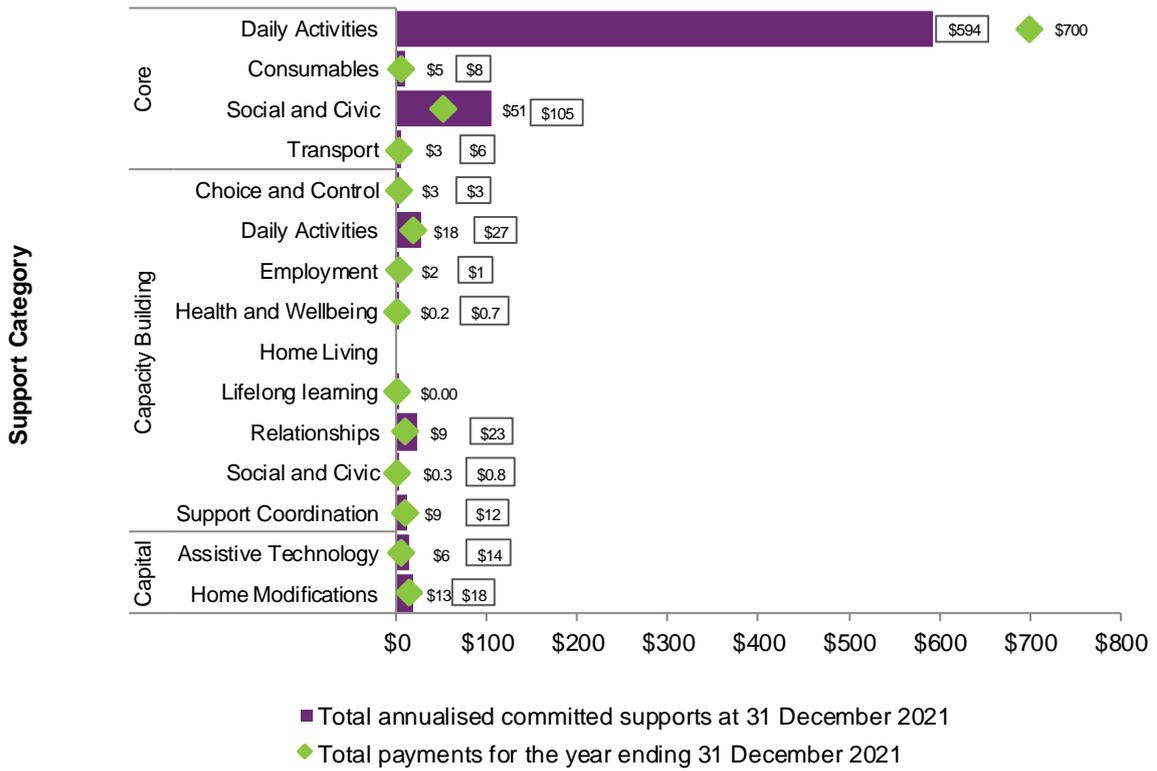


<sup>572</sup> Ibid.

<sup>573</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>574</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

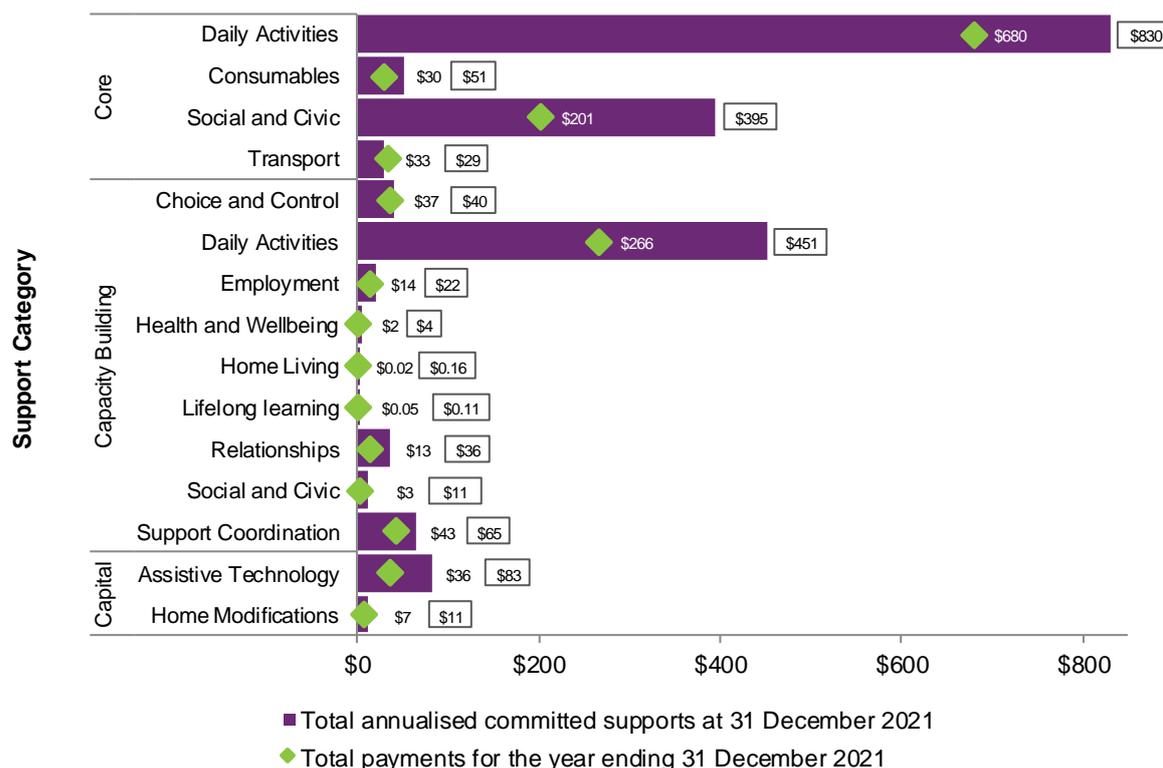
**Figure J.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – South Australia** <sup>575 576</sup>



<sup>575</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>576</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure J.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – South Australia** <sup>577 578</sup>



**Table J.77 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	2021-22 to date
Total Committed	10.5	48.3	102.0	186.2	368.3	1,156.0	2,128.4	2,777.7	1,487.4
Total Paid	5.7	29.6	62.8	104.2	220.0	791.3	1,486.3	1,984.3	1,028.4
% utilised to date	54%	61%	62%	56%	60%	68%	70%	71%	69%

<sup>577</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>578</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure J.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – South Australia

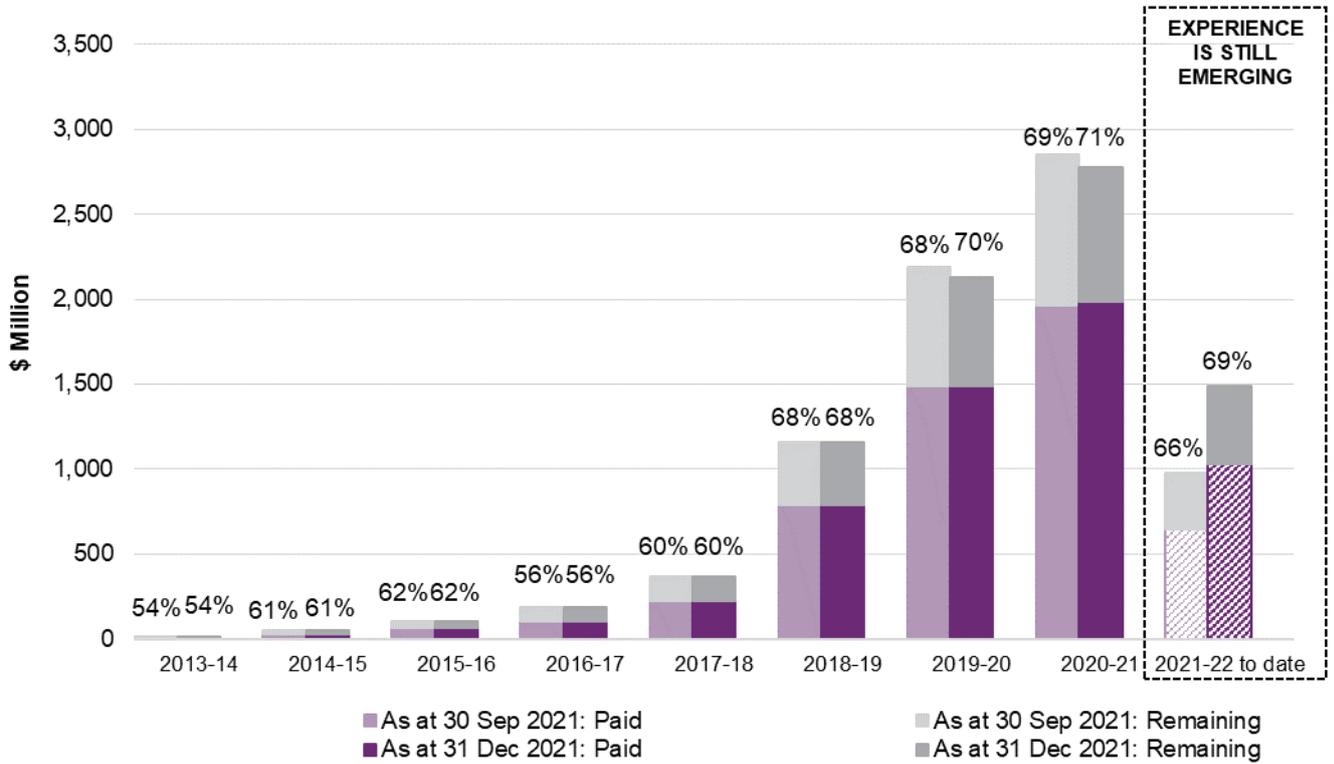
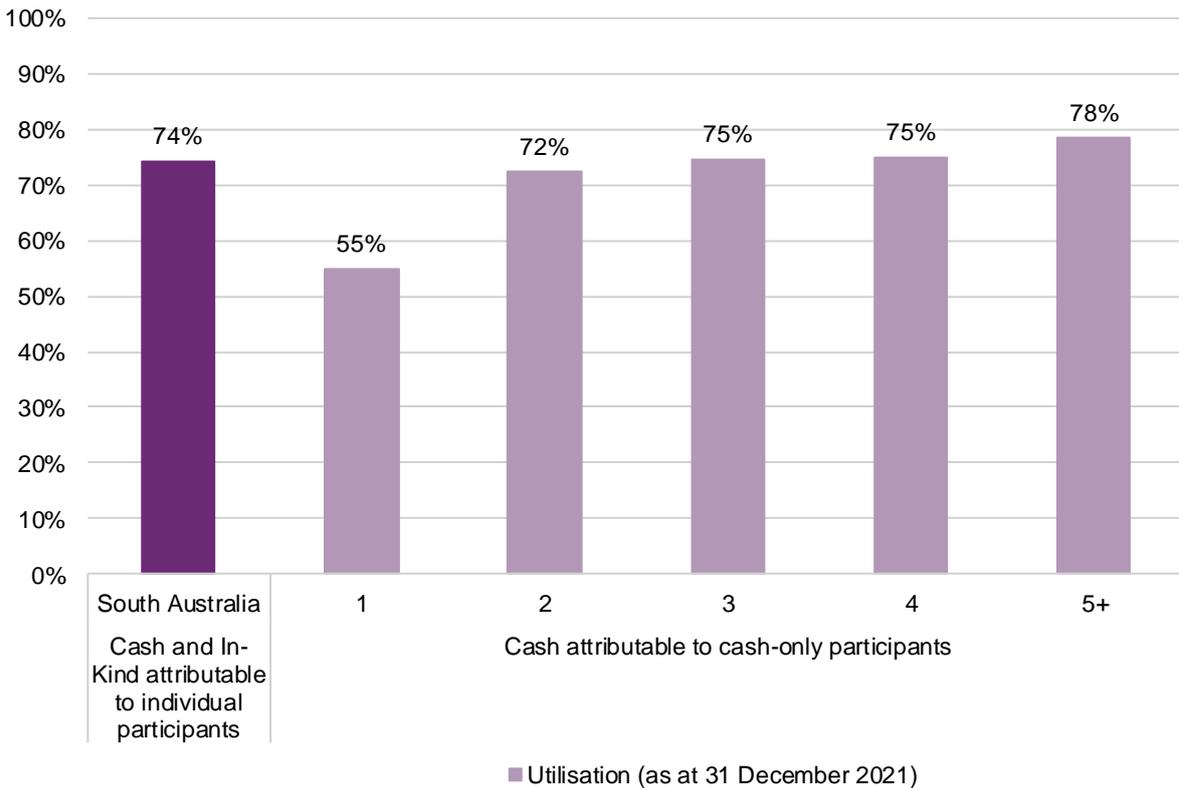


Figure J.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – South Australia <sup>579</sup>



<sup>579</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure J.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – South Australia <sup>580</sup>

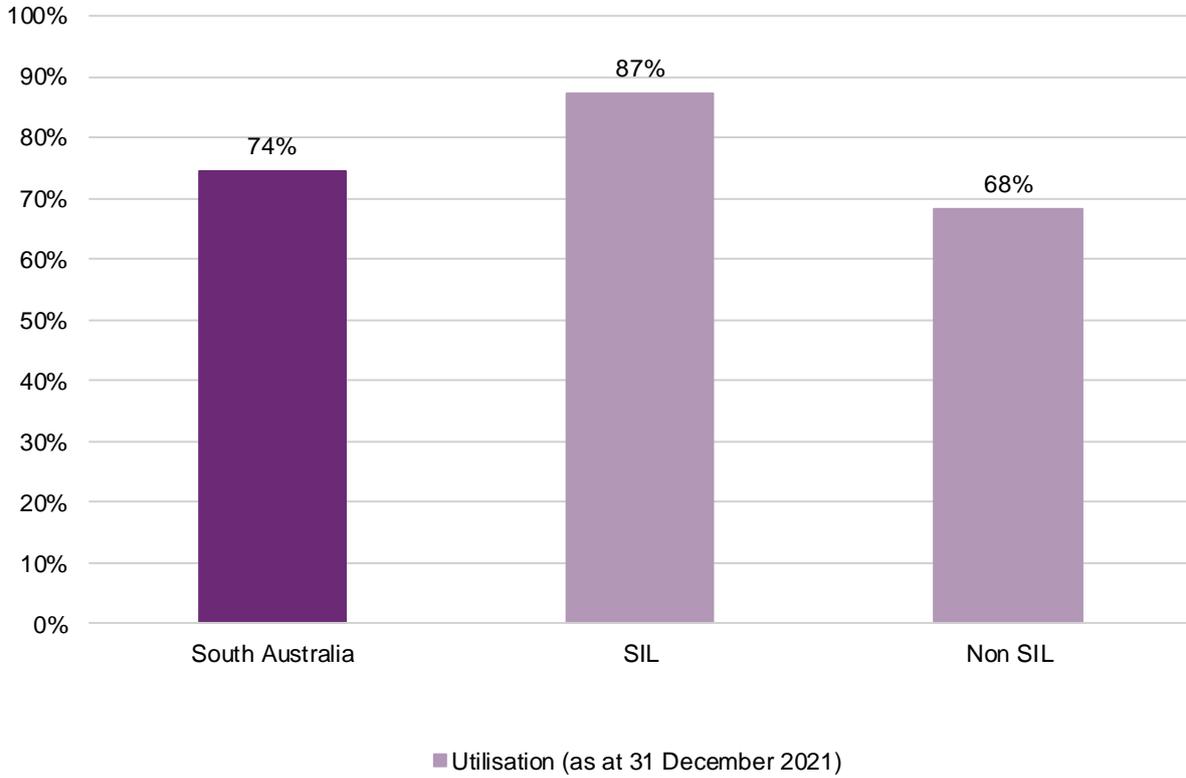
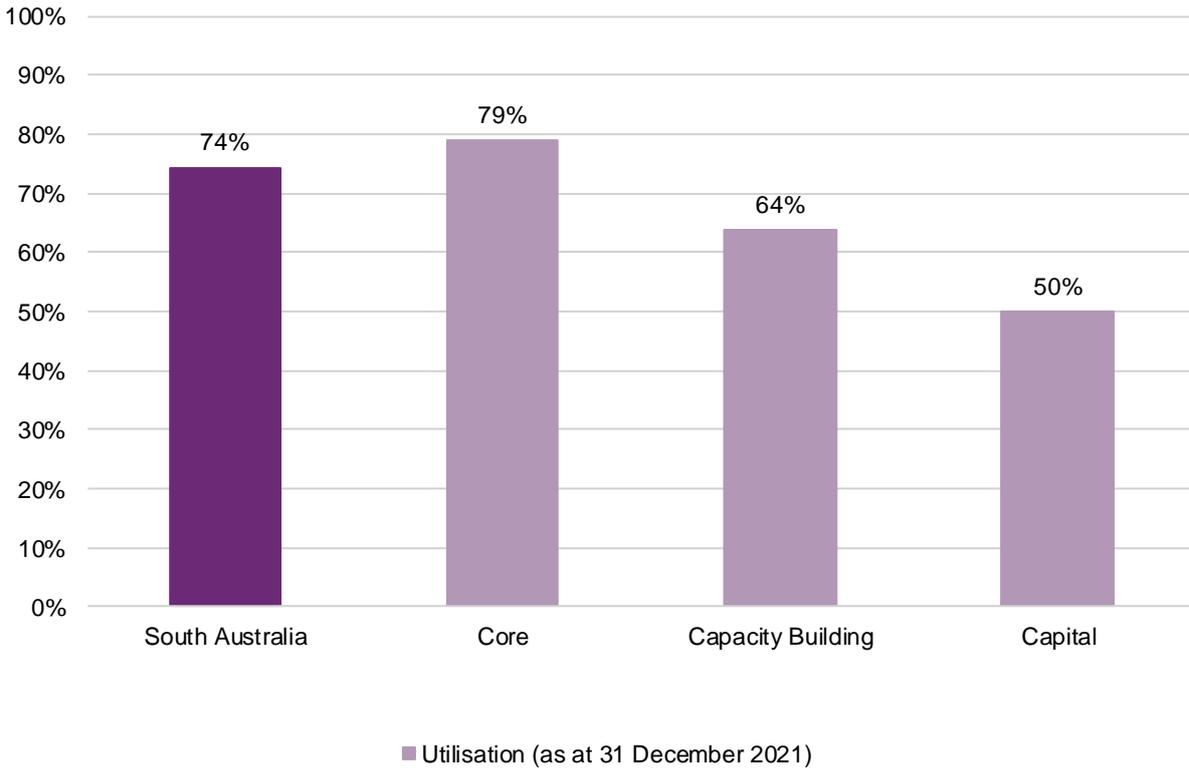


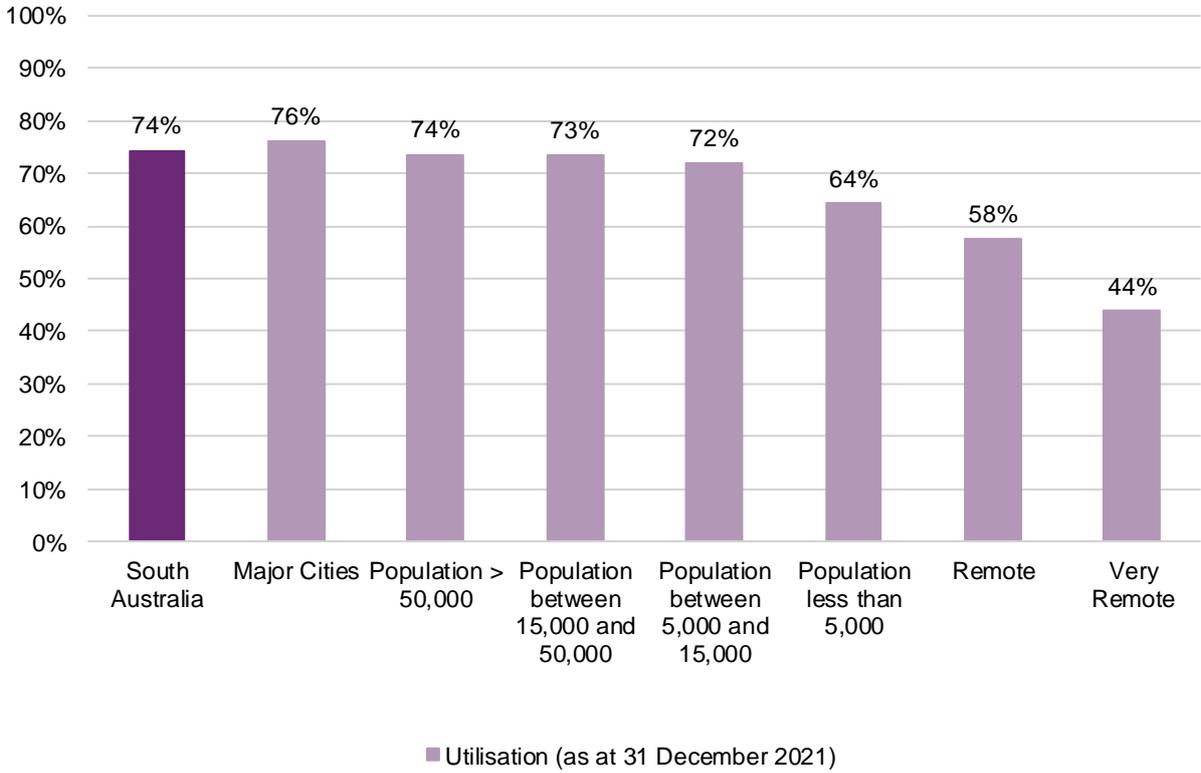
Figure J.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – South Australia <sup>581</sup>



<sup>580</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>581</sup> Ibid.

Figure J.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – South Australia <sup>582</sup>



<sup>582</sup> Ibid.

# Appendix K: Tasmania

## Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania <sup>583</sup>

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Tasmania	11,026	433	11,459	255	11,714

Table K.2 Active participants by quarter of entry, plan and entry type – Tasmania <sup>584</sup>

	Prior Quarters	2021-22 Q2	Total
Access decisions	13,686	564	14,250
Active Eligible	11,276	406	11,682
<i>New</i>	6,876	388	7,264
<i>State</i>	2,959	<11	2,960
<i>Commonwealth</i>	1,441	17	1,458
Active Participant Plans (excl ECA)	11,026	433	11,459
<i>New</i>	6,656	408	7,064
<i>State</i>	2,944	<11	2,950
<i>Commonwealth</i>	1,426	19	1,445
Active Participant Plans	11,304	688	11,714
<i>Early Intervention (s25)</i>	2,597	186	2,783
<i>Permanent Disability (s24)</i>	8,429	247	8,676
<i>ECA</i>	278	255	255

Table K.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Tasmania

Exits	Total
Total participant exits	421
<i>Early Intervention participants</i>	77
<i>Permanent disability participants</i>	344

<sup>583</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>584</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table K.4 Cumulative numbers of active participants (including ECA) by services previously received – Tasmania** <sup>585</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	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
End of 2020-21 Q3	2,951	1,408	5,911	208	10,478
End of 2020-21 Q4	2,950	1,426	6,281	272	10,929
End of 2021-22 Q1	2,949	1,441	6,690	278	11,358
End of 2021-22 Q2	2,950	1,445	7,064	255	11,714

**Table K.5 Cumulative numbers of active participants by entry criteria into the Scheme – Tasmania** <sup>586 587 588</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2020-21 Q3	2,340	7,930	208	10,478
End of 2020-21 Q4	2,499	8,158	272	10,929
End of 2021-22 Q1	2,640	8,440	278	11,358
End of 2021-22 Q2	2,783	8,676	255	11,714

<sup>585</sup> This table shows the total numbers of active participants at the end of each period.

<sup>586</sup> Ibid.

<sup>587</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>588</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table K.6 Assessment of access by age group – Tasmania** <sup>589</sup>

Age Group	Prior Quarters		2021-22 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	2,543	97%	116	96%	2,659	97%
7 to 14	2,464	88%	79	81%	2,543	88%
15 to 18	1,413	90%	34	89%	1,447	90%
19 to 24	806	85%	14	58%	820	85%
25 to 34	713	80%	25	58%	738	79%
35 to 44	940	83%	32	58%	972	82%
45 to 54	1,325	82%	42	55%	1,367	81%
55 to 64	1,573	78%	65	63%	1,638	77%
65+	64	66%	<11		66	64%
Missing	<11		<11		<11	
<b>Total</b>	<b>11,841</b>	<b>87%</b>	<b>409</b>	<b>73%</b>	<b>12,250</b>	<b>86%</b>

**Table K.7 Assessment of access by disability – Tasmania** <sup>590</sup>

Disability	Prior Quarters		2021-22 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	470	93%	12	86%	482	93%
Autism	3,603	95%	99	93%	3,702	95%
Cerebral palsy	442	97%	<11		443	97%
Developmental delay	784	95%	88	97%	872	95%
Global developmental delay	224	99%	<11		233	98%
Hearing impairment	443	89%	11	100%	454	89%
Intellectual disability	2,887	94%	58	87%	2,945	94%
Multiple sclerosis	314	89%	12	86%	326	89%
Psychosocial disability	978	67%	48	53%	1,026	67%
Spinal cord injury	113	95%	<11		120	93%
Stroke	152	83%	<11		161	83%
Visual impairment	201	89%	<11		206	88%
Other neurological	529	83%	17	59%	546	82%
Other physical	419	51%	13	34%	432	50%
Other sensory/speech	42	43%	<11		43	43%
Other	164	47%	19	31%	183	45%
Missing	76	93%	<11		76	93%
<b>Total</b>	<b>11,841</b>	<b>87%</b>	<b>409</b>	<b>73%</b>	<b>12,250</b>	<b>86%</b>

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

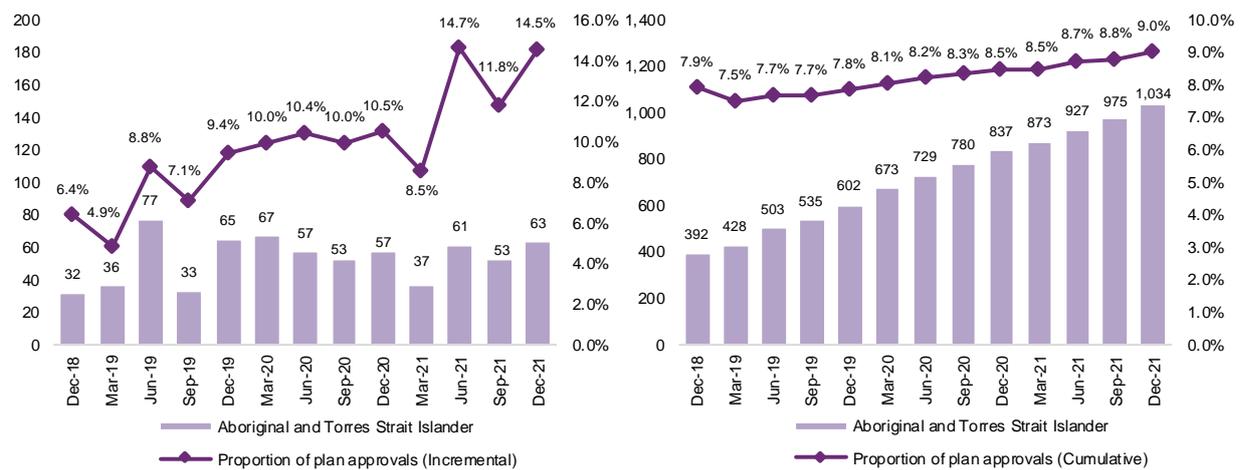
**Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	971	8.8%	63	14.5%	1,034	9.0%
Not Aboriginal and Torres Strait Islander	8,066	73.2%	325	75.1%	8,391	73.2%
Not Stated	1,989	18.0%	45	10.4%	2,034	17.8%
<b>Total</b>	<b>11,026</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>11,459</b>	<b>100%</b>

<sup>589</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received support and are therefore more likely to meet eligibility criteria to the Scheme.

<sup>590</sup> Ibid.

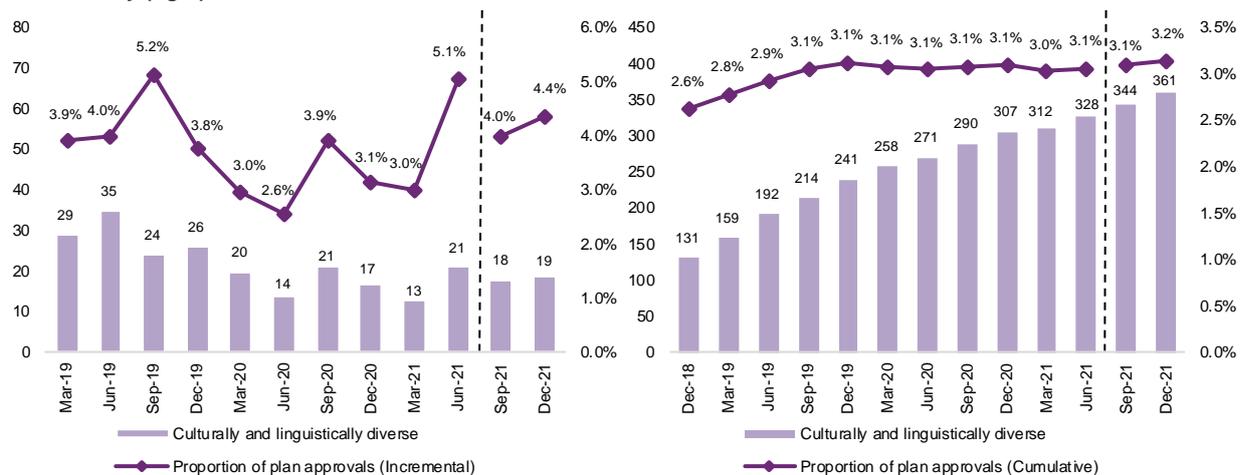
**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>591</sup>



**Table K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania** <sup>592</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	342	3.1%	19	4.4%	361	3.2%
Not culturally and linguistically diverse	10,674	96.8%	414	95.6%	11,088	96.8%
Not stated	<11		<11		<11	
<b>Total</b>	<b>11,026</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>11,459</b>	<b>100%</b>

**Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>593 594 595</sup>



<sup>591</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>592</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>593</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

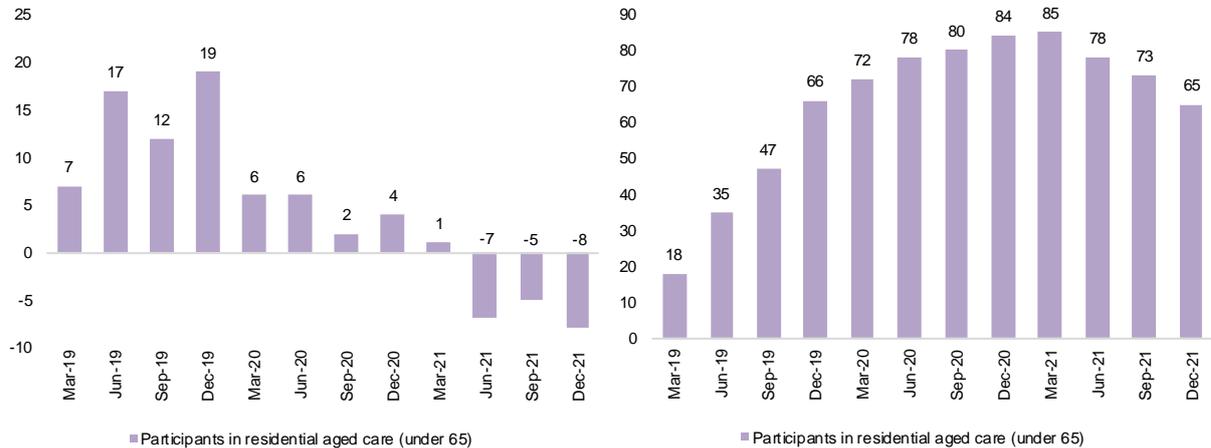
<sup>594</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

<sup>595</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

**Table K.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Tasmania** <sup>596</sup>

	Total
<b>Age group</b>	<b>N</b>
Under 45	<11
45 to 54	14
55 to 64	48
<b>Total YPIRAC (under 65)</b>	<b>65</b>

**Figure K.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Tasmania** <sup>597</sup>



**Table K.11 Participant profile per quarter by remoteness – Tasmania** <sup>598 599</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	7,173	65.1%	289	66.7%	7,462	65.1%
Population between 15,000 and 50,000	2,082	18.9%	63	14.5%	2,145	18.7%
Population between 5,000 and 15,000	54	0.5%	<11		55	0.5%
Population less than 5,000	1,571	14.2%	74	17.1%	1,645	14.4%
Remote	122	1.1%	<11		128	1.1%
Very Remote	23	0.2%	<11		23	0.2%
Missing	<11		<11		<11	
<b>Total</b>	<b>11,026</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>11,459</b>	<b>100%</b>

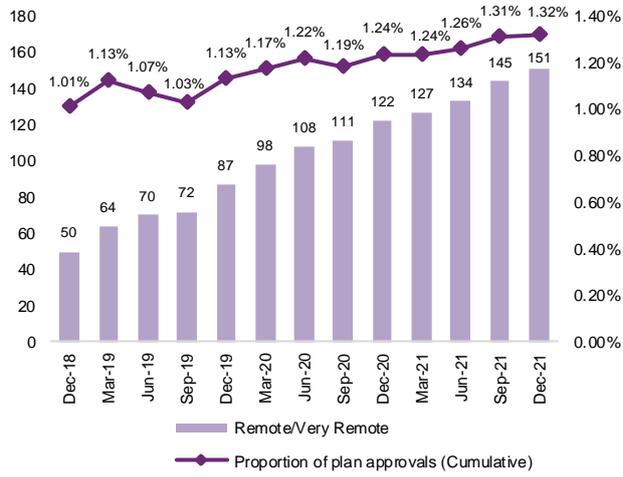
<sup>596</sup> There are a further 40 active participants aged 65 years or over who are currently in residential aged care.

<sup>597</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to September 2018.

<sup>598</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>599</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania** <sup>600 601 602</sup>



<sup>600</sup> Ibid.

<sup>601</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>602</sup> 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** <sup>603 604 605</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	3,508	32%	116	27%	3,624	32%
Intellectual disability	2,733	25%	59	14%	2,792	24%
Psychosocial disability	906	8%	56	13%	962	8%
Developmental delay	696	6%	79	18%	775	7%
Hearing impairment	425	4%	16	4%	441	4%
Other neurological	437	4%	16	4%	453	4%
Other physical	345	3%	16	4%	361	3%
Cerebral palsy	420	4%	<11		422	4%
Acquired brain injury	431	4%	<11		439	4%
Global developmental delay	207	2%	11	3%	218	2%
Visual impairment	191	2%	<11		198	2%
Multiple sclerosis	303	3%	11	3%	314	3%
Stroke	139	1%	<11		146	1%
Spinal cord injury	106	1%	<11		109	1%
Other	139	1%	25	6%	164	1%
Other sensory/speech	40	0%	<11		41	0%
<b>Total</b>	<b>11,026</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>11,459</b>	<b>100%</b>

**Table K.13 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania** <sup>606 607</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	145	16%	<11		145	16%
Intellectual disability	421	46%	<11		421	46%
Psychosocial disability	109	12%	<11		109	12%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	37	4%	<11		37	4%
Other physical	<11		<11		<11	
Cerebral palsy	76	8%	<11		76	8%
Acquired brain injury	87	9%	<11		87	9%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	12	1%	<11		12	1%
Spinal cord injury	<11		<11		<11	
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
<b>Total</b>	<b>918</b>	<b>100%</b>	<b>&lt;11</b>		<b>918</b>	<b>100%</b>

<sup>603</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>604</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>605</sup> Down syndrome is included in intellectual disability, representing 3% of all Scheme participants in Tasmania (301).

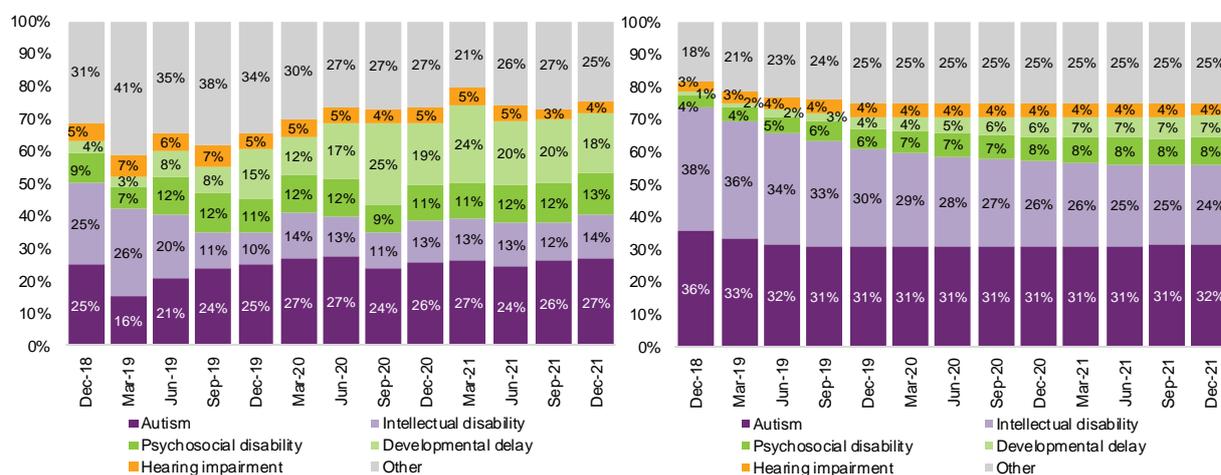
<sup>606</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>607</sup> Down syndrome is included in intellectual disability, representing 5% of participants in SIL (64).

Table K.14 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania<sup>608</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	3,363	33%	116	27%	3,479	33%
Intellectual disability	2,312	23%	59	14%	2,371	22%
Psychosocial disability	797	8%	56	13%	853	8%
Developmental delay	696	7%	79	18%	775	7%
Hearing impairment	425	4%	16	4%	441	4%
Other neurological	400	4%	16	4%	416	4%
Other physical	336	3%	16	4%	352	3%
Cerebral palsy	344	3%	<11		346	3%
Acquired brain injury	344	3%	<11		352	3%
Global developmental delay	207	2%	11	3%	218	2%
Visual impairment	183	2%	<11		190	2%
Multiple sclerosis	295	3%	11	3%	306	3%
Stroke	127	1%	<11		134	1%
Spinal cord injury	103	1%	<11		106	1%
Other	136	1%	25	6%	161	2%
Other sensory/speech	40	0%	<11		41	0%
<b>Total</b>	<b>10,108</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>10,541</b>	<b>100%</b>

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania<sup>609</sup>



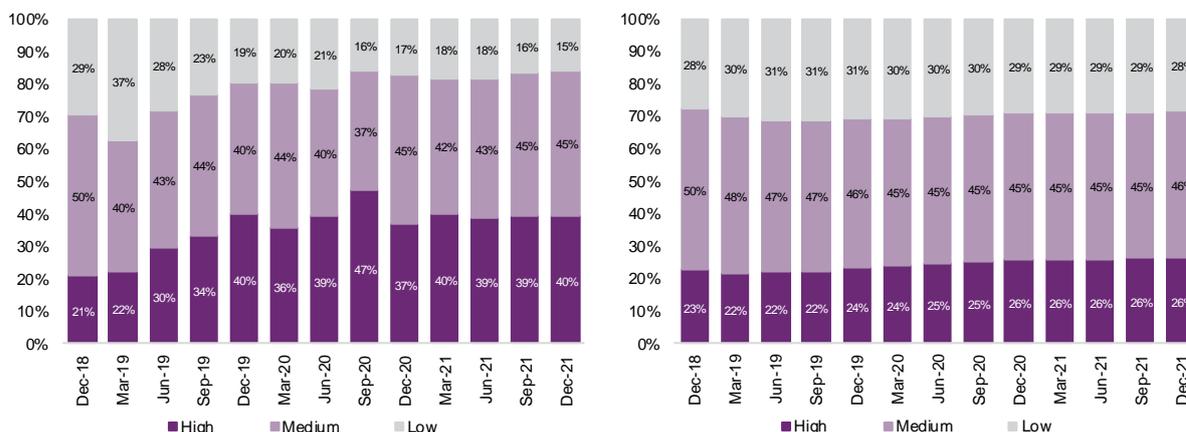
<sup>608</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (237).

<sup>609</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table K.15 Participant profile per quarter by reported level of function – Tasmania** <sup>610</sup>

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	942	9%	87	20%	1,029	9%
2 (High Function)	22	0%	<11		22	0%
3 (High Function)	515	5%	14	3%	529	5%
4 (High Function)	623	6%	31	7%	654	6%
5 (High Function)	732	7%	40	9%	772	7%
6 (Moderate Function)	2,357	21%	92	21%	2,449	21%
7 (Moderate Function)	796	7%	21	5%	817	7%
8 (Moderate Function)	678	6%	31	7%	709	6%
9 (Moderate Function)	75	1%	<11		80	1%
10 (Moderate Function)	1,108	10%	45	10%	1,153	10%
11 (Low Function)	380	3%	<11		384	3%
12 (Low Function)	1,823	17%	52	12%	1,875	16%
13 (Low Function)	741	7%	<11		749	7%
14 (Low Function)	218	2%	<11		220	2%
15 (Low Function)	<11		<11		<11	
Missing	13		<11		13	
<b>Total</b>	<b>11,026</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>11,459</b>	<b>100%</b>

**Figure K.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Tasmania** <sup>611</sup>



**Table K.16 Participant profile per quarter by age group – Tasmania**

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,371	12%	113	26%	1,484	13%
7 to 14	2,500	23%	92	21%	2,592	23%
15 to 18	956	9%	37	9%	993	9%
19 to 24	1,233	11%	23	5%	1,256	11%
25 to 34	1,237	11%	29	7%	1,266	11%
35 to 44	860	8%	28	6%	888	8%
45 to 54	1,172	11%	43	10%	1,215	11%
55 to 64	1,329	12%	63	15%	1,392	12%
65+	368	3%	<11		373	3%
<b>Total</b>	<b>11,026</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>11,459</b>	<b>100%</b>

<sup>610</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>611</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table K.17 Participant profile per quarter (participants in SIL) by age group – Tasmania <sup>612</sup>

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	<11		<11		<11	
19 to 24	96	10%	<11		96	10%
25 to 34	177	19%	<11		177	19%
35 to 44	140	15%	<11		140	15%
45 to 54	201	22%	<11		201	22%
55 to 64	233	25%	<11		233	25%
65+	62	7%	<11		62	7%
<b>Total</b>	<b>918</b>	<b>100%</b>	<b>&lt;11</b>		<b>918</b>	<b>100%</b>

Table K.18 Participant profile per quarter (participants not in SIL) by age group – Tasmania

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,371	14%	113	26%	1,484	14%
7 to 14	2,500	25%	92	21%	2,592	25%
15 to 18	947	9%	37	9%	984	9%
19 to 24	1,137	11%	23	5%	1,160	11%
25 to 34	1,060	10%	29	7%	1,089	10%
35 to 44	720	7%	28	6%	748	7%
45 to 54	971	10%	43	10%	1,014	10%
55 to 64	1,096	11%	63	15%	1,159	11%
65+	306	3%	<11		311	3%
<b>Total</b>	<b>10,108</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>10,541</b>	<b>100%</b>

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania <sup>613</sup>

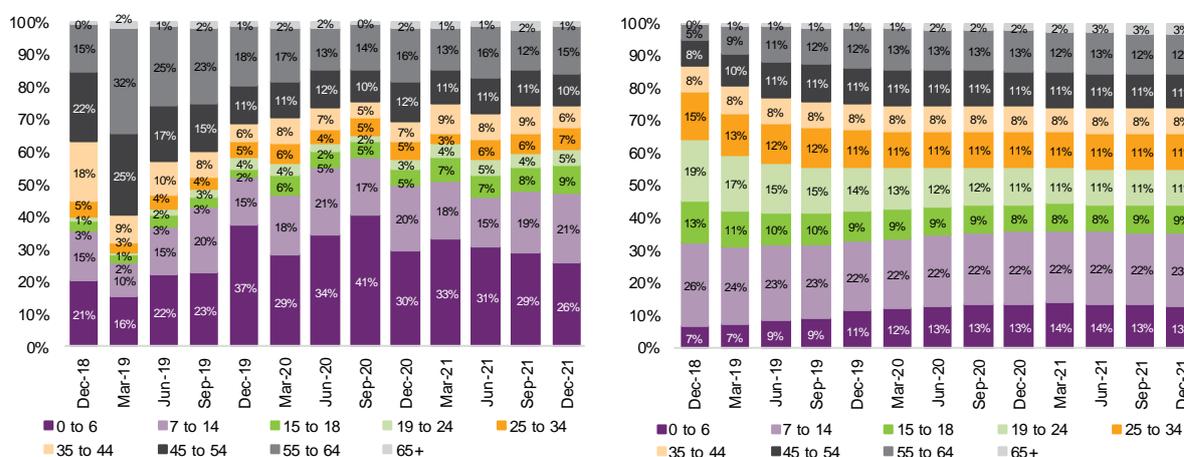


Table K.19 Participant profile per quarter by gender – Tasmania

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	6,642	60%	242	56%	6,884	60%
Female	4,145	38%	172	40%	4,317	38%
Other	239	2%	19	4%	258	2%
<b>Total</b>	<b>11,026</b>	<b>100%</b>	<b>433</b>	<b>100%</b>	<b>11,459</b>	<b>100%</b>

<sup>612</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>613</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania <sup>614</sup>

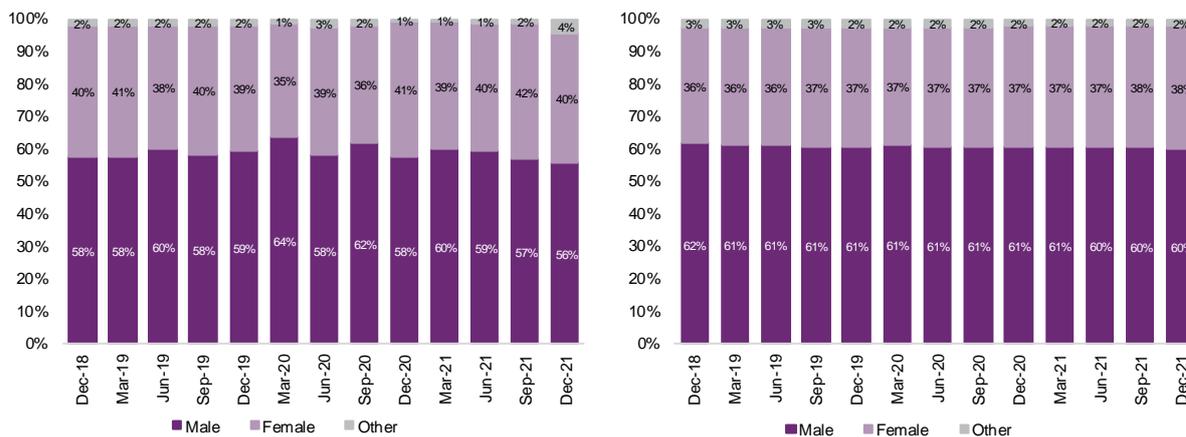


Table K.20 Participation rates by age group at 31 December 2021 – Tasmania <sup>615</sup>

Age group	Participation rate
0-6	3.68%
7-14	5.02%
15-18	3.91%
19-24	3.40%
25-34	1.89%
35-44	1.44%
45-54	1.81%
55-64	1.91%
<b>Total (aged 0-64)</b>	<b>2.62%</b>

<sup>614</sup> Ibid.

<sup>615</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

Table K.21 Number of baseline questionnaires completed by SFOF version – Tasmania <sup>616</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	15	110	337	531	506	198	1,697
Participant school to 14	553	858	544	634	497	225	3,311
Participant 15 to 24	297	157	107	180	170	107	1,018
Participant 25 and over	168	483	1,588	963	712	325	4,239
<b>Total Participant</b>	<b>1,033</b>	<b>1,608</b>	<b>2,576</b>	<b>2,308</b>	<b>1,885</b>	<b>855</b>	<b>10,265</b>
Family 0 to 14	511	956	857	1,139	991	409	4,863
Family 15 to 24	156	134	74	122	119	69	674
Family 25 and over	8	167	586	309	205	64	1,339
<b>Total Family</b>	<b>675</b>	<b>1,257</b>	<b>1,517</b>	<b>1,570</b>	<b>1,315</b>	<b>542</b>	<b>6,876</b>
<b>Total</b>	<b>1,708</b>	<b>2,865</b>	<b>4,093</b>	<b>3,878</b>	<b>3,200</b>	<b>1,397</b>	<b>17,141</b>

Table K.22 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	57%			
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		30%		
DL % who say their child is becoming more independent		41%		
CC % of children who have a genuine say in decisions about themselves		77%		
CC % who are happy with the level of independence/control they have now			38%	
CC % who choose who supports them			46%	61%
CC % who choose what they do each day			57%	71%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			20%	33%
CC % who want more choice and control in their life			80%	78%

<sup>616</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table K.23 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Tasmania**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	63%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	50%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL	Of these, % who are welcomed or actively included	65%	76%		
REL	% of children who spend time with friends without an adult present		13%		
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			21%	28%

**Table K.24 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		86%		
HM	% who are happy with their home			75%	73%
HM	% who feel safe or very safe in their home			82%	73%
HW	% who rate their health as good, very good or excellent			66%	43%
HW	% who did not have any difficulties accessing health services			71%	66%
LL	% who currently attend or previously attended school in a mainstream class			69%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				71%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			11%	19%
WK	% who volunteer			10%	10%

**Table K.25 Selected key baseline indicators for families/carers of participants – Tasmania**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	27%	26%	27%
% receiving Carer Allowance	46%	37%	37%
% working in a paid job	39%	47%	32%
Of those in a paid job, % in permanent employment	77%	74%	76%
Of those in a paid job, % working 15 hours or more	74%	82%	81%
% who say they (and their partner) are able to work as much as they want	45%	45%	61%
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%	87%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	28%	17%
% able to advocate for their child/family member	79%	73%	68%
% who have friends and family they see as often as they like	49%	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		39%	
% who feel in control selecting services		37%	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			43%
% who rate their health as good, very good or excellent	74%	66%	64%

**Table K.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=384) - participants who entered between 1 July 2016 and 31 December 2020 – Tasmania**<sup>617</sup>

Question	% Yes
DL Has the NDIS improved your child's development?	82%
DL Has the NDIS improved your child's access to specialist services?	87%
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?	67%
S/CP Has the NDIS improved how your child fits into community life?	57%

**Table K.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=937) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	31%
REL Has the NDIS improved your child's relationships with family and friends?	46%
S/CP Has the NDIS improved your child's social and recreational life?	38%

<sup>617</sup> Results in Tables K.26 to K.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

**Table K.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=261) and ‘Participant 25 and over’ (n=1,413) - participants who entered between 1 July 2016 and 31 December 2020 – Tasmania**

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	52%	76%
DL	Has the NDIS helped you with daily living activities?	54%	77%
REL	Has the NDIS helped you to meet more people?	39%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	34%	53%
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?	9%	15%
S/CP	Has the NDIS helped you be more involved?	47%	65%

**Table K.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,449); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=625) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	58%	54%
Has the NDIS improved the level of support for your family?	67%	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?	69%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	
Has the NDIS improved your health and wellbeing?	36%	32%

**Table K.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=123) - participants who entered between 1 July 2016 and 31 December 2019 – Tasmania <sup>618</sup>**

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	82%	93%	+11%
DL	Has the NDIS improved your child's access to specialist services?	87%	93%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	75%	83%	+8%
REL	Has the NDIS improved how your child fits into family life?	67%	80%	+13%
S/CP	Has the NDIS improved how your child fits into community life?	55%	68%	+13%

**Table K.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=625) - participants who entered between 1 July 2016 and 31 December 2019 – Tasmania**

Question		Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	56%	67%	+11%
LL	Has the NDIS improved your child's access to education?	31%	35%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	53%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	46%	+7%

<sup>618</sup> Results in Tables K.30 to K.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table K.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=162) and ‘Participant 25 and over’ (n=602) - participants who entered between 1 July 2016 and 31 December 2019 – Tasmania**

Question	15 to 24			25 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
CC Has the NDIS helped you have more choices and more control over your life?	50%	56%	+6%	76%	80%	+4%
DL Has the NDIS helped you with daily living activities?	49%	63%	+14%	80%	82%	+2%
REL Has the NDIS helped you to meet more people?	44%	50%	+6%	54%	59%	+5%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	11%	+1%	31%	36%	+5%
HW Has your involvement with the NDIS improved your health and wellbeing?	31%	38%	+7%	50%	55%	+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?	20%	22%	+2%	23%	27%	+4%
WK Has your involvement with the NDIS helped you find a job that's right for you?	11%	8%	-3%	14%	14%	0%
S/CP Has the NDIS helped you be more involved?	49%	53%	+4%	65%	68%	+3%

**Table K.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=650); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=166) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	48%	56%	+8%	55%	59%	+4%
Has the NDIS improved the level of support for your family?	60%	70%	+10%	63%	74%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	62%	70%	+8%	63%	70%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	69%	+6%			
Has the NDIS improved your health and wellbeing?	32%	38%	+6%	34%	35%	+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.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SF0F version ‘Participant school to 14’ (n=532) - participants who entered between 1 July 2016 and 31 December 2018 – Tasmania** <sup>619</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	53%	60%	68%	+15%
LL	Has the NDIS improved your child's access to education?	26%	27%	33%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	40%	45%	51%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	37%	40%	46%	+9%

**Table K.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SF0F versions ‘Participant 15 to 24’ (n=182) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	54%	57%	61%	+7%
	Has the NDIS helped you with daily living activities?	52%	59%	62%	+10%
	Has the NDIS helped you to meet more people?	46%	50%	48%	+2%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	10%	11%	0%
	Has your involvement with the NDIS improved your health and wellbeing?	35%	33%	38%	+3%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	29%	23%	-5%
	Has your involvement with the NDIS helped you find a job that's right for you?	13%	13%	12%	-1%
	Has the NDIS helped you be more involved?	43%	48%	52%	+9%

**Table K.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SF0F versions ‘Participant 25 and over’ (n=295) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	76%	80%	84%	+8%
	Has the NDIS helped you with daily living activities?	79%	85%	85%	+6%
	Has the NDIS helped you to meet more people?	61%	67%	68%	+7%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	36%	43%	44%	+8%
	Has your involvement with the NDIS improved your health and wellbeing?	56%	59%	61%	+5%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	36%	34%	+1%
	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	16%	-3%
	Has the NDIS helped you be more involved?	66%	71%	71%	+5%

<sup>619</sup> Results in Tables K.34 to K.38 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table K.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=370) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	42%	45%	55%	+13%
Has the NDIS improved the level of support for your family?	50%	59%	69%	+19%
Has the NDIS improved your access to services, programs and activities in the community?	53%	62%	70%	+17%
Has the NDIS improved your ability/capacity to help your child develop and learn?	53%	62%	65%	+12%
Has the NDIS improved your health and wellbeing?	28%	27%	36%	+8%

**Table K.38 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=110) - participants who entered between 1 July 2016 and 31 December 2018 – Tasmania**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	50%	44%	47%	-3%
Has the NDIS improved the level of support for your family?	58%	67%	69%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	57%	64%	68%	+11%
Has the NDIS improved your health and wellbeing?	23%	23%	27%	+3%

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'.

**Table K.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=326) - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania<sup>620</sup>**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL Has the NDIS helped your child to become more independent?	45%	49%	59%	63%	+18%
LL Has the NDIS improved your child's access to education?	14%	17%	16%	16%	+2%
REL Has the NDIS improved your child's relationships with family and friends?	27%	30%	45%	42%	+15%
S/CP Has the NDIS improved your child's social and recreational life?	32%	37%	43%	44%	+12%

<sup>620</sup> Results in Tables K.39 to K.43 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table K.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=164) - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania**

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	48%	58%	57%	66%	+18%
DL	Has the NDIS helped you with daily living activities?	48%	57%	60%	64%	+16%
REL	Has the NDIS helped you to meet more people?	40%	46%	44%	50%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	8%	9%	9%	12%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	36%	37%	41%	+12%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	19%	20%	22%	24%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	7%	8%	9%	+2%
S/CP	Has the NDIS helped you be more involved?	41%	49%	51%	55%	+14%

**Table K.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=81) - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania**

	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?	82%	72%	84%	79%	-3%
DL	Has the NDIS helped you with daily living activities?	78%	83%	91%	89%	+11%
REL	Has the NDIS helped you to meet more people?	68%	66%	73%	66%	-2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	36%	38%	33%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	47%	59%	47%	-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?	28%	34%	33%	28%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	26%	13%	18%	-7%
S/CP	Has the NDIS helped you be more involved?	63%	68%	78%	73%	+10%

**Table K.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=150) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	30%	27%	38%	38%	+8%
Has the NDIS improved the level of support for your family?	46%	53%	58%	62%	+16%
Has the NDIS improved your access to services, programs and activities in the community?	50%	56%	64%	68%	+18%
Has the NDIS improved your ability/capacity to help your child develop and learn?	40%	45%	51%	52%	+12%
Has the NDIS improved your health and wellbeing?	28%	24%	42%	26%	-2%

**Table K.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=41) - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania**

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	38%	56%	41%	50%	+12%
Has the NDIS improved the level of support for your family?	50%	63%	62%	69%	+19%
Has the NDIS helped you to access services, programs and activities in the community?	53%	69%	56%	64%	+11%
Has the NDIS improved your health and wellbeing?	33%	29%	21%	22%	-11%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table K.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,127), 'participant social and community engagement rate' (n=1,135), 'parent and carer employment rate' (n=940) and 'participant choice and control' (n=703) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Tasmania**<sup>621</sup>

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	21%	15%	17%	24%
Aged 25+	20%	19%	18%	
Aged 15+	17%	17%	16%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	24%	27%	26%	48%
Aged 25+	30%	32%	33%	
Aged 15+	29%	31%	32%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	39%	42%	42%	49%
Aged 15+	37%	40%	35%	
All ages	38%	42%	40%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		50%	56%	75%
Aged 25+		76%	80%	
Aged 15+		70%	75%	

**Table K.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=542), 'participant social and community engagement rate' (n=546), 'parent and carer employment rate' (n=511) and 'participant choice and control' (n=429) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Tasmania**<sup>622</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	5%	10%	13%	16%	24%
Aged 25+	24%	28%	15%	21%	
Aged 15+	18%	22%	14%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	25%	24%	30%	28%	48%
Aged 25+	35%	38%	40%	42%	
Aged 15+	32%	34%	35%	37%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	40%	41%	41%	44%	49%
Aged 15+	41%	45%	42%	44%	
All ages	40%	43%	41%	44%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		54%	57%	61%	75%
Aged 25+		76%	80%	84%	
Aged 15+		68%	68%	74%	

<sup>621</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

<sup>622</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table K.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=215), 'participant social and community engagement rate' (n=214), 'parent and carer employment rate' (n=189) and 'participant choice and control' (n=223) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Tasmania <sup>623</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	4%	4%	7%	12%	19%	24%
Aged 25+	23%	24%	28%	15%	18%	
Aged 15+	14%	14%	16%	13%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	26%	33%	31%	27%	31%	48%
Aged 25+	39%	37%	41%	41%	45%	
Aged 15+	33%	35%	36%	33%	38%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	49%	46%	59%	46%	49%	49%
Aged 15+	52%	54%	57%	52%	56%	
All ages	51%	50%	58%	50%	53%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		48%	58%	57%	66%	75%
Aged 25+		82%	72%	84%	79%	
Aged 15+		59%	63%	63%	69%	

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third, fourth and fifth plan review.

<sup>623</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table K.47 Number of active plans by goal type and primary disability – Tasmania** <sup>624</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	134	256	246	56	105	342	203	103	<b>439</b>
Autism	801	2,791	1,663	1,136	1,431	2,254	435	627	<b>3,624</b>
Cerebral palsy	126	311	256	74	91	273	124	60	<b>422</b>
Developmental delay	103	721	285	303	211	486	1	0	<b>775</b>
Down syndrome	76	218	180	72	75	223	80	82	<b>301</b>
Global developmental delay	43	205	86	85	80	132	2	1	<b>218</b>
Hearing impairment	113	315	144	98	67	188	57	110	<b>441</b>
Intellectual disability	665	1,597	1,057	590	624	1,749	833	861	<b>2,491</b>
Multiple sclerosis	90	205	237	15	36	211	124	56	<b>314</b>
Psychosocial disability	242	524	615	203	202	736	464	243	<b>962</b>
Spinal cord injury	37	71	71	11	6	69	46	26	<b>109</b>
Stroke	47	98	88	16	21	102	66	24	<b>146</b>
Visual impairment	62	148	87	44	27	133	60	59	<b>198</b>
Other neurological	133	291	278	39	80	320	212	59	<b>453</b>
Other physical	91	258	230	39	40	207	112	67	<b>361</b>
Other sensory/speech	6	33	11	16	6	19	2	5	<b>41</b>
Other	32	117	85	13	21	111	67	18	<b>164</b>
<b>Total</b>	<b>2,801</b>	<b>8,159</b>	<b>5,619</b>	<b>2,810</b>	<b>3,123</b>	<b>7,555</b>	<b>2,888</b>	<b>2,401</b>	<b>11,459</b>

<sup>624</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table K.48 Percentage of active plans by goal type and primary disability – Tasmania** <sup>625</sup>

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	31%	58%	56%	13%	24%	78%	46%	23%
Autism	22%	77%	46%	31%	39%	62%	12%	17%
Cerebral palsy	30%	74%	61%	18%	22%	65%	29%	14%
Developmental delay	13%	93%	37%	39%	27%	63%	0%	0%
Down syndrome	25%	72%	60%	24%	25%	74%	27%	27%
Global developmental delay	20%	94%	39%	39%	37%	61%	1%	0%
Hearing impairment	26%	71%	33%	22%	15%	43%	13%	25%
Intellectual disability	27%	64%	42%	24%	25%	70%	33%	35%
Multiple sclerosis	29%	65%	75%	5%	11%	67%	39%	18%
Psychosocial disability	25%	54%	64%	21%	21%	77%	48%	25%
Spinal cord injury	34%	65%	65%	10%	6%	63%	42%	24%
Stroke	32%	67%	60%	11%	14%	70%	45%	16%
Visual impairment	31%	75%	44%	22%	14%	67%	30%	30%
Other neurological	29%	64%	61%	9%	18%	71%	47%	13%
Other physical	25%	71%	64%	11%	11%	57%	31%	19%
Other sensory/speech	15%	80%	27%	39%	15%	46%	5%	12%
Other	20%	71%	52%	8%	13%	68%	41%	11%
<b>Total</b>	<b>24%</b>	<b>71%</b>	<b>49%</b>	<b>25%</b>	<b>27%</b>	<b>66%</b>	<b>25%</b>	<b>21%</b>

**Table K.49 Number of goals in active plans by goal type and primary disability – Tasmania** <sup>626</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	418	863	769	144	270	988	597	260	<b>4,309</b>
Autism	2,623	16,134	6,517	3,938	4,957	8,095	1,287	1,820	<b>45,371</b>
Cerebral palsy	451	1,892	989	246	301	996	433	207	<b>5,515</b>
Developmental delay	353	5,779	1,191	1,028	678	1,915	1	0	<b>10,945</b>
Down syndrome	275	1,135	664	265	234	825	232	253	<b>3,883</b>
Global developmental delay	176	2,038	440	335	331	594	3	1	<b>3,918</b>
Hearing impairment	381	1,339	546	318	194	594	159	290	<b>3,821</b>
Intellectual disability	2,086	6,821	3,678	1,772	2,007	5,835	2,460	2,345	<b>27,004</b>
Multiple sclerosis	212	714	672	46	70	546	312	142	<b>2,714</b>
Psychosocial disability	617	1,611	1,737	506	558	1,920	1,142	570	<b>8,661</b>
Spinal cord injury	111	267	237	37	22	237	156	61	<b>1,128</b>
Stroke	141	420	332	45	67	330	217	91	<b>1,643</b>
Visual impairment	242	751	284	137	69	489	187	224	<b>2,383</b>
Other neurological	401	1,276	946	101	236	992	592	168	<b>4,712</b>
Other physical	273	1,145	806	123	124	710	351	188	<b>3,720</b>
Other sensory/speech	21	182	25	48	21	61	5	13	<b>376</b>
Other	110	464	296	48	51	319	171	52	<b>1,511</b>
<b>Total</b>	<b>8,891</b>	<b>42,831</b>	<b>20,129</b>	<b>9,137</b>	<b>10,190</b>	<b>25,446</b>	<b>8,305</b>	<b>6,685</b>	<b>131,614</b>

<sup>625</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

<sup>626</sup> Participants have set over six million goals in total across Australia since July 2016. The 131,614 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

**Table K.50 Number of active plans by goal type and age group – Tasmania** <sup>627</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	216	1,393	580	605	432	889	5	0	<b>1,484</b>
7 to 14	460	2,136	1,235	833	1,170	1,454	60	28	<b>2,592</b>
15 to 18	238	737	449	340	341	685	102	256	<b>993</b>
19 to 24	397	789	482	315	266	821	414	710	<b>1,256</b>
25 to 34	396	771	607	267	246	857	547	582	<b>1,266</b>
35 to 44	257	549	492	162	180	656	379	305	<b>888</b>
45 to 54	347	732	736	158	210	909	550	283	<b>1,215</b>
55 to 64	382	840	811	105	233	1,008	651	208	<b>1,392</b>
65+	108	212	227	25	45	276	180	29	<b>373</b>
<b>Total</b>	<b>2,801</b>	<b>8,159</b>	<b>5,619</b>	<b>2,810</b>	<b>3,123</b>	<b>7,555</b>	<b>2,888</b>	<b>2,401</b>	<b>11,459</b>

**Table K.51 Percentage of active plans by goal type and age group – Tasmania** <sup>628</sup>

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	15%	94%	39%	41%	29%	60%	0%	0%
7 to 14	18%	82%	48%	32%	45%	56%	2%	1%
15 to 18	24%	74%	45%	34%	34%	69%	10%	26%
19 to 24	32%	63%	38%	25%	21%	65%	33%	57%
25 to 34	31%	61%	48%	21%	19%	68%	43%	46%
35 to 44	29%	62%	55%	18%	20%	74%	43%	34%
45 to 54	29%	60%	61%	13%	17%	75%	45%	23%
55 to 64	27%	60%	58%	8%	17%	72%	47%	15%
65+	29%	57%	61%	7%	12%	74%	48%	8%
<b>Total</b>	<b>24%</b>	<b>71%</b>	<b>49%</b>	<b>25%</b>	<b>27%</b>	<b>66%</b>	<b>25%</b>	<b>21%</b>

**Table K.52 Number of goals in active plans by goal type and age group – Tasmania** <sup>629</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	817	12,034	2,494	2,193	1,400	3,811	16	0	<b>22,765</b>
7 to 14	1,573	12,924	5,096	2,888	4,139	5,037	181	91	<b>31,929</b>
15 to 18	740	3,537	1,574	1,163	1,205	2,443	348	839	<b>11,849</b>
19 to 24	1,271	2,892	1,617	867	811	2,624	1,209	1,948	<b>13,239</b>
25 to 34	1,229	2,925	2,017	814	737	2,752	1,612	1,573	<b>13,659</b>
35 to 44	829	2,058	1,600	422	537	2,213	1,085	862	<b>9,606</b>
45 to 54	1,012	2,594	2,439	406	572	2,792	1,565	813	<b>12,193</b>
55 to 64	1,094	3,121	2,568	303	645	3,009	1,805	497	<b>13,042</b>
65+	326	746	724	81	144	765	484	62	<b>3,332</b>
<b>Total</b>	<b>8,891</b>	<b>42,831</b>	<b>20,129</b>	<b>9,137</b>	<b>10,190</b>	<b>25,446</b>	<b>8,305</b>	<b>6,685</b>	<b>131,614</b>

<sup>627</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>628</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

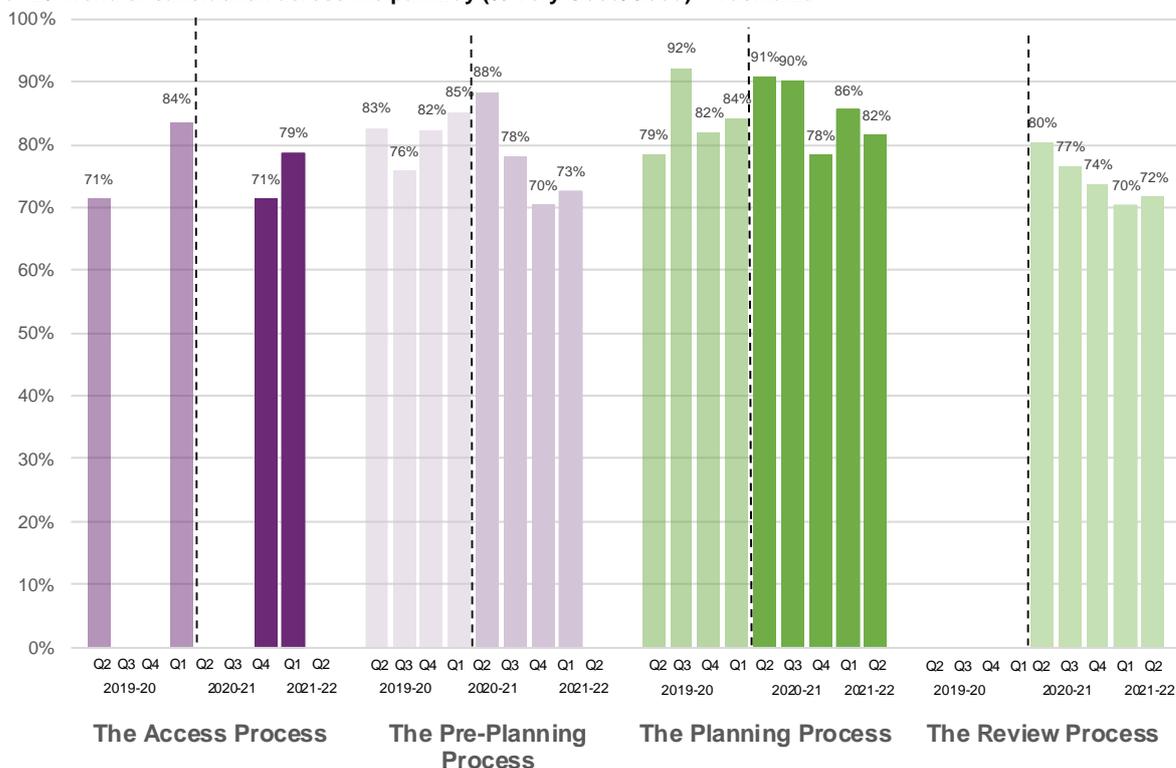
<sup>629</sup> Participants have set over six million goals in total across Australia since July 2016. The 131,614 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

**Table K.53 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania** <sup>630</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
<b>Access</b>	<b>n = 88</b>	<b>n = 14</b>
Are you happy with how coming into the NDIS has gone?	80%	N/A
Was the person from the NDIS respectful?	95%	N/A
Do you understand what will happen next with your plan?	74%	N/A
% of participants rating their overall experience as Very Good or Good.	74%	N/A
<b>Pre-planning</b>	<b>n = 98</b>	<b>n = 20</b>
Did the person from the NDIS understand how your disability affects your life?	89%	N/A
Did you understand why you needed to give the information you did?	94%	N/A
Were decisions about your plan clearly explained?	81%	N/A
Are you clear on what happens next with your plan?	65%	N/A
Do you know where to go for more help with your plan?	74%	N/A
% of participants rating their overall experience as Very Good or Good.	78%	N/A
<b>Planning</b>	<b>n = 574</b>	<b>n = 103</b>
Did the person from the NDIS understand how your disability affects your life?	91%	90%
Did you understand why you needed to give the information you did?	98%	97%
Were decisions about your plan clearly explained?	87%	84%
Are you clear on what happens next with your plan?	82%	81%
Do you know where to go for more help with your plan?	90%	89%
% of participants rating their overall experience as Very Good or Good.	86%	82%
<b>Plan review</b>	<b>n = 1,544</b>	<b>n = 531</b>
Did the person from the NDIS understand how your disability affects your life?	84%	80%
Did you feel prepared for your plan review?	85%	86%
Is your NDIS plan helping you to make progress towards your goals?	87%	85%
% of participants rating their overall experience as Very Good or Good.	75%	72%

<sup>630</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

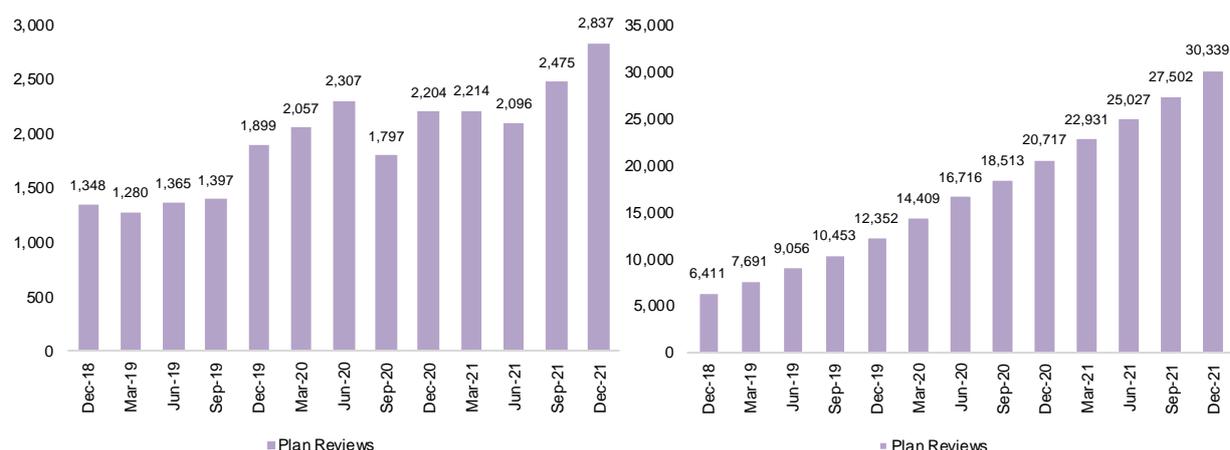
**Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania** <sup>631 632 633</sup>



**Table K.54 Plan reviews conducted per quarter – excluding plans less than 31 days – Tasmania** <sup>634</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Total plan reviews</b>	<b>27,502</b>	<b>2,837</b>	<b>30,339</b>
<i>Early intervention plans</i>	4,168	588	4,756
<i>Permanent disability plans</i>	23,334	2,249	25,583

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



<sup>631</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>632</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>633</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>634</sup> Plans less than 31 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 2021-22 Q2. The charts show trends in complaints experience based on experience over 3 years. 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 '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.55 shows the number of complaints in 2021-22 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.56 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table K.55 Complaints by quarter – Tasmania** <sup>635 636 637</sup>

Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	9	0	9	8
Complaint about LAC Partner	17	4	21	20
Complaints about service providers	123	8	131	112
Complaints about the Agency	1,516	119	1,635	995
Critical/ Reportable Incident	128	24	152	134
Unclassified	38	0	38	34
<b>Total</b>	<b>1,831</b>	<b>155</b>	<b>1,986</b>	<b>1,178</b>
Total complaints made since 1 April 2017	1,738	155	1,893	
% of the number of active participants	5.8%	5.5%	5.8%	

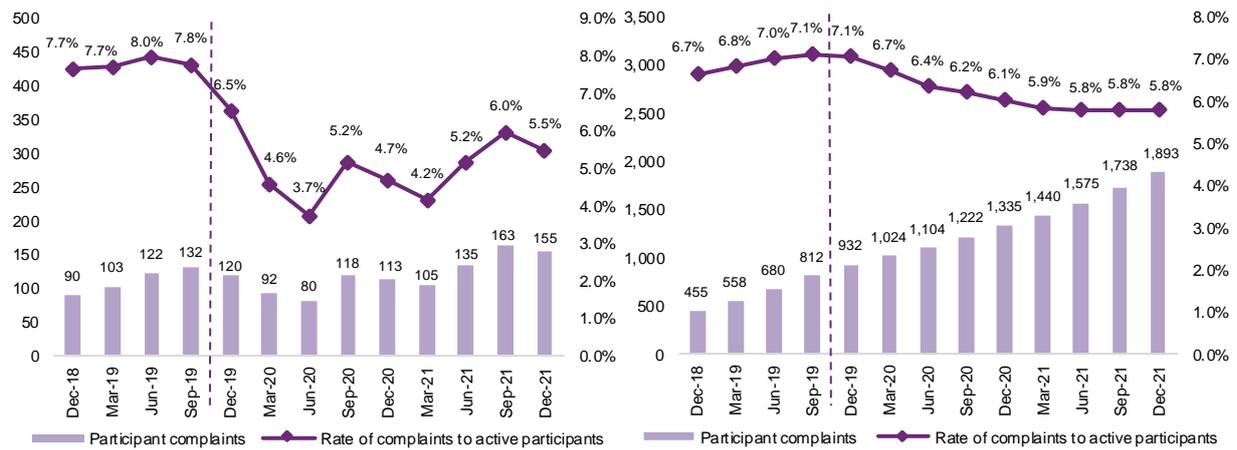
<sup>635</sup> Note that 65% of all complainants made only one complaint, 18% made two complaints and 16% made three or more complaints.

