

Appendix A:

Key definitions

Aboriginal and/or Torres Strait Islander:

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

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

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

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

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

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

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

Average annualised committed supports:

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

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

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

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

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

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

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

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

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

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

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

Registered provider: An approved person or provider of supports that has met the National Quality and Safeguards.

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

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

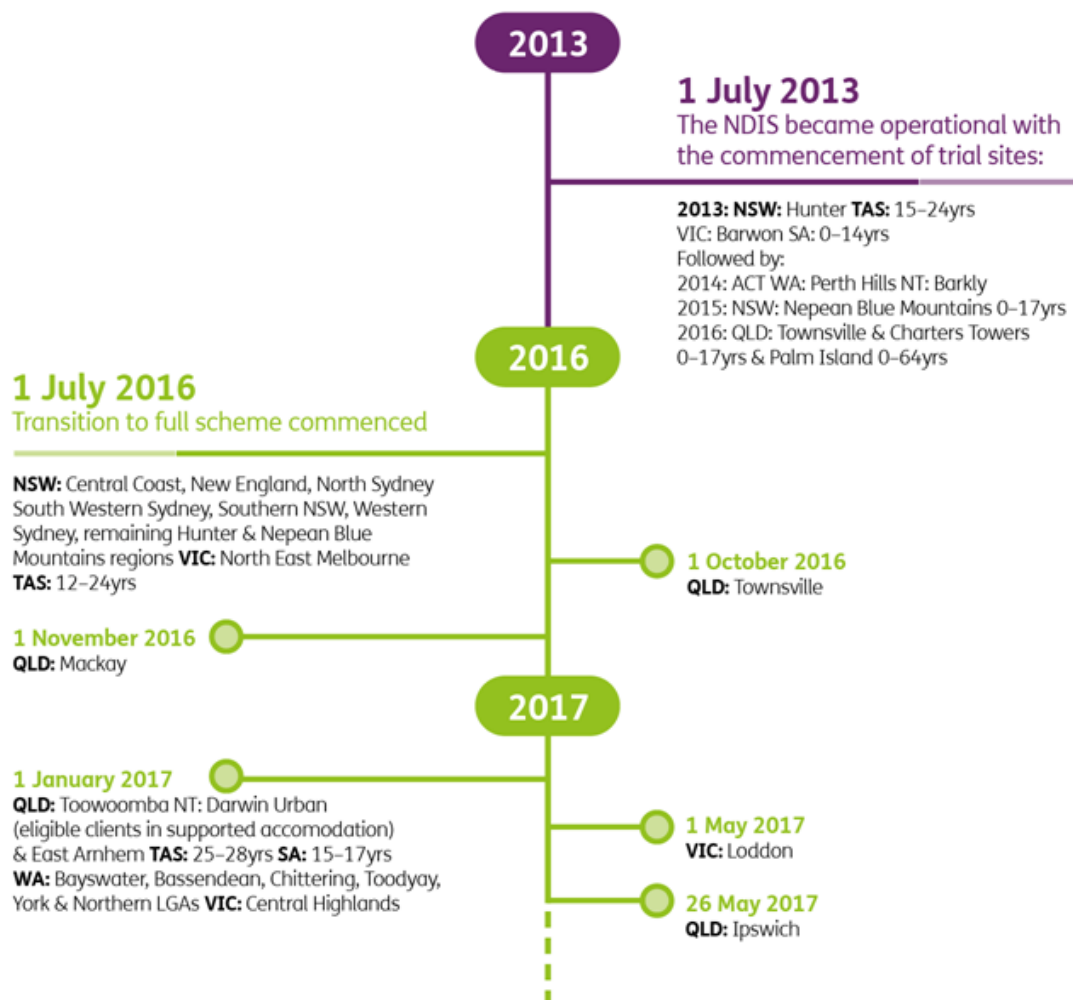
Supported Independent Living (SIL): Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently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

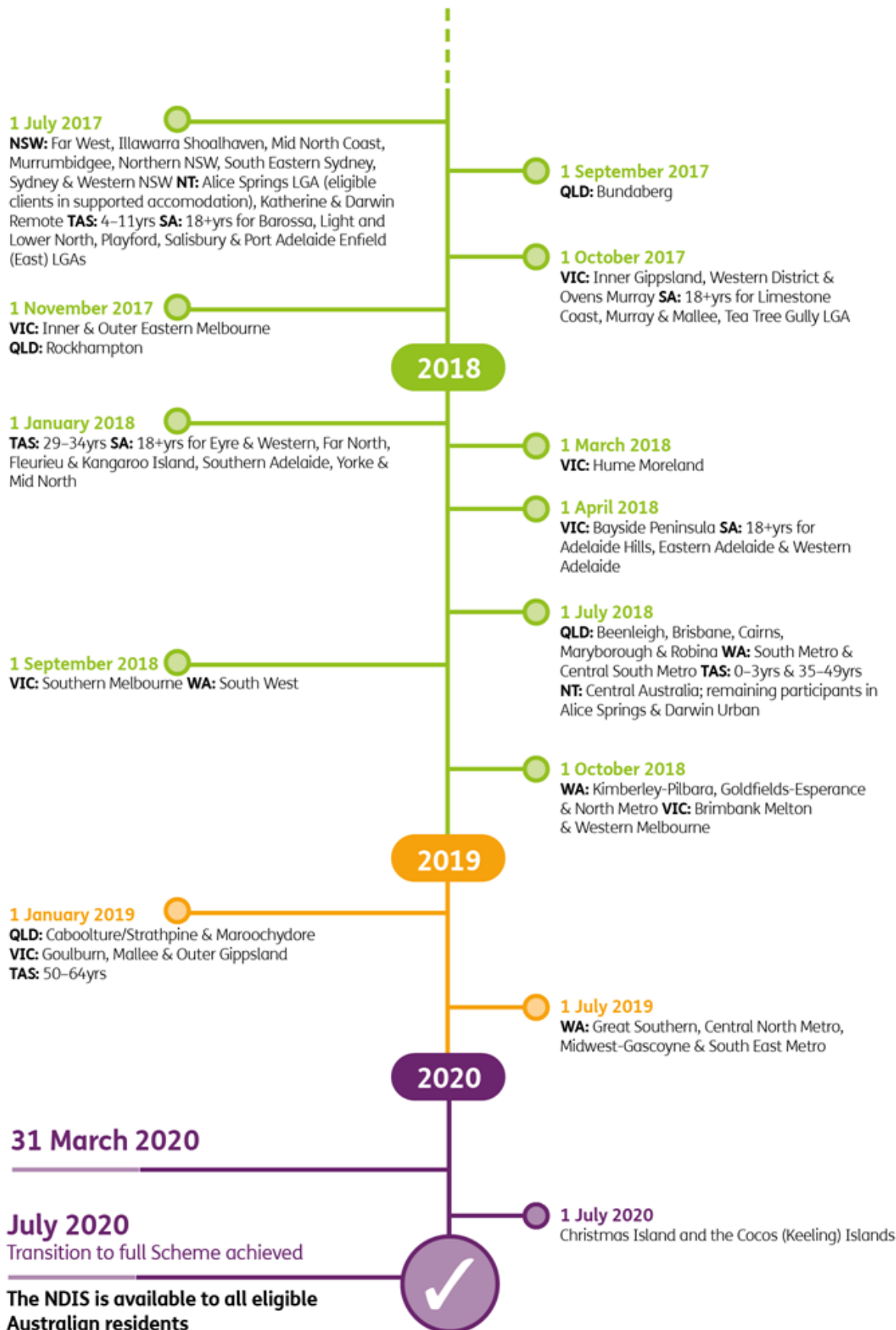
Appendix B:

Scheme roll-out: Timing and locations

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

Figure B.1 NDIS roll-out schedule





Appendix C:

Approved plans and children in the ECEI gateway

Table C.1 compares plan approvals (including ECEI) with bilateral estimates. With the exception of WA, there are no bilateral estimates for 2020-21. The scheme to date bilateral estimates for WA are as at 31 March 2021, for NT are as at 30 June 2020, and for all other States/Territories are unchanged from 30 June 2019.

A detailed summary of 0-6 year olds participants in the Scheme by State/Territory is also included in Table C.2, including children in the ECEI gateway.

Table C.1 Plan approvals to date (including children receiving initial supports in the ECEI gateway) compared to bilateral estimates^{1 2 3 4 5}

State/Territory	All plans approved (excl. ECEI)	ECEI	All plans approved (incl. ECEI)	Total bilateral estimates	Comparison for all plan approvals (incl. ECEI) with bilateral estimates
NSW	153,145	4,945	158,090	141,957	111%
VIC	129,493	3,172	132,665	105,324	126%
QLD	93,769	3,494	97,263	91,217	107%
WA	40,570	545	41,115	40,800	101%
SA	43,409	673	44,082	32,284	137%
TAS	10,899	272	11,171	10,587	106%
ACT	10,056	135	10,191	5,075	201%
NT	4,400	160	4,560	6,545	70%
Total	485,741	13,400	499,141	433,789	115%

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

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

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

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

⁵ There are four children receiving initial supports in the ECEI gateway at 30 June 2021 with Missing jurisdiction information. These individuals are not shown separately in the State/Territory results, but are included in the National totals.

Table C.2 Summary of children aged 0-6 who have approached the Scheme for support by jurisdiction and status ^{6 7}

	Active approved plans (ages 0-6 as at 30 June 2021)	Access met but yet to have an approved plan (ages 0-6 as at 30 June 2021)	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	22,978	676	598	12	202	4,347	86	28,899
VIC	20,883	1,396	607	18	150	2,565	211	25,830
QLD	14,906	1,081	459	<11	247	3,035	79	19,813
SA	5,651	287	123	<11	64	550	<11	6,682
WA	4,393	525	131	<11	40	414	21	5,527
TAS	1,449	57	32	<11	120	240	17	1,915
ACT	1,227	27	16	<11	<11	119	<11	1,398
NT	763	70	24	<11	28	136	<11	1,022
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	<11
Total	72,258	4,119	1,990	40	860	11,410	421	91,098

⁶ This table includes 239 children aged over 6 receiving initial supports in the gateway as at 30 June 2021, and a further 26 children aged over 6 who are in the ECEI gateway but not receiving initial supports.

⁷ Initial supports include any early childhood therapy supports and/or mainstream referrals.

Appendix D:

Outcomes Framework Questionnaires

About the outcomes framework questionnaires

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

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

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

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

Appendix E:

National

Part One: Participants and their plans

Table E.1 Active participants by quarter of entry – National ⁸

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
National	448,267	18,352	466,619	13,400	480,019

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

	Prior Quarters	2020-21 Q4	Total
Access decisions	570,762	25,935	596,697
Active Eligible	460,723	19,022	479,745
<i>New</i>	237,770	17,805	255,575
<i>State</i>	182,309	672	182,981
<i>Commonwealth</i>	40,644	545	41,189
Active Participant Plans (excl ECEI)	448,267	18,352	466,619
<i>New</i>	228,257	17,017	245,274
<i>State</i>	179,943	728	180,671
<i>Commonwealth</i>	40,067	607	40,674
Active Participant Plans	459,107	31,752	480,019
<i>Early Intervention (s25)</i>	108,198	7,770	115,968
<i>Permanent Disability (s24)</i>	340,069	10,582	350,651
<i>ECEI</i>	10,840	13,400	13,400

Table E.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – National

Exits	Total
Total participant exits	19,122
<i>Early Intervention participants</i>	4,097
<i>Permanent disability participants</i>	15,025

⁸ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁹ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table E.4 Cumulative numbers of active participants by services previously received – National ^{10 11}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	53,584	5,355	30,671	6,134	95,744
End of 2017-18	102,764	16,487	53,082	7,768	180,101
End of 2018-19	161,555	28,020	96,440	5,312	291,327
End of 2019-20 Q1	167,574	30,131	114,069	2,473	314,247
End of 2019-20 Q2	172,166	32,361	134,455	2,678	341,660
End of 2019-20 Q3	175,691	35,049	154,139	5,542	370,421
End of 2019-20 Q4	178,999	37,432	175,568	8,197	400,196
End of 2020-21 Q1	179,990	38,576	193,977	8,639	421,182
End of 2020-21 Q2	180,611	39,534	212,504	9,560	442,209
End of 2020-21 Q3	180,645	40,202	229,151	10,840	460,838
End of 2020-21 Q4	180,671	40,674	245,274	13,400	480,019

Table E.5 Cumulative numbers of active participants by entry into the Scheme – National ^{12 13 14 15}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	21,285	68,325	6,134	95,744
End of 2017-18	32,597	139,736	7,768	180,101
End of 2018-19	52,065	233,950	5,312	291,327
End of 2019-20 Q1	59,968	251,806	2,473	314,247
End of 2019-20 Q2	68,751	270,231	2,678	341,660
End of 2019-20 Q3	76,629	288,250	5,542	370,421
End of 2019-20 Q4	85,518	306,481	8,197	400,196
End of 2020-21 Q1	93,833	318,710	8,639	421,182
End of 2020-21 Q2	102,048	330,601	9,560	442,209
End of 2020-21 Q3	109,060	340,938	10,840	460,838
End of 2020-21 Q4	115,968	350,651	13,400	480,019

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

¹¹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

¹² This table shows the total numbers of active participants at the end of each period.

¹³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

¹⁵ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table E.6 Assessment of access by age group – National ¹⁶

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	128,936	97%	7,205	96%	136,141	97%
7 to 14	95,045	88%	3,431	80%	98,476	88%
15 to 18	32,768	90%	1,058	80%	33,826	90%
19 to 24	29,678	90%	693	70%	30,371	89%
25 to 34	39,181	87%	1,151	66%	40,332	86%
35 to 44	41,348	82%	1,407	61%	42,755	81%
45 to 54	53,597	78%	1,732	57%	55,329	77%
55 to 64	64,608	71%	2,338	51%	66,946	70%
65+	3,655	60%	78	39%	3,733	60%
Missing	<11		<11		<11	
Total	488,819	86%	19,093	74%	507,912	85%

Table E.7 Assessment of access by disability – National ¹⁷

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	16,137	93%	515	79%	16,652	93%
Autism	150,667	96%	5,559	96%	156,226	96%
Cerebral Palsy	17,030	97%	164	78%	17,194	96%
Developmental Delay	39,323	97%	4,398	98%	43,721	97%
Global Developmental Delay	9,693	99%	898	99%	10,591	99%
Hearing Impairment	22,786	88%	807	85%	23,593	88%
Intellectual Disability	94,874	95%	1,415	85%	96,289	95%
Multiple Sclerosis	8,741	88%	304	77%	9,045	87%
Psychosocial disability	50,440	72%	2,473	57%	52,913	71%
Spinal Cord Injury	5,478	95%	119	88%	5,597	94%
Stroke	7,459	85%	333	75%	7,792	84%
Visual Impairment	9,612	89%	197	66%	9,809	88%
Other Neurological	22,648	79%	716	66%	23,364	78%
Other Physical	21,443	46%	540	24%	21,983	45%
Other Sensory/Speech	3,961	51%	29	15%	3,990	50%
Other	3,859	40%	626	29%	4,485	38%
Missing	4,668	94%	<11		4,668	94%
Total	488,819	86%	19,093	74%	507,912	85%

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

¹⁶ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

¹⁷ Ibid.

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

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	30,683	6.8%	1,713	9.3%	32,396	6.9%
Not Aboriginal and Torres Strait Islander	336,665	75.1%	14,485	78.9%	351,150	75.3%
Not Stated	80,919	18.1%	2,154	11.7%	83,073	17.8%
Total	448,267	100%	18,352	100%	466,619	100%

Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – National¹⁸

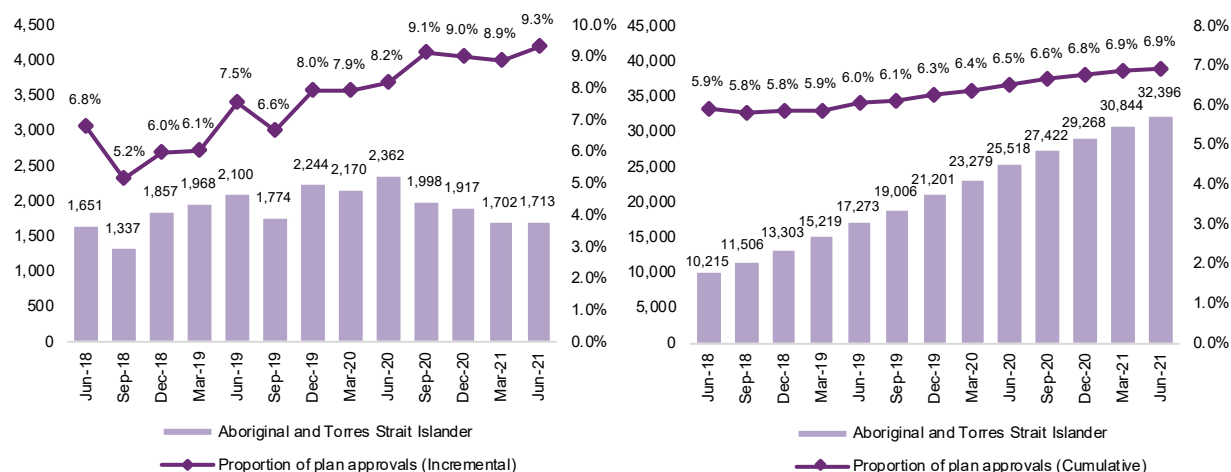
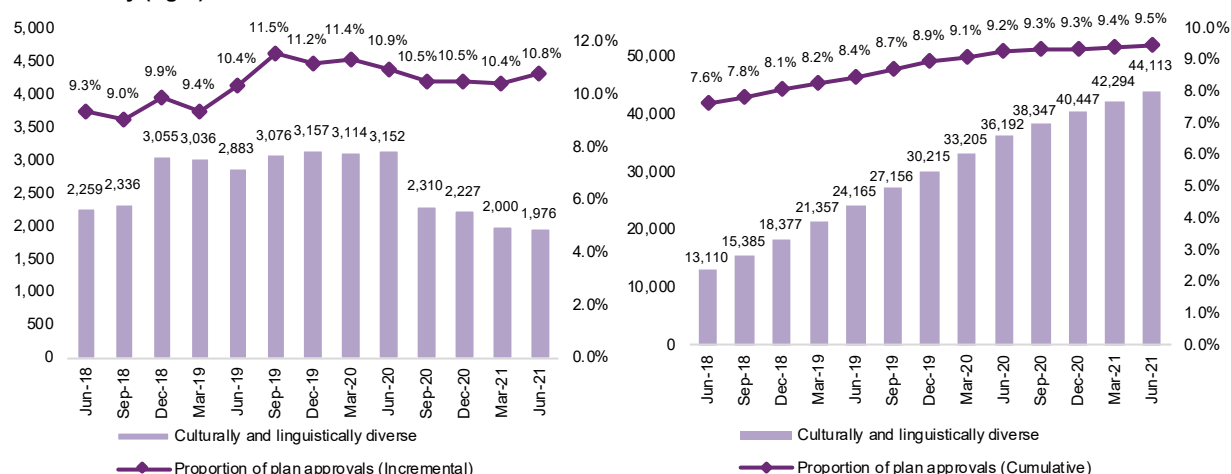


Table E.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Culturally and linguistically diverse	42,137	9.4%	1,976	10.8%	44,113	9.5%
Not culturally and linguistically diverse	400,665	89.4%	16,375	89.2%	417,040	89.4%
Not stated	5,465	1.2%	<11		5,466	1.2%
Total	448,267	100%	18,352	100%	466,619	100%

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National¹⁹



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

¹⁹ Ibid.

Table E.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – National ²⁰

	Total
Age group	N
Under 45	89
45 to 54	538
55 to 64	2,605
Total YPIRAC (under 65)	3,232

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

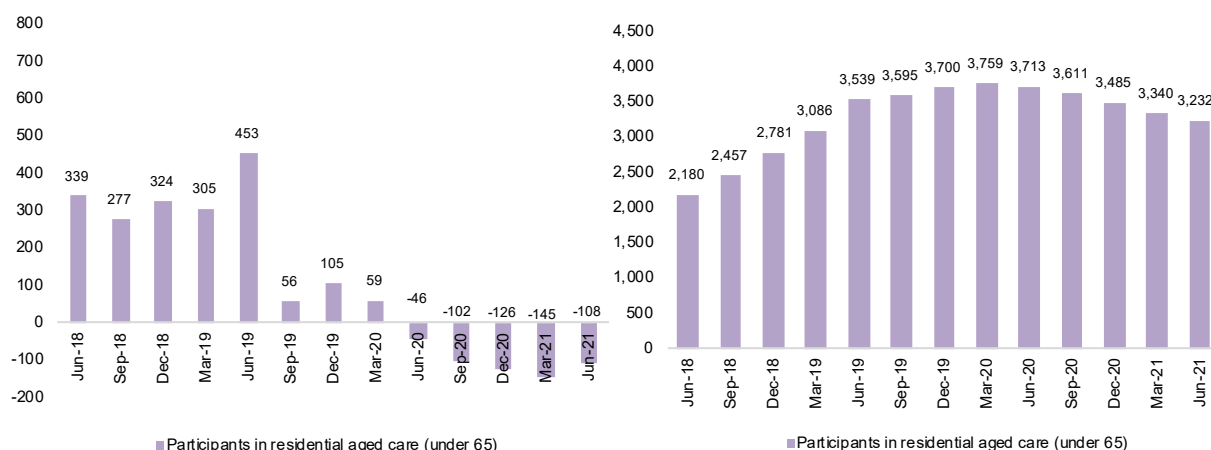


Table E.11 Participant profile per quarter by remoteness – National ^{22 23}

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	305,104	68.1%	12,449	67.8%	317,553	68.1%
Population > 50,000	47,815	10.7%	2,041	11.1%	49,856	10.7%
Population between 15,000 and 50,000	38,498	8.6%	1,517	8.3%	40,015	8.6%
Population between 5,000 and 15,000	21,138	4.7%	783	4.3%	21,921	4.7%
Population less than 5,000	29,064	6.5%	1,185	6.5%	30,249	6.5%
Remote	3,979	0.9%	200	1.1%	4,179	0.9%
Very Remote	2,627	0.6%	177	1.0%	2,804	0.6%
Missing	42		<11		42	
Total	448,267	100%	18,352	100%	466,619	100%

²⁰ There are a further 1,804 active participants aged 65 years or over who are currently in residential aged care.

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

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

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

Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – National ^{24 25}

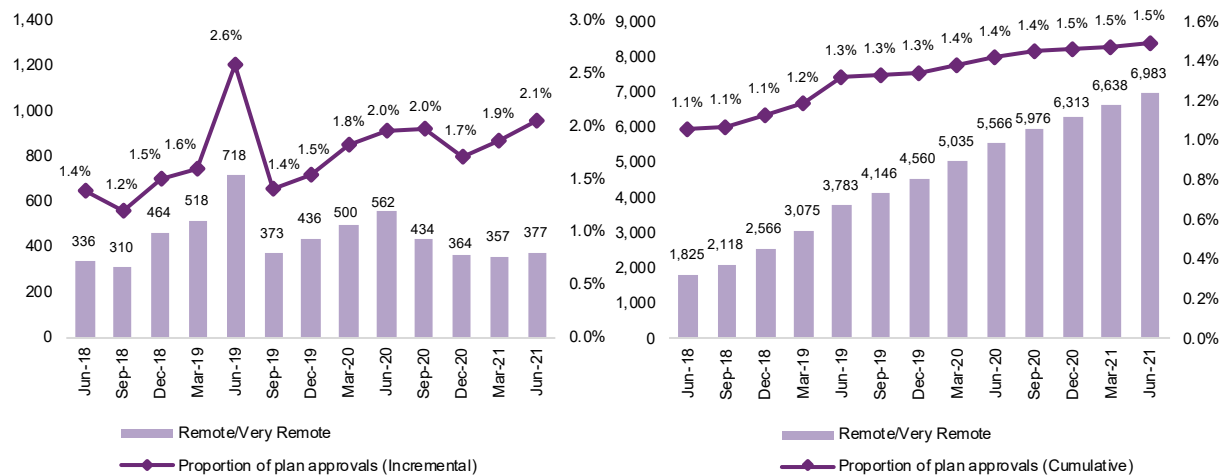


Table E.12 Participant profile per quarter by primary disability group – National ^{26 27}

Disability	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Autism	146,059	33%	5,374	29%	151,433	32%
Intellectual Disability	89,856	20%	1,455	8%	91,311	20%
Psychosocial disability	45,991	10%	2,469	13%	48,460	10%
Developmental Delay	33,692	8%	3,985	22%	37,677	8%
Hearing Impairment	21,583	5%	780	4%	22,363	5%
Other Neurological	18,772	4%	726	4%	19,498	4%
Other Physical	18,079	4%	538	3%	18,617	4%
Cerebral Palsy	16,423	4%	149	1%	16,572	4%
ABI	14,396	3%	524	3%	14,920	3%
Global Developmental Delay	8,764	2%	792	4%	9,556	2%
Visual Impairment	8,846	2%	211	1%	9,057	2%
Multiple Sclerosis	8,251	2%	277	2%	8,528	2%
Stroke	6,616	1%	339	2%	6,955	1%
Spinal Cord Injury	5,021	1%	113	1%	5,134	1%
Other	3,158	1%	602	3%	3,760	1%
Other Sensory/Speech	2,760	1%	18	0%	2,778	1%
Total	448,267	100%	18,352	100%	466,619	100%

²⁴ Ibid.

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

²⁶ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁷ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants (11,414).

Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – National ²⁸

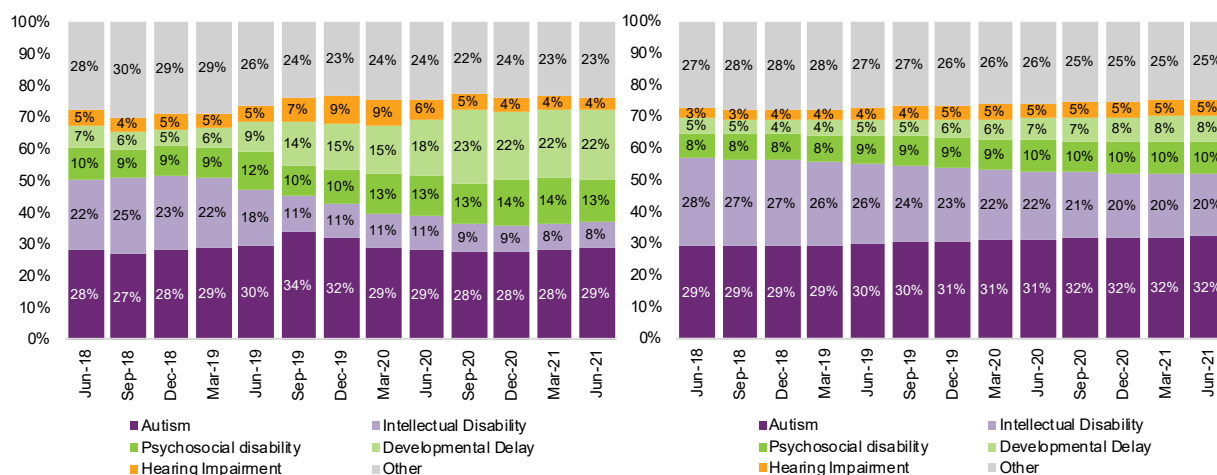
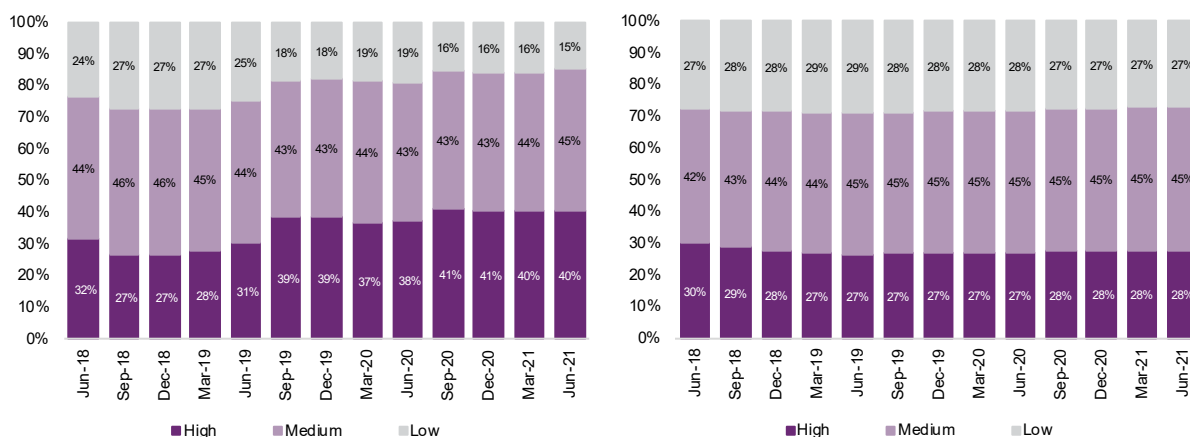


Table E.13 Participant profile per quarter by level of function – National ²⁹

Level of Function	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	39,396	9%	3,639	20%	43,035	9%
2 (High Function)	791	0%	45	0%	836	0%
3 (High Function)	23,138	5%	1,181	6%	24,319	5%
4 (High Function)	28,645	6%	1,112	6%	29,757	6%
5 (High Function)	30,863	7%	1,436	8%	32,299	7%
6 (Moderate Function)	94,887	21%	4,371	24%	99,258	21%
7 (Moderate Function)	25,933	6%	768	4%	26,701	6%
8 (Moderate Function)	30,058	7%	1,160	6%	31,218	7%
9 (Moderate Function)	2,238	0%	87	0%	2,325	0%
10 (Moderate Function)	49,908	11%	1,829	10%	51,737	11%
11 (Low Function)	16,432	4%	245	1%	16,677	4%
12 (Low Function)	67,166	15%	1,912	10%	69,078	15%
13 (Low Function)	29,720	7%	520	3%	30,240	6%
14 (Low Function)	8,602	2%	42	0%	8,644	2%
15 (Low Function)	169	0%	<11		174	0%
Missing	321		<11		321	
Total	448,267	100%	18,352	100%	466,619	100%

Figure E.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – National ³⁰



²⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

²⁹ The distributions are calculated excluding participants with a missing level of function.

³⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

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

Age Group	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
0 to 6	65,872	15%	6,386	35%	72,258	15%
7 to 14	117,161	26%	3,451	19%	120,612	26%
15 to 18	34,711	8%	1,110	6%	35,821	8%
19 to 24	37,631	8%	761	4%	38,392	8%
25 to 34	40,384	9%	1,181	6%	41,565	9%
35 to 44	37,247	8%	1,311	7%	38,558	8%
45 to 54	45,573	10%	1,690	9%	47,263	10%
55 to 64	53,262	12%	2,307	13%	55,569	12%
65+	16,426	4%	155	1%	16,581	4%
Total	448,267	100%	18,352	100%	466,619	100%

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – National ³¹

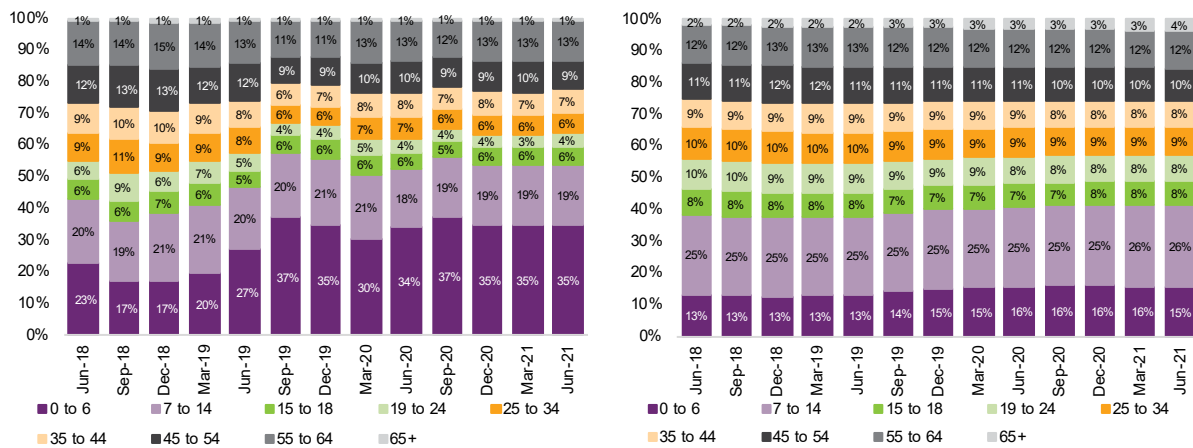
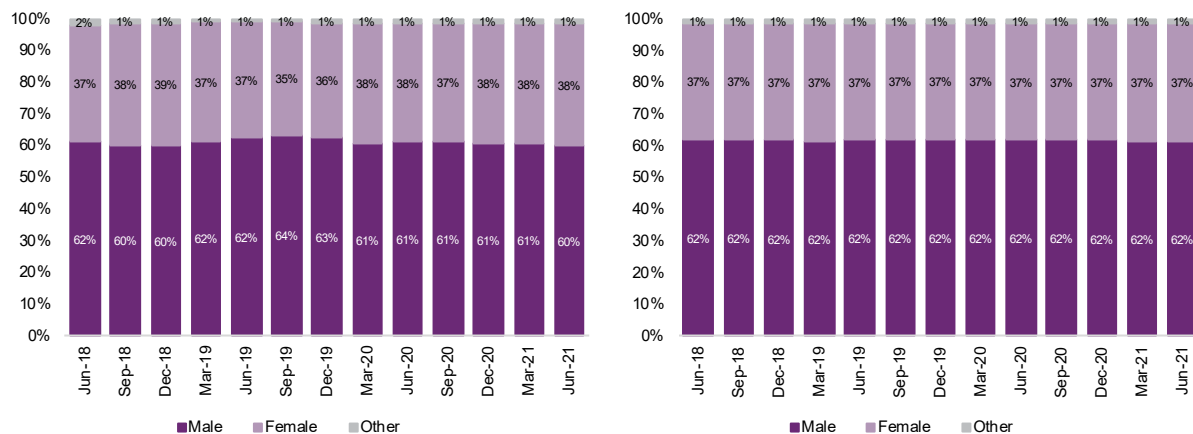


Table E.15 Participant profile per quarter by gender – National

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	276,866	62%	11,016	60%	287,882	62%
Female	166,588	37%	7,065	38%	173,653	37%
Other	4,813	1%	271	1%	5,084	1%
Total	448,267	100%	18,352	100%	466,619	100%

Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – National ³²



³¹ Ibid.

³² Ibid.

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

Age Group	Gender						Total		Male to Female ratio
	Male		Female		Other				
	N	% of Total	N	% of Total	N	% of Total	N	% of Total	
0 to 6	50,146	11%	21,589	5%	523	0%	72,258	15%	2.3
7 to 14	83,420	18%	35,442	8%	1,750	0%	120,612	26%	2.4
15 to 18	23,723	5%	11,705	3%	393	0%	35,821	8%	2.0
19 to 24	24,450	5%	13,533	3%	409	0%	38,392	8%	1.8
25 to 34	24,285	5%	16,863	4%	417	0%	41,565	9%	1.4
35 to 44	20,685	4%	17,478	4%	395	0%	38,558	8%	1.2
45 to 54	24,304	5%	22,469	5%	490	0%	47,263	10%	1.1
55 to 64	28,396	6%	26,623	6%	550	0%	55,569	12%	1.1
65+	8,473	2%	7,951	2%	157	0%	16,581	4%	1.1
Total	287,882	62%	173,653	37%	5,084	1%	466,619	100%	1.7

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

Disability	Gender						Total		Male to Female ratio
	Male		Female		Other				
	N	% of Total	N	% of Total	N	% of Total	N	% of Total	
Autism	110,695	24%	38,584	8%	2,154	0%	151,433	32%	2.9
Intellectual Disability	51,527	11%	39,100	8%	684	0%	91,311	20%	1.3
Psychosocial Disability	24,477	5%	23,412	5%	571	0%	48,460	10%	1.0
Developmental Delay	26,649	6%	10,759	2%	269	0%	37,677	8%	2.5
Other Neurological	10,485	2%	8,841	2%	172	0%	19,498	4%	1.2
Cerebral Palsy	9,106	2%	7,333	2%	133	0%	16,572	4%	1.2
Other Physical	9,349	2%	9,042	2%	226	0%	18,617	4%	1.0
Hearing Impairment	10,736	2%	11,311	2%	316	0%	22,363	5%	0.9
Acquired Brain Injury	9,835	2%	4,972	1%	113	0%	14,920	3%	2.0
Visual Impairment	4,580	1%	4,392	1%	85	0%	9,057	2%	1.0
Multiple Sclerosis	2,116	0%	6,328	1%	84	0%	8,528	2%	0.3
Global Developmental Delay	6,653	1%	2,835	1%	68	0%	9,556	2%	2.3
Stroke	3,887	1%	3,003	1%	65	0%	6,955	1%	1.3
Spinal Cord Injury	3,609	1%	1,458	0%	67	0%	5,134	1%	2.5
Other Sensory/Speech	2,012	0%	738	0%	28	0%	2,778	1%	2.7
Other	2,166	0%	1,545	0%	49	0%	3,760	1%	1.4
Total	287,882	62%	173,653	37%	5,084	1%	466,619	100%	1.7

Table E.18 Participation rates by age group – National ³³

	National
0-6	3.35%
7-14	4.71%
15-18	2.96%
19-24	1.87%
25-34	1.08%
35-44	1.12%
45-54	1.49%
55-64	1.91%
Total (aged 0-64)	2.11%

³³ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table E.19 Number of baseline questionnaires completed by SFOF version – National ³⁴

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	7,316	11,543	15,963	27,128	22,964	84,914
Participant school to 14	13,922	20,899	31,510	31,220	21,086	118,637
Participant 15 to 24	9,351	12,069	14,831	11,030	7,361	54,642
Participant 25 and over	23,546	35,521	50,130	37,694	28,497	175,388
Total Participant	54,135	80,032	112,434	107,072	79,908	433,581
Family 0 to 14	19,827	31,357	45,051	56,516	42,924	195,675
Family 15 to 24	2,678	8,287	10,137	7,434	5,001	33,537
Family 25 and over	751	10,701	15,136	10,743	7,019	44,350
Total Family	23,256	50,345	70,324	74,693	54,944	273,562
Total	77,391	130,377	182,758	181,765	134,852	707,143

Table E.20 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – National

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	67%			
CC	% who say their child is able to tell them what he/she wants	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
DL	% who say their child is becoming more independent		38%		
CC	% of children who have a genuine say in decisions about themselves		71%		
CC	% who are happy with the level of independence/control they have now			33%	
CC	% who choose who supports them			38%	60%
CC	% who choose what they do each day			47%	68%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	26%
CC	% who want more choice and control in their life			80%	77%

³⁴ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table E.21 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – National

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	59%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	47%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	63%	73%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	33%

Table E.22 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – National

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		70%		
HM	% who are happy with their home			79%	70%
HM	% who feel safe or very safe in their home			83%	69%
HW	% who rate their health as good, very good or excellent			67%	42%
HW	% who did not have any difficulties accessing health services			69%	62%
LL	% who currently attend or previously attended school in a mainstream class			38%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				59%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			18%	22%
WK	% who volunteer			11%	11%

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

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	24%	22%
% receiving Carer Allowance	39%	44%	33%
% working in a paid job	47%	51%	38%
Of those in a paid job, % in permanent employment	78%	76%	78%
Of those in a paid job, % working 15 hours or more	80%	85%	85%
% who say they (and their partner) are able to work as much as they want	44%	47%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	89%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	27%	19%
% able to advocate for their child/family member	77%	69%	65%
% who have friends and family they see as often as they like	47%	45%	48%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		38%	
% who feel in control selecting services		40%	38%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			35%
% who rate their health as good, very good or excellent	75%	62%	60%

Table E.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=18,065) - participants who between 1 July 2016 and 30 June 2020 – National ³⁵

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	92%
CC Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL Has the NDIS improved how your child fits into family life?	79%
S/CP Has the NDIS improved how your child fits into community life?	65%

Table E.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=41,214) - participants who entered between 1 July 2016 and 30 June 2020 – National

Question	% Yes
DL Has the NDIS helped your child to become more independent?	65%
LL Has the NDIS improved your child's access to education?	45%
REL Has the NDIS improved your child's relationships with family and friends?	55%
S/CP Has the NDIS improved your child's social and recreational life?	49%

³⁵ Results in Tables E.24 to E.27 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

Table E.26 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=17,025) and ‘Participant 25 and over’ (n=56,202) - participants who entered between 1 July 2016 and 30 June 2020 – National

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	63%	74%
DL	Has the NDIS helped you with daily living activities?	63%	76%
REL	Has the NDIS helped you to meet more people?	50%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	33%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	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?	37%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	20%
S/CP	Has the NDIS helped you be more involved?	56%	62%

Table E.27 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=63,017); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=28,099) - participants who entered between 1 July 2016 and 30 June 2020 – National

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	68%	56%
Has the NDIS improved the level of support for your family?	73%	68%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	75%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	
Has the NDIS improved your health and wellbeing?	48%	40%

Table E.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=7,472) - participants who entered between 1 July 2016 and 30 June 2019 – National ³⁶

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	95%	+3%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	77%	82%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	68%	+5%

³⁶ Results in Tables E.28 to E.31 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

Table E.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=25,146) - participants who entered between 1 July 2016 and 30 June 2019 – National

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	62%	70%	+8%
LL	Has the NDIS improved your child's access to education?	42%	47%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	58%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	51%	+4%

Table E.30 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=12,115) and ‘Participant 25 and over’ (n=32,690) - participants who entered between 1 July 2016 and 30 June 2019 – National

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	61%	68%	+7%	68%	76%	+8%
DL	Has the NDIS helped you with daily living activities?	61%	69%	+8%	72%	81%	+9%
REL	Has the NDIS helped you to meet more people?	51%	54%	+3%	52%	59%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	21%	-1%	30%	33%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	48%	+4%	51%	58%	+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?	37%	38%	+2%	29%	31%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	-2%	18%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	56%	61%	+5%	59%	66%	+7%

Table E.31 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=26,900); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,196) - participants who entered between 1 July 2016 and 30 June 2019 – National

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	67%	+6%	49%	60%	+11%
Has the NDIS improved the level of support for your family?	67%	74%	+6%	61%	73%	+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?	70%	75%	+6%	59%	69%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	79%	+5%			
Has the NDIS improved your health and wellbeing?	42%	45%	+3%	35%	40%	+5%

Table E.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=4,145) - participants who entered between 1 July 2016 and 30 June 2018 – National ³⁷

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	96%	97%	+5%
DL	Has the NDIS improved your child's access to specialist services?	90%	94%	94%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	73%	78%	80%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	61%	65%	68%	+7%

Table E.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=15,372) - participants who entered between 1 July 2016 and 30 June 2018 – National

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	57%	66%	70%	+13%
LL	Has the NDIS improved your child's access to education?	36%	41%	45%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	52%	57%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	50%	+8%

³⁷ Results in Tables E.32 to E.37 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table E.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=8,310) - participants who entered between 1 July 2016 and 30 June 2018 – National

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	59%	64%	69%	+10%
Has the NDIS helped you with daily living activities?	58%	65%	71%	+13%
Has the NDIS helped you to meet more people?	48%	52%	55%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	18%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	47%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	35%	36%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	15%	-2%
Has the NDIS helped you be more involved?	53%	58%	61%	+8%

Table E.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=18,850) - participants who entered between 1 July 2016 and 30 June 2018 – National

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	66%	74%	78%	+12%
Has the NDIS helped you with daily living activities?	70%	79%	83%	+13%
Has the NDIS helped you to meet more people?	51%	58%	62%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	30%	31%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	48%	54%	59%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	31%	32%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	19%	-1%
Has the NDIS helped you be more involved?	58%	65%	70%	+12%

Table E.36 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=13,033) - participants who entered between 1 July 2016 and 30 June 2018 – National

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	56%	60%	65%	+9%
Has the NDIS improved the level of support for your family?	62%	68%	72%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	66%	71%	75%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	75%	78%	+8%
Has the NDIS improved your health and wellbeing?	38%	40%	43%	+5%

Table E.37 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,200) - participants who entered between 1 July 2016 and 30 June 2018 – National

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	45%	50%	57%	+13%
Has the NDIS improved the level of support for your family?	59%	65%	72%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	56%	62%	69%	+13%
Has the NDIS improved your health and wellbeing?	32%	33%	37%	+5%

Table E.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,312) - participants who entered between 1 July 2016 and 30 June 2017 – National ³⁸

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	91%	95%	96%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	96%	95%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	85%	85%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	72%	74%	78%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	58%	61%	65%	64%	+7%

³⁸ Results in Tables E.38 to E.43 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

Table E.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=6,300) - participants who entered between 1 July 2016 and 30 June 2017 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	56%	64%	69%	72%	+16%
LL	Has the NDIS improved your child's access to education?	35%	37%	40%	43%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	49%	54%	56%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	45%	49%	50%	+8%

Table E.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,513) - participants who entered between 1 July 2016 and 30 June 2017 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	58%	64%	66%	68%	+10%
DL	Has the NDIS helped you with daily living activities?	58%	65%	69%	72%	+14%
REL	Has the NDIS helped you to meet more people?	50%	53%	53%	54%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	17%	18%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	44%	45%	48%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	35%	35%	35%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	13%	14%	-3%
S/CP	Has the NDIS helped you be more involved?	54%	57%	59%	61%	+6%

Table E.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=6,311) - participants who entered between 1 July 2016 and 30 June 2017 – National

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	66%	73%	76%	80%	+14%
DL	Has the NDIS helped you with daily living activities?	70%	78%	82%	85%	+16%
REL	Has the NDIS helped you to meet more people?	51%	58%	61%	65%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	29%	32%	34%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	55%	58%	62%	+12%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	31%	31%	33%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%	18%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	58%	64%	69%	72%	+14%

Table E.42 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=3,561) - participants who entered between 1 July 2016 and 30 June 2017 – National

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS improved your capacity to advocate (stand up) for your child?	52%	56%	60%	64%	+12%
Has the NDIS improved the level of support for your family?	59%	66%	69%	73%	+14%
Has the NDIS improved your access to services, programs and activities in the community?	64%	69%	71%	75%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	68%	74%	75%	78%	+9%
Has the NDIS improved your health and wellbeing?	37%	38%	39%	40%	+3%

Table E.43 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=532) - participants who entered between 1 July 2016 and 30 June 2017 – National

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	46%	51%	53%	59%	+13%
Has the NDIS improved the level of support for your family?	54%	66%	67%	71%	+17%
Has the NDIS helped you to access services, programs and activities in the community?	57%	63%	65%	66%	+9%
Has the NDIS improved your health and wellbeing?	31%	30%	34%	36%	+5%

Table E.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=49,056), 'participant social and community engagement rate' (n=49,348) and 'parent and carer employment rate' (n=36,137) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – National ³⁹

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	12%	16%	19%	24%
Aged 25+	23%	22%	22%	
Aged 15+	21%	21%	21%	

Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	35%	40%	42%	50%
Aged 25+	37%	41%	44%	
Aged 15+	36%	41%	43%	

Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	46%	49%	49%	50%
Aged 15+	43%	44%	42%	
All ages	45%	48%	47%	

Table E.45 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=28,083), 'participant social and community engagement rate' (n=28,372) and 'parent and carer employment rate' (n=14,783) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – National ⁴⁰

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	12%	16%	19%	23%	24%
Aged 25+	26%	26%	22%	24%	
Aged 15+	23%	24%	21%	24%	

Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	33%	39%	43%	44%	50%
Aged 25+	36%	42%	45%	47%	
Aged 15+	35%	41%	44%	46%	

Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	46%	49%	51%	51%	50%
Aged 15+	47%	49%	49%	46%	
All ages	46%	49%	50%	50%	

³⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

⁴⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table E.46 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=9,695), 'participant social and community engagement rate' (n=9,953) and 'parent and carer employment rate' (n=3,127) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – National ⁴¹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	12%	16%	21%	25%	26%	24%
Aged 25+	26%	26%	24%	21%	22%	
Aged 15+	23%	24%	23%	22%	23%	

Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	32%	38%	44%	45%	46%	50%
Aged 25+	36%	41%	47%	48%	50%	
Aged 15+	35%	40%	46%	47%	49%	

Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	43%	47%	49%	52%	53%	50%
Aged 15+	52%	56%	52%	51%	52%	
All ages	44%	48%	50%	52%	53%	

Table E.47 Number of active plans by goal type and primary disability – National ⁴²

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	3,638	10,921	7,959	2,413	3,640	11,737	5,739	3,702	14,920
Autism	22,618	130,810	47,107	47,797	62,169	90,397	9,725	22,381	151,433
Cerebral Palsy	3,712	13,626	8,534	3,294	3,789	11,048	4,059	2,776	16,572
Developmental Delay	1,835	35,487	9,099	17,325	12,690	13,378	50	14	37,677
Down Syndrome	2,245	9,239	5,138	2,554	3,135	8,578	2,861	3,027	11,414
Global Developmental Delay	617	9,012	2,549	4,613	3,515	3,492	15	5	9,556
Hearing Impairment	4,038	17,960	4,409	5,446	3,475	9,587	2,177	4,685	22,363
Intellectual Disability	17,399	60,927	31,254	19,349	24,620	58,203	21,106	26,604	79,897
Multiple Sclerosis	2,175	6,721	5,774	638	1,193	5,753	2,852	1,777	8,528
Psychosocial disability	10,433	33,733	28,542	9,963	10,706	38,164	16,716	15,444	48,460
Spinal Cord Injury	1,486	4,189	2,990	555	613	3,510	1,676	1,423	5,134
Stroke	1,785	5,587	3,765	729	1,123	5,211	2,454	1,269	6,955
Visual Impairment	2,323	7,669	3,159	2,017	1,045	6,141	1,799	2,590	9,057
Other Neurological	4,495	15,183	10,730	2,514	3,817	14,108	6,599	2,862	19,498
Other Physical	4,273	15,410	9,771	2,044	2,026	11,108	4,475	3,714	18,617
Other Sensory/Speech	326	2,377	600	960	936	1,103	55	152	2,778
Other	815	3,037	1,821	552	681	2,487	1,035	659	3,760
Total	84,213	381,888	183,201	122,763	139,173	294,005	83,393	93,084	466,619

⁴¹ 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 June 2017 and have had a fourth plan review to date.

⁴² The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table E.48 Number of goals in active plans by goal type and primary disability – National ⁴³

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	6,209	26,677	14,146	4,124	6,029	20,907	9,230	5,596	92,918
Autism	40,303	496,243	88,603	98,046	115,270	166,519	15,805	35,251	1,056,040
Cerebral Palsy	6,948	46,954	16,403	6,470	6,655	21,671	6,896	4,492	116,489
Developmental Delay	2,991	179,453	16,995	36,059	21,942	23,784	69	20	281,313
Down Syndrome	3,926	28,815	9,033	5,006	5,477	16,164	4,483	4,646	77,550
Global Developmental Delay	1,072	46,884	4,903	9,792	6,113	6,396	22	7	75,189
Hearing Impairment	7,172	50,924	7,659	10,011	5,957	16,873	3,412	7,241	109,249
Intellectual Disability	29,876	167,641	55,236	35,912	43,218	107,684	33,671	40,649	513,887
Multiple Sclerosis	3,741	16,967	11,009	1,031	1,867	10,107	4,697	2,853	52,272
Psychosocial disability	16,960	70,782	49,152	15,772	16,735	63,482	25,028	22,696	280,607
Spinal Cord Injury	2,767	11,273	5,702	937	1,046	6,653	3,020	2,313	33,711
Stroke	3,298	15,209	6,890	1,242	1,751	9,319	4,035	1,993	43,737
Visual Impairment	4,207	21,862	5,491	3,708	1,681	11,087	2,936	4,151	55,123
Other Neurological	8,075	42,618	20,407	4,642	6,530	25,579	11,116	4,522	123,489
Other Physical	7,708	42,785	18,397	3,470	3,389	19,746	7,418	5,900	108,813
Other Sensory/Speech	515	8,637	1,024	1,975	1,570	1,868	78	227	15,894
Other	1,555	9,095	3,591	1,062	1,195	4,734	1,780	1,129	24,141
Total	147,323	1,282,819	334,641	239,259	246,425	532,573	133,696	143,686	3,060,422

Table E.49 Number of active plans by goal type and age group – National ⁴⁴

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	3,720	68,336	18,583	33,890	25,280	26,323	97	5	72,258
7 to 14	14,977	107,023	34,881	37,081	49,850	65,187	1,780	1,445	120,612
15 to 18	7,666	29,491	12,260	10,731	13,402	25,309	2,800	10,882	35,821
19 to 24	9,777	29,270	13,854	10,227	9,574	27,127	9,255	21,346	38,392
25 to 34	10,635	30,820	18,867	8,787	9,824	30,315	13,737	18,764	41,565
35 to 44	9,389	28,463	20,235	6,994	8,843	28,846	13,034	14,731	38,558
45 to 54	11,154	34,876	25,575	7,238	9,873	35,792	16,291	14,094	47,263
55 to 64	12,967	41,478	29,903	6,353	9,856	42,545	20,106	10,188	55,569
65+	3,928	12,131	9,043	1,462	2,671	12,561	6,293	1,629	16,581
Total	84,213	381,888	183,201	122,763	139,173	294,005	83,393	93,084	466,619

⁴³ Participants have set over six million goals in total since July 2016. The 3,060,422 goals in these results relate to those in the current plans of active participants.

⁴⁴ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table E.50 Number of goals in active plans by goal type and age group – National ⁴⁵

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	6,350	363,567	37,021	74,002	45,191	49,254	169	6	575,560
7 to 14	27,075	417,757	66,970	77,079	93,677	120,974	2,941	2,319	808,792
15 to 18	13,883	82,708	22,019	19,851	24,047	45,999	4,733	17,632	230,872
19 to 24	16,899	70,317	23,465	17,377	15,790	47,223	14,489	32,787	238,347
25 to 34	18,516	72,137	32,516	14,684	16,425	53,775	21,893	28,842	258,788
35 to 44	16,354	65,974	36,092	11,744	14,683	51,839	20,844	22,457	239,987
45 to 54	19,033	81,160	46,188	11,795	16,220	64,270	26,195	21,493	286,354
55 to 64	22,520	99,953	54,478	10,338	16,168	76,876	32,546	15,694	328,573
65+	6,693	29,246	15,892	2,389	4,224	22,363	9,886	2,456	93,149
Total	147,323	1,282,819	334,641	239,259	246,425	532,573	133,696	143,686	3,060,422

⁴⁵ Participants have set over six million goals in total since July 2016. The 3,060,422 goals in these results relate to those in the current plans of active participants.

Table E.51 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ⁴⁶

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
Access	n = 1,908	n = 1,156
Are you happy with how coming into the NDIS has gone?	84%	84%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	76%	74%
% of participants rating their overall experience as Very Good or Good.	77%	77%
Pre-planning	n = 2,100	n = 852
Did the person from the NDIS understand how your disability affects your life?	86%	85%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	76%	78%
Are you clear on what happens next with your plan?	67%	66%
Do you know where to go for more help with your plan?	73%	73%
% of participants rating their overall experience as Very Good or Good.	79%	77%
Planning	n = 8,595	n = 4,913
Did the person from the NDIS understand how your disability affects your life?	90%	89%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	87%	87%
Are you clear on what happens next with your plan?	82%	83%
Do you know where to go for more help with your plan?	88%	87%
% of participants rating their overall experience as Very Good or Good.	85%	83%
Plan review	n = 23,120	n = 12,088
Did the person from the NDIS understand how your disability affects your life?	81%	78%
Did you feel prepared for your plan review?	85%	85%
Is your NDIS plan helping you to make progress towards your goals?	88%	87%
% of participants rating their overall experience as Very Good or Good.	75%	71%

⁴⁶ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure E.9 Trend of satisfaction across the pathway (% Very Good/Good) – National ^{47 48}

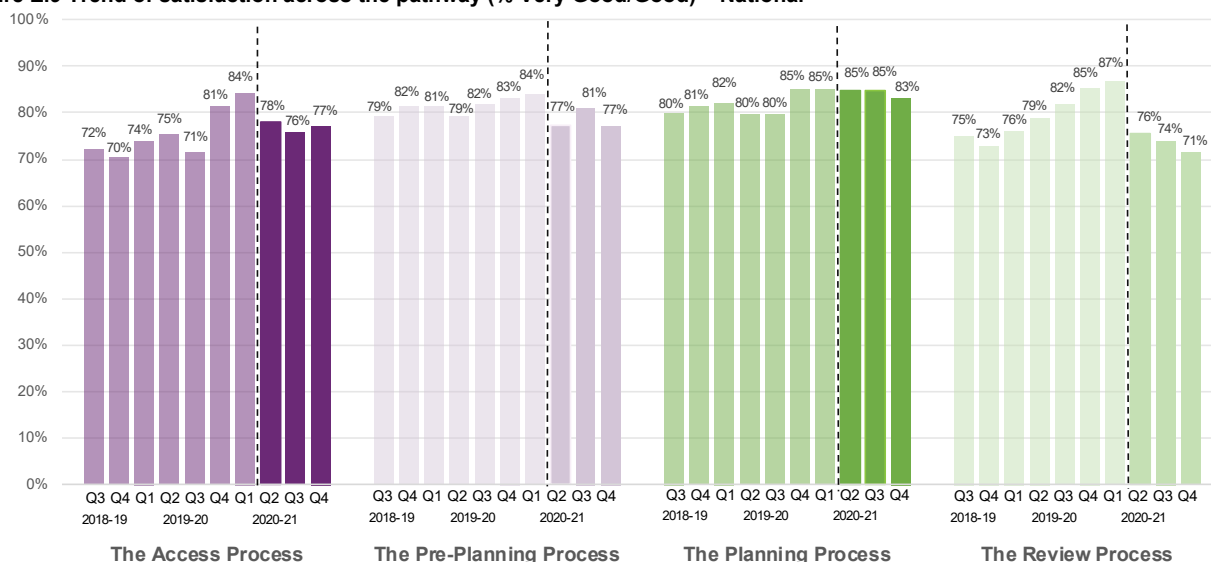
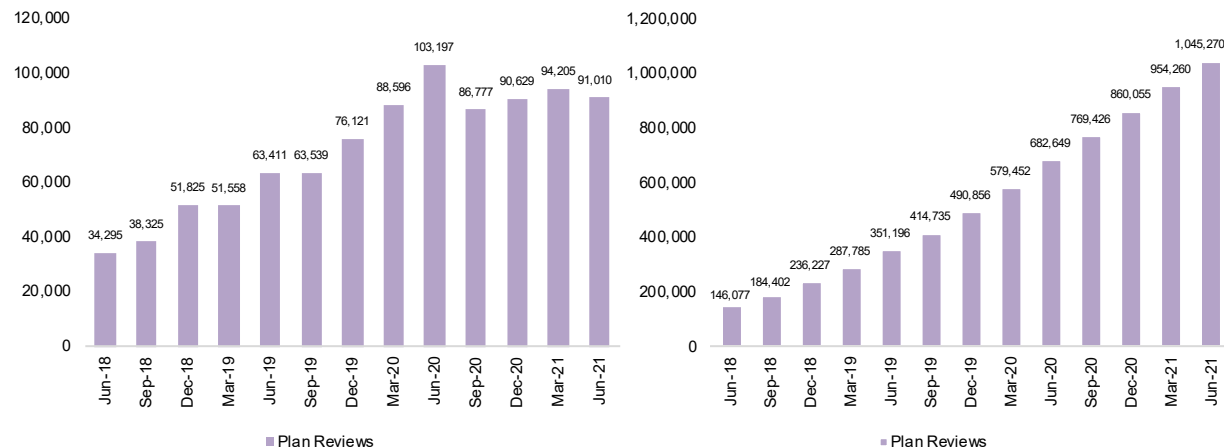


Table E.52 Plan reviews conducted per quarter – excluding plans less than 31 days – National ⁴⁹

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total plan reviews	954,260	91,010	1,045,270
<i>Early intervention plans</i>	184,000	21,649	205,649
<i>Permanent disability plans</i>	770,260	69,361	839,621

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



⁴⁷ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series.

⁴⁸ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴⁹ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q4. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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

Table E.53 shows the number of complaints in 2020-21 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table E.54 to Table E.58 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table E.53 Complaints by quarter – National ^{50 51 52}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	224	34	258	244
Complaint about LAC Partner	1,199	246	1,445	1,366
Complaints about service providers	5,431	409	5,840	4,927
Complaints about the Agency	71,186	5,307	76,493	45,801
Critical/ Reportable Incident	5,629	1,497	7,126	5,760
Unclassified	3,264	1	3,265	2,935
Total	86,933	7,494	94,427	55,497
% of all access requests	5.4%	4.8%	5.3%	
Providers who have submitted a registration request				
Complaint about ECEI Partner	1	0	1	1
Complaint about LAC Partner	46	8	54	51
Complaints about service providers	548	43	591	523
Complaints about the Agency	5,495	469	5,964	4,546
Critical/ Reportable Incident	31	3	34	33
Unclassified	227	0	227	209
Total	6,348	523	6,871	5,092
% of all registration requests	5.6%	5.8%	5.6%	
Other				
Complaint about ECEI Partner	8	2	10	10
Complaint about LAC Partner	38	6	44	44
Complaints about service providers	477	51	528	528
Complaints about the Agency	2,665	315	2,980	2,969
Critical/ Reportable Incident	115	5	120	120
Unclassified	120	0	120	120
Total	3,423	379	3,802	3,787
Total	94,235	8,281	102,516	64,376

⁵⁰ Note that 71% of all complainants made only one complaint, 15% made two complaints and 13% made three or more complaints.

⁵¹ % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

⁵² % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

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

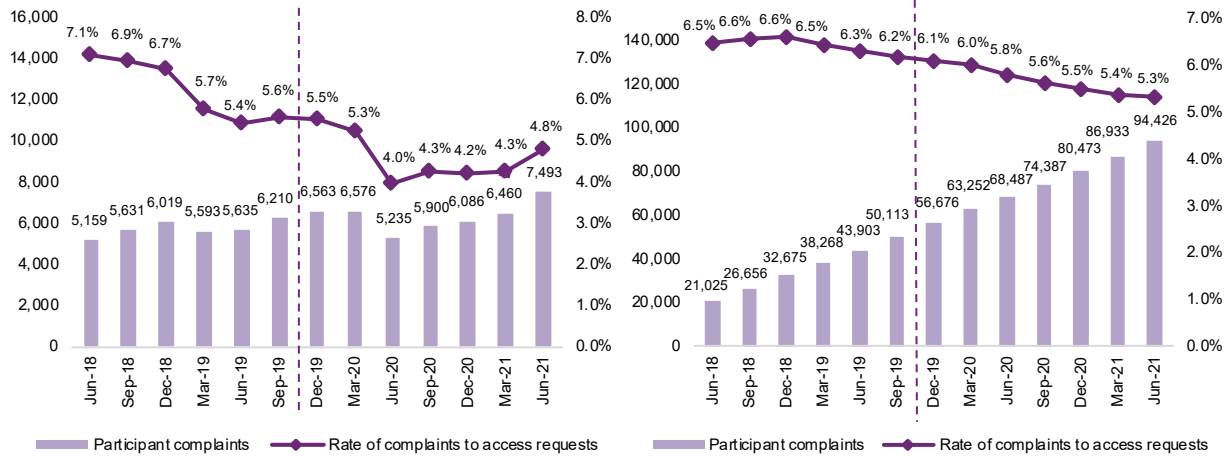
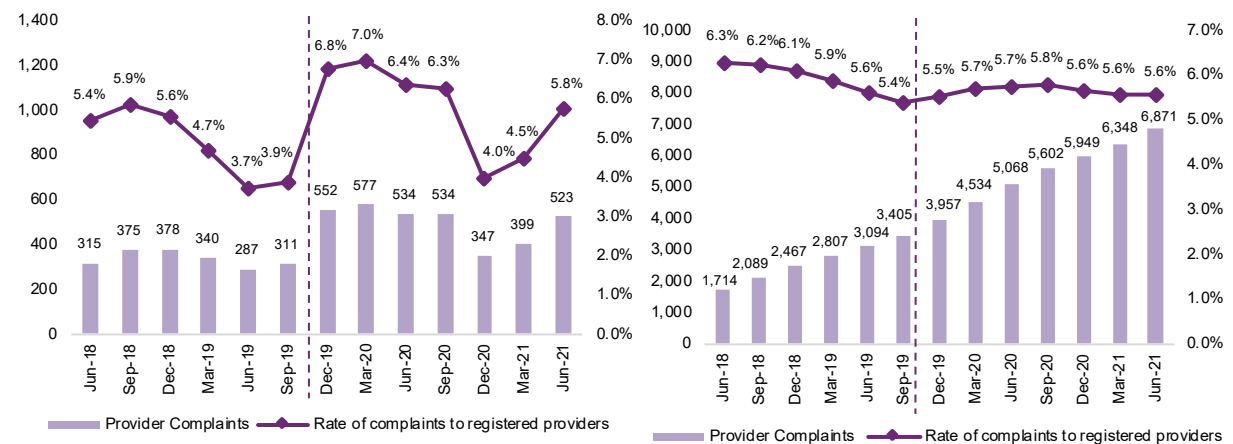


Figure E.12 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ⁵³



⁵³ In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints increased in 2019-20 Q2.

Table E.54 Participant complaints by type – National ⁵⁴

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	5,340	(8%)	5	(0%)	5,345	(7%)
Information unclear	1,995	(3%)	3	(0%)	1,998	(3%)
NDIA Access	1,226	(2%)	187	(4%)	1,413	(2%)
NDIA Engagement	19	(0%)	3	(0%)	22	(0%)
NDIA Finance	2,485	(3%)	306	(6%)	2,791	(4%)
NDIA Fraud and Compliance	123	(0%)	25	(0%)	148	(0%)
NDIA Plan	7,210	(10%)	1,861	(35%)	9,071	(12%)
NDIA Process	3,155	(4%)	571	(11%)	3,726	(5%)
NDIA Resources	267	(0%)	44	(1%)	311	(0%)
NDIA Staff	2,378	(3%)	527	(10%)	2,905	(4%)
NDIA Timeliness	6,855	(10%)	1,586	(30%)	8,441	(11%)
Participation, engagement and inclusion	456	(1%)	2	(0%)	458	(1%)
Provider Portal	138	(0%)	0	(0%)	138	(0%)
Quality & Safeguards Commission	16	(0%)	4	(0%)	20	(0%)
Reasonable and necessary supports	6,240	(9%)	3	(0%)	6,243	(8%)
Staff conduct - Agency	1,703	(2%)	2	(0%)	1,705	(2%)
The way the NDIA carried out its decision making	2,944	(4%)	28	(1%)	2,972	(4%)
Timeliness	16,539	(23%)	13	(0%)	16,552	(22%)
Other	12,097	(17%)	137	(3%)	12,234	(16%)
Total	71,186		5,307		76,493	
Complaint about ECEI Partner						
ECEI Engagement	1	(0%)	0	(0%)	1	(0%)
ECEI Fraud and Compliance	1	(0%)	1	(3%)	2	(1%)
ECEI Plan	25	(11%)	5	(15%)	30	(12%)
ECEI Process	27	(12%)	3	(9%)	30	(12%)
ECEI Staff	68	(30%)	16	(47%)	84	(33%)
ECEI Timeliness	102	(46%)	9	(26%)	111	(43%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	224		34		258	
Complaint about LAC Partner						
LAC Engagement	6	(1%)	1	(0%)	7	(0%)
LAC Fraud and Compliance	15	(1%)	0	(0%)	15	(1%)
LAC Plan	208	(17%)	32	(13%)	240	(17%)
LAC Process	126	(11%)	27	(11%)	153	(11%)
LAC Resources	5	(0%)	1	(0%)	6	(0%)
LAC Staff	707	(59%)	153	(62%)	860	(60%)
LAC Timeliness	132	(11%)	32	(13%)	164	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,199		246		1,445	
Complaints about service providers						
Provider costs.	321	(6%)	6	(1%)	327	(6%)
Provider Finance	172	(3%)	34	(8%)	206	(4%)
Provider Fraud and Compliance	261	(5%)	47	(11%)	308	(5%)
Provider process	366	(7%)	1	(0%)	367	(6%)
Provider Service	1,145	(21%)	199	(49%)	1,344	(23%)
Provider Staff	604	(11%)	107	(26%)	711	(12%)
Service Delivery	548	(10%)	1	(0%)	549	(9%)

⁵⁴ It is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Staff conduct	523	(10%)	1	(0%)	524	(9%)
Supports being provided	593	(11%)	2	(0%)	595	(10%)
Other	898	(17%)	11	(3%)	909	(16%)
Total	5,431		409	0	5,840	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	1,480	(26%)	472	(32%)	1,952	(27%)
Allegations against Informal Supports	1,556	(28%)	57	(4%)	1,613	(23%)
Allegations against NDIA Staff/Partners	15	(0%)	0	(0%)	15	(0%)
Participant threat	1,033	(18%)	252	(17%)	1,285	(18%)
Provider reporting	1,545	(27%)	716	(48%)	2,261	(32%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	5,629		1,497		7,126	
<i>Unclassified</i>	3,264		1		3,265	
Participants total	86,933		7,494		94,427	

Table E.55 Provider complaints by type – National

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted a provider registration request						
<i>Complaints about the Agency</i>						
Individual needs	354	(6%)	0	(0%)	354	(6%)
Information unclear	233	(4%)	0	(0%)	233	(4%)
NDIA Access	3	(0%)	2	(0%)	5	(0%)
NDIA Engagement	6	(0%)	0	(0%)	6	(0%)
NDIA Finance	956	(17%)	157	(33%)	1,113	(19%)
NDIA Fraud and Compliance	19	(0%)	5	(1%)	24	(0%)
NDIA Plan	309	(6%)	98	(21%)	407	(7%)
NDIA Process	238	(4%)	49	(10%)	287	(5%)
NDIA Resources	251	(5%)	58	(12%)	309	(5%)
NDIA Staff	146	(3%)	47	(10%)	193	(3%)
NDIA Timeliness	344	(6%)	46	(10%)	390	(7%)
Participation, engagement and inclusion	48	(1%)	0	(0%)	48	(1%)
Provider Portal	431	(8%)	0	(0%)	431	(7%)
Quality & Safeguards Commission	22	(0%)	3	(1%)	25	(0%)
Reasonable and necessary supports	122	(2%)	0	(0%)	122	(2%)
Staff conduct - Agency	134	(2%)	0	(0%)	134	(2%)
The way the NDIA carried out its decision making	66	(1%)	2	(0%)	68	(1%)
Timeliness	829	(15%)	0	(0%)	829	(14%)
Other	984	(18%)	2	(0%)	986	(17%)
Total	5,495		469		5,964	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0		0	(0%)
ECEI Fraud and Compliance	0	(0%)	0		0	(0%)
ECEI Plan	0	(0%)	0		0	(0%)
ECEI Process	1	(100%)	0		1	(100%)
ECEI Staff	0	(0%)	0		0	(0%)
ECEI Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
Total	1		0		1	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(2%)	0	(0%)	1	(2%)
LAC Fraud and Compliance	2	(4%)	0	(0%)	2	(4%)
LAC Plan	10	(22%)	0	(0%)	10	(19%)
LAC Process	10	(22%)	2	(25%)	12	(22%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	20	(43%)	6	(75%)	26	(48%)
LAC Timeliness	3	(7%)	0	(0%)	3	(6%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	46		8		54	
<i>Complaints about service providers</i>						
Provider costs.	13	(2%)	0	(0%)	13	(2%)
Provider Finance	39	(7%)	3	(7%)	42	(7%)
Provider Fraud and Compliance	61	(11%)	11	(26%)	72	(12%)
Provider process	30	(5%)	0	(0%)	30	(5%)
Provider Service	112	(20%)	14	(33%)	126	(21%)
Provider Staff	94	(17%)	10	(23%)	104	(18%)
Service Delivery	34	(6%)	1	(2%)	35	(6%)
Staff conduct	26	(5%)	0	(0%)	26	(4%)
Supports being provided	32	(6%)	0	(0%)	32	(5%)
Other	107	(20%)	4	(9%)	111	(19%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total	548	43	591
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	9 (29%)	1 (33%)	10 (29%)
Allegations against Informal Supports	8 (26%)	1 (33%)	9 (26%)
Allegations against NDIA Staff/Partners	1 (3%)	0 (0%)	1 (3%)
Participant threat	7 (23%)	0 (0%)	7 (21%)
Provider reporting	6 (19%)	1 (33%)	7 (21%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	31	3	34
<i>Unclassified</i>	227	0	227
Providers total	6,348	523	6,871

Table E.56 Other complaints by type – National

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who is not a potential participant or provider						
Complaints about the Agency						
Individual needs	380	(14%)	0	(0%)	380	(13%)
Information unclear	170	(6%)	0	(0%)	170	(6%)
NDIA Access	81	(3%)	11	(3%)	92	(3%)
NDIA Engagement	11	(0%)	0	(0%)	11	(0%)
NDIA Finance	100	(4%)	22	(7%)	122	(4%)
NDIA Fraud and Compliance	38	(1%)	3	(1%)	41	(1%)
NDIA Plan	171	(6%)	113	(36%)	284	(10%)
NDIA Process	247	(9%)	63	(20%)	310	(10%)
NDIA Resources	51	(2%)	14	(4%)	65	(2%)
NDIA Staff	141	(5%)	32	(10%)	173	(6%)
NDIA Timeliness	125	(5%)	49	(16%)	174	(6%)
Participation, engagement and inclusion	77	(3%)	0	(0%)	77	(3%)
Provider Portal	14	(1%)	0	(0%)	14	(0%)
Quality & Safeguards Commission	7	(0%)	7	(2%)	14	(0%)
Reasonable and necessary supports	88	(3%)	0	(0%)	88	(3%)
Staff conduct - Agency	68	(3%)	0	(0%)	68	(2%)
The way the NDIA carried out its decision making	44	(2%)	0	(0%)	44	(1%)
Timeliness	328	(12%)	0	(0%)	328	(11%)
Other	524	(20%)	1	(0%)	525	(18%)
Total	2,665		315		2,980	
Complaint about ECEI Partner						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	1	(13%)	0	(0%)	1	(10%)
ECEI Plan	1	(13%)	0	(0%)	1	(10%)
ECEI Process	2	(25%)	0	(0%)	2	(20%)
ECEI Staff	1	(13%)	1	(50%)	2	(20%)
ECEI Timeliness	3	(38%)	0	(0%)	3	(30%)
Other	0	(0%)	1	(50%)	1	(10%)
Total	8		2		10	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	1	(17%)	1	(2%)
LAC Plan	6	(16%)	0	(0%)	6	(14%)
LAC Process	4	(11%)	1	(17%)	5	(11%)
LAC Resources	1	(3%)	1	(17%)	2	(5%)
LAC Staff	26	(68%)	3	(50%)	29	(66%)
LAC Timeliness	1	(3%)	0	(0%)	1	(2%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	38		6		44	
Complaints about service providers						
Provider costs.	9	(2%)	0	(0%)	9	(2%)
Provider Finance	17	(4%)	4	(8%)	21	(4%)
Provider Fraud and Compliance	53	(11%)	6	(12%)	59	(11%)
Provider process	10	(2%)	0	(0%)	10	(2%)
Provider Service	131	(27%)	24	(47%)	155	(29%)
Provider Staff	92	(19%)	15	(29%)	107	(20%)
Service Delivery	29	(6%)	0	(0%)	29	(5%)
Staff conduct	40	(8%)	0	(0%)	40	(8%)
Supports being provided	24	(5%)	0	(0%)	24	(5%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Other	72 (15%)	2 (4%)	74 (14%)
Total	477	51	528
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	40 (35%)	0 (0%)	40 (33%)
Allegations against Informal Supports	46 (40%)	0 (0%)	46 (38%)
Allegations against NDIA Staff/Partners	5 (4%)	0 (0%)	5 (4%)
Participant threat	10 (9%)	3 (60%)	13 (11%)
Provider reporting	14 (12%)	2 (40%)	16 (13%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	115	5	120
<i>Unclassified</i>	120	0	120
Other total	3,423	379	3,802

Table E.57 Unique complainants by type – National ⁵⁵

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	5,299	(8%)	5	(0%)	5,304	(7%)
Information unclear	2,270	(3%)	3	(0%)	2,273	(3%)
NDIA Access	1,170	(2%)	185	(3%)	1,355	(2%)
NDIA Engagement	36	(0%)	3	(0%)	39	(0%)
NDIA Finance	2,938	(4%)	440	(8%)	3,378	(5%)
NDIA Fraud and Compliance	176	(0%)	33	(1%)	209	(0%)
NDIA Plan	6,143	(9%)	1,781	(32%)	7,924	(11%)
NDIA Process	3,327	(5%)	660	(12%)	3,987	(5%)
NDIA Resources	554	(1%)	113	(2%)	667	(1%)
NDIA Staff	2,414	(4%)	554	(10%)	2,968	(4%)
NDIA Timeliness	6,233	(9%)	1,511	(28%)	7,744	(10%)
Participation, engagement and inclusion	566	(1%)	2	(0%)	568	(1%)
Provider Portal	531	(1%)	0	(0%)	531	(1%)
Quality & Safeguards Commission	44	(0%)	14	(0%)	58	(0%)
Reasonable and necessary supports	5,343	(8%)	3	(0%)	5,346	(7%)
Staff conduct - Agency	1,772	(3%)	2	(0%)	1,774	(2%)
The way the NDIA carried out its decision making	2,840	(4%)	28	(1%)	2,868	(4%)
Timeliness	13,894	(20%)	13	(0%)	13,907	(19%)
Other	12,908	(19%)	136	(2%)	13,044	(18%)
Total	68,458		5,486		73,944	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	1	(0%)	0	(0%)	1	(0%)
ECEI Fraud and Compliance	2	(1%)	1	(3%)	3	(1%)
ECEI Plan	26	(12%)	5	(14%)	31	(12%)
ECEI Process	29	(13%)	3	(8%)	32	(12%)
ECEI Staff	65	(29%)	17	(47%)	82	(31%)
ECEI Timeliness	102	(45%)	9	(25%)	111	(43%)
Other	0	(0%)	1	(3%)	1	(0%)
Total	225		36		261	
<i>Complaint about LAC Partner</i>						
LAC Engagement	7	(1%)	1	(0%)	8	(1%)
LAC Fraud and Compliance	16	(1%)	1	(0%)	17	(1%)
LAC Plan	216	(17%)	32	(12%)	248	(17%)
LAC Process	134	(11%)	29	(11%)	163	(11%)
LAC Resources	6	(0%)	2	(1%)	8	(1%)
LAC Staff	727	(59%)	160	(62%)	887	(59%)
LAC Timeliness	133	(11%)	32	(12%)	165	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,239		257		1,496	
<i>Complaints about service providers</i>						
Provider costs.	332	(5%)	6	(1%)	338	(5%)
Provider Finance	221	(4%)	41	(8%)	262	(4%)
Provider Fraud and Compliance	358	(6%)	63	(13%)	421	(6%)
Provider process	398	(6%)	1	(0%)	399	(6%)
Provider Service	1,272	(21%)	235	(47%)	1,507	(23%)
Provider Staff	766	(12%)	132	(26%)	898	(14%)
Service Delivery	594	(10%)	2	(0%)	596	(9%)

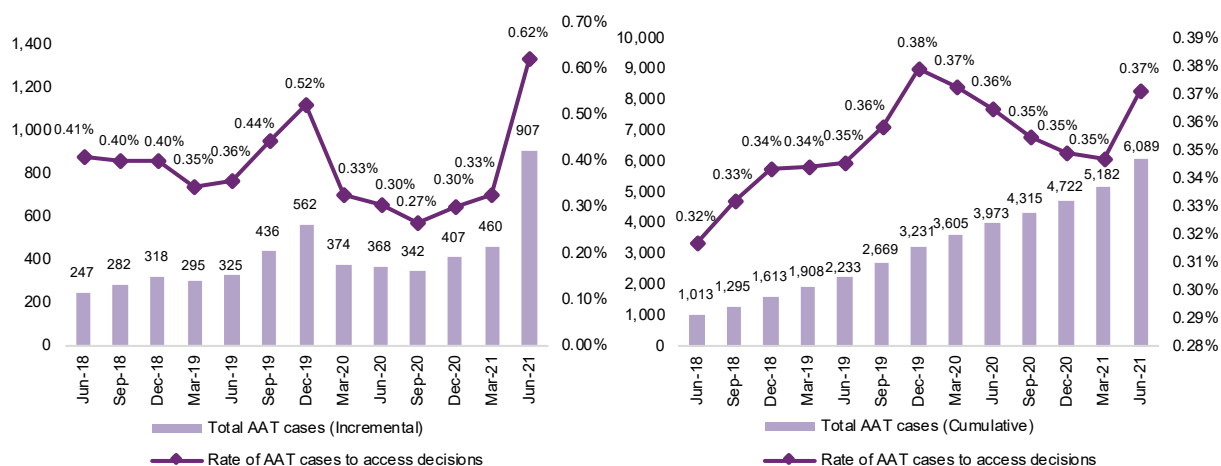
⁵⁵ Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Staff conduct	548 (9%)	1 (0%)	549 (8%)
Supports being provided	607 (10%)	2 (0%)	609 (9%)
Other	1,044 (17%)	17 (3%)	1,061 (16%)
Total	6,140	500	6,640
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	1,367 (27%)	430 (31%)	1,797 (27%)
Allegations against Informal Supports	1,418 (28%)	58 (4%)	1,476 (23%)
Allegations against NDIA Staff/Partners	19 (0%)	0 (0%)	19 (0%)
Participant threat	896 (17%)	242 (17%)	1,138 (17%)
Provider reporting	1,440 (28%)	670 (48%)	2,110 (32%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	5,140	1,400	6,540
<i>Unclassified</i>	3,264	1	3,265
Unique complaints total	84,466	7,680	92,146

Table E.58 AAT Cases by category – National ⁵⁶

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	1,724	33%	103	11%	1,827	30%
Plan	2,776	54%	754	83%	3,530	58%
Plan Review	378	7%	<11		385	6%
Other	304	6%	43	5%	347	6%
Total	5,182	100%	907	100%	6,089	100%
% of all access decisions	0.35%		0.62%		0.37%	

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

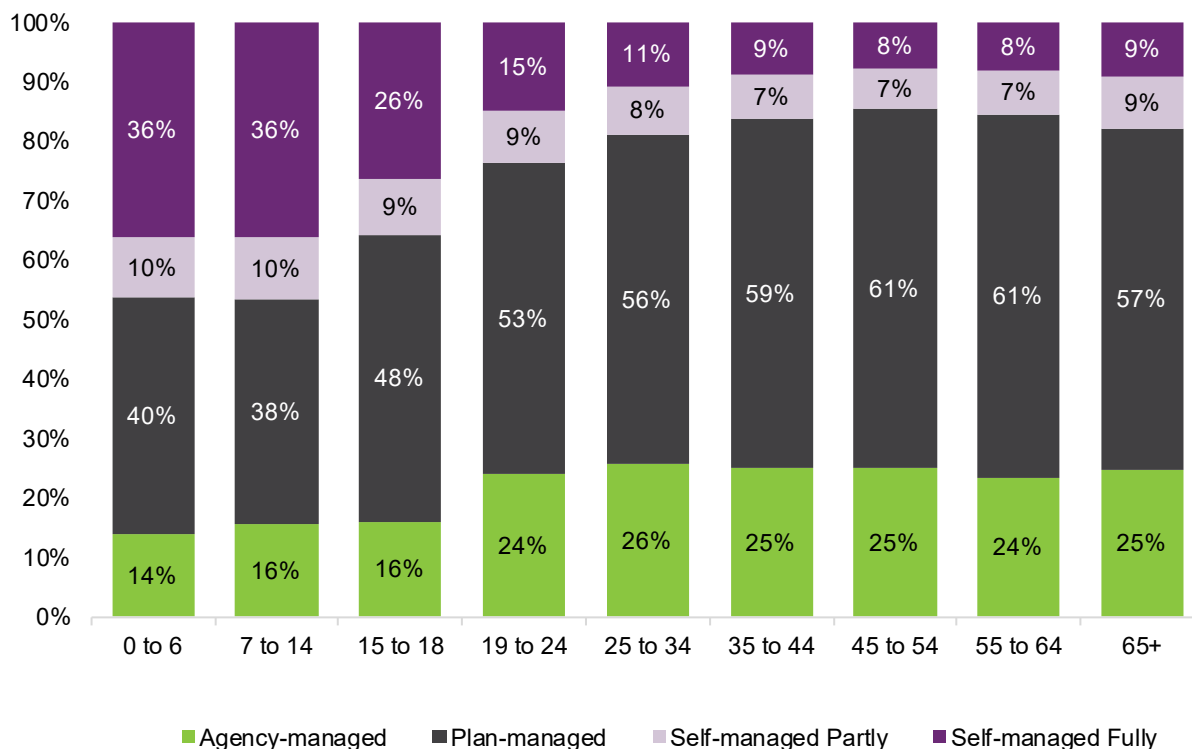


⁵⁶ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table E.59 AAT cases by open/closed and decision – National ^{57 58}

	N
AAT Cases	6,089
Open AAT Cases	1,645
Closed AAT Cases	4,444
<i>Resolved before hearing</i>	4,345
<i>Gone to hearing and received a substantive decision</i>	99

Figure E.14 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – National ^{59 60}



⁵⁷ Of the 99 cases which went to hearing and received a substantive decision: 48 affirmed the Agency's decision, 15 varied the Agency's decision and 36 set aside the Agency's decision.

⁵⁸ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

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

⁶⁰ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure E.15 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – National ^{61 62}

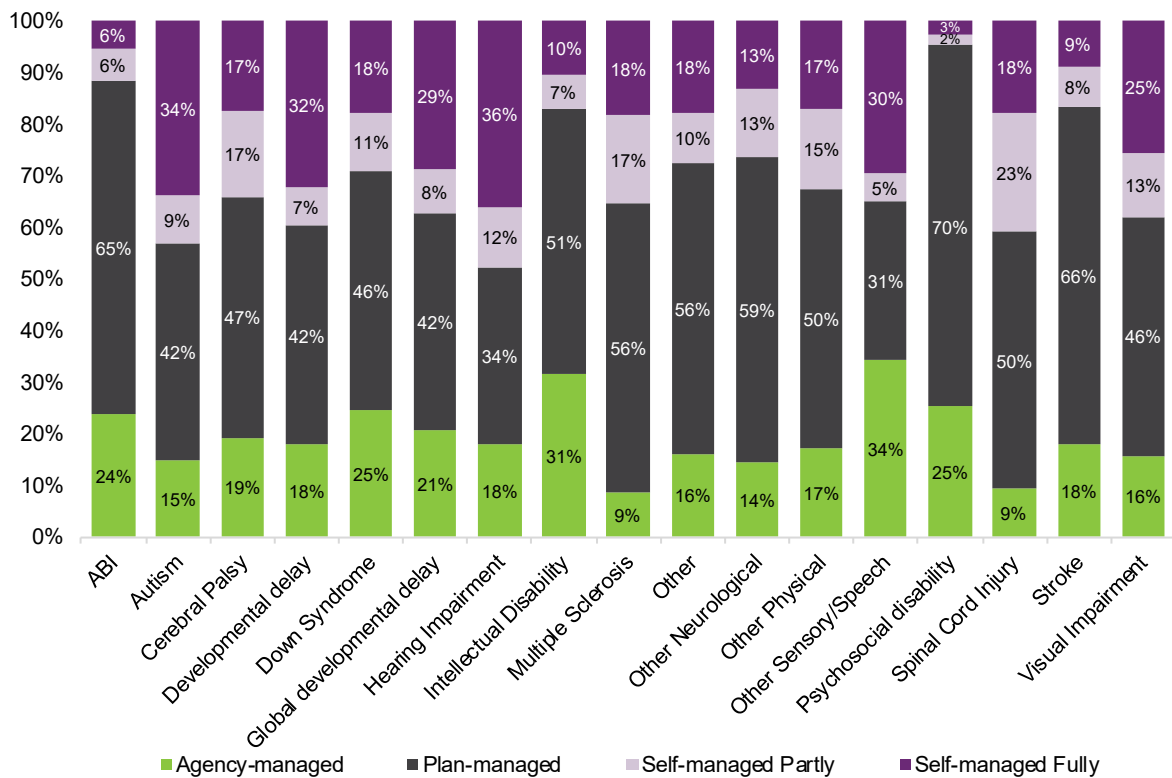
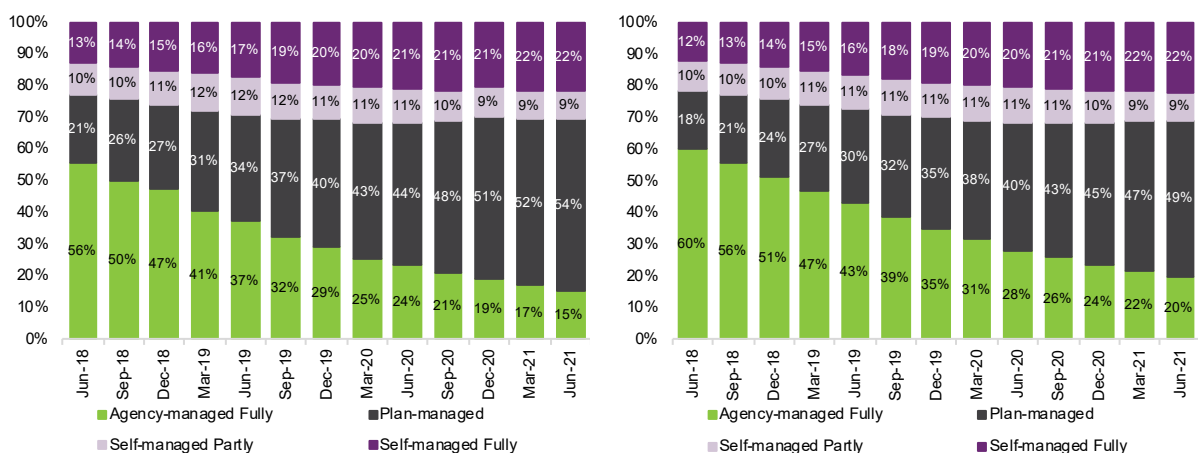


Table E.60 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National ⁶³

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	22%	22%	22%
Self-managed partly	9%	9%	9%
Plan-managed	48%	54%	49%
Agency-managed	21%	15%	20%
Total	100%	100%	100%

Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National ⁶⁴



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

⁶² Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁶³ Ibid.

⁶⁴ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

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

	Prior Quarters	2020-21 Q4	Total
Self-managed	12%	13%	12%
Plan-managed	34%	50%	36%
Agency-managed	54%	37%	52%
Total	100%	100%	100%

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

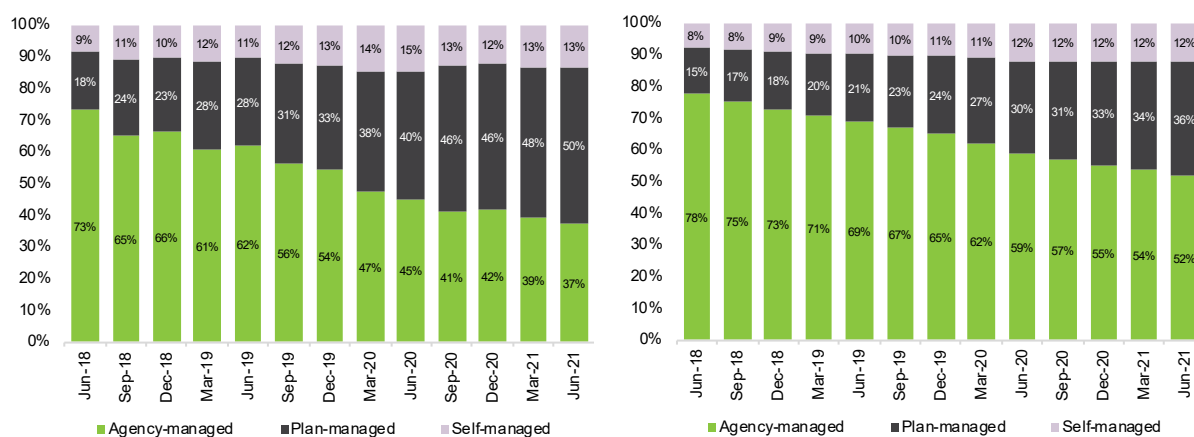


Table E.62 Distribution of active participants by support coordination and quarter of plan approval – National

	Prior Quarters	2020-21 Q4	Total
Support coordination	42%	46%	43%

Table E.63 Duration to plan activation by quarter of initial plan approval for active participants – National ⁶⁵

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	261,211	69%	13,051	62%	274,262	68%
30 to 59 days	45,067	12%	2,981	14%	48,048	12%
60 to 89 days	20,834	5%	1,467	7%	22,301	6%
Activated within 90 days	327,112	86%	17,499	83%	344,611	86%
90 to 119 days	11,881	3%	881	4%	12,762	3%
120 days and over	32,804	9%	1,033	5%	33,837	8%
Activated after 90 days	44,685	12%	1,914	9%	46,599	12%
No payments	9,205	2%	1,728	8%	10,933	3%
Total plans approved	381,002	100%	21,141	100%	402,143	100%

⁶⁵ Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

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

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	23,766	25,105	95%
Not Aboriginal and Torres Strait Islander	278,731	288,125	97%
Not Stated	70,826	73,143	97%
Total	373,323	386,373	97%
by Culturally and Linguistically Diverse status			
CALD	34,537	35,664	97%
Not CALD	333,542	345,248	97%
Not Stated	5,244	5,461	96%
Total	373,323	386,373	97%
by Remoteness			
Major Cities	254,185	262,615	97%
Regional	113,929	118,254	96%
Remote	5,174	5,466	95%
Missing	35	38	92%
Total	373,323	386,373	97%
by Primary Disability type			
Autism	124,453	128,126	97%
Intellectual Disability (including Down Syndrome)	82,258	84,551	97%
Psychosocial Disability	36,353	37,496	97%
Developmental Delay (including Global Developmental Delay)	25,093	26,637	94%
Other	105,166	109,563	96%
Total	373,323	386,373	97%

Table E.65 Distribution of plans by utilisation – National ^{66 67}

Plan utilisation	Total
0 to 50%	34%
50% to 75%	25%
> 75%	41%
Total	100%

Table E.66 Proportion of active participants with approved plans accessing mainstream supports – National ⁶⁸

	Prior Quarters	2020-21 Q4	Total
Daily Activities	12%	13%	12%
Health & Wellbeing	56%	61%	57%
Lifelong Learning	18%	23%	19%
Other	14%	17%	15%
Non-categorised	26%	21%	25%
Any mainstream service	95%	95%	95%

⁶⁶ This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶⁷ Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

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

Part Three: Participant Service Guarantee and Participant Service Improvement Plan

Figure E.18 Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National

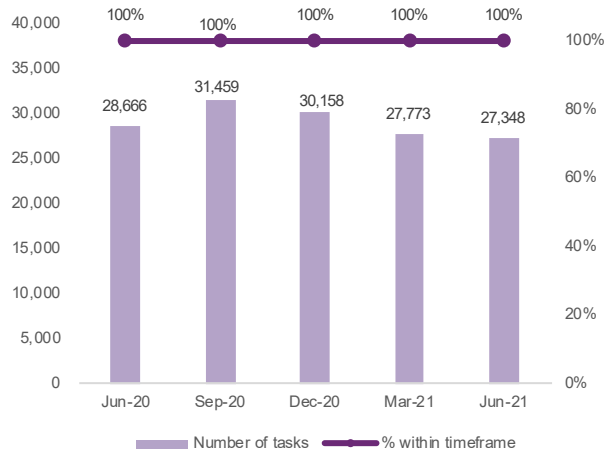


Figure E.19 Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National ⁶⁹

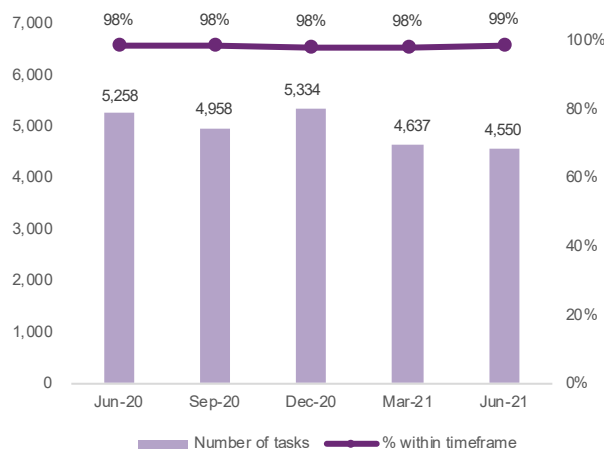
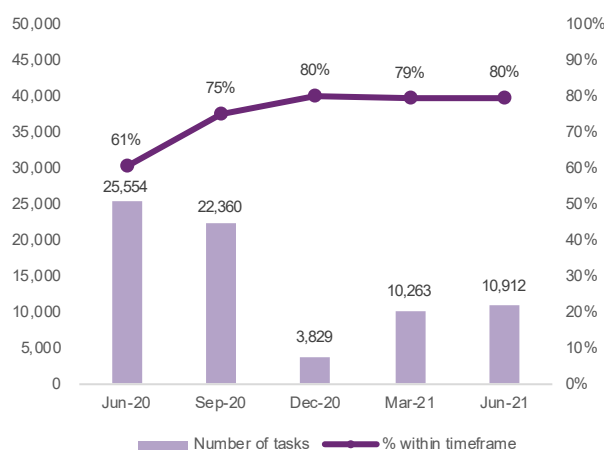


Figure E.20 Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National ⁷⁰



⁶⁹ The results for prior quarters have been restated using data as at 30 June 2021 due to a change in the way this metric is measured.

⁷⁰ A new business process has been used to measure this metric since December 2020. The results subsequent to September 2020 are based on this new process.

Figure E.21 First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National ⁷¹

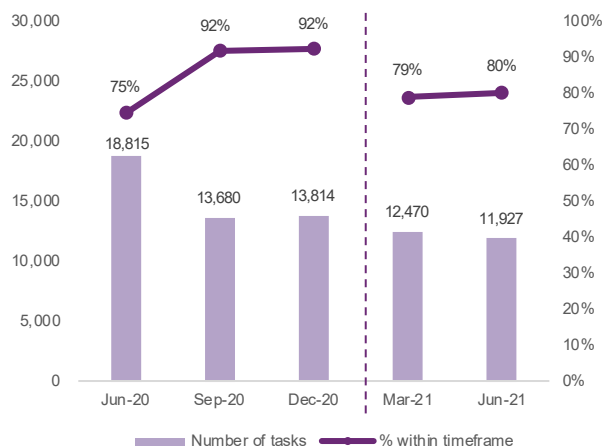


Figure E.22 First plan approved after access decision has been made, for participants aged 0 to 6, and proportion achieved within 90 day timeframe by quarter – National

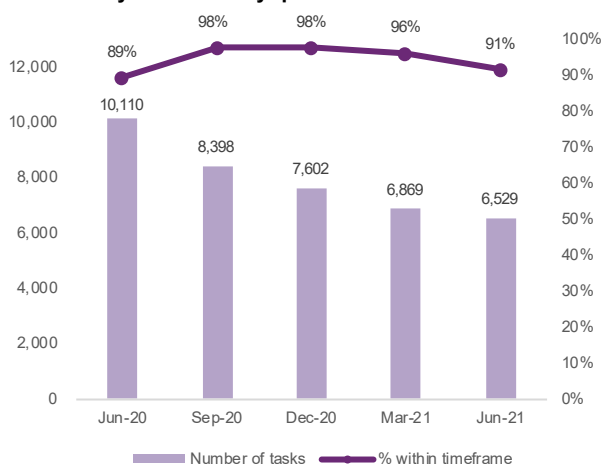
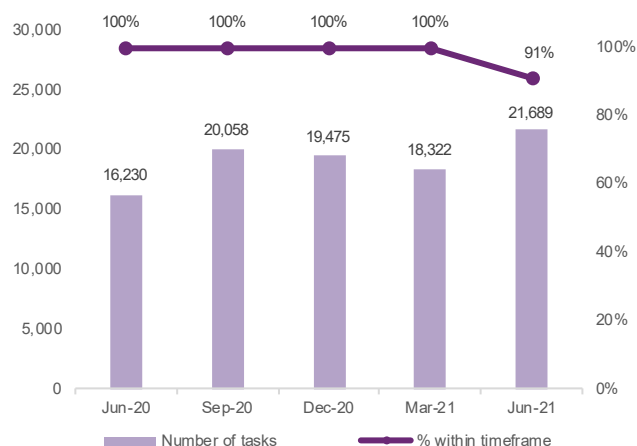


Figure E.23 Decision made to undertake Participant Requested Reviews (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National ⁷²



⁷¹ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021. In this chart, the result for the March 2021 quarter is based on the 56 day timeframe while the results for prior quarters are based on the 70 day timeframe.

⁷² Where a Participant Requested Review has been closed and then reopened, the timeframe is measured each time the task is closed in this chart.

Figure E.24 Participant Requested Reviews (PRRs) completed after decision made to undertake review, and proportion achieved within 42 day timeframe by quarter – National

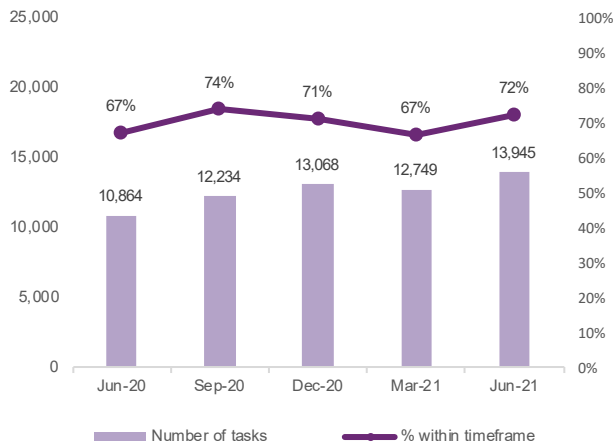


Figure E.25 Complete Review of Reviewable Decisions (RoRDs) after request is received, and proportion achieved within 90 day timeframe by quarter – National

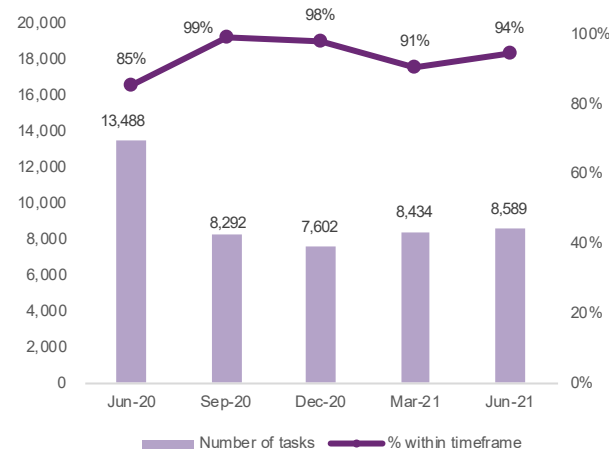
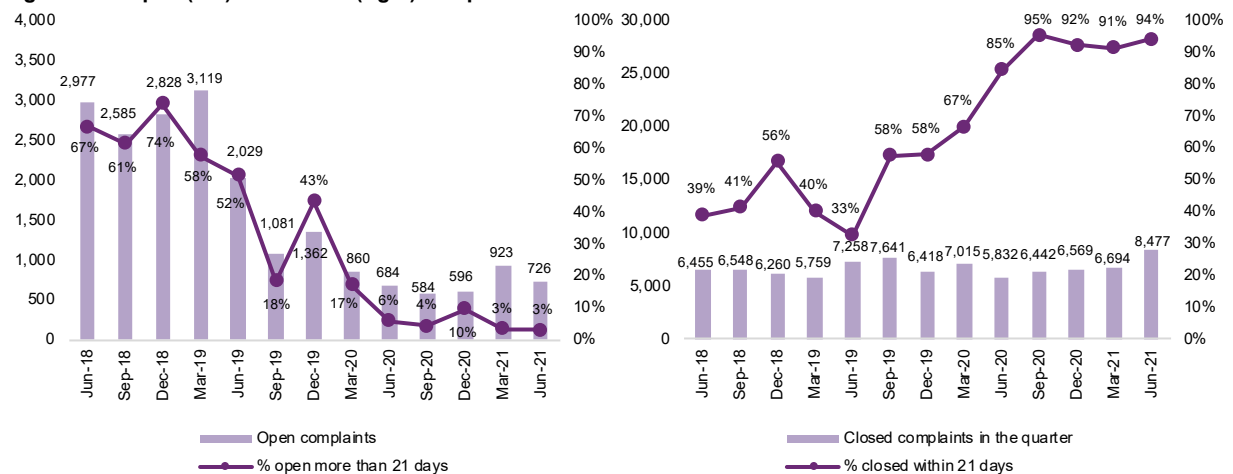


Figure E.26 Open (left) and closed (right) complaints over time – National



Part Four: Providers and the growing market

Table E.67 Key markets indicators by quarter – National ^{73 74}

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.24	1.26
b) Number of providers delivering new types of supports	1,371	1,479
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	86%	90%
<i>Therapeutic Supports (%)</i>	94%	95%
<i>Participate Community (%)</i>	88%	89%
<i>Early Childhood Supports (%)</i>	89%	89%
<i>Assist Personal Activities (%)</i>	90%	91%

Table E.68 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – National ⁷⁵

Activity	Number of providers
Active for the first time in 2020-21 Q4	451
Active in 2020-21 Q4 and also in previous quarters	8,694
Active in 2020-21 Q4	9,145
Inactive in 2020-21 Q4	7,381
Active ever	16,526

⁷³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁷⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁷⁵ Active providers refer to those who have received payment for support Agency-managed participants.

Table E.69 Cumulative number of providers that have been ever active by registration group – National ⁷⁶

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	647	24	671	4%
Assistance Animals	288	7	295	2%
Assistance with daily life tasks in a group or shared living arrangement	1,992	137	2,129	7%
Assistance with travel/transport arrangements	2,248	76	2,324	3%
Daily Personal Activities	3,117	149	3,266	5%
Group and Centre Based Activities	2,279	89	2,368	4%
High Intensity Daily Personal Activities	2,366	71	2,437	3%
Household tasks	4,432	123	4,555	3%
Interpreting and translation	498	26	524	5%
Participation in community, social and civic activities	3,361	192	3,553	6%
Assistive Technology				
Assistive equipment for recreation	658	24	682	4%
Assistive products for household tasks	684	43	727	6%
Assistance products for personal care and safety	2,768	88	2,856	3%
Communication and information equipment	1,255	54	1,309	4%
Customised Prosthetics	1,468	58	1,526	4%
Hearing Equipment	638	31	669	5%
Hearing Services	156	18	174	12%
Personal Mobility Equipment	1,803	72	1,875	4%
Specialised Hearing Services	229	33	262	14%
Vision Equipment	580	23	603	4%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	3,100	215	3,315	7%
Behaviour Support	1,669	68	1,737	4%
Community nursing care for high needs	1,236	90	1,326	7%
Development of daily living and life skills	2,441	102	2,543	4%
Early Intervention supports for early childhood	2,959	79	3,038	3%
Exercise Physiology and Physical Wellbeing activities	1,896	75	1,971	4%
Innovative Community Participation	951	43	994	5%
Specialised Driving Training	563	35	598	6%
Therapeutic Supports	8,834	198	9,032	2%
Capital services				
Home modification design and construction	1,228	52	1,280	4%
Specialist Disability Accommodation	324	22	346	7%
Vehicle Modifications	512	28	540	5%
Choice and control support services				
Management of funding for supports in participants plan	1,425	52	1,477	4%
Support Coordination	1,179	71	1,250	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	879	47	926	5%
Specialised Supported Employment	767	59	826	8%
Total	16,075	451	16,526	3%

⁷⁶ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table E.70 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2021 – National

Registration Group	Active					
	Individual / sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	141	530	671	21%	79%	100%
Assistance Animals	41	254	295	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	289	1,840	2,129	14%	86%	100%
Assistance with travel/transport arrangements	456	1,868	2,324	20%	80%	100%
Daily Personal Activities	474	2,792	3,266	15%	85%	100%
Group and Centre Based Activities	311	2,057	2,368	13%	87%	100%
High Intensity Daily Personal Activities	332	2,105	2,437	14%	86%	100%
Household tasks	1,501	3,054	4,555	33%	67%	100%
Interpreting and translation	111	413	524	21%	79%	100%
Participation in community, social and civic activities	546	3,007	3,553	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	97	585	682	14%	86%	100%
Assistive products for household tasks	112	615	727	15%	85%	100%
Assistance products for personal care and safety	530	2,326	2,856	19%	81%	100%
Communication and information equipment	296	1,013	1,309	23%	77%	100%
Customised Prosthetics	308	1,218	1,526	20%	80%	100%
Hearing Equipment	107	562	669	16%	84%	100%
Hearing Services	21	153	174	12%	88%	100%
Personal Mobility Equipment	344	1,531	1,875	18%	82%	100%
Specialised Hearing Services	43	219	262	16%	84%	100%
Vision Equipment	102	501	603	17%	83%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	685	2,630	3,315	21%	79%	100%
Behaviour Support	503	1,234	1,737	29%	71%	100%
Community nursing care for high needs	213	1,113	1,326	16%	84%	100%
Development of daily living and life skills	376	2,167	2,543	15%	85%	100%
Early Intervention supports for early childhood	1,215	1,823	3,038	40%	60%	100%
Exercise Physiology and Physical Wellbeing activities	513	1,458	1,971	26%	74%	100%
Innovative Community Participation	270	724	994	27%	73%	100%
Specialised Driving Training	154	444	598	26%	74%	100%
Therapeutic Supports	4,241	4,791	9,032	47%	53%	100%
Capital services						
Home modification design and construction	248	1,032	1,280	19%	81%	100%
Specialist Disability Accommodation	19	327	346	5%	95%	100%
Vehicle Modifications	81	459	540	15%	85%	100%
Choice and control support services						
Management of funding for supports in participants plan	293	1,184	1,477	20%	80%	100%
Support Coordination	243	1,007	1,250	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	127	799	926	14%	86%	100%
Specialised Supported Employment	114	712	826	14%	86%	100%
Total	6,805	9,721	16,526	41%	59%	100%

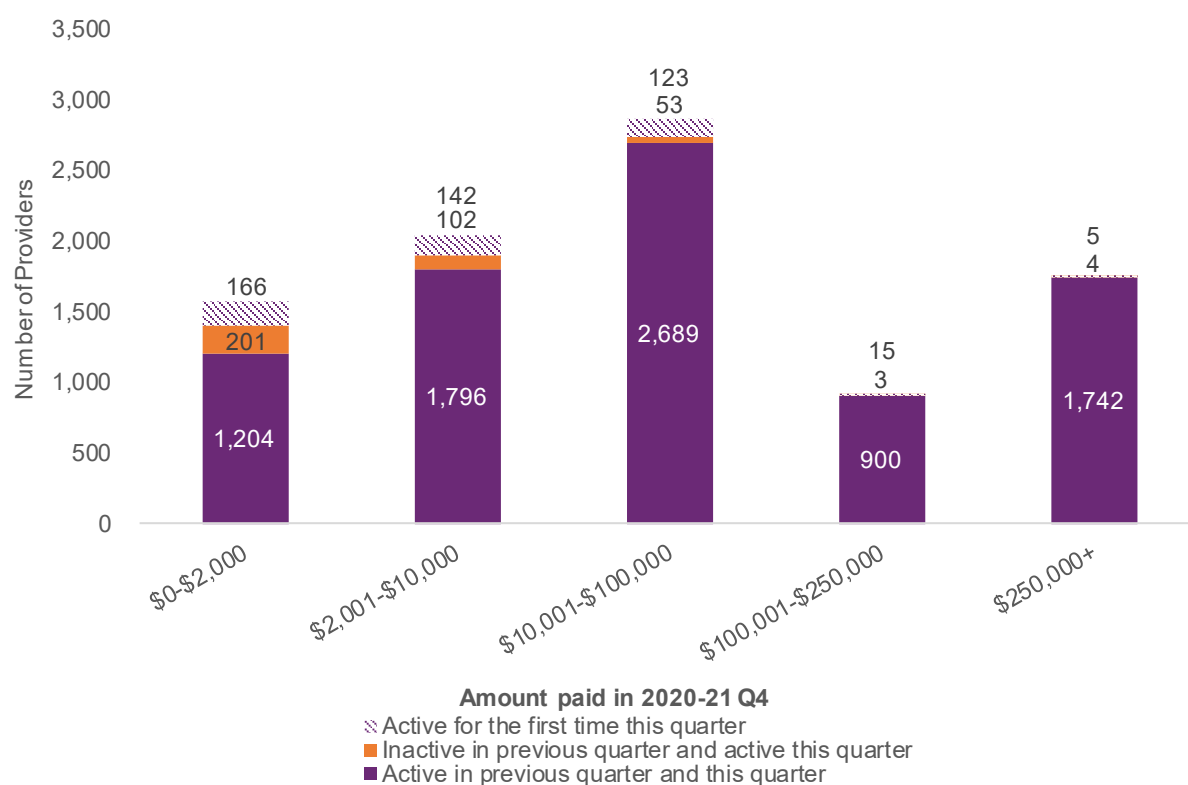
Table E.71 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – National

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
Assistance services				
Accommodation / Tenancy Assistance	86	24	110	22%
Assistance Animals	151	7	158	4%
Assistance with daily life tasks in a group or shared living arrangement	1,471	137	1,608	9%
Assistance with travel/transport arrangements	888	76	964	8%
Daily Personal Activities	2,237	149	2,386	6%
Group and Centre Based Activities	1,509	89	1,598	6%
High Intensity Daily Personal Activities	1,378	71	1,449	5%
Household tasks	2,293	123	2,416	5%
Interpreting and translation	207	26	233	11%
Participation in community, social and civic activities	2,473	192	2,665	7%
Assistive Technology				
Assistive equipment for recreation	142	24	166	14%
Assistive products for household tasks	142	43	185	23%
Assistance products for personal care and safety	1,530	88	1,618	5%
Communication and information equipment	598	54	652	8%
Customised Prosthetics	651	58	709	8%
Hearing Equipment	239	31	270	11%
Hearing Services	33	18	51	35%
Personal Mobility Equipment	963	72	1,035	7%
Specialised Hearing Services	48	33	81	41%
Vision Equipment	221	23	244	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,271	215	2,486	9%
Behaviour Support	879	68	947	7%
Community nursing care for high needs	659	90	749	12%
Development of daily living and life skills	1,240	102	1,342	8%
Early Intervention supports for early childhood	1,257	79	1,336	6%
Exercise Physiology and Physical Wellbeing activities	992	75	1,067	7%
Innovative Community Participation	259	43	302	14%
Specialised Driving Training	227	35	262	13%
Therapeutic Supports	4,283	198	4,481	4%
Capital services				
Home modification design and construction	443	52	495	11%
Specialist Disability Accommodation	242	22	264	8%
Vehicle Modifications	173	28	201	14%
Choice and control support services				
Management of funding for supports in participants plan	967	52	1,019	5%
Support Coordination	531	71	602	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	478	47	525	9%
Specialised Supported Employment	580	59	639	9%
Total	8,694	451	9,145	5%

Table E.72 Number and proportion of providers active in 2020-21 Q4 in each registration group by legal entity type – National

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	21	89	110	19%	81%	100%
Assistance Animals	21	137	158	13%	87%	100%
Assistance with daily life tasks in a group or shared living arrangement	182	1,426	1,608	11%	89%	100%
Assistance with travel/transport arrangements	137	827	964	14%	86%	100%
Daily Personal Activities	309	2,077	2,386	13%	87%	100%
Group and Centre Based Activities	203	1,395	1,598	13%	87%	100%
High Intensity Daily Personal Activities	199	1,250	1,449	14%	86%	100%
Household tasks	641	1,775	2,416	27%	73%	100%
Interpreting and translation	39	194	233	17%	83%	100%
Participation in community, social and civic activities	358	2,307	2,665	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	16	150	166	10%	90%	100%
Assistive products for household tasks	24	161	185	13%	87%	100%
Assistance products for personal care and safety	256	1,362	1,618	16%	84%	100%
Communication and information equipment	129	523	652	20%	80%	100%
Customised Prosthetics	135	574	709	19%	81%	100%
Hearing Equipment	37	233	270	14%	86%	100%
Hearing Services	6	45	51	12%	88%	100%
Personal Mobility Equipment	177	858	1,035	17%	83%	100%
Specialised Hearing Services	12	69	81	15%	85%	100%
Vision Equipment	40	204	244	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	480	2,006	2,486	19%	81%	100%
Behaviour Support	207	740	947	22%	78%	100%
Community nursing care for high needs	110	639	749	15%	85%	100%
Development of daily living and life skills	182	1,160	1,342	14%	86%	100%
Early Intervention supports for early childhood	319	1,017	1,336	24%	76%	100%
Exercise Physiology and Physical Wellbeing activities	242	825	1,067	23%	77%	100%
Innovative Community Participation	60	242	302	20%	80%	100%
Specialised Driving Training	55	207	262	21%	79%	100%
Therapeutic Supports	1,650	2,831	4,481	37%	63%	100%
Capital services						
Home modification design and construction	76	419	495	15%	85%	100%
Specialist Disability Accommodation	10	254	264	4%	96%	100%
Vehicle Modifications	24	177	201	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	224	795	1,019	22%	78%	100%
Support Coordination	105	497	602	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	65	460	525	12%	88%	100%
Specialised Supported Employment	90	549	639	14%	86%	100%
Total	2,785	6,360	9,145	30%	70%	100%

Figure E.27 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – National ⁷⁷



Part Five: Financial sustainability

Table E.73 Committed supports by financial year (\$m) – National

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	133.9	497.2	940.4	3,244.1	7,775.3	14,582.4	24,648.3	32,096.0

⁷⁷ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure E.28 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – National

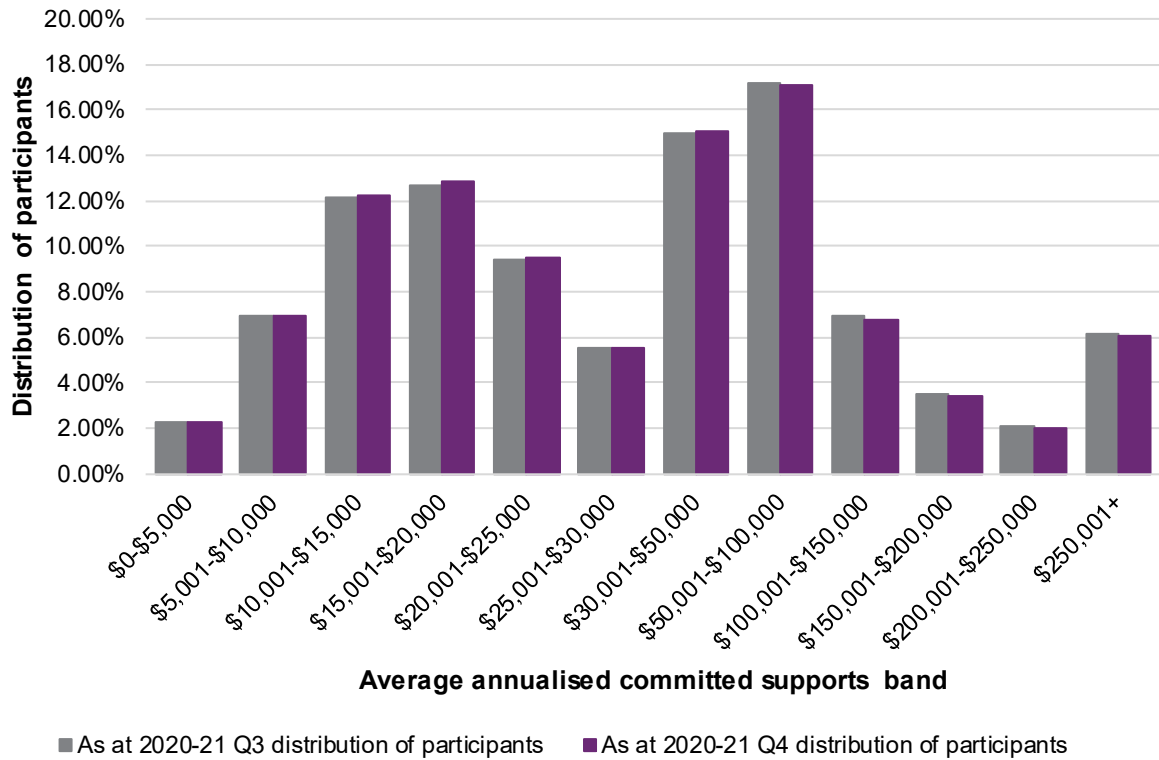


Figure E.29 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – National

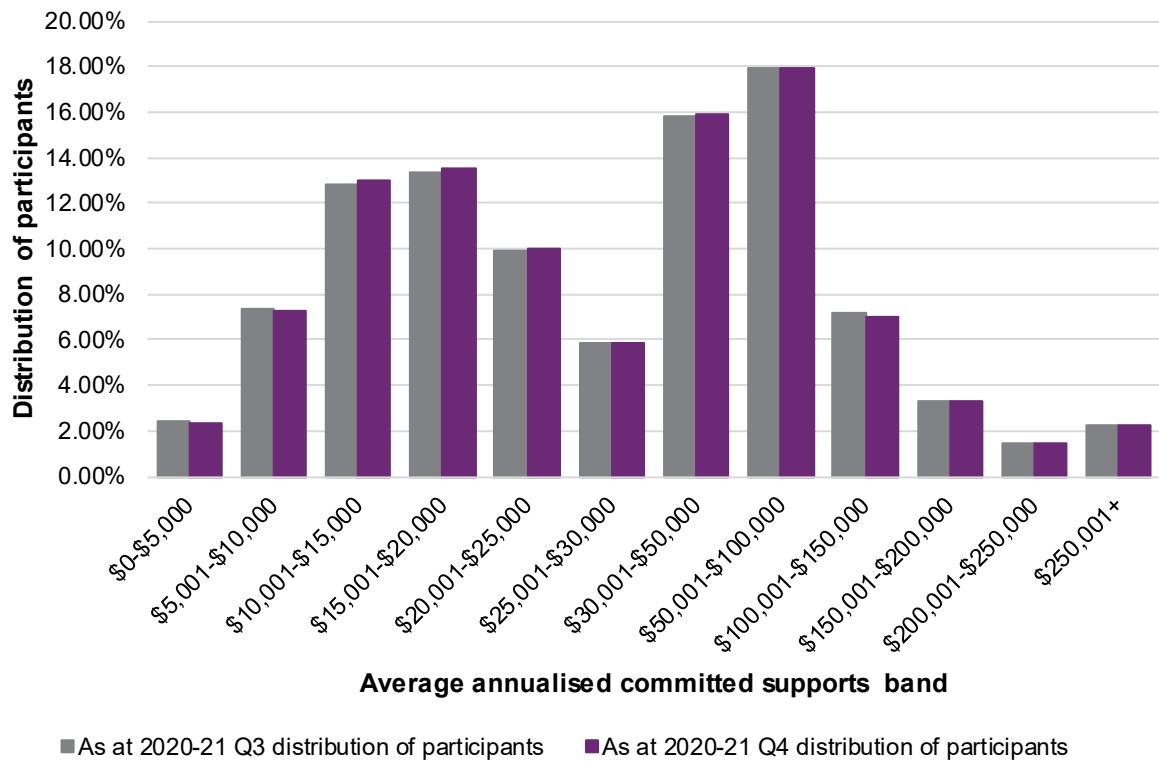


Figure E.30 Average annualised committed supports and average payments by age group as at 30 June 2021 – National ⁷⁸

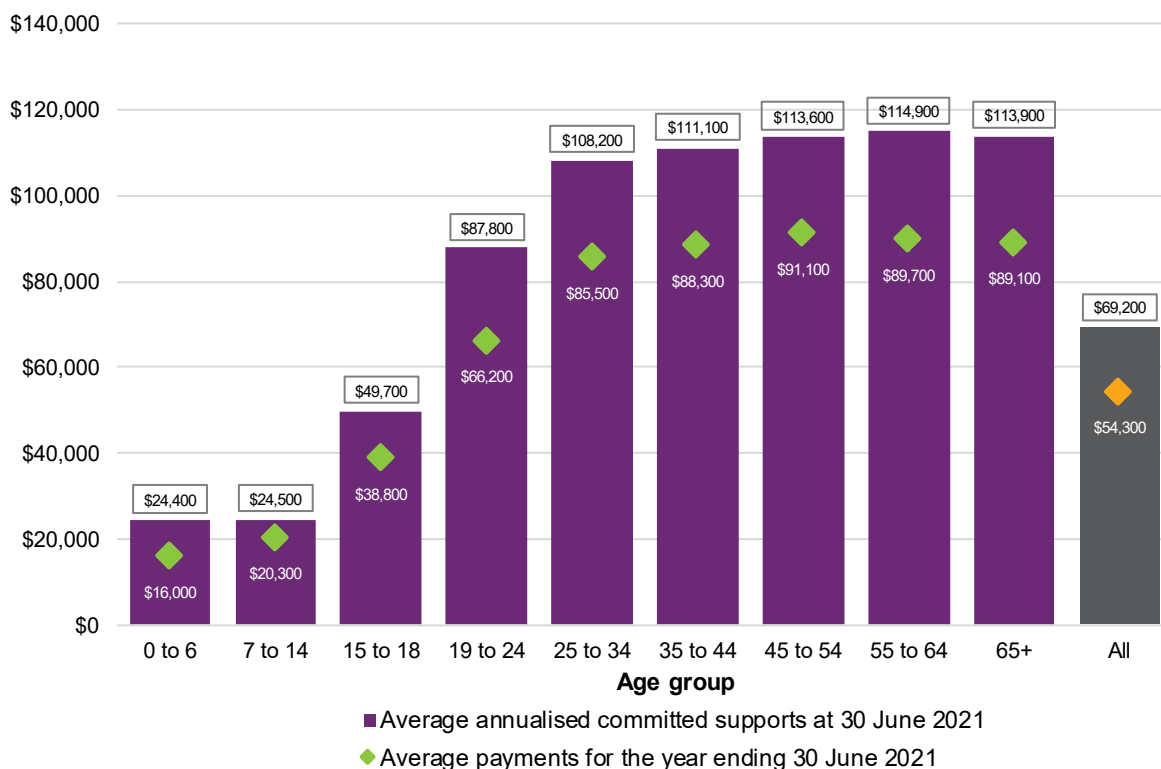
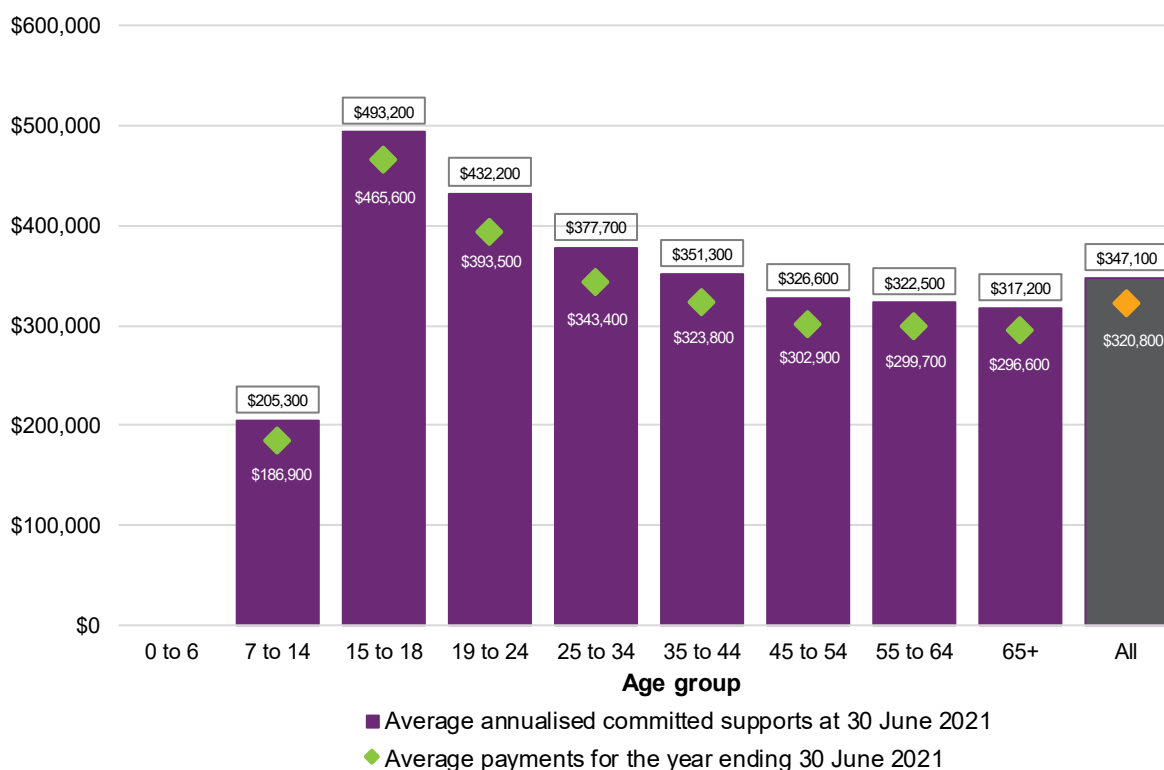


Figure E.31 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – National ⁷⁹



⁷⁸ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

⁷⁹ Ibid.

Figure E.32 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – National ⁸⁰

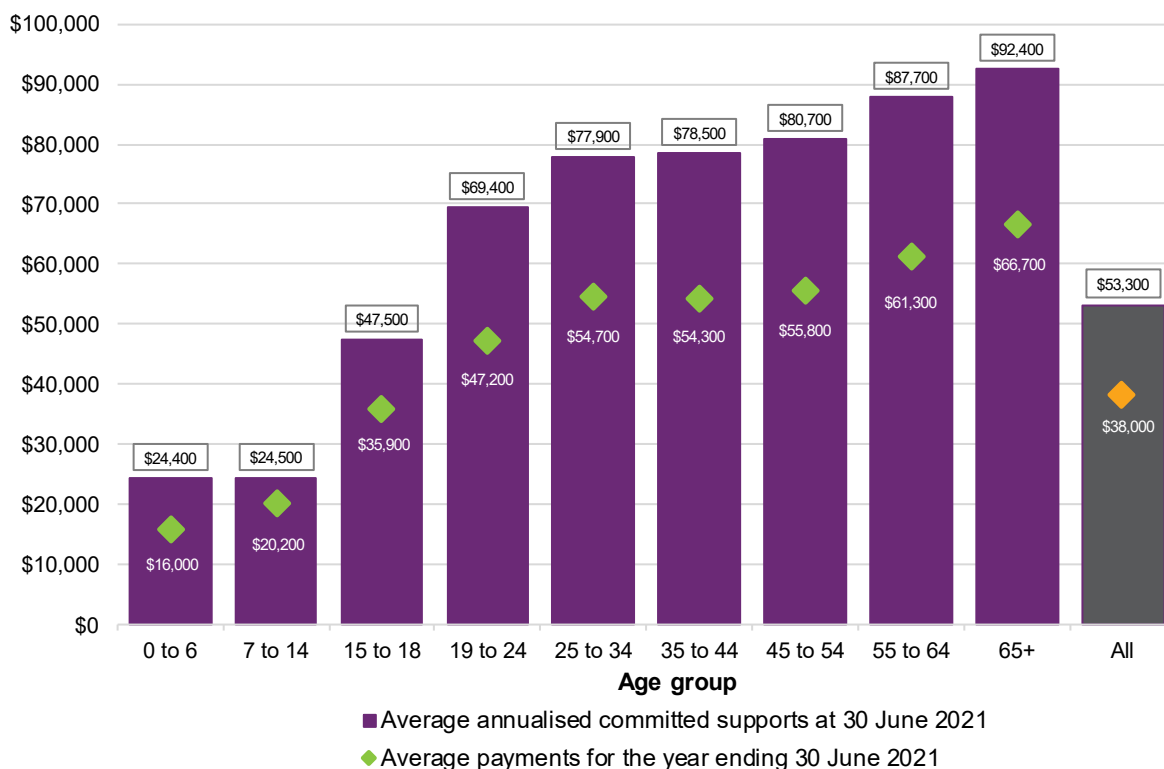
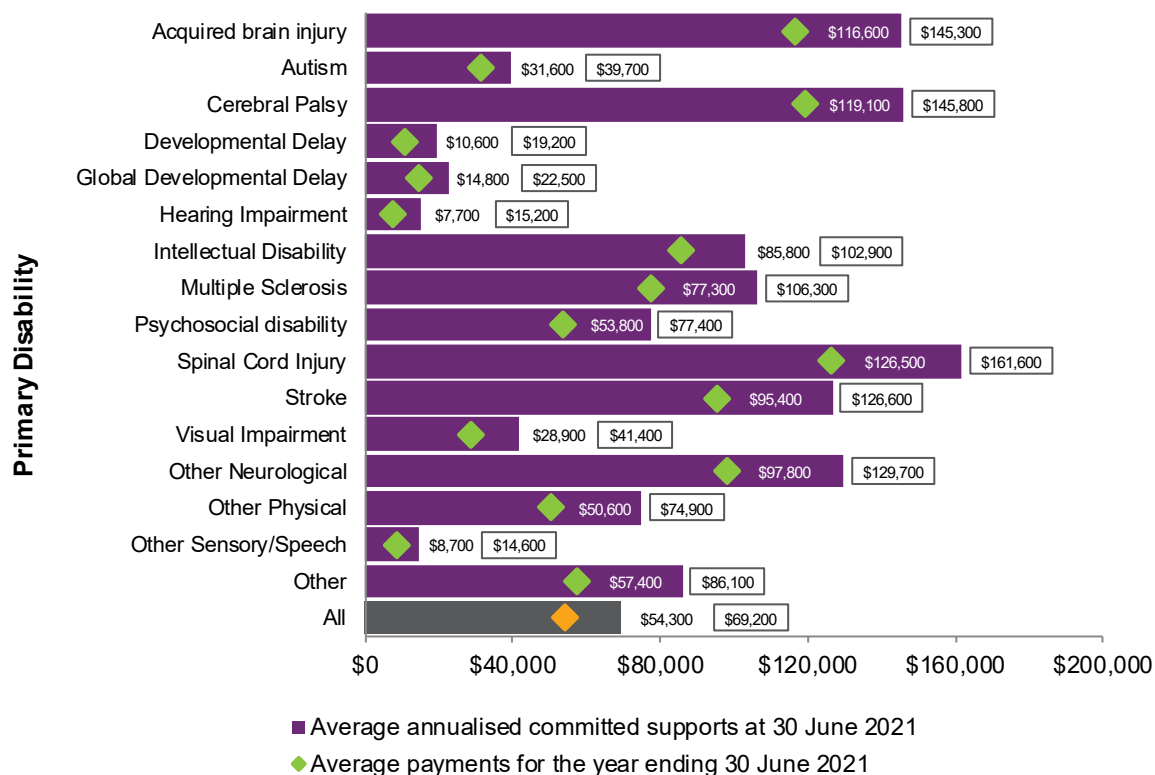


Figure E.33 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – National ⁸¹



⁸⁰ Ibid.

⁸¹ Ibid.

Figure E.34 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – National ⁸²

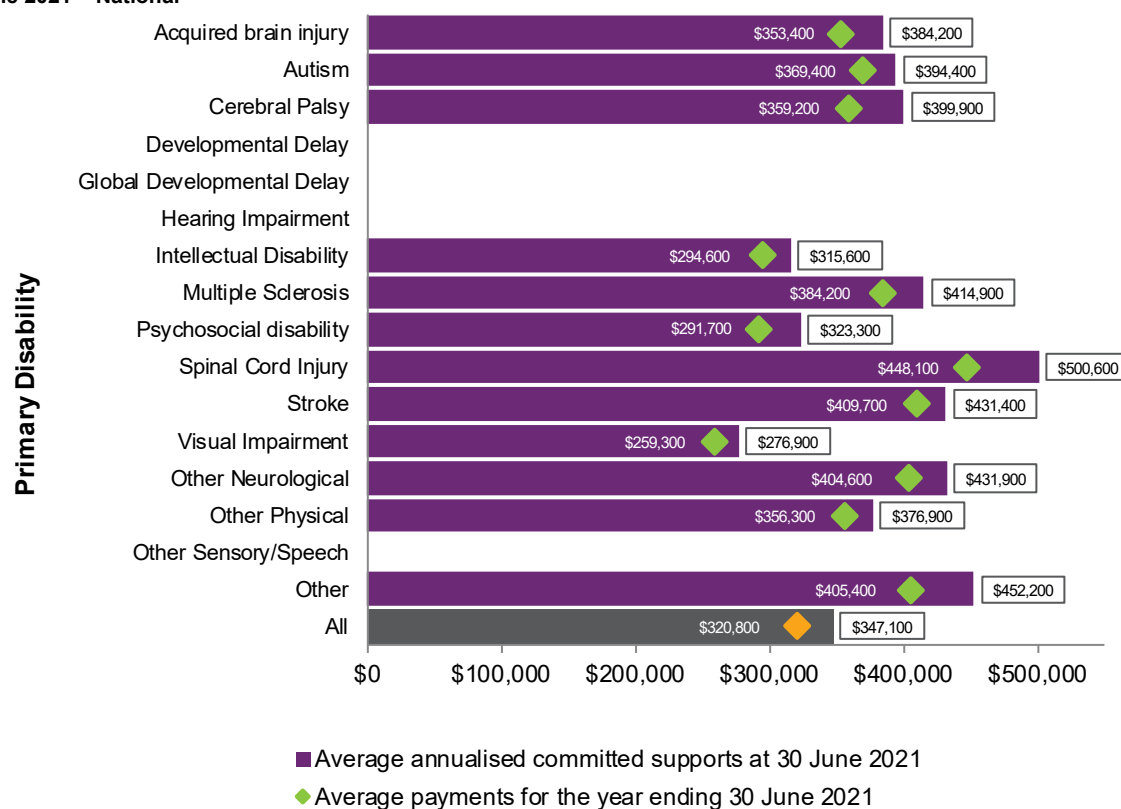
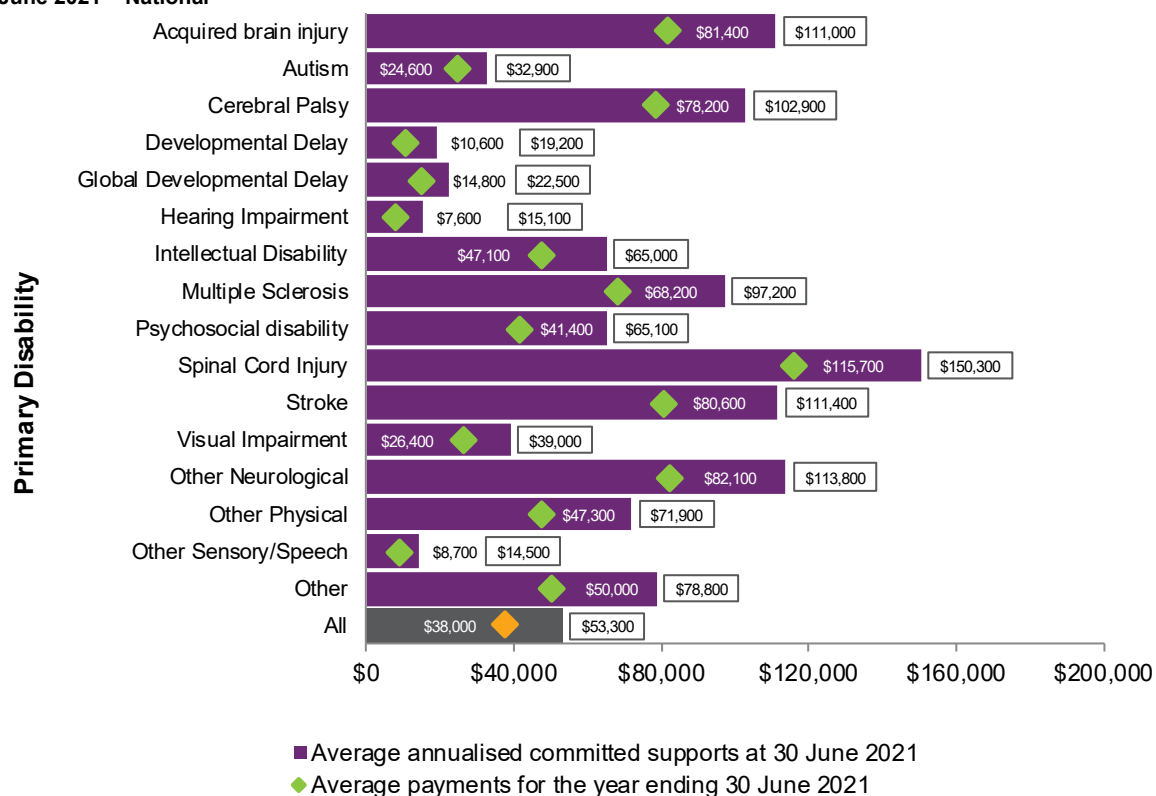


Figure E.35 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – National ⁸³



⁸² Ibid.

⁸³ Ibid.

Figure E.36 Average annualised committed supports and average payments by level of function as at 30 June 2021 – National
84

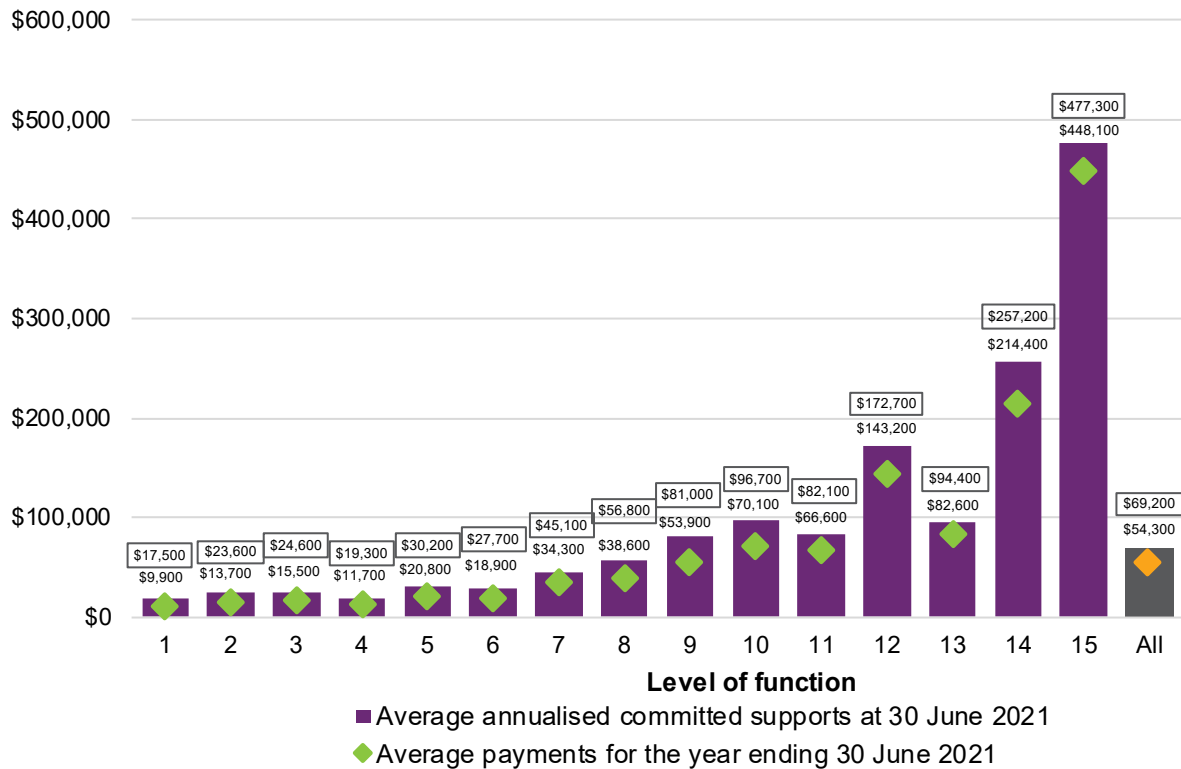
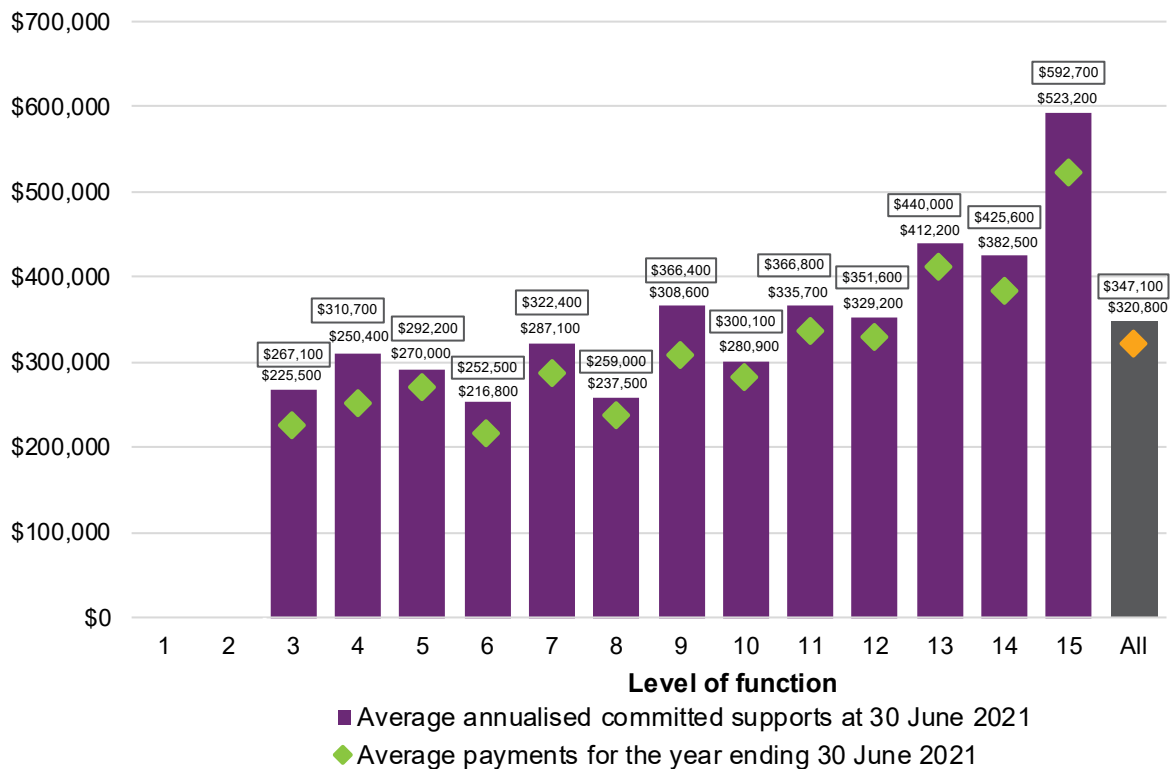


Figure E.37 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – National
85



⁸⁴ Ibid.

⁸⁵ Ibid.

Figure E.38 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – National ⁸⁶

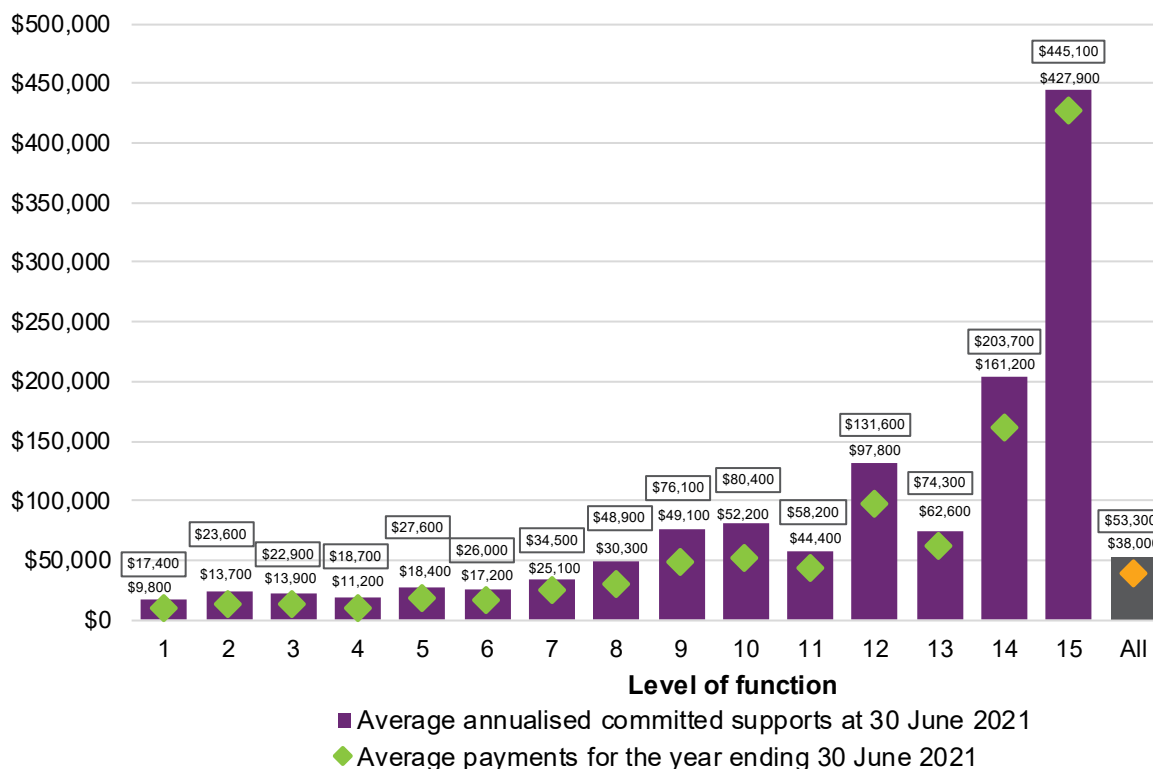
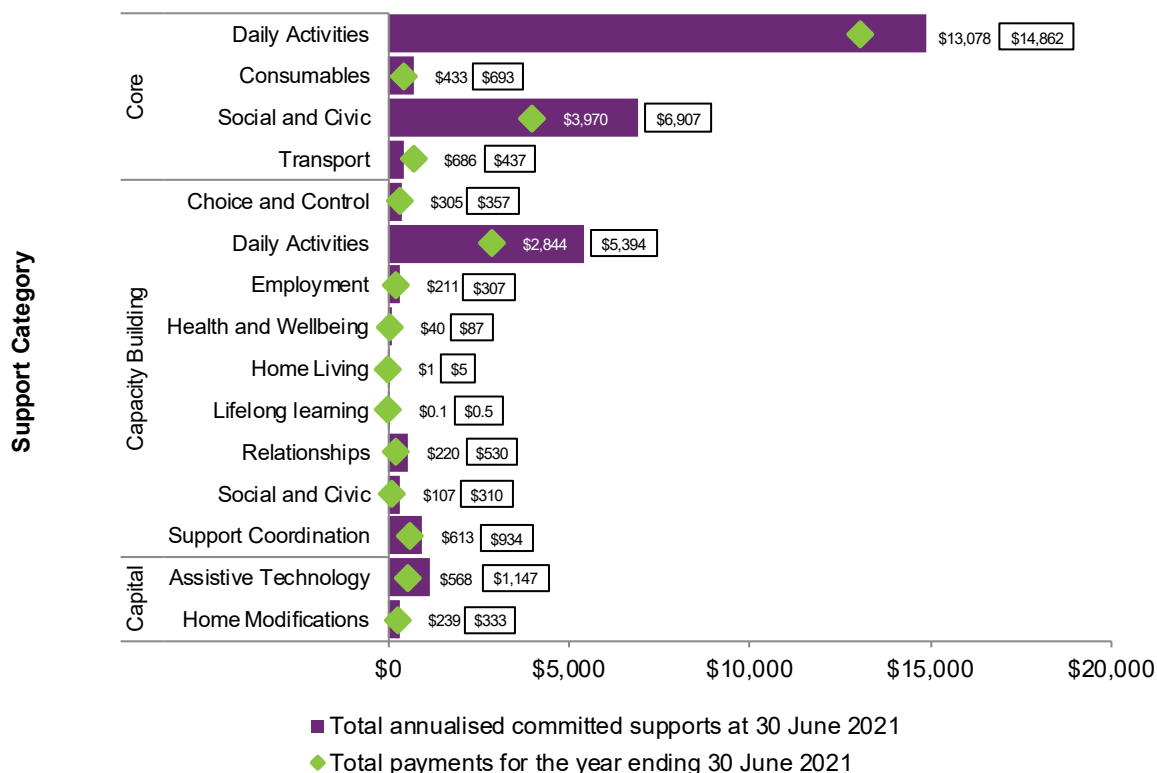


Figure E.39 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – National ⁸⁷



⁸⁶ Ibid.

⁸⁷ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

Figure E.40 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – National ⁸⁸

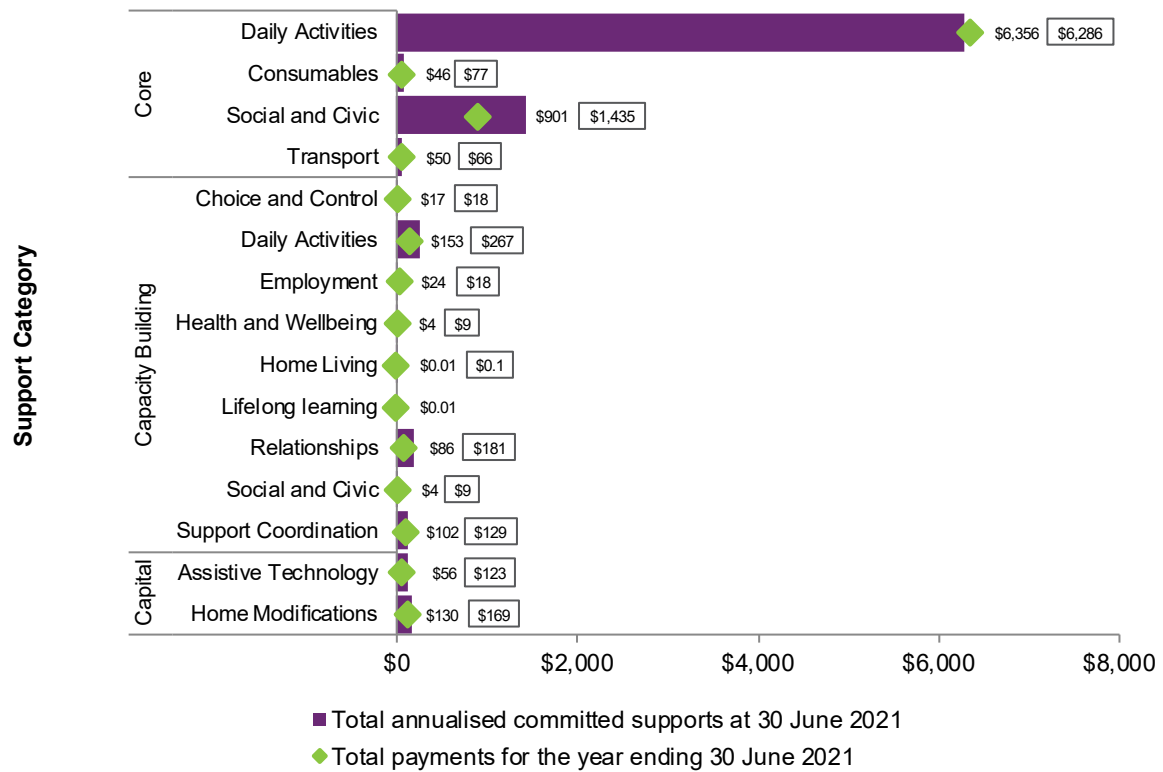
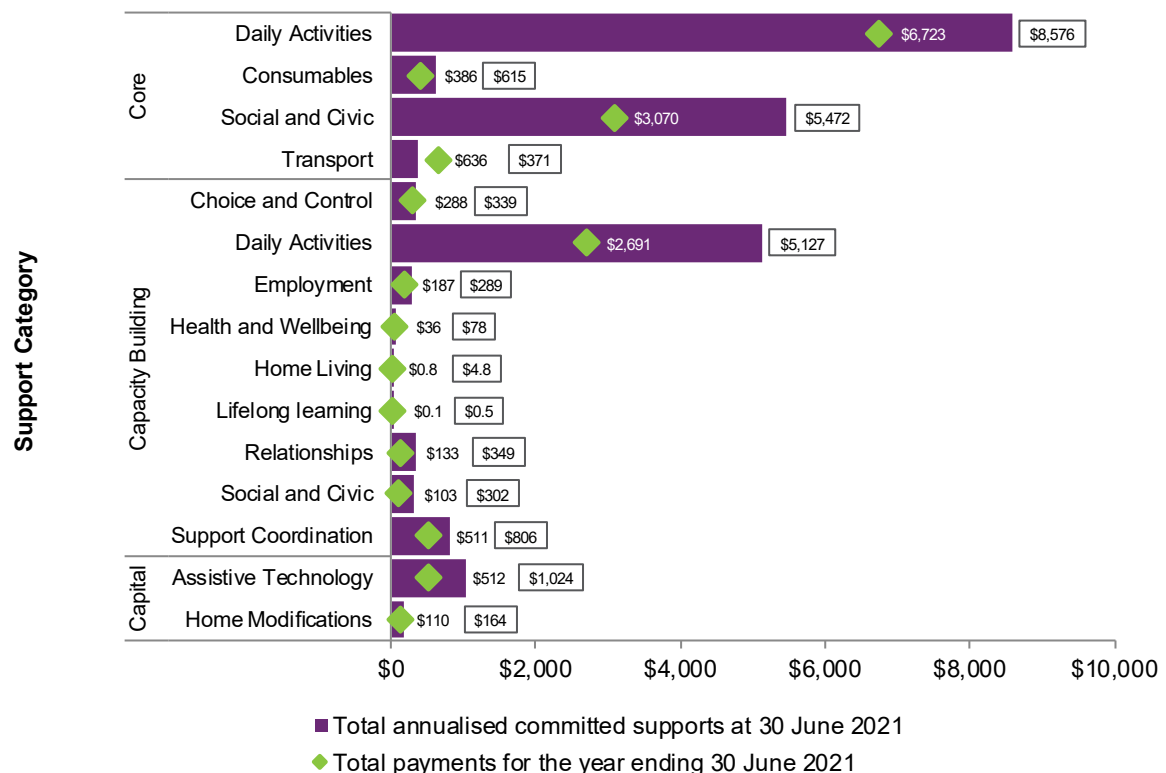


Figure E.41 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – National ⁸⁹



⁸⁸ Ibid.

⁸⁹ Ibid.

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

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	133.9	497.2	940.4	3,244.1	7,775.3	14,582.4	24,648.3	32,096.0
Total Paid	85.8	370.9	704.2	2,186.9	5,435.8	10,396.5	17,286.7	22,139.5
% utilised to date	64%	75%	75%	67%	70%	71%	70%	69%

Figure E.42 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – National

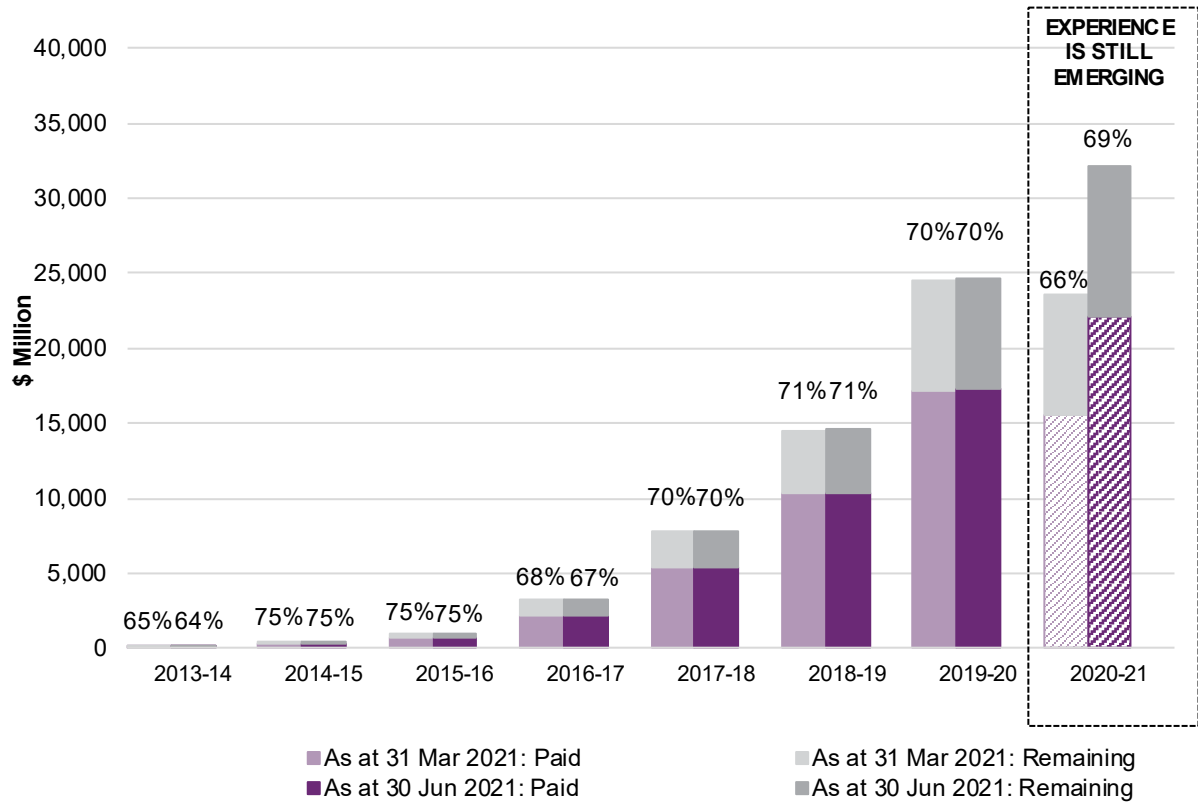


Figure E.43 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – National ⁹⁰

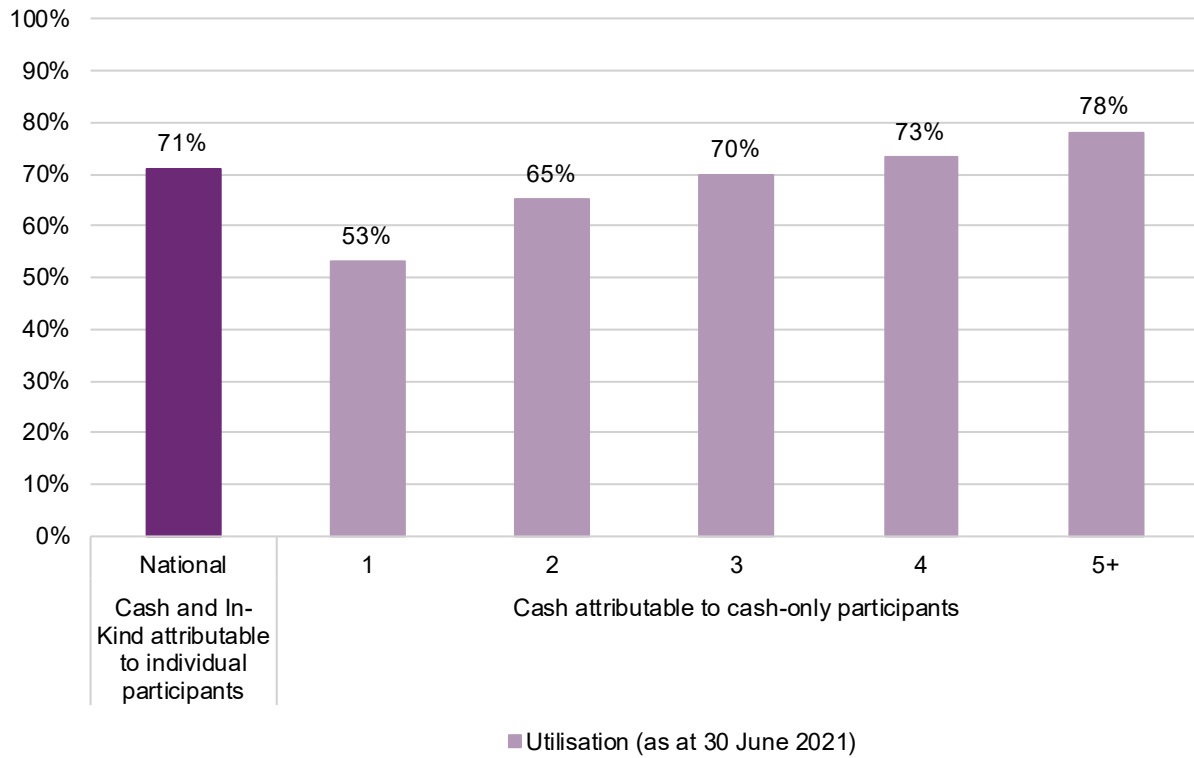
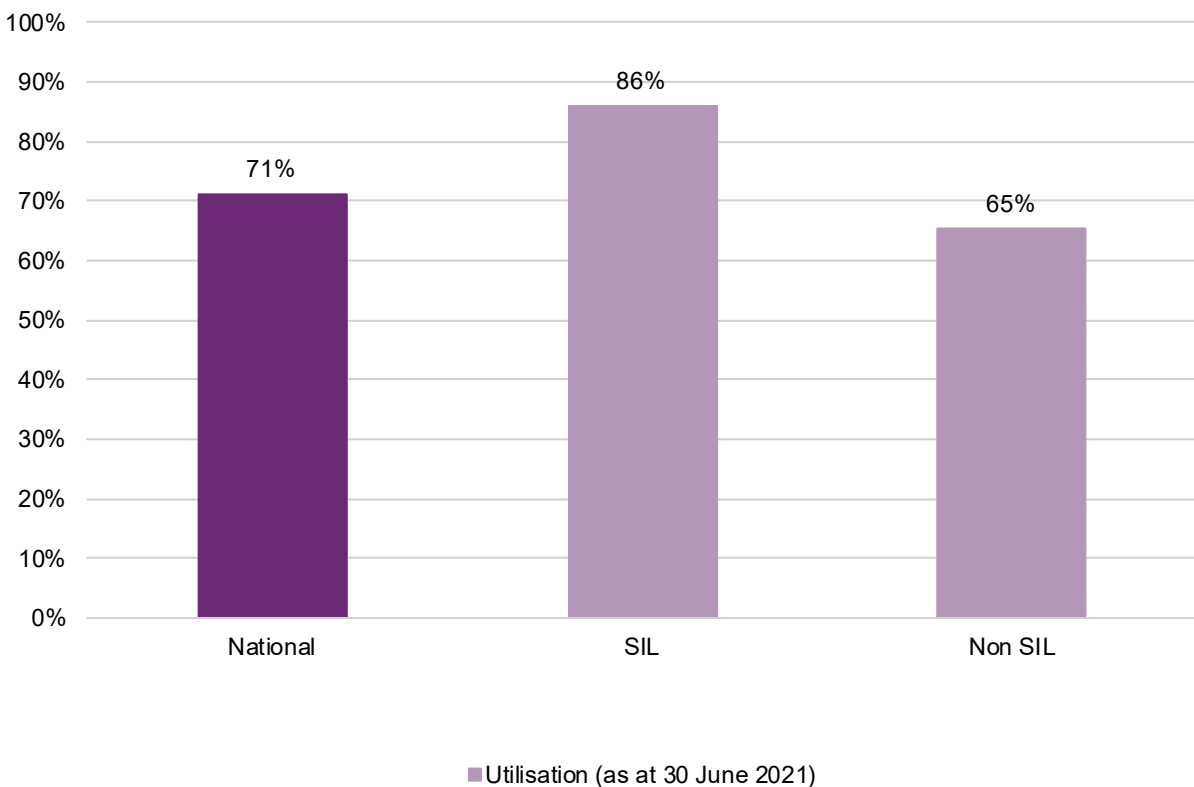


Figure E.44 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – National ⁹¹



⁹⁰ 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 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

⁹¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

Figure E.45 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – National ⁹²

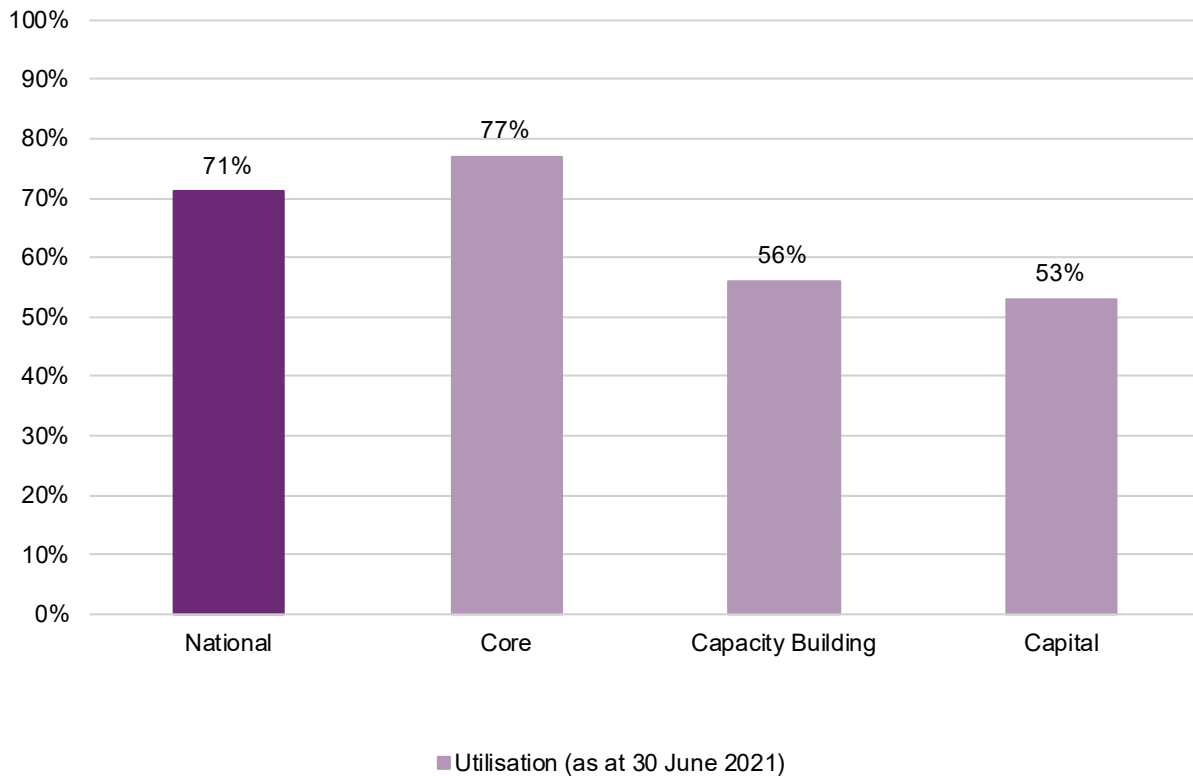
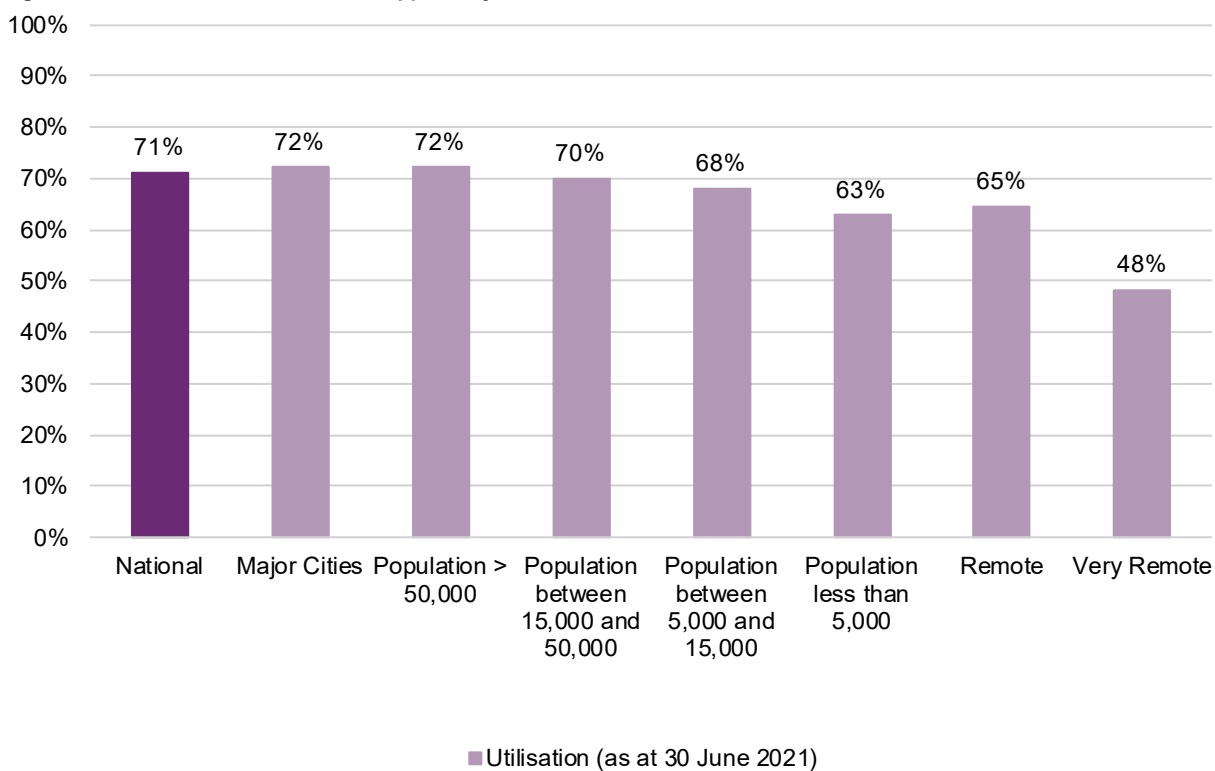


Figure E.46 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – National ⁹³



⁹² Ibid.

⁹³ Ibid.

