

# Appendix A:

## Key definitions

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

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

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

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

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

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

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

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

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

**Culturally and Linguistically Diverse (CALD):** Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

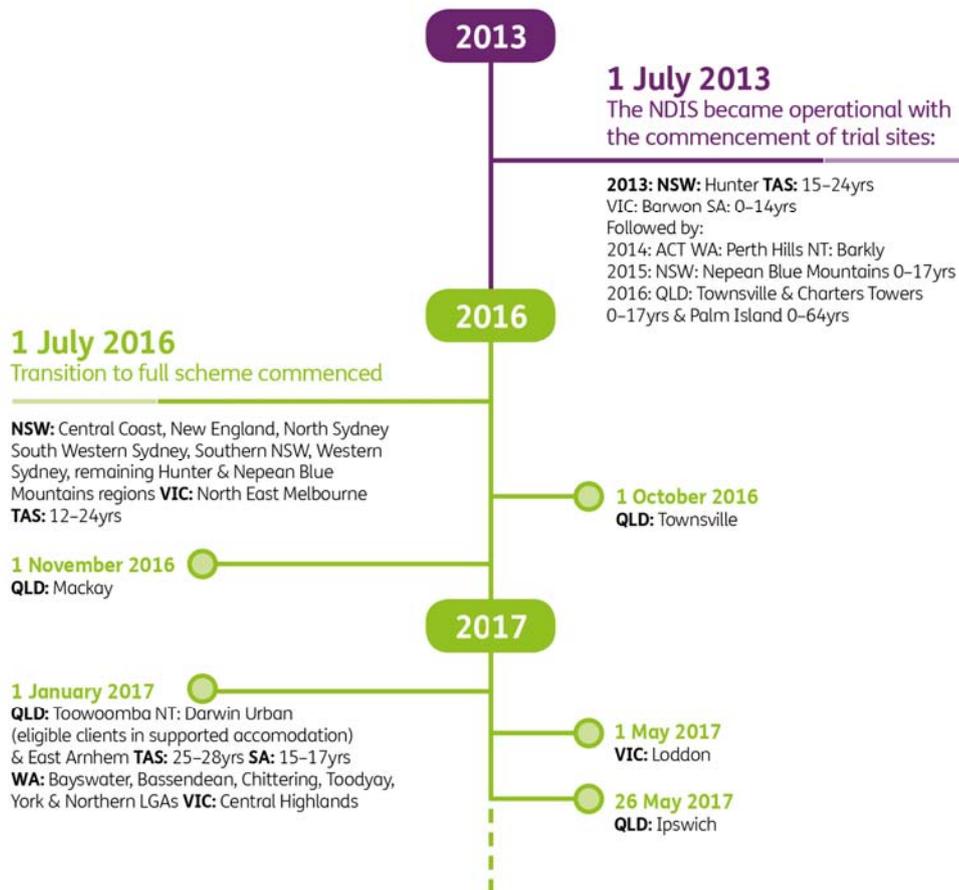
**Supported Independent Living (SIL):** Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of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

# Appendix B:

## Scheme roll-out: Timing and locations

Figure B.1 outlines the timeline and roll-out of the NDIS, including the progress that has been made to date and where the Scheme is being implemented next.

Figure B.1 NDIS roll-out schedule



**1 July 2017**

**NSW:** Far West, Illawarra Shoalhaven, Mid North Coast, Murrumbidgee, Northern NSW, South Eastern Sydney, Sydney & Western NSW **NT:** Alice Springs LGA (eligible clients in supported accommodation), Katherine & Darwin Remote **TAS:** 4–11yrs **SA:** 18+yrs for Barossa, Light and Lower North, Playford, Salisbury & Port Adelaide Enfield (East) LGAs

**1 November 2017**

**VIC:** Inner & Outer Eastern Melbourne  
**QLD:** Rockhampton

**1 January 2018**

**TAS:** 29–34yrs **SA:** 18+yrs for Eyre & Western, Far North, Fleurieu & Kangaroo Island, Southern Adelaide, Yorke & Mid North

**1 September 2018**

**VIC:** Southern Melbourne **WA:** South West

**2018**

**1 September 2017**

**QLD:** Bundaberg

**1 October 2017**

**VIC:** Inner Gippsland, Western District & Ovens Murray **SA:** 18+yrs for Limestone Coast, Murray & Mallee, Tea Tree Gully LGA

**1 March 2018**

**VIC:** Hume Moreland

**1 April 2018**

**VIC:** Bayside Peninsula **SA:** 18+yrs for Adelaide Hills, Eastern Adelaide & Western Adelaide

**1 July 2018**

**QLD:** Beenleigh, Brisbane, Cairns, Maryborough & Robina **WA:** South Metro & Central South Metro **TAS:** 0–3yrs & 35–49yrs **NT:** Central Australia; remaining participants in Alice Springs & Darwin Urban

**1 October 2018**

**WA:** Kimberley-Pilbara, Goldfields-Esperance & North Metro **VIC:** Brimbank Melton & Western Melbourne

**2019**

**1 January 2019**

**QLD:** Caboolture/Strathpine & Maroochydore  
**VIC:** Goulburn, Mallee & Outer Gippsland  
**TAS:** 50–64yrs

**30 September 2019**

We are here

**1 July 2019**

**WA:** Great Southern, Central North Metro, Midwest-Gascoyne & South East Metro

**2020**

**July 2020**

Transition to full Scheme achieved

**The NDIS is available to all eligible Australian residents**



**1 July 2020**

Christmas Island and the Cocos (Keeling) Islands

## Appendix C: Operational progress

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The following tables compare plan approvals (including ECEI) and plan reviews against operational targets and bilateral estimates.

The comparisons are made on different bases:

- Table C.1 compares first plan approvals in 2019-20 to date against operational targets.
- Table C.2 compares plan reviews in 2019-20 to date against operational targets.
- Table C.3 compares combined progress towards intake and plan review target in 2019-20 to date against operational target.
- Table C.4 compares total plan approvals to date (since 1 July 2013) against bilateral estimates.

Operational targets reflect expectations of the numbers of participants that have the potential to enter the Scheme based on actionable data. Therefore the operational targets are adjusted to account for difficulties in contacting potential participants; some individuals not wanting to enter the Scheme; insufficient records; and some individuals being ineligible or no longer requiring support.

With the exception of WA and NT, there are no bilateral estimates for 2019-20. Therefore, the scheme to date bilateral estimates for WA and NT are as at 30 September 2019, and for all other States/Territories are unchanged from 30 June 2019.

A detailed summary of 0-6 year olds participants in the Scheme by State/Territory is also included in Table C.5, including children in the ECEI gateway.

**Table C.1 Plan approvals operational progress in 2019-20 to date<sup>1</sup>**

State/Territory <sup>2</sup>	2019-20 Plans approved (excl. previous ECEI)	2019-20 Q1 ECEI <sup>3</sup>	2019-20 Plans approved (incl. ECEI), relating to actionable data	2019-20 Actionable data available (operational target)	% of 2019-20 operational target met
NSW	6,376	1,375	7,751	3,098	250%
VIC	5,896	190	6,086	5,129	119%
QLD	4,496	469	4,965	3,188	156%
WA	3,702	31	3,733	5,068	74%
SA	1,944	119	2,063	1,999	103%
TAS	406	41	447	428	104%
ACT	234	20	254	161	158%
NT	236	38	274	208	132%
OT <sup>4</sup>	1	0	1	n/a	n/a
<b>Total</b>	<b>23,291</b>	<b>2,283</b>	<b>25,574</b>	<b>19,279</b>	<b>133%</b>

**Table C.2 Progress towards plan review target in 2019-20 to date**

State/Territory	YTD Plan reviews	YTD plan review operational target	Plan reviews as a % of review target
NSW	23,391	21,450	109%
VIC	15,309	14,641	105%
QLD	12,294	9,854	125%
WA	2,695	2,501	108%
SA	7,012	7,388	95%
TAS	1,413	1,452	97%
ACT	1,686	1,752	96%
NT	509	370	137%
OT	0	n/a	n/a
<b>Total</b>	<b>64,309</b>	<b>59,408</b>	<b>108%</b>

**Table C.3 Combined progress towards intake and plan review target in 2019-20 to date**

State/Territory	YTD Plan reviews & approval	YTD target for plan review & approval	% of target
NSW	31,142	24,548	127%
VIC	21,395	19,770	108%
QLD	17,259	13,042	132%
WA	6,428	7,569	85%
SA	9,075	9,387	97%
TAS	1,860	1,880	99%
ACT	1,960	1,913	102%
NT	763	578	132%
OT	1	n/a	n/a
<b>Total</b>	<b>89,883</b>	<b>78,687</b>	<b>114%</b>

<sup>1</sup> WA plan approvals in 2019-20 Q1 include 102 participants who have transferred from the WA NDIS.

<sup>2</sup> State/ Territory is defined by the current residing address of the participant. This is a change from the previous quarterly report where the State/Territory of first plan approval was used.

<sup>3</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. This is the result of the introduction of ICT capability. While the total number of children being supported in the ECEI gateway is accurate, the information on the timing of supports provided will improve going forward. Therefore, the results based on those who commenced receiving supports in the quarter should be treated with caution.

<sup>4</sup> OT includes participants residing in Other Territories including Norfolk Island. There is no operational target for Other Territories for 2019-20 to date.

**Table C.4 Plan approvals to date (including confirmed ECEI referrals) compared to bilateral estimates<sup>5</sup>**

State/Territory <sup>6</sup>	All plans approved (excl. ECEI)	ECEI	All plans approved (incl. ECEI)	Total bilateral estimates	Comparison for all plan approvals (incl. ECEI) with bilateral estimates
NSW	111,008	1,442	112,450	141,957	79%
VIC	85,019	200	85,219	105,324	81%
QLD	55,110	563	55,673	91,217	61%
WA	20,211	38	20,249	27,386	74%
SA	31,154	123	31,277	32,284	97%
TAS	7,063	47	7,110	10,587	67%
ACT	8,032	20	8,052	5,075	159%
NT	2,617	40	2,657	5,336	50%
<b>Total</b>	<b>320,214</b>	<b>2,473</b>	<b>322,687</b>	<b>419,166</b>	<b>77%</b>

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

	Active approved plans (ages 0-6 at Access decision date)	Access met but yet to have an Approved plan (ages 0-6 at Access decision date)	Access request (no decision)			Others in the ECEI gateway		Total
			with initial supports	without initial supports	not in gateway	with initial supports	without initial supports	
NSW	24,840	1,223	318	81	287	1,124	1,285	29,158
VIC	18,933	2,117	76	231	1,147	124	3,028	25,656
QLD	10,070	1,245	171	591	772	392	1,489	14,730
SA	7,986	323	52	77	75	71	817	9,401
WA	3,158	785	18	42	490	20	188	4,701
TAS	956	180	21	37	356	26	98	1,674
ACT	1,766	74	<11	<11	14	13	146	2,022
NT	589	60	26	28	119	14	42	878
OT	<11	<11	<11	<11	<11	<11	<11	<11
<b>Total</b>	<b>68,301</b>	<b>6,009</b>	<b>689</b>	<b>1,089</b>	<b>3,260</b>	<b>1,784</b>	<b>7,094</b>	<b>88,226</b>

<sup>5</sup> WA bilateral estimates include NDIA trial sites, as well as 7,436 participants with approved plans who have transferred from the WA NDIS to the nationally delivered NDIS. This is a change from previous quarterly reports where transfer participants have been excluded from bilateral estimate comparisons.

<sup>6</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.

# Appendix D:

## Outcomes framework questionnaires

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### About the outcomes framework questionnaires

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

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

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

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

# Appendix E: National

## Part One: Participants and their plans

Table E.1 Active participants by quarter of entry – NATIONAL<sup>7</sup>

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
NATIONAL	285,086	26,688	311,774	2,473	314,247

Table E.2 Active participants by quarter of entry, plan and entry type since 1 July 2013 – NATIONAL<sup>8</sup>

	Prior Quarters	2019-20 Q1	Total
<b>Access decisions</b>	<b>374,121</b>	<b>40,596</b>	<b>414,717</b>
<b>Active Eligible</b>	<b>309,631</b>	<b>28,934</b>	<b>338,565</b>
<i>New</i>	107,606	21,803	129,409
<i>State</i>	171,792	4,953	176,745
<i>Commonwealth</i>	30,233	2,178	32,411
<b>Active Participant Plans (excl ECEI)</b>	<b>285,086</b>	<b>26,688</b>	<b>311,774</b>
<i>New</i>	96,080	17,989	114,069
<i>State</i>	161,124	6,450	167,574
<i>Commonwealth</i>	27,882	2,249	30,131
<b>Active Participant Plans</b>	<b>290,398</b>	<b>29,161</b>	<b>314,247</b>
<i>Early Intervention (s25)</i>	51,959	8,009	59,968
<i>Permanent Disability (s24)</i>	233,127	18,679	251,806
<i>ECEI<sup>9</sup></i>	5,312	2,473	2,473

Table E.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – NATIONAL

Exits	
<b>Total participant exits</b>	<b>8,440</b>
<i>Early Intervention participants</i>	2,141
<i>Permanent disability participants</i>	6,299

<sup>7</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>8</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 90% of people with a hearing impairment met the access criteria compared to 71% overall.

<sup>9</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table E.4 Cumulative numbers of active participants by services previously received – NATIONAL<sup>10,11</sup>**

	Participant cohort				
	State	Commonwealth	New	ECEI <sup>12</sup>	Total
End of 2016-17	53,584	5,355	30,671	6,134	95,744
End of 2017-18	102,764	16,487	53,082	7,768	180,101
End of 2018-19 Q1	116,965	19,148	61,313	6,656	204,082
End of 2018-19 Q2	133,817	22,227	71,442	11,489	238,975
End of 2018-19 Q3	151,111	25,267	82,693	11,504	270,575
End of 2018-19 Q4	161,555	28,020	96,440	5,312	291,327
End of 2019-20 Q1	167,574	30,131	114,069	2,473	314,247

**Table E.5 Cumulative numbers of active participants by entry into the Scheme – NATIONAL<sup>13,14</sup>**

	Participant cohort			
	Early Intervention <sup>15</sup>	Permanent Disability <sup>16</sup>	ECEI <sup>17</sup>	Total
End of 2016-17	21,285	68,325	6,134	95,744
End of 2017-18	32,597	139,736	7,768	180,101
End of 2018-19 Q1	36,666	160,760	6,656	204,082
End of 2018-19 Q2	41,698	185,788	11,489	238,975
End of 2018-19 Q3	46,803	212,268	11,504	270,575
End of 2018-19 Q4	52,065	233,950	5,312	291,327
End of 2019-20 Q1	59,968	251,806	2,473	314,247

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.6 Participant profile per quarter by Aboriginal and Torres Strait Islander status – NATIONAL<sup>18</sup>**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	16,513	5.8%	1,739	6.5%	<b>18,252</b>	<b>5.9%</b>
Not Aboriginal and Torres Strait Islander	204,731	71.8%	21,158	79.3%	<b>225,889</b>	<b>72.5%</b>
Not Stated	63,842	22.4%	3,791	14.2%	<b>67,633</b>	<b>21.7%</b>
<b>Total</b>	<b>285,086</b>	<b>100%</b>	<b>26,688</b>	<b>100%</b>	<b>311,774</b>	<b>100%</b>

<sup>10</sup> This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

<sup>11</sup> In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

<sup>12</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>13</sup> This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

<sup>14</sup> In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

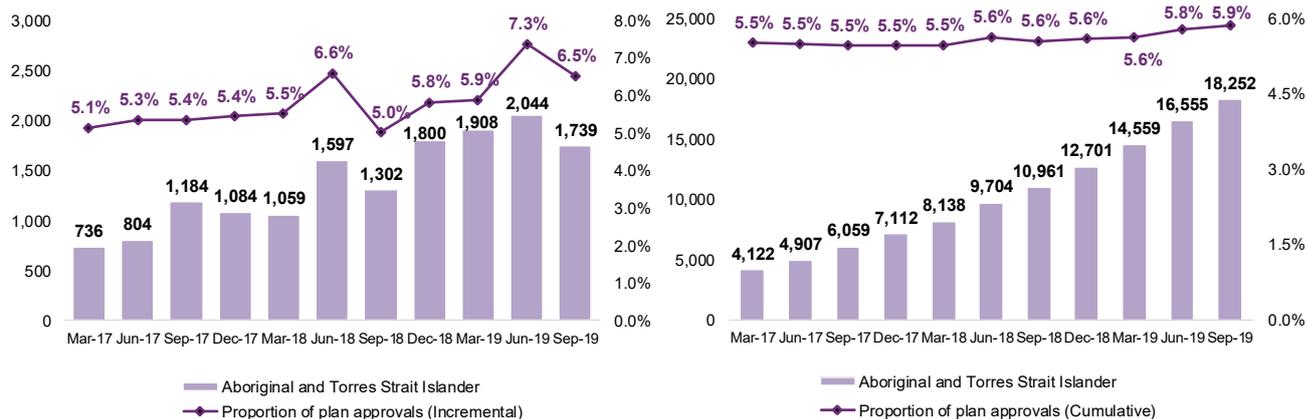
<sup>15</sup> Participants who met Section 25 of the NDIS Act for access.

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

<sup>17</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>18</sup> The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

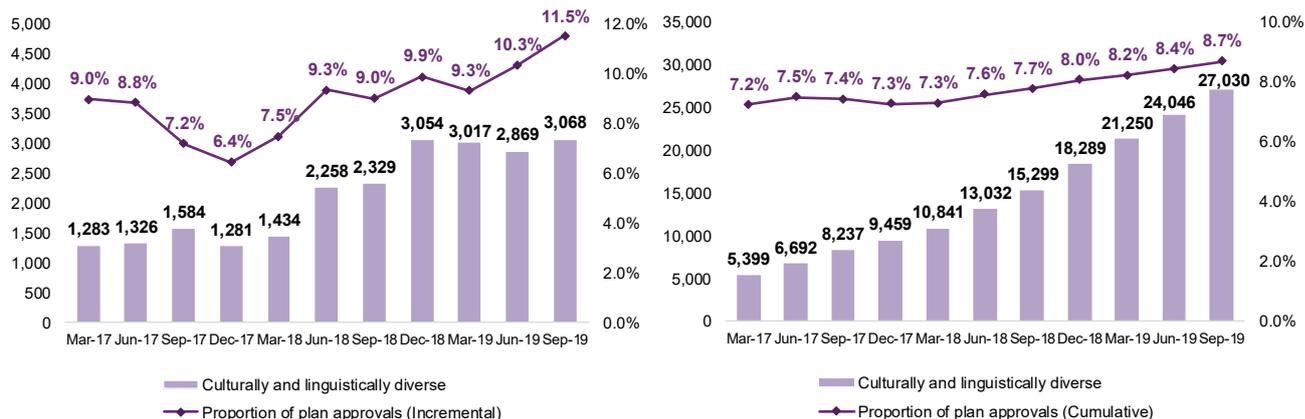
**Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NATIONAL<sup>19</sup>**



**Table E.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NATIONAL**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	23,962	8.4%	3,068	11.5%	27,030	8.7%
Not CALD	254,450	89.3%	23,490	88.0%	277,940	89.1%
Not Stated	6,674	2.3%	130	0.5%	6,804	2.2%
<b>Total</b>	<b>285,086</b>	<b>100%</b>	<b>26,688</b>	<b>100%</b>	<b>311,774</b>	<b>100%</b>

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



**Table E.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NATIONAL**

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	4,675	184	4,859
Not YPIRAC	280,411	26,504	306,915
<b>Total</b>	<b>285,086</b>	<b>26,688</b>	<b>311,774</b>

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

<sup>20</sup> Ibid.

Figure E.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – NATIONAL<sup>21</sup>

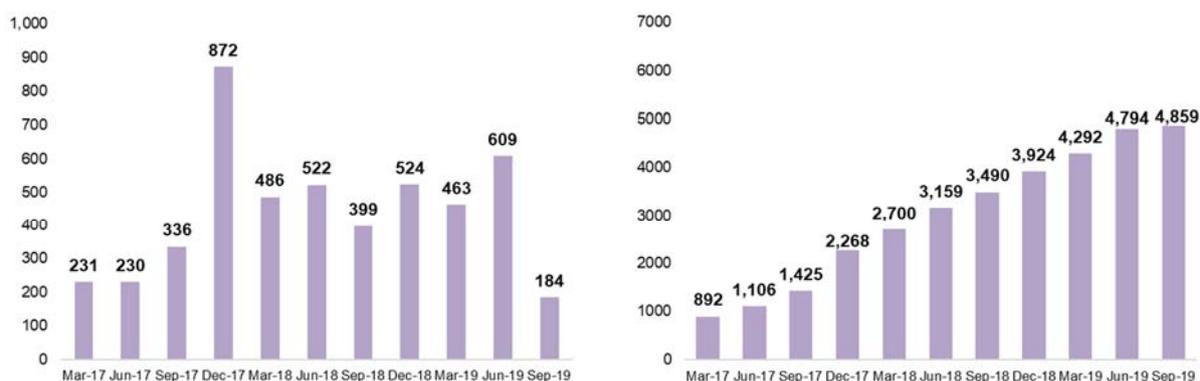


Table E.9 Participants who are YPIRAC by age group – NATIONAL

Age group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Under 45	164	3.5%	-	-	166	3.4%
45 to 54	739	15.8%	34	18.5%	773	15.9%
55 to 64	2,725	58.3%	124	67.4%	2,849	58.6%
65 and above	1,047	22.4%	24	13.0%	1,071	22.0%
<b>Total YPIRAC</b>	<b>4,675</b>	<b>100%</b>	<b>184</b>	<b>100%</b>	<b>4,859</b>	<b>100%</b>

Table E.10 Participant profile per quarter by remoteness – NATIONAL<sup>22,23</sup>

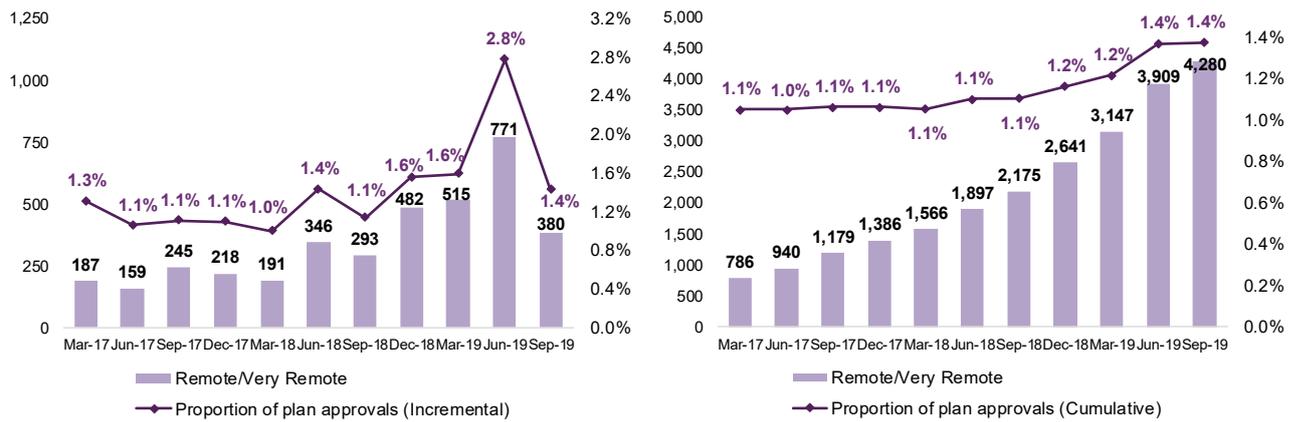
Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	190,683	66.9%	18,828	70.5%	209,511	67.2%
Population > 50,000	31,548	11.1%	2,677	10.0%	34,225	11.0%
Population between 15,000 and 50,000	25,129	8.8%	2,067	7.7%	27,196	8.7%
Population between 5,000 and 15,000	13,789	4.8%	983	3.7%	14,772	4.7%
Population less than 5,000	20,001	7.0%	1,751	6.6%	21,752	7.0%
Remote	2,404	0.8%	252	0.9%	2,656	0.9%
Very Remote	1,496	0.5%	128	0.5%	1,624	0.5%
Missing	36	0.0%	<11		38	0.0%
<b>Total</b>	<b>285,086</b>	<b>100%</b>	<b>26,688</b>	<b>100%</b>	<b>311,774</b>	<b>100%</b>

<sup>21</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

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

<sup>23</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

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



**Table E.11 Participant profile per quarter by disability group - NATIONAL<sup>25</sup>**

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	85,889	30%	9,062	34%	94,951	30%
Intellectual Disability <sup>26</sup>	72,992	26%	3,023	11%	76,015	24%
Psychosocial disability	25,234	9%	2,630	10%	27,864	9%
Developmental Delay	12,901	5%	3,659	14%	16,560	5%
Other Neurological	13,246	5%	1,141	4%	14,387	5%
Cerebral Palsy	13,424	5%	548	2%	13,972	4%
Other Physical	12,171	4%	1,254	5%	13,425	4%
Hearing Impairment	10,901	4%	1,998	7%	12,899	4%
ABI	10,052	4%	613	2%	10,665	3%
Visual Impairment	6,989	2%	450	2%	7,439	2%
Multiple Sclerosis	5,955	2%	356	1%	6,311	2%
Global Developmental Delay	4,223	1%	1,138	4%	5,361	2%
Stroke	3,870	1%	402	2%	4,272	1%
Spinal Cord Injury	3,761	1%	238	1%	3,999	1%
Other Sensory/Speech	3,014	1%	136	1%	3,150	1%
Other	464	0%	40	0%	504	0%
<b>Total</b>	<b>285,086</b>	<b>100%</b>	<b>26,688</b>	<b>100%</b>	<b>311,774</b>	<b>100%</b>

<sup>24</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

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

<sup>26</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (10,249).

Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NATIONAL<sup>27</sup>

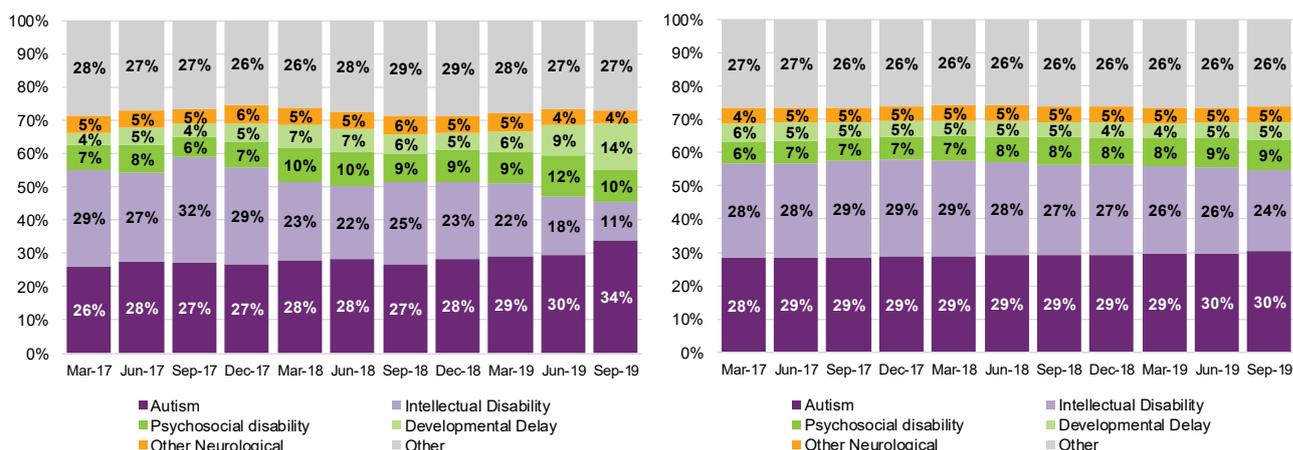


Table E.12 Participant profile per quarter by level of function – NATIONAL<sup>28</sup>

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	17,853	6%	3,350	13%	21,203	7%
2 (High Function)	571	0%	34	0%	605	0%
3 (High Function)	16,578	6%	1,852	7%	18,430	6%
4 (High Function)	17,728	6%	2,204	8%	19,932	6%
5 (High Function)	21,034	7%	2,900	11%	23,934	8%
6 (Moderate Function)	50,553	18%	5,688	21%	56,241	18%
7 (Moderate Function)	19,292	7%	1,699	6%	20,991	7%
8 (Moderate Function)	22,240	8%	1,541	6%	23,781	8%
9 (Moderate Function)	1,429	1%	113	0%	1,542	0%
10 (Moderate Function)	33,690	12%	2,386	9%	36,076	12%
11 (Low Function)	13,067	5%	807	3%	13,874	4%
12 (Low Function)	45,465	16%	2,630	10%	48,095	15%
13 (Low Function)	18,132	6%	1,358	5%	19,490	6%
14 (Low Function)	6,895	2%	124	0%	7,019	2%
15 (Low Function)	83	0%	<11		85	0%
Missing	476	0%	<11		476	0%
<b>Total</b>	<b>285,086</b>	<b>100%</b>	<b>26,688</b>	<b>100%</b>	<b>311,774</b>	<b>100%</b>

<sup>27</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

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

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

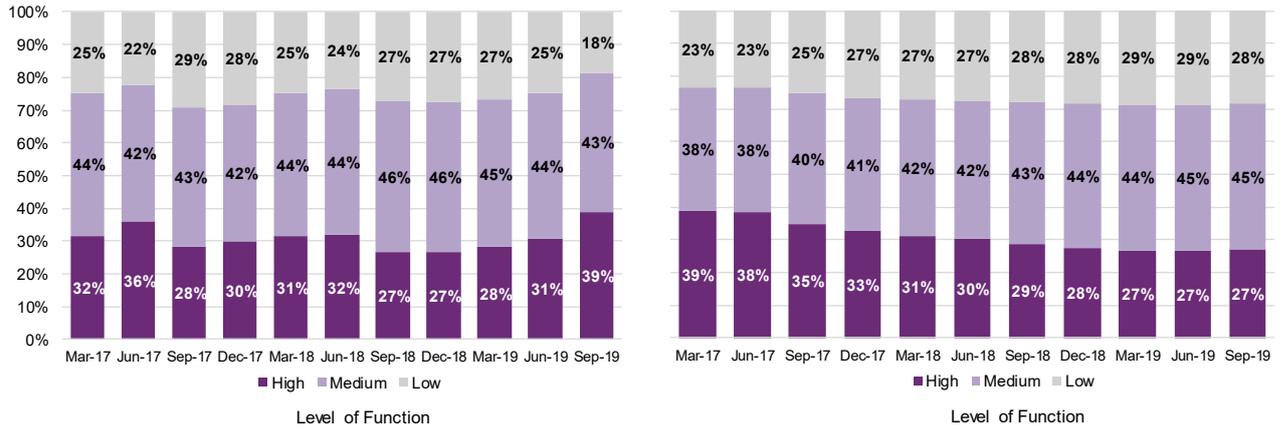


Table E.13 Participant profile per quarter by age group – NATIONAL

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	35,024	12%	9,883	37%	44,907	14%
7 to 14	71,572	25%	5,378	20%	76,950	25%
15 to 18	21,733	8%	1,521	6%	23,254	7%
19 to 24	26,692	9%	1,103	4%	27,795	9%
25 to 34	27,983	10%	1,536	6%	29,519	9%
35 to 44	25,999	9%	1,733	6%	27,732	9%
45 to 54	32,467	11%	2,304	9%	34,771	11%
55 to 64	35,851	13%	2,978	11%	38,829	12%
65+	7,765	3%	252	1%	8,017	3%
<b>Total</b>	<b>285,086</b>	<b>100%</b>	<b>26,688</b>	<b>100%</b>	<b>311,774</b>	<b>100%</b>

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

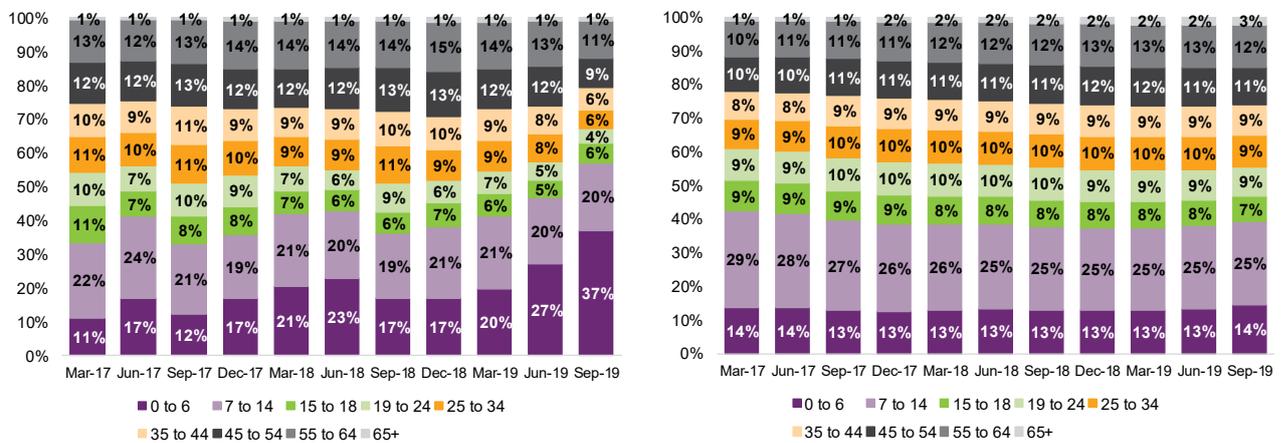


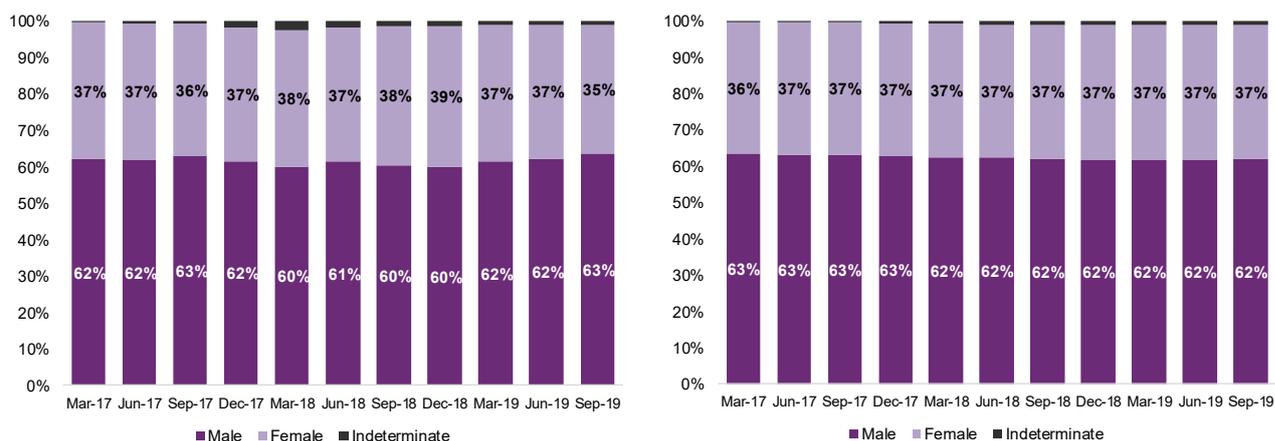
Table E.14 Participant profile per quarter by gender – NATIONAL

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	176,113	62%	16,940	63%	193,053	62%
Female	105,739	37%	9,471	35%	115,210	37%
Indeterminate	3,234	1%	277	1%	3,511	1%
<b>Total</b>	<b>285,086</b>	<b>100%</b>	<b>26,688</b>	<b>100%</b>	<b>311,774</b>	<b>100%</b>

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

<sup>30</sup> Ibid.

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



## Part Two: Participant experience and outcomes

Table E.15 Number of baseline questionnaires completed by SFQF version - NATIONAL<sup>32</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	7,566	11,767	16,340	6,598	42,271
Participant school to 14	14,077	21,411	32,020	7,623	75,131
Participant 15 to 24	9,469	12,266	14,949	2,519	39,203
Participant 25 and over	24,359	36,933	52,351	8,670	122,313
<b>Total Participant</b>	<b>55,471</b>	<b>82,377</b>	<b>115,660</b>	<b>25,410</b>	<b>278,918</b>
Family 0 to 14	20,213	32,124	45,876	13,763	111,976
Family 15 to 24	2,679	8,364	10,201	1,769	23,013
Family 25 and over	732	11,054	15,731	2,637	30,154
<b>Total Family</b>	<b>23,624</b>	<b>51,542</b>	<b>71,808</b>	<b>18,169</b>	<b>165,143</b>
<b>Total</b>	<b>79,095</b>	<b>133,919</b>	<b>187,468</b>	<b>43,579</b>	<b>444,061</b>

<sup>31</sup> Ibid.

<sup>32</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table E.16 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – NATIONAL**

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC	% who say their child is able to tell them what he/she wants	70%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		66%		
CC	% who are happy with the level of independence/control they have now			35%	
CC	% who choose who supports them			35%	56%
CC	% who choose what they do each day			44%	65%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	27%
CC	% who want more choice and control in their life			81%	77%

**Table E.17 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	61%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	51%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		36%		
REL	Of these, % who are welcomed or actively included	62%	75%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

**Table E.18 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		63%		
HM	% who are happy with their home			80%	73%
HM	% who feel safe or very safe in their home			84%	73%
HW	% who rate their health as good, very good or excellent			68%	46%
HW	% who did not have any difficulties accessing health services			69%	65%
LL	% who currently attend or previously attended school in a mainstream class			31%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				52%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			18%	23%
WK	% who volunteer			12%	12%

**Table E.19 Selected key baseline indicators for families/carers of participants – NATIONAL**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	22%	27%	24%
% receiving Carer Allowance	50%	50%	37%
% working in a paid job	47%	50%	36%
Of those in a paid job, % in permanent employment	77%	75%	77%
Of those in a paid job, % working 15 hours or more	78%	84%	84%
% who say they (and their partner) are able to work as much as they want	41%	47%	58%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	36%	29%	20%
% able to advocate for their child/family member	77%	70%	67%
% who have friends and family they see as often as they like	44%	43%	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		41%	
% who feel in control selecting services		40%	40%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	73%	61%	59%

**Table E.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=7,732) - participants who entered from 1 October 2017 to 30 September 2018 – NATIONAL<sup>33</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL Has the NDIS improved how your child fits into family life?	75%
S/CP Has the NDIS improved how your child fits into community life?	61%

<sup>33</sup> Results in Tables E.20 to E.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables E.24 to E.33.

**Table E.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=26,714) - participants who entered from 1 October 2017 to 30 September 2018 – NATIONAL**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	59%
LL	Has the NDIS improved your child's access to education?	39%
REL	Has the NDIS improved your child's relationships with family and friends?	48%
S/CP	Has the NDIS improved your child's social and recreational life?	44%

**Table E.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=14,447) and ‘Participant 25 and over’ (n=42,870) - participants who entered from 1 October 2017 to 30 September 2018 – NATIONAL**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	68%
DL	Has the NDIS helped you with daily living activities?	60%	72%
REL	Has the NDIS helped you to meet more people?	50%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	20%
S/CP	Has the NDIS helped you be more involved?	55%	59%

**Table E.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=34,709); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=18,436) - participants who entered from 1 October 2017 to 30 September 2018 – NATIONAL**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	60%	50%
Has the NDIS improved the level of support for your family?	65%	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?	68%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	
Has the NDIS improved your health and wellbeing?	41%	36%

**Table E.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,629) - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL<sup>34</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	91%	94%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	84%	+3%
REL	Has the NDIS improved how your child fits into family life?	71%	76%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	59%	62%	+3%

**Table E.25 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=14,111) - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	64%	+9%
LL	Has the NDIS improved your child's access to education?	34%	38%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	+5%

**Table E.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=9,355) and ‘Participant 25 and over’ (n=19,790) - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL**

	Question	15 to 24			25 and over		
		Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	58%	64%	+6%	66%	74%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	64%	+8%	69%	79%	+9%
REL	Has the NDIS helped you to meet more people?	49%	53%	+4%	51%	59%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	-2%	28%	29%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	44%	+4%	48%	54%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	36%	+0%	31%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	-1%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	57%	+5%	58%	65%	+8%

<sup>34</sup> Results in Tables E.24 to E.27 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

**Table E.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=12,902); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,636) - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL**

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	52%	58%	+5%	44%	51%	+7%
Has the NDIS improved the level of support for your family?	59%	66%	+7%	56%	65%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	69%	+6%	56%	63%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	73%	+6%			
Has the NDIS improved your health and wellbeing?	36%	38%	+3%	32%	33%	+2%

**Table E.28 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=265) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL<sup>35</sup>**

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL Has the NDIS improved your child's development?	92%	98%	100%	+8%
DL Has the NDIS improved your child's access to specialist services?	90%	91%	100%	+10%
CC Has the NDIS helped increase your child's ability to communicate what they want?	86%	89%	90%	+5%
REL Has the NDIS improved how your child fits into family life?	74%	80%	77%	+3%
S/CP Has the NDIS improved how your child fits into community life?	62%	65%	67%	+6%

<sup>35</sup> Results in Tables E.28 to E.33 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table E.29 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=786) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL**

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	55%	64%	68%	+13%
LL	Has the NDIS improved your child's access to education?	37%	37%	41%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	52%	55%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	46%	50%	+4%

**Table E.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=550) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL**

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	63%	64%	67%	+3%
Has the NDIS helped you with daily living activities?	62%	66%	69%	+7%
Has the NDIS helped you to meet more people?	55%	52%	51%	-4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	22%	20%	-6%
Has your involvement with the NDIS improved your health and wellbeing?	47%	44%	46%	-1%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	34%	34%	-5%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	14%	13%	-2%
Has the NDIS helped you be more involved?	56%	57%	59%	+3%

**Table E.31 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,662) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL**

25 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	69%	74%	79%	+10%
Has the NDIS helped you with daily living activities?	75%	79%	85%	+10%
Has the NDIS helped you to meet more people?	54%	60%	65%	+12%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	33%	37%	40%	+7%
Has your involvement with the NDIS improved your health and wellbeing?	56%	59%	63%	+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%	37%	35%	0%
Has your involvement with the NDIS helped you find a job that’s right for you?	21%	22%	20%	-1%
Has the NDIS helped you be more involved?	64%	67%	73%	+9%

**Table E.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=689) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL**

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	57%	62%	+7%
Has the NDIS improved the level of support for your family?	64%	65%	70%	+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?	67%	67%	71%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	70%	75%	+4%
Has the NDIS improved your health and wellbeing?	41%	37%	40%	-1%

**Table E.33 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=123) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL**

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	41%	55%	56%	+16%
Has the NDIS improved the level of support for your family?	55%	66%	68%	+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?	58%	64%	64%	+6%
Has the NDIS improved your health and wellbeing?	36%	34%	37%	+1%

**Table E.34 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=27,717) and ‘participants in community and social activities’ (n=28,241) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – NATIONAL<sup>36</sup>**

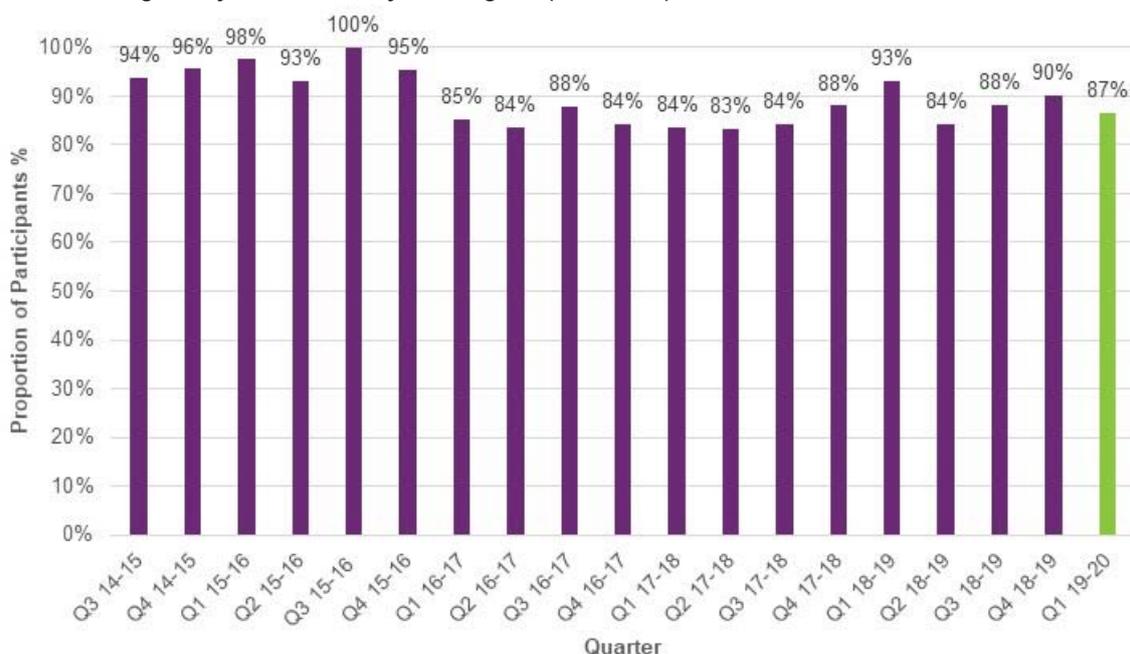
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	15%	19%	22%	24%
Aged 25+	27%	26%	25%	
Aged 15+ (average)	24%	24%	25%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	31%	38%	44%	47%
Aged 25+	36%	42%	47%	
Aged 15+ (average)	35%	41%	46%	

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

**Table E.35 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=2,614) and 'participants in community and social activities' (n=2,694) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL<sup>37</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	13%	15%	17%	18%	24%
Aged 25+	21%	22%	19%	19%	
Aged 15+ (average)	20%	20%	19%	19%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	32%	37%	43%	44%	47%
Aged 25+	36%	38%	46%	51%	
Aged 15+ (average)	35%	38%	46%	50%	

**Figure E.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (NATIONAL)\***



\* The result for Q1 of 2019-20 is based on 600 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 87% rated the process as either good or very good, 7% rated the process as neutral rating, and 7% rated the process as poor or very poor.

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

**Table E.36 Proportion of participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NATIONAL)**

	<b>Agree / strongly agree</b>	<b>Neutral</b>	<b>Disagree / strongly disagree</b>
The planner listened to me	93%	3%	3%
I had enough time to tell my story and say what support I need	93%	3%	4%
The planner knows what I can do well	83%	10%	7%
The planner had some good ideas for my plan	84%	8%	8%
I know what is in my plan	87%	7%	5%
The planner helped me think about my future	80%	11%	9%
I think my plan will make my life better	86%	8%	6%
The planning meeting went well	91%	3%	5%

**Table E.37 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (NATIONAL)**

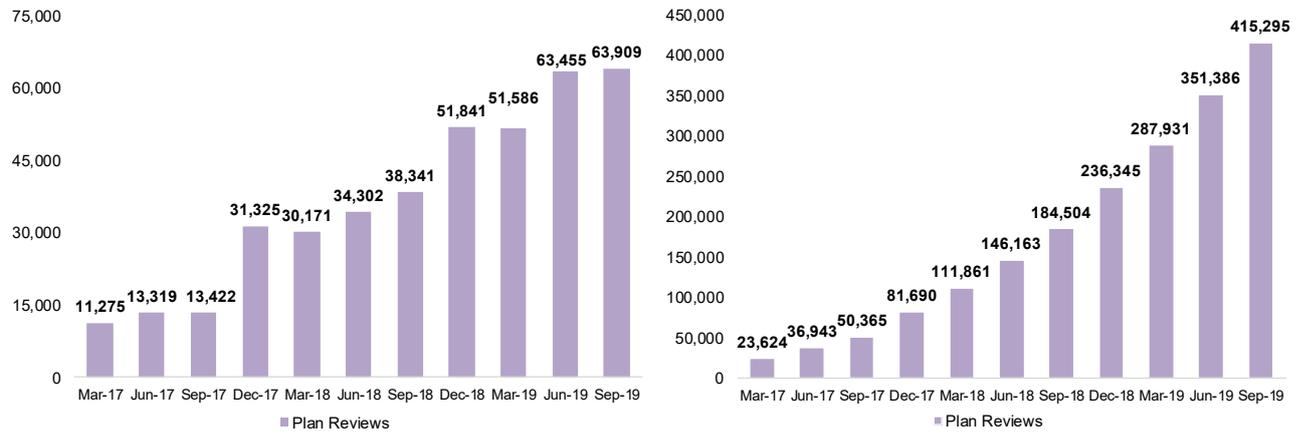
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
<b>Access</b>	<b>N = 3,074</b>	<b>N = 1,050</b>
Are you happy with how coming into the NDIS has gone?	77%	82%
Was the person from the NDIS respectful?	95%	96%
Do you understand what will happen next with your plan?	71%	76%
<b>Pre-planning</b>	<b>N = 3,327</b>	<b>N = 364</b>
Did the person from the NDIS understand how your disability affects your life?	88%	85%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	82%	83%
Are you clear on what happens next with your plan?	75%	81%
Do you know where to go for more help with your plan?	81%	86%
<b>Planning</b>	<b>N = 3,646</b>	<b>N = 1,157</b>
Did the person from the NDIS understand how your disability affects your life?	87%	88%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	81%	85%
Are you clear on what happens next with your plan?	76%	82%
Do you know where to go for more help with your plan?	82%	88%
<b>Plan review</b>	<b>N = 3,233</b>	<b>N = 955</b>
Did the person from the NDIS understand how your disability affects your life?	82%	87%
Did you feel prepared for your plan review?	83%	87%
Is your NDIS plan helping you to make progress towards your goals?	85%	85%

**Table E.38 Plan reviews conducted per quarter – excluding plans less than 30 days – NATIONAL<sup>38</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total plan reviews</b>	<b>351,386</b>	<b>63,909</b>	<b>415,295</b>
<i>Early intervention plans</i>	70,263	11,676	81,939
<i>Permanent disability plans</i>	281,123	52,233	333,356

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

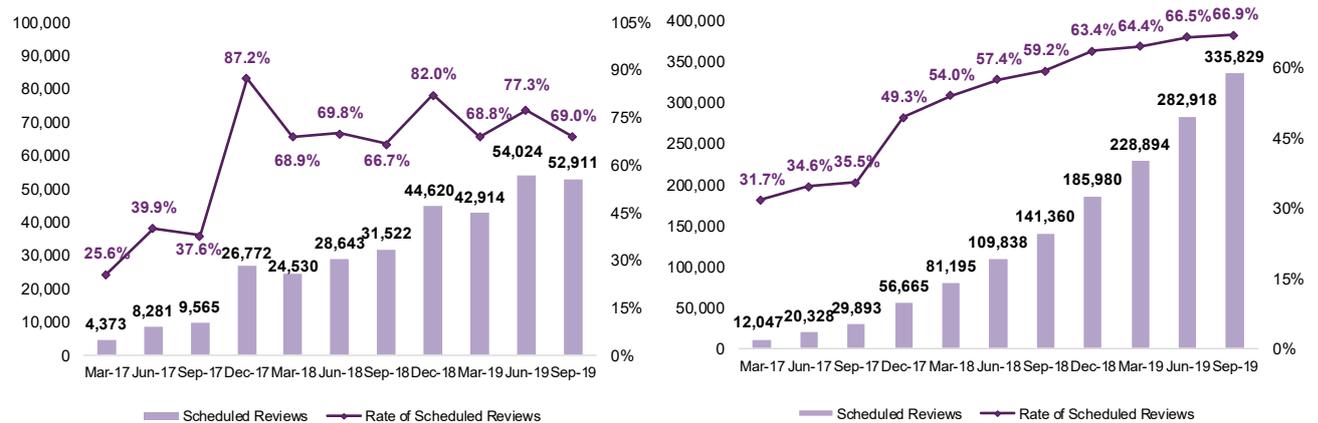
**Figure E.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL**



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

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>282,918</b>	<b>52,911</b>	<b>335,829</b>
<i>Trial participants</i>	74,023	5,903	79,926
<i>Transition participants</i>	208,895	47,008	255,903

**Figure E.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL<sup>40</sup>**



**Table E.40 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL<sup>41</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>68,468</b>	<b>10,998</b>	<b>79,466</b>
<i>Trial participants</i>	11,539	882	12,421
<i>Transition participants</i>	56,929	10,116	67,045

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

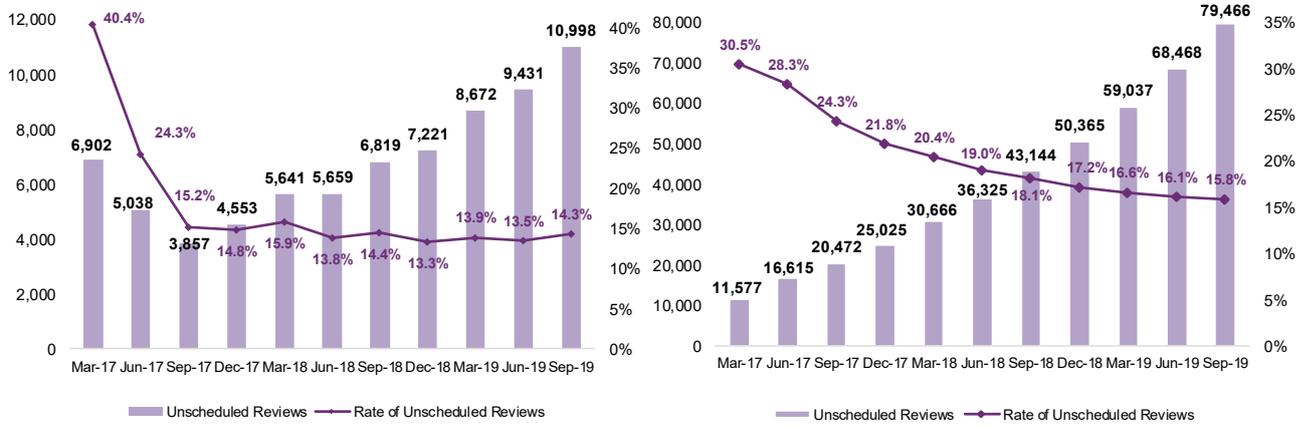
<sup>40</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>41</sup> A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

Table E.41 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NATIONAL <sup>42</sup>

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	16.1%	14.3%	15.8%

Figure E.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL <sup>43</sup>



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

<sup>43</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table E.42 Complaints by quarter – NATIONAL<sup>44</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2018-19 Q4	Transition Total	Number of unique complainants <sup>45</sup>
<b>Participants or those who have sought access</b>				
Complaints about service providers	1,900	358	2,258	1,943
Complaints about the Agency	33,087	5,123	38,210	24,138
Unclassified	3,089	133	3,222	2,893
<b>Total</b>	<b>38,076</b>	<b>5,614</b>	<b>43,690</b>	<b>26,760</b>
<i>% of all people who have sought access<sup>46</sup></i>	6.4%	5.4%	6.3%	
<b>Registered providers</b>				
Complaints about the Agency	2,480	251	2,731	2,207
Unclassified	349	40	389	345
<b>Total</b>	<b>2,829</b>	<b>291</b>	<b>3,120</b>	<b>2,441</b>
<i>% of all registered providers<sup>47</sup></i>	5.9%	3.8%	5.6%	
<b>Other</b>				
Complaints about the Agency	1,427	212	1,639	1,633
Unclassified	248	43	291	290
<b>Total</b>	<b>1,675</b>	<b>255</b>	<b>1,930</b>	<b>1,917</b>
<b>Total</b>	<b>42,580</b>	<b>6,160</b>	<b>48,740</b>	<b>31,118</b>

Figure E.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – NATIONAL<sup>48</sup>



<sup>44</sup> Complaints submitted after the end of 2018-19 Q4 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

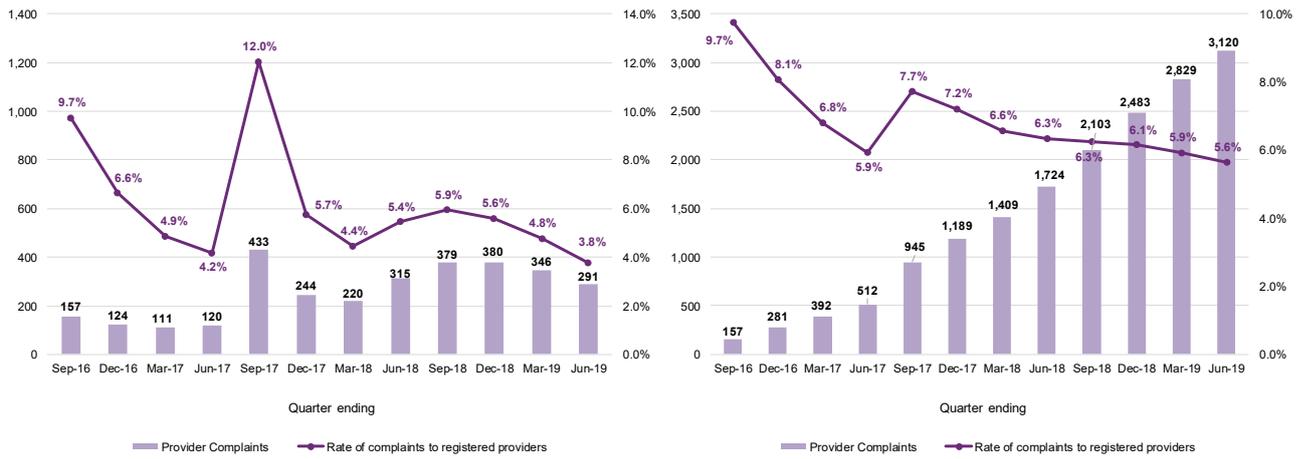
<sup>45</sup> Note that 71% of all complainants made only one complaint, 17% made two complaints and 12% made three or more complaints.

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

<sup>47</sup> This 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>48</sup> Complaints submitted after the end of 2018-19 Q4 have been excluded from the charts as the results for the most recent quarter may be impacted by a lag in data collection.

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



<sup>49</sup> Ibid.

<sup>50</sup> The sharp increase in September 2017 is due to improvements in data processes and back-capturing of data.

Table E.43 Complaints by type – NATIONAL<sup>51</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)		2018-19 Q4		Transition Total	
<b>Participants or those who have sought access</b>						
<i>Complaints about service providers</i>						
Supports being provided	418	(22%)	45	(13%)	463	(21%)
Service delivery	291	(15%)	72	(20%)	363	(16%)
Staff conduct	303	(16%)	66	(18%)	369	(16%)
Provider process	206	(11%)	37	(10%)	243	(11%)
Provider costs	194	(10%)	39	(11%)	233	(10%)
Other	488	(26%)	99	(28%)	587	(26%)
<b>Total</b>	<b>1,900</b>		<b>358</b>		<b>2,258</b>	
<i>Complaints about the Agency</i>						
Timeliness	11,518	(35%)	1,937	(38%)	13,455	(35%)
Individual needs	4,367	(13%)	456	(9%)	4,823	(13%)
Reasonable and necessary supports	4,255	(13%)	776	(15%)	5,031	(13%)
Information unclear	1,517	(5%)	143	(3%)	1,660	(4%)
The way the NDIA carried out its decision making	1,655	(5%)	398	(8%)	2,053	(5%)
Other	9,775	(30%)	1,413	(28%)	11,188	(29%)
<b>Total</b>	<b>33,087</b>		<b>5,123</b>		<b>38,210</b>	
<i>Unclassified</i>	<b>3,089</b>		<b>133</b>		<b>3,222</b>	
<b>Registered providers</b>						
<i>Complaints about the Agency</i>						
Timeliness	595	(24%)	80	(32%)	675	(25%)
Individual needs	331	(13%)	13	(5%)	344	(13%)
Provider Portal	381	(15%)	12	(5%)	393	(14%)
Information unclear	197	(8%)	7	(3%)	204	(7%)
Participation, engagement and inclusion	46	(2%)	1	(0%)	47	(2%)
Other	930	(38%)	138	(55%)	1,068	(39%)
<b>Total</b>	<b>2,480</b>		<b>251</b>		<b>2,731</b>	
<i>Unclassified</i>	<b>349</b>		<b>40</b>		<b>389</b>	
<b>Other</b>						
<i>Complaints about the Agency</i>						
Individual needs	371	(26%)	13	(6%)	384	(23%)
Timeliness	282	(20%)	55	(26%)	337	(21%)
Information unclear	155	(11%)	15	(7%)	170	(10%)
Participation, engagement and inclusion	59	(4%)	7	(3%)	66	(4%)
Staff conduct - Agency	56	(4%)	18	(8%)	74	(5%)
Other	504	(35%)	104	(49%)	608	(37%)
<b>Total</b>	<b>1,427</b>		<b>212</b>		<b>1,639</b>	
<i>Unclassified</i>	<b>248</b>		<b>43</b>		<b>291</b>	

<sup>51</sup> Complaints submitted after the end of 2018-19 Q4 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

Table E.44 AAT Cases by category – NATIONAL<sup>52</sup>

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	743	33%	189	43%	932	35%
Plan	1,084	49%	162	37%	1,246	47%
Plan Review	245	11%	45	10%	290	11%
Other	161	7%	41	9%	202	8%
<b>Total</b>	<b>2,233</b>	<b>100%</b>	<b>437</b>	<b>100%</b>	<b>2,670</b>	<b>100%</b>
<b>% of all access decisions<sup>53</sup></b>	<b>0.35%</b>		<b>0.44%</b>		<b>0.36%</b>	

Figure E.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – NATIONAL

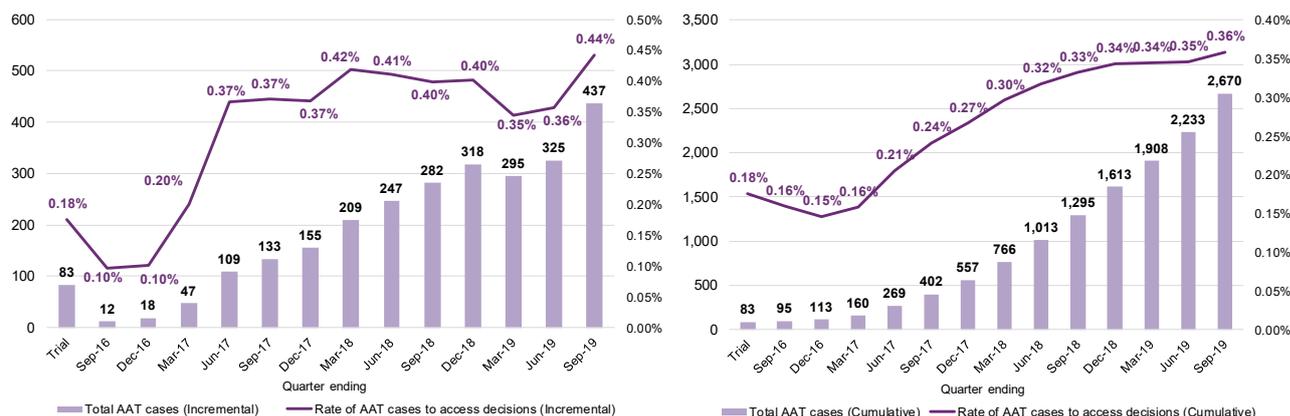


Table E.45 AAT cases by open/closed and decision – NATIONAL

	N
<b>AAT Cases</b>	<b>2,670</b>
<b>Open AAT Cases</b>	<b>688</b>
<b>Closed AAT Cases</b>	<b>1,982</b>
<i>Resolved before hearing</i>	<i>1,908</i>
<i>Gone to hearing and received a substantive decision</i>	<i>74*</i>

\*Of the 74 cases which went to hearing and received a substantive decision: 29 affirmed the Agency's decision, 16 varied the Agency's decision and 29 set aside the Agency's decision.<sup>54</sup>

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

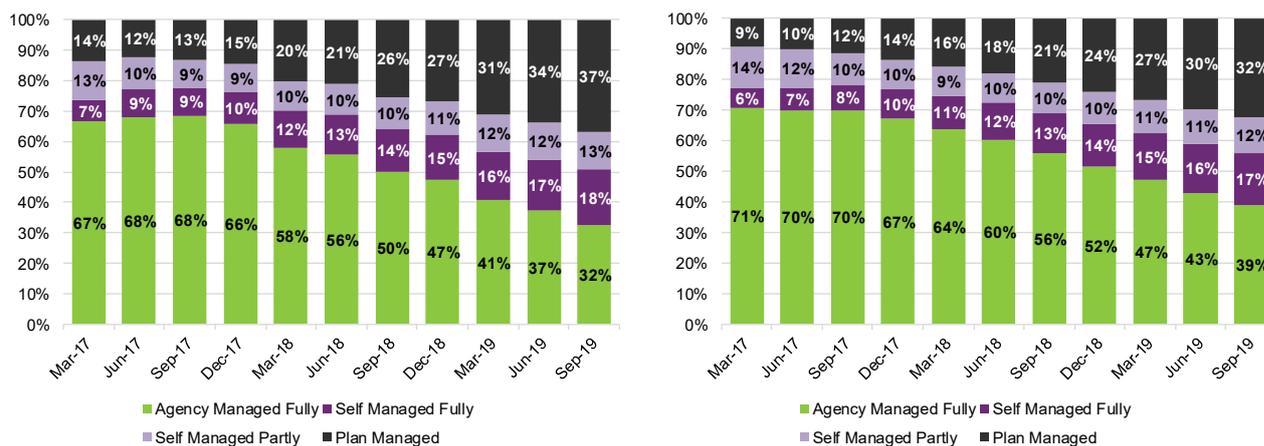
<sup>53</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>54</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

**Table E.46 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NATIONAL<sup>55,56</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	17%	18%	17%
Self-managed partly	11%	13%	12%
Plan managed	30%	37%	32%
Agency managed	42%	32%	39%
<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>57</sup>**



**Table E.47 Distribution of active participants by support coordination and quarter of plan approval – NATIONAL<sup>58</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	38%	39%	39%

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

<sup>56</sup> Trial participants are not included.

<sup>57</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

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

Table E.48 Duration to plan activation by quarter of initial plan approval for active participants – NATIONAL<sup>59,60</sup>

Plan activation	Prior Quarters (Transition Only)		2018-19 Q3	
	N	%	N	%
Less than 30 days	137,549	70%	23,070	71%
30 to 59 days	21,957	11%	3,485	11%
60 to 89 days	10,619	5%	1,556	5%
<b>Activated within 90 days</b>	<b>170,125</b>	<b>86%</b>	<b>28,111</b>	<b>87%</b>
90 to 119 days	6,217	3%	860	3%
120 days and over	15,632	8%	1,067	3%
<b>Activated after 90 days</b>	<b>21,849</b>	<b>11%</b>	<b>1,927</b>	<b>6%</b>
No payments	5,301	3%	2,241	7%
<b>Total plans approved</b>	<b>197,275</b>	<b>100%</b>	<b>32,279</b>	<b>100%</b>

Table E.49 Proportion of active participants with plan activated within 12 months – NATIONAL

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	10,176	10,794	94%
Not Aboriginal and Torres Strait Islander	169,103	174,782	97%
Not Stated	8,584	8,892	97%
<b>Total</b>	<b>187,863</b>	<b>194,468</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	14,634	15,083	97%
Not CALD	171,635	177,744	97%
Not Stated	1,594	1,641	97%
<b>Total</b>	<b>187,863</b>	<b>194,468</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	122,296	126,300	97%
Regional	63,539	65,995	96%
Remote	2,001	2,144	93%
Missing	27	29	93%
<b>Total</b>	<b>187,863</b>	<b>194,468</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	57,273	59,286	97%
Intellectual Disability (including Down Syndrome)	52,356	53,945	97%
Psychosocial Disability	15,230	15,877	96%
Developmental Delay (including Global Developmental Delay)	8,670	9,135	95%
Other	54,334	56,225	97%
<b>Total</b>	<b>187,863</b>	<b>194,468</b>	<b>97%</b>

<sup>59</sup> Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>60</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

**Table E.50 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarters 1-3 of 2018-19 – NATIONAL**<sup>61,62</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	37%	63%	39%
50% to 75%	24%	20%	24%
> 75%	39%	17%	38%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table E.51 Proportion of active participants with approved plans accessing mainstream supports - NATIONAL**<sup>63,64</sup>

	Prior Quarters	2019-20 Q1	Total
Daily Activities	10%	11%	10%
Health & Wellbeing	47%	47%	47%
Lifelong Learning	12%	12%	12%
Other	11%	11%	11%
Non-categorised	33%	33%	33%
Any mainstream service	92%	94%	93%

### Part Three: Providers and the growing market

**Table E.52 Key markets indicators by quarter - NATIONAL**

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant <sup>65</sup>	1.52	1.63
b) Number of providers delivering new types of supports	2,164	2,175
c) Share of payments - top 25% <sup>66</sup>		
<i>Daily Tasks/Shared Living (%)</i>	89%	90%
<i>Therapeutic Supports (%)</i>	91%	91%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	87%	87%

<sup>61</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>62</sup> This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>63</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>64</sup> The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

<sup>65</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>66</sup> Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table E.53 Cumulative number of providers that have been active by registration group - NATIONAL

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	376	46	422	12%
Assistance Animals	157	38	195	24%
Assistance with daily life tasks in a group or shared living arrangement	1,201	99	1,300	8%
Assistance with travel/transport arrangements	1,587	132	1,719	8%
Daily Personal Activities	2,073	164	2,237	8%
Group and Centre Based Activities	1,431	230	1,661	16%
High Intensity Daily Personal Activities	1,626	182	1,808	11%
Household tasks	3,245	264	3,509	8%
Interpreting and translation	267	38	305	14%
Participation in community, social and civic activities	2,291	179	2,470	8%
<b>Assistive Technology</b>				
Assistive equipment for recreation	343	34	377	10%
Assistive products for household tasks	368	19	387	5%
Assistance products for personal care and safety	1,984	139	2,123	7%
Communication and information equipment	430	137	567	32%
Customised Prosthetics	938	127	1,065	14%
Hearing Equipment	229	90	319	39%
Hearing Services	59	5	64	8%
Personal Mobility Equipment	1,049	159	1,208	15%
Specialised Hearing Services	104	7	111	7%
Vision Equipment	206	92	298	45%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,924	175	2,099	9%
Behaviour Support	1,139	105	1,244	9%
Community nursing care for high needs	666	75	741	11%
Development of daily living and life skills	1,721	143	1,864	8%
Early Intervention supports for early childhood	2,146	219	2,365	10%
Exercise Physiology and Physical Wellbeing activities	1,199	171	1,370	14%
Innovative Community Participation	533	87	620	16%
Specialised Driving Training	324	45	369	14%
Therapeutic Supports	7,161	380	7,541	5%
<b>Capital services</b>				
Home modification design and construction	597	110	707	18%
Specialised Disability Accommodation	174	21	195	12%
Vehicle Modifications	262	37	299	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	972	73	1,045	8%
Support Coordination	670	78	748	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	544	56	600	10%
Specialised Supported Employment	455	38	493	8%
<b>Total active providers<sup>67</sup></b>	<b>12,637</b>	<b>797</b>	<b>13,434</b>	<b>6%</b>

<sup>67</sup> Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

Table E.54 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – NATIONAL

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	91	331	<b>422</b>	22%	78%	<b>100%</b>
Assistance Animals	19	176	<b>195</b>	10%	90%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	135	1,165	<b>1,300</b>	10%	90%	<b>100%</b>
Assistance with travel/transport arrangements	310	1,409	<b>1,719</b>	18%	82%	<b>100%</b>
Daily Personal Activities	286	1,951	<b>2,237</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	164	1,497	<b>1,661</b>	10%	90%	<b>100%</b>
High Intensity Daily Personal Activities	206	1,602	<b>1,808</b>	11%	89%	<b>100%</b>
Household tasks	1,211	2,298	<b>3,509</b>	35%	65%	<b>100%</b>
Interpreting and translation	64	241	<b>305</b>	21%	79%	<b>100%</b>
Participation in community, social and civic activities	344	2,126	<b>2,470</b>	14%	86%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	44	333	<b>377</b>	12%	88%	<b>100%</b>
Assistive products for household tasks	50	337	<b>387</b>	13%	87%	<b>100%</b>
Assistance products for personal care and safety	369	1,754	<b>2,123</b>	17%	83%	<b>100%</b>
Communication and information equipment	120	447	<b>567</b>	21%	79%	<b>100%</b>
Customised Prosthetics	183	882	<b>1,065</b>	17%	83%	<b>100%</b>
Hearing Equipment	40	279	<b>319</b>	13%	87%	<b>100%</b>
Hearing Services	6	58	<b>64</b>	9%	91%	<b>100%</b>
Personal Mobility Equipment	199	1,009	<b>1,208</b>	16%	84%	<b>100%</b>
Specialised Hearing Services	13	98	<b>111</b>	12%	88%	<b>100%</b>
Vision Equipment	38	260	<b>298</b>	13%	87%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	377	1,722	<b>2,099</b>	18%	82%	<b>100%</b>
Behaviour Support	372	872	<b>1,244</b>	30%	70%	<b>100%</b>
Community nursing care for high needs	98	643	<b>741</b>	13%	87%	<b>100%</b>
Development of daily living and life skills	244	1,620	<b>1,864</b>	13%	87%	<b>100%</b>
Early Intervention supports for early childhood	1,026	1,339	<b>2,365</b>	43%	57%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	353	1,017	<b>1,370</b>	26%	74%	<b>100%</b>
Innovative Community Participation	185	435	<b>620</b>	30%	70%	<b>100%</b>
Specialised Driving Training	94	275	<b>369</b>	25%	75%	<b>100%</b>
Therapeutic Supports	3,680	3,861	<b>7,541</b>	49%	51%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	121	586	<b>707</b>	17%	83%	<b>100%</b>
Specialised Disability Accommodation	8	187	<b>195</b>	4%	96%	<b>100%</b>
Vehicle Modifications	39	260	<b>299</b>	13%	87%	<b>100%</b>
<b>Choice and control support services</b>						

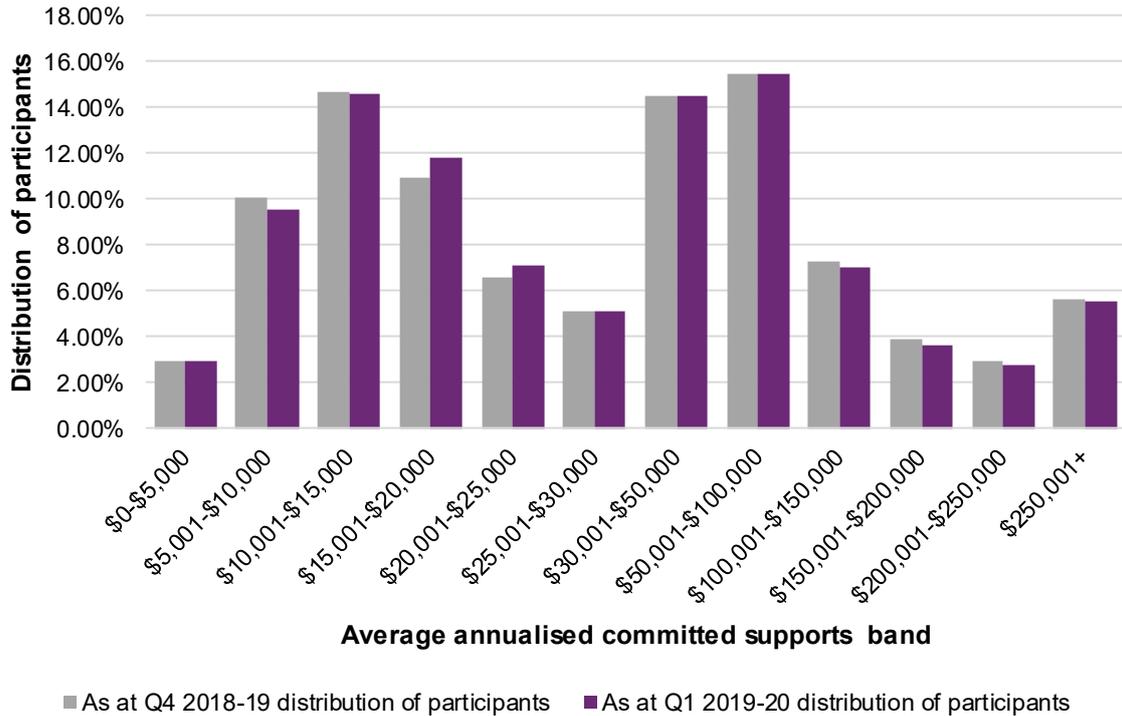
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	173	872	<b>1,045</b>	17%	83%	<b>100%</b>
Support Coordination	129	619	<b>748</b>	17%	83%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	61	539	<b>600</b>	10%	90%	<b>100%</b>
Specialised Supported Employment	39	454	<b>493</b>	8%	92%	<b>100%</b>
<b>Total</b>	<b>5,776</b>	<b>7,658</b>	<b>13,434</b>	<b>43%</b>	<b>57%</b>	<b>100%</b>

**Part Four: Financial sustainability**

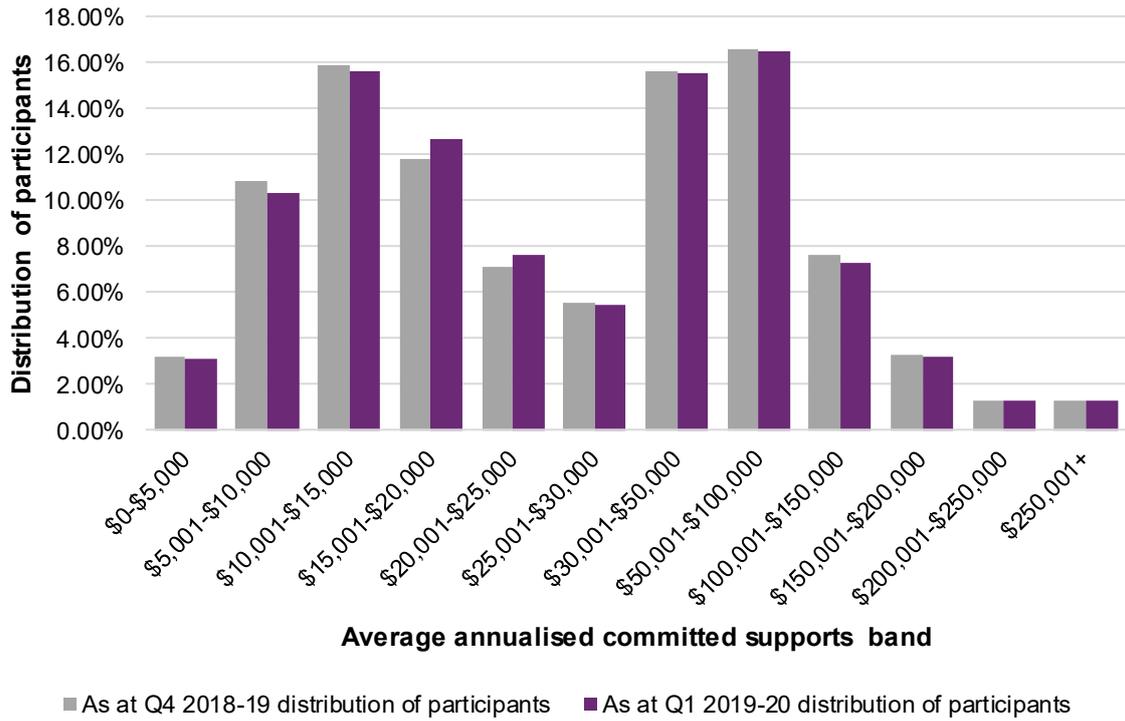
**Table E.55 Committed supports by financial year (\$m) - NATIONAL**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	132.7	496.8	939.2	3,236.4	7,746.9	14,589.6	5,322.5

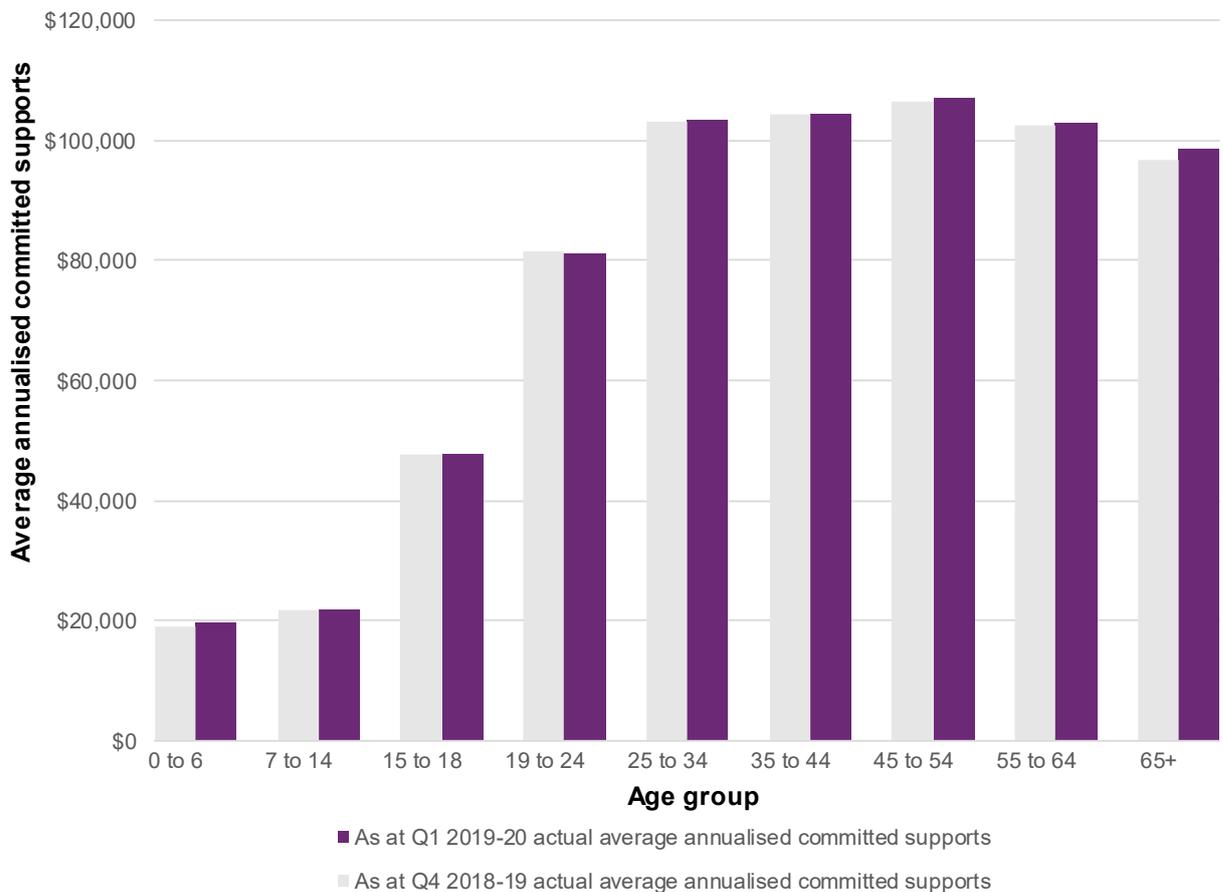
**Figure E.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)**



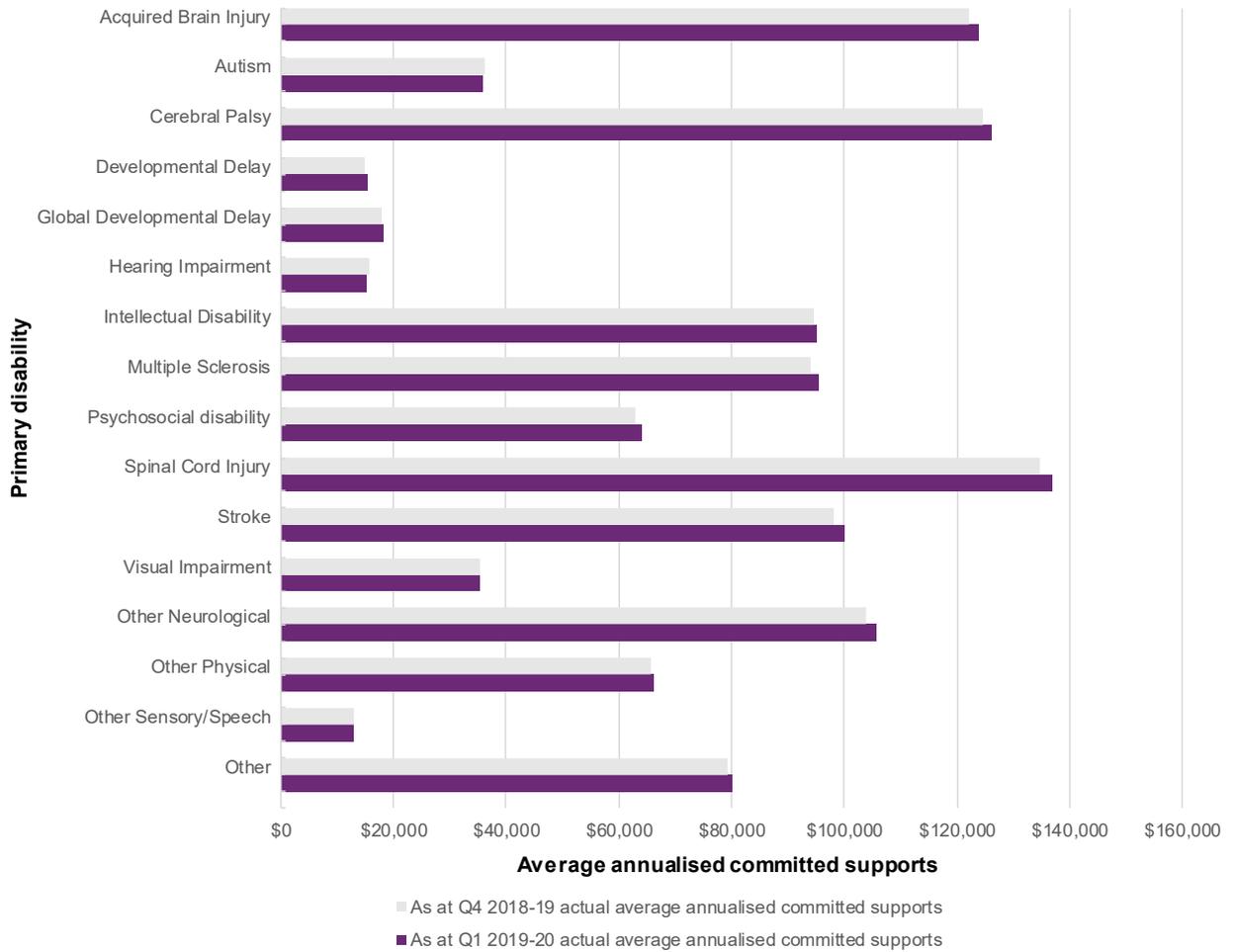
**Figure E.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)**



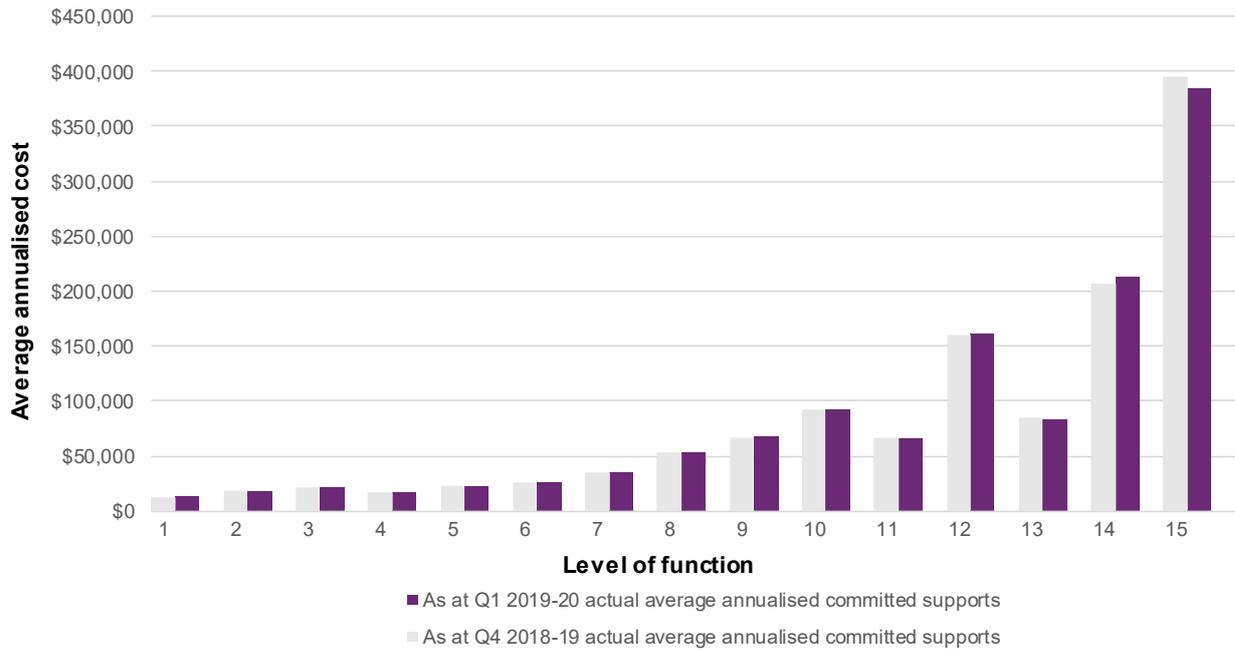
**Figure E.19 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)**



**Figure E.20 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)**



**Figure E.21 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NATIONAL)**



**Table E.56 Payments by financial year, compared to committed supports (\$m) – NATIONAL**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	132.7	496.8	939.2	3,236.4	7,746.9	14,589.6	5,322.5
Total Paid	85.8	370.9	704.1	2,182.2	5,408.6	10,074.6	2,993.9
% utilised to date	65%	75%	75%	67%	70%	69%	56%

**Figure E.22 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (NATIONAL)**

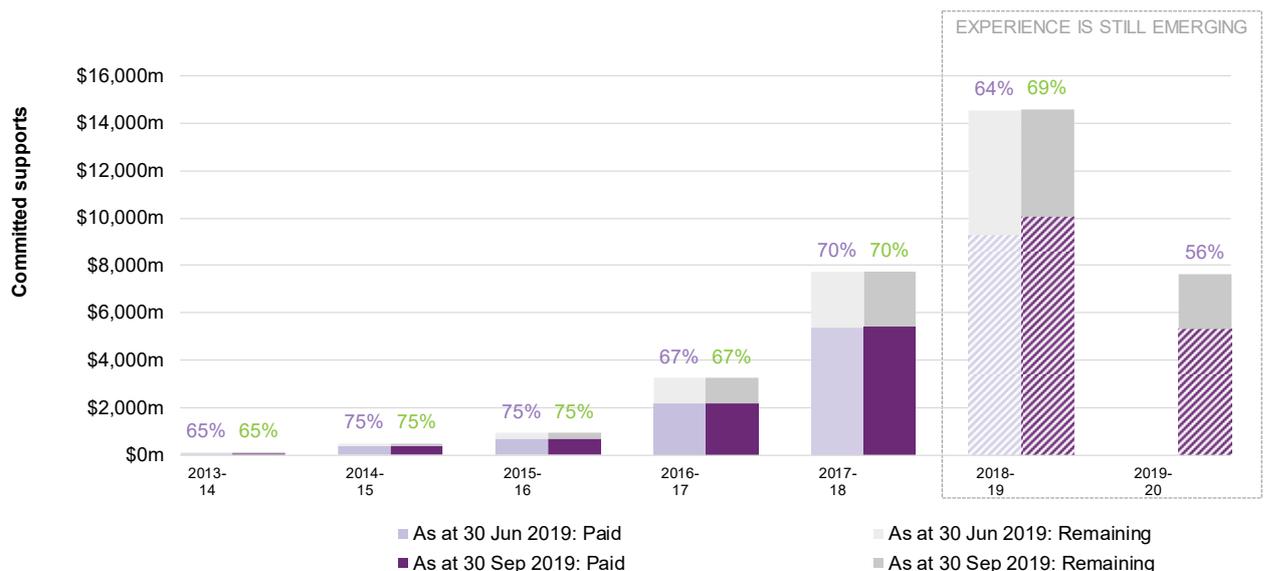


Figure E.23 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (NATIONAL)<sup>68</sup>

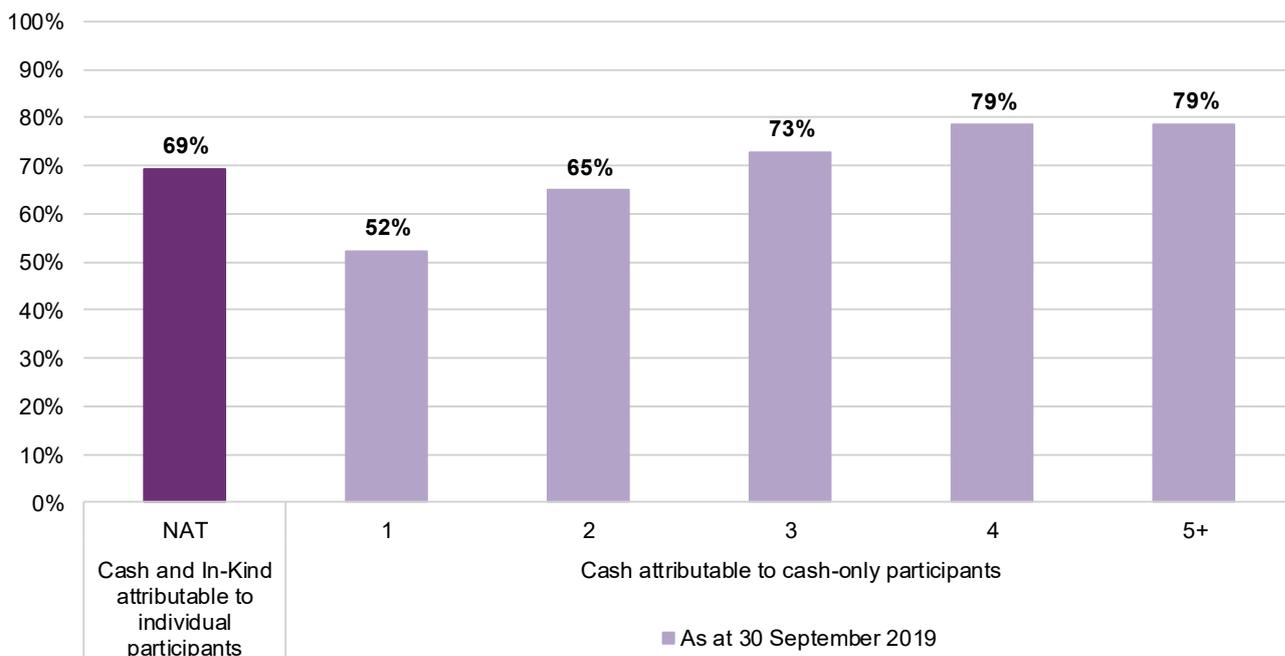
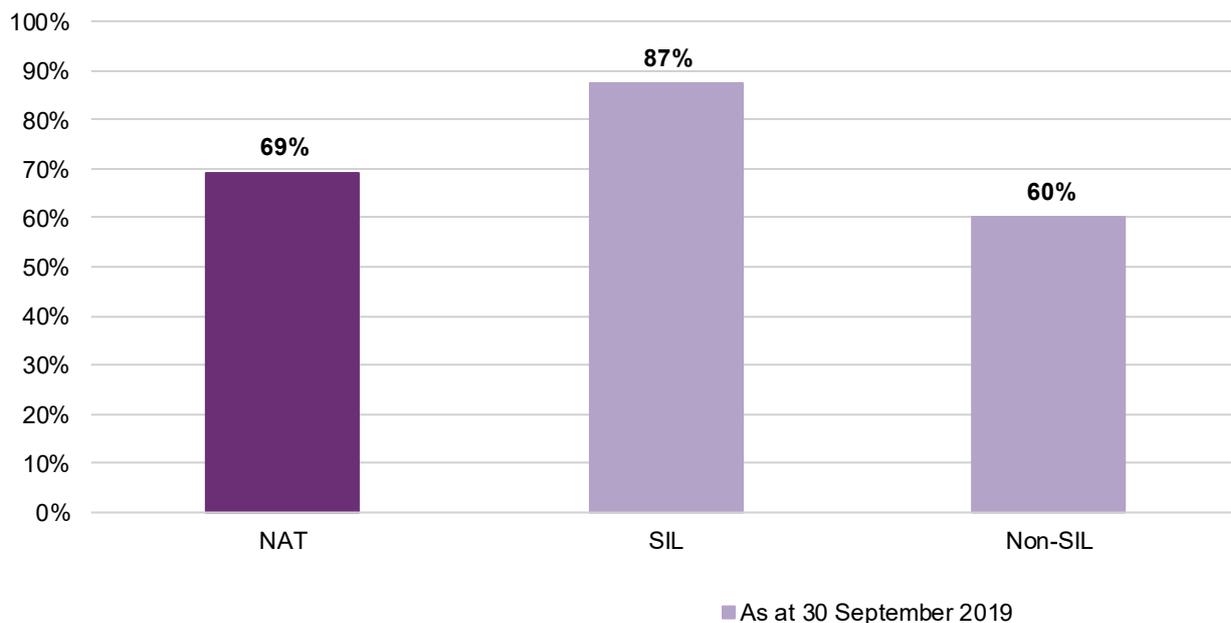


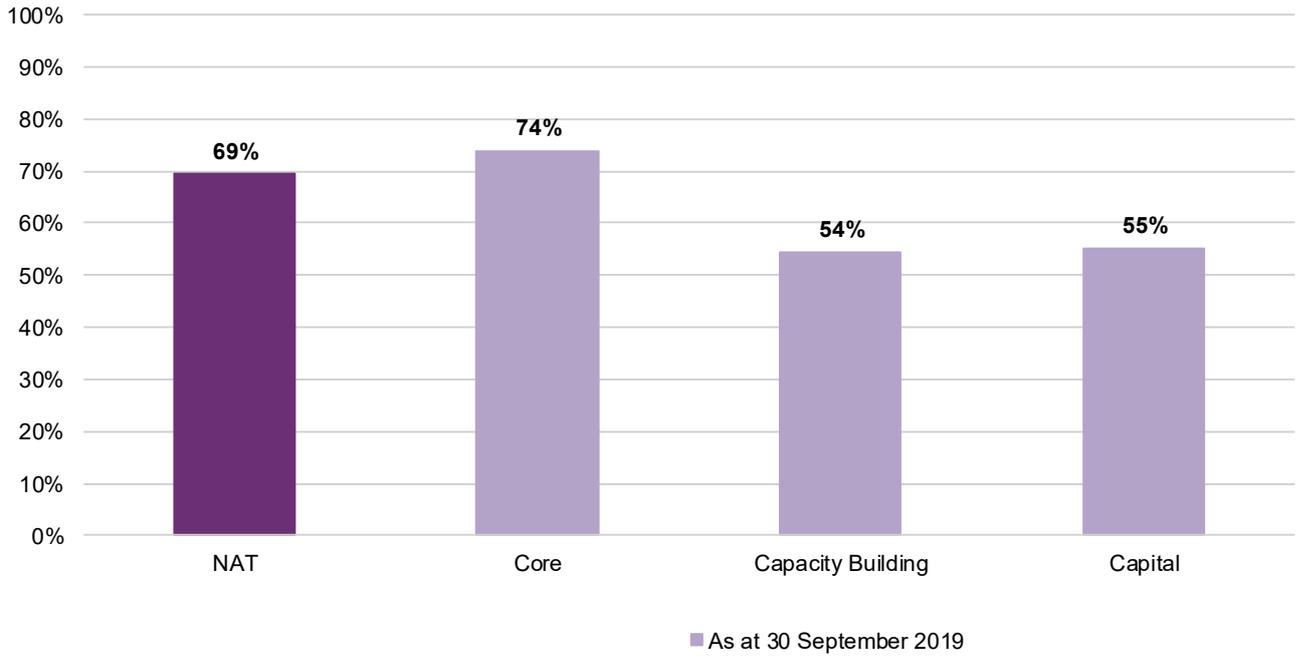
Figure E.24 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (NATIONAL)<sup>69</sup>



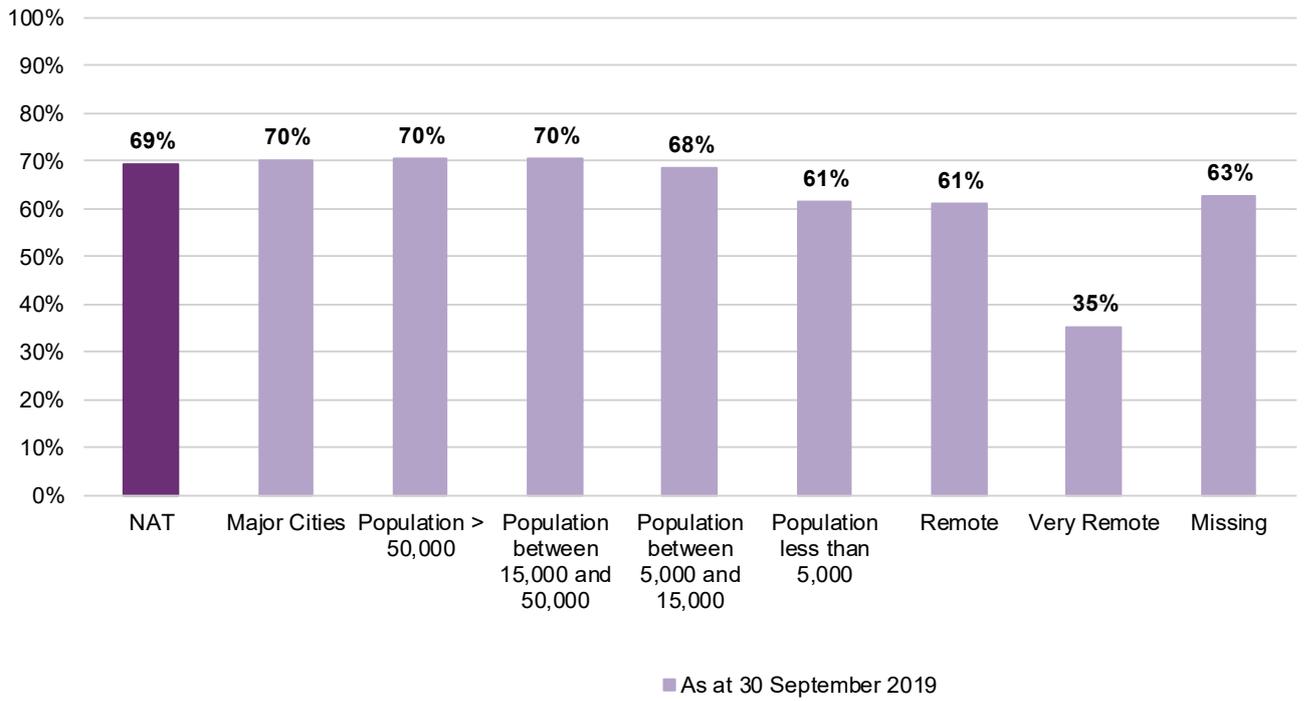
<sup>68</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>69</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure E.25 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (NATIONAL)<sup>70</sup>**



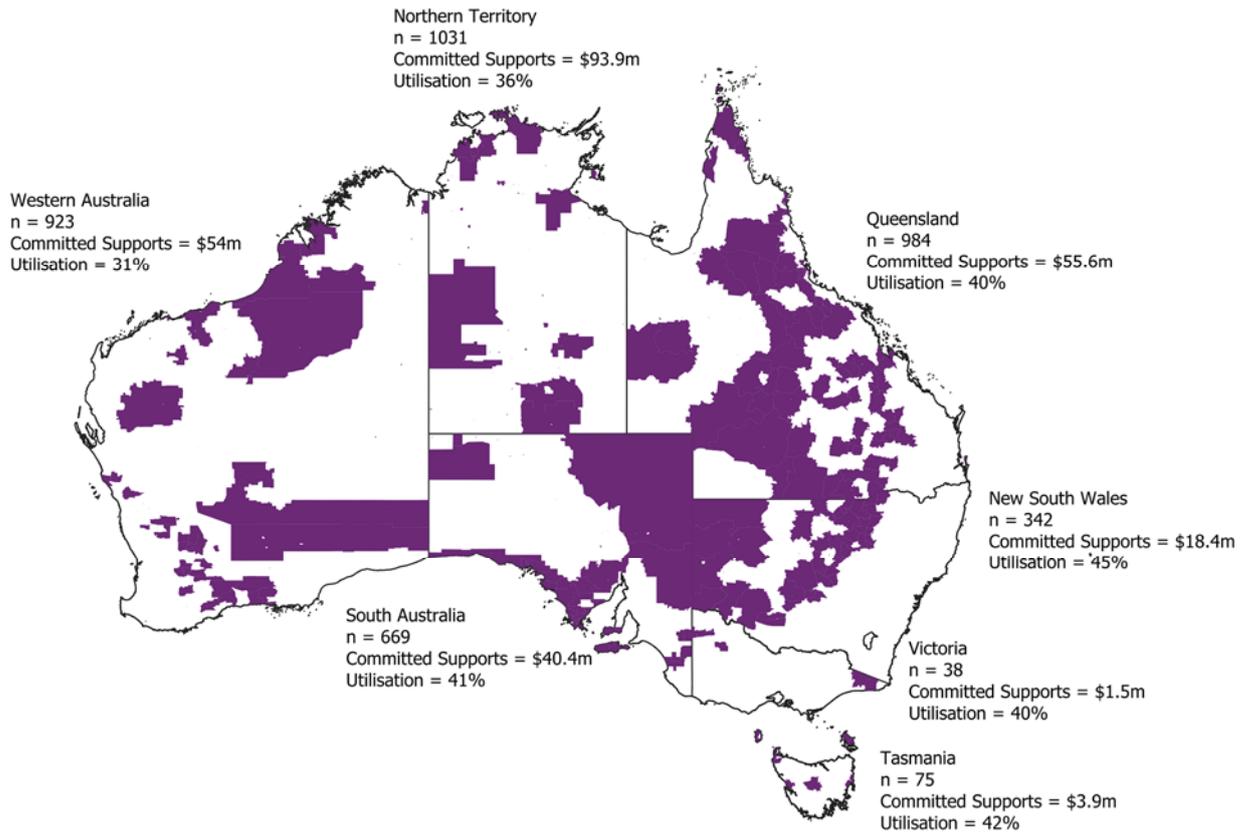
**Figure E.26 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (NATIONAL)<sup>71</sup>**



<sup>70</sup> Ibid.

