

ndis

Q1  
2022-23

# NDIS Quarterly report to disability ministers

30 September 2022





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# Introduction

This quarter, in addition to all the usual activities the Agency conducts, it has been focused on:

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**1.** Continued support for participants, providers, staff and partners during the COVID-19 pandemic



**2.** Co-design projects which are strengthening the NDIA's engagement process



**3.** Impact of the NDIS legislation amendments that came into effect on 1 July 2022



**4.** Improving the experience of participants



**5.** Leadership appointments



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On 18 October 2022, the Minister for the National Disability Insurance Scheme (NDIS) announced the Independent Review into the NDIS to improve the wellbeing of Australians with disability and ensure the Scheme's sustainability so that future generations receive the benefit of the NDIS.

It is expected that the Review will lead to changes in the NDIA's work plan. Initiatives and activities described in this report, which commenced prior to the announcement of the Review, should be viewed in that context.

# 1

## Continued support for participants, providers, staff and partners during the COVID-19 pandemic



The National Disability Insurance Agency (NDIA) continues to deliver COVID-19 response measures to participants, providers, staff, and partners to support continuity of safe services during the pandemic.

### Vaccination

As part of an inter-agency taskforce led by the Department of Social Services (DSS), the NDIA has supported the acceleration of participant and worker vaccinations and support measures to maximise vaccination uptakes for winter 2022. Direct billing arrangements for the Enabling Vaccination Boosters for Workers and Participant Vaccination measures have been extended to 31 December 2022, giving providers in the following registration groups an ability to claim \$100 per worker for a booster vaccination:

- 0104 High Intensity Daily Personal Activities
- 0107 Daily Personal Activities
- 0115 Assistance with Daily Life Tasks in a Group or Shared Living Arrangement
- 0125 Participation in Community, Social and Civic Activities

A \$75 per participant payment for eligible providers remains claimable when they support a participant to receive any COVID-19 vaccination including primary or booster dosage.

### Inter-agency efforts

From June to September 2022 the COVID-19 and influenza communications and engagement effort was implemented to amplify health promotion initiatives, and policy content across Department of Health (DOH), DSS, NDIS Quality and Safeguards Commission and the NDIA. Geo-targeting social media postings via NDIA's Facebook account has promoted the Disability Gateway across broader communication channels and promotes vaccinations and vaccination pathways, such as pop-up clinics.

### Rapid Antigen Tests (RATs)

The distribution of RATs to Supported Independent Living (SIL) providers commenced in February 2022 and at the cessation of this measure on 31 July 2022 more than 6.8 million RATs were successfully delivered nationally, including to rural and remote areas and to flood affected areas. Between 23 December 2021 and 31 August 2022 SIL providers were able to claim \$12.50 per RAT test if a support worker was required to undergo testing to ensure continuity of safe services to participants. With both measures now finished providers can purchase RATs commercially and may access emergency supplies if required through the National Medical Stockpile. Eligible participants can continue to access disability related health supports by purchasing RATs from their current plans.

### Workforce supports

The NDIA continues collaborating with the disability sector to maintain three full tiers of response through the National Workforce Support measure to build provider capability in contingency planning and minimise workforce disruptions during COVID-19 outbreaks.

From December 2021 all requests for increased staff assistance have been resolved through peer coaching without the requirement to deploy ready teams and staff.

Aspen Medical continue to deliver a Clinical First Response Service to SIL providers. The introduction of three provider webinars has delivered critical information to providers on infection control and managing COVID-19 outbreaks. Webinars were conducted on 28 July, 25 August and 28 September 2022, attracting 422 attendees. Provider feedback has been overwhelmingly positive, and a recording of the webinar is now published for providers to support training and knowledge transfer. National Workforce Support measures will remain in place until 31 January 2023 to provide support during the peak Christmas 2022 and New Year 2023 period.

In preparation for an anticipated surge of infection rates over winter, the NDIA engaged IPA Personnel Services labour hire to establish a register of skilled former disability workers, students, and retired nominees not currently working in the sector to form the Winter Relief Workforce. Over 330 people nominated their interest at the cessation of this contract on 30 September 2022. This register of deployable workers will be maintained for 12 months as COVID-19 directives and measures transition to general emergency response management. Registered nominees have received a letter thanking them for their interest.

### Supporting SIL providers

The SIL Additional Support payments measure prior to August 2021 was available for providers to claim \$1,200 per household for participants who are required to self-isolate or quarantine under state COVID-19 directives. This payment allows for higher intensity support including staffing increases, personal protective equipment (PPE), professional laundering, and any ancillary expenses directly related to the participant's diagnosis. This payment was amended in August 2021 with the payment changing to \$1,200 per participant. With the easing of current pandemic conditions and pricing reviews the Agency is moving to reinstate the payment to \$1,200 per household with the payment to be further reviewed at the end of 2022.

In response to requests from the DSS and sector advocates, the NDIA has developed a pathway for eligible participants to purchase a portable air purifier from existing NDIS plan budgets to further reduce risk of COVID-19 infection. From 1 October 2022 eligible participants will be able to purchase a personal, portable air purifier from their existing plan core funding, leveraging the existing COVID-19 flexible low-cost assistive technology (AT) for continuity of supports policy. Eligible participants are those who have a disability that compromises their breathing placing them at increased risk of acquiring or becoming very unwell if they acquire COVID-19, have an increased risk of acquiring COVID-19 due to daily close personal support needs, and who are unable to effectively minimise the risk of acquiring COVID-19 with regard to health advice such as wearing masks or have poor ventilation in their residence.

## 2 Co-design projects which are strengthening the NDIA's engagement process



The NDIA believes the people who are impacted by the NDIA's decisions and processes have a right to be involved in designing, implementing, and evaluating those decisions and processes.

### Co-design work continues

The NDIA wants to make sure the lived experience of participants, carers and their families is at the core of building a better NDIS.

The NDIA have provided regular updates on how the NDIA engages people with disability and the broader disability community to collectively improve the NDIS.

This quarter the NDIA presented a communications and engagement plan to the Co-design Advisory Group that provides a framework for building co-design and engagement knowledge and capability. The plan focuses on:

- building co-design and engagement knowledge and capability among internal and external audiences
- building confidence and trust in co-design and engagement through storytelling and transparent communications
- raising the profile of our 'learn by doing' approach to co-design and engagement through proactive engagement, media and thought leadership activities, and
- proactively sharing the outcomes and impact of our co-design and engagement work with internal and external audiences.

The NDIA would like to acknowledge and thank the ongoing contribution of the members of the Co-design Advisory Group and the Disability Representative and Carer Organisations (DRCO) forum.

### Co-design Advisory Group

The Co-design Advisory Group met three times in Quarter 1 (13 July, 10 August, 13 September)<sup>1</sup>. Over this quarter the group:

- reviewed its terms of reference
- was briefed on the Investment Effectiveness Program work
- consulted on the communications and engagement plan, including the 'Have Your Say' website refresh, and
- assisted the NDIA in finalising the Theory of Change for the evaluation of the co-design process.

<sup>1</sup> More information about the Co-design Advisory Group, including regular updates on their discussions, can be found here: <https://www.ndis.gov.au/co-design-advisory-group>



The Co-design Advisory Group membership comprises:

### **NDIA membership**

- General Manager, Communications and Engagement
- General Manager, Policy, Advice and Research
- Additional representatives from the NDIA are invited as required

### **DRCO membership**

- Ross Joyce, Australian Federation of Disability Organisations (AFDO) – Victoria
- Mary Sayers, Children and Young People with Disability Australia (CYDA) – Victoria (up until August 2022)
- Mary Mallett, Disability Advocacy Network Australia (from September 2022)
- Dwayne Cranfield, National Ethnic Disability Alliance (NEDA) – Northern Territory
- Ellen Skladzien, Down Syndrome Australia – South Australia

### **Independent Advisory Council membership**

- Leah Van Poppel – Victoria
- Sharon Boyce – Queensland
- Leighton Jay – Western Australia
- Jennifer Cullen – Queensland

### **DSS membership**

- Branch Manager, NDIS Governance, Policy and Legislation
- Additional representatives from the DSS will be invited as required

## **DRCO Forum**

The DRCO Forum met twice during Quarter 1 (1 July, 26 August). Over this quarter DRCO members were presented with:

- updates on the development of the participant platform PACE, including details of how these improvements are expected to impact a participant's experience
- briefings on the Investment Effectiveness Program
- updates on resolution of AAT cases
- updates on fraud prevention approaches of the NDIA, and
- the opportunity to comment on the participant booklet redesign project and work on the disability dashboard.

The membership of the DRCO forum comprises Agency Representatives and External Members. External Members are invited from key national disability organisations at the request of the Chair.

The membership of the DRCO forum comprises:

### **Agency Representatives:**

- The Chief Executive Officer (CEO) or delegate
- Deputy CEO, Markets, Government and Engagement
- General Manager, Communications and Engagement (Chair)

### **External Members:**

- A4 Autism Aspergers Advocacy Australia
- Australian Autism Alliance
- Australian Federation of Disability Organisations
- Blind Citizens Australia
- Brain Injury Australia
- Carers Australia
- Children and Young People with Disability Australia
- Community Mental Health Australia
- Deaf Australia
- Deafblind Australia
- Deafness Forum of Australia
- Disability Advocacy Network Australia
- Down Syndrome Australia
- First Peoples Disability Network Australia (FPDN)
- Inclusion Australia
- JFA Purple Orange
- Mental Health Australia
- National Disability and Carers Alliance / Every Australian Counts
- National Ethnic Disability Alliance
- National Mental Health Consumer Carer Forum
- People with Disability Australia
- Physical Disability Australia
- ReImagine Australia
- Self Advocacy Resource Unit
- Women with Disabilities Australia
- Young People in Nursing Homes National Alliance

Membership is at the CEO level only.

### Stakeholder Engagement themed workshops – DRCO member attendance

During Quarter 1 the Sector Advice and Engagement team continued to offer information sessions to the sector on topics of interest that they nominated. The primary objective of the sessions is to streamline engagement activities in a more meaningful way for sector stakeholders. Since June 2022, the Agency has met with various stakeholders from the sector through themed workshops with topics including:

- **Employment (15 July)** – areas for discussion included the Participant Employment Strategy, reviewing school leaver employment supports and addressing questions in relation to employment.
  - 15 DRCO members attended
- **Data and Insights (4 August)** – the Sector Advice and Engagement Team facilitated this meeting with the Digital Delivery and Insights business area based on sector interest noted in stakeholder interactions.
  - 6 DRCO members attended
- **Operational Guidelines (5 August)** – covered an update on the Operational Guidelines Refresh Project.
  - 15 DRCO members attended
- **School Leaver Employment Supports (20 September)** – areas of discussion included language and nomenclature, consideration of people with low vision and participants with autism, as well as data.
  - 9 DRCO members attended
- **NDIS Participant Employment Strategy (20 September)** – areas of discussion covered prioritisation of work experience in the school system, employment outcomes and building intrinsic motivations that underlie capacity building.
  - 10 DRCO members attended

This quarter the NDIA progressed a number of co-design projects including:

### Information Gathering for Access and Planning

The Information Gathering for Access and Planning (IGAP) project will deliver a new person-centred model of information gathering that delivers consistency and equity in access and planning outcomes.

Since June 2022, the NDIA has:

- Completed the first phase of engagement with the disability community, with the aim of understanding people's experiences with current access and planning information gathering processes. The engagement approach included targeted engagement through focus groups, and broad engagement through an online survey.
- Completed two research projects to build an evidence base and shared understanding of the information gathering requirements that arise from the NDIS Act, and the NDIA's clinical advisory function.
- Commenced engagement with medical colleges and peak allied health bodies to understand their perspectives on the challenges with NDIS access and planning processes.

Later in the year, the IGAP Steering Committee will use findings from the engagement with the disability community, the health and allied health professionals and the research projects to develop a forward workplan for the IGAP project in 2023.

### Home and Living

The NDIA is developing a policy to inform the way the Scheme supports participants to pursue their home and living goals. The aim is to give participants more choice and control over where they live, who they live with and how they are supported.

The co-designed policy will deliver:

- A new way to support NDIS participants, their families and carers with information, assistance and connections, to understand home and living possibilities.
- A new way of gathering information to determine reasonable and necessary home and living funding.
- Flexible budgets that give more choice and control to participants.
- A new home and living approach for participants who need a high level of home and living support.

To help create the policy, the NDIA has:

- Completed a series of co-design activities with participants, families, carers, sector representatives and providers to design and test policy solutions.
- Engaged a disability organisation to undertake engagement on the policy solutions with people from diverse cohorts including First Nations people, people from Culturally and Linguistically Diverse (CALD) communities, and people who live in rural or remote areas.

### Participant Safety

The NDIA is developing an overarching policy on participant safety to guide the work of the NDIA in supporting participants to think about their own safety. In developing this policy, consideration is being given to existing frameworks and evidence-based research, including that provided by the Independent Advisory Council.

To help create this policy, the NDIA has:

- Undertaken engagement activities, including virtual workshops with key target groups including participants, families, carers, providers and NDIA staff and partners.
- Completed a scoping review to identify strategies to safeguard people with a disability against abuse, neglect and exploitation.

### Supported Decision Making

The NDIA is developing a policy and implementation plan to guide how the NDIA will support participants to make decisions. The Supported Decision Making policy will aim to:

- increase the opportunity for participants to be actively involved in making decisions about their lives and to exercise real choice and control
- support development of participants' capability in making decisions (and helping participants to explore and make those decisions)
- build the capacity of decision supporters, Agency staff and partners to recognise and enable the will and preference of participants, and
- strengthen a support for decision making approach in the appointment of nominees.

The NDIA developed the Supported Decision Making policy, and is working with Inclusion Australia to review the policy. Inclusion Australia is currently working with disability organisations to hold co-design workshops. A person with disability and NDIS participant is co-facilitating these workshops.

### **Cultural and Linguistic Diversity (CALD) Strategy**

In 2021, the NDIA commenced the co-design of a new CALD Strategy 2023-2027 to support people with disability from CALD backgrounds to achieve access to, and outcomes from, their NDIS Plan on an equal basis with the broader population. By co-designing the Strategy and a corresponding Action Plan, the NDIA is committing to walking alongside CALD participants, families, and carers to address the challenges they face when accessing and using the NDIS.

Since June 2022, the NDIA has:

- Concluded the Discover phase, where the NDIA facilitated workshops, focus groups, individual discussions, and two roundtable events to understand and unpack the challenges facing people when accessing and using the NDIS. From these discussions emerged five themes (infrastructure, staff capability, accessible communications, markets and data) which provided the foundation for the NDIA to develop agreed goals, which is detailed in the Discover Phase Report.
- Commenced activities for the Develop phase. Specifically, the NDIA has launched the expressions of interest process for a further six focus group sessions and coordinated additional community conversations with stakeholders to co-design explore, build and test solutions for the new CALD Strategy.

### **First Nations Strategy**

At the end of 2021, the NDIA began the process of developing a new First Nations Strategy. Through detailed co-design, the NDIA is seeking to answer the question: how can the NDIA measurably improve outcomes for First Nations people living with a disability over the next four years?

Since June 2022, the NDIA has:

- Progressed a detailed desktop review of NDIA data, NDIA and Australian Government First Nations strategies and policies, and conducted internal consultations to support understanding of the current state challenges and preliminary priority areas facing First Nations people living with a disability.
- Progressed a partnership agreement with FPDN to support the NDIA in the co-design of the strategy.
- Engaged with key internal and external stakeholders to discuss their involvement and input in the strategy co-design process.

# 3

## Impacts of the NDIS legislative amendments that came into effect on 1 July 2022



The NDIA has continued implementing changes introduced by the National Disability Insurance Scheme Amendment (Participant Service Guarantee and Other Measures) Bill 2022.

This includes:

- Demonstrating our commitment to co-design across six initiatives currently underway addressing Home and Living, Participant Safety, Supported Decision Making, CALD Strategy, First Nations Strategy and IGAP.
- Establishing a team of specially trained officers to ensure timely responses to participant requests for plan variations and reassessments.
- Expanding the scope of Review of Reviewable Decisions (RoRD) to include any variations or replacement of the original decision requested for review. This gives certainty that the review decision will consider the most up-to-date plan and information.

The NDIA are also progressing work to design and build a new information and communication technology business system which will support staff, partners and participants. This will also enable the Agency to implement further improvements to the service response standards.

The NDIA will continue to design and develop policy, guidance and service initiatives based on the amended legislation to support the Agency to deliver better experience and outcomes for NDIS participants, their families and carers.

# 4 Improving the experience of participants



The NDIS has been in operation for just over nine years. Over this time, outcomes are improving for many NDIS participants and their families and carers. The NDIA is continuing to focus on improving the experience of participants.

Outcomes are improving for many NDIS participants and their families and carers. The NDIA recognises there is more to do and is focused on improving the experience of participants in the following key areas:

## **Improving employment opportunities for participants**

The NDIA is committed to improving participant employment outcomes and is currently reviewing the Participant Employment Strategy and priorities for 2023. The NDIA will continue to focus on supporting participants to set work goals, improving pathways to work, market development and building the confidence of employers to employ NDIS participants. Further information about the NDIA's Participant Employment Strategy can be found in Part 2 of this report.

## **Assisting participants leave hospital who are ready to be discharged**

The NDIA is implementing an operational plan to reduce the time taken for participants to be discharged from hospital, this includes:

- Increasing the number of dedicated Hospital Discharge staff supporting each state and territory, including additional Hospital Liaison Officers (HLOs) and NDIS hospital discharge planners.
- Increasing the delegation of those staff and streamlining processes to facilitate quicker decision-making.
- A commitment from the NDIA to contact every NDIS participant (or their authorised representative or nominee) within four days of being notified of their admission.
- A commitment from the NDIA that an NDIS discharge plan will be approved within 30 days.
- Enhanced data collection and reporting to measure progress against these commitments and identify reasons for any delay.



### Reducing the number of AAT cases

The Australian Government and the Minister for the NDIS, the Hon. Bill Shorten MP, have committed to reducing the number of NDIS cases at the Administrative Appeals Tribunal (AAT) and improving the way the NDIA manages its AAT processes.

The Government is now taking action to reduce the backlog of NDIS cases at the AAT. To improve the experience of participants, the NDIA will:

- Initiate an early resolution approach and directly contact participants who have lodged an AAT application.
- Establish an Independent Expert Review (IER) program to review individual participant cases and disputed supports before they are heard by the AAT.