<sup>636</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>637</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

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

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**Table K.56 Participant complaints by type – Tasmania**

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	83	(5%)	0	(0%)	83	(5%)
Information unclear	41	(3%)	0	(0%)	41	(3%)
NDIA Access	45	(3%)	8	(7%)	53	(3%)
NDIA Engagement	1	(0%)	0	(0%)	1	(0%)
NDIA Finance	54	(4%)	9	(8%)	63	(4%)
NDIA Fraud and Compliance	2	(0%)	0	(0%)	2	(0%)
NDIA Plan	197	(13%)	42	(35%)	239	(15%)
NDIA Process	78	(5%)	15	(13%)	93	(6%)
NDIA Resources	8	(1%)	1	(1%)	9	(1%)
NDIA Staff	46	(3%)	5	(4%)	51	(3%)
NDIA Timeliness	173	(11%)	35	(29%)	208	(13%)
Participation, engagement and inclusion	4	(0%)	0	(0%)	4	(0%)
Provider Portal	6	(0%)	0	(0%)	6	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	72	(5%)	0	(0%)	72	(4%)
Staff conduct - Agency	45	(3%)	0	(0%)	45	(3%)
The way the NDIA carried out its decision making	67	(4%)	0	(0%)	67	(4%)
Timeliness	291	(19%)	0	(0%)	291	(18%)
Other	303	(20%)	4	(3%)	307	(19%)
<b>Total</b>	<b>1,516</b>		<b>119</b>		<b>1,635</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0		0	(0%)
ECA Fraud and Compliance	0	(0%)	0		0	(0%)
ECA Plan	2	(22%)	0		2	(22%)
ECA Process	0	(0%)	0		0	(0%)
ECA Resources	0	(0%)	0		0	(0%)
ECA Staff	6	(67%)	0		6	(67%)
ECA Timeliness	1	(11%)	0		1	(11%)
Other	0	(0%)	0		0	(0%)
<b>Total</b>	<b>9</b>		<b>0</b>		<b>9</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	2	(12%)	0	(0%)	2	(10%)

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Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	3	(18%)	2	(50%)	5	(24%)
LAC Process	3	(18%)	1	(25%)	4	(19%)
LAC Resources	1	(6%)	0	(0%)	1	(5%)
LAC Staff	8	(47%)	0	(0%)	8	(38%)
LAC Timeliness	0	(0%)	1	(25%)	1	(5%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>17</b>		<b>4</b>		<b>21</b>	
<i>Complaints about service providers</i>						
Provider costs.	6	(5%)	0	(0%)	6	(5%)
Provider Finance	3	(2%)	0	(0%)	3	(2%)
Provider Fraud and Compliance	4	(3%)	3	(38%)	7	(5%)
Provider process	13	(11%)	0	(0%)	13	(10%)
Provider Service	27	(22%)	2	(25%)	29	(22%)
Provider Staff	4	(3%)	3	(38%)	7	(5%)
Service Delivery	20	(16%)	0	(0%)	20	(15%)
Staff conduct	14	(11%)	0	(0%)	14	(11%)
Supports being provided	13	(11%)	0	(0%)	13	(10%)
Other	19	(15%)	0	(0%)	19	(15%)
<b>Total</b>	<b>123</b>		<b>8</b>		<b>131</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	27	(21%)	4	(17%)	31	(20%)
Allegations against Informal Supports	28	(22%)	1	(4%)	29	(19%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	22	(17%)	6	(25%)	28	(18%)
Provider reporting	51	(40%)	13	(54%)	64	(42%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>128</b>		<b>24</b>		<b>152</b>	
<i>Unclassified</i>	<b>38</b>		<b>0</b>		<b>38</b>	
<b>Participants total</b>	<b>1,831</b>		<b>155</b>		<b>1,986</b>	

Table K.57 AAT Cases by category at 31 December 2021 – Tasmania <sup>639</sup> <sup>640</sup>

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
<b>Total</b>	<b>110</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>138</b>	<b>100%</b>
<i>% of the number of active participants</i>	<i>0.37%</i>		<i>0.99%</i>		<i>0.42%</i>	

<sup>639</sup> The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

<sup>640</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

Figure K.12 Number and proportion of AAT cases over time cumulatively – Tasmania <sup>641 642</sup>

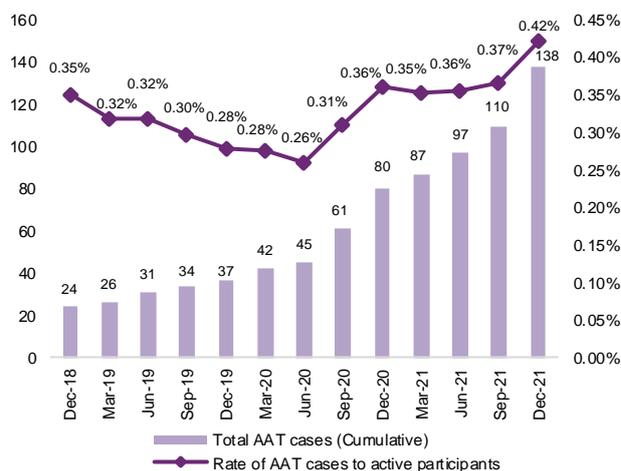
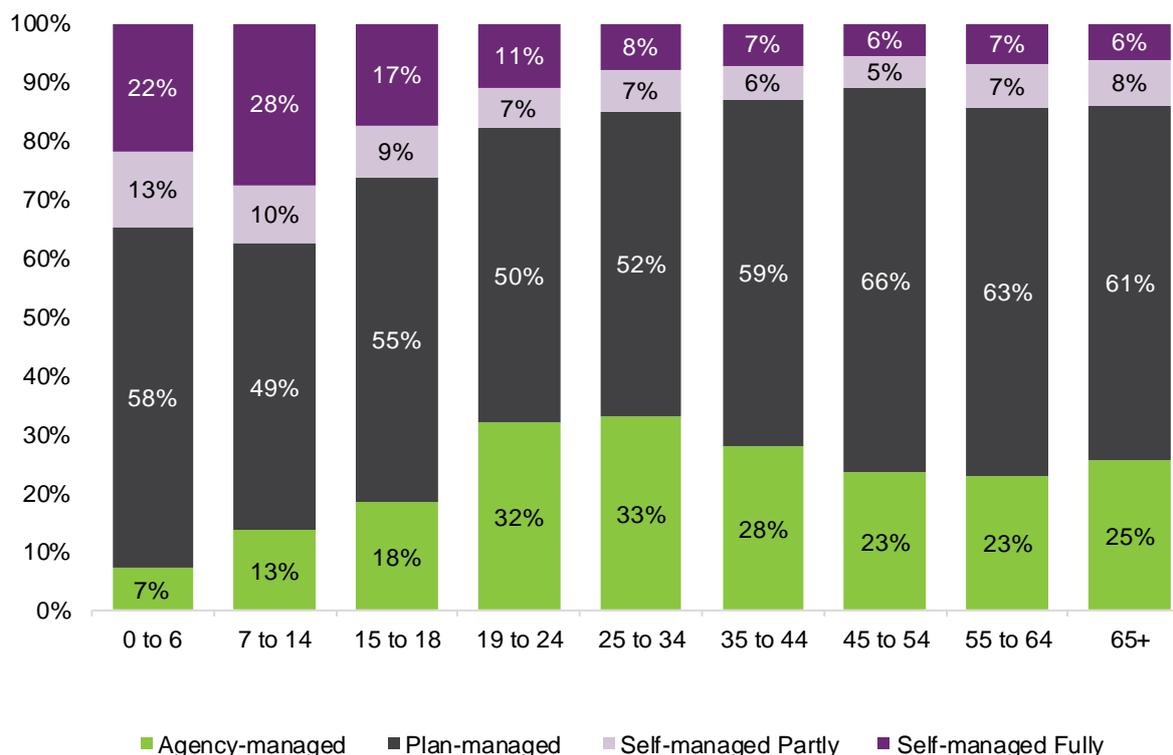


Table K.58 AAT cases by open/closed and decision – Tasmania

	N
<b>AAT Cases</b>	<b>138</b>
<b>Open AAT Cases</b>	<b>57</b>
<b>Closed AAT Cases</b>	<b>81</b>
Resolved before hearing	80
Gone to hearing and received a substantive decision	<11

Figure K.13 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – Tasmania <sup>643 644</sup>



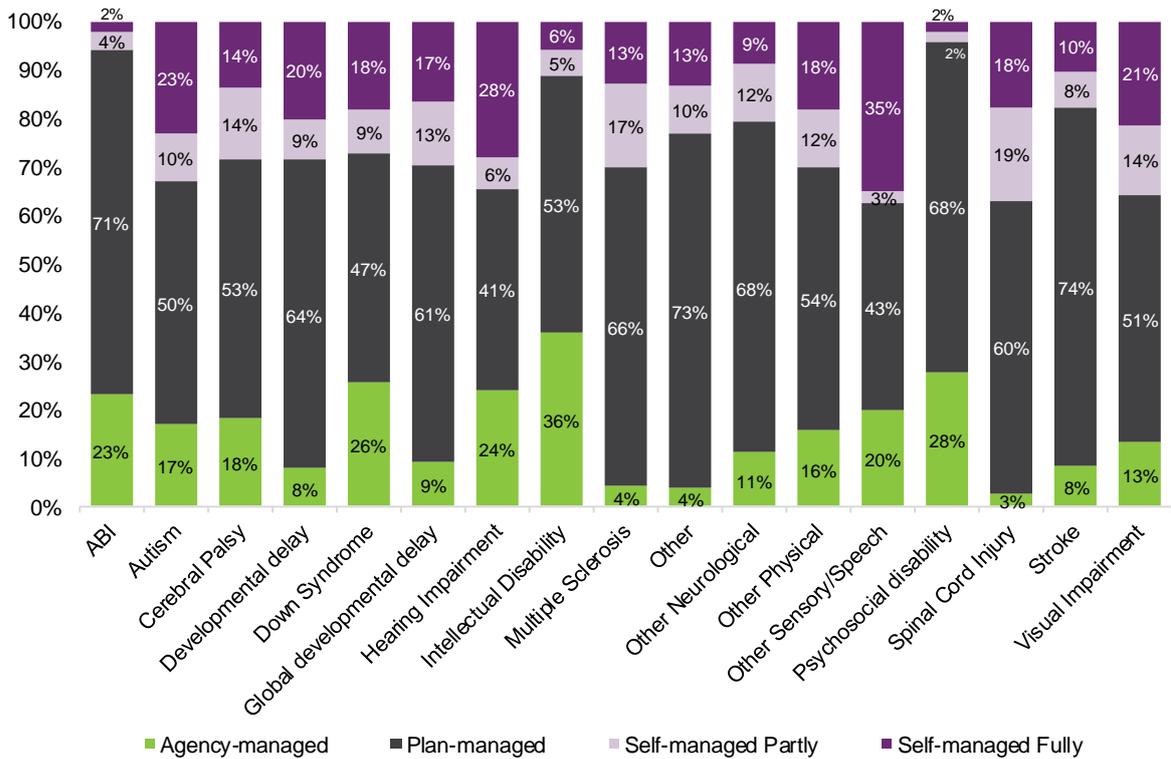
<sup>641</sup> There are insufficient numbers to show the incremental count of AAT cases.

<sup>642</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

<sup>643</sup> For the total number of active participants in each age group, see Table K.16.

<sup>644</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

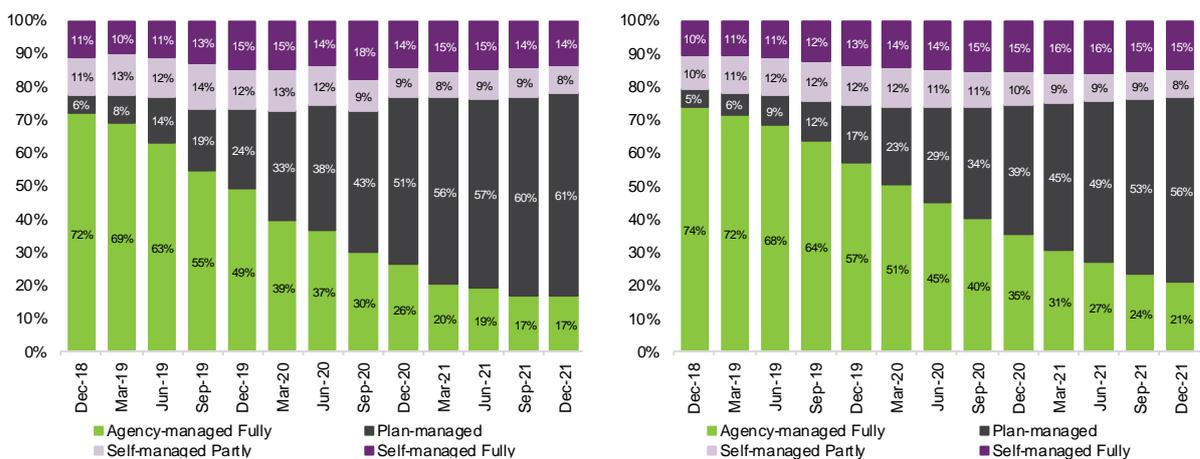
**Figure K.14 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – Tasmania** <sup>645 646</sup>



**Table K.59 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania** <sup>647</sup>

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	15%	14%	<b>15%</b>
Self-managed partly	8%	8%	<b>8%</b>
Plan-managed	54%	61%	<b>56%</b>
Agency-managed	22%	17%	<b>21%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure K.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania** <sup>648</sup>



<sup>645</sup> For the total number of active participants in each primary disability group, see Table K.12.

<sup>646</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

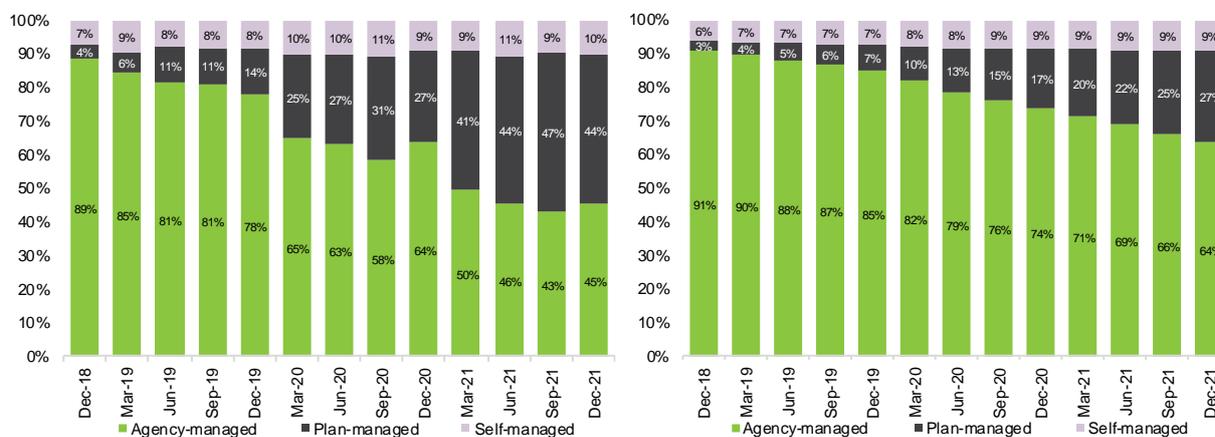
<sup>647</sup> Ibid.

<sup>648</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

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

	Prior Quarters	2021-22 Q2	Total
Self-managed	9%	10%	<b>9%</b>
Plan-managed	25%	44%	<b>27%</b>
Agency-managed	66%	45%	<b>64%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure K.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania**



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

	Prior Quarters	2021-22 Q2	Total
Support coordination	44%	55%	<b>47%</b>

**Table K.62 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania** <sup>649</sup>

Plan activation	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	6,133	68%	295	71%	6,428	68%
30 to 59 days	991	11%	48	12%	1,039	11%
60 to 89 days	492	5%	20	5%	512	5%
<b>Activated within 90 days</b>	<b>7,616</b>	<b>84%</b>	<b>363</b>	<b>88%</b>	<b>7,979</b>	<b>84%</b>
90 to 119 days	316	3%	13	3%	329	3%
120 days and over	968	11%	<11		977	10%
<b>Activated after 90 days</b>	<b>1,284</b>	<b>14%</b>	<b>22</b>	<b>5%</b>	<b>1,306</b>	<b>14%</b>
No payments	173	2%	29	7%	202	2%
<b>Total plans approved</b>	<b>9,073</b>	<b>100%</b>	<b>414</b>	<b>100%</b>	<b>9,487</b>	<b>100%</b>

<sup>649</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table K.63 Proportion of participants who have activated within 12 months at 31 December 2021 – Tasmania** <sup>650</sup>

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	786	819	96%
Not Aboriginal and Torres Strait Islander	6,843	7,101	96%
Not Stated	1,749	1,818	96%
<b>Total</b>	<b>9,378</b>	<b>9,738</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	281	289	97%
Not CALD	9,088	9,439	96%
Not Stated	<11	<11	
<b>Total</b>	<b>9,378</b>	<b>9,738</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	9,266	9,615	96%
Remote	112	123	91%
Missing	<11	<11	
<b>Total</b>	<b>9,378</b>	<b>9,738</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	3,026	3,158	96%
Intellectual disability (including Down syndrome)	2,481	2,574	96%
Psychosocial disability	747	761	98%
Developmental delay (including global developmental delay)	563	599	94%
Other	2,561	2,646	97%
<b>Total</b>	<b>9,378</b>	<b>9,738</b>	<b>96%</b>

**Table K.64 Distribution of plans by utilisation – Tasmania** <sup>651 652</sup>

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

**Table K.65 Proportion of active participants with approved plans accessing mainstream supports – Tasmania** <sup>653</sup>

	Prior Quarters	2021-22 Q2	Total
Daily Activities	13%	12%	12%
Health & Wellbeing	60%	69%	62%
Lifelong Learning	22%	21%	22%
Other	22%	25%	23%
Non-categorised	23%	16%	21%
Any mainstream service	95%	95%	95%

<sup>650</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

<sup>651</sup> This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>652</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>653</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

Table K.66 Key markets indicators by quarter – Tasmania <sup>654 655</sup>

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.42	1.49
b) Number of providers delivering new types of supports	95	96
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	83%	85%
<i>Therapeutic Supports (%)</i>	91%	92%
<i>Participate Community (%)</i>	87%	88%
<i>Early Childhood Supports (%)</i>	90%	92%
<i>Assist Personal Activities (%)</i>	88%	87%

Table K.67 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Tasmania <sup>656</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q2	40
Active in 2021-22 Q2 and also in previous quarters	469
<b>Active in 2021-22 Q2</b>	<b>509</b>
Inactive in 2021-22 Q2	891
<b>Active ever</b>	<b>1,400</b>

<sup>654</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>655</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>656</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table K.68 Cumulative number of providers that have been ever active by registration group – Tasmania** <sup>657</sup>

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	27	0	27	0%
Assistance Animals	13	1	14	8%
Assistance with daily life tasks in a group or shared living arrangement	149	6	155	4%
Assistance with travel/transport arrangements	133	4	137	3%
Daily Personal Activities	271	6	277	2%
Group and Centre Based Activities	186	5	191	3%
High Intensity Daily Personal Activities	169	5	174	3%
Household tasks	213	4	217	2%
Interpreting and translation	26	0	26	0%
Participation in community, social and civic activities	312	10	322	3%
<b>Assistive Technology</b>				
Assistive equipment for recreation	34	1	35	3%
Assistive products for household tasks	29	5	34	17%
Assistance products for personal care and safety	332	15	347	5%
Communication and information equipment	92	5	97	5%
Customised Prosthetics	89	2	91	2%
Hearing Equipment	41	2	43	5%
Hearing Services	11	2	13	18%
Personal Mobility Equipment	132	2	134	2%
Specialised Hearing Services	10	1	11	10%
Vision Equipment	33	4	37	12%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	307	10	317	3%
Behaviour Support	105	4	109	4%
Community nursing care for high needs	51	3	54	6%
Development of daily living and life skills	171	7	178	4%
Early Intervention supports for early childhood	183	2	185	1%
Exercise Physiology and Physical Wellbeing activities	92	4	96	4%
Innovative Community Participation	36	0	36	0%
Specialised Driving Training	13	2	15	15%
Therapeutic Supports	537	11	548	2%
<b>Capital services</b>				
Home modification design and construction	55	3	58	5%
Specialist Disability Accommodation	15	0	15	0%
Vehicle Modifications	33	2	35	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	135	7	142	5%
Support Coordination	55	1	56	2%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	61	4	65	7%
Specialised Supported Employment	48	5	53	10%
<b>Total</b>	<b>1,360</b>	<b>40</b>	<b>1,400</b>	<b>3%</b>

<sup>657</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table K.69 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Tasmania**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	6	21	27	22%	78%	100%
Assistance Animals	0	14	14	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	18	137	155	12%	88%	100%
Assistance with travel/transport arrangements	22	115	137	16%	84%	100%
Daily Personal Activities	30	247	277	11%	89%	100%
Group and Centre Based Activities	20	171	191	10%	90%	100%
High Intensity Daily Personal Activities	18	156	174	10%	90%	100%
Household tasks	42	175	217	19%	81%	100%
Interpreting and translation	3	23	26	12%	88%	100%
Participation in community, social and civic activities	41	281	322	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	35	35	0%	100%	100%
Assistive products for household tasks	3	31	34	9%	91%	100%
Assistance products for personal care and safety	33	314	347	10%	90%	100%
Communication and information equipment	16	81	97	16%	84%	100%
Customised Prosthetics	10	81	91	11%	89%	100%
Hearing Equipment	6	37	43	14%	86%	100%
Hearing Services	0	13	13	0%	100%	100%
Personal Mobility Equipment	17	117	134	13%	87%	100%
Specialised Hearing Services	1	10	11	9%	91%	100%
Vision Equipment	2	35	37	5%	95%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	58	259	317	18%	82%	100%
Behaviour Support	27	82	109	25%	75%	100%
Community nursing care for high needs	4	50	54	7%	93%	100%
Development of daily living and life skills	25	153	178	14%	86%	100%
Early Intervention supports for early childhood	45	140	185	24%	76%	100%
Exercise Physiology and Physical Wellbeing activities	15	81	96	16%	84%	100%
Innovative Community Participation	11	25	36	31%	69%	100%
Specialised Driving Training	3	12	15	20%	80%	100%
Therapeutic Supports	193	355	548	35%	65%	100%
<b>Capital services</b>						
Home modification design and construction	9	49	58	16%	84%	100%
Specialist Disability Accommodation	2	13	15	13%	87%	100%
Vehicle Modifications	4	31	35	11%	89%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	22	120	142	15%	85%	100%
Support Coordination	11	45	56	20%	80%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	60	65	8%	92%	100%
Specialised Supported Employment	5	48	53	9%	91%	100%
<b>Total</b>	<b>331</b>	<b>1,069</b>	<b>1,400</b>	<b>24%</b>	<b>76%</b>	<b>100%</b>

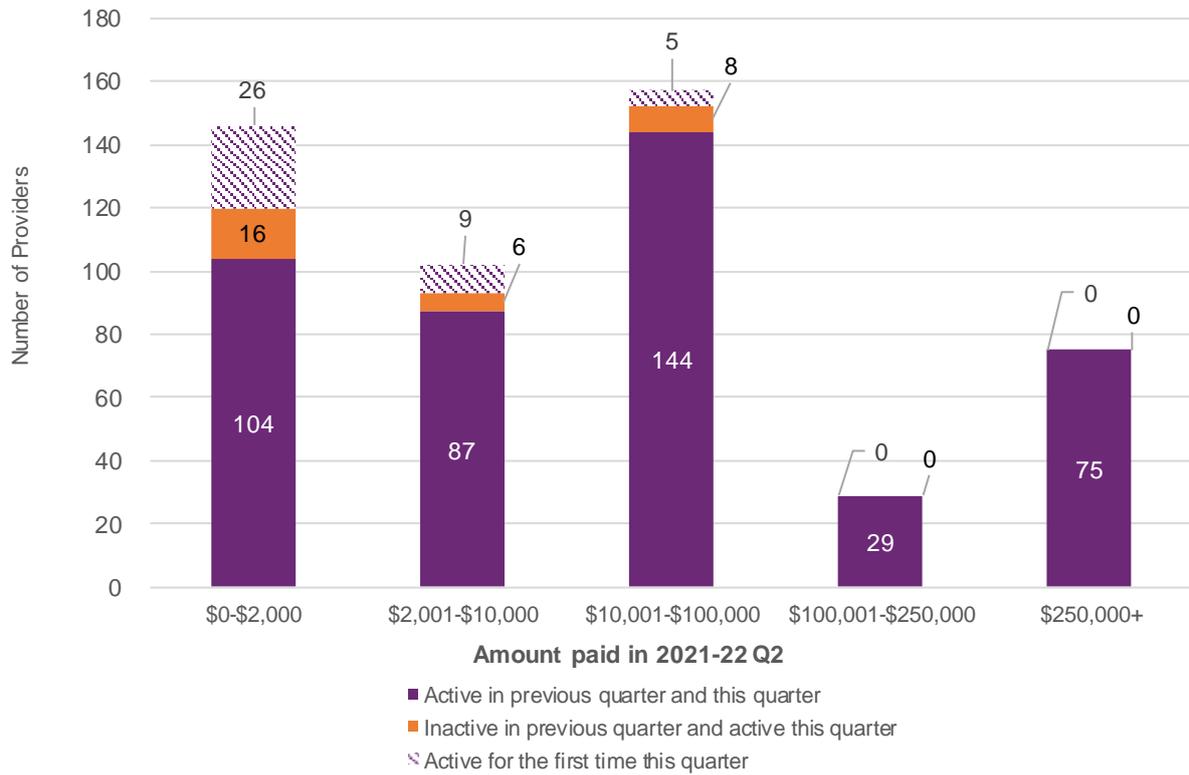
**Table K.70 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Tasmania**

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	5	0	5	0%
Assistance Animals	11	1	12	8%
Assistance with daily life tasks in a group or shared living arrangement	85	6	91	7%
Assistance with travel/transport arrangements	57	4	61	7%
Daily Personal Activities	114	6	120	5%
Group and Centre Based Activities	76	5	81	6%
High Intensity Daily Personal Activities	72	5	77	6%
Household tasks	100	4	104	4%
Interpreting and translation	17	0	17	0%
Participation in community, social and civic activities	139	10	149	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	4	1	5	20%
Assistive products for household tasks	5	5	10	50%
Assistance products for personal care and safety	121	15	136	11%
Communication and information equipment	32	5	37	14%
Customised Prosthetics	29	2	31	6%
Hearing Equipment	14	2	16	13%
Hearing Services	2	2	4	50%
Personal Mobility Equipment	38	2	40	5%
Specialised Hearing Services	0	1	1	100%
Vision Equipment	9	4	13	31%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	138	10	148	7%
Behaviour Support	47	4	51	8%
Community nursing care for high needs	33	3	36	8%
Development of daily living and life skills	67	7	74	9%
Early Intervention supports for early childhood	43	2	45	4%
Exercise Physiology and Physical Wellbeing activities	44	4	48	8%
Innovative Community Participation	14	0	14	0%
Specialised Driving Training	2	2	4	50%
Therapeutic Supports	190	11	201	5%
<b>Capital services</b>				
Home modification design and construction	15	3	18	17%
Specialist Disability Accommodation	8	0	8	0%
Vehicle Modifications	9	2	11	18%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	88	7	95	7%
Support Coordination	16	1	17	6%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	23	4	27	15%
Specialised Supported Employment	27	5	32	16%
<b>Total</b>	<b>469</b>	<b>40</b>	<b>509</b>	<b>8%</b>

Table K.71 Number and proportion of providers active in 2021-22 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
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	5	5	0%	100%	100%
Assistance Animals	0	12	12	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	82	91	10%	90%	100%
Assistance with travel/transport arrangements	6	55	61	10%	90%	100%
Daily Personal Activities	13	107	120	11%	89%	100%
Group and Centre Based Activities	6	75	81	7%	93%	100%
High Intensity Daily Personal Activities	6	71	77	8%	92%	100%
Household tasks	15	89	104	14%	86%	100%
Interpreting and translation	2	15	17	12%	88%	100%
Participation in community, social and civic activities	20	129	149	13%	87%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	5	5	0%	100%	100%
Assistive products for household tasks	0	10	10	0%	100%	100%
Assistance products for personal care and safety	9	127	136	7%	93%	100%
Communication and information equipment	4	33	37	11%	89%	100%
Customised Prosthetics	2	29	31	6%	94%	100%
Hearing Equipment	2	14	16	13%	88%	100%
Hearing Services	0	4	4	0%	100%	100%
Personal Mobility Equipment	2	38	40	5%	95%	100%
Specialised Hearing Services	0	1	1	0%	100%	100%
Vision Equipment	0	13	13	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	26	122	148	18%	82%	100%
Behaviour Support	10	41	51	20%	80%	100%
Community nursing care for high needs	2	34	36	6%	94%	100%
Development of daily living and life skills	7	67	74	9%	91%	100%
Early Intervention supports for early childhood	6	39	45	13%	87%	100%
Exercise Physiology and Physical Wellbeing activities	5	43	48	10%	90%	100%
Innovative Community Participation	1	13	14	7%	93%	100%
Specialised Driving Training	0	4	4	0%	100%	100%
Therapeutic Supports	57	144	201	28%	72%	100%
<b>Capital services</b>						
Home modification design and construction	2	16	18	11%	89%	100%
Specialist Disability Accommodation	1	7	8	13%	88%	100%
Vehicle Modifications	0	11	11	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	13	82	95	14%	86%	100%
Support Coordination	4	13	17	24%	76%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	1	26	27	4%	96%	100%
Specialised Supported Employment	1	31	32	3%	97%	100%
<b>Total</b>	<b>113</b>	<b>396</b>	<b>509</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

**Figure K.17 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Tasmania** <sup>658</sup>



<sup>658</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

Table K.72 Committed supports by financial year (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	17.4	50.4	65.9	100.6	189.7	400.4	662.2	843.0	453.7

Figure K.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Tasmania

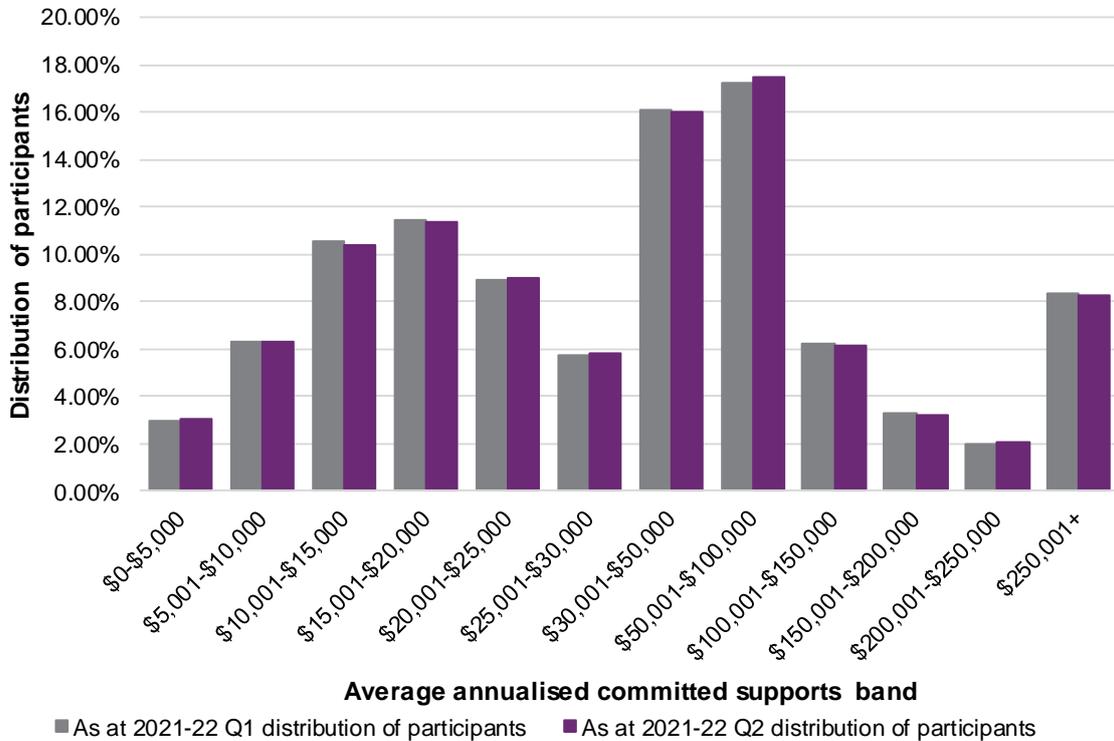
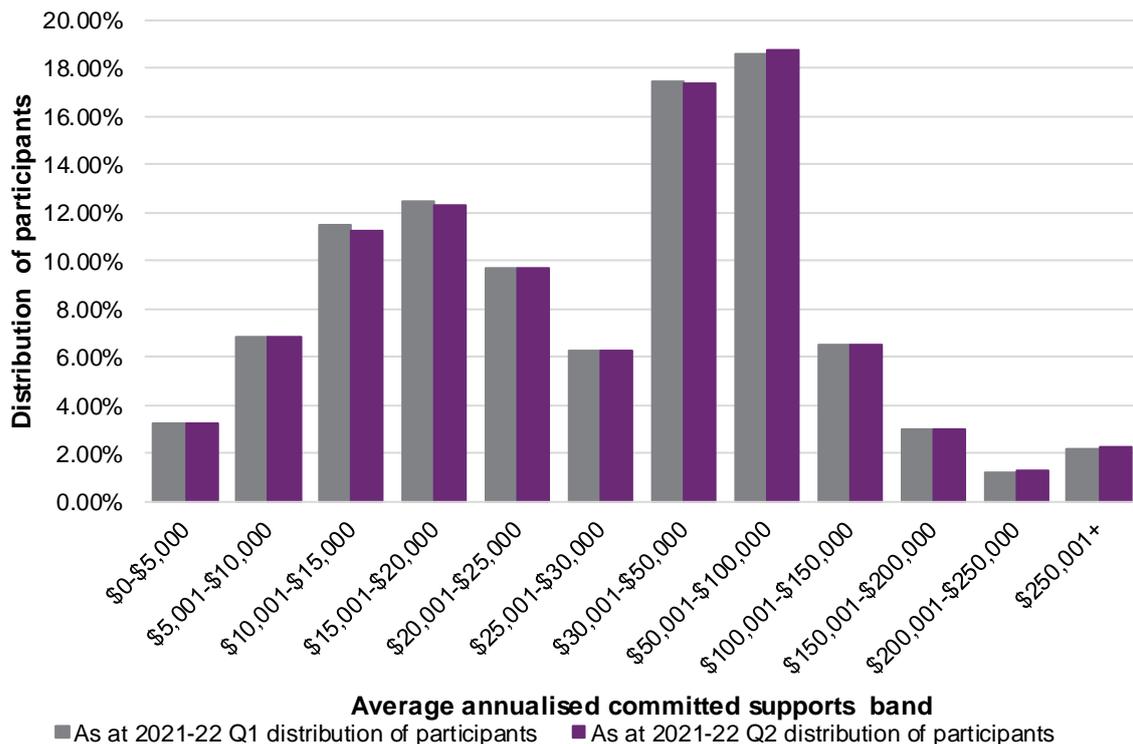
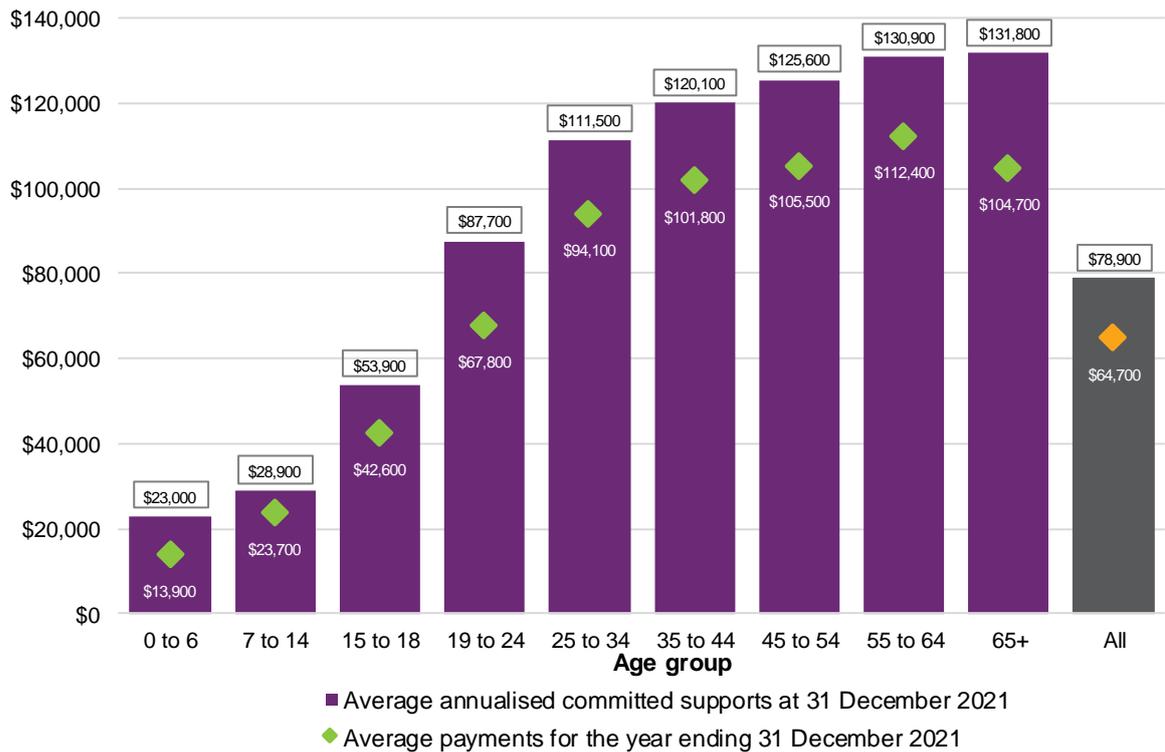


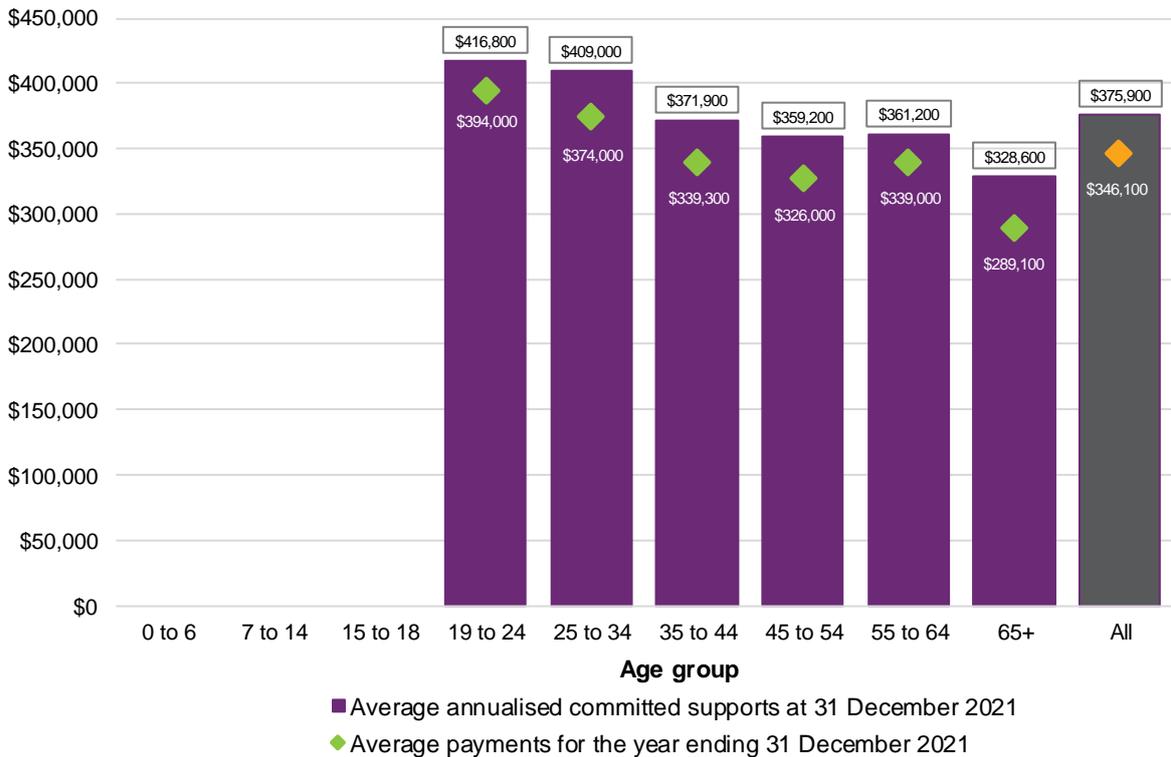
Figure K.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Tasmania



**Figure K.20 Average annualised committed supports and average payments by age group as at 31 December 2021 – Tasmania**  
<sup>659</sup>



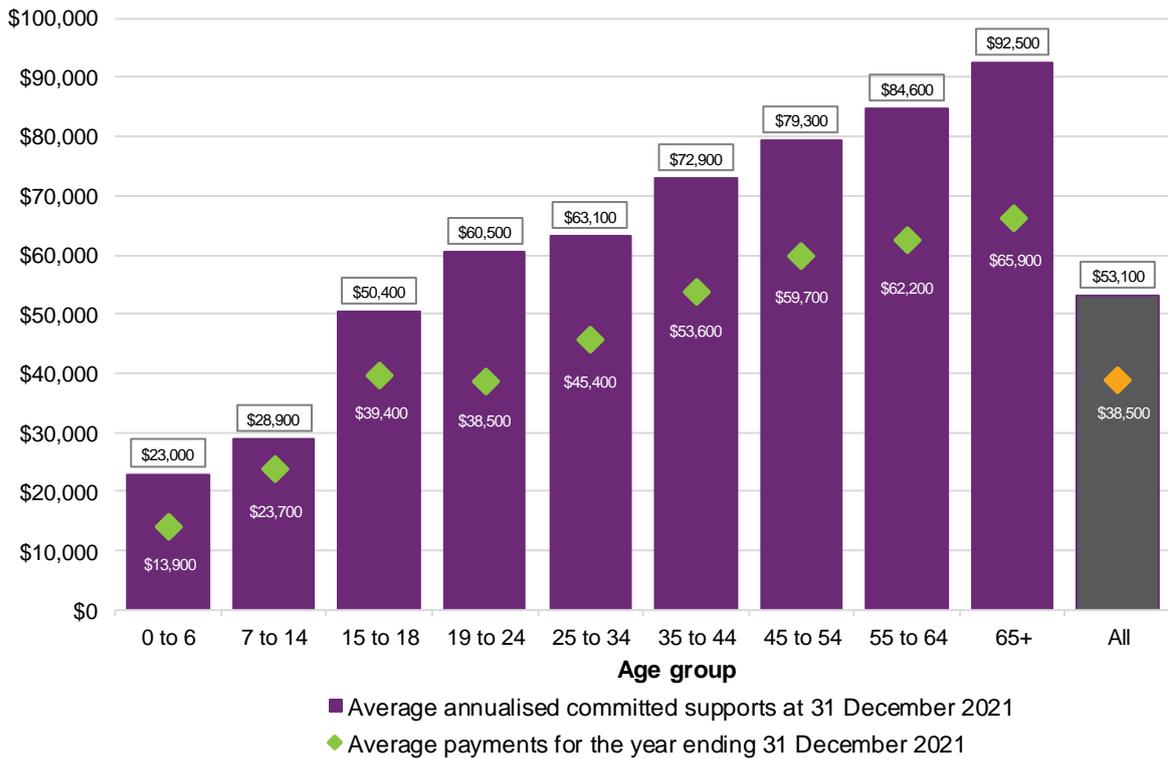
**Figure K.21 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Tasmania**  
<sup>660</sup>



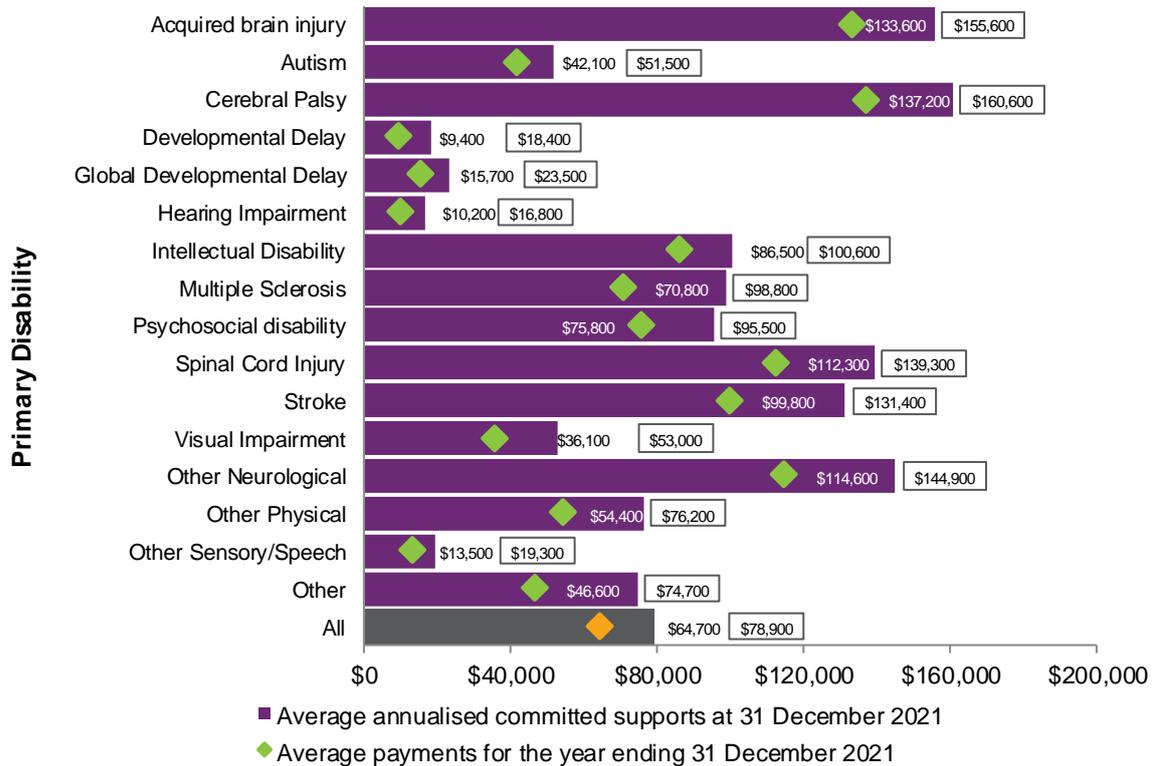
<sup>659</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>660</sup> Ibid.

**Figure K.22 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Tasmania** <sup>661</sup>



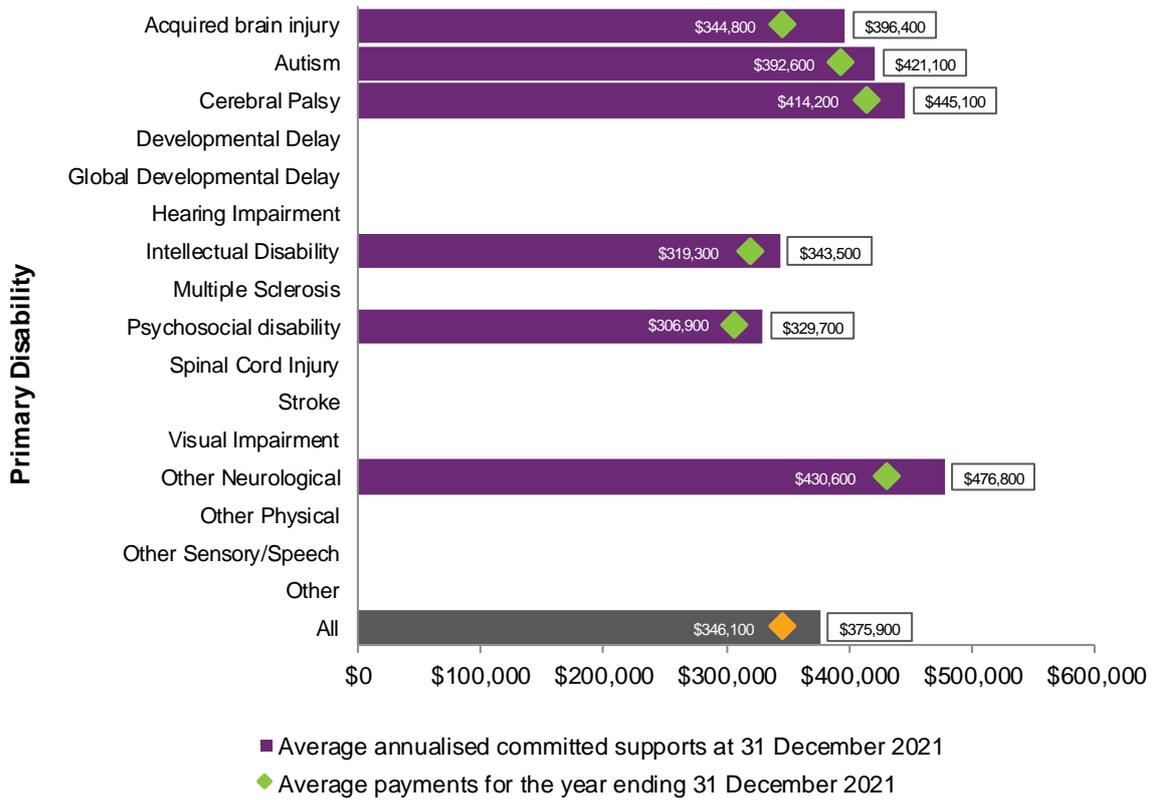
**Figure K.23 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Tasmania** <sup>662</sup>



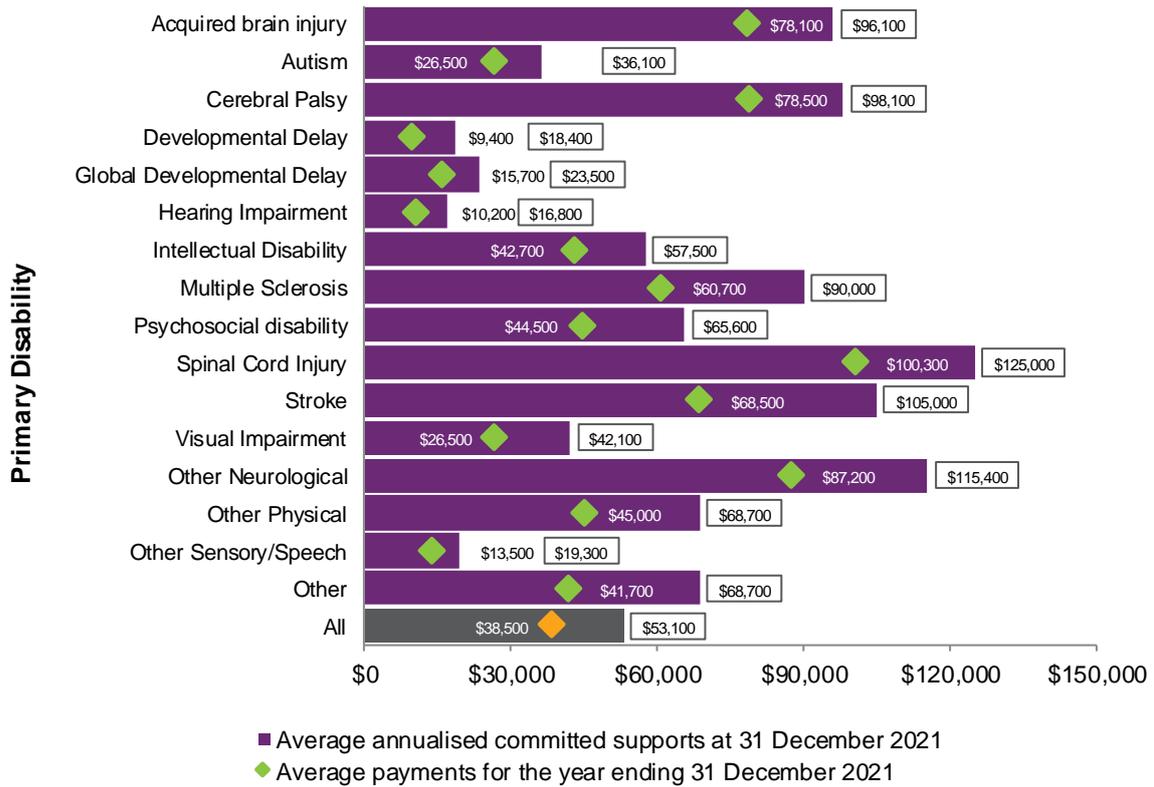
<sup>661</sup> Ibid.

<sup>662</sup> Ibid.

**Figure K.24 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Tasmania** <sup>663</sup>



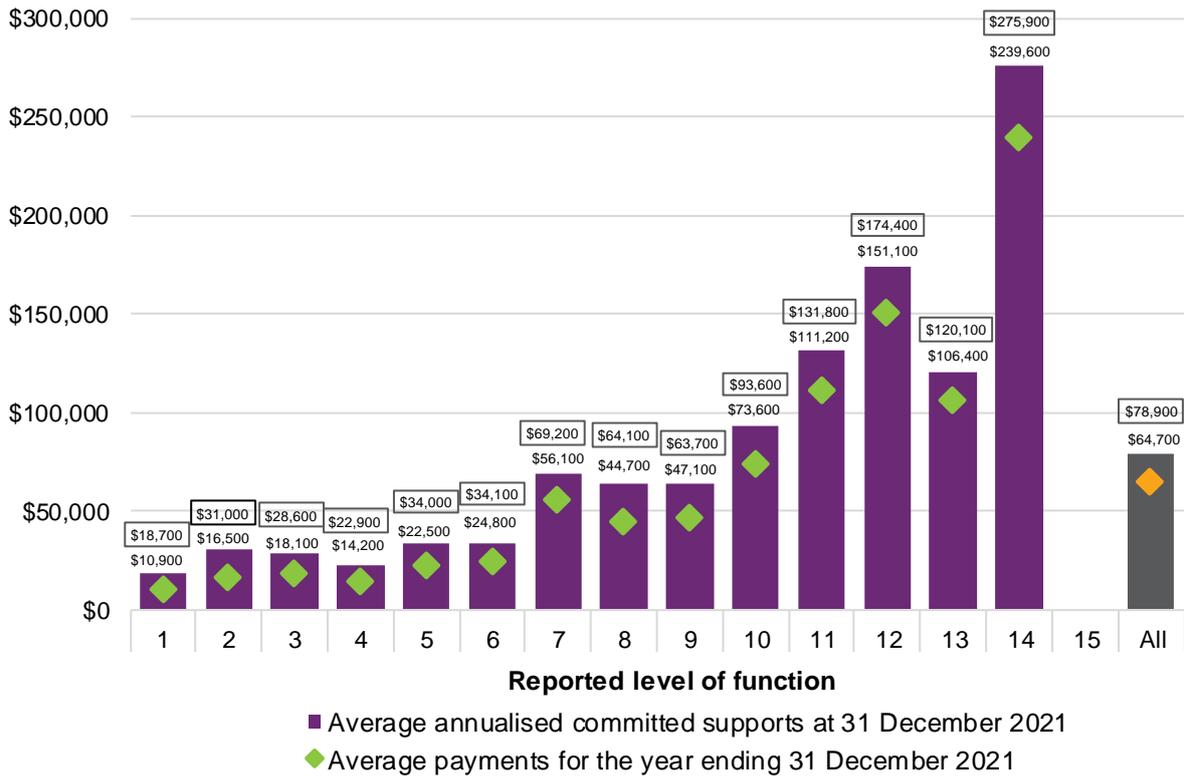
**Figure K.25 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Tasmania** <sup>664</sup>



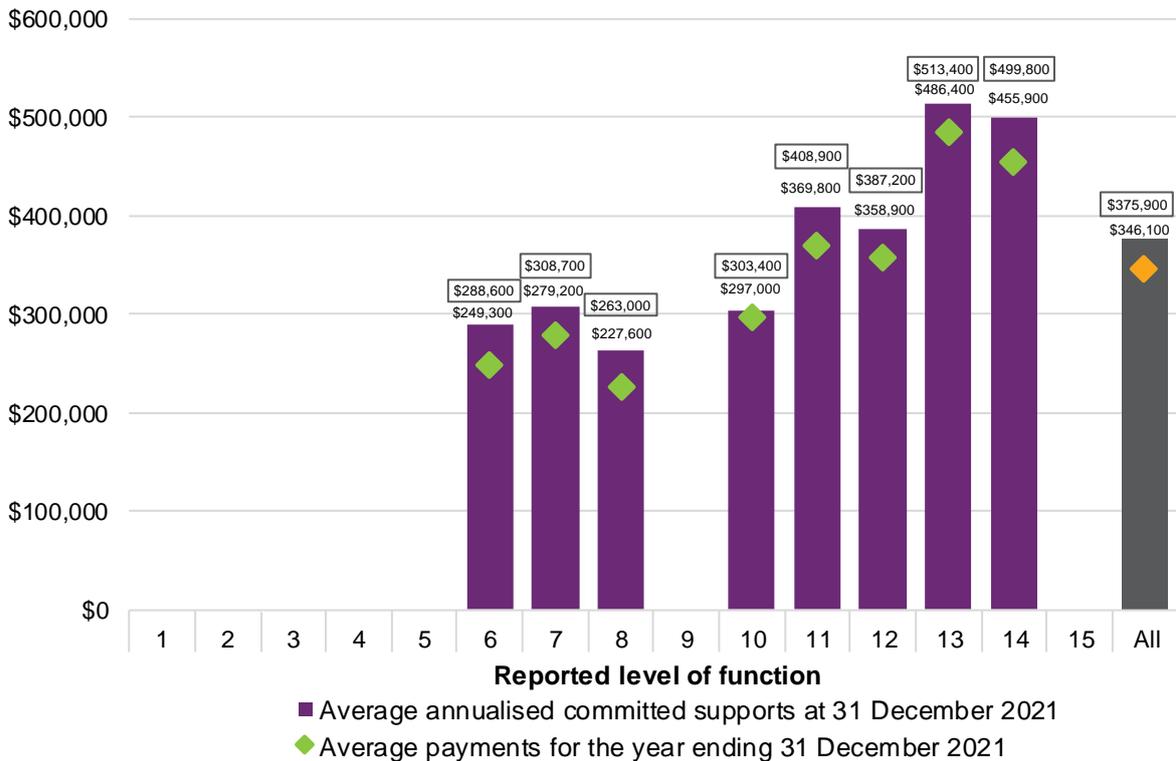
<sup>663</sup> Ibid.

<sup>664</sup> Ibid.

**Figure K.26 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Tasmania** <sup>665</sup>



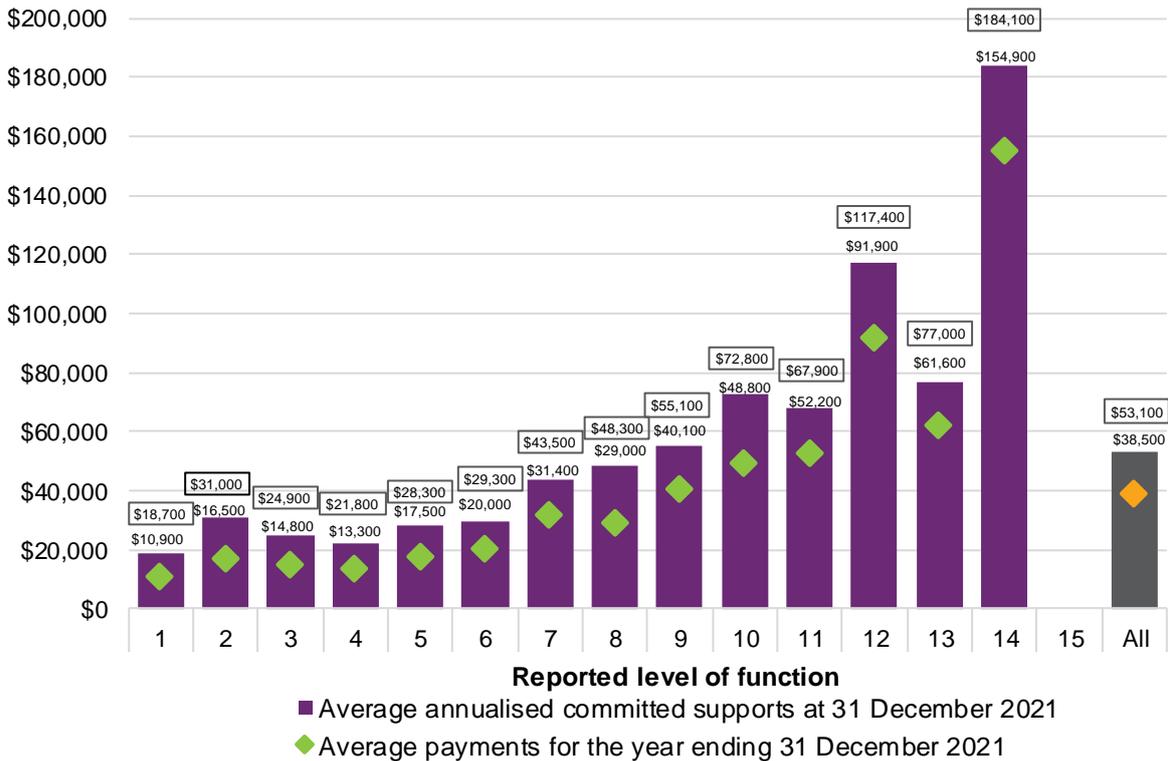
**Figure K.27 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Tasmania** <sup>666</sup>



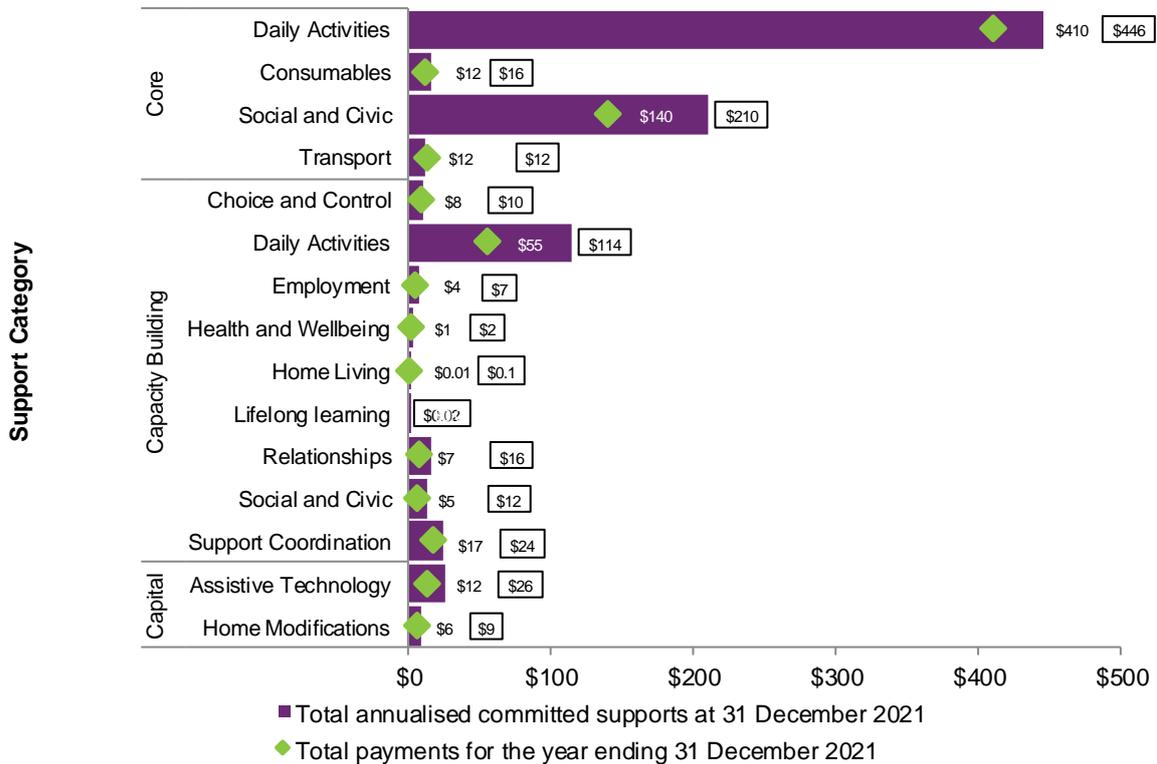
<sup>665</sup> Ibid.

<sup>666</sup> Ibid.

**Figure K.28 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Tasmania**<sup>667</sup>



**Figure K.29 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Tasmania**<sup>668 669</sup>

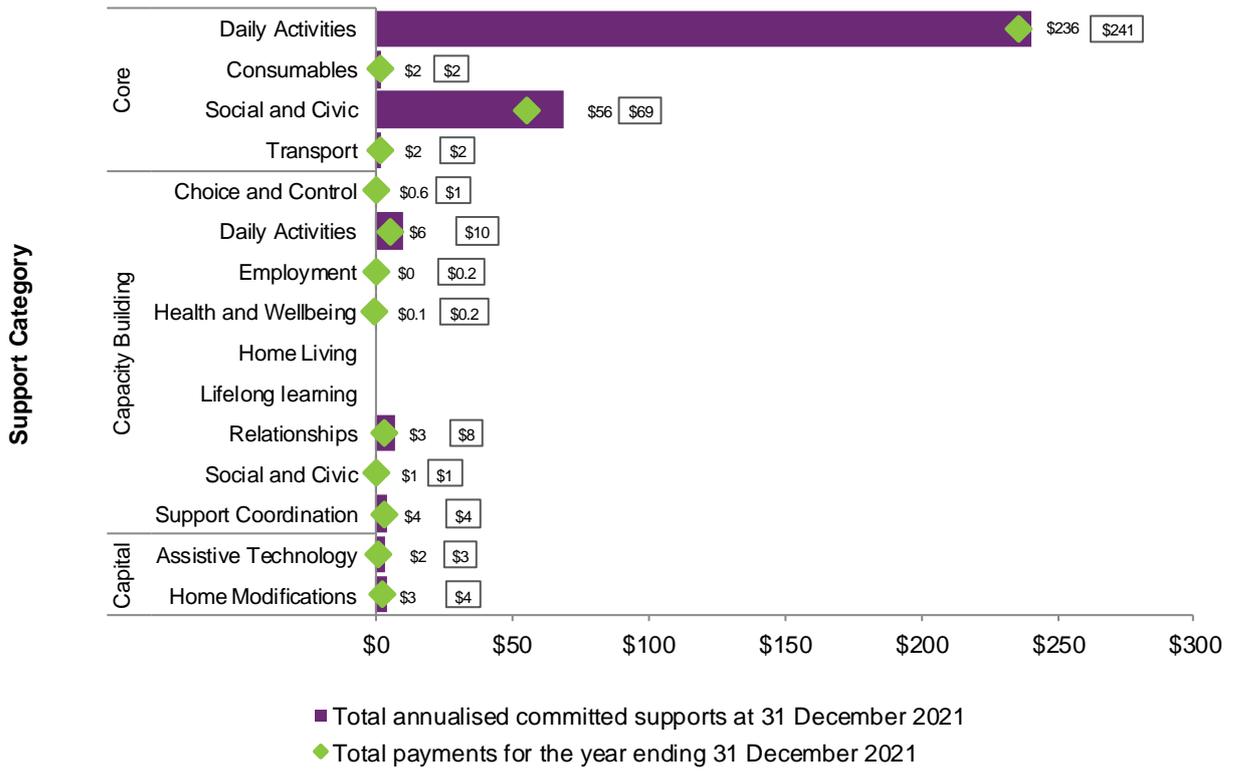


<sup>667</sup> Ibid.

<sup>668</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>669</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

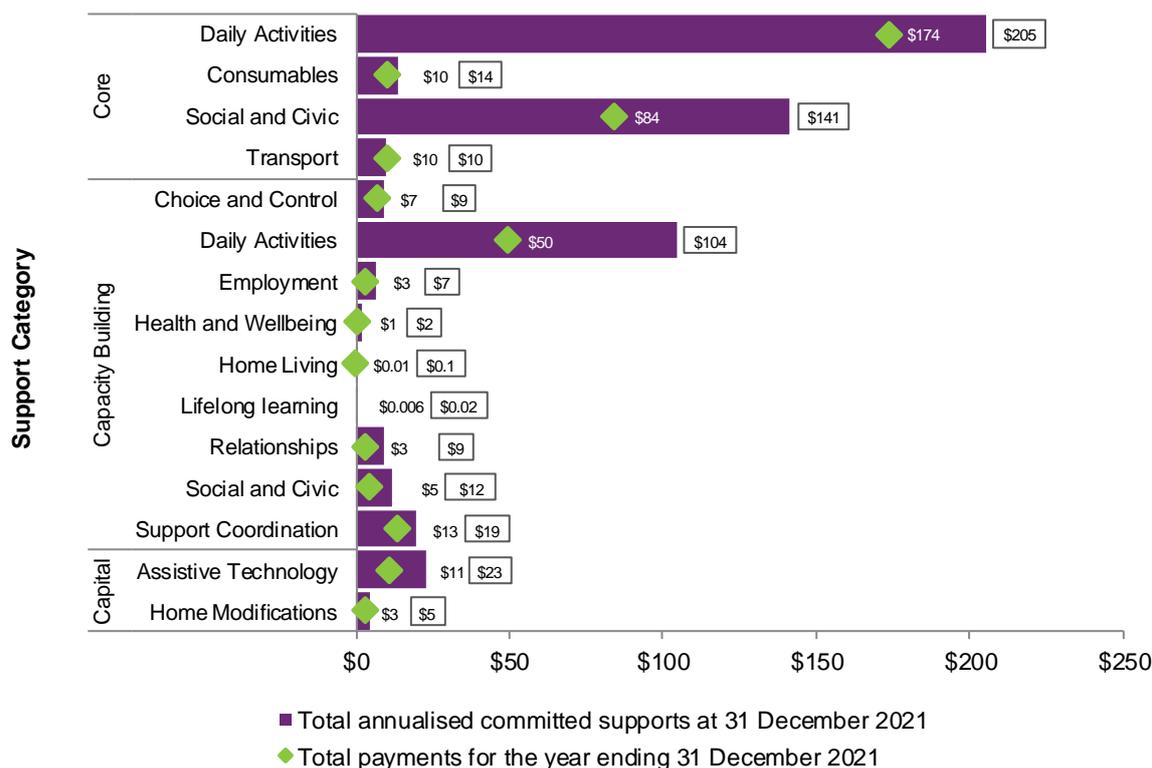
**Figure K.30 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Tasmania** <sup>670 671</sup>



<sup>670</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>671</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure K.31 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Tasmania** <sup>672 673</sup>



**Table K.73 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	2021-22 to date
Total Committed	17.4	50.4	65.9	100.6	189.7	400.4	662.2	843.0	453.7
Total Paid	9.7	35.9	48.3	78.0	153.8	296.4	478.0	629.7	321.9
% utilised to date	56%	71%	73%	78%	81%	74%	72%	75%	71%

<sup>672</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>673</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure K.32 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Tasmania

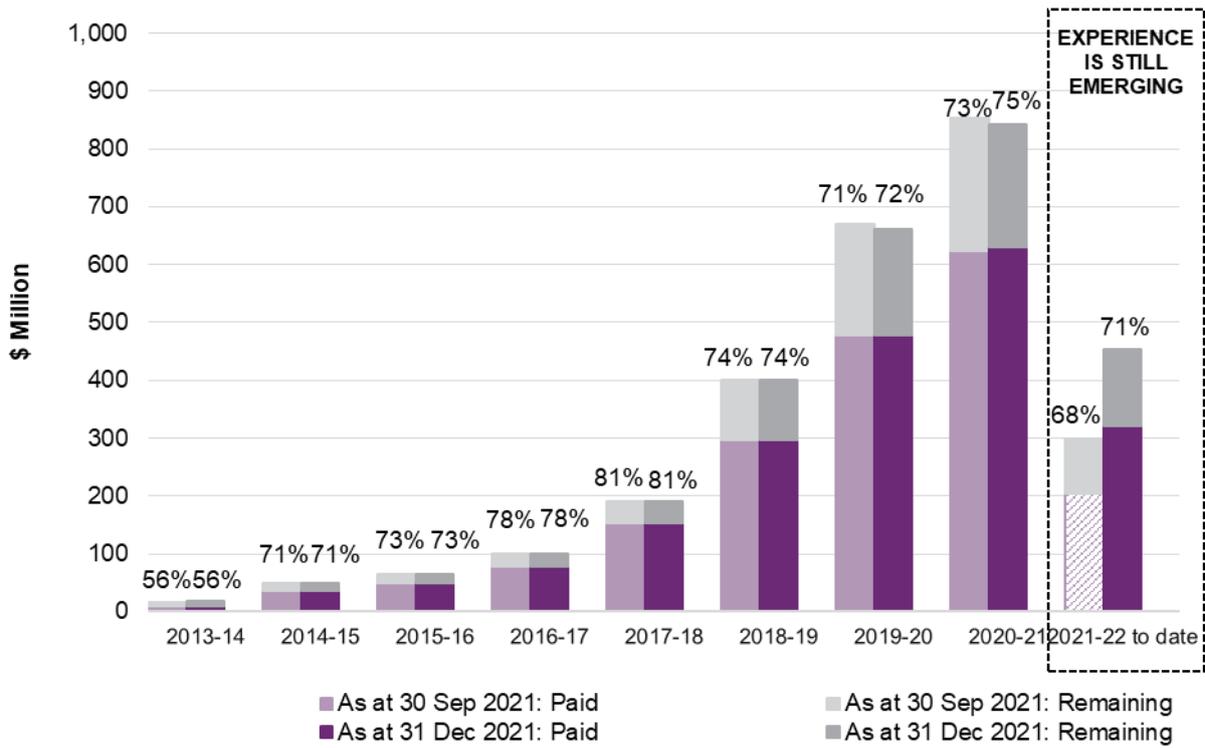
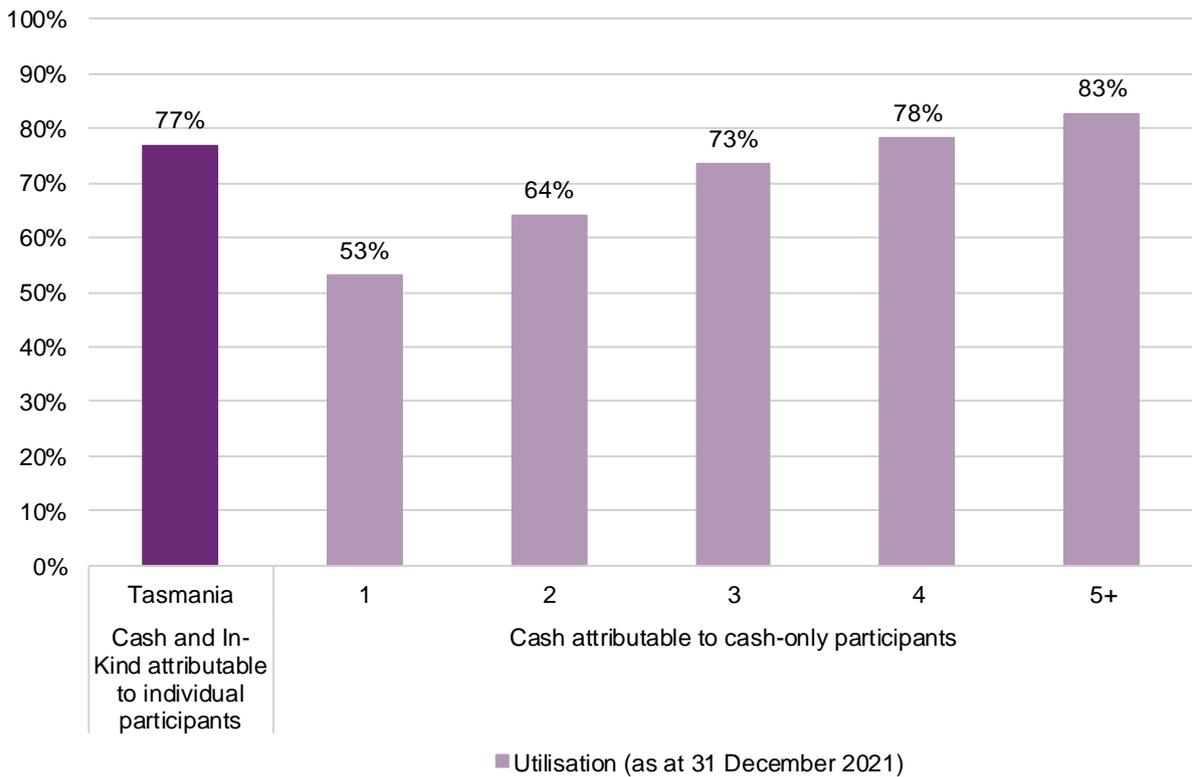
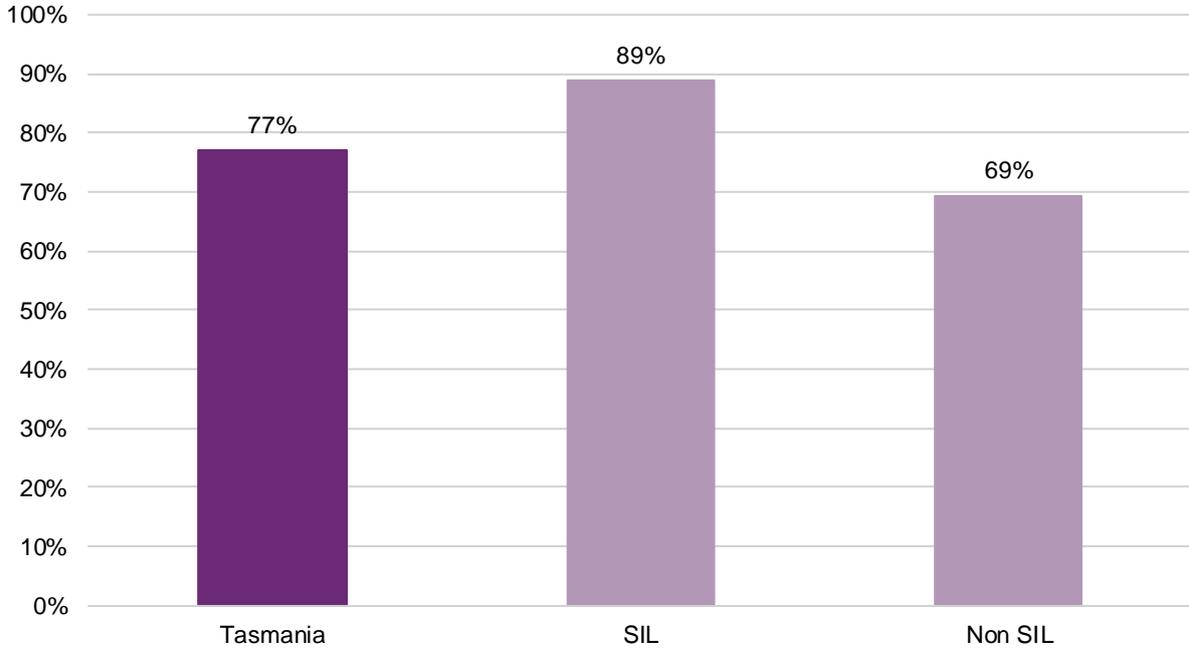


Figure K.33 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Tasmania <sup>674</sup>



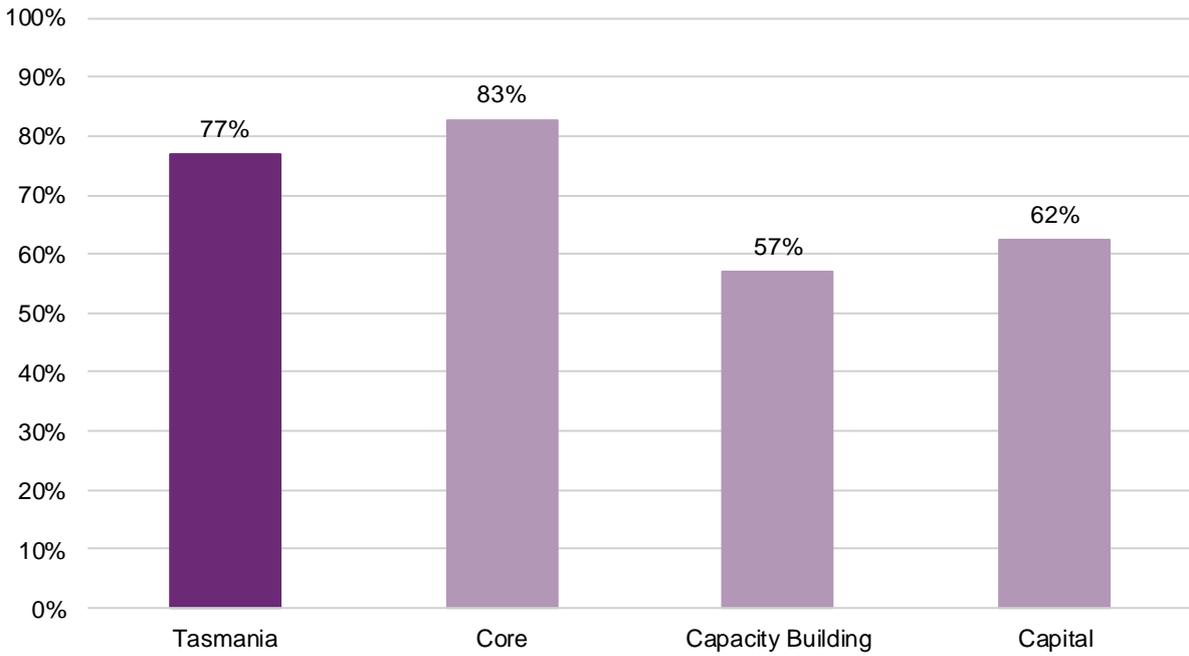
<sup>674</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure K.34 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Tasmania <sup>675</sup>



■ Utilisation (as at 31 December 2021)

Figure K.35 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Tasmania <sup>676</sup>

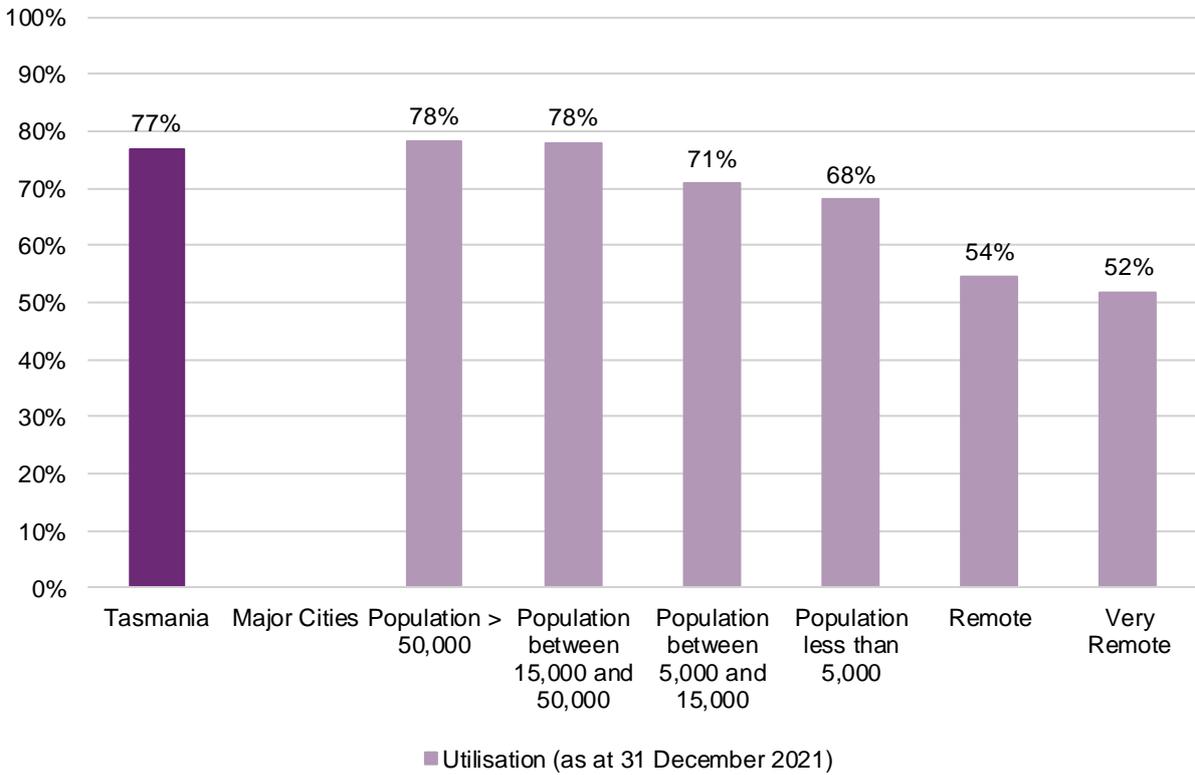


■ Utilisation (as at 31 December 2021)

<sup>675</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>676</sup> Ibid.