<sup>71</sup> Ibid.

**Figure E.27 Map of Australia depicting remote locations with non-SIL participants in the Scheme as at 30 September 2019 – Number of participants, total annualised committed supports and utilisation of a percentage total committed supports and utilisation of a percentage total committed by jurisdiction<sup>72</sup>**



<sup>72</sup> The utilisation rates shown include experience from 1 January 2019 to 30 June 2019.

# Appendix F:

## New South Wales

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

### Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – NSW<sup>73</sup>

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
NSW	100,103	6,716	106,819	1,442	108,261

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW<sup>74</sup>

	Prior Quarters	2019-20 Q1	Total
<b>Access decisions</b>	<b>128,773</b>	<b>10,584</b>	<b>139,357</b>
<b>Active Eligible</b>	<b>104,237</b>	<b>7,442</b>	<b>111,679</b>
State	38,904	6,812	45,716
Commonwealth	53,437	222	53,659
New	11,896	408	12,304
<b>Active Participant Plans (excl ECEI)</b>	<b>100,103</b>	<b>6,716</b>	<b>106,819</b>
State	36,147	6,004	42,151
Commonwealth	52,428	287	52,715
New	11,528	425	11,953
<b>Active Participant Plans</b>	<b>100,685</b>	<b>8,158</b>	<b>108,261</b>
EI (s25) plans	18,506	2,746	21,252
PD (s24) plans	81,597	3,970	85,567
ECEI <sup>75</sup>	582	1,442	1,442

Table F.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – NSW

Exits	
<b>Total participant exits</b>	<b>3,338</b>
Early Intervention participants	387
Permanent disability participants	2,951

<sup>73</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>74</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 90% of people with a hearing impairment met the access criteria compared to 71% overall.

<sup>75</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table F.4 Cumulative position by services previously received – NSW<sup>76</sup>**

	Participant cohort				
	State	Commonwealth	New	ECEI <sup>77</sup>	Total
End of 2016-17 Q4	28,340	3,308	11,859	4,330	47,837
End of 2017-18 Q4	51,308	9,372	23,614	3,578	87,872
End of 2018-19 Q1	52,045	10,086	26,783	1,032	89,946
End of 2018-19 Q2	52,413	10,705	30,435	2,563	96,116
End of 2018-19 Q3	52,576	11,170	33,431	1,446	98,623
End of 2018-19 Q4	52,617	11,575	36,256	582	101,030
End of 2019-20 Q1	52,715	11,953	42,151	1,442	108,261

**Table F.5 Cumulative position by entry into the Scheme – NSW<sup>78</sup>**

	Participant cohort			
	Early Intervention <sup>79</sup>	Permanent Disability <sup>80</sup>	ECEI <sup>81</sup>	Total
End of 2016-17 Q4	6,798	36,709	4,330	47,837
End of 2017-18 Q4	12,414	71,880	3,578	87,872
End of 2018-19 Q1	13,903	75,011	1,032	89,946
End of 2018-19 Q2	15,745	77,808	2,563	96,116
End of 2018-19 Q3	17,276	79,901	1,446	98,623
End of 2018-19 Q4	18,543	81,905	582	101,030
End of 2019-20 Q1	21,252	85,567	1,442	108,261

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW<sup>82</sup>**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	6,280	6.3%	585	8.7%	<b>6,865</b>	<b>6.4%</b>
Not Aboriginal and Torres Strait Islander	61,374	61.3%	5,035	75.0%	<b>66,409</b>	<b>62.2%</b>
Not Stated	32,449	32.4%	1,096	16.3%	<b>33,545</b>	<b>31.4%</b>
<b>Total</b>	<b>100,103</b>	<b>100%</b>	<b>6,716</b>	<b>100%</b>	<b>106,819</b>	<b>100%</b>

<sup>76</sup> This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>77</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>78</sup> This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

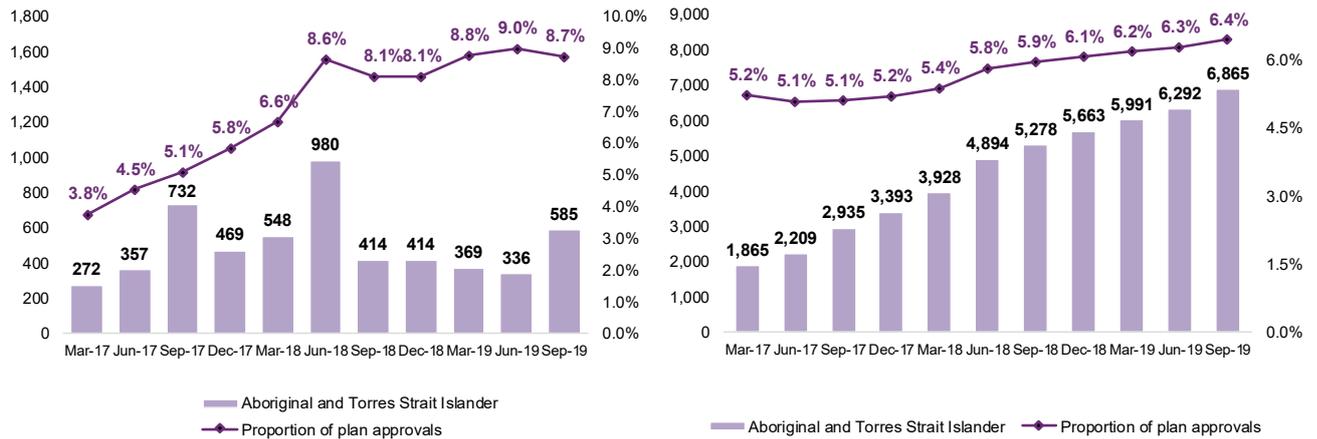
<sup>79</sup> Participants who met Section 25 of the NDIS Act for access

<sup>80</sup> Participants who met Section 24 of the NDIS Act for access

<sup>81</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>82</sup> The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

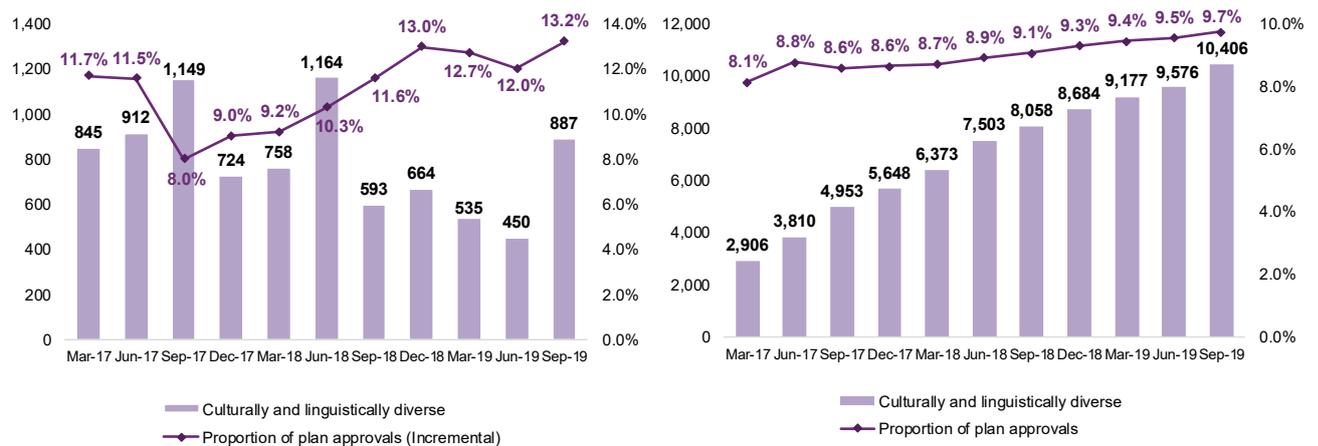
**Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NSW<sup>83</sup>**



**Table F.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NSW**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	9,519	9.5%	887	13.2%	<b>10,406</b>	<b>9.7%</b>
Not CALD	90,324	90.2%	5,810	86.5%	<b>96,134</b>	<b>90.0%</b>
Not Stated	260	0.3%	19	0.3%	<b>279</b>	<b>0.3%</b>
<b>Total</b>	<b>100,103</b>	<b>100%</b>	<b>6,716</b>	<b>100%</b>	<b>106,819</b>	<b>100%</b>

**Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NSW<sup>84</sup>**



**Table F.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NSW**

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	2,085	20	<b>2,105</b>
Not YPIRAC	98,018	6,696	<b>104,714</b>
<b>Total</b>	<b>100,103</b>	<b>6,716</b>	<b>106,819</b>

<sup>83</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>84</sup> Ibid.

Figure F.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – NSW<sup>85</sup>

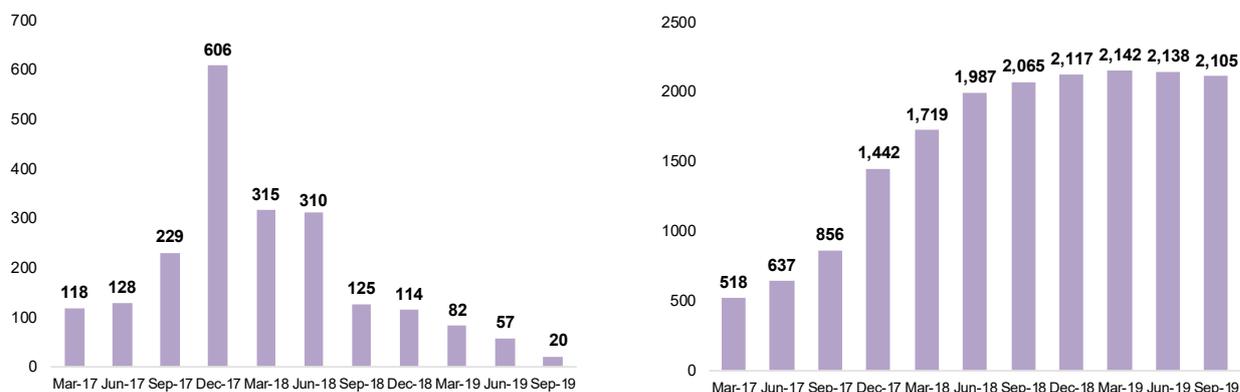


Table F.9 Participants who are YPIRAC by age group – NSW

Age group	All Quarters	
	N	%
Under 45	62	2.9%
45 to 54	298	14.2%
55 to 64	1,221	58.0%
65 and above	524	24.9%
<b>Total YPIRAC</b>	<b>2,105</b>	<b>100%</b>

Table F.10 Participant profile per quarter by remoteness – NSW<sup>86,87</sup>

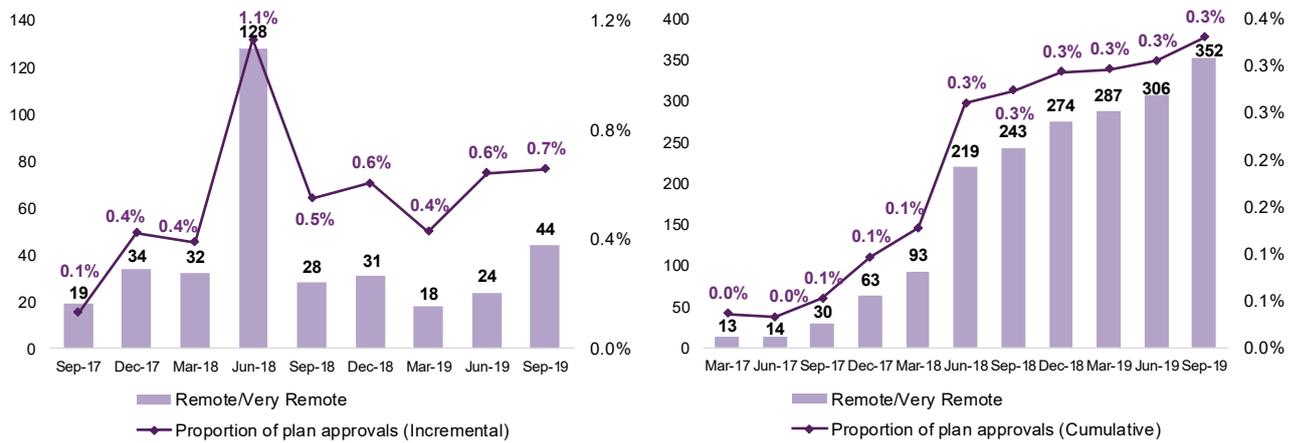
Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	70,018	69.9%	4,767	71.0%	<b>74,785</b>	<b>70.0%</b>
Population > 50,000	3,014	3.0%	218	3.2%	<b>3,232</b>	<b>3.0%</b>
Population between 15,000 and 50,000	13,608	13.6%	814	12.1%	<b>14,422</b>	<b>13.5%</b>
Population between 5,000 and 15,000	6,145	6.1%	381	5.7%	<b>6,526</b>	<b>6.1%</b>
Population less than 5,000	7,005	7.0%	491	7.3%	<b>7,496</b>	<b>7.0%</b>
Remote	247	0.2%	34	0.5%	<b>281</b>	<b>0.3%</b>
Very Remote	61	0.1%	<11		<b>71</b>	<b>0.1%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>100,103</b>	<b>100%</b>	<b>6,716</b>	<b>100%</b>	<b>106,819</b>	<b>100%</b>

<sup>85</sup> Ibid.

<sup>86</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>87</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NSW<sup>88,89</sup>**



**Table F.11 Participant profile per quarter by disability group - NSW<sup>90,91</sup>**

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	31,011	31%	2,071	31%	33,082	31%
Intellectual Disability <sup>92</sup>	25,727	26%	585	9%	26,312	25%
Psychosocial disability	8,048	8%	740	11%	8,788	8%
Developmental Delay	3,788	4%	1,202	18%	4,990	5%
Other Neurological	4,658	5%	294	4%	4,952	5%
Cerebral Palsy	4,938	5%	80	1%	5,018	5%
Other Physical	3,935	4%	304	5%	4,239	4%
Hearing Impairment	4,376	4%	557	8%	4,933	5%
ABI	3,255	3%	116	2%	3,371	3%
Visual Impairment	2,523	3%	88	1%	2,611	2%
Multiple Sclerosis	1,932	2%	72	1%	2,004	2%
Global Developmental Delay	1,565	2%	396	6%	1,961	2%
Stroke	1,600	2%	109	2%	1,709	2%
Spinal Cord Injury	1,379	1%	55	1%	1,434	1%
Other Sensory/Speech	1,180	1%	37	1%	1,217	1%
Other	188	0%	<11		198	0%
<b>Total</b>	<b>100,103</b>	<b>100%</b>	<b>6,716</b>	<b>100%</b>	<b>106,819</b>	<b>100%</b>

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

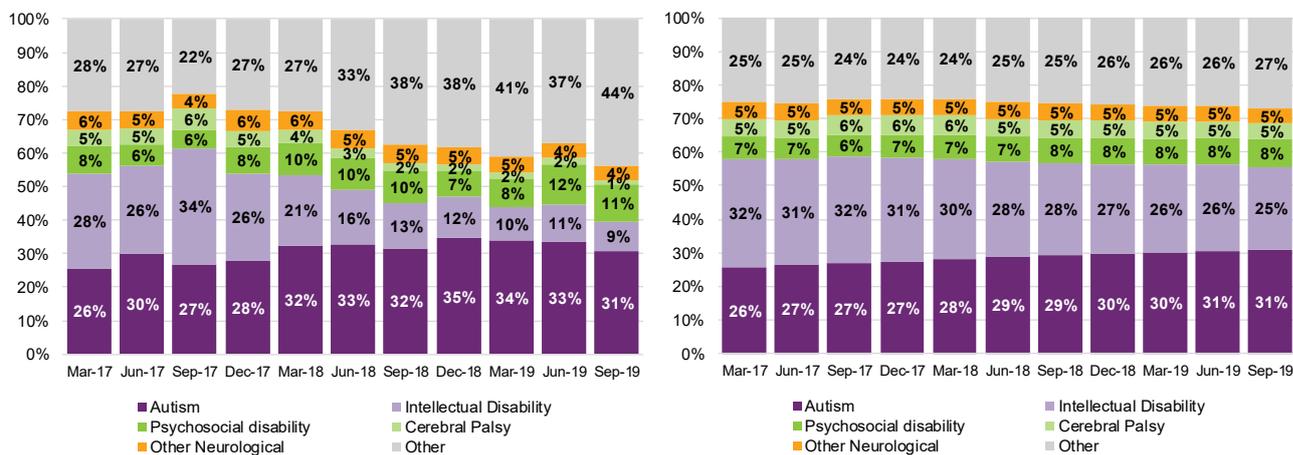
<sup>89</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in NSW prior to the September 2017 quarter.

<sup>90</sup> Table order based on national proportions (highest to lowest).

<sup>91</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>92</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in NSW (3,633).

**Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NSW<sup>93</sup>**



**Table F.12 Participant profile per quarter by level of function – NSW<sup>94</sup>**

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	5,883	6%	1,197	18%	7,080	7%
2 (High Function)	204	0%	<11		208	0%
3 (High Function)	5,588	6%	536	8%	6,124	6%
4 (High Function)	8,205	8%	575	9%	8,780	8%
5 (High Function)	7,796	8%	638	9%	8,434	8%
6 (Moderate Function)	17,813	18%	1,323	20%	19,136	18%
7 (Moderate Function)	7,573	8%	507	8%	8,080	8%
8 (Moderate Function)	6,605	7%	338	5%	6,943	6%
9 (Moderate Function)	571	1%	26	0%	597	1%
10 (Moderate Function)	10,585	11%	527	8%	11,112	10%
11 (Low Function)	4,523	5%	137	2%	4,660	4%
12 (Low Function)	15,593	16%	636	9%	16,229	15%
13 (Low Function)	6,528	7%	253	4%	6,781	6%
14 (Low Function)	2,494	2%	17	0%	2,511	2%
15 (Low Function)	38	0%	<11		40	0%
Missing	104	0%	<11		104	0%
<b>Total</b>	<b>100,103</b>	<b>100%</b>	<b>6,716</b>	<b>100%</b>	<b>106,819</b>	<b>100%</b>

<sup>93</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>94</sup> The distributions are calculated excluding participants with a missing level of function.

Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NSW<sup>95</sup>

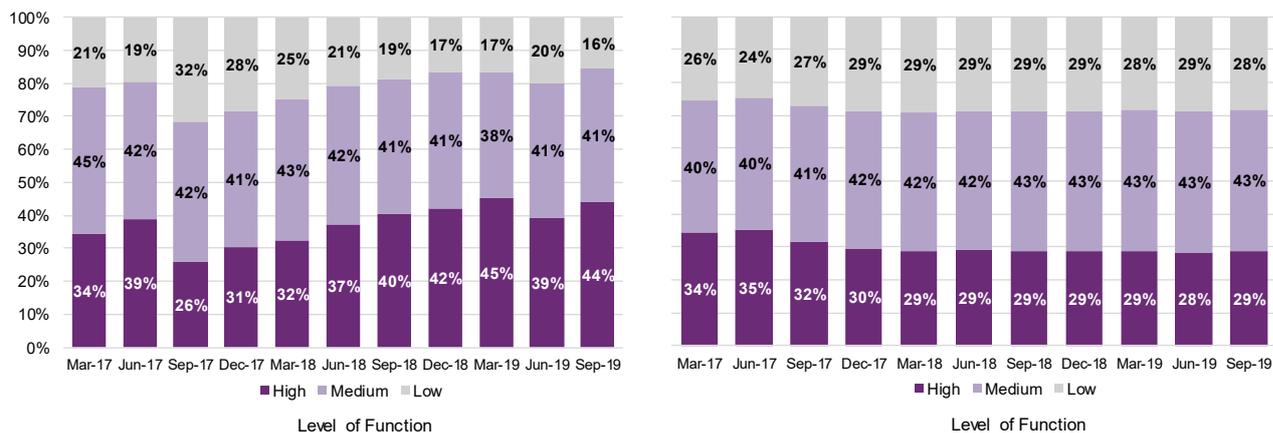


Table F.13 Participant profile per quarter by Age group – NSW

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	12,519	13%	3,068	46%	15,587	15%
7 to 14	25,359	25%	1,008	15%	26,367	25%
15 to 18	7,520	8%	370	6%	7,890	7%
19 to 24	10,370	10%	179	3%	10,549	10%
25 to 34	9,342	9%	351	5%	9,693	9%
35 to 44	8,699	9%	400	6%	9,099	9%
45 to 54	10,685	11%	533	8%	11,218	11%
55 to 64	12,366	12%	750	11%	13,116	12%
65+	3,243	3%	57	1%	3,300	3%
<b>Total</b>	<b>100,103</b>	<b>100%</b>	<b>6,716</b>	<b>100%</b>	<b>106,819</b>	<b>100%</b>

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NSW<sup>96</sup>

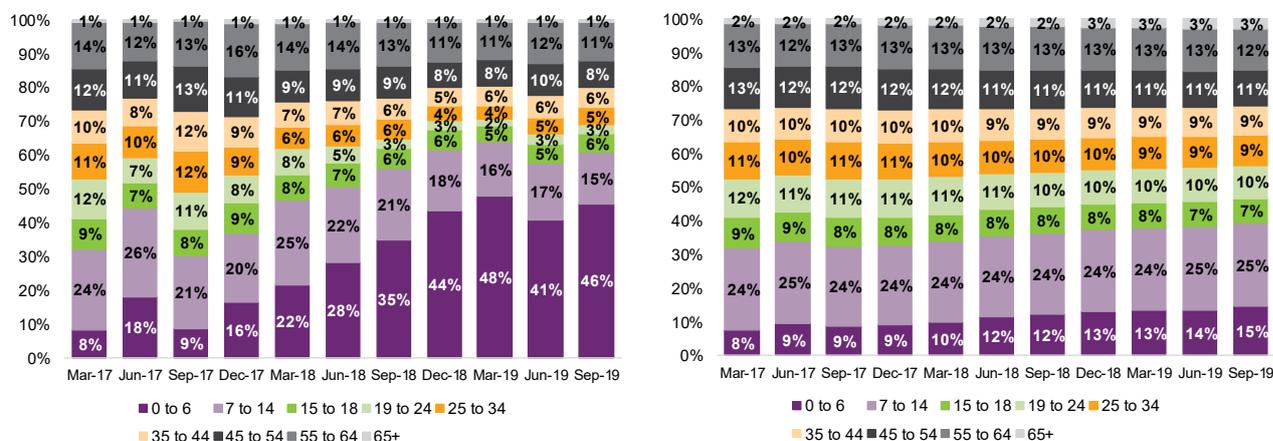


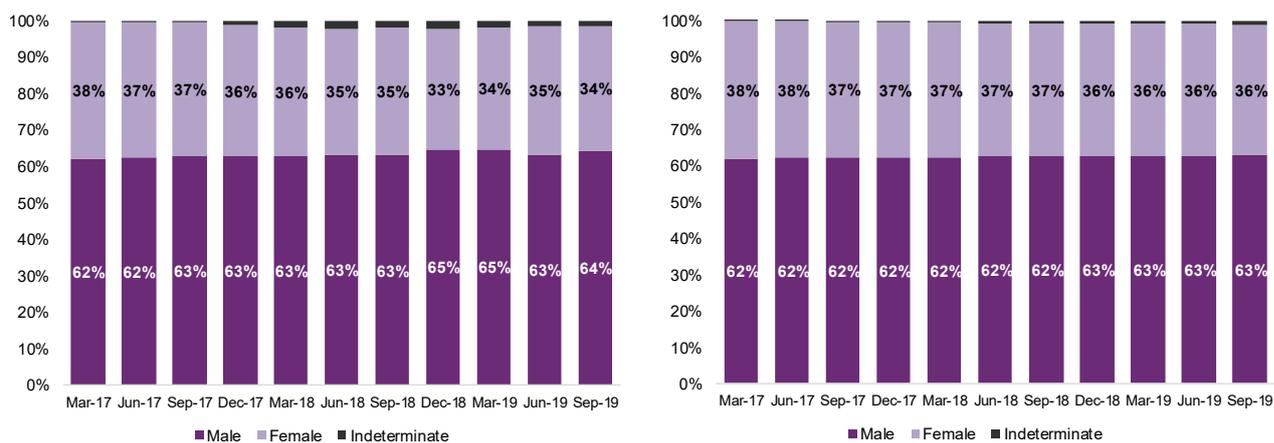
Table F.14 Participant profile per quarter by Gender – NSW

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	62,776	63%	4,316	64%	67,092	63%
Female	36,252	36%	2,303	34%	38,555	36%
Indeterminate	1,075	1%	97	1%	1,172	1%
<b>Total</b>	<b>100,103</b>	<b>100%</b>	<b>6,716</b>	<b>100%</b>	<b>106,819</b>	<b>100%</b>

<sup>95</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>96</sup> Ibid.

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NSW<sup>97</sup>



## Part Two: Participant experience and outcomes

Table F.15 Number of questionnaires completed by SFOF version - NSW<sup>98</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	2,888	5,772	5,757	2,512	16,929
Participant school to 14	7,655	11,062	5,079	1,566	25,362
Participant 15 to 24	6,025	6,093	1,452	551	14,121
Participant 25 and over	14,738	17,129	5,629	2,058	39,554
<b>Total Participant</b>	<b>31,306</b>	<b>40,056</b>	<b>17,917</b>	<b>6,687</b>	<b>95,966</b>
Family 0 to 14	9,742	16,394	10,666	4,020	40,822
Family 15 to 24	1,404	3,940	1,081	389	6,814
Family 25 and over	367	4,582	1,822	592	7,363
<b>Total Family</b>	<b>11,513</b>	<b>24,916</b>	<b>13,569</b>	<b>5,001</b>	<b>54,999</b>
<b>Total</b>	<b>42,819</b>	<b>64,972</b>	<b>31,486</b>	<b>11,688</b>	<b>150,965</b>

<sup>97</sup> Ibid.

<sup>98</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.

**Table F.16 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) - NSW**

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	70%			
CC % who say their child is able to tell them what he/she wants	70%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		40%		
CC % of children who have a genuine say in decisions about themselves		63%		
CC % who are happy with the level of independence/control they have now			37%	
CC % who choose who supports them			35%	55%
CC % who choose what they do each day			44%	64%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			22%	27%
CC % who want more choice and control in their life			80%	76%

**Table F.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NSW**

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	61%	62%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	50%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		36%		
REL Of these, % who are welcomed or actively included	61%	75%		
REL % of children who spend time with friends without an adult present		10%		
REL % with no friends other than family or paid staff			30%	29%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			31%	34%

**Table F.18 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NSW**

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		58%		
HM	% who are happy with their home			81%	73%
HM	% who feel safe or very safe in their home			86%	73%
HW	% who rate their health as good, very good or excellent			68%	46%
HW	% who did not have any difficulties accessing health services			66%	63%
LL	% who currently attend or previously attended school in a mainstream class			31%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				57%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			17%	26%
WK	% who volunteer			12%	12%

**Table F.19 Selected key indicators for families/carers of participants – NSW**

<b>Indicator</b>	<b>0 to 14</b>	<b>15 to 24</b>	<b>25 and over</b>
% receiving Carer Payment	22%	24%	22%
% receiving Carer Allowance	50%	47%	32%
% working in a paid job	48%	52%	37%
Of those in a paid job, % in permanent employment	75%	75%	78%
Of those in a paid job, % working 15 hours or more	79%	86%	85%
% who say they (and their partner) are able to work as much as they want	41%	48%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	89%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	33%	22%
% able to advocate for their child/family member	78%	69%	63%
% who have friends and family they see as often as they like	47%	46%	47%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		38%	
% who feel in control selecting services		36%	35%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			33%
% who rate their health as good, very good or excellent	74%	61%	59%

**Table F.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=3,312) - participants who entered from 1 October 2017 to 30 September 2018 – NSW<sup>99</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?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	77%
S/CP	Has the NDIS improved how your child fits into community life?	62%

**Table F.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=12,073) - participants who entered from 1 October 2017 to 30 September 2018 – NSW**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	58%
LL	Has the NDIS improved your child's access to education?	38%
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?	41%

**Table F.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=5,958) and ‘Participant 25 and over’ (n=16,195) - participants who entered from 1 October 2017 to 30 September 2018 – NSW**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	68%
DL	Has the NDIS helped you with daily living activities?	56%	71%
REL	Has the NDIS helped you to meet more people?	49%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	20%
S/CP	Has the NDIS helped you be more involved?	53%	58%

<sup>99</sup> Results in Tables F.20 to F.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables F.24 to F.32.

**Table F.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=16,017); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,887) - participants who entered from 1 October 2017 to 30 September 2018 – NSW**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	46%
Has the NDIS improved the level of support for your family?	63%	60%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	40%	33%

**Table F.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=934) - participants who entered from 1 October 2016 to 30 September 2017 – NSW<sup>100</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?	88%	91%	+3%
CC Has the NDIS helped increase your child’s ability to communicate what they want?	83%	85%	+1%
REL Has the NDIS improved how your child fits into family life?	73%	77%	+4%
S/CP Has the NDIS improved how your child fits into community life?	61%	64%	+3%

**Table F.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=8,102) - participants who entered from 1 October 2016 to 30 September 2017 – NSW**

Question	Review 1	Review 2	Change
DL Has the NDIS helped your child to become more independent?	53%	61%	+9%
LL Has the NDIS improved your child’s access to education?	34%	37%	+4%
REL Has the NDIS improved your child’s relationships with family and friends?	42%	48%	+6%
S/CP Has the NDIS improved your child’s social and recreational life?	39%	43%	+5%

<sup>100</sup> Results in Tables F.24 to F.27 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

**Table F.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=5,735) and ‘Participant 25 and over’ (n=11,536) - participants who entered from 1 October 2016 to 30 September 2017 – NSW**

Question	15 to 24			25 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
CC Has the NDIS helped you have more choices and more control over your life?	59%	65%	+6%	65%	74%	+8%
DL Has the NDIS helped you with daily living activities?	56%	64%	+8%	68%	78%	+10%
REL Has the NDIS helped you to meet more people?	51%	55%	+4%	51%	60%	+9%
HM Has your involvement with the NDIS helped you to choose a home that’s right for you?	23%	20%	-3%	29%	31%	+2%
HW Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	48%	55%	+7%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	38%	0%	30%	32%	+2%
WK Has your involvement with the NDIS helped you find a job that’s right for you?	20%	18%	-2%	22%	21%	-1%
S/CP Has the NDIS helped you be more involved?	53%	58%	+5%	57%	65%	+8%

**Table F.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=6,895); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,443) - participants who entered from 1 October 2016 to 30 September 2017 – NSW**

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?	49%	56%	6%	43%	49%	7%
Has the NDIS improved the level of support for your family?	55%	64%	8%	56%	64%	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?	59%	67%	7%	54%	62%	8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	71%	7%			
Has the NDIS improved your health and wellbeing?	34%	37%	3%	29%	32%	2%

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

**Table F.28 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third years in the Scheme, for SFOF version ‘Participant school to 14’ (n=316) - participants who entered from 1 July 2016 to 30 September 2016 – NSW<sup>101</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%	65%	65%	12%
LL	Has the NDIS improved your child's access to education?	39%	39%	38%	-1%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	49%	49%	6%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	45%	47%	1%

**Table F.29 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=317) - participants who entered from 1 July 2016 to 30 September 2016 – NSW**

		15 to 24			
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	62%	62%	67%	+5%
DL	Has the NDIS helped you with daily living activities?	62%	69%	70%	+9%
REL	Has the NDIS helped you to meet more people?	54%	54%	53%	-1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	24%	22%	-7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	43%	48%	0%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	36%	35%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%	14%	-1%
S/CP	Has the NDIS helped you be more involved?	56%	57%	60%	+4%

<sup>101</sup> Results in Tables F.28 to F.32 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table F.30 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 25 and over’ (n=1,048) - participants who entered from 1 July 2016 to 30 September 2016 – NSW**

		25 and over			
Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	69%	74%	79%	+11%
DL	Has the NDIS helped you with daily living activities?	75%	80%	86%	+10%
REL	Has the NDIS helped you to meet more people?	56%	64%	68%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	38%	44%	47%	+9%
HW	Has your involvement with the NDIS improved your health and wellbeing?	57%	61%	64%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	39%	35%	-2%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	24%	26%	23%	-1%
S/CP	Has the NDIS helped you be more involved?	66%	69%	75%	+9%

**Table F.31 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=240) - participants who entered from 1 July 2016 to 30 September 2016– NSW**

		0 to 14			
Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	53%	52%	63%	+10%
	Has the NDIS improved the level of support for your family?	58%	61%	66%	+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?	60%	62%	70%	+10%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	65%	73%	+9%
	Has the NDIS improved your health and wellbeing?	38%	32%	38%	-1%

**Table F.32 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=51) - participants who entered from 1 July 2016 to 30 September 2016 – NSW**

Question	15 and over			
	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	46%	62%	56%	+11%
Has the NDIS improved the level of support for your family?	53%	69%	66%	+13%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	57%	66%	61%	+4%
Has the NDIS improved your health and wellbeing?	27%	34%	36%	+8%

**Table F.33 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=16,567) and ‘participants in community and social activities’ (n=16,896) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017– NSW<sup>102</sup>**

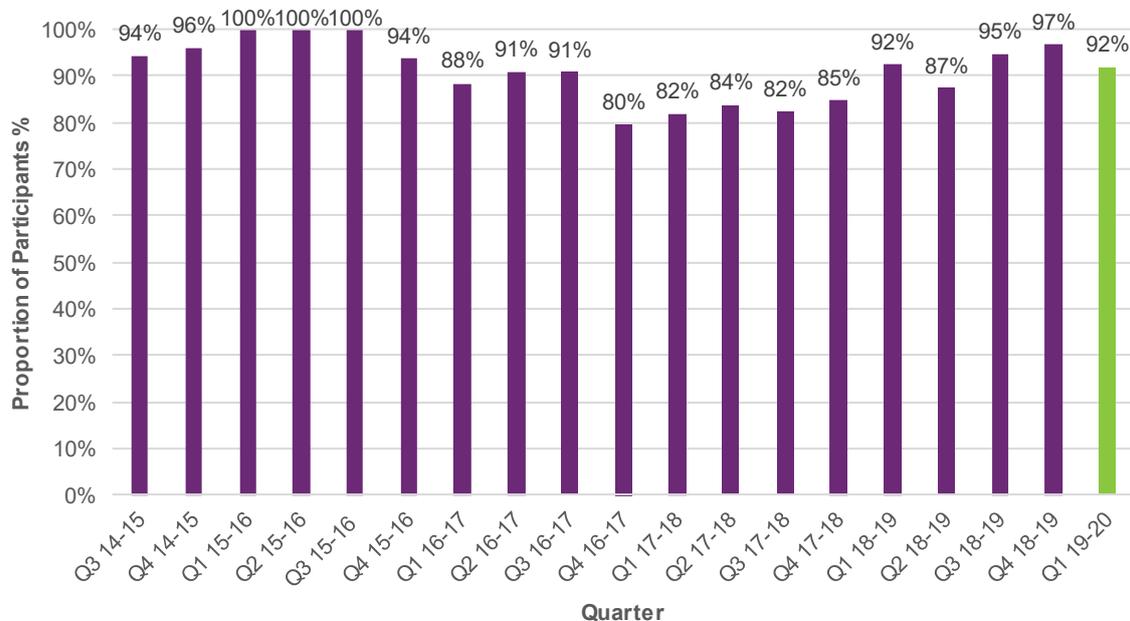
Participants in work	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	14%	19%	23%	24%
Aged 25+	29%	29%	27%	
Aged 15+ (average)	25%	26%	26%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	31%	39%	45%	47%
Aged 25+	35%	42%	47%	
Aged 15+ (average)	34%	41%	47%	

<sup>102</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

**Table F.34 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=1,718) and 'participants in community and social activities' (n=1,777) at entry, first, second and third plan review –NSW<sup>103</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	14%	17%	17%	19%	26%
Aged 25+	22%	23%	19%	19%	
Aged 15+ (average)	20%	22%	19%	19%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	30%	34%	44%	46%	47%
Aged 25+	36%	38%	48%	53%	
Aged 15+ (average)	35%	37%	48%	52%	

**Figure F.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (NSW)\***



\*The result for Q1 of 2019-20 is based on 74 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 92% gave a rating of good or very good, 5% gave a neutral rating and 3% gave a rating of poor or very poor.

<sup>103</sup> Result Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

**Table F.35 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NSW)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	95%	4%	1%
I had enough time to tell my story and say what support I need	96%	3%	1%
The planner knows what I can do well	88%	7%	5%
The planner had some good ideas for my plan	87%	7%	7%
I know what is in my plan	92%	7%	1%
The planner helped me think about my future	87%	7%	7%
I think my plan will make my life better	83%	8%	9%
The planning meeting went well	92%	4%	4%

**Table F.36 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (NSW)**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
<b>Access</b>	<b>n = 404</b>	<b>n = 251</b>
Are you happy with how coming into the NDIS has gone?	77%	87%
Was the person from the NDIS respectful?	96%	99%
Do you understand what will happen next with your plan?	72%	77%
<b>Pre-planning</b>	<b>n = 580</b>	<b>n = 126</b>
Did the person from the NDIS understand how your disability affects your life?	93%	83%
Did you understand why you needed to give the information you did?	97%	94%
Were decisions about your plan clearly explained?	88%	80%
Are you clear on what happens next with your plan?	79%	83%
Do you know where to go for more help with your plan?	83%	88%
<b>Planning</b>	<b>n = 573</b>	<b>n = 371</b>
Did the person from the NDIS understand how your disability affects your life?	92%	88%
Did you understand why you needed to give the information you did?	96%	98%
Were decisions about your plan clearly explained?	86%	87%
Are you clear on what happens next with your plan?	81%	85%
Do you know where to go for more help with your plan?	84%	89%
<b>Plan review</b>	<b>n = 1,302</b>	<b>n = 356</b>
Did the person from the NDIS understand how your disability affects your life?	80%	89%
Did you feel prepared for your plan review?	83%	90%
Is your NDIS plan helping you to make progress towards your goals?	84%	87%

Table F.37 Plan reviews conducted per quarter – excluding plans less than 30 days – NSW<sup>104</sup>

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total plan reviews</b>	<b>159,662</b>	<b>23,088</b>	<b>182,750</b>
<i>Early intervention plans</i>	23,619	3,990	27,609
<i>Permanent disability plans</i>	136,043	19,098	155,141

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

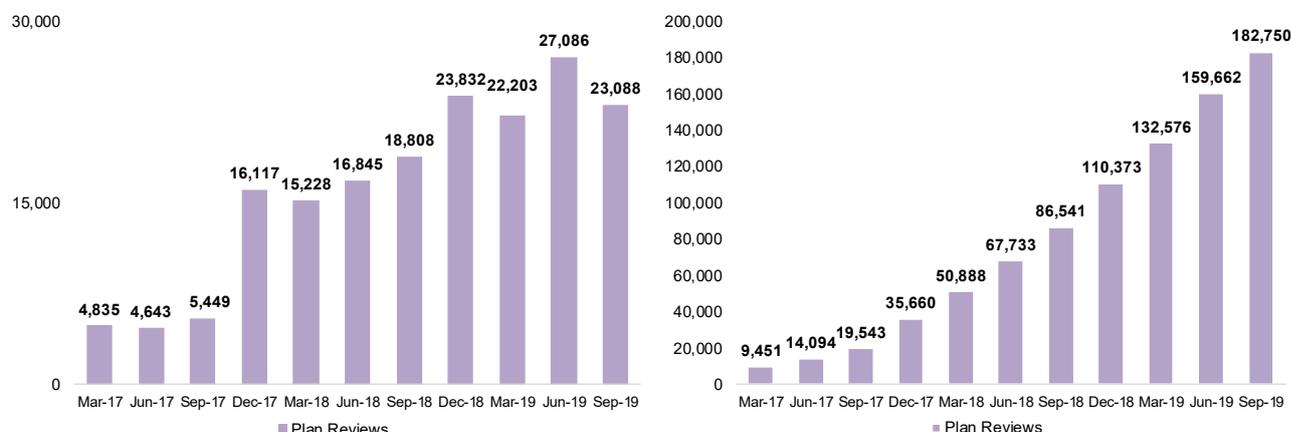


Table F.38 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>130,010</b>	<b>19,389</b>	<b>149,399</b>
<i>Trial participants</i>	22,335	1,653	23,988
<i>Transition participants</i>	107,675	17,736	125,411

Figure F.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NSW<sup>105</sup>

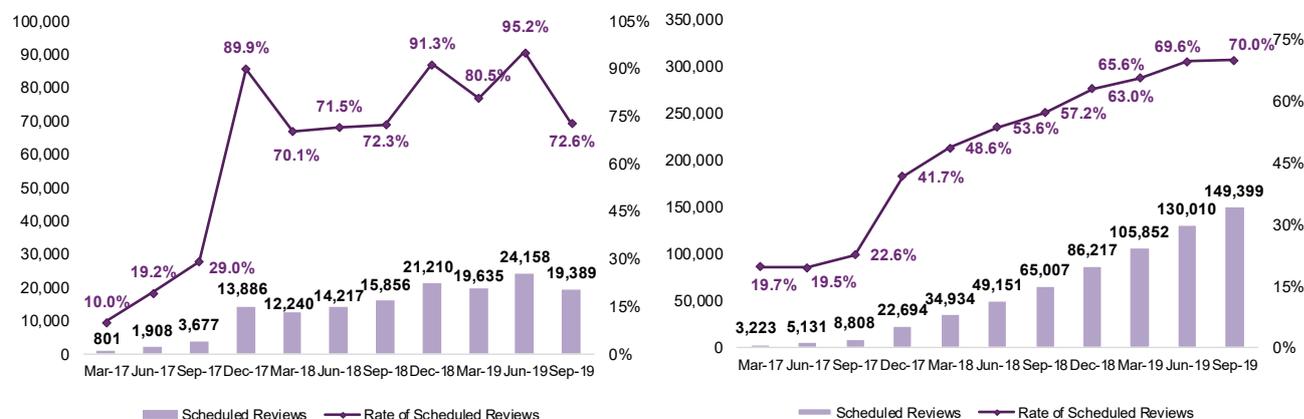


Table F.39 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>29,652</b>	<b>3,699</b>	<b>33,351</b>
<i>Trial participants</i>	3,370	294	3,664
<i>Transition participants</i>	26,282	3,405	29,687

<sup>104</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

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

Table F.40 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW<sup>106</sup>

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	18.4%	14.6%	17.9%

Figure F.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NSW<sup>107</sup>

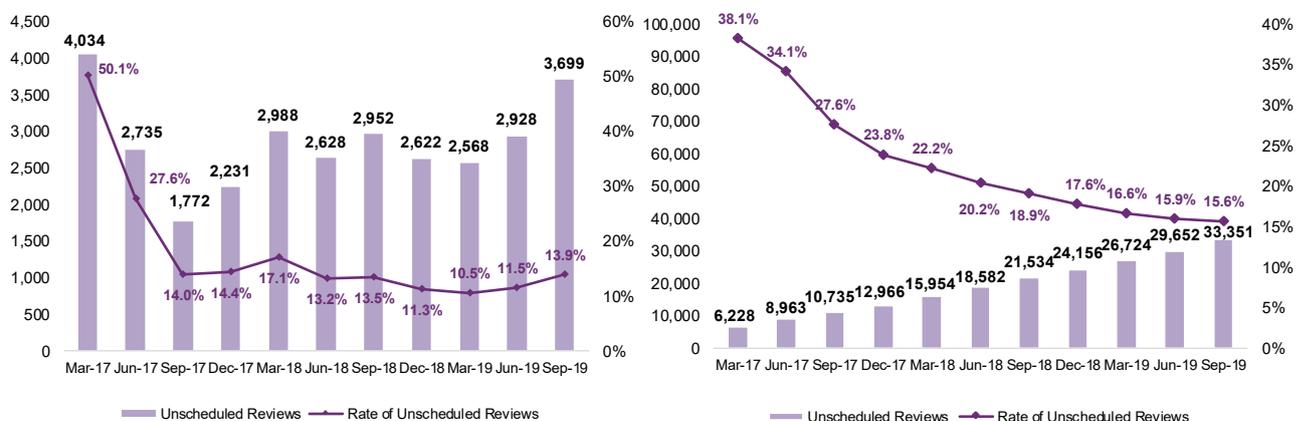


Table F.41 AAT Cases by category – NSW<sup>108</sup>

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	341	35%	60	41%	401	36%
Plan	440	45%	59	40%	499	45%
Plan Review	116	12%	19	13%	135	12%
Other	71	7%	<11		81	7%
<b>Total</b>	<b>968</b>	<b>100%</b>	<b>148</b>	<b>100%</b>	<b>1,116</b>	<b>100%</b>
<b>% of all access decisions<sup>109</sup></b>	<b>0.36%</b>		<b>0.86%</b>		<b>0.39%</b>	

<sup>106</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>107</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>108</sup> Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

<sup>109</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table F.42 AAT cases by open/closed and decision – NSW**

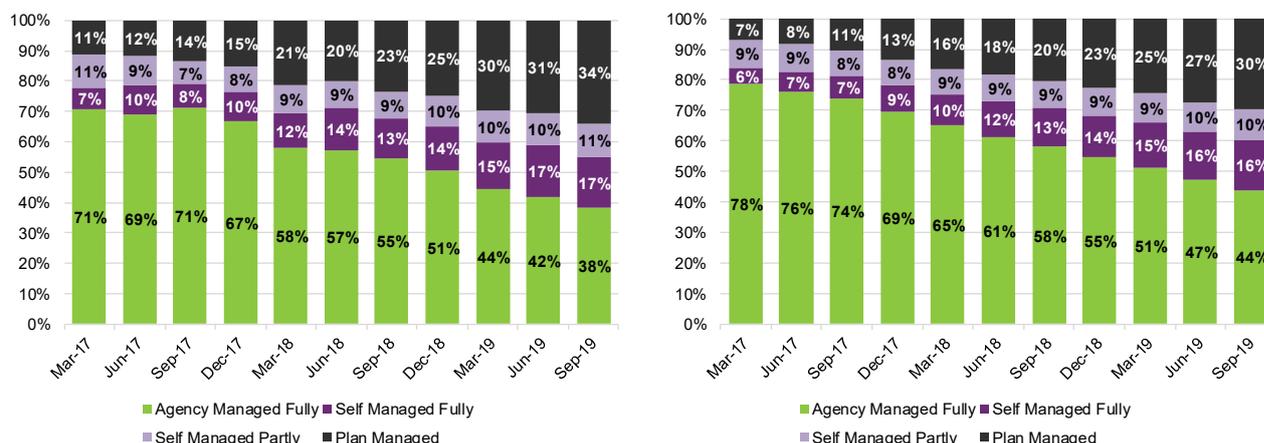
	N
<b>AAT Cases</b>	<b>1,116</b>
<b>Open AAT Cases</b>	<b>254</b>
<b>Closed AAT Cases</b>	<b>862</b>
<i>Resolved before hearing</i>	828
<i>Gone to hearing and received a substantive decision</i>	34*

\*Of the 34 cases which went to hearing and received a substantive decision: 14 affirmed the Agency's decision, 7 varied the Agency's decision and 13 set aside the Agency's decision.

**Table F.43 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	16%	17%	<b>16%</b>
Self-managed partly	10%	11%	<b>10%</b>
Plan managed	28%	34%	<b>30%</b>
Agency managed	46%	38%	<b>44%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure F.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NSW<sup>110</sup>**



**Table F.44 Distribution of active participants by support coordination and quarter of plan approval – NSW**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	33%	38%	<b>34%</b>

<sup>110</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table F.45 Duration to plan activation by quarter of initial plan approval for active participants – NSW<sup>111,112</sup>

Plan activation	Prior Quarters (Transition Only)		2018-19 Q3	
	N	%	N	%
Less than 30 days	57,509	69%	2,744	65%
30 to 59 days	9,851	12%	645	15%
60 to 89 days	4,485	5%	245	6%
<b>Activated within 90 days</b>	<b>71,845</b>	<b>86%</b>	<b>3,634</b>	<b>87%</b>
90 to 119 days	2,630	3%	125	3%
120 days and over	6,847	8%	169	4%
<b>Activated after 90 days</b>	<b>9,477</b>	<b>11%</b>	<b>294</b>	<b>7%</b>
No payments	1,896	2%	270	6%
<b>Total plans approved</b>	<b>83,218</b>	<b>100%</b>	<b>4,198</b>	<b>100%</b>

<sup>111</sup> Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>112</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table F.46 Proportion of active participants with plan activated within 12 months – NSW

	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	4,904	5,171	95%
Not Aboriginal and Torres Strait Islander	76,212	78,570	97%
Not Stated	3,256	3,337	98%
<b>Total</b>	<b>84,372</b>	<b>87,078</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	7,664	7,879	97%
Not CALD	76,461	78,944	97%
Not Stated	247	255	97%
<b>Total</b>	<b>84,372</b>	<b>87,078</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	59,393	61,176	97%
Regional	24,758	25,661	96%
Remote	217	237	92%
Missing	4	4	100%
<b>Total</b>	<b>84,372</b>	<b>87,078</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	25,759	26,502	97%
Intellectual Disability (including Down Syndrome)	23,558	24,250	97%
Psychosocial Disability	6,622	6,866	96%
Developmental Delay (including Global Developmental Delay)	3,029	3,153	96%
Other	25,404	26,307	97%
<b>Total</b>	<b>84,372</b>	<b>87,078</b>	<b>97%</b>

Table F.47 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1,2 and 3 of 2018-19 – NSW<sup>113,114</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	32%	61%	33%
50% to 75%	23%	20%	23%
> 75%	45%	18%	44%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>113</sup> This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>114</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

**Table F.48 Proportion of active participants with approved plans accessing mainstream supports - NSW<sup>115,116</sup>**

	Prior Quarters	2019-20 Q1	Total
Daily Activities	9%	8%	9%
Health & Wellbeing	53%	45%	51%
Lifelong Learning	12%	10%	11%
Other	10%	8%	9%
Non-categorised	31%	29%	30%
Any mainstream service	94%	84%	91%

### **Part Three: Providers and the growing market**

**Table F.49 Key markets indicators by quarter - NSW**

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.64	1.67
b) Number of providers delivering new types of supports	649	758
c) Share of payments - top 25% <sup>117</sup>		
<i>Daily Tasks/Shared Living (%)</i>	91%	92%
<i>Therapeutic Supports (%)</i>	89%	89%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	91%	90%
<i>Assist Personal Activities (%)</i>	86%	87%

<sup>115</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>116</sup> The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

<sup>117</sup> Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table F.50 Cumulative number of providers that have been active by registration group - NSW

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	196	18	214	9%
Assistance Animals	71	9	80	13%
Assistance with daily life tasks in a group or shared living arrangement	538	44	582	8%
Assistance with travel/transport arrangements	635	38	673	6%
Daily Personal Activities	941	96	1,037	10%
Group and Centre Based Activities	652	80	732	12%
High Intensity Daily Personal Activities	770	53	823	7%
Household tasks	1,524	96	1,620	6%
Interpreting and translation	126	17	143	13%
Participation in community, social and civic activities	1,055	93	1,148	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	195	14	209	7%
Assistive products for household tasks	206	10	216	5%
Assistance products for personal care and safety	1,060	77	1,137	7%
Communication and information equipment	228	55	283	24%
Customised Prosthetics	482	35	517	7%
Hearing Equipment	113	38	151	34%
Hearing Services	34	1	35	3%
Personal Mobility Equipment	537	68	605	13%
Specialised Hearing Services	60	6	66	10%
Vision Equipment	120	32	152	27%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	869	107	976	12%
Behaviour Support	496	36	532	7%
Community nursing care for high needs	294	28	322	10%
Development of daily living and life skills	783	56	839	7%
Early Intervention supports for early childhood	973	92	1,065	9%
Exercise Physiology and Physical Wellbeing activities	601	76	677	13%
Innovative Community Participation	270	29	299	11%
Specialised Driving Training	165	17	182	10%
Therapeutic Supports	3,400	183	3,583	5%
<b>Capital services</b>				
Home modification design and construction	301	41	342	14%
Specialised Disability Accommodation	97	7	104	7%
Vehicle Modifications	136	10	146	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	509	57	566	11%
Support Coordination	241	20	261	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	296	19	315	6%
Specialised Supported Employment	218	14	232	6%
<b>Total active providers</b>	<b>6,195</b>	<b>384</b>	<b>6,579</b>	<b>6%</b>

Table F.51 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – NSW

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	40	174	<b>214</b>	19%	81%	<b>100%</b>
Assistance Animals	12	68	<b>80</b>	15%	85%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	71	511	<b>582</b>	12%	88%	<b>100%</b>
Assistance with travel/transport arrangements	152	521	<b>673</b>	23%	77%	<b>100%</b>
Daily Personal Activities	135	902	<b>1,037</b>	13%	87%	<b>100%</b>
Group and Centre Based Activities	74	658	<b>732</b>	10%	90%	<b>100%</b>
High Intensity Daily Personal Activities	99	724	<b>823</b>	12%	88%	<b>100%</b>
Household tasks	559	1,061	<b>1,620</b>	35%	65%	<b>100%</b>
Interpreting and translation	36	107	<b>143</b>	25%	75%	<b>100%</b>
Participation in community, social and civic activities	163	985	<b>1,148</b>	14%	86%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	27	182	<b>209</b>	13%	87%	<b>100%</b>
Assistive products for household tasks	36	180	<b>216</b>	17%	83%	<b>100%</b>
Assistance products for personal care and safety	188	949	<b>1,137</b>	17%	83%	<b>100%</b>
Communication and information equipment	66	217	<b>283</b>	23%	77%	<b>100%</b>
Customised Prosthetics	108	409	<b>517</b>	21%	79%	<b>100%</b>
Hearing Equipment	22	129	<b>151</b>	15%	85%	<b>100%</b>
Hearing Services	4	31	<b>35</b>	11%	89%	<b>100%</b>
Personal Mobility Equipment	101	504	<b>605</b>	17%	83%	<b>100%</b>
Specialised Hearing Services	9	57	<b>66</b>	14%	86%	<b>100%</b>
Vision Equipment	22	130	<b>152</b>	14%	86%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	150	826	<b>976</b>	15%	85%	<b>100%</b>
Behaviour Support	130	402	<b>532</b>	24%	76%	<b>100%</b>
Community nursing care for high needs	56	266	<b>322</b>	17%	83%	<b>100%</b>
Development of daily living and life skills	118	721	<b>839</b>	14%	86%	<b>100%</b>
Early Intervention supports for early childhood	420	645	<b>1,065</b>	39%	61%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	187	490	<b>677</b>	28%	72%	<b>100%</b>
Innovative Community Participation	89	210	<b>299</b>	30%	70%	<b>100%</b>
Specialised Driving Training	59	123	<b>182</b>	32%	68%	<b>100%</b>
Therapeutic Supports	1,675	1,908	<b>3,583</b>	47%	53%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	58	284	<b>342</b>	17%	83%	<b>100%</b>
Specialised Disability Accommodation	3	101	<b>104</b>	3%	97%	<b>100%</b>
Vehicle Modifications	26	120	<b>146</b>	18%	82%	<b>100%</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	102	464	<b>566</b>	18%	82%	<b>100%</b>

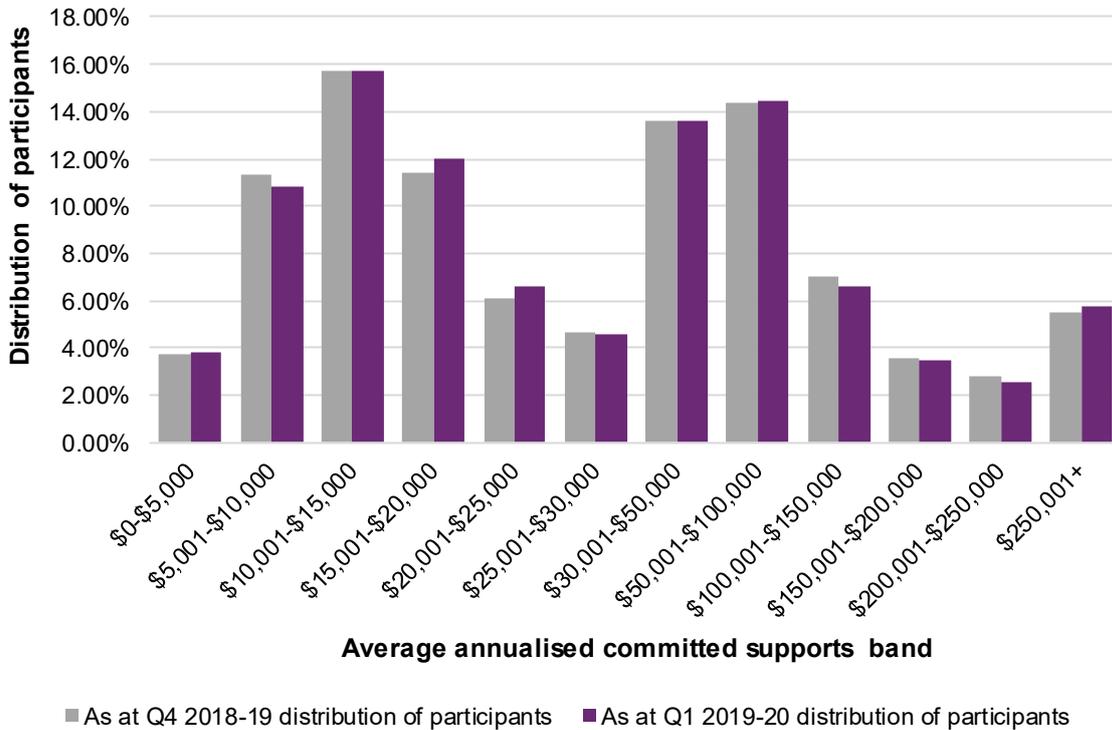
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Support Coordination	34	227	<b>261</b>	13%	87%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	44	271	<b>315</b>	14%	86%	<b>100%</b>
Specialised Supported Employment	21	211	<b>232</b>	9%	91%	<b>100%</b>
<b>Total</b>	<b>2,640</b>	<b>3,939</b>	<b>6,579</b>	<b>40%</b>	<b>60%</b>	<b>100%</b>

## Part Four: Financial sustainability

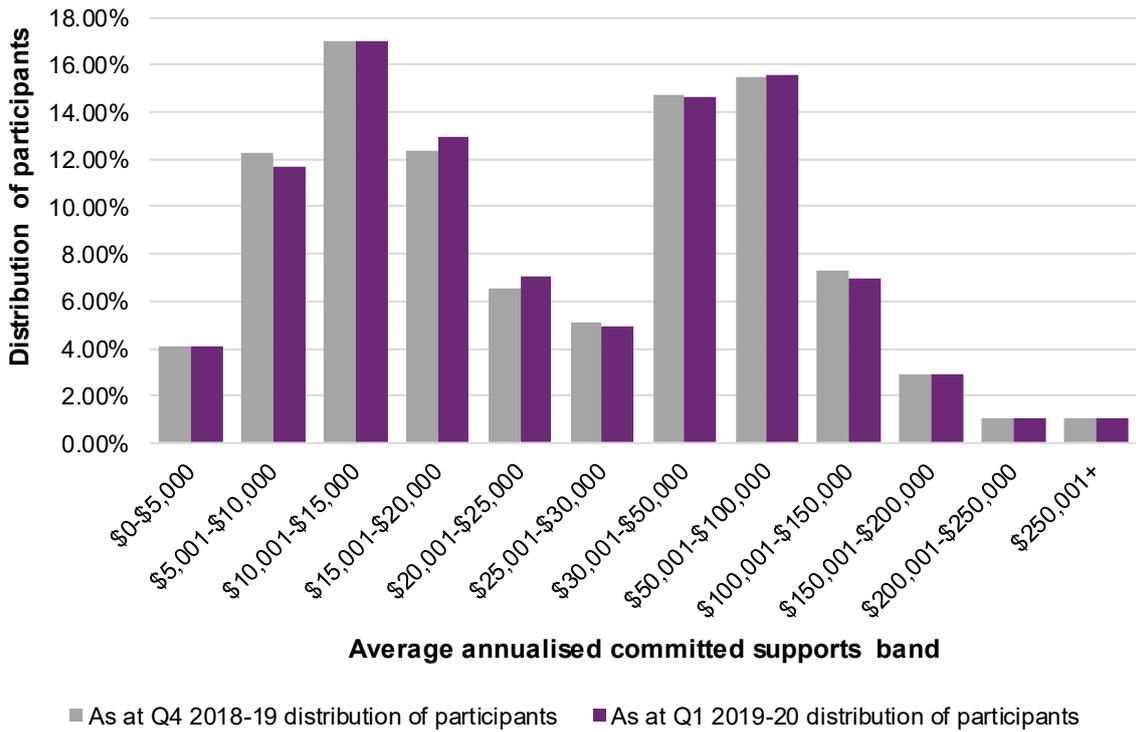
Table F.52 Committed supports by financial year (\$m) - NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date	Total
Total Committed	50.3	184.2	351.5	1,777.9	4,300.7	5,970.9	1,803.5	<b>13,970.9</b>

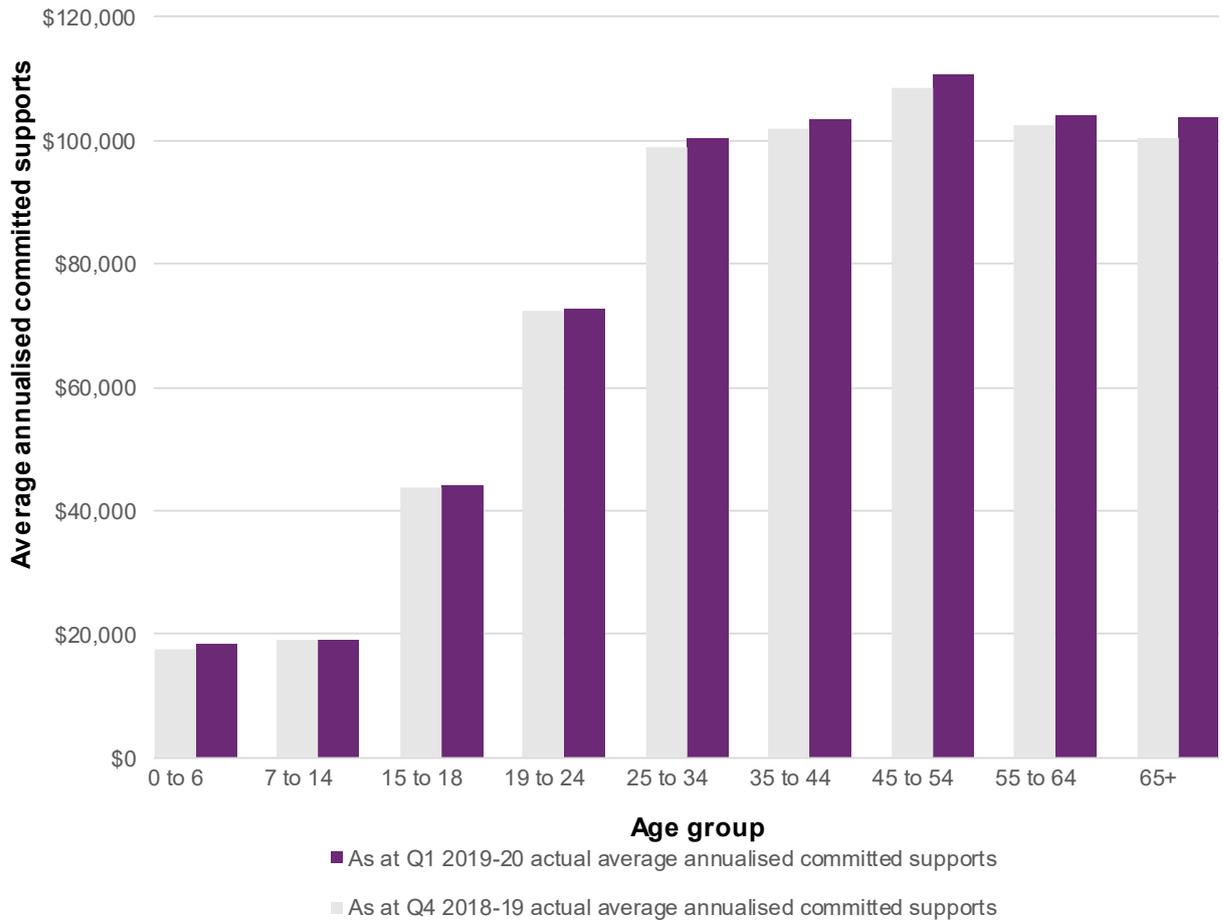
Figure F.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)



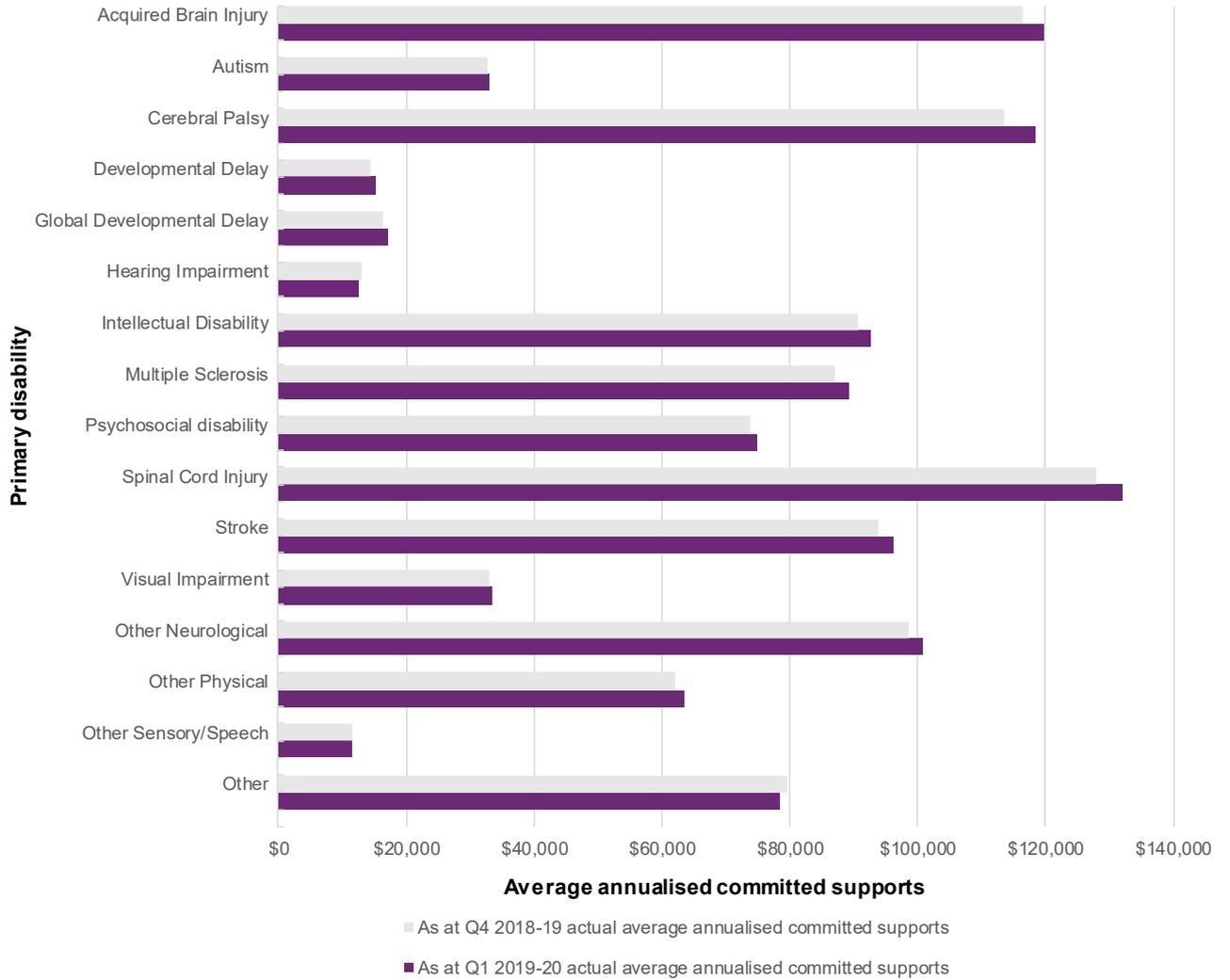
**Figure F.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)**



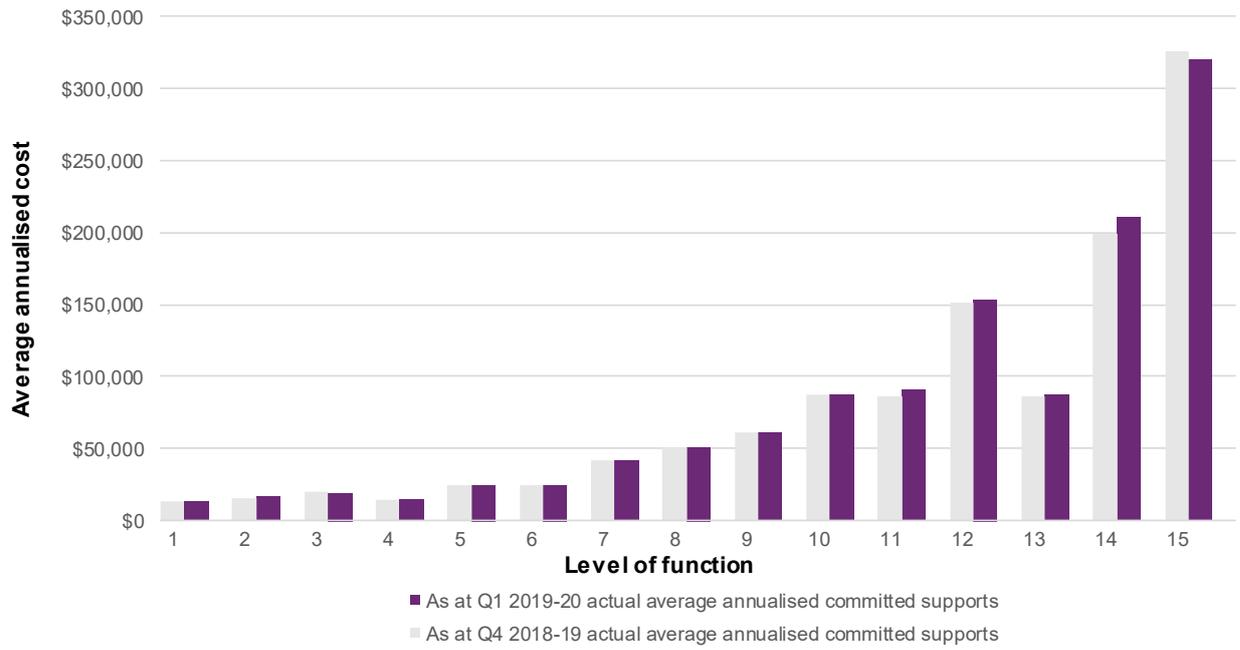
**Figure F.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)**



**Figure F.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)**



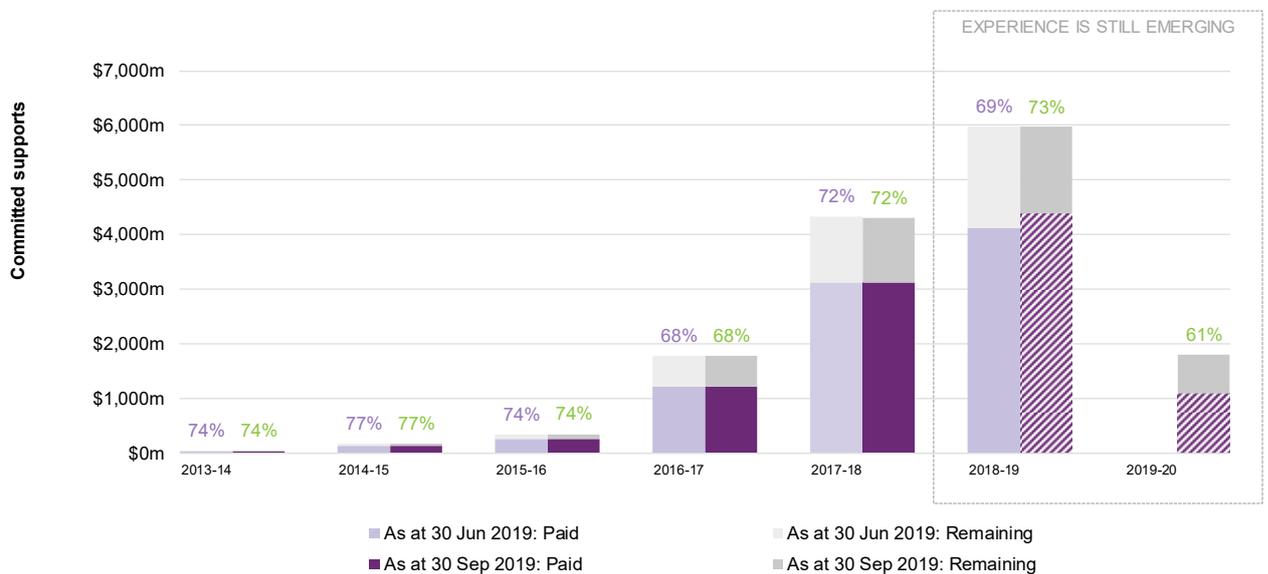
**Figure F.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NSW)**



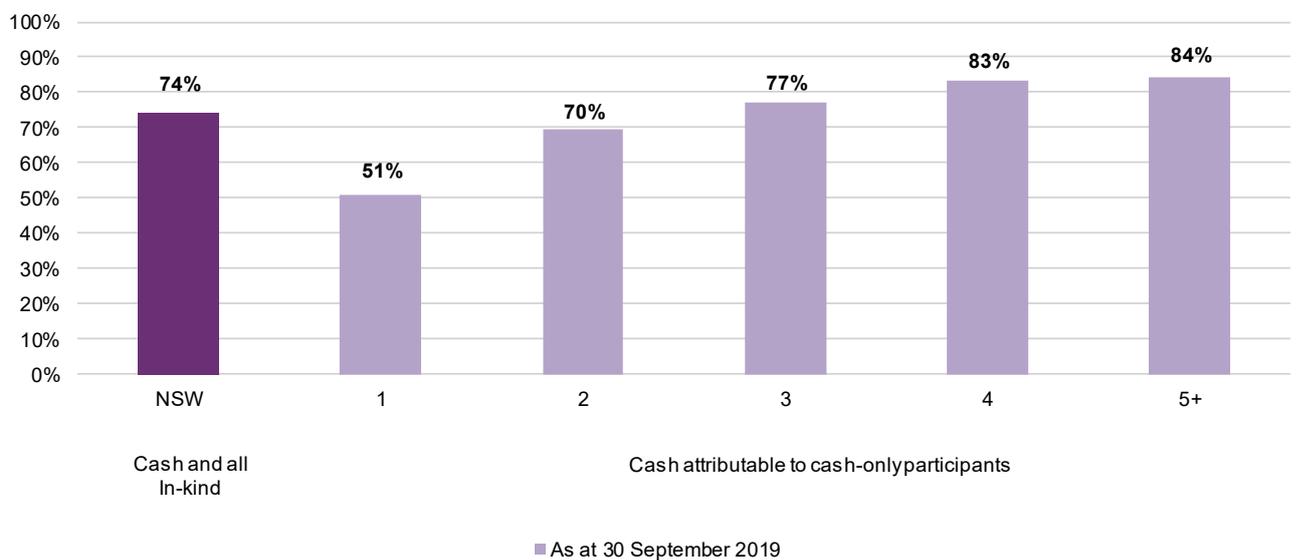
**Table F.53 Payments by financial year, compared to committed supports (\$m) – NSW**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date	Total
Total committed	50.3	184.2	351.5	1,777.9	4,300.7	5,970.9	1,803.5	14,439.0
Total paid	37.1	141.0	258.5	1,213.3	3,111.6	4,386.4	1,092.4	10,240.4
% utilised to date	74%	77%	74%	68%	72%	73%	61%	71%

**Figure F.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (NSW)**

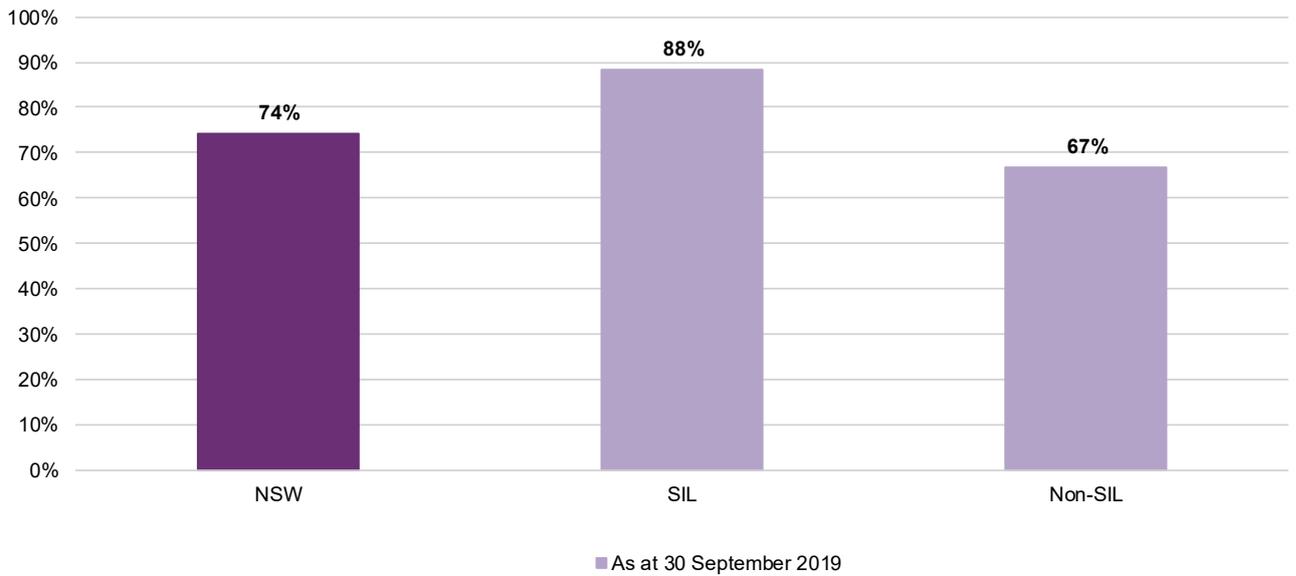


**Figure F.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (NSW)<sup>118</sup>**

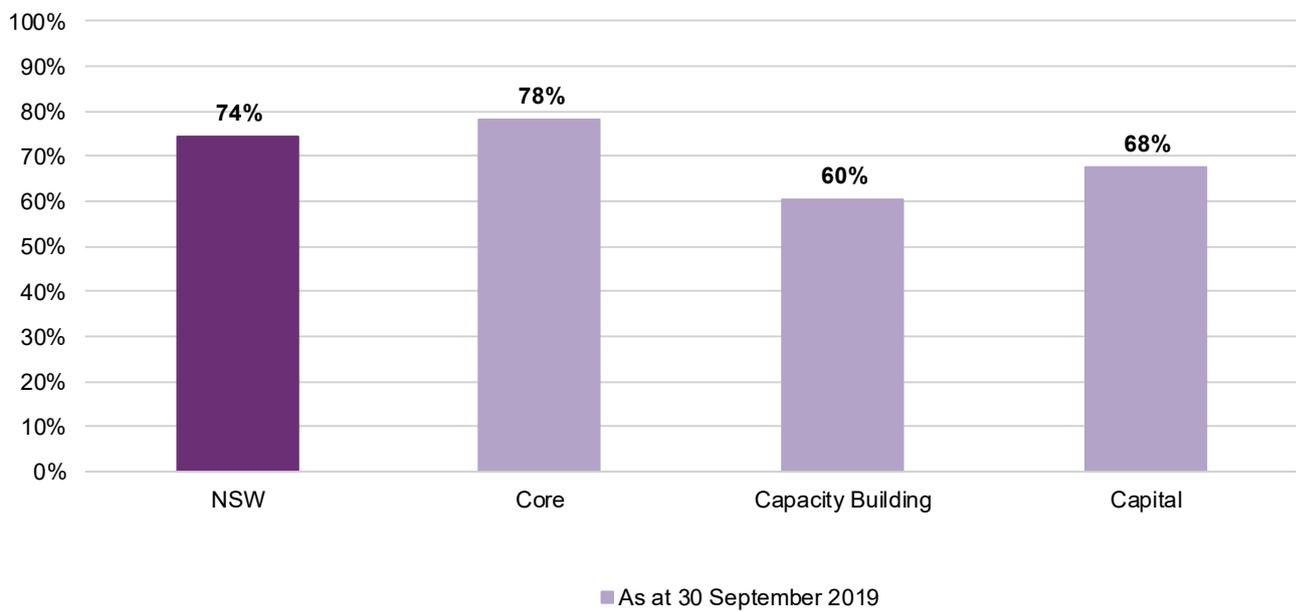


<sup>118</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure F.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (NSW)<sup>119</sup>**



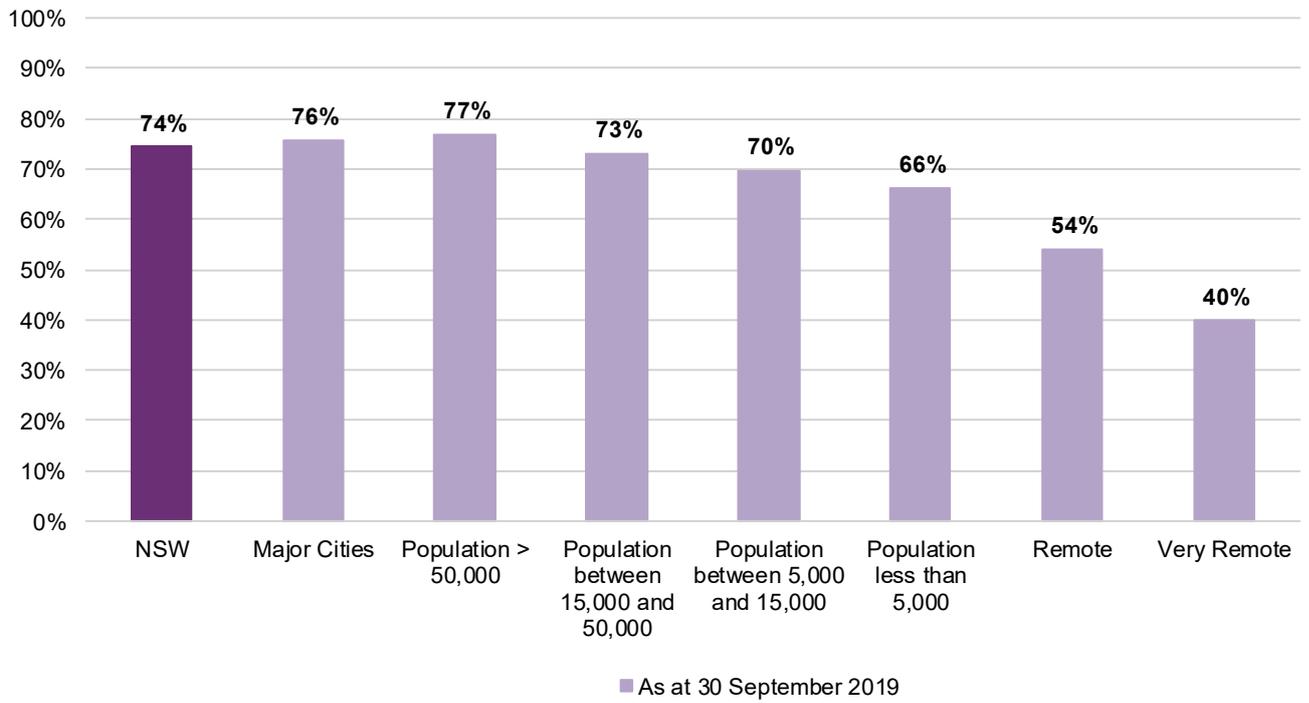
**Figure F.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (NSW)<sup>120</sup>**



<sup>119</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>120</sup> Ibid.

Figure F.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (NSW)<sup>121</sup>



<sup>121</sup> Ibid.  
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# Appendix G:

## Victoria

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

### Part One: Participants and their plans

Table G.1 Active participants by quarter of entry - VIC

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
VIC	75,997	7,852	83,849	200	84,049

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC<sup>122</sup>

	Prior Quarters	2019-20 Q1	Total
<b>Access decisions</b>	<b>98,772</b>	<b>11,234</b>	<b>110,006</b>
<b>Active Eligible</b>	<b>84,472</b>	<b>8,093</b>	<b>92,565</b>
<i>New</i>	20,072	5,522	25,594
<i>State</i>	56,858	2,071	58,929
<i>Commonwealth</i>	7,542	500	8,042
<b>Active Participants Plans (excl ECEI)</b>	<b>75,997</b>	<b>7,852</b>	<b>83,849</b>
<i>New</i>	17,500	4,133	21,633
<i>State</i>	51,532	3,187	54,719
<i>Commonwealth</i>	6,965	532	7,497
<b>Active Participant Plans</b>	<b>77,915</b>	<b>8,052</b>	<b>84,049</b>
<i>Early Intervention (s25)</i>	10,803	2,047	12,850
<i>Permanent Disability (s24)</i>	65,194	5,805	70,999
<i>ECEI<sup>123</sup></i>	1,918	200	200

Table G.3 Exits from the Scheme since 1 July 2013 as at 30 June 2019 – VIC

Exits	
<b>Total participant exits</b>	<b>1,595</b>
<i>Early Intervention participants</i>	166
<i>Permanent disability participants</i>	1,429

<sup>122</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 90% of people with a hearing impairment met the access criteria compared to 72% overall.

<sup>123</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table G.4 Cumulative position by services previously received – VIC<sup>124</sup>**

	Participant cohort				
	State	Commonwealth	New	ECEI <sup>125</sup>	Total
End of 2016-17	9,944	1,060	4,254	1,050	16,308
End of 2017-18	26,816	3,789	8,063	3,024	41,692
End of 2018-19 Q1	32,177	4,467	9,902	3,595	50,141
End of 2018-19 Q2	37,801	5,266	11,877	4,868	59,812
End of 2018-19 Q3	44,217	6,116	14,460	5,895	70,688
End of 2018-19 Q4	51,369	6,969	17,532	1,921	77,791
End of 2019-20 Q1	54,719	7,497	21,633	200	84,049

**Table G.5 Cumulative position by entry into the Scheme – VIC<sup>126</sup>**

	Participant cohort			
	Early Intervention <sup>127</sup>	Permanent Disability <sup>128</sup>	ECEI <sup>129</sup>	Total
End of 2016-17	2,730	12,528	1,050	16,308
End of 2017-18	5,225	33,443	3,024	41,692
End of 2018-19 Q1	6,456	40,090	3,595	50,141
End of 2018-19 Q2	7,690	47,254	4,868	59,812
End of 2018-19 Q3	9,103	55,690	5,895	70,688
End of 2018-19 Q4	10,805	65,065	1,921	77,791
End of 2019-20 Q1	12,850	70,999	200	84,049

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – VIC<sup>130</sup>**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,806	2.4%	232	3.0%	<b>2,038</b>	<b>2.4%</b>
Not Aboriginal and Torres Strait Islander	57,553	75.7%	6,420	81.8%	<b>63,973</b>	<b>76.3%</b>
Not Stated	16,638	21.9%	1,200	15.3%	<b>17,838</b>	<b>21.3%</b>
<b>Total</b>	<b>75,997</b>	<b>100%</b>	<b>7,852</b>	<b>100%</b>	<b>83,849</b>	<b>100%</b>

<sup>124</sup> This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>125</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>126</sup> This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

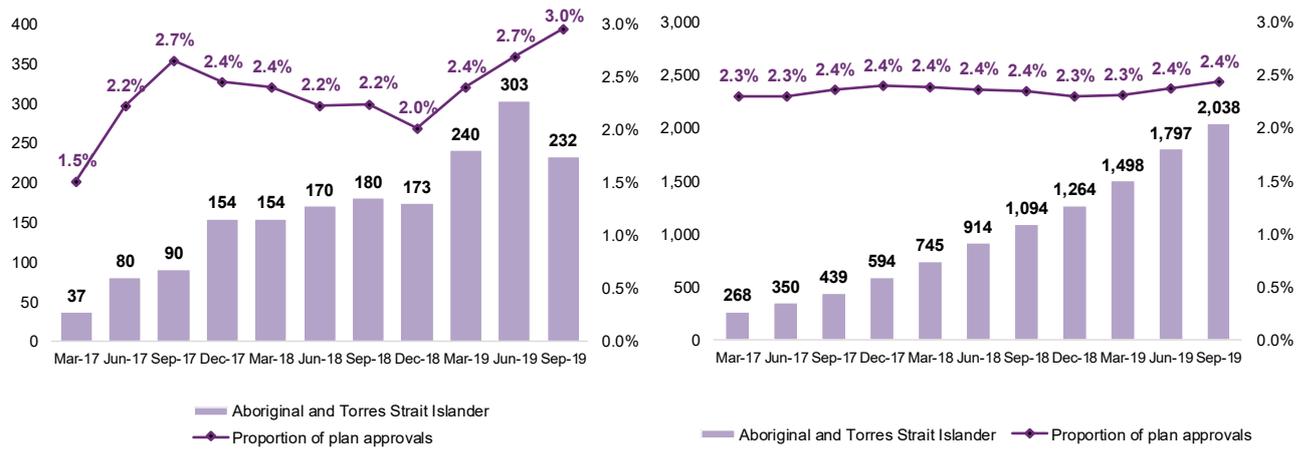
<sup>127</sup> Participants who met Section 25 of the NDIS Act for access

<sup>128</sup> Participants who met Section 24 of the NDIS Act for access

<sup>129</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>130</sup> The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

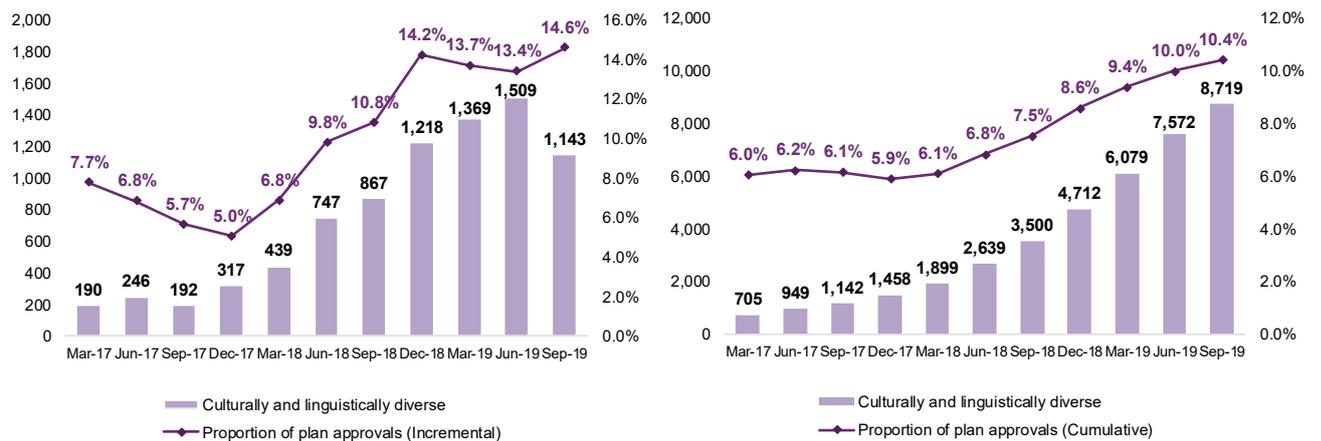
**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – VIC<sup>131</sup>**



**Table G.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – VIC**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	7,576	10.0%	1,143	14.6%	8,719	10.4%
Not CALD	68,127	89.6%	6,698	85.3%	74,825	89.2%
Not Stated	294	0.4%	11	0.1%	305	0.4%
<b>Total</b>	<b>75,997</b>	<b>100%</b>	<b>7,852</b>	<b>100%</b>	<b>83,849</b>	<b>100%</b>

**Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – VIC<sup>132</sup>**



**Table G.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – VIC**

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	1,146	36	1,182
Not YPIRAC	74,851	7,816	82,667
<b>Total</b>	<b>75,997</b>	<b>7,852</b>	<b>83,849</b>

<sup>131</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>132</sup> Ibid.

Figure G.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – VIC<sup>133</sup>

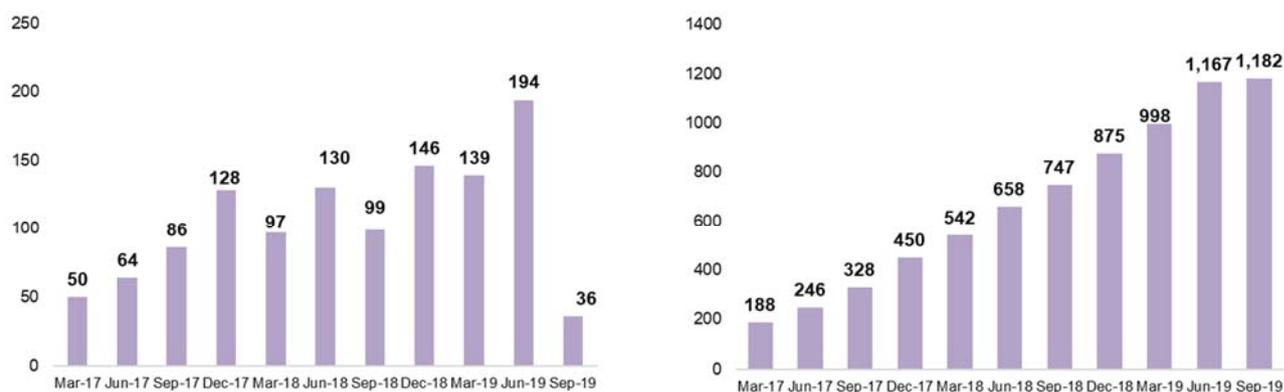


Table G.9 Participants who are YPIRAC by age group – VIC

Age group	All Quarters	
	N	%
Under 45	48	4.1%
45 to 54	236	20.0%
55 to 64	689	58.3%
65 and above	209	17.7%
<b>Total YPIRAC</b>	<b>1,182</b>	<b>100%</b>

Table G.10 Participant profile per quarter by remoteness – VIC<sup>134,135</sup>

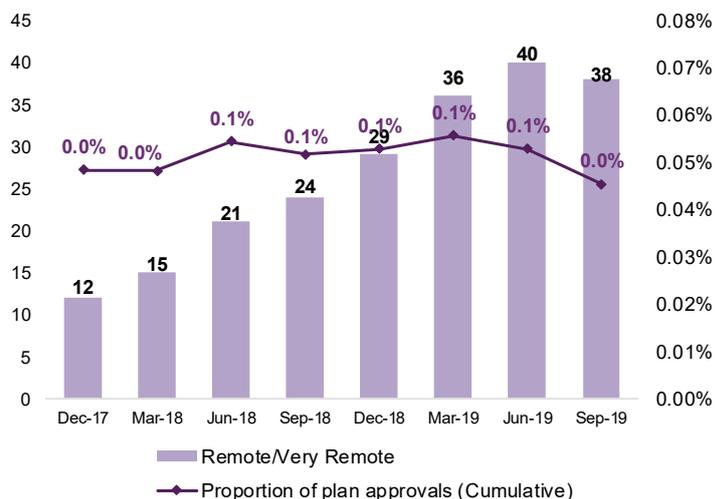
Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	53,486	70.4%	5,910	75.3%	<b>59,396</b>	<b>70.8%</b>
Population > 50,000	7,732	10.2%	573	7.3%	<b>8,305</b>	<b>9.9%</b>
Population between 15,000 and 50,000	5,177	6.8%	525	6.7%	<b>5,702</b>	<b>6.8%</b>
Population between 5,000 and 15,000	4,571	6.0%	357	4.5%	<b>4,928</b>	<b>5.9%</b>
Population less than 5,000	4,994	6.6%	483	6.2%	<b>5,477</b>	<b>6.5%</b>
Remote	34	0.0%	<11		<b>38</b>	<b>0.0%</b>
Very Remote	<11		<11		<b>&lt;11</b>	
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>75,997</b>	<b>100%</b>	<b>7,852</b>	<b>100%</b>	<b>83,849</b>	<b>100%</b>

<sup>133</sup> Ibid.

<sup>134</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>135</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – VIC<sup>136,137</sup>**



**Table G.11 Participant profile per quarter by disability group - VIC<sup>138,139</sup>**

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	20,299	27%	2,614	33%	<b>22,913</b>	<b>27%</b>
Intellectual Disability <sup>140</sup>	19,603	26%	961	12%	<b>20,564</b>	<b>25%</b>
Psychosocial disability	9,655	13%	883	11%	<b>10,538</b>	<b>13%</b>
Developmental Delay	5,141	7%	1,247	16%	<b>6,388</b>	<b>8%</b>
Other Neurological	3,333	4%	295	4%	<b>3,628</b>	<b>4%</b>
Cerebral Palsy	3,194	4%	181	2%	<b>3,375</b>	<b>4%</b>
Other Physical	2,628	3%	315	4%	<b>2,943</b>	<b>4%</b>
Hearing Impairment	2,457	3%	580	7%	<b>3,037</b>	<b>4%</b>
ABI	2,430	3%	183	2%	<b>2,613</b>	<b>3%</b>
Visual Impairment	2,229	3%	131	2%	<b>2,360</b>	<b>3%</b>
Multiple Sclerosis	1,907	3%	107	1%	<b>2,014</b>	<b>2%</b>
Global Developmental Delay	941	1%	164	2%	<b>1,105</b>	<b>1%</b>
Stroke	868	1%	91	1%	<b>959</b>	<b>1%</b>
Spinal Cord Injury	606	1%	36	0%	<b>642</b>	<b>1%</b>
Other Sensory/Speech	598	1%	49	1%	<b>647</b>	<b>1%</b>
Other	108	0%	15	0%	<b>123</b>	<b>0%</b>
<b>Total</b>	<b>75,997</b>	<b>100%</b>	<b>7,852</b>	<b>100%</b>	<b>83,849</b>	<b>100%</b>

<sup>136</sup> The cumulative chart shows the number of active participants as at each quarter over time.

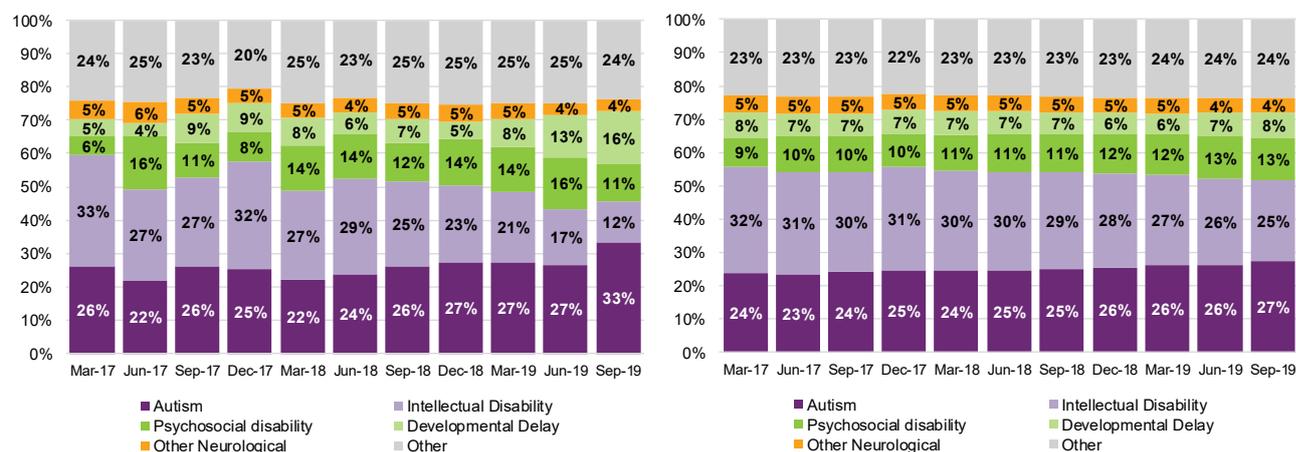
<sup>137</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.

<sup>138</sup> Table order based on national proportions (highest to lowest)

<sup>139</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>140</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in VIC (2,511).