The NDIA is committed to working more closely with participants, being more transparent and delivering faster and fairer dispute resolution processes. The NDIA will be consulting widely across the sector to hear their views on how the NDIA can improve AAT processes and improve the participant experience.

# 5 Leadership appointments



Australian Paralympian and disability advocate Kurt Fearnley AO was appointed Chairman of the NDIA Board and commenced on 18 October 2022. He was a serving member of the NDIS Independent Advisory Council during the trial phase of the Scheme from 2013 to 2015.

The NDIA Board also welcomes new members Dr Graeme Innes AM and Ms Maryanne Diamond AO. Led by Kurt Fearnley, who is the first person with a disability to Chair the Board, there are now five people with disability on the NDIA Board, including current board members Leah van Poppel and Meredith Allan, the largest number in its history. Dr Denis Napthine AO, formerly Chair, will return as a Board Member. Graeme Innes, Maryanne Diamond and Denis Napthine commenced on 18 October 2022.

Rebecca Falkingham PSM has been appointed as CEO of the NDIA and commenced on 18 October 2022. Ms Falkingham has extensive experience leading departments and major projects and has a deep understanding of the NDIS through her work in the Victorian and NSW state governments. She joins the NDIS after spending several years as the Secretary of the Victorian Department of Justice and Community Safety in Victoria.

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# This report

This report is a summary of the performance and operations of the NDIA for the three months from 1 July 2022 to 30 September 2022, as required by Section 174 of the NDIS Act 2013.

Analysis and key insights are presented in this report, with detailed supplementary tables included in the appendices. The national results are contained in Appendix E, followed by individual appendices for each State and Territory (Appendices F–M). Also included in the appendices are:

- A list of key definitions of the terms used in this report (Appendix A)
- A comparison of key metrics across each State and Territory (Appendix N)
- The number of active participants, the participation rates by age group, the annual average plan budget, and average payment per participant, in each service district (Appendix O)
- The number of active participants in each service district receiving Specialist Disability Accommodation (SDA) and SIL, along with data on the number and types of dwellings in each statistical geographical area. Data on the demand for SDA within the NDIS is also included (Appendix P)

The NDIA is considering how to best publish and deliver data to ensure the data is published in a format that is as useful as possible. The following two appendices will be released separately on the [NDIS website](#)<sup>2</sup>.

- A comparison of utilisation by service district (Appendix Q)
- Waiting times for access decisions and plan approvals by State/Territory (Appendix R)

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<sup>2</sup> <https://www.ndis.gov.au/about-us/publications/quarterly-reports>



## Mary Anne is now a teacher and role model in remote Kununurra



Living with a significant mental health disability has taken **Mary Anne**, 55, to dark places she never imagined.

After experiencing a ‘breakdown’ at 27, Mary Anne found herself in deep despair and far from her people in Miriwoong country, in the East Kimberley of Western Australia.

But today, the proud Jaru woman is happy and living on her family’s property in the remote town of Kununurra where she first moved as a child. Thanks to her positive mindset and specialised supports through the NDIS and local NDIS provider, Patches, Mary Anne has increased her independence and is enjoying life as she always hoped it would be.

Mary Anne recently achieved one of her greatest goals, to find and secure a job. She now teaches art to young children at Kununurra’s Ewin Early Learning Centre, passing on her country’s art and cultural traditions.

“I like the job because I can teach the kids some of what I learned from my elders,” she says.

As well as her new teaching role, Mary Anne has also been pursuing a passion for photography. “Your mind is too much to control and photography for someone with a mental health problem is so easy because you get satisfaction,” she explained.

Every week, she engages with locals and tourists, selling original photographs and prints at the Kununurra Markets. She has self-published a book and markets her work through social media.

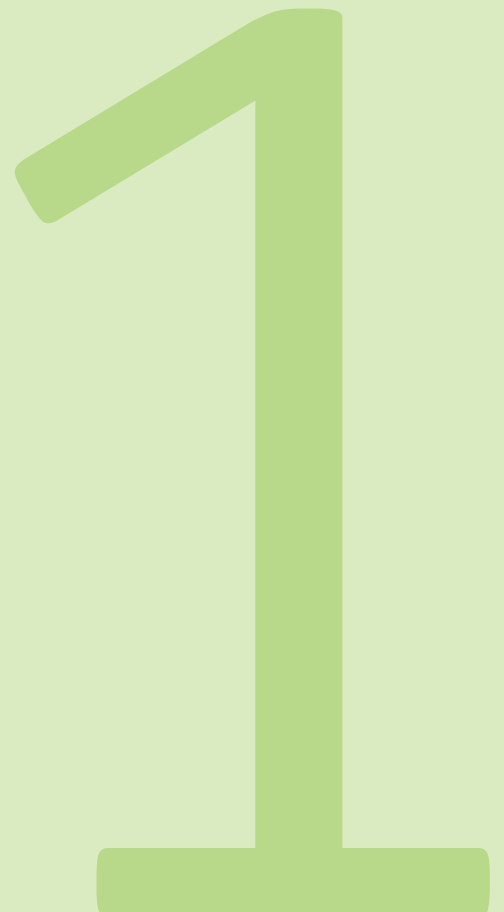
Mary Anne’s NDIS plan also includes psychology supports to help keep her mental health on track. She admits when she first joined the Scheme, she was anxious about how it would work for her.

“But NDIS gives you a support worker and they’re really good,” Mary Ann said, “I’m glad NDIS come on board.”

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**Section one:**

# Participants and their plans





More than 550,000 participants are receiving support from the NDIS.

## 1.1 Number of participants in the Scheme

**At 30 September 2022, 554,917 participants had an NDIS plan, and 23,137 participants entered the Scheme during the quarter.**

At 30 September 2022, 554,917 participants had approved plans.<sup>3</sup> This represents a four per cent increase from last quarter (an additional 20,262 participants).

Further, the NDIA undertook 78,533 plan reassessments<sup>4</sup> in the quarter, averaging 5,975 reassessments per week. Of the 78,533 plan reassessments conducted, 57,235 were initiated by the Agency and 21,298 were requested by participants. Agency-initiated plan reassessments (AIPR) occur as plans are due to expire and a new plan is required.

**Figure 1 : Active participants with approved plans and percentage increase over time**

	2013 -14	2014 -15	2015 -16	2016 -17	2017 -18	2018 -19	2019 -20	2020 -21	2021 -22	2022-23 to date
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	534,655	<b>554,917</b>
Yearly increase <sup>5</sup>		9,870	12,564	59,891	82,723	113,682	105,984	74,620	68,036	<b>20,262</b>
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	15%	<b>4%</b>

<sup>3</sup> 33,808 participants with approved plans have left the NDIS in the period between 1 July 2013 and 30 September 2022.

<sup>4</sup> Plan Reviews are now referred to as Plan Reassessments in line with the amendments to the NDIA legislation which came into effect on 1 July 2022.

<sup>5</sup> This is the net increase in the number of active participants in the NDIS each period noting some participants have left the NDIS.

## 1.2 Children in the NDIS (younger than 7)

**At 30 September 2022, there were 88,617 children younger than 7 with an NDIS plan, and a further 11,800 accessing early connections.**

Of the 554,917 participants with an approved plan at 30 September 2022, 88,617 were children younger than 7 (16 per cent), and of the 23,137 new participants with an approved plan this quarter, 11,554 were children younger than 7 (50 per cent).

In addition to the 88,617 children younger than 7 with an approved plan:

- **3,941** children had met the access criteria under Section 24 of the NDIS Act (Permanent Disability) or Section 25 of the NDIS Act (Early Intervention) and were waiting for an approved plan.
- **3,986** were awaiting an access decision from the NDIA (of which **2,684 (67%)** were accessing early connections from the early childhood approach).
- **12,094** children were supported by the early childhood approach (of which **11,800 (98%)** were accessing early connections). Not all children need to make an access request to the NDIA because some will receive early connections, along with support from mainstream and community services.

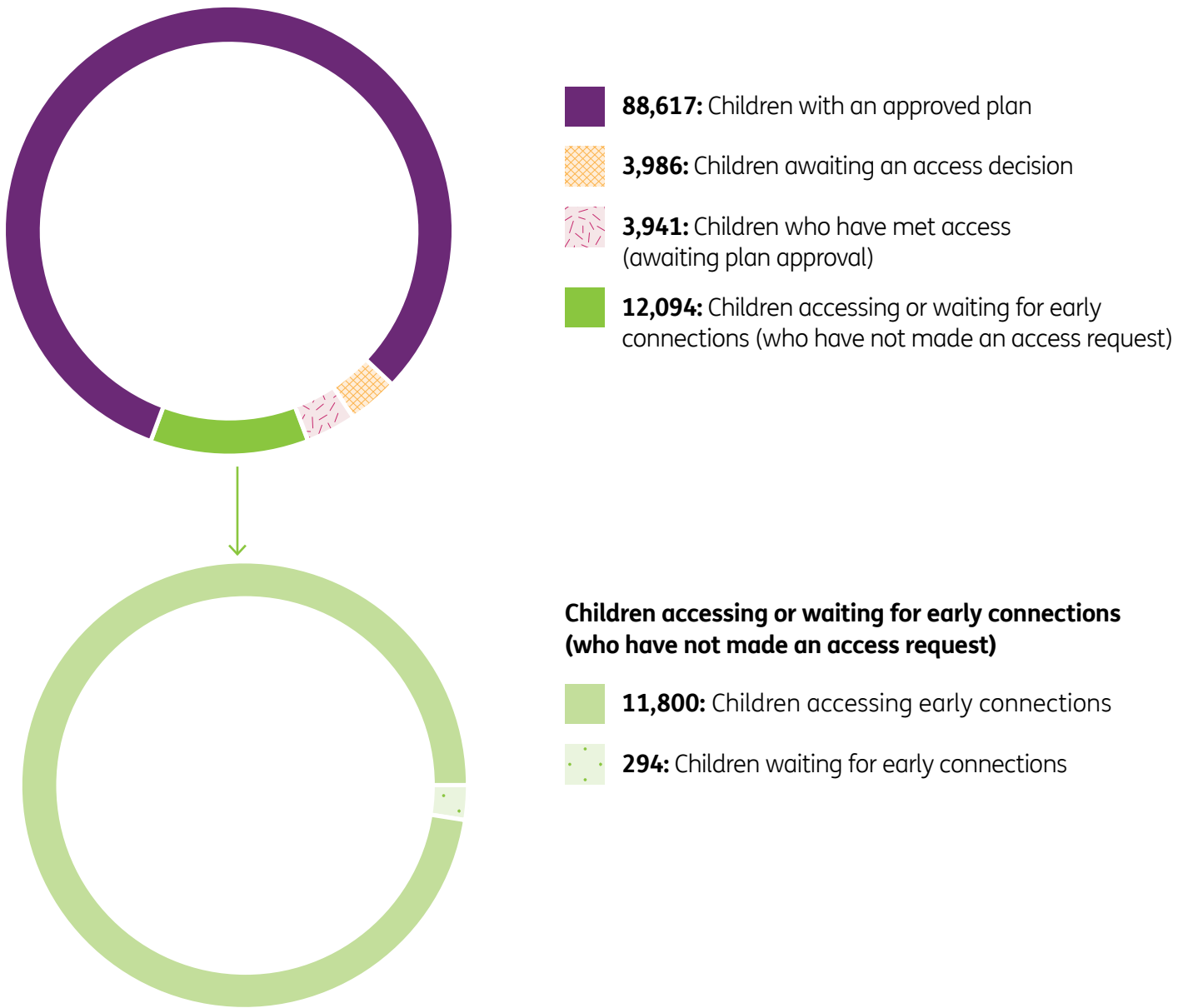
The NDIA continues to build on the existing national early childhood approach to ensure the delivery of a model that provides evidence-based, high quality and timely supports to young children and families that are embedded in an integrated and collaborative early childhood ecosystem.

The NDIA is making progress on implementing the Early Childhood Early Intervention (ECEI) reset recommendations and released web communications in July 2022 to update the sector on the progress to date.

Outcomes achieved include:

- A greater focus on the delivery of Early Support programs by the Early Childhood Partners with increased practice support and resource development.
- Provider uptake and positive feedback on the revised Provider Report Form and new Guidance Tool.
- Consistency in how the application of the developmental delay criteria is being applied by Early Childhood Partners and increased support for understanding the developmental delay pathway in remote and very remote areas.
- Strengthened relationships across governments in collaborative work to improve inclusion in mainstream early childhood services.
- Collaborative relationships are developing with health, educational services and First Nations Peoples' community organisations through the remote and very remote early childhood consultation.
- Commencing a trial of distinct early childhood delegate workforce to ensure reasonable and necessary decision making is more consistent with the age, development and life stage of the child and their family.

**Figure 2: Children in the NDIS**





### 1.3 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5-7, with approximately ten per cent of 5-7 year old males and four per cent of 5-7 year old females being NDIS participants.

Participation rate refers to the proportion of the Australian population who are NDIS participants. The rate varies by age and gender, reflecting the prevalence of different disability types.

Overall, the rate of participation in the NDIS rises steeply from age zero, peaking at roughly seven per cent between the ages of 5-7.

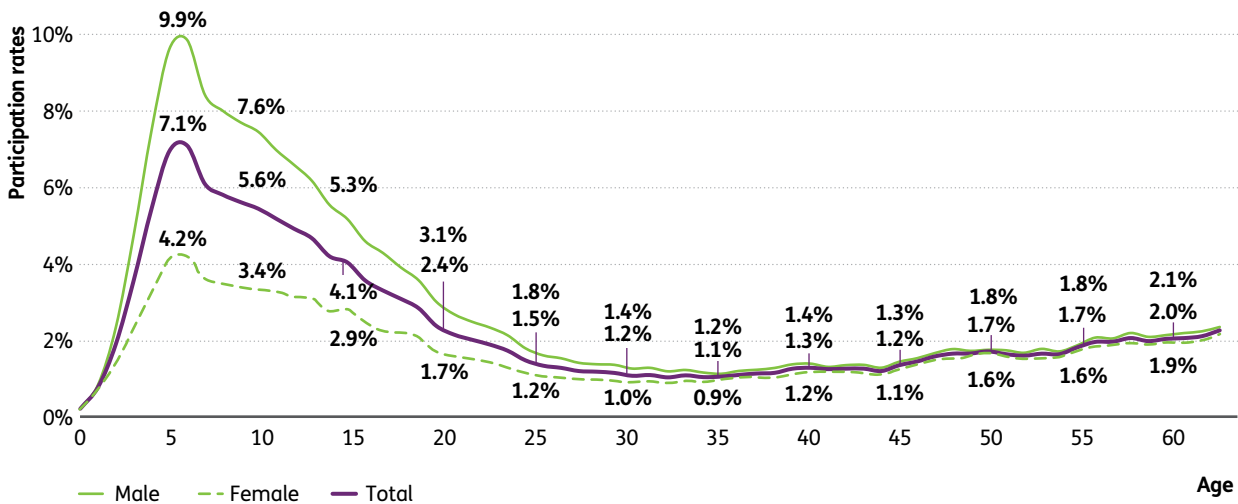
The rate then declines steadily to around one per cent at age 35, before rising gradually to two per cent by age 64. The shape of these participation rates reflects the age and disability profile of participants in the Scheme, with over half of all NDIS participants aged 18 or under.

Participation rates for males and females differ considerably at younger ages. At the peak, between the ages of 5-7, the participation rate for males (ten per cent) is more than double that of females (four per cent). Between ages 3-14, participation rates average eight per cent for males and three per cent for females.

Much of the difference in participation rates by gender can be explained by disability type. For NDIS participants aged 18 or under, the most prevalent disability types are autism (54 per cent) and developmental delay (19 per cent). Both of these disability types have higher prevalence in males than females.

These results are similar to the results presented last quarter, noting that the prevalence rates have increased by between 0.1 to 0.3 percentage points for each age group.

Figure 3: Participation rates<sup>6</sup>



The participation rates by age and gender in each service district are shown in Appendix O.

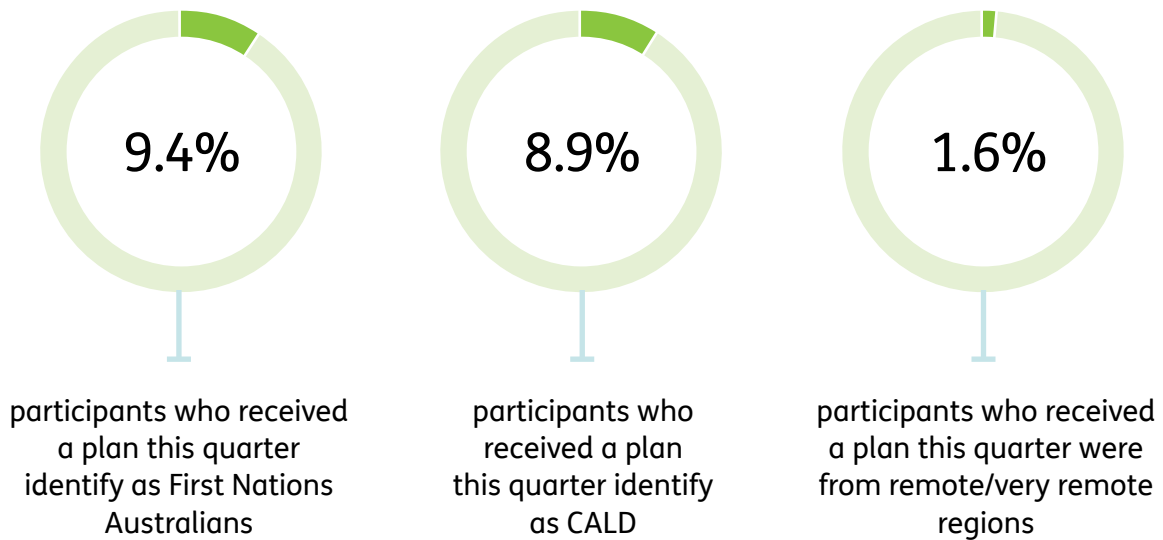
<sup>6</sup> There were 6,412 participants aged 0 to 64 years with a gender of 'Other' at 30 September 2022. The participation rates for this group are included within the total rates.