Figure K.36 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Tasmania <sup>677 678</sup>



<sup>677</sup> Ibid.

<sup>678</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix L: Australian Capital Territory

## Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – Australian Capital Territory <sup>679</sup>

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Australian Capital Territory	8,738	229	8,967	134	9,101

Table L.2 Active participants by quarter of entry, plan and entry type – Australian Capital Territory <sup>680</sup>

	Prior Quarters	2021-22 Q2	Total
Access decisions	12,286	357	12,643
Active Eligible	8,870	275	9,145
<i>New</i>	6,072	274	6,346
<i>State</i>	2,489	<11	2,490
<i>Commonwealth</i>	309	<11	309
Active Participant Plans (excl ECA)	8,738	229	8,967
<i>New</i>	5,946	227	6,173
<i>State</i>	2,486	<11	2,486
<i>Commonwealth</i>	306	<11	308
Active Participant Plans	8,864	363	9,101
<i>Early Intervention (s25)</i>	3,078	116	3,194
<i>Permanent Disability (s24)</i>	5,660	113	5,773
<i>ECA</i>	126	134	134

Table L.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Australian Capital Territory

Exits	Total
Total participant exits	1,223
<i>Early Intervention participants</i>	695
<i>Permanent disability participants</i>	528

<sup>679</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>680</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table L.4 Cumulative numbers of active participants (including ECA) by services previously received – Australian Capital Territory** <sup>681</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	Total
End of 2016-17	2,505	30	3,179	<11	5,714
End of 2017-18	2,553	236	3,126	49	5,964
End of 2018-19	2,541	271	3,936	<11	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
End of 2020-21 Q3	2,501	307	5,577	118	8,503
End of 2020-21 Q4	2,492	310	5,784	135	8,721
End of 2021-22 Q1	2,494	308	6,026	126	8,954
End of 2021-22 Q2	2,486	308	6,173	134	9,101

**Table L.5 Cumulative numbers of active participants by entry criteria into the Scheme – Australian Capital Territory** <sup>682 683 684</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2020-21 Q3	3,065	5,320	118	8,503
End of 2020-21 Q4	3,162	5,424	135	8,721
End of 2021-22 Q1	3,202	5,626	126	8,954
End of 2021-22 Q2	3,194	5,773	134	9,101

<sup>681</sup> This table shows the total numbers of active participants at the end of each period.

<sup>682</sup> Ibid.

<sup>683</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>684</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table L.6 Assessment of access by age group – Australian Capital Territory** <sup>685</sup>

Age Group	Prior Quarters		2021-22 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	3,155	94%	106	95%	3,261	94%
7 to 14	1,974	84%	42	74%	2,016	84%
15 to 18	638	86%	15	94%	653	86%
19 to 24	462	83%	12	80%	474	83%
25 to 34	749	81%	22	79%	771	80%
35 to 44	932	77%	18	60%	950	77%
45 to 54	1,008	76%	31	72%	1,039	76%
55 to 64	1,250	74%	34	62%	1,284	73%
65+	62	54%	<11		63	54%
Missing	<11		<11		<11	
<b>Total</b>	<b>10,230</b>	<b>83%</b>	<b>281</b>	<b>79%</b>	<b>10,511</b>	<b>83%</b>

**Table L.7 Assessment of access by disability – Australian Capital Territory** <sup>686</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired brain injury	237	94%	<11		241	95%
Autism	2,903	97%	72	99%	2,975	97%
Cerebral palsy	315	95%	<11		318	95%
Developmental delay	1,193	93%	80	99%	1,273	93%
Global developmental delay	186	98%	<11		191	98%
Hearing impairment	478	85%	<11		482	85%
Intellectual disability	1,552	96%	17	100%	1,569	96%
Multiple sclerosis	213	90%	<11		217	90%
Psychosocial disability	1,200	69%	36	61%	1,236	69%
Spinal cord injury	85	91%	<11		89	92%
Stroke	145	91%	<11		146	90%
Visual impairment	187	92%	<11		194	92%
Other neurological	468	75%	18	72%	486	75%
Other physical	656	54%	11	41%	667	54%
Other sensory/speech	267	58%	<11		270	58%
Other	106	48%	12	36%	118	46%
Missing	39	39%	<11		39	39%
<b>Total</b>	<b>10,230</b>	<b>83%</b>	<b>281</b>	<b>79%</b>	<b>10,511</b>	<b>83%</b>

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

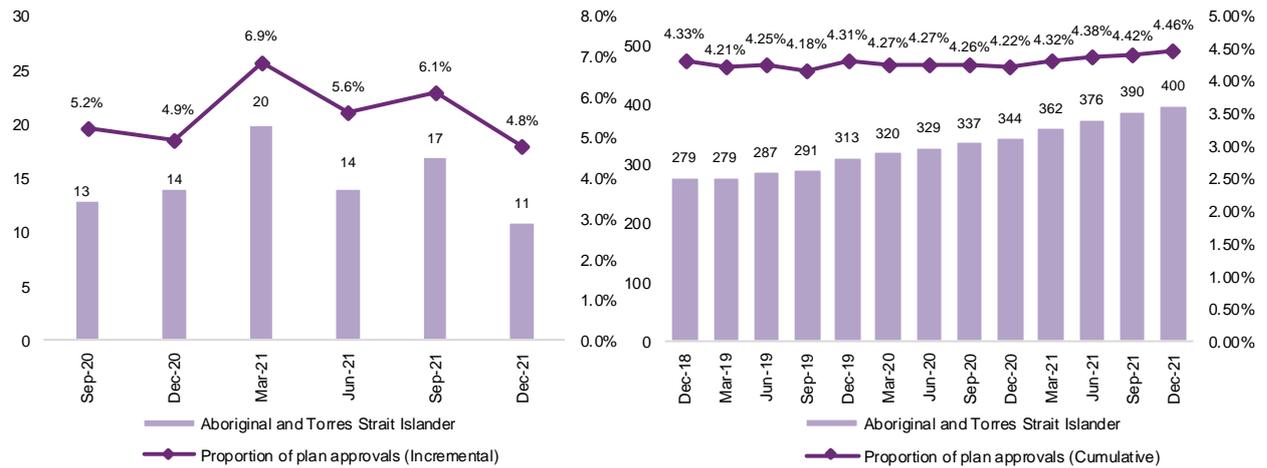
**Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	389	4.5%	11	4.8%	<b>400</b>	<b>4.5%</b>
Not Aboriginal and Torres Strait Islander	7,189	82.3%	189	82.5%	<b>7,378</b>	<b>82.3%</b>
Not Stated	1,160	13.3%	29	12.7%	<b>1,189</b>	<b>13.3%</b>
<b>Total</b>	<b>8,738</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>8,967</b>	<b>100%</b>

<sup>685</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received support and are therefore more likely to meet eligibility criteria to the Scheme.

<sup>686</sup> Ibid.

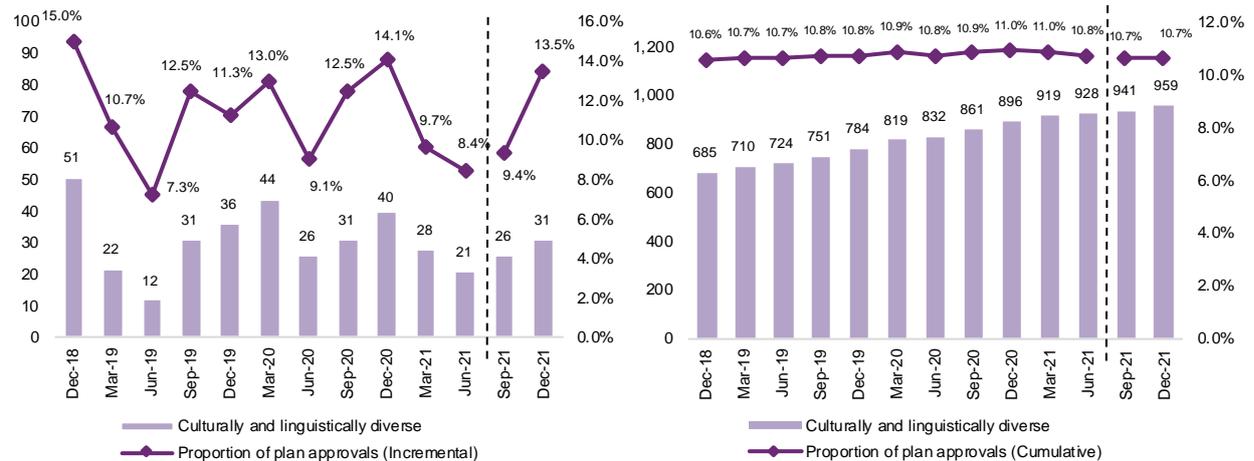
**Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>687 688</sup>



**Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory** <sup>689</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	928	10.6%	31	13.5%	959	10.7%
Not culturally and linguistically diverse	7,743	88.6%	198	86.5%	7,941	88.6%
Not stated	67	0.8%	<11		67	0.7%
<b>Total</b>	<b>8,738</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>8,967</b>	<b>100%</b>

**Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>690 691</sup>



**Table L.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Australian Capital Territory** <sup>692 693</sup>

	Total
Age group	N
Total YPIRAC (under 65)	<11

<sup>687</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>688</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to September 2020 quarter.

<sup>689</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

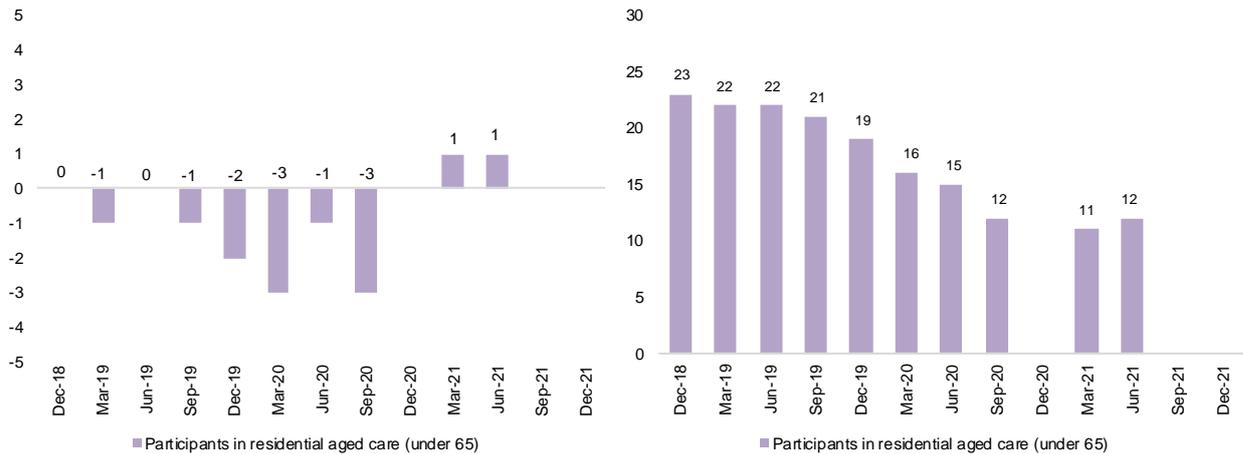
<sup>690</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>691</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>692</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

<sup>693</sup> There are a further 29 active participants aged 65 years or over who are currently in residential aged care.

**Figure L.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>694</sup>



**Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory** <sup>695 696</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	8,727	99.9%	229	100.0%	<b>8,956</b>	<b>99.9%</b>
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	
<b>Total</b>	<b>8,738</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>8,967</b>	<b>100%</b>

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

<sup>694</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There are insufficient numbers to show the incremental and cumulative count of active participants in residential aged care for the December 2020 quarter and after the September 2021 quarter.

<sup>695</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>696</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

**Table L.12 Participant profile per quarter by primary disability group – Australian Capital Territory** <sup>697 698 699</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	2,804	32%	66	29%	2,870	32%
Intellectual disability	1,447	17%	13	6%	1,460	16%
Psychosocial disability	1,071	12%	32	14%	1,103	12%
Developmental delay	705	8%	54	24%	759	8%
Hearing impairment	438	5%	<11		441	5%
Other neurological	363	4%	14	6%	377	4%
Other physical	530	6%	<11		537	6%
Cerebral palsy	291	3%	<11		296	3%
Acquired brain injury	209	2%	<11		215	2%
Global developmental delay	148	2%	<11		153	2%
Visual impairment	171	2%	<11		174	2%
Multiple sclerosis	196	2%	<11		201	2%
Stroke	129	1%	<11		133	1%
Spinal cord injury	73	1%	<11		76	1%
Other	84	1%	<11		92	1%
Other sensory/speech	79	1%	<11		80	1%
<b>Total</b>	<b>8,738</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>8,967</b>	<b>100%</b>

**Table L.13 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory** <sup>700 701</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	56	12%	0		56	12%
Intellectual disability	211	45%	0		211	45%
Psychosocial disability	77	16%	0		77	16%
Developmental delay	<11		0		<11	
Hearing impairment	<11		0		<11	
Other neurological	28	6%	0		28	6%
Other physical	<11		0		<11	
Cerebral palsy	41	9%	0		41	9%
Acquired brain injury	30	6%	0		30	6%
Global developmental delay	<11		0		<11	
Visual impairment	<11		0		<11	
Multiple sclerosis	<11		0		<11	
Stroke	<11		0		<11	
Spinal cord injury	<11		0		<11	
Other	<11		0		<11	
Other sensory/speech	<11		0		<11	
<b>Total</b>	<b>468</b>	<b>100%</b>	<b>0</b>		<b>468</b>	<b>100%</b>

<sup>697</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>698</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>699</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Australian Capital Territory (223).

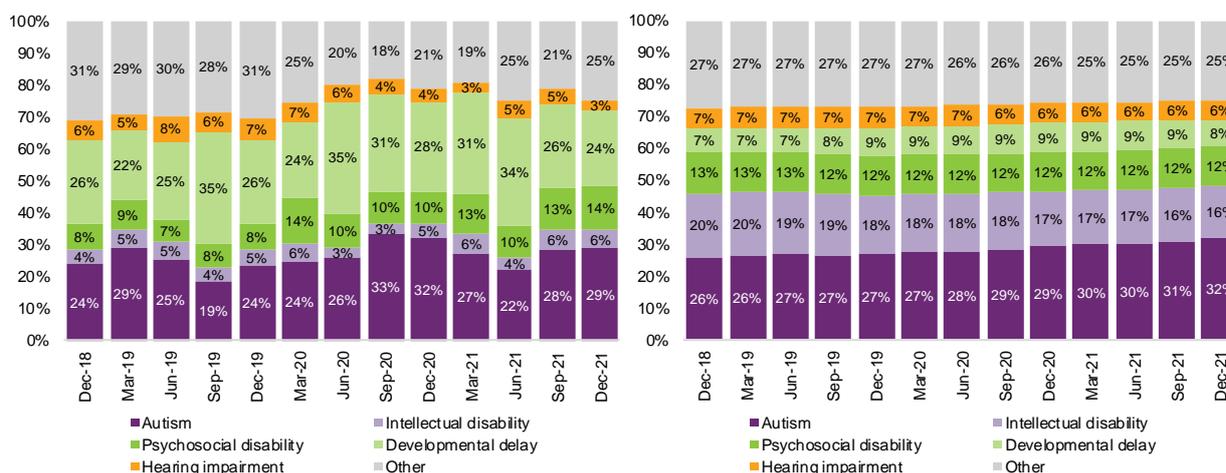
<sup>700</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>701</sup> Down syndrome is included in intellectual disability, representing 9% of participants in SIL (41).

Table L.14 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory <sup>702</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	2,748	33%	66	29%	2,814	33%
Intellectual disability	1,236	15%	13	6%	1,249	15%
Psychosocial disability	994	12%	32	14%	1,026	12%
Developmental delay	705	9%	54	24%	759	9%
Hearing impairment	438	5%	<11		441	5%
Other neurological	335	4%	14	6%	349	4%
Other physical	527	6%	<11		534	6%
Cerebral palsy	250	3%	<11		255	3%
Acquired brain injury	179	2%	<11		185	2%
Global developmental delay	148	2%	<11		153	2%
Visual impairment	171	2%	<11		174	2%
Multiple sclerosis	188	2%	<11		193	2%
Stroke	122	1%	<11		126	1%
Spinal cord injury	71	1%	<11		74	1%
Other	79	1%	<11		87	1%
Other sensory/speech	79	1%	<11		80	1%
<b>Total</b>	<b>8,270</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>8,499</b>	<b>100%</b>

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory <sup>703</sup>



<sup>702</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (182).

<sup>703</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table L.15 Participant profile per quarter by reported level of function – Australian Capital Territory <sup>704</sup>

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	951	11%	51	22%	1,002	11%
2 (High Function)	17	0%	<11		19	0%
3 (High Function)	476	5%	14	6%	490	5%
4 (High Function)	853	10%	<11		862	10%
5 (High Function)	546	6%	19	8%	565	6%
6 (Moderate Function)	1,840	21%	52	23%	1,892	21%
7 (Moderate Function)	443	5%	<11		451	5%
8 (Moderate Function)	634	7%	27	12%	661	7%
9 (Moderate Function)	57	1%	<11		57	1%
10 (Moderate Function)	880	10%	23	10%	903	10%
11 (Low Function)	276	3%	<11		276	3%
12 (Low Function)	1,022	12%	14	6%	1,036	12%
13 (Low Function)	576	7%	<11		583	7%
14 (Low Function)	148	2%	<11		151	2%
15 (Low Function)	<11	0%	<11		<11	0%
Missing	19	0%	<11		19	0%
<b>Total</b>	<b>8,738</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>8,967</b>	<b>100%</b>

Figure L.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory <sup>705</sup>

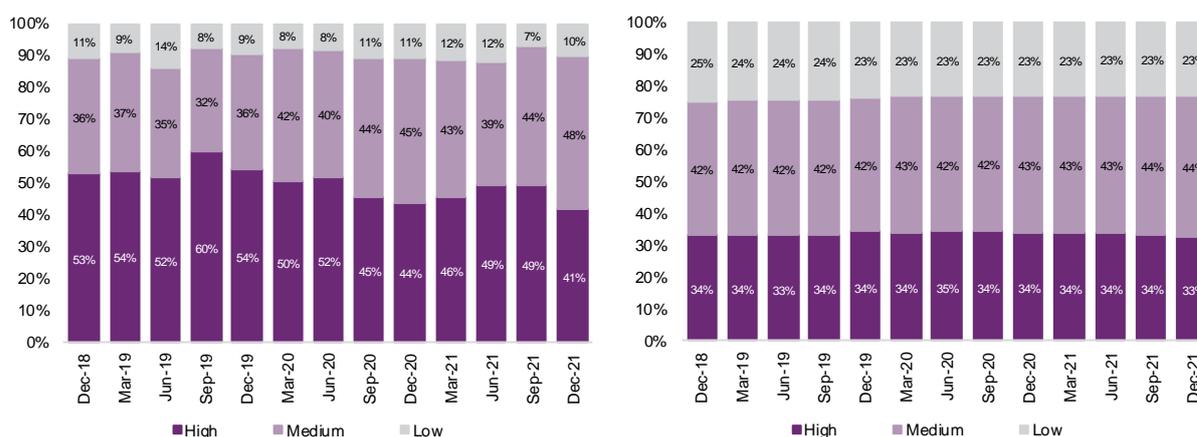


Table L.16 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,101	13%	77	34%	1,178	13%
7 to 14	2,267	26%	37	16%	2,304	26%
15 to 18	718	8%	12	5%	730	8%
19 to 24	815	9%	<11		825	9%
25 to 34	775	9%	17	7%	792	9%
35 to 44	779	9%	20	9%	799	9%
45 to 54	859	10%	31	14%	890	10%
55 to 64	927	11%	25	11%	952	11%
65+	497	6%	<11		497	6%
<b>Total</b>	<b>8,738</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>8,967</b>	<b>100%</b>

<sup>704</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>705</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table L.17 Participant profile per quarter (participants in SIL) by age group – Australian Capital Territory <sup>706</sup>

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		0		<11	
7 to 14	<11		0		<11	
15 to 18	<11		0		<11	
19 to 24	30	6%	0		30	6%
25 to 34	71	15%	0		71	15%
35 to 44	87	19%	0		87	19%
45 to 54	123	26%	0		123	26%
55 to 64	119	25%	0		119	25%
65+	34	7%	0		34	7%
<b>Total</b>	<b>468</b>	<b>100%</b>	<b>0</b>		<b>468</b>	<b>100%</b>

Table L.18 Participant profile per quarter (participants not in SIL) by age group – Australian Capital Territory

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,101	13%	77	34%	1,178	14%
7 to 14	2,267	27%	37	16%	2,304	27%
15 to 18	714	9%	12	5%	726	9%
19 to 24	785	9%	<11		795	9%
25 to 34	704	9%	17	7%	721	8%
35 to 44	692	8%	20	9%	712	8%
45 to 54	736	9%	31	14%	767	9%
55 to 64	808	10%	25	11%	833	10%
65+	463	6%	<11		463	5%
<b>Total</b>	<b>8,270</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>8,499</b>	<b>100%</b>

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory

707

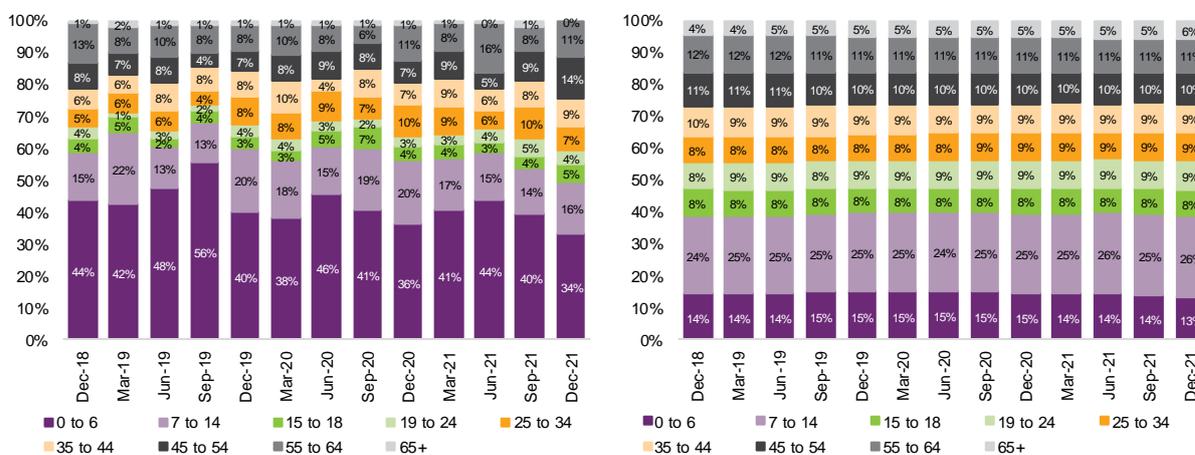


Table L.19 Participant profile per quarter by gender – Australian Capital Territory

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	5,229	60%	133	58%	5,362	60%
Female	3,415	39%	92	40%	3,507	39%
Other	94	1%	<11		98	1%
<b>Total</b>	<b>8,738</b>	<b>100%</b>	<b>229</b>	<b>100%</b>	<b>8,967</b>	<b>100%</b>

<sup>706</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>707</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory <sup>708</sup>

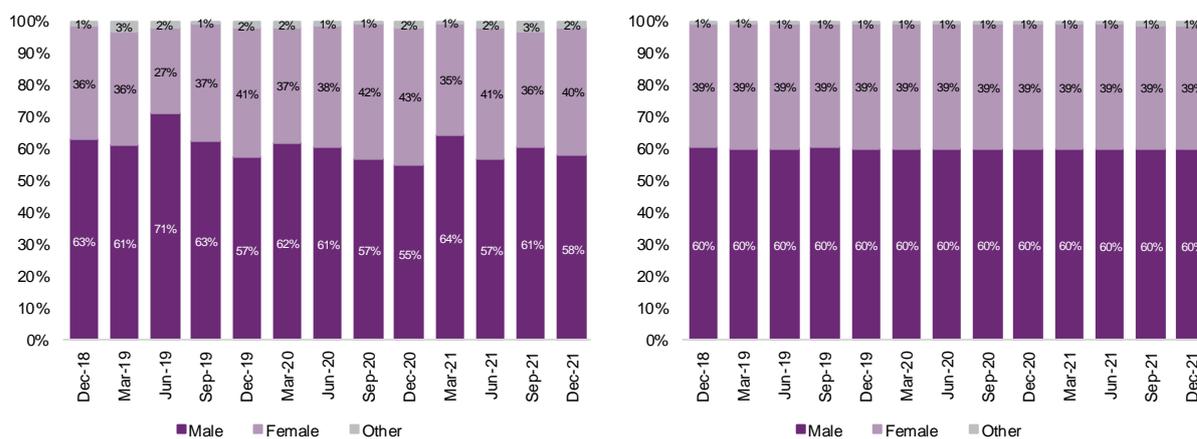


Table L.20 Participation rates by age group at 31 December 2021 – Australian Capital Territory <sup>709</sup>

Age group	Participation rate
0-6	3.03%
7-14	5.25%
15-18	3.86%
19-24	2.16%
25-34	1.13%
35-44	1.21%
45-54	1.63%
55-64	2.16%
<b>Total (aged 0-64)</b>	<b>2.25%</b>

<sup>708</sup> Ibid.

<sup>709</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

Table L.21 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory <sup>710</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	180	157	288	368	334	144	1,471
Participant school to 14	200	174	265	301	288	120	1,348
Participant 15 to 24	170	77	74	88	86	48	543
Participant 25 and over	819	243	292	361	355	189	2,259
<b>Total Participant</b>	<b>1,369</b>	<b>651</b>	<b>919</b>	<b>1,118</b>	<b>1,063</b>	<b>501</b>	<b>5,621</b>
Family 0 to 14	321	316	548	658	620	260	2,723
Family 15 to 24	43	43	60	51	62	37	296
Family 25 and over	25	45	86	124	109	55	444
<b>Total Family</b>	<b>389</b>	<b>404</b>	<b>694</b>	<b>833</b>	<b>791</b>	<b>352</b>	<b>3,463</b>
<b>Total</b>	<b>1,758</b>	<b>1,055</b>	<b>1,613</b>	<b>1,951</b>	<b>1,854</b>	<b>853</b>	<b>9,084</b>

Table L.22 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	59%			
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		25%		
DL	% who say their child is becoming more independent		43%		
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			34%	
CC	% who choose who supports them			50%	69%
CC	% who choose what they do each day			58%	77%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			25%	28%
CC	% who want more choice and control in their life			74%	70%

<sup>710</sup> Baseline outcomes for participants and/or their families and carers were collected for 95% 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.23 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Australian Capital Territory**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%			
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	58%	69%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			25%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	34%

**Table L.24 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			77%	66%
HM	% who feel safe or very safe in their home			85%	65%
HW	% who rate their health as good, very good or excellent			60%	39%
HW	% who did not have any difficulties accessing health services			74%	61%
LL	% who currently attend or previously attended school in a mainstream class			69%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				84%
LL	% unable to do a course or training they wanted to do in the last 12 months				41%
WK	% who have a paid job			25%	30%
WK	% who volunteer			11%	14%

**Table L.25 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%	11%	10%
% receiving Carer Allowance	18%	24%	15%
% working in a paid job	59%	68%	50%
Of those in a paid job, % in permanent employment	87%	86%	89%
Of those in a paid job, % working 15 hours or more	88%	94%	91%
% who say they (and their partner) are able to work as much as they want	51%	60%	58%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	83%	92%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	25%	21%	12%
% able to advocate for their child/family member	81%	70%	65%
% who have friends and family they see as often as they like	52%	50%	50%
% 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		42%	
% who feel in control selecting services		42%	35%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			32%
% who rate their health as good, very good or excellent	80%	65%	62%

**Table L.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=302) - participants who entered between 1 July 2016 and 31 December 2020 – Australian Capital Territory <sup>711</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	89%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL	Has the NDIS improved how your child fits into family life?	78%
S/CP	Has the NDIS improved how your child fits into community life?	68%

**Table L.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=481) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	52%
REL	Has the NDIS improved your child's relationships with family and friends?	63%
S/CP	Has the NDIS improved your child's social and recreational life?	62%

**Table L.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=116) and ‘Participant 25 and over’ (n=496) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	66%	77%
DL	Has the NDIS helped you with daily living activities?	66%	80%
REL	Has the NDIS helped you to meet more people?	45%	56%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	35%
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?	30%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	21%
S/CP	Has the NDIS helped you be more involved?	50%	61%

<sup>711</sup> Results in Tables L.26 to L.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

**Table L.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=865); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=217) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	78%	64%
Has the NDIS improved the level of support for your family?	79%	73%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	82%	64%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	
Has the NDIS improved your health and wellbeing?	58%	48%

**Table L.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=183) - participants who entered between 1 July 2016 and 31 December 2019 – Australian Capital Territory <sup>712</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child’s development?	90%	93%	+3%
DL	Has the NDIS improved your child’s access to specialist services?	89%	91%	+2%
CC	Has the NDIS helped increase your child’s ability to communicate what they want?	82%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	80%	83%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	68%	75%	+7%

**Table L.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=275) - participants who entered between 1 July 2016 and 31 December 2019 – Australian Capital Territory**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	77%	85%	+8%
LL	Has the NDIS improved your child’s access to education?	58%	62%	+4%
REL	Has the NDIS improved your child’s relationships with family and friends?	67%	69%	+2%
S/CP	Has the NDIS improved your child’s social and recreational life?	64%	63%	-1%

<sup>712</sup> Results in Tables L.30 to L.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table L.32 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=300) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	62%	68%	+6%	70%	75%	+5%
DL Has the NDIS helped you with daily living activities?	65%	68%	+3%	76%	81%	+5%
REL Has the NDIS helped you to meet more people?	44%	47%	+3%	47%	52%	+5%
HM Has your involvement with the NDIS helped you to choose a home that’s right for you?	16%	11%	-5%	29%	29%	0%
HW Has your involvement with the NDIS improved your health and wellbeing?	45%	49%	+4%	60%	63%	+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?	32%	32%	0%	29%	26%	-3%
WK Has your involvement with the NDIS helped you find a job that’s right for you?	11%	15%	+4%	17%	14%	-3%
S/CP Has the NDIS helped you be more involved?	51%	54%	+3%	56%	57%	+1%

**Table L.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=393); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=63) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	72%	77%	+5%	49%	60%	+11%
Has the NDIS improved the level of support for your family?	74%	81%	+7%	80%	74%	-6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	80%	84%	+4%	69%	63%	-6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	87%	+4%			
Has the NDIS improved your health and wellbeing?	59%	63%	+4%	54%	48%	-6%

**Table L.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=119) - participants who entered between 1 July 2016 and 31 December 2018 – Australian Capital Territory**<sup>713</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	90%	96%	100%	+10%
DL	Has the NDIS improved your child's access to specialist services?	94%	95%	98%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	88%	93%	+14%
REL	Has the NDIS improved how your child fits into family life?	72%	78%	90%	+18%
S/CP	Has the NDIS improved how your child fits into community life?	60%	62%	71%	+11%

**Table L.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=167) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	76%	78%	81%	+5%
LL	Has the NDIS improved your child's access to education?	45%	53%	56%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	62%	64%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	57%	60%	+9%

**Table L.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=96) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	70%	68%	74%	+4%
Has the NDIS helped you with daily living activities?	66%	71%	77%	+11%
Has the NDIS helped you to meet more people?	51%	49%	52%	+1%
Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	17%	18%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	56%	56%	60%	+4%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	29%	31%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	23%	22%	17%	-6%
Has the NDIS helped you be more involved?	56%	60%	57%	+1%

<sup>713</sup> Results in Tables L.34 to L.39 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table L.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=396) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	72%	76%	81%	+9%
Has the NDIS helped you with daily living activities?	75%	82%	86%	+11%
Has the NDIS helped you to meet more people?	52%	54%	60%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	22%	25%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	56%	64%	69%	+13%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	28%	28%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	12%	13%	14%	+2%
Has the NDIS helped you be more involved?	56%	62%	66%	+10%

**Table L.38 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=221) - participants who entered between 1 July 2016 and 31 December 2018 – 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?	64%	71%	75%	+11%
Has the NDIS improved the level of support for your family?	74%	76%	81%	+7%
Has the NDIS improved your access to services, programs and activities in the community?	74%	78%	83%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	81%	84%	+4%
Has the NDIS improved your health and wellbeing?	43%	47%	54%	+11%

**Table L.39 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=32) - participants who entered between 1 July 2016 and 31 December 2018 – Australian Capital Territory**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	46%	60%	65%	+19%
Has the NDIS improved the level of support for your family?	65%	58%	76%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	61%	57%	74%	+13%
Has the NDIS improved your health and wellbeing?	46%	47%	43%	-3%

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.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=114) - participants who entered between 1 July 2016 and 31 December 2017 – Australian Capital Territory**<sup>714</sup>

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	61%	69%	74%	77%	+16%
LL	Has the NDIS improved your child’s access to education?	35%	39%	44%	49%	+14%
REL	Has the NDIS improved your child’s relationships with family and friends?	54%	52%	58%	61%	+7%
S/CP	Has the NDIS improved your child’s social and recreational life?	43%	47%	53%	51%	+8%

**Table L.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 15 to 24’ (n=76) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	52%	64%	58%	65%	+13%
DL	Has the NDIS helped you with daily living activities?	48%	60%	55%	65%	+17%
REL	Has the NDIS helped you to meet more people?	39%	46%	29%	46%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	12%	16%	15%	11%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	52%	43%	48%	+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?	20%	25%	15%	24%	+4%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	10%	17%	13%	12%	+2%
S/CP	Has the NDIS helped you be more involved?	39%	52%	44%	52%	+13%

<sup>714</sup> Results in Tables L.40 to L.43 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table L.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=239) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	74%	75%	79%	83%	+9%
DL	Has the NDIS helped you with daily living activities?	75%	81%	82%	85%	+10%
REL	Has the NDIS helped you to meet more people?	50%	53%	59%	60%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	17%	18%	22%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	60%	62%	65%	70%	+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%	25%	27%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	17%	19%	18%	-2%
S/CP	Has the NDIS helped you be more involved?	56%	59%	64%	67%	+11%

**Table L.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=74) - participants who entered between 1 July 2016 and 31 December 2017 – 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?	59%	58%	66%	73%	+14%
Has the NDIS improved the level of support for your family?	71%	81%	84%	84%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	75%	84%	79%	83%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	77%	77%	84%	+12%
Has the NDIS improved your health and wellbeing?	39%	48%	52%	58%	+19%

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’.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’.

**Table L.44 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=49) - participants who entered between 1 July 2016 and 31 December 2016 – Australian Capital Territory <sup>715</sup>**

Question	Review 1	Review 2	Review 3	Review 4	Review 5	Change from Review 1 to Review 5
CC Has the NDIS helped you have more choices and more control over your life?	76%	81%	86%	79%	85%	+9%
DL Has the NDIS helped you with daily living activities?	82%	81%	91%	87%	92%	+10%
REL Has the NDIS helped you to meet more people?	54%	54%	55%	58%	64%	+10%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	26%	20%	28%	29%	0%
HW Has your involvement with the NDIS improved your health and wellbeing?	67%	72%	70%	72%	77%	+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?	37%	33%	31%	23%	33%	-4%
WK Has your involvement with the NDIS helped you find a job that's right for you?	24%	18%	16%	19%	16%	-8%
S/CP Has the NDIS helped you be more involved?	61%	62%	63%	64%	69%	+8%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third, fourth and fifth plan review, for 'Family 0 to 14', 'Family 15 to 24' and 'Family 25 and over'.

**Table L.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=420), 'participant social and community engagement rate' (n=420), 'parent and carer employment rate' (n=442) and 'participant choice and control' (n=349) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Australian Capital Territory <sup>716</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	18%	23%	31%	24%
Aged 25+	30%	29%	27%	
Aged 15+	26%	27%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	33%	35%	33%	48%
Aged 25+	37%	41%	42%	
Aged 15+	36%	40%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	58%	62%	64%	49%
Aged 15+	61%	63%	64%	
All ages	59%	62%	64%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		62%	68%	75%
Aged 25+		70%	75%	
Aged 15+		68%	74%	

<sup>715</sup> Results in Table L.44 include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

<sup>716</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table L.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=480), 'participant social and community engagement rate' (n=485), 'parent and carer employment rate' (n=241) and 'participant choice and control' (n=436) at entry, first, second and third plan review - participants who entered between 1 April 2021 to 30 September 2021 – Australian Capital Territory <sup>717</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	18%	23%	31%	30%	24%
Aged 25+	33%	33%	28%	33%	
Aged 15+	31%	32%	28%	32%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	31%	30%	33%	29%	48%
Aged 25+	40%	43%	42%	46%	
Aged 15+	38%	41%	41%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	49%	52%	56%	57%	49%
Aged 15+	58%	64%	67%	62%	
All ages	51%	54%	58%	58%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		70%	68%	74%	75%
Aged 25+		72%	76%	81%	
Aged 15+		71%	75%	80%	

**Table L.47 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=299), 'participant social and community engagement rate' (n=297) and 'parent and carer employment rate' (n=79) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 31 December 2017 – Australian Capital Territory <sup>718</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	12%	17%	33%	Numbers are too small	32%	24%
Aged 25+	33%	33%	33%	32%	30%	
Aged 15+	31%	31%	33%	32%	30%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years	48%	50%	50%	Numbers are too small	52%	48%
Aged 25+	36%	41%	48%	49%	49%	
Aged 15+	37%	42%	48%	48%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 0 to 14 years	49%	56%	55%	61%	61%	49%
Aged 15+	74%	75%	Numbers are too small	Numbers are too small	74%	
All ages	56%	61%	62%	63%	65%	
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	2021-22 Target
Aged 15 to 24 years		52%	64%	58%	65%	75%
Aged 25+		74%	75%	79%	83%	
Aged 15+		69%	73%	75%	79%	

<sup>717</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

<sup>718</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a fourth plan review to date.

**Table L.48 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=56), 'participant social and community engagement rate' (n=54), 'parent and carer employment rate' (n=1) and 'participant choice and control' (n=137) at entry, first, second, third, fourth and fifth plan review - participants who entered between 1 July 2016 and 31 December 2016 – Australian Capital Territory** <sup>719</sup>

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	Numbers are too small						24%
Aged 25+	31%	26%	26%	24%	25%	25%	
Aged 15+	30%	24%	25%	24%	25%	28%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years	Numbers are too small						48%
Aged 25+	42%	45%	48%	48%	52%	50%	
Aged 15+	42%	44%	47%	48%	51%	50%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 0 to 14 years	Numbers are too small						49%
Aged 15+							
All ages							
Participant Choice and Control		Review 1	Review 2	Review 3	Review 4	Review 5	2021-22 Target
Aged 15 to 24 years		62%	70%	65%	Numbers are too small	81%	75%
Aged 25+		76%	81%	86%	79%	85%	
Aged 15+		73%	79%	82%	78%	84%	

**Table L.49 Number of active plans by goal type and primary disability – Australian Capital Territory** <sup>720</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	60	157	147	38	46	159	71	63	215
Autism	480	2,445	1,214	1,122	1,353	1,943	210	579	2,870
Cerebral palsy	74	240	186	64	53	191	68	77	296
Developmental delay	181	689	370	513	333	470	5	0	759
Down syndrome	44	182	134	50	62	170	58	95	223
Global developmental delay	35	140	85	102	72	87	1	0	153
Hearing impairment	101	318	108	107	62	234	69	96	441
Intellectual disability	263	976	568	362	377	858	293	422	1,237
Multiple sclerosis	67	148	141	11	28	117	77	49	201
Psychosocial disability	256	685	755	224	254	839	421	393	1,103
Spinal cord injury	19	52	46	16	6	47	28	25	76
Stroke	35	105	79	13	18	88	33	25	133
Visual impairment	50	150	77	44	11	127	45	57	174
Other neurological	94	281	234	67	80	254	125	75	377
Other physical	118	418	348	77	58	333	134	103	537
Other sensory/speech	21	59	29	35	31	42	4	4	80
Other	22	80	41	18	20	65	31	17	92
<b>Total</b>	<b>1,920</b>	<b>7,125</b>	<b>4,562</b>	<b>2,863</b>	<b>2,864</b>	<b>6,024</b>	<b>1,673</b>	<b>2,080</b>	<b>8,967</b>

<sup>719</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a fifth plan review to date.

<sup>720</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table L.50 Percentage of active plans by goal type and primary disability – Australian Capital Territory <sup>721</sup>**

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	28%	73%	68%	18%	21%	74%	33%	29%
Autism	17%	85%	42%	39%	47%	68%	7%	20%
Cerebral palsy	25%	81%	63%	22%	18%	65%	23%	26%
Developmental delay	24%	91%	49%	68%	44%	62%	1%	0%
Down syndrome	20%	82%	60%	22%	28%	76%	26%	43%
Global developmental delay	23%	92%	56%	67%	47%	57%	1%	0%
Hearing impairment	23%	72%	24%	24%	14%	53%	16%	22%
Intellectual disability	21%	79%	46%	29%	30%	69%	24%	34%
Multiple sclerosis	33%	74%	70%	5%	14%	58%	38%	24%
Psychosocial disability	23%	62%	68%	20%	23%	76%	38%	36%
Spinal cord injury	25%	68%	61%	21%	8%	62%	37%	33%
Stroke	26%	79%	59%	10%	14%	66%	25%	19%
Visual impairment	29%	86%	44%	25%	6%	73%	26%	33%
Other neurological	25%	75%	62%	18%	21%	67%	33%	20%
Other physical	22%	78%	65%	14%	11%	62%	25%	19%
Other sensory/speech	26%	74%	36%	44%	39%	53%	5%	5%
Other	24%	87%	45%	20%	22%	71%	34%	18%
<b>Total</b>	<b>21%</b>	<b>79%</b>	<b>51%</b>	<b>32%</b>	<b>32%</b>	<b>67%</b>	<b>19%</b>	<b>23%</b>

**Table L.51 Number of goals in active plans by goal type and primary disability – Australian Capital Territory <sup>722</sup>**

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	179	638	470	88	113	475	225	148	<b>2,336</b>
Autism	1,433	12,556	3,708	3,680	4,150	6,034	625	1,538	<b>33,724</b>
Cerebral palsy	266	1,227	632	216	186	698	253	213	<b>3,691</b>
Developmental delay	524	3,922	1,262	1,666	962	1,461	7	0	<b>9,804</b>
Down syndrome	127	869	409	193	181	549	169	266	<b>2,763</b>
Global developmental delay	101	875	317	372	228	279	2	0	<b>2,174</b>
Hearing impairment	245	1,089	293	264	157	594	168	229	<b>3,039</b>
Intellectual disability	750	4,322	1,790	1,249	1,146	2,726	850	1,098	<b>13,931</b>
Multiple sclerosis	188	549	502	28	73	399	223	129	<b>2,091</b>
Psychosocial disability	658	2,196	2,177	562	614	2,221	1,014	991	<b>10,433</b>
Spinal cord injury	59	239	163	46	15	174	110	59	<b>865</b>
Stroke	99	508	271	50	50	257	102	55	<b>1,392</b>
Visual impairment	119	516	201	100	15	321	101	130	<b>1,503</b>
Other neurological	283	1,208	797	255	255	810	347	222	<b>4,177</b>
Other physical	330	1,635	1,049	220	168	959	364	297	<b>5,022</b>
Other sensory/speech	37	191	62	80	86	108	5	12	<b>581</b>
Other	84	474	151	66	78	238	96	54	<b>1,241</b>
<b>Total</b>	<b>5,482</b>	<b>33,014</b>	<b>14,254</b>	<b>9,135</b>	<b>8,477</b>	<b>18,303</b>	<b>4,661</b>	<b>5,441</b>	<b>98,767</b>

<sup>721</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

<sup>722</sup> Participants have set over six million goals in total across Australia since July 2016. The 297 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

**Table L.52 Number of active plans by goal type and age group – Australian Capital Territory** <sup>723</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	272	1,082	634	817	520	795	2	0	<b>1,178</b>
7 to 14	348	2,051	814	994	1,084	1,370	35	19	<b>2,304</b>
15 to 18	127	601	265	246	304	506	41	213	<b>730</b>
19 to 24	184	624	373	233	189	520	163	513	<b>825</b>
25 to 34	186	569	435	170	180	574	264	447	<b>792</b>
35 to 44	222	548	503	142	172	572	278	327	<b>799</b>
45 to 54	229	616	584	126	168	633	326	319	<b>890</b>
55 to 64	230	669	625	90	174	702	398	204	<b>952</b>
65+	122	365	329	45	73	352	166	38	<b>497</b>
<b>Total</b>	<b>1,920</b>	<b>7,125</b>	<b>4,562</b>	<b>2,863</b>	<b>2,864</b>	<b>6,024</b>	<b>1,673</b>	<b>2,080</b>	<b>8,967</b>

**Table L.53 Percentage of active plans by goal type and age group – Australian Capital Territory** <sup>724</sup>

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	23%	92%	54%	69%	44%	67%	0%	0%
7 to 14	15%	89%	35%	43%	47%	59%	2%	1%
15 to 18	17%	82%	36%	34%	42%	69%	6%	29%
19 to 24	22%	76%	45%	28%	23%	63%	20%	62%
25 to 34	23%	72%	55%	21%	23%	72%	33%	56%
35 to 44	28%	69%	63%	18%	22%	72%	35%	41%
45 to 54	26%	69%	66%	14%	19%	71%	37%	36%
55 to 64	24%	70%	66%	9%	18%	74%	42%	21%
65+	25%	73%	66%	9%	15%	71%	33%	8%
<b>Total</b>	<b>21%</b>	<b>79%</b>	<b>51%</b>	<b>32%</b>	<b>32%</b>	<b>67%</b>	<b>19%</b>	<b>23%</b>

**Table L.54 Number of goals in active plans by goal type and age group – Australian Capital Territory** <sup>725</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	882	6,907	2,468	3,009	1,726	2,711	5	0	<b>17,708</b>
7 to 14	1,036	11,247	2,397	3,157	3,206	4,194	76	65	<b>25,378</b>
15 to 18	348	2,529	700	844	897	1,546	180	602	<b>7,646</b>
19 to 24	474	2,158	1,034	602	480	1,362	441	1,285	<b>7,836</b>
25 to 34	524	2,109	1,274	410	522	1,751	713	1,123	<b>8,426</b>
35 to 44	651	2,050	1,616	397	491	1,756	796	882	<b>8,639</b>
45 to 54	652	2,307	1,894	352	466	1,939	928	891	<b>9,429</b>
55 to 64	621	2,499	1,918	237	511	2,059	1,104	489	<b>9,438</b>
65+	294	1,208	953	127	178	985	418	104	<b>4,267</b>
<b>Total</b>	<b>5,482</b>	<b>33,014</b>	<b>14,254</b>	<b>9,135</b>	<b>8,477</b>	<b>18,303</b>	<b>4,661</b>	<b>5,441</b>	<b>98,767</b>

<sup>723</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>724</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

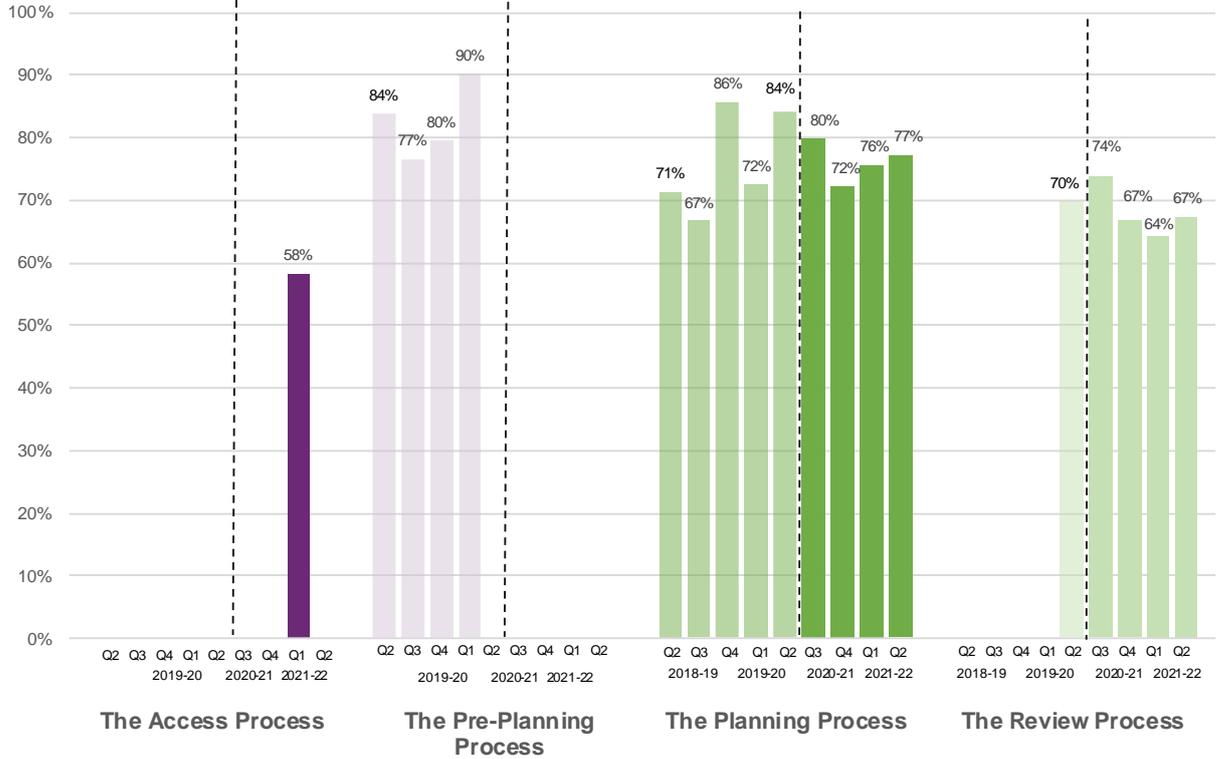
<sup>725</sup> Participants have set over six million goals in total across Australia since July 2016. The 6,222 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

**Table L.55 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory <sup>726</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
<b>Access</b>	<b>n = 74</b>	<b>n = 17</b>
Are you happy with how coming into the NDIS has gone?	76%	N/A
Was the person from the NDIS respectful?	96%	N/A
Do you understand what will happen next with your plan?	80%	N/A
% of participants rating their overall experience as Very Good or Good.	65%	N/A
<b>Pre-planning</b>	<b>n = 66</b>	<b>n = 11</b>
Did the person from the NDIS understand how your disability affects your life?	74%	N/A
Did you understand why you needed to give the information you did?	86%	N/A
Were decisions about your plan clearly explained?	61%	N/A
Are you clear on what happens next with your plan?	59%	N/A
Do you know where to go for more help with your plan?	62%	N/A
% of participants rating their overall experience as Very Good or Good.	70%	N/A
<b>Planning</b>	<b>n = 370</b>	<b>n = 66</b>
Did the person from the NDIS understand how your disability affects your life?	88%	86%
Did you understand why you needed to give the information you did?	94%	95%
Were decisions about your plan clearly explained?	82%	67%
Are you clear on what happens next with your plan?	82%	73%
Do you know where to go for more help with your plan?	87%	83%
% of participants rating their overall experience as Very Good or Good.	78%	77%
<b>Plan review</b>	<b>n = 1,418</b>	<b>n = 387</b>
Did the person from the NDIS understand how your disability affects your life?	76%	73%
Did you feel prepared for your plan review?	85%	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.	69%	67%

<sup>726</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

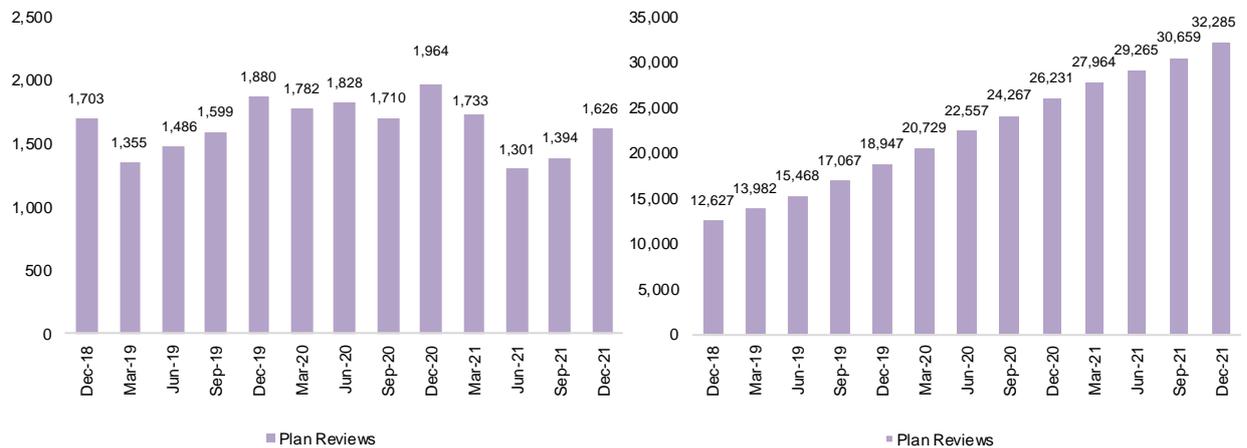
**Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory** <sup>727 728 729</sup>



**Table L.56 Plan reviews conducted per quarter – excluding plans less than 31 days – Australian Capital Territory** <sup>730</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Total plan reviews</b>	<b>30,659</b>	<b>1,626</b>	<b>32,285</b>
<i>Early intervention plans</i>	9,379	512	9,891
<i>Permanent disability plans</i>	21,280	1,114	22,394

**Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



<sup>727</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>728</sup> Participant satisfaction results for prior quarters have been restated using data as at 31 December 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>729</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

<sup>730</sup> Plans less than 31 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 2021-22 Q2. The charts show trends in complaints experience based on experience over 3 years. 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 '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.57 shows the number of complaints in 2021-22 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.58 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table L.57 Complaints by quarter – Australian Capital Territory** <sup>731 732 733</sup>

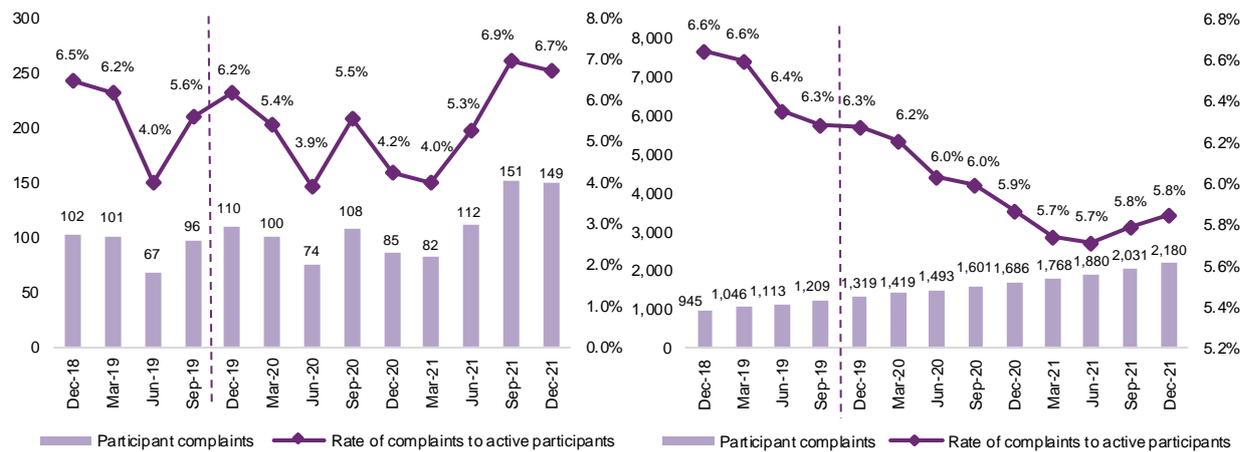
Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	4	0	4	4
Complaint about LAC Partner	29	6	35	34
Complaints about service providers	104	5	109	96
Complaints about the Agency	1,956	126	2,082	1,170
Critical/ Reportable Incident	98	12	110	87
Unclassified	169	0	169	146
<b>Total</b>	<b>2,360</b>	<b>149</b>	<b>2,509</b>	<b>1,370</b>
Total complaints made since 1 April 2017	2,031	149	2,180	
% of the number of active participants	5.8%	6.8%	5.9%	

<sup>731</sup> Note that 62% of all complainants made only one complaint, 21% made two complaints and 17% made three or more complaints.

<sup>732</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>733</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory**<sup>734</sup>



**Table L.58 Participant complaints by type – Australian Capital Territory**

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	192	(10%)	0	(0%)	192	(9%)
Information unclear	40	(2%)	1	(1%)	41	(2%)
NDIA Access	31	(2%)	6	(5%)	37	(2%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	61	(3%)	8	(6%)	69	(3%)
NDIA Fraud and Compliance	6	(0%)	0	(0%)	6	(0%)
NDIA Plan	215	(11%)	40	(32%)	255	(12%)
NDIA Process	74	(4%)	24	(19%)	98	(5%)
NDIA Resources	11	(1%)	1	(1%)	12	(1%)
NDIA Staff	54	(3%)	8	(6%)	62	(3%)
NDIA Timeliness	147	(8%)	36	(29%)	183	(9%)
Participation, engagement and inclusion	25	(1%)	0	(0%)	25	(1%)
Provider Portal	8	(0%)	0	(0%)	8	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	133	(7%)	0	(0%)	133	(6%)
Staff conduct - Agency	29	(1%)	0	(0%)	29	(1%)
The way the NDIA carried out its decision making	63	(3%)	0	(0%)	63	(3%)
Timeliness	407	(21%)	0	(0%)	407	(20%)
Other	460	(24%)	2	(2%)	462	(22%)
<b>Total</b>	<b>1,956</b>		<b>126</b>		<b>2,082</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0		0	(0%)
ECA Fraud and Compliance	1	(25%)	0		1	(25%)
ECA Plan	1	(25%)	0		1	(25%)
ECA Process	1	(25%)	0		1	(25%)
ECA Resources	0	(0%)	0		0	(0%)
ECA Staff	0	(0%)	0		0	(0%)
ECA Timeliness	1	(25%)	0		1	(25%)
Other	0	(0%)	0		0	(0%)
<b>Total</b>	<b>4</b>		<b>0</b>		<b>4</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(3%)	0	(0%)	1	(3%)

<sup>734</sup> Ibid.

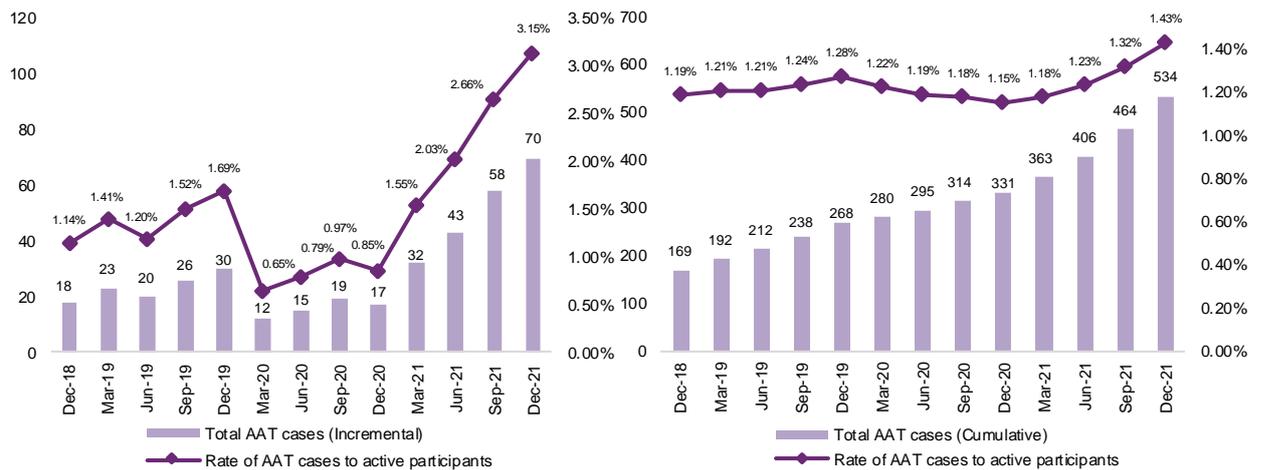
Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
LAC Plan	3	(10%)	3	(50%)	6	(17%)
LAC Process	5	(17%)	0	(0%)	5	(14%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	16	(55%)	1	(17%)	17	(49%)
LAC Timeliness	4	(14%)	2	(33%)	6	(17%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>29</b>		<b>6</b>		<b>35</b>	
<i>Complaints about service providers</i>						
Provider costs.	7	(7%)	0	(0%)	7	(6%)
Provider Finance	2	(2%)	1	(20%)	3	(3%)
Provider Fraud and Compliance	4	(4%)	0	(0%)	4	(4%)
Provider process	15	(14%)	0	(0%)	15	(14%)
Provider Service	11	(11%)	2	(40%)	13	(12%)
Provider Staff	7	(7%)	1	(20%)	8	(7%)
Service Delivery	20	(19%)	0	(0%)	20	(18%)
Staff conduct	9	(9%)	0	(0%)	9	(8%)
Supports being provided	13	(13%)	0	(0%)	13	(12%)
Other	16	(15%)	1	(20%)	17	(16%)
<b>Total</b>	<b>104</b>		<b>5</b>		<b>109</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	16	(16%)	4	(33%)	20	(18%)
Allegations against Informal Supports	18	(18%)	0	(0%)	18	(16%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	23	(23%)	3	(25%)	26	(24%)
Provider reporting	41	(42%)	5	(42%)	46	(42%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>98</b>		<b>12</b>		<b>110</b>	
<i>Unclassified</i>	<b>169</b>		<b>0</b>		<b>169</b>	
<b>Participants total</b>	<b>2,360</b>		<b>149</b>		<b>2,509</b>	

Table L.59 AAT Cases by category at 31 December 2021 – Australian Capital Territory <sup>735</sup>

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Access	174	38%	<11		181	34%
Plan	243	52%	58	83%	301	56%
Plan Review	26	6%	<11		29	5%
Other	21	5%	<11		23	4%
<b>Total</b>	<b>464</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>534</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>1.32%</b>		<b>3.15%</b>		<b>1.43%</b>	

<sup>735</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

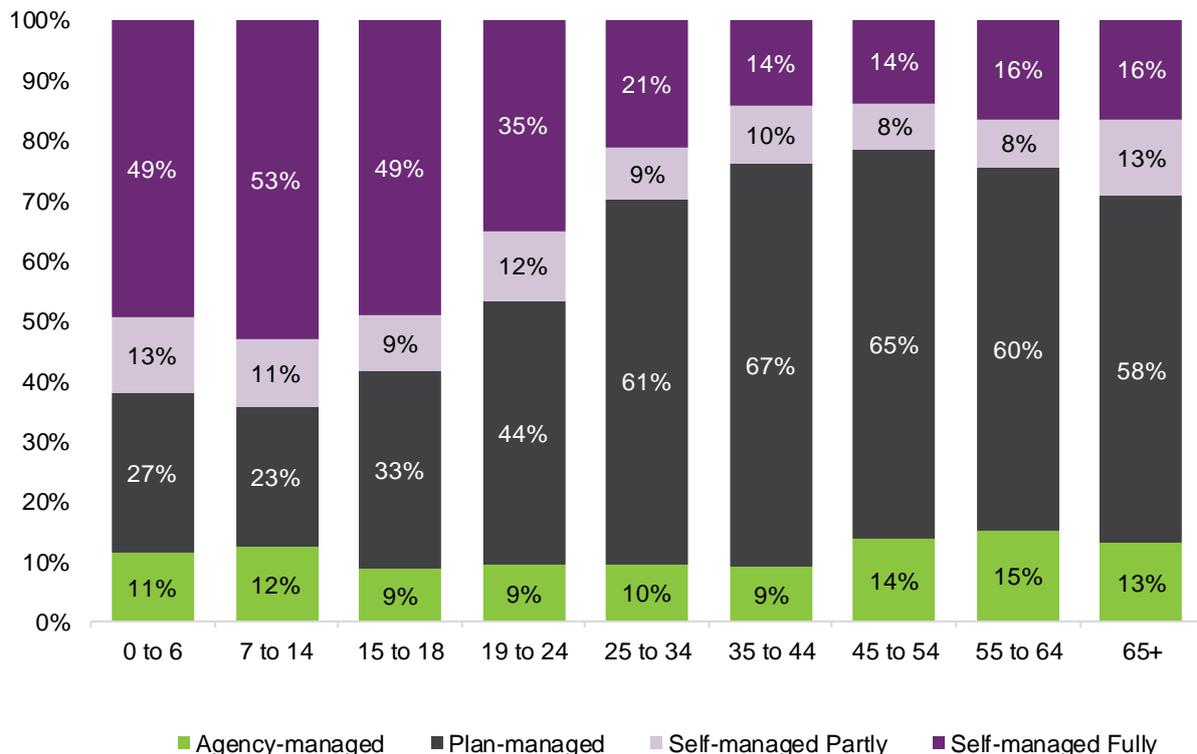
**Figure L.11 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>736</sup>



**Table L.60 AAT cases by open/closed and decision – Australian Capital Territory** <sup>737</sup>

	N
<b>AAT Cases</b>	<b>534</b>
<b>Open AAT Cases</b>	<b>153</b>
<b>Closed AAT Cases</b>	<b>381</b>
<i>Resolved before hearing</i>	366
<i>Gone to hearing and received a substantive decision</i>	15

**Figure L.12 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – Australian Capital Territory** <sup>738 739</sup>



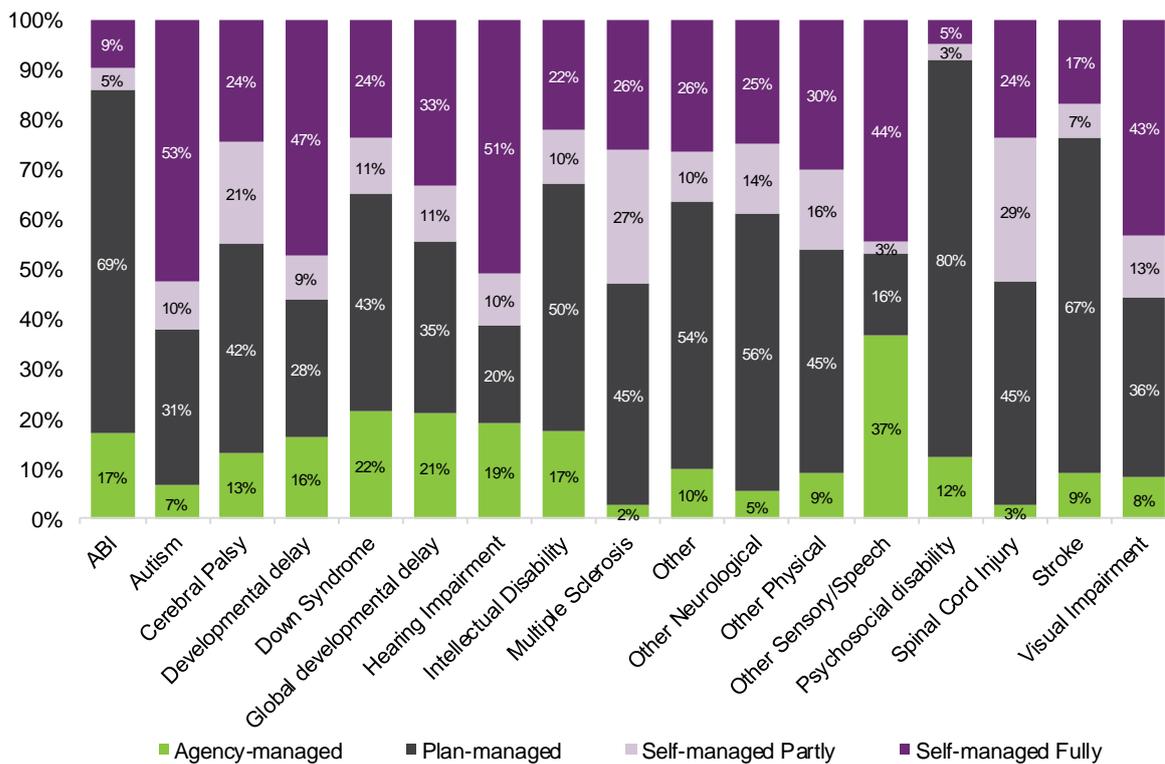
<sup>736</sup> Ibid.

<sup>737</sup> Of the 15 cases which went to hearing and received a substantive decision: 11 affirmed the Agency's decision, 1 varied the Agency's decision and 3 set aside the Agency's decision.

<sup>738</sup> For the total number of active participants in each age group, see Table L.16.

<sup>739</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

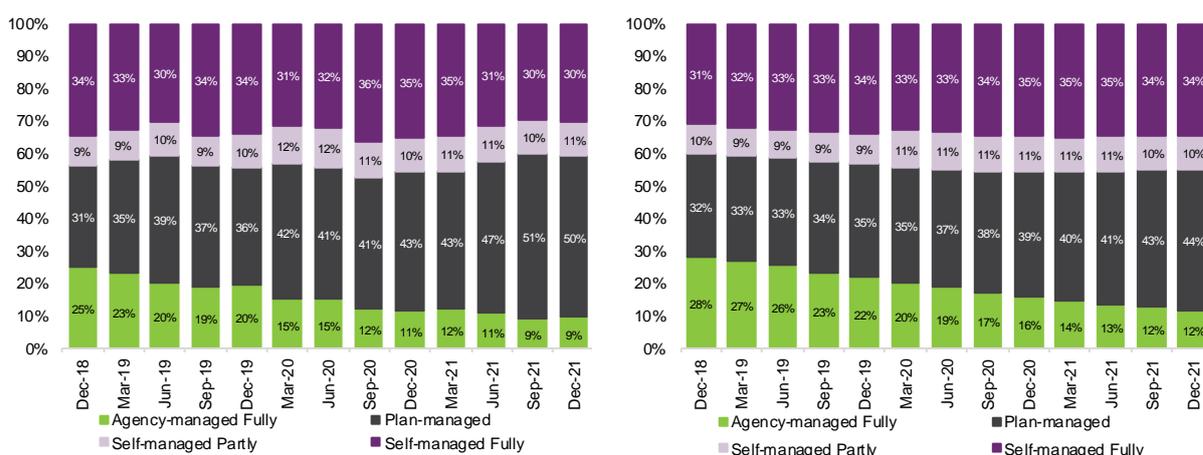
**Figure L.13 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – Australian Capital Territory** <sup>740 741</sup>



**Table L.61 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory** <sup>742</sup>

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	36%	30%	<b>34%</b>
Self-managed partly	10%	11%	<b>10%</b>
Plan-managed	42%	50%	<b>44%</b>
Agency-managed	12%	9%	<b>12%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure L.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>743</sup>



<sup>740</sup> For the total number of active participants in each primary disability group, see Table L.12.

<sup>741</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

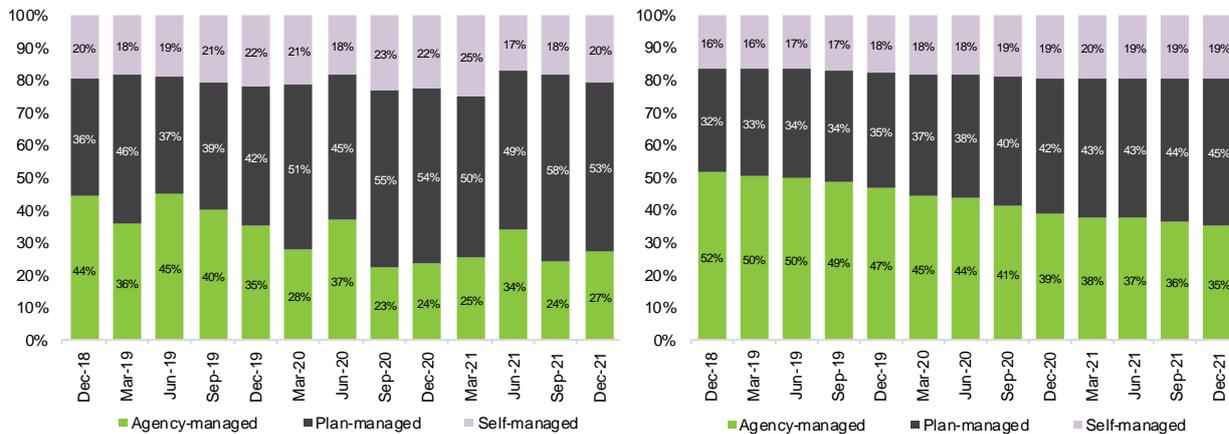
<sup>742</sup> Ibid.