Appendix F:

New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales ⁹⁴

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
New South Wales	139,596	5,294	144,890	4,945	149,835

Table F.2 Active participants by quarter of entry, plan and entry type – New South Wales ⁹⁵

	Prior Quarters	2020-21 Q4	Total
Access decisions	180,705	7,555	188,260
Active Eligible	142,412	5,361	147,773
New	76,037	5,113	81,150
State	52,733	117	52,850
Commonwealth	13,642	131	13,773
Active Participant Plans (excl ECEI)	139,596	5,294	144,890
New	73,951	5,047	78,998
State	52,154	108	52,262
Commonwealth	13,491	139	13,630
Active Participant Plans	143,579	10,239	149,835
Early Intervention (s25)	35,542	2,479	38,021
Permanent Disability (s24)	104,054	2,815	106,869
ECEI	3,983	4,945	4,945

Table F.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – New South Wales

Exits	Total
Total participant exits	6,811
Early Intervention participants	980
Permanent disability participants	5,831

⁹⁴ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁹⁵ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table F.4 Cumulative numbers of active participants by services previously received – New South Wales ^{96 97}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	28,340	3,308	11,859	4,330	47,837
End of 2017-18	51,308	9,372	23,614	3,578	87,872
End of 2018-19	52,617	11,575	36,256	582	101,030
End of 2019-20 Q1	52,715	11,953	42,151	1,442	108,261
End of 2019-20 Q2	52,736	12,377	48,477	1,481	115,071
End of 2019-20 Q3	52,670	12,766	53,828	2,299	121,563
End of 2019-20 Q4	52,602	13,079	58,944	2,514	127,139
End of 2020-21 Q1	52,575	13,260	64,283	2,900	133,018
End of 2020-21 Q2	52,547	13,428	69,427	3,178	138,580
End of 2020-21 Q3	52,385	13,555	74,281	3,983	144,204
End of 2020-21 Q4	52,262	13,630	78,998	4,945	149,835

Table F.5 Cumulative numbers of active participants by entry into the Scheme – New South Wales ^{98 99 100 101}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	6,798	36,709	4,330	47,837
End of 2017-18	12,414	71,880	3,578	87,872
End of 2018-19	18,543	81,905	582	101,030
End of 2019-20 Q1	21,252	85,567	1,442	108,261
End of 2019-20 Q2	24,083	89,507	1,481	115,071
End of 2019-20 Q3	26,451	92,813	2,299	121,563
End of 2019-20 Q4	28,698	95,927	2,514	127,139
End of 2020-21 Q1	31,301	98,817	2,900	133,018
End of 2020-21 Q2	33,752	101,650	3,178	138,580
End of 2020-21 Q3	35,846	104,375	3,983	144,204
End of 2020-21 Q4	38,021	106,869	4,945	149,835

⁹⁶ This table shows the total numbers of active participants at the end of each period.

⁹⁷ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

⁹⁸ This table shows the total numbers of active participants at the end of each period.

⁹⁹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

¹⁰⁰ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

¹⁰¹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table F.6 Assessment of access by age group – New South Wales ¹⁰²

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	41,862	97%	2,200	96%	44,062	97%
7 to 14	27,341	85%	843	73%	28,184	85%
15 to 18	11,093	89%	313	76%	11,406	89%
19 to 24	9,417	90%	174	68%	9,591	89%
25 to 34	11,654	85%	271	63%	11,925	84%
35 to 44	12,614	81%	385	61%	12,999	81%
45 to 54	16,317	76%	472	54%	16,789	76%
55 to 64	20,790	70%	710	49%	21,500	69%
65+	1,130	54%	19	31%	1,149	54%
Missing	<11		<11		<11	
Total	152,219	84%	5,387	71%	157,606	84%

Table F.7 Assessment of access by disability – New South Wales ¹⁰³

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	4,628	93%	131	78%	4,759	92%
Autism	46,004	96%	1,434	97%	47,438	96%
Cerebral Palsy	5,557	97%	33	83%	5,590	97%
Developmental Delay	11,279	96%	1,257	98%	12,536	96%
Global Developmental Delay	3,160	99%	332	99%	3,492	99%
Hearing Impairment	7,327	87%	233	88%	7,560	87%
Intellectual Disability	30,802	95%	412	85%	31,214	95%
Multiple Sclerosis	2,521	87%	64	75%	2,585	87%
Psychosocial disability	14,961	68%	713	56%	15,674	68%
Spinal Cord Injury	1,832	94%	36	86%	1,868	94%
Stroke	2,692	85%	102	73%	2,794	85%
Visual Impairment	3,116	88%	62	58%	3,178	87%
Other Neurological	7,474	76%	213	62%	7,687	76%
Other Physical	6,678	43%	158	22%	6,836	42%
Other Sensory/Speech	1,422	51%	<11		1,431	50%
Other	1,251	39%	198	27%	1,449	37%
Missing	1,515	91%	<11		1,515	91%
Total	152,219	84%	5,387	71%	157,606	84%

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

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

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	10,631	7.6%	521	9.8%	11,152	7.7%
Not Aboriginal and Torres Strait Islander	92,775	66.5%	4,202	79.4%	96,977	66.9%
Not Stated	36,190	25.9%	571	10.8%	36,761	25.4%
Total	139,596	100%	5,294	100%	144,890	100%

¹⁰² Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

¹⁰³ Ibid.

Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁴

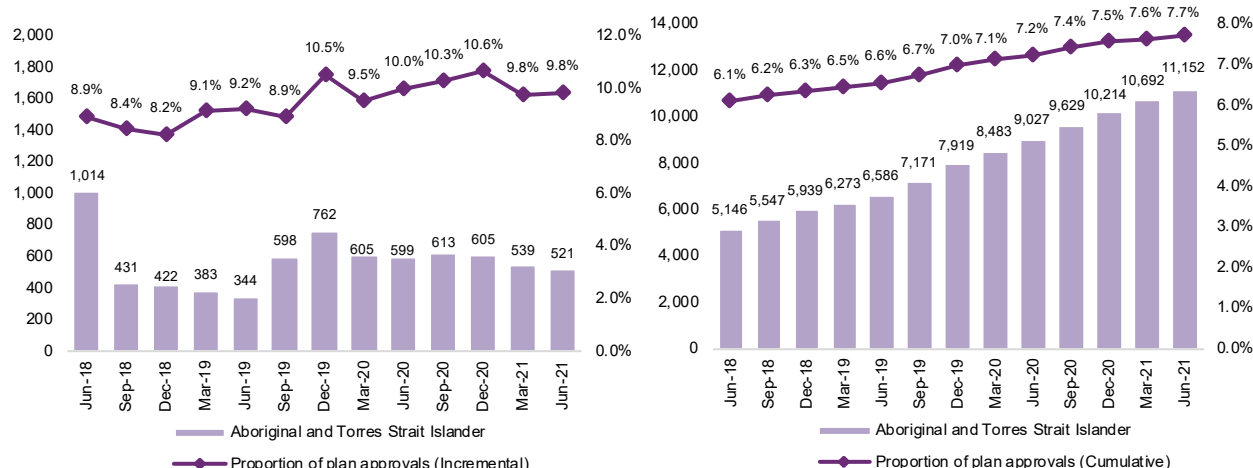


Table F.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	14,799	10.6%	755	14.3%	15,554	10.7%
Not culturally and linguistically diverse	124,590	89.3%	4,539	85.7%	129,129	89.1%
Not stated	207	0.1%	<11		207	0.1%
Total	139,596	100%	5,294	100%	144,890	100%

Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁵

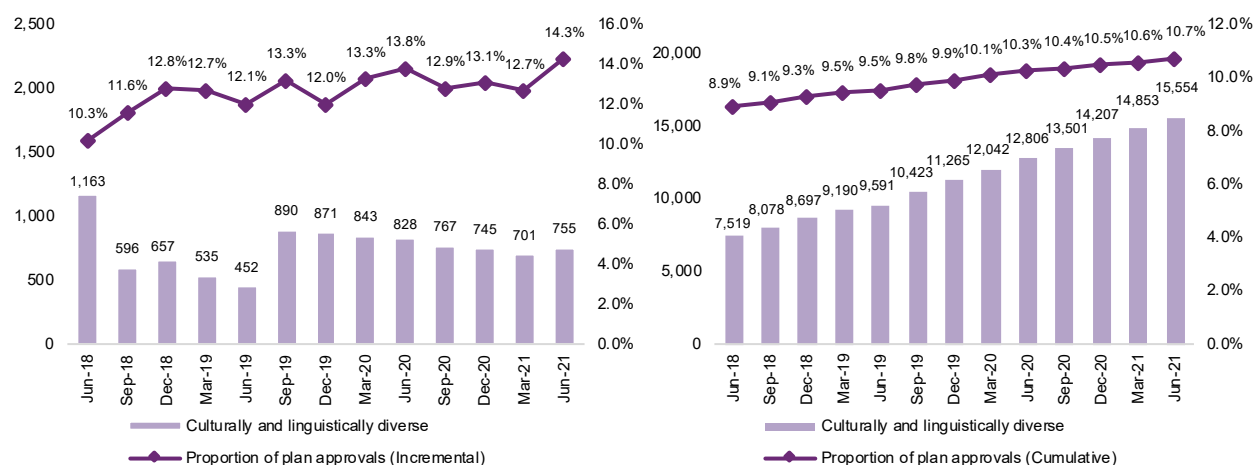


Table F.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – New South Wales ¹⁰⁶

	Total
Age group	N
Under 45	27
45 to 54	178
55 to 64	863
Total YPIRAC (under 65)	1,068

¹⁰⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

¹⁰⁵ Ibid.

¹⁰⁶ There are a further 699 active participants aged 65 years or over who are currently in residential aged care.

Figure F.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – New South Wales ¹⁰⁷

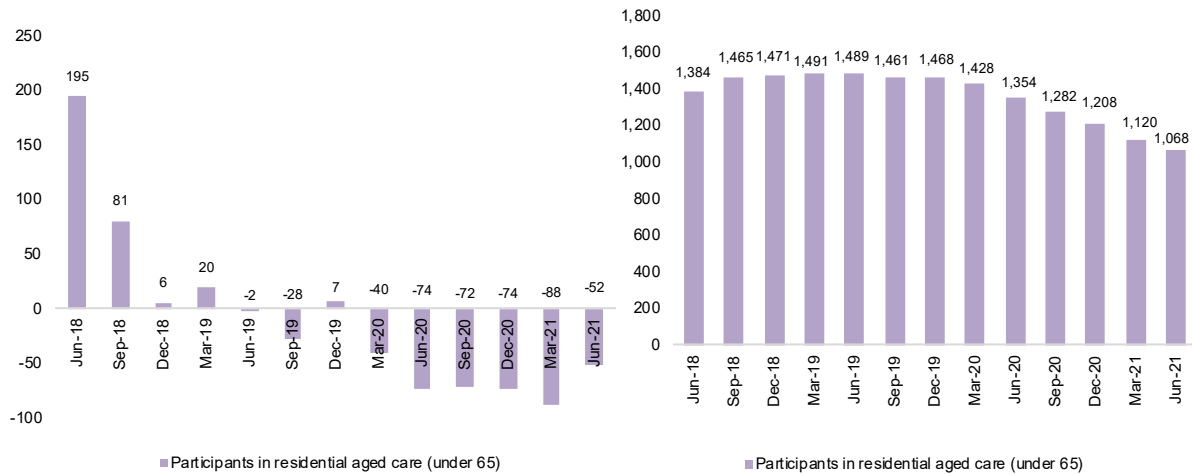
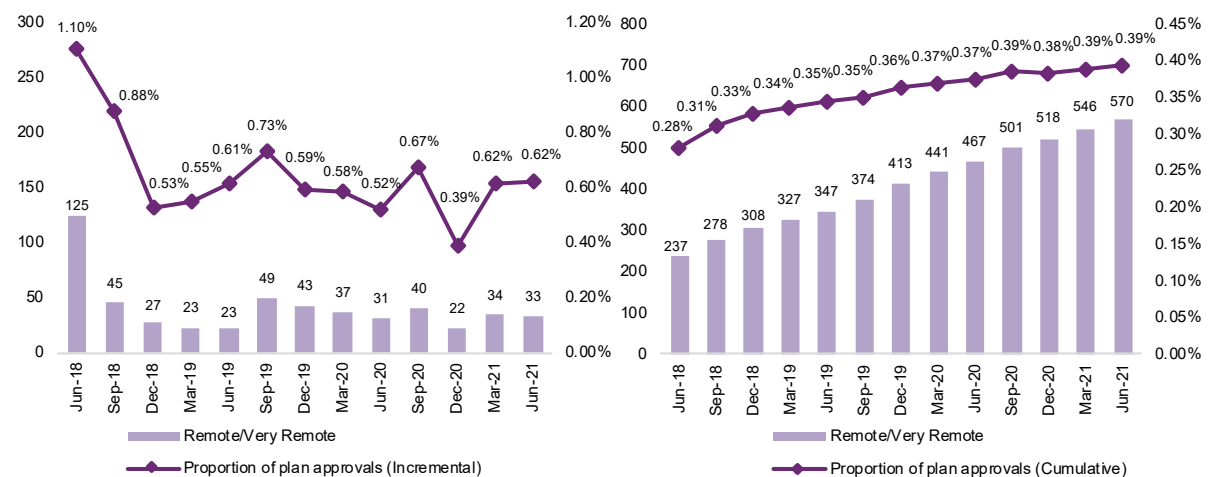


Table F.11 Participant profile per quarter by remoteness – New South Wales ^{108 109}

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	97,703	70.0%	3,744	70.7%	101,447	70.0%
Population > 50,000	3,996	2.9%	155	2.9%	4,151	2.9%
Population between 15,000 and 50,000	19,156	13.7%	672	12.7%	19,828	13.7%
Population between 5,000 and 15,000	8,532	6.1%	306	5.8%	8,838	6.1%
Population less than 5,000	9,668	6.9%	384	7.3%	10,052	6.9%
Remote	464	0.3%	29	0.5%	493	0.3%
Very Remote	73	0.1%	<11		77	0.1%
Missing	<11		<11		<11	
Total	139,596	100%	5,294	100%	144,890	100%

Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales ^{110 111}



¹⁰⁷ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

¹⁰⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁰⁹ This table is based on the Modified Monash Model (MMM) measure of remoteness.

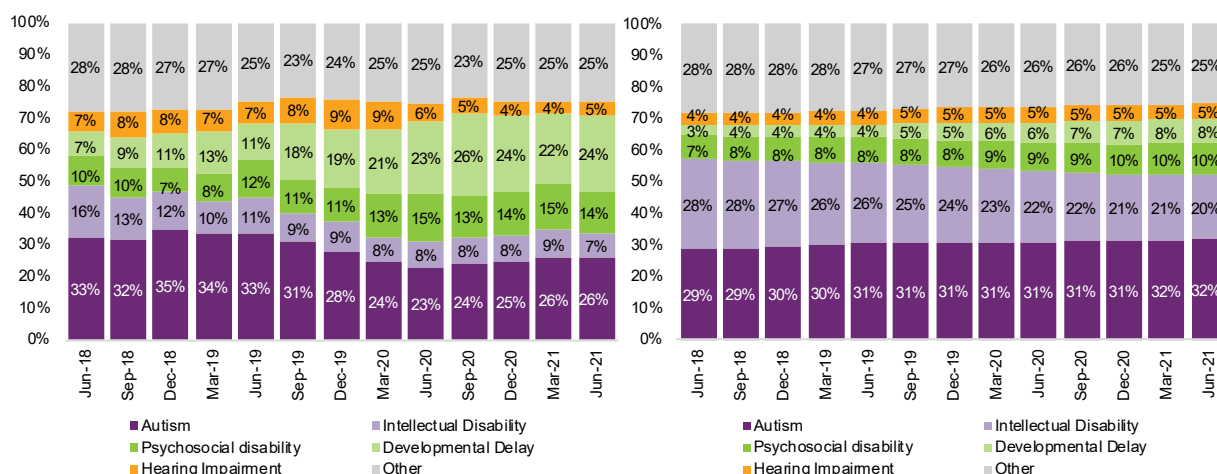
¹¹⁰ Ibid.

¹¹¹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table F.12 Participant profile per quarter by primary disability group – New South Wales ^{112 113 114}

	Prior Quarters		2020-21 Q4		Total	
Disability	N	%	N	%	N	%
Autism	44,823	32%	1,375	26%	46,198	32%
Intellectual Disability	29,021	21%	397	7%	29,418	20%
Psychosocial disability	13,681	10%	715	14%	14,396	10%
Developmental Delay	9,899	7%	1,259	24%	11,158	8%
Hearing Impairment	6,980	5%	244	5%	7,224	5%
Other Neurological	6,055	4%	197	4%	6,252	4%
Other Physical	5,424	4%	166	3%	5,590	4%
Cerebral Palsy	5,349	4%	36	1%	5,385	4%
ABI	4,104	3%	122	2%	4,226	3%
Global Developmental Delay	2,943	2%	321	6%	3,264	2%
Visual Impairment	2,867	2%	63	1%	2,930	2%
Multiple Sclerosis	2,371	2%	73	1%	2,444	2%
Stroke	2,366	2%	105	2%	2,471	2%
Spinal Cord Injury	1,670	1%	22	0%	1,692	1%
Other	1,010	1%	197	4%	1,207	1%
Other Sensory/Speech	1,033	1%	<11		1,035	1%
Total	139,596	100%	5,294	100%	144,890	100%

Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – New South Wales ¹¹⁵



¹¹² Table order based on national proportions (highest to lowest).

¹¹³ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹¹⁴ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in New South Wales (3,725).

¹¹⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table F.13 Participant profile per quarter by level of function – New South Wales ¹¹⁶

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	12,327	9%	1,220	23%	13,547	9%
2 (High Function)	225	0%	<11		235	0%
3 (High Function)	7,079	5%	406	8%	7,485	5%
4 (High Function)	11,052	8%	348	7%	11,400	8%
5 (High Function)	10,138	7%	442	8%	10,580	7%
6 (Moderate Function)	28,261	20%	1,106	21%	29,367	20%
7 (Moderate Function)	9,112	7%	228	4%	9,340	6%
8 (Moderate Function)	8,245	6%	290	5%	8,535	6%
9 (Moderate Function)	727	1%	22	0%	749	1%
10 (Moderate Function)	14,349	10%	493	9%	14,842	10%
11 (Low Function)	5,217	4%	56	1%	5,273	4%
12 (Low Function)	20,807	15%	540	10%	21,347	15%
13 (Low Function)	9,091	7%	124	2%	9,215	6%
14 (Low Function)	2,846	2%	<11		2,855	2%
15 (Low Function)	46	0%	<11		46	0%
Missing	74		<11		74	
Total	139,596	100%	5,294	100%	144,890	100%

Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – New South Wales ¹¹⁷

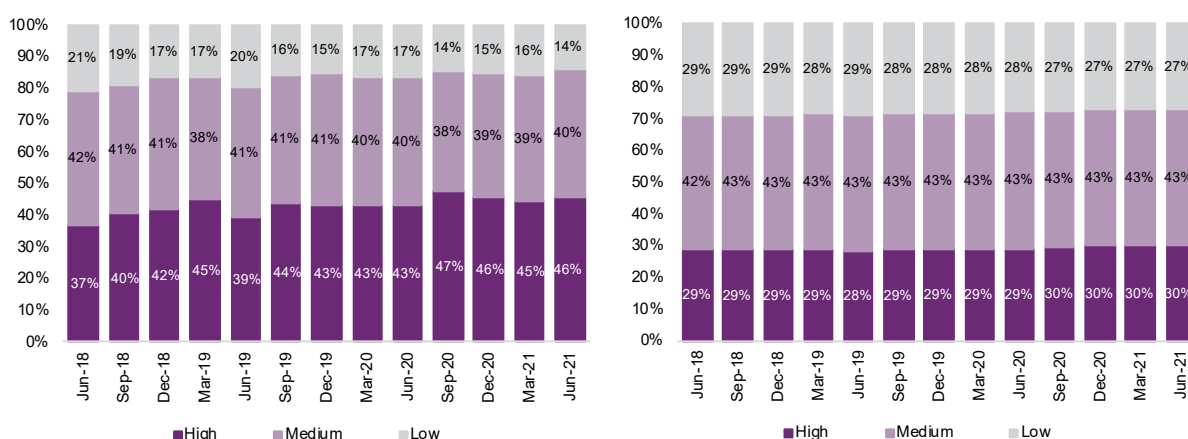


Table F.14 Participant profile per quarter by age group – New South Wales

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	20,816	15%	2,162	41%	22,978	16%
7 to 14	35,781	26%	826	16%	36,607	25%
15 to 18	10,445	7%	281	5%	10,726	7%
19 to 24	12,890	9%	186	4%	13,076	9%
25 to 34	12,418	9%	310	6%	12,728	9%
35 to 44	11,218	8%	371	7%	11,589	8%
45 to 54	13,594	10%	456	9%	14,050	10%
55 to 64	16,634	12%	653	12%	17,287	12%
65+	5,800	4%	49	1%	5,849	4%
Total	139,596	100%	5,294	100%	144,890	100%

¹¹⁶ The distributions are calculated excluding participants with a missing level of function.

¹¹⁷ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales ¹¹⁸

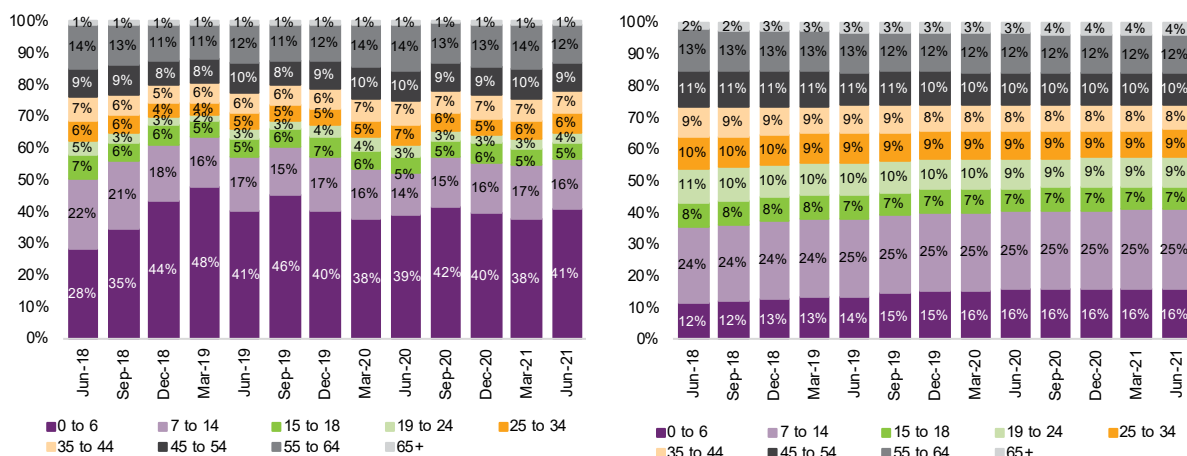


Table F.15 Participant profile per quarter by gender – New South Wales

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	87,726	63%	3,289	62%	91,015	63%
Female	50,378	36%	1,948	37%	52,326	36%
Other	1,492	1%	57	1%	1,549	1%
Total	139,596	100%	5,294	100%	144,890	100%

Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales ¹¹⁹

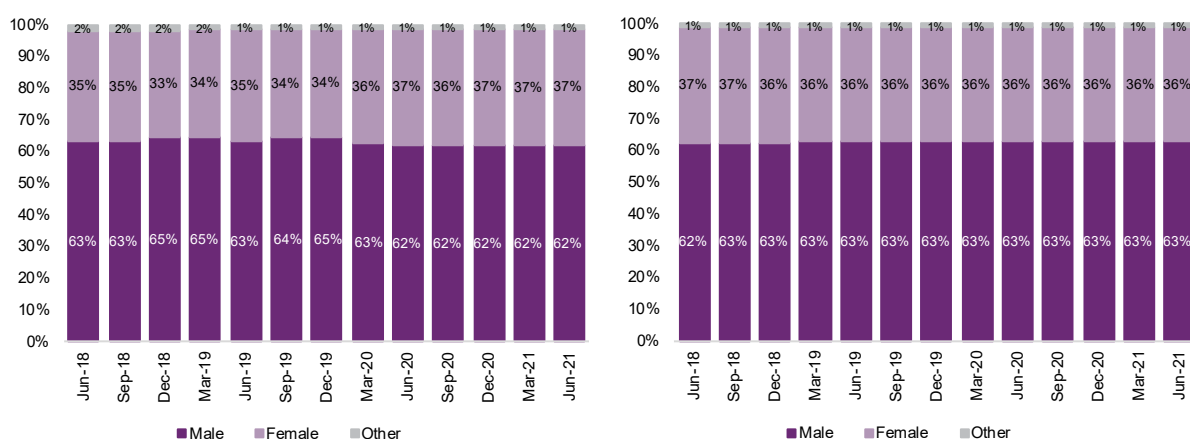


Table F.16 Participation rates by age group – New South Wales ¹²⁰

	NSW
0-6	3.26%
7-14	4.53%
15-18	2.81%
19-24	1.99%
25-34	1.02%
35-44	1.05%
45-54	1.41%
55-64	1.85%
Total (aged 0-64)	2.04%

¹¹⁸ Ibid.

¹¹⁹ Ibid.

¹²⁰ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table F.17 Number of baseline questionnaires completed by SFOF version – New South Wales ¹²¹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	2,875	5,617	5,618	8,775	7,544	30,429
Participant school to 14	7,525	10,739	4,945	5,860	5,046	34,115
Participant 15 to 24	5,916	5,935	1,459	2,335	1,866	17,511
Participant 25 and over	14,200	16,368	5,351	8,566	7,727	52,212
Total Participant	30,516	38,659	17,373	25,536	22,183	134,267
Family 0 to 14	9,623	15,894	10,397	14,423	12,375	62,712
Family 15 to 24	1,387	3,860	1,081	1,632	1,308	9,268
Family 25 and over	376	4,410	1,744	2,455	2,003	10,988
Total Family	11,386	24,164	13,222	18,510	15,686	82,968
Total	41,902	62,823	30,595	44,046	37,869	217,235

Table F.18 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – New South Wales

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC	% who say their child is able to tell them what he/she wants	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		27%		
DL	% who say their child is becoming more independent		39%		
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			34%	
CC	% who choose who supports them			36%	59%
CC	% who choose what they do each day			46%	68%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			21%	26%
CC	% who want more choice and control in their life			79%	76%

¹²¹ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table F.19 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – New South Wales

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	63%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		38%		
REL	Of these, % who are welcomed or actively included	63%	74%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			31%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			30%	32%

Table F.20 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – New South Wales

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		64%		
HM	% who are happy with their home			81%	70%
HM	% who feel safe or very safe in their home			85%	69%
HW	% who rate their health as good, very good or excellent			68%	42%
HW	% who did not have any difficulties accessing health services			67%	62%
LL	% who currently attend or previously attended school in a mainstream class			36%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				62%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			17%	24%
WK	% who volunteer			11%	11%

Table F.21 Selected key baseline indicators for families/carers of participants – New South Wales

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	23%	21%
% receiving Carer Allowance	39%	42%	28%
% working in a paid job	48%	52%	38%
Of those in a paid job, % in permanent employment	77%	76%	79%
Of those in a paid job, % working 15 hours or more	81%	86%	86%
% who say they (and their partner) are able to work as much as they want	45%	48%	54%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	89%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	36%	31%	20%
% able to advocate for their child/family member	79%	68%	62%
% who have friends and family they see as often as they like	51%	48%	47%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		36%	
% who feel in control selecting services		36%	34%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			31%
% who rate their health as good, very good or excellent	77%	63%	60%

Table F.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=6,738) - participants who entered from 1 July 2016 and 30 June 2020 – New South Wales¹²²

Question	% Yes
DL Has the NDIS improved your child's development?	93%
DL Has the NDIS improved your child's access to specialist services?	94%
CC Has the NDIS helped increase your child's ability to communicate what they want?	86%
REL Has the NDIS improved how your child fits into family life?	83%
S/CP Has the NDIS improved how your child fits into community life?	69%

Table F.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=9,590) - participants who entered between 1 July 2016 and 30 June 2020 – New South Wales

Question	% Yes
DL Has the NDIS helped your child to become more independent?	65%
LL Has the NDIS improved your child's access to education?	46%
REL Has the NDIS improved your child's relationships with family and friends?	56%
S/CP Has the NDIS improved your child's social and recreational life?	49%

¹²² Results in Tables F.22 to F.25 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

Table F.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=3,787) and ‘Participant 25 and over’ (n=12,315) - participants who entered between 1 July 2016 and 30 June 2020 – New South Wales

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	73%
DL	Has the NDIS helped you with daily living activities?	55%	74%
REL	Has the NDIS helped you to meet more people?	45%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	19%
S/CP	Has the NDIS helped you be more involved?	50%	59%

Table F.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=19,039); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,763) - participants who entered between 1 July 2016 and 30 June 2020 – New South Wales

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	69%	50%
Has the NDIS improved the level of support for your family?	74%	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?	76%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	52%	36%

Table F.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=3,294) - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales¹²³

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	93%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	92%	96%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	88%	+5%
REL	Has the NDIS improved how your child fits into family life?	79%	83%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	65%	70%	+4%

¹²³ Results in Tables F.26 to F.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

Table F.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=8,293) - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	61%	68%	+8%
LL	Has the NDIS improved your child's access to education?	41%	47%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	55%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	+5%

Table F.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,791) and ‘Participant 25 and over’ (n=9,948) - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	60%	67%	+7%	67%	75%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	64%	+7%	70%	79%	+9%
REL	Has the NDIS helped you to meet more people?	50%	52%	+2%	52%	58%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	-2%	28%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	49%	56%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	37%	+1%	29%	30%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	-2%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	58%	+5%	58%	65%	+7%

Table F.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=11,450); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,709) - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	65%	+4%	46%	54%	+9%
Has the NDIS improved the level of support for your family?	66%	72%	+5%	60%	70%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	74%	+5%	57%	66%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	79%	+4%			
Has the NDIS improved your health and wellbeing?	43%	45%	+2%	31%	35%	+4%

Table F.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,834) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales¹²⁴

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	96%	98%	+5%
DL	Has the NDIS improved your child's access to specialist services?	89%	93%	95%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	87%	88%	+5%
REL	Has the NDIS improved how your child fits into family life?	75%	79%	82%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	63%	67%	71%	+8%

Table F.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=8,278) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	55%	64%	68%	+13%
LL	Has the NDIS improved your child's access to education?	36%	40%	44%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	50%	54%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	45%	47%	+7%

¹²⁴ Results in Tables F.30 to F.36 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table F.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=4,754) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	60%	65%	69%	+9%
Has the NDIS helped you with daily living activities?	58%	64%	69%	+12%
Has the NDIS helped you to meet more people?	51%	54%	56%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	18%	18%	-3%
Has your involvement with the NDIS improved your health and wellbeing?	40%	43%	46%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	36%	36%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	17%	-2%
Has the NDIS helped you be more involved?	54%	58%	61%	+7%

Table F.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=9,913) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	67%	75%	78%	+12%
Has the NDIS helped you with daily living activities?	70%	79%	83%	+13%
Has the NDIS helped you to meet more people?	52%	60%	64%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	33%	33%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	49%	56%	59%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	31%	32%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	20%	-1%
Has the NDIS helped you be more involved?	58%	66%	70%	+12%

Table F.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=6,721) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	55%	59%	63%	+8%
Has the NDIS improved the level of support for your family?	58%	66%	69%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	63%	70%	73%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	74%	77%	+8%
Has the NDIS improved your health and wellbeing?	37%	40%	41%	+4%

Table F.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,644) - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	44%	48%	55%	+12%
Has the NDIS improved the level of support for your family?	59%	64%	70%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	56%	62%	68%	+13%
Has the NDIS improved your health and wellbeing?	32%	32%	35%	+4%

Table F.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=414) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	93%	94%	95%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	88%	88%	95%	93%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	84%	85%	90%	+5%
REL	Has the NDIS improved how your child fits into family life?	72%	75%	73%	73%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	59%	60%	60%	53%	-6%

Table F.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=3,630) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales ¹²⁵

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	54%	62%	66%	68%	+14%
LL	Has the NDIS improved your child's access to education?	35%	37%	39%	41%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	48%	52%	53%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	43%	46%	47%	+7%

Table F.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,175) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	58%	65%	66%	68%	+10%
DL	Has the NDIS helped you with daily living activities?	58%	66%	70%	73%	+15%
REL	Has the NDIS helped you to meet more people?	52%	57%	56%	56%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	20%	19%	19%	-4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	46%	47%	49%	+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?	38%	38%	36%	37%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	14%	15%	-4%
S/CP	Has the NDIS helped you be more involved?	55%	59%	60%	61%	+6%

¹²⁵ Results in Tables F.37 to F.41 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

Table F.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=3,840) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	65%	73%	76%	79%	+14%
DL	Has the NDIS helped you with daily living activities?	68%	77%	81%	84%	+16%
REL	Has the NDIS helped you to meet more people?	50%	59%	61%	65%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	31%	34%	35%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	54%	58%	62%	+13%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	31%	30%	31%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	22%	20%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	58%	64%	69%	71%	+14%

Table F.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,832) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS improved your capacity to advocate (stand up) for your child?	49%	55%	55%	60%	+11%
Has the NDIS improved the level of support for your family?	54%	61%	63%	68%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	59%	64%	66%	71%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	71%	72%	75%	+11%
Has the NDIS improved your health and wellbeing?	33%	36%	35%	37%	+4%

Table F.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=313) - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	45%	50%	55%	58%	+13%
Has the NDIS improved the level of support for your family?	53%	67%	69%	69%	+16%
Has the NDIS helped you to access services, programs and activities in the community?	55%	63%	68%	66%	+11%
Has the NDIS improved your health and wellbeing?	29%	28%	33%	34%	+5%

Table F.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,016), 'participant social and community engagement rate' (n=15,193) and 'parent and carer employment rate' (n=13,772) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – New South Wales ¹²⁶

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	11%	15%	18%	24%
Aged 25+	27%	26%	25%	
Aged 15+	22%	23%	23%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	34%	40%	43%	50%
Aged 25+	35%	41%	45%	
Aged 15+	34%	41%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	49%	51%	52%	50%
Aged 15+	45%	46%	45%	
All ages	48%	50%	50%	

Table F.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,183), 'participant social and community engagement rate' (n=15,373) and 'parent and carer employment rate' (n=7,449) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – New South Wales ¹²⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	12%	15%	18%	23%	24%
Aged 25+	29%	29%	24%	26%	
Aged 15+	25%	26%	22%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	34%	40%	45%	47%	50%
Aged 25+	35%	42%	46%	49%	
Aged 15+	35%	41%	46%	48%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	48%	50%	52%	52%	50%
Aged 15+	48%	52%	52%	48%	
All ages	48%	51%	52%	51%	

¹²⁶ 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 June 2019 and have had a second plan review to date.

¹²⁷ 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 June 2018 and have had a third plan review to date.

Table F.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,053), 'participant social and community engagement rate' (n=6,224) and 'parent and carer employment rate' (n=1,532) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – New South Wales ¹²⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	12%	16%	22%	25%	29%	24%
Aged 25+	27%	28%	25%	22%	23%	
Aged 15+	24%	25%	25%	22%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	32%	39%	46%	48%	50%	50%
Aged 25+	35%	39%	47%	49%	51%	
Aged 15+	34%	39%	46%	49%	51%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	45%	50%	53%	55%	56%	50%
Aged 15+	51%	54%	50%	51%	51%	
All ages	46%	50%	52%	55%	55%	

Table F.45 Number of active plans by goal type and primary disability – New South Wales ¹²⁹

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	1,027	3,176	2,227	739	1,142	3,321	1,618	1,034	4,226
Autism	6,098	39,722	13,136	15,903	19,711	27,481	2,660	7,106	46,198
Cerebral Palsy	1,115	4,521	2,869	1,127	1,322	3,576	1,206	961	5,385
Developmental Delay	704	10,362	3,068	6,265	4,251	4,495	11	7	11,158
Down Syndrome	706	3,062	1,664	927	1,120	2,828	773	1,005	3,725
Global Developmental Delay	216	3,036	1,002	1,914	1,317	1,337	2	2	3,264
Hearing Impairment	1,216	5,984	1,387	1,774	1,109	2,891	605	1,528	7,224
Intellectual Disability	5,364	19,937	9,756	6,496	8,675	18,597	6,007	8,585	25,693
Multiple Sclerosis	574	2,071	1,676	191	356	1,638	818	424	2,444
Psychosocial disability	2,934	10,352	8,111	3,073	3,715	11,418	5,177	4,527	14,396
Spinal Cord Injury	451	1,449	1,030	179	223	1,183	558	453	1,692
Stroke	593	2,035	1,318	320	403	1,851	919	405	2,471
Visual Impairment	700	2,562	956	691	369	1,956	633	743	2,930
Other Neurological	1,318	4,995	3,468	857	1,307	4,585	2,202	879	6,252
Other Physical	1,178	4,784	2,984	644	651	3,276	1,472	1,080	5,590
Other Sensory/Speech	119	883	200	353	356	401	15	58	1,035
Other	245	1,009	564	208	237	791	312	215	1,207
Total	24,558	119,940	55,416	41,661	46,264	91,625	24,988	29,012	144,890

¹²⁸ 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 June 2017 and have had a fourth plan review to date.

¹²⁹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table F.46 Number of goals in active plans by goal type and primary disability – New South Wales ¹³⁰

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	1,756	8,251	3,991	1,308	1,821	5,889	2,559	1,554	27,129
Autism	10,933	158,811	25,614	34,558	36,571	53,075	4,321	11,400	335,283
Cerebral Palsy	2,092	16,363	5,669	2,341	2,269	7,022	2,010	1,569	39,335
Developmental Delay	1,137	49,022	5,595	13,277	7,348	7,900	16	11	84,306
Down Syndrome	1,252	10,244	3,033	1,862	1,978	5,417	1,213	1,542	26,541
Global Developmental Delay	364	15,047	1,951	4,273	2,336	2,488	2	4	26,465
Hearing Impairment	2,292	18,344	2,520	3,614	2,016	5,434	1,010	2,486	37,716
Intellectual Disability	9,108	58,616	17,646	12,461	15,204	34,941	9,523	13,054	170,553
Multiple Sclerosis	944	5,766	3,187	318	514	2,755	1,320	683	15,487
Psychosocial disability	4,663	23,481	13,957	4,863	5,759	18,972	7,650	6,537	85,882
Spinal Cord Injury	881	4,571	2,061	324	373	2,286	1,019	739	12,254
Stroke	1,105	6,178	2,446	544	624	3,295	1,492	651	16,335
Visual Impairment	1,329	8,370	1,749	1,359	595	3,709	1,030	1,242	19,383
Other Neurological	2,237	14,979	6,706	1,550	2,188	8,205	3,667	1,395	40,927
Other Physical	2,149	15,181	5,863	1,183	1,092	5,989	2,509	1,806	35,772
Other Sensory/Speech	200	3,109	328	726	609	677	28	91	5,768
Other	475	3,383	1,172	413	429	1,644	550	380	8,446
Total	42,917	419,716	103,488	84,974	81,726	169,698	39,919	45,144	987,582

Table F.47 Number of active plans by goal type and age group – New South Wales ¹³¹

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,445	21,291	7,017	13,454	9,231	9,461	14	2	22,978
7 to 14	4,042	32,476	9,196	11,719	15,205	19,088	510	369	36,607
15 to 18	2,020	8,782	3,487	3,069	4,268	7,631	780	3,405	10,726
19 to 24	2,989	10,114	4,517	3,499	3,527	9,251	2,798	7,537	13,076
25 to 34	3,065	9,799	5,609	2,777	3,330	9,376	3,764	5,531	12,728
35 to 44	2,669	8,883	5,871	2,158	2,932	8,716	3,740	4,346	11,589
45 to 54	3,210	10,727	7,411	2,308	3,337	10,529	4,794	4,142	14,050
55 to 64	3,834	13,492	9,174	2,131	3,389	13,155	6,258	3,108	17,287
65+	1,284	4,376	3,134	546	1,045	4,418	2,330	572	5,849
Total	24,558	119,940	55,416	41,661	46,264	91,625	24,988	29,012	144,890

¹³⁰ Participants have set over six million goals in total across Australia since July 2016. The 987,582 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

¹³¹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table F.48 Number of goals in active plans by goal type and age group – New South Wales ¹³²

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	2,359	104,566	13,826	30,199	16,416	17,517	27	2	184,912
7 to 14	7,455	136,850	18,441	26,128	28,685	37,680	853	627	256,719
15 to 18	3,749	27,362	6,557	5,985	7,728	14,551	1,299	5,717	72,948
19 to 24	5,097	26,723	7,789	6,076	5,750	16,418	4,327	11,706	83,886
25 to 34	5,370	25,716	9,894	4,672	5,566	17,043	5,984	8,466	82,711
35 to 44	4,650	23,053	10,727	3,752	4,991	16,021	5,980	6,725	75,899
45 to 54	5,424	27,540	13,818	3,774	5,446	19,072	7,738	6,258	89,070
55 to 64	6,687	36,209	16,891	3,481	5,515	23,586	10,073	4,756	107,198
65+	2,126	11,697	5,545	907	1,629	7,810	3,638	887	34,239
Total	42,917	419,716	103,488	84,974	81,726	169,698	39,919	45,144	987,582

¹³² Participants have set over six million goals in total across Australia since July 2016. The 987,582 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

Table F.49 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales ¹³³

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
Access	n = 500	n = 326
Are you happy with how coming into the NDIS has gone?	86%	88%
Was the person from the NDIS respectful?	96%	98%
Do you understand what will happen next with your plan?	82%	79%
% of participants rating their overall experience as Very Good or Good.	80%	80%
Pre-planning	n = 505	n = 222
Did the person from the NDIS understand how your disability affects your life?	86%	86%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	81%	84%
Are you clear on what happens next with your plan?	68%	72%
Do you know where to go for more help with your plan?	75%	80%
% of participants rating their overall experience as Very Good or Good.	82%	83%
Planning	n = 2,467	n = 1,526
Did the person from the NDIS understand how your disability affects your life?	91%	91%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	88%	89%
Are you clear on what happens next with your plan?	84%	85%
Do you know where to go for more help with your plan?	89%	89%
% of participants rating their overall experience as Very Good or Good.	86%	86%
Plan review	n = 7,820	n = 3,567
Did the person from the NDIS understand how your disability affects your life?	82%	78%
Did you feel prepared for your plan review?	86%	85%
Is your NDIS plan helping you to make progress towards your goals?	90%	87%
% of participants rating their overall experience as Very Good or Good.	77%	72%

¹³³ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure F.9 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales ^{134 135}

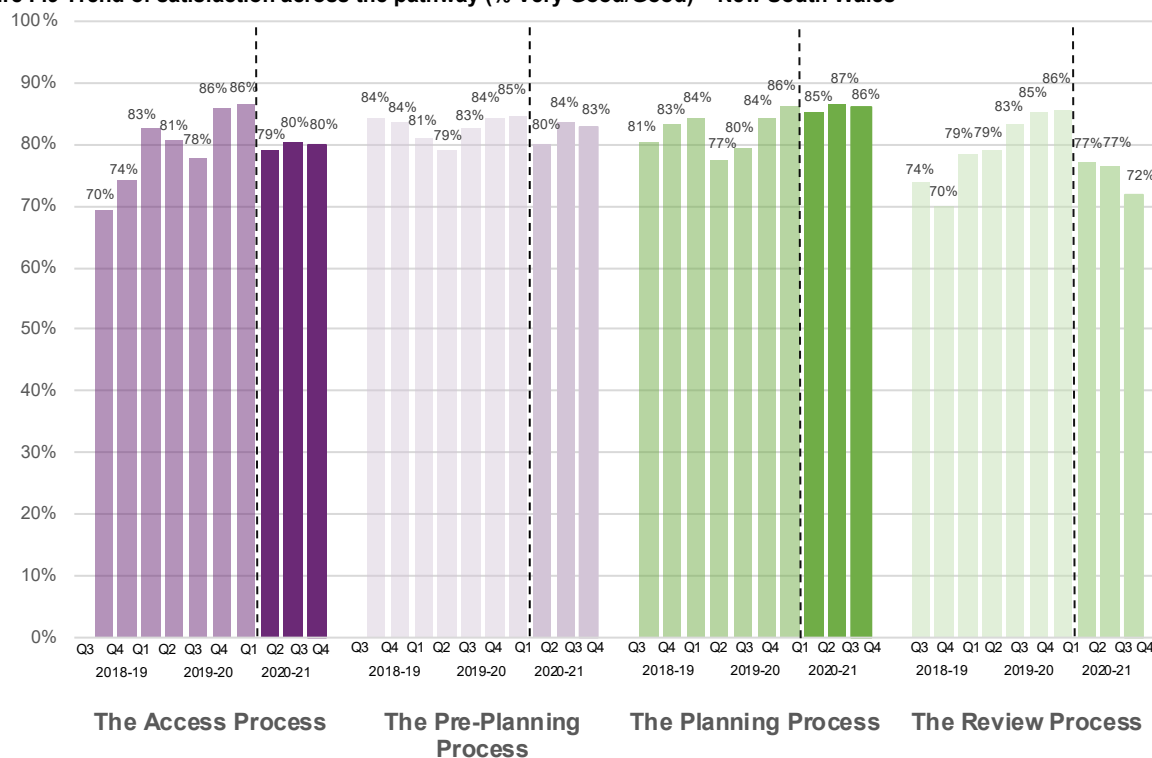
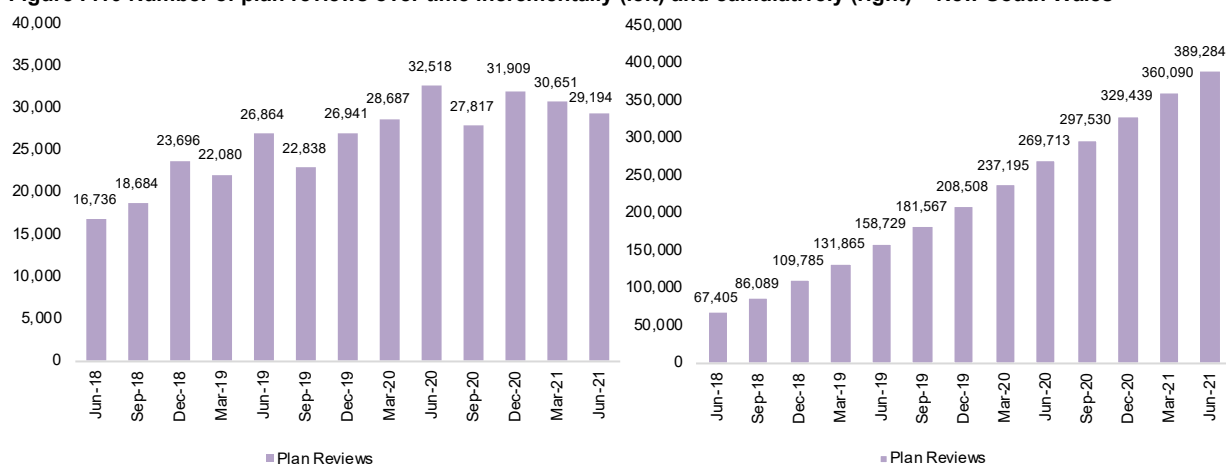


Table F.50 Plan reviews conducted per quarter – excluding plans less than 31 days – New South Wales ¹³⁶

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total plan reviews	360,090	29,194	389,284
<i>Early intervention plans</i>	63,662	7,544	71,206
<i>Permanent disability plans</i>	296,428	21,650	318,078

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



¹³⁴ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series.

¹³⁵ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

¹³⁶ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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

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

Table F.51 shows the number of complaints in 2020-21 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table F.52 and Table F.53 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table F.51 Complaints by quarter – New South Wales ^{137 138 139}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	15	8	23	21
Complaint about LAC Partner	249	39	288	268
Complaints about service providers	1,791	88	1,879	1,525
Complaints about the Agency	23,786	1,430	25,216	14,259
Critical/ Reportable Incident	1,406	383	1,789	1,414
Unclassified	1,518	0	1,518	1,327
Total	28,765	1,948	30,713	16,754
Total complaints made since 1 April 2017	27,208	1,948	29,156	
Complaints since 1 April 2017 as % of all access requests	4.8%	3.9%	4.8%	

¹³⁷ Note that 63% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

¹³⁸ % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

¹³⁹ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

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

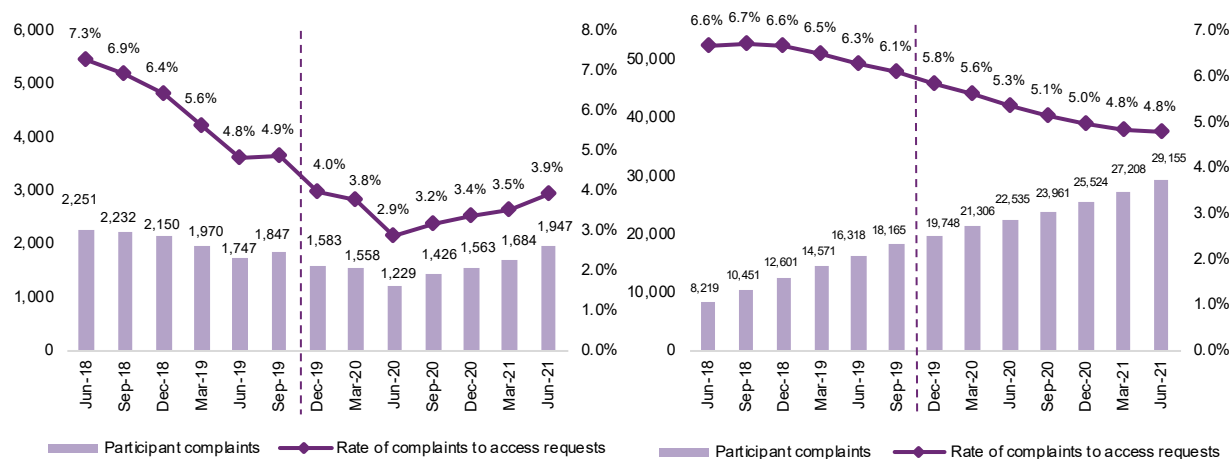


Table F.52 Participant complaints by type – New South Wales

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
<i>Complaints about the Agency</i>						
Individual needs	2,393	(10%)	1	(0%)	2,394	(9%)
Information unclear	734	(3%)	1	(0%)	735	(3%)
NDIA Access	284	(1%)	47	(3%)	331	(1%)
NDIA Engagement	6	(0%)	2	(0%)	8	(0%)
NDIA Finance	668	(3%)	90	(6%)	758	(3%)
NDIA Fraud and Compliance	36	(0%)	7	(0%)	43	(0%)
NDIA Plan	1,977	(8%)	524	(37%)	2,501	(10%)
NDIA Process	662	(3%)	145	(10%)	807	(3%)
NDIA Resources	71	(0%)	11	(1%)	82	(0%)
NDIA Staff	495	(2%)	121	(8%)	616	(2%)
NDIA Timeliness	1,600	(7%)	427	(30%)	2,027	(8%)
Participation, engagement and inclusion	178	(1%)	0	(0%)	178	(1%)
Provider Portal	43	(0%)	0	(0%)	43	(0%)
Quality & Safeguards Commission	4	(0%)	2	(0%)	6	(0%)
Reasonable and necessary supports	2,286	(10%)	0	(0%)	2,286	(9%)
Staff conduct - Agency	681	(3%)	0	(0%)	681	(3%)
The way the NDIA carried out its decision making	1,220	(5%)	8	(1%)	1,228	(5%)
Timeliness	5,963	(25%)	2	(0%)	5,965	(24%)
Other	4,485	(19%)	42	(3%)	4,527	(18%)
Total	23,786		1,430		25,216	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(20%)	2	(25%)	5	(22%)
ECEI Process	4	(27%)	0	(0%)	4	(17%)
ECEI Staff	6	(40%)	5	(63%)	11	(48%)
ECEI Timeliness	2	(13%)	1	(13%)	3	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	15		8		23	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(0%)	0	(0%)	1	(0%)
LAC Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
LAC Plan	46	(18%)	10	(26%)	56	(19%)
LAC Process	25	(10%)	3	(8%)	28	(10%)
LAC Resources	1	(0%)	0	(0%)	1	(0%)
LAC Staff	154	(62%)	24	(62%)	178	(62%)
LAC Timeliness	20	(8%)	2	(5%)	22	(8%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	249		39		288	
<i>Complaints about service providers</i>						
Provider costs.	138	(8%)	3	(3%)	141	(8%)
Provider Finance	57	(3%)	9	(10%)	66	(4%)
Provider Fraud and Compliance	58	(3%)	10	(11%)	68	(4%)
Provider process	131	(7%)	1	(1%)	132	(7%)
Provider Service	253	(14%)	44	(50%)	297	(16%)
Provider Staff	117	(7%)	16	(18%)	133	(7%)
Service Delivery	227	(13%)	1	(1%)	228	(12%)
Staff conduct	206	(12%)	0	(0%)	206	(11%)
Supports being provided	249	(14%)	1	(1%)	250	(13%)
Other	355	(20%)	3	(3%)	358	(19%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total	1,791		88	0	1,879	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	420	(30%)	165	(43%)	585	(33%)
Allegations against Informal Supports	436	(31%)	12	(3%)	448	(25%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	205	(15%)	47	(12%)	252	(14%)
Provider reporting	342	(24%)	159	(42%)	501	(28%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,406		383		1,789	
<i>Unclassified</i>	1,518		0		1,518	
Participants total	28,765		1,948		30,713	

Table F.53 Unique complainants by type – New South Wales

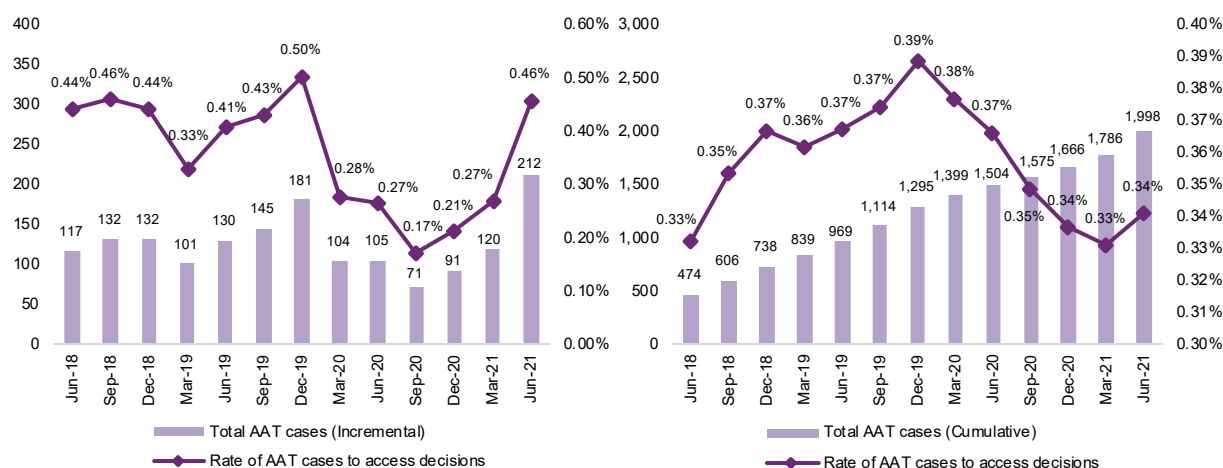
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	2,009	(10%)	1	(0%)	2,010	(9%)
Information unclear	684	(3%)	1	(0%)	685	(3%)
NDIA Access	252	(1%)	43	(3%)	295	(1%)
NDIA Engagement	6	(0%)	2	(0%)	8	(0%)
NDIA Finance	529	(3%)	78	(6%)	607	(3%)
NDIA Fraud and Compliance	34	(0%)	7	(1%)	41	(0%)
NDIA Plan	1,549	(8%)	448	(36%)	1,997	(9%)
NDIA Process	586	(3%)	138	(11%)	724	(3%)
NDIA Resources	67	(0%)	9	(1%)	76	(0%)
NDIA Staff	414	(2%)	108	(9%)	522	(2%)
NDIA Timeliness	1,338	(7%)	373	(30%)	1,711	(8%)
Participation, engagement and inclusion	172	(1%)	0	(0%)	172	(1%)
Provider Portal	42	(0%)	0	(0%)	42	(0%)
Quality & Safeguards Commission	4	(0%)	2	(0%)	6	(0%)
Reasonable and necessary supports	1,900	(9%)	0	(0%)	1,900	(9%)
Staff conduct - Agency	616	(3%)	0	(0%)	616	(3%)
The way the NDIA carried out its decision making	1,119	(6%)	8	(1%)	1,127	(5%)
Timeliness	4,640	(23%)	2	(0%)	4,642	(22%)
Other	4,214	(21%)	40	(3%)	4,254	(20%)
Total	20,175		1,260		21,435	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(21%)	2	(25%)	5	(23%)
ECEI Process	3	(21%)	0	(0%)	3	(14%)
ECEI Staff	6	(43%)	5	(63%)	11	(50%)
ECEI Timeliness	2	(14%)	1	(13%)	3	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	14		8		22	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(0%)	0	(0%)	1	(0%)
LAC Fraud and Compliance	2	(1%)	0	(0%)	2	(1%)
LAC Plan	41	(17%)	10	(26%)	51	(18%)
LAC Process	24	(10%)	3	(8%)	27	(10%)
LAC Resources	1	(0%)	0	(0%)	1	(0%)
LAC Staff	150	(63%)	24	(62%)	174	(63%)
LAC Timeliness	20	(8%)	2	(5%)	22	(8%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	239		39		278	
<i>Complaints about service providers</i>						
Provider costs.	133	(8%)	3	(3%)	136	(8%)
Provider Finance	55	(3%)	9	(10%)	64	(4%)
Provider Fraud and Compliance	53	(3%)	10	(11%)	63	(4%)
Provider process	129	(8%)	1	(1%)	130	(7%)
Provider Service	217	(13%)	44	(50%)	261	(15%)
Provider Staff	112	(7%)	16	(18%)	128	(7%)
Service Delivery	218	(13%)	1	(1%)	219	(12%)
Staff conduct	187	(11%)	0	(0%)	187	(11%)
Supports being provided	228	(14%)	1	(1%)	229	(13%)
Other	347	(21%)	3	(3%)	350	(20%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total	1,679	88	1,767
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	370 (30%)	143 (42%)	513 (32%)
Allegations against Informal Supports	369 (30%)	12 (4%)	381 (24%)
Allegations against NDIA Staff/Partners	3 (0%)	0 (0%)	3 (0%)
Participant threat	181 (15%)	44 (13%)	225 (14%)
Provider reporting	318 (26%)	140 (41%)	458 (29%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	1,241	339	1,580
<i>Unclassified</i>	1,328	0	1,328
Unique complaints total	24,676	1,734	26,410

Table F.54 AAT Cases by category – New South Wales ¹⁴⁰

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	624	35%	29	14%	653	33%
Plan	896	50%	172	81%	1,068	53%
Plan Review	165	9%	<11		168	8%
Other	101	6%	<11		109	5%
Total	1,786	100%	212	100%	1,998	100%
% of all access decisions	0.33%		0.46%		0.34%	

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

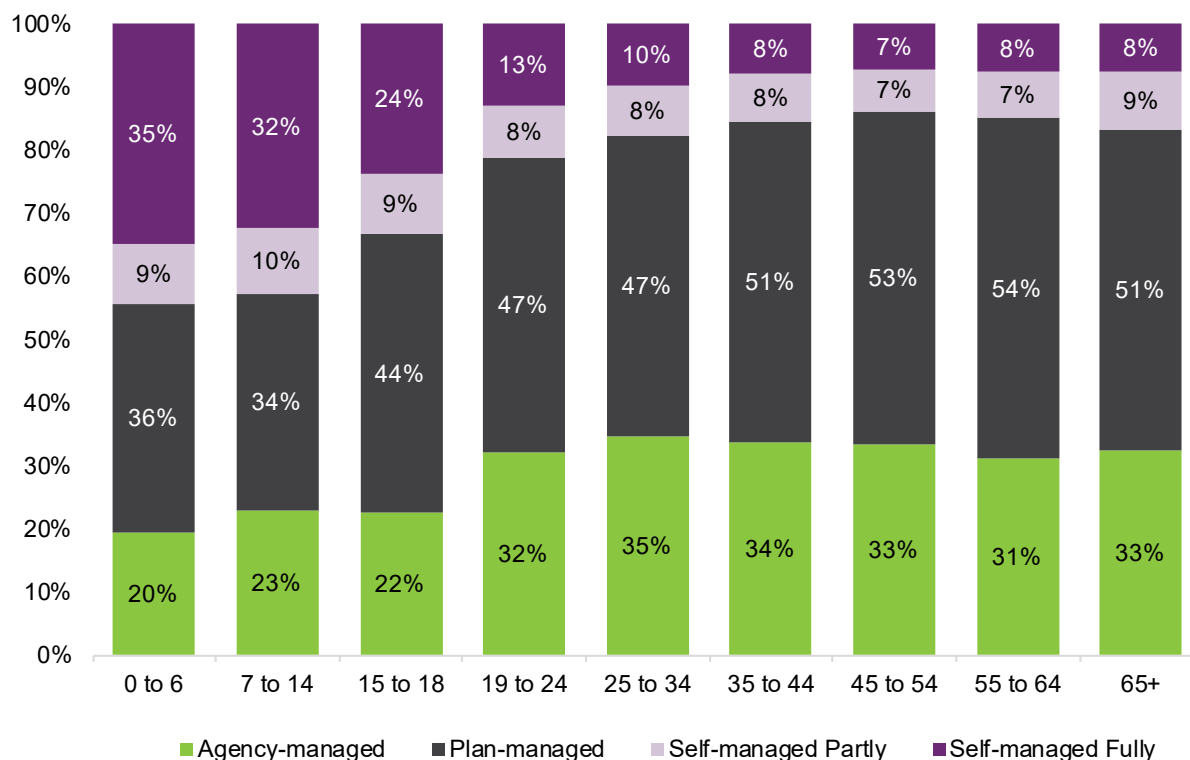


¹⁴⁰ % of all access decisions is calculated as the number of appeals divided by the number of access decisions. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table F.55 AAT cases by open/closed and decision – New South Wales ¹⁴¹

	N
AAT Cases	1,998
Open AAT Cases	412
Closed AAT Cases	1,586
<i>Resolved before hearing</i>	<i>1,540</i>
<i>Gone to hearing and received a substantive decision</i>	<i>46</i>

Figure F.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – New South Wales ^{142 143}



¹⁴¹ Of the 46 cases which went to hearing and received a substantive decision: 25 affirmed the Agency's decision, 6 varied the Agency's decision and 15 set aside the Agency's decision.

¹⁴² For the total number of active participants in each age group, see Table F.14.

¹⁴³ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure F.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – New South Wales ^{144 145}

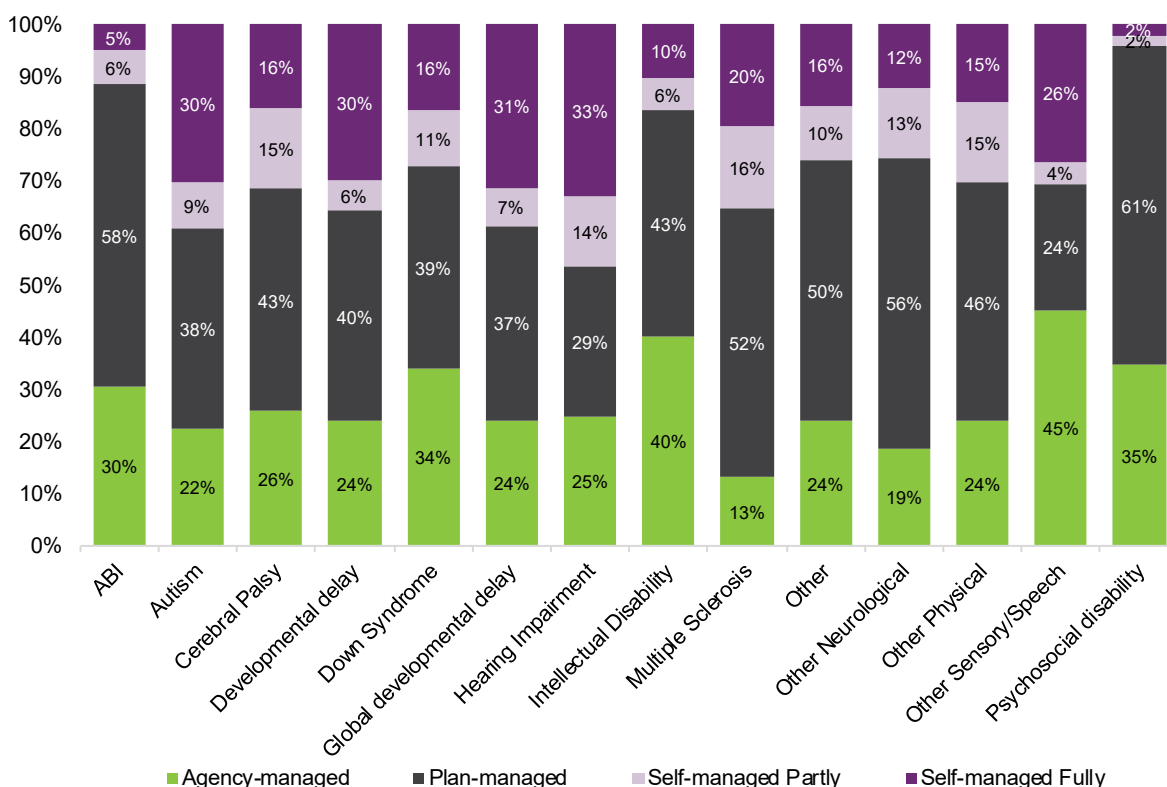
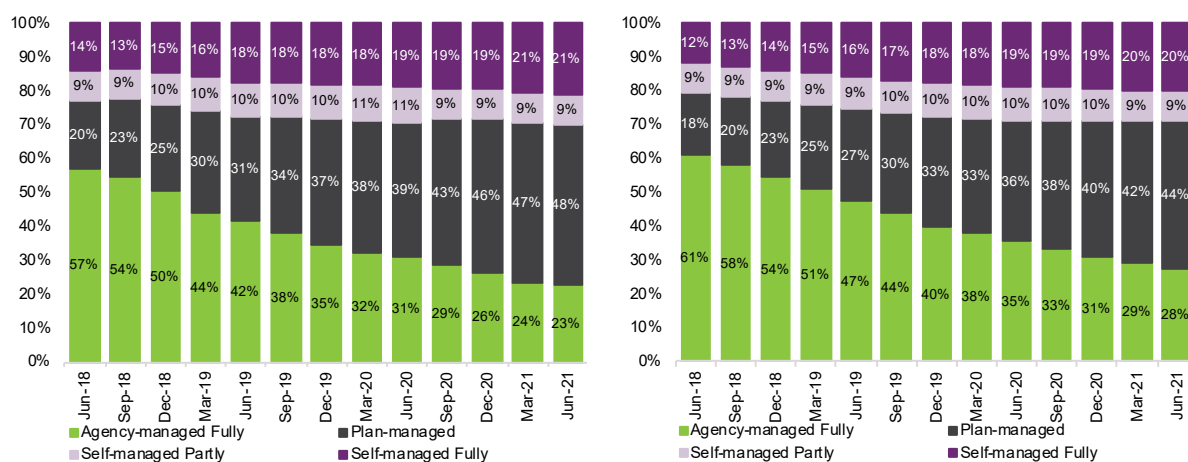


Table F.56 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales ¹⁴⁶

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	20%	21%	20%
Self-managed partly	9%	9%	9%
Plan-managed	43%	48%	44%
Agency-managed	29%	23%	28%
Total	100%	100%	100%

Figure F.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – New South Wales ¹⁴⁷



¹⁴⁴ For the total number of active participants in each primary disability group, see Table F.12.

¹⁴⁵ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

¹⁴⁶ Ibid.

¹⁴⁷ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Quarterly results are reported based on a rolling 3 year period.

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

	Prior Quarters	2020-21 Q4	Total
Self-managed	10%	13%	10%
Plan-managed	28%	44%	29%
Agency-managed	62%	43%	60%
Total	100%	100%	100%

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

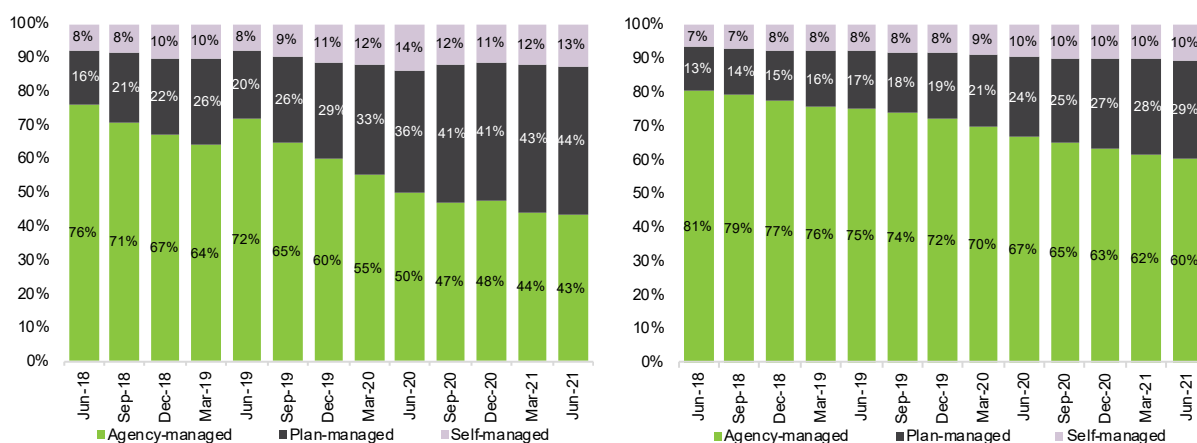


Table F.58 Distribution of active participants by support coordination and quarter of plan approval – New South Wales

	Prior Quarters	2020-21 Q4	Total
Support coordination	39%	42%	40%

Table F.59 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales ¹⁴⁸

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
	N	%	N	%	N	%
Plan activation						
Less than 30 days	82,365	69%	3,697	66%	86,062	69%
30 to 59 days	14,770	12%	750	13%	15,520	12%
60 to 89 days	6,540	5%	380	7%	6,920	6%
Activated within 90 days	103,675	87%	4,827	86%	108,502	86%
90 to 119 days	3,679	3%	226	4%	3,905	3%
120 days and over	10,283	9%	222	4%	10,505	8%
Activated after 90 days	13,962	12%	448	8%	14,410	11%
No payments	2,183	2%	347	6%	2,530	2%
Total plans approved	119,820	100%	5,622	100%	125,442	100%

¹⁴⁸ Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

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

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	8,471	8,888	95%
Not Aboriginal and Torres Strait Islander	77,407	79,536	97%
Not Stated	33,315	34,206	97%
Total	119,193	122,630	97%
by Culturally and Linguistically Diverse status			
CALD	12,307	12,613	98%
Not CALD	106,687	109,810	97%
Not Stated	199	207	96%
Total	119,193	122,630	97%
by Remoteness			
Major Cities	83,560	85,843	97%
Regional	35,208	36,342	97%
Remote	423	442	96%
Missing	<11	<11	
Total	119,193	122,630	97%
by Primary Disability type			
Autism	39,548	40,410	98%
Intellectual Disability (including Down Syndrome)	26,919	27,596	98%
Psychosocial Disability	11,036	11,318	98%
Developmental Delay (including Global Developmental Delay)	7,749	8,047	96%
Other	33,941	35,259	96%
Total	119,193	122,630	97%

Table F.61 Distribution of plans by utilisation – New South Wales ^{149 150}

Plan utilisation	Total
0 to 50%	29%
50% to 75%	23%
> 75%	48%
Total	100%

Table F.62 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ¹⁵¹

	Prior Quarters	2020-21 Q4	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	63%	69%	64%
Lifelong Learning	19%	26%	21%
Other	13%	17%	14%
Non-categorised	22%	16%	20%
Any mainstream service	96%	96%	96%

¹⁴⁹ This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

¹⁵⁰ Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

¹⁵¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table F.63 Key markets indicators by quarter – New South Wales ^{152 153}

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.39	1.40
b) Number of providers delivering new types of supports	672	760
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	91%
<i>Therapeutic Supports (%)</i>	91%	91%
<i>Participate Community (%)</i>	86%	87%
<i>Early Childhood Supports (%)</i>	87%	88%
<i>Assist Personal Activities (%)</i>	87%	88%

Table F.64 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – New South Wales ¹⁵⁴

Activity	Number of providers
Active for the first time in 2020-21 Q4	239
Active in 2020-21 Q4 and also in previous quarters	3,822
Active in 2020-21 Q4	4,061
Inactive in 2020-21 Q4	4,230
Active ever	8,291

¹⁵² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁵³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁵⁴ Active providers refer to those who have received payment for support Agency-managed participants.

Table F.65 Cumulative number of providers that have been ever active by registration group – New South Wales ¹⁵⁵

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	295	13	308	4%
Assistance Animals	120	4	124	3%
Assistance with daily life tasks in a group or shared living arrangement	934	65	999	7%
Assistance with travel/transport arrangements	856	28	884	3%
Daily Personal Activities	1,557	67	1,624	4%
Group and Centre Based Activities	1,098	45	1,143	4%
High Intensity Daily Personal Activities	1,125	37	1,162	3%
Household tasks	2,099	58	2,157	3%
Interpreting and translation	214	7	221	3%
Participation in community, social and civic activities	1,706	87	1,793	5%
Assistive Technology				
Assistive equipment for recreation	315	8	323	3%
Assistive products for household tasks	327	12	339	4%
Assistance products for personal care and safety	1,516	51	1,567	3%
Communication and information equipment	609	27	636	4%
Customised Prosthetics	710	29	739	4%
Hearing Equipment	273	13	286	5%
Hearing Services	66	7	73	11%
Personal Mobility Equipment	900	54	954	6%
Specialised Hearing Services	100	9	109	9%
Vision Equipment	261	8	269	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,578	120	1,698	8%
Behaviour Support	709	38	747	5%
Community nursing care for high needs	530	45	575	8%
Development of daily living and life skills	1,158	48	1,206	4%
Early Intervention supports for early childhood	1,406	37	1,443	3%
Exercise Physiology and Physical Wellbeing activities	944	41	985	4%
Innovative Community Participation	425	18	443	4%
Specialised Driving Training	266	12	278	5%
Therapeutic Supports	4,314	100	4,414	2%
Capital services				
Home modification design and construction	553	25	578	5%
Specialist Disability Accommodation	149	8	157	5%
Vehicle Modifications	229	15	244	7%
Choice and control support services				
Management of funding for supports in participants plan	856	29	885	3%
Support Coordination	413	15	428	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	455	16	471	4%
Specialised Supported Employment	362	27	389	7%
Total	8,052	239	8,291	3%

¹⁵⁵ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table F.66 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2021 – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	56	252	308	18%	82%	100%
Assistance Animals	18	106	124	15%	85%	100%
Assistance with daily life tasks in a group or shared living arrangement	133	866	999	13%	87%	100%
Assistance with travel/transport arrangements	192	692	884	22%	78%	100%
Daily Personal Activities	229	1,395	1,624	14%	86%	100%
Group and Centre Based Activities	141	1,002	1,143	12%	88%	100%
High Intensity Daily Personal Activities	159	1,003	1,162	14%	86%	100%
Household tasks	691	1,466	2,157	32%	68%	100%
Interpreting and translation	54	167	221	24%	76%	100%
Participation in community, social and civic activities	262	1,531	1,793	15%	85%	100%
Assistive Technology						
Assistive equipment for recreation	52	271	323	16%	84%	100%
Assistive products for household tasks	60	279	339	18%	82%	100%
Assistance products for personal care and safety	273	1,294	1,567	17%	83%	100%
Communication and information equipment	139	497	636	22%	78%	100%
Customised Prosthetics	165	574	739	22%	78%	100%
Hearing Equipment	45	241	286	16%	84%	100%
Hearing Services	10	63	73	14%	86%	100%
Personal Mobility Equipment	162	792	954	17%	83%	100%
Specialised Hearing Services	19	90	109	17%	83%	100%
Vision Equipment	43	226	269	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	323	1,375	1,698	19%	81%	100%
Behaviour Support	188	559	747	25%	75%	100%
Community nursing care for high needs	97	478	575	17%	83%	100%
Development of daily living and life skills	170	1,036	1,206	14%	86%	100%
Early Intervention supports for early childhood	501	942	1,443	35%	65%	100%
Exercise Physiology and Physical Wellbeing activities	253	732	985	26%	74%	100%
Innovative Community Participation	120	323	443	27%	73%	100%
Specialised Driving Training	81	197	278	29%	71%	100%
Therapeutic Supports	1,904	2,510	4,414	43%	57%	100%
Capital services						
Home modification design and construction	117	461	578	20%	80%	100%
Specialist Disability Accommodation	7	150	157	4%	96%	100%
Vehicle Modifications	41	203	244	17%	83%	100%
Choice and control support services						
Management of funding for supports in participants plan	164	721	885	19%	81%	100%
Support Coordination	61	367	428	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	70	401	471	15%	85%	100%
Specialised Supported Employment	48	341	389	12%	88%	100%
Total	3,108	5,183	8,291	37%	63%	100%

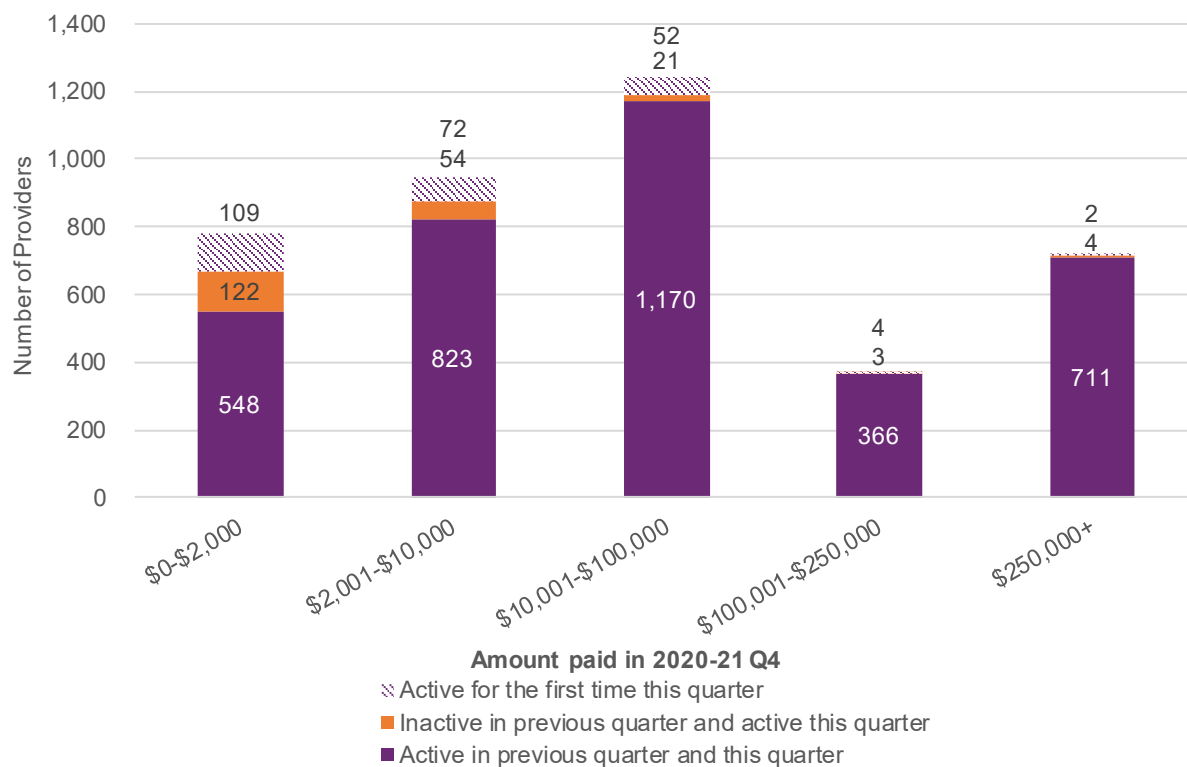
Table F.67 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – New South Wales

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
Assistance services				
Accommodation / Tenancy Assistance	24	13	37	35%
Assistance Animals	60	4	64	6%
Assistance with daily life tasks in a group or shared living arrangement	608	65	673	10%
Assistance with travel/transport arrangements	172	28	200	14%
Daily Personal Activities	990	67	1,057	6%
Group and Centre Based Activities	654	45	699	6%
High Intensity Daily Personal Activities	604	37	641	6%
Household tasks	1,048	58	1,106	5%
Interpreting and translation	82	7	89	8%
Participation in community, social and civic activities	1,127	87	1,214	7%
Assistive Technology				
Assistive equipment for recreation	46	8	54	15%
Assistive products for household tasks	65	12	77	16%
Assistance products for personal care and safety	763	51	814	6%
Communication and information equipment	256	27	283	10%
Customised Prosthetics	267	29	296	10%
Hearing Equipment	90	13	103	13%
Hearing Services	8	7	15	47%
Personal Mobility Equipment	387	54	441	12%
Specialised Hearing Services	15	9	24	38%
Vision Equipment	83	8	91	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	991	120	1,111	11%
Behaviour Support	345	38	383	10%
Community nursing care for high needs	238	45	283	16%
Development of daily living and life skills	537	48	585	8%
Early Intervention supports for early childhood	544	37	581	6%
Exercise Physiology and Physical Wellbeing activities	462	41	503	8%
Innovative Community Participation	112	18	130	14%
Specialised Driving Training	97	12	109	11%
Therapeutic Supports	1,913	100	2,013	5%
Capital services				
Home modification design and construction	185	25	210	12%
Specialist Disability Accommodation	116	8	124	6%
Vehicle Modifications	58	15	73	21%
Choice and control support services				
Management of funding for supports in participants plan	552	29	581	5%
Support Coordination	137	15	152	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	228	16	244	7%
Specialised Supported Employment	260	27	287	9%
Total	3,822	239	4,061	6%

Table F.68 Number and proportion of providers active in 2020-21 Q4 in each registration group by legal entity type – New South Wales

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	4	33	37	11%	89%	100%
Assistance Animals	8	56	64	13%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	68	605	673	10%	90%	100%
Assistance with travel/transport arrangements	33	167	200	17%	84%	100%
Daily Personal Activities	141	916	1,057	13%	87%	100%
Group and Centre Based Activities	86	613	699	12%	88%	100%
High Intensity Daily Personal Activities	78	563	641	12%	88%	100%
Household tasks	273	833	1,106	25%	75%	100%
Interpreting and translation	17	72	89	19%	81%	100%
Participation in community, social and civic activities	159	1,055	1,214	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	8	46	54	15%	85%	100%
Assistive products for household tasks	10	67	77	13%	87%	100%
Assistance products for personal care and safety	120	694	814	15%	85%	100%
Communication and information equipment	51	232	283	18%	82%	100%
Customised Prosthetics	57	239	296	19%	81%	100%
Hearing Equipment	15	88	103	15%	85%	100%
Hearing Services	2	13	15	13%	87%	100%
Personal Mobility Equipment	72	369	441	16%	84%	100%
Specialised Hearing Services	4	20	24	17%	83%	100%
Vision Equipment	16	75	91	18%	82%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	196	915	1,111	18%	82%	100%
Behaviour Support	70	313	383	18%	82%	100%
Community nursing care for high needs	43	240	283	15%	85%	100%
Development of daily living and life skills	77	508	585	13%	87%	100%
Early Intervention supports for early childhood	120	461	581	21%	79%	100%
Exercise Physiology and Physical Wellbeing activities	105	398	503	21%	79%	100%
Innovative Community Participation	27	103	130	21%	79%	100%
Specialised Driving Training	27	82	109	25%	75%	100%
Therapeutic Supports	687	1,326	2,013	34%	66%	100%
Capital services						
Home modification design and construction	32	178	210	15%	85%	100%
Specialist Disability Accommodation	3	121	124	2%	98%	100%
Vehicle Modifications	7	66	73	10%	90%	100%
Choice and control support services						
Management of funding for supports in participants plan	115	466	581	20%	80%	100%
Support Coordination	16	136	152	11%	89%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	31	213	244	13%	87%	100%
Specialised Supported Employment	36	251	287	13%	87%	100%
Total	1,149	2,912	4,061	28%	72%	100%

Figure F.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – New South Wales ¹⁵⁶



Part Five: Financial sustainability

Table F.69 Committed supports by financial year (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	50.6	185.3	353.1	1,777.2	4,301.0	5,944.7	8,153.0	10,131.1

¹⁵⁶ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure F.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – New South Wales

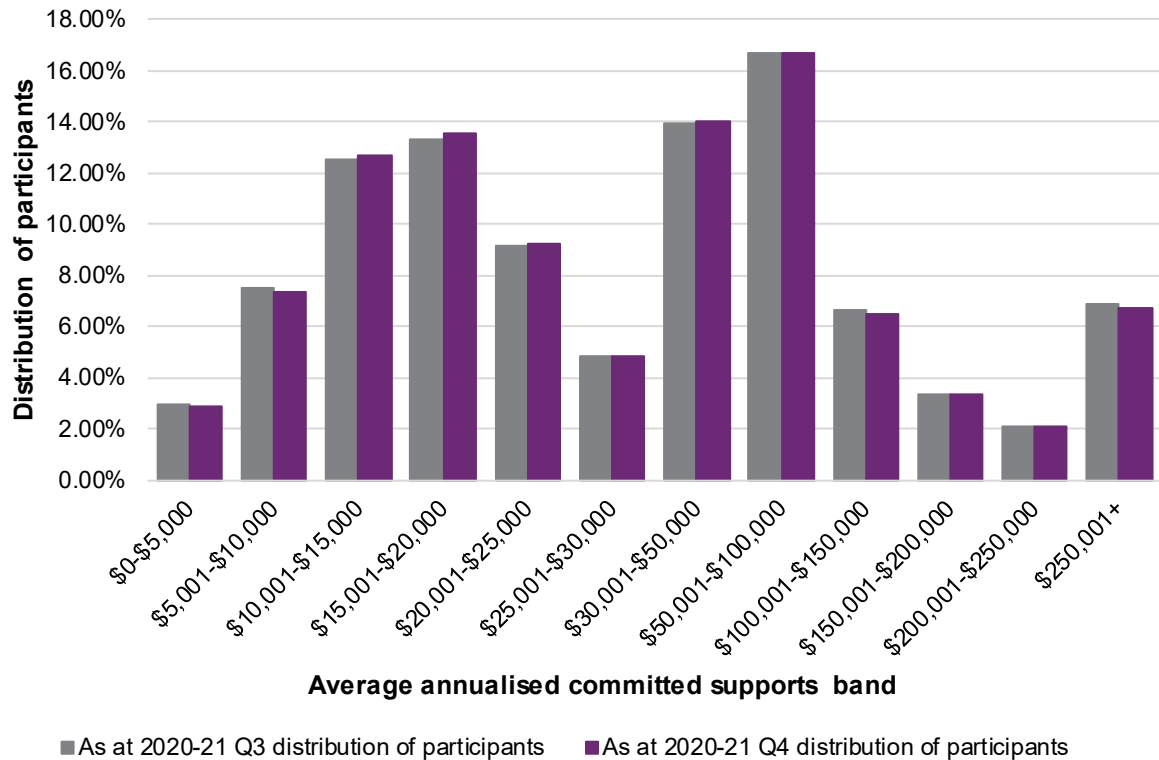


Figure F.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – New South Wales

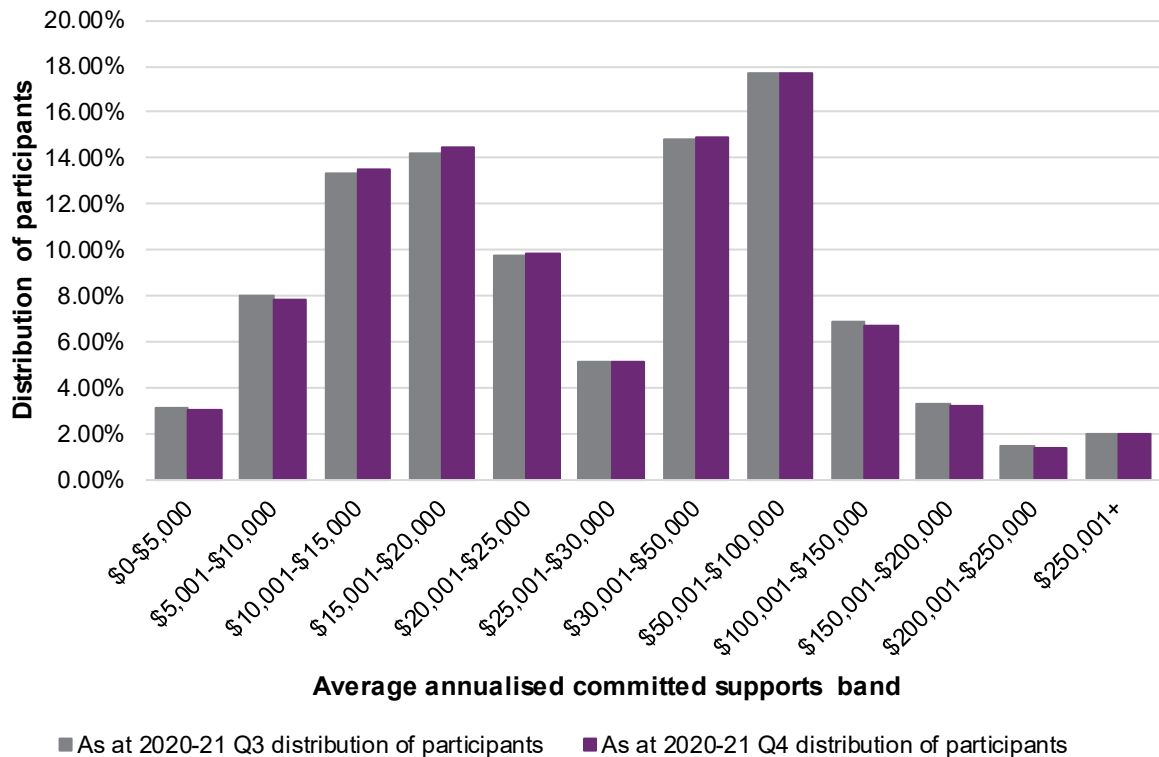


Figure F.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – New South Wales ¹⁵⁷

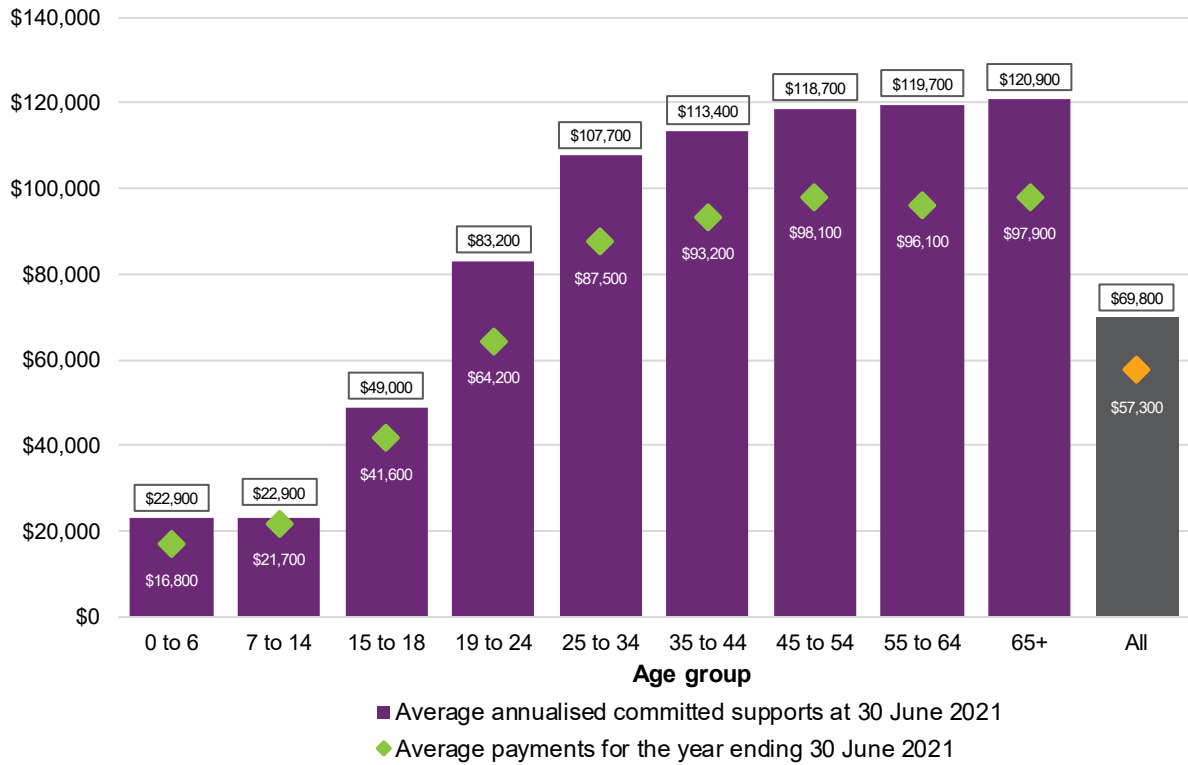
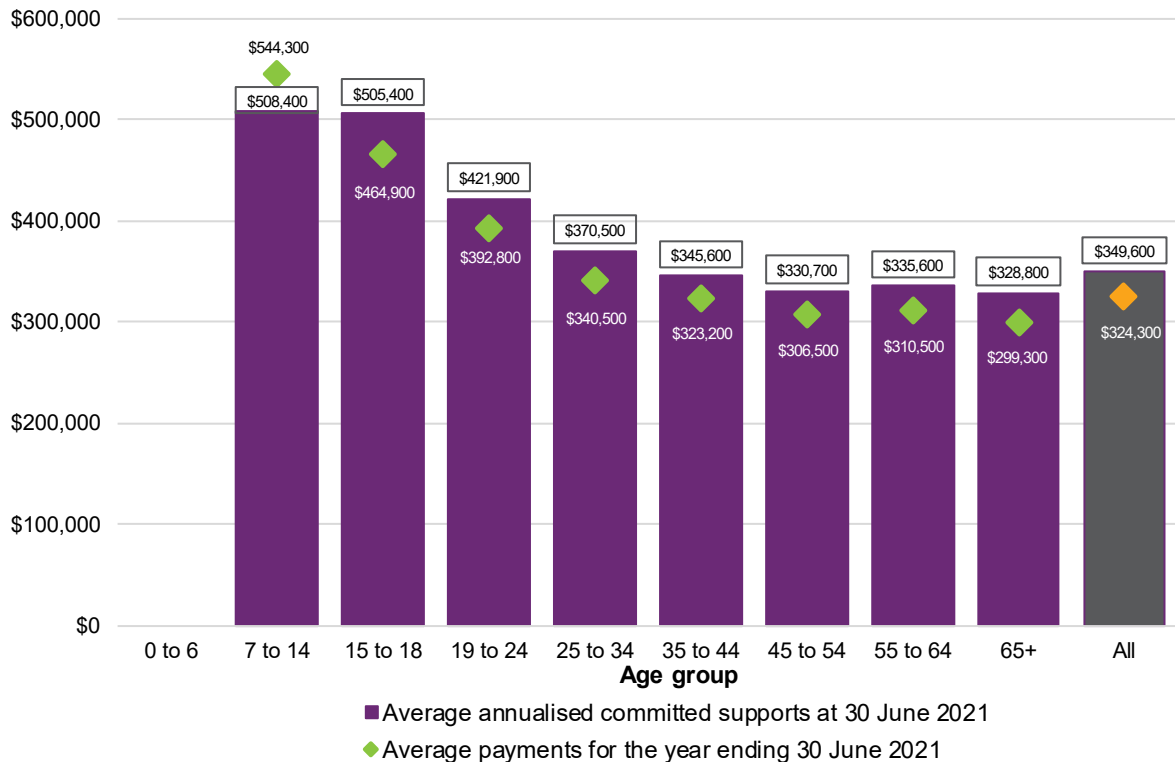


Figure F.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – New South Wales ¹⁵⁸



¹⁵⁷ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

¹⁵⁸ Ibid.

Figure F.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – New South Wales ¹⁵⁹

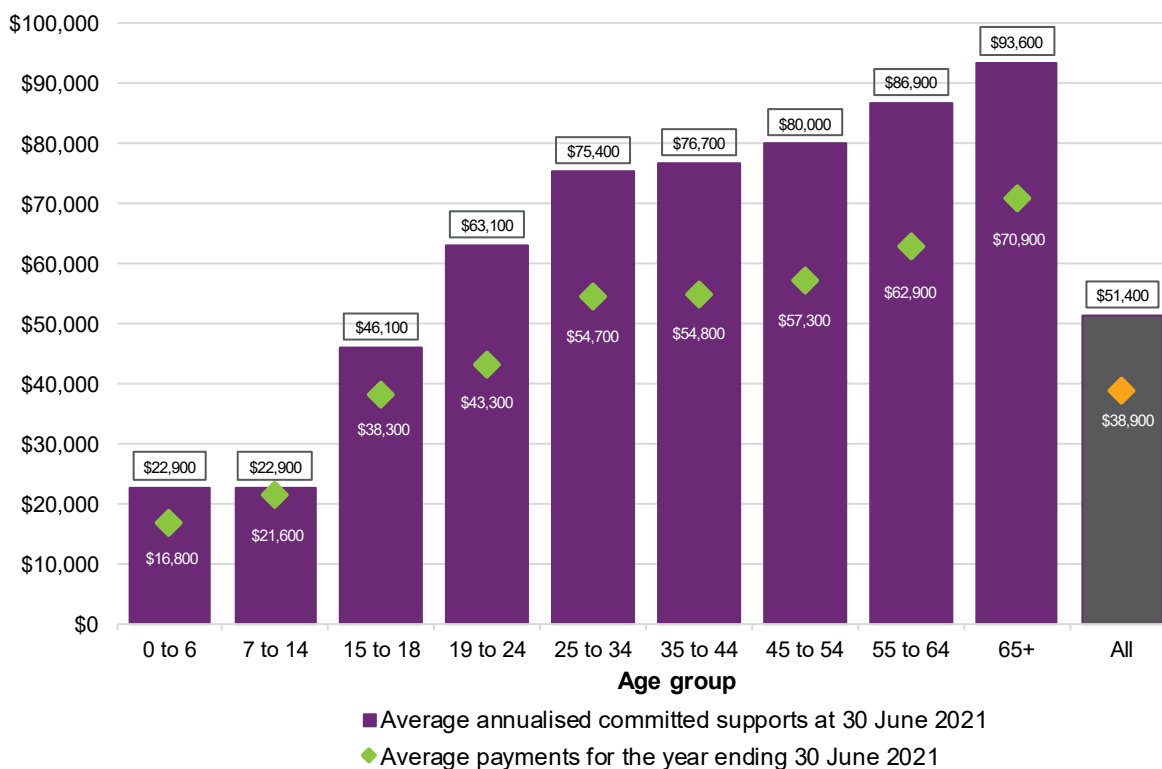
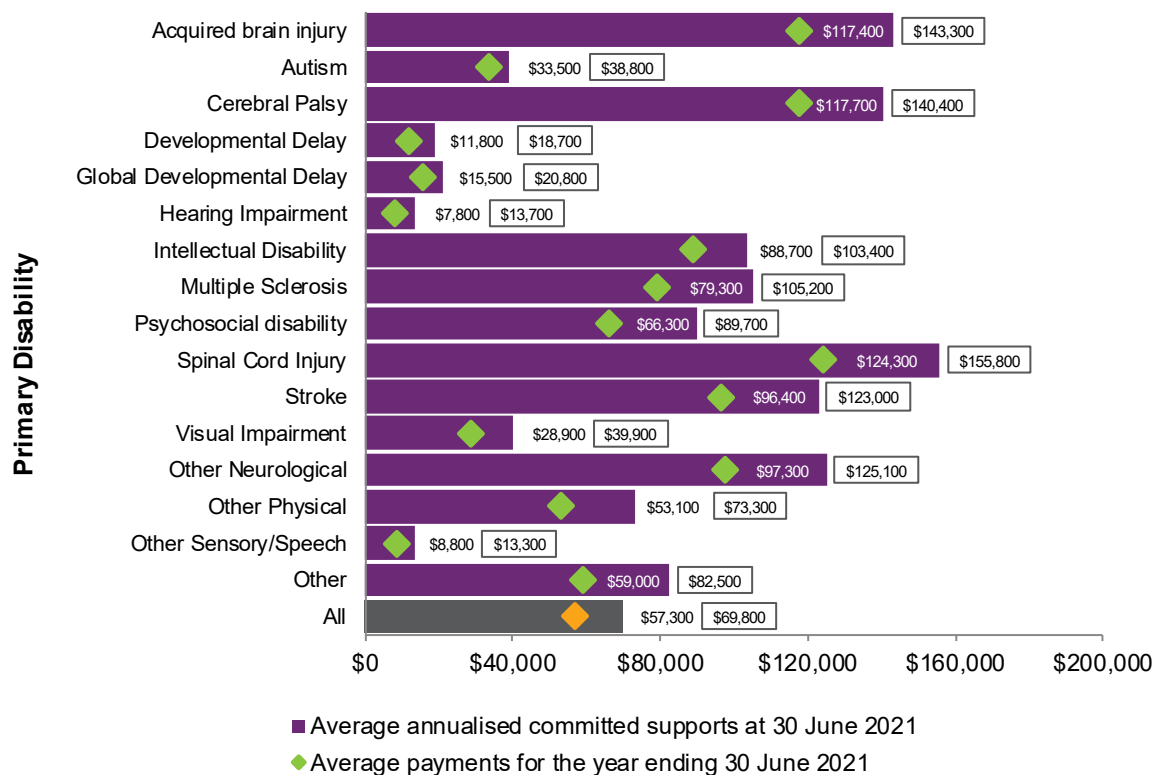


Figure F.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – New South Wales ¹⁶⁰



¹⁵⁹ Ibid.

¹⁶⁰ Ibid.

Figure F.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – New South Wales ¹⁶¹

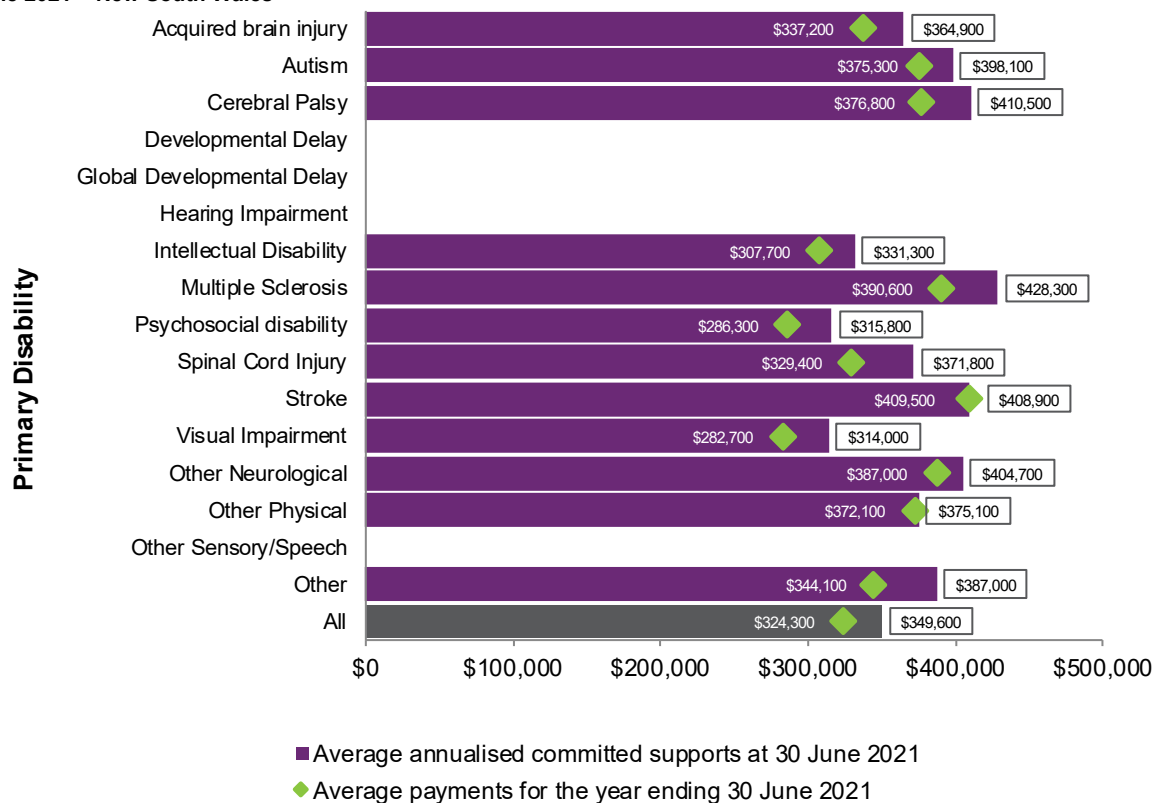
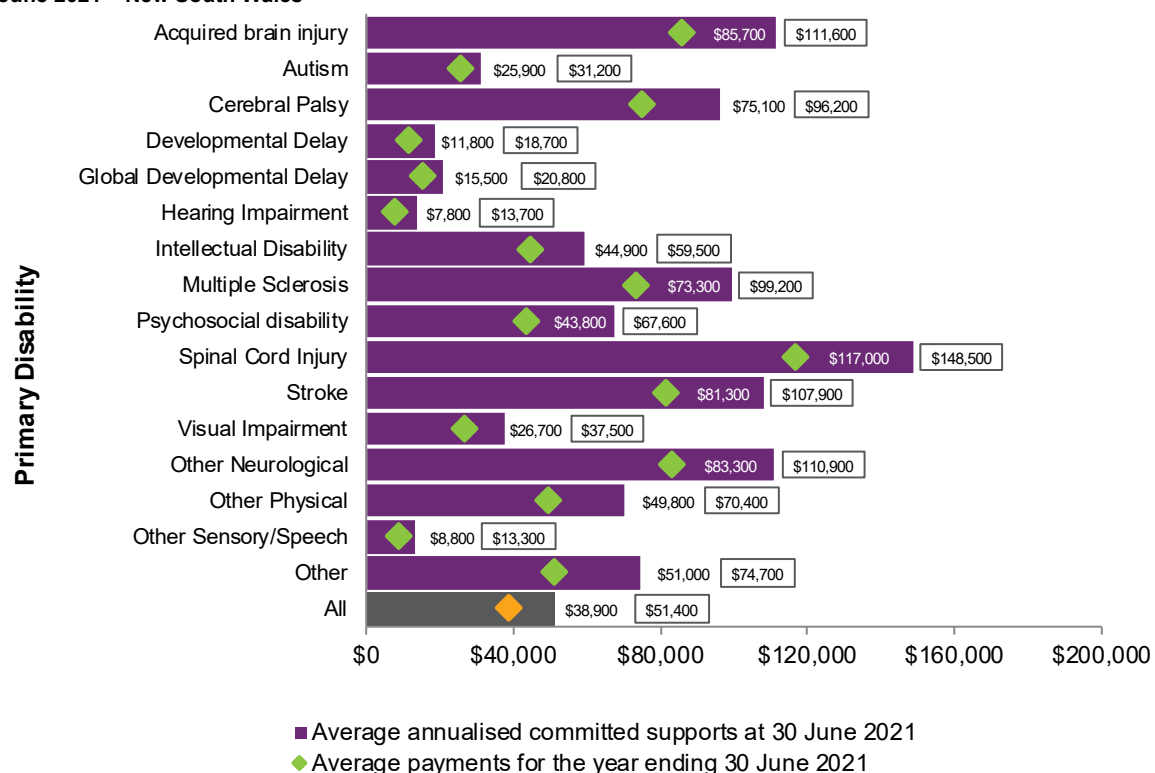


Figure F.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – New South Wales ¹⁶²



¹⁶¹ Ibid.

¹⁶² Ibid.

Figure F.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – New South Wales ¹⁶³

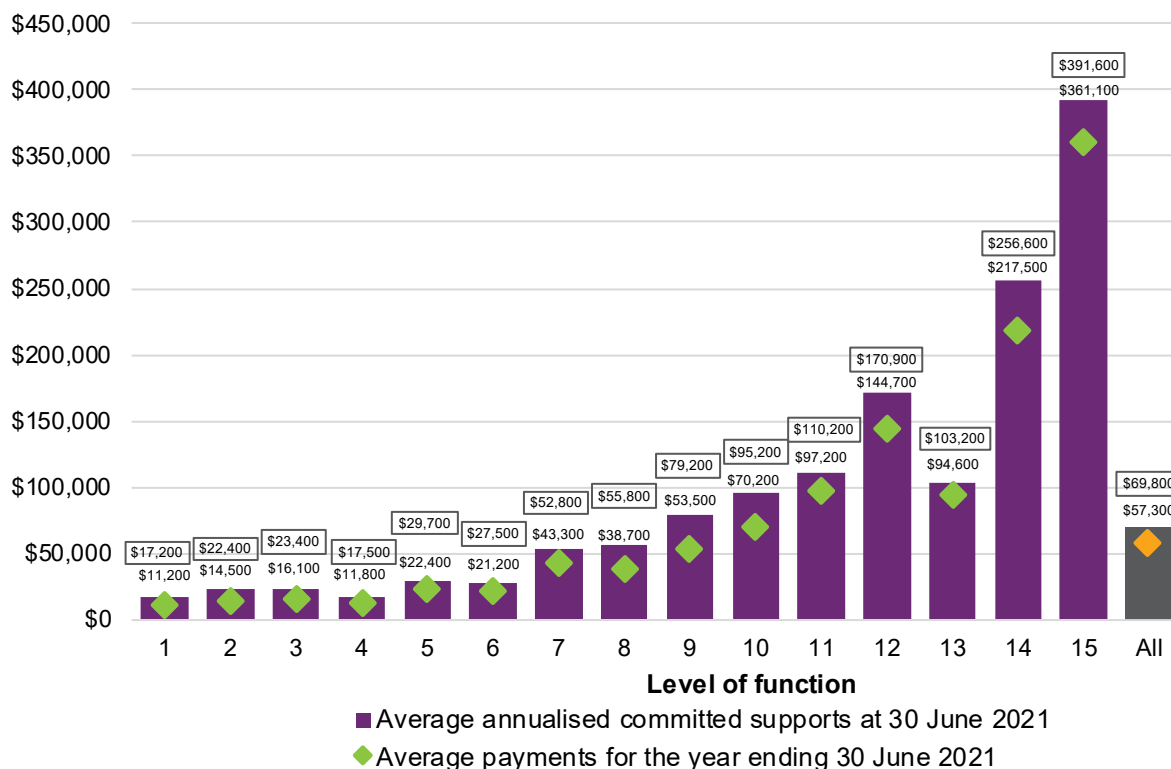
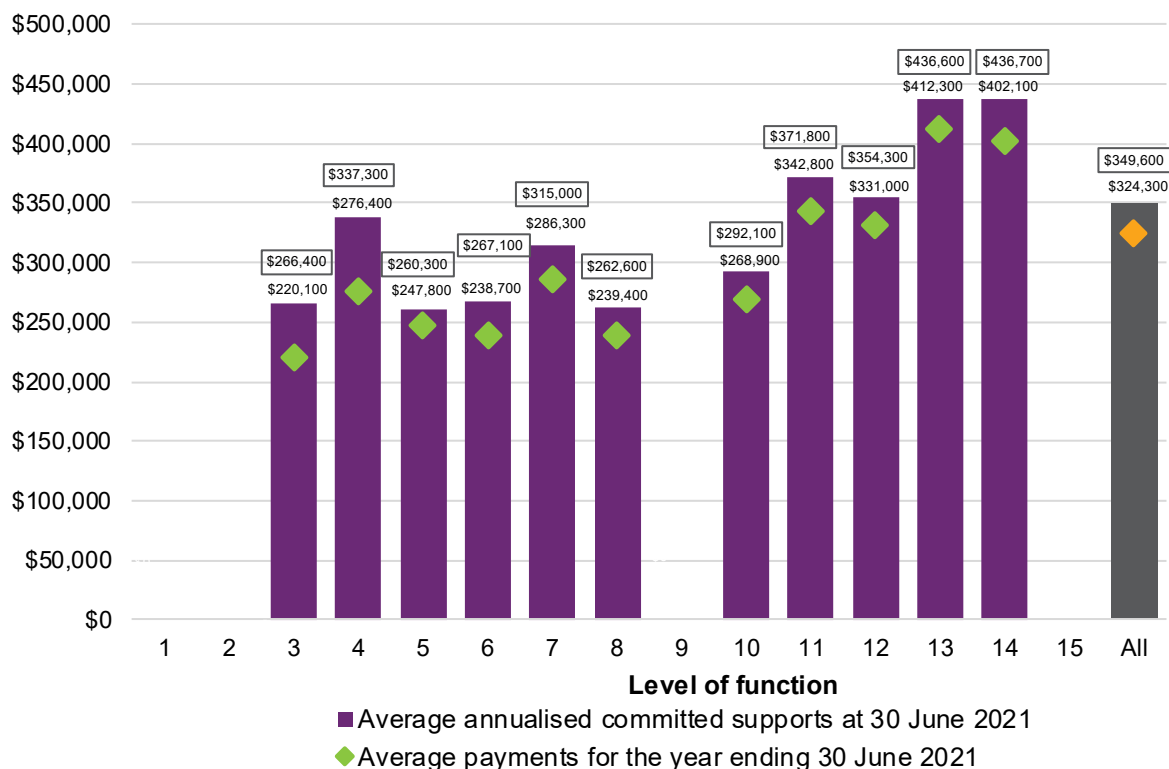


Figure F.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – New South Wales ¹⁶⁴



¹⁶³ Ibid.

¹⁶⁴ Ibid.

Figure F.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – New South Wales ¹⁶⁵

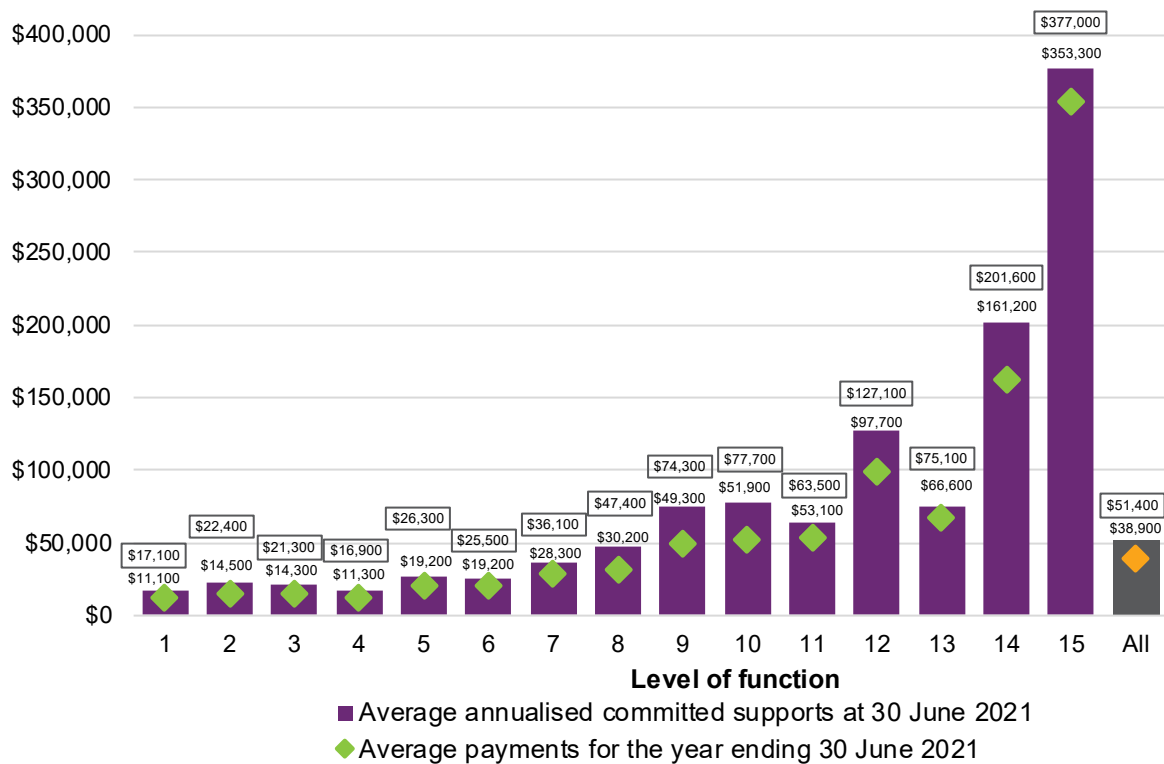
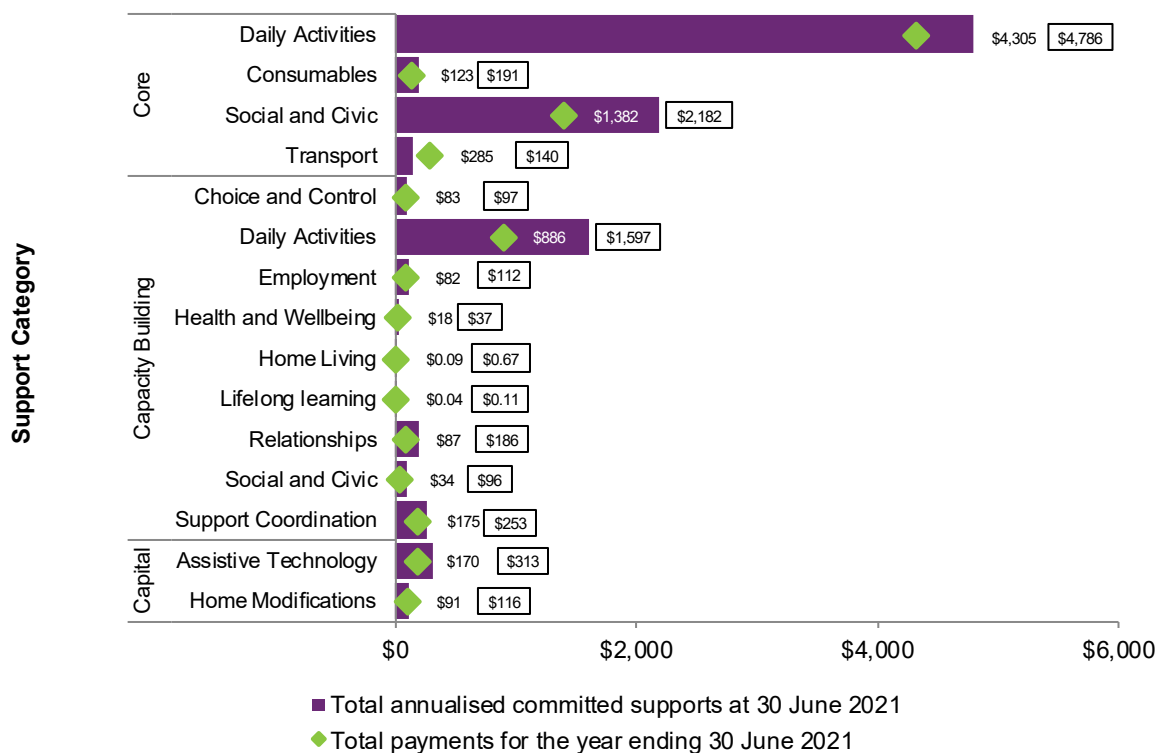


Figure F.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – New South Wales ¹⁶⁶



¹⁶⁵ Ibid.

¹⁶⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

Figure F.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – New South Wales ¹⁶⁷

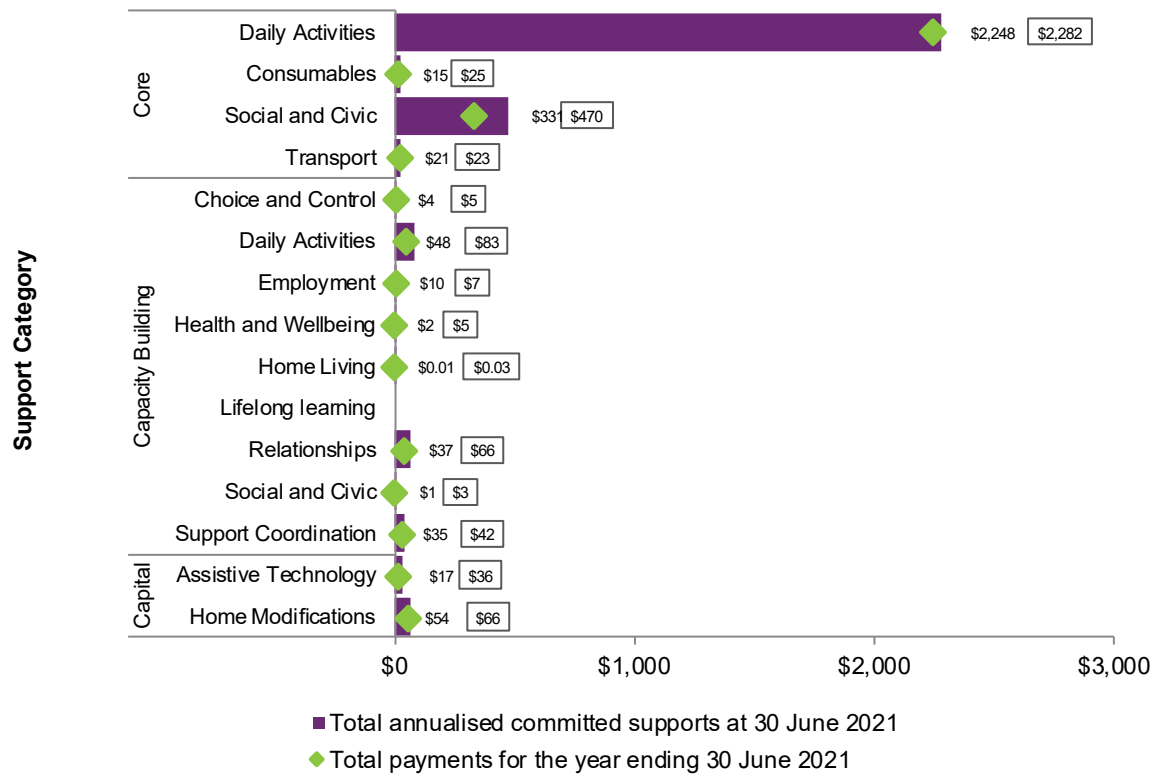
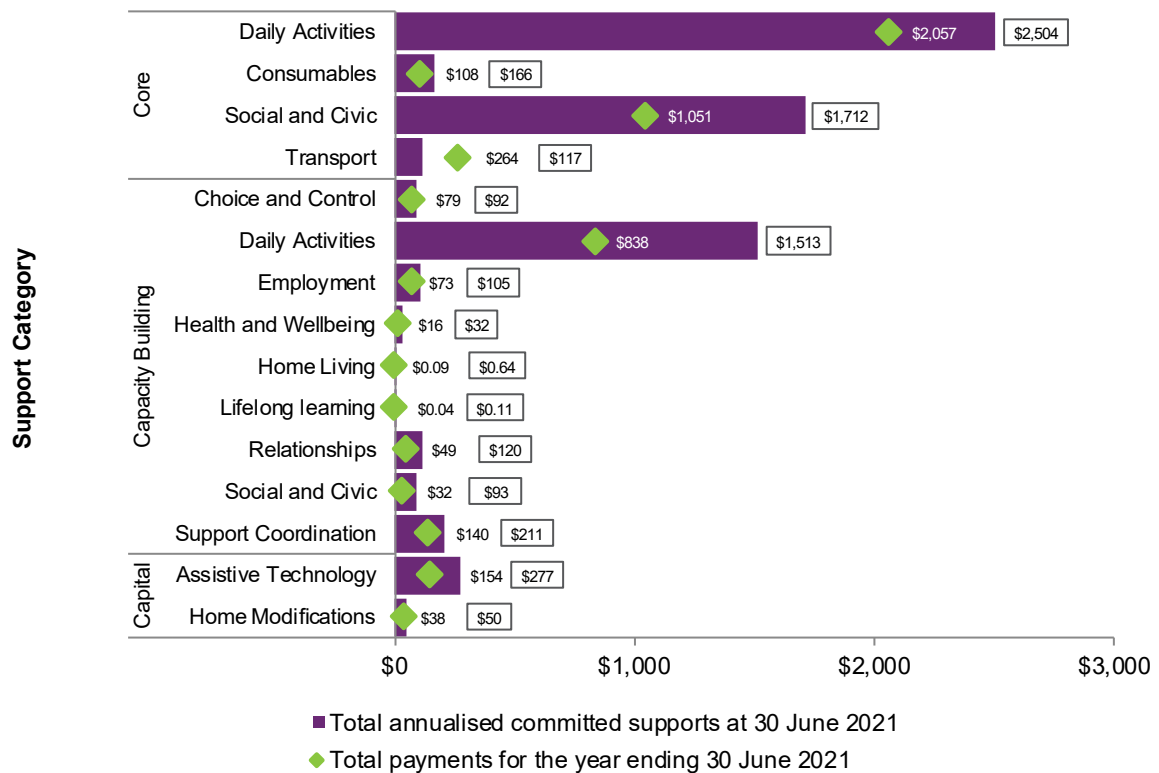


Figure F.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – New South Wales ¹⁶⁸



¹⁶⁷ Ibid.

¹⁶⁸ Ibid.

Table F.70 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	50.6	185.3	353.1	1,777.2	4,301.0	5,944.7	8,153.0	10,131.1
Total Paid	37.4	141.9	260.2	1,214.4	3,114.7	4,498.7	6,017.2	7,318.6
% utilised to date	74%	77%	74%	68%	72%	76%	74%	72%

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

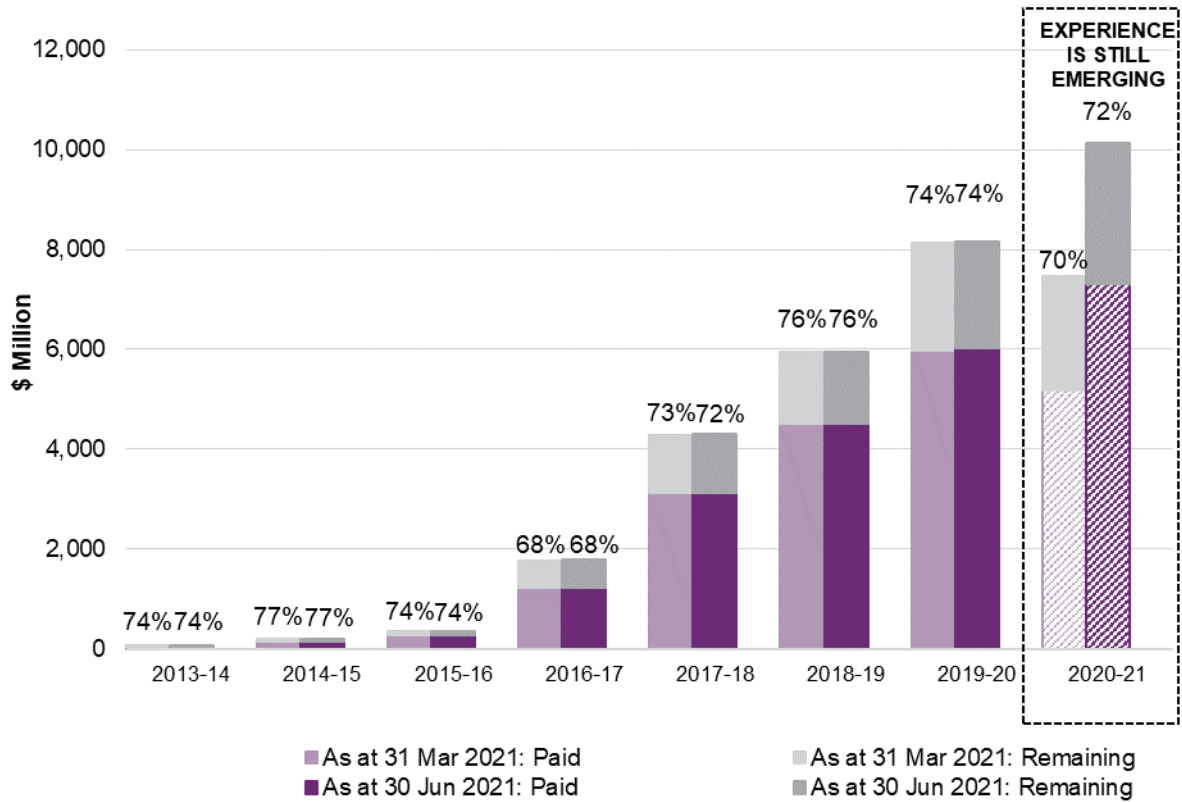


Figure F.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – New South Wales ¹⁶⁹

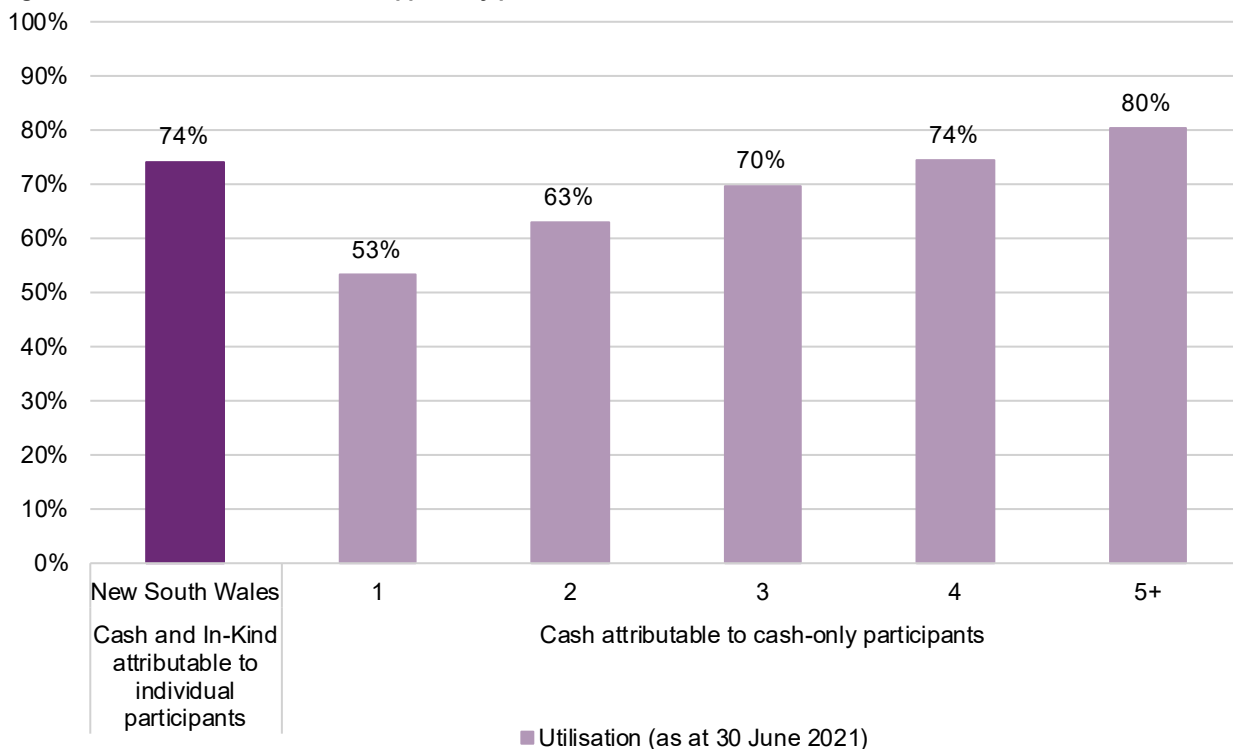
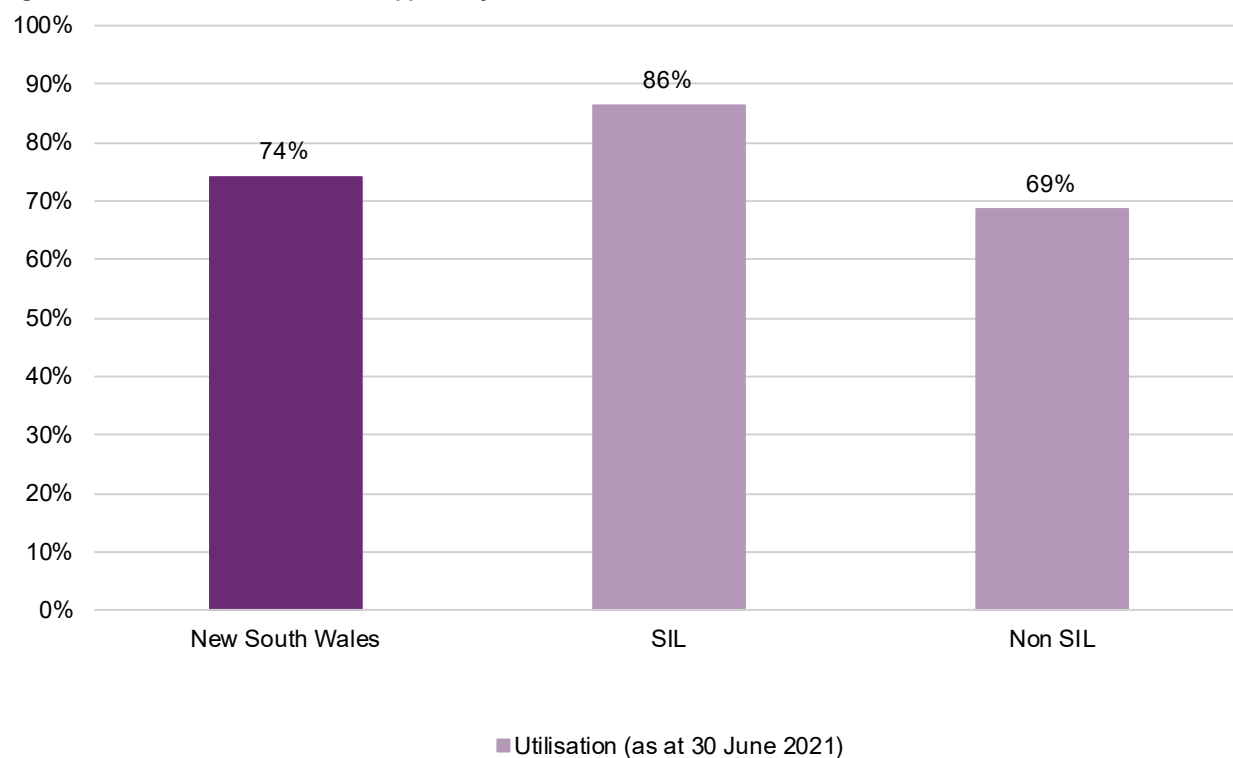


Figure F.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – New South Wales ¹⁷⁰



¹⁶⁹ 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 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

¹⁷⁰ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

Figure F.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – New South Wales ¹⁷¹

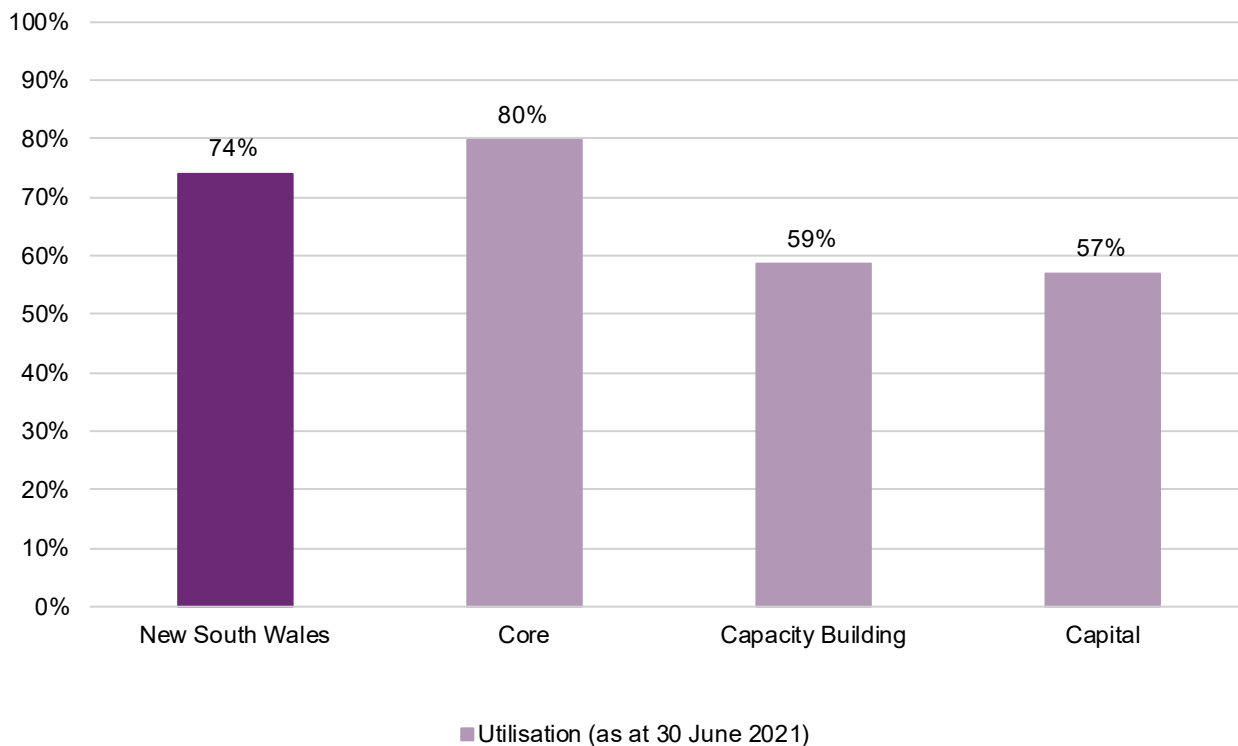
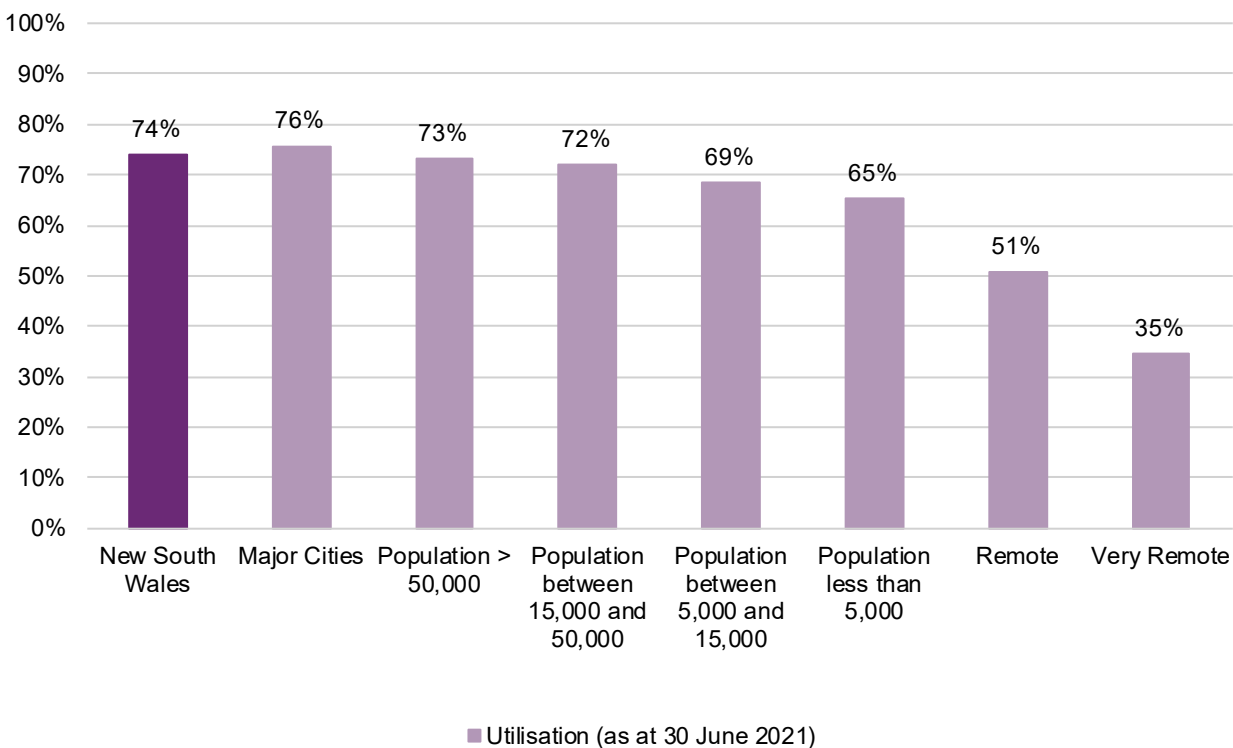


Figure F.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – New South Wales ¹⁷²



¹⁷¹ Ibid.

¹⁷² Ibid.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria ¹⁷³

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Victoria	119,739	4,762	124,501	3,172	127,673

Table G.2 Active participants by quarter of entry, plan and entry type – Victoria ¹⁷⁴

	Prior Quarters	2020-21 Q4	Total
Access decisions	150,218	6,710	156,928
Active Eligible	123,714	4,885	128,599
<i>New</i>	53,640	4,485	58,125
<i>State</i>	60,287	274	60,561
<i>Commonwealth</i>	9,787	126	9,913
Active Participant Plans (excl ECEI)	119,739	4,762	124,501
<i>New</i>	50,993	4,322	55,315
<i>State</i>	59,084	307	59,391
<i>Commonwealth</i>	9,662	133	9,795
Active Participant Plans	122,136	7,934	127,673
<i>Early Intervention (s25)</i>	26,779	2,215	28,994
<i>Permanent Disability (s24)</i>	92,960	2,547	95,507
<i>ECEI</i>	2,397	3,172	3,172

Table G.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Victoria

Exits	Total
Total participant exits	4,486
<i>Early Intervention participants</i>	547
<i>Permanent disability participants</i>	3,939

¹⁷³ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

¹⁷⁴ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table G.4 Cumulative numbers of active participants by services previously received – Victoria ^{175 176}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	9,944	1,060	4,254	1,050	16,308
End of 2017-18	26,816	3,789	8,063	3,024	41,692
End of 2018-19	51,369	6,969	17,532	1,921	77,791
End of 2019-20 Q1	54,719	7,497	21,633	200	84,049
End of 2019-20 Q2	56,277	7,987	26,430	340	91,034
End of 2019-20 Q3	57,991	8,608	31,942	1,265	99,806
End of 2019-20 Q4	59,107	9,093	37,878	2,552	108,630
End of 2020-21 Q1	59,376	9,320	42,514	2,319	113,529
End of 2020-21 Q2	59,532	9,561	47,287	2,539	118,919
End of 2020-21 Q3	59,439	9,700	51,236	2,397	122,772
End of 2020-21 Q4	59,391	9,795	55,315	3,172	127,673

Table G.5 Cumulative numbers of active participants by entry into the Scheme – Victoria ^{177 178 179 180}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	2,730	12,528	1,050	16,308
End of 2017-18	5,225	33,443	3,024	41,692
End of 2018-19	10,805	65,065	1,921	77,791
End of 2019-20 Q1	12,850	70,999	200	84,049
End of 2019-20 Q2	15,147	75,547	340	91,034
End of 2019-20 Q3	17,572	80,969	1,265	99,806
End of 2019-20 Q4	20,393	85,685	2,552	108,630
End of 2020-21 Q1	22,517	88,693	2,319	113,529
End of 2020-21 Q2	24,982	91,398	2,539	118,919
End of 2020-21 Q3	26,974	93,401	2,397	122,772
End of 2020-21 Q4	28,994	95,507	3,172	127,673

¹⁷⁵ This table shows the total numbers of active participants at the end of each period.¹⁷⁶ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.¹⁷⁷ This table shows the total numbers of active participants at the end of each period.¹⁷⁸ Early Intervention: Participants who met Section 25 of the NDIS Act for access.¹⁷⁹ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.¹⁸⁰ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table G.6 Assessment of access by age group – Victoria ¹⁸¹

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	36,232	98%	1,859	97%	38,091	98%
7 to 14	23,734	89%	894	81%	24,628	89%
15 to 18	7,684	91%	240	80%	7,924	91%
19 to 24	7,661	90%	191	70%	7,852	89%
25 to 34	10,969	88%	312	63%	11,281	87%
35 to 44	11,853	84%	369	58%	12,222	83%
45 to 54	15,017	79%	472	57%	15,489	78%
55 to 64	16,597	73%	547	50%	17,144	72%
65+	943	62%	16	31%	959	61%
Missing	<11		<11		<11	
Total	130,690	87%	4,900	73%	135,590	86%

Table G.7 Assessment of access by disability – Victoria ¹⁸²

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	4,081	93%	132	76%	4,213	92%
Autism	37,081	96%	1,332	96%	38,413	96%
Cerebral Palsy	4,068	97%	34	64%	4,102	96%
Developmental Delay	13,881	98%	1,262	99%	15,143	98%
Global Developmental Delay	1,883	99%	179	99%	2,062	99%
Hearing Impairment	5,685	89%	220	83%	5,905	89%
Intellectual Disability	25,504	96%	372	84%	25,876	95%
Multiple Sclerosis	2,729	90%	99	77%	2,828	89%
Psychosocial disability	17,184	78%	680	55%	17,864	76%
Spinal Cord Injury	908	94%	28	90%	936	94%
Stroke	1,672	85%	74	76%	1,746	85%
Visual Impairment	2,918	92%	42	67%	2,960	92%
Other Neurological	5,569	81%	177	68%	5,746	80%
Other Physical	4,732	43%	137	24%	4,869	42%
Other Sensory/Speech	775	57%	<11		781	55%
Other	816	39%	126	26%	942	36%
Missing	1,204	98%	<11		1,204	98%
Total	130,690	87%	4,900	73%	135,590	86%

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

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

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,532	2.9%	183	3.8%	3,715	3.0%
Not Aboriginal and Torres Strait Islander	94,458	78.9%	3,967	83.3%	98,425	79.1%
Not Stated	21,749	18.2%	612	12.9%	22,361	18.0%
Total	119,739	100%	4,762	100%	124,501	100%

¹⁸¹ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

¹⁸² Ibid.

Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Victoria ¹⁸³

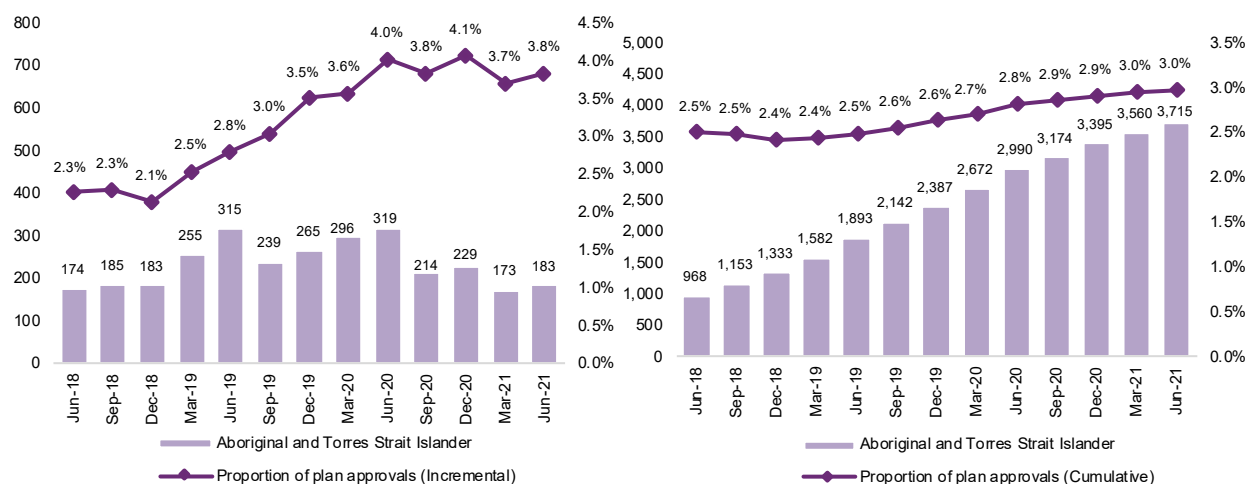


Table G.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	13,886	11.6%	625	13.1%	14,511	11.7%
Not culturally and linguistically diverse	105,809	88.4%	4,137	86.9%	109,946	88.3%
Not stated	44	0.04%	<11		44	0.04%
Total	119,739	100%	4,762	100%	124,501	100%

Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria ¹⁸⁴

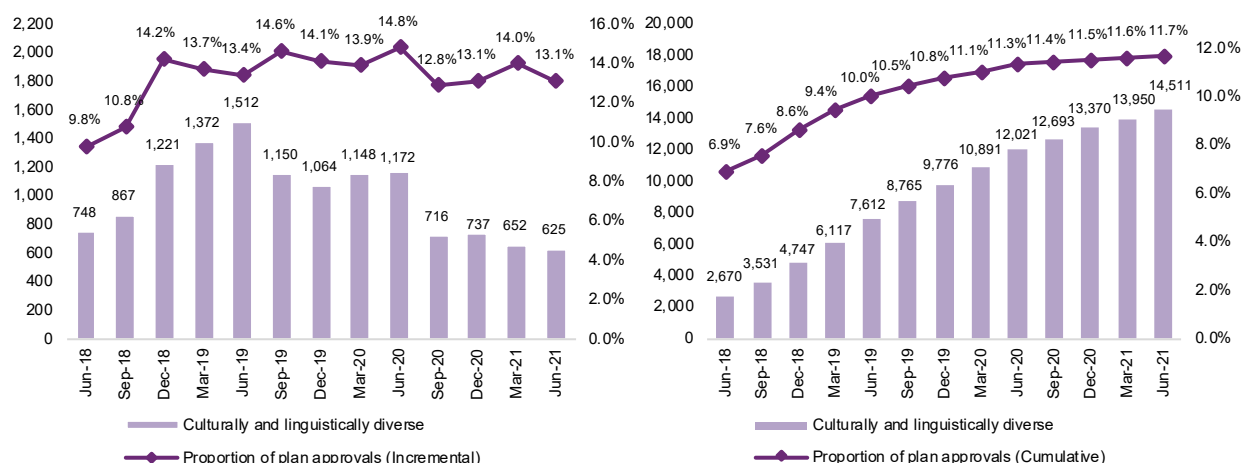


Table G.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – Victoria ¹⁸⁵

	Total
Age group	N
Under 45	37
45 to 54	186
55 to 64	761
Total YPIRAC (under 65)	984

¹⁸³ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

¹⁸⁴ Ibid.

¹⁸⁵ There are a further 440 active participants aged 65 years or over who are currently in residential aged care.

Figure G.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Victoria ¹⁸⁶

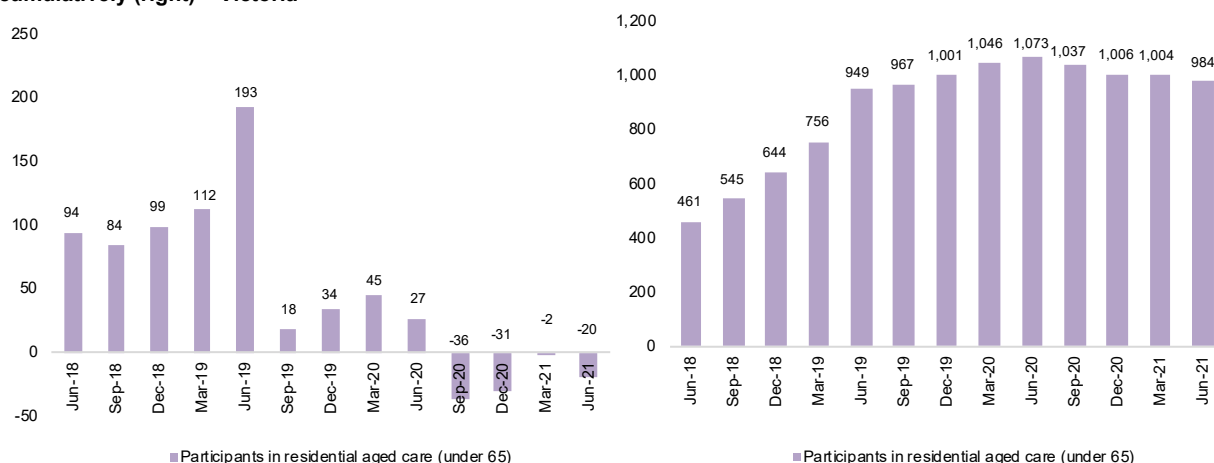
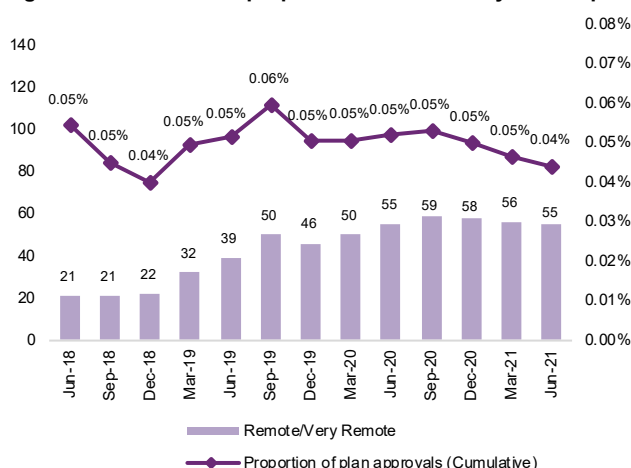


Table G.11 Participant profile per quarter by remoteness – Victoria ^{187 188}

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	86,282	72.1%	3,512	73.8%	89,794	72.1%
Population > 50,000	11,230	9.4%	423	8.9%	11,653	9.4%
Population between 15,000 and 50,000	8,080	6.7%	319	6.7%	8,399	6.7%
Population between 5,000 and 15,000	6,885	5.8%	228	4.8%	7,113	5.7%
Population less than 5,000	7,202	6.0%	278	5.8%	7,480	6.0%
Remote	53	0.0%	<11		55	0.0%
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	119,739	100%	4,762	100%	124,501	100%

Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – Victoria ^{189 190 191}



¹⁸⁶ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

¹⁸⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁸⁸ This table is based on the Modified Monash Model (MMM) measure of remoteness.

¹⁸⁹ Ibid.

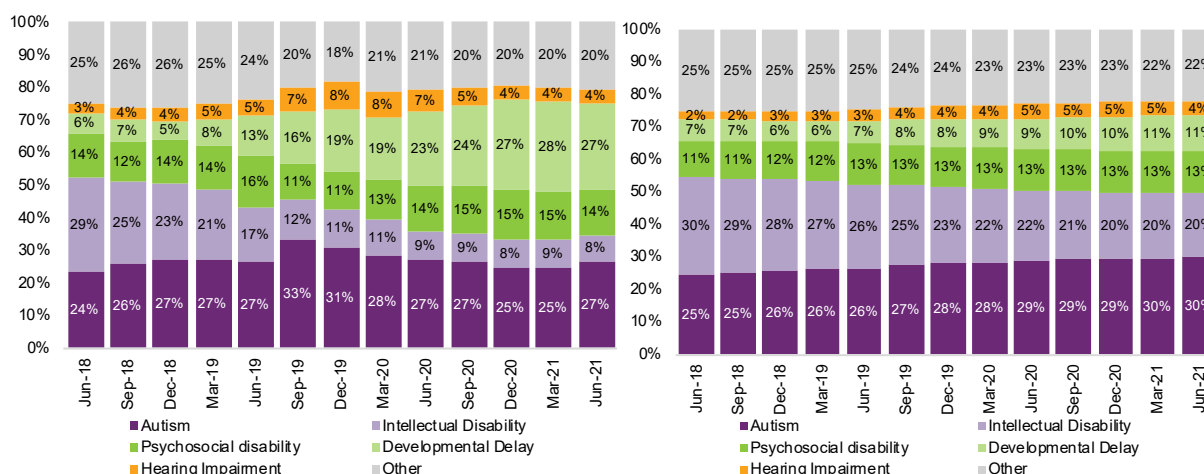
¹⁹⁰ The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

¹⁹¹ There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time.

Table G.12 Participant profile per quarter by primary disability group – Victoria ^{192 193 194}

	Prior Quarters		2020-21 Q4		Total	
Disability	N	%	N	%	N	%
Autism	36,089	30%	1,280	27%	37,369	30%
Intellectual Disability	24,159	20%	382	8%	24,541	20%
Psychosocial disability	15,560	13%	662	14%	16,222	13%
Developmental Delay	11,950	10%	1,267	27%	13,217	11%
Hearing Impairment	5,380	4%	195	4%	5,575	4%
Other Neurological	4,594	4%	179	4%	4,773	4%
Other Physical	3,973	3%	147	3%	4,120	3%
Cerebral Palsy	3,922	3%	37	1%	3,959	3%
ABI	3,612	3%	126	3%	3,738	3%
Global Developmental Delay	1,668	1%	145	3%	1,813	1%
Visual Impairment	2,644	2%	47	1%	2,691	2%
Multiple Sclerosis	2,576	2%	80	2%	2,656	2%
Stroke	1,482	1%	71	1%	1,553	1%
Spinal Cord Injury	820	1%	24	1%	844	1%
Other	668	1%	117	2%	785	1%
Other Sensory/Speech	642	1%	<11		645	1%
Total	119,739	100%	4,762	100%	124,501	100%

Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Victoria ¹⁹⁵



¹⁹² Table order based on national proportions (highest to lowest).

¹⁹³ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁹⁴ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Victoria (2,826).

¹⁹⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table G.13 Participant profile per quarter by level of function – Victoria ¹⁹⁶

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	11,089	9%	968	20%	12,057	10%
2 (High Function)	299	0%	11	0%	310	0%
3 (High Function)	6,303	5%	334	7%	6,637	5%
4 (High Function)	6,566	5%	254	5%	6,820	5%
5 (High Function)	9,397	8%	467	10%	9,864	8%
6 (Moderate Function)	22,995	19%	1,007	21%	24,002	19%
7 (Moderate Function)	7,179	6%	227	5%	7,406	6%
8 (Moderate Function)	7,752	6%	262	6%	8,014	6%
9 (Moderate Function)	538	0%	23	0%	561	0%
10 (Moderate Function)	13,720	11%	473	10%	14,193	11%
11 (Low Function)	4,351	4%	68	1%	4,419	4%
12 (Low Function)	20,062	17%	552	12%	20,614	17%
13 (Low Function)	7,324	6%	104	2%	7,428	6%
14 (Low Function)	2,017	2%	<11		2,025	2%
15 (Low Function)	69	0%	<11		73	0%
Missing	78		<11		78	
Total	119,739	100%	4,762	100%	124,501	100%

Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Victoria ¹⁹⁷

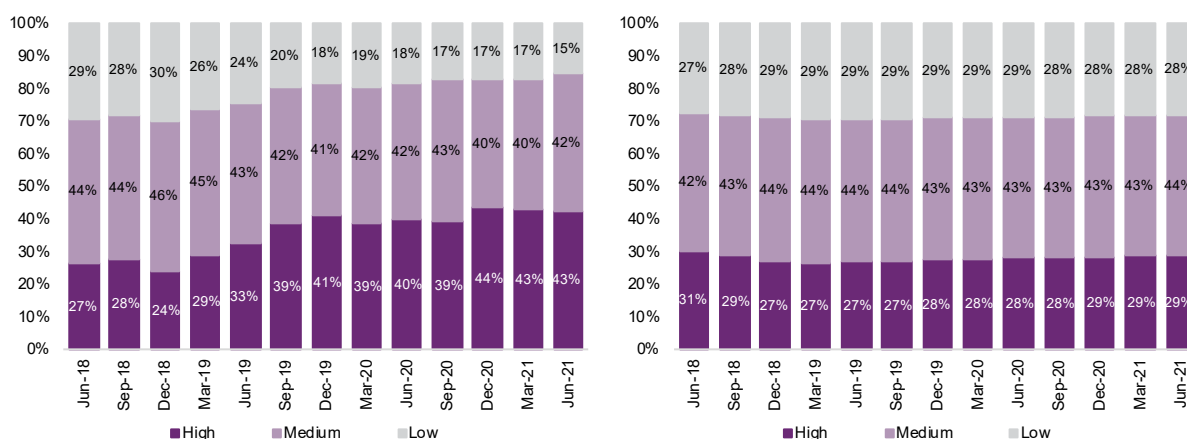


Table G.14 Participant profile per quarter by age group – Victoria

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	19,158	16%	1,725	36%	20,883	17%
7 to 14	31,059	26%	919	19%	31,978	26%
15 to 18	8,330	7%	262	6%	8,592	7%
19 to 24	8,798	7%	199	4%	8,997	7%
25 to 34	10,741	9%	311	7%	11,052	9%
35 to 44	10,560	9%	335	7%	10,895	9%
45 to 54	12,889	11%	438	9%	13,327	11%
55 to 64	14,106	12%	539	11%	14,645	12%
65+	4,098	3%	34	1%	4,132	3%
Total	119,739	100%	4,762	100%	124,501	100%

¹⁹⁶ The distributions are calculated excluding participants with a missing level of function.

¹⁹⁷ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria ¹⁹⁸

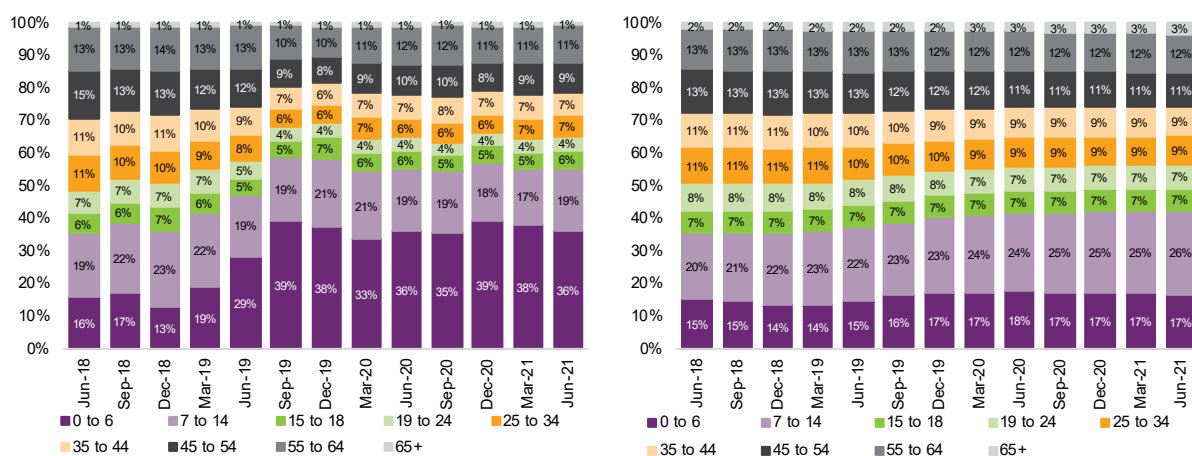


Table G.15 Participant profile per quarter by gender – Victoria

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	72,330	60%	2,806	59%	75,136	60%
Female	46,058	38%	1,868	39%	47,926	38%
Other	1,351	1%	88	2%	1,439	1%
Total	119,739	100%	4,762	100%	124,501	100%

Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria ¹⁹⁹

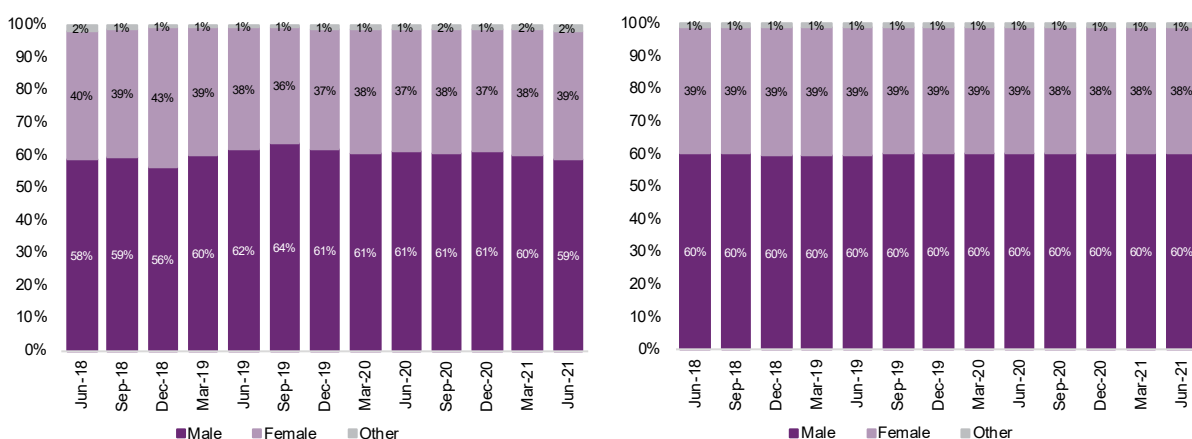


Table G.16 Participation rates by age group – Victoria ²⁰⁰

	VIC
0-6	3.75%
7-14	4.91%
15-18	2.79%
19-24	1.60%
25-34	1.03%
35-44	1.18%
45-54	1.63%
55-64	2.01%
Total (aged 0-64)	2.14%

¹⁹⁸ Ibid.

¹⁹⁹ Ibid.

²⁰⁰ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table G.17 Number of baseline questionnaires completed by SFOF version – Victoria ²⁰¹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	1,828	3,275	5,128	8,683	6,587	25,501
Participant school to 14	1,914	5,117	10,402	8,810	4,938	31,181
Participant 15 to 24	1,223	3,236	4,592	2,971	1,807	13,829
Participant 25 and over	4,351	10,498	15,969	9,923	7,089	47,830
Total Participant	9,316	22,126	36,091	30,387	20,421	118,341
Family 0 to 14	3,558	8,098	14,981	17,067	11,320	55,024
Family 15 to 24	316	2,445	3,338	1,988	1,208	9,295
Family 25 and over	129	3,583	4,830	2,608	1,598	12,748
Total Family	4,003	14,126	23,149	21,663	14,126	77,067
Total	13,319	36,252	59,240	52,050	34,547	195,408

Table G.18 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Victoria

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC	% who say their child is able to tell them what he/she wants	71%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL	% who say their child is becoming more independent		36%		
CC	% of children who have a genuine say in decisions about themselves		70%		
CC	% who are happy with the level of independence/control they have now			28%	
CC	% who choose who supports them			37%	60%
CC	% who choose what they do each day			46%	68%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	26%
CC	% who want more choice and control in their life			81%	79%

²⁰¹ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table G.19 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Victoria

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	57%	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		37%		
REL	Of these, % who are welcomed or actively included	64%	72%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			34%	33%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			30%	32%

Table G.20 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Victoria

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		73%		
HM	% who are happy with their home			78%	67%
HM	% who feel safe or very safe in their home			82%	68%
HW	% who rate their health as good, very good or excellent			66%	40%
HW	% who did not have any difficulties accessing health services			66%	58%
LL	% who currently attend or previously attended school in a mainstream class			39%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				47%
LL	% unable to do a course or training they wanted to do in the last 12 months				40%
WK	% who have a paid job			16%	20%
WK	% who volunteer			9%	10%

Table G.21 Selected key baseline indicators for families/carers of participants – Victoria

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	26%	22%
% receiving Carer Allowance	37%	45%	34%
% working in a paid job	46%	51%	39%
Of those in a paid job, % in permanent employment	81%	77%	79%
Of those in a paid job, % working 15 hours or more	79%	83%	84%
% who say they (and their partner) are able to work as much as they want	42%	43%	54%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	91%	89%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	30%	27%	18%
% able to advocate for their child/family member	74%	63%	60%
% who have friends and family they see as often as they like	44%	40%	44%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		32%	
% who feel in control selecting services		35%	33%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			33%
% who rate their health as good, very good or excellent	75%	62%	58%

Table G.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=5,381) - participants who entered between 1 July 2016 and 30 June 2020 – Victoria²⁰²

Question	% Yes
DL Has the NDIS improved your child's development?	88%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL Has the NDIS improved how your child fits into family life?	77%
S/CP Has the NDIS improved how your child fits into community life?	63%

Table G.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=12,191) - participants who entered between 1 July 2016 and 30 June 2020 – Victoria

Question	% Yes
DL Has the NDIS helped your child to become more independent?	61%
LL Has the NDIS improved your child's access to education?	43%
REL Has the NDIS improved your child's relationships with family and friends?	51%
S/CP Has the NDIS improved your child's social and recreational life?	45%

²⁰² Results in Tables G.22 to G.25 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

Table G.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,621) and ‘Participant 25 and over’ (n=16,647) - participants who entered between 1 July 2016 and 30 June 2020 – Victoria

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	71%
DL	Has the NDIS helped you with daily living activities?	60%	73%
REL	Has the NDIS helped you to meet more people?	45%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	18%
S/CP	Has the NDIS helped you be more involved?	50%	57%

Table G.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=18,946); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=8,552) - participants who entered between 1 July 2016 and 30 June 2020 – Victoria

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	67%	56%
Has the NDIS improved the level of support for your family?	72%	67%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	46%	39%

Table G.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=2,080) - participants who entered between 1 July 2016 and 30 June 2019 – Victoria ²⁰³

Question		Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	90%	94%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	88%	+4%
REL	Has the NDIS improved how your child fits into family life?	74%	80%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	64%	68%	+4%

²⁰³ Results in Tables G.26 to G.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

Table G.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=7,575) - participants who entered between 1 July 2016 and 30 June 2019 – Victoria

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	60%	69%	+9%
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?	49%	56%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	52%	+4%

Table G.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=3,512) and ‘Participant 25 and over’ (n=10,375) - participants who entered between 1 July 2016 and 30 June 2019 – Victoria

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	57%	67%	+10%	64%	74%	+10%
DL	Has the NDIS helped you with daily living activities?	58%	69%	+11%	68%	78%	+10%
REL	Has the NDIS helped you to meet more people?	46%	52%	+6%	47%	55%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	20%	-1%	28%	30%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	48%	+6%	46%	54%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	40%	+4%	28%	30%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	-2%	16%	16%	0%
S/CP	Has the NDIS helped you be more involved?	53%	60%	+6%	55%	63%	+9%

Table G.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=7,175); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,546) - participants who entered between 1 July 2016 and 30 June 2019 – Victoria

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	69%	+7%	49%	62%	+13%
Has the NDIS improved the level of support for your family?	67%	75%	+7%	58%	74%	+16%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	76%	+7%	56%	69%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	79%	+5%			
Has the NDIS improved your health and wellbeing?	41%	45%	+5%	33%	41%	+8%

Table G.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,280) - participants who entered between 1 July 2016 and 30 June 2018 – Victoria ²⁰⁴

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	91%	96%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	89%	95%	91%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	89%	85%	+2%
REL	Has the NDIS improved how your child fits into family life?	71%	77%	78%	+7%
S/CP	Has the NDIS improved how your child fits into community life?	59%	65%	66%	+7%

Table G.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=3,437) - participants who entered between 1 July 2016 and 30 June 2018 – Victoria

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	58%	67%	72%	+14%
LL	Has the NDIS improved your child's access to education?	35%	40%	46%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	53%	58%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	51%	53%	+10%

²⁰⁴ Results in Tables G.30 to G.35 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table G.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=1,757) - participants who entered between 1 July 2016 and 30 June 2018 – Victoria

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	56%	64%	70%	+14%
Has the NDIS helped you with daily living activities?	58%	68%	74%	+16%
Has the NDIS helped you to meet more people?	44%	50%	54%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	19%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	41%	46%	50%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	39%	40%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	14%	14%	-1%
Has the NDIS helped you be more involved?	51%	59%	63%	+11%

Table G.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=4,880) - participants who entered between 1 July 2016 and 30 June 2018 – Victoria

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	62%	71%	76%	+14%
Has the NDIS helped you with daily living activities?	67%	76%	82%	+15%
Has the NDIS helped you to meet more people?	47%	54%	58%	+12%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	26%	28%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	44%	50%	55%	+12%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	32%	34%	+4%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	17%	0%
Has the NDIS helped you be more involved?	54%	62%	67%	+13%

Table G.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=3,036) - participants who entered between 1 July 2016 and 30 June 2018 – Victoria

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	59%	64%	68%	+9%
Has the NDIS improved the level of support for your family?	67%	72%	76%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	67%	72%	75%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	76%	80%	+6%
Has the NDIS improved your health and wellbeing?	37%	39%	44%	+7%

Table G.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=808) - participants who entered between 1 July 2016 and 30 June 2018 – Victoria

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	46%	54%	63%	+17%
Has the NDIS improved the level of support for your family?	60%	70%	77%	+17%
Has the NDIS helped you to access services, programs and activities in the community?	55%	66%	72%	+16%
Has the NDIS improved your health and wellbeing?	30%	33%	41%	+11%

Table G.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=426) - participants who entered between 1 July 2016 and 30 June 2017 – Victoria ²⁰⁵

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	90%	96%	94%	88%	-2%
DL	Has the NDIS improved your child's access to specialist services?	89%	94%	96%	96%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	88%	86%	77%	-2%
REL	Has the NDIS improved how your child fits into family life?	72%	74%	81%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	54%	61%	61%	62%	+7%

²⁰⁵ Results in Tables G.36 to G.41 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

Table G.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=986) - participants who entered between 1 July 2016 and 30 June 2017 – Victoria

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	56%	66%	70%	75%	+19%
LL	Has the NDIS improved your child's access to education?	31%	35%	37%	40%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	47%	52%	55%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	48%	49%	51%	+7%

Table G.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=459) - participants who entered between 1 July 2016 and 30 June 2017 – Victoria

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	53%	58%	60%	64%	+11%
DL	Has the NDIS helped you with daily living activities?	55%	61%	65%	69%	+15%
REL	Has the NDIS helped you to meet more people?	45%	46%	49%	51%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	15%	13%	15%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	36%	38%	38%	44%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	31%	35%	34%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	12%	8%	10%	-4%
S/CP	Has the NDIS helped you be more involved?	49%	52%	59%	61%	+12%

Table G.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=1,180) - participants who entered between 1 July 2016 and 30 June 2017 – Victoria

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	61%	71%	75%	80%	+18%
DL	Has the NDIS helped you with daily living activities?	67%	76%	83%	86%	+19%
REL	Has the NDIS helped you to meet more people?	48%	54%	59%	62%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	27%	27%	30%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	55%	57%	60%	+12%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	34%	36%	38%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	13%	15%	-2%
S/CP	Has the NDIS helped you be more involved?	54%	60%	67%	70%	+16%

Table G.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=708) - participants who entered between 1 July 2016 and 30 June 2017 – Victoria

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS improved your capacity to advocate (stand up) for your child?	58%	59%	63%	69%	+11%
Has the NDIS improved the level of support for your family?	65%	69%	71%	76%	+12%
Has the NDIS improved your access to services, programs and activities in the community?	68%	72%	76%	76%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	78%	79%	81%	+7%
Has the NDIS improved your health and wellbeing?	39%	38%	40%	41%	+3%

Table G.41 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=61) - participants who entered between 1 July 2016 and 30 June 2017 – Victoria

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	53%	56%	57%	65%	+13%
Has the NDIS improved the level of support for your family?	54%	64%	66%	74%	+20%
Has the NDIS helped you to access services, programs and activities in the community?	69%	71%	72%	73%	+4%
Has the NDIS improved your health and wellbeing?	27%	22%	40%	38%	+11%

Table G.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,946), 'participant social and community engagement rate' (n=15,015) and 'parent and carer employment rate' (n=10,394) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Victoria ²⁰⁶

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	12%	15%	17%	24%
Aged 25+	20%	20%	20%	
Aged 15+	18%	19%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	35%	39%	40%	50%
Aged 25+	36%	39%	41%	
Aged 15+	36%	39%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	44%	47%	48%	50%
Aged 15+	43%	44%	43%	
All ages	44%	46%	46%	

Table G.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,788), 'participant social and community engagement rate' (n=6,819) and 'parent and carer employment rate' (n=3,687) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Victoria ²⁰⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	11%	15%	18%	20%	24%
Aged 25+	24%	24%	21%	22%	
Aged 15+	21%	22%	20%	22%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	31%	36%	39%	41%	50%
Aged 25+	36%	42%	45%	46%	
Aged 15+	35%	41%	44%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	46%	49%	50%	51%	50%
Aged 15+	47%	48%	45%	44%	
All ages	46%	49%	50%	49%	

²⁰⁶ 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 June 2019 and have had a second plan review to date.