## 1.4 Participant characteristics

The NDIA continues to monitor the number of participants entering the NDIS who identify as First Nations Australians, CALD, and participants who are from remote and very remote areas.

Of the 23,137 participants entering and receiving a plan in the quarter:

- **9.4%** were **First Nations participants**<sup>7</sup>
- **8.9%** were **CALD**<sup>8</sup>
- **1.6%** were from **remote and very remote areas**<sup>9</sup>



The NDIA is continuing to co-design and develop the CALD Strategy refresh and a new First Nations Strategy.<sup>10</sup> An update on each of these co-design projects was included in the Introduction section of this report.

The NDIA is also undertaking a review of the Remote and Very Remote Strategy with the aim of further enhancing the NDIS experience and outcomes for people with disability living in remote Australia. Phase 1 of this work is to develop a current state snapshot focused on better understanding existing remote and very remote activities, priorities and challenges. This is expected to be released in the coming months. Phase 2 work is concurrently underway, and focuses on delivering short to medium-term improvements based on the gaps and challenges identified.

<sup>7</sup> This compares to 7 per cent of the Australian population identifying as First Nations Peoples who have a need for assistance.

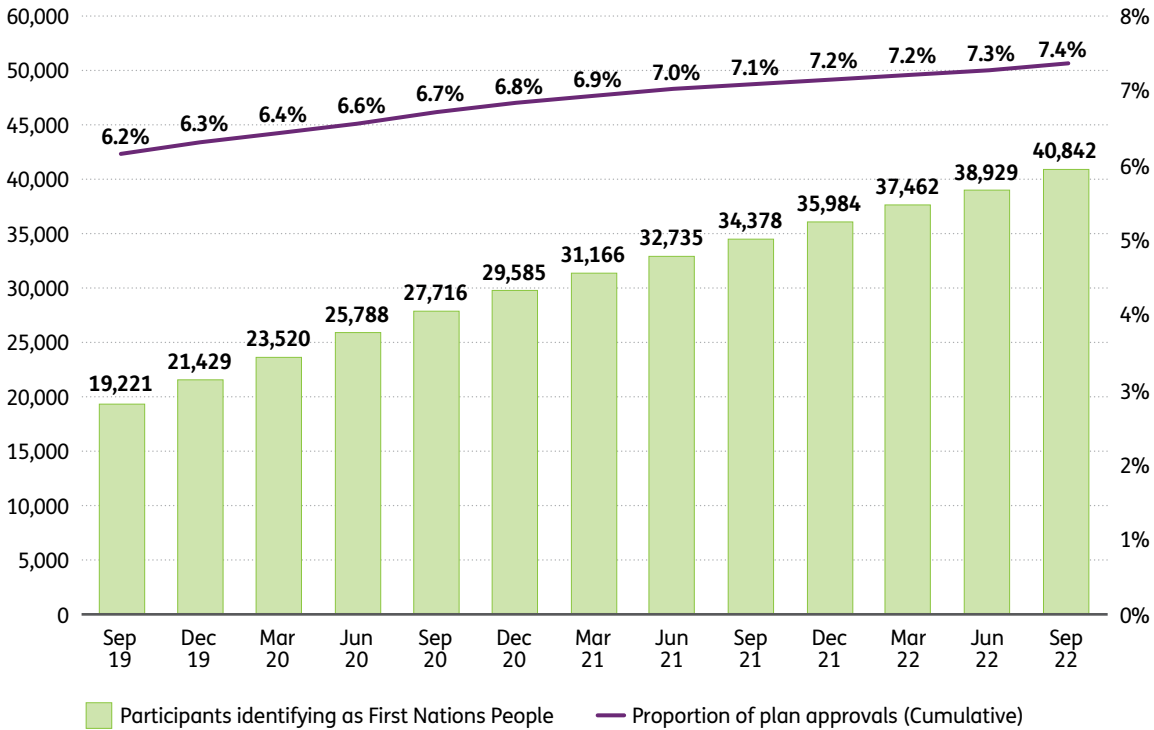
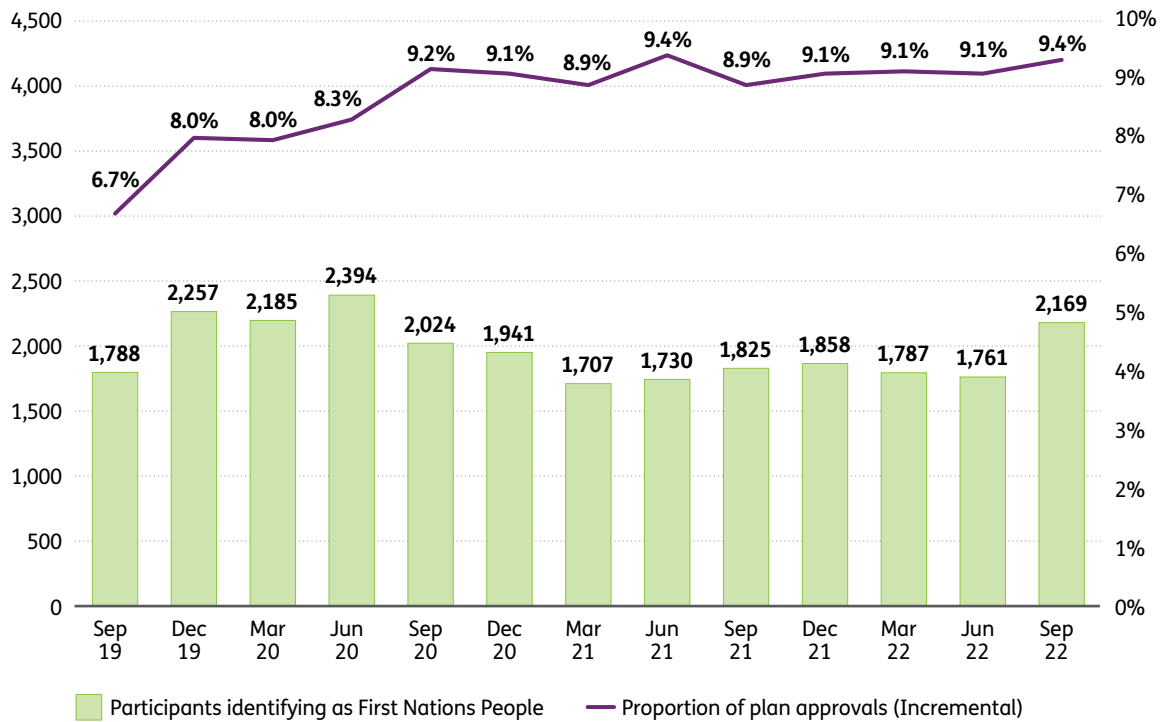
Source: Census of Population and Housing 2016 ("Need for Assistance" variable), Persons Place of Usual Residence, by Indigenous Status.

<sup>8</sup> The percentage of CALD participants excludes participants who identify as First Nations Peoples. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. With the introduction of the new ICT system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

<sup>9</sup> This compares to 2 per cent of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2016, Persons Place of Usual Residence, by Remoteness Area.

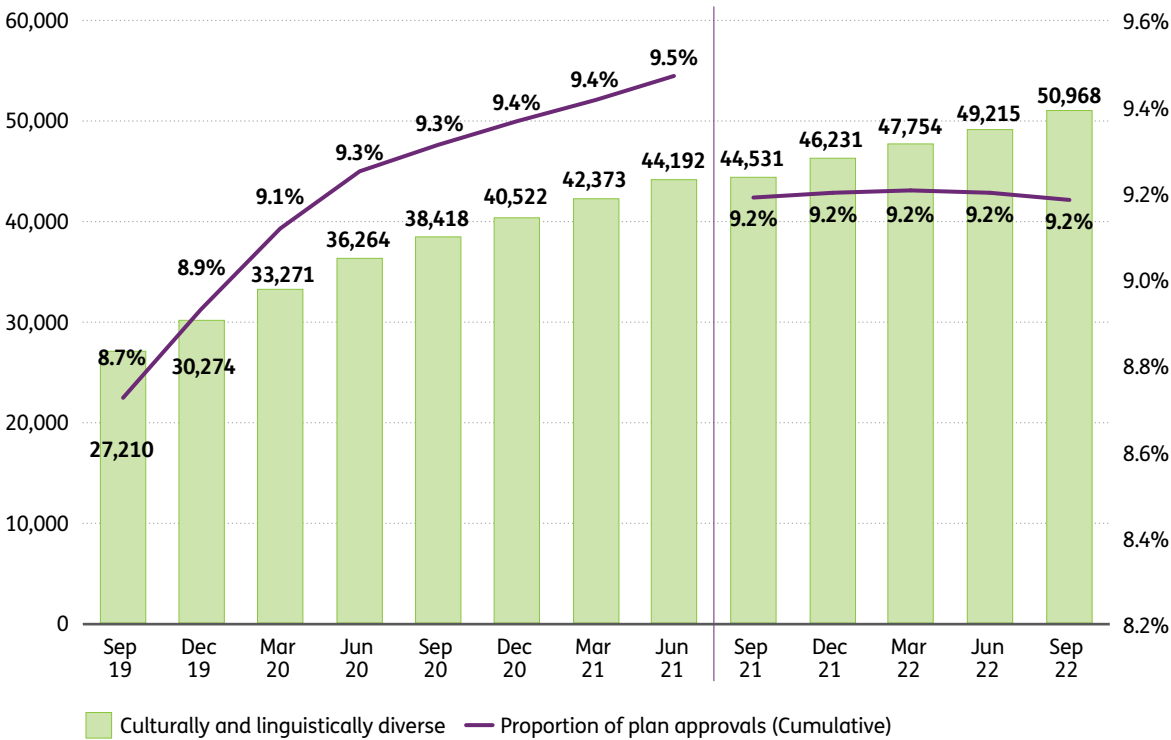
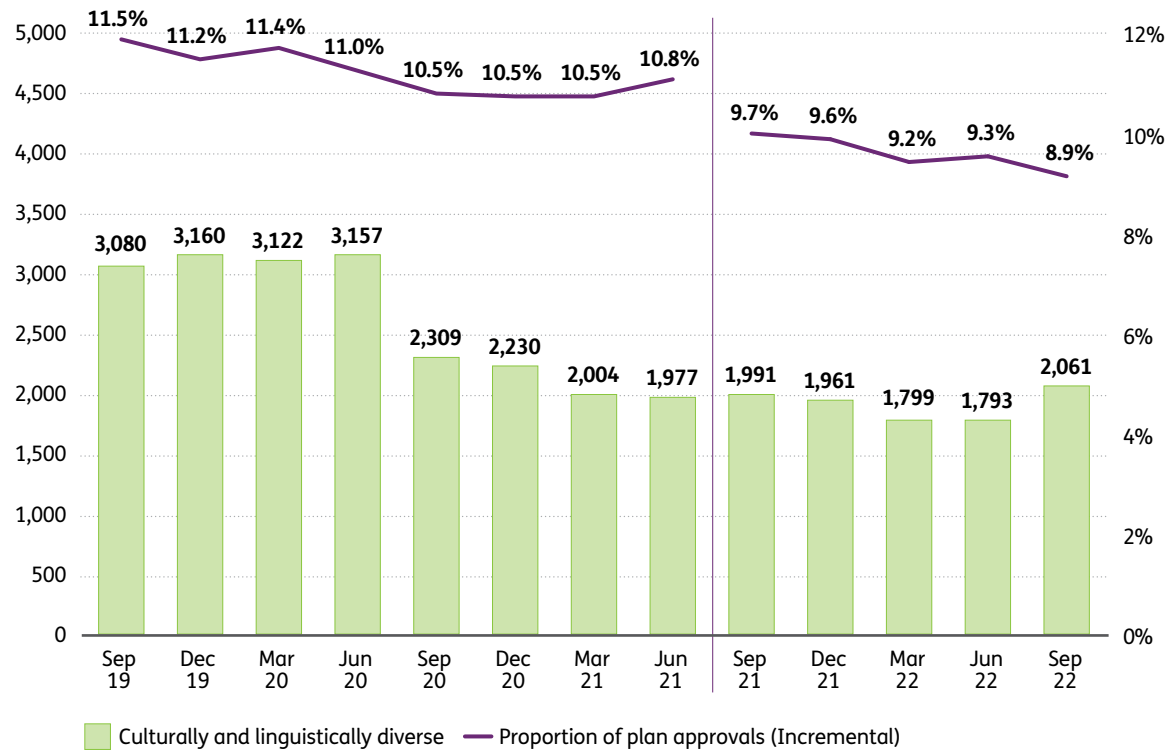
<sup>10</sup> Further information on these strategies can be found here: <https://www.ndis.gov.au/about-us/strategies/aboriginal-and-torres-strait-islander-strategy> and <https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>

**Figure 4: Number and proportion of First Nations participants over time incrementally (top) and cumulatively (bottom)<sup>11</sup>**



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

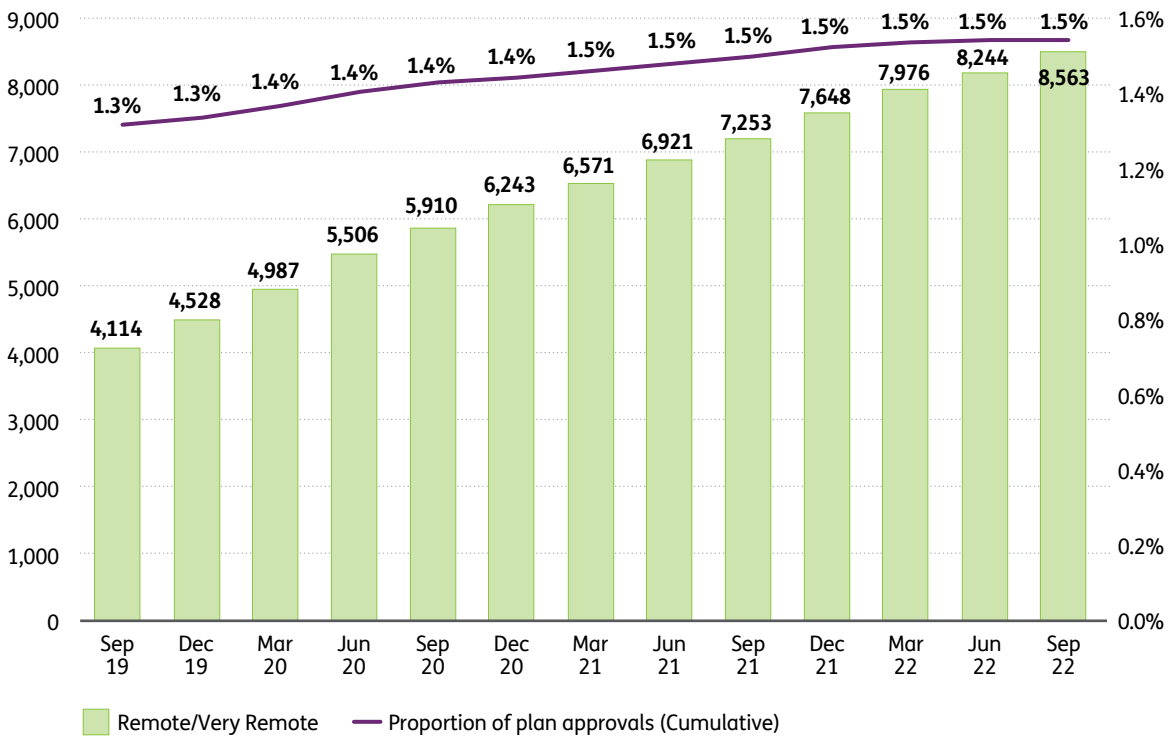
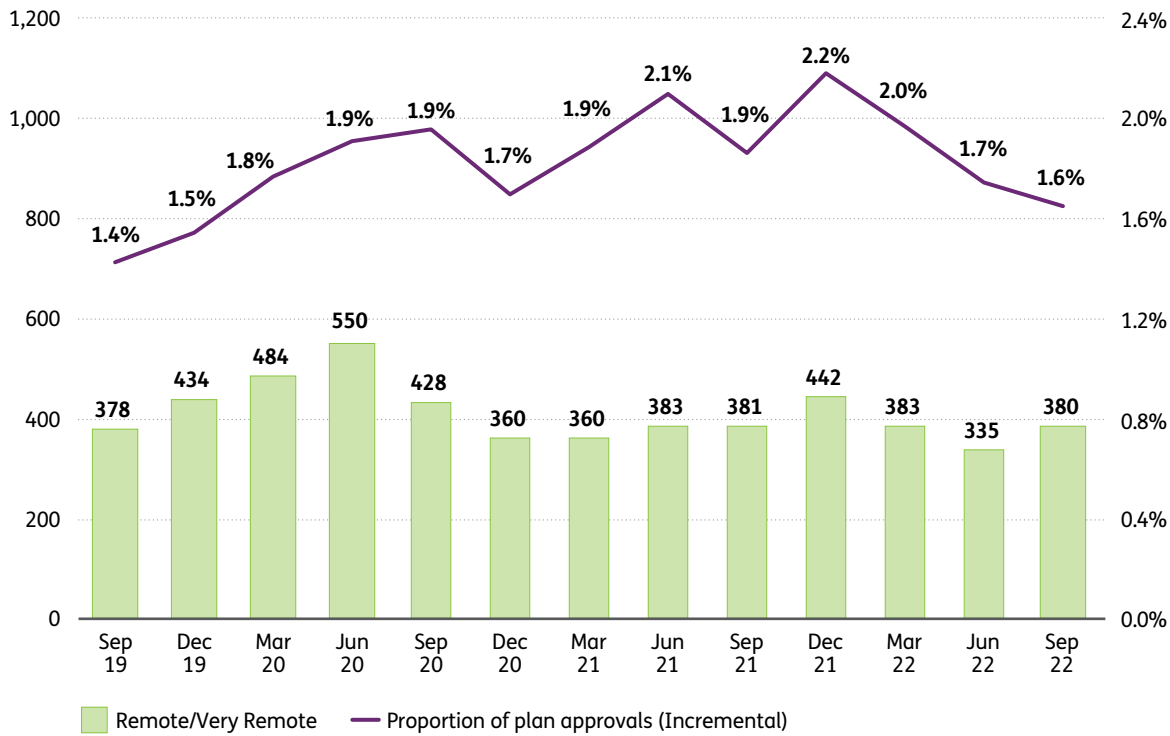
**Figure 5: Number and proportion of CALD participants over time incrementally (top) and cumulatively (bottom)<sup>12,13</sup>**



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

13 The number of CALD participants from the September 2021 quarter onwards excludes participants who identify as First Nations Peoples. In previous reports, First Nations Peoples participants were included if their main language spoken at home was not English. This has resulted in a “break” in the time series, meaning the results prior to the September 2021 quarter are not directly comparable to the results since.