<sup>743</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

**Table L.62 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory**

	Prior Quarters	2021-22 Q2	Total
Self-managed	19%	20%	19%
Plan-managed	44%	53%	45%
Agency-managed	36%	27%	35%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure L.15 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



**Table L.63 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory**

	Prior Quarters	2021-22 Q2	Total
Support coordination	36%	46%	38%

**Table L.64 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory<sup>744</sup>**

Plan activation	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Less than 30 days	3,074	59%	161	64%	3,235	59%
30 to 59 days	777	15%	35	14%	812	15%
60 to 89 days	354	7%	16	6%	370	7%
<b>Activated within 90 days</b>	<b>4,205</b>	<b>81%</b>	<b>212</b>	<b>84%</b>	<b>4,417</b>	<b>81%</b>
90 to 119 days	178	3%	<11		185	3%
120 days and over	650	13%	<11		659	12%
<b>Activated after 90 days</b>	<b>828</b>	<b>16%</b>	<b>16</b>	<b>6%</b>	<b>844</b>	<b>16%</b>
No payments	160	3%	23	9%	183	3%
<b>Total plans approved</b>	<b>5,193</b>	<b>100%</b>	<b>251</b>	<b>100%</b>	<b>5,444</b>	<b>100%</b>

<sup>744</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table L.65 Proportion of participants who have activated within 12 months at 31 December 2021 – Australian Capital Territory

745

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	317	339	94%
Not Aboriginal and Torres Strait Islander	6,298	6,554	96%
Not Stated	972	1,028	95%
<b>Total</b>	<b>7,587</b>	<b>7,921</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	821	856	96%
Not CALD	6,699	6,998	96%
Not Stated	67	67	100%
<b>Total</b>	<b>7,587</b>	<b>7,921</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	7,576	7,910	96%
Regional	<11	<11	
Remote	<11	<11	
Missing	<11	<11	
<b>Total</b>	<b>7,587</b>	<b>7,921</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	2,466	2,567	96%
Intellectual disability (including Down syndrome)	1,344	1,401	96%
Psychosocial disability	936	969	97%
Developmental delay (including global developmental delay)	567	592	96%
Other	2,274	2,392	95%
<b>Total</b>	<b>7,587</b>	<b>7,921</b>	<b>96%</b>

Table L.66 Distribution of plans by utilisation – Australian Capital Territory <sup>746 747</sup>

Plan utilisation	Total
0 to 50%	34%
50% to 75%	22%
> 75%	44%
<b>Total</b>	<b>100%</b>

Table L.67 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory

748

	Prior Quarters	2021-22 Q2	Total
Daily Activities	8%	10%	9%
Health & Wellbeing	66%	72%	67%
Lifelong Learning	31%	31%	31%
Other	23%	22%	22%
Non-categorised	13%	10%	13%
Any mainstream service	94%	94%	94%

<sup>745</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

<sup>746</sup> This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>747</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>748</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

**Table L.68 Key markets indicators by quarter – Australian Capital Territory** <sup>749 750</sup>

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	0.89	0.95
b) Number of providers delivering new types of supports	90	70
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	79%	79%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	93%	93%
<i>Early Childhood Supports (%)</i>	82%	81%
<i>Assist Personal Activities (%)</i>	92%	94%

**Table L.69 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Australian Capital Territory** <sup>751</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q2	31
Active in 2021-22 Q2 and also in previous quarters	368
<b>Active in 2021-22 Q2</b>	<b>399</b>
Inactive in 2021-22 Q2	962
<b>Active ever</b>	<b>1,361</b>

<sup>749</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>750</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>751</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table L.70 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory <sup>752</sup>**

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	23	2	25	9%
Assistance Animals	17	0	17	0%
Assistance with daily life tasks in a group or shared living arrangement	124	4	128	3%
Assistance with travel/transport arrangements	94	1	95	1%
Daily Personal Activities	253	12	265	5%
Group and Centre Based Activities	131	1	132	1%
High Intensity Daily Personal Activities	158	4	162	3%
Household tasks	266	6	272	2%
Interpreting and translation	21	3	24	14%
Participation in community, social and civic activities	252	8	260	3%
<b>Assistive Technology</b>				
Assistive equipment for recreation	42	0	42	0%
Assistive products for household tasks	32	2	34	6%
Assistance products for personal care and safety	306	8	314	3%
Communication and information equipment	81	5	86	6%
Customised Prosthetics	113	0	113	0%
Hearing Equipment	34	1	35	3%
Hearing Services	14	0	14	0%
Personal Mobility Equipment	157	2	159	1%
Specialised Hearing Services	20	1	21	5%
Vision Equipment	30	0	30	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	288	12	300	4%
Behaviour Support	106	4	110	4%
Community nursing care for high needs	57	0	57	0%
Development of daily living and life skills	148	1	149	1%
Early Intervention supports for early childhood	212	2	214	1%
Exercise Physiology and Physical Wellbeing activities	113	2	115	2%
Innovative Community Participation	46	0	46	0%
Specialised Driving Training	21	2	23	10%
Therapeutic Supports	572	11	583	2%
<b>Capital services</b>				
Home modification design and construction	52	2	54	4%
Specialist Disability Accommodation	11	0	11	0%
Vehicle Modifications	30	2	32	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	157	8	165	5%
Support Coordination	50	1	51	2%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	54	1	55	2%
Specialised Supported Employment	33	0	33	0%
<b>Total</b>	<b>1,330</b>	<b>31</b>	<b>1,361</b>	<b>2%</b>

<sup>752</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table L.71 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Australian Capital Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	5	20	<b>25</b>	20%	80%	<b>100%</b>
Assistance Animals	3	14	<b>17</b>	18%	82%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	11	117	<b>128</b>	9%	91%	<b>100%</b>
Assistance with travel/transport arrangements	8	87	<b>95</b>	8%	92%	<b>100%</b>
Daily Personal Activities	31	234	<b>265</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	12	120	<b>132</b>	9%	91%	<b>100%</b>
High Intensity Daily Personal Activities	16	146	<b>162</b>	10%	90%	<b>100%</b>
Household tasks	62	210	<b>272</b>	23%	77%	<b>100%</b>
Interpreting and translation	4	20	<b>24</b>	17%	83%	<b>100%</b>
Participation in community, social and civic activities	31	229	<b>260</b>	12%	88%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	38	<b>42</b>	10%	90%	<b>100%</b>
Assistive products for household tasks	5	29	<b>34</b>	15%	85%	<b>100%</b>
Assistance products for personal care and safety	31	283	<b>314</b>	10%	90%	<b>100%</b>
Communication and information equipment	12	74	<b>86</b>	14%	86%	<b>100%</b>
Customised Prosthetics	13	100	<b>113</b>	12%	88%	<b>100%</b>
Hearing Equipment	4	31	<b>35</b>	11%	89%	<b>100%</b>
Hearing Services	1	13	<b>14</b>	7%	93%	<b>100%</b>
Personal Mobility Equipment	25	134	<b>159</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	2	19	<b>21</b>	10%	90%	<b>100%</b>
Vision Equipment	4	26	<b>30</b>	13%	87%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	41	259	<b>300</b>	14%	86%	<b>100%</b>
Behaviour Support	21	89	<b>110</b>	19%	81%	<b>100%</b>
Community nursing care for high needs	4	53	<b>57</b>	7%	93%	<b>100%</b>
Development of daily living and life skills	18	131	<b>149</b>	12%	88%	<b>100%</b>
Early Intervention supports for early childhood	64	150	<b>214</b>	30%	70%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	27	88	<b>115</b>	23%	77%	<b>100%</b>
Innovative Community Participation	12	34	<b>46</b>	26%	74%	<b>100%</b>
Specialised Driving Training	3	20	<b>23</b>	13%	87%	<b>100%</b>
Therapeutic Supports	179	404	<b>583</b>	31%	69%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	4	50	<b>54</b>	7%	93%	<b>100%</b>
Specialist Disability Accommodation	0	11	<b>11</b>	0%	100%	<b>100%</b>
Vehicle Modifications	3	29	<b>32</b>	9%	91%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	25	140	<b>165</b>	15%	85%	<b>100%</b>
Support Coordination	10	41	<b>51</b>	20%	80%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	51	<b>55</b>	7%	93%	<b>100%</b>
Specialised Supported Employment	2	31	<b>33</b>	6%	94%	<b>100%</b>
<b>Total</b>	<b>311</b>	<b>1,050</b>	<b>1,361</b>	<b>23%</b>	<b>77%</b>	<b>100%</b>

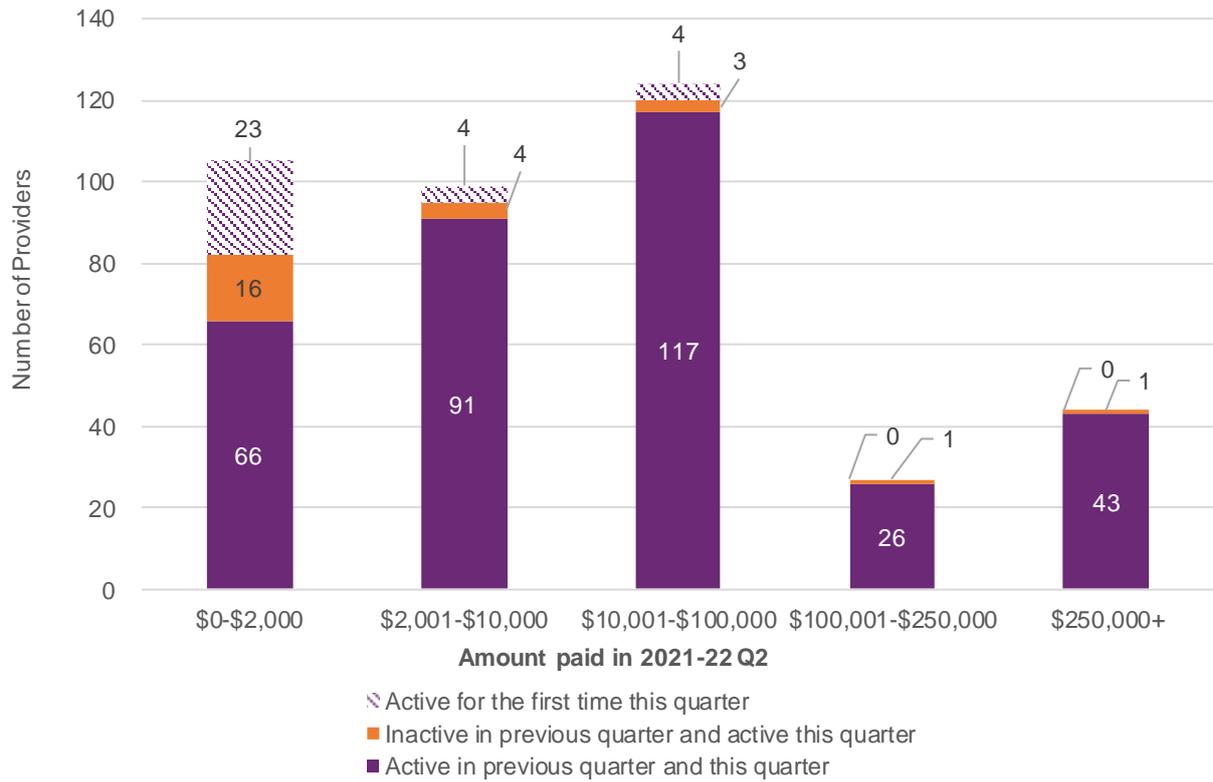
**Table L.72 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Australian Capital Territory**

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	1	2	3	67%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	62	4	66	6%
Assistance with travel/transport arrangements	20	1	21	5%
Daily Personal Activities	96	12	108	11%
Group and Centre Based Activities	45	1	46	2%
High Intensity Daily Personal Activities	52	4	56	7%
Household tasks	79	6	85	7%
Interpreting and translation	4	3	7	43%
Participation in community, social and civic activities	105	8	113	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	4	2	6	33%
Assistance products for personal care and safety	76	8	84	10%
Communication and information equipment	23	5	28	18%
Customised Prosthetics	19	0	19	0%
Hearing Equipment	8	1	9	11%
Hearing Services	0	0	0	
Personal Mobility Equipment	32	2	34	6%
Specialised Hearing Services	0	1	1	100%
Vision Equipment	6	0	6	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	117	12	129	9%
Behaviour Support	43	4	47	9%
Community nursing care for high needs	20	0	20	0%
Development of daily living and life skills	42	1	43	2%
Early Intervention supports for early childhood	57	2	59	3%
Exercise Physiology and Physical Wellbeing activities	42	2	44	5%
Innovative Community Participation	11	0	11	0%
Specialised Driving Training	4	2	6	33%
Therapeutic Supports	161	11	172	6%
<b>Capital services</b>				
Home modification design and construction	10	2	12	17%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	2	2	4	50%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	92	8	100	8%
Support Coordination	7	1	8	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	17	1	18	6%
Specialised Supported Employment	18	0	18	0%
<b>Total</b>	<b>368</b>	<b>31</b>	<b>399</b>	<b>8%</b>

**Table L.73 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Australian Capital Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	3	<b>3</b>	0%	100%	<b>100%</b>
Assistance Animals	3	3	<b>6</b>	50%	50%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	6	60	<b>66</b>	9%	91%	<b>100%</b>
Assistance with travel/transport arrangements	1	20	<b>21</b>	5%	95%	<b>100%</b>
Daily Personal Activities	11	97	<b>108</b>	10%	90%	<b>100%</b>
Group and Centre Based Activities	4	42	<b>46</b>	9%	91%	<b>100%</b>
High Intensity Daily Personal Activities	5	51	<b>56</b>	9%	91%	<b>100%</b>
Household tasks	13	72	<b>85</b>	15%	85%	<b>100%</b>
Interpreting and translation	2	5	<b>7</b>	29%	71%	<b>100%</b>
Participation in community, social and civic activities	11	102	<b>113</b>	10%	90%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	2	<b>2</b>	0%	100%	<b>100%</b>
Assistive products for household tasks	0	6	<b>6</b>	0%	100%	<b>100%</b>
Assistance products for personal care and safety	9	75	<b>84</b>	11%	89%	<b>100%</b>
Communication and information equipment	4	24	<b>28</b>	14%	86%	<b>100%</b>
Customised Prosthetics	0	19	<b>19</b>	0%	100%	<b>100%</b>
Hearing Equipment	1	8	<b>9</b>	11%	89%	<b>100%</b>
Hearing Services	0	0	<b>0</b>			<b>0%</b>
Personal Mobility Equipment	5	29	<b>34</b>	15%	85%	<b>100%</b>
Specialised Hearing Services	0	1	<b>1</b>	0%	100%	<b>100%</b>
Vision Equipment	1	5	<b>6</b>	17%	83%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	19	110	<b>129</b>	15%	85%	<b>100%</b>
Behaviour Support	4	43	<b>47</b>	9%	91%	<b>100%</b>
Community nursing care for high needs	2	18	<b>20</b>	10%	90%	<b>100%</b>
Development of daily living and life skills	3	40	<b>43</b>	7%	93%	<b>100%</b>
Early Intervention supports for early childhood	8	51	<b>59</b>	14%	86%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	5	39	<b>44</b>	11%	89%	<b>100%</b>
Innovative Community Participation	2	9	<b>11</b>	18%	82%	<b>100%</b>
Specialised Driving Training	0	6	<b>6</b>	0%	100%	<b>100%</b>
Therapeutic Supports	37	135	<b>172</b>	22%	78%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	2	10	<b>12</b>	17%	83%	<b>100%</b>
Specialist Disability Accommodation	0	4	<b>4</b>	0%	100%	<b>100%</b>
Vehicle Modifications	0	4	<b>4</b>	0%	100%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	15	85	<b>100</b>	15%	85%	<b>100%</b>
Support Coordination	0	8	<b>8</b>	0%	100%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	1	17	<b>18</b>	6%	94%	<b>100%</b>
Specialised Supported Employment	2	16	<b>18</b>	11%	89%	<b>100%</b>
<b>Total</b>	<b>66</b>	<b>333</b>	<b>399</b>	<b>17%</b>	<b>83%</b>	<b>100%</b>

**Figure L.16 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Australian Capital Territory <sup>753</sup>**



<sup>753</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

Table L.74 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	2021-22 to date
Total Committed	0.3	25.6	128.8	268.6	306.9	367.8	459.7	550.1	286.7

Figure L.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Australian Capital Territory

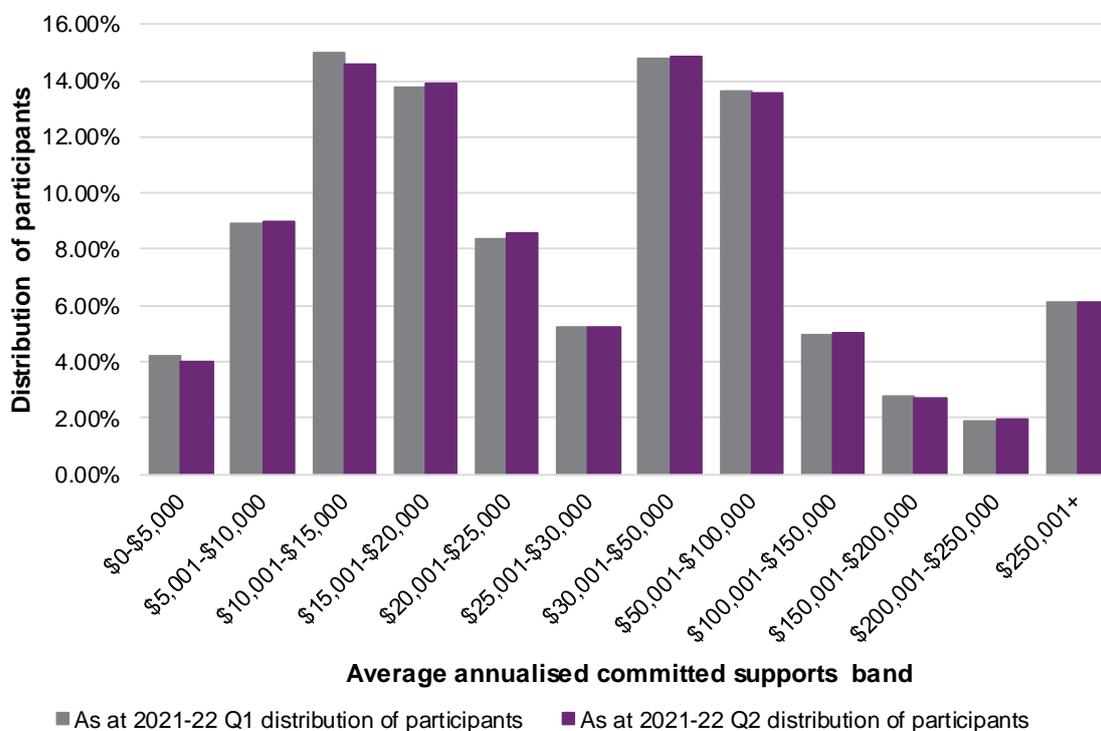
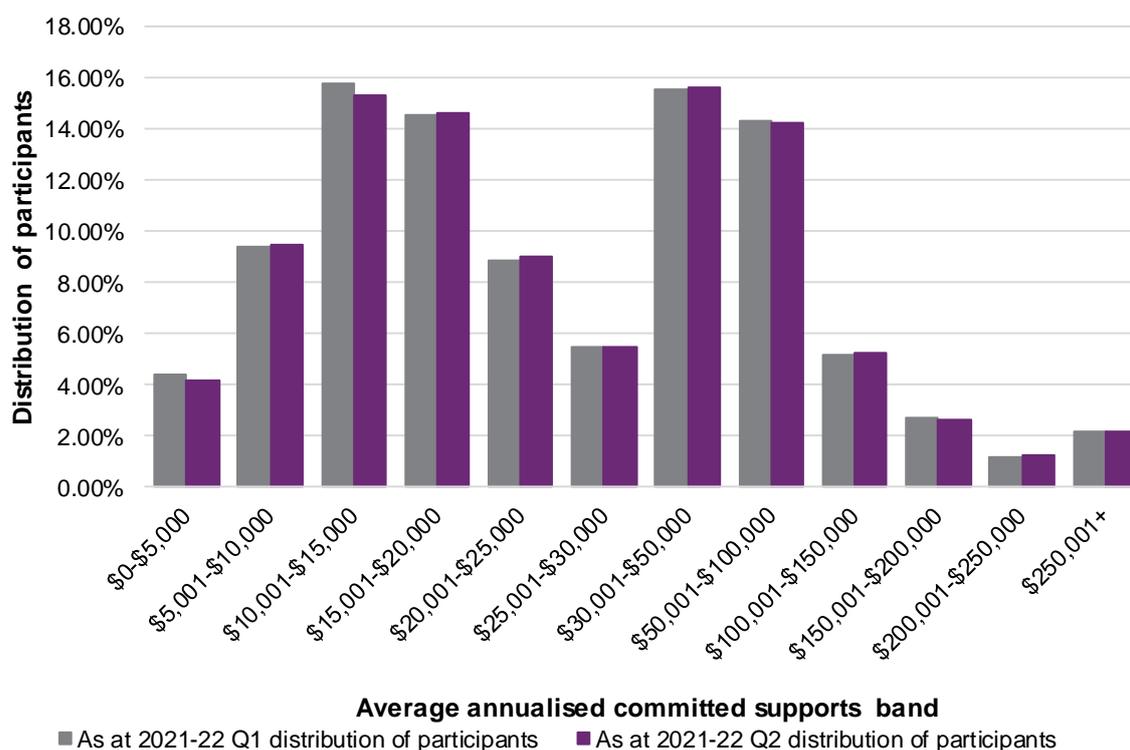
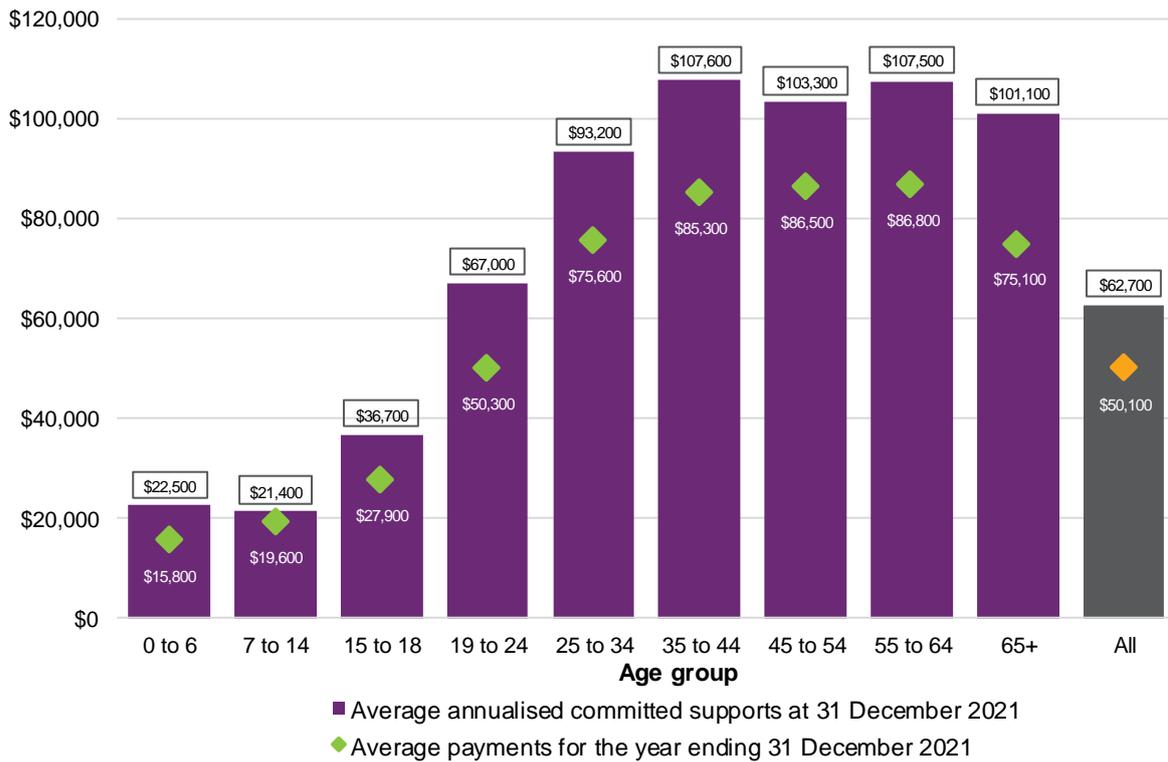


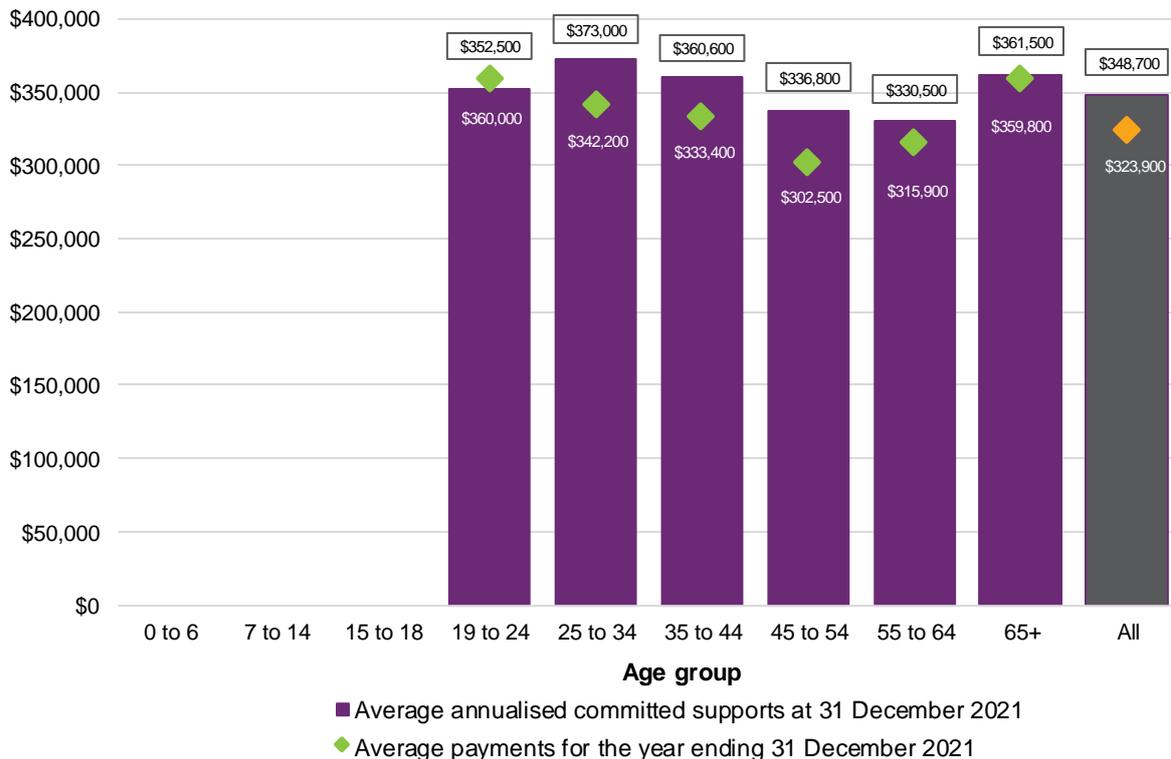
Figure L.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Australian Capital Territory



**Figure L.19 Average annualised committed supports and average payments by age group as at 31 December 2021 – Australian Capital Territory** <sup>754</sup>



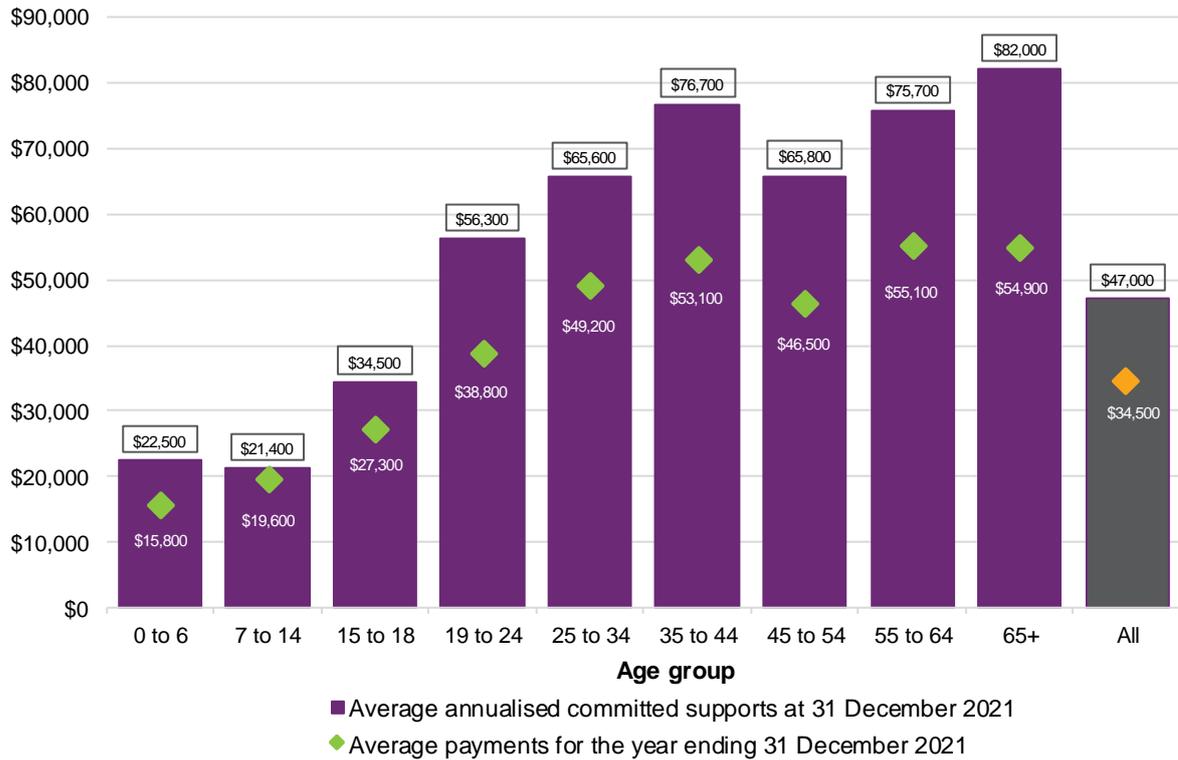
**Figure L.20 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Australian Capital Territory** <sup>755</sup>



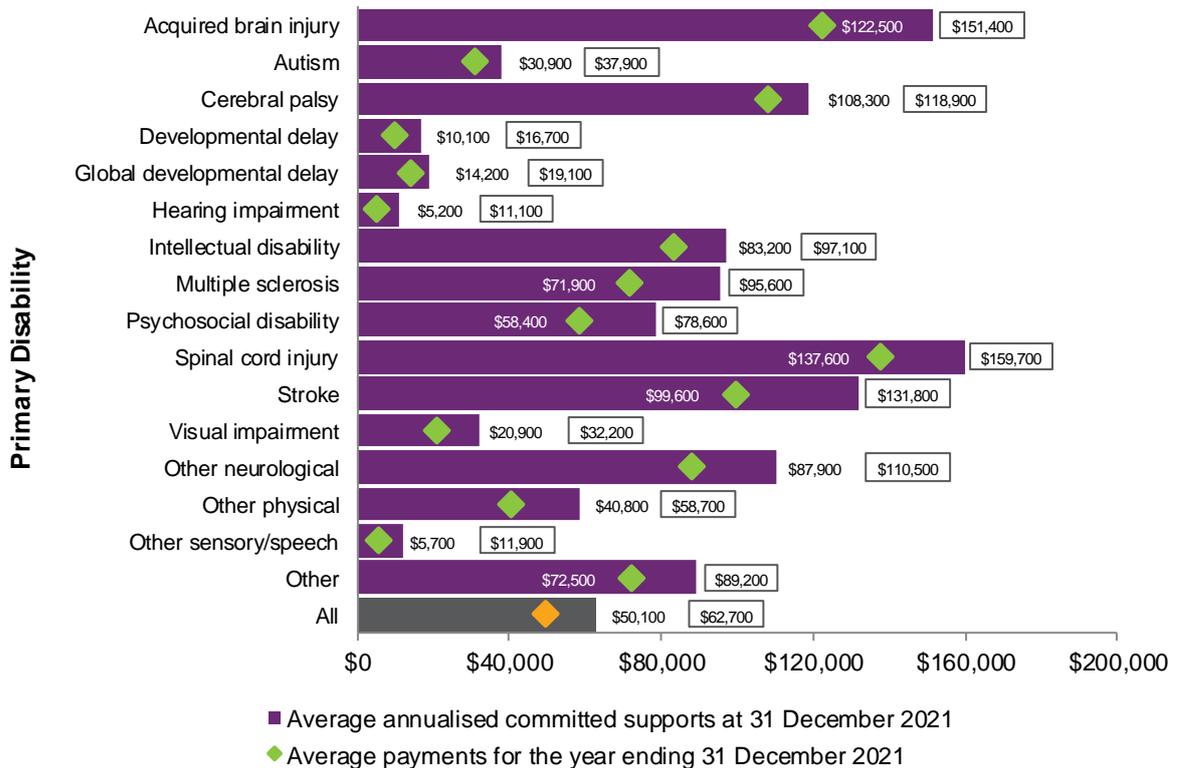
<sup>754</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>755</sup> Ibid.

**Figure L.21 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Australian Capital Territory** <sup>756</sup>



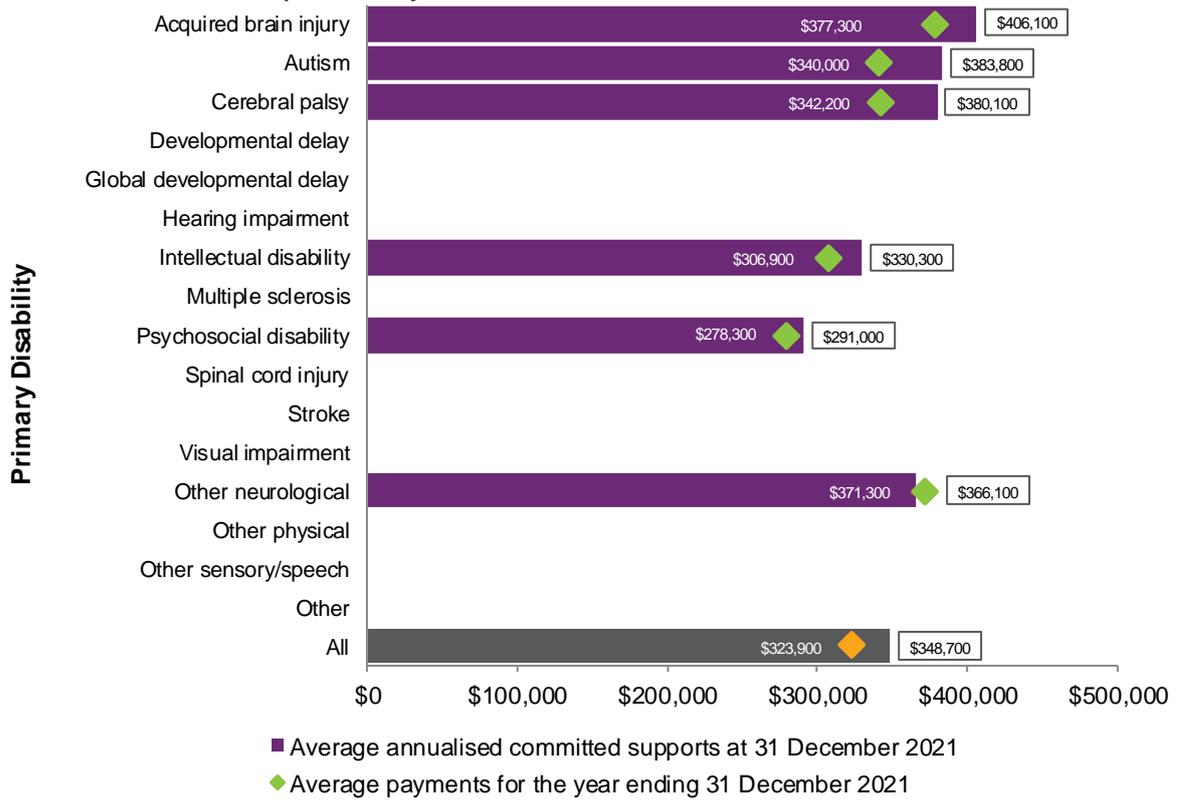
**Figure L.22 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Australian Capital Territory** <sup>757</sup>



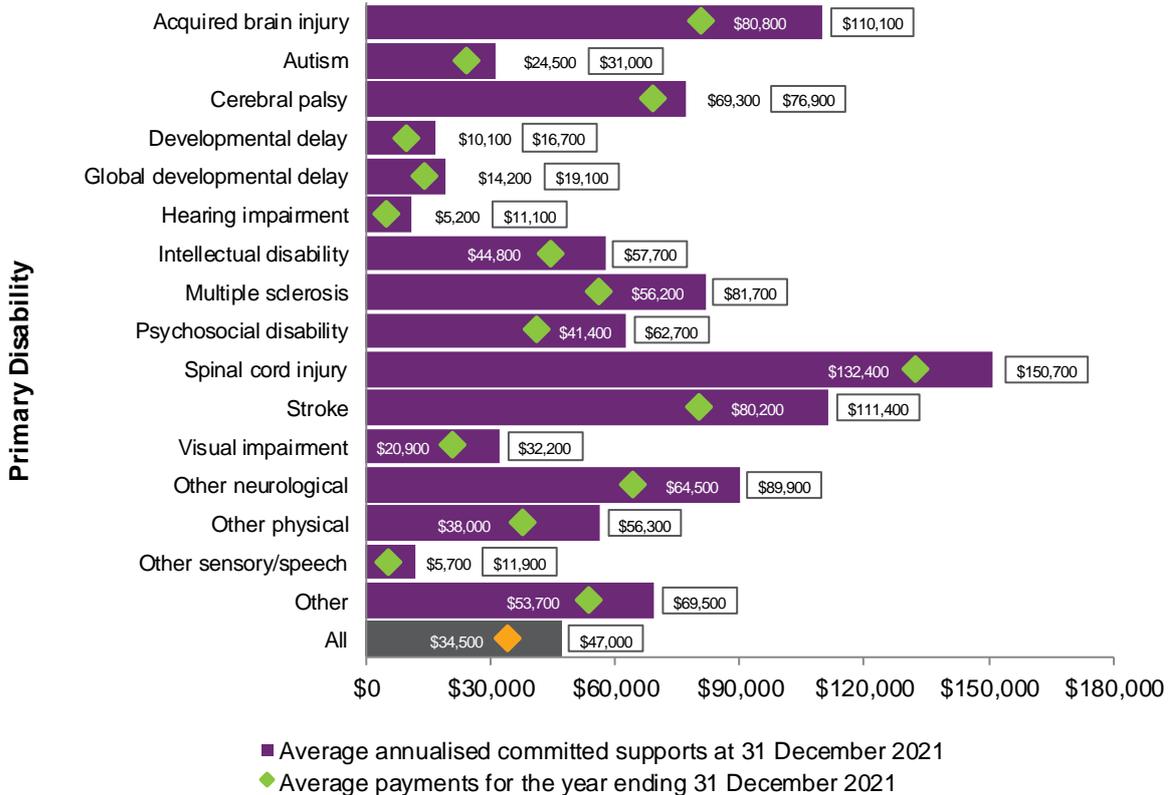
<sup>756</sup> Ibid.

<sup>757</sup> Ibid.

**Figure L.23 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Australian Capital Territory** <sup>758</sup>



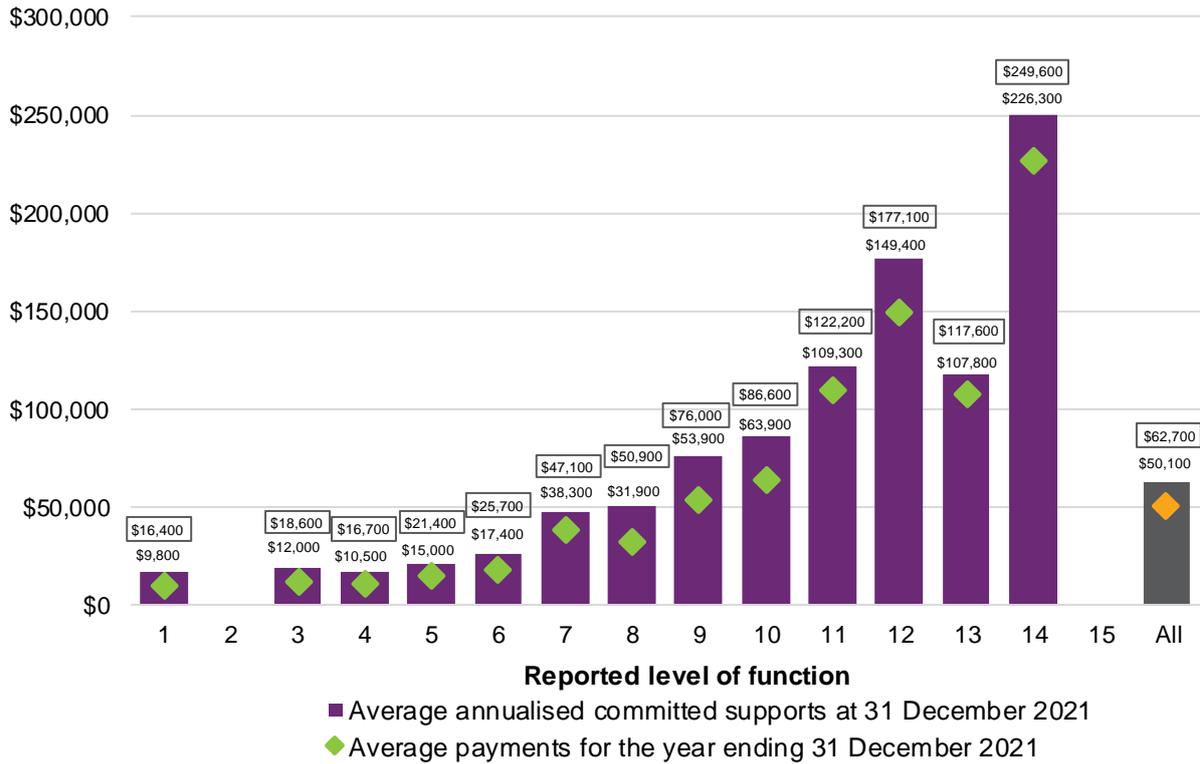
**Figure L.24 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Australian Capital Territory** <sup>759</sup>



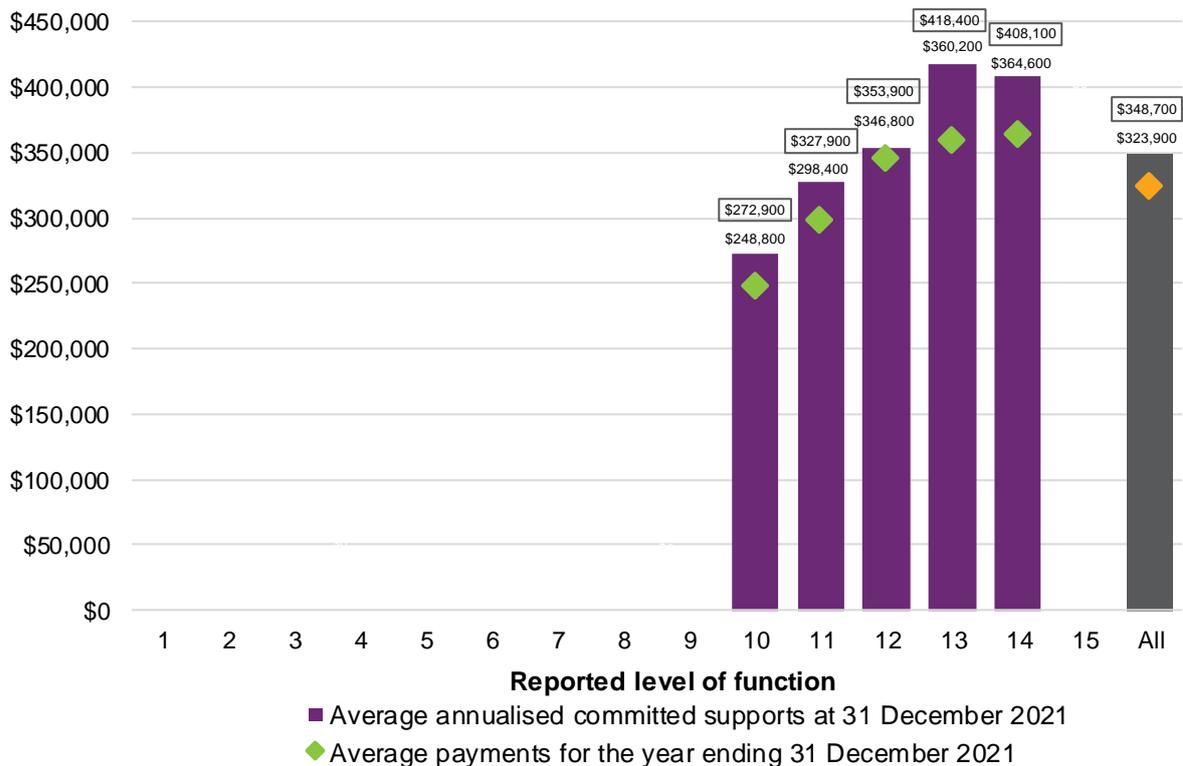
<sup>758</sup> Ibid.

<sup>759</sup> Ibid.

**Figure L.25 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Australian Capital Territory <sup>760</sup>**



**Figure L.26 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Australian Capital Territory <sup>761</sup>**



<sup>760</sup> Ibid.

<sup>761</sup> Ibid.

Figure L.27 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Australian Capital Territory <sup>762</sup>

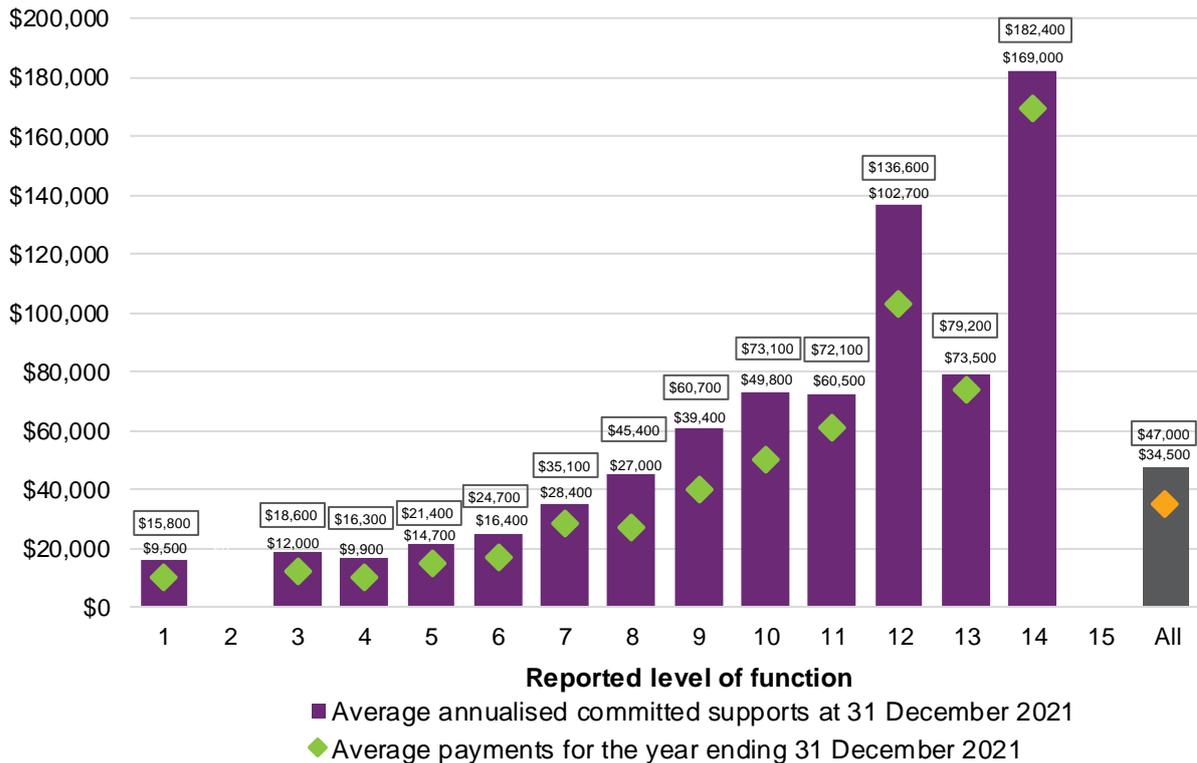
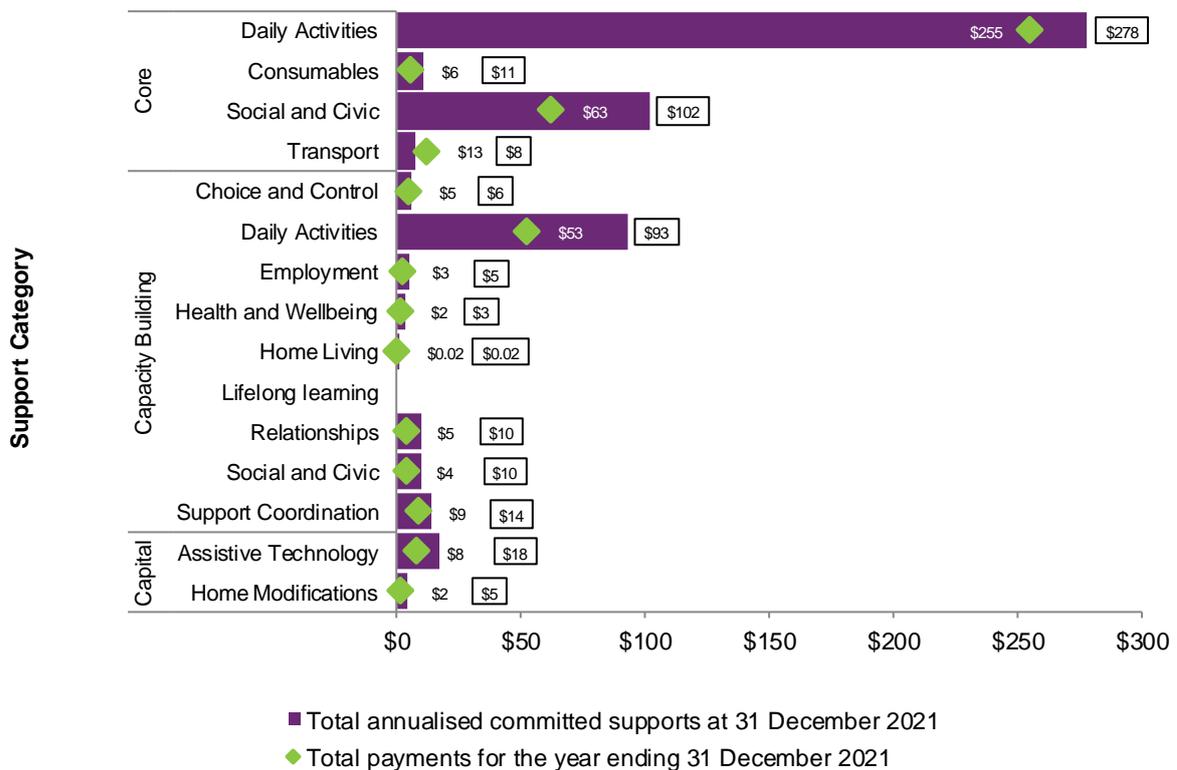


Figure L.28 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Australian Capital Territory <sup>763 764</sup>

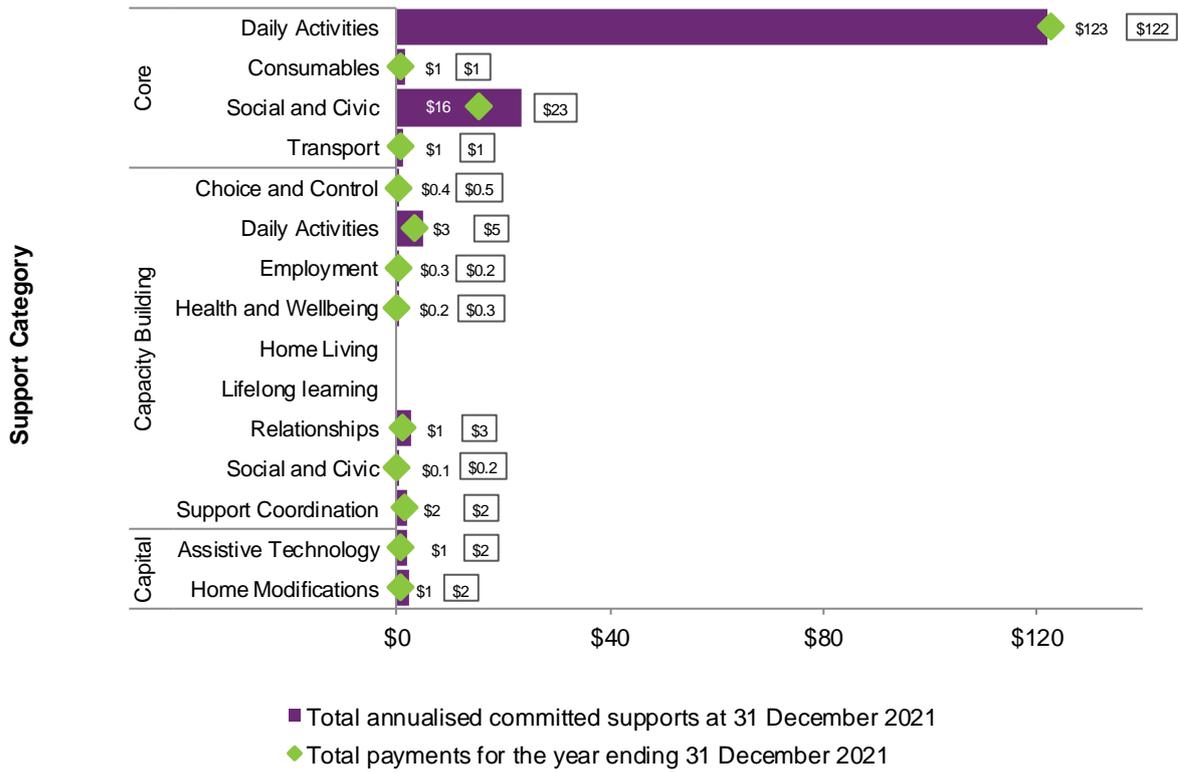


<sup>762</sup> Ibid.

<sup>763</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>764</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

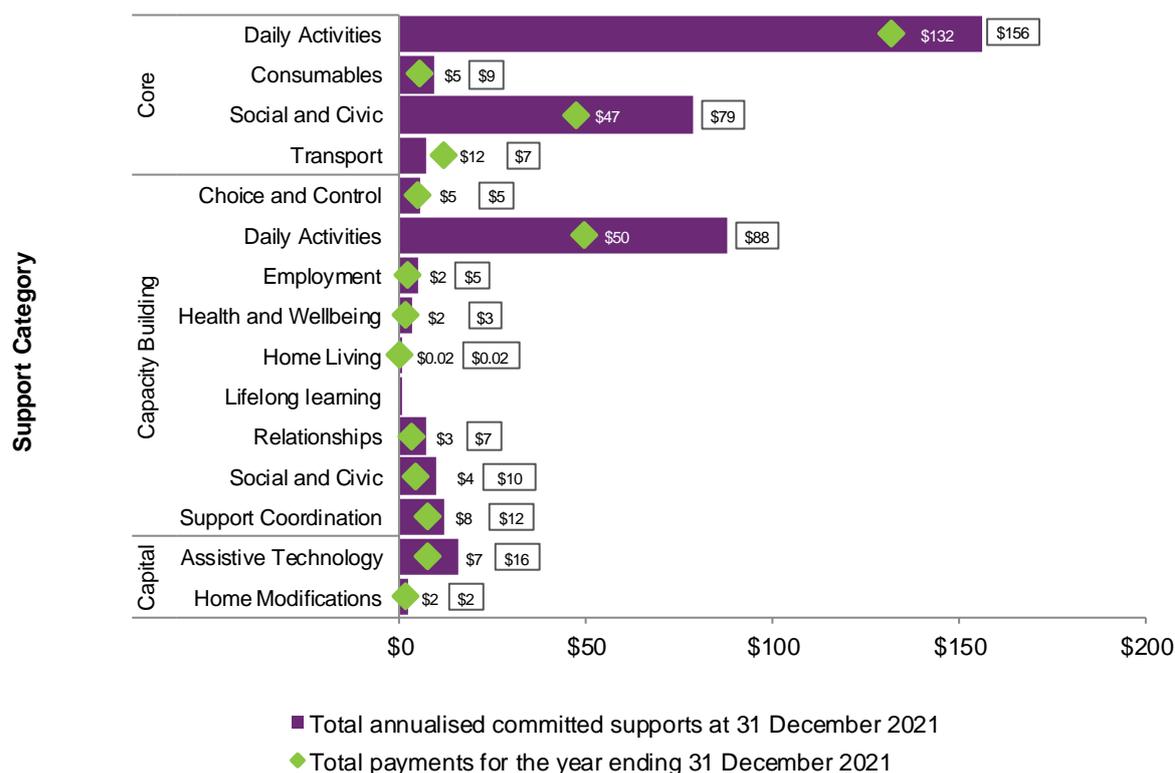
**Figure L.29 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Australian Capital Territory** <sup>765 766</sup>



<sup>765</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>766</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure L.30 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Australian Capital Territory** <sup>767 768</sup>



**Table L.75 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	2021-22 to date
Total Committed	0.3	25.6	128.8	268.6	306.9	367.8	459.7	550.1	286.7
Total Paid	0.2	21.1	111.2	182.7	221.9	277.4	337.1	412.5	192.2
% utilised to date	55%	82%	86%	68%	72%	75%	73%	75%	67%

<sup>767</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>768</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

Figure L.31 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Australian Capital Territory

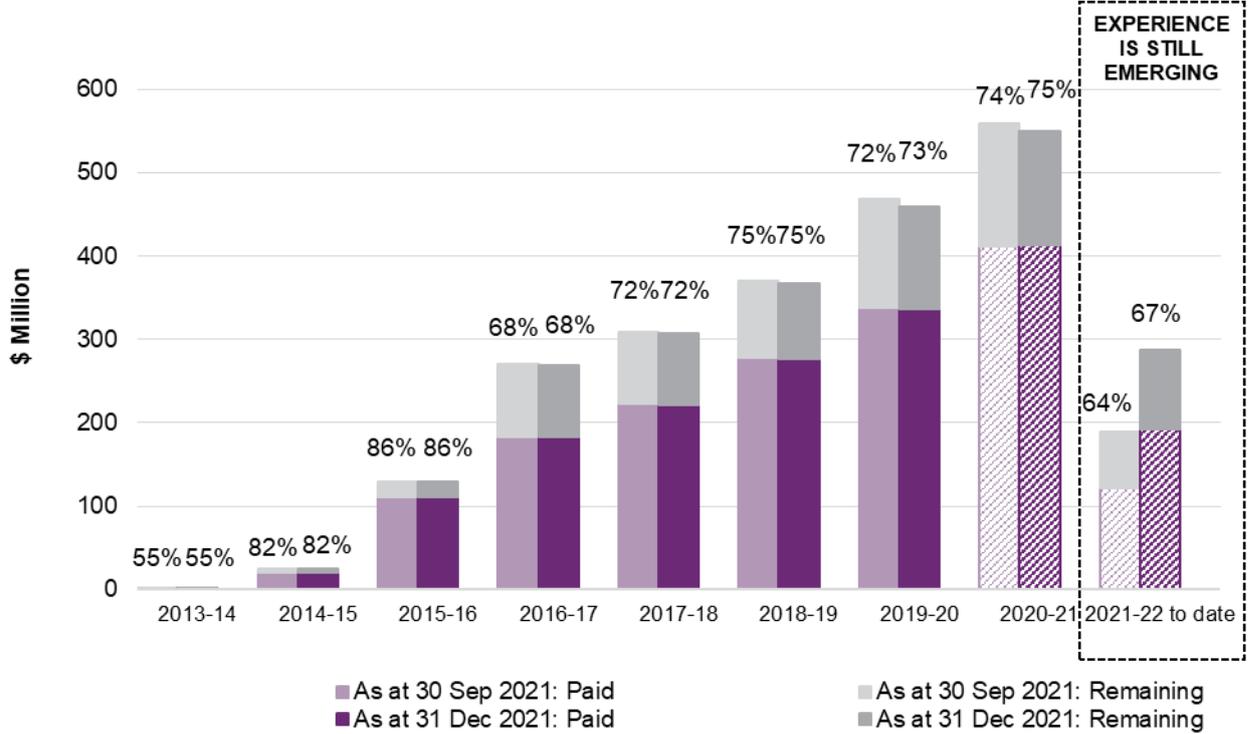
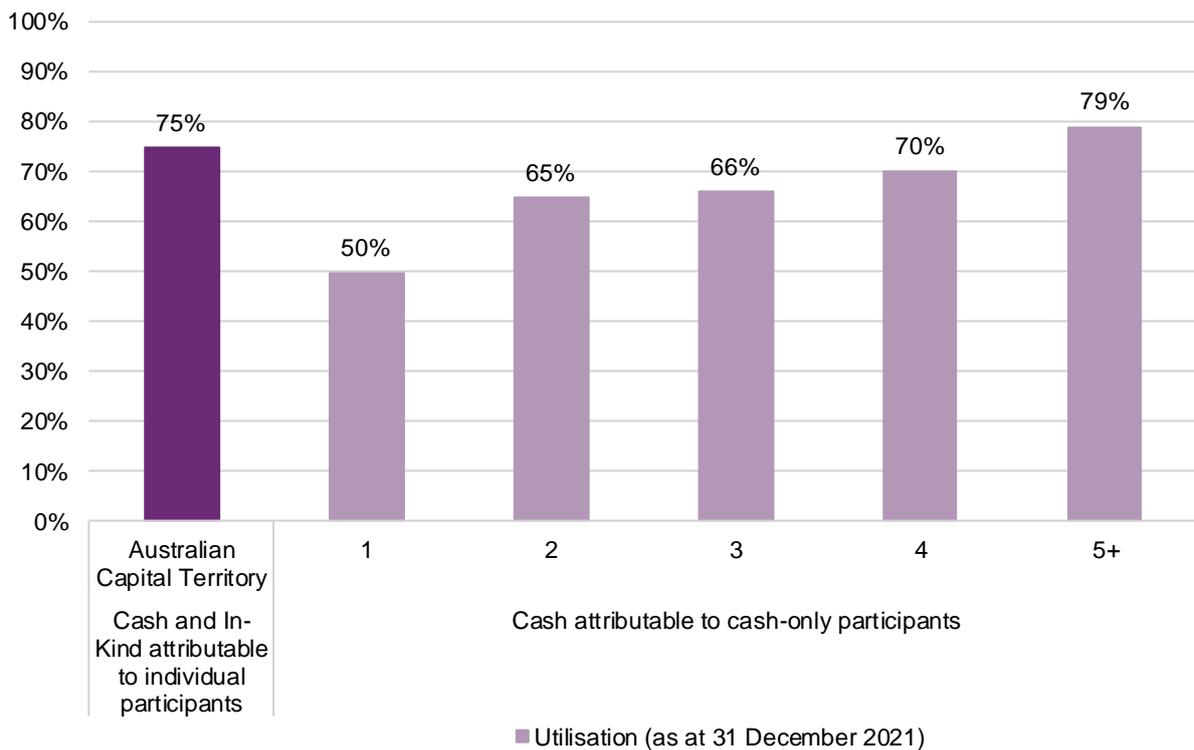
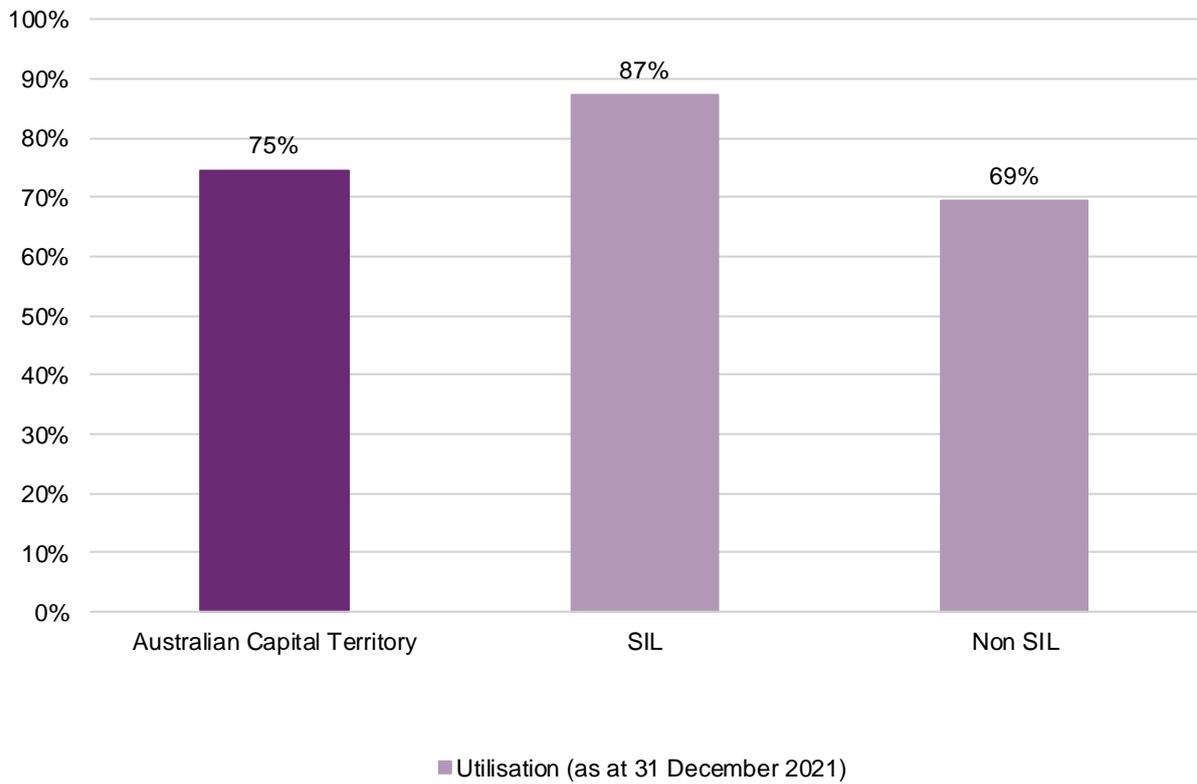


Figure L.32 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Australian Capital Territory <sup>769</sup>

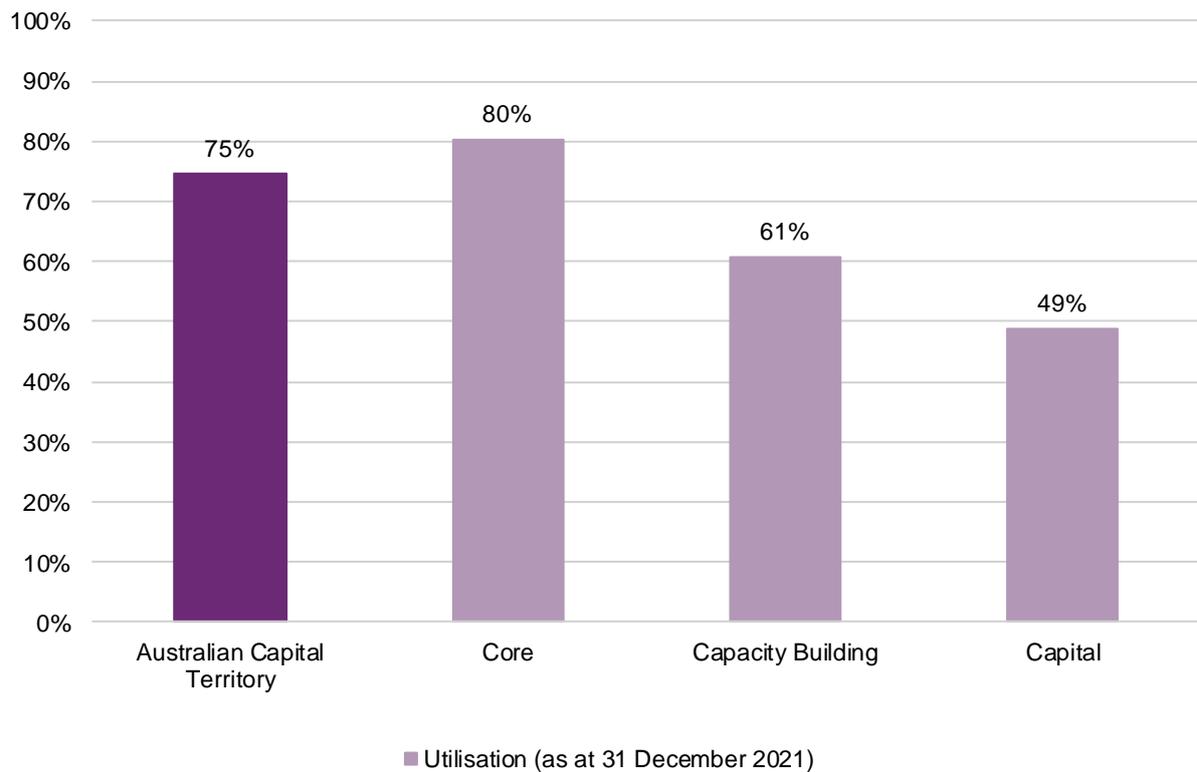


<sup>769</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

**Figure L.33 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Australian Capital Territory** <sup>770</sup>



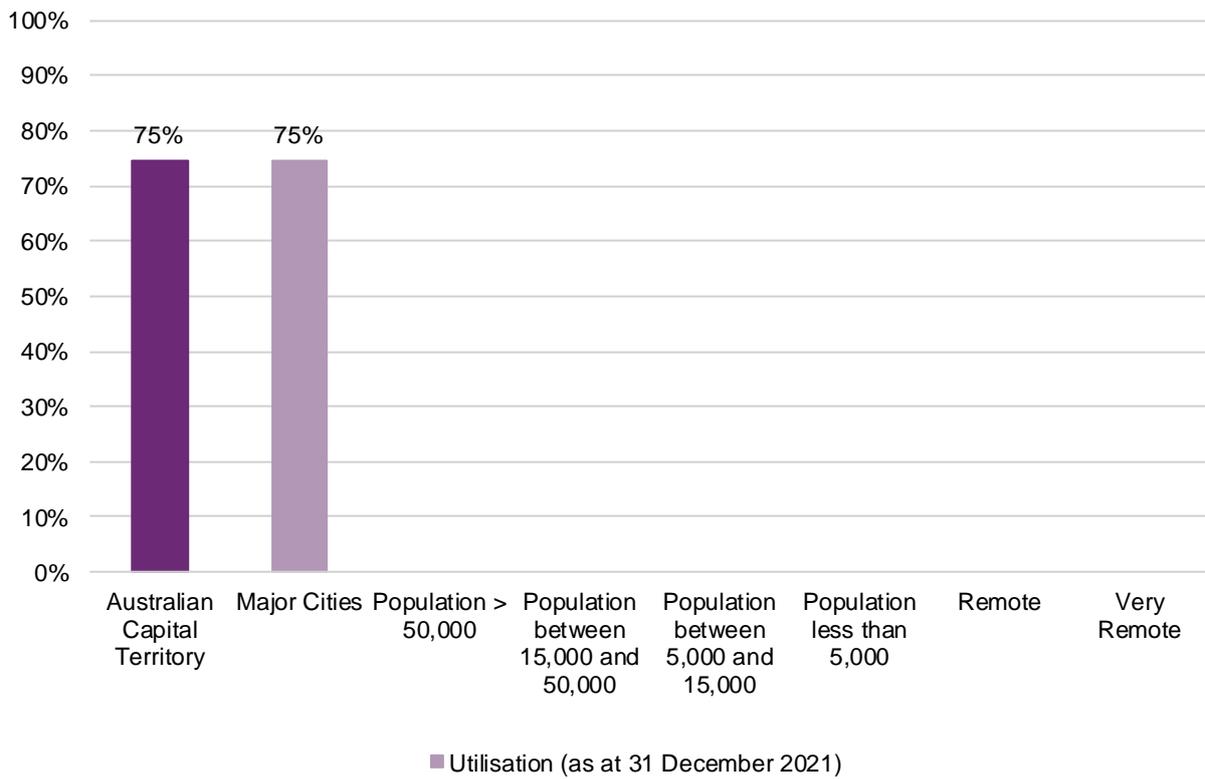
**Figure L.34 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Australian Capital Territory** <sup>771</sup>



<sup>770</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>771</sup> Ibid.

**Figure L.35 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Australian Capital Territory** <sup>772 773</sup>



<sup>772</sup> Ibid.

<sup>773</sup> 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 <sup>774</sup>

	Prior Quarters	2021-22 Q2	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Northern Territory	4,325	262	4,587	98	4,685

Table M.2 Active participants by quarter of entry, plan and entry type – Northern Territory <sup>775</sup>

	Prior Quarters	2021-22 Q2	Total
Access decisions	5,632	321	5,953
Active Eligible	4,581	254	4,835
<i>New</i>	2,491	238	2,729
<i>State</i>	1,672	13	1,685
<i>Commonwealth</i>	418	<11	421
Active Participant Plans (excl ECA)	4,325	262	4,587
<i>New</i>	2,270	243	2,513
<i>State</i>	1,643	15	1,658
<i>Commonwealth</i>	412	<11	416
Active Participant Plans	4,451	360	4,685
<i>Early Intervention (s25)</i>	1,151	144	1,295
<i>Permanent Disability (s24)</i>	3,174	118	3,292
<i>ECA</i>	126	98	98

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 December 2021 – Northern Territory

Exits	Total
Total participant exits	227
<i>Early Intervention participants</i>	51
<i>Permanent disability participants</i>	176

<sup>774</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>775</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table M.4 Cumulative numbers of active participants (including ECA) by services previously received – Northern Territory** <sup>776</sup>

	Participant cohort				
	State	Commonwealth	New	ECA	Total
End of 2016-17	239	<11	156	<11	400
End of 2017-18	580	42	236	<11	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
End of 2020-21 Q3	1,658	406	1,927	155	4,146
End of 2020-21 Q4	1,657	421	2,118	160	4,356
End of 2021-22 Q1	1,650	415	2,294	126	4,485
End of 2021-22 Q2	1,658	416	2,513	98	4,685

**Table M.5 Cumulative numbers of active participants by entry criteria into the Scheme – Northern Territory** <sup>777 778 779</sup>

	Participant cohort			
	Early Intervention	Permanent Disability	ECA	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
End of 2020-21 Q3	1,034	2,957	155	4,146
End of 2020-21 Q4	1,094	3,102	160	4,356
End of 2021-22 Q1	1,172	3,187	126	4,485
End of 2021-22 Q2	1,295	3,292	98	4,685

<sup>776</sup> This table shows the total numbers of active participants at the end of each period.

<sup>777</sup> Ibid.

<sup>778</sup> Early Intervention: Participants who met Section 25 of the NDIS Act for access.

<sup>779</sup> Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

**Table M.6 Assessment of access by age group – Northern Territory** <sup>780</sup>

Age Group	Prior Quarters		2021-22 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	1,323	96%	108	95%	1,431	96%
7 to 14	910	85%	46	78%	956	85%
15 to 18	300	85%	11	73%	311	85%
19 to 24	258	88%	<11		267	88%
25 to 34	437	86%	<11		445	85%
35 to 44	514	86%	16	76%	530	85%
45 to 54	568	81%	22	69%	590	81%
55 to 64	546	80%	34	67%	580	79%
65+	29	58%	<11		29	57%
Missing	<11		<11		<11	
<b>Total</b>	<b>4,885</b>	<b>87%</b>	<b>254</b>	<b>79%</b>	<b>5,139</b>	<b>86%</b>

**Table M.7 Assessment of access by disability – Northern Territory** <sup>781</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired brain injury	304	94%	<11		309	94%
Autism	1,039	98%	35	97%	1,074	98%
Cerebral palsy	202	97%	<11		202	97%
Developmental delay	563	97%	83	97%	646	97%
Global developmental delay	108	96%	12	100%	120	97%
Hearing impairment	207	86%	<11		213	85%
Intellectual disability	930	94%	41	91%	971	94%
Multiple sclerosis	22	92%	<11		24	92%
Psychosocial disability	496	74%	20	57%	516	73%
Spinal cord injury	91	99%	<11		93	98%
Stroke	173	87%	<11		180	87%
Visual impairment	72	80%	<11		74	80%
Other neurological	237	78%	14	78%	251	78%
Other physical	260	60%	<11		266	60%
Other sensory/speech	36	46%	<11		36	46%
Other	117	59%	19	41%	136	55%
Missing	28	97%	<11		28	97%
<b>Total</b>	<b>4,885</b>	<b>87%</b>	<b>254</b>	<b>79%</b>	<b>5,139</b>	<b>86%</b>

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

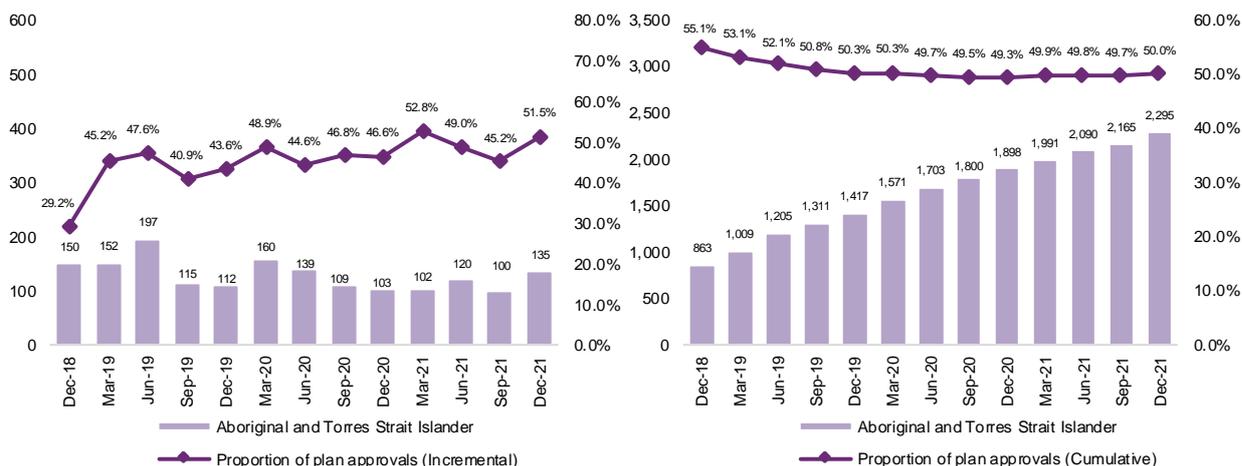
**Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory**

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,160	49.9%	135	51.5%	<b>2,295</b>	<b>50.0%</b>
Not Aboriginal and Torres Strait Islander	1,839	42.5%	98	37.4%	<b>1,937</b>	<b>42.2%</b>
Not Stated	326	7.5%	29	11.1%	<b>355</b>	<b>7.7%</b>
<b>Total</b>	<b>4,325</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>4,587</b>	<b>100%</b>

<sup>780</sup> Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the previous State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received support and are therefore more likely to meet eligibility criteria to the Scheme.

<sup>781</sup> Ibid.