²⁰⁷ 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 June 2018 and have had a third plan review to date.

Table G.44 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,614), 'participant social and community engagement rate' (n=1,673) and 'parent and carer employment rate' (n=643) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Victoria ²⁰⁸

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	12%	14%	17%	28%	19%	24%
Aged 25+	22%	21%	22%	18%	21%	
Aged 15+	21%	20%	21%	20%	21%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	29%	33%	39%	39%	39%	50%
Aged 25+	36%	40%	43%	43%	45%	
Aged 15+	35%	39%	42%	42%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	40%	46%	44%	51%	49%	50%
Aged 15+	54%	59%	57%	57%	51%	
All ages	41%	47%	45%	51%	49%	

Table G.45 Number of active plans by goal type and primary disability – Victoria ²⁰⁹

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	967	2,498	2,081	687	937	2,968	1,605	947	3,738
Autism	6,159	31,942	12,673	13,182	17,439	21,969	2,526	4,403	37,369
Cerebral Palsy	971	3,100	2,206	857	1,041	2,783	1,218	622	3,959
Developmental Delay	434	12,429	3,380	6,014	4,698	3,640	23	4	13,217
Down Syndrome	618	2,134	1,347	726	856	2,171	873	585	2,826
Global Developmental Delay	77	1,724	502	862	675	562	4	1	1,813
Hearing Impairment	1,063	4,325	1,234	1,536	1,005	2,512	707	1,180	5,575
Intellectual Disability	5,056	15,816	8,803	5,866	7,063	16,034	6,385	6,688	21,715
Multiple Sclerosis	733	1,951	1,886	222	422	1,811	989	691	2,656
Psychosocial disability	3,757	10,770	10,432	3,690	3,512	12,647	5,543	5,486	16,222
Spinal Cord Injury	296	627	542	106	119	610	318	252	844
Stroke	473	1,190	902	165	296	1,169	559	331	1,553
Visual Impairment	742	2,167	1,019	638	328	1,828	563	845	2,691
Other Neurological	1,177	3,568	2,723	701	1,016	3,397	1,705	746	4,773
Other Physical	1,106	3,285	2,312	507	492	2,548	1,057	860	4,120
Other Sensory/Speech	66	535	154	261	218	218	14	31	645
Other	196	609	394	139	166	505	239	133	785
Total	23,891	98,670	52,590	36,159	40,283	77,372	24,328	23,805	124,501

²⁰⁸ 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 June 2017 and have had a fourth plan review to date.

²⁰⁹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table G.46 Number of goals in active plans by goal type and primary disability – Victoria ²¹⁰

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	1,650	5,651	3,730	1,225	1,574	5,412	2,673	1,473	23,388
Autism	11,902	126,880	24,987	30,022	35,072	43,157	4,289	7,361	283,670
Cerebral Palsy	2,018	10,540	4,426	1,754	1,963	5,828	2,195	1,100	29,824
Developmental Delay	713	65,406	6,645	13,763	8,568	6,686	32	5	101,818
Down Syndrome	1,151	6,507	2,490	1,518	1,578	4,486	1,442	966	20,138
Global Developmental Delay	123	9,415	1,008	2,058	1,203	1,074	6	1	14,888
Hearing Impairment	1,975	12,397	2,187	2,966	1,818	4,687	1,159	1,933	29,122
Intellectual Disability	9,207	43,388	16,096	11,521	13,055	31,239	10,696	10,742	145,944
Multiple Sclerosis	1,286	4,711	3,761	337	689	3,344	1,682	1,128	16,938
Psychosocial disability	6,373	22,105	18,675	5,993	5,583	21,577	8,459	8,332	97,097
Spinal Cord Injury	568	1,524	1,052	172	216	1,210	575	445	5,762
Stroke	902	3,131	1,715	281	487	2,201	967	516	10,200
Visual Impairment	1,349	5,720	1,773	1,202	523	3,328	957	1,385	16,237
Other Neurological	2,210	9,981	5,290	1,405	1,800	6,415	3,007	1,236	31,344
Other Physical	2,131	9,182	4,473	876	872	4,727	1,821	1,388	25,470
Other Sensory/Speech	112	2,363	279	650	394	418	19	44	4,279
Other	355	1,844	756	282	290	911	409	208	5,055
Total	44,025	340,745	99,343	76,025	75,685	146,700	40,388	38,263	861,174

Table G.47 Number of active plans by goal type and age group – Victoria ²¹¹

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	631	19,837	5,580	9,718	7,524	6,035	39	2	20,883
7 to 14	4,434	28,018	10,219	11,133	15,109	17,331	665	276	31,978
15 to 18	2,115	6,899	3,195	2,980	3,597	6,268	787	2,201	8,592
19 to 24	2,604	6,587	3,453	2,805	2,404	6,506	2,396	4,679	8,997
25 to 34	3,065	7,732	5,349	2,651	2,684	8,086	4,020	4,989	11,052
35 to 44	2,831	7,560	6,116	2,201	2,616	8,198	4,034	4,325	10,895
45 to 54	3,335	9,263	7,725	2,287	2,856	10,253	4,936	4,125	13,327
55 to 64	3,760	10,041	8,508	1,931	2,793	11,472	5,777	2,759	14,645
65+	1,116	2,733	2,445	453	700	3,223	1,674	449	4,132
Total	23,891	98,670	52,590	36,159	40,283	77,372	24,328	23,805	124,501

²¹⁰ Participants have set over six million goals in total across Australia since July 2016. The 861,174 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

²¹¹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table G.48 Number of goals in active plans by goal type and age group – Victoria ²¹²

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,067	108,495	11,571	23,414	14,155	11,632	70	3	170,407
7 to 14	8,701	115,505	20,470	25,825	30,953	34,398	1,090	487	237,429
15 to 18	4,139	18,445	5,855	5,817	6,852	11,920	1,346	3,727	58,101
19 to 24	4,837	14,844	5,961	4,957	4,058	11,772	3,875	7,499	57,803
25 to 34	5,629	17,329	9,655	4,544	4,633	14,926	6,756	8,179	71,651
35 to 44	5,074	16,705	11,336	3,762	4,409	15,247	6,697	6,775	70,005
45 to 54	5,859	20,690	14,222	3,770	4,793	19,004	8,154	6,481	82,973
55 to 64	6,690	22,481	15,895	3,171	4,696	21,731	9,653	4,412	88,729
65+	2,029	6,251	4,378	765	1,136	6,070	2,747	700	24,076
Total	44,025	340,745	99,343	76,025	75,685	146,700	40,388	38,263	861,174

²¹² Participants have set over six million goals in total across Australia since July 2016. The 861,174 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

Table G.49 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria ²¹³

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
Access	n = 421	n = 230
Are you happy with how coming into the NDIS has gone?	87%	85%
Was the person from the NDIS respectful?	97%	97%
Do you understand what will happen next with your plan?	80%	78%
% of participants rating their overall experience as Very Good or Good.	82%	80%
Pre-planning	n = 497	n = 204
Did the person from the NDIS understand how your disability affects your life?	87%	86%
Did you understand why you needed to give the information you did?	95%	94%
Were decisions about your plan clearly explained?	79%	77%
Are you clear on what happens next with your plan?	70%	69%
Do you know where to go for more help with your plan?	75%	75%
% of participants rating their overall experience as Very Good or Good.	82%	76%
Planning	n = 2,008	n = 1,214
Did the person from the NDIS understand how your disability affects your life?	92%	89%
Did you understand why you needed to give the information you did?	97%	98%
Were decisions about your plan clearly explained?	89%	88%
Are you clear on what happens next with your plan?	83%	82%
Do you know where to go for more help with your plan?	88%	87%
% of participants rating their overall experience as Very Good or Good.	86%	84%
Plan review	n = 4,875	n = 2,599
Did the person from the NDIS understand how your disability affects your life?	84%	82%
Did you feel prepared for your plan review?	86%	86%
Is your NDIS plan helping you to make progress towards your goals?	89%	88%
% of participants rating their overall experience as Very Good or Good.	78%	76%

²¹³ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure G.9 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ^{214 215}

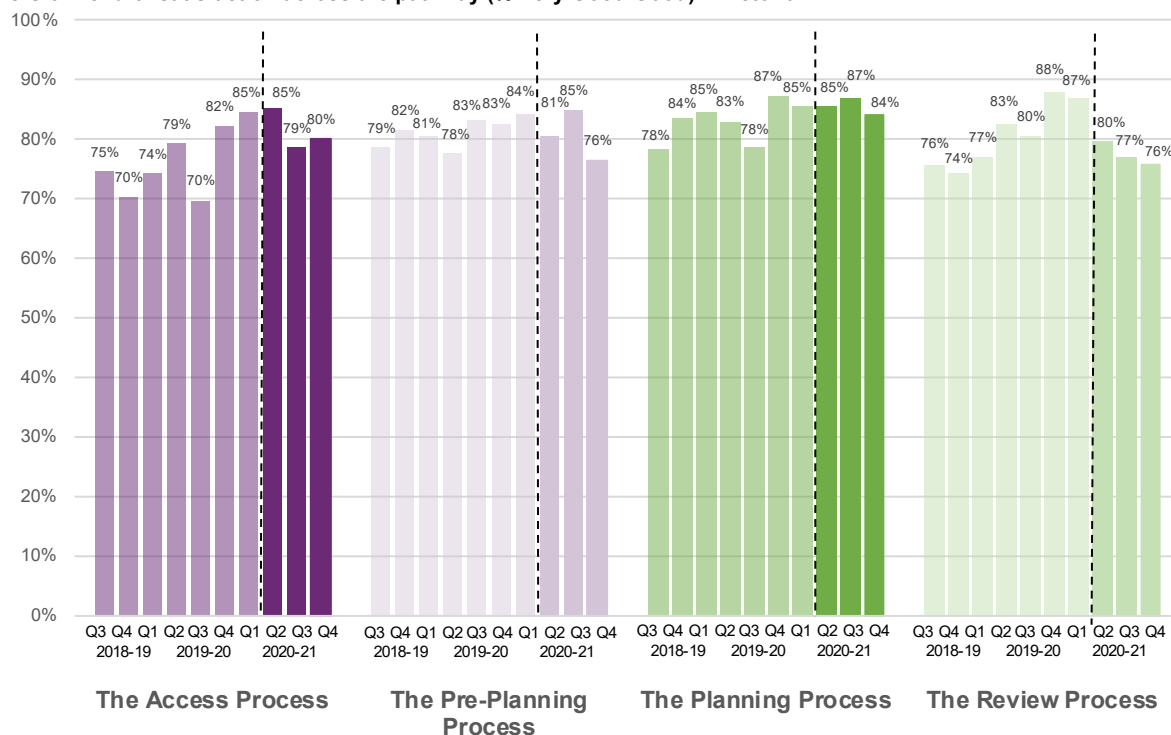
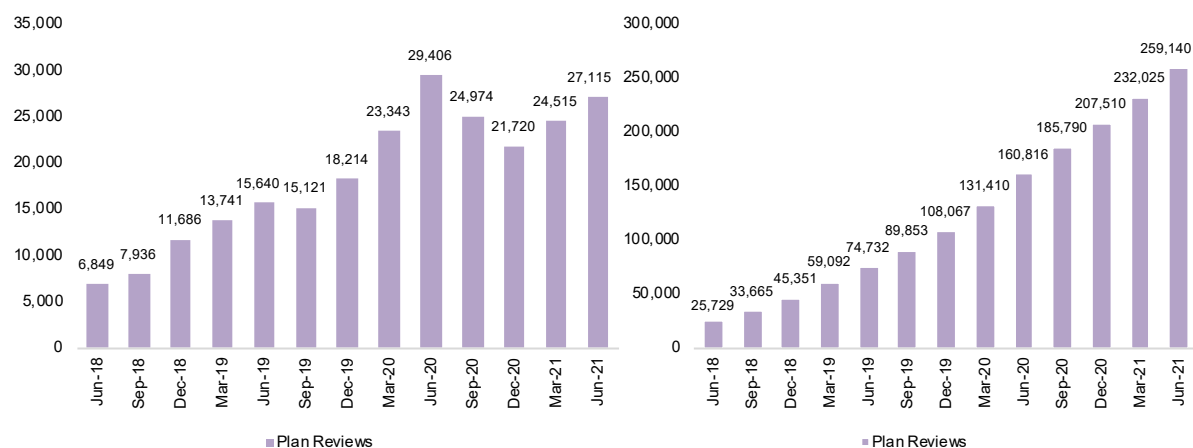


Table G.50 Plan reviews conducted per quarter – excluding plans less than 31 days – Victoria ²¹⁶

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total plan reviews	232,025	27,115	259,140
<i>Early intervention plans</i>	36,341	5,617	41,958
<i>Permanent disability plans</i>	195,684	21,498	217,182

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



²¹⁴ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series.

²¹⁵ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²¹⁶ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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

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

Table G.51 shows the number of complaints in 2020-21 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table G.52 and Table G.53 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table G.51 Complaints by quarter – Victoria ^{217 218 219}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	80	10	90	86
Complaint about LAC Partner	207	42	249	232
Complaints about service providers	1,101	89	1,190	1,003
Complaints about the Agency	17,524	1,267	18,791	10,788
Critical/ Reportable Incident	1,225	418	1,643	1,345
Unclassified	637	0	637	589
Total	20,774	1,826	22,600	12,745
Total complaints made since 1 April 2017	20,274	1,826	22,100	
Complaints since 1 April 2017 as % of all access requests	5.2%	4.4%	5.1%	

²¹⁷ Note that 65% of all complainants made only one complaint, 19% made two complaints and 16% made three or more complaints.

²¹⁸ % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

²¹⁹ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

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

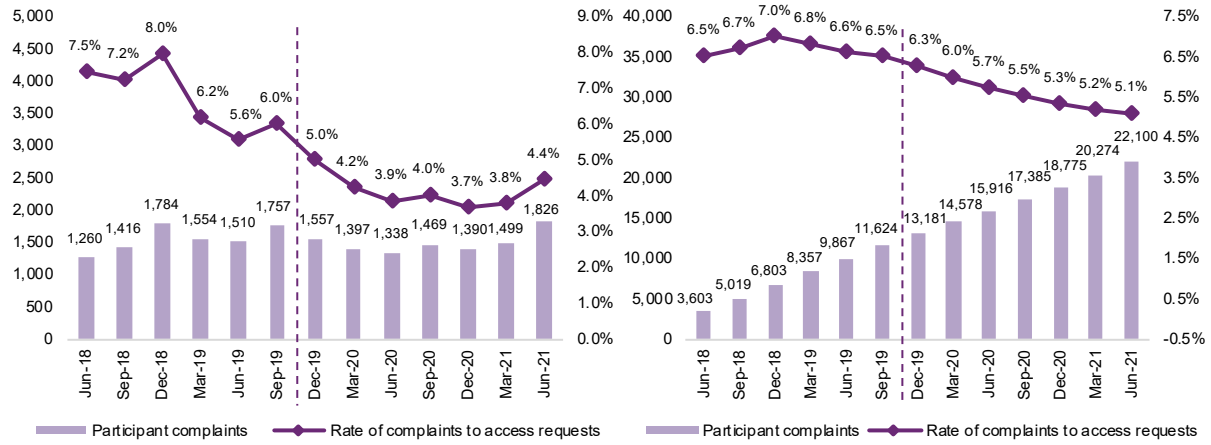


Table G.52 Participant complaints by type – Victoria

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
<i>Complaints about the Agency</i>						
Individual needs	1,126	(6%)	1	(0%)	1,127	(6%)
Information unclear	477	(3%)	0	(0%)	477	(3%)
NDIA Access	255	(1%)	43	(3%)	298	(2%)
NDIA Engagement	4	(0%)	0	(0%)	4	(0%)
NDIA Finance	679	(4%)	92	(7%)	771	(4%)
NDIA Fraud and Compliance	24	(0%)	5	(0%)	29	(0%)
NDIA Plan	1,754	(10%)	437	(34%)	2,191	(12%)
NDIA Process	606	(3%)	145	(11%)	751	(4%)
NDIA Resources	55	(0%)	6	(0%)	61	(0%)
NDIA Staff	517	(3%)	125	(10%)	642	(3%)
NDIA Timeliness	1,723	(10%)	364	(29%)	2,087	(11%)
Participation, engagement and inclusion	96	(1%)	2	(0%)	98	(1%)
Provider Portal	28	(0%)	0	(0%)	28	(0%)
Quality & Safeguards Commission	3	(0%)	1	(0%)	4	(0%)
Reasonable and necessary supports	1,558	(9%)	1	(0%)	1,559	(8%)
Staff conduct - Agency	436	(2%)	0	(0%)	436	(2%)
The way the NDIA carried out its decision making	703	(4%)	11	(1%)	714	(4%)
Timeliness	4,484	(26%)	4	(0%)	4,488	(24%)
Other	2,996	(17%)	30	(2%)	3,026	(16%)
Total	17,524		1,267		18,791	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	1	(1%)	0	(0%)	1	(1%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	5	(6%)	0	(0%)	5	(6%)
ECEI Process	4	(5%)	0	(0%)	4	(4%)
ECEI Staff	15	(19%)	6	(60%)	21	(23%)
ECEI Timeliness	55	(69%)	4	(40%)	59	(66%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	80		10		90	
<i>Complaint about LAC Partner</i>						
LAC Engagement	2	(1%)	0	(0%)	2	(1%)
LAC Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
LAC Plan	37	(18%)	4	(10%)	41	(16%)
LAC Process	19	(9%)	6	(14%)	25	(10%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	127	(61%)	29	(69%)	156	(63%)
LAC Timeliness	21	(10%)	3	(7%)	24	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	207		42		249	
<i>Complaints about service providers</i>						
Provider costs.	50	(5%)	0	(0%)	50	(4%)
Provider Finance	32	(3%)	7	(8%)	39	(3%)
Provider Fraud and Compliance	47	(4%)	11	(12%)	58	(5%)
Provider process	83	(8%)	0	(0%)	83	(7%)
Provider Service	247	(22%)	47	(53%)	294	(25%)
Provider Staff	104	(9%)	21	(24%)	125	(11%)
Service Delivery	116	(11%)	0	(0%)	116	(10%)
Staff conduct	111	(10%)	0	(0%)	111	(9%)
Supports being provided	123	(11%)	0	(0%)	123	(10%)
Other	188	(17%)	3	(3%)	191	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total	1,101		89	0	1,190	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	291	(24%)	122	(29%)	413	(25%)
Allegations against Informal Supports	319	(26%)	11	(3%)	330	(20%)
Allegations against NDIA Staff/Partners	4	(0%)	0	(0%)	4	(0%)
Participant threat	239	(20%)	85	(20%)	324	(20%)
Provider reporting	372	(30%)	200	(48%)	572	(35%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	1,225		418		1,643	
<i>Unclassified</i>	637		0		637	
Participants total	20,774		1,826		22,600	

Table G.53 Unique complainants by type – Victoria

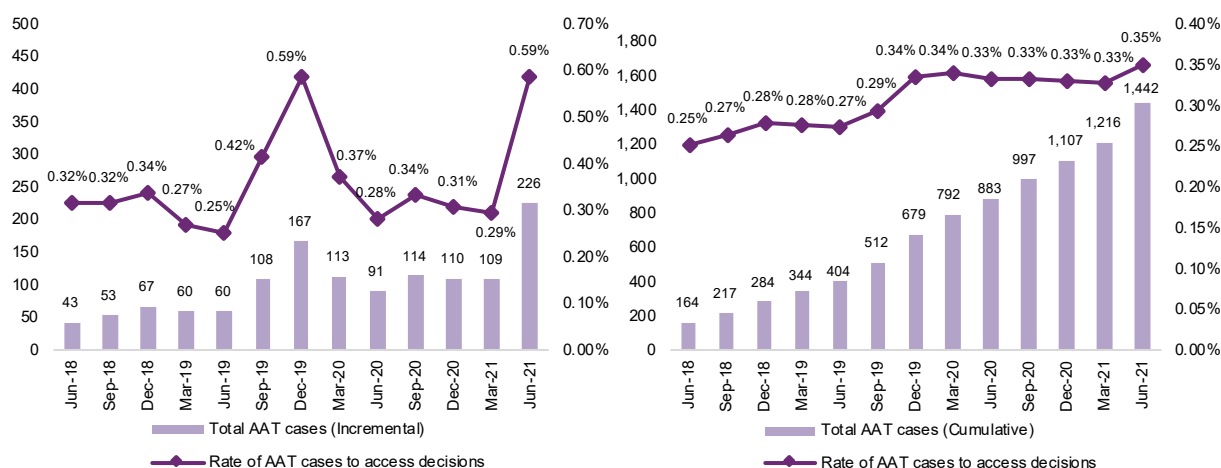
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	988	(7%)	1	(0%)	989	(6%)
Information unclear	441	(3%)	0	(0%)	441	(3%)
NDIA Access	219	(1%)	38	(3%)	257	(2%)
NDIA Engagement	4	(0%)	0	(0%)	4	(0%)
NDIA Finance	525	(4%)	81	(7%)	606	(4%)
NDIA Fraud and Compliance	24	(0%)	5	(0%)	29	(0%)
NDIA Plan	1,335	(9%)	366	(33%)	1,701	(11%)
NDIA Process	549	(4%)	137	(12%)	686	(4%)
NDIA Resources	51	(0%)	6	(1%)	57	(0%)
NDIA Staff	454	(3%)	110	(10%)	564	(4%)
NDIA Timeliness	1,400	(9%)	327	(29%)	1,727	(11%)
Participation, engagement and inclusion	92	(1%)	2	(0%)	94	(1%)
Provider Portal	28	(0%)	0	(0%)	28	(0%)
Quality & Safeguards Commission	3	(0%)	1	(0%)	4	(0%)
Reasonable and necessary supports	1,298	(9%)	1	(0%)	1,299	(8%)
Staff conduct - Agency	403	(3%)	0	(0%)	403	(3%)
The way the NDIA carried out its decision making	648	(4%)	9	(1%)	657	(4%)
Timeliness	3,496	(24%)	4	(0%)	3,500	(22%)
Other	2,847	(19%)	29	(3%)	2,876	(18%)
Total	14,805		1,117		15,922	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	1	(1%)	0	(0%)	1	(1%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	5	(6%)	0	(0%)	5	(6%)
ECEI Process	4	(5%)	0	(0%)	4	(5%)
ECEI Staff	14	(18%)	6	(60%)	20	(23%)
ECEI Timeliness	53	(69%)	4	(40%)	57	(66%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	77		10		87	
<i>Complaint about LAC Partner</i>						
LAC Engagement	2	(1%)	0	(0%)	2	(1%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(0%)
LAC Plan	36	(18%)	4	(10%)	40	(17%)
LAC Process	18	(9%)	5	(12%)	23	(10%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	122	(61%)	29	(71%)	151	(63%)
LAC Timeliness	20	(10%)	3	(7%)	23	(10%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	199		41		240	
<i>Complaints about service providers</i>						
Provider costs.	48	(5%)	0	(0%)	48	(4%)
Provider Finance	31	(3%)	7	(8%)	38	(3%)
Provider Fraud and Compliance	45	(4%)	10	(11%)	55	(5%)
Provider process	82	(8%)	0	(0%)	82	(7%)
Provider Service	219	(21%)	46	(53%)	265	(23%)
Provider Staff	99	(9%)	21	(24%)	120	(11%)
Service Delivery	112	(11%)	0	(0%)	112	(10%)
Staff conduct	106	(10%)	0	(0%)	106	(9%)
Supports being provided	116	(11%)	0	(0%)	116	(10%)
Other	187	(18%)	3	(3%)	190	(17%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total	1,045	87	1,132
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	258 (24%)	109 (28%)	367 (25%)
Allegations against Informal Supports	286 (26%)	11 (3%)	297 (20%)
Allegations against NDIA Staff/Partners	3 (0%)	0 (0%)	3 (0%)
Participant threat	198 (18%)	82 (21%)	280 (19%)
Provider reporting	346 (32%)	193 (49%)	539 (36%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	1,091	395	1,486
<i>Unclassified</i>	589	0	589
Unique complaints total	17,806	1,650	19,456

Table G.54 AAT Cases by category – Victoria ²²⁰

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	389	32%	33	15%	422	29%
Plan	662	54%	171	76%	833	58%
Plan Review	68	6%	<11		69	5%
Other	97	8%	21	9%	118	8%
Total	1,216	100%	226	100%	1,442	100%
% of all access decisions	0.33%		0.59%		0.35%	

Figure G.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

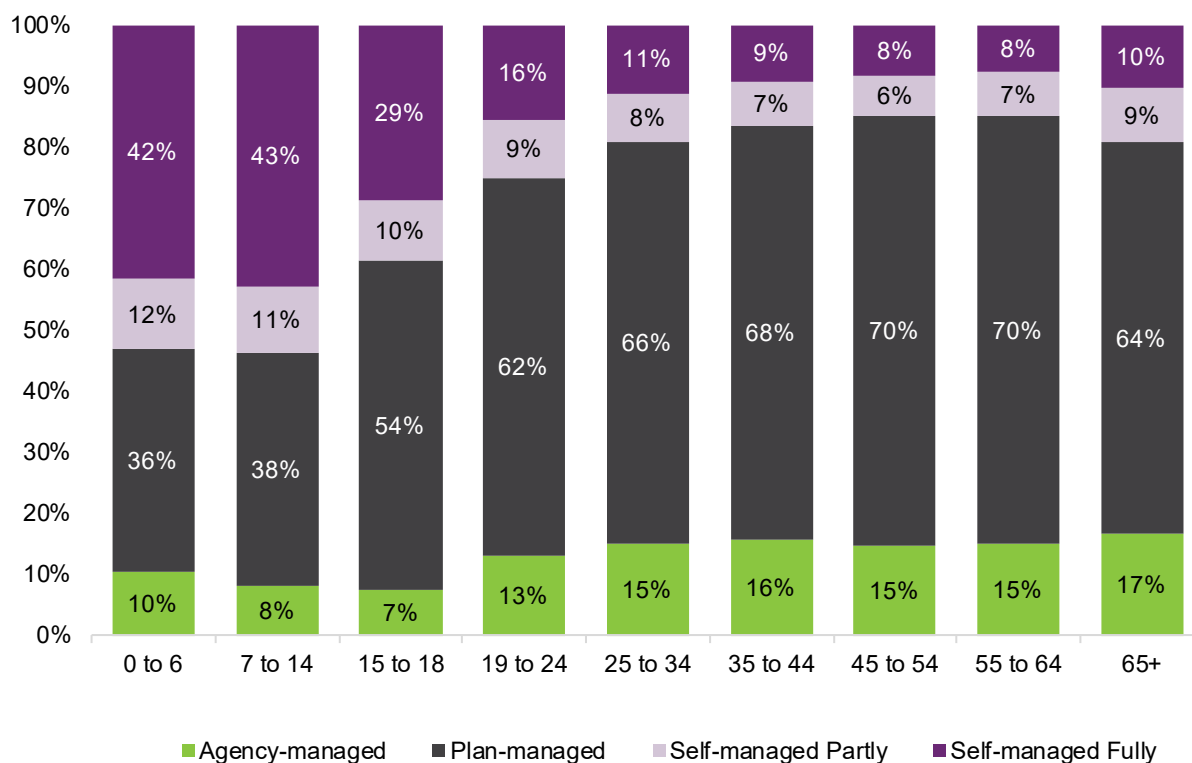


²²⁰ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table G.55 AAT cases by open/closed and decision – Victoria ²²¹

	N
AAT Cases	1,442
Open AAT Cases	429
Closed AAT Cases	1,013
<i>Resolved before hearing</i>	986
<i>Gone to hearing and received a substantive decision</i>	27

Figure G.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Victoria ^{222 223}



²²¹ Of the 27 cases which went to hearing and received a substantive decision: 10 affirmed the Agency's decision, 4 varied the Agency's decision and 13 set aside the Agency's decision.

²²² For the total number of active participants in each age group, see Table G.14.

²²³ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure G.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Victoria ^{224 225}

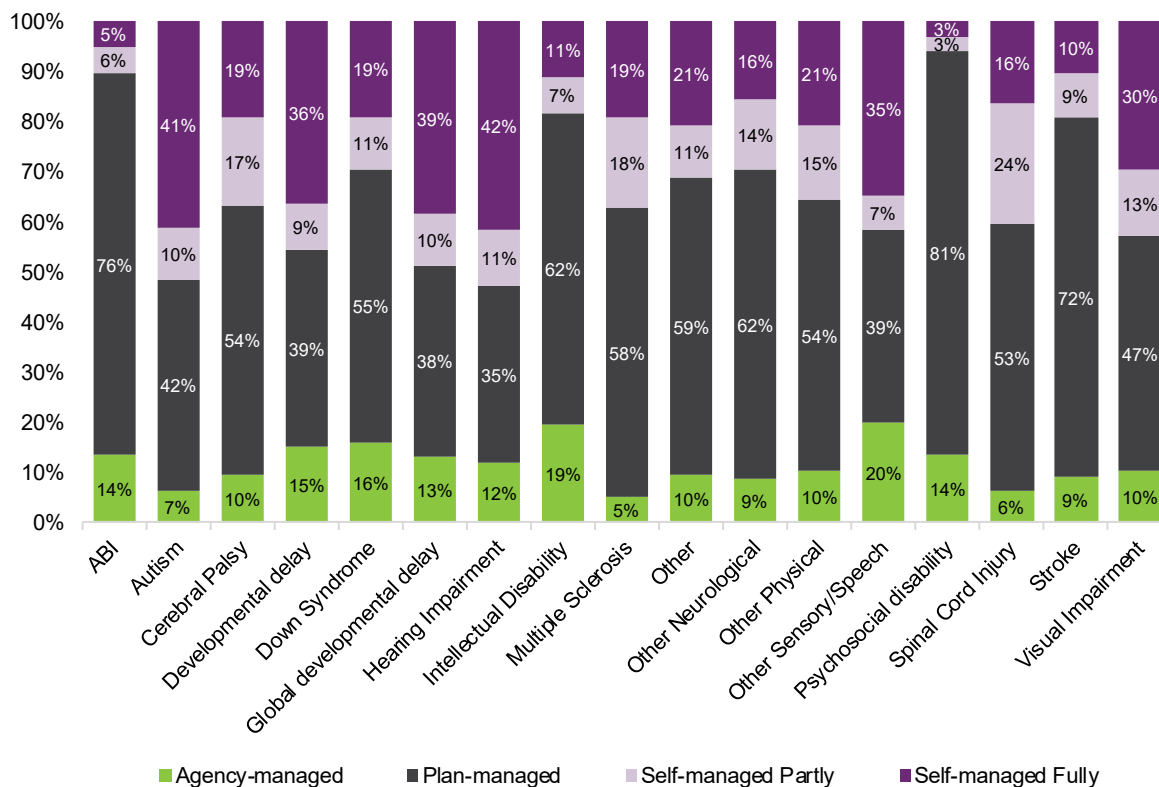


Table G.56 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria ²²⁶

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	25%	26%	25%
Self-managed partly	9%	9%	9%
Plan-managed	53%	57%	54%
Agency-managed	13%	8%	12%
Total	100%	100%	100%

²²⁴ For the total number of active participants in each primary disability group, see Table G.12.

²²⁵ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

²²⁶ Ibid.

Figure G.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Victoria ²²⁷

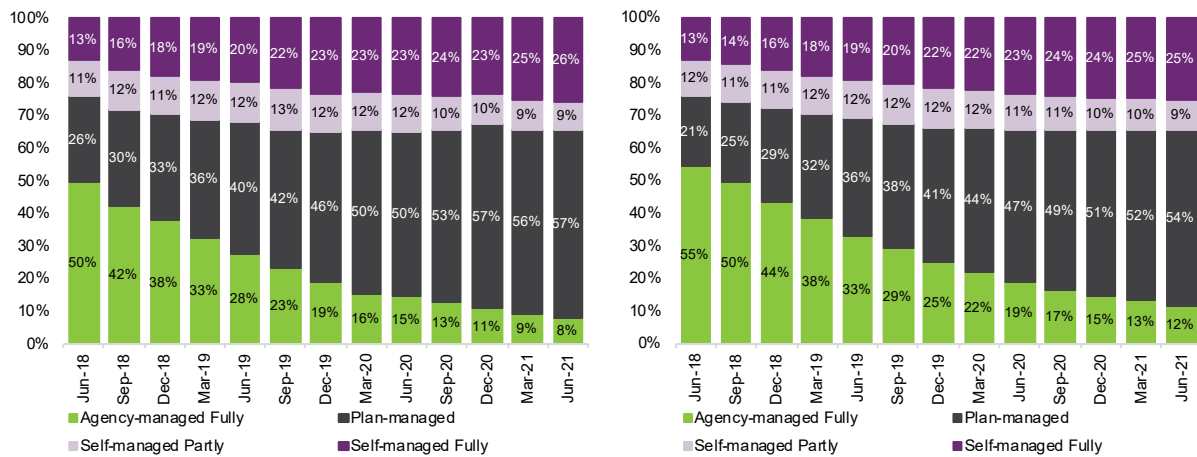


Table G.57 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria

	Prior Quarters	2020-21 Q4	Total
Self-managed	15%	17%	15%
Plan-managed	43%	55%	44%
Agency-managed	42%	28%	40%
Total	100%	100%	100%

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



Table G.58 Distribution of active participants by support coordination and quarter of plan approval – Victoria

	Prior Quarters	2020-21 Q4	Total
Support coordination	45%	46%	46%

²²⁷ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table G.59 Duration to plan activation by quarter of initial plan approval for active participants – Victoria ²²⁸

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	70,824	68%	3,340	60%	74,164	67%
30 to 59 days	12,505	12%	807	14%	13,312	12%
60 to 89 days	5,815	6%	393	7%	6,208	6%
Activated within 90 days	89,144	85%	4,540	81%	93,684	85%
90 to 119 days	3,310	3%	234	4%	3,544	3%
120 days and over	9,345	9%	311	6%	9,656	9%
Activated after 90 days	12,655	12%	545	10%	13,200	12%
No payments	2,922	3%	504	9%	3,426	3%
Total plans approved	104,721	100%	5,589	100%	110,310	100%

Table G.60 Proportion of participants who have activated within 12 months – Victoria

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	2,712	2,920	93%
Not Aboriginal and Torres Strait Islander	78,208	81,405	96%
Not Stated	18,997	19,675	97%
Total	99,917	104,000	96%
by Culturally and Linguistically Diverse status			
CALD	11,324	11,798	96%
Not CALD	88,550	92,158	96%
Not Stated	43	44	98%
Total	99,917	104,000	96%
by Remoteness			
Major Cities	71,854	74,728	96%
Regional	28,013	29,219	96%
Remote	44	46	96%
Missing	<11	<11	
Total	99,917	104,000	96%
by Primary Disability type			
Autism	31,061	31,952	97%
Intellectual Disability (including Down Syndrome)	22,183	22,820	97%
Psychosocial Disability	12,618	13,199	96%
Developmental Delay (including Global Developmental Delay)	8,365	9,064	92%
Other	25,690	26,965	95%
Total	99,917	104,000	96%

²²⁸ Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table G.61 Distribution of plans by utilisation – Victoria ^{229 230}

Plan utilisation	Total
0 to 50%	38%
50% to 75%	25%
> 75%	37%
Total	100%

Table G.62 Proportion of active participants with approved plans accessing mainstream supports – Victoria ²³¹

	Prior Quarters	2020-21 Q4	Total
Daily Activities	12%	13%	13%
Health & Wellbeing	48%	55%	50%
Lifelong Learning	14%	20%	15%
Other	13%	15%	14%
Non-categorised	31%	25%	29%
Any mainstream service	95%	95%	95%

Part Four: Providers and the growing market

Table G.63 Key markets indicators by quarter – Victoria ^{232 233}

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.14	1.18
b) Number of providers delivering new types of supports	412	476
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	90%	94%
<i>Therapeutic Supports (%)</i>	96%	97%
<i>Participate Community (%)</i>	92%	93%
<i>Early Childhood Supports (%)</i>	90%	89%
<i>Assist Personal Activities (%)</i>	94%	95%

Table G.64 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Victoria ²³⁴

Activity	Number of providers
Active for the first time in 2020-21 Q4	154
Active in 2020-21 Q4 and also in previous quarters	2,417
Active in 2020-21 Q4	2,571
Inactive in 2020-21 Q4	3,238
Active ever	5,809

²²⁹ This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

²³⁰ Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

²³¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²³² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²³³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²³⁴ Active providers refer to those who have received payment for support Agency-managed participants.

Table G.65 Cumulative number of providers that have been ever active by registration group – Victoria ²³⁵

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	165	3	168	2%
Assistance Animals	62	4	66	6%
Assistance with daily life tasks in a group or shared living arrangement	479	42	521	9%
Assistance with travel/transport arrangements	660	20	680	3%
Daily Personal Activities	1,003	52	1,055	5%
Group and Centre Based Activities	659	22	681	3%
High Intensity Daily Personal Activities	702	26	728	4%
Household tasks	1,388	41	1,429	3%
Interpreting and translation	149	10	159	7%
Participation in community, social and civic activities	1,088	62	1,150	6%
Assistive Technology				
Assistive equipment for recreation	161	10	171	6%
Assistive products for household tasks	152	13	165	9%
Assistance products for personal care and safety	1,001	36	1,037	4%
Communication and information equipment	353	20	373	6%
Customised Prosthetics	391	19	410	5%
Hearing Equipment	176	11	187	6%
Hearing Services	40	6	46	15%
Personal Mobility Equipment	530	19	549	4%
Specialised Hearing Services	50	15	65	30%
Vision Equipment	133	9	142	7%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,084	83	1,167	8%
Behaviour Support	403	19	422	5%
Community nursing care for high needs	367	18	385	5%
Development of daily living and life skills	688	31	719	5%
Early Intervention supports for early childhood	808	28	836	3%
Exercise Physiology and Physical Wellbeing activities	392	24	416	6%
Innovative Community Participation	243	7	250	3%
Specialised Driving Training	142	12	154	8%
Therapeutic Supports	2,921	61	2,982	2%
Capital services				
Home modification design and construction	311	14	325	5%
Specialist Disability Accommodation	85	7	92	8%
Vehicle Modifications	125	5	130	4%
Choice and control support services				
Management of funding for supports in participants plan	547	31	578	6%
Support Coordination	288	23	311	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	209	14	223	7%
Specialised Supported Employment	211	20	231	9%
Total	5,655	154	5,809	3%

²³⁵ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table G.66 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2021 – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	34	134	168	20%	80%	100%
Assistance Animals	9	57	66	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	65	456	521	12%	88%	100%
Assistance with travel/transport arrangements	113	567	680	17%	83%	100%
Daily Personal Activities	123	932	1,055	12%	88%	100%
Group and Centre Based Activities	73	608	681	11%	89%	100%
High Intensity Daily Personal Activities	89	639	728	12%	88%	100%
Household tasks	445	984	1,429	31%	69%	100%
Interpreting and translation	26	133	159	16%	84%	100%
Participation in community, social and civic activities	146	1,004	1,150	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	17	154	171	10%	90%	100%
Assistive products for household tasks	22	143	165	13%	87%	100%
Assistance products for personal care and safety	146	891	1,037	14%	86%	100%
Communication and information equipment	81	292	373	22%	78%	100%
Customised Prosthetics	63	347	410	15%	85%	100%
Hearing Equipment	28	159	187	15%	85%	100%
Hearing Services	4	42	46	9%	91%	100%
Personal Mobility Equipment	82	467	549	15%	85%	100%
Specialised Hearing Services	9	56	65	14%	86%	100%
Vision Equipment	20	122	142	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	204	963	1,167	17%	83%	100%
Behaviour Support	87	335	422	21%	79%	100%
Community nursing care for high needs	58	327	385	15%	85%	100%
Development of daily living and life skills	86	633	719	12%	88%	100%
Early Intervention supports for early childhood	280	556	836	33%	67%	100%
Exercise Physiology and Physical Wellbeing activities	91	325	416	22%	78%	100%
Innovative Community Participation	62	188	250	25%	75%	100%
Specialised Driving Training	44	110	154	29%	71%	100%
Therapeutic Supports	1,284	1,698	2,982	43%	57%	100%
Capital services						
Home modification design and construction	66	259	325	20%	80%	100%
Specialist Disability Accommodation	4	88	92	4%	96%	100%
Vehicle Modifications	14	116	130	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	111	467	578	19%	81%	100%
Support Coordination	50	261	311	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	22	201	223	10%	90%	100%
Specialised Supported Employment	28	203	231	12%	88%	100%
Total	2,065	3,744	5,809	36%	64%	100%

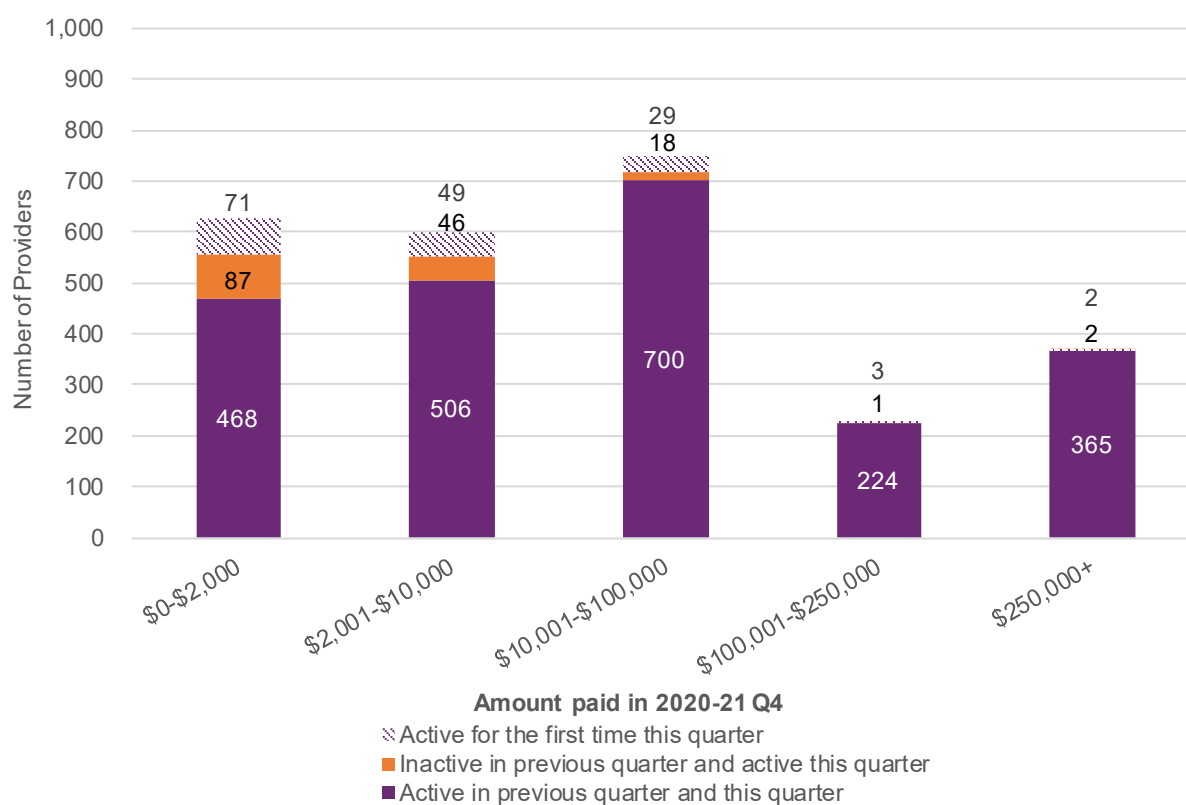
Table G.67 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Victoria

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
Assistance services				
Accommodation / Tenancy Assistance	26	3	29	10%
Assistance Animals	36	4	40	10%
Assistance with daily life tasks in a group or shared living arrangement	293	42	335	13%
Assistance with travel/transport arrangements	221	20	241	8%
Daily Personal Activities	555	52	607	9%
Group and Centre Based Activities	362	22	384	6%
High Intensity Daily Personal Activities	355	26	381	7%
Household tasks	638	41	679	6%
Interpreting and translation	60	10	70	14%
Participation in community, social and civic activities	633	62	695	9%
Assistive Technology				
Assistive equipment for recreation	43	10	53	19%
Assistive products for household tasks	33	13	46	28%
Assistance products for personal care and safety	459	36	495	7%
Communication and information equipment	168	20	188	11%
Customised Prosthetics	174	19	193	10%
Hearing Equipment	72	11	83	13%
Hearing Services	17	6	23	26%
Personal Mobility Equipment	239	19	258	7%
Specialised Hearing Services	15	15	30	50%
Vision Equipment	51	9	60	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	651	83	734	11%
Behaviour Support	226	19	245	8%
Community nursing care for high needs	179	18	197	9%
Development of daily living and life skills	311	31	342	9%
Early Intervention supports for early childhood	313	28	341	8%
Exercise Physiology and Physical Wellbeing activities	201	24	225	11%
Innovative Community Participation	71	7	78	9%
Specialised Driving Training	56	12	68	18%
Therapeutic Supports	1,098	61	1,159	5%
Capital services				
Home modification design and construction	117	14	131	11%
Specialist Disability Accommodation	53	7	60	12%
Vehicle Modifications	44	5	49	10%
Choice and control support services				
Management of funding for supports in participants plan	368	31	399	8%
Support Coordination	142	23	165	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	114	14	128	11%
Specialised Supported Employment	141	20	161	12%
Total	2,417	154	2,571	6%

Table G.68 Number and proportion of providers active in 2020-21 Q4 in each registration group by legal entity type – Victoria

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	23	29	21%	79%	100%
Assistance Animals	7	33	40	18%	83%	100%
Assistance with daily life tasks in a group or shared living arrangement	40	295	335	12%	88%	100%
Assistance with travel/transport arrangements	34	207	241	14%	86%	100%
Daily Personal Activities	81	526	607	13%	87%	100%
Group and Centre Based Activities	55	329	384	14%	86%	100%
High Intensity Daily Personal Activities	62	319	381	16%	84%	100%
Household tasks	181	498	679	27%	73%	100%
Interpreting and translation	11	59	70	16%	84%	100%
Participation in community, social and civic activities	99	596	695	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	5	48	53	9%	91%	100%
Assistive products for household tasks	5	41	46	11%	89%	100%
Assistance products for personal care and safety	75	420	495	15%	85%	100%
Communication and information equipment	37	151	188	20%	80%	100%
Customised Prosthetics	33	160	193	17%	83%	100%
Hearing Equipment	11	72	83	13%	87%	100%
Hearing Services	3	20	23	13%	87%	100%
Personal Mobility Equipment	41	217	258	16%	84%	100%
Specialised Hearing Services	6	24	30	20%	80%	100%
Vision Equipment	7	53	60	12%	88%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	143	591	734	19%	81%	100%
Behaviour Support	36	209	245	15%	85%	100%
Community nursing care for high needs	30	167	197	15%	85%	100%
Development of daily living and life skills	44	298	342	13%	87%	100%
Early Intervention supports for early childhood	77	264	341	23%	77%	100%
Exercise Physiology and Physical Wellbeing activities	46	179	225	20%	80%	100%
Innovative Community Participation	22	56	78	28%	72%	100%
Specialised Driving Training	16	52	68	24%	76%	100%
Therapeutic Supports	395	764	1,159	34%	66%	100%
Capital services						
Home modification design and construction	20	111	131	15%	85%	100%
Specialist Disability Accommodation	3	57	60	5%	95%	100%
Vehicle Modifications	5	44	49	10%	90%	100%
Choice and control support services						
Management of funding for supports in participants plan	91	308	399	23%	77%	100%
Support Coordination	26	139	165	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	16	112	128	13%	88%	100%
Specialised Supported Employment	22	139	161	14%	86%	100%
Total	685	1,886	2,571	27%	73%	100%

Figure G.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Victoria ²³⁶



Part Five: Financial sustainability

Table G.69 Committed supports by financial year (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	53.9	162.6	204.2	497.4	1,441.0	3,464.6	6,088.2	7,887.3

²³⁶ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure G.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Victoria

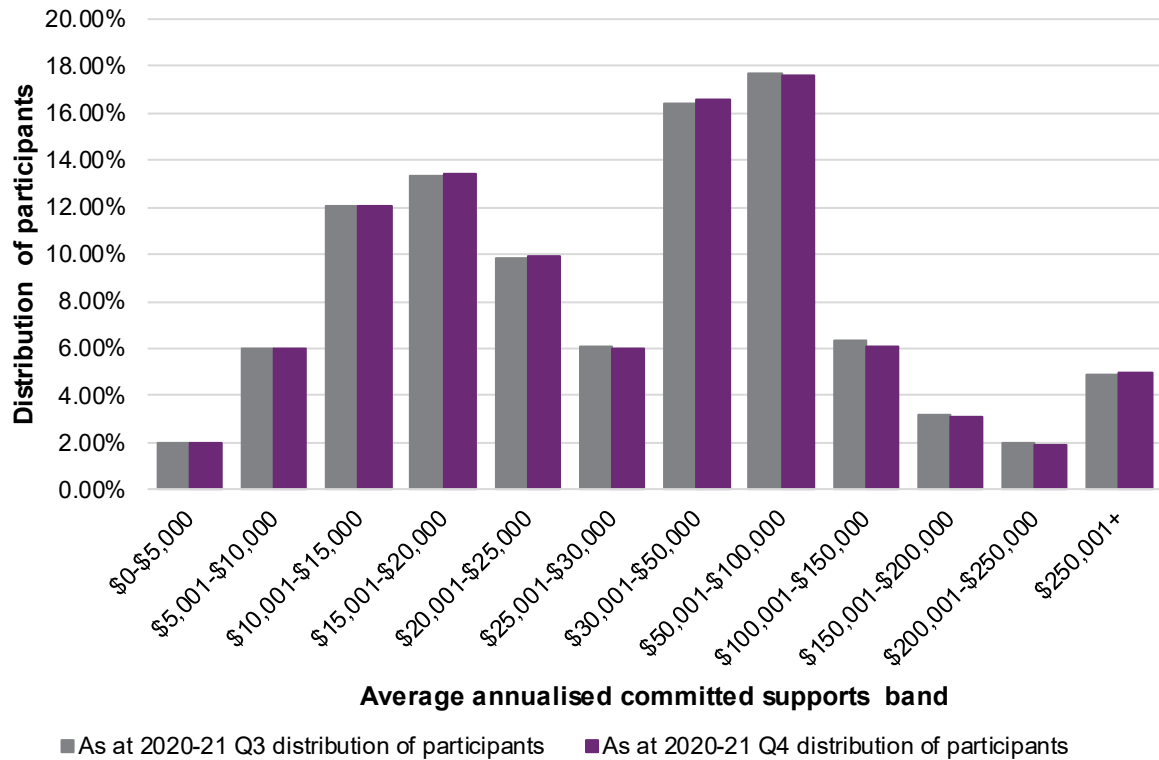


Figure G.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Victoria

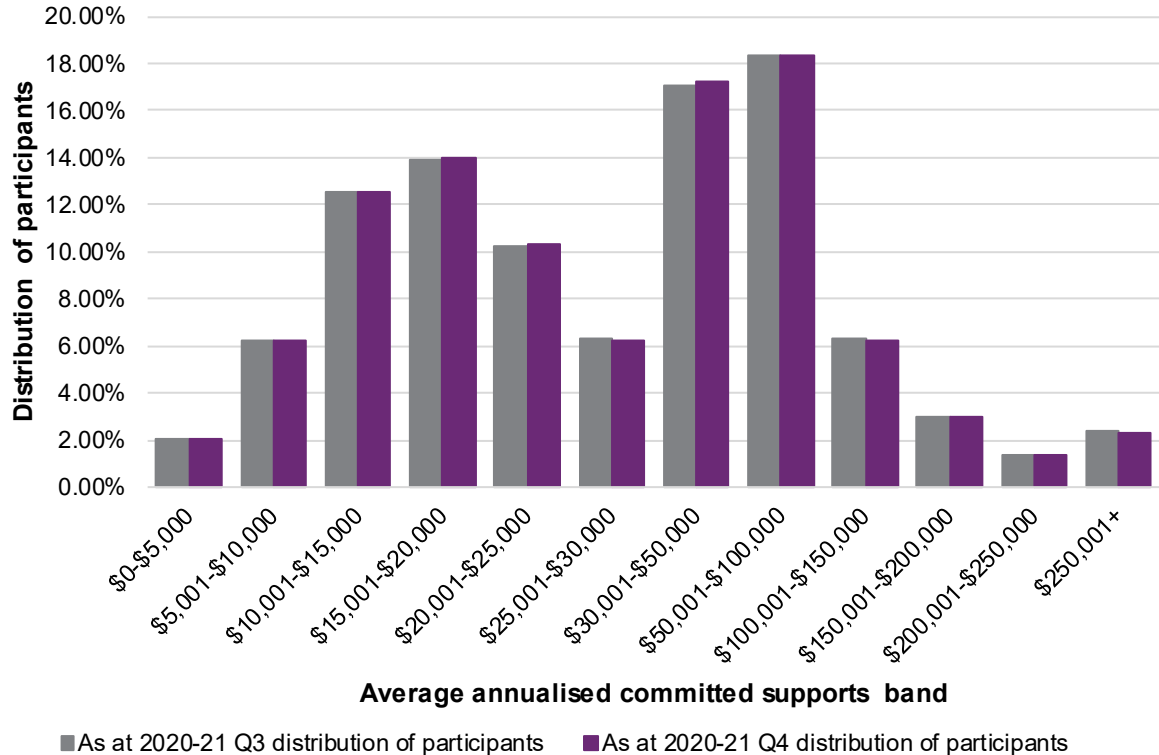


Figure G.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – Victoria ²³⁷

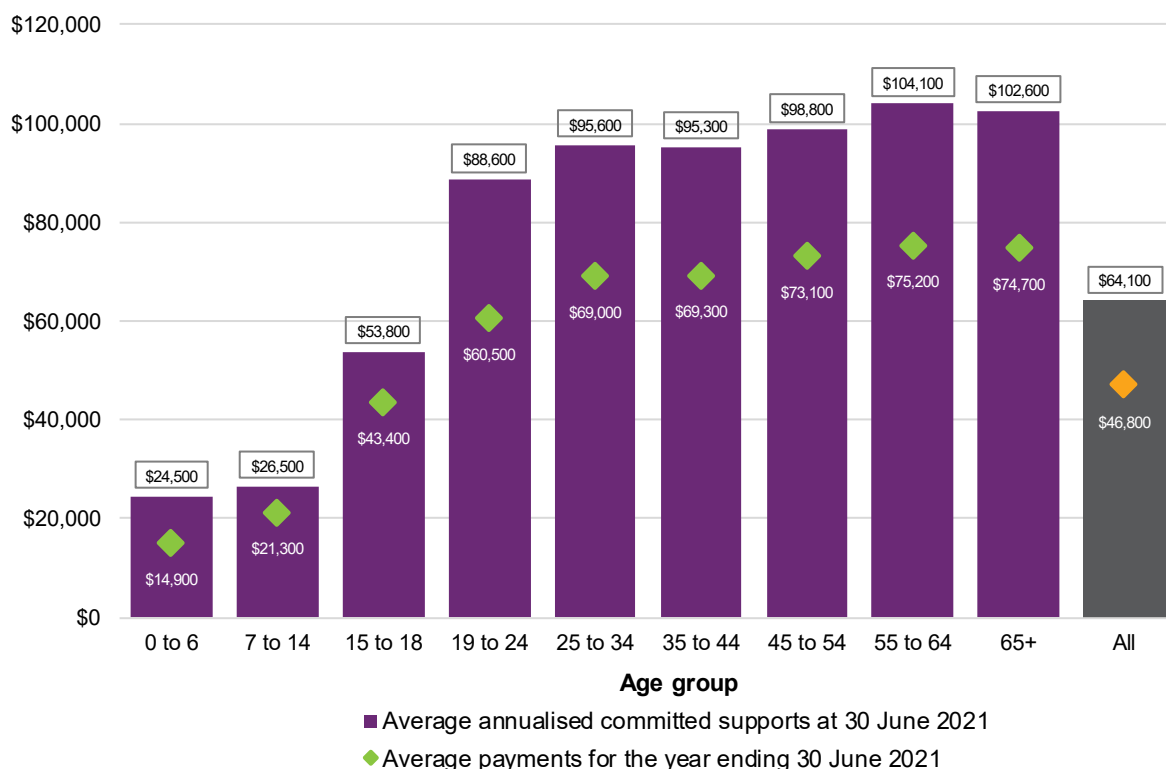
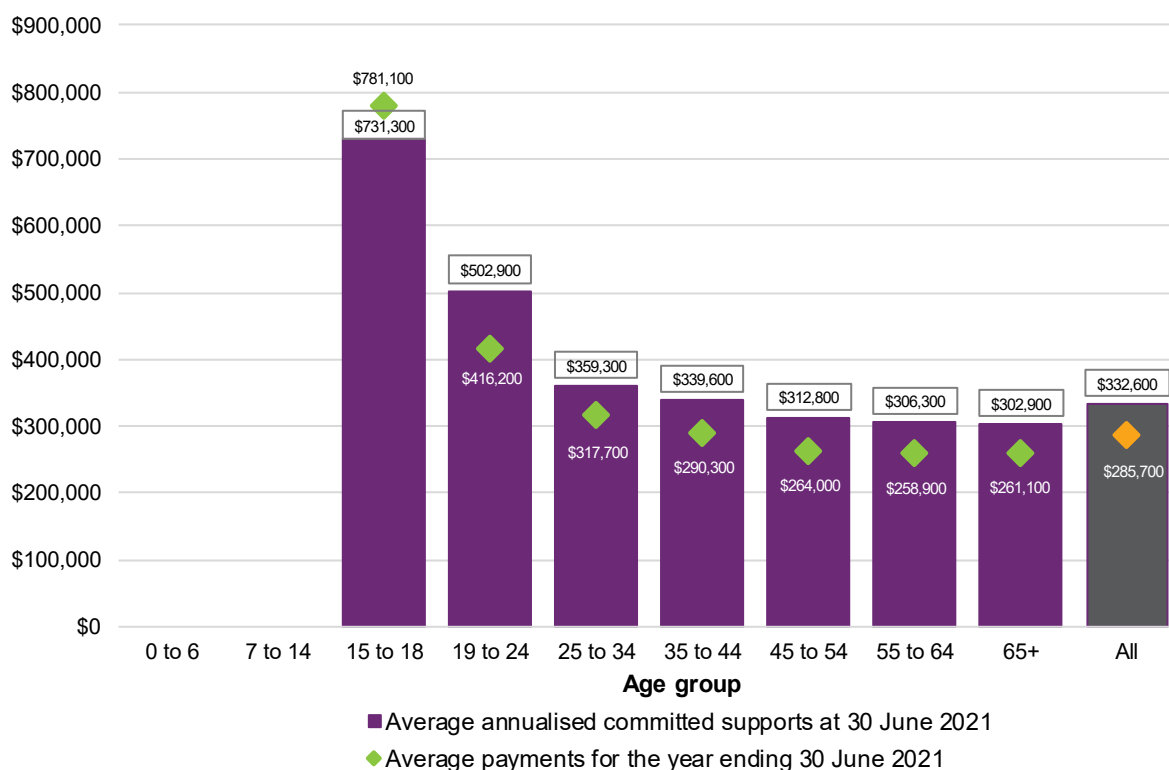


Figure G.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Victoria ²³⁸



²³⁷ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

²³⁸ Ibid.

Figure G.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Victoria ²³⁹

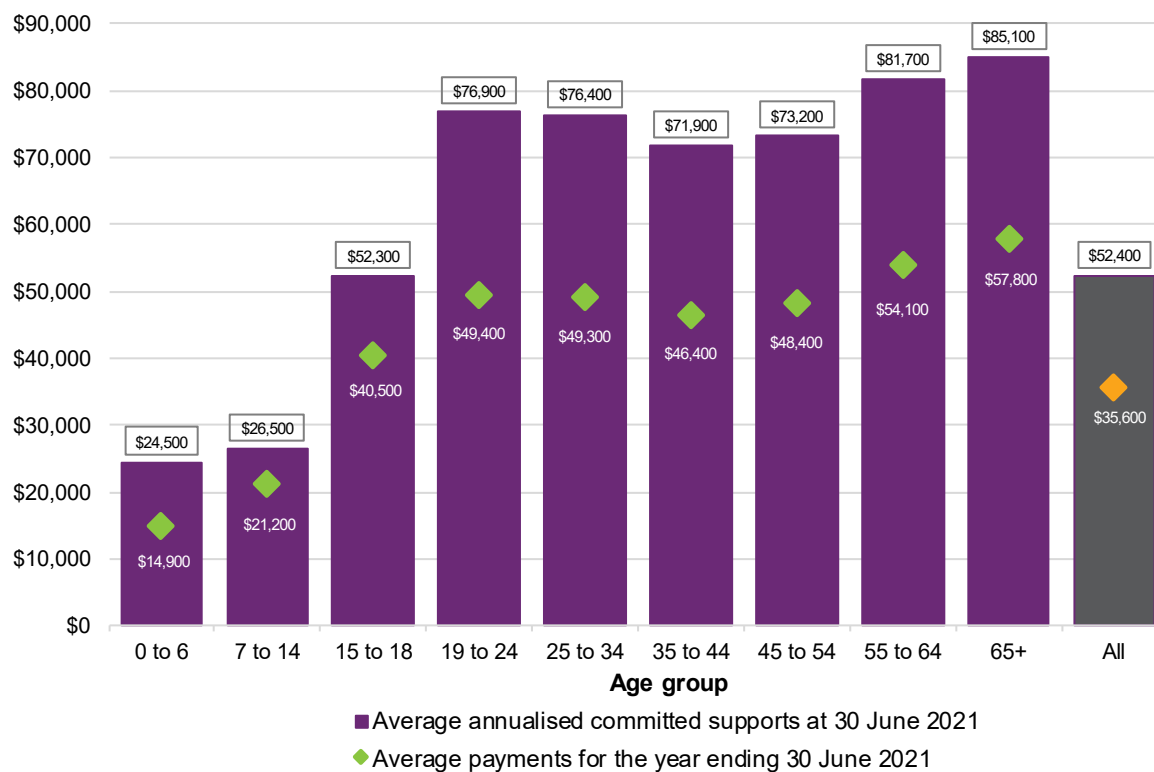
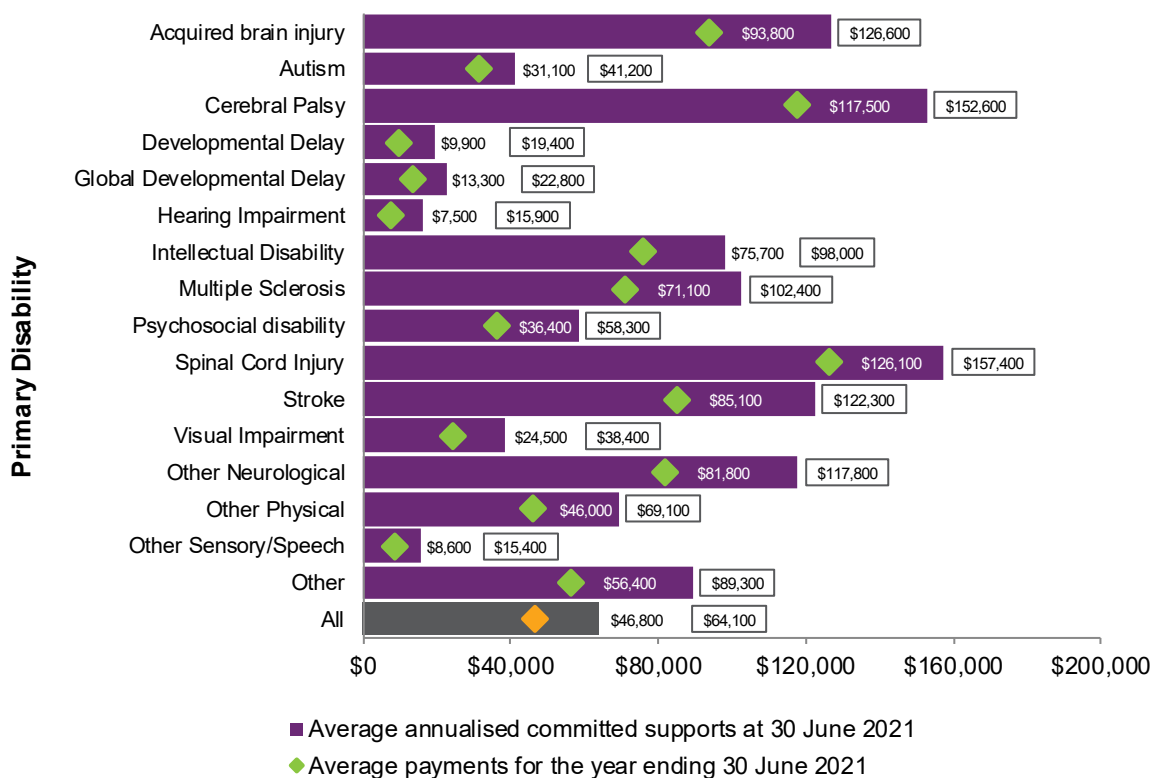


Figure G.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Victoria ²⁴⁰



²³⁹ Ibid.

²⁴⁰ Ibid.

Figure G.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Victoria ²⁴¹

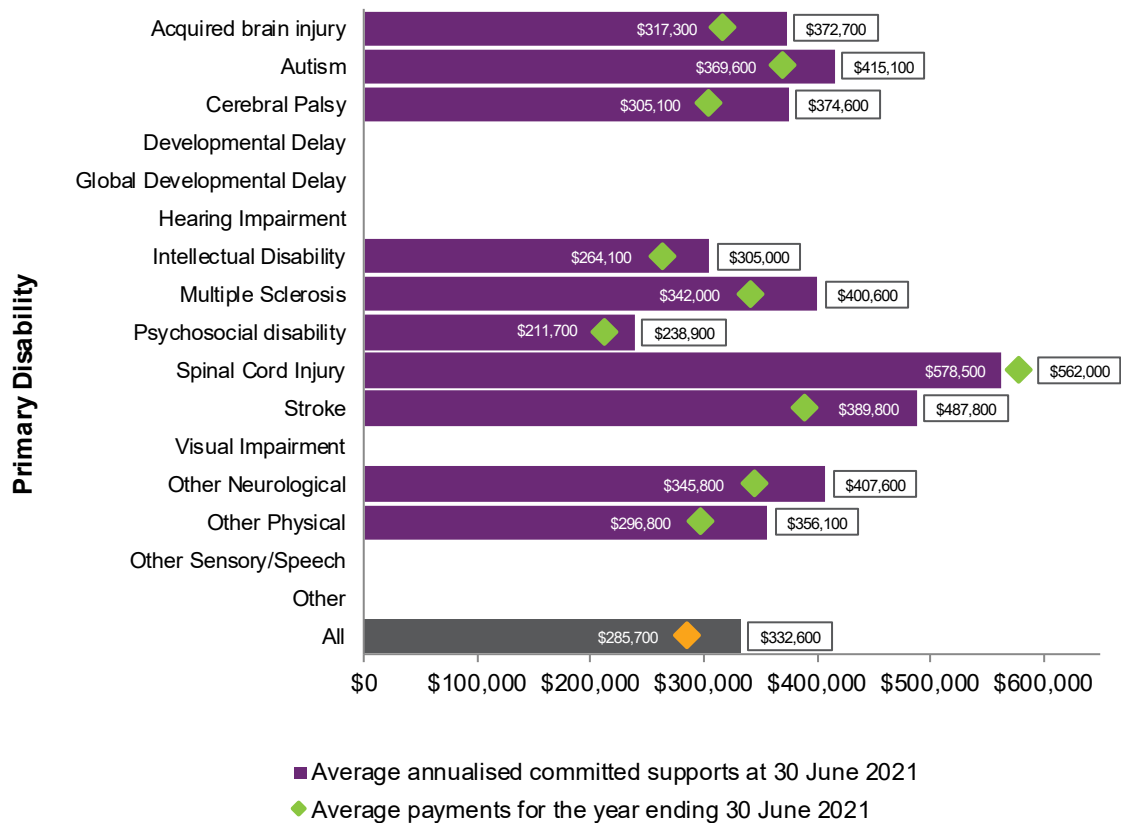
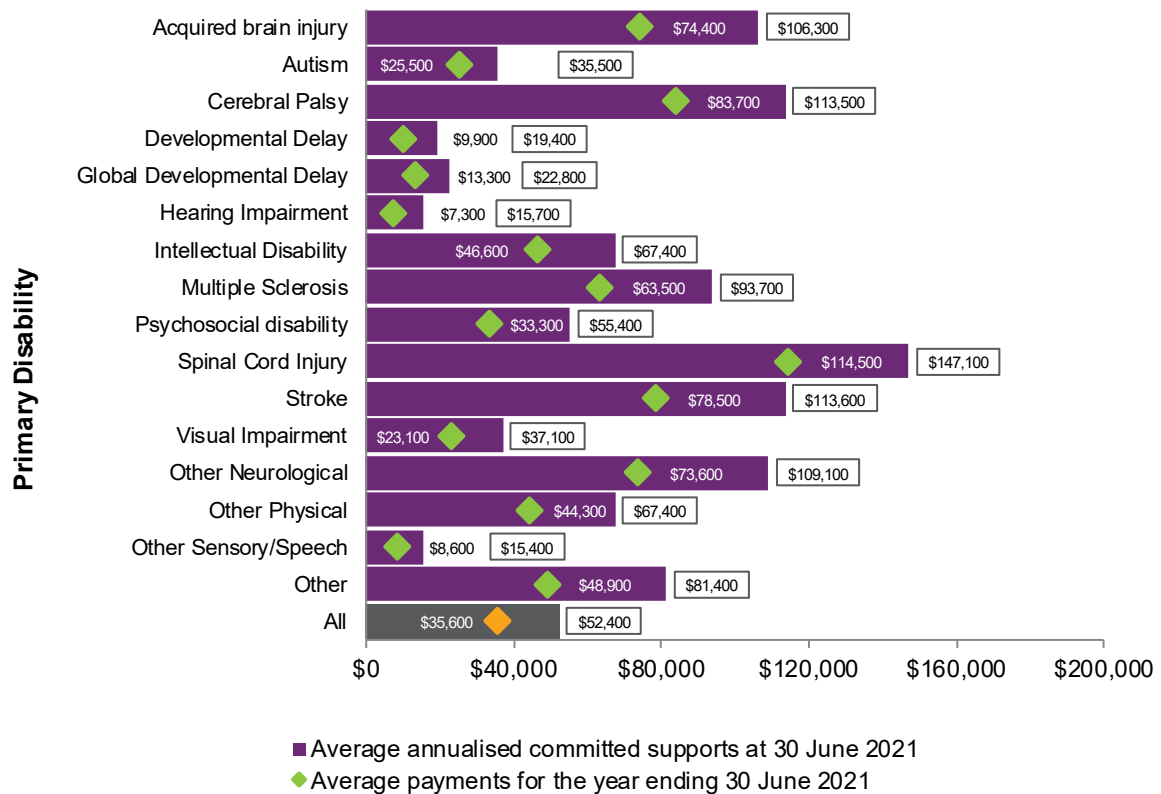


Figure G.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Victoria ²⁴²



²⁴¹ Ibid.

²⁴² Ibid.

Figure G.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Victoria
243

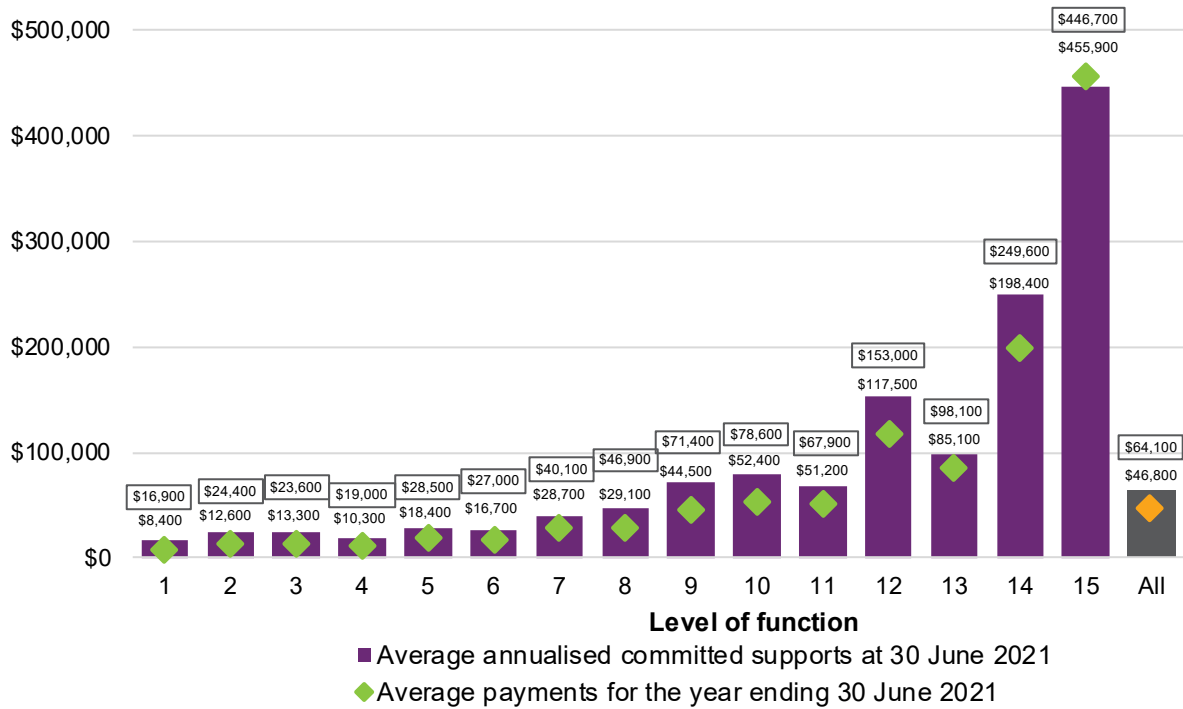
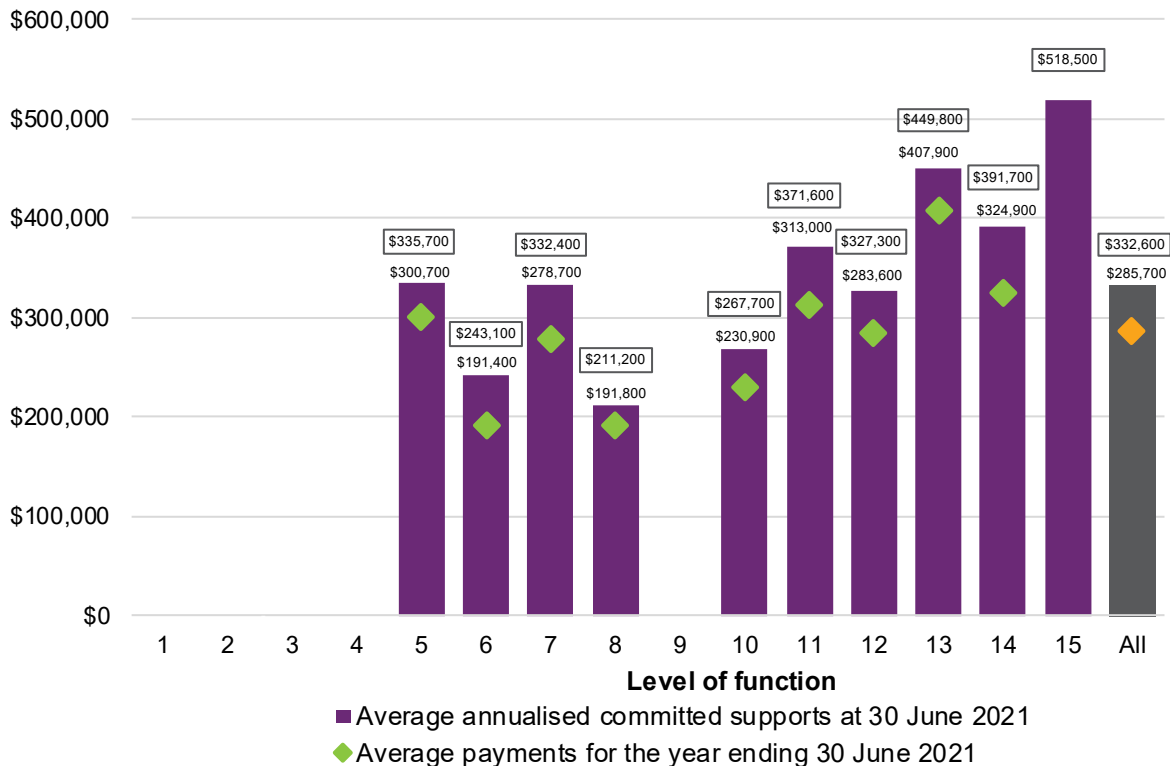


Figure G.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Victoria²⁴⁴



²⁴³ Ibid.

²⁴⁴ Ibid.

Figure G.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Victoria ²⁴⁵

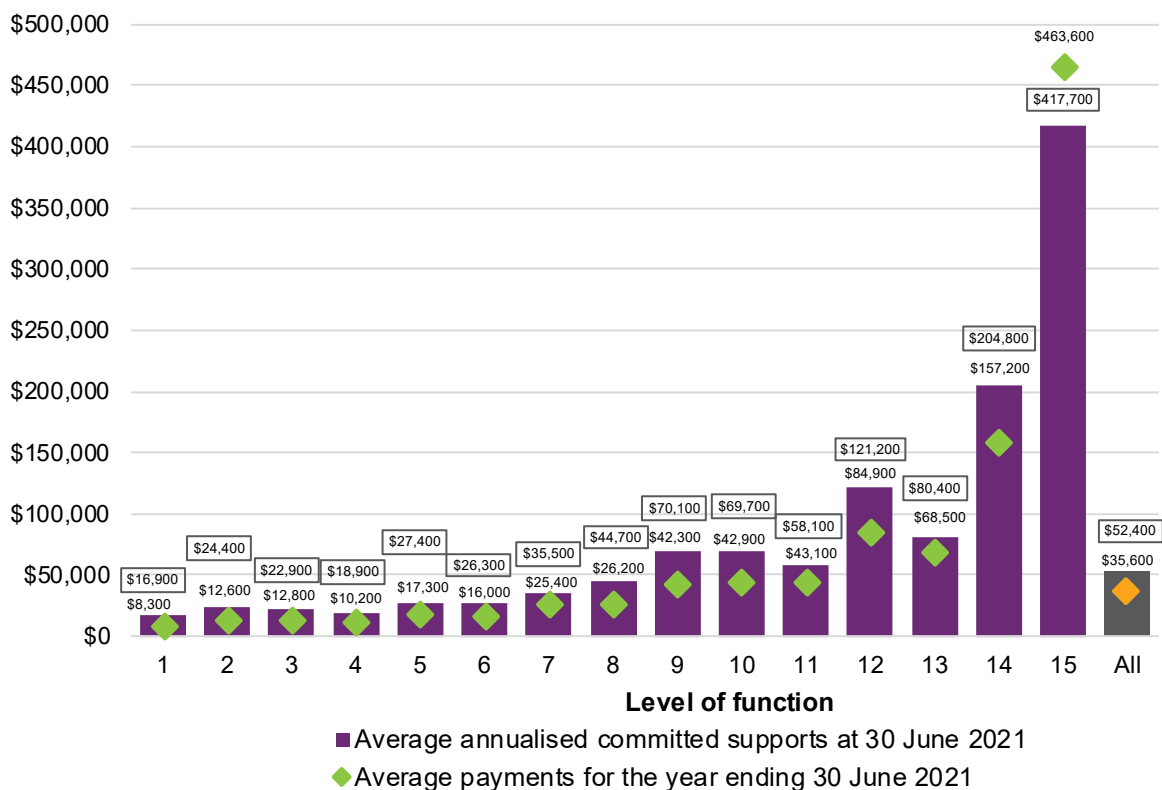
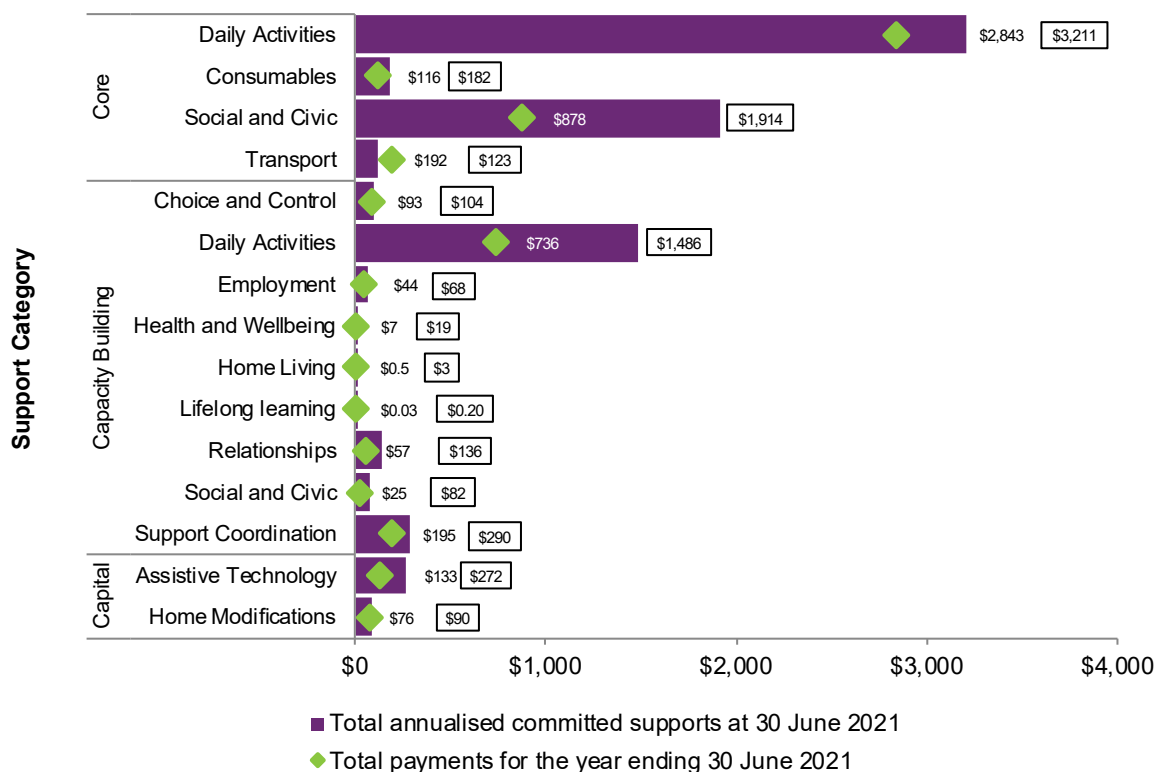


Figure G.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Victoria ²⁴⁶



²⁴⁵ Ibid.

²⁴⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

Figure G.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Victoria ²⁴⁷

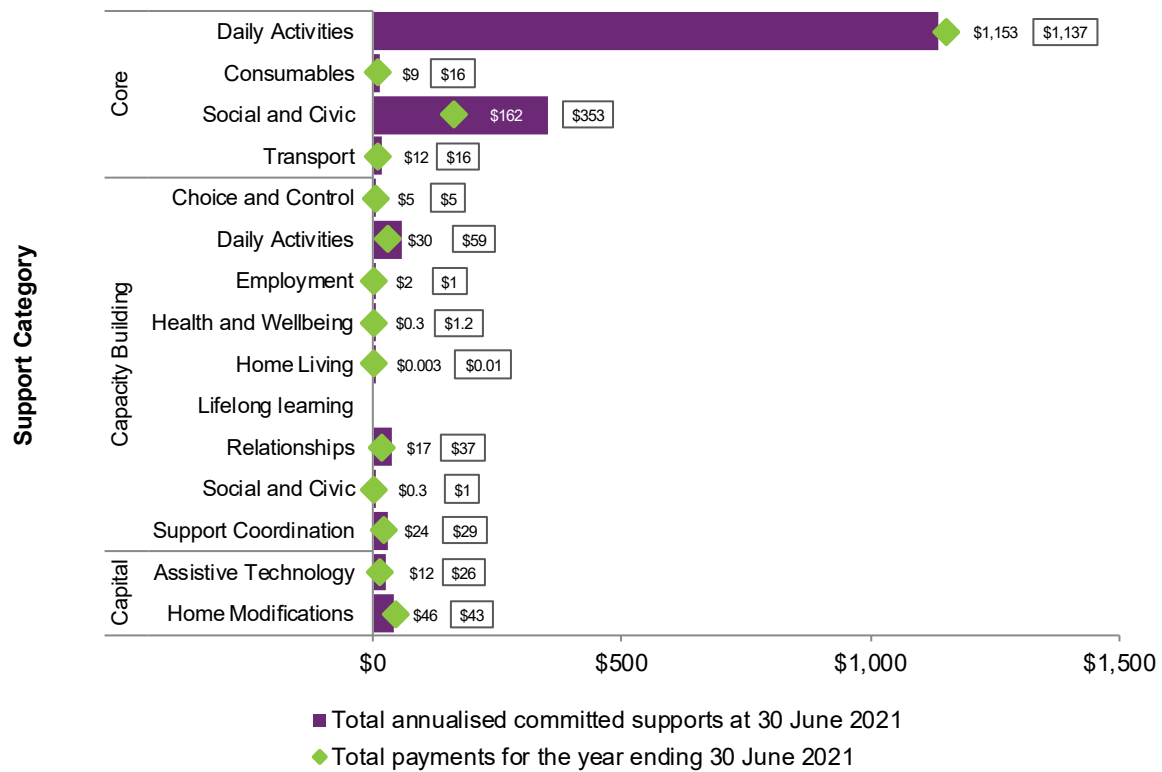
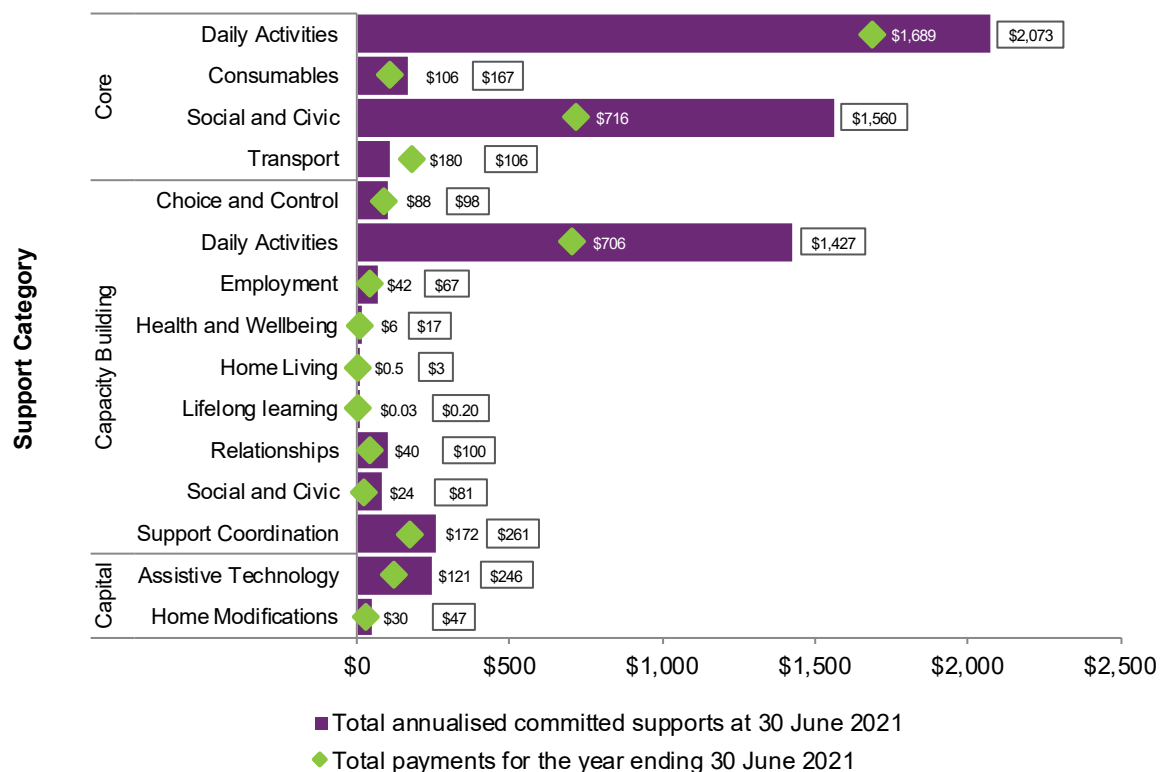


Figure G.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Victoria ²⁴⁸



²⁴⁷ Ibid.

²⁴⁸ Ibid.

Table G.70 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	53.9	162.6	204.2	497.4	1,441.0	3,464.6	6,088.2	7,887.3
Total Paid	32.4	127.9	161.0	338.2	956.6	2,369.3	4,130.0	5,111.9
% utilised to date	60%	79%	79%	68%	66%	68%	68%	65%

Figure G.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Victoria

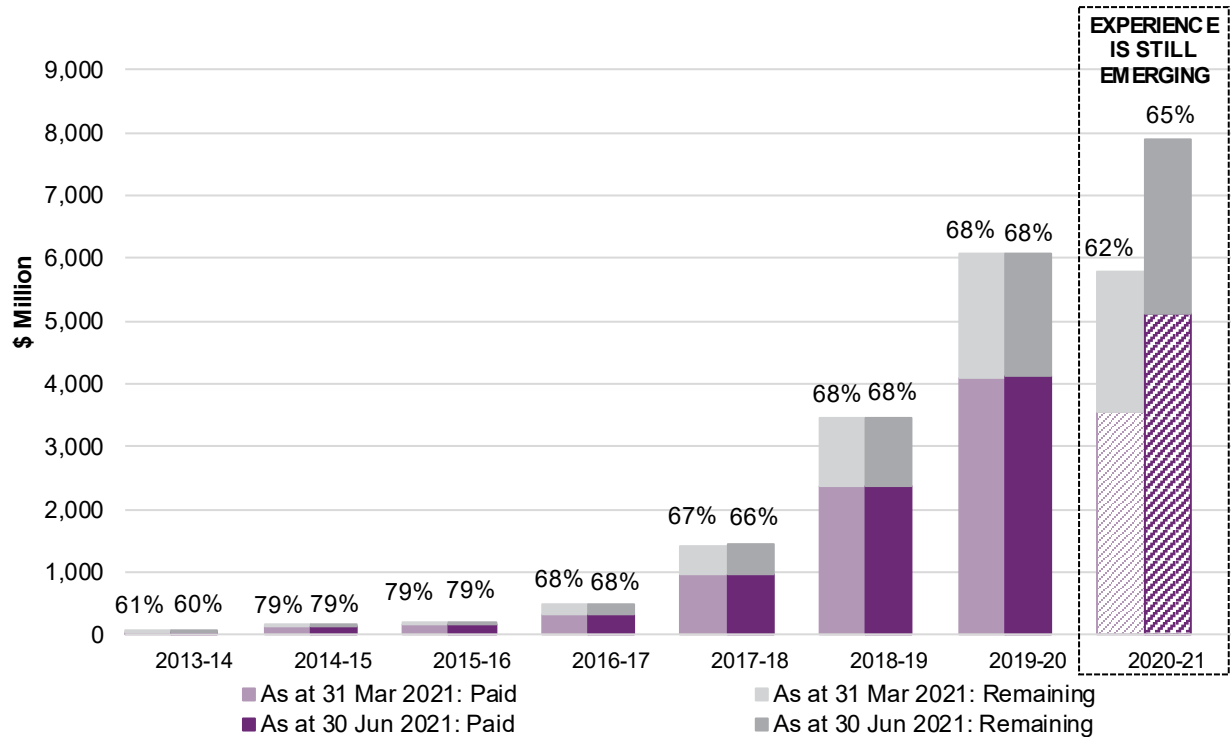


Figure G.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Victoria ²⁴⁹

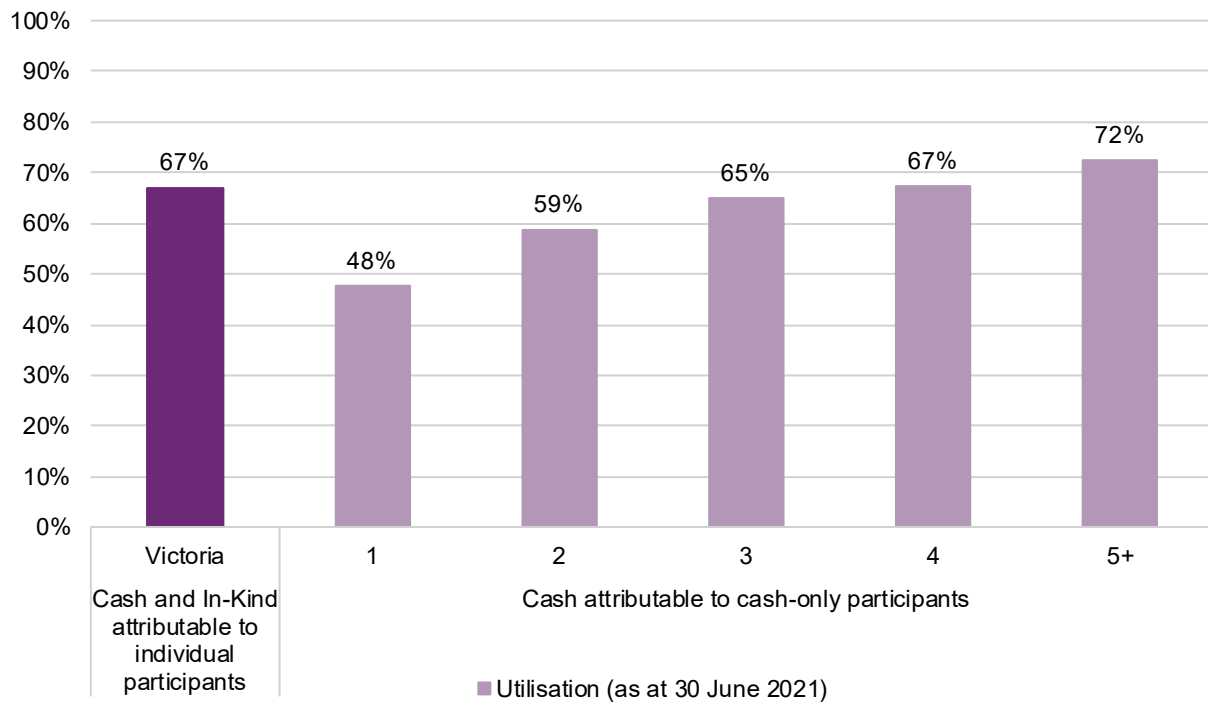
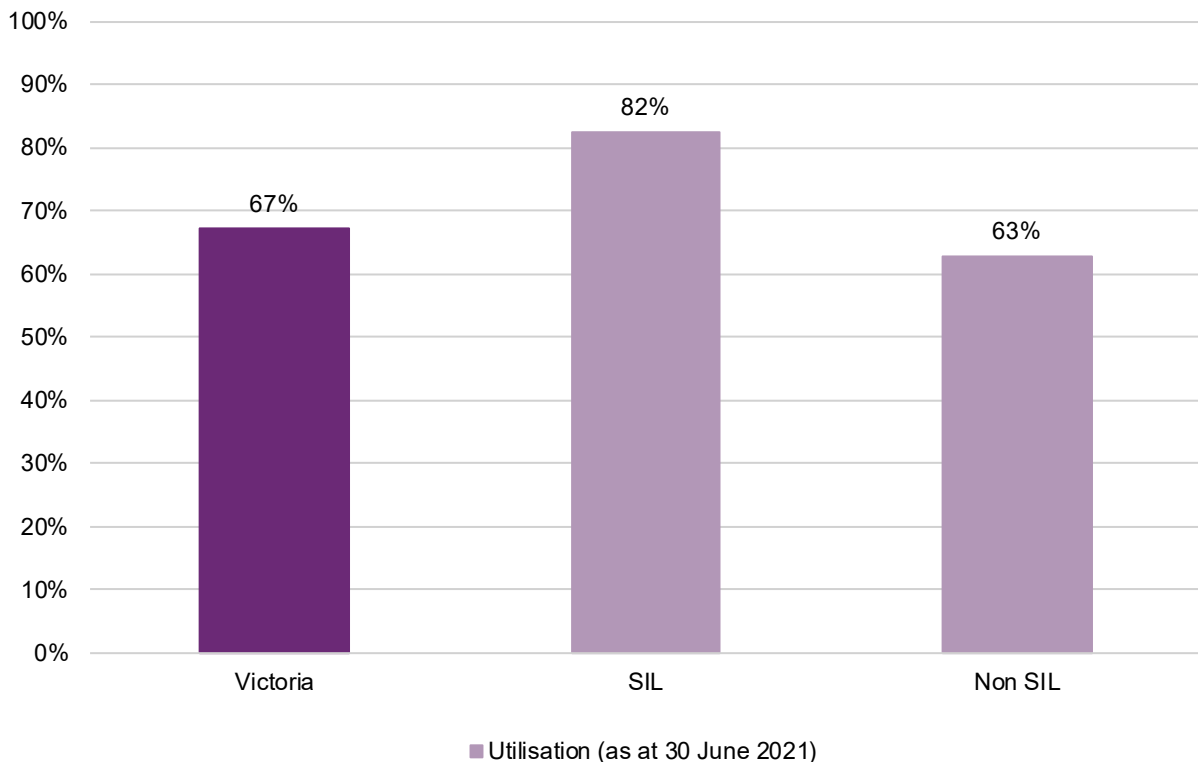


Figure G.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Victoria ²⁵⁰



²⁴⁹ 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 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

²⁵⁰ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

Figure G.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Victoria ²⁵¹

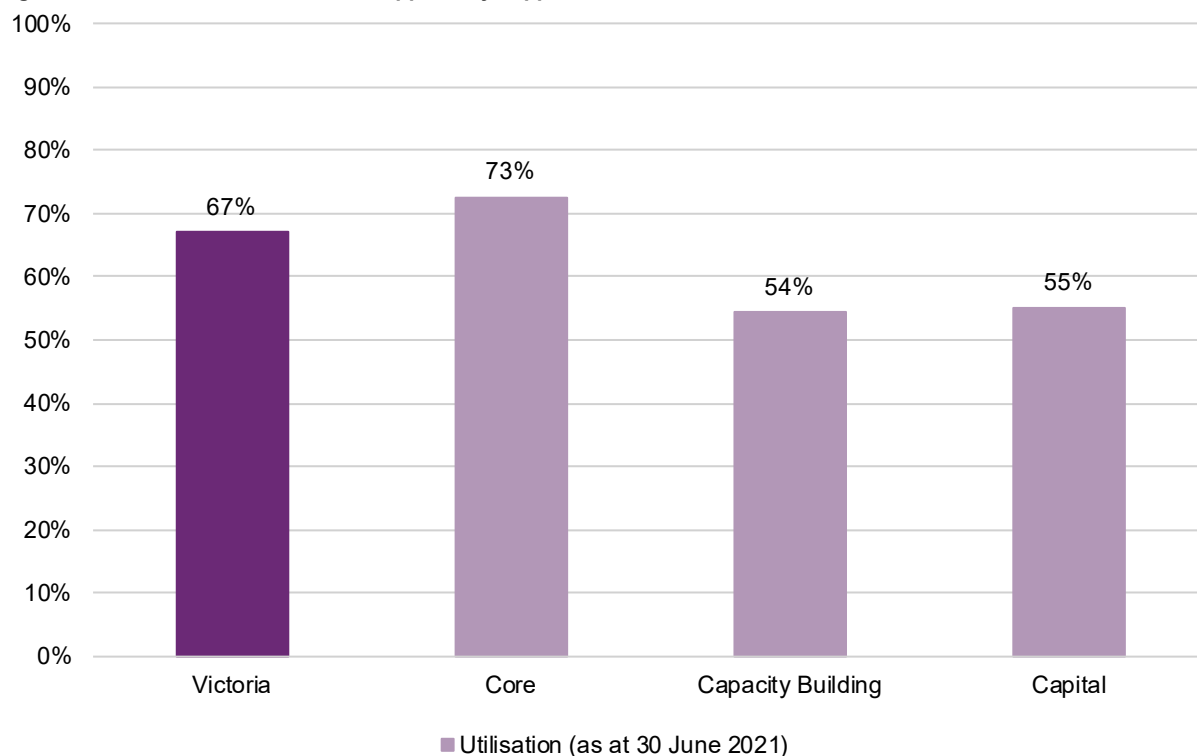
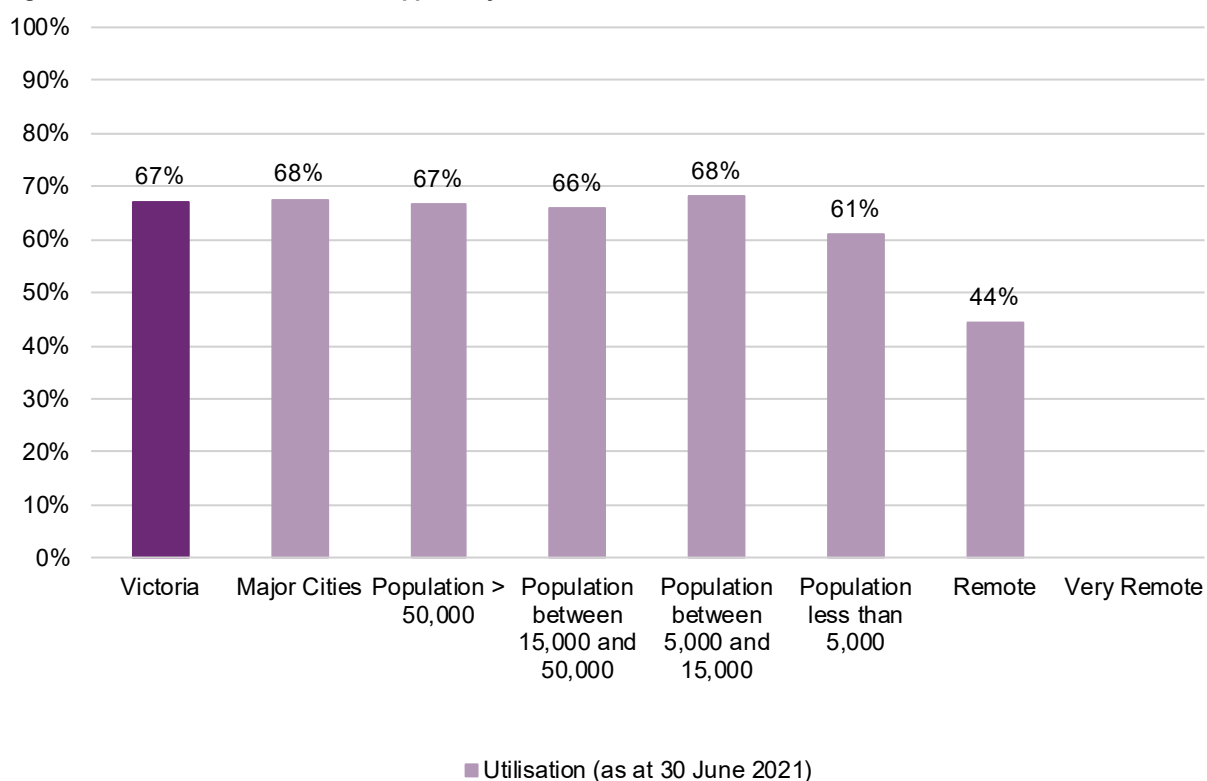


Figure G.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Victoria ^{252 253}



²⁵¹ Ibid.

²⁵² Ibid.

²⁵³ Utilisation is not shown if there is insufficient data in the group.

Appendix H:

Queensland

Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – Queensland ²⁵⁴

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Queensland	88,443	4,299	92,742	3,494	96,236

Table H.2 Active participants by quarter of entry, plan and entry type – Queensland ²⁵⁵

	Prior Quarters	2020-21 Q4	Total
Access decisions	113,359	6,095	119,454
Active Eligible	91,146	4,683	95,829
<i>New</i>	48,520	4,330	52,850
<i>State</i>	33,126	184	33,310
<i>Commonwealth</i>	9,500	169	9,669
Active Participant Plans (excl ECEI)	88,443	4,299	92,742
<i>New</i>	46,210	3,928	50,138
<i>State</i>	32,882	193	33,075
<i>Commonwealth</i>	9,351	178	9,529
Active Participant Plans	91,496	7,793	96,236
<i>Early Intervention (s25)</i>	21,538	1,616	23,154
<i>Permanent Disability (s24)</i>	66,905	2,683	69,588
<i>ECEI</i>	3,053	3,494	3,494

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Queensland

Exits	Total
Total participant exits	3,131
<i>Early Intervention participants</i>	681
<i>Permanent disability participants</i>	2,450

²⁵⁴ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

²⁵⁵ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table H.4 Cumulative numbers of active participants by services previously received – Queensland ^{256 257}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	5,134	459	1,793	254	7,640
End of 2017-18	10,114	1,431	5,189	475	17,209
End of 2018-19	29,667	5,365	14,965	2,390	52,387
End of 2019-20 Q1	30,369	6,086	18,559	563	55,577
End of 2019-20 Q2	31,215	6,813	23,555	549	62,132
End of 2019-20 Q3	31,824	7,721	28,142	1,238	68,925
End of 2019-20 Q4	32,222	8,493	33,011	2,199	75,925
End of 2020-21 Q1	32,473	8,843	37,495	2,327	81,138
End of 2020-21 Q2	32,713	9,137	42,112	2,573	86,535
End of 2020-21 Q3	32,930	9,360	46,344	3,053	91,687
End of 2020-21 Q4	33,075	9,529	50,138	3,494	96,236

Table H.5 Cumulative numbers of active participants by entry into the Scheme – Queensland ^{258 259 260 261}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	1,443	5,943	254	7,640
End of 2017-18	3,510	13,224	475	17,209
End of 2018-19	8,402	41,595	2,390	52,387
End of 2019-20 Q1	10,045	44,969	563	55,577
End of 2019-20 Q2	12,229	49,354	549	62,132
End of 2019-20 Q3	14,115	53,572	1,238	68,925
End of 2019-20 Q4	16,138	57,588	2,199	75,925
End of 2020-21 Q1	18,145	60,666	2,327	81,138
End of 2020-21 Q2	20,018	63,944	2,573	86,535
End of 2020-21 Q3	21,706	66,928	3,053	91,687
End of 2020-21 Q4	23,154	69,588	3,494	96,236

²⁵⁶ This table shows the total numbers of active participants at the end of each period.

²⁵⁷ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

²⁵⁸ This table shows the total numbers of active participants at the end of each period.

²⁵⁹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

²⁶⁰ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

²⁶¹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table H.6 Assessment of access by age group – Queensland ²⁶²

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	23,455	98%	1,692	97%	25,147	98%
7 to 14	20,132	89%	977	85%	21,109	89%
15 to 18	6,494	90%	304	84%	6,798	90%
19 to 24	5,911	90%	159	70%	6,070	89%
25 to 34	7,672	87%	280	69%	7,952	86%
35 to 44	8,023	81%	329	63%	8,352	80%
45 to 54	10,597	76%	388	59%	10,985	75%
55 to 64	12,973	68%	547	56%	13,520	68%
65+	729	61%	21	43%	750	60%
Missing	<11		<11		<11	
Total	95,986	85%	4,697	77%	100,683	84%

Table H.7 Assessment of access by disability – Queensland ²⁶³

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	3,451	92%	135	83%	3,586	92%
Autism	31,094	95%	1,589	97%	32,683	95%
Cerebral Palsy	3,551	96%	50	85%	3,601	95%
Developmental Delay	7,554	98%	1,085	99%	8,639	98%
Global Developmental Delay	1,623	98%	138	99%	1,761	98%
Hearing Impairment	5,236	89%	197	83%	5,433	89%
Intellectual Disability	16,669	95%	320	86%	16,989	95%
Multiple Sclerosis	1,386	85%	77	81%	1,463	85%
Psychosocial disability	9,039	72%	527	60%	9,566	71%
Spinal Cord Injury	1,434	94%	25	81%	1,459	93%
Stroke	1,586	84%	77	78%	1,663	84%
Visual Impairment	1,628	86%	42	69%	1,670	85%
Other Neurological	4,564	77%	151	69%	4,715	77%
Other Physical	4,872	45%	131	26%	5,003	44%
Other Sensory/Speech	382	39%	<11		387	38%
Other	803	39%	148	31%	951	37%
Missing	1,114	99%	<11		1,114	99%
Total	95,986	85%	4,697	77%	100,683	84%

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

Table H.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Queensland

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	8,262	9.3%	525	12.2%	8,787	9.5%
Not Aboriginal and Torres Strait Islander	69,672	78.8%	3,354	78.0%	73,026	78.7%
Not Stated	10,509	11.9%	420	9.8%	10,929	11.8%
Total	88,443	100%	4,299	100%	92,742	100%

²⁶² Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

²⁶³ Ibid.

Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Queensland ²⁶⁴

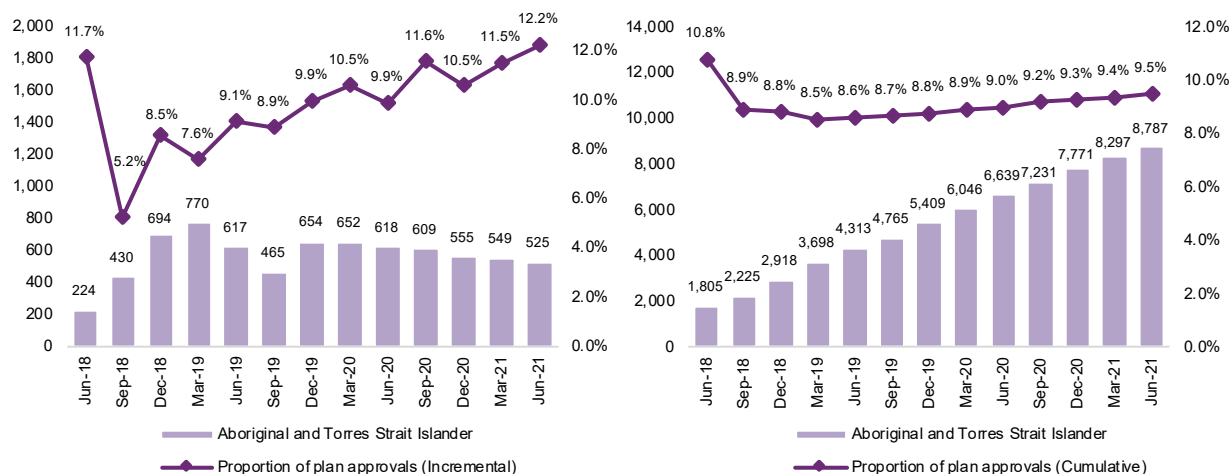


Table H.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	4,927	5.6%	229	5.3%	5,156	5.6%
Not culturally and linguistically diverse	83,483	94.4%	4,070	94.7%	87,553	94.4%
Not stated	33	0.04%	<11		33	0.04%
Total	88,443	100%	4,299	100%	92,742	100%

Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland ²⁶⁵

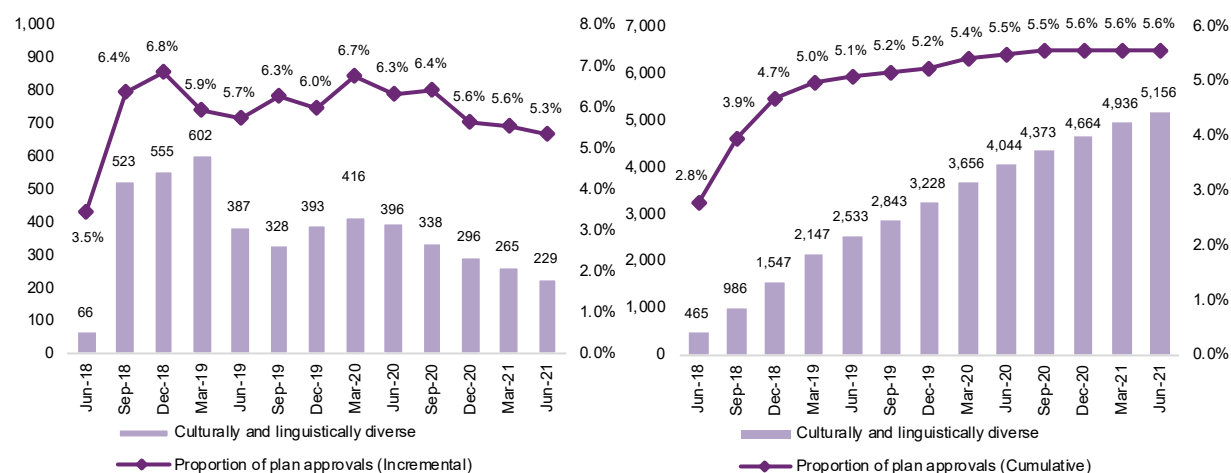


Table H.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – Queensland ²⁶⁶

Total	
Age group	N
Under 45	13
45 to 54	81
55 to 64	498
Total YPIRAC (under 65)	592

²⁶⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

²⁶⁵ Ibid.

²⁶⁶ There are a further 362 active participants aged 65 years or over who are currently in residential aged care.

Figure H.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Queensland ²⁶⁷

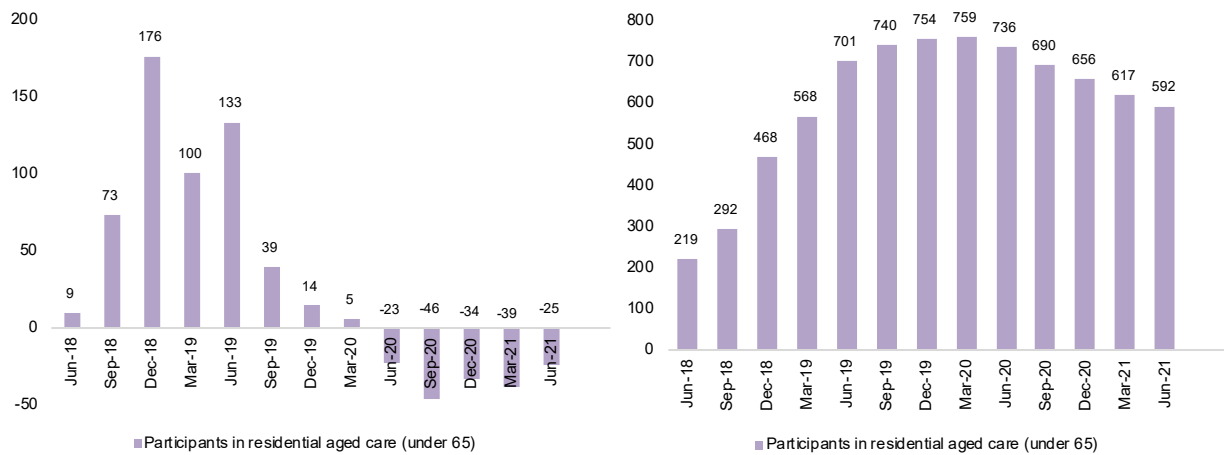
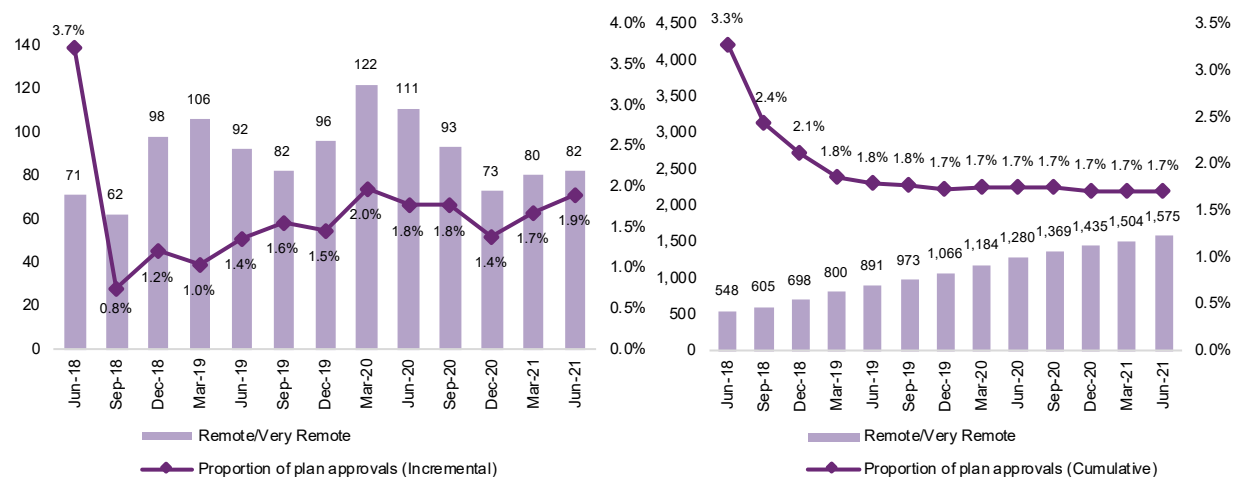


Table H.11 Participant profile per quarter by remoteness – Queensland ^{268 269}

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	52,653	59.5%	2,609	60.7%	55,262	59.6%
Population > 50,000	21,108	23.9%	973	22.6%	22,081	23.8%
Population between 15,000 and 50,000	3,466	3.9%	185	4.3%	3,651	3.9%
Population between 5,000 and 15,000	3,812	4.3%	175	4.1%	3,987	4.3%
Population less than 5,000	5,890	6.7%	275	6.4%	6,165	6.6%
Remote	794	0.9%	35	0.8%	829	0.9%
Very Remote	699	0.8%	47	1.1%	746	0.8%
Missing	21		<11		21	
Total	88,443	100%	4,299	100%	92,742	100%

Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland ^{270 271}



²⁶⁷ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

²⁶⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁶⁹ This table is based on the Modified Monash Model (MMM) measure of remoteness.

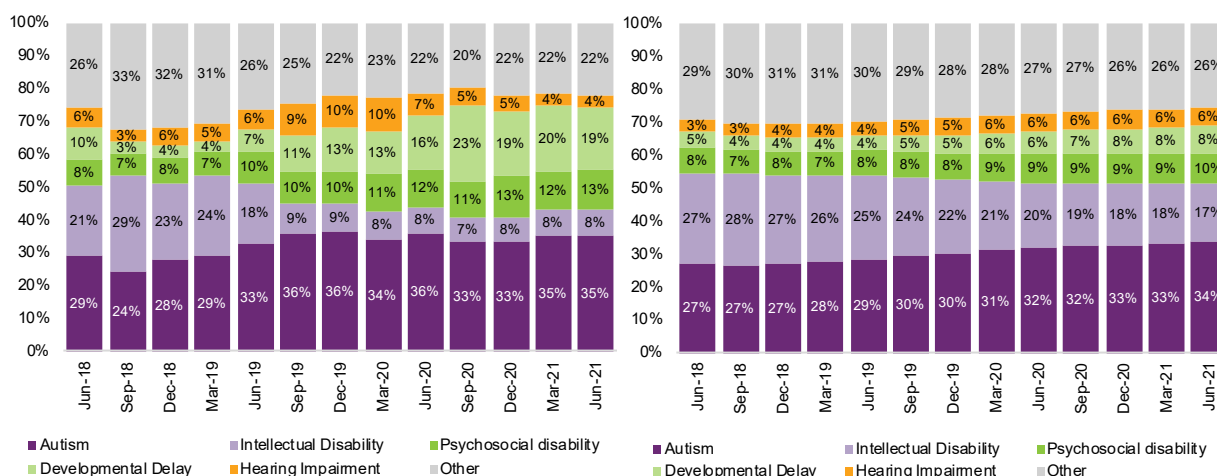
²⁷⁰ Ibid.

²⁷¹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table H.12 Participant profile per quarter by primary disability group – Queensland ^{272 273 274}

	Prior Quarters		2020-21 Q4		Total	
Disability	N	%	N	%	N	%
Autism	29,882	34%	1,518	35%	31,400	34%
Intellectual Disability	15,900	18%	325	8%	16,225	17%
Psychosocial disability	8,284	9%	542	13%	8,826	10%
Developmental Delay	6,680	8%	798	19%	7,478	8%
Hearing Impairment	4,959	6%	174	4%	5,133	6%
Other Neurological	3,856	4%	171	4%	4,027	4%
Other Physical	4,261	5%	110	3%	4,371	5%
Cerebral Palsy	3,441	4%	34	1%	3,475	4%
ABI	3,133	4%	145	3%	3,278	4%
Global Developmental Delay	1,494	2%	122	3%	1,616	2%
Visual Impairment	1,522	2%	43	1%	1,565	2%
Multiple Sclerosis	1,313	1%	52	1%	1,365	1%
Stroke	1,432	2%	88	2%	1,520	2%
Spinal Cord Injury	1,336	2%	35	1%	1,371	1%
Other	661	1%	138	3%	799	1%
Other Sensory/Speech	289	0.3%	<11		293	0.3%
Total	88,443	100%	4,299	100%	92,742	100%

Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Queensland ²⁷⁵



²⁷² Table order based on national proportions (highest to lowest).

²⁷³ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁷⁴ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Queensland (2,377).

²⁷⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table H.13 Participant profile per quarter by level of function – Queensland ²⁷⁶

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	8,406	10%	783	18%	9,189	10%
2 (High Function)	69	0%	<11		79	0%
3 (High Function)	4,448	5%	234	5%	4,682	5%
4 (High Function)	5,712	6%	298	7%	6,010	6%
5 (High Function)	4,934	6%	255	6%	5,189	6%
6 (Moderate Function)	21,603	24%	1,216	28%	22,819	25%
7 (Moderate Function)	4,050	5%	150	3%	4,200	5%
8 (Moderate Function)	6,796	8%	329	8%	7,125	8%
9 (Moderate Function)	499	1%	24	1%	523	1%
10 (Moderate Function)	10,658	12%	444	10%	11,102	12%
11 (Low Function)	2,845	3%	64	1%	2,909	3%
12 (Low Function)	10,938	12%	365	8%	11,303	12%
13 (Low Function)	5,457	6%	112	3%	5,569	6%
14 (Low Function)	1,984	2%	14	0%	1,998	2%
15 (Low Function)	35	0%	<11		36	0%
Missing	<11		<11		<11	
Total	88,443	100%	4,299	100%	92,742	100%

Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Queensland ²⁷⁷

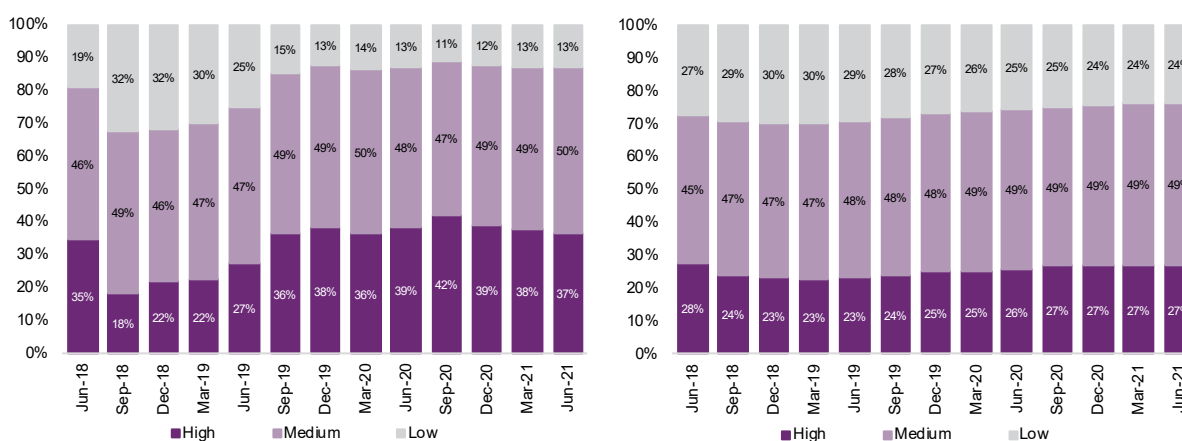


Table H.14 Participant profile per quarter by age group – Queensland

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	13,605	15%	1,301	30%	14,906	16%
7 to 14	23,259	26%	933	22%	24,192	26%
15 to 18	6,739	8%	330	8%	7,069	8%
19 to 24	6,930	8%	197	5%	7,127	8%
25 to 34	7,865	9%	264	6%	8,129	9%
35 to 44	7,354	8%	285	7%	7,639	8%
45 to 54	9,036	10%	410	10%	9,446	10%
55 to 64	10,677	12%	539	13%	11,216	12%
65+	2,978	3%	40	1%	3,018	3%
Total	88,443	100%	4,299	100%	92,742	100%

²⁷⁶ The distributions are calculated excluding participants with a missing level of function.

²⁷⁷ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland ²⁷⁸

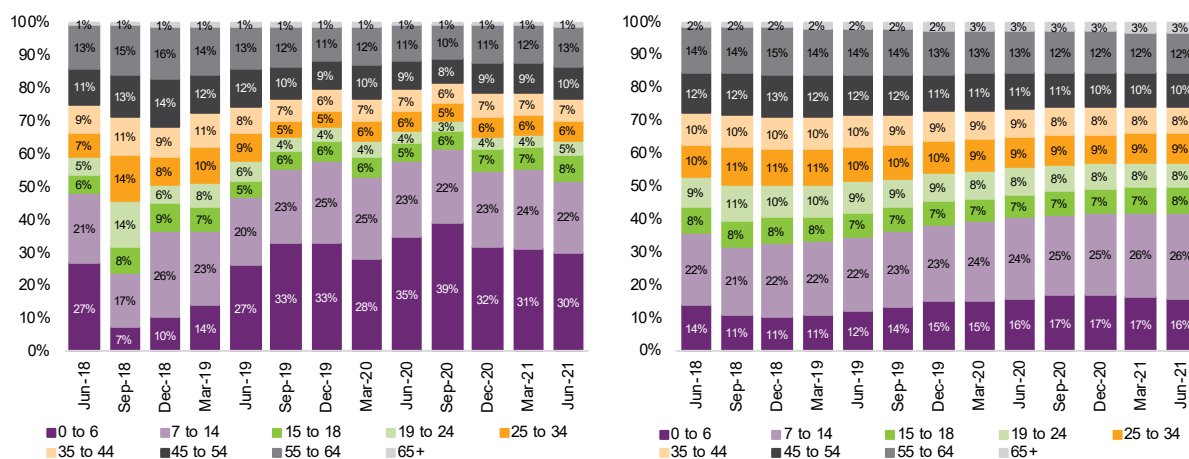


Table H.15 Participant profile per quarter by gender – Queensland

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	54,376	61%	2,579	60%	56,955	61%
Female	33,413	38%	1,662	39%	35,075	38%
Other	654	1%	58	1%	712	1%
Total	88,443	100%	4,299	100%	92,742	100%

Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland ²⁷⁹

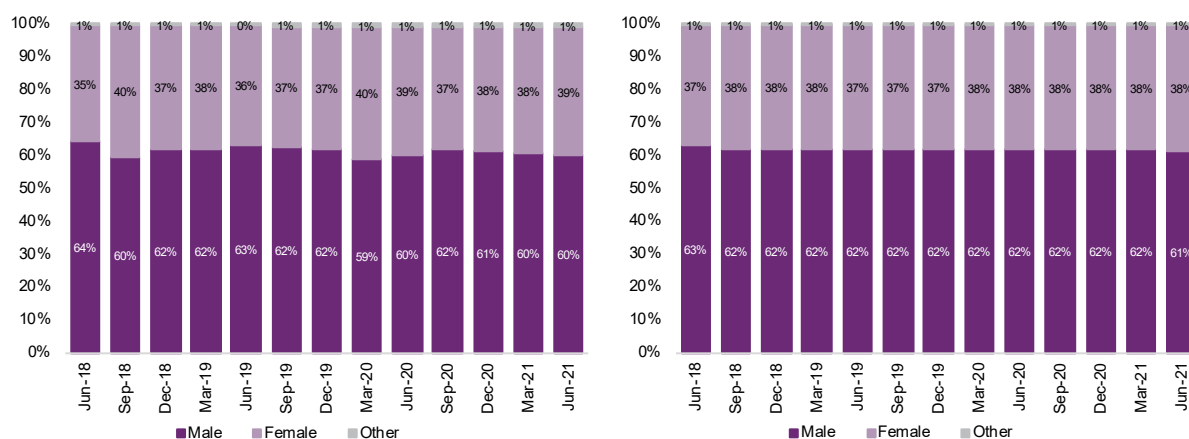


Table H.16 Participation rates by age group – Queensland ²⁸⁰

	QLD
0-6	3.47%
7-14	4.47%
15-18	2.76%
19-24	1.75%
25-34	1.11%
35-44	1.14%
45-54	1.44%
55-64	1.90%
Total (aged 0-64)	2.10%

²⁷⁸ Ibid.

²⁷⁹ Ibid.

²⁸⁰ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table H.17 Number of baseline questionnaires completed by SFOF version – Queensland ²⁸¹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	763	1,360	3,097	5,528	4,898	15,646
Participant school to 14	1,412	2,629	9,018	8,213	6,221	27,493
Participant 15 to 24	1,065	1,440	5,043	2,298	1,960	11,806
Participant 25 and over	3,301	3,893	15,124	7,872	6,428	36,618
Total Participant	6,541	9,322	32,282	23,911	19,507	91,563
Family 0 to 14	2,019	3,834	11,204	13,200	10,716	40,973
Family 15 to 24	273	970	3,297	1,533	1,402	7,475
Family 25 and over	179	1,163	4,281	2,124	1,635	9,382
Total Family	2,471	5,967	18,782	16,857	13,753	57,830
Total	9,012	15,289	51,064	40,768	33,260	149,393

Table H.18 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Queensland

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	66%			
CC	% who say their child is able to tell them what he/she wants	69%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL	% who say their child is becoming more independent		37%		
CC	% of children who have a genuine say in decisions about themselves		72%		
CC	% who are happy with the level of independence/control they have now			32%	
CC	% who choose who supports them			36%	60%
CC	% who choose what they do each day			46%	68%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	25%
CC	% who want more choice and control in their life			83%	80%

²⁸¹ Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table H.19 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Queensland

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	63%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	45%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	63%	73%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			34%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	35%

Table H.20 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Queensland

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		69%		
HM	% who are happy with their home			78%	68%
HM	% who feel safe or very safe in their home			82%	67%
HW	% who rate their health as good, very good or excellent			66%	42%
HW	% who did not have any difficulties accessing health services			67%	61%
LL	% who currently attend or previously attended school in a mainstream class			35%	
LL	% who participate in education, training or skill development				8%
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				38%
WK	% who have a paid job			17%	18%
WK	% who volunteer			12%	11%

Table H.21 Selected key baseline indicators for families/carers of participants – Queensland

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	20%	28%	26%
% receiving Carer Allowance	43%	50%	38%
% working in a paid job	45%	50%	36%
Of those in a paid job, % in permanent employment	77%	74%	77%
Of those in a paid job, % working 15 hours or more	81%	85%	85%
% who say they (and their partner) are able to work as much as they want	45%	46%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	90%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	37%	27%	19%
% able to advocate for their child/family member	81%	75%	71%
% who have friends and family they see as often as they like	44%	42%	44%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		44%	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			39%
% who rate their health as good, very good or excellent	72%	60%	58%

Table H.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=3,627) - participants who entered between 1 July 2016 and 30 June 2020 – Queensland

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	92%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL Has the NDIS improved how your child fits into family life?	80%
S/CP Has the NDIS improved how your child fits into community life?	66%

Table H.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=10,369) - participants who entered between 1 July 2016 and 30 June 2020 – Queensland

Question	% Yes
DL Has the NDIS helped your child to become more independent?	67%
LL Has the NDIS improved your child's access to education?	47%
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?	52%

²⁸² Results in Tables H.22 to H.25 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

Table H.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=4,496) and ‘Participant 25 and over’ (n=13,713) - participants who entered between 1 July 2016 and 30 June 2020 – Queensland

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	71%	79%
DL	Has the NDIS helped you with daily living activities?	71%	82%
REL	Has the NDIS helped you to meet more people?	59%	62%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	37%
HW	Has your involvement with the NDIS improved your health and wellbeing?	54%	64%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	35%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	20%
S/CP	Has the NDIS helped you be more involved?	66%	69%

Table H.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=14,090); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,348) - participants who entered between 1 July 2016 and 30 June 2020 – Queensland

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	72%	62%
Has the NDIS improved the level of support for your family?	76%	76%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	78%	71%
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	49%	47%

Table H.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=1,238) - participants who entered between 1 July 2016 and 30 June 2019 – Queensland²⁸³

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	94%	+2%
DL	Has the NDIS improved your child's access to specialist services?	91%	93%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	84%	+1%
REL	Has the NDIS improved how your child fits into family life?	78%	81%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	61%	65%	+4%

²⁸³ Results in Tables H.26 to H.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

Table H.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=5,331) - participants who entered between 1 July 2016 and 30 June 2019 – Queensland

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	65%	73%	+7%
LL	Has the NDIS improved your child's access to education?	44%	50%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	62%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	55%	+5%

Table H.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=2,690) and ‘Participant 25 and over’ (n=6,777) - participants who entered between 1 July 2016 and 30 June 2019 – Queensland

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	69%	76%	+7%	74%	82%	+8%
DL	Has the NDIS helped you with daily living activities?	70%	77%	+7%	78%	85%	+7%
REL	Has the NDIS helped you to meet more people?	58%	62%	+4%	60%	66%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	26%	0%	35%	38%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	56%	+4%	58%	65%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	41%	+2%	33%	34%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	-1%	18%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	64%	70%	+6%	67%	74%	+7%

Table H.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=4,595); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,469) - participants who entered between 1 July 2016 and 30 June 2019 – Queensland

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	70%	+7%	55%	67%	+12%
Has the NDIS improved the level of support for your family?	69%	77%	+8%	67%	79%	+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?	74%	80%	+6%	64%	75%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	81%	+6%			
Has the NDIS improved your health and wellbeing?	43%	47%	+5%	38%	44%	+6%

Table H.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=516) - participants who entered prior to 1 July 2016 and 30 June 2018 – Queensland ²⁸⁴

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	92%	96%	98%	+6%
DL	Has the NDIS improved your child's access to specialist services?	91%	95%	96%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	89%	87%	+5%
REL	Has the NDIS improved how your child fits into family life?	73%	79%	77%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	58%	65%	73%	+16%

Table H.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=1,799) - participants who entered between 1 July 2016 and 30 June 2018 – Queensland

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	60%	70%	75%	+15%
LL	Has the NDIS improved your child's access to education?	36%	44%	49%	+13%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	55%	61%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	43%	48%	51%	+8%

²⁸⁴ Results in Tables H.30 to H.35 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table H.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=885) - participants who entered between 1 July 2016 and 30 June 2018 – Queensland

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	64%	64%	71%	+7%
Has the NDIS helped you with daily living activities?	60%	69%	73%	+13%
Has the NDIS helped you to meet more people?	49%	53%	56%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	16%	18%	-0%
Has your involvement with the NDIS improved your health and wellbeing?	42%	44%	49%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	30%	31%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	13%	13%	-3%
Has the NDIS helped you be more involved?	57%	61%	65%	+8%

Table H.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=2,353) - participants who entered between 1 July 2016 and 30 June 2018 – Queensland

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	71%	77%	83%	+11%
Has the NDIS helped you with daily living activities?	76%	83%	87%	+11%
Has the NDIS helped you to meet more people?	58%	62%	67%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	30%	34%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	51%	56%	62%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	30%	33%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	16%	0%
Has the NDIS helped you be more involved?	64%	69%	75%	+10%

Table H.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,496) - participants who entered between 1 July 2016 and 30 June 2018 – Queensland

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	56%	60%	68%	+11%
Has the NDIS improved the level of support for your family?	65%	69%	75%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	69%	74%	79%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	76%	81%	+10%
Has the NDIS improved your health and wellbeing?	38%	39%	43%	+5%

Table H.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=334) - participants who entered between 1 July 2016 and 30 June 2018 – Queensland

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	48%	52%	59%	+11%
Has the NDIS improved the level of support for your family?	59%	64%	74%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	57%	62%	70%	+13%
Has the NDIS improved your health and wellbeing?	32%	32%	39%	+8%

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

Table H.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=672) - participants who entered between 1 July 2016 and 30 June 2017 – Queensland ²⁸⁵

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	57%	67%	72%	76%	+19%
LL	Has the NDIS improved your child's access to education?	35%	36%	40%	45%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	52%	56%	60%	+16%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	47%	52%	54%	+10%

²⁸⁵ Results in Tables H.36 to H.40 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

Table H.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=396) - participants who entered between 1 July 2016 and 30 June 2017 – Queensland

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	64%	68%	68%	72%	+8%
DL	Has the NDIS helped you with daily living activities?	71%	71%	74%	77%	+5%
REL	Has the NDIS helped you to meet more people?	53%	55%	51%	54%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	15%	20%	20%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	45%	45%	53%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	29%	33%	34%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	13%	16%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	63%	61%	65%	68%	+4%

Table H.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=854) - participants who entered between 1 July 2016 and 30 June 2017 – Queensland

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	70%	78%	79%	84%	+13%
DL	Has the NDIS helped you with daily living activities?	78%	85%	87%	90%	+12%
REL	Has the NDIS helped you to meet more people?	57%	63%	68%	70%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	28%	32%	35%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	57%	61%	65%	+13%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	30%	33%	35%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	13%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	64%	68%	77%	79%	+15%

Table H.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=365) - participants who entered between 1 July 2016 and 30 June 2017 – Queensland

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS improved your capacity to advocate (stand up) for your child?	53%	55%	63%	67%	+13%
Has the NDIS improved the level of support for your family?	59%	65%	78%	79%	+19%
Has the NDIS improved your access to services, programs and activities in the community?	69%	79%	84%	85%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	79%	79%	83%	+12%
Has the NDIS improved your health and wellbeing?	37%	36%	39%	38%	1%

Table H.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=48) - participants who entered between 1 July 2016 and 30 June 2017 – Queensland

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	44%	57%	55%	61%	+17%
Has the NDIS improved the level of support for your family?	65%	74%	68%	77%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	60%	62%	55%	71%	+11%
Has the NDIS improved your health and wellbeing?	32%	41%	31%	39%	+8%

Table H.41 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=10,084), ‘participant social and community engagement rate’ (n=10,135) and ‘parent and carer employment rate’ (n=6,375) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Queensland ²⁸⁶

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	13%	18%	19%	24%
Aged 25+	19%	19%	18%	
Aged 15+	18%	19%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	37%	43%	45%	50%
Aged 25+	39%	45%	47%	
Aged 15+	38%	44%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	44%	47%	46%	50%
Aged 15+	42%	43%	40%	
All ages	43%	46%	44%	

²⁸⁶ 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 June 2019 and have had a second plan review to date.

Table H.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,353), 'participant social and community engagement rate' (n=3,395) and 'parent and carer employment rate' (n=1,609) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Queensland ²⁸⁷

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	16%	20%	21%	25%	24%
Aged 25+	19%	19%	16%	17%	
Aged 15+	18%	19%	17%	18%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	36%	42%	43%	43%	50%
Aged 25+	36%	41%	45%	44%	
Aged 15+	36%	41%	44%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	39%	42%	45%	47%	50%
Aged 15+	43%	43%	41%	43%	
All ages	40%	42%	44%	46%	

Table H.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,241), 'participant social and community engagement rate' (n=1,268) and 'parent and carer employment rate' (n=304) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Queensland ²⁸⁸

Early start review – participants who entered between 1 July 2016 and 30 June 2017 – Queensland						
Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	18%	23%	20%	19%	19%	24%
Aged 25+	21%	21%	20%	19%	19%	
Aged 15+	20%	21%	20%	19%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	29%	40%	43%	40%	43%	50%
Aged 25+	43%	49%	55%	53%	54%	
Aged 15+	40%	48%	53%	50%	52%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	36%	43%	45%	44%	49%	50%
Aged 15+	Numbers are too small					
All ages	36%	43%	44%	44%	48%	

²⁸⁷ 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 June 2018 and have had a third plan review to date.

²⁸⁸ 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 June 2017 and have had a fourth plan review to date.

Table H.44 Number of active plans by goal type and primary disability – Queensland ²⁸⁹

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	600	2,583	1,592	442	555	2,562	1,032	853	3,278
Autism	3,404	27,749	7,906	6,513	8,346	18,804	1,836	4,918	31,400
Cerebral Palsy	617	3,005	1,416	499	454	2,280	696	502	3,475
Developmental Delay	124	7,223	1,002	2,337	1,436	2,913	0	1	7,478
Down Syndrome	328	2,061	950	370	391	1,734	502	610	2,377
Global Developmental Delay	37	1,562	247	562	370	562	0	0	1,616
Hearing Impairment	729	4,210	760	905	530	2,172	343	1,033	5,133
Intellectual Disability	2,292	11,304	4,946	2,313	2,977	10,194	3,190	4,401	13,848
Multiple Sclerosis	254	1,123	797	81	123	932	380	267	1,365
Psychosocial disability	1,423	6,779	4,482	1,448	1,416	7,021	2,489	2,750	8,826
Spinal Cord Injury	310	1,182	651	116	98	891	354	406	1,371
Stroke	288	1,259	737	103	173	1,144	460	260	1,520
Visual Impairment	289	1,397	442	251	108	1,081	194	426	1,565
Other Neurological	721	3,290	1,954	391	567	2,962	1,164	526	4,027
Other Physical	754	3,772	1,912	373	323	2,596	786	861	4,371
Other Sensory/Speech	35	262	48	55	58	137	8	31	293
Other	124	668	365	96	109	551	177	147	799
Total	12,329	79,429	30,207	16,855	18,034	58,536	13,611	17,992	92,742

Table H.45 Number of goals in active plans by goal type and primary disability – Queensland ²⁹⁰

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	984	6,059	2,731	746	928	4,484	1,628	1,286	18,846
Autism	5,525	97,898	13,744	11,972	13,914	31,936	2,913	7,420	185,322
Cerebral Palsy	1,095	9,989	2,514	935	768	4,210	1,153	754	21,418
Developmental Delay	184	39,159	1,886	4,296	2,363	5,254	0	1	53,143
Down Syndrome	513	6,139	1,512	698	646	2,926	772	885	14,091
Global Developmental Delay	70	9,352	501	1,172	652	1,075	0	0	12,822
Hearing Impairment	1,156	10,966	1,260	1,413	821	3,386	462	1,449	20,913
Intellectual Disability	3,779	29,039	8,143	4,001	5,022	17,816	4,996	6,618	79,414
Multiple Sclerosis	466	2,625	1,450	143	224	1,688	644	410	7,650
Psychosocial disability	2,233	13,277	7,252	2,196	2,218	11,416	3,658	3,946	46,196
Spinal Cord Injury	552	2,787	1,140	173	179	1,666	643	644	7,784
Stroke	502	3,139	1,314	175	257	2,019	728	417	8,551
Visual Impairment	471	3,509	741	427	189	1,784	340	623	8,084
Other Neurological	1,305	8,540	3,542	674	975	5,337	1,960	813	23,146
Other Physical	1,282	9,232	3,296	610	526	4,475	1,259	1,268	21,948
Other Sensory/Speech	54	823	73	94	79	211	9	47	1,390
Other	236	1,799	721	183	182	1,012	315	242	4,690
Total	20,407	254,332	51,820	29,908	29,943	100,695	21,480	26,823	535,408

²⁸⁹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

²⁹⁰ Participants have set over six million goals in total across Australia since July 2016. The 535,408 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

Table H.46 Number of active plans by goal type and age group – Queensland ²⁹¹

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	252	14,322	2,097	4,702	2,977	5,644	4	1	14,906
7 to 14	2,183	21,767	5,638	4,619	6,512	13,263	215	553	24,192
15 to 18	1,230	5,986	2,088	1,415	1,694	5,000	549	2,599	7,069
19 to 24	1,418	5,798	2,359	1,357	1,220	5,120	1,738	3,799	7,127
25 to 34	1,610	6,479	3,356	1,353	1,380	5,887	2,388	3,457	8,129
35 to 44	1,449	6,051	3,614	1,095	1,213	5,674	2,089	2,767	7,639
45 to 54	1,731	7,572	4,455	1,112	1,390	7,171	2,527	2,652	9,446
55 to 64	1,944	9,035	5,163	1,004	1,312	8,530	3,166	1,915	11,216
65+	512	2,419	1,437	198	336	2,247	935	249	3,018
Total	12,329	79,429	30,207	16,855	18,034	58,536	13,611	17,992	92,742

Table H.47 Number of goals in active plans by goal type and age group – Queensland ²⁹²

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	421	84,022	4,381	9,339	5,251	10,887	7	1	114,309
7 to 14	3,514	74,559	9,938	8,305	10,632	22,022	373	795	130,138
15 to 18	2,070	14,569	3,449	2,318	2,768	8,454	895	4,006	38,529
19 to 24	2,238	12,658	3,781	2,183	1,999	8,451	2,693	5,659	39,662
25 to 34	2,606	14,034	5,407	2,168	2,302	9,856	3,672	5,036	45,081
35 to 44	2,479	12,948	6,017	1,776	1,984	9,699	3,325	4,119	42,347
45 to 54	2,901	16,342	7,512	1,833	2,268	12,414	3,965	4,013	51,248
55 to 64	3,344	19,944	8,928	1,681	2,192	15,060	5,134	2,841	59,124
65+	834	5,256	2,407	305	547	3,852	1,416	353	14,970
Total	20,407	254,332	51,820	29,908	29,943	100,695	21,480	26,823	535,408

²⁹¹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

²⁹² Participants have set over six million goals in total across Australia since July 2016. The 535,408 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

Table H.48 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland ²⁹³

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
Access	n = 475	n = 260
Are you happy with how coming into the NDIS has gone?	81%	83%
Was the person from the NDIS respectful?	94%	96%
Do you understand what will happen next with your plan?	73%	70%
% of participants rating their overall experience as Very Good or Good.	77%	77%
Pre-planning	n = 505	n = 186
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%	94%
Were decisions about your plan clearly explained?	74%	72%
Are you clear on what happens next with your plan?	69%	65%
Do you know where to go for more help with your plan?	71%	70%
% of participants rating their overall experience as Very Good or Good.	77%	76%
Planning	n = 1,863	n = 920
Did the person from the NDIS understand how your disability affects your life?	90%	89%
Did you understand why you needed to give the information you did?	97%	97%
Were decisions about your plan clearly explained?	87%	87%
Are you clear on what happens next with your plan?	81%	83%
Do you know where to go for more help with your plan?	87%	87%
% of participants rating their overall experience as Very Good or Good.	84%	83%
Plan review	n = 4,686	n = 2,494
Did the person from the NDIS understand how your disability affects your life?	78%	78%
Did you feel prepared for your plan review?	83%	84%
Is your NDIS plan helping you to make progress towards your goals?	87%	87%
% of participants rating their overall experience as Very Good or Good.	73%	72%

²⁹³ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure H.9 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ^{294 295}

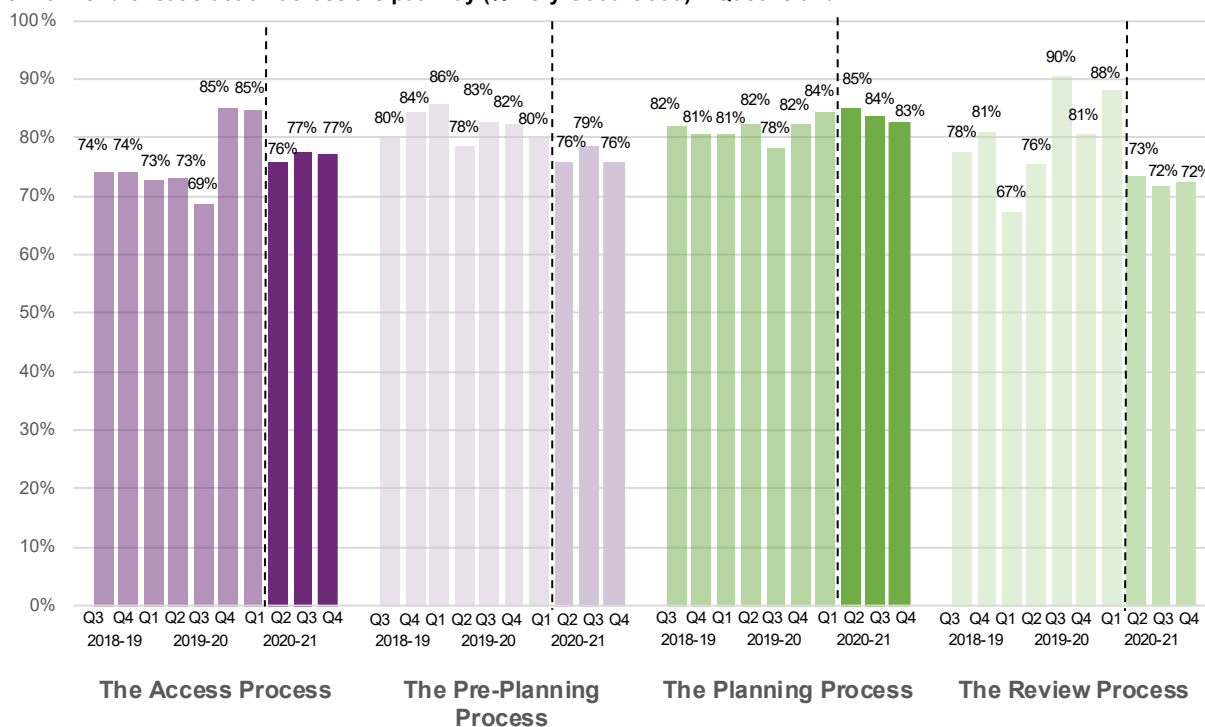
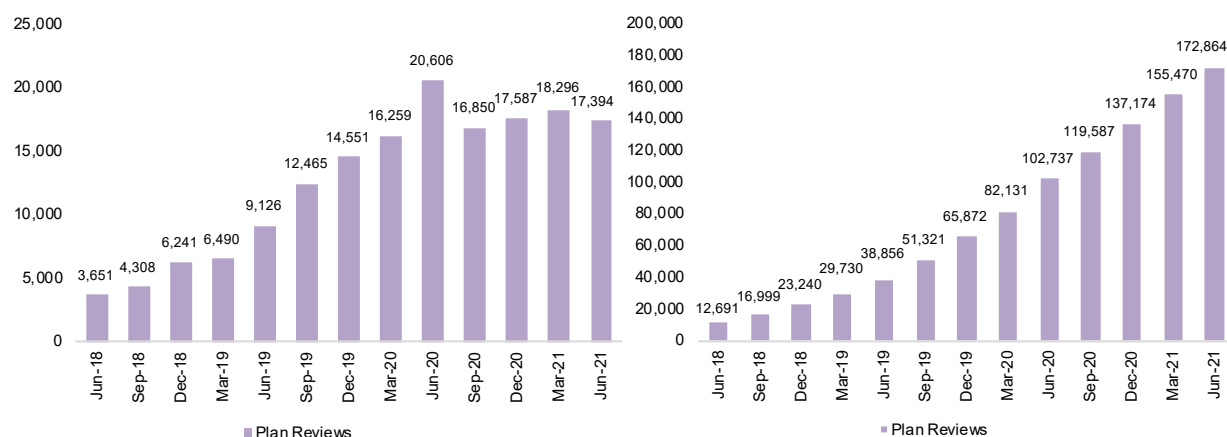


Table H.49 Plan reviews conducted per quarter – excluding plans less than 31 days – Queensland ²⁹⁶

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total plan reviews	155,470	17,394	172,864
<i>Early intervention plans</i>	27,835	4,265	32,100
<i>Permanent disability plans</i>	127,635	13,129	140,764

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



²⁹⁴ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series.

²⁹⁵ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²⁹⁶ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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

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

Table H.50 shows the number of complaints in 2020-21 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table H.51 and Table H.52 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table H.50 Complaints by quarter – Queensland ^{297 298 299}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	42	5	47	42
Complaint about LAC Partner	191	42	233	211
Complaints about service providers	947	60	1,007	784
Complaints about the Agency	9,831	880	10,711	6,319
Critical/ Reportable Incident	954	281	1,235	992
Unclassified	217	0	217	199
Total	12,182	1,268	13,450	7,743
Total complaints made since 1 April 2017	11,966	1,268	13,234	
Complaints since 1 April 2017 as % of all access requests	4.4%	4.0%	4.4%	

²⁹⁷ Note that 67% of all complainants made only one complaint, 18% made two complaints and 15% made three or more complaints.

²⁹⁸ % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

²⁹⁹ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

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

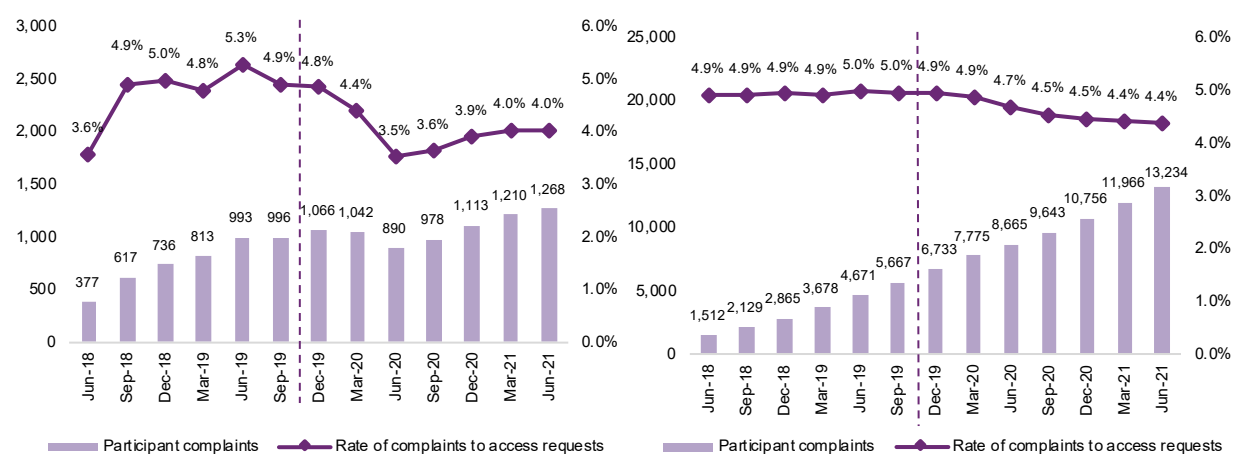


Table H.51 Participant complaints by type – Queensland

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	725	(7%)	0	(0%)	725	(7%)
Information unclear	263	(3%)	1	(0%)	264	(2%)
NDIA Access	264	(3%)	31	(4%)	295	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	406	(4%)	41	(5%)	447	(4%)
NDIA Fraud and Compliance	18	(0%)	1	(0%)	19	(0%)
NDIA Plan	1,338	(14%)	382	(43%)	1,720	(16%)
NDIA Process	623	(6%)	64	(7%)	687	(6%)
NDIA Resources	40	(0%)	11	(1%)	51	(0%)
NDIA Staff	361	(4%)	70	(8%)	431	(4%)
NDIA Timeliness	1,072	(11%)	252	(29%)	1,324	(12%)
Participation, engagement and inclusion	73	(1%)	0	(0%)	73	(1%)
Provider Portal	26	(0%)	0	(0%)	26	(0%)
Quality & Safeguards Commission	6	(0%)	0	(0%)	6	(0%)
Reasonable and necessary supports	740	(8%)	0	(0%)	740	(7%)
Staff conduct - Agency	237	(2%)	1	(0%)	238	(2%)
The way the NDIA carried out its decision making	444	(5%)	4	(0%)	448	(4%)
Timeliness	1,597	(16%)	1	(0%)	1,598	(15%)
Other	1,598	(16%)	21	(2%)	1,619	(15%)
Total	9,831		880		10,711	
Complaint about ECEI Partner						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(7%)	0	(0%)	3	(6%)
ECEI Process	8	(19%)	1	(20%)	9	(19%)
ECEI Staff	18	(43%)	2	(40%)	20	(43%)
ECEI Timeliness	13	(31%)	2	(40%)	15	(32%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	42		5		47	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(0%)
LAC Plan	33	(17%)	4	(10%)	37	(16%)
LAC Process	18	(9%)	6	(14%)	24	(10%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	112	(59%)	20	(48%)	132	(57%)
LAC Timeliness	27	(14%)	12	(29%)	39	(17%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	191		42		233	
Complaints about service providers						
Provider costs.	67	(7%)	0	(0%)	67	(7%)
Provider Finance	21	(2%)	4	(7%)	25	(2%)
Provider Fraud and Compliance	39	(4%)	7	(12%)	46	(5%)
Provider process	63	(7%)	0	(0%)	63	(6%)
Provider Service	200	(21%)	29	(48%)	229	(23%)
Provider Staff	82	(9%)	18	(30%)	100	(10%)
Service Delivery	96	(10%)	0	(0%)	96	(10%)
Staff conduct	110	(12%)	1	(2%)	111	(11%)
Supports being provided	111	(12%)	0	(0%)	111	(11%)
Other	158	(17%)	1	(2%)	159	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total	947		60	0	1,007	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	266	(28%)	67	(24%)	333	(27%)
Allegations against Informal Supports	248	(26%)	14	(5%)	262	(21%)
Allegations against NDIA Staff/Partners	3	(0%)	0	(0%)	3	(0%)
Participant threat	153	(16%)	45	(16%)	198	(16%)
Provider reporting	284	(30%)	155	(55%)	439	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	954		281		1,235	
<i>Unclassified</i>	217		0		217	
Participants total	12,182		1,268		13,450	

Table H.52 Unique complainants by type – Queensland

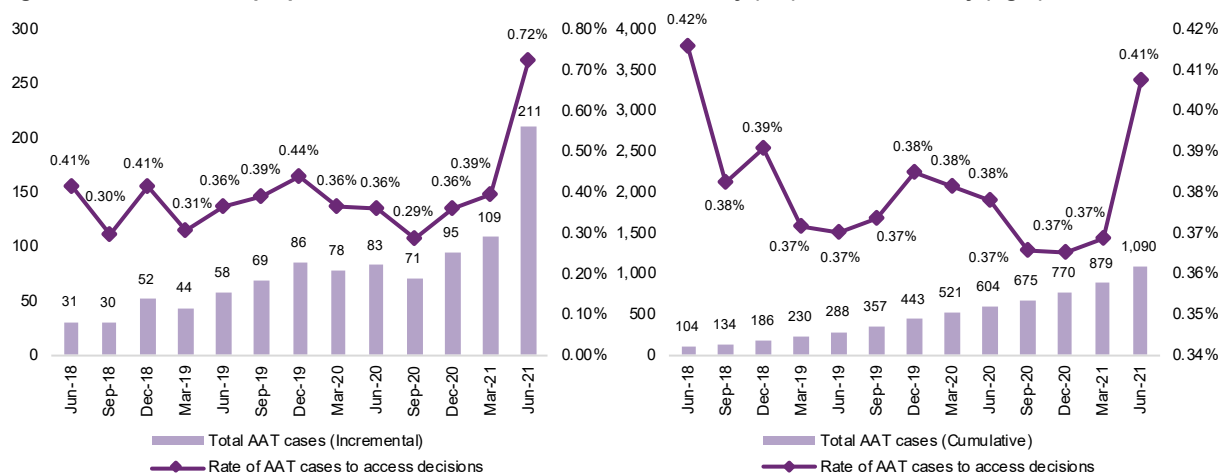
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	618	(7%)	0	(0%)	618	(7%)
Information unclear	251	(3%)	1	(0%)	252	(3%)
NDIA Access	227	(3%)	29	(4%)	256	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	327	(4%)	37	(5%)	364	(4%)
NDIA Fraud and Compliance	16	(0%)	1	(0%)	17	(0%)
NDIA Plan	1,000	(12%)	310	(41%)	1,310	(14%)
NDIA Process	548	(7%)	62	(8%)	610	(7%)
NDIA Resources	39	(0%)	11	(1%)	50	(1%)
NDIA Staff	309	(4%)	56	(7%)	365	(4%)
NDIA Timeliness	896	(11%)	216	(29%)	1,112	(12%)
Participation, engagement and inclusion	68	(1%)	0	(0%)	68	(1%)
Provider Portal	26	(0%)	0	(0%)	26	(0%)
Quality & Safeguards Commission	6	(0%)	0	(0%)	6	(0%)
Reasonable and necessary supports	616	(7%)	0	(0%)	616	(7%)
Staff conduct - Agency	222	(3%)	1	(0%)	223	(2%)
The way the NDIA carried out its decision making	419	(5%)	4	(1%)	423	(5%)
Timeliness	1,332	(16%)	1	(0%)	1,333	(15%)
Other	1,508	(18%)	21	(3%)	1,529	(17%)
Total	8,428		750		9,178	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(8%)	0	(0%)	3	(7%)
ECEI Process	8	(20%)	1	(20%)	9	(20%)
ECEI Staff	16	(40%)	2	(40%)	18	(40%)
ECEI Timeliness	13	(33%)	2	(40%)	15	(33%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	40		5		45	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(1%)	0	(0%)	1	(0%)
LAC Plan	32	(18%)	4	(10%)	36	(16%)
LAC Process	18	(10%)	6	(15%)	24	(11%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	103	(57%)	19	(46%)	122	(55%)
LAC Timeliness	27	(15%)	12	(29%)	39	(18%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	181		41		222	
<i>Complaints about service providers</i>						
Provider costs.	65	(8%)	0	(0%)	65	(7%)
Provider Finance	20	(2%)	4	(7%)	24	(3%)
Provider Fraud and Compliance	34	(4%)	7	(12%)	41	(4%)
Provider process	62	(7%)	0	(0%)	62	(7%)
Provider Service	168	(19%)	29	(48%)	197	(21%)
Provider Staff	75	(9%)	18	(30%)	93	(10%)
Service Delivery	95	(11%)	0	(0%)	95	(10%)
Staff conduct	96	(11%)	1	(2%)	97	(10%)
Supports being provided	105	(12%)	0	(0%)	105	(11%)
Other	146	(17%)	1	(2%)	147	(16%)
Total	866		60		926	

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	235	(28%)	64	(25%)	299	(27%)
Allegations against Informal Supports	224	(27%)	14	(5%)	238	(22%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	125	(15%)	42	(16%)	167	(15%)
Provider reporting	259	(31%)	140	(54%)	399	(36%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	845		260		1,105	
<i>Unclassified</i>	199		0		199	
Unique complaints total	10,559		1,116		11,675	

Table H.53 AAT Cases by category – Queensland ³⁰⁰

Category	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Access	294	33%	21	10%	315	29%
Plan	485	55%	181	86%	666	61%
Plan Review	54	6%	<11		56	5%
Other	46	5%	<11		53	5%
Total	879	100%	211	100%	1,090	100%
% of all access decisions	0.37%		0.72%		0.41%	

Figure H.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland

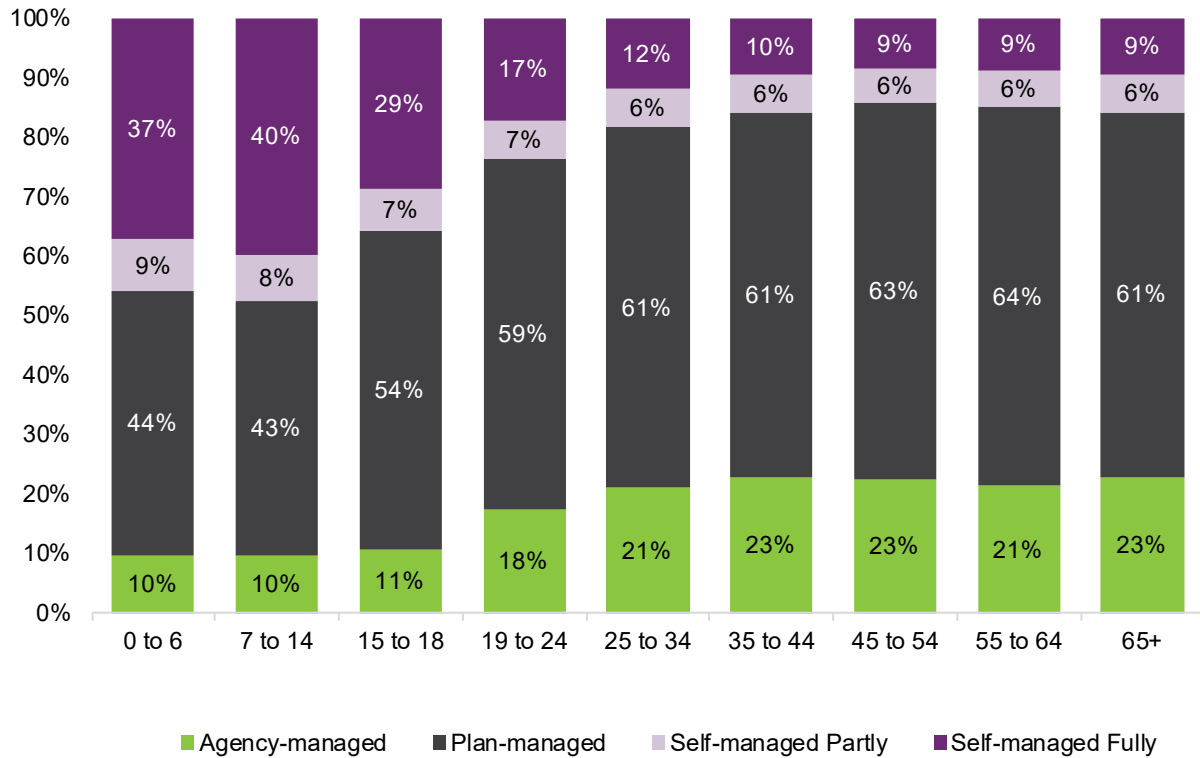


³⁰⁰ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table H.54 AAT cases by open/closed and decision – Queensland

	N
AAT Cases	1,090
Open AAT Cases	361
Closed AAT Cases	729
<i>Resolved before hearing</i>	724
<i>Gone to hearing and received a substantive decision</i>	<11

Figure H.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Queensland ^{301 302}



³⁰¹ For the total number of active participants in each age group, see Table H.14.

³⁰² Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure H.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Queensland ^{303 304}

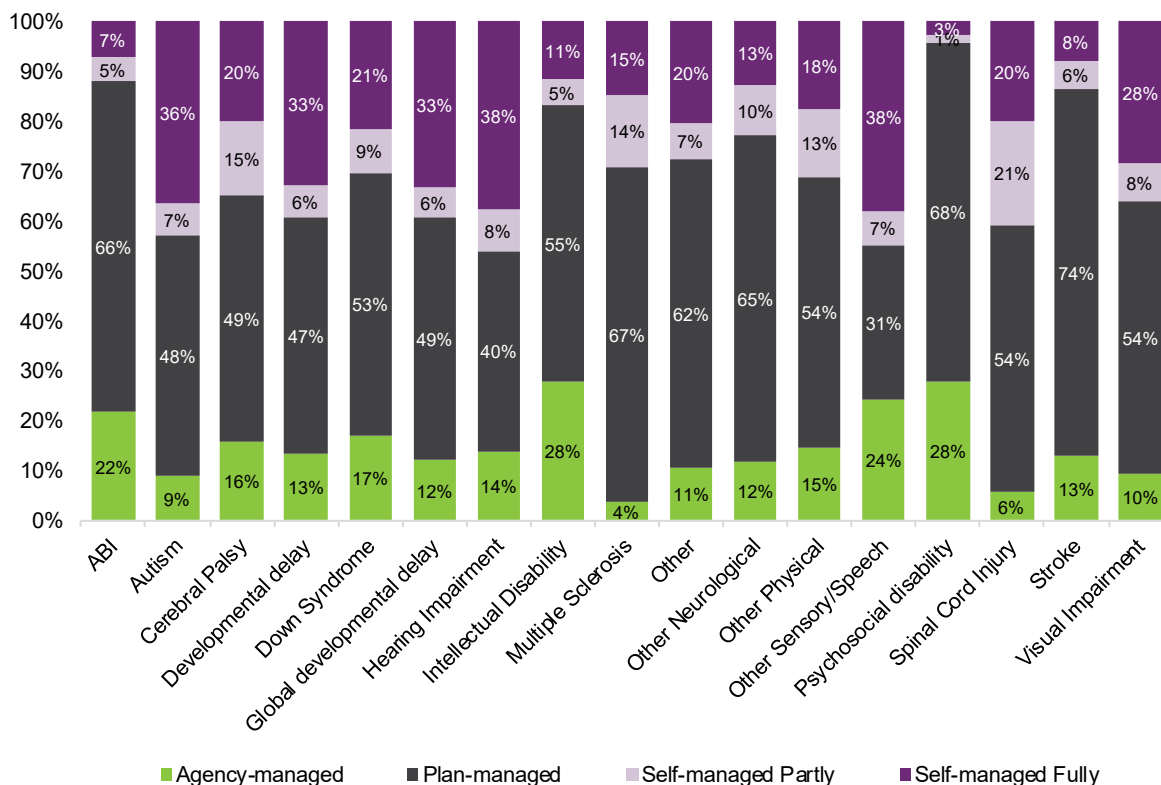
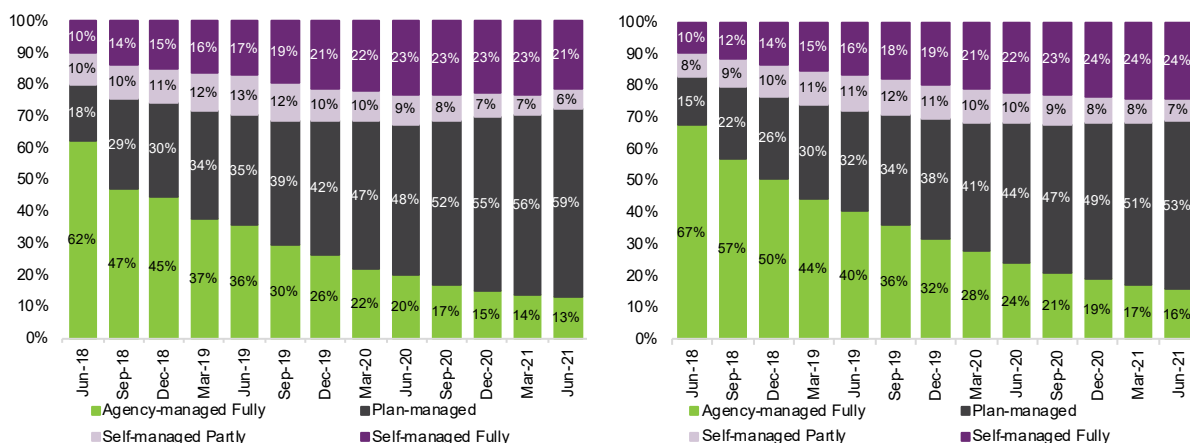


Table H.55 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland ³⁰⁵

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	25%	21%	24%
Self-managed partly	7%	6%	7%
Plan-managed	52%	59%	53%
Agency-managed	16%	13%	16%
Total	100%	100%	100%

Figure H.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland ³⁰⁶



³⁰³ For the total number of active participants in each primary disability group, see Table H.12.

³⁰⁴ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

³⁰⁵ Ibid.