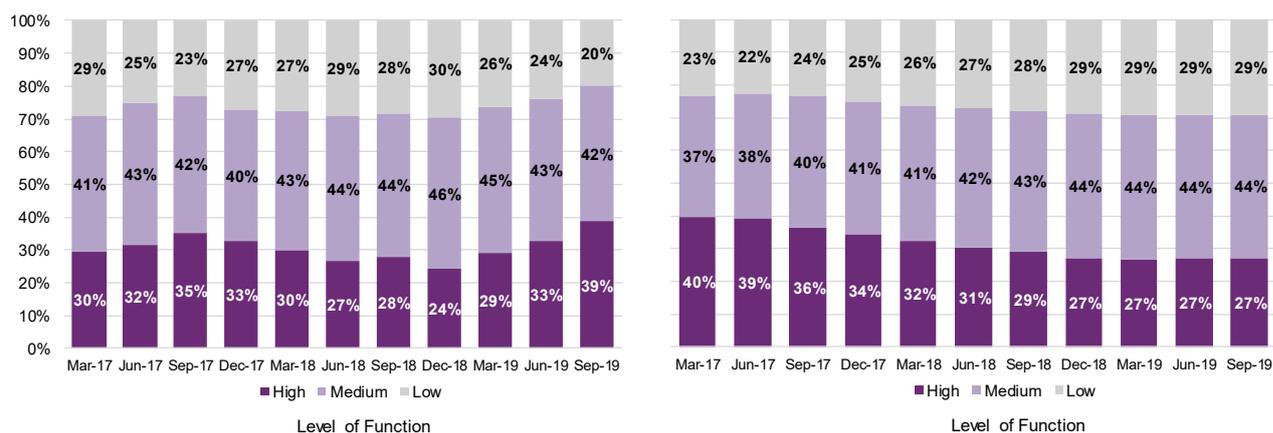
**Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – VIC<sup>141</sup>**



**Table G.12 Participant profile per quarter by level of function – VIC<sup>142</sup>**

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	5,290	7%	1,007	13%	6,297	8%
2 (High Function)	223	0%	17	0%	240	0%
3 (High Function)	4,552	6%	573	7%	5,125	6%
4 (High Function)	3,711	5%	565	7%	4,276	5%
5 (High Function)	6,025	8%	875	11%	6,900	8%
6 (Moderate Function)	12,080	16%	1,510	19%	13,590	16%
7 (Moderate Function)	4,853	6%	593	8%	5,446	6%
8 (Moderate Function)	6,393	8%	447	6%	6,840	8%
9 (Moderate Function)	338	0%	29	0%	367	0%
10 (Moderate Function)	9,591	13%	687	9%	10,278	12%
11 (Low Function)	3,396	4%	302	4%	3,698	4%
12 (Low Function)	13,384	18%	793	10%	14,177	17%
13 (Low Function)	4,385	6%	417	5%	4,802	6%
14 (Low Function)	1,657	2%	37	0%	1,694	2%
15 (Low Function)	13	0%	<11	0%	13	0%
Missing	106	0%	<11	0%	106	0%
<b>Total</b>	<b>75,997</b>	<b>100%</b>	<b>7,852</b>	<b>100%</b>	<b>83,849</b>	<b>100%</b>

**Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – VIC<sup>143</sup>**



<sup>141</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

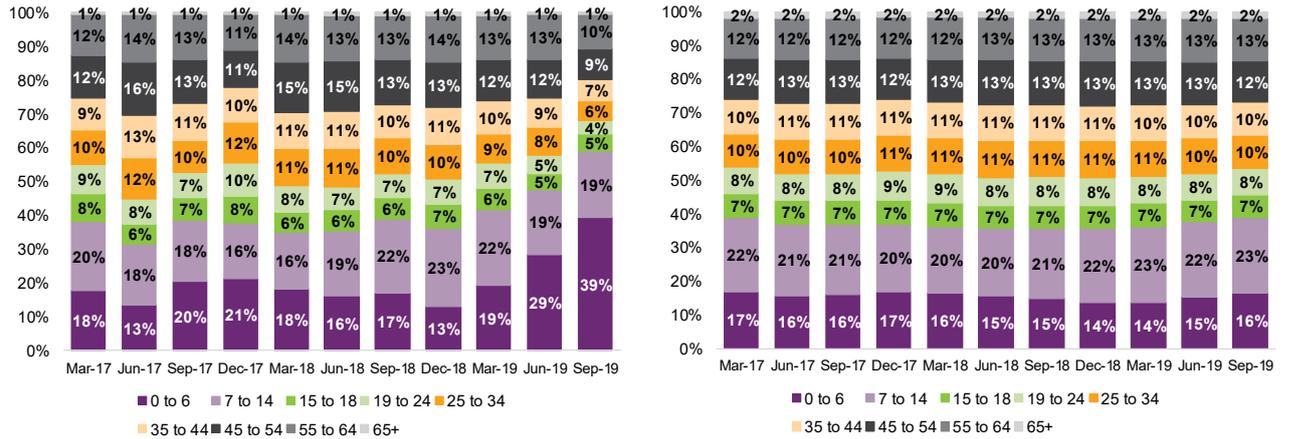
<sup>142</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>143</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table G.13 Participant profile per quarter by Age group – VIC**

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	10,621	14%	3,087	39%	13,708	16%
7 to 14	17,418	23%	1,531	19%	18,949	23%
15 to 18	5,073	7%	396	5%	5,469	7%
19 to 24	6,226	8%	319	4%	6,545	8%
25 to 34	7,865	10%	456	6%	8,321	10%
35 to 44	7,649	10%	514	7%	8,163	10%
45 to 54	9,584	13%	695	9%	10,279	12%
55 to 64	9,738	13%	802	10%	10,540	13%
65+	1,823	2%	52	1%	1,875	2%
<b>Total</b>	<b>75,997</b>	<b>100%</b>	<b>7,852</b>	<b>100%</b>	<b>83,849</b>	<b>100%</b>

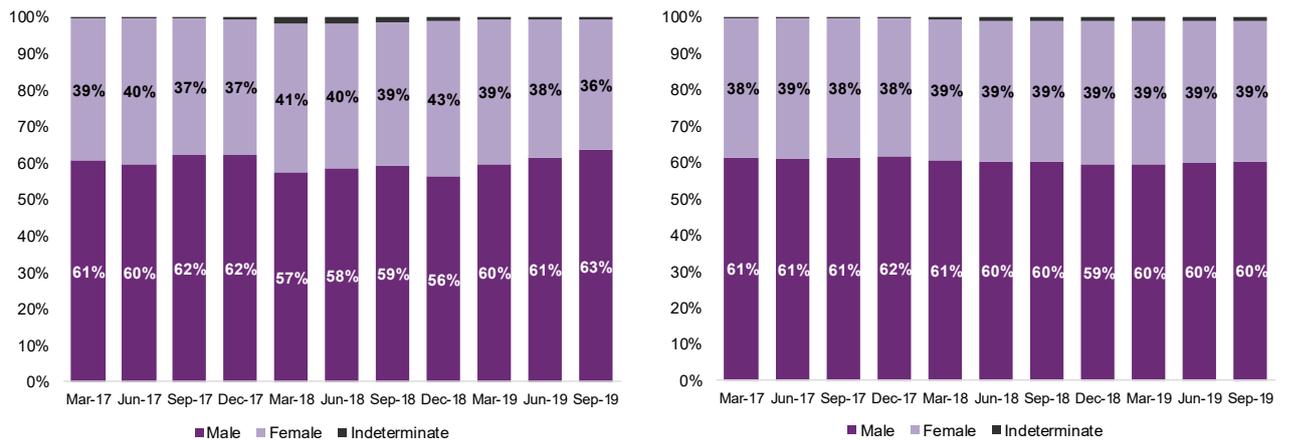
**Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – VIC<sup>144</sup>**



**Table G.14 Participant profile per quarter by Gender – VIC**

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	45,470	60%	4,980	63%	50,450	60%
Female	29,752	39%	2,805	36%	32,557	39%
Indeterminate	775	1%	67	1%	842	1%
<b>Total</b>	<b>75,997</b>	<b>100%</b>	<b>7,852</b>	<b>100%</b>	<b>83,849</b>	<b>100%</b>

**Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – VIC<sup>145</sup>**



<sup>144</sup> Ibid.

<sup>145</sup> Ibid.

## Part Two: Participant experience and outcomes

Table G.15 Number of questionnaires completed by SFOF version – VIC<sup>146</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	1,922	3,388	5,334	2,182	12,826
Participant school to 14	1,928	5,260	10,669	2,294	20,151
Participant 15 to 24	1,320	3,324	4,652	690	9,986
Participant 25 and over	4,567	11,055	16,778	2,470	34,870
<b>Total Participant</b>	<b>9,737</b>	<b>23,027</b>	<b>37,433</b>	<b>7,636</b>	<b>77,833</b>
Family 0 to 14	3,665	8,356	15,436	4,362	31,819
Family 15 to 24	370	2,492	3,373	469	6,704
Family 25 and over	130	3,731	5,031	714	9,606
<b>Total Family</b>	<b>4,165</b>	<b>14,579</b>	<b>23,840</b>	<b>5,545</b>	<b>48,129</b>
<b>Total</b>	<b>13,902</b>	<b>37,606</b>	<b>61,273</b>	<b>13,181</b>	<b>125,962</b>

Table G.16 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – VIC

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	73%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
DL % who say their child is becoming more independent		37%		
CC % of children who have a genuine say in decisions about themselves		64%		
CC % who are happy with the level of independence/control they have now			30%	
CC % who choose who supports them			34%	56%
CC % who choose what they do each day			42%	65%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			20%	28%
CC % who want more choice and control in their life			82%	80%

<sup>146</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.  
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**Table G.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – VIC**

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%	58%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	52%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		36%		
REL	Of these, % who are welcomed or actively included	65%	73%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			34%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	35%

**Table G.18 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – VIC**

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			79%	70%
HM	% who feel safe or very safe in their home			83%	72%
HW	% who rate their health as good, very good or excellent			66%	43%
HW	% who did not have any difficulties accessing health services			67%	61%
LL	% who currently attend or previously attended school in a mainstream class			30%	
LL	% who participate in education, training or skill development				15%
LL	Of those who participate, % who do so in mainstream settings				41%
LL	% unable to do a course or training they wanted to do in the last 12 months				40%
WK	% who have a paid job			15%	21%
WK	% who volunteer			11%	12%

**Table G.19 Selected key indicators for families/carers of participants – VIC**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	21%	29%	24%
% receiving Carer Allowance	47%	51%	39%
% working in a paid job	46%	49%	36%
Of those in a paid job, % in permanent employment	79%	75%	77%
Of those in a paid job, % working 15 hours or more	77%	82%	83%
% who say they (and their partner) are able to work as much as they want	39%	41%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	28%	20%
% able to advocate for their child/family member	73%	65%	62%
% who have friends and family they see as often as they like	41%	38%	45%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		34%	
% who feel in control selecting services		35%	35%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			36%
% who rate their health as good, very good or excellent	72%	60%	57%

**Table G.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=2,560) - participants who entered from 1 October 2017 to 30 September 2018 – VIC<sup>147</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?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	84%
REL Has the NDIS improved how your child fits into family life?	73%
S/CP Has the NDIS improved how your child fits into community life?	62%

<sup>147</sup> Results in Tables G.20 to G.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables G.24 to G.31.

**Table G.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=7,062) - participants who entered from 1 October 2017 to 30 September 2018 – VIC**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	59%
LL	Has the NDIS improved your child's access to education?	37%
REL	Has the NDIS improved your child's relationships with family and friends?	48%
S/CP	Has the NDIS improved your child's social and recreational life?	46%

**Table G.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=3,735) and ‘Participant 25 and over’ (n=12,843) - participants who entered from 1 October 2017 to 30 September 2018 – VIC**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	56%	63%
DL	Has the NDIS helped you with daily living activities?	58%	68%
REL	Has the NDIS helped you to meet more people?	47%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	46%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	17%
S/CP	Has the NDIS helped you be more involved?	52%	55%

**Table G.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=9,550); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,487) - participants who entered from 1 October 2017 to 30 September 2018 – VIC**

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?	61%	50%
Has the NDIS improved the level of support for your family?	68%	62%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	
Has the NDIS improved your health and wellbeing?	40%	35%

**Table G.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=885) - participants who entered from 1 October 2016 to 30 September 2017 – VIC<sup>148</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?	87%	93%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	85%	+5%
REL	Has the NDIS improved how your child fits into family life?	68%	75%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	54%	59%	+5%

**Table G.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=2,266) - participants who entered from 1 October 2016 to 30 September 2017 – VIC**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	65%	+9%
LL	Has the NDIS improved your child's access to education?	31%	34%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	47%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	+4%

<sup>148</sup> Results in Tables G.24 to G.28 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

**Table G.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=1,428) and ‘Participant 25 and over’ (n=4,200) - participants who entered from 1 October 2016 to 30 September 2017 – VIC**

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?	55%	62%	+7%	63%	71%	+8%
DL	Has the NDIS helped you with daily living activities?	56%	65%	+9%	68%	76%	+9%
REL	Has the NDIS helped you to meet more people?	45%	49%	+5%	48%	54%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	19%	17%	-2%	27%	26%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	43%	+5%	44%	50%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	37%	+1%	31%	33%	+1%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	16%	13%	-3%	17%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	51%	56%	+5%	56%	63%	+7%

**Table G.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=2,373); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=388) - participants who entered from 1 October 2016 to 30 September 2017 – VIC**

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	63%	+5%	44%	52%	+8%
Has the NDIS improved the level of support for your family?	64%	70%	+6%	58%	67%	+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?	66%	71%	+5%	62%	66%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	72%	76%	+3%			
Has the NDIS improved your health and wellbeing?	34%	37%	+3%	33%	33%	0%

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

**Table G.28 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third years in the Scheme, for SFOF version ‘Participant school to 14’ (n=79) - participants who entered from 1 July 2016 to 30 September 2016 – VIC<sup>149</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?	46%	57%	62%	+16%
LL	Has the NDIS improved your child's access to education?	41%	38%	36%	-4%
REL	Has the NDIS improved your child's relationships with family and friends?	40%	51%	57%	+17%
S/CP	Has the NDIS improved your child's social and recreational life?	37%	47%	49%	+12%

**Table G.29 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=43) - participants who entered from 1 July 2016 to 30 September 2016 – VIC**

		15 to 24			Change from Review 1 to Review 3
	Question	Review 1	Review 2	Review 3	
CC	Has the NDIS helped you have more choices and more control over your life?	69%	74%	62%	-7%
DL	Has the NDIS helped you with daily living activities?	61%	69%	74%	+13%
REL	Has the NDIS helped you to meet more people?	55%	48%	54%	0%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	22%	19%	-12%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	54%	46%	-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?	45%	37%	38%	-7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	11%	8%	-1%
S/CP	Has the NDIS helped you be more involved?	61%	61%	56%	-5%

<sup>149</sup> Results in Tables G.28 to G.31 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table G.30 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third years in the Scheme, for SFOF versions ‘Participant 25 and over’ (n=182) - participants who entered from 1 July 2016 to 30 September 2016 – VIC**

		25 and over			
Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	58%	71%	74%	+16%
DL	Has the NDIS helped you with daily living activities?	66%	79%	82%	+16%
REL	Has the NDIS helped you to meet more people?	49%	54%	60%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	23%	26%	26%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	53%	55%	+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?	36%	39%	39%	+2%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	12%	11%	9%	-3%
S/CP	Has the NDIS helped you be more involved?	53%	64%	70%	+18%

**Table G.31 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=73) - participants who entered from 1 July 2016 to 30 September 2016 – VIC**

		0 to 14			
Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	53%	61%	+3%
	Has the NDIS improved the level of support for your family?	61%	71%	71%	+10%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	68%	68%	+1%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	75%	80%	+7%
	Has the NDIS improved your health and wellbeing?	46%	35%	41%	-5%

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

**Table G.32 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=5,439) and 'participants in community and social activities' (n=5,527) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – VIC<sup>150</sup>**

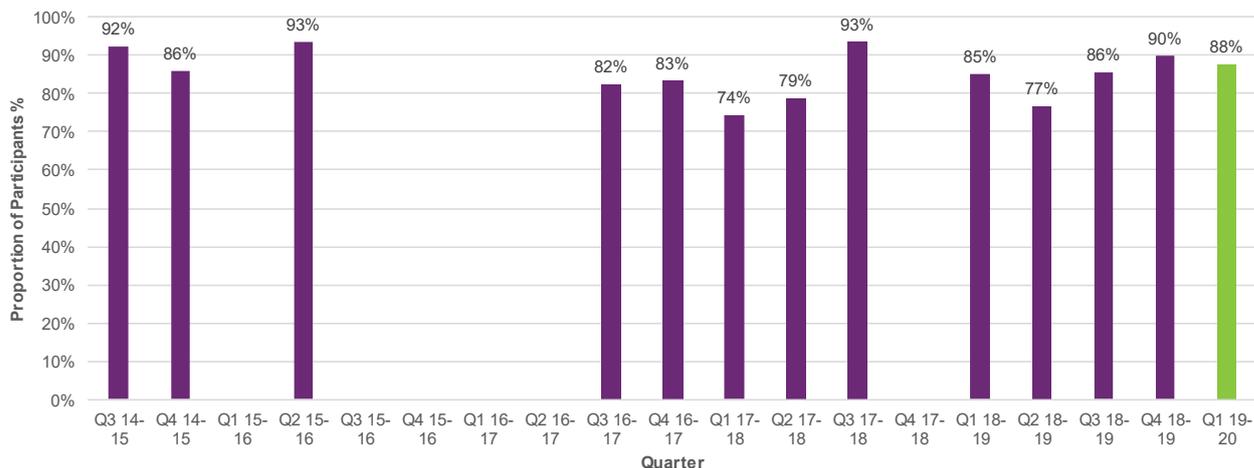
Participants in work	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	15%	19%	22%	24%
Aged 25+	23%	23%	22%	
Aged 15+ (average)	22%	22%	22%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	38%	42%	47%
Aged 25+	35%	40%	43%	
Aged 15+ (average)	35%	40%	43%	

<sup>150</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

**Table G.33 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=292) and 'participants in community and social activities' (n=310) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 September 2016 – VIC<sup>151</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	5%	7%	21%	20%	24%
Aged 25+	16%	14%	16%	15%	
Aged 15+ (average)	14%	13%	17%	16%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	30%	31%	39%	45%	47%
Aged 25+	30%	35%	39%	40%	
Aged 15+ (average)	30%	34%	39%	41%	

**Figure G.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (VIC)<sup>152</sup>**



\*The result for Q1 of 2019-20 is based on 162 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 88% gave a rating of good or very good, 4% gave a neutral rating and 8% gave a rating of poor or very poor.

<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 30 September 2016 and have had a first, second and third plan review to date.

<sup>152</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table G.34 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (VIC)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	4%	3%
I had enough time to tell my story and say what support I need	93%	2%	5%
The planner knows what I can do well	83%	6%	10%
The planner had some good ideas for my plan	86%	4%	9%
I know what is in my plan	88%	6%	6%
The planner helped me think about my future	80%	11%	9%
I think my plan will make my life better	89%	9%	2%
The planning meeting went well	93%	1%	6%

**Table G.35 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (VIC)**

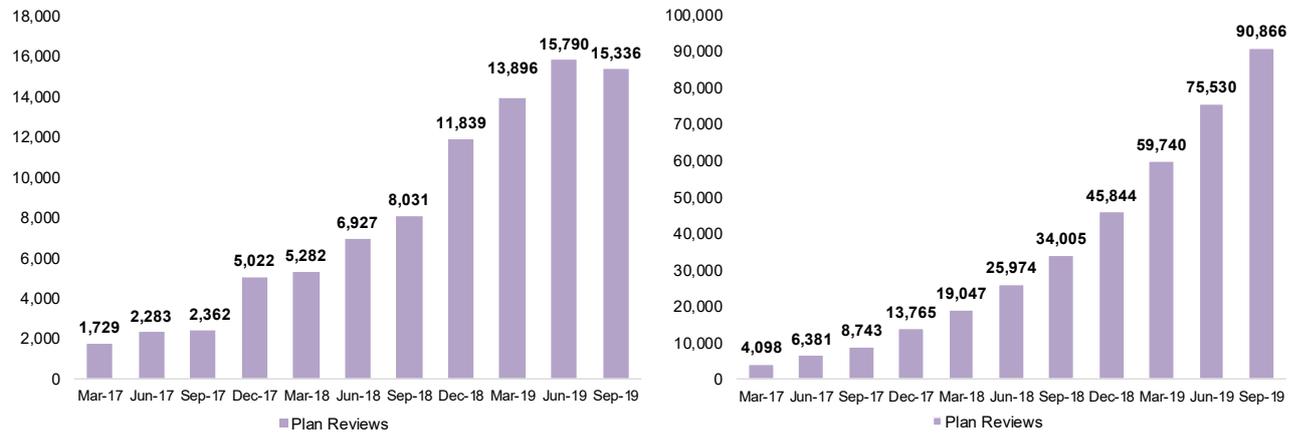
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
<b>Access</b>	<b>N = 1,069</b>	<b>N = 310</b>
Are you happy with how coming into the NDIS has gone?	77%	85%
Was the person from the NDIS respectful?	95%	95%
Do you understand what will happen next with your plan?	70%	78%
<b>Pre-planning</b>	<b>N = 1,054</b>	<b>N = 100</b>
Did the person from the NDIS understand how your disability affects your life?	88%	90%
Did you understand why you needed to give the information you did?	96%	94%
Were decisions about your plan clearly explained?	82%	88%
Are you clear on what happens next with your plan?	75%	79%
Do you know where to go for more help with your plan?	82%	86%
<b>Planning</b>	<b>N = 1,204</b>	<b>N = 354</b>
Did the person from the NDIS understand how your disability affects your life?	89%	91%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	81%	87%
Are you clear on what happens next with your plan?	76%	82%
Do you know where to go for more help with your plan?	82%	89%
<b>Plan review</b>	<b>N = 809</b>	<b>N = 279</b>
Did the person from the NDIS understand how your disability affects your life?	82%	90%
Did you feel prepared for your plan review?	82%	86%
Is your NDIS plan helping you to make progress towards your goals?	83%	85%

**Table G.36 Plan reviews conducted per quarter – excluding plans less than 30 days – VIC<sup>153</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total plan reviews</b>	<b>75,530</b>	<b>15,336</b>	<b>90,866</b>
<i>Early intervention plans</i>	11,009	2,158	13,167
<i>Permanent disability plans</i>	64,521	13,178	77,699

<sup>153</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

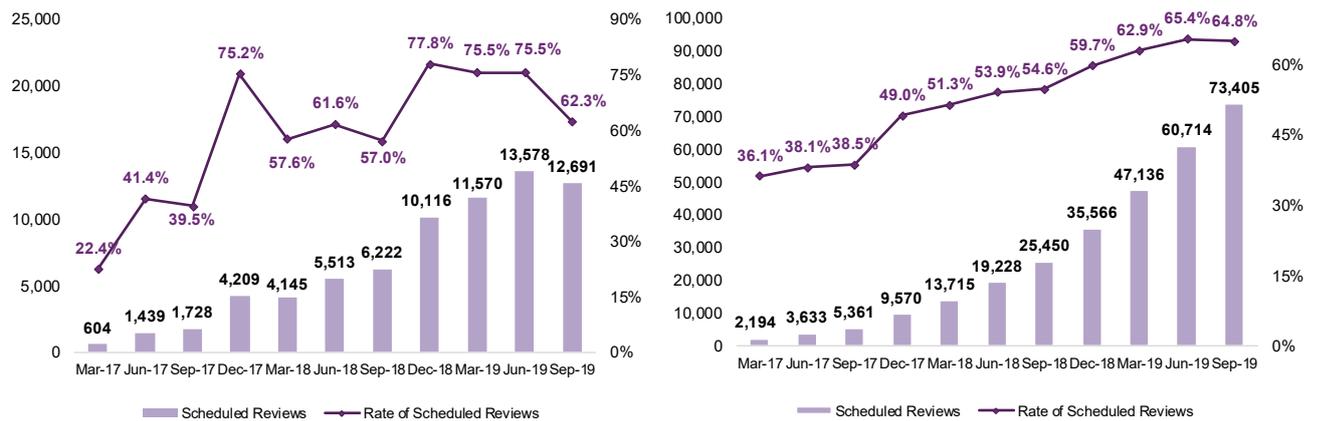
**Figure G.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – VIC**



**Table G.37 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>60,714</b>	<b>12,691</b>	<b>73,405</b>
<i>Trial participants</i>	13,106	967	14,073
<i>Transition participants</i>	47,608	11,724	59,332

**Figure G.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – VIC<sup>154</sup>**



**Table G.38 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>14,816</b>	<b>2,645</b>	<b>17,461</b>
<i>Trial participants</i>	2,374	196	2,570
<i>Transition participants</i>	12,442	2,449	14,891

<sup>154</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table G.39 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC<sup>155</sup>

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
% unscheduled reviews	16.0%	13.0%	15.4%

Figure G.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – VIC<sup>156</sup>

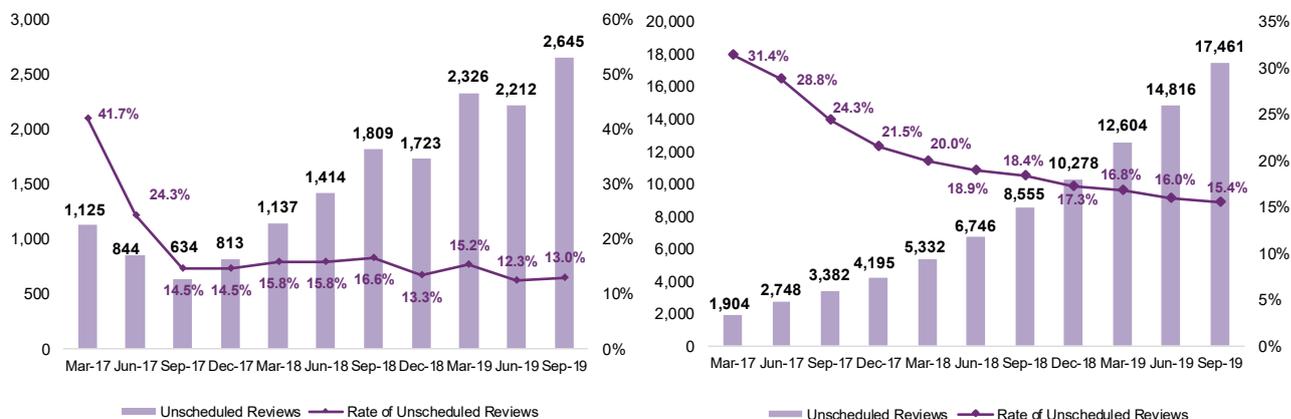


Table G.40 AAT cases by category – VIC

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	115	28%	48	44%	163	32%
Plan	210	52%	36	33%	246	48%
Plan Review	40	10%	<11		45	9%
Other	40	10%	20	18%	60	12%
<b>Total</b>	<b>405</b>	<b>100%</b>	<b>109</b>	<b>100%</b>	<b>514</b>	<b>100%</b>
<b>% of all access decisions<sup>157</sup></b>	<b>0.27%</b>		<b>0.82%</b>		<b>0.32%</b>	

<sup>155</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>156</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>157</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Table G.41 AAT cases by open/closed and decision – VIC**

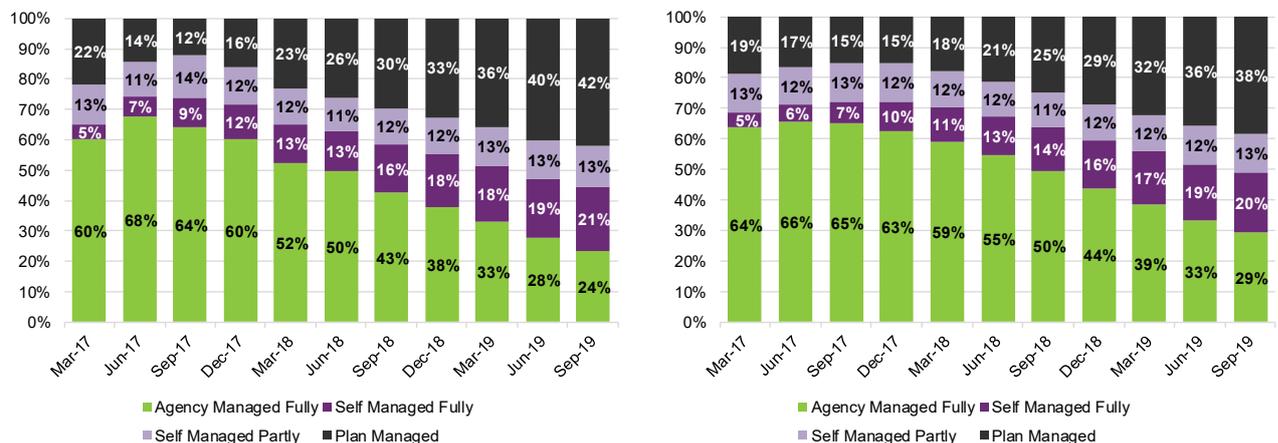
	N
<b>AAT Cases</b>	<b>514</b>
<b>Open AAT Cases</b>	<b>158</b>
<b>Closed AAT Cases</b>	<b>356</b>
<i>Resolved before hearing</i>	336
<i>Gone to hearing and received a substantive decision</i>	20*

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

**Table G.42 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	19%	21%	<b>20%</b>
Self-managed partly	12%	13%	<b>13%</b>
Plan managed	37%	42%	<b>38%</b>
Agency managed	32%	24%	<b>29%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure G.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – VIC<sup>158</sup>**



**Table G.43 Distribution of active participants by support coordination and quarter of plan approval – VIC**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	45%	44%	<b>44%</b>

<sup>158</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table G.44 Duration to plan activation by quarter of initial plan approval for active participants – VIC<sup>159,160</sup>

Plan activation	Prior Quarters (Transition Only)		2018-19 Q3	
	N	%	N	%
Less than 30 days	35,237	71%	6,688	67%
30 to 59 days	5,416	11%	1,169	12%
60 to 89 days	2,628	5%	548	5%
<b>Activated within 90 days</b>	<b>43,281</b>	<b>87%</b>	<b>8,405</b>	<b>84%</b>
90 to 119 days	1,469	3%	306	3%
120 days and over	3,593	7%	418	4%
<b>Activated after 90 days</b>	<b>5,061</b>	<b>10%</b>	<b>724</b>	<b>7%</b>
No payments	1,482	3%	841	8%
<b>Total plans approved</b>	<b>49,824</b>	<b>100%</b>	<b>9,970</b>	<b>100%</b>

<sup>159</sup> Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>160</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

**Table G.45 Proportion of active participants with plan activated within 12 months – VIC**

	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	1,017	1,091	93%
Not Aboriginal and Torres Strait Islander	40,659	42,157	96%
Not Stated	2,982	3,109	96%
<b>Total</b>	<b>44,658</b>	<b>46,357</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	3,404	3,506	97%
Not CALD	40,982	42,576	96%
Not Stated	272	275	99%
<b>Total</b>	<b>44,658</b>	<b>46,357</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	29,252	30,300	97%
Regional	15,392	16,040	96%
Remote	11	14	79%
Missing	<11	<11	
<b>Total</b>	<b>44,658</b>	<b>46,357</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	11,845	12,222	97%
Intellectual Disability (including Down Syndrome)	13,287	13,653	97%
Psychosocial Disability	5,054	5,354	94%
Developmental Delay (including Global Developmental Delay)	2,798	2,988	94%
Other	11,674	12,140	96%
<b>Total</b>	<b>44,658</b>	<b>46,357</b>	<b>96%</b>

**Table G.46 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19 – VIC<sup>161,162</sup>**

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	40%	68%	43%
50% to 75%	24%	18%	24%
> 75%	36%	13%	34%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>161</sup> This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>162</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

**Table G.47 Proportion of active participants with approved plans accessing mainstream supports – VIC<sup>163,164</sup>**

	Prior Quarters	2019-20 Q1	Total
Daily Activities	11%	9%	10%
Health & Wellbeing	42%	37%	41%
Lifelong Learning	9%	8%	9%
Other	11%	9%	10%
Non-categorised	33%	30%	32%
Any mainstream service	91%	80%	88%

### **Part Three: Providers and the growing market**

**Table G.48 Key markets indicators by quarter – VIC**

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.49	1.45
b) Number of providers delivering new types of supports	670	754
c) Share of payments - top 25% <sup>165</sup>		
<i>Daily Tasks/Shared Living (%)</i>	90%	91%
<i>Therapeutic Supports (%)</i>	92%	93%
<i>Participate Community (%)</i>	86%	89%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	91%	92%

<sup>163</sup> The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

<sup>164</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>165</sup> Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

**Table G.49 Cumulative number of providers that have been active by registration group – VIC**

<b>Registration Group</b>	<b>Prior Quarters</b>	<b>2019-20 Q1</b>	<b>Total</b>	<b>% Change</b>
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	87	20	107	23%
Assistance Animals	29	13	42	45%
Assistance with daily life tasks in a group or shared living arrangement	237	51	288	22%
Assistance with travel/transport arrangements	442	80	522	18%
Daily Personal Activities	594	164	758	28%
Group and Centre Based Activities	397	131	528	33%
High Intensity Daily Personal Activities	409	122	531	30%
Household tasks	909	181	1,090	20%
Interpreting and translation	75	16	91	21%
Participation in community, social and civic activities	662	171	833	26%
<b>Assistive Technology</b>				
Assistive equipment for recreation	63	10	73	16%
Assistive products for household tasks	73	6	79	8%
Assistance products for personal care and safety	592	104	696	18%
Communication and information equipment	74	42	116	57%
Customised Prosthetics	209	42	251	20%
Hearing Equipment	53	28	81	53%
Hearing Services	15	2	17	13%
Personal Mobility Equipment	235	69	304	29%
Specialised Hearing Services	20	0	20	0%
Vision Equipment	39	27	66	69%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	581	129	710	22%
Behaviour Support	240	41	281	17%
Community nursing care for high needs	206	31	237	15%
Development of daily living and life skills	417	90	507	22%
Early Intervention supports for early childhood	524	100	624	19%
Exercise Physiology and Physical Wellbeing activities	208	58	266	28%
Innovative Community Participation	107	33	140	31%
Specialised Driving Training	71	13	84	18%
Therapeutic Supports	2,062	324	2,386	16%
<b>Capital services</b>				
Home modification design and construction	117	36	153	31%
Specialised Disability Accommodation	46	9	55	20%
Vehicle Modifications	44	17	61	39%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	270	81	351	30%
Support Coordination	147	31	178	21%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	126	16	142	13%
Specialised Supported Employment	135	28	163	21%
<b>Total active providers</b>	<b>3,875</b>	<b>703</b>	<b>4,578</b>	<b>18%</b>

Table G.50 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – VIC

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	20	87	<b>107</b>	19%	81%	<b>100%</b>
Assistance Animals	3	39	<b>42</b>	7%	93%	<b>100%</b>
Assistance with daily life tasks in a group or shared living arrangement	19	269	<b>288</b>	7%	93%	<b>100%</b>
Assistance with travel/transport arrangements	72	450	<b>522</b>	14%	86%	<b>100%</b>
Daily Personal Activities	62	696	<b>758</b>	8%	92%	<b>100%</b>
Group and Centre Based Activities	31	497	<b>528</b>	6%	94%	<b>100%</b>
High Intensity Daily Personal Activities	44	487	<b>531</b>	8%	92%	<b>100%</b>
Household tasks	348	742	<b>1,090</b>	32%	68%	<b>100%</b>
Interpreting and translation	10	81	<b>91</b>	11%	89%	<b>100%</b>
Participation in community, social and civic activities	73	760	<b>833</b>	9%	91%	<b>100%</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	4	69	<b>73</b>	5%	95%	<b>100%</b>
Assistive products for household tasks	7	72	<b>79</b>	9%	91%	<b>100%</b>
Assistance products for personal care and safety	76	620	<b>696</b>	11%	89%	<b>100%</b>
Communication and information equipment	19	97	<b>116</b>	16%	84%	<b>100%</b>
Customised Prosthetics	28	223	<b>251</b>	11%	89%	<b>100%</b>
Hearing Equipment	8	73	<b>81</b>	10%	90%	<b>100%</b>
Hearing Services	1	16	<b>17</b>	6%	94%	<b>100%</b>
Personal Mobility Equipment	31	273	<b>304</b>	10%	90%	<b>100%</b>
Specialised Hearing Services	1	19	<b>20</b>	5%	95%	<b>100%</b>
Vision Equipment	7	59	<b>66</b>	11%	89%	<b>100%</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	97	613	<b>710</b>	14%	86%	<b>100%</b>
Behaviour Support	60	221	<b>281</b>	21%	79%	<b>100%</b>
Community nursing care for high needs	22	215	<b>237</b>	9%	91%	<b>100%</b>
Development of daily living and life skills	52	455	<b>507</b>	10%	90%	<b>100%</b>
Early Intervention supports for early childhood	232	392	<b>624</b>	37%	63%	<b>100%</b>
Exercise Physiology and Physical Wellbeing activities	55	211	<b>266</b>	21%	79%	<b>100%</b>
Innovative Community Participation	36	104	<b>140</b>	26%	74%	<b>100%</b>
Specialised Driving Training	19	65	<b>84</b>	23%	77%	<b>100%</b>
Therapeutic Supports	1,084	1,302	<b>2,386</b>	45%	55%	<b>100%</b>
<b>Capital services</b>						
Home modification design and construction	30	123	<b>153</b>	20%	80%	<b>100%</b>
Specialised Disability Accommodation	2	53	<b>55</b>	4%	96%	<b>100%</b>
Vehicle Modifications	2	59	<b>61</b>	3%	97%	<b>100%</b>
<b>Choice and control support services</b>						

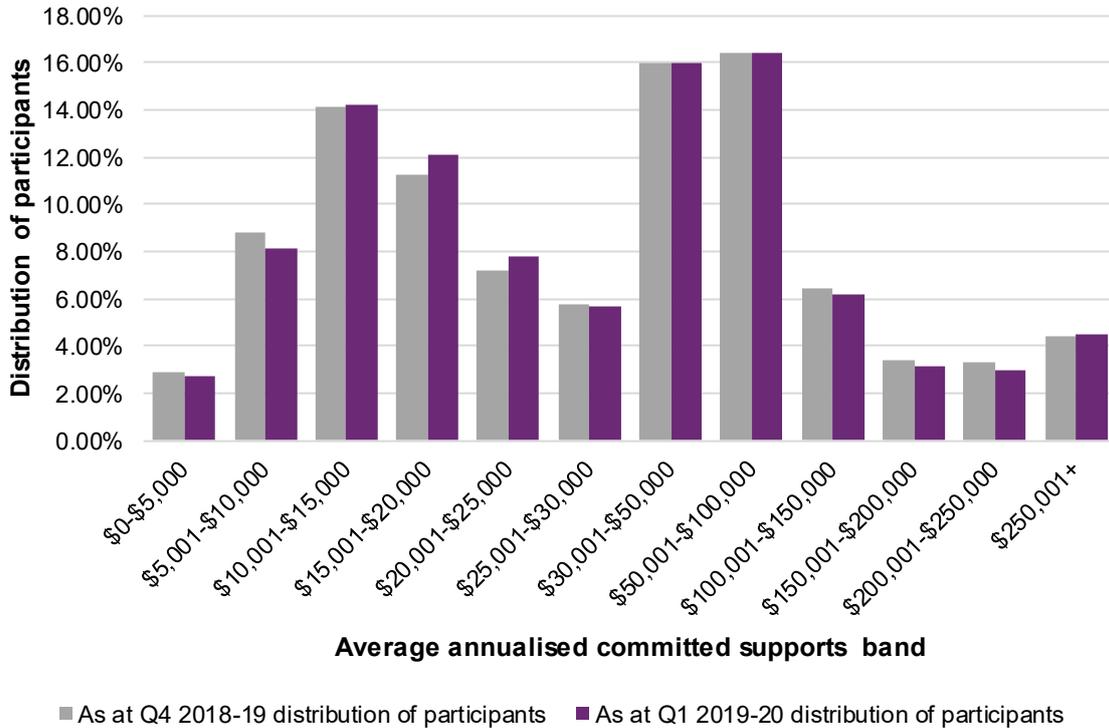
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	43	308	<b>351</b>	12%	88%	<b>100%</b>
Support Coordination	21	157	<b>178</b>	12%	88%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	6	136	<b>142</b>	4%	96%	<b>100%</b>
Specialised Supported Employment	10	153	<b>163</b>	6%	94%	<b>100%</b>
<b>Total</b>	<b>1,694</b>	<b>2,884</b>	<b>4,578</b>	<b>37%</b>	<b>63%</b>	<b>100%</b>

**Part Four: Financial sustainability**

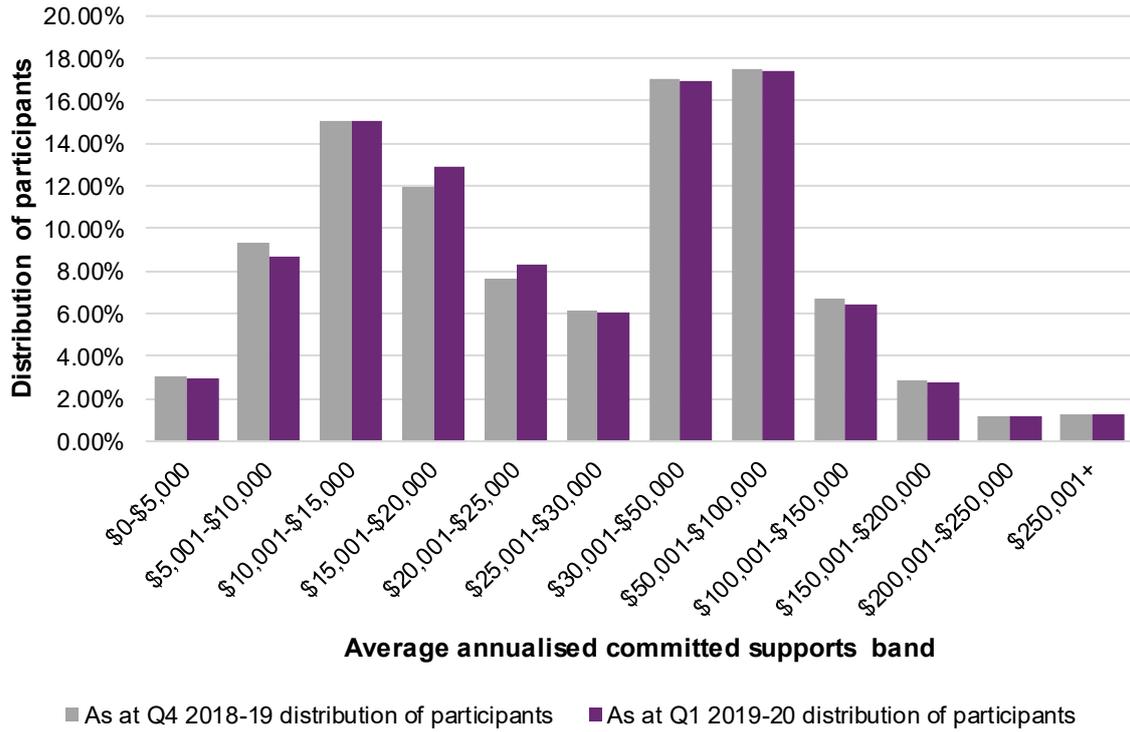
**Table G.51 Committed supports by financial year (\$m) - VIC**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	53.0	162.9	204.8	501.1	1,453.7	3,505.5	1,335.4

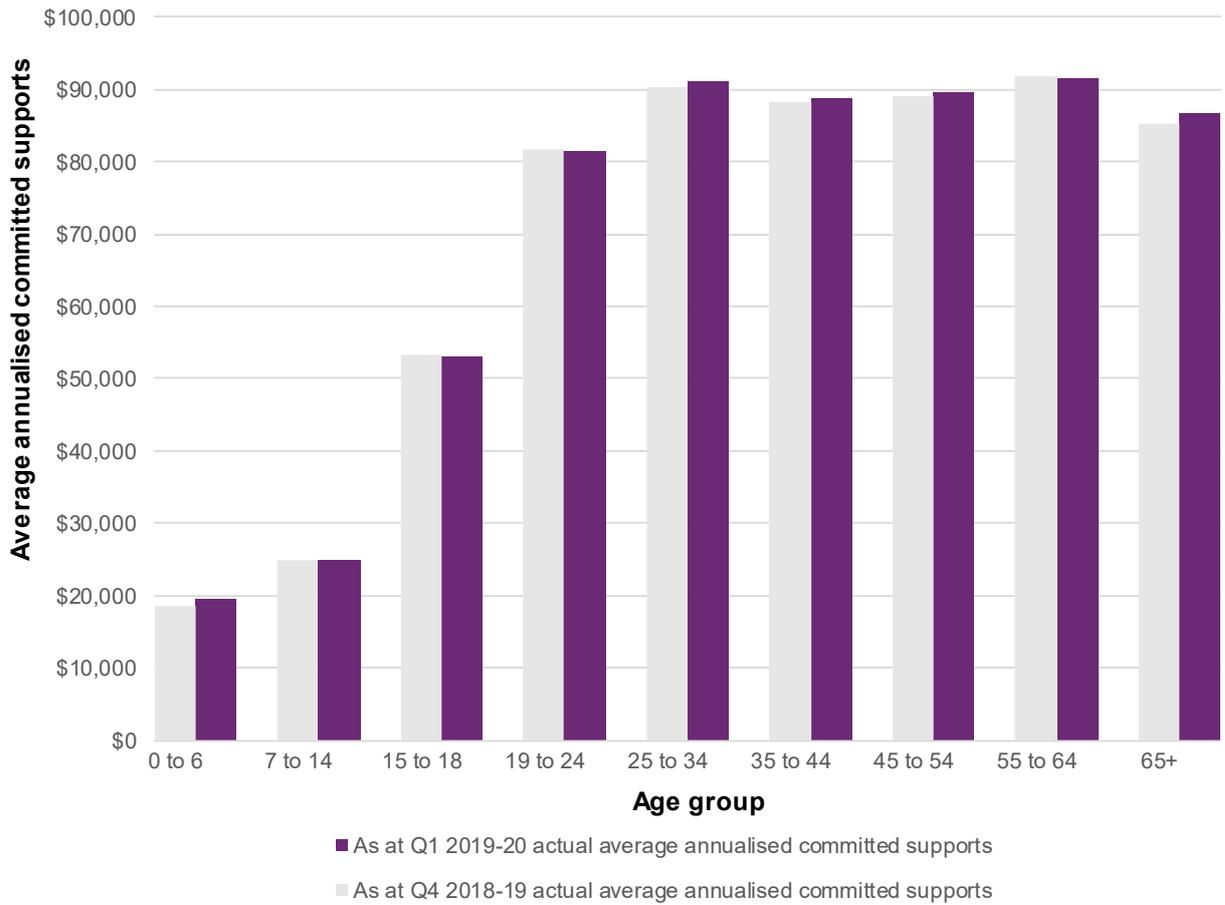
**Figure G.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)**



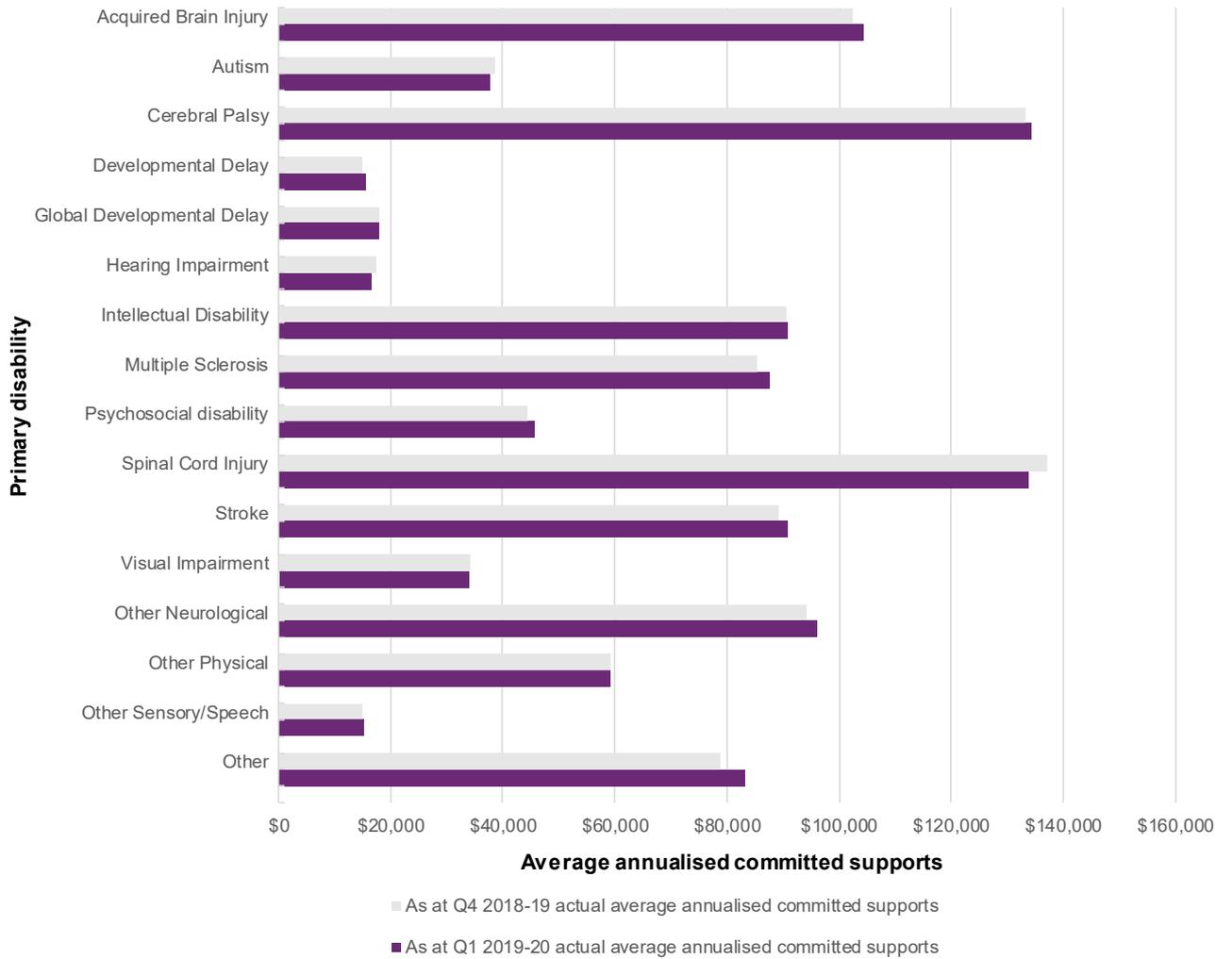
**Figure G.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)**



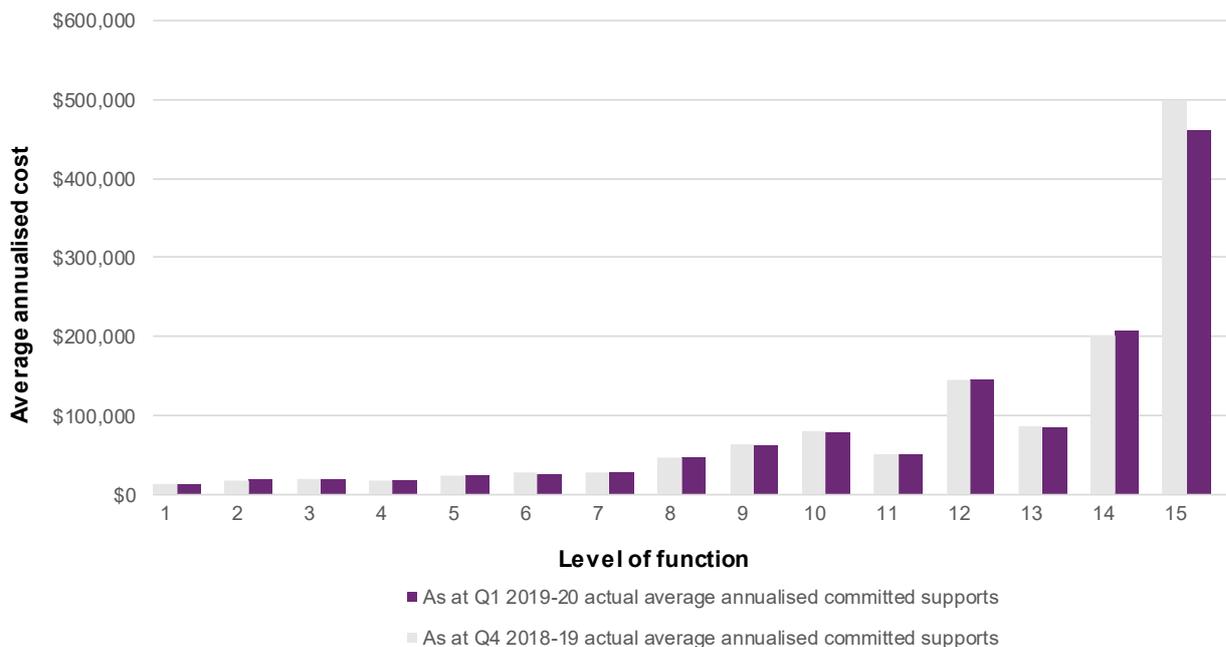
**Figure G.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)**



**Figure G.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)**



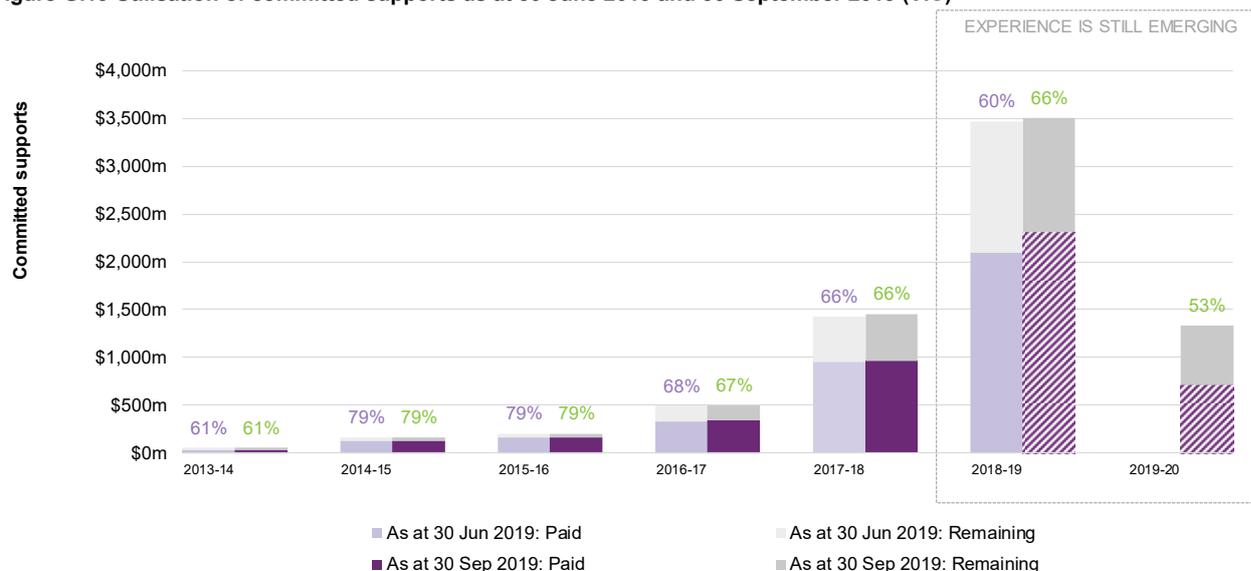
**Figure G.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (VIC)**



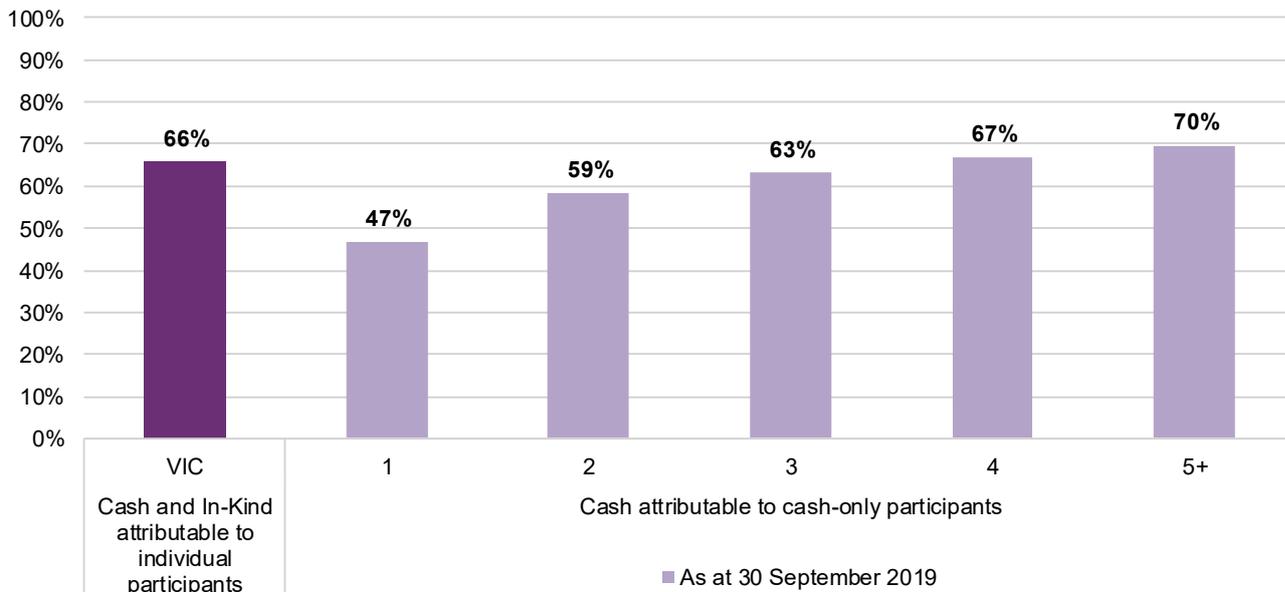
**Table G.52 Payments by financial year, compared to committed supports (\$m) – VIC**

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	53.0	162.9	204.8	501.1	1,453.7	3,505.5	1,335.4
Total paid	32.5	128.2	161.5	338.2	961.1	2,308.9	711.1
% utilised to date	61%	79%	79%	67%	66%	66%	53%

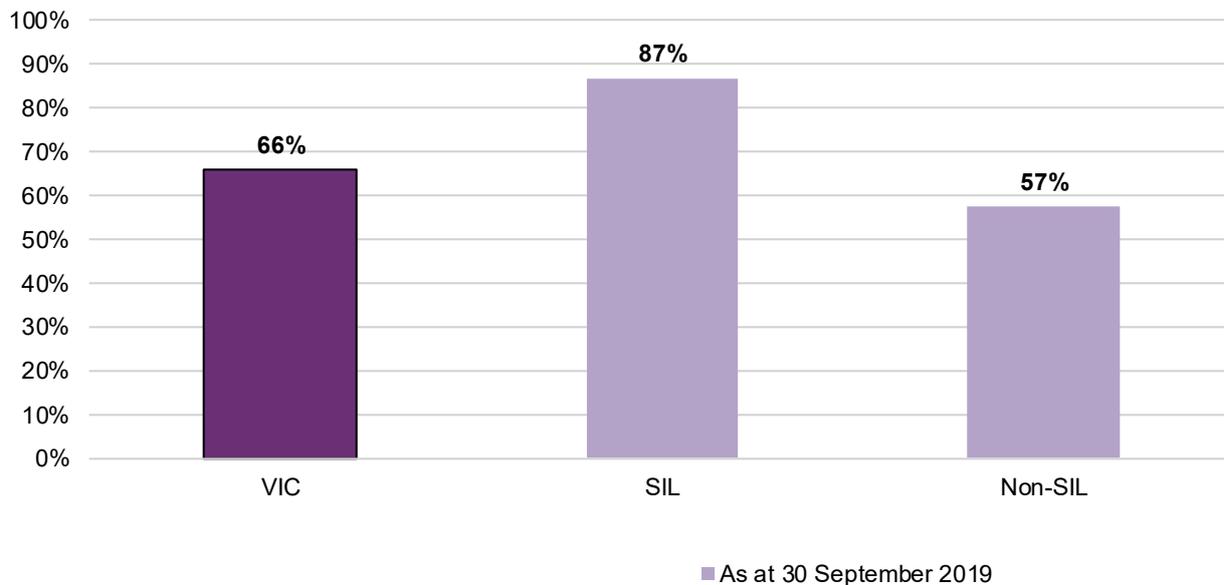
**Figure G.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (VIC)**



**Figure G.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (VIC)<sup>166</sup>**



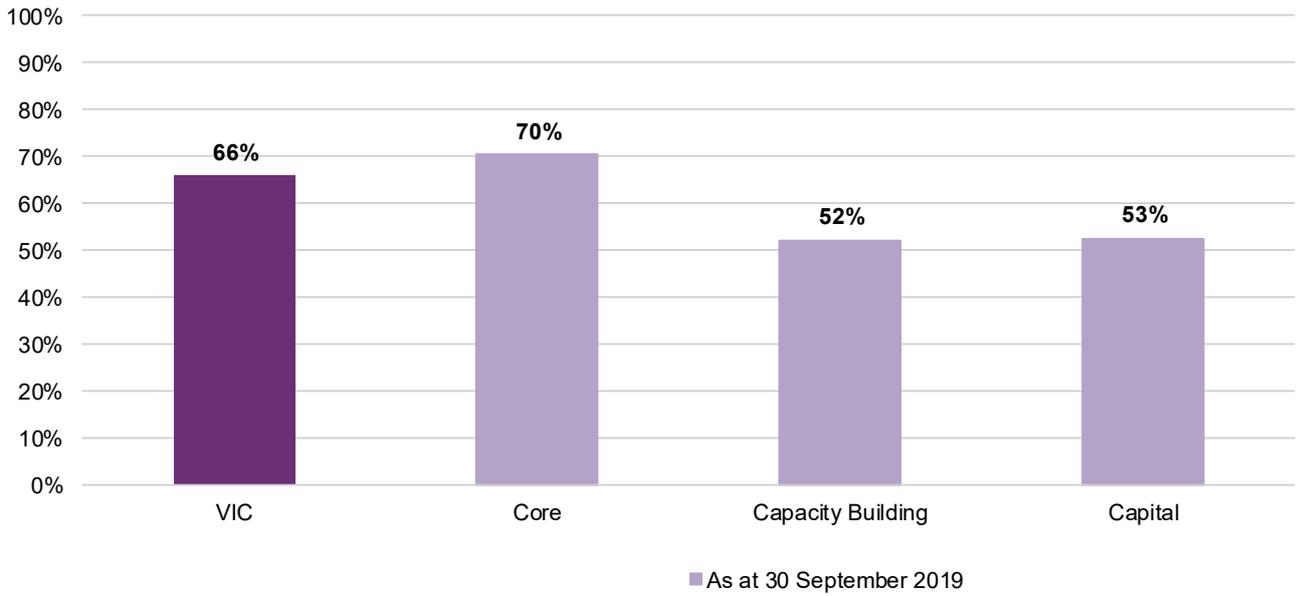
**Figure G.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (VIC)<sup>167</sup>**



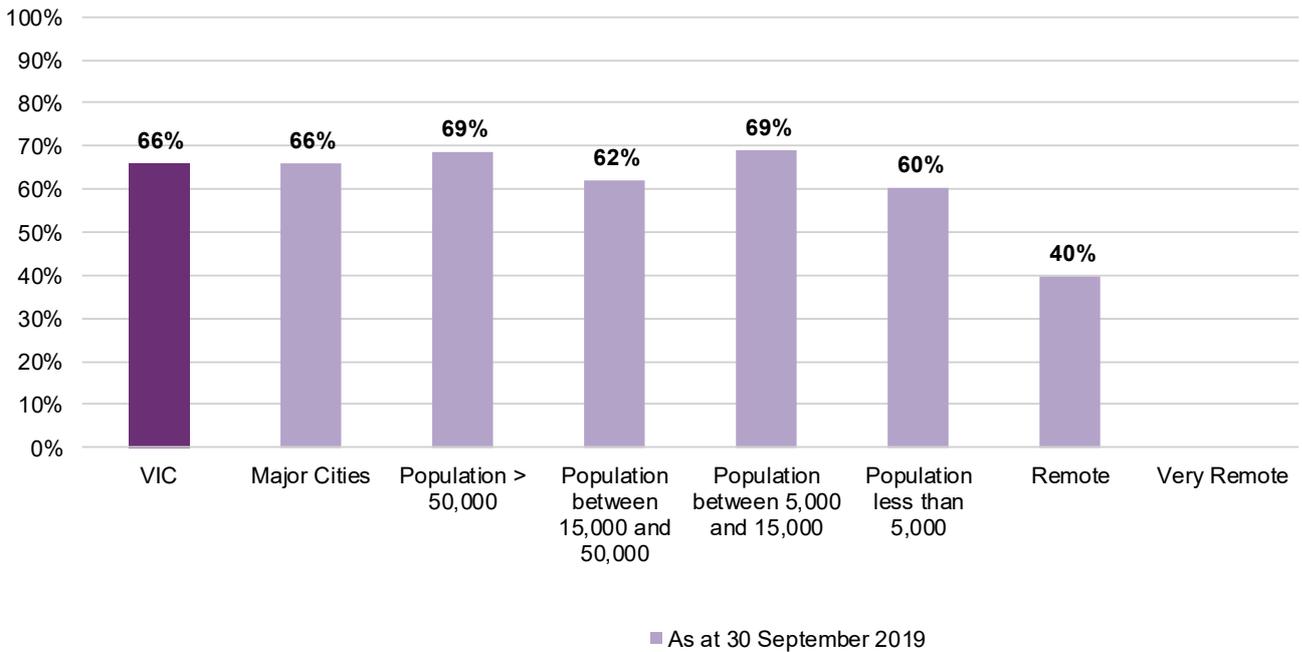
<sup>166</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>167</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure G.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (VIC)<sup>168</sup>**



**Figure G.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (VIC)<sup>169,170</sup>**



<sup>168</sup> Ibid.

<sup>169</sup> Ibid.

<sup>170</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix H:

## Queensland

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

### Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – QLD

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
QLD	49,767	5,247	55,014	563	55,577

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD<sup>171</sup>

	Prior Quarters	2019-20 Q1	Total
<b>Access decisions</b>	<b>66,351</b>	<b>9,101</b>	<b>75,452</b>
<b>Access Eligible</b>	<b>53,591</b>	<b>6,334</b>	<b>59,925</b>
<i>New</i>	17,163	4,849	22,012
<i>State</i>	30,415	741	31,156
<i>Commonwealth</i>	6,013	744	6,757
<b>Active Participant Plans (excl ECEI)</b>	<b>49,767</b>	<b>5,247</b>	<b>55,014</b>
<i>New</i>	14,861	3,698	18,559
<i>State</i>	29,613	756	30,369
<i>Commonwealth</i>	5,293	793	6,086
<b>Active Participant Plans</b>	<b>52,150</b>	<b>5,810</b>	<b>55,577</b>
<i>Early Intervention (s25)</i>	8,358	1,687	10,045
<i>Permanent Disability (s24)</i>	41,409	3,560	44,969
<i>ECEI<sup>172</sup></i>	2,383	563	563

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – QLD

Exits	
<b>Total participant exits</b>	<b>1,084</b>
<i>Early Intervention participants</i>	221
<i>Permanent disability participants</i>	863

<sup>171</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 93% of people with a hearing impairment met the access criteria compared to 70% overall.

<sup>172</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table H.4 Cumulative position by services previously received – QLD<sup>173</sup>**

	Participant cohort				
	State	Commonwealth	New	ECEI <sup>174</sup>	Total
End of 2016-17	5,134	459	1,793	254	7,640
End of 2017-18	10,114	1,431	5,189	475	17,209
End of 2018-19 Q1	15,890	2,130	6,946	828	25,794
End of 2018-19 Q2	20,644	3,073	9,381	2,606	35,704
End of 2018-19 Q3	26,683	4,275	12,337	2,949	46,244
End of 2018-19 Q4	29,667	5,365	14,965	2,390	52,387
End of 2019-20 Q1	30,369	6,086	18,559	563	55,577

**Table H.5 Cumulative position by entry into the Scheme – QLD<sup>175</sup>**

	Participant cohort			
	Early Intervention <sup>176</sup>	Permanent Disability <sup>177</sup>	ECEI <sup>178</sup>	Total
End of 2016-17	1,443	5,943	254	7,640
End of 2017-18	3,510	13,224	475	17,209
End of 2018-19 Q1	4,340	20,626	828	25,794
End of 2018-19 Q2	5,542	27,556	2,606	35,704
End of 2018-19 Q3	6,905	36,390	2,949	46,244
End of 2018-19 Q4	8,402	41,595	2,390	52,387
End of 2019-20 Q1	10,045	44,969	563	55,577

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – QLD<sup>179</sup>**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	4,105	8.2%	457	8.7%	<b>4,562</b>	<b>8.3%</b>
Not Aboriginal and Torres Strait Islander	39,131	78.6%	4,070	77.6%	<b>43,201</b>	<b>78.5%</b>
Not Stated	6,531	13.1%	720	13.7%	<b>7,251</b>	<b>13.2%</b>
<b>Total</b>	<b>49,767</b>	<b>100%</b>	<b>5,247</b>	<b>100%</b>	<b>55,014</b>	<b>100%</b>

<sup>173</sup> This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>174</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>175</sup> This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

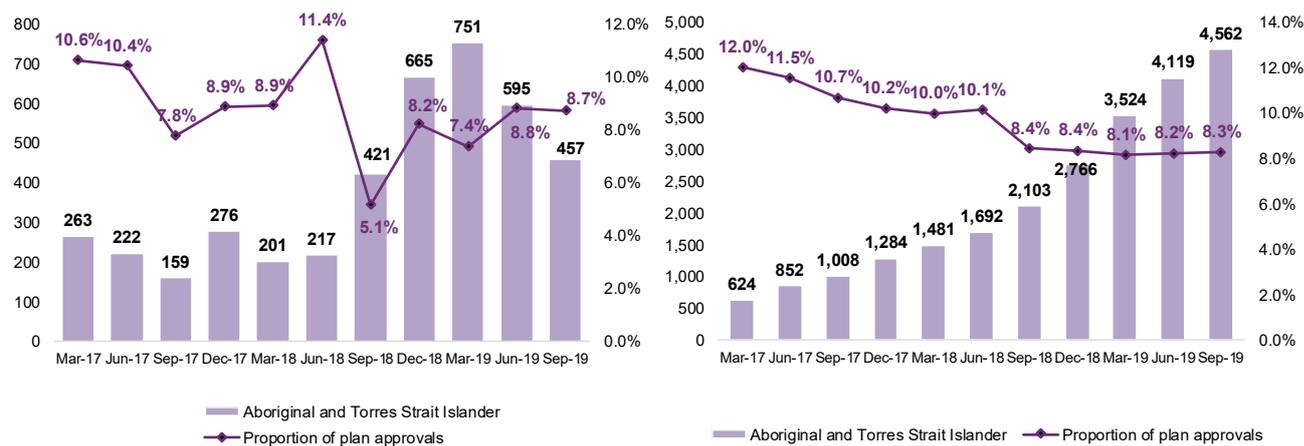
<sup>176</sup> Participants who met Section 25 of the NDIS Act for access

<sup>177</sup> Participants who met Section 24 of the NDIS Act for access

<sup>178</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>179</sup> The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

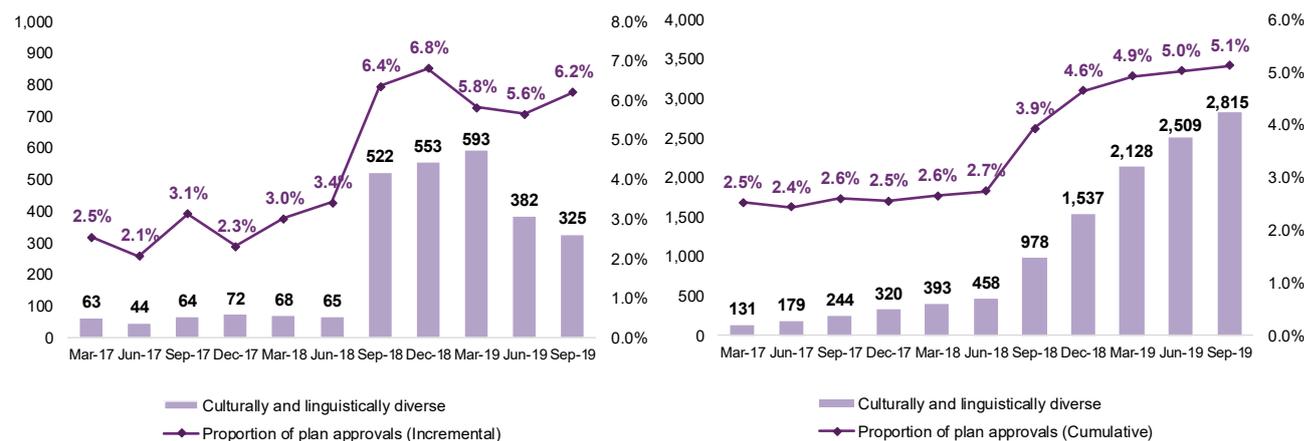
**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – QLD<sup>180</sup>**



**Table H.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – QLD**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	2,490	5.0%	325	6.2%	2,815	5.1%
Not CALD	47,230	94.9%	4,898	93.3%	52,128	94.8%
Not Stated	47	0.1%	24	0.5%	71	0.1%
<b>Total</b>	<b>49,767</b>	<b>100%</b>	<b>5,247</b>	<b>100%</b>	<b>55,014</b>	<b>100%</b>

**Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – QLD<sup>181</sup>**



**Table H.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – QLD**

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	932	80	1,012
Not YPIRAC	48,835	5,167	54,002
<b>Total</b>	<b>49,767</b>	<b>5,247</b>	<b>55,014</b>

<sup>180</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>181</sup> Ibid.

Figure H.3 Number of YPIRAC participants over time incrementally (left) and cumulatively (right) – QLD<sup>182</sup>

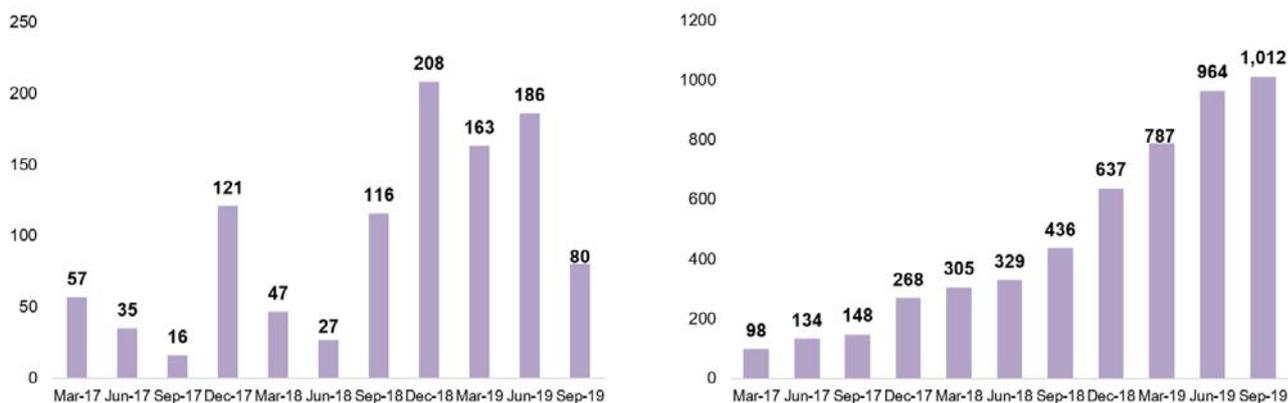


Table H.9 Participants who are YPIRAC by age group – QLD

Age group	All Quarters	
	N	%
Under 45	32	3.2%
45 to 54	155	15.3%
55 to 64	612	60.5%
65 and above	213	21.0%
<b>Total YPIRAC</b>	<b>1,012</b>	<b>100%</b>

Table H.10 Participant profile per quarter by remoteness – QLD<sup>183,184</sup>

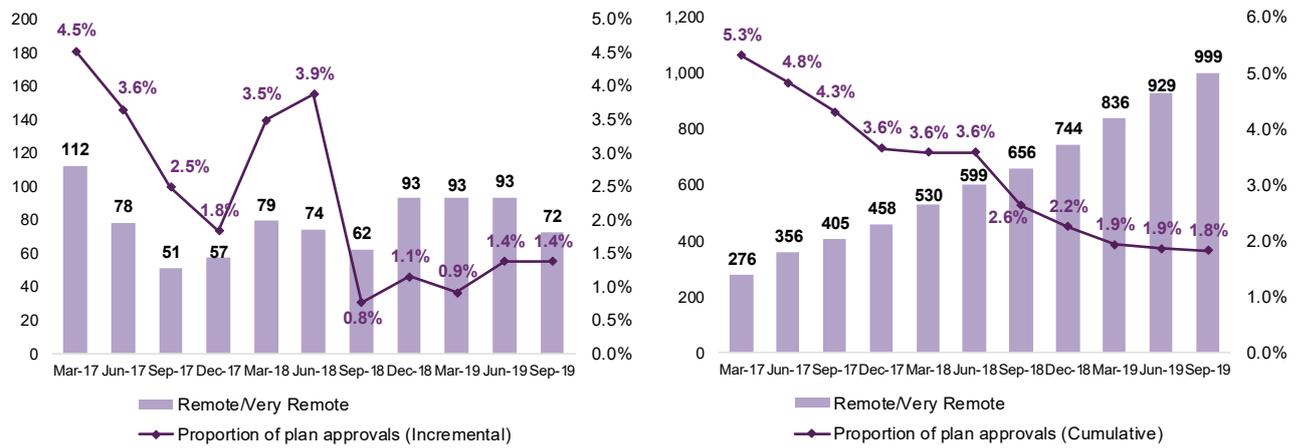
Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	27,225	54.7%	3,444	65.6%	30,669	55.7%
Population > 50,000	13,850	27.8%	1,054	20.1%	14,904	27.1%
Population between 15,000 and 50,000	1,872	3.8%	205	3.9%	2,077	3.8%
Population between 5,000 and 15,000	2,275	4.6%	159	3.0%	2,434	4.4%
Population less than 5,000	3,612	7.3%	313	6.0%	3,925	7.1%
Remote	507	1.0%	31	0.6%	538	1.0%
Very Remote	420	0.8%	41	0.8%	461	0.8%
Missing	<11		<11		<11	
<b>Total</b>	<b>49,767</b>	<b>100%</b>	<b>5,247</b>	<b>100%</b>	<b>55,014</b>	<b>100%</b>

<sup>182</sup> Ibid.

<sup>183</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>184</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – QLD<sup>185</sup>**



**Table H.11 Participant profile per quarter by disability group – QLD<sup>186,187</sup>**

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	14,372	29%	1,868	36%	16,240	30%
Intellectual Disability <sup>188</sup>	12,587	25%	491	9%	13,078	24%
Psychosocial disability	3,898	8%	515	10%	4,413	8%
Developmental Delay	1,937	4%	570	11%	2,507	5%
Other Neurological	2,625	5%	232	4%	2,857	5%
Cerebral Palsy	2,784	6%	106	2%	2,890	5%
Other Physical	2,783	6%	291	6%	3,074	6%
Hearing Impairment	2,179	4%	497	9%	2,676	5%
ABI	2,067	4%	153	3%	2,220	4%
Visual Impairment	1,066	2%	95	2%	1,161	2%
Multiple Sclerosis	897	2%	60	1%	957	2%
Global Developmental Delay	457	1%	180	3%	637	1%
Stroke	770	2%	111	2%	881	2%
Spinal Cord Injury	1,024	2%	55	1%	1,079	2%
Other Sensory/Speech	251	1%	18	0%	269	0%
Other	70	0%	<11		75	0%
<b>Total</b>	<b>49,767</b>	<b>100%</b>	<b>5,247</b>	<b>100%</b>	<b>55,014</b>	<b>100%</b>

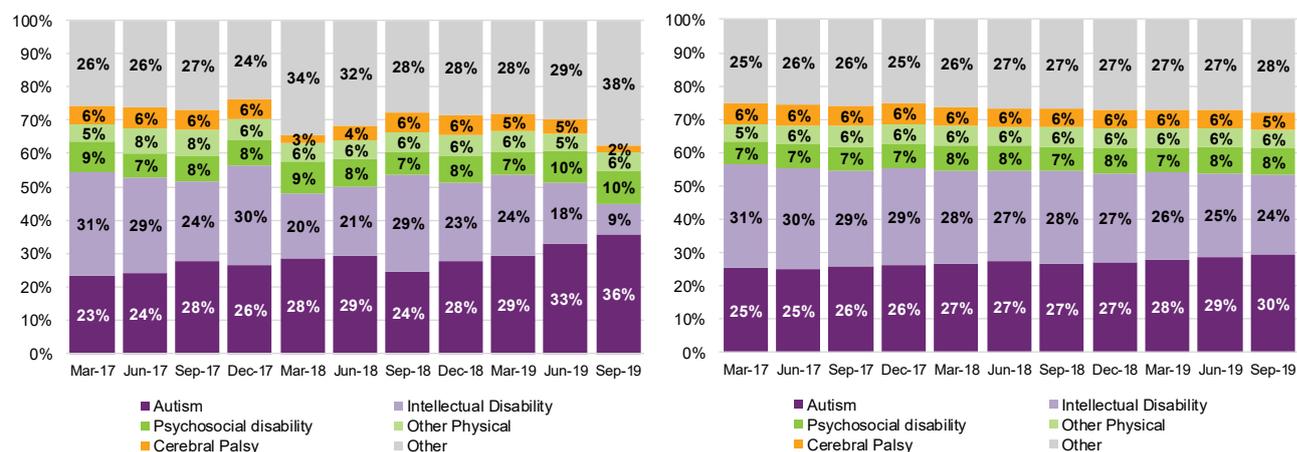
<sup>185</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>186</sup> Table order based on national proportions (highest to lowest).

<sup>187</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>188</sup> Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in QLD (2,133).

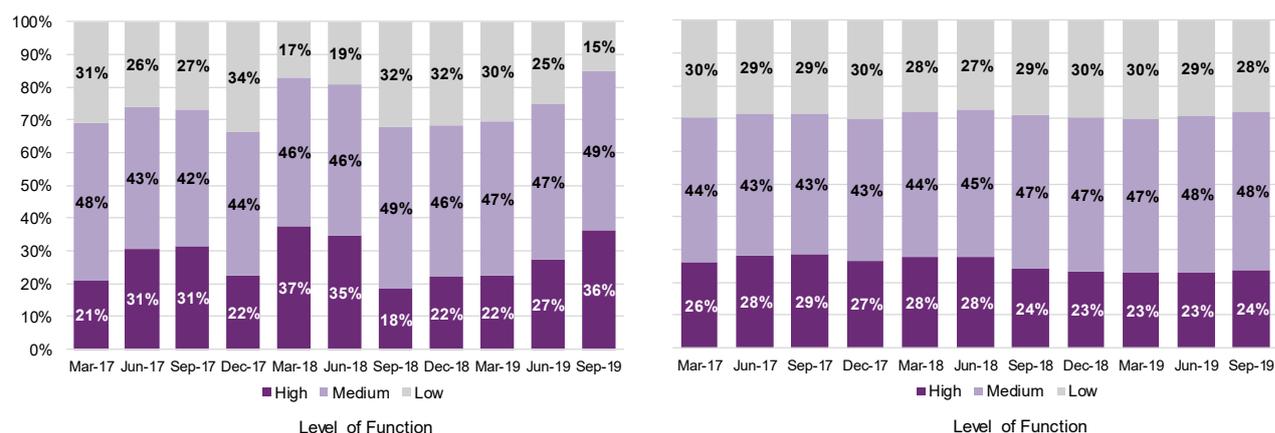
**Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – QLD<sup>189</sup>**



**Table H.12 Participant profile per quarter by level of function – QLD<sup>190</sup>**

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	2,893	6%	693	13%	3,586	7%
2 (High Function)	51	0%	<11		54	0%
3 (High Function)	2,678	5%	372	7%	3,050	6%
4 (High Function)	2,798	6%	449	9%	3,247	6%
5 (High Function)	2,804	6%	383	7%	3,187	6%
6 (Moderate Function)	9,007	18%	1,392	27%	10,399	19%
7 (Moderate Function)	2,688	5%	251	5%	2,939	5%
8 (Moderate Function)	4,701	9%	323	6%	5,024	9%
9 (Moderate Function)	281	1%	24	0%	305	1%
10 (Moderate Function)	7,144	14%	566	11%	7,710	14%
11 (Low Function)	2,100	4%	114	2%	2,214	4%
12 (Low Function)	7,857	16%	425	8%	8,282	15%
13 (Low Function)	3,092	6%	235	4%	3,327	6%
14 (Low Function)	1,637	3%	17	0%	1,654	3%
15 (Low Function)	23	0%	<11		23	0%
Missing	13	0%	<11		13	0%
<b>Total</b>	<b>49,767</b>	<b>100%</b>	<b>5,247</b>	<b>100%</b>	<b>55,014</b>	<b>100%</b>

**Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – QLD<sup>191</sup>**



<sup>189</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

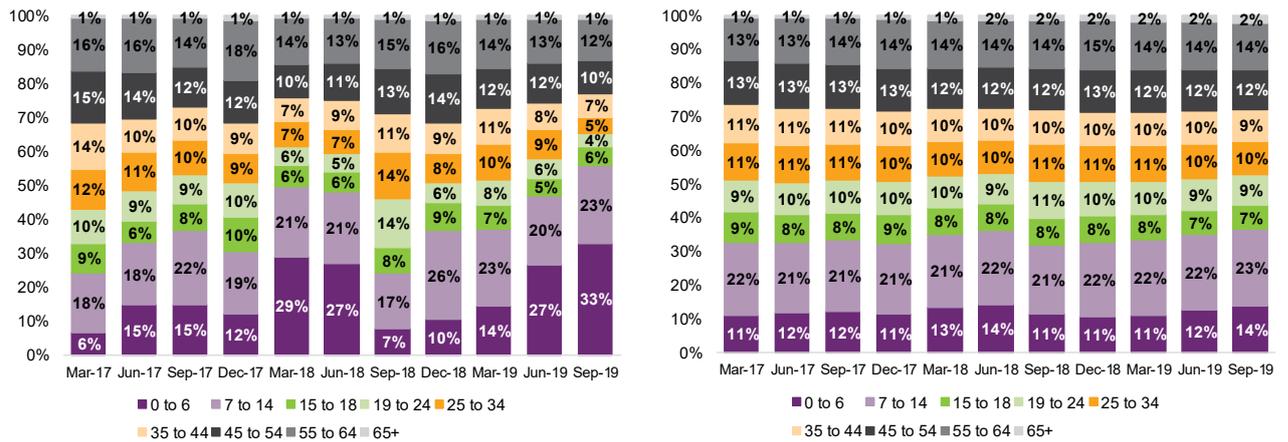
<sup>190</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>191</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table H.13 Participant profile per quarter by Age group – QLD**

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	5,780	12%	1,726	33%	7,506	14%
7 to 14	11,319	23%	1,200	23%	12,519	23%
15 to 18	3,642	7%	291	6%	3,933	7%
19 to 24	4,717	9%	206	4%	4,923	9%
25 to 34	5,269	11%	256	5%	5,525	10%
35 to 44	4,845	10%	364	7%	5,209	9%
45 to 54	6,006	12%	506	10%	6,512	12%
55 to 64	6,995	14%	635	12%	7,630	14%
65+	1,194	2%	63	1%	1,257	2%
<b>Total</b>	<b>49,767</b>	<b>100%</b>	<b>5,247</b>	<b>100%</b>	<b>55,014</b>	<b>100%</b>

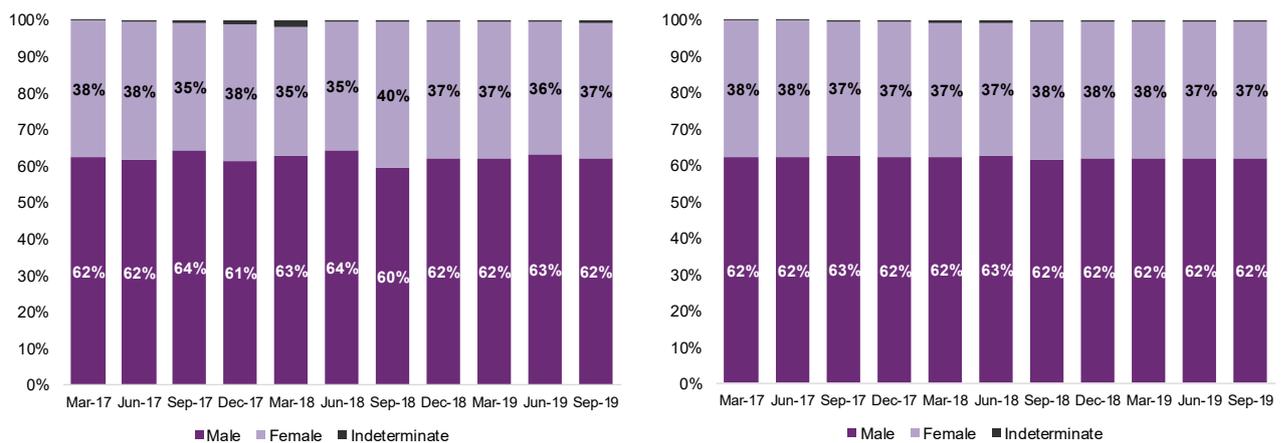
**Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – QLD<sup>192</sup>**



**Table H.14 Participant profile per quarter by Gender – QLD**

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	30,802	62%	3,256	62%	34,058	62%
Female	18,632	37%	1,941	37%	20,573	37%
Indeterminate	333	1%	50	1%	383	1%
<b>Total</b>	<b>49,767</b>	<b>100%</b>	<b>5,247</b>	<b>100%</b>	<b>55,014</b>	<b>100%</b>

**Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – QLD<sup>193</sup>**



<sup>192</sup> Ibid.

<sup>193</sup> Ibid.

## Part Two: Participant experience and outcomes

Table H.15 Number of questionnaires completed by SFOF version – QLD<sup>194</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	771	1,331	3,090	1,229	6,421
Participant school to 14	1,385	2,611	9,041	1,731	14,768
Participant 15 to 24	1,056	1,425	5,078	472	8,031
Participant 25 and over	3,361	3,980	15,681	1,805	24,827
<b>Total Participant</b>	<b>6,573</b>	<b>9,347</b>	<b>32,890</b>	<b>5,237</b>	<b>54,047</b>
Family 0 to 14	2,004	3,798	11,204	2,838	19,844
Family 15 to 24	262	939	3,313	306	4,820
Family 25 and over	168	1,195	4,429	458	6,250
<b>Total Family</b>	<b>2,434</b>	<b>5,932</b>	<b>18,946</b>	<b>3,602</b>	<b>30,914</b>
<b>Total</b>	<b>9,007</b>	<b>15,279</b>	<b>51,836</b>	<b>8,839</b>	<b>84,961</b>

Table H.16 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – QLD

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	67%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL % who say their child is becoming more independent		38%		
CC % of children who have a genuine say in decisions about themselves		64%		
CC % who are happy with the level of independence/control they have now			34%	
CC % who choose who supports them			33%	54%
CC % who choose what they do each day			42%	63%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	26%
CC % who want more choice and control in their life			85%	80%

<sup>194</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.  
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**Table H.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – QLD**

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%	60%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		32%		
REL	Of these, % who are welcomed or actively included	58%	73%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			33%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			37%	40%

**Table H.18 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) - QLD**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		59%		
HM	% who are happy with their home			78%	72%
HM	% who feel safe or very safe in their home			82%	72%
HW	% who rate their health as good, very good or excellent			67%	47%
HW	% who did not have any difficulties accessing health services			68%	65%
LL	% who currently attend or previously attended school in a mainstream class			25%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				56%
LL	% unable to do a course or training they wanted to do in the last 12 months				37%
WK	% who have a paid job			18%	19%
WK	% who volunteer			14%	13%

**Table H.19 Selected key indicators for families/carers of participants - QLD**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	26%	32%	28%
% receiving Carer Allowance	55%	57%	43%
% working in a paid job	44%	48%	34%
Of those in a paid job, % in permanent employment	74%	73%	75%
Of those in a paid job, % working 15 hours or more	79%	84%	83%
% who say they (and their partner) are able to work as much as they want	40%	45%	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	88%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	40%	28%	20%
% able to advocate for their child/family member	81%	77%	74%
% who have friends and family they see as often as they like	40%	40%	46%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		45%	
% who feel in control selecting services		44%	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			44%
% who rate their health as good, very good or excellent	69%	59%	58%

**Table H.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=903) - participants who entered from 1 October 2017 to 30 September 2018 - QLD<sup>195</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?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL	Has the NDIS improved how your child fits into family life?	73%
S/CP	Has the NDIS improved how your child fits into community life?	58%

<sup>195</sup> Results in Tables H.20 to H.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables H.24 to H.32.

**Table H.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=3,998) - participants who entered from 1 October 2017 to 30 September 2018 - QLD**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	62%
LL	Has the NDIS improved your child's access to education?	41%
REL	Has the NDIS improved your child's relationships with family and friends?	52%
S/CP	Has the NDIS improved your child's social and recreational life?	49%

**Table H.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,932) and ‘Participant 25 and over’ (n=7,869) - participants who entered from 1 October 2017 to 30 September 2018 - QLD**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	71%	75%
DL	Has the NDIS helped you with daily living activities?	71%	79%
REL	Has the NDIS helped you to meet more people?	61%	62%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	58%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	35%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%
S/CP	Has the NDIS helped you be more involved?	67%	68%

**Table H.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=4,669); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,352) - participants who entered from 1 October 2017 to 30 September 2018 - QLD**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	58%
Has the NDIS improved the level of support for your family?	68%	72%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	69%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	43%	43%

**Table H.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews in the Scheme, for SFOF version ‘Participant 0 to school’ (n=290) - participants who entered from 1 October 2016 to 30 September 2017 – QLD<sup>196</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?	90%	90%	0%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	88%	+6%
REL	Has the NDIS improved how your child fits into family life?	72%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	60%	64%	+4%

**Table H.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews in the Scheme, for SFOF version ‘Participant school to 14’ (n=1,649) - participants who entered from 1 October 2016 to 30 September 2017 – QLD**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	57%	69%	+12%
LL	Has the NDIS improved your child's access to education?	33%	40%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	54%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	47%	+5%

**Table H.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=1,083) and ‘Participant 25 and over’ (n=2,771) - participants who entered from 1 October 2016 to 30 September 2017 – QLD**

	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%	69%	78%	+9%
DL	Has the NDIS helped you with daily living activities?	64%	70%	+6%	75%	84%	+9%
REL	Has the NDIS helped you to meet more people?	51%	56%	+5%	55%	62%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	17%	-2%	28%	28%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	48%	+2%	49%	57%	+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?	34%	33%	-1%	31%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	17%	0%	15%	15%	0%
S/CP	Has the NDIS helped you be more involved?	60%	64%	+5%	62%	70%	+8%

<sup>196</sup> Results in Tables H.24 to H.27 include participants who had their first plan approved from 1 July 2016 and have had a first and second plan review to date.

**Table H.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews in the Scheme, for SFOF version ‘Family 0 to 14’ (n=1,577); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=341) - participants who entered from 1 October 2016 to 30 September 2017 – QLD**

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?	53%	58%	+4%	46%	58%	+11%
Has the NDIS improved the level of support for your family?	61%	70%	+8%	56%	68%	+12%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	76%	+7%	55%	64%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	76%	+8%			
Has the NDIS improved your health and wellbeing?	36%	39%	+3%	32%	38%	+7%

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

**Table H.28 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 from 1 July 2016 to 30 September 2016– QLD<sup>197</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?	49%	58%	64%	+15%
LL Has the NDIS improved your child's access to education?	24%	24%	33%	+9%
REL Has the NDIS improved your child's relationships with family and friends?	44%	48%	57%	+13%
S/CP Has the NDIS improved your child's social and recreational life?	39%	40%	47%	+8%

<sup>197</sup> Results in Tables H.28 to H.32 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table H.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=84) - participants who entered from 1 July 2016 to 30 September 2016 – QLD**

15 to 24					
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3	
CC	Has the NDIS helped you have more choices and more control over your life?	66%	65%	66%	0%
DL	Has the NDIS helped you with daily living activities?	74%	67%	71%	-3%
REL	Has the NDIS helped you to meet more people?	66%	52%	48%	-18%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	22%	19%	-9%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	44%	39%	-7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	29%	31%	-6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	8%	11%	-2%
S/CP	Has the NDIS helped you be more involved?	61%	56%	58%	-3%

**Table H.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=159) - participants who entered from 1 July 2016 to 30 September 2016 – QLD**

25 and over					
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3	
CC	Has the NDIS helped you have more choices and more control over your life?	71%	74%	84%	+12%
DL	Has the NDIS helped you with daily living activities?	76%	80%	85%	+9%
REL	Has the NDIS helped you to meet more people?	57%	54%	65%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	29%	35%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	51%	63%	+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?	30%	28%	35%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	14%	14%	-6%
S/CP	Has the NDIS helped you be more involved?	65%	61%	76%	+10%

**Table H.31 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=155) - participants who entered from 1 July 2016 to 30 September 2016 – QLD**

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	45%	52%	62%	+17%
Has the NDIS improved the level of support for your family?	55%	59%	70%	+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?	60%	65%	76%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	65%	73%	+10%
Has the NDIS improved your health and wellbeing?	30%	29%	32%	+2%

**Table H.32 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27) - participants who entered from 1 July 2016 to 30 September 2016 – QLD**

15 and over				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	36%	45%	57%	+21%
Has the NDIS improved the level of support for your family?	59%	64%	68%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	64%	64%	0%
Has the NDIS improved your health and wellbeing?	44%	32%	44%	0%

**Table H.33 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=3,640) and 'participants in community and social activities' (n=3,720) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 –QLD<sup>198</sup>**

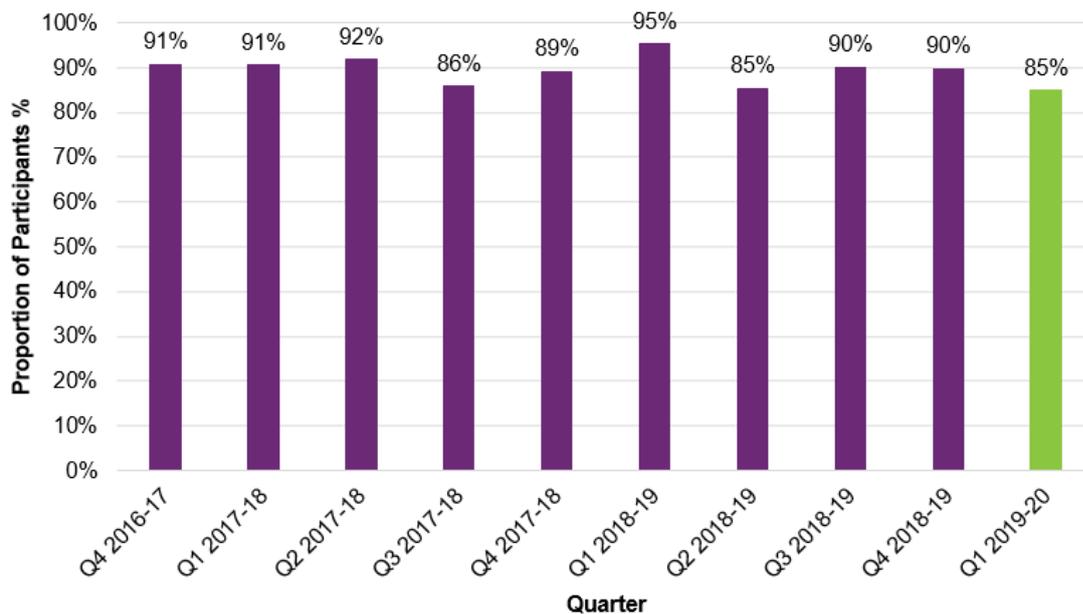
Participants in work	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	18%	21%	22%	24%
Aged 25+	21%	21%	20%	
Aged 15+ (average)	20%	21%	20%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	30%	37%	43%	47%
Aged 25+	38%	48%	51%	
Aged 15+ (average)	37%	45%	49%	

<sup>198</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

**Table H.34 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=241) and 'participants in community and social activities' (n=246) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – QLD<sup>199</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	11%	12%	10%	9%	24%
Aged 25+	14%	15%	16%	14%	
Aged 15+ (average)	14%	15%	15%	13%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	41%	51%	45%	46%	47%
Aged 25+	41%	43%	46%	48%	
Aged 15+ (average)	41%	44%	46%	48%	

**Figure H.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (QLD)<sup>\*200</sup>**



\*The result for Q1 of 2019-20 is based on 180 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 85% gave a rating of good or very good, 7% gave a neutral rating and 8% gave a rating of poor or very poor.

<sup>199</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

<sup>200</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table H.35 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (QLD)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	1%	6%
I had enough time to tell my story and say what support I need	93%	3%	4%
The planner knows what I can do well	82%	12%	6%
The planner had some good ideas for my plan	86%	7%	7%
I know what is in my plan	87%	8%	4%
The planner helped me think about my future	86%	7%	8%
I think my plan will make my life better	89%	4%	7%
The planning meeting went well	89%	5%	6%

**Table H.36 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (QLD)**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
<b>Access</b>	<b>n = 790</b>	<b>n = 176</b>
Are you happy with how coming into the NDIS has gone?	80%	82%
Was the person from the NDIS respectful?	96%	96%
Do you understand what will happen next with your plan?	73%	78%
<b>Pre-planning</b>	<b>n = 898</b>	<b>n = 39</b>
Did the person from the NDIS understand how your disability affects your life?	87%	87%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	81%	87%
Are you clear on what happens next with your plan?	79%	87%
Do you know where to go for more help with your plan?	83%	87%
<b>Planning</b>	<b>n = 1,025</b>	<b>n = 185</b>
Did the person from the NDIS understand how your disability affects your life?	84%	86%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	79%	84%
Are you clear on what happens next with your plan?	77%	78%
Do you know where to go for more help with your plan?	84%	89%
<b>Plan review</b>	<b>n = 392</b>	<b>n = 128</b>
Did the person from the NDIS understand how your disability affects your life?	82%	80%
Did you feel prepared for your plan review?	84%	75%
Is your NDIS plan helping you to make progress towards your goals?	86%	84%

**Table H.37 Plan reviews conducted per quarter – excluding plans less than 30 days – QLD<sup>201</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total plan reviews</b>	<b>37,669</b>	<b>12,367</b>	<b>50,036</b>
<i>Early intervention plans</i>	6,678	1,776	8,454
<i>Permanent disability plans</i>	30,991	10,591	41,582

<sup>201</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

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

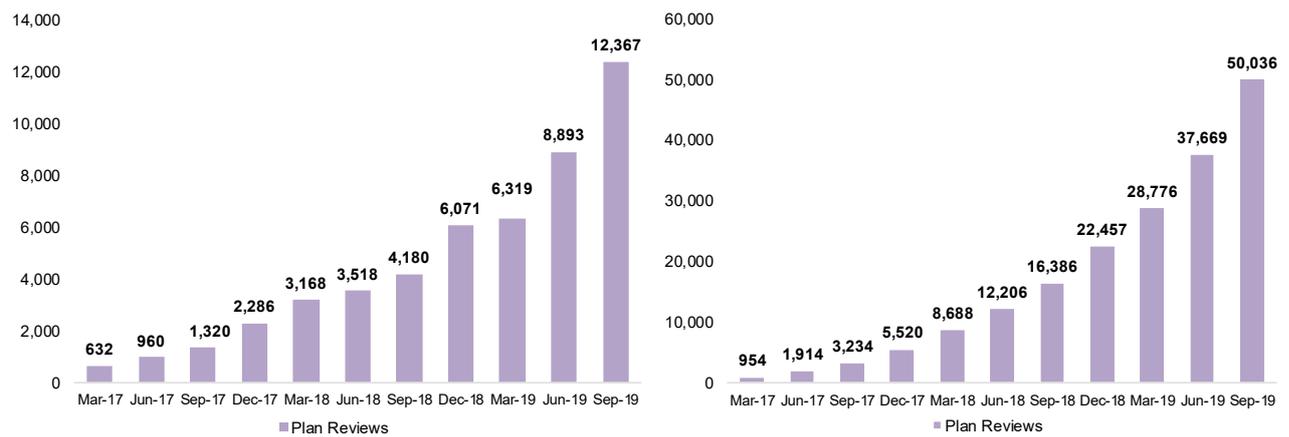


Table H.38 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>27,059</b>	<b>9,951</b>	<b>37,010</b>
<i>Trial participants</i>	1,727	139	1,866
<i>Transition participants</i>	25,332	9,812	35,144

Figure H.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – QLD<sup>202</sup>



Table H.39 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>10,610</b>	<b>2,416</b>	<b>13,026</b>
<i>Trial participants</i>	367	20	387
<i>Transition participants</i>	10,243	2,396	12,639

Table H.40 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD<sup>203</sup>

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>20.9%</b>	<b>18.1%</b>	<b>20.3%</b>

<sup>202</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>203</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure H.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – QLD<sup>204</sup>

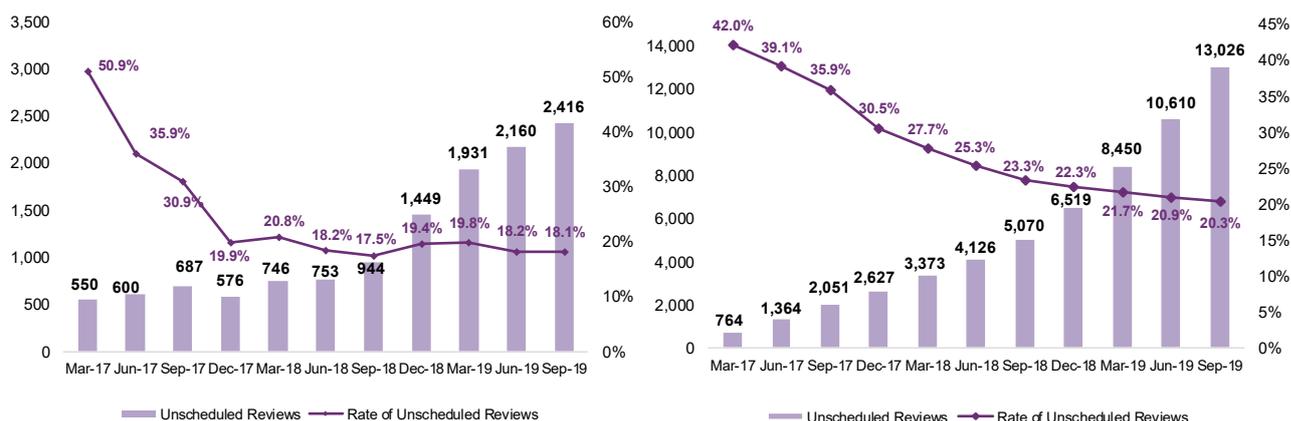


Table H.41 AAT cases by category – QLD<sup>205</sup>

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	107	37%	33	48%	140	39%
Plan	131	45%	26	38%	157	44%
Plan Review	32	11%	<11		37	10%
Other	18	6%	<11		23	6%
<b>Total</b>	<b>288</b>	<b>100%</b>	<b>69</b>	<b>100%</b>	<b>357</b>	<b>100%</b>
<b>% of all access decisions<sup>206</sup></b>	<b>0.37%</b>		<b>0.77%</b>		<b>0.41%</b>	

Table H.42 AAT cases by open/closed and decision – QLD

	N
<b>AAT Cases</b>	<b>357</b>
<b>Open AAT Cases</b>	<b>108</b>
<b>Closed AAT Cases</b>	<b>249</b>
<i>Resolved before hearing</i>	244
<i>Gone to hearing and received a substantive decision</i>	<11

Table H.43 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

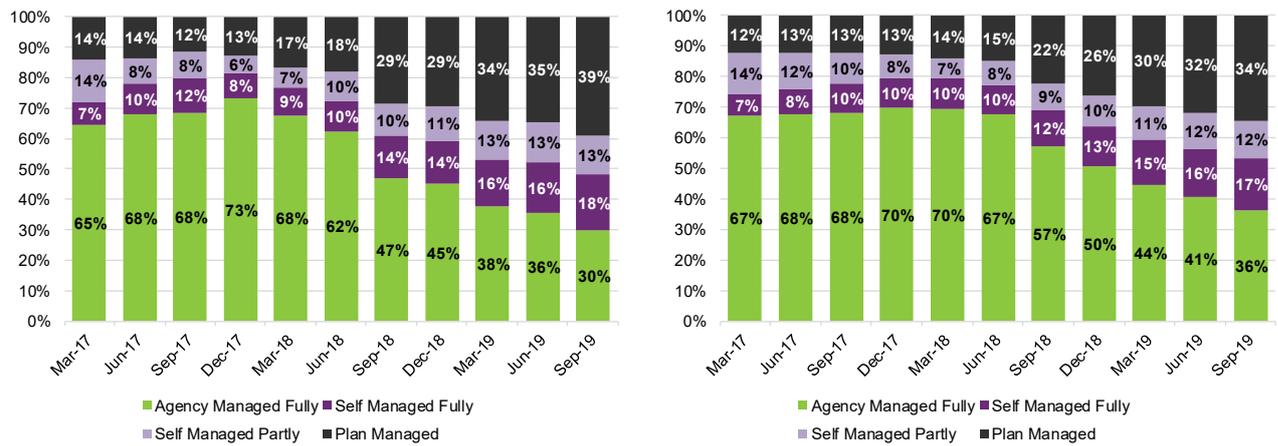
	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	16%	18%	17%
Self-managed partly	12%	13%	12%
Plan managed	32%	39%	34%
Agency managed	39%	30%	36%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>204</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>205</sup> The numbers of AAT cases for Queensland by category are not shown due to insufficient numbers.