**Figure 6: Number and proportion of remote/very remote participants over time incrementally (top) and cumulatively (bottom)<sup>14</sup>**



<sup>14</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

## Age and disability

The breakdown of participants by **age** and **disability** this quarter indicates:

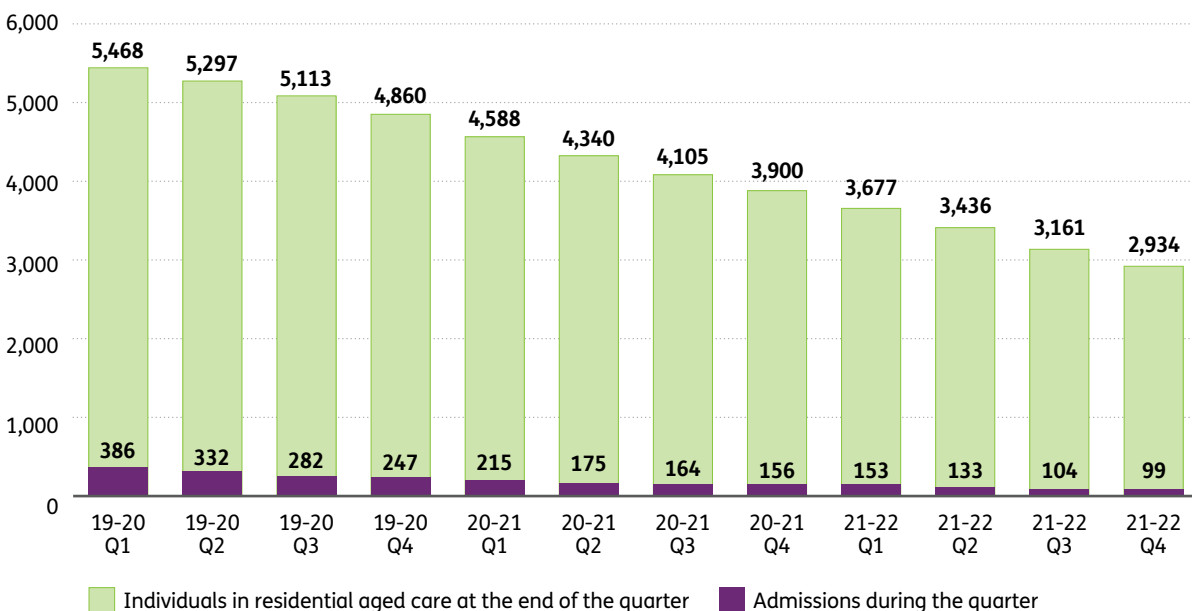
- continuation of a high proportion of children **aged 0-6 years** entering the Scheme (**49.9%** this quarter and **43.6%** in the June 2022 quarter). It is also worth noting that the number of children in the Scheme **aged less than 18 years** was **44.7%** at 30 September 2019 and **48.5%** at 30 September 2022.<sup>15</sup>
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**35.6%** this quarter and **29.9%** in the June 2022 quarter).
- a consistent proportion of participants entering the Scheme this quarter for the remaining disability types, including **Autism (28.4%)**, **Psychosocial disability (8.2%)** and **Intellectual disability<sup>16</sup> (5.8%)<sup>17</sup>**.

## Younger People in Residential Aged Care (YPIRAC)

The number of people in residential aged care under the age of 65 years, including those who are not participants of the Scheme, has decreased in recent quarters from 5,468 at 30 September 2019 to 2,934 at 30 June 2022 (a 46 per cent decrease).

Also, fewer people under the age of 65 years are entering residential aged care – 386 people under the age of 65 years entered in the September 2019 quarter, compared with 99 in the June 2022 quarter (a 74 per cent decrease).

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



<sup>15</sup> There is further information on the changing mix of participants in the Scheme on page 115. The chart shows the proportion of children in the Scheme has increased over the last four years. Also, Appendix E of this report contains charts showing the distribution of participants by age group over time.

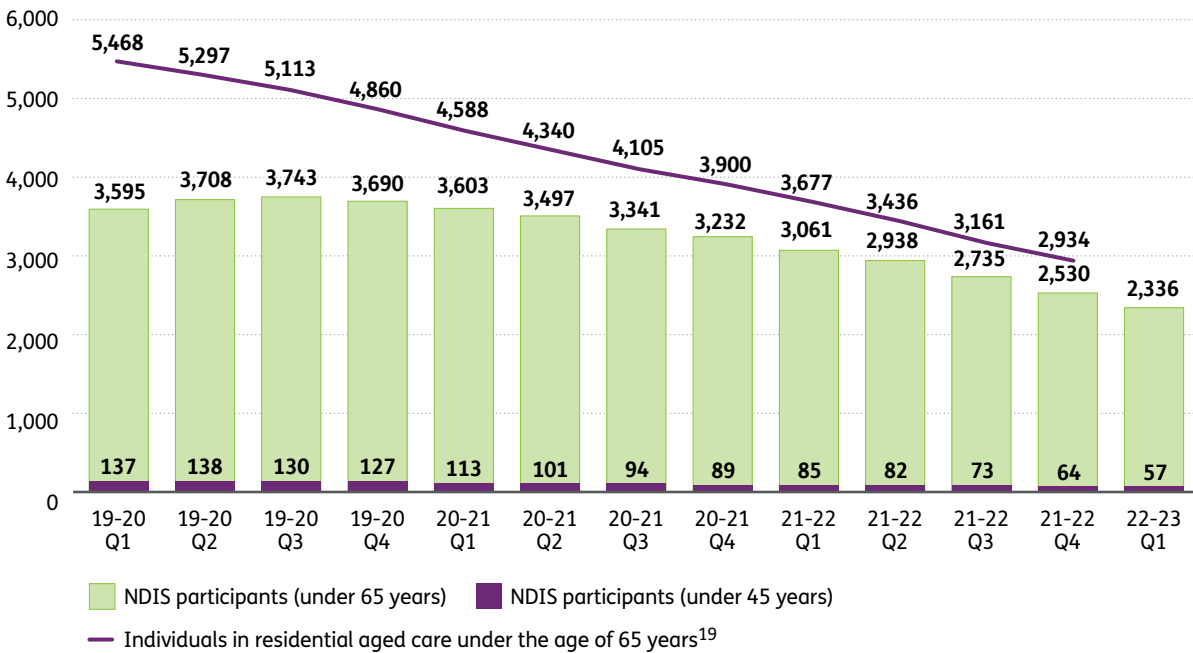
<sup>16</sup> Intellectual disability includes Down syndrome.

<sup>17</sup> Appendix E contains charts showing the change in participant profile by disability group over time.

At 30 September 2022, there were 2,336 participants aged under 65 years in residential aged care with an NDIS approved plan, including 57 who were aged under 45 years (2.4 per cent).

In addition to fewer participants entering residential aged care, since 1 July 2016, 865 participants have left residential aged care and are now in a more appropriate accommodation setting.

**Figure 8: Number of NDIS participants in residential aged care<sup>18</sup> (under 65 and under 45), and total number of individuals under age 65 in residential aged care**



<sup>18</sup> Represents the number of NDIS participants in residential aged care as per data available on respective quarter-ends.

<sup>19</sup> Data provided by the Department of Health and Aged Care as at 30 June 2022.

### The YPIRAC Targets

The Australian Government is committed to achieving the YPIRAC targets which seek to ensure that, apart from where there are exceptional circumstances, there are:

- a) no people under the age of 65 entering residential aged care by 2022
- b) no people under the age of 45 living in residential aged care by 2022
- c) no people under the age of 65 living in residential aged care by 2025

The Joint Agency Taskforce (JATF) between DSS, Department of Health and Aged Care (DOHAC) and the NDIA, continues to work towards achieving the targets in partnership with the Stakeholder Reference Group (consisting of sector representatives), state and territory governments, and younger people and their families. JATF efforts focus on younger people under the age of 65 living in, or at risk of entering residential aged care, including providing choice to First Nations Australians between 50 and 64 years of age who are eligible for the aged care system.

The NDIA continues to support participants at risk of entering residential aged care, and those already living in residential aged care, to move into more age-appropriate accommodation where they have a goal to do so. From 1 October 2021 to 30 September 2022, 169 participants have transitioned from residential aged care into age-appropriate settings. This includes 19 who have left to their own home (rented or owned), 51 who have exited to SDA, and 91 who have left to other shared living arrangements using SIL funding or to other group residential settings.<sup>20</sup>

### Supporting younger people living in residential aged care

The NDIA's specialist YPIRAC Planners and Accommodation teams continue to provide intensive, proactive, and individualised support to source age-appropriate accommodation and services for NDIS participants under the age of 65 who are currently living in, or at risk of entering residential aged care.

As at 30 September 2022, 604 younger people in residential aged care have a goal to leave residential aged care, including 28 under the age of 45.

The NDIA also continues to engage with participants who do not have a goal to leave residential aged care to make sure they understand their home and living options. The NDIA is collaborating with DOHAC-funded System Coordinators to provide intensive support to NDIS YPIRAC participants under the age of 45 who do not currently have a goal to move.

As at 30 September 2022, there were 1,732 NDIS participants under the age of 65 without a current goal to move. Some of the reasons younger people give about why they choose to remain in residential aged care include the location of the facility is close to family and informal supports, the younger person has developed valued and trusted relationships with staff and co-residents, the younger person's support needs and requirements are currently met, the younger person feels secure and happy in their environment and their preferred accommodation type or location may not be available in an area they wish to live.

The NDIA continues to work closely with DSS, DOHAC and disability community and sector representatives to achieve the YPIRAC targets and ensure no younger person lives in residential aged care unless there are exceptional circumstances.

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<sup>20</sup> There are a further 8 participants in other accommodation settings.





## Amanda about to celebrate a year in mainstream employment



Working at one of Ballarat’s historic watering holes, The Bunch of Grapes Hotel, **Amanda**, 24, who has an intellectual disability and lives with her dad, said she’s never been happier, and after losing her mum she feels like she’s gained a second family.

“I do three shifts a week and I just love working there. I pour wine, soft drinks; direct customers to their tables; take orders; deliver meals; help clean up and I’ve been taught to use the till and the eftpos machine,” Amanda said proudly.

Manager, Jamie Morcombe, said after working with APM Employment Services to hire other people with disability, when its employment consultant Zoe Thornell called to ask if Amanda could do a day on-the-job trial he didn’t think twice.

“We already had another staff member working with us who has a disability and it’s worked out well, so I had no hesitation giving Amanda a go,” he said.

“It was only a trial, but she was just amazing. Her personality sold me – she’s got a heart of gold, loves people, loves customers and anything we ask her to do she smiles, says okay, and off she goes.”

Jamie said Amanda has picked up so many tasks throughout the hotel, even setting up its large function room, and her friendly disposition means she’s become popular with all the regulars.

APM employment consultant Zoe said when she received a call from Jamie to say he would like to employ Amanda the entire office was ecstatic.

“It was just a feel-good moment for everyone because we all knew her. We had supported her to redo her Responsible Service of Alcohol (RSA) course, and to complete other work ready courses to help build her confidence and get her ready for work,” said Zoe.

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**Section two:**

# Participant experience and outcomes





Some outcomes continue to improve the longer participants are in the Scheme, but there is still more to do around important areas such as employment.

## 2.1 Participation in work and community and social activities

Despite COVID-19, participation rates in community and social activities have increased, while the overall rate of participation in work is stable.

### Participation in community and social activities

For participants who have been in the Scheme for at least two years, their community and social participation has increased since they first entered.<sup>21</sup> Specifically, comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry:<sup>22,23</sup>

- **seven** percentage point increase from **34%** to **41%** for participants aged 15–24 years.
- **ten** percentage point increase from **36%** to **46%** for participants aged 25–34 years.
- **seven** percentage point increase from **37%** to **44%** for participants aged 35–44 years.
- **seven** percentage point increase from **36%** to **43%** for participants aged 45–54 years.
- **six** percentage point increase from **35%** to **41%** for participants aged 55–64 years.
- **six** percentage point increase from **36%** to **42%** for participants aged 65 years and older.
- **seven percentage point increase from 36% to 43% for participants aged 15 years and older.**

In addition, for age groups that are 25 and above, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

21 This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded.

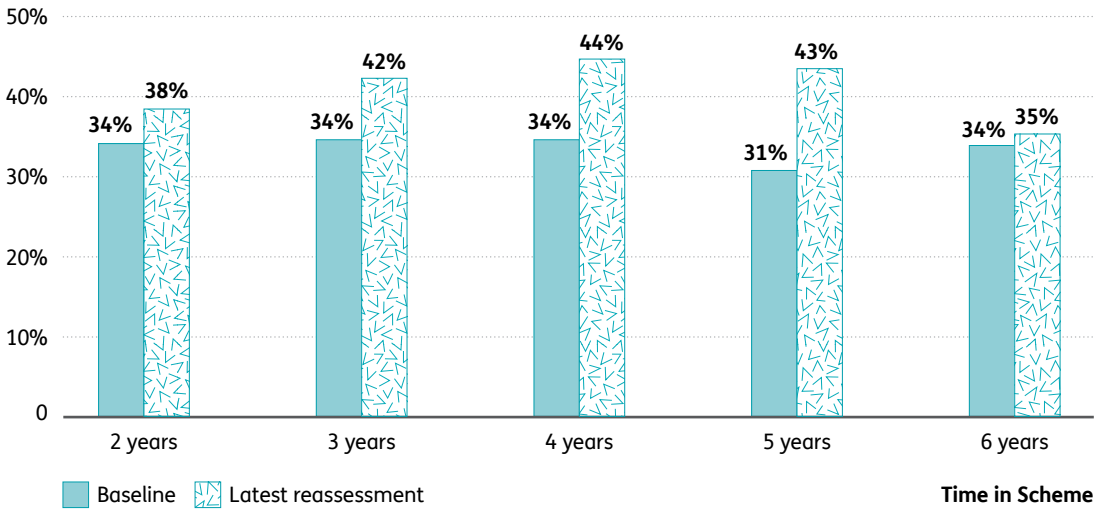
22 Figures have been rounded to the nearest whole percentage.

23 The participant age reported in this section is as per their latest plan reassessment.

For participants aged 15 to 24, the increase was 34 per cent to 38 per cent for those who have been in the Scheme for two years, compared with 34 per cent to 44 per cent for those who have been in the Scheme for four years. Those that have been in the Scheme for six years increased from 34 per cent to 35 per cent, noting that the number of participants in this group is low and the observed participation rate can be volatile.

**Figure 9: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years**

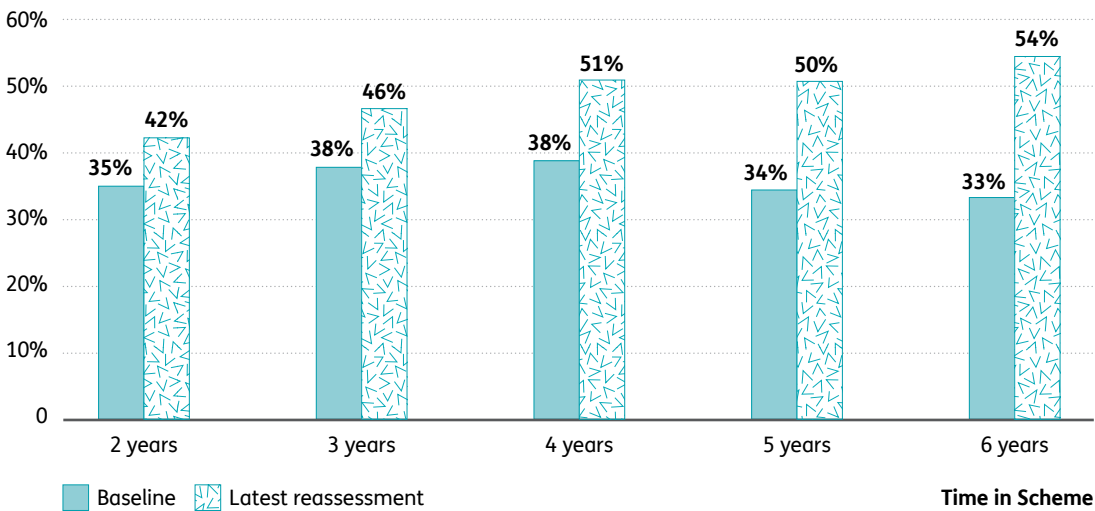
Participants aged 15-24 years



For participants aged 25 to 34, the increase was 35 per cent to 42 per cent for those who have been in the Scheme for two years, compared with 33 per cent to 54 per cent for those who have been in the Scheme for six years.

**Figure 10: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years**

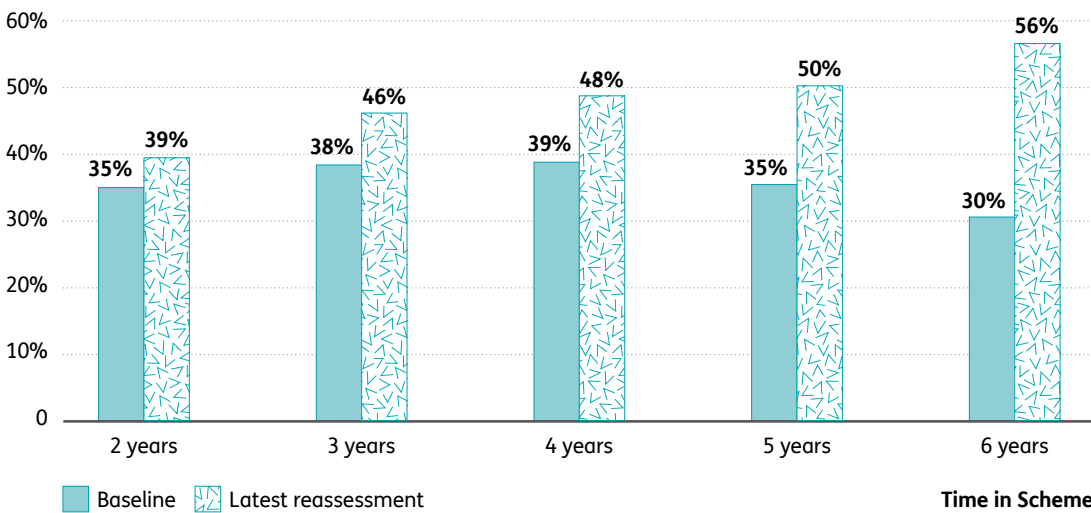
Participants aged 25-34 years



For participants aged 35 to 44, the increase was 35 per cent to 39 per cent for those who have been in the Scheme for two years, compared with 30 per cent to 56 per cent for those who have been in the Scheme for six years.