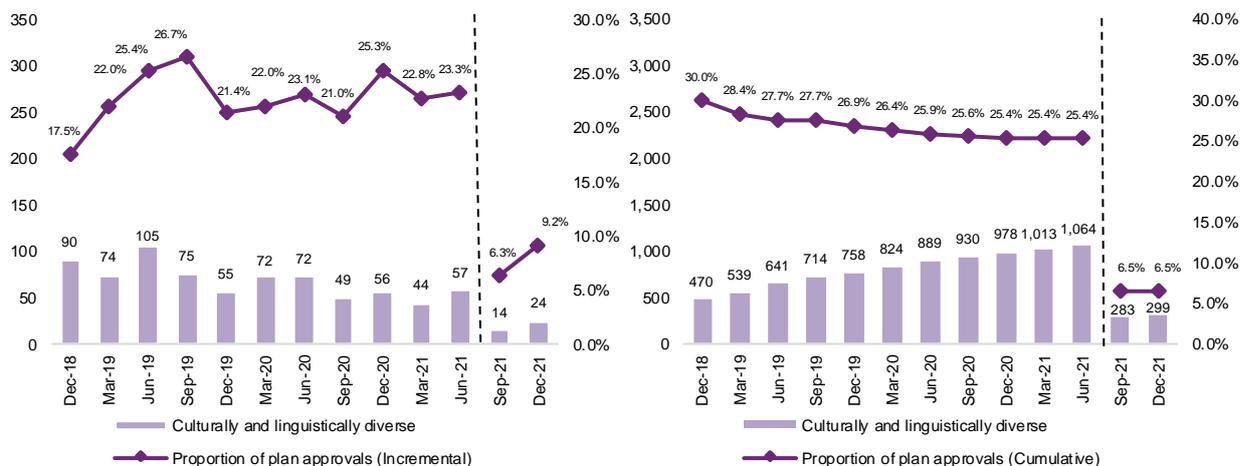
**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>782</sup>



**Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory** <sup>783</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	275	6.4%	24	9.2%	299	6.5%
Not culturally and linguistically diverse	4,042	93.5%	238	90.8%	4,280	93.3%
Not stated	<11		<11		<11	
<b>Total</b>	<b>4,325</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>4,587</b>	<b>100%</b>

**Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>784 785</sup>



**Table M.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2021 – Northern Territory** <sup>786 787</sup>

	Total
Age group	N
Total YPIRAC (under 65)	28

<sup>782</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>783</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

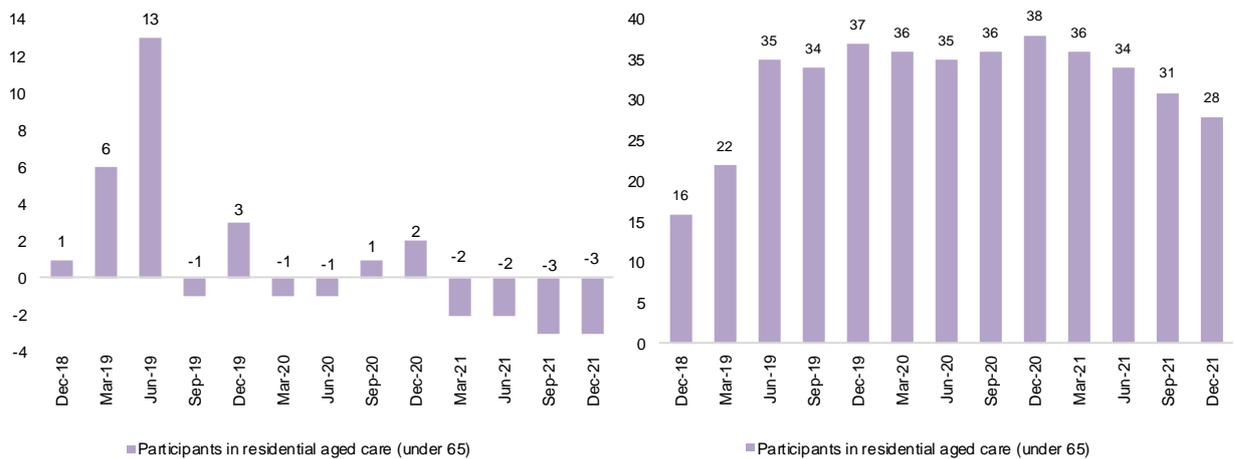
<sup>784</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>785</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>786</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

<sup>787</sup> There are a further 14 active participants aged 65 years or over who are currently in residential aged care.

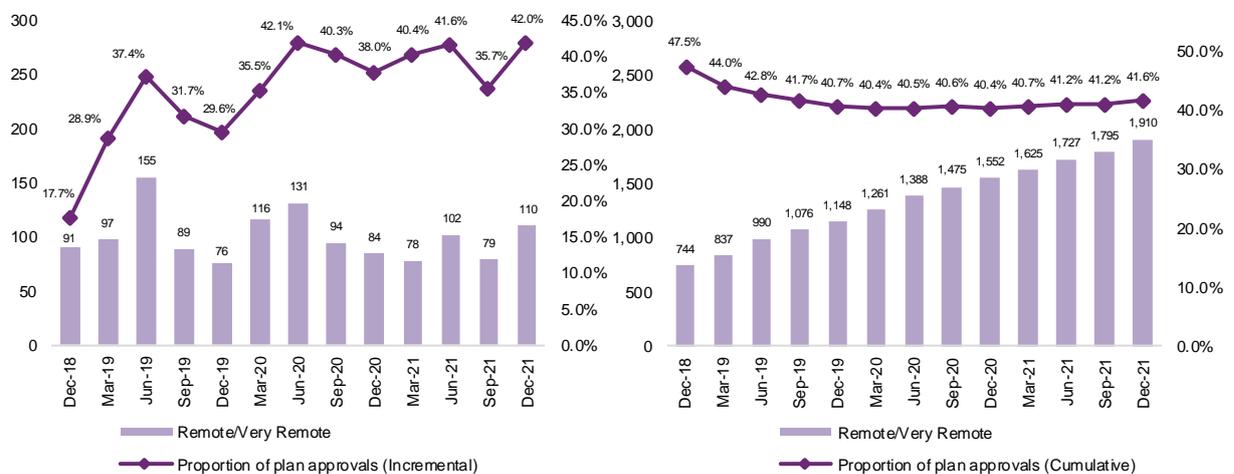
**Figure M.3 Number of active participants under 65 in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>788</sup>



**Table M.11 Participant profile per quarter by remoteness – Northern Territory** <sup>789 790</sup>

Participant profile	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	2,478	57.3%	150	57.3%	2,628	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	47	1.1%	<11		49	1.1%
Remote	854	19.7%	49	18.7%	903	19.7%
Very Remote	946	21.9%	61	23.3%	1,007	22.0%
Missing	<11		<11		<11	
<b>Total</b>	<b>4,325</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>4,587</b>	<b>100%</b>

**Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>791 792</sup>



<sup>788</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

<sup>789</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>790</sup> This table is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>791</sup> Ibid.

<sup>792</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table M.12 Participant profile per quarter by primary disability group – Northern Territory** <sup>793 794 795</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	996	23%	41	16%	1,037	23%
Intellectual disability	841	19%	39	15%	880	19%
Psychosocial disability	447	10%	21	8%	468	10%
Developmental delay	479	11%	76	29%	555	12%
Hearing impairment	188	4%	<11		195	4%
Other neurological	195	5%	12	5%	207	5%
Other physical	198	5%	<11		202	4%
Cerebral palsy	195	5%	<11		195	4%
Acquired brain injury	264	6%	12	5%	276	6%
Global developmental delay	93	2%	14	5%	107	2%
Visual impairment	66	2%	<11		67	1%
Multiple sclerosis	17	0%	<11		22	0%
Stroke	149	3%	<11		156	3%
Spinal cord injury	77	2%	<11		79	2%
Other	89	2%	21	8%	110	2%
Other sensory/speech	31	1%	<11		31	1%
<b>Total</b>	<b>4,325</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>4,587</b>	<b>100%</b>

**Table M.13 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory** <sup>796 797</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	26	6%	<11		26	6%
Intellectual disability	126	31%	<11		126	31%
Psychosocial disability	50	12%	<11		50	12%
Developmental delay	<11		<11		<11	
Hearing impairment	<11		<11		<11	
Other neurological	25	6%	<11		25	6%
Other physical	<11		<11		<11	
Cerebral palsy	58	14%	<11		58	14%
Acquired brain injury	69	17%	<11		69	17%
Global developmental delay	<11		<11		<11	
Visual impairment	<11		<11		<11	
Multiple sclerosis	<11		<11		<11	
Stroke	25	6%	<11		25	6%
Spinal cord injury	13	3%	<11		13	3%
Other	<11		<11		<11	
Other sensory/speech	<11		<11		<11	
<b>Total</b>	<b>402</b>	<b>100%</b>	<b>&lt;11</b>		<b>402</b>	<b>100%</b>

<sup>793</sup> Table order based on national proportions in Table E.12 (highest to lowest).

<sup>794</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>795</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Northern Territory (104).

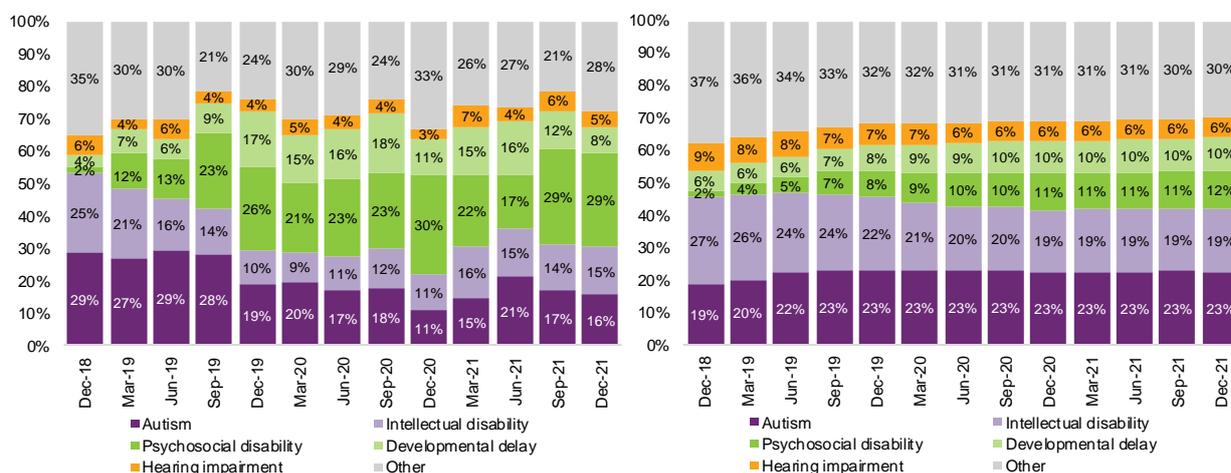
<sup>796</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>797</sup> Down syndrome is included in intellectual disability, representing 3% of participants in SIL (14).

**Table M.14 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory** <sup>798</sup>

Disability	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Autism	970	25%	41	16%	1,011	24%
Intellectual disability	715	18%	39	15%	754	18%
Psychosocial disability	397	10%	21	8%	418	10%
Developmental delay	479	12%	76	29%	555	13%
Hearing impairment	188	5%	<11		195	5%
Other neurological	170	4%	12	5%	182	4%
Other physical	194	5%	<11		198	5%
Cerebral palsy	137	3%	<11		137	3%
Acquired brain injury	195	5%	12	5%	207	5%
Global developmental delay	93	2%	14	5%	107	3%
Visual impairment	64	2%	<11		65	2%
Multiple sclerosis	16	0%	<11		21	1%
Stroke	124	3%	<11		131	3%
Spinal cord injury	64	2%	<11		66	2%
Other	86	2%	21	8%	107	3%
Other sensory/speech	31	1%	<11		31	1%
<b>Total</b>	<b>3,923</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>4,185</b>	<b>100%</b>

**Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>799</sup>



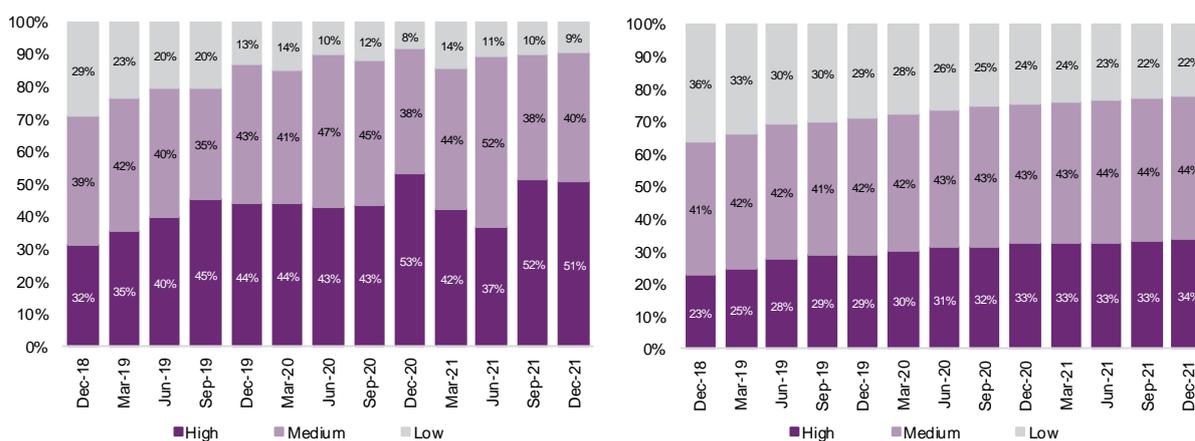
<sup>798</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (90).

<sup>799</sup> The incremental chart shows the distribution of active participants at the end of each quarter over time. 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.15 Participant profile per quarter by reported level of function – Northern Territory** <sup>800</sup>

Level of Function	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	624	14%	79	30%	<b>703</b>	<b>15%</b>
2 (High Function)	<11		<11		<b>&lt;11</b>	
3 (High Function)	260	6%	19	7%	<b>279</b>	<b>6%</b>
4 (High Function)	238	6%	12	5%	<b>250</b>	<b>5%</b>
5 (High Function)	285	7%	23	9%	<b>308</b>	<b>7%</b>
6 (Moderate Function)	808	19%	50	19%	<b>858</b>	<b>19%</b>
7 (Moderate Function)	230	5%	18	7%	<b>248</b>	<b>5%</b>
8 (Moderate Function)	369	9%	21	8%	<b>390</b>	<b>9%</b>
9 (Moderate Function)	20	0%	<11		<b>23</b>	<b>1%</b>
10 (Moderate Function)	504	12%	12	5%	<b>516</b>	<b>11%</b>
11 (Low Function)	112	3%	<11		<b>113</b>	<b>2%</b>
12 (Low Function)	481	11%	18	7%	<b>499</b>	<b>11%</b>
13 (Low Function)	274	6%	<11		<b>279</b>	<b>6%</b>
14 (Low Function)	111	3%	<11		<b>111</b>	<b>2%</b>
15 (Low Function)	<11		<11		<b>&lt;11</b>	
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>4,325</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>4,587</b>	<b>100%</b>

**Figure M.6 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>801</sup>



**Table M.16 Participant profile per quarter by age group – Northern Territory**

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	735	17%	104	40%	<b>839</b>	<b>18%</b>
7 to 14	1,076	25%	45	17%	<b>1,121</b>	<b>24%</b>
15 to 18	309	7%	16	6%	<b>325</b>	<b>7%</b>
19 to 24	302	7%	<11		<b>311</b>	<b>7%</b>
25 to 34	383	9%	16	6%	<b>399</b>	<b>9%</b>
35 to 44	463	11%	17	6%	<b>480</b>	<b>10%</b>
45 to 54	482	11%	28	11%	<b>510</b>	<b>11%</b>
55 to 64	455	11%	24	9%	<b>479</b>	<b>10%</b>
65+	120	3%	<11		<b>123</b>	<b>3%</b>
<b>Total</b>	<b>4,325</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>4,587</b>	<b>100%</b>

<sup>800</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>801</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table M.17 Participant profile per quarter (participants in SIL) by age group – Northern Territory <sup>802</sup>

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	<11		<11		<11	
7 to 14	<11		<11		<11	
15 to 18	<11		<11		<11	
19 to 24	33	8%	<11		33	8%
25 to 34	80	20%	<11		80	20%
35 to 44	92	23%	<11		92	23%
45 to 54	99	25%	<11		99	25%
55 to 64	71	18%	<11		71	18%
65+	20	5%	<11		20	5%
<b>Total</b>	<b>402</b>	<b>100%</b>	<b>&lt;11</b>		<b>402</b>	<b>100%</b>

Table M.18 Participant profile per quarter (participants not in SIL) by age group – Northern Territory

Age Group	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
0 to 6	735	19%	104	40%	839	20%
7 to 14	1,076	27%	45	17%	1,121	27%
15 to 18	302	8%	16	6%	318	8%
19 to 24	269	7%	<11		278	7%
25 to 34	303	8%	16	6%	319	8%
35 to 44	371	9%	17	6%	388	9%
45 to 54	383	10%	28	11%	411	10%
55 to 64	384	10%	24	9%	408	10%
65+	100	3%	<11		103	2%
<b>Total</b>	<b>3,923</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>4,185</b>	<b>100%</b>

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory <sup>803</sup>

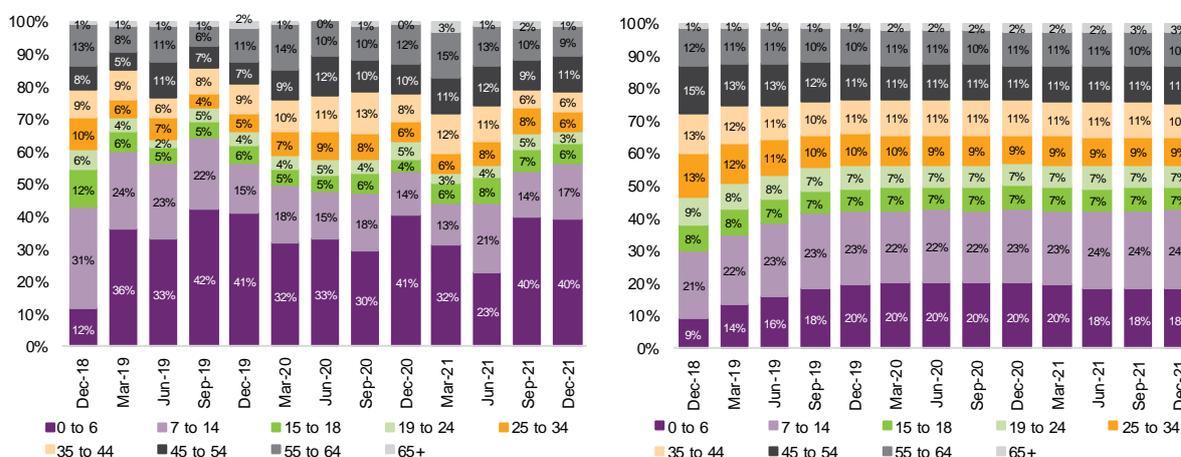


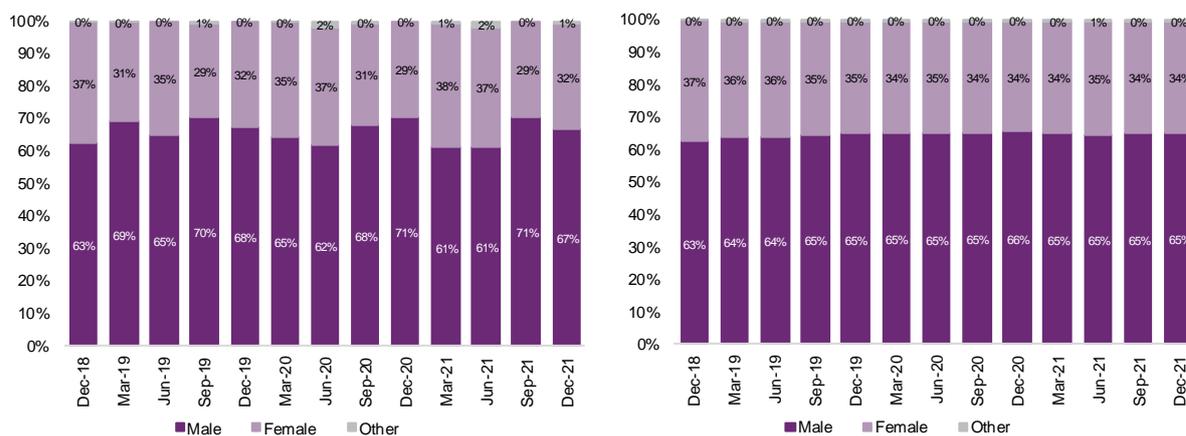
Table M.19 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
Male	2,823	65%	175	67%	2,998	65%
Female	1,483	34%	85	32%	1,568	34%
Other	19	0%	<11		21	0%
<b>Total</b>	<b>4,325</b>	<b>100%</b>	<b>262</b>	<b>100%</b>	<b>4,587</b>	<b>100%</b>

<sup>802</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>803</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>804</sup>



**Table M.20 Participation rates by age group at 31 December 2021 – Northern Territory** <sup>805</sup>

Age group	Participation rate
0-6	3.65%
7-14	4.34%
15-18	2.76%
19-24	1.71%
25-34	0.92%
35-44	1.31%
45-54	1.68%
55-64	1.97%
<b>Total (aged 0-64)</b>	<b>2.10%</b>

<sup>804</sup> Ibid.

<sup>805</sup> Participation rate refers to the proportion of general population that are NDIS participants.

## Part Two: Participant experience and outcomes

Table M.21 Number of baseline questionnaires completed by SFOF version – Northern Territory <sup>806</sup>

Version	Number of questionnaires collected						Number of questionnaires
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	
Participant 0 to school	21	41	165	274	189	144	834
Participant school to 14	36	75	492	321	225	128	1,277
Participant 15 to 24	26	63	182	104	85	50	510
Participant 25 and over	158	248	505	388	348	161	1,808
<b>Total Participant</b>	<b>241</b>	<b>427</b>	<b>1,344</b>	<b>1,087</b>	<b>847</b>	<b>483</b>	<b>4,429</b>
Family 0 to 14	53	101	619	565	367	246	1,951
Family 15 to 24	2	32	124	72	52	36	318
Family 25 and over	13	55	232	187	99	46	632
<b>Total Family</b>	<b>68</b>	<b>188</b>	<b>975</b>	<b>824</b>	<b>518</b>	<b>328</b>	<b>2,901</b>
<b>Total</b>	<b>309</b>	<b>615</b>	<b>2,319</b>	<b>1,911</b>	<b>1,365</b>	<b>811</b>	<b>7,330</b>

Table M.22 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		71%		
CC % who are happy with the level of independence/control they have now			21%	
CC % who choose who supports them			32%	51%
CC % who choose what they do each day			38%	61%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			13%	17%
CC % who want more choice and control in their life			84%	78%

<sup>806</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.7% 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.23 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	53%	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		34%		
REL	Of these, % who are welcomed or actively included	64%	74%		
REL	% of children who spend time with friends without an adult present		18%		
REL	% with no friends other than family or paid staff			31%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			38%	40%

**Table M.24 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		61%		
HM	% who are happy with their home			72%	57%
HM	% who feel safe or very safe in their home			80%	60%
HW	% who rate their health as good, very good or excellent			71%	39%
HW	% who did not have any difficulties accessing health services			66%	49%
LL	% who currently attend or previously attended school in a mainstream class			33%	
LL	% who participate in education, training or skill development				4%
LL	Of those who participate, % who do so in mainstream settings				71%
LL	% unable to do a course or training they wanted to do in the last 12 months				30%
WK	% who have a paid job			12%	15%
WK	% who volunteer			10%	7%

**Table M.25 Selected key baseline indicators for families/carers of participants – Northern Territory**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	11%	15%	12%
% receiving Carer Allowance	23%	21%	13%
% working in a paid job	44%	57%	36%
Of those in a paid job, % in permanent employment	82%	84%	84%
Of those in a paid job, % working 15 hours or more	89%	95%	90%
% who say they (and their partner) are able to work as much as they want	60%	56%	47%
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%	80%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	32%	34%
% able to advocate for their child/family member	63%	52%	38%
% who have friends and family they see as often as they like	59%	53%	53%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		28%	
% who feel in control selecting services		29%	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	88%	76%	67%

**Table M.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=141) - participants who entered between 1 July 2016 and 31 December 2020 – Northern Territory**<sup>807</sup>

	Question	% Yes
DL	Has the NDIS improved your child's development?	73%
DL	Has the NDIS improved your child's access to specialist services?	83%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	63%
REL	Has the NDIS improved how your child fits into family life?	50%
S/CP	Has the NDIS improved how your child fits into community life?	50%

**Table M.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=493) - participants who entered between 1 July 2016 and 31 December 2020 – Northern Territory**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	49%
LL	Has the NDIS improved your child's access to education?	33%
REL	Has the NDIS improved your child's relationships with family and friends?	43%
S/CP	Has the NDIS improved your child's social and recreational life?	39%

**Table M.28 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=144) and ‘Participant 25 and over’ (n=414) - participants who entered between 1 July 2016 and 31 December 2020 – Northern Territory**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	56%	66%
DL	Has the NDIS helped you with daily living activities?	55%	67%
REL	Has the NDIS helped you to meet more people?	44%	51%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	39%	42%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	54%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	42%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	19%
S/CP	Has the NDIS helped you be more involved?	51%	63%

<sup>807</sup> Results in Tables M.26 to M.29 include participants who entered between 1 July 2016 and 31 December 2020 and have had a first plan review to date.

**Table M.29 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=640); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=258) - participants who entered between 1 July 2016 and 31 December 2020 – 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?	52%	58%
Has the NDIS improved the level of support for your family?	64%	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?	70%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	
Has the NDIS improved your health and wellbeing?	34%	40%

**Table M.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=65) - participants who entered between 1 July 2016 and 31 December 2019 – Northern Territory <sup>808</sup>**

Question	Review 1	Review 2	Change
DL Has the NDIS improved your child's development?	90%	93%	+3%
DL Has the NDIS improved your child's access to specialist services?	87%	94%	+7%
CC Has the NDIS helped increase your child's ability to communicate what they want?	86%	84%	-2%
REL Has the NDIS improved how your child fits into family life?	70%	65%	-5%
S/CP Has the NDIS improved how your child fits into community life?	59%	54%	-5%

**Table M.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=145) - participants who entered between 1 July 2016 and 31 December 2019 – Northern Territory**

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	55%	61%	+6%
LL Has the NDIS improved your child's access to education?	37%	40%	+3%
REL Has the NDIS improved your child's relationships with family and friends?	48%	48%	0%
S/CP Has the NDIS improved your child's social and recreational life?	45%	47%	+2%

<sup>808</sup> Results in Tables M.30 to M.33 include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table M.32 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=91) and ‘Participant 25 and over’ (n=246) - participants who entered between 1 July 2016 and 31 December 2019 – 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?	61%	67%	+6%	56%	66%	+10%
DL Has the NDIS helped you with daily living activities?	68%	73%	+5%	63%	79%	+16%
REL Has the NDIS helped you to meet more people?	54%	56%	+2%	51%	60%	+9%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	39%	41%	+2%	38%	48%	+10%
HW Has your involvement with the NDIS improved your health and wellbeing?	45%	46%	+1%	52%	58%	+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?	42%	38%	-4%	26%	30%	+4%
WK Has your involvement with the NDIS helped you find a job that's right for you?	19%	20%	+1%	13%	14%	+1%
S/CP Has the NDIS helped you be more involved?	56%	62%	+6%	59%	70%	+11%

**Table M.33 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=133); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=64) - participants who entered between 1 July 2016 and 31 December 2019 – Northern Territory**

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	58%	+8%	43%	55%	+12%
Has the NDIS improved the level of support for your family?	55%	62%	+7%	57%	70%	+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?	68%	70%	+2%	57%	71%	+14%
Has the NDIS improved your ability/capacity to help your child develop and learn?	62%	69%	+7%			
Has the NDIS improved your health and wellbeing?	34%	37%	+3%	32%	42%	+10%

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.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=45) - participants who entered between 1 July 2016 and 31 December 2018 – Northern Territory** <sup>809</sup>

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	45%	51%	59%	+14%
LL	Has the NDIS improved your child's access to education?	28%	18%	35%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	31%	33%	39%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	29%	40%	43%	+14%

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.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=126) - participants who entered between 1 July 2016 and 31 December 2018 – Northern Territory**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	54%	63%	68%	+14%
Has the NDIS helped you with daily living activities?	61%	77%	77%	+16%
Has the NDIS helped you to meet more people?	44%	54%	60%	+16%
Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	37%	43%	+11%
Has your involvement with the NDIS improved your health and wellbeing?	41%	52%	55%	+14%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	19%	16%	26%	+7%
Has your involvement with the NDIS helped you find a job that's right for you?	12%	7%	15%	+3%
Has the NDIS helped you be more involved?	43%	51%	63%	+20%

<sup>809</sup> Results in Table M.34 to M.36 include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table M.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=41) - participants who entered between 1 July 2016 and 31 December 2018 – Northern 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?	60%	48%	66%	+6%
Has the NDIS improved the level of support for your family?	51%	41%	62%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	58%	66%	75%	+17%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	69%	74%	+8%
Has the NDIS improved your health and wellbeing?	43%	31%	44%	+1%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second and third plan review, for ‘Family 15 to 24’ and ‘Family 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 ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan review, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table M.37 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=397), ‘participant social and community engagement rate’ (n=394), ‘parent and carer employment rate’ (n=219) and ‘participant choice and control’ (n=281) at entry, first and second plan review - participants who entered between 1 July 2016 and 31 December 2019 – Northern Territory <sup>810</sup>**

Participant employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	16%	23%	12%	24%
Aged 25+	13%	11%	15%	
Aged 15+	12%	11%	15%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 15 to 24 years	51%	49%	51%	48%
Aged 25+	44%	46%	48%	
Aged 15+	45%	47%	49%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2021-22 Target
Aged 0 to 14 years	49%	57%	53%	49%
Aged 15+	48%	58%	51%	
All ages	48%	57%	53%	
Participant Choice and Control		Review 1	Review 2	2021-22 Target
Aged 15 to 24 years		61%	67%	75%
Aged 25+		56%	66%	
Aged 15+		57%	66%	

<sup>810</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table M.38 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=168), 'participant social and community engagement rate' (n=170), 'parent and carer employment rate' (n=43) and 'participant choice and control' (n=184) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 31 December 2018 – Northern Territory <sup>811</sup>**

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	Numbers are too small				24%
Aged 25+	12%	11%	7%	15%	
Aged 15+	12%	12%	7%	15%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years	Numbers are too small				48%
Aged 25+	37%	38%	36%	42%	
Aged 15+	38%	39%	35%	40%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2021-22 Target
Aged 0 to 14 years	55%	Numbers are too small	Numbers are too small	52%	49%
Aged 15+	53%	52%	50%	55%	
All ages	0%	0%	0%	0%	
Participant Choice and Control		Review 1	Review 2	Review 3	2021-22 Target
Aged 15 to 24 years		56%	80%	62%	75%
Aged 25+		54%	63%	68%	
Aged 15+		54%	67%	67%	

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third and fourth plan review.

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate', 'Parent and carer employment rate' and 'Participant Choice and Control' answered at participants' first, second, third, fourth and fifth plan review.

<sup>811</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a third plan review to date.

**Table M.39 Number of active plans by goal type and primary disability – Northern Territory** <sup>812</sup>

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	80	216	159	70	143	229	123	68	<b>276</b>
Autism	251	886	305	329	573	614	77	121	<b>1,037</b>
Cerebral palsy	67	150	108	54	94	136	52	35	<b>195</b>
Developmental delay	55	527	162	204	198	270	4	1	<b>555</b>
Down syndrome	31	88	51	29	36	74	21	30	<b>104</b>
Global developmental delay	8	101	33	47	42	43	0	1	<b>107</b>
Hearing impairment	54	156	40	56	59	109	28	36	<b>195</b>
Intellectual disability	227	588	288	300	427	549	199	249	<b>776</b>
Multiple sclerosis	9	18	20	2	3	21	10	5	<b>22</b>
Psychosocial disability	144	312	265	136	224	390	181	170	<b>468</b>
Spinal cord injury	37	61	41	12	20	62	43	23	<b>79</b>
Stroke	48	122	101	24	53	126	63	28	<b>156</b>
Visual impairment	18	56	24	20	22	46	27	16	<b>67</b>
Other neurological	73	143	130	41	83	154	94	40	<b>207</b>
Other physical	69	152	110	28	58	138	72	45	<b>202</b>
Other sensory/speech	7	25	8	14	18	15	1	2	<b>31</b>
Other	36	94	63	20	36	81	44	25	<b>110</b>
<b>Total</b>	<b>1,214</b>	<b>3,695</b>	<b>1,908</b>	<b>1,386</b>	<b>2,089</b>	<b>3,057</b>	<b>1,039</b>	<b>895</b>	<b>4,587</b>

**Table M.40 Percentage of active plans by goal type and primary disability – Northern Territory** <sup>813</sup>

Disability Group	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	29%	78%	58%	25%	52%	83%	45%	25%
Autism	24%	85%	29%	32%	55%	59%	7%	12%
Cerebral palsy	34%	77%	55%	28%	48%	70%	27%	18%
Developmental delay	10%	95%	29%	37%	36%	49%	1%	0%
Down syndrome	30%	85%	49%	28%	35%	71%	20%	29%
Global developmental delay	7%	94%	31%	44%	39%	40%	0%	1%
Hearing impairment	28%	80%	21%	29%	30%	56%	14%	18%
Intellectual disability	29%	76%	37%	39%	55%	71%	26%	32%
Multiple sclerosis	41%	82%	91%	9%	14%	95%	45%	23%
Psychosocial disability	31%	67%	57%	29%	48%	83%	39%	36%
Spinal cord injury	47%	77%	52%	15%	25%	78%	54%	29%
Stroke	31%	78%	65%	15%	34%	81%	40%	18%
Visual impairment	27%	84%	36%	30%	33%	69%	40%	24%
Other neurological	35%	69%	63%	20%	40%	74%	45%	19%
Other physical	34%	75%	54%	14%	29%	68%	36%	22%
Other sensory/speech	23%	81%	26%	45%	58%	48%	3%	6%
Other	33%	85%	57%	18%	33%	74%	40%	23%
<b>Total</b>	<b>26%</b>	<b>81%</b>	<b>42%</b>	<b>30%</b>	<b>46%</b>	<b>67%</b>	<b>23%</b>	<b>20%</b>

<sup>812</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>813</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table M.41 Number of goals in active plans by goal type and primary disability – Northern Territory** <sup>814</sup>

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
Acquired brain injury	260	905	572	256	535	895	440	199	<b>4,062</b>
Autism	785	5,509	927	1,017	1,807	1,944	244	366	<b>12,599</b>
Cerebral palsy	229	971	381	193	315	547	205	109	<b>2,950</b>
Developmental delay	180	4,528	609	669	624	1,090	7	1	<b>7,708</b>
Down syndrome	82	536	165	79	140	232	84	83	<b>1,401</b>
Global developmental delay	30	637	89	172	116	130	0	6	<b>1,180</b>
Hearing impairment	156	758	102	162	215	346	74	104	<b>1,917</b>
Intellectual disability	679	2,823	965	1,052	1,479	1,814	616	773	<b>10,201</b>
Multiple sclerosis	25	50	75	5	12	51	27	10	<b>255</b>
Psychosocial disability	501	1,130	937	524	825	1,377	678	546	<b>6,518</b>
Spinal cord injury	163	301	165	48	87	284	187	82	<b>1,317</b>
Stroke	172	536	362	82	182	427	194	87	<b>2,042</b>
Visual impairment	53	174	76	67	50	143	60	45	<b>668</b>
Other neurological	257	677	472	152	290	577	348	119	<b>2,892</b>
Other physical	254	560	315	83	155	394	197	135	<b>2,093</b>
Other sensory/speech	13	138	19	38	47	32	1	9	<b>297</b>
Other	138	486	238	89	124	271	120	70	<b>1,536</b>
<b>Total</b>	<b>3,977</b>	<b>20,719</b>	<b>6,469</b>	<b>4,688</b>	<b>7,003</b>	<b>10,554</b>	<b>3,482</b>	<b>2,744</b>	<b>59,636</b>

**Table M.42 Number of active plans by goal type and age group – Northern Territory** <sup>815</sup>

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	83	802	262	309	320	420	8	0	<b>839</b>
7 to 14	236	974	301	407	599	576	44	13	<b>1,121</b>
15 to 18	106	255	88	138	186	227	48	112	<b>325</b>
19 to 24	112	220	117	114	142	228	107	186	<b>311</b>
25 to 34	152	277	207	113	176	310	151	182	<b>399</b>
35 to 44	160	339	262	121	213	390	182	165	<b>480</b>
45 to 54	167	370	312	98	232	416	235	130	<b>510</b>
55 to 64	148	366	286	71	182	398	210	97	<b>479</b>
65+	50	92	73	15	39	92	54	10	<b>123</b>
<b>Total</b>	<b>1,214</b>	<b>3,695</b>	<b>1,908</b>	<b>1,386</b>	<b>2,089</b>	<b>3,057</b>	<b>1,039</b>	<b>895</b>	<b>4,587</b>

<sup>814</sup> Participants have set over six million goals in total across Australia since July 2016. The 59,636 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

<sup>815</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table M.43 Percentage of active plans by goal type and age group – Northern Territory** <sup>816</sup>

Age	Percentage of active plans by goal type							
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	6%	94%	32%	56%	37%	58%	0%	0%
7 to 14	12%	90%	30%	34%	42%	58%	1%	1%
15 to 18	21%	83%	35%	31%	39%	73%	8%	31%
19 to 24	25%	77%	37%	28%	26%	72%	25%	58%
25 to 34	26%	75%	46%	22%	24%	75%	34%	47%
35 to 44	24%	74%	54%	19%	24%	77%	35%	40%
45 to 54	23%	75%	55%	16%	22%	78%	35%	31%
55 to 64	23%	76%	55%	12%	18%	79%	37%	19%
65+	24%	74%	56%	10%	17%	78%	39%	10%
<b>Total</b>	<b>18%</b>	<b>83%</b>	<b>41%</b>	<b>29%</b>	<b>31%</b>	<b>69%</b>	<b>18%</b>	<b>21%</b>

**Table M.44 Number of goals in active plans by goal type and age group – Northern Territory** <sup>817</sup>

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	296	7,156	992	1,068	1,061	1,637	22	0	<b>12,232</b>
7 to 14	642	5,694	872	1,287	1,926	1,710	145	47	<b>12,323</b>
15 to 18	381	1,205	274	457	644	765	212	392	<b>4,330</b>
19 to 24	402	884	360	395	517	735	344	516	<b>4,153</b>
25 to 34	486	1,166	709	403	648	1,099	507	574	<b>5,592</b>
35 to 44	531	1,263	906	416	685	1,390	582	491	<b>6,264</b>
45 to 54	609	1,477	1,117	357	797	1,580	814	408	<b>7,159</b>
55 to 64	482	1,513	1,018	246	609	1,351	711	292	<b>6,222</b>
65+	148	361	221	59	116	287	145	24	<b>1,361</b>
<b>Total</b>	<b>3,977</b>	<b>20,719</b>	<b>6,469</b>	<b>4,688</b>	<b>7,003</b>	<b>10,554</b>	<b>3,482</b>	<b>2,744</b>	<b>59,636</b>

<sup>816</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

<sup>817</sup> Participants have set over six million goals in total across Australia since July 2016. The 59,636 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.45 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2021-22 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory** <sup>818</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2021-22 Q2
<b>Access</b>	<b>n = 48</b>	<b>n = 11</b>
Are you happy with how coming into the NDIS has gone?	65%	N/A
Was the person from the NDIS respectful?	96%	N/A
Do you understand what will happen next with your plan?	52%	N/A
% of participants rating their overall experience as Very Good or Good.	56%	N/A
<b>Pre-planning</b>	<b>n = 65</b>	<b>n = 15</b>
Did the person from the NDIS understand how your disability affects your life?	88%	N/A
Did you understand why you needed to give the information you did?	88%	N/A
Were decisions about your plan clearly explained?	66%	N/A
Are you clear on what happens next with your plan?	60%	N/A
Do you know where to go for more help with your plan?	75%	N/A
% of participants rating their overall experience as Very Good or Good.	75%	N/A
<b>Planning</b>	<b>n = 174</b>	<b>n = 34</b>
Did the person from the NDIS understand how your disability affects your life?	90%	79%
Did you understand why you needed to give the information you did?	99%	100%
Were decisions about your plan clearly explained?	86%	74%
Are you clear on what happens next with your plan?	82%	74%
Do you know where to go for more help with your plan?	89%	88%
% of participants rating their overall experience as Very Good or Good.	82%	68%
<b>Plan review</b>	<b>n = 351</b>	<b>n = 72</b>
Did the person from the NDIS understand how your disability affects your life?	79%	64%
Did you feel prepared for your plan review?	79%	78%
Is your NDIS plan helping you to make progress towards your goals?	83%	78%
% of participants rating their overall experience as Very Good or Good.	65%	60%

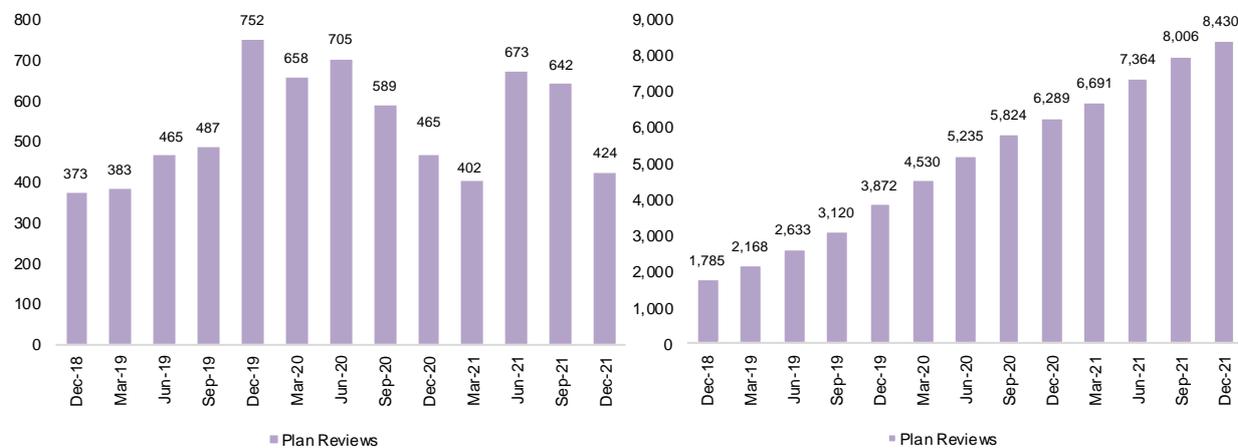
There is insufficient data to show participant satisfaction results over time.

<sup>818</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

**Table M.46 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory**<sup>819</sup>

	Prior Quarters	2021-22 Q2	Total
<b>Total plan reviews</b>	<b>8,006</b>	<b>599</b>	<b>8,605</b>
<i>Early intervention plans</i>	1,341	114	1,455
<i>Permanent disability plans</i>	6,665	485	7,150

**Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory**



<sup>819</sup> Plans less than 31 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 2021-22 Q2. The charts show trends in complaints experience based on experience over 3 years. 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 '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.47 shows the number of complaints in 2021-22 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.48 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

**Table M.47 Complaints by quarter – Northern Territory** <sup>820 821 822</sup>

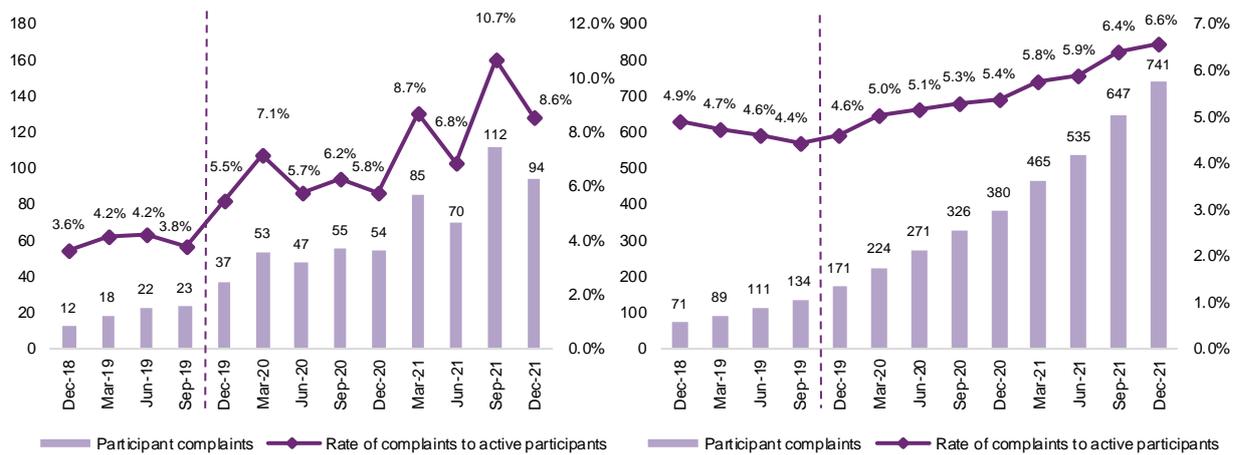
Complaints made by or on behalf of:	Prior Quarters	2021-22 Q2	Total	Number of unique complainants
<b>Active participants</b>				
Complaint about ECA Partner	1	0	1	1
Complaint about LAC Partner	10	1	11	10
Complaints about service providers	41	3	44	34
Complaints about the Agency	411	65	476	310
Critical/ Reportable Incident	181	24	205	157
Unclassified	12	1	13	10
<b>Total</b>	<b>656</b>	<b>94</b>	<b>750</b>	<b>475</b>
Total complaints made since 1 April 2017	647	94	741	
% of the number of active participants	6.4%	8.6%	6.6%	

<sup>820</sup> Note that 72% of all complainants made only one complaint, 16% made two complaints and 12% made three or more complaints.

<sup>821</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>822</sup> The rate of complaints was reported as a percentage of access requests in previous reports.

**Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>823</sup>



**Table M.48 Participant complaints by type – Northern Territory**

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
<b>Complaints with a related party who has submitted an access request</b>						
<i>Complaints about the Agency</i>						
Individual needs	11	(3%)	0	(0%)	11	(2%)
Information unclear	4	(1%)	0	(0%)	4	(1%)
NDIA Access	5	(1%)	0	(0%)	5	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	40	(10%)	10	(15%)	50	(11%)
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
NDIA Plan	86	(21%)	25	(38%)	111	(23%)
NDIA Process	40	(10%)	5	(8%)	45	(9%)
NDIA Resources	1	(0%)	2	(3%)	3	(1%)
NDIA Staff	22	(5%)	2	(3%)	24	(5%)
NDIA Timeliness	87	(21%)	18	(28%)	105	(22%)
Participation, engagement and inclusion	1	(0%)	0	(0%)	1	(0%)
Provider Portal	1	(0%)	0	(0%)	1	(0%)
Quality & Safeguards Commission	0	(0%)	1	(2%)	1	(0%)
Reasonable and necessary supports	9	(2%)	0	(0%)	9	(2%)
Staff conduct - Agency	4	(1%)	0	(0%)	4	(1%)
The way the NDIA carried out its decision making	12	(3%)	1	(2%)	13	(3%)
Timeliness	38	(9%)	0	(0%)	38	(8%)
Other	49	(12%)	1	(2%)	50	(11%)
<b>Total</b>	<b>411</b>		<b>65</b>		<b>476</b>	
<i>Complaint about ECA Partner</i>						
ECA Engagement	0	(0%)	0	(0%)	0	(0%)
ECA Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECA Plan	0	(0%)	0	(0%)	0	(0%)
ECA Process	0	(0%)	0	(0%)	0	(0%)
ECA Resources	0	(0%)	0	(0%)	0	(0%)
ECA Staff	1	(100%)	0	(0%)	1	(100%)
ECA Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>1</b>		<b>0</b>		<b>1</b>	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)

<sup>823</sup> Ibid.

Complaints by source, subject and type	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
LAC Plan	1	(10%)	0	(0%)	1	(9%)
LAC Process	3	(30%)	0	(0%)	3	(27%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	5	(50%)	1	(100%)	6	(55%)
LAC Timeliness	1	(10%)	0	(0%)	1	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>10</b>		<b>1</b>		<b>11</b>	
<i>Complaints about service providers</i>						
Provider costs.	3	(7%)	0	(0%)	3	(7%)
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	1	(2%)	1	(33%)	2	(5%)
Provider process	3	(7%)	0	(0%)	3	(7%)
Provider Service	6	(15%)	2	(67%)	8	(18%)
Provider Staff	2	(5%)	0	(0%)	2	(5%)
Service Delivery	1	(2%)	0	(0%)	1	(2%)
Staff conduct	3	(7%)	0	(0%)	3	(7%)
Supports being provided	7	(17%)	0	(0%)	7	(16%)
Other	15	(37%)	0	(0%)	15	(34%)
<b>Total</b>	<b>41</b>		<b>3</b>		<b>44</b>	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	58	(32%)	8	(33%)	66	(32%)
Allegations against Informal Supports	32	(18%)	0	(0%)	32	(16%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	34	(19%)	1	(4%)	35	(17%)
Provider reporting	57	(31%)	15	(63%)	72	(35%)
Other	0	(0%)	0	(0%)	0	(0%)
<b>Total</b>	<b>181</b>		<b>24</b>		<b>205</b>	
<i>Unclassified</i>	<b>12</b>		<b>1</b>		<b>13</b>	
<b>Participants total</b>	<b>656</b>		<b>94</b>		<b>750</b>	

Table M.49 AAT Cases by category at 31 December 2021 – Northern Territory <sup>824 825</sup>

Category	Prior Quarters		2021-22 Q2		Total	
	N	%	N	%	N	%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>&lt;11</b>		<b>12</b>	<b>100%</b>
<i>% of the number of active participants</i>	<i>0.11%</i>		<i>0.09%</i>		<i>0.11%</i>	

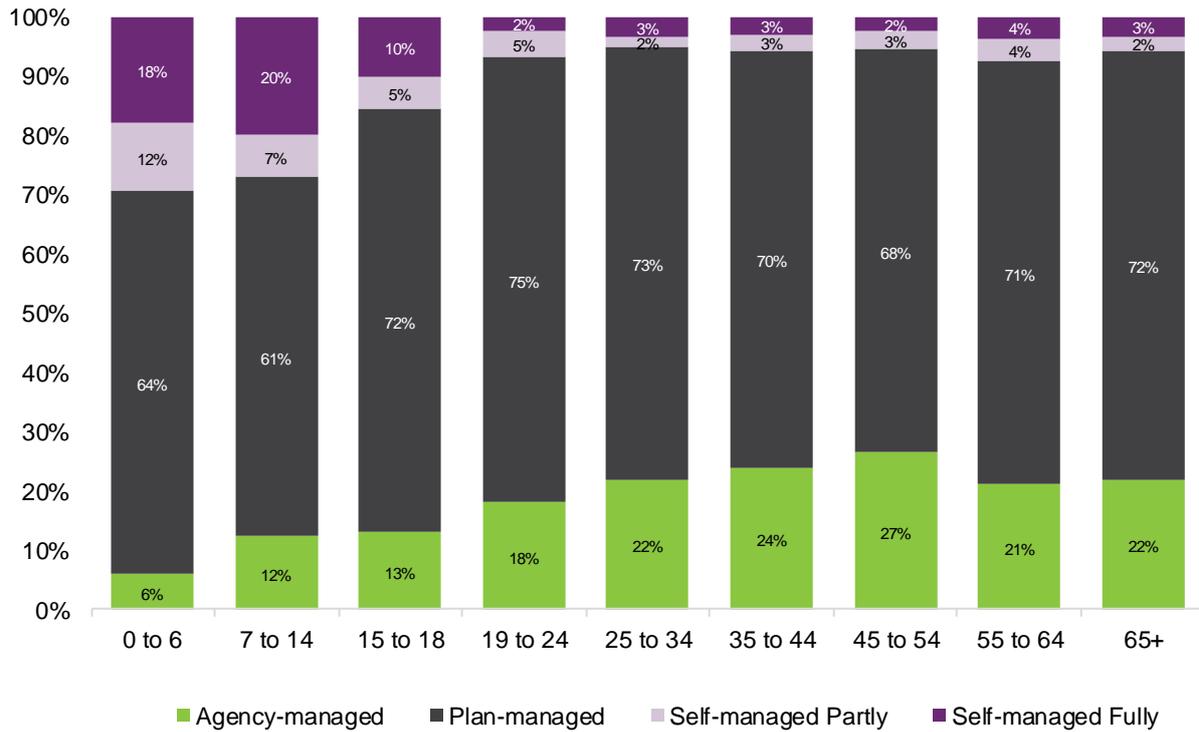
Table M.50 AAT cases by open/closed and decision – Northern Territory

	N
<b>AAT Cases</b>	<b>12</b>
<b>Open AAT Cases</b>	<b>&lt;11</b>
<b>Closed AAT Cases</b>	<b>&lt;11</b>
<i>Resolved before hearing</i>	<i>&lt;11</i>
<i>Gone to hearing and received a substantive decision</i>	<i>&lt;11</i>

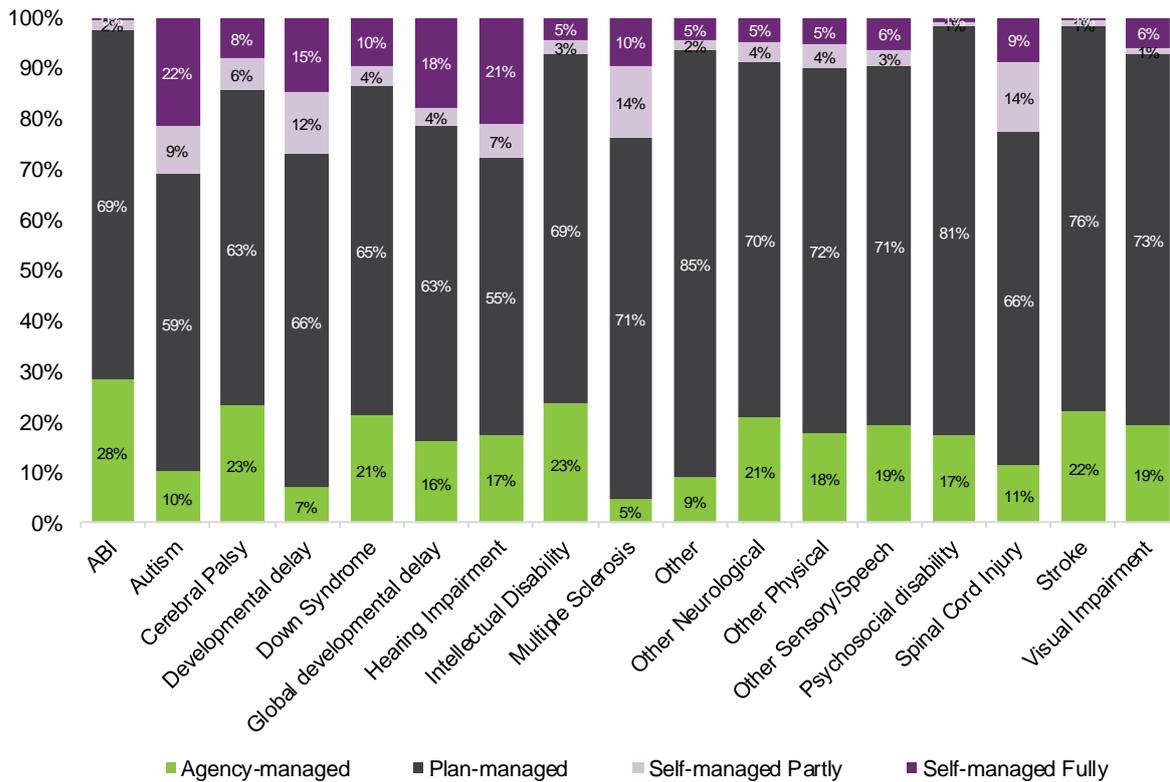
<sup>824</sup> The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

<sup>825</sup> The rate of AAT cases was reported as a percentage of access decisions in previous reports.

**Figure M.11 Distribution of active participants by method of financial plan management and age group as at 31 December 2021 – Northern Territory** <sup>826 827</sup>



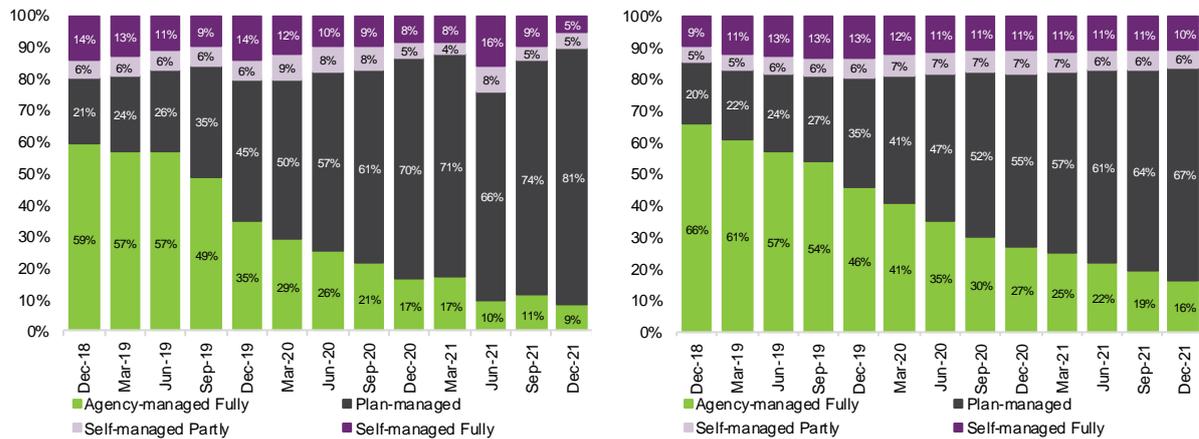
**Figure M.12 Distribution of active participants by method of financial plan management and primary disability group as at 31 December 2021 – Northern Territory** <sup>828 829</sup>



**Table M.51 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory** <sup>830</sup>

	Prior Quarters	2021-22 Q2	Total
Self-managed fully	12%	5%	<b>10%</b>
Self-managed partly	6%	5%	<b>6%</b>
Plan-managed	64%	81%	<b>67%</b>
Agency-managed	18%	9%	<b>16%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

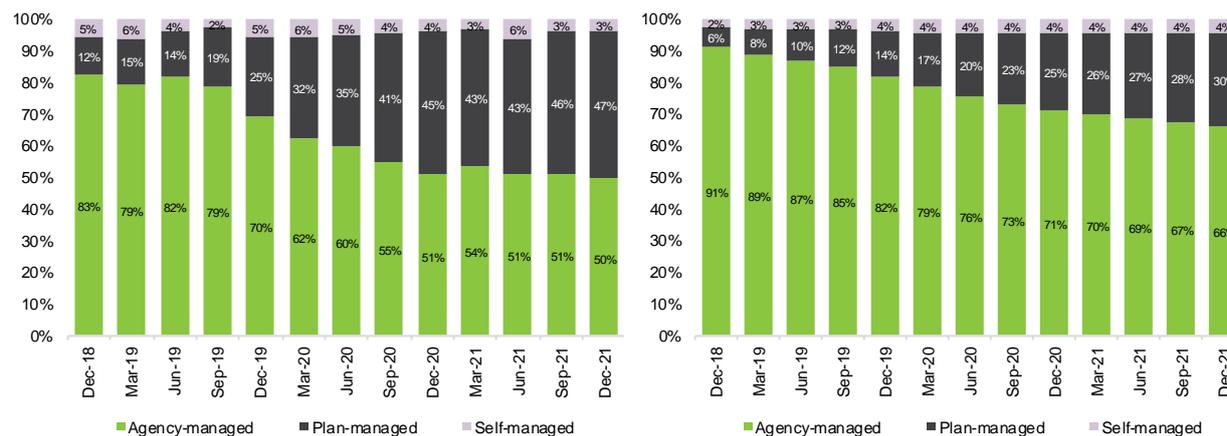
**Figure M.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>831</sup>



**Table M.52 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory**

	Prior Quarters	2021-22 Q2	Total
Self-managed	4%	3%	<b>4%</b>
Plan-managed	28%	47%	<b>30%</b>
Agency-managed	67%	50%	<b>66%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure M.14 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory**



<sup>826</sup> For the total number of active participants in each age group, see Table M.16.

<sup>827</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>828</sup> For the total number of active participants in each primary disability group, see Table M.12.

<sup>829</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>830</sup> Ibid.

<sup>831</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

**Table M.53 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory**

	Prior Quarters	2021-22 Q2	Total
Support coordination	73%	81%	74%

**Table M.54 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory** <sup>832</sup>

	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
<b>Plan activation</b>						
Less than 30 days	2,449	66%	128	54%	2,577	65%
30 to 59 days	428	11%	43	18%	471	12%
60 to 89 days	216	6%	11	5%	227	6%
<b>Activated within 90 days</b>	<b>3,093</b>	<b>83%</b>	<b>182</b>	<b>77%</b>	<b>3,275</b>	<b>83%</b>
90 to 119 days	165	4%	<11		175	4%
120 days and over	403	11%	15	6%	418	11%
<b>Activated after 90 days</b>	<b>568</b>	<b>15%</b>	<b>25</b>	<b>11%</b>	<b>593</b>	<b>15%</b>
No payments	61	2%	30	13%	91	2%
<b>Total plans approved</b>	<b>3,722</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>3,959</b>	<b>100%</b>

**Table M.55 Proportion of participants who have activated within 12 months at 31 December 2021 – Northern Territory** <sup>833</sup>

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	1,779	1,846	96%
Not Aboriginal and Torres Strait Islander	1,529	1,575	97%
Not Stated	252	261	97%
<b>Total</b>	<b>3,560</b>	<b>3,682</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	226	231	98%
Not CALD	3,326	3,443	97%
Not Stated	<11	<11	
<b>Total</b>	<b>3,560</b>	<b>3,682</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	2,058	2,132	97%
Remote	1,502	1,550	97%
Missing	<11	<11	
<b>Total</b>	<b>3,560</b>	<b>3,682</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	845	871	97%
Intellectual disability (including Down syndrome)	725	742	98%
Psychosocial disability	348	355	98%
Developmental delay (including global developmental delay)	389	416	94%
Other	1,253	1,298	97%
<b>Total</b>	<b>3,560</b>	<b>3,682</b>	<b>97%</b>

<sup>832</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>833</sup> The number of CALD participants excludes participants who identify as Aboriginal and Torres Strait Islander.

**Table M.56 Distribution of plans by utilisation – Northern Territory** <sup>834 835</sup>

Plan utilisation	Total
0 to 50%	43%
50% to 75%	22%
> 75%	34%
<b>Total</b>	<b>100%</b>

**Table M.57 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory** <sup>836</sup>

	Prior Quarters	2021-22 Q2	Total
Daily Activities	15%	15%	15%
Health & Wellbeing	49%	69%	53%
Lifelong Learning	16%	21%	17%
Other	20%	26%	21%
Non-categorised	20%	10%	18%
Any mainstream service	96%	97%	96%

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<sup>834</sup> This table only considers participants with initial plans approved up to 30 June 2021, and includes committed supports and payments for supports provided up to 30 September 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>835</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>836</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Four: Providers and the growing market

**Table M.58 Key markets indicators by quarter – Northern Territory** <sup>837 838</sup>

Market indicators	Previous Quarter	2021-22 Q2
a) Average number of active providers per active participant	1.60	1.69
b) Number of providers delivering new types of supports	106	71
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	79%
<i>Therapeutic Supports (%)</i>	88%	89%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	82%	76%
<i>Assist Personal Activities (%)</i>	82%	84%

**Table M.59 Cumulative number of providers that have been ever active as at 31 December 2021 by quarter of activity – Northern Territory** <sup>839</sup>

Activity	Number of providers
Active for the first time in 2021-22 Q2	25
Active in 2021-22 Q2 and also in previous quarters	278
<b>Active in 2021-22 Q2</b>	<b>303</b>
Inactive in 2021-22 Q2	515
<b>Active ever</b>	<b>818</b>

<sup>837</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>838</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>839</sup> Active providers refer to those who have received payment for support Agency-managed participants.

**Table M.60 Cumulative number of providers that have been ever active by registration group – Northern Territory** <sup>840</sup>

Registration Group	Prior Quarters	2021-22 Q2	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	18	0	18	0%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	90	8	98	9%
Assistance with travel/transport arrangements	89	1	90	1%
Daily Personal Activities	141	9	150	6%
Group and Centre Based Activities	85	3	88	4%
High Intensity Daily Personal Activities	93	1	94	1%
Household tasks	115	4	119	3%
Interpreting and translation	15	1	16	7%
Participation in community, social and civic activities	192	11	203	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	15	1	16	7%
Assistive products for household tasks	16	1	17	6%
Assistance products for personal care and safety	224	7	231	3%
Communication and information equipment	62	5	67	8%
Customised Prosthetics	53	2	55	4%
Hearing Equipment	19	3	22	16%
Hearing Services	6	1	7	17%
Personal Mobility Equipment	90	1	91	1%
Specialised Hearing Services	11	0	11	0%
Vision Equipment	22	1	23	5%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	186	11	197	6%
Behaviour Support	59	4	63	7%
Community nursing care for high needs	37	0	37	0%
Development of daily living and life skills	95	4	99	4%
Early Intervention supports for early childhood	122	4	126	3%
Exercise Physiology and Physical Wellbeing activities	39	3	42	8%
Innovative Community Participation	37	2	39	5%
Specialised Driving Training	12	3	15	25%
Therapeutic Supports	310	5	315	2%
<b>Capital services</b>				
Home modification design and construction	28	3	31	11%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	18	1	19	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	87	4	91	5%
Support Coordination	48	5	53	10%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	25	2	27	8%
Specialised Supported Employment	29	1	30	3%
<b>Total</b>	<b>793</b>	<b>25</b>	<b>818</b>	<b>3%</b>

<sup>840</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table M.61 Number and proportion of ever active providers in each registration group by legal entity type as at 31 December 2021 – Northern Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	17	<b>18</b>	6%	94%	<b>100%</b>
Assistance Animals	0	6	<b>6</b>	0%	100%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	8	90	<b>98</b>	8%	92%	<b>100%</b>
Assistance with travel/transport arrangements	8	82	<b>90</b>	9%	91%	<b>100%</b>
Daily Personal Activities	11	139	<b>150</b>	7%	93%	<b>100%</b>
Group and Centre Based Activities	6	82	<b>88</b>	7%	93%	<b>100%</b>
High Intensity Daily Personal Activities	9	85	<b>94</b>	10%	90%	<b>100%</b>
Household tasks	17	102	<b>119</b>	14%	86%	<b>100%</b>
Interpreting and translation	2	14	<b>16</b>	13%	88%	<b>100%</b>
Participation in community, social and civic activities	20	183	<b>203</b>	10%	90%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	16	<b>16</b>	0%	100%	<b>100%</b>
Assistive products for household tasks	1	16	<b>17</b>	6%	94%	<b>100%</b>
Assistance products for personal care and safety	21	210	<b>231</b>	9%	91%	<b>100%</b>
Communication and information equipment	10	57	<b>67</b>	15%	85%	<b>100%</b>
Customised Prosthetics	5	50	<b>55</b>	9%	91%	<b>100%</b>
Hearing Equipment	0	22	<b>22</b>	0%	100%	<b>100%</b>
Hearing Services	0	7	<b>7</b>	0%	100%	<b>100%</b>
Personal Mobility Equipment	8	83	<b>91</b>	9%	91%	<b>100%</b>
Specialised Hearing Services	0	11	<b>11</b>	0%	100%	<b>100%</b>
Vision Equipment	2	21	<b>23</b>	9%	91%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	27	170	<b>197</b>	14%	86%	<b>100%</b>
Behaviour Support	13	50	<b>63</b>	21%	79%	<b>100%</b>
Community nursing care for high needs	2	35	<b>37</b>	5%	95%	<b>100%</b>
Development of daily living and life skills	10	89	<b>99</b>	10%	90%	<b>100%</b>
Early Intervention supports for early childhood	21	105	<b>126</b>	17%	83%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	3	39	<b>42</b>	7%	93%	<b>100%</b>
Innovative Community Participation	4	35	<b>39</b>	10%	90%	<b>100%</b>
Specialised Driving Training	3	12	<b>15</b>	20%	80%	<b>100%</b>
Therapeutic Supports	83	232	<b>315</b>	26%	74%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	2	29	<b>31</b>	6%	94%	<b>100%</b>
Specialist Disability Accommodation	0	4	<b>4</b>	0%	100%	<b>100%</b>
Vehicle Modifications	1	18	<b>19</b>	5%	95%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	10	81	<b>91</b>	11%	89%	<b>100%</b>
Support Coordination	5	48	<b>53</b>	9%	91%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	27	<b>27</b>	0%	100%	<b>100%</b>
Specialised Supported Employment	2	28	<b>30</b>	7%	93%	<b>100%</b>
<b>Total</b>	<b>144</b>	<b>674</b>	<b>818</b>	<b>18%</b>	<b>82%</b>	<b>100%</b>

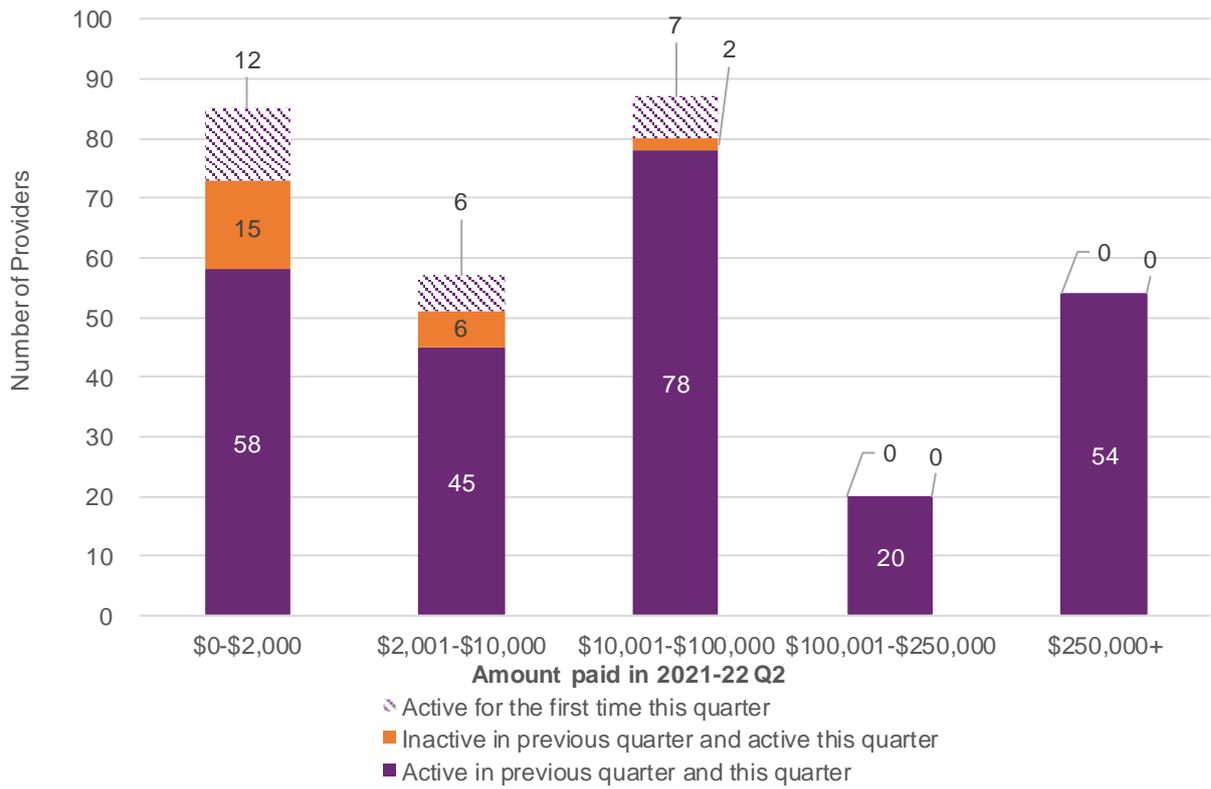
**Table M.62 Number and proportion of providers active in 2021-22 Q2 by registration group and first quarter of activity – Northern Territory**

Registration Group	Active in previous quarters and in 2021-22 Q2	Active for the first time in 2021-22 Q2	Total	% active for the first time in 2021-22 Q2
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	2	0	2	0%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	64	8	72	11%
Assistance with travel/transport arrangements	31	1	32	3%
Daily Personal Activities	66	9	75	12%
Group and Centre Based Activities	48	3	51	6%
High Intensity Daily Personal Activities	45	1	46	2%
Household tasks	51	4	55	7%
Interpreting and translation	7	1	8	13%
Participation in community, social and civic activities	90	11	101	11%
<b>Assistive Technology</b>				
Assistive equipment for recreation	1	1	2	50%
Assistive products for household tasks	3	1	4	25%
Assistance products for personal care and safety	75	7	82	9%
Communication and information equipment	25	5	30	17%
Customised Prosthetics	12	2	14	14%
Hearing Equipment	6	3	9	33%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	29	1	30	3%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	8	1	9	11%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	90	11	101	11%
Behaviour Support	28	4	32	13%
Community nursing care for high needs	20	0	20	0%
Development of daily living and life skills	48	4	52	8%
Early Intervention supports for early childhood	37	4	41	10%
Exercise Physiology and Physical Wellbeing activities	26	3	29	10%
Innovative Community Participation	17	2	19	11%
Specialised Driving Training	5	3	8	38%
Therapeutic Supports	101	5	106	5%
<b>Capital services</b>				
Home modification design and construction	9	3	12	25%
Specialist Disability Accommodation	3	0	3	0%
Vehicle Modifications	3	1	4	25%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	63	4	67	6%
Support Coordination	22	5	27	19%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	13	2	15	13%
Specialised Supported Employment	20	1	21	5%
<b>Total</b>	<b>278</b>	<b>25</b>	<b>303</b>	<b>8%</b>

**Table M.63 Number and proportion of providers active in 2021-22 Q2 in each registration group by legal entity type – Northern Territory**

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	2	<b>2</b>	0%	100%	<b>100%</b>
Assistance Animals	0	3	<b>3</b>	0%	100%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	5	67	<b>72</b>	7%	93%	<b>100%</b>
Assistance with travel/transport arrangements	0	32	<b>32</b>	0%	100%	<b>100%</b>
Daily Personal Activities	9	66	<b>75</b>	12%	88%	<b>100%</b>
Group and Centre Based Activities	3	48	<b>51</b>	6%	94%	<b>100%</b>
High Intensity Daily Personal Activities	4	42	<b>46</b>	9%	91%	<b>100%</b>
Household tasks	7	48	<b>55</b>	13%	87%	<b>100%</b>
Interpreting and translation	1	7	<b>8</b>	13%	88%	<b>100%</b>
Participation in community, social and civic activities	11	90	<b>101</b>	11%	89%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	2	<b>2</b>	0%	100%	<b>100%</b>
Assistive products for household tasks	0	4	<b>4</b>	0%	100%	<b>100%</b>
Assistance products for personal care and safety	5	77	<b>82</b>	6%	94%	<b>100%</b>
Communication and information equipment	2	28	<b>30</b>	7%	93%	<b>100%</b>
Customised Prosthetics	0	14	<b>14</b>	0%	100%	<b>100%</b>
Hearing Equipment	0	9	<b>9</b>	0%	100%	<b>100%</b>
Hearing Services	0	1	<b>1</b>	0%	100%	<b>100%</b>
Personal Mobility Equipment	1	29	<b>30</b>	3%	97%	<b>100%</b>
Specialised Hearing Services	0	2	<b>2</b>	0%	100%	<b>100%</b>
Vision Equipment	1	8	<b>9</b>	11%	89%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	12	89	<b>101</b>	12%	88%	<b>100%</b>
Behaviour Support	3	29	<b>32</b>	9%	91%	<b>100%</b>
Community nursing care for high needs	2	18	<b>20</b>	10%	90%	<b>100%</b>
Development of daily living and life skills	8	44	<b>52</b>	15%	85%	<b>100%</b>
Early Intervention supports for early childhood	2	39	<b>41</b>	5%	95%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	1	28	<b>29</b>	3%	97%	<b>100%</b>
Innovative Community Participation	0	19	<b>19</b>	0%	100%	<b>100%</b>
Specialised Driving Training	1	7	<b>8</b>	13%	88%	<b>100%</b>
Therapeutic Supports	20	86	<b>106</b>	19%	81%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	1	11	<b>12</b>	8%	92%	<b>100%</b>
Specialist Disability Accommodation	0	3	<b>3</b>	0%	100%	<b>100%</b>
Vehicle Modifications	0	4	<b>4</b>	0%	100%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	6	61	<b>67</b>	9%	91%	<b>100%</b>
Support Coordination	4	23	<b>27</b>	15%	85%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	15	<b>15</b>	0%	100%	<b>100%</b>
Specialised Supported Employment	1	20	<b>21</b>	5%	95%	<b>100%</b>
<b>Total</b>	<b>45</b>	<b>258</b>	<b>303</b>	<b>15%</b>	<b>85%</b>	<b>100%</b>

**Figure M.15 Distribution of active providers in 2021-22 Q2 by their status in 2021-22 Q1 and payment band in 2021-22 Q2 – Northern Territory <sup>841</sup>**



<sup>841</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

## Part Five: Financial sustainability

Table M.64 Committed supports by financial year (\$m) – Northern Territory <sup>842</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.09	2.1	5.9	20.7	101.3	203.4	392.7	518.8	260.3

Figure M.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Northern Territory

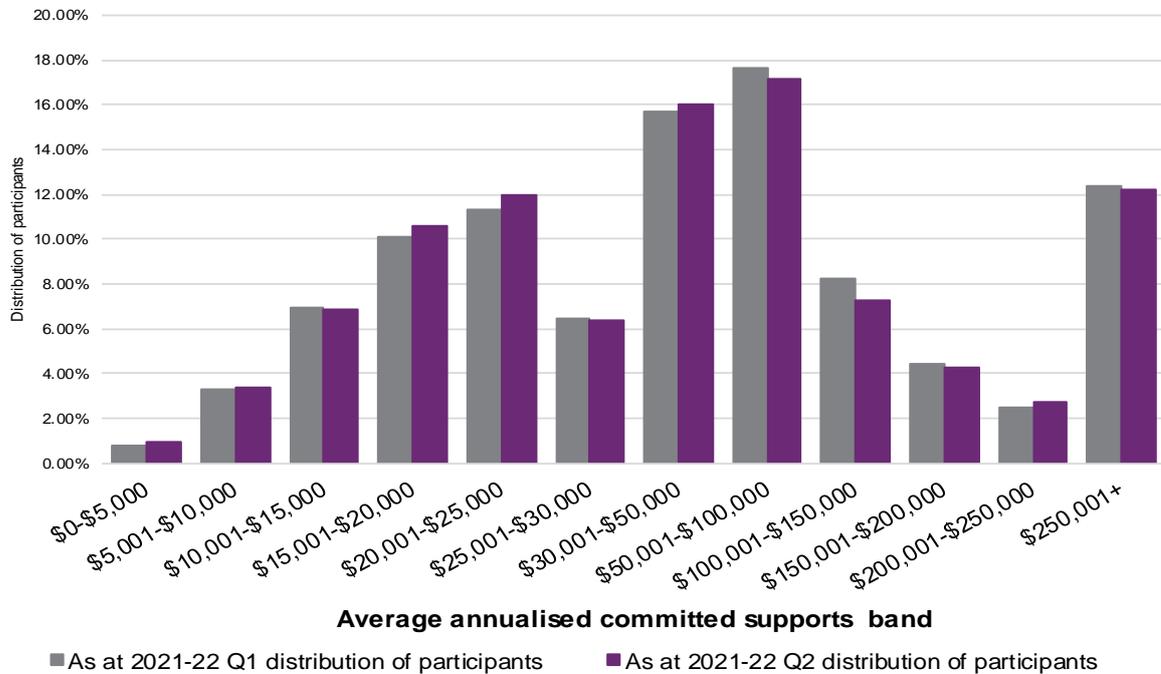
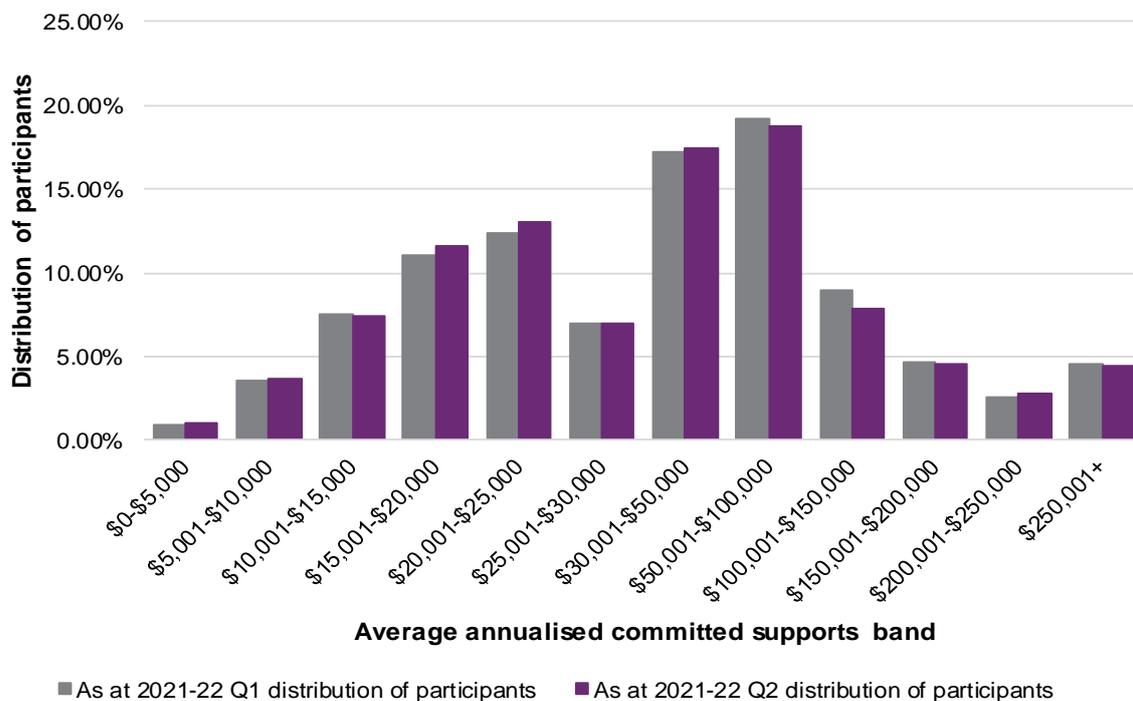


Figure M.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2021-22 Q2 compared with active participants with initial plan approvals as at 2021-22 Q1 – Northern Territory

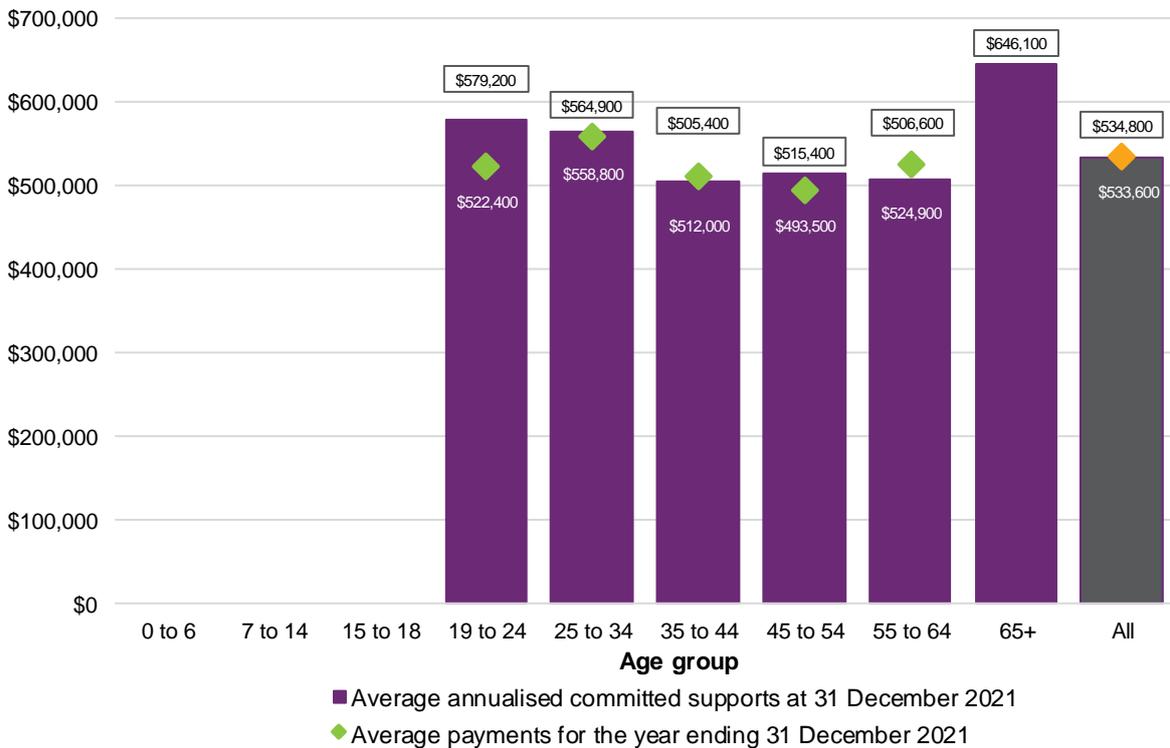


<sup>842</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Northern Territory.