<sup>206</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure H.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – QLD<sup>207</sup>**



**Table H.44 Distribution of active participants by support coordination and quarter of plan approval – QLD**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	37%	37%	37%

**Table H.45 Duration to plan activation by quarter of initial plan approval for active participants – QLD<sup>208,209</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q3	
	N	%	N	%
Less than 30 days	22,611	70%	7,660	76%
30 to 59 days	3,549	11%	1,002	10%
60 to 89 days	1,783	6%	457	5%
<b>Activated within 90 days</b>	<b>27,943</b>	<b>87%</b>	<b>9,119</b>	<b>90%</b>
90 to 119 days	1,099	3%	240	2%
120 days and over	2,468	8%	260	3%
<b>Activated after 90 days</b>	<b>3,567</b>	<b>11%</b>	<b>500</b>	<b>5%</b>
No payments	763	2%	490	5%
<b>Total plans approved</b>	<b>32,273</b>	<b>100%</b>	<b>10,109</b>	<b>100%</b>

<sup>207</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

<sup>208</sup> Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>209</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table H.46 Proportion of active participants with plan activated within 12 months – QLD

	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	2,001	2,103	95%
Not Aboriginal and Torres Strait Islander	21,207	21,818	97%
Not Stated	880	911	97%
<b>Total</b>	<b>24,088</b>	<b>24,832</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	946	973	97%
Not CALD	23,116	23,832	97%
Not Stated	26	27	96%
<b>Total</b>	<b>24,088</b>	<b>24,832</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	9,264	9,482	98%
Regional	14,221	14,695	97%
Remote	601	653	92%
Missing	<11	<11	
<b>Total</b>	<b>24,088</b>	<b>24,832</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	6,623	6,900	96%
Intellectual Disability (including Down Syndrome)	6,836	7,009	98%
Psychosocial Disability	1,809	1,851	98%
Developmental Delay (including Global Developmental Delay)	958	1,000	96%
Other	7,862	8,072	97%
<b>Total</b>	<b>24,088</b>	<b>24,832</b>	<b>97%</b>

Table H.47 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19– QLD<sup>210,211</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	46%	63%	48%
50% to 75%	25%	19%	24%
> 75%	29%	17%	27%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>210</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>211</sup> This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

**Table H.48 Proportion of active participants with approved plans accessing mainstream supports - QLD<sup>212,213</sup>**

	Prior Quarters	2019-20 Q1	Total
Daily Activities	14%	14%	13%
Health & Wellbeing	43%	41%	43%
Lifelong Learning	10%	9%	10%
Other	11%	9%	10%
Non-categorised	36%	30%	34%
Any mainstream service	92%	80%	88%

### **Part Three: Providers and the growing market**

**Table H.49 Key markets indicators by quarter - QLD**

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.47	1.53
b) Number of providers delivering new types of supports	837	816
c) Share of payments - top 25% <sup>214</sup>		
<i>Daily Tasks/Shared Living (%)</i>	86%	87%
<i>Therapeutic Supports (%)</i>	89%	90%
<i>Participate Community (%)</i>	81%	83%
<i>Early Childhood Supports (%)</i>	91%	91%
<i>Assist Personal Activities (%)</i>	84%	85%

<sup>212</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>213</sup> The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

<sup>214</sup> Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table H.50 Cumulative number of providers that have been active by registration group - QLD

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	55	17	72	31%
Assistance Animals	50	16	66	32%
Assistance with daily life tasks in a group or shared living arrangement	354	60	414	17%
Assistance with travel/transport arrangements	388	69	457	18%
Daily Personal Activities	654	61	715	9%
Group and Centre Based Activities	415	91	506	22%
High Intensity Daily Personal Activities	419	67	486	16%
Household tasks	778	106	884	14%
Interpreting and translation	61	14	75	23%
Participation in community, social and civic activities	688	72	760	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	88	15	103	17%
Assistive products for household tasks	74	9	83	12%
Assistance products for personal care and safety	746	93	839	12%
Communication and information equipment	102	53	155	52%
Customised Prosthetics	238	64	302	27%
Hearing Equipment	34	30	64	88%
Hearing Services	7	4	11	57%
Personal Mobility Equipment	334	86	420	26%
Specialised Hearing Services	18	3	21	17%
Vision Equipment	44	37	81	84%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	638	79	717	12%
Behaviour Support	292	37	329	13%
Community nursing care for high needs	145	29	174	20%
Development of daily living and life skills	419	53	472	13%
Early Intervention supports for early childhood	648	111	759	17%
Exercise Physiology and Physical Wellbeing activities	339	63	402	19%
Innovative Community Participation	99	22	121	22%
Specialised Driving Training	80	11	91	14%
Therapeutic Supports	1,789	184	1,973	10%
<b>Capital services</b>				
Home modification design and construction	152	45	197	30%
Specialised Disability Accommodation	25	4	29	16%
Vehicle Modifications	88	16	104	18%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	326	36	362	11%
Support Coordination	152	22	174	14%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	76	20	96	26%
Specialised Supported Employment	101	14	115	14%
<b>Total active providers</b>	<b>3,758</b>	<b>439</b>	<b>4,197</b>	<b>12%</b>

Table H.51 Number of approved and active providers in each registration group by legal entity type as at 30 September 2019 – QLD

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	24	48	72	33%	67%	100%
Assistance Animals	5	61	66	8%	92%	100%
Assistance with daily life tasks in a group or shared living arrangement	35	379	414	8%	92%	100%
Assistance with travel/transport arrangements	66	391	457	14%	86%	100%
Daily Personal Activities	80	635	715	11%	89%	100%
Group and Centre Based Activities	46	460	506	9%	91%	100%
High Intensity Daily Personal Activities	49	437	486	10%	90%	100%
Household tasks	287	597	884	32%	68%	100%
Interpreting and translation	16	59	75	21%	79%	100%
Participation in community, social and civic activities	95	665	760	13%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	17	86	103	17%	83%	100%
Assistive products for household tasks	7	76	83	8%	92%	100%
Assistance products for personal care and safety	120	719	839	14%	86%	100%
Communication and information equipment	19	136	155	12%	88%	100%
Customised Prosthetics	33	269	302	11%	89%	100%
Hearing Equipment	7	57	64	11%	89%	100%
Hearing Services	2	9	11	18%	82%	100%
Personal Mobility Equipment	48	372	420	11%	89%	100%
Specialised Hearing Services	1	20	21	5%	95%	100%
Vision Equipment	8	73	81	10%	90%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	123	594	717	17%	83%	100%
Behaviour Support	117	212	329	36%	64%	100%
Community nursing care for high needs	18	156	174	10%	90%	100%
Development of daily living and life skills	50	422	472	11%	89%	100%
Early Intervention supports for early childhood	285	474	759	38%	62%	100%
Exercise Physiology and Physical Wellbeing activities	92	310	402	23%	77%	100%
Innovative Community Participation	37	84	121	31%	69%	100%
Specialised Driving Training	14	77	91	15%	85%	100%
Therapeutic Supports	818	1,155	1,973	41%	59%	100%
<b>Capital services</b>						
Home modification design and construction	25	172	197	13%	87%	100%
Specialised Disability Accommodation	1	28	29	3%	97%	100%
Vehicle Modifications	7	97	104	7%	93%	100%
<b>Choice and control support services</b>						

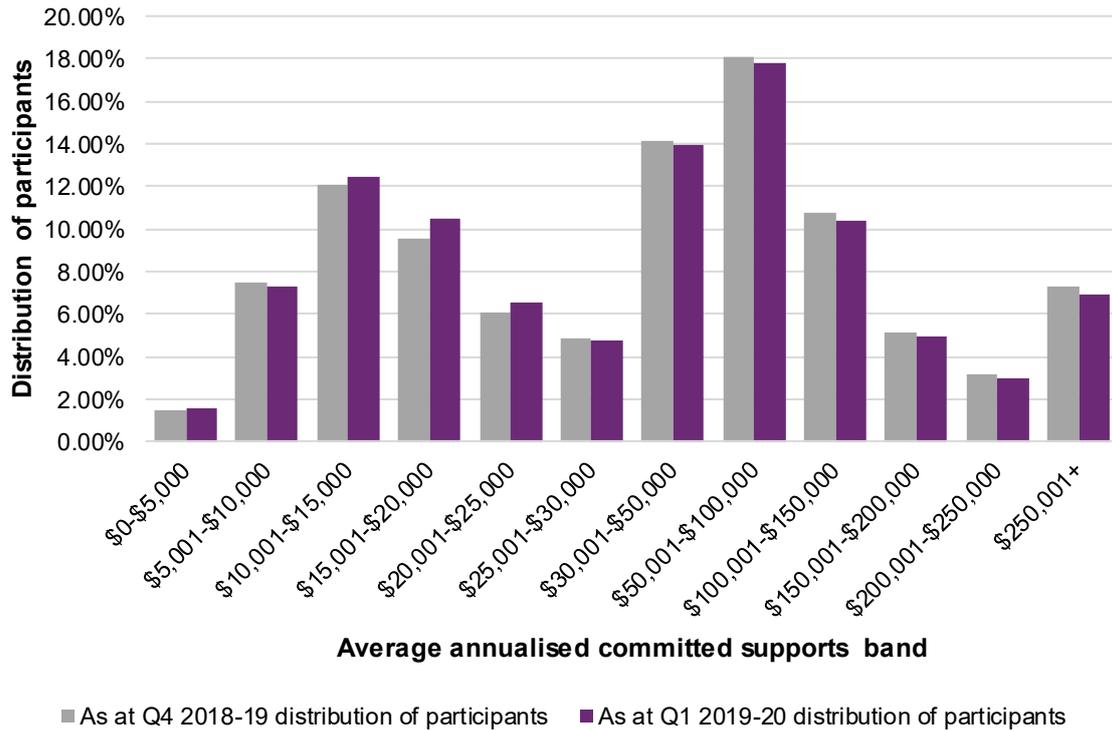
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	50	312	<b>362</b>	14%	86%	<b>100%</b>
Support Coordination	34	140	<b>174</b>	20%	80%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	7	89	<b>96</b>	7%	93%	<b>100%</b>
Specialised Supported Employment	5	110	<b>115</b>	4%	96%	<b>100%</b>
<b>Total</b>	<b>1,437</b>	<b>2,760</b>	<b>4,197</b>	<b>34%</b>	<b>66%</b>	<b>100%</b>

## Part Four: Financial sustainability

Table H.52 Committed supports by financial year (\$m) - QLD<sup>215</sup>

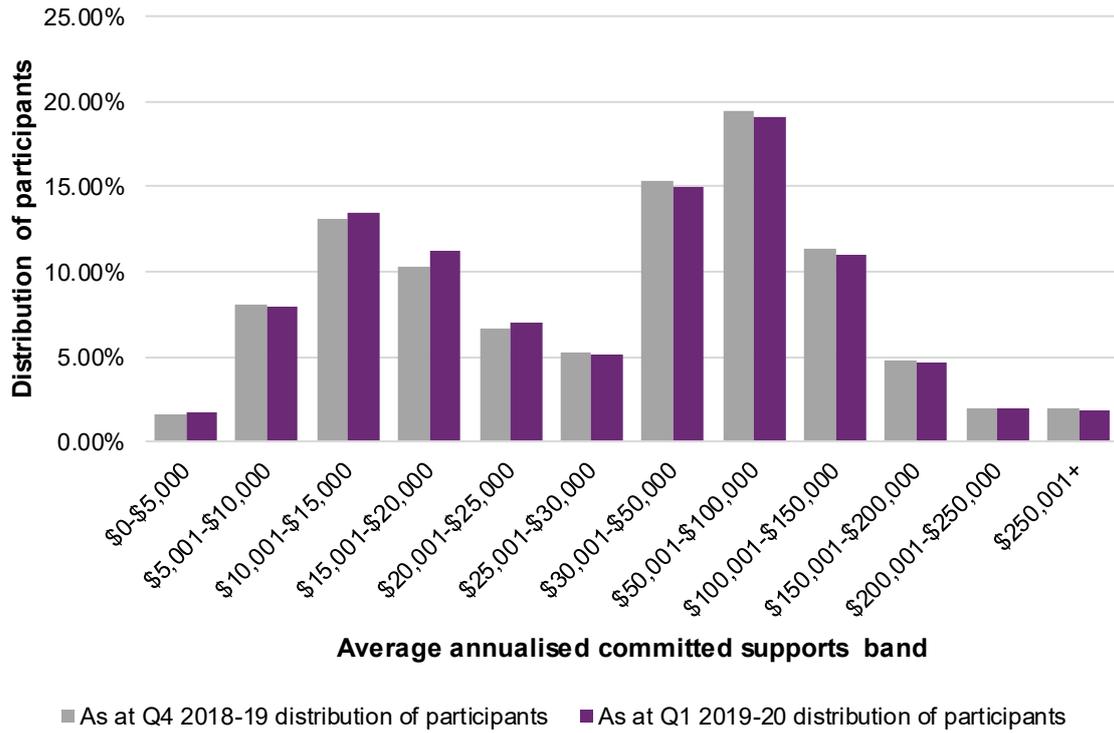
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.7	2.6	6.8	212.0	820.6	2,468.5	1,107.1

Figure H.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)

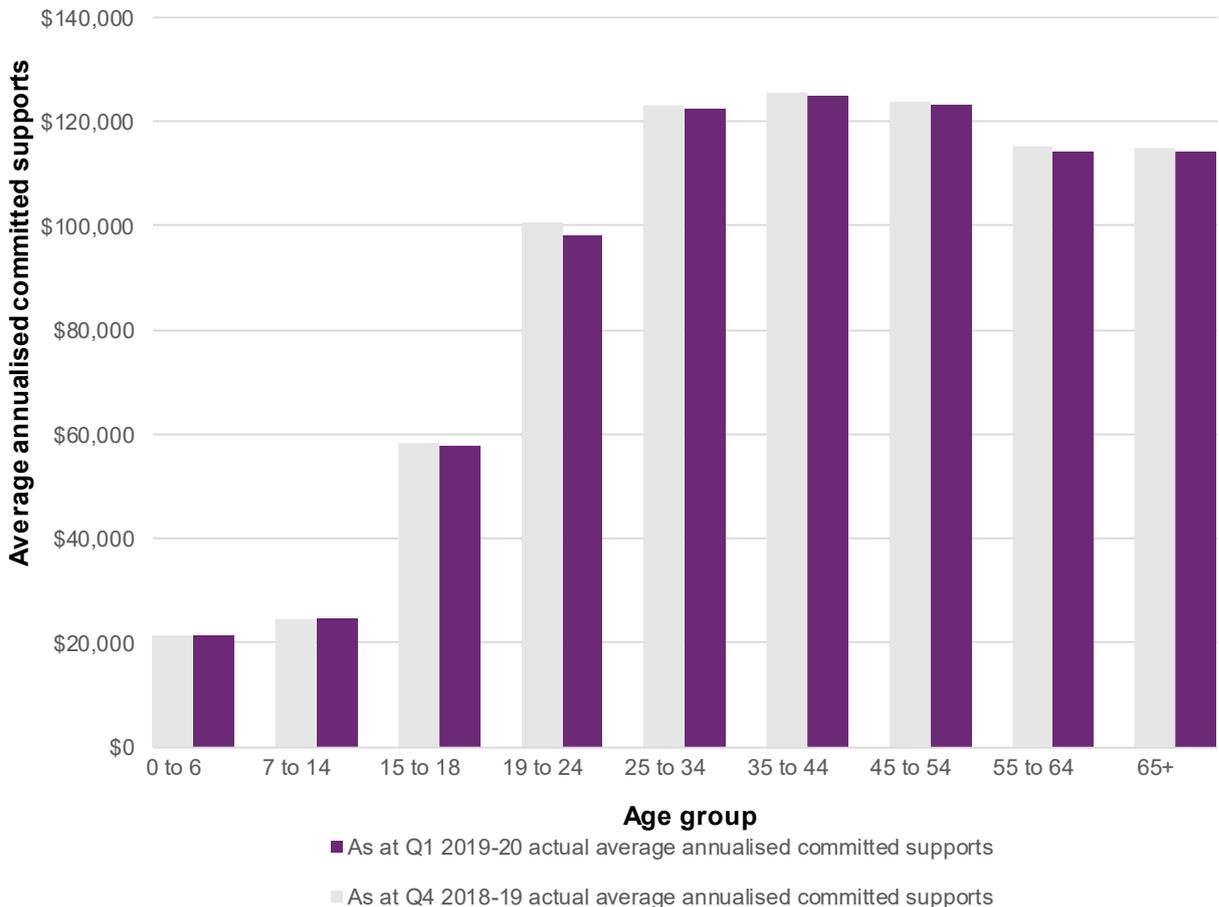


<sup>215</sup> Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports in respect of 2013-14 and 2014-15 for Qld.

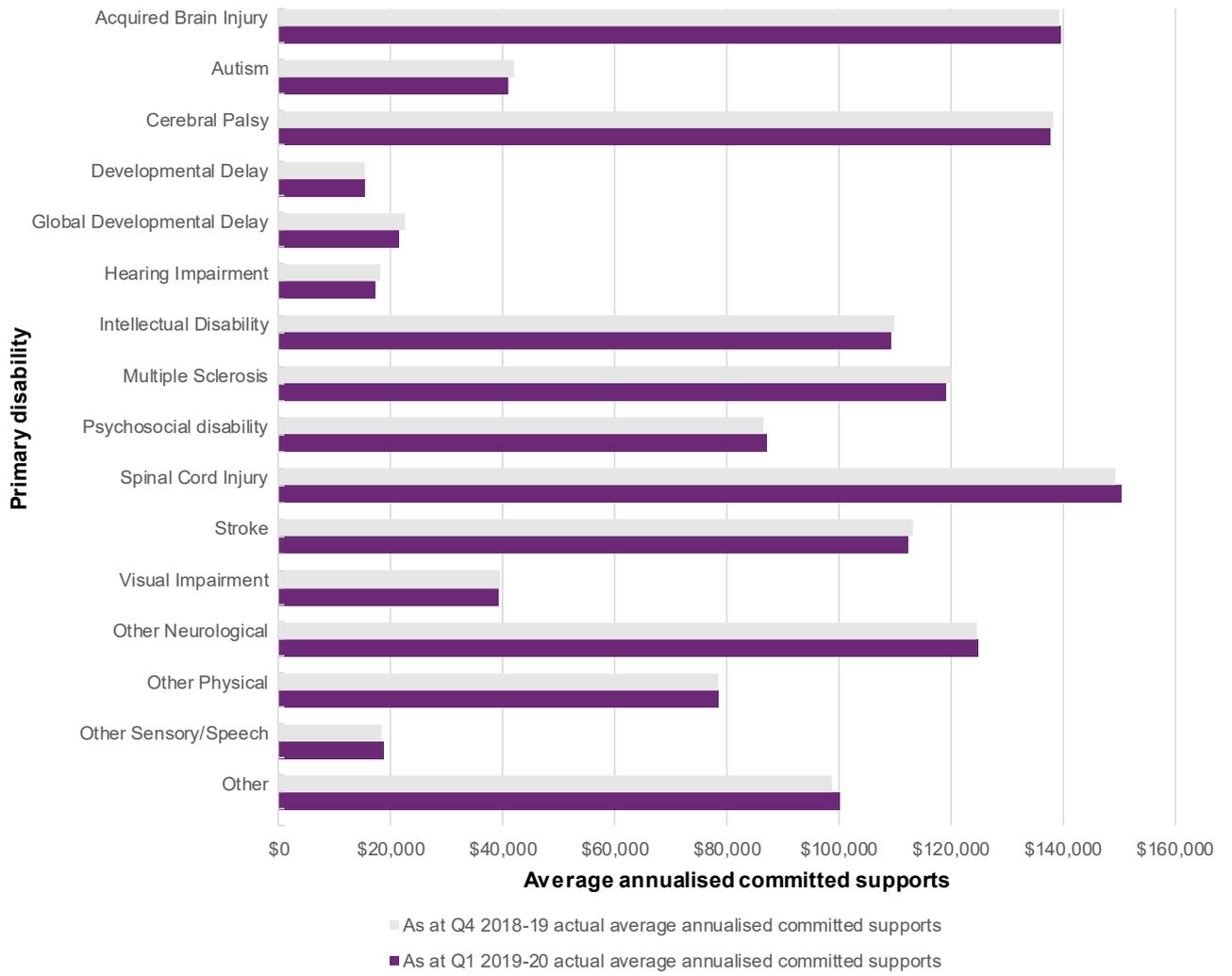
**Figure H.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)**



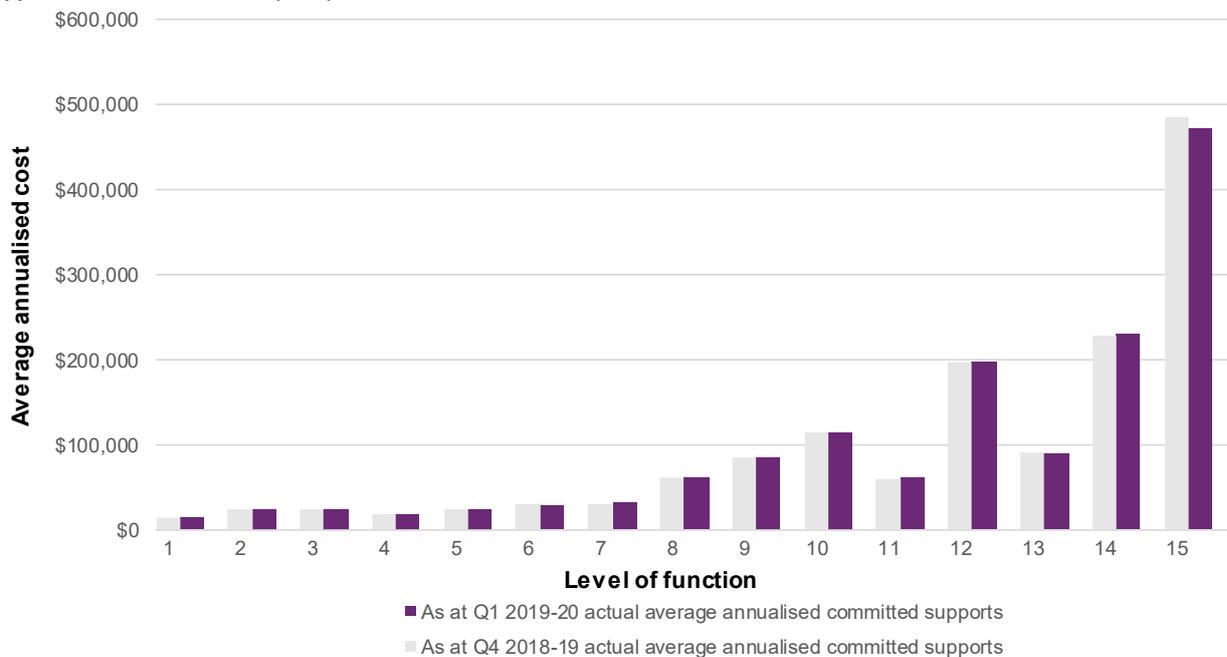
**Figure H.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)**



**Figure H.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)**



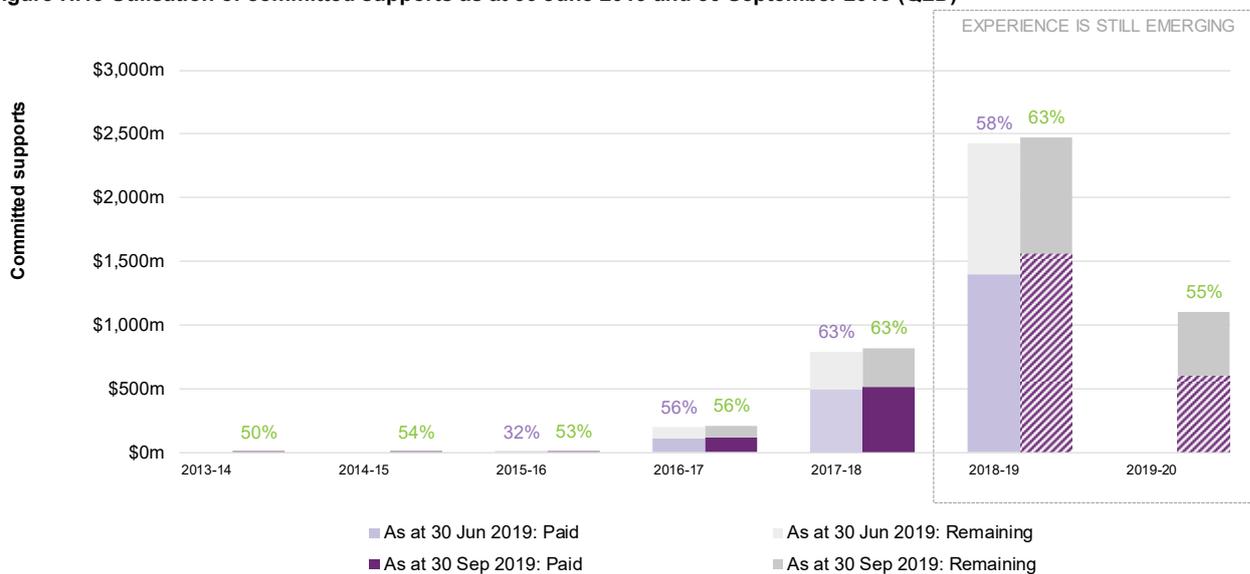
**Figure H.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (QLD)**



**Table H.53 Payments by financial year, compared to committed supports (\$m) – QLD<sup>216</sup>**

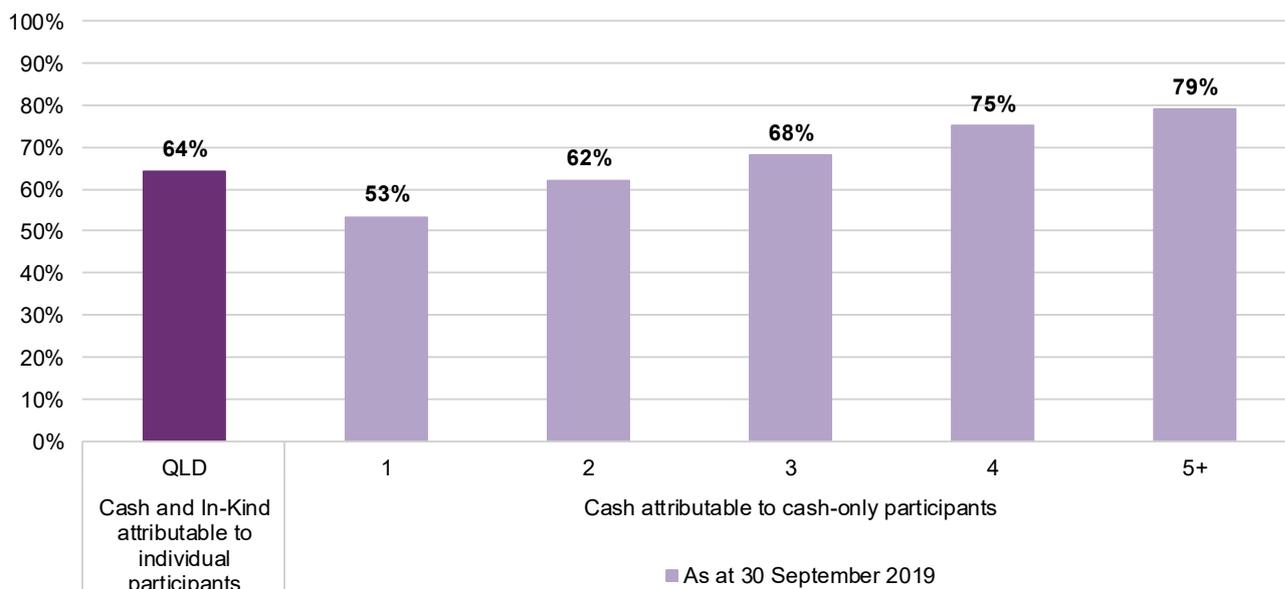
\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	0.7	2.6	6.8	212.0	820.6	2,468.5	1,107.1
Total paid	0.4	1.4	3.6	119.0	518.0	1,561.0	604.8
% utilised to date	50%	54%	53%	56%	63%	63%	55%

**Figure H.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (QLD)**

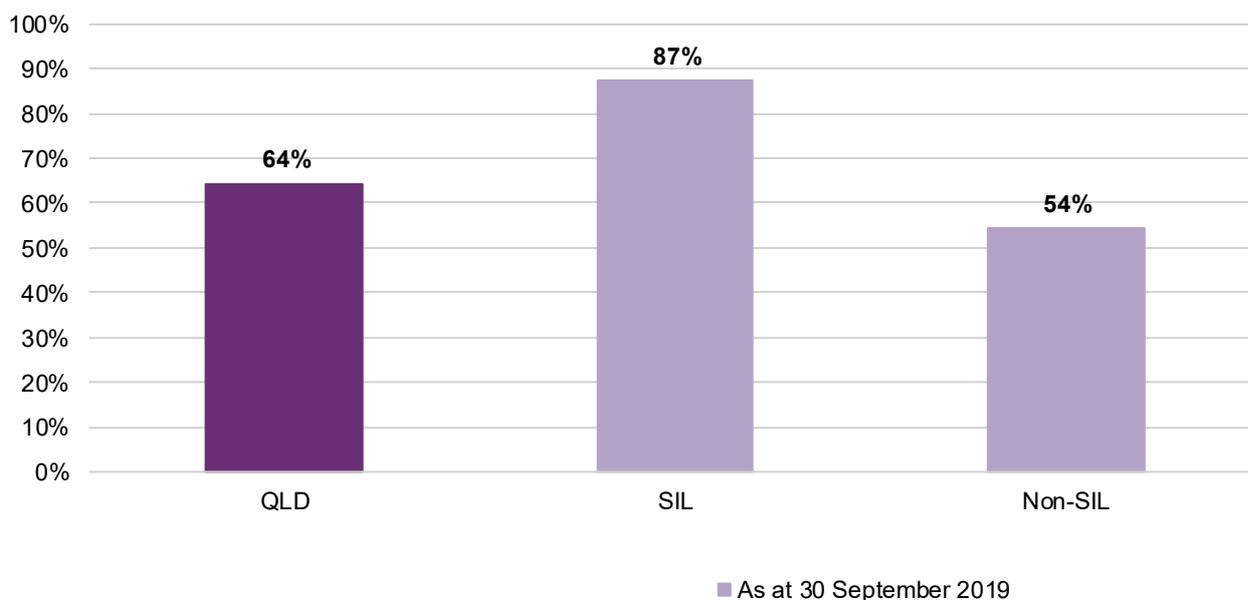


<sup>216</sup> Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Qld.

**Figure H.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (QLD)<sup>217</sup>**



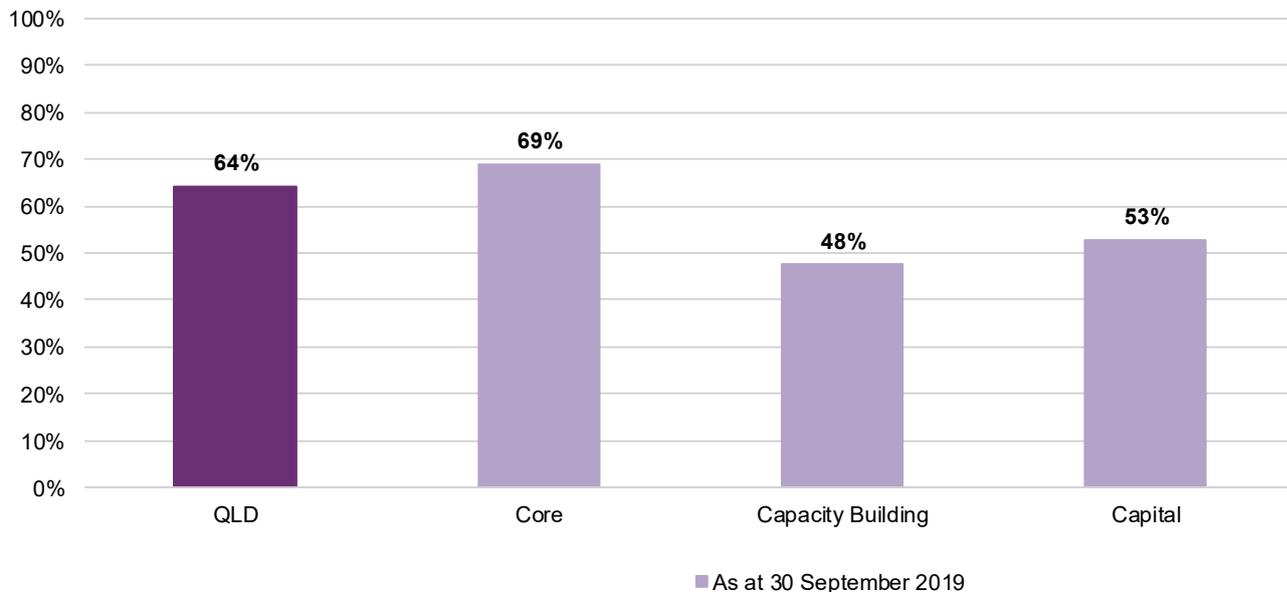
**Figure H.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (QLD)<sup>218</sup>**



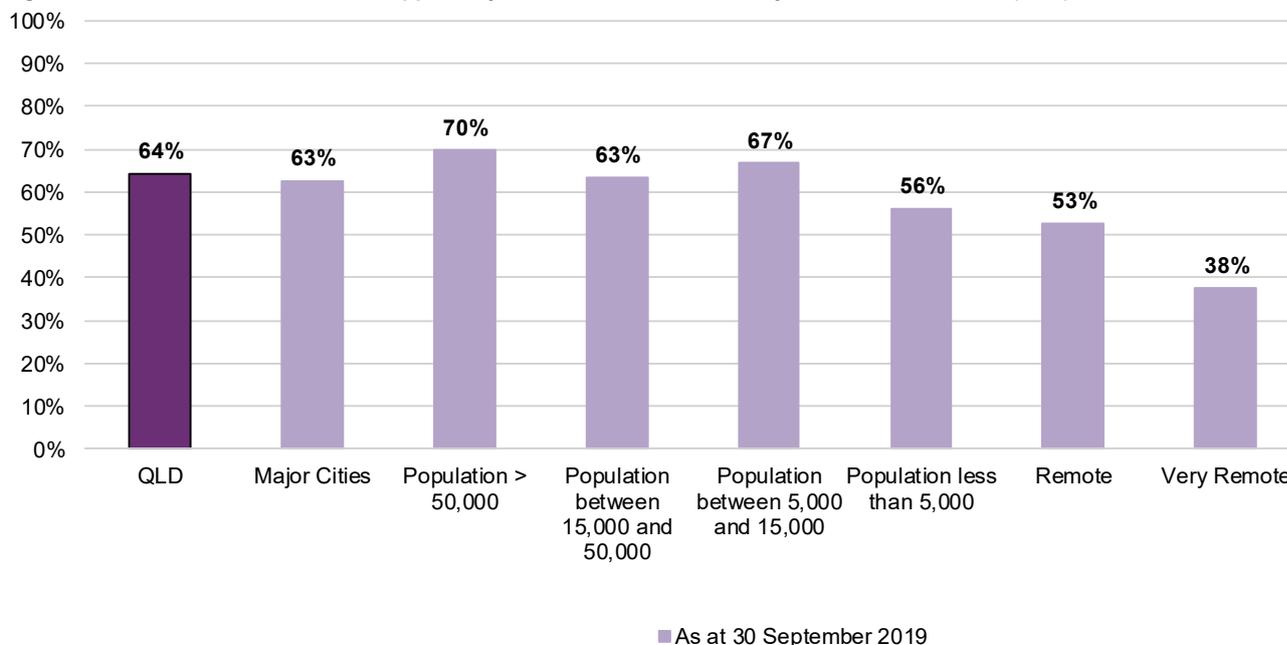
<sup>217</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>218</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure H.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (QLD)<sup>219</sup>**



**Figure H.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (QLD)<sup>220</sup>**



<sup>219</sup> Ibid.

<sup>220</sup> Ibid.

# Appendix I:

## Western Australia

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

### Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – WA<sup>221</sup>

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
WA	16,376	3,751	20,127	38	20,165

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA<sup>222</sup>

	Prior Quarters	2019-20 Q1	Total
<b>Access decisions</b>	<b>23,883</b>	<b>5,244</b>	<b>29,127</b>
<b>Active Eligible</b>	<b>21,393</b>	<b>4,005</b>	<b>25,398</b>
<i>New</i>	9,067	1,903	10,970
<i>State</i>	11,465	1,767	13,232
<i>Commonwealth</i>	861	335	1,196
<b>Active Participant Plans (excl)</b>	<b>16,376</b>	<b>3,751</b>	<b>20,127</b>
<i>New</i>	7,538	1,432	8,970
<i>State</i>	8,352	2,039	10,391
<i>Commonwealth</i>	486	280	766
<b>Active Participant Plans</b>	<b>16,438</b>	<b>3,789</b>	<b>20,165</b>
<i>Early Intervention (s25)</i>	1,685	322	2,007
<i>Permanent Disability (s24)</i>	14,691	3,429	18,120
<i>ECEI<sup>223</sup></i>	62	38	38

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – WA

Exits	
<b>Total participant exits</b>	<b>249</b>
<i>Early Intervention participants</i>	32
<i>Permanent disability participants</i>	217

<sup>221</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>222</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 88% of people with a hearing impairment met the access criteria compared to 77% overall.

<sup>223</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table I.4 Cumulative position by services previously received – WA<sup>224</sup>**

	Participant cohort				
	State	Commonwealth	New	ECEI <sup>225</sup>	Total
End of 2016-17	1,759	59	1,914	0	3,732
End of 2017-18	1,743	41	2,677	0	4,461
End of 2018-19 Q1	2,489	175	2,921	2	5,587
End of 2018-19 Q2	5,987	307	3,195	80	9,569
End of 2018-19 Q3	8,993	451	4,150	6	13,600
End of 2018-19 Q4	8,348	484	7,584	57	16,473
End of 2019-20 Q1	10,391	766	8,970	38	20,165

**Table I.5 Cumulative position by entry into the Scheme – WA<sup>226</sup>**

	Participant cohort			
	Early Intervention <sup>227</sup>	Permanent Disability <sup>228</sup>	ECEI <sup>229</sup>	Total
End of 2016-17	669	3,063	0	3,732
End of 2017-18	856	3,605	0	4,461
End of 2018-19 Q1	973	4,612	2	5,587
End of 2018-19 Q2	1,213	8,276	80	9,569
End of 2018-19 Q3	1,465	12,129	6	13,600
End of 2018-19 Q4	1,683	14,733	57	16,473
End of 2019-20 Q1	2,007	18,120	38	20,165

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – WA<sup>230</sup>**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,058	6.5%	176	4.7%	<b>1,234</b>	<b>6.1%</b>
Not Aboriginal and Torres Strait Islander	13,824	84.4%	3,225	86.0%	<b>17,049</b>	<b>84.7%</b>
Not Stated	1,494	9.1%	350	9.3%	<b>1,844</b>	<b>9.2%</b>
<b>Total</b>	<b>16,376</b>	<b>100%</b>	<b>3,751</b>	<b>100%</b>	<b>20,127</b>	<b>100%</b>

<sup>224</sup> This table shows the total numbers of active participants (including transfer participants) at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

<sup>225</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>226</sup> This table shows the total numbers of active participants (including transfer participants) at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

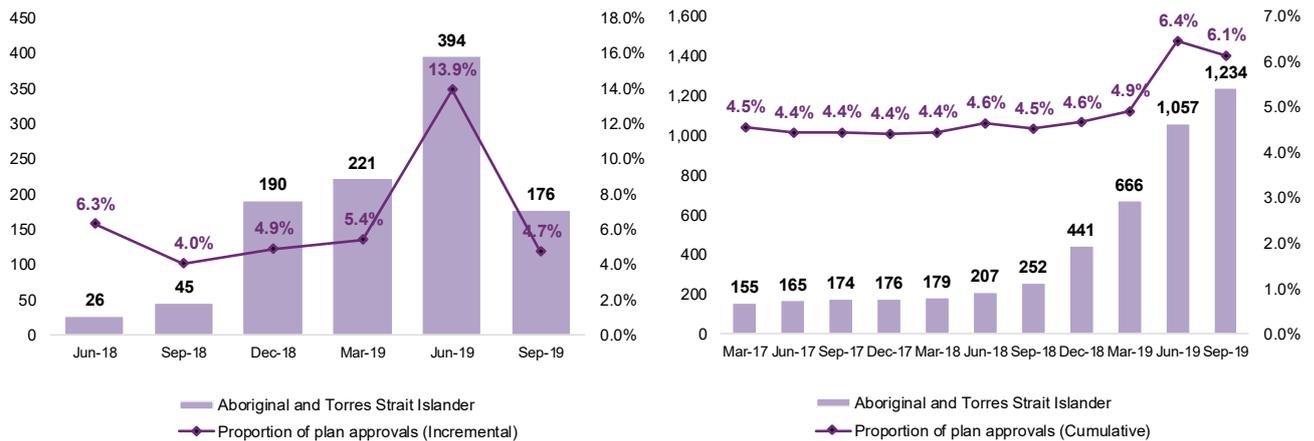
<sup>227</sup> Participants who met Section 25 of the NDIS Act for access

<sup>228</sup> Participants who met Section 24 of the NDIS Act for access

<sup>229</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>230</sup> The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – WA<sup>231,232</sup>**



**Table I.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – WA**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	975	6.0%	395	10.5%	1,370	6.8%
Not CALD	9,614	58.7%	3,283	87.5%	12,897	64.1%
Not Stated	5,787	35.3%	73	1.9%	5,860	29.1%
<b>Total</b>	<b>16,376</b>	<b>100%</b>	<b>3,751</b>	<b>100%</b>	<b>20,127</b>	<b>100%</b>

**Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – WA<sup>233,234</sup>**



**Table I.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – WA**

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC <sup>235</sup>	91	28	119
Not YPIRAC	16,285	3,723	20,008
<b>Total</b>	<b>16,376</b>	<b>3,751</b>	<b>20,127</b>

<sup>231</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>232</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in WA prior to the June 2018 quarter.

<sup>233</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>234</sup> There are insufficient numbers to show the incremental count of CALD participants in WA prior to the June 2018 quarter.

<sup>235</sup> The age breakdown of YPIRAC participants in WA cannot be reported due to small numbers in some age groups.

Figure I.3 Number of YPIRAC participants over time cumulatively– WA<sup>236,237</sup>

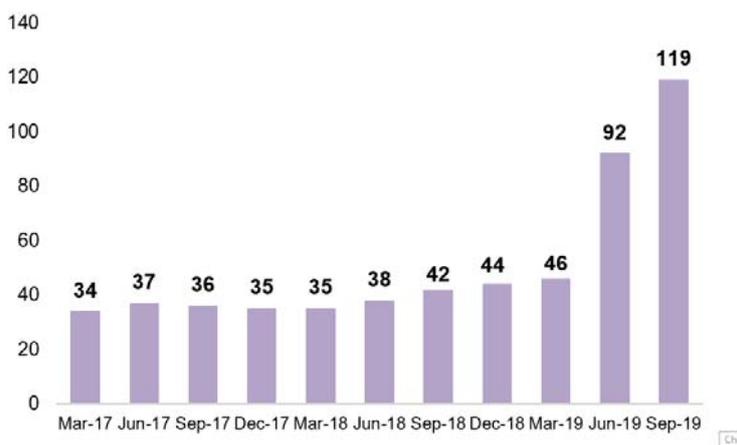
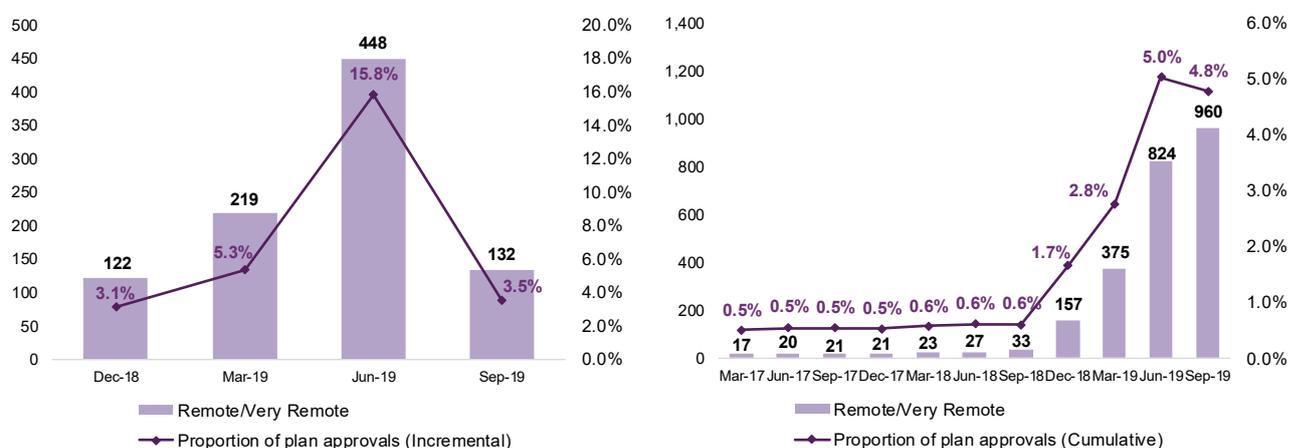


Table I.9 Participant profile per quarter by remoteness – WA<sup>238,239</sup>

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	12,782	78.1%	2,790	74.4%	15,572	77.4%
Population > 50,000	895	5.5%	276	7.4%	1,171	5.8%
Population between 15,000 and 50,000	794	4.8%	300	8.0%	1,094	5.4%
Population between 5,000 and 15,000	281	1.7%	44	1.2%	325	1.6%
Population less than 5,000	796	4.9%	209	5.6%	1,005	5.0%
Remote	594	3.6%	110	2.9%	704	3.5%
Very Remote	234	1.4%	22	0.6%	256	1.3%
Missing	<11		<11		<11	
<b>Total</b>	<b>16,376</b>	<b>100%</b>	<b>3,751</b>	<b>100%</b>	<b>20,127</b>	<b>100%</b>

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – WA<sup>240,241</sup>



<sup>236</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>237</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in WA over time.

<sup>238</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>239</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

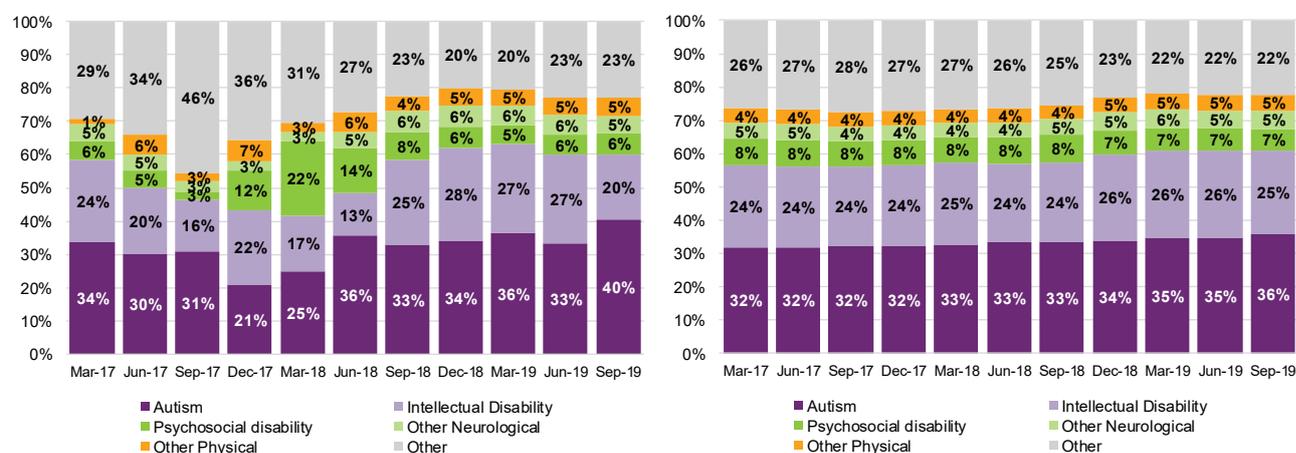
<sup>240</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>241</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in WA prior to the December 2018 quarter.

Table I.10 Participant profile per quarter by disability group - WA<sup>242,243</sup>

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	5,715	35%	1,514	40%	7,229	36%
Intellectual Disability <sup>244</sup>	4,289	26%	743	20%	5,032	25%
Psychosocial disability	1,083	7%	237	6%	1,320	7%
Developmental Delay	312	2%	65	2%	377	2%
Other Neurological	883	5%	196	5%	1,079	5%
Cerebral Palsy	714	4%	137	4%	851	4%
Other Physical	772	5%	205	5%	977	5%
Hearing Impairment	403	2%	163	4%	566	3%
ABI	508	3%	86	2%	594	3%
Visual Impairment	303	2%	80	2%	383	2%
Multiple Sclerosis	375	2%	63	2%	438	2%
Global Developmental Delay	464	3%	148	4%	612	3%
Stroke	157	1%	39	1%	196	1%
Spinal Cord Injury	285	2%	62	2%	347	2%
Other Sensory/Speech	94	1%	<11		101	1%
Other	19	0%	<11		25	0%
<b>Total</b>	<b>16,376</b>	<b>100%</b>	<b>3,751</b>	<b>100%</b>	<b>20,127</b>	<b>100%</b>

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – WA<sup>245</sup>



<sup>242</sup> Table order based on national proportions (highest to lowest).

<sup>243</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

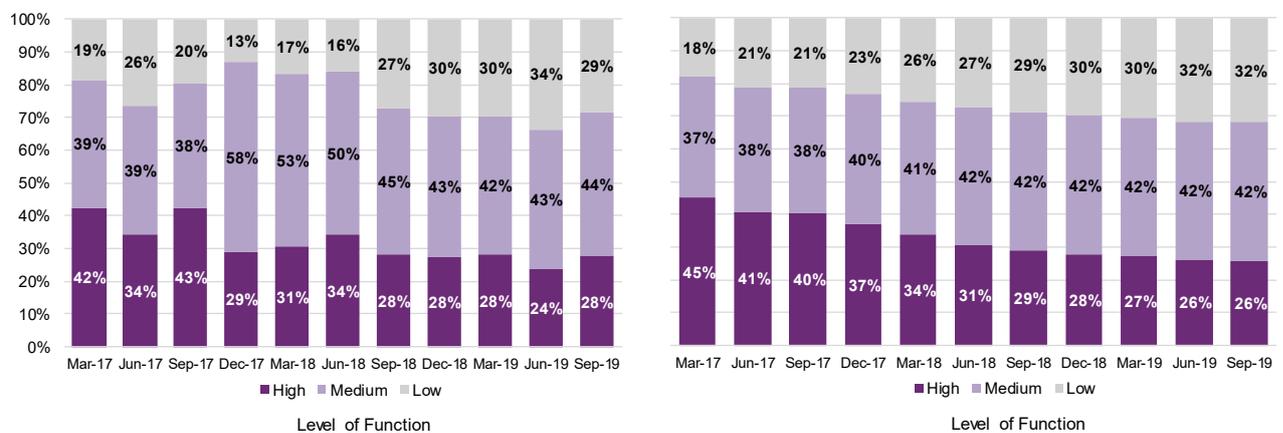
<sup>244</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (625).

<sup>245</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table I.11 Participant profile per quarter by level of function – WA**

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	1,130	7%	176	5%	<b>1,306</b>	<b>6%</b>
2 (High Function)	46	0%	<11		<b>52</b>	<b>0%</b>
3 (High Function)	1,147	7%	211	6%	<b>1,358</b>	<b>7%</b>
4 (High Function)	571	3%	278	7%	<b>849</b>	<b>4%</b>
5 (High Function)	1,259	8%	364	10%	<b>1,623</b>	<b>8%</b>
6 (Moderate Function)	2,501	15%	764	20%	<b>3,265</b>	<b>16%</b>
7 (Moderate Function)	1,184	7%	228	6%	<b>1,412</b>	<b>7%</b>
8 (Moderate Function)	1,269	8%	254	7%	<b>1,523</b>	<b>8%</b>
9 (Moderate Function)	61	0%	13	0%	<b>74</b>	<b>0%</b>
10 (Moderate Function)	1,831	11%	381	10%	<b>2,212</b>	<b>11%</b>
11 (Low Function)	993	6%	218	6%	<b>1,211</b>	<b>6%</b>
12 (Low Function)	2,978	18%	551	15%	<b>3,529</b>	<b>18%</b>
13 (Low Function)	1,057	6%	264	7%	<b>1,321</b>	<b>7%</b>
14 (Low Function)	279	2%	43	1%	<b>322</b>	<b>2%</b>
15 (Low Function)	<11		<11		<b>&lt;11</b>	<b>0%</b>
Missing	66	0%	<11		<b>66</b>	<b>0%</b>
<b>Total</b>	<b>16,376</b>	<b>100%</b>	<b>3,751</b>	<b>100%</b>	<b>20,127</b>	<b>100%</b>

**Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – WA<sup>246</sup>**



**Table I.12 Participant profile per quarter by Age group – WA**

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	1,569	10%	555	15%	<b>2,124</b>	<b>11%</b>
7 to 14	4,549	28%	1,143	30%	<b>5,692</b>	<b>28%</b>
15 to 18	1,607	10%	366	10%	<b>1,973</b>	<b>10%</b>
19 to 24	1,658	10%	294	8%	<b>1,952</b>	<b>10%</b>
25 to 34	1,779	11%	324	9%	<b>2,103</b>	<b>10%</b>
35 to 44	1,334	8%	264	7%	<b>1,598</b>	<b>8%</b>
45 to 54	1,664	10%	327	9%	<b>1,991</b>	<b>10%</b>
55 to 64	1,766	11%	437	12%	<b>2,203</b>	<b>11%</b>
65+	450	3%	41	1%	<b>491</b>	<b>2%</b>
<b>Total</b>	<b>16,376</b>	<b>100%</b>	<b>3,751</b>	<b>100%</b>	<b>20,127</b>	<b>100%</b>

<sup>246</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017. **September 2019 | COAG Disability Reform Council Quarterly Report**

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – WA<sup>247</sup>

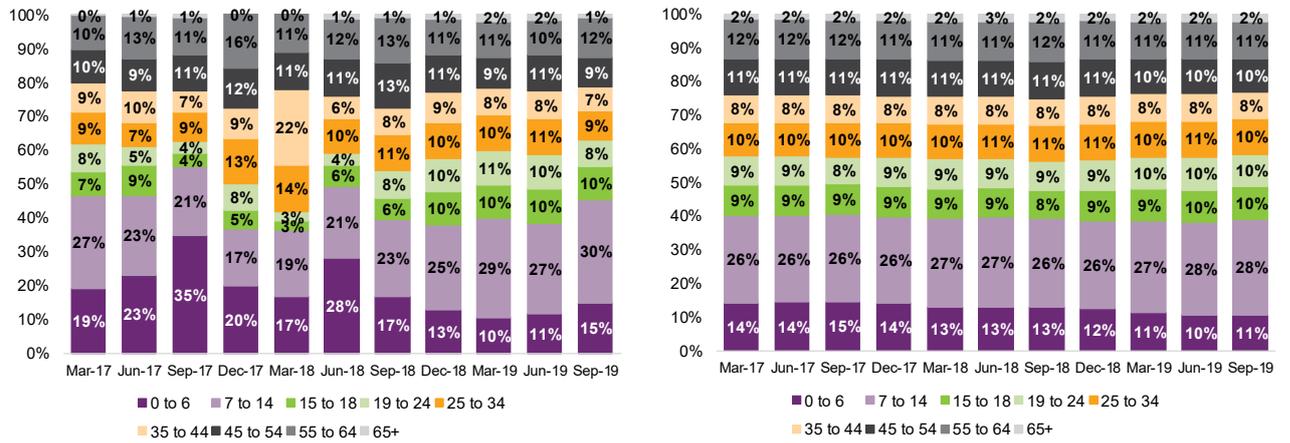
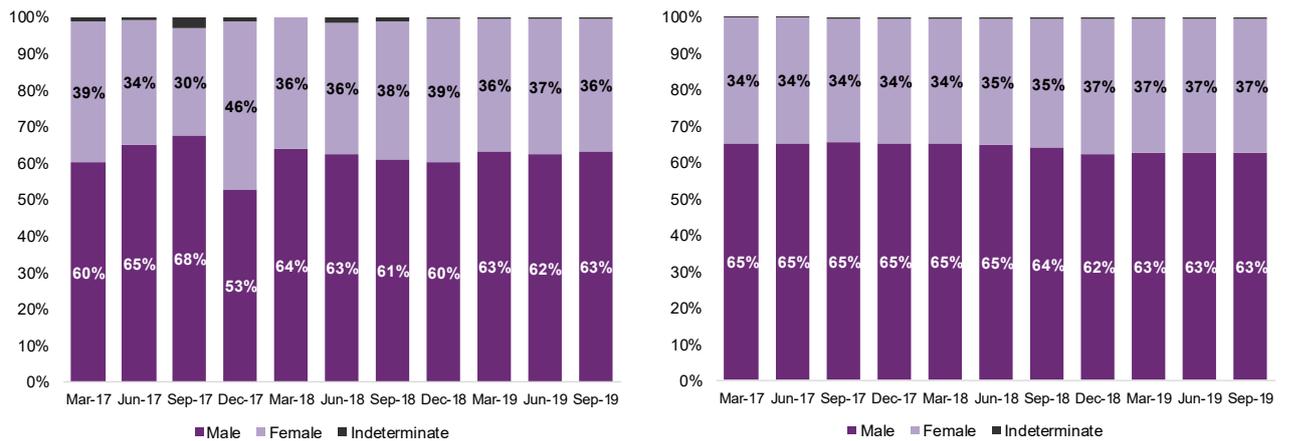


Table I.13 Participant profile per quarter by Gender – WA

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	10,242	63%	2,363	63%	12,605	63%
Female	6,035	37%	1,365	36%	7,400	37%
Indeterminate	99	1%	23	1%	122	1%
<b>Total</b>	<b>16,376</b>	<b>100%</b>	<b>3,751</b>	<b>100%</b>	<b>20,127</b>	<b>100%</b>

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – WA<sup>248</sup>



<sup>247</sup> Ibid.

<sup>248</sup> Ibid.

## Part Two: Participant experience and outcomes

Table I.14 Number of questionnaires completed by SFOF version – WA<sup>249</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	306	152	585	151	1,194
Participant school to 14	293	248	4,202	1,343	6,086
Participant 15 to 24	148	70	2,210	607	3,035
Participant 25 and over	515	302	4,828	1,370	7,015
<b>Total Participant</b>	<b>1,262</b>	<b>772</b>	<b>11,825</b>	<b>3,471</b>	<b>17,330</b>
Family 0 to 14	581	389	4,133	1,398	6,501
Family 15 to 24	35	47	1,470	468	2,020
Family 25 and over	22	75	1,543	580	2,220
<b>Total Family</b>	<b>638</b>	<b>511</b>	<b>7,146</b>	<b>2,446</b>	<b>10,741</b>
<b>Total</b>	<b>1,900</b>	<b>1,283</b>	<b>18,971</b>	<b>5,917</b>	<b>28,071</b>

Table I.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – WA

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	62%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		32%		
DL % who say their child is becoming more independent		43%		
CC % of children who have a genuine say in decisions about themselves		69%		
CC % who are happy with the level of independence/control they have now			40%	
CC % who choose who supports them			37%	62%
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			17%	23%
CC % who want more choice and control in their life			71%	63%

<sup>249</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.  
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**Table I.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – WA**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	52%	64%		
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		39%		
REL	Of these, % who are welcomed or actively included	65%	79%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			34%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			39%	41%

**Table I.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – WA**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		66%		
HM	% who are happy with their home			85%	80%
HM	% who feel safe or very safe in their home			84%	74%
HW	% who rate their health as good, very good or excellent			73%	47%
HW	% who did not have any difficulties accessing health services			83%	78%
LL	% who currently attend or previously attended school in a mainstream class			40%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				70%
LL	% unable to do a course or training they wanted to do in the last 12 months				27%
WK	% who have a paid job			23%	25%
WK	% who volunteer			18%	14%

**Table I.18 Selected key indicators for families/carers of participants – WA**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	21%	21%
% receiving Carer Allowance	50%	46%	37%
% working in a paid job	48%	53%	36%
Of those in a paid job, % in permanent employment	76%	76%	83%
Of those in a paid job, % working 15 hours or more	77%	84%	84%
% who say they (and their partner) are able to work as much as they want	43%	53%	67%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	89%	90%	89%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	20%	17%
% able to advocate for their child/family member	76%	72%	73%
% who have friends and family they see as often as they like	41%	48%	56%
% 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		53%	
% who feel in control selecting services		57%	61%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			45%
% who rate their health as good, very good or excellent	74%	68%	63%

**Table I.19 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=108) - participants who entered from 1 October 2017 to 30 September 2018 – WA<sup>250</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	87%
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?	69%
REL Has the NDIS improved how your child fits into family life?	62%
S/CP Has the NDIS improved how your child fits into community life?	51%

<sup>250</sup> Results in Tables I.19 to I.22 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables I.23 to I.29.

**Table I.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=610) - participants who entered from 1 October 2017 to 30 September 2018 – WA**

	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?	51%
REL	Has the NDIS improved your child's relationships with family and friends?	58%
S/CP	Has the NDIS improved your child's social and recreational life?	55%

**Table I.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=273) and ‘Participant 25 and over’ (n=789) - participants who entered from 1 October 2017 to 30 September 2018 – WA**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	66%	78%
DL	Has the NDIS helped you with daily living activities?	69%	83%
REL	Has the NDIS helped you to meet more people?	58%	64%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	44%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	61%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	42%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	31%	29%
S/CP	Has the NDIS helped you be more involved?	67%	70%

**Table I.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=766); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=328) - participants who entered from 1 October 2017 to 30 September 2018 – WA**

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%	65%
Has the NDIS improved the level of support for your family?	72%	72%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	68%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	
Has the NDIS improved your health and wellbeing?	51%	50%

**Table I.23 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=71) - participants who entered from 1 October 2016 to 30 September 2017 – WA<sup>251</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	90%	-2%
DL	Has the NDIS improved your child's access to specialist services?	96%	90%	-5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%	48%	-29%
REL	Has the NDIS improved how your child fits into family life?	75%	62%	-13%
S/CP	Has the NDIS improved how your child fits into community life?	62%	57%	-5%

**Table I.24 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=380) - participants who entered from 1 October 2016 to 30 September 2017 – WA**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	69%	74%	+5%
LL	Has the NDIS improved your child's access to education?	40%	45%	+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?	51%	55%	+5%

<sup>251</sup> Results in Tables I.23 to I.26 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.  
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**Table I.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=134) and ‘Participant 25 and over’ (n=404) - participants who entered from 1 October 2016 to 30 September 2017 – WA**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	64%	69%	+5%	78%	80%	+2%
DL	Has the NDIS helped you with daily living activities?	67%	71%	+3%	82%	85%	+3%
REL	Has the NDIS helped you to meet more people?	51%	49%	-2%	61%	63%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	18%	0%	31%	31%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	45%	-4%	54%	59%	+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?	34%	38%	+4%	35%	34%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	22%	+1%	24%	22%	-2%
S/CP	Has the NDIS helped you be more involved?	63%	63%	0%	69%	71%	+2%

**Table I.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=344); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=39) - participants who entered from 1 October 2016 to 30 September 2017 – WA**

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?	55%	62%	+7%	51%	67%	+15%
Has the NDIS improved the level of support for your family?	70%	70%	0%	71%	74%	+3%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	77%	80%	+4%	78%	74%	-4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	77%	+2%			
Has the NDIS improved your health and wellbeing?	45%	49%	+3%	43%	48%	+5%

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

**Table I.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=30) - participants who entered from 1 July 2016 to 30 September 2016 – WA<sup>252</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?	81%	77%	78%	-2%
LL	Has the NDIS improved your child's access to education?	41%	46%	43%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	64%	56%	53%	-11%
S/CP	Has the NDIS improved your child's social and recreational life?	63%	58%	59%	-4%

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

**Table I.28 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=38) - participants who entered from 1 July 2016 to 30 September 2016 – WA**

15 to 24				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	71%	71%	67%	-4%
Has the NDIS helped you with daily living activities?	80%	87%	88%	+8%
Has the NDIS helped you to meet more people?	35%	55%	56%	+21%
Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	18%	29%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	55%	49%	55%	0%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	18%	23%	-3%
Has your involvement with the NDIS helped you find a job that's right for you?	25%	16%	15%	-10%
Has the NDIS helped you be more involved?	74%	76%	72%	-2%

<sup>252</sup> Results in Tables I.27 to I.29 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table I.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=37) - participants who entered from 1 July 2016 to 30 September 2016 – NATIONAL**

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	79%	89%	70%	-9%
Has the NDIS improved the level of support for your family?	92%	81%	74%	-18%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	92%	96%	84%	-7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	88%	85%	73%	-15%
Has the NDIS improved your health and wellbeing?	71%	70%	57%	-15%

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

**Table I.30 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=479) and ‘participants in community and social activities’ (n=480) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – WA<sup>253</sup>**

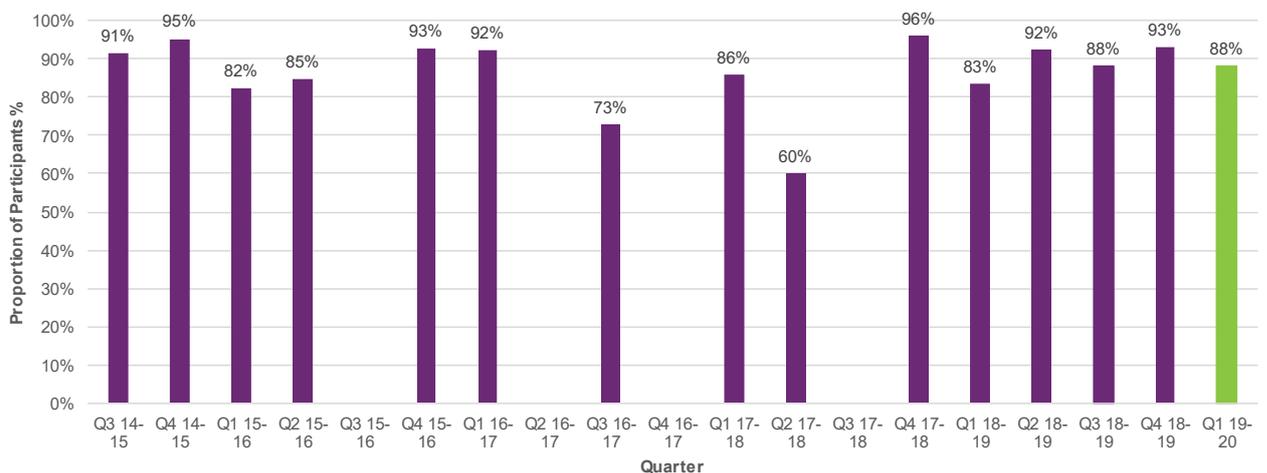
Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	16%	19%	20%	24%
Aged 25+	28%	27%	28%	
Aged 15+ (average)	26%	26%	27%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	41%	49%	52%	47%
Aged 25+	39%	43%	45%	
Aged 15+ (average)	40%	44%	46%	

<sup>253</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

**Table I.31 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=38) and ‘participants in community and social activities’ (n=41) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 September 2016 – WA<sup>254</sup>**

Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	Numbers are too small	24%			
Aged 25+	22%	18%	18%	16%	
Aged 15+ (average)	18%	16%	16%	13%	
Participants in community and social activities	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	Numbers are too small	47%			
Aged 25+	31%	38%	28%	36%	
Aged 15+ (average)	32%	36%	26%	34%	

**Figure I.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (WA)<sup>255</sup>**



\*The result for Q1 of 2019-20 is based on 58 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 88% gave a rating of good or very good, 5% gave a neutral rating and 7% gave a rating of poor or very poor.

<sup>254</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

<sup>255</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table I.32 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (WA)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	91%	5%	3%
I had enough time to tell my story and say what support I need	91%	2%	7%
The planner knows what I can do well	76%	17%	7%
The planner had some good ideas for my plan	78%	12%	10%
I know what is in my plan	79%	10%	10%
The planner helped me think about my future	76%	12%	12%
I think my plan will make my life better	88%	5%	7%
The planning meeting went well	90%	5%	5%

**Table I.33 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (WA)**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
<b>Access</b>	<b>n = 421</b>	<b>n = 203</b>
Are you happy with how coming into the NDIS has gone?	74%	77%
Was the person from the NDIS respectful?	92%	94%
Do you understand what will happen next with your plan?	70%	75%
<b>Pre-planning*</b>	<b>n = 360</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	81%	N/A
Did you understand why you needed to give the information you did?	94%	N/A
Were decisions about your plan clearly explained?	73%	N/A
Are you clear on what happens next with your plan?	63%	N/A
Do you know where to go for more help with your plan?	72%	N/A
<b>Planning</b>	<b>n = 435</b>	<b>n = 71</b>
Did the person from the NDIS understand how your disability affects your life?	84%	83%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	79%	76%
Are you clear on what happens next with your plan?	71%	80%
Do you know where to go for more help with your plan?	75%	89%
<b>Plan review</b>	<b>n = 178</b>	<b>n = 35</b>
Did the person from the NDIS understand how your disability affects your life?	85%	80%
Did you feel prepared for your plan review?	80%	83%
Is your NDIS plan helping you to make progress towards your goals?	89%	80%

\*There is insufficient data to report on satisfaction in WA for 2019-20 Q1 at the Pre-planning stage.

Table I.34 Plan reviews conducted per quarter – excluding plans less than 30 days – WA<sup>256</sup>

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total plan reviews</b>	<b>11,931</b>	<b>2,704</b>	<b>14,635</b>
Early intervention plans	1,935	348	2,283
Permanent disability plans	9,996	2,356	12,352

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

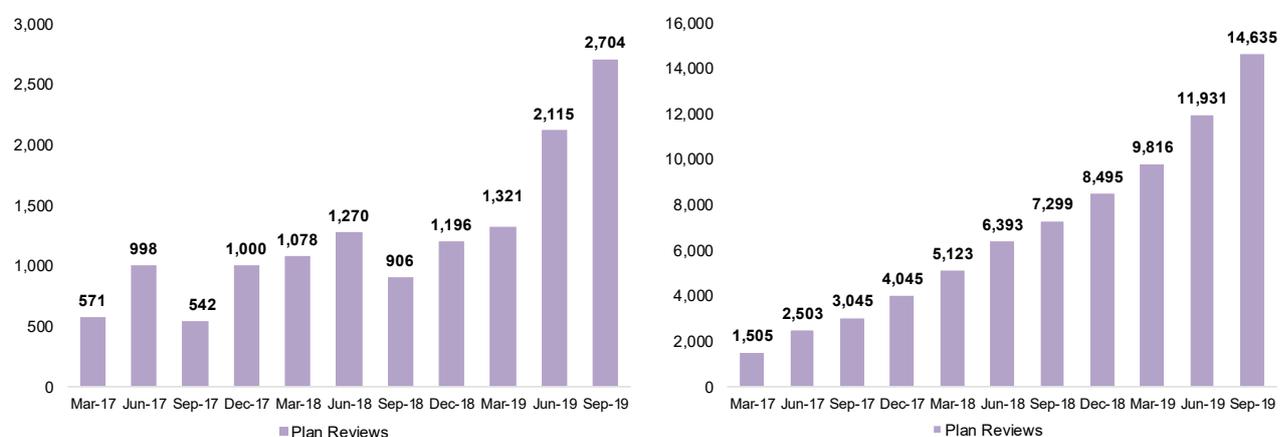
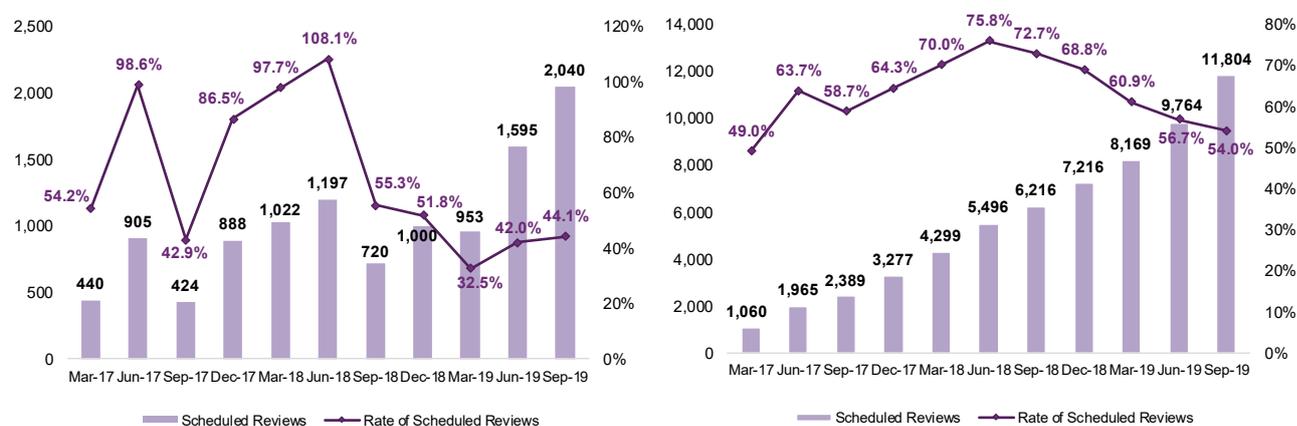


Table I.35 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>9,764</b>	<b>2,040</b>	<b>11,804</b>
Trial participants	6,403	443	6,846
Transition participants	3,361	1,597	4,958

Figure I.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – WA<sup>257</sup>



<sup>256</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>257</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

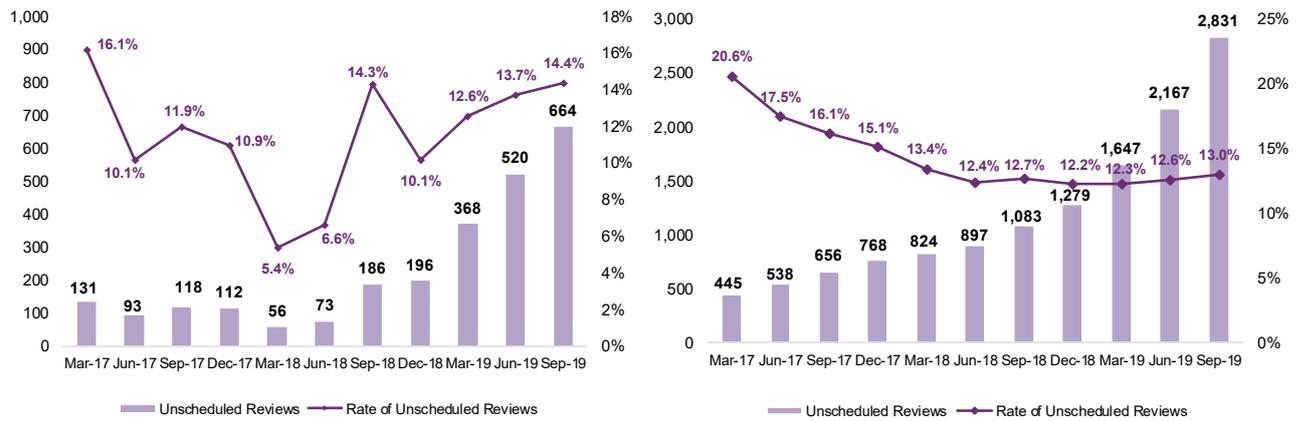
**Table I.36 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>2,167</b>	<b>664</b>	<b>2,831</b>
<i>Trial participants</i>	917	43	960
<i>Transition participants</i>	1,250	621	1,871

**Table I.37 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA<sup>258</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>12.6%</b>	<b>14.4%</b>	<b>13.0%</b>

**Figure I.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – WA<sup>259</sup>**



<sup>258</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>259</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table I.38 AAT cases by category – WA<sup>260</sup>

	Prior Quarters	2019-20 Q1	Total
	N	N	N
<b>AAT cases</b>	<b>58</b>	<b>21</b>	<b>79</b>
<b>% of all access decisions<sup>261</sup></b>	<b>0.19%</b>	<b>0.61%</b>	<b>0.23%</b>

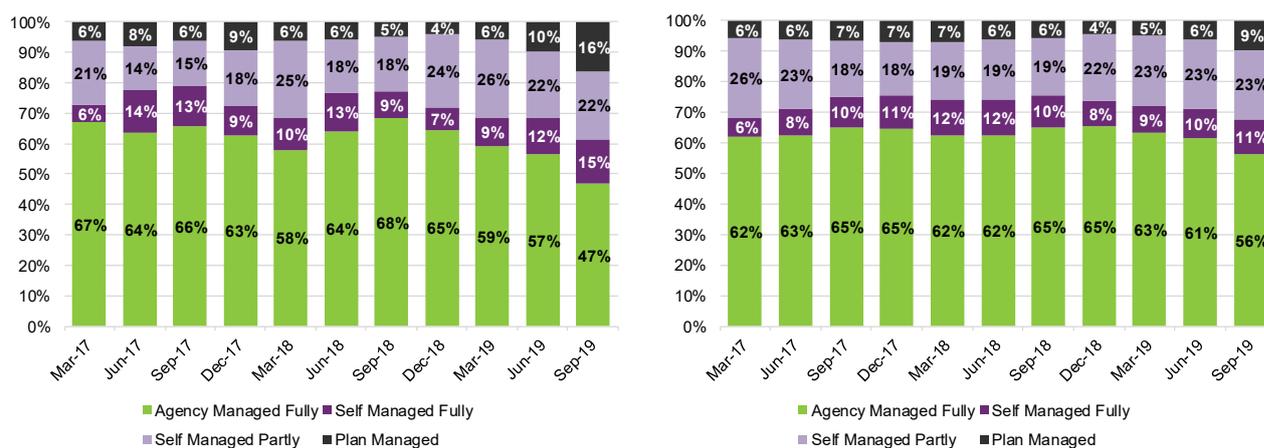
Table I.39 AAT cases by open/closed and decision – WA

	N
<b>AAT Cases</b>	<b>79</b>
<b>Open AAT Cases</b>	<b>23</b>
<b>Closed AAT Cases</b>	<b>56</b>
<i>Resolved before hearing</i>	56
<i>Gone to hearing and received a substantive decision</i>	<11

Table I.40 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	10%	15%	11%
Self-managed partly	23%	22%	23%
Plan managed	6%	16%	9%
Agency managed	61%	47%	56%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Figure I.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – WA<sup>262</sup>



<sup>260</sup> The counts of AAT cases for WA by category are not shown due to insufficient numbers.

<sup>261</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>262</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

**Table I.41 Distribution of active participants by support coordination and quarter of plan approval – WA**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	39%	39%	<b>39%</b>

**Table I.42 Duration to plan activation by quarter of initial plan approval for active participants – WA<sup>263,264</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q3	
	N	%	N	%
Less than 30 days	5,296	75%	3,164	78%
30 to 59 days	636	9%	281	7%
60 to 89 days	325	5%	127	3%
<b>Activated within 90 days</b>	<b>6,257</b>	<b>88%</b>	<b>3,572</b>	<b>88%</b>
90 to 119 days	185	3%	80	2%
120 days and over	344	5%	89	2%
<b>Activated after 90 days</b>	<b>529</b>	<b>7%</b>	<b>169</b>	<b>4%</b>
No payments	289	4%	341	8%
<b>Total plans approved</b>	<b>7,075</b>	<b>100%</b>	<b>4,082</b>	<b>100%</b>

<sup>263</sup> Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>264</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table I.43 Proportion of active participants with plan activated within 12 months – WA

	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	239	254	94%
Not Aboriginal and Torres Strait Islander	5,029	5,246	96%
Not Stated	107	113	95%
<b>Total</b>	<b>5,375</b>	<b>5,613</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	381	396	96%
Not CALD	4,213	4,406	96%
Not Stated	781	811	96%
<b>Total</b>	<b>5,375</b>	<b>5,613</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	4,889	5,090	96%
Regional	453	485	93%
Remote	33	38	87%
Missing	<11	<11	
<b>Total</b>	<b>5,375</b>	<b>5,613</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	1,845	1,952	95%
Intellectual Disability (including Down Syndrome)	1,304	1,357	96%
Psychosocial Disability	448	456	98%
Developmental Delay (including Global Developmental Delay)	290	310	94%
Other	1,488	1,538	97%
<b>Total</b>	<b>5,375</b>	<b>5,613</b>	<b>96%</b>

Table I.44 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19 – WA<sup>265,266</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	34%	52%	37%
50% to 75%	28%	25%	28%
> 75%	38%	22%	35%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>265</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>266</sup> This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

**Table I.45 Proportion of active participants with approved plans accessing mainstream supports – WA<sup>267,268</sup>**

	Prior Quarters	2019-20 Q1	Total
Daily Activities	5%	7%	6%
Health & Wellbeing	46%	40%	44%
Lifelong Learning	22%	17%	20%
Other	15%	15%	15%
Non-categorised	28%	17%	24%
Any mainstream service	90%	71%	83%

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<sup>267</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>268</sup> The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

### Part Three: Providers and the growing market

Table I.46 Key markets indicators by quarter – WA

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.43	1.50
b) Number of providers delivering new types of supports	162	173
c) Share of payments - top 25% <sup>269</sup>		
<i>Daily Tasks/Shared Living (%)</i>	81%	81%
<i>Therapeutic Supports (%)</i>	95%	94%
<i>Participate Community (%)</i>	80%	82%
<i>Early Childhood Supports (%)</i>	89%	87%
<i>Assist Personal Activities (%)</i>	86%	86%

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<sup>269</sup> Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table I.47 Cumulative number of providers that have been active by registration group – WA

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	14	0	14	0%
Assistance Animals	5	2	7	40%
Assistance with daily life tasks in a group or shared living arrangement	83	18	101	22%
Assistance with travel/transport arrangements	99	17	116	17%
Daily Personal Activities	172	22	194	13%
Group and Centre Based Activities	82	22	104	27%
High Intensity Daily Personal Activities	113	23	136	20%
Household tasks	137	15	152	11%
Interpreting and translation	13	3	16	23%
Participation in community, social and civic activities	188	21	209	11%
<b>Assistive Technology</b>				
Assistive equipment for recreation	19	4	23	21%
Assistive products for household tasks	17	2	19	12%
Assistance products for personal care and safety	199	35	234	18%
Communication and information equipment	25	9	34	36%
Customised Prosthetics	58	10	68	17%
Hearing Equipment	4	4	8	100%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	93	20	113	22%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	11	2	13	18%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	155	22	177	14%
Behaviour Support	65	13	78	20%
Community nursing care for high needs	23	3	26	13%
Development of daily living and life skills	109	15	124	14%
Early Intervention supports for early childhood	154	19	173	12%
Exercise Physiology and Physical Wellbeing activities	21	6	27	29%
Innovative Community Participation	14	5	19	36%
Specialised Driving Training	18	5	23	28%
Therapeutic Supports	352	40	392	11%
<b>Capital services</b>				
Home modification design and construction	27	1	28	4%
Specialised Disability Accommodation	2	-1	1	-50%
Vehicle Modifications	11	1	12	9%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	62	17	79	27%
Support Coordination	44	10	54	23%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	42	4	46	10%
Specialised Supported Employment	15	2	17	13%
<b>Total active providers</b>	<b>880</b>	<b>98</b>	<b>978</b>	<b>11%</b>

Table I.48 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – WA

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	0	14	14	0%	100%	100%
Assistance Animals	0	7	7	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	2	99	101	2%	98%	100%
Assistance with travel/transport arrangements	7	109	116	6%	94%	100%
Daily Personal Activities	6	188	194	3%	97%	100%
Group and Centre Based Activities	3	101	104	3%	97%	100%
High Intensity Daily Personal Activities	3	133	136	2%	98%	100%
Household tasks	20	132	152	13%	87%	100%
Interpreting and translation	2	14	16	13%	88%	100%
Participation in community, social and civic activities	8	201	209	4%	96%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	22	23	4%	96%	100%
Assistive products for household tasks	0	19	19	0%	100%	100%
Assistance products for personal care and safety	21	213	234	9%	91%	100%
Communication and information equipment	3	31	34	9%	91%	100%
Customised Prosthetics	5	63	68	7%	93%	100%
Hearing Equipment	0	8	8	0%	100%	100%
Hearing Services	0	3	3	0%	100%	100%
Personal Mobility Equipment	10	103	113	9%	91%	100%
Specialised Hearing Services	0	5	5	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	12	165	177	7%	93%	100%
Behaviour Support	14	64	78	18%	82%	100%
Community nursing care for high needs	1	25	26	4%	96%	100%
Development of daily living and life skills	6	118	124	5%	95%	100%
Early Intervention supports for early childhood	54	119	173	31%	69%	100%
Exercise Physiology and Physical Wellbeing activities	1	26	27	4%	96%	100%
Innovative Community Participation	3	16	19	16%	84%	100%
Specialised Driving Training	6	17	23	26%	74%	100%
Therapeutic Supports	116	276	392	30%	70%	100%
<b>Capital services</b>						
Home modification design and construction	0	28	28	0%	100%	100%
Specialised Disability Accommodation	0	1	1	0%	100%	100%
Vehicle Modifications	0	12	12	0%	100%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	8	71	79	10%	90%	100%

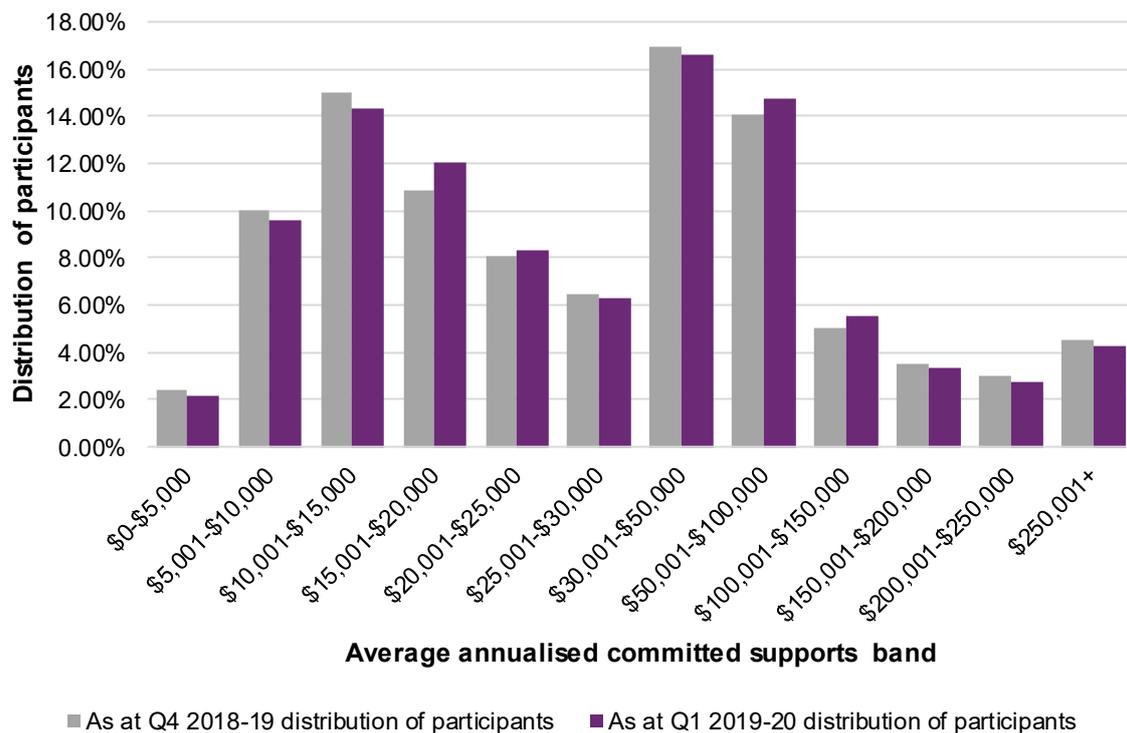
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Support Coordination	3	51	54	6%	94%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	46	46	0%	100%	100%
Specialised Supported Employment	0	17	17	0%	100%	100%
<b>Total</b>	<b>198</b>	<b>780</b>	<b>978</b>	<b>20%</b>	<b>80%</b>	<b>100%</b>

### Part Four: Financial sustainability

Table I.49 Committed supports by financial year (\$m) - WA<sup>270</sup>

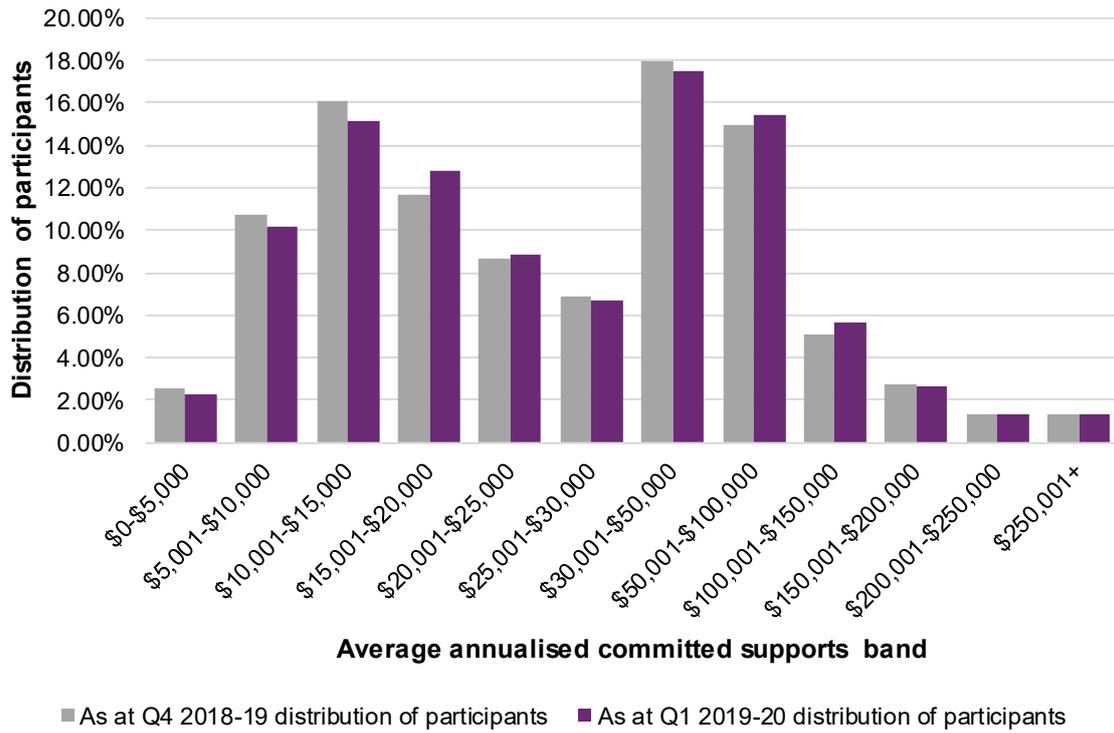
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	19.3	70.0	168.6	220.2	539.3	278.2

Figure I.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)

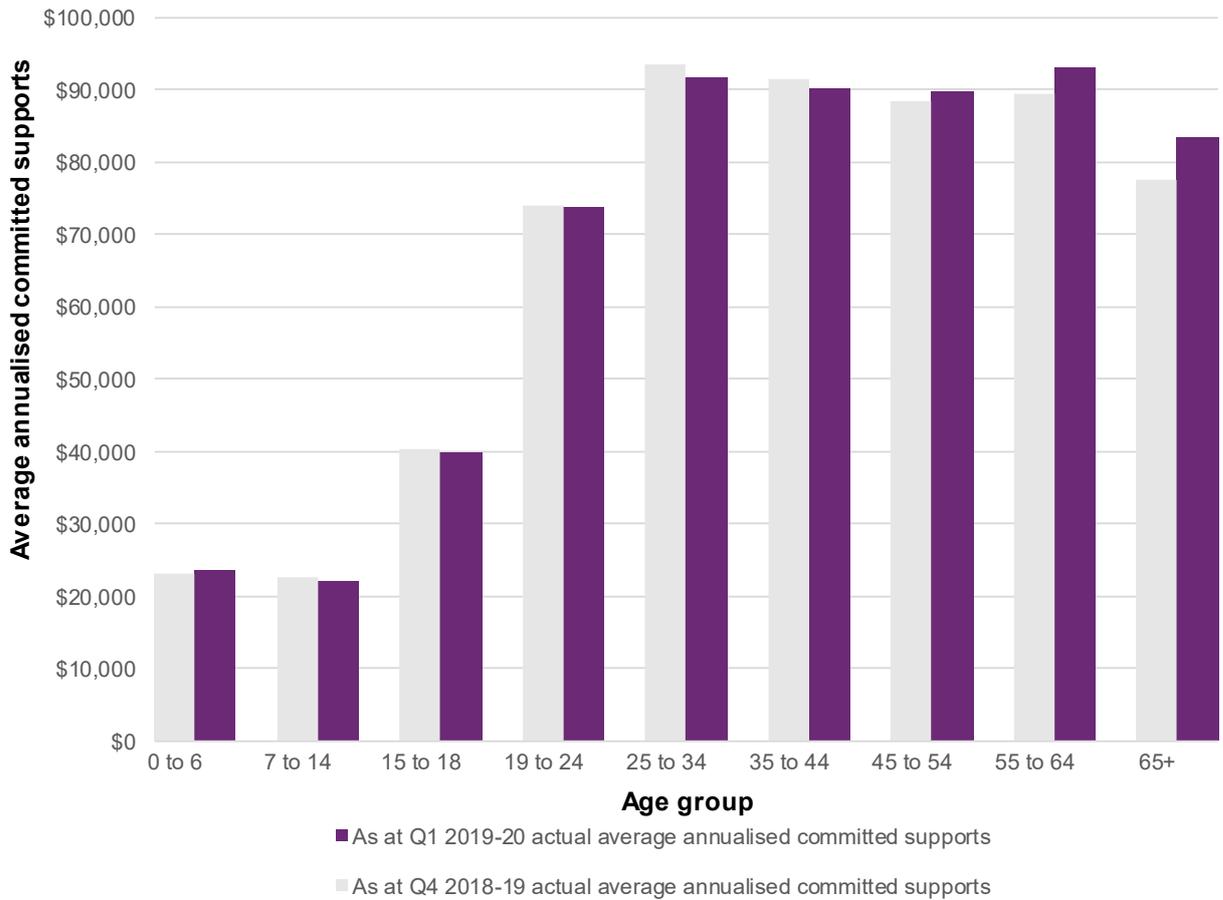


<sup>270</sup> Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports in respect of 2013-14 for WA.

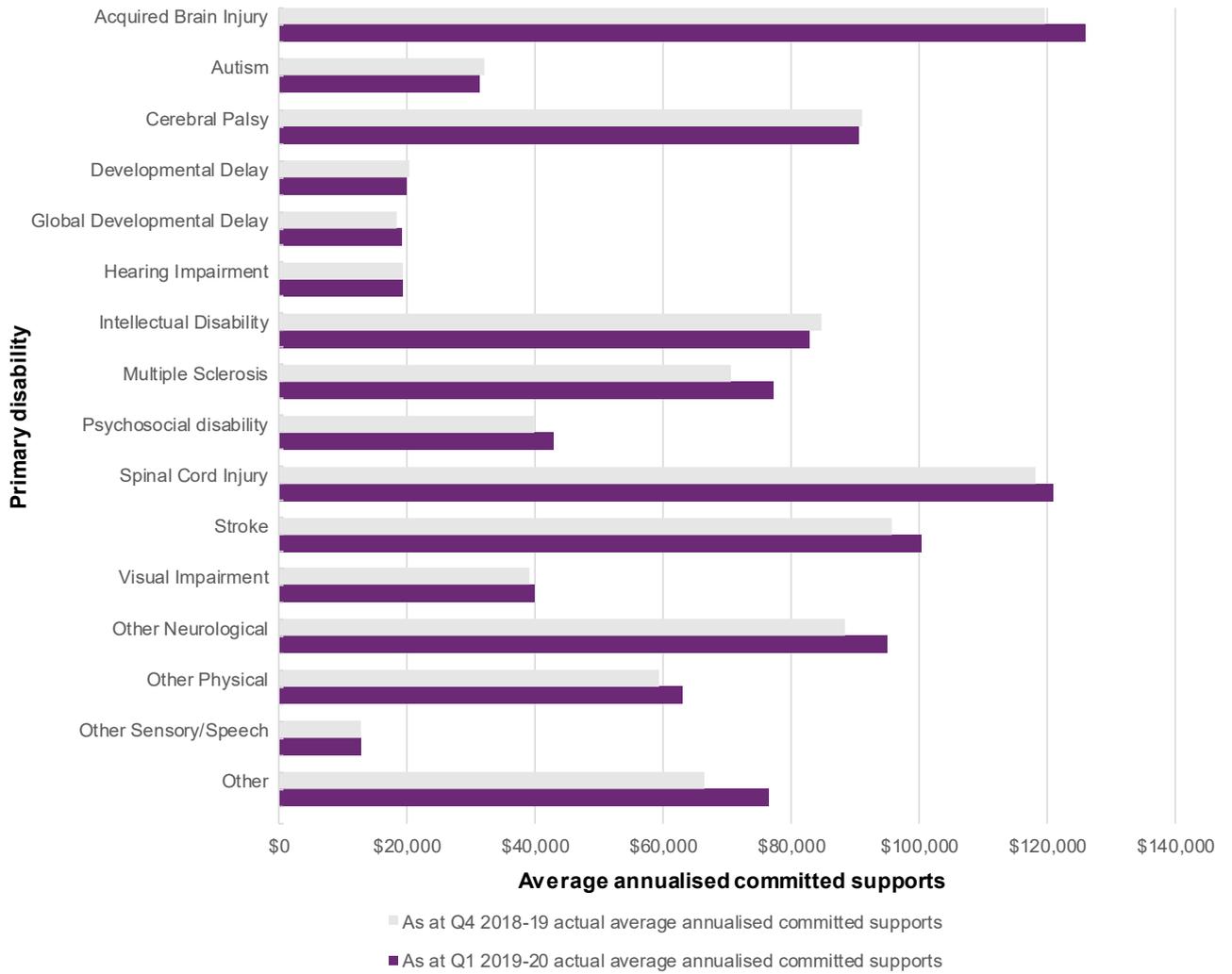
**Figure I.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)**



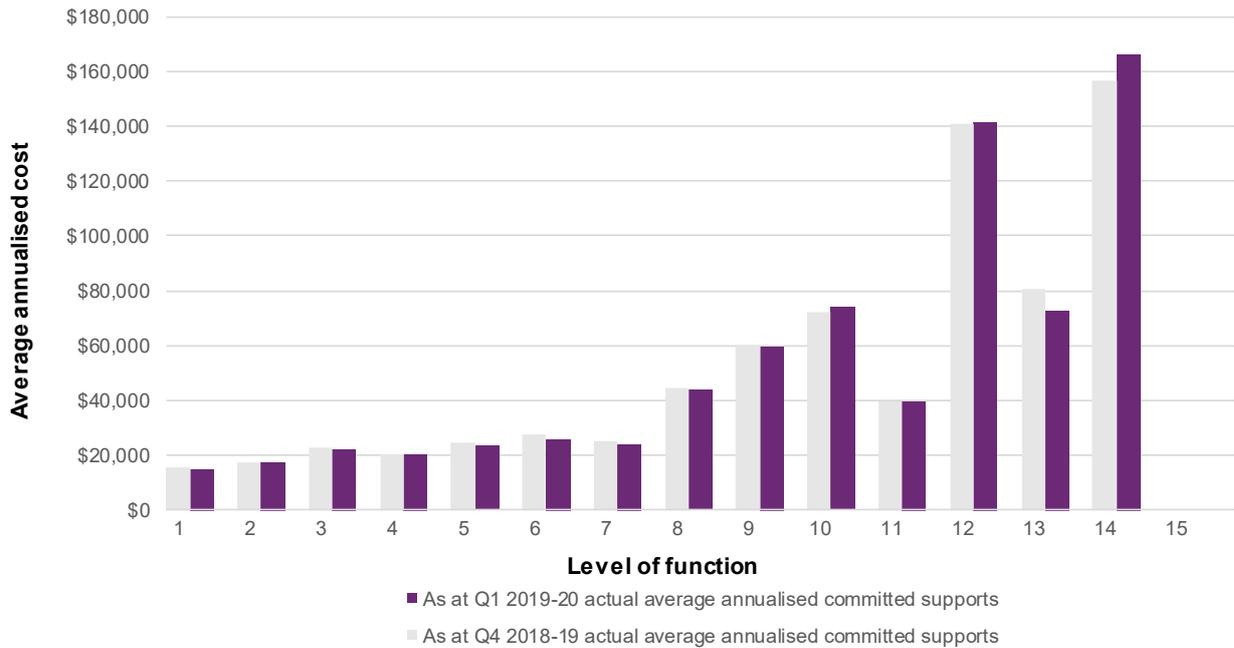
**Figure I.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)**



**Figure I.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)**



**Figure I.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (WA)<sup>271</sup>**



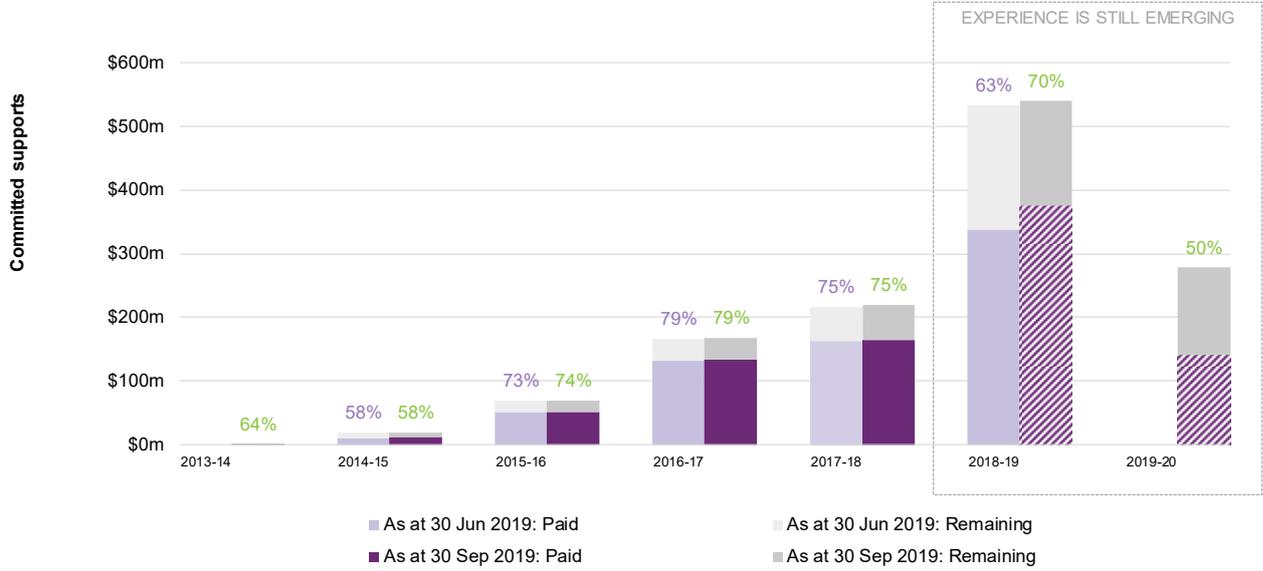
**Table I.50 Payments by financial year, compared to committed supports (\$m) – WA<sup>272</sup>**

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	0.3	19.3	70.0	168.6	220.2	539.3	278.2
Total paid	0.2	11.2	51.6	133.1	164.4	375.3	140.4
% utilised to date	64%	58%	74%	79%	75%	70%	50%

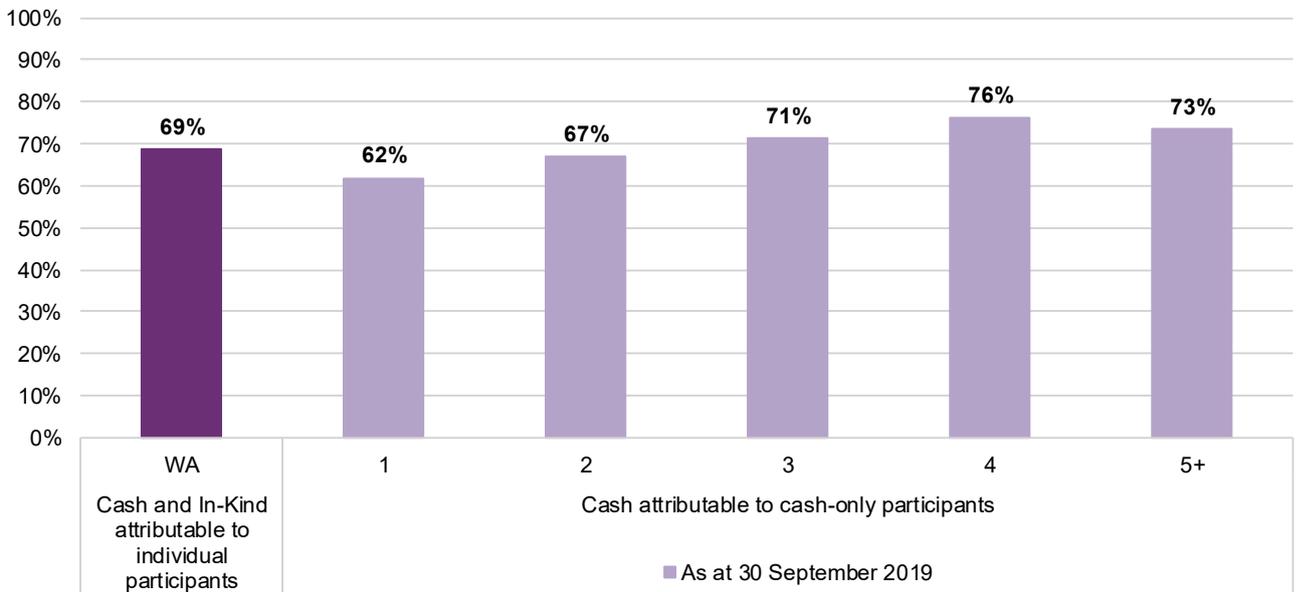
<sup>271</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

<sup>272</sup> Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for WA.