**Figure 11: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years**

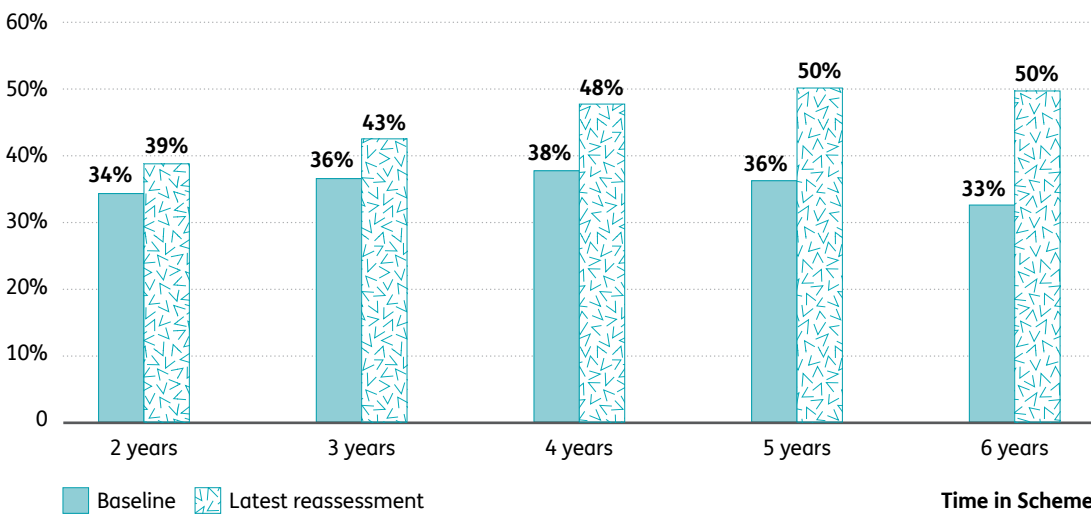
Participants aged 35-44 years



For participants aged 45 to 54, the increase was 34 per cent to 39 per cent for those who have been in the Scheme for two years, compared with 33 per cent to 50 per cent for those who have been in the Scheme for six years.

**Figure 12: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years**

Participants aged 45-54 years



For participants aged 55 to 64, the increase was 35 per cent to 39 per cent for those who have been in the Scheme for two years, compared with 44 per cent to 50 per cent for those who have been in the Scheme for six years.

**Figure 13: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years**

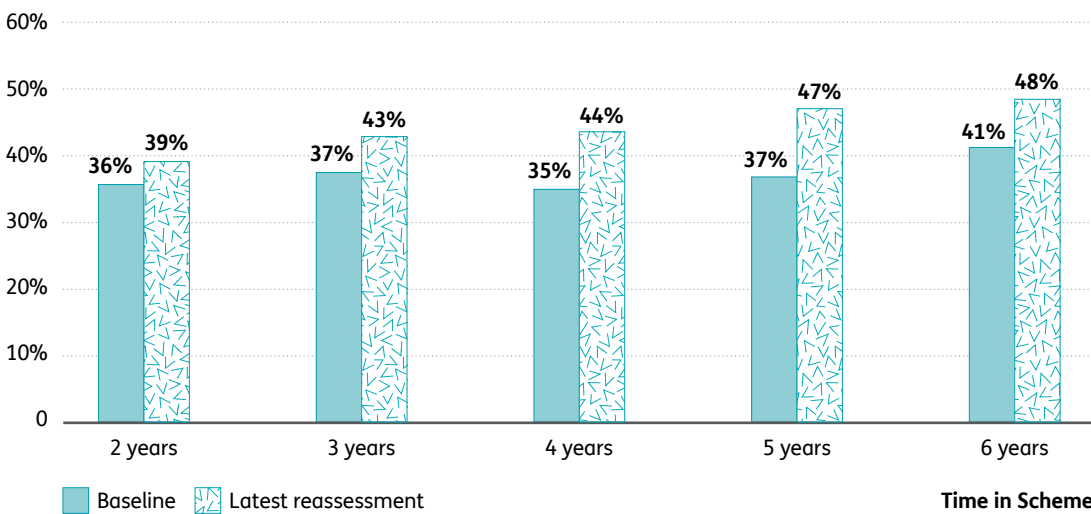
Participants aged 55-64 years



For participants aged 65 and over, the increase was 36 per cent to 39 per cent for those who have been in the Scheme for two years, compared with 41 per cent to 48 per cent for those who have been in the Scheme for six years.

**Figure 14: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years**

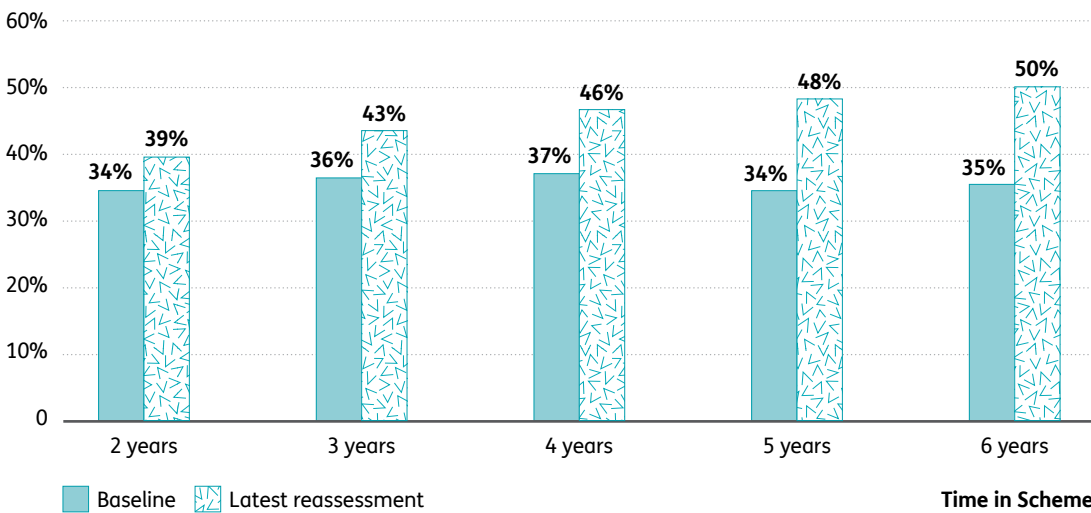
Participants aged 65 years and over



Combining all age groups, the increase for participants who have been in the Scheme for two years was five percentage points (from 34 per cent to 39 per cent), and the increase for participants who have been in the Scheme for six years is 15 percentage points (from 35 per cent to 50 per cent).

**Figure 15: Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years**

Participants aged 15 years and over



### Participation in work (percentage in a paid job)

The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. However, the percentage and the change over time in the Scheme, differs by age group, with an increase in employment for those in the 15-24 year age group, while employment remains stable or declines for all other age bands. Specifically, comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry<sup>24</sup>:

- **ten** percentage point increase from **11%** to **21%** for participants aged 15-24 years.<sup>25</sup>
- **one** percentage point increase from **28%** to **29%** for participants aged 25-34 years.
- **one** percentage point decrease from **28%** to **27%** for participants aged 35-44 years.
- **two** percentage point decrease from **25%** to **23%** for participants aged 45-54 years.
- **three** percentage point decrease from **19%** to **16%** for participants aged 55-64 years.<sup>26</sup>
- **four** percentage point decrease from **13%** to **9%** for participants aged 65 years and older.<sup>27</sup>
- **one** percentage point increase from **22%** to **23%** for participants aged 15-64 years.

<sup>24</sup> Figures have been rounded to the nearest whole percentage.

<sup>25</sup> Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

<sup>26</sup> Some of the decrease for older age groups is due to participants retiring from the workforce.

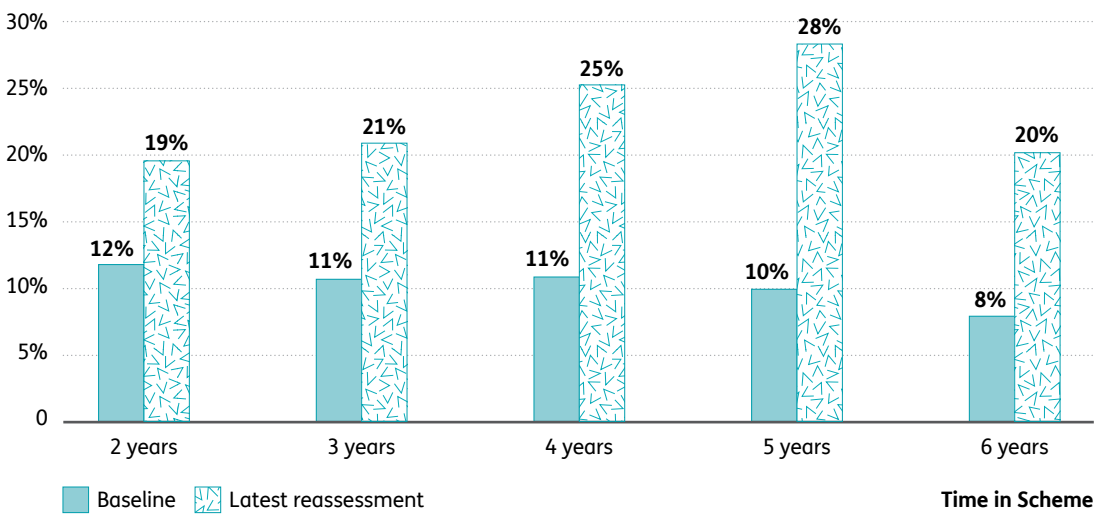
<sup>27</sup> Ibid.

The increase in participation in work for participants aged 15-24 years and who have been in the Scheme for two to five years has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was from 12 per cent to 19 per cent, compared with participants who have been in the Scheme for five years, where the increase was from ten per cent to 28 per cent.

Participants who have been in the Scheme for six years have also increased by 12 per cent, noting the slightly lower starting point for this cohort.

**Figure 16: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years**

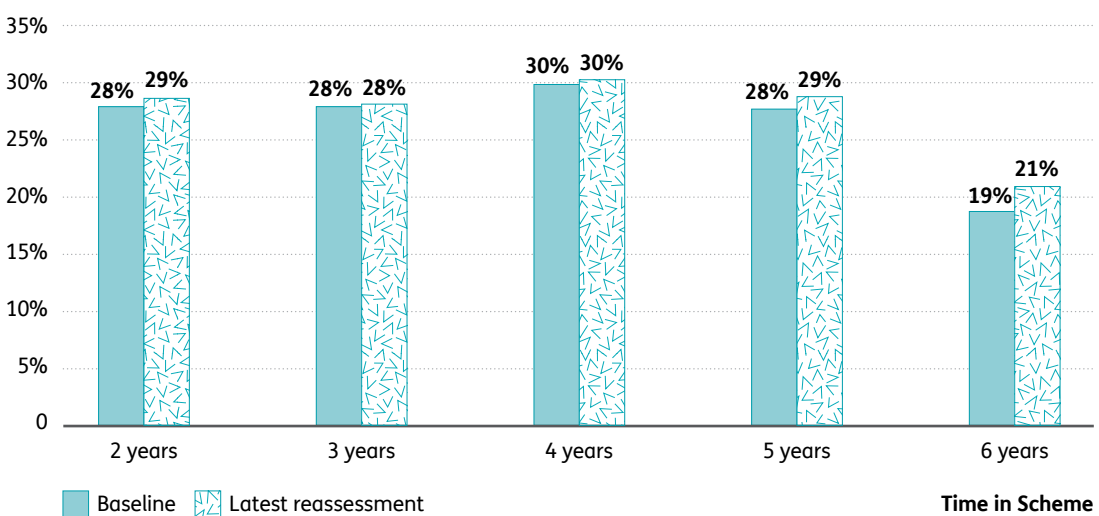
Participants aged 15-24 years



The percentage in work for participants aged 25 to 34 has not changed materially. For participants in the Scheme for two years, the percentage increased from 28 per cent to 29 per cent. For participants who have been in the Scheme for six years, the percentage increased from 19 per cent to 21 per cent.

**Figure 17: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years**

Participants aged 25 to 34 years

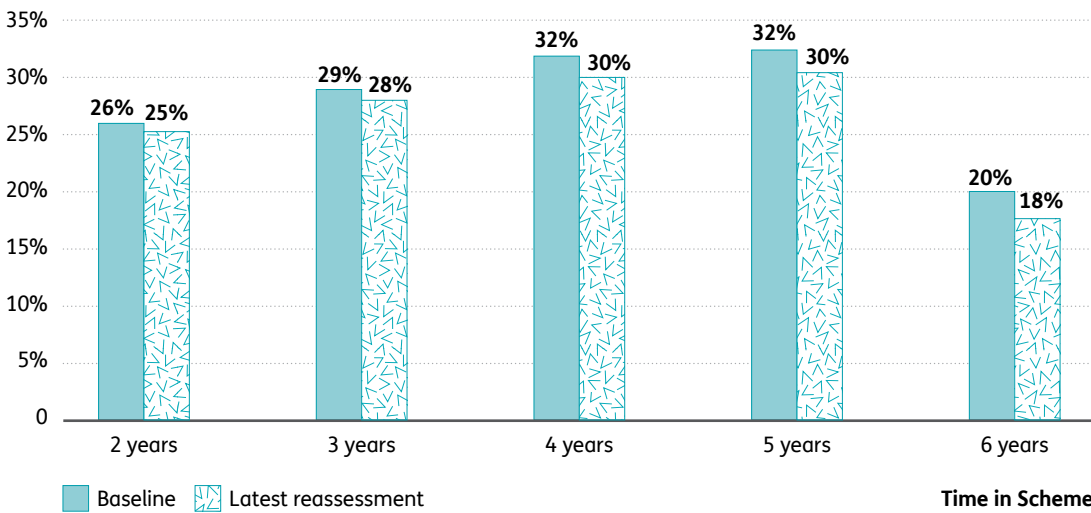




For participants aged 35 to 44, the percentage in work has decreased for all durations by one to two percentage points. For participants in the Scheme for two years, the decrease was 26 per cent to 25 per cent, compared with participants who have been in the Scheme for six years, where the decrease was 20 per cent to 18 per cent.

**Figure 18: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years**

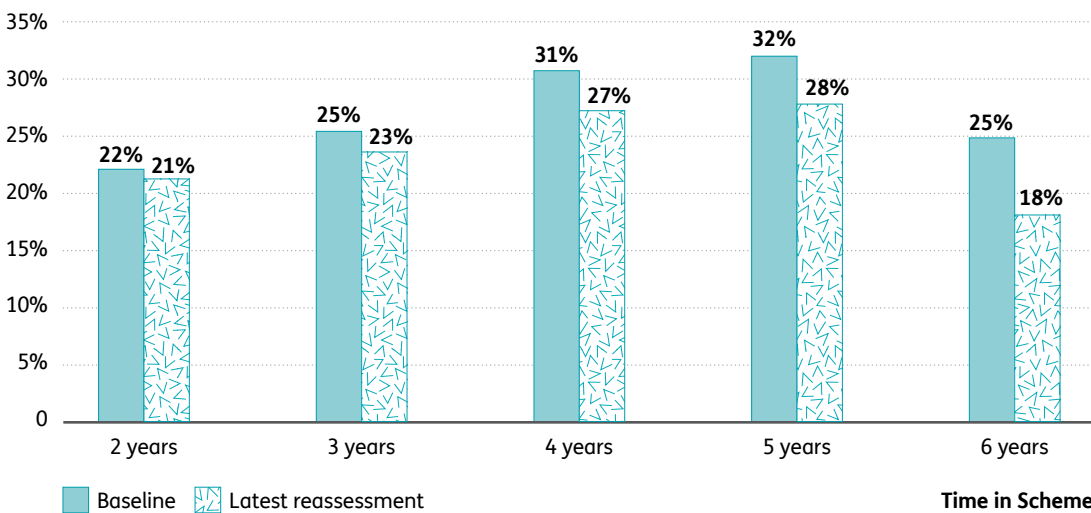
Participants aged 35 to 44 years



For participants aged 45 to 54, the percentage in work has decreased for all durations by one to seven percentage points. For participants in the Scheme for two years, the decrease was 22 per cent to 21 per cent, compared with participants who have been in the Scheme for six years, where the decrease was 25 per cent to 18 per cent.

**Figure 19: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years**

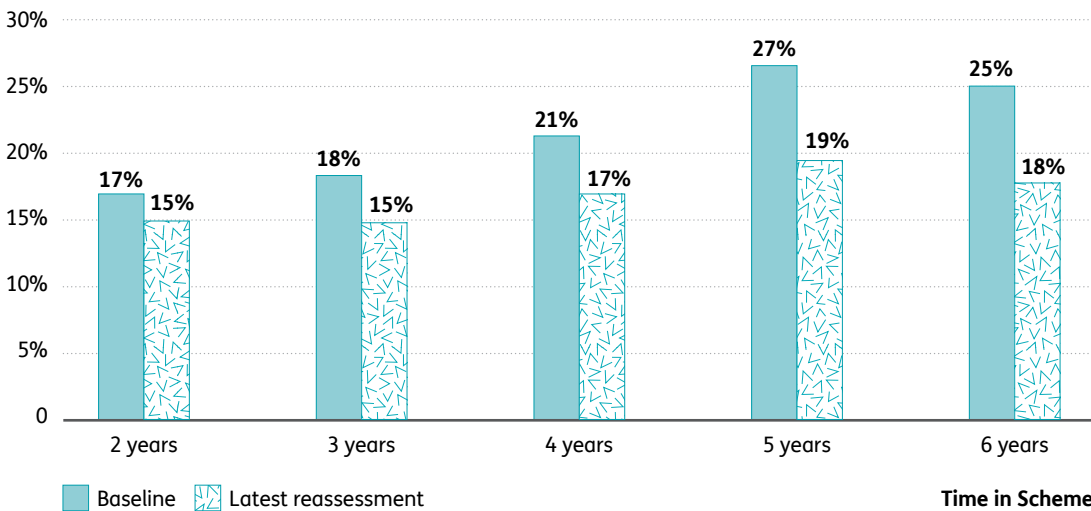
Participants aged 45 to 54 years



For participants aged 55 to 64, some of whom may be approaching retirement, the percentage in work has decreased for all durations by two to eight percentage points. For participants in the Scheme for two years, the decrease was 17 per cent to 15 per cent, compared with participants who have been in the Scheme for six years, where the decrease was 25 per cent to 18 per cent.