**Figure M.18 Average annualised committed supports and average payments by age group as at 31 December 2021 – Northern Territory** <sup>843</sup>



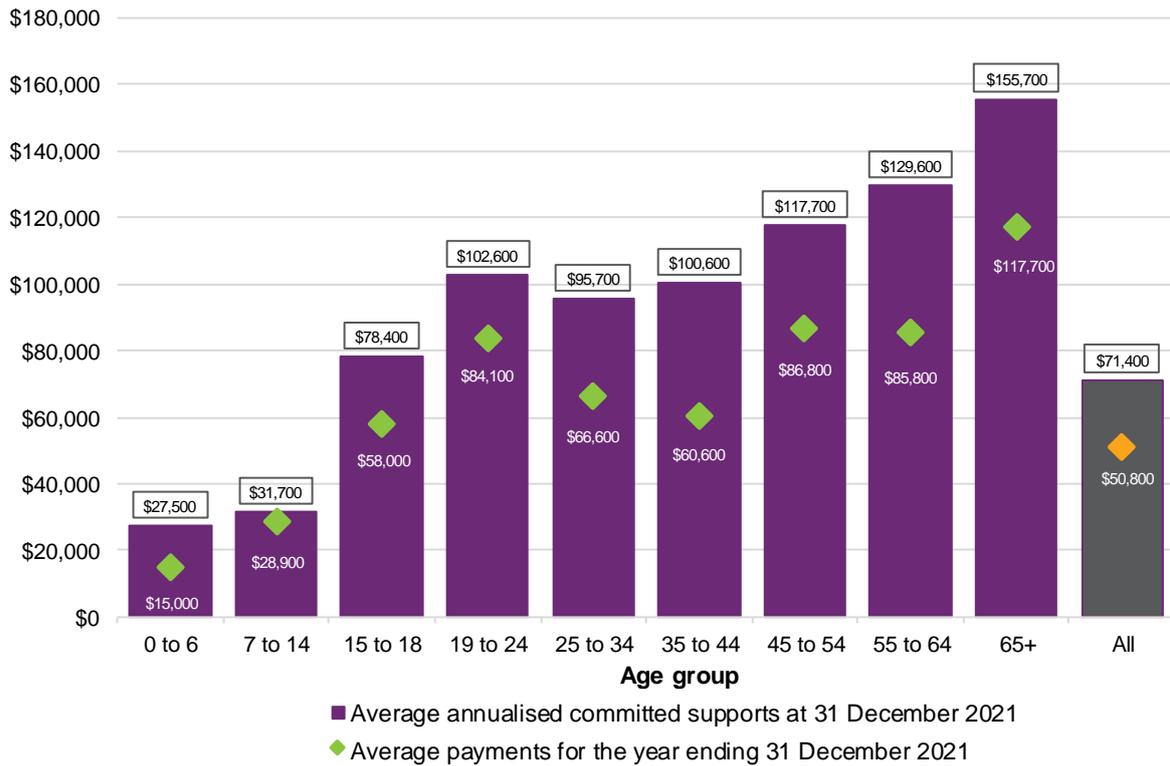
**Figure M.19 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2021 – Northern Territory** <sup>844</sup>



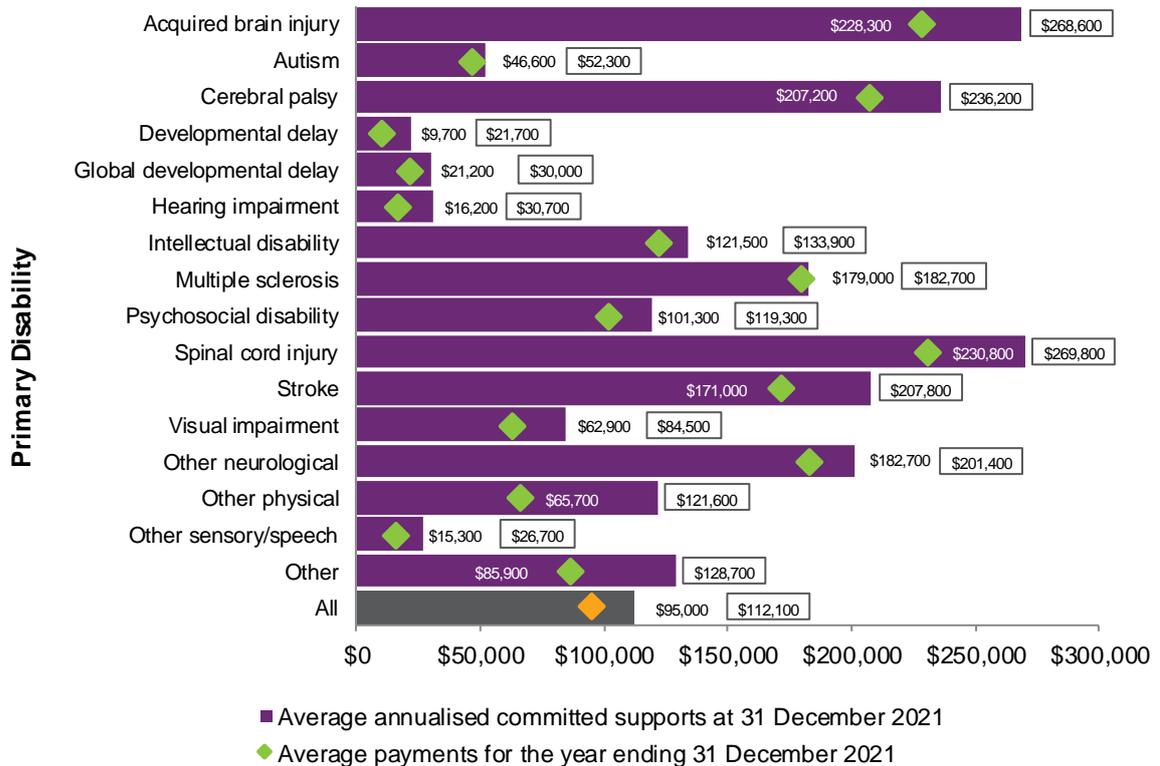
<sup>843</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>844</sup> Ibid.

**Figure M.20 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2021 – Northern Territory** <sup>845</sup>



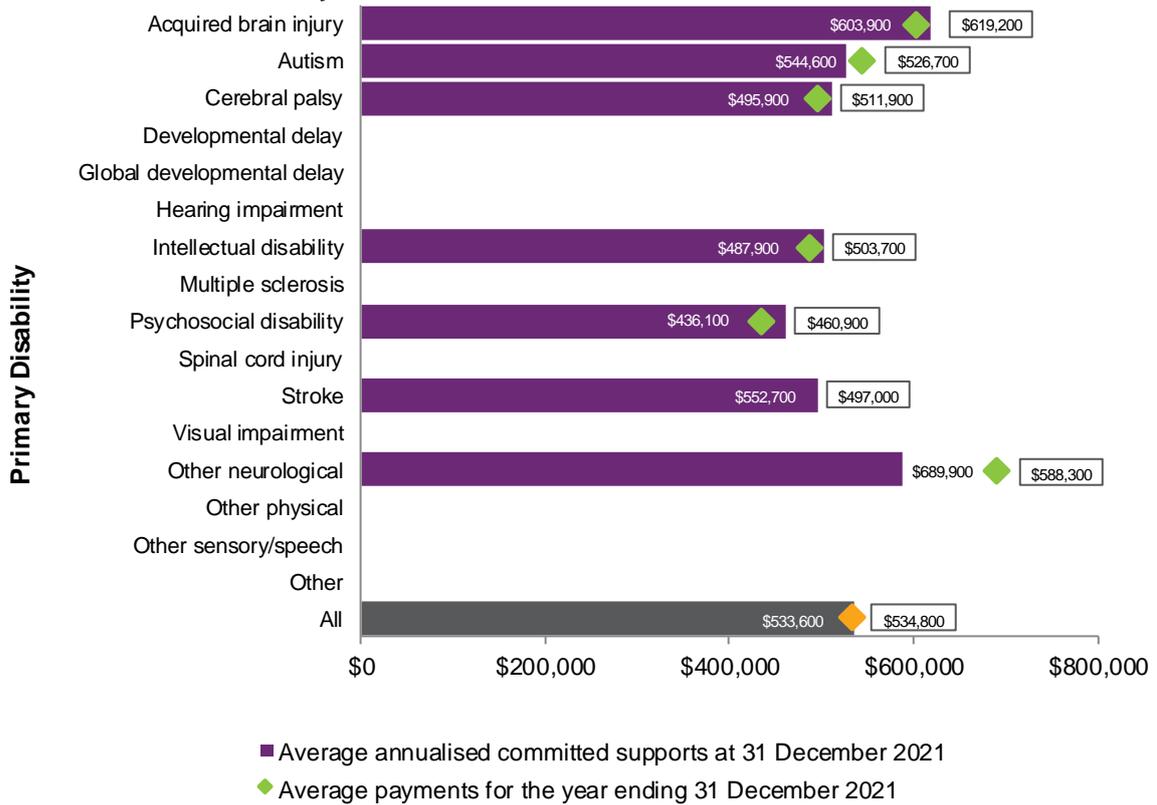
**Figure M.21 Average annualised committed supports and average payments by primary disability as at 31 December 2021 – Northern Territory** <sup>846</sup>



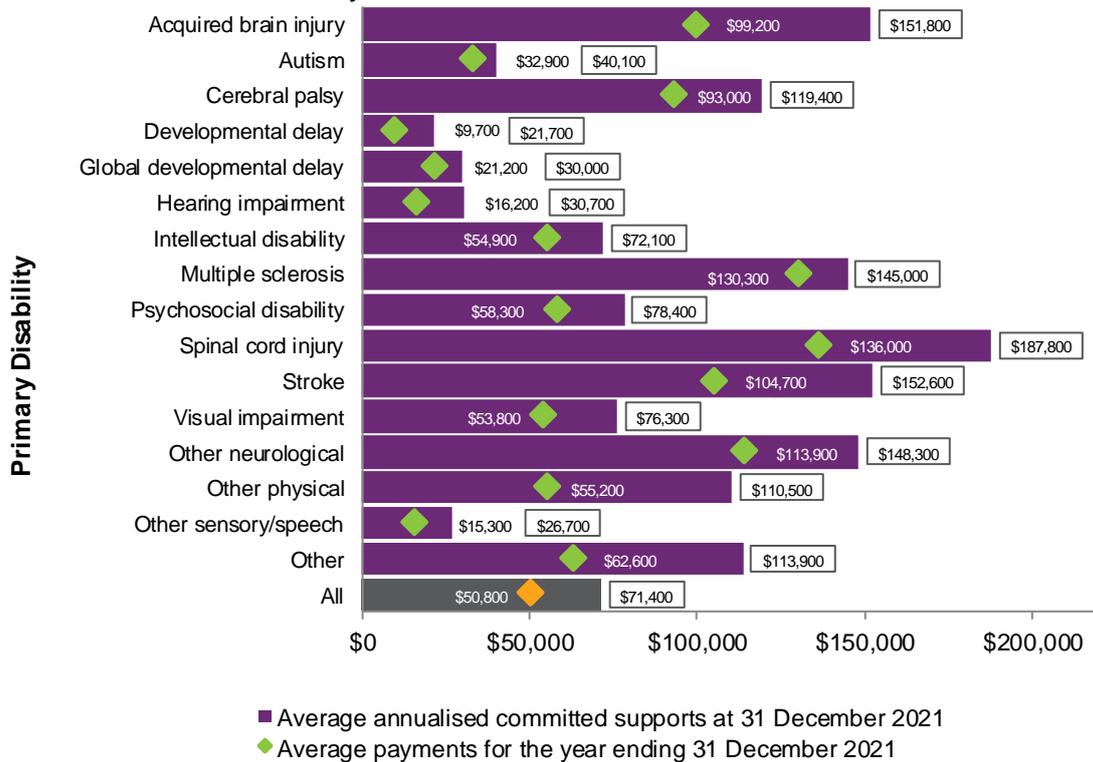
<sup>845</sup> Ibid.

<sup>846</sup> Ibid.

**Figure M.22 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 31 December 2021 – Northern Territory** <sup>847</sup>



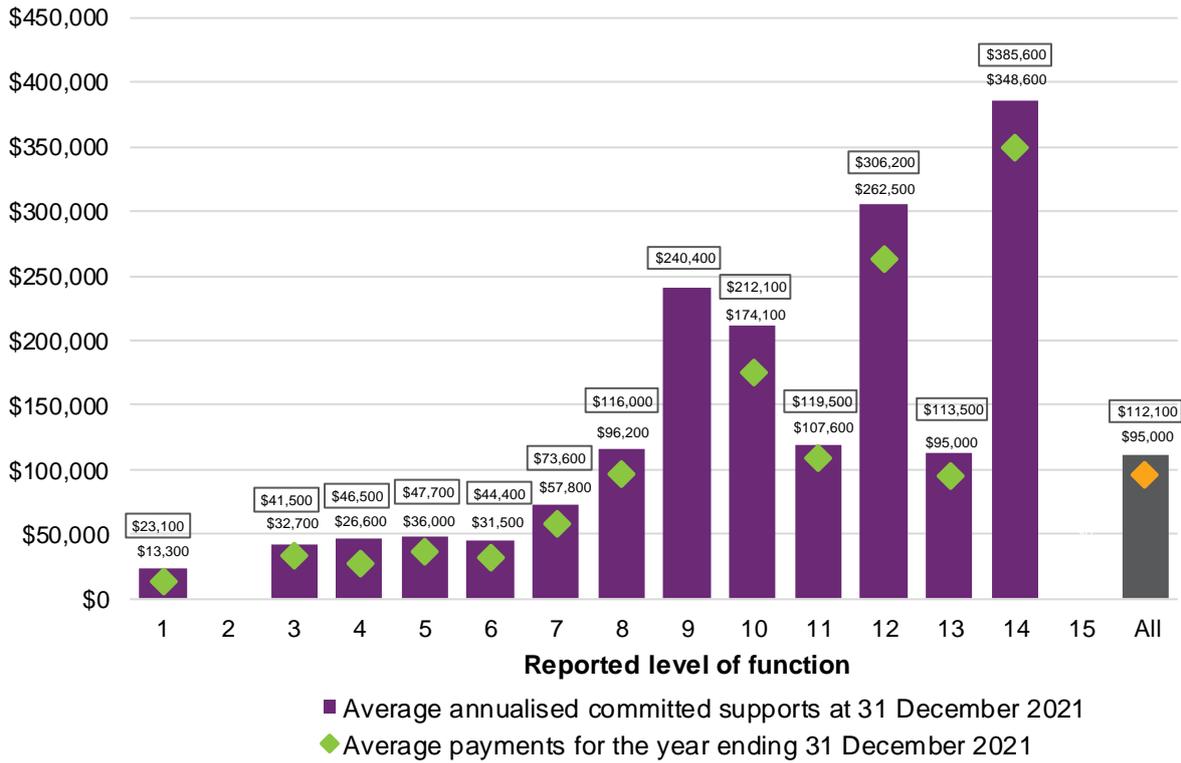
**Figure M.23 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 31 December 2021 – Northern Territory** <sup>848</sup>



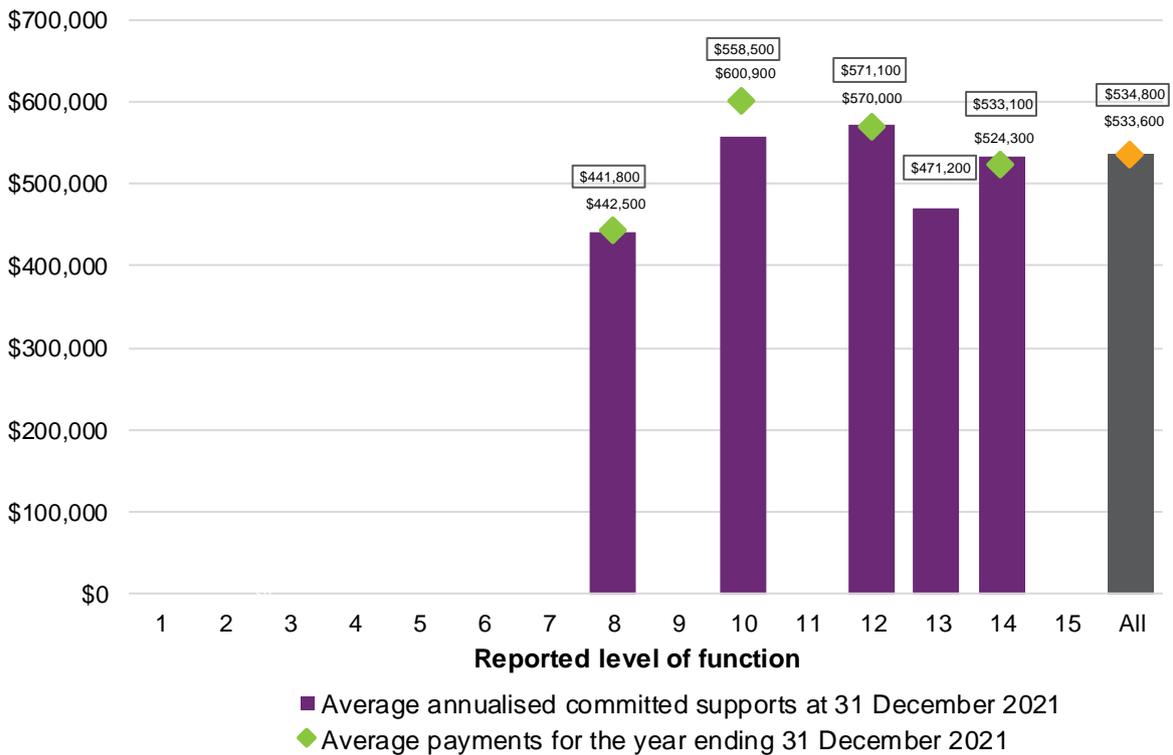
<sup>847</sup> Ibid.

<sup>848</sup> Ibid.

**Figure M.24 Average annualised committed supports and average payments by reported level of function as at 31 December 2021 – Northern Territory** <sup>849</sup>



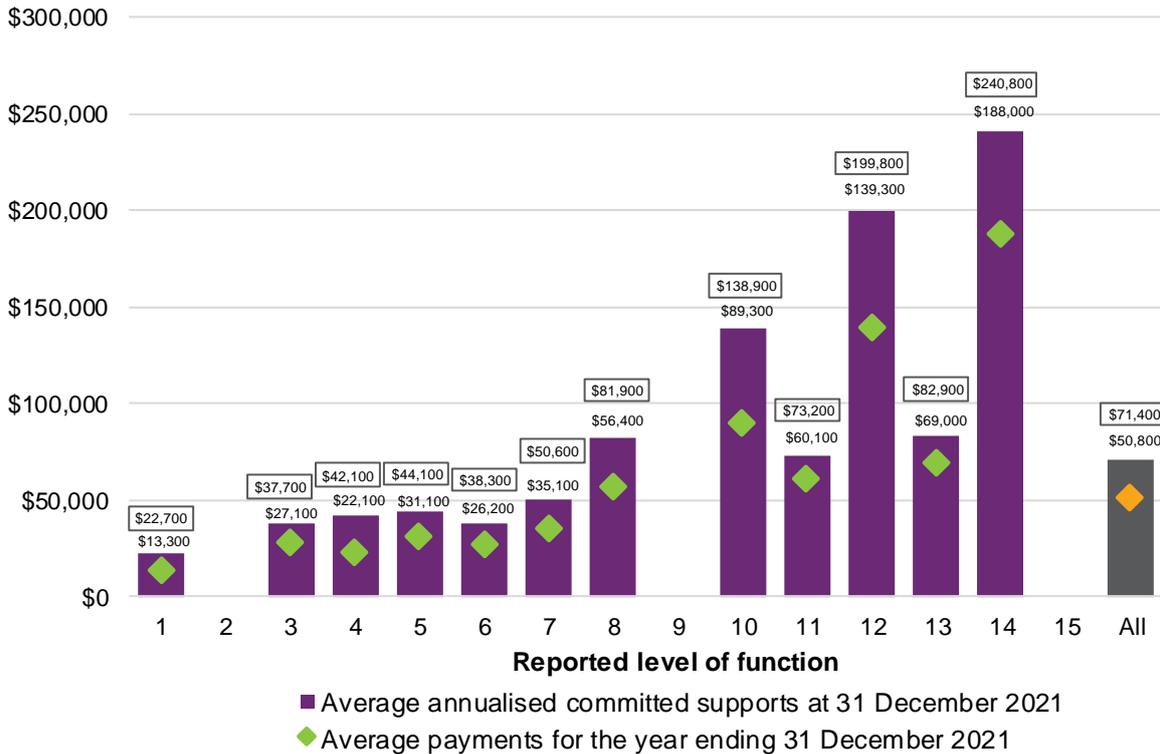
**Figure M.25 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2021 – Northern Territory** <sup>850</sup>



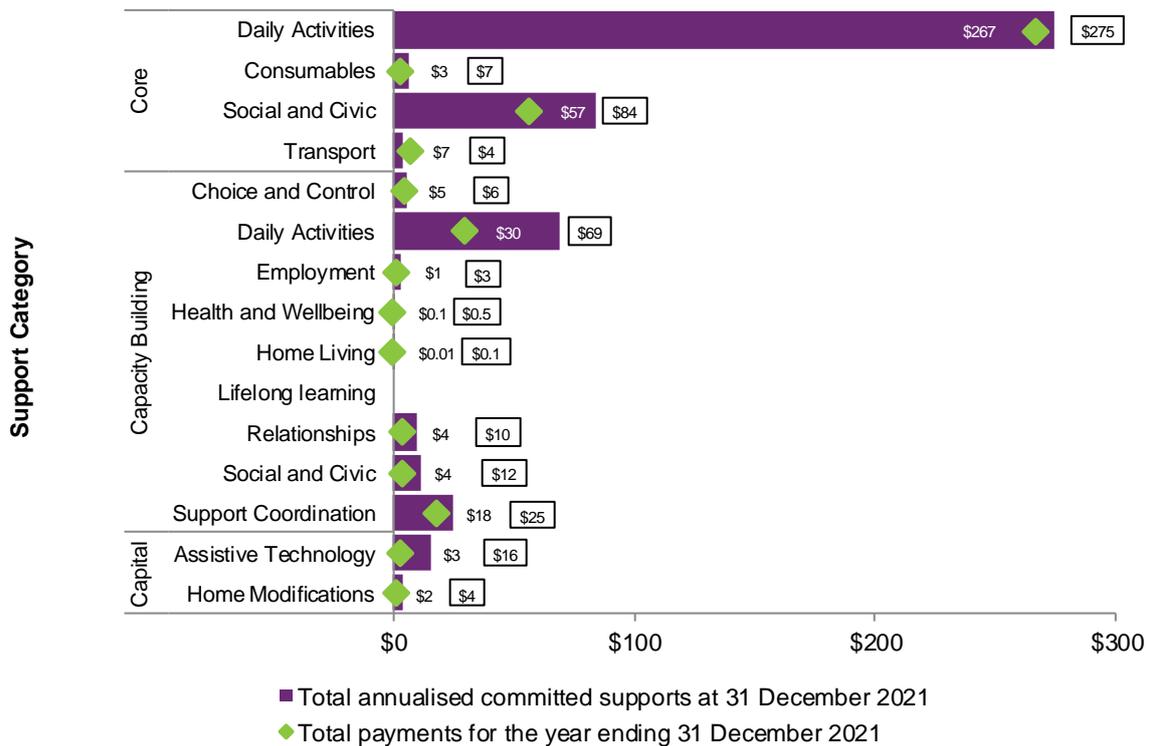
<sup>849</sup> Ibid.

<sup>850</sup> Ibid.

**Figure M.26 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2021 – Northern Territory** <sup>851</sup>



**Figure M.27 Total annualised committed supports and total payments by support category as at 31 December 2021 (\$m) – Northern Territory** <sup>852 853</sup>

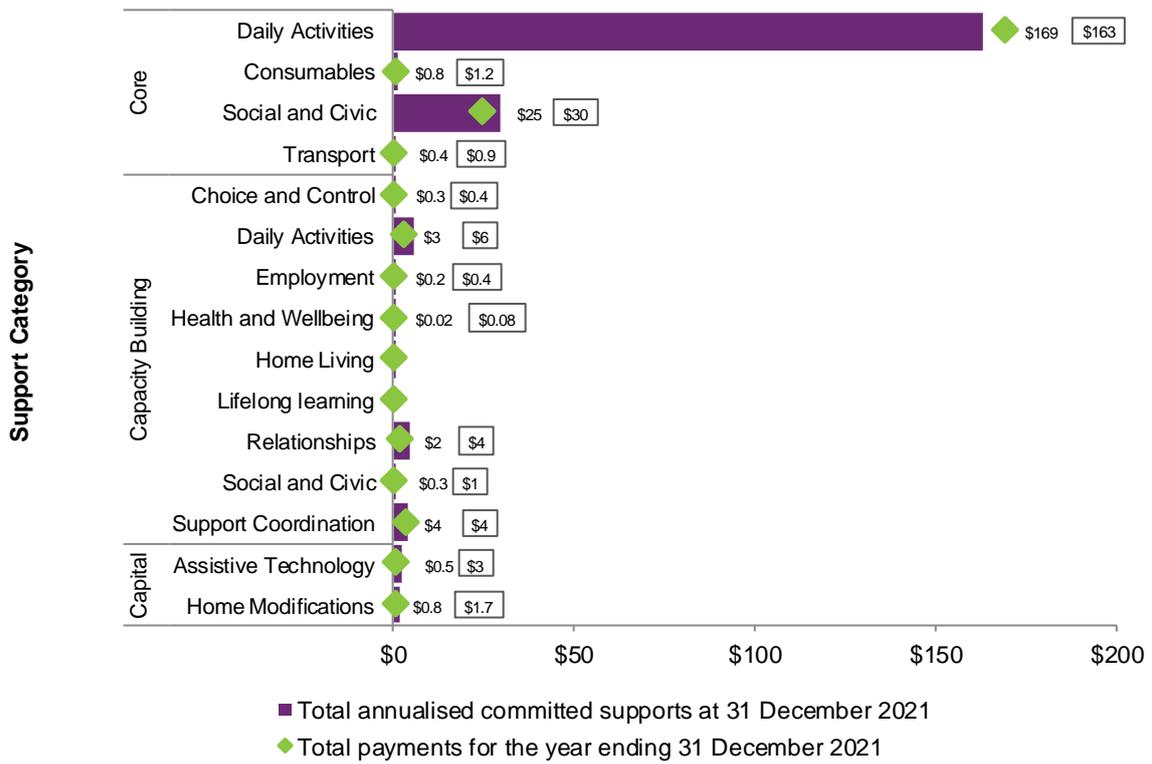


<sup>851</sup> Ibid.

<sup>852</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>853</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

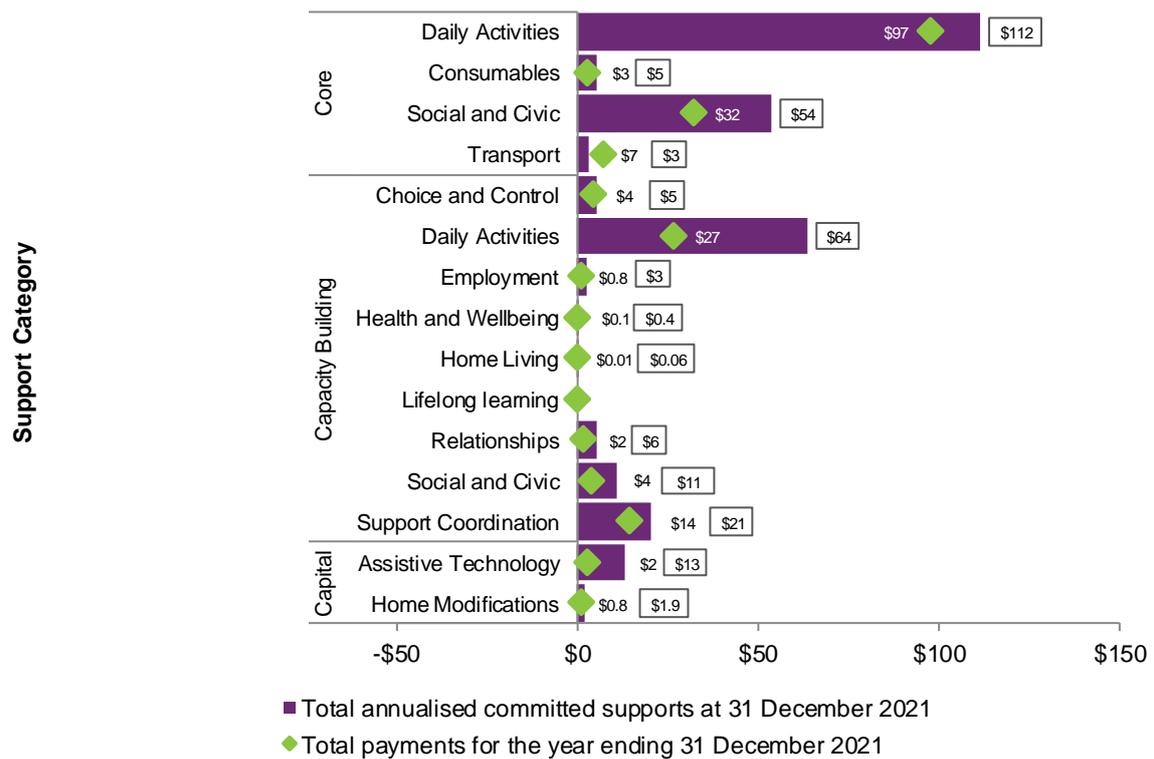
**Figure M.28 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2021 (\$m) – Northern Territory** <sup>854 855</sup>



<sup>854</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>855</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Figure M.29 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2021 (\$m) – Northern Territory** <sup>856 857</sup>



**Table M.65 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory** <sup>858</sup>

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22 to date
Total Committed	0.09	2.1	5.9	20.7	101.3	203.4	392.7	518.8	260.3
Total Paid	0.04	1.7	4.3	12.0	67.6	137.7	267.4	373.4	175.2
% utilised to date	38%	81%	72%	58%	67%	68%	68%	72%	67%

<sup>856</sup> Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021.

<sup>857</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

<sup>858</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

Figure M.30 Utilisation of committed supports as at 30 September 2021 and 31 December 2021 – Northern Territory

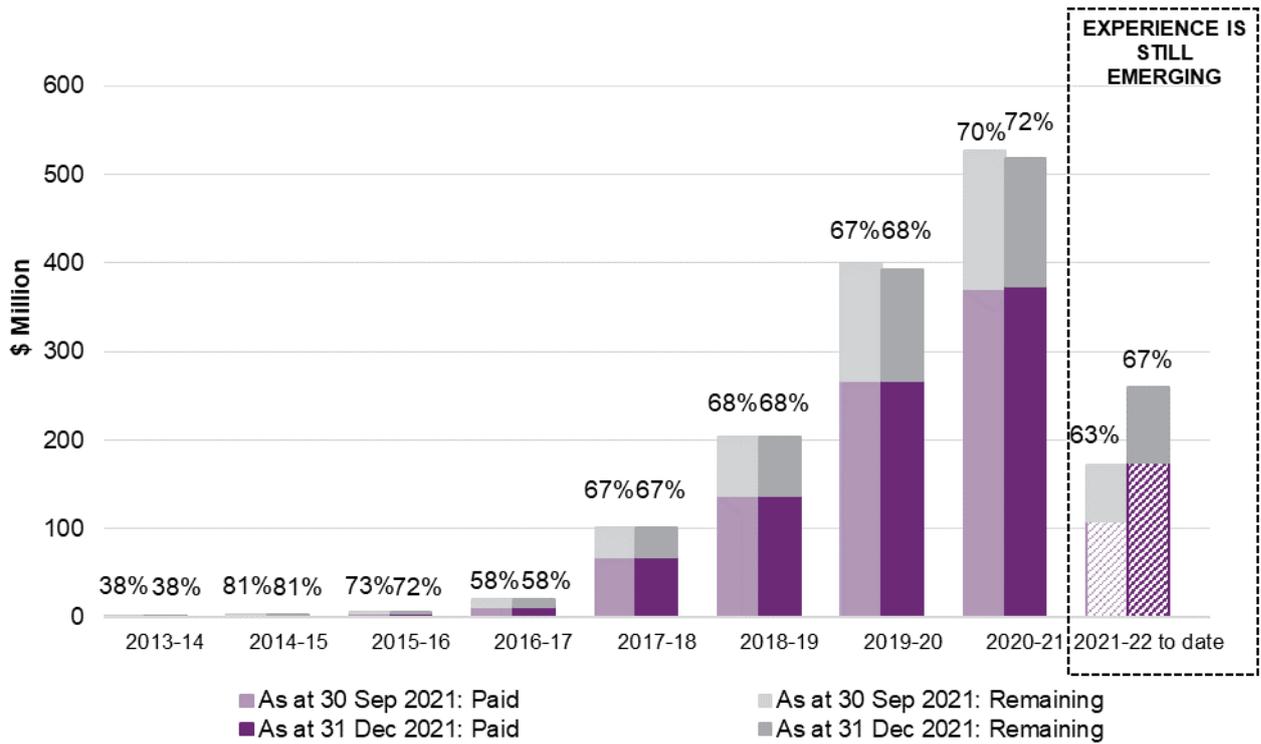
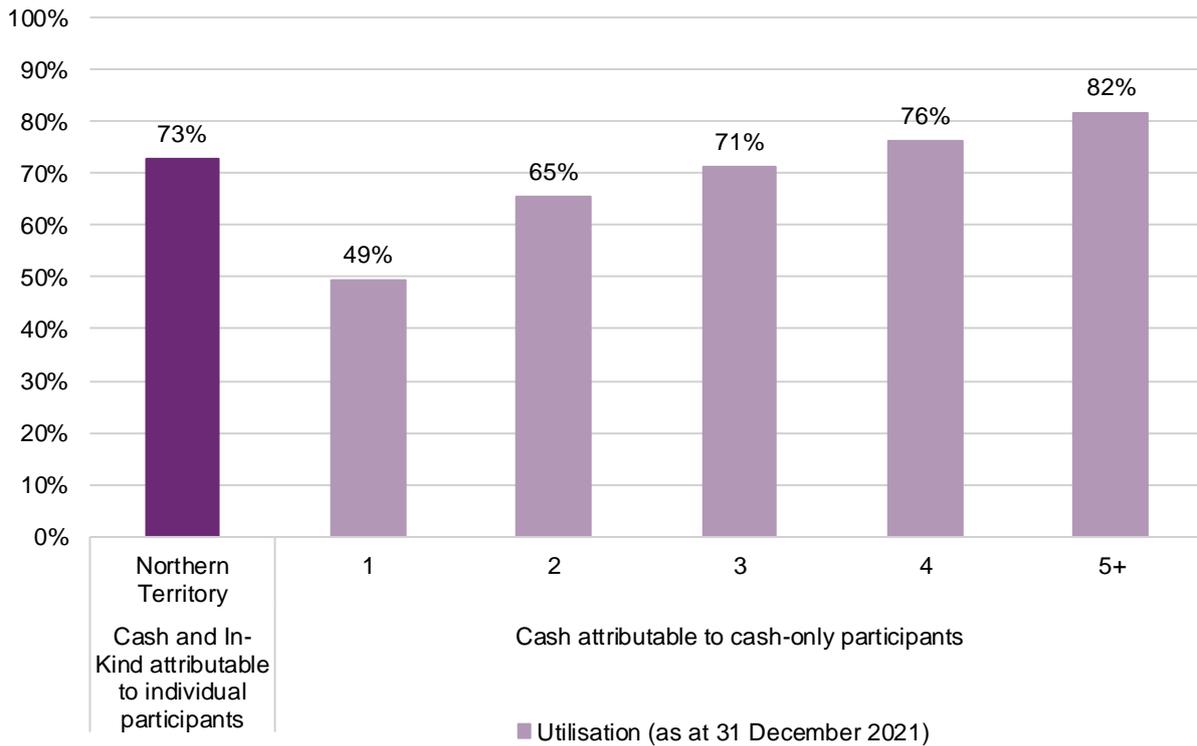


Figure M.31 Utilisation of committed supports by plan number from 1 April 2021 to 30 September 2021 – Northern Territory <sup>859</sup>



<sup>859</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

Figure M.32 Utilisation of committed supports by SIL status from 1 April 2021 to 30 September 2021 – Northern Territory <sup>860</sup>

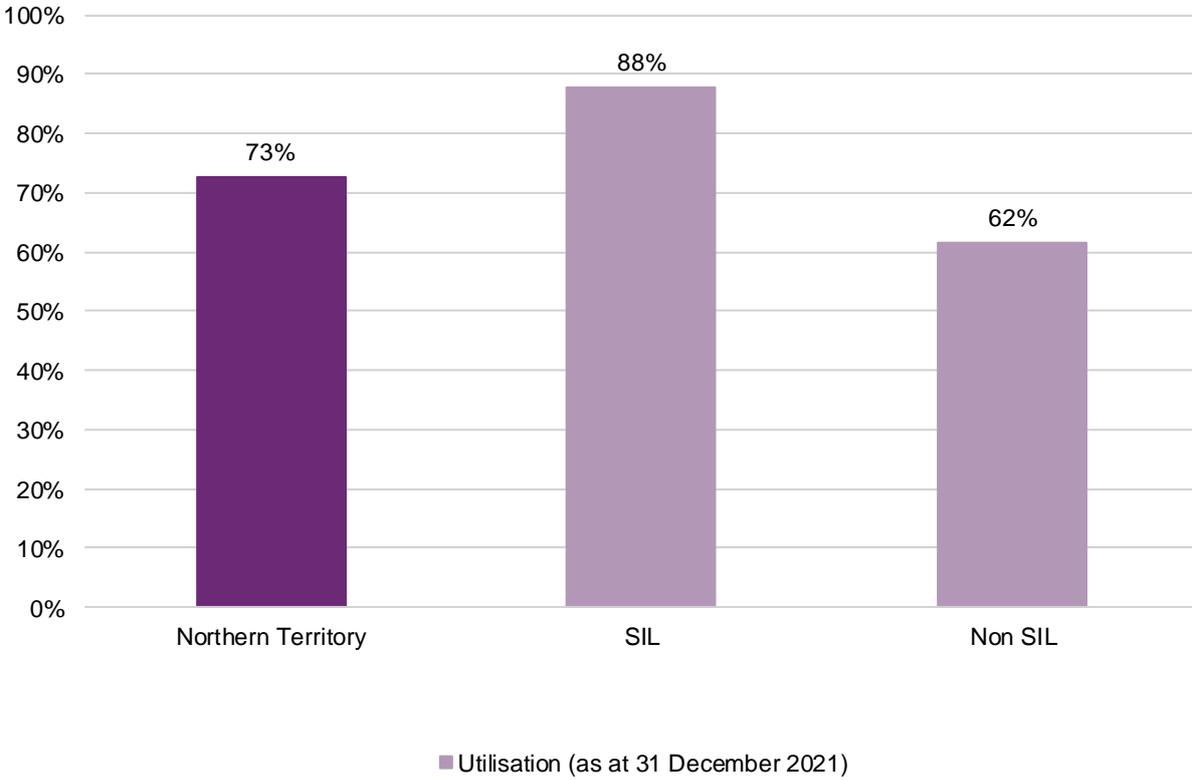
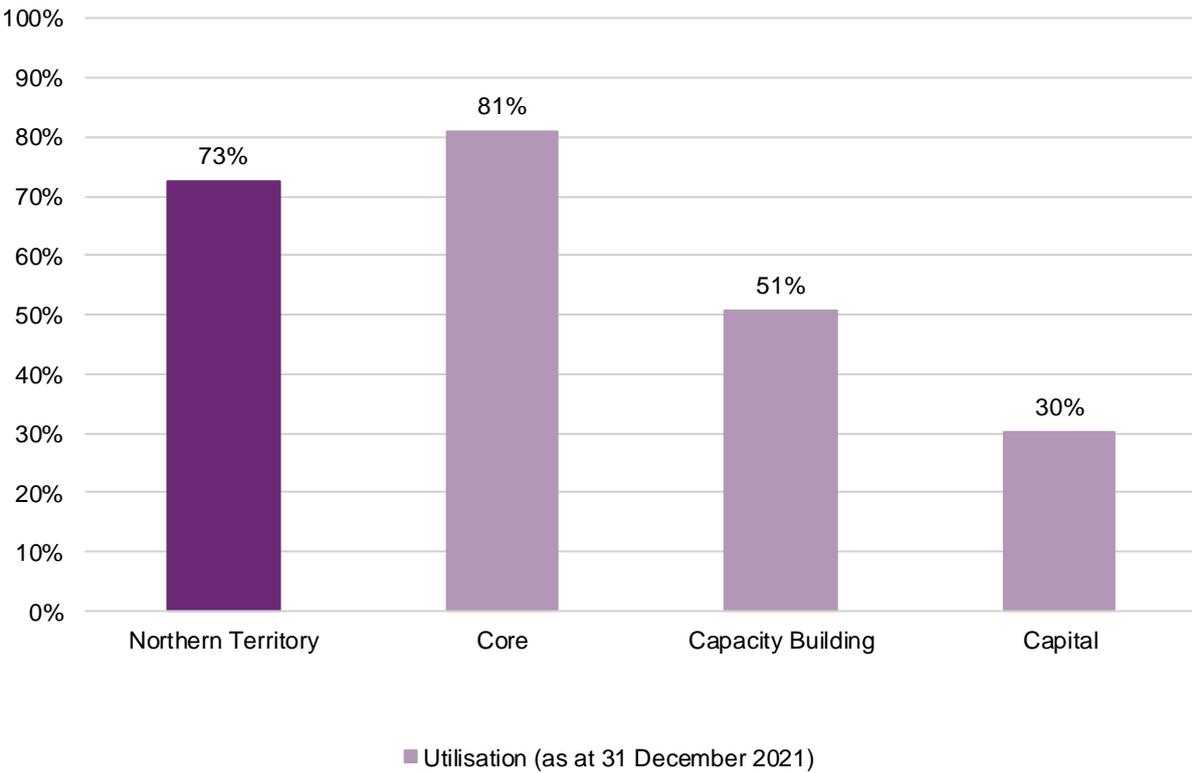


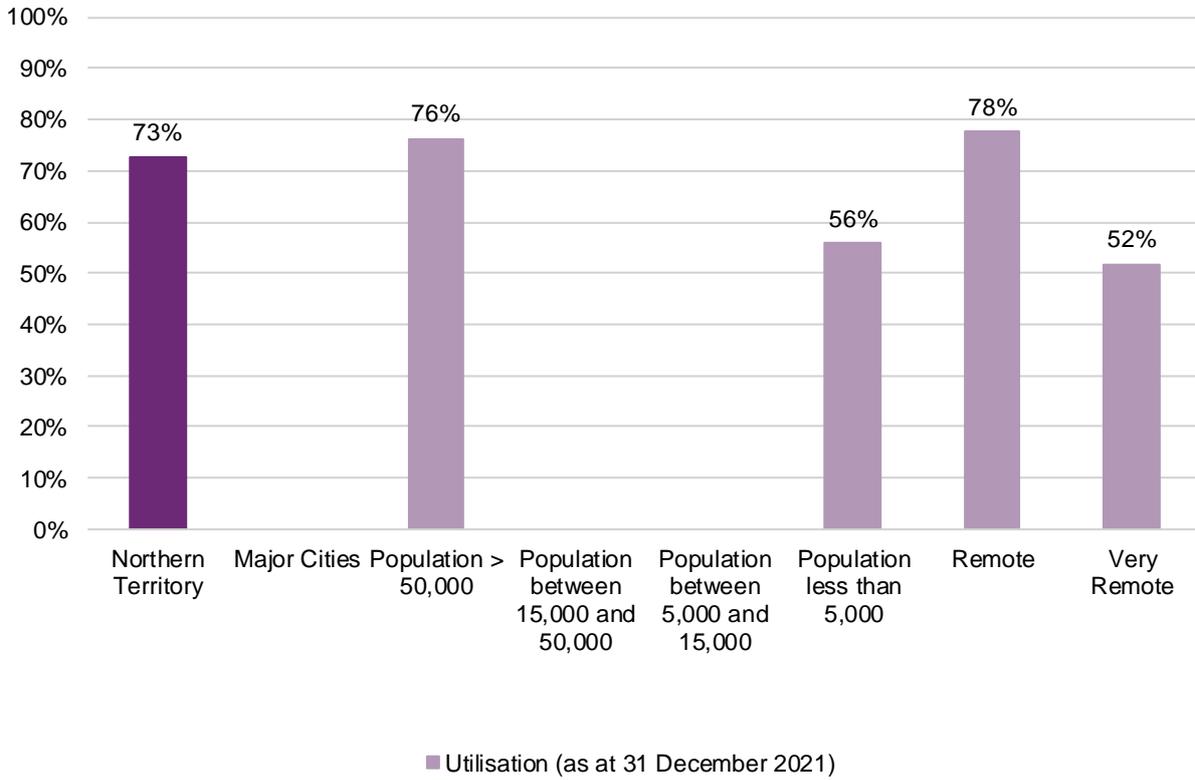
Figure M.33 Utilisation of committed supports by support class from 1 April 2021 to 30 September 2021 – Northern Territory <sup>861</sup>



<sup>860</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown, as experience in the most recent quarter is still emerging.

<sup>861</sup> Ibid.

Figure M.34 Utilisation of committed supports by remoteness from 1 April 2021 to 30 September 2021 – Northern Territory <sup>862 863</sup>



<sup>862</sup> Ibid.

<sup>863</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix N:

## State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

**Table N.1 Active participants including ECA at 31 December 2021** <sup>864 865 866</sup>

State/Territory	Active participant plans		Early Childhood Approach (ECA)	Active participant plans including ECA	
	N	%	N	N	%
NSW	153,585	31%	4,057	157,642	31%
VIC	133,859	27%	3,380	137,239	27%
QLD	102,458	20%	3,087	105,545	21%
WA	43,475	9%	612	44,087	9%
SA	43,963	9%	612	44,575	9%
TAS	11,459	2%	255	11,714	2%
ACT	8,967	2%	134	9,101	2%
NT	4,587	1%	98	4,685	1%
OT	46	0%	0	46	0%
Missing	14	0%	11	25	0%
<b>National</b>	<b>502,413</b>	<b>100%</b>	<b>12,246</b>	<b>514,659</b>	<b>100%</b>

**Table N.2 Number of active participant plans by age at 31 December 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,834	22,338	16,451	5,036	6,122	1,484	1,178	839	<b>77,287</b>
7 to 14	39,086	34,718	27,214	10,743	12,848	2,592	2,304	1,121	<b>130,643</b>
15 to 18	11,666	9,585	8,157	4,108	4,155	993	730	325	<b>39,725</b>
19 to 24	13,754	9,724	7,818	4,076	3,516	1,256	825	311	<b>41,289</b>
25 to 34	13,587	11,742	8,797	4,568	3,371	1,266	792	399	<b>44,526</b>
35 to 44	12,189	11,539	8,345	3,695	3,250	888	799	480	<b>41,189</b>
45 to 54	14,713	13,946	10,075	4,410	4,026	1,215	890	510	<b>49,789</b>
55 to 64	18,096	15,445	12,000	5,246	5,006	1,392	952	479	<b>58,625</b>
65+	6,660	4,822	3,601	1,593	1,669	373	497	123	<b>19,340</b>
<b>Total</b>	<b>153,585</b>	<b>133,859</b>	<b>102,458</b>	<b>43,475</b>	<b>43,963</b>	<b>11,459</b>	<b>8,967</b>	<b>4,587</b>	<b>502,413</b>

**Table N.3 Proportion of active participant plans by age at 31 December 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	16%	12%	14%	13%	13%	18%	<b>15%</b>
7 to 14	25%	26%	27%	25%	29%	23%	26%	24%	<b>26%</b>
15 to 18	8%	7%	8%	9%	9%	9%	8%	7%	<b>8%</b>
19 to 24	9%	7%	8%	9%	8%	11%	9%	7%	<b>8%</b>
25 to 34	9%	9%	9%	11%	8%	11%	9%	9%	<b>9%</b>
35 to 44	8%	9%	8%	8%	7%	8%	9%	10%	<b>8%</b>
45 to 54	10%	10%	10%	10%	9%	11%	10%	11%	<b>10%</b>
55 to 64	12%	12%	12%	12%	11%	12%	11%	10%	<b>12%</b>
65+	4%	4%	4%	4%	4%	3%	6%	3%	<b>4%</b>
<b>Total</b>	<b>100%</b>								

<sup>864</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>865</sup> 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.

<sup>866</sup> There are 14 active participants at 31 December 2021 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 (participants in SIL) by age at 31 December 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	<11
7 to 14	<11	<11	<11	<11	<11	<11	<11	<11	19
15 to 18	54	13	29	26	18	<11	<11	<11	160
19 to 24	725	252	446	173	174	96	30	33	1,929
25 to 34	1,437	744	966	433	391	177	71	80	4,299
35 to 44	1,615	941	954	408	438	140	87	92	4,675
45 to 54	2,200	1,395	1,169	565	612	201	123	99	6,364
55 to 64	2,344	1,458	1,205	582	609	233	119	71	6,621
65+	787	394	265	150	174	62	34	20	1,886
<b>Total</b>	<b>9,167</b>	<b>5,199</b>	<b>5,038</b>	<b>2,346</b>	<b>2,416</b>	<b>918</b>	<b>468</b>	<b>402</b>	<b>25,954</b>

**Table N.5 Proportion of active participant plans (participants in SIL) by age at 31 December 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a								
7 to 14	n/a	0%							
15 to 18	1%	0%	1%	1%	1%	n/a	n/a	n/a	1%
19 to 24	8%	5%	9%	7%	7%	10%	6%	8%	7%
25 to 34	16%	14%	19%	18%	16%	19%	15%	20%	17%
35 to 44	18%	18%	19%	17%	18%	15%	19%	23%	18%
45 to 54	24%	27%	23%	24%	25%	22%	26%	25%	25%
55 to 64	26%	28%	24%	25%	25%	25%	25%	18%	26%
65+	9%	8%	5%	6%	7%	7%	7%	5%	7%
<b>Total</b>	<b>100%</b>								

**Table N.6 Number of active participant plans (participants not in SIL) by age at 31 December 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,834	22,337	16,451	5,036	6,122	1,484	1,178	839	77,286
7 to 14	39,081	34,717	27,210	10,734	12,848	2,592	2,304	1,121	130,624
15 to 18	11,612	9,572	8,128	4,082	4,137	984	726	318	39,565
19 to 24	13,029	9,472	7,372	3,903	3,342	1,160	795	278	39,360
25 to 34	12,150	10,998	7,831	4,135	2,980	1,089	721	319	40,227
35 to 44	10,574	10,598	7,391	3,287	2,812	748	712	388	36,514
45 to 54	12,513	12,551	8,906	3,845	3,414	1,014	767	411	43,425
55 to 64	15,752	13,987	10,795	4,664	4,397	1,159	833	408	52,004
65+	5,873	4,428	3,336	1,443	1,495	311	463	103	17,454
<b>Total</b>	<b>144,418</b>	<b>128,660</b>	<b>97,420</b>	<b>41,129</b>	<b>41,547</b>	<b>10,541</b>	<b>8,499</b>	<b>4,185</b>	<b>476,459</b>

**Table N.7 Proportion of active participant plans (participants not in SIL) by age at 31 December 2021**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	17%	17%	12%	15%	14%	14%	20%	16%
7 to 14	27%	27%	28%	26%	31%	25%	27%	27%	27%
15 to 18	8%	7%	8%	10%	10%	9%	9%	8%	8%
19 to 24	9%	7%	8%	9%	8%	11%	9%	7%	8%
25 to 34	8%	9%	8%	10%	7%	10%	8%	8%	8%
35 to 44	7%	8%	8%	8%	7%	7%	8%	9%	8%
45 to 54	9%	10%	9%	9%	8%	10%	9%	10%	9%
55 to 64	11%	11%	11%	11%	11%	11%	10%	10%	11%
65+	4%	3%	3%	4%	4%	3%	5%	2%	4%
<b>Total</b>	<b>100%</b>								

**Table N.8 Number of active participant plans by disability at 31 December 2021** <sup>867 868</sup>

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	50,227	41,328	35,722	15,298	16,989	3,624	2,870	1,037	167,111
Intellectual disability	30,117	25,310	16,986	8,538	8,056	2,792	1,460	880	94,154
Psychosocial disability	15,640	17,473	9,905	4,489	3,072	962	1,103	468	53,123
Developmental delay	11,748	14,673	8,888	1,690	3,033	775	759	555	42,125
Hearing impairment	7,520	5,917	5,512	1,856	1,763	441	441	195	23,645
Other neurological	6,502	4,957	4,281	2,057	1,579	453	377	207	20,416
Other physical	5,681	4,218	4,549	1,775	1,761	361	537	202	19,088
Cerebral palsy	5,458	4,030	3,582	1,715	1,230	422	296	195	16,928
Acquired brain injury	4,487	4,018	3,499	1,351	1,616	439	215	276	15,901
Global developmental delay	3,592	2,061	1,880	1,166	1,470	218	153	107	10,648
Visual impairment	3,000	2,756	1,628	771	761	198	174	67	9,355
Multiple sclerosis	2,558	2,825	1,505	863	822	314	201	22	9,110
Stroke	2,676	1,695	1,665	587	544	146	133	156	7,603
Spinal cord injury	1,754	888	1,411	606	428	109	76	79	5,352
Other	1,660	1,108	1,169	589	370	164	92	110	5,266
Other sensory/speech	965	602	276	124	469	41	80	31	2,588
<b>Total</b>	<b>153,585</b>	<b>133,859</b>	<b>102,458</b>	<b>43,475</b>	<b>43,963</b>	<b>11,459</b>	<b>8,967</b>	<b>4,587</b>	<b>502,413</b>

**Table N.9 Proportion of active participant plans by disability at 31 December 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	33%	31%	35%	35%	39%	32%	32%	23%	33%
Intellectual disability	20%	19%	17%	20%	18%	24%	16%	19%	19%
Psychosocial disability	10%	13%	10%	10%	7%	8%	12%	10%	11%
Developmental delay	8%	11%	9%	4%	7%	7%	8%	12%	8%
Hearing impairment	5%	4%	5%	4%	4%	4%	5%	4%	5%
Other neurological	4%	4%	4%	5%	4%	4%	4%	5%	4%
Other physical	4%	3%	4%	4%	4%	3%	6%	4%	4%
Cerebral palsy	4%	3%	3%	4%	3%	4%	3%	4%	3%
Acquired brain injury	3%	3%	3%	3%	4%	4%	2%	6%	3%
Global developmental delay	2%	2%	2%	3%	3%	2%	2%	2%	2%
Visual impairment	2%	2%	2%	2%	2%	2%	2%	1%	2%
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	2%
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other sensory/speech	1%	0%	0%	0%	1%	0%	1%	1%	1%
<b>Total</b>	<b>100%</b>								

<sup>867</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the Intellectual Disability group.

<sup>868</sup> Down syndrome is included in intellectual disability.

**Table N.10 Number of active participant plans (participants in SIL) by disability at 31 December 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	972	571	566	337	283	145	56	26	<b>2,956</b>
Intellectual disability	4,759	3,128	2,587	1,206	1,397	421	211	126	<b>13,835</b>
Psychosocial disability	1,375	270	411	95	113	109	77	50	<b>2,500</b>
Developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
Hearing impairment	<11	<11	<11	<11	<11	<11	<11	<11	<b>11</b>
Other neurological	349	153	268	120	98	37	28	25	<b>1,078</b>
Other physical	57	27	48	17	21	<11	<11	<11	<b>186</b>
Cerebral palsy	766	582	456	246	186	76	41	58	<b>2,411</b>
Acquired brain injury	561	295	464	223	232	87	30	69	<b>1,961</b>
Global developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
Visual impairment	28	11	23	11	11	<11	<11	<11	<b>94</b>
Multiple sclerosis	45	79	49	29	29	<11	<11	<11	<b>248</b>
Stroke	144	47	98	31	24	12	<11	25	<b>388</b>
Spinal cord injury	58	20	37	25	15	<11	<11	13	<b>173</b>
Other	51	<11	27	<11	<11	<11	<11	<11	<b>112</b>
Other sensory/speech	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
<b>Total</b>	<b>9,167</b>	<b>5,199</b>	<b>5,038</b>	<b>2,346</b>	<b>2,416</b>	<b>918</b>	<b>468</b>	<b>402</b>	<b>25,954</b>

**Table N.11 Proportion of active participant plans (participants in SIL) by disability at 31 December 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	11%	11%	11%	14%	12%	16%	12%	6%	<b>11%</b>
Intellectual disability	52%	60%	51%	51%	58%	46%	45%	31%	<b>53%</b>
Psychosocial disability	15%	5%	8%	4%	5%	12%	16%	12%	<b>10%</b>
Developmental delay	n/a	<b>n/a</b>							
Hearing impairment	n/a	<b>0%</b>							
Other neurological	4%	3%	5%	5%	4%	4%	6%	6%	<b>4%</b>
Other physical	1%	1%	1%	1%	1%	n/a	n/a	n/a	<b>1%</b>
Cerebral palsy	8%	11%	9%	10%	8%	8%	9%	14%	<b>9%</b>
Acquired brain injury	6%	6%	9%	10%	10%	9%	6%	17%	<b>8%</b>
Global developmental delay	n/a	<b>n/a</b>							
Visual impairment	0%	0%	0%	0%	0%	n/a	n/a	n/a	<b>0%</b>
Multiple sclerosis	0%	2%	1%	1%	1%	n/a	n/a	n/a	<b>1%</b>
Stroke	2%	1%	2%	1%	1%	1%	n/a	6%	<b>1%</b>
Spinal cord injury	1%	0%	1%	1%	1%	n/a	n/a	3%	<b>1%</b>
Other	1%	n/a	1%	n/a	n/a	n/a	n/a	n/a	<b>0%</b>
Other sensory/speech	n/a	<b>n/a</b>							
<b>Total</b>	<b>100%</b>								

**Table N.12 Number of active participant plans (participants not in SIL) by disability at 31 December 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	49,255	40,757	35,156	14,961	16,706	3,479	2,814	1,011	164,155
Intellectual disability	25,358	22,182	14,399	7,332	6,659	2,371	1,249	754	80,319
Psychosocial disability	14,265	17,203	9,494	4,394	2,959	853	1,026	418	50,623
Developmental delay	11,748	14,673	8,888	1,690	3,033	775	759	555	42,125
Hearing impairment	7,518	5,911	5,509	1,856	1,763	441	441	195	23,634
Other neurological	6,153	4,804	4,013	1,937	1,481	416	349	182	19,338
Other physical	5,624	4,191	4,501	1,758	1,740	352	534	198	18,902
Cerebral palsy	4,692	3,448	3,126	1,469	1,044	346	255	137	14,517
Acquired brain injury	3,926	3,723	3,035	1,128	1,384	352	185	207	13,940
Global developmental delay	3,592	2,061	1,880	1,166	1,470	218	153	107	10,648
Visual impairment	2,972	2,745	1,605	760	750	190	174	65	9,261
Multiple sclerosis	2,513	2,746	1,456	834	793	306	193	21	8,862
Stroke	2,532	1,648	1,567	556	520	134	126	131	7,215
Spinal cord injury	1,696	868	1,374	581	413	106	74	66	5,179
Other	1,609	1,098	1,142	583	363	161	87	107	5,154
Other sensory/speech	965	602	275	124	469	41	80	31	2,587
<b>Total</b>	<b>144,418</b>	<b>128,660</b>	<b>97,420</b>	<b>41,129</b>	<b>41,547</b>	<b>10,541</b>	<b>8,499</b>	<b>4,185</b>	<b>476,459</b>

**Table N.13 Proportion of active participant plans (participants not in SIL) by disability at 31 December 2021**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	32%	36%	36%	40%	33%	33%	24%	34%
Intellectual disability	18%	17%	15%	18%	16%	22%	15%	18%	17%
Psychosocial disability	10%	13%	10%	11%	7%	8%	12%	10%	11%
Developmental delay	8%	11%	9%	4%	7%	7%	9%	13%	9%
Hearing impairment	5%	5%	6%	5%	4%	4%	5%	5%	5%
Other neurological	4%	4%	4%	5%	4%	4%	4%	4%	4%
Other physical	4%	3%	5%	4%	4%	3%	6%	5%	4%
Cerebral palsy	3%	3%	3%	4%	3%	3%	3%	3%	3%
Acquired brain injury	3%	3%	3%	3%	3%	3%	2%	5%	3%
Global developmental delay	2%	2%	2%	3%	4%	2%	2%	3%	2%
Visual impairment	2%	2%	2%	2%	2%	2%	2%	2%	2%
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	1%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	2%
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	1%	1%	2%	1%	3%	1%
Other sensory/speech	1%	0%	0%	0%	1%	0%	1%	1%	1%
<b>Total</b>	<b>100%</b>								

**Table N.14 Number of active participant plans by other characteristics at 31 December 2021** <sup>869 870</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	12,116	4,130	9,830	3,317	2,640	1,034	400	2,295	35,773
Culturally and linguistically diverse	16,576	15,731	5,540	3,540	3,172	361	959	299	46,191
Residing in remote and very remote areas	619	56	1,805	1,964	1,146	151	0	1,910	7,693
Younger people in residential aged care (under 65)	954	929	524	257	171	65	10	28	2,938
With supported independent living	9,167	5,199	5,038	2,346	2,416	918	468	402	25,954
With specialised disability accommodation	5,762	5,495	1,969	1,222	1,775	393	212	143	16,972

<sup>869</sup> Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the numbers of participants in SIL include an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system.

<sup>870</sup> The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

**Table N.15 Proportion of active participant plans by other characteristics at 31 December 2021** <sup>871</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	7.9%	3.1%	9.6%	7.6%	6.0%	9.0%	4.5%	50.0%	<b>7.1%</b>
Culturally and linguistically diverse	10.8%	11.8%	5.4%	8.1%	7.2%	3.2%	10.7%	6.5%	<b>9.2%</b>
Residing in remote and very remote areas	0.4%	0.0%	1.8%	4.5%	2.6%	1.3%	0.0%	41.6%	<b>1.5%</b>
With supported independent living	6.0%	3.9%	4.9%	5.4%	5.5%	8.0%	5.2%	8.8%	<b>5.2%</b>
With specialised disability accommodation	3.8%	4.1%	1.9%	2.8%	4.0%	3.4%	2.4%	3.1%	<b>3.4%</b>

**Table N.16 Participation rates by age at 31 December 2021** <sup>872</sup>

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.49%	4.08%	4.00%	2.24%	4.62%	3.68%	3.03%	3.65%	<b>3.68%</b>
7-14	4.83%	5.31%	4.97%	3.90%	7.62%	5.02%	5.25%	4.34%	<b>5.07%</b>
15-18	3.06%	3.14%	3.13%	3.22%	5.09%	3.91%	3.86%	2.76%	<b>3.28%</b>
19-24	2.17%	1.79%	1.96%	2.09%	2.67%	3.40%	2.16%	1.71%	<b>2.07%</b>
25-34	1.10%	1.09%	1.20%	1.21%	1.47%	1.89%	1.13%	0.92%	<b>1.16%</b>
35-44	1.09%	1.23%	1.22%	0.99%	1.47%	1.44%	1.21%	1.31%	<b>1.18%</b>
45-54	1.46%	1.69%	1.52%	1.30%	1.86%	1.81%	1.63%	1.68%	<b>1.55%</b>
55-64	1.91%	2.07%	2.00%	1.71%	2.28%	1.91%	2.16%	1.97%	<b>1.98%</b>
<b>0-64</b>	<b>2.16%</b>	<b>2.29%</b>	<b>2.31%</b>	<b>1.88%</b>	<b>3.02%</b>	<b>2.62%</b>	<b>2.25%</b>	<b>2.10%</b>	<b>2.26%</b>

**Table N.17 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	83%	79%	77%	72%	75%	Numbers are too small	Numbers are too small	Numbers are too small	77%
The Pre-Planning Process	81%	78%	78%	67%	70%	Numbers are too small	Numbers are too small	Numbers are too small	76%
The Planning Process	83%	86%	82%	81%	81%	82%	77%	68%	83%
The Review Process	75%	75%	66%	62%	61%	72%	67%	60%	70%

**Table N.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control'** <sup>873</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	24%	20%	18%	24%	26%	17%	30%	11%	<b>21%</b>
Latest Review	25%	20%	18%	25%	26%	18%	31%	14%	<b>22%</b>
Participants (15 and over) in community									
Baseline	35%	36%	38%	41%	37%	30%	37%	46%	<b>36%</b>
Latest Review	47%	42%	46%	44%	41%	34%	44%	48%	<b>44%</b>
Parent and carer employment rate									
Baseline	49%	45%	43%	46%	46%	41%	56%	51%	<b>46%</b>
Latest Review	52%	48%	45%	49%	49%	44%	62%	53%	<b>50%</b>
Participant (15 and over) choice and control									
First Review	65%	62%	72%	71%	64%	67%	70%	55%	<b>66%</b>
Latest Review	75%	75%	81%	76%	73%	73%	78%	67%	<b>76%</b>

<sup>871</sup> Ibid.

<sup>872</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>873</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2019 and have had a second plan review to date.

**Table N.19 Distribution of active participant by method of Financial Plan Management at 31 December 2021** <sup>874 875</sup>

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	20%	26%	24%	18%	19%	15%	34%	10%	<b>22%</b>
Self-managed partly	8%	9%	6%	15%	5%	8%	10%	6%	<b>8%</b>
Plan-managed	48%	57%	57%	39%	65%	56%	44%	67%	<b>53%</b>
Agency-managed	24%	9%	13%	28%	12%	21%	12%	16%	<b>17%</b>
<b>Total</b>	<b>100%</b>								

**Table N.20 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%	15%	13%	14%	9%	9%	19%	4%	<b>12%</b>
Plan-managed	33%	48%	44%	27%	46%	27%	45%	30%	<b>39%</b>
Agency-managed	57%	37%	43%	59%	45%	64%	35%	66%	<b>48%</b>
<b>Total</b>	<b>100%</b>								

**Table N.21 Estimated number of plan reviews - excluding plans less than 31 days** <sup>876</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2021-22 Q2	38,034	28,002	18,281	8,871	8,760	2,837	1,626	599	<b>107,022</b>
Total number of plan reviews (transition only)	461,395	315,549	210,587	76,116	118,769	30,339	32,285	8,605	<b>1,253,750</b>

**Table N.22 Number and rates of participant complaints** <sup>877 878</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2021-22 Q2	2,130	2,163	1,622	869	840	155	149	94	<b>8,679</b>
% of the number of active participants	5.7%	6.7%	6.6%	8.3%	7.9%	5.6%	6.8%	8.6%	<b>7.0%</b>
All participant complaints	34,939	26,937	16,720	6,850	13,149	1,986	2,509	750	<b>112,358</b>
% of the number of active participants	6.6%	7.3%	6.8%	6.9%	9.3%	5.8%	5.9%	6.6%	<b>7.9%</b>

**Table N.23 Duration to plan activation for active participants** <sup>879</sup>

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	69%	67%	69%	70%	68%	68%	59%	65%	<b>68%</b>
30 to 59 days	12%	12%	12%	11%	11%	11%	15%	12%	<b>12%</b>
60 to 89 days	5%	6%	5%	5%	6%	5%	7%	6%	<b>5%</b>
90 to 119 days	3%	3%	3%	3%	3%	3%	3%	4%	<b>3%</b>
120 days and over	8%	9%	8%	8%	9%	10%	12%	11%	<b>9%</b>
No payments	2%	3%	2%	3%	2%	2%	3%	2%	<b>2%</b>
<b>Total plans approved</b>	<b>100%</b>								

<sup>874</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>875</sup> Trial participants are included in these results.

<sup>876</sup> The National totals include plan reviews where jurisdiction information was missing.

<sup>877</sup> % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>878</sup> The National totals include participant complaints where jurisdiction information was missing.

<sup>879</sup> Plans approved after the end of 2020-21 Q4 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table N.24 Active providers by legal entity type** <sup>880 881</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,207	2,158	2,109	511	699	331	311	144	<b>7,014</b>
Company / Organisation	5,616	4,103	4,456	1,762	1,743	1,069	1,050	674	<b>10,447</b>
<b>Total active providers</b>	<b>8,823</b>	<b>6,261</b>	<b>6,565</b>	<b>2,273</b>	<b>2,442</b>	<b>1,400</b>	<b>1,361</b>	<b>818</b>	<b>17,461</b>

**Table N.25 Active providers in 2021-22 Q2 by legal entity type** <sup>882 883</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,091	601	660	214	178	113	66	45	<b>2,598</b>
Company / Organisation	3,048	1,988	2,011	850	713	396	333	258	<b>6,650</b>
<b>Total active providers</b>	<b>4,139</b>	<b>2,589</b>	<b>2,671</b>	<b>1,064</b>	<b>891</b>	<b>509</b>	<b>399</b>	<b>303</b>	<b>9,248</b>

**Table N.26 Committed supports by financial year (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,300	1,441	845	224	368	190	307	101	<b>7,775</b>
2018-19	5,938	3,462	2,498	544	1,156	400	368	203	<b>14,571</b>
2019-20	8,086	6,034	5,105	1,532	2,128	662	460	393	<b>24,402</b>
2020-21	10,202	7,918	6,731	2,725	2,778	843	550	519	<b>32,269</b>
<i>% increase from 2017-18 to 2018-19</i>	38%	140%	196%	143%	214%	111%	20%	101%	<b>87%</b>
<i>% increase from 2018-19 to 2019-20</i>	36%	74%	104%	182%	84%	65%	25%	93%	<b>67%</b>
<i>% increase from 2019-20 to 2020-21</i>	26%	31%	32%	78%	31%	27%	20%	32%	<b>32%</b>
<i>2021-22 to date</i>	5,450	4,308	3,628	1,489	1,487	454	287	260	<b>17,366</b>

**Table N.27 Payments by financial year in which support was provided (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,115	957	536	166	220	154	222	68	<b>5,438</b>
2018-19	4,498	2,371	1,639	391	791	296	277	138	<b>10,402</b>
2019-20	6,016	4,133	3,567	1,017	1,486	478	337	267	<b>17,303</b>
2020-21	7,731	5,432	4,945	1,915	1,984	630	413	373	<b>23,424</b>
<i>% increase from 2017-18 to 2018-19</i>	44%	148%	206%	135%	260%	93%	25%	104%	<b>91%</b>
<i>% increase from 2018-19 to 2019-20</i>	34%	74%	118%	160%	88%	61%	22%	94%	<b>66%</b>
<i>% increase from 2019-20 to 2020-21</i>	29%	31%	39%	88%	34%	32%	22%	40%	<b>35%</b>
<i>2021-22 to date</i>	3,762	2,834	2,657	1,005	1,028	322	192	175	<b>11,978</b>

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 31 December 2021. Total payments refer to those paid over the 12 months to 31 December 2021. Figures are not shown if there is sufficient data in the group.

Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the annualised committed supports for participants with SIL allow for an estimate of participants who

<sup>880</sup> Active providers refer to those who have received payment for supporting Agency-managed participants.

<sup>881</sup> Providers can be active in more than one State/Territory. Hence, the National totals does not equal the sum of the number of active providers across the State/Territory.

<sup>882</sup> Active providers refer to those who have received payment for supporting Agency-managed participants.

<sup>883</sup> Providers can be active in more than one State/Territory. Hence, the National totals does not equal the sum of the number of active providers across the State/Territory.

should be identified as having SIL in their plans but do not appear as such on the Agency's system at 30 September 2021.