**Figure I.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (WA)**

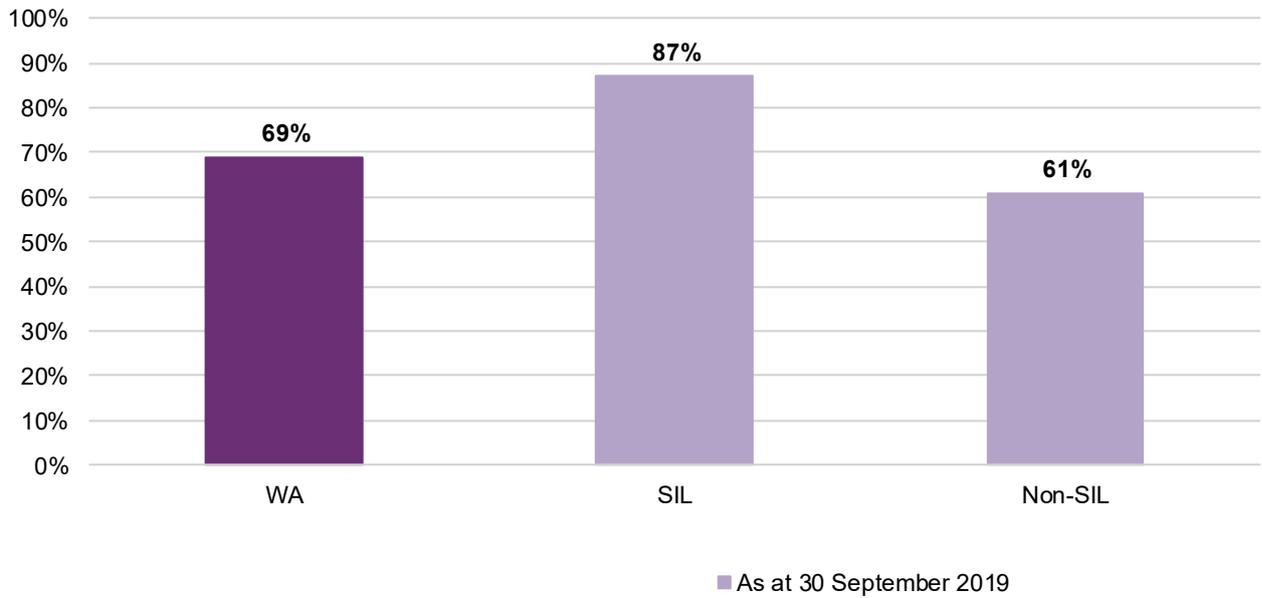


**Figure I.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (WA)<sup>273</sup>**

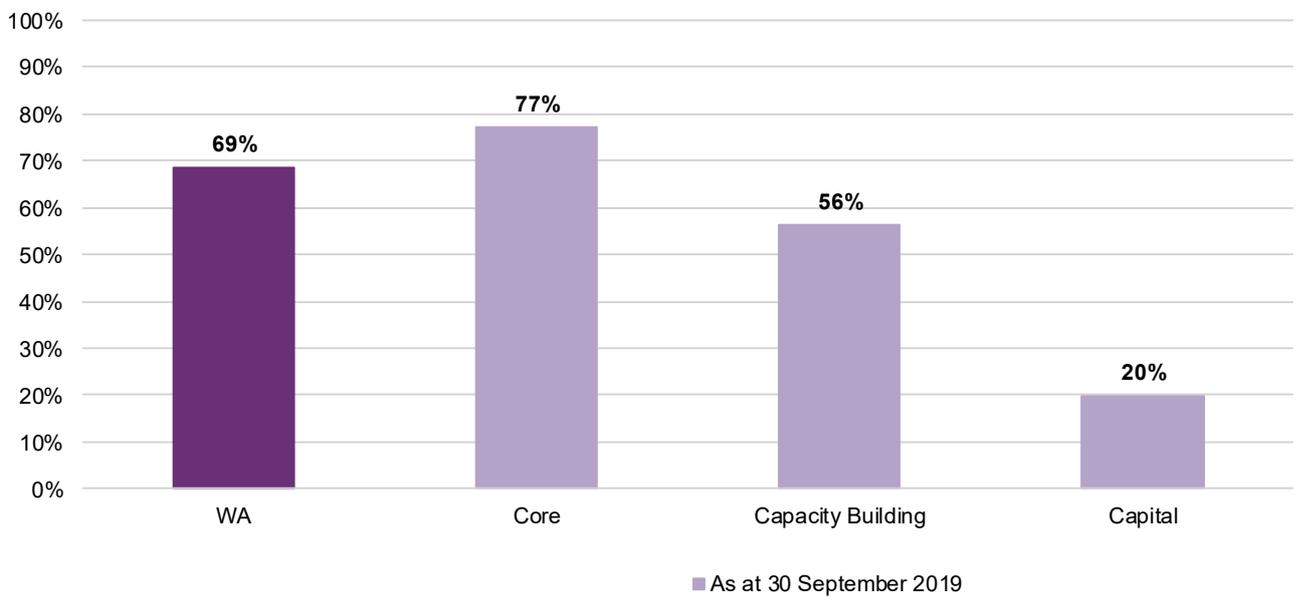


<sup>273</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure I.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (WA)<sup>274</sup>**



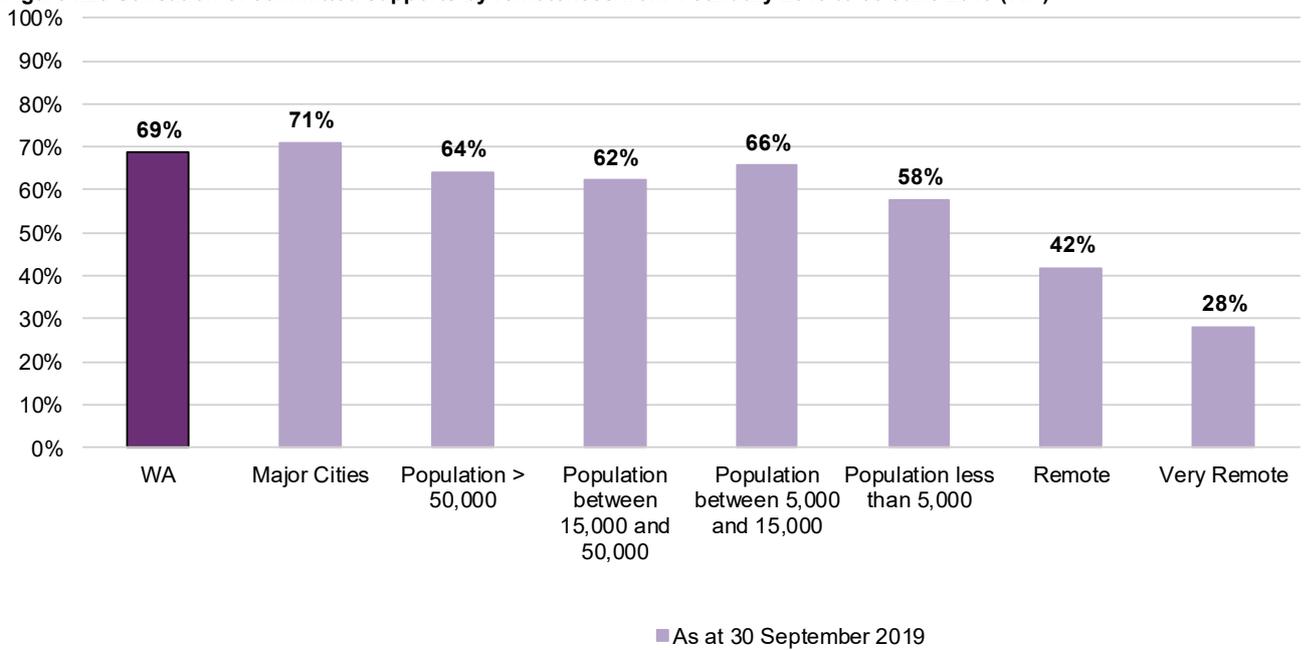
**Figure I.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (WA)<sup>275</sup>**



<sup>274</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>275</sup> Ibid.

Figure I.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (WA)<sup>276</sup>



<sup>276</sup> Ibid.

# Appendix J:

## South Australia

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

### Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – SA<sup>277</sup>

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
SA	27,288	2,127	29,415	123	29,538

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA<sup>278</sup>

	Prior Quarters	2019-20 Q1	Total
<b>Access decisions</b>	<b>35,932</b>	<b>2,587</b>	<b>38,519</b>
<b>Active Eligible</b>	<b>29,626</b>	<b>1,765</b>	<b>31,391</b>
<i>New</i>	14,633	1,633	16,266
<i>State</i>	12,656	59	12,715
<i>Commonwealth</i>	2,337	73	2,410
<b>Active Participant Plans (excl ECEI)</b>	<b>27,288</b>	<b>2,127</b>	<b>29,415</b>
<i>New</i>	12,762	1,951	14,713
<i>State</i>	12,390	69	12,459
<i>Commonwealth</i>	2,136	107	2,243
<b>Active Participant Plans</b>	<b>27,297</b>	<b>2,250</b>	<b>29,538</b>
<i>Early Intervention (s25)</i>	8,885	837	9,722
<i>Permanent Disability (s24)</i>	18,403	1,290	19,693
<i>ECEI<sup>279</sup></i>	9	123	123

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – SA

Exits	
<b>Total participant exits</b>	<b>1,201</b>
<i>Early Intervention participants</i>	822
<i>Permanent disability participants</i>	379

<sup>277</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>278</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 90% of people with a hearing impairment met the access criteria compared to 68% overall.

<sup>279</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table J.4 Cumulative position by services previously received – SA<sup>280</sup>**

	Participant cohort				
	State	Commonwealth	New	ECEI <sup>281</sup>	Total
End of 2016-17	4,584	383	6,409	482	11,858
End of 2017-18	7,627	1,240	8,696	105	17,668
End of 2018-19 Q1	8,902	1,435	9,373	132	19,842
End of 2018-19 Q2	11,055	1,818	10,569	200	23,642
End of 2018-19 Q3	12,186	2,028	11,793	198	26,205
End of 2018-19 Q4	12,737	2,144	12,797	8	27,686
End of 2019-20 Q1	12,459	2,243	14,713	123	29,538

**Table J.5 Cumulative position by entry into the Scheme – SA<sup>282</sup>**

	Participant cohort			
	Early Intervention <sup>283</sup>	Permanent Disability <sup>284</sup>	ECEI <sup>285</sup>	Total
End of 2016-17	7,384	3,992	482	11,858
End of 2017-18	8,000	9,563	105	17,668
End of 2018-19 Q1	8,179	11,531	132	19,842
End of 2018-19 Q2	8,410	15,032	200	23,642
End of 2018-19 Q3	8,689	17,318	198	26,205
End of 2018-19 Q4	8,921	18,757	8	27,686
End of 2019-20 Q1	9,722	19,693	123	29,538

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – SA<sup>286</sup>**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,321	4.8%	133	6.3%	<b>1,454</b>	<b>4.9%</b>
Not Aboriginal and Torres Strait Islander	21,566	79.0%	1,685	79.2%	<b>23,251</b>	<b>79.0%</b>
Not Stated	4,401	16.1%	309	14.5%	<b>4,710</b>	<b>16.0%</b>
<b>Total</b>	<b>27,288</b>	<b>100%</b>	<b>2,127</b>	<b>100%</b>	<b>29,415</b>	<b>100%</b>

<sup>280</sup> This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>281</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>282</sup> This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

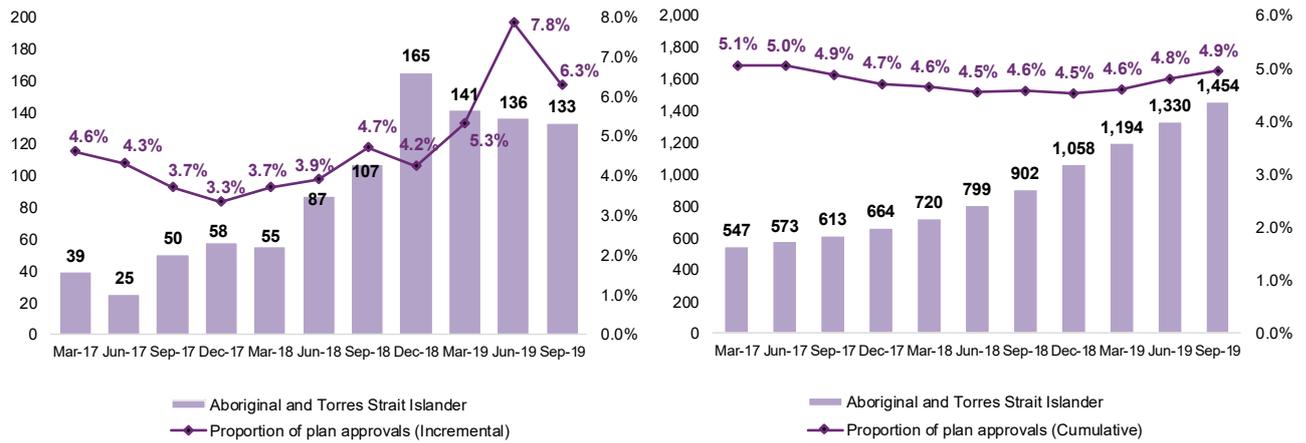
<sup>283</sup> Participants who met Section 25 of the NDIS Act for access.

<sup>284</sup> Participants who met Section 24 of the NDIS Act for access.

<sup>285</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>286</sup> The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

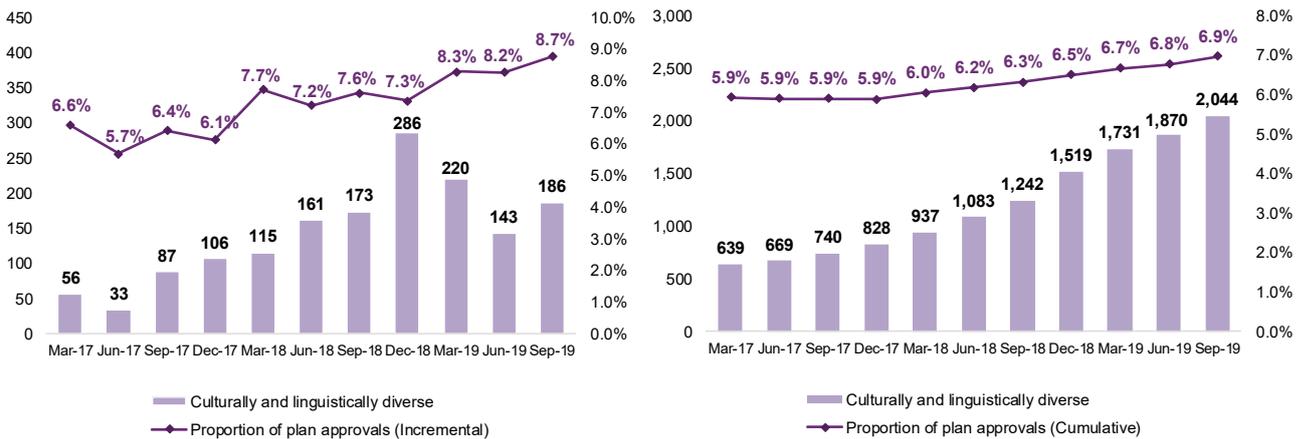
**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – SA<sup>287</sup>**



**Table J.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – SA**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	1,858	6.8%	186	8.7%	2,044	6.9%
Not CALD	25,282	92.6%	1,940	91.2%	27,222	92.5%
Not Stated	148	0.5%	<11		149	0.5%
<b>Total</b>	<b>27,288</b>	<b>100%</b>	<b>2,127</b>	<b>100%</b>	<b>29,415</b>	<b>100%</b>

**Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – SA<sup>288</sup>**



**Table J.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – SA**

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC	281	<11	290
Not YPIRAC	27,007	2,118	29,125
<b>Total</b>	<b>27,288</b>	<b>2,127</b>	<b>29,415</b>

<sup>287</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>288</sup> Ibid.

Figure J.3 Number of YPIRAC participants over time cumulatively – SA<sup>289,290</sup>

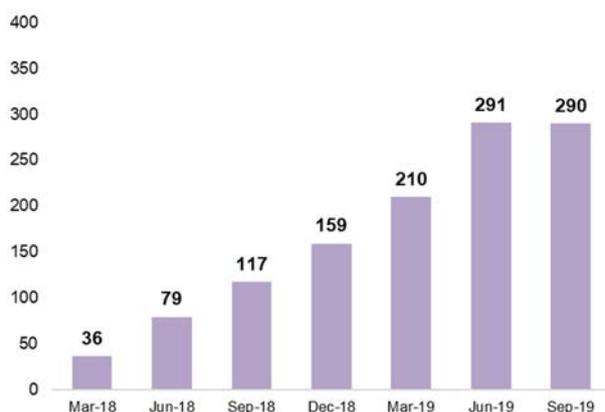


Table J.9 Participants who are YPIRAC by age group – SA

Age group	All Quarters	
	N	%
Under 45	11	3.8%
45 to 54	37	12.8%
55 to 64	174	60.0%
65 and above	68	23.4%
<b>Total YPIRAC</b>	<b>290</b>	<b>100.0%</b>

Table J.10 Participant profile per quarter by remoteness – SA<sup>291,292</sup>

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	20,536	75.3%	1,675	78.7%	<b>22,211</b>	<b>75.5%</b>
Population > 50,000	614	2.3%	45	2.1%	<b>659</b>	<b>2.2%</b>
Population between 15,000 and 50,000	2,294	8.4%	156	7.3%	<b>2,450</b>	<b>8.3%</b>
Population between 5,000 and 15,000	505	1.9%	42	2.0%	<b>547</b>	<b>1.9%</b>
Population less than 5,000	2,663	9.8%	187	8.8%	<b>2,850</b>	<b>9.7%</b>
Remote	487	1.8%	15	0.7%	<b>502</b>	<b>1.7%</b>
Very Remote	188	0.7%	<11		<b>195</b>	<b>0.7%</b>
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>27,288</b>	<b>100%</b>	<b>2,127</b>	<b>100%</b>	<b>29,415</b>	<b>100%</b>

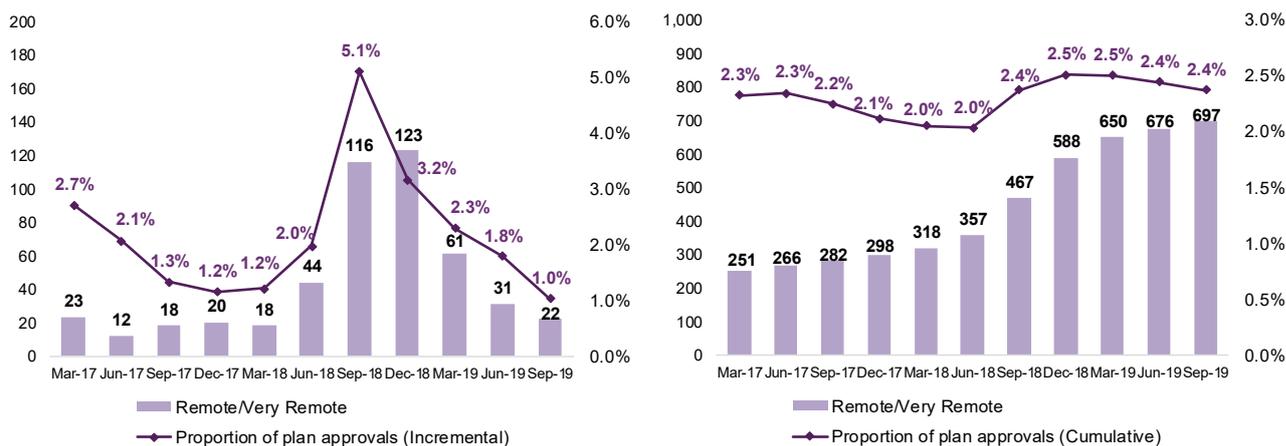
<sup>289</sup> Ibid.

<sup>290</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in SA over time, and also insufficient numbers to show the cumulative count of YPIRAC participants in SA prior to the March 2018 quarter.

<sup>291</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>292</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – SA<sup>293</sup>**



**Table J.11 Participant profile per quarter by disability group - SA<sup>294,295</sup>**

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	10,108	37%	758	36%	10,866	37%
Intellectual Disability <sup>296</sup>	6,679	24%	142	7%	6,821	23%
Psychosocial disability	1,194	4%	155	7%	1,349	5%
Developmental Delay	970	4%	385	18%	1,355	5%
Other Neurological	1,076	4%	75	4%	1,151	4%
Cerebral Palsy	1,022	4%	22	1%	1,044	4%
Other Physical	1,272	5%	83	4%	1,355	5%
Hearing Impairment	888	3%	115	5%	1,003	3%
ABI	1,182	4%	53	2%	1,235	4%
Visual Impairment	557	2%	36	2%	593	2%
Multiple Sclerosis	525	2%	21	1%	546	2%
Global Developmental Delay	541	2%	210	10%	751	3%
Stroke	258	1%	34	2%	292	1%
Spinal Cord Injury	271	1%	16	1%	287	1%
Other Sensory/Speech	703	3%	20	1%	723	2%
Other	42	0%	<11		44	0%
<b>Total</b>	<b>27,288</b>	<b>100%</b>	<b>2,127</b>	<b>100%</b>	<b>29,415</b>	<b>100%</b>

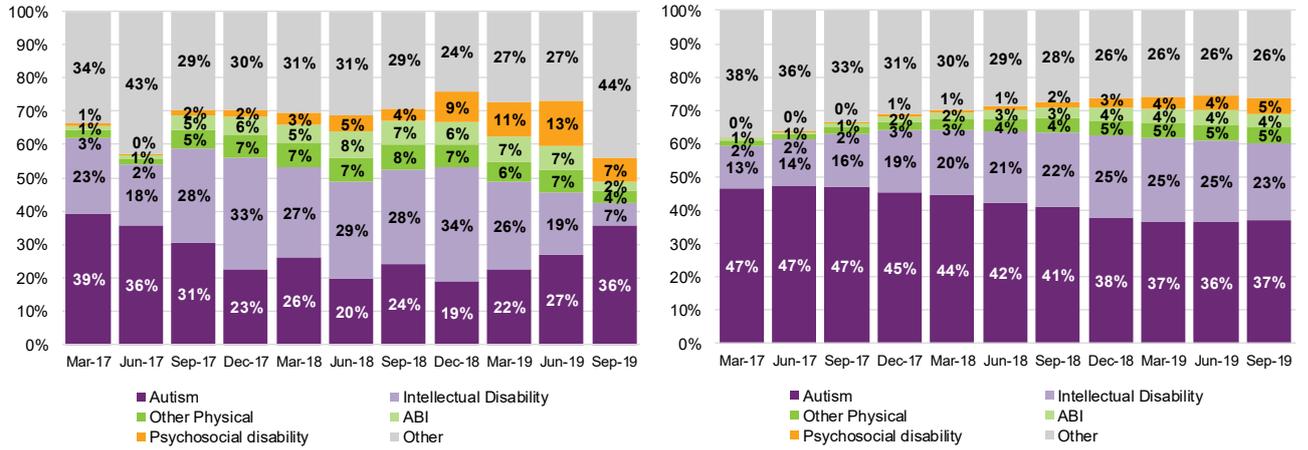
<sup>293</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>294</sup> Table order based on national proportions (highest to lowest).

<sup>295</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>296</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in SA (761).

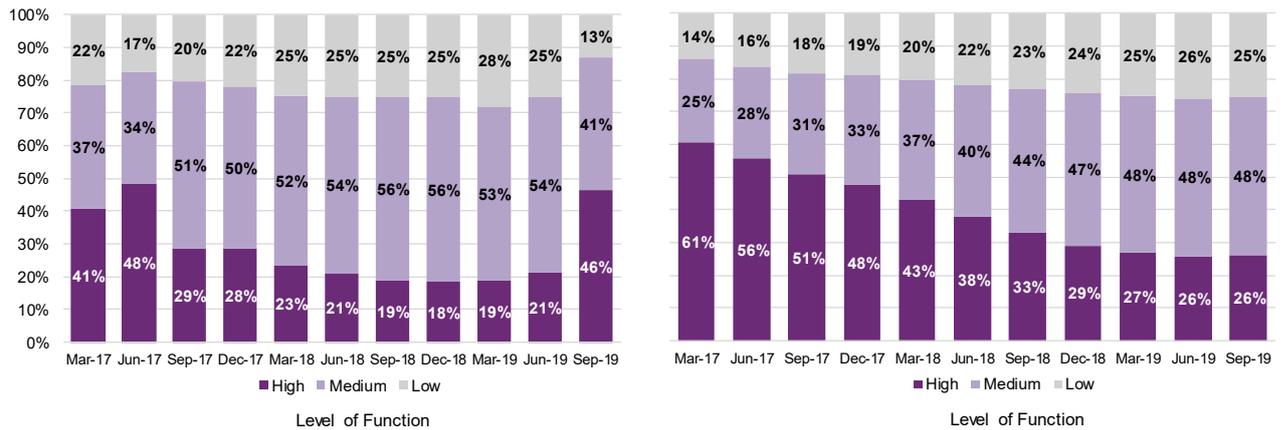
**Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – SA<sup>297</sup>**



**Table J.12 Participant profile per quarter by level of function – SA<sup>298</sup>**

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	1,612	6%	89	4%	1,701	6%
2 (High Function)	22	0%	<11		24	0%
3 (High Function)	1,678	6%	91	4%	1,769	6%
4 (High Function)	1,337	5%	259	12%	1,596	5%
5 (High Function)	2,036	7%	546	26%	2,582	9%
6 (Moderate Function)	6,468	24%	512	24%	6,980	24%
7 (Moderate Function)	1,778	7%	71	3%	1,849	6%
8 (Moderate Function)	2,121	8%	119	6%	2,240	8%
9 (Moderate Function)	106	0%	<11		115	0%
10 (Moderate Function)	2,810	10%	152	7%	2,962	10%
11 (Low Function)	1,281	5%	17	1%	1,298	4%
12 (Low Function)	3,463	13%	115	5%	3,578	12%
13 (Low Function)	2,038	7%	143	7%	2,181	7%
14 (Low Function)	407	1%	<11		409	1%
15 (Low Function)	<11		<11		<11	
Missing	130	0%	<11		130	0%
<b>Total</b>	<b>27,288</b>	<b>100%</b>	<b>2,127</b>	<b>100%</b>	<b>29,415</b>	<b>100%</b>

**Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – SA<sup>299</sup>**



<sup>297</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

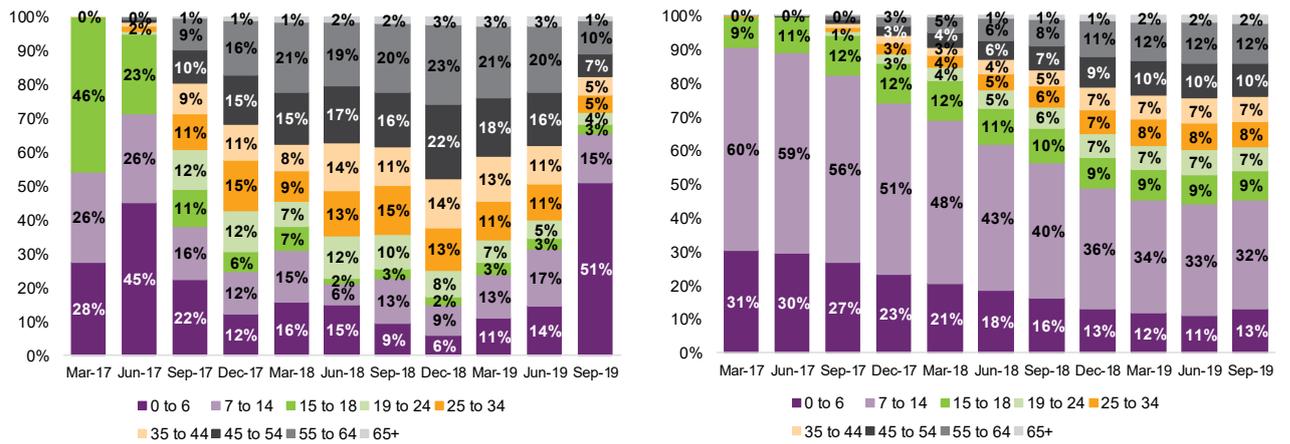
<sup>298</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>299</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table J.13 Participant profile per quarter by Age group – SA**

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	2,743	10%	1,082	51%	<b>3,825</b>	<b>13%</b>
7 to 14	9,209	34%	311	15%	<b>9,520</b>	<b>32%</b>
15 to 18	2,518	9%	60	3%	<b>2,578</b>	<b>9%</b>
19 to 24	1,950	7%	75	4%	<b>2,025</b>	<b>7%</b>
25 to 34	2,133	8%	108	5%	<b>2,241</b>	<b>8%</b>
35 to 44	2,040	7%	113	5%	<b>2,153</b>	<b>7%</b>
45 to 54	2,802	10%	145	7%	<b>2,947</b>	<b>10%</b>
55 to 64	3,252	12%	207	10%	<b>3,459</b>	<b>12%</b>
65+	641	2%	26	1%	<b>667</b>	<b>2%</b>
<b>Total</b>	<b>27,288</b>	<b>100%</b>	<b>2,127</b>	<b>100%</b>	<b>29,415</b>	<b>100%</b>

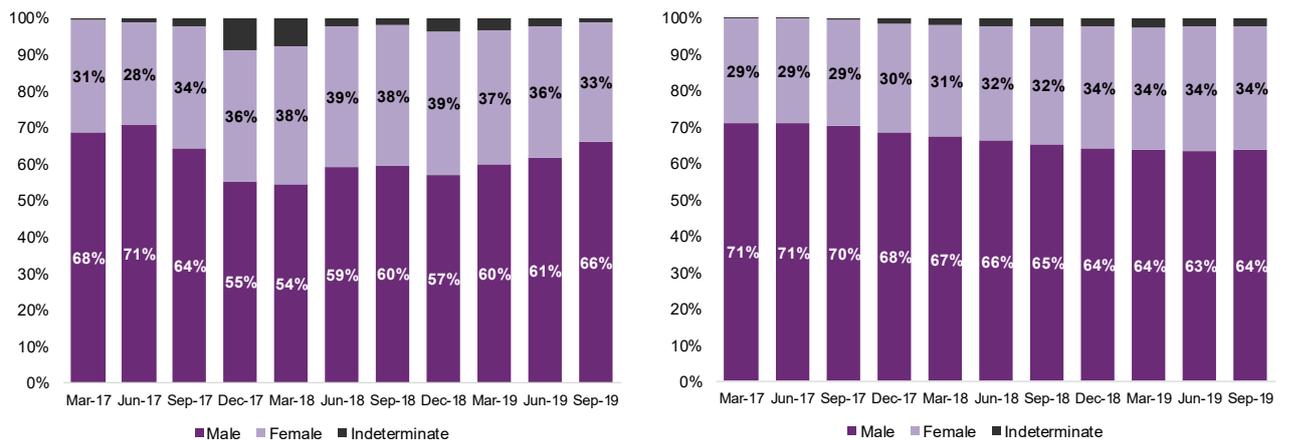
**Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – SA<sup>300</sup>**



**Table J.14 Participant profile per quarter by Gender – SA**

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	17,318	63%	1,404	66%	<b>18,722</b>	<b>64%</b>
Female	9,270	34%	698	33%	<b>9,968</b>	<b>34%</b>
Indeterminate	700	3%	25	1%	<b>725</b>	<b>2%</b>
<b>Total</b>	<b>27,288</b>	<b>100%</b>	<b>2,127</b>	<b>100%</b>	<b>29,415</b>	<b>100%</b>

**Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – SA<sup>301</sup>**



<sup>300</sup> Ibid.

<sup>301</sup> Ibid.

## Part Two: Participant experience and outcomes

Table J.15 Number of questionnaires completed by SFOF version – SA<sup>302</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	1,431	834	683	258	3,206
Participant school to 14	2,028	1,076	1,659	399	5,162
Participant 15 to 24	440	1,059	1,174	138	2,811
Participant 25 and over	33	3,458	6,891	592	10,974
<b>Total Participant</b>	<b>3,932</b>	<b>6,427</b>	<b>10,407</b>	<b>1,387</b>	<b>22,153</b>
Family 0 to 14	3,312	1,797	2,268	607	7,984
Family 15 to 24	406	738	694	88	1,926
Family 25 and over	1	1,195	1,934	143	3,273
<b>Total Family</b>	<b>3,719</b>	<b>3,730</b>	<b>4,896</b>	<b>838</b>	<b>13,183</b>
<b>Total</b>	<b>7,651</b>	<b>10,157</b>	<b>15,303</b>	<b>2,225</b>	<b>35,336</b>

Table J.16 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – SA

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	60%			
CC % who say their child is able to tell them what he/she wants	74%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL % who say their child is becoming more independent		48%		
CC % of children who have a genuine say in decisions about themselves		79%		
CC % who are happy with the level of independence/control they have now			43%	
CC % who choose who supports them			41%	58%
CC % who choose what they do each day			52%	68%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			20%	25%
CC % who want more choice and control in their life			81%	77%

<sup>302</sup> Baseline outcomes for participants and/or their families and carers were collected for 96% of participants.  
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**Table J.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – SA**

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%	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		44%		
REL	Of these, % who are welcomed or actively included	63%	76%		
REL	% of children who spend time with friends without an adult present		18%		
REL	% with no friends other than family or paid staff			29%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	40%

**Table J.18 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – SA**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		78%		
HM	% who are happy with their home			82%	80%
HM	% who feel safe or very safe in their home			87%	78%
HW	% who rate their health as good, very good or excellent			72%	51%
HW	% who did not have any difficulties accessing health services			76%	74%
LL	% who currently attend or previously attended school in a mainstream class			36%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				63%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			23%	27%
WK	% who volunteer			12%	11%

**Table J.19 Selected key indicators for families/carers of participants – SA**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	28%	24%
% receiving Carer Allowance	48%	50%	38%
% working in a paid job	48%	47%	35%
Of those in a paid job, % in permanent employment	76%	73%	74%
Of those in a paid job, % working 15 hours or more	79%	86%	84%
% who say they (and their partner) are able to work as much as they want	45%	55%	66%
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%	86%	84%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	25%	21%
% able to advocate for their child/family member	77%	77%	74%
% who have friends and family they see as often as they like	50%	52%	57%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		47%	
% who feel in control selecting services		45%	48%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% who rate their health as good, very good or excellent	72%	62%	62%

**Table J.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=616) - participants who entered from 1 October 2017 to 30 September 2018 - SA<sup>303</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	94%
DL	Has the NDIS improved your child's access to specialist services?	94%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	80%
S/CP	Has the NDIS improved how your child fits into community life?	63%

<sup>303</sup> Results in Tables J.20 to J.23 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables J.24 to J.29.

**Table J.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=1,689) - participants who entered from 1 October 2017 to 30 September 2018 ) – SA**

	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?	54%
S/CP	Has the NDIS improved your child's social and recreational life?	47%

**Table J.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,117) and ‘Participant 25 and over’ (n=3,751) - participants who entered from 1 October 2017 to 30 September 2018 – SA**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	55%	65%
DL	Has the NDIS helped you with daily living activities?	55%	71%
REL	Has the NDIS helped you to meet more people?	43%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	26%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	45%
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%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	22%
S/CP	Has the NDIS helped you be more involved?	48%	53%

**Table J.23 R Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=2,150); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,742) - participants who entered from 1 October 2017 to 30 September 2018 – SA**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	47%
Has the NDIS improved the level of support for your family?	71%	61%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	45%	35%

**Table J.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=360) - participants who entered from 1 October 2016 to 30 September 2017 – SA<sup>304</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	93%	+1%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%	83%	-3%
REL	Has the NDIS improved how your child fits into family life?	76%	76%	-1%
S/CP	Has the NDIS improved how your child fits into community life?	63%	59%	-4%

**Table J.25 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,143) - participants who entered from 1 October 2016 to 30 September 2017 – SA**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	64%	70%	+6%
LL	Has the NDIS improved your child's access to education?	47%	48%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	58%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	51%	+3%

<sup>304</sup> Results in Tables J.24 to J.27 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.  
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**Table J.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=524) and ‘Participant 25 and over’ (n=205) - participants who entered from 1 October 2016 to 30 September 2017 – SA**

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?	54%	62%	+8%	64%	67%	+3%
DL Has the NDIS helped you with daily living activities?	54%	60%	+6%	74%	75%	+2%
REL Has the NDIS helped you to meet more people?	43%	45%	+3%	46%	50%	+4%
HM Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	-2%	23%	21%	-3%
HW Has your involvement with the NDIS improved your health and wellbeing?	41%	41%	0%	39%	45%	+5%
LL Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	32%	-2%	30%	26%	-4%
WK Has your involvement with the NDIS helped you find a job that's right for you?	15%	17%	+1%	20%	20%	-1%
S/CP Has the NDIS helped you be more involved?	48%	49%	+1%	53%	56%	+3%

**Table J.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,235); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=270) - participants who entered from 1 October 2016 to 30 September 2017 – SA**

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	62%	0%	46%	49%	+3%
Has the NDIS improved the level of support for your family?	72%	73%	+1%	54%	60%	+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?	72%	72%	-1%	55%	59%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	79%	+2%			
Has the NDIS improved your health and wellbeing?	49%	44%	-5%	40%	36%	-3%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 0 to school and participants aged 15 and over.

**Table J.28 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=130) - participants who entered from 1 July 2016 to 30 September 2016 – SA<sup>305</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?	64%	63%	71%	+8%
LL	Has the NDIS improved your child's access to education?	48%	46%	49%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	60%	59%	59%	-1%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	47%	52%	+2%

**Table J.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=124) - participants who entered from 1 July 2016 to 30 September 2016 – SA**

0 to 14				
Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	60%	62%	58%	-3%
Has the NDIS improved the level of support for your family?	79%	70%	71%	-8%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	78%	67%	67%	-11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	77%	75%	-7%
Has the NDIS improved your health and wellbeing?	52%	51%	44%	-8%

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

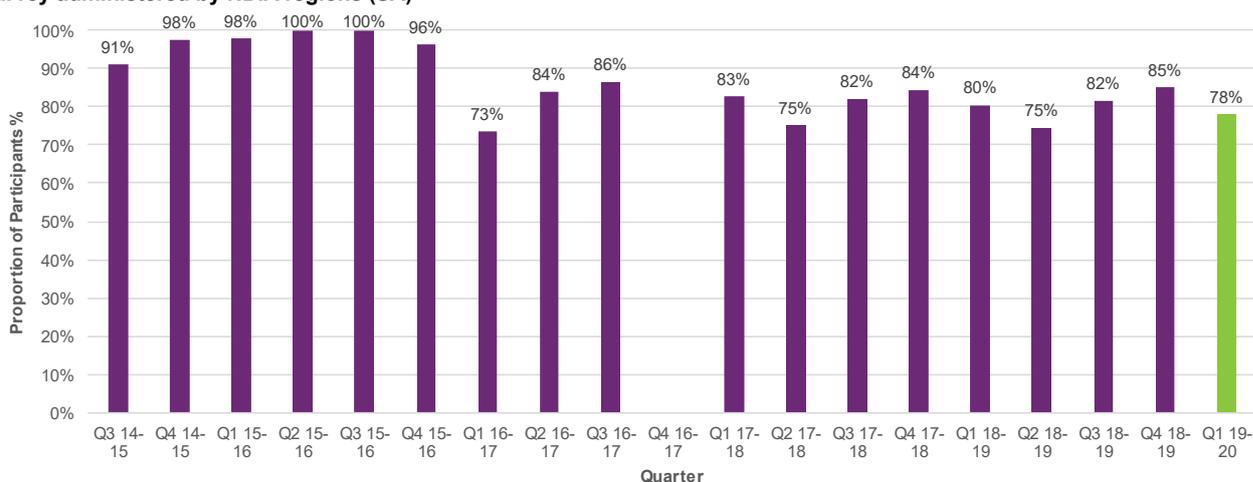
<sup>305</sup> Results in Tables J.28 to J.29 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table J.30 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=594) and ‘participants in community and social activities’ (n=605) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 –SA<sup>306</sup>**

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	10%	14%	23%	24%
Aged 25+	40%	33%	35%	
Aged 15+ (average)	23%	22%	28%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	32%	38%	39%	47%
Aged 25+	34%	36%	43%	
Aged 15+ (average)	33%	37%	41%	

There is insufficient data to show corporate plan metric results for those who have had three plan reviews to date.

**Figure J.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (SA)<sup>\*307</sup>**



\*The result for Q1 of 2019-20 is based on 54 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 78% gave a rating of good or very good, 17% gave a neutral rating and 6% gave a rating of poor or very poor.

<sup>306</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

<sup>307</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table J.31 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (SA)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	94%	2%	4%
I had enough time to tell my story and say what support I need	91%	6%	4%
The planner knows what I can do well	80%	15%	6%
The planner had some good ideas for my plan	81%	9%	9%
I know what is in my plan	83%	13%	4%
The planner helped me think about my future	61%	24%	15%
I think my plan will make my life better	72%	19%	9%
The planning meeting went well	93%	4%	4%

**Table J.32 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (SA)**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
<b>Access</b>	<b>n = 243</b>	<b>n = 66</b>
Are you happy with how coming into the NDIS has gone?	73%	76%
Was the person from the NDIS respectful?	91%	94%
Do you understand what will happen next with your plan?	72%	68%
<b>Pre-planning</b>	<b>n = 272</b>	<b>n = 42</b>
Did the person from the NDIS understand how your disability affects your life?	89%	76%
Did you understand why you needed to give the information you did?	96%	90%
Were decisions about your plan clearly explained?	81%	76%
Are you clear on what happens next with your plan?	71%	69%
Do you know where to go for more help with your plan?	78%	74%
<b>Planning</b>	<b>n = 263</b>	<b>n = 105</b>
Did the person from the NDIS understand how your disability affects your life?	84%	88%
Did you understand why you needed to give the information you did?	93%	96%
Were decisions about your plan clearly explained?	78%	78%
Are you clear on what happens next with your plan?	66%	80%
Do you know where to go for more help with your plan?	76%	83%
<b>Plan review</b>	<b>n = 360</b>	<b>n = 102</b>
Did the person from the NDIS understand how your disability affects your life?	80%	84%
Did you feel prepared for your plan review?	82%	94%
Is your NDIS plan helping you to make progress towards your goals?	83%	87%

Table J.33 Plan reviews conducted per quarter – excluding plans less than 30 days – SA<sup>308</sup>

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total plan reviews</b>	<b>39,187</b>	<b>6,875</b>	<b>46,062</b>
<i>Early intervention plans</i>	20,858	2,620	23,478
<i>Permanent disability plans</i>	18,329	4,255	22,584

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

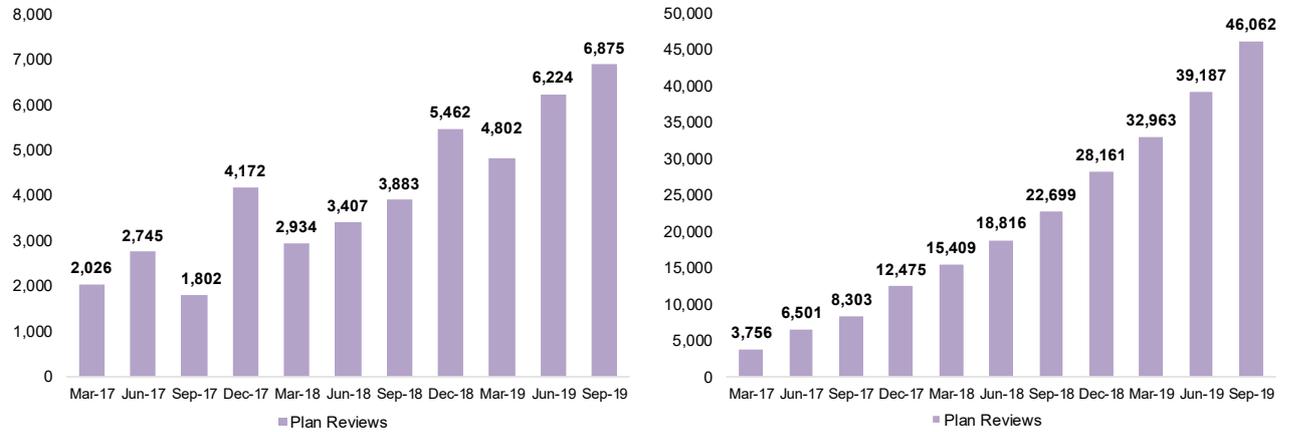
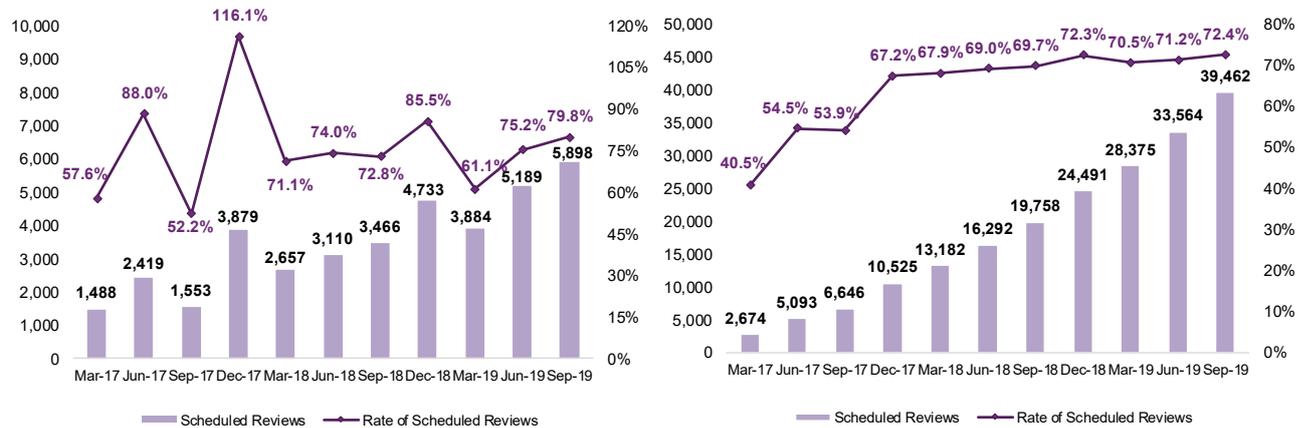


Table J.34 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>33,564</b>	<b>5,898</b>	<b>39,462</b>
<i>Trial participants</i>	17,738	1,920	19,658
<i>Transition participants</i>	15,826	3,978	19,804

Figure J.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – SA<sup>309</sup>



<sup>308</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>309</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

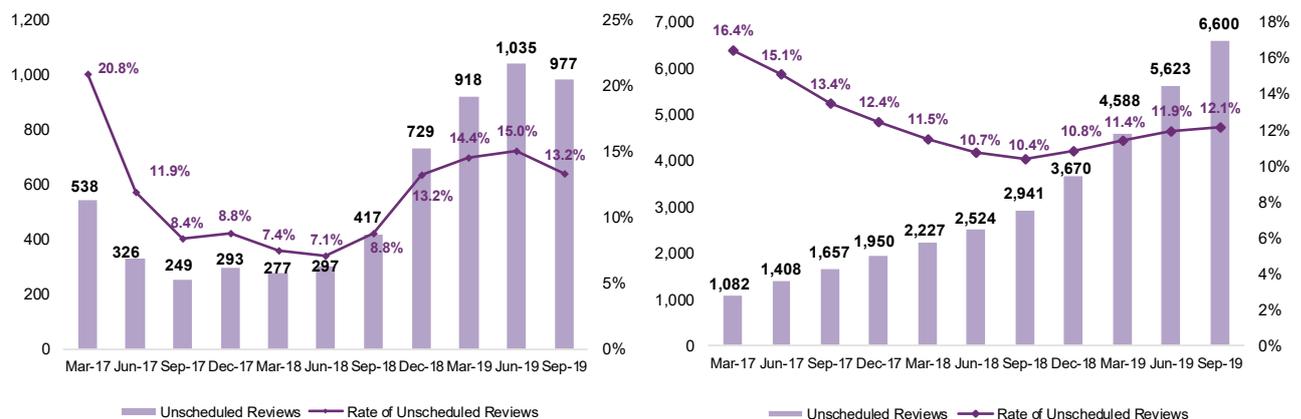
**Table J.35 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>5,623</b>	<b>977</b>	<b>6,600</b>
<i>Trial participants</i>	2,025	172	2,197
<i>Transition participants</i>	3,598	805	4,403

**Table J.36 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA<sup>310</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>11.9%</b>	<b>13.2%</b>	<b>12.1%</b>

**Figure J.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – SA<sup>311</sup>**



**Table J.37 AAT cases by category – SA**

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	56	21%	26	42%	82	25%
Plan	169	64%	25	40%	194	59%
Plan Review	21	8%	<11		30	9%
Other	20	8%	<11		22	7%
<b>Total</b>	<b>266</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>328</b>	<b>100%</b>
<b>% of all access decisions<sup>312</sup></b>	<b>0.33%</b>		<b>1.29%</b>		<b>0.38%</b>	

<sup>310</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>311</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>312</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

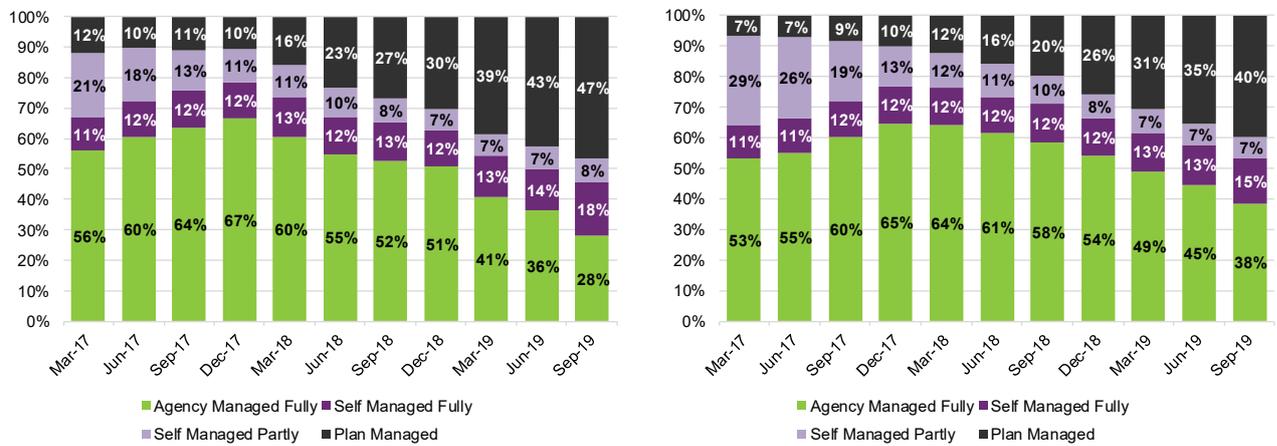
Table J.38 AAT cases by open/closed and decision – SA

	N
<b>AAT Cases</b>	<b>328</b>
<b>Open AAT Cases</b>	<b>96</b>
<b>Closed AAT Cases</b>	<b>232</b>
<i>Resolved before hearing</i>	227
<i>Gone to hearing and received a substantive decision</i>	<11

Table J.39 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	13%	18%	15%
Self-managed partly	7%	8%	7%
Plan managed	37%	47%	40%
Agency managed	43%	28%	38%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Figure J.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – SA<sup>313</sup>



<sup>313</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

**Table J.40 Distribution of active participants by support coordination and quarter of plan approval – SA**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	39%	34%	38%

**Table J.41 Duration to plan activation by quarter of initial plan approval for active participants – SA<sup>314,315</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q3	
	N	%	N	%
Less than 30 days	11,589	70%	1,898	72%
30 to 59 days	1,566	9%	251	10%
60 to 89 days	897	5%	126	5%
<b>Activated within 90 days</b>	<b>14,052</b>	<b>85%</b>	<b>2,275</b>	<b>86%</b>
90 to 119 days	504	3%	78	3%
120 days and over	1,471	9%	77	3%
<b>Activated after 90 days</b>	<b>1,975</b>	<b>12%</b>	<b>155</b>	<b>6%</b>
No payments	580	3%	208	8%
<b>Total plans approved</b>	<b>16,607</b>	<b>100%</b>	<b>2,638</b>	<b>100%</b>

<sup>314</sup> Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>315</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table J.42 Proportion of active participants with plan activated within 12 months – SA

	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	808	881	92%
Not Aboriginal and Torres Strait Islander	16,681	17,236	97%
Not Stated	940	972	97%
<b>Total</b>	<b>18,429</b>	<b>19,089</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	1,181	1,214	97%
Not CALD	17,107	17,731	96%
Not Stated	141	144	98%
<b>Total</b>	<b>18,429</b>	<b>19,089</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	13,835	14,312	97%
Regional	4,160	4,317	96%
Remote	433	459	94%
Missing	<11	<11	
<b>Total</b>	<b>18,429</b>	<b>19,089</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	7,992	8,298	96%
Intellectual Disability (including Down Syndrome)	4,225	4,369	97%
Psychosocial Disability	315	322	98%
Developmental Delay (including Global Developmental Delay)	1,112	1,177	94%
Other	4,785	4,923	97%
<b>Total</b>	<b>18,429</b>	<b>19,089</b>	<b>97%</b>

Table J.43 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19 – SA<sup>316,317</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	40%	55%	41%
50% to 75%	26%	20%	26%
> 75%	34%	25%	33%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>316</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>317</sup> This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

**Table J.44 Proportion of active participants with approved plans accessing mainstream supports – SA<sup>318,319</sup>**

	Prior Quarters	2019-20 Q1	Total
Daily Activities	8%	7%	7%
Health & Wellbeing	40%	33%	38%
Lifelong Learning	18%	15%	17%
Other	12%	10%	11%
Non-categorised	35%	34%	34%
Any mainstream service	92%	81%	89%

### **Part Three: Providers and the growing market**

**Table J.45 Key markets indicators by quarter – SA**

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.23	1.32
b) Number of providers delivering new types of supports	183	208
c) Share of payments - top 25% <sup>320</sup>		
<i>Daily Tasks/Shared Living (%)</i>	88%	89%
<i>Therapeutic Supports (%)</i>	92%	93%
<i>Participate Community (%)</i>	81%	83%
<i>Early Childhood Supports (%)</i>	84%	85%
<i>Assist Personal Activities (%)</i>	88%	88%

<sup>318</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>319</sup> The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

<sup>320</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table J.46 Cumulative number of providers that have been active by registration group – SA

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	28	3	31	11%
Assistance Animals	16	2	18	13%
Assistance with daily life tasks in a group or shared living arrangement	110	12	122	11%
Assistance with travel/transport arrangements	147	12	159	8%
Daily Personal Activities	219	32	251	15%
Group and Centre Based Activities	150	42	192	28%
High Intensity Daily Personal Activities	164	27	191	16%
Household tasks	217	31	248	14%
Interpreting and translation	27	5	32	19%
Participation in community, social and civic activities	264	34	298	13%
<b>Assistive Technology</b>				
Assistive equipment for recreation	46	2	48	4%
Assistive products for household tasks	30	3	33	10%
Assistance products for personal care and safety	281	32	313	11%
Communication and information equipment	60	15	75	25%
Customised Prosthetics	103	17	120	17%
Hearing Equipment	36	5	41	14%
Hearing Services	8	0	8	0%
Personal Mobility Equipment	127	33	160	26%
Specialised Hearing Services	12	0	12	0%
Vision Equipment	26	7	33	27%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	238	40	278	17%
Behaviour Support	124	14	138	11%
Community nursing care for high needs	43	8	51	19%
Development of daily living and life skills	173	18	191	10%
Early Intervention supports for early childhood	449	20	469	4%
Exercise Physiology and Physical Wellbeing activities	52	21	73	40%
Innovative Community Participation	28	4	32	14%
Specialised Driving Training	16	9	25	56%
Therapeutic Supports	714	64	778	9%
<b>Capital services</b>				
Home modification design and construction	23	14	37	61%
Specialised Disability Accommodation	7	4	11	57%
Vehicle Modifications	30	2	32	7%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	101	20	121	20%
Support Coordination	88	16	104	18%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	39	10	49	26%
Specialised Supported Employment	51	2	53	4%
<b>Total active providers</b>	<b>1,412</b>	<b>144</b>	<b>1,556</b>	<b>10%</b>

Table J.47 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – SA

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	6	25	31	19%	81%	100%
Assistance Animals	3	15	18	17%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	12	110	122	10%	90%	100%
Assistance with travel/transport arrangements	25	134	159	16%	84%	100%
Daily Personal Activities	31	220	251	12%	88%	100%
Group and Centre Based Activities	23	169	192	12%	88%	100%
High Intensity Daily Personal Activities	30	161	191	16%	84%	100%
Household tasks	63	185	248	25%	75%	100%
Interpreting and translation	7	25	32	22%	78%	100%
Participation in community, social and civic activities	37	261	298	12%	88%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	2	46	48	4%	96%	100%
Assistive products for household tasks	4	29	33	12%	88%	100%
Assistance products for personal care and safety	49	264	313	16%	84%	100%
Communication and information equipment	16	59	75	21%	79%	100%
Customised Prosthetics	21	99	120	18%	83%	100%
Hearing Equipment	6	35	41	15%	85%	100%
Hearing Services	1	7	8	13%	88%	100%
Personal Mobility Equipment	28	132	160	18%	83%	100%
Specialised Hearing Services	1	11	12	8%	92%	100%
Vision Equipment	4	29	33	12%	88%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	44	234	278	16%	84%	100%
Behaviour Support	44	94	138	32%	68%	100%
Community nursing care for high needs	5	46	51	10%	90%	100%
Development of daily living and life skills	33	158	191	17%	83%	100%
Early Intervention supports for early childhood	227	242	469	48%	52%	100%
Exercise Physiology and Physical Wellbeing activities	17	56	73	23%	77%	100%
Innovative Community Participation	11	21	32	34%	66%	100%
Specialised Driving Training	2	23	25	8%	92%	100%
Therapeutic Supports	344	434	778	44%	56%	100%
<b>Capital services</b>						
Home modification design and construction	4	33	37	11%	89%	100%
Specialised Disability Accommodation	1	10	11	9%	91%	100%
Vehicle Modifications	3	29	32	9%	91%	100%
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	25	96	121	21%	79%	100%

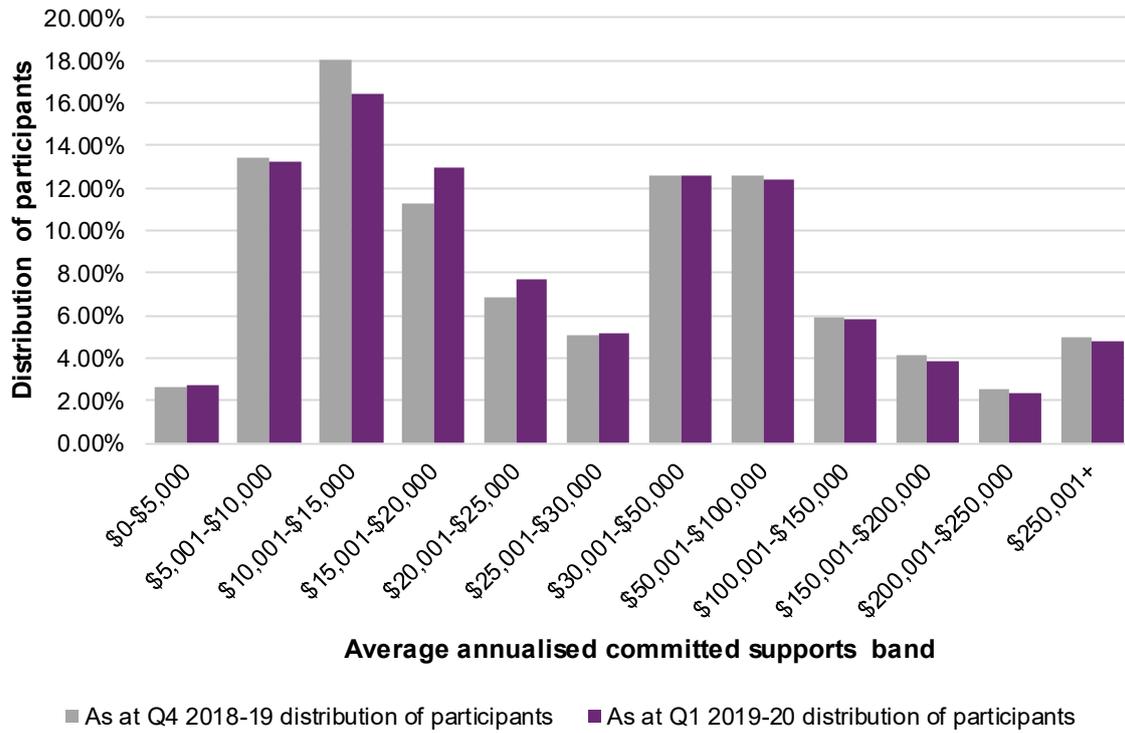
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Support Coordination	27	77	<b>104</b>	26%	74%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	3	46	<b>49</b>	6%	94%	<b>100%</b>
Specialised Supported Employment	5	48	<b>53</b>	9%	91%	<b>100%</b>
<b>Total</b>	<b>504</b>	<b>1,052</b>	<b>1,556</b>	<b>32%</b>	<b>68%</b>	<b>100%</b>

**Part Four: Financial sustainability**

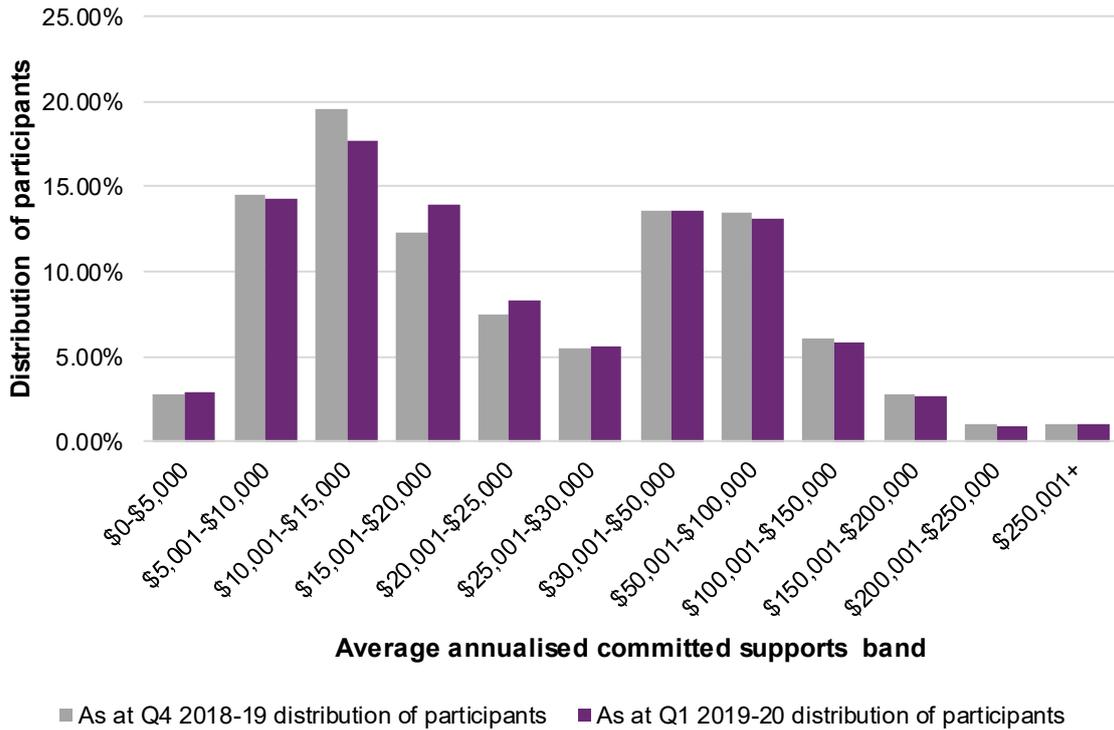
**Table J.48 Committed supports by financial year (\$m) - SA**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	10.5	48.7	102.3	185.1	351.9	1,136.0	468.0

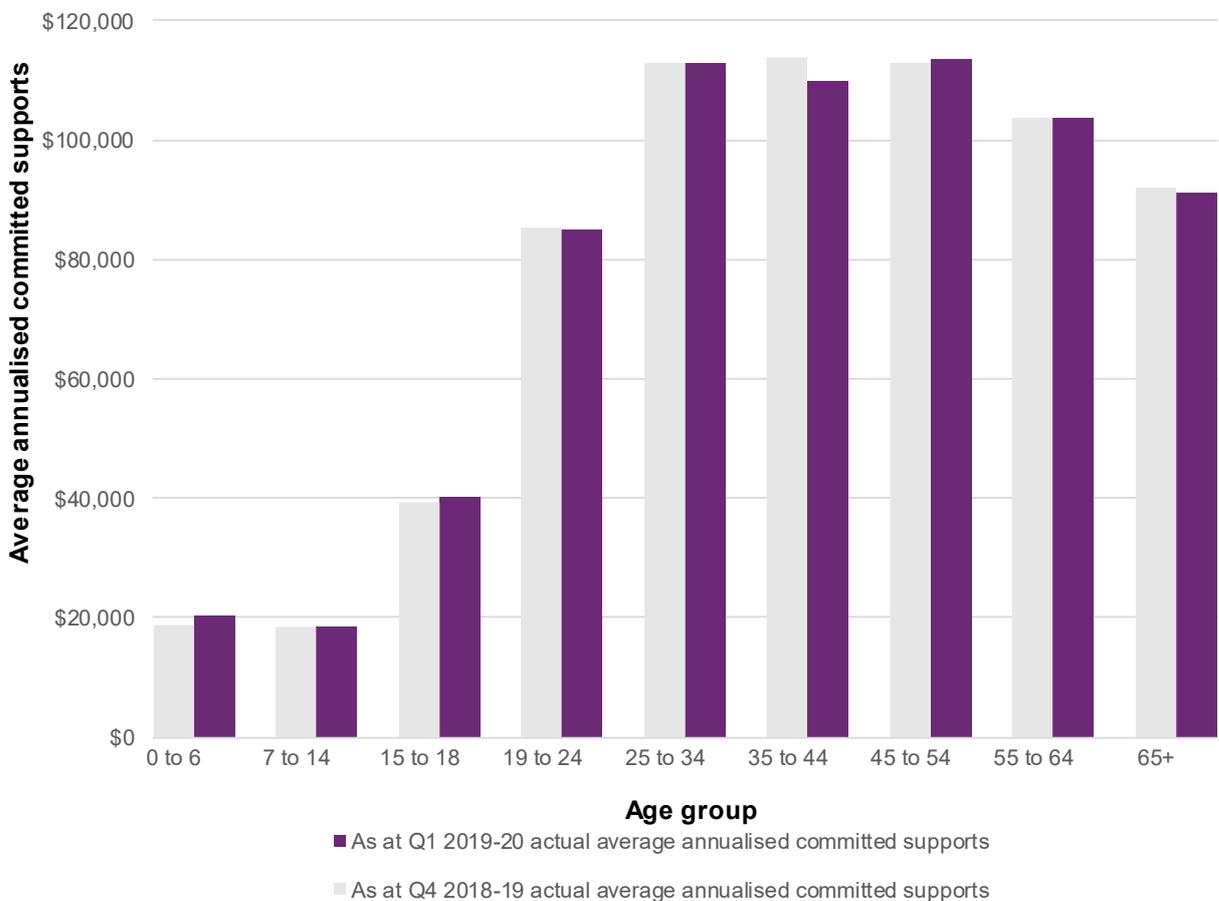
**Figure J.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA)**



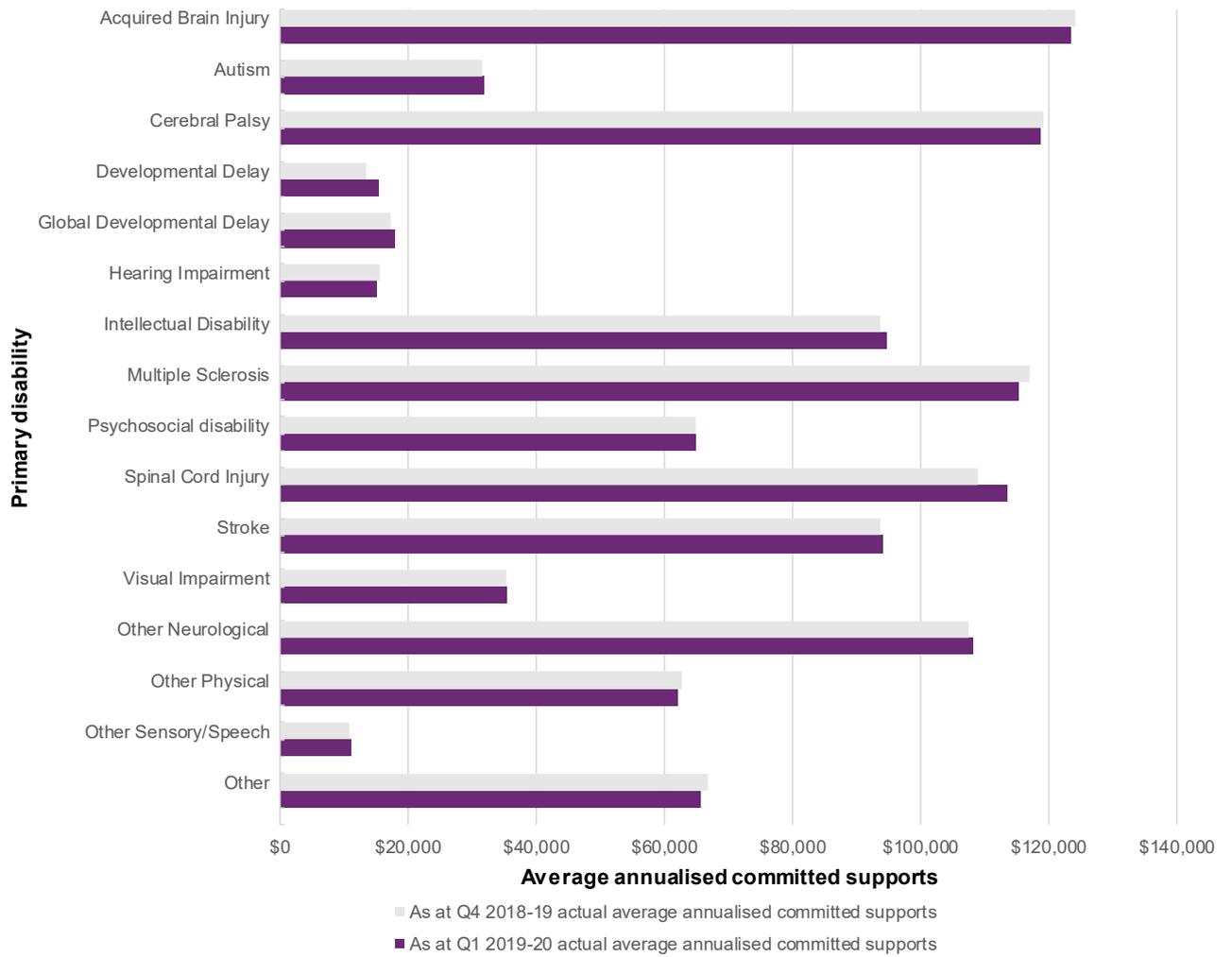
**Figure J.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA)**



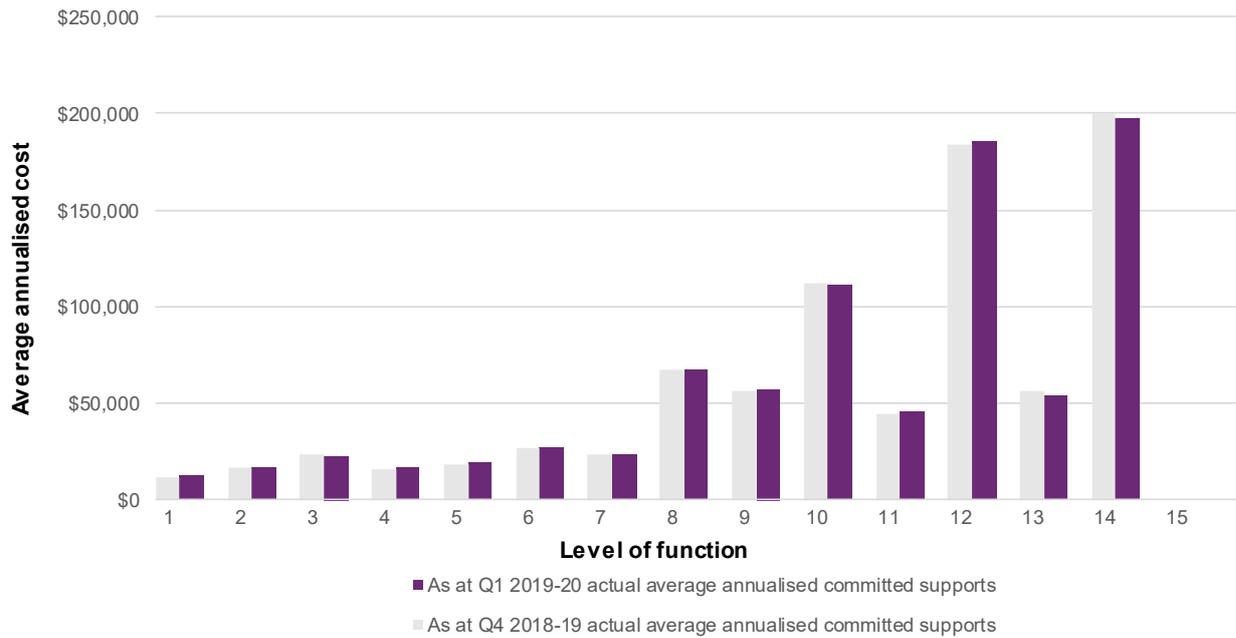
**Figure J.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA)**



**Figure J.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA)**



**Figure J.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (SA) <sup>321,322</sup>**



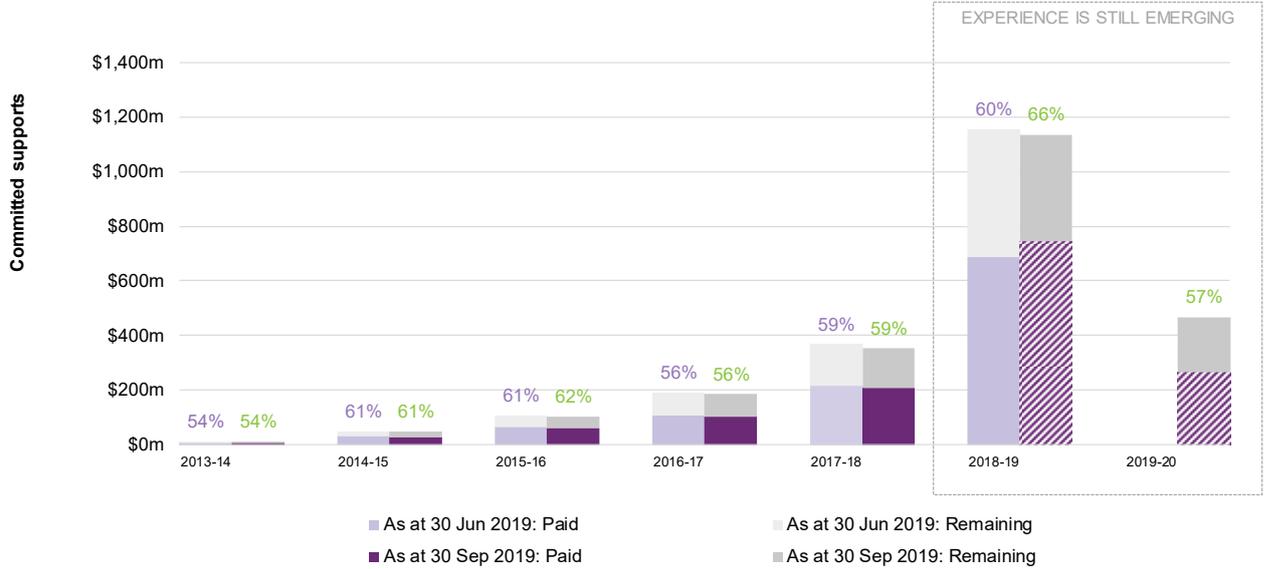
**Table J.49 Payments by financial year, compared to committed supports (\$m) – SA**

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	10.5	48.7	102.3	185.1	351.9	1,136.0	468.0
Total paid	5.7	29.8	63.1	104.0	209.3	745.5	265.7
% utilised to date	54%	61%	62%	56%	59%	66%	57%

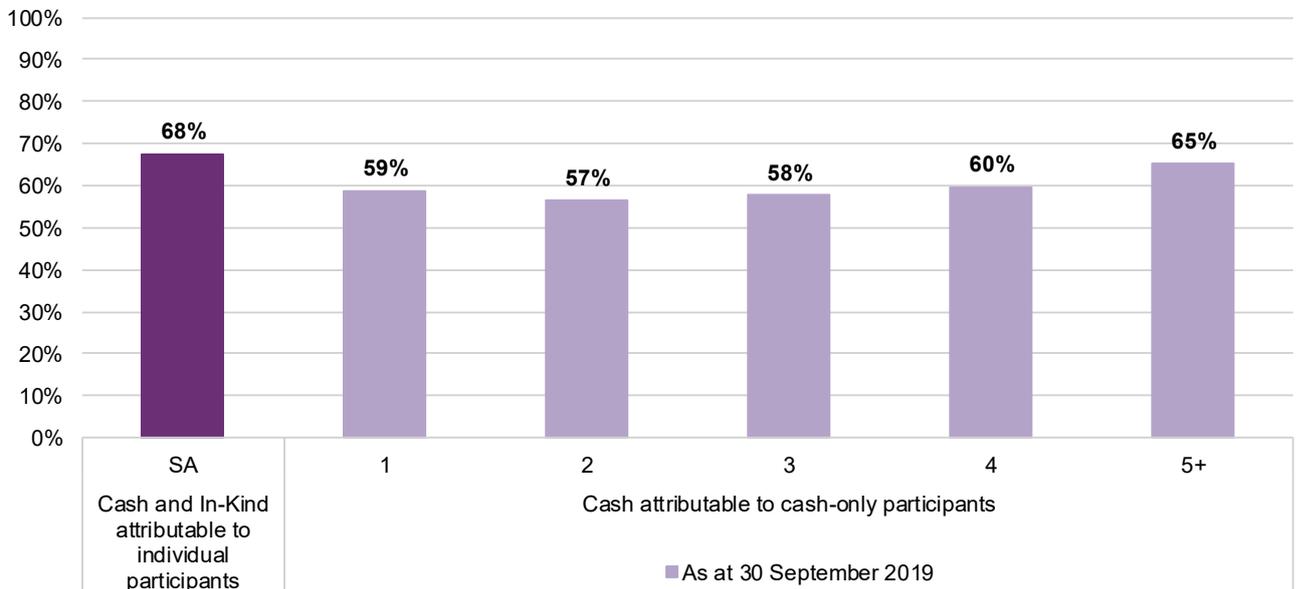
<sup>321</sup> Ibid.

<sup>322</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

**Figure J.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (SA)<sup>323</sup>**



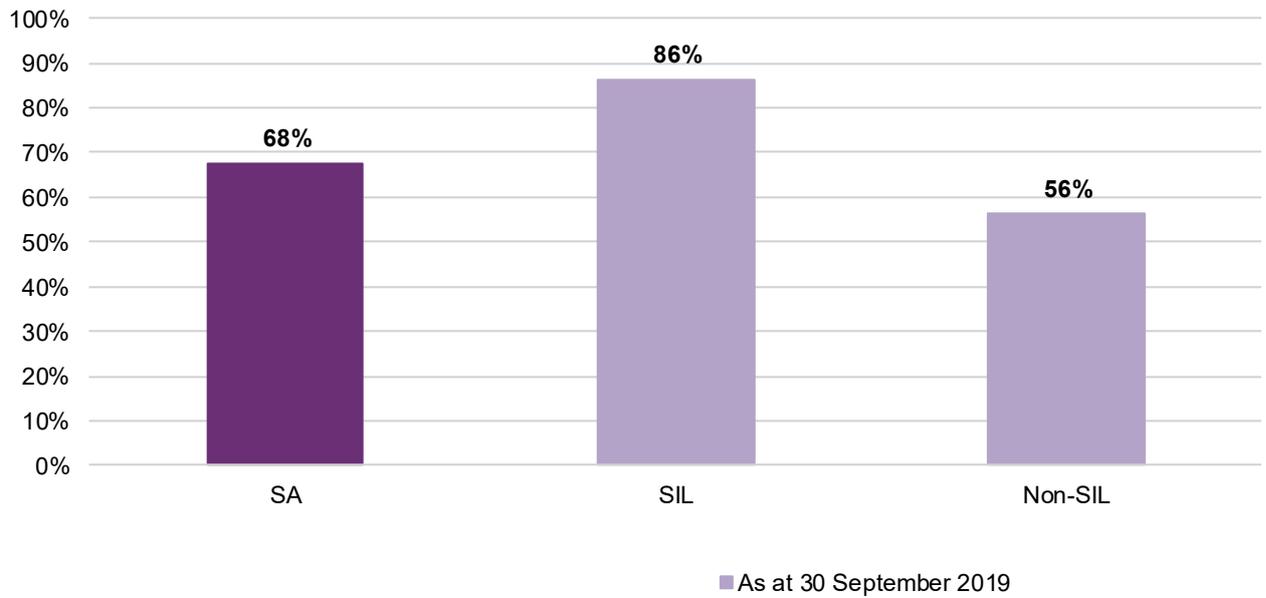
**Figure J.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (SA)<sup>324</sup>**



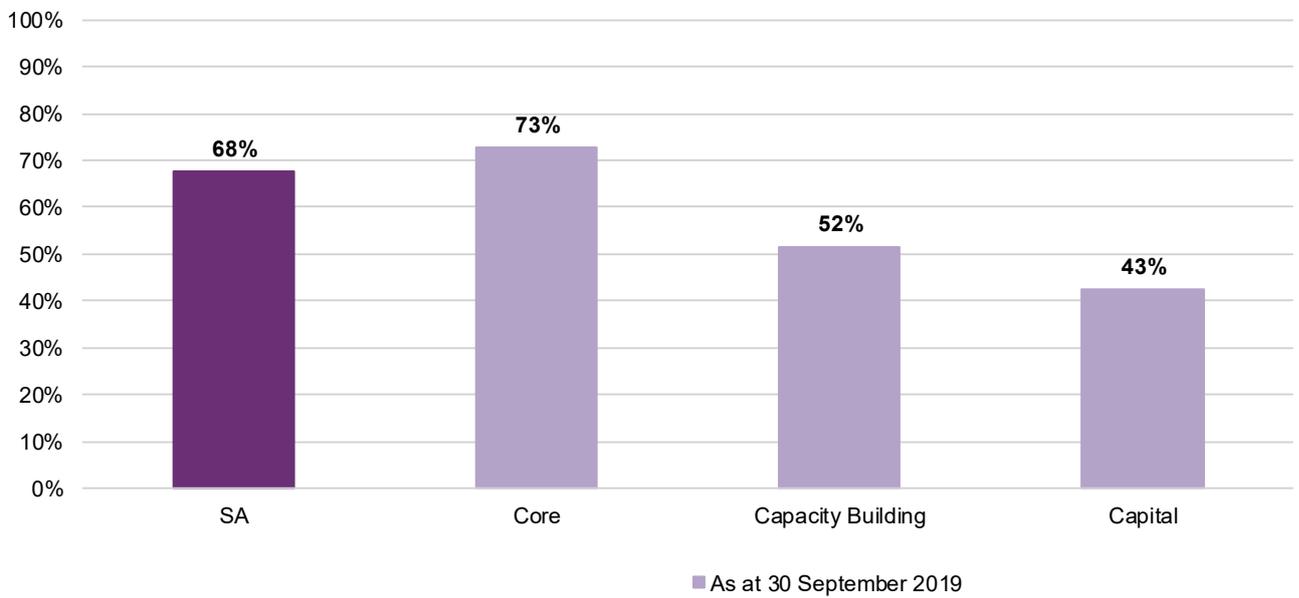
<sup>323</sup> Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, the amounts of committed supports and payments in past support years has reduced since 30 June 2019 for SA.

<sup>324</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure J.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (SA)<sup>325</sup>**



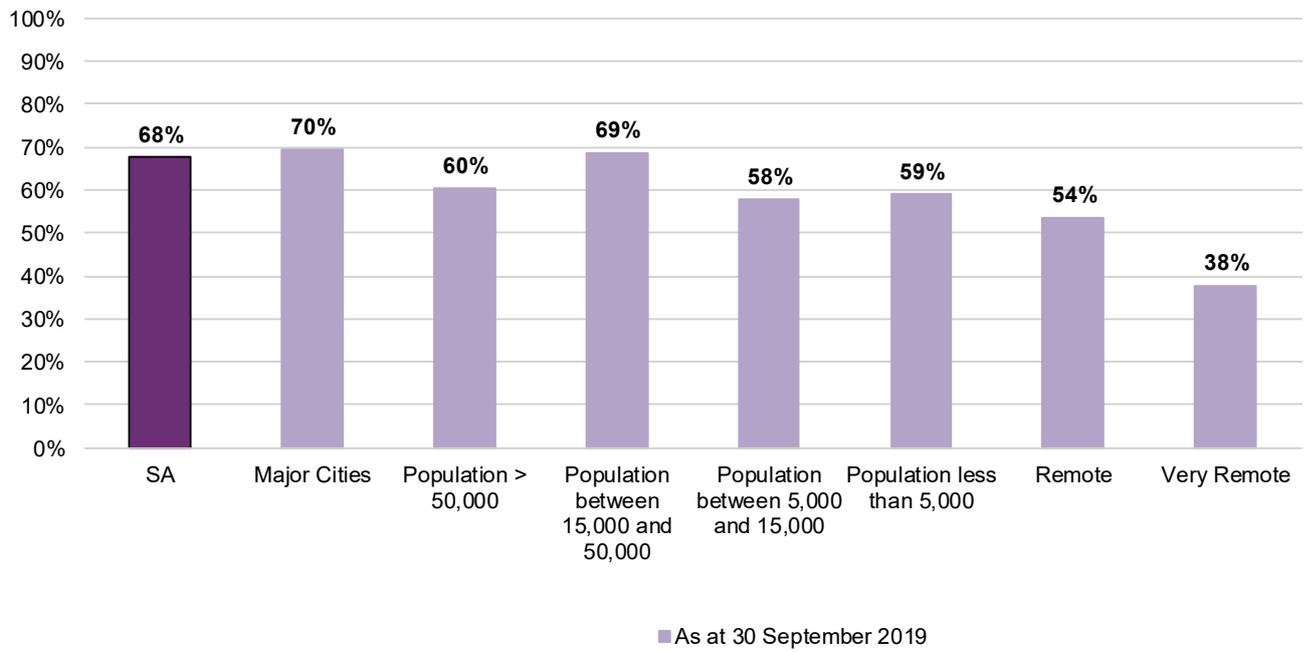
**Figure J.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (SA)<sup>326</sup>**



<sup>325</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 2018 is shown, as experience in the most recent quarter is still emerging.

<sup>326</sup> Ibid.

Figure J.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (SA)<sup>327</sup>



<sup>327</sup> Ibid.  
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# Appendix K:

## Tasmania

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

### Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – TAS<sup>328</sup>

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
TAS	6,515	465	6,980	47	7,027

Table K.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS<sup>329</sup>

	Prior Quarters	2019-20 Q1	Total
<b>Access decisions</b>	<b>7,919</b>	<b>938</b>	<b>8,857</b>
<b>Active Eligible</b>	<b>6,858</b>	<b>646</b>	<b>7,504</b>
<i>New</i>	2,917	550	3,467
<i>State</i>	2,888	26	2,914
<i>Commonwealth</i>	1,053	70	1,123
<b>Active Participant Plans (excl ECEI)</b>	<b>6,515</b>	<b>465</b>	<b>6,980</b>
<i>New</i>	2,688	371	3,059
<i>State</i>	2,846	25	2,871
<i>Commonwealth</i>	981	69	1,050
<b>Active Participant Plans</b>	<b>6,747</b>	<b>512</b>	<b>7,027</b>
<i>Early Intervention (s25)</i>	996	116	1,112
<i>Permanent Disability (s24)</i>	5,519	349	5,868
<i>ECEI<sup>330</sup></i>	232	47	47

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – TAS

Exits	
<b>Total participant exits</b>	<b>110</b>
<i>Early Intervention participants</i>	11
<i>Permanent disability participants</i>	99

<sup>328</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>329</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 86% of people with a hearing impairment met the access criteria compared to 69% overall.

<sup>330</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table K.4 Cumulative position by services previously received – TAS<sup>331</sup>**

	Participant cohort				
	State	Commonwealth	New	ECEI <sup>332</sup>	Total
End of 2016-17	1,072	51	1,079	18	2,220
End of 2017-18	2,023	336	1,481	537	4,377
End of 2018-19 Q1	2,184	547	1,722	535	4,988
End of 2018-19 Q2	2,340	672	1,945	544	5,501
End of 2018-19 Q3	2,688	789	2,207	590	6,274
End of 2018-19 Q4	2,849	986	2,708	232	6,775
End of 2019-20 Q1	2,871	1,050	3,059	47	7,027

**Table K.5 Cumulative position by entry into the Scheme – TAS<sup>333</sup>**

	Participant cohort			
	Early Intervention <sup>334</sup>	Permanent Disability <sup>335</sup>	ECEI <sup>336</sup>	Total
End of 2016-17	202	2,000	18	2,220
End of 2017-18	529	3,311	537	4,377
End of 2018-19 Q1	619	3,834	535	4,988
End of 2018-19 Q2	714	4,243	544	5,501
End of 2018-19 Q3	818	4,866	590	6,274
End of 2018-19 Q4	998	5,545	232	6,775
End of 2019-20 Q1	1,112	5,868	47	7,027

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS<sup>337</sup>**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	488	7.5%	32	6.9%	<b>520</b>	<b>7.4%</b>
Not Aboriginal and Torres Strait Islander	4,677	71.8%	360	77.4%	<b>5,037</b>	<b>72.2%</b>
Not Stated	1,350	20.7%	73	15.7%	<b>1,423</b>	<b>20.4%</b>
<b>Total</b>	<b>6,515</b>	<b>100%</b>	<b>465</b>	<b>100%</b>	<b>6,980</b>	<b>100%</b>

<sup>331</sup> This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>332</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>333</sup> This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

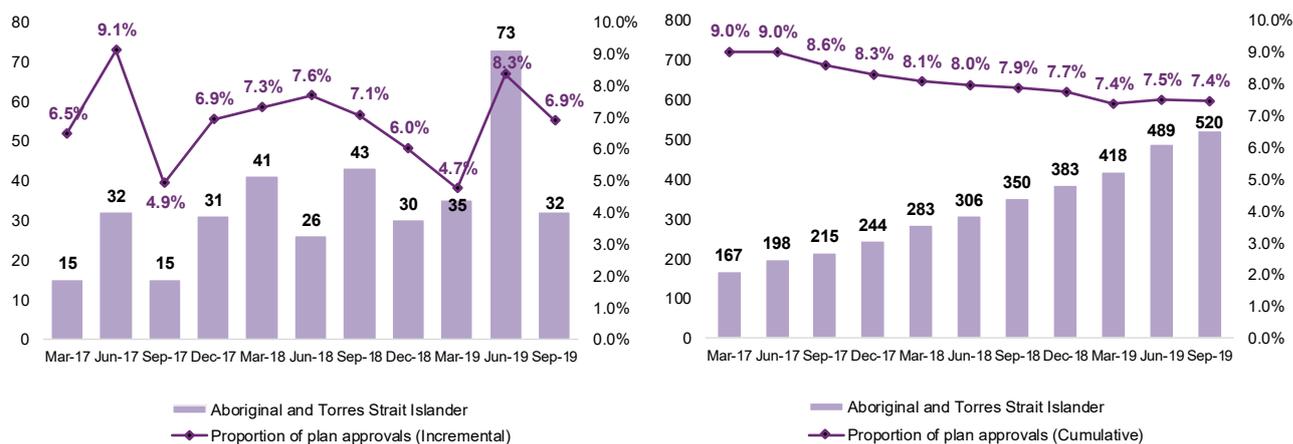
<sup>334</sup> Participants who met Section 25 of the NDIS Act for access

<sup>335</sup> Participants who met Section 24 of the NDIS Act for access

<sup>336</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>337</sup> The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

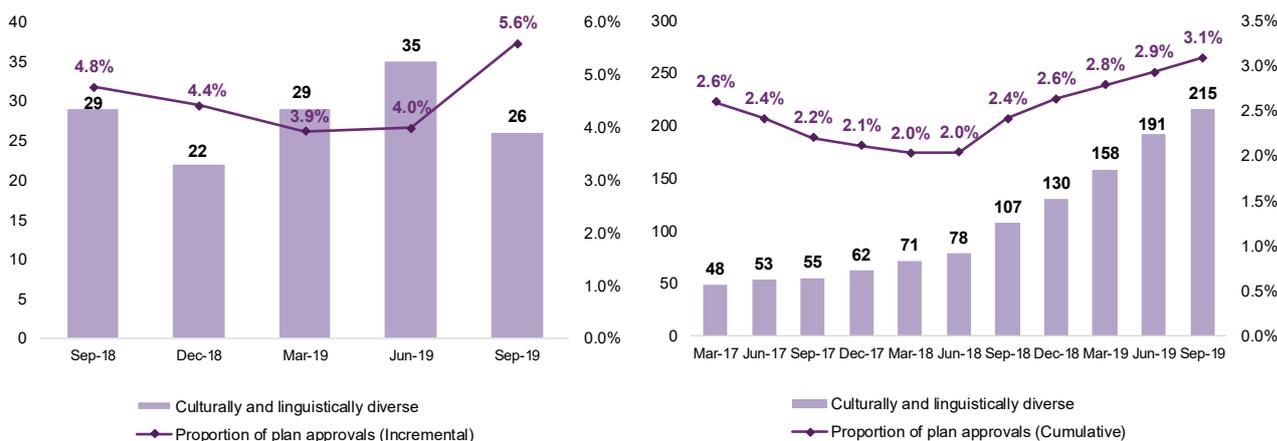
**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – TAS<sup>338</sup>**



**Table K.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – TAS**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	189	2.9%	26	5.6%	215	3.1%
Not CALD	6,310	96.9%	438	94.2%	6,748	96.7%
Not Stated	16	0.2%	<11		17	0.2%
<b>Total</b>	<b>6,515</b>	<b>100%</b>	<b>465</b>	<b>100%</b>	<b>6,980</b>	<b>100%</b>

**Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – TAS<sup>339,340</sup>**



**Table K.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – TAS**

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC <sup>341</sup>	44	<11	54
Not YPIRAC	6,471	455	6,926
<b>Total</b>	<b>6,515</b>	<b>465</b>	<b>6,980</b>

<sup>338</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>339</sup> Ibid.

<sup>340</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

<sup>341</sup> The age breakdown of YPIRAC participants in TAS cannot be reported due to small numbers in some age groups.

Figure K.3 Number of YPIRAC participants over time cumulatively – TAS<sup>342,343</sup>

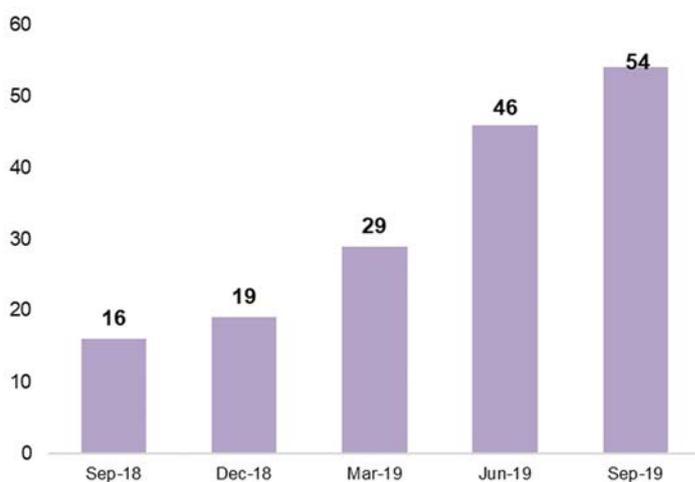


Table K.9 Participant profile per quarter by remoteness – TAS<sup>344,345</sup>

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	<11		<11		<11	
Population > 50,000	4,158	63.8%	329	70.8%	4,487	64.3%
Population between 15,000 and 50,000	1,384	21.2%	67	14.4%	1,451	20.8%
Population between 5,000 and 15,000	12	0.2%	<11		12	0.2%
Population less than 5,000	891	13.7%	64	13.8%	955	13.7%
Remote	59	0.9%	<11		64	0.9%
Very Remote	11	0.2%	<11		11	0.2%
Missing	<11		<11		<11	
<b>Total</b>	<b>6,515</b>	<b>100%</b>	<b>465</b>	<b>100%</b>	<b>6,980</b>	<b>100%</b>

<sup>342</sup> The cumulative chart shows the number of active participants as at each quarter over time.

<sup>343</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in Tasmania over time, and also insufficient numbers to show the cumulative count of YPIRAC participants prior to the September 2018 quarter.

<sup>344</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>345</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively– TAS<sup>346,347</sup>

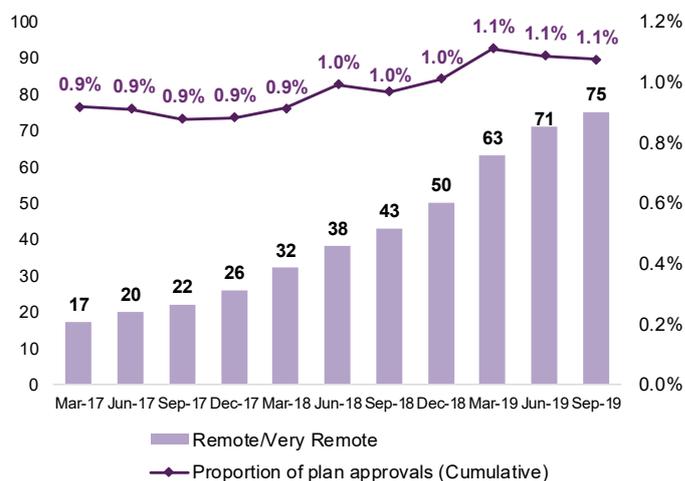


Table K.10 Participant profile per quarter by disability group – TAS<sup>348,349</sup>

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	2,059	32%	111	24%	<b>2,170</b>	<b>31%</b>
Intellectual Disability <sup>350</sup>	2,217	34%	52	11%	<b>2,269</b>	<b>33%</b>
Psychosocial disability	359	6%	56	12%	<b>415</b>	<b>6%</b>
Developmental Delay	147	2%	37	8%	<b>184</b>	<b>3%</b>
Other Neurological	238	4%	31	7%	<b>269</b>	<b>4%</b>
Cerebral Palsy	336	5%	<11		<b>346</b>	<b>5%</b>
Other Physical	217	3%	25	5%	<b>242</b>	<b>3%</b>
Hearing Impairment	187	3%	47	10%	<b>234</b>	<b>3%</b>
ABI	271	4%	<11		<b>281</b>	<b>4%</b>
Visual Impairment	115	2%	14	3%	<b>129</b>	<b>2%</b>
Multiple Sclerosis	135	2%	32	7%	<b>167</b>	<b>2%</b>
Global Developmental Delay	77	1%	15	3%	<b>92</b>	<b>1%</b>
Stroke	50	1%	12	3%	<b>62</b>	<b>1%</b>
Spinal Cord Injury	67	1%	<11		<b>77</b>	<b>1%</b>
Other Sensory/Speech	28	0%	<11		<b>30</b>	<b>0%</b>
Other	12	0%	<11		<b>13</b>	<b>0%</b>
<b>Total</b>	<b>6,515</b>	<b>100%</b>	<b>465</b>	<b>100%</b>	<b>6,980</b>	<b>100%</b>

<sup>346</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

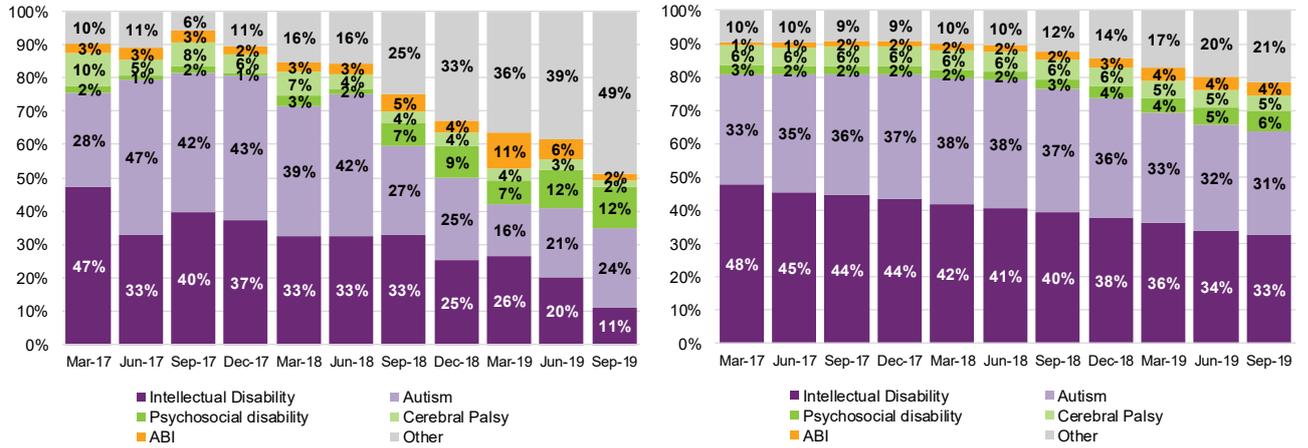
<sup>347</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

<sup>348</sup> Table order based on national proportions (highest to lowest).

<sup>349</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>350</sup> Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in TAS (262).