³⁰⁶ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table H.56 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland

	Prior Quarters	2020-21 Q4	Total
Self-managed	14%	12%	13%
Plan-managed	39%	51%	40%
Agency-managed	48%	37%	46%
Total	100%	100%	100%

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

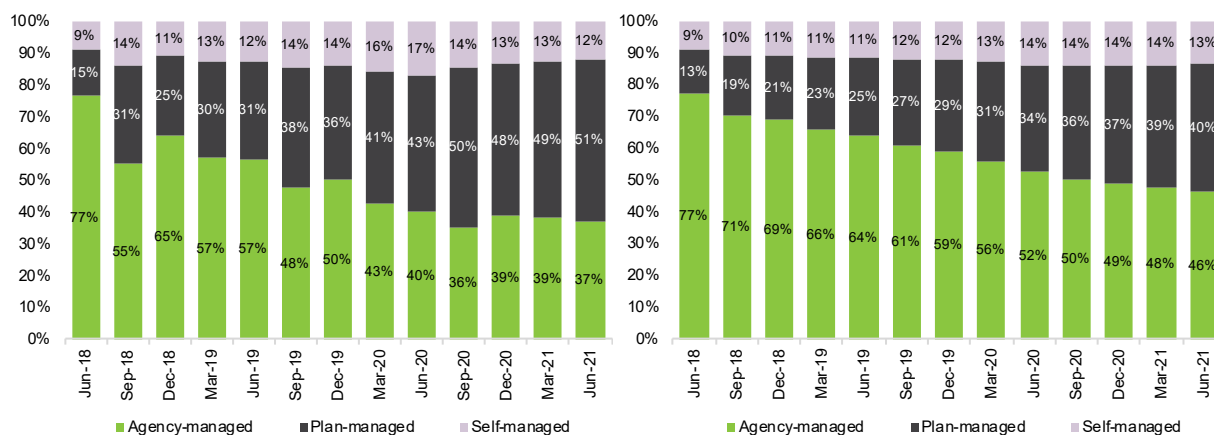


Table H.57 Distribution of active participants by support coordination and quarter of plan approval – Queensland

	Prior Quarters	2020-21 Q4	Total
Support coordination	37%	49%	40%

Table H.58 Duration to plan activation by quarter of initial plan approval for active participants – Queensland ³⁰⁷

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	53,966	69%	3,197	61%	57,163	69%
30 to 59 days	9,124	12%	790	15%	9,914	12%
60 to 89 days	4,208	5%	352	7%	4,560	5%
Activated within 90 days	67,298	87%	4,339	82%	71,637	86%
90 to 119 days	2,448	3%	215	4%	2,663	3%
120 days and over	6,203	8%	254	5%	6,457	8%
Activated after 90 days	8,651	11%	469	9%	9,120	11%
No payments	1,718	2%	453	9%	2,171	3%
Total plans approved	77,667	100%	5,261	100%	82,928	100%

³⁰⁷ Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table H.59 Proportion of participants who have activated within 12 months – Queensland

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	6,243	6,557	95%
Not Aboriginal and Torres Strait Islander	56,289	57,827	97%
Not Stated	8,516	8,829	96%
Total	71,048	73,213	97%
by Culturally and Linguistically Diverse status			
CALD	3,925	4,031	97%
Not CALD	67,094	69,150	97%
Not Stated	29	32	91%
Total	71,048	73,213	97%
by Remoteness			
Major Cities	41,785	42,917	97%
Regional	28,065	29,024	97%
Remote	1,179	1,252	94%
Missing	19	20	95%
Total	71,048	73,213	97%
by Primary Disability type			
Autism	23,908	24,568	97%
Intellectual Disability (including Down Syndrome)	14,471	14,743	98%
Psychosocial Disability	6,346	6,473	98%
Developmental Delay (including Global Developmental Delay)	4,354	4,630	94%
Other	21,969	22,799	96%
Total	71,048	73,213	97%

Table H.60 Distribution of plans by utilisation – Queensland ^{308 309}

Plan utilisation	Total
0 to 50%	38%
50% to 75%	26%
> 75%	36%
Total	100%

Table H.61 Proportion of active participants with approved plans accessing mainstream supports – Queensland ³¹⁰

	Prior Quarters	2020-21 Q4	Total
Daily Activities	15%	17%	16%
Health & Wellbeing	55%	58%	56%
Lifelong Learning	18%	19%	18%
Other	13%	15%	13%
Non-categorised	28%	25%	27%
Any mainstream service	95%	95%	95%

³⁰⁸ This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁰⁹ Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

³¹⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table H.62 Key markets indicators by quarter – Queensland ^{311 312}

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.17	1.18
b) Number of providers delivering new types of supports	446	457
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	82%	86%
<i>Therapeutic Supports (%)</i>	94%	95%
<i>Participate Community (%)</i>	87%	88%
<i>Early Childhood Supports (%)</i>	88%	88%
<i>Assist Personal Activities (%)</i>	88%	89%

Table H.63 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Queensland

³¹³

Activity	Number of providers
Active for the first time in 2020-21 Q4	152
Active in 2020-21 Q4 and also in previous quarters	2,424
Active in 2020-21 Q4	2,576
Inactive in 2020-21 Q4	3,480
Active ever	6,056

³¹¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³¹² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³¹³ Active providers refer to those who have received payment for support Agency-managed participants.

Table H.64 Cumulative number of providers that have been ever active by registration group – Queensland ³¹⁴

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	163	6	169	4%
Assistance Animals	104	3	107	3%
Assistance with daily life tasks in a group or shared living arrangement	679	41	720	6%
Assistance with travel/transport arrangements	675	27	702	4%
Daily Personal Activities	1,099	56	1,155	5%
Group and Centre Based Activities	757	34	791	4%
High Intensity Daily Personal Activities	739	22	761	3%
Household tasks	1,264	27	1,291	2%
Interpreting and translation	137	5	142	4%
Participation in community, social and civic activities	1,194	56	1,250	5%
Assistive Technology				
Assistive equipment for recreation	207	7	214	3%
Assistive products for household tasks	177	15	192	8%
Assistance products for personal care and safety	1,188	39	1,227	3%
Communication and information equipment	425	23	448	5%
Customised Prosthetics	482	18	500	4%
Hearing Equipment	192	12	204	6%
Hearing Services	42	7	49	17%
Personal Mobility Equipment	701	20	721	3%
Specialised Hearing Services	78	11	89	14%
Vision Equipment	191	9	200	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,239	67	1,306	5%
Behaviour Support	519	16	535	3%
Community nursing care for high needs	343	30	373	9%
Development of daily living and life skills	697	30	727	4%
Early Intervention supports for early childhood	1,100	29	1,129	3%
Exercise Physiology and Physical Wellbeing activities	602	26	628	4%
Innovative Community Participation	218	10	228	5%
Specialised Driving Training	159	6	165	4%
Therapeutic Supports	2,795	63	2,858	2%
Capital services				
Home modification design and construction	372	19	391	5%
Specialist Disability Accommodation	73	3	76	4%
Vehicle Modifications	187	8	195	4%
Choice and control support services				
Management of funding for supports in participants plan	595	20	615	3%
Support Coordination	295	13	308	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	201	10	211	5%
Specialised Supported Employment	226	15	241	7%
Total	5,904	152	6,056	3%

³¹⁴ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table H.65 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2021 – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	42	127	169	25%	75%	100%
Assistance Animals	13	94	107	12%	88%	100%
Assistance with daily life tasks in a group or shared living arrangement	92	628	720	13%	87%	100%
Assistance with travel/transport arrangements	113	589	702	16%	84%	100%
Daily Personal Activities	142	1,013	1,155	12%	88%	100%
Group and Centre Based Activities	92	699	791	12%	88%	100%
High Intensity Daily Personal Activities	95	666	761	12%	88%	100%
Household tasks	393	898	1,291	30%	70%	100%
Interpreting and translation	29	113	142	20%	80%	100%
Participation in community, social and civic activities	164	1,086	1,250	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	28	186	214	13%	87%	100%
Assistive products for household tasks	21	171	192	11%	89%	100%
Assistance products for personal care and safety	189	1,038	1,227	15%	85%	100%
Communication and information equipment	91	357	448	20%	80%	100%
Customised Prosthetics	79	421	500	16%	84%	100%
Hearing Equipment	28	176	204	14%	86%	100%
Hearing Services	7	42	49	14%	86%	100%
Personal Mobility Equipment	94	627	721	13%	87%	100%
Specialised Hearing Services	11	78	89	12%	88%	100%
Vision Equipment	32	168	200	16%	84%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	244	1,062	1,306	19%	81%	100%
Behaviour Support	160	375	535	30%	70%	100%
Community nursing care for high needs	51	322	373	14%	86%	100%
Development of daily living and life skills	103	624	727	14%	86%	100%
Early Intervention supports for early childhood	389	740	1,129	34%	66%	100%
Exercise Physiology and Physical Wellbeing activities	154	474	628	25%	75%	100%
Innovative Community Participation	61	167	228	27%	73%	100%
Specialised Driving Training	28	137	165	17%	83%	100%
Therapeutic Supports	1,139	1,719	2,858	40%	60%	100%
Capital services						
Home modification design and construction	63	328	391	16%	84%	100%
Specialist Disability Accommodation	3	73	76	4%	96%	100%
Vehicle Modifications	19	176	195	10%	90%	100%
Choice and control support services						
Management of funding for supports in participants plan	108	507	615	18%	82%	100%
Support Coordination	63	245	308	20%	80%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	27	184	211	13%	87%	100%
Specialised Supported Employment	30	211	241	12%	88%	100%
Total	1,967	4,089	6,056	32%	68%	100%

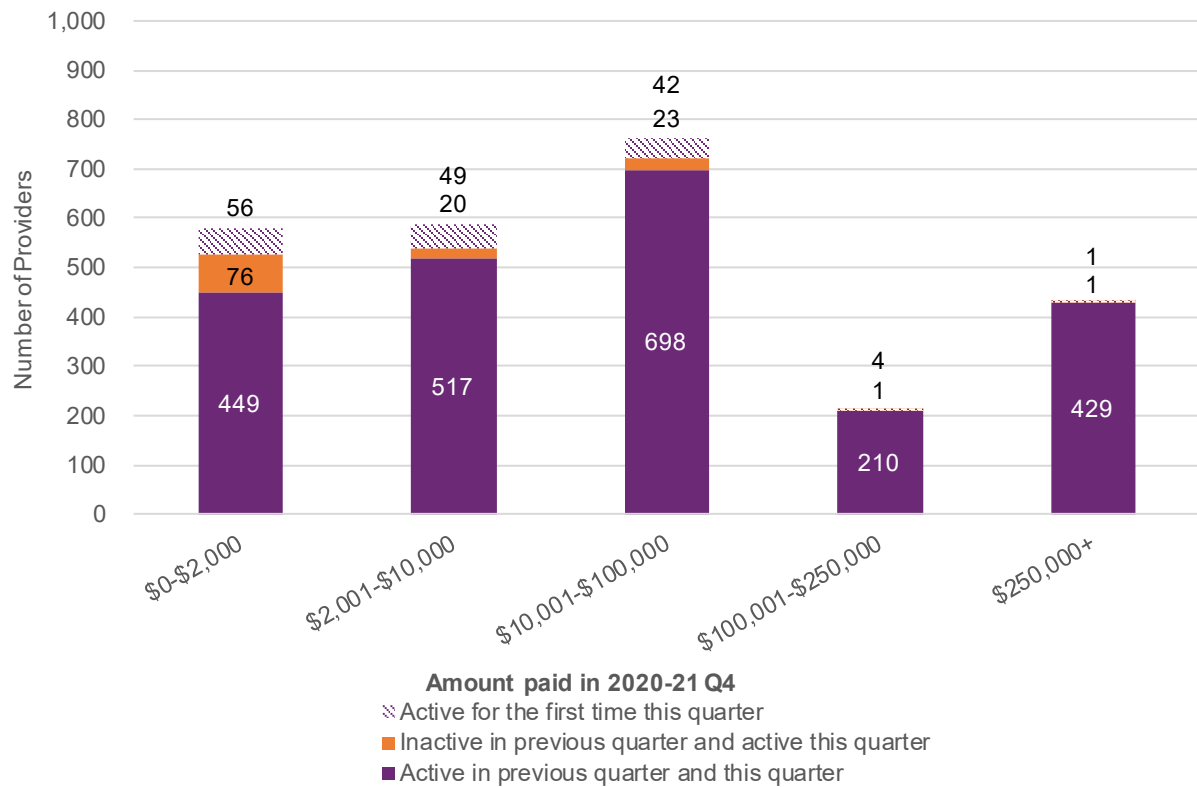
Table H.66 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Queensland

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
Assistance services				
Accommodation / Tenancy Assistance	25	6	31	19%
Assistance Animals	49	3	52	6%
Assistance with daily life tasks in a group or shared living arrangement	443	41	484	8%
Assistance with travel/transport arrangements	329	27	356	8%
Daily Personal Activities	602	56	658	9%
Group and Centre Based Activities	413	34	447	8%
High Intensity Daily Personal Activities	366	22	388	6%
Household tasks	551	27	578	5%
Interpreting and translation	67	5	72	7%
Participation in community, social and civic activities	666	56	722	8%
Assistive Technology				
Assistive equipment for recreation	43	7	50	14%
Assistive products for household tasks	34	15	49	31%
Assistance products for personal care and safety	568	39	607	6%
Communication and information equipment	201	23	224	10%
Customised Prosthetics	205	18	223	8%
Hearing Equipment	85	12	97	12%
Hearing Services	8	7	15	47%
Personal Mobility Equipment	306	20	326	6%
Specialised Hearing Services	20	11	31	35%
Vision Equipment	77	9	86	10%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	699	67	766	9%
Behaviour Support	214	16	230	7%
Community nursing care for high needs	193	30	223	13%
Development of daily living and life skills	308	30	338	9%
Early Intervention supports for early childhood	375	29	404	7%
Exercise Physiology and Physical Wellbeing activities	331	26	357	7%
Innovative Community Participation	62	10	72	14%
Specialised Driving Training	59	6	65	9%
Therapeutic Supports	1,077	63	1,140	6%
Capital services				
Home modification design and construction	118	19	137	14%
Specialist Disability Accommodation	45	3	48	6%
Vehicle Modifications	63	8	71	11%
Choice and control support services				
Management of funding for supports in participants plan	400	20	420	5%
Support Coordination	113	13	126	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	102	10	112	9%
Specialised Supported Employment	133	15	148	10%
Total	2,424	152	2,576	6%

Table H.67 Number and proportion of providers active in 2020-21 Q4 in each registration group by legal entity type – Queensland

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	8	23	31	26%	74%	100%
Assistance Animals	5	47	52	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	55	429	484	11%	89%	100%
Assistance with travel/transport arrangements	46	310	356	13%	87%	100%
Daily Personal Activities	89	569	658	14%	86%	100%
Group and Centre Based Activities	60	387	447	13%	87%	100%
High Intensity Daily Personal Activities	57	331	388	15%	85%	100%
Household tasks	157	421	578	27%	73%	100%
Interpreting and translation	13	59	72	18%	82%	100%
Participation in community, social and civic activities	98	624	722	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	1	49	50	2%	98%	100%
Assistive products for household tasks	5	44	49	10%	90%	100%
Assistance products for personal care and safety	80	527	607	13%	87%	100%
Communication and information equipment	47	177	224	21%	79%	100%
Customised Prosthetics	38	185	223	17%	83%	100%
Hearing Equipment	13	84	97	13%	87%	100%
Hearing Services	3	12	15	20%	80%	100%
Personal Mobility Equipment	45	281	326	14%	86%	100%
Specialised Hearing Services	3	28	31	10%	90%	100%
Vision Equipment	13	73	86	15%	85%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	139	627	766	18%	82%	100%
Behaviour Support	58	172	230	25%	75%	100%
Community nursing care for high needs	24	199	223	11%	89%	100%
Development of daily living and life skills	49	289	338	14%	86%	100%
Early Intervention supports for early childhood	89	315	404	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	81	276	357	23%	77%	100%
Innovative Community Participation	8	64	72	11%	89%	100%
Specialised Driving Training	10	55	65	15%	85%	100%
Therapeutic Supports	371	769	1,140	33%	67%	100%
Capital services						
Home modification design and construction	16	121	137	12%	88%	100%
Specialist Disability Accommodation	0	48	48	0%	100%	100%
Vehicle Modifications	5	66	71	7%	93%	100%
Choice and control support services						
Management of funding for supports in participants plan	89	331	420	21%	79%	100%
Support Coordination	24	102	126	19%	81%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	16	96	112	14%	86%	100%
Specialised Supported Employment	22	126	148	15%	85%	100%
Total	665	1,911	2,576	26%	74%	100%

Figure H.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Queensland ³¹⁵



Part Five: Financial sustainability

Table H.68 Committed supports by financial year (\$m) – Queensland ³¹⁶

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	1.0	3.6	10.1	220.3	842.0	2,493.2	5,126.9	6,653.8

³¹⁵ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

³¹⁶ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 and 2014-15 for Queensland.

Figure H.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Queensland

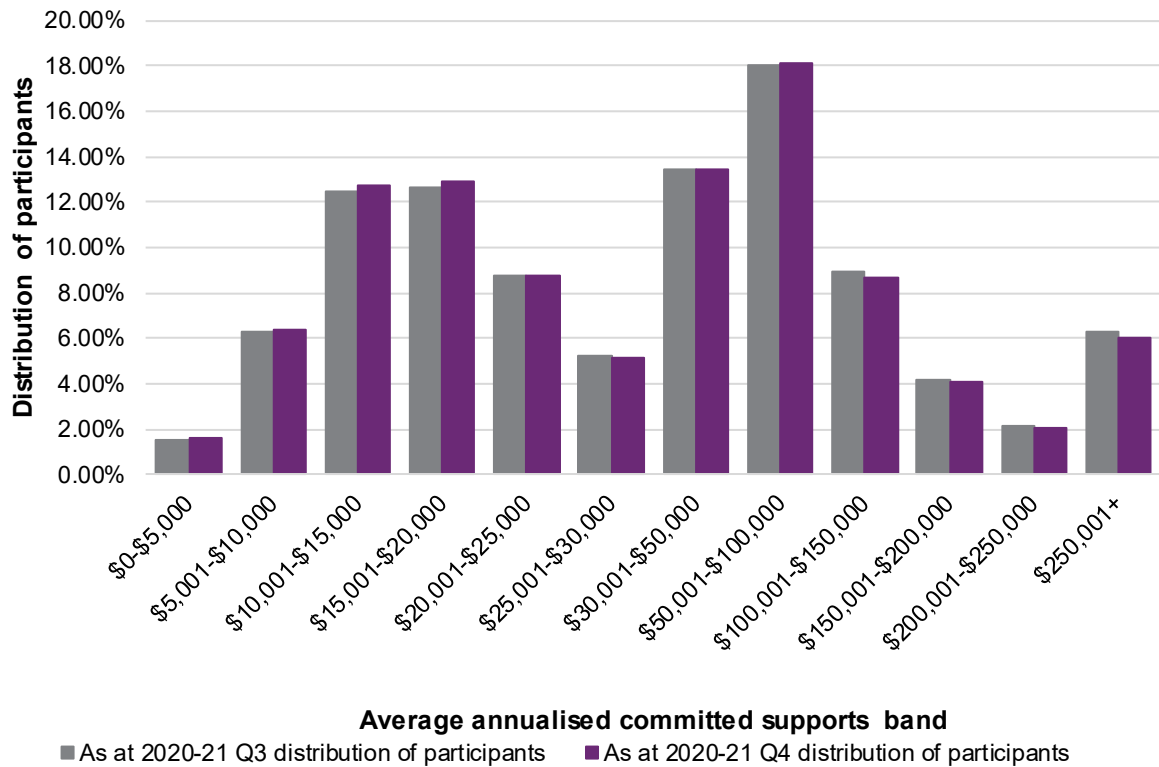


Figure H.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Queensland

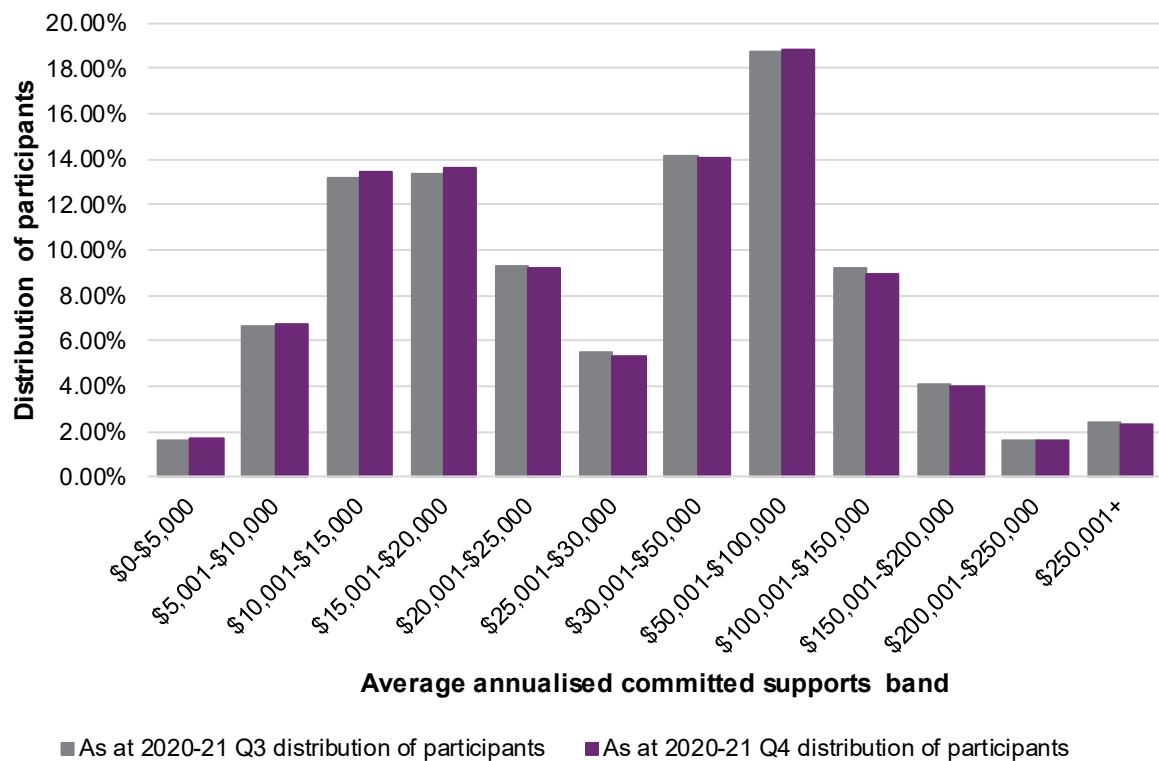
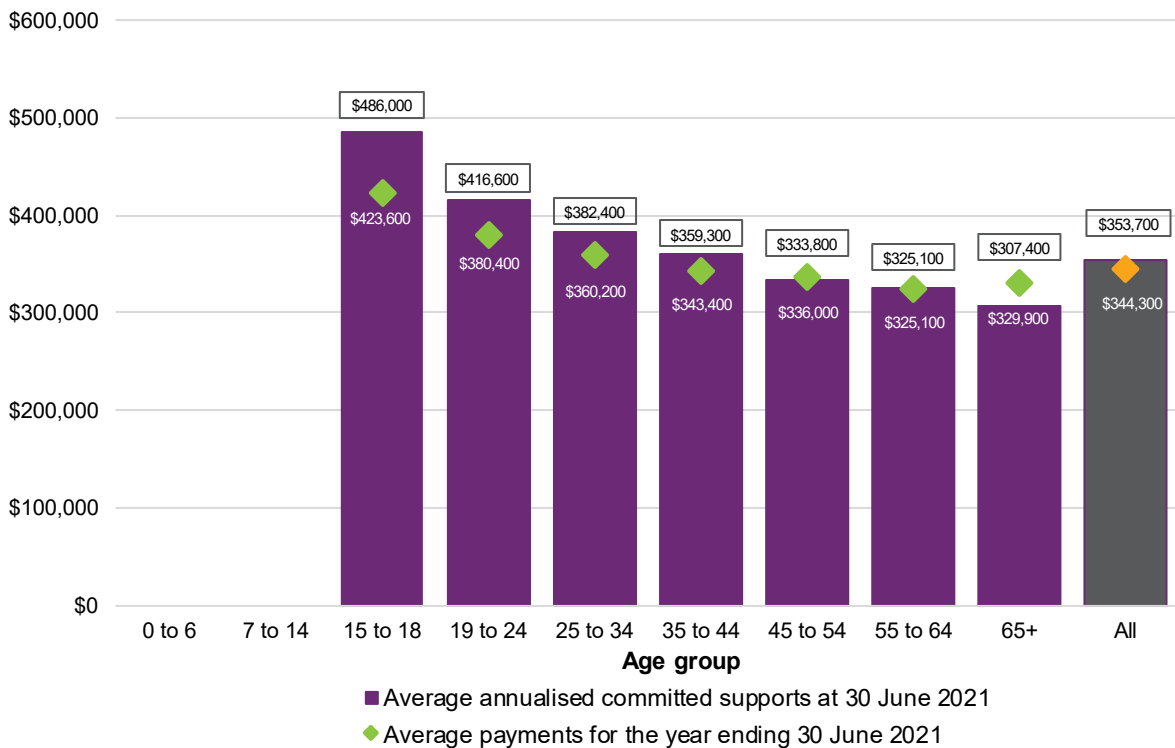


Figure H.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – Queensland ³¹⁷



Figure H.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Queensland ³¹⁸



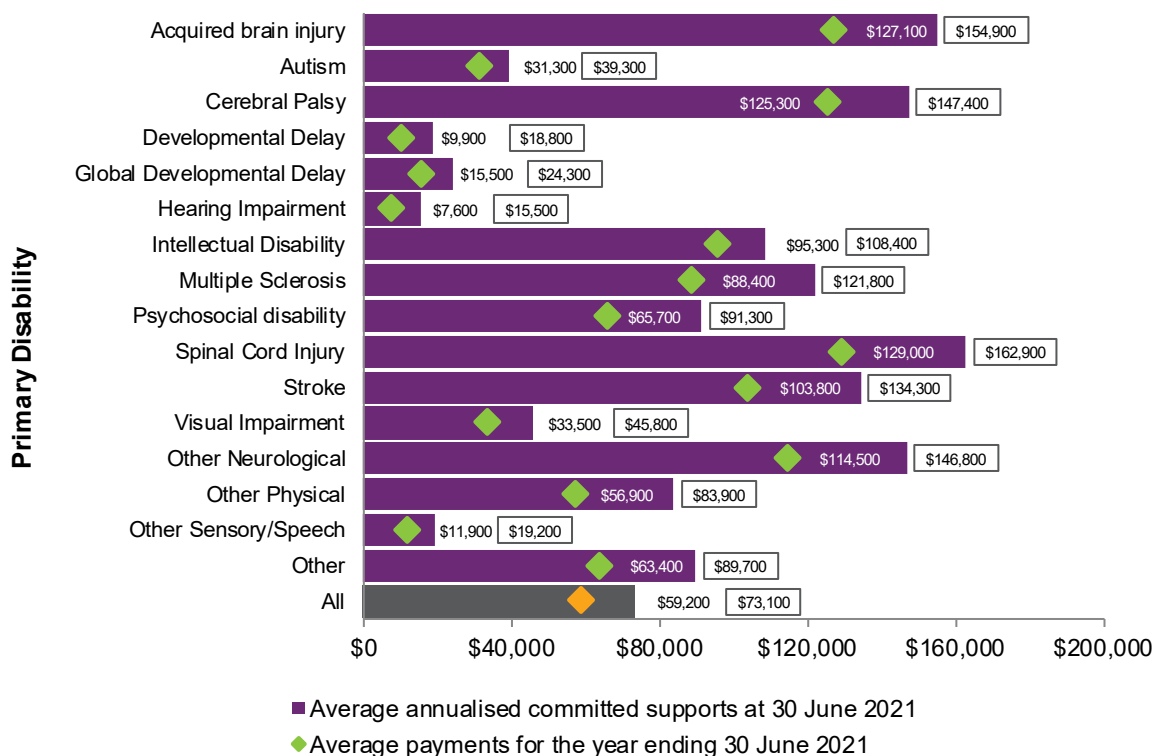
³¹⁷ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

³¹⁸ Ibid.

Figure H.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Queensland ³¹⁹



Figure H.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Queensland ³²⁰



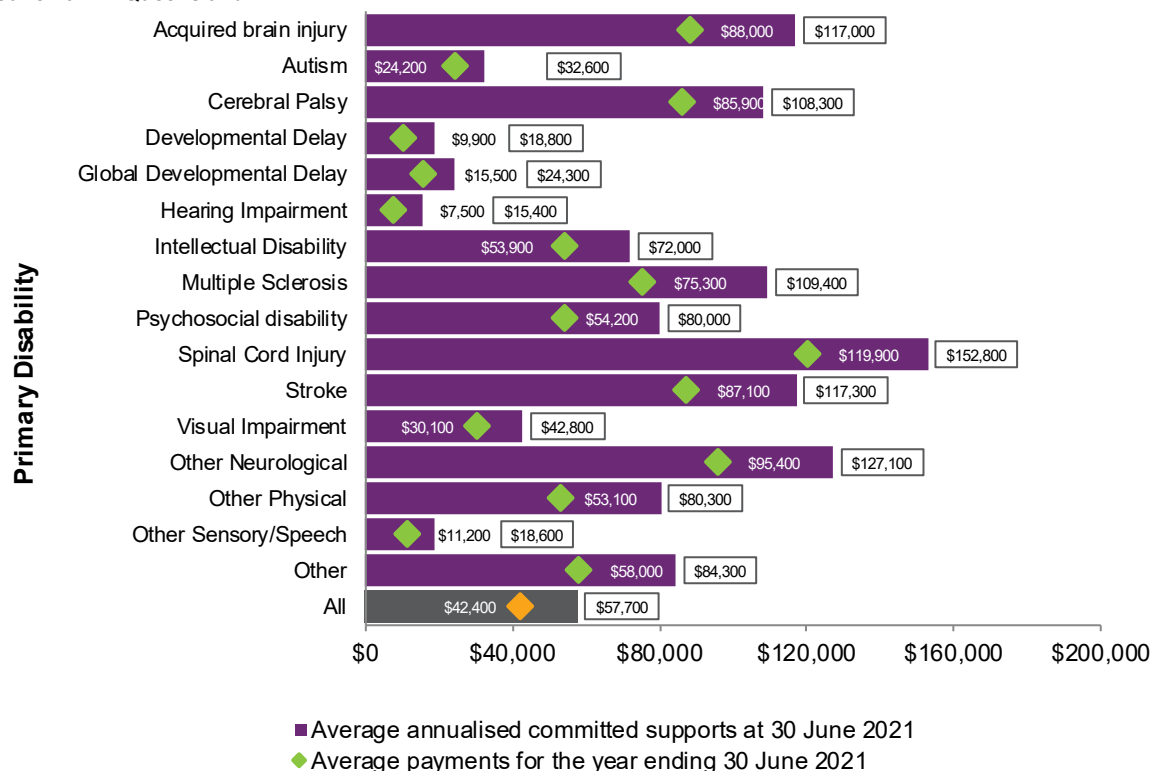
³¹⁹ Ibid.

³²⁰ Ibid.

Figure H.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Queensland ³²¹



Figure H.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Queensland ³²²



³²¹ Ibid.

³²² Ibid.

Figure H.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Queensland ³²³

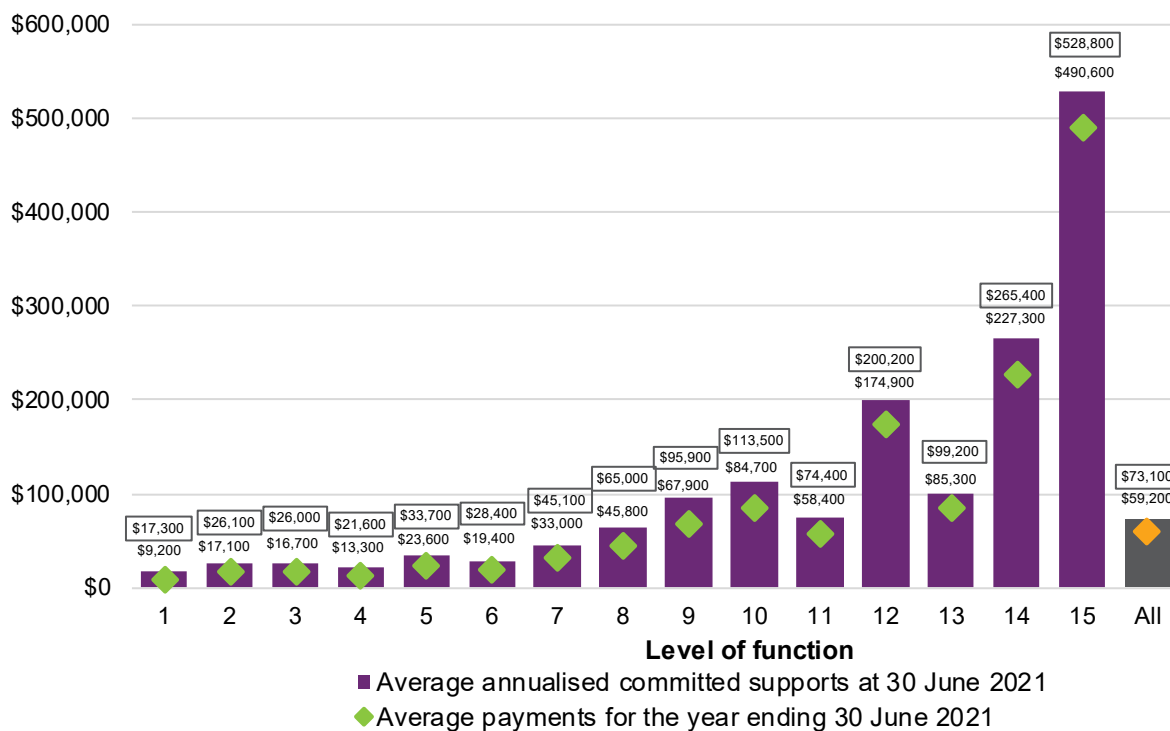
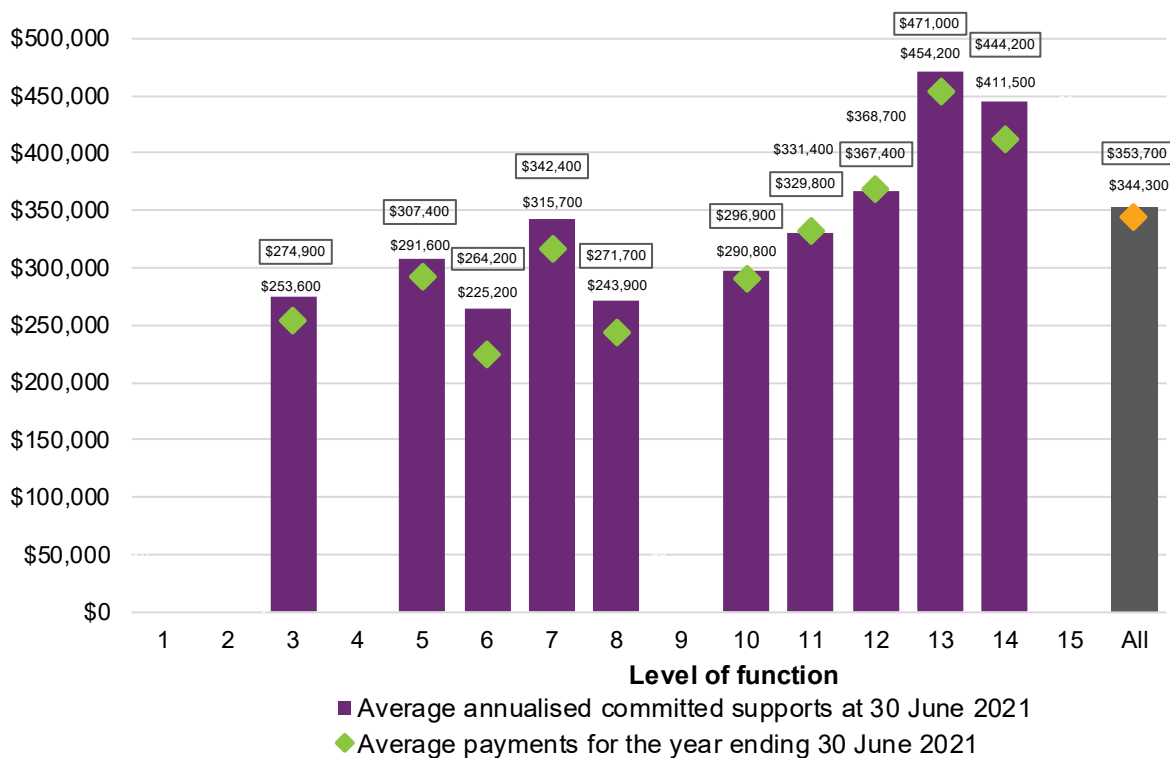


Figure H.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Queensland ³²⁴



³²³ Ibid.

³²⁴ Ibid.

Figure H.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Queensland ³²⁵

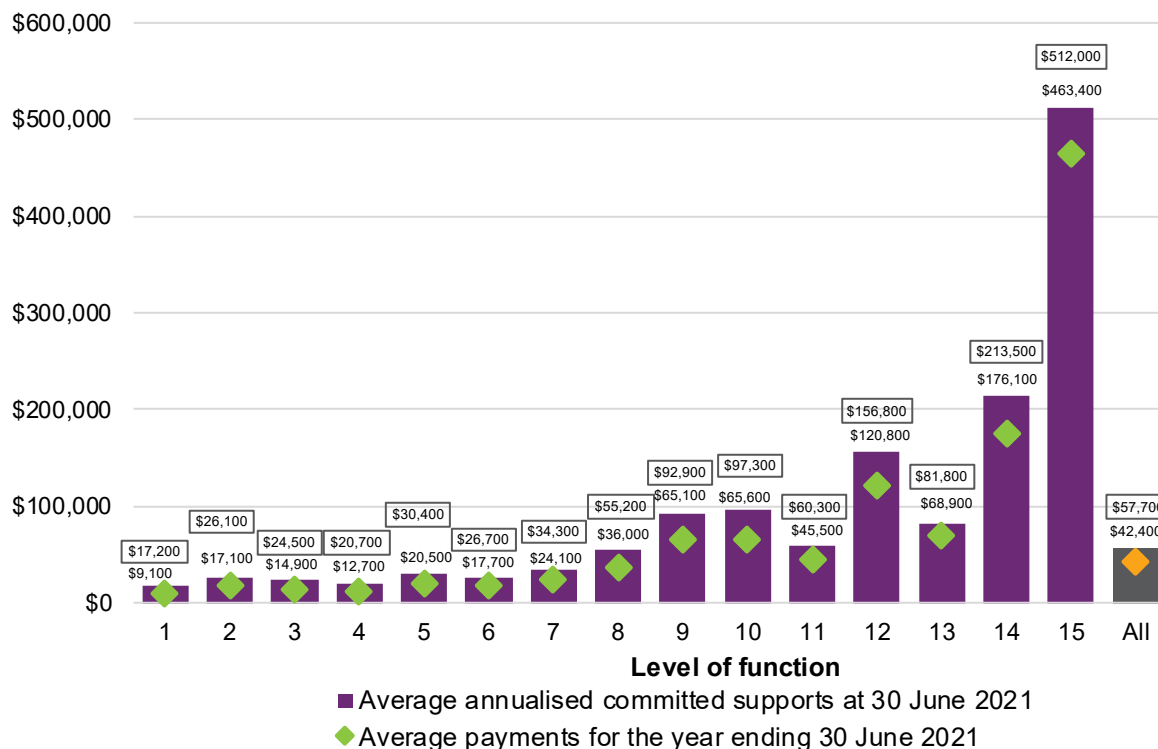
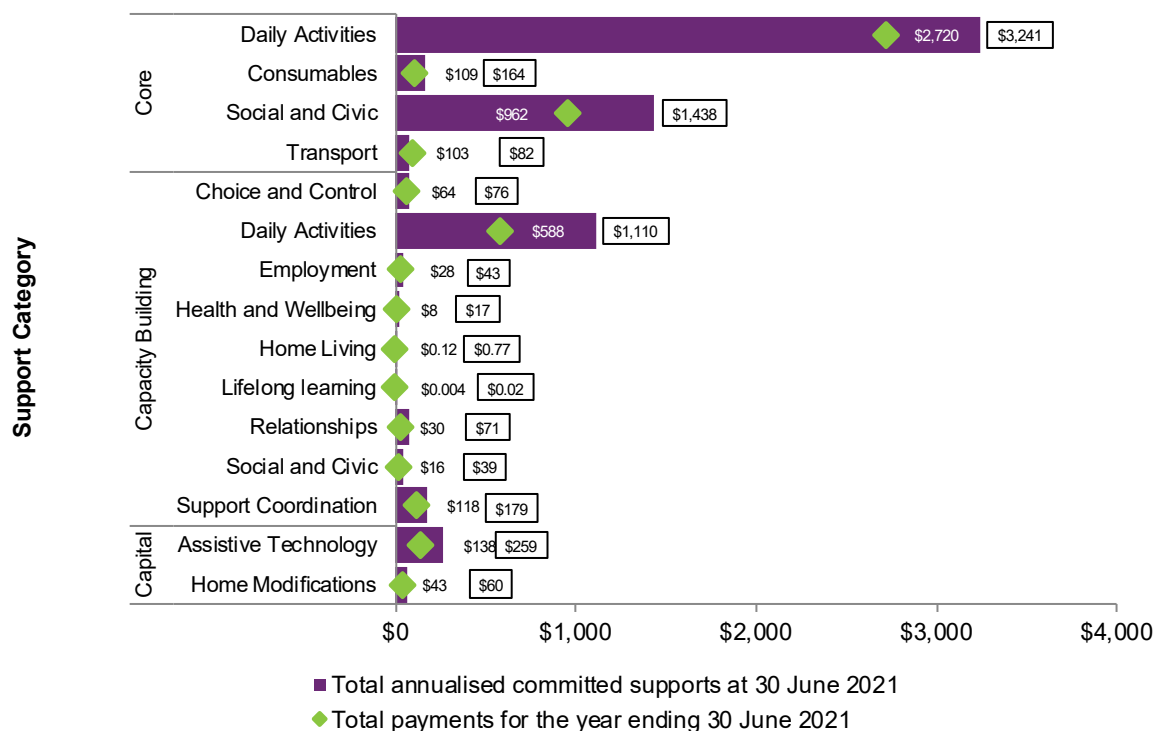


Figure H.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Queensland ³²⁶



³²⁵ Ibid.

³²⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

Figure H.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Queensland ³²⁷

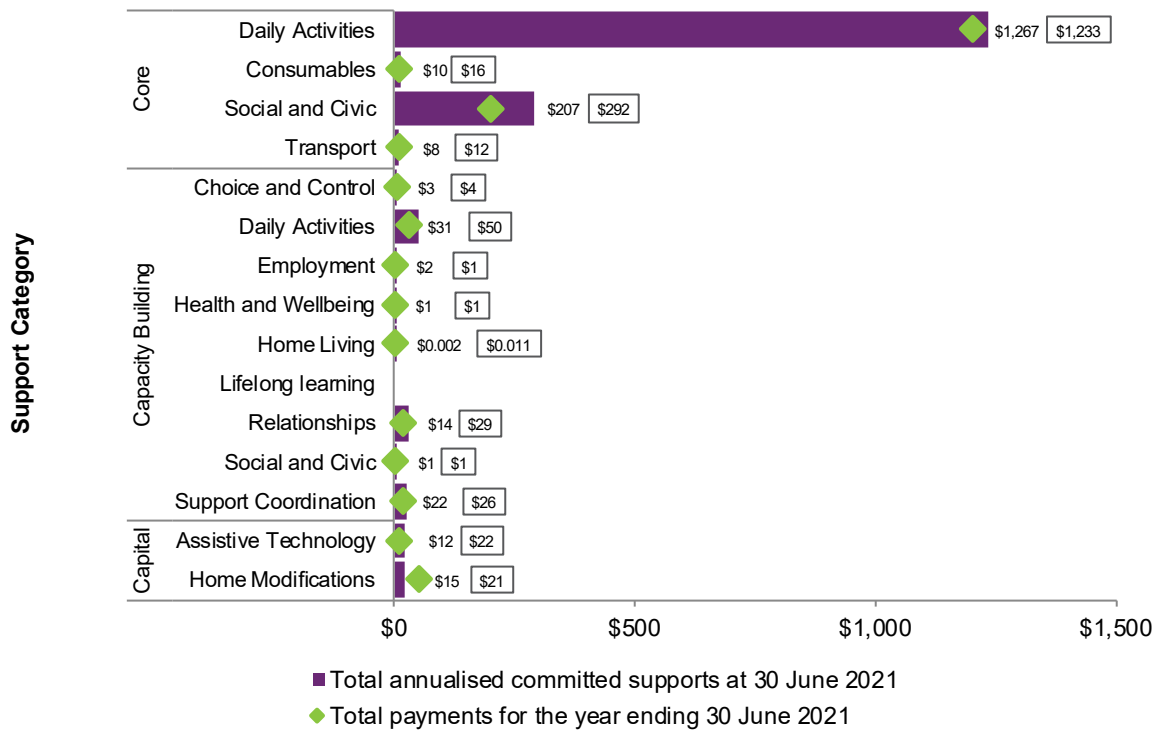
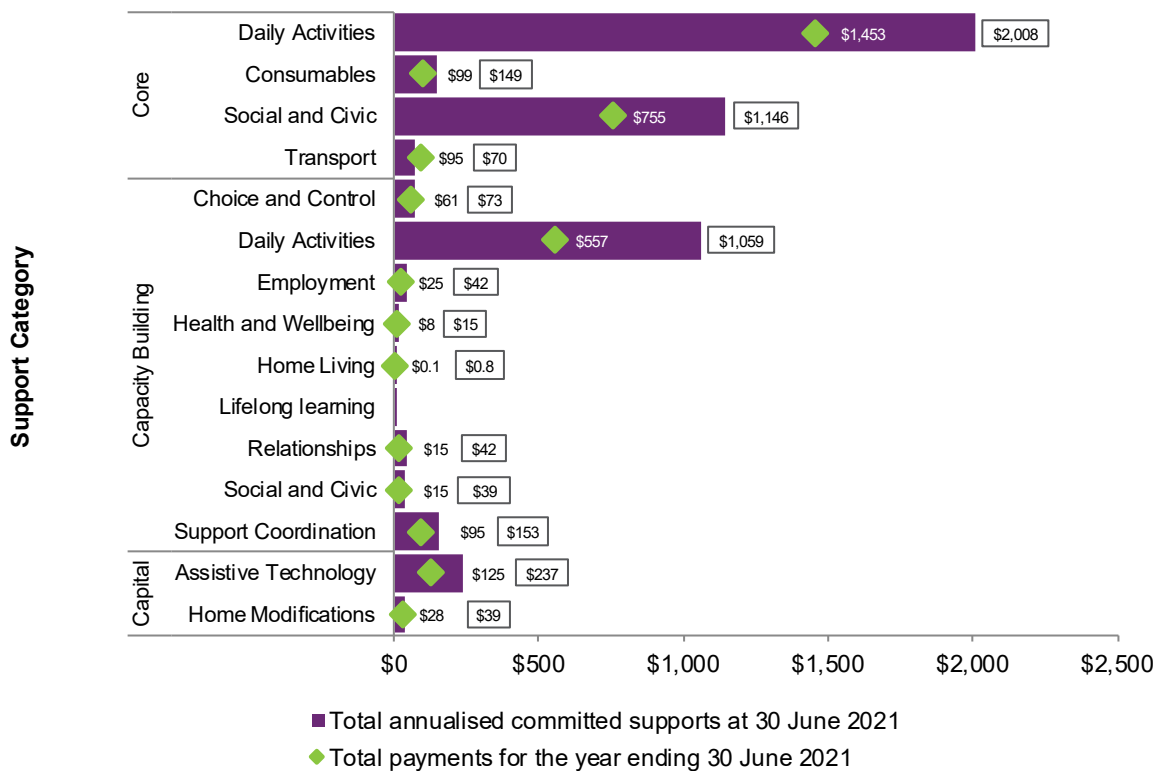


Figure H.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Queensland ³²⁸



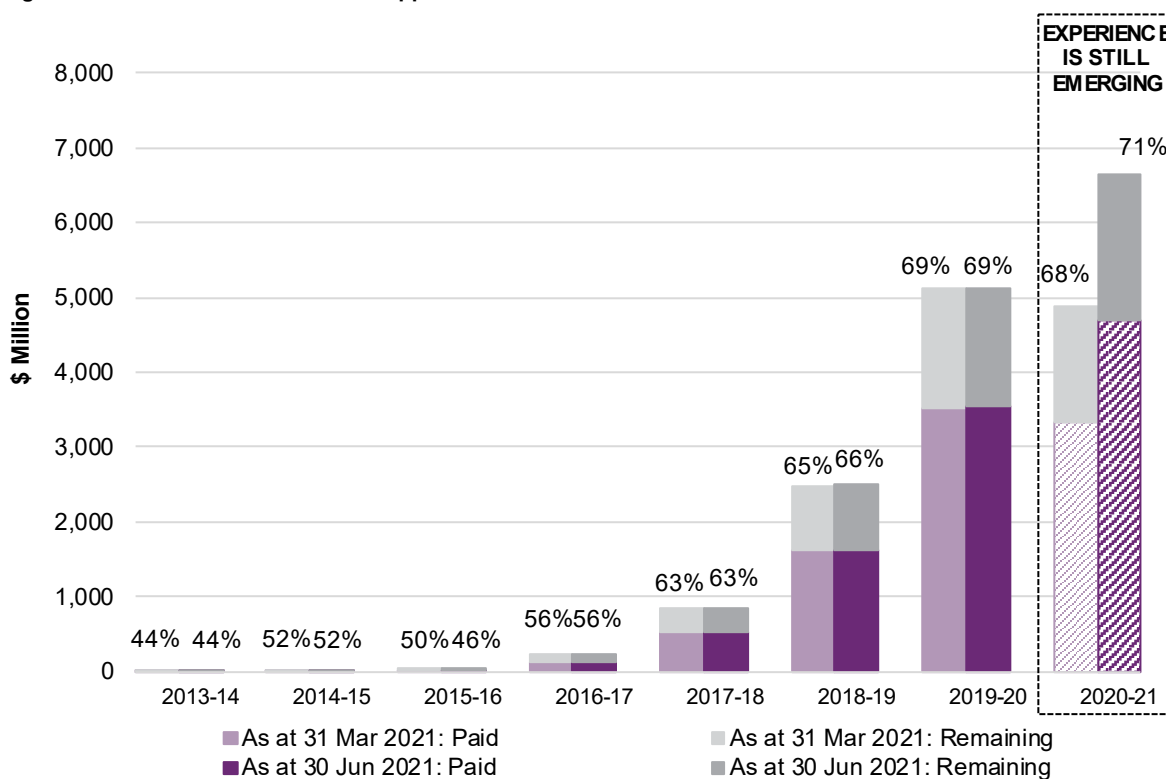
³²⁷ Ibid.

³²⁸ Ibid.

Table H.69 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ³²⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	1.0	3.6	10.1	220.3	842.0	2,493.2	5,126.9	6,653.8
Total Paid	0.4	1.9	4.7	124.2	534.2	1,633.9	3,557.8	4,705.6
% utilised to date	44%	52%	46%	56%	63%	66%	69%	71%

Figure H.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Queensland



³²⁹ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

Figure H.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Queensland ³³⁰

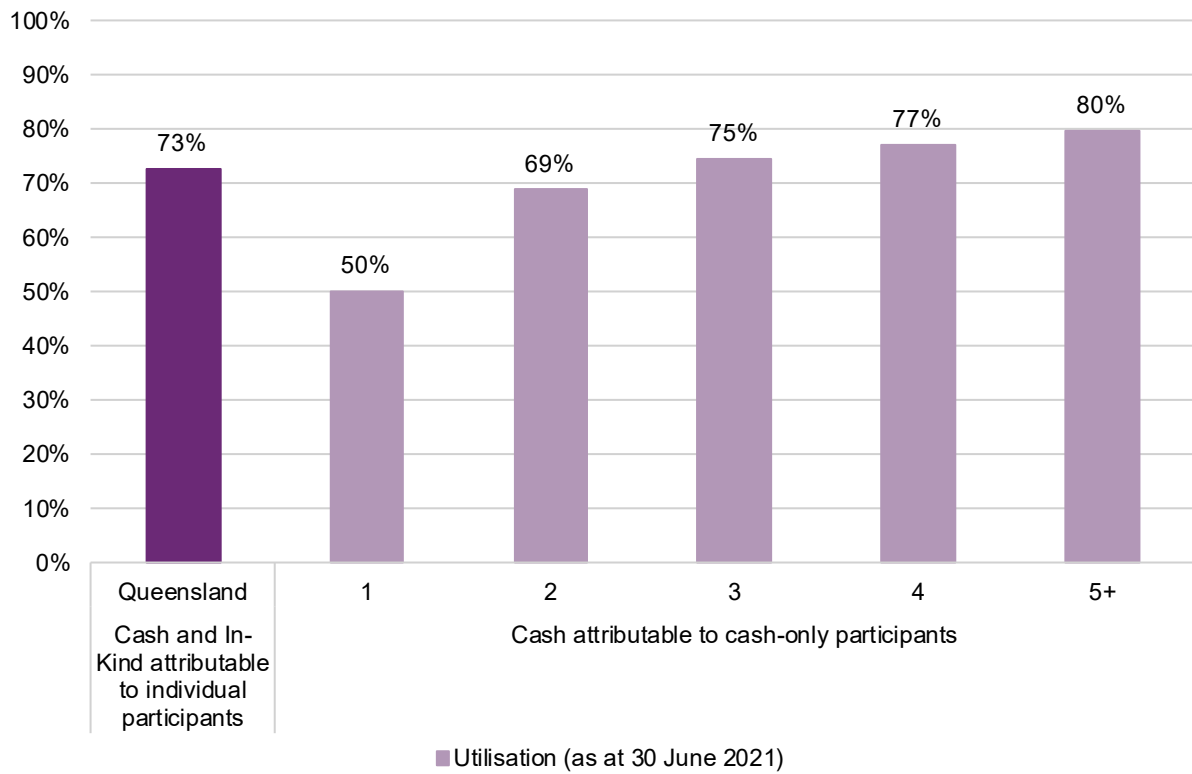
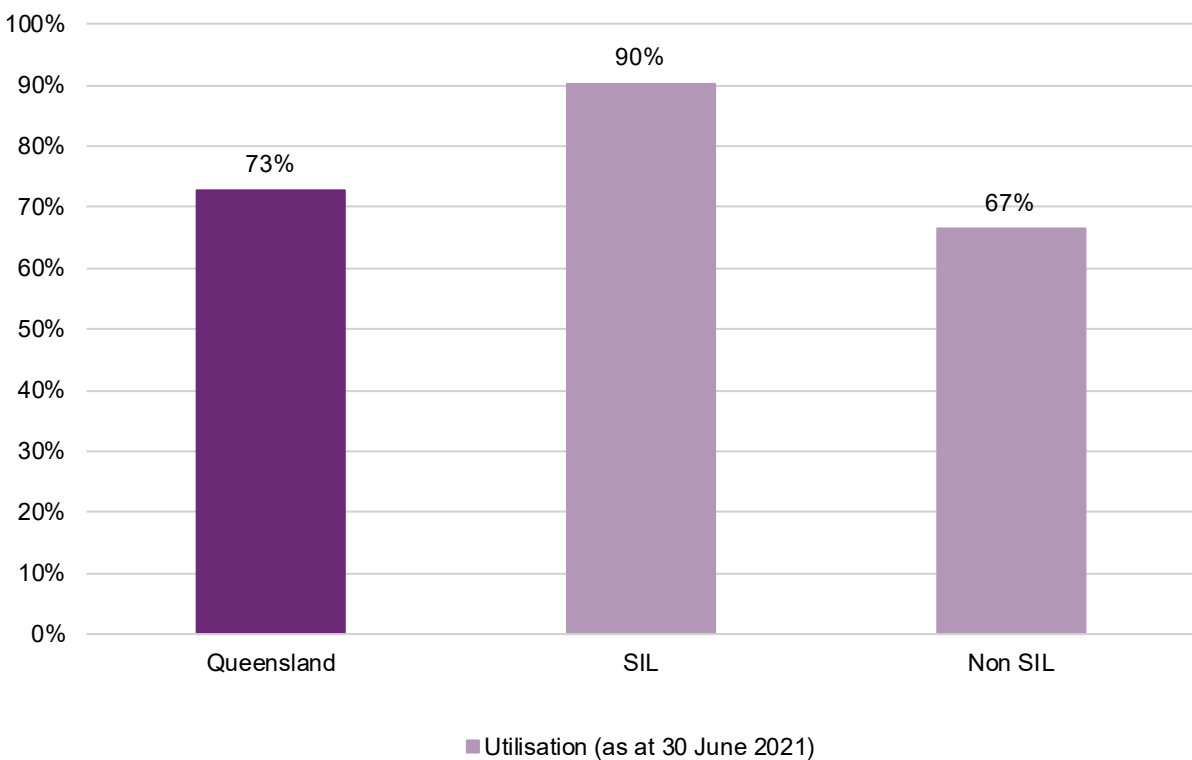


Figure H.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Queensland ³³¹



³³⁰ 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 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

³³¹ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

Figure H.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Queensland ³³²

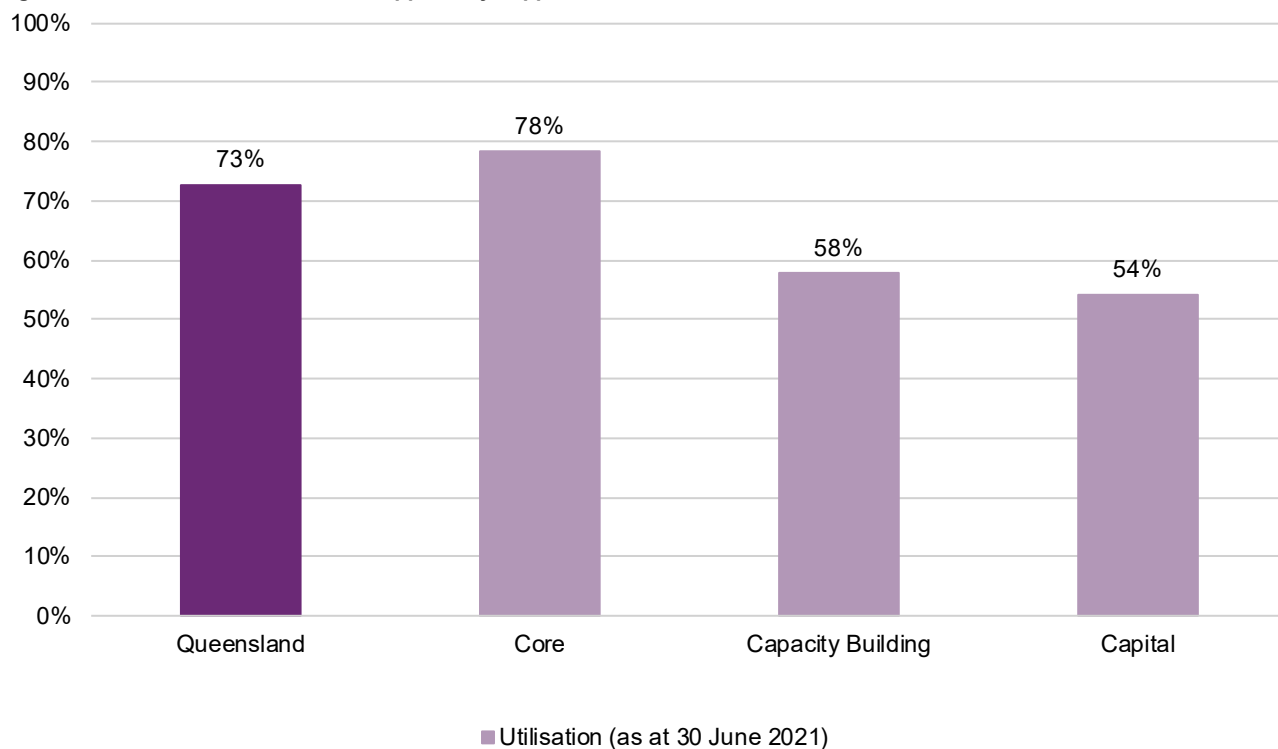
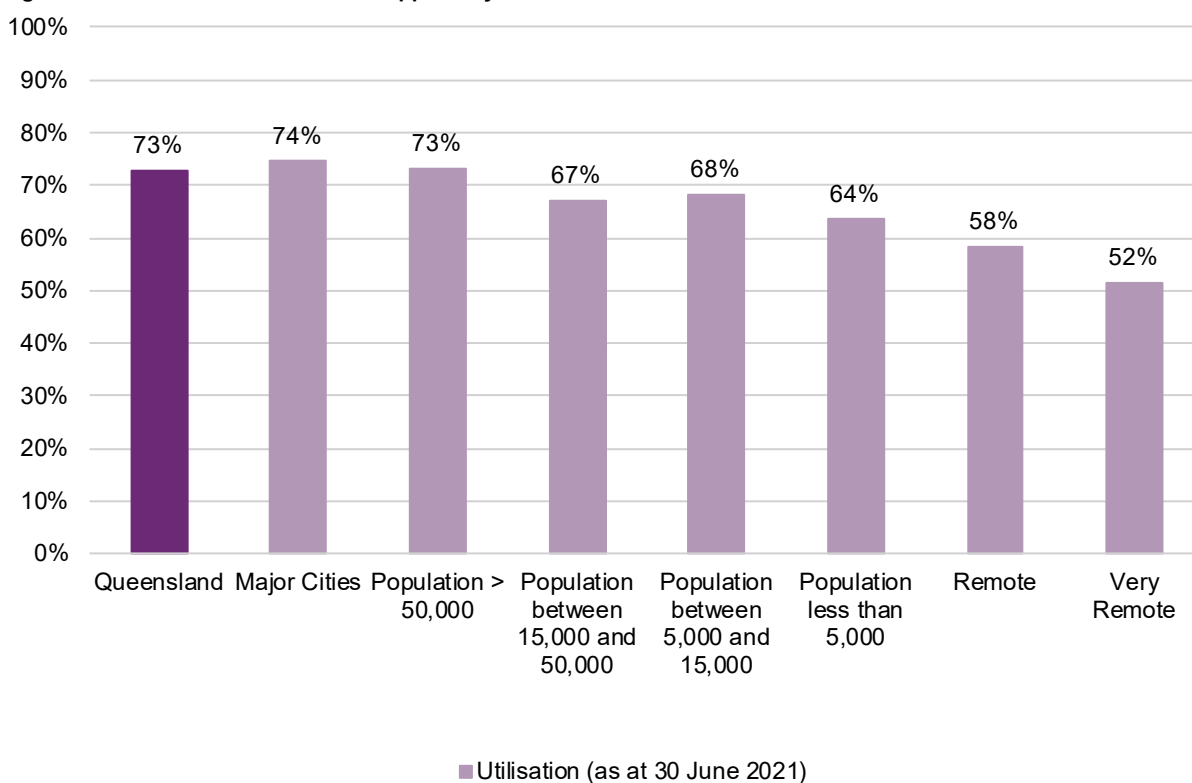


Figure H.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Queensland ³³³



³³² Ibid.

³³³ Ibid.

Appendix I: Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia ³³⁴

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Western Australia	38,419	1,532	39,951	545	40,496

Table I.2 Active participants by quarter of entry, plan and entry type – Western Australia ³³⁵

	Prior Quarters	2020-21 Q4	Total
Access decisions	46,578	2,288	48,866
Active Eligible	39,634	1,677	41,311
New	20,791	1,566	22,357
State	16,126	62	16,188
Commonwealth	2,717	49	2,766
Active Participant Plans (excl ECEI)	38,419	1,532	39,951
New	19,811	1,385	21,196
State	15,959	78	16,037
Commonwealth	2,649	69	2,718
Active Participant Plans	38,845	2,077	40,496
Early Intervention (s25)	5,361	425	5,786
Permanent Disability (s24)	33,058	1,107	34,165
ECEI	426	545	545

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Western Australia

Exits	Total
Total participant exits	940
Early Intervention participants	106
Permanent disability participants	834

³³⁴ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

³³⁵ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table I.4 Cumulative numbers of active participants by services previously received – Western Australia ^{336 337}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	1,759	59	1,914	<11	3,732
End of 2017-18	1,743	41	2,677	<11	4,461
End of 2018-19	8,348	484	7,584	57	16,473
End of 2019-20 Q1	10,391	766	8,970	38	20,165
End of 2019-20 Q2	12,150	1,126	10,926	52	24,254
End of 2019-20 Q3	13,301	1,627	12,349	102	27,379
End of 2019-20 Q4	15,153	2,165	15,017	212	32,547
End of 2020-21 Q1	15,638	2,428	16,685	260	35,011
End of 2020-21 Q2	15,897	2,558	18,355	406	37,216
End of 2020-21 Q3	15,975	2,653	19,839	426	38,893
End of 2020-21 Q4	16,037	2,718	21,196	545	40,496

Table I.5 Cumulative numbers of active participants by entry into the Scheme – Western Australia ^{338 339 340 341}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	669	3,063	0	3,732
End of 2017-18	856	3,605	0	4,461
End of 2018-19	1,683	14,733	57	16,473
End of 2019-20 Q1	2,007	18,120	38	20,165
End of 2019-20 Q2	2,577	21,625	52	24,254
End of 2019-20 Q3	2,951	24,326	102	27,379
End of 2019-20 Q4	3,814	28,521	212	32,547
End of 2020-21 Q1	4,390	30,361	260	35,011
End of 2020-21 Q2	4,927	31,883	406	37,216
End of 2020-21 Q3	5,376	33,091	426	38,893
End of 2020-21 Q4	5,786	34,165	545	40,496

³³⁶ This table shows the total numbers of active participants at the end of each period.

³³⁷ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

³³⁸ This table shows the total numbers of active participants at the end of each period.

³³⁹ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

³⁴⁰ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

³⁴¹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table I.6 Assessment of access by age group – Western Australia ³⁴²

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	7,675	97%	518	95%	8,193	97%
7 to 14	9,372	94%	314	83%	9,686	93%
15 to 18	3,207	95%	100	80%	3,307	95%
19 to 24	3,081	94%	72	77%	3,153	93%
25 to 34	3,979	90%	129	73%	4,108	89%
35 to 44	3,503	85%	124	64%	3,627	84%
45 to 54	4,497	81%	172	60%	4,669	80%
55 to 64	5,540	74%	247	52%	5,787	73%
65+	369	75%	<11		376	74%
Missing	<11		<11		<11	
Total	41,224	89%	1,683	74%	42,907	88%

Table I.7 Assessment of access by disability – Western Australia ³⁴³

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	1,328	95%	47	85%	1,375	94%
Autism	13,839	99%	532	95%	14,371	98%
Cerebral Palsy	1,671	98%	16	76%	1,687	97%
Developmental Delay	1,288	95%	241	98%	1,529	96%
Global Developmental Delay	1,135	99%	92	98%	1,227	99%
Hearing Impairment	1,743	90%	73	83%	1,816	90%
Intellectual Disability	8,556	97%	122	85%	8,678	97%
Multiple Sclerosis	820	90%	23	77%	843	90%
Psychosocial disability	3,946	75%	278	66%	4,224	74%
Spinal Cord Injury	601	97%	<11		611	97%
Stroke	570	84%	30	70%	600	83%
Visual Impairment	745	90%	24	89%	769	90%
Other Neurological	2,139	84%	80	63%	2,219	83%
Other Physical	1,924	52%	42	20%	1,966	50%
Other Sensory/Speech	140	41%	<11		143	40%
Other	439	47%	70	35%	509	45%
Missing	340	90%	<11		340	90%
Total	41,224	89%	1,683	74%	42,907	88%

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

Table I.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Western Australia

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,784	7.2%	170	11.1%	2,954	7.4%
Not Aboriginal and Torres Strait Islander	31,664	82.4%	1,162	75.8%	32,826	82.2%
Not Stated	3,971	10.3%	200	13.1%	4,171	10.4%
Total	38,419	100%	1,532	100%	39,951	100%

³⁴² Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

³⁴³ Ibid.

Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Western Australia ^{344 345}

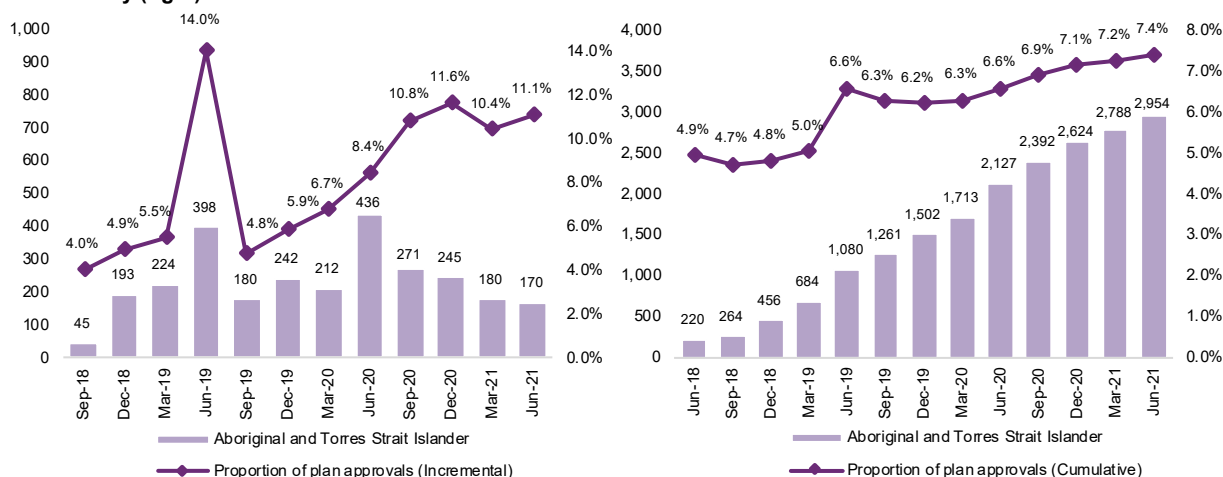
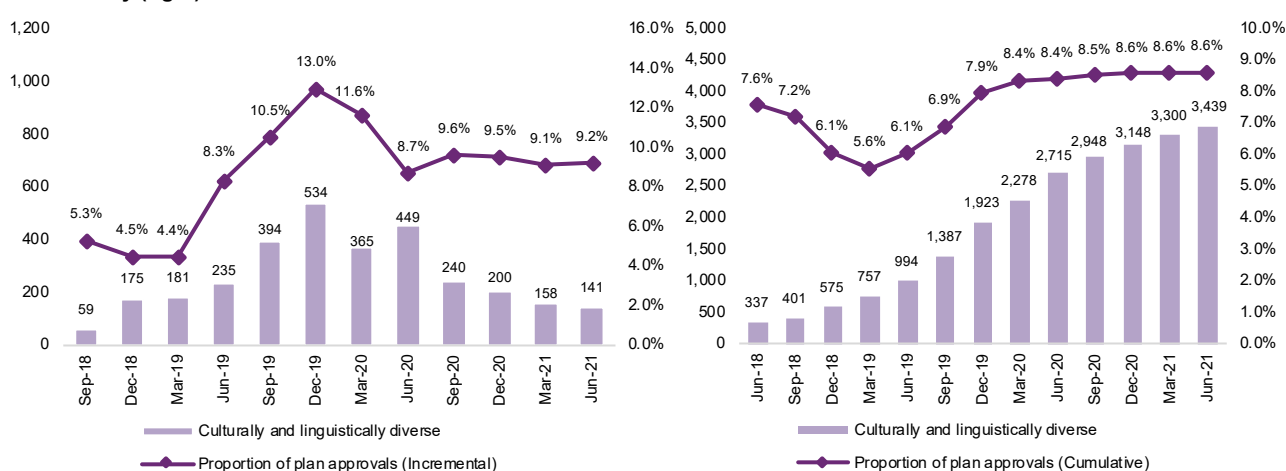


Table I.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	3,298	8.6%	141	9.2%	3,439	8.6%
Not culturally and linguistically diverse	30,076	78.3%	1,390	90.7%	31,466	78.8%
Not stated	5,045	13.1%	<11		5,046	12.6%
Total	38,419	100%	1,532	100%	39,951	100%

Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia ^{346 347}



³⁴⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

³⁴⁵ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in Western Australia prior to the June 2018 quarter.

³⁴⁶ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

³⁴⁷ There are insufficient numbers to show the incremental count of CALD participants in Western Australia prior to the June 2018 quarter.

Table I.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – Western Australia ³⁴⁸

	Total
Age group	N
Under 45	<11
45 to 54	35
55 to 64	230
Total YPIRAC (under 65)	267

Figure I.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Western Australia ³⁴⁹

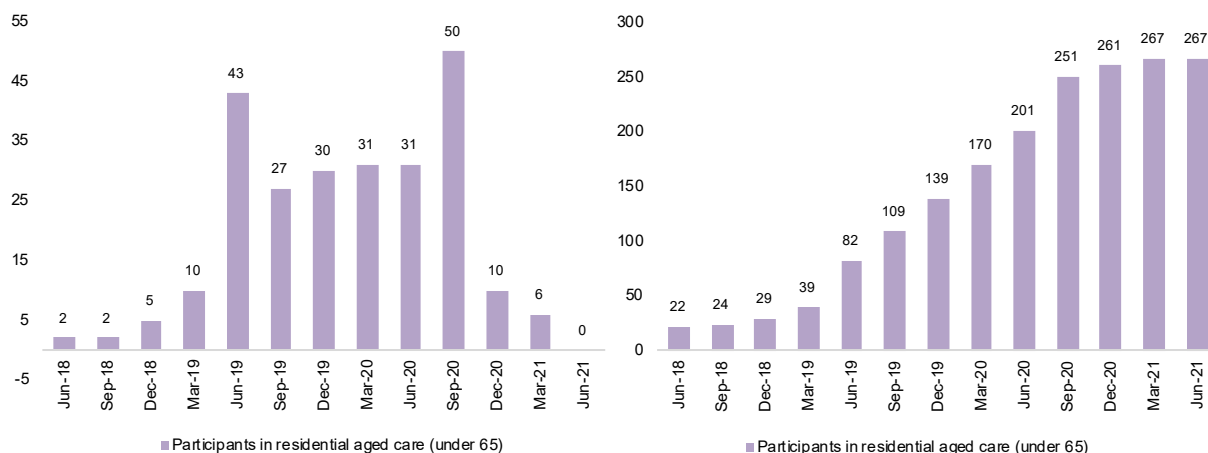


Table I.11 Participant profile per quarter by remoteness – Western Australia ^{350 351}

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	30,286	78.8%	1,165	76.0%	31,451	78.7%
Population > 50,000	1,908	5.0%	71	4.6%	1,979	5.0%
Population between 15,000 and 50,000	2,362	6.1%	118	7.7%	2,480	6.2%
Population between 5,000 and 15,000	472	1.2%	15	1.0%	487	1.2%
Population less than 5,000	1,694	4.4%	60	3.9%	1,754	4.4%
Remote	1,089	2.8%	49	3.2%	1,138	2.8%
Very Remote	607	1.6%	54	3.5%	661	1.7%
Missing	<11		<11		<11	
Total	38,419	100%	1,532	100%	39,951	100%

³⁴⁸ There are a further 107 active participants aged 65 years or over who are currently in residential aged care.

³⁴⁹ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

³⁵⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

³⁵¹ This table is based on the Modified Monash Model (MMM) measure of remoteness.

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia ^{352 353 354}

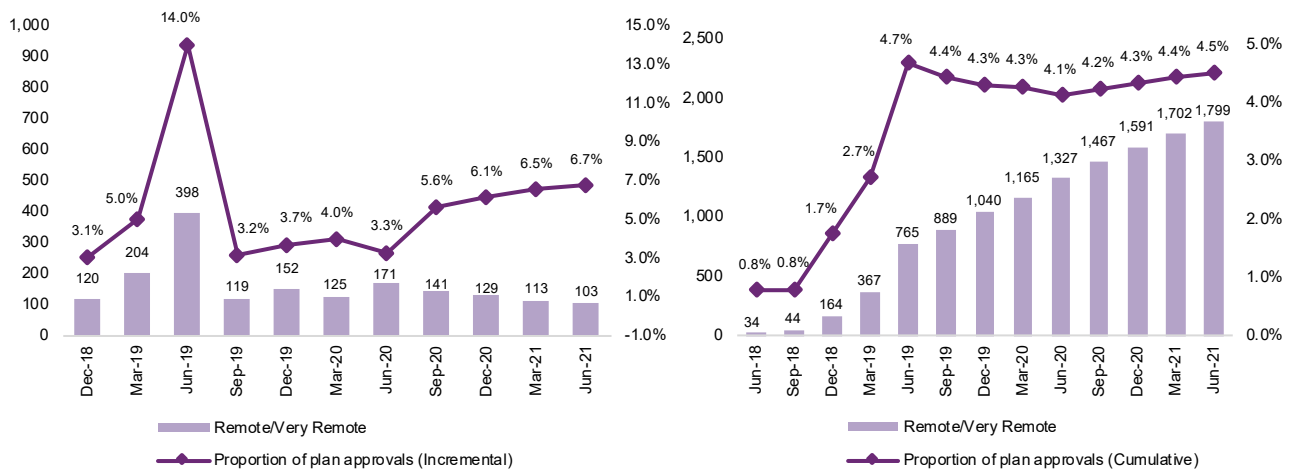


Table I.12 Participant profile per quarter by primary disability group – Western Australia ^{355 356 357}

Disability	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Autism	13,398	35%	503	33%	13,901	35%
Intellectual Disability	8,196	21%	138	9%	8,334	21%
Psychosocial disability	3,646	9%	261	17%	3,907	10%
Developmental Delay	1,061	3%	134	9%	1,195	3%
Hearing Impairment	1,649	4%	78	5%	1,727	4%
Other Neurological	1,858	5%	80	5%	1,938	5%
Other Physical	1,705	4%	43	3%	1,748	4%
Cerebral Palsy	1,631	4%	18	1%	1,649	4%
ABI	1,198	3%	53	3%	1,251	3%
Global Developmental Delay	1,022	3%	61	4%	1,083	3%
Visual Impairment	692	2%	26	2%	718	2%
Multiple Sclerosis	784	2%	27	2%	811	2%
Stroke	512	1%	35	2%	547	1%
Spinal Cord Injury	569	1%	14	1%	583	1%
Other	375	1%	59	4%	434	1%
Other Sensory/Speech	123	0%	<11		125	0%
Total	38,419	100%	1,532	100%	39,951	100%

³⁵² Ibid.

³⁵³ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

³⁵⁴ There are insufficient numbers to show the incremental count of remote/very remote participants in Western Australia prior to the December 2018 quarter.

³⁵⁵ Table order based on national proportions (highest to lowest).

³⁵⁶ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³⁵⁷ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Western Australia (1,056).

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Western Australia ³⁵⁸

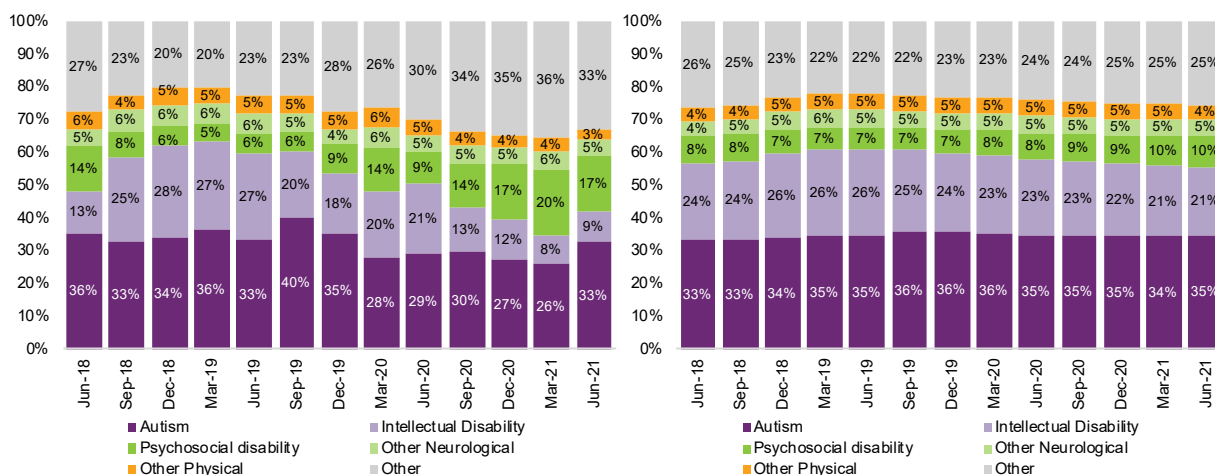
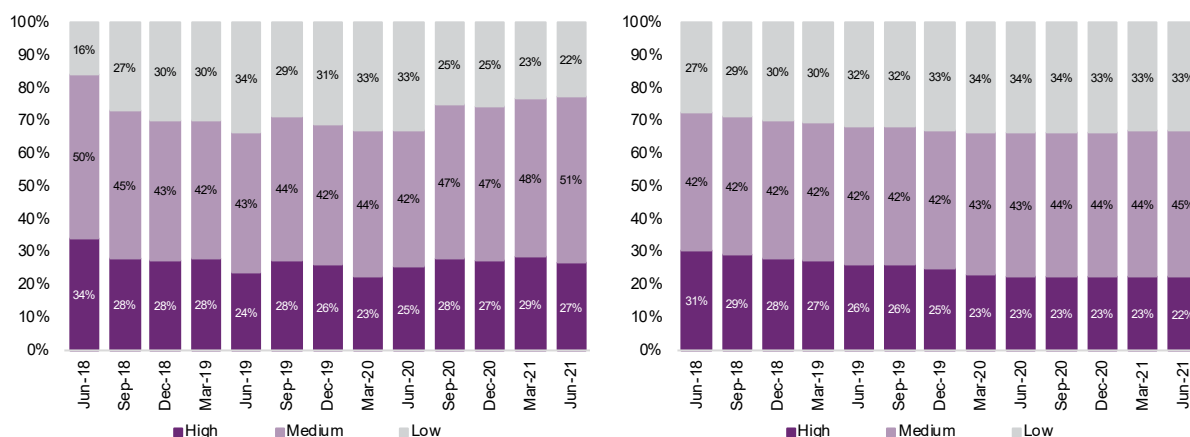


Table I.13 Participant profile per quarter by level of function – Western Australia ³⁵⁹

Level of Function	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	2,403	6%	158	10%	2,561	6%
2 (High Function)	122	0%	<11		128	0%
3 (High Function)	2,006	5%	59	4%	2,065	5%
4 (High Function)	1,767	5%	101	7%	1,868	5%
5 (High Function)	2,223	6%	85	6%	2,308	6%
6 (Moderate Function)	7,355	19%	408	27%	7,763	19%
7 (Moderate Function)	2,005	5%	58	4%	2,063	5%
8 (Moderate Function)	2,870	7%	111	7%	2,981	7%
9 (Moderate Function)	156	0%	<11		164	0%
10 (Moderate Function)	4,618	12%	196	13%	4,814	12%
11 (Low Function)	1,759	5%	27	2%	1,786	4%
12 (Low Function)	7,349	19%	221	14%	7,570	19%
13 (Low Function)	2,991	8%	85	6%	3,076	8%
14 (Low Function)	749	2%	<11		758	2%
15 (Low Function)	12	0%	<11		12	0%
Missing	34		<11		34	
Total	38,419	100%	1,532	100%	39,951	100%

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Western Australia ³⁶⁰



³⁵⁸ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

³⁵⁹ The distributions are calculated excluding participants with a missing level of function.

³⁶⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table I.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
0 to 6	4,060	11%	333	22%	4,393	11%
7 to 14	9,690	25%	326	21%	10,016	25%
15 to 18	3,673	10%	108	7%	3,781	9%
19 to 24	3,699	10%	65	4%	3,764	9%
25 to 34	4,084	11%	142	9%	4,226	11%
35 to 44	3,273	9%	120	8%	3,393	8%
45 to 54	3,957	10%	166	11%	4,123	10%
55 to 64	4,676	12%	256	17%	4,932	12%
65+	1,307	3%	16	1%	1,323	3%
Total	38,419	100%	1,532	100%	39,951	100%

Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia ³⁶¹

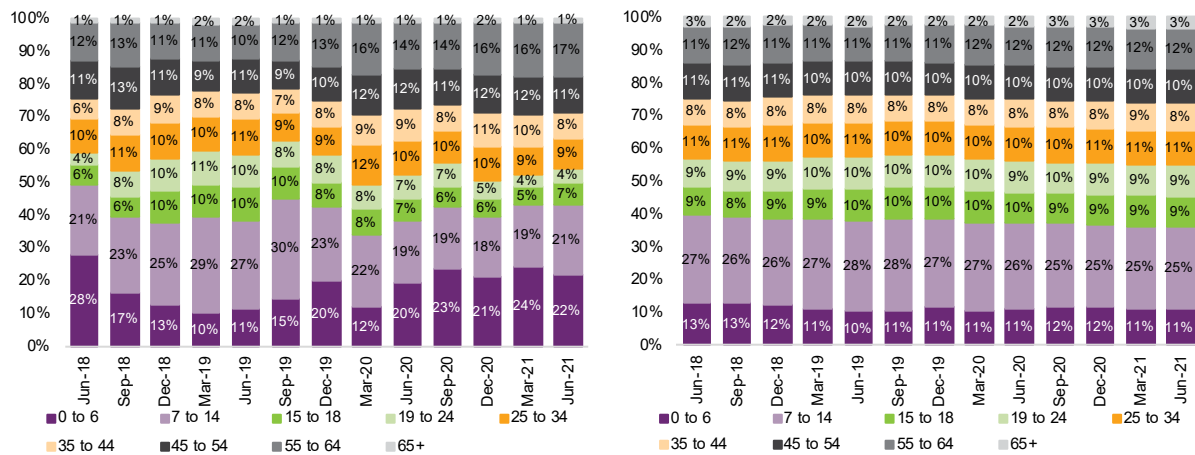
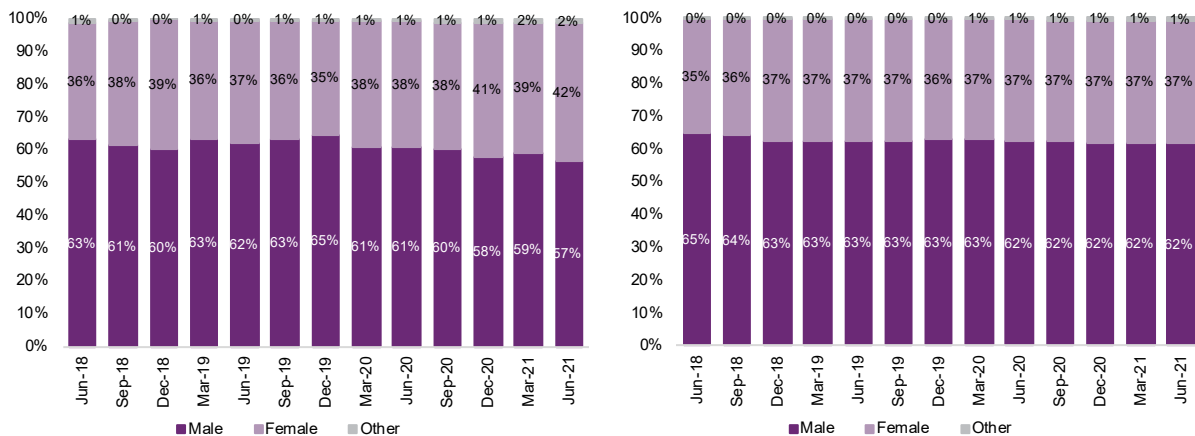


Table I.15 Participant profile per quarter by gender – Western Australia

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	23,815	62%	868	57%	24,683	62%
Female	14,326	37%	639	42%	14,965	37%
Other	278	1%	25	2%	303	1%
Total	38,419	100%	1,532	100%	39,951	100%

Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia ³⁶²



³⁶¹ Ibid.

³⁶² Ibid.

Table I.16 Participation rates by age group – Western Australia ³⁶³

	WA
0-6	2.00%
7-14	3.67%
15-18	3.02%
19-24	1.93%
25-34	1.12%
35-44	0.92%
45-54	1.23%
55-64	1.65%
Total (aged 0-64)	1.76%

Part Two: Participant experience and outcomes

Table I.17 Number of baseline questionnaires completed by SFOF version – Western Australia ³⁶⁴

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	285	168	604	1,325	1,173	3,555
Participant school to 14	300	258	4,181	4,989	2,152	11,880
Participant 15 to 24	152	79	2,182	2,419	896	5,728
Participant 25 and over	501	308	4,648	6,821	3,581	15,859
Total Participant	1,238	813	11,615	15,554	7,802	37,022
Family 0 to 14	568	414	4,141	5,850	3,156	14,129
Family 15 to 24	38	52	1,463	1,637	554	3,744
Family 25 and over	21	82	1,483	2,192	861	4,639
Total Family	627	548	7,087	9,679	4,571	22,512
Total	1,865	1,361	18,702	25,233	12,373	59,534

³⁶³ Participation rate refers to the proportion of general population that are NDIS participants.

³⁶⁴ Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table I.18 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Western Australia

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC	% who say their child is able to tell them what he/she wants	57%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		70%		
CC	% who are happy with the level of independence/control they have now			36%	
CC	% who choose who supports them			38%	61%
CC	% who choose what they do each day			49%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			17%	22%
CC	% who want more choice and control in their life			72%	65%

Table I.19 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Western Australia

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	48%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	59%	75%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			35%	33%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	36%

Table I.20 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Western Australia

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		70%		
HM	% who are happy with their home			81%	75%
HM	% who feel safe or very safe in their home			81%	68%
HW	% who rate their health as good, very good or excellent			71%	44%
HW	% who did not have any difficulties accessing health services			79%	72%
LL	% who currently attend or previously attended school in a mainstream class			44%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				75%
LL	% unable to do a course or training they wanted to do in the last 12 months				32%
WK	% who have a paid job			22%	24%
WK	% who volunteer			15%	12%

Table I.21 Selected key baseline indicators for families/carers of participants – Western Australia

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	15%	19%	18%
% receiving Carer Allowance	39%	38%	30%
% working in a paid job	47%	55%	40%
Of those in a paid job, % in permanent employment	78%	78%	83%
Of those in a paid job, % working 15 hours or more	78%	85%	85%
% who say they (and their partner) are able to work as much as they want	43%	52%	61%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	89%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	28%	21%	17%
% able to advocate for their child/family member	74%	71%	70%
% who have friends and family they see as often as they like	41%	49%	54%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% 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		51%	50%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			41%
% who rate their health as good, very good or excellent	75%	67%	63%

Table I.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=606) - participants who entered between 1 July 2016 and 30 June 2020 – Western Australia ³⁶⁵

	Question	% Yes
DL	Has the NDIS improved your child's development?	88%
DL	Has the NDIS improved your child's access to specialist services?	88%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%
REL	Has the NDIS improved how your child fits into family life?	64%
S/CP	Has the NDIS improved how your child fits into community life?	51%

Table I.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=4,573) - participants who entered between 1 July 2016 and 30 June 2020 – Western Australia

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	69%
LL	Has the NDIS improved your child's access to education?	50%
REL	Has the NDIS improved your child's relationships with family and friends?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	53%

Table I.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=2,536) and ‘Participant 25 and over’ (n=5,747) - participants who entered between 1 July 2016 and 30 June 2020 – Western Australia

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	76%
DL	Has the NDIS helped you with daily living activities?	69%	81%
REL	Has the NDIS helped you to meet more people?	55%	61%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	40%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	61%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	33%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	26%
S/CP	Has the NDIS helped you be more involved?	61%	69%

³⁶⁵ Results in Tables I.22 to I.25 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

Table I.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=4,679); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,084) - participants who entered between 1 July 2016 and 30 June 2020 – Western Australia

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	64%	61%
Has the NDIS improved the level of support for your family?	69%	71%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	66%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	46%	45%

Table I.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=201) - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia ³⁶⁶

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	98%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	92%	+12%
REL	Has the NDIS improved how your child fits into family life?	71%	88%	+17%
S/CP	Has the NDIS improved how your child fits into community life?	54%	64%	+10%

Table I.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,703) - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	71%	76%	+5%
LL	Has the NDIS improved your child's access to education?	52%	57%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	63%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	54%	56%	+2%

³⁶⁶ Results in Tables I.26 to I.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

Table I.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=876) and ‘Participant 25 and over’ (n=1,608) - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	64%	68%	+4%	74%	80%	+5%
DL	Has the NDIS helped you with daily living activities?	68%	74%	+7%	82%	87%	+5%
REL	Has the NDIS helped you to meet more people?	53%	53%	+1%	64%	66%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	28%	-3%	42%	41%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	52%	+2%	63%	66%	+3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	38%	-2%	37%	35%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	22%	-5%	25%	23%	-2%
S/CP	Has the NDIS helped you be more involved?	64%	65%	+1%	70%	73%	+4%

Table I.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,138); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=445) - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	64%	72%	+8%	55%	65%	+10%
	Has the NDIS improved the level of support for your family?	68%	75%	+7%	67%	74%	+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?	70%	76%	+6%	65%	70%	+5%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	81%	+5%			
	Has the NDIS improved your health and wellbeing?	45%	47%	+2%	45%	45%	-0%

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

Table I.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=252) - participants who entered between 1 July 2016 and 30 June 2018 – Western Australia ³⁶⁷

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	67%	74%	74%	+7%
LL	Has the NDIS improved your child's access to education?	45%	50%	54%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	61%	61%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	52%	51%	+6%

Table I.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=90) - participants who entered between 1 July 2016 and 30 June 2018 – Western Australia

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
	Has the NDIS helped you have more choices and more control over your life?	63%	71%	66%	+3%
	Has the NDIS helped you with daily living activities?	74%	75%	73%	0%
	Has the NDIS helped you to meet more people?	58%	58%	54%	-4%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	26%	24%	-6%
	Has your involvement with the NDIS improved your health and wellbeing?	56%	53%	55%	-1%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	45%	42%	34%	-10%
	Has your involvement with the NDIS helped you find a job that's right for you?	27%	30%	22%	-5%
	Has the NDIS helped you be more involved?	63%	67%	65%	+2%

Table I.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=295) - participants who entered between 1 July 2016 and 30 June 2018 – Western Australia

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
	Has the NDIS helped you have more choices and more control over your life?	78%	80%	83%	+5%
	Has the NDIS helped you with daily living activities?	81%	84%	86%	+5%
	Has the NDIS helped you to meet more people?	58%	62%	64%	+6%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	30%	34%	+3%
	Has your involvement with the NDIS improved your health and wellbeing?	51%	58%	58%	+7%
	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%	30%	-3%
	Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%	18%	-4%
	Has the NDIS helped you be more involved?	70%	73%	76%	+7%

³⁶⁷ Results in Tables I.30 to I.33 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table I.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=273) - participants who entered between 1 July 2016 and 30 June 2018 – Western Australia

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	65%	66%	71%	+6%
Has the NDIS improved the level of support for your family?	73%	72%	78%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	79%	81%	80%	0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	81%	85%	+4%
Has the NDIS improved your health and wellbeing?	48%	48%	51%	+3%

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

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

Table I.34 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=157) - participants who entered between 1 July 2016 and 30 June 2017 – Western Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	72%	75%	80%	81%	+9%
LL	Has the NDIS improved your child's access to education?	37%	42%	50%	53%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	53%	60%	62%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	59%	56%	60%	60%	+1%

³⁶⁸ Results in Tables I.34 to I.37 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

Table I.35 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=55) - participants who entered between 1 July 2016 and 30 June 2017 – Western Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	60%	64%	76%	68%	+7%
DL	Has the NDIS helped you with daily living activities?	57%	62%	78%	69%	+13%
REL	Has the NDIS helped you to meet more people?	40%	43%	51%	51%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	6%	6%	16%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	41%	42%	47%	+2%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	32%	42%	39%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	17%	10%	19%	-5%
S/CP	Has the NDIS helped you be more involved?	61%	66%	69%	65%	+4%

Table I.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=123) - participants who entered between 1 July 2016 and 30 June 2017 – Western Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	69%	74%	78%	85%	+15%
DL	Has the NDIS helped you with daily living activities?	78%	82%	90%	92%	+14%
REL	Has the NDIS helped you to meet more people?	56%	53%	65%	69%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	25%	39%	36%	+9%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	50%	63%	66%	+15%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	31%	35%	29%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	18%	19%	17%	-6%
S/CP	Has the NDIS helped you be more involved?	66%	68%	75%	77%	+11%

Table I.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=109) - participants who entered between 1 July 2016 and 30 June 2017 – Western Australia

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS improved your capacity to advocate (stand up) for your child?	50%	58%	68%	72%	+22%
Has the NDIS improved the level of support for your family?	70%	75%	81%	79%	+8%
Has the NDIS improved your access to services, programs and activities in the community?	75%	82%	78%	77%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	82%	81%	83%	+2%
Has the NDIS improved your health and wellbeing?	51%	61%	54%	52%	+1%

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

Table I.38 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=2,637), ‘participant social and community engagement rate’ (n=2,621) and ‘parent and carer employment rate’ (n=1,769) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Western Australia ³⁶⁹

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	17%	21%	26%	24%
Aged 25+	26%	26%	25%	
Aged 15+	24%	25%	25%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	40%	42%	41%	50%
Aged 25+	44%	46%	47%	
Aged 15+	43%	45%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	45%	46%	48%	50%
Aged 15+	44%	46%	43%	
All ages	44%	46%	46%	

³⁶⁹ 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 June 2019 and have had a second plan review to date.

Table I.39 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=364), 'participant social and community engagement rate' (n=366) and 'parent and carer employment rate' (n=242) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Western Australia ³⁷⁰

Overall participants who entered between 1 July 2016 and 30 June 2018 - Western Australia					
Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	10%	11%	13%	20%	24%
Aged 25+	30%	28%	29%	29%	
Aged 15+	26%	25%	27%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	28%	31%	42%	41%	50%
Aged 25+	34%	39%	44%	45%	
Aged 15+	33%	38%	43%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	48%	48%	46%	48%	50%
Aged 15+	Numbers are too small				
All ages	48%	48%	47%	48%	

Table I.40 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=179), 'participant social and community engagement rate' (n=177) and 'parent and carer employment rate' (n=98) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Western Australia ³⁷¹

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	18%	14%	26%	38%	24%	24%
Aged 25+	19%	23%	18%	18%	18%	
Aged 15+	19%	21%	19%	22%	20%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	41%	41%	50%	39%	38%	50%
Aged 25+	39%	44%	41%	47%	49%	
Aged 15+	39%	43%	42%	46%	47%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	43%	45%	52%	56%	54%	50%
Aged 15+	Numbers are too small					
All ages	44%	45%	52%	56%	54%	

³⁷⁰ 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 June 2018 and have had a third plan review to date.

³⁷¹ 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 June 2017 and have had a fourth plan review to date.

Table I.41 Number of active plans by goal type and primary disability – Western Australia ³⁷²

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	385	785	697	160	320	959	511	303	1,251
Autism	3,004	11,323	4,646	4,334	5,702	7,881	1,120	2,896	13,901
Cerebral Palsy	445	1,239	857	361	423	994	407	321	1,649
Developmental Delay	146	1,138	275	384	418	387	2	0	1,195
Down Syndrome	273	805	426	206	300	756	294	359	1,056
Global Developmental Delay	141	1,013	253	305	347	272	3	0	1,083
Hearing Impairment	408	1,261	353	481	304	694	209	411	1,727
Intellectual Disability	2,012	4,993	2,861	1,583	2,064	5,011	2,119	2,886	7,278
Multiple Sclerosis	225	588	537	58	128	501	216	170	811
Psychosocial disability	1,006	2,335	2,375	668	857	2,968	1,347	1,199	3,907
Spinal Cord Injury	201	408	352	76	95	377	194	153	583
Stroke	170	390	297	42	90	390	194	105	547
Visual Impairment	232	544	257	148	95	466	133	218	718
Other Neurological	582	1,355	1,109	213	398	1,334	589	311	1,938
Other Physical	519	1,255	967	184	211	991	367	381	1,748
Other Sensory/Speech	15	103	34	55	39	53	4	7	125
Other	120	315	225	39	70	270	125	82	434
Total	9,884	29,850	16,521	9,297	11,861	24,304	7,834	9,802	39,951

Table I.42 Number of goals in active plans by goal type and primary disability – Western Australia ³⁷³

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	654	1,557	1,153	243	518	1,528	814	408	6,875
Autism	5,023	36,204	7,922	7,552	9,705	12,831	1,675	4,319	85,231
Cerebral Palsy	757	3,980	1,467	638	688	1,726	625	470	10,351
Developmental Delay	237	6,125	515	681	696	799	2	0	9,055
Down Syndrome	442	2,327	639	332	462	1,198	405	507	6,312
Global Developmental Delay	226	5,633	493	522	632	529	3	0	8,038
Hearing Impairment	694	3,269	568	789	473	1,126	299	598	7,816
Intellectual Disability	3,219	11,178	4,392	2,528	3,121	7,846	2,995	4,035	39,314
Multiple Sclerosis	384	1,180	863	82	199	804	301	269	4,082
Psychosocial disability	1,525	3,922	3,637	989	1,229	4,372	1,870	1,690	19,234
Spinal Cord Injury	337	878	599	118	153	654	322	234	3,295
Stroke	293	819	512	67	123	661	306	152	2,933
Visual Impairment	387	1,227	408	215	145	779	181	318	3,660
Other Neurological	988	3,084	1,919	380	676	2,224	927	467	10,665
Other Physical	883	2,768	1,673	271	342	1,556	542	616	8,651
Other Sensory/Speech	24	313	71	123	72	98	4	7	712
Other	232	729	403	55	123	486	218	145	2,391
Total	16,305	85,193	27,234	15,585	19,357	39,217	11,489	14,235	228,615

³⁷² The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

³⁷³ Participants have set over six million goals in total across Australia since July 2016. The 228,615 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

Table I.43 Number of active plans by goal type and age group – Western Australia ³⁷⁴

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	554	4,238	1,031	1,189	1,491	1,249	15	0	4,393
7 to 14	1,784	8,504	3,422	3,385	4,290	5,283	141	165	10,016
15 to 18	1,073	2,944	1,289	1,395	1,362	2,473	311	1,425	3,781
19 to 24	1,197	2,591	1,318	994	862	2,472	946	2,294	3,764
25 to 34	1,316	2,778	1,832	753	1,010	2,937	1,488	2,125	4,226
35 to 44	1,003	2,169	1,812	543	800	2,369	1,220	1,354	3,393
45 to 54	1,170	2,577	2,315	508	871	2,954	1,462	1,300	4,123
55 to 64	1,394	3,190	2,764	450	938	3,615	1,795	978	4,932
65+	393	859	738	80	237	952	456	161	1,323
Total	9,884	29,850	16,521	9,297	11,861	24,304	7,834	9,802	39,951

Table I.44 Number of goals in active plans by goal type and age group – Western Australia ³⁷⁵

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	1,022	26,014	2,159	2,324	2,872	2,794	22	0	37,207
7 to 14	2,907	25,912	5,802	5,725	7,136	8,511	209	265	56,467
15 to 18	1,827	6,518	2,123	2,404	2,230	3,978	489	2,142	21,711
19 to 24	2,005	4,996	2,042	1,579	1,327	3,836	1,398	3,308	20,491
25 to 34	2,117	5,208	2,879	1,175	1,509	4,492	2,178	3,022	22,580
35 to 44	1,591	3,944	2,798	837	1,165	3,668	1,723	1,915	17,641
45 to 54	1,883	4,734	3,686	757	1,311	4,642	2,141	1,892	21,046
55 to 64	2,294	6,231	4,569	668	1,449	5,771	2,672	1,463	25,117
65+	659	1,636	1,176	116	358	1,525	657	228	6,355
Total	16,305	85,193	27,234	15,585	19,357	39,217	11,489	14,235	228,615

³⁷⁴ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

³⁷⁵ Participants have set over six million goals in total across Australia since July 2016. The 228,615 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

Table I.45 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia ³⁷⁶

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
Access	n = 221	n = 156
Are you happy with how coming into the NDIS has gone?	84%	79%
Was the person from the NDIS respectful?	93%	95%
Do you understand what will happen next with your plan?	68%	71%
% of participants rating their overall experience as Very Good or Good.	70%	73%
Pre-planning	n = 228	n = 92
Did the person from the NDIS understand how your disability affects your life?	83%	79%
Did you understand why you needed to give the information you did?	91%	91%
Were decisions about your plan clearly explained?	66%	71%
Are you clear on what happens next with your plan?	58%	53%
Do you know where to go for more help with your plan?	71%	58%
% of participants rating their overall experience as Very Good or Good.	74%	68%
Planning	n = 944	n = 507
Did the person from the NDIS understand how your disability affects your life?	85%	88%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	83%	84%
Are you clear on what happens next with your plan?	77%	77%
Do you know where to go for more help with your plan?	85%	84%
% of participants rating their overall experience as Very Good or Good.	79%	79%
Plan review	n = 1,911	n = 1,251
Did the person from the NDIS understand how your disability affects your life?	78%	73%
Did you feel prepared for your plan review?	83%	82%
Is your NDIS plan helping you to make progress towards your goals?	83%	84%
% of participants rating their overall experience as Very Good or Good.	69%	64%

³⁷⁶ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure I.9 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia ^{377 378 379}

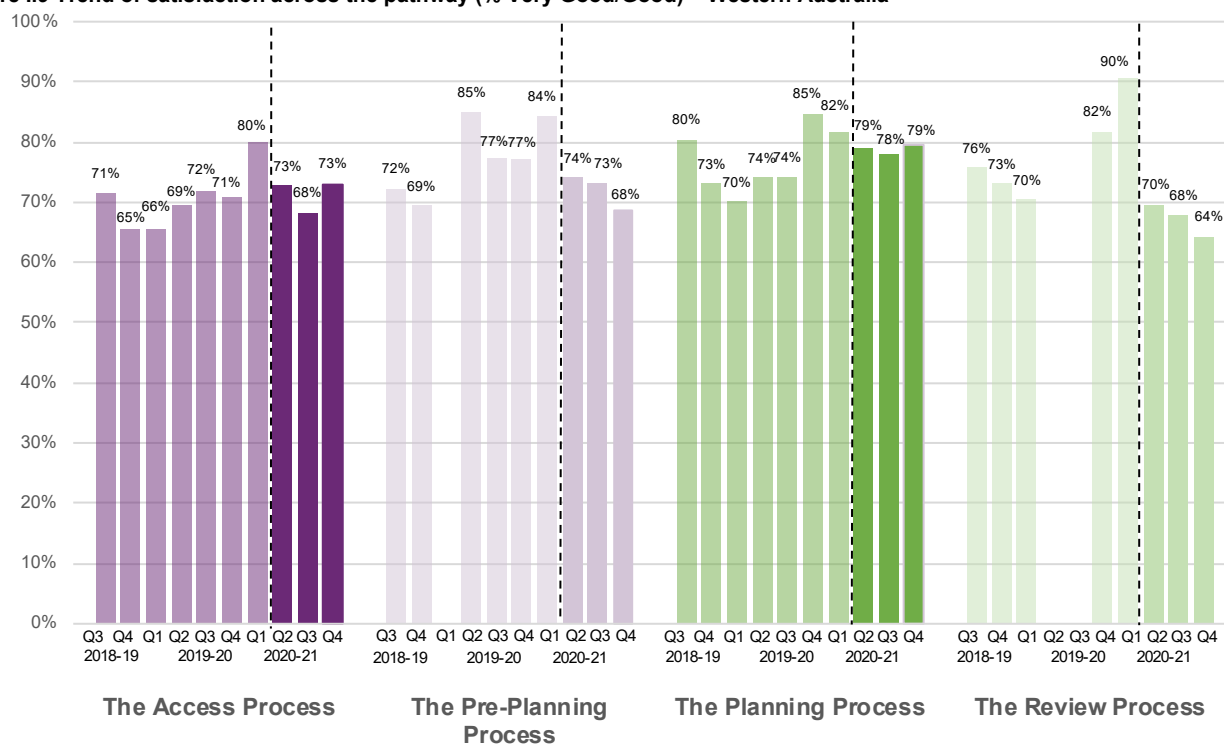
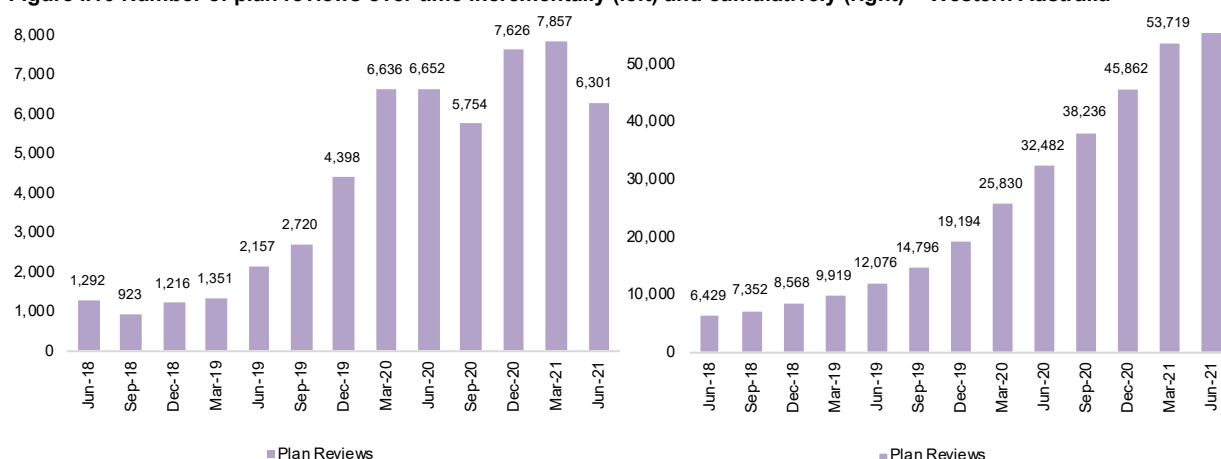


Table I.46 Plan reviews conducted per quarter – excluding plans less than 31 days – Western Australia ³⁸⁰

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total plan reviews	53,719	6,301	60,020
<i>Early intervention plans</i>	6,302	983	7,285
<i>Permanent disability plans</i>	47,417	5,318	52,735

Figure I.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – Western Australia



³⁷⁷ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series.

³⁷⁸ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁷⁹ Participant satisfaction results are not shown if there is insufficient data in the group.

³⁸⁰ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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

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

Table I.47 shows the number of complaints in 2020-21 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table I.48 and Table I.49 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table I.47 Complaints by quarter – Western Australia ^{381 382 383}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	9	2	11	10
Complaint about LAC Partner	91	26	117	111
Complaints about service providers	244	34	278	230
Complaints about the Agency	3,139	459	3,598	2,326
Critical/ Reportable Incident	753	159	912	704
Unclassified	72	1	73	71
Total	4,308	681	4,989	3,153
Total complaints made since 1 April 2017	4,239	681	4,920	
Complaints since 1 April 2017 as % of all access requests	4.4%	5.4%	4.5%	

³⁸¹ Note that 69% of all complainants made only one complaint, 18% made two complaints and 13% made three or more complaints.

³⁸² % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

³⁸³ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Figure I.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia

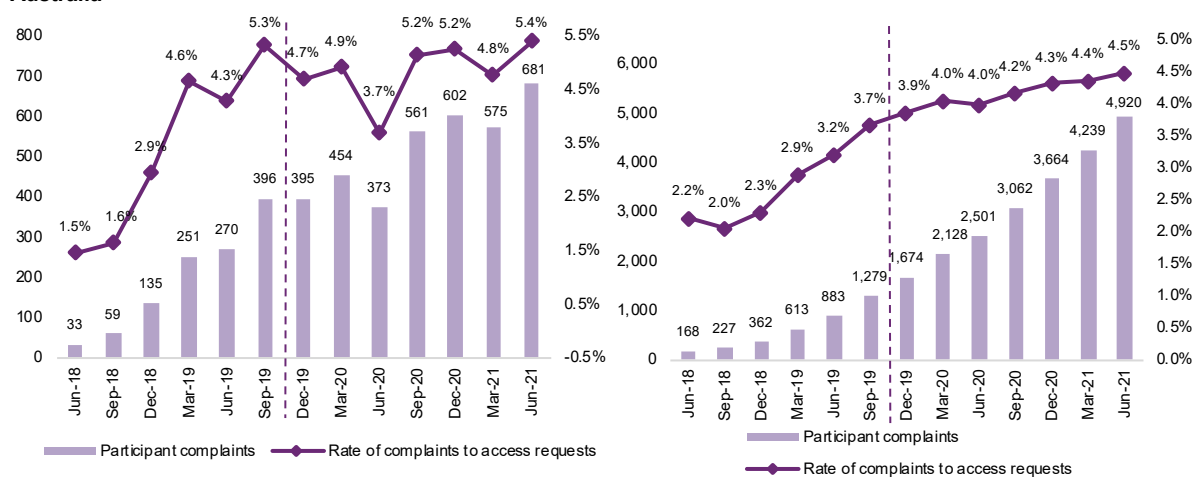


Table I.48 Participant complaints by type – Western Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	139	(4%)	3	(1%)	142	(4%)
Information unclear	69	(2%)	1	(0%)	70	(2%)
NDIA Access	92	(3%)	13	(3%)	105	(3%)
NDIA Engagement	1	(0%)	0	(0%)	1	(0%)
NDIA Finance	150	(5%)	24	(5%)	174	(5%)
NDIA Fraud and Compliance	3	(0%)	2	(0%)	5	(0%)
NDIA Plan	465	(15%)	149	(32%)	614	(17%)
NDIA Process	268	(9%)	51	(11%)	319	(9%)
NDIA Resources	16	(1%)	6	(1%)	22	(1%)
NDIA Staff	140	(4%)	29	(6%)	169	(5%)
NDIA Timeliness	553	(18%)	161	(35%)	714	(20%)
Participation, engagement and inclusion	14	(0%)	0	(0%)	14	(0%)
Provider Portal	2	(0%)	0	(0%)	2	(0%)
Quality & Safeguards Commission	0	(0%)	1	(0%)	1	(0%)
Reasonable and necessary supports	162	(5%)	2	(0%)	164	(5%)
Staff conduct - Agency	61	(2%)	0	(0%)	61	(2%)
The way the NDIA carried out its decision making	111	(4%)	1	(0%)	112	(3%)
Timeliness	493	(16%)	2	(0%)	495	(14%)
Other	400	(13%)	14	(3%)	414	(12%)
Total	3,139		459		3,598	
Complaint about ECEI Partner						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	0	(0%)	1	(50%)	1	(9%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	3	(33%)	0	(0%)	3	(27%)
ECEI Timeliness	6	(67%)	1	(50%)	7	(64%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	9		2		11	
Complaint about LAC Partner						
LAC Engagement	1	(1%)	0	(0%)	1	(1%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	16	(18%)	3	(12%)	19	(16%)
LAC Process	6	(7%)	3	(12%)	9	(8%)
LAC Resources	1	(1%)	0	(0%)	1	(1%)
LAC Staff	60	(66%)	17	(65%)	77	(66%)
LAC Timeliness	7	(8%)	3	(12%)	10	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	91		26		117	
Complaints about service providers						
Provider costs.	14	(6%)	0	(0%)	14	(5%)
Provider Finance	12	(5%)	3	(9%)	15	(5%)
Provider Fraud and Compliance	18	(7%)	3	(9%)	21	(8%)
Provider process	10	(4%)	0	(0%)	10	(4%)
Provider Service	58	(24%)	20	(59%)	78	(28%)
Provider Staff	42	(17%)	7	(21%)	49	(18%)
Service Delivery	21	(9%)	0	(0%)	21	(8%)
Staff conduct	15	(6%)	0	(0%)	15	(5%)
Supports being provided	20	(8%)	0	(0%)	20	(7%)
Other	34	(14%)	1	(3%)	35	(13%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total	244		34	0	278	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	158	(21%)	49	(31%)	207	(23%)
Allegations against Informal Supports	164	(22%)	9	(6%)	173	(19%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	202	(27%)	28	(18%)	230	(25%)
Provider reporting	229	(30%)	73	(46%)	302	(33%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	753		159		912	
<i>Unclassified</i>	72		1		73	
Participants total	4,308		681		4,989	

Table I.49 Unique complainants by type – Western Australia

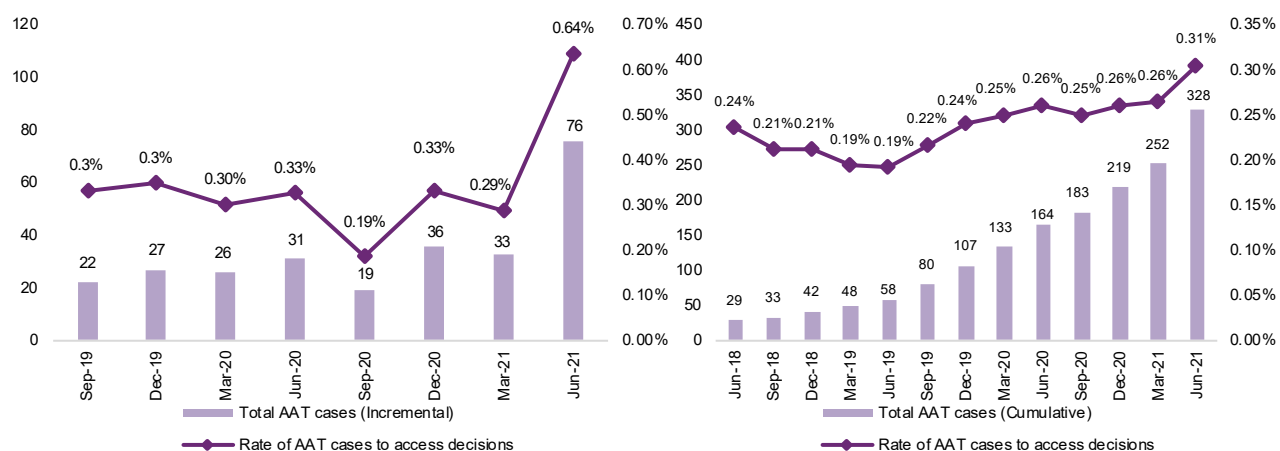
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	129	(5%)	3	(1%)	132	(4%)
Information unclear	66	(2%)	1	(0%)	67	(2%)
NDIA Access	77	(3%)	11	(3%)	88	(3%)
NDIA Engagement	1	(0%)	0	(0%)	1	(0%)
NDIA Finance	125	(5%)	23	(5%)	148	(5%)
NDIA Fraud and Compliance	3	(0%)	2	(0%)	5	(0%)
NDIA Plan	391	(14%)	138	(33%)	529	(17%)
NDIA Process	244	(9%)	49	(12%)	293	(9%)
NDIA Resources	16	(1%)	6	(1%)	22	(1%)
NDIA Staff	134	(5%)	28	(7%)	162	(5%)
NDIA Timeliness	465	(17%)	143	(34%)	608	(19%)
Participation, engagement and inclusion	14	(1%)	0	(0%)	14	(0%)
Provider Portal	2	(0%)	0	(0%)	2	(0%)
Quality & Safeguards Commission	0	(0%)	1	(0%)	1	(0%)
Reasonable and necessary supports	139	(5%)	2	(0%)	141	(4%)
Staff conduct - Agency	59	(2%)	0	(0%)	59	(2%)
The way the NDIA carried out its decision making	104	(4%)	1	(0%)	105	(3%)
Timeliness	401	(15%)	2	(0%)	403	(13%)
Other	386	(14%)	14	(3%)	400	(13%)
Total	2,756		424		3,180	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	0	(0%)	1	(50%)	1	(10%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	3	(38%)	0	(0%)	3	(30%)
ECEI Timeliness	5	(63%)	1	(50%)	6	(60%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	8		2		10	
<i>Complaint about LAC Partner</i>						
LAC Engagement	1	(1%)	0	(0%)	1	(1%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	16	(19%)	3	(12%)	19	(17%)
LAC Process	5	(6%)	3	(12%)	8	(7%)
LAC Resources	1	(1%)	0	(0%)	1	(1%)
LAC Staff	56	(65%)	17	(65%)	73	(65%)
LAC Timeliness	7	(8%)	3	(12%)	10	(9%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	86		26		112	
<i>Complaints about service providers</i>						
Provider costs.	13	(6%)	0	(0%)	13	(5%)
Provider Finance	12	(5%)	3	(9%)	15	(6%)
Provider Fraud and Compliance	17	(7%)	3	(9%)	20	(8%)
Provider process	9	(4%)	0	(0%)	9	(3%)
Provider Service	53	(23%)	20	(59%)	73	(28%)
Provider Staff	41	(18%)	7	(21%)	48	(18%)
Service Delivery	21	(9%)	0	(0%)	21	(8%)
Staff conduct	13	(6%)	0	(0%)	13	(5%)
Supports being provided	19	(8%)	0	(0%)	19	(7%)
Other	32	(14%)	1	(3%)	33	(13%)
Total	230		34		264	

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	142	(22%)	45	(30%)	187	(24%)
Allegations against Informal Supports	139	(22%)	9	(6%)	148	(19%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	164	(26%)	26	(17%)	190	(24%)
Provider reporting	198	(31%)	69	(46%)	267	(34%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	643		149		792	
<i>Unclassified</i>	70		1		71	
Unique complaints total	3,793		636		4,429	

Table I.50 AAT Cases by category – Western Australia ³⁸⁴

Category	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Access	77	31%	<11		82	25%
Plan	148	59%	71	93%	219	67%
Plan Review	18	7%	<11		18	5%
Other	<11		<11		<11	
Total	252	100%	76	100%	328	100%
% of all access decisions	0.26%		0.64%		0.31%	

Figure I.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia ³⁸⁵



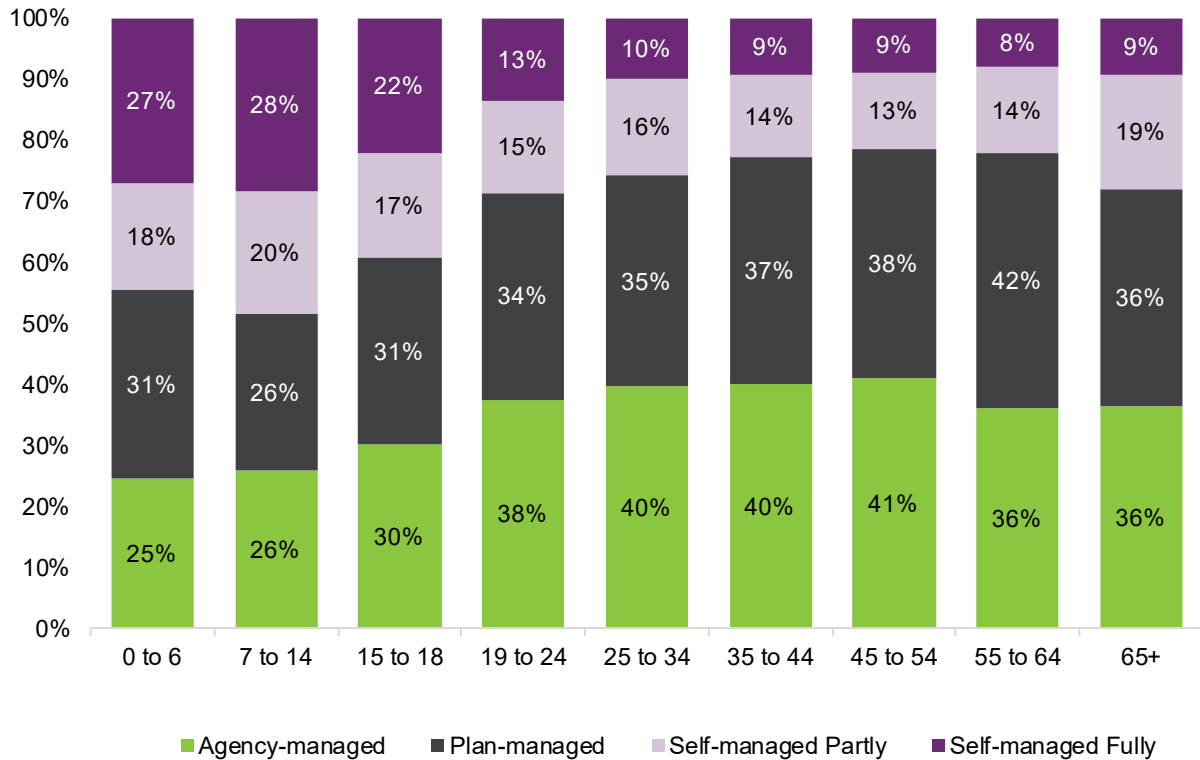
³⁸⁴ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

³⁸⁵ There are insufficient numbers to show the incremental count of AAT cases prior to the September 2019 quarter.

Table I.51 AAT cases by open/closed and decision – Western Australia

	N
AAT Cases	328
Open AAT Cases	123
Closed AAT Cases	205
<i>Resolved before hearing</i>	205
<i>Gone to hearing and received a substantive decision</i>	<11

Figure I.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Western Australia ^{386 387}



³⁸⁶ For the total number of active participants in each age group, see Table I.14.

³⁸⁷ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure I.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Western Australia ^{388 389}

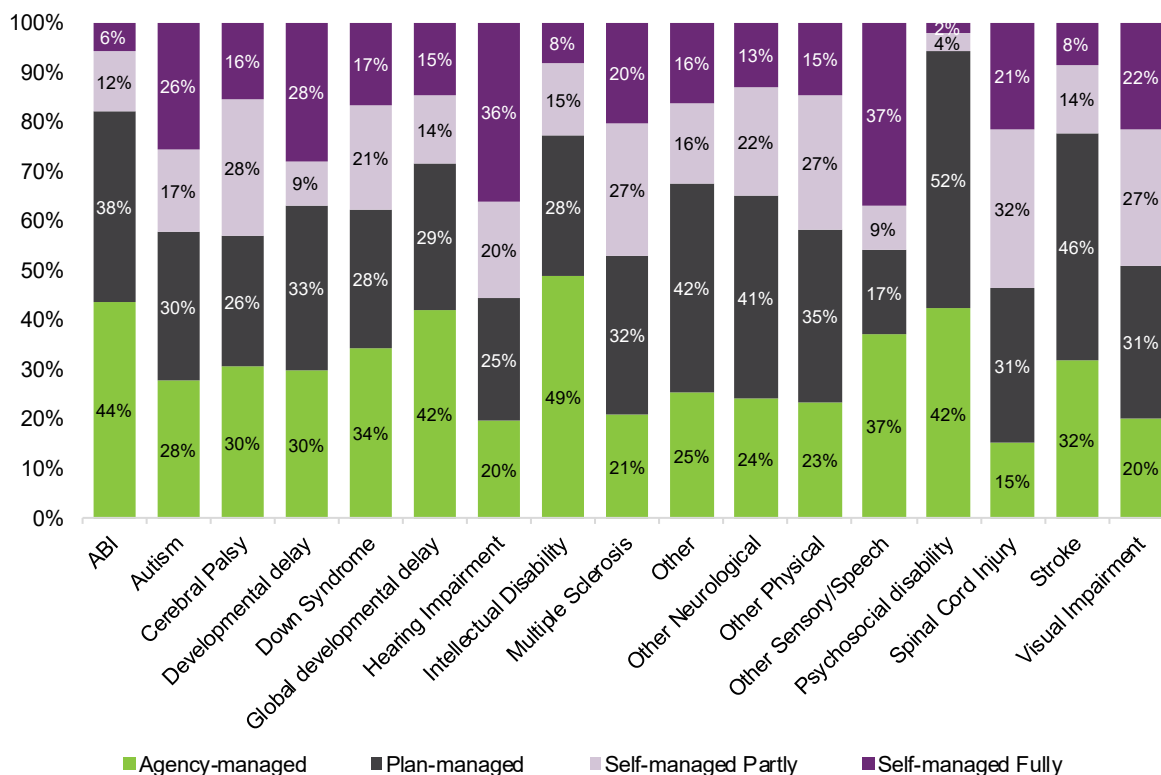


Table I.52 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia ³⁹⁰

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	17%	18%	17%
Self-managed partly	17%	15%	17%
Plan-managed	31%	42%	33%
Agency-managed	35%	25%	33%
Total	100%	100%	100%

³⁸⁸ For the total number of active participants in each primary disability group, see Table I.12.

³⁸⁹ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

³⁹⁰ Ibid.

Figure I.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia ³⁹¹

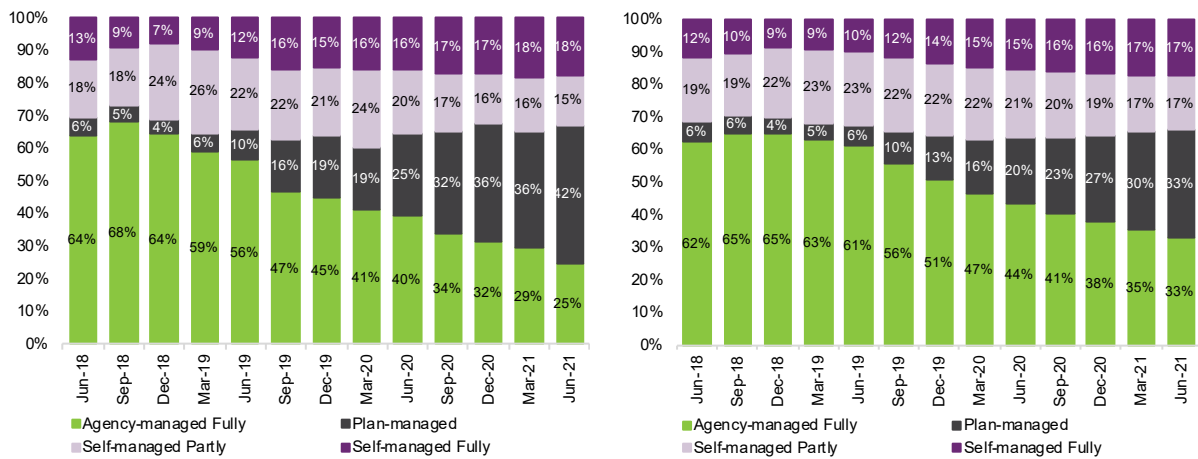


Table I.53 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia

	Prior Quarters	2020-21 Q4	Total
Self-managed	14%	14%	14%
Plan-managed	20%	37%	22%
Agency-managed	66%	48%	64%
Total	100%	100%	100%

Figure I.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Western Australia

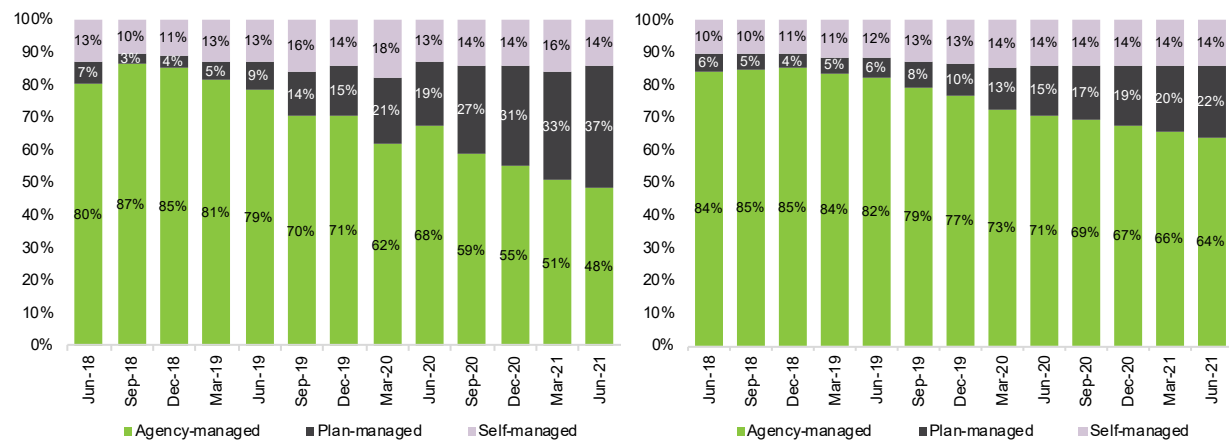


Table I.54 Distribution of active participants by support coordination and quarter of plan approval – Western Australia

	Prior Quarters	2020-21 Q4	Total
Support coordination	46%	54%	48%

³⁹¹ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table I.55 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia ³⁹²

Plan activation	Prior Quarters (Transition Only)		2020-21 Q2		Total	
	N	%	N	%	N	%
Less than 30 days	22,961	71%	1,227	59%	24,188	70%
30 to 59 days	3,283	10%	273	13%	3,556	10%
60 to 89 days	1,608	5%	161	8%	1,769	5%
Activated within 90 days	27,852	86%	1,661	79%	29,513	86%
90 to 119 days	917	3%	102	5%	1,019	3%
120 days and over	2,357	7%	120	6%	2,477	7%
Activated after 90 days	3,274	10%	222	11%	3,496	10%
No payments	1,119	3%	211	10%	1,330	4%
Total plans approved	32,245	100%	2,094	100%	34,339	100%

Table I.56 Proportion of participants who have activated within 12 months – Western Australia

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,940	2,093	93%
Not Aboriginal and Torres Strait Islander	25,805	26,876	96%
Not Stated	3,016	3,152	96%
Total	30,761	32,121	96%
by Culturally and Linguistically Diverse status			
CALD	2,609	2,702	97%
Not CALD	23,313	24,377	96%
Not Stated	4,839	5,042	96%
Total	30,761	32,121	96%
by Remoteness			
Major Cities	24,426	25,373	96%
Regional	5,113	5,431	94%
Remote	1,222	1,317	93%
Missing	<11	<11	
Total	30,761	32,121	96%
by Primary Disability type			
Autism	11,054	11,588	95%
Intellectual Disability (including Down Syndrome)	7,150	7,466	96%
Psychosocial Disability	2,530	2,590	98%
Developmental Delay (including Global Developmental Delay)	1,176	1,235	95%
Other	8,851	9,242	96%
Total	30,761	32,121	96%

³⁹² Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table I.57 Distribution of plans by utilisation – Western Australia ^{393 394}

Plan utilisation	Total
0 to 50%	39%
50% to 75%	28%
> 75%	33%
Total	100%

Table I.58 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ³⁹⁵

	Prior Quarters	2020-21 Q4	Total
Daily Activities	11%	13%	11%
Health & Wellbeing	62%	67%	63%
Lifelong Learning	25%	28%	26%
Other	22%	26%	23%
Non-categorised	19%	16%	18%
Any mainstream service	95%	95%	95%

Part Four: Providers and the growing market

Table I.59 Key markets indicators by quarter – Western Australia ^{396 397}

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.35	1.38
b) Number of providers delivering new types of supports	273	236
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	92%
<i>Therapeutic Supports (%)</i>	94%	94%
<i>Participate Community (%)</i>	89%	89%
<i>Early Childhood Supports (%)</i>	92%	90%
<i>Assist Personal Activities (%)</i>	90%	90%

Table I.60 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Western Australia ³⁹⁸

Activity	Number of providers
Active for the first time in 2020-21 Q4	70
Active in 2020-21 Q4 and also in previous quarters	971
Active in 2020-21 Q4	1,041
Inactive in 2020-21 Q4	1,012
Active ever	2,053

³⁹³ This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁹⁴ Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

³⁹⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³⁹⁶ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁹⁷ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁹⁸ Active providers refer to those who have received payment for support Agency-managed participants.

Table I.61 Cumulative number of providers that have been ever active by registration group – Western Australia ³⁹⁹

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	41	1	42	2%
Assistance Animals	19	1	20	5%
Assistance with daily life tasks in a group or shared living arrangement	197	14	211	7%
Assistance with travel/transport arrangements	218	13	231	6%
Daily Personal Activities	382	16	398	4%
Group and Centre Based Activities	220	15	235	7%
High Intensity Daily Personal Activities	271	17	288	6%
Household tasks	351	19	370	5%
Interpreting and translation	44	4	48	9%
Participation in community, social and civic activities	427	26	453	6%
Assistive Technology				
Assistive equipment for recreation	70	4	74	6%
Assistive products for household tasks	68	4	72	6%
Assistance products for personal care and safety	482	17	499	4%
Communication and information equipment	152	14	166	9%
Customised Prosthetics	151	12	163	8%
Hearing Equipment	53	5	58	9%
Hearing Services	13	4	17	31%
Personal Mobility Equipment	255	16	271	6%
Specialised Hearing Services	12	4	16	33%
Vision Equipment	45	2	47	4%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	458	32	490	7%
Behaviour Support	181	14	195	8%
Community nursing care for high needs	97	11	108	11%
Development of daily living and life skills	243	21	264	9%
Early Intervention supports for early childhood	349	14	363	4%
Exercise Physiology and Physical Wellbeing activities	99	11	110	11%
Innovative Community Participation	53	9	62	17%
Specialised Driving Training	38	7	45	18%
Therapeutic Supports	829	35	864	4%
Capital services				
Home modification design and construction	72	3	75	4%
Specialist Disability Accommodation	20	6	26	30%
Vehicle Modifications	36	4	40	11%
Choice and control support services				
Management of funding for supports in participants plan	229	12	241	5%
Support Coordination	156	15	171	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	85	8	93	9%
Specialised Supported Employment	66	7	73	11%
Total	1,983	70	2,053	4%

³⁹⁹ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table I.62 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2021 – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	36	42	14%	86%	100%
Assistance Animals	2	18	20	10%	90%	100%
Assistance with daily life tasks in a group or shared living arrangement	22	189	211	10%	90%	100%
Assistance with travel/transport arrangements	24	207	231	10%	90%	100%
Daily Personal Activities	40	358	398	10%	90%	100%
Group and Centre Based Activities	18	217	235	8%	92%	100%
High Intensity Daily Personal Activities	24	264	288	8%	92%	100%
Household tasks	70	300	370	19%	81%	100%
Interpreting and translation	7	41	48	15%	85%	100%
Participation in community, social and civic activities	45	408	453	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	7	67	74	9%	91%	100%
Assistive products for household tasks	7	65	72	10%	90%	100%
Assistance products for personal care and safety	68	431	499	14%	86%	100%
Communication and information equipment	26	140	166	16%	84%	100%
Customised Prosthetics	25	138	163	15%	85%	100%
Hearing Equipment	9	49	58	16%	84%	100%
Hearing Services	2	15	17	12%	88%	100%
Personal Mobility Equipment	36	235	271	13%	87%	100%
Specialised Hearing Services	2	14	16	13%	88%	100%
Vision Equipment	6	41	47	13%	87%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	75	415	490	15%	85%	100%
Behaviour Support	40	155	195	21%	79%	100%
Community nursing care for high needs	10	98	108	9%	91%	100%
Development of daily living and life skills	26	238	264	10%	90%	100%
Early Intervention supports for early childhood	106	257	363	29%	71%	100%
Exercise Physiology and Physical Wellbeing activities	21	89	110	19%	81%	100%
Innovative Community Participation	8	54	62	13%	87%	100%
Specialised Driving Training	9	36	45	20%	80%	100%
Therapeutic Supports	270	594	864	31%	69%	100%
Capital services						
Home modification design and construction	8	67	75	11%	89%	100%
Specialist Disability Accommodation	2	24	26	8%	92%	100%
Vehicle Modifications	3	37	40	8%	93%	100%
Choice and control support services						
Management of funding for supports in participants plan	48	193	241	20%	80%	100%
Support Coordination	24	147	171	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	88	93	5%	95%	100%
Specialised Supported Employment	7	66	73	10%	90%	100%
Total	460	1,593	2,053	22%	78%	100%

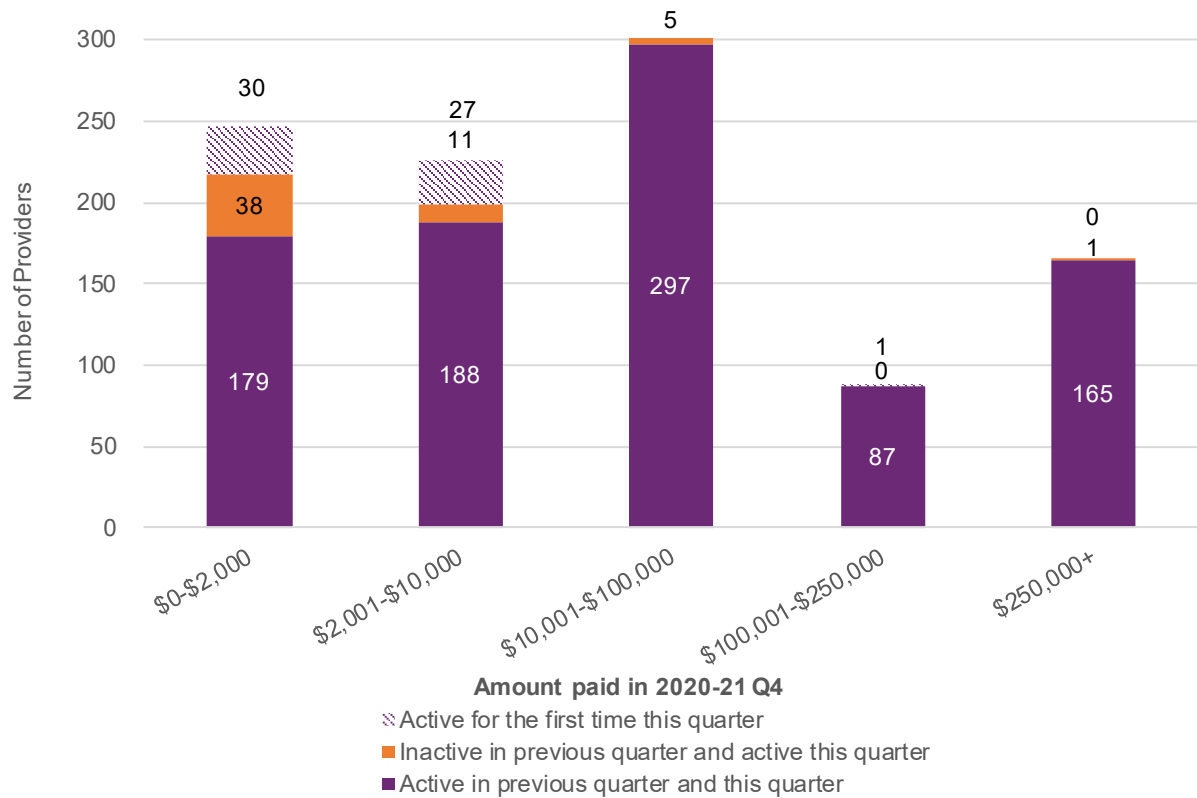
Table I.63 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Western Australia

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
Assistance services				
Accommodation / Tenancy Assistance	7	1	8	13%
Assistance Animals	10	1	11	9%
Assistance with daily life tasks in a group or shared living arrangement	140	14	154	9%
Assistance with travel/transport arrangements	122	13	135	10%
Daily Personal Activities	229	16	245	7%
Group and Centre Based Activities	124	15	139	11%
High Intensity Daily Personal Activities	156	17	173	10%
Household tasks	192	19	211	9%
Interpreting and translation	26	4	30	13%
Participation in community, social and civic activities	245	26	271	10%
Assistive Technology				
Assistive equipment for recreation	19	4	23	17%
Assistive products for household tasks	19	4	23	17%
Assistance products for personal care and safety	253	17	270	6%
Communication and information equipment	71	14	85	16%
Customised Prosthetics	54	12	66	18%
Hearing Equipment	26	5	31	16%
Hearing Services	3	4	7	57%
Personal Mobility Equipment	127	16	143	11%
Specialised Hearing Services	3	4	7	57%
Vision Equipment	19	2	21	10%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	259	32	291	11%
Behaviour Support	116	14	130	11%
Community nursing care for high needs	70	11	81	14%
Development of daily living and life skills	132	21	153	14%
Early Intervention supports for early childhood	142	14	156	9%
Exercise Physiology and Physical Wellbeing activities	60	11	71	15%
Innovative Community Participation	22	9	31	29%
Specialised Driving Training	21	7	28	25%
Therapeutic Supports	390	35	425	8%
Capital services				
Home modification design and construction	37	3	40	8%
Specialist Disability Accommodation	14	6	20	30%
Vehicle Modifications	17	4	21	19%
Choice and control support services				
Management of funding for supports in participants plan	150	12	162	7%
Support Coordination	104	15	119	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	49	8	57	14%
Specialised Supported Employment	46	7	53	13%
Total	971	70	1,041	7%

Table I.64 Number and proportion of providers active in 2020-21 Q4 in each registration group by legal entity type – Western Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	8	8	0%	100%	100%
Assistance Animals	2	9	11	18%	82%	100%
Assistance with daily life tasks in a group or shared living arrangement	15	139	154	10%	90%	100%
Assistance with travel/transport arrangements	16	119	135	12%	88%	100%
Daily Personal Activities	29	216	245	12%	88%	100%
Group and Centre Based Activities	13	126	139	9%	91%	100%
High Intensity Daily Personal Activities	20	153	173	12%	88%	100%
Household tasks	47	164	211	22%	78%	100%
Interpreting and translation	5	25	30	17%	83%	100%
Participation in community, social and civic activities	35	236	271	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	0	23	23	0%	100%	100%
Assistive products for household tasks	3	20	23	13%	87%	100%
Assistance products for personal care and safety	36	234	270	13%	87%	100%
Communication and information equipment	10	75	85	12%	88%	100%
Customised Prosthetics	6	60	66	9%	91%	100%
Hearing Equipment	4	27	31	13%	87%	100%
Hearing Services	1	6	7	14%	86%	100%
Personal Mobility Equipment	23	120	143	16%	84%	100%
Specialised Hearing Services	2	5	7	29%	71%	100%
Vision Equipment	2	19	21	10%	90%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	43	248	291	15%	85%	100%
Behaviour Support	23	107	130	18%	82%	100%
Community nursing care for high needs	9	72	81	11%	89%	100%
Development of daily living and life skills	15	138	153	10%	90%	100%
Early Intervention supports for early childhood	39	117	156	25%	75%	100%
Exercise Physiology and Physical Wellbeing activities	13	58	71	18%	82%	100%
Innovative Community Participation	1	30	31	3%	97%	100%
Specialised Driving Training	4	24	28	14%	86%	100%
Therapeutic Supports	130	295	425	31%	69%	100%
Capital services						
Home modification design and construction	4	36	40	10%	90%	100%
Specialist Disability Accommodation	2	18	20	10%	90%	100%
Vehicle Modifications	2	19	21	10%	90%	100%
Choice and control support services						
Management of funding for supports in participants plan	37	125	162	23%	77%	100%
Support Coordination	19	100	119	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	53	57	7%	93%	100%
Specialised Supported Employment	6	47	53	11%	89%	100%
Total	216	825	1,041	21%	79%	100%

Figure I.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Western Australia ⁴⁰⁰



Part Five: Financial sustainability

Table I.65 Committed supports by financial year (\$m) – Western Australia ⁴⁰¹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.1	19.3	69.9	172.3	223.0	544.0	1,560.4	2,726.0

⁴⁰⁰ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁴⁰¹ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Western Australia.

Figure I.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Western Australia

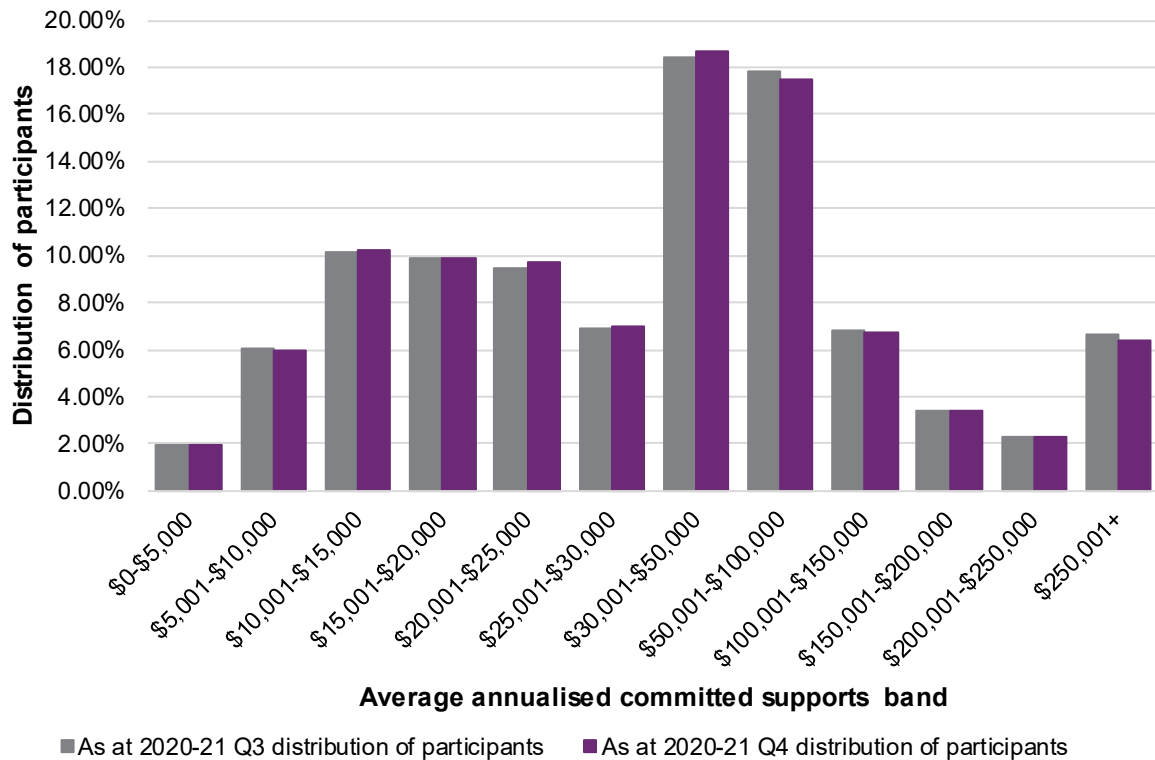


Figure I.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Western Australia

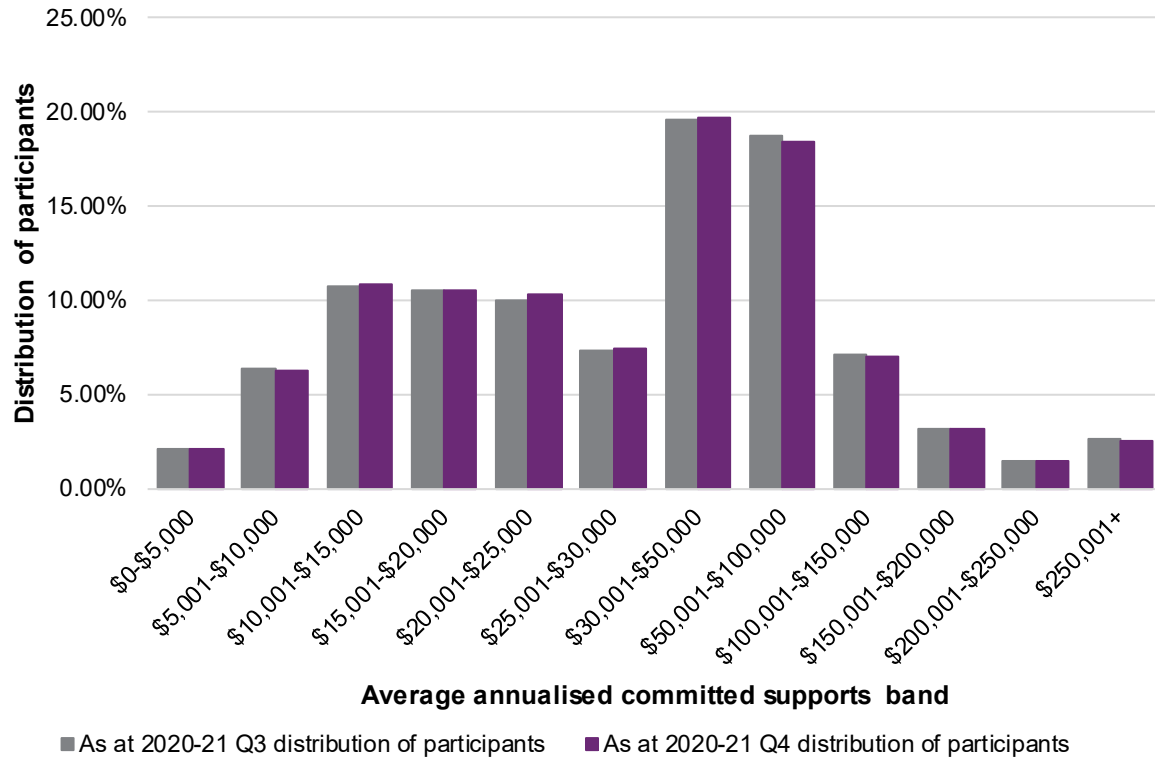
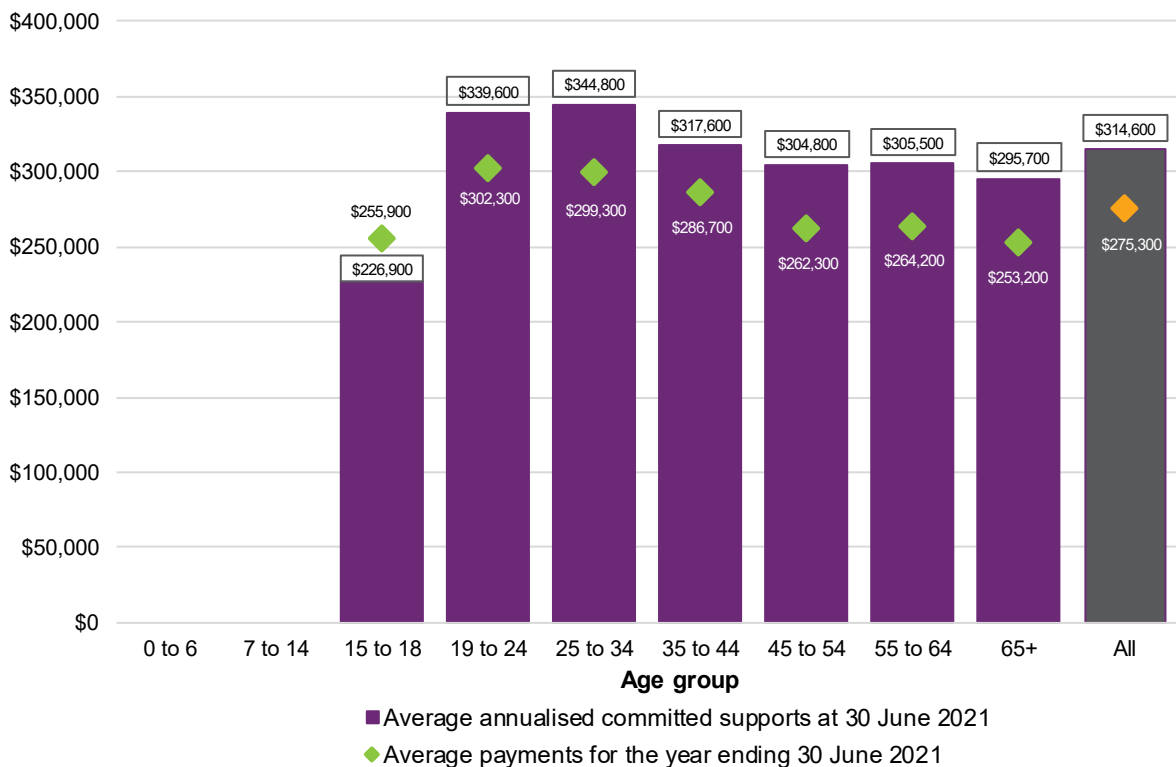


Figure I.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – Western Australia ⁴⁰²



Figure I.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Western Australia ⁴⁰³



⁴⁰² Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

⁴⁰³ Ibid.

Figure I.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Western Australia ⁴⁰⁴

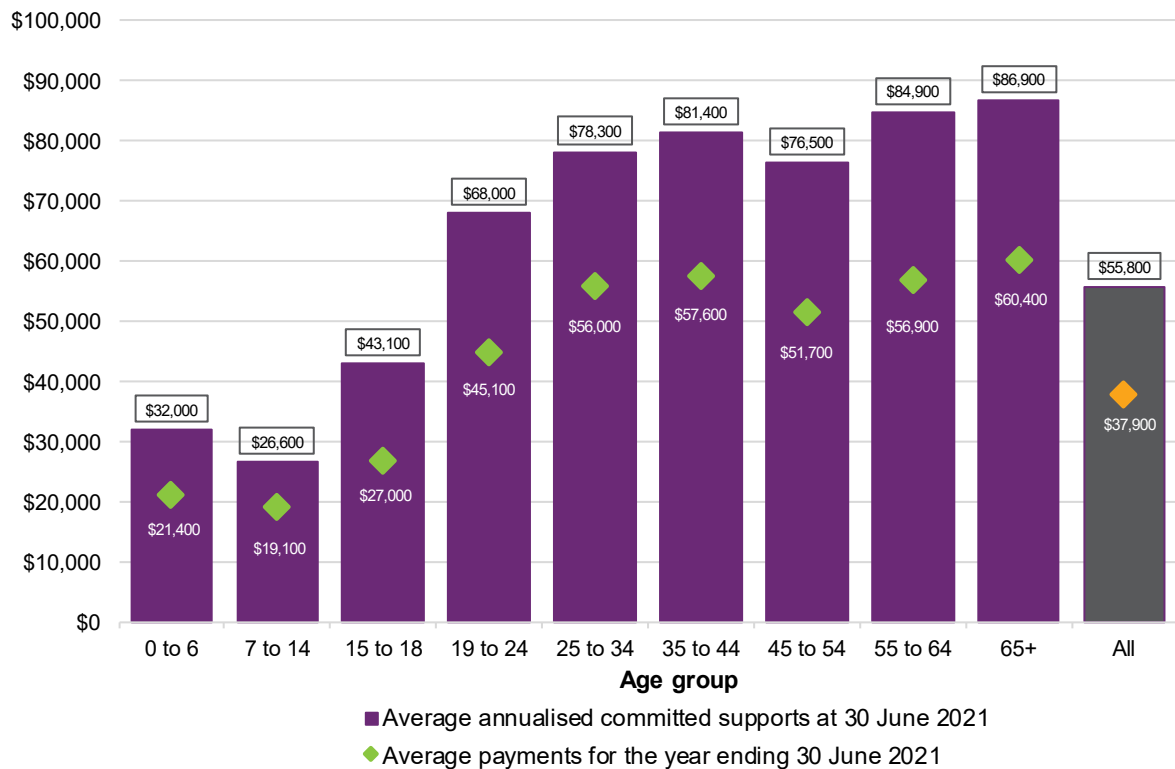
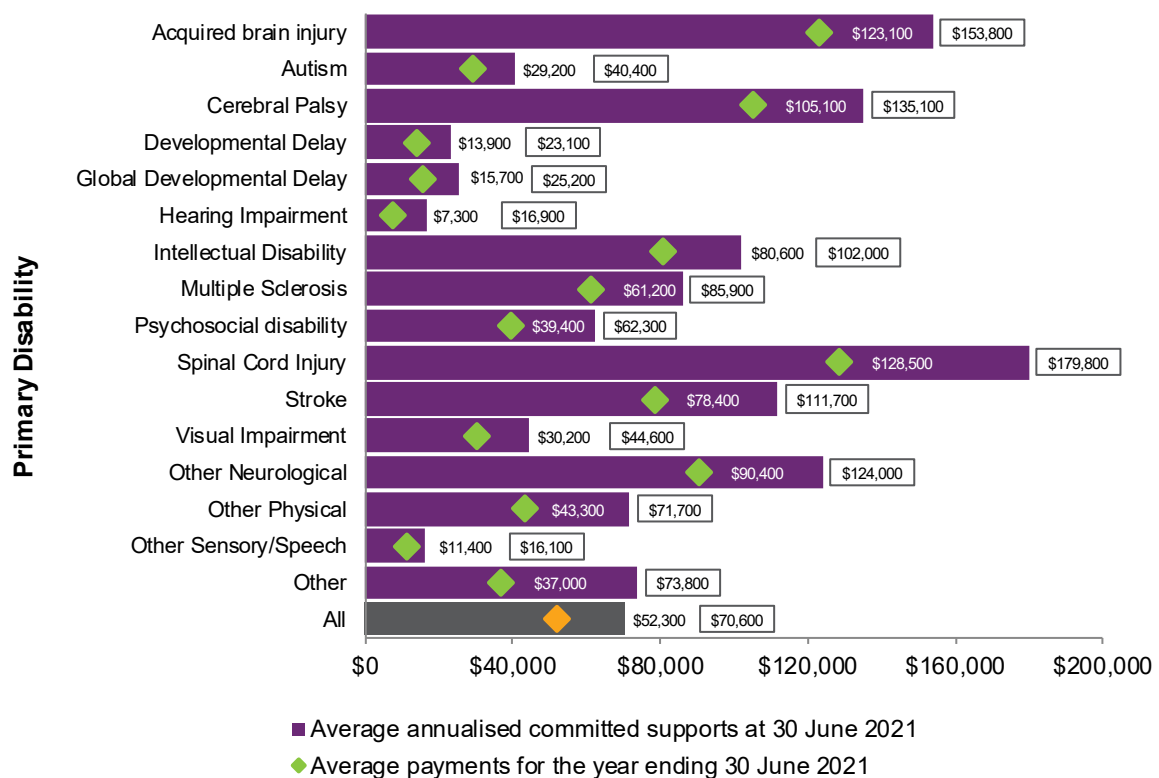


Figure I.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Western Australia ⁴⁰⁵



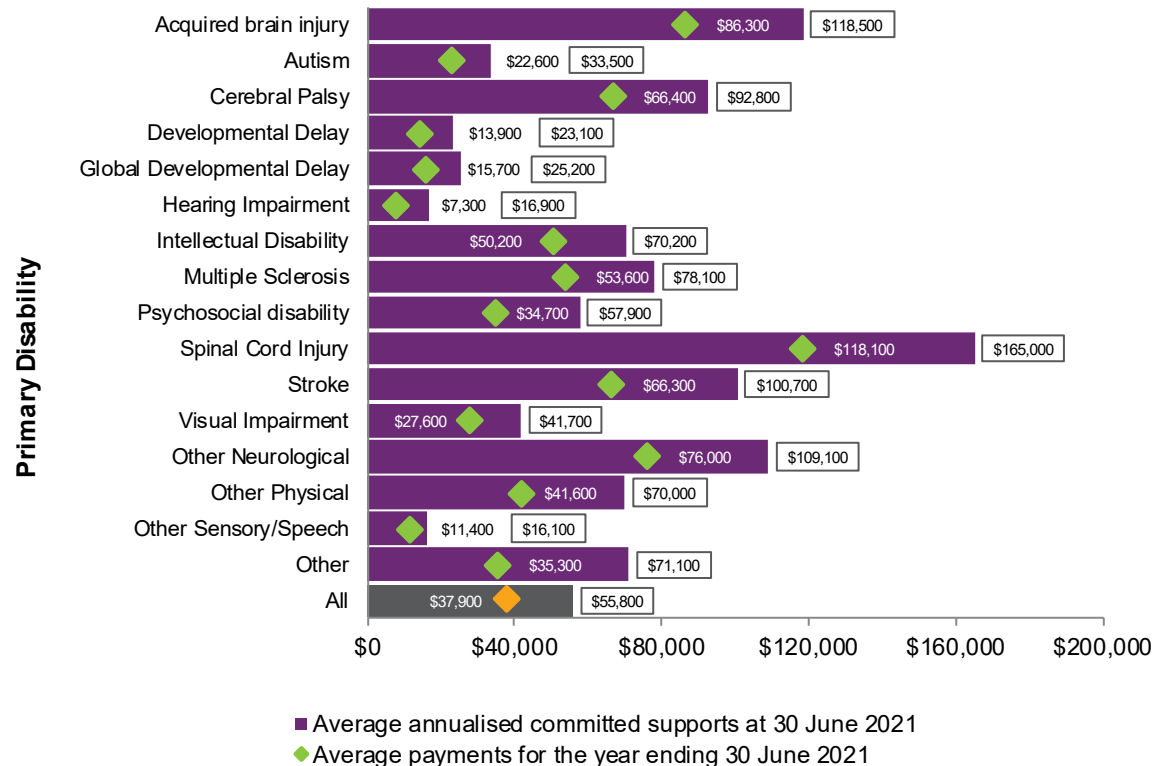
⁴⁰⁴ Ibid.

⁴⁰⁵ Ibid.

Figure I.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Western Australia ⁴⁰⁶



Figure I.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Western Australia ⁴⁰⁷



⁴⁰⁶ Ibid.

⁴⁰⁷ Ibid.

Figure I.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Western Australia ⁴⁰⁸

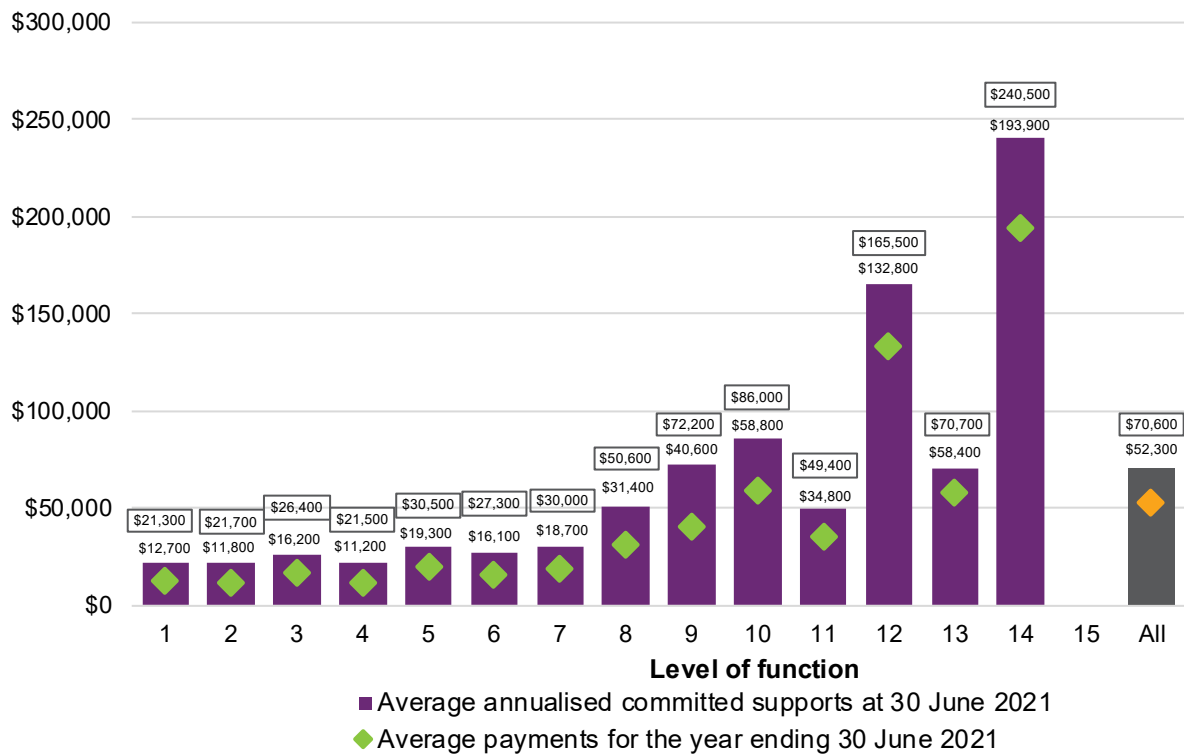
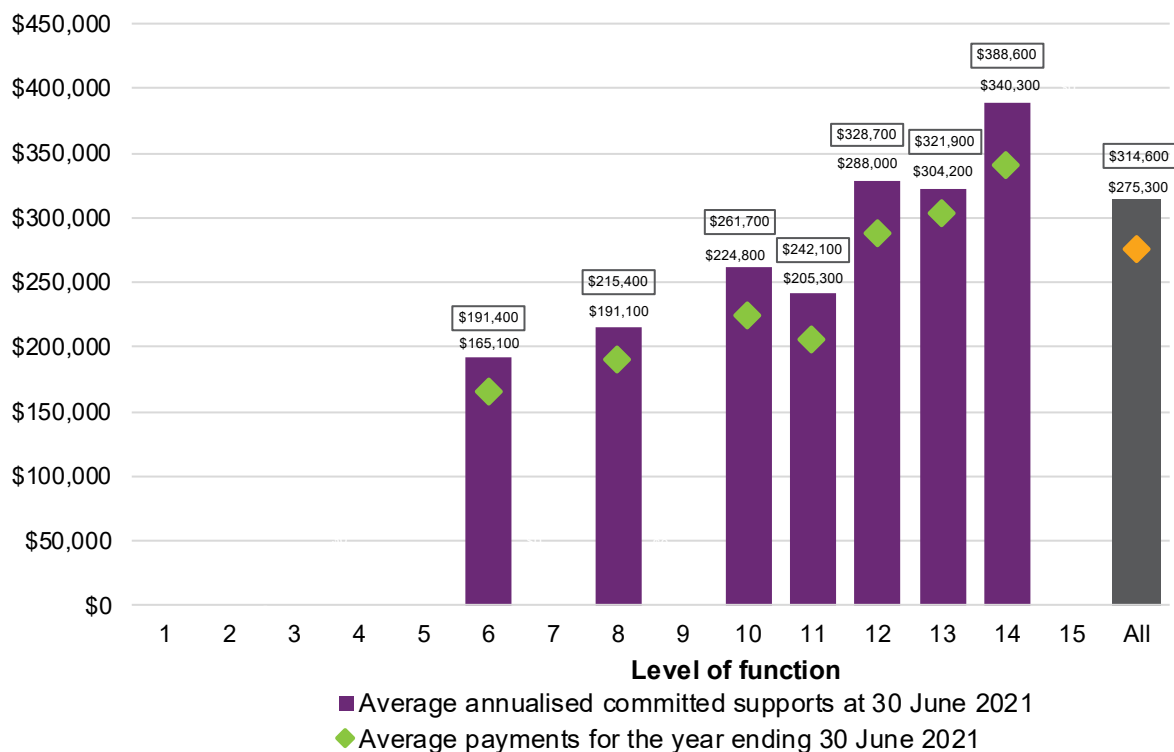


Figure I.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Western Australia ⁴⁰⁹



⁴⁰⁸ Ibid.

⁴⁰⁹ Ibid.

Figure I.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Western Australia ⁴¹⁰

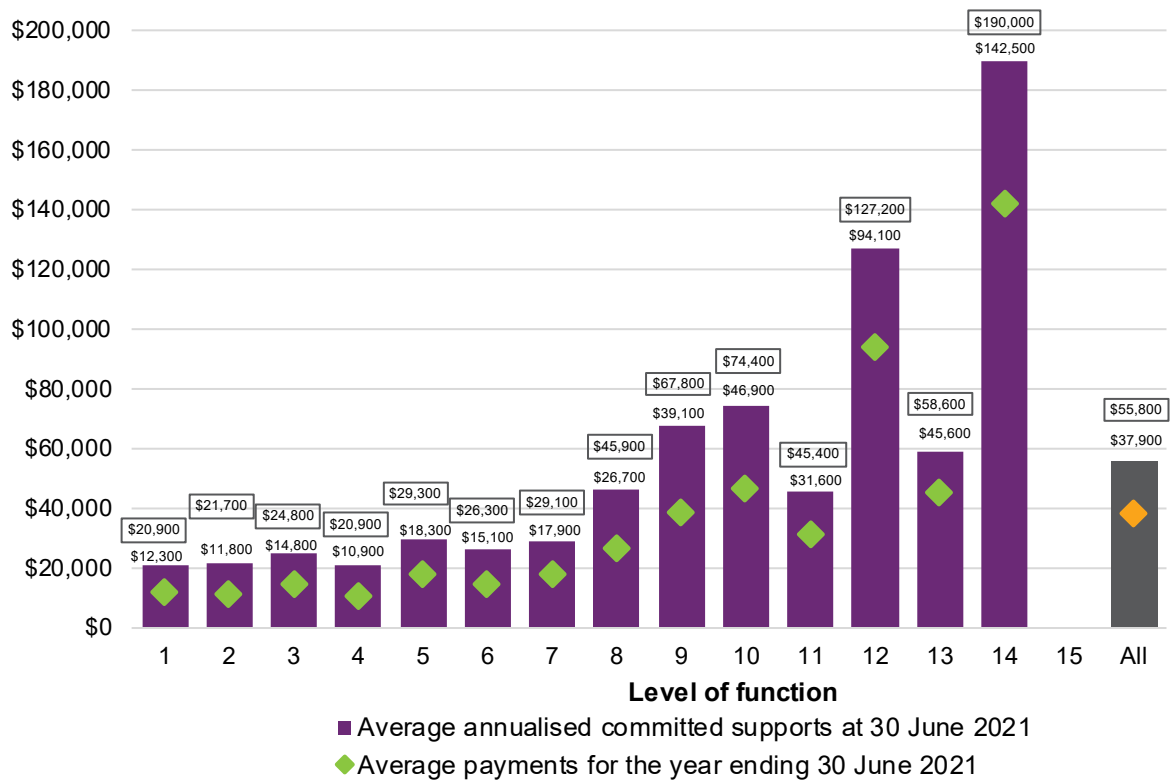
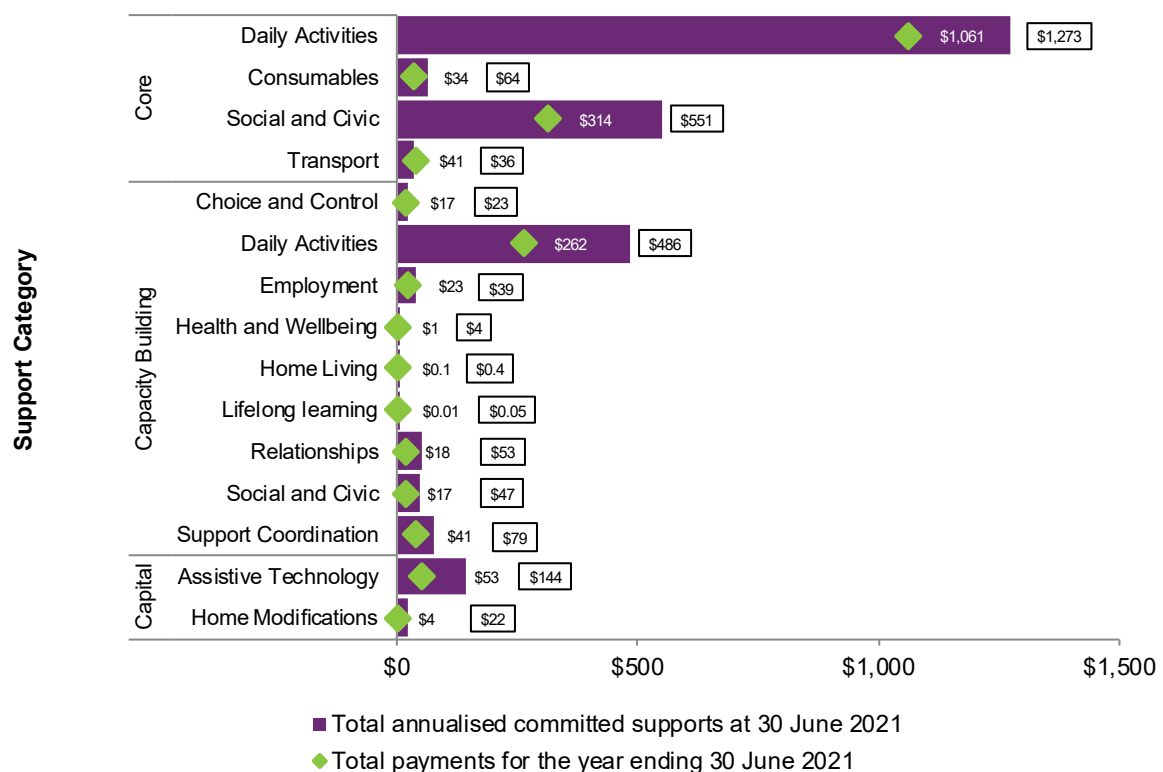


Figure I.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Western Australia ⁴¹¹



⁴¹⁰ Ibid.