**Table N.28 Average annualised committed supports by age group as at 31 December 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,200	24,900	24,000	31,200	25,600	23,000	22,500	27,500	<b>24,600</b>
7 to 14	22,800	26,300	23,400	26,600	22,400	28,900	21,400	31,700	<b>24,300</b>
15 to 18	48,000	50,800	47,600	42,900	39,300	53,900	36,700	89,900	<b>47,500</b>
19 to 24	82,500	89,100	94,400	79,100	86,100	87,700	67,000	153,100	<b>86,700</b>
25 to 34	106,500	95,000	118,100	102,500	110,100	111,500	93,200	189,800	<b>106,300</b>
35 to 44	112,400	96,700	119,300	106,300	112,100	120,100	107,600	178,200	<b>109,700</b>
45 to 54	118,500	99,800	119,700	105,700	112,000	125,600	103,300	194,900	<b>112,500</b>
55 to 64	120,400	105,800	119,500	109,800	111,900	130,900	107,500	185,500	<b>115,300</b>
65+	123,200	106,000	118,000	109,100	110,500	131,800	101,100	235,400	<b>116,000</b>
<b>Total</b>	<b>69,600</b>	<b>64,200</b>	<b>70,800</b>	<b>69,400</b>	<b>64,600</b>	<b>78,900</b>	<b>62,700</b>	<b>112,100</b>	<b>68,500</b>

**Table N.29 Average annualised committed supports by disability type as at 31 December 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	145,200	130,700	153,000	152,500	139,600	155,600	151,400	268,600	<b>145,800</b>
Autism	38,300	40,900	38,000	39,700	35,700	51,500	37,900	52,300	<b>39,100</b>
Cerebral palsy	140,600	153,300	147,200	135,600	142,400	160,600	118,900	236,200	<b>145,900</b>
Developmental delay	18,900	20,200	19,000	23,600	20,500	18,400	16,700	21,700	<b>19,700</b>
Global developmental delay	21,200	23,800	24,100	25,600	22,600	23,500	19,100	30,000	<b>23,000</b>
Hearing impairment	13,600	15,600	15,300	16,200	14,700	16,800	11,100	30,700	<b>14,900</b>
Intellectual disability	103,200	99,500	106,300	102,200	102,200	100,600	97,100	133,900	<b>102,700</b>
Multiple sclerosis	107,400	103,000	117,200	84,900	111,700	98,800	95,600	182,700	<b>105,500</b>
Psychosocial disability	90,500	60,400	90,300	63,700	85,200	95,500	78,600	119,300	<b>78,100</b>
Spinal cord injury	156,500	158,000	162,500	178,100	144,400	139,300	159,700	269,800	<b>161,200</b>
Stroke	126,900	121,900	136,800	117,700	123,500	131,400	131,800	207,800	<b>128,800</b>
Visual impairment	40,600	39,200	46,700	44,300	42,500	53,000	32,200	84,500	<b>42,100</b>
Other neurological	129,600	121,300	146,800	123,700	132,300	144,900	110,500	201,400	<b>131,500</b>
Other physical	74,200	70,000	84,700	72,800	71,000	76,200	58,700	121,600	<b>75,500</b>
Other sensory/speech	13,400	15,900	19,600	17,300	12,700	19,300	11,900	26,700	<b>14,900</b>
Other	84,200	88,000	93,100	76,500	91,500	74,700	89,200	128,700	<b>87,300</b>
<b>Total</b>	<b>69,600</b>	<b>64,200</b>	<b>70,800</b>	<b>69,400</b>	<b>64,600</b>	<b>78,900</b>	<b>62,700</b>	<b>112,100</b>	<b>68,500</b>

**Table N.30 Average annualised committed supports by level of function as at 31 December 2021 (\$)**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,400	17,800	17,500	21,900	18,000	18,700	16,400	23,100	<b>18,000</b>
2	23,200	25,600	26,900	21,400	23,100	31,000	n/a	n/a	<b>24,400</b>
3	24,300	24,600	25,800	27,500	25,900	28,600	18,600	41,500	<b>25,300</b>
4	17,700	19,000	21,700	22,000	19,900	22,900	16,700	46,500	<b>19,500</b>
5	30,400	29,900	34,300	30,800	30,100	34,000	21,400	47,700	<b>31,000</b>
6	27,400	27,300	28,000	26,900	25,300	34,100	25,700	44,400	<b>27,500</b>
7	55,000	42,400	46,800	30,800	36,700	69,200	47,100	73,600	<b>47,200</b>
8	56,400	47,900	65,900	51,200	63,300	64,100	50,900	116,000	<b>57,300</b>
9	78,500	72,100	92,300	74,200	66,900	63,700	76,000	240,400	<b>79,700</b>
10	96,100	79,600	112,900	86,300	113,000	93,600	86,600	212,100	<b>96,700</b>
11	112,500	71,900	76,200	52,000	61,500	131,800	122,200	119,500	<b>84,900</b>
12	170,100	154,800	196,000	165,200	189,000	174,400	177,100	306,200	<b>171,700</b>
13	101,700	96,800	97,800	69,500	68,100	120,100	117,600	113,500	<b>93,400</b>
14	259,300	252,900	268,600	249,700	254,600	275,900	249,600	385,600	<b>260,600</b>
15	358,100	407,300	538,400	n/a	n/a	n/a	n/a	n/a	<b>440,300</b>
<b>Total</b>	<b>69,600</b>	<b>64,200</b>	<b>70,800</b>	<b>69,400</b>	<b>64,600</b>	<b>78,900</b>	<b>62,700</b>	<b>112,100</b>	<b>68,500</b>

**Table N.31 Total annualised committed supports by support category as at 31 December 2021 (\$m)** <sup>884</sup>

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	5,032	3,474	3,427	1,351	1,424	446	278	275	<b>15,708</b>
Consumables	194	186	167	66	60	16	11	7	<b>705</b>
Social and Civic	2,350	2,066	1,571	596	500	210	102	84	<b>7,481</b>
Transport	145	127	86	38	35	12	8	4	<b>455</b>
<b>Capacity Building</b>									
Choice and Control	111	115	88	29	43	10	6	6	<b>407</b>
Daily Activities	1,699	1,615	1,213	526	478	114	93	69	<b>5,809</b>
Employment	93	57	39	34	23	7	5	3	<b>262</b>
Health and Wellbeing	36	18	16	4	5	2	3	0	<b>85</b>
Home Living	1	2	1	0	0	0	0	0	<b>4</b>
Lifelong learning	0	0	0	0	0	0	0	n/a	<b>1</b>
Relationships	219	162	86	65	59	16	10	10	<b>627</b>
Social and Civic	100	83	40	50	12	12	10	12	<b>318</b>
Support Coordination	272	311	197	86	77	24	14	25	<b>1,006</b>
<b>Capital</b>									
Assistive Technology	328	271	255	151	97	26	18	16	<b>1,162</b>
Home Modifications	118	104	70	24	29	9	5	4	<b>361</b>
<b>Total</b>	<b>10,696</b>	<b>8,593</b>	<b>7,256</b>	<b>3,019</b>	<b>2,841</b>	<b>904</b>	<b>562</b>	<b>514</b>	<b>34,391</b>

**Table N.32 Average annualised committed supports (participants in SIL) by age group as at 31 December 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	0	n/a	<b>n/a</b>						
7 to 14	603,300	n/a	<b>n/a</b>						
15 to 18	444,200	n/a	474,100	165,800	n/a	n/a	n/a	n/a	<b>452,000</b>
19 to 24	417,000	509,600	410,800	355,300	496,000	416,800	352,500	579,200	<b>431,000</b>
25 to 34	360,300	371,400	380,200	341,900	402,900	409,000	373,000	564,900	<b>374,800</b>
35 to 44	340,300	351,000	353,400	323,000	348,100	371,900	360,600	505,400	<b>348,900</b>
45 to 54	326,500	326,300	330,100	307,800	302,300	359,200	336,800	515,400	<b>327,300</b>
55 to 64	330,400	318,000	325,200	309,500	281,700	361,200	330,500	506,600	<b>323,400</b>
65+	327,100	317,100	309,000	307,700	293,700	328,600	361,500	646,100	<b>321,900</b>
<b>Total</b>	<b>343,300</b>	<b>344,300</b>	<b>349,700</b>	<b>318,200</b>	<b>336,700</b>	<b>375,900</b>	<b>348,700</b>	<b>534,800</b>	<b>346,100</b>

<sup>884</sup> Since 1 July 2020, planners have been moving funding for employment supports (specifically the Assistance in Specialised Supported Employment Disability Maintenance Instrument (DMI) funding) from a participant's Capacity Building budget to their Core Social and Civic budget when a plan was reviewed. A system update in Q2 2021-22 transferred all remaining amounts of this funding to the Core budget, resulting in an increase in annualised committed supports in Q2 2021-22 of approximately \$45m in Australia.

**Table N.33 Average annualised committed supports (participants in SIL) by disability type as at 31 December 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	363,300	369,400	398,100	333,600	385,800	396,400	406,100	619,200	<b>382,800</b>
Autism	383,200	423,000	403,700	333,900	353,100	421,100	383,800	526,700	<b>389,500</b>
Cerebral palsy	403,100	383,600	412,000	383,900	372,800	445,100	380,100	511,900	<b>399,300</b>
Developmental delay	n/a	<b>n/a</b>							
Global developmental delay	n/a	<b>n/a</b>							
Hearing impairment	n/a	<b>n/a</b>							
Intellectual disability	324,800	316,100	300,700	292,400	292,400	343,500	330,300	503,700	<b>314,500</b>
Multiple sclerosis	419,000	430,900	475,200	318,700	395,300	n/a	n/a	n/a	<b>422,600</b>
Psychosocial disability	311,200	264,400	345,300	296,500	467,700	329,700	291,000	460,900	<b>321,500</b>
Spinal cord injury	390,900	601,500	523,300	507,000	n/a	n/a	n/a	n/a	<b>508,400</b>
Stroke	404,400	450,700	430,900	329,300	465,700	n/a	n/a	497,000	<b>422,800</b>
Visual impairment	311,200	n/a	244,000	n/a	n/a	n/a	n/a	n/a	<b>274,300</b>
Other neurological	398,300	442,000	447,300	352,500	478,100	476,800	366,100	588,300	<b>425,100</b>
Other physical	362,500	402,500	406,900	n/a	346,400	n/a	n/a	n/a	<b>380,300</b>
Other sensory/speech	n/a	<b>n/a</b>							
Other	384,500	n/a	370,900	n/a	n/a	n/a	n/a	n/a	<b>426,300</b>
<b>Total</b>	<b>343,300</b>	<b>344,300</b>	<b>349,700</b>	<b>318,200</b>	<b>336,700</b>	<b>375,900</b>	<b>348,700</b>	<b>534,800</b>	<b>346,100</b>

**Table N.34 Average annualised committed supports (participants in SIL) by level of function as at 31 December 2021 (\$)**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	n/a	<b>262,900</b>							
2	n/a	<b>n/a</b>							
3	299,900	n/a	275,800	n/a	227,900	n/a	n/a	n/a	<b>282,100</b>
4	329,800	n/a	324,600	n/a	n/a	n/a	n/a	n/a	<b>312,800</b>
5	258,400	382,400	301,100	n/a	377,500	n/a	n/a	n/a	<b>295,700</b>
6	266,300	279,800	262,800	189,500	228,400	288,600	n/a	n/a	<b>258,800</b>
7	307,400	329,000	334,400	n/a	325,700	308,700	n/a	n/a	<b>316,100</b>
8	261,000	231,000	276,600	221,400	237,100	263,000	n/a	441,800	<b>261,300</b>
9	n/a	<b>371,800</b>							
10	289,400	280,400	301,000	266,800	324,200	303,400	272,900	558,500	<b>299,800</b>
11	360,500	367,400	324,000	260,300	482,400	408,900	327,900	n/a	<b>360,200</b>
12	347,600	340,400	360,100	331,600	356,900	387,200	353,900	571,100	<b>350,900</b>
13	417,500	449,500	457,200	318,500	446,300	513,400	418,400	471,200	<b>428,000</b>
14	429,300	398,300	440,800	396,300	407,900	499,800	408,100	533,100	<b>424,700</b>
15	n/a	538,300	n/a	n/a	n/a	n/a	n/a	n/a	<b>604,600</b>
<b>Total</b>	<b>343,300</b>	<b>344,300</b>	<b>349,700</b>	<b>318,200</b>	<b>336,700</b>	<b>375,900</b>	<b>348,700</b>	<b>534,800</b>	<b>346,100</b>

**Table N.35 Total annualised committed supports (participants in SIL) by support category as at 31 December 2021 (\$m)** <sup>885</sup>

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,286	1,177	1,257	525	594	241	122	163	6,365
Consumables	24	16	16	8	8	2	1	1	76
Social and Civic	488	359	315	116	105	69	23	30	1,505
Transport	23	16	12	6	6	2	1	1	66
<b>Capacity Building</b>									
Choice and Control	6	6	4	1	3	1	0	0	21
Daily Activities	88	67	51	29	27	10	5	6	282
Employment	3	1	1	2	1	0	0	0	9
Health and Wellbeing	5	1	1	0	1	0	0	0	8
Home Living	0	0	0	0	n/a	n/a	n/a	0	0
Lifelong learning	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a	0
Relationships	77	42	33	19	23	8	3	4	209
Social and Civic	3	1	1	1	1	1	0	1	8
Support Coordination	43	29	28	9	12	4	2	4	131
<b>Capital</b>									
Assistive Technology	37	25	21	18	14	3	2	3	123
Home Modifications	64	52	24	13	18	4	2	2	180
<b>Total</b>	<b>3,147</b>	<b>1,790</b>	<b>1,762</b>	<b>746</b>	<b>813</b>	<b>345</b>	<b>163</b>	<b>215</b>	<b>8,982</b>

**Table N.36 Average annualised committed supports (participants not in SIL) by age group as at 31 December 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,200	24,900	24,000	31,200	25,600	23,000	22,500	27,500	24,600
7 to 14	22,700	26,300	23,400	26,500	22,400	28,900	21,400	31,700	24,300
15 to 18	46,200	49,800	46,000	42,100	37,100	50,400	34,500	78,400	45,800
19 to 24	63,900	77,900	75,300	66,900	64,800	60,500	56,300	102,600	69,800
25 to 34	76,400	76,300	85,800	77,500	71,700	63,100	65,600	95,700	77,600
35 to 44	77,600	74,100	89,100	79,400	75,300	72,900	76,700	100,600	79,000
45 to 54	81,900	74,600	92,000	76,000	77,900	79,300	65,800	117,700	81,000
55 to 64	89,200	83,700	96,500	84,800	88,400	84,600	75,700	129,600	88,800
65+	95,900	87,200	102,800	88,500	89,100	92,500	82,000	155,700	93,800
<b>Total</b>	<b>52,300</b>	<b>52,900</b>	<b>56,400</b>	<b>55,300</b>	<b>48,800</b>	<b>53,100</b>	<b>47,000</b>	<b>71,400</b>	<b>53,300</b>

**Table N.37 Average annualised committed supports (participants not in SIL) by disability type as at 31 December 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	114,000	111,800	115,500	116,600	98,300	96,100	110,100	151,800	112,500
Autism	31,500	35,500	32,100	33,100	30,400	36,100	31,000	40,100	32,800
Cerebral palsy	97,800	114,400	108,600	94,000	101,300	98,100	76,900	119,400	103,800
Developmental delay	18,900	20,200	19,000	23,600	20,500	18,400	16,700	21,700	19,700
Global developmental delay	21,200	23,800	24,100	25,600	22,600	23,500	19,100	30,000	23,000
Hearing impairment	13,500	15,400	15,200	16,200	14,700	16,800	11,100	30,700	14,800
Intellectual disability	61,600	68,900	71,400	70,900	62,300	57,500	57,700	72,100	66,200
Multiple sclerosis	101,800	93,600	105,100	76,700	101,400	90,000	81,700	145,000	96,700
Psychosocial disability	69,300	57,200	79,200	58,600	70,600	65,600	62,700	78,400	66,100
Spinal cord injury	148,500	147,800	152,800	164,000	127,000	125,000	150,700	187,800	149,600
Stroke	111,100	112,500	118,400	105,800	107,700	105,000	111,400	152,600	113,000
Visual impairment	38,000	38,100	43,900	41,600	39,700	42,100	32,200	76,300	39,700
Other neurological	114,300	111,100	126,700	109,500	109,400	115,400	89,900	148,300	115,100
Other physical	71,300	67,900	81,200	70,700	67,600	68,700	56,300	110,500	72,500
Other sensory/speech	13,400	15,900	18,900	17,300	12,700	19,300	11,900	26,700	14,800
Other	74,600	83,600	86,500	73,000	80,300	68,700	69,500	113,900	79,900
<b>Total</b>	<b>52,300</b>	<b>52,900</b>	<b>56,400</b>	<b>55,300</b>	<b>48,800</b>	<b>53,100</b>	<b>47,000</b>	<b>71,400</b>	<b>53,300</b>

<sup>885</sup> Ibid.

**Table N.38 Average annualised committed supports (participants not in SIL) by level of function as at 31 December 2021 (\$)**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,300	17,700	17,500	21,700	17,900	18,700	15,800	22,700	17,900
2	23,200	25,600	26,900	21,400	23,100	31,000	n/a	n/a	24,400
3	22,200	23,800	24,300	25,800	22,200	24,900	18,600	37,700	23,500
4	17,000	18,900	20,700	21,300	18,000	21,800	16,300	42,100	18,800
5	27,100	28,700	30,500	29,700	25,800	28,300	21,400	44,100	28,400
6	25,700	26,700	26,500	26,100	22,800	29,300	24,700	38,300	26,000
7	38,000	37,700	35,000	29,400	29,500	43,500	35,100	50,600	36,300
8	48,600	45,500	56,300	46,800	50,200	48,300	45,400	81,900	49,800
9	74,500	70,700	88,500	70,300	65,500	55,100	60,700	n/a	75,100
10	79,500	70,600	96,700	74,200	85,400	72,800	73,100	138,900	81,000
11	67,500	61,000	62,000	47,400	51,800	67,900	72,100	73,200	61,000
12	128,800	123,000	155,500	127,600	142,600	117,400	136,600	199,800	132,400
13	76,400	80,500	81,500	58,600	59,500	77,000	79,200	82,900	74,600
14	206,100	208,100	217,300	199,500	204,900	184,100	182,400	240,800	208,000
15	337,300	357,600	519,400	n/a	n/a	n/a	n/a	n/a	396,700
<b>Total</b>	<b>52,300</b>	<b>52,900</b>	<b>56,400</b>	<b>55,300</b>	<b>48,800</b>	<b>53,100</b>	<b>47,000</b>	<b>71,400</b>	<b>53,300</b>

**Table N.39 Total annualised committed supports (participants not in SIL) by support category as at 31 December 2021 (\$m)**<sup>886</sup>

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,746	2,297	2,170	826	830	205	156	112	9,343
Consumables	169	171	151	58	51	14	9	5	629
Social and Civic	1,862	1,707	1,256	480	395	141	79	54	5,976
Transport	122	111	74	32	29	10	7	3	388
<b>Capacity Building</b>									
Choice and Control	105	110	84	28	40	9	5	5	387
Daily Activities	1,612	1,548	1,162	497	451	104	88	64	5,527
Employment	90	57	38	32	22	7	5	3	253
Health and Wellbeing	31	17	15	3	4	2	3	0	76
Home Living	1	2	1	0	0	0	0	0	4
Lifelong learning	0	0	0	0	0	0	0	n/a	1
Relationships	142	120	54	46	36	9	7	6	419
Social and Civic	97	82	39	49	11	12	10	11	310
Support Coordination	229	282	170	77	65	19	12	21	875
<b>Capital</b>									
Assistive Technology	291	246	234	133	83	23	16	13	1,039
Home Modifications	54	52	45	11	11	5	2	2	182
<b>Total</b>	<b>7,549</b>	<b>6,803</b>	<b>5,495</b>	<b>2,272</b>	<b>2,028</b>	<b>559</b>	<b>399</b>	<b>299</b>	<b>25,409</b>

**Table N.40 Average payments by age group for the year ending 31 December 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,700	15,200	15,300	21,300	15,800	13,900	15,800	15,000	16,100
7 to 14	21,900	21,600	19,200	19,900	16,200	23,700	19,600	28,900	20,600
15 to 18	40,500	42,300	38,300	30,100	29,000	42,600	27,900	74,000	38,300
19 to 24	63,400	65,400	78,300	58,900	68,900	67,800	50,300	139,400	67,100
25 to 34	86,200	72,100	101,400	82,300	92,700	94,100	75,600	170,400	86,300
35 to 44	91,700	73,000	101,100	86,100	97,000	101,800	85,300	153,300	89,000
45 to 54	97,400	75,900	103,100	83,100	100,800	105,500	86,500	168,600	92,200
55 to 64	97,500	78,400	100,300	84,700	97,500	112,400	86,800	149,400	92,500
65+	98,600	76,900	97,000	81,800	91,700	104,700	75,100	212,300	91,100
<b>Total</b>	<b>56,900</b>	<b>48,400</b>	<b>59,200</b>	<b>53,300</b>	<b>53,200</b>	<b>64,700</b>	<b>50,100</b>	<b>95,000</b>	<b>54,900</b>

<sup>886</sup> Ibid.

**Table N.41 Average payments by disability type for the year ending 31 December 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	119,200	100,300	130,600	127,100	118,200	133,600	122,500	228,300	<b>119,800</b>
Autism	33,200	32,000	31,200	29,900	28,200	42,100	30,900	46,600	<b>31,900</b>
Cerebral palsy	119,600	122,700	129,300	109,200	121,500	137,200	108,300	207,200	<b>122,800</b>
Developmental delay	11,900	10,300	10,100	13,400	11,300	9,400	10,100	9,700	<b>10,800</b>
Global developmental delay	15,400	13,600	15,500	15,900	13,100	15,700	14,200	21,200	<b>14,900</b>
Hearing impairment	8,000	7,700	7,900	8,200	7,900	10,200	5,200	16,200	<b>8,000</b>
Intellectual disability	87,600	78,500	97,000	82,700	93,100	86,500	83,200	121,500	<b>87,000</b>
Multiple sclerosis	81,100	74,900	89,200	62,000	90,100	70,800	71,900	179,000	<b>79,100</b>
Psychosocial disability	68,500	40,600	68,700	42,700	64,400	75,800	58,400	101,300	<b>57,000</b>
Spinal cord injury	125,800	127,000	133,500	136,900	110,000	112,300	137,600	230,800	<b>129,500</b>
Stroke	99,800	91,900	111,700	84,600	95,000	99,800	99,600	171,000	<b>100,600</b>
Visual impairment	29,500	26,900	35,200	31,800	33,700	36,100	20,900	62,900	<b>30,500</b>
Other neurological	100,500	88,500	121,800	94,400	107,300	114,600	87,900	182,700	<b>102,800</b>
Other physical	52,600	47,100	58,700	44,700	46,800	54,400	40,800	65,700	<b>51,400</b>
Other sensory/speech	8,700	8,500	13,000	11,700	6,300	13,500	5,700	15,300	<b>8,800</b>
Other	64,200	62,600	70,800	43,700	72,400	46,600	72,500	85,900	<b>63,600</b>
<b>Total</b>	<b>56,900</b>	<b>48,400</b>	<b>59,200</b>	<b>53,300</b>	<b>53,200</b>	<b>64,700</b>	<b>50,100</b>	<b>95,000</b>	<b>54,900</b>

**Table N.42 Average payments by level of function for the year ending 31 December 2021 (\$)**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,400	8,700	9,500	12,900	9,700	10,900	9,800	13,300	<b>10,200</b>
2	12,600	13,500	16,400	13,200	15,100	16,500	n/a	n/a	<b>13,600</b>
3	16,400	14,400	16,500	16,600	16,500	18,100	12,000	32,700	<b>16,000</b>
4	11,900	11,000	14,000	12,700	12,000	14,200	10,500	26,600	<b>12,300</b>
5	22,800	19,800	24,900	20,400	21,000	22,500	15,000	36,000	<b>21,900</b>
6	21,300	17,600	20,000	16,700	17,400	24,800	17,400	31,500	<b>19,400</b>
7	45,100	31,500	36,300	20,300	24,400	56,100	38,300	57,800	<b>36,600</b>
8	38,800	30,500	48,900	33,100	48,700	44,700	31,900	96,200	<b>39,900</b>
9	55,900	45,800	68,700	42,100	39,100	47,100	53,900	n/a	<b>55,100</b>
10	71,000	55,200	87,300	60,900	94,500	73,600	63,900	174,100	<b>72,100</b>
11	98,900	56,200	64,000	36,800	44,200	111,200	109,300	107,600	<b>70,300</b>
12	143,400	121,900	177,400	136,000	174,700	151,100	149,400	262,500	<b>145,100</b>
13	93,700	87,500	88,500	59,200	55,500	106,400	107,800	95,000	<b>83,900</b>
14	222,800	205,700	240,000	204,100	218,400	239,600	226,300	348,600	<b>223,000</b>
15	327,900	480,100	500,700	n/a	n/a	n/a	n/a	n/a	<b>449,100</b>
<b>Total</b>	<b>56,900</b>	<b>48,400</b>	<b>59,200</b>	<b>53,300</b>	<b>53,200</b>	<b>64,700</b>	<b>50,100</b>	<b>95,000</b>	<b>54,900</b>

**Table N.43 Total payments by support category for the year ending 31 December 2021 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	4,578	3,102	2,980	1,159	1,381	410	255	267	14,133
Consumables	137	127	120	41	35	12	6	3	483
Social and Civic	1,473	1,105	1,137	385	252	140	63	57	4,614
Transport	303	199	110	45	36	12	13	7	725
<b>Capacity Building</b>									
Choice and Control	100	109	78	23	39	8	5	5	368
Daily Activities	966	848	692	305	284	55	53	30	3,234
Employment	58	36	23	18	16	4	3	1	159
Health and Wellbeing	18	7	8	2	2	1	2	0	41
Home Living	0	1	0	0	0	0	0	0	1
Lifelong learning	0	0	0	0	0	0	0	0	0
Relationships	100	73	39	26	22	7	5	4	274
Social and Civic	36	27	18	20	4	5	4	4	118
Support Coordination	201	223	142	52	52	17	9	18	715
<b>Capital</b>									
Assistive Technology	164	122	126	51	42	12	8	3	528
Home Modifications	91	73	49	6	20	6	2	2	249
<b>Total</b>	<b>8,226</b>	<b>6,053</b>	<b>5,522</b>	<b>2,139</b>	<b>2,185</b>	<b>690</b>	<b>429</b>	<b>401</b>	<b>25,646</b>

**Table N.44 Average payments (participants in SIL) by age group for the year ending 31 December 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	0	n/a							
7 to 14	558,200	n/a	208,900						
15 to 18	460,300	680,800	371,100	208,300	n/a	n/a	n/a	n/a	421,700
19 to 24	396,300	467,500	391,900	305,600	478,900	394,000	360,000	522,400	404,800
25 to 34	341,500	323,100	369,100	307,100	373,800	374,000	342,200	558,800	349,200
35 to 44	314,600	306,000	347,400	288,700	342,300	339,300	333,400	512,000	324,700
45 to 54	304,000	274,100	339,300	270,500	328,400	326,000	302,500	493,500	306,600
55 to 64	309,900	265,200	342,400	268,000	322,600	339,000	315,900	524,900	306,400
65+	298,100	256,400	322,600	264,800	327,400	289,100	359,800	n/a	297,900
<b>Total</b>	<b>321,700</b>	<b>294,300</b>	<b>351,500</b>	<b>280,300</b>	<b>347,700</b>	<b>346,100</b>	<b>323,900</b>	<b>533,600</b>	<b>324,600</b>

**Table N.45 Average payments (participants in SIL) by disability type for the year ending 31 December 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	337,200	335,700	387,100	298,900	388,000	344,800	377,300	603,900	360,600
Autism	368,600	376,600	394,800	298,900	383,700	392,600	340,000	544,600	370,900
Cerebral palsy	382,100	318,400	403,800	329,500	367,100	414,200	342,200	495,900	367,000
Developmental delay	n/a								
Global developmental delay	n/a								
Hearing impairment	n/a								
Intellectual disability	303,600	266,300	315,500	258,400	312,700	319,300	306,900	487,900	296,500
Multiple sclerosis	430,600	405,800	445,500	264,000	405,200	n/a	n/a	n/a	403,100
Psychosocial disability	286,400	220,100	324,200	248,000	412,900	306,900	278,300	436,100	292,400
Spinal cord injury	335,500	586,100	520,100	469,600	n/a	n/a	n/a	n/a	478,100
Stroke	398,700	419,800	443,900	282,800	393,600	n/a	n/a	552,700	413,500
Visual impairment	298,300	n/a	266,600	n/a	n/a	n/a	n/a	n/a	275,000
Other neurological	378,900	404,800	439,000	328,000	477,700	430,600	371,300	689,900	409,900
Other physical	319,600	290,600	388,900	n/a	373,000	n/a	n/a	n/a	338,800
Other sensory/speech	n/a								
Other	328,800	n/a	406,000						
<b>Total</b>	<b>321,700</b>	<b>294,300</b>	<b>351,500</b>	<b>280,300</b>	<b>347,700</b>	<b>346,100</b>	<b>323,900</b>	<b>533,600</b>	<b>324,600</b>

**Table N.46 Average payments (participants in SIL) by level of function for the year ending 31 December 2021 (\$)**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	n/a								
2	n/a								
3	243,900	n/a	259,800	n/a	202,800	n/a	n/a	n/a	247,100
4	292,000	n/a	282,500						
5	246,200	297,500	279,300	n/a	370,900	n/a	n/a	n/a	269,300
6	247,000	242,600	249,400	165,600	199,700	249,300	n/a	n/a	234,400
7	289,400	291,700	315,600	n/a	279,500	279,200	n/a	n/a	292,400
8	236,800	191,900	260,900	193,500	237,500	227,600	n/a	442,500	242,000
9	n/a	318,100							
10	264,600	237,000	292,100	231,100	342,400	297,000	248,800	600,900	282,300
11	345,600	310,500	356,300	218,400	465,700	369,800	298,400	n/a	343,000
12	325,400	292,400	372,500	294,400	389,700	358,900	346,800	570,000	331,900
13	400,800	394,900	449,900	295,400	403,100	486,400	360,200	n/a	400,200
14	406,600	330,700	435,900	333,500	394,000	455,900	364,600	524,300	391,000
15	n/a	577,000							
<b>Total</b>	<b>321,700</b>	<b>294,300</b>	<b>351,500</b>	<b>280,300</b>	<b>347,700</b>	<b>346,100</b>	<b>323,900</b>	<b>533,600</b>	<b>324,600</b>

**Table N.47 Total payments (participants in SIL) by support category for the year ending 31 December 2021 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,292	1,144	1,325	508	700	236	123	169	6,497
Consumables	17	10	12	5	5	2	1	1	52
Social and Civic	335	207	240	82	51	56	16	25	1,012
Transport	21	12	9	3	3	2	1	0	52
<b>Capacity Building</b>									
Choice and Control	5	6	4	1	3	1	0	0	20
Daily Activities	51	36	35	20	18	6	3	3	173
Employment	5	1	1	3	2	0	0	0	13
Health and Wellbeing	2	0.4	1	0	0	0	0	0	4
Home Living	0	0	0	0	0	0	0	n/a	0
Lifelong learning	n/a	n/a	0	n/a	0	0	n/a	n/a	0
Relationships	42	21	17	9	9	3	1	2	105
Social and Civic	1	0	1	0	0	1	0	0	4
Support Coordination	37	25	25	6	9	4	2	4	111
<b>Capital</b>									
Assistive Technology	17	11	11	5	6	2	1	1	52
Home Modifications	55	44	19	1	13	3	1	1	136
<b>Total</b>	<b>2,880</b>	<b>1,518</b>	<b>1,698</b>	<b>645</b>	<b>820</b>	<b>314</b>	<b>149</b>	<b>206</b>	<b>8,230</b>

**Table N.48 Average payments (participants not in SIL) by age group for the year ending 31 December 2021 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,700	15,200	15,300	21,300	15,800	13,900	15,800	15,000	16,100
7 to 14	21,800	21,600	19,100	19,900	16,200	23,700	19,600	28,900	20,500
15 to 18	37,900	40,600	36,400	28,700	27,600	39,400	27,300	58,000	36,200
19 to 24	43,700	54,200	57,400	46,600	46,100	38,500	38,800	84,100	49,200
25 to 34	54,600	53,800	67,000	57,100	53,500	45,400	49,200	66,600	56,700
35 to 44	55,800	51,000	68,200	59,000	55,400	53,600	53,100	60,600	57,100
45 to 54	59,200	52,400	70,100	53,600	57,500	59,700	46,500	86,800	58,800
55 to 64	65,300	58,200	73,100	60,500	65,900	62,200	55,100	85,800	64,600
65+	72,000	60,800	79,200	63,300	64,300	65,900	54,900	117,700	68,800
<b>Total</b>	<b>39,400</b>	<b>37,800</b>	<b>43,300</b>	<b>39,500</b>	<b>35,300</b>	<b>38,500</b>	<b>34,500</b>	<b>50,800</b>	<b>39,400</b>

**Table N.49 Average payments (participants not in SIL) by disability type for the year ending 31 December 2021 (\$)**

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	87,700	80,900	90,800	91,900	71,400	78,100	80,800	99,200	<b>85,100</b>
Autism	26,100	26,800	24,800	23,500	21,800	26,500	24,500	32,900	<b>25,300</b>
Cerebral palsy	76,600	88,600	89,200	71,300	76,700	78,500	69,300	93,000	<b>81,700</b>
Developmental delay	11,900	10,300	10,100	13,400	11,300	9,400	10,100	9,700	<b>10,800</b>
Global developmental delay	15,400	13,600	15,500	15,900	13,100	15,700	14,200	21,200	<b>14,900</b>
Hearing impairment	8,000	7,500	7,800	8,200	7,900	10,200	5,200	16,200	<b>7,900</b>
Intellectual disability	45,900	51,000	56,600	52,600	46,200	42,700	44,800	54,900	<b>49,800</b>
Multiple sclerosis	74,700	65,500	76,400	54,500	77,400	60,700	56,200	130,300	<b>69,700</b>
Psychosocial disability	46,900	37,600	57,600	38,300	51,600	44,500	41,400	58,300	<b>45,100</b>
Spinal cord injury	118,700	114,800	123,300	123,300	93,600	100,300	132,400	136,000	<b>117,900</b>
Stroke	84,100	84,000	92,800	73,400	80,800	68,500	80,200	104,700	<b>84,900</b>
Visual impairment	27,100	25,800	31,900	29,100	29,800	26,500	20,900	53,800	<b>28,000</b>
Other neurological	85,700	78,800	101,100	80,100	83,900	87,200	64,500	113,900	<b>86,400</b>
Other physical	49,800	45,600	55,000	43,100	42,500	45,000	38,000	55,200	<b>48,400</b>
Other sensory/speech	8,700	8,500	12,400	11,700	6,300	13,500	5,700	15,300	<b>8,800</b>
Other	56,000	57,600	64,200	41,100	60,700	41,700	53,700	62,600	<b>56,400</b>
<b>Total</b>	<b>39,400</b>	<b>37,800</b>	<b>43,300</b>	<b>39,500</b>	<b>35,300</b>	<b>38,500</b>	<b>34,500</b>	<b>50,800</b>	<b>39,400</b>

**Table N.50 Average payments (participants not in SIL) by level of function for the year ending 31 December 2021 (\$)**

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,300	8,700	9,500	12,700	9,700	10,900	9,500	13,300	<b>10,100</b>
2	12,600	13,500	16,400	13,200	15,100	16,500	n/a	n/a	<b>13,600</b>
3	14,600	13,800	15,000	15,200	12,800	14,800	12,000	27,100	<b>14,400</b>
4	11,400	10,900	13,200	12,200	10,600	13,300	9,900	22,100	<b>11,700</b>
5	19,700	18,800	21,500	19,400	17,600	17,500	14,700	31,100	<b>19,500</b>
6	19,500	16,900	18,500	15,800	14,800	20,000	16,400	26,200	<b>17,900</b>
7	29,400	27,600	26,000	19,500	18,900	31,400	28,400	35,100	<b>26,800</b>
8	30,800	28,100	39,000	28,600	32,700	29,000	27,000	56,400	<b>32,000</b>
9	51,400	43,700	65,400	39,500	37,600	40,100	39,400	n/a	<b>50,500</b>
10	53,700	46,500	69,000	49,100	59,600	48,800	49,800	89,300	<b>55,100</b>
11	54,800	47,800	48,900	33,300	36,500	52,200	60,500	60,100	<b>47,600</b>
12	99,300	91,000	126,200	98,400	113,200	91,900	102,700	139,300	<b>102,000</b>
13	67,800	72,400	71,900	47,700	48,400	61,600	73,500	69,000	<b>65,300</b>
14	165,600	166,100	184,200	157,800	162,500	154,900	169,000	188,000	<b>169,300</b>
15	325,900	450,700	471,100	n/a	n/a	n/a	n/a	n/a	<b>415,300</b>
<b>Total</b>	<b>39,400</b>	<b>37,800</b>	<b>43,300</b>	<b>39,500</b>	<b>35,300</b>	<b>38,500</b>	<b>34,500</b>	<b>50,800</b>	<b>39,400</b>

**Table N.51 Total payments (\$m) (participants not in SIL) by support category for the year ending 31 December 2021 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Core</b>									
Daily Activities	2,286	1,958	1,655	651	680	174	132	97	<b>7,635</b>
Consumables	121	117	108	37	30	10	5	3	<b>431</b>
Social and Civic	1,138	898	897	303	201	84	47	32	<b>3,602</b>
Transport	282	186	102	41	33	10	12	7	<b>674</b>
<b>Capacity Building</b>									
Choice and Control	95	103	74	22	37	7	5	4	<b>348</b>
Daily Activities	915	812	656	285	266	50	50	27	<b>3,061</b>
Employment	53	35	22	15	14	3	2	1	<b>146</b>
Health and Wellbeing	16	7	8	1	2	1	2	0	<b>37</b>
Home Living	0	1	0	0	0	0	0	0	<b>1</b>
Lifelong learning	0	0	0	0	0	0	0	0	<b>0</b>
Relationships	58	51	21	17	13	3	3	2	<b>169</b>
Social and Civic	35	27	17	19	3	5	4	4	<b>114</b>
Support Coordination	164	198	117	46	43	13	8	14	<b>604</b>
<b>Capital</b>									
Assistive Technology	147	111	115	46	36	11	7	2	<b>476</b>
Home Modifications	36	30	30	4	7	3	2	1	<b>113</b>
<b>Total</b>	<b>5,346</b>	<b>4,535</b>	<b>3,823</b>	<b>1,494</b>	<b>1,365</b>	<b>376</b>	<b>279</b>	<b>195</b>	<b>17,416</b>

**Table N.52 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans** <sup>887 888 889</sup>

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>SIL</b>									
First plan	72%	69%	81%	86%	89%	n/a	n/a	n/a	<b>85%</b>
Subsequent plans	88%	85%	90%	87%	87%	88%	87%	88%	<b>88%</b>
Total	88%	85%	89%	87%	87%	88%	87%	88%	<b>88%</b>
<b>Non SIL</b>									
First plan	56%	53%	55%	58%	54%	53%	49%	48%	<b>55%</b>
Subsequent plans	68%	68%	73%	69%	70%	71%	70%	63%	<b>69%</b>
Total	67%	66%	70%	67%	68%	68%	68%	59%	<b>67%</b>
<b>Total (SIL and non SIL)</b>									
First plan	<b>56%</b>	<b>53%</b>	<b>55%</b>	<b>68%</b>	<b>55%</b>	<b>53%</b>	<b>50%</b>	<b>49%</b>	<b>57%</b>
Subsequent plans	<b>76%</b>	<b>70%</b>	<b>78%</b>	<b>74%</b>	<b>75%</b>	<b>77%</b>	<b>76%</b>	<b>76%</b>	<b>75%</b>
Total	<b>74%</b>	<b>68%</b>	<b>76%</b>	<b>72%</b>	<b>73%</b>	<b>75%</b>	<b>74%</b>	<b>72%</b>	<b>73%</b>

<sup>887</sup> Utilisation of committed supports from 1 April 2021 to 30 September 2021 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>888</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.

<sup>889</sup> Utilisation is not shown if there is insufficient data in the group.

**Table N.53 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 December 2021** <sup>890 891 892 893</sup>

<sup>894 895</sup>

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT	
1	Explanation of a previous decision, after a request for explanation is received	98%	98%	100%	100%	100%	100%	100%	100%	NA	<b>99%</b>
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%	<b>100%</b>
3	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	100%	100%	100%	99%	100%	97%	100%	100%	100%	<b>100%</b>
4	Make an access decision, after the final information has been provided	99%	98%	99%	98%	99%	98%	93%	100%	100%	<b>99%</b>
5	Commence facilitating the preparation of a plan, after an access decision has been made	96%	82%	91%	95%	87%	84%	92%	73%	73%	<b>89%</b>
6	Approve a participant's plan, after an access decision has been made	93%	83%	86%	86%	84%	85%	70%	59%	59%	<b>86%</b>
7	Approve a plan for ECEI participants, after an access decision has been made	99%	83%	89%	85%	97%	92%	100%	85%	85%	<b>90%</b>
9	If the participant accepts the offer, hold a plan implementation meeting	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	49%	38%	28%	17%	18%	31%	15%	13%	13%	<b>36%</b>
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	100%	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
13	Complete a Participant Requested Review, after the decision to accept the request was made	59%	50%	55%	46%	47%	48%	33%	23%	23%	<b>52%</b>
14	Vary a plan, after the receipt of information that triggers the plan amendment process	92%	91%	94%	92%	91%	89%	93%	83%	83%	<b>92%</b>
15	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	88%	100%	90%	100%	100%	0%	100%	NA	NA	<b>91%</b>
17	Complete an internal Review of a Reviewable Decision, after a request is received	89%	88%	87%	87%	91%	92%	86%	89%	89%	<b>85%</b>
18	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	96%	96%	98%	96%	99%	100%	83%	100%	100%	<b>97%</b>
19	Cancel participant requested nominee	100%	100%	100%	100%	100%	100%	100%	100%	NA	<b>100%</b>
20	Cancel CEO initiated nominee	100%	NA	100%	100%	100%	NA	NA	NA	NA	<b>100%</b>

<sup>890</sup> The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.

<sup>891</sup> Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.

<sup>892</sup> The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

<sup>893</sup> The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

<sup>894</sup> The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

<sup>895</sup> The logic used to measure PSG #11 has changed based on the use of new interactions in the CRM system and is not directly comparable to results reported previously. Despite current underachievement regarding facilitating scheduled reviews, the NDIA's 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.

## Appendix O:

# Participants by service district and support type, and committed supports and payments by service district

**Table O.1 Active participants by service district and support type included in plan as at 31 December 2021** <sup>896 897 898 899 900 901 902</sup>

903

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
<b>NSW</b>		<b>124,810</b>	<b>81%</b>	<b>150,943</b>	<b>98%</b>	<b>33,642</b>	<b>22%</b>	<b>153,585</b>
Hunter New England	Jul-13	21,273	81%	25,445	97%	5,552	21%	26,146
Central Coast	Jul-16	6,795	77%	8,652	98%	1,774	20%	8,799
Far West	Jul-17	584	84%	692	100%	156	22%	694
Illawarra Shoalhaven	Jul-17	7,746	86%	8,804	98%	2,085	23%	9,011
Mid North Coast	Jul-17	5,575	88%	6,298	99%	1,303	21%	6,347
Murrumbidgee	Jul-17	5,891	87%	6,755	100%	1,632	24%	6,780
Nepean Blue Mountains	Jul-15	6,581	73%	8,773	98%	1,791	20%	8,974
North Sydney	Jul-16	8,619	82%	10,347	99%	2,732	26%	10,500
Northern NSW	Jul-17	6,876	93%	7,359	99%	1,631	22%	7,408
South Eastern Sydney	Jul-17	8,805	86%	10,158	99%	2,384	23%	10,275
South Western Sydney	Jul-16	18,130	77%	23,112	98%	4,763	20%	23,542
Southern NSW	Jul-16	3,677	85%	4,258	98%	1,054	24%	4,339
Sydney	Jul-17	5,434	89%	6,014	99%	1,398	23%	6,092
Western NSW	Jul-17	5,461	84%	6,425	99%	1,612	25%	6,515
Western Sydney	Jul-16	13,345	74%	17,830	98%	3,770	21%	18,142
NSW - Other		18	86%	21	100%	<11		21
<b>VIC</b>		<b>127,707</b>	<b>95%</b>	<b>132,383</b>	<b>99%</b>	<b>26,815</b>	<b>20%</b>	<b>133,859</b>
Barwon	Jul-13	8,880	93%	9,399	99%	1,920	20%	9,540
Central Highlands	Jan-17	4,758	90%	5,207	98%	1,098	21%	5,296
Loddon	May-17	6,688	94%	7,018	99%	1,302	18%	7,089
North East Melbourne	Jul-16	11,659	91%	12,618	98%	2,714	21%	12,841
Inner Gippsland	Oct-17	4,937	97%	5,016	99%	980	19%	5,087
Ovens Murray	Oct-17	3,196	93%	3,382	98%	705	21%	3,437
Western District	Oct-17	3,623	94%	3,808	99%	855	22%	3,858
Inner East Melbourne	Nov-17	9,341	96%	9,617	99%	2,335	24%	9,753
Outer East Melbourne	Nov-17	9,447	98%	9,546	99%	2,130	22%	9,672
Hume Moreland	Mar-18	8,892	96%	9,203	99%	1,669	18%	9,285
Bayside Peninsula	Apr-18	15,958	98%	16,060	99%	3,557	22%	16,213
Southern Melbourne	Sep-18	12,076	97%	12,307	99%	2,411	19%	12,421
Brimbank Melton	Oct-18	8,191	96%	8,472	100%	1,300	15%	8,507
Western Melbourne	Oct-18	12,060	97%	12,312	99%	2,043	16%	12,405

<sup>896</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>897</sup> Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

<sup>898</sup> Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

<sup>899</sup> Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

<sup>900</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>901</sup> Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

<sup>902</sup> Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

<sup>903</sup> 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
		#	%	#	%	#	%	
Goulburn	Jan-19	3,648	93%	3,902	99%	803	20%	3,928
Mallee	Jan-19	2,112	95%	2,218	100%	459	21%	2,220
Outer Gippsland	Jan-19	2,234	97%	2,291	100%	533	23%	2,300
VIC - Other		<11		<11		<11		<11
<b>QLD</b>		<b>98,304</b>	<b>96%</b>	<b>102,074</b>	<b>100%</b>	<b>23,120</b>	<b>23%</b>	<b>102,458</b>
Bundaberg	Sep-17	2,705	90%	2,982	100%	707	24%	2,995
Ipswich	Jul-17	7,633	93%	8,194	100%	1,786	22%	8,231
Mackay	Nov-16	3,016	90%	3,308	99%	752	23%	3,337
Toowoomba	Jan-17	6,259	96%	6,514	100%	1,610	25%	6,537
Townsville	Apr-16	5,481	90%	6,064	99%	1,375	23%	6,110
Rockhampton	Nov-17	5,228	91%	5,690	99%	1,207	21%	5,725
Beenleigh	Jul-18	10,451	98%	10,639	100%	2,122	20%	10,659
Brisbane	Jul-18	18,756	98%	19,063	100%	4,392	23%	19,139
Cairns	Jul-18	4,924	98%	5,028	100%	1,254	25%	5,043
Maryborough	Jul-18	4,048	96%	4,227	100%	1,061	25%	4,235
Robina	Jul-18	10,289	98%	10,420	100%	2,143	20%	10,466
Caboolture/Strathpine	Jan-19	10,682	97%	10,984	100%	2,557	23%	11,002
Maroochydore	Jan-19	8,816	98%	8,945	100%	2,151	24%	8,963
QLD - Other		16	100%	16	100%	<11		16
<b>WA</b>		<b>37,692</b>	<b>87%</b>	<b>42,784</b>	<b>98%</b>	<b>12,282</b>	<b>28%</b>	<b>43,475</b>
North East Metro	Jul-14	5,757	84%	6,709	98%	2,103	31%	6,825
Wheat Belt	Jan-17	899	87%	1,012	98%	292	28%	1,028
South Metro	Jul-18	5,536	82%	6,646	98%	1,837	27%	6,772
Central South Metro	Jul-18	4,800	88%	5,342	98%	1,535	28%	5,478
South West	Sep-18	3,229	88%	3,564	97%	908	25%	3,665
Goldfields-Esperance	Oct-18	592	83%	706	99%	169	24%	710
North Metro	Oct-18	4,940	87%	5,624	99%	1,715	30%	5,678
Kimberley-Pilbara	Oct-18	1,191	87%	1,359	100%	314	23%	1,362
South East Metro	Jul-19	4,479	91%	4,869	99%	1,500	30%	4,923
Central North Metro	Jul-19	4,535	91%	4,915	99%	1,473	30%	4,965
Great Southern	Jul-19	905	86%	1,034	99%	234	22%	1,049
Midwest-Gascoyne	Jul-19	824	81%	999	98%	201	20%	1,015
WA - Other		<11		<11		<11		<11
<b>SA</b>		<b>40,972</b>	<b>93%</b>	<b>43,563</b>	<b>99%</b>	<b>9,251</b>	<b>21%</b>	<b>43,963</b>
Adelaide Hills	Jul-13	1,574	95%	1,630	98%	316	19%	1,660
Barossa, Light and Lower North	Jul-13	1,935	92%	2,085	100%	323	15%	2,095
Eastern Adelaide	Jul-13	3,548	93%	3,786	100%	828	22%	3,803
Eyre and Western	Jul-13	1,265	94%	1,338	99%	314	23%	1,352
Far North (SA)	Jul-13	496	94%	518	99%	136	26%	525
Fleurieu and Kangaroo Island	Jul-13	1,152	95%	1,207	99%	294	24%	1,217
Limestone Coast	Jul-13	1,344	92%	1,421	98%	312	21%	1,453
Murray and Mallee	Jul-13	1,670	91%	1,807	99%	357	19%	1,832
Northern Adelaide	Jul-13	13,705	92%	14,685	99%	2,945	20%	14,834
Southern Adelaide	Jul-13	8,958	94%	9,470	99%	2,205	23%	9,535
Western Adelaide	Jul-13	3,654	94%	3,846	99%	871	22%	3,875
Yorke and Mid North	Jul-13	1,643	94%	1,740	99%	343	20%	1,752
SA - Other		28	93%	30	100%	<11		30
<b>TAS</b>		<b>10,668</b>	<b>93%</b>	<b>11,121</b>	<b>97%</b>	<b>2,498</b>	<b>22%</b>	<b>11,459</b>
TAS North	Jul-13	3,189	97%	3,237	98%	766	23%	3,292
TAS North West	Jul-13	2,322	88%	2,552	97%	547	21%	2,630
TAS South East	Jul-13	2,276	90%	2,423	96%	527	21%	2,536

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
TAS South West	Jul-13	2,881	96%	2,908	97%	658	22%	3,000
TAS - Other		<11		<11		<11		<11
<b>ACT</b>		<b>7,480</b>	<b>83%</b>	<b>8,815</b>	<b>98%</b>	<b>1,821</b>	<b>20%</b>	<b>8,967</b>
ACT	Jul-14	7,479	83%	8,814	98%	1,820	20%	8,966
ACT - Other		<11		<11		<11		<11
<b>NT</b>		<b>4,354</b>	<b>95%</b>	<b>4,571</b>	<b>100%</b>	<b>1,083</b>	<b>24%</b>	<b>4,587</b>
Barkly	Jul-14	156	98%	159	99%	50	31%	160
Central Australia	Jul-17	692	94%	734	100%	249	34%	735
Darwin Remote	Jul-17	406	94%	434	100%	86	20%	434
Darwin Urban	Jan-17	2,556	95%	2,679	100%	544	20%	2,691
East Arnhem	Jan-17	203	97%	210	100%	51	24%	210
Katherine	Jul-17	196	95%	205	100%	75	36%	206
NT - Other		145	96%	150	99%	28	19%	151
<b>Other Territories</b>		<b>42</b>	<b>91%</b>	<b>45</b>	<b>98%</b>	<b>&lt;11</b>		<b>46</b>
Missing		<11		14	98%	<11		14
<b>Total</b>		<b>452,039</b>	<b>90%</b>	<b>496,313</b>	<b>99%</b>	<b>110,521</b>	<b>22%</b>	<b>502,413</b>

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 December 2021 <sup>904 905 906</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
<b>NSW</b>	<b>69,600</b>	<b>29,500</b>	<b>56,900</b>	<b>20,100</b>	<b>153,585</b>
Hunter New England	70,400	28,200	56,600	18,700	26,146
Central Coast	64,300	25,000	51,300	18,200	8,799
Far West	69,900	37,400	48,400	16,400	694
Illawarra Shoalhaven	71,600	35,400	58,400	24,000	9,011
Mid North Coast	66,600	27,500	54,100	17,800	6,347
Murrumbidgee	65,300	29,900	52,200	17,900	6,780
Nepean Blue Mountains	67,100	25,100	54,500	17,700	8,974
North Sydney	82,100	34,800	67,900	22,400	10,500
Northern NSW	70,000	35,100	58,200	22,400	7,408
South Eastern Sydney	74,300	32,600	61,100	21,200	10,275
South Western Sydney	64,700	26,600	53,800	21,600	23,542
Southern NSW	61,900	31,000	46,300	18,600	4,339
Sydney	73,200	40,600	62,400	23,600	6,092
Western NSW	75,100	31,900	55,000	17,300	6,515
Western Sydney	69,200	26,300	59,300	20,300	18,142
NSW - Other	73,200	30,800	n/a	21,900	21
<b>VIC</b>	<b>64,200</b>	<b>30,500</b>	<b>48,400</b>	<b>17,500</b>	<b>133,859</b>
Barwon	65,600	31,800	48,900	19,500	9,540
Central Highlands	61,300	25,800	46,100	14,900	5,296

<sup>904</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>905</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>906</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
Loddon	56,100	23,800	41,600	12,600	7,089
North East Melbourne	68,500	29,900	52,500	17,200	12,841
Inner Gippsland	59,000	30,200	43,100	16,800	5,087
Ovens Murray	58,400	28,000	40,500	15,500	3,437
Western District	63,700	29,600	46,100	16,500	3,858
Inner East Melbourne	79,700	37,300	61,700	20,900	9,753
Outer East Melbourne	67,200	35,200	50,900	19,800	9,672
Hume Moreland	57,500	26,900	44,400	16,800	9,285
Bayside Peninsula	72,800	39,800	55,100	21,400	16,213
Southern Melbourne	60,300	28,800	46,800	18,200	12,421
Brimbank Melton	57,400	24,300	43,900	15,400	8,507
Western Melbourne	59,100	28,500	44,200	16,300	12,405
Goulburn	54,700	27,100	37,400	14,100	3,928
Mallee	64,700	32,100	43,700	14,700	2,220
Outer Gippsland	63,800	37,300	46,500	18,600	2,300
VIC - Other	n/a	n/a	n/a	n/a	<11
<b>QLD</b>	<b>70,800</b>	<b>31,300</b>	<b>59,200</b>	<b>18,700</b>	<b>102,458</b>
Bundaberg	66,400	30,300	54,200	17,100	2,995
Ipswich	66,100	29,000	55,400	17,100	8,231
Mackay	63,700	24,100	50,200	14,200	3,337
Toowoomba	74,600	33,000	60,200	18,700	6,537
Townsville	72,400	28,800	57,100	15,900	6,110
Rockhampton	61,600	25,800	46,800	13,100	5,725
Beenleigh	67,800	25,900	60,100	17,500	10,659
Brisbane	74,200	37,100	64,300	22,000	19,139
Cairns	82,600	37,900	66,300	19,200	5,043
Maryborough	72,600	38,000	60,100	20,400	4,235
Robina	68,500	29,300	59,200	19,600	10,466
Caboolture/Strathpine	69,800	28,800	59,000	19,000	11,002
Maroochydore	74,100	35,600	60,900	21,700	8,963
QLD - Other	n/a	n/a	30,300	n/a	16
<b>WA</b>	<b>69,400</b>	<b>33,600</b>	<b>53,300</b>	<b>19,300</b>	<b>43,475</b>
North East Metro	73,600	32,800	58,200	19,500	6,825
Wheat Belt	54,600	32,300	33,900	14,400	1,028
South Metro	62,400	28,800	48,300	17,400	6,772
Central South Metro	67,100	33,000	52,100	20,000	5,478
South West	60,600	31,500	46,300	18,800	3,665
Goldfields-Esperance	72,000	34,200	50,000	17,500	710
North Metro	64,300	30,600	48,000	17,700	5,678
Kimberley-Pilbara	74,000	42,500	45,900	17,400	1,362
South East Metro	78,000	37,100	62,000	22,100	4,923
Central North Metro	85,700	43,300	68,100	25,300	4,965
Great Southern	66,300	30,600	48,600	15,100	1,049
Midwest-Gascoyne	51,800	29,100	36,600	15,500	1,015
WA - Other	n/a	n/a	n/a	n/a	<11
<b>SA</b>	<b>64,600</b>	<b>26,400</b>	<b>53,200</b>	<b>15,500</b>	<b>43,963</b>
Adelaide Hills	57,500	22,700	46,600	13,600	1,660
Barossa, Light and Lower North	48,700	22,100	38,100	13,000	2,095
Eastern Adelaide	74,000	30,400	63,000	18,200	3,803
Eyre and Western	69,100	32,500	43,100	14,100	1,352
Far North (SA)	78,100	39,700	48,900	12,800	525
Fleurieu and Kangaroo Island	69,200	31,800	54,300	17,200	1,217

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
	\$	\$	\$	\$	
Limestone Coast	58,500	25,100	47,900	11,100	1453
Murray and Mallee	61,000	24,800	45,100	12,200	1,832
Northern Adelaide	60,800	24,000	53,200	15,100	14,834
Southern Adelaide	71,400	29,800	58,500	17,000	9,535
Western Adelaide	67,800	29,400	57,000	18,100	3,875
Yorke and Mid North	57,200	27,900	40,600	15,600	1,752
SA - Other	46,100	32,400	n/a	10,200	30
<b>TAS</b>	<b>78,900</b>	<b>33,700</b>	<b>64,700</b>	<b>19,100</b>	<b>11,459</b>
TAS North	77,900	36,200	61,100	19,400	3,292
TAS North West	80,200	35,200	64,700	19,700	2,630
TAS South East	68,300	26,300	57,000	15,800	2,536
TAS South West	88,000	36,700	75,000	21,700	3,000
TAS - Other	n/a	n/a	n/a	n/a	<11
<b>ACT</b>	<b>62,700</b>	<b>24,800</b>	<b>50,100</b>	<b>16,100</b>	<b>8,967</b>
ACT	62,700	24,800	50,100	16,100	8,966
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>112,100</b>	<b>40,600</b>	<b>95,000</b>	<b>23,100</b>	<b>4,587</b>
Barkly	92,100	41,200	60,700	17,000	160
Central Australia	186,000	79,900	165,000	39,400	735
Darwin Remote	68,200	48,200	41,500	20,400	434
Darwin Urban	98,300	26,700	89,000	19,400	2,691
East Arnhem	91,000	58,400	49,100	27,700	210
Katherine	172,200	72,400	135,600	46,900	206
NT - Other	91,300	44,800	66,800	15,800	151
<b>Other Territories</b>	<b>78,000</b>	<b>54,500</b>	<b>48,100</b>	<b>19,500</b>	<b>46</b>
Missing	n/a	n/a	n/a	n/a	14
<b>Total</b>	<b>68,500</b>	<b>30,300</b>	<b>54,900</b>	<b>18,500</b>	<b>502,413</b>

**Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 31 December 2021** <sup>907 908 909</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
<b>NSW</b>	<b>52,300</b>	<b>26,400</b>	<b>39,400</b>	<b>18,200</b>	<b>144,418</b>
Hunter New England	50,000	25,000	35,900	16,800	24,418
Central Coast	47,200	22,700	34,400	16,700	8,288
Far West	60,000	35,400	37,700	15,600	674
Illawarra Shoalhaven	55,100	32,000	42,200	21,700	8,471
Mid North Coast	55,600	25,900	42,600	16,900	6,120
Murrumbidgee	50,400	27,000	36,300	16,400	6,420
Nepean Blue Mountains	47,300	22,800	34,800	16,100	8,364
North Sydney	57,300	29,200	42,600	19,100	9,597

<sup>907</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>908</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

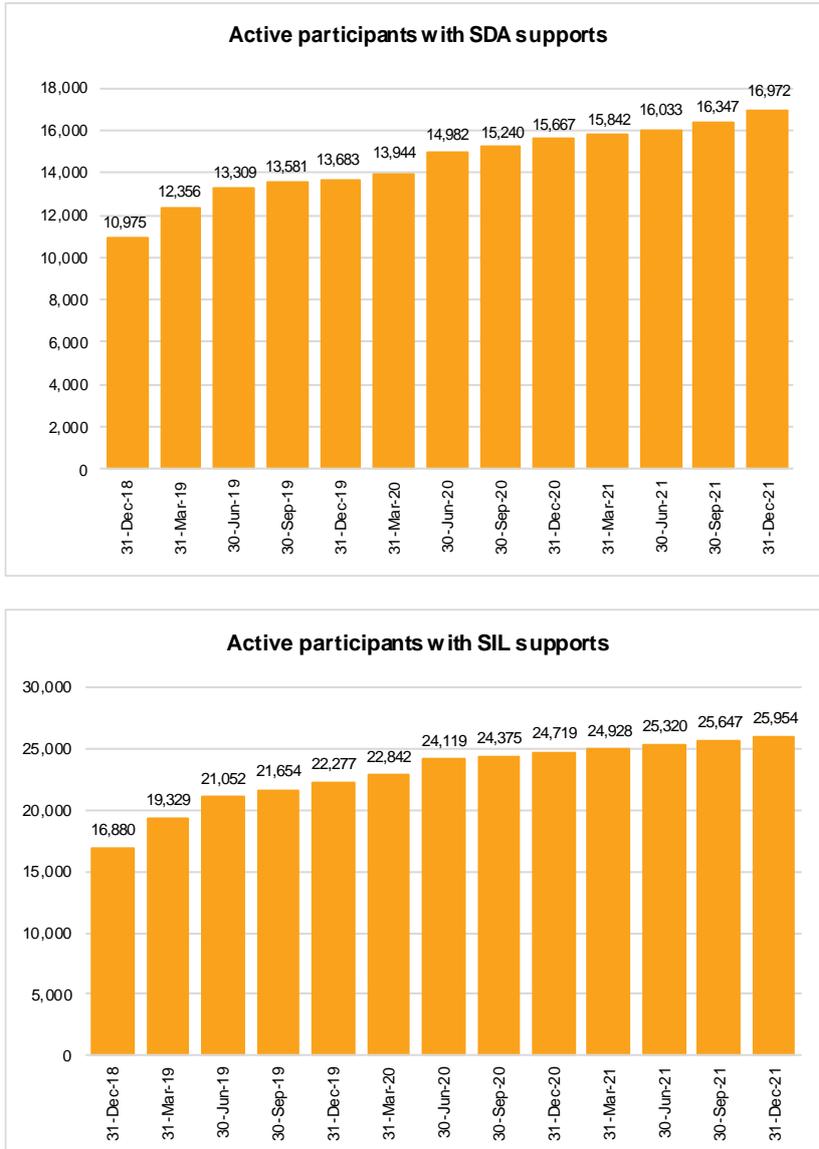
<sup>909</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2021. Average payments are derived from total payments paid over the 12 months to 31 December 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
Northern NSW	57,700	32,600	45,200	21,000	7,096
South Eastern Sydney	57,600	29,200	44,000	19,300	9,662
South Western Sydney	50,200	24,300	39,700	19,900	22,387
Southern NSW	49,400	28,600	34,600	17,200	4,125
Sydney	59,800	37,700	49,100	21,600	5,768
Western NSW	54,100	28,100	33,900	15,500	6,006
Western Sydney	50,400	23,300	40,200	18,300	17,001
NSW - Other	73,200	30,800	n/a	21,900	21
<b>VIC</b>	<b>52,900</b>	<b>28,700</b>	<b>37,800</b>	<b>16,300</b>	<b>128,653</b>
Barwon	52,700	30,200	37,200	18,100	9,169
Central Highlands	46,800	23,900	32,700	13,600	5,028
Loddon	46,200	22,700	31,500	11,900	6,853
North East Melbourne	52,500	27,500	37,600	15,700	12,154
Inner Gippsland	51,200	29,000	35,800	16,000	4,953
Ovens Murray	47,000	25,600	30,900	14,400	3,296
Western District	46,600	27,400	30,300	14,900	3,595
Inner East Melbourne	59,900	33,200	43,500	18,300	9,049
Outer East Melbourne	54,100	32,300	38,900	18,400	9,255
Hume Moreland	51,200	26,200	38,300	16,000	9,079
Bayside Peninsula	60,800	37,000	43,500	19,500	15,432
Southern Melbourne	51,900	27,700	39,500	17,300	12,107
Brimbank Melton	49,100	23,800	36,100	14,800	8,312
Western Melbourne	52,400	27,700	38,100	15,700	12,165
Goulburn	48,600	26,100	32,000	13,500	3,834
Mallee	54,600	29,900	33,400	14,100	2,141
Outer Gippsland	57,400	35,900	40,100	17,700	2,231
VIC - Other	n/a	n/a	n/a	n/a	<11
<b>QLD</b>	<b>56,400</b>	<b>28,600</b>	<b>43,300</b>	<b>17,000</b>	<b>97,420</b>
Bundaberg	51,500	27,800	38,200	15,400	2,845
Ipswich	51,400	26,100	37,300	15,300	7,815
Mackay	51,200	22,900	37,900	13,300	3,206
Toowoomba	56,200	29,500	40,300	16,300	6,089
Townsville	54,700	26,400	39,400	14,400	5,768
Rockhampton	48,400	24,200	32,100	12,100	5,474
Beenleigh	52,600	24,200	43,600	16,100	10,164
Brisbane	61,100	33,900	48,000	19,800	18,183
Cairns	64,300	34,400	47,600	17,300	4,760
Maryborough	59,000	34,700	44,500	18,300	4,034
Robina	54,600	26,800	44,400	18,000	9,975
Caboolture/Strathpine	57,100	26,600	45,000	17,500	10,528
Maroochydore	61,000	33,000	47,800	19,800	8,563
QLD - Other	n/a	n/a	30,300	n/a	16
<b>WA</b>	<b>55,300</b>	<b>31,400</b>	<b>39,500</b>	<b>17,600</b>	<b>41,124</b>
North East Metro	53,500	29,500	38,300	16,900	6,302
Wheat Belt	50,000	31,700	29,000	14,100	1,003
South Metro	50,300	27,000	37,300	16,300	6,467
Central South Metro	55,000	30,900	40,100	18,400	5,227
South West	51,700	30,100	37,400	17,700	3,534
Goldfields-Esperance	58,200	33,100	36,200	16,800	682
North Metro	54,100	29,100	39,000	16,700	5,458
Kimberley-Pilbara	66,600	41,800	37,500	16,800	1,336
South East Metro	57,000	33,700	41,900	19,500	4,527
Central North Metro	67,100	39,600	49,400	22,400	4,614

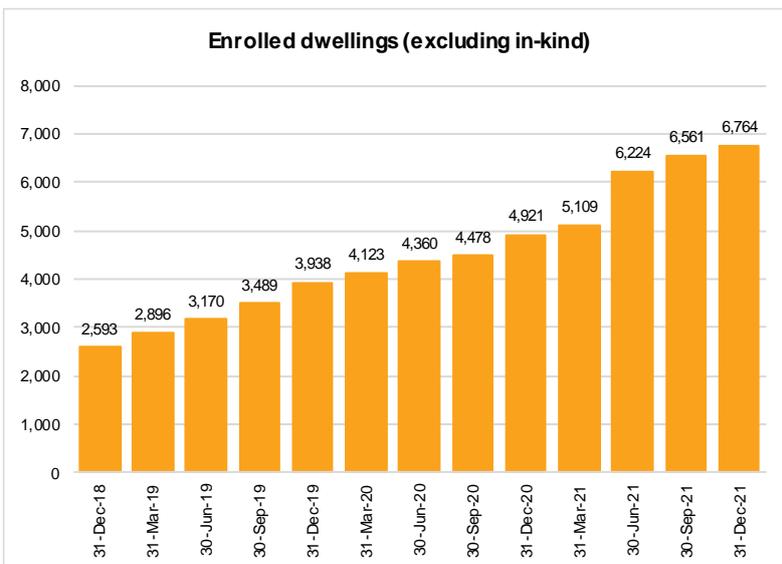
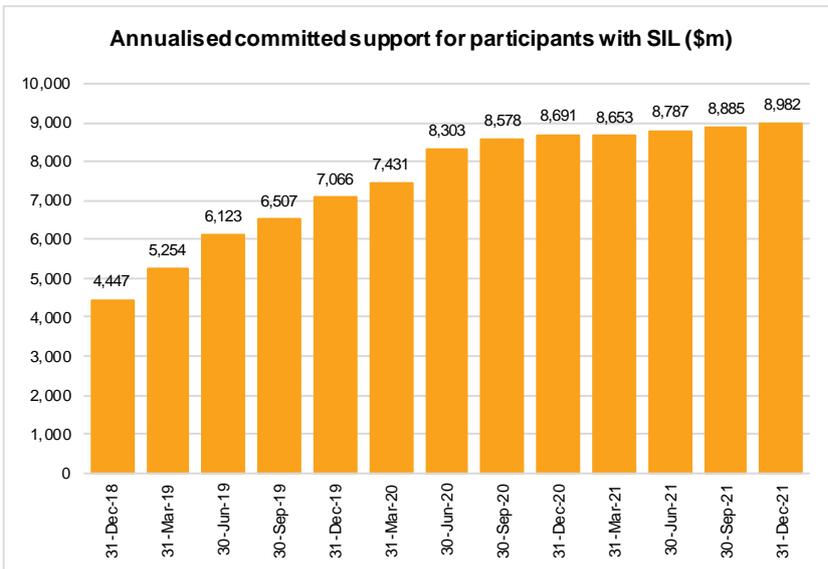
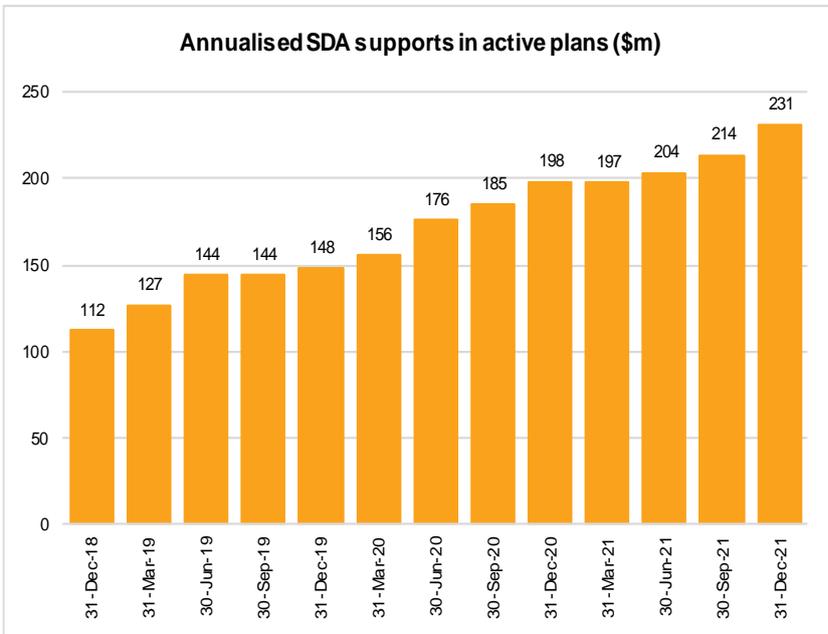
Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
	\$	\$	\$	\$	
Great Southern	55,800	28,900	38,100	14,100	993
Midwest-Gascoyne	43,800	28,200	28,900	14,700	981
WA - Other	n/a	n/a	n/a	n/a	<11
<b>SA</b>	<b>48,800</b>	<b>24,600</b>	<b>35,300</b>	<b>14,200</b>	<b>41,547</b>
Adelaide Hills	44,200	22,000	32,000	12,700	1,597
Barossa, Light and Lower North	41,300	21,700	30,700	12,600	2,052
Eastern Adelaide	56,100	27,300	42,300	16,300	3,562
Eyre and Western	59,000	31,700	34,300	13,400	1317
Far North (SA)	59,700	37,000	29,700	12,000	500
Fleurieu and Kangaroo Island	57,400	29,900	41,900	16,100	1171
Limestone Coast	43,200	23,600	28,500	10,200	1375
Murray and Mallee	44,500	23,300	28,400	11,100	1,735
Northern Adelaide	44,600	22,800	33,700	13,800	14,031
Southern Adelaide	51,700	26,300	37,100	15,100	8,806
Western Adelaide	53,500	27,100	40,500	16,600	3,682
Yorke and Mid North	48,800	26,800	31,800	15,000	1,689
SA - Other	46,100	32,400	n/a	10,200	30
<b>TAS</b>	<b>53,100</b>	<b>29,800</b>	<b>38,500</b>	<b>16,600</b>	<b>10,540</b>
TAS North	56,300	32,300	39,500	17,400	3,074
TAS North West	52,700	30,700	37,500	17,100	2,416
TAS South East	46,000	24,000	35,100	13,800	2,377
TAS South West	56,000	30,800	41,200	17,700	2,673
TAS - Other	n/a	n/a	n/a	n/a	<11
<b>ACT</b>	<b>47,000</b>	<b>22,900</b>	<b>34,500</b>	<b>14,700</b>	<b>8,498</b>
ACT	47,000	22,900	34,500	14,700	8,498
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>71,400</b>	<b>36,000</b>	<b>50,800</b>	<b>18,900</b>	<b>4,185</b>
Barkly	64,700	38,900	30,800	15,900	149
Central Australia	108,500	60,600	75,200	30,000	627
Darwin Remote	67,600	48,200	41,400	20,400	433
Darwin Urban	59,700	24,300	47,300	15,700	2,449
East Arnhem	90,000	55,900	48,500	27,600	207
Katherine	95,000	56,800	62,200	33,300	174
NT - Other	73,000	44,400	45,000	15,300	146
<b>Other Territories</b>	<b>n/a</b>	<b>n/a</b>	<b>48,100</b>	<b>19,500</b>	<b>&lt;11</b>
Missing	n/a	n/a	n/a	n/a	14
<b>Total</b>	<b>53,300</b>	<b>27,800</b>	<b>39,400</b>	<b>16,900</b>	<b>476,459</b>

# Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL <sup>910</sup>



<sup>910</sup> Since June 2020 there has been an issue with identifying SIL in plans, due to the way they are being completed. For these results, the numbers of participants in SIL include an estimate of participants who should be identified as having SIL in their plans, but do not appear as such on the Agency's system.



**Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 December 2021** <sup>911 912 913</sup>

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>5,762</b>	<b>3.8%</b>	<b>9,167</b>	<b>6.0%</b>	<b>153,585</b>
Hunter New England	808	3.1%	1,728	6.6%	26,146
Central Coast	293	3.3%	511	5.8%	8,799
Far West	<11		20	2.9%	694
Illawarra Shoalhaven	347	3.9%	540	6.0%	9,011
Mid North Coast	156	2.5%	227	3.6%	6,347
Murrumbidgee	256	3.8%	360	5.3%	6,780
Nepean Blue Mountains	419	4.7%	610	6.8%	8,974
North Sydney	764	7.3%	903	8.6%	10,500
Northern NSW	230	3.1%	312	4.2%	7,408
South Eastern Sydney	477	4.6%	613	6.0%	10,275
South Western Sydney	593	2.5%	1,155	4.9%	23,542
Southern NSW	145	3.3%	214	4.9%	4,339
Sydney	184	3.0%	324	5.3%	6,092
Western NSW	340	5.2%	509	7.8%	6,515
Western Sydney	744	4.1%	1,141	6.3%	18,142
NSW - Other	<11		<11		21
<b>VIC</b>	<b>5,495</b>	<b>4.1%</b>	<b>5,199</b>	<b>3.9%</b>	<b>133,859</b>
Barwon	371	3.9%	371	3.9%	9,540
Central Highlands	284	5.4%	268	5.1%	5,296
Loddon	256	3.6%	236	3.3%	7,089
North East Melbourne	735	5.7%	687	5.4%	12,841
Inner Gippsland	138	2.7%	134	2.6%	5,087
Ovens Murray	144	4.2%	141	4.1%	3,437
Western District	266	6.9%	263	6.8%	3,858
Inner East Melbourne	784	8.0%	704	7.2%	9,753
Outer East Melbourne	475	4.9%	417	4.3%	9,672
Hume Moreland	228	2.5%	206	2.2%	9,285
Bayside Peninsula	760	4.7%	781	4.8%	16,213
Southern Melbourne	295	2.4%	314	2.5%	12,421
Brimbank Melton	206	2.4%	195	2.3%	8,507
Western Melbourne	301	2.4%	240	1.9%	12,405
Goulburn	100	2.5%	94	2.4%	3,928
Mallee	85	3.8%	79	3.6%	2,220
Outer Gippsland	67	2.9%	69	3.0%	2,300
VIC - Other	<11		<11		<11
<b>QLD</b>	<b>1,969</b>	<b>1.9%</b>	<b>5,038</b>	<b>4.9%</b>	<b>102,458</b>
Bundaberg	68	2.3%	150	5.0%	2,995
Ipswich	245	3.0%	416	5.1%	8,231
Mackay	34	1.0%	131	3.9%	3,337
Toowoomba	212	3.2%	448	6.9%	6,537
Townsville	82	1.3%	342	5.6%	6,110
Rockhampton	90	1.6%	251	4.4%	5,725
Beenleigh	169	1.6%	495	4.6%	10,659
Brisbane	388	2.0%	956	5.0%	19,139
Cairns	74	1.5%	283	5.6%	5,043
Maryborough	92	2.2%	201	4.7%	4,235

<sup>911</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>912</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>913</sup> Since June 2020 there has been an issue with identifying SIL in plans, due to the way they are being completed. For these results, the numbers of participants in SIL include an estimate of participants who should be identified as having SIL in their plans, but do not appear as such on the Agency's system.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Robina	190	1.8%	491	4.7%	10,466
Caboolture/Strathpine	180	1.6%	474	4.3%	11,002
Maroochydore	145	1.6%	400	4.5%	8,963
QLD - Other	<11		<11		16
<b>WA</b>	<b>1,222</b>	<b>2.8%</b>	<b>2,346</b>	<b>5.4%</b>	<b>43,475</b>
North East Metro	312	4.6%	523	7.7%	6,825
Wheat Belt	<11		25	2.4%	1,028
South Metro	109	1.6%	305	4.5%	6,772
Central South Metro	100	1.8%	251	4.6%	5,478
South West	39	1.1%	131	3.6%	3,665
Goldfields-Esperance	<11		28	3.9%	710
North Metro	129	2.3%	220	3.9%	5,678
Kimberley-Pilbara	<11		26	1.9%	1,362
South East Metro	245	5.0%	396	8.0%	4,923
Central North Metro	251	5.1%	351	7.1%	4,965
Great Southern	13	1.2%	56	5.3%	1,049
Midwest-Gascoyne	16	1.6%	34	3.3%	1,015
WA - Other	<11		<11		<11
<b>SA</b>	<b>1,775</b>	<b>4.0%</b>	<b>2,416</b>	<b>5.5%</b>	<b>43,963</b>
Adelaide Hills	34	2.0%	63	3.8%	1,660
Barossa, Light and Lower North	28	1.3%	43	2.1%	2,095
Eastern Adelaide	176	4.6%	241	6.3%	3,803
Eyre and Western	28	2.1%	35	2.6%	1,352
Far North (SA)	15	2.9%	25	4.8%	525
Fleurieu and Kangaroo Island	38	3.1%	46	3.8%	1,217
Limestone Coast	44	3.0%	78	5.4%	1,453
Murray and Mallee	63	3.4%	97	5.3%	1,832
Northern Adelaide	613	4.1%	803	5.4%	14,834
Southern Adelaide	556	5.8%	729	7.6%	9,535
Western Adelaide	147	3.8%	193	5.0%	3,875
Yorke and Mid North	33	1.9%	63	3.6%	1,752
SA - Other	<11		<11		30
<b>TAS</b>	<b>393</b>	<b>3.4%</b>	<b>918</b>	<b>8.0%</b>	<b>11,459</b>
TAS North	108	3.3%	218	6.6%	3,292
TAS North West	97	3.7%	214	8.1%	2,630
TAS South East	68	2.7%	159	6.3%	2,536
TAS South West	120	4.0%	327	10.9%	3,000
TAS - Other	<11		<11		<11
<b>ACT</b>	<b>212</b>	<b>2.4%</b>	<b>468</b>	<b>5.2%</b>	<b>8,967</b>
ACT	212	2.4%	468	5.2%	8,966
ACT - Other	<11		<11		<11
<b>NT</b>	<b>143</b>	<b>3.1%</b>	<b>402</b>	<b>8.8%</b>	<b>4,587</b>
Barkly	<11		11	6.9%	160
Central Australia	31	4.2%	108	14.7%	735
Darwin Remote	<11		<11		434
Darwin Urban	90	3.3%	242	9.0%	2,691
East Arnhem	<11		<11		210
Katherine	15	7.3%	32	15.5%	206
NT - Other	<11		<11		151
<b>Other Territories</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>46</b>
<b>Missing</b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>14</b>
<b>National</b>	<b>16,972</b>	<b>3.4%</b>	<b>25,954</b>	<b>5.2%</b>	<b>502,413</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2021** <sup>914 915 916</sup>

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	81,061,371	0.76%	3,146,933,133	29%	10,696,391,917
VIC	67,369,296	0.78%	1,789,870,046	21%	8,592,584,743
QLD	36,250,939	0.50%	1,761,755,799	24%	7,256,263,801
WA	15,369,688	0.51%	746,464,332	25%	3,018,954,006
SA	21,372,593	0.75%	813,498,267	29%	2,841,264,693
TAS	4,437,873	0.49%	345,093,114	38%	904,457,130
ACT	3,208,142	0.57%	163,179,840	29%	562,234,330
NT	1,998,658	0.39%	215,006,256	42%	513,981,183
Other Territories	0	0.00%	0	0%	3,589,670
Missing	18,660	2.01%	0	0%	929,202
<b>Total</b>	<b>231,087,221</b>	<b>0.67%</b>	<b>8,981,800,788</b>	<b>26%</b>	<b>34,390,650,675</b>

**Table P.3 Active SDA providers by jurisdiction as at 31 December 2021** <sup>917 918 919</sup>

State/Territory	SDA providers that have ever been active	SDA providers active in 2021-22 Q2
NSW	167	132
VIC	104	73
QLD	90	60
WA	31	21
SA	32	21
TAS	15	8
ACT	11	4
NT	4	3
OT	0	0
<b>National</b>	<b>376</b>	<b>290</b>

### SDA Building Types:

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

**New build:** An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

<sup>914</sup> State/Territory is defined by the current residing address of the participant.