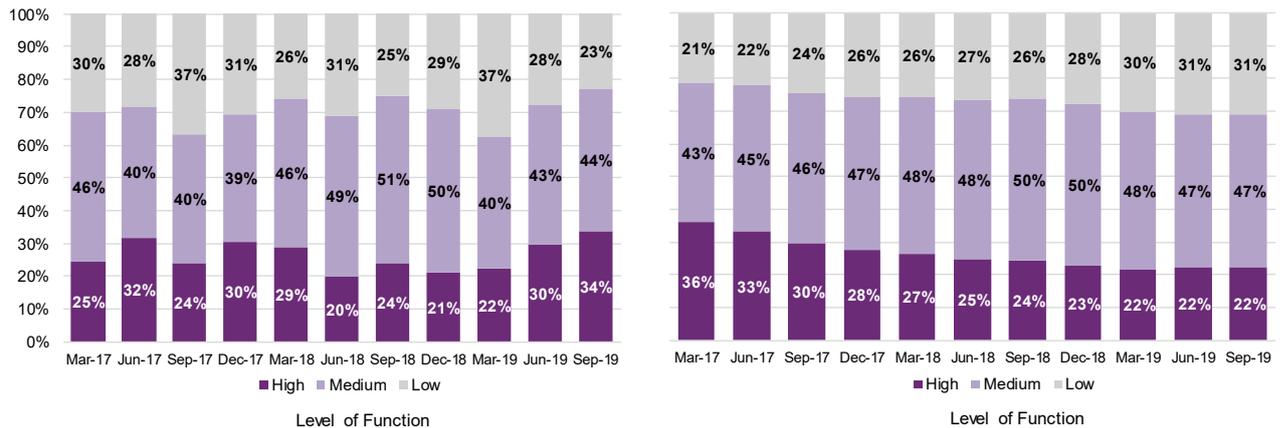
**Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – TAS<sup>351</sup>**



**Table K.11 Participant profile per quarter by level of function – TAS**

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	250	4%	45	10%	295	4%
2 (High Function)	13	0%	<11		14	0%
3 (High Function)	369	6%	33	7%	402	6%
4 (High Function)	327	5%	39	8%	366	5%
5 (High Function)	447	7%	38	8%	485	7%
6 (Moderate Function)	1,270	19%	100	22%	1,370	20%
7 (Moderate Function)	631	10%	20	4%	651	9%
8 (Moderate Function)	464	7%	32	7%	496	7%
9 (Moderate Function)	22	0%	12	3%	34	0%
10 (Moderate Function)	656	10%	39	8%	695	10%
11 (Low Function)	334	5%	12	3%	346	5%
12 (Low Function)	1,073	16%	71	15%	1,144	16%
13 (Low Function)	477	7%	17	4%	494	7%
14 (Low Function)	164	3%	<11		170	2%
15 (Low Function)	<11		<11		<11	
Missing	16	0%	<11		16	0%
<b>Total</b>	<b>6,515</b>	<b>100%</b>	<b>465</b>	<b>100%</b>	<b>6,980</b>	<b>100%</b>

**Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – TAS<sup>352</sup>**



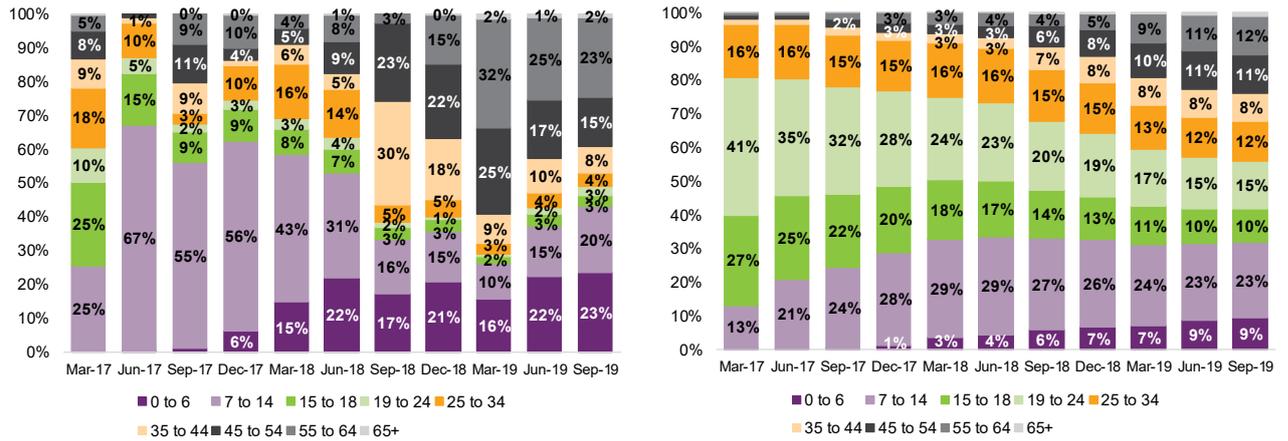
<sup>351</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>352</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table K.12 Participant profile per quarter by Age group – TAS**

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	538	8%	108	23%	<b>646</b>	<b>9%</b>
7 to 14	1,483	23%	92	20%	<b>1,575</b>	<b>23%</b>
15 to 18	661	10%	15	3%	<b>676</b>	<b>10%</b>
19 to 24	1,002	15%	12	3%	<b>1,014</b>	<b>15%</b>
25 to 34	798	12%	18	4%	<b>816</b>	<b>12%</b>
35 to 44	548	8%	37	8%	<b>585</b>	<b>8%</b>
45 to 54	723	11%	68	15%	<b>791</b>	<b>11%</b>
55 to 64	698	11%	108	23%	<b>806</b>	<b>12%</b>
65+	64	1%	<11		<b>71</b>	<b>1%</b>
<b>Total</b>	<b>6,515</b>	<b>100%</b>	<b>465</b>	<b>100%</b>	<b>6,980</b>	<b>100%</b>

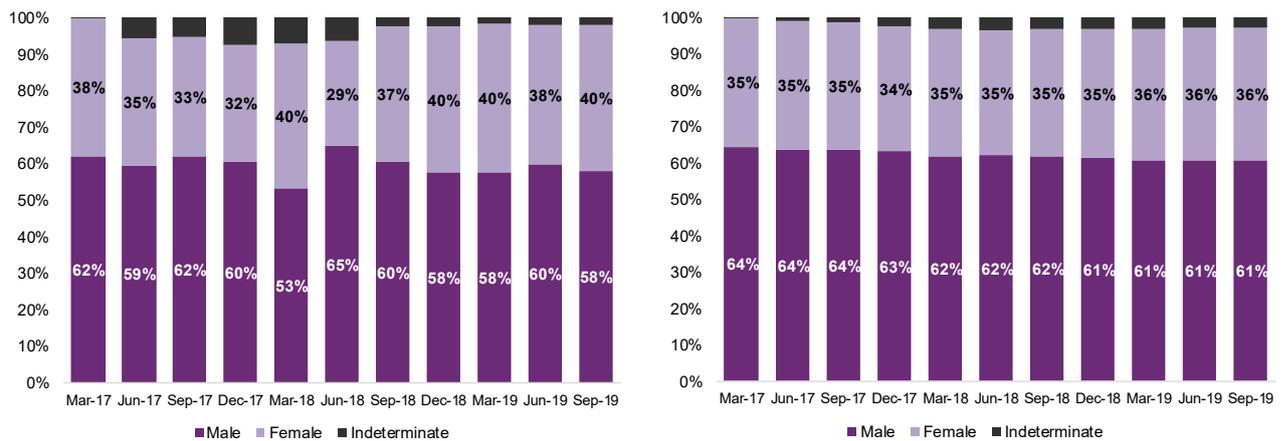
**Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – TAS<sup>353</sup>**



**Table K.13 Participant profile per quarter by Gender – TAS**

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	3,958	61%	270	58%	<b>4,228</b>	<b>61%</b>
Female	2,361	36%	185	40%	<b>2,546</b>	<b>36%</b>
Indeterminate	196	3%	<11		<b>206</b>	<b>3%</b>
<b>Total</b>	<b>6,515</b>	<b>100%</b>	<b>465</b>	<b>100%</b>	<b>6,980</b>	<b>100%</b>

**Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – TAS<sup>354</sup>**



<sup>353</sup> Ibid.

<sup>354</sup> Ibid.

## Part Two: Participant experience and outcomes

Table K.14 Number of questionnaires completed by SFOF version – TAS<sup>355</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	11	89	357	77	534
Participant school to 14	556	884	555	126	2,121
Participant 15 to 24	292	157	110	24	583
Participant 25 and over	164	501	1,677	237	2,579
<b>Total Participant</b>	<b>1,023</b>	<b>1,631</b>	<b>2,699</b>	<b>464</b>	<b>5,817</b>
Family 0 to 14	513	956	884	193	2,546
Family 15 to 24	156	134	76	19	385
Family 25 and over	5	171	620	86	882
<b>Total Family</b>	<b>674</b>	<b>1,261</b>	<b>1,580</b>	<b>298</b>	<b>3,813</b>
<b>Total</b>	<b>1,697</b>	<b>2,892</b>	<b>4,279</b>	<b>762</b>	<b>9,630</b>

Table K.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – TAS

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	65%			
CC % who say their child is able to tell them what he/she wants	69%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		34%		
DL % who say their child is becoming more independent		44%		
CC % of children who have a genuine say in decisions about themselves		74%		
CC % who are happy with the level of independence/control they have now			44%	
CC % who choose who supports them			45%	54%
CC % who choose what they do each day			56%	65%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			20%	37%
CC % who want more choice and control in their life			80%	78%

<sup>355</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.  
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**Table K.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – TAS**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		29%		
REL	Of these, % who are welcomed or actively included	68%	80%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	32%

**Table K.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – TAS**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		82%		
HM	% who are happy with their home			76%	78%
HM	% who feel safe or very safe in their home			83%	80%
HW	% who rate their health as good, very good or excellent			72%	49%
HW	% who did not have any difficulties accessing health services			74%	72%
LL	% who currently attend or previously attended school in a mainstream class			66%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				60%
LL	% unable to do a course or training they wanted to do in the last 12 months				25%
WK	% who have a paid job			10%	21%
WK	% who volunteer			10%	11%

**Table K.18 Selected key indicators for families/carers of participants – TAS**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	37%	30%	30%
% receiving Carer Allowance	61%	41%	41%
% working in a paid job	40%	42%	30%
Of those in a paid job, % in permanent employment	74%	73%	79%
Of those in a paid job, % working 15 hours or more	74%	80%	84%
% who say they (and their partner) are able to work as much as they want	41%	43%	65%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	89%	83%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	31%	20%
% able to advocate for their child/family member	78%	73%	67%
% who have friends and family they see as often as they like	43%	47%	54%
% 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		43%	
% who feel in control selecting services		38%	41%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			50%
% who rate their health as good, very good or excellent	70%	63%	65%

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

**Table K.19 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=884) - participants who entered from 1 October 2017 to 30 September 2018 – TAS<sup>356</sup>**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	50%
LL	Has the NDIS improved your child's access to education?	23%
REL	Has the NDIS improved your child's relationships with family and friends?	39%
S/CP	Has the NDIS improved your child's social and recreational life?	36%

**Table K.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=231) and ‘Participant 25 and over’ (n=706) - participants who entered from 1 October 2017 to 30 September 2018 – TAS**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	47%	77%
DL	Has the NDIS helped you with daily living activities?	47%	81%
REL	Has the NDIS helped you to meet more people?	38%	60%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	38%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	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?	21%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	10%	19%
S/CP	Has the NDIS helped you be more involved?	37%	69%

**Table K.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=974); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=396) - participants who entered from 1 October 2017 to 30 September 2018 – TAS**

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?	45%	48%
Has the NDIS improved the level of support for your family?	54%	59%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	56%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	57%	
Has the NDIS improved your health and wellbeing?	31%	30%

<sup>356</sup> Results in Tables K.19 to K.21 exclude participants who entered prior to 1 October 2017. **September 2019** | COAG Disability Reform Council Quarterly Report

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

**Table K.22 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=352) - participants who entered from 1 October 2016 to 30 September 2017 – TAS<sup>357</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	42%	51%	+8%
LL	Has the NDIS improved your child's access to education?	17%	16%	-1%
REL	Has the NDIS improved your child's relationships with family and friends?	25%	31%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	34%	39%	+6%

**Table K.23 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=312) and ‘Participant 25 and over’ (n=95) - participants who entered from 1 October 2016 to 30 September 2017 – TAS**

Question	15 to 24			25 and over			
	Year 1	Year 2	Change	Year 1	Year 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	49%	55%	+6%	69%	73%	+3%
DL	Has the NDIS helped you with daily living activities?	46%	57%	+11%	69%	75%	+6%
REL	Has the NDIS helped you to meet more people?	43%	47%	+4%	52%	53%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	10%	0%	21%	31%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	30%	33%	+3%	40%	44%	+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?	22%	21%	-1%	19%	28%	+9%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	6%	0%	15%	18%	+3%
S/CP	Has the NDIS helped you be more involved?	43%	49%	+5%	49%	58%	+9%

<sup>357</sup> Results in Tables K.22 to K.24 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.  
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**Table K.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=249); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=107) - participants who entered from 1 October 2016 to 30 September 2017 – TAS**

Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 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?	23%	31%	+8%	48%	50%	+2%
Has the NDIS improved the level of support for your family?	40%	50%	+10%	51%	62%	+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?	47%	58%	+10%	55%	65%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	39%	50%	+11%			
Has the NDIS improved your health and wellbeing?	20%	24%	+5%	27%	25%	-2%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for participants aged 0 to 14 and participants aged 25 and over.

**Table K.25 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=42) - participants who entered from 1 July 2016 to 30 September 2016 – TAS**

Question	15 to 24			
	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%	67%	+12%
Has the NDIS helped you with daily living activities?	46%	45%	61%	+15%
Has the NDIS helped you to meet more people?	50%	57%	58%	+8%
Has your involvement with the NDIS helped you to choose a home that’s right for you?	14%	15%	18%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	29%	36%	38%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	32%	31%	-4%
Has your involvement with the NDIS helped you find a job that’s right for you?	5%	6%	11%	+6%
Has the NDIS helped you be more involved?	47%	54%	59%	+12%

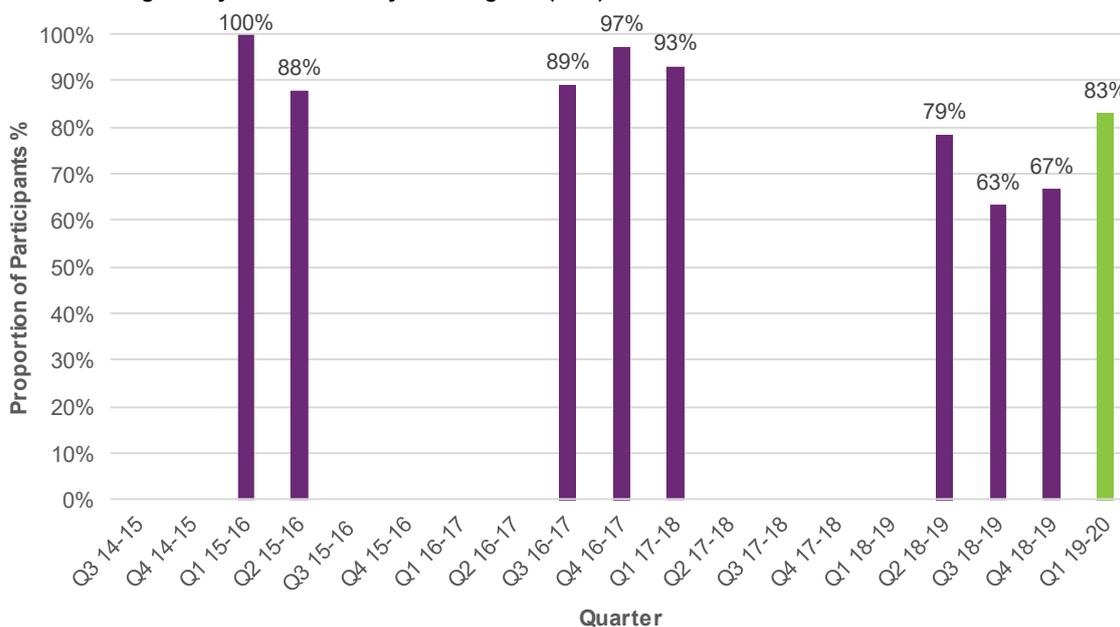
There is insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review, for families at all age groups.

**Table K.26 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=295) and ‘participants in community and social activities’ (n=302) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – TAS<sup>358</sup>**

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	9%	13%	15%	24%
Aged 25+	26%	29%	26%	
Aged 15+ (average)	16%	19%	19%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	22%	29%	29%	47%
Aged 25+	35%	33%	35%	
Aged 15+ (average)	27%	31%	32%	

There is insufficient data to show corporate plan metric results for those who have had three plan reviews to date.

**Figure K.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (TAS)<sup>\*359</sup>**



\*The result for Q1 of 2019-20 is based on 53 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 83% gave a rating of good or very good, 8% gave a neutral rating and 9% gave a rating of poor or very poor.

<sup>358</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

<sup>359</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table K.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (TAS)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	91%	8%	2%
I had enough time to tell my story and say what support I need	94%	2%	4%
The planner knows what I can do well	79%	13%	8%
The planner had some good ideas for my plan	74%	19%	8%
I know what is in my plan	91%	2%	8%
The planner helped me think about my future	72%	13%	15%
I think my plan will make my life better	77%	13%	9%
The planning meeting went well	91%	2%	8%

**Table K.28 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (TAS)**

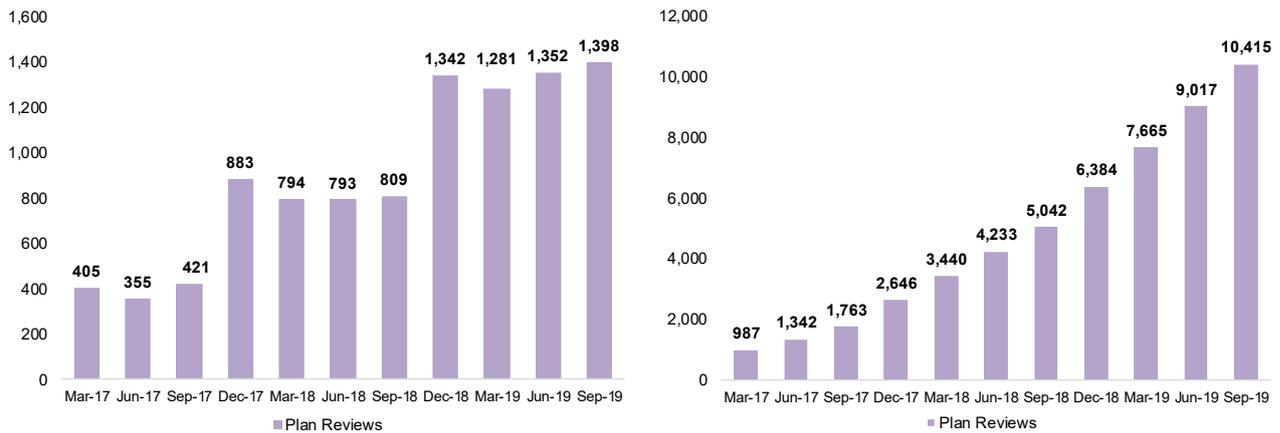
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
<b>Access</b>	<b>n = 74</b>	<b>n = 26</b>
Are you happy with how coming into the NDIS has gone?	80%	77%
Was the person from the NDIS respectful?	96%	96%
Do you understand what will happen next with your plan?	64%	69%
<b>Pre-planning*</b>	<b>n = 83</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	93%	N/A
Did you understand why you needed to give the information you did?	98%	N/A
Were decisions about your plan clearly explained?	86%	N/A
Are you clear on what happens next with your plan?	82%	N/A
Do you know where to go for more help with your plan?	89%	N/A
<b>Planning</b>	<b>n = 65</b>	<b>n = 36</b>
Did the person from the NDIS understand how your disability affects your life?	80%	86%
Did you understand why you needed to give the information you did?	92%	94%
Were decisions about your plan clearly explained?	72%	83%
Are you clear on what happens next with your plan?	68%	83%
Do you know where to go for more help with your plan?	82%	81%
<b>Plan review*</b>	<b>n = 63</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	86%	N/A
Did you feel prepared for your plan review?	84%	N/A
Is your NDIS plan helping you to make progress towards your goals?	84%	N/A

\*There is insufficient data to report on satisfaction in TAS for 2019-20 Q1 at the Pre-planning stage and the Plan review stage.

**Table K.29 Plan reviews conducted per quarter – excluding plans less than 30 days – TAS<sup>360</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total plan reviews</b>	<b>9,017</b>	<b>1,398</b>	<b>10,415</b>
<i>Early intervention plans</i>	977	181	1,158
<i>Permanent disability plans</i>	8,040	1,217	9,257

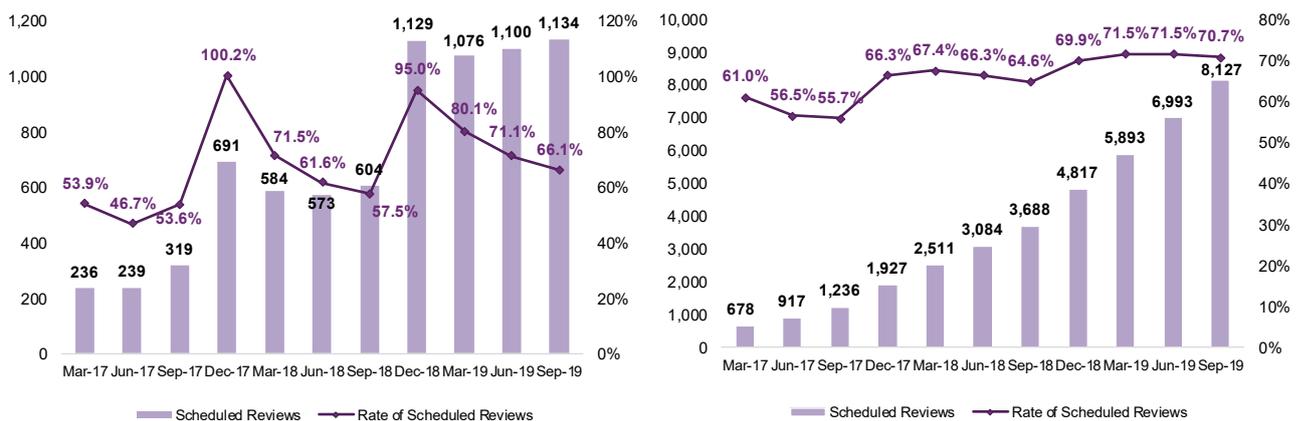
**Figure K.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – TAS**



**Table K.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>6,993</b>	<b>1,134</b>	<b>8,127</b>
<i>Trial participants</i>	3,104	198	3,302
<i>Transition participants</i>	3,889	936	4,825

**Figure K.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – TAS<sup>361</sup>**



<sup>360</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>361</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

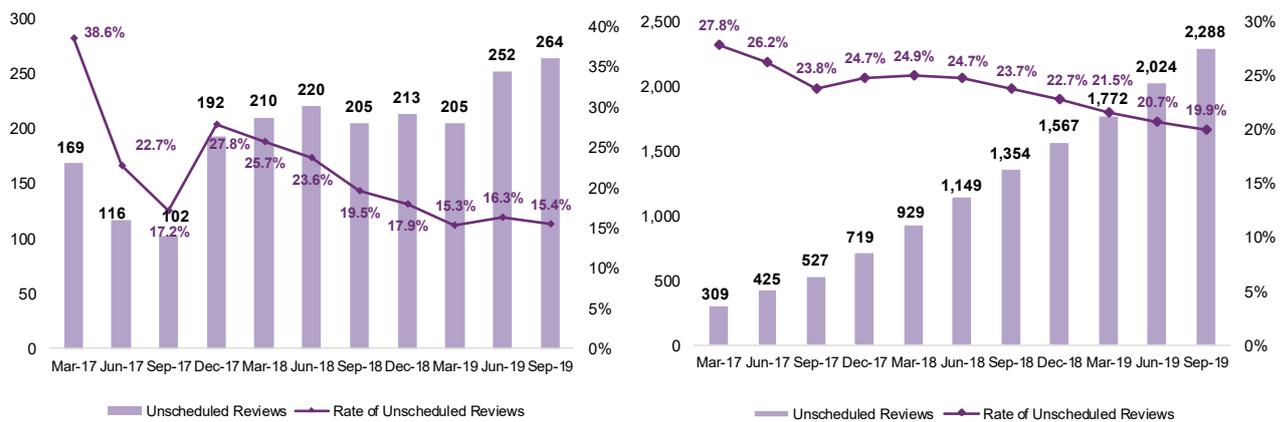
**Table K.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>2,024</b>	<b>264</b>	<b>2,288</b>
<i>Trial participants</i>	746	42	788
<i>Transition participants</i>	1,278	222	1,500

**Table K.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS<sup>362</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>20.7%</b>	<b>15.4%</b>	<b>19.9%</b>

**Figure K.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – TAS<sup>363</sup>**



**Table K.33 AAT cases – TAS<sup>364</sup>**

	Prior Quarters	2019-20 Q1	Total
	<b>N</b>	<b>N</b>	<b>N</b>
<b>AAT cases</b>	<b>31</b>	<b>&lt;11</b>	<b>34</b>
<b>% of all access decisions<sup>365</sup></b>	<b>0.20%</b>	<b>0.28%</b>	<b>0.21%</b>

**Table K.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	11%	12%	<b>12%</b>
Self-managed partly	12%	14%	<b>12%</b>
Plan managed	10%	19%	<b>12%</b>
Agency managed	68%	55%	<b>64%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

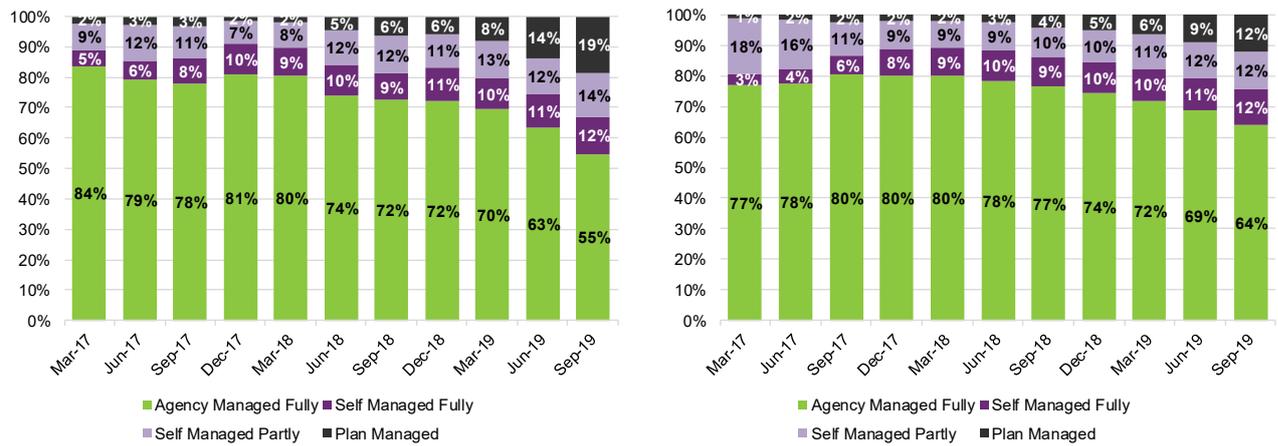
<sup>362</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>363</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>364</sup> The numbers of AAT cases for Tasmania by category and by open/closed status are not shown due to insufficient numbers.

<sup>365</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure K.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – TAS<sup>366</sup>**



**Table K.35 Distribution of active participants by support coordination and quarter of plan approval – TAS**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	38%	44%	40%

**Table K.36 Duration to plan activation by quarter of initial plan approval for active participants – TAS<sup>367,368</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q3	
	N	%	N	%
Less than 30 days	2,613	69%	564	76%
30 to 59 days	340	9%	71	10%
60 to 89 days	196	5%	24	3%
<b>Activated within 90 days</b>	<b>3,149</b>	<b>83%</b>	<b>659</b>	<b>89%</b>
90 to 119 days	135	4%	18	2%
120 days and over	376	10%	25	3%
<b>Activated after 90 days</b>	<b>511</b>	<b>13%</b>	<b>43</b>	<b>6%</b>
No payments	126	3%	39	5%
<b>Total plans approved</b>	<b>3,786</b>	<b>100%</b>	<b>741</b>	<b>100%</b>

<sup>366</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

<sup>367</sup> Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>368</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table K.37 Proportion of active participants with plan activated within 12 months – TAS

	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	318	351	91%
Not Aboriginal and Torres Strait Islander	3,662	3,850	95%
Not Stated	201	212	95%
<b>Total</b>	<b>4,181</b>	<b>4,413</b>	<b>95%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	102	107	95%
Not CALD	4,069	4,294	95%
Not Stated	<11	12	
<b>Total</b>	<b>4,181</b>	<b>4,413</b>	<b>95%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	4,141	4,369	95%
Remote	40	44	91%
Missing	<11	<11	
<b>Total</b>	<b>4,181</b>	<b>4,413</b>	<b>95%</b>
<b>by Primary Disability type</b>			
Autism	1,530	1,636	94%
Intellectual Disability (including Down Syndrome)	1,626	1,719	95%
Psychosocial Disability	153	160	96%
Developmental Delay (including Global Developmental Delay)	68	72	94%
Other	804	826	97%
<b>Total</b>	<b>4,181</b>	<b>4,413</b>	<b>95%</b>

Table K.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1,2 and 3 of 2018-19 – TAS<sup>369,370</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	36%	65%	38%
50% to 75%	17%	19%	18%
> 75%	47%	16%	45%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>369</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>370</sup> This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

**Table K.39 Proportion of active participants with approved plans accessing mainstream supports - TAS<sup>371,372</sup>**

	Prior Quarters	2019-20 Q1	Total
Daily Activities	9%	7%	8%
Health & Wellbeing	55%	50%	54%
Lifelong Learning	20%	14%	18%
Other	15%	13%	14%
Non-categorised	28%	24%	27%
Any mainstream service	93%	83%	90%

### *Part Three: Providers and the growing market*

**Table K.40 Key markets indicators by quarter - TAS**

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.88	1.85
b) Number of providers delivering new types of supports	124	135
d) Share of payments - top 25% <sup>373</sup>		
<i>Daily Tasks/Shared Living (%)</i>	82%	87%
<i>Therapeutic Supports (%)</i>	84%	83%
<i>Participate Community (%)</i>	79%	81%
<i>Early Childhood Supports (%)</i>	82%	77%
<i>Assist Personal Activities (%)</i>	80%	80%

<sup>371</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>372</sup> The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

<sup>373</sup> Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table K.41 Cumulative number of providers that have been active by registration group - TAS

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	13	0	13	0%
Assistance Animals	2	3	5	150%
Assistance with daily life tasks in a group or shared living arrangement	76	12	88	16%
Assistance with travel/transport arrangements	76	7	83	9%
Daily Personal Activities	133	20	153	15%
Group and Centre Based Activities	87	14	101	16%
High Intensity Daily Personal Activities	92	12	104	13%
Household tasks	90	17	107	19%
Interpreting and translation	6	3	9	50%
Participation in community, social and civic activities	150	24	174	16%
<b>Assistive Technology</b>				
Assistive equipment for recreation	16	3	19	19%
Assistive products for household tasks	14	1	15	7%
Assistance products for personal care and safety	147	24	171	16%
Communication and information equipment	25	8	33	32%
Customised Prosthetics	40	2	42	5%
Hearing Equipment	18	2	20	11%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	52	9	61	17%
Specialised Hearing Services	3	1	4	33%
Vision Equipment	12	2	14	17%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	139	11	150	8%
Behaviour Support	50	10	60	20%
Community nursing care for high needs	12	2	14	17%
Development of daily living and life skills	98	8	106	8%
Early Intervention supports for early childhood	81	10	91	12%
Exercise Physiology and Physical Wellbeing activities	30	12	42	40%
Innovative Community Participation	14	4	18	29%
Specialised Driving Training	4	0	4	0%
Therapeutic Supports	288	54	342	19%
<b>Capital services</b>				
Home modification design and construction	18	4	22	22%
Specialised Disability Accommodation	9	2	11	22%
Vehicle Modifications	16	1	17	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	36	12	48	33%
Support Coordination	28	1	29	4%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	35	5	40	14%
Specialised Supported Employment	21	3	24	14%
<b>Total active providers</b>	<b>711</b>	<b>116</b>	<b>827</b>	<b>16%</b>

Table K.42 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – TAS

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	3	10	13	23%	77%	100%
Assistance Animals	0	5	5	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	79	88	10%	90%	100%
Assistance with travel/transport arrangements	8	75	83	10%	90%	100%
Daily Personal Activities	12	141	153	8%	92%	100%
Group and Centre Based Activities	6	95	101	6%	94%	100%
High Intensity Daily Personal Activities	8	96	104	8%	92%	100%
Household tasks	20	87	107	19%	81%	100%
Interpreting and translation	1	8	9	11%	89%	100%
Participation in community, social and civic activities	16	158	174	9%	91%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	0	19	19	0%	100%	100%
Assistive products for household tasks	0	15	15	0%	100%	100%
Assistance products for personal care and safety	20	151	171	12%	88%	100%
Communication and information equipment	3	30	33	9%	91%	100%
Customised Prosthetics	6	36	42	14%	86%	100%
Hearing Equipment	3	17	20	15%	85%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	7	54	61	11%	89%	100%
Specialised Hearing Services	0	4	4	0%	100%	100%
Vision Equipment	0	14	14	0%	100%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	28	122	150	19%	81%	100%
Behaviour Support	21	39	60	35%	65%	100%
Community nursing care for high needs	1	13	14	7%	93%	100%
Development of daily living and life skills	10	96	106	9%	91%	100%
Early Intervention supports for early childhood	30	61	91	33%	67%	100%
Exercise Physiology and Physical Wellbeing activities	8	34	42	19%	81%	100%
Innovative Community Participation	8	10	18	44%	56%	100%
Specialised Driving Training	2	2	4	50%	50%	100%
Therapeutic Supports	137	205	342	40%	60%	100%
<b>Capital services</b>						
Home modification design and construction	5	17	22	23%	77%	100%
Specialised Disability Accommodation	1	10	11	9%	91%	100%
Vehicle Modifications	3	14	17	18%	82%	100%
<b>Choice and control support services</b>	5	43	48	10%	90%	100%

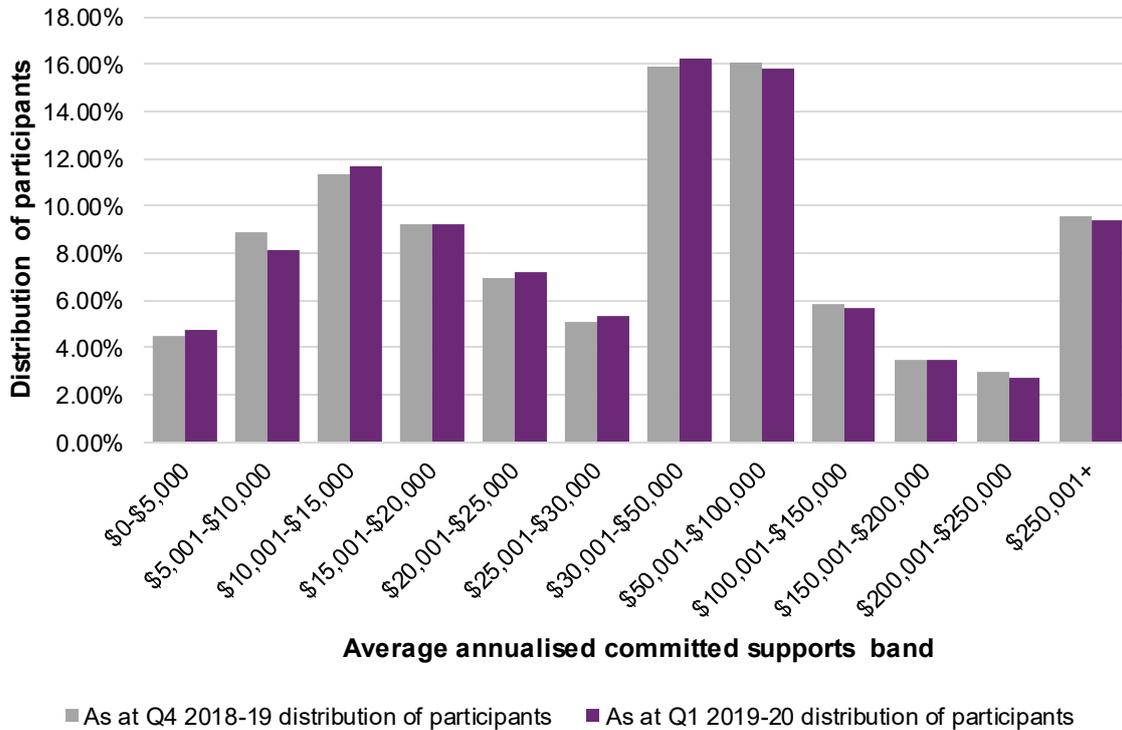
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan Support Coordination	4	25	<b>29</b>	14%	86%	<b>100%</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	36	<b>40</b>	10%	90%	<b>100%</b>
Specialised Supported Employment	2	22	<b>24</b>	8%	92%	<b>100%</b>
<b>Total</b>	<b>205</b>	<b>622</b>	<b>827</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

## Part Four: Financial sustainability

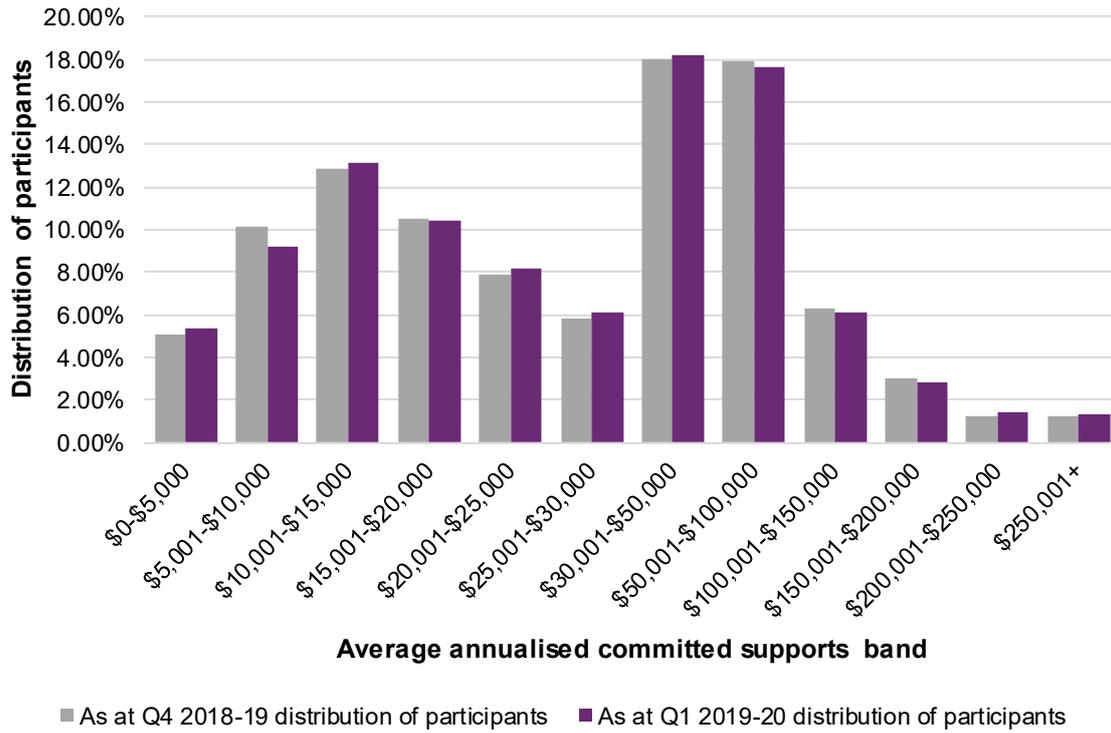
Table K.43 Committed supports by financial year (\$m) - TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	17.6	50.5	65.8	99.9	188.8	391.6	141.5

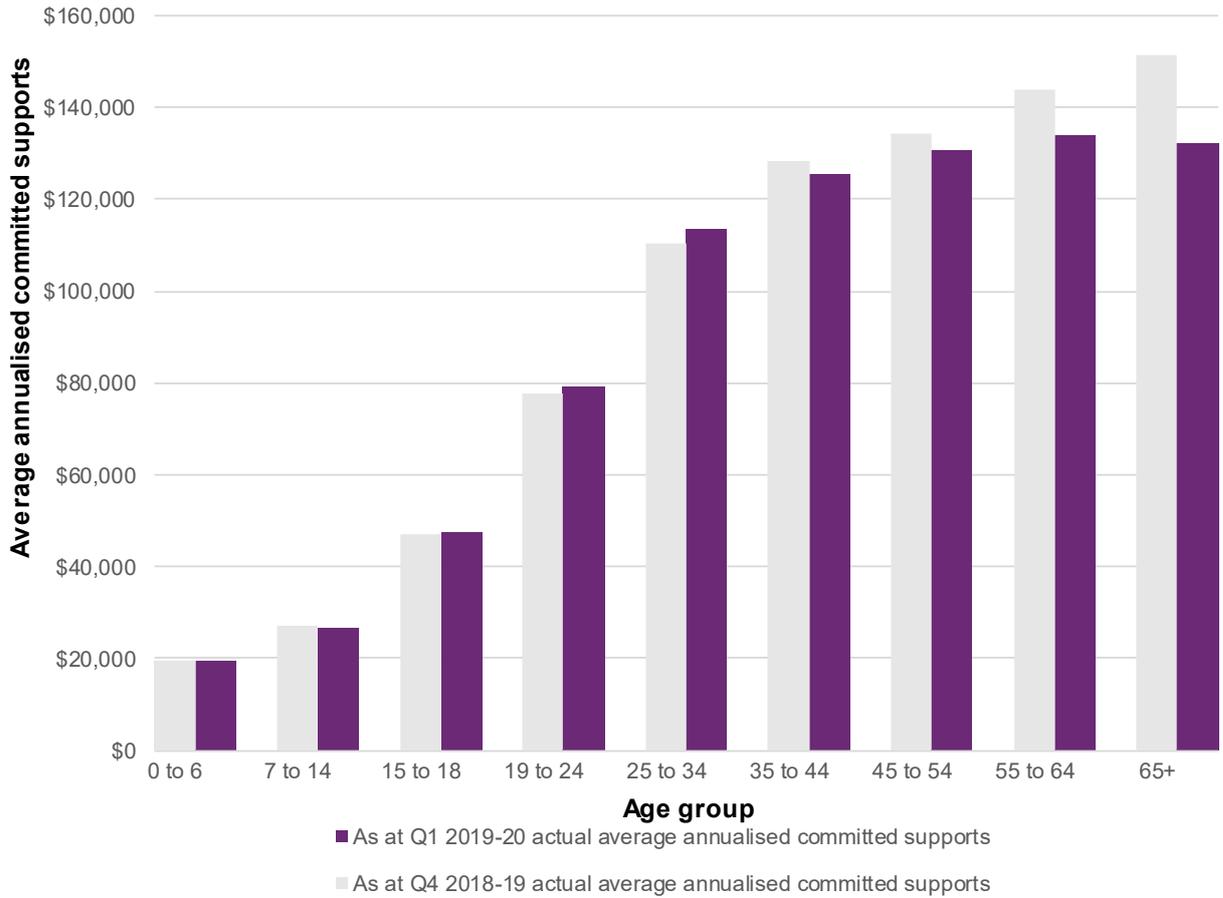
Figure K.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)



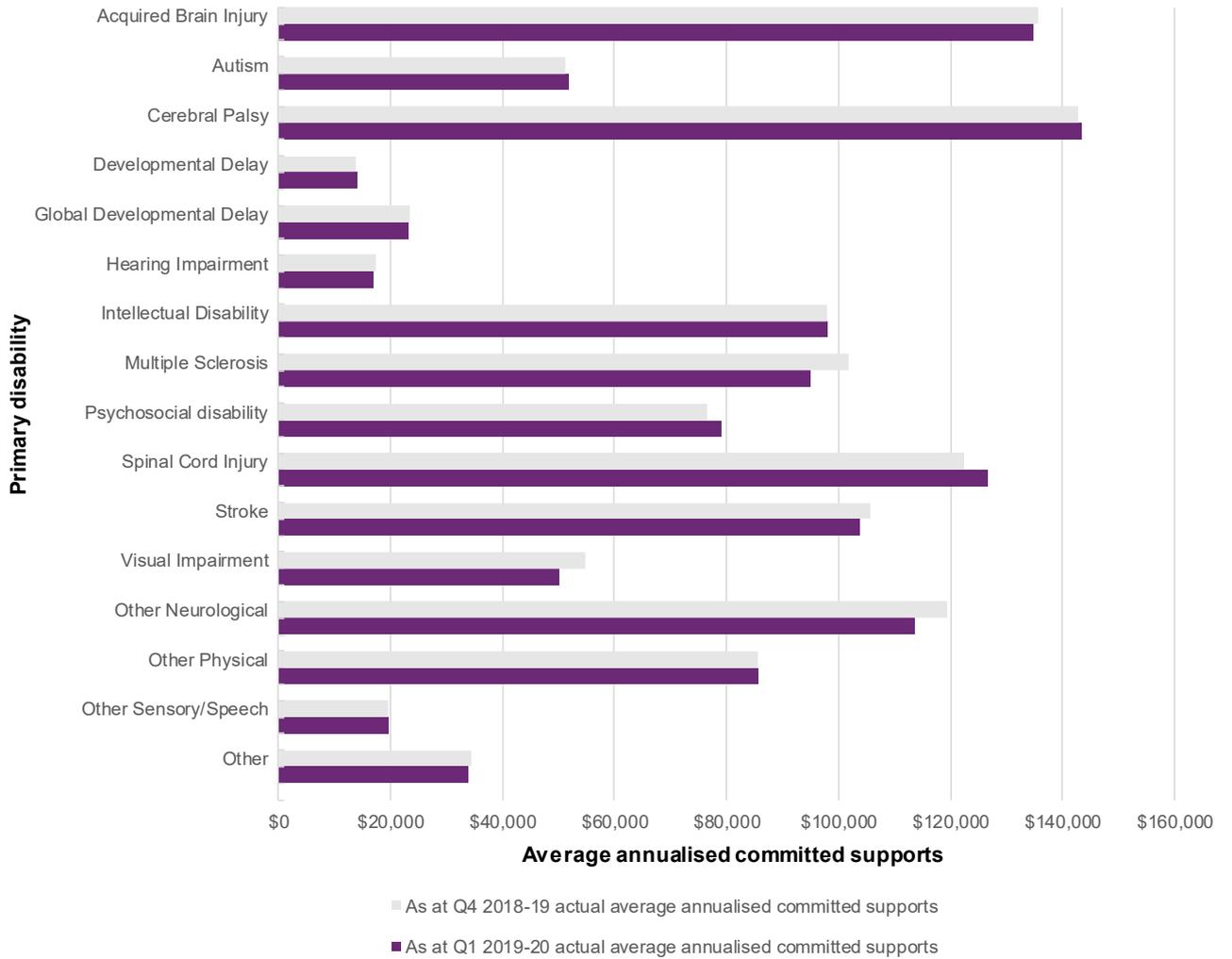
**Figure K.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)**



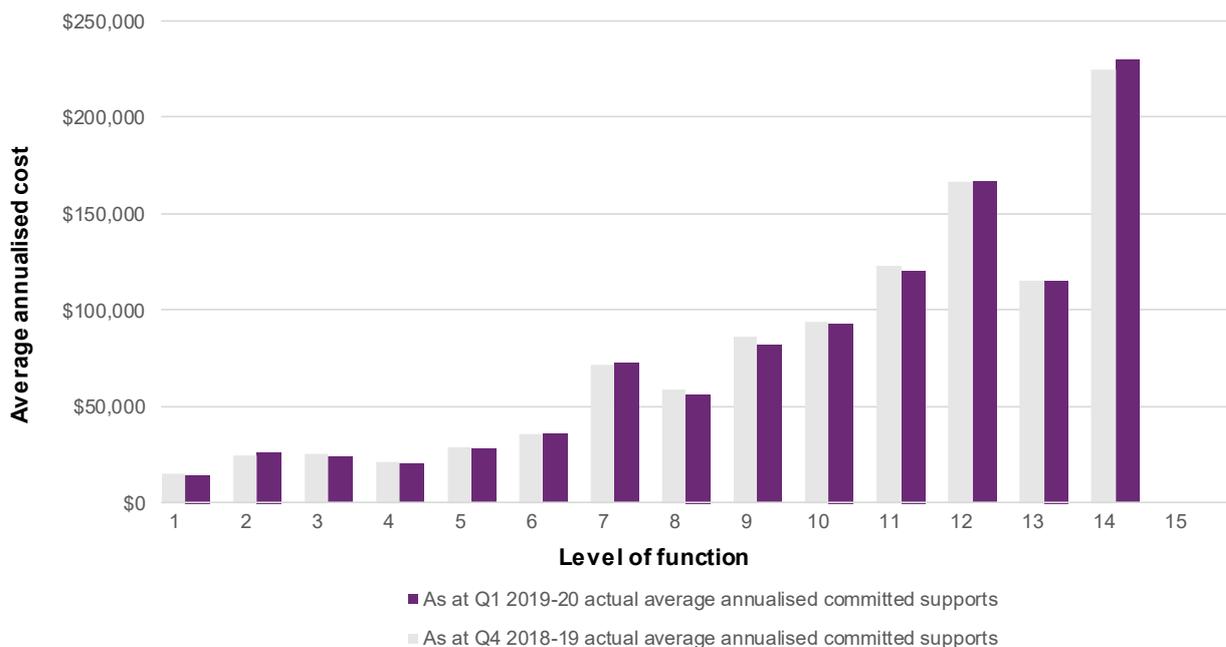
**Figure K.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)**



**Figure K.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)**



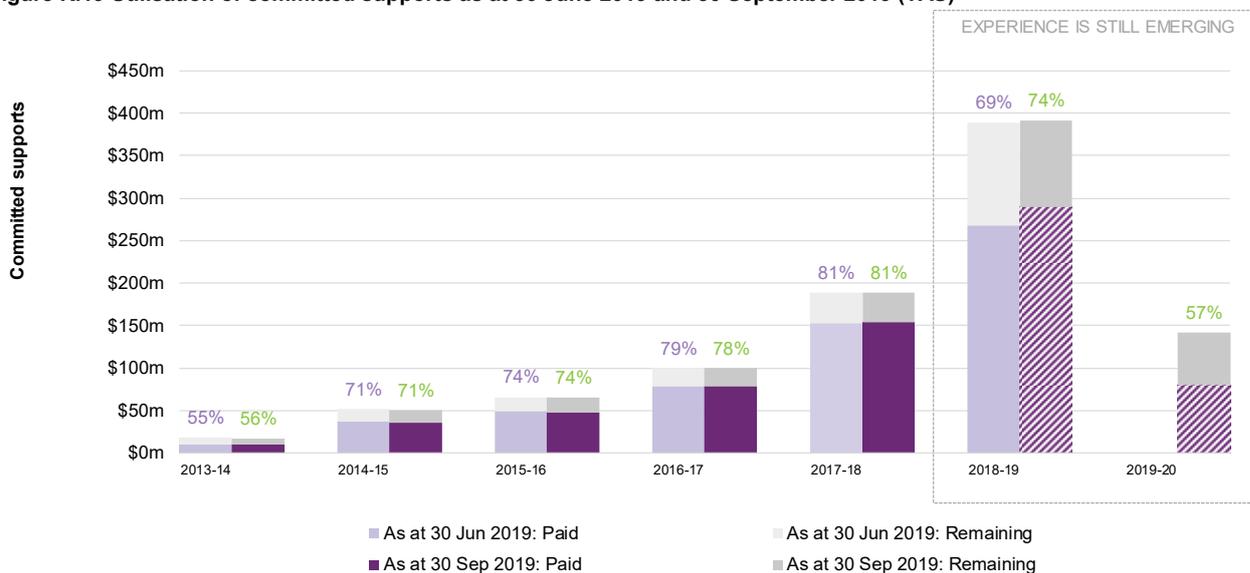
**Figure K.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (TAS)<sup>374</sup>**



**Table K.44 Payments by financial year, compared to committed supports (\$m) – TAS**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	17.6	50.5	65.8	99.9	188.8	391.6	141.5
Total Paid	9.8	36.1	48.5	78.4	153.3	290.0	80.0
% utilised to date	56%	71%	74%	78%	81%	74%	57%

**Figure K.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (TAS)**



<sup>374</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 15 has insufficient data to show an average cost.

Figure K.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (TAS)<sup>375</sup>

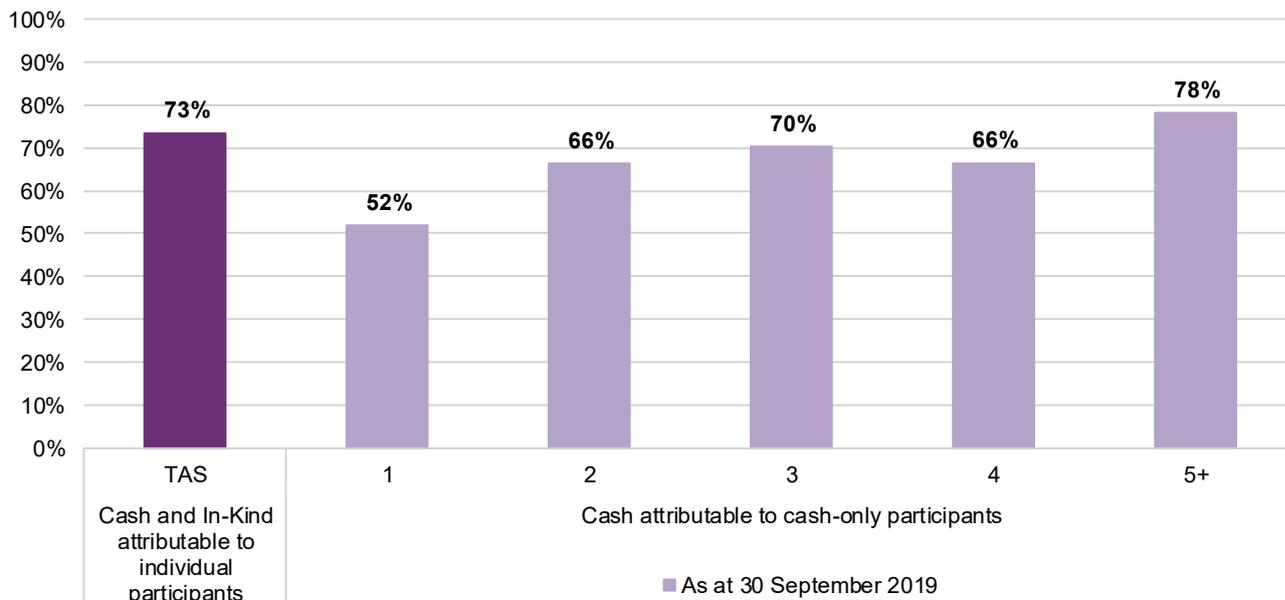
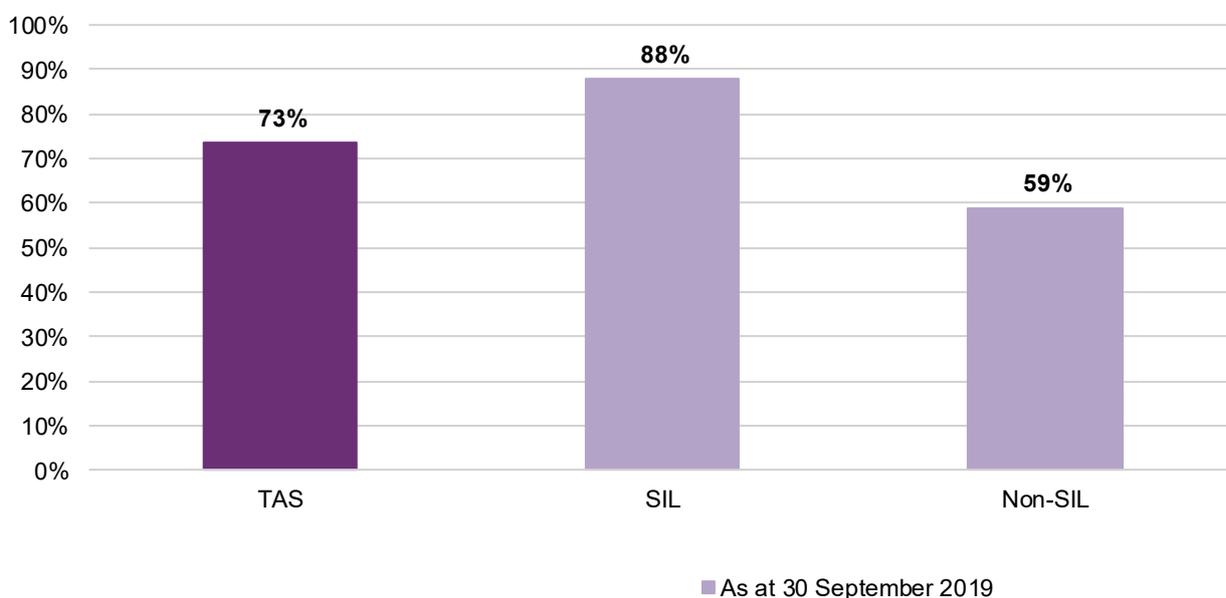


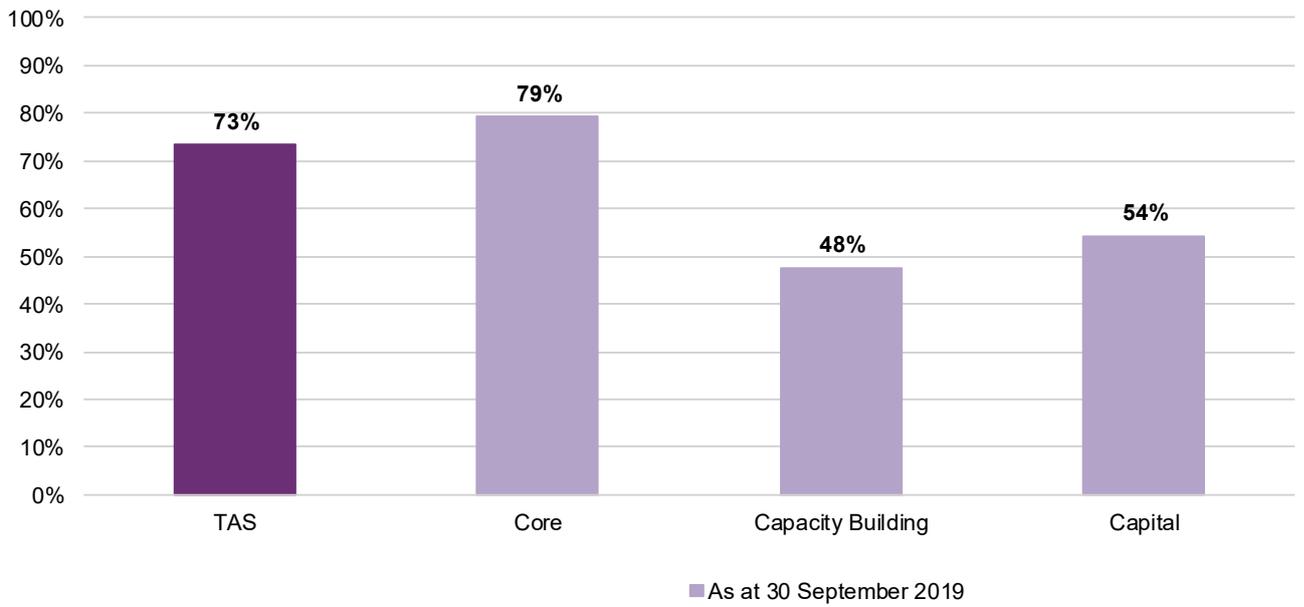
Figure K.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (TAS)<sup>376</sup>



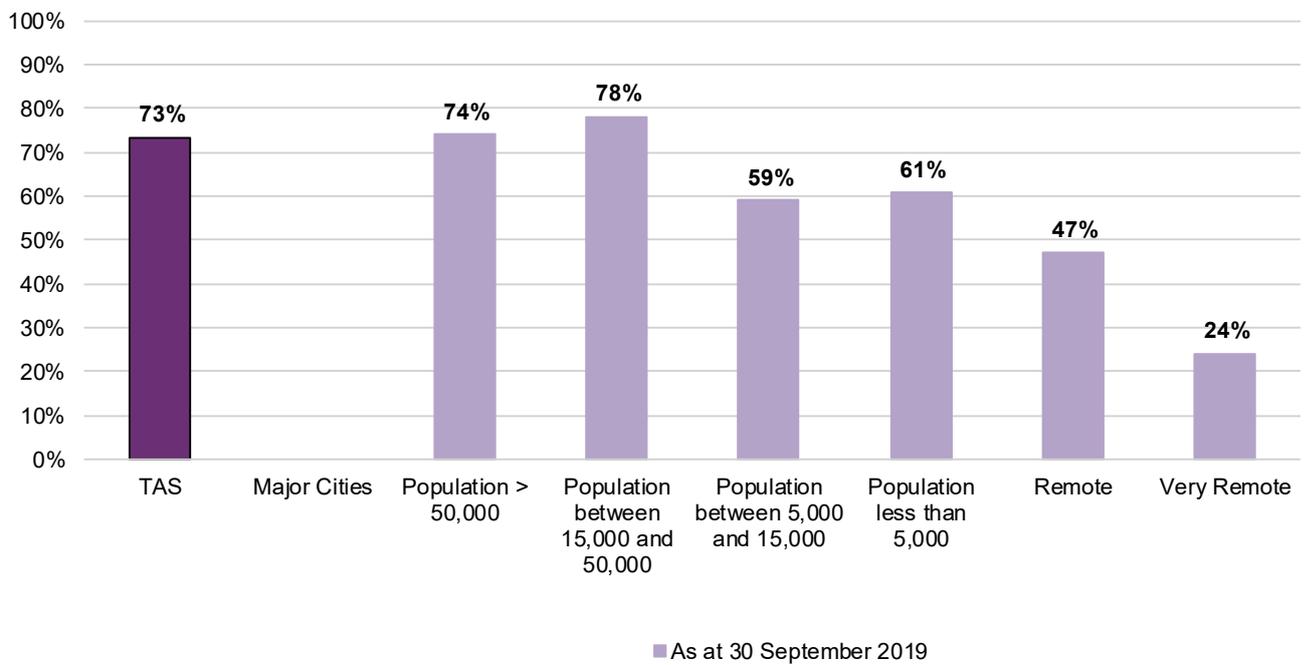
<sup>375</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

<sup>376</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

**Figure K.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (TAS)<sup>377</sup>**



**Figure K.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (TAS)<sup>378,379</sup>**



<sup>377</sup> Ibid.

<sup>378</sup> Ibid.

<sup>379</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix L:

## Australian Capital Territory

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

### Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – ACT<sup>380</sup>

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total including ECEI
ACT	6,720	248	6,968	20	6,988

Table L.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT<sup>381</sup>

	Prior Quarters	2019-20 Q1	Total
<b>Access decisions</b>	<b>9,428</b>	<b>474</b>	<b>9,902</b>
<b>Active eligible</b>	<b>6,909</b>	<b>318</b>	<b>7,227</b>
<i>New</i>	4,087	308	4,395
<i>State</i>	2,545	3	2,548
<i>Commonwealth</i>	277	7	284
<b>Active participant plans</b>	<b>6,720</b>	<b>248</b>	<b>6,968</b>
<i>New</i>	3,914	237	4,151
<i>State</i>	2,539	3	2,542
<i>Commonwealth</i>	267	8	275
<b>Total Participant Plans</b>	<b>6,721</b>	<b>268</b>	<b>6,988</b>
<i>EI (s25) plans</i>	2,328	154	2,482
<i>PD (s24) plans</i>	4,392	94	4,486
<i>ECEI<sup>382</sup></i>	1	20	20

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 September 2019 – ACT

Exits	
<b>Total participant exits</b>	<b>798</b>
<i>Early Intervention participants</i>	491
<i>Permanent disability participants</i>	307

<sup>380</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>381</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 89% of people with a hearing impairment met the access criteria compared to 67% overall.

<sup>382</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table L.4 Cumulative position by services previously received – ACT<sup>383</sup>**

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17 Q4	2,505	30	3,179	0	5,714
End of 2017-18 Q4	2,553	236	3,126	49	5,964
End of 2018-19 Q1	2,547	244	3,393	30	6,214
End of 2018-19 Q2	2,528	256	3,653	36	6,473
End of 2018-19 Q3	2,544	269	3,807	41	6,661
End of 2018-19 Q4	2,541	271	3,936	0	6,748
End of 2019-20 Q1	2,542	275	4,151	20	6,988

**Table L.5 Cumulative position by entry into the Scheme – ACT<sup>384</sup>**

	Participant cohort			
	Early Intervention <sup>385</sup>	Permanent Disability <sup>386</sup>	ECEI	Total
End of 2016-17 Q4	1,962	3,752	0	5,714
End of 2017-18 Q4	1,929	3,986	49	5,964
End of 2018-19 Q1	2,057	4,127	30	6,214
End of 2018-19 Q2	2,184	4,253	36	6,473
End of 2018-19 Q3	2,267	4,353	41	6,661
End of 2018-19 Q4	2,320	4,428	0	6,748
End of 2019-20 Q1	2,482	4,486	20	6,988

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT<sup>387</sup>**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	270	4.0%	11	4.4%	<b>281</b>	<b>4.0%</b>
Not Aboriginal and Torres Strait Islander	5,599	83.3%	211	85.1%	<b>5,810</b>	<b>83.4%</b>
Not Stated	851	12.7%	26	10.5%	<b>877</b>	<b>12.6%</b>
<b>Total</b>	<b>6,720</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>6,968</b>	<b>100%</b>

<sup>383</sup> This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>384</sup> This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

<sup>385</sup> Participants who met Section 25 of the NDIS Act for access.

<sup>386</sup> Participants who met Section 24 of the NDIS Act for access.

<sup>387</sup> The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time cumulatively– ACT<sup>388,389</sup>

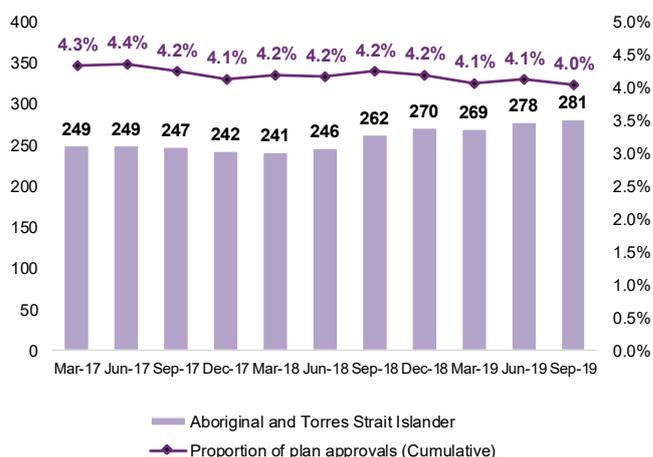


Table L.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	716	10.7%	31	12.5%	747	10.7%
Not CALD	5,888	87.6%	217	87.5%	6,105	87.6%
Not Stated	116	1.7%	<11		116	1.7%
<b>Total</b>	<b>6,720</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>6,968</b>	<b>100%</b>

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – ACT<sup>390</sup>

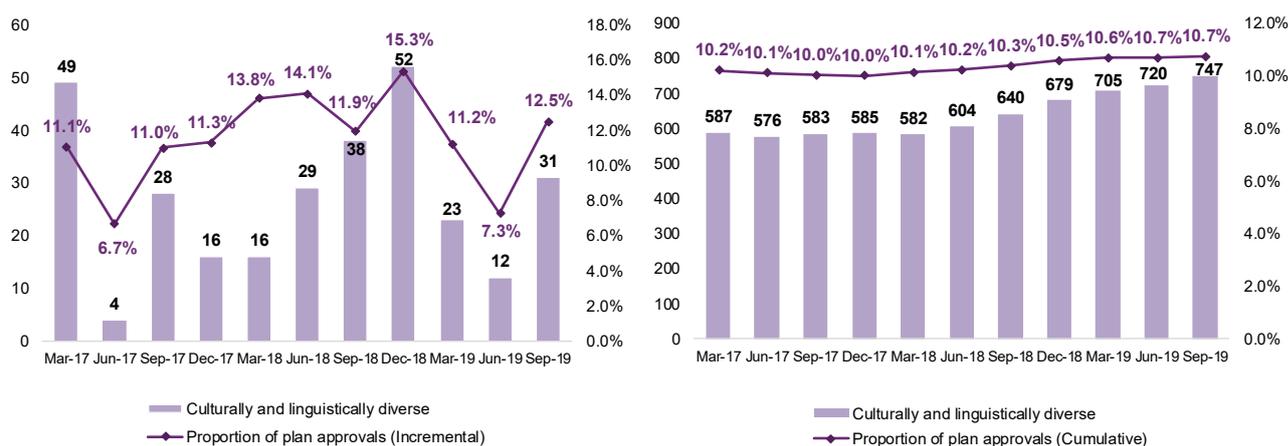


Table L.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC <sup>391</sup>	50	<11	51
Not YPIRAC	6,670	247	6,917
<b>Total</b>	<b>6,720</b>	<b>248</b>	<b>6,968</b>

<sup>388</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>389</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT over time.

<sup>390</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>391</sup> The age breakdown of YPIRAC participants is ACT cannot be reported due to small numbers in some age groups.

Figure L.3 Number of YPIRAC participants over time cumulatively – ACT<sup>392,393</sup>

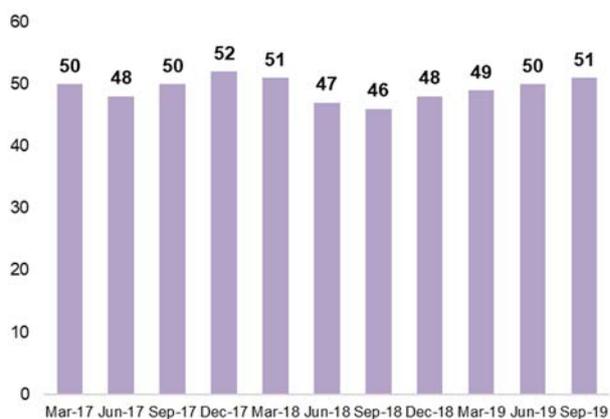


Table L.9 Participant profile per quarter by remoteness – ACT<sup>394,395</sup>

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	6,636	98.8%	242	97.6%	6,878	98.7%
Population > 50,000	81	1.2%	<11		87	1.2%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>6,720</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>6,968</b>	<b>100%</b>

There is insufficient data to show the numbers and distribution of remote participants for the ACT over time.

<sup>392</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>393</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in ACT over time.

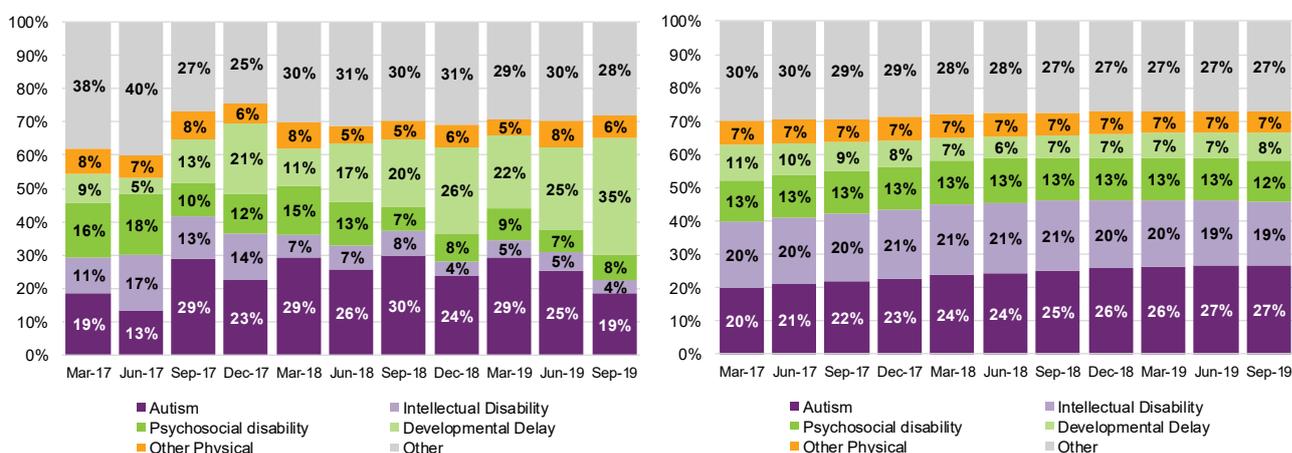
<sup>394</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>395</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

Table L.10 Participant profile per quarter by disability group – ACT<sup>396,397</sup>

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	1,810	27%	46	19%	1,856	27%
Intellectual Disability <sup>398</sup>	1,311	20%	<11		1,321	19%
Psychosocial disability	844	13%	19	8%	863	12%
Developmental Delay	494	7%	87	35%	581	8%
Other Neurological	290	4%	12	5%	302	4%
Cerebral Palsy	264	4%	<11		269	4%
Other Physical	448	7%	16	6%	464	7%
Hearing Impairment	315	5%	26	10%	341	5%
ABI	166	2%	<11		167	2%
Visual Impairment	157	2%	<11		160	2%
Multiple Sclerosis	169	3%	<11		170	2%
Global Developmental Delay	130	2%	18	7%	148	2%
Stroke	97	1%	<11		99	1%
Spinal Cord Injury	67	1%	<11		68	1%
Other Sensory/Speech	138	2%	<11		139	2%
Other	20	0%	<11		20	0%
<b>Total</b>	<b>6,720</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>6,968</b>	<b>100%</b>

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – ACT<sup>399</sup>



<sup>396</sup> Table order based on national proportions (highest to lowest)

<sup>397</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

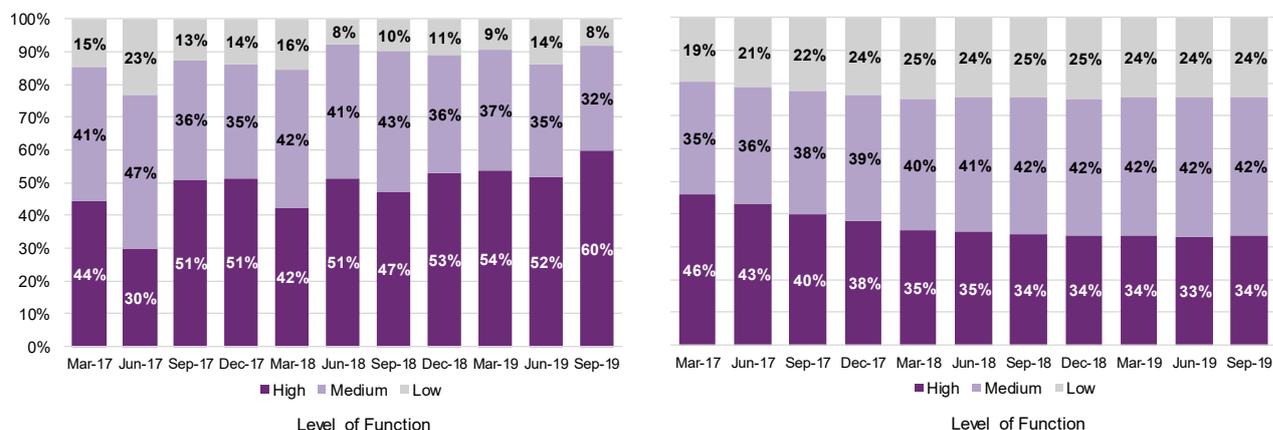
<sup>398</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (220).

<sup>399</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table L.11 Participant profile per quarter by level of function – ACT<sup>400</sup>**

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	586	9%	73	29%	659	9%
2 (High Function)	12	0%	<11		13	0%
3 (High Function)	415	6%	18	7%	433	6%
4 (High Function)	680	10%	24	10%	704	10%
5 (High Function)	492	7%	32	13%	524	8%
6 (Moderate Function)	1,091	16%	36	15%	1,127	16%
7 (Moderate Function)	430	6%	13	5%	443	6%
8 (Moderate Function)	520	8%	18	7%	538	8%
9 (Moderate Function)	42	1%	<11		42	1%
10 (Moderate Function)	755	11%	13	5%	768	11%
11 (Low Function)	355	5%	<11		359	5%
12 (Low Function)	752	11%	11	4%	763	11%
13 (Low Function)	407	6%	<11		412	6%
14 (Low Function)	146	2%	<11		146	2%
15 (Low Function)	<11		<11		<11	
Missing	37	1%	<11		37	1%
<b>Total</b>	<b>6,720</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>6,968</b>	<b>100%</b>

**Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – ACT<sup>401</sup>**



**Table L.12 Participant profile per quarter by Age group – ACT**

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	896	13%	138	56%	1,034	15%
7 to 14	1,697	25%	31	13%	1,728	25%
15 to 18	548	8%	<11		557	8%
19 to 24	587	9%	<11		592	8%
25 to 34	547	8%	11	4%	558	8%
35 to 44	635	9%	19	8%	654	9%
45 to 54	713	11%	11	4%	724	10%
55 to 64	779	12%	21	8%	800	11%
65+	318	5%	<11		321	5%
<b>Total</b>	<b>6,720</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>6,968</b>	<b>100%</b>

<sup>400</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>401</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – ACT<sup>402</sup>

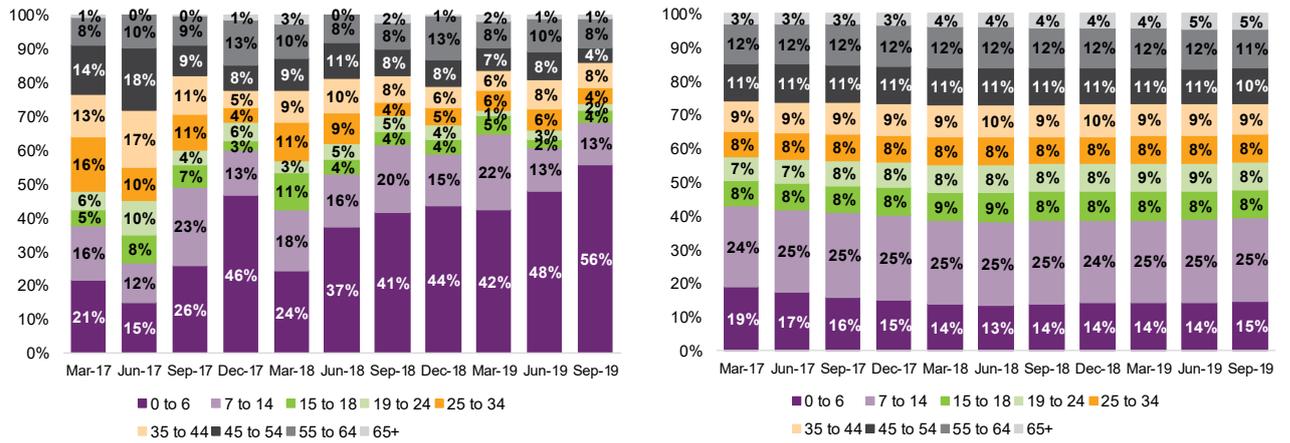
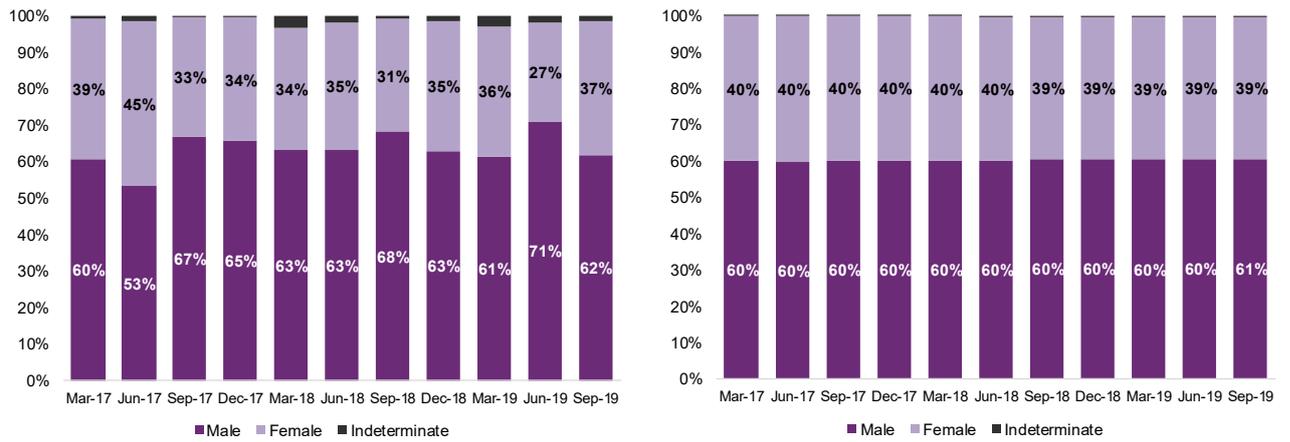


Table L.13 Participant profile per quarter by Gender – ACT

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	4,064	60%	153	62%	4,217	61%
Female	2,612	39%	91	37%	2,703	39%
Indeterminate	44	1%	<11		48	1%
<b>Total</b>	<b>6,720</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>6,968</b>	<b>100%</b>

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – ACT<sup>403</sup>



402 Ibid.

403 Ibid.

## Part Two: Participant experience and outcomes

Table L.14 Number of questionnaires completed by SFOF version – ACT<sup>404</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	215	164	337	106	822
Participant school to 14	201	192	282	63	738
Participant 15 to 24	161	70	75	13	319
Participant 25 and over	829	252	313	64	1,458
<b>Total Participant</b>	<b>1,406</b>	<b>678</b>	<b>1,007</b>	<b>246</b>	<b>3,337</b>
Family 0 to 14	346	333	594	165	1,438
Family 15 to 24	42	40	60	10	152
Family 25 and over	24	49	94	21	188
<b>Total Family</b>	<b>412</b>	<b>422</b>	<b>748</b>	<b>196</b>	<b>1,778</b>
<b>Total</b>	<b>1,818</b>	<b>1,100</b>	<b>1,755</b>	<b>442</b>	<b>5,115</b>

Table L.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – ACT

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	55%			
CC % who say their child is able to tell them what he/she wants	68%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		47%		
CC % of children who have a genuine say in decisions about themselves		81%		
CC % who are happy with the level of independence/control they have now			38%	
CC % who choose who supports them			49%	68%
CC % who choose what they do each day			57%	77%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			25%	29%
CC % who want more choice and control in their life			79%	72%

<sup>404</sup> Baseline outcomes for participants and/or their families and carers were collected for 90% of participants.  
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**Table L.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – ACT**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	60%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		45%		
REL	Of these, % who are welcomed or actively included	63%	73%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			26%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	38%

**Table L.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – ACT**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		80%		
HM	% who are happy with their home			78%	69%
HM	% who feel safe or very safe in their home			85%	66%
HW	% who rate their health as good, very good or excellent			61%	42%
HW	% who did not have any difficulties accessing health services			75%	62%
LL	% who currently attend or previously attended school in a mainstream class			65%	
LL	% who participate in education, training or skill development				15%
LL	Of those who participate, % who do so in mainstream settings				80%
LL	% unable to do a course or training they wanted to do in the last 12 months				42%
WK	% who have a paid job			27%	31%
WK	% who volunteer			14%	16%

**Table L.18 Selected key indicators for families/carers of participants – ACT**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	10%	14%	11%
% receiving Carer Allowance	21%	25%	19%
% working in a paid job	59%	68%	48%
Of those in a paid job, % in permanent employment	88%	87%	86%
Of those in a paid job, % working 15 hours or more	88%	92%	89%
% who say they (and their partner) are able to work as much as they want	52%	61%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	96%	92%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	23%	12%
% able to advocate for their child/family member	83%	75%	67%
% who have friends and family they see as often as they like	52%	50%	47%
% 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		45%	
% who feel in control selecting services		47%	32%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			33%
% who rate their health as good, very good or excellent	79%	67%	61%

**Table L.19 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=188) - participants who entered from 1 October 2017 to 30 September 2018 – ACT<sup>405</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?	78%
REL Has the NDIS improved how your child fits into family life?	70%
S/CP Has the NDIS improved how your child fits into community life?	62%

<sup>405</sup> Results in Tables L.19 to L.22 exclude participants who entered prior to 1 October 2017, as these participants have been included in Tables L.23 to L.29.

**Table L.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=278) - participants who entered from 1 October 2017 to 30 September 2018 – ACT**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	75%
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?	61%
S/CP	Has the NDIS improved your child's social and recreational life?	58%

**Table L.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=99) and ‘Participant 25 and over’ (n=399) - participants who entered from 1 October 2017 to 30 September 2018 – ACT**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	70%
DL	Has the NDIS helped you with daily living activities?	60%	74%
REL	Has the NDIS helped you to meet more people?	49%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	23%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	56%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%
S/CP	Has the NDIS helped you be more involved?	48%	53%

**Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=458); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=119) - participants who entered from 1 October 2017 to 30 September 2018 – ACT**

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?	72%	44%
Has the NDIS improved the level of support for your family?	76%	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?	79%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	
Has the NDIS improved your health and wellbeing?	51%	38%

**Table L.23 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=83) - participants who entered from 1 October 2016 to 30 September 2017 – ACT<sup>406</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	98%	+8%
DL	Has the NDIS improved your child's access to specialist services?	91%	98%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	88%	+9%
REL	Has the NDIS improved how your child fits into family life?	68%	73%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	64%	+2%

**Table L.24 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=189) - participants who entered from 1 October 2016 to 30 September 2017 – ACT**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	65%	73%	+8%
LL	Has the NDIS improved your child's access to education?	42%	43%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	52%	53%	+1%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	48%	+1%

<sup>406</sup> Results in Tables L.23 to L.26 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.  
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**Table L.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=111) and ‘Participant 25 and over’ (n=452) - participants who entered from 1 October 2016 to 30 September 2017 – ACT**

Question	15 to 24			25 and over			
	Review 1	Review 2	Change	Review 1	Review 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	58%	64%	+6%	72%	76%	+4%
DL	Has the NDIS helped you with daily living activities?	55%	60%	+5%	77%	83%	+6%
REL	Has the NDIS helped you to meet more people?	39%	48%	+9%	49%	54%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	15%	+3%	22%	19%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	+5%	61%	67%	+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?	23%	23%	0%	27%	27%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	12%	+1%	16%	17%	+1%
S/CP	Has the NDIS helped you be more involved?	47%	58%	+10%	59%	61%	+2%

**Table L.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=202); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=40) - participants who entered from 1 October 2016 to 30 September 2017 – ACT**

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%	64%	+2%	45%	47%	+2%
Has the NDIS improved the level of support for your family?	70%	75%	+5%	61%	63%	+2%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	77%	81%	+4%	54%	55%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	80%	+5%			
Has the NDIS improved your health and wellbeing?	46%	49%	+3%	47%	45%	-2%

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

**Table L.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=50) - participants who entered from 1 July 2016 to 30 September 2016 – ACT<sup>407</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?	62%	75%	81%	+19%
LL	Has the NDIS improved your child's access to education?	38%	46%	52%	+14%
REL	Has the NDIS improved your child's relationships with family and friends?	63%	66%	66%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	55%	65%	62%	+7%

**Table L.28 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=36) - participants who entered from 1 July 2016 to 30 September 2016 – ACT**

		15 to 24			
	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	67%	69%	64%	-3%
DL	Has the NDIS helped you with daily living activities?	62%	62%	56%	-6%
REL	Has the NDIS helped you to meet more people?	50%	49%	44%	-6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	23%	17%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	46%	47%	-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?	35%	29%	25%	-10%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	29%	22%	-2%
S/CP	Has the NDIS helped you be more involved?	45%	54%	49%	+3%

<sup>407</sup> Results in Tables L.27 to L.30 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table L.29 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=224) - participants who entered from 1 July 2016 to 30 September 2016 – ACT**

		25 and over			
Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
CC	Has the NDIS helped you have more choices and more control over your life?	77%	77%	83%	+6%
DL	Has the NDIS helped you with daily living activities?	76%	79%	84%	+8%
REL	Has the NDIS helped you to meet more people?	50%	49%	59%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	24%	22%	21%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	61%	62%	69%	+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%	+1%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	16%	13%	14%	-2%
S/CP	Has the NDIS helped you be more involved?	59%	62%	64%	+5%

**Table L.30 Results for “Has the NDIS helped?” questions answered at participant’s first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=54) - participants who entered from 1 July 2016 to 30 September 2016 – ACT**

		0 to 14			
Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	68%	76%	+14%
	Has the NDIS improved the level of support for your family?	66%	79%	79%	+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?	78%	76%	79%	+1%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	85%	78%	82%	-3%
	Has the NDIS improved your health and wellbeing?	37%	39%	48%	+12%

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

**Table L.31 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=534) and 'participants in community and social activities' (n=540) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – ACT<sup>408</sup>**

Participants in work	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	23%	27%	33%	24%
Aged 25+	31%	30%	32%	
Aged 15+ (average)	30%	30%	33%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019-20 Target
Aged 15 to 24 years	28%	27%	31%	47%
Aged 25+	39%	43%	46%	
Aged 15+ (average)	38%	40%	44%	

**Table L.32 Progress against the NDIA's corporate plan metrics for 'participants in work' (n=262) at entry, first, second and third plan review - participants who entered from 1 July 2016 to 30 September 2016 – ACT<sup>409</sup>**

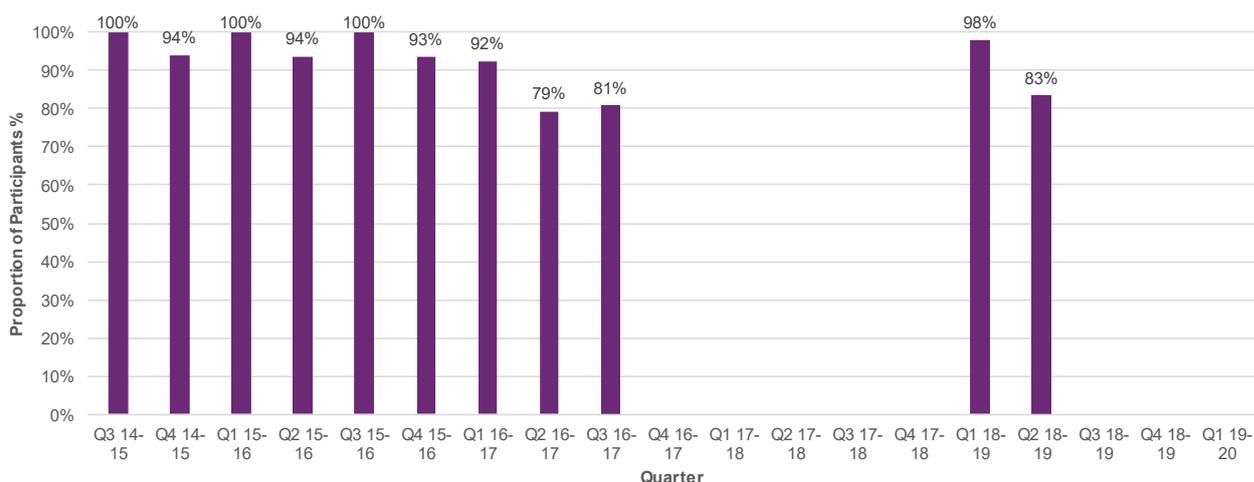
Participants in work	Baseline	Review 1	Review 2	Review 3	2019-20 Target
Aged 15 to 24 years	29%	33%	35%	33%	24%
Aged 25+	30%	29%	25%	27%	
Aged 15+ (average)	30%	29%	26%	27%	

There is insufficient data to show corporate plan metric results for “participants in community and social activities” for those who have had three plan reviews to date.

<sup>408</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

<sup>409</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

**Figure L.8 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (ACT)<sup>\*410</sup>**



\*There is insufficient data to report on satisfaction in ACT for 2019-20 Q1.

**Table L.33 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (ACT)**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
<b>Access*</b>	<b>n = 32</b>	<b>N/A</b>
Are you happy with how coming into the NDIS has gone?	66%	N/A
Was the person from the NDIS respectful?	91%	N/A
Do you understand what will happen next with your plan?	63%	N/A
<b>Pre-planning</b>	<b>n = 33</b>	<b>n = 22</b>
Did the person from the NDIS understand how your disability affects your life?	100%	91%
Did you understand why you needed to give the information you did?	88%	100%
Were decisions about your plan clearly explained?	91%	77%
Are you clear on what happens next with your plan?	76%	86%
Do you know where to go for more help with your plan?	79%	86%
<b>Planning</b>	<b>n = 33</b>	<b>n = 22</b>
Did the person from the NDIS understand how your disability affects your life?	91%	86%
Did you understand why you needed to give the information you did?	100%	100%
Were decisions about your plan clearly explained?	85%	64%
Are you clear on what happens next with your plan?	82%	91%
Do you know where to go for more help with your plan?	88%	82%
<b>Plan review</b>	<b>n = 94</b>	<b>n = 27</b>
Did the person from the NDIS understand how your disability affects your life?	84%	81%
Did you feel prepared for your plan review?	87%	96%
Is your NDIS plan helping you to make progress towards your goals?	87%	85%

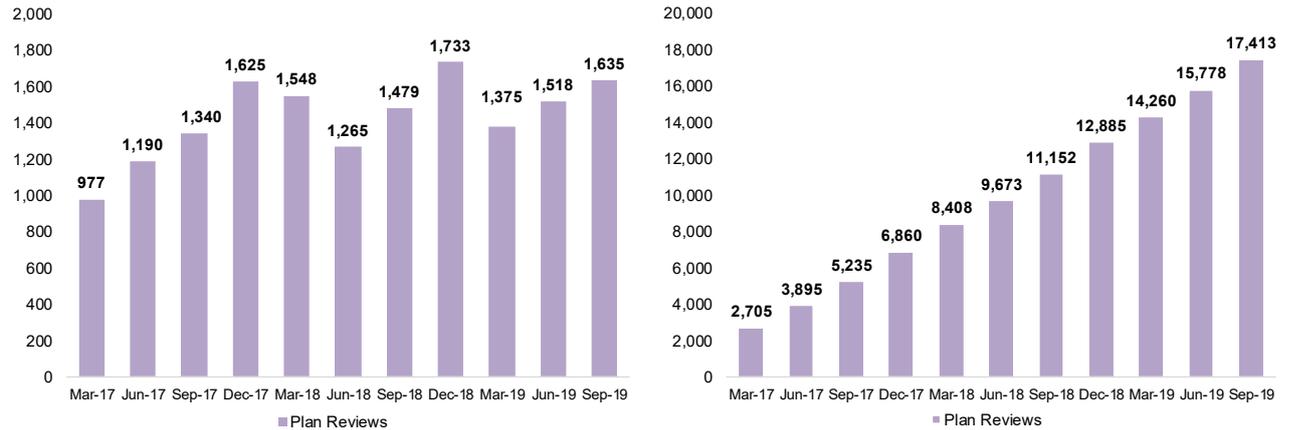
<sup>410</sup> Participant satisfaction results are not shown if there is insufficient data in the group.  
**September 2019 | COAG Disability Reform Council Quarterly Report**

\*There is insufficient data to report on satisfaction at the Access stage in ACT for 2019-20 Q1.