⁴¹¹ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

Figure I.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Western Australia ⁴¹²

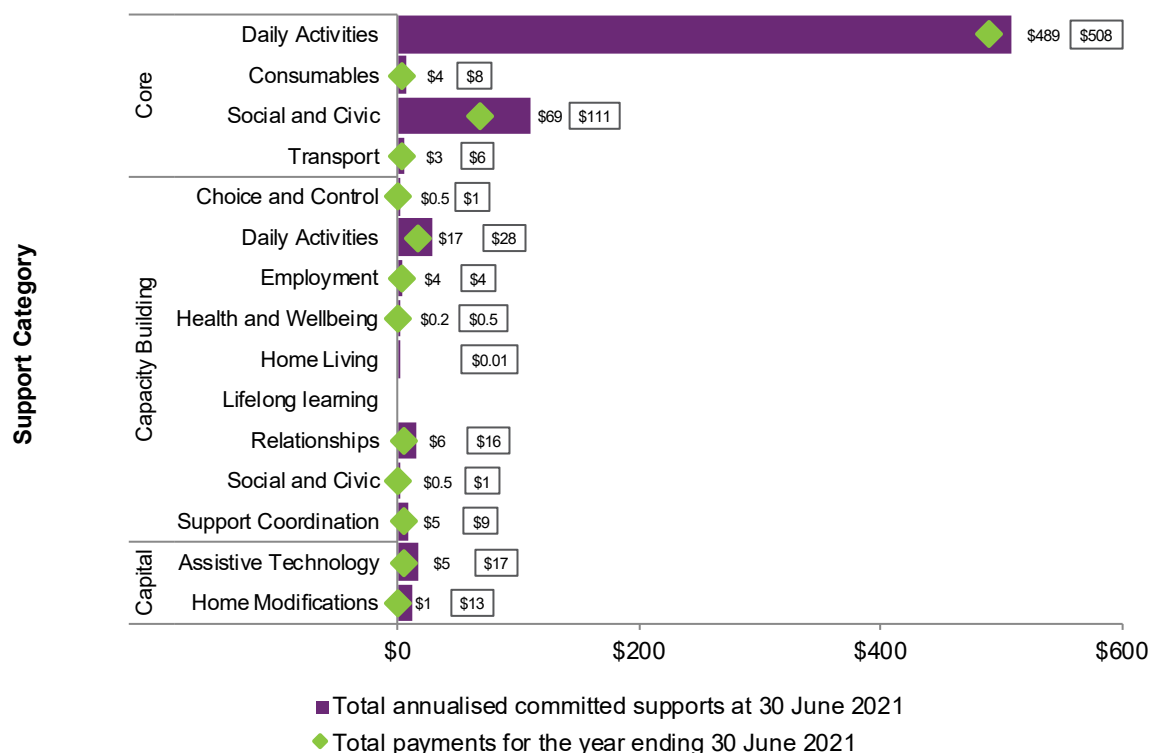
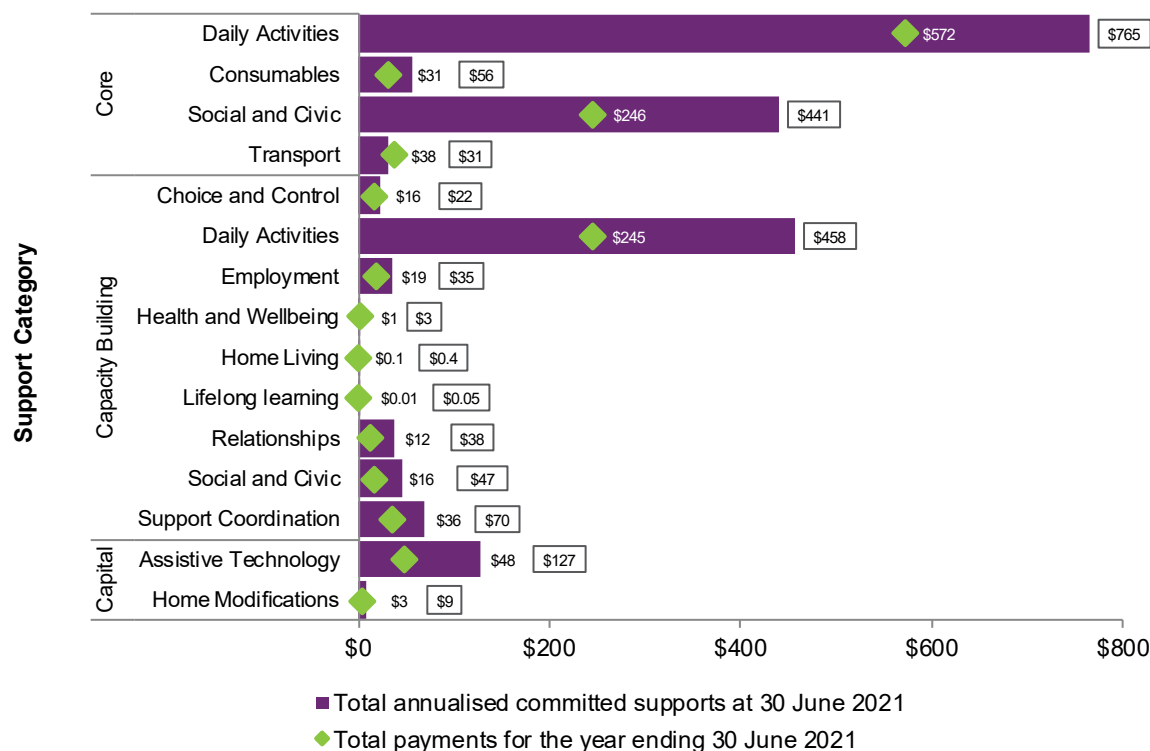


Figure I.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Western Australia ⁴¹³



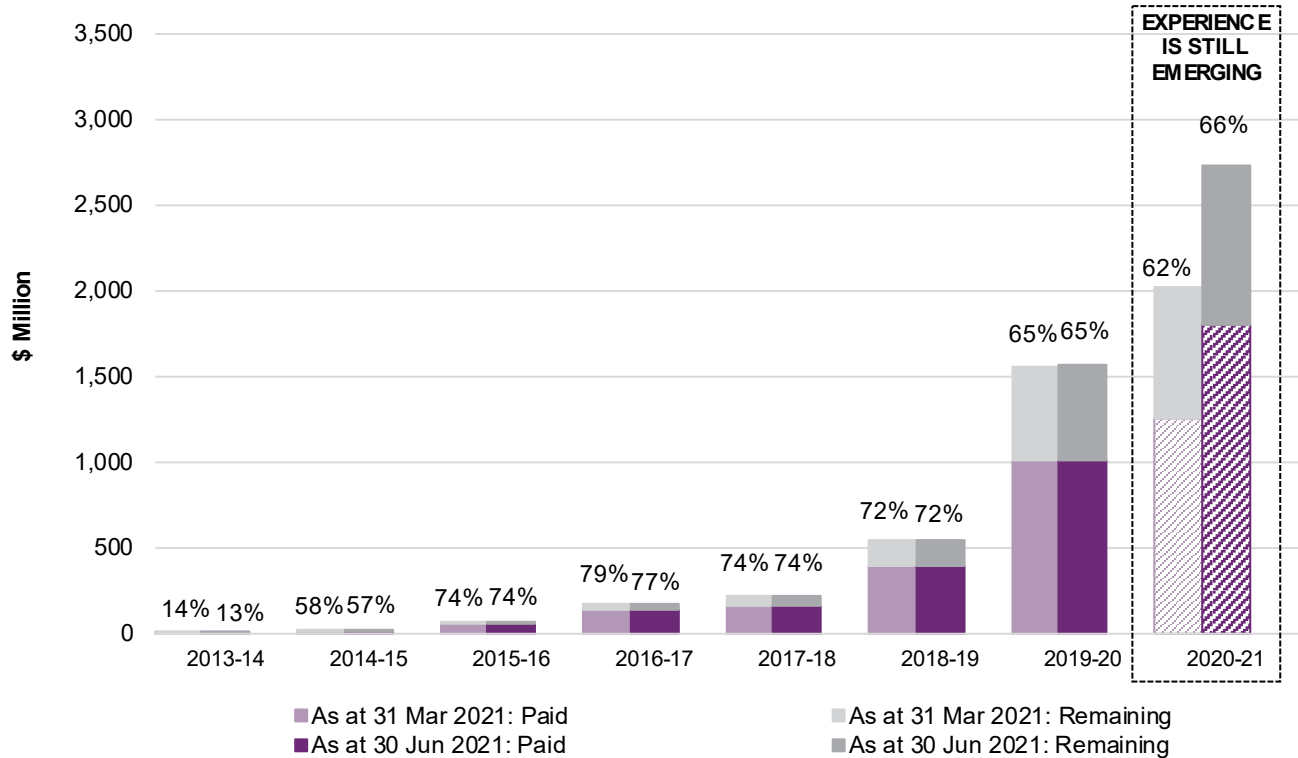
⁴¹² Ibid.

⁴¹³ Ibid.

Table I.66 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ⁴¹⁴

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.1	19.3	69.9	172.3	223.0	544.0	1,560.4	2,726.0
Total Paid	0.0	11.1	51.5	133.2	165.9	390.1	1,012.3	1,803.4
% utilised to date	13%	57%	74%	77%	74%	72%	65%	66%

Figure I.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Western Australia



⁴¹⁴ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

Figure I.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Western Australia ⁴¹⁵

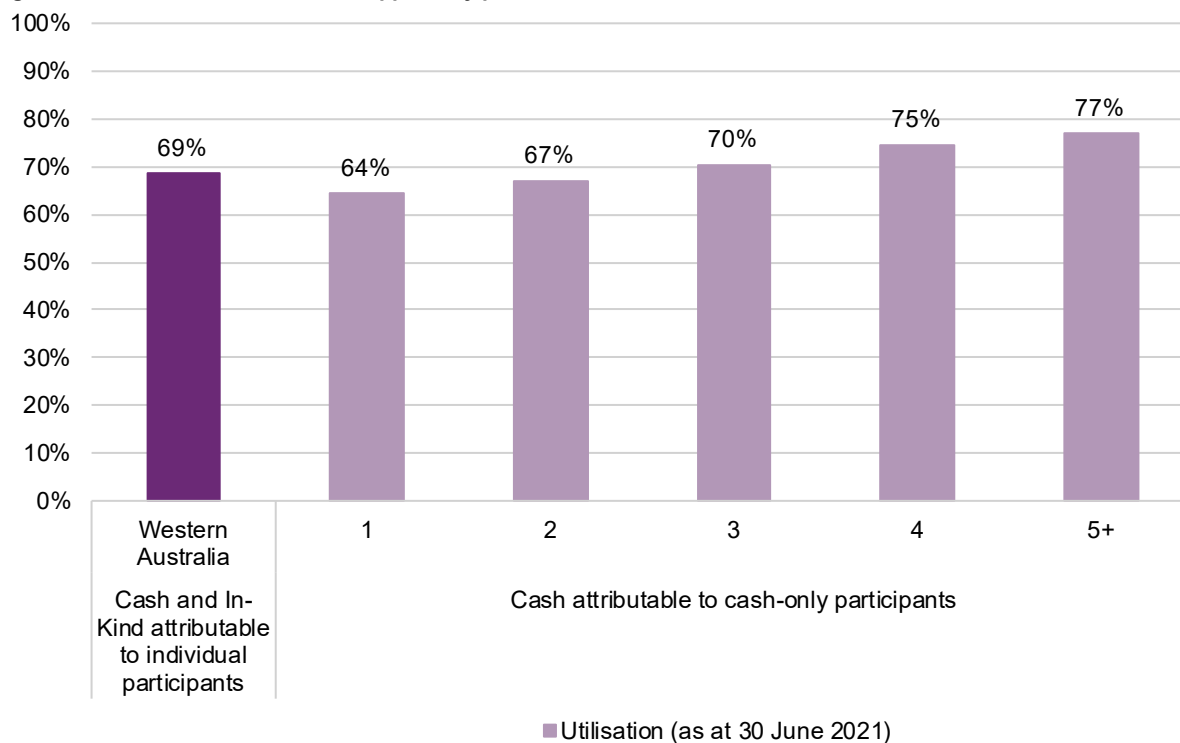
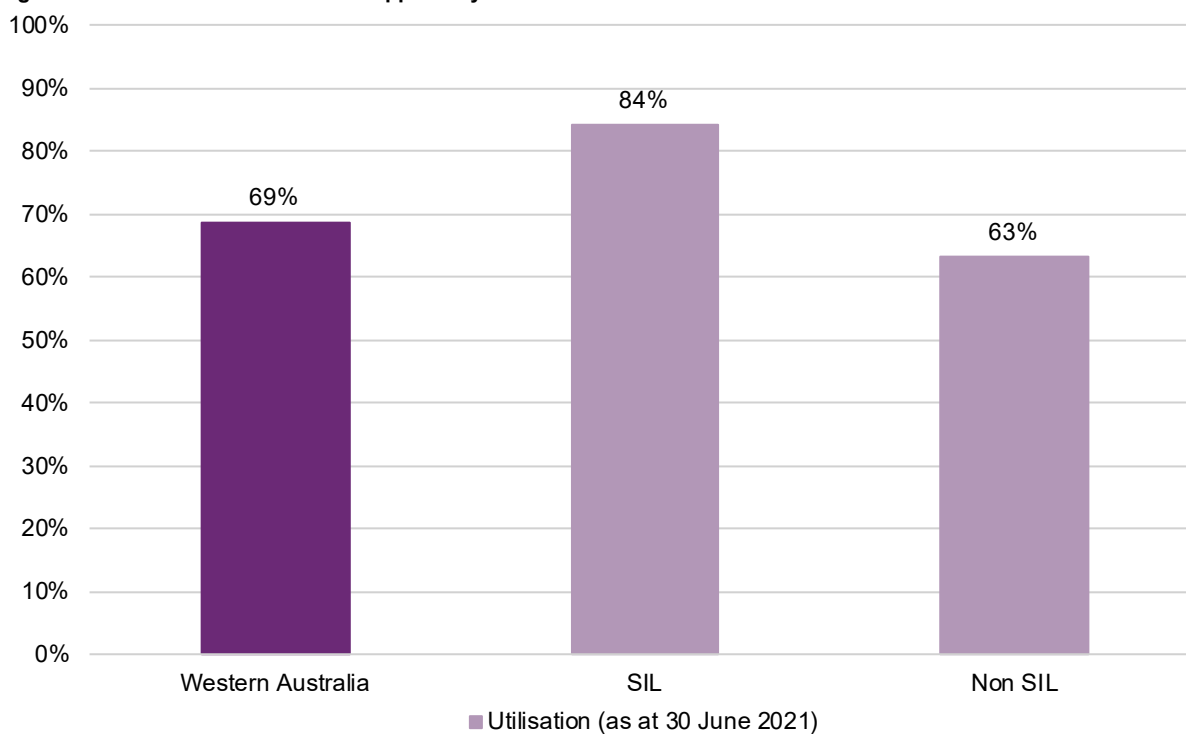


Figure I.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Western Australia ⁴¹⁶



⁴¹⁵ 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 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

⁴¹⁶ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

Figure I.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Western Australia ⁴¹⁷

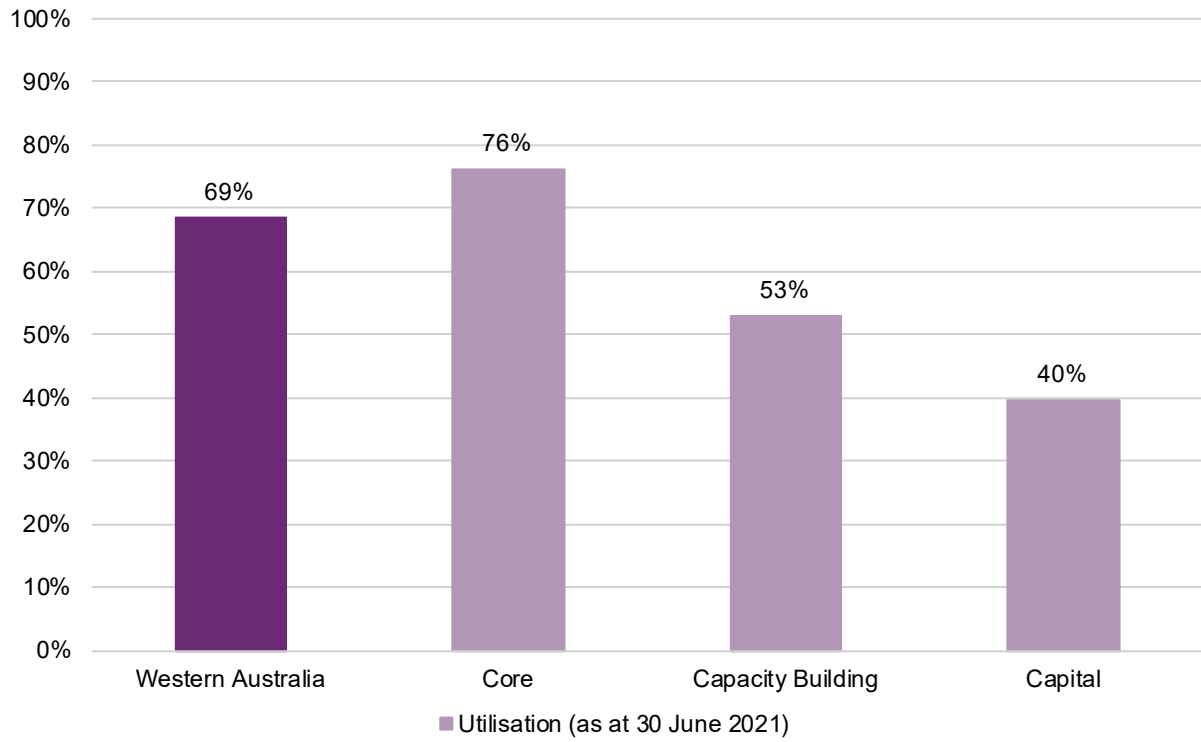
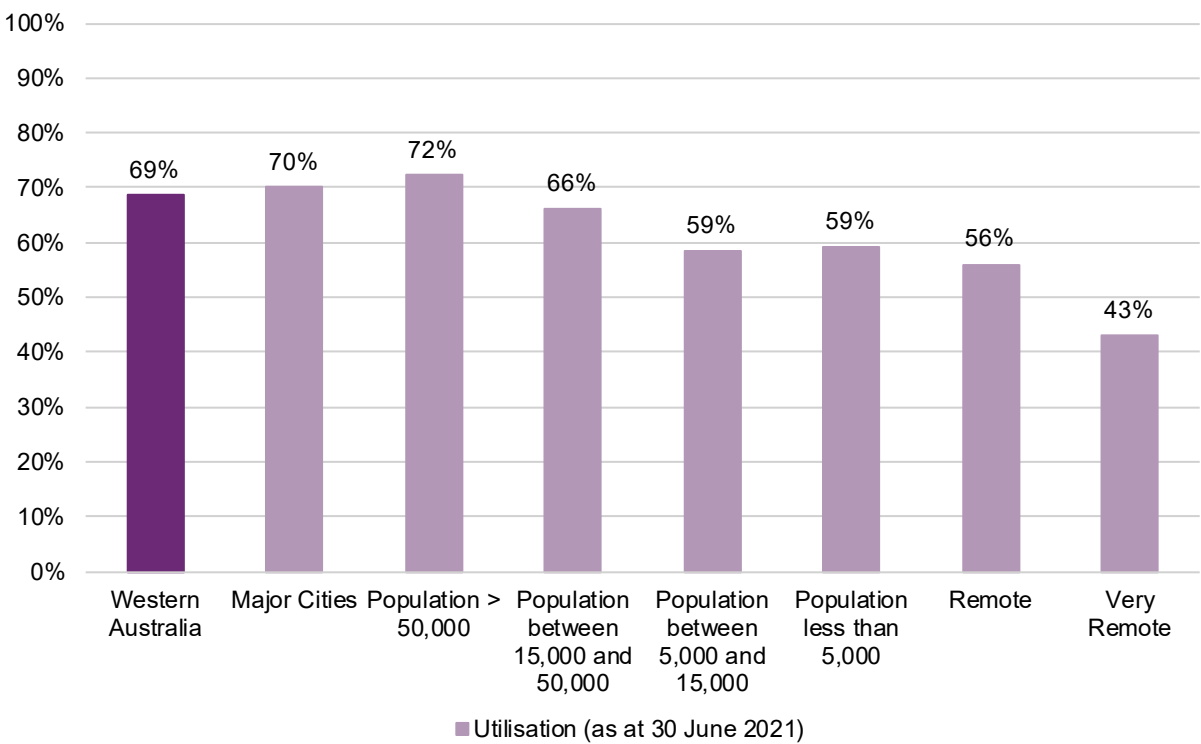


Figure I.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Western Australia ⁴¹⁸



⁴¹⁷ Ibid.

⁴¹⁸ Ibid.

Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia ⁴¹⁹

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
South Australia	39,483	1,551	41,034	673	41,707

Table J.2 Active participants by quarter of entry, plan and entry type – South Australia ⁴²⁰

	Prior Quarters	2020-21 Q4	Total
Access decisions	50,327	2,054	52,381
Active Eligible	40,541	1,508	42,049
New	24,805	1,452	26,257
State	12,893	21	12,914
Commonwealth	2,843	35	2,878
Active Participant Plans (excl ECEI)	39,483	1,551	41,034
New	23,912	1,484	25,396
State	12,775	23	12,798
Commonwealth	2,796	44	2,840
Active Participant Plans	39,982	2,224	41,707
Early Intervention (s25)	12,601	642	13,243
Permanent Disability (s24)	26,882	909	27,791
ECEI	499	673	673

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – South Australia

Exits	Total
Total participant exits	2,171
Early Intervention participants	1,106
Permanent disability participants	1,065

⁴¹⁹ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁴²⁰ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table J.4 Cumulative numbers of active participants by services previously received – South Australia ^{421 422}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	4,584	383	6,409	482	11,858
End of 2017-18	7,627	1,240	8,696	105	17,668
End of 2018-19	12,737	2,144	12,797	<11	27,686
End of 2019-20 Q1	12,459	2,243	14,713	123	29,538
End of 2019-20 Q2	12,789	2,326	16,017	98	31,230
End of 2019-20 Q3	12,840	2,478	17,809	256	33,383
End of 2019-20 Q4	12,826	2,626	19,754	338	35,544
End of 2020-21 Q1	12,811	2,690	21,211	337	37,049
End of 2020-21 Q2	12,808	2,762	22,626	352	38,548
End of 2020-21 Q3	12,798	2,810	24,000	499	40,107
End of 2020-21 Q4	12,798	2,840	25,396	673	41,707

Table J.5 Cumulative numbers of active participants by entry into the Scheme – South Australia ^{423 424 425 426}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	7,384	3,992	482	11,858
End of 2017-18	8,000	9,563	105	17,668
End of 2018-19	8,921	18,757	8	27,686
End of 2019-20 Q1	9,722	19,693	123	29,538
End of 2019-20 Q2	10,124	21,008	98	31,230
End of 2019-20 Q3	10,573	22,554	256	33,383
End of 2019-20 Q4	11,134	24,072	338	35,544
End of 2020-21 Q1	11,757	24,955	337	37,049
End of 2020-21 Q2	12,247	25,949	352	38,548
End of 2020-21 Q3	12,710	26,898	499	40,107
End of 2020-21 Q4	13,243	27,791	673	41,707

⁴²¹ This table shows the total numbers of active participants at the end of each period.

⁴²² Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

⁴²³ This table shows the total numbers of active participants at the end of each period.

⁴²⁴ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁴²⁵ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁴²⁶ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table J.6 Assessment of access by age group – South Australia ⁴²⁷

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	13,326	96%	610	97%	13,936	96%
7 to 14	9,405	89%	261	84%	9,666	89%
15 to 18	2,048	89%	61	86%	2,109	89%
19 to 24	2,156	88%	60	75%	2,216	87%
25 to 34	3,118	87%	93	65%	3,211	86%
35 to 44	3,114	82%	129	63%	3,243	81%
45 to 54	4,439	78%	135	56%	4,574	77%
55 to 64	5,532	74%	160	44%	5,692	72%
65+	341	64%	<11		347	64%
Missing	<11		<11		<11	
Total	43,479	86%	1,515	74%	44,994	86%

Table J.7 Assessment of access by disability – South Australia ⁴²⁸

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	1,698	94%	44	81%	1,742	94%
Autism	15,742	98%	467	96%	16,209	98%
Cerebral Palsy	1,241	97%	16	76%	1,257	97%
Developmental Delay	3,012	95%	330	99%	3,342	95%
Global Developmental Delay	1,384	99%	128	99%	1,512	99%
Hearing Impairment	1,730	90%	47	89%	1,777	90%
Intellectual Disability	8,163	95%	97	84%	8,260	95%
Multiple Sclerosis	773	86%	23	66%	796	85%
Psychosocial disability	2,817	63%	173	56%	2,990	63%
Spinal Cord Injury	432	96%	11	100%	443	96%
Stroke	510	81%	30	77%	540	80%
Visual Impairment	755	86%	18	67%	773	86%
Other Neurological	1,747	79%	50	66%	1,797	79%
Other Physical	1,958	50%	39	24%	1,997	49%
Other Sensory/Speech	898	53%	<11		902	53%
Other	276	40%	38	22%	314	36%
Missing	343	93%	<11		343	93%
Total	43,479	86%	1,515	74%	44,994	86%

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

Table J.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – South Australia

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,279	5.8%	118	7.6%	2,397	5.8%
Not Aboriginal and Torres Strait Islander	32,004	81.1%	1,195	77.0%	33,199	80.9%
Not Stated	5,200	13.2%	238	15.3%	5,438	13.3%
Total	39,483	100%	1,551	100%	41,034	100%

⁴²⁷ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

⁴²⁸ Ibid.

Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – South Australia ⁴²⁹

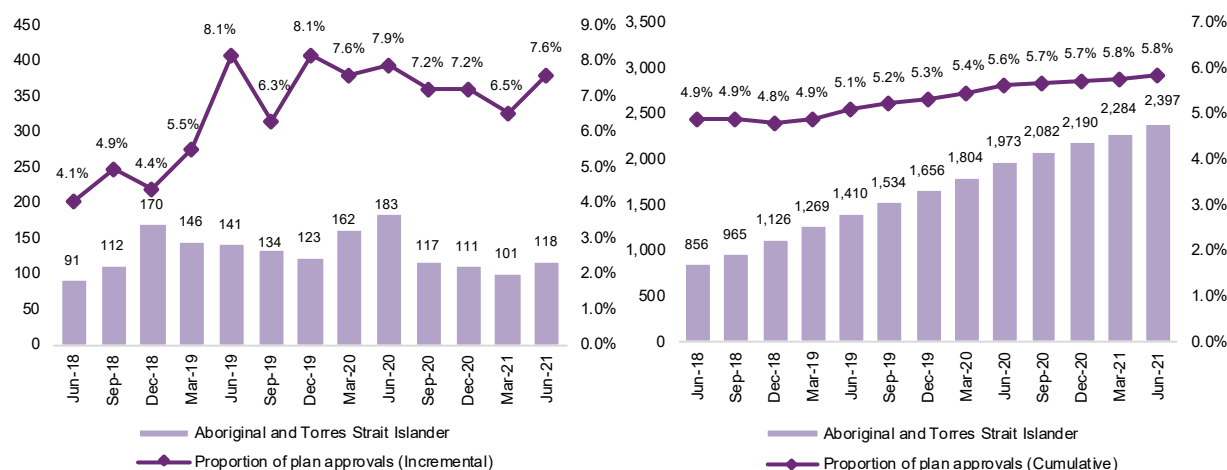


Table J.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	2,994	7.6%	127	8.2%	3,121	7.6%
Not culturally and linguistically diverse	36,440	92.3%	1,424	91.8%	37,864	92.3%
Not stated	49	0.1%	<11		49	0.1%
Total	39,483	100%	1,551	100%	41,034	100%

Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia ⁴³⁰

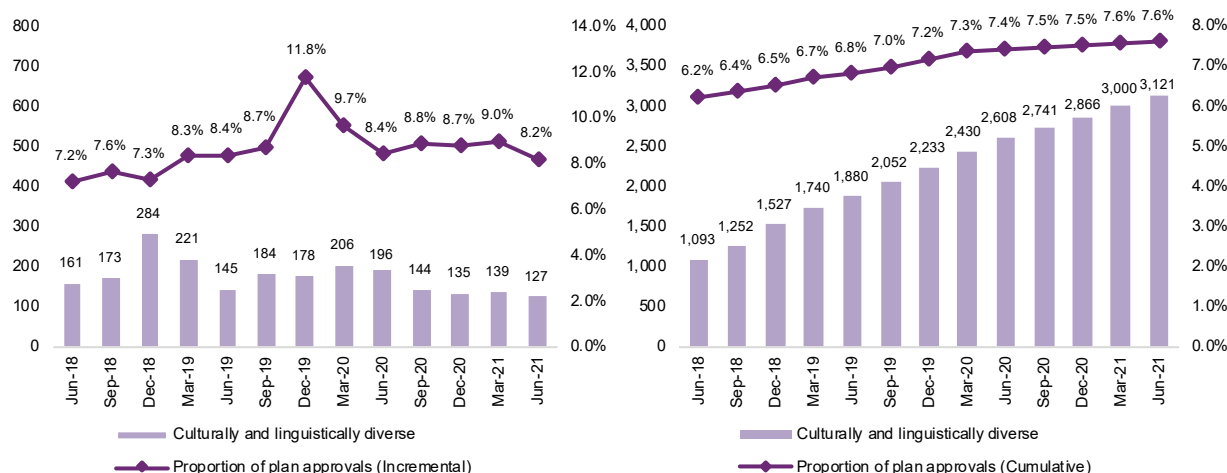


Table J.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – South Australia ⁴³¹

	Total
Age group	N
Under 45	<11
45 to 54	34
55 to 64	154
Total YPIRAC (under 65)	194

⁴²⁹ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁴³⁰ Ibid.

⁴³¹ There are a further 122 active participants aged 65 years or over who are currently in residential aged care.

Figure J.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – South Australia ⁴³²

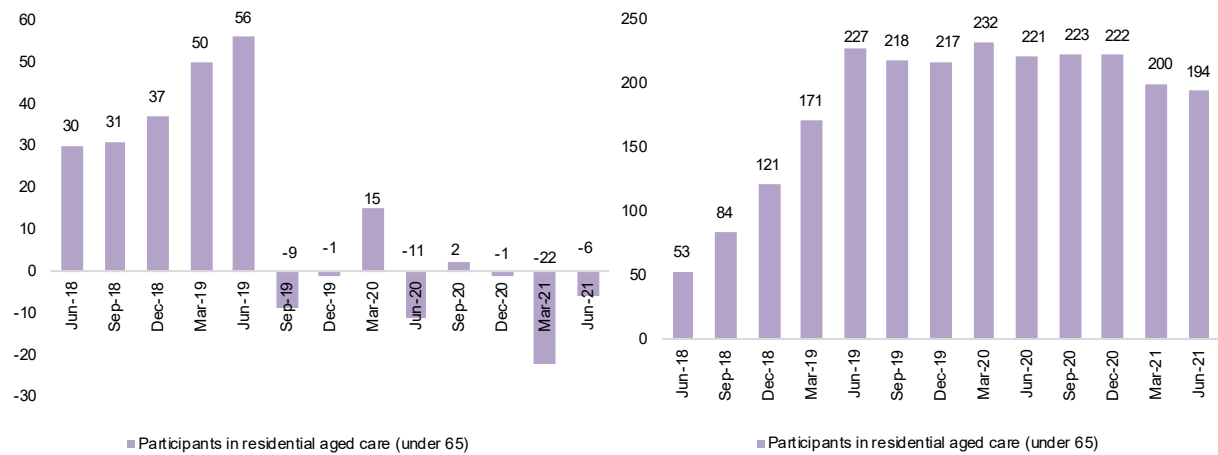
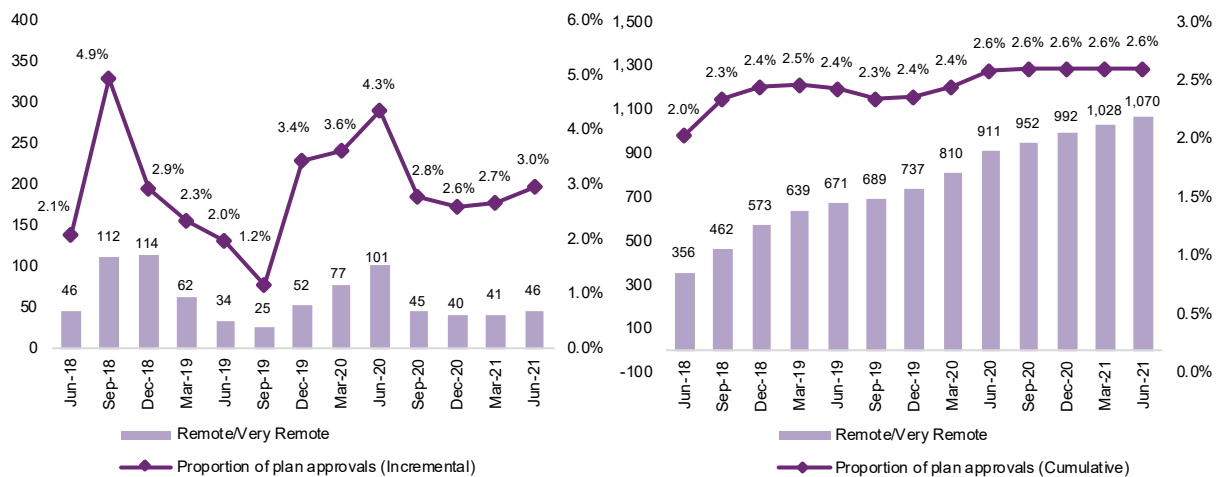


Table J.11 Participant profile per quarter by remoteness – South Australia ^{433 434}

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	29,843	75.6%	1,169	75.4%	31,012	75.6%
Population > 50,000	650	1.6%	24	1.5%	674	1.6%
Population between 15,000 and 50,000	3,459	8.8%	147	9.5%	3,606	8.8%
Population between 5,000 and 15,000	1,384	3.5%	57	3.7%	1,441	3.5%
Population less than 5,000	3,123	7.9%	108	7.0%	3,231	7.9%
Remote	693	1.8%	32	2.1%	725	1.8%
Very Remote	331	0.8%	14	0.9%	345	0.8%
Missing	<11		<11		<11	
Total	39,483	100%	1,551	100%	41,034	100%

Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia ^{435 436}



⁴³² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to March 2018.

⁴³³ The distributions are calculated excluding active participants with a missing remoteness classification.

⁴³⁴ This table is based on the Modified Monash Model (MMM) measure of remoteness.

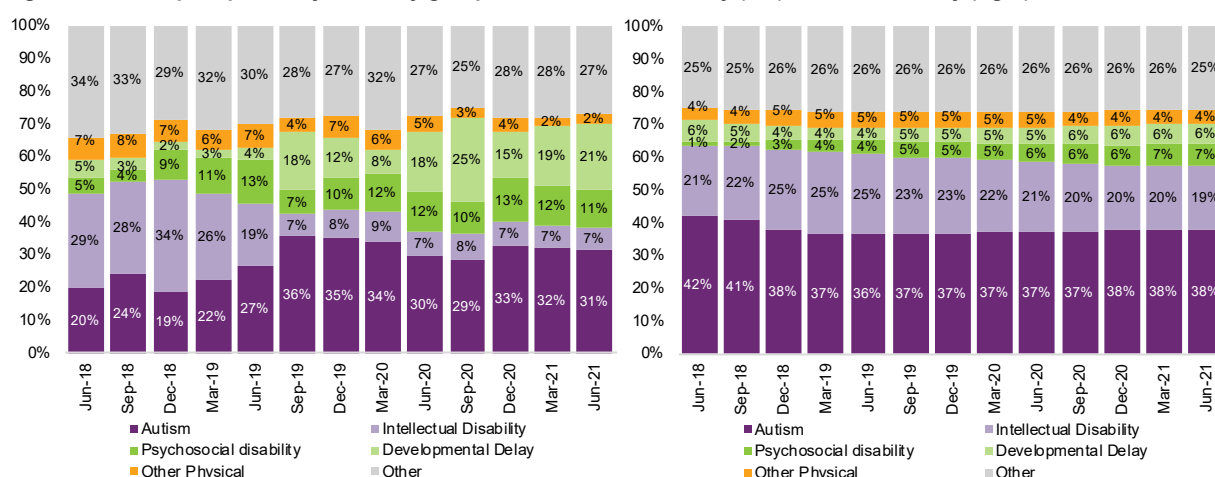
⁴³⁵ Ibid.

⁴³⁶ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table J.12 Participant profile per quarter by primary disability group – South Australia ^{437 438 439}

Disability	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Autism	15,197	38%	488	31%	15,685	38%
Intellectual Disability	7,742	20%	109	7%	7,851	19%
Psychosocial disability	2,584	7%	175	11%	2,759	7%
Developmental Delay	2,317	6%	319	21%	2,636	6%
Hearing Impairment	1,621	4%	53	3%	1,674	4%
Other Neurological	1,459	4%	58	4%	1,517	4%
Other Physical	1,685	4%	38	2%	1,723	4%
Cerebral Palsy	1,184	3%	<11		1,194	3%
ABI	1,495	4%	48	3%	1,543	4%
Global Developmental Delay	1,186	3%	116	7%	1,302	3%
Visual Impairment	710	2%	19	1%	729	2%
Multiple Sclerosis	723	2%	32	2%	755	2%
Stroke	444	1%	27	2%	471	1%
Spinal Cord Injury	386	1%	12	1%	398	1%
Other	230	1%	44	3%	274	1%
Other Sensory/Speech	520	1%	<11		523	1%
Total	39,483	100%	1,551	100%	41,034	100%

Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – South Australia ⁴⁴⁰



⁴³⁷ Table order based on national proportions (highest to lowest).

⁴³⁸ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁴³⁹ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in South Australia (797).

⁴⁴⁰ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table J.13 Participant profile per quarter by level of function – South Australia ⁴⁴¹

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	2,821	7%	304	20%	3,125	8%
2 (High Function)	43	0%	<11		48	0%
3 (High Function)	2,073	5%	98	6%	2,171	5%
4 (High Function)	1,968	5%	58	4%	2,026	5%
5 (High Function)	2,698	7%	122	8%	2,820	7%
6 (Moderate Function)	10,196	26%	434	28%	10,630	26%
7 (Moderate Function)	2,149	5%	72	5%	2,221	5%
8 (Moderate Function)	2,832	7%	94	6%	2,926	7%
9 (Moderate Function)	181	0%	<11		187	0%
10 (Moderate Function)	4,160	11%	131	8%	4,291	10%
11 (Low Function)	1,515	4%	15	1%	1,530	4%
12 (Low Function)	4,827	12%	139	9%	4,966	12%
13 (Low Function)	3,399	9%	73	5%	3,472	8%
14 (Low Function)	530	1%	<11		530	1%
15 (Low Function)	<11		<11		<11	
Missing	90		<11		90	
Total	39,483	100%	1,551	100%	41,034	100%

Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – South Australia ⁴⁴²

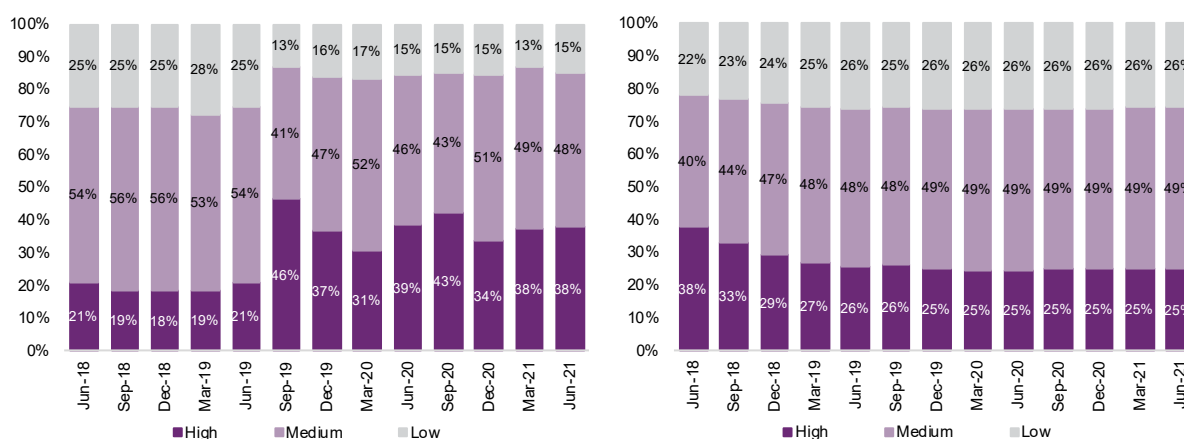


Table J.14 Participant profile per quarter by age group – South Australia

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	5,081	13%	570	37%	5,651	14%
7 to 14	11,924	30%	293	19%	12,217	30%
15 to 18	3,703	9%	73	5%	3,776	9%
19 to 24	3,120	8%	73	5%	3,193	8%
25 to 34	3,050	8%	95	6%	3,145	8%
35 to 44	2,870	7%	123	8%	2,993	7%
45 to 54	3,733	9%	133	9%	3,866	9%
55 to 64	4,600	12%	181	12%	4,781	12%
65+	1,402	4%	<11		1,412	3%
Total	39,483	100%	1,551	100%	41,034	100%

⁴⁴¹ The distributions are calculated excluding participants with a missing level of function.

⁴⁴² The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia ⁴⁴³

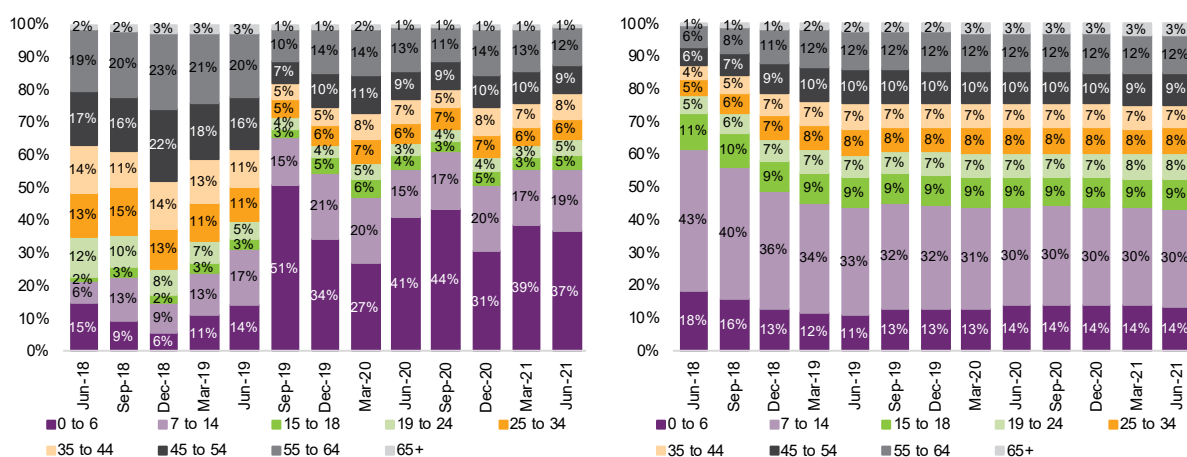


Table J.15 Participant profile per quarter by gender – South Australia

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	24,821	63%	934	60%	25,755	63%
Female	13,947	35%	588	38%	14,535	35%
Other	715	2%	29	2%	744	2%
Total	39,483	100%	1,551	100%	41,034	100%

Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia ⁴⁴⁴

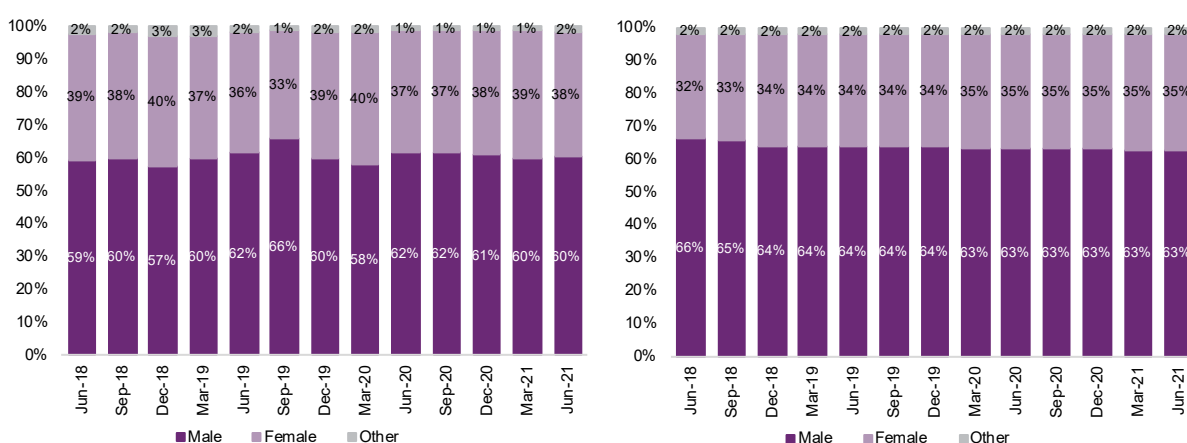


Table J.16 Participation rates by age group – South Australia ⁴⁴⁵

	SA
0-6	4.18%
7-14	7.28%
15-18	4.63%
19-24	2.42%
25-34	1.38%
35-44	1.38%
45-54	1.79%
55-64	2.20%
Total (aged 0-64)	2.84%

⁴⁴³ Ibid.

⁴⁴⁴ Ibid.

⁴⁴⁵ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table J.17 Number of baseline questionnaires completed by SFOF version – South Australia ⁴⁴⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	1,341	810	690	1,607	1,727	6,175
Participant school to 14	1,983	1,047	1,641	2,048	1,708	8,427
Participant 15 to 24	518	1,083	1,176	637	489	3,903
Participant 25 and over	49	3,469	6,614	2,784	2,223	15,139
Total Participant	3,891	6,409	10,121	7,076	6,147	33,644
Family 0 to 14	3,174	1,746	2,262	3,536	3,356	14,074
Family 15 to 24	465	751	691	394	294	2,595
Family 25 and over	1	1,197	1,875	732	499	4,304
Total Family	3,640	3,694	4,828	4,662	4,149	20,973
Total	7,531	10,103	14,949	11,738	10,296	54,617

Table J.18 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – South Australia

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	66%			
CC	% who say their child is able to tell them what he/she wants	72%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		27%		
DL	% who say their child is becoming more independent		45%		
CC	% of children who have a genuine say in decisions about themselves		81%		
CC	% who are happy with the level of independence/control they have now			41%	
CC	% who choose who supports them			44%	62%
CC	% who choose what they do each day			55%	71%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	24%
CC	% who want more choice and control in their life			79%	75%

⁴⁴⁶ Baseline outcomes for participants and/or their families and carers were collected for 97% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table J.19 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – South Australia

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	57%	66%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	50%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		43%		
REL	Of these, % who are welcomed or actively included	61%	74%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			29%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	36%

Table J.20 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – South Australia

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		83%		
HM	% who are happy with their home			81%	76%
HM	% who feel safe or very safe in their home			86%	74%
HW	% who rate their health as good, very good or excellent			70%	47%
HW	% who did not have any difficulties accessing health services			75%	71%
LL	% who currently attend or previously attended school in a mainstream class			43%	
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				30%
WK	% who have a paid job			22%	26%
WK	% who volunteer			11%	10%

Table J.21 Selected key baseline indicators for families/carers of participants – South Australia

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	15%	25%	22%
% receiving Carer Allowance	40%	46%	34%
% working in a paid job	47%	49%	36%
Of those in a paid job, % in permanent employment	77%	74%	74%
Of those in a paid job, % working 15 hours or more	80%	86%	85%
% who say they (and their partner) are able to work as much as they want	47%	55%	63%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	86%	84%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	23%	19%
% able to advocate for their child/family member	78%	76%	72%
% who have friends and family they see as often as they like	52%	52%	57%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		45%	
% who feel in control selecting services		43%	44%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			36%
% who rate their health as good, very good or excellent	73%	62%	63%

Table J.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=937) - participants who entered between 1 July 2016 and 30 June 2020 – South Australia⁴⁴⁷

Question	% Yes
DL Has the NDIS improved your child's development?	93%
DL Has the NDIS improved your child's access to specialist services?	94%
CC Has the NDIS helped increase your child's ability to communicate what they want?	85%
REL Has the NDIS improved how your child fits into family life?	80%
S/CP Has the NDIS improved how your child fits into community life?	66%

Table J.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=2,522) - participants who entered between 1 July 2016 and 30 June 2020 – South Australia

Question	% Yes
DL Has the NDIS helped your child to become more independent?	67%
LL Has the NDIS improved your child's access to education?	48%
REL Has the NDIS improved your child's relationships with family and friends?	56%
S/CP Has the NDIS improved your child's social and recreational life?	49%

⁴⁴⁷ Results in Tables J.22 to J.25 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

Table J.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=1,070) and ‘Participant 25 and over’ (n=5,394) - participants who entered between 1 July 2016 and 30 June 2020 – South Australia

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	69%
DL	Has the NDIS helped you with daily living activities?	58%	74%
REL	Has the NDIS helped you to meet more people?	43%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	51%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	21%
S/CP	Has the NDIS helped you be more involved?	51%	56%

Table J.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=3,305); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,222) - participants who entered between 1 July 2016 and 30 June 2020 – South Australia

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	66%	50%
Has the NDIS improved the level of support for your family?	74%	64%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	75%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	47%	36%

Table J.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=355) - participants who entered between 1 July 2016 and 30 June 2019 – South Australia ⁴⁴⁸

	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?	92%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	85%	+3%
REL	Has the NDIS improved how your child fits into family life?	76%	81%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	56%	63%	+7%

⁴⁴⁸ Results in Tables J.26 to J.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

Table J.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=1,208) - participants who entered between 1 July 2016 and 30 June 2019 – South Australia

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	72%	+5%
LL	Has the NDIS improved your child's access to education?	42%	48%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	60%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	+4%

Table J.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=884) and ‘Participant 25 and over’ (n=2,851) - participants who entered between 1 July 2016 and 30 June 2019 – South Australia

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	59%	65%	+6%	66%	73%	+7%
DL	Has the NDIS helped you with daily living activities?	59%	65%	+5%	72%	80%	+8%
REL	Has the NDIS helped you to meet more people?	47%	48%	+1%	48%	53%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	21%	-1%	29%	32%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	43%	+4%	46%	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?	33%	32%	0%	25%	27%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	21%	0%	21%	20%	0%
S/CP	Has the NDIS helped you be more involved?	53%	54%	+2%	55%	61%	+7%

Table J.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=1,430); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=729) - participants who entered between 1 July 2016 and 30 June 2019 – South Australia

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	66%	+5%	50%	56%	+6%
Has the NDIS improved the level of support for your family?	71%	74%	+3%	61%	69%	+8%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	74%	+2%	58%	66%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	80%	+4%			
Has the NDIS improved your health and wellbeing?	42%	44%	+2%	42%	41%	-1%

Table J.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=328) - participants who entered between 1 July 2016 and 30 June 2018 – South Australia ⁴⁴⁹

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	93%	94%	98%	+5%
DL	Has the NDIS improved your child's access to specialist services?	94%	93%	95%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	85%	85%	+3%
REL	Has the NDIS improved how your child fits into family life?	76%	75%	80%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	63%	56%	59%	-5%

Table J.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=886) - participants who entered between 1 July 2016 and 30 June 2018 – South Australia

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	65%	73%	77%	+12%
LL	Has the NDIS improved your child's access to education?	49%	53%	54%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	60%	63%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	55%	+7%

⁴⁴⁹ Results in Tables J.30 to J.35 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table J.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=509) - participants who entered between 1 July 2016 and 30 June 2018 – South Australia

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	55%	61%	66%	+11%
Has the NDIS helped you with daily living activities?	55%	61%	68%	+12%
Has the NDIS helped you to meet more people?	44%	50%	48%	+4%
Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	17%	19%	+1%
Has your involvement with the NDIS improved your health and wellbeing?	36%	39%	43%	+7%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	29%	31%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	18%	17%	0%
Has the NDIS helped you be more involved?	45%	50%	54%	+9%

Table J.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=753) - participants who entered between 1 July 2016 and 30 June 2018 – South Australia

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	65%	71%	75%	+10%
Has the NDIS helped you with daily living activities?	70%	79%	83%	+13%
Has the NDIS helped you to meet more people?	46%	52%	56%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	24%	29%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	44%	50%	53%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	27%	29%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%	20%	-1%
Has the NDIS helped you be more involved?	52%	55%	63%	+11%

Table J.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=933) - participants who entered between 1 July 2016 and 30 June 2018 – South Australia

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	64%	63%	68%	+4%
Has the NDIS improved the level of support for your family?	72%	73%	76%	+3%
Has the NDIS improved your access to services, programs and activities in the community?	74%	73%	77%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	81%	83%	+4%
Has the NDIS improved your health and wellbeing?	47%	45%	49%	+2%

Table J.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=278) - participants who entered between 1 July 2016 and 30 June 2018 – South Australia

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	39%	49%	54%	+15%
Has the NDIS improved the level of support for your family?	56%	64%	70%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	51%	57%	64%	+12%
Has the NDIS improved your health and wellbeing?	36%	39%	38%	+2%

Table J.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 0 to school’ (n=204) - participants who entered between 1 July 2016 and 30 June 2017 – South Australia ⁴⁵⁰

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS improved your child's development?	93%	96%	97%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	95%	96%	94%	93%	-2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	89%	85%	76%	85%	-4%
REL	Has the NDIS improved how your child fits into family life?	82%	75%	85%	85%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	67%	62%	70%	67%	0%

⁴⁵⁰ Results in Tables J.36 to J.40 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

Table J.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=599) - participants who entered between 1 July 2016 and 30 June 2017 – South Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	66%	69%	75%	77%	+11%
LL	Has the NDIS improved your child's access to education?	48%	46%	53%	54%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	58%	63%	63%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	48%	56%	56%	+7%

Table J.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=204) - participants who entered between 1 July 2016 and 30 June 2017 – South Australia

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	56%	64%	69%	69%	+13%
DL	Has the NDIS helped you with daily living activities?	55%	60%	66%	70%	+15%
REL	Has the NDIS helped you to meet more people?	38%	44%	47%	49%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	19%	19%	21%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	43%	47%	49%	+3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	33%	34%	32%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	14%	13%	15%	+3%
S/CP	Has the NDIS helped you be more involved?	48%	50%	55%	55%	+7%

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

Table J.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=403) - participants who entered between 1 July 2016 and 30 June 2017 – South Australia

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS improved your capacity to advocate (stand up) for your child?	59%	62%	66%	69%	+10%
Has the NDIS improved the level of support for your family?	74%	76%	76%	76%	+2%
Has the NDIS improved your access to services, programs and activities in the community?	75%	74%	74%	77%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	80%	81%	79%	+2%
Has the NDIS improved your health and wellbeing?	51%	46%	44%	46%	-5%

Table J.40 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=64) - participants who entered between 1 July 2016 and 30 June 2017 – South Australia

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	45%	46%	47%	59%	+13%
Has the NDIS improved the level of support for your family?	60%	68%	66%	72%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	63%	60%	60%	62%	-1%
Has the NDIS improved your health and wellbeing?	37%	37%	38%	40%	+2%

Table J.41 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,560), ‘participant social and community engagement rate’ (n=4,568) and ‘parent and carer employment rate’ (n=2,393) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – South Australia ⁴⁵¹

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	16%	20%	24%	24%
Aged 25+	30%	28%	27%	
Aged 15+	27%	27%	27%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	33%	37%	37%	50%
Aged 25+	38%	42%	42%	
Aged 15+	37%	41%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	46%	48%	48%	50%
Aged 15+	39%	40%	39%	
All ages	43%	45%	45%	

⁴⁵¹ 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 June 2019 and have had a second plan review to date.

Table J.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,404), 'participant social and community engagement rate' (n=1,417) and 'parent and carer employment rate' (n=1,227) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – South Australia ⁴⁵²

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	15%	17%	20%	26%	24%
Aged 25+	32%	30%	29%	26%	
Aged 15+	27%	26%	26%	26%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	33%	36%	33%	37%	50%
Aged 25+	39%	40%	40%	42%	
Aged 15+	37%	39%	38%	41%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	48%	53%	52%	53%	50%
Aged 15+	45%	46%	50%	44%	
All ages	47%	51%	52%	51%	

Table J.43 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=141), 'participant social and community engagement rate' (n=147) and 'parent and carer employment rate' (n=453) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – South Australia ⁴⁵³

Participant employment rate						
Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target	
Aged 15 to 24 years	6%	9%	19%	25%	21%	24%
Aged 25+	Numbers are too small					
Aged 15+	9%	10%	20%	26%	20%	
Participant social and community engagement rate						
Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target	
Aged 15 to 24 years	36%	40%	42%	41%	45%	50%
Aged 25+	Numbers are too small					
Aged 15+	37%	42%	43%	41%	44%	
Parent and carer employment rate						
Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target	
Aged 0 to 14 years	42%	44%	48%	50%	49%	50%
Aged 15+	54%	54%	52%	41%	52%	
All ages	43%	46%	49%	49%	49%	

⁴⁵² 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 June 2018 and have had a third plan review to date.

⁴⁵³ 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 June 2017 and have had a fourth plan review to date.

Table J.44 Number of active plans by goal type and primary disability – South Australia ⁴⁵⁴

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	403	1,296	837	237	398	1,237	605	353	1,543
Autism	2,539	14,525	5,941	5,634	7,900	10,241	956	1,875	15,685
Cerebral Palsy	286	1,070	635	263	308	854	301	206	1,194
Developmental Delay	131	2,481	663	1,408	1,149	1,185	0	1	2,636
Down Syndrome	165	686	387	182	292	635	266	266	797
Global Developmental Delay	60	1,230	347	731	602	578	1	1	1,302
Hearing Impairment	366	1,442	398	511	340	858	165	317	1,674
Intellectual Disability	1,558	5,930	3,054	1,956	2,465	5,454	2,193	2,596	7,054
Multiple Sclerosis	234	653	516	57	96	561	258	124	755
Psychosocial disability	715	2,105	1,624	554	574	2,330	1,188	743	2,759
Spinal Cord Injury	135	353	265	39	47	290	158	94	398
Stroke	147	425	272	54	73	377	176	101	471
Visual Impairment	227	667	312	187	84	529	154	241	729
Other Neurological	418	1,304	875	219	308	1,151	554	235	1,517
Other Physical	452	1,530	944	205	190	1,056	487	332	1,723
Other Sensory/Speech	55	467	118	174	214	223	7	15	523
Other	64	235	138	40	47	197	87	41	274
Total	7,955	36,399	17,326	12,451	15,087	27,756	7,556	7,541	41,034

Table J.45 Number of goals in active plans by goal type and primary disability – South Australia ⁴⁵⁵

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	707	3,916	1,665	372	713	2,440	995	560	11,368
Autism	4,372	58,274	10,891	9,817	14,289	18,192	1,576	2,892	120,303
Cerebral Palsy	486	4,021	1,273	453	562	1,828	518	327	9,468
Developmental Delay	221	11,267	955	2,350	1,667	1,766	0	2	18,228
Down Syndrome	293	2,248	703	311	516	1,326	422	416	6,235
Global Developmental Delay	125	5,494	552	1,267	910	876	1	1	9,226
Hearing Impairment	617	4,164	635	821	514	1,430	250	443	8,874
Intellectual Disability	2,690	18,313	5,686	3,359	4,398	10,567	3,547	3,992	52,552
Multiple Sclerosis	412	1,993	1,116	109	144	1,014	441	209	5,438
Psychosocial disability	1,226	5,389	3,061	850	993	4,246	1,946	1,087	18,798
Spinal Cord Injury	268	1,122	558	76	73	543	305	143	3,088
Stroke	289	1,275	524	95	131	679	294	161	3,448
Visual Impairment	434	2,285	555	320	140	1,009	247	419	5,409
Other Neurological	824	4,391	1,819	371	505	2,214	947	357	11,428
Other Physical	811	4,651	1,916	311	303	1,912	797	502	11,203
Other Sensory/Speech	74	1,668	190	285	317	343	9	19	2,905
Other	126	831	301	64	79	372	155	83	2,011
Total	13,975	131,302	32,400	21,231	26,254	50,757	12,450	11,613	299,982

⁴⁵⁴ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

⁴⁵⁵ Participants have set over six million goals in total since July 2016. The 299,982 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

Table J.46 Number of active plans by goal type and age group – South Australia ⁴⁵⁶

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	285	5,407	1,533	3,246	2,716	2,611	5	0	5,651
7 to 14	1,584	11,510	4,271	4,291	6,072	7,269	126	36	12,217
15 to 18	772	3,446	1,432	1,235	1,762	2,684	206	715	3,776
19 to 24	896	2,715	1,320	964	1,017	2,354	753	1,735	3,193
25 to 34	886	2,556	1,553	753	862	2,446	1,229	1,555	3,145
35 to 44	824	2,450	1,636	591	756	2,396	1,177	1,224	2,993
45 to 54	1,015	3,156	2,158	675	841	3,077	1,565	1,182	3,866
55 to 64	1,314	3,966	2,684	574	850	3,789	1,940	955	4,781
65+	379	1,193	739	122	211	1,130	555	139	1,412
Total	7,955	36,399	17,326	12,451	15,087	27,756	7,556	7,541	41,034

Table J.47 Number of goals in active plans by goal type and age group – South Australia ⁴⁵⁷

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	504	25,075	2,408	5,639	4,092	3,909	11	0	41,638
7 to 14	2,714	49,058	8,032	7,449	11,203	12,965	213	52	91,686
15 to 18	1,305	12,175	2,634	2,119	3,177	4,752	367	1,120	27,649
19 to 24	1,557	8,091	2,363	1,584	1,747	4,342	1,239	2,644	23,567
25 to 34	1,611	6,862	2,745	1,300	1,499	4,687	1,992	2,417	23,113
35 to 44	1,513	6,658	3,137	946	1,293	4,602	1,940	1,878	21,967
45 to 54	1,818	8,699	4,236	1,087	1,496	6,027	2,610	1,789	27,762
55 to 64	2,296	11,347	5,381	910	1,391	7,339	3,145	1,513	33,322
65+	657	3,337	1,464	197	356	2,134	933	200	9,278
Total	13,975	131,302	32,400	21,231	26,254	50,757	12,450	11,613	299,982

⁴⁵⁶ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

⁴⁵⁷ Participants have set over six million goals in total since July 2016. The 299,982 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

Table J.48 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia ⁴⁵⁸

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
Access	n = 200	n = 135
Are you happy with how coming into the NDIS has gone?	84%	84%
Was the person from the NDIS respectful?	94%	97%
Do you understand what will happen next with your plan?	73%	70%
% of participants rating their overall experience as Very Good or Good.	72%	73%
Pre-planning	n = 245	n = 92
Did the person from the NDIS understand how your disability affects your life?	89%	88%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	79%	85%
Are you clear on what happens next with your plan?	68%	65%
Do you know where to go for more help with your plan?	69%	75%
% of participants rating their overall experience as Very Good or Good.	77%	79%
Planning	n = 807	n = 460
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?	98%	97%
Were decisions about your plan clearly explained?	87%	85%
Are you clear on what happens next with your plan?	82%	82%
Do you know where to go for more help with your plan?	88%	86%
% of participants rating their overall experience as Very Good or Good.	84%	80%
Plan review	n = 2,200	n = 1,270
Did the person from the NDIS understand how your disability affects your life?	78%	76%
Did you feel prepared for your plan review?	82%	81%
Is your NDIS plan helping you to make progress towards your goals?	87%	84%
% of participants rating their overall experience as Very Good or Good.	71%	69%

⁴⁵⁸ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure J.9 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ⁴⁵⁹ 460 461

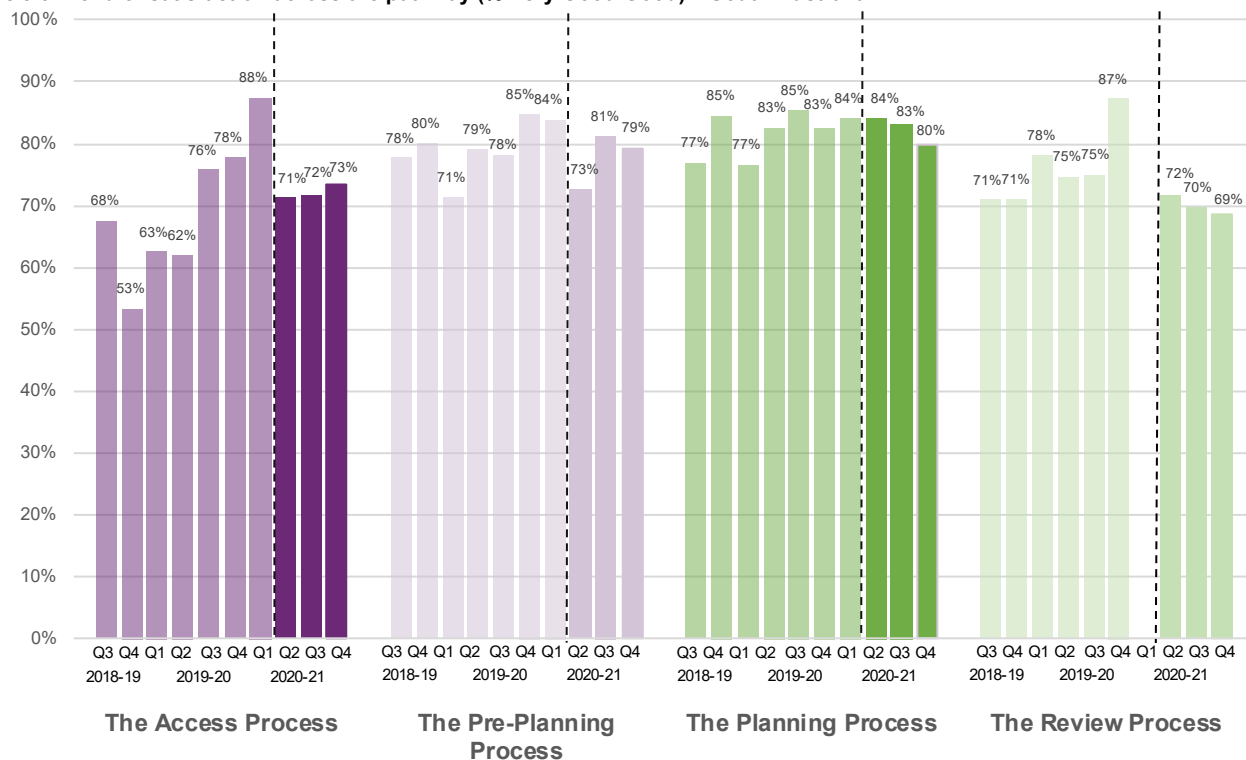
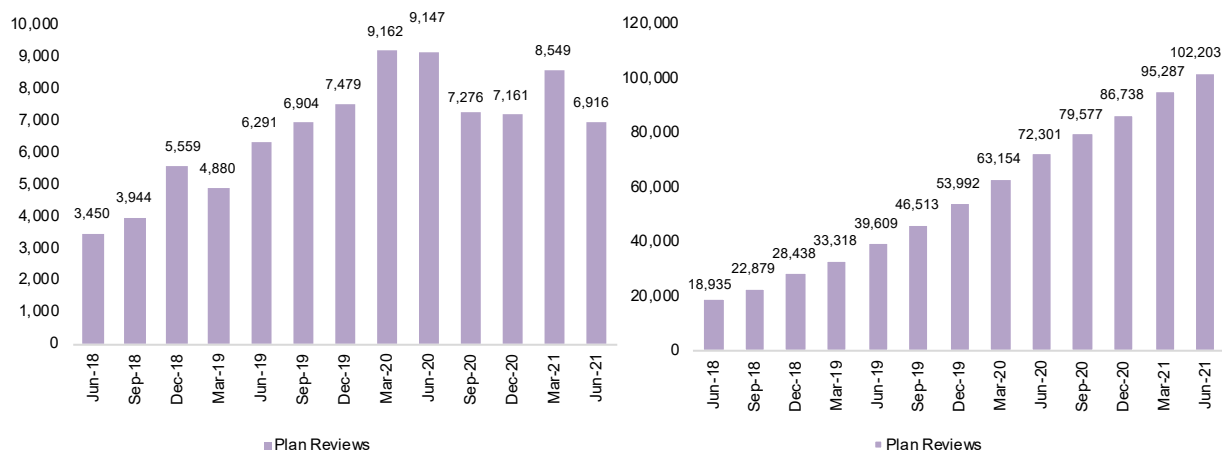


Table J.49 Plan reviews conducted per quarter – excluding plans less than 31 days – South Australia ⁴⁶²

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total plan reviews	95,287	6,916	102,203
<i>Early intervention plans</i>	36,940	1,989	38,929
<i>Permanent disability plans</i>	58,347	4,927	63,274

Figure J.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – South Australia



⁴⁵⁹ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series.

⁴⁶⁰ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴⁶¹ Participant satisfaction results are not shown if there is insufficient data in the group.

⁴⁶² Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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

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

Table J.50 shows the number of complaints in 2020-21 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table J.51 and Table J.52 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table J.50 Complaints by quarter – South Australia ^{463 464 465}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	15	2	17	16
Complaint about LAC Partner	112	27	139	128
Complaints about service providers	387	26	413	356
Complaints about the Agency	8,996	465	9,461	4,974
Critical/ Reportable Incident	844	189	1,033	855
Unclassified	507	0	507	470
Total	10,861	709	11,570	6,024
Total complaints made since 1 April 2017	10,442	709	11,151	
Complaints since 1 April 2017 as % of all access requests	7.0%	5.2%	6.8%	

⁴⁶³ Note that 61% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁴⁶⁴ % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

⁴⁶⁵ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Figure J.11 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia

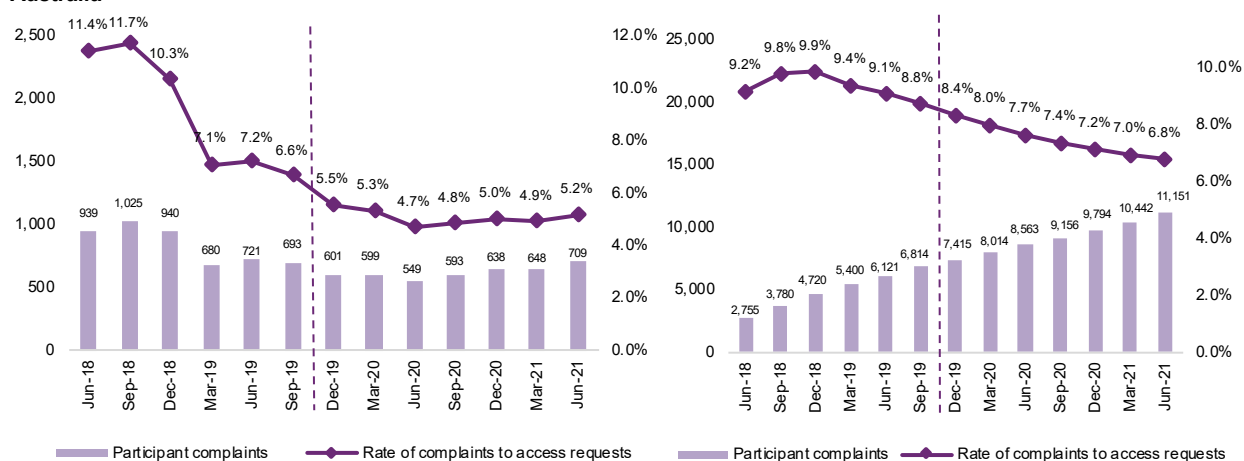


Table J.51 Participant complaints by type – South Australia

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
<i>Complaints about the Agency</i>						
Individual needs	557	(6%)	0	(0%)	557	(6%)
Information unclear	289	(3%)	0	(0%)	289	(3%)
NDIA Access	88	(1%)	23	(5%)	111	(1%)
NDIA Engagement	2	(0%)	0	(0%)	2	(0%)
NDIA Finance	210	(2%)	20	(4%)	230	(2%)
NDIA Fraud and Compliance	10	(0%)	1	(0%)	11	(0%)
NDIA Plan	661	(7%)	175	(38%)	836	(9%)
NDIA Process	326	(4%)	48	(10%)	374	(4%)
NDIA Resources	16	(0%)	2	(0%)	18	(0%)
NDIA Staff	151	(2%)	47	(10%)	198	(2%)
NDIA Timeliness	693	(8%)	130	(28%)	823	(9%)
Participation, engagement and inclusion	51	(1%)	0	(0%)	51	(1%)
Provider Portal	10	(0%)	0	(0%)	10	(0%)
Quality & Safeguards Commission	1	(0%)	0	(0%)	1	(0%)
Reasonable and necessary supports	1,170	(13%)	0	(0%)	1,170	(12%)
Staff conduct - Agency	139	(2%)	1	(0%)	140	(1%)
The way the NDIA carried out its decision making	272	(3%)	3	(1%)	275	(3%)
Timeliness	2,949	(33%)	3	(1%)	2,952	(31%)
Other	1,401	(16%)	12	(3%)	1,413	(15%)
Total	8,996		465		9,461	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(20%)	2	(100%)	5	(29%)
ECEI Process	3	(20%)	0	(0%)	3	(18%)
ECEI Staff	4	(27%)	0	(0%)	4	(24%)
ECEI Timeliness	5	(33%)	0	(0%)	5	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	15		2		17	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	27	(24%)	1	(4%)	28	(20%)
LAC Process	20	(18%)	1	(4%)	21	(15%)
LAC Resources	0	(0%)	1	(4%)	1	(1%)
LAC Staff	49	(44%)	20	(74%)	69	(50%)
LAC Timeliness	16	(14%)	4	(15%)	20	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	112		27		139	
<i>Complaints about service providers</i>						
Provider costs.	27	(7%)	2	(8%)	29	(7%)
Provider Finance	15	(4%)	2	(8%)	17	(4%)
Provider Fraud and Compliance	14	(4%)	3	(12%)	17	(4%)
Provider process	34	(9%)	0	(0%)	34	(8%)
Provider Service	73	(19%)	14	(54%)	87	(21%)
Provider Staff	34	(9%)	5	(19%)	39	(9%)
Service Delivery	34	(9%)	0	(0%)	34	(8%)
Staff conduct	38	(10%)	0	(0%)	38	(9%)
Supports being provided	44	(11%)	0	(0%)	44	(11%)
Other	74	(19%)	0	(0%)	74	(18%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total	387		26	0	413	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	242	(29%)	52	(28%)	294	(28%)
Allegations against Informal Supports	236	(28%)	10	(5%)	246	(24%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	154	(18%)	35	(19%)	189	(18%)
Provider reporting	210	(25%)	92	(49%)	302	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	844		189		1,033	
<i>Unclassified</i>	507		0		507	
Participants total	10,861		709		11,570	

Table J.52 Unique complainants by type – South Australia

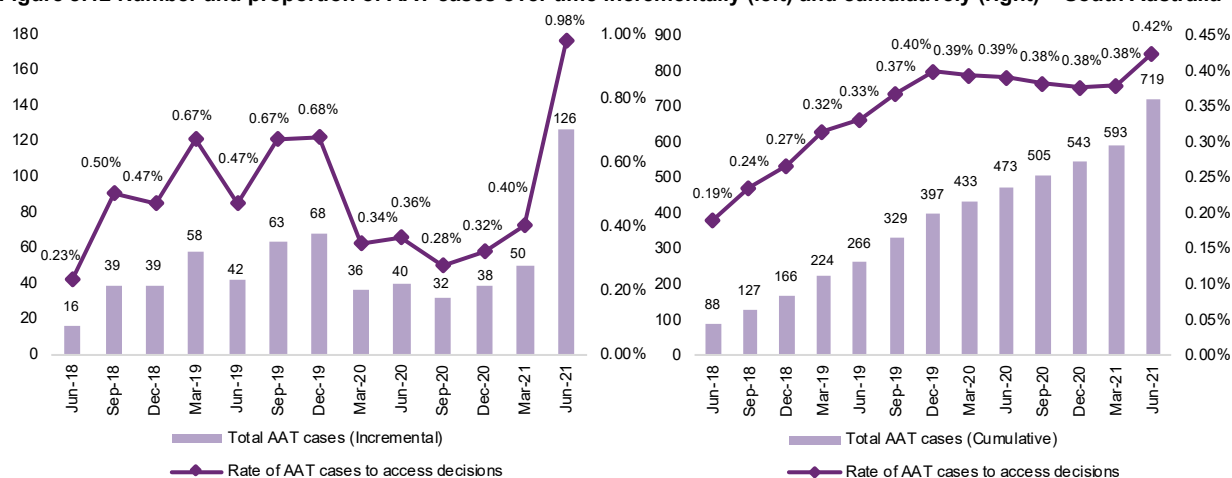
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	483	(7%)	0	(0%)	483	(6%)
Information unclear	273	(4%)	0	(0%)	273	(4%)
NDIA Access	79	(1%)	21	(5%)	100	(1%)
NDIA Engagement	2	(0%)	0	(0%)	2	(0%)
NDIA Finance	170	(2%)	18	(4%)	188	(2%)
NDIA Fraud and Compliance	10	(0%)	1	(0%)	11	(0%)
NDIA Plan	502	(7%)	146	(35%)	648	(8%)
NDIA Process	276	(4%)	45	(11%)	321	(4%)
NDIA Resources	14	(0%)	2	(0%)	16	(0%)
NDIA Staff	127	(2%)	44	(11%)	171	(2%)
NDIA Timeliness	567	(8%)	118	(29%)	685	(9%)
Participation, engagement and inclusion	51	(1%)	0	(0%)	51	(1%)
Provider Portal	10	(0%)	0	(0%)	10	(0%)
Quality & Safeguards Commission	1	(0%)	0	(0%)	1	(0%)
Reasonable and necessary supports	892	(12%)	0	(0%)	892	(12%)
Staff conduct - Agency	129	(2%)	1	(0%)	130	(2%)
The way the NDIA carried out its decision making	256	(4%)	3	(1%)	259	(3%)
Timeliness	2,048	(28%)	3	(1%)	2,051	(27%)
Other	1,339	(19%)	12	(3%)	1,351	(18%)
Total	7,229		414		7,643	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	3	(20%)	2	(100%)	5	(29%)
ECEI Process	3	(20%)	0	(0%)	3	(18%)
ECEI Staff	4	(27%)	0	(0%)	4	(24%)
ECEI Timeliness	5	(33%)	0	(0%)	5	(29%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	15		2		17	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	26	(25%)	1	(4%)	27	(21%)
LAC Process	19	(18%)	1	(4%)	20	(15%)
LAC Resources	0	(0%)	1	(4%)	1	(1%)
LAC Staff	46	(44%)	19	(73%)	65	(50%)
LAC Timeliness	14	(13%)	4	(15%)	18	(14%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	105		26		131	
<i>Complaints about service providers</i>						
Provider costs.	27	(7%)	2	(8%)	29	(7%)
Provider Finance	13	(4%)	2	(8%)	15	(4%)
Provider Fraud and Compliance	13	(4%)	3	(12%)	16	(4%)
Provider process	32	(9%)	0	(0%)	32	(8%)
Provider Service	69	(19%)	13	(52%)	82	(21%)
Provider Staff	32	(9%)	5	(20%)	37	(9%)
Service Delivery	34	(9%)	0	(0%)	34	(9%)
Staff conduct	38	(10%)	0	(0%)	38	(10%)
Supports being provided	40	(11%)	0	(0%)	40	(10%)
Other	69	(19%)	0	(0%)	69	(18%)
Total	367		25		392	

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	219	(29%)	52	(28%)	271	(28%)
Allegations against Informal Supports	204	(27%)	10	(5%)	214	(23%)
Allegations against NDIA Staff/Partners	2	(0%)	0	(0%)	2	(0%)
Participant threat	144	(19%)	33	(18%)	177	(19%)
Provider reporting	199	(26%)	88	(48%)	287	(30%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	768		183		951	
<i>Unclassified</i>	470		0		470	
Unique complaints total	8,954		650		9,604	

Table J.53 AAT Cases by category – South Australia ⁴⁶⁶

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	156	26%	<11		165	23%
Plan	368	62%	112	89%	480	67%
Plan Review	39	7%	<11		39	5%
Other	30	5%	<11		35	5%
Total	593	100%	126	100%	719	100%
% of all access decisions	0.38%		0.98%		0.42%	

Figure J.12 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

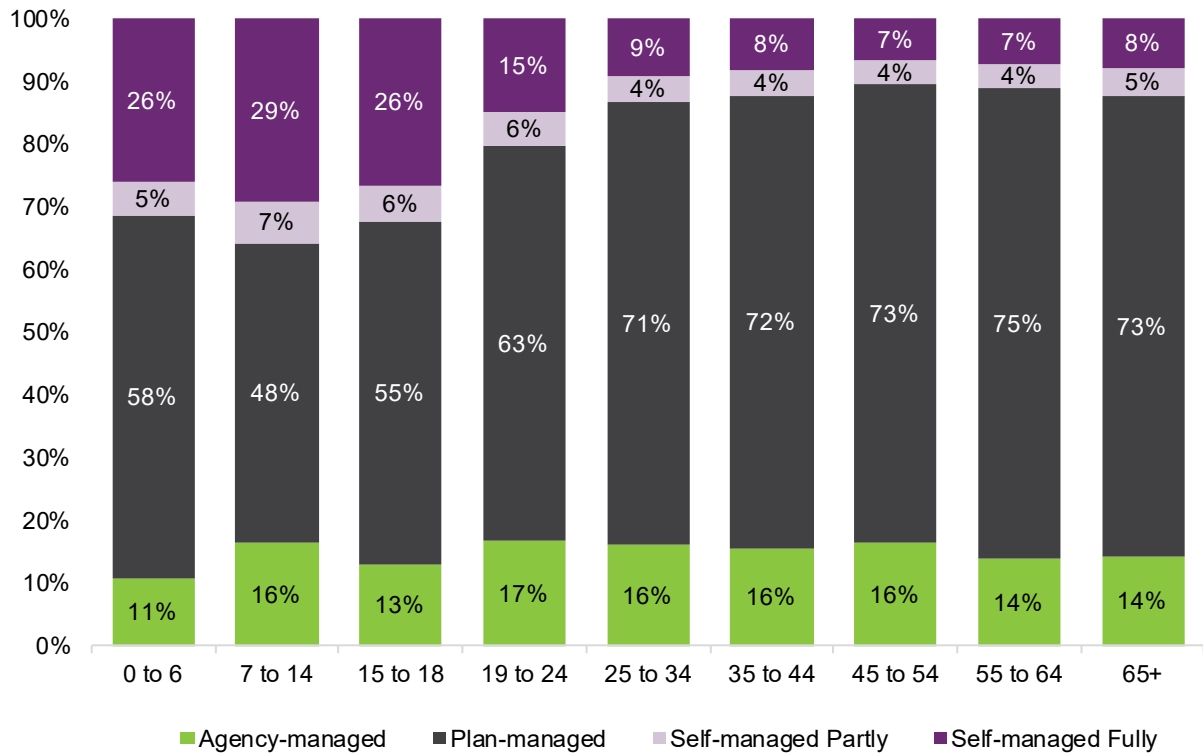


⁴⁶⁶ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table J.54 AAT cases by open/closed and decision – South Australia

	N
AAT Cases	719
Open AAT Cases	194
Closed AAT Cases	525
<i>Resolved before hearing</i>	<i>517</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>

Figure J.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – South Australia ⁴⁶⁷ ⁴⁶⁸



⁴⁶⁷ For the total number of active participants in each age group, see Table J.14.

⁴⁶⁸ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure J.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – South Australia ^{469 470}

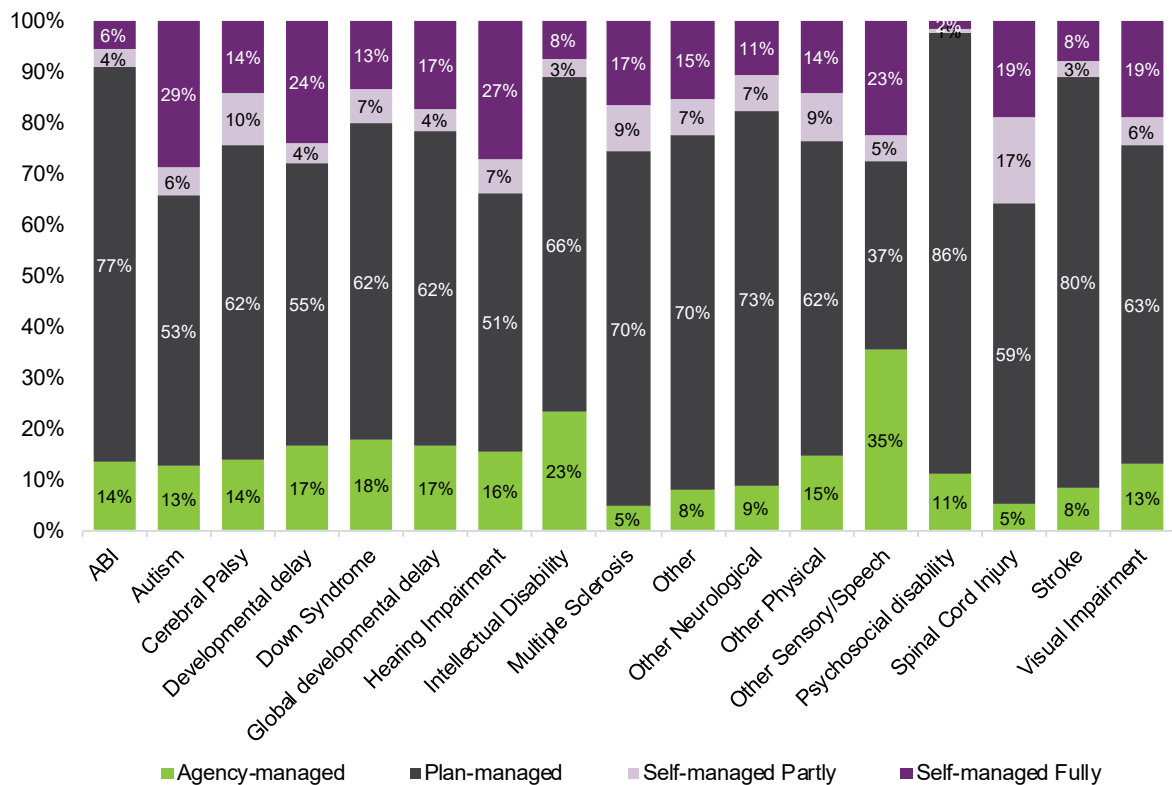
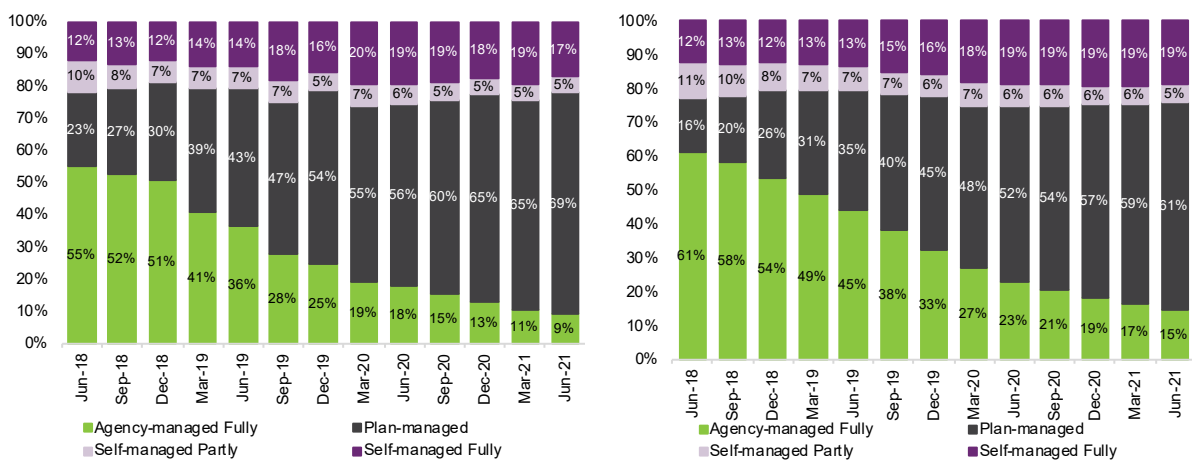


Table J.55 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia ⁴⁷¹

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	19%	17%	19%
Self-managed partly	5%	5%	5%
Plan-managed	59%	69%	61%
Agency-managed	16%	9%	15%
Total	100%	100%	100%

Figure J.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia ⁴⁷²



⁴⁶⁹ For the total number of active participants in each primary disability group, see Table J.12.

⁴⁷⁰ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁴⁷¹ Ibid.

⁴⁷² This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table J.56 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia

	Prior Quarters	2020-21 Q4	Total
Self-managed	9%	8%	9%
Plan-managed	40%	58%	42%
Agency-managed	51%	34%	49%
Total	100%	100%	100%

Figure J.16 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – South Australia

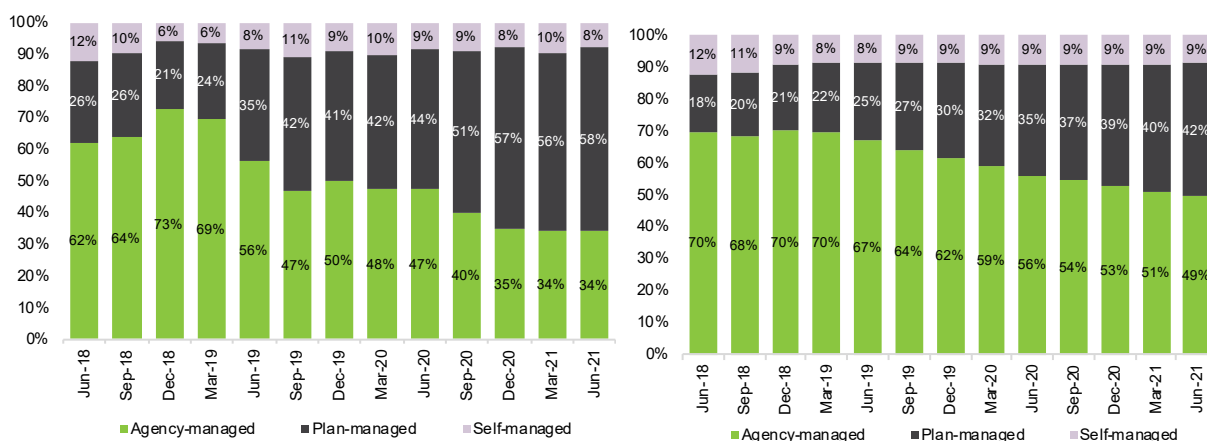


Table J.57 Distribution of active participants by support coordination and quarter of plan approval – South Australia

	Prior Quarters	2020-21 Q4	Total
Support coordination	40%	49%	42%

Table J.58 Duration to plan activation by quarter of initial plan approval for active participants – South Australia ⁴⁷³

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	20,547	68%	924	60%	21,471	68%
30 to 59 days	3,395	11%	236	15%	3,631	11%
60 to 89 days	1,702	6%	126	8%	1,828	6%
Activated within 90 days	25,644	85%	1,286	84%	26,930	85%
90 to 119 days	931	3%	57	4%	988	3%
120 days and over	2,835	9%	70	5%	2,905	9%
Activated after 90 days	3,766	12%	127	8%	3,893	12%
No payments	803	3%	122	8%	925	3%
Total plans approved	30,213	100%	1,535	100%	31,748	100%

⁴⁷³ Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table J.59 Proportion of participants who have activated within 12 months – South Australia

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,828	1,950	94%
Not Aboriginal and Torres Strait Islander	27,514	28,417	97%
Not Stated	4,259	4,419	96%
Total	33,601	34,786	97%
by Culturally and Linguistically Diverse status			
CALD	2,505	2,581	97%
Not CALD	31,048	32,156	97%
Not Stated	48	49	98%
Total	33,601	34,786	97%
by Remoteness			
Major Cities	25,367	26,232	97%
Regional	7,382	7,658	96%
Remote	852	896	95%
Missing	<11	<11	
Total	33,601	34,786	97%
by Primary Disability type			
Autism	13,238	13,708	97%
Intellectual Disability (including Down Syndrome)	7,186	7,400	97%
Psychosocial Disability	1,980	2,021	98%
Developmental Delay (including Global Developmental Delay)	2,113	2,231	95%
Other	9,084	9,426	96%
Total	33,601	34,786	97%

Table J.60 Distribution of plans by utilisation – South Australia ^{474 475}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	26%
> 75%	38%
Total	100%

Table J.61 Proportion of active participants with approved plans accessing mainstream supports – South Australia ⁴⁷⁶

	Prior Quarters	2020-21 Q4	Total
Daily Activities	8%	9%	8%
Health & Wellbeing	49%	54%	50%
Lifelong Learning	21%	20%	21%
Other	13%	15%	14%
Non-categorised	31%	28%	30%
Any mainstream service	94%	94%	94%

⁴⁷⁴ This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁴⁷⁵ Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

⁴⁷⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table J.62 Key markets indicators by quarter – South Australia ^{477 478}

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.04	1.05
b) Number of providers delivering new types of supports	167	176
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	85%	86%
<i>Therapeutic Supports (%)</i>	96%	96%
<i>Participate Community (%)</i>	91%	92%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	93%	94%

Table J.63 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – South Australia ⁴⁷⁹

Activity	Number of providers
Active for the first time in 2020-21 Q4	52
Active in 2020-21 Q4 and also in previous quarters	829
Active in 2020-21 Q4	881
Inactive in 2020-21 Q4	1,395
Active ever	2,276

⁴⁷⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁷⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴⁷⁹ Active providers refer to those who have received payment for support Agency-managed participants.

Table J.64 Cumulative number of providers that have been ever active by registration group – South Australia ⁴⁸⁰

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	49	7	56	14%
Assistance Animals	36	1	37	3%
Assistance with daily life tasks in a group or shared living arrangement	215	16	231	7%
Assistance with travel/transport arrangements	229	7	236	3%
Daily Personal Activities	403	17	420	4%
Group and Centre Based Activities	287	7	294	2%
High Intensity Daily Personal Activities	269	12	281	4%
Household tasks	372	16	388	4%
Interpreting and translation	59	0	59	0%
Participation in community, social and civic activities	465	17	482	4%
Assistive Technology				
Assistive equipment for recreation	74	3	77	4%
Assistive products for household tasks	63	5	68	8%
Assistance products for personal care and safety	488	13	501	3%
Communication and information equipment	164	10	174	6%
Customised Prosthetics	168	8	176	5%
Hearing Equipment	83	4	87	5%
Hearing Services	21	4	25	19%
Personal Mobility Equipment	245	11	256	4%
Specialised Hearing Services	29	2	31	7%
Vision Equipment	67	1	68	1%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	466	25	491	5%
Behaviour Support	205	3	208	1%
Community nursing care for high needs	111	14	125	13%
Development of daily living and life skills	267	11	278	4%
Early Intervention supports for early childhood	594	10	604	2%
Exercise Physiology and Physical Wellbeing activities	130	12	142	9%
Innovative Community Participation	59	3	62	5%
Specialised Driving Training	41	4	45	10%
Therapeutic Supports	1,094	23	1,117	2%
Capital services				
Home modification design and construction	80	5	85	6%
Specialist Disability Accommodation	25	2	27	8%
Vehicle Modifications	55	3	58	5%
Choice and control support services				
Management of funding for supports in participants plan	220	12	232	5%
Support Coordination	184	5	189	3%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	91	8	99	9%
Specialised Supported Employment	84	6	90	7%
Total	2,224	52	2,276	2%

⁴⁸⁰ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table J.65 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2021 – South Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	12	44	56	21%	79%	100%
Assistance Animals	6	31	37	16%	84%	100%
Assistance with daily life tasks in a group or shared living arrangement	34	197	231	15%	85%	100%
Assistance with travel/transport arrangements	38	198	236	16%	84%	100%
Daily Personal Activities	57	363	420	14%	86%	100%
Group and Centre Based Activities	37	257	294	13%	87%	100%
High Intensity Daily Personal Activities	44	237	281	16%	84%	100%
Household tasks	87	301	388	22%	78%	100%
Interpreting and translation	12	47	59	20%	80%	100%
Participation in community, social and civic activities	62	420	482	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	5	72	77	6%	94%	100%
Assistive products for household tasks	9	59	68	13%	87%	100%
Assistance products for personal care and safety	74	427	501	15%	85%	100%
Communication and information equipment	38	136	174	22%	78%	100%
Customised Prosthetics	30	146	176	17%	83%	100%
Hearing Equipment	15	72	87	17%	83%	100%
Hearing Services	2	23	25	8%	92%	100%
Personal Mobility Equipment	44	212	256	17%	83%	100%
Specialised Hearing Services	6	25	31	19%	81%	100%
Vision Equipment	12	56	68	18%	82%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	76	415	491	15%	85%	100%
Behaviour Support	61	147	208	29%	71%	100%
Community nursing care for high needs	18	107	125	14%	86%	100%
Development of daily living and life skills	46	232	278	17%	83%	100%
Early Intervention supports for early childhood	267	337	604	44%	56%	100%
Exercise Physiology and Physical Wellbeing activities	37	105	142	26%	74%	100%
Innovative Community Participation	15	47	62	24%	76%	100%
Specialised Driving Training	6	39	45	13%	87%	100%
Therapeutic Supports	435	682	1,117	39%	61%	100%
Capital services						
Home modification design and construction	12	73	85	14%	86%	100%
Specialist Disability Accommodation	1	26	27	4%	96%	100%
Vehicle Modifications	7	51	58	12%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	48	184	232	21%	79%	100%
Support Coordination	46	143	189	24%	76%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	13	86	99	13%	87%	100%
Specialised Supported Employment	14	76	90	16%	84%	100%
Total	660	1,616	2,276	29%	71%	100%

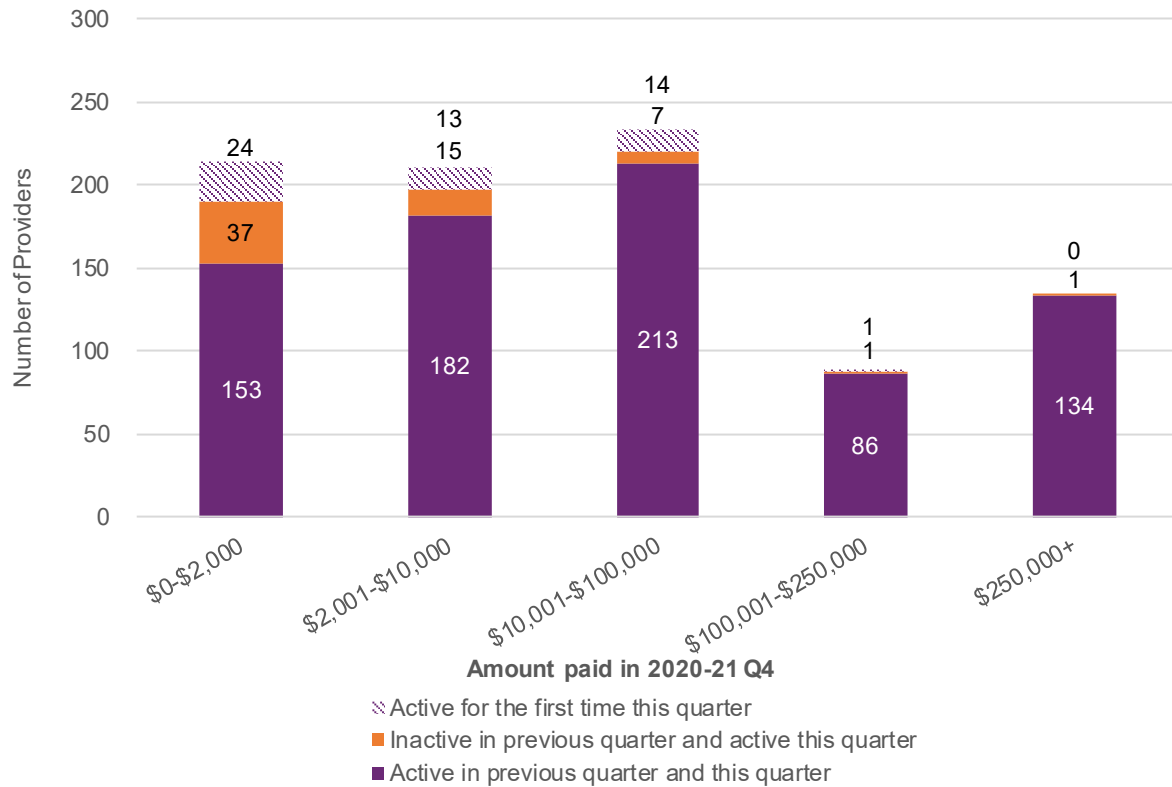
Table J.66 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – South Australia

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
Assistance services				
Accommodation / Tenancy Assistance	7	7	14	50%
Assistance Animals	21	1	22	5%
Assistance with daily life tasks in a group or shared living arrangement	122	16	138	12%
Assistance with travel/transport arrangements	79	7	86	8%
Daily Personal Activities	211	17	228	7%
Group and Centre Based Activities	130	7	137	5%
High Intensity Daily Personal Activities	135	12	147	8%
Household tasks	185	16	201	8%
Interpreting and translation	26	0	26	0%
Participation in community, social and civic activities	225	17	242	7%
Assistive Technology				
Assistive equipment for recreation	10	3	13	23%
Assistive products for household tasks	9	5	14	36%
Assistance products for personal care and safety	207	13	220	6%
Communication and information equipment	72	10	82	12%
Customised Prosthetics	66	8	74	11%
Hearing Equipment	28	4	32	13%
Hearing Services	1	4	5	80%
Personal Mobility Equipment	98	11	109	10%
Specialised Hearing Services	8	2	10	20%
Vision Equipment	29	1	30	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	223	25	248	10%
Behaviour Support	94	3	97	3%
Community nursing care for high needs	66	14	80	18%
Development of daily living and life skills	88	11	99	11%
Early Intervention supports for early childhood	155	10	165	6%
Exercise Physiology and Physical Wellbeing activities	78	12	90	13%
Innovative Community Participation	18	3	21	14%
Specialised Driving Training	20	4	24	17%
Therapeutic Supports	385	23	408	6%
Capital services				
Home modification design and construction	34	5	39	13%
Specialist Disability Accommodation	16	2	18	11%
Vehicle Modifications	18	3	21	14%
Choice and control support services				
Management of funding for supports in participants plan	153	12	165	7%
Support Coordination	108	5	113	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	47	8	55	15%
Specialised Supported Employment	62	6	68	9%
Total	829	52	881	6%

Table J.67 Number and proportion of providers active in 2020-21 Q4 in each registration group by legal entity type – South Australia

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	3	11	14	21%	79%	100%
Assistance Animals	3	19	22	14%	86%	100%
Assistance with daily life tasks in a group or shared living arrangement	18	120	138	13%	87%	100%
Assistance with travel/transport arrangements	11	75	86	13%	87%	100%
Daily Personal Activities	29	199	228	13%	87%	100%
Group and Centre Based Activities	19	118	137	14%	86%	100%
High Intensity Daily Personal Activities	21	126	147	14%	86%	100%
Household tasks	44	157	201	22%	78%	100%
Interpreting and translation	3	23	26	12%	88%	100%
Participation in community, social and civic activities	33	209	242	14%	86%	100%
Assistive Technology						
Assistive equipment for recreation	1	12	13	8%	92%	100%
Assistive products for household tasks	2	12	14	14%	86%	100%
Assistance products for personal care and safety	33	187	220	15%	85%	100%
Communication and information equipment	15	67	82	18%	82%	100%
Customised Prosthetics	12	62	74	16%	84%	100%
Hearing Equipment	3	29	32	9%	91%	100%
Hearing Services	1	4	5	20%	80%	100%
Personal Mobility Equipment	17	92	109	16%	84%	100%
Specialised Hearing Services	0	10	10	0%	100%	100%
Vision Equipment	4	26	30	13%	87%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	38	210	248	15%	85%	100%
Behaviour Support	16	81	97	16%	84%	100%
Community nursing care for high needs	13	67	80	16%	84%	100%
Development of daily living and life skills	16	83	99	16%	84%	100%
Early Intervention supports for early childhood	36	129	165	22%	78%	100%
Exercise Physiology and Physical Wellbeing activities	23	67	90	26%	74%	100%
Innovative Community Participation	1	20	21	5%	95%	100%
Specialised Driving Training	1	23	24	4%	96%	100%
Therapeutic Supports	130	278	408	32%	68%	100%
Capital services						
Home modification design and construction	4	35	39	10%	90%	100%
Specialist Disability Accommodation	1	17	18	6%	94%	100%
Vehicle Modifications	5	16	21	24%	76%	100%
Choice and control support services						
Management of funding for supports in participants plan	37	128	165	22%	78%	100%
Support Coordination	19	94	113	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	6	49	55	11%	89%	100%
Specialised Supported Employment	11	57	68	16%	84%	100%
Total	195	686	881	22%	78%	100%

Figure J.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – South Australia ⁴⁸¹



Part Five: Financial sustainability

Table J.68 Committed supports by financial year (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	10.5	48.4	102.1	186.4	368.8	1,160.2	2,183.9	2,790.6

⁴⁸¹ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure J.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – South Australia

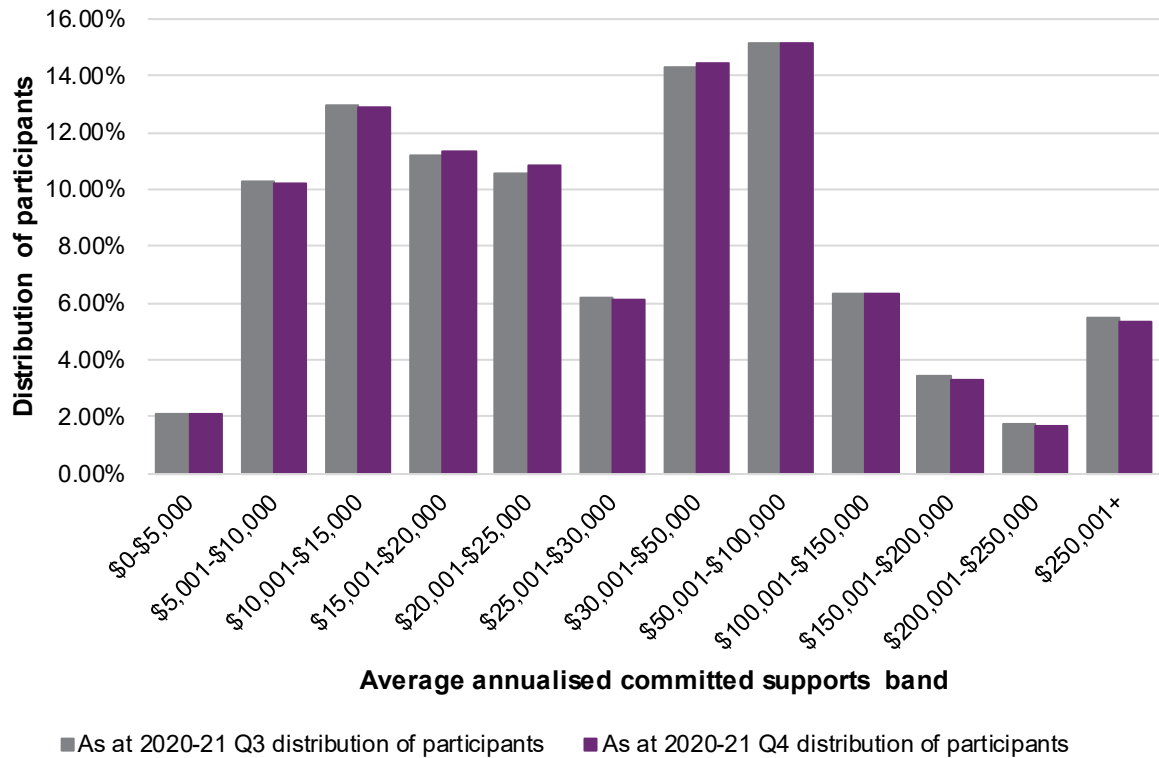


Figure J.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – South Australia

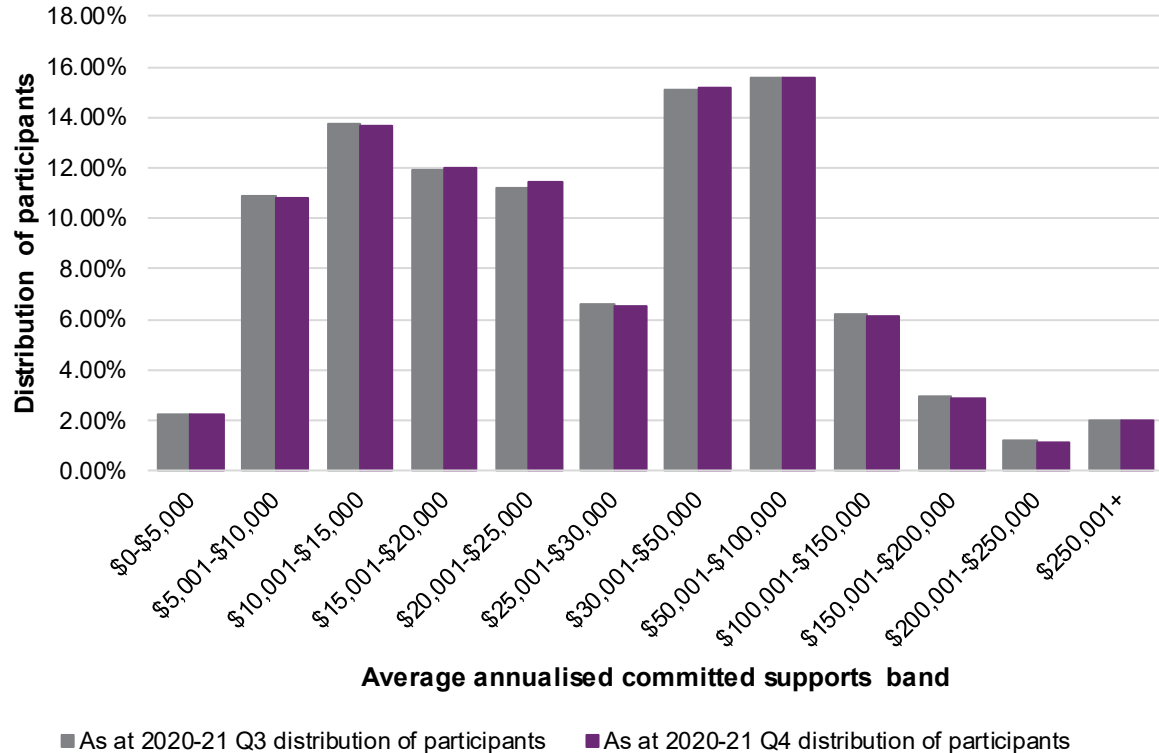


Figure J.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – South Australia
482



Figure J.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – South Australia
483



⁴⁸² Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

⁴⁸³ Ibid.

Figure J.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – South Australia ⁴⁸⁴

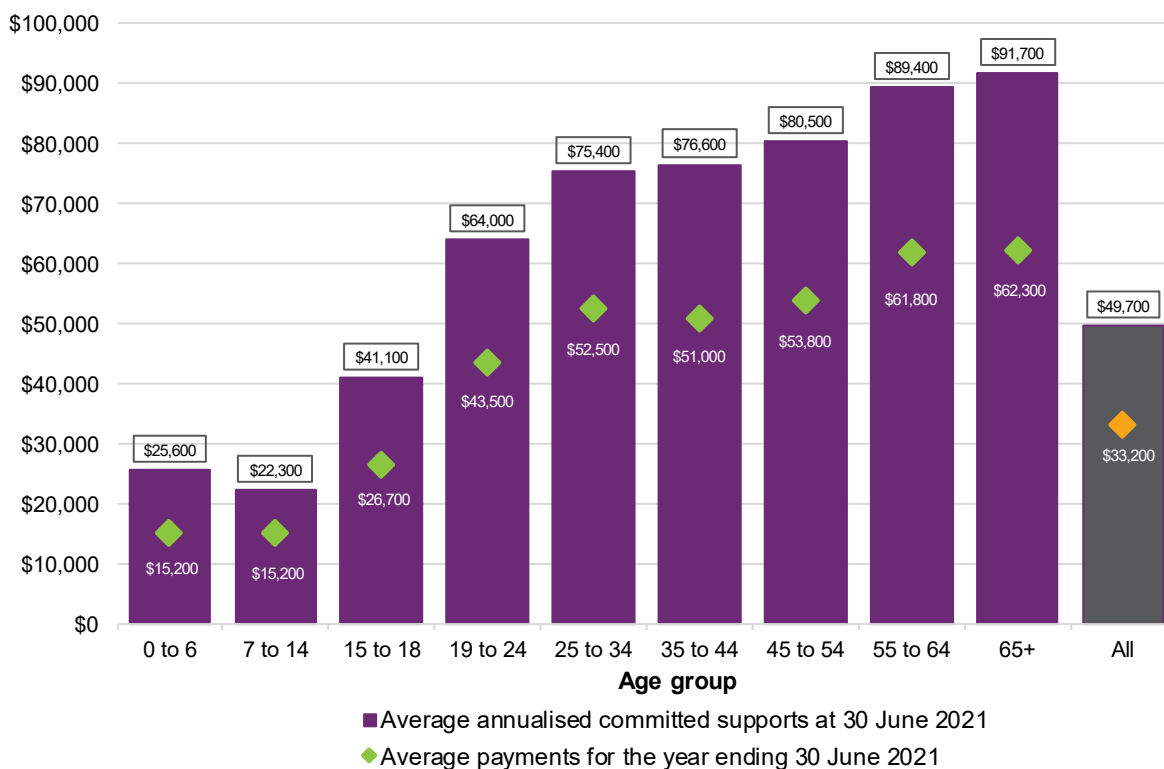
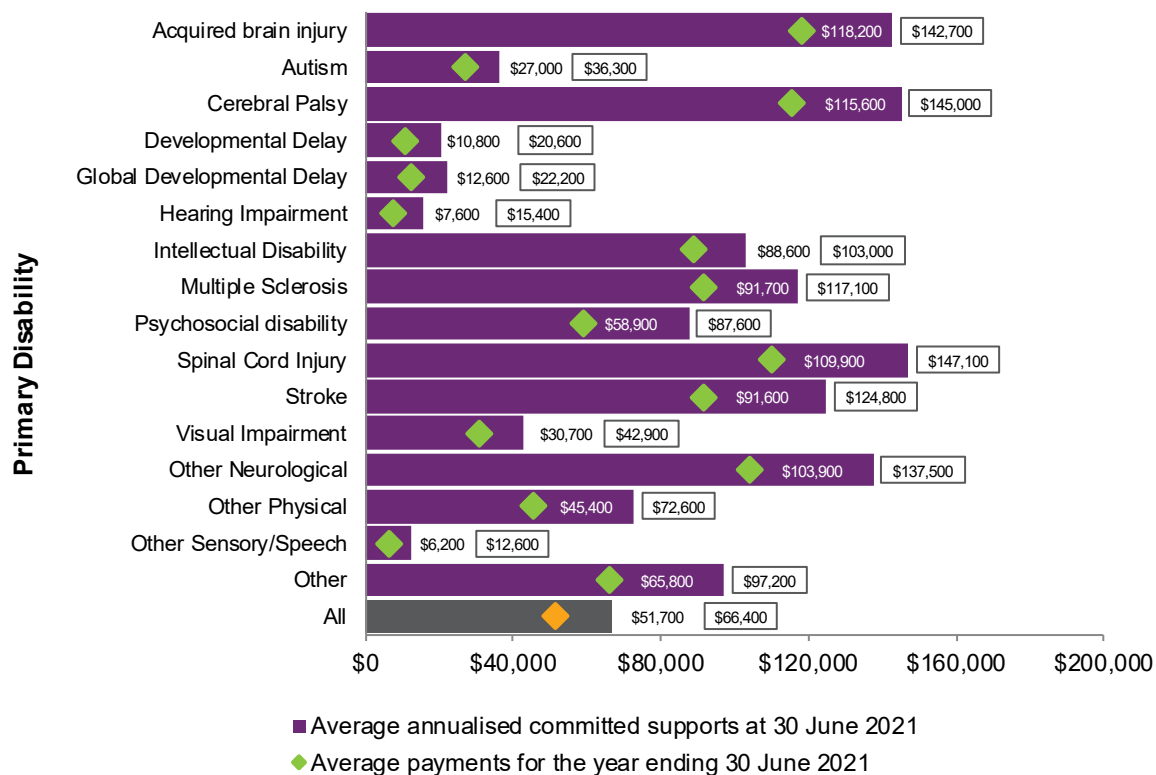


Figure J.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – South Australia ⁴⁸⁵



⁴⁸⁴ Ibid.

⁴⁸⁵ Ibid.

Figure J.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – South Australia ⁴⁸⁶

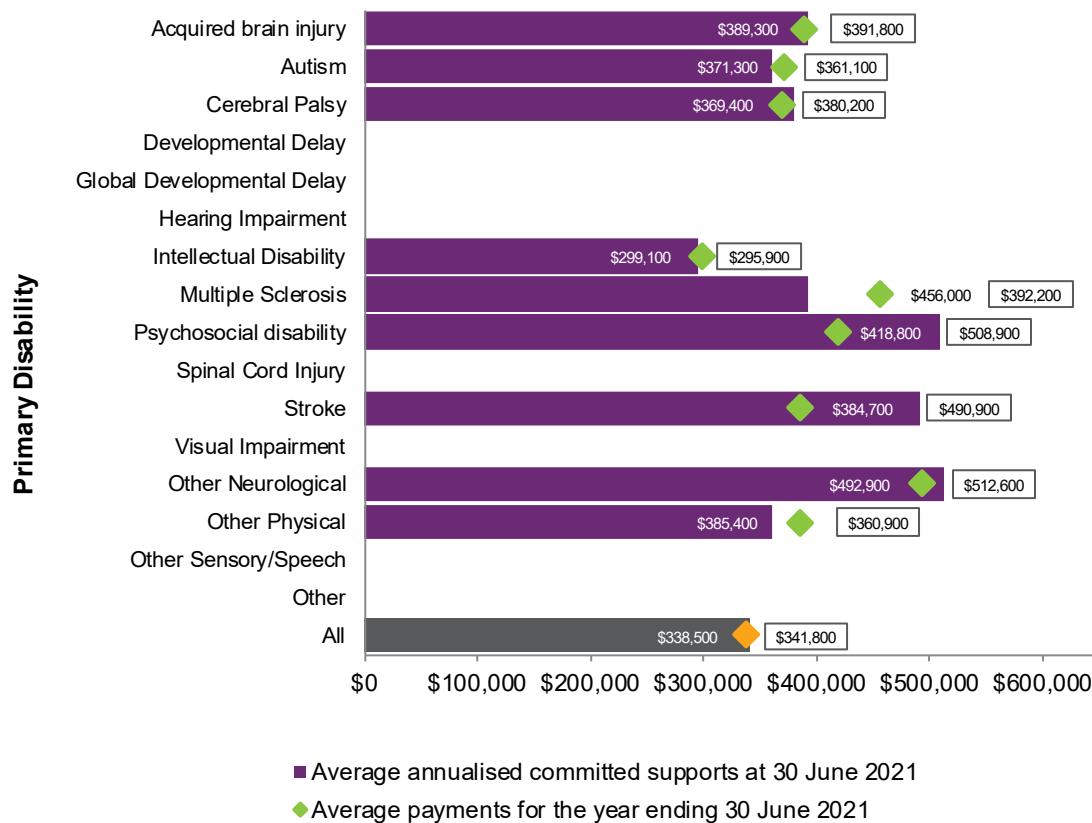


Figure J.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – South Australia ⁴⁸⁷



⁴⁸⁶ Ibid.

⁴⁸⁷ Ibid.

Figure J.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – South Australia ⁴⁸⁸

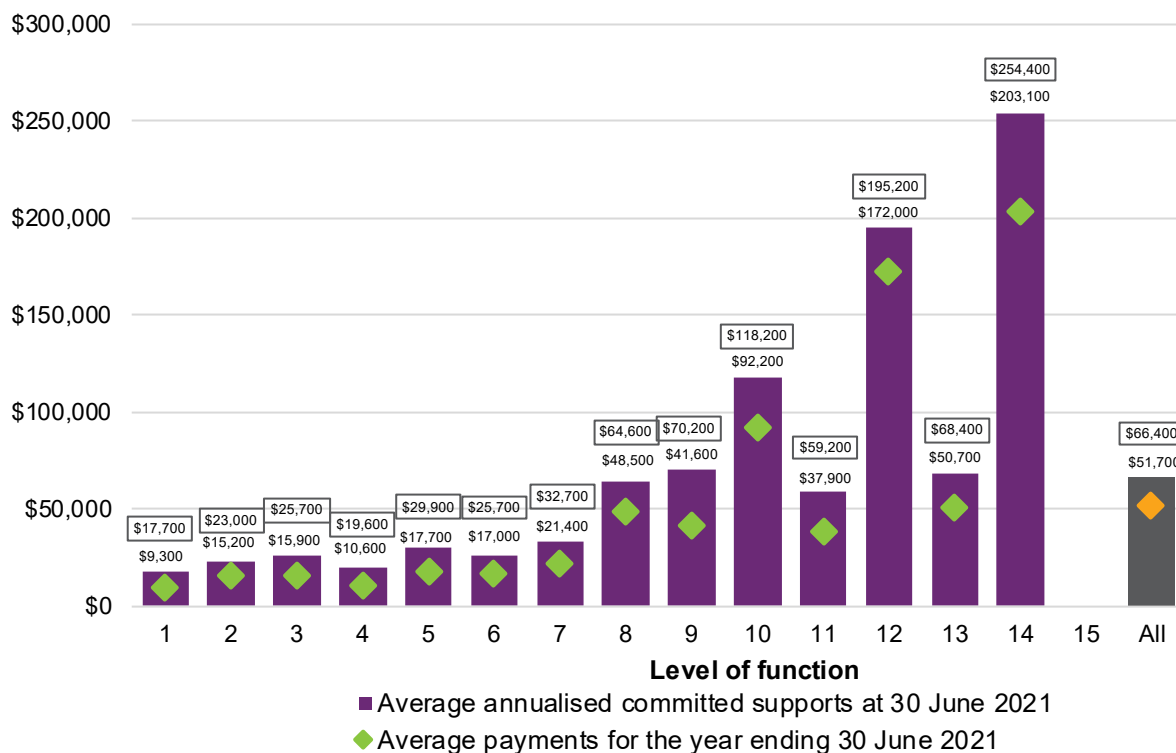
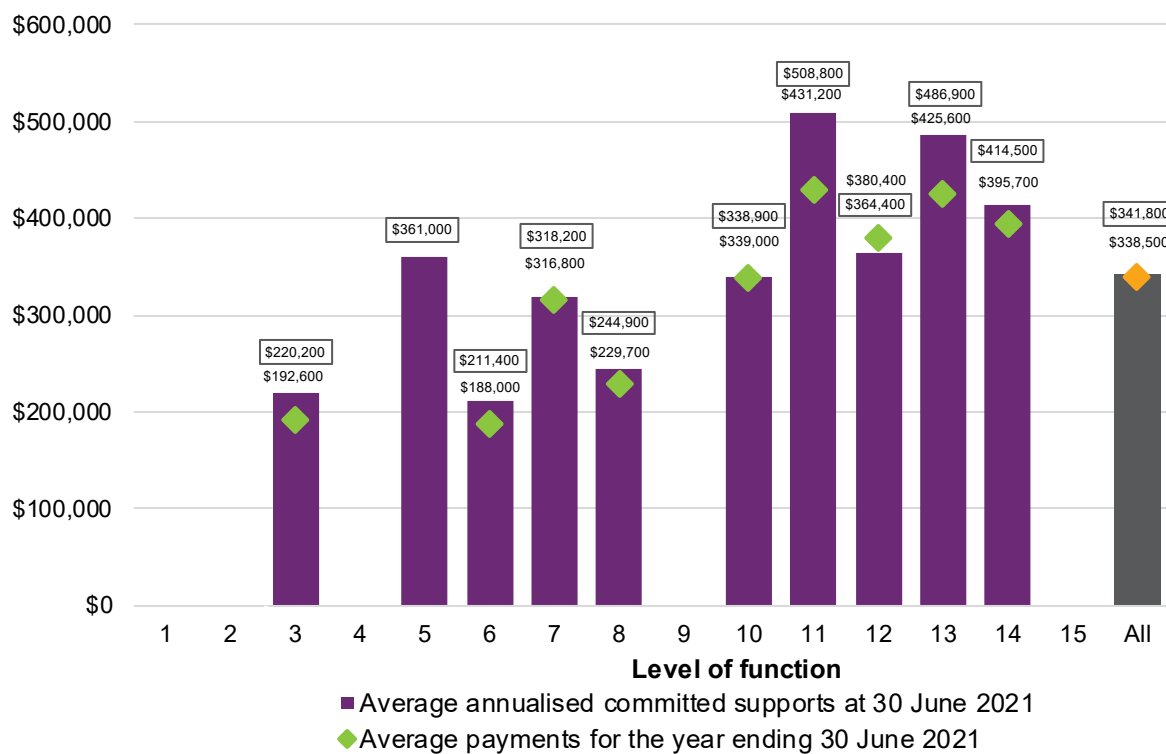


Figure J.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – South Australia ⁴⁸⁹



⁴⁸⁸ Ibid.

⁴⁸⁹ Ibid.

Figure J.28 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – South Australia ⁴⁹⁰

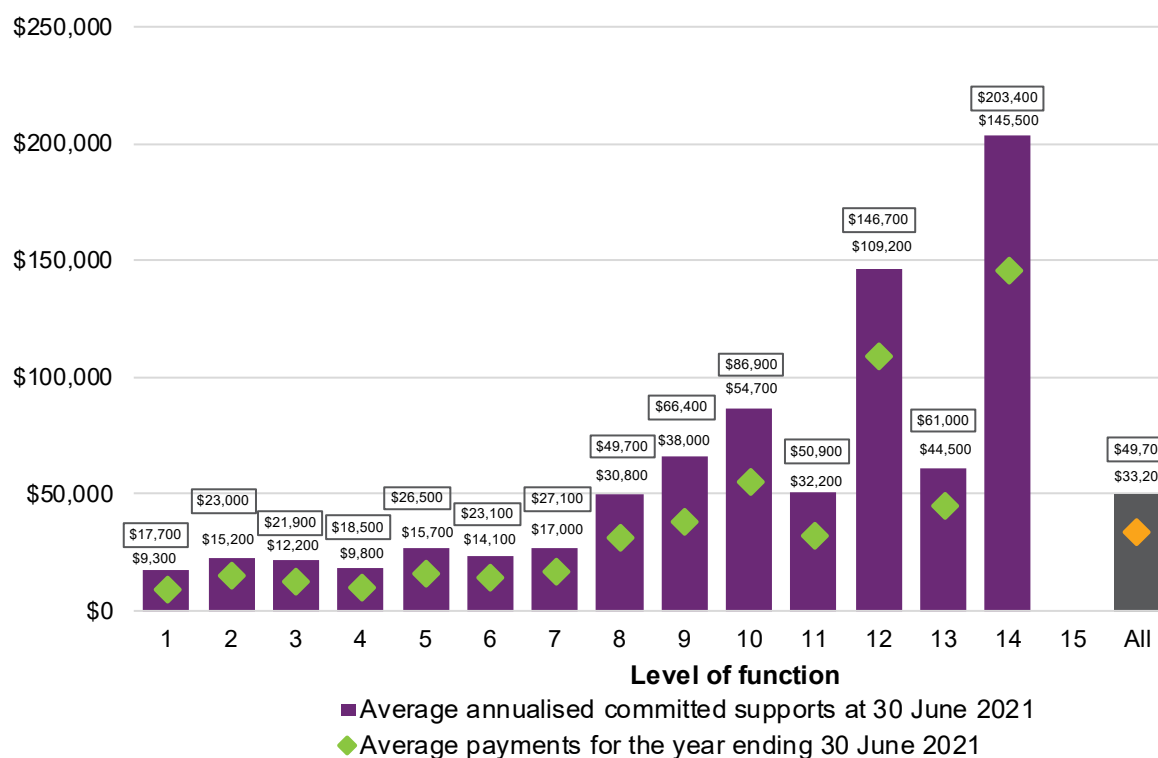
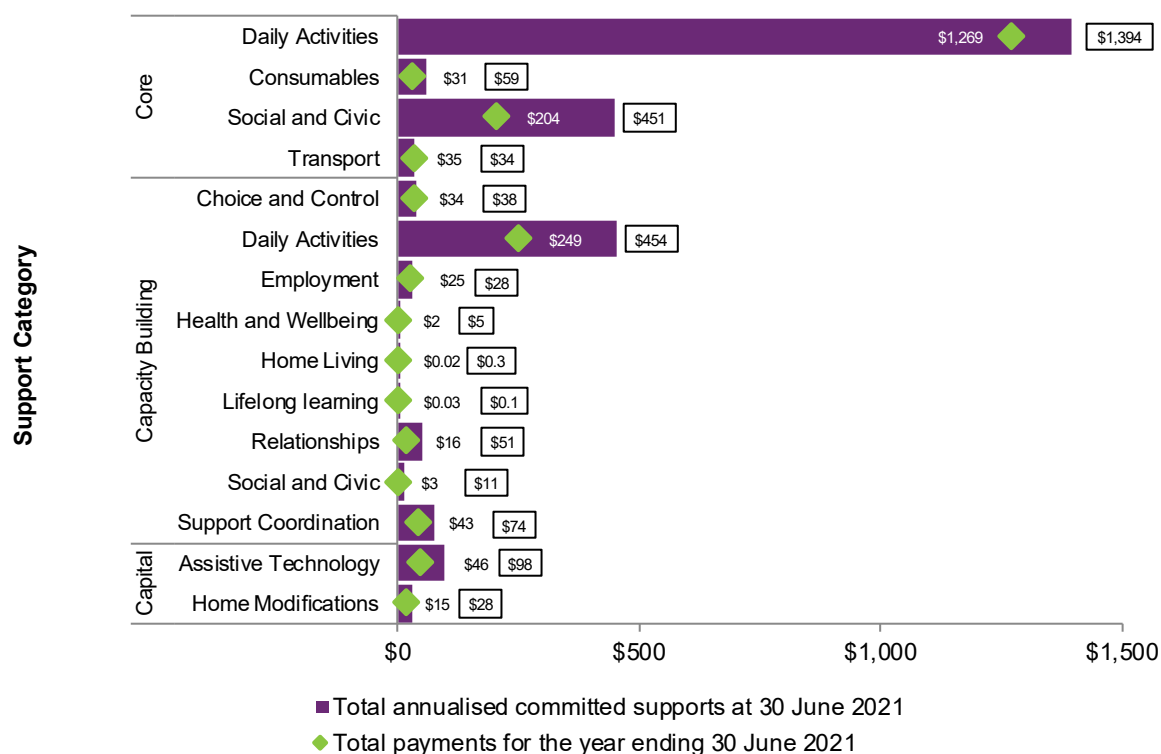


Figure J.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – South Australia ⁴⁹¹



⁴⁹⁰ Ibid.

⁴⁹¹ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

Figure J.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – South Australia ⁴⁹²

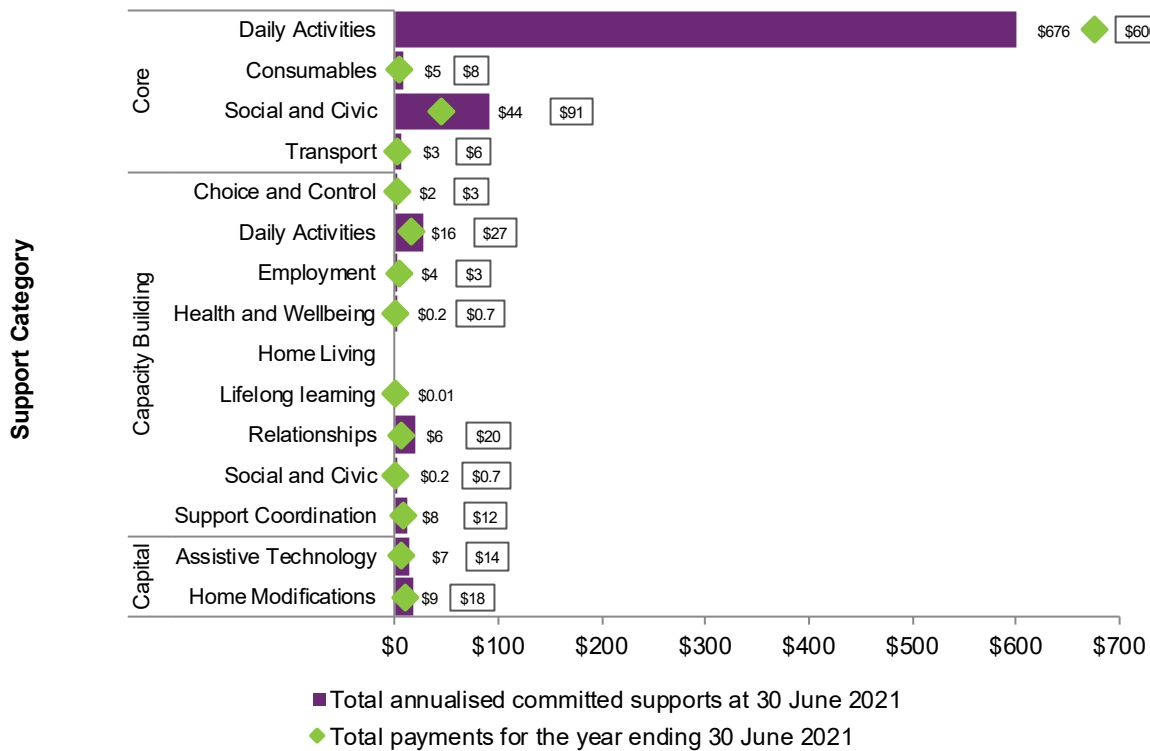
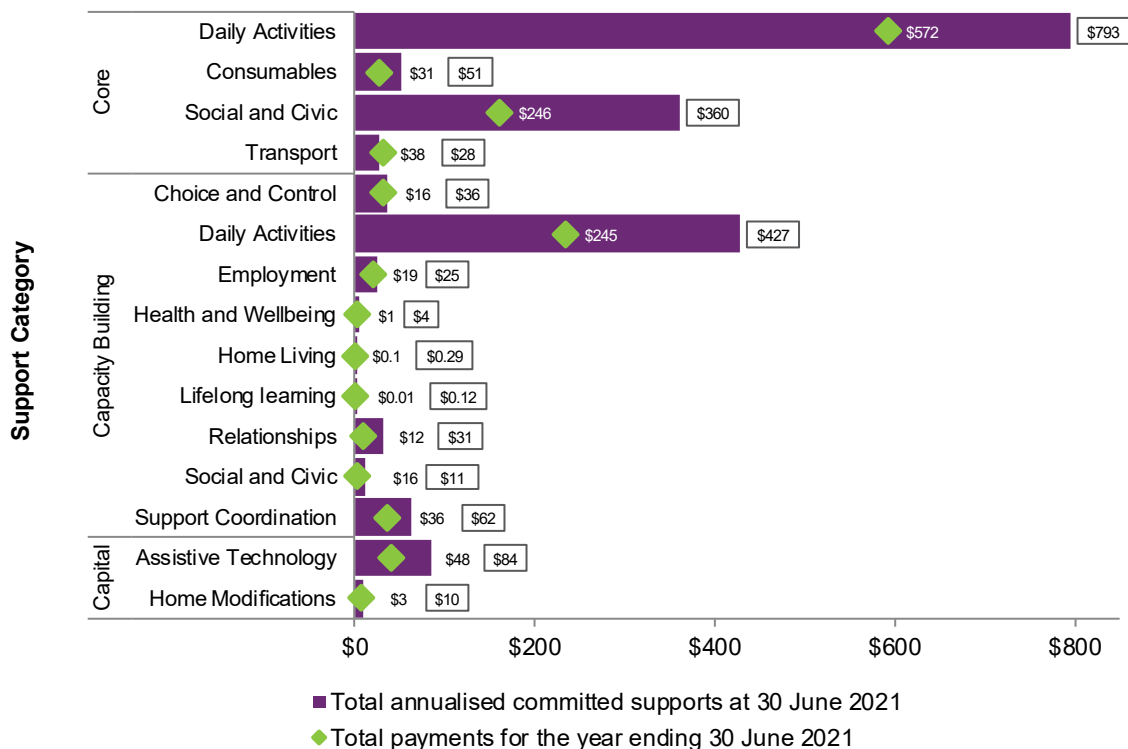


Figure J.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – South Australia ⁴⁹³



⁴⁹² Ibid.

⁴⁹³ Ibid.

Table J.69 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	10.5	48.4	102.1	186.4	368.8	1,160.2	2,183.9	2,790.6
Total Paid	5.7	29.6	62.8	104.4	220.0	791.1	1,484.6	1,869.2
% utilised to date	54%	61%	62%	56%	60%	68%	68%	67%

Figure J.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – South Australia

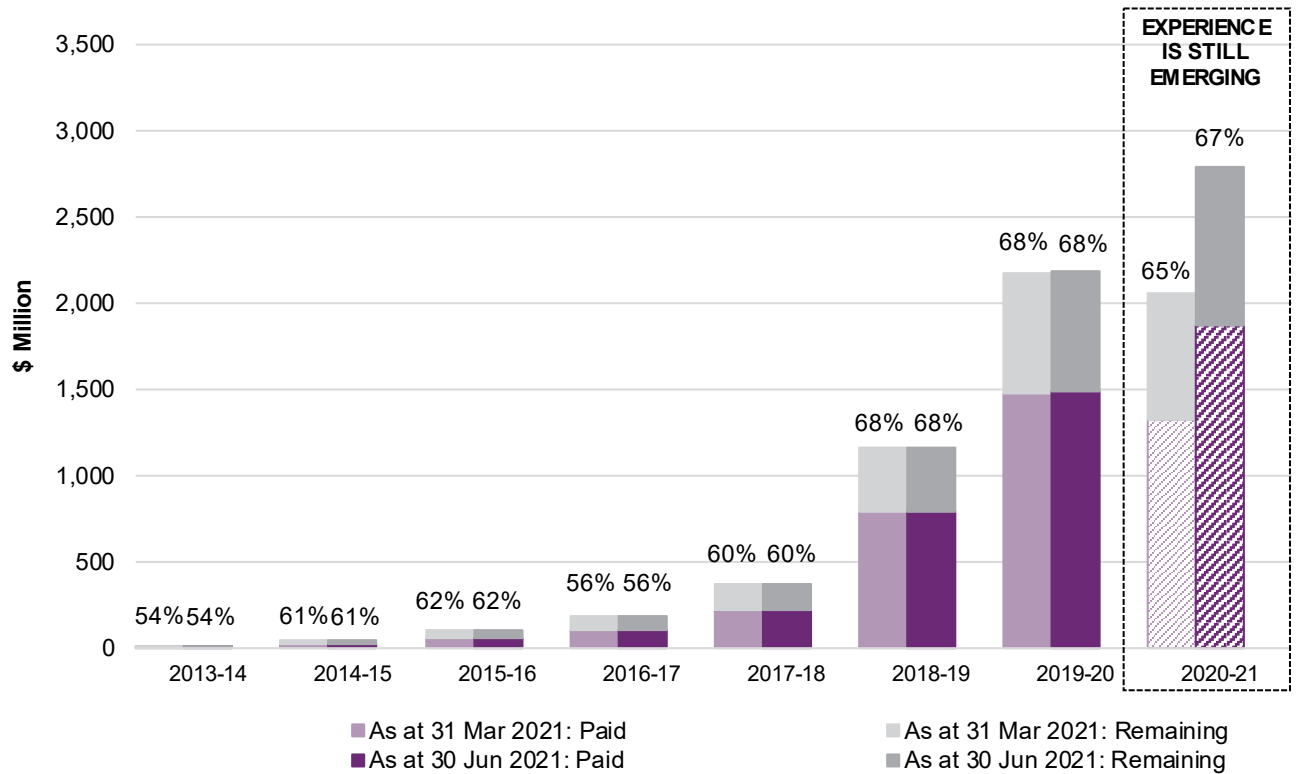


Figure J.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – South Australia ⁴⁹⁴

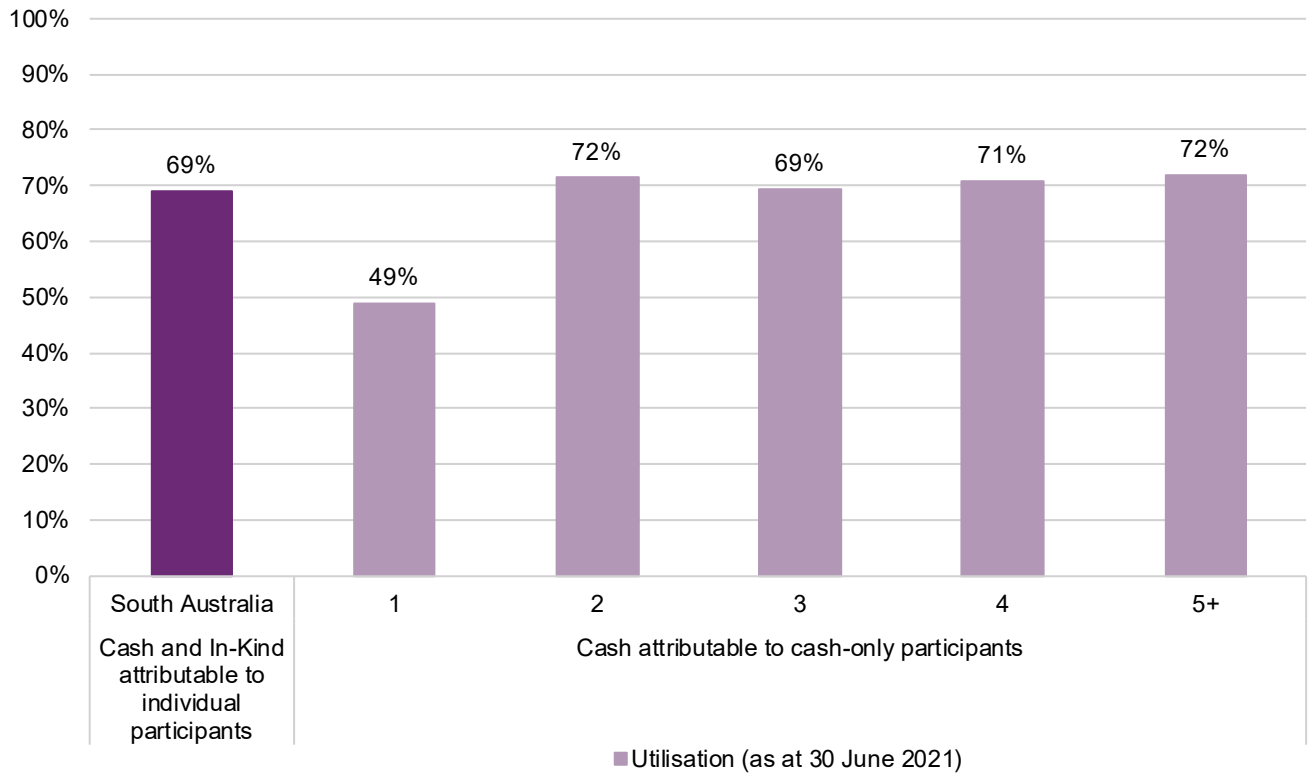
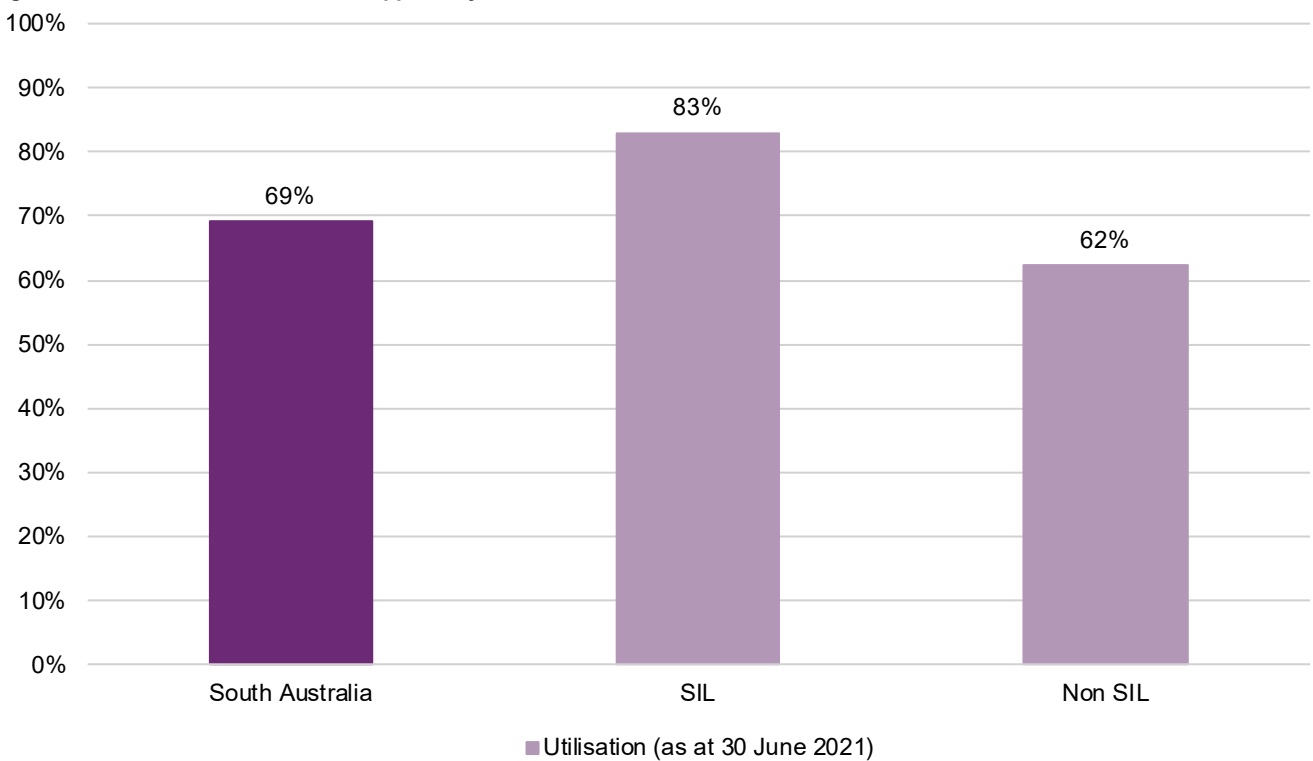


Figure J.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – South Australia ⁴⁹⁵



⁴⁹⁴ 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 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

⁴⁹⁵ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

Figure J.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – South Australia ⁴⁹⁶

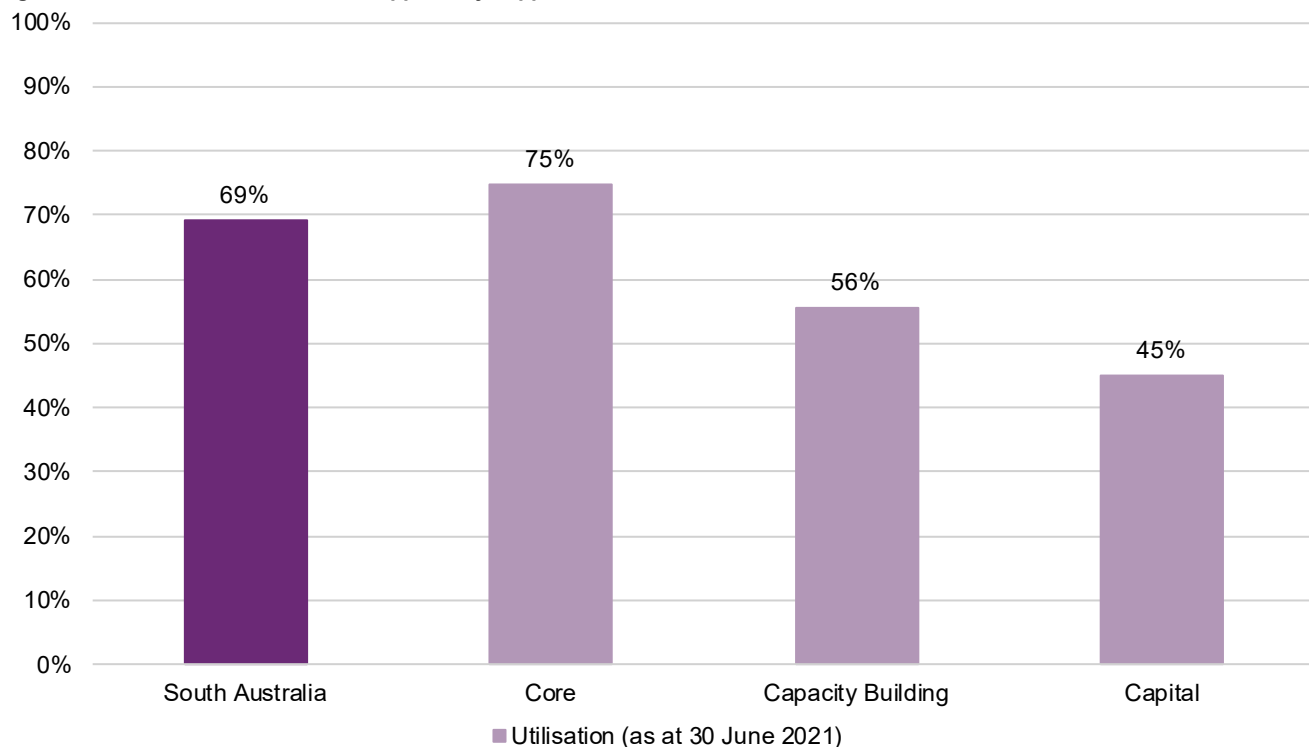
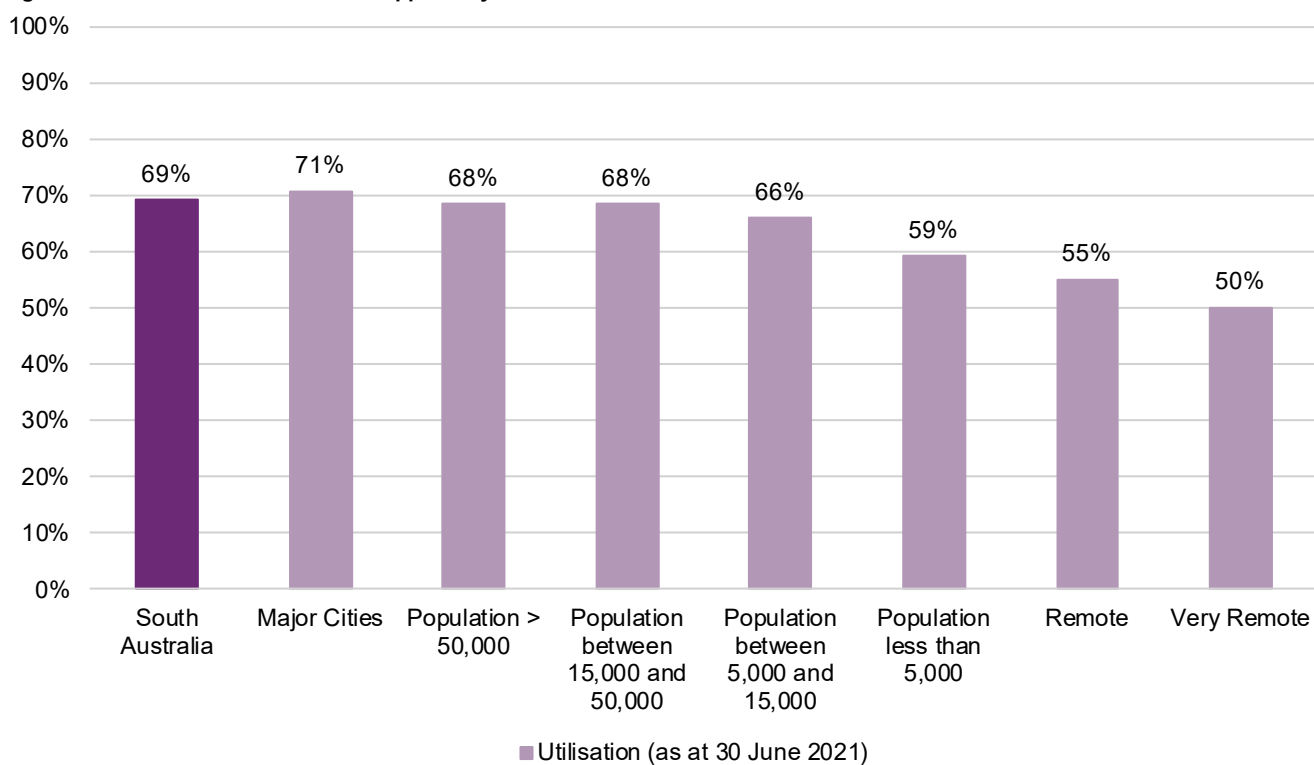


Figure J.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – South Australia ⁴⁹⁷



⁴⁹⁶ Ibid.

⁴⁹⁷ Ibid.

Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania ⁴⁹⁸

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Tasmania	10,242	415	10,657	272	10,929

Table K.2 Active participants by quarter of entry, plan and entry type – Tasmania ⁴⁹⁹

	Prior Quarters	2020-21 Q4	Total
Access decisions	12,581	621	13,202
Active Eligible	10,465	438	10,903
New	6,091	407	6,498
State	2,959	<11	2,964
Commonwealth	1,415	26	1,441
Active Participant Plans (excl ECEI)	10,242	415	10,657
New	5,895	386	6,281
State	2,944	<11	2,950
Commonwealth	1,403	23	1,426
Active Participant Plans	10,450	687	10,929
Early Intervention (s25)	2,325	174	2,499
Permanent Disability (s24)	7,917	241	8,158
ECEI	208	272	272

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Tasmania

Exits	Total
Total participant exits	317
Early Intervention participants	37
Permanent disability participants	280

⁴⁹⁸ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁴⁹⁹ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table K.4 Cumulative numbers of active participants by services previously received – Tasmania ^{500 501}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	1,072	51	1,079	18	2,220
End of 2017-18	2,023	336	1,481	537	4,377
End of 2018-19	2,849	986	2,708	232	6,775
End of 2019-20 Q1	2,871	1,050	3,059	47	7,027
End of 2019-20 Q2	2,899	1,158	3,622	105	7,784
End of 2019-20 Q3	2,940	1,239	4,164	211	8,554
End of 2019-20 Q4	2,941	1,315	4,602	252	9,110
End of 2020-21 Q1	2,947	1,352	5,059	244	9,602
End of 2020-21 Q2	2,946	1,383	5,539	241	10,109
End of 2020-21 Q3	2,951	1,408	5,911	208	10,478
End of 2020-21 Q4	2,950	1,426	6,281	272	10,929

Table K.5 Cumulative numbers of active participants by entry into the Scheme – Tasmania ^{502 503 504 505}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	202	2,000	18	2,220
End of 2017-18	529	3,311	537	4,377
End of 2018-19	998	5,545	232	6,775
End of 2019-20 Q1	1,112	5,868	47	7,027
End of 2019-20 Q2	1,354	6,325	105	7,784
End of 2019-20 Q3	1,561	6,782	211	8,554
End of 2019-20 Q4	1,743	7,115	252	9,110
End of 2020-21 Q1	1,961	7,397	244	9,602
End of 2020-21 Q2	2,155	7,713	241	10,109
End of 2020-21 Q3	2,340	7,930	208	10,478
End of 2020-21 Q4	2,499	8,158	272	10,929

⁵⁰⁰ This table shows the total numbers of active participants at the end of each period.

⁵⁰¹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

⁵⁰² This table shows the total numbers of active participants at the end of each period.

⁵⁰³ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁵⁰⁴ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁵⁰⁵ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table K.6 Assessment of access by age group – Tasmania ⁵⁰⁶

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	2,262	97%	137	94%	2,399	96%
7 to 14	2,301	88%	71	73%	2,372	88%
15 to 18	1,340	90%	27	75%	1,367	90%
19 to 24	763	86%	15	54%	778	85%
25 to 34	651	80%	32	64%	683	79%
35 to 44	862	83%	36	64%	898	82%
45 to 54	1,234	83%	47	54%	1,281	81%
55 to 64	1,454	79%	66	58%	1,520	78%
65+	55	64%	<11		62	66%
Missing	<11		<11		<11	
Total	10,922	87%	438	71%	11,360	86%

Table K.7 Assessment of access by disability – Tasmania ⁵⁰⁷

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	443	94%	<11		453	93%
Autism	3,290	95%	113	90%	3,403	95%
Cerebral Palsy	428	97%	<11		438	97%
Developmental Delay	678	95%	86	98%	764	95%
Global Developmental Delay	207	99%	17	100%	224	99%
Hearing Impairment	409	88%	17	85%	426	88%
Intellectual Disability	2,779	94%	40	83%	2,819	94%
Multiple Sclerosis	285	89%	14	82%	299	88%
Psychosocial disability	862	66%	52	54%	914	65%
Spinal Cord Injury	103	95%	<11		107	96%
Stroke	136	83%	<11		145	82%
Visual Impairment	189	90%	<11		195	89%
Other Neurological	486	83%	24	75%	510	82%
Other Physical	398	53%	12	22%	410	50%
Other Sensory/Speech	40	41%	<11		41	41%
Other	113	51%	23	32%	136	47%
Missing	76	93%	<11		76	93%
Total	10,922	87%	438	71%	11,360	86%

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

Table K.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Tasmania

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	862	8.4%	61	14.7%	923	8.7%
Not Aboriginal and Torres Strait Islander	7,485	73.1%	304	73.3%	7,789	73.1%
Not Stated	1,895	18.5%	50	12.0%	1,945	18.3%
Total	10,242	100%	415	100%	10,657	100%

⁵⁰⁶ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

⁵⁰⁷ Ibid.

Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Tasmania ⁵⁰⁸

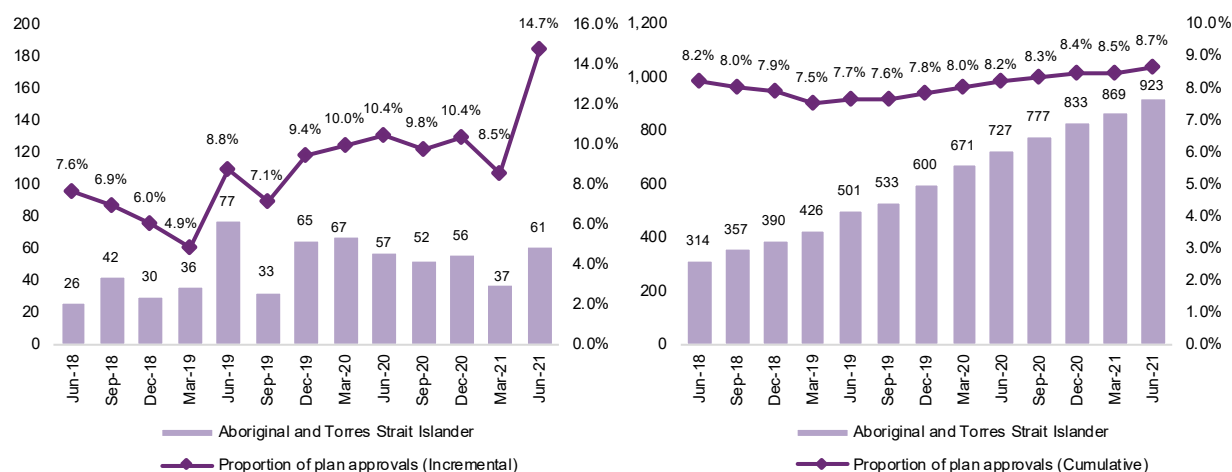


Table K.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	307	3.0%	21	5.1%	328	3.1%
Not culturally and linguistically diverse	9,925	96.9%	394	94.9%	10,319	96.8%
Not stated	<11		<11		<11	
Total	10,242	100%	415	100%	10,657	100%

Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania ^{509 510}

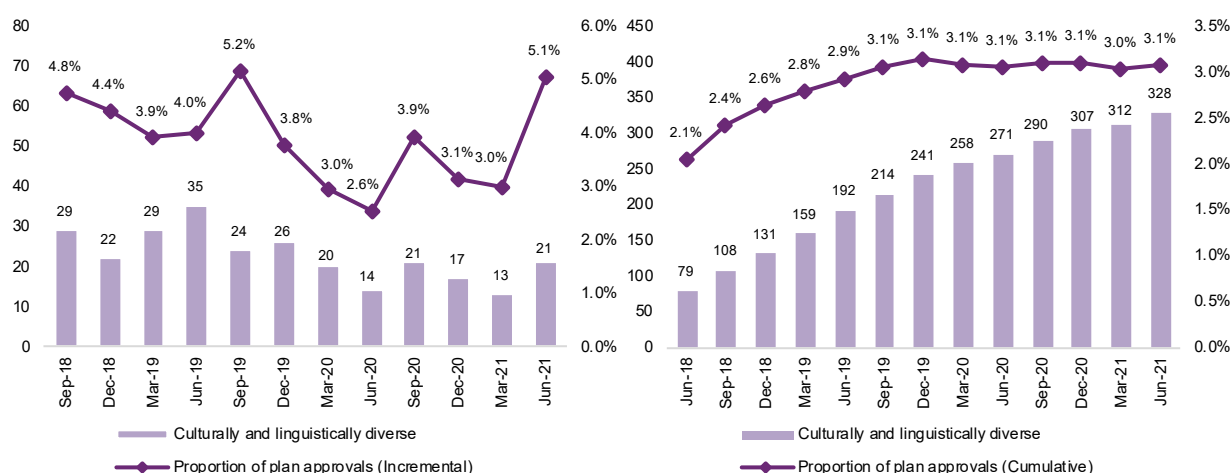


Table K.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – Tasmania ⁵¹¹

	Total
Age group	N
Under 45	<11
45 to 54	19
55 to 64	58
Total YPIRAC (under 65)	81

⁵⁰⁸ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁵⁰⁹ Ibid.

⁵¹⁰ There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

⁵¹¹ There are a further 31 active participants aged 65 years or over who are currently in residential aged care.

Figure K.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Tasmania ⁵¹²

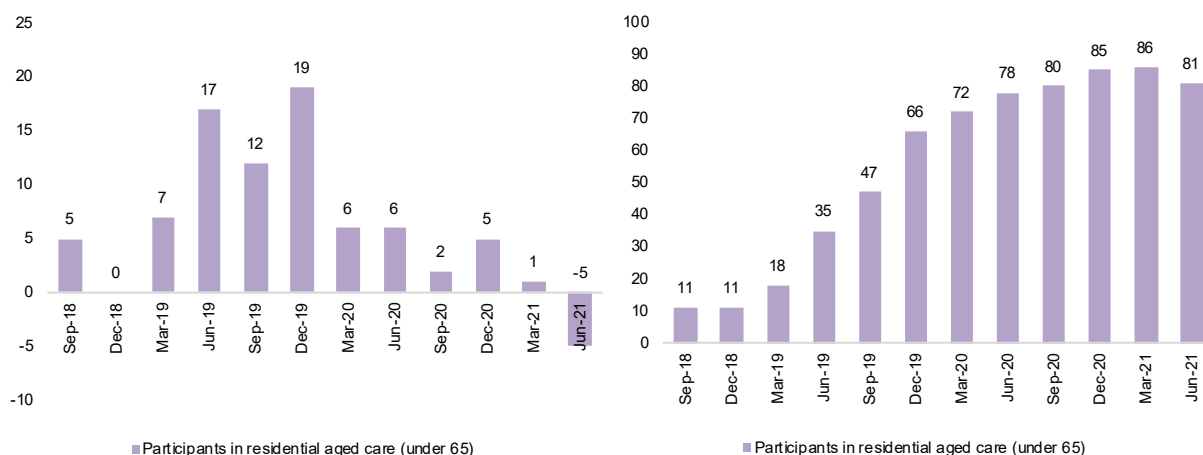
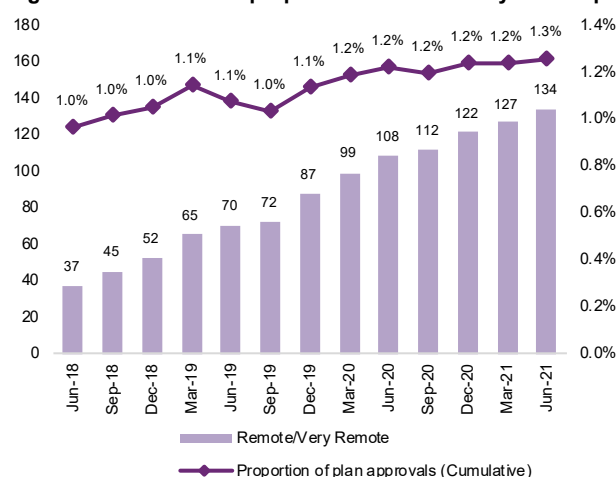


Table K.11 Participant profile per quarter by remoteness – Tasmania ^{513 514}

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	6,648	64.9%	253	61.0%	6,901	64.8%
Population between 15,000 and 50,000	1,975	19.3%	76	18.3%	2,051	19.2%
Population between 5,000 and 15,000	53	0.5%	<11		55	0.5%
Population less than 5,000	1,439	14.0%	77	18.6%	1,516	14.2%
Remote	106	1.0%	<11		111	1.0%
Very Remote	21	0.2%	<11		23	0.2%
Missing	<11		<11		<11	
Total	10,242	100%	415	100%	10,657	100%

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – Tasmania ^{515 516 517}



⁵¹² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to September 2018.

⁵¹³ The distributions are calculated excluding active participants with a missing remoteness classification.

⁵¹⁴ This table is based on the Modified Monash Model (MMM) measure of remoteness.

⁵¹⁵ Ibid.

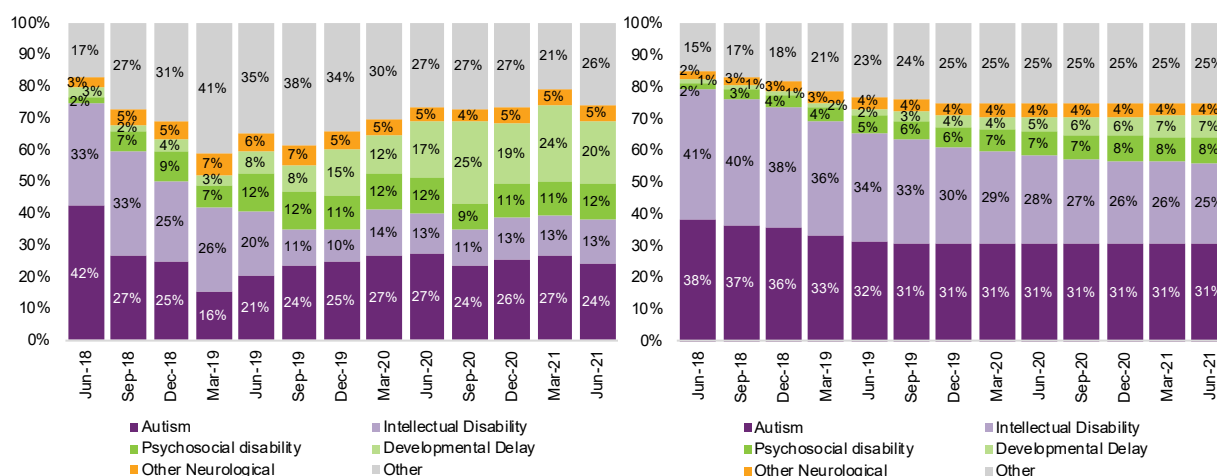
⁵¹⁶ The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁵¹⁷ There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

Table K.12 Participant profile per quarter by primary disability group – Tasmania ^{518 519 520}

	Prior Quarters		2020-21 Q4		Total	
Disability	N	%	N	%	N	%
Autism	3,210	31%	101	24%	3,311	31%
Intellectual Disability	2,634	26%	56	13%	2,690	25%
Psychosocial disability	807	8%	49	12%	856	8%
Developmental Delay	633	6%	81	20%	714	7%
Hearing Impairment	398	4%	13	3%	411	4%
Other Neurological	411	4%	21	5%	432	4%
Other Physical	336	3%	<11		345	3%
Cerebral Palsy	408	4%	<11		418	4%
ABI	410	4%	14	3%	424	4%
Global Developmental Delay	192	2%	16	4%	208	2%
Visual Impairment	175	2%	<11		183	2%
Multiple Sclerosis	277	3%	<11		284	3%
Stroke	122	1%	<11		128	1%
Spinal Cord Injury	97	1%	<11		99	1%
Other	95	1%	21	5%	116	1%
Other Sensory/Speech	37	0%	<11		38	0%
Total	10,242	100%	415	100%	10,657	100%

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Tasmania ⁵²¹



⁵¹⁸ Table order based on national proportions (highest to lowest).

⁵¹⁹ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁵²⁰ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Tasmania (301).

⁵²¹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table K.13 Participant profile per quarter by level of function – Tasmania ⁵²²

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	876	9%	77	19%	953	9%
2 (High Function)	16	0%	<11		17	0%
3 (High Function)	490	5%	29	7%	519	5%
4 (High Function)	566	6%	20	5%	586	6%
5 (High Function)	664	6%	35	8%	699	7%
6 (Moderate Function)	2,132	21%	77	19%	2,209	21%
7 (Moderate Function)	770	8%	21	5%	791	7%
8 (Moderate Function)	630	6%	30	7%	660	6%
9 (Moderate Function)	69	1%	<11		72	1%
10 (Moderate Function)	1,035	10%	46	11%	1,081	10%
11 (Low Function)	370	4%	<11		376	4%
12 (Low Function)	1,720	17%	59	14%	1,779	17%
13 (Low Function)	675	7%	11	3%	686	6%
14 (Low Function)	213	2%	<11		213	2%
15 (Low Function)	<11		<11		<11	
Missing	13		<11		13	
Total	10,242	100%	415	100%	10,657	100%

Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Tasmania ⁵²³

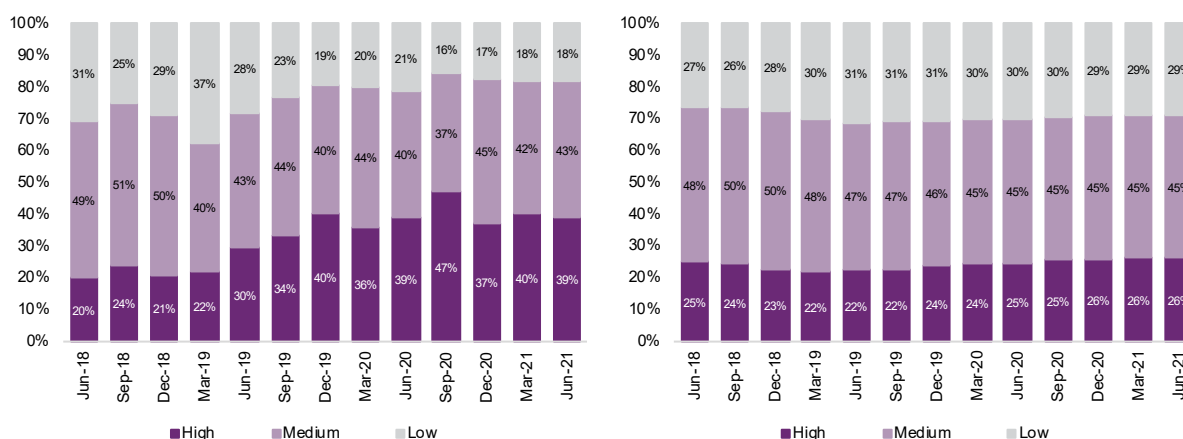


Table K.14 Participant profile per quarter by age group – Tasmania

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	1,320	13%	129	31%	1,449	14%
7 to 14	2,323	23%	62	15%	2,385	22%
15 to 18	862	8%	28	7%	890	8%
19 to 24	1,154	11%	21	5%	1,175	11%
25 to 34	1,146	11%	25	6%	1,171	11%
35 to 44	797	8%	35	8%	832	8%
45 to 54	1,098	11%	44	11%	1,142	11%
55 to 64	1,265	12%	68	16%	1,333	13%
65+	277	3%	<11		280	3%
Total	10,242	100%	415	100%	10,657	100%

⁵²² The distributions are calculated excluding participants with a missing level of function.