<sup>915</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>916</sup> Since June 2020 there has been an issue with identifying SIL in plans, due to the way they are being completed. For these results, the numbers of participants in SIL include an estimate of participants who should be identified as having SIL in their plans, but do not appear as such on the Agency's system.

<sup>917</sup> SDA active providers in this table refer to any provider that has received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

<sup>918</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>919</sup> Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

**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.

**Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Type as at 31 December 2021 (excluding in-kind arrangements)**

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
<b>ACT</b>	<b>114</b>	<b>0</b>	<b>31</b>	<b>0</b>	<b>145</b>
ACT - Australian Capital Territory	114	0	31	0	145
<b>NSW</b>	<b>1,394</b>	<b>58</b>	<b>968</b>	<b>13</b>	<b>2,433</b>
NSW - Capital Region	58	1	10	0	69
NSW - Central Coast	66	3	54	1	124
NSW - Central West	49	3	15	0	67
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	60	4	6	0	70
NSW - Hunter Valley exc Newcastle	36	1	21	0	58
NSW - Illawarra	41	1	22	0	64
NSW - Mid North Coast	43	2	12	0	57
NSW - Murray	53	1	12	0	66
NSW - New England and North West	35	2	14	0	51
NSW - Newcastle and Lake Macquarie	78	1	117	1	197
NSW - Richmond - Tweed	45	1	18	0	64
NSW - Riverina	25	1	15	0	41
NSW - Southern Highlands and Shoalhaven	17	1	18	0	36
NSW - Sydney - Baulkham Hills and Hawkesbury	50	6	54	1	111
NSW - Sydney - Blacktown	75	4	45	0	124
NSW - Sydney - City and Inner South	15	3	21	2	41
NSW - Sydney - Eastern Suburbs	11	1	1	0	13
NSW - Sydney - Inner South West	76	2	52	3	133
NSW - Sydney - Inner West	19	3	0	0	22
NSW - Sydney - North Sydney and Hornsby	39	1	21	0	61
NSW - Sydney - Northern Beaches	32	1	27	0	60
NSW - Sydney - Outer South West	58	0	5	2	65
NSW - Sydney - Outer West and Blue Mountains	95	4	116	2	217
NSW - Sydney - Parramatta	112	0	165	1	278
NSW - Sydney - Ryde	82	1	51	0	134
NSW - Sydney - South West	41	1	45	0	87
NSW - Sydney - Sutherland	59	4	30	0	93
<b>NT</b>	<b>16</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>31</b>
NT - Darwin	10	2	8	2	22
NT - Northern Territory - Outback	6	1	2	0	9
<b>QLD</b>	<b>371</b>	<b>32</b>	<b>592</b>	<b>14</b>	<b>1,009</b>
QLD - Brisbane - East	13	0	15	0	28
QLD - Brisbane - North	19	2	24	0	45
QLD - Brisbane - South	17	2	27	0	46
QLD - Brisbane - West	46	2	6	0	54
QLD - Brisbane Inner City	8	0	40	1	49
QLD - Cairns	11	1	23	0	35
QLD - Darling Downs - Maranoa	2	1	4	1	8
QLD - Fitzroy	24	2	6	1	33
QLD - Gold Coast	29	2	98	1	130
QLD - Ipswich	36	1	63	0	100
QLD - Logan - Beaudesert	12	1	63	1	77

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Mackay	10	0	0	0	10
QLD - Moreton Bay - North	18	2	49	2	71
QLD - Moreton Bay - South	17	0	31	0	48
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	3	42	1	62
QLD - Toowoomba	13	7	38	2	60
QLD - Townsville	25	2	15	3	45
QLD - Wide Bay	55	4	48	1	108
<b>SA</b>	<b>971</b>	<b>7</b>	<b>209</b>	<b>3</b>	<b>1,190</b>
SA - Adelaide - Central and Hills	84	3	61	2	150
SA - Adelaide - North	318	0	67	0	385
SA - Adelaide - South	294	2	33	1	330
SA - Adelaide - West	151	0	33	0	184
SA - Barossa - Yorke - Mid North	17	1	2	0	20
SA - South Australia - Outback	18	0	0	0	18
SA - South Australia - South East	89	1	13	0	103
<b>TAS</b>	<b>24</b>	<b>3</b>	<b>18</b>	<b>1</b>	<b>46</b>
TAS - Hobart	13	0	0	0	13
TAS - Launceston and North East	6	2	10	1	19
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	8	0	14
<b>VIC</b>	<b>1,104</b>	<b>192</b>	<b>483</b>	<b>30</b>	<b>1,809</b>
VIC - Ballarat	35	11	43	1	90
VIC - Bendigo	32	5	28	0	65
VIC - Geelong	50	5	37	8	100
VIC - Hume	48	4	2	0	54
VIC - Latrobe - Gippsland	52	18	6	0	76
VIC - Melbourne - Inner	44	7	71	3	125
VIC - Melbourne - Inner East	77	15	9	0	101
VIC - Melbourne - Inner South	108	16	20	3	147
VIC - Melbourne - North East	130	29	38	3	200
VIC - Melbourne - North West	39	8	12	0	59
VIC - Melbourne - Outer East	119	13	46	1	179
VIC - Melbourne - South East	117	12	48	3	180
VIC - Melbourne - West	73	16	73	1	163
VIC - Mornington Peninsula	50	10	21	1	82
VIC - North West	64	14	10	6	94
VIC - Shepparton	31	5	3	0	39
VIC - Warrnambool and South West	35	4	16	0	55
<b>WA</b>	<b>12</b>	<b>1</b>	<b>88</b>	<b>0</b>	<b>101</b>
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	9	0	9
WA - Perth - Inner	5	0	0	0	5
WA - Perth - North East	1	1	5	0	7
WA - Perth - North West	1	0	26	0	27
WA - Perth - South East	5	0	29	0	34
WA - Perth - South West	0	0	13	0	13
WA - Western Australia - Outback	0	0	6	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Total</b>	<b>4,006</b>	<b>296</b>	<b>2,399</b>	<b>63</b>	<b>6,764</b>

**Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design as at 31 December 2021 (excluding in-kind arrangements)**

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>32</b>	<b>59</b>	<b>33</b>	<b>14</b>	<b>7</b>	<b>145</b>
ACT - Australian Capital Territory	32	59	33	14	7	145
<b>NSW</b>	<b>1,119</b>	<b>449</b>	<b>528</b>	<b>84</b>	<b>253</b>	<b>2,433</b>
NSW - Capital Region	52	3	8	1	5	69
NSW - Central Coast	60	11	36	4	13	124
NSW - Central West	36	10	6	6	9	67
NSW - Coffs Harbour - Grafton	18	4	4	2	2	30
NSW - Far West and Orana	52	2	5	8	3	70
NSW - Hunter Valley exc Newcastle	29	2	14	4	9	58
NSW - Illawarra	42	10	12	0	0	64
NSW - Mid North Coast	39	11	0	6	1	57
NSW - Murray	35	18	6	5	2	66
NSW - New England and North West	18	12	6	0	15	51
NSW - Newcastle and Lake Macquarie	69	12	106	2	8	197
NSW - Richmond - Tweed	35	14	9	0	6	64
NSW - Riverina	23	8	6	3	1	41
NSW - Southern Highlands and Shoalhaven	10	15	6	5	0	36
NSW - Sydney - Baulkham Hills and Hawkesbury	37	35	11	3	25	111
NSW - Sydney - Blacktown	63	31	15	1	14	124
NSW - Sydney - City and Inner South	15	23	1	2	0	41
NSW - Sydney - Eastern Suburbs	11	0	1	1	0	13
NSW - Sydney - Inner South West	70	17	42	1	3	133
NSW - Sydney - Inner West	20	0	1	1	0	22
NSW - Sydney - North Sydney and Hornsby	33	7	15	2	4	61
NSW - Sydney - Northern Beaches	30	6	13	0	11	60
NSW - Sydney - Outer South West	40	3	13	4	5	65
NSW - Sydney - Outer West and Blue Mountains	68	59	38	19	33	217
NSW - Sydney - Parramatta	78	88	68	0	44	278
NSW - Sydney - Ryde	49	14	44	2	25	134
NSW - Sydney - South West	31	13	28	2	13	87
NSW - Sydney - Sutherland	56	21	14	0	2	93
<b>NT</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>15</b>	<b>31</b>
NT - Darwin	4	2	3	0	13	22
NT - Northern Territory - Outback	4	1	2	0	2	9
<b>QLD</b>	<b>107</b>	<b>203</b>	<b>415</b>	<b>100</b>	<b>184</b>	<b>1,009</b>
QLD - Brisbane - East	6	6	11	2	3	28
QLD - Brisbane - North	13	7	22	1	2	45
QLD - Brisbane - South	9	6	27	3	1	46
QLD - Brisbane - West	1	23	30	0	0	54
QLD - Brisbane Inner City	5	3	31	0	10	49
QLD - Cairns	2	2	14	0	17	35
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	3	9	2	0	19	33
QLD - Gold Coast	8	18	79	4	21	130
QLD - Ipswich	7	21	38	25	9	100
QLD - Logan - Beaudesert	5	14	28	15	15	77
QLD - Mackay	2	5	0	0	3	10
QLD - Moreton Bay - North	0	10	34	16	11	71
QLD - Moreton Bay - South	2	14	23	3	6	48
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	8	28	13	8	62

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Toowoomba	11	16	23	1	9	60
QLD - Townsville	7	10	10	4	14	45
QLD - Wide Bay	20	28	14	13	33	108
<b>SA</b>	<b>568</b>	<b>257</b>	<b>207</b>	<b>55</b>	<b>103</b>	<b>1,190</b>
SA - Adelaide - Central and Hills	63	11	60	6	10	150
SA - Adelaide - North	153	120	67	14	31	385
SA - Adelaide - South	179	51	62	11	27	330
SA - Adelaide - West	97	38	15	13	21	184
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	48	30	3	8	14	103
<b>TAS</b>	<b>6</b>	<b>18</b>	<b>4</b>	<b>2</b>	<b>16</b>	<b>46</b>
TAS - Hobart	5	7	0	0	1	13
TAS - Launceston and North East	1	8	3	2	5	19
TAS - South East	0	0	0	0	0	0
TAS - West and North West	0	3	1	0	10	14
<b>VIC</b>	<b>344</b>	<b>435</b>	<b>470</b>	<b>180</b>	<b>380</b>	<b>1,809</b>
VIC - Ballarat	9	44	11	17	9	90
VIC - Bendigo	10	15	23	14	3	65
VIC - Geelong	13	28	38	14	7	100
VIC - Hume	24	9	7	3	11	54
VIC - Latrobe - Gippsland	17	36	2	15	6	76
VIC - Melbourne - Inner	20	22	76	1	6	125
VIC - Melbourne - Inner East	20	19	19	13	30	101
VIC - Melbourne - Inner South	46	24	24	10	43	147
VIC - Melbourne - North East	34	50	43	22	51	200
VIC - Melbourne - North West	7	13	12	7	20	59
VIC - Melbourne - Outer East	33	29	37	15	65	179
VIC - Melbourne - South East	30	49	58	17	26	180
VIC - Melbourne - West	10	32	76	7	38	163
VIC - Mornington Peninsula	13	21	15	7	26	82
VIC - North West	24	23	8	9	30	94
VIC - Shepparton	12	12	7	3	5	39
VIC - Warrnambool and South West	22	9	14	6	4	55
<b>WA</b>	<b>5</b>	<b>12</b>	<b>56</b>	<b>1</b>	<b>27</b>	<b>101</b>
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	1	0	8	9
WA - Perth - Inner	0	0	5	0	0	5
WA - Perth - North East	1	1	3	0	2	7
WA - Perth - North West	1	0	26	0	0	27
WA - Perth - South East	3	11	18	0	2	34
WA - Perth - South West	0	0	3	0	10	13
WA - Western Australia - Outback	0	0	0	1	5	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
<b>Total</b>	<b>2,189</b>	<b>1,436</b>	<b>1,718</b>	<b>436</b>	<b>985</b>	<b>6,764</b>

**Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2021 (excluding in-kind arrangements)**

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>ACT</b>	<b>25</b>	<b>56</b>	<b>30</b>	<b>24</b>	<b>10</b>	<b>0</b>	<b>145</b>
ACT - Australian Capital Territory	25	56	30	24	10	0	145
<b>NSW</b>	<b>733</b>	<b>444</b>	<b>228</b>	<b>319</b>	<b>651</b>	<b>58</b>	<b>2,433</b>
NSW - Capital Region	31	9	3	9	16	1	69
NSW - Central Coast	45	18	7	17	34	3	124
NSW - Central West	10	5	5	12	32	3	67
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	22	11	3	13	17	4	70
NSW - Hunter Valley exc Newcastle	15	1	10	13	18	1	58
NSW - Illawarra	14	3	8	9	29	1	64
NSW - Mid North Coast	20	12	6	1	16	2	57
NSW - Murray	24	12	6	6	17	1	66
NSW - New England and North West	7	12	7	3	20	2	51
NSW - Newcastle and Lake Macquarie	77	32	27	20	40	1	197
NSW - Richmond - Tweed	22	8	5	8	20	1	64
NSW - Riverina	6	7	7	11	9	1	41
NSW - Southern Highlands and Shoalhaven	3	11	3	5	13	1	36
NSW - Sydney - Baulkham Hills and Hawkesbury	11	38	4	22	30	6	111
NSW - Sydney - Blacktown	19	24	16	17	44	4	124
NSW - Sydney - City and Inner South	13	11	0	5	9	3	41
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	49	13	10	12	47	2	133
NSW - Sydney - Inner West	0	1	3	5	10	3	22
NSW - Sydney - North Sydney and Hornsby	17	8	5	9	21	1	61
NSW - Sydney - Northern Beaches	8	5	5	13	28	1	60
NSW - Sydney - Outer South West	10	9	8	16	22	0	65
NSW - Sydney - Outer West and Blue Mountains	74	34	40	30	35	4	217
NSW - Sydney - Parramatta	120	89	14	15	40	0	278
NSW - Sydney - Ryde	44	36	7	19	27	1	134
NSW - Sydney - South West	31	17	6	12	20	1	87
NSW - Sydney - Sutherland	34	13	8	11	23	4	93
<b>NT</b>	<b>3</b>	<b>14</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>31</b>
NT - Darwin	2	10	0	2	6	2	22
NT - Northern Territory - Outback	1	4	2	1	0	1	9
<b>QLD</b>	<b>472</b>	<b>186</b>	<b>182</b>	<b>94</b>	<b>43</b>	<b>32</b>	<b>1,009</b>
QLD - Brisbane - East	10	7	8	2	1	0	28
QLD - Brisbane - North	23	6	8	3	3	2	45
QLD - Brisbane - South	27	8	6	0	3	2	46
QLD - Brisbane - West	29	15	3	3	2	2	54
QLD - Brisbane Inner City	42	0	4	2	1	0	49
QLD - Cairns	16	4	7	7	0	1	35
QLD - Darling Downs - Maranoa	2	1	1	0	3	1	8
QLD - Fitzroy	10	7	5	8	1	2	33
QLD - Gold Coast	94	10	19	3	2	2	130
QLD - Ipswich	41	21	24	12	1	1	100
QLD - Logan - Beaudesert	39	11	15	9	2	1	77
QLD - Mackay	2	0	0	4	4	0	10
QLD - Moreton Bay - North	23	15	16	9	6	2	71
QLD - Moreton Bay - South	21	13	8	4	2	0	48
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	36	4	12	4	3	3	62
QLD - Toowoomba	22	17	4	8	2	7	60
QLD - Townsville	3	22	5	8	5	2	45
QLD - Wide Bay	32	25	37	8	2	4	108

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>SA</b>	<b>326</b>	<b>467</b>	<b>188</b>	<b>122</b>	<b>80</b>	<b>7</b>	<b>1,190</b>
SA - Adelaide - Central and Hills	62	44	18	17	6	3	150
SA - Adelaide - North	83	160	70	47	25	0	385
SA - Adelaide - South	107	123	37	27	34	2	330
SA - Adelaide - West	56	69	33	15	11	0	184
SA - Barossa - Yorke - Mid North	3	7	6	3	0	1	20
SA - South Australia - Outback	4	8	1	4	1	0	18
SA - South Australia - South East	11	56	23	9	3	1	103
<b>TAS</b>	<b>11</b>	<b>12</b>	<b>3</b>	<b>17</b>	<b>0</b>	<b>3</b>	<b>46</b>
TAS - Hobart	3	3	3	4	0	0	13
TAS - Launceston and North East	5	3	0	9	0	2	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	3	6	0	4	0	1	14
<b>VIC</b>	<b>496</b>	<b>200</b>	<b>213</b>	<b>150</b>	<b>558</b>	<b>192</b>	<b>1,809</b>
VIC - Ballarat	42	17	5	2	13	11	90
VIC - Bendigo	28	10	6	6	10	5	65
VIC - Geelong	32	21	12	5	25	5	100
VIC - Hume	7	19	4	6	14	4	54
VIC - Latrobe - Gippsland	28	10	5	2	13	18	76
VIC - Melbourne - Inner	84	5	6	7	16	7	125
VIC - Melbourne - Inner East	11	4	5	11	55	15	101
VIC - Melbourne - Inner South	40	13	18	9	51	16	147
VIC - Melbourne - North East	39	21	33	15	63	29	200
VIC - Melbourne - North West	3	10	8	4	26	8	59
VIC - Melbourne - Outer East	38	15	23	25	65	13	179
VIC - Melbourne - South East	47	7	27	22	65	12	180
VIC - Melbourne - West	47	13	32	8	47	16	163
VIC - Mornington Peninsula	15	11	11	6	29	10	82
VIC - North West	20	14	7	11	28	14	94
VIC - Shepparton	8	2	4	6	14	5	39
VIC - Warrnambool and South West	7	8	7	5	24	4	55
<b>WA</b>	<b>48</b>	<b>17</b>	<b>24</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>101</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	8	1	0	0	9
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	4	0	1	1	1	7
WA - Perth - North West	21	2	1	1	2	0	27
WA - Perth - South East	23	2	5	2	2	0	34
WA - Perth - South West	2	4	6	1	0	0	13
WA - Western Australia - Outback	2	0	4	0	0	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Total</b>	<b>2,114</b>	<b>1,396</b>	<b>870</b>	<b>735</b>	<b>1,353</b>	<b>296</b>	<b>6,764</b>

**Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements).**

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>22</b>	<b>36</b>	<b>6</b>	<b>2</b>	<b>66</b>
ACT - Australian Capital Territory	22	36	6	2	66
<b>NSW</b>	<b>714</b>	<b>816</b>	<b>100</b>	<b>403</b>	<b>2,033</b>
NSW - Capital Region	0	14	5	1	20
NSW - Central Coast	16	65	0	36	117
NSW - Central West	13	6	13	0	32
NSW - Coffs Harbour - Grafton	5	0	0	0	5
NSW - Far West and Orana	5	14	0	0	19
NSW - Hunter Valley exc Newcastle	5	44	10	10	69
NSW - Illawarra	30	30	0	0	60
NSW - Mid North Coast	16	0	6	3	25
NSW - Murray	10	11	4	0	25
NSW - New England and North West	0	2	0	31	33
NSW - Newcastle and Lake Macquarie	34	225	2	11	272
NSW - Richmond - Tweed	15	15	0	7	37
NSW - Riverina	13	17	6	0	36
NSW - Southern Highlands and Shoalhaven	19	16	12	0	47
NSW - Sydney - Baulkham Hills and Hawkesbury	62	10	1	56	129
NSW - Sydney - Blacktown	52	19	0	34	105
NSW - Sydney - City and Inner South	36	5	0	0	41
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	31	60	0	0	91
NSW - Sydney - Inner West	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	28	5	4	37
NSW - Sydney - Northern Beaches	15	36	0	36	87
NSW - Sydney - Outer South West	5	12	0	2	19
NSW - Sydney - Outer West and Blue Mountains	95	44	28	50	217
NSW - Sydney - Parramatta	164	62	0	52	278
NSW - Sydney - Ryde	28	20	3	43	94
NSW - Sydney - South West	18	40	5	22	85
NSW - Sydney - Sutherland	27	20	0	5	52
<b>NT</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>14</b>	<b>22</b>
NT - Darwin	0	4	0	14	18
NT - Northern Territory - Outback	0	4	0	0	4
<b>QLD</b>	<b>113</b>	<b>625</b>	<b>114</b>	<b>199</b>	<b>1,051</b>
QLD - Brisbane - East	5	15	0	6	26
QLD - Brisbane - North	3	20	3	3	29
QLD - Brisbane - South	1	33	6	0	40
QLD - Brisbane - West	2	15	0	0	17
QLD - Brisbane Inner City	3	32	0	16	51
QLD - Cairns	0	26	0	12	38
QLD - Darling Downs - Maranoa	5	3	0	4	12
QLD - Fitzroy	0	6	0	9	15
QLD - Gold Coast	13	99	6	24	142
QLD - Ipswich	12	81	21	8	122

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Logan - Beaudesert	18	48	20	24	110
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	6	67	17	12	102
QLD - Moreton Bay - South	5	37	5	2	49
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	2	53	9	9	73
QLD - Toowoomba	16	36	2	23	77
QLD - Townsville	4	20	10	12	46
QLD - Wide Bay	18	34	15	35	102
<b>SA</b>	<b>59</b>	<b>165</b>	<b>121</b>	<b>40</b>	<b>385</b>
SA - Adelaide - Central and Hills	9	68	15	2	94
SA - Adelaide - North	30	66	28	9	133
SA - Adelaide - South	6	24	25	12	67
SA - Adelaide - West	14	3	31	12	60
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	5	25
<b>TAS</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>30</b>	<b>43</b>
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	7	2	1	16	26
TAS - South East	0	0	0	0	0
TAS - West and North West	2	1	0	14	17
<b>VIC</b>	<b>161</b>	<b>541</b>	<b>90</b>	<b>98</b>	<b>890</b>
VIC - Ballarat	41	17	3	3	64
VIC - Bendigo	11	28	9	0	48
VIC - Geelong	10	68	16	7	101
VIC - Hume	0	0	0	6	6
VIC - Latrobe - Gippsland	10	1	2	0	13
VIC - Melbourne - Inner	7	66	0	1	74
VIC - Melbourne - Inner East	0	7	4	0	11
VIC - Melbourne - Inner South	3	20	8	4	35
VIC - Melbourne - North East	16	39	17	0	72
VIC - Melbourne - North West	3	23	1	4	31
VIC - Melbourne - Outer East	12	51	1	4	68
VIC - Melbourne - South East	14	65	9	4	92
VIC - Melbourne - West	21	93	4	11	129
VIC - Mornington Peninsula	3	24	6	20	53
VIC - North West	10	0	0	24	34
VIC - Shepparton	0	6	0	0	6
VIC - Warrnambool and South West	0	33	10	10	53
<b>WA</b>	<b>12</b>	<b>80</b>	<b>1</b>	<b>71</b>	<b>164</b>
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	3	0	25	28
WA - Perth - Inner	0	0	0	0	0
WA - Perth - North East	2	8	0	2	12
WA - Perth - North West	0	37	0	0	37

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Perth - South East	10	27	0	4	41
WA - Perth - South West	0	5	0	27	32
WA - Western Australia - Outback	0	0	1	13	14
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Total</b>	<b>1,090</b>	<b>2,274</b>	<b>433</b>	<b>857</b>	<b>4,654</b>

**Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 31 December 2021**

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0
<b>NSW</b>	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
<b>NT</b>	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
<b>QLD</b>	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

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Fitzroy	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0
<b>SA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
SA - Adelaide - Central and Hills	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0
<b>TAS</b>	<b>142</b>	<b>44</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>203</b>
TAS - Hobart	67	32	0	3	9	111
TAS - Launceston and North East	29	4	0	0	0	33
TAS - South East	1	1	0	0	0	2
TAS - West and North West	45	7	0	1	4	57
<b>VIC</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
VIC - Ballarat	0	0	0	0	0	0
VIC - Bendigo	0	0	0	0	0	0
VIC - Geelong	0	0	0	0	0	0
VIC - Hume	0	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0	0
VIC - Melbourne - Inner	0	0	0	0	0	0
VIC - Melbourne - Inner East	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	0	0	0	0	0
VIC - Melbourne - North East	0	0	0	0	0	0
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	0	0	0	0	0
VIC - Melbourne - West	0	0	0	0	0	0
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
<b>WA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
<b>Total</b>	<b>142</b>	<b>44</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>203</b>

**Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2021**

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>ACT</b>	0	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0	0
<b>NSW</b>	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
<b>NT</b>	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
<b>QLD</b>	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
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

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>SA</b>	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
<b>TAS</b>	<b>74</b>	<b>26</b>	<b>12</b>	<b>79</b>	<b>12</b>	<b>0</b>	<b>203</b>
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
<b>VIC</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
VIC - Ballarat	0	0	0	0	0	0	0
VIC - Bendigo	0	0	0	0	0	0	0
VIC - Geelong	0	0	0	0	0	0	0
VIC - Hume	0	0	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0	0	0
VIC - Melbourne - Inner	0	0	0	0	0	0	0
VIC - Melbourne - Inner East	0	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	0	0	0	0	0	0
VIC - Melbourne - North East	0	0	0	0	0	0	0
VIC - Melbourne - North West	0	0	0	0	0	0	0
VIC - Melbourne - Outer East	0	0	0	0	0	0	0
VIC - Melbourne - South East	0	0	0	0	0	0	0
VIC - Melbourne - West	0	0	0	0	0	0	0
VIC - Mornington Peninsula	0	0	0	0	0	0	0
VIC - North West	0	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	0	0	0	0	0
<b>WA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Total</b>	<b>74</b>	<b>26</b>	<b>12</b>	<b>79</b>	<b>12</b>	<b>0</b>	<b>203</b>

**Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 December 2021** <sup>920</sup>

SA4 Region	SDA Design Category											Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and High Physical Support	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	Robust and Improved Liveability	Robust and High Physical Support	Robust and Fully Accessible	
<b>ACT</b>	0	1	32	0	0	0	0	0	1	0	1	<b>35</b>
ACT - Australian Capital Territory	0	1	32	0	0	0	0	0	1	0	1	35
<b>NSW</b>	0	81	410	57	56	2	0	2	2	2	0	<b>612</b>
NSW - Capital Region	0	0	0	0	0	0	0	0	0	0	0	0
NSW - Central Coast	0	1	19	0	9	0	0	0	0	0	0	29
NSW - Central West	0	0	0	3	0	1	0	0	0	0	0	4
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	6	0	0	0	0	0	0	0	16
NSW - Hunter Valley exc Newcastle	0	0	11	0	0	0	0	0	0	0	0	11
NSW - Illawarra	0	8	31	0	0	0	0	0	0	0	0	39
NSW - Mid North Coast	0	0	0	3	3	0	0	0	0	0	0	6
NSW - Murray	0	0	3	10	1	0	0	2	0	0	0	16
NSW - New England and North West	0	0	1	0	5	0	0	0	0	0	0	6
NSW - Newcastle and Lake Macquarie	0	0	17	1	3	0	0	0	0	0	0	21
NSW - Richmond - Tweed	0	1	1	2	6	0	0	0	2	0	0	12
NSW - Riverina	0	0	11	3	0	0	0	0	0	0	0	14
NSW - Southern Highlands and Shoalhaven	0	6	6	0	0	1	0	0	0	0	0	13
NSW - Sydney - Baulkham Hills and Hawkesbury	0	1	10	0	0	0	0	0	0	0	0	11
NSW - Sydney - Blacktown	0	12	45	7	0	0	0	0	0	0	0	64
NSW - Sydney - City and Inner South	0	0	13	0	0	0	0	0	0	0	0	13
NSW - Sydney - Eastern Suburbs	0	1	6	2	0	0	0	0	0	0	0	9
NSW - Sydney - Inner South West	0	0	25	1	1	0	0	0	0	0	0	27
NSW - Sydney - Inner West	0	0	14	4	2	0	0	0	0	0	0	20
NSW - Sydney - North Sydney and Hornsby	0	5	13	0	8	0	0	0	0	0	0	26
NSW - Sydney - Northern Beaches	0	0	0	1	1	0	0	0	0	0	0	2
NSW - Sydney - Outer South West	0	0	20	0	0	0	0	0	0	0	0	20
NSW - Sydney - Outer West and Blue Mountains	0	38	31	4	5	0	0	0	0	0	0	78
NSW - Sydney - Parramatta	0	4	42	2	6	0	0	0	0	0	0	54
NSW - Sydney - Ryde	0	2	13	1	0	0	0	0	0	0	0	16
NSW - Sydney - South West	0	2	57	7	6	0	0	0	0	0	0	72
NSW - Sydney - Sutherland	0	0	11	0	0	0	0	0	0	2	0	13
<b>NT</b>	0	0	11	0	0	0	0	0	0	0	0	<b>11</b>
NT - Darwin	0	0	4	0	0	0	0	0	0	0	0	4
NT - Northern Territory - Outback	0	0	7	0	0	0	0	0	0	0	0	7

<sup>920</sup> 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 has 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	Improved Liveability and High Physical Support	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	Robust and Improved Liveability	Robust and High Physical Support		Robust and Fully Accessible
<b>QLD</b>	0	32	550	97	59	1	0	0	0	0	0	<b>739</b>
QLD - Brisbane - East	0	0	38	1	0	0	0	0	0	0	0	39
QLD - Brisbane - North	0	0	20	1	0	1	0	0	0	0	0	22
QLD - Brisbane - South	0	0	37	1	5	0	0	0	0	0	0	43
QLD - Brisbane - West	0	0	0	1	0	0	0	0	0	0	0	1
QLD - Brisbane Inner City	0	0	12	0	2	0	0	0	0	0	0	14
QLD - Cairns	0	0	24	4	0	0	0	0	0	0	0	28
QLD - Darling Downs - Maranoa	0	1	4	2	0	0	0	0	0	0	0	7
QLD - Fitzroy	0	0	8	0	1	0	0	0	0	0	0	9
QLD - Gold Coast	0	2	100	1	6	0	0	0	0	0	0	109
QLD - Ipswich	0	5	52	29	10	0	0	0	0	0	0	96
QLD - Logan - Beaudesert	0	6	92	15	8	0	0	0	0	0	0	121
QLD - Mackay	0	0	9	2	2	0	0	0	0	0	0	13
QLD - Moreton Bay - North	0	5	65	9	8	0	0	0	0	0	0	87
QLD - Moreton Bay - South	0	0	12	3	0	0	0	0	0	0	0	15
QLD - Queensland - Outback	0	0	0	0	0	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	10	20	3	0	0	0	0	0	0	33
QLD - Toowoomba	0	2	20	7	6	0	0	0	0	0	0	35
QLD - Townsville	0	0	29	0	3	0	0	0	0	0	0	32
QLD - Wide Bay	0	11	18	1	5	0	0	0	0	0	0	35
<b>SA</b>	0	13	79	1	6	0	4	0	0	0	0	<b>103</b>
SA - Adelaide - Central and Hills	0	1	48	0	0	0	0	0	0	0	0	49
SA - Adelaide - North	0	4	7	1	2	0	0	0	0	0	0	14
SA - Adelaide - South	0	1	14	0	2	0	4	0	0	0	0	21
SA - Adelaide - West	0	7	10	0	0	0	0	0	0	0	0	17
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	2	0	0	0	0	0	0	2
<b>TAS</b>	0	0	0	2	2	0	0	0	0	0	0	<b>4</b>
TAS - Hobart	0	0	0	2	0	0	0	0	0	0	0	2
TAS - Launceston and North East	0	0	0	0	2	0	0	0	0	0	0	2
TAS - South East	0	0	0	0	0	0	0	0	0	0	0	0
TAS - West and North West	0	0	0	0	0	0	0	0	0	0	0	0
<b>VIC</b>	0	76	325	62	42	1	2	0	0	0	0	<b>508</b>
VIC - Ballarat	0	8	20	6	11	0	2	0	0	0	0	47
VIC - Bendigo	0	5	6	2	2	0	0	0	0	0	0	15
VIC - Geelong	0	1	27	3	1	0	0	0	0	0	0	32
VIC - Hume	0	0	1	0	1	0	0	0	0	0	0	2
VIC - Latrobe - Gippsland	0	2	1	1	2	0	0	0	0	0	0	6
VIC - Melbourne - Inner	0	17	66	0	2	0	0	0	0	0	0	85
VIC - Melbourne - Inner East	0	0	0	0	0	0	0	0	0	0	0	0

SA4 Region	SDA Design Category											Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and High Physical Support	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	Robust and Improved Liveability	Robust and High Physical Support	Robust and Fully Accessible	
VIC - Melbourne - Inner South	0	6	14	14	2	0	0	0	0	0	0	36
VIC - Melbourne - North East	0	4	30	16	1	0	0	0	0	0	0	51
VIC - Melbourne - North West	0	0	1	1	0	0	0	0	0	0	0	2
VIC - Melbourne - Outer East	0	10	12	0	3	1	0	0	0	0	0	26
VIC - Melbourne - South East	0	9	28	12	1	0	0	0	0	0	0	50
VIC - Melbourne - West	0	4	107	1	6	0	0	0	0	0	0	118
VIC - Mornington Peninsula	0	0	2	0	10	0	0	0	0	0	0	12
VIC - North West	0	2	0	0	0	0	0	0	0	0	0	2
VIC - Shepparton	0	6	7	2	0	0	0	0	0	0	0	15
VIC - Warrnambool and South West	0	2	3	4	0	0	0	0	0	0	0	9
<b>WA</b>	<b>0</b>	<b>38</b>	<b>98</b>	<b>2</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>150</b>
WA - Bunbury	0	0	0	0	0	0	0	0	0	0	0	0
WA - Mandurah	0	0	6	0	4	0	0	0	0	0	0	10
WA - Perth - Inner	0	0	14	0	0	0	0	0	0	0	0	14
WA - Perth - North East	0	0	5	0	1	0	0	0	0	0	0	6
WA - Perth - North West	0	0	29	1	0	0	0	0	0	0	0	30
WA - Perth - South East	0	38	16	1	6	0	0	0	0	0	0	61
WA - Perth - South West	0	0	28	0	1	0	0	0	0	0	0	29
WA - Western Australia - Outback	0	0	0	0	0	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>241</b>	<b>1,505</b>	<b>221</b>	<b>177</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2,162</b>

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 December 2021 <sup>921</sup>

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
<b>ACT</b>	<b>192</b>	<b>20</b>	<b>21</b>	<b>233</b>
ACT - Australian Capital Territory	192	20	21	233
<b>NSW</b>	<b>4,898</b>	<b>864</b>	<b>535</b>	<b>6,297</b>
NSW - Capital Region	139	13	9	161
NSW - Central Coast	240	53	34	327
NSW - Central West	207	22	24	253
NSW - Coffs Harbour - Grafton	88	13	10	111
NSW - Far West and Orana	116	9	10	135
NSW - Hunter Valley exc Newcastle	167	24	15	206
NSW - Illawarra	225	33	15	273
NSW - Mid North Coast	145	15	10	170
NSW - Murray	118	16	8	142
NSW - New England and North West	101	20	9	130
NSW - Newcastle and Lake Macquarie	383	45	35	463
NSW - Richmond - Tweed	164	29	26	219
NSW - Riverina	102	11	16	129
NSW - Southern Highlands and Shoalhaven	103	17	10	130
NSW - Sydney - Baulkham Hills and Hawkesbury	184	40	18	242
NSW - Sydney - Blacktown	287	25	17	329
NSW - Sydney - City and Inner South	87	8	12	107
NSW - Sydney - Eastern Suburbs	62	5	14	81
NSW - Sydney - Inner South West	289	49	31	369
NSW - Sydney - Inner West	124	5	17	146
NSW - Sydney - North Sydney and Hornsby	147	24	28	199
NSW - Sydney - Northern Beaches	150	67	11	228
NSW - Sydney - Outer South West	147	29	29	205
NSW - Sydney - Outer West and Blue Mountains	326	78	31	435
NSW - Sydney - Parramatta	234	85	50	369
NSW - Sydney - Ryde	226	74	13	313
NSW - Sydney - South West	153	28	26	207
NSW - Sydney - Sutherland	184	27	7	218
<b>NT</b>	<b>136</b>	<b>7</b>	<b>39</b>	<b>182</b>
NT - Darwin	84	6	17	107
NT - Northern Territory - Outback	52	1	22	75
<b>QLD</b>	<b>1,576</b>	<b>393</b>	<b>479</b>	<b>2,448</b>
QLD - Brisbane - East	54	11	30	95
QLD - Brisbane - North	65	25	34	124
QLD - Brisbane - South	67	15	38	120
QLD - Brisbane - West	66	25	18	109
QLD - Brisbane Inner City	34	26	17	77
QLD - Cairns	64	9	19	92
QLD - Darling Downs - Maranoa	28	1	8	37
QLD - Fitzroy	81	9	15	105
QLD - Gold Coast	134	57	45	236
QLD - Ipswich	232	38	65	335
QLD - Logan - Beaudesert	105	26	25	156
QLD - Mackay	31	3	8	42
QLD - Moreton Bay - North	88	30	36	154

<sup>921</sup> 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 - Moreton Bay - South	45	18	16	79
QLD - Queensland - Outback	1	0	3	4
QLD - Sunshine Coast	98	27	27	152
QLD - Toowoomba	173	21	22	216
QLD - Townsville	67	15	21	103
QLD - Wide Bay	143	37	32	212
<b>SA</b>	<b>1,606</b>	<b>169</b>	<b>228</b>	<b>2,003</b>
SA - Adelaide - Central and Hills	178	32	41	251
SA - Adelaide - North	514	58	52	624
SA - Adelaide - South	515	41	70	626
SA - Adelaide - West	185	22	35	242
SA - Barossa - Yorke - Mid North	39	3	3	45
SA - South Australia - Outback	40	3	9	52
SA - South Australia - South East	135	10	18	163
<b>TAS</b>	<b>360</b>	<b>33</b>	<b>38</b>	<b>431</b>
TAS - Hobart	180	3	16	199
TAS - Launceston and North East	95	13	10	118
TAS - South East	5	0	2	7
TAS - West and North West	80	17	10	107
<b>VIC</b>	<b>4,780</b>	<b>715</b>	<b>530</b>	<b>6,025</b>
VIC - Ballarat	187	39	29	255
VIC - Bendigo	151	22	17	190
VIC - Geelong	243	59	44	346
VIC - Hume	146	12	10	168
VIC - Latrobe - Gippsland	179	26	23	228
VIC - Melbourne - Inner	192	51	34	277
VIC - Melbourne - Inner East	399	43	20	462
VIC - Melbourne - Inner South	376	43	30	449
VIC - Melbourne - North East	582	54	35	671
VIC - Melbourne - North West	202	25	25	252
VIC - Melbourne - Outer East	525	70	51	646
VIC - Melbourne - South East	472	85	75	632
VIC - Melbourne - West	358	62	56	476
VIC - Mornington Peninsula	227	37	50	314
VIC - North West	239	31	8	278
VIC - Shepparton	125	25	10	160
VIC - Warrnambool and South West	177	31	13	221
<b>WA</b>	<b>1,169</b>	<b>53</b>	<b>142</b>	<b>1,364</b>
WA - Bunbury	39	0	6	45
WA - Mandurah	33	4	8	45
WA - Perth - Inner	59	2	10	71
WA - Perth - North East	263	4	18	285
WA - Perth - North West	302	17	22	341
WA - Perth - South East	320	14	35	369
WA - Perth - South West	122	6	29	157
WA - Western Australia - Outback	15	6	10	31
WA - Western Australia - Wheat Belt	16	0	4	20
Missing	0	1	0	1
<b>Total</b>	<b>14,717</b>	<b>2,255</b>	<b>2,012</b>	<b>18,984</b>

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 31 December 2021 <sup>922</sup>

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
<b>ACT</b>	<b>4</b>	<b>8</b>	<b>18</b>	<b>1</b>	<b>10</b>	<b>41</b>	<b>18%</b>
ACT - Australian Capital Territory	4	8	18	1	10	41	18%
<b>NSW</b>	<b>162</b>	<b>520</b>	<b>377</b>	<b>71</b>	<b>269</b>	<b>1,399</b>	<b>22%</b>
NSW - Capital Region	2	9	5	0	6	22	14%
NSW - Central Coast	13	23	33	2	16	87	27%
NSW - Central West	15	15	6	6	4	46	18%
NSW - Coffs Harbour - Grafton	4	12	1	2	4	23	21%
NSW - Far West and Orana	2	7	7	1	2	19	14%
NSW - Hunter Valley exc Newcastle	4	12	11	3	9	39	19%
NSW - Illawarra	3	15	18	0	12	48	18%
NSW - Mid North Coast	5	11	1	5	3	25	15%
NSW - Murray	3	10	4	1	6	24	17%
NSW - New England and North West	0	14	5	1	9	29	22%
NSW - Newcastle and Lake Macquarie	16	21	21	5	17	80	17%
NSW - Richmond - Tweed	6	21	9	4	15	55	25%
NSW - Riverina	5	9	6	1	6	27	21%
NSW - Southern Highlands and Shoalhaven	1	13	6	2	5	27	21%
NSW - Sydney - Baulkham Hills and Hawkesbury	5	27	13	2	11	58	24%
NSW - Sydney - Blacktown	4	20	9	3	6	42	13%
NSW - Sydney - City and Inner South	1	5	9	0	5	20	19%
NSW - Sydney - Eastern Suburbs	3	7	7	2	0	19	23%
NSW - Sydney - Inner South West	13	16	37	1	13	80	22%
NSW - Sydney - Inner West	3	11	3	1	4	22	15%
NSW - Sydney - North Sydney and Hornsby	4	26	10	5	7	52	26%
NSW - Sydney - Northern Beaches	3	41	22	0	12	78	34%
NSW - Sydney - Outer South West	9	26	11	0	12	58	28%
NSW - Sydney - Outer West and Blue Mountains	11	49	23	5	21	109	25%
NSW - Sydney - Parramatta	9	30	64	11	21	135	37%
NSW - Sydney - Ryde	6	46	11	3	21	87	28%
NSW - Sydney - South West	7	13	17	2	15	54	26%
NSW - Sydney - Sutherland	5	11	8	3	7	34	16%
<b>NT</b>	<b>3</b>	<b>11</b>	<b>15</b>	<b>4</b>	<b>13</b>	<b>46</b>	<b>25%</b>
NT - Darwin	2	7	6	1	7	23	21%
NT - Northern Territory - Outback	1	4	9	3	6	23	31%
<b>QLD</b>	<b>92</b>	<b>206</b>	<b>307</b>	<b>58</b>	<b>209</b>	<b>872</b>	<b>36%</b>
QLD - Brisbane - East	7	7	11	7	9	41	43%
QLD - Brisbane - North	6	21	20	2	10	59	48%
QLD - Brisbane - South	4	17	17	4	11	53	44%
QLD - Brisbane - West	3	8	24	0	8	43	39%
QLD - Brisbane Inner City	4	5	24	1	9	43	56%
QLD - Cairns	4	2	11	1	10	28	30%
QLD - Darling Downs - Maranoa	1	3	2	0	3	9	9%
QLD - Fitzroy	1	6	10	2	5	24	65%
QLD - Gold Coast	11	17	41	1	32	102	43%
QLD - Ipswich	5	38	26	12	22	103	31%
QLD - Logan - Beaudesert	5	10	12	9	15	51	33%
QLD - Mackay	3	3	2	0	3	11	26%

<sup>922</sup> 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 - Moreton Bay - North	6	15	27	5	13	66	43%
QLD - Moreton Bay - South	8	5	12	0	9	34	43%
QLD - Queensland - Outback	0	0	1	0	2	3	75%
QLD - Sunshine Coast	4	8	22	4	16	54	36%
QLD - Toowoomba	4	16	10	4	9	43	20%
QLD - Townsville	4	14	10	2	6	36	35%
QLD - Wide Bay	12	11	25	4	17	69	33%
<b>SA</b>	52	120	107	28	90	397	20%
SA - Adelaide - Central and Hills	13	14	29	4	13	73	29%
SA - Adelaide - North	19	27	27	10	27	110	18%
SA - Adelaide - South	8	40	27	8	28	111	18%
SA - Adelaide - West	8	21	13	5	10	57	24%
SA - Barossa - Yorke - Mid North	0	0	3	0	3	6	13%
SA - South Australia - Outback	2	7	1	0	2	12	23%
SA - South Australia - South East	2	11	7	1	7	28	17%
<b>TAS</b>	15	13	21	3	19	71	16%
TAS - Hobart	8	3	5	1	2	19	10%
TAS - Launceston and North East	4	5	8	1	5	23	19%
TAS - South East	0	0	0	1	1	2	29%
TAS - West and North West	3	5	8	0	11	27	25%
<b>VIC</b>	267	435	280	79	184	1,245	21%
VIC - Ballarat	18	22	11	3	14	68	27%
VIC - Bendigo	9	15	6	5	4	39	21%
VIC - Geelong	12	40	24	6	21	103	30%
VIC - Hume	5	7	5	0	5	22	13%
VIC - Latrobe - Gippsland	15	19	5	5	5	49	21%
VIC - Melbourne - Inner	14	16	41	2	12	85	31%
VIC - Melbourne - Inner East	13	16	19	4	11	63	14%
VIC - Melbourne - Inner South	19	28	17	2	7	73	16%
VIC - Melbourne - North East	15	28	21	11	14	89	13%
VIC - Melbourne - North West	14	11	12	4	9	50	20%
VIC - Melbourne - Outer East	23	51	24	5	18	121	19%
VIC - Melbourne - South East	37	47	39	15	22	160	25%
VIC - Melbourne - West	28	35	30	8	17	118	25%
VIC - Mornington Peninsula	12	48	7	4	16	87	28%
VIC - North West	14	16	5	0	4	39	14%
VIC - Shepparton	8	19	5	2	1	35	22%
VIC - Warrnambool and South West	11	17	9	3	4	44	20%
<b>WA</b>	21	55	60	12	47	195	14%
WA - Bunbury	0	2	1	0	3	6	13%
WA - Mandurah	2	4	3	1	2	12	27%
WA - Perth - Inner	3	3	3	1	2	12	17%
WA - Perth - North East	2	5	7	1	7	22	8%
WA - Perth - North West	2	7	19	2	9	39	11%
WA - Perth - South East	5	17	16	3	8	49	13%
WA - Perth - South West	3	8	9	2	13	35	22%
WA - Western Australia - Outback	3	7	2	2	2	16	52%
WA - Western Australia - Wheat Belt	1	2	0	0	1	4	20%
<b>Missing</b>	0	0	0	0	1	1	100%
<b>Total</b>	<b>616</b>	<b>1,368</b>	<b>1,185</b>	<b>256</b>	<b>842</b>	<b>4,267</b>	<b>22%</b>

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 31 December 2021 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) Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2021 (excluding in-kind arrangements)

Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2021 (excluding in-kind arrangements)

Table P.15 In-kind Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2021

Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 31 December 2021 (excluding in-kind arrangements)

Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 31 December 2021 (excluding in-kind arrangements)

Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 31 December 2021 (excluding in-kind arrangements)

Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 31 December 2021

Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2021

Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 31 December 2021

Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 31 December 2021

## 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 2021 to 30 September 2021 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- 'Other' includes utilisation for participants with service district information missing.
- 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 2021 to 30 September 2021**<sup>923</sup>

Service District	Phasing date began	Participants in SIL			Participants not in SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
<b>New South Wales</b>										
Central Coast	Jul-16		89%	89%	52%	66%	65%	52%	75%	74%
Far West	Jul-17				33%	57%	54%	33%	63%	60%
Hunter New England	Jul-16	75%	88%	88%	54%	68%	66%	54%	76%	75%
Illawarra Shoalhaven	Jul-17	99%	89%	89%	55%	68%	67%	56%	75%	74%
Mid North Coast	Jul-17	41%	88%	88%	54%	71%	70%	54%	75%	74%
Murrumbidgee	Jul-17		89%	89%	48%	69%	66%	48%	75%	73%
Nepean Blue Mountains	Jul-16	80%	88%	88%	53%	66%	64%	54%	75%	74%
North Sydney	Jul-16	71%	90%	90%	56%	67%	66%	56%	77%	76%
Northern NSW	Jul-17		90%	90%	59%	73%	72%	59%	77%	76%
South Eastern Sydney	Jul-17	34%	88%	88%	57%	70%	69%	57%	76%	75%
South Western Sydney	Jul-16	105%	90%	90%	63%	71%	70%	63%	77%	76%
Southern NSW	Jul-16		88%	88%	50%	66%	65%	50%	72%	71%
Sydney	Jul-17	50%	84%	84%	55%	69%	67%	55%	73%	71%
Western NSW	Jul-17		86%	86%	41%	58%	56%	42%	70%	68%
Western Sydney	Jul-16	84%	89%	89%	59%	70%	69%	60%	77%	76%
New South Wales - Other										
<b>NSW total</b>		<b>72%</b>	<b>88%</b>	<b>88%</b>	<b>56%</b>	<b>68%</b>	<b>67%</b>	<b>56%</b>	<b>76%</b>	<b>74%</b>
<b>Victoria</b>										
Barwon	Jul-13		86%	86%	55%	68%	67%	55%	70%	69%
Bayside Peninsula	Apr-18		82%	82%	55%	69%	67%	55%	71%	69%
Brimbank Melton	Oct-18		86%	86%	53%	68%	66%	53%	71%	68%
Central Highlands	Jan-17		88%	88%	51%	66%	65%	51%	70%	69%
Goulburn	Jan-19		83%	83%	46%	62%	60%	46%	65%	63%
Hume Moreland	Mar-18		88%	88%	55%	70%	68%	55%	73%	70%
Inner East Melbourne	Nov-17		84%	84%	56%	68%	67%	56%	70%	69%
Inner Gippsland	Oct-17		85%	85%	46%	66%	64%	46%	67%	65%
Loddon	May-17		87%	87%	46%	66%	64%	46%	69%	67%
Mallee	Jan-19		87%	87%	41%	59%	56%	41%	66%	63%
North East Melbourne	Jul-16		90%	90%	53%	69%	67%	53%	75%	73%
Outer East Melbourne	Nov-17		77%	77%	54%	68%	67%	54%	70%	69%

<sup>923</sup> There were less than 40 participants in SIL with a first plan in South Western Sydney and payments included in the utilisation rate calculation were less than \$0.5m.

Service District	Phasing date began	Participants in SIL			Participants not in SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Outer Gippsland	Jan-19			84%	51%	65%	63%	51%	67%	64%
Ovens Murray	Oct-17		89%	89%	43%	63%	61%	43%	66%	64%
Southern Melbourne	Sep-18		82%	82%	57%	71%	69%	57%	72%	71%
Western District	Oct-17		84%	84%	41%	62%	60%	41%	66%	64%
Western Melbourne	Oct-18		86%	86%	53%	68%	65%	53%	70%	67%
Victoria - Other										
<b>Victoria total</b>		<b>69%</b>	<b>85%</b>	<b>85%</b>	<b>53%</b>	<b>68%</b>	<b>66%</b>	<b>53%</b>	<b>70%</b>	<b>68%</b>
<b>Queensland</b>										
Beenleigh	Jul-18		93%	93%	58%	76%	73%	58%	81%	79%
Brisbane	Jul-18		90%	90%	56%	74%	71%	56%	78%	76%
Bundaberg	Sep-17		91%	91%	51%	75%	72%	51%	80%	77%
Caboolture/Strathpine	Jan-19		88%	88%	56%	75%	72%	56%	79%	76%
Cairns	Jul-18		88%	88%	51%	71%	69%	52%	77%	74%
Ipswich	Jun-17		88%	88%	51%	71%	69%	52%	76%	74%
Mackay	Nov-16		90%	90%	51%	73%	70%	51%	77%	75%
Maroochydore	Jan-19		88%	88%	58%	74%	72%	59%	78%	75%
Maryborough	Jul-18		91%	91%	57%	72%	69%	57%	77%	75%
Robina	Jul-18		91%	91%	61%	77%	75%	61%	81%	79%
Rockhampton	Nov-17		88%	88%	45%	65%	62%	45%	72%	69%
Toowoomba	Jan-17		88%	88%	52%	69%	67%	52%	75%	74%
Townsville	Jul-16		88%	88%	48%	70%	67%	48%	76%	73%
Queensland - Other										42%
<b>Queensland total</b>		<b>81%</b>	<b>90%</b>	<b>89%</b>	<b>55%</b>	<b>73%</b>	<b>70%</b>	<b>55%</b>	<b>78%</b>	<b>76%</b>
<b>South Australia</b>										
Adelaide Hills	Jul-13		89%	89%	52%	71%	69%	54%	76%	75%
Barossa, Light and Lower North	Jul-13		85%	85%	57%	71%	69%	57%	74%	72%
Eastern Adelaide	Jul-13		85%	85%	57%	73%	71%	58%	77%	75%
Eyre and Western	Jul-13		78%	78%	37%	58%	55%	37%	62%	59%
Far North (SA)	Jul-13		81%	81%	29%	52%	45%	29%	62%	56%
Fleurieu and Kangaroo Island	Jul-13		89%	90%	52%	70%	68%	58%	75%	73%
Limestone Coast	Jul-13		90%	90%	44%	62%	60%	44%	72%	69%
Murray and Mallee	Jul-13		88%	88%	49%	60%	59%	53%	70%	68%
Northern Adelaide	Jul-13		89%	89%	58%	72%	70%	59%	78%	76%
Southern Adelaide	Jul-13		86%	86%	56%	70%	69%	56%	76%	75%
Western Adelaide	Jul-13		83%	83%	59%	72%	70%	60%	75%	74%
Yorke and Mid North	Jul-13		84%	84%	47%	64%	63%	48%	68%	67%
South Australia - Other										
<b>South Australia total</b>		<b>89%</b>	<b>87%</b>	<b>87%</b>	<b>54%</b>	<b>70%</b>	<b>68%</b>	<b>55%</b>	<b>75%</b>	<b>73%</b>
<b>Tasmania</b>										
TAS North	Jul-13		88%	88%	49%	70%	67%	49%	75%	73%
TAS North West	Jul-13		85%	85%	53%	70%	68%	53%	76%	74%
TAS South East	Jul-13		89%	89%	56%	72%	69%	56%	77%	75%
TAS South West	Jul-13		89%	89%	54%	73%	70%	55%	79%	77%
Tasmania - Other										
<b>Tasmania total</b>			<b>88%</b>	<b>88%</b>	<b>53%</b>	<b>71%</b>	<b>68%</b>	<b>53%</b>	<b>77%</b>	<b>75%</b>
<b>Australian Capital Territory</b>										
Australian Capital Territory	Jul-14		87%	87%	49%	70%	68%	50%	76%	74%
Australian Capital Territory - Other										
<b>Australian Capital Territory total</b>			<b>87%</b>	<b>87%</b>	<b>49%</b>	<b>70%</b>	<b>68%</b>	<b>50%</b>	<b>76%</b>	<b>74%</b>
<b>Northern Territory</b>										
Barkly	Jul-16				34%	48%	46%	34%	70%	67%
Central Australia	Jul-17		90%	90%	46%	66%	60%	49%	81%	76%
Darwin Remote	Jul-17				46%	55%	52%	46%	55%	52%
Darwin Urban	Jan-17		85%	85%	50%	69%	65%	51%	78%	75%

Service District	Phasing date began	Participants in SIL			Participants not in SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
East Arnhem	Jan-17				42%	37%	38%	43%	38%	39%
Katherine	Jul-17		91%	91%	57%	53%	54%	57%	76%	73%
Northern Territory - Other					39%	69%	60%	48%	76%	69%
<b>Northern Territory total</b>			<b>88%</b>	<b>88%</b>	<b>48%</b>	<b>63%</b>	<b>59%</b>	<b>49%</b>	<b>76%</b>	<b>72%</b>
<b>Western Australia</b>										
North East Metro	Jul-14	91%	87%	87%	56%	70%	68%	66%	76%	75%
Wheat Belt	Jan-17				38%	57%	53%	43%	60%	56%
South Metro	Jul-18	89%	89%	89%	59%	72%	70%	63%	76%	74%
Central South Metro	Jul-18	86%	88%	88%	63%	70%	69%	68%	75%	73%
South West	Sep-18		88%	88%	56%	72%	69%	61%	75%	73%
Goldfields-Esperance	Oct-18			81%	41%	59%	55%	56%	64%	61%
North Metro	Oct-18	88%	86%	87%	60%	69%	67%	68%	72%	71%
Kimberley-Pilbara	Oct-18		86%	85%	30%	57%	51%	31%	62%	56%
South East Metro	Jul-19	85%	85%	85%	62%	71%	69%	75%	75%	75%
Central North Metro	Jul-19	84%	86%	85%	64%	71%	69%	73%	74%	74%
Great Southern	Jul-19	86%	77%	81%	64%	63%	63%	71%	65%	67%
Midwest-Gascoyne	Jul-19	88%	86%	86%	50%	64%	60%	60%	67%	65%
Western Australia - Other										
<b>Western Australia total</b>		<b>86%</b>	<b>87%</b>	<b>87%</b>	<b>58%</b>	<b>69%</b>	<b>67%</b>	<b>68%</b>	<b>74%</b>	<b>72%</b>
<b>National total</b>		<b>85%</b>	<b>88%</b>	<b>88%</b>	<b>55%</b>	<b>69%</b>	<b>67%</b>	<b>57%</b>	<b>75%</b>	<b>73%</b>

# Appendix R:

## Access decisions and first plans

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This appendix includes:

- The number of access decisions completed or more information requested at the end of each month over the past year from 31 December 2020 to 31 December 2021 (Table R.1) (consistent with PSG #2 logic)
- The average number of days to complete an access decision or request more information each month (Table R.2) (consistent with PSG #2 logic).
- The number of access decisions completed each month after final information has been provided (Table R.3) (consistent with PSG #4 logic)
- The average number of days to complete an access decision each month after final information has been provided (Table R.4) (consistent with PSG #4 logic)
- The number of first plans completed each month (Table R.5) (consistent with PSG #6 and #7 logic)
- The average number of days to complete first plans after the access requirements have been met (Table R.6) (consistent with PSG #6 and #7 logic)

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.

In this appendix, the numbers of first plans completed are based on monthly data snapshots. There are small discrepancies between these results and the numbers of plan approvals in the quarterly PSG results in the report body and in Appendix E, which are based on quarterly snapshots.

**Table R.1 Access decisions completed, or request for more information, after an access request has been received - count**

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	29	40	42	46	36	40	42	36	37	33	41	40	33
0-6	NSW	773	560	758	943	750	793	774	891	901	742	802	866	730
0-6	NT	34	18	22	29	18	37	29	15	32	56	43	43	31
0-6	QLD	509	464	553	628	564	534	633	643	688	804	815	966	769
0-6	SA	228	183	193	207	210	192	234	243	230	253	235	279	232
0-6	TAS	60	49	61	40	39	46	62	54	47	51	35	51	36
0-6	VIC	725	748	799	679	569	578	786	817	951	863	781	853	957
0-6	WA	161	166	152	188	160	186	219	220	208	199	230	261	187
<b>0-6</b>	<b>NAT</b>	<b>2,519</b>	<b>2,228</b>	<b>2,580</b>	<b>2,760</b>	<b>2,346</b>	<b>2,407</b>	<b>2,779</b>	<b>2,919</b>	<b>3,095</b>	<b>3,001</b>	<b>2,982</b>	<b>3,359</b>	<b>2,975</b>
7+	ACT	107	76	90	85	87	90	86	101	84	68	77	101	71
7+	NSW	2,064	1,506	1,806	2,316	1,806	1,934	1,950	1,852	1,705	1,630	1,653	1,800	1,500
7+	NT	81	68	88	118	51	52	71	60	44	73	68	80	68
7+	QLD	1,700	1,377	1,569	2,023	1,483	1,468	1,593	1,606	1,636	1,714	1,668	1,770	1,479
7+	SA	491	443	525	650	527	492	514	571	527	553	576	541	449
7+	TAS	175	161	154	182	158	189	173	168	139	170	147	176	130
7+	VIC	1,846	1,499	1,590	2,005	1,633	1,847	1,696	1,802	1,766	1,741	1,709	1,699	1,471
7+	WA	700	573	576	715	651	603	652	611	624	653	732	700	558
<b>7+</b>	<b>NAT</b>	<b>7,166</b>	<b>5,705</b>	<b>6,399</b>	<b>8,095</b>	<b>6,398</b>	<b>6,675</b>	<b>6,737</b>	<b>6,771</b>	<b>6,527</b>	<b>6,605</b>	<b>6,631</b>	<b>6,868</b>	<b>5,726</b>
All	ACT	136	116	132	131	123	130	128	137	121	101	118	141	104
All	NSW	2,837	2,066	2,564	3,259	2,556	2,727	2,724	2,743	2,606	2,372	2,455	2,666	2,230
All	NT	115	86	110	147	69	89	100	75	76	129	111	123	99
All	QLD	2,209	1,841	2,122	2,651	2,047	2,002	2,226	2,249	2,324	2,518	2,483	2,736	2,248
All	SA	719	626	718	857	737	684	748	814	757	806	811	820	681
All	TAS	235	210	215	222	197	235	235	222	186	221	182	227	166
All	VIC	2,571	2,247	2,389	2,684	2,202	2,425	2,482	2,619	2,717	2,604	2,490	2,552	2,428
All	WA	861	739	728	903	811	789	871	831	832	852	962	961	745
<b>All</b>	<b>NAT</b>	<b>9,685</b>	<b>7,933</b>	<b>8,979</b>	<b>10,855</b>	<b>8,744</b>	<b>9,082</b>	<b>9,516</b>	<b>9,690</b>	<b>9,622</b>	<b>9,606</b>	<b>9,613</b>	<b>10,227</b>	<b>8,701</b>

**Table R.2 Access decisions completed, or request for more information, after an access request has been received – average days**

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	2	4	5	4	8	7	7	6	7	8	6	5	5
0-6	NSW	3	4	5	4	8	8	7	5	7	7	6	5	5
0-6	NT	5	3	5	4	4	5	5	5	5	6	5	4	4
0-6	QLD	4	4	5	4	7	8	7	5	7	7	6	5	5
0-6	SA	3	3	5	4	8	8	7	5	7	7	6	5	4
0-6	TAS	2	4	5	5	8	7	6	6	7	6	6	5	4
0-6	VIC	3	4	5	4	8	8	7	5	7	7	6	5	5
0-6	WA	3	3	5	4	7	8	6	5	7	7	6	4	5
<b>0-6</b>	<b>NAT</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>5</b>
7+	ACT	3	4	5	5	7	7	5	5	6	6	6	4	4
7+	NSW	3	3	5	4	7	7	5	5	6	6	6	4	4
7+	NT	3	2	4	4	5	5	3	4	4	5	4	3	3
7+	QLD	3	3	5	4	7	7	6	5	5	6	6	4	4
7+	SA	3	3	5	4	6	7	5	5	5	6	6	4	4
7+	TAS	3	3	5	4	7	7	5	5	5	6	6	4	4
7+	VIC	3	3	5	4	7	7	5	5	6	7	6	4	4
7+	WA	3	3	5	4	6	6	5	5	5	6	6	4	4
<b>7+</b>	<b>NAT</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>4</b>
All	ACT	3	4	5	5	7	7	6	5	6	7	6	4	4
All	NSW	3	3	5	4	7	7	6	5	6	7	6	4	4
All	NT	3	2	4	4	5	5	4	4	5	5	5	4	3
All	QLD	3	3	5	4	7	7	6	5	6	6	6	4	4
All	SA	3	3	5	4	7	7	6	5	6	6	6	4	4
All	TAS	3	3	5	4	7	7	6	5	6	6	6	4	4
All	VIC	3	3	5	4	7	7	6	5	6	7	6	4	4
All	WA	3	3	5	4	7	7	5	5	5	6	6	4	4
<b>All</b>	<b>NAT</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>4</b>

**Table R.3 Access decisions completed after the final information has been provided - count**

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	2	0	0	1	2	2	0	2	2	0	2	0	1
0-6	NSW	46	23	33	54	41	46	42	39	38	37	23	33	25
0-6	NT	1	1	2	1	0	3	0	0	0	2	0	2	2
0-6	QLD	21	19	23	20	22	23	30	28	16	17	34	25	21
0-6	SA	8	7	11	15	4	12	12	10	8	8	7	9	8
0-6	TAS	2	1	3	4	2	4	7	2	0	1	2	1	0
0-6	VIC	42	39	35	32	28	22	31	25	40	20	31	23	21
0-6	WA	9	5	9	16	10	7	13	7	7	14	10	11	3
<b>0-6</b>	<b>NAT</b>	<b>131</b>	<b>95</b>	<b>116</b>	<b>143</b>	<b>109</b>	<b>119</b>	<b>135</b>	<b>113</b>	<b>111</b>	<b>99</b>	<b>109</b>	<b>104</b>	<b>81</b>
7+	ACT	23	10	21	23	12	16	17	13	19	12	14	13	14
7+	NSW	487	349	385	495	365	429	431	432	422	380	369	360	297
7+	NT	21	9	13	15	14	8	10	7	14	16	14	20	7
7+	QLD	387	288	343	400	300	319	335	318	308	345	347	353	264
7+	SA	114	81	115	134	109	109	108	120	109	103	117	99	91
7+	TAS	53	34	35	60	37	36	55	46	47	39	43	29	35
7+	VIC	428	339	338	423	377	359	389	394	408	380	416	331	307
7+	WA	150	128	121	124	101	124	125	125	131	131	130	132	88
<b>7+</b>	<b>NAT</b>	<b>1,663</b>	<b>1,238</b>	<b>1,371</b>	<b>1,674</b>	<b>1,315</b>	<b>1,400</b>	<b>1,470</b>	<b>1,455</b>	<b>1,458</b>	<b>1,406</b>	<b>1,450</b>	<b>1,337</b>	<b>1,103</b>
All	ACT	25	10	21	24	14	18	17	15	21	12	16	13	15
All	NSW	533	372	418	549	406	475	473	471	460	417	392	393	322
All	NT	22	10	15	16	14	11	10	7	14	18	14	22	9
All	QLD	408	307	366	420	322	342	365	346	324	362	381	378	285
All	SA	122	88	126	149	113	121	120	130	117	111	124	108	99
All	TAS	55	35	38	64	39	40	62	48	47	40	45	30	35
All	VIC	470	378	373	455	405	381	420	419	448	400	447	354	328
All	WA	159	133	130	140	111	131	138	132	138	145	140	143	91
<b>All</b>	<b>NAT</b>	<b>1,794</b>	<b>1,333</b>	<b>1,487</b>	<b>1,817</b>	<b>1,424</b>	<b>1,519</b>	<b>1,605</b>	<b>1,568</b>	<b>1,569</b>	<b>1,505</b>	<b>1,559</b>	<b>1,441</b>	<b>1,184</b>

**Table R.4 Access decisions completed after final information has been provided – average days**

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	1	n/a	n/a	4	4	3	n/a	5	0	n/a	20	n/a	1
0-6	NSW	2	2	3	7	5	4	6	4	6	6	2	2	1
0-6	NT	0	2	3	1	n/a	4	n/a	n/a	n/a	5	n/a	0	3
0-6	QLD	4	1	3	4	4	4	5	8	4	5	2	2	1
0-6	SA	0	0	2	4	4	4	4	5	3	8	5	1	1
0-6	TAS	2	2	2	1	0	2	3	4	n/a	5	4	0	n/a
0-6	VIC	1	2	3	3	4	4	4	4	4	11	3	3	1
0-6	WA	0	1	5	3	3	4	6	4	5	4	10	22	0
<b>0-6</b>	<b>NAT</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>1</b>
7+	ACT	1	1	5	3	4	6	7	5	4	5	6	2	3
7+	NSW	2	2	3	4	5	5	5	5	5	6	3	2	1
7+	NT	1	2	3	5	4	4	3	7	4	7	3	2	1
7+	QLD	2	2	5	4	6	7	5	8	6	5	3	2	2
7+	SA	2	1	3	6	5	5	5	5	6	5	3	2	1
7+	TAS	2	2	4	5	5	5	5	7	7	5	4	4	6
7+	VIC	3	3	5	5	6	6	5	5	6	5	3	1	2
7+	WA	6	3	4	6	6	5	5	5	5	6	3	1	5
<b>7+</b>	<b>NAT</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>
All	ACT	1	1	5	3	4	6	7	5	4	5	8	2	3
All	NSW	2	2	3	5	5	5	5	5	5	6	3	2	1
All	NT	1	2	3	5	4	4	3	7	4	7	3	2	1
All	QLD	2	2	4	4	6	7	5	8	5	5	3	2	1
All	SA	2	1	3	6	5	5	5	5	6	5	3	2	1
All	TAS	2	2	3	4	5	5	4	7	7	5	4	4	6
All	VIC	3	2	5	5	6	6	5	5	6	5	3	2	2
All	WA	5	2	4	6	5	4	5	5	5	5	4	3	5
<b>All</b>	<b>NAT</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>

**Table R.5 First plans completed – count**

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	28	30	46	44	31	41	37	41	35	35	14	17	46
0-6	NSW	758	612	653	854	723	771	719	821	862	638	334	613	912
0-6	NT	31	17	18	27	24	8	26	44	22	26	26	40	41
0-6	QLD	533	462	478	584	436	394	504	560	636	642	486	590	827
0-6	SA	189	175	187	263	204	195	184	178	223	222	154	281	272
0-6	TAS	67	58	39	53	35	36	59	49	56	32	23	46	47
0-6	VIC	673	561	614	653	586	539	631	707	746	731	745	815	1,005
0-6	WA	130	123	143	175	91	97	157	211	216	211	194	232	232
<b>0-6</b>	<b>NAT</b>	<b>2,409</b>	<b>2,038</b>	<b>2,178</b>	<b>2,653</b>	<b>2,130</b>	<b>2,082</b>	<b>2,317</b>	<b>2,611</b>	<b>2,796</b>	<b>2,537</b>	<b>1,976</b>	<b>2,634</b>	<b>3,382</b>
7+	ACT	78	67	50	59	55	33	56	58	63	51	45	49	65
7+	NSW	1,152	1,080	1,135	1,234	972	1,064	1,079	1,207	1,221	938	903	1,122	968
7+	NT	36	30	32	72	55	81	54	48	30	51	51	50	53
7+	QLD	1,194	943	1,091	1,247	968	1,023	988	979	1,132	1,128	976	1,198	1,245
7+	SA	377	298	283	364	284	362	338	319	346	325	308	346	358
7+	TAS	115	91	90	106	107	83	94	102	116	91	103	92	124
7+	VIC	1,151	849	981	1,053	923	1,020	1,088	1,059	1,159	1,009	970	1,032	1,146
7+	WA	496	382	434	499	372	418	403	389	442	366	369	442	479
<b>7+</b>	<b>NAT</b>	<b>4,600</b>	<b>3,740</b>	<b>4,096</b>	<b>4,634</b>	<b>3,737</b>	<b>4,085</b>	<b>4,103</b>	<b>4,161</b>	<b>4,509</b>	<b>3,959</b>	<b>3,727</b>	<b>4,331</b>	<b>4,438</b>
All	ACT	106	97	96	103	86	74	93	99	98	86	59	66	111
All	NSW	1,910	1,692	1,788	2,088	1,695	1,835	1,798	2,028	2,083	1,576	1,237	1,735	1,880
All	NT	67	47	50	99	79	89	80	92	52	77	77	90	94
All	QLD	1,727	1,405	1,569	1,831	1,404	1,417	1,492	1,539	1,768	1,770	1,462	1,788	2,072
All	SA	566	473	470	627	488	557	522	497	569	547	462	627	630
All	TAS	182	149	129	159	142	119	153	151	172	123	126	138	171
All	VIC	1,824	1,410	1,595	1,706	1,509	1,559	1,719	1,766	1,905	1,740	1,715	1,847	2,151
All	WA	626	505	577	674	463	515	560	600	658	577	563	674	711
<b>All</b>	<b>NAT</b>	<b>7,009</b>	<b>5,778</b>	<b>6,274</b>	<b>7,287</b>	<b>5,867</b>	<b>6,167</b>	<b>6,420</b>	<b>6,772</b>	<b>7,305</b>	<b>6,496</b>	<b>5,703</b>	<b>6,965</b>	<b>7,820</b>

Table R.6 First plans completed – average days

Age	Jurisdiction	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
0-6	ACT	17	23	17	15	25	22	18	25	20	22	33	45	44
0-6	NSW	22	37	33	29	26	28	33	28	28	32	46	54	43
0-6	NT	30	73	120	71	45	113	67	41	37	106	73	80	49
0-6	QLD	37	44	45	44	42	43	51	54	53	61	67	68	63
0-6	SA	36	57	46	42	47	53	35	44	43	50	54	65	46
0-6	TAS	36	33	25	62	54	37	33	39	42	33	66	54	51
0-6	VIC	40	42	49	49	53	57	62	62	50	58	68	68	57
0-6	WA	53	56	69	70	75	75	92	83	82	77	76	69	65
<b>0-6</b>	<b>NAT</b>	<b>34</b>	<b>43</b>	<b>44</b>	<b>42</b>	<b>41</b>	<b>43</b>	<b>49</b>	<b>49</b>	<b>45</b>	<b>53</b>	<b>64</b>	<b>64</b>	<b>54</b>
7+	ACT	31	33	36	38	66	43	62	65	46	57	44	51	49
7+	NSW	37	46	41	38	47	45	38	40	39	39	36	40	38
7+	NT	112	99	96	128	120	136	145	123	97	110	83	104	75
7+	QLD	39	48	52	46	46	47	52	49	49	50	48	45	44
7+	SA	49	54	51	56	50	60	56	49	51	51	52	51	43
7+	TAS	25	32	34	44	46	56	50	36	58	40	38	49	41
7+	VIC	44	46	62	58	56	53	51	61	49	60	55	55	61
7+	WA	70	59	76	64	54	55	68	65	54	50	51	54	52
<b>7+</b>	<b>NAT</b>	<b>44</b>	<b>48</b>	<b>53</b>	<b>50</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>47</b>	<b>50</b>	<b>48</b>	<b>48</b>	<b>48</b>
All	ACT	27	30	27	28	51	31	44	48	36	42	42	50	47
All	NSW	31	43	38	34	38	38	36	35	34	36	38	45	41
All	NT	74	90	105	112	97	134	120	84	72	109	79	94	64
All	QLD	39	46	50	45	45	46	51	51	50	54	54	52	51
All	SA	44	55	49	50	49	58	49	47	48	50	52	57	44
All	TAS	29	33	31	50	48	50	43	37	52	38	43	51	44
All	VIC	43	44	57	55	54	54	55	62	49	59	61	61	59
All	WA	67	59	74	66	58	59	75	71	63	60	59	59	56
<b>All</b>	<b>NAT</b>	<b>40</b>	<b>46</b>	<b>50</b>	<b>47</b>	<b>47</b>	<b>49</b>	<b>50</b>	<b>51</b>	<b>47</b>	<b>51</b>	<b>53</b>	<b>54</b>	<b>51</b>