**Figure 20: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years**

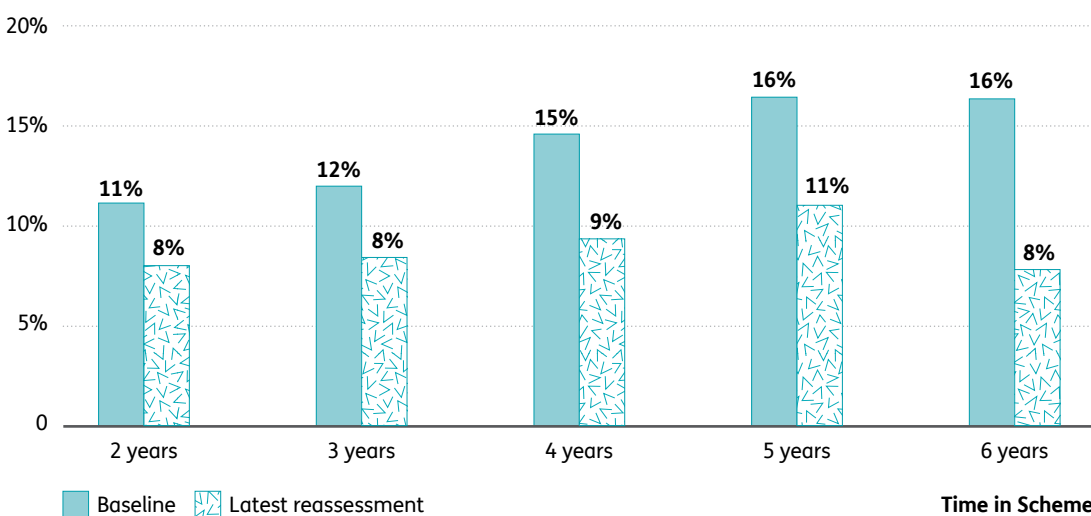
Participants aged 55 to 64 years



For participants aged 65 and over, many of whom may be approaching retirement, the percentage in work has decreased for all durations by three to eight percentage points. For participants in the Scheme for two years, the decrease was 11 per cent to eight per cent, compared with participants who have been in the Scheme for six years, where the decrease was 16 per cent to eight per cent.

**Figure 21: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years**

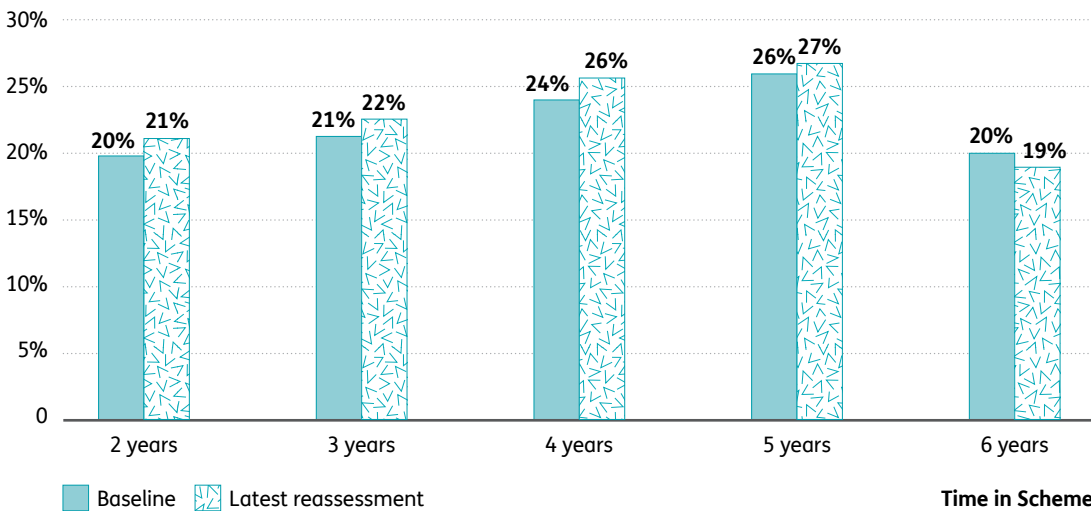
Participants aged 65 years and over



Looking at all participants who are of working age (15 to 64), the percentage of participants in work has increased slightly from 20 per cent to 21 per cent for those who have been in the Scheme for two years. There has been a decrease of one percentage point for participants who have been in the Scheme for six years (from 20 per cent to 19 per cent).

**Figure 22: Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years**

Participants aged 15 to 64 years



### NDIS Participant Employment Strategy

The Corporate Plan 2022–2026 affirms the NDIA’s commitment to sustain improvement in participant employment outcomes, and with the National Disability Insurance Scheme Participant Employment Strategy 2019–2022 (the Strategy) concluding in December 2022, the Agency is reviewing the Strategy and priorities for 2023. The refresh of the strategy will be timed to ensure alignment with the broader vision of disability employment, and pending recommendations from the Disability Royal Commission (DRC) review into people’s experience with Australian Disability Enterprises (ADEs) and DSS planned policy development and review of Disability Employment Services (DES) in 2023.

In the interim, to maintain the focus and priority on employment, the NDIA is committed to developing an Action Plan for 2023 by the end of the year.

The Action Plan will contain activities aligned with the focus areas of the Strategy, including supporting participants to set work goals, improving pathways to work, market development and with the Department of Social Services (DSS), contribute to building the confidence of employers to employ NDIS participants. The NDIA is also continuing its commitment to lead by example as an employer of people with disability.

An important focus for 2023 will be delivering on the commitment arising from the NDIA Jobs and Skills forum, to build explicit discussion about employment as a goal into the planning process and to ensure participants who want to work are supported to do so through their plans and other government services. Additionally, the NDIA will continue to focus on the way support is provided to young people to think about work, and make the transition from school to work or further education.

### **Review of School Leaver Employment Supports**

In 2021-2022, the Agency conducted a comprehensive review of School Leaver Employment Supports, consulting with participants, disability representative organisations, providers, education representatives and NDIA staff and partners to understand how these supports can be improved to achieve greater employment outcomes for young participants.

There were several key findings, which will inform future changes to improve outcomes. Key recommendations include:

- Improved guidance for participants and providers on expected outcomes of support
- Alignment with best practice principles
- Better planning conversations about participants' employment goals

### **Sharing key insights on employment supports for young participants**

As part of the review of School Leaver Employment Supports the Agency conducted a survey of participants who received school leaver employment supports in 2018 and/or 2019 to understand their experience of these supports, the outcomes they achieved and how they think supports could be improved. The NDIA also gathered data from providers on the supports they are providing, and the outcomes they achieve. The NDIA has produced reports on the outcomes of both, which will be available by November 2022. The provider report will be published on a quarterly basis and will provide valuable insights to participants and the sector on the outcomes of support and the factors that help young people achieve employment.

## 2.2 Analysis of participant outcomes

### Participants continue to report positive outcomes.

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

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

From 1 July 2016 to 30 September 2022, for participants who have been in the Scheme for at least two years, the following outcomes have been recorded:

#### For children aged 0 to before starting school:

- **94%** of parents and carers thought the NDIS improved their child’s development at their most recent plan reassessment, compared to **91%** at their first reassessment.
- **95%** felt the NDIS improved their child’s access to specialist services at their latest plan reassessment, compared to **91%** at their first reassessment.

#### For children starting school to 14 years:

- **73%** of parents and carers felt their child had become more independent as a result of the NDIS at their most recent plan reassessment, compared to **61%** at their first reassessment.
- **60%** of parents and carers felt the NDIS had improved their child’s relationship with family and friends at their most recent plan reassessment, compared with **50%** at their first reassessment.

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

- **50%** of participants felt that their involvement with the NDIS improved their health and wellbeing at their most recent plan reassessment, compared to **43%** at their first reassessment.
- **72%** of participants said the NDIS had helped them with daily living activities at their most recent plan reassessment, compared to **60%** at their first reassessment.

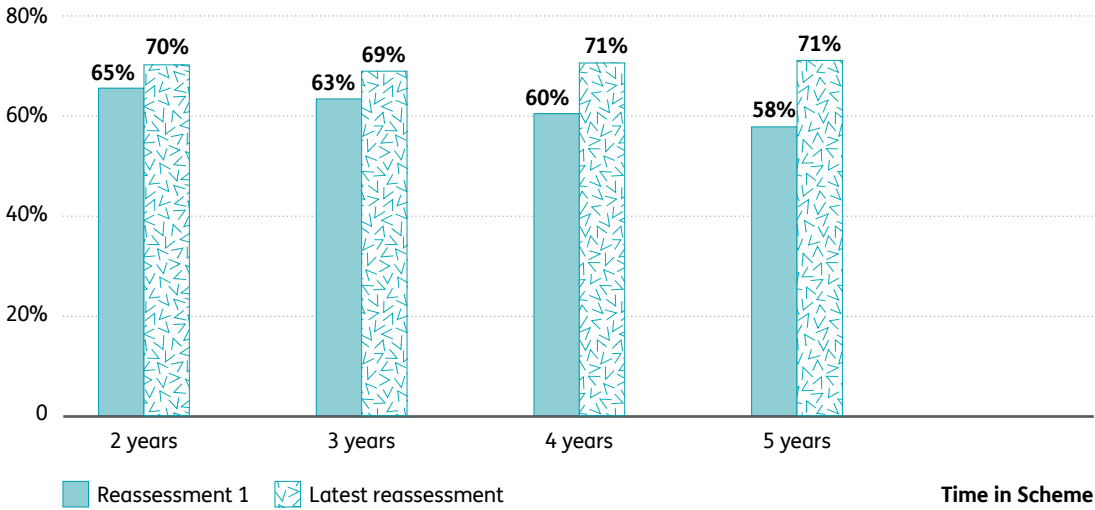
#### For adults aged 25 and over:

- **61%** of participants felt that their involvement with the NDIS improved their health and wellbeing at their most recent plan reassessment, compared to **51%** at their first reassessment.
- **83%** of participants said the NDIS had helped them with daily living activities at their most recent plan reassessment, compared to **72%** at their first reassessment.

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

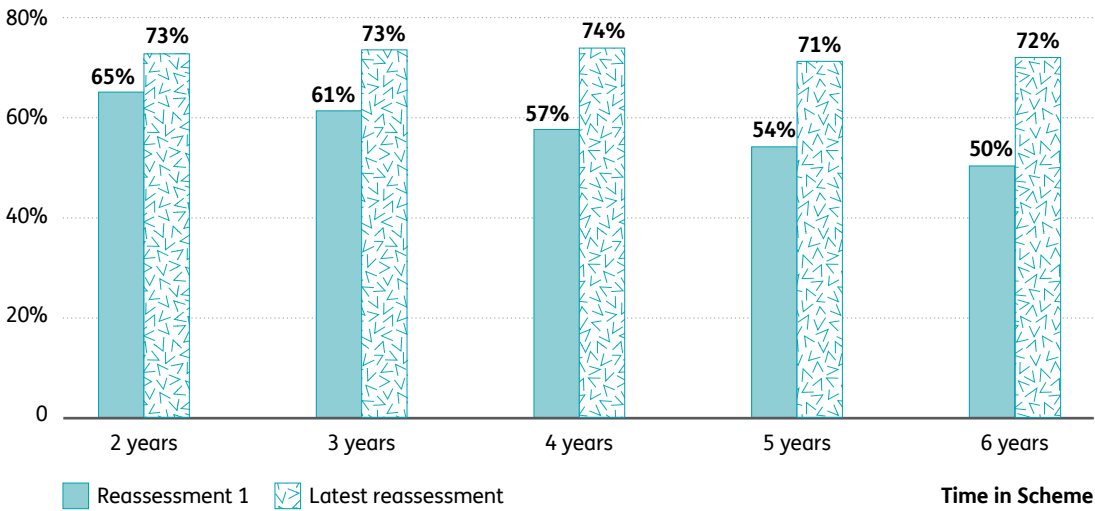
**Figure 23: Has the NDIS improved how your child fits into community life?**<sup>28</sup>

For children aged 0 to before starting school



**Figure 24: Has the NDIS helped your child to become more independent?**

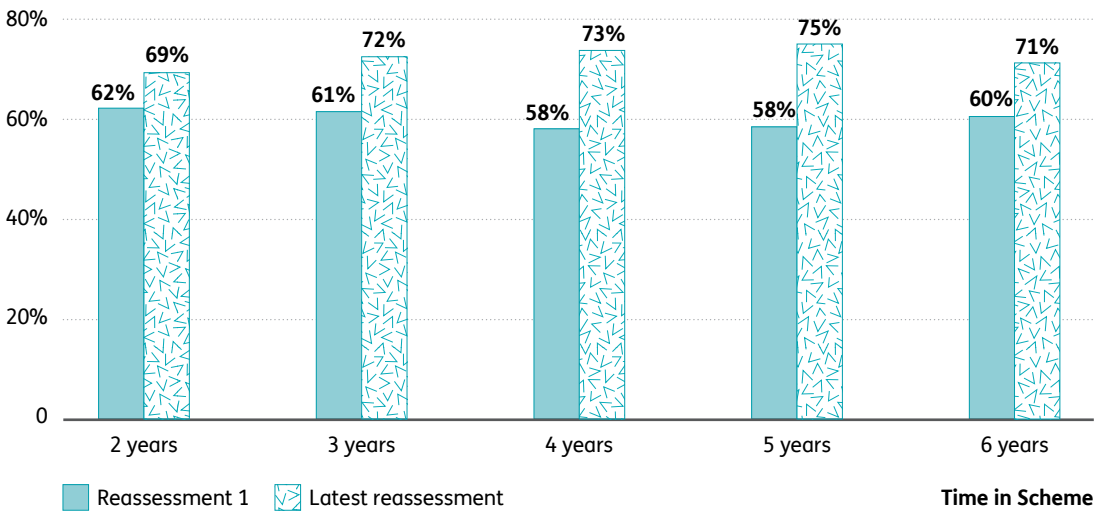
For children starting school to 14 years



<sup>28</sup> There were not enough participants in the Scheme for 6 years for the result to be shown.

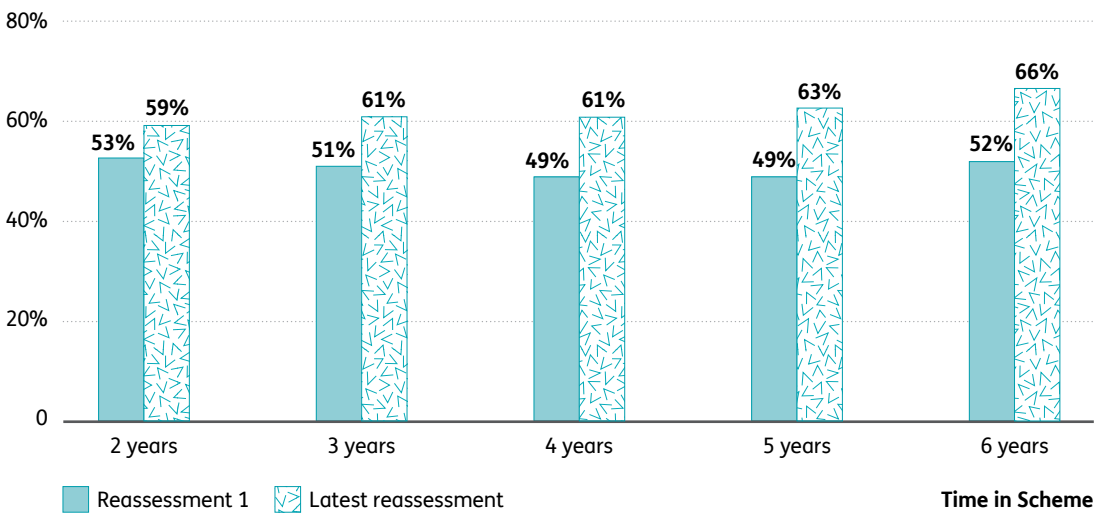
**Figure 25: Has the NDIS helped you with daily living activities?**

For young adults aged 15 to 24 years



**Figure 26: Has your involvement with the NDIS improved your health and wellbeing?**

For adults aged 25 years and over



While the above results are encouraging, the analysis also indicates that there are areas where outcomes could be improved. For example, after at least two years in the Scheme, only 17 per cent of participants aged 15 to 24 at their most recent plan reassessment agreed that being in the NDIS had helped them find a suitable job, compared to 18 per cent at their first plan reassessment. Similarly, for participants aged 25 and over, after at least two years in the Scheme, only 19 per cent agreed that being in the NDIS had helped them find a suitable job, almost unchanged from their first plan reassessment.

The NDIA is actively working to improve participation in work, as discussed earlier in this section.