⁵²³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania ⁵²⁴

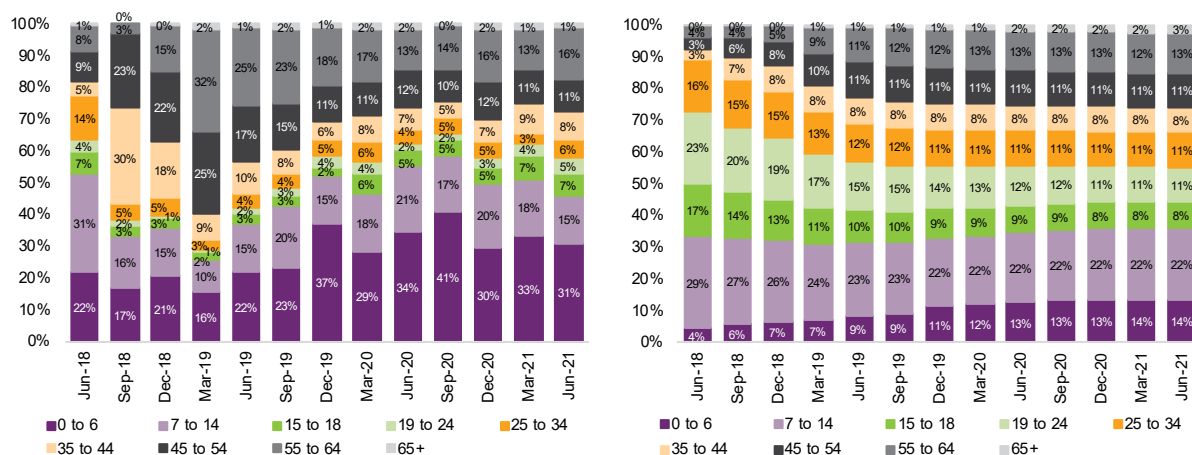


Table K.15 Participant profile per quarter by gender – Tasmania

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	6,195	60%	245	59%	6,440	60%
Female	3,818	37%	165	40%	3,983	37%
Other	229	2%	<11		234	2%
Total	10,242	100%	415	100%	10,657	100%

Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania ⁵²⁵

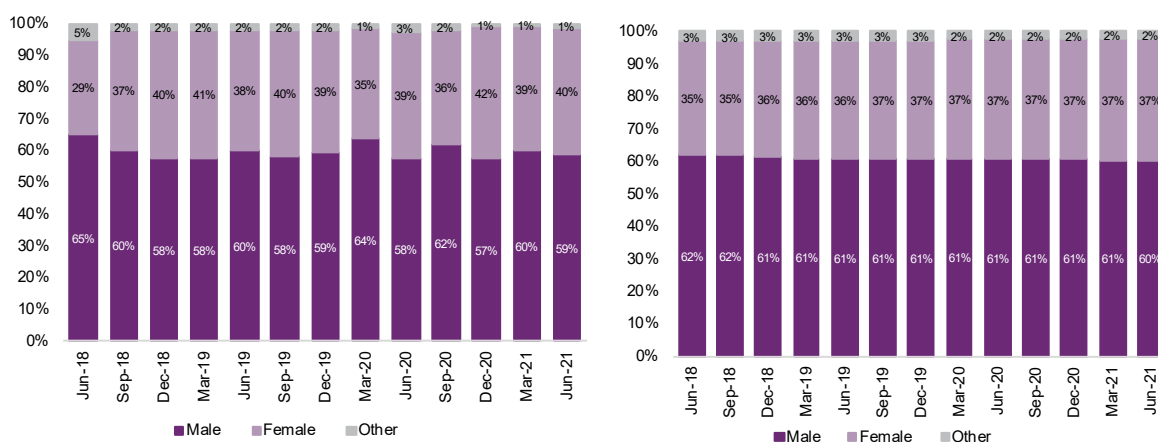


Table K.16 Participation rates by age group – Tasmania ⁵²⁶

	TAS
0-6	3.56%
7-14	4.63%
15-18	3.53%
19-24	3.16%
25-34	1.79%
35-44	1.36%
45-54	1.72%
55-64	1.84%
Total (aged 0-64)	2.47%

⁵²⁴ Ibid.

⁵²⁵ Ibid.

⁵²⁶ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table K.17 Number of baseline questionnaires completed by SFOF version – Tasmania ⁵²⁷

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	15	112	341	537	505	1,510
Participant school to 14	551	861	551	650	497	3,110
Participant 15 to 24	295	156	107	175	168	901
Participant 25 and over	164	491	1,612	971	720	3,958
Total Participant	1,025	1,620	2,611	2,333	1,890	9,479
Family 0 to 14	507	955	866	1,162	992	4,482
Family 15 to 24	157	134	75	121	118	605
Family 25 and over	6	168	596	313	206	1,289
Total Family	670	1,257	1,537	1,596	1,316	6,376
Total	1,695	2,877	4,148	3,929	3,206	15,855

Table K.18 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Tasmania

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	57%			
CC	% who say their child is able to tell them what he/she wants	71%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		31%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		77%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			46%	59%
CC	% who choose what they do each day			57%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	33%
CC	% who want more choice and control in their life			80%	78%

⁵²⁷ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table K.19 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Tasmania

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL	Of these, % who are welcomed or actively included	67%	76%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			33%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	29%

Table K.20 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Tasmania

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		86%		
HM	% who are happy with their home			75%	74%
HM	% who feel safe or very safe in their home			82%	74%
HW	% who rate their health as good, very good or excellent			67%	43%
HW	% who did not have any difficulties accessing health services			71%	67%
LL	% who currently attend or previously attended school in a mainstream class			69%	
LL	% who participate in education, training or skill development				7%
LL	Of those who participate, % who do so in mainstream settings				69%
LL	% unable to do a course or training they wanted to do in the last 12 months				27%
WK	% who have a paid job			10%	19%
WK	% who volunteer			10%	10%

Table K.21 Selected key baseline indicators for families/carers of participants – Tasmania

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	28%	26%	28%
% receiving Carer Allowance	47%	37%	37%
% working in a paid job	39%	44%	31%
Of those in a paid job, % in permanent employment	76%	73%	77%
Of those in a paid job, % working 15 hours or more	74%	83%	82%
% who say they (and their partner) are able to work as much as they want	44%	44%	61%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	86%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	29%	18%
% able to advocate for their child/family member	79%	73%	68%
% who have friends and family they see as often as they like	48%	47%	53%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		39%	
% who feel in control selecting services		37%	38%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			44%
% who rate their health as good, very good or excellent	73%	65%	65%

Table K.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=328) - participants who entered between 1 July 2016 and 30 June 2020 – Tasmania ⁵²⁸

Question	% Yes
DL Has the NDIS improved your child's development?	82%
DL Has the NDIS improved your child's access to specialist services?	87%
CC Has the NDIS helped increase your child's ability to communicate what they want?	72%
REL Has the NDIS improved how your child fits into family life?	67%
S/CP Has the NDIS improved how your child fits into community life?	53%

Table K.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=980) - participants who entered between 1 July 2016 and 30 June 2020 – Tasmania

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?	30%
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?	39%

⁵²⁸ Results in Tables K.22 to K.25 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

Table K.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=229) and ‘Participant 25 and over’ (n=1,459) - participants who entered between 1 July 2016 and 30 June 2020 – Tasmania

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	52%	77%
DL	Has the NDIS helped you with daily living activities?	52%	79%
REL	Has the NDIS helped you to meet more people?	38%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	36%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	23%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	10%	15%
S/CP	Has the NDIS helped you be more involved?	44%	64%

Table K.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=1,425); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=622) - participants who entered between 1 July 2016 and 30 June 2020 – Tasmania

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	53%
Has the NDIS improved the level of support for your family?	66%	67%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	35%	31%

Table K.26 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 between 1 July 2016 and 30 June 2019 – Tasmania ⁵²⁹

Participant 6 to School (n = 17) participants who entered between 1 July 2016 and 30 June 2016 - Tasmania				
	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	81%	93%	+11%
DL	Has the NDIS improved your child's access to specialist services?	87%	95%	+8%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	74%	88%	+13%
REL	Has the NDIS improved how your child fits into family life?	69%	90%	+21%
S/CP	Has the NDIS improved how your child fits into community life?	54%	78%	+24%

Table K.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=621) - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania

Participant Subgroup 14 (n = 52) – participants who entered between 1 July 2016 and 30 June 2018 – Tasmania				
	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	62%	+7%
LL	Has the NDIS improved your child's access to education?	27%	30%	+3%
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%	44%	+6%

⁵²⁹ Results in Tables K.26 to K.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

Table K.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=170) and ‘Participant 25 and over’ (n=557) - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	51%	56%	+4%	74%	80%	+6%
DL	Has the NDIS helped you with daily living activities?	51%	61%	+10%	80%	84%	+4%
REL	Has the NDIS helped you to meet more people?	46%	50%	+4%	56%	60%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	10%	-0%	33%	39%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	34%	+5%	49%	54%	+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?	22%	23%	0%	27%	30%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	8%	-3%	18%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	46%	50%	+5%	65%	70%	+5%

Table K.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=621); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=168) - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania

		0 to 14			15 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
	Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	45%	52%	+8%	53%	62%	+9%
	Has the NDIS improved the level of support for your family?	57%	66%	+10%	63%	74%	+11%
	Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	58%	66%	+8%	60%	70%	+9%
	Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	68%	+6%			
	Has the NDIS improved your health and wellbeing?	31%	36%	+5%	33%	35%	+2%

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

Table K.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=526) - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania ⁵³⁰

	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%	57%	64%	+15%
LL	Has the NDIS improved your child's access to education?	24%	26%	28%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	35%	40%	49%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	36%	40%	44%	+8%

Table K.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=217) - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
	Has the NDIS helped you have more choices and more control over your life?	50%	57%	59%	+9%
	Has the NDIS helped you with daily living activities?	47%	56%	62%	+15%
	Has the NDIS helped you to meet more people?	44%	49%	49%	+5%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	9%	9%	0%
	Has your involvement with the NDIS improved your health and wellbeing?	32%	34%	38%	+6%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	25%	23%	-1%
	Has your involvement with the NDIS helped you find a job that's right for you?	9%	10%	10%	+1%
	Has the NDIS helped you be more involved?	44%	51%	54%	+10%

Table K.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=149) - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania

	Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
	Has the NDIS helped you have more choices and more control over your life?	70%	77%	82%	12%
	Has the NDIS helped you with daily living activities?	71%	81%	82%	+11%
	Has the NDIS helped you to meet more people?	60%	62%	65%	+5%
	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	39%	44%	+11%
	Has your involvement with the NDIS improved your health and wellbeing?	52%	58%	60%	+8%
	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	27%	26%	+3%
	Has your involvement with the NDIS helped you find a job that's right for you?	13%	14%	14%	0%
	Has the NDIS helped you be more involved?	65%	69%	71%	+6%

⁵³⁰ Results in Tables K.30 to K.34 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table K.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=344) - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	39%	41%	52%	+13%
Has the NDIS improved the level of support for your family?	50%	56%	68%	+18%
Has the NDIS improved your access to services, programs and activities in the community?	51%	61%	67%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	48%	55%	60%	+12%
Has the NDIS improved your health and wellbeing?	27%	26%	36%	+8%

Table K.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=89) - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	50%	42%	46%	-4%
Has the NDIS improved the level of support for your family?	54%	63%	68%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	58%	63%	67%	+9%
Has the NDIS improved your health and wellbeing?	25%	23%	24%	-1%

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

Table K.35 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant school to 14’ (n=138) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania ⁵³¹

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	44%	50%	57%	56%	+12%
LL	Has the NDIS improved your child's access to education?	14%	12%	13%	7%	-6%
REL	Has the NDIS improved your child's relationships with family and friends?	21%	28%	43%	38%	+17%
S/CP	Has the NDIS improved your child's social and recreational life?	31%	30%	41%	38%	+7%

⁵³¹ Results in Tables K.35 to K.39 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

Table K.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=150) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	48%	56%	59%	65%	+17%
DL	Has the NDIS helped you with daily living activities?	49%	56%	64%	64%	+15%
REL	Has the NDIS helped you to meet more people?	43%	48%	46%	49%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	11%	12%	13%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	36%	39%	41%	+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?	23%	22%	22%	23%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	5%	6%	8%	9%	+4%
S/CP	Has the NDIS helped you be more involved?	43%	51%	52%	56%	+13%

Table K.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=32) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	82%	64%	67%	76%	-6%
DL	Has the NDIS helped you with daily living activities?	70%	73%	85%	84%	+14%
REL	Has the NDIS helped you to meet more people?	63%	54%	56%	61%	-2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	22%	30%	30%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	36%	41%	40%	-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?	30%	40%	44%	37%	+7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	17%	7%	13%	-11%
S/CP	Has the NDIS helped you be more involved?	57%	63%	67%	68%	+12%

Table K.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=71) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS improved your capacity to advocate (stand up) for your child?	27%	26%	50%	40%	+13%
Has the NDIS improved the level of support for your family?	45%	62%	52%	68%	+23%
Has the NDIS improved your access to services, programs and activities in the community?	52%	61%	67%	72%	+20%
Has the NDIS improved your ability/capacity to help your child develop and learn?	43%	52%	62%	60%	+17%
Has the NDIS improved your health and wellbeing?	24%	28%	33%	20%	-4%

Table K.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=29) - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS helped you to know your rights and advocate effectively?	34%	41%	38%	46%	+12%
Has the NDIS improved the level of support for your family?	34%	50%	65%	67%	+33%
Has the NDIS helped you to access services, programs and activities in the community?	41%	53%	56%	60%	+19%
Has the NDIS improved your health and wellbeing?	28%	24%	26%	23%	-4%

Table K.40 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=988), ‘participant social and community engagement rate’ (n=995) and ‘parent and carer employment rate’ (n=827) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Tasmania⁵³²

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	5%	12%	13%	24%
Aged 25+	21%	21%	19%	
Aged 15+	18%	19%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	23%	27%	24%	50%
Aged 25+	30%	32%	34%	
Aged 15+	28%	31%	32%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	40%	43%	43%	50%
Aged 15+	32%	37%	31%	
All ages	38%	42%	40%	

⁵³² 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 June 2019 and have had a second plan review to date.

Table K.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=392), 'participant social and community engagement rate' (n=398) and 'parent and carer employment rate' (n=345) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Tasmania ⁵³³

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	7%	11%	12%	16%	24%
Aged 25+	24%	27%	19%	22%	
Aged 15+	15%	18%	15%	19%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	28%	29%	33%	33%	50%
Aged 25+	38%	37%	41%	43%	
Aged 15+	32%	33%	37%	38%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	40%	45%	45%	45%	50%
Aged 15+	44%	46%	47%	46%	
All ages	41%	46%	46%	46%	

Table K.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=119), 'participant social and community engagement rate' (n=119) and 'parent and carer employment rate' (n=34) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Tasmania ⁵³⁴

Participant employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	4%	5%	8%	24%	18%	24%
Aged 25+	17%	16%	21%	10%	15%	
Aged 15+	10%	10%	13%	19%	17%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 15 to 24 years	24%	31%	29%	28%	30%	50%
Aged 25+	40%	35%	38%	34%	40%	
Aged 15+	31%	33%	33%	30%	34%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	Review 4	2020-21 Target
Aged 0 to 14 years	Numbers are too small					50%
Aged 15+						
All ages						

⁵³³ 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 June 2018 and have had a third plan review to date.

⁵³⁴ 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 June 2017 and have had a fourth plan review to date.

Table K.43 Number of active plans by goal type and primary disability – Tasmania ⁵³⁵

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	125	239	228	53	106	327	194	87	424
Autism	724	2,536	1,488	992	1,340	1,827	373	539	3,311
Cerebral Palsy	134	302	258	71	94	250	117	60	418
Developmental Delay	109	660	258	269	270	215	1	0	714
Down Syndrome	77	219	174	68	80	212	78	74	301
Global Developmental Delay	49	194	88	90	85	61	3	1	208
Hearing Impairment	110	287	131	91	65	149	54	93	411
Intellectual Disability	646	1,484	1,012	553	611	1,621	763	825	2,389
Multiple Sclerosis	82	180	208	15	39	182	108	50	284
Psychosocial disability	209	466	543	184	181	648	404	220	856
Spinal Cord Injury	35	65	67	13	4	60	32	22	99
Stroke	40	85	76	14	20	88	54	20	128
Visual Impairment	63	130	78	41	26	117	51	49	183
Other Neurological	118	266	256	36	76	296	190	57	432
Other Physical	85	235	207	35	41	194	108	69	345
Other Sensory/Speech	7	31	10	13	6	15	1	4	38
Other	23	85	58	9	14	74	40	15	116
Total	2,636	7,464	5,140	2,547	3,058	6,336	2,571	2,185	10,657

⁵³⁵ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table K.44 Number of goals in active plans by goal type and primary disability – Tasmania ⁵³⁶

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	224	513	390	79	152	542	300	130	2,330
Autism	1,321	8,062	3,057	1,845	2,498	3,336	622	841	21,582
Cerebral Palsy	232	886	507	128	150	480	199	97	2,679
Developmental Delay	190	3,123	568	491	483	442	4	0	5,301
Down Syndrome	146	590	331	147	127	386	106	130	1,963
Global Developmental Delay	91	909	191	173	155	117	6	1	1,643
Hearing Impairment	202	700	252	153	101	258	86	141	1,893
Intellectual Disability	1,097	3,351	1,882	967	1,081	2,976	1,230	1,246	13,830
Multiple Sclerosis	123	368	359	23	56	293	181	74	1,477
Psychosocial disability	319	864	938	299	268	1,049	598	312	4,647
Spinal Cord Injury	67	139	139	27	10	107	52	34	575
Stroke	64	187	122	26	27	149	87	32	694
Visual Impairment	120	295	125	76	41	191	77	74	999
Other Neurological	208	685	469	56	122	485	282	82	2,389
Other Physical	132	611	405	59	62	327	172	103	1,871
Other Sensory/Speech	14	113	18	26	10	28	2	5	216
Other	49	170	93	14	18	129	61	30	564
Total	4,599	21,566	9,846	4,589	5,361	11,295	4,065	3,332	64,653

Table K.45 Number of active plans by goal type and age group – Tasmania ⁵³⁷

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	264	1,367	555	568	577	417	3	0	1,449
7 to 14	398	1,931	1,127	728	1,087	1,223	54	23	2,385
15 to 18	215	640	417	296	290	584	91	223	890
19 to 24	390	701	435	295	239	745	372	649	1,175
25 to 34	364	701	562	248	226	772	477	541	1,171
35 to 44	244	514	454	151	166	593	342	265	832
45 to 54	320	680	669	143	203	841	498	268	1,142
55 to 64	352	783	748	103	232	963	595	197	1,333
65+	89	147	173	15	38	198	139	19	280
Total	2,636	7,464	5,140	2,547	3,058	6,336	2,571	2,185	10,657

⁵³⁶ Participants have set over six million goals in total across Australia since July 2016. The 64,653 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

⁵³⁷ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table K.46 Number of goals in active plans by goal type and age group – Tasmania ⁵³⁸

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	473	6,613	1,179	1,038	989	836	6	0	11,134
7 to 14	792	6,347	2,490	1,476	2,144	2,279	86	48	15,662
15 to 18	383	1,590	817	561	497	1,120	199	396	5,563
19 to 24	693	1,389	749	458	420	1,266	577	977	6,529
25 to 34	622	1,379	963	425	360	1,350	780	816	6,695
35 to 44	409	1,005	799	237	267	1,090	525	390	4,722
45 to 54	510	1,301	1,211	212	294	1,422	762	398	6,110
55 to 64	563	1,652	1,340	162	339	1,602	925	280	6,863
65+	154	290	298	20	51	330	205	27	1,375
Total	4,599	21,566	9,846	4,589	5,361	11,295	4,065	3,332	64,653

⁵³⁸ Participants have set over six million goals in total across Australia since July 2016. The 64,653 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

Table K.47 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania ⁵³⁹

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
Access	n = 34	n = 21
Are you happy with how coming into the NDIS has gone?	76%	76%
Was the person from the NDIS respectful?	94%	95%
Do you understand what will happen next with your plan?	76%	57%
% of participants rating their overall experience as Very Good or Good.	71%	71%
Pre-planning	n = 49	n = 27
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?	94%	96%
Were decisions about your plan clearly explained?	80%	74%
Are you clear on what happens next with your plan?	63%	67%
Do you know where to go for more help with your plan?	78%	70%
% of participants rating their overall experience as Very Good or Good.	84%	70%
Planning	n = 276	n = 139
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?	99%	98%
Were decisions about your plan clearly explained?	88%	83%
Are you clear on what happens next with your plan?	80%	85%
Do you know where to go for more help with your plan?	90%	91%
% of participants rating their overall experience as Very Good or Good.	91%	78%
Plan review	n = 714	n = 441
Did the person from the NDIS understand how your disability affects your life?	88%	83%
Did you feel prepared for your plan review?	84%	87%
Is your NDIS plan helping you to make progress towards your goals?	89%	86%
% of participants rating their overall experience as Very Good or Good.	78%	74%

⁵³⁹ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure K.9 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ^{540 541 542}

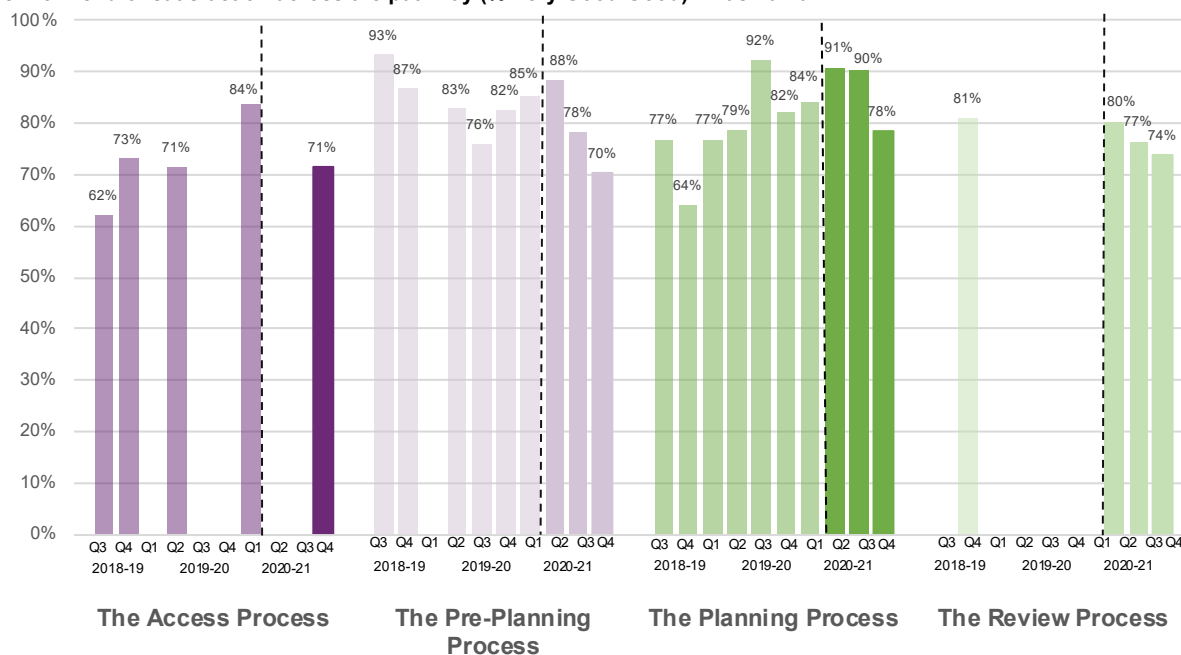
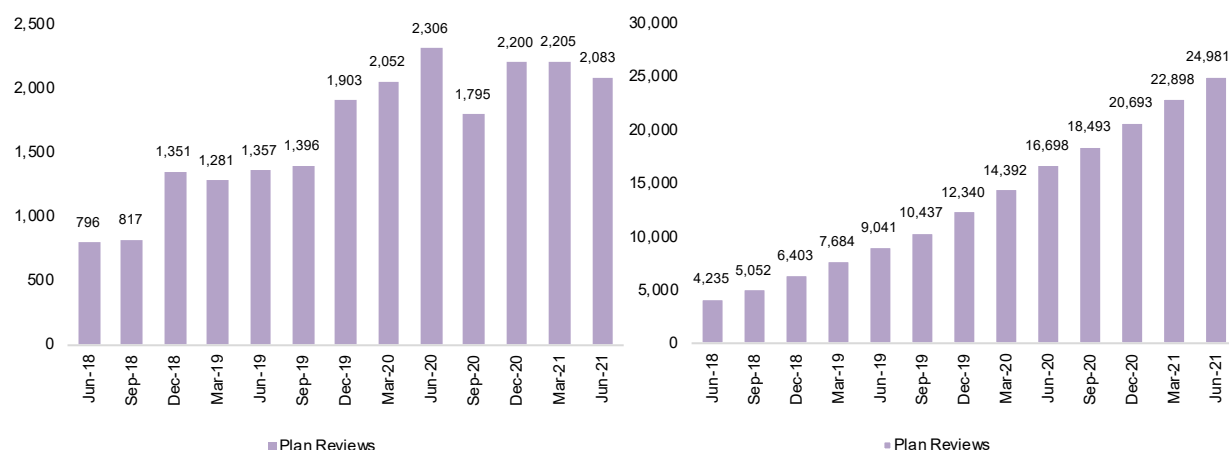


Table K.48 Plan reviews conducted per quarter – excluding plans less than 31 days – Tasmania ⁵⁴³

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total plan reviews	22,898	2,083	24,981
<i>Early intervention plans</i>	3,273	475	3,748
<i>Permanent disability plans</i>	19,625	1,608	21,233

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



⁵⁴⁰ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series.

⁵⁴¹ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁵⁴² Participant satisfaction results are not shown if there is insufficient data in the group.

⁵⁴³ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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

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

Table K.49 shows the number of complaints in 2020-21 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table K.50 and Table K.51 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table K.49 Complaints by quarter – Tasmania ^{544 545 546}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	8	1	9	8
Complaint about LAC Partner	11	3	14	13
Complaints about service providers	113	3	116	99
Complaints about the Agency	1,280	106	1,386	864
Critical/ Reportable Incident	85	25	110	97
Unclassified	37	0	37	33
Total	1,534	138	1,672	1,017
Total complaints made since 1 April 2017	1,443	138	1,581	
Complaints since 1 April 2017 as % of all access requests	4.4%	3.9%	4.3%	

⁵⁴⁴ Note that 66% of all complainants made only one complaint, 19% made two complaints and 15% made three or more complaints.

⁵⁴⁵ % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

⁵⁴⁶ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

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

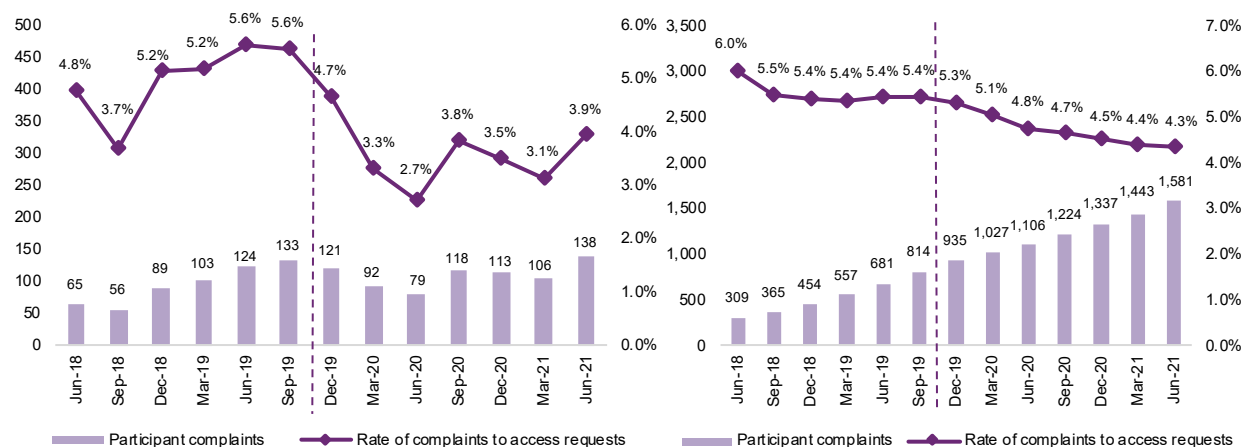


Table K.50 Participant complaints by type – Tasmania

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
<i>Complaints about the Agency</i>						
Individual needs	82	(6%)	0	(0%)	82	(6%)
Information unclear	40	(3%)	0	(0%)	40	(3%)
NDIA Access	30	(2%)	7	(7%)	37	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	36	(3%)	4	(4%)	40	(3%)
NDIA Fraud and Compliance	2	(0%)	0	(0%)	2	(0%)
NDIA Plan	119	(9%)	35	(33%)	154	(11%)
NDIA Process	49	(4%)	13	(12%)	62	(4%)
NDIA Resources	6	(0%)	0	(0%)	6	(0%)
NDIA Staff	30	(2%)	9	(8%)	39	(3%)
NDIA Timeliness	107	(8%)	34	(32%)	141	(10%)
Participation, engagement and inclusion	4	(0%)	0	(0%)	4	(0%)
Provider Portal	6	(0%)	0	(0%)	6	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	72	(6%)	0	(0%)	72	(5%)
Staff conduct - Agency	44	(3%)	0	(0%)	44	(3%)
The way the NDIA carried out its decision making	66	(5%)	1	(1%)	67	(5%)
Timeliness	293	(23%)	0	(0%)	293	(21%)
Other	294	(23%)	3	(3%)	297	(21%)
Total	1,280		106		1,386	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	2	(25%)	0	(0%)	2	(22%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	5	(63%)	1	(100%)	6	(67%)
ECEI Timeliness	1	(13%)	0	(0%)	1	(11%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	8		1		9	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	2	(18%)	0	(0%)	2	(14%)
LAC Plan	1	(9%)	0	(0%)	1	(7%)
LAC Process	2	(18%)	1	(33%)	3	(21%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	6	(55%)	2	(67%)	8	(57%)
LAC Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	11		3		14	
<i>Complaints about service providers</i>						
Provider costs.	6	(5%)	0	(0%)	6	(5%)
Provider Finance	1	(1%)	1	(33%)	2	(2%)
Provider Fraud and Compliance	3	(3%)	0	(0%)	3	(3%)
Provider process	13	(12%)	0	(0%)	13	(11%)
Provider Service	20	(18%)	2	(67%)	22	(19%)
Provider Staff	4	(4%)	0	(0%)	4	(3%)
Service Delivery	20	(18%)	0	(0%)	20	(17%)
Staff conduct	14	(12%)	0	(0%)	14	(12%)
Supports being provided	13	(12%)	0	(0%)	13	(11%)
Other	19	(17%)	0	(0%)	19	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total	113		3	0	116	
<i>Critical/ Reportable Incident</i>						
Allegations against a provider	18	(21%)	3	(12%)	21	(19%)
Allegations against Informal Supports	27	(32%)	1	(4%)	28	(25%)
Allegations against NDIA Staff/Partners	0	(0%)	0	(0%)	0	(0%)
Participant threat	16	(19%)	4	(16%)	20	(18%)
Provider reporting	24	(28%)	17	(68%)	41	(37%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	85		25		110	
<i>Unclassified</i>	37		0		37	
Participants total	1,534		138		1,672	

Table K.51 Unique complainants by type – Tasmania

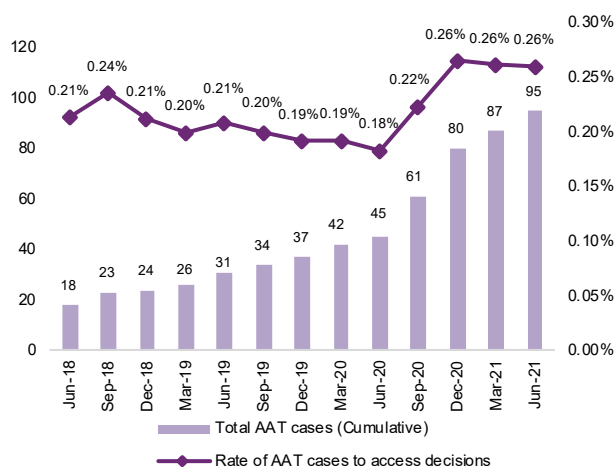
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	66	(6%)	0	(0%)	66	(5%)
Information unclear	40	(4%)	0	(0%)	40	(3%)
NDIA Access	26	(2%)	7	(8%)	33	(3%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	31	(3%)	2	(2%)	33	(3%)
NDIA Fraud and Compliance	2	(0%)	0	(0%)	2	(0%)
NDIA Plan	99	(9%)	28	(31%)	127	(10%)
NDIA Process	46	(4%)	12	(13%)	58	(5%)
NDIA Resources	5	(0%)	0	(0%)	5	(0%)
NDIA Staff	26	(2%)	8	(9%)	34	(3%)
NDIA Timeliness	96	(8%)	29	(32%)	125	(10%)
Participation, engagement and inclusion	4	(0%)	0	(0%)	4	(0%)
Provider Portal	6	(1%)	0	(0%)	6	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	71	(6%)	0	(0%)	71	(6%)
Staff conduct - Agency	42	(4%)	0	(0%)	42	(3%)
The way the NDIA carried out its decision making	62	(5%)	1	(1%)	63	(5%)
Timeliness	238	(21%)	0	(0%)	238	(19%)
Other	273	(24%)	3	(3%)	276	(23%)
Total	1,133		90		1,223	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0	(0%)	0	(0%)
ECEI Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
ECEI Plan	2	(29%)	0	(0%)	2	(25%)
ECEI Process	0	(0%)	0	(0%)	0	(0%)
ECEI Staff	4	(57%)	1	(100%)	5	(63%)
ECEI Timeliness	1	(14%)	0	(0%)	1	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	7		1		8	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(10%)	0	(0%)	1	(8%)
LAC Plan	1	(10%)	0	(0%)	1	(8%)
LAC Process	2	(20%)	1	(33%)	3	(23%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	6	(60%)	2	(67%)	8	(62%)
LAC Timeliness	0	(0%)	0	(0%)	0	(0%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	10		3		13	
<i>Complaints about service providers</i>						
Provider costs.	6	(6%)	0	(0%)	6	(5%)
Provider Finance	1	(1%)	1	(33%)	2	(2%)
Provider Fraud and Compliance	3	(3%)	0	(0%)	3	(3%)
Provider process	13	(12%)	0	(0%)	13	(12%)
Provider Service	19	(17%)	2	(67%)	21	(19%)
Provider Staff	4	(4%)	0	(0%)	4	(4%)
Service Delivery	18	(17%)	0	(0%)	18	(16%)
Staff conduct	14	(13%)	0	(0%)	14	(13%)
Supports being provided	12	(11%)	0	(0%)	12	(11%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Other	19 (17%)	0 (0%)	19 (17%)
Total	109	3	112
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	16 (21%)	3 (12%)	19 (18%)
Allegations against Informal Supports	24 (31%)	1 (4%)	25 (24%)
Allegations against NDIA Staff/Partners	0 (0%)	0 (0%)	0 (0%)
Participant threat	15 (19%)	4 (16%)	19 (18%)
Provider reporting	23 (29%)	17 (68%)	40 (39%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	78	25	103
<i>Unclassified</i>	33	0	33
Unique complaints total	1,370	122	1,492

Table K.52 AAT Cases by category – Tasmania ^{547 548}

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Total	87	100%	<11		95	100%
% of all access decisions	0.26%		0.25%		0.26%	

Figure K.12 Number and proportion of AAT cases over time cumulatively – Tasmania ⁵⁴⁹



⁵⁴⁷ The numbers of AAT cases for Tasmania by category are not shown due to insufficient numbers.

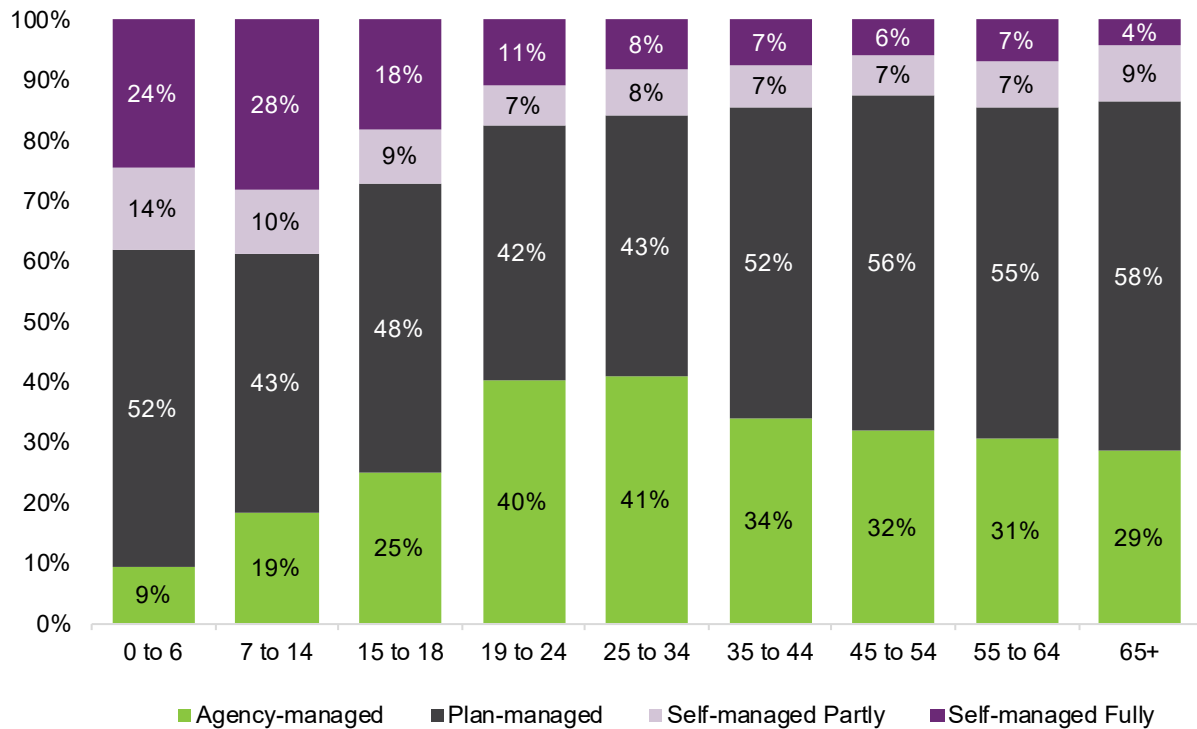
⁵⁴⁸ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

⁵⁴⁹ There are insufficient numbers to show the incremental count of AAT cases.

Table K.53 AAT cases by open/closed and decision – Tasmania

	N
AAT Cases	95
Open AAT Cases	31
Closed AAT Cases	64
<i>Resolved before hearing</i>	63
<i>Gone to hearing and received a substantive decision</i>	<11

Figure K.13 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Tasmania ^{550 551}



⁵⁵⁰ For the total number of active participants in each age group, see Table K.14.

⁵⁵¹ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure K.14 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Tasmania ^{552 553}

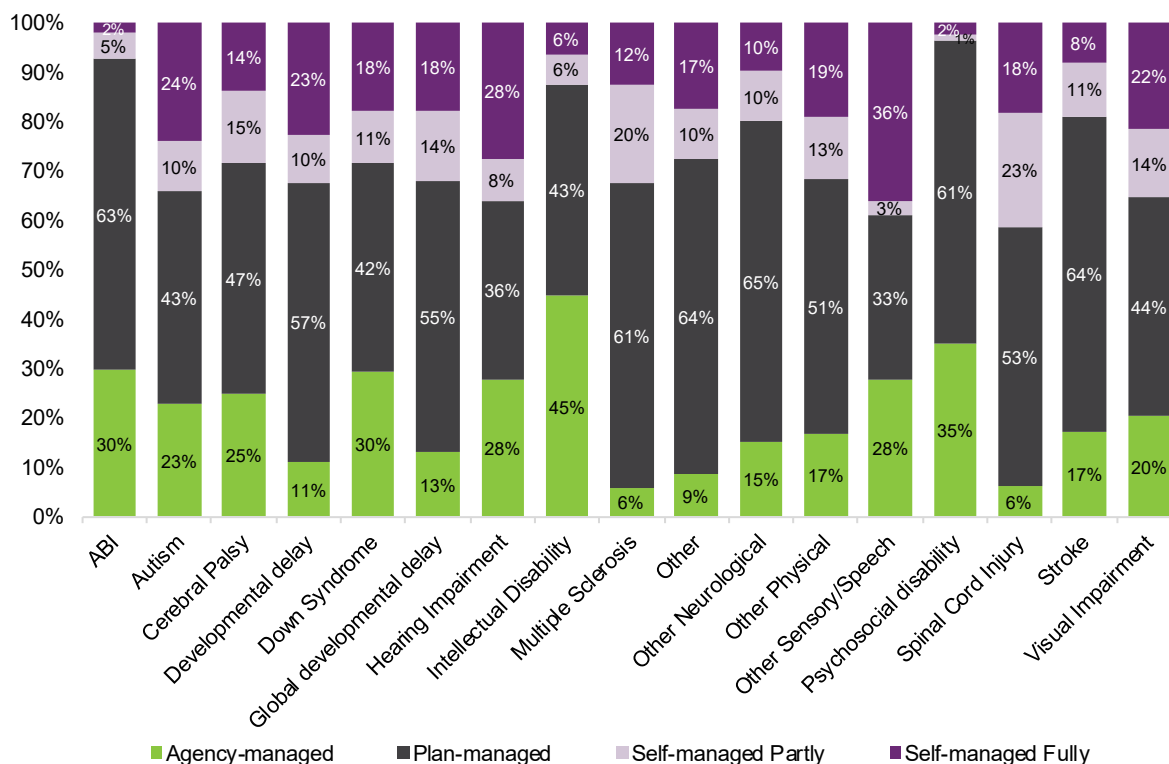
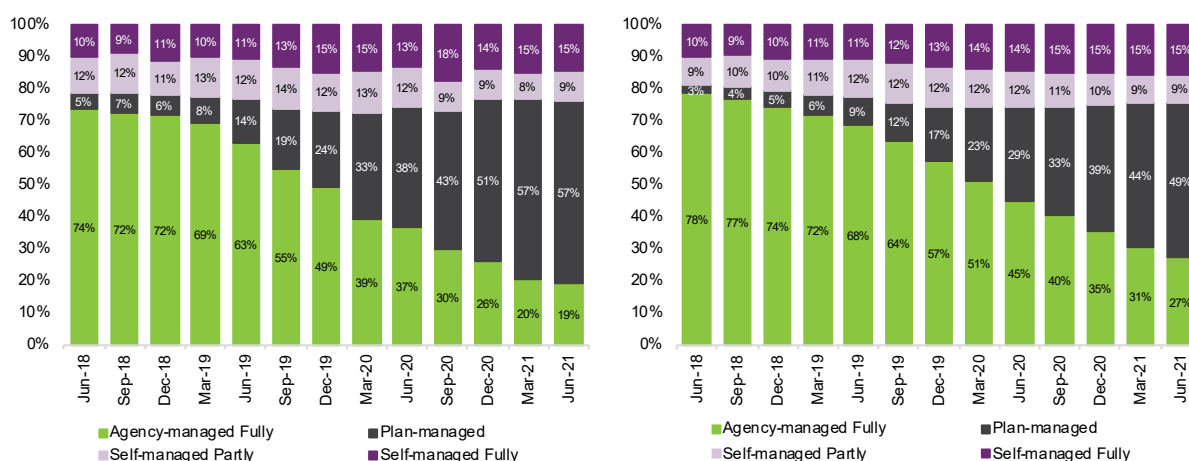


Table K.54 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania ⁵⁵⁴

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	16%	15%	15%
Self-managed partly	9%	9%	9%
Plan-managed	46%	57%	49%
Agency-managed	29%	19%	27%
Total	100%	100%	100%

Figure K.15 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Tasmania ⁵⁵⁵



⁵⁵² For the total number of active participants in each primary disability group, see Table K.12.

⁵⁵³ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁵⁵⁴ Ibid.

⁵⁵⁵ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table K.55 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania

	Prior Quarters	2020-21 Q4	Total
Self-managed	9%	11%	9%
Plan-managed	20%	44%	22%
Agency-managed	71%	45%	69%
Total	100%	100%	100%

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

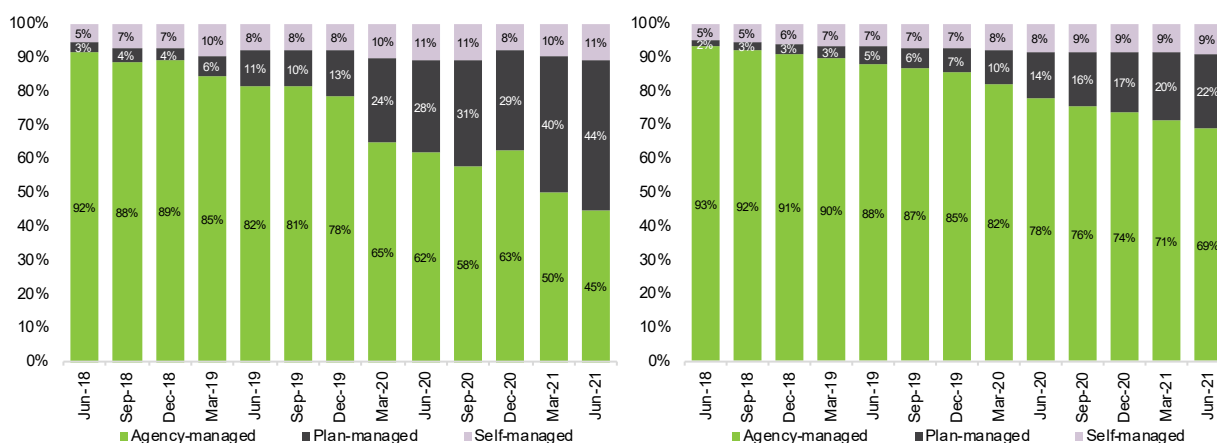


Table K.56 Distribution of active participants by support coordination and quarter of plan approval – Tasmania

	Prior Quarters	2020-21 Q4	Total
Support coordination	45%	45%	45%

Table K.57 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania ⁵⁵⁶

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
Plan activation	N	%	N	%	N	%
Less than 30 days	5,520	68%	359	66%	5,879	67%
30 to 59 days	881	11%	56	10%	937	11%
60 to 89 days	439	5%	26	5%	465	5%
Activated within 90 days	6,840	84%	441	82%	7,281	84%
90 to 119 days	278	3%	27	5%	305	3%
120 days and over	816	10%	31	6%	847	10%
Activated after 90 days	1,094	13%	58	11%	1,152	13%
No payments	240	3%	42	8%	282	3%
Total plans approved	8,174	100%	541	100%	8,715	100%

⁵⁵⁶ Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table K.58 Proportion of participants who have activated within 12 months – Tasmania

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	682	718	95%
Not Aboriginal and Torres Strait Islander	6,105	6,370	96%
Not Stated	1,578	1,656	95%
Total	8,365	8,744	96%
by Culturally and Linguistically Diverse status			
CALD	251	259	97%
Not CALD	8,105	8,475	96%
Not Stated	<11	<11	
Total	8,365	8,744	96%
by Remoteness			
Major Cities	<11	<11	
Regional	8,272	8,639	96%
Remote	93	105	89%
Missing	<11	<11	
Total	8,365	8,744	96%
by Primary Disability type			
Autism	2,672	2,810	95%
Intellectual Disability (including Down Syndrome)	2,344	2,449	96%
Psychosocial Disability	643	656	98%
Developmental Delay (including Global Developmental Delay)	410	451	91%
Other	2,296	2,378	97%
Total	8,365	8,744	96%

Table K.59 Distribution of plans by utilisation – Tasmania ^{557 558}

Plan utilisation	Total
0 to 50%	36%
50% to 75%	21%
> 75%	43%
Total	100%

Table K.60 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ⁵⁵⁹

	Prior Quarters	2020-21 Q4	Total
Daily Activities	10%	13%	11%
Health & Wellbeing	57%	61%	58%
Lifelong Learning	18%	23%	19%
Other	18%	21%	19%
Non-categorised	28%	22%	27%
Any mainstream service	95%	95%	95%

⁵⁵⁷ This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁵⁵⁸ Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

⁵⁵⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table K.61 Key markets indicators by quarter – Tasmania ^{560 561}

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.53	1.54
b) Number of providers delivering new types of supports	88	102
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	86%
<i>Therapeutic Supports (%)</i>	88%	90%
<i>Participate Community (%)</i>	86%	88%
<i>Early Childhood Supports (%)</i>	90%	89%
<i>Assist Personal Activities (%)</i>	84%	87%

Table K.62 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Tasmania ⁵⁶²

Activity	Number of providers
Active for the first time in 2020-21 Q4	37
Active in 2020-21 Q4 and also in previous quarters	460
Active in 2020-21 Q4	497
Inactive in 2020-21 Q4	790
Active ever	1,287

⁵⁶⁰ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵⁶¹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵⁶² Active providers refer to those who have received payment for support Agency-managed participants.

Table K.63 Cumulative number of providers that have been ever active by registration group – Tasmania ⁵⁶³

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	25	2	27	8%
Assistance Animals	11	1	12	9%
Assistance with daily life tasks in a group or shared living arrangement	130	6	136	5%
Assistance with travel/transport arrangements	124	2	126	2%
Daily Personal Activities	240	10	250	4%
Group and Centre Based Activities	161	7	168	4%
High Intensity Daily Personal Activities	149	4	153	3%
Household tasks	186	9	195	5%
Interpreting and translation	17	5	22	29%
Participation in community, social and civic activities	274	8	282	3%
Assistive Technology				
Assistive equipment for recreation	30	1	31	3%
Assistive products for household tasks	27	2	29	7%
Assistance products for personal care and safety	285	20	305	7%
Communication and information equipment	83	3	86	4%
Customised Prosthetics	71	4	75	6%
Hearing Equipment	35	2	37	6%
Hearing Services	7	1	8	14%
Personal Mobility Equipment	114	7	121	6%
Specialised Hearing Services	9	0	9	0%
Vision Equipment	30	0	30	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	257	12	269	5%
Behaviour Support	92	5	97	5%
Community nursing care for high needs	38	6	44	16%
Development of daily living and life skills	162	1	163	1%
Early Intervention supports for early childhood	169	4	173	2%
Exercise Physiology and Physical Wellbeing activities	77	5	82	6%
Innovative Community Participation	31	1	32	3%
Specialised Driving Training	11	2	13	18%
Therapeutic Supports	495	15	510	3%
Capital services				
Home modification design and construction	50	3	53	6%
Specialist Disability Accommodation	15	0	15	0%
Vehicle Modifications	30	2	32	7%
Choice and control support services				
Management of funding for supports in participants plan	109	4	113	4%
Support Coordination	51	3	54	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	54	4	58	7%
Specialised Supported Employment	39	2	41	5%
Total	1,250	37	1,287	3%

⁵⁶³ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table K.64 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2021 – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	6	21	27	22%	78%	100%
Assistance Animals	0	12	12	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	15	121	136	11%	89%	100%
Assistance with travel/transport arrangements	18	108	126	14%	86%	100%
Daily Personal Activities	25	225	250	10%	90%	100%
Group and Centre Based Activities	15	153	168	9%	91%	100%
High Intensity Daily Personal Activities	14	139	153	9%	91%	100%
Household tasks	37	158	195	19%	81%	100%
Interpreting and translation	3	19	22	14%	86%	100%
Participation in community, social and civic activities	32	250	282	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	0	31	31	0%	100%	100%
Assistive products for household tasks	3	26	29	10%	90%	100%
Assistance products for personal care and safety	29	276	305	10%	90%	100%
Communication and information equipment	12	74	86	14%	86%	100%
Customised Prosthetics	8	67	75	11%	89%	100%
Hearing Equipment	5	32	37	14%	86%	100%
Hearing Services	0	8	8	0%	100%	100%
Personal Mobility Equipment	16	105	121	13%	87%	100%
Specialised Hearing Services	1	8	9	11%	89%	100%
Vision Equipment	2	28	30	7%	93%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	52	217	269	19%	81%	100%
Behaviour Support	27	70	97	28%	72%	100%
Community nursing care for high needs	5	39	44	11%	89%	100%
Development of daily living and life skills	22	141	163	13%	87%	100%
Early Intervention supports for early childhood	46	127	173	27%	73%	100%
Exercise Physiology and Physical Wellbeing activities	13	69	82	16%	84%	100%
Innovative Community Participation	10	22	32	31%	69%	100%
Specialised Driving Training	3	10	13	23%	77%	100%
Therapeutic Supports	185	325	510	36%	64%	100%
Capital services						
Home modification design and construction	9	44	53	17%	83%	100%
Specialist Disability Accommodation	2	13	15	13%	87%	100%
Vehicle Modifications	4	28	32	13%	88%	100%
Choice and control support services						
Management of funding for supports in participants plan	16	97	113	14%	86%	100%
Support Coordination	9	45	54	17%	83%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	53	58	9%	91%	100%
Specialised Supported Employment	4	37	41	10%	90%	100%
Total	311	976	1,287	24%	76%	100%

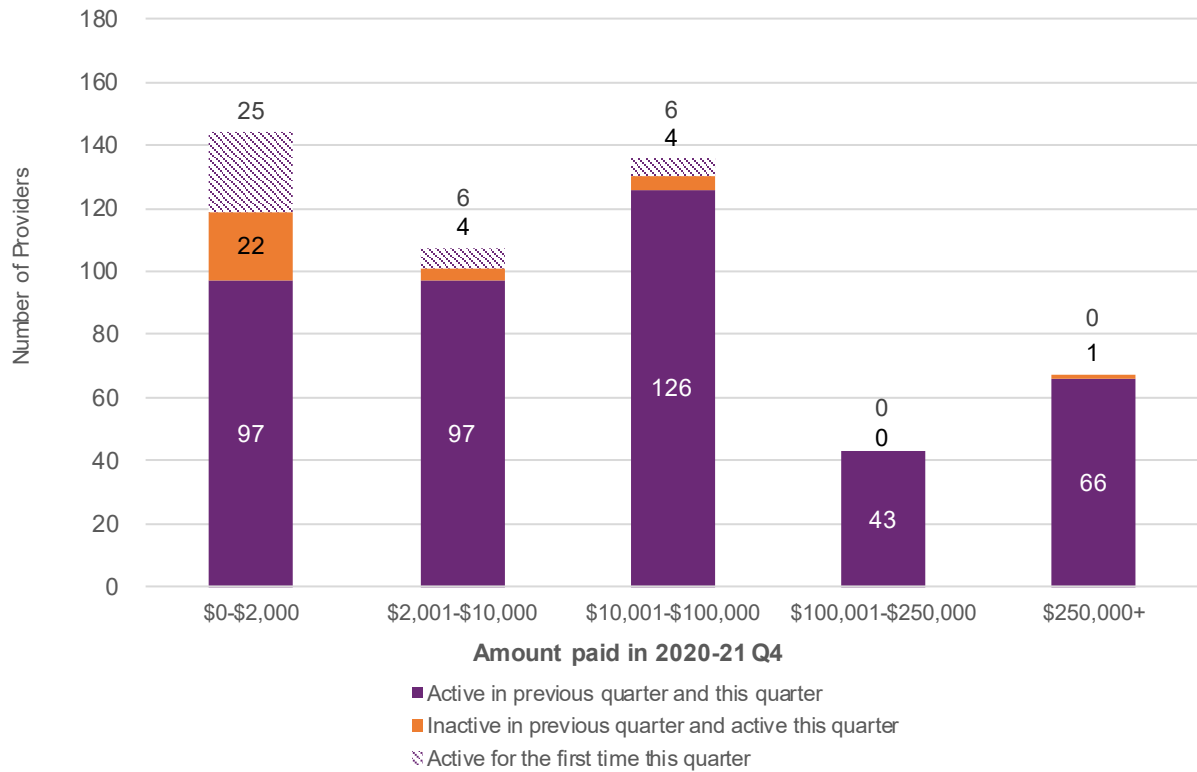
Table K.65 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Tasmania

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
Assistance services				
Accommodation / Tenancy Assistance	4	2	6	33%
Assistance Animals	8	1	9	11%
Assistance with daily life tasks in a group or shared living arrangement	80	6	86	7%
Assistance with travel/transport arrangements	61	2	63	3%
Daily Personal Activities	110	10	120	8%
Group and Centre Based Activities	69	7	76	9%
High Intensity Daily Personal Activities	65	4	69	6%
Household tasks	85	9	94	10%
Interpreting and translation	7	5	12	42%
Participation in community, social and civic activities	131	8	139	6%
Assistive Technology				
Assistive equipment for recreation	7	1	8	13%
Assistive products for household tasks	4	2	6	33%
Assistance products for personal care and safety	114	20	134	15%
Communication and information equipment	31	3	34	9%
Customised Prosthetics	20	4	24	17%
Hearing Equipment	8	2	10	20%
Hearing Services	1	1	2	50%
Personal Mobility Equipment	37	7	44	16%
Specialised Hearing Services	2	0	2	0%
Vision Equipment	9	0	9	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	122	12	134	9%
Behaviour Support	43	5	48	10%
Community nursing care for high needs	23	6	29	21%
Development of daily living and life skills	65	1	66	2%
Early Intervention supports for early childhood	37	4	41	10%
Exercise Physiology and Physical Wellbeing activities	40	5	45	11%
Innovative Community Participation	11	1	12	8%
Specialised Driving Training	2	2	4	50%
Therapeutic Supports	192	15	207	7%
Capital services				
Home modification design and construction	15	3	18	17%
Specialist Disability Accommodation	10	0	10	0%
Vehicle Modifications	6	2	8	25%
Choice and control support services				
Management of funding for supports in participants plan	74	4	78	5%
Support Coordination	16	3	19	16%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	19	4	23	17%
Specialised Supported Employment	24	2	26	8%
Total	460	37	497	7%

Table K.66 Number and proportion of providers active in 2020-21 Q4 in each registration group by legal entity type – Tasmania

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	6	6	0%	100%	100%
Assistance Animals	0	9	9	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	77	86	10%	90%	100%
Assistance with travel/transport arrangements	7	56	63	11%	89%	100%
Daily Personal Activities	16	104	120	13%	87%	100%
Group and Centre Based Activities	8	68	76	11%	89%	100%
High Intensity Daily Personal Activities	6	63	69	9%	91%	100%
Household tasks	12	82	94	13%	87%	100%
Interpreting and translation	2	10	12	17%	83%	100%
Participation in community, social and civic activities	18	121	139	13%	87%	100%
Assistive Technology						
Assistive equipment for recreation	0	8	8	0%	100%	100%
Assistive products for household tasks	0	6	6	0%	100%	100%
Assistance products for personal care and safety	11	123	134	8%	92%	100%
Communication and information equipment	1	33	34	3%	97%	100%
Customised Prosthetics	1	23	24	4%	96%	100%
Hearing Equipment	1	9	10	10%	90%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	3	41	44	7%	93%	100%
Specialised Hearing Services	0	2	2	0%	100%	100%
Vision Equipment	0	9	9	0%	100%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	31	103	134	23%	77%	100%
Behaviour Support	12	36	48	25%	75%	100%
Community nursing care for high needs	3	26	29	10%	90%	100%
Development of daily living and life skills	7	59	66	11%	89%	100%
Early Intervention supports for early childhood	5	36	41	12%	88%	100%
Exercise Physiology and Physical Wellbeing activities	7	38	45	16%	84%	100%
Innovative Community Participation	1	11	12	8%	92%	100%
Specialised Driving Training	0	4	4	0%	100%	100%
Therapeutic Supports	61	146	207	29%	71%	100%
Capital services						
Home modification design and construction	2	16	18	11%	89%	100%
Specialist Disability Accommodation	1	9	10	10%	90%	100%
Vehicle Modifications	0	8	8	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	10	68	78	13%	87%	100%
Support Coordination	3	16	19	16%	84%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	22	23	4%	96%	100%
Specialised Supported Employment	1	25	26	4%	96%	100%
Total	119	378	497	24%	76%	100%

Figure K.17 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Tasmania ⁵⁶⁴



Part Five: Financial sustainability

Table K.67 Committed supports by financial year (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	17.3	50.4	65.9	100.3	189.6	400.9	668.6	836.7

⁵⁶⁴ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure K.18 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Tasmania

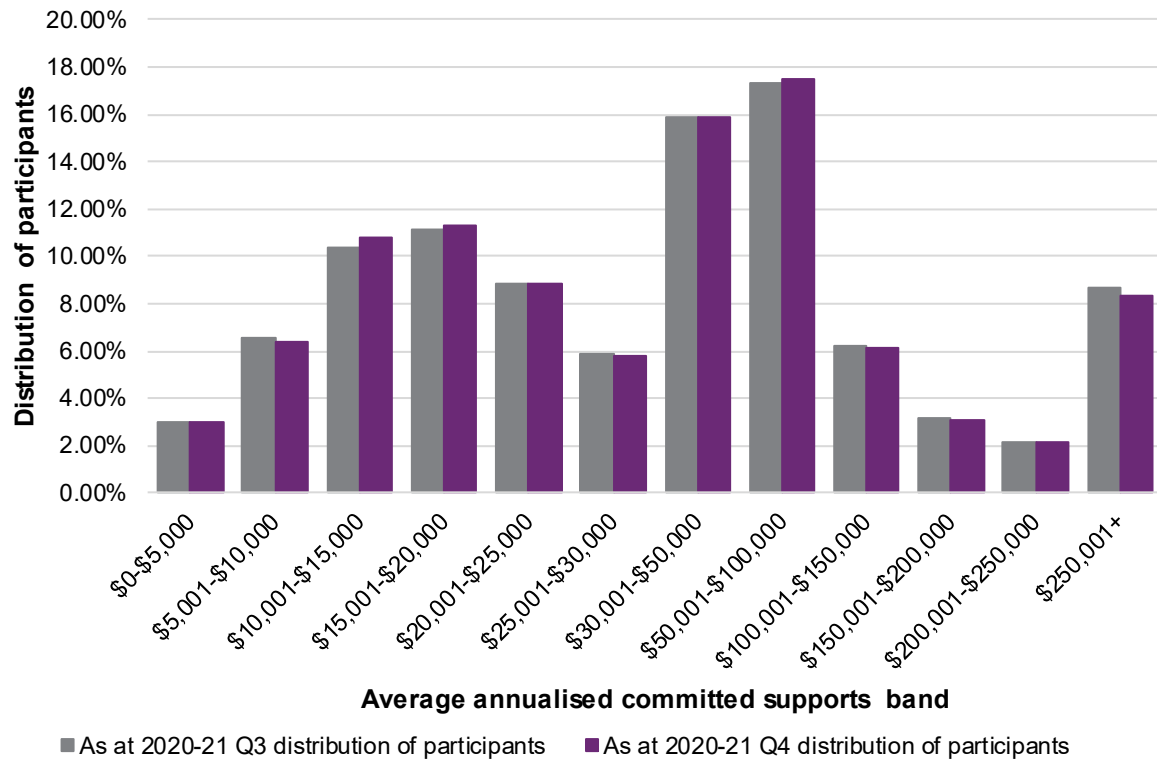


Figure K.19 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Tasmania

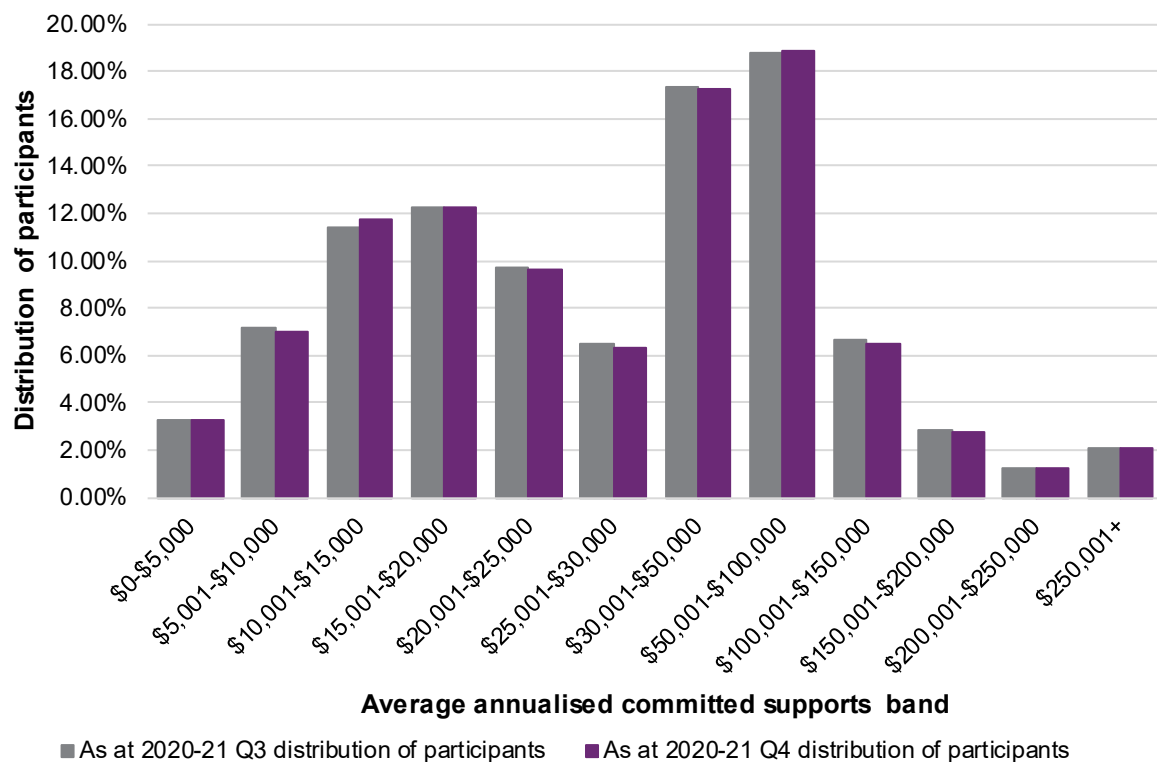


Figure K.20 Average annualised committed supports and average payments by age group as at 30 June 2021 – Tasmania ⁵⁶⁵

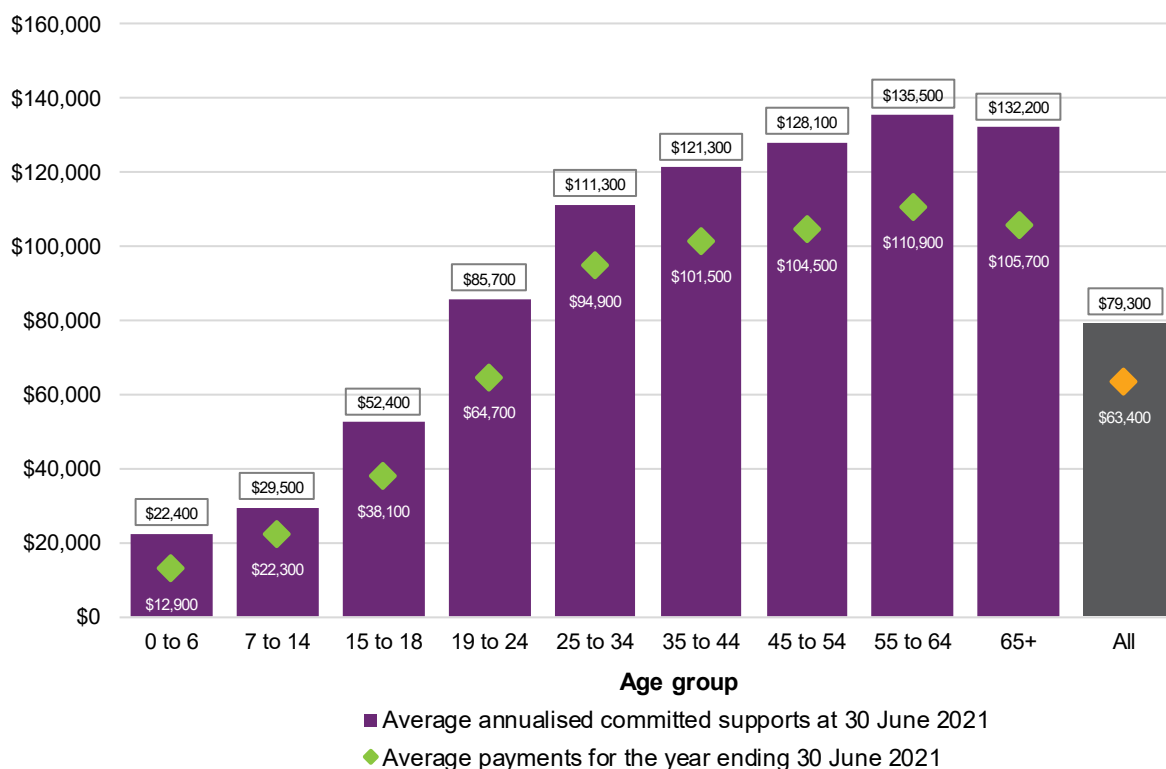
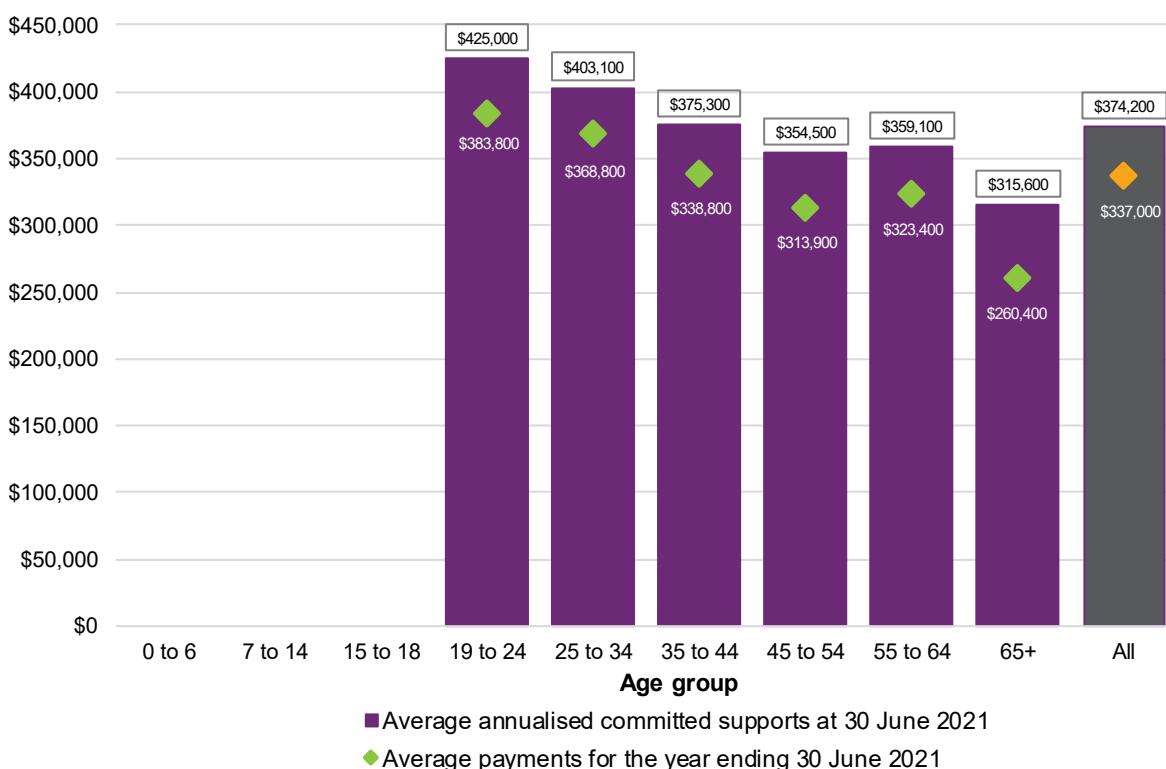


Figure K.21 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Tasmania ⁵⁶⁶



⁵⁶⁵ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

⁵⁶⁶ Ibid.

Figure K.22 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Tasmania ⁵⁶⁷

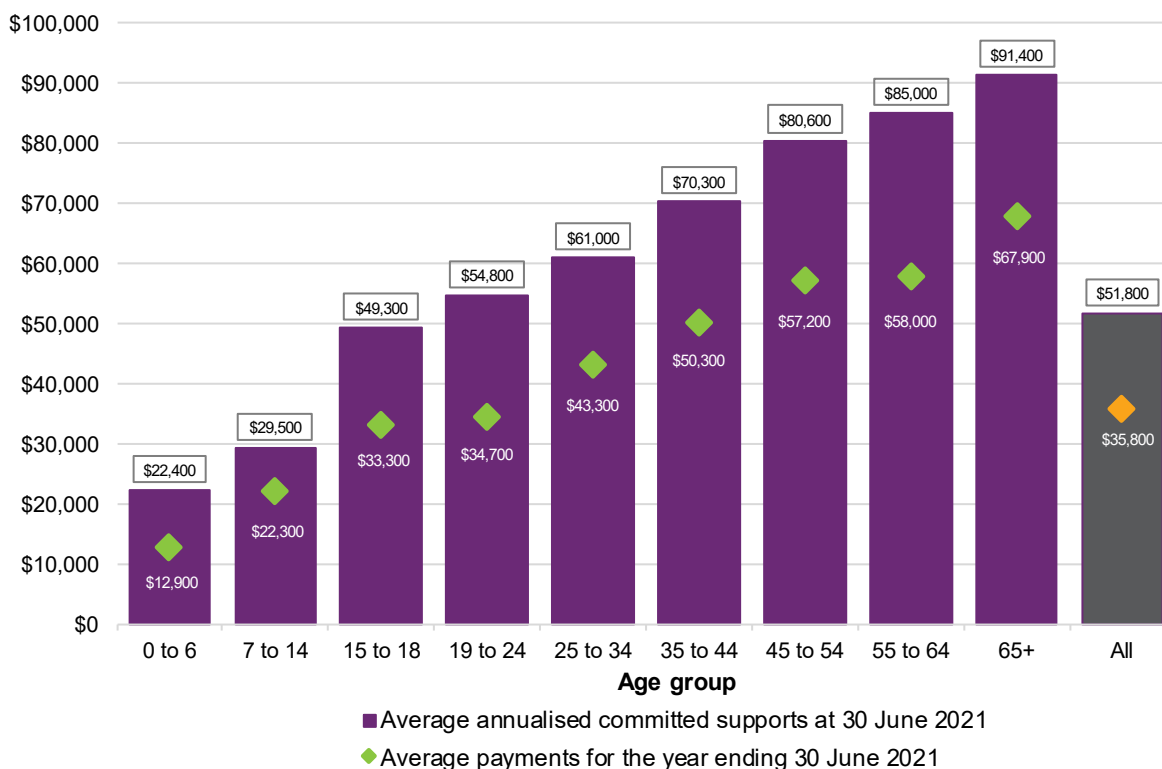
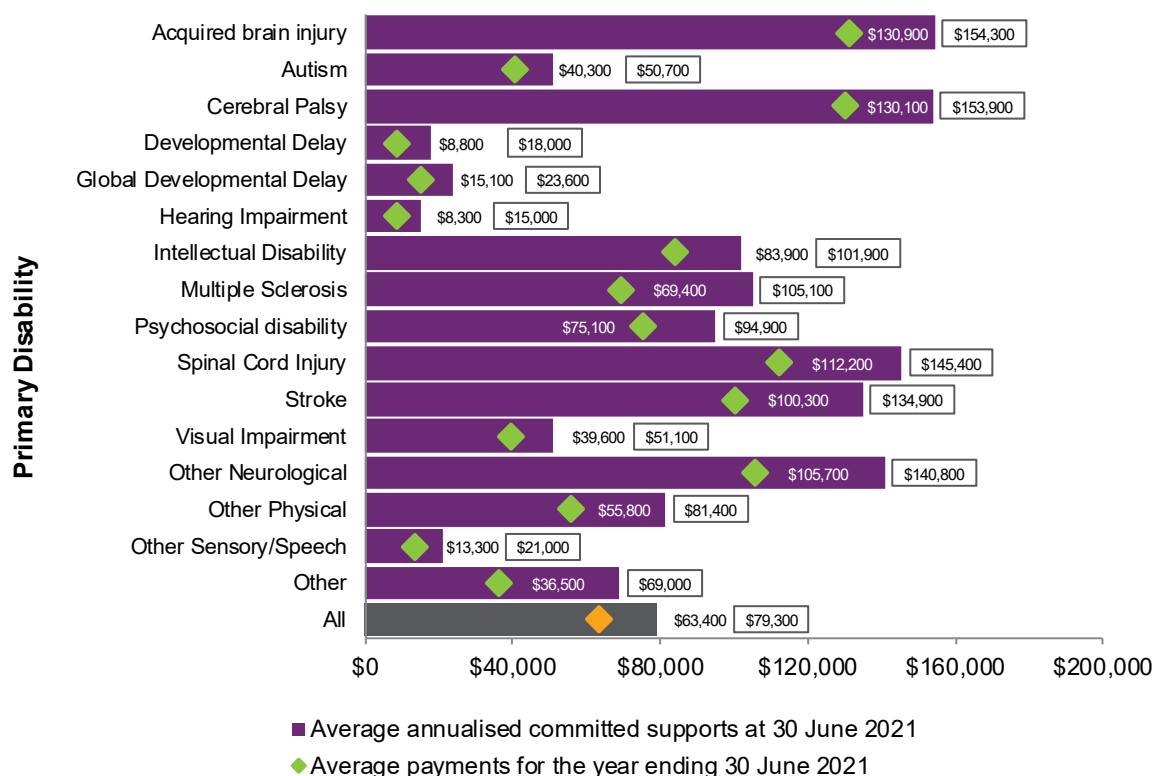


Figure K.23 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Tasmania ⁵⁶⁸



⁵⁶⁷ Ibid.

⁵⁶⁸ Ibid.

Figure K.24 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Tasmania ⁵⁶⁹

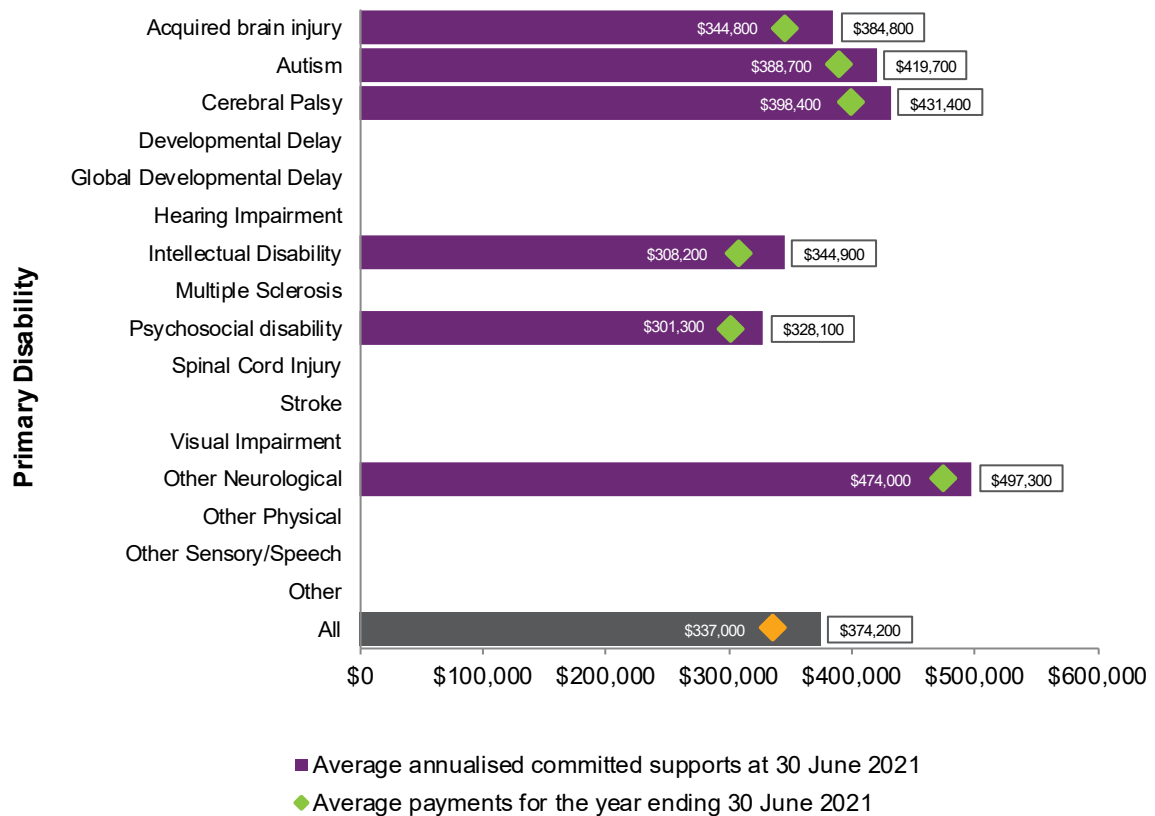
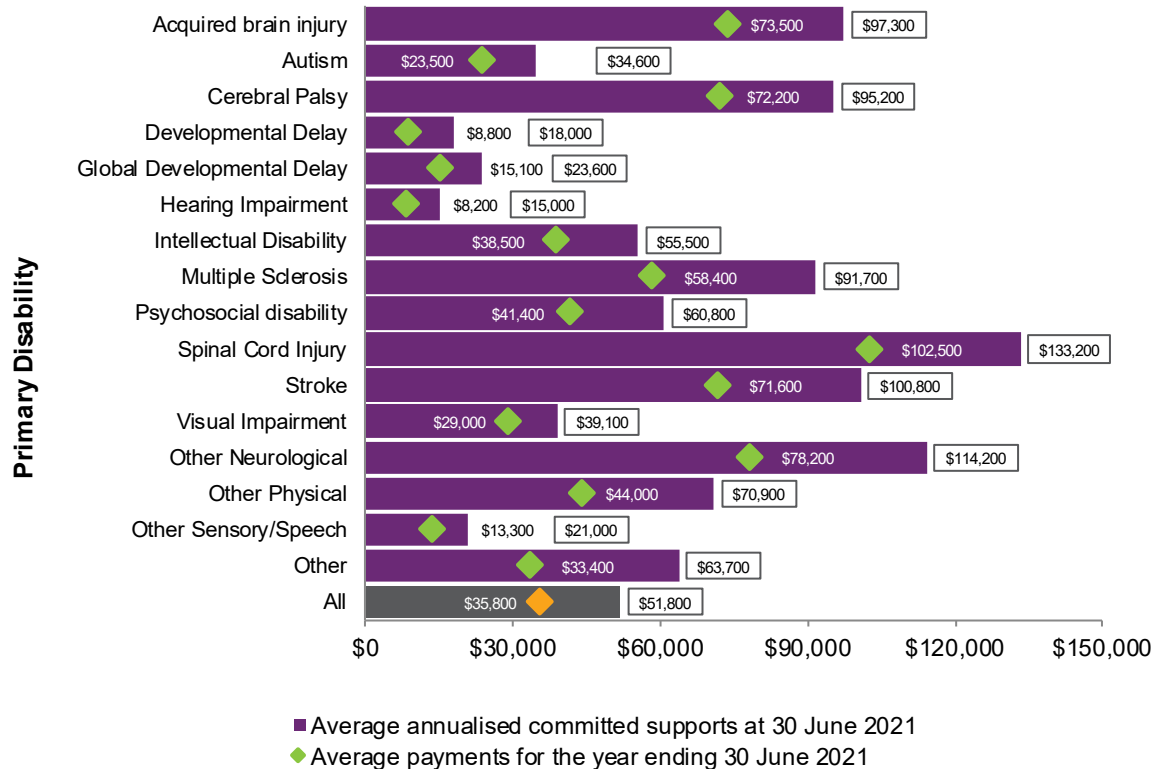


Figure K.25 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Tasmania ⁵⁷⁰



⁵⁶⁹ Ibid.

⁵⁷⁰ Ibid.

Figure K.26 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Tasmania
571

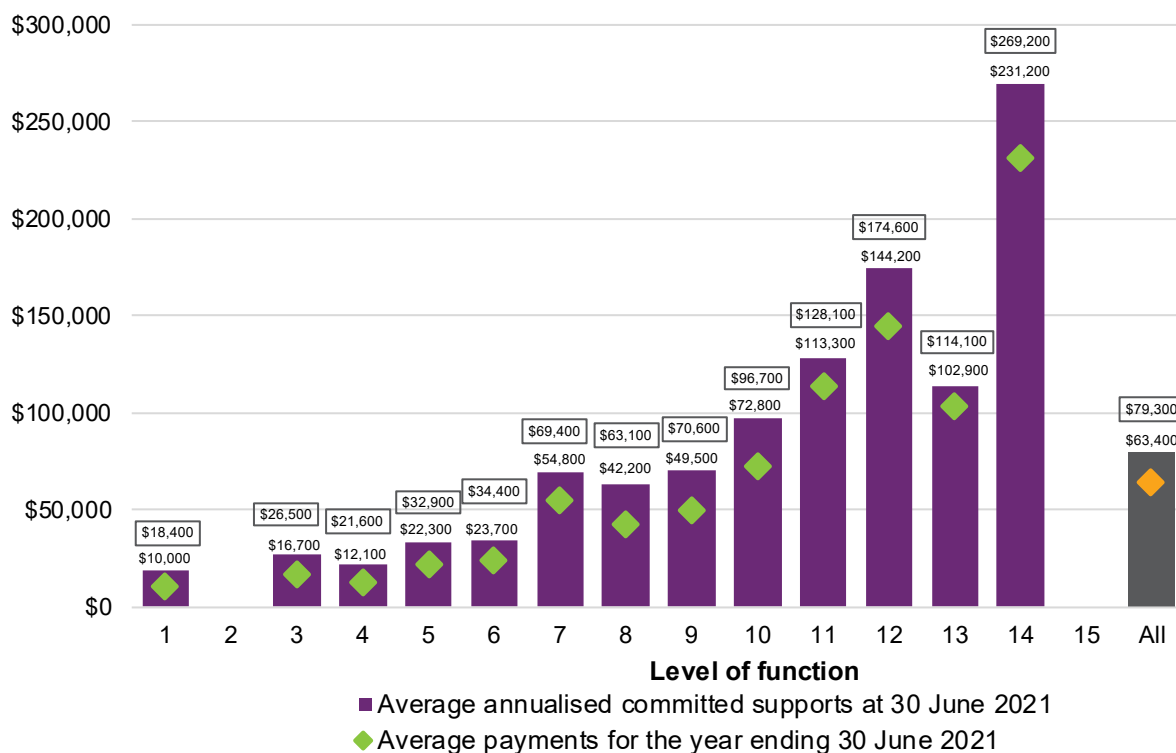
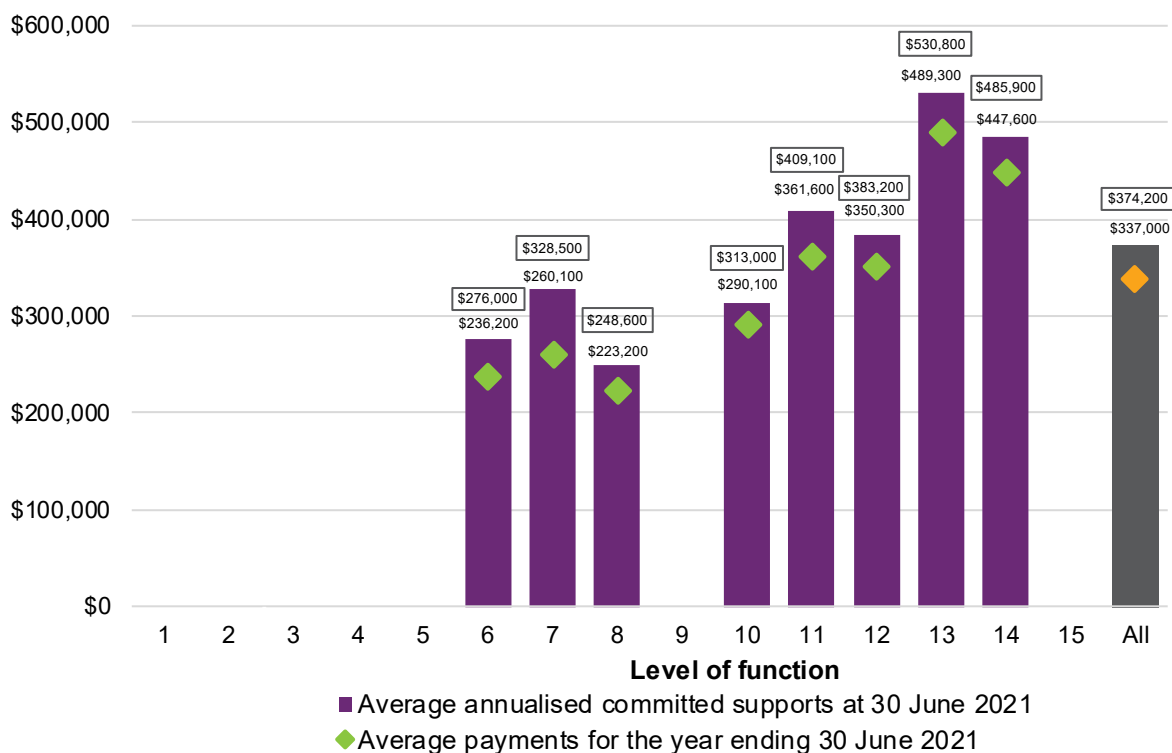


Figure K.27 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Tasmania
572



571 Ibid.

572 Ibid.

Figure K.28 Average annualised committed supports and average payments (non-SiL participants) by level of function as at 30 June 2021 – Tasmania ⁵⁷³

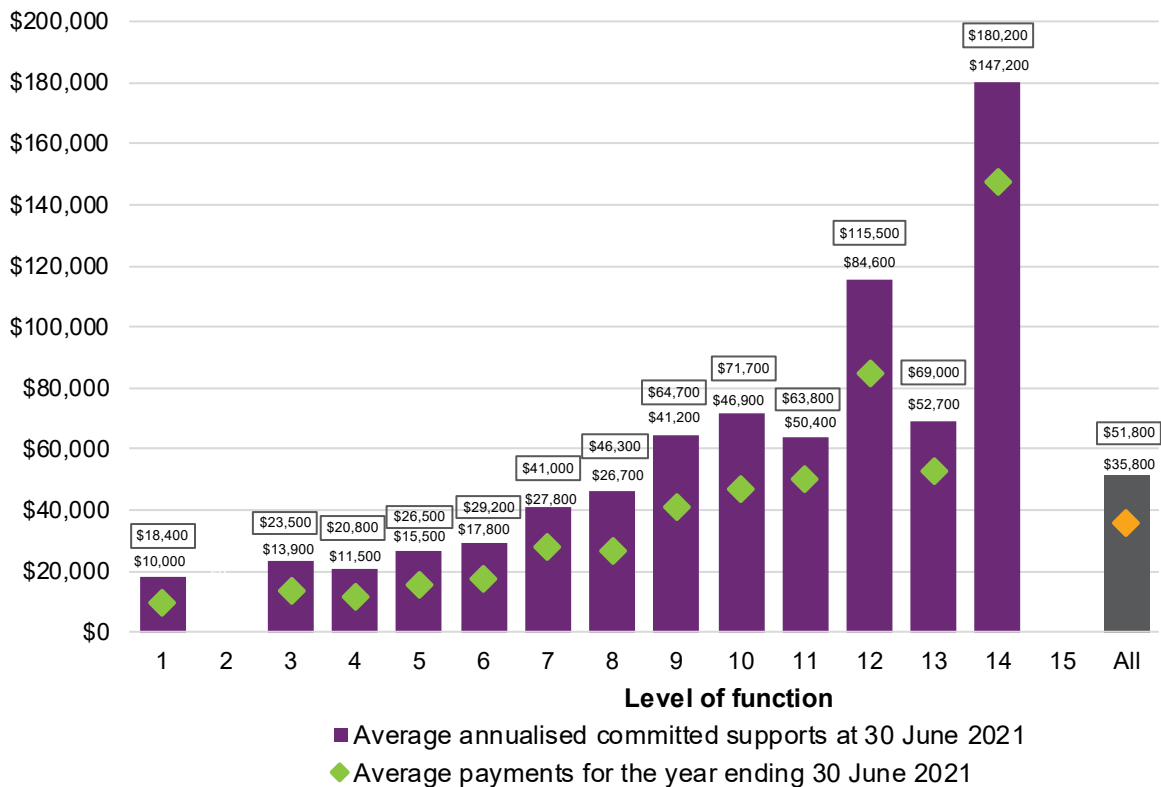
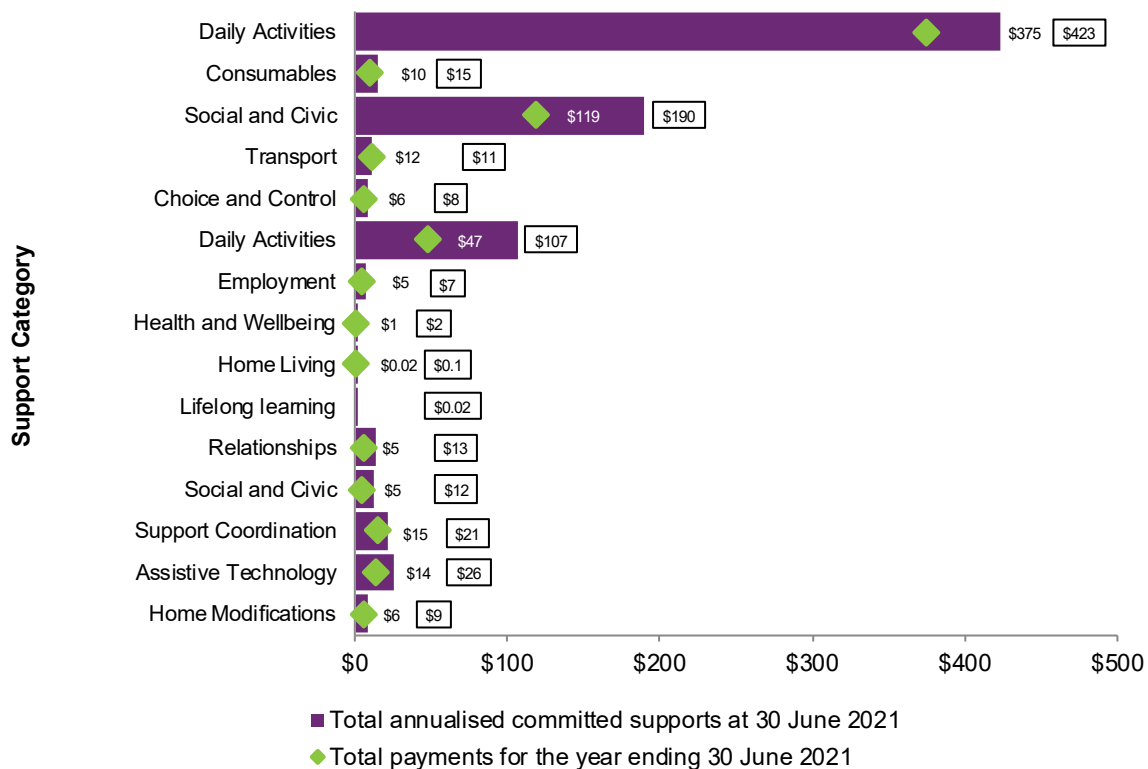


Figure K.29 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Tasmania ⁵⁷⁴



⁵⁷³ Ibid.

⁵⁷⁴ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

Figure K.30 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Tasmania ⁵⁷⁵

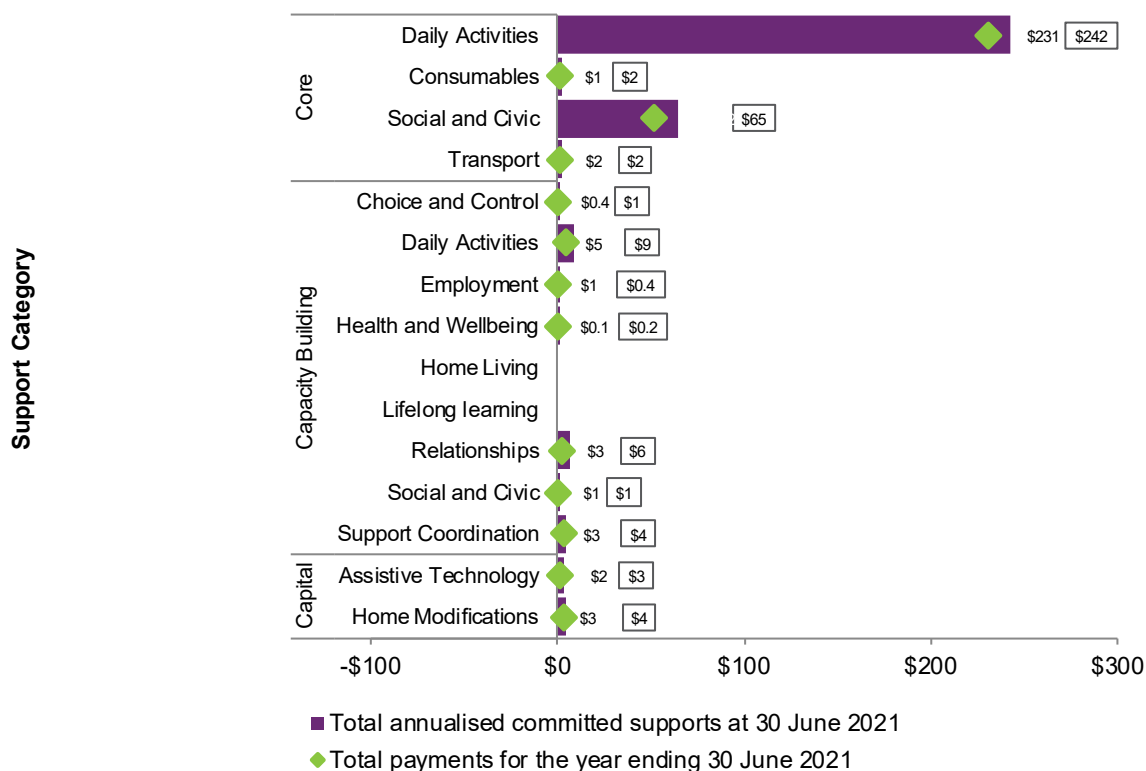
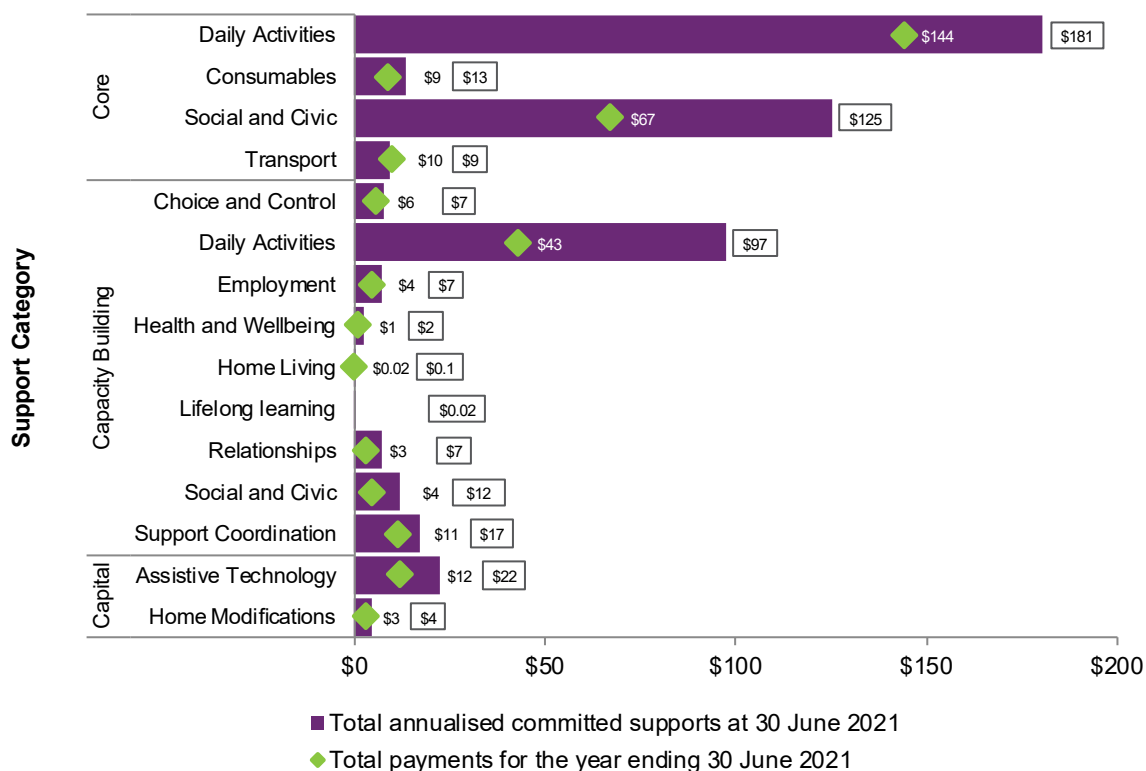


Figure K.31 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Tasmania ⁵⁷⁶



⁵⁷⁵ Ibid.

⁵⁷⁶ Ibid.

Table K.68 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	17.3	50.4	65.9	100.3	189.6	400.9	668.6	836.7
Total Paid	9.7	35.8	48.3	77.9	153.9	296.6	478.3	590.8
% utilised to date	56%	71%	73%	78%	81%	74%	72%	71%

Figure K.32 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Tasmania

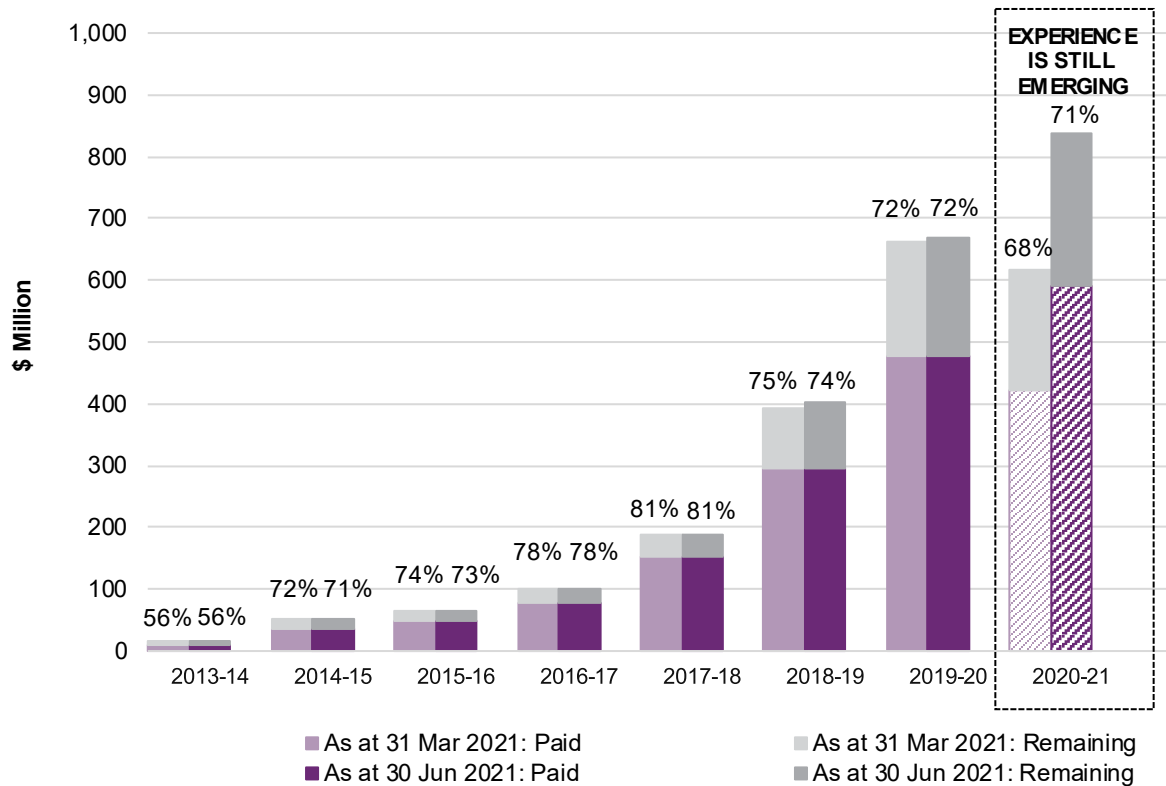
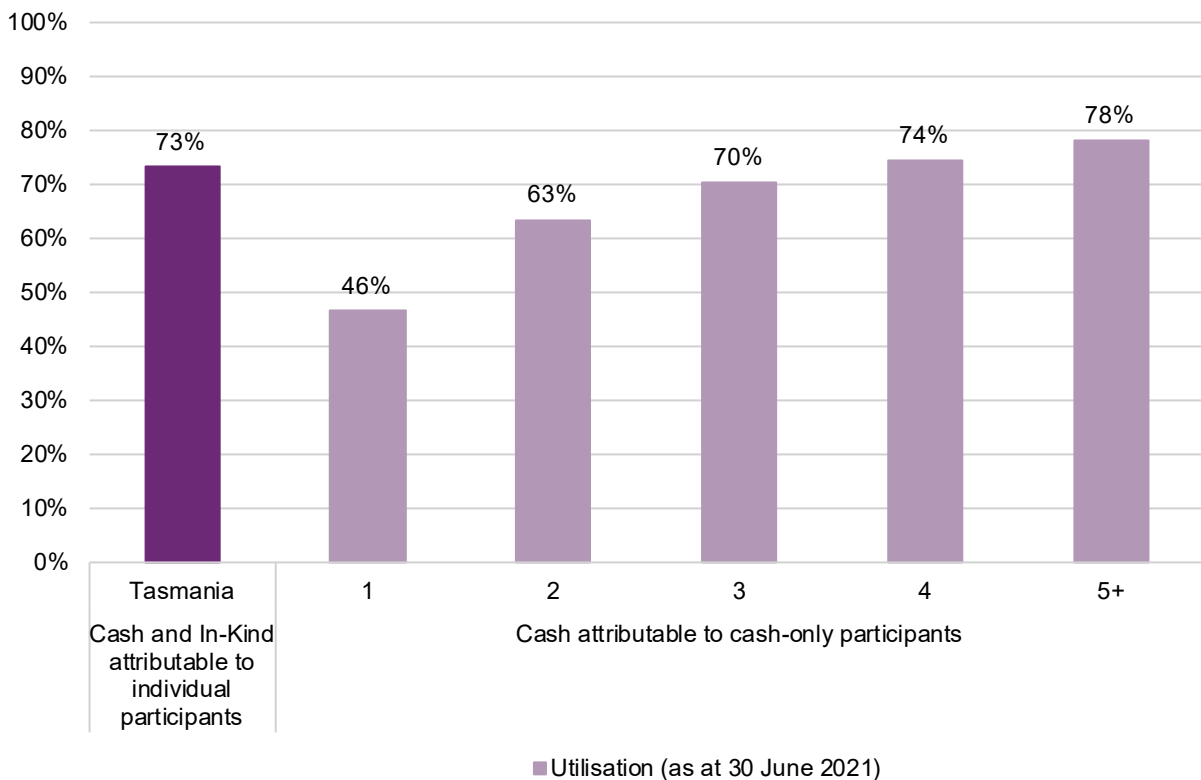
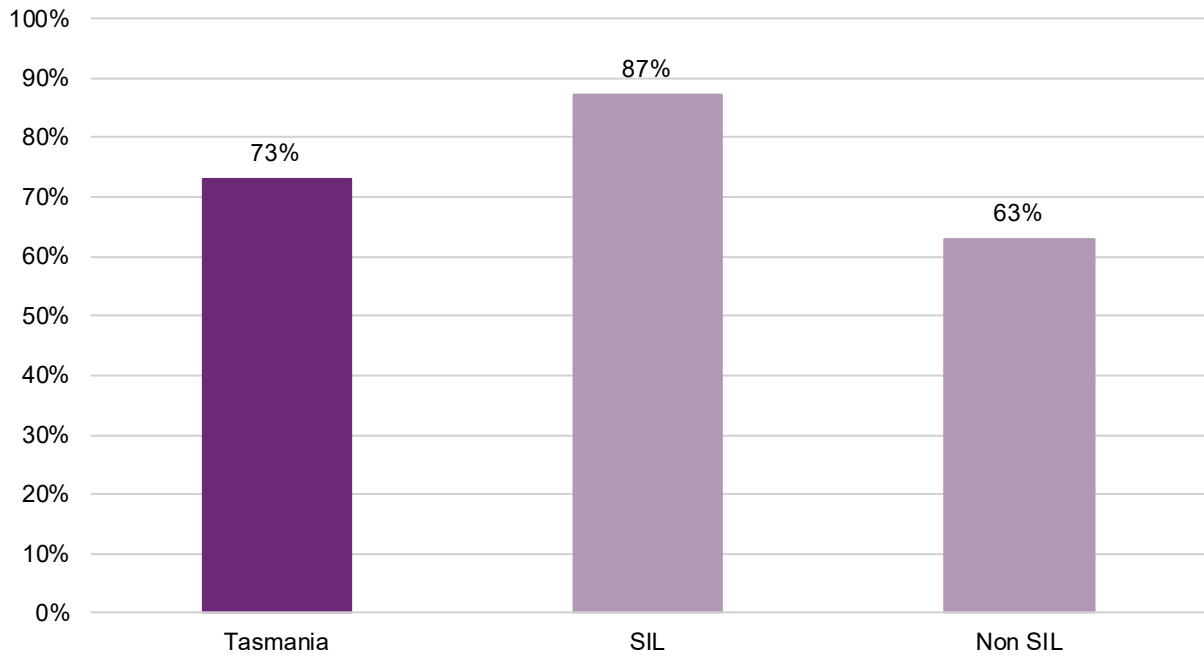


Figure K.33 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Tasmania ⁵⁷⁷



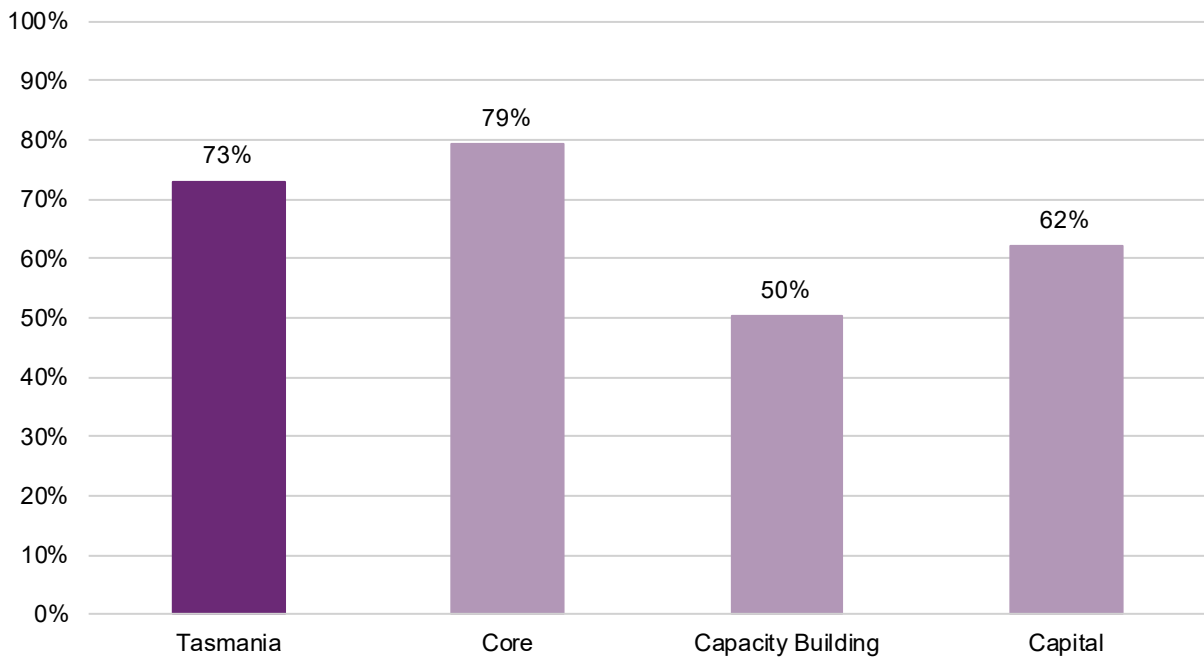
⁵⁷⁷ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

Figure K.34 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Tasmania ⁵⁷⁸



■ Utilisation (as at 30 June 2021)

Figure K.35 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Tasmania ⁵⁷⁹

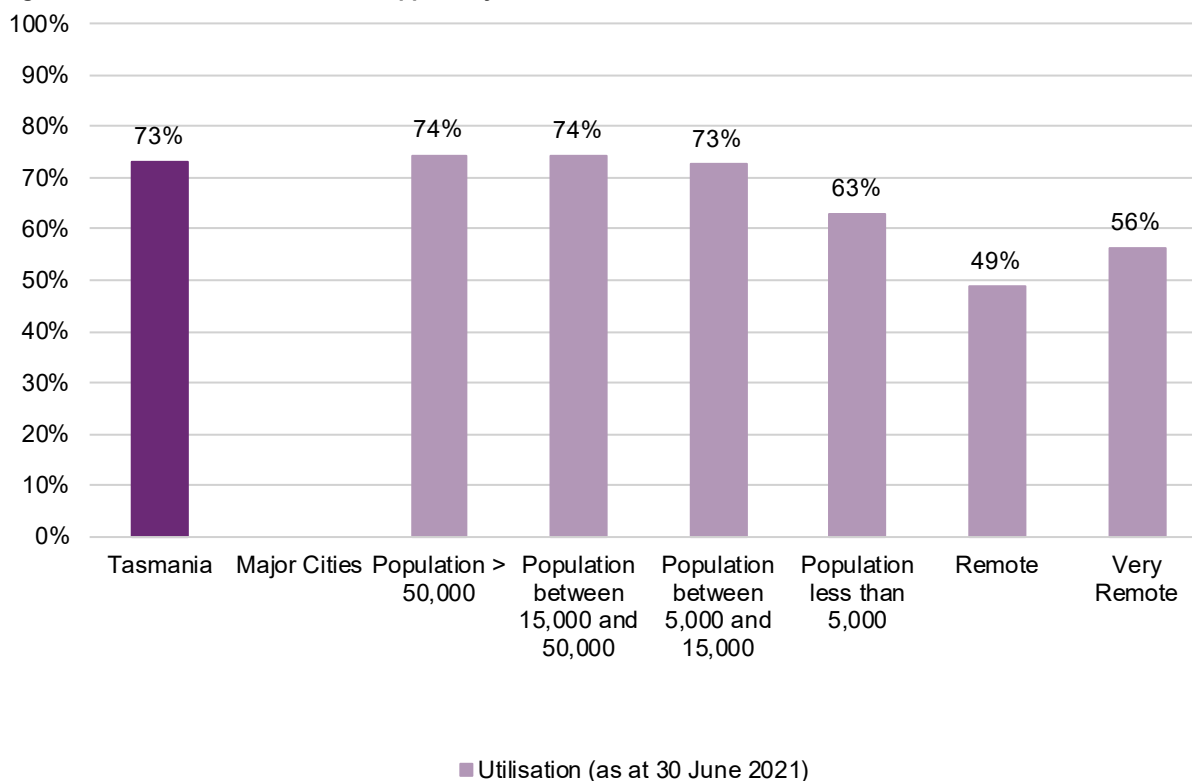


■ Utilisation (as at 30 June 2021)

⁵⁷⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

⁵⁷⁹ Ibid.

Figure K.36 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Tasmania ^{580 581}



⁵⁸⁰ Ibid.

⁵⁸¹ Utilisation is not shown if there is insufficient data in the group.

Appendix L:

Australian Capital Territory

Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – Australian Capital Territory ⁵⁸²

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Australian Capital Territory	8,337	249	8,586	135	8,721

Table L.2 Active participants by quarter of entry, plan and entry type – Australian Capital Territory ⁵⁸³

	Prior Quarters	2020-21 Q4	Total
Access decisions	11,685	373	12,058
Active Eligible	8,468	286	8,754
New	5,660	282	5,942
State	2,496	<11	2,499
Commonwealth	312	<11	313
Active Participant Plans (excl ECEI)	8,337	249	8,586
New	5,537	247	5,784
State	2,492	<11	2,492
Commonwealth	308	<11	310
Active Participant Plans	8,455	384	8,721
Early Intervention (s25)	3,025	137	3,162
Permanent Disability (s24)	5,312	112	5,424
ECEI	118	135	135

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Australian Capital Territory

Exits	Total
Total participant exits	1,102
Early Intervention participants	607
Permanent disability participants	495

⁵⁸² The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁵⁸³ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table L.4 Cumulative numbers of active participants by services previously received – Australian Capital Territory ^{584 585}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	2,505	30	3,179	<11	5,714
End of 2017-18	2,553	236	3,126	49	5,964
End of 2018-19	2,541	271	3,936	<11	6,748
End of 2019-20 Q1	2,542	275	4,151	20	6,988
End of 2019-20 Q2	2,543	285	4,432	15	7,275
End of 2019-20 Q3	2,518	290	4,684	110	7,602
End of 2019-20 Q4	2,507	294	4,906	46	7,753
End of 2020-21 Q1	2,513	300	5,096	90	7,999
End of 2020-21 Q2	2,507	303	5,336	124	8,270
End of 2020-21 Q3	2,501	307	5,577	118	8,503
End of 2020-21 Q4	2,492	310	5,784	135	8,721

Table L.5 Cumulative numbers of active participants by entry into the Scheme – Australian Capital Territory ^{586 587 588 589}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	1,962	3,752	0	5,714
End of 2017-18	1,929	3,986	49	5,964
End of 2018-19	2,320	4,428	0	6,748
End of 2019-20 Q1	2,482	4,486	20	6,988
End of 2019-20 Q2	2,634	4,626	15	7,275
End of 2019-20 Q3	2,714	4,778	110	7,602
End of 2019-20 Q4	2,791	4,916	46	7,753
End of 2020-21 Q1	2,872	5,037	90	7,999
End of 2020-21 Q2	2,971	5,175	124	8,270
End of 2020-21 Q3	3,065	5,320	118	8,503
End of 2020-21 Q4	3,162	5,424	135	8,721

⁵⁸⁴ This table shows the total numbers of active participants at the end of each period.

⁵⁸⁵ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

⁵⁸⁶ This table shows the total numbers of active participants at the end of each period.

⁵⁸⁷ Early Intervention: Participants who met Section 25 of the NDIS Act for access.

⁵⁸⁸ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.

⁵⁸⁹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table L.6 Assessment of access by age group – Australian Capital Territory ⁵⁹⁰

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	2,939	94%	111	96%	3,050	94%
7 to 14	1,896	84%	48	84%	1,944	84%
15 to 18	614	85%	<11		620	85%
19 to 24	436	84%	12	60%	448	83%
25 to 34	718	80%	21	62%	739	79%
35 to 44	887	78%	23	68%	910	77%
45 to 54	964	76%	23	53%	987	75%
55 to 64	1,193	74%	43	74%	1,236	74%
65+	59	54%	<11		60	54%
Missing	<11		<11		<11	
Total	9,706	83%	288	77%	9,994	83%

Table L.7 Assessment of access by disability – Australian Capital Territory ⁵⁹¹

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	228	95%	<11		232	94%
Autism	2,641	96%	66	96%	2,707	96%
Cerebral Palsy	307	94%	<11		310	95%
Developmental Delay	1,151	93%	84	98%	1,235	93%
Global Developmental Delay	193	98%	<11		200	98%
Hearing Impairment	459	84%	14	100%	473	85%
Intellectual Disability	1,517	96%	18	95%	1,535	96%
Multiple Sclerosis	207	90%	<11		211	91%
Psychosocial disability	1,145	69%	35	54%	1,180	69%
Spinal Cord Injury	80	91%	<11		82	91%
Stroke	134	88%	<11		139	89%
Visual Impairment	189	91%	<11		190	90%
Other Neurological	444	74%	14	82%	458	74%
Other Physical	631	54%	17	43%	648	54%
Other Sensory/Speech	268	59%	<11		269	58%
Other	73	46%	13	45%	86	46%
Missing	39	39%	<11		39	39%
Total	9,706	83%	288	77%	9,994	83%

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

Table L.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Australian Capital Territory

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	362	4.3%	14	5.6%	376	4.4%
Not Aboriginal and Torres Strait Islander	6,865	82.3%	191	76.7%	7,056	82.2%
Not Stated	1,110	13.3%	44	17.7%	1,154	13.4%
Total	8,337	100%	249	100%	8,586	100%

⁵⁹⁰ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

⁵⁹¹ Ibid.

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{592 593}

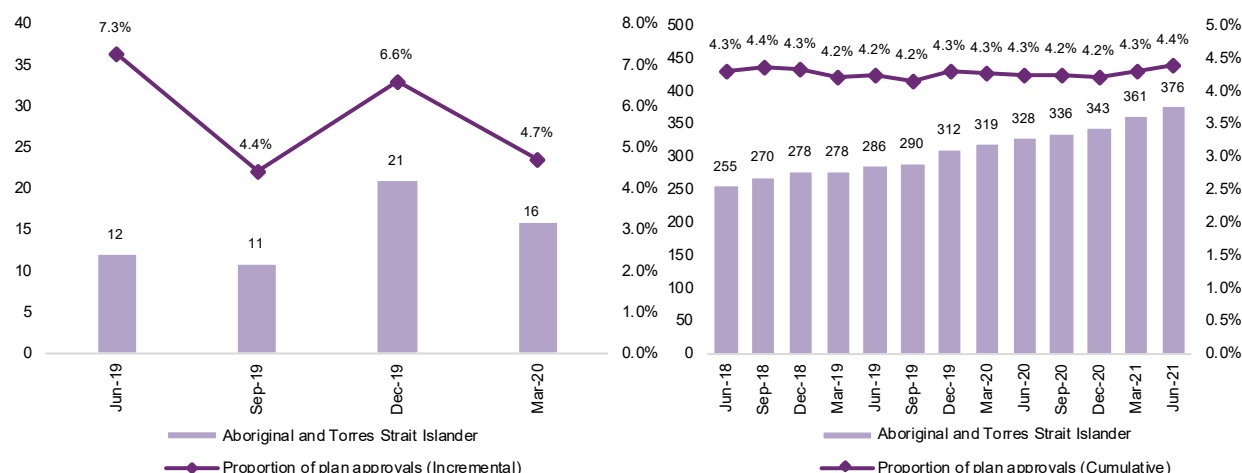


Table L.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	905	10.9%	21	8.4%	926	10.8%
Not culturally and linguistically diverse	7,362	88.3%	228	91.6%	7,590	88.4%
Not stated	70	0.8%	<11		70	0.8%
Total	8,337	100%	249	100%	8,586	100%

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁵⁹⁴

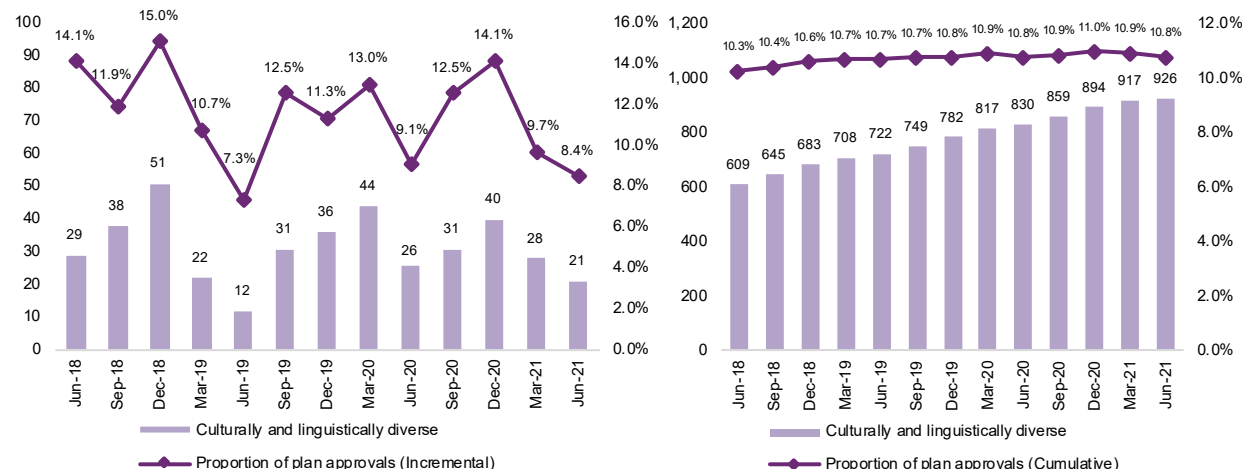


Table L.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – Australian Capital Territory ^{595 596}

	Total
Age group	N
Total YPIRAC (under 65)	11

⁵⁹² The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁵⁹³ There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT prior to June 2019 and after the March 2020 quarter.

⁵⁹⁴ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁵⁹⁵ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

⁵⁹⁶ There are a further 29 active participants aged 65 years or over who are currently in residential aged care.

Figure L.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Australian Capital Territory⁵⁹⁷

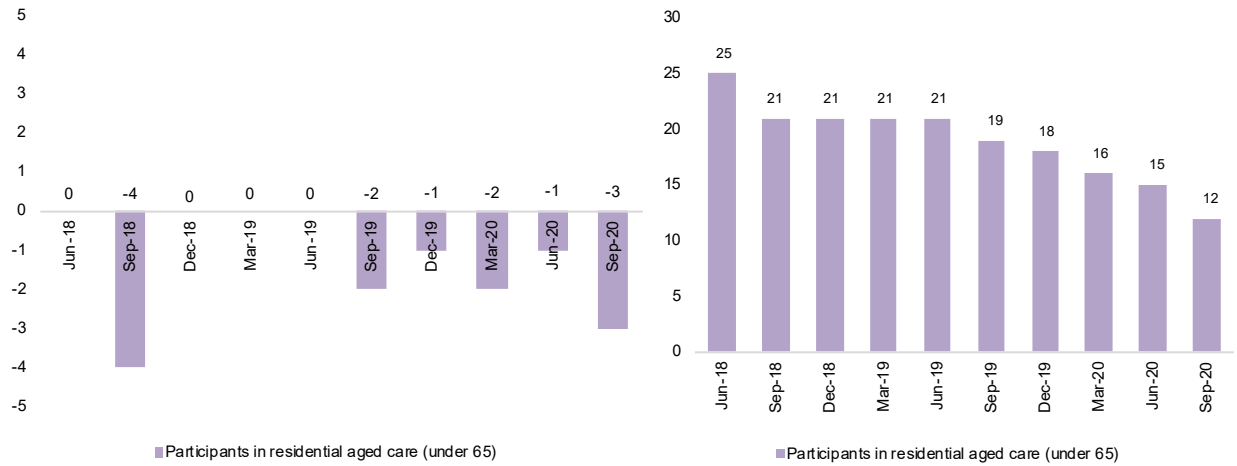


Table L.11 Participant profile per quarter by remoteness – Australian Capital Territory^{598 599}

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	8,325	99.9%	249	100.0%	8,574	99.9%
Population > 50,000	<11		<11		<11	
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	<11		<11		<11	
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
Total	8,337	100%	249	100%	8,586	100%

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

⁵⁹⁷ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data after the September 2020 quarter.

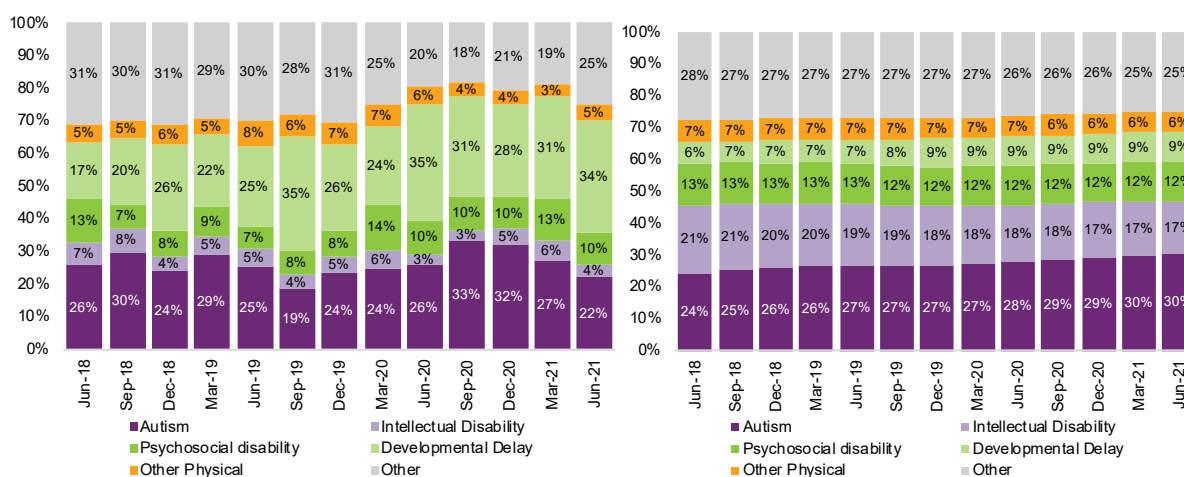
⁵⁹⁸ The distributions are calculated excluding active participants with a missing remoteness classification.

⁵⁹⁹ This table is based on the Modified Monash Model (MMM) measure of remoteness.

Table L.12 Participant profile per quarter by primary disability group – Australian Capital Territory ^{600 601 602}

Disability	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Autism	2,552	31%	55	22%	2,607	30%
Intellectual Disability	1,418	17%	<11		1,428	17%
Psychosocial disability	1,023	12%	24	10%	1,047	12%
Developmental Delay	721	9%	85	34%	806	9%
Hearing Impairment	422	5%	13	5%	435	5%
Other Neurological	348	4%	<11		358	4%
Other Physical	515	6%	13	5%	528	6%
Cerebral Palsy	286	3%	<11		289	3%
ABI	197	2%	<11		203	2%
Global Developmental Delay	164	2%	<11		171	2%
Visual Impairment	172	2%	<11		174	2%
Multiple Sclerosis	189	2%	<11		194	2%
Stroke	120	1%	<11		123	1%
Spinal Cord Injury	68	1%	<11		70	1%
Other	58	1%	<11		68	1%
Other Sensory/Speech	84	1%	<11		85	1%
Total	8,337	100%	249	100%	8,586	100%

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁰³



⁶⁰⁰ Table order based on national proportions (highest to lowest).

⁶⁰¹ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁶⁰² Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in Australian Capital Territory (228).

⁶⁰³ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table L.13 Participant profile per quarter by level of function – Australian Capital Territory ⁶⁰⁴

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	907	11%	82	33%	989	12%
2 (High Function)	15	0%	<11		16	0%
3 (High Function)	488	6%	13	5%	501	6%
4 (High Function)	825	10%	14	6%	839	10%
5 (High Function)	532	6%	13	5%	545	6%
6 (Moderate Function)	1,661	20%	52	21%	1,713	20%
7 (Moderate Function)	450	5%	<11		453	5%
8 (Moderate Function)	594	7%	19	8%	613	7%
9 (Moderate Function)	52	1%	<11		52	1%
10 (Moderate Function)	859	10%	22	9%	881	10%
11 (Low Function)	276	3%	<11		279	3%
12 (Low Function)	968	12%	21	8%	989	12%
13 (Low Function)	543	7%	<11		547	6%
14 (Low Function)	147	2%	<11		149	2%
15 (Low Function)	<11		<11		<11	
Missing	20	0%	<11		20	0%
Total	8,337	100%	249	100%	8,586	100%

Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁰⁵

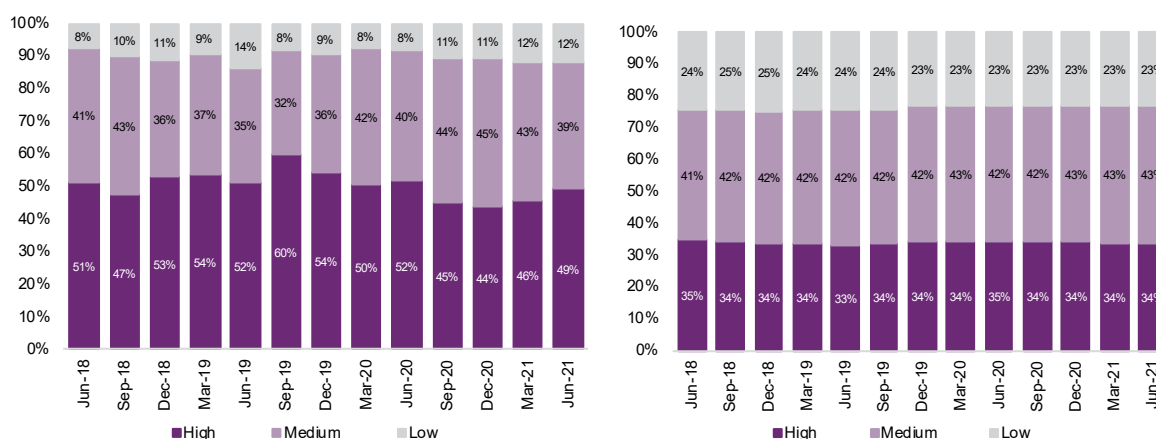


Table L.14 Participant profile per quarter by age group – Australian Capital Territory

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	1,118	13%	109	44%	1,227	14%
7 to 14	2,156	26%	38	15%	2,194	26%
15 to 18	677	8%	<11		685	8%
19 to 24	751	9%	<11		761	9%
25 to 34	727	9%	15	6%	742	9%
35 to 44	741	9%	16	6%	757	9%
45 to 54	825	10%	13	5%	838	10%
55 to 64	883	11%	39	16%	922	11%
65+	459	6%	<11		460	5%
Total	8,337	100%	249	100%	8,586	100%

⁶⁰⁴ The distributions are calculated excluding participants with a missing level of function.

⁶⁰⁵ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁰⁶

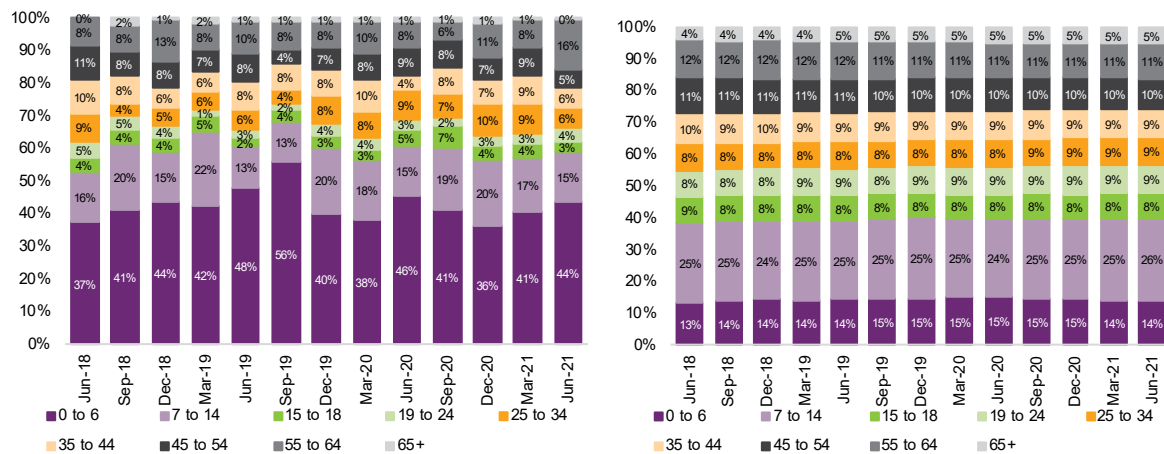


Table L.15 Participant profile per quarter by gender – Australian Capital Territory

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	5,006	60%	142	57%	5,148	60%
Female	3,254	39%	102	41%	3,356	39%
Other	77	1%	<11		82	1%
Total	8,337	100%	249	100%	8,586	100%

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶⁰⁷

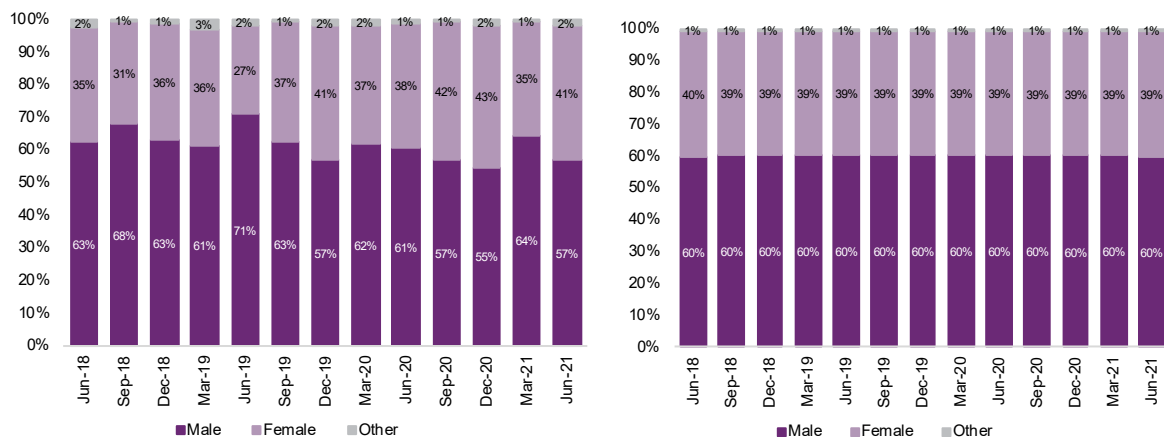


Table L.16 Participation rates by age group – Australian Capital Territory ⁶⁰⁸

	ACT
0-6	3.06%
7-14	5.07%
15-18	3.53%
19-24	1.85%
25-34	1.05%
35-44	1.17%
45-54	1.57%
55-64	2.13%
Total (aged 0-64)	2.15%

⁶⁰⁶ Ibid.

⁶⁰⁷ Ibid.

⁶⁰⁸ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table L.17 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory ⁶⁰⁹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	187	160	310	393	331	1,381
Participant school to 14	201	175	262	320	288	1,246
Participant 15 to 24	154	77	77	87	83	478
Participant 25 and over	823	243	298	363	359	2,086
Total Participant	1,365	655	947	1,163	1,061	5,191
Family 0 to 14	323	316	555	698	615	2,507
Family 15 to 24	39	43	61	51	61	255
Family 25 and over	24	42	86	130	111	393
Total Family	386	401	702	879	787	3,155
Total	1,751	1,056	1,649	2,042	1,848	8,346

Table L.18 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Australian Capital Territory

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	59%			
CC	% who say their child is able to tell them what he/she wants	70%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
DL	% who say their child is becoming more independent		45%		
CC	% of children who have a genuine say in decisions about themselves		83%		
CC	% who are happy with the level of independence/control they have now			37%	
CC	% who choose who supports them			51%	69%
CC	% who choose what they do each day			59%	77%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			25%	28%
CC	% who want more choice and control in their life			76%	70%

⁶⁰⁹ Baseline outcomes for participants and/or their families and carers were collected for 94% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table L.19 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Australian Capital Territory

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		43%		
REL	Of these, % who are welcomed or actively included	59%	71%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			26%	29%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	35%

Table L.20 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Australian Capital Territory

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		83%		
HM	% who are happy with their home			77%	66%
HM	% who feel safe or very safe in their home			83%	64%
HW	% who rate their health as good, very good or excellent			60%	39%
HW	% who did not have any difficulties accessing health services			73%	61%
LL	% who currently attend or previously attended school in a mainstream class			68%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				83%
LL	% unable to do a course or training they wanted to do in the last 12 months				42%
WK	% who have a paid job			25%	30%
WK	% who volunteer			12%	14%

Table L.21 Selected key baseline indicators for families/carers of participants – Australian Capital Territory

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	8%	12%	10%
% receiving Carer Allowance	17%	25%	16%
% working in a paid job	59%	69%	47%
Of those in a paid job, % in permanent employment	87%	88%	88%
Of those in a paid job, % working 15 hours or more	89%	94%	91%
% who say they (and their partner) are able to work as much as they want	52%	61%	59%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	81%	95%	94%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	25%	23%	13%
% able to advocate for their child/family member	82%	71%	64%
% who have friends and family they see as often as they like	52%	47%	50%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		42%	33%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			33%
% who rate their health as good, very good or excellent	80%	64%	62%

Table L.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=303) - participants who entered between 1 July 2016 and 30 June 2020 – Australian Capital Territory ⁶¹⁰

Question	% Yes
DL Has the NDIS improved your child's development?	90%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL Has the NDIS improved how your child fits into family life?	77%
S/CP Has the NDIS improved how your child fits into community life?	63%

Table L.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=489) - participants who entered between 1 July 2016 and 30 June 2020 – Australian Capital Territory

Question	% Yes
DL Has the NDIS helped your child to become more independent?	78%
LL Has the NDIS improved your child's access to education?	53%
REL Has the NDIS improved your child's relationships with family and friends?	65%
S/CP Has the NDIS improved your child's social and recreational life?	62%

⁶¹⁰ Results in Tables L.22 to L.25 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

Table L.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=118) and ‘Participant 25 and over’ (n=501) - participants who entered between 1 July 2016 and 30 June 2020 – Australian Capital Territory

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	66%	77%
DL	Has the NDIS helped you with daily living activities?	64%	80%
REL	Has the NDIS helped you to meet more people?	40%	56%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	63%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	20%
S/CP	Has the NDIS helped you be more involved?	46%	61%

Table L.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=875); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=225) - participants who entered between 1 July 2016 and 30 June 2020 – Australian Capital Territory

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	78%	59%
Has the NDIS improved the level of support for your family?	78%	71%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	81%	64%
Has the NDIS improved your ability/capacity to help your child develop and learn?	84%	
Has the NDIS improved your health and wellbeing?	58%	44%

Table L.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=187) - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	92%	96%	+5%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	88%	+6%
REL	Has the NDIS improved how your child fits into family life?	79%	85%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	73%	76%	+4%

⁶¹¹ Results in Tables L.26 to L.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

Table L.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=274) - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	77%	84%	+7%
LL	Has the NDIS improved your child's access to education?	57%	60%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	66%	68%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	62%	64%	+2%

Table L.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=96) and ‘Participant 25 and over’ (n=305) - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	67%	69%	+2%	69%	75%	+6%
DL	Has the NDIS helped you with daily living activities?	68%	67%	-1%	76%	80%	+4%
REL	Has the NDIS helped you to meet more people?	49%	46%	-3%	46%	50%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	15%	-4%	26%	24%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	51%	+6%	59%	63%	+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?	33%	32%	-1%	27%	24%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	15%	+1%	16%	13%	-3%
S/CP	Has the NDIS helped you be more involved?	55%	55%	0%	55%	56%	+1%

Table L.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=378); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=64) - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	73%	75%	+2%	45%	59%	+13%
Has the NDIS improved the level of support for your family?	76%	80%	+4%	77%	72%	-5%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	81%	83%	+2%	67%	65%	-2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	85%	+2%			
Has the NDIS improved your health and wellbeing?	59%	62%	+3%	52%	50%	-2%

Table L.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant 0 to school’ (n=103) - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS improved your child's development?	88%	94%	100%	+12%
DL	Has the NDIS improved your child's access to specialist services?	92%	92%	97%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%	83%	80%	+4%
REL	Has the NDIS improved how your child fits into family life?	67%	79%	83%	+17%
S/CP	Has the NDIS improved how your child fits into community life?	59%	62%	70%	+11%

Table L.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=157) - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory

Question		Review 1	Review 2	Review 3	Change from Review 1 to Review 3
DL	Has the NDIS helped your child to become more independent?	75%	77%	81%	+6%
LL	Has the NDIS improved your child's access to education?	44%	47%	55%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	57%	61%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	52%	55%	57%	+5%

⁶¹² Results in Tables L.30 to L.35 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table L.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=83) - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	64%	64%	69%	+5%
Has the NDIS helped you with daily living activities?	62%	65%	71%	+10%
Has the NDIS helped you to meet more people?	49%	49%	52%	+2%
Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	20%	21%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	54%	53%	57%	+3%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	26%	30%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	14%	-5%
Has the NDIS helped you be more involved?	56%	61%	60%	+4%

Table L.33 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=404) - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	73%	78%	81%	+9%
Has the NDIS helped you with daily living activities?	76%	82%	86%	+10%
Has the NDIS helped you to meet more people?	50%	53%	58%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	21%	24%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	57%	66%	70%	+13%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	30%	30%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	13%	15%	15%	+2%
Has the NDIS helped you be more involved?	58%	61%	65%	+8%

Table L.34 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=200) - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	63%	71%	74%	+11%
Has the NDIS improved the level of support for your family?	73%	79%	81%	+8%
Has the NDIS improved your access to services, programs and activities in the community?	74%	79%	82%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	83%	84%	+3%
Has the NDIS improved your health and wellbeing?	42%	47%	52%	+10%

Table L.35 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=25) - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you to know your rights and advocate effectively?	48%	57%	60%	+13%
Has the NDIS improved the level of support for your family?	60%	55%	70%	+10%
Has the NDIS helped you to access services, programs and activities in the community?	52%	57%	73%	+21%
Has the NDIS improved your health and wellbeing?	60%	48%	50%	-10%

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

Table L.36 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant school to 14’ (n=113) - participants who entered between 1 July 2016 and 30 June 2017 – Australian Capital Territory⁶¹³

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
DL	Has the NDIS helped your child to become more independent?	57%	64%	71%	72%	+16%
LL	Has the NDIS improved your child's access to education?	36%	38%	42%	46%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	51%	55%	62%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	46%	51%	51%	+9%

⁶¹³ Results in Tables L.36 to L.39 include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a fourth plan review to date.

Table L.37 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Participant 15 to 24’ (n=66) - participants who entered between 1 July 2016 and 30 June 2017 – Australian Capital Territory

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	54%	69%	60%	68%	+13%
DL	Has the NDIS helped you with daily living activities?	44%	59%	58%	64%	+21%
REL	Has the NDIS helped you to meet more people?	41%	52%	35%	49%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	7%	13%	12%	8%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	50%	45%	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?	21%	26%	18%	20%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	17%	12%	10%	-2%
S/CP	Has the NDIS helped you be more involved?	35%	53%	46%	52%	+17%

Table L.38 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF versions ‘Participant 25 and over’ (n=260) - participants who entered between 1 July 2016 and 30 June 2017 – Australian Capital Territory

	Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
CC	Has the NDIS helped you have more choices and more control over your life?	72%	76%	80%	81%	+9%
DL	Has the NDIS helped you with daily living activities?	74%	81%	82%	85%	+11%
REL	Has the NDIS helped you to meet more people?	51%	55%	58%	60%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	21%	19%	23%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	61%	63%	64%	69%	+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?	31%	28%	25%	27%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	18%	19%	19%	-3%
S/CP	Has the NDIS helped you be more involved?	56%	60%	63%	65%	+10%

Table L.39 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reviews, for SFOF version ‘Family 0 to 14’ (n=70) - participants who entered between 1 July 2016 and 30 June 2017 – Australian Capital Territory

Question	Review 1	Review 2	Review 3	Review 4	Change from Review 1 to Review 4
Has the NDIS improved your capacity to advocate (stand up) for your child?	53%	49%	62%	70%	+17%
Has the NDIS improved the level of support for your family?	62%	78%	68%	79%	+17%
Has the NDIS improved your access to services, programs and activities in the community?	70%	80%	71%	79%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	62%	73%	62%	76%	+15%
Has the NDIS improved your health and wellbeing?	42%	46%	43%	57%	+15%

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

Table L.40 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=417), ‘participant social and community engagement rate’ (n=416) and ‘parent and carer employment rate’ (n=419) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Australian Capital Territory ⁶¹⁴

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	14%	19%	23%	24%
Aged 25+	34%	30%	32%	
Aged 15+	29%	28%	30%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	32%	34%	33%	50%
Aged 25+	41%	44%	45%	
Aged 15+	39%	42%	43%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	58%	61%	63%	50%
Aged 15+	56%	60%	61%	
All ages	57%	61%	63%	

⁶¹⁴ 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 June 2019 and have had a second plan review to date.

Table L.41 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=475), 'participant social and community engagement rate' (n=479) and 'parent and carer employment rate' (n=196) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Australian Capital Territory ⁶¹⁵

New participants who entered between 1 July 2016 and 30 June 2016 - Australian Capital Territory					
Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	22%	26%	29%	34%	24%
Aged 25+	32%	32%	28%	32%	
Aged 15+	31%	31%	28%	32%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	31%	29%	28%	31%	50%
Aged 25+	40%	43%	44%	46%	
Aged 15+	39%	42%	42%	44%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	49%	56%	54%	59%	50%
Aged 15+	Numbers are too small				
All ages	49%	56%	54%	57%	

Table L.42 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=318), 'participant social and community engagement rate' (n=315) and 'parent and carer employment rate' (n=61) at entry, first, second, third and fourth plan review - participants who entered between 1 July 2016 and 30 June 2017 – Australian Capital Territory ⁶¹⁶

Participant employment rate							2020-21 Target
Aged 15 to 24 years	Numbers are too small					24%	
Aged 25+	32%	32%	31%	30%	29%		
Aged 15+	30%	30%	31%	30%	29%		
Participant social and community engagement rate							2020-21 Target
Aged 15 to 24 years	Numbers are too small					50%	
Aged 25+	34%	38%	47%	50%	48%		
Aged 15+	34%	38%	46%	48%	48%		
Parent and carer employment rate							2020-21 Target
Aged 0 to 14 years	48%	54%	51%	62%	64%	50%	
Aged 15+	Numbers are too small						
All ages	56%	58%	58%	66%	66%		

⁶¹⁵ 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 June 2018 and have had a third plan review to date.

⁶¹⁶ 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 June 2017 and have had a fourth plan review to date.

Table L.43 Number of active plans by goal type and primary disability – Australian Capital Territory ⁶¹⁷

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	58	146	143	36	47	145	66	60	203
Autism	452	2,203	1,062	955	1,203	1,675	176	530	2,607
Cerebral Palsy	78	232	180	66	55	179	64	71	289
Developmental Delay	150	743	370	516	323	405	9	0	806
Down Syndrome	46	187	139	46	61	170	58	98	228
Global Developmental Delay	30	161	84	117	82	86	1	0	171
Hearing Impairment	99	310	103	99	64	218	66	87	435
Intellectual Disability	260	938	545	313	369	792	267	389	1,200
Multiple Sclerosis	67	142	138	12	27	111	74	48	194
Psychosocial disability	246	646	730	219	238	766	400	366	1,047
Spinal Cord Injury	20	46	42	15	6	40	24	21	70
Stroke	33	96	74	9	22	77	31	22	123
Visual Impairment	52	150	75	42	12	120	45	53	174
Other Neurological	92	269	222	60	70	235	110	71	358
Other Physical	116	408	343	68	66	318	126	92	528
Other Sensory/Speech	23	67	28	35	29	41	4	3	85
Other	21	54	34	8	16	47	24	14	68
Total	1,843	6,798	4,312	2,616	2,690	5,425	1,545	1,925	8,586

Table L.44 Number of goals in active plans by goal type and primary disability – Australian Capital Territory ⁶¹⁸

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	103	355	233	61	73	232	114	79	1,250
Autism	782	6,690	1,886	1,758	2,161	3,010	271	821	17,379
Cerebral Palsy	154	663	346	123	97	318	110	122	1,933
Developmental Delay	240	2,452	667	955	542	648	10	0	5,514
Down Syndrome	68	526	244	93	112	291	89	147	1,570
Global Developmental Delay	53	588	163	242	157	170	2	0	1,375
Hearing Impairment	153	707	179	177	102	373	97	128	1,916
Intellectual Disability	434	2,412	942	584	652	1,422	424	608	7,478
Multiple Sclerosis	115	304	250	16	38	185	118	76	1,102
Psychosocial disability	398	1,253	1,262	339	373	1,239	608	571	6,043
Spinal Cord Injury	27	96	69	25	6	73	39	26	361
Stroke	58	233	126	14	34	125	59	32	681
Visual Impairment	90	338	107	73	14	215	62	72	971
Other Neurological	163	646	425	121	116	401	180	111	2,163
Other Physical	196	864	600	105	104	534	210	151	2,764
Other Sensory/Speech	31	158	51	51	61	69	5	6	432
Other	41	168	73	15	40	82	31	22	472
Total	3,106	18,453	7,623	4,752	4,682	9,387	2,429	2,972	53,404

⁶¹⁷ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

⁶¹⁸ Participants have set over six million goals in total across Australia since July 2016. The 53,404 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

Table L.45 Number of active plans by goal type and age group – Australian Capital Territory ⁶¹⁹

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	231	1,134	613	799	513	673	6	0	1,227
7 to 14	331	1,955	735	851	1,018	1,219	36	16	2,194
15 to 18	141	564	262	217	261	459	34	207	685
19 to 24	171	566	342	209	167	466	146	477	761
25 to 34	188	521	415	155	164	519	235	403	742
35 to 44	216	522	484	134	164	527	257	299	757
45 to 54	218	573	553	118	159	585	304	301	838
55 to 64	231	634	595	94	175	661	373	189	922
65+	116	329	313	39	69	316	154	33	460
Total	1,843	6,798	4,312	2,616	2,690	5,425	1,545	1,925	8,586

Table L.46 Number of goals in active plans by goal type and age group – Australian Capital Territory ⁶²⁰

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	385	4,089	1,169	1,609	913	1,180	7	0	9,352
7 to 14	600	6,364	1,331	1,558	1,863	2,182	54	24	13,976
15 to 18	230	1,438	429	396	448	825	55	326	4,147
19 to 24	281	1,226	607	347	260	779	235	747	4,482
25 to 34	304	1,082	671	233	265	882	343	625	4,405
35 to 44	383	1,070	840	221	278	870	383	436	4,481
45 to 54	354	1,201	1,018	193	265	1,033	513	473	5,050
55 to 64	400	1,349	1,035	132	296	1,123	610	290	5,235
65+	169	634	523	63	94	513	229	51	2,276
Total	3,106	18,453	7,623	4,752	4,682	9,387	2,429	2,972	53,404

⁶¹⁹ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

⁶²⁰ Participants have set over six million goals in total across Australia since July 2016. The 53,404 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

Table L.47 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory ⁶²¹

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
Access	n = 32	n = 18
Are you happy with how coming into the NDIS has gone?	91%	N/A
Was the person from the NDIS respectful?	97%	N/A
Do you understand what will happen next with your plan?	75%	N/A
% of participants rating their overall experience as Very Good or Good.	72%	N/A
Pre-planning	n = 33	n = 13
Did the person from the NDIS understand how your disability affects your life?	73%	N/A
Did you understand why you needed to give the information you did?	85%	N/A
Were decisions about your plan clearly explained?	55%	N/A
Are you clear on what happens next with your plan?	58%	N/A
Do you know where to go for more help with your plan?	64%	N/A
% of participants rating their overall experience as Very Good or Good.	70%	N/A
Planning	n = 166	n = 101
Did the person from the NDIS understand how your disability affects your life?	88%	87%
Did you understand why you needed to give the information you did?	94%	95%
Were decisions about your plan clearly explained?	85%	75%
Are you clear on what happens next with your plan?	83%	81%
Do you know where to go for more help with your plan?	86%	91%
% of participants rating their overall experience as Very Good or Good.	82%	72%
Plan review	n = 797	n = 353
Did the person from the NDIS understand how your disability affects your life?	78%	74%
Did you feel prepared for your plan review?	84%	89%
Is your NDIS plan helping you to make progress towards your goals?	88%	88%
% of participants rating their overall experience as Very Good or Good.	72%	67%

⁶²¹ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure L.8 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{622 623 624}

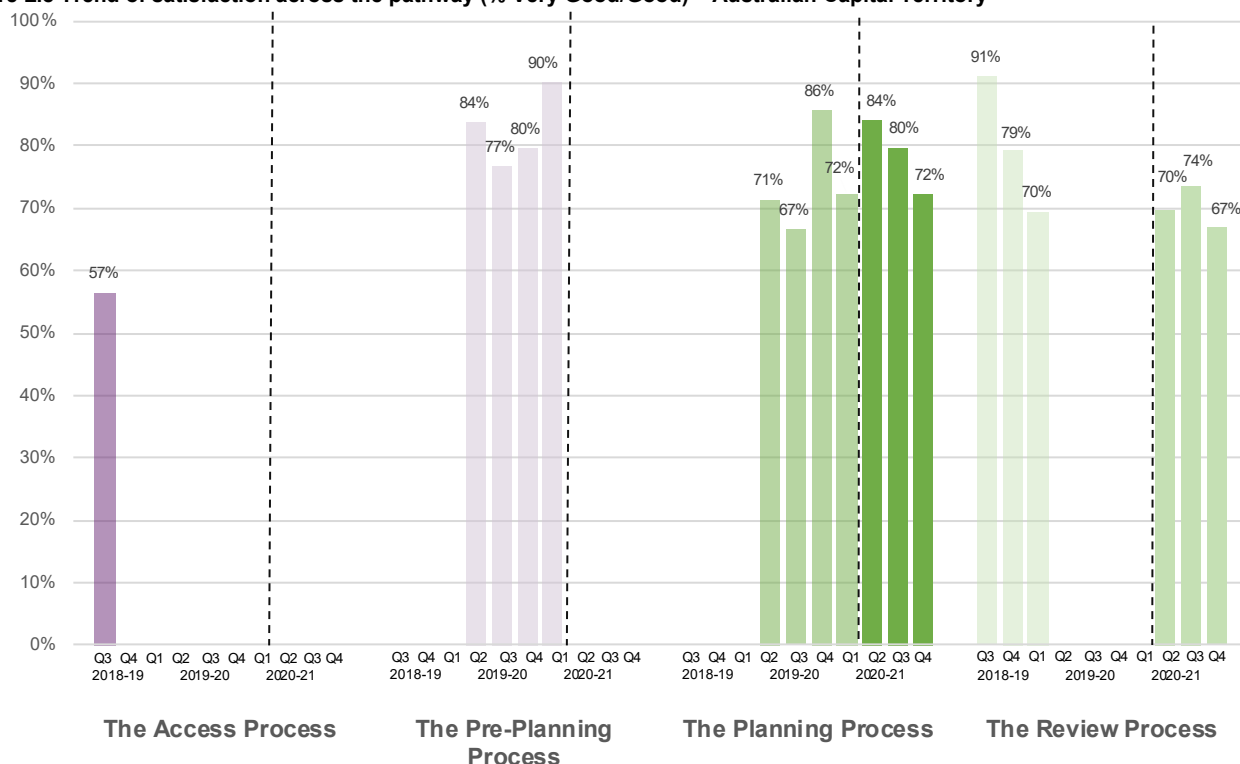
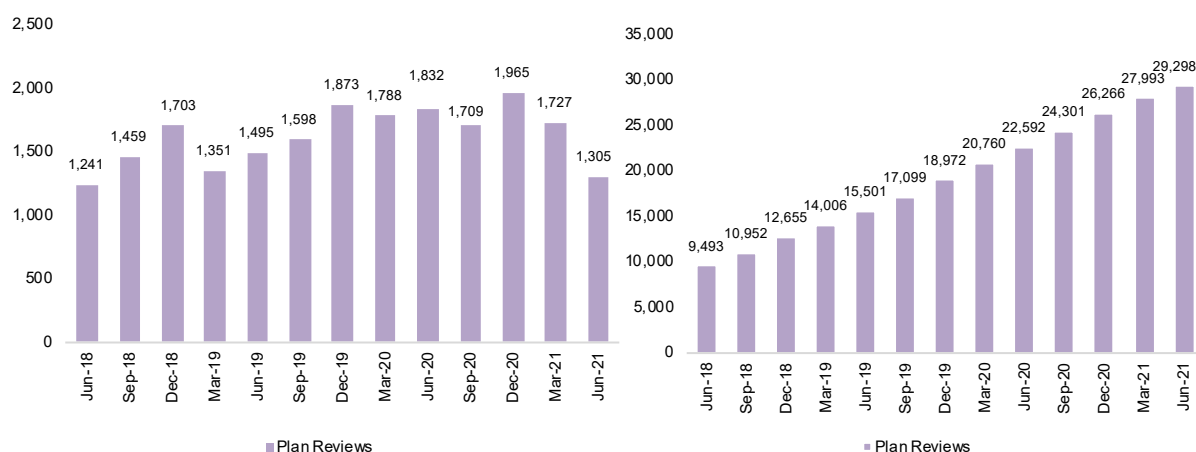


Table L.48 Plan reviews conducted per quarter – excluding plans less than 31 days – Australian Capital Territory ⁶²⁵

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total plan reviews	27,993	1,305	29,298
<i>Early intervention plans</i>	8,630	531	9,161
<i>Permanent disability plans</i>	19,363	774	20,137

Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Australian Capital Territory



⁶²² Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series.

⁶²³ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁶²⁴ Participant satisfaction results are not shown if there is insufficient data in the group.

⁶²⁵ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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

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

Table L.49 shows the number of complaints in 2020-21 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table L.50 and Table L.51 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table L.49 Complaints by quarter – Australian Capital Territory ^{626 627 628}

Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	3	0	3	3
Complaint about LAC Partner	22	3	25	25
Complaints about service providers	98	4	102	90
Complaints about the Agency	1,749	86	1,835	1,069
Critical/ Reportable Incident	64	19	83	66
Unclassified	170	0	170	147
Total	2,106	112	2,218	1,254
Total complaints made since 1 April 2017	1,773	112	1,885	
Complaints since 1 April 2017 as % of all access requests	4.4%	3.5%	4.3%	

⁶²⁶ Note that 63% of all complainants made only one complaint, 21% made two complaints and 16% made three or more complaints.

⁶²⁷ % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

⁶²⁸ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Figure L.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory

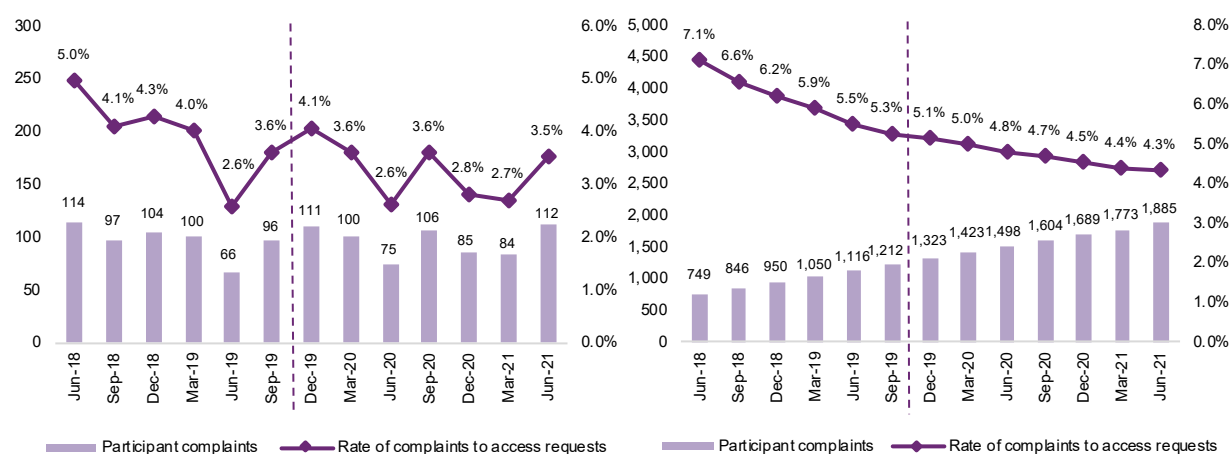


Table L.50 Participant complaints by type – Australian Capital Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
<i>Complaints about the Agency</i>						
Individual needs	193	(11%)	0	(0%)	193	(11%)
Information unclear	41	(2%)	0	(0%)	41	(2%)
NDIA Access	26	(1%)	1	(1%)	27	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	45	(3%)	7	(8%)	52	(3%)
NDIA Fraud and Compliance	4	(0%)	2	(2%)	6	(0%)
NDIA Plan	135	(8%)	31	(36%)	166	(9%)
NDIA Process	53	(3%)	11	(13%)	64	(3%)
NDIA Resources	5	(0%)	3	(3%)	8	(0%)
NDIA Staff	37	(2%)	5	(6%)	42	(2%)
NDIA Timeliness	83	(5%)	25	(29%)	108	(6%)
Participation, engagement and inclusion	24	(1%)	0	(0%)	24	(1%)
Provider Portal	8	(0%)	0	(0%)	8	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	134	(8%)	0	(0%)	134	(7%)
Staff conduct - Agency	29	(2%)	0	(0%)	29	(2%)
The way the NDIA carried out its decision making	62	(4%)	0	(0%)	62	(3%)
Timeliness	410	(23%)	1	(1%)	411	(22%)
Other	460	(26%)	0	(0%)	460	(25%)
Total	1,749		86		1,835	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0		0	(0%)
ECEI Fraud and Compliance	1	(33%)	0		1	(33%)
ECEI Plan	1	(33%)	0		1	(33%)
ECEI Process	1	(33%)	0		1	(33%)
ECEI Staff	0	(0%)	0		0	(0%)
ECEI Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
Total	3		0		3	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(5%)	0	(0%)	1	(4%)
LAC Plan	3	(14%)	0	(0%)	3	(12%)
LAC Process	3	(14%)	0	(0%)	3	(12%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	13	(59%)	1	(33%)	14	(56%)
LAC Timeliness	2	(9%)	2	(67%)	4	(16%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	22		3		25	
<i>Complaints about service providers</i>						
Provider costs.	7	(7%)	0	(0%)	7	(7%)
Provider Finance	2	(2%)	0	(0%)	2	(2%)
Provider Fraud and Compliance	4	(4%)	0	(0%)	4	(4%)
Provider process	15	(15%)	0	(0%)	15	(15%)
Provider Service	9	(9%)	2	(50%)	11	(11%)
Provider Staff	4	(4%)	2	(50%)	6	(6%)
Service Delivery	20	(20%)	0	(0%)	20	(20%)
Staff conduct	9	(9%)	0	(0%)	9	(9%)
Supports being provided	12	(12%)	0	(0%)	12	(12%)
Other	16	(16%)	0	(0%)	16	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total	98	4 0	102
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	9 (14%)	5 (26%)	14 (17%)
Allegations against Informal Supports	18 (28%)	0 (0%)	18 (22%)
Allegations against NDIA Staff/Partners	0 (0%)	0 (0%)	0 (0%)
Participant threat	14 (22%)	5 (26%)	19 (23%)
Provider reporting	23 (36%)	9 (47%)	32 (39%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	64	19	83
<i>Unclassified</i>	170	0	170
Participants total	2,106	112	2,218

Table L.51 Unique complainants by type – Australian Capital Territory

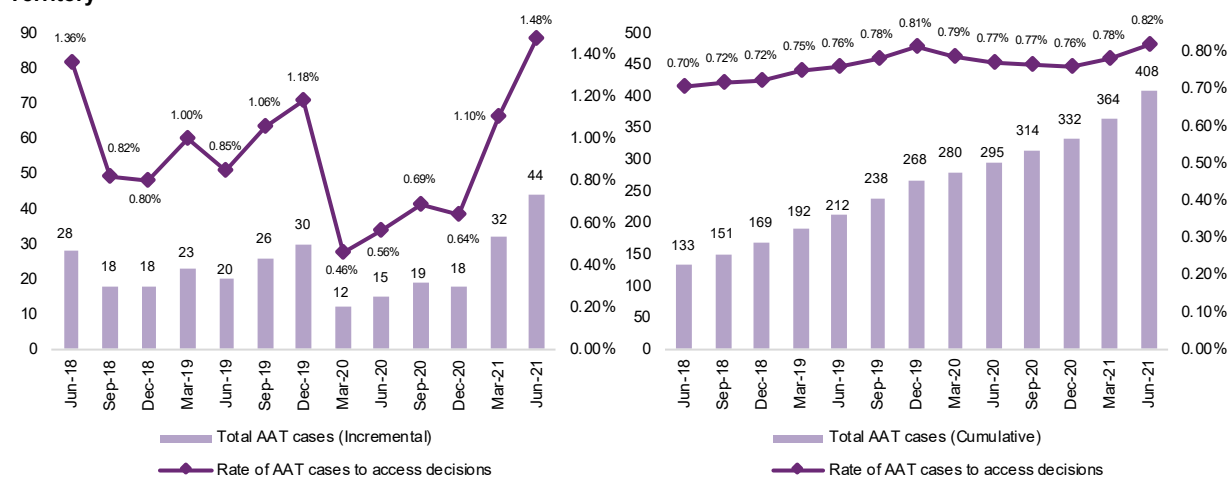
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	160	(11%)	0	(0%)	160	(10%)
Information unclear	41	(3%)	0	(0%)	41	(3%)
NDIA Access	21	(1%)	1	(1%)	22	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	41	(3%)	6	(8%)	47	(3%)
NDIA Fraud and Compliance	4	(0%)	2	(3%)	6	(0%)
NDIA Plan	96	(6%)	24	(33%)	120	(8%)
NDIA Process	46	(3%)	11	(15%)	57	(4%)
NDIA Resources	5	(0%)	3	(4%)	8	(1%)
NDIA Staff	30	(2%)	4	(5%)	34	(2%)
NDIA Timeliness	71	(5%)	21	(29%)	92	(6%)
Participation, engagement and inclusion	24	(2%)	0	(0%)	24	(2%)
Provider Portal	7	(0%)	0	(0%)	7	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	115	(8%)	0	(0%)	115	(7%)
Staff conduct - Agency	25	(2%)	0	(0%)	25	(2%)
The way the NDIA carried out its decision making	60	(4%)	0	(0%)	60	(4%)
Timeliness	329	(22%)	1	(1%)	330	(21%)
Other	424	(28%)	0	(0%)	424	(27%)
Total	1,499		73		1,572	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0	(0%)	0		0	(0%)
ECEI Fraud and Compliance	1	(33%)	0		1	(33%)
ECEI Plan	1	(33%)	0		1	(33%)
ECEI Process	1	(33%)	0		1	(33%)
ECEI Staff	0	(0%)	0		0	(0%)
ECEI Timeliness	0	(0%)	0		0	(0%)
Other	0	(0%)	0		0	(0%)
Total	3		0		3	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	1	(5%)	0	(0%)	1	(4%)
LAC Plan	3	(14%)	0	(0%)	3	(12%)
LAC Process	3	(14%)	0	(0%)	3	(12%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	13	(59%)	1	(33%)	14	(56%)
LAC Timeliness	2	(9%)	2	(67%)	4	(16%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	22		3		25	
<i>Complaints about service providers</i>						
Provider costs.	7	(7%)	0	(0%)	7	(7%)
Provider Finance	2	(2%)	0	(0%)	2	(2%)
Provider Fraud and Compliance	4	(4%)	0	(0%)	4	(4%)
Provider process	15	(16%)	0	(0%)	15	(15%)
Provider Service	8	(9%)	2	(50%)	10	(10%)
Provider Staff	4	(4%)	2	(50%)	6	(6%)
Service Delivery	19	(20%)	0	(0%)	19	(19%)
Staff conduct	9	(10%)	0	(0%)	9	(9%)
Supports being provided	10	(11%)	0	(0%)	10	(10%)
Other	16	(17%)	0	(0%)	16	(16%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total	94	4	98
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	9 (17%)	4 (22%)	13 (18%)
Allegations against Informal Supports	14 (26%)	0 (0%)	14 (19%)
Allegations against NDIA Staff/Partners	0 (0%)	0 (0%)	0 (0%)
Participant threat	10 (19%)	5 (28%)	15 (21%)
Provider reporting	21 (39%)	9 (50%)	30 (42%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	54	18	72
<i>Unclassified</i>	147	0	147
Unique complaints total	1,819	98	1,917

Table L.52 AAT Cases by category – Australian Capital Territory ⁶²⁹

	Prior Quarters		2020-21 Q4		Total	
Category	N	%	N	%	N	%
Access	162	45%	<11		167	41%
Plan	164	45%	36	82%	200	49%
Plan Review	22	6%	<11		23	6%
Other	16	4%	<11		18	4%
Total	364	100%	44	100%	408	100%
% of all access decisions	0.78%		1.48%		0.82%	

Figure L.11 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

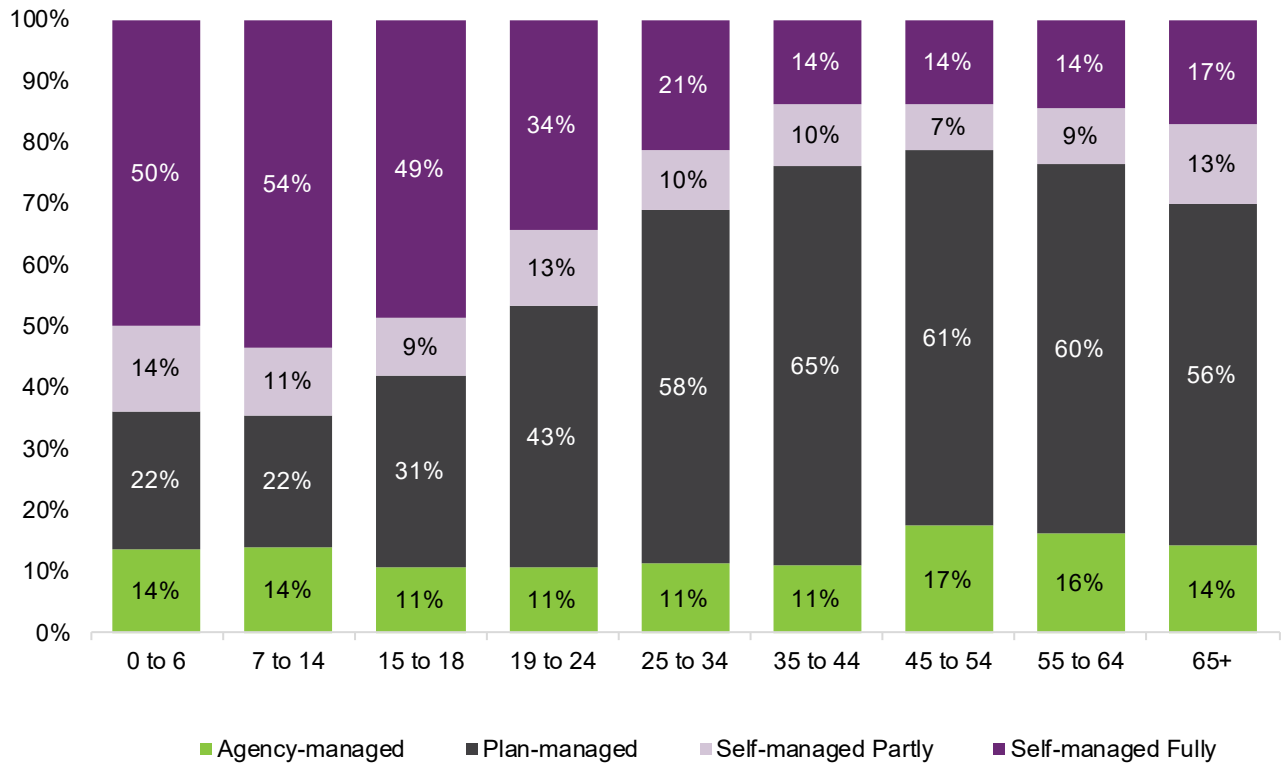


⁶²⁹ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table L.53 AAT cases by open/closed and decision – Australian Capital Territory

	N
AAT Cases	408
Open AAT Cases	91
Closed AAT Cases	317
<i>Resolved before hearing</i>	<i>307</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>

Figure L.12 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Australian Capital Territory ^{630 631}



⁶³⁰ For the total number of active participants in each age group, see Table L.14.