**Table L.34 Plan reviews conducted per quarter – excluding plans less than 30 days – ACT<sup>411</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total plan reviews</b>	<b>15,778</b>	<b>1,635</b>	<b>17,413</b>
<i>Early intervention plans</i>	4,847	535	5,382
<i>Permanent disability plans</i>	10,931	1,100	12,031

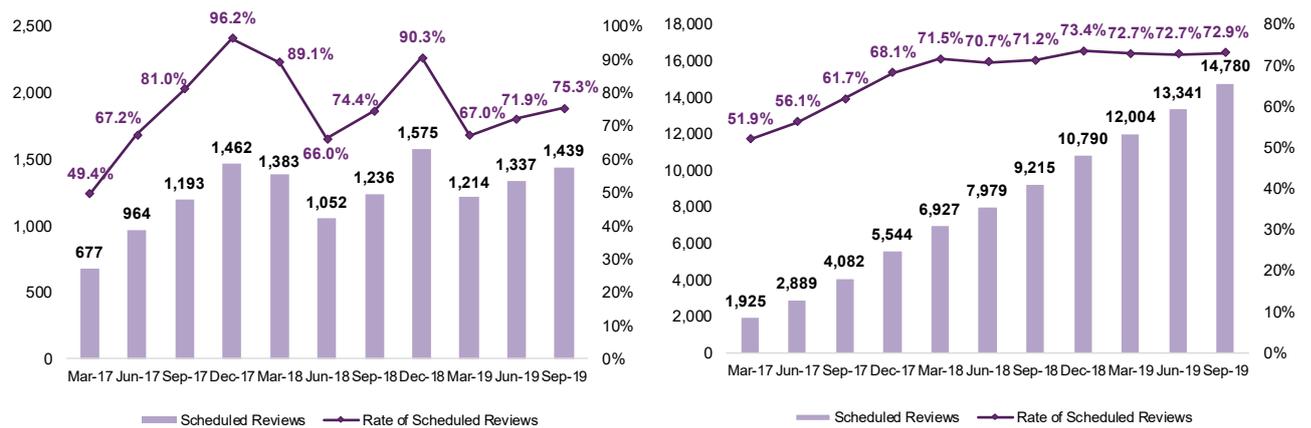
**Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – ACT**



**Table L.35 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>13,341</b>	<b>1,439</b>	<b>14,780</b>
<i>Trial participants</i>	9,159	543	9,702
<i>Transition participants</i>	4,182	896	5,078

**Figure L.10 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – ACT<sup>412</sup>**



<sup>411</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>412</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

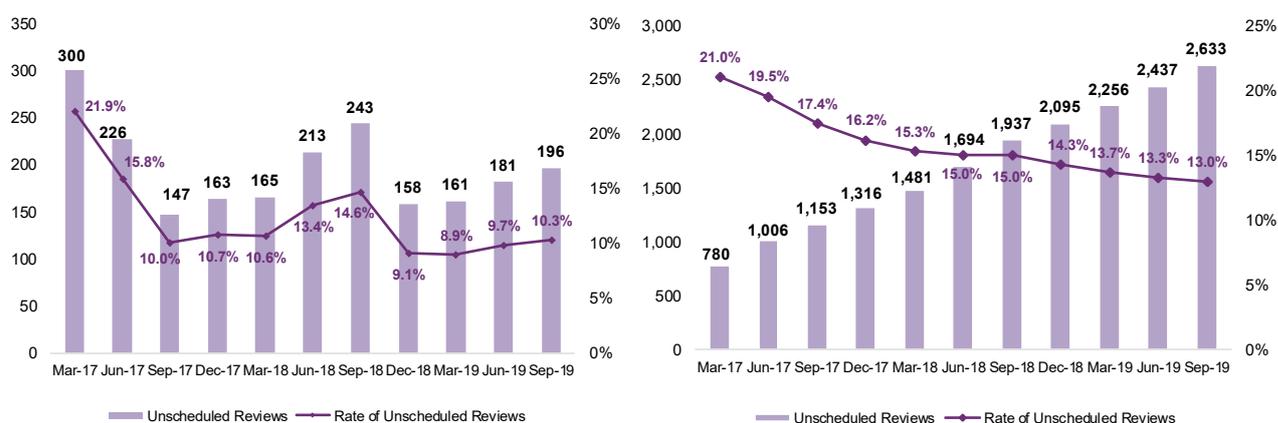
**Table L.36 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>2,437</b>	<b>196</b>	<b>2,633</b>
<i>Trial participants</i>	1,630	111	1,741
<i>Transition participants</i>	807	85	892

**Table L.37 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT<sup>413</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>13.3%</b>	<b>10.3%</b>	<b>13.0%</b>

**Figure L.11 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – ACT<sup>414</sup>**



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**Table L.38 AAT cases by category – ACT**

Category	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Access	102	48%	17	68%	119	50%
Plan	82	39%	<11		87	37%
Plan Review	19	9%	<11		21	9%
Other	<11		<11		<11	
<b>Total</b>	<b>212</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>237</b>	<b>100%</b>
<b>% of all access decisions<sup>415</sup></b>	0.74%		1.99%		0.80%	

<sup>413</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>414</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>415</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table L.39 AAT cases by open/closed and decision – ACT

	N
<b>AAT Cases</b>	<b>237</b>
<b>Open AAT Cases</b>	<b>42</b>
<b>Closed AAT Cases</b>	<b>195</b>
<i>Resolved before hearing</i>	187
<i>Gone to hearing and received a substantive decision</i>	<11

Table L.40 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	32%	34%	33%
Self-managed partly	9%	10%	9%
Plan managed	33%	37%	34%
Agency managed	26%	19%	24%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Figure L.12 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – ACT<sup>416</sup>

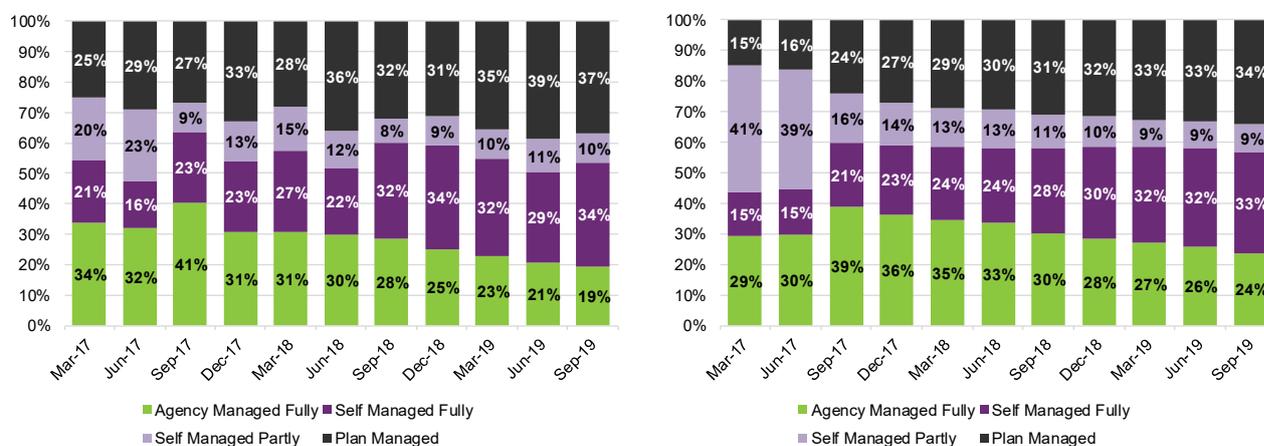


Table L.41 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	33%	30%	<b>32%</b>

<sup>416</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table L.42 Duration to plan activation by quarter of initial plan approval for active participants – ACT<sup>417,418</sup>

Plan activation	Prior Quarters (Transition Only)		2018-19 Q3	
	N	%	N	%
Less than 30 days	1,766	57%	126	61%
30 to 59 days	451	15%	30	15%
60 to 89 days	204	7%	14	7%
<b>Activated within 90 days</b>	<b>2,421</b>	<b>79%</b>	<b>170</b>	<b>83%</b>
90 to 119 days	114	4%	6	3%
120 days and over	416	14%	10	5%
<b>Activated after 90 days</b>	<b>530</b>	<b>17%</b>	<b>16</b>	<b>8%</b>
No payments	119	4%	20	10%
<b>Total plans approved</b>	<b>3,070</b>	<b>100%</b>	<b>206</b>	<b>100%</b>

Table L.43 Proportion of active participants with plan activated within 12 months – ACT

	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	223	241	93%
Not Aboriginal and Torres Strait Islander	5,311	5,554	96%
Not Stated	200	220	91%
<b>Total</b>	<b>5,734</b>	<b>6,015</b>	<b>95%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	602	630	96%
Not CALD	5,017	5,270	95%
Not Stated	115	115	100%
<b>Total</b>	<b>5,734</b>	<b>6,015</b>	<b>95%</b>
<b>by Remoteness</b>			
Major Cities	5,663	5,940	95%
Regional	69	73	95%
Remote	<11	<11	
Missing	<11	<11	
<b>Total</b>	<b>5,734</b>	<b>6,015</b>	<b>95%</b>
<b>by Primary Disability type</b>			
Autism	1,533	1,621	95%
Intellectual Disability (including Down Syndrome)	1,219	1,275	96%
Psychosocial Disability	752	786	96%
Developmental Delay (including Global Developmental Delay)	387	404	96%
Other	1,843	1,929	96%
<b>Total</b>	<b>5,734</b>	<b>6,015</b>	<b>95%</b>

<sup>417</sup> Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>418</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

**Table L.44 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1, 2 and 3 of 2018-19 – ACT<sup>419,420</sup>**

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	39%	64%	<b>39%</b>
50% to 75%	21%	21%	<b>21%</b>
> 75%	40%	16%	<b>40%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table L.45 Proportion of active participants with approved plans accessing mainstream supports – ACT<sup>421,422</sup>**

	Prior Quarters	2019-20 Q1	Total
Daily Activities	7%	6%	6%
Health & Wellbeing	49%	50%	49%
Lifelong Learning	19%	19%	19%
Other	15%	13%	15%
Non-categorised	25%	22%	24%
Any mainstream service	91%	85%	89%

### **Part Three: Providers and the growing market**

**Table L.46 Key markets indicators by quarter – ACT**

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant	1.09	1.10
b) Number of providers delivering new types of supports	60	83
c) Share of payments - top 25% <sup>423</sup>		
<i>Daily Tasks/Shared Living (%)</i>	75%	78%
<i>Therapeutic Supports (%)</i>	90%	92%
<i>Participate Community (%)</i>	87%	89%
<i>Early Childhood Supports (%)</i>	77%	79%
<i>Assist Personal Activities (%)</i>	93%	95%

<sup>419</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>420</sup> This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

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

<sup>422</sup> The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

<sup>423</sup> Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table L.47 Cumulative number of providers that have been active by registration group – ACT

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	12	1	13	8%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	68	6	74	9%
Assistance with travel/transport arrangements	64	1	65	2%
Daily Personal Activities	134	14	148	10%
Group and Centre Based Activities	73	7	80	10%
High Intensity Daily Personal Activities	92	6	98	7%
Household tasks	148	15	163	10%
Interpreting and translation	17	3	20	18%
Participation in community, social and civic activities	140	10	150	7%
<b>Assistive Technology</b>				
Assistive equipment for recreation	32	-1	31	-3%
Assistive products for household tasks	25	0	25	0%
Assistance products for personal care and safety	159	19	178	12%
Communication and information equipment	31	1	32	3%
Customised Prosthetics	73	6	79	8%
Hearing Equipment	21	1	22	5%
Hearing Services	10	1	11	10%
Personal Mobility Equipment	97	10	107	10%
Specialised Hearing Services	13	1	14	8%
Vision Equipment	18	3	21	17%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	141	14	155	10%
Behaviour Support	66	6	72	9%
Community nursing care for high needs	19	2	21	11%
Development of daily living and life skills	97	5	102	5%
Early Intervention supports for early childhood	137	9	146	7%
Exercise Physiology and Physical Wellbeing activities	64	9	73	14%
Innovative Community Participation	32	2	34	6%
Specialised Driving Training	17	0	17	0%
Therapeutic Supports	345	18	363	5%
<b>Capital services</b>				
Home modification design and construction	36	3	39	8%
Specialised Disability Accommodation	3	0	3	0%
Vehicle Modifications	20	0	20	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	61	12	73	20%
Support Coordination	37	0	37	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	35	2	37	6%
Specialised Supported Employment	19	1	20	5%
<b>Total active providers</b>	<b>825</b>	<b>63</b>	<b>888</b>	<b>8%</b>

Table L.48 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – ACT

Registration Group	Active			Active		
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	2	11	13	15%	85%	100%
Assistance Animals	1	8	9	11%	89%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	68	74	8%	92%	100%
Assistance with travel/transport arrangements	5	60	65	8%	92%	100%
Daily Personal Activities	14	134	148	9%	91%	100%
Group and Centre Based Activities	4	76	80	5%	95%	100%
High Intensity Daily Personal Activities	7	91	98	7%	93%	100%
Household tasks	36	127	163	22%	78%	100%
Interpreting and translation	2	18	20	10%	90%	100%
Participation in community, social and civic activities	17	133	150	11%	89%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	3	28	31	10%	90%	100%
Assistive products for household tasks	1	24	25	4%	96%	100%
Assistance products for personal care and safety	13	165	178	7%	93%	100%
Communication and information equipment	2	30	32	6%	94%	100%
Customised Prosthetics	5	74	79	6%	94%	100%
Hearing Equipment	0	22	22	0%	100%	100%
Hearing Services	1	10	11	9%	91%	100%
Personal Mobility Equipment	17	90	107	16%	84%	100%
Specialised Hearing Services	1	13	14	7%	93%	100%
Vision Equipment	2	19	21	10%	90%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	23	132	155	15%	85%	100%
Behaviour Support	20	52	72	28%	72%	100%
Community nursing care for high needs	1	20	21	5%	95%	100%
Development of daily living and life skills	9	93	102	9%	91%	100%
Early Intervention supports for early childhood	55	91	146	38%	62%	100%
Exercise Physiology and Physical Wellbeing activities	19	54	73	26%	74%	100%
Innovative Community Participation	9	25	34	26%	74%	100%
Specialised Driving Training	1	16	17	6%	94%	100%
Therapeutic Supports	129	234	363	36%	64%	100%
<b>Capital services</b>						
Home modification design and construction	3	36	39	8%	92%	100%
Specialised Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	2	18	20	10%	90%	100%
<b>Choice and control support services</b>						

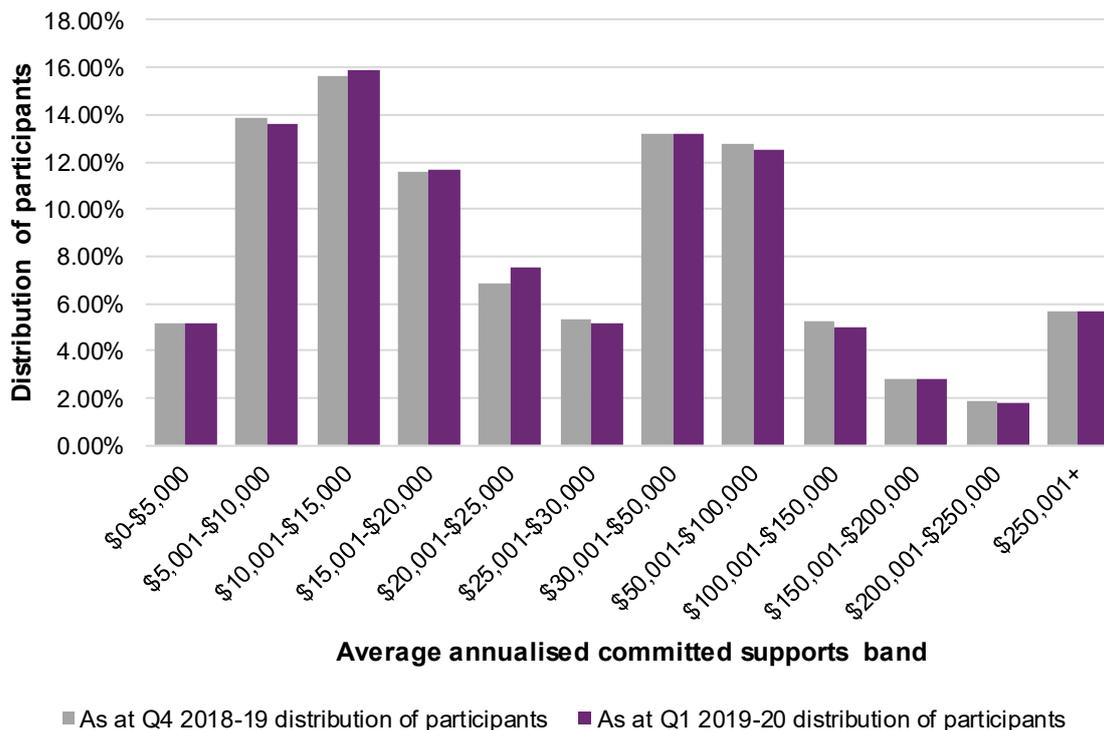
Registration Group	Active			Active		
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	8	65	73	11%	89%	100%
Support Coordination	8	29	37	22%	78%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	2	35	37	5%	95%	100%
Specialised Supported Employment	1	19	20	5%	95%	100%
<b>Total</b>	<b>222</b>	<b>666</b>	<b>888</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

#### Part Four: Financial sustainability

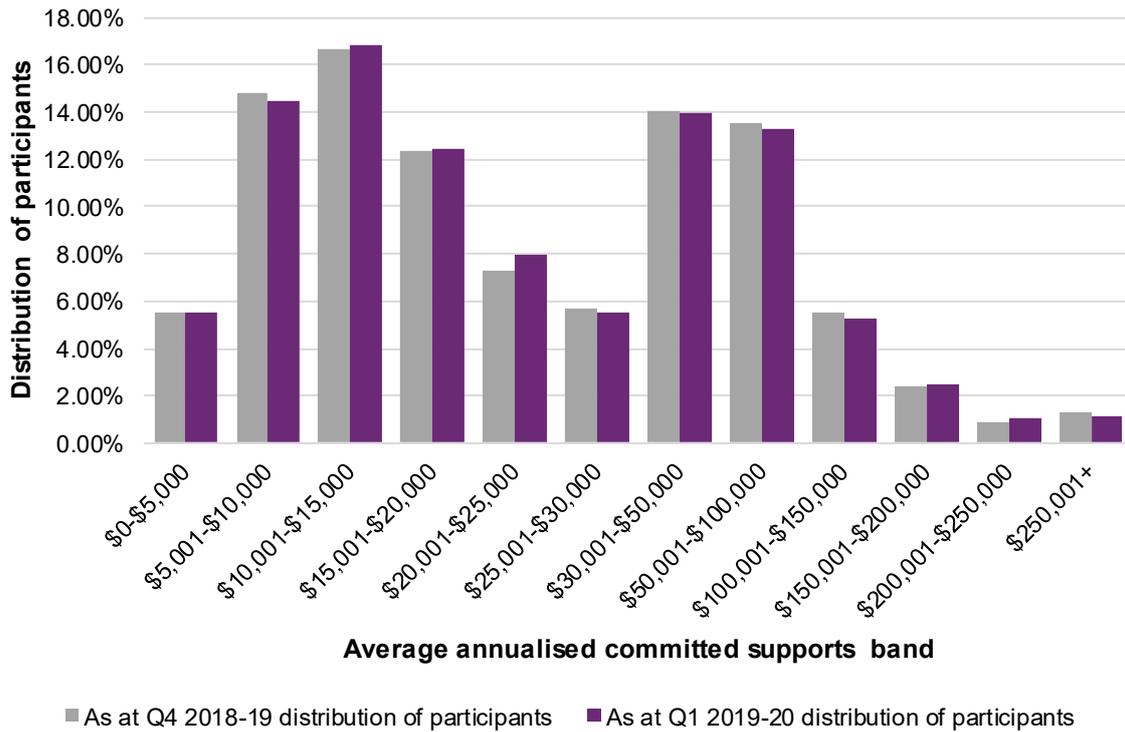
Table L.49 Committed supports by financial year (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	26.5	132.4	271.6	310.4	370.5	106.5

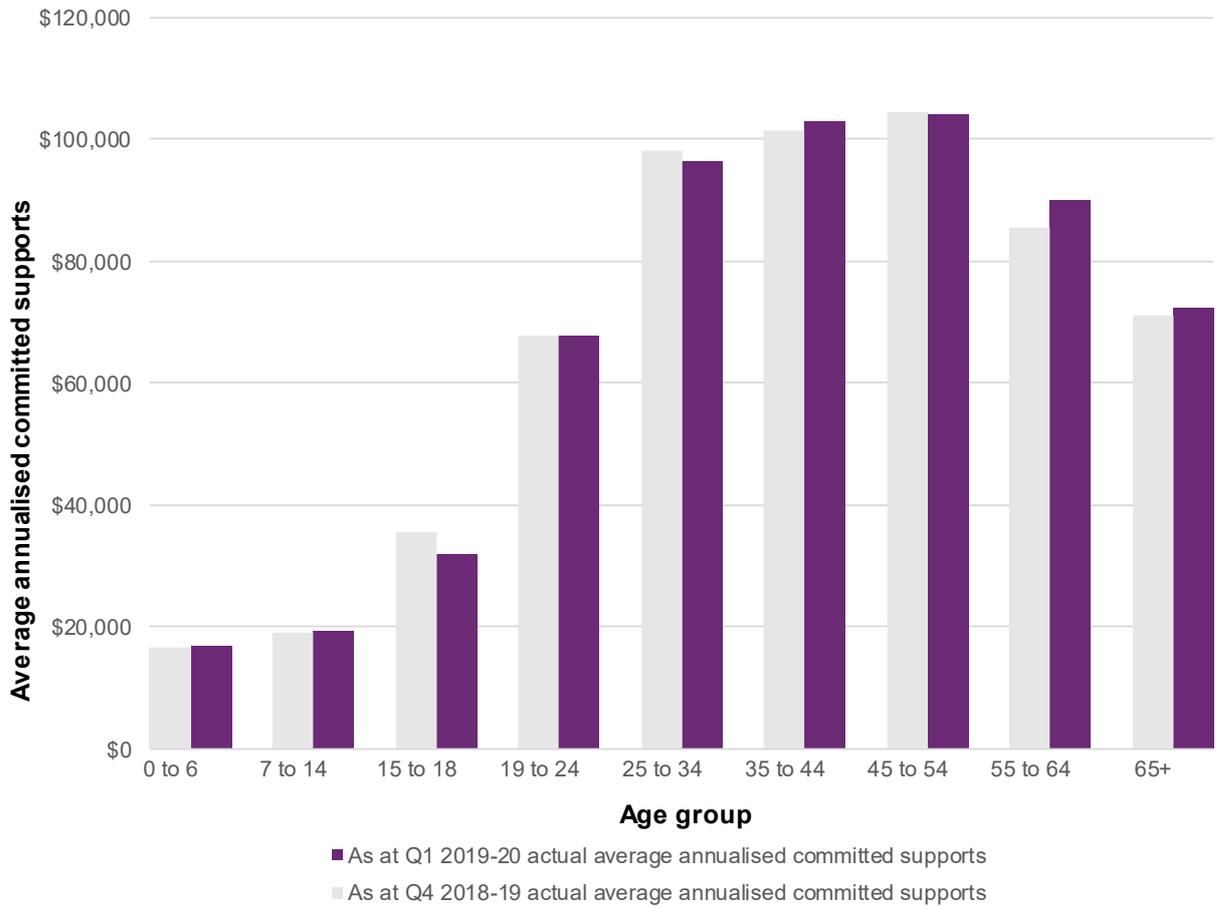
Figure L.13 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT)



**Figure L.14 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT)**



**Figure L.15 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT)**



**Figure L.16 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT)**

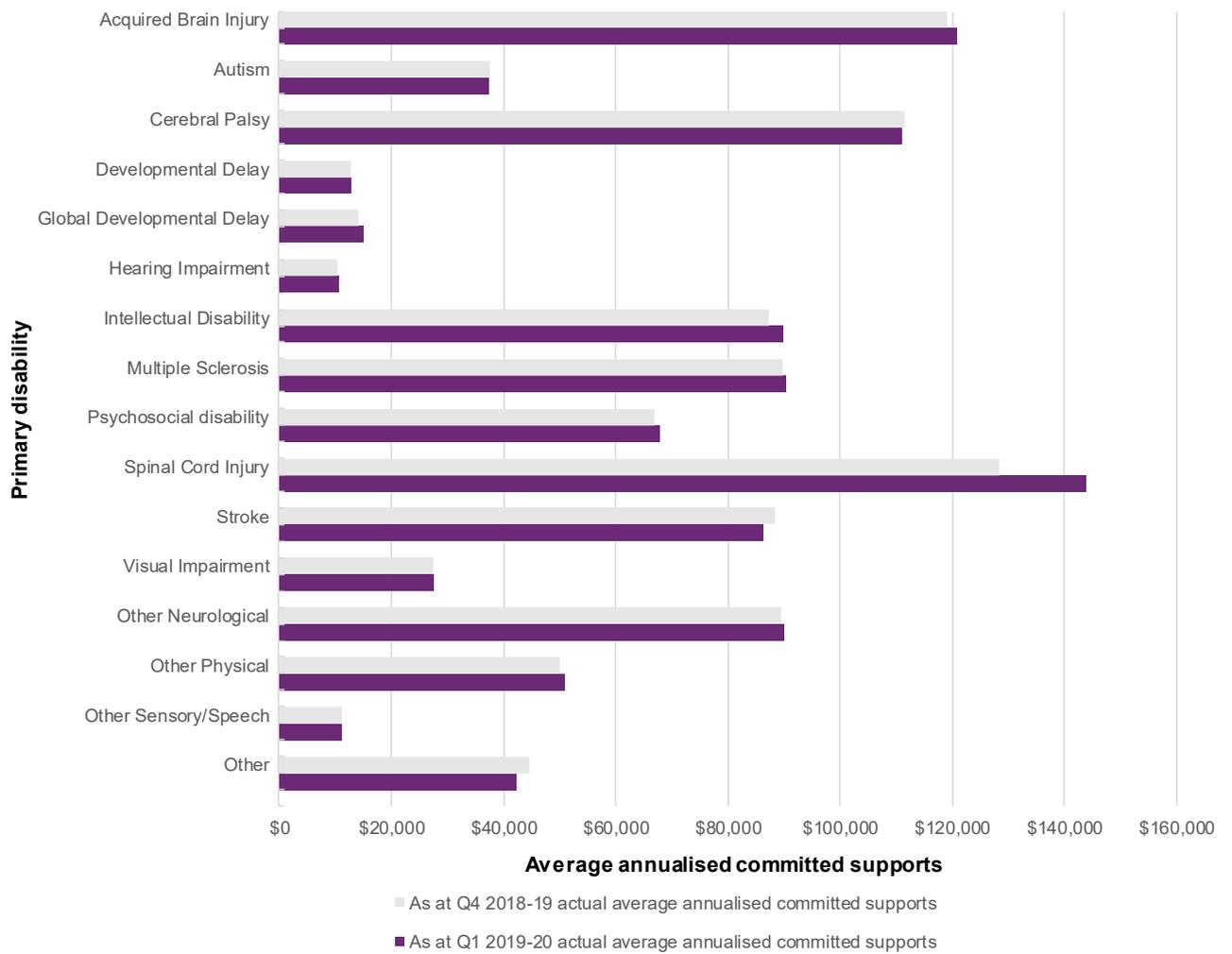


Figure L.17 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (ACT) <sup>424</sup>

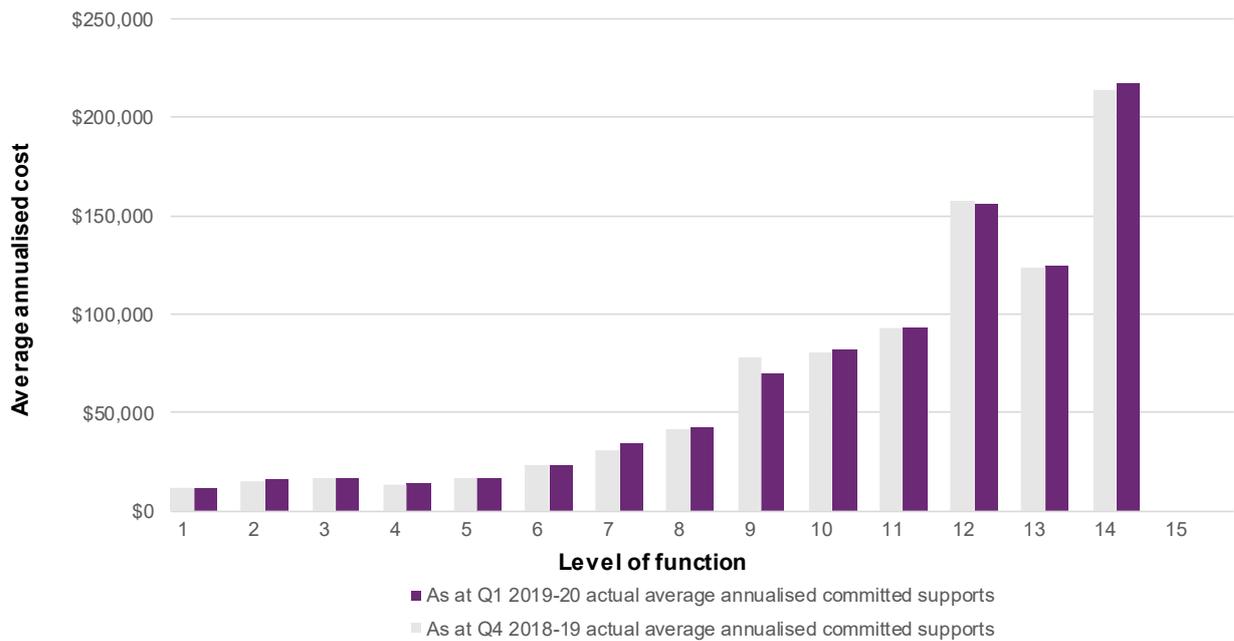
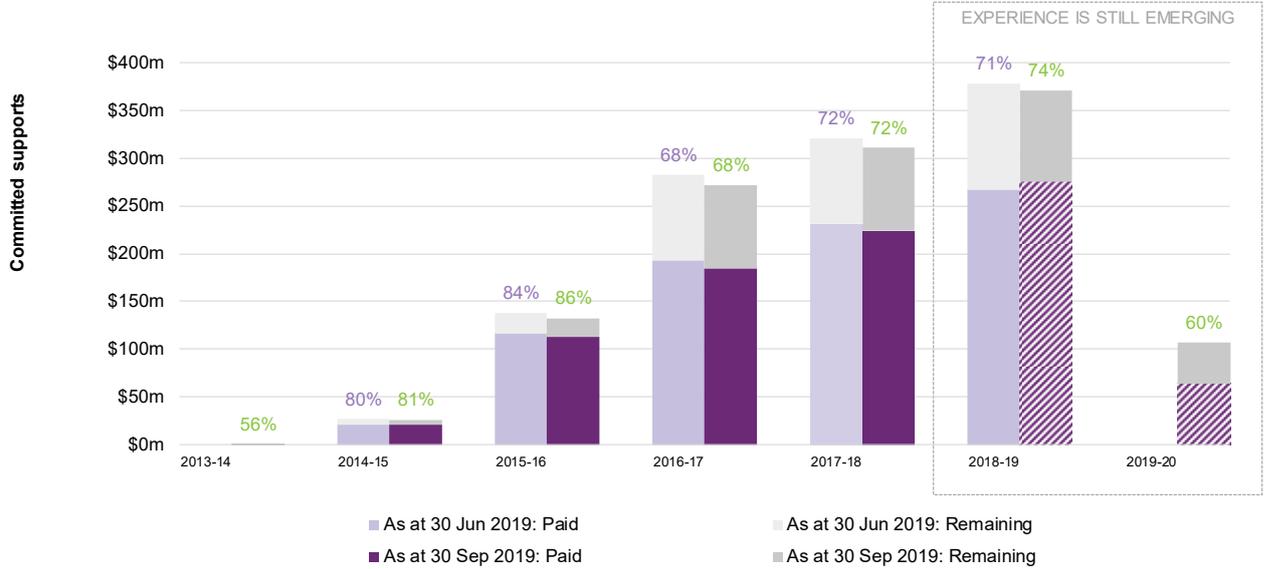


Table L.50 Payments by financial year, compared to committed supports (\$m) – ACT

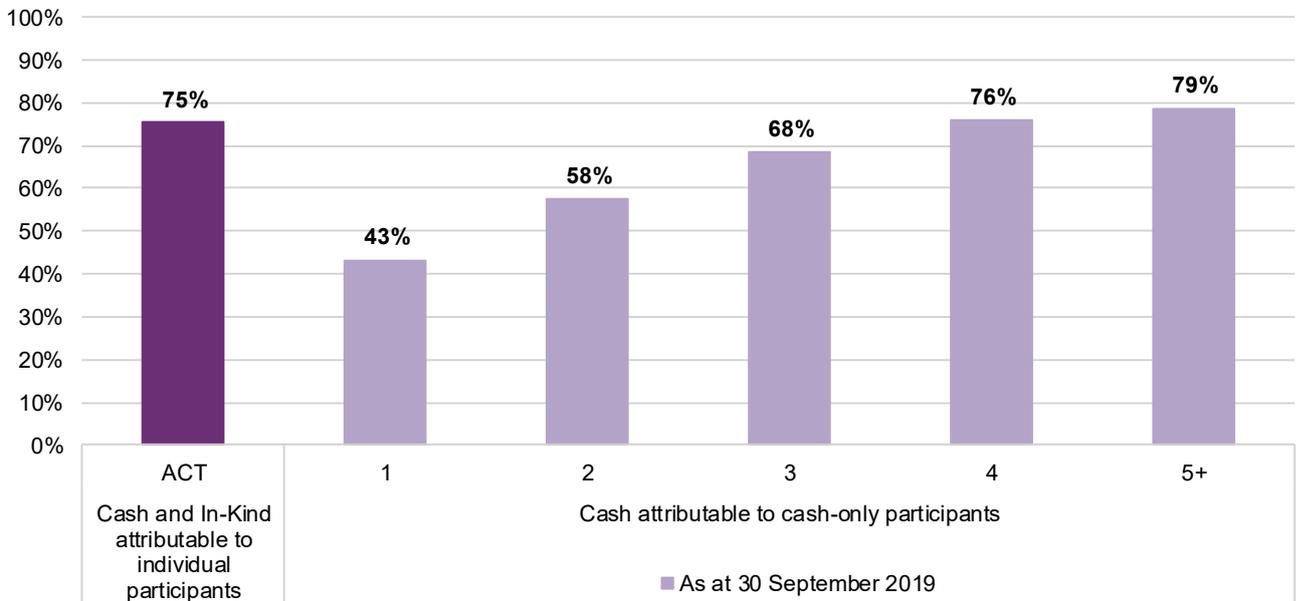
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.3	26.5	132.4	271.6	310.4	370.5	106.5
Total Paid	0.2	21.5	113.2	184.9	224.5	275.6	64.0
% utilised to date	56%	81%	86%	68%	72%	74%	60%

<sup>424</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 15 has insufficient data to show an average cost.

**Figure L.18 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (ACT)<sup>425</sup>**



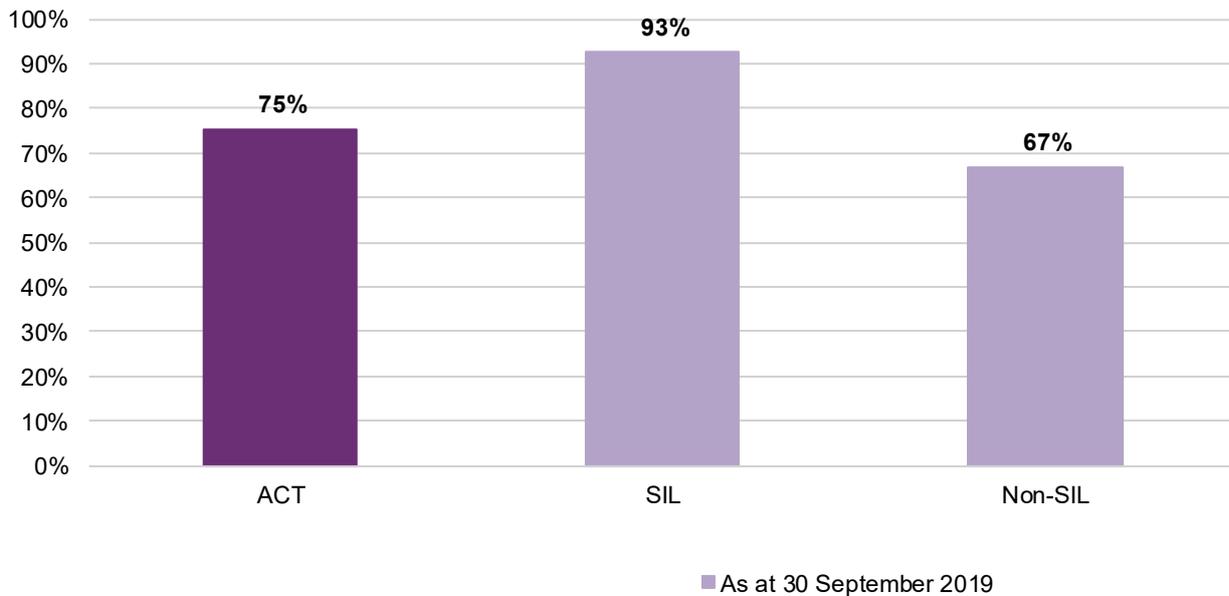
**Figure L.19 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (ACT)<sup>426</sup>**



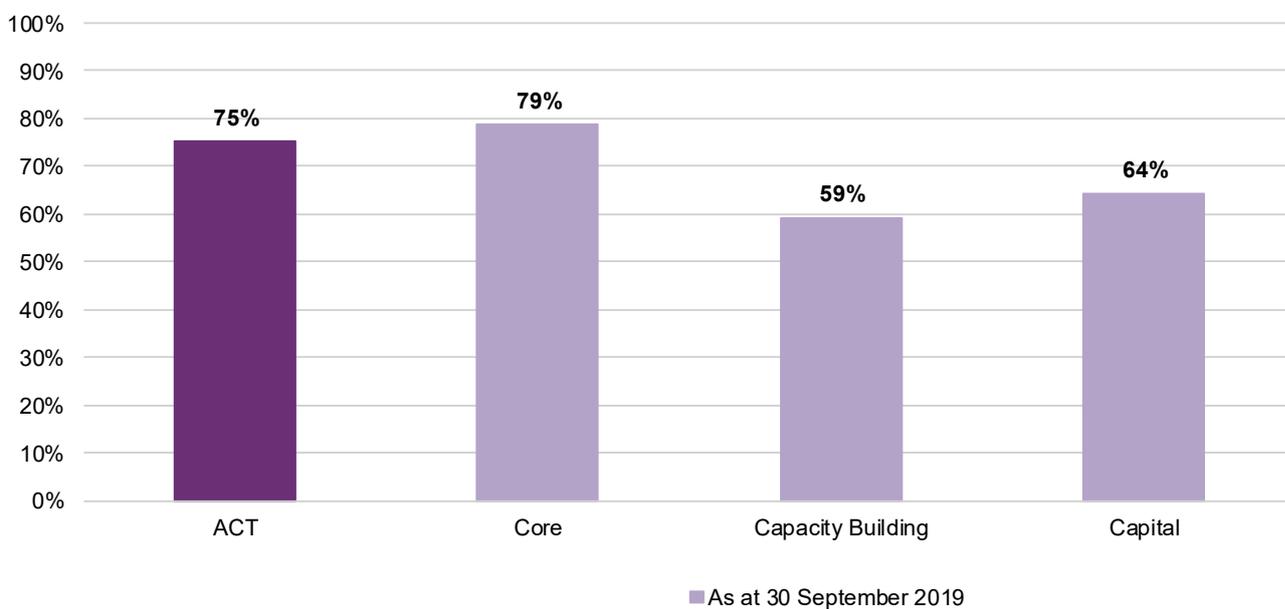
<sup>425</sup> Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, the amounts of committed supports and payments in past support years has reduced since 30 June 2019 for ACT.

<sup>426</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

**Figure L.20 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (ACT)<sup>427</sup>**



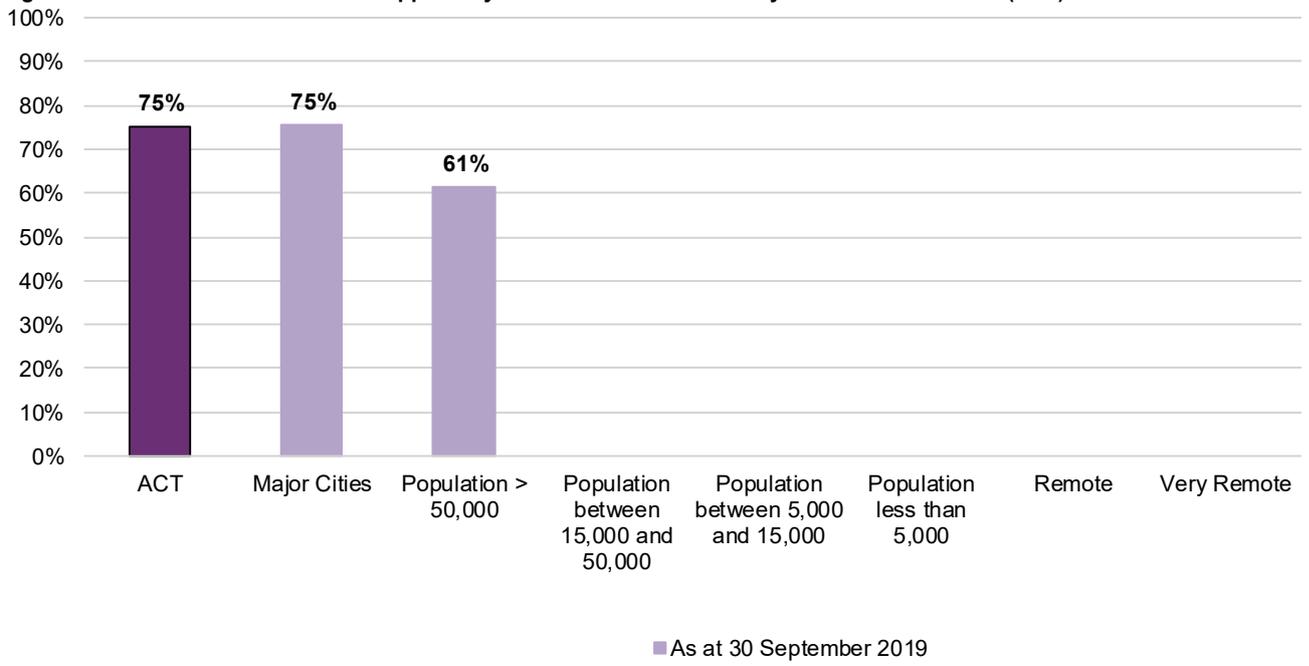
**Figure L.21 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (ACT)<sup>428</sup>**



<sup>427</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>428</sup> Ibid.

**Figure L.22 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (ACT)<sup>429,430</sup>**



<sup>429</sup> Ibid.

<sup>430</sup> Utilisation is not shown as there is insufficient data in the group.

# Appendix M:

## Northern Territory

Jurisdiction is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

### Part One: Participants and their plans

Table M.1 Active participants by quarter of entry – NT<sup>431</sup>

	Prior Quarters	2019-20 Q1	Total excluding ECEI	ECEI	Total excluding ECEI
NT	2,301	281	2,582	40	2,622

Table M.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT<sup>432</sup>

	Prior Quarters	2019-20 Q1	Total
<b>Access decisions</b>	<b>3,028</b>	<b>425</b>	<b>3,453</b>
<b>Active eligible</b>	<b>2,525</b>	<b>326</b>	<b>2,851</b>
<i>New</i>	747	221	968
<i>State</i>	1,524	64	1,588
<i>Commonwealth</i>	254	41	295
<b>Active Participant Plans (excl ECEI)</b>	<b>2,301</b>	<b>281</b>	<b>2,582</b>
<i>New</i>	655	162	817
<i>State</i>	1,420	84	1,504
<i>Commonwealth</i>	226	35	261
<b>Active Participant Plans</b>	<b>2,420</b>	<b>321</b>	<b>2,622</b>
<i>EI (s25) plans</i>	392	100	492
<i>PD (s24) plans</i>	1,909	181	2,090
<i>ECEI</i> <sup>433</sup>	119	40	40

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 September 2019 – NT

Exits	
<b>Total participant exits</b>	<b>65</b>
<i>Early Intervention participants</i>	11
<i>Permanent disability participants</i>	54

<sup>431</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>432</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2019-20 Q1, 95% of people with a hearing impairment met the access criteria compared to 77% overall.

<sup>433</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

**Table M.4 Cumulative position by services previously received – NT<sup>434</sup>**

	Participant cohort				
	State	Commonwealth	New	ECEI <sup>435</sup>	Total
End of 2016-17	239	5	156	0	400
End of 2017-18	580	42	236	0	858
End of 2018-19 Q1	731	64	273	506	1,574
End of 2018-19 Q2	1,049	130	387	592	2,158
End of 2018-19 Q3	1,224	169	508	379	2,280
End of 2018-19 Q4	1,427	226	662	122	2,437
End of 2019-20 Q1	1,504	261	817	40	2,622

**Table M.5 Cumulative position by entry into the Scheme – NT<sup>436</sup>**

	Participant cohort			
	Early Intervention <sup>437</sup>	Permanent Disability <sup>438</sup>	ECEI <sup>439</sup>	Total
End of 2016-17	82	318	0	400
End of 2017-18	134	724	0	858
End of 2018-19 Q1	139	929	506	1,574
End of 2018-19 Q2	200	1,366	592	2,158
End of 2018-19 Q3	280	1,621	379	2,280
End of 2018-19 Q4	393	1,922	122	2,437
End of 2019-20 Q1	492	2,090	40	2,622

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.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NT<sup>440</sup>**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,184	51.5%	113	40.2%	<b>1,297</b>	<b>50.2%</b>
Not Aboriginal and Torres Strait Islander	991	43.1%	151	53.7%	<b>1,142</b>	<b>44.2%</b>
Not Stated	126	5.5%	17	6.0%	<b>143</b>	<b>5.5%</b>
<b>Total</b>	<b>2,301</b>	<b>100%</b>	<b>281</b>	<b>100%</b>	<b>2,582</b>	<b>100%</b>

<sup>434</sup> This table shows the total numbers of active participants at the end of each period, as opposed to previous reports based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>435</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>436</sup> This table shows the total numbers of active participants at the end of each period, compared with previous reports which were based on the total numbers of plans ever approved. Numbers of active participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

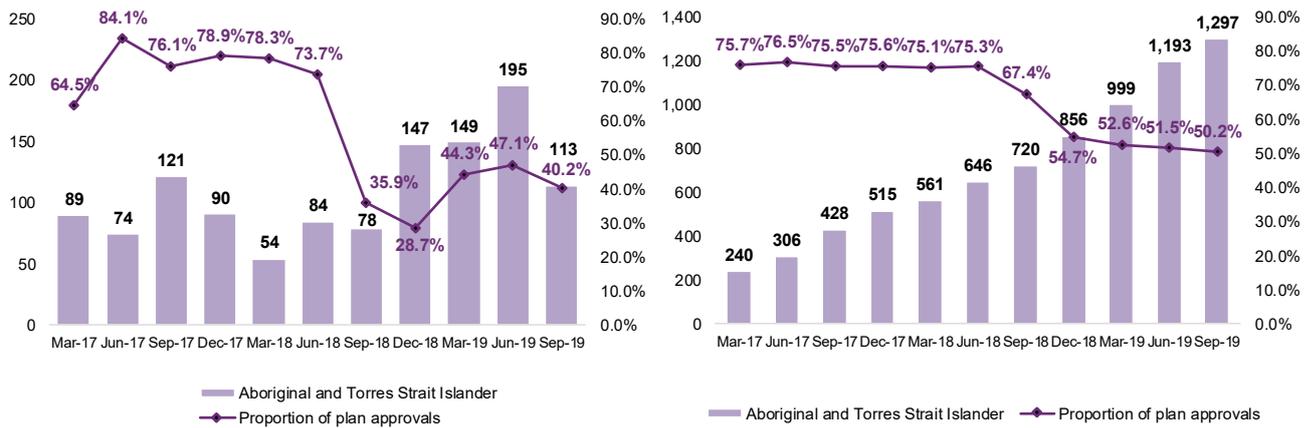
<sup>437</sup> Participants who met Section 25 of the NDIS Act for access

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

<sup>439</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

<sup>440</sup> The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

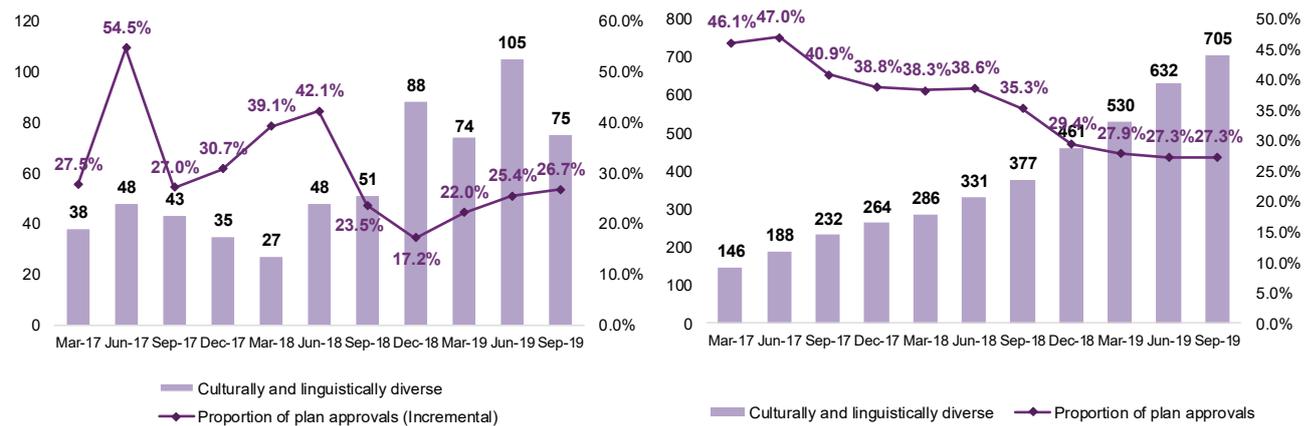
**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NT<sup>441</sup>**



**Table M.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NT**

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
CALD	630	27.4%	75	26.7%	705	27.3%
Not CALD	1,665	72.4%	205	73.0%	1,870	72.4%
Not Stated	<11		<11		<11	
<b>Total</b>	<b>2,301</b>	<b>100%</b>	<b>281</b>	<b>100%</b>	<b>2,582</b>	<b>100%</b>

**Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NT<sup>442</sup>**



**Table M.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NT**

Participant profile	Prior Quarters	2019-20 Q1	Total
	N	N	N
YPIRAC <sup>443</sup>	46	<11	46
Not YPIRAC	2,255	281	2,536
<b>Total</b>	<b>2,301</b>	<b>281</b>	<b>2,582</b>

<sup>441</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>442</sup> Ibid.

<sup>443</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

Figure M.3 Number of YPIRAC participants over time cumulatively – NT<sup>444,445</sup>

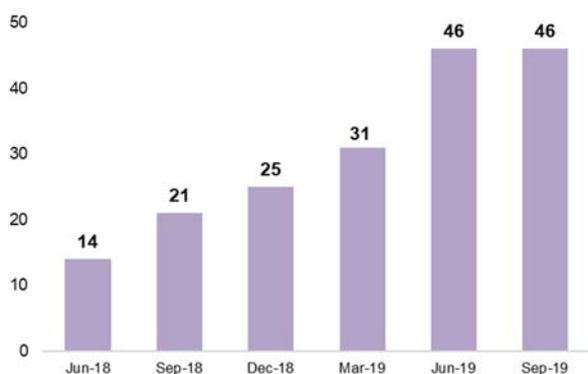
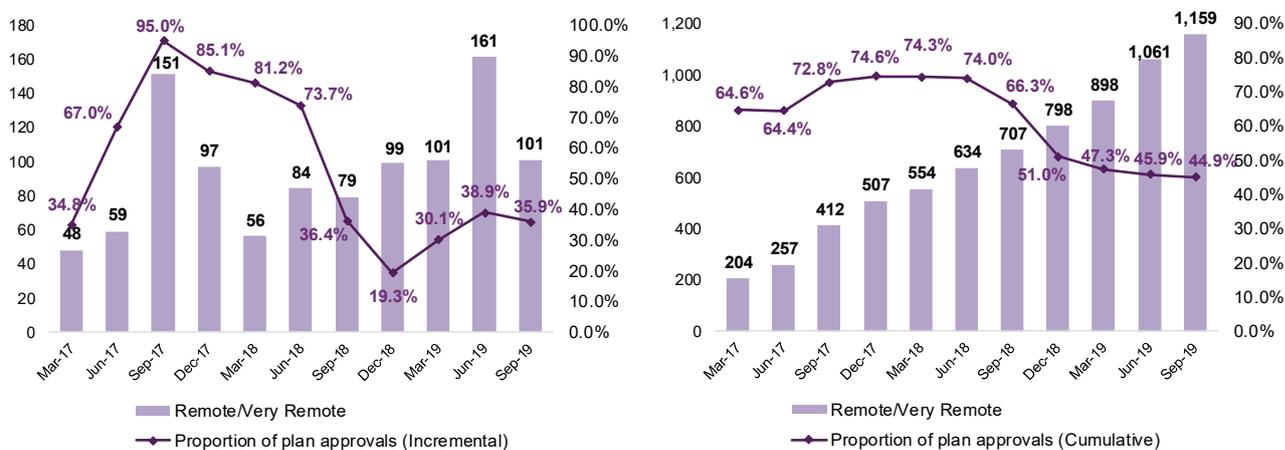


Table M.9 Participant profile per quarter by remoteness – NT<sup>446,447</sup>

Participant profile	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Major Cities	<11		<11		<11	
Population > 50,000	1,204	52.3%	176	62.6%	<b>1,380</b>	<b>53.4%</b>
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	38	1.7%	<11		<b>42</b>	<b>1.6%</b>
Remote	476	20.7%	53	18.9%	<b>529</b>	<b>20.5%</b>
Very Remote	582	25.3%	48	17.1%	<b>630</b>	<b>24.4%</b>
Missing	<11		<11		<11	
<b>Total</b>	<b>2,301</b>	<b>100%</b>	<b>281</b>	<b>100%</b>	<b>2,582</b>	<b>100%</b>

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NT<sup>448</sup>



<sup>444</sup> The cumulative chart shows the number of active participants as at each quarter over time.

<sup>445</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in NT over time, and also insufficient numbers to show the cumulative count of YPIRAC participants prior to the June 2018 quarter.

<sup>446</sup> This table is based on the Modified Monash Model measure of remoteness.

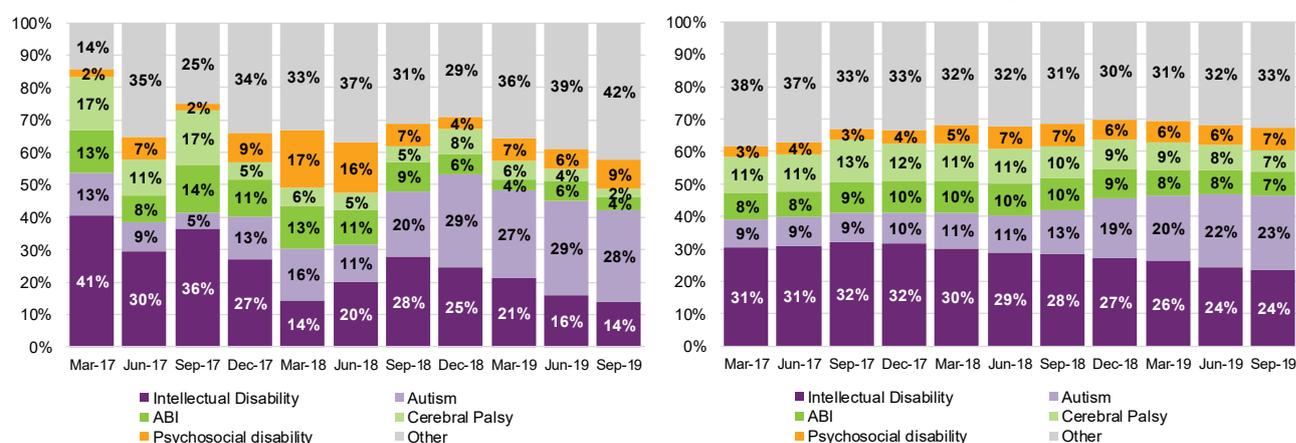
<sup>447</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>448</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table M.10 Participant profile per quarter by disability group - NT<sup>449,450</sup>**

Disability	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Autism	511	22%	80	28%	<b>591</b>	<b>23%</b>
Intellectual Disability <sup>451</sup>	571	25%	39	14%	<b>610</b>	<b>24%</b>
Psychosocial disability	148	6%	25	9%	<b>173</b>	<b>7%</b>
Developmental Delay	112	5%	66	23%	<b>178</b>	<b>7%</b>
Other Neurological	142	6%	<11		<b>148</b>	<b>6%</b>
Cerebral Palsy	172	7%	<11		<b>179</b>	<b>7%</b>
Other Physical	115	5%	15	5%	<b>130</b>	<b>5%</b>
Hearing Impairment	96	4%	13	5%	<b>109</b>	<b>4%</b>
ABI	173	8%	11	4%	<b>184</b>	<b>7%</b>
Visual Impairment	39	2%	<11		<b>42</b>	<b>2%</b>
Multiple Sclerosis	15	1%	<11		<b>15</b>	<b>1%</b>
Global Developmental Delay	48	2%	<11		<b>55</b>	<b>2%</b>
Stroke	70	3%	<11		<b>73</b>	<b>3%</b>
Spinal Cord Injury	62	3%	<11		<b>65</b>	<b>3%</b>
Other Sensory/Speech	22	1%	<11		<b>24</b>	<b>1%</b>
Other	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>2,301</b>	<b>100%</b>	<b>281</b>	<b>100%</b>	<b>2,582</b>	<b>100%</b>

**Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NT<sup>452</sup>**



<sup>449</sup> Table order based on national proportions (highest to lowest).

<sup>450</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

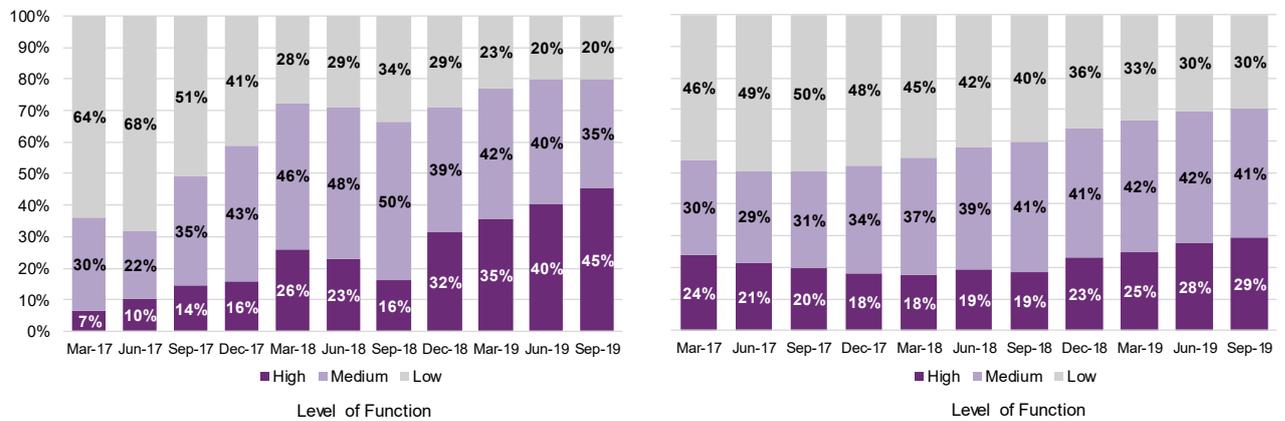
<sup>451</sup> Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NT (103).

<sup>452</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table M.11 Participant profile per quarter by level of function – NT**

Level of Function	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	209	9%	70	25%	<b>279</b>	<b>11%</b>
2 (High Function)	<11		<11		<b>&lt;11</b>	
3 (High Function)	150	7%	18	6%	<b>168</b>	<b>7%</b>
4 (High Function)	99	4%	15	5%	<b>114</b>	<b>4%</b>
5 (High Function)	172	7%	24	9%	<b>196</b>	<b>8%</b>
6 (Moderate Function)	321	14%	51	18%	<b>372</b>	<b>14%</b>
7 (Moderate Function)	154	7%	16	6%	<b>170</b>	<b>7%</b>
8 (Moderate Function)	164	7%	<11		<b>174</b>	<b>7%</b>
9 (Moderate Function)	<11		<11		<b>&lt;11</b>	
10 (Moderate Function)	312	14%	21	7%	<b>333</b>	<b>13%</b>
11 (Low Function)	83	4%	<11		<b>86</b>	<b>3%</b>
12 (Low Function)	364	16%	27	10%	<b>391</b>	<b>15%</b>
13 (Low Function)	148	6%	24	9%	<b>172</b>	<b>7%</b>
14 (Low Function)	111	5%	<11		<b>113</b>	<b>4%</b>
15 (Low Function)	<11		<11		<b>&lt;11</b>	
Missing	<11		<11		<b>&lt;11</b>	
<b>Total</b>	<b>2,301</b>	<b>100%</b>	<b>281</b>	<b>100%</b>	<b>2,582</b>	<b>100%</b>

**Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NT<sup>453</sup>**

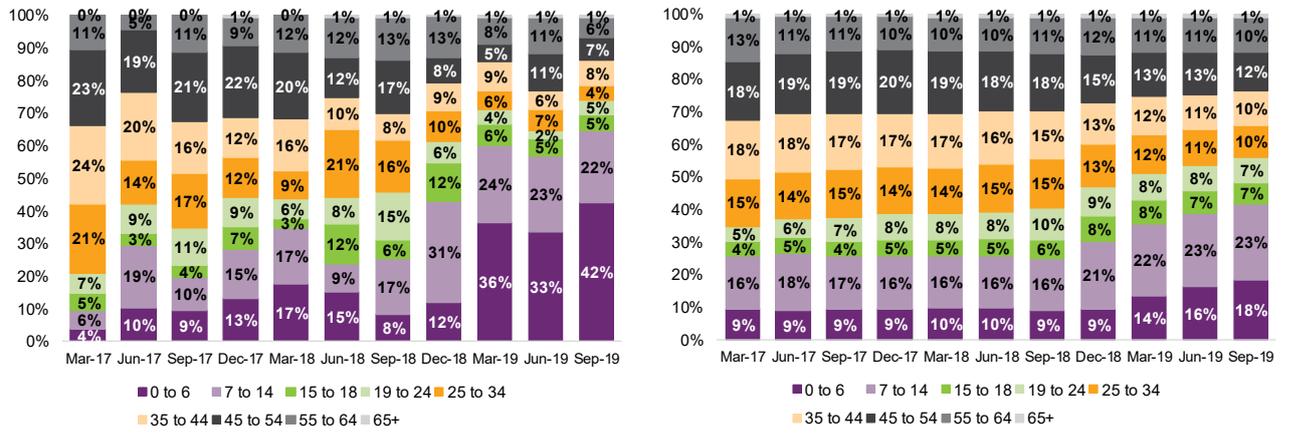


**Table M.12 Participant profile per quarter by Age group – NT**

Age Group	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
0 to 6	357	16%	119	42%	<b>476</b>	<b>18%</b>
7 to 14	533	23%	62	22%	<b>595</b>	<b>23%</b>
15 to 18	163	7%	14	5%	<b>177</b>	<b>7%</b>
19 to 24	178	8%	13	5%	<b>191</b>	<b>7%</b>
25 to 34	249	11%	12	4%	<b>261</b>	<b>10%</b>
35 to 44	247	11%	22	8%	<b>269</b>	<b>10%</b>
45 to 54	290	13%	19	7%	<b>309</b>	<b>12%</b>
55 to 64	253	11%	17	6%	<b>270</b>	<b>10%</b>
65+	31	1%	<11		<b>34</b>	<b>1%</b>
<b>Total</b>	<b>2,301</b>	<b>100%</b>	<b>281</b>	<b>100%</b>	<b>2,582</b>	<b>100%</b>

<sup>453</sup> Ibid.

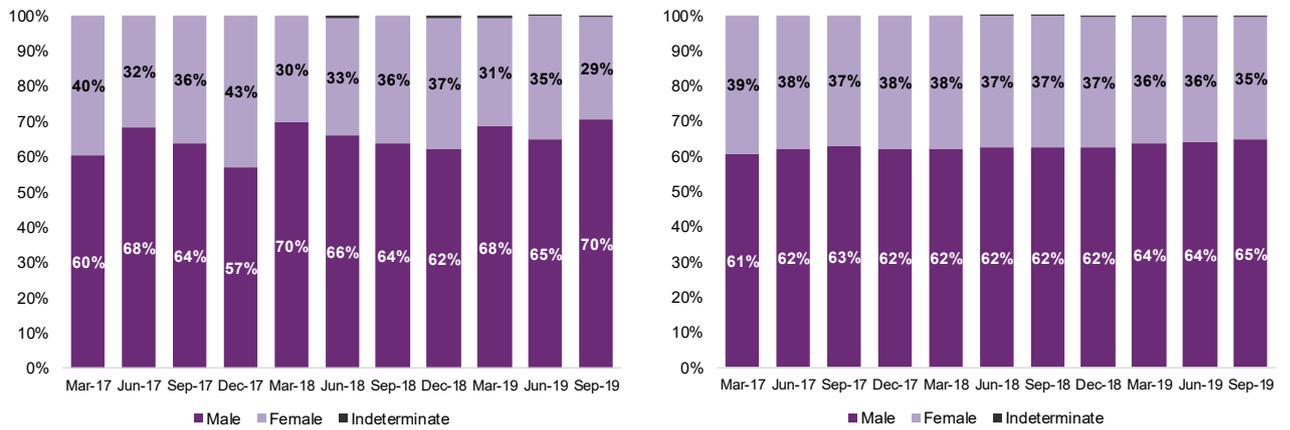
**Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NT<sup>454</sup>**



**Table M.13 Participant profile per quarter by Gender – NT**

Gender	Prior Quarters		2019-20 Q1		Total	
	N	%	N	%	N	%
Male	1,470	64%	198	70%	1,668	65%
Female	819	36%	82	29%	901	35%
Indeterminate	12	1%	<11		13	1%
<b>Total</b>	<b>2,301</b>	<b>100%</b>	<b>281</b>	<b>100%</b>	<b>2,582</b>	<b>100%</b>

**Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NT<sup>455</sup>**



<sup>454</sup> Ibid.

<sup>455</sup> Ibid.

## Part Two: Participant experience and outcomes

Table M.14 Number of questionnaires completed by SFOF version – NT<sup>456</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20 to date	Number of questionnaires
Participant 0 to school	22	36	197	83	338
Participant school to 14	31	78	528	101	738
Participant 15 to 24	27	68	192	24	311
Participant 25 and over	152	256	547	73	1,028
<b>Total Participant</b>	<b>232</b>	<b>438</b>	<b>1,464</b>	<b>281</b>	<b>2,415</b>
Family 0 to 14	50	100	690	180	1,020
Family 15 to 24	4	34	133	20	191
Family 25 and over	15	56	258	42	371
<b>Total Family</b>	<b>69</b>	<b>190</b>	<b>1,081</b>	<b>242</b>	<b>1,582</b>
<b>Total</b>	<b>301</b>	<b>628</b>	<b>2,545</b>	<b>523</b>	<b>3,997</b>

Table M.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NT

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	64%			
CC % who say their child is able to tell them what he/she wants	59%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		24%		
DL % who say their child is becoming more independent		28%		
CC % of children who have a genuine say in decisions about themselves		67%		
CC % who are happy with the level of independence/control they have now			26%	
CC % who choose who supports them			28%	42%
CC % who choose what they do each day			35%	53%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			16%	19%
CC % who want more choice and control in their life			87%	83%

<sup>456</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants.  
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**Table M.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NT**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	49%	64%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	66%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	57%	76%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			30%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			43%	41%

**Table M.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NT**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		48%		
HM	% who are happy with their home			77%	59%
HM	% who feel safe or very safe in their home			82%	64%
HW	% who rate their health as good, very good or excellent			73%	43%
HW	% who did not have any difficulties accessing health services			66%	51%
LL	% who currently attend or previously attended school in a mainstream class			24%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				64%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			13%	17%
WK	% who volunteer			11%	9%

**Table M.18 Selected key indicators for families/carers of participants – NT**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	15%	17%	14%
% receiving Carer Allowance	33%	18%	17%
% working in a paid job	46%	58%	39%
Of those in a paid job, % in permanent employment	80%	82%	83%
Of those in a paid job, % working 15 hours or more	87%	95%	88%
% who say they (and their partner) are able to work as much as they want	52%	61%	51%
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%	88%	78%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	36%	35%
% able to advocate for their child/family member	62%	56%	44%
% who have friends and family they see as often as they like	52%	50%	49%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		33%	
% who feel in control selecting services		37%	24%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			27%
% who rate their health as good, very good or excellent	87%	79%	67%

**Table M.19 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=25) - participants who entered from 1 October 2017 to 30 September 2018 – NT<sup>457</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	75%
DL Has the NDIS improved your child's access to specialist services?	72%
CC Has the NDIS helped increase your child's ability to communicate what they want?	57%
REL Has the NDIS improved how your child fits into family life?	52%
S/CP Has the NDIS improved how your child fits into community life?	52%

<sup>457</sup> Results in Tables M.19 to M.23 exclude participants who entered prior to 1 October 2017.  
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**Table M.20 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=115) - participants who entered from 1 October 2017 to 30 September 2018 – NT**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	45%
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?	38%
S/CP	Has the NDIS improved your child's social and recreational life?	37%

**Table M.21 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=97) and ‘Participant 25 and over’ (n=311) - participants who entered from 1 October 2017 to 30 September 2018 – NT**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	52%	56%
DL	Has the NDIS helped you with daily living activities?	52%	60%
REL	Has the NDIS helped you to meet more people?	45%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	41%	39%
HW	Has your involvement with the NDIS improved your health and wellbeing?	37%	45%
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%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%
S/CP	Has the NDIS helped you be more involved?	49%	49%

**Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=124); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=124) - participants who entered from 1 October 2017 to 30 September 2018 – NT**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	52%
Has the NDIS improved the level of support for your family?	50%	56%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	59%	55%
Has the NDIS improved your ability/capacity to help your child develop and learn?	56%	
Has the NDIS improved your health and wellbeing?	38%	40%

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

**Table M.23 Results for “Has the NDIS helped?” questions answered at end of first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=30) - participants who entered from 1 October 2016 to 30 September 2017 – NT<sup>458</sup>**

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	35%	45%	+10%
LL	Has the NDIS improved your child's access to education?	16%	13%	-3%
REL	Has the NDIS improved your child's relationships with family and friends?	28%	29%	+1%
S/CP	Has the NDIS improved your child's social and recreational life?	20%	26%	+6%

**Table M.24 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=28) and ‘Participant 25 and over’ (n=127) - participants who entered from 1 October 2016 to 30 September 2017 – NT**

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?	36%	53%	+17%	43%	67%	+24%
DL	Has the NDIS helped you with daily living activities?	52%	67%	+14%	56%	81%	+25%
REL	Has the NDIS helped you to meet more people?	35%	40%	+5%	39%	54%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	23%	+14%	28%	44%	+16%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	53%	+10%	42%	50%	+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?	14%	23%	+10%	16%	30%	+14%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	0%	11%	+11%	6%	11%	+5%
S/CP	Has the NDIS helped you be more involved?	29%	43%	+15%	39%	63%	+24%

<sup>458</sup> Results in Tables M.23 to M.25 include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.  
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**Table M.25 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=427) and for SFOF versions ‘Family 15 to 24’ - participants who entered from 1 October 2016 to 30 September 2017 – NT**

Question	0 to 14		
	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?	45%	38%	-8%
Has the NDIS improved the level of support for your family?	36%	27%	-9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	52%	55%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	45%	48%	+3%
Has the NDIS improved your health and wellbeing?	43%	30%	-13%

There is insufficient data to show results for “Has the NDIS helped?” questions answered by families and carers at participants’ first and second plan reviews, for participants 15 and over.

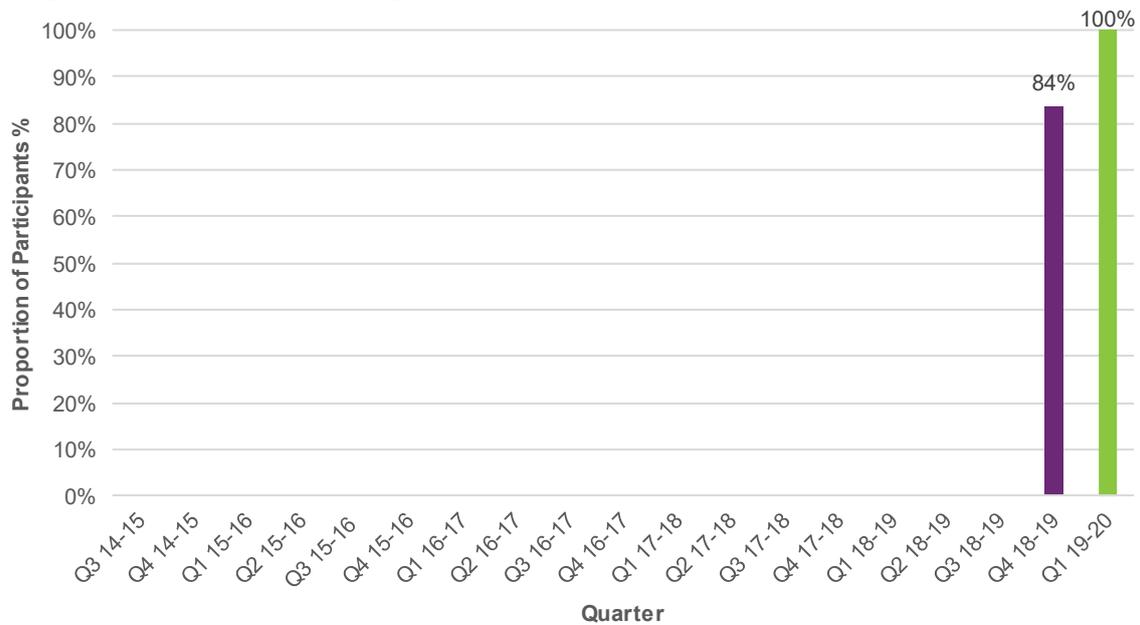
There is also insufficient data to show results for “Has the NDIS helped?” questions answered at participants’ first, second and third plan review.

**Table M.26 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ (n=169) and ‘participants in community and social activities’ (n=171) at entry, first and second plan review - participants who entered from 1 October 2016 to 30 September 2017 – NT<sup>459</sup>**

Participants in work	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	10%	19%	24%	24%
Aged 25+	6%	3%	6%	
Aged 15+ (average)	7%	5%	8%	
Participants in community and social activities	Baseline	Review 1	Review 2	2019–20 Target
Aged 15 to 24 years	86%	86%	90%	47%
Aged 25+	49%	50%	55%	
Aged 15+ (average)	54%	55%	59%	

<sup>459</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

**Figure M.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (NT)<sup>460</sup>**



\*The result for Q1 of 2019-20 is based on 20 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 100% gave a rating of good or very good, 0% gave a neutral rating and 0% gave a rating of poor or very poor.

**Table M.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NT)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	100%	0%	0%
I had enough time to tell my story and say what support I need	100%	0%	0%
The planner knows what I can do well	95%	0%	5%
The planner had some good ideas for my plan	95%	5%	0%
I know what is in my plan	100%	0%	0%
The planner helped me think about my future	85%	15%	0%
I think my plan will make my life better	95%	5%	0%
The planning meeting went well	100%	0%	0%

<sup>460</sup> Participant satisfaction results are not shown if there is insufficient data in the group.  
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**Table M.28 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters – New survey administered by the Contact Centre (NT)\***

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2019-20 Q1
<b>Access</b>	<b>n = 34</b>	<b>N/A</b>
Are you happy with how coming into the NDIS has gone?	82%	N/A
Was the person from the NDIS respectful?	94%	N/A
Do you understand what will happen next with your plan?	74%	N/A
<b>Pre-planning</b>	<b>n = 42</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	79%	N/A
Did you understand why you needed to give the information you did?	95%	N/A
Were decisions about your plan clearly explained?	76%	N/A
Are you clear on what happens next with your plan?	71%	N/A
Do you know where to go for more help with your plan?	76%	N/A
<b>Planning</b>	<b>n = 28</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	82%	N/A
Did you understand why you needed to give the information you did?	93%	N/A
Were decisions about your plan clearly explained?	75%	N/A
Are you clear on what happens next with your plan?	75%	N/A
Do you know where to go for more help with your plan?	86%	N/A
<b>Plan review</b>	<b>N/A</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	N/A	N/A
Did you feel prepared for your plan review?	N/A	N/A
Is your NDIS plan helping you to make progress towards your goals?	N/A	N/A

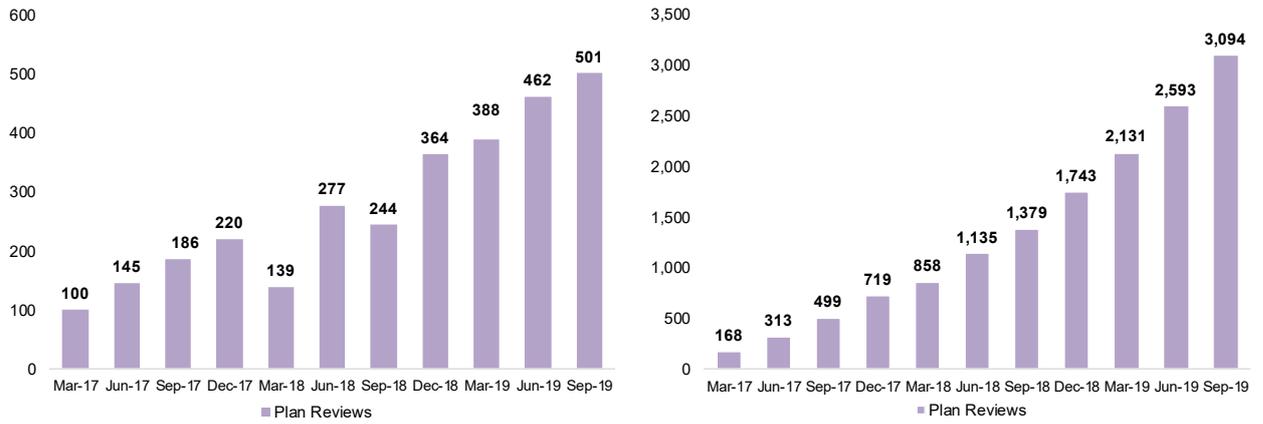
\*There is insufficient data to report on satisfaction in NT for 2019-20 Q1 or for prior quarters at the Plan review stage.

**Table M.29 Plan reviews conducted per quarter – excluding plans less than 30 days – NT<sup>461</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total plan reviews</b>	<b>2,593</b>	<b>501</b>	<b>3,094</b>
<i>Early intervention plans</i>	334	68	402
<i>Permanent disability plans</i>	2,259	433	2,692

<sup>461</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

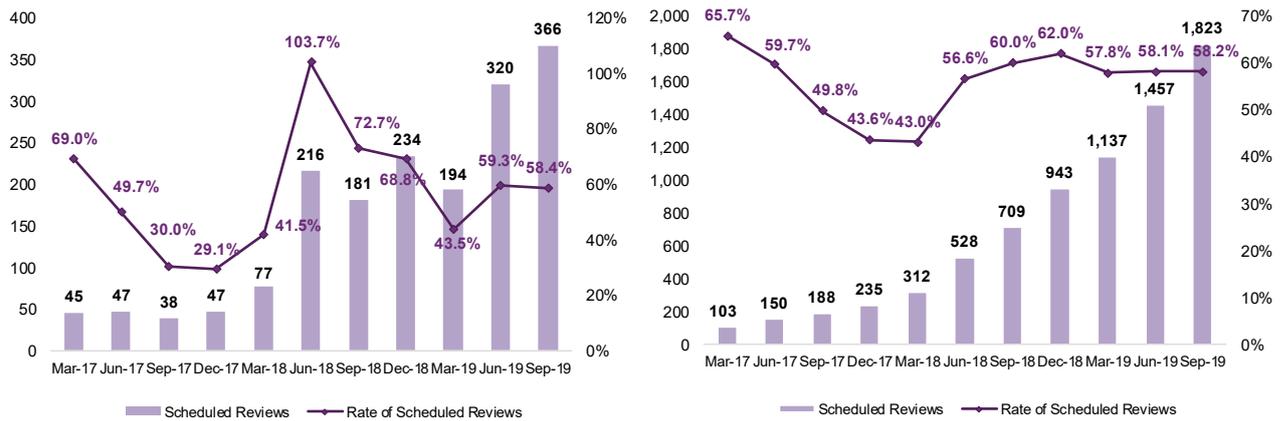
**Figure M.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – NT**



**Table M.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total scheduled plan reviews</b>	<b>1,457</b>	<b>366</b>	<b>1,823</b>
<i>Trial participants</i>	451	40	491
<i>Transition participants</i>	1,006	326	1,332

**Figure M.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NT<sup>462</sup>**



<sup>462</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

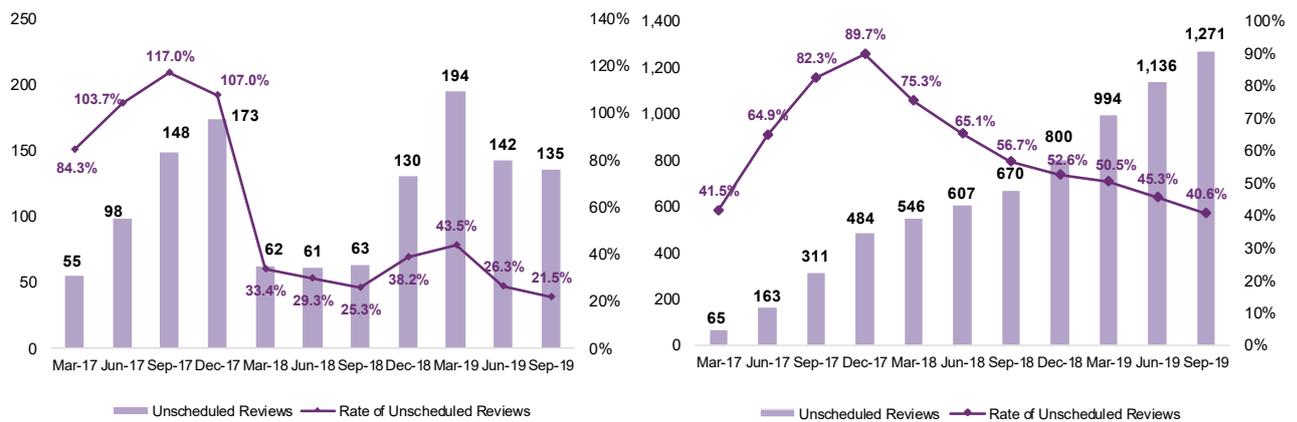
**Table M.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>Total unscheduled plan reviews</b>	<b>1,136</b>	<b>135</b>	<b>1,271</b>
<i>Trial participants</i>	110	<11	114
<i>Transition participants</i>	1,026	131	1,157

**Table M.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT<sup>463</sup>**

	Prior Quarters (Transition only)	2019-20 Q1	Transition Total
<b>% unscheduled reviews</b>	<b>45.3%</b>	<b>21.5%</b>	<b>40.6%</b>

**Figure M.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NT<sup>464</sup>**



**Table M.33 AAT cases by category – NT<sup>465</sup>**

	Prior Quarters	2019-20 Q1	Total
	<b>N</b>	<b>N</b>	<b>N</b>
<b>AAT cases</b>	<b>&lt;11</b>	<b>&lt;11</b>	<b>&lt;11</b>
<b>% of all access decisions<sup>466</sup></b>	<b>0.13%</b>	<b>0.00%</b>	<b>0.12%</b>

**Table M.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Self-managed fully	14%	9%	<b>13%</b>
Self-managed partly	6%	6%	<b>6%</b>
Plan managed	24%	35%	<b>28%</b>
Agency managed	56%	49%	<b>54%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

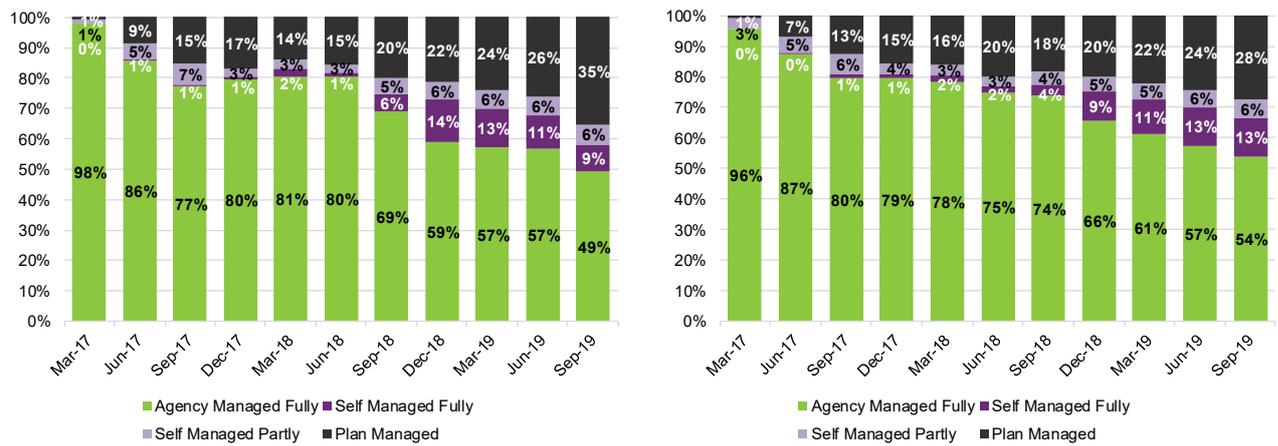
<sup>463</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>464</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>465</sup> The numbers of AAT cases for Northern Territory by category and by open/closed status are not shown due to insufficient numbers.

<sup>466</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure M.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NT<sup>467</sup>**



**Table M.35 Distribution of active participants by support coordination and quarter of plan approval – NT**

	Prior Quarters (Transition only)	2019-20 Q1	Total
Support coordination	70%	76%	72%

**Table M.36 Duration to plan activation by quarter of initial plan approval for active participants – NT<sup>468,469</sup>**

	Prior Quarters (Transition Only)		2018-19 Q3	
Plan activation	N	%	N	%
Less than 30 days	915	65%	226	68%
30 to 59 days	148	11%	35	11%
60 to 89 days	99	7%	14	4%
<b>Activated within 90 days</b>	<b>1,162</b>	<b>83%</b>	<b>275</b>	<b>83%</b>
90 to 119 days	81	6%	7	2%
120 days and over	114	8%	19	6%
<b>Activated after 90 days</b>	<b>195</b>	<b>14%</b>	<b>26</b>	<b>8%</b>
No payments	45	3%	32	10%
<b>Total plans approved</b>	<b>1,402</b>	<b>100%</b>	<b>333</b>	<b>100%</b>

<sup>467</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

<sup>468</sup> Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>469</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

**Table M.37 Proportion of active participants with plan activated within 12 months – NT**

	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	665	701	95%
Not Aboriginal and Torres Strait Islander	327	335	98%
Not Stated	18	18	100%
<b>Total</b>	<b>1,010</b>	<b>1,054</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	346	369	94%
Not CALD	662	683	97%
Not Stated	<11	<11	
<b>Total</b>	<b>1,010</b>	<b>1,054</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	<11	<11	
Regional	344	354	97%
Remote	666	699	95%
Missing	<11	<11	
<b>Total</b>	<b>1,010</b>	<b>1,054</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	143	152	94%
Intellectual Disability (including Down Syndrome)	293	305	96%
Psychosocial Disability	74	78	95%
Developmental Delay (including Global Developmental Delay)	28	31	90%
Other	472	488	97%
<b>Total</b>	<b>1,010</b>	<b>1,054</b>	<b>96%</b>

**Table M.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarters 1, 2 and 3 of 2018-19 – NT<sup>470,471</sup>**

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q3	Total
0% to 50%	55%	78%	57%
50% to 75%	19%	13%	18%
> 75%	26%	9%	25%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>470</sup> This table only considers committed supports and payments for supports provided to 30 June 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>471</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

**Table M.39 Proportion of active participants with approved plans accessing mainstream supports – NT<sup>472,473</sup>**

	Prior Quarters	2019-20 Q1	Total
Daily Activities	13%	11%	13%
Health & Wellbeing	37%	32%	35%
Lifelong Learning	8%	5%	7%
Other	15%	14%	15%
Non-categorised	31%	24%	29%
Any mainstream service	95%	78%	90%

### *Part Three: Providers and the growing market*

**Table M.40 Key markets indicators by quarter – NT**

Market indicators	Prior Quarters	2019-20 Q1
a) Average number of providers per participant <sup>474</sup>	1.83	1.76
b) Number of providers delivering new types of supports	81	83
c) Share of payments - top 25% <sup>475</sup>		
<i>Daily Tasks/Shared Living (%)</i>	87%	80%
<i>Therapeutic Supports (%)</i>	70%	81%
<i>Participate Community (%)</i>	75%	78%
<i>Early Childhood Supports (%)</i>	82%	77%
<i>Assist Personal Activities (%)</i>	75%	79%

<sup>472</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>473</sup> The results shown in this table are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

<sup>474</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>475</sup> Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table M.41 Cumulative number of providers that have been active by registration group – NT

Registration Group	Prior Quarters	2019-20 Q1	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	6	1	7	17%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	52	-1	51	-2%
Assistance with travel/transport arrangements	38	4	42	11%
Daily Personal Activities	68	3	71	4%
Group and Centre Based Activities	26	15	41	58%
High Intensity Daily Personal Activities	41	7	48	17%
Household tasks	52	0	52	0%
Interpreting and translation	3	1	4	33%
Participation in community, social and civic activities	76	7	83	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	5	3	8	60%
Assistive products for household tasks	6	0	6	0%
Assistance products for personal care and safety	85	11	96	13%
Communication and information equipment	7	2	9	29%
Customised Prosthetics	19	6	25	32%
Hearing Equipment	1	0	1	0%
Hearing Services	0	0	0	-
Personal Mobility Equipment	25	6	31	24%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	3	1	4	33%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	78	6	84	8%
Behaviour Support	25	6	31	24%
Community nursing care for high needs	9	0	9	0%
Development of daily living and life skills	43	4	47	9%
Early Intervention supports for early childhood	66	5	71	8%
Exercise Physiology and Physical Wellbeing activities	9	3	12	33%
Innovative Community Participation	4	3	7	75%
Specialised Driving Training	1	3	4	300%
Therapeutic Supports	140	7	147	5%
<b>Capital services</b>				
Home modification design and construction	6	2	8	33%
Specialised Disability Accommodation	3	0	3	0%
Vehicle Modifications	3	1	4	33%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	29	8	37	28%
Support Coordination	16	4	20	25%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	6	1	7	17%
Specialised Supported Employment	9	2	11	22%
<b>Total active providers</b>	<b>340</b>	<b>34</b>	<b>374</b>	<b>10%</b>

Table M.42 Number and proportion of active providers in each registration group by legal entity type as at 30 September 2019 – NT

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	1	6	7	14%	86%	100%
Assistance Animals	0	0	0	-	-	0%
Assistance with daily life tasks in a group or shared living arrangement	3	48	51	6%	94%	100%
Assistance with travel/transport arrangements	4	38	42	10%	90%	100%
Daily Personal Activities	3	68	71	4%	96%	100%
Group and Centre Based Activities	1	40	41	2%	98%	100%
High Intensity Daily Personal Activities	1	47	48	2%	98%	100%
Household tasks	9	43	52	17%	83%	100%
Interpreting and translation	0	4	4	0%	100%	100%
Participation in community, social and civic activities	6	77	83	7%	93%	100%
<b>Assistive Technology</b>						
Assistive equipment for recreation	1	7	8	13%	88%	100%
Assistive products for household tasks	0	6	6	0%	100%	100%
Assistance products for personal care and safety	10	86	96	10%	90%	100%
Communication and information equipment	2	7	9	22%	78%	100%
Customised Prosthetics	3	22	25	12%	88%	100%
Hearing Equipment	0	1	1	0%	100%	100%
Hearing Services	0	0	0	-	-	0%
Personal Mobility Equipment	2	29	31	6%	94%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	1	3	4	25%	75%	100%
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	8	76	84	10%	90%	100%
Behaviour Support	7	24	31	23%	77%	100%
Community nursing care for high needs	0	9	9	0%	100%	100%
Development of daily living and life skills	1	46	47	2%	98%	100%
Early Intervention supports for early childhood	12	59	71	17%	83%	100%
Exercise Physiology and Physical Wellbeing activities	0	12	12	0%	100%	100%
Innovative Community Participation	1	6	7	14%	86%	100%
Specialised Driving Training	0	4	4	0%	100%	100%
Therapeutic Supports	42	105	147	29%	71%	100%
<b>Capital services</b>						
Home modification design and construction	1	7	8	13%	88%	100%
Specialised Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	0	4	4	0%	100%	100%
<b>Choice and control support services</b>						

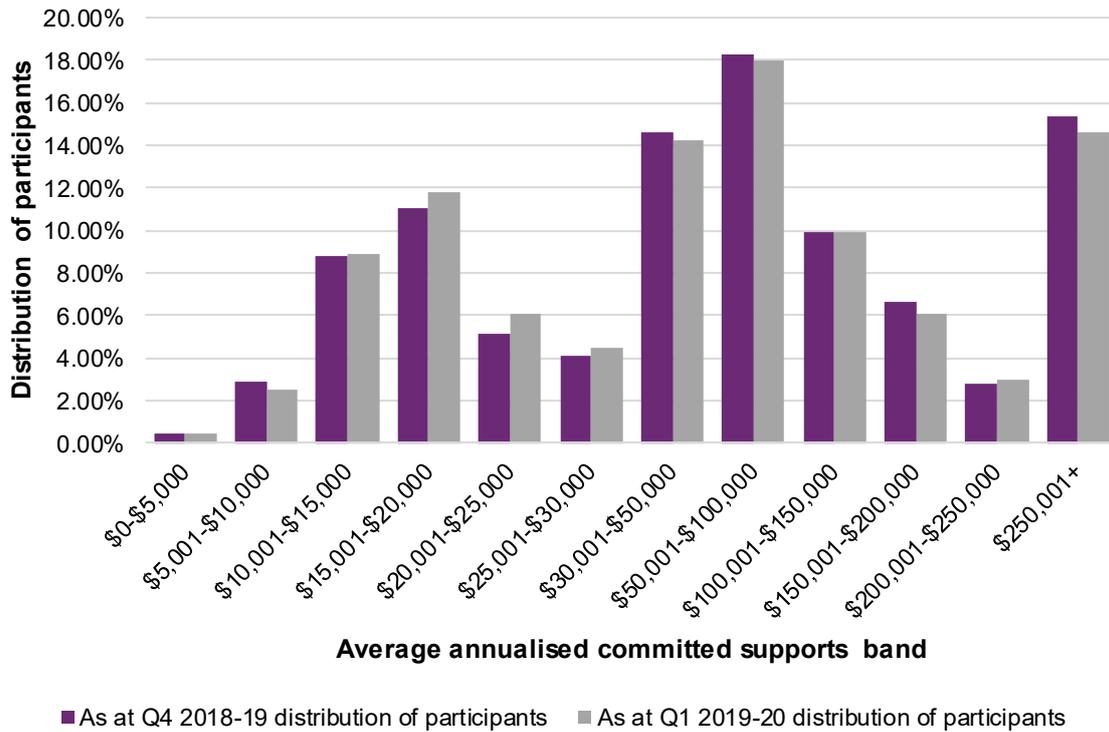
Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total	Individual/ sole trader	Company/ organisation	Total
Management of funding for supports in participants plan	2	35	37	5%	95%	100%
Support Coordination	4	16	20	20%	80%	100%
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	0	7	7	0%	100%	100%
Specialised Supported Employment	0	11	11	0%	100%	100%
<b>Total</b>	<b>70</b>	<b>304</b>	<b>374</b>	<b>19%</b>	<b>81%</b>	<b>100%</b>

## Part Four: Financial sustainability

Table M.43 Committed supports by financial year (\$m) – NT<sup>476</sup>

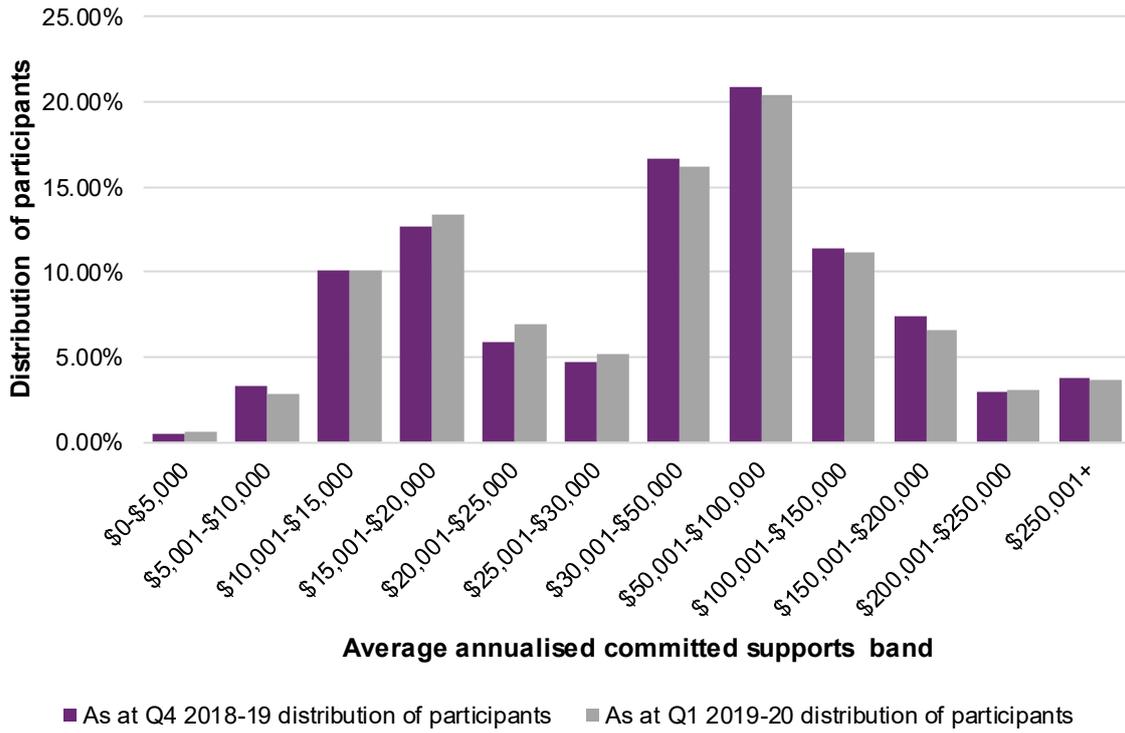
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.8	20.1	100.7	206.2	81.8

Figure M.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT)

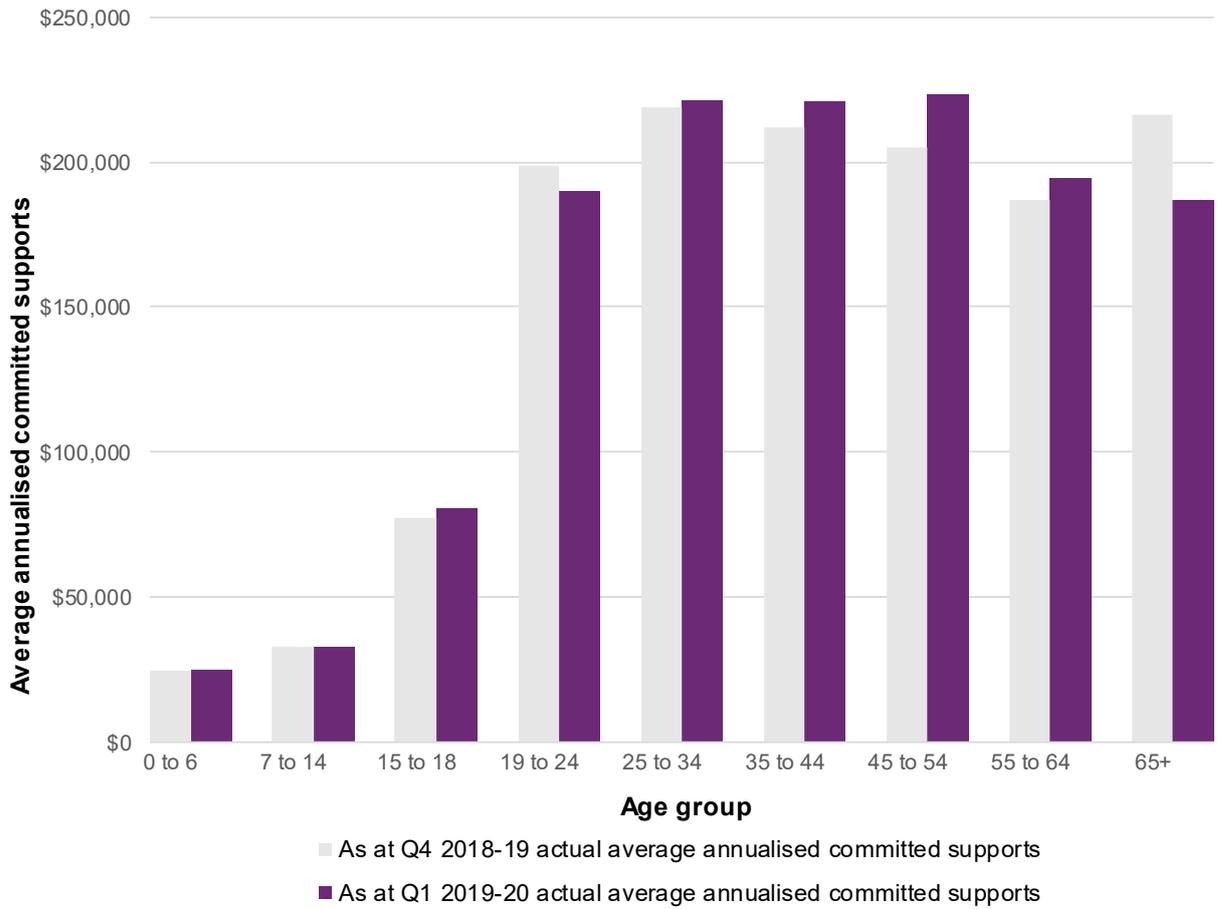


<sup>476</sup> Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports in respect of 2013-14 for NT.

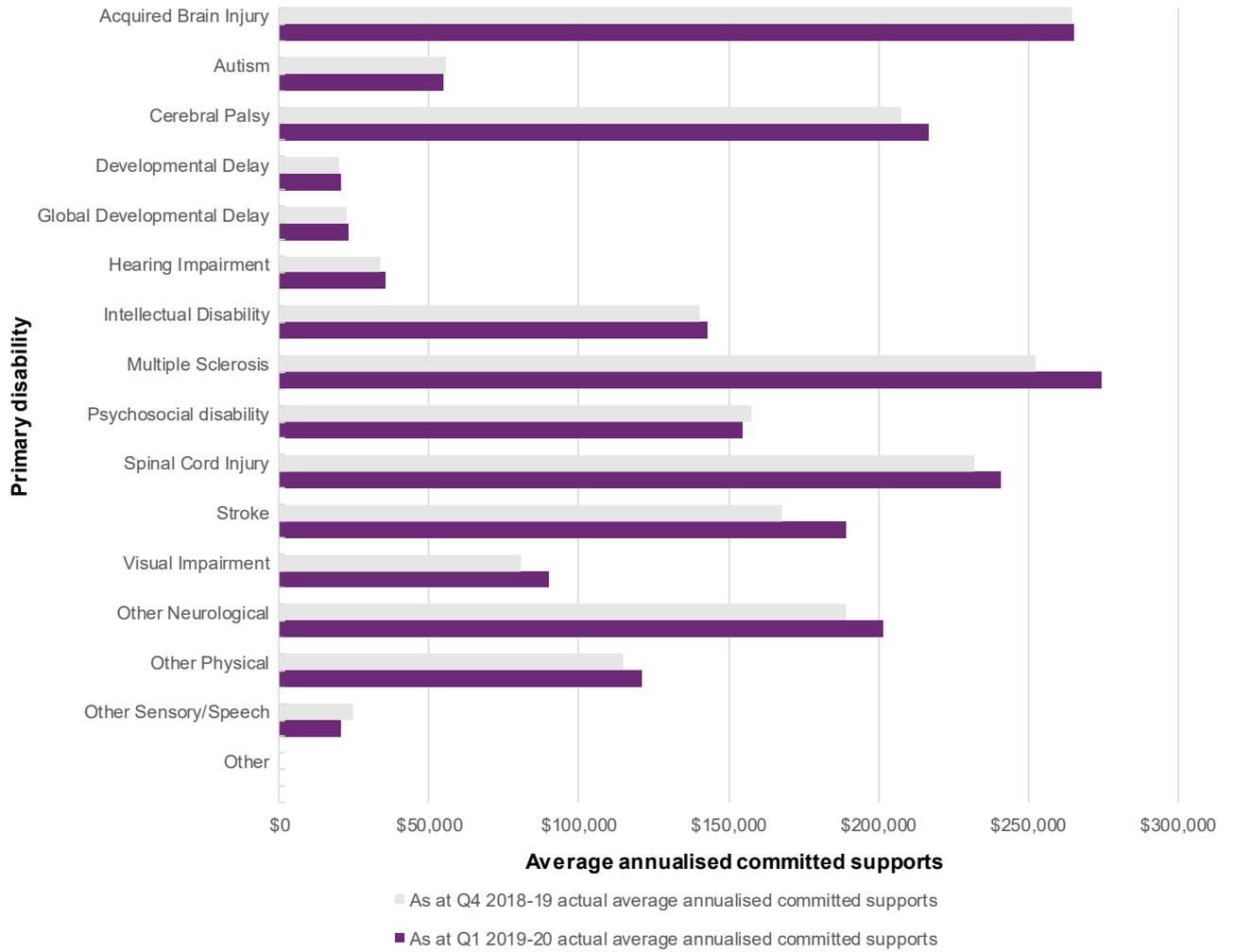
**Figure M.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT)**



**Figure M.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT)**

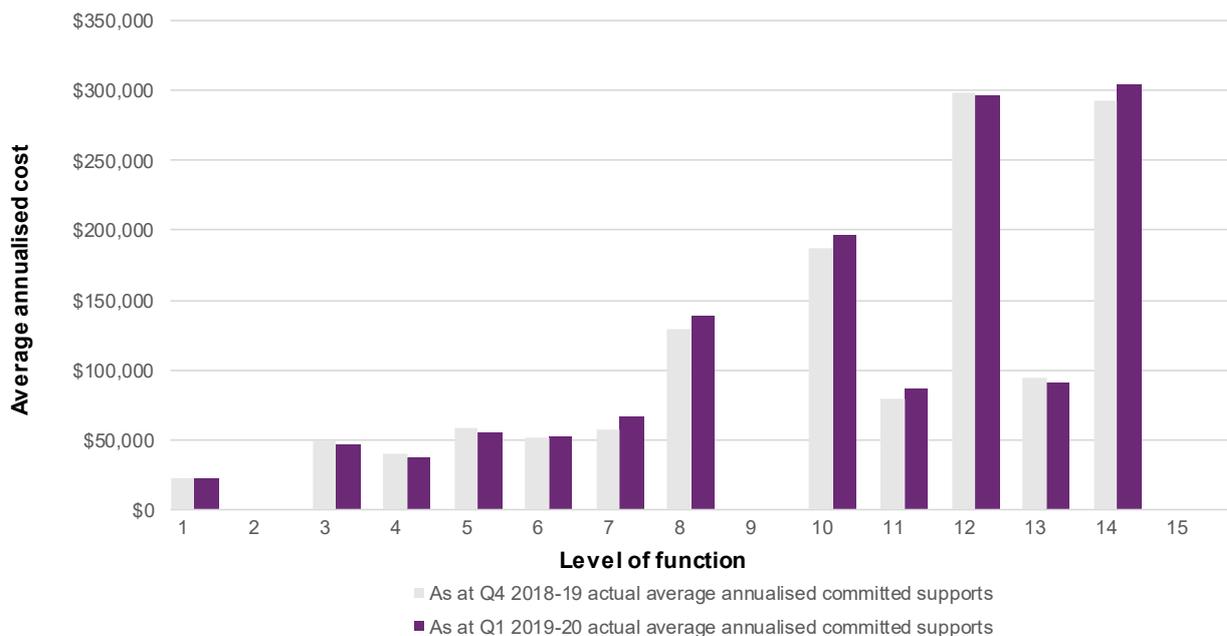


**Figure M.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT) <sup>477</sup>**



<sup>477</sup> Average annualised committed supports are not shown where there is insufficient data in the group. There is insufficient data to show an average cost for Other.

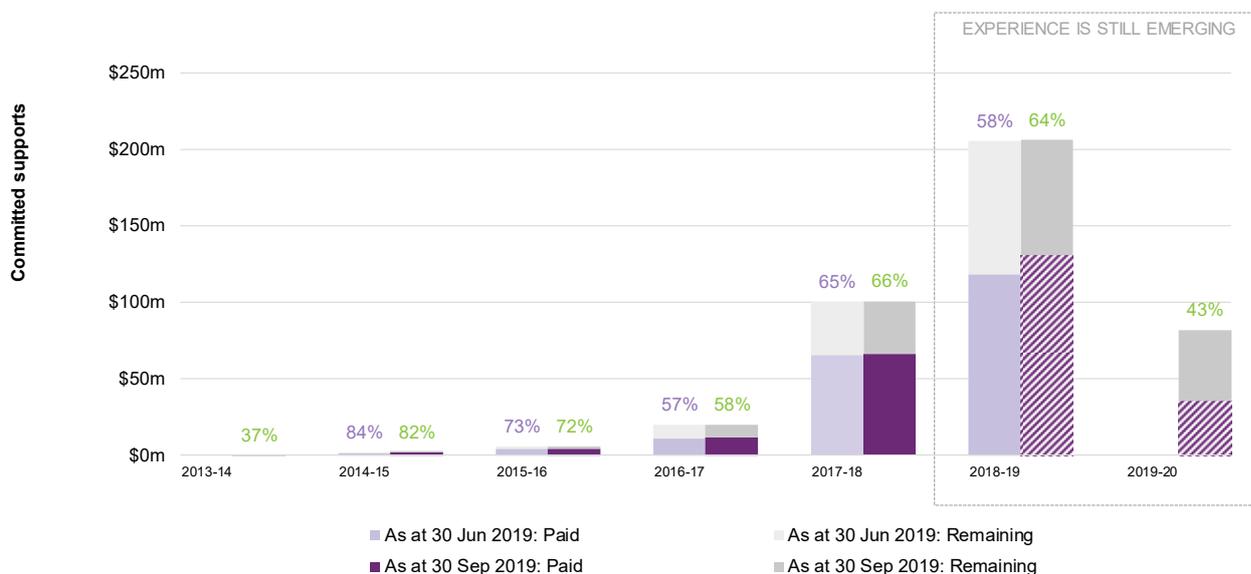
**Figure M.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2019-20 Q1 compared with active participants with initial plan approvals as at 2018-19 Q4 (NT) <sup>478</sup>**



**Table M.44 Payments by financial year, compared to committed supports (\$m) – NT<sup>479</sup>**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total Committed	0.04	2.1	5.8	20.1	100.7	206.2	81.8
Total Paid	0.02	1.7	4.2	11.6	66.3	131.2	35.4
% utilised to date	37%	82%	72%	58%	66%	64%	43%

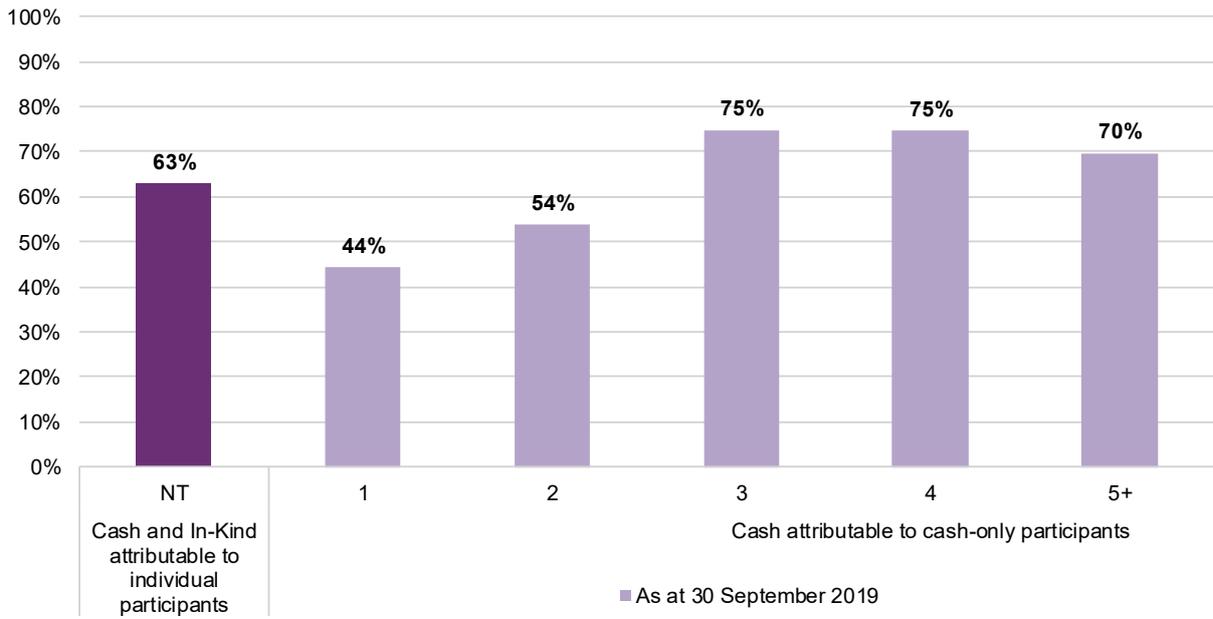
**Figure M.19 Utilisation of committed supports as at 30 June 2019 and 30 September 2019 (NT)**



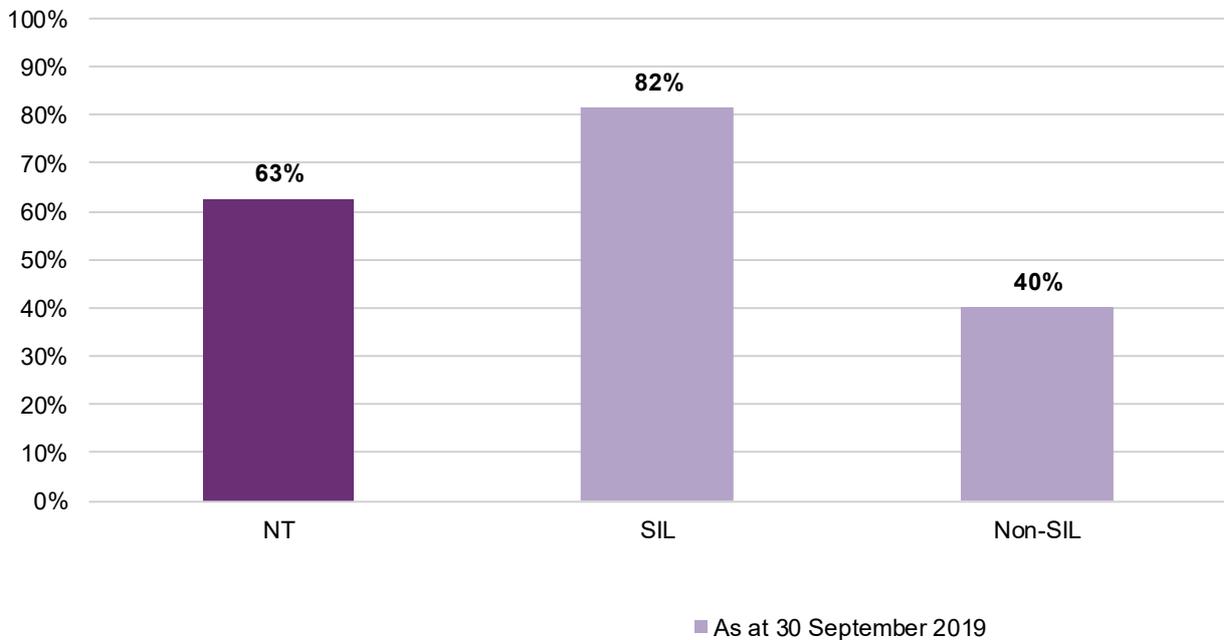
<sup>478</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

<sup>479</sup> Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for NT.