## 2.3 Participant satisfaction

### Participant satisfaction has remained in line with satisfaction over previous quarters.

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

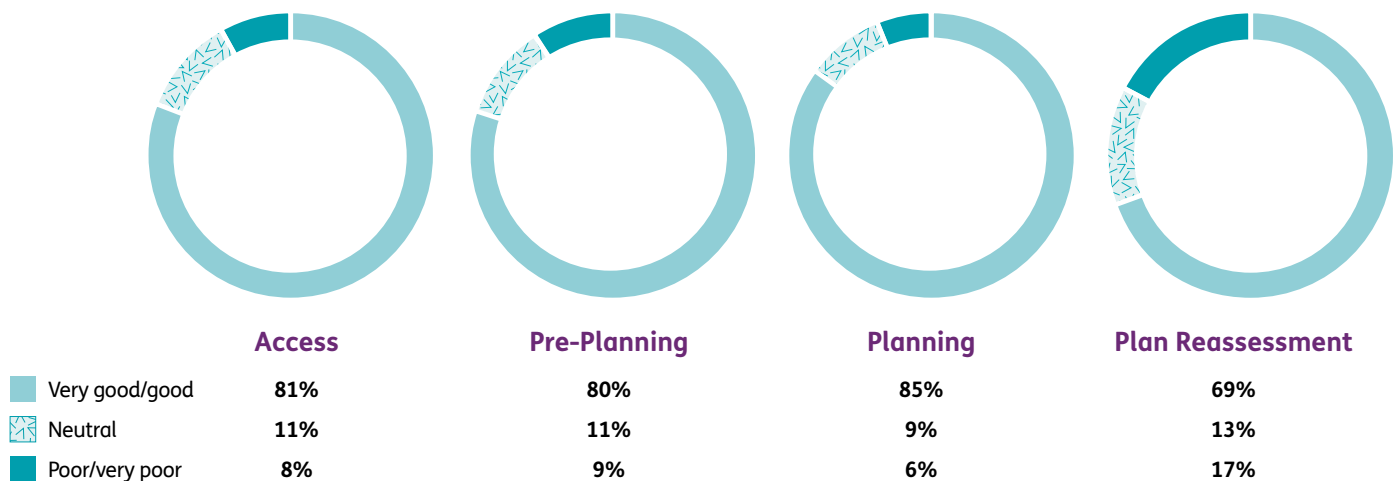
In the December 2020 quarter, the NDIA transferred the administration of the survey away from the NCC to another third party supplier, Australian Healthcare Associates. This was in response to the Tune review, which recommended the survey be undertaken as independently as possible from the NDIA. This change in administrator has resulted in a “break” in the time series, meaning quarterly results up to and including the September 2020 quarter, do not compare with quarterly results from December 2020 and onwards.

Also in line with the Tune review, the NDIA worked with the IAC to build on this survey to develop a more comprehensive picture of participant satisfaction. This included input regarding the current approach, and suggested improvements to current questions. The NDIA engaged the Council for Intellectual Disability to undertake consultation on making the surveys more accessible, including for people with complex communication needs.

This quarter, 85 per cent of participants rated the Planning process as either good or very good, with a further nine per cent rating the experience as neutral. Eighty-one (81) per cent of the participants in the quarter rated the Access process as either good or very good, 80 per cent rated the Pre-Planning process as either good or very good, and 69 per cent of participants rated the Plan Reassessment process as either good or very good. These results are based on 1,133 surveys at Access, 1,021 at Pre-Planning, 4,867 at Planning and 10,852 at Reassessment, which is 17,873 in total.

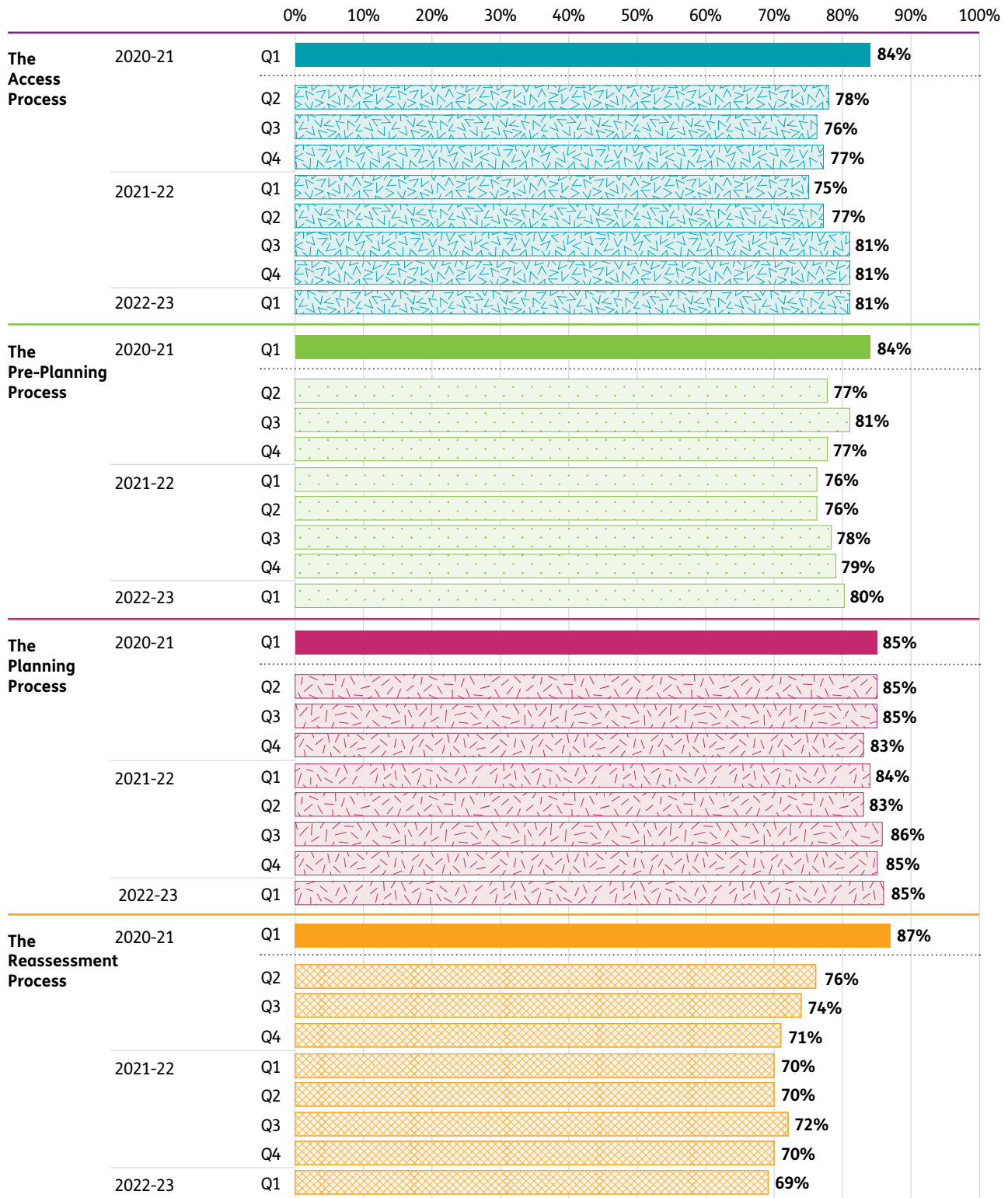
Satisfaction with the Plan Reassessment process has remained relatively constant in recent quarters at around 70 per cent, noting this decreased from 76 per cent in the December 2020 quarter. There has also been a slight (1 percentage point) decrease in the latest quarter, from 70 per cent to 69 per cent.

**Figure 27: Rating of experience with the NDIS (1 July 2022 to 30 September 2022)**





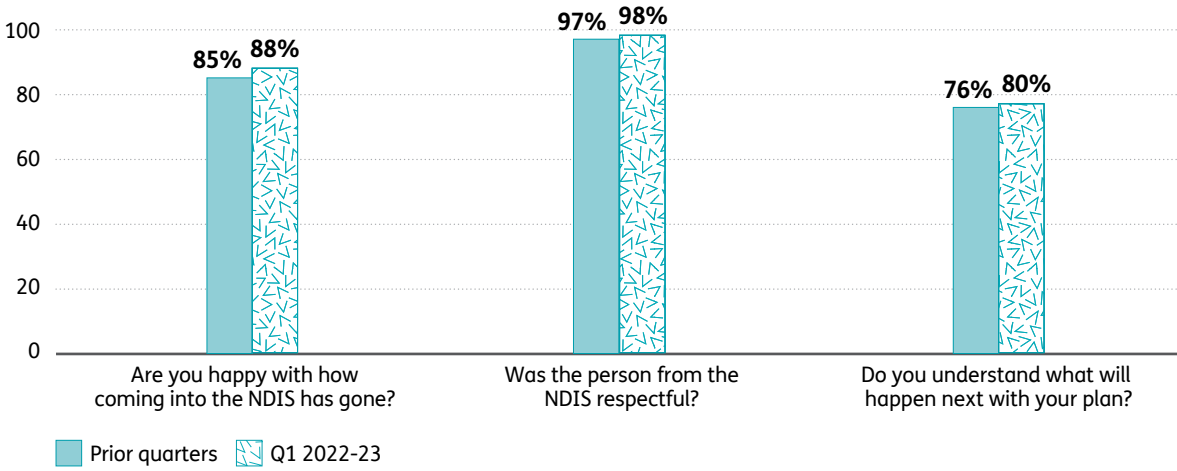
**Figure 28: Trend of satisfaction across the pathway (% Very good/good)<sup>29</sup>**



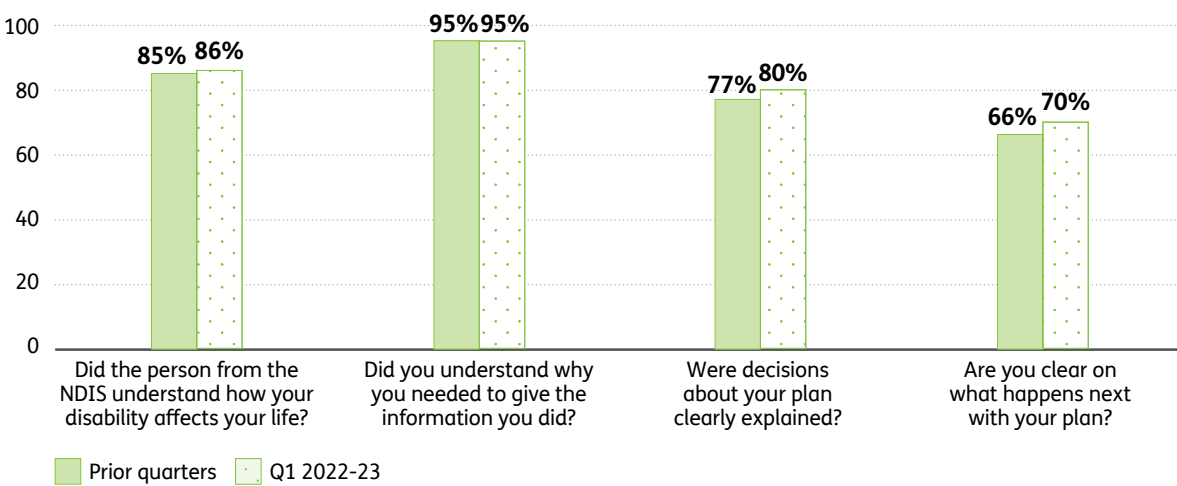
<sup>29</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

**Figure 29: Satisfaction across the four stages of the pathway<sup>30</sup>**

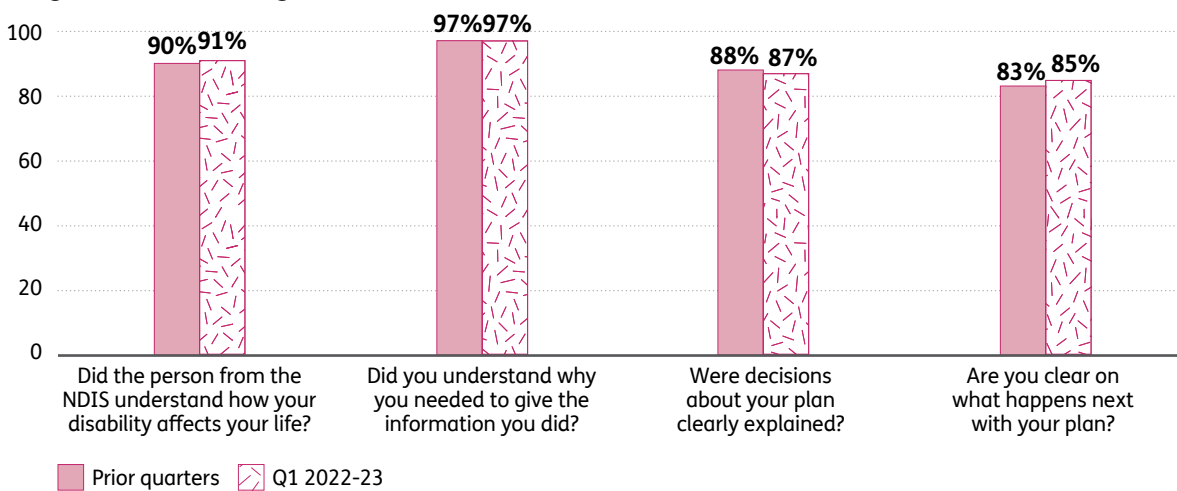
**Stage One: Access**



**Stage Two: Pre-Planning**



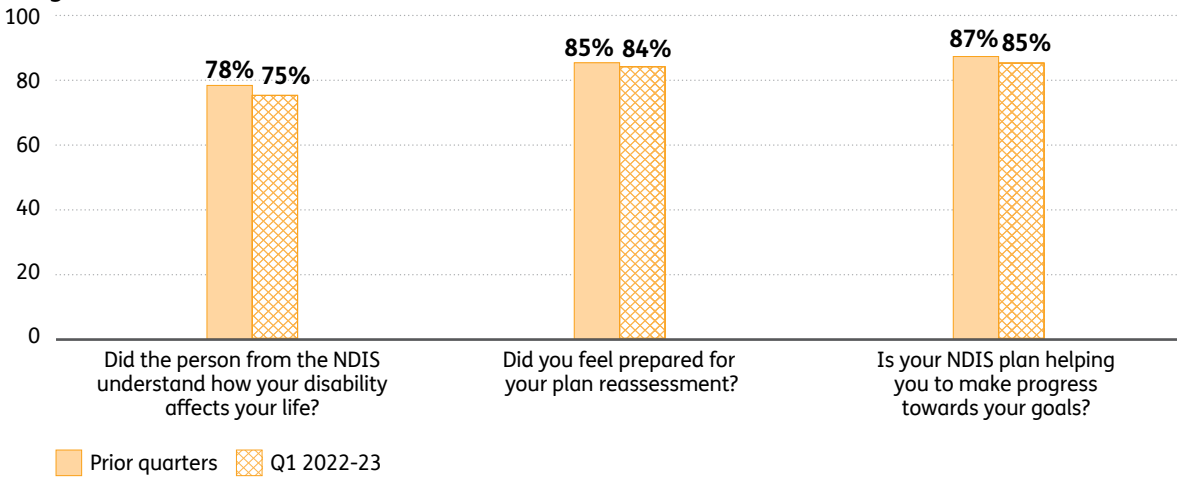
**Stage Three: Planning**



<sup>30</sup> Prior quarters include responses from 1 October 2020.

**Figure 29: Satisfaction across the four stages of the pathway<sup>31</sup> cont.**

Stage Four: Plan Reassessment



The surveys also include questions that provide further insights at each stage of the pathway.

The results indicate that satisfaction for the September 2022 quarter is comparable to prior quarters for most questions, although satisfaction declined slightly in relation to Plan Reassessment.

For this quarter and historically, the percentage who have a clear understanding of what happens next with their plan in the first three steps of the participant pathway has been lower than the positive response rate for other questions. For example, at planning, 85 per cent were clear on what happens next with their plan (two percentage points higher than for prior quarters), lower than the 87-97 per cent responding positively to other questions about planning.

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

<sup>31</sup> Prior quarters include responses from 1 October 2020.

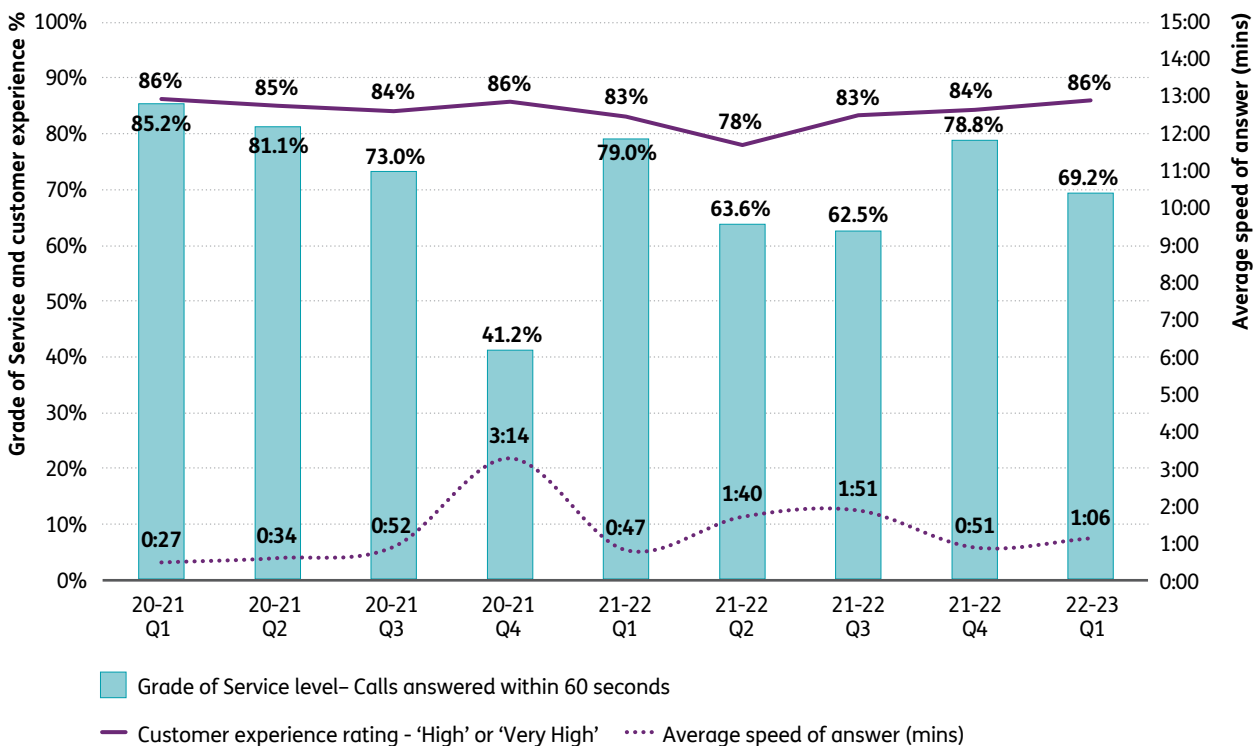
## 2.4 The NDIS National Contact Centre (NCC)

Although there were higher levels of customer satisfaction this quarter, telephone service metrics slightly reduced, with email workflows remaining relatively stable, and webchat volumes continuing to increase.

The NDIS NCC provides personal and high-quality services and information about the NDIS for people with disability, their family and carers, and service providers. Serco Citizen Services (Serco) have been delivering the NCC service since June 2018, operating from Dandenong and Newborough in Victoria.

NCC performance during the quarter declined from the previous quarter, this is due to services being impacted by technical issues and one of the NCC sites experiencing storm damage during August. 69.2 per cent of calls were answered within 60 seconds, reduced from the previous quarter (78.8 per cent). The average speed of answer was 1 minute and 6 seconds, which was longer than the previous quarter result of 51 seconds. First call resolution improved slightly to 79.4 per cent from the prior quarter's result of 78.1 per cent. Customer experience also improved across the quarter, with 85.8 per cent of post call survey respondents scoring their experience with the NCC as 'High' or 'Very High', up from 84.2 per cent in the prior quarter.

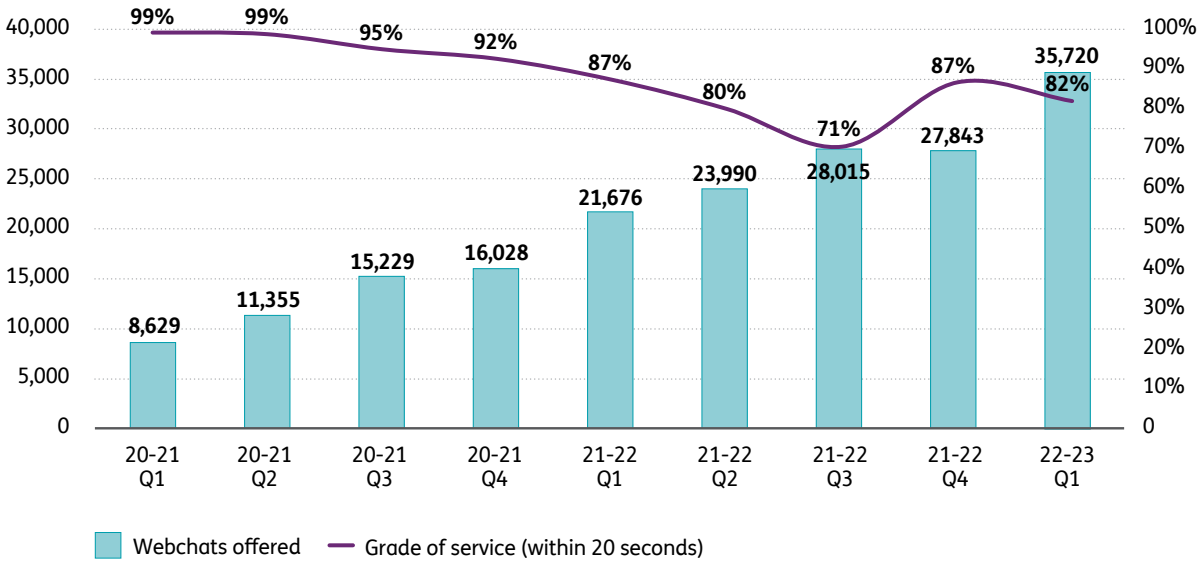
**Figure 30: Quarterly telephony grade of service, average speed of answer and customer experience results**



The NCC’s webchat channel continues to see significant growth across the financial year to date, with 35,720 webchats offered for the quarter, compared to 27,843 received in the previous quarter. Of the webchats received during the quarter, 82 per cent were answered within 20 seconds, above the target of 80 per cent.

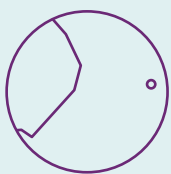
Email work on hand decreased marginally throughout the quarter, with inflow of 227,717 exceeded by outflow of 228,578. Migration of email processing to a new platform has enabled tracking of performance with 76.6 per cent of all email inflow responded to within 48 hours during the quarter.

**Figure 31: Quarterly webchat grade of service and offered chat volume**





## Lleyton building a brighter future with NDIS supports



At just 23, ambitious Norfolk islander, **Lleyton**, has taken up the challenge of building his own log cabin home.

Lleyton, who is on the autism spectrum and lives with global developmental delay, has prospered since he was able to access NDIS supports from his remote island home in 2018. After many months of planning, Lleyton's dream of building a log cabin next to the family home is taking shape. "It is still in the first phase. I plan to have it finished early next year," he said.

Lleyton, who accesses speech therapy and direct support through his NDIS plan, is learning to read and write, and become more independent with daily life skills. He now has his full driver's license, which he uses to drive his truck around town and to the local hardware store to pick up building supplies.

"These days, I have a lot more confidence. I get out more and I am learning to read. I love Harry Potter," he said.

Thanks to those NDIS supports, Lleyton's life has changed for the better after some struggles during his high school years. His mother, Sarah, says the main challenge at school was communication. "Lleyton didn't have very clear speech and it's only in the last year or two that he's actually been able to articulate a lot clearer," Sarah said.

Through weekly speech therapy sessions, Lleyton's communication skills have increased, allowing him to be more social.

Lleyton is now a popular member of the local Men's Shed and has already built a wooden stool at his weekly meetups. "It is all joinery – no screws or nails. It's a masterpiece," Lleyton said.

Meantime, Lleyton will continue helping in the family café but dreams of one day opening his own burger bar.

"He is a very driven young man. He doesn't want to sit at home. He is proud of who he is. We all are," Sarah said.

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**Section three:**



# Participant Service Guarantee and Participant Service Improvement Plan





The NDIA is committed to improving service for NDIS participants. That is why the NDIA introduced a **Participant Service Charter** to explain what participants can expect when they deal with the NDIA, and the **Participant Service Improvement Plan (SIP)** that outlines all the improvements the NDIA will make.

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

The Participant Service Charter is also underpinned by the specific tangible actions listed in the SIP.

This section provides an update on progress against the SIP and the PSG.



## 3.1 Participant Service Improvement Plan (SIP)

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

The NDIA’s SIP is the key to making real the promises in the Participant Service Charter and PSG. It sets out what the NDIA and partners are going to do to deliver an NDIS that meets expectations.<sup>32</sup> The NDIA updated the SIP in 2022 to better reflect the activities underway to deliver on the PSG.

The **Participant Service Charter** is based on five principles for engagement with participants.

Engagement principle	What you can expect
<b>Transparent</b>	We will make it easy to access and understand our information and decisions.
<b>Responsive</b>	We will respond to individual needs and circumstances.
<b>Respectful</b>	We will recognise your individual experience and acknowledge you are an expert in your own life.
<b>Empowering</b>	We will make it easy to access information and be supported by the NDIS to lead your life.
<b>Connected</b>	We will support you to access the services and supports you need.

The tables in this section outline the activities underway as part of the SIP. These activities are aligned to each of the ‘what you can expect’ statements in the Participant Service Charter. Whilst the list is not exhaustive, the NDIA is continually looking for opportunities to improve our participant service in line with the Engagement Principles.

Highlights for this quarter include:

SIP Commitment	What have we delivered?
Our guidelines will come with plain English descriptions and more examples	All operational guidelines have been reviewed and refreshed in plain English, with examples to ensure they are simple, clear and easy to use. More guidelines will be added as they are developed and released in logical groupings.
We will be clearer on what reasonable and necessary supports means, with case studies and examples	The NDIA has published 37 additional ‘Would we fund it’ examples for topics including: assistive technology, health and wellbeing, consumables, mainstream supports, and early childhood supports. These resources support the goal to provide clearer information on what reasonable and necessary support means for participants, families and carers.

<sup>32</sup> Work is currently underway to develop a qualitative measurement framework and dashboard to report on the NDIA’s performance against the engagement principles (and associated ‘we will’ commitments), as set out in the Participant Service Charter.

SIP Commitment	What have we delivered?
We will encourage independent living options as an alternative to traditional group homes	The NDIA has provided clearer information on Individualised Living Options (ILO) to support participants choose where and how they live, and support participants to access the reasonable and necessary supports they need to meet their home and living goals. This quarter, the NDIA has continued to refine and release the ILO product within the ILO improvement pathway, promoting uptake and growth of ILOs for participants as an alternative to less contemporary shared living environments.
We'll fund early intervention supports for children more flexibly	With the amendments to the NDIA legislation, ECEI participants can access funding as soon as possible (i.e before plan approval) if the PSG timeframes are not able to be met. This legislative option may be considered in situations where delays put timely provision of early childhood intervention at risk. The new rules are currently in draft and will undergo testing to accelerate timelines where funding is required.

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

The NDIA introduced a refreshed SIP 2022-23 to ensure the SIP closely reflected improvements that participants want to see. The SIP sets out what the NDIA will do over the next two years to deliver a Scheme that meets participant expectations.

The NDIA and partners will work to deliver on 51 commitments over the next two years. The refreshed SIP includes new and refined commitments, representing the NDIA's ongoing commitment to participants, their families and carers and the disability community. The NDIA remains committed to making improvements that are important to participants.

#### Communicating with us

The NDIA continues to commit to an increased digital experience and commenced work on designing online forms. The way forms are accessed and completed are being designed as part of the NDIA's new ICT system and is on track to be delivered at the end of 2023.

In addition, the NDIA is working with participants to improve the online experience of using the myNDIS participant portal. The new participant portal pilot finalised on 24 August 2022. The valuable feedback and shared ideas will be used to guide the direction of building a more accessible and user-friendly portal.

SIP Commitment	Expected completion
We will put the <b>name</b> of a <b>real person</b> on our letters to you	✓
You will have a <b>current contact name</b> for all your interactions with us	✓
The <b>NCC</b> will give the right information the first time where possible	✓
You will be able to use <b>online forms and services</b> where you want to	Jun 23
You will be able to <b>track</b> where your application or inquiry is up to <b>online</b>	Jun 23
The <b>website and portal</b> will be clearer and easier to use	Jun 23

### Getting information from us

The NDIA is committed to ensuring transparency and clarity when making decisions about participant access and plans. Therefore, decision letters have been updated to plain English, and the new letter system is currently undergoing testing in the new ICT system pilot in Tasmania to improve the ability for staff to communicate reasons for these decisions. Once the national roll-out of the new ICT system commences, all decision letters will have an explanation of decisions made.

The NDIA has expanded on the concept of ‘Would we fund it’ examples, which was first implemented to provide more information on what home and living supports might be funded. This quarter, the NDIA has published 37 additional ‘Would we fund it’ examples for other topics, such as assistive technology, health and wellbeing, consumables, mainstream supports, and early childhood supports. These resources support the goal to provide clearer information on what reasonable and necessary support means for participants, families and carers.

Furthermore, participant booklets and web content has been reviewed and updated to reflect the changes to the NDIS Act in July 2022.

This quarter, more than 30 operational guidelines were published. These guides aim to remove outdated procedures and ensure there is consistency in how the NDIA make decisions. Furthermore, all operational guidelines have been reviewed and refreshed in plain English, with examples to ensure they are simple, clear and easy to use. More guidelines will be added as they are developed and released in logical groupings.

SIP Commitment	Expected completion
You will be able to <b>access your personal data and plan details</b> without having to ask through a Freedom of Information (FOI) request	✓
Our documents will use <b>consistent terms and definitions</b> with <b>less jargon</b>	✓
Our guidelines will come with <b>plain English descriptions</b> and more <b>examples</b>	✓
We will be clearer on what <b>reasonable and necessary</b> supports means, with case studies and examples	✓
Our decision letters will have <b>reasons</b> for why we have decided something in plain English	Jun 23
We will <b>improve access to information</b> about how our processes work, what to expect and what participants need to do at any stage	Jun 23
We will have better <b>guidelines and procedures</b> so there is consistency in how we make decisions; and we will make more of these <b>public</b>	Jun 23

### Gaining access to the NDIS

Work to design new online access request forms continues and is due to be released in conjunction with NDIA’s new ICT system. This is part of a broader program of work due for completion in 2023.

The NDIA is committed to improving ways to connect people with a disability to the supports they require, including mainstream and community supports. This quarter, the NDIA has introduced a new Community Connectors process using the new PACE system. The system will have improved functionality that includes a Community Connections plan for children and adults with disability who approach or are referred to a partner in the pre access phase. This plan will drive discussions on opportunities for greater connections to local community and mainstream services. The new Community Connections plan will be tested in Tasmania from mid-November 2022 and rolled out more broadly in 2023.

SIP Commitment	Expected completion
You will be able to apply to the NDIS in the way you want, including using an <b>online access request form</b>	Jun 23
We will make sure you are connected to other mainstream and community supports and services as well, even if you don't gain access to the NDIS	Jun 23

### Making your plan

The NDIA is on track to delivering ICT system enhancements to improve the way a participants' statements and goals are recorded in the new ICT system. The enhancements will be tested in Tasmania from November 2022.

In addition, the NDIS has designed and built a process for participants to meet face-to-face with the person who makes decisions about their plan supports and funding. The ICT system enhancements to support this change will be tested in Tasmania from November 2022.

In May 2022, the NDIA developed and launched an initial plan implementation directory, comprising of tools and resources to empower participants to exercise choice and control to effectively use their NDIS plan. On 28 July, a minor update was released with easier access to resources and tools and additional content to support participants, such as user guides for the budget calculator and assistive technology tip sheets. Furthermore, significant participant engagement is currently underway to enhance the Directory with additional links, and other new resources.

Work is also underway to support video-conferencing as an option for planning meetings.

SIP Commitment	Expected completion
We will support more <b>video-conference</b> planning meetings	Jun 23
If you want, you will be able to have a <b>face-to-face meeting</b> with the person who makes a decision about your plan supports and funding <sup>33</sup>	Jun 23
We will support you, if you want, to build <b>goals</b> in your plan that are clearly defined, realistic and attainable	Jun 23
We're working to build more <b>do-it-yourself online plan tools</b>	Jun 24

### Using your plan

The NDIA aims to provide clarity around the roles and responsibilities on support coordination services and other service providers. As part of the Annual Price Review 2021-22 recommendations, an in-depth review of the roles, functions, responsibilities and accountabilities of support coordinators is due to commence.

The NDIA is committed to providing accessible information for self-managed participants with ongoing work to create resources, guides and training materials.

Through ongoing efforts to improving thin markets and engage in market interventions, the NDIA has supported the development of healthier markets in 23 remote and very remote communities. For instance, the NDIA have completed market interventions in King Island in Tasmania, and Woorabinda and Cloncurry in Queensland, and a further 16 projects are underway in other remote and very remote markets in Western Australia, Northern Territory, Queensland, South Australia, and New South Wales.

<sup>33</sup> Noting face-to-face meetings with LACs can already be requested.

In the 2022-2023 financial year, the NDIA will establish a dedicated National Remote Services Branch to support the delivery of improved end-to-end pathway options for participants living in remote and very remote areas. In the delivery of thin market projects, the Agency will continue to drive a place-based approach, working with key stakeholders in the community to achieve better integration and availability of disability support services.

SIP Commitment	Expected completion
Your plan will be <b>longer and ongoing</b> . It will be <b>reviewed</b> when you or we request it – for example, if your circumstances change or something significant happens in your life	✓
There will be a simple and quick process when you need to make <b>minor changes to your plan</b> – it won't require a full "review"	✓
We will give you more support <b>for using your plan</b> , for finding both disability services and mainstream supports	✓
We will <b>check-in</b> with you on how the plan is going, and whether an update or review is needed	✓
You will be able to manage your plan more easily, using a new <b>NDIS mobile app</b>	✓
We will work with communities in <b>remote and very remote areas</b> , and other areas lacking services, to trial new ways of <b>organising services</b> so you can more easily use your support funding	Dec 22
We will make it easier to <b>self-manage</b> your plan, with appropriate data sharing, support and controls in place; and to change easily between self managing and using a plan manager	Jun 23
We will be clearer on what <b>support coordination services</b> we fund, and how it should be separate from other service providers	Jun 23

### Payments from your plan

The NDIA is on track to deliver enhancements to the NDIA payment system by implementing a point-of-sale (POS) solution to enhance efficiency and ensure a quality experience for participants. Further work is in progress to deliver real-time payment capabilities. The NDIA continues to consult the sector, participants and providers to improve the payments system.

Furthermore, the NDIA have made improvements to how payment claims are validated to ensure timelines and accuracy of payments to providers. The NDIA is committed to improving the accessibility of making a claim through the participant portal and the participant app. There have been improvements to the display of both the portal and app, which will commence rollout in late 2022.

SIP Commitment	Expected completion
We will have <b>new systems</b> to make sure providers are paid promptly and accurately, so your support is not interrupted	Dec 22
Payments will be able to be made simply and directly for registered and non-registered providers of services – <b>no more paying first from your own cash and claiming it back</b>	Sep 23
We will make it easier for you to understand how you <b>make a successful claim from your plan</b>	Sep 24

**Parts of your plan**

The NDIA has provided clearer information on ILOs to support participants choose where and how they live, and support participants to access the reasonable and necessary supports they need to meet their home and living goals. These resources include updated website content, animations, scenarios, and information in Easy Read format. This quarter, ILO product continues to be refined through incremental changes and releases within the ILO improvement pathway, promoting uptake and growth of individualised living options for participants as an alternative to less contemporary shared living environments.

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

### Support for engaging with us

Work is underway to improve services for participants with Complex Support Needs (CSN). Through this pathway, participants require extra support from highly experienced and skilled workers to create their plan and to help meet their specific goals and needs. The NDIA is working to deliver a Capability Framework for CSN support staff onboarding training that will achieve an understanding of the different cohorts and criteria for participants entering the CSN pathway.

Furthermore, the NDIA is employing various strategies to meet the goal of ensuring no participant under the age of 65 enters residential aged care or is living in aged care. The NDIA has established specialised teams to focused on supporting participants who have a goal to move out of residential aged care, particularly for participants under the age of 45. For instance, procedures are being established to support participants moving out of residential aged care more efficiently and strategies to identify suitable and vacant accommodation. In addition, resources are being developed to support capacity building for providers of support coordination and the NDIA continues to work with other jurisdictions to address housing support for individuals ineligible for the NDIS.

Early childhood intervention measures continue to be priority for the NDIA. The early childhood approach focuses on maximising the benefits of early intervention at a critical time in a child’s development. With the amendments to the NDIA legislation, ECEI participants can access funding as soon as possible (i.e before plan approval