⁶³¹ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure L.13 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Australian Capital Territory ^{632 633}

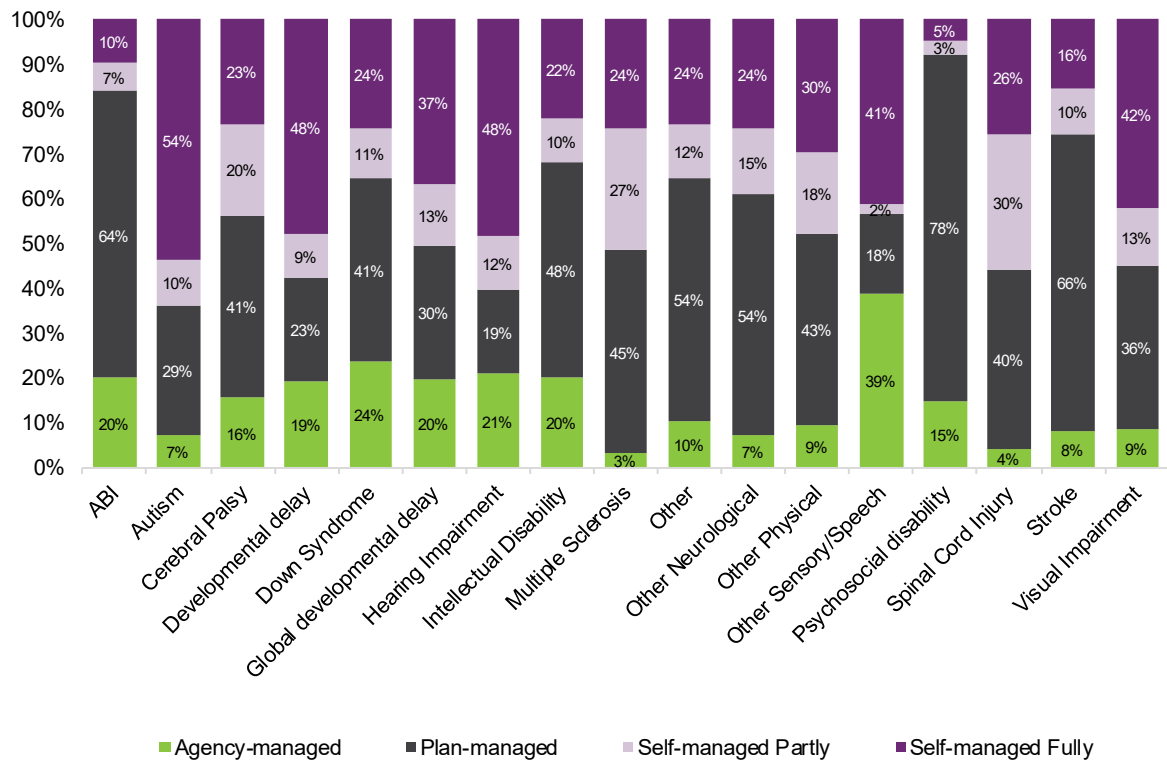
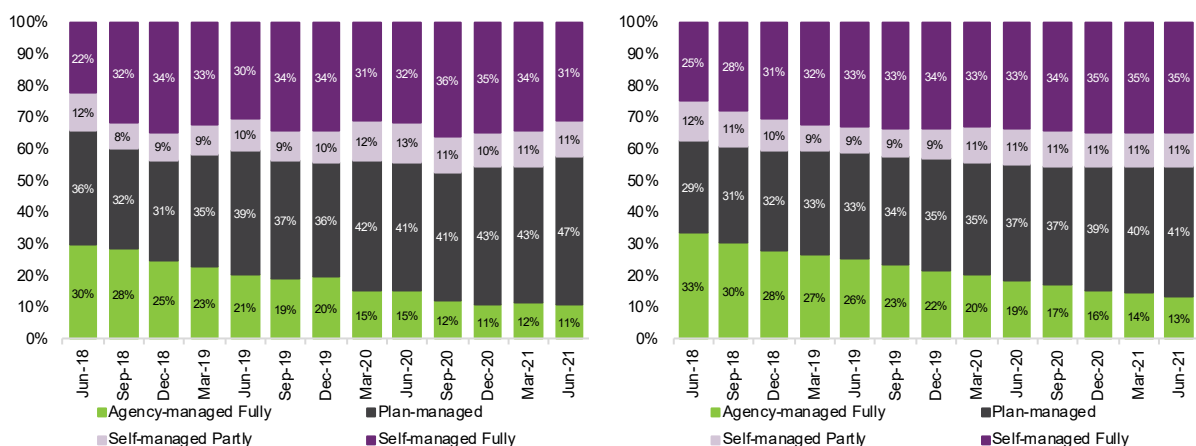


Table L.54 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory ⁶³⁴

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	35%	31%	35%
Self-managed partly	11%	11%	11%
Plan-managed	40%	47%	41%
Agency-managed	14%	11%	13%
Total	100%	100%	100%

Figure L.14 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁶³⁵



⁶³² For the total number of active participants in each primary disability group, see Table L.12.

⁶³³ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁶³⁴ Ibid.

⁶³⁵ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table L.55 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2020-21 Q4	Total
Self-managed	19%	18%	19%
Plan-managed	42%	49%	42%
Agency-managed	39%	34%	39%
Total	100%	100%	100%

Figure L.15 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Australian Capital Territory

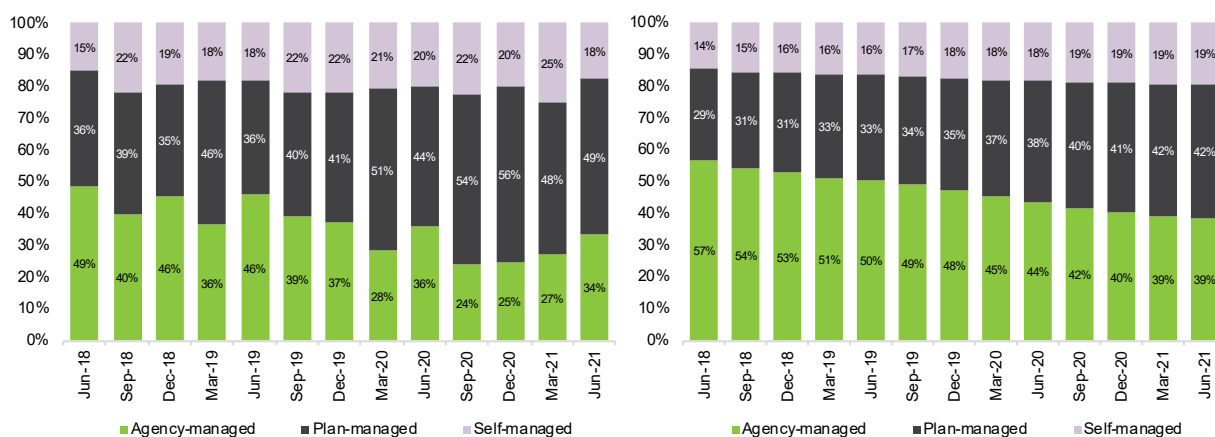


Table L.56 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory

	Prior Quarters	2020-21 Q4	Total
Support coordination	36%	40%	37%

Table L.57 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory ⁶³⁶

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
	N	%	N	%	N	%
Plan activation						
Less than 30 days	2,771	59%	164	58%	2,935	59%
30 to 59 days	696	15%	48	17%	744	15%
60 to 89 days	322	7%	17	6%	339	7%
Activated within 90 days	3,789	80%	229	81%	4,018	80%
90 to 119 days	160	3%	13	5%	173	3%
120 days and over	605	13%	17	6%	622	12%
Activated after 90 days	765	16%	30	11%	795	16%
No payments	155	3%	24	8%	179	4%
Total plans approved	4,709	100%	283	100%	4,992	100%

⁶³⁶ Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table L.58 Proportion of participants who have activated within 12 months – Australian Capital Territory

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	295	316	93%
Not Aboriginal and Torres Strait Islander	5,971	6,222	96%
Not Stated	928	984	94%
Total	7,194	7,522	96%
by Culturally and Linguistically Diverse status			
CALD	773	807	96%
Not CALD	6,351	6,645	96%
Not Stated	70	70	100%
Total	7,194	7,522	96%
by Remoteness			
Major Cities	7,183	7,511	96%
Regional	<11	<11	
Remote	<11	<11	
Missing	<11	<11	
Total	7,194	7,522	96%
by Primary Disability type			
Autism	2,193	2,285	96%
Intellectual Disability (including Down Syndrome)	1,324	1,379	96%
Psychosocial Disability	895	927	97%
Developmental Delay (including Global Developmental Delay)	597	629	95%
Other	2,185	2,302	95%
Total	7,194	7,522	96%

Table L.59 Distribution of plans by utilisation – Australian Capital Territory ^{637 638}

Plan utilisation	Total
0 to 50%	35%
50% to 75%	22%
> 75%	43%
Total	100%

Table L.60 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory

	Prior Quarters	2020-21 Q4	Total
Daily Activities	8%	9%	8%
Health & Wellbeing	64%	65%	64%
Lifelong Learning	28%	31%	29%
Other	20%	22%	21%
Non-categorised	17%	15%	16%
Any mainstream service	94%	95%	94%

⁶³⁷ This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶³⁸ Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

⁶³⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Four: Providers and the growing market

Table L.61 Key markets indicators by quarter – Australian Capital Territory ^{640 641}

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	0.94	0.94
b) Number of providers delivering new types of supports	82	80
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	78%
<i>Therapeutic Supports (%)</i>	92%	91%
<i>Participate Community (%)</i>	92%	90%
<i>Early Childhood Supports (%)</i>	80%	79%
<i>Assist Personal Activities (%)</i>	94%	93%

Table L.62 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Australian Capital Territory ⁶⁴²

Activity	Number of providers
Active for the first time in 2020-21 Q4	23
Active in 2020-21 Q4 and also in previous quarters	376
Active in 2020-21 Q4	399
Inactive in 2020-21 Q4	832
Active ever	1,231

⁶⁴⁰ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁴¹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶⁴² Active providers refer to those who have received payment for support Agency-managed participants.

Table L.63 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory ⁶⁴³

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	22	1	23	5%
Assistance Animals	14	0	14	0%
Assistance with daily life tasks in a group or shared living arrangement	111	3	114	3%
Assistance with travel/transport arrangements	88	3	91	3%
Daily Personal Activities	219	11	230	5%
Group and Centre Based Activities	113	6	119	5%
High Intensity Daily Personal Activities	143	5	148	3%
Household tasks	238	11	249	5%
Interpreting and translation	21	0	21	0%
Participation in community, social and civic activities	225	5	230	2%
Assistive Technology				
Assistive equipment for recreation	39	2	41	5%
Assistive products for household tasks	30	1	31	3%
Assistance products for personal care and safety	267	11	278	4%
Communication and information equipment	59	5	64	8%
Customised Prosthetics	105	2	107	2%
Hearing Equipment	32	1	33	3%
Hearing Services	13	0	13	0%
Personal Mobility Equipment	143	4	147	3%
Specialised Hearing Services	18	1	19	6%
Vision Equipment	27	1	28	4%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	246	12	258	5%
Behaviour Support	92	6	98	7%
Community nursing care for high needs	48	2	50	4%
Development of daily living and life skills	130	9	139	7%
Early Intervention supports for early childhood	191	7	198	4%
Exercise Physiology and Physical Wellbeing activities	97	5	102	5%
Innovative Community Participation	41	3	44	7%
Specialised Driving Training	21	0	21	0%
Therapeutic Supports	519	7	526	1%
Capital services				
Home modification design and construction	48	0	48	0%
Specialist Disability Accommodation	10	0	10	0%
Vehicle Modifications	28	0	28	0%
Choice and control support services				
Management of funding for supports in participants plan	133	6	139	5%
Support Coordination	45	2	47	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	49	5	54	10%
Specialised Supported Employment	28	2	30	7%
Total	1,208	23	1,231	2%

⁶⁴³ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table L.64 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2021 – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	5	18	23	22%	78%	100%
Assistance Animals	3	11	14	21%	79%	100%
Assistance with daily life tasks in a group or shared living arrangement	9	105	114	8%	92%	100%
Assistance with travel/transport arrangements	8	83	91	9%	91%	100%
Daily Personal Activities	26	204	230	11%	89%	100%
Group and Centre Based Activities	9	110	119	8%	92%	100%
High Intensity Daily Personal Activities	12	136	148	8%	92%	100%
Household tasks	57	192	249	23%	77%	100%
Interpreting and translation	4	17	21	19%	81%	100%
Participation in community, social and civic activities	27	203	230	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	4	37	41	10%	90%	100%
Assistive products for household tasks	5	26	31	16%	84%	100%
Assistance products for personal care and safety	24	254	278	9%	91%	100%
Communication and information equipment	7	57	64	11%	89%	100%
Customised Prosthetics	11	96	107	10%	90%	100%
Hearing Equipment	4	29	33	12%	88%	100%
Hearing Services	1	12	13	8%	92%	100%
Personal Mobility Equipment	22	125	147	15%	85%	100%
Specialised Hearing Services	2	17	19	11%	89%	100%
Vision Equipment	4	24	28	14%	86%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	34	224	258	13%	87%	100%
Behaviour Support	21	77	98	21%	79%	100%
Community nursing care for high needs	4	46	50	8%	92%	100%
Development of daily living and life skills	17	122	139	12%	88%	100%
Early Intervention supports for early childhood	61	137	198	31%	69%	100%
Exercise Physiology and Physical Wellbeing activities	24	78	102	24%	76%	100%
Innovative Community Participation	11	33	44	25%	75%	100%
Specialised Driving Training	2	19	21	10%	90%	100%
Therapeutic Supports	164	362	526	31%	69%	100%
Capital services						
Home modification design and construction	2	46	48	4%	96%	100%
Specialist Disability Accommodation	0	10	10	0%	100%	100%
Vehicle Modifications	3	25	28	11%	89%	100%
Choice and control support services						
Management of funding for supports in participants plan	17	122	139	12%	88%	100%
Support Coordination	10	37	47	21%	79%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	50	54	7%	93%	100%
Specialised Supported Employment	2	28	30	7%	93%	100%
Total	285	946	1,231	23%	77%	100%

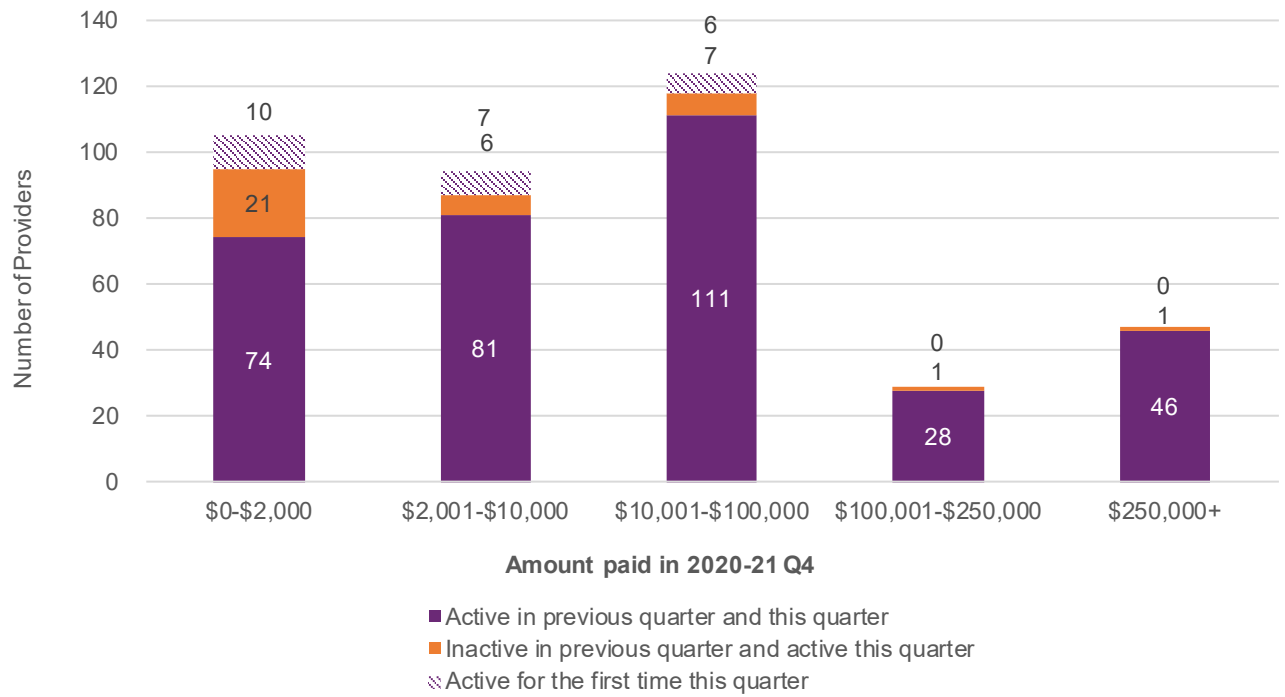
Table L.65 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Australian Capital Territory

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
Assistance services				
Accommodation / Tenancy Assistance	5	1	6	17%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	59	3	62	5%
Assistance with travel/transport arrangements	22	3	25	12%
Daily Personal Activities	87	11	98	11%
Group and Centre Based Activities	45	6	51	12%
High Intensity Daily Personal Activities	50	5	55	9%
Household tasks	76	11	87	13%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	96	5	101	5%
Assistive Technology				
Assistive equipment for recreation	3	2	5	40%
Assistive products for household tasks	3	1	4	25%
Assistance products for personal care and safety	86	11	97	11%
Communication and information equipment	23	5	28	18%
Customised Prosthetics	24	2	26	8%
Hearing Equipment	8	1	9	11%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	29	4	33	12%
Specialised Hearing Services	4	1	5	20%
Vision Equipment	8	1	9	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	113	12	125	10%
Behaviour Support	35	6	41	15%
Community nursing care for high needs	20	2	22	9%
Development of daily living and life skills	32	9	41	22%
Early Intervention supports for early childhood	45	7	52	13%
Exercise Physiology and Physical Wellbeing activities	38	5	43	12%
Innovative Community Participation	8	3	11	27%
Specialised Driving Training	5	0	5	0%
Therapeutic Supports	155	7	162	4%
Capital services				
Home modification design and construction	6	0	6	0%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	3	0	3	0%
Choice and control support services				
Management of funding for supports in participants plan	84	6	90	7%
Support Coordination	6	2	8	25%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	18	5	23	22%
Specialised Supported Employment	16	2	18	11%
Total	376	23	399	6%

Table L.66 Number and proportion of providers active in 2020-21 Q4 in each registration group by legal entity type – Australian Capital Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	5	6	17%	83%	100%
Assistance Animals	3	6	9	33%	67%	100%
Assistance with daily life tasks in a group or shared living arrangement	5	57	62	8%	92%	100%
Assistance with travel/transport arrangements	2	23	25	8%	92%	100%
Daily Personal Activities	11	87	98	11%	89%	100%
Group and Centre Based Activities	5	46	51	10%	90%	100%
High Intensity Daily Personal Activities	3	52	55	5%	95%	100%
Household tasks	14	73	87	16%	84%	100%
Interpreting and translation	2	5	7	29%	71%	100%
Participation in community, social and civic activities	12	89	101	12%	88%	100%
Assistive Technology						
Assistive equipment for recreation	1	4	5	20%	80%	100%
Assistive products for household tasks	1	3	4	25%	75%	100%
Assistance products for personal care and safety	7	90	97	7%	93%	100%
Communication and information equipment	4	24	28	14%	86%	100%
Customised Prosthetics	1	25	26	4%	96%	100%
Hearing Equipment	2	7	9	22%	78%	100%
Hearing Services	0	2	2	0%	100%	100%
Personal Mobility Equipment	4	29	33	12%	88%	100%
Specialised Hearing Services	1	4	5	20%	80%	100%
Vision Equipment	1	8	9	11%	89%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	14	111	125	11%	89%	100%
Behaviour Support	4	37	41	10%	90%	100%
Community nursing care for high needs	2	20	22	9%	91%	100%
Development of daily living and life skills	4	37	41	10%	90%	100%
Early Intervention supports for early childhood	11	41	52	21%	79%	100%
Exercise Physiology and Physical Wellbeing activities	4	39	43	9%	91%	100%
Innovative Community Participation	2	9	11	18%	82%	100%
Specialised Driving Training	0	5	5	0%	100%	100%
Therapeutic Supports	37	125	162	23%	77%	100%
Capital services						
Home modification design and construction	0	6	6	0%	100%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	0	3	3	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	12	78	90	13%	87%	100%
Support Coordination	2	6	8	25%	75%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	2	21	23	9%	91%	100%
Specialised Supported Employment	2	16	18	11%	89%	100%
Total	64	335	399	16%	84%	100%

Figure L.16 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Australian Capital Territory ⁶⁴⁴



Part Five: Financial sustainability

Table L.67 Committed supports by financial year (\$m) – Australian Capital Territory

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.3	25.6	129.3	269.7	308.7	369.8	465.8	545.2

⁶⁴⁴ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Figure L.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Australian Capital Territory

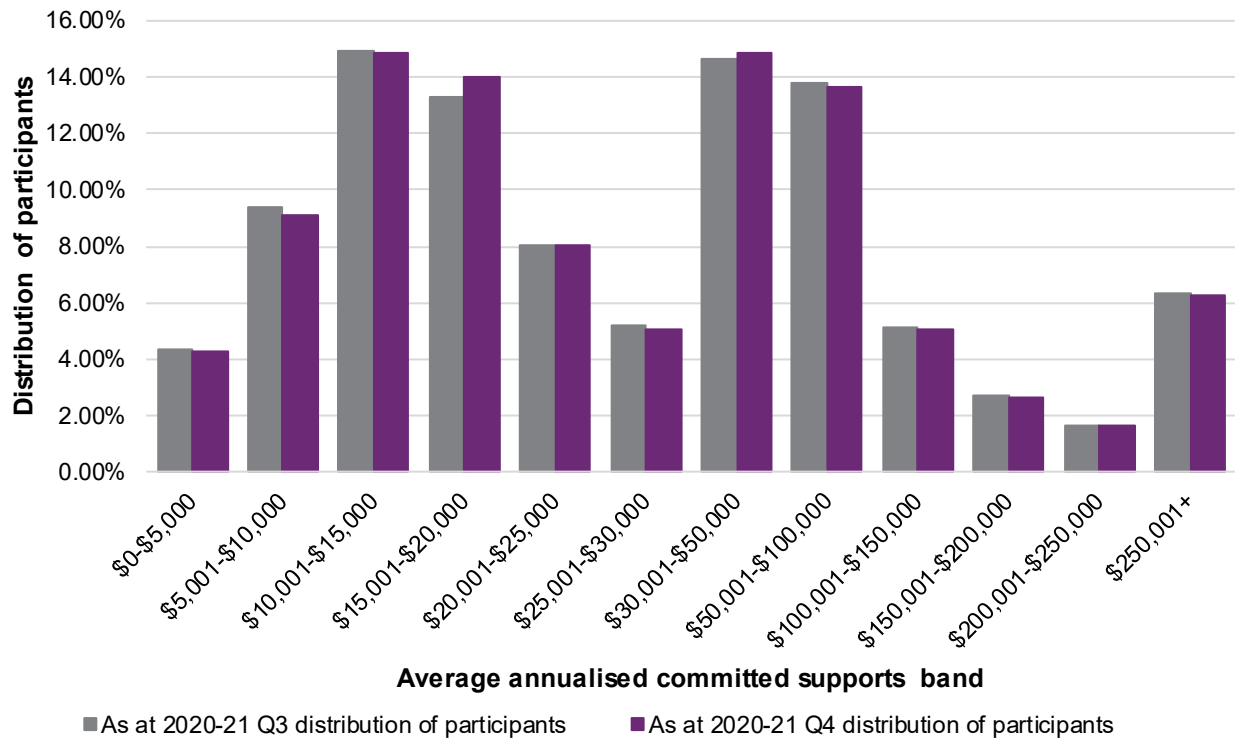


Figure L.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Australian Capital Territory

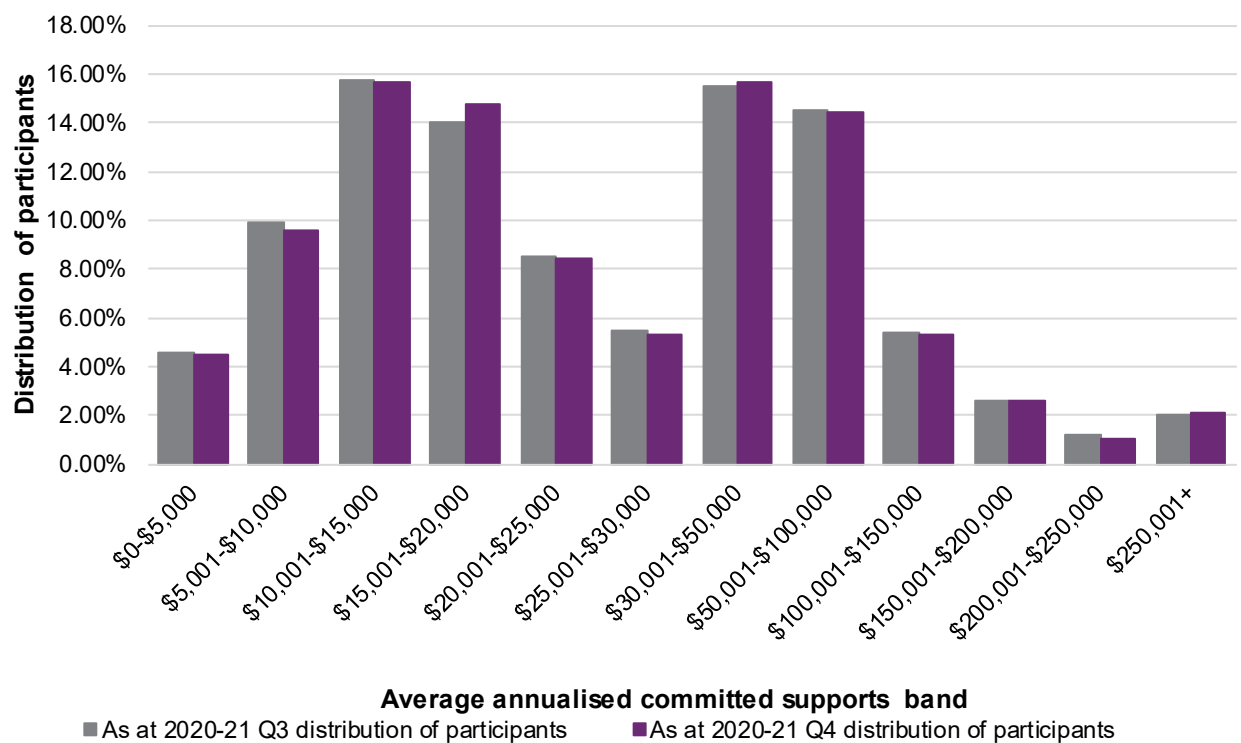


Figure L.19 Average annualised committed supports and average payments by age group as at 30 June 2021 – Australian Capital Territory ⁶⁴⁵

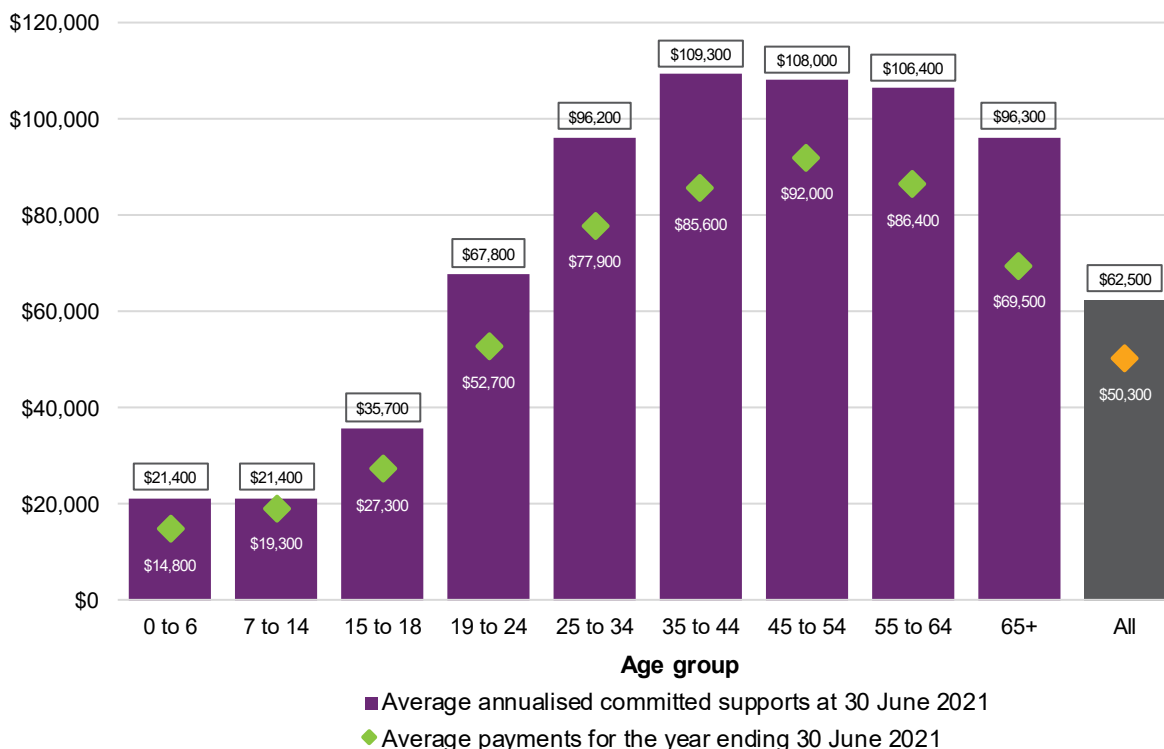
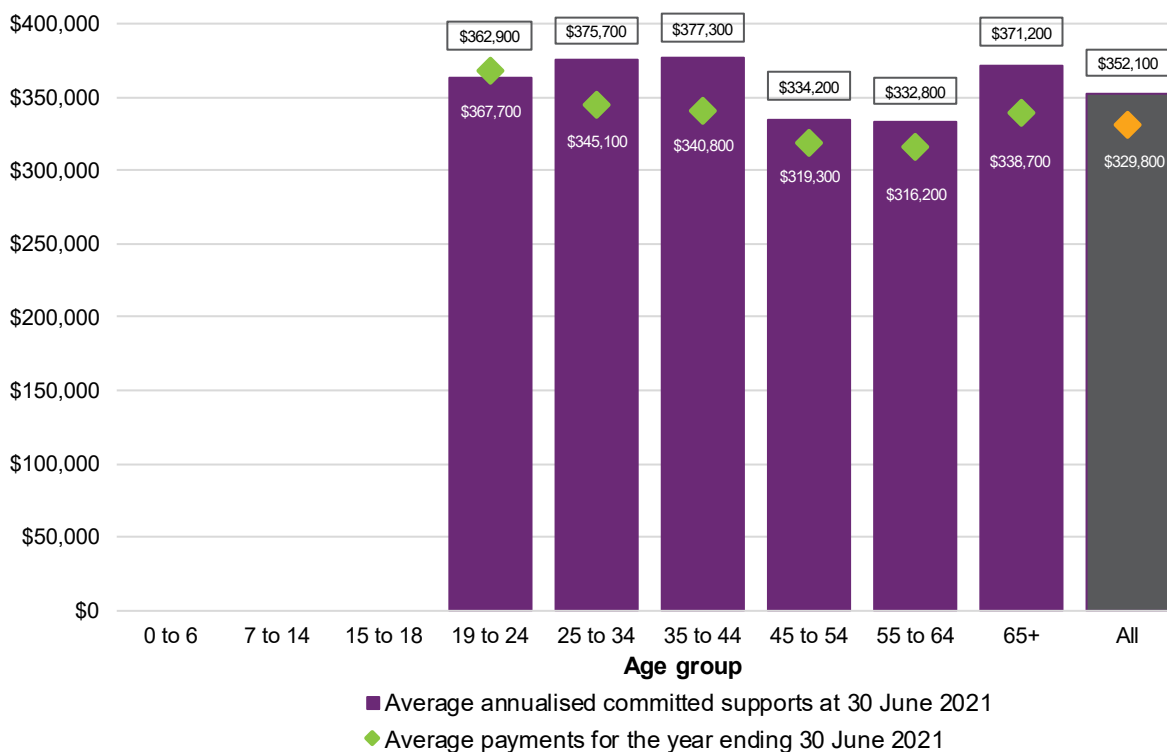


Figure L.20 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Australian Capital Territory ⁶⁴⁶



⁶⁴⁵ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

⁶⁴⁶ Ibid.

Figure L.21 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Australian Capital Territory ⁶⁴⁷

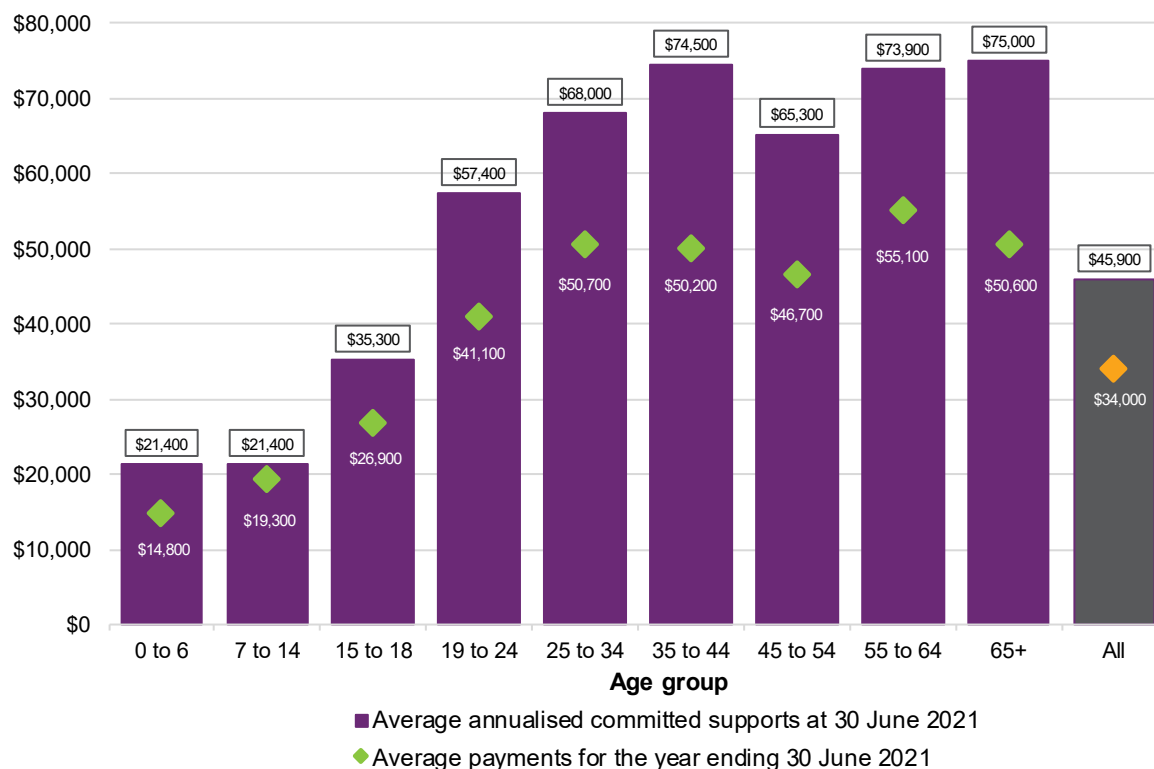
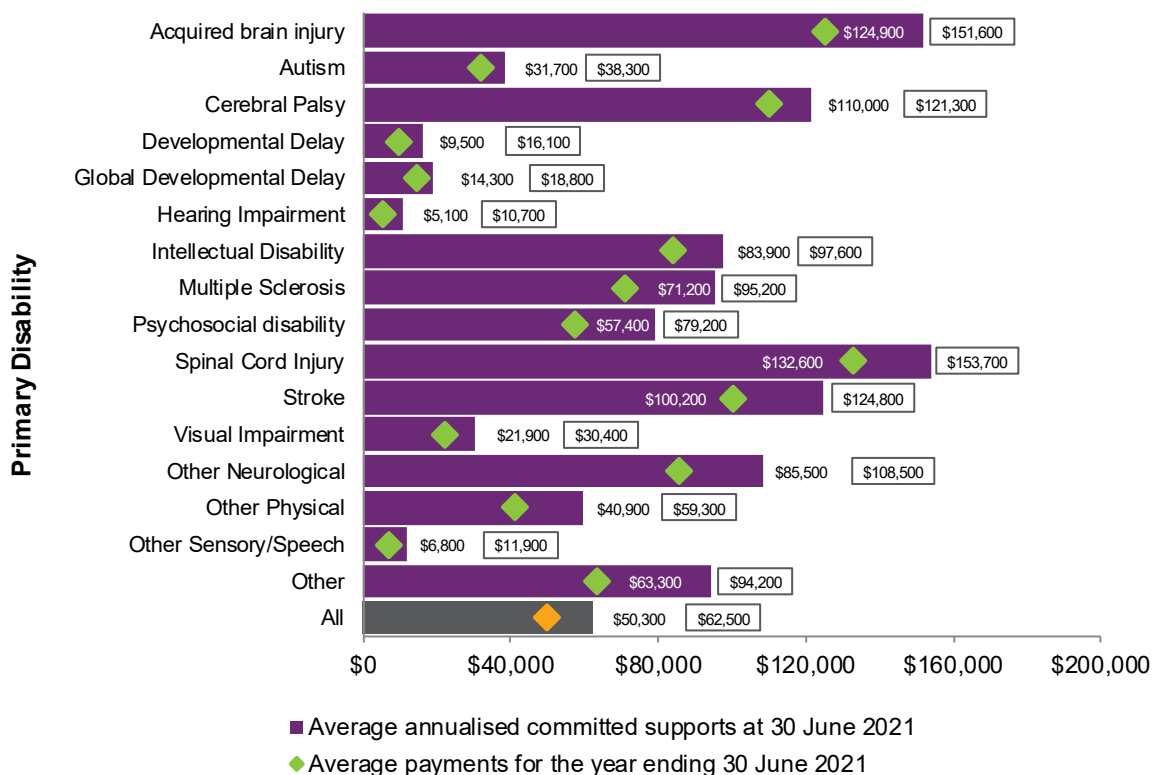


Figure L.22 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Australian Capital Territory ⁶⁴⁸



⁶⁴⁷ Ibid.

⁶⁴⁸ Ibid.

Figure L.23 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Australian Capital Territory ⁶⁴⁹

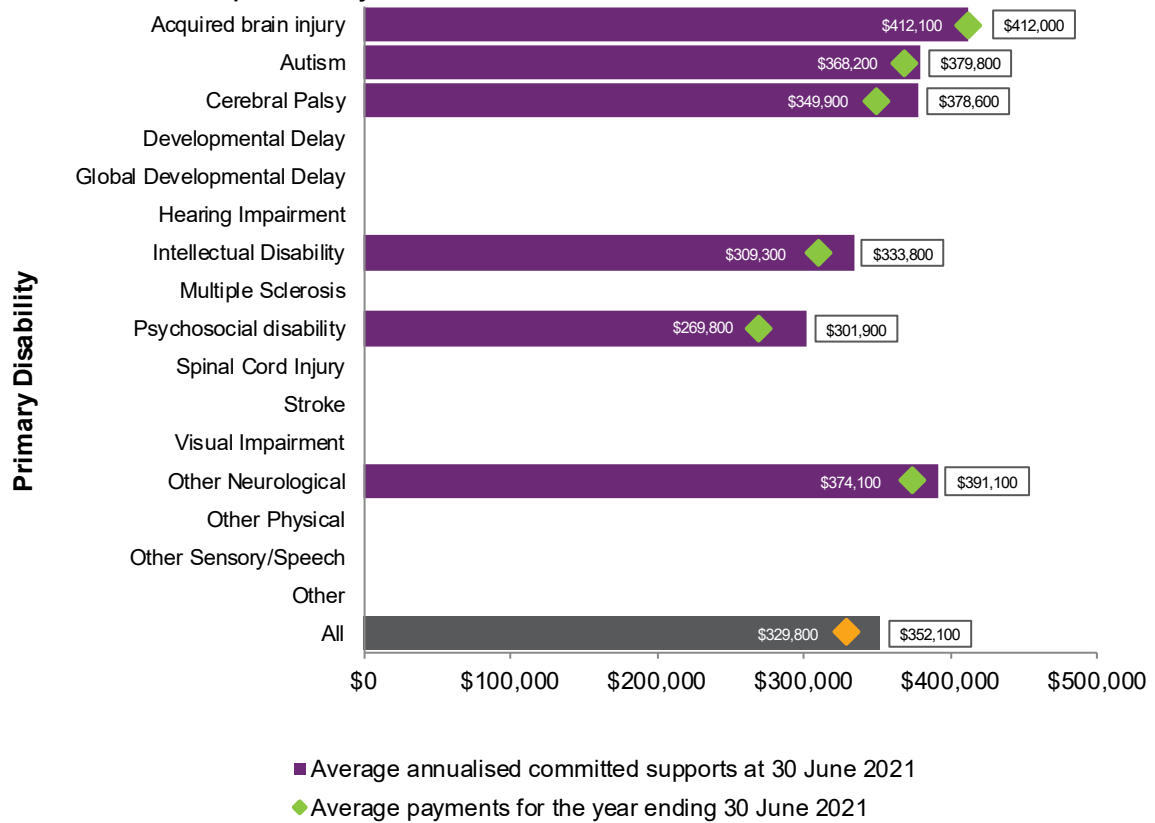
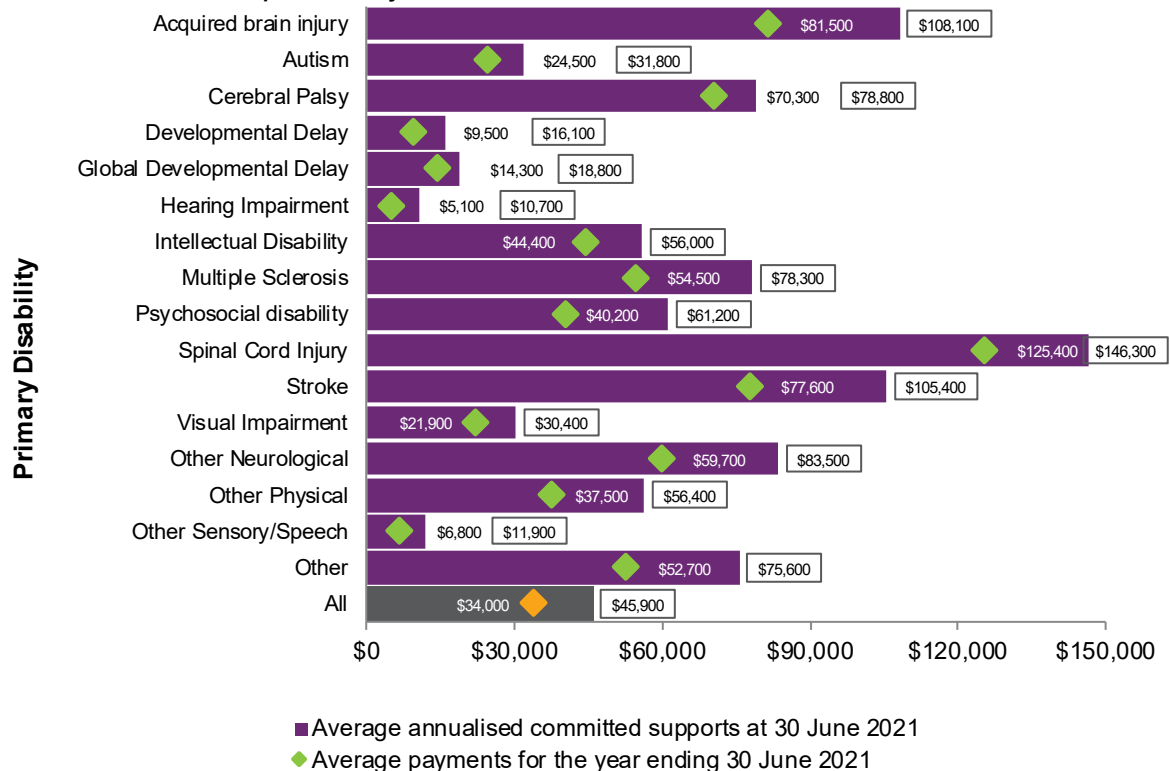


Figure L.24 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Australian Capital Territory ⁶⁵⁰



⁶⁴⁹ Ibid.

⁶⁵⁰ Ibid.

Figure L.25 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Australian Capital Territory ⁶⁵¹

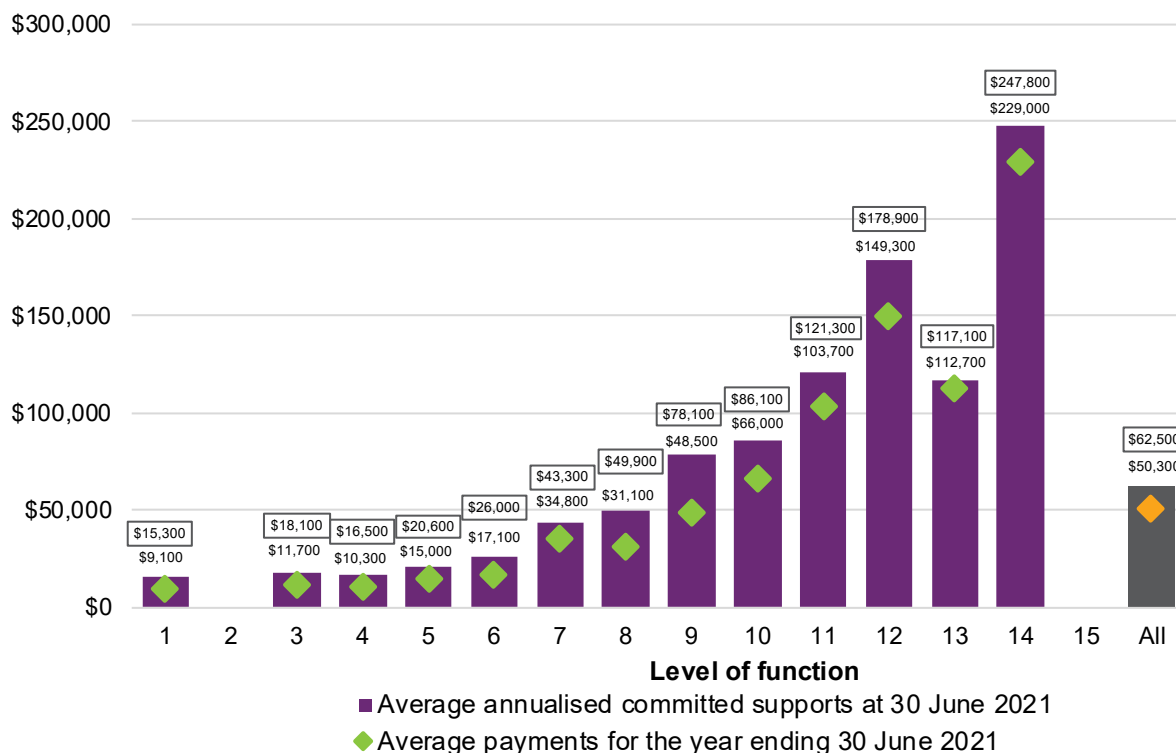
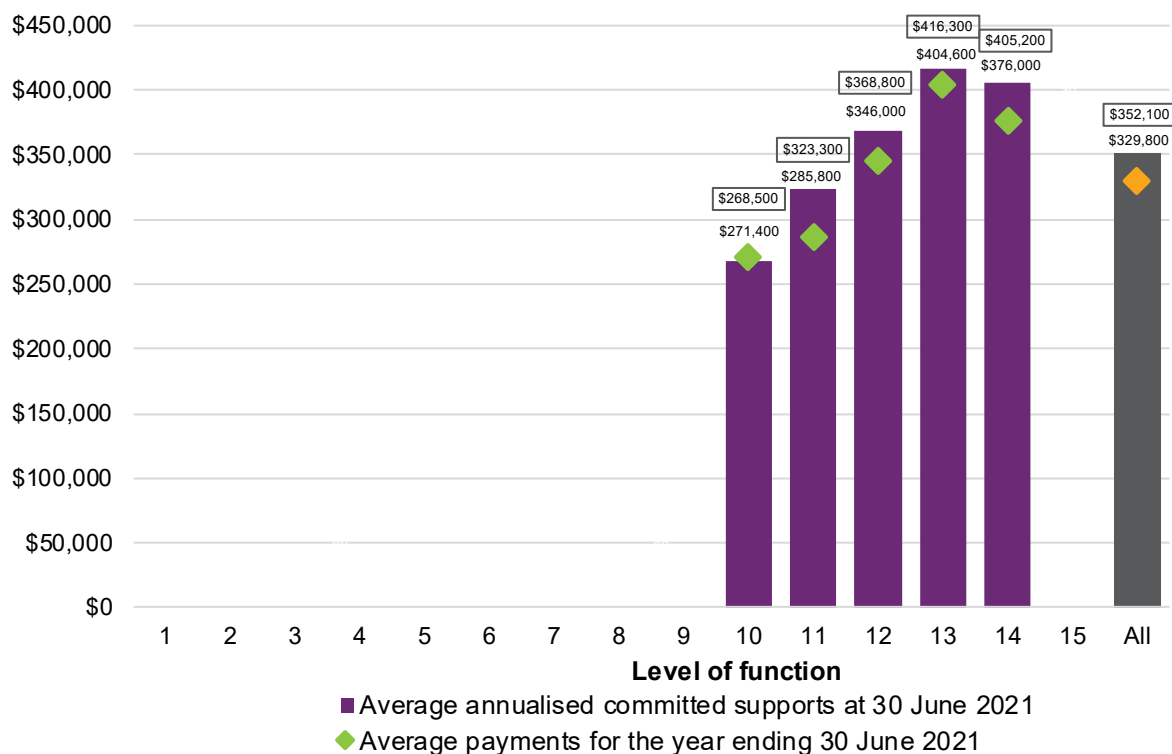


Figure L.26 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Australian Capital Territory ⁶⁵²



⁶⁵¹ Ibid.

⁶⁵² Ibid.

Figure L.27 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Australian Capital Territory ⁶⁵³

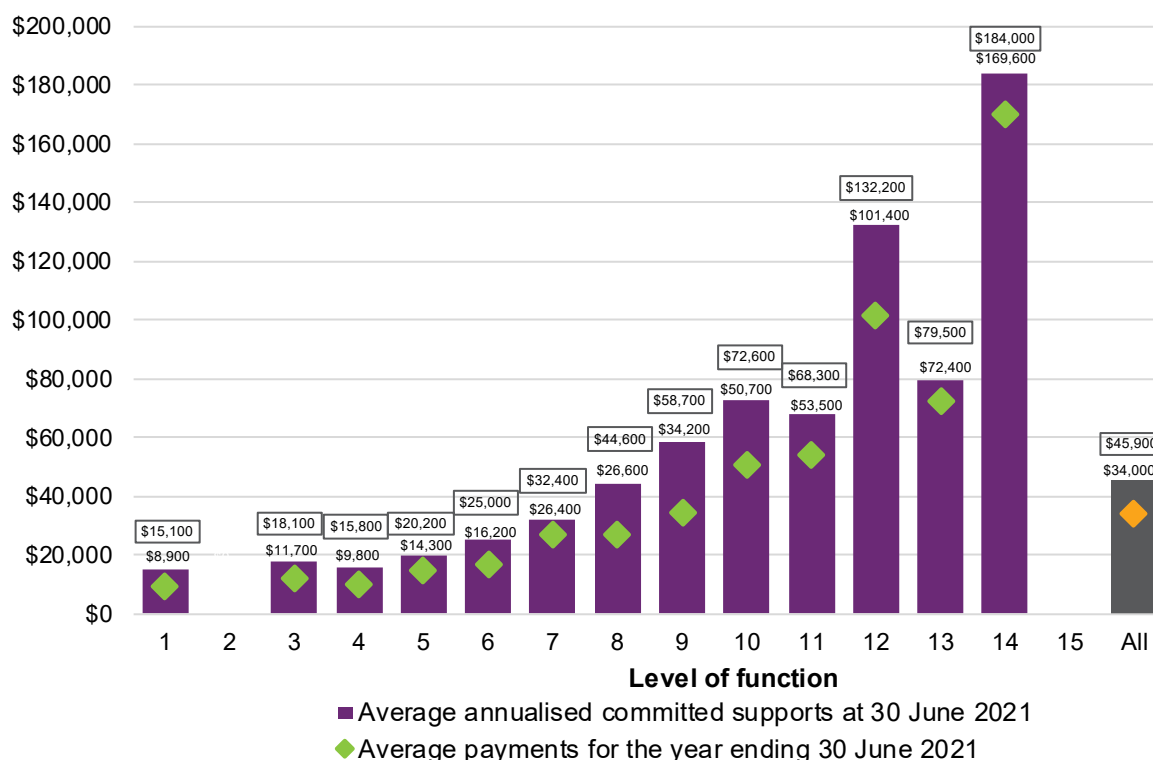
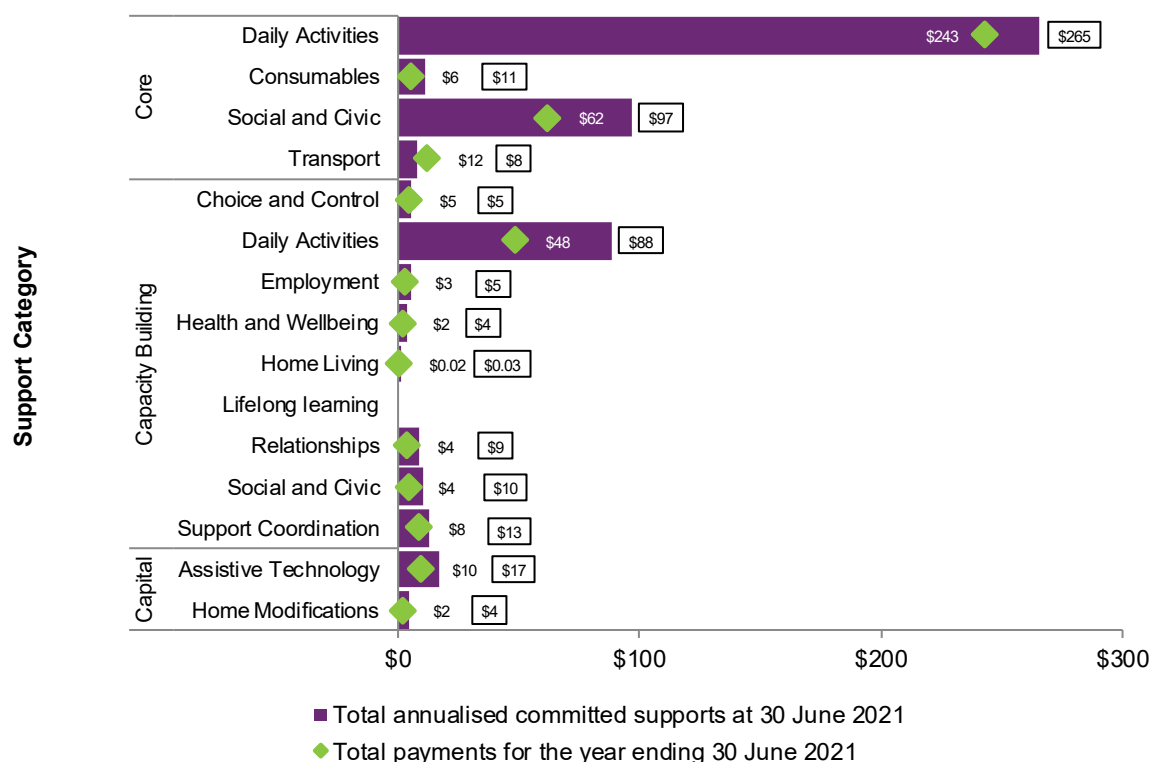


Figure L.28 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Australian Capital Territory ⁶⁵⁴



⁶⁵³ Ibid.

⁶⁵⁴ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

Figure L.29 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Australian Capital Territory ⁶⁵⁵

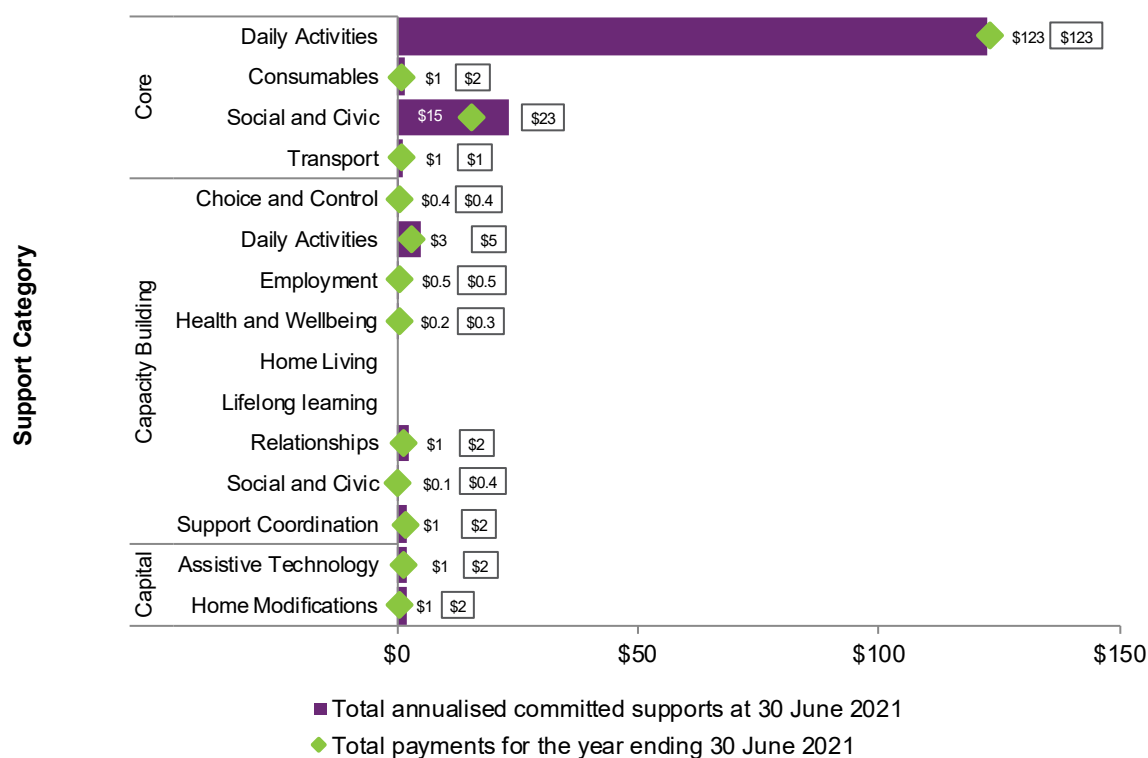
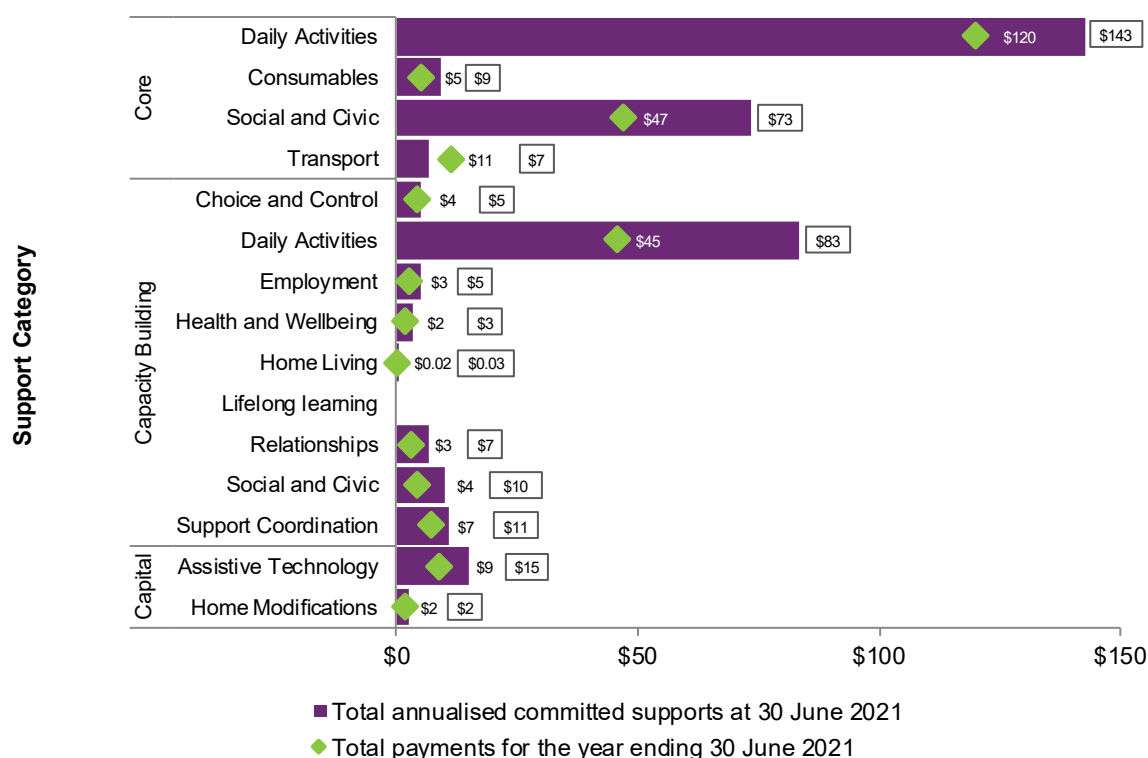


Figure L.30 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Australian Capital Territory ⁶⁵⁶



⁶⁵⁵ Ibid.

⁶⁵⁶ Ibid.

Table L.68 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.3	25.6	129.3	269.7	308.7	369.8	465.8	545.2
Total Paid	0.2	21.0	111.4	183.3	223.2	278.4	338.0	388.8
% utilised to date	57%	82%	86%	68%	72%	75%	73%	71%

Figure L.31 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Australian Capital Territory

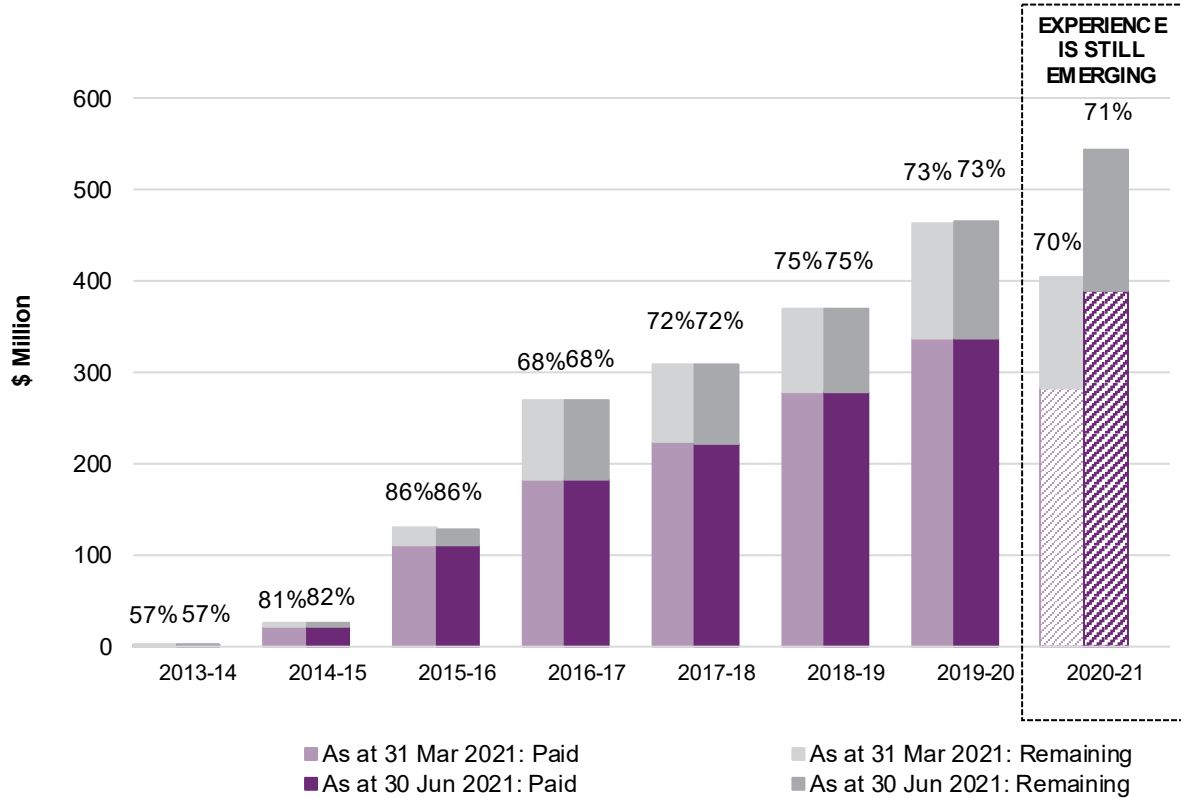


Figure L.32 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Australian Capital Territory ⁶⁵⁷

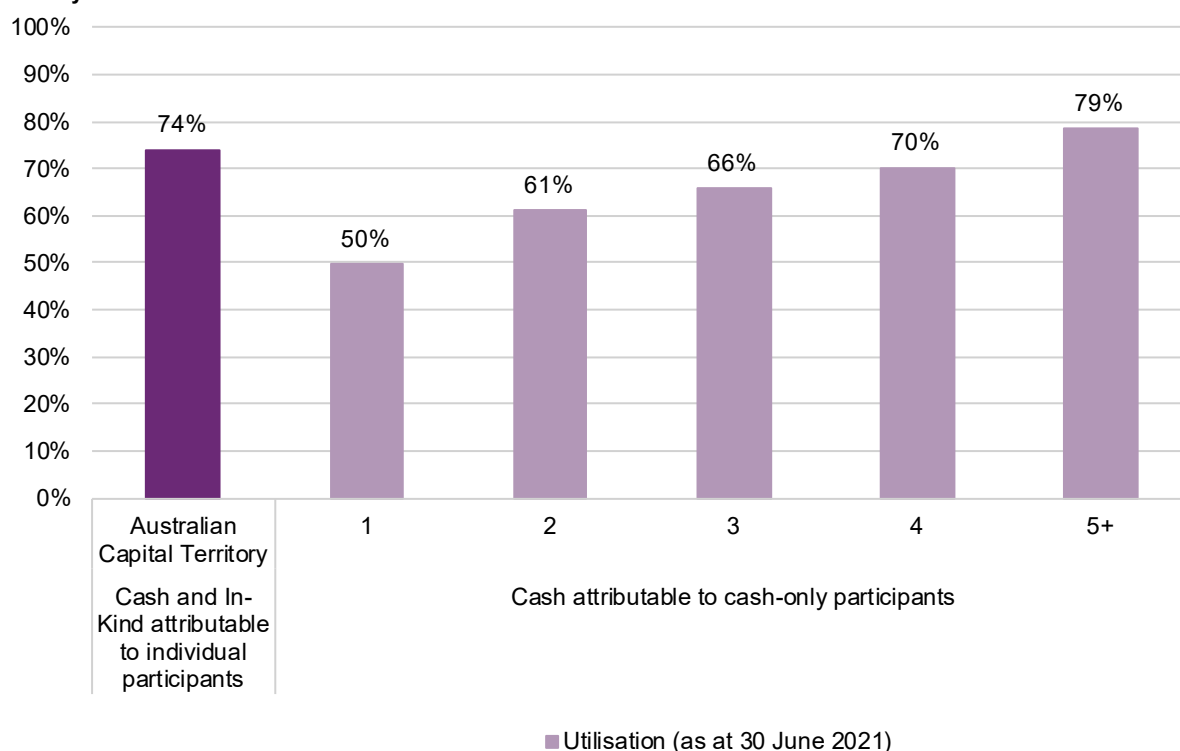
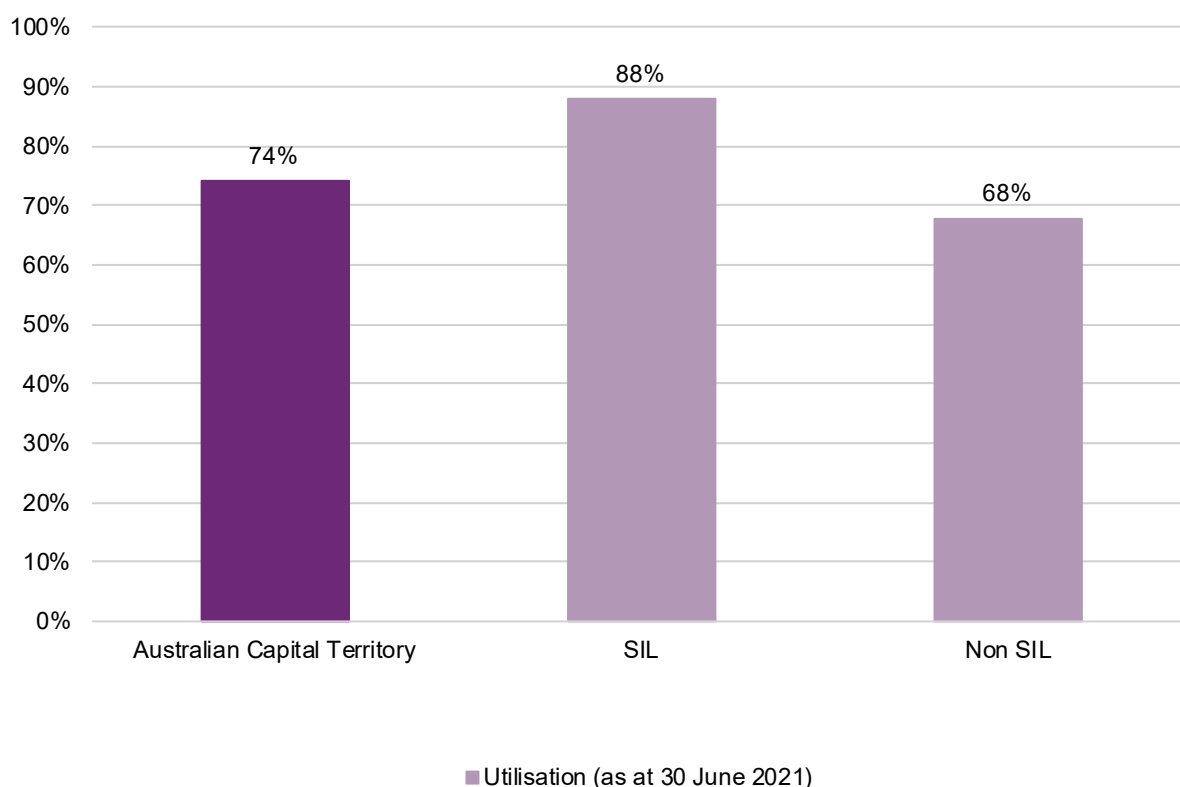


Figure L.33 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Australian Capital Territory ⁶⁵⁸



⁶⁵⁷ 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 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

⁶⁵⁸ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

Figure L.34 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Australian Capital Territory⁶⁵⁹

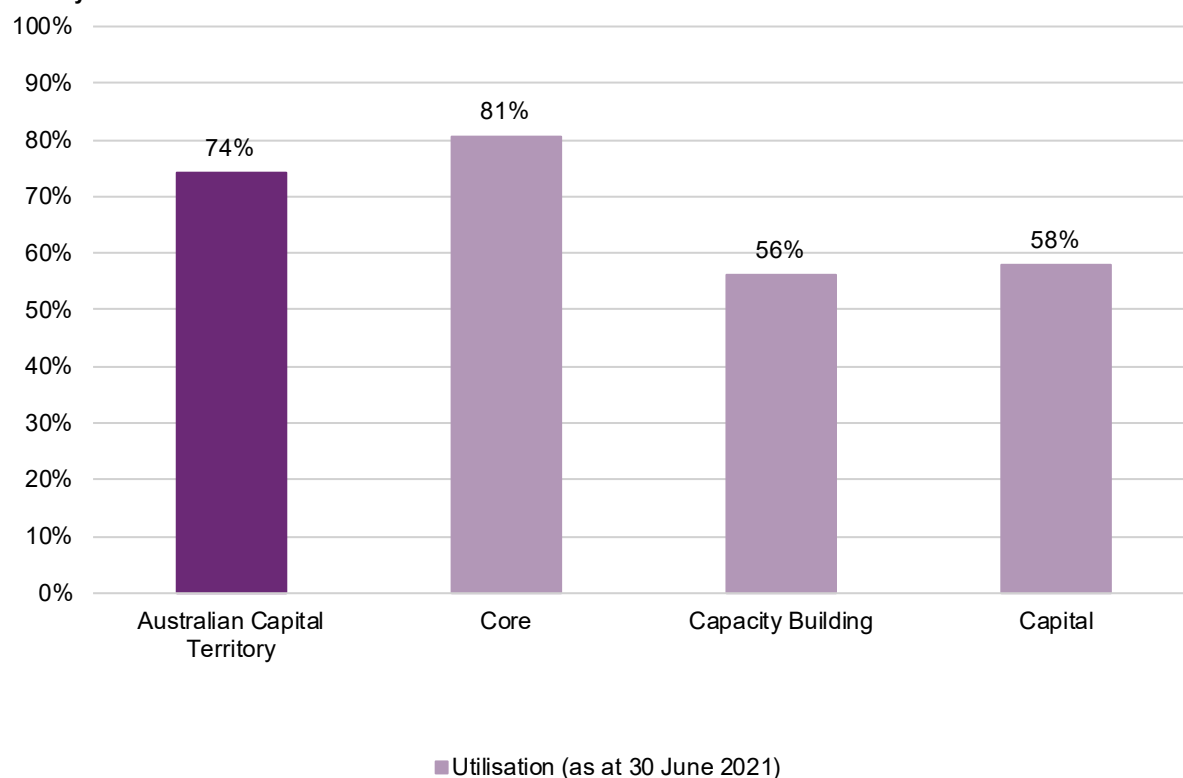
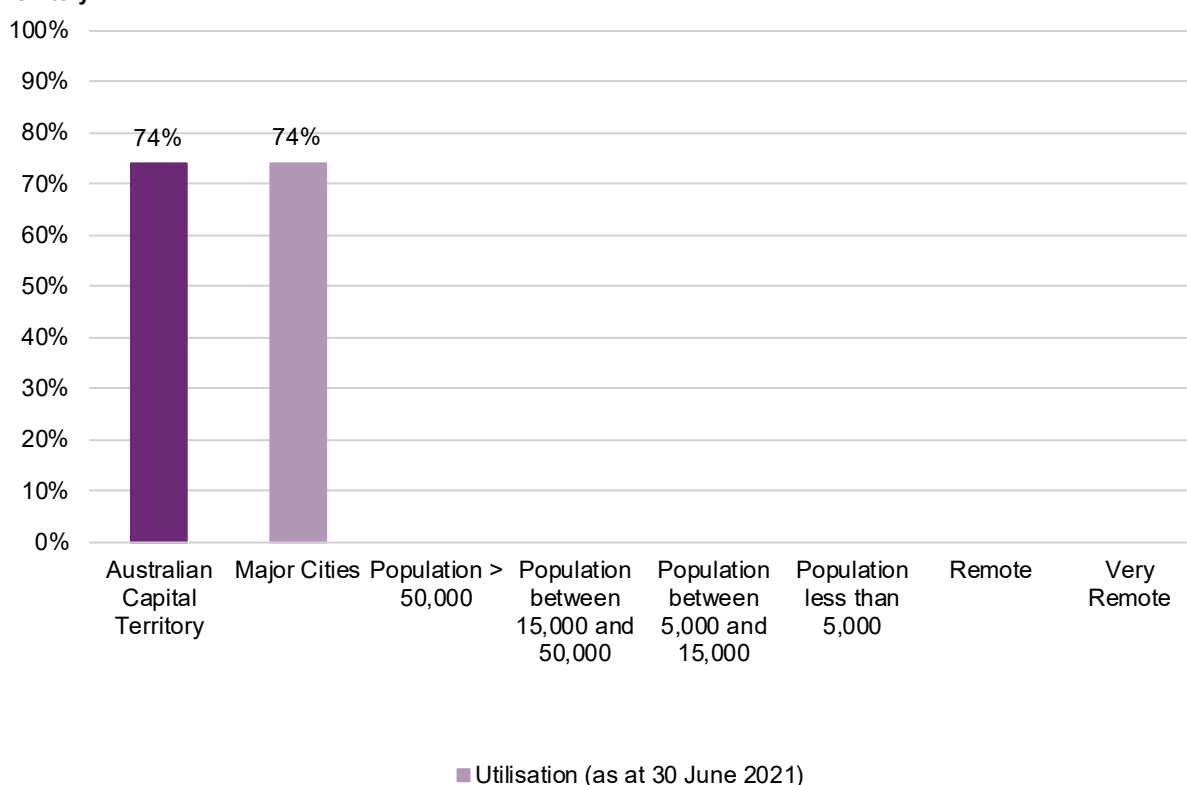


Figure L.35 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Australian Capital Territory^{660 661}



⁶⁵⁹ Ibid.

⁶⁶⁰ Ibid.

⁶⁶¹ Utilisation is not shown if there is insufficient data in the group.

Appendix M: Northern Territory

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry – Northern Territory ⁶⁶²

	Prior Quarters	2020-21 Q4	Total excluding ECEI	ECEI	Total including ECEI
Northern Territory	3,951	245	4,196	160	4,356

Table M.2 Active participants by quarter of entry, plan and entry type – Northern Territory ⁶⁶³

	Prior Quarters	2020-21 Q4	Total
Access decisions	5,226	230	5,456
Active Eligible	4,285	177	4,462
<i>New</i>	2,181	164	2,345
<i>State</i>	1,680	<11	1,686
<i>Commonwealth</i>	424	<11	431
Active Participant Plans (excl ECEI)	3,951	245	4,196
<i>New</i>	1,904	214	2,118
<i>State</i>	1,644	13	1,657
<i>Commonwealth</i>	403	18	421
Active Participant Plans	4,106	405	4,356
<i>Early Intervention (s25)</i>	1,013	81	1,094
<i>Permanent Disability (s24)</i>	2,938	164	3,102
<i>ECEI</i>	155	160	160

Table M.3 Exits from the Scheme since 1 July 2013 as at 30 June 2021 – Northern Territory

Exits	Total
Total participant exits	164
<i>Early Intervention participants</i>	33
<i>Permanent disability participants</i>	131

⁶⁶² The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁶⁶³ The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

Table M.4 Cumulative numbers of active participants by services previously received – Northern Territory ^{664 665}

	Participant cohort				
	State	Commonwealth	New	ECEI	Total
End of 2016-17	239	<11	156	<11	400
End of 2017-18	580	42	236	<11	858
End of 2018-19	1,427	226	662	122	2,437
End of 2019-20 Q1	1,504	261	817	40	2,622
End of 2019-20 Q2	1,553	289	977	38	2,857
End of 2019-20 Q3	1,603	320	1,201	60	3,184
End of 2019-20 Q4	1,630	367	1,431	83	3,511
End of 2020-21 Q1	1,649	380	1,607	162	3,798
End of 2020-21 Q2	1,654	400	1,793	147	3,994
End of 2020-21 Q3	1,658	406	1,927	155	4,146
End of 2020-21 Q4	1,657	421	2,118	160	4,356

Table M.5 Cumulative numbers of active participants by entry into the Scheme – Northern Territory ^{666 667 668 669}

	Participant cohort			
	Early Intervention	Permanent Disability	ECEI	Total
End of 2016-17	82	318	0	400
End of 2017-18	134	724	0	858
End of 2018-19	393	1,922	122	2,437
End of 2019-20 Q1	492	2,090	40	2,622
End of 2019-20 Q2	594	2,225	38	2,857
End of 2019-20 Q3	683	2,441	60	3,184
End of 2019-20 Q4	797	2,631	83	3,511
End of 2020-21 Q1	882	2,754	162	3,798
End of 2020-21 Q2	988	2,859	147	3,994
End of 2020-21 Q3	1,034	2,957	155	4,146
End of 2020-21 Q4	1,094	3,102	160	4,356

⁶⁶⁴ This table shows the total numbers of active participants at the end of each period.⁶⁶⁵ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.⁶⁶⁶ This table shows the total numbers of active participants at the end of each period.⁶⁶⁷ Early Intervention: Participants who met Section 25 of the NDIS Act for access.⁶⁶⁸ Permanent Disability: Participants who met Section 24 of the NDIS Act for access.⁶⁶⁹ Since 2019-20 Q1 the definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports.

Table M.6 Assessment of access by age group – Northern Territory ⁶⁷⁰

	Prior Quarters		2020-21 Q4		Total	
Age Group	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible
0 to 6	1,172	96%	77	97%	1,249	96%
7 to 14	852	85%	21	70%	873	84%
15 to 18	287	85%	<11		293	84%
19 to 24	245	88%	<11		254	88%
25 to 34	415	87%	12	71%	427	86%
35 to 44	487	87%	12	60%	499	86%
45 to 54	527	81%	23	74%	550	81%
55 to 64	516	80%	17	61%	533	79%
65+	24	56%	<11		25	56%
Missing	<11		<11		<11	
Total	4,525	87%	178	77%	4,703	86%

Table M.7 Assessment of access by disability – Northern Territory ⁶⁷¹

	Prior Quarters		2020-21 Q4		Total	
Disability	Number of access met	% of access decisions eligible	Number of access met	% of access decisions eligible	Number of access met	Number of access met
Acquired Brain Injury	280	93%	12	86%	292	93%
Autism	963	98%	25	93%	988	98%
Cerebral Palsy	206	97%	<11		208	97%
Developmental Delay	473	96%	52	100%	525	97%
Global Developmental Delay	107	96%	<11		112	97%
Hearing Impairment	197	85%	<11		203	85%
Intellectual Disability	871	94%	31	94%	902	94%
Multiple Sclerosis	19	86%	<11		19	79%
Psychosocial disability	474	74%	14	64%	488	74%
Spinal Cord Injury	86	99%	<11		89	99%
Stroke	158	86%	<11		164	86%
Visual Impairment	72	83%	<11		74	81%
Other Neurological	224	79%	<11		230	78%
Other Physical	244	59%	<11		248	58%
Other Sensory/Speech	36	47%	<11		36	46%
Other	87	59%	<11		97	57%
Missing	28	97%	<11		28	97%
Total	4,525	87%	178	77%	4,703	86%

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

Table M.8 Participant profile per quarter by Aboriginal and Torres Strait Islander status – Northern Territory

	Prior Quarters		2020-21 Q4		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,966	49.8%	120	49.0%	2,086	49.7%
Not Aboriginal and Torres Strait Islander	1,698	43.0%	106	43.3%	1,804	43.0%
Not Stated	287	7.3%	19	7.8%	306	7.3%
Total	3,951	100%	245	100%	4,196	100%

⁶⁷⁰ Proportions of access decisions eligible have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS. People (on average) in the existing State/Commonwealth disability systems have higher support needs than people who approach the Scheme who have not previously received supports.

⁶⁷¹ Ibid.

Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁷²

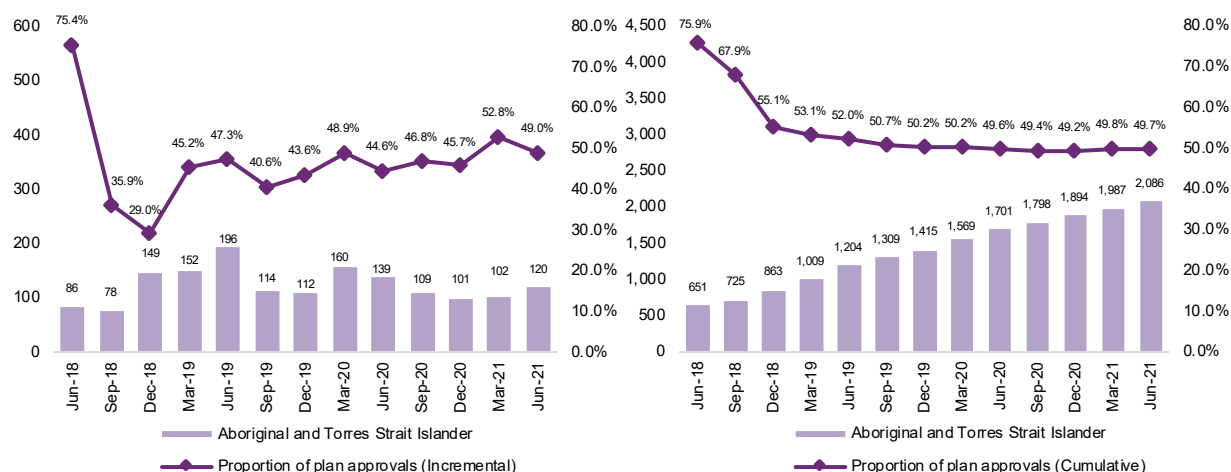


Table M.9 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Culturally and linguistically diverse	1,007	25.5%	57	23.3%	1,064	25.4%
Not culturally and linguistically diverse	2,937	74.3%	188	76.7%	3,125	74.5%
Not stated	<11		<11		<11	
Total	3,951	100%	245	100%	4,196	100%

Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁷³

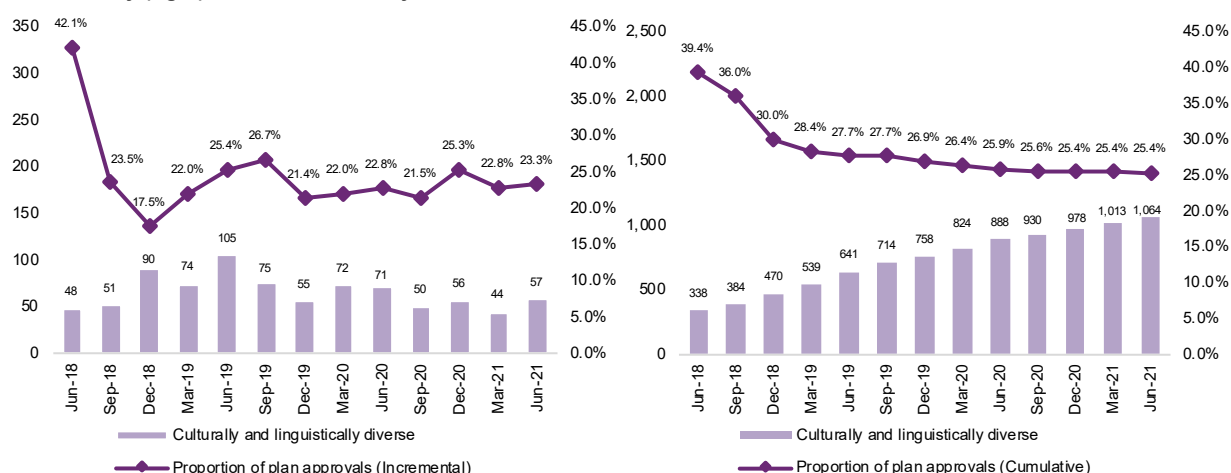


Table M.10 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2021 – Northern Territory ^{674 675}

	Total
Age group	N
Total YPIRAC (under 65)	35

⁶⁷² The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

⁶⁷³ Ibid.

⁶⁷⁴ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

⁶⁷⁵ There are a further 13 active participants aged 65 years or over who are currently in residential aged care.

Figure M.3 Number of active participants in residential aged care with an approved plan over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁷⁶

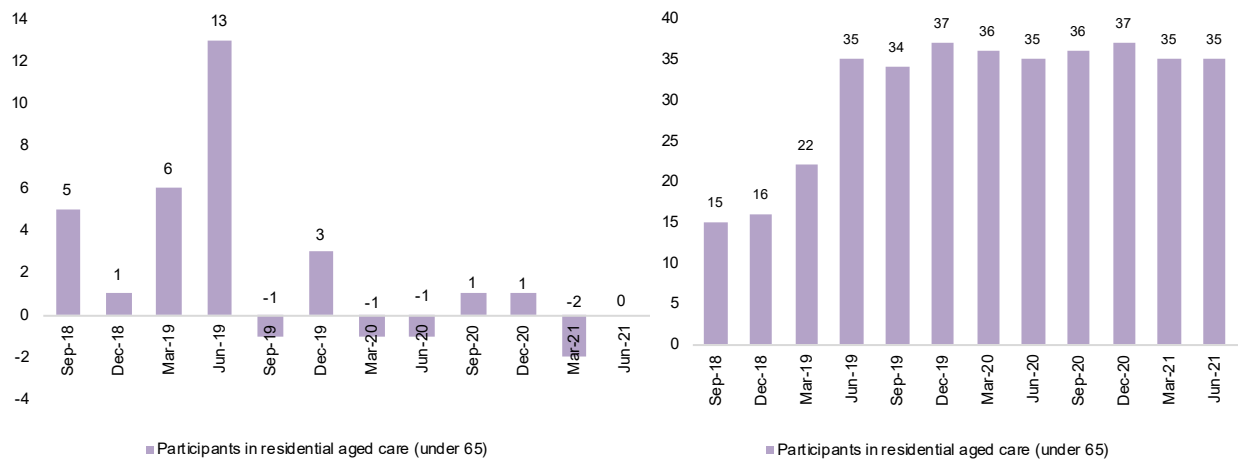
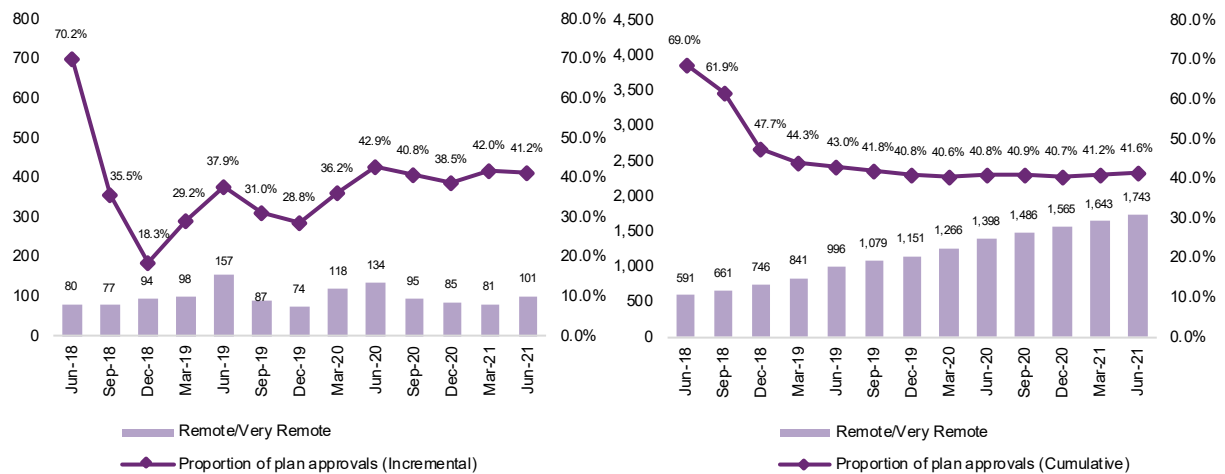


Table M.11 Participant profile per quarter by remoteness – Northern Territory ^{677 678}

Participant profile	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Major cities	<11		<11		<11	
Population > 50,000	2,265	57.4%	142	58.0%	2,407	57.4%
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	41	1.0%	<11		43	1.0%
Remote	779	19.7%	48	19.6%	827	19.7%
Very Remote	863	21.9%	53	21.6%	916	21.8%
Missing	<11		<11		<11	
Total	3,951	100%	245	100%	4,196	100%

Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory ^{679 680}



⁶⁷⁶ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There is insufficient data prior to September 2018.

⁶⁷⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

⁶⁷⁸ This table is based on the Modified Monash Model (MMM) measure of remoteness.

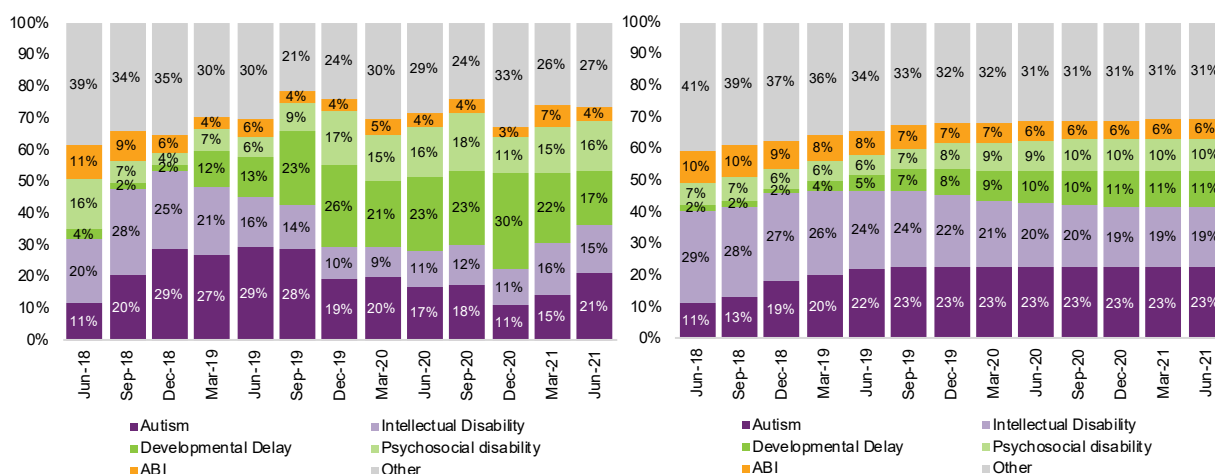
⁶⁷⁹ Ibid.

⁶⁸⁰ The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table M.12 Participant profile per quarter by primary disability group – Northern Territory ^{681 682 683}

Disability	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Autism	896	23%	52	21%	948	23%
Intellectual Disability	773	20%	37	15%	810	19%
Psychosocial disability	394	10%	40	16%	434	10%
Developmental Delay	424	11%	41	17%	465	11%
Hearing Impairment	174	4%	<11		184	4%
Other Neurological	190	5%	<11		200	5%
Other Physical	175	4%	12	5%	187	4%
Cerebral Palsy	201	5%	<11		202	5%
ABI	247	6%	<11		257	6%
Global Developmental Delay	94	2%	<11		98	2%
Visual Impairment	64	2%	<11		67	2%
Multiple Sclerosis	17	0%	<11		18	0%
Stroke	137	3%	<11		141	3%
Spinal Cord Injury	73	2%	<11		75	2%
Other	60	2%	16	7%	76	2%
Other Sensory/Speech	32	1%	<11		34	1%
Total	3,951	100%	245	100%	4,196	100%

Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁸⁴



⁶⁸¹ Table order based on national proportions (highest to lowest).

⁶⁸² Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁶⁸³ Down Syndrome is included in Intellectual Disability, representing 2% of all Scheme participants in Northern Territory (103).

⁶⁸⁴ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Table M.13 Participant profile per quarter by level of function – Northern Territory ⁶⁸⁵

	Prior Quarters		2020-21 Q4		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	561	14%	46	19%	607	14%
2 (High Function)	<11		<11		<11	
3 (High Function)	247	6%	<11		255	6%
4 (High Function)	189	5%	19	8%	208	5%
5 (High Function)	274	7%	17	7%	291	7%
6 (Moderate Function)	676	17%	70	29%	746	18%
7 (Moderate Function)	215	5%	<11		224	5%
8 (Moderate Function)	332	8%	25	10%	357	9%
9 (Moderate Function)	15	0%	<11		16	0%
10 (Moderate Function)	498	13%	23	9%	521	12%
11 (Low Function)	97	2%	<11		103	2%
12 (Low Function)	483	12%	14	6%	497	12%
13 (Low Function)	240	6%	<11		246	6%
14 (Low Function)	116	3%	<11		116	3%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
Total	3,951	100%	245	100%	4,196	100%

Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁸⁶

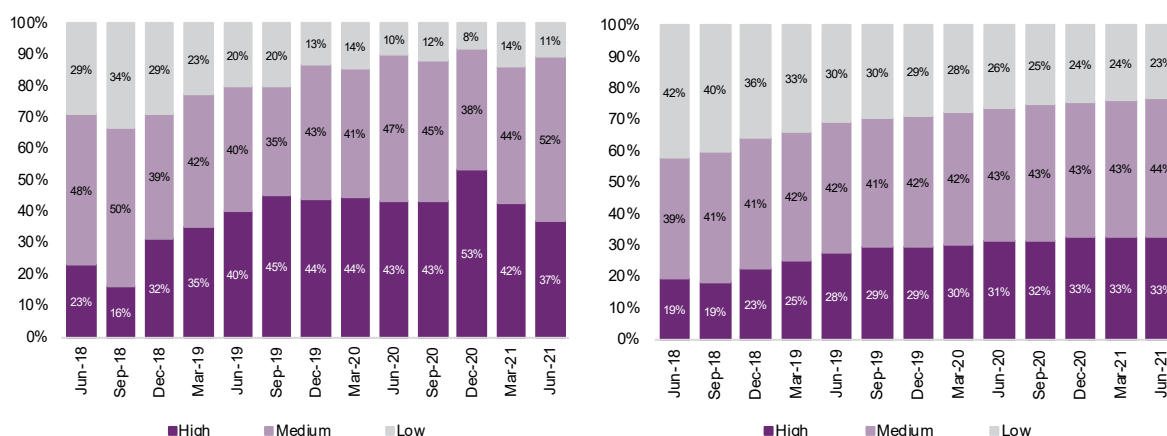


Table M.14 Participant profile per quarter by age group – Northern Territory

	Prior Quarters		2020-21 Q4		Total	
Age Group	N	%	N	%	N	%
0 to 6	707	18%	56	23%	763	18%
7 to 14	955	24%	52	21%	1,007	24%
15 to 18	278	7%	20	8%	298	7%
19 to 24	284	7%	<11		293	7%
25 to 34	347	9%	19	8%	366	9%
35 to 44	429	11%	26	11%	455	11%
45 to 54	435	11%	30	12%	465	11%
55 to 64	415	11%	31	13%	446	11%
65+	101	3%	<11		103	2%
Total	3,951	100%	245	100%	4,196	100%

⁶⁸⁵ The distributions are calculated excluding participants with a missing level of function.

⁶⁸⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁸⁷

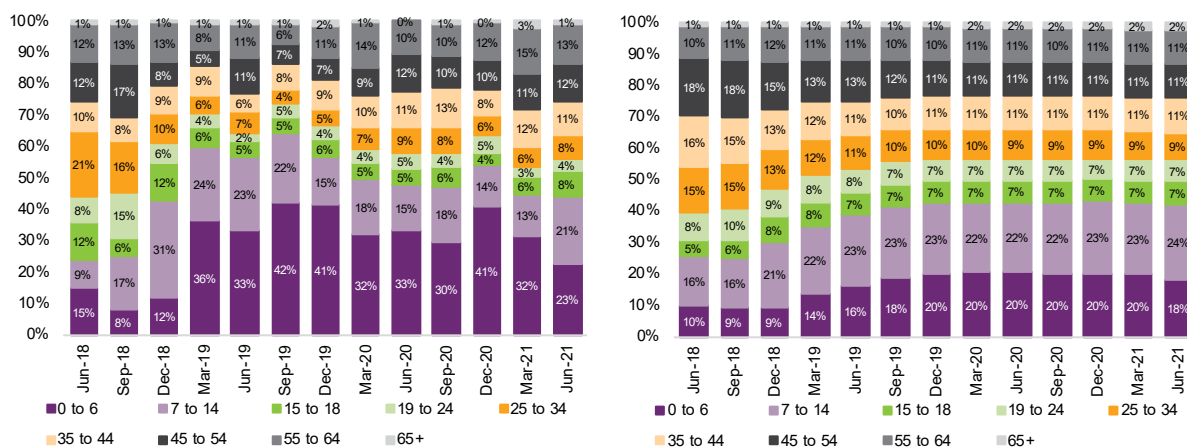


Table M.15 Participant profile per quarter by gender – Northern Territory

Gender	Prior Quarters		2020-21 Q4		Total	
	N	%	N	%	N	%
Male	2,568	65%	150	61%	2,718	65%
Female	1,367	35%	91	37%	1,458	35%
Other	16	0%	<11		20	0%
Total	3,951	100%	245	100%	4,196	100%

Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory ⁶⁸⁸

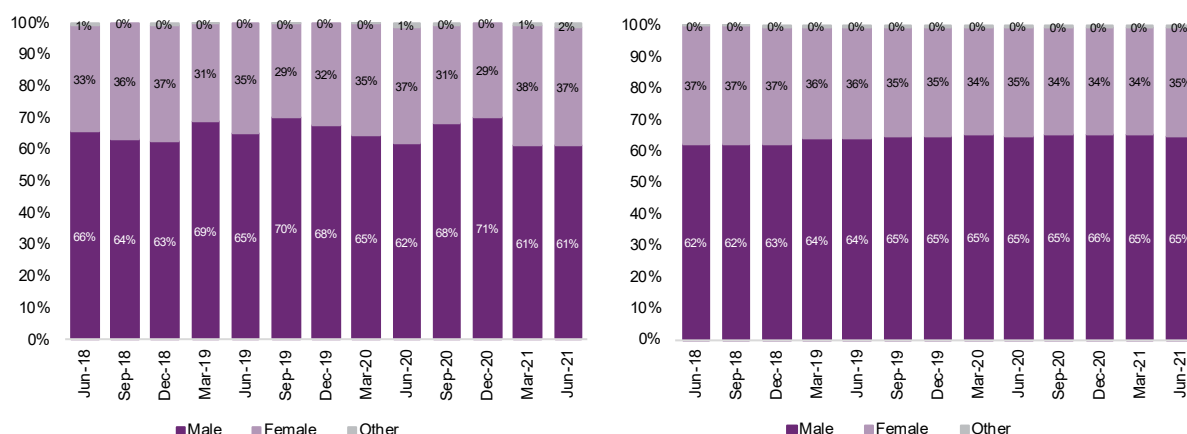


Table M.16 Participation rates by age group – Northern Territory ⁶⁸⁹

	NT
0-6	3.25%
7-14	3.86%
15-18	2.58%
19-24	1.58%
25-34	0.86%
35-44	1.26%
45-54	1.55%
55-64	1.90%
Total (aged 0-64)	1.94%

⁶⁸⁷ Ibid.

⁶⁸⁸ Ibid.

⁶⁸⁹ Participation rate refers to the proportion of general population that are NDIS participants.

Part Two: Participant experience and outcomes

Table M.17 Number of baseline questionnaires completed by SFOF version – Northern Territory ⁶⁹⁰

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires collected 2019-20	Number of questionnaires collected 2020-21	Number of questionnaires
Participant 0 to school	22	40	175	280	197	714
Participant school to 14	36	73	505	329	227	1,170
Participant 15 to 24	28	63	189	108	89	477
Participant 25 and over	157	251	507	392	366	1,673
Total Participant	243	427	1,376	1,109	879	4,034
Family 0 to 14	55	99	644	579	385	1,762
Family 15 to 24	3	32	130	78	54	297
Family 25 and over	15	56	241	188	105	605
Total Family	73	187	1,015	845	544	2,664
Total	316	614	2,391	1,954	1,423	6,698

Table M.18 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Northern Territory

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	60%			
CC	% who say their child is able to tell them what he/she wants	65%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		21%		
DL	% who say their child is becoming more independent		28%		
CC	% of children who have a genuine say in decisions about themselves		71%		
CC	% who are happy with the level of independence/control they have now			21%	
CC	% who choose who supports them			32%	49%
CC	% who choose what they do each day			37%	59%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			14%	17%
CC	% who want more choice and control in their life			84%	80%

⁶⁹⁰ Baseline outcomes for participants and/or their families and carers were collected for 99.6% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

Table M.19 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Northern Territory

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	55%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	70%			
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	67%	75%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			31%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			40%	40%

Table M.20 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Northern Territory

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		59%		
HM	% who are happy with their home			73%	58%
HM	% who feel safe or very safe in their home			79%	60%
HW	% who rate their health as good, very good or excellent			72%	39%
HW	% who did not have any difficulties accessing health services			65%	49%
LL	% who currently attend or previously attended school in a mainstream class			32%	
LL	% who participate in education, training or skill development				4%
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				30%
WK	% who have a paid job			12%	15%
WK	% who volunteer			10%	7%

Table M.21 Selected key baseline indicators for families/carers of participants – Northern Territory

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	11%	15%	13%
% receiving Carer Allowance	25%	19%	14%
% working in a paid job	45%	58%	36%
Of those in a paid job, % in permanent employment	82%	84%	83%
Of those in a paid job, % working 15 hours or more	89%	95%	90%
% who say they (and their partner) are able to work as much as they want	59%	59%	47%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	85%	79%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	35%	36%
% able to advocate for their child/family member	63%	52%	37%
% who have friends and family they see as often as they like	58%	53%	53%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		29%	
% who feel in control selecting services		30%	20%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			22%
% who rate their health as good, very good or excellent	88%	76%	66%

Table M.22 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant 0 to school’ (n=145) - participants who entered between 1 July 2016 and 30 June 2020 – Northern Territory ⁶⁹¹

Question	% Yes
DL Has the NDIS improved your child's development?	80%
DL Has the NDIS improved your child's access to specialist services?	86%
CC Has the NDIS helped increase your child's ability to communicate what they want?	75%
REL Has the NDIS improved how your child fits into family life?	58%
S/CP Has the NDIS improved how your child fits into community life?	54%

Table M.23 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Participant school to 14’ (n=497) - participants who entered between 1 July 2016 and 30 June 2020 – Northern Territory

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?	35%
REL Has the NDIS improved your child's relationships with family and friends?	42%
S/CP Has the NDIS improved your child's social and recreational life?	39%

⁶⁹¹ Results in Tables M.22 to M.25 include participants who entered between 1 July 2016 and 30 June 2020 and have had a first plan review to date.

Table M.24 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF versions ‘Participant 15 to 24’ (n=164) and ‘Participant 25 and over’ (n=420) - participants who entered between 1 July 2016 and 30 June 2020 – Northern Territory

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	67%
DL	Has the NDIS helped you with daily living activities?	57%	68%
REL	Has the NDIS helped you to meet more people?	45%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	43%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	52%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%
S/CP	Has the NDIS helped you be more involved?	49%	62%

Table M.25 Results for “Has the NDIS helped?” questions answered at first plan review, for SFOF version ‘Family 0 to 14’ (n=657); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=283) - participants who entered between 1 July 2016 and 30 June 2020 – Northern Territory

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	52%	59%
Has the NDIS improved the level of support for your family?	63%	66%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	
Has the NDIS improved your health and wellbeing?	33%	39%

Table M.26 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant 0 to school’ (n=46) - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory⁶⁹²

	Question	Review 1	Review 2	Change
DL	Has the NDIS improved your child's development?	89%	95%	+6%
DL	Has the NDIS improved your child's access to specialist services?	87%	89%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	84%	+2%
REL	Has the NDIS improved how your child fits into family life?	69%	66%	-3%
S/CP	Has the NDIS improved how your child fits into community life?	60%	63%	+3%

⁶⁹² Results in Tables M.26 to M.29 include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a second plan review to date.

Table M.27 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Participant school to 14’ (n=137) - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory

	Question	Review 1	Review 2	Change
DL	Has the NDIS helped your child to become more independent?	52%	60%	+9%
LL	Has the NDIS improved your child's access to education?	34%	37%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	48%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	49%	+2%

Table M.28 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF versions ‘Participant 15 to 24’ (n=95) and ‘Participant 25 and over’ (n=267) - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory

		15 to 24			25 and over		
	Question	Review 1	Review 2	Change	Review 1	Review 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	57%	68%	+11%	57%	69%	+12%
DL	Has the NDIS helped you with daily living activities?	67%	77%	+11%	62%	81%	+19%
REL	Has the NDIS helped you to meet more people?	56%	61%	+5%	48%	61%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	42%	43%	+1%	37%	49%	+12%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	46%	+3%	52%	60%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	34%	-5%	24%	29%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	20%	+4%	10%	12%	+2%
S/CP	Has the NDIS helped you be more involved?	54%	65%	+12%	55%	70%	+15%

Table M.29 Results for “Has the NDIS helped?” questions answered at first and second plan reviews, for SFOF version ‘Family 0 to 14’ (n=112); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=66) - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory

Question	0 to 14			15 and over		
	Review 1	Review 2	Change	Review 1	Review 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	62%	+7%	44%	58%	+14%
Has the NDIS improved the level of support for your family?	52%	62%	+10%	57%	75%	+17%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	72%	+4%	55%	74%	+19%
Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	69%	+8%			
Has the NDIS improved your health and wellbeing?	36%	39%	+3%	31%	42%	+12%

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

Table M.30 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Participant school to 14’ (n=37) - participants who entered between 1 July 2016 and 30 June 2018 – Northern Territory ⁶⁹³

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?	40%	49%	59%	+19%
LL	Has the NDIS improved your child's access to education?	24%	17%	27%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	29%	29%	39%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	24%	33%	44%	+20%

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

⁶⁹³ Results in Table M.30 to M.32 include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a third plan review to date.

Table M.31 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF versions ‘Participant 25 and over’ (n=103) - participants who entered between 1 July 2016 and 30 June 2018 – Northern Territory

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS helped you have more choices and more control over your life?	43%	61%	65%	+22%
Has the NDIS helped you with daily living activities?	55%	71%	75%	+20%
Has the NDIS helped you to meet more people?	44%	48%	57%	+14%
Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	32%	42%	+19%
Has your involvement with the NDIS improved your health and wellbeing?	35%	48%	55%	+19%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	15%	20%	24%	+9%
Has your involvement with the NDIS helped you find a job that's right for you?	8%	10%	14%	+6%
Has the NDIS helped you be more involved?	33%	49%	64%	+31%

Table M.32 Results for “Has the NDIS helped?” questions answered at first, second and third plan reviews, for SFOF version ‘Family 0 to 14’ (n=30) - participants who entered between 1 July 2016 and 30 June 2018 – Northern Territory

Question	Review 1	Review 2	Review 3	Change from Review 1 to Review 3
Has the NDIS improved your capacity to advocate (stand up) for your child?	52%	41%	58%	+6%
Has the NDIS improved the level of support for your family?	45%	32%	61%	+16%
Has the NDIS improved your access to services, programs and activities in the community?	52%	59%	81%	+29%
Has the NDIS improved your ability/capacity to help your child develop and learn?	61%	59%	74%	+13%
Has the NDIS improved your health and wellbeing?	43%	27%	35%	-7%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second and third plan review, for ‘Family 0 to 14’ and ‘Family 15 and over’.

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

Table M.33 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=405), 'participant social and community engagement rate' (n=403) and 'parent and carer employment rate' (n=187) at entry, first and second plan review - participants who entered between 1 July 2016 and 30 June 2019 – Northern Territory ⁶⁹⁴

Participant employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	6%	9%	17%	24%
Aged 25+	13%	8%	14%	
Aged 15+	11%	9%	15%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 15 to 24 years	48%	47%	46%	50%
Aged 25+	42%	43%	45%	
Aged 15+	43%	44%	45%	
Parent and carer employment rate	Baseline	Review 1	Review 2	2020-21 Target
Aged 0 to 14 years	55%	61%	56%	50%
Aged 15+	53%	55%	54%	
All ages	54%	59%	55%	

Table M.34 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=124), 'participant social and community engagement rate' (n=125) and 'parent and carer employment rate' (n=28) at entry, first, second and third plan review - participants who entered between 1 July 2016 and 30 June 2018 – Northern Territory ⁶⁹⁵

Participant employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	Numbers are too small				24%
Aged 25+	11%	9%	6%	12%	
Aged 15+	10%	10%	6%	12%	
Participant social and community engagement rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 15 to 24 years	Numbers are too small				50%
Aged 25+	44%	43%	45%	52%	
Aged 15+	45%	44%	44%	52%	
Parent and carer employment rate	Baseline	Review 1	Review 2	Review 3	2020-21 Target
Aged 0 to 14 years	Numbers are too small				50%
Aged 15+					
All ages					

There is insufficient data to show results for 'Participant employment rate', 'Participant social and community engagement rate' and 'Parent and carer employment rate' answered at participants' first, second, third and fourth plan review.

⁶⁹⁴ 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 June 2019 and have had a second plan review to date.

⁶⁹⁵ 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 June 2018 and have had a third plan review to date.

Table M.35 Number of active plans by goal type and primary disability – Northern Territory ⁶⁹⁶

Disability Group	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	73	198	154	59	135	218	108	65	257
Autism	235	799	252	278	523	512	76	111	948
Cerebral Palsy	66	156	112	49	91	132	50	33	202
Developmental Delay	37	443	80	127	143	136	4	1	465
Down Syndrome	32	85	50	28	35	71	17	30	103
Global Developmental Delay	7	91	26	32	37	33	1	0	98
Hearing Impairment	47	141	43	49	58	93	28	36	184
Intellectual Disability	207	513	273	263	391	490	176	228	707
Multiple Sclerosis	5	12	16	2	2	16	9	3	18
Psychosocial disability	141	268	235	124	209	356	165	150	434
Spinal Cord Injury	36	57	40	11	20	57	37	22	75
Stroke	41	106	89	22	46	114	61	25	141
Visual Impairment	18	52	20	19	23	44	26	15	67
Other Neurological	69	135	123	37	75	147	85	37	200
Other Physical	62	138	100	27	52	126	70	37	187
Other Sensory/Speech	6	29	8	14	16	15	2	3	34
Other	22	62	42	13	21	51	30	12	76
Total	1,104	3,285	1,663	1,154	1,877	2,611	945	808	4,196

⁶⁹⁶ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table M.36 Number of goals in active plans by goal type and primary disability – Northern Territory ⁶⁹⁷

Disability Group	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
ABI	131	375	253	90	250	380	147	106	1,732
Autism	440	3,395	495	514	1,054	970	136	191	7,195
Cerebral Palsy	114	509	200	97	157	259	86	53	1,475
Developmental Delay	69	2,859	160	234	273	284	5	1	3,885
Down Syndrome	61	234	80	42	58	133	34	53	695
Global Developmental Delay	20	445	44	85	68	66	2	0	730
Hearing Impairment	83	377	58	78	112	179	49	63	999
Intellectual Disability	333	1,287	441	474	670	837	243	338	4,623
Multiple Sclerosis	7	18	23	3	3	22	10	4	90
Psychosocial disability	221	448	345	234	307	574	230	216	2,575
Spinal Cord Injury	62	147	83	22	32	109	61	48	564
Stroke	85	243	131	40	68	182	102	32	883
Visual Impairment	27	118	33	36	34	72	42	18	380
Other Neurological	140	304	237	85	148	294	146	61	1,415
Other Physical	123	288	167	54	88	220	105	63	1,108
Other Sensory/Speech	6	90	14	20	28	24	2	8	192
Other	41	171	71	36	33	97	40	19	508
Total	1,963	11,308	2,835	2,144	3,383	4,702	1,440	1,274	29,049

Table M.37 Number of active plans by goal type and age group – Northern Territory ⁶⁹⁸

Age	Number of active plans by goal type								Total number of active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	58	732	155	211	250	230	11	0	763
7 to 14	217	849	269	345	549	505	32	7	1,007
15 to 18	99	228	86	122	168	207	42	103	298
19 to 24	111	193	109	101	137	208	103	172	293
25 to 34	138	248	186	95	166	288	134	162	366
35 to 44	152	309	247	120	195	369	173	149	455
45 to 54	153	323	285	86	213	377	203	122	465
55 to 64	137	330	265	65	165	353	199	86	446
65+	39	73	61	9	34	74	48	7	103
Total	1,104	3,285	1,663	1,154	1,877	2,611	945	808	4,196

⁶⁹⁷ Participants have set over six million goals in total across Australia since July 2016. The 29,049 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

⁶⁹⁸ The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

Table M.38 Number of goals in active plans by goal type and age group – Northern Territory ⁶⁹⁹

Age	Number of goals in active plans by goal type								Total number of goals in active plans
	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	
0 to 6	119	4,657	325	430	502	493	19	0	6,545
7 to 14	385	3,116	461	597	1,050	928	62	21	6,620
15 to 18	179	604	147	247	347	391	83	189	2,187
19 to 24	190	366	172	184	225	344	140	237	1,858
25 to 34	250	509	292	164	286	531	181	278	2,491
35 to 44	254	577	436	211	294	625	263	216	2,876
45 to 54	279	638	481	167	344	649	309	187	3,054
55 to 64	242	703	428	128	283	623	324	136	2,867
65+	65	138	93	16	52	118	59	10	551
Total	1,963	11,308	2,835	2,144	3,383	4,702	1,440	1,274	29,049

⁶⁹⁹ Participants have set over six million goals in total across Australia since July 2016. The 29,049 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

Table M.39 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2020-21 Q4 compared to 2020-21 Q2 and Q3 – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory ⁷⁰⁰

Stage of NDIS journey	Proportion of participants responding with "Yes" 2020-21 Q2 and Q3	Proportion of participants responding with 'Yes' 2020-21 Q4
Access	n = 25	n = 10
Are you happy with how coming into the NDIS has gone?	64%	N/A
Was the person from the NDIS respectful?	96%	N/A
Do you understand what will happen next with your plan?	52%	N/A
% of participants rating their overall experience as Very Good or Good.	56%	N/A
Pre-planning	n = 38	n = 16
Did the person from the NDIS understand how your disability affects your life?	84%	N/A
Did you understand why you needed to give the information you did?	84%	N/A
Were decisions about your plan clearly explained?	58%	N/A
Are you clear on what happens next with your plan?	58%	N/A
Do you know where to go for more help with your plan?	74%	N/A
% of participants rating their overall experience as Very Good or Good.	71%	N/A
Planning	n = 64	n = 46
Did the person from the NDIS understand how your disability affects your life?	94%	83%
Did you understand why you needed to give the information you did?	98%	100%
Were decisions about your plan clearly explained?	94%	74%
Are you clear on what happens next with your plan?	83%	80%
Do you know where to go for more help with your plan?	92%	83%
% of participants rating their overall experience as Very Good or Good.	91%	65%
Plan review	n = 117	n = 113
Did the person from the NDIS understand how your disability affects your life?	82%	79%
Did you feel prepared for your plan review?	79%	81%
Is your NDIS plan helping you to make progress towards your goals?	85%	80%
% of participants rating their overall experience as Very Good or Good.	65%	65%

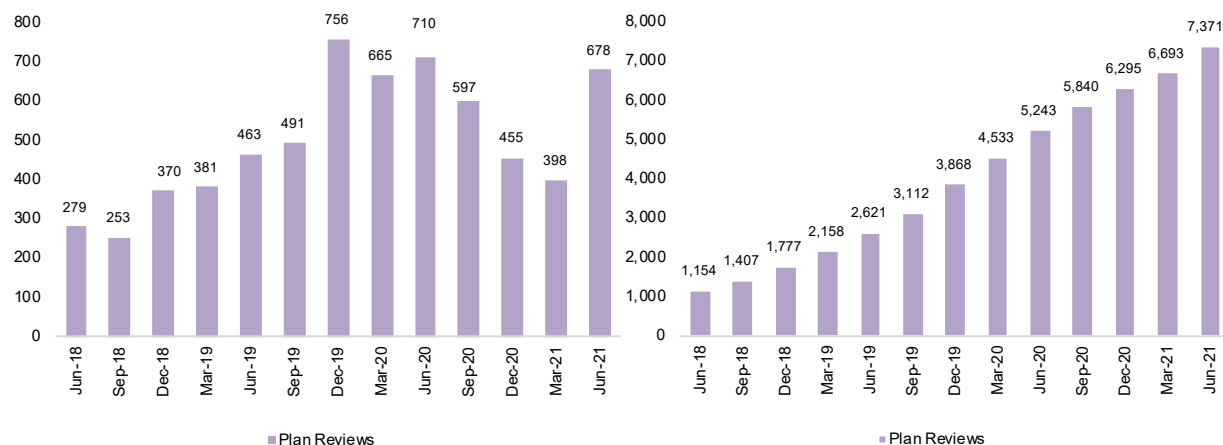
There is insufficient data to show participant satisfaction results over time.

⁷⁰⁰ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates "AHA". This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Table M.40 Plan reviews conducted per quarter – excluding plans less than 31 days – Northern Territory ⁷⁰¹

	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total plan reviews	6,693	678	7,371
<i>Early intervention plans</i>	1,001	238	1,239
<i>Permanent disability plans</i>	5,692	440	6,132

Figure M.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – Northern Territory



⁷⁰¹ Plans less than 31 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

The tables below summarise complaints submitted from the beginning of transition until the end of 2020-21 Q4. The charts show trends in complaints experience based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

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

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

Table M.41 shows the number of complaints in 2020-21 Q4 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles.

Table M.42 and Table M.43 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from the commencement of transition and complaints made during that quarter.

Table M.41 Complaints by quarter – Northern Territory ^{702 703 704}

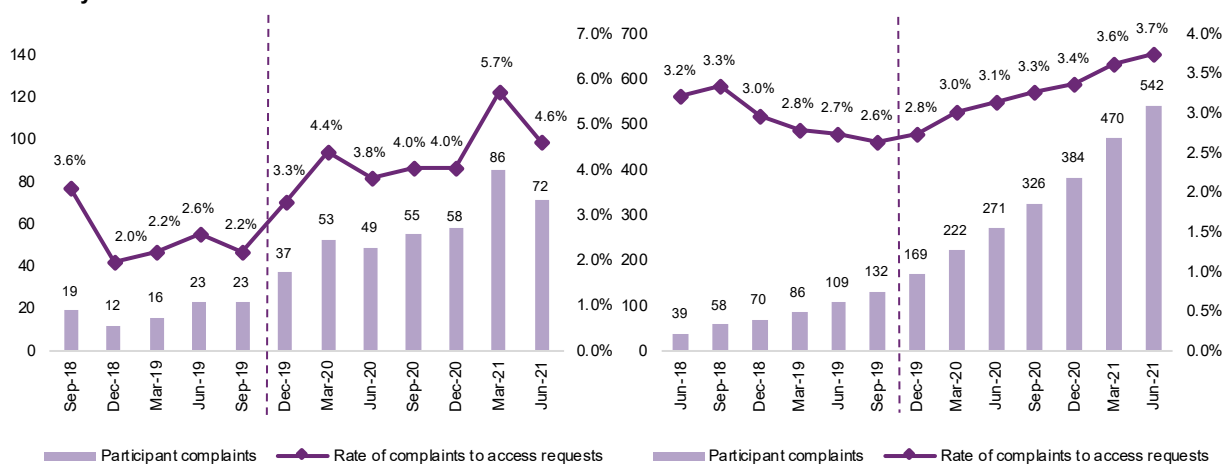
Complaints made by or on behalf of	Prior Quarters (Transition only)	2020-21 Q4	Transition Total	Number of unique complainants
People who have submitted an access request				
Complaint about ECEI Partner	0	1	1	1
Complaint about LAC Partner	7	1	8	8
Complaints about service providers	37	1	38	28
Complaints about the Agency	285	53	338	235
Critical/ Reportable Incident	141	16	157	123
Unclassified	9	0	9	6
Total	479	72	551	373
Total complaints made since 1 April 2017	470	72	542	
Complaints since 1 April 2017 as % of all access requests	3.6%	4.6%	3.7%	

⁷⁰² Note that 75% of all complainants made only one complaint, 17% made two complaints and 8% made three or more complaints.

⁷⁰³ % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

⁷⁰⁴ Complaint rates are not available at state/territory level prior to the June 2017 quarter.

Figure M.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory ⁷⁰⁵



⁷⁰⁵ There are insufficient numbers to show the incremental count of participant complaints in Northern Territory prior to the September 2018 quarter.

Table M.42 Participant complaints by type – Northern Territory

Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Complaints with a related party who has submitted an access request						
Complaints about the Agency						
Individual needs	11	(4%)	0	(0%)	11	(3%)
Information unclear	4	(1%)	0	(0%)	4	(1%)
NDIA Access	4	(1%)	0	(0%)	4	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	24	(8%)	1	(2%)	25	(7%)
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
NDIA Plan	44	(15%)	21	(40%)	65	(19%)
NDIA Process	25	(9%)	9	(17%)	34	(10%)
NDIA Resources	0	(0%)	0	(0%)	0	(0%)
NDIA Staff	13	(5%)	2	(4%)	15	(4%)
NDIA Timeliness	49	(17%)	19	(36%)	68	(20%)
Participation, engagement and inclusion	1	(0%)	0	(0%)	1	(0%)
Provider Portal	1	(0%)	0	(0%)	1	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	10	(4%)	0	(0%)	10	(3%)
Staff conduct - Agency	4	(1%)	0	(0%)	4	(1%)
The way the NDIA carried out its decision making	11	(4%)	0	(0%)	11	(3%)
Timeliness	37	(13%)	0	(0%)	37	(11%)
Other	46	(16%)	1	(2%)	47	(14%)
Total	285		53		338	
Complaint about ECEI Partner						
ECEI Engagement	0		0	(0%)	0	(0%)
ECEI Fraud and Compliance	0		0	(0%)	0	(0%)
ECEI Plan	0		0	(0%)	0	(0%)
ECEI Process	0		0	(0%)	0	(0%)
ECEI Staff	0		1	(100%)	1	(100%)
ECEI Timeliness	0		0	(0%)	0	(0%)
Other	0		0	(0%)	0	(0%)
Total	0		1		1	
Complaint about LAC Partner						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	0	(0%)	1	(100%)	1	(13%)
LAC Process	1	(14%)	0	(0%)	1	(13%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	5	(71%)	0	(0%)	5	(63%)
LAC Timeliness	1	(14%)	0	(0%)	1	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	7		1		8	
Complaints about service providers						
Provider costs.	3	(8%)	0	(0%)	3	(8%)
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	1	(3%)	0	(0%)	1	(3%)
Provider process	3	(8%)	0	(0%)	3	(8%)
Provider Service	4	(11%)	1	(100%)	5	(13%)
Provider Staff	1	(3%)	0	(0%)	1	(3%)
Service Delivery	1	(3%)	0	(0%)	1	(3%)
Staff conduct	3	(8%)	0	(0%)	3	(8%)
Supports being provided	7	(19%)	0	(0%)	7	(18%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Other	14 (38%)	0 (0%)	14 (37%)
Total	37	1 0	38
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	37 (26%)	8 (50%)	45 (29%)
Allegations against Informal Supports	31 (22%)	0 (0%)	31 (20%)
Allegations against NDIA Staff/Partners	0 (0%)	0 (0%)	0 (0%)
Participant threat	32 (23%)	1 (6%)	33 (21%)
Provider reporting	41 (29%)	7 (44%)	48 (31%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	141	16	157
<i>Unclassified</i>	9	0	9
Participants total	479	72	551

Table M.43 Unique complainants by type – Northern Territory

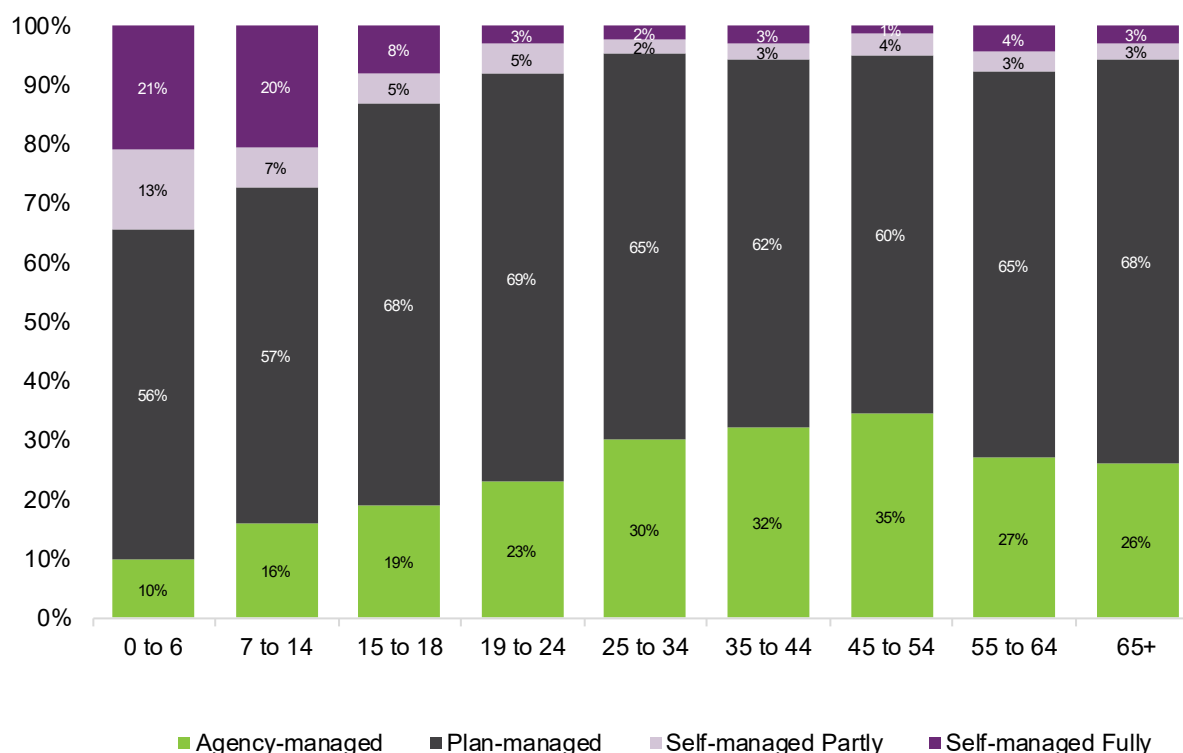
Complaints by source, subject and type	Prior Quarters (Transition only)		2020-21 Q4		Transition Total	
Total number of unique complaints						
<i>Complaints about the Agency</i>						
Individual needs	9	(4%)	0	(0%)	9	(3%)
Information unclear	4	(2%)	0	(0%)	4	(1%)
NDIA Access	4	(2%)	0	(0%)	4	(1%)
NDIA Engagement	0	(0%)	0	(0%)	0	(0%)
NDIA Finance	21	(9%)	1	(2%)	22	(8%)
NDIA Fraud and Compliance	1	(0%)	0	(0%)	1	(0%)
NDIA Plan	33	(14%)	19	(38%)	52	(18%)
NDIA Process	22	(9%)	9	(18%)	31	(11%)
NDIA Resources	0	(0%)	0	(0%)	0	(0%)
NDIA Staff	10	(4%)	1	(2%)	11	(4%)
NDIA Timeliness	44	(18%)	19	(38%)	63	(22%)
Participation, engagement and inclusion	1	(0%)	0	(0%)	1	(0%)
Provider Portal	1	(0%)	0	(0%)	1	(0%)
Quality & Safeguards Commission	0	(0%)	0	(0%)	0	(0%)
Reasonable and necessary supports	6	(2%)	0	(0%)	6	(2%)
Staff conduct - Agency	4	(2%)	0	(0%)	4	(1%)
The way the NDIA carried out its decision making	10	(4%)	0	(0%)	10	(3%)
Timeliness	33	(14%)	0	(0%)	33	(11%)
Other	39	(16%)	1	(2%)	40	(14%)
Total	242		50		292	
<i>Complaint about ECEI Partner</i>						
ECEI Engagement	0		0	(0%)	0	(0%)
ECEI Fraud and Compliance	0		0	(0%)	0	(0%)
ECEI Plan	0		0	(0%)	0	(0%)
ECEI Process	0		0	(0%)	0	(0%)
ECEI Staff	0		1	(100%)	1	(100%)
ECEI Timeliness	0		0	(0%)	0	(0%)
Other	0		0	(0%)	0	(0%)
Total	0		1		1	
<i>Complaint about LAC Partner</i>						
LAC Engagement	0	(0%)	0	(0%)	0	(0%)
LAC Fraud and Compliance	0	(0%)	0	(0%)	0	(0%)
LAC Plan	0	(0%)	1	(100%)	1	(13%)
LAC Process	1	(14%)	0	(0%)	1	(13%)
LAC Resources	0	(0%)	0	(0%)	0	(0%)
LAC Staff	5	(71%)	0	(0%)	5	(63%)
LAC Timeliness	1	(14%)	0	(0%)	1	(13%)
Other	0	(0%)	0	(0%)	0	(0%)
Total	7		1		8	
<i>Complaints about service providers</i>						
Provider costs.	3	(9%)	0	(0%)	3	(9%)
Provider Finance	0	(0%)	0	(0%)	0	(0%)
Provider Fraud and Compliance	1	(3%)	0	(0%)	1	(3%)
Provider process	3	(9%)	0	(0%)	3	(9%)
Provider Service	4	(12%)	1	(100%)	5	(15%)
Provider Staff	1	(3%)	0	(0%)	1	(3%)
Service Delivery	1	(3%)	0	(0%)	1	(3%)
Staff conduct	2	(6%)	0	(0%)	2	(6%)
Supports being provided	7	(21%)	0	(0%)	7	(21%)
Other	11	(33%)	0	(0%)	11	(32%)

Complaints by source, subject and type	Prior Quarters (Transition only)	2020-21 Q4	Transition Total
Total	33	1	34
<i>Critical/ Reportable Incident</i>			
Allegations against a provider	30 (26%)	8 (50%)	38 (29%)
Allegations against Informal Supports	27 (23%)	0 (0%)	27 (20%)
Allegations against NDIA Staff/Partners	0 (0%)	0 (0%)	0 (0%)
Participant threat	24 (21%)	1 (6%)	25 (19%)
Provider reporting	36 (31%)	7 (44%)	43 (32%)
Other	0 (0%)	0 (0%)	0 (0%)
Total	117	16	133
<i>Unclassified</i>	6	0	6
Unique complaints total	405	69	474

Table M.44 AAT Cases by category – Northern Territory ^{706 707}

	Prior Quarters	2020-21 Q4	Total
Category	N %	N %	N %
Total	<11	<11	<11
% of all access decisions	0.04%	0.30%	0.07%

Figure M.11 Distribution of active participants by method of financial plan management and age group as at 30 June 2021 – Northern Territory ^{708 709}



⁷⁰⁶ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

⁷⁰⁷ % of all access decisions is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

⁷⁰⁸ For the total number of active participants in each age group, see Table M.14.

⁷⁰⁹ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

Figure M.12 Distribution of active participants by method of financial plan management and primary disability group as at 30 June 2021 – Northern Territory ^{710 711}

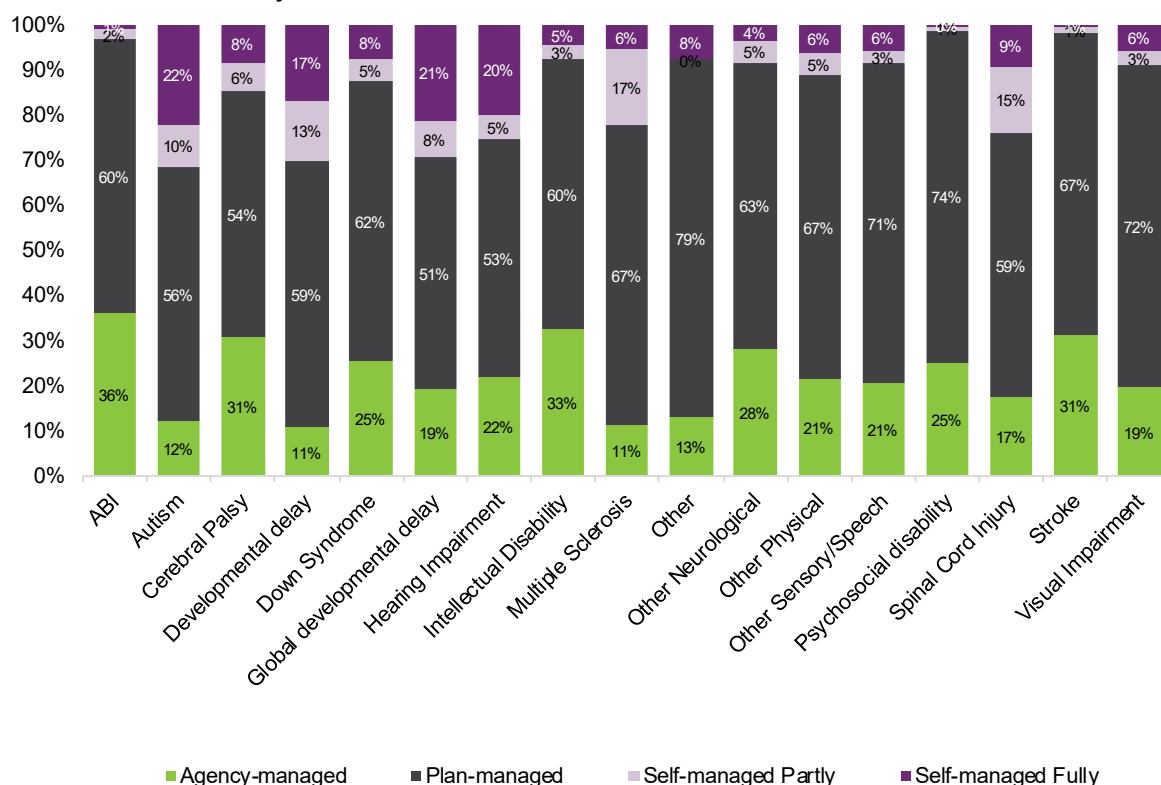


Table M.45 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory ⁷¹²

	Prior Quarters	2020-21 Q4	Total
Self-managed fully	9%	16%	11%
Self-managed partly	6%	8%	6%
Plan-managed	60%	66%	61%
Agency-managed	26%	10%	22%
Total	100%	100%	100%

⁷¹⁰ For the total number of active participants in each primary disability group, see Table M.12.

⁷¹¹ Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁷¹² Ibid.

Figure M.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory ⁷¹³

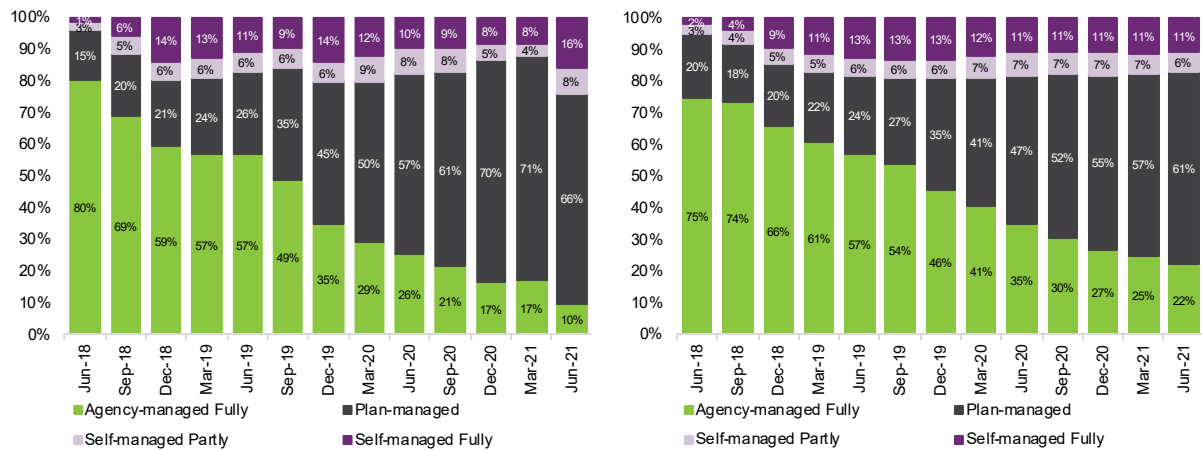


Table M.46 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory

	Prior Quarters	2020-21 Q4	Total
Self-managed	4%	6%	4%
Plan-managed	25%	43%	26%
Agency-managed	71%	52%	69%
Total	100%	100%	100%

Figure M.14 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Northern Territory

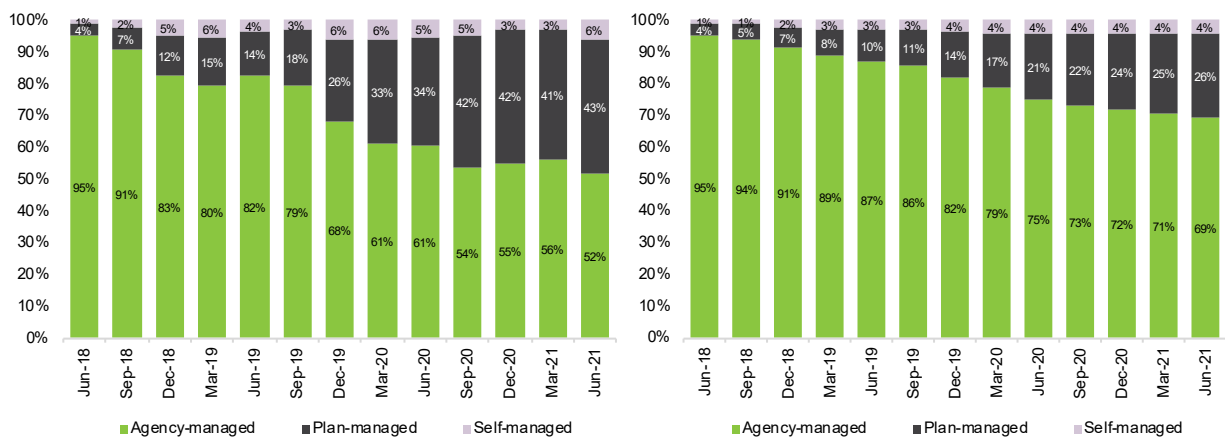


Table M.47 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory

	Prior Quarters	2020-21 Q4	Total
Support coordination	80%	58%	75%

⁷¹³ This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the current quarter. Quarterly results are reported based on a rolling 3 year period.

Table M.48 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory ⁷¹⁴

	Prior Quarters (Transition Only)		2020-21 Q2		Total	
	N	%	N	%	N	%
Plan activation						
Less than 30 days	2,225	65%	141	66%	2,366	65%
30 to 59 days	401	12%	21	10%	422	12%
60 to 89 days	198	6%	12	6%	210	6%
Activated within 90 days	2,824	83%	174	82%	2,998	83%
90 to 119 days	157	5%	<11		164	5%
120 days and over	358	11%	<11		366	10%
Activated after 90 days	515	15%	15	7%	530	15%
No payments	62	2%	24	11%	86	2%
Total plans approved	3,401	100%	213	100%	3,614	100%

Table M.49 Proportion of participants who have activated within 12 months – Northern Territory

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,592	1,659	96%
Not Aboriginal and Torres Strait Islander	1,402	1,441	97%
Not Stated	212	216	98%
Total	3,206	3,316	97%
by Culturally and Linguistically Diverse status			
CALD	834	863	97%
Not CALD	2,365	2,446	97%
Not Stated	<11	<11	
Total	3,206	3,316	97%
by Remoteness			
Major Cities	<11	<11	
Regional	1,862	1,926	97%
Remote	1,341	1,387	97%
Missing	<11	<11	
Total	3,206	3,316	97%
by Primary Disability type			
Autism	774	799	97%
Intellectual Disability (including Down Syndrome)	671	688	98%
Psychosocial Disability	296	302	98%
Developmental Delay (including Global Developmental Delay)	325	345	94%
Other	1,140	1,182	96%
Total	3,206	3,316	97%

⁷¹⁴ Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

Table M.50 Distribution of plans by utilisation – Northern Territory ^{715 716}

Plan utilisation	Total
0 to 50%	45%
50% to 75%	22%
> 75%	32%
Total	100%

Table M.51 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁷¹⁷

	Prior Quarters	2020-21 Q4	Total
Daily Activities	14%	19%	15%
Health & Wellbeing	44%	52%	46%
Lifelong Learning	10%	24%	13%
Other	17%	21%	18%
Non-categorised	24%	18%	23%
Any mainstream service	96%	96%	96%

Part Four: Providers and the growing market

Table M.52 Key markets indicators by quarter – Northern Territory ^{718 719}

Market indicators	Prior Quarters	2020-21 Q4
a) Average number of active providers per active participant	1.74	1.75
b) Number of providers delivering new types of supports	72	75
c) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	80%
<i>Therapeutic Supports (%)</i>	86%	87%
<i>Participate Community (%)</i>	81%	86%
<i>Early Childhood Supports (%)</i>	76%	82%
<i>Assist Personal Activities (%)</i>	84%	86%

Table M.53 Cumulative number of providers that have been ever active as at 30 June 2021 by quarter of activity – Northern Territory ⁷²⁰

Activity	Number of providers
Active for the first time in 2020-21 Q4	31
Active in 2020-21 Q4 and also in previous quarters	251
Active in 2020-21 Q4	282
Inactive in 2020-21 Q4	429
Active ever	711

⁷¹⁵ This table only considers participants with initial plans approved up to 31 December 2020, and includes committed supports and payments for supports provided up to 31 March 2021. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁷¹⁶ Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

⁷¹⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁷¹⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁷¹⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁷²⁰ Active providers refer to those who have received payment for support Agency-managed participants.

Table M.54 Cumulative number of providers that have been ever active by registration group – Northern Territory ⁷²¹

Registration Group	Prior Quarters	2020-21 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	15	0	15	0%
Assistance Animals	5	0	5	0%
Assistance with daily life tasks in a group or shared living arrangement	78	4	82	5%
Assistance with travel/transport arrangements	82	4	86	5%
Daily Personal Activities	126	3	129	2%
Group and Centre Based Activities	76	4	80	5%
High Intensity Daily Personal Activities	86	1	87	1%
Household tasks	102	4	106	4%
Interpreting and translation	14	2	16	14%
Participation in community, social and civic activities	161	11	172	7%
Assistive Technology				
Assistive equipment for recreation	15	0	15	0%
Assistive products for household tasks	12	2	14	17%
Assistance products for personal care and safety	188	14	202	7%
Communication and information equipment	50	5	55	10%
Customised Prosthetics	49	1	50	2%
Hearing Equipment	17	2	19	12%
Hearing Services	4	1	5	25%
Personal Mobility Equipment	75	3	78	4%
Specialised Hearing Services	7	3	10	43%
Vision Equipment	17	2	19	12%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	162	10	172	6%
Behaviour Support	49	1	50	2%
Community nursing care for high needs	28	3	31	11%
Development of daily living and life skills	85	2	87	2%
Early Intervention supports for early childhood	104	2	106	2%
Exercise Physiology and Physical Wellbeing activities	31	4	35	13%
Innovative Community Participation	27	6	33	22%
Specialised Driving Training	10	0	10	0%
Therapeutic Supports	267	11	278	4%
Capital services				
Home modification design and construction	22	2	24	9%
Specialist Disability Accommodation	4	0	4	0%
Vehicle Modifications	16	0	16	0%
Choice and control support services				
Management of funding for supports in participants plan	77	6	83	8%
Support Coordination	42	4	46	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	23	1	24	4%
Specialised Supported Employment	22	2	24	9%
Total	680	31	711	5%

⁷²¹ Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

Table M.55 Number and proportion of ever active providers in each registration group by legal entity type as at 30 June 2021 – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	1	14	15	7%	93%	100%
Assistance Animals	0	5	5	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	7	75	82	9%	91%	100%
Assistance with travel/transport arrangements	8	78	86	9%	91%	100%
Daily Personal Activities	8	121	129	6%	94%	100%
Group and Centre Based Activities	4	76	80	5%	95%	100%
High Intensity Daily Personal Activities	9	78	87	10%	90%	100%
Household tasks	17	89	106	16%	84%	100%
Interpreting and translation	2	14	16	13%	88%	100%
Participation in community, social and civic activities	17	155	172	10%	90%	100%
Assistive Technology						
Assistive equipment for recreation	0	15	15	0%	100%	100%
Assistive products for household tasks	1	13	14	7%	93%	100%
Assistance products for personal care and safety	18	184	202	9%	91%	100%
Communication and information equipment	11	44	55	20%	80%	100%
Customised Prosthetics	5	45	50	10%	90%	100%
Hearing Equipment	0	19	19	0%	100%	100%
Hearing Services	0	5	5	0%	100%	100%
Personal Mobility Equipment	7	71	78	9%	91%	100%
Specialised Hearing Services	0	10	10	0%	100%	100%
Vision Equipment	2	17	19	11%	89%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	23	149	172	13%	87%	100%
Behaviour Support	13	37	50	26%	74%	100%
Community nursing care for high needs	2	29	31	6%	94%	100%
Development of daily living and life skills	8	79	87	9%	91%	100%
Early Intervention supports for early childhood	20	86	106	19%	81%	100%
Exercise Physiology and Physical Wellbeing activities	3	32	35	9%	91%	100%
Innovative Community Participation	4	29	33	12%	88%	100%
Specialised Driving Training	2	8	10	20%	80%	100%
Therapeutic Supports	71	207	278	26%	74%	100%
Capital services						
Home modification design and construction	1	23	24	4%	96%	100%
Specialist Disability Accommodation	0	4	4	0%	100%	100%
Vehicle Modifications	1	15	16	6%	94%	100%
Choice and control support services						
Management of funding for supports in participants plan	11	72	83	13%	87%	100%
Support Coordination	5	41	46	11%	89%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	24	24	0%	100%	100%
Specialised Supported Employment	1	23	24	4%	96%	100%
Total	122	589	711	17%	83%	100%

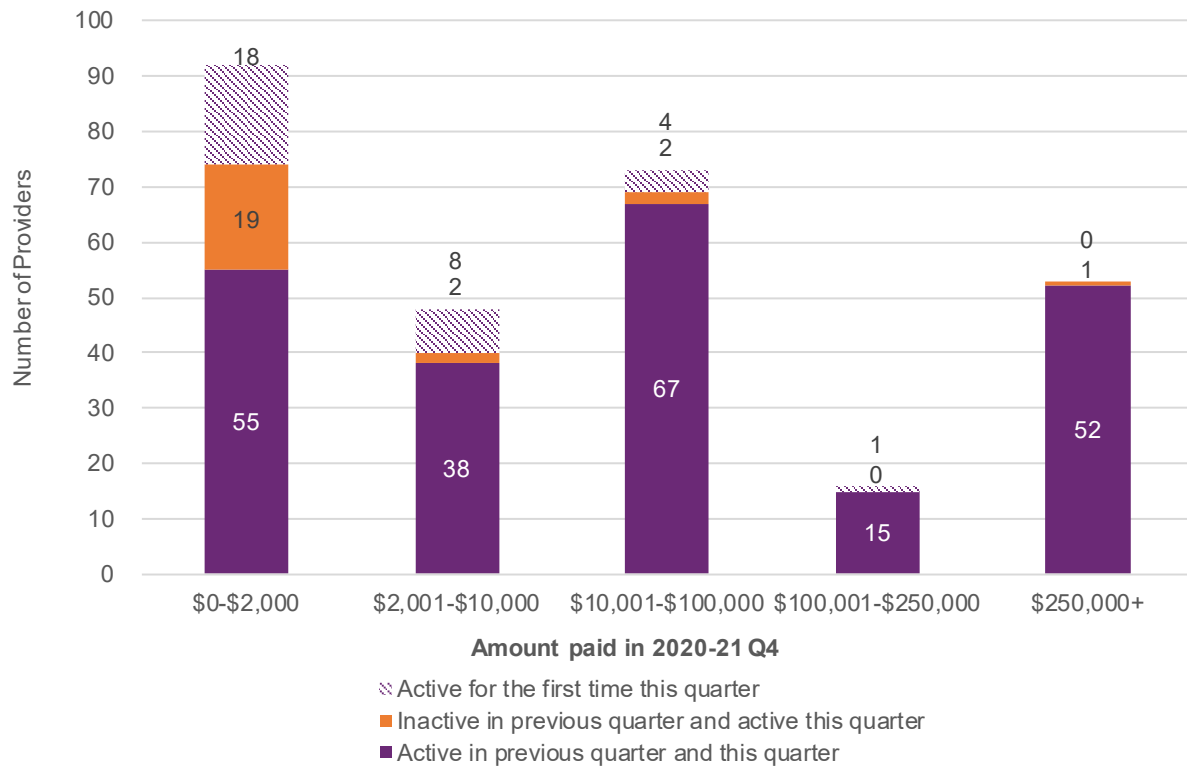
Table M.56 Number and proportion of providers active in 2020-21 Q4 by registration group and first quarter of activity – Northern Territory

Registration Group	Active in previous quarters and in 2020-21 Q4	Active for the first time in 2020-21 Q4	Total	% active for the first time in 2020-21 Q4
Assistance services				
Accommodation / Tenancy Assistance	3	0	3	0%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	53	4	57	7%
Assistance with travel/transport arrangements	29	4	33	12%
Daily Personal Activities	59	3	62	5%
Group and Centre Based Activities	41	4	45	9%
High Intensity Daily Personal Activities	43	1	44	2%
Household tasks	48	4	52	8%
Interpreting and translation	6	2	8	25%
Participation in community, social and civic activities	78	11	89	12%
Assistive Technology				
Assistive equipment for recreation	0	0	0	
Assistive products for household tasks	0	2	2	100%
Assistance products for personal care and safety	60	14	74	19%
Communication and information equipment	20	5	25	20%
Customised Prosthetics	16	1	17	6%
Hearing Equipment	5	2	7	29%
Hearing Services	0	1	1	100%
Personal Mobility Equipment	27	3	30	10%
Specialised Hearing Services	0	3	3	100%
Vision Equipment	8	2	10	20%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	89	10	99	10%
Behaviour Support	23	1	24	4%
Community nursing care for high needs	15	3	18	17%
Development of daily living and life skills	40	2	42	5%
Early Intervention supports for early childhood	31	2	33	6%
Exercise Physiology and Physical Wellbeing activities	20	4	24	17%
Innovative Community Participation	16	6	22	27%
Specialised Driving Training	4	0	4	0%
Therapeutic Supports	87	11	98	11%
Capital services				
Home modification design and construction	5	2	7	29%
Specialist Disability Accommodation	3	0	3	0%
Vehicle Modifications	3	0	3	0%
Choice and control support services				
Management of funding for supports in participants plan	54	6	60	10%
Support Coordination	18	4	22	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	8	1	9	11%
Specialised Supported Employment	16	2	18	11%
Total	251	31	282	11%

Table M.57 Number and proportion of providers active in 2020-21 Q4 in each registration group by legal entity type – Northern Territory

Registration Group	Active					
	Individual/ sole trader	Company/ organisation	Total Active	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	0	3	3	0%	100%	100%
Assistance Animals	0	2	2	0%	100%	100%
Assistance with daily life tasks in a group or shared living arrangement	6	51	57	11%	89%	100%
Assistance with travel/transport arrangements	4	29	33	12%	88%	100%
Daily Personal Activities	6	56	62	10%	90%	100%
Group and Centre Based Activities	3	42	45	7%	93%	100%
High Intensity Daily Personal Activities	5	39	44	11%	89%	100%
Household tasks	8	44	52	15%	85%	100%
Interpreting and translation	1	7	8	13%	88%	100%
Participation in community, social and civic activities	10	79	89	11%	89%	100%
Assistive Technology						
Assistive equipment for recreation	0	0	0			0%
Assistive products for household tasks	0	2	2	0%	100%	100%
Assistance products for personal care and safety	4	70	74	5%	95%	100%
Communication and information equipment	2	23	25	8%	92%	100%
Customised Prosthetics	1	16	17	6%	94%	100%
Hearing Equipment	0	7	7	0%	100%	100%
Hearing Services	0	1	1	0%	100%	100%
Personal Mobility Equipment	2	28	30	7%	93%	100%
Specialised Hearing Services	0	3	3	0%	100%	100%
Vision Equipment	1	9	10	10%	90%	100%
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	14	85	99	14%	86%	100%
Behaviour Support	4	20	24	17%	83%	100%
Community nursing care for high needs	2	16	18	11%	89%	100%
Development of daily living and life skills	6	36	42	14%	86%	100%
Early Intervention supports for early childhood	2	31	33	6%	94%	100%
Exercise Physiology and Physical Wellbeing activities	3	21	24	13%	88%	100%
Innovative Community Participation	4	18	22	18%	82%	100%
Specialised Driving Training	1	3	4	25%	75%	100%
Therapeutic Supports	18	80	98	18%	82%	100%
Capital services						
Home modification design and construction	0	7	7	0%	100%	100%
Specialist Disability Accommodation	0	3	3	0%	100%	100%
Vehicle Modifications	0	3	3	0%	100%	100%
Choice and control support services						
Management of funding for supports in participants plan	6	54	60	10%	90%	100%
Support Coordination	3	19	22	14%	86%	100%
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	0	9	9	0%	100%	100%
Specialised Supported Employment	1	17	18	6%	94%	100%
Total	42	240	282	15%	85%	100%

Figure M.15 Distribution of active providers in 2020-21 Q4 by their status in 2020-21 Q3 and payment band in 2020-21 Q4 – Northern Territory ⁷²²



Part Five: Financial sustainability

Table M.58 Committed supports by financial year (\$m) – Northern Territory ⁷²³

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.06	2.0	5.8	20.5	100.9	203.6	399.0	520.9

⁷²² Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁷²³ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Northern Territory.

Figure M.16 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Northern Territory

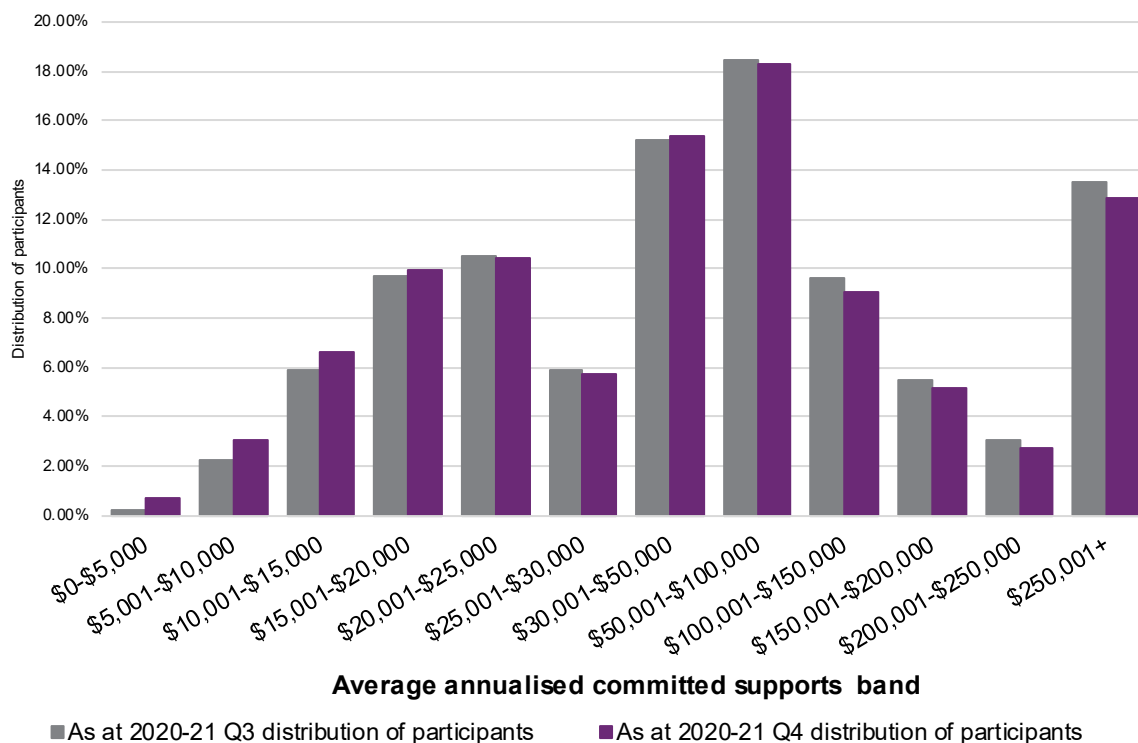


Figure M.17 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2020-21 Q4 compared with active participants with initial plan approvals as at 2020-21 Q3 – Northern Territory

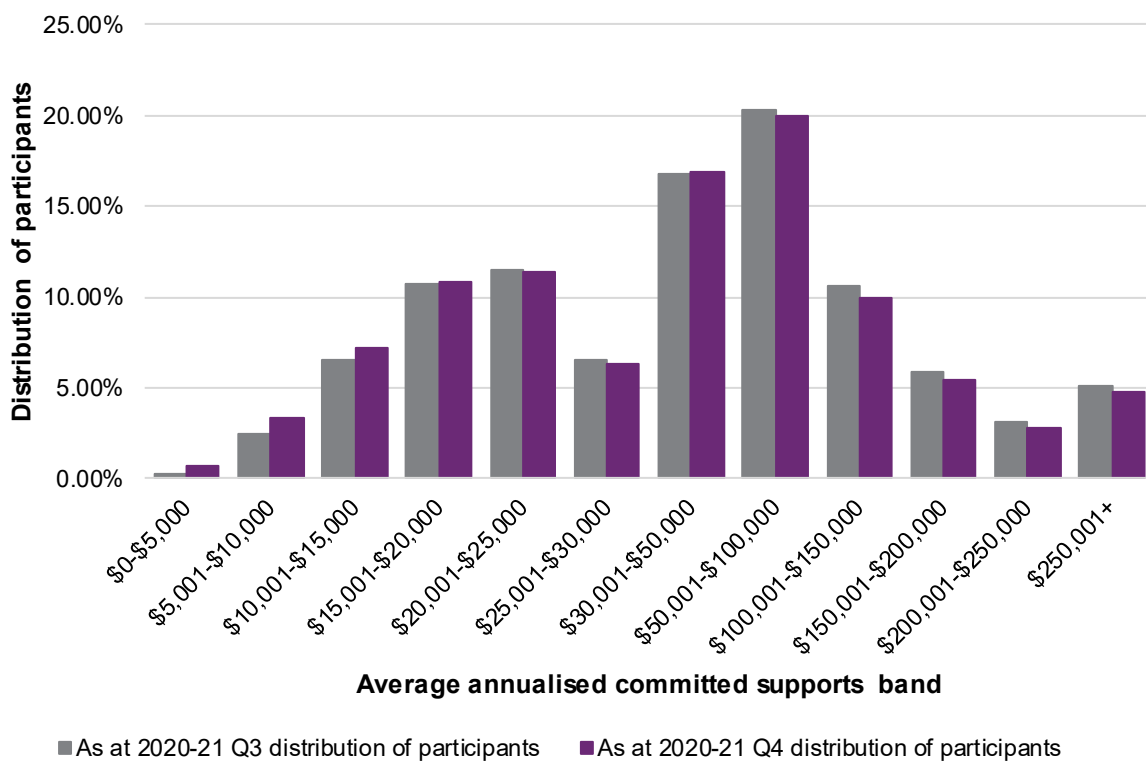


Figure M.18 Average annualised committed supports and average payments by age group as at 30 June 2021 – Northern Territory ⁷²⁴

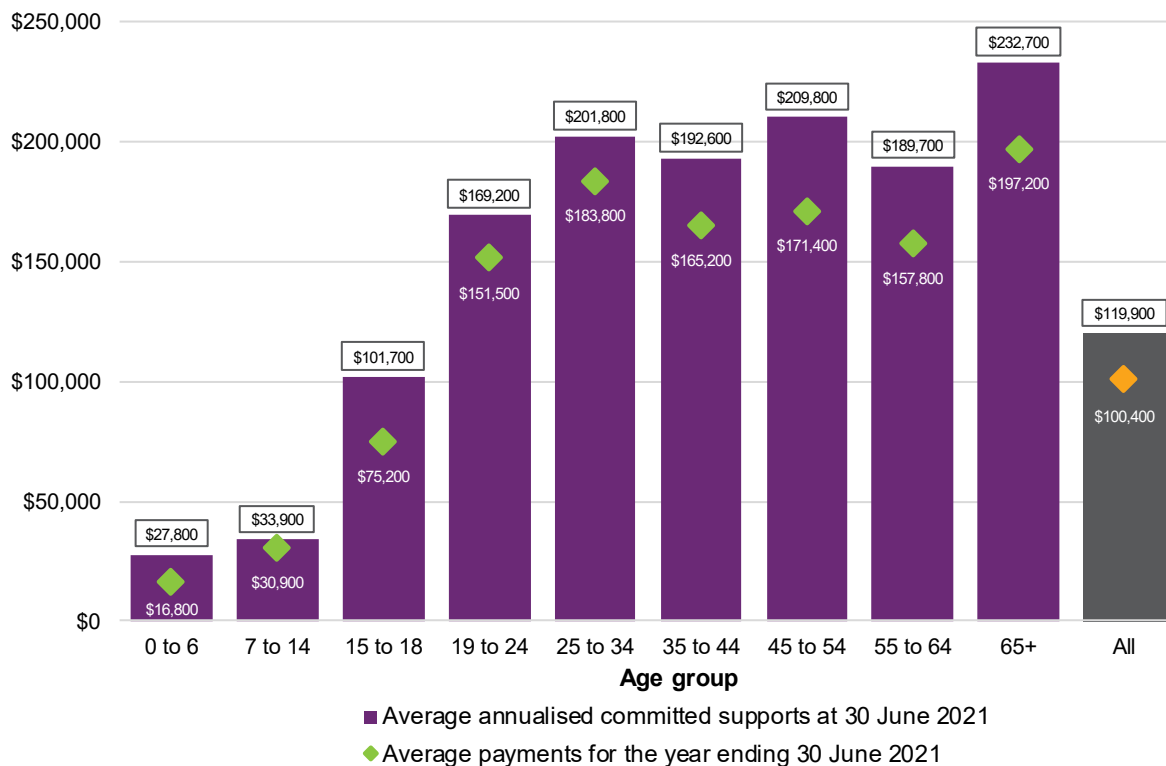
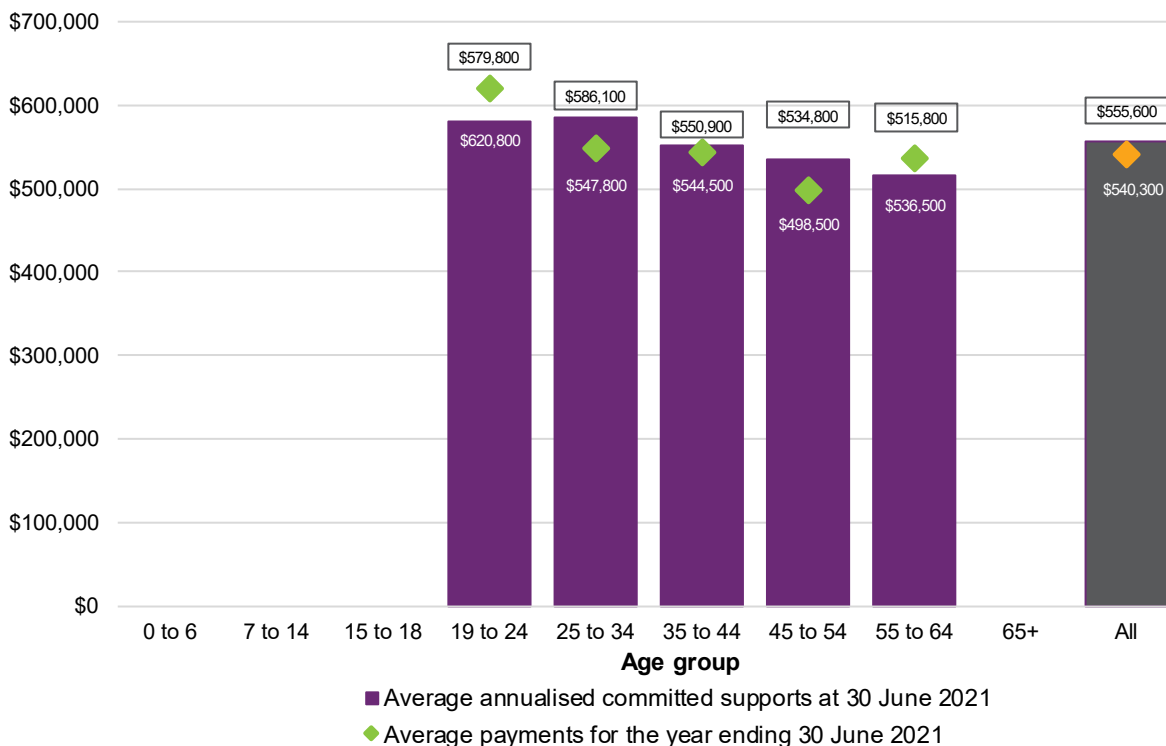


Figure M.19 Average annualised committed supports and average payments (SIL participants) by age group as at 30 June 2021 – Northern Territory ⁷²⁵



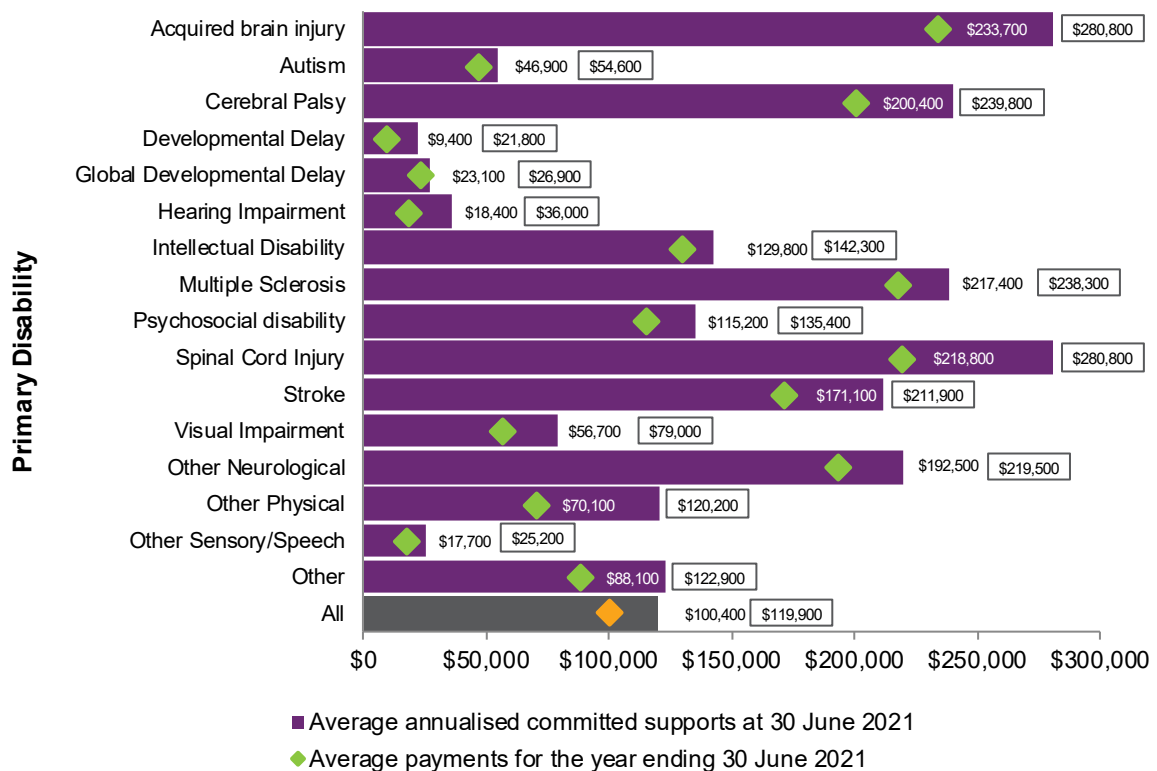
⁷²⁴ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

⁷²⁵ Ibid.

Figure M.20 Average annualised committed supports and average payments (non-SIL participants) by age group as at 30 June 2021 – Northern Territory ⁷²⁶



Figure M.21 Average annualised committed supports and average payments by primary disability as at 30 June 2021 – Northern Territory ⁷²⁷



⁷²⁶ Ibid.

⁷²⁷ Ibid.