**Figure M.20 Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019 (NT)<sup>480</sup>**



**Figure M.21 Utilisation of committed supports by SIL status from 1 January 2019 to 30 June 2019 (NT)<sup>481</sup>**



<sup>480</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

<sup>481</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent quarter is still emerging.

Figure M.22 Utilisation of committed supports by support type from 1 January 2019 to 30 June 2019 (NT)<sup>482</sup>

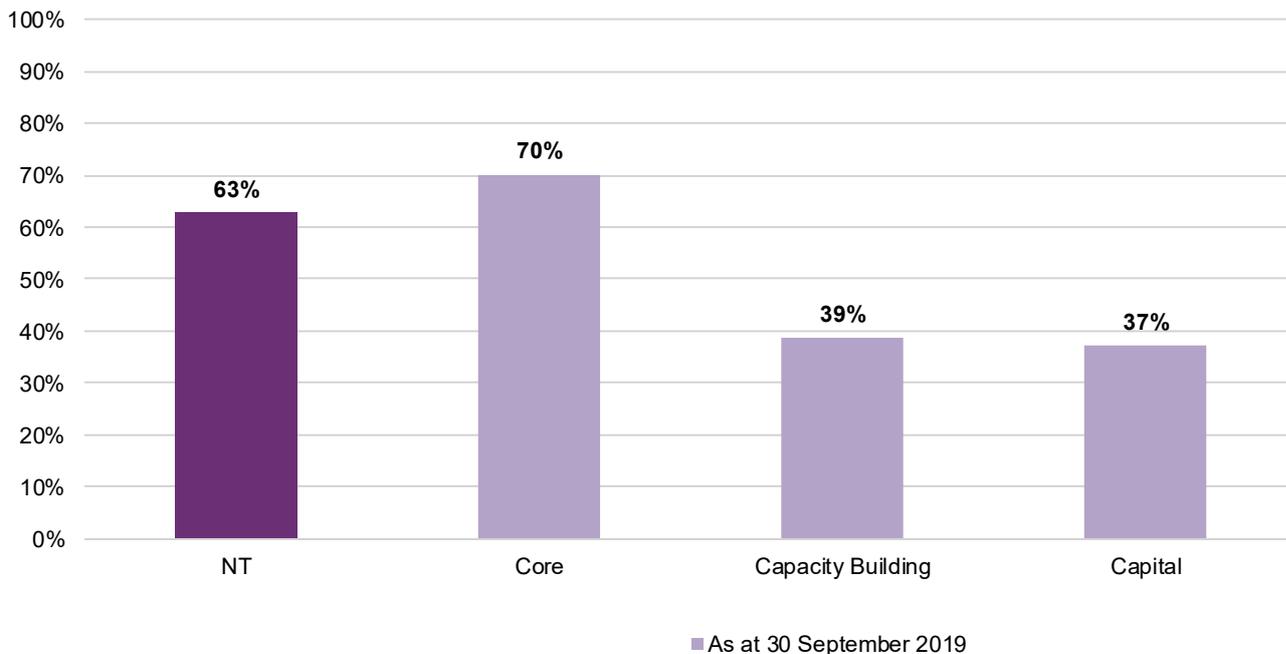
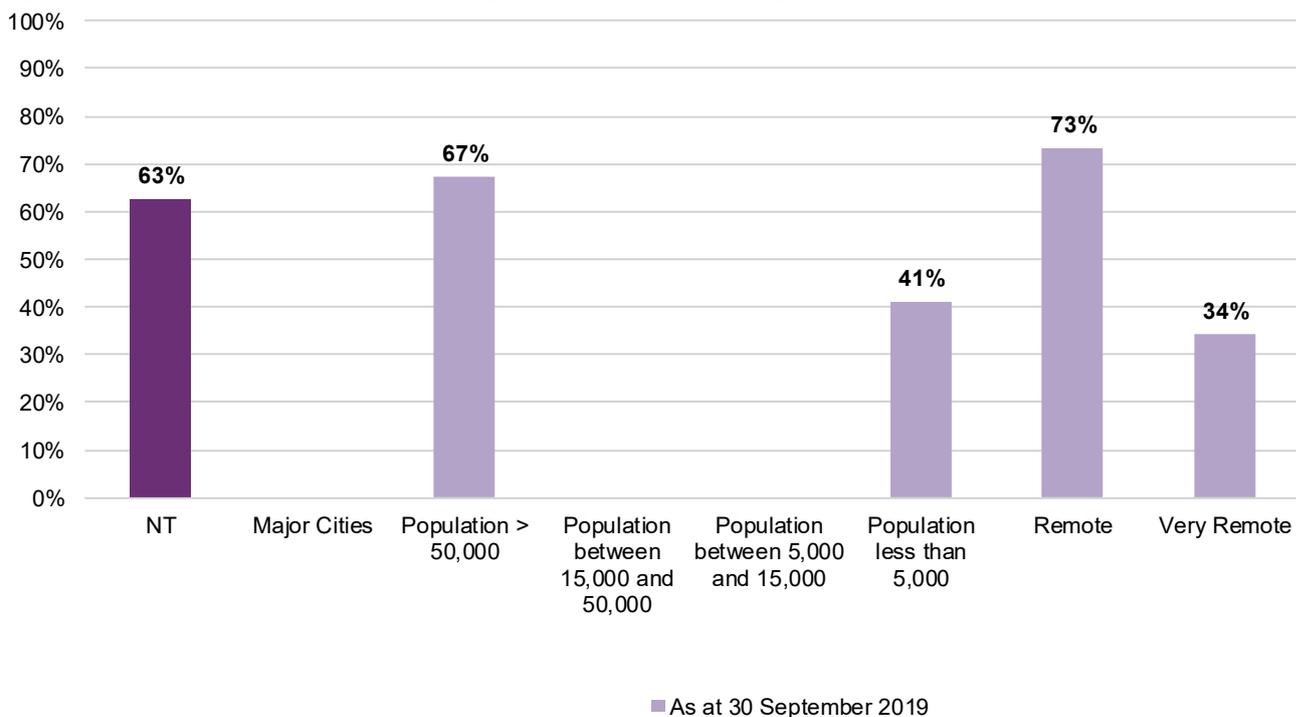


Figure M.23 Utilisation of committed supports by remoteness from 1 January 2019 to 30 June 2019 (NT)<sup>483,484</sup>



<sup>482</sup> Ibid.

<sup>483</sup> Ibid.

<sup>484</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.

State/Territory is defined by the current residing address of the participant. This is a change from previous reports, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to previous reports.

**Table N.1 Active participants plans including ECEI**

State/Territory	Active participant plans	ECEI gateway with initial supports <sup>485</sup>	Active participant plans including ECEI
NSW	106,819	1,442	108,261
VIC	83,849	200	84,049
QLD	55,014	563	55,577
WA	20,127	38	20,165
SA	29,415	123	29,538
TAS	6,980	47	7,027
ACT	6,968	20	6,988
NT	2,582	40	2,622
OT	20	0	20
<b>National</b>	<b>311,774</b>	<b>2,473</b>	<b>314,247</b>

**Table N.2 Proportion of active participant plans by age**

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	15%	16%	14%	11%	13%	9%	15%	18%	<b>14%</b>
7 to 14	25%	23%	23%	28%	32%	23%	25%	23%	<b>25%</b>
15 to 18	7%	7%	7%	10%	9%	10%	8%	7%	<b>7%</b>
19 to 24	10%	8%	9%	10%	7%	15%	8%	7%	<b>9%</b>
25 to 34	9%	10%	10%	10%	8%	12%	8%	10%	<b>9%</b>
35 to 44	9%	10%	9%	8%	7%	8%	9%	10%	<b>9%</b>
45 to 54	11%	12%	12%	10%	10%	11%	10%	12%	<b>11%</b>
55 to 64	12%	13%	14%	11%	12%	12%	11%	10%	<b>12%</b>
65+	3%	2%	2%	2%	2%	1%	5%	1%	<b>3%</b>
<b>Total</b>	<b>100%</b>								

<sup>485</sup> The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

**Table N.3 Proportion of active participant plans by disability<sup>486</sup>**

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	31%	27%	30%	36%	37%	31%	27%	23%	<b>30%</b>
Intellectual Disability <sup>487</sup>	25%	25%	24%	25%	23%	33%	19%	24%	<b>24%</b>
Psychosocial disability	8%	13%	8%	7%	5%	6%	12%	7%	<b>9%</b>
Developmental Delay	5%	8%	5%	2%	5%	3%	8%	7%	<b>5%</b>
Other Neurological	5%	4%	5%	5%	4%	4%	4%	6%	<b>5%</b>
Cerebral Palsy	5%	4%	5%	4%	4%	5%	4%	7%	<b>4%</b>
Other Physical	4%	4%	6%	5%	5%	3%	7%	5%	<b>4%</b>
Hearing Impairment	5%	4%	5%	3%	3%	3%	5%	4%	<b>4%</b>
ABI	3%	3%	4%	3%	4%	4%	2%	7%	<b>3%</b>
Visual Impairment	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>
Multiple Sclerosis	2%	3%	2%	2%	2%	2%	2%	2%	<b>2%</b>
Global Developmental Delay	2%	2%	2%	2%	2%	2%	2%	1%	<b>2%</b>
Stroke	2%	1%	1%	3%	3%	1%	2%	2%	<b>2%</b>
Spinal Cord Injury	2%	1%	2%	1%	1%	1%	1%	3%	<b>1%</b>
Other Sensory/Speech	1%	1%	2%	2%	1%	1%	1%	3%	<b>1%</b>
Other	1%	1%	0%	1%	2%	0%	2%	1%	<b>1%</b>
<b>Total</b>	<b>100%</b>								

**Table N.4 Proportion of active participant plans by other characteristics**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	6.4%	2.4%	8.3%	6.1%	4.9%	7.4%	4.0%	50.2%	<b>5.9%</b>
Culturally and linguistically diverse	9.7%	10.4%	5.1%	6.8%	6.9%	3.1%	10.7%	27.3%	<b>8.7%</b>
Residing in remote and very remote areas	0.3%	0.0%	1.8%	4.8%	2.4%	1.1%	0.0%	44.9%	<b>1.4%</b>
With supported independent living	7.4%	5.9%	7.4%	5.7%	7.2%	11.3%	6.0%	12.0%	<b>6.9%</b>
With specialised disability accommodation	4.5%	5.2%	2.7%	2.4%	6.3%	6.3%	0.3%	5.7%	<b>4.4%</b>

**Table N.5 Proportion of participants reporting that the Agency planning process as good or very good in the latest quarter**

State / Territory	Proportion of good or very good
NSW	92%
VIC	88%
QLD	85%
WA	88%
SA	78%
TAS	83%
ACT	N/A
NT	100%
<b>National</b>	<b>87%</b>

**Table N.6 Progress against the NDIA's corporate plan metrics for 'participants in work' and 'participants in community and social activities'<sup>488</sup>**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	25%	22%	20%	26%	23%	16%	30%	7%	<b>24%</b>
Year 2	26%	22%	20%	27%	28%	19%	33%	8%	<b>25%</b>
Participants (15 and over) in community									
Baseline	34%	35%	37%	40%	33%	27%	38%	54%	<b>35%</b>
Year 2	47%	43%	49%	46%	41%	32%	44%	59%	<b>46%</b>

<sup>486</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>487</sup> Down Syndrome is included in Intellectual Disability.

<sup>488</sup> Results are drawn from participants' responses to SFOP questionnaires, and only include participants who had their first plan approved between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

**Table N.7 Distribution of active participant by method of financial plan management<sup>489,490</sup>**

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	16%	20%	17%	11%	15%	12%	33%	13%	<b>17%</b>
Self-managed partly	10%	13%	12%	23%	7%	12%	9%	6%	<b>12%</b>
Plan managed	30%	38%	34%	9%	40%	12%	34%	28%	<b>32%</b>
Agency managed	44%	29%	36%	56%	38%	64%	24%	54%	<b>39%</b>
<b>Total</b>	<b>100%</b>								

**Table N.8 Estimated number and rate of unscheduled plan reviews<sup>491,492</sup>**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National <sup>493</sup>
Number of plan reviews in 2019-20 Q1	23,088	15,336	12,367	2,704	6,875	1,398	1,635	501	<b>63,909</b>
% of unscheduled reviews	14%	13%	18%	14%	13%	15%	10%	22%	<b>14%</b>
Total number of plan reviews	182,750	90,866	50,036	14,635	46,062	10,415	17,413	3,094	<b>415,295</b>
% of unscheduled reviews	16%	15%	20%	13%	12%	20%	13%	41%	<b>16%</b>

**Table N.9 Number and rates of participant complaints<sup>494,495</sup>**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National <sup>496</sup>
Participant complaints in 2018-19 Q4	1,751	1,537	978	272	691	123	66	20	<b>5,614</b>
% of access requests	4.7%	5.7%	5.6%	4.7%	6.6%	5.7%	2.3%	2.6%	<b>5.4%</b>
All participant complaints	18,023	10,531	4,671	948	6,455	760	1,461	87	<b>43,690</b>
% of access requests	6.2%	6.6%	5.3%	3.2%	8.1%	5.3%	5.2%	2.2%	<b>6.3%</b>

**Table N.10 Duration to plan activation by quarter of initial plan approval for active participants<sup>497,498</sup>**

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	65%	67%	76%	78%	72%	76%	61%	68%	<b>71%</b>
30 to 59 days	15%	12%	10%	7%	10%	10%	15%	11%	<b>11%</b>
60 to 89 days	6%	5%	5%	3%	5%	3%	7%	4%	<b>5%</b>
90 to 119 days	3%	3%	2%	2%	3%	2%	3%	2%	<b>3%</b>
120 days and over	4%	4%	3%	2%	3%	3%	5%	6%	<b>3%</b>
No payments	6%	8%	5%	8%	8%	5%	10%	10%	<b>7%</b>
Total plans approved	<b>100%</b>								

<sup>489</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>490</sup> Trial participants are not included.

<sup>491</sup> A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

<sup>492</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>493</sup> The National totals include unscheduled plan reviews where jurisdiction information was missing.

<sup>494</sup> Complaints submitted after the end of 2018-19 Q4 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

<sup>495</sup> This 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>496</sup> The National totals include unscheduled plan reviews where jurisdiction information was missing.

<sup>497</sup> Note: Plans approved after the end of 2018-19 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>498</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

**Table N.11 Active providers by legal entity type**

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	2,640	1,694	1,437	198	504	205	222	70	<b>5,776</b>
Company / Organisation	3,939	2,884	2,760	780	1,052	622	666	304	<b>7,658</b>
<b>Total active providers</b>	<b>6,579</b>	<b>4,578</b>	<b>4,197</b>	<b>978</b>	<b>1,556</b>	<b>827</b>	<b>888</b>	<b>374</b>	<b>13,434</b>

**Table N.12 Committed supports by financial year (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,300.7	1,453.7	820.6	220.2	351.9	188.8	310.4	100.7	<b>7,746.9</b>
2018-19	5,970.9	3,505.5	2,468.5	539.3	1,136.0	391.6	370.5	206.2	<b>14,589.6</b>
% increase	39%	141%	201%	145%	223%	107%	19%	105%	<b>88%</b>
2019-20 to date	1,803.5	1,335.4	1,107.1	278.2	468.0	141.5	106.5	81.8	<b>5,322.5</b>

**Table N.13 Payments by financial year (\$m)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,111.6	961.1	518.0	164.4	209.3	153.3	224.5	66.3	<b>5,408.6</b>
2018-19	4,386.4	2,308.9	1,561.0	375.3	745.5	290.0	275.6	131.2	<b>10,074.6</b>
% increase	41%	140%	201%	128%	256%	89%	23%	98%	<b>86%</b>
2019-20 to date	1,092.4	711.1	604.8	140.4	265.7	80.0	64.0	35.4	<b>2,993.9</b>

**Table N.14 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans<sup>499</sup>**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>SIL</b>									
First plan	78%	77%	84%	91%	86%	80%	N/A	N/A	<b>83%</b>
Subsequent plans	90%	81%	86%	83%	81%	87%	92%	83%	<b>89%</b>
Total	90%	80%	85%	86%	85%	85%	92%	83%	<b>88%</b>
<b>Non SIL</b>									
First plan	50%	42%	45%	54%	45%	43%	42%	35%	<b>46%</b>
Subsequent plans	67%	59%	59%	65%	58%	62%	64%	40%	<b>63%</b>
Total	64%	52%	52%	59%	52%	54%	61%	38%	<b>57%</b>
<b>Total (SIL and non-SIL)</b>									
First plan	<b>51%</b>	<b>47%</b>	<b>53%</b>	<b>62%</b>	<b>59%</b>	<b>52%</b>	<b>43%</b>	<b>44%</b>	<b>52%</b>
Subsequent plans	<b>77%</b>	<b>63%</b>	<b>67%</b>	<b>72%</b>	<b>59%</b>	<b>73%</b>	<b>73%</b>	<b>69%</b>	<b>72%</b>
Total	<b>74%</b>	<b>56%</b>	<b>60%</b>	<b>66%</b>	<b>59%</b>	<b>67%</b>	<b>71%</b>	<b>63%</b>	<b>66%</b>

<sup>499</sup> Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

## Appendix O: Participants by region and support type

Table O.1 Active participants by region and support type included in plan as at 30 September 2019<sup>500</sup>

Region	Date phasing began	Core supports <sup>501</sup>		Capacity Building supports <sup>502</sup>		Capital supports <sup>503</sup>		Total active participants
		#	%	#	%	#	%	
<b>NSW</b>		<b>84,196</b>	<b>79%</b>	<b>104,803</b>	<b>98%</b>	<b>29,108</b>	<b>27%</b>	<b>106,819</b>
Hunter New England <sup>504</sup>	Jul-13	14,609	75%	18,781	96%	4,840	25%	<b>19,576</b>
Central Coast	Jul-16	4,662	75%	6,095	98%	1,511	24%	<b>6,245</b>
Far West	Jul-17	373	86%	431	99%	121	28%	<b>436</b>
Illawarra Shoalhaven	Jul-17	5,462	88%	6,100	99%	1,816	29%	<b>6,179</b>
Mid North Coast	Jul-17	3,267	81%	4,011	99%	992	25%	<b>4,044</b>
Murrumbidgee	Jul-17	3,894	84%	4,586	99%	1,259	27%	<b>4,611</b>
Nepean Blue Mountains	Jul-15	4,576	70%	6,420	99%	1,516	23%	<b>6,503</b>
North Sydney	Jul-16	6,329	81%	7,697	99%	2,744	35%	<b>7,786</b>
Northern NSW	Jul-17	4,166	85%	4,883	99%	1,340	27%	<b>4,912</b>
South Eastern Sydney	Jul-17	5,938	84%	6,942	98%	2,168	31%	<b>7,051</b>
South Western Sydney	Jul-16	10,554	75%	13,801	98%	3,356	24%	<b>14,067</b>
Southern NSW	Jul-16	2,612	84%	3,075	98%	948	30%	<b>3,125</b>
Sydney	Jul-17	5,152	87%	5,876	99%	1,811	30%	<b>5,950</b>
Western NSW	Jul-17	3,461	80%	4,231	98%	1,243	29%	<b>4,307</b>
Western Sydney	Jul-16	9,128	76%	11,858	99%	3,436	29%	<b>12,011</b>
NSW - Other		13	81%	16	100%	<11		<b>16</b>
<b>VIC</b>		<b>73,684</b>	<b>88%</b>	<b>82,598</b>	<b>99%</b>	<b>19,855</b>	<b>24%</b>	<b>83,849</b>
Barwon	Jul-13	6,804	87%	7,706	98%	1,727	22%	<b>7,855</b>
Central Highlands	Jan-17	3,259	87%	3,676	98%	862	23%	<b>3,760</b>

<sup>500</sup> Region is defined by the current residing address of the participant. This is a change from the previous quarterly report where bilateral phasing region was used. 'Other' includes participants with regional information missing.

<sup>501</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>502</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>503</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>504</sup> The phasing date shown is for the Hunter Trial Site.

Region	Date phasing began	Core supports <sup>501</sup>		Capacity Building supports <sup>502</sup>		Capital supports <sup>503</sup>		Total active participants
		#	%	#	%	#	%	
Loddon	May-17	3,811	86%	4,367	98%	934	21%	<b>4,442</b>
North East Melbourne	Jul-16	7,002	76%	8,959	98%	2,158	24%	<b>9,168</b>
Inner Gippsland	Oct-17	3,114	92%	3,279	97%	781	23%	<b>3,375</b>
Ovens Murray	Oct-17	1,959	83%	2,328	99%	485	21%	<b>2,361</b>
Western District	Oct-17	2,544	90%	2,785	99%	623	22%	<b>2,822</b>
Inner East Melbourne	Nov-17	6,206	91%	6,691	98%	2,270	33%	<b>6,793</b>
Outer East Melbourne	Nov-17	5,899	91%	6,447	99%	1,821	28%	<b>6,513</b>
Hume Moreland	Mar-18	4,601	84%	5,390	99%	1,149	21%	<b>5,468</b>
Bayside Peninsula	Apr-18	9,156	96%	9,376	98%	2,715	29%	<b>9,523</b>
Southern Melbourne	Sep-18	5,807	86%	6,703	99%	1,511	22%	<b>6,753</b>
Brimbank Melton	Oct-18	3,850	88%	4,353	99%	691	16%	<b>4,387</b>
Western Melbourne	Oct-18	5,435	90%	5,975	99%	1,182	20%	<b>6,022</b>
Goulburn	Jan-19	1,920	90%	2,114	99%	398	19%	<b>2,133</b>
Mallee	Jan-19	1,016	90%	1,122	99%	234	21%	<b>1,128</b>
Outer Gippsland	Jan-19	1,296	97%	1,321	99%	314	23%	<b>1,340</b>
VIC - Other		<11		<11		<11		<b>&lt;11</b>
<b>QLD</b>		<b>50,224</b>	<b>91%</b>	<b>54,713</b>	<b>99%</b>	<b>18,081</b>	<b>33%</b>	<b>55,014</b>
Bundaberg	Sep-17	1,545	80%	1,927	99%	591	31%	<b>1,937</b>
Ipswich	Jul-17	4,241	84%	5,037	100%	1,374	27%	<b>5,062</b>
Mackay	Nov-16	1,632	75%	2,143	99%	635	29%	<b>2,164</b>
Toowoomba	Jan-17	4,028	91%	4,429	100%	1,313	30%	<b>4,446</b>
Townsville	Apr-16	3,521	81%	4,279	99%	1,250	29%	<b>4,330</b>
Rockhampton	Nov-17	2,793	88%	3,139	99%	1,080	34%	<b>3,165</b>
Beenleigh	Jul-18	4,882	96%	5,083	100%	1,673	33%	<b>5,091</b>
Brisbane	Jul-18	10,001	97%	10,256	99%	3,685	36%	<b>10,327</b>
Cairns	Jul-18	2,403	93%	2,575	99%	835	32%	<b>2,597</b>
Maryborough	Jul-18	2,052	95%	2,146	100%	783	36%	<b>2,150</b>
Robina	Jul-18	4,685	95%	4,884	99%	1,474	30%	<b>4,912</b>
Caboolture/Strathpine	Jan-19	4,582	95%	4,816	100%	1,785	37%	<b>4,826</b>
Maroochydore	Jan-19	3,853	96%	3,994	100%	1,601	40%	<b>4,001</b>
QLD - Other		<11		<11		<11		<b>&lt;11</b>

Region	Date phasing began	Core supports <sup>501</sup>		Capacity Building supports <sup>502</sup>		Capital supports <sup>503</sup>		Total active participants
		#	%	#	%	#	%	
<b>WA</b>		<b>16,010</b>	<b>80%</b>	<b>19,462</b>	<b>97%</b>	<b>7,063</b>	<b>35%</b>	<b>20,127</b>
North East Metro	Jul-14	3,741	78%	4,764	99%	1,867	39%	<b>4,825</b>
Wheat Belt	Jan-17	469	81%	565	98%	213	37%	<b>576</b>
South Metro	Jul-18	3,099	76%	3,889	96%	1,386	34%	<b>4,071</b>
Midwest-Gascoyne	Jul-19	131	70%	185	99%	46	25%	<b>186</b>
Great Southern	Jul-19	124	86%	142	98%	28	19%	<b>145</b>
Central South Metro	Jul-18	2,539	81%	2,973	95%	1,148	37%	<b>3,131</b>
Central North Metro	Jul-19	677	85%	787	99%	271	34%	<b>795</b>
South East Metro	Jul-19	829	88%	918	98%	317	34%	<b>938</b>
South West	Sep-18	1,675	82%	1,876	91%	593	29%	<b>2,052</b>
Goldfields-Esperance	Oct-18	265	84%	311	98%	93	29%	<b>317</b>
North Metro	Oct-18	1,837	79%	2,320	99%	841	36%	<b>2,334</b>
Kimberley-Pilbara	Oct-18	624	82%	732	97%	260	34%	<b>757</b>
WA - Other		<11		<11		<11		<11
<b>SA<sup>505</sup></b>		<b>26,142</b>	<b>89%</b>	<b>29,262</b>	<b>99%</b>	<b>7,771</b>	<b>26%</b>	<b>29,415</b>
Adelaide Hills	Jul-13	960	89%	1,075	100%	266	25%	<b>1,077</b>
Barossa, Light and Lower North	Jul-13	1,265	89%	1,423	100%	295	21%	<b>1,428</b>
Eastern Adelaide	Jul-13	2,247	89%	2,518	100%	699	28%	<b>2,529</b>
Eyre and Western	Jul-13	799	88%	905	100%	241	27%	<b>906</b>
Far North (SA)	Jul-13	290	92%	315	100%	98	31%	<b>315</b>
Fleurieu and Kangaroo Island	Jul-13	738	92%	800	100%	226	28%	<b>802</b>
Limestone Coast	Jul-13	870	91%	955	100%	231	24%	<b>957</b>
Murray and Mallee	Jul-13	1,089	87%	1,247	99%	336	27%	<b>1,255</b>
Northern Adelaide	Jul-13	8,685	88%	9,791	99%	2,517	26%	<b>9,855</b>
Southern Adelaide	Jul-13	5,801	90%	6,406	99%	1,867	29%	<b>6,439</b>
Western Adelaide	Jul-13	2,302	88%	2,609	99%	716	27%	<b>2,624</b>
Yorke and Mid North	Jul-13	1,095	89%	1,217	99%	279	23%	<b>1,227</b>
SA - Other		<11		<11		<11		<11

<sup>505</sup> Since the phasing schedule for South Australia is by age, each region has the phasing date Jul-13.

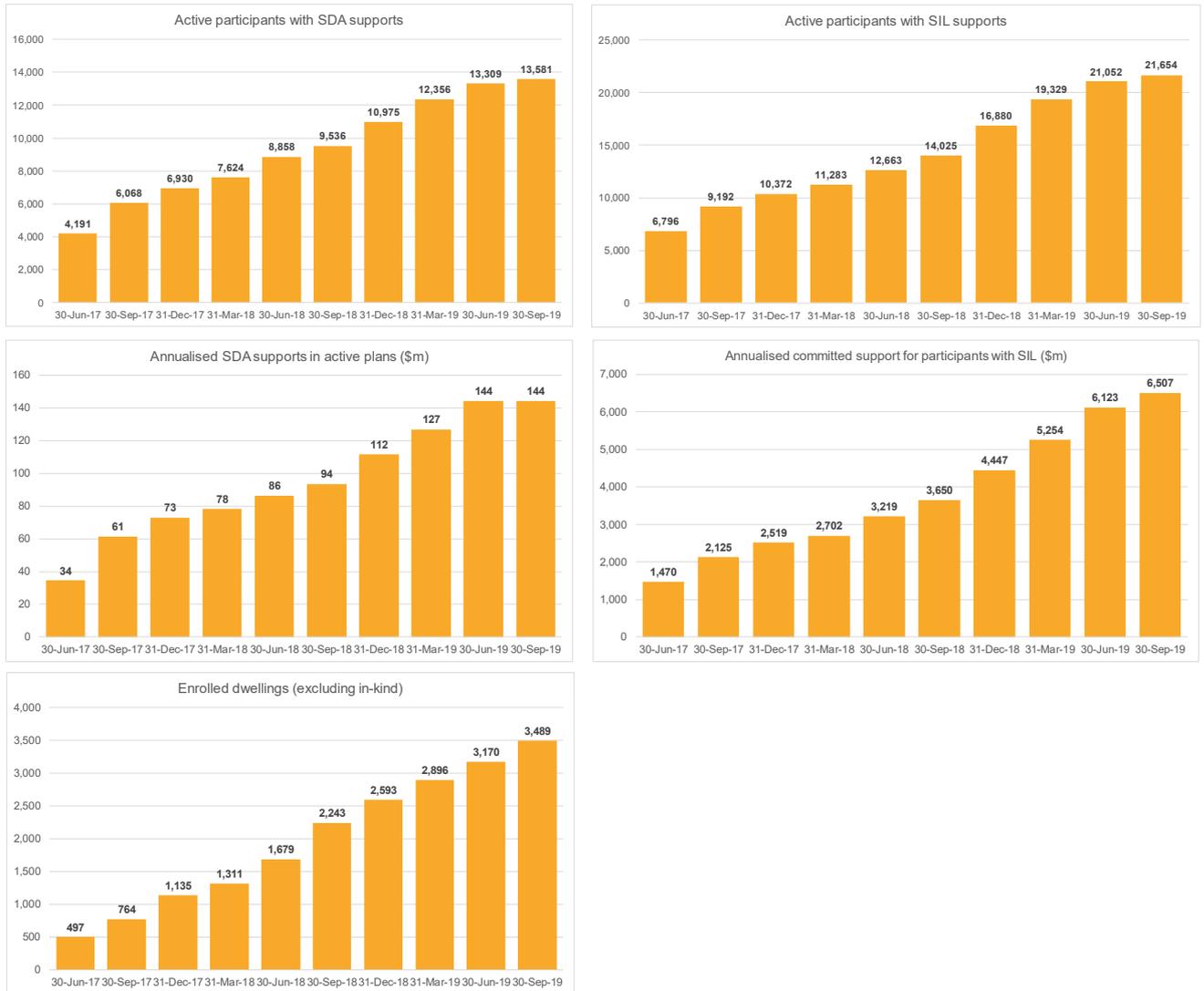
Region	Date phasing began	Core supports <sup>501</sup>		Capacity Building supports <sup>502</sup>		Capital supports <sup>503</sup>		Total active participants
		#	%	#	%	#	%	
<b>TAS<sup>506</sup></b>		<b>6,262</b>	<b>90%</b>	<b>6,670</b>	<b>96%</b>	<b>1,655</b>	<b>24%</b>	<b>6,980</b>
TAS North	Jul-13	1,810	93%	1,887	97%	505	26%	<b>1,942</b>
TAS North West	Jul-13	1,489	86%	1,665	96%	338	19%	<b>1,740</b>
TAS South East	Jul-13	1,197	87%	1,283	93%	303	22%	<b>1,374</b>
TAS South West	Jul-13	1,766	92%	1,835	95%	509	26%	<b>1,924</b>
TAS - Other		<11		<11		<11		<b>&lt;11</b>
<b>ACT</b>		<b>5,381</b>	<b>77%</b>	<b>6,844</b>	<b>98%</b>	<b>1,535</b>	<b>22%</b>	<b>6,968</b>
ACT	Jul-14	5,379	77%	6,842	98%	1,533	22%	<b>6,966</b>
ACT - Other		<11		<11		<11		<b>&lt;11</b>
<b>NT</b>		<b>2,367</b>	<b>92%</b>	<b>2,573</b>	<b>100%</b>	<b>879</b>	<b>34%</b>	<b>2,582</b>
Barkly	Jul-14	135	91%	147	99%	57	39%	<b>148</b>
Central Australia	Jul-17	376	97%	388	100%	203	52%	<b>389</b>
Darwin Remote	Jul-17	231	92%	250	100%	88	35%	<b>250</b>
Darwin Urban	Jan-17	1,281	89%	1,426	100%	411	29%	<b>1,432</b>
East Arnhem	Jan-17	155	95%	163	100%	50	31%	<b>163</b>
Katherine	Jul-17	136	94%	144	100%	51	35%	<b>144</b>
NT - Other		53	95%	55	98%	19	34%	<b>56</b>
<b>Other Territories<sup>507</sup></b>		<b>18</b>	<b>90%</b>	<b>19</b>	<b>95%</b>	<b>&lt;11</b>		<b>20</b>
<b>Total</b>		<b>264,284</b>	<b>85%</b>	<b>306,944</b>	<b>98%</b>	<b>85,951</b>	<b>28%</b>	<b>311,774</b>

<sup>506</sup> Since the phasing schedule for Tasmania is by age, each region has the phasing date Jul-13.

<sup>507</sup> Other Territories includes Norfolk Island.

# Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter (NATIONAL)<sup>508</sup>



<sup>508</sup> The annualised SDA supports in active plans is \$144m as at 30 September 2019, which is in line with the total as at 30 June 2019 and therefore reflects a reduction in SDA supports on a per participant basis. This main reasons for this is the SDA amount in some plans being updated from a default rate to better reflect their type of living arrangement and the 2019-20 price guide (usually existing standard dwellings).

**Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 September 2019<sup>509</sup>**

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>4,826</b>	<b>4.5%</b>	<b>7,857</b>	<b>7.4%</b>	<b>106,819</b>
Hunter New England	776	4.0%	1,609	8.2%	19,576
Central Coast	166	2.7%	413	6.6%	6,245
Far West	<11		20	4.6%	436
Illawarra Shoalhaven	301	4.9%	424	6.9%	6,179
Mid North Coast	128	3.2%	200	4.9%	4,044
Murrumbidgee	234	5.1%	318	6.9%	4,611
Nepean Blue Mountains	337	5.2%	495	7.6%	6,503
North Sydney	641	8.2%	834	10.7%	7,786
Northern NSW	157	3.2%	248	5.0%	4,912
South Eastern Sydney	358	5.1%	522	7.4%	7,051
South Western Sydney	401	2.9%	802	5.7%	14,067
Southern NSW	134	4.3%	197	6.3%	3,125
Sydney	265	4.5%	388	6.5%	5,950
Western NSW	338	7.8%	448	10.4%	4,307
Western Sydney	587	4.9%	939	7.8%	12,011
NSW - Other	<11		<11		16
<b>VIC</b>	<b>4,335</b>	<b>5.2%</b>	<b>4,930</b>	<b>5.9%</b>	<b>83,849</b>
Barwon	239	3.0%	366	4.7%	7,855
Central Highlands	192	5.1%	215	5.7%	3,760
Loddon	215	4.8%	228	5.1%	4,442
North East Melbourne	608	6.6%	677	7.4%	9,168
Inner Gippsland	124	3.7%	131	3.9%	3,375
Ovens Murray	119	5.0%	139	5.9%	2,361
Western District	249	8.8%	254	9.0%	2,822
Inner East Melbourne	663	9.8%	700	10.3%	6,793
Outer East Melbourne	350	5.4%	408	6.3%	6,513
Hume Moreland	167	3.1%	195	3.6%	5,468
Bayside Peninsula	655	6.9%	768	8.1%	9,523
Southern Melbourne	197	2.9%	224	3.3%	6,753
Brimbank Melton	154	3.5%	172	3.9%	4,387
Western Melbourne	193	3.2%	215	3.6%	6,022
Goulburn	72	3.4%	85	4.0%	2,133
Mallee	80	7.1%	85	7.5%	1,128
Outer Gippsland	58	4.3%	68	5.1%	1,340
VIC - Other	<11		<11		<11
<b>QLD</b>	<b>1,480</b>	<b>2.7%</b>	<b>4,060</b>	<b>7.4%</b>	<b>55,014</b>
Bundaberg	49	2.5%	145	7.5%	1,937
Ipswich	207	4.1%	314	6.2%	5,062
Mackay	19	0.9%	106	4.9%	2,164
Toowoomba	211	4.7%	388	8.7%	4,446
Townsville	64	1.5%	258	6.0%	4,330
Rockhampton	165	5.2%	218	6.9%	3,165

<sup>509</sup> Region is defined by the current residing address of the participant. This is a change from the previous quarterly report where bilateral phasing region was used. 'Other' includes participants with regional information missing.

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Beenleigh	284	5.6%	364	7.1%	5,091
Brisbane	213	2.1%	891	8.6%	10,327
Cairns	33	1.3%	231	8.9%	2,597
Maryborough	64	3.0%	172	8.0%	2,150
Robina	33	0.7%	348	7.1%	4,912
Caboolture/Strathpine	70	1.5%	346	7.2%	4,826
Maroochydore	68	1.7%	279	7.0%	4,001
QLD - Other	<11	0.0%	<11	0.0%	<11
<b>WA</b>	<b>488</b>	<b>2.4%</b>	<b>1,153</b>	<b>5.7%</b>	<b>20,127</b>
North East Metro	290	6.0%	454	9.4%	4,825
Wheat Belt	<11		15	2.6%	576
South Metro	72	1.8%	243	6.0%	4,071
Great Southern	<11		<11		145
Midwest-Gascoyne	<11		<11		186
Central South Metro	54	1.7%	160	5.1%	3,131
Central North Metro	15	1.9%	34	4.3%	795
South West	<11		99	4.8%	2,052
Goldfields-Esperance	<11		<11		317
North Metro	28	1.2%	67	2.9%	2,334
South East Metro	17	1.8%	38	4.1%	938
Kimberley-Pilbara	<11		31	4.1%	757
WA - Other	<11		<11		<11
<b>SA</b>	<b>1,846</b>	<b>6.3%</b>	<b>2,132</b>	<b>7.2%</b>	<b>29,415</b>
Adelaide Hills	43	4.0%	60	5.6%	1,077
Barossa, Light and Lower North	31	2.2%	40	2.8%	1,428
Eastern Adelaide	169	6.7%	210	8.3%	2,529
Eyre and Western	28	3.1%	34	3.8%	906
Far North (SA)	21	6.7%	22	7.0%	315
Fleurieu and Kangaroo Island	38	4.7%	48	6.0%	802
Limestone Coast	46	4.8%	73	7.6%	957
Murray and Mallee	89	7.1%	100	8.0%	1,255
Northern Adelaide	602	6.1%	662	6.7%	9,855
Southern Adelaide	602	9.3%	661	10.3%	6,439
Western Adelaide	136	5.2%	168	6.4%	2,624
Yorke and Mid North	41	3.3%	54	4.4%	1,227
SA - Other	<11		<11		<11
<b>TAS</b>	<b>438</b>	<b>6.3%</b>	<b>791</b>	<b>11.3%</b>	<b>6,980</b>
TAS North	123	6.3%	188	9.7%	1,942
TAS North West	105	6.0%	185	10.6%	1,740
TAS South East	65	4.7%	138	10.0%	1,374
TAS South West	145	7.5%	280	14.6%	1,924
TAS - Other	<11		<11		<11
<b>ACT</b>	<b>20</b>	<b>0.3%</b>	<b>420</b>	<b>6.0%</b>	<b>6,968</b>
ACT	19	0.3%	419	6.0%	6,966
ACT - Other	<11		<11		<11
<b>NT</b>	<b>148</b>	<b>5.7%</b>	<b>311</b>	<b>12.0%</b>	<b>2,582</b>
Barkly	<11		16	10.8%	148
Central Australia	53	13.6%	87	22.4%	389
Darwin Remote	<11		<11		250
Darwin Urban	77	5.4%	183	12.8%	1,432

Region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
East Arnhem	<11		<11		163
Katherine	14	9.7%	25	17.4%	144
NT - Other	<11		<11		56
<b>Other Territories<sup>510</sup></b>	<b>&lt;11</b>		<b>&lt;11</b>		<b>20</b>
<b>Total</b>	<b>13,581</b>	<b>4.4%</b>	<b>21,654</b>	<b>6.9%</b>	<b>311,774</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 30 September 2019**

State/Territory <sup>511</sup>	Committed in current plans to SDA (\$)	% of committed for SDA supports	Committed in current plans to SIL (\$)	% of committed supports for SIL participants	Total committed in current plans (\$)
NSW	48,236,975	0.71%	2,357,590,773	35%	6,768,529,142
VIC	45,750,113	0.90%	1,362,563,787	27%	5,089,196,997
QLD	16,350,946	0.38%	1,298,857,202	30%	4,319,127,085
WA	6,790,451	0.58%	298,440,427	26%	1,161,104,832
SA	19,888,283	1.12%	636,436,123	36%	1,770,381,670
TAS	4,921,622	0.89%	258,961,250	47%	554,603,228
ACT	331,654	0.08%	133,142,851	33%	400,662,602
NT	1,948,134	0.60%	160,584,647	49%	326,909,160
Other Territories <sup>512</sup>	0	0.00%	0	0%	2,115,095
<b>Total</b>	<b>144,218,179</b>	<b>0.71%</b>	<b>6,506,577,060</b>	<b>32%</b>	<b>20,392,629,811</b>

**Table P.3 Registered and active SDA providers by jurisdiction as at 30 September 2019**

State/Territory	SDA registered providers	SDA active providers <sup>513</sup>
NSW	467	104
VIC	544	55
QLD	475	29
WA	41	1
SA	425	11
TAS	348	11
ACT	348	3
NT	352	3
Other Territories <sup>514</sup>	0	0
<b>National Total<sup>515</sup></b>	<b>916</b>	<b>195</b>

<sup>510</sup> Other Territories includes Norfolk Island.

<sup>511</sup> State/ Territory is defined by the current residing address of the participant. This is a change from the previous quarterly report where the state/ territory of first plan approval was used.

<sup>512</sup> Other Territories includes Norfolk Island.

<sup>513</sup> SDA active providers in this table refer to any provider that has ever received a payment for providing SDA supports to participants residing in the given jurisdiction.

<sup>514</sup> Other Territories includes Norfolk Island

<sup>515</sup> Providers can be registered in more than one jurisdiction. Therefore, the National Totals of registered and active providers is not equal to the respective sums across all states and territories.

**SDA Building Types:**

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

**New build:** An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

**New build (refurbished):** A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

**Table P.4 Number of Enrolled SDA Dwellings by Location and Type as at 30 September 2019 (excluding in-kind arrangements)<sup>516</sup>**

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
<b>ACT</b>	<b>7</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>9</b>
ACT - Australian Capital Territory	7	-	2	-	9
<b>NSW</b>	<b>1,176</b>	<b>57</b>	<b>282</b>	<b>4</b>	<b>1,519</b>
NSW - Capital Region	52	1	8	-	61
NSW - Central Coast	51	3	5	1	60
NSW - Central West	39	3	9	-	51
NSW - Coffs Harbour - Grafton	19	5	1	-	25
NSW - Far West and Orana	55	4	1	-	60
NSW - Hunter Valley exc Newcastle	33	2	3	-	38
NSW - Illawarra	35	1	8	-	44
NSW - Mid North Coast	34	1	10	-	45
NSW - Murray	41	1	3	-	45
NSW - New England and North West	27	2	7	-	36
NSW - Newcastle and Lake Macquarie	88	1	8	-	97
NSW - Richmond - Tweed	25	1	14	-	40
NSW - Riverina	25	1	7	-	33
NSW - Southern Highlands and Shoalhaven	12	1	7	-	20
NSW - Sydney - Baulkham Hills and Hawkesbury	36	4	6	-	46
NSW - Sydney - Blacktown	55	4	9	-	68
NSW - Sydney - City and Inner South	14	3	-	-	17
NSW - Sydney - Eastern Suburbs	10	1	1	-	12
NSW - Sydney - Inner South West	76	2	2	2	82
NSW - Sydney - Inner West	17	3	-	-	20
NSW - Sydney - North Sydney and Hornsby	40	1	3	-	44
NSW - Sydney - Northern Beaches	31	2	12	-	45
NSW - Sydney - Outer South West	34	-	-	1	35
NSW - Sydney - Outer West and Blue Mountains	81	3	25	-	109
NSW - Sydney - Parramatta	79	-	72	-	151
NSW - Sydney - Ryde	76	3	31	-	110
NSW - Sydney - South West	34	-	15	-	49
NSW - Sydney - Sutherland	57	4	15	-	76
<b>NT</b>	<b>18</b>	<b>3</b>	<b>8</b>	<b>-</b>	<b>29</b>
NT - Darwin	12	2	8	-	22
NT - Northern Territory - Outback	6	1	-	-	7
<b>QLD</b>	<b>345</b>	<b>37</b>	<b>100</b>	<b>4</b>	<b>486</b>
QLD - Brisbane - East	13	-	2	-	15
QLD - Brisbane - North	14	2	5	-	21
QLD - Brisbane - South	17	3	-	-	20
QLD - Brisbane - West	46	2	3	-	51

<sup>516</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Brisbane Inner City	11	-	3	1	15
QLD - Cairns	12	1	10	-	23
QLD - Darling Downs - Maranoa	2	2	4	-	8
QLD - Fitzroy	23	2	4	-	29
QLD - Gold Coast	28	2	7	-	37
QLD - Ipswich	35	1	18	-	54
QLD - Logan - Beaudesert	12	1	3	-	16
QLD - Mackay	8	1	-	-	9
QLD - Moreton Bay - North	17	3	11	-	31
QLD - Moreton Bay - South	13	-	-	-	13
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	15	4	-	-	19
QLD - Toowoomba	13	7	5	2	27
QLD - Townsville	13	2	5	-	20
QLD - Wide Bay	53	4	20	1	78
<b>SA</b>	<b>822</b>	<b>12</b>	<b>29</b>	<b>-</b>	<b>863</b>
SA - Adelaide - Central and Hills	77	3	5	-	85
SA - Adelaide - North	259	1	10	-	270
SA - Adelaide - South	241	5	14	-	260
SA - Adelaide - West	138	-	-	-	138
SA - Barossa - Yorke - Mid North	16	2	-	-	18
SA - South Australia - Outback	18	-	-	-	18
SA - South Australia - South East	73	1	-	-	74
<b>TAS</b>	<b>25</b>	<b>3</b>	<b>8</b>	<b>-</b>	<b>36</b>
TAS - Hobart	13	-	-	-	13
TAS - Launceston and North East	6	2	4	-	12
TAS - South East	-	-	-	-	-
TAS - West and North West	6	1	4	-	11
<b>VIC</b>	<b>345</b>	<b>84</b>	<b>97</b>	<b>13</b>	<b>539</b>
VIC - Ballarat	18	5	9	-	32
VIC - Bendigo	12	-	8	-	20
VIC - Geelong	24	6	12	6	48
VIC - Hume	31	3	-	-	34
VIC - Latrobe - Gippsland	14	7	-	-	21
VIC - Melbourne - Inner	7	2	17	-	26
VIC - Melbourne - Inner East	17	9	-	-	26
VIC - Melbourne - Inner South	36	11	8	-	55
VIC - Melbourne - North East	28	8	4	1	41
VIC - Melbourne - North West	7	4	4	-	15
VIC - Melbourne - Outer East	28	1	4	-	33
VIC - Melbourne - South East	34	5	8	1	48
VIC - Melbourne - West	9	9	12	-	30
VIC - Mornington Peninsula	15	5	2	-	22
VIC - North West	33	4	5	5	47
VIC - Shepparton	13	3	3	-	19
VIC - Warrnambool and South West	19	2	1	-	22

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
<b>WA</b>	<b>7</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>8</b>
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	1	-	1
WA - Perth - Inner	5	-	-	-	5
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	2	-	-	-	2
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
<b>Total</b>	<b>2,745</b>	<b>196</b>	<b>527</b>	<b>21</b>	<b>3,489</b>

**Table P.5 Number of Enrolled SDA Dwellings by Location and Design as at 30 September 2019 (excluding in-kind arrangements)<sup>517</sup>**

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>2</b>	<b>-</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>9</b>
ACT - Australian Capital Territory	2	-	7	-	-	9
<b>NSW</b>	<b>959</b>	<b>253</b>	<b>96</b>	<b>46</b>	<b>165</b>	<b>1,519</b>
NSW - Capital Region	46	3	7	1	4	61
NSW - Central Coast	48	4	-	4	4	60
NSW - Central West	27	5	6	4	9	51
NSW - Coffs Harbour - Grafton	13	3	4	2	3	25
NSW - Far West and Orana	52	3	-	3	2	60
NSW - Hunter Valley exc Newcastle	27	2	-	4	5	38
NSW - Illawarra	36	8	-	-	-	44
NSW - Mid North Coast	29	10	-	6	-	45
NSW - Murray	24	16	-	3	2	45
NSW - New England and North West	15	11	2	-	8	36
NSW - Newcastle and Lake Macquarie	68	7	18	1	3	97
NSW - Richmond - Tweed	15	14	5	-	6	40
NSW - Riverina	23	7	2	-	1	33
NSW - Southern Highlands and Shoalhaven	10	7	1	2	-	20
NSW - Sydney - Baulkham Hills and Hawkesbury	25	17	-	1	3	46
NSW - Sydney - Blacktown	47	5	2	1	13	68
NSW - Sydney - City and Inner South	14	1	-	2	-	17
NSW - Sydney - Eastern Suburbs	10	-	1	1	-	12
NSW - Sydney - Inner South West	71	6	2	-	3	82
NSW - Sydney - Inner West	18	-	1	1	-	20

<sup>517</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - North Sydney and Hornsby	34	10	-	-	-	44
NSW - Sydney - Northern Beaches	31	5	-	-	9	45
NSW - Sydney - Outer South West	25	3	4	-	3	35
NSW - Sydney - Outer West and Blue Mountains	60	18	1	6	24	109
NSW - Sydney - Parramatta	54	48	23	1	25	151
NSW - Sydney - Ryde	56	6	15	2	31	110
NSW - Sydney - South West	26	13	2	1	7	49
NSW - Sydney - Sutherland	55	21	-	-	-	76
<b>NT</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>15</b>	<b>29</b>
NT - Darwin	4	4	1	-	13	22
NT - Northern Territory - Outback	4	1	-	-	2	7
<b>QLD</b>	<b>104</b>	<b>141</b>	<b>98</b>	<b>33</b>	<b>110</b>	<b>486</b>
QLD - Brisbane - East	6	4	-	2	3	15
QLD - Brisbane - North	10	2	3	-	6	21
QLD - Brisbane - South	9	5	5	-	1	20
QLD - Brisbane - West	1	23	27	-	-	51
QLD - Brisbane Inner City	5	4	4	-	2	15
QLD - Cairns	3	2	2	-	16	23
QLD - Darling Downs - Maranoa	1	3	1	-	3	8
QLD - Fitzroy	4	9	-	1	15	29
QLD - Gold Coast	9	5	18	-	5	37
QLD - Ipswich	7	16	15	10	6	54
QLD - Logan - Beaudesert	5	2	6	2	1	16
QLD - Mackay	2	4	-	-	3	9
QLD - Moreton Bay - North	-	9	10	7	5	31
QLD - Moreton Bay - South	-	9	-	-	4	13
QLD - Queensland - Outback	-	-	-	-	-	-
QLD - Sunshine Coast	5	6	-	5	3	19
QLD - Toowoomba	11	10	3	-	3	27
QLD - Townsville	6	3	2	-	9	20
QLD - Wide Bay	20	25	2	6	25	78
<b>SA</b>	<b>463</b>	<b>220</b>	<b>69</b>	<b>6</b>	<b>105</b>	<b>863</b>
SA - Adelaide - Central and Hills	56	10	4	-	15	85
SA - Adelaide - North	107	98	25	4	36	270
SA - Adelaide - South	148	50	25	1	36	260
SA - Adelaide - West	86	27	13	-	12	138
SA - Barossa - Yorke - Mid North	14	3	-	1	-	18
SA - South Australia - Outback	14	4	-	-	-	18
SA - South Australia - South East	38	28	2	-	6	74
<b>TAS</b>	<b>6</b>	<b>15</b>	<b>1</b>	<b>3</b>	<b>11</b>	<b>36</b>
TAS - Hobart	4	7	-	1	1	13
TAS - Launceston and North East	1	6	1	2	2	12
TAS - South East	-	-	-	-	-	-
TAS - West and North West	1	2	-	-	8	11
<b>VIC</b>	<b>229</b>	<b>130</b>	<b>73</b>	<b>40</b>	<b>67</b>	<b>539</b>
VIC - Ballarat	1	18	1	11	1	32

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Bendigo	8	4	4	4	-	20
VIC - Geelong	12	11	13	5	7	48
VIC - Hume	23	7	-	-	4	34
VIC - Latrobe - Gippsland	13	6	-	-	2	21
VIC - Melbourne - Inner	5	3	17	1	-	26
VIC - Melbourne - Inner East	20	6	-	-	-	26
VIC - Melbourne - Inner South	27	6	7	4	11	55
VIC - Melbourne - North East	17	10	4	5	5	41
VIC - Melbourne - North West	6	4	4	-	1	15
VIC - Melbourne - Outer East	17	6	-	4	6	33
VIC - Melbourne - South East	22	13	6	2	5	48
VIC - Melbourne - West	8	6	12	-	4	30
VIC - Mornington Peninsula	3	10	1	4	4	22
VIC - North West	22	11	-	-	14	47
VIC - Shepparton	6	7	4	-	2	19
VIC - Warrnambool and South West	19	2	-	-	1	22
<b>WA</b>	<b>2</b>	<b>-</b>	<b>5</b>	<b>-</b>	<b>1</b>	<b>8</b>
WA - Bunbury	-	-	-	-	-	-
WA - Mandurah	-	-	-	-	1	1
WA - Perth - Inner	-	-	5	-	-	5
WA - Perth - North East	-	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-	-
WA - Perth - South East	2	-	-	-	-	2
WA - Perth - South West	-	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-	-
<b>Total</b>	<b>1,773</b>	<b>764</b>	<b>350</b>	<b>128</b>	<b>474</b>	<b>3,489</b>

**Table P.6 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 30 September 2019 (excluding in-kind arrangements)<sup>518</sup>**

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>ACT</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>9</b>
ACT - Australian Capital Territory	1	3	0	2	3	0	9
<b>NSW</b>	<b>308</b>	<b>243</b>	<b>112</b>	<b>264</b>	<b>535</b>	<b>57</b>	<b>1,519</b>
NSW - Capital Region	28	7	1	11	13	1	61
NSW - Central Coast	10	8	4	12	23	3	60
NSW - Central West	5	5	5	11	22	3	51
NSW - Coffs Harbour - Grafton	5	4	3	3	5	5	25
NSW - Far West and Orana	16	10	2	11	17	4	60
NSW - Hunter Valley exc Newcastle	10	0	5	8	13	2	38

<sup>518</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
NSW - Illawarra	3	2	3	8	27	1	44
NSW - Mid North Coast	18	10	1	1	14	1	45
NSW - Murray	15	6	2	4	17	1	45
NSW - New England and North West	1	11	1	3	18	2	36
NSW - Newcastle and Lake Macquarie	34	18	9	9	26	1	97
NSW - Richmond - Tweed	16	3	3	5	12	1	40
NSW - Riverina	7	3	4	10	8	1	33
NSW - Southern Highlands and Shoalhaven	2	2	0	4	11	1	20
NSW - Sydney - Baulkham Hills and Hawkesbury	1	3	2	18	18	4	46
NSW - Sydney - Blacktown	0	3	8	11	42	4	68
NSW - Sydney - City and Inner South	1	2	1	3	7	3	17
NSW - Sydney - Eastern Suburbs	1	0	1	3	6	1	12
NSW - Sydney - Inner South West	15	4	7	13	41	2	82
NSW - Sydney - Inner West	0	0	2	5	10	3	20
NSW - Sydney - North Sydney and Hornsby	5	6	3	10	19	1	44
NSW - Sydney - Northern Beaches	6	0	3	11	23	2	45
NSW - Sydney - Outer South West	2	4	4	13	12	0	35
NSW - Sydney - Outer West and Blue Mountains	22	18	13	26	27	3	109
NSW - Sydney - Parramatta	33	56	10	13	39	0	151
NSW - Sydney - Ryde	22	31	6	21	27	3	110
NSW - Sydney - South West	6	16	3	7	17	0	49
NSW - Sydney - Sutherland	24	11	6	10	21	4	76
<b>NT</b>	<b>1</b>	<b>14</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>29</b>
NT - Darwin	1	10	0	2	7	2	22
NT - Northern Territory - Outback	0	4	1	1	0	1	7
<b>QLD</b>	<b>173</b>	<b>92</b>	<b>80</b>	<b>71</b>	<b>33</b>	<b>37</b>	<b>486</b>
QLD - Brisbane - East	3	2	8	1	1	0	15
QLD - Brisbane - North	6	5	6	1	1	2	21
QLD - Brisbane - South	8	5	1	0	3	3	20
QLD - Brisbane - West	29	16	3	0	1	2	51
QLD - Brisbane Inner City	6	0	3	5	1	0	15
QLD - Cairns	10	2	2	7	1	1	23
QLD - Darling Downs - Maranoa	2	1	1	0	2	2	8
QLD - Fitzroy	8	9	2	7	1	2	29
QLD - Gold Coast	28	2	1	2	2	2	37
QLD - Ipswich	19	12	13	9	0	1	54
QLD - Logan - Beaudesert	2	0	4	7	2	1	16
QLD - Mackay	2	0	0	2	4	1	9
QLD - Moreton Bay - North	12	3	4	4	5	3	31
QLD - Moreton Bay - South	4	1	5	2	1	0	13
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	7	0	5	3	0	4	19
QLD - Toowoomba	7	6	2	3	2	7	27
QLD - Townsville	0	9	0	6	3	2	20
QLD - Wide Bay	20	19	20	12	3	4	78
<b>SA</b>	<b>177</b>	<b>368</b>	<b>128</b>	<b>99</b>	<b>79</b>	<b>12</b>	<b>863</b>
SA - Adelaide - Central and Hills	20	22	18	16	6	3	85
SA - Adelaide - North	43	137	36	31	22	1	270

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA - Adelaide - South	58	101	37	24	35	5	260
SA - Adelaide - West	39	52	20	15	12	0	138
SA - Barossa - Yorke - Mid North	3	7	4	2	0	2	18
SA - South Australia - Outback	2	10	1	4	1	0	18
SA - South Australia - South East	12	39	12	7	3	1	74
<b>TAS</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>13</b>	<b>0</b>	<b>3</b>	<b>36</b>
TAS - Hobart	4	3	2	4	0	0	13
TAS - Launceston and North East	2	2	0	6	0	2	12
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	5	2	3	0	1	11
<b>VIC</b>	<b>134</b>	<b>82</b>	<b>61</b>	<b>38</b>	<b>140</b>	<b>84</b>	<b>539</b>
VIC - Ballarat	11	12	3	0	1	5	32
VIC - Bendigo	10	8	2	0	0	0	20
VIC - Geelong	23	10	3	3	3	6	48
VIC - Hume	5	16	1	2	7	3	34
VIC - Latrobe - Gippsland	5	5	1	0	3	7	21
VIC - Melbourne - Inner	19	1	0	2	2	2	26
VIC - Melbourne - Inner East	2	1	1	3	10	9	26
VIC - Melbourne - Inner South	14	6	4	0	20	11	55
VIC - Melbourne - North East	4	4	8	5	12	8	41
VIC - Melbourne - North West	0	0	4	0	7	4	15
VIC - Melbourne - Outer East	1	0	7	7	17	1	33
VIC - Melbourne - South East	6	2	10	9	16	5	48
VIC - Melbourne - West	6	2	8	1	4	9	30
VIC - Mornington Peninsula	4	0	1	1	11	5	22
VIC - North West	17	8	4	2	12	4	47
VIC - Sheppartons	4	2	3	3	4	3	19
VIC - Warrnambool and South West	3	5	1	0	11	2	22
<b>WA</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	1	0	0	0	1
WA - Perth - Inner	0	5	0	0	0	0	5
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	2	0	0	0	2
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Total</b>	<b>800</b>	<b>817</b>	<b>389</b>	<b>490</b>	<b>797</b>	<b>196</b>	<b>3,489</b>

Table P.7 New Build/New Build (Refurbished) Dwelling by Design Category by SA4 Region (excluding in-kind arrangements)<sup>519</sup>

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	-	2	-	-	<b>2</b>
ACT - Australian Capital Territory	-	2	-	-	2
<b>NSW</b>	<b>129</b>	<b>42</b>	<b>15</b>	<b>100</b>	<b>286</b>
NSW - Capital Region	-	7	1	-	8
NSW - Central Coast	2	-	-	4	6
NSW - Central West	2	5	2	-	9
NSW - Coffs Harbour - Grafton	1	-	-	-	1
NSW - Far West and Orana	1	-	-	-	1
NSW - Hunter Valley exc Newcastle	1	-	2	-	3
NSW - Illawarra	8	-	-	-	8
NSW - Mid North Coast	4	-	6	-	10
NSW - Murray	3	-	-	-	3
NSW - New England and North West	-	1	-	6	7
NSW - Newcastle and Lake Macquarie	5	3	-	-	8
NSW - Richmond - Tweed	9	-	-	5	14
NSW - Riverina	6	1	-	-	7
NSW - Southern Highlands and Shoalhaven	4	1	2	-	7
NSW - Sydney - Baulkham Hills and Hawkesbury	6	-	-	-	6
NSW - Sydney - Blacktown	2	-	-	7	9
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1
NSW - Sydney - Inner South West	2	2	-	-	4
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	3	-	-	-	3
NSW - Sydney - Northern Beaches	4	-	-	8	12
NSW - Sydney - Outer South West	1	-	-	-	1
NSW - Sydney - Outer West and Blue Mountains	10	1	-	14	25
NSW - Sydney - Parramatta	34	18	-	20	72
NSW - Sydney - Ryde	1	-	1	29	31
NSW - Sydney - South West	5	2	1	7	15
NSW - Sydney - Sutherland	15	-	-	-	15
<b>NT</b>	-	-	-	<b>8</b>	<b>8</b>
NT - Darwin	-	-	-	8	8
NT - Northern Territory - Outback	-	-	-	-	-
<b>QLD</b>	<b>20</b>	<b>41</b>	-	<b>43</b>	<b>104</b>
QLD - Brisbane - East	-	-	-	2	2
QLD - Brisbane - North	-	-	-	5	5
QLD - Brisbane - South	-	-	-	-	-
QLD - Brisbane - West	2	1	-	-	3
QLD - Brisbane Inner City	2	-	-	2	4

<sup>519</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Cairns	-	2	-	8	10
QLD - Darling Downs - Maranoa	-	1	-	3	4
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	2	18
QLD - Logan - Beaudesert	2	-	-	1	3
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	2	3	-	2	7
QLD - Townsville	-	2	-	3	5
QLD - Wide Bay	8	2	-	11	21
<b>SA</b>	<b>14</b>	<b>10</b>	<b>4</b>	<b>1</b>	<b>29</b>
SA - Adelaide - Central and Hills	4	1	-	-	5
SA - Adelaide - North	2	4	3	1	10
SA - Adelaide - South	8	5	1	-	14
SA - Adelaide - West	-	-	-	-	-
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
<b>TAS</b>	<b>2</b>	<b>-</b>	<b>1</b>	<b>5</b>	<b>8</b>
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	2	-	1	1	4
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	4	4
<b>VIC</b>	<b>19</b>	<b>59</b>	<b>10</b>	<b>22</b>	<b>110</b>
VIC - Ballarat	8	1	-	-	9
VIC - Bendigo	4	-	4	-	8
VIC - Geelong	2	11	-	5	18
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	1	16	-	-	17
VIC - Melbourne - Inner East	-	-	-	-	-
VIC - Melbourne - Inner South	-	7	1	-	8
VIC - Melbourne - North East	-	4	1	-	5
VIC - Melbourne - North West	-	4	-	-	4
VIC - Melbourne - Outer East	-	-	-	4	4
VIC - Melbourne - South East	1	5	2	1	9
VIC - Melbourne - West	-	8	-	4	12
VIC - Mornington Peninsula	-	-	2	-	2
VIC - North West	3	-	-	7	10
VIC - Shepparton	-	3	-	-	3
VIC - Warrnambool and South West	-	-	-	1	1
<b>WA</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>1</b>

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	1	1
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
<b>Total</b>	<b>184</b>	<b>154</b>	<b>30</b>	<b>180</b>	<b>548</b>

**Table P.8 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements)<sup>520</sup>**

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	-	4	-	-	4
ACT - Australian Capital Territory	-	4	-	-	4
<b>NSW</b>	<b>350</b>	<b>70</b>	<b>48</b>	<b>241</b>	<b>709</b>
NSW - Capital Region	-	14	5	-	19
NSW - Central Coast	9	-	-	17	26
NSW - Central West	8	6	8	-	22
NSW - Coffs Harbour - Grafton	5	-	-	-	5
NSW - Far West and Orana	5	-	-	-	5
NSW - Hunter Valley exc Newcastle	5	-	10	-	15
NSW - Illawarra	24	-	-	-	24
NSW - Mid North Coast	11	-	7	-	18
NSW - Murray	7	-	-	-	7
NSW - New England and North West	-	2	-	15	17
NSW - Newcastle and Lake Macquarie	25	4	-	-	29
NSW - Richmond - Tweed	15	-	-	7	22
NSW - Riverina	10	3	-	-	13
NSW - Southern Highlands and Shoalhaven	9	1	10	-	20
NSW - Sydney - Baulkham Hills and Hawkesbury	30	-	-	-	30
NSW - Sydney - Blacktown	10	-	-	34	44
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1
NSW - Sydney - Inner South West	10	10	-	-	20
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	5	-	-	-	5

<sup>520</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - Northern Beaches	10	-	-	30	40
NSW - Sydney - Outer South West	5	-	-	-	5
NSW - Sydney - Outer West and Blue Mountains	11	2	-	34	47
NSW - Sydney - Parramatta	87	20	-	40	147
NSW - Sydney - Ryde	5	-	3	48	56
NSW - Sydney - South West	18	7	5	16	46
NSW - Sydney - Sutherland	26	-	-	-	26
<b>NT</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>16</b>	<b>16</b>
NT - Darwin	-	-	-	16	16
NT - Northern Territory - Outback	-	-	-	-	-
<b>QLD</b>	<b>32</b>	<b>55</b>	<b>-</b>	<b>70</b>	<b>157</b>
QLD - Brisbane - East	-	-	-	6	6
QLD - Brisbane - North	-	-	-	7	7
QLD - Brisbane - South	-	-	-	-	-
QLD - Brisbane - West	2	3	-	-	5
QLD - Brisbane Inner City	4	-	-	8	12
QLD - Cairns	-	4	-	8	12
QLD - Darling Downs - Maranoa	-	3	-	4	7
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	6	22
QLD - Logan - Beaudesert	2	-	-	5	7
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	4	6	-	2	12
QLD - Townsville	-	4	-	8	12
QLD - Wide Bay	16	5	-	12	33
<b>SA</b>	<b>31</b>	<b>20</b>	<b>7</b>	<b>2</b>	<b>60</b>
SA - Adelaide - Central and Hills	8	4	-	-	12
SA - Adelaide - North	6	9	6	2	23
SA - Adelaide - South	17	7	1	-	25
SA - Adelaide - West	-	-	-	-	-
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
<b>TAS</b>	<b>4</b>	<b>-</b>	<b>1</b>	<b>14</b>	<b>19</b>
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	4	-	1	4	9
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	10	10
<b>VIC</b>	<b>26</b>	<b>118</b>	<b>28</b>	<b>50</b>	<b>222</b>
VIC - Ballarat	8	3	-	-	11
VIC - Bendigo	4	-	4	-	8

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Geelong	5	19	-	5	29
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	1	16	-	-	17
VIC - Melbourne - Inner East	-	-	-	-	-
VIC - Melbourne - Inner South	-	11	5	-	16
VIC - Melbourne - North East	-	14	4	-	18
VIC - Melbourne - North West	-	12	-	-	12
VIC - Melbourne - Outer East	-	-	-	12	12
VIC - Melbourne - South East	2	13	9	4	28
VIC - Melbourne - West	-	24	-	4	28
VIC - Mornington Peninsula	-	-	6	-	6
VIC - North West	6	-	-	20	26
VIC - Shepparton	-	6	-	-	6
VIC - Warrnambool and South West	-	-	-	5	5
<b>WA</b>	-	-	-	<b>3</b>	<b>3</b>
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	3	3
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
<b>Total</b>	<b>443</b>	<b>267</b>	<b>84</b>	<b>396</b>	<b>1,190</b>

## Appendix Q:

# Utilisation rates by regions

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The table below sets out rates of utilisation of committed supports by residing region<sup>521</sup>, SIL status, and whether a participant is on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown in the table – experience in the most recent 3 months is still emerging and is not included.<sup>522</sup>
- Regions are highlighted in purple if phasing began prior to 31 December 2017 and are highlighted in green if phasing began within the 2018 calendar year.
- "Other" includes utilisation from regions that commenced phasing on or after 1 January 2019 or those with regional information missing.
- Utilisation is only shown if there are more than 20 participants in the group.
- The rate of utilisation is shown in orange if the result is 10 percentage points or more lower than the national utilisation rate for the respective SIL status and plan grouping.
- Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.
- For many regions there are a lot of participants that are on either their first or second plan – hence, utilisation will continue to increase over time as utilisation increases as participants receive their third and subsequent plans.

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<sup>521</sup> Region is defined by the current residing address of the participant. This is a change from the previous quarterly report where bilateral phasing region was used.

<sup>522</sup> The NDIS market analysis presented in report (section 3.2) is based on 30 June 2019 data, and hence there are some small differences in results.

Table Q.1 Utilisation breakdown by bilateral region and participants SIL status – 1 January 2019 to 30 June 2019

Bilateral Region	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
<b>New South Wales</b>										
Central Coast	Jul-16		85%	85%	51%	67%	65%	51%	75%	73%
Far West	Jul-17				33%	60%	50%	33%	67%	57%
Hunter New England	Jul-16		90%	90%	52%	67%	65%	54%	77%	75%
Illawarra Shoalhaven	Jul-17		88%	88%	50%	65%	61%	50%	74%	71%
Mid North Coast	Jul-17		90%	90%	52%	69%	65%	52%	76%	72%
Murrumbidgee	Jul-17		91%	91%	47%	61%	58%	49%	74%	70%
Nepean Blue Mountains	Jul-16		89%	89%	47%	67%	64%	48%	78%	75%
North Sydney	Jul-16		93%	93%	54%	69%	67%	55%	82%	80%
Northern NSW	Jul-17		91%	91%	53%	68%	64%	53%	76%	72%
South Eastern Sydney	Jul-17		90%	90%	53%	69%	65%	54%	78%	74%
South Western Sydney	Jul-16		92%	92%	55%	70%	68%	56%	79%	77%
Southern NSW	Jul-16		89%	89%	46%	63%	60%	48%	72%	69%
Sydney	Jul-17		90%	90%	47%	63%	60%	48%	73%	69%
Western NSW	Jul-17		88%	88%	39%	58%	52%	40%	75%	69%
Western Sydney	Jul-16		91%	91%	53%	66%	64%	54%	78%	76%
New South Wales - Other										
<b>NSW total</b>		<b>78%</b>	<b>90%</b>	<b>90%</b>	<b>50%</b>	<b>67%</b>	<b>64%</b>	<b>51%</b>	<b>77%</b>	<b>74%</b>
<b>Victoria</b>										
Barwon	Jul-13		84%	84%	44%	61%	60%	44%	66%	64%
Bayside Peninsula	Apr-18	76%		76%	43%	59%	47%	51%	62%	53%
Brimbank Melton	Oct-18				37%	59%	42%	38%	60%	43%
Central Highlands	Jan-17				46%	59%	57%	50%	63%	61%
Hume Moreland	Mar-18				49%	62%	54%	51%	62%	55%
Inner East Melbourne	Nov-17	76%	79%	78%	48%	57%	53%	52%	60%	57%
Inner Gippsland	Oct-17				40%	51%	48%	41%	52%	48%
Loddon	May-17		85%	84%	46%	63%	60%	51%	67%	65%
North East Melbourne	Jul-16		82%	81%	49%	63%	61%	50%	67%	65%
Outer East Melbourne	Nov-17	82%		82%	45%	56%	51%	51%	59%	55%
Ovens Murray	Oct-17				40%	54%	50%	48%	57%	54%
Southern Melbourne	Sep-18				38%	57%	43%	41%	59%	46%
Western District	Oct-17			80%	41%	59%	56%	55%	62%	60%
Western Melbourne	Oct-18				37%	55%	41%	38%	56%	42%
Victoria - Other		70%		81%	30%	51%	35%	33%	60%	40%
<b>Victoria total</b>		<b>77%</b>	<b>81%</b>	<b>80%</b>	<b>42%</b>	<b>59%</b>	<b>52%</b>	<b>47%</b>	<b>63%</b>	<b>56%</b>
<b>Queensland</b>										
Beenleigh	Jul-18	84%		83%	45%	55%	47%	55%	61%	56%
Brisbane	Jul-18	83%	75%	82%	48%	59%	50%	54%	60%	55%
Bundaberg	Sep-17		88%	88%	47%	64%	61%	50%	74%	71%
Cairns	Jul-18	86%		86%	44%	62%	48%	59%	70%	61%
Ipswich	Jun-17		83%	82%	43%	58%	55%	44%	65%	61%
Mackay	Nov-16		90%	89%	45%	62%	61%	44%	70%	68%
Maryborough	Jul-18	88%		84%	45%	55%	48%	56%	57%	56%
Robina	Jul-18	87%	91%	88%	51%	61%	54%	60%	69%	63%

Bilateral Region	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Rockhampton	Nov-17	87%	84%	85%	44%	59%	55%	56%	65%	62%
Toowoomba	Jan-17		87%	87%	43%	58%	56%	45%	67%	65%
Townsville	Jul-16		90%	90%	45%	62%	60%	45%	71%	68%
Queensland - Other		79%		79%	40%	57%	43%	46%	60%	48%
<b>Queensland total</b>		<b>84%</b>	<b>86%</b>	<b>85%</b>	<b>45%</b>	<b>59%</b>	<b>52%</b>	<b>53%</b>	<b>67%</b>	<b>60%</b>
<b>South Australia</b>										
Adelaide Hills	Jul-13				49%	61%	56%	64%	62%	63%
Barossa, Light and Lower North	Jul-13				42%	55%	51%	48%	56%	54%
Eastern Adelaide	Jul-13				45%	63%	53%	56%	64%	59%
Eyre and Western	Jul-13				34%	43%	38%	44%	44%	44%
Far North (SA)	Jul-13				21%	27%	24%	20%	27%	23%
Fleurieu and Kangaroo Island	Jul-13				52%	57%	54%	62%	59%	61%
Limestone Coast	Jul-13				30%	43%	37%	32%	43%	38%
Murray and Mallee	Jul-13				37%	46%	42%	52%	47%	49%
Northern Adelaide	Jul-13	89%		88%	45%	59%	55%	64%	60%	62%
Southern Adelaide	Jul-13	83%		83%	47%	60%	54%	63%	62%	62%
Western Adelaide	Jul-13				48%	62%	54%	55%	62%	58%
Yorke and Mid North	Jul-13				44%	47%	45%	46%	47%	46%
South Australia - Other										
<b>South Australia total</b>		<b>86%</b>	<b>81%</b>	<b>85%</b>	<b>45%</b>	<b>58%</b>	<b>52%</b>	<b>59%</b>	<b>59%</b>	<b>59%</b>
<b>Tasmania</b>										
TAS North	Jul-13			87%	42%	65%	57%	53%	75%	68%
TAS North West	Jul-13			88%	43%	63%	56%	57%	75%	69%
TAS South East	Jul-13			82%	39%	55%	50%	47%	68%	62%
TAS South West	Jul-13		84%	83%	44%	61%	54%	48%	73%	67%
Tasmania - Other										
<b>Tasmania total</b>		<b>80%</b>	<b>87%</b>	<b>85%</b>	<b>43%</b>	<b>62%</b>	<b>54%</b>	<b>52%</b>	<b>73%</b>	<b>67%</b>
<b>Australian Capital Territory</b>										
Australian Capital Territory	Jul-14		92%	92%	42%	64%	61%	43%	73%	71%
Australian Capital Territory - Other										
<b>Australian Capital Territory total</b>			<b>92%</b>	<b>92%</b>	<b>42%</b>	<b>64%</b>	<b>61%</b>	<b>43%</b>	<b>73%</b>	<b>71%</b>
<b>Northern Territory</b>										
Barkly	Jul-16					24%	23%		38%	37%
Central Australia	Jul-17		87%	87%	42%		41%	58%	82%	76%
Darwin Remote	Jul-17				30%	45%	40%	30%	45%	40%
Darwin Urban	Jan-17		82%	81%	37%	52%	42%	44%	77%	67%
East Arnhem	Jan-17					28%	25%		28%	25%
Katherine	Jul-17						46%		75%	71%
Northern Territory - Other										
<b>Northern Territory total</b>			<b>83%</b>	<b>83%</b>	<b>35%</b>	<b>40%</b>	<b>38%</b>	<b>44%</b>	<b>69%</b>	<b>63%</b>
<b>Western Australia</b>										

Bilateral Region	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Central South Metro	Jul-18	91%		91%	56%	68%	57%	63%	75%	65%
Goldfields-Esperance	Oct-18				34%		36%	35%		41%
Kimberley-Pilbara	Oct-18				30%		29%	36%		35%
North East Metro	Jul-14	89%	83%	84%	53%	67%	65%	67%	73%	72%
North Metro	Oct-18				50%	54%	50%	51%	63%	53%
South Metro	Jul-18	93%		92%	59%	60%	59%	67%	67%	67%
South West	Sep-18				59%	56%	58%	62%	65%	63%
Wheat Belt	Jan-17				43%	63%	56%	48%	64%	58%
Western Australia - Other					44%	64%	55%	58%	72%	67%
<b>Western Australia total</b>		<b>91%</b>	<b>83%</b>	<b>86%</b>	<b>54%</b>	<b>65%</b>	<b>59%</b>	<b>62%</b>	<b>72%</b>	<b>66%</b>
<b>National total</b>		<b>83%</b>	<b>89%</b>	<b>88%</b>	<b>46%</b>	<b>63%</b>	<b>57%</b>	<b>52%</b>	<b>72%</b>	<b>66%</b>

## Appendix R:

### Access decisions and first plans

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This appendix includes:

- The number of access decisions in progress at the end of each month over the past year from 30 September 2018 to 30 September 2019 (Table R.1)
- For the access decisions in progress at the end of each month, the average number of days the access decisions have been in progress (Table R.2)
- The number of access decisions completed each month (Table R.3)
- The average number of days to complete an access decision each month (Table R.4)
- The number of first plans in progress (after a participant has met the access requirements) at the end of each month over the past year from 30 September 2018 to 30 September 2019 (Table R.5)
- For the first plans in progress in progress at the end of each month, the average number of days the first plans have been in progress (Table R.6)
- The number of first plans completed each month (Table R.7)
- The average number of days to complete first plans after the access requirements have been met (Table R.8).

All tables are split by State/Territory and age group (0-6 year olds and 7+ year olds).

**Table R.1 Access decisions in progress – count**

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	10	18	32	39	40	47	59	70	80	67	13	15	10
0 to 6	NSW	95	184	335	619	754	925	1,042	1,332	1,453	1,161	476	292	310
0 to 6	NT	9	14	17	19	18	18	27	20	18	29	20	13	14
0 to 6	QLD	90	138	278	348	456	294	445	659	465	330	263	210	269
0 to 6	SA	29	53	113	185	240	244	262	328	442	327	90	50	80
0 to 6	TAS	9	12	39	44	58	66	79	66	24	28	20	34	43
0 to 6	VIC	265	244	366	457	335	401	473	719	819	694	245	226	307
0 to 6	WA	17	24	57	102	104	129	149	198	224	189	90	76	88
<b>0 to 6</b>	<b>National</b>	<b>524</b>	<b>687</b>	<b>1,237</b>	<b>1,813</b>	<b>2,005</b>	<b>2,124</b>	<b>2,536</b>	<b>3,392</b>	<b>3,525</b>	<b>2,825</b>	<b>1,217</b>	<b>916</b>	<b>1,121</b>
7 plus	ACT	57	61	71	121	125	151	161	198	217	170	110	90	83
7 plus	NSW	996	1,269	1,843	2,398	2,689	3,109	3,599	4,367	4,797	4,211	2,734	2,538	2,125
7 plus	NT	74	81	90	98	109	141	156	128	142	115	100	83	103
7 plus	QLD	1,508	1,518	2,148	2,585	2,920	2,765	3,718	5,208	3,975	2,891	2,790	2,307	1,911
7 plus	SA	374	366	518	611	701	847	977	1,180	1,338	1,185	726	676	713
7 plus	TAS	87	111	201	249	299	368	438	542	286	310	315	287	325
7 plus	VIC	1,683	1,721	2,365	2,480	2,694	3,147	3,630	4,355	4,945	4,277	2,755	2,501	2,712
7 plus	WA	208	275	503	646	743	881	1,046	1,293	1,555	1,434	926	926	1,025
<b>7 plus</b>	<b>National</b>	<b>4,987</b>	<b>5,402</b>	<b>7,739</b>	<b>9,188</b>	<b>10,280</b>	<b>11,409</b>	<b>13,725</b>	<b>17,271</b>	<b>17,255</b>	<b>14,593</b>	<b>10,456</b>	<b>9,408</b>	<b>8,997</b>
All	ACT	67	79	103	160	165	198	220	268	297	237	123	105	93
All	NSW	1,091	1,453	2,178	3,017	3,443	4,034	4,641	5,699	6,250	5,372	3,210	2,830	2,435
All	NT	83	95	107	117	127	159	183	148	160	144	120	96	117
All	QLD	1,598	1,656	2,426	2,933	3,376	3,059	4,163	5,867	4,440	3,221	3,053	2,517	2,180
All	SA	403	419	631	796	941	1,091	1,239	1,508	1,780	1,512	816	726	793
All	TAS	96	123	240	293	357	434	517	608	310	338	335	321	368
All	VIC	1,948	1,965	2,731	2,937	3,029	3,548	4,103	5,074	5,764	4,971	3,000	2,727	3,019
All	WA	225	299	560	748	847	1,010	1,195	1,491	1,779	1,623	1,016	1,002	1,113
<b>All</b>	<b>National</b>	<b>5,511</b>	<b>6,089</b>	<b>8,976</b>	<b>11,001</b>	<b>12,285</b>	<b>13,533</b>	<b>16,261</b>	<b>20,663</b>	<b>20,780</b>	<b>17,418</b>	<b>11,673</b>	<b>10,324</b>	<b>10,118</b>

**Table R.2 Access decisions in progress – average days**

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	23	8	11	22	31	11	20	30	38	39	20	6	5
0 to 6	NSW	17	8	10	20	24	12	22	27	38	41	19	17	9
0 to 6	NT	8	14	14	20	16	16	17	14	21	12	6	6	4
0 to 6	QLD	15	9	10	18	23	16	18	26	22	19	15	11	7
0 to 6	SA	13	8	10	21	25	13	24	24	40	47	26	35	23
0 to 6	TAS	19	14	11	21	23	13	25	24	26	23	19	10	8
0 to 6	VIC	13	19	11	20	11	14	17	24	34	38	18	12	9
0 to 6	WA	14	10	9	20	24	9	23	27	38	42	23	22	13
<b>0 to 6</b>	<b>National</b>	<b>14</b>	<b>12</b>	<b>10</b>	<b>20</b>	<b>22</b>	<b>13</b>	<b>21</b>	<b>26</b>	<b>35</b>	<b>38</b>	<b>19</b>	<b>15</b>	<b>10</b>
7 plus	ACT	14	14	13	20	25	17	27	28	44	51	40	37	13
7 plus	NSW	16	14	14	21	24	16	24	28	40	44	30	25	13
7 plus	NT	11	9	13	18	20	14	19	11	20	20	18	14	11
7 plus	QLD	16	9	11	18	21	17	18	27	25	23	21	16	8
7 plus	SA	20	12	13	21	24	15	21	26	38	41	26	21	16
7 plus	TAS	12	8	10	20	23	13	21	25	26	22	20	14	10
7 plus	VIC	24	13	12	19	21	14	21	25	35	41	25	21	14
7 plus	WA	14	10	11	20	23	13	21	26	36	38	23	17	10
<b>7 plus</b>	<b>National</b>	<b>19</b>	<b>12</b>	<b>12</b>	<b>20</b>	<b>22</b>	<b>15</b>	<b>21</b>	<b>26</b>	<b>34</b>	<b>38</b>	<b>25</b>	<b>20</b>	<b>12</b>
All	ACT	15	12	13	21	26	16	25	29	42	47	37	32	12
All	NSW	17	13	13	21	24	15	24	28	40	43	28	24	13
All	NT	11	10	13	19	20	14	19	12	20	18	16	13	10
All	QLD	16	9	11	18	21	17	18	27	24	23	20	16	8
All	SA	20	11	12	21	24	15	22	25	38	42	26	22	16
All	TAS	12	9	10	20	23	13	21	25	26	22	20	14	10
All	VIC	23	13	12	19	20	14	21	24	35	40	24	20	13
All	WA	14	10	11	20	23	13	22	26	36	39	23	17	10
<b>All</b>	<b>National</b>	<b>18</b>	<b>12</b>	<b>12</b>	<b>20</b>	<b>22</b>	<b>15</b>	<b>21</b>	<b>26</b>	<b>34</b>	<b>38</b>	<b>24</b>	<b>20</b>	<b>12</b>

**Table R.3 Access decisions completed – count**

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	22	58	43	24	30	28	37	17	23	37	78	50	39
0 to 6	NSW	299	407	479	297	474	427	565	491	468	708	1,227	1,180	900
0 to 6	NT	26	21	36	27	30	34	36	51	32	29	45	47	50
0 to 6	QLD	464	395	397	416	435	630	367	295	658	469	575	866	753
0 to 6	SA	73	99	158	91	142	117	93	150	54	194	290	185	90
0 to 6	TAS	31	44	53	57	46	50	48	73	82	16	49	80	78
0 to 6	VIC	976	637	817	1,274	1,009	598	487	400	785	492	822	1,099	940
0 to 6	WA	115	211	77	112	124	86	183	90	158	245	213	226	198
<b>0 to 6</b>	<b>National</b>	<b>2,006</b>	<b>1,872</b>	<b>2,060</b>	<b>2,298</b>	<b>2,290</b>	<b>1,970</b>	<b>1,816</b>	<b>1,567</b>	<b>2,260</b>	<b>2,190</b>	<b>3,299</b>	<b>3,733</b>	<b>3,048</b>
7 plus	ACT	46	61	62	31	70	29	45	44	22	72	114	109	85
7 plus	NSW	1,187	1,492	1,371	956	1,264	931	1,177	1,120	768	1,451	2,648	2,431	2,166
7 plus	NT	77	95	99	69	80	103	133	138	65	105	88	104	93
7 plus	QLD	2,771	2,754	2,279	1,686	1,806	2,417	1,442	973	2,715	1,996	1,908	2,789	2,162
7 plus	SA	407	565	534	328	392	373	437	349	272	434	762	672	586
7 plus	TAS	199	214	250	231	181	147	179	210	428	83	198	298	224
7 plus	VIC	2,566	2,671	3,452	2,721	2,449	2,114	1,876	1,756	1,456	1,879	3,085	2,811	2,413
7 plus	WA	872	1,375	607	646	734	517	520	519	1,073	1,443	1,616	1,720	1,244
<b>7 plus</b>	<b>National</b>	<b>8,125</b>	<b>9,227</b>	<b>8,654</b>	<b>6,668</b>	<b>6,976</b>	<b>6,631</b>	<b>5,809</b>	<b>5,109</b>	<b>6,799</b>	<b>7,463</b>	<b>10,419</b>	<b>10,934</b>	<b>8,973</b>
All	ACT	68	119	105	55	100	57	82	61	45	109	192	159	124
All	NSW	1,486	1,899	1,850	1,253	1,738	1,358	1,742	1,611	1,236	2,159	3,875	3,611	3,066
All	NT	103	116	135	96	110	137	169	189	97	134	133	151	143
All	QLD	3,235	3,149	2,676	2,102	2,241	3,047	1,809	1,268	3,373	2,465	2,483	3,655	2,915
All	SA	480	664	692	419	534	490	530	499	326	628	1,052	857	676
All	TAS	230	258	303	288	227	197	227	283	510	99	247	378	302
All	VIC	3,542	3,308	4,269	3,995	3,458	2,712	2,363	2,156	2,241	2,371	3,907	3,910	3,353
All	WA	987	1,586	684	758	858	603	703	609	1,231	1,688	1,829	1,946	1,442
<b>All</b>	<b>National</b>	<b>10,131</b>	<b>11,099</b>	<b>10,714</b>	<b>8,966</b>	<b>9,266</b>	<b>8,601</b>	<b>7,625</b>	<b>6,676</b>	<b>9,059</b>	<b>9,653</b>	<b>13,718</b>	<b>14,667</b>	<b>12,021</b>

**Table R.4 Access decisions completed – average days**

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	9	6	6	16	26	25	18	40	51	65	32	9	4
0 to 6	NSW	9	7	8	11	25	21	17	36	41	59	34	9	8
0 to 6	NT	4	5	8	8	16	11	5	8	10	13	17	4	7
0 to 6	QLD	5	5	7	9	14	25	10	15	35	22	18	7	6
0 to 6	SA	9	7	7	11	26	22	20	38	36	63	41	12	7
0 to 6	TAS	7	7	7	9	16	14	8	23	33	23	17	3	7
0 to 6	VIC	3	8	8	3	15	9	10	15	12	41	29	6	5
0 to 6	WA	4	2	5	4	16	12	8	22	18	25	26	9	6
<b>0 to 6</b>	<b>National</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>18</b>	<b>18</b>	<b>12</b>	<b>24</b>	<b>27</b>	<b>43</b>	<b>29</b>	<b>8</b>	<b>6</b>
7 plus	ACT	15	10	10	18	27	28	21	40	36	72	46	21	12
7 plus	NSW	10	9	10	16	26	25	19	37	44	67	43	20	16
7 plus	NT	5	7	5	12	17	12	9	17	5	20	21	12	10
7 plus	QLD	7	7	6	12	20	28	15	19	46	28	27	17	13
7 plus	SA	10	9	7	12	20	21	14	28	32	61	39	18	14
7 plus	TAS	6	6	4	8	19	16	15	26	37	34	23	16	12
7 plus	VIC	6	8	5	8	14	13	12	22	20	48	35	16	14
7 plus	WA	3	2	7	6	14	16	13	24	10	21	23	9	11
<b>7 plus</b>	<b>National</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>18</b>	<b>21</b>	<b>14</b>	<b>25</b>	<b>33</b>	<b>42</b>	<b>34</b>	<b>16</b>	<b>14</b>
All	ACT	13	8	9	17	27	27	20	40	44	70	40	18	10
All	NSW	10	8	9	15	26	24	18	36	43	64	40	16	14
All	NT	5	7	6	11	17	11	8	15	6	18	20	10	9
All	QLD	6	6	6	11	19	27	14	18	44	27	24	15	11
All	SA	10	9	7	12	21	22	15	31	33	61	40	17	13
All	TAS	6	6	5	9	19	15	14	25	36	32	22	13	11
All	VIC	6	8	5	7	14	12	11	21	17	47	34	13	12
All	WA	3	2	7	6	14	15	12	23	11	22	23	9	10
<b>All</b>	<b>National</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>18</b>	<b>20</b>	<b>14</b>	<b>25</b>	<b>31</b>	<b>42</b>	<b>33</b>	<b>14</b>	<b>12</b>

**Table R.5 First plans in progress – count**

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	75	115	110	53	55	46	55	44	40	50	96	111	73
0 to 6	NSW	3,295	2,756	2,343	1,953	1,623	1,197	1,008	955	767	999	1,525	1,589	1,169
0 to 6	NT	113	124	135	119	119	114	80	77	43	41	50	51	58
0 to 6	QLD	1,347	1,390	1,388	1,812	1,804	1,841	1,564	1,298	1,195	972	991	1,268	1,174
0 to 6	SA	717	718	778	793	808	813	787	842	737	833	1,022	725	293
0 to 6	TAS	122	130	143	151	145	144	141	173	169	106	121	143	174
0 to 6	VIC	2,990	3,163	3,373	4,474	4,847	4,790	4,351	3,896	3,344	2,480	2,447	2,270	2,016
0 to 6	WA	914	982	845	753	674	609	598	544	479	508	865	1,004	732
<b>0 to 6</b>	<b>National</b>	<b>9,573</b>	<b>9,378</b>	<b>9,115</b>	<b>10,108</b>	<b>10,075</b>	<b>9,554</b>	<b>8,584</b>	<b>7,829</b>	<b>6,774</b>	<b>5,989</b>	<b>7,117</b>	<b>7,161</b>	<b>5,689</b>
7 plus	ACT	213	182	142	98	91	72	71	72	55	70	116	178	158
7 plus	NSW	1,820	1,671	1,525	1,217	1,227	1,111	1,094	1,161	882	1,248	2,019	2,208	2,332
7 plus	NT	450	317	255	182	182	188	194	185	144	134	163	177	156
7 plus	QLD	8,250	7,187	5,616	8,102	6,292	5,409	3,303	2,642	2,701	2,069	2,202	2,882	3,032
7 plus	SA	5,800	4,900	4,137	3,066	2,417	2,158	1,651	1,490	1,227	937	1,219	1,229	1,287
7 plus	TAS	201	210	234	433	451	402	285	312	352	117	160	285	246
7 plus	VIC	8,346	7,638	6,919	10,060	9,327	8,570	6,980	6,032	4,085	2,813	3,719	4,022	4,045
7 plus	WA	7,314	7,794	7,013	6,140	5,237	4,382	3,465	2,969	2,600	2,223	4,354	4,605	4,092
<b>7 plus</b>	<b>National</b>	<b>32,394</b>	<b>29,899</b>	<b>25,841</b>	<b>29,298</b>	<b>25,224</b>	<b>22,292</b>	<b>17,043</b>	<b>14,863</b>	<b>12,046</b>	<b>9,611</b>	<b>13,952</b>	<b>15,586</b>	<b>15,348</b>
All	ACT	288	297	252	151	146	118	126	116	95	120	212	289	231
All	NSW	5,115	4,427	3,868	3,170	2,850	2,308	2,102	2,116	1,649	2,247	3,544	3,797	3,501
All	NT	563	441	390	301	301	302	274	262	187	175	213	228	214
All	QLD	9,597	8,577	7,004	9,914	8,096	7,250	4,867	3,940	3,896	3,041	3,193	4,150	4,206
All	SA	6,517	5,618	4,915	3,859	3,225	2,971	2,438	2,332	1,964	1,770	2,241	1,954	1,580
All	TAS	323	340	377	584	596	546	426	485	521	223	281	428	420
All	VIC	11,336	10,801	10,292	14,534	14,174	13,360	11,331	9,928	7,429	5,293	6,166	6,292	6,061
All	WA	8,228	8,776	7,858	6,893	5,911	4,991	4,063	3,513	3,079	2,731	5,219	5,609	4,824
<b>All</b>	<b>National</b>	<b>41,967</b>	<b>39,277</b>	<b>34,956</b>	<b>39,406</b>	<b>35,299</b>	<b>31,846</b>	<b>25,627</b>	<b>22,692</b>	<b>18,820</b>	<b>15,600</b>	<b>21,069</b>	<b>22,747</b>	<b>21,037</b>

**Table R.6 First plans in progress – average days**

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	84	70	65	94	86	77	63	76	84	38	29	47	34
0 to 6	NSW	201	203	200	210	191	190	143	122	91	57	34	32	30
0 to 6	NT	74	91	96	100	101	91	83	77	72	67	43	39	44
0 to 6	QLD	83	98	108	91	97	89	94	97	71	72	61	45	42
0 to 6	SA	144	151	148	157	152	151	154	149	158	139	115	86	72
0 to 6	TAS	91	90	83	78	85	84	95	85	72	102	92	83	76
0 to 6	VIC	72	85	96	89	99	111	127	143	135	125	107	80	60
0 to 6	WA	63	75	94	105	112	119	99	103	106	108	80	89	90
<b>0 to 6</b>	<b>National</b>	<b>123</b>	<b>126</b>	<b>128</b>	<b>119</b>	<b>118</b>	<b>120</b>	<b>122</b>	<b>128</b>	<b>117</b>	<b>104</b>	<b>81</b>	<b>64</b>	<b>54</b>
7 plus	ACT	178	194	196	236	197	202	226	171	296	217	162	148	155
7 plus	NSW	138	134	137	151	132	138	127	123	160	115	78	74	76
7 plus	NT	85	93	97	101	98	94	75	76	88	79	78	76	82
7 plus	QLD	79	95	107	66	84	84	96	107	82	76	71	61	64
7 plus	SA	158	176	190	197	208	221	189	186	181	161	126	125	129
7 plus	TAS	62	61	66	35	55	69	67	68	39	79	58	42	45
7 plus	VIC	69	87	101	71	89	103	114	123	132	124	101	96	96
7 plus	WA	68	84	105	122	135	145	146	152	154	149	87	86	93
<b>7 plus</b>	<b>National</b>	<b>92</b>	<b>106</b>	<b>120</b>	<b>97</b>	<b>110</b>	<b>120</b>	<b>125</b>	<b>131</b>	<b>130</b>	<b>121</b>	<b>91</b>	<b>85</b>	<b>88</b>
All	ACT	153	146	139	186	155	153	155	135	207	142	102	109	116
All	NSW	179	177	175	187	166	165	135	123	128	89	59	56	60
All	NT	83	92	97	101	100	93	77	76	84	76	70	68	71
All	QLD	80	96	107	70	87	85	96	104	79	75	68	56	58
All	SA	157	173	183	189	194	202	178	173	172	151	121	110	119
All	TAS	73	72	72	46	62	73	76	74	50	90	72	56	58
All	VIC	70	86	99	76	92	106	119	131	133	125	104	90	84
All	WA	68	83	104	120	133	142	139	144	147	141	86	87	93
<b>All</b>	<b>National</b>	<b>99</b>	<b>111</b>	<b>122</b>	<b>103</b>	<b>113</b>	<b>120</b>	<b>124</b>	<b>130</b>	<b>125</b>	<b>115</b>	<b>88</b>	<b>79</b>	<b>79</b>

Table R.7 First plans completed – count

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	44	18	45	82	25	34	29	26	27	25	32	33	73
0 to 6	NSW	569	789	799	670	602	722	701	495	589	456	754	1,100	1,243
0 to 6	NT	15	9	19	35	25	38	60	52	49	34	31	43	42
0 to 6	QLD	217	236	306	301	357	525	595	494	690	637	479	559	698
0 to 6	SA	83	87	84	68	97	95	95	75	125	57	136	460	491
0 to 6	TAS	32	30	26	48	42	34	45	45	66	86	23	47	35
0 to 6	VIC	418	403	346	397	501	593	864	762	1,188	1,296	817	1,208	1,075
0 to 6	WA	74	110	185	189	145	139	146	130	131	72	71	76	404
<b>0 to 6</b>	<b>National</b>	<b>1,452</b>	<b>1,682</b>	<b>1,810</b>	<b>1,790</b>	<b>1,794</b>	<b>2,180</b>	<b>2,535</b>	<b>2,079</b>	<b>2,865</b>	<b>2,663</b>	<b>2,343</b>	<b>3,526</b>	<b>4,061</b>
7 plus	ACT	21	65	58	61	42	38	35	23	42	21	19	6	82
7 plus	NSW	1,169	978	940	920	612	740	822	690	878	619	961	1,457	1,192
7 plus	NT	69	190	116	140	50	63	101	92	93	92	37	47	77
7 plus	QLD	2,036	2,475	2,693	2,090	2,908	2,551	3,192	1,407	1,590	1,892	1,141	1,162	1,185
7 plus	SA	961	1,217	1,102	1,310	887	596	875	400	472	594	289	426	314
7 plus	TAS	205	100	84	209	125	207	278	143	239	291	97	76	180
7 plus	VIC	2,320	2,410	2,524	2,482	2,435	2,442	3,124	2,241	2,996	2,732	1,476	1,760	1,463
7 plus	WA	404	670	1,206	1,407	1,190	1,265	1,182	869	817	798	693	1,057	1,426
<b>7 plus</b>	<b>National</b>	<b>7,185</b>	<b>8,105</b>	<b>8,723</b>	<b>8,619</b>	<b>8,249</b>	<b>7,902</b>	<b>9,609</b>	<b>5,865</b>	<b>7,127</b>	<b>7,039</b>	<b>4,713</b>	<b>5,991</b>	<b>5,919</b>
All	ACT	65	83	103	143	67	72	64	49	69	46	51	39	155
All	NSW	1,738	1,767	1,739	1,590	1,214	1,462	1,523	1,185	1,467	1,075	1,715	2,557	2,435
All	NT	84	199	135	175	75	101	161	144	142	126	68	90	119
All	QLD	2,253	2,711	2,999	2,391	3,265	3,076	3,787	1,901	2,280	2,529	1,620	1,721	1,883
All	SA	1,044	1,304	1,186	1,378	984	691	970	475	597	651	425	886	805
All	TAS	237	130	110	257	167	241	323	188	305	377	120	123	215
All	VIC	2,738	2,813	2,870	2,879	2,936	3,035	3,988	3,003	4,184	4,028	2,293	2,968	2,538
All	WA	478	780	1,391	1,596	1,335	1,404	1,328	999	948	870	764	1,133	1,830
<b>All</b>	<b>National</b>	<b>8,637</b>	<b>9,787</b>	<b>10,533</b>	<b>10,409</b>	<b>10,043</b>	<b>10,082</b>	<b>12,144</b>	<b>7,944</b>	<b>9,992</b>	<b>9,702</b>	<b>7,056</b>	<b>9,517</b>	<b>9,980</b>

**Table R.8 First plans completed – average days**

Age	Jurisdiction	30-Sep-18	31-Oct-18	30-Nov-18	31-Dec-18	31-Jan-19	28-Feb-19	31-Mar-19	30-Apr-19	31-May-19	30-Jun-19	31-Jul-19	31-Aug-19	30-Sep-19
0 to 6	ACT	83	74	88	61	79	57	61	44	60	55	40	44	74
0 to 6	NSW	165	174	171	169	145	126	133	101	93	79	66	47	47
0 to 6	NT	71	94	104	119	141	126	98	55	74	47	52	34	35
0 to 6	QLD	63	54	82	93	105	109	113	118	108	76	66	65	57
0 to 6	SA	176	178	176	216	216	196	243	240	220	202	218	180	111
0 to 6	TAS	97	83	84	83	96	82	77	76	99	86	80	80	73
0 to 6	VIC	87	92	110	104	106	128	129	142	168	173	129	122	108
0 to 6	WA	64	87	108	118	126	156	172	171	161	191	117	110	108
<b>0 to 6</b>	<b>National</b>	<b>118</b>	<b>129</b>	<b>134</b>	<b>130</b>	<b>126</b>	<b>126</b>	<b>130</b>	<b>127</b>	<b>136</b>	<b>129</b>	<b>98</b>	<b>94</b>	<b>79</b>
7 plus	ACT	137	116	179	149	118	128	63	104	82	164	138	184	115
7 plus	NSW	91	114	106	109	97	96	100	102	98	127	90	74	76
7 plus	NT	95	106	110	108	126	100	96	71	77	91	90	80	78
7 plus	QLD	73	90	103	113	80	103	94	96	113	95	83	76	74
7 plus	SA	184	185	194	226	213	217	276	217	228	199	166	115	116
7 plus	TAS	80	78	61	81	44	65	85	73	83	59	74	74	63
7 plus	VIC	101	90	101	106	87	105	120	124	128	133	111	103	103
7 plus	WA	92	94	115	131	141	167	193	193	200	220	135	117	112
<b>7 plus</b>	<b>National</b>	<b>102</b>	<b>108</b>	<b>116</b>	<b>130</b>	<b>106</b>	<b>121</b>	<b>131</b>	<b>129</b>	<b>133</b>	<b>134</b>	<b>106</b>	<b>94</b>	<b>93</b>
All	ACT	101	107	139	98	103	94	62	72	74	105	77	66	96
All	NSW	115	141	136	134	120	111	115	102	96	107	79	62	62
All	NT	91	105	109	110	131	110	97	65	76	79	72	58	62
All	QLD	72	87	101	110	82	104	97	101	111	91	78	72	68
All	SA	184	185	193	226	214	214	273	221	226	199	183	149	113
All	TAS	82	79	67	82	57	67	84	74	86	65	75	77	65
All	VIC	99	90	102	106	90	110	122	129	139	146	117	111	105
All	WA	88	93	114	129	140	166	191	191	195	218	133	117	111
<b>All</b>	<b>National</b>	<b>104</b>	<b>112</b>	<b>119</b>	<b>130</b>	<b>110</b>	<b>122</b>	<b>131</b>	<b>129</b>	<b>134</b>	<b>133</b>	<b>103</b>	<b>94</b>	<b>88</b>