Figure M.22 Average annualised committed supports and average payments (SIL participants) by primary disability as at 30 June 2021 – Northern Territory ⁷²⁸

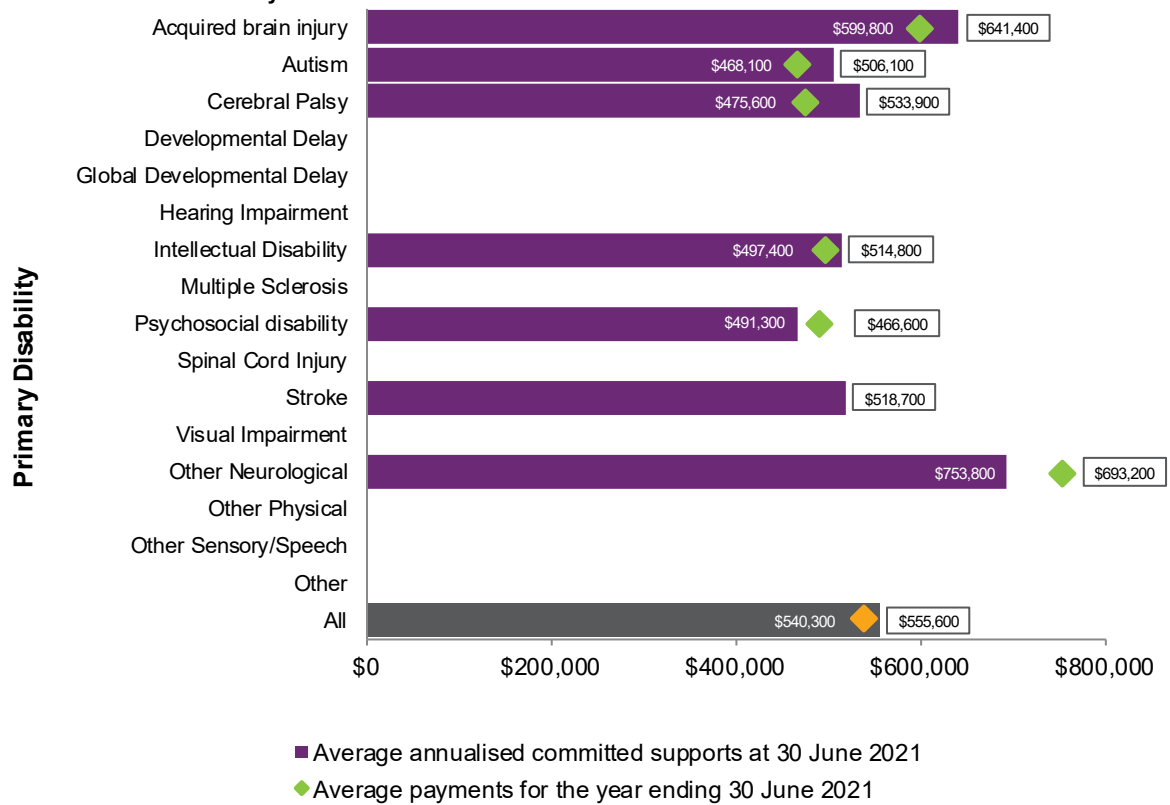
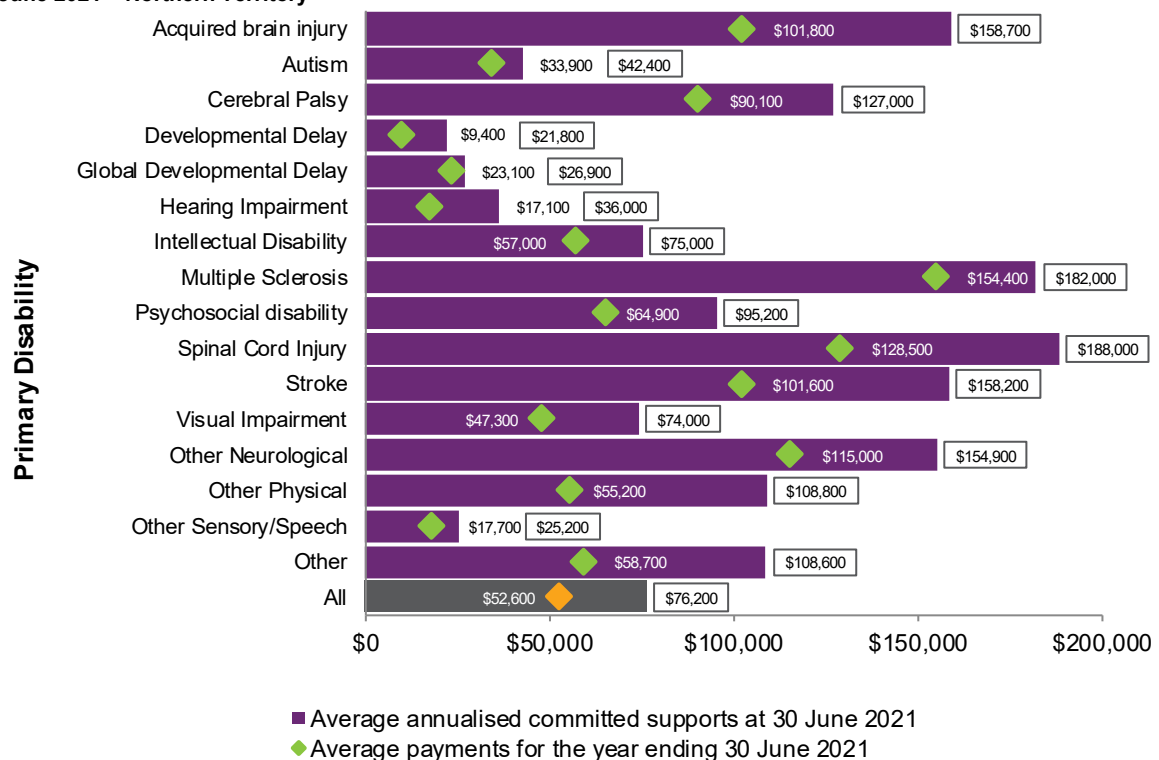


Figure M.23 Average annualised committed supports and average payments (non-SIL participants) by primary disability as at 30 June 2021 – Northern Territory ⁷²⁹



⁷²⁸ Ibid.

⁷²⁹ Ibid.

Figure M.24 Average annualised committed supports and average payments by level of function as at 30 June 2021 – Northern Territory ⁷³⁰

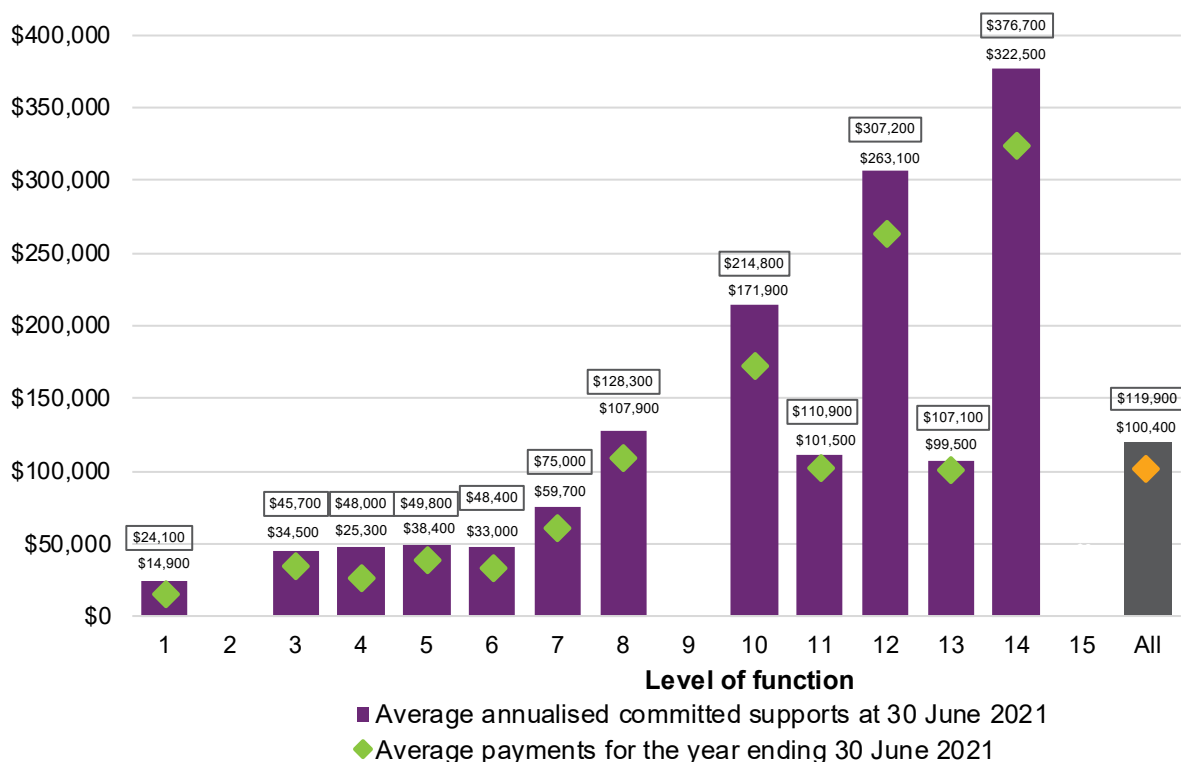
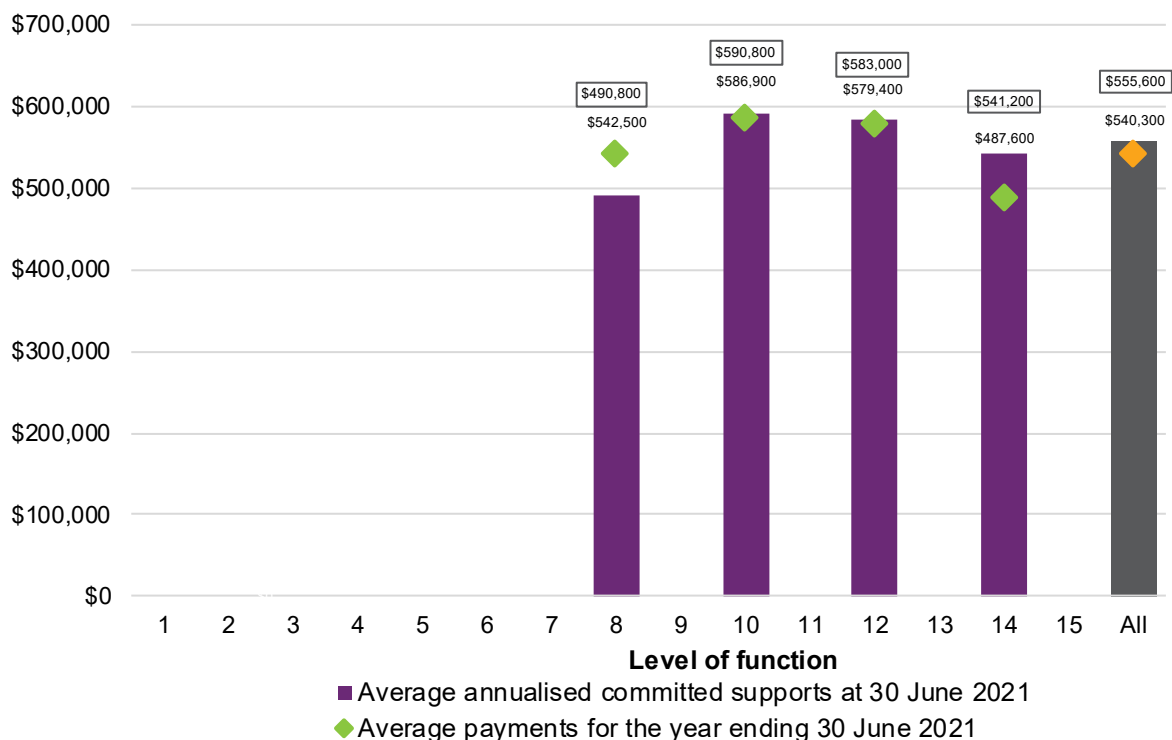


Figure M.25 Average annualised committed supports and average payments (SIL participants) by level of function as at 30 June 2021 – Northern Territory ⁷³¹



⁷³⁰ Ibid.

⁷³¹ Ibid.

Figure M.26 Average annualised committed supports and average payments (non-SIL participants) by level of function as at 30 June 2021 – Northern Territory ⁷³²

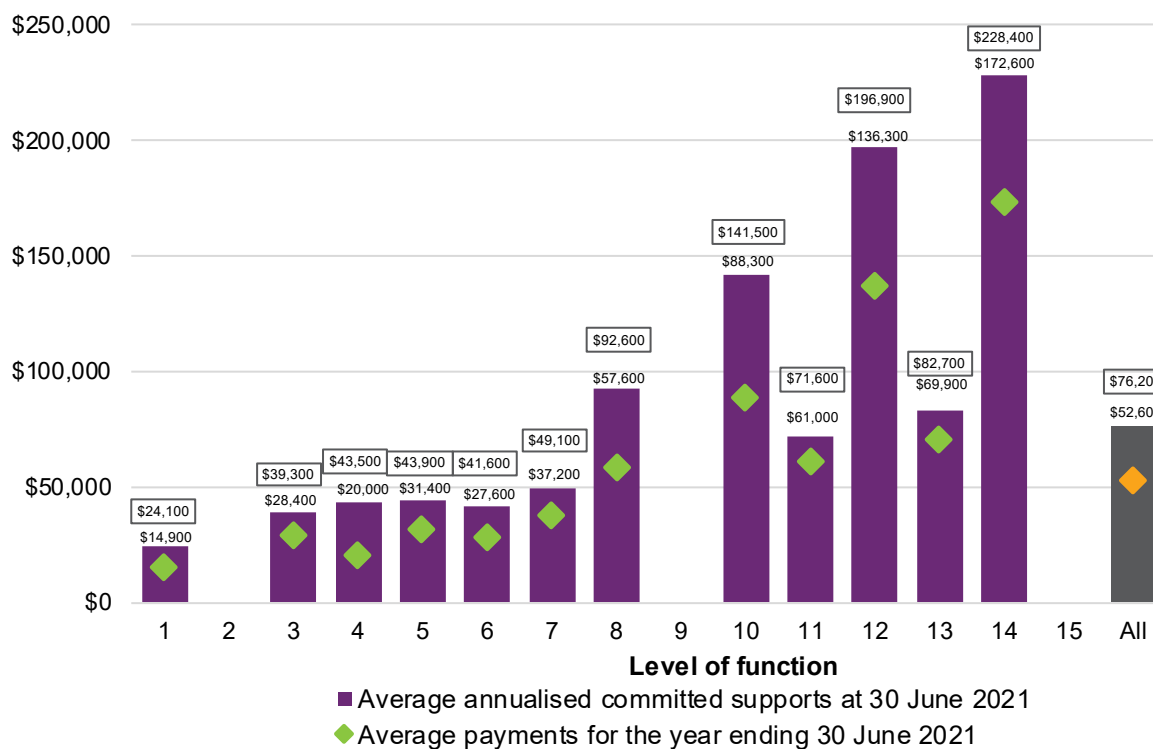
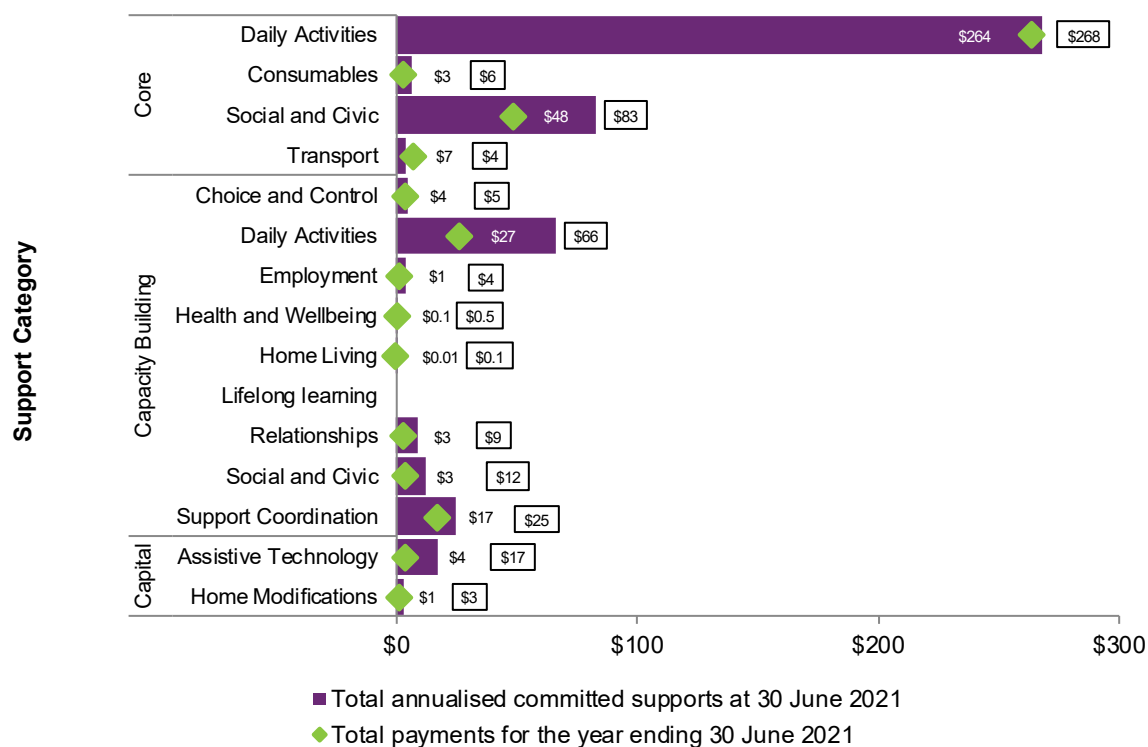


Figure M.27 Total annualised committed supports and total payments by support category as at 30 June 2021 (\$m) – Northern Territory ⁷³³



⁷³² Ibid.

⁷³³ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021.

Figure M.28 Total annualised committed supports and total payments (SIL participants) by support category as at 30 June 2021 (\$m) – Northern Territory ⁷³⁴

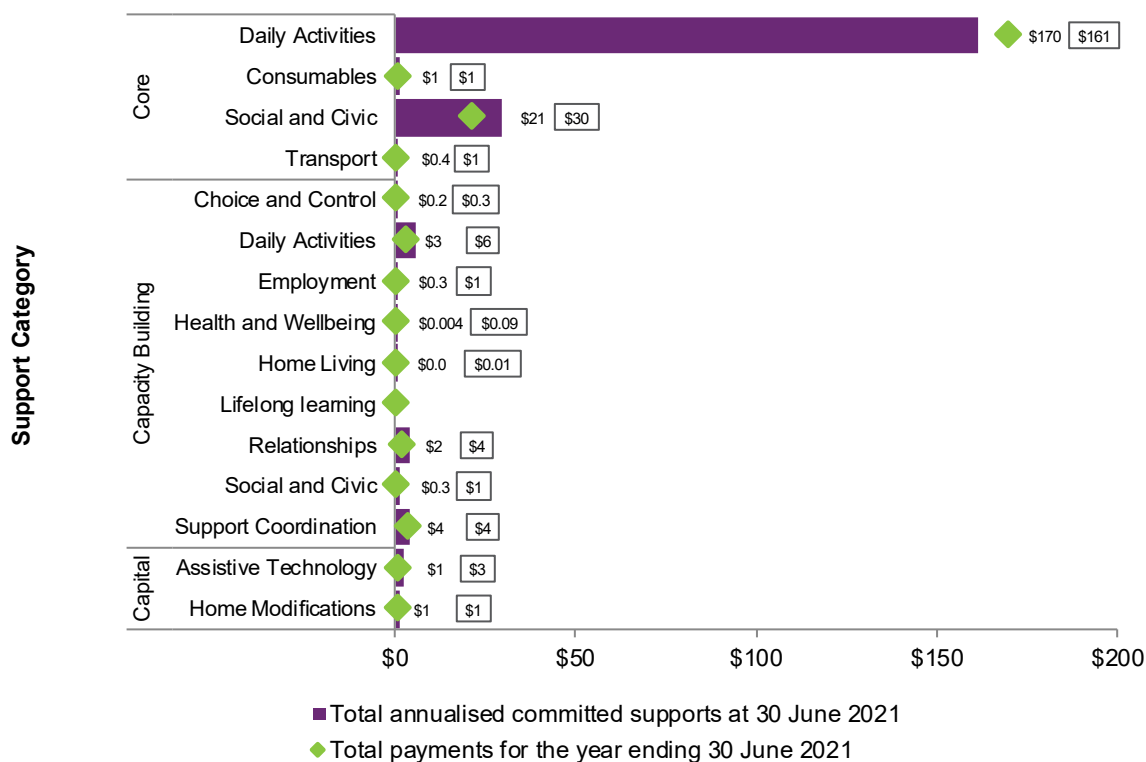
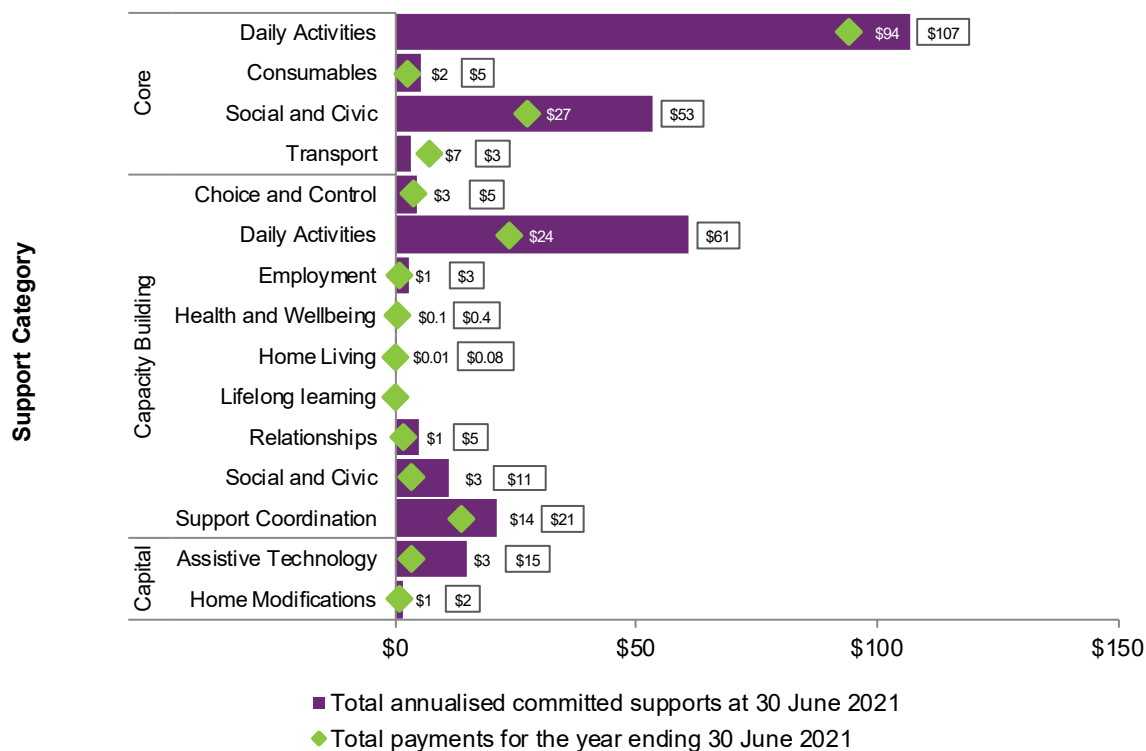


Figure M.29 Total annualised committed supports and total payments (non-SIL participants) by support category as at 30 June 2021 (\$m) – Northern Territory ⁷³⁵



⁷³⁴ Ibid.

⁷³⁵ Ibid.

Table M.59 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total Committed	0.06	2.0	5.8	20.5	100.9	203.6	399.0	520.9
Total Paid	0.02	1.7	4.2	12.0	67.5	137.7	267.2	350.5
% utilised to date	33%	82%	73%	58%	67%	68%	67%	67%

Figure M.30 Utilisation of committed supports as at 31 March 2021 and 30 June 2021 – Northern Territory

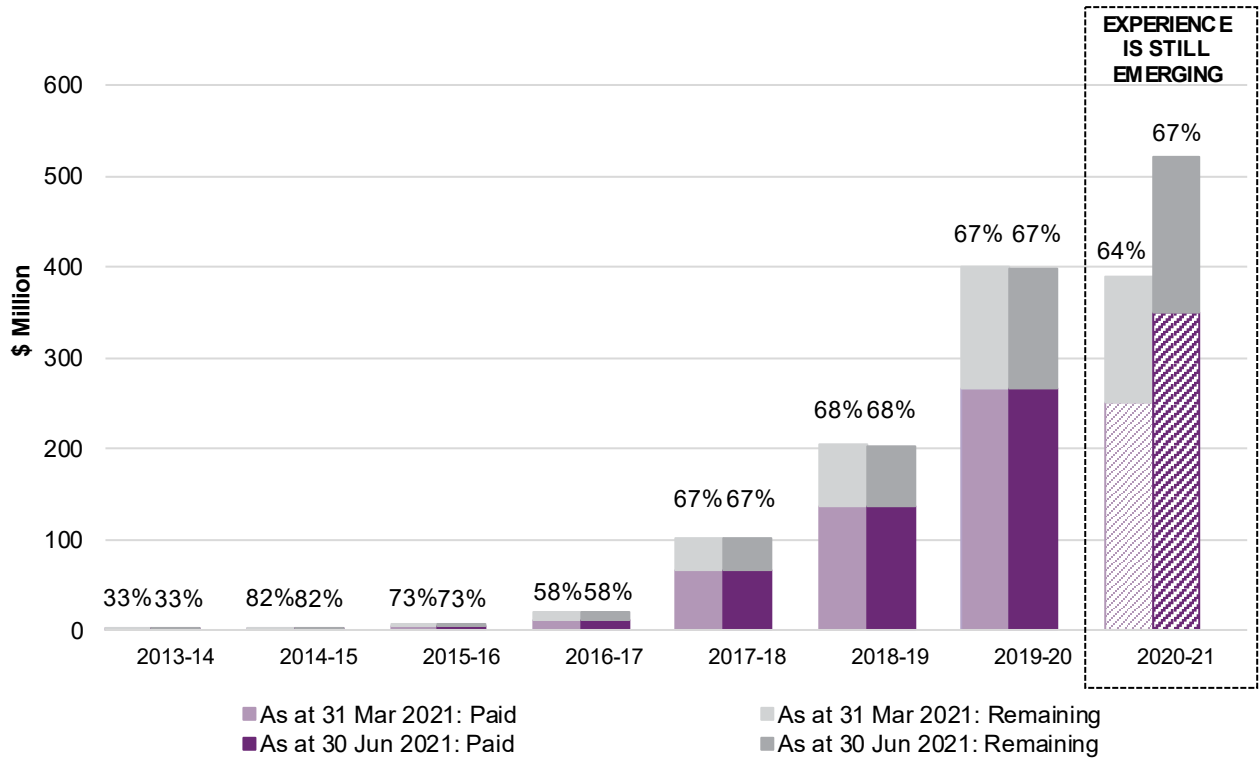


Figure M.31 Utilisation of committed supports by plan number from 1 October 2020 to 31 March 2021 – Northern Territory ⁷³⁶

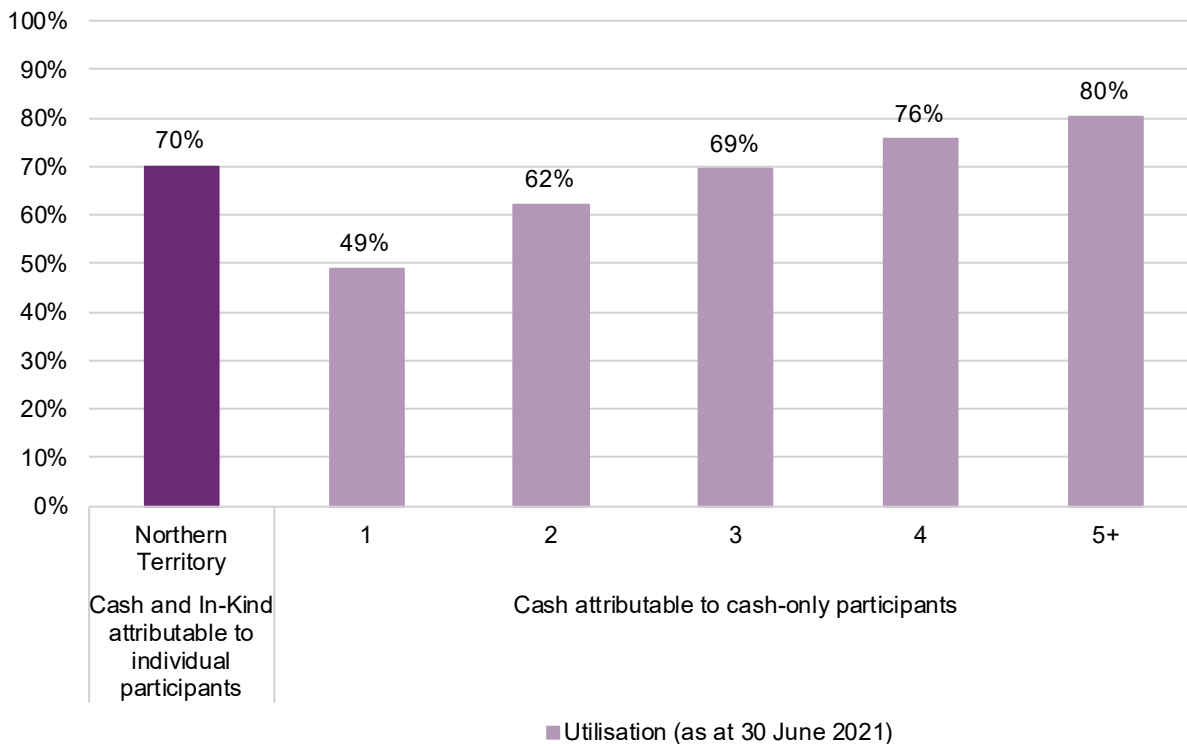
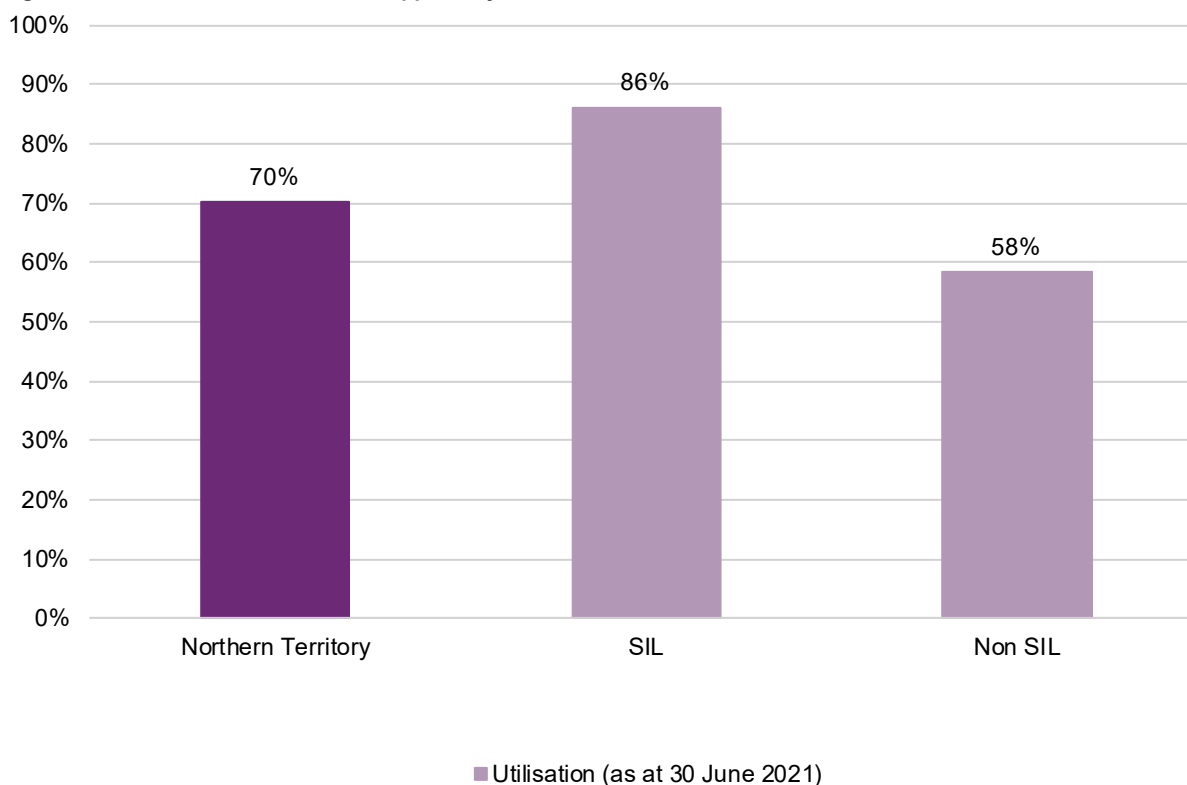


Figure M.32 Utilisation of committed supports by SIL status from 1 October 2020 to 31 March 2021 – Northern Territory ⁷³⁷



⁷³⁶ 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 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

⁷³⁷ Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

Figure M.33 Utilisation of committed supports by support class from 1 October 2020 to 31 March 2021 – Northern Territory ⁷³⁸

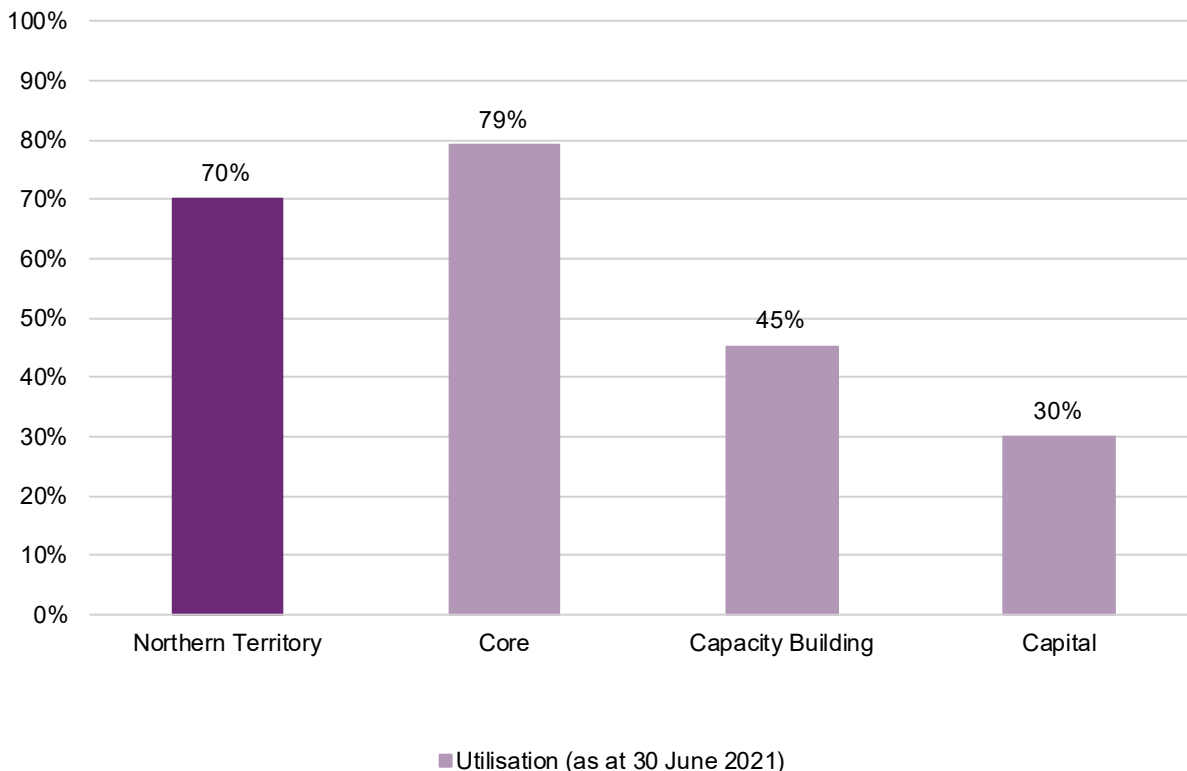
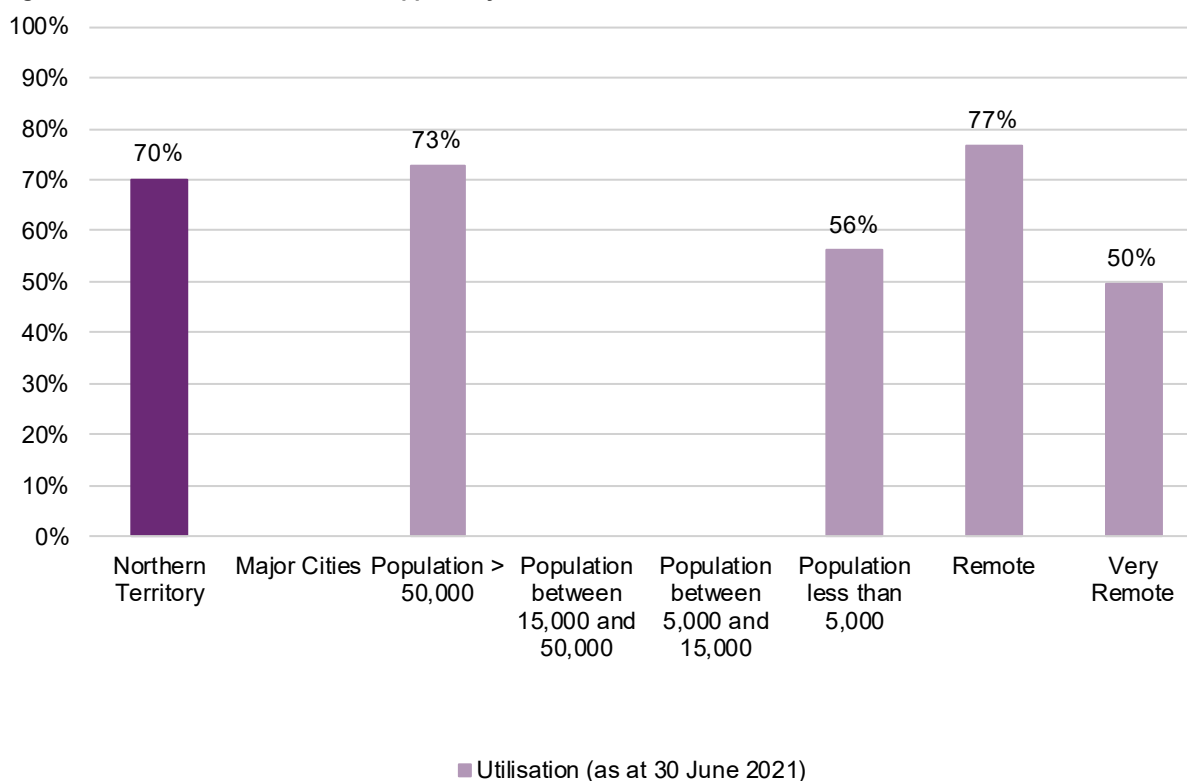


Figure M.34 Utilisation of committed supports by remoteness from 1 October 2020 to 31 March 2021 – Northern Territory ^{739 740}



741

⁷³⁸ Ibid.

⁷³⁹ Ibid.

⁷⁴⁰ Utilisation is not shown if there is insufficient data in the group.

⁷⁴¹ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

Appendix N:

State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

Table N.1 Active participants including ECEI^{742 743 744}

State/Territory	Active participant plans		ECEI gateway with initial supports	Active participant plans including ECEI	
	N	%	N	N	%
NSW	144,890	31%	4,945	149,835	31%
VIC	124,501	27%	3,172	127,673	27%
QLD	92,742	20%	3,494	96,236	20%
WA	39,951	9%	545	40,496	8%
SA	41,034	9%	673	41,707	9%
TAS	10,657	2%	272	10,929	2%
ACT	8,586	2%	135	8,721	2%
NT	4,196	1%	160	4,356	1%
OT	41	0%	0	41	0%
Missing	21	0%	4	25	0%
National	466,619	100%	13,400	480,019	100%

Table N.2 Number of active participant plans by age

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	22,978	20,883	14,906	4,393	5,651	1,449	1,227	763	72,258
7 to 14	36,607	31,978	24,192	10,016	12,217	2,385	2,194	1,007	120,612
15 to 18	10,726	8,592	7,069	3,781	3,776	890	685	298	35,821
19 to 24	13,076	8,997	7,127	3,764	3,193	1,175	761	293	38,392
25 to 34	12,728	11,052	8,129	4,226	3,145	1,171	742	366	41,565
35 to 44	11,589	10,895	7,639	3,393	2,993	832	757	455	38,558
45 to 54	14,050	13,327	9,446	4,123	3,866	1,142	838	465	47,263
55 to 64	17,287	14,645	11,216	4,932	4,781	1,333	922	446	55,569
65+	5,849	4,132	3,018	1,323	1,412	280	460	103	16,581
Total	144,890	124,501	92,742	39,951	41,034	10,657	8,586	4,196	466,619

⁷⁴² The definition used to report on children being supported in the ECEI gateway is the number of children receiving initial supports. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁷⁴³ OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands. OT participants are not shown separately in the results on participant characteristics due to small numbers. However, they are included in the National totals for each table.

⁷⁴⁴ There are 21 active participants at 30 June 2021 with Missing jurisdiction information. These participants are not shown separately in the results on participant characteristics. However, they are included in the National totals for each table.

Table N.3 Proportion of active participant plans by age

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	16%	11%	14%	14%	14%	18%	15%
7 to 14	25%	26%	26%	25%	30%	22%	26%	24%	26%
15 to 18	7%	7%	8%	9%	9%	8%	8%	7%	8%
19 to 24	9%	7%	8%	9%	8%	11%	9%	7%	8%
25 to 34	9%	9%	9%	11%	8%	11%	9%	9%	9%
35 to 44	8%	9%	8%	8%	7%	8%	9%	11%	8%
45 to 54	10%	11%	10%	10%	9%	11%	10%	11%	10%
55 to 64	12%	12%	12%	12%	12%	13%	11%	11%	12%
65+	4%	3%	3%	3%	3%	3%	5%	2%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.4 Number of active participant plans by disability ^{745 746}

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	46,198	37,369	31,400	13,901	15,685	3,311	2,607	948	151,433
Intellectual Disability	29,418	24,541	16,225	8,334	7,851	2,690	1,428	810	91,311
Psychosocial disability	14,396	16,222	8,826	3,907	2,759	856	1,047	434	48,460
Developmental Delay	11,158	13,217	7,478	1,195	2,636	714	806	465	37,677
Hearing Impairment	7,224	5,575	5,133	1,727	1,674	411	435	184	22,363
Other Neurological	6,252	4,773	4,027	1,938	1,517	432	358	200	19,498
Other Physical	5,590	4,120	4,371	1,748	1,723	345	528	187	18,617
Cerebral Palsy	5,385	3,959	3,475	1,649	1,194	418	289	202	16,572
ABI	4,226	3,738	3,278	1,251	1,543	424	203	257	14,920
Global Developmental Delay	3,264	1,813	1,616	1,083	1,302	208	171	98	9,556
Visual Impairment	2,930	2,691	1,565	718	729	183	174	67	9,057
Multiple Sclerosis	2,444	2,656	1,365	811	755	284	194	18	8,528
Stroke	2,471	1,553	1,520	547	471	128	123	141	6,955
Spinal Cord Injury	1,692	844	1,371	583	398	99	70	75	5,134
Other	1,207	785	799	434	274	116	68	76	3,760
Other Sensory/Speech	1,035	645	293	125	523	38	85	34	2,778
Total	144,890	124,501	92,742	39,951	41,034	10,657	8,586	4,196	466,619

⁷⁴⁵ Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁷⁴⁶ Down Syndrome is included in Intellectual Disability.

Table N.5 Proportion of active participant plans by disability

Disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	32%	30%	34%	35%	38%	31%	30%	23%	32%
Intellectual Disability	20%	20%	17%	21%	19%	25%	17%	19%	20%
Psychosocial disability	10%	13%	10%	10%	7%	8%	12%	10%	10%
Developmental Delay	8%	11%	8%	3%	6%	7%	9%	11%	8%
Hearing Impairment	5%	4%	6%	4%	4%	4%	5%	4%	5%
Other Neurological	4%	4%	4%	5%	4%	4%	4%	5%	4%
Other Physical	4%	3%	5%	4%	4%	3%	6%	4%	4%
Cerebral Palsy	4%	3%	4%	4%	3%	4%	3%	5%	4%
ABI	3%	3%	4%	3%	4%	4%	2%	6%	3%
Global Developmental Delay	2%	1%	2%	3%	3%	2%	2%	2%	2%
Visual Impairment	2%	2%	2%	2%	2%	2%	2%	2%	2%
Multiple Sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal Cord Injury	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other Sensory/Speech	1%	1%	0%	0%	1%	0%	1%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.6 Number of active participant plans by other characteristics ^{747 748}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	11,152	3,715	8,787	2,954	2,397	923	376	2,086	32,396
Culturally and linguistically diverse	15,554	14,511	5,156	3,439	3,121	328	926	1,064	44,113
Residing in remote and very remote areas	570	55	1,575	1,799	1,070	134	0	1,743	6,983
Younger people in residential aged care (under 65)	1,068	984	592	267	194	81	11	35	3,232
With supported independent living	8,907	5,187	4,829	2,290	2,350	911	464	382	25,320
With specialised disability accommodation	5,572	5,295	1,650	1,149	1,675	396	170	126	16,033

Table N.7 Proportion of active participant plans by other characteristics ⁷⁴⁹

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Aboriginal and Torres Strait Islander	7.7%	3.0%	9.5%	7.4%	5.8%	8.7%	4.4%	49.7%	6.9%
Culturally and linguistically diverse	10.7%	11.7%	5.6%	8.6%	7.6%	3.1%	10.8%	25.4%	9.5%
Residing in remote and very remote areas	0.4%	0.0%	1.7%	4.5%	2.6%	1.3%	0.0%	41.6%	1.5%
With supported independent living	6.1%	4.2%	5.2%	5.7%	5.7%	8.5%	5.4%	9.1%	5.4%
With specialised disability accommodation	3.8%	4.3%	1.8%	2.9%	4.1%	3.7%	2.0%	3.0%	3.4%

⁷⁴⁷ Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the numbers of SIL participants include an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 30 June 2021.

⁷⁴⁸ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

⁷⁴⁹ Ibid.

Table N.8 Participation rates by age ⁷⁵⁰

Age	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.26%	3.75%	3.47%	2.00%	4.18%	3.56%	3.06%	3.25%	3.35%
7-14	4.53%	4.91%	4.47%	3.67%	7.28%	4.63%	5.07%	3.86%	4.71%
15-18	2.81%	2.79%	2.76%	3.02%	4.63%	3.53%	3.53%	2.58%	2.96%
19-24	1.99%	1.60%	1.75%	1.93%	2.42%	3.16%	1.85%	1.58%	1.87%
25-34	1.02%	1.03%	1.11%	1.12%	1.38%	1.79%	1.05%	0.86%	1.08%
35-44	1.05%	1.18%	1.14%	0.92%	1.38%	1.36%	1.17%	1.26%	1.12%
45-54	1.41%	1.63%	1.44%	1.23%	1.79%	1.72%	1.57%	1.55%	1.49%
55-64	1.85%	2.01%	1.90%	1.65%	2.20%	1.84%	2.13%	1.90%	1.91%
0-64	2.04%	2.14%	2.10%	1.76%	2.84%	2.47%	2.15%	1.94%	2.11%

Table N.9 Proportion of participants rating their overall experience as good or very good in the latest quarter

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	80%	80%	77%	73%	73%	71%	Numbers are too small	Numbers are too small	77%
The Pre-Planning Process	83%	76%	76%	68%	79%	70%	Numbers are too small	Numbers are too small	77%
The Planning Process	86%	84%	83%	79%	80%	78%	72%	65%	83%
The Review Process	72%	76%	72%	64%	69%	74%	67%	65%	71%

Table N.10 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate' and 'parent and carer employment rate' ⁷⁵¹

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work									
Baseline	22%	18%	18%	24%	27%	18%	29%	11%	21%
Review 2	23%	19%	18%	25%	27%	17%	30%	15%	21%
Participants (15 and over) in community									
Baseline	34%	36%	38%	43%	37%	28%	39%	43%	36%
Review 2	44%	41%	47%	45%	41%	32%	43%	45%	43%
Parent and carer employment rate									
Baseline	48%	44%	43%	44%	43%	38%	57%	54%	45%
Review 2	50%	46%	44%	46%	45%	40%	63%	55%	47%

Table N.11 Distribution of active participant by method of Financial Plan Management ^{752 753}

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	20%	25%	24%	17%	19%	15%	35%	11%	22%
Self-managed partly	9%	9%	7%	17%	5%	9%	11%	6%	9%
Plan-managed	44%	54%	53%	33%	61%	49%	41%	61%	49%
Agency-managed	28%	12%	16%	33%	15%	27%	13%	22%	20%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

⁷⁵⁰ Participation rate refers to the proportion of general population that are NDIS participants.⁷⁵¹ 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 June 2019 and have had a second plan review to date.⁷⁵² 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.⁷⁵³ Trial participants are included in these results.

Table N.12 Distribution of plan budget amount by method of Financial Plan Management

Plan Management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	10%	15%	13%	14%	9%	9%	19%	4%	12%
Plan-managed	29%	44%	40%	22%	42%	22%	42%	26%	36%
Agency-managed	60%	40%	46%	64%	49%	69%	39%	69%	52%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.13 Estimated number of plan reviews - excluding plans less than 31 days ⁷⁵⁴

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Number of plan reviews in 2020-21 Q4	29,194	27,115	17,394	6,301	6,916	2,083	1,305	678	91,010
Total number of plan reviews (transition only)	389,284	259,140	172,864	60,020	102,203	24,981	29,298	7,371	1,045,270

Table N.14 Number and rates of participant complaints ^{755 756}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2020-21 Q4	1,948	1,826	1,268	681	709	138	112	72	7,494
% of access requests	3.9%	4.4%	4.0%	5.4%	5.2%	3.9%	3.5%	4.6%	4.8%
All participant complaints since 1 April 2017	30,713	22,600	13,450	4,989	11,570	1,672	2,218	551	94,427
% of access requests	4.8%	5.1%	4.4%	4.5%	6.8%	4.3%	4.3%	3.7%	5.3%

Table N.15 Duration to plan activation for active participants ⁷⁵⁷

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	69%	67%	69%	70%	68%	67%	59%	65%	68%
30 to 59 days	12%	12%	12%	10%	11%	11%	15%	12%	12%
60 to 89 days	6%	6%	5%	5%	6%	5%	7%	6%	6%
90 to 119 days	3%	3%	3%	3%	3%	3%	3%	5%	3%
120 days and over	8%	9%	8%	7%	9%	10%	12%	10%	8%
No payments	2%	3%	3%	4%	3%	3%	4%	2%	3%
Total plans approved	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.16 Active providers by legal entity type ⁷⁵⁸

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,108	2,065	1,967	460	660	311	285	122	6,805
Company / Organisation	5,183	3,744	4,089	1,593	1,616	976	946	589	9,721
Total active providers	8,291	5,809	6,056	2,053	2,276	1,287	1,231	711	16,526

Table N.17 Active providers in 2020-21 Q4 by legal entity type ⁷⁵⁹

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,149	685	665	216	195	119	64	42	2,785
Company / Organisation	2,912	1,886	1,911	825	686	378	335	240	6,360
Total active providers	4,061	2,571	2,576	1,041	881	497	399	282	9,145

⁷⁵⁴ The National totals include plan reviews where jurisdiction information was missing.⁷⁵⁵ % of all access requests is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.⁷⁵⁶ The National totals include participant complaints where jurisdiction information was missing.⁷⁵⁷ Plans approved after the end of 2020-21 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.⁷⁵⁸ Active providers refer to those who have received payment for supporting Agency-managed participants.⁷⁵⁹ Ibid.

Table N.18 Committed supports by financial year (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,301	1,441	842	223	369	190	309	101	7,775
2018-19	5,945	3,465	2,493	544	1,160	401	370	204	14,582
2019-20	8,153	6,088	5,127	1,560	2,184	669	466	399	24,648
% increase from 2017-18 to 2018-19	38%	140%	196%	144%	215%	111%	20%	102%	88%
% increase from 2018-19 to 2019-20	37%	76%	106%	187%	88%	67%	26%	96%	69%
2020-21	10,131	7,887	6,654	2,726	2,791	837	545	521	32,096

Table N.19 Payments by financial year in which support was provided (\$m)

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,114.7	956.6	534.2	165.9	220.0	153.9	223.2	67.5	5,435.8
2018-19	4,498.7	2,369.3	1,633.9	390.1	791.1	296.6	278.4	137.7	10,396.5
2019-20	6,017.2	4,130.0	3,557.8	1,012.3	1,484.6	478.3	338.0	267.2	17,286.7
% increase from 2017-18 to 2018-19	44%	148%	206%	135%	260%	93%	25%	104%	91%
% increase from 2018-19 to 2019-20	34%	74%	118%	159%	88%	61%	21%	94%	66%
2020-21	7,318.6	5,111.9	4,705.6	1,803.4	1,869.2	590.8	388.8	350.5	22,139.5

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2021. Average payments are derived from total payments paid over the 12 months to 30 June 2021, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is sufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 30 June 2021. Total payments refer to those paid over the 12 months to 30 June 2021. Figures are not shown if there is sufficient data in the group.

Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the annualised committed supports for participants with SIL allow for an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 30 June 2021.

Table N.20 Average annualised committed supports by age group as at 30 June 2021

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	22,900	24,500	24,300	32,000	25,600	22,400	21,400	27,800	24,400
7 to 14	22,900	26,500	24,000	26,700	22,300	29,500	21,400	33,900	24,500
15 to 18	49,000	53,800	51,100	44,500	42,400	52,400	35,700	101,700	49,700
19 to 24	83,200	88,600	98,400	81,100	87,300	85,700	67,800	169,200	87,800
25 to 34	107,700	95,600	121,200	104,900	115,900	111,300	96,200	201,800	108,200
35 to 44	113,400	95,300	122,300	109,600	117,800	121,300	109,300	192,600	111,100
45 to 54	118,700	98,800	122,200	107,700	117,200	128,100	108,000	209,800	113,600
55 to 64	119,700	104,100	120,200	109,800	113,100	135,500	106,400	189,700	114,900
65+	120,900	102,600	117,000	105,500	112,300	132,200	96,300	232,700	113,900
Total	69,800	64,100	73,100	70,600	66,400	79,300	62,500	119,900	69,200

Table N.21 Average annualised committed supports by disability type as at 30 June 2021

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	143,300	126,600	154,900	153,800	142,700	154,300	151,600	280,800	145,300
Autism	38,800	41,200	39,300	40,400	36,300	50,700	38,300	54,600	39,700
Cerebral Palsy	140,400	152,600	147,400	135,100	145,000	153,900	121,300	239,800	145,800
Developmental Delay	18,700	19,400	18,800	23,100	20,600	18,000	16,100	21,800	19,200
Global Developmental Delay	20,800	22,800	24,300	25,200	22,200	23,600	18,800	26,900	22,500
Hearing Impairment	13,700	15,900	15,500	16,900	15,400	15,000	10,700	36,000	15,200
Intellectual Disability	103,400	98,000	108,400	102,000	103,000	101,900	97,600	142,300	102,900
Multiple Sclerosis	105,200	102,400	121,800	85,900	117,100	105,100	95,200	238,300	106,300
Psychosocial disability	89,700	58,300	91,300	62,300	87,600	94,900	79,200	135,400	77,400
Spinal Cord Injury	155,800	157,400	162,900	179,800	147,100	145,400	153,700	280,800	161,600
Stroke	123,000	122,300	134,300	111,700	124,800	134,900	124,800	211,900	126,600
Visual Impairment	39,900	38,400	45,800	44,600	42,900	51,100	30,400	79,000	41,400
Other Neurological	125,100	117,800	146,800	124,000	137,500	140,800	108,500	219,500	129,700
Other Physical	73,300	69,100	83,900	71,700	72,600	81,400	59,300	120,200	74,900
Other Sensory/Speech	13,300	15,400	19,200	16,100	12,600	21,000	11,900	25,200	14,600
Other	82,500	89,300	89,700	73,800	97,200	69,000	94,200	122,900	86,100
Total	69,800	64,100	73,100	70,600	66,400	79,300	62,500	119,900	69,200

Table N.22 Average annualised committed supports by level of function as at 30 June 2021

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,200	16,900	17,300	21,300	17,700	18,400	15,300	24,100	17,500
2	22,400	24,400	26,100	21,700	23,000	28,500	19,800	39,500	23,600
3	23,400	23,600	26,000	26,400	25,700	26,500	18,100	45,700	24,600
4	17,500	19,000	21,600	21,500	19,600	21,600	16,500	48,000	19,300
5	29,700	28,500	33,700	30,500	29,900	32,900	20,600	49,800	30,200
6	27,500	27,000	28,400	27,300	25,700	34,400	26,000	48,400	27,700
7	52,800	40,100	45,100	30,000	32,700	69,400	43,300	75,000	45,100
8	55,800	46,900	65,000	50,600	64,600	63,100	49,900	128,300	56,800
9	79,200	71,400	95,900	72,200	70,200	70,600	78,100	289,900	81,000
10	95,200	78,600	113,500	86,000	118,200	96,700	86,100	214,800	96,700
11	110,200	67,900	74,400	49,400	59,200	128,100	121,300	110,900	82,100
12	170,900	153,000	200,200	165,500	195,200	174,600	178,900	307,200	172,700
13	103,200	98,100	99,200	70,700	68,400	114,100	117,100	107,100	94,400
14	256,600	249,600	265,400	240,500	254,400	269,200	247,800	376,700	257,200
15	391,600	446,700	528,800	720,000	943,700	401,300	n/a	869,700	477,300
Total	69,800	64,100	73,100	70,600	66,400	79,300	62,500	119,900	69,200

Table N.23 Total annualised committed supports by support category as at 30 June 2021

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	4,786	3,211	3,241	1,273	1,394	423	265	268	14,862
Consumables	191	182	164	64	59	15	11	6	693
Social and Civic	2,182	1,914	1,438	551	451	190	97	83	6,907
Transport	140	123	82	36	34	11	8	4	437
Capacity Building									
Choice and Control	97	104	76	23	38	8	5	5	357
Daily Activities	1,597	1,486	1,110	486	454	107	88	66	5,394
Employment	112	68	43	39	28	7	5	4	307
Health and Wellbeing	37	19	17	4	5	2	4	0	87
Home Living	1	3	1	0	0	0	0	0	5
Lifelong learning	0	0	0	0	0	0	n/a	n/a	1
Relationships	186	136	71	53	51	13	9	9	530
Social and Civic	96	82	39	47	11	12	10	12	310
Support Coordination	253	290	179	79	74	21	13	25	934
Capital									
Assistive Technology	313	272	259	144	98	26	17	17	1,147
Home Modifications	116	90	60	22	28	9	4	3	333
Total	10,108	7,978	6,780	2,822	2,725	845	536	503	32,303

Table N.24 Average annualised committed supports (SIL participants) by age group as at 30 June 2021

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	508,400	n/a	n/a	n/a	n/a	n/a	n/a	n/a	205,300
15 to 18	505,400	731,300	486,000	226,900	n/a	n/a	n/a	n/a	493,200
19 to 24	421,900	502,900	416,600	339,600	502,200	425,000	362,900	579,800	432,200
25 to 34	370,500	359,300	382,400	344,800	411,500	403,100	375,700	586,100	377,700
35 to 44	345,600	339,600	359,300	317,600	358,300	375,300	377,300	550,900	351,300
45 to 54	330,700	312,800	333,800	304,800	309,900	354,500	334,200	534,800	326,600
55 to 64	335,600	306,300	325,100	305,500	282,800	359,100	332,800	515,800	322,500
65+	328,800	302,900	307,400	295,700	282,500	315,600	371,200	n/a	317,200
Total	349,600	332,600	353,700	314,600	341,800	374,200	352,100	555,600	347,100

Table N.25 Average annualised committed supports (SIL participants) by disability type as at 30 June 2021

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	364,900	372,700	398,000	327,800	391,800	384,800	412,000	641,400	384,200
Autism	398,100	415,100	408,000	333,700	361,100	419,700	379,800	506,100	394,400
Cerebral Palsy	410,500	374,600	414,700	380,000	380,200	431,400	378,600	533,900	399,900
Developmental Delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Global Developmental Delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing Impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Intellectual Disability	331,300	305,000	306,500	288,500	295,900	344,900	333,800	514,800	315,600
Multiple Sclerosis	428,300	400,600	469,900	297,900	392,200	n/a	n/a	n/a	414,900
Psychosocial disability	315,800	238,900	352,200	291,400	508,900	328,100	301,900	466,600	323,300
Spinal Cord Injury	371,800	562,000	548,200	494,900	n/a	n/a	n/a	n/a	500,600
Stroke	408,900	487,800	431,800	315,100	490,900	n/a	n/a	518,700	431,400
Visual Impairment	314,000	n/a	248,400	n/a	n/a	n/a	n/a	n/a	276,900
Other Neurological	404,700	407,600	451,100	365,900	512,600	497,300	391,100	693,200	431,900
Other Physical	375,100	356,100	402,900	n/a	360,900	n/a	n/a	n/a	376,900
Other Sensory/Speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	387,000	n/a	n/a	n/a	n/a	n/a	n/a	n/a	452,200
Total	349,600	332,600	353,700	314,600	341,800	374,200	352,100	555,600	347,100

Table N.26 Average annualised committed supports (SIL participants) by level of function as at 30 June 2021

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	266,400	n/a	274,900	n/a	220,200	n/a	n/a	n/a	267,100
4	337,300	n/a	n/a	n/a	n/a	n/a	n/a	n/a	310,700
5	260,300	335,700	307,400	n/a	361,000	n/a	n/a	n/a	292,200
6	267,100	243,100	264,200	191,400	211,400	276,000	n/a	n/a	252,500
7	315,000	332,400	342,400	n/a	318,200	328,500	n/a	n/a	322,400
8	262,600	211,200	271,700	215,400	244,900	248,600	n/a	490,800	259,000
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	366,400
10	292,100	267,700	296,900	261,700	338,900	313,000	268,500	590,800	300,100
11	371,800	371,600	329,800	242,100	508,800	409,100	323,300	n/a	366,800
12	354,300	327,300	367,400	328,700	364,400	383,200	368,800	583,000	351,600
13	436,600	449,800	471,000	321,900	486,900	530,800	416,300	n/a	440,000
14	436,700	391,700	444,200	388,600	414,500	485,900	405,200	541,200	425,600
15	n/a	518,500	n/a	n/a	n/a	n/a	n/a	n/a	592,700
Total	349,600	332,600	353,700	314,600	341,800	374,200	352,100	555,600	347,100

Table N.27 Total annualised committed supports (SIL participants) by support category as at 30 June 2021

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,282	1,137	1,233	508	600	242	123	161	6,286
Consumables	25	16	16	8	8	2	2	1	77
Social and Civic	470	353	292	111	91	65	23	30	1,435
Transport	23	16	12	6	6	2	1	1	66
Capacity Building									
Choice and Control	5	5	4	1	3	1	0	0	18
Daily Activities	83	59	50	28	27	9	5	6	267
Employment	7	1	1	4	3	0	0	1	18
Health and Wellbeing	5	1	1	0	1	0	0	0	9
Home Living	0	0	0	0	n/a	n/a	n/a	0	0
Lifelong learning	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Relationships	66	37	29	16	20	6	2	4	181
Social and Civic	3	1	1	1	1	1	0	1	9
Support Coordination	42	29	26	9	12	4	2	4	129
Capital									
Assistive Technology	36	26	22	17	14	3	2	3	123
Home Modifications	66	43	21	13	18	4	2	1	169
Total	3,114	1,725	1,708	720	803	341	163	212	8,787

Table N.28 Average annualised committed supports (non SIL participants) by age group as at 30 June 2021

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	22,900	24,500	24,300	32,000	25,600	22,400	21,400	27,700	24,400
7 to 14	22,900	26,500	24,000	26,600	22,300	29,500	21,400	33,900	24,500
15 to 18	46,100	52,300	49,100	43,100	41,100	49,300	35,300	84,400	47,500
19 to 24	63,100	76,900	76,200	68,000	64,000	54,800	57,400	118,900	69,400
25 to 34	75,400	76,400	87,300	78,300	75,400	61,000	68,000	99,400	77,900
35 to 44	76,700	71,900	90,200	81,400	76,600	70,300	74,500	105,500	78,500
45 to 54	80,000	73,200	93,200	76,500	80,500	80,600	65,300	130,700	80,700
55 to 64	86,900	81,700	96,900	84,900	89,400	85,000	73,900	131,000	87,700
65+	93,600	85,100	103,100	86,900	91,700	91,400	75,000	161,200	92,400
Total	51,400	52,400	57,700	55,800	49,700	51,800	45,900	76,200	53,300

Table N.29 Average annualised committed supports (non SIL participants) by disability type as at 30 June 2021

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	111,600	106,300	117,000	118,500	100,000	97,300	108,100	158,700	111,000
Autism	31,200	35,500	32,600	33,500	30,600	34,600	31,800	42,400	32,900
Cerebral Palsy	96,200	113,500	108,300	92,800	101,900	95,200	78,800	127,000	102,900
Developmental Delay	18,700	19,400	18,800	23,100	20,600	18,000	16,100	21,800	19,200
Global Developmental Delay	20,800	22,800	24,300	25,200	22,200	23,600	18,800	26,900	22,500
Hearing Impairment	13,700	15,700	15,400	16,900	15,400	15,000	10,700	36,000	15,100
Intellectual Disability	59,500	67,400	72,000	70,200	61,600	55,500	56,000	75,000	65,000
Multiple Sclerosis	99,200	93,700	109,400	78,100	106,500	91,700	78,300	182,000	97,200
Psychosocial disability	67,600	55,400	80,000	57,900	72,700	60,800	61,200	95,200	65,100
Spinal Cord Injury	148,500	147,100	152,800	165,000	134,000	133,200	146,300	188,000	150,300
Stroke	107,900	113,600	117,300	100,700	106,900	100,800	105,400	158,200	111,400
Visual Impairment	37,500	37,100	42,800	41,700	39,700	39,100	30,400	74,000	39,000
Other Neurological	110,900	109,100	127,100	109,100	113,600	114,200	83,500	154,900	113,800
Other Physical	70,400	67,400	80,300	70,000	69,000	70,900	56,400	108,800	71,900
Other Sensory/Speech	13,300	15,400	18,600	16,100	12,600	21,000	11,900	25,200	14,500
Other	74,700	81,400	84,300	71,100	84,100	63,700	75,600	108,600	78,800
Total	51,400	52,400	57,700	55,800	49,700	51,800	45,900	76,200	53,300

Table N.30 Average annualised committed supports (non SIL participants) by level of function as at 30 June 2021

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	17,100	16,900	17,200	20,900	17,700	18,400	15,100	24,100	17,400
2	22,400	24,400	26,100	21,700	23,000	28,500	19,800	39,500	23,600
3	21,300	22,900	24,500	24,800	21,900	23,500	18,100	39,300	22,900
4	16,900	18,900	20,700	20,900	18,500	20,800	15,800	43,500	18,700
5	26,300	27,400	30,400	29,300	26,500	26,500	20,200	43,900	27,600
6	25,500	26,300	26,700	26,300	23,100	29,200	25,000	41,600	26,000
7	36,100	35,500	34,300	29,100	27,100	41,000	32,400	49,100	34,500
8	47,400	44,700	55,200	45,900	49,700	46,300	44,600	92,600	48,900
9	74,300	70,100	92,900	67,800	66,400	64,700	58,700	152,000	76,100
10	77,700	69,700	97,300	74,400	86,900	71,700	72,600	141,500	80,400
11	63,500	58,100	60,300	45,400	50,900	63,800	68,300	71,600	58,200
12	127,100	121,200	156,800	127,200	146,700	115,500	132,200	196,900	131,600
13	75,100	80,400	81,800	58,600	61,000	69,000	79,500	82,700	74,300
14	201,600	204,800	213,500	190,000	203,400	180,200	184,000	228,400	203,700
15	377,000	417,700	512,000	671,500	n/a	122,200	n/a	632,500	445,100
Total	51,400	52,400	57,700	55,800	49,700	51,800	45,900	76,200	53,300

Table N.31 Total annualised committed supports (non SIL participants) by support category at 30 June 2021

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,504	2,073	2,008	765	793	181	143	107	8,576
Consumables	166	167	149	56	51	13	9	5	615
Social and Civic	1,712	1,560	1,146	441	360	125	73	53	5,472
Transport	117	106	70	31	28	9	7	3	371
Capacity Building									
Choice and Control	92	98	73	22	36	7	5	5	339
Daily Activities	1,513	1,427	1,059	458	427	97	83	61	5,127
Employment	105	67	42	35	25	7	5	3	289
Health and Wellbeing	32	17	15	3	4	2	3	0	78
Home Living	1	3	1	0	0	0	0	0	5
Lifelong learning	0	0	0	0	0	0	n/a	n/a	1
Relationships	120	100	42	38	31	7	7	5	349
Social and Civic	93	81	39	47	11	12	10	11	302
Support Coordination	211	261	153	70	62	17	11	21	806
Capital									
Assistive Technology	277	246	237	127	84	22	15	15	1,024
Home Modifications	50	47	39	9	10	4	2	2	164
Total	6,994	6,253	5,072	2,102	1,922	505	373	291	23,516

Table N.32 Average payments by age group for the year ending 30 June 2021

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,800	14,900	15,400	21,400	15,200	12,900	14,800	16,800	16,000
7 to 14	21,700	21,300	19,200	19,100	15,200	22,300	19,300	30,900	20,300
15 to 18	41,600	43,400	39,000	29,200	28,900	38,100	27,300	75,200	38,800
19 to 24	64,200	60,500	79,000	58,700	66,900	64,700	52,700	151,500	66,200
25 to 34	87,500	69,000	98,900	82,200	92,600	94,900	77,900	183,800	85,500
35 to 44	93,200	69,300	100,600	86,200	96,000	101,500	85,600	165,200	88,300
45 to 54	98,100	73,100	101,300	82,300	99,000	104,500	92,000	171,400	91,100
55 to 64	96,100	75,200	96,100	81,800	93,200	110,900	86,400	157,800	89,700
65+	97,900	74,700	94,500	78,200	88,300	105,700	69,500	197,200	89,100
Total	57,300	46,800	59,200	52,300	51,700	63,400	50,300	100,400	54,300

Table N.33 Average payments by disability type for the year ending 30 June 2021

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	117,400	93,800	127,100	123,100	118,200	130,900	124,900	233,700	116,600
Autism	33,500	31,100	31,300	29,200	27,000	40,300	31,700	46,900	31,600
Cerebral Palsy	117,700	117,500	125,300	105,100	115,600	130,100	110,000	200,400	119,100
Developmental Delay	11,800	9,900	9,900	13,900	10,800	8,800	9,500	9,400	10,600
Global Developmental Delay	15,500	13,300	15,500	15,700	12,600	15,100	14,300	23,100	14,800
Hearing Impairment	7,800	7,500	7,600	7,300	7,600	8,300	5,100	18,400	7,700
Intellectual Disability	88,700	75,700	95,300	80,600	88,600	83,900	83,900	129,800	85,800
Multiple Sclerosis	79,300	71,100	88,400	61,200	91,700	69,400	71,200	217,400	77,300
Psychosocial disability	66,300	36,400	65,700	39,400	58,900	75,100	57,400	115,200	53,800
Spinal Cord Injury	124,300	126,100	129,000	128,500	109,900	112,200	132,600	218,800	126,500
Stroke	96,400	85,100	103,800	78,400	91,600	100,300	100,200	171,100	95,400
Visual Impairment	28,900	24,500	33,500	30,200	30,700	39,600	21,900	56,700	28,900
Other Neurological	97,300	81,800	114,500	90,400	103,900	105,700	85,500	192,500	97,800
Other Physical	53,100	46,000	56,900	43,300	45,400	55,800	40,900	70,100	50,600
Other Sensory/Speech	8,800	8,600	11,900	11,400	6,200	13,300	6,800	17,700	8,700
Other	59,000	56,400	63,400	37,000	65,800	36,500	63,300	88,100	57,400
Total	57,300	46,800	59,200	52,300	51,700	63,400	50,300	100,400	54,300

Table N.34 Average payments by level of function for the year ending 30 June 2021

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,200	8,400	9,200	12,700	9,300	10,000	9,100	14,900	9,900
2	14,500	12,600	17,100	11,800	15,200	18,100	15,200	5,400	13,700
3	16,100	13,300	16,700	16,200	15,900	16,700	11,700	34,500	15,500
4	11,800	10,300	13,300	11,200	10,600	12,100	10,300	25,300	11,700
5	22,400	18,400	23,600	19,300	17,700	22,300	15,000	38,400	20,800
6	21,200	16,700	19,400	16,100	17,000	23,700	17,100	33,000	18,900
7	43,300	28,700	33,000	18,700	21,400	54,800	34,800	59,700	34,300
8	38,700	29,100	45,800	31,400	48,500	42,200	31,100	107,900	38,600
9	53,500	44,500	67,900	40,600	41,600	49,500	48,500	245,400	53,900
10	70,200	52,400	84,700	58,800	92,200	72,800	66,000	171,900	70,100
11	97,200	51,200	58,400	34,800	37,900	113,300	103,700	101,500	66,600
12	144,700	117,500	174,900	132,800	172,000	144,200	149,300	263,100	143,200
13	94,600	85,100	85,300	58,400	50,700	102,900	112,700	99,500	82,600
14	217,500	198,400	227,300	193,900	203,100	231,200	229,000	322,500	214,400
15	361,100	455,900	490,600	575,300	711,400	304,800	n/a	691,900	448,100
Total	57,300	46,800	59,200	52,300	51,700	63,400	50,300	100,400	54,300

Table N.35 Total payments (\$m) by support category for the year ending 30 June 2021

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	4,305	2,843	2,720	1,061	1,269	375	243	264	13,078
Consumables	123	116	109	34	31	10	6	3	433
Social and Civic	1,382	878	962	314	204	119	62	48	3,970
Transport	285	192	103	41	35	12	12	7	686
Capacity Building									
Choice and Control	83	93	64	17	34	6	5	4	305
Daily Activities	886	736	588	262	249	47	48	27	2,844
Employment	82	44	28	23	25	5	3	1	211
Health and Wellbeing	18	7	8	1	2	1	2	0	40
Home Living	0	0	0	0	0	0	0	0	1
Lifelong learning	0	0	0	0	0	0	n/a	n/a	0
Relationships	87	57	30	18	16	5	4	3	220
Social and Civic	34	25	16	17	3	5	4	3	107
Support Coordination	175	195	118	41	43	15	8	17	613
Capital									
Assistive Technology	170	133	138	53	46	14	10	4	568
Home Modifications	91	76	43	4	15	6	2	1	239
Total	7,721	5,395	4,927	1,892	1,972	619	410	383	23,319

Table N.36 Average payments (SIL participants) by age group for the year ending 30 June 2021

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	544,300	n/a	n/a	n/a	n/a	n/a	n/a	n/a	186,900
15 to 18	464,900	781,100	423,600	255,900	n/a	n/a	n/a	n/a	465,600
19 to 24	392,800	416,200	380,400	302,300	462,500	383,800	367,700	620,800	393,500
25 to 34	340,500	317,700	360,200	299,300	358,600	368,800	345,100	547,800	343,400
35 to 44	323,200	290,300	343,400	286,700	340,400	338,800	340,800	544,500	323,800
45 to 54	306,500	264,000	336,000	262,300	321,000	313,900	319,300	498,500	302,900
55 to 64	310,500	258,900	325,100	264,200	308,200	323,400	316,200	536,500	299,700
65+	299,300	261,100	329,900	253,200	311,200	260,400	338,700	n/a	296,600
Total	324,300	285,700	344,300	275,300	338,500	337,000	329,800	540,300	320,800

Table N.37 Average payments (SIL participants) by disability type for the year ending 30 June 2021

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	337,200	317,300	369,900	289,300	389,300	344,800	412,100	599,800	353,400
Autism	375,300	369,600	389,000	297,400	371,300	388,700	368,200	468,100	369,400
Cerebral Palsy	376,800	305,100	392,800	329,200	369,400	398,400	349,900	475,600	359,200
Developmental Delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Global Developmental Delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing Impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Intellectual Disability	307,700	264,100	312,200	252,900	299,100	308,200	309,300	497,400	294,600
Multiple Sclerosis	390,600	342,000	449,900	259,400	456,000	n/a	n/a	n/a	384,200
Psychosocial disability	286,300	211,700	323,200	266,100	418,800	301,300	269,800	491,300	291,700
Spinal Cord Injury	329,400	578,500	492,100	365,500	n/a	n/a	n/a	n/a	448,100
Stroke	409,500	389,800	421,100	294,600	384,700	n/a	n/a	n/a	409,700
Visual Impairment	282,700	n/a	259,400	n/a	n/a	n/a	n/a	n/a	259,300
Other Neurological	387,000	345,800	423,000	327,400	492,900	474,000	374,100	753,800	404,600
Other Physical	372,100	296,800	381,800	n/a	385,400	n/a	n/a	n/a	356,300
Other Sensory/Speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	344,100	n/a	n/a	n/a	n/a	n/a	n/a	n/a	405,400
Total	324,300	285,700	344,300	275,300	338,500	337,000	329,800	540,300	320,800

Table N.38 Average payments (SIL participants) by level of function for the year ending 30 June 2021

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
3	220,100	n/a	253,600	n/a	192,600	n/a	n/a	n/a	225,500
4	276,400	n/a	n/a	n/a	n/a	n/a	n/a	n/a	250,400
5	247,800	300,700	291,600	n/a	n/a	n/a	n/a	n/a	270,000
6	238,700	191,400	225,200	165,100	188,000	236,200	n/a	n/a	216,800
7	286,300	278,700	315,700	n/a	316,800	260,100	n/a	n/a	287,100
8	239,400	191,800	243,900	191,100	229,700	223,200	n/a	542,500	237,500
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	308,600
10	268,900	230,900	290,800	224,800	339,000	290,100	271,400	586,900	280,900
11	342,800	313,000	331,400	205,300	431,200	361,600	285,800	n/a	335,700
12	331,000	283,600	368,700	288,000	380,400	350,300	346,000	579,400	329,200
13	412,300	407,900	454,200	304,200	425,600	489,300	404,600	n/a	412,200
14	402,100	324,900	411,500	340,300	395,700	447,600	376,000	487,600	382,500
15	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	523,200
Total	324,300	285,700	344,300	275,300	338,500	337,000	329,800	540,300	320,800

Table N.39 Total payments (\$m) (SIL participants) by support category for the year ending 30 June 2021

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,248	1,153	1,267	489	676	231	123	170	6,356
Consumables	15	9	10	4	5	1	1	1	46
Social and Civic	331	162	207	69	44	52	15	21	901
Transport	21	12	8	3	3	2	1	0	50
Capacity Building									
Choice and Control	4	5	3	0	2	0	0	0	17
Daily Activities	48	30	31	17	16	5	3	3	153
Employment	10	2	2	4	4	1	0	0	24
Health and Wellbeing	2	0	1	0	0	0	0	0	4
Home Living	0	0	0	0	0	0	0	n/a	0
Lifelong learning	n/a	n/a	0	n/a	0	0	n/a	n/a	0
Relationships	37	17	14	6	6	3	1	2	86
Social and Civic	1	0	1	0	0	1	0	0	4
Support Coordination	35	24	22	5	8	3	1	4	102
Capital									
Assistive Technology	17	12	12	5	7	2	1	1	56
Home Modifications	54	46	15	1	9	3	1	1	130
Total	2,823	1,473	1,595	604	782	302	148	202	7,930

Table N.40 Average payments (non SIL participants) by age group for the year ending 30 June 2021

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,800	14,900	15,400	21,400	15,200	12,900	14,800	16,800	16,000
7 to 14	21,600	21,200	19,100	19,100	15,200	22,300	19,300	30,900	20,200
15 to 18	38,300	40,500	36,300	27,000	26,700	33,300	26,900	65,400	35,900
19 to 24	43,300	49,400	56,300	45,100	43,500	34,700	41,100	82,000	47,200
25 to 34	54,700	49,300	63,700	56,000	52,500	43,300	50,700	72,700	54,700
35 to 44	54,800	46,400	66,000	57,600	51,000	50,300	50,200	61,900	54,300
45 to 54	57,300	48,400	66,700	51,700	53,800	57,200	46,700	82,000	55,800
55 to 64	62,900	54,100	69,700	56,900	61,800	58,000	55,100	92,900	61,300
65+	70,900	57,800	76,900	60,400	62,300	67,900	50,600	101,400	66,700
Total	38,900	35,600	42,400	37,900	33,200	35,800	34,000	52,600	38,000

Table N.41 Average payments (non SIL participants) by disability type for the year ending 30 June 2021

Primary disability	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
ABI	85,700	74,400	88,000	86,300	69,100	73,500	81,500	101,800	81,400
Autism	25,900	25,500	24,200	22,600	20,500	23,500	24,500	33,900	24,600
Cerebral Palsy	75,100	83,700	85,900	66,400	69,200	72,200	70,300	90,100	78,200
Developmental Delay	11,800	9,900	9,900	13,900	10,800	8,800	9,500	9,400	10,600
Global Developmental Delay	15,500	13,300	15,500	15,700	12,600	15,100	14,300	23,100	14,800
Hearing Impairment	7,800	7,300	7,500	7,300	7,600	8,200	5,100	17,100	7,600
Intellectual Disability	44,900	46,600	53,900	50,200	42,300	38,500	44,400	57,000	47,100
Multiple Sclerosis	73,300	63,500	75,300	53,600	76,300	58,400	54,500	154,400	68,200
Psychosocial disability	43,800	33,300	54,200	34,700	46,200	41,400	40,200	64,900	41,400
Spinal Cord Injury	117,000	114,500	119,900	118,100	94,000	102,500	125,400	128,500	115,700
Stroke	81,300	78,500	87,100	66,300	76,400	71,600	77,600	101,600	80,600
Visual Impairment	26,700	23,100	30,100	27,600	27,400	29,000	21,900	47,300	26,400
Other Neurological	83,300	73,600	95,400	76,000	79,300	78,200	59,700	115,000	82,100
Other Physical	49,800	44,300	53,100	41,600	40,600	44,000	37,500	55,200	47,300
Other Sensory/Speech	8,800	8,600	11,200	11,400	6,200	13,300	6,800	17,700	8,700
Other	51,000	48,900	58,000	35,300	52,700	33,400	52,700	58,700	50,000
Total	38,900	35,600	42,400	37,900	33,200	35,800	34,000	52,600	38,000

Table N.42 Average payments (non SIL participants) by level of function for the year ending 30 June 2021

Level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,100	8,300	9,100	12,300	9,300	10,000	8,900	14,900	9,800
2	14,500	12,600	17,100	11,800	15,200	18,100	15,200	5,400	13,700
3	14,300	12,800	14,900	14,800	12,200	13,900	11,700	28,400	13,900
4	11,300	10,200	12,700	10,900	9,800	11,500	9,800	20,000	11,200
5	19,200	17,300	20,500	18,300	15,700	15,500	14,300	31,400	18,400
6	19,200	16,000	17,700	15,100	14,100	17,800	16,200	27,600	17,200
7	28,300	25,400	24,100	17,900	17,000	27,800	26,400	37,200	25,100
8	30,200	26,200	36,000	26,700	30,800	26,700	26,600	57,600	30,300
9	49,300	42,300	65,100	39,100	38,000	41,200	34,200	64,300	49,100
10	51,900	42,900	65,600	46,900	54,700	46,900	50,700	88,300	52,200
11	53,100	43,100	45,500	31,600	32,200	50,400	53,500	61,000	44,400
12	97,700	84,900	120,800	94,100	109,200	84,600	101,400	136,300	97,800
13	66,600	68,500	68,900	45,600	44,500	52,700	72,400	69,900	62,600
14	161,200	157,200	176,100	142,500	145,500	147,200	169,600	172,600	161,200
15	353,300	463,600	463,400	566,300	132,400	80,700	n/a	249,900	427,900
Total	38,900	35,600	42,400	37,900	33,200	35,800	34,000	52,600	38,000

Table N.43 Total payments (\$m) (non SIL participants) by support category for the year ending 30 June 2021

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core									
Daily Activities	2,057	1,689	1,453	572	593	144	120	94	6,723
Consumables	108	106	99	31	27	9	5	2	386
Social and Civic	1,051	716	755	246	160	67	47	27	3,070
Transport	264	180	95	38	32	10	11	7	636
Capacity Building									
Choice and Control	79	88	61	16	32	6	4	3	288
Daily Activities	838	706	557	245	233	43	45	24	2,691
Employment	73	42	25	19	20	4	3	1	187
Health and Wellbeing	16	6	8	1	2	1	2	0	36
Home Living	0	0	0	0	0	0	0	0	1
Lifelong learning	0	0	0	0	0	0	n/a	n/a	0
Relationships	49	40	15	12	10	3	3	1	133
Social and Civic	32	24	15	16	3	4	4	3	103
Support Coordination	140	172	95	36	35	11	7	14	511
Capital									
Assistive Technology	154	121	125	48	40	12	9	3	512
Home Modifications	38	30	28	3	6	3	2	1	110
Total	4,898	3,922	3,332	1,288	1,190	317	262	181	15,390

Table N.44 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{760 761 762}

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL									
First plan	81%	73%	89%	83%	81%	n/a	n/a	n/a	83%
Subsequent plans	86%	80%	87%	85%	84%	86%	88%	86%	86%
Total	86%	80%	87%	84%	83%	86%	88%	86%	85%
Non SIL									
First plan	53%	47%	50%	55%	47%	45%	48%	45%	50%
Subsequent plans	69%	63%	69%	65%	64%	65%	68%	59%	66%
Total	67%	61%	66%	62%	62%	61%	66%	55%	64%
Total (SIL and non-SIL)									
First plan	53%	48%	50%	64%	49%	46%	50%	49%	53%
Subsequent plans	75%	66%	74%	70%	71%	72%	75%	74%	72%
Total	74%	63%	71%	68%	68%	69%	74%	70%	70%

⁷⁶⁰ Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁷⁶¹ 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.

⁷⁶² Utilisation is not shown if there is insufficient data in the group.

Table N.45 Participant Service Guarantee Timeframes (% guarantees met) ^{763 764 765 766}

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1	Explanation of a previous decision, after a request for explanation is received	68%	81%	71%	54%	72%	83%	50%	100%	70%
2	Make an access decision, or request for more information, after an access request has been received	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	99%	98%	100%	100%	98%	100%	100%	100%	99%
4	Make an access decision, after the final information has been provided	99%	99%	98%	98%	99%	99%	98%	100%	99%
5	Commence facilitating the preparation of a plan, after an access decision has been made	84%	82%	70%	85%	79%	74%	96%	46%	80%
6	Approve a participant's plan, after an access decision has been made	88%	82%	76%	79%	79%	85%	84%	15%	80%
7	Approve a plan for ECEI participants, after an access decision has been made	99%	82%	96%	66%	96%	97%	98%	84%	91%
9	If the participant accepts the offer, hold a plan implementation meeting	100%	100%	100%	100%	100%	100%	100%	99%	100%
11	Commence facilitating a scheduled plan review, prior to the scheduled review date	23%	26%	40%	46%	26%	41%	6%	13%	28%
12	Decide whether to undertake a Participant Requested Plan Review, after the request is received	91%	91%	91%	85%	91%	93%	88%	93%	91%
13	Complete a Participant Requested Review, after the decision to accept the request was made	77%	75%	79%	59%	55%	73%	55%	40%	72%
14	Vary a plan, after the receipt of information that triggers the plan amendment process	96%	95%	97%	97%	89%	92%	92%	76%	95%
17	Complete an internal Review of a Reviewable Decision, after a request is received	95%	94%	94%	94%	94%	97%	94%	82%	94%

⁷⁶³ The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.

⁷⁶⁴ Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.

⁷⁶⁵ The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021. In this table, the PSG #6 results for the June 2021 quarter are based on the 56 day timeframe.

⁷⁶⁶ The logic used to measure PSG #11 has changed based on the use of new interactions in the CRM system and is not directly comparable to results reported previously. Despite current underachievement regarding facilitating scheduled reviews, the NDIA's participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.

PSG		Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
18	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	94%	100%	100%	93%	86%	NA	0%	100%	96%
19	Cancel participant requested nominee	14 days	86%	75%	89%	89%	83%	100%	NA	100%	86%
20	Cancel CEO initiated nominee	14 days	100%	100%	100%	100%	100%	100%	NA	NA	100%

Appendix O:

Participants by service district and support type

Table O.1 Active participants by service district and support type included in plan as at 30 June 2021 ^{767 768 769 770 771 772 773 774}

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
NSW		117,505	81%	142,498	98%	33,577	23%	144,890
Hunter New England	Jul-13	19,882	80%	24,184	97%	5,558	22%	24,849
Central Coast	Jul-16	6,328	76%	8,161	98%	1,743	21%	8,307
Far West	Jul-17	546	86%	635	100%	153	24%	637
Illawarra Shoalhaven	Jul-17	7,466	87%	8,388	98%	2,135	25%	8,558
Mid North Coast	Jul-17	5,182	87%	5,906	99%	1,297	22%	5,949
Murrumbidgee	Jul-17	5,518	86%	6,398	100%	1,595	25%	6,421
Nepean Blue Mountains	Jul-15	6,196	72%	8,388	98%	1,804	21%	8,566
North Sydney	Jul-16	8,391	83%	9,986	99%	2,812	28%	10,132
Northern NSW	Jul-17	6,425	93%	6,862	99%	1,649	24%	6,903
South Eastern Sydney	Jul-17	8,275	85%	9,587	99%	2,361	24%	9,712
South Western Sydney	Jul-16	15,160	76%	19,467	98%	4,184	21%	19,823
Southern NSW	Jul-16	3,505	85%	4,080	98%	1,049	25%	4,144
Sydney	Jul-17	7,096	88%	7,927	99%	1,863	23%	8,028
Western NSW	Jul-17	5,072	84%	5,992	99%	1,606	26%	6,066
Western Sydney	Jul-16	12,443	74%	16,517	98%	3,763	22%	16,774
NSW - Other		20	95%	20	95%	<11		21
VIC		117,889	95%	123,120	99%	26,379	21%	124,501
Barwon	Jul-13	8,438	93%	8,980	98%	1,915	21%	9,122
Central Highlands	Jan-17	4,485	89%	4,937	98%	1,068	21%	5,017
Loddon	May-17	6,135	92%	6,597	99%	1,341	20%	6,663
North East Melbourne	Jul-16	10,676	89%	11,845	98%	2,644	22%	12,061
Inner Gippsland	Oct-17	4,627	97%	4,708	98%	973	20%	4,782
Ovens Murray	Oct-17	2,967	92%	3,184	99%	682	21%	3,232
Western District	Oct-17	3,471	94%	3,656	99%	857	23%	3,693
Inner East Melbourne	Nov-17	8,780	96%	9,061	99%	2,314	25%	9,193
Outer East Melbourne	Nov-17	8,875	97%	9,003	99%	2,129	23%	9,108
Hume Moreland	Mar-18	8,012	95%	8,375	99%	1,614	19%	8,449
Bayside Peninsula	Apr-18	14,740	98%	14,823	99%	3,511	23%	14,972
Southern Melbourne	Sep-18	11,022	97%	11,300	99%	2,310	20%	11,404
Brimbank Melton	Oct-18	7,379	96%	7,683	100%	1,258	16%	7,716
Western Melbourne	Oct-18	10,764	97%	11,033	99%	2,027	18%	11,115
Goulburn	Jan-19	3,415	92%	3,702	99%	764	20%	3,727
Mallee	Jan-19	1,984	96%	2,062	100%	441	21%	2,064
Outer Gippsland	Jan-19	2,108	97%	2,160	99%	530	24%	2,171
VIC - Other		11	92%	11	92%	<11		12

⁷⁶⁷ Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

⁷⁶⁸ 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).

⁷⁶⁹ 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.

⁷⁷⁰ 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.

⁷⁷¹ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁷⁷² Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁷⁷³ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

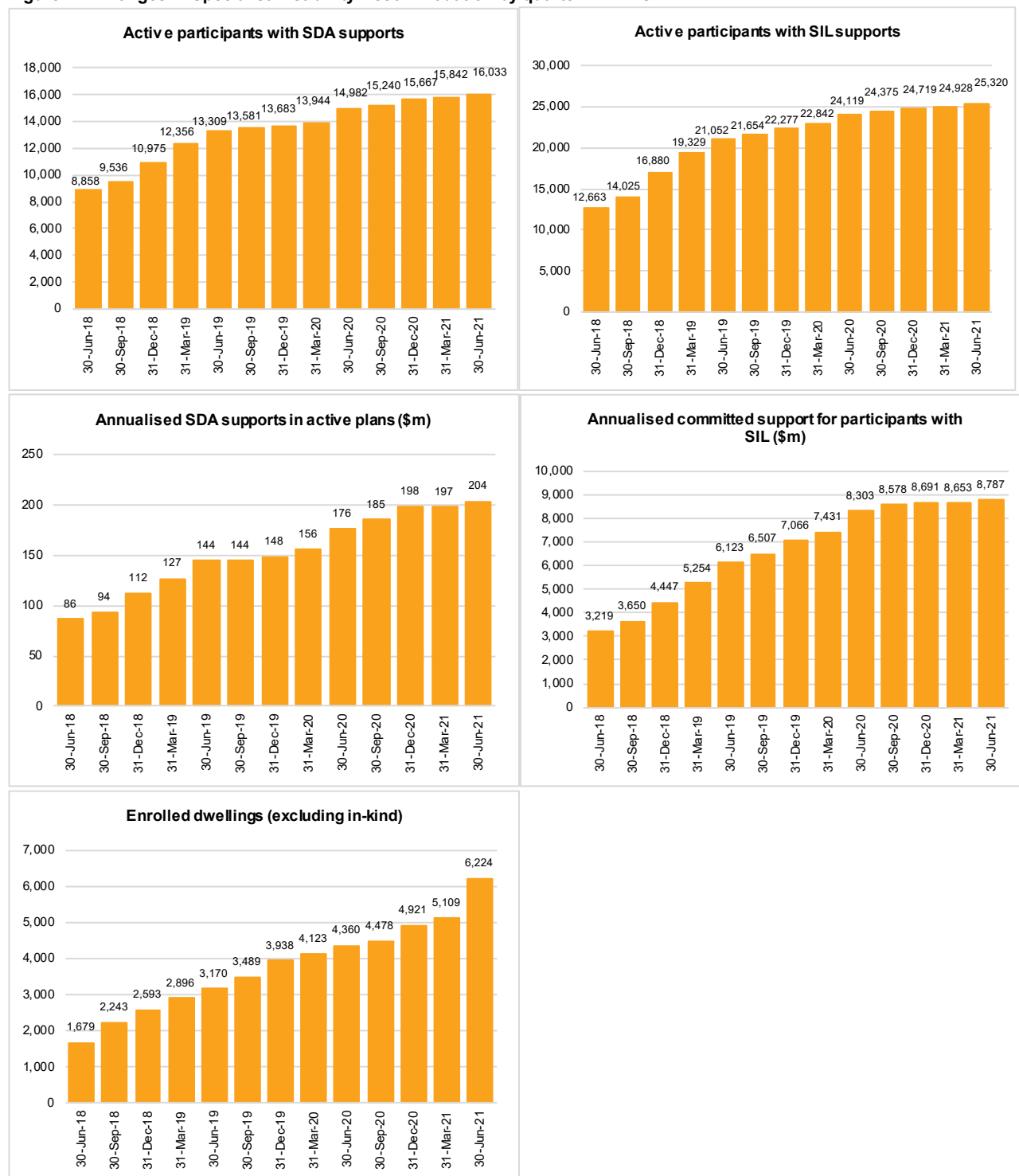
⁷⁷⁴ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
QLD		88,709	96%	92,397	100%	22,889	25%	92,742
Bundaberg	Sep-17	2,434	88%	2,751	100%	694	25%	2,762
Ipswich	Jul-17	6,939	91%	7,555	100%	1,714	23%	7,589
Mackay	Nov-16	2,724	88%	3,077	99%	745	24%	3,108
Toowoomba	Jan-17	5,809	96%	6,054	100%	1,615	27%	6,071
Townsville	Apr-16	5,047	88%	5,720	99%	1,372	24%	5,761
Rockhampton	Nov-17	4,715	91%	5,141	99%	1,221	24%	5,168
Beenleigh	Jul-18	9,206	98%	9,375	100%	2,080	22%	9,390
Brisbane	Jul-18	16,996	98%	17,188	100%	4,488	26%	17,266
Cairns	Jul-18	4,387	97%	4,499	100%	1,210	27%	4,517
Maryborough	Jul-18	3,684	96%	3,829	100%	1,048	27%	3,834
Robina	Jul-18	9,329	98%	9,442	100%	2,100	22%	9,480
Caboolture/Strathpine	Jan-19	9,486	98%	9,682	100%	2,478	26%	9,697
Maroochydore	Jan-19	7,930	98%	8,057	100%	2,122	26%	8,071
QLD - Other		23	82%	27	96%	<11		28
WA		34,598	87%	39,305	98%	12,064	30%	39,951
North East Metro	Jul-14	5,389	84%	6,297	98%	2,096	33%	6,403
Wheat Belt	Jan-17	848	88%	952	99%	290	30%	966
South Metro	Jul-18	5,073	81%	6,113	98%	1,753	28%	6,232
Central South Metro	Jul-18	4,402	87%	4,912	98%	1,481	29%	5,034
South West	Sep-18	2,968	88%	3,270	97%	903	27%	3,382
Goldfields-Esperance	Oct-18	538	84%	637	99%	164	26%	642
North Metro	Oct-18	4,568	88%	5,157	99%	1,696	33%	5,200
Kimberley-Pilbara	Oct-18	1,092	87%	1,250	100%	336	27%	1,253
South East Metro	Jul-19	4,027	90%	4,407	99%	1,447	32%	4,457
Central North Metro	Jul-19	4,117	91%	4,487	99%	1,481	33%	4,526
Great Southern	Jul-19	842	86%	958	98%	228	23%	974
Midwest-Gascoyne	Jul-19	731	83%	862	98%	188	21%	879
WA - Other		<11		<11		<11		<11
SA		37,999	93%	40,737	99%	9,191	22%	41,034
Adelaide Hills	Jul-13	1,452	94%	1,527	99%	302	20%	1,548
Barossa, Light and Lower North	Jul-13	1,774	91%	1,943	100%	318	16%	1,952
Eastern Adelaide	Jul-13	3,277	93%	3,507	100%	836	24%	3,522
Eyre and Western	Jul-13	1,197	94%	1,271	100%	315	25%	1,276
Far North (SA)	Jul-13	477	95%	499	99%	137	27%	502
Fleurieu and Kangaroo Island	Jul-13	1,059	95%	1,111	99%	283	25%	1,119
Limestone Coast	Jul-13	1,253	92%	1,330	98%	294	22%	1,356
Murray and Mallee	Jul-13	1,571	91%	1,711	99%	375	22%	1,726
Northern Adelaide	Jul-13	12,613	92%	13,638	99%	2,910	21%	13,749
Southern Adelaide	Jul-13	8,397	93%	8,945	99%	2,193	24%	8,996
Western Adelaide	Jul-13	3,399	93%	3,619	99%	890	24%	3,643
Yorke and Mid North	Jul-13	1,530	93%	1,636	99%	338	21%	1,645
SA - Other		<11		<11		<11		<11
TAS		9,873	93%	10,335	97%	2,461	23%	10,657
TAS North	Jul-13	2,933	96%	2,990	98%	786	26%	3,049
TAS North West	Jul-13	2,188	87%	2,433	97%	528	21%	2,504
TAS South East	Jul-13	2,085	90%	2,219	96%	499	21%	2,322
TAS South West	Jul-13	2,667	96%	2,693	97%	648	23%	2,782
TAS - Other		<11		<11		<11		<11
ACT		7,116	83%	8,435	98%	1,802	21%	8,586
ACT	Jul-14	7,114	83%	8,433	98%	1,801	21%	8,584
ACT - Other		<11		<11		<11		<11

Service district	Phasing date	Core supports		Capacity Building supports		Capital supports		Total active participants
		#	%	#	%	#	%	
NT		4,010	96%	4,185	100%	1,112	27%	4,196
Barkly	Jul-14	152	97%	156	99%	52	33%	157
Central Australia	Jul-17	638	95%	671	100%	254	38%	672
Darwin Remote	Jul-17	365	94%	390	100%	101	26%	390
Darwin Urban	Jan-17	2,357	96%	2,450	100%	546	22%	2,458
East Arnhem	Jan-17	189	97%	194	100%	56	29%	194
Katherine	Jul-17	187	96%	195	100%	76	39%	195
NT - Other		122	94%	129	99%	27	21%	130
Other Territories		38	93%	40	98%	<11		41
Missing		19	93%	21	98%	<11		21
Total		417,756	90%	461,073	99%	109,486	23%	466,619

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL ^{775 776}



⁷⁷⁵ The cashing out of SDA in-kind arrangements in Victoria has commenced during the June 2021 quarter. This has led to a reduction in the annualised SDA supports in participant plans but does not reflect a reduction in the levels of support being provided.

⁷⁷⁶ Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the numbers of active SIL participants at 30 September 2020 and subsequently include an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system.

Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2021 ^{777 778 779}

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	5,572	3.8%	8,907	6.1%	144,890
Hunter New England	799	3.2%	1,689	6.8%	24,849
Central Coast	265	3.2%	491	5.9%	8,307
Far West	<11		20	3.1%	637
Illawarra Shoalhaven	342	4.0%	520	6.1%	8,558
Mid North Coast	151	2.5%	224	3.8%	5,949
Murrumbidgee	253	3.9%	359	5.6%	6,421
Nepean Blue Mountains	404	4.7%	585	6.8%	8,566
North Sydney	767	7.6%	891	8.8%	10,132
Northern NSW	219	3.2%	316	4.6%	6,903
South Eastern Sydney	451	4.6%	604	6.2%	9,712
South Western Sydney	482	2.4%	983	5.0%	19,823
Southern NSW	139	3.4%	206	5.0%	4,144
Sydney	258	3.2%	419	5.2%	8,028
Western NSW	340	5.6%	492	8.1%	6,066
Western Sydney	695	4.1%	1,107	6.6%	16,774
NSW - Other	<11		<11		21
VIC	5,295	4.3%	5,187	4.2%	124,501
Barwon	345	3.8%	383	4.2%	9,122
Central Highlands	262	5.2%	261	5.2%	5,017
Loddon	256	3.8%	237	3.6%	6,663
North East Melbourne	713	5.9%	693	5.7%	12,061
Inner Gippsland	132	2.8%	132	2.8%	4,782
Ovens Murray	142	4.4%	137	4.2%	3,232
Western District	269	7.3%	273	7.4%	3,693
Inner East Melbourne	773	8.4%	705	7.7%	9,193
Outer East Melbourne	467	5.1%	411	4.5%	9,108
Hume Moreland	211	2.5%	216	2.6%	8,449
Bayside Peninsula	745	5.0%	792	5.3%	14,972
Southern Melbourne	258	2.3%	279	2.4%	11,404
Brimbank Melton	196	2.5%	191	2.5%	7,716
Western Melbourne	279	2.5%	232	2.1%	11,115
Goulburn	93	2.5%	94	2.5%	3,727
Mallee	83	4.0%	82	4.0%	2,064
Outer Gippsland	71	3.3%	69	3.2%	2,171
VIC - Other	<11		<11		12
QLD	1,650	1.8%	4,829	5.2%	92,742
Bundaberg	64	2.3%	156	5.6%	2,762
Ipswich	225	3.0%	394	5.2%	7,589
Mackay	29	0.9%	128	4.1%	3,108
Toowoomba	201	3.3%	440	7.2%	6,071
Townsville	58	1.0%	329	5.7%	5,761
Rockhampton	80	1.5%	243	4.7%	5,168
Beenleigh	134	1.4%	465	5.0%	9,390
Brisbane	342	2.0%	932	5.4%	17,266
Cairns	56	1.2%	271	6.0%	4,517
Maryborough	75	2.0%	196	5.1%	3,834
Robina	136	1.4%	469	4.9%	9,480

⁷⁷⁷ Service district is defined by the current residing address of the participant. 'Other' includes participants with service district information missing.

⁷⁷⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁷⁷⁹ Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the numbers of SIL participants include an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 30 June 2021.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Caboolture/Strathpine	133	1.4%	433	4.5%	9,697
Maroochydore	117	1.4%	373	4.6%	8,071
QLD - Other	<11		<11		28
WA	1,149	2.9%	2,290	5.7%	39,951
North East Metro	304	4.7%	526	8.2%	6,403
Wheat Belt	<11		23	2.4%	966
South Metro	72	1.2%	284	4.6%	6,232
Central South Metro	92	1.8%	246	4.9%	5,034
South West	31	0.9%	126	3.7%	3,382
Goldfields-Esperance	<11		28	4.4%	642
North Metro	118	2.3%	203	3.9%	5,200
Kimberley-Pilbara	<11		26	2.1%	1,253
South East Metro	231	5.2%	390	8.8%	4,457
Central North Metro	256	5.7%	350	7.7%	4,526
Great Southern	15	1.5%	56	5.7%	974
Midwest-Gascoyne	19	2.2%	32	3.6%	879
WA - Other	<11		<11		<11
SA	1,675	4.1%	2,350	5.7%	41,034
Adelaide Hills	36	2.3%	62	4.0%	1,548
Barossa, Light and Lower North	25	1.3%	46	2.4%	1,952
Eastern Adelaide	157	4.5%	237	6.7%	3,522
Eyre and Western	30	2.4%	36	2.8%	1,276
Far North (SA)	18	3.6%	26	5.2%	502
Fleurieu and Kangaroo Island	35	3.1%	47	4.2%	1,119
Limestone Coast	42	3.1%	79	5.8%	1,356
Murray and Mallee	70	4.1%	98	5.7%	1,726
Northern Adelaide	552	4.0%	761	5.5%	13,749
Southern Adelaide	535	5.9%	706	7.8%	8,996
Western Adelaide	146	4.0%	195	5.4%	3,643
Yorke and Mid North	29	1.8%	57	3.5%	1,645
SA - Other	<11		<11		<11
TAS	396	3.7%	911	8.5%	10,657
TAS North	101	3.3%	205	6.7%	3,049
TAS North West	98	3.9%	212	8.5%	2,504
TAS South East	67	2.9%	154	6.6%	2,322
TAS South West	130	4.7%	340	12.2%	2,782
TAS - Other	<11		<11		<11
ACT	170	2.0%	464	5.4%	8,586
ACT	170	2.0%	464	5.4%	8,584
ACT - Other	<11		<11		<11
NT	126	3.0%	382	9.1%	4,196
Barkly	<11		11	7.0%	157
Central Australia	28	4.2%	100	14.9%	672
Darwin Remote	<11		<11		390
Darwin Urban	81	3.3%	234	9.5%	2,458
East Arnhem	<11		<11		194
Katherine	14	7.2%	28	14.4%	195
NT - Other	<11		<11		130
Other Territories	<11		<11		41
Missing	<11		<11		21
National	16,033	3.4%	25,320	5.4%	466,619

Table P.2 Annualised committed supports in current NDIS plans as at 30 June 2021 ^{780 781 782 783}

State/Territory	Annualised supports committed to SDA in current plans (\$)	% of supports committed to SDA	Annualised committed supports for participants with SIL (\$)	% of supports committed to participants with SIL	Total committed in supports in current plans (\$)
NSW	78,484,355	0.78%	3,114,170,803	31%	10,108,022,245
VIC	53,759,060	0.67%	1,725,204,064	22%	7,978,246,322
QLD	27,845,665	0.41%	1,707,834,224	25%	6,780,139,639
WA	14,263,093	0.51%	720,320,780	26%	2,822,224,264
SA	20,660,945	0.76%	803,302,472	29%	2,725,220,607
TAS	4,485,014	0.53%	340,894,059	40%	845,423,720
ACT	2,525,476	0.47%	163,380,820	30%	536,248,802
NT	1,498,156	0.30%	212,237,395	42%	502,933,736
Other Territories	0	0.00%	0	0%	3,318,477
Missing	0	0.00%	0	0%	1,219,973
Total	203,521,765	0.63%	8,787,344,616	27%	32,302,997,784

Table P.3 Active SDA providers by jurisdiction as at 30 June 2021 ^{784 785 786}

State/Territory	SDA providers that have ever been active	SDA providers active in 2020-21 Q4
NSW	157	124
VIC	92	60
QLD	76	48
WA	26	20
SA	27	18
TAS	15	10
ACT	10	4
NT	4	3
OT	0	0
National	346	264

⁷⁸⁰ The cashing out of SDA in-kind arrangements in Victoria has commenced during the June 2021 quarter. This has led to a reduction in the annualised SDA supports in participant plans but does not reflect a reduction in the levels of support being provided.

⁷⁸¹ State/Territory is defined by the current residing address of the participant.

⁷⁸² Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁷⁸³ Since June 2020 there has been an issue with identifying SIL in plans as they are being completed. For these results, the annualised committed supports for participants with SIL allow for an estimate of participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system at 30 June 2021.

⁷⁸⁴ SDA active providers in this table refer to any provider that has received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

⁷⁸⁵ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁷⁸⁶ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

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 SA4 Region and Type as at 30 June 2021 (excluding in-kind arrangements)

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	114	0	29	0	143
ACT - Australian Capital Territory	114	0	29	0	143
NSW	1,374	58	842	11	2,285
NSW - Capital Region	58	1	9	0	68
NSW - Central Coast	66	3	49	1	119
NSW - Central West	49	3	15	0	67
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	60	4	6	0	70
NSW - Hunter Valley exc Newcastle	36	1	20	0	57
NSW - Illawarra	41	1	16	0	58
NSW - Mid North Coast	43	2	11	0	56
NSW - Murray	53	1	9	0	63
NSW - New England and North West	35	2	8	0	45
NSW - Newcastle and Lake Macquarie	81	1	101	0	183
NSW - Richmond - Tweed	45	1	18	0	64
NSW - Riverina	25	1	13	0	39
NSW - Southern Highlands and Shoalhaven	14	1	12	0	27
NSW - Sydney - Baulkham Hills and Hawkesbury	50	6	54	0	110
NSW - Sydney - Blacktown	73	4	35	2	114
NSW - Sydney - City and Inner South	15	3	15	2	35
NSW - Sydney - Eastern Suburbs	11	1	1	0	13
NSW - Sydney - Inner South West	75	2	52	3	132
NSW - Sydney - Inner West	19	3	0	0	22
NSW - Sydney - North Sydney and Hornsby	39	1	11	0	51
NSW - Sydney - Northern Beaches	32	1	25	0	58
NSW - Sydney - Outer South West	57	0	13	1	71
NSW - Sydney - Outer West and Blue Mountains	94	4	86	2	186
NSW - Sydney - Parramatta	109	0	155	0	264
NSW - Sydney - Ryde	70	1	43	0	114
NSW - Sydney - South West	41	1	34	0	76
NSW - Sydney - Sutherland	59	4	30	0	93
NT	16	3	8	2	29
NT - Darwin	10	2	8	2	22
NT - Northern Territory - Outback	6	1	0	0	7
QLD	358	32	435	15	840
QLD - Brisbane - East	13	0	12	0	25
QLD - Brisbane - North	14	2	23	0	39
QLD - Brisbane - South	17	2	23	0	42
QLD - Brisbane - West	45	2	6	0	53
QLD - Brisbane Inner City	8	0	40	1	49
QLD - Cairns	11	1	15	0	27
QLD - Darling Downs - Maranoa	2	1	4	1	8
QLD - Fitzroy	24	2	6	1	33
QLD - Gold Coast	28	2	77	2	109
QLD - Ipswich	36	1	44	0	81
QLD - Logan - Beaudesert	12	1	40	1	54
QLD - Mackay	10	0	0	0	10
QLD - Moreton Bay - North	18	2	22	2	44
QLD - Moreton Bay - South	17	0	24	0	41
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	3	25	1	45
QLD - Toowoomba	13	7	24	2	46
QLD - Townsville	20	2	12	3	37

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Wide Bay	54	4	38	1	97
SA	925	10	190	1	1,126
SA - Adelaide - Central and Hills	75	3	61	0	139
SA - Adelaide - North	299	0	63	0	362
SA - Adelaide - South	291	5	31	1	328
SA - Adelaide - West	142	0	24	0	166
SA - Barossa - Yorke - Mid North	17	1	2	0	20
SA - South Australia - Outback	17	0	0	0	17
SA - South Australia - South East	84	1	9	0	94
TAS	25	3	15	0	43
TAS - Hobart	13	0	0	0	13
TAS - Launceston and North East	6	2	7	0	15
TAS - South East	0	0	0	0	0
TAS - West and North West	6	1	8	0	15
VIC	1,091	203	377	22	1,693
VIC - Ballarat	34	11	35	1	81
VIC - Bendigo	32	6	27	0	65
VIC - Geelong	50	8	36	8	102
VIC - Hume	48	6	2	0	56
VIC - Latrobe - Gippsland	52	18	2	0	72
VIC - Melbourne - Inner	43	7	69	0	119
VIC - Melbourne - Inner East	74	18	9	0	101
VIC - Melbourne - Inner South	106	16	9	1	132
VIC - Melbourne - North East	129	30	23	3	185
VIC - Melbourne - North West	38	8	11	0	57
VIC - Melbourne - Outer East	116	13	31	1	161
VIC - Melbourne - South East	117	13	32	1	163
VIC - Melbourne - West	73	16	54	0	143
VIC - Mornington Peninsula	50	10	9	1	70
VIC - North West	63	14	9	6	92
VIC - Shepparton	31	5	3	0	39
VIC - Warrnambool and South West	35	4	16	0	55
WA	10	1	54	0	65
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	9	0	9
WA - Perth - Inner	5	0	0	0	5
WA - Perth - North East	1	1	4	0	6
WA - Perth - North West	1	0	15	0	16
WA - Perth - South East	2	0	15	0	17
WA - Perth - South West	0	0	11	0	11
WA - Western Australia - Outback	1	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	3,913	310	1,950	51	6,224

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design as at 30 June 2021 (excluding in-kind arrangements)

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	32	58	33	13	7	143
ACT - Australian Capital Territory	32	58	33	13	7	143
NSW	1,115	404	456	77	233	2,285
NSW - Capital Region	52	3	8	1	4	68
NSW - Central Coast	60	8	36	4	11	119
NSW - Central West	36	10	6	6	9	67
NSW - Coffs Harbour - Grafton	18	4	4	2	2	30
NSW - Far West and Orana	52	2	5	8	3	70
NSW - Hunter Valley exc Newcastle	29	2	14	4	8	57
NSW - Illawarra	42	10	6	0	0	58
NSW - Mid North Coast	39	11	0	6	0	56
NSW - Murray	35	18	3	5	2	63
NSW - New England and North West	18	12	6	0	9	45
NSW - Newcastle and Lake Macquarie	69	12	94	1	7	183
NSW - Richmond - Tweed	35	14	9	0	6	64
NSW - Riverina	23	8	4	3	1	39
NSW - Southern Highlands and Shoalhaven	10	9	4	4	0	27
NSW - Sydney - Baulkham Hills and Hawkesbury	37	35	11	2	25	110
NSW - Sydney - Blacktown	61	30	8	1	14	114
NSW - Sydney - City and Inner South	15	17	1	2	0	35
NSW - Sydney - Eastern Suburbs	11	0	1	1	0	13
NSW - Sydney - Inner South West	70	19	40	0	3	132
NSW - Sydney - Inner West	20	0	1	1	0	22
NSW - Sydney - North Sydney and Hornsby	33	7	9	2	0	51
NSW - Sydney - Northern Beaches	30	6	13	0	9	58
NSW - Sydney - Outer South West	40	3	19	4	5	71
NSW - Sydney - Outer West and Blue Mountains	68	31	38	16	33	186
NSW - Sydney - Parramatta	76	86	60	0	42	264
NSW - Sydney - Ryde	49	13	25	2	25	114
NSW - Sydney - South West	31	13	17	2	13	76
NSW - Sydney - Sutherland	56	21	14	0	2	93
NT	8	3	3	0	15	29
NT - Darwin	4	2	3	0	13	22
NT - Northern Territory - Outback	4	1	0	0	2	7
QLD	101	189	313	71	166	840
QLD - Brisbane - East	6	7	7	2	3	25
QLD - Brisbane - North	10	5	22	0	2	39
QLD - Brisbane - South	9	6	23	3	1	42
QLD - Brisbane - West	1	22	30	0	0	53
QLD - Brisbane Inner City	5	3	31	0	10	49
QLD - Cairns	2	2	6	0	17	27
QLD - Darling Downs - Maranoa	1	3	1	0	3	8
QLD - Fitzroy	3	9	2	0	19	33
QLD - Gold Coast	8	16	60	3	22	109
QLD - Ipswich	7	19	28	18	9	81
QLD - Logan - Beaudesert	5	11	19	12	7	54
QLD - Mackay	2	5	0	0	3	10
QLD - Moreton Bay - North	0	7	17	13	7	44
QLD - Moreton Bay - South	2	13	19	0	7	41

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	5	7	21	5	7	45
QLD - Toowoomba	11	16	10	1	8	46
QLD - Townsville	4	10	9	2	12	37
QLD - Wide Bay	20	28	8	12	29	97
SA	546	226	201	55	98	1,126
SA - Adelaide - Central and Hills	55	8	60	6	10	139
SA - Adelaide - North	141	111	66	14	30	362
SA - Adelaide - South	187	45	58	11	27	328
SA - Adelaide - West	93	25	14	13	21	166
SA - Barossa - Yorke - Mid North	14	3	0	3	0	20
SA - South Australia - Outback	13	4	0	0	0	17
SA - South Australia - South East	43	30	3	8	10	94
TAS	7	17	3	2	14	43
TAS - Hobart	5	7	0	0	1	13
TAS - Launceston and North East	1	7	2	2	3	15
TAS - South East	0	0	0	0	0	0
TAS - West and North West	1	3	1	0	10	15
VIC	353	408	410	161	361	1,693
VIC - Ballarat	9	41	6	16	9	81
VIC - Bendigo	10	15	23	14	3	65
VIC - Geelong	14	26	39	14	9	102
VIC - Hume	26	9	7	3	11	56
VIC - Latrobe - Gippsland	17	33	2	14	6	72
VIC - Melbourne - Inner	19	18	76	1	5	119
VIC - Melbourne - Inner East	21	19	19	13	29	101
VIC - Melbourne - Inner South	51	20	19	5	37	132
VIC - Melbourne - North East	35	49	40	11	50	185
VIC - Melbourne - North West	6	13	12	7	19	57
VIC - Melbourne - Outer East	29	26	27	14	65	161
VIC - Melbourne - South East	31	47	42	17	26	163
VIC - Melbourne - West	14	29	58	7	35	143
VIC - Mornington Peninsula	13	21	11	7	18	70
VIC - North West	24	21	8	9	30	92
VIC - Shepparton	12	12	7	3	5	39
VIC - Warrnambool and South West	22	9	14	6	4	55
WA	5	10	29	0	21	65
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	1	0	8	9
WA - Perth - Inner	0	0	5	0	0	5
WA - Perth - North East	1	1	3	0	1	6
WA - Perth - North West	1	0	14	0	1	16
WA - Perth - South East	2	9	5	0	1	17
WA - Perth - South West	0	0	1	0	10	11
WA - Western Australia - Outback	1	0	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	2,167	1,315	1,448	379	915	6,224

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 2021 (excluding in-kind arrangements)

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	25	55	30	24	9	0	143
ACT - Australian Capital Territory	25	55	30	24	9	0	143
NSW	653	417	196	317	644	58	2,285
NSW - Capital Region	30	9	3	9	16	1	68
NSW - Central Coast	42	16	7	17	34	3	119
NSW - Central West	10	5	5	12	32	3	67
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	22	11	3	13	17	4	70
NSW - Hunter Valley exc Newcastle	15	1	9	13	18	1	57
NSW - Illawarra	12	3	6	8	28	1	58
NSW - Mid North Coast	20	12	5	1	16	2	56
NSW - Murray	24	9	6	6	17	1	63
NSW - New England and North West	5	11	4	3	20	2	45
NSW - Newcastle and Lake Macquarie	63	34	25	20	40	1	183
NSW - Richmond - Tweed	22	8	5	8	20	1	64
NSW - Riverina	6	7	5	11	9	1	39
NSW - Southern Highlands and Shoalhaven	3	4	1	5	13	1	27
NSW - Sydney - Baulkham Hills and Hawkesbury	10	38	4	22	30	6	110
NSW - Sydney - Blacktown	11	23	17	17	42	4	114
NSW - Sydney - City and Inner South	10	8	0	5	9	3	35
NSW - Sydney - Eastern Suburbs	1	0	1	4	6	1	13
NSW - Sydney - Inner South West	49	12	10	12	47	2	132
NSW - Sydney - Inner West	0	1	3	5	10	3	22
NSW - Sydney - North Sydney and Hornsby	8	7	5	9	21	1	51
NSW - Sydney - Northern Beaches	7	5	5	13	27	1	58
NSW - Sydney - Outer South West	17	10	7	15	22	0	71
NSW - Sydney - Outer West and Blue Mountains	63	29	25	30	35	4	186
NSW - Sydney - Parramatta	111	89	12	14	38	0	264
NSW - Sydney - Ryde	31	30	7	19	26	1	114
NSW - Sydney - South West	21	17	4	13	20	1	76
NSW - Sydney - Sutherland	34	13	8	11	23	4	93
NT	1	15	1	3	6	3	29
NT - Darwin	1	11	0	2	6	2	22
NT - Northern Territory - Outback	0	4	1	1	0	1	7
QLD	368	171	144	86	39	32	840
QLD - Brisbane - East	7	7	8	2	1	0	25
QLD - Brisbane - North	23	6	5	1	2	2	39
QLD - Brisbane - South	27	8	2	0	3	2	42
QLD - Brisbane - West	29	15	3	3	1	2	53
QLD - Brisbane Inner City	42	0	4	2	1	0	49
QLD - Cairns	10	4	5	7	0	1	27
QLD - Darling Downs - Maranoa	2	1	1	0	3	1	8
QLD - Fitzroy	10	7	5	8	1	2	33
QLD - Gold Coast	83	8	12	3	1	2	109
QLD - Ipswich	29	18	21	12	0	1	81
QLD - Logan - Beaudesert	26	9	8	8	2	1	54
QLD - Mackay	2	0	0	4	4	0	10
QLD - Moreton Bay - North	3	13	13	7	6	2	44
QLD - Moreton Bay - South	15	12	8	4	2	0	41
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	20	3	12	4	3	3	45

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
QLD - Toowoomba	10	16	4	7	2	7	46
QLD - Townsville	3	19	2	6	5	2	37
QLD - Wide Bay	27	25	31	8	2	4	97
SA	277	474	165	119	81	10	1,126
SA - Adelaide - Central and Hills	58	43	12	17	6	3	139
SA - Adelaide - North	64	167	62	44	25	0	362
SA - Adelaide - South	102	125	36	25	35	5	328
SA - Adelaide - West	44	65	29	17	11	0	166
SA - Barossa - Yorke - Mid North	3	7	6	3	0	1	20
SA - South Australia - Outback	2	9	1	4	1	0	17
SA - South Australia - South East	4	58	19	9	3	1	94
TAS	10	11	3	16	0	3	43
TAS - Hobart	3	3	3	4	0	0	13
TAS - Launceston and North East	4	2	0	7	0	2	15
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	3	6	0	5	0	1	15
VIC	425	185	189	141	550	203	1,693
VIC - Ballarat	37	15	4	2	12	11	81
VIC - Bendigo	28	10	5	7	9	6	65
VIC - Geelong	35	21	10	4	24	8	102
VIC - Hume	7	19	4	6	14	6	56
VIC - Latrobe - Gippsland	27	10	3	1	13	18	72
VIC - Melbourne - Inner	78	5	6	5	18	7	119
VIC - Melbourne - Inner East	11	4	4	11	53	18	101
VIC - Melbourne - Inner South	29	11	17	8	51	16	132
VIC - Melbourne - North East	29	20	29	15	62	30	185
VIC - Melbourne - North West	3	10	8	3	25	8	57
VIC - Melbourne - Outer East	26	12	23	21	66	13	161
VIC - Melbourne - South East	35	7	22	22	64	13	163
VIC - Melbourne - West	34	11	28	8	46	16	143
VIC - Mornington Peninsula	12	6	8	6	28	10	70
VIC - North West	19	14	7	11	27	14	92
VIC - Shepparton	8	2	4	6	14	5	39
VIC - Warrnambool and South West	7	8	7	5	24	4	55
WA	20	13	22	6	3	1	65
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	8	1	0	0	9
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	3	0	1	1	1	6
WA - Perth - North West	10	0	3	1	2	0	16
WA - Perth - South East	10	1	4	2	0	0	17
WA - Perth - South West	0	4	6	1	0	0	11
WA - Western Australia - Outback	0	0	1	0	0	0	1
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	1,779	1,341	750	712	1,332	310	6,224

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements).

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	17	36	4	2	59
ACT - Australian Capital Territory	17	36	4	2	59
NSW	630	722	92	361	1,805
NSW - Capital Region	0	14	5	0	19
NSW - Central Coast	13	65	0	32	110
NSW - Central West	13	6	13	0	32
NSW - Coffs Harbour - Grafton	5	0	0	0	5
NSW - Far West and Orana	5	14	0	0	19
NSW - Hunter Valley exc Newcastle	5	44	10	7	66
NSW - Illawarra	31	12	0	0	43
NSW - Mid North Coast	16	0	6	0	22
NSW - Murray	10	5	4	0	19
NSW - New England and North West	0	2	0	18	20
NSW - Newcastle and Lake Macquarie	34	208	0	8	250
NSW - Richmond - Tweed	15	15	0	7	37
NSW - Riverina	13	11	6	0	30
NSW - Southern Highlands and Shoalhaven	12	10	10	0	32
NSW - Sydney - Baulkham Hills and Hawkesbury	62	10	0	56	128
NSW - Sydney - Blacktown	50	14	0	34	98
NSW - Sydney - City and Inner South	27	5	0	0	32
NSW - Sydney - Eastern Suburbs	0	1	0	0	1
NSW - Sydney - Inner South West	33	58	0	0	91
NSW - Sydney - Inner West	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	21	5	0	26
NSW - Sydney - Northern Beaches	15	36	0	30	81
NSW - Sydney - Outer South West	5	15	2	2	24
NSW - Sydney - Outer West and Blue Mountains	37	44	23	50	154
NSW - Sydney - Parramatta	161	54	0	47	262
NSW - Sydney - Ryde	23	10	3	43	79
NSW - Sydney - South West	18	28	5	22	73
NSW - Sydney - Sutherland	27	20	0	5	52
NT	0	4	0	15	19
NT - Darwin	0	4	0	15	19
NT - Northern Territory - Outback	0	0	0	0	0
QLD	103	445	82	170	800
QLD - Brisbane - East	7	10	0	6	23
QLD - Brisbane - North	3	20	0	3	26
QLD - Brisbane - South	1	21	6	0	28
QLD - Brisbane - West	2	15	0	0	17
QLD - Brisbane Inner City	3	32	0	16	51
QLD - Cairns	0	14	0	12	26
QLD - Darling Downs - Maranoa	5	3	0	4	12
QLD - Fitzroy	0	6	0	9	15
QLD - Gold Coast	12	64	7	23	106

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Ipswich	10	54	12	14	90
QLD - Logan - Beaudesert	15	21	17	15	68
QLD - Mackay	0	0	0	0	0
QLD - Moreton Bay - North	3	40	12	6	61
QLD - Moreton Bay - South	3	34	0	4	41
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	1	46	0	8	55
QLD - Toowoomba	16	22	2	19	59
QLD - Townsville	4	18	10	8	40
QLD - Wide Bay	18	25	16	23	82
SA	36	158	121	36	351
SA - Adelaide - Central and Hills	4	68	15	2	89
SA - Adelaide - North	24	69	28	9	130
SA - Adelaide - South	6	15	25	12	58
SA - Adelaide - West	2	2	31	13	48
SA - Barossa - Yorke - Mid North	0	0	6	0	6
SA - South Australia - Outback	0	0	0	0	0
SA - South Australia - South East	0	4	16	0	20
TAS	8	1	1	22	32
TAS - Hobart	0	0	0	0	0
TAS - Launceston and North East	6	0	1	8	15
TAS - South East	0	0	0	0	0
TAS - West and North West	2	1	0	14	17
VIC	112	443	70	70	695
VIC - Ballarat	34	12	3	3	52
VIC - Bendigo	11	23	10	0	44
VIC - Geelong	6	60	16	7	89
VIC - Hume	0	0	0	6	6
VIC - Latrobe - Gippsland	0	1	1	0	2
VIC - Melbourne - Inner	3	66	0	0	69
VIC - Melbourne - Inner East	0	7	4	0	11
VIC - Melbourne - Inner South	0	15	1	4	20
VIC - Melbourne - North East	13	30	5	0	48
VIC - Melbourne - North West	3	23	1	0	27
VIC - Melbourne - Outer East	5	41	0	4	50
VIC - Melbourne - South East	10	41	9	4	64
VIC - Melbourne - West	15	72	4	4	95
VIC - Mornington Peninsula	3	13	6	4	26
VIC - North West	9	0	0	24	33
VIC - Shepparton	0	6	0	0	6
VIC - Warrnambool and South West	0	33	10	10	53
WA	11	53	0	58	122
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	3	0	25	28
WA - Perth - Inner	0	0	0	0	0
WA - Perth - North East	2	8	0	0	10

SA4 Region	New Build Maximum Number of Residents				Grand Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Perth - North West	0	25	0	3	28
WA - Perth - South East	9	14	0	3	26
WA - Perth - South West	0	3	0	27	30
WA - Western Australia - Outback	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	917	1,862	370	734	3,883

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 30 June 2021

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0
NSW	0	0	0	0	0	0
NSW - Capital Region	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0
NT	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
QLD	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Wide Bay	0	0	0	0	0	0
SA	0	0	0	0	0	0
SA - Adelaide - Central and Hills	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0
TAS	142	44	0	4	13	203
TAS - Hobart	67	32	0	3	9	111
TAS - Launceston and North East	29	4	0	0	0	33
TAS - South East	1	1	0	0	0	2
TAS - West and North West	45	7	0	1	4	57
VIC	0	0	0	0	0	0
VIC - Ballarat	0	0	0	0	0	0
VIC - Bendigo	0	0	0	0	0	0
VIC - Geelong	0	0	0	0	0	0
VIC - Hume	0	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0	0
VIC - Melbourne - Inner	0	0	0	0	0	0
VIC - Melbourne - Inner East	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	0	0	0	0	0
VIC - Melbourne - North East	0	0	0	0	0	0
VIC - Melbourne - North West	0	0	0	0	0	0
VIC - Melbourne - Outer East	0	0	0	0	0	0
VIC - Melbourne - South East	0	0	0	0	0	0
VIC - Melbourne - West	0	0	0	0	0	0
VIC - Mornington Peninsula	0	0	0	0	0	0
VIC - North West	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	0	0	0	0
WA	0	0	0	0	0	0
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	142	44	0	4	13	203

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 2021

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	0	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0	0
NSW	0	0	0	0	0	0	0
NSW - Capital Region	0	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0	0
NT	0	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0
QLD	0	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA - Adelaide - Central and Hills	0	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0	0
TAS	74	26	12	79	12	0	203
TAS - Hobart	39	14	6	46	6	0	111
TAS - Launceston and North East	7	1	3	20	2	0	33
TAS - South East	0	0	0	1	1	0	2
TAS - West and North West	28	11	3	12	3	0	57
VIC	0	0	0	0	0	0	0
VIC - Ballarat	0	0	0	0	0	0	0
VIC - Bendigo	0	0	0	0	0	0	0
VIC - Geelong	0	0	0	0	0	0	0
VIC - Hume	0	0	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0	0	0
VIC - Melbourne - Inner	0	0	0	0	0	0	0
VIC - Melbourne - Inner East	0	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	0	0	0	0	0	0
VIC - Melbourne - North East	0	0	0	0	0	0	0
VIC - Melbourne - North West	0	0	0	0	0	0	0
VIC - Melbourne - Outer East	0	0	0	0	0	0	0
VIC - Melbourne - South East	0	0	0	0	0	0	0
VIC - Melbourne - West	0	0	0	0	0	0	0
VIC - Mornington Peninsula	0	0	0	0	0	0	0
VIC - North West	0	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	74	26	12	79	12	0	203

Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 June 2021 ⁷⁸⁷

SA4 Region	SDA Design Category							Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	
ACT	0	1	21	1	0	0	0	23
ACT - Australian Capital Territory	0	1	21	1	0	0	0	23
NSW	0	68	221	29	32	0	2	352
NSW - Capital Region	0	0	0	0	0	0	0	0
NSW - Central Coast	0	0	2	0	0	0	0	2
NSW - Central West	0	0	9	0	0	0	0	9
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	0	0	0	0	10
NSW - Hunter Valley exc Newcastle	0	0	6	0	0	0	0	6
NSW - Illawarra	0	7	13	0	0	0	0	20
NSW - Mid North Coast	0	0	0	0	0	0	0	0
NSW - Murray	0	0	3	10	1	0	2	16
NSW - New England and North West	0	0	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	14	0	0	0	0	14
NSW - Richmond - Tweed	0	1	0	0	5	0	0	6
NSW - Riverina	0	0	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	6	2	0	0	0	0	8
NSW - Sydney - Baulkham Hills and Hawkesbury	0	1	10	0	0	0	0	11
NSW - Sydney - Blacktown	0	11	35	1	0	0	0	47
NSW - Sydney - City and Inner South	0	0	10	0	0	0	0	10
NSW - Sydney - Eastern Suburbs	0	1	1	2	0	0	0	4
NSW - Sydney - Inner South West	0	0	15	0	0	0	0	15
NSW - Sydney - Inner West	0	0	2	4	1	0	0	7
NSW - Sydney - North Sydney and Hornsby	0	5	13	0	8	0	0	26
NSW - Sydney - Northern Beaches	0	0	0	1	1	0	0	2
NSW - Sydney - Outer South West	0	0	13	0	0	0	0	13
NSW - Sydney - Outer West and Blue Mountains	0	31	19	2	4	0	0	56
NSW - Sydney - Parramatta	0	4	22	1	6	0	0	33
NSW - Sydney - Ryde	0	0	0	1	0	0	0	1
NSW - Sydney - South West	0	1	22	7	6	0	0	36
NSW - Sydney - Sutherland	0	0	0	0	0	0	0	0
NT	0	0	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0	0

⁷⁸⁷ SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only and there is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA. There may also be under-construction properties which will be enrolled as SDA which are not represented in the data. From 1 July 2021 it will become mandatory for SDA providers or future SDA providers to inform the NDIA at the design stage of any proposed SDA dwellings, thus increasing the pipeline data available.

SA4 Region	SDA Design Category							Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	
QLD	0	8	285	62	46	1	0	402
QLD - Brisbane - East	0	0	11	1	0	0	0	12
QLD - Brisbane - North	0	0	8	1	0	0	0	9
QLD - Brisbane - South	0	0	34	1	5	0	0	40
QLD - Brisbane - West	0	0	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	12	0	2	0	0	14
QLD - Cairns	0	0	11	0	0	0	0	11
QLD - Darling Downs - Maranoa	0	0	1	0	0	0	0	1
QLD - Fitzroy	0	0	2	0	0	0	0	2
QLD - Gold Coast	0	0	61	1	5	0	0	67
QLD - Ipswich	0	3	21	15	10	1	0	50
QLD - Logan - Beaudesert	0	4	51	8	8	0	0	71
QLD - Mackay	0	0	4	2	1	0	0	7
QLD - Moreton Bay - North	0	1	31	7	2	0	0	41
QLD - Moreton Bay - South	0	0	9	0	0	0	0	9
QLD - Queensland - Outback	0	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	5	21	2	0	0	28
QLD - Toowoomba	0	0	4	5	5	0	0	14
QLD - Townsville	0	0	13	0	2	0	0	15
QLD - Wide Bay	0	0	7	0	4	0	0	11
SA	0	54	57	0	2	0	0	113
SA - Adelaide - Central and Hills	0	8	32	0	0	0	0	40
SA - Adelaide - North	0	18	4	0	0	0	0	22
SA - Adelaide - South	0	5	12	0	2	0	0	19
SA - Adelaide - West	0	19	9	0	0	0	0	28
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0	0
SA - South Australia - South East	0	4	0	0	0	0	0	4
TAS	0	0	0	0	1	0	0	1
TAS - Hobart	0	0	0	0	0	0	0	0
TAS - Launceston and North East	0	0	0	0	1	0	0	1
TAS - South East	0	0	0	0	0	0	0	0
TAS - West and North West	0	0	0	0	0	0	0	0
VIC	0	41	234	20	27	0	0	322
VIC - Ballarat	0	8	19	5	0	0	0	32
VIC - Bendigo	0	5	6	0	2	0	0	13
VIC - Geelong	0	0	14	3	1	0	0	18
VIC - Hume	0	1	0	0	1	0	0	2
VIC - Latrobe - Gippsland	0	0	1	1	2	0	0	4
VIC - Melbourne - Inner	0	0	73	0	1	0	0	74

SA4 Region	SDA Design Category							Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Improved Liveability and Fully Accessible	High Physical Support and Fully Accessible	
VIC - Melbourne - Inner East	0	0	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	4	14	3	2	0	0	23
VIC - Melbourne - North East	0	4	25	1	1	0	0	31
VIC - Melbourne - North West	0	0	1	1	0	0	0	2
VIC - Melbourne - Outer East	0	10	8	0	2	0	0	20
VIC - Melbourne - South East	0	6	19	6	1	0	0	32
VIC - Melbourne - West	0	3	50	0	4	0	0	57
VIC - Mornington Peninsula	0	0	2	0	10	0	0	12
VIC - North West	0	0	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	2	0	0	0	0	2
WA	0	37	66	0	6	0	0	109
WA - Bunbury	0	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0	0
WA - Perth - Inner	0	0	14	0	0	0	0	14
WA - Perth - North East	0	0	2	0	0	0	0	2
WA - Perth - North West	0	0	23	0	0	0	0	23
WA - Perth - South East	0	37	4	0	6	0	0	47
WA - Perth - South West	0	0	23	0	0	0	0	23
WA - Western Australia - Outback	0	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0	0
Total	0	209	884	112	114	1	2	1,322

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 30 June 2021 ⁷⁸⁸

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
ACT	155	15	16	186
ACT - Australian Capital Territory	155	15	16	186
ACT - Missing	0	0	0	0
NSW	4,787	785	433	6,005
NSW - Capital Region	131	15	7	153
NSW - Central Coast	214	51	33	298
NSW - Central West	205	20	19	244
NSW - Coffs Harbour - Grafton	83	11	10	104
NSW - Far West and Orana	123	6	6	135
NSW - Hunter Valley exc Newcastle	159	18	13	190
NSW - Illawarra	221	28	17	266
NSW - Mid North Coast	149	13	10	172
NSW - Murray	117	12	9	138
NSW - New England and North West	106	17	3	126
NSW - Newcastle and Lake Macquarie	393	36	26	455
NSW - Richmond - Tweed	157	25	22	204
NSW - Riverina	106	10	7	123
NSW - Southern Highlands and Shoalhaven	107	15	4	126
NSW - Sydney - Baulkham Hills and Hawkesbury	177	39	10	226
NSW - Sydney - Blacktown	278	22	13	313
NSW - Sydney - City and Inner South	89	4	10	103
NSW - Sydney - Eastern Suburbs	56	7	10	73
NSW - Sydney - Inner South West	291	42	25	358
NSW - Sydney - Inner West	120	3	12	135
NSW - Sydney - North Sydney and Hornsby	148	18	28	194
NSW - Sydney - Northern Beaches	156	57	9	222
NSW - Sydney - Outer South West	134	29	33	196
NSW - Sydney - Outer West and Blue Mountains	313	76	26	415
NSW - Sydney - Parramatta	224	78	31	333
NSW - Sydney - Ryde	228	76	15	319
NSW - Sydney - South West	134	23	16	173
NSW - Sydney - Sutherland	166	33	9	208
NSW - Missing	2	1	0	3
NT	123	3	18	144
NT - Darwin	78	3	8	89
NT - Northern Territory - Outback	45	0	10	55
QLD	1,399	251	499	2,149
QLD - Brisbane - East	41	8	26	75
QLD - Brisbane - North	70	12	46	128
QLD - Brisbane - South	55	10	37	102
QLD - Brisbane - West	68	19	17	104
QLD - Brisbane Inner City	33	22	16	71
QLD - Cairns	49	6	15	70
QLD - Darling Downs - Maranoa	28	0	8	36
QLD - Fitzroy	72	8	16	96
QLD - Gold Coast	98	38	62	198
QLD - Ipswich	217	25	76	318

⁷⁸⁸ For Participants with a SDA need identified in CRM, there is likely a delay between when they move into an appropriate SDA arrangement and when the Agency is informed. The outstanding need for SDA may be overstated as a result.

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
QLD - Logan - Beaudesert	99	11	25	135
QLD - Mackay	25	4	4	33
QLD - Moreton Bay - North	68	17	40	125
QLD - Moreton Bay - South	38	11	14	63
QLD - Queensland - Outback	1	0	1	2
QLD - Sunshine Coast	83	13	32	128
QLD - Toowoomba	171	12	17	200
QLD - Townsville	52	6	30	88
QLD - Wide Bay	130	29	17	176
QLD - Other	1	0	0	1
SA	1,579	96	210	1,885
SA - Adelaide - Central and Hills	169	24	36	229
SA - Adelaide - North	484	33	54	571
SA - Adelaide - South	515	19	68	602
SA - Adelaide - West	187	11	36	234
SA - Barossa - Yorke - Mid North	36	1	3	40
SA - South Australia - Outback	47	1	5	53
SA - South Australia - South East	140	7	8	155
SA - Other	1	0	0	1
TAS	372	24	29	425
TAS - Hobart	193	0	10	203
TAS - Launceston and North East	95	6	7	108
TAS - South East	4	0	2	6
TAS - West and North West	80	18	10	108
VIC	4,827	468	496	5,791
VIC - Ballarat	174	32	30	236
VIC - Bendigo	157	13	12	182
VIC - Geelong	226	48	36	310
VIC - Hume	143	9	9	161
VIC - Latrobe - Gippsland	191	12	20	223
VIC - Melbourne - Inner	197	35	36	268
VIC - Melbourne - Inner East	411	28	22	461
VIC - Melbourne - Inner South	392	26	29	447
VIC - Melbourne - North East	586	27	35	648
VIC - Melbourne - North West	194	21	17	232
VIC - Melbourne - Outer East	541	46	53	640
VIC - Melbourne - South East	456	53	70	579
VIC - Melbourne - West	357	35	42	434
VIC - Mornington Peninsula	221	30	51	302
VIC - North West	256	16	11	283
VIC - Shepparton	134	16	10	160
VIC - Warrnambool and South West	188	21	13	222
VIC - Missing	3	0	0	3
WA	1,123	26	93	1,242
WA - Bunbury	31	0	5	36
WA - Mandurah	29	4	5	38
WA - Perth - Inner	50	2	11	63
WA - Perth - North East	254	4	11	269
WA - Perth - North West	314	8	13	335
WA - Perth - South East	299	5	25	329
WA - Perth - South West	101	3	14	118

SA4 Region	Participants with identified SDA needs by status			Total Participants with SDA need
	In SDA dwelling	In SDA dwelling, seeking alternative	Not currently in SDA, seeking dwelling	
WA - Western Australia - Outback	27	0	5	32
WA - Western Australia - Wheat Belt	18	0	4	22
Missing	0	0	1	1
Total	14,365	1,668	1,795	17,828

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 30 June 2021 ⁷⁸⁹

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
ACT	2	6	17	0	6	31	17%
ACT - Australian Capital Territory	2	6	17	0	6	31	17%
ACT - Missing	0	0	0	0	0	0	0%
NSW	121	478	337	60	222	1,218	20%
NSW - Capital Region	2	8	5	1	6	22	14%
NSW - Central Coast	9	24	35	3	13	84	28%
NSW - Central West	12	15	3	6	3	39	16%
NSW - Coffs Harbour - Grafton	1	14	0	3	3	21	20%
NSW - Far West and Orana	1	3	4	1	3	12	9%
NSW - Hunter Valley exc Newcastle	3	9	12	2	5	31	16%
NSW - Illawarra	4	15	15	0	11	45	17%
NSW - Mid North Coast	4	13	1	4	1	23	13%
NSW - Murray	1	12	1	2	5	21	15%
NSW - New England and North West	0	10	5	1	4	20	16%
NSW - Newcastle and Lake Macquarie	9	20	17	4	12	62	14%
NSW - Richmond - Tweed	4	18	11	2	12	47	23%
NSW - Riverina	0	9	5	0	3	17	14%
NSW - Southern Highlands and Shoalhaven	0	12	6	0	1	19	15%
NSW - Sydney - Baulkham Hills and Hawkesbury	2	25	13	2	7	49	22%
NSW - Sydney - Blacktown	4	17	6	3	5	35	11%
NSW - Sydney - City and Inner South	2	4	5	1	2	14	14%
NSW - Sydney - Eastern Suburbs	2	6	8	1	0	17	23%
NSW - Sydney - Inner South West	6	14	32	1	14	67	19%
NSW - Sydney - Inner West	2	5	4	1	3	15	11%
NSW - Sydney - North Sydney and Hornsby	4	25	8	2	7	46	24%
NSW - Sydney - Northern Beaches	3	33	19	0	11	66	30%
NSW - Sydney - Outer South West	10	24	14	3	11	62	32%
NSW - Sydney - Outer West and Blue Mountains	9	45	20	4	24	102	25%
NSW - Sydney - Parramatta	7	26	55	4	17	109	33%
NSW - Sydney - Ryde	8	45	11	3	24	91	29%
NSW - Sydney - South West	7	13	9	2	8	39	23%
NSW - Sydney - Sutherland	4	14	13	4	7	42	20%
NSW - Missing	1	0	0	0	0	1	33%
NT	1	5	10	2	3	21	15%
NT - Darwin	1	2	5	1	2	11	12%
NT - Northern Territory - Outback	0	3	5	1	1	10	18%
QLD	52	184	283	51	180	750	35%
QLD - Brisbane - East	1	7	8	9	9	34	45%
QLD - Brisbane - North	5	22	20	1	10	58	45%
QLD - Brisbane - South	2	12	20	4	9	47	46%

⁷⁸⁹ Ibid.

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
QLD - Brisbane - West	2	6	23	0	5	36	35%
QLD - Brisbane Inner City	3	3	24	2	6	38	54%
QLD - Cairns	2	2	8	1	8	21	30%
QLD - Darling Downs - Maranoa	0	1	2	1	4	8	8%
QLD - Fitzroy	1	7	9	2	5	24	67%
QLD - Gold Coast	9	19	41	1	30	100	51%
QLD - Ipswich	4	39	28	10	20	101	32%
QLD - Logan - Beaudesert	3	8	8	6	11	36	27%
QLD - Mackay	3	1	3	0	1	8	24%
QLD - Moreton Bay - North	1	15	20	3	18	57	46%
QLD - Moreton Bay - South	5	5	8	2	5	25	40%
QLD - Queensland - Outback	0	0	0	0	1	1	50%
QLD - Sunshine Coast	4	10	15	1	15	45	35%
QLD - Toowoomba	2	8	9	3	7	29	15%
QLD - Townsville	1	12	16	3	4	36	41%
QLD - Wide Bay	4	7	21	2	12	46	26%
QLD - Other	0	0	0	0	0	0	0%
SA	43	77	91	25	70	306	16%
SA - Adelaide - Central and Hills	12	12	26	2	8	60	26%
SA - Adelaide - North	11	15	24	13	24	87	15%
SA - Adelaide - South	7	31	22	5	22	87	14%
SA - Adelaide - West	10	11	11	5	10	47	20%
SA - Barossa - Yorke - Mid North	0	1	3	0	0	4	10%
SA - South Australia - Outback	1	3	1	0	1	6	11%
SA - South Australia - South East	2	4	4	0	5	15	10%
SA - Other	0	0	0	0	0	0	0%
TAS	8	18	15	1	11	53	12%
TAS - Hobart	4	5	1	0	0	10	5%
TAS - Launceston and North East	1	6	4	1	1	13	12%
TAS - South East	1	0	1	0	0	2	33%
TAS - West and North West	2	7	9	0	10	28	26%
VIC	139	378	205	72	170	964	17%
VIC - Ballarat	8	25	8	7	14	62	26%
VIC - Bendigo	5	9	3	5	3	25	14%
VIC - Geelong	7	33	22	5	17	84	27%
VIC - Hume	3	4	6	1	4	18	11%
VIC - Latrobe - Gippsland	7	15	2	1	7	32	14%
VIC - Melbourne - Inner	9	11	38	0	13	71	26%
VIC - Melbourne - Inner East	2	19	13	3	13	50	11%
VIC - Melbourne - Inner South	14	20	8	3	10	55	12%
VIC - Melbourne - North East	7	22	12	7	14	62	10%
VIC - Melbourne - North West	5	10	12	4	7	38	16%
VIC - Melbourne - Outer East	16	49	18	7	9	99	15%
VIC - Melbourne - South East	21	38	28	17	19	123	21%
VIC - Melbourne - West	13	30	14	4	16	77	18%
VIC - Mornington Peninsula	11	43	7	5	15	81	27%
VIC - North West	5	12	5	1	4	27	10%
VIC - Shepparton	2	20	3	0	1	26	16%
VIC - Warrnambool and South West	4	18	6	2	4	34	15%

SA4 Region	Participants seeking SDA by required SDA Design Category					Total participants seeking SDA	% participants seeking SDA dwellings
	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible		
VIC - Missing	0	0	0	0	0	0	0%
WA	18	27	40	4	30	119	10%
WA - Bunbury	0	0	2	1	2	5	14%
WA - Mandurah	2	3	1	0	3	9	24%
WA - Perth - Inner	6	3	3	0	1	13	21%
WA - Perth - North East	1	3	7	0	4	15	6%
WA - Perth - North West	2	3	13	0	3	21	6%
WA - Perth - South East	2	11	10	1	6	30	9%
WA - Perth - South West	3	2	4	1	7	17	14%
WA - Western Australia - Outback	1	2	0	1	1	5	16%
WA - Western Australia - Wheat Belt	1	0	0	0	3	4	18%
Missing	0	0	0	0	1	1	100%
Total	384	1,173	998	215	693	3,463	19%

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 30 June 2021 are included in a separate data release, which is available on the NDIS public website. The following is a list of these tables:

- Table P.13 New Build and New Build (Refurbished) Dwellings by Design Category, Build Type and SA4 Region as at 30 June 2021 (excluding in-kind arrangements)
- Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 30 June 2021 (excluding in-kind arrangements)
- Table P.15 In-kind Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 30 June 2021
- Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 30 June 2021 (excluding in-kind arrangements)
- Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 30 June 2021 (excluding in-kind arrangements)
- Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 30 June 2021 (excluding in-kind arrangements)
- Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 30 June 2021
- Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 30 June 2021
- Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 30 June 2021
- Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 30 June 2021

Appendix Q:

Utilisation rates by service districts

The table below sets out rates of utilisation of committed supports by residing service district, SIL status, and whether a participant is on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- Service districts are highlighted in purple if phasing began prior to 30 June 2019 and are highlighted in green if phasing began from 1 July 2019 to 30 June 2020.
- 'Other' includes utilisation for participants with service district information missing. (The NDIS has now been operating for at least one year in all service districts of Australia.)
- Utilisation is only shown if there are more than 25 participants in the group.
- The rate of utilisation is shown in orange if the result is 10 percentage points or more lower than the national utilisation rate for the respective SIL status and plan grouping.
- Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.
- For many service districts there are a lot of participants that are on either their first or second plan – hence, utilisation will continue to increase over time as utilisation increases as participants receive their third and subsequent plans.
- Service district is defined by the current residing address of the participant.

Table Q.1 Utilisation breakdown by service district and participants SIL status – 1 October 2020 to 31 March 2021

Service District		Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
			First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
New South Wales											
Central Coast	Jul-16		87%	87%	51%	68%	66%	52%	76%	74%	
Far West	Jul-17				40%	58%	56%	40%	65%	62%	
Hunter New England	Jul-16		86%	86%	48%	65%	63%	49%	74%	72%	
Illawarra Shoalhaven	Jul-17		85%	85%	51%	69%	67%	51%	74%	73%	
Mid North Coast	Jul-17		86%	86%	49%	69%	66%	50%	73%	71%	
Murrumbidgee	Jul-17		88%	88%	47%	66%	64%	48%	74%	72%	
Nepean Blue Mountains	Jul-16		87%	87%	49%	65%	63%	49%	74%	72%	
North Sydney	Jul-16		88%	88%	49%	69%	66%	49%	77%	76%	
Northern NSW	Jul-17		85%	85%	55%	71%	69%	55%	75%	73%	
South Eastern Sydney	Jul-17		88%	88%	55%	71%	69%	55%	77%	76%	
South Western Sydney	Jul-16	92%	87%	87%	62%	75%	73%	63%	79%	77%	
Southern NSW	Jul-16		86%	86%	51%	65%	63%	51%	71%	69%	
Sydney	Jul-17		84%	84%	57%	71%	69%	57%	75%	73%	
Western NSW	Jul-17		84%	84%	41%	57%	55%	42%	69%	67%	
Western Sydney	Jul-16	82%	87%	87%	58%	73%	71%	58%	78%	77%	
New South Wales - Other											
NSW total			81%	86%	86%	53%	69%	67%	53%	75%	74%
Victoria											
Barwon	Jul-13		85%	85%	55%	63%	62%	55%	66%	66%	
Bayside Peninsula	Apr-18		77%	77%	50%	64%	61%	50%	66%	64%	
Brimbank Melton	Oct-18		84%	84%	45%	64%	60%	45%	66%	62%	
Central Highlands	Jan-17		86%	86%	44%	62%	60%	44%	66%	64%	
Goulburn	Jan-19		79%	79%	42%	59%	56%	42%	61%	58%	
Hume Moreland	Mar-18		84%	84%	50%	68%	65%	50%	69%	66%	
Inner East Melbourne	Nov-17		79%	79%	50%	63%	62%	50%	66%	64%	
Inner Gippsland	Oct-17		80%	80%	44%	61%	59%	44%	62%	60%	
Loddon	May-17		81%	81%	40%	62%	59%	40%	65%	62%	
Mallee	Jan-19		84%	84%	38%	57%	53%	38%	62%	58%	
North East Melbourne	Jul-16		77%	78%	47%	65%	63%	48%	67%	65%	
Outer East Melbourne	Nov-17		77%	77%	48%	63%	61%	48%	64%	62%	
Outer Gippsland	Jan-19		82%	82%	43%	60%	57%	43%	62%	59%	
Ovens Murray	Oct-17		81%	81%	43%	62%	59%	43%	64%	61%	
Southern Melbourne	Sep-18		84%	84%	48%	66%	63%	48%	68%	65%	
Western District	Oct-17		80%	80%	41%	61%	58%	41%	65%	62%	
Western Melbourne	Oct-18		76%	76%	50%	63%	60%	50%	64%	61%	
Victoria - Other											
Victoria total			73%	80%	80%	47%	63%	61%	48%	66%	63%
Queensland											
Beenleigh	Jul-18		90%	90%	51%	72%	68%	52%	78%	74%	
Brisbane	Jul-18		87%	87%	51%	71%	67%	51%	75%	72%	
Bundaberg	Sep-17		90%	90%	51%	70%	67%	51%	77%	75%	
Caboolture/Strathpine	Jan-19		87%	87%	49%	68%	65%	49%	74%	70%	
Cairns	Jul-18		87%	87%	50%	67%	64%	50%	74%	71%	
Ipswich	Jun-17		86%	86%	43%	67%	63%	45%	73%	70%	
Mackay	Nov-16		86%	86%	50%	67%	65%	50%	72%	71%	
Maroochydore	Jan-19	93%	86%	86%	53%	71%	68%	55%	75%	72%	
Maryborough	Jul-18		85%	85%	48%	67%	64%	49%	72%	69%	
Robina	Jul-18		88%	88%	54%	72%	69%	55%	77%	74%	
Rockhampton	Nov-17		85%	85%	40%	61%	57%	40%	69%	65%	
Toowoomba	Jan-17		86%	86%	46%	66%	63%	48%	73%	71%	
Townsville	Jul-16		88%	87%	47%	66%	64%	47%	73%	71%	
Queensland - Other							36%			36%	
Queensland total			89%	87%	87%	50%	69%	66%	50%	74%	71%

Service District	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
South Australia										
Adelaide Hills	Jul-13		83%	83%	49%	65%	63%	50%	71%	69%
Barossa, Light and Lower North	Jul-13		85%	85%	47%	66%	63%	47%	70%	68%
Eastern Adelaide	Jul-13		82%	82%	54%	66%	64%	55%	71%	69%
Eyre and Western	Jul-13		77%	76%	34%	54%	51%	34%	58%	55%
Far North (SA)	Jul-13		76%	76%	38%	51%	46%	40%	61%	56%
Fleurieu and Kangaroo Island	Jul-13		85%	86%	51%	66%	64%	57%	71%	70%
Limestone Coast	Jul-13		87%	87%	39%	56%	54%	39%	67%	64%
Murray and Mallee	Jul-13		83%	83%	39%	54%	52%	44%	65%	63%
Northern Adelaide	Jul-13		84%	84%	50%	66%	64%	52%	72%	70%
Southern Adelaide	Jul-13		84%	84%	47%	65%	62%	48%	72%	70%
Western Adelaide	Jul-13		84%	84%	51%	67%	65%	54%	72%	70%
Yorke and Mid North	Jul-13		82%	82%	39%	60%	57%	39%	64%	61%
South Australia - Other										
South Australia total		81%	84%	83%	47%	64%	62%	49%	71%	68%
Tasmania										
TAS North	Jul-13		84%	84%	43%	65%	62%	43%	71%	68%
TAS North West	Jul-13		85%	85%	46%	63%	61%	46%	72%	70%
TAS South East	Jul-13		86%	87%	42%	65%	61%	43%	72%	68%
TAS South West	Jul-13		88%	88%	50%	65%	62%	52%	74%	71%
Tasmania - Other										
Tasmania total			86%	86%	45%	65%	61%	46%	72%	69%
Australian Capital Territory										
Australian Capital Territory	Jul-14		88%	88%	48%	68%	66%	50%	75%	74%
Australian Capital Territory - Other										
Australian Capital Territory total			88%	88%	48%	68%	66%	50%	75%	74%
Northern Territory										
Barkly	Jul-16				45%	46%	46%	45%	65%	63%
Central Australia	Jul-17		90%	90%	52%	62%	58%	60%	80%	76%
Darwin Remote	Jul-17				34%	50%	44%	34%	50%	44%
Darwin Urban	Jan-17		84%	84%	46%	64%	60%	49%	75%	72%
East Arnhem	Jan-17				43%	45%	45%	43%	45%	45%
Katherine	Jul-17		85%	85%	35%	61%	54%	35%	76%	71%
Northern Territory - Other					43%	59%	55%	52%	69%	65%
Northern Territory total			86%	86%	45%	59%	55%	49%	74%	70%
Western Australia										
North East Metro	Jul-14	83%	84%	84%	51%	68%	65%	61%	74%	72%
Wheat Belt	Jan-17				36%	52%	47%	45%	56%	52%
South Metro	Jul-18	88%	89%	89%	51%	67%	64%	56%	73%	70%
Central South Metro	Jul-18	88%	84%	85%	57%	67%	65%	65%	71%	70%
South West	Sep-18	86%	87%	87%	57%	68%	66%	63%	71%	70%
Goldfields-Esperance	Oct-18			88%	39%	56%	51%	63%	58%	60%
North Metro	Oct-18	86%	81%	84%	54%	65%	62%	64%	67%	66%
Kimberley-Pilbara	Oct-18			83%	29%	51%	45%	30%	57%	51%
South East Metro	Jul-19	82%	83%	83%	59%	67%	63%	70%	71%	70%
Central North Metro	Jul-19	79%	84%	81%	60%	66%	63%	68%	70%	69%
Great Southern	Jul-19	89%		83%	59%	59%	59%	68%	61%	65%
Midwest-Gascoyne	Jul-19	83%		82%	47%	54%	50%	57%	57%	57%
Western Australia - Other										
Western Australia total		83%	85%	84%	55%	65%	62%	64%	70%	68%
National total		83%	86%	85%	50%	66%	64%	53%	72%	70%

Appendix R:

Access decisions and first plans

This appendix includes:

- The number of access decisions completed or more information requested at the end of each month over the past year from 30 June 2020 to 30 June 2021 (Table R.1)
- The average number of days to complete an access decision or request more information each month (Table R.2)
- The number of access decisions completed each month after final information has been provided (Table R.3)
- The average number of days to complete an access decision each month after final information has been provided (Table R.4)
- The number of first plans completed each month (Table R.5)
- The average number of days to complete first plans after the access requirements have been met (Table R.6)

All tables are split by State/Territory and age group (0-6 year olds and 7+ year olds).

Results for Other Territories (OT) are not shown separately due to small numbers. However, they are included in the National totals for each table.

In this appendix, the numbers of first plans completed are based on monthly data snapshots. There are small discrepancies between these results and the numbers of plan approvals in the quarterly PSG results in the report body and in Appendix E, which are based on quarterly snapshots.

Table R.1 Access decisions completed or more information requested – count

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	42	48	18	32	40	41	29	40	42	46	36	40	42
0-6	NSW	851	903	902	888	767	960	773	559	759	943	750	792	774
0-6	NT	27	37	28	29	36	46	34	18	22	29	18	37	29
0-6	QLD	774	825	586	660	599	646	507	465	550	628	565	534	632
0-6	SA	266	351	143	206	182	227	228	183	193	207	210	192	234
0-6	TAS	82	80	74	56	49	74	60	49	61	40	39	46	62
0-6	VIC	755	807	763	767	741	740	726	748	799	678	569	579	787
0-6	WA	222	220	172	200	143	218	161	166	152	187	160	186	219
0-6	NAT	3,019	3,274	2,693	2,840	2,558	2,956	2,520	2,228	2,580	2,760	2,347	2,407	2,779
7+	ACT	81	100	81	97	80	116	108	76	90	85	87	89	85
7+	NSW	1,852	2,121	1,789	2,128	1,907	2,164	2,050	1,497	1,802	2,307	1,802	1,931	1,946
7+	NT	116	86	73	77	84	98	75	66	87	119	51	53	71
7+	QLD	1,730	1,834	1,665	1,981	1,683	2,070	1,684	1,371	1,555	2,016	1,476	1,461	1,588
7+	SA	534	585	476	567	569	565	485	439	522	647	524	489	514
7+	TAS	164	198	168	206	181	177	175	160	151	181	157	188	173
7+	VIC	1,873	2,065	1,609	1,847	1,743	1,821	1,791	1,487	1,573	1,993	1,626	1,838	1,691
7+	WA	1,109	941	808	858	711	806	689	564	567	709	647	599	649
7+	NAT	7,462	8,026	6,774	7,852	7,026	7,931	7,167	5,706	6,401	8,098	6,401	6,675	6,739
All	ACT	123	148	99	129	120	157	137	116	132	131	123	129	127
All	NSW	2,703	3,024	2,691	3,016	2,674	3,124	2,823	2,056	2,561	3,250	2,552	2,723	2,720
All	NT	143	123	101	106	120	144	109	84	109	148	69	90	100
All	QLD	2,504	2,659	2,251	2,641	2,282	2,716	2,191	1,836	2,105	2,644	2,041	1,995	2,220
All	SA	800	936	619	773	751	792	713	622	715	854	734	681	748
All	TAS	246	278	242	262	230	251	235	209	212	221	196	234	235
All	VIC	2,628	2,872	2,372	2,614	2,484	2,561	2,517	2,235	2,372	2,671	2,195	2,417	2,478
All	WA	1,331	1,161	980	1,058	854	1,024	850	730	719	896	807	785	868
All	NAT	10,481	11,300	9,467	10,692	9,584	10,887	9,687	7,934	8,981	10,858	8,748	9,082	9,518

Table R.2 Access decisions completed or more information requested – average days

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	3	4	4	4	2	3	2	4	5	4	8	7	7
0-6	NSW	6	6	6	6	4	3	3	4	5	4	8	8	7
0-6	NT	9	10	8	11	5	4	5	3	5	4	4	5	5
0-6	QLD	8	9	8	9	5	4	4	4	5	4	7	8	7
0-6	SA	6	5	6	7	5	3	3	3	5	4	8	8	7
0-6	TAS	6	5	4	4	2	2	2	4	5	5	8	7	6
0-6	VIC	6	6	7	7	4	3	3	4	5	4	8	8	7
0-6	WA	6	7	5	6	4	3	3	3	5	4	7	8	6
0-6	NAT	7	7	7	7	4	3	3	4	5	4	8	8	7
7+	ACT	10	11	10	11	5	6	3	4	5	5	7	7	5
7+	NSW	10	10	10	10	6	6	3	3	5	4	7	7	5
7+	NT	7	8	7	6	5	5	3	2	4	4	5	5	3
7+	QLD	10	11	10	10	6	6	3	3	5	4	7	7	6
7+	SA	9	9	10	9	6	6	3	3	5	4	6	7	5
7+	TAS	10	10	9	9	6	6	3	3	5	4	7	7	5
7+	VIC	10	10	10	10	6	6	3	3	5	4	7	7	5
7+	WA	6	8	8	9	6	6	3	3	5	4	7	6	5
7+	NAT	9	10	10	10	6	6	3	3	5	4	7	7	5
All	ACT	8	8	9	9	4	5	3	4	5	5	7	7	6
All	NSW	9	9	9	9	6	5	3	3	5	4	7	7	6
All	NT	7	8	7	8	5	5	3	2	4	4	5	5	4
All	QLD	9	10	10	10	6	6	3	3	5	4	7	7	6
All	SA	8	8	9	9	6	5	3	3	5	4	7	7	6
All	TAS	8	9	8	8	6	5	3	3	5	4	7	7	6
All	VIC	9	9	9	9	6	5	3	3	5	4	7	7	6
All	WA	6	8	7	8	5	5	3	3	5	4	7	7	5
All	NAT	8	9	9	9	6	5	3	3	5	4	7	7	6

Table R.3 Access decisions completed after final information has been provided – count

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	3	1	1	2	0	3	2	0	0	1	2	2	0
0-6	NSW	67	51	46	44	33	41	46	23	33	54	41	46	42
0-6	NT	1	1	2	2	0	1	1	2	2	1	0	3	0
0-6	QLD	79	25	26	26	21	26	21	19	22	20	22	23	30
0-6	SA	28	19	9	13	7	11	8	6	11	15	4	12	12
0-6	TAS	8	9	3	5	1	2	2	1	3	4	2	4	7
0-6	VIC	72	42	40	37	36	41	42	39	35	32	28	22	31
0-6	WA	24	13	5	12	7	7	9	5	9	16	10	7	13
0-6	NAT	282	161	132	141	105	132	131	95	116	143	109	119	135
7+	ACT	14	14	15	14	17	26	23	10	21	23	12	16	17
7+	NSW	379	409	396	423	424	524	482	349	385	493	365	427	432
7+	NT	19	20	11	21	14	22	21	9	13	15	14	8	10
7+	QLD	347	354	308	387	311	437	386	287	342	399	301	318	335
7+	SA	103	119	103	107	125	127	112	81	114	134	109	109	107
7+	TAS	32	27	40	37	43	50	51	34	35	58	37	36	55
7+	VIC	381	469	374	392	377	469	423	338	335	422	377	358	388
7+	WA	144	141	146	156	135	179	149	128	121	123	100	124	125
7+	NAT	1,419	1,572	1,404	1,548	1,465	1,838	1,663	1,238	1,371	1,674	1,316	1,400	1,471
All	ACT	17	15	16	16	17	29	25	10	21	24	14	18	17
All	NSW	446	460	442	467	457	565	528	372	418	547	406	473	474
All	NT	20	21	13	23	14	23	22	11	15	16	14	11	10
All	QLD	426	379	334	413	332	463	407	306	364	419	323	341	365
All	SA	131	138	112	120	132	138	120	87	125	149	113	121	119
All	TAS	40	36	43	42	44	52	53	35	38	62	39	40	62
All	VIC	453	511	414	429	413	510	465	377	370	454	405	380	419
All	WA	168	154	151	168	142	186	158	133	130	139	110	131	138
All	NAT	1,701	1,733	1,536	1,689	1,570	1,970	1,794	1,333	1,487	1,817	1,425	1,519	1,606

Table R.4 Access decisions completed after final information has been provided – average days

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	2	0	7	7	n/a	1	1	n/a	n/a	4	4	3	n/a
0-6	NSW	4	3	4	4	5	6	2	2	3	7	5	4	6
0-6	NT	16	12	0	11	n/a	4	0	1	3	1	n/a	4	n/a
0-6	QLD	7	4	2	4	3	3	4	1	3	4	4	4	5
0-6	SA	7	5	6	10	4	3	0	0	2	4	4	4	4
0-6	TAS	6	5	0	6	2	3	2	2	2	1	0	2	3
0-6	VIC	5	3	2	5	3	3	1	2	3	3	4	4	4
0-6	WA	3	3	1	6	2	3	0	1	5	3	3	4	6
0-6	NAT	5	3	3	5	4	4	2	1	3	4	4	4	5
7+	ACT	5	5	4	5	6	6	1	1	5	3	4	6	7
7+	NSW	5	4	5	6	4	5	2	2	3	4	5	5	5
7+	NT	3	5	3	5	3	6	1	2	3	5	4	4	3
7+	QLD	5	4	4	7	5	5	2	2	5	4	6	7	5
7+	SA	5	4	5	7	4	5	2	1	3	6	5	5	5
7+	TAS	5	4	5	7	5	4	2	2	4	5	5	5	5
7+	VIC	5	5	4	6	4	5	3	3	5	5	6	6	5
7+	WA	5	5	4	6	4	7	4	3	4	6	6	5	5
7+	NAT	5	4	5	6	5	5	3	2	4	5	6	6	5
All	ACT	5	5	4	5	6	6	1	1	5	3	4	6	7
All	NSW	5	4	5	6	4	5	2	2	3	5	5	5	5
All	NT	4	5	3	5	3	6	1	2	3	5	4	4	3
All	QLD	5	4	4	6	5	5	2	2	4	4	6	7	5
All	SA	6	4	5	8	4	5	2	1	3	6	5	5	5
All	TAS	5	4	5	7	5	4	2	2	3	4	5	5	4
All	VIC	5	4	4	6	4	5	3	2	5	5	6	6	5
All	WA	5	5	4	6	3	6	4	2	4	6	5	4	5
All	NAT	5	4	4	6	4	5	3	2	4	5	6	6	5

Table R.5 First plans completed – count

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	42	50	29	24	31	50	28	30	46	43	31	41	37
0-6	NSW	756	865	806	842	780	760	757	612	653	846	723	771	718
0-6	NT	24	12	31	30	19	42	30	18	18	28	24	8	25
0-6	QLD	701	758	684	658	614	579	533	459	478	576	435	395	504
0-6	SA	403	273	232	231	131	163	189	175	186	260	204	195	184
0-6	TAS	57	76	67	79	46	53	66	58	39	53	35	36	59
0-6	VIC	1,121	751	649	605	798	789	673	561	614	641	585	539	631
0-6	WA	370	198	216	194	174	153	130	124	143	174	91	96	157
0-6	NAT	3,477	2,987	2,718	2,663	2,593	2,589	2,406	2,038	2,177	2,621	2,130	2,082	2,317
7+	ACT	36	47	48	56	45	55	77	68	50	58	55	33	56
7+	NSW	1,089	1,216	1,041	1,166	1,129	1,117	1,141	1,068	1,123	1,218	962	1,058	1,071
7+	NT	60	42	66	41	57	28	37	27	29	68	55	73	53
7+	QLD	1,174	998	1,017	1,110	1,125	1,215	1,184	938	1,081	1,226	958	1,017	975
7+	SA	354	273	297	321	317	376	369	294	280	354	283	359	336
7+	TAS	98	83	111	103	124	126	112	88	89	101	104	82	93
7+	VIC	1,486	1,198	1,172	1,164	1,107	1,104	1,125	827	958	1,010	911	1,013	1,082
7+	WA	1,843	506	711	584	578	558	484	375	421	467	362	412	393
7+	NAT	6,231	4,427	4,549	4,645	4,548	4,643	4,598	3,740	4,094	4,570	3,738	4,085	4,104
All	ACT	78	97	77	80	76	105	105	98	96	101	86	74	93
All	NSW	1,845	2,081	1,847	2,008	1,909	1,877	1,898	1,680	1,776	2,064	1,685	1,829	1,789
All	NT	84	54	97	71	76	70	67	45	47	96	79	81	78
All	QLD	1,875	1,756	1,701	1,768	1,739	1,794	1,717	1,397	1,559	1,802	1,393	1,412	1,479
All	SA	757	546	529	552	448	539	558	469	466	614	487	554	520
All	TAS	155	159	178	182	170	179	178	146	128	154	139	118	152
All	VIC	2,607	1,949	1,821	1,769	1,905	1,893	1,798	1,388	1,572	1,651	1,496	1,552	1,713
All	WA	2,213	704	927	778	752	711	614	499	564	641	453	508	550
All	NAT	9,708	7,414	7,267	7,308	7,141	7,232	7,004	5,778	6,271	7,191	5,868	6,167	6,421

Table R.6 First plans completed – average days

Age	Jurisdiction	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
0-6	ACT	18	17	17	17	41	23	17	23	17	15	25	22	18
0-6	NSW	33	24	31	34	24	29	22	37	33	29	26	28	33
0-6	NT	56	155	65	46	50	51	30	71	120	74	45	113	68
0-6	QLD	42	34	35	39	36	37	37	44	45	44	41	43	51
0-6	SA	37	26	34	51	39	53	36	57	46	41	47	53	35
0-6	TAS	29	27	23	38	38	30	36	33	25	62	54	37	33
0-6	VIC	45	37	39	39	46	46	40	42	49	49	53	57	62
0-6	WA	72	45	56	51	55	63	53	56	69	70	75	75	92
0-6	NAT	43	32	36	39	37	39	34	43	44	42	41	43	49
7+	ACT	42	31	32	32	33	35	30	33	36	38	66	43	62
7+	NSW	39	40	50	40	36	46	36	46	41	38	47	45	38
7+	NT	98	81	60	74	86	91	131	105	101	128	120	138	147
7+	QLD	41	39	52	53	44	52	40	48	52	46	46	47	50
7+	SA	75	56	58	64	51	53	48	54	51	56	50	60	56
7+	TAS	27	51	53	31	52	26	25	32	34	39	46	56	50
7+	VIC	74	44	61	63	50	55	44	45	62	57	56	53	52
7+	WA	120	75	57	66	71	64	67	58	76	63	54	56	68
7+	NAT	76	47	56	55	48	52	44	48	53	50	51	52	51
All	ACT	29	24	27	28	36	29	27	30	27	28	51	31	44
All	NSW	37	33	41	37	31	39	31	43	38	34	38	38	36
All	NT	86	97	62	62	77	67	86	91	109	112	97	136	121
All	QLD	41	36	45	47	41	47	39	46	50	45	44	46	50
All	SA	55	41	47	58	48	53	44	55	49	50	49	58	49
All	TAS	28	39	42	34	48	27	29	33	31	47	48	50	43
All	VIC	61	41	53	55	48	51	43	44	57	54	54	54	55
All	WA	112	67	57	62	67	64	64	57	74	65	58	60	75
All	NAT	64	41	49	49	44	47	40	46	50	47	47	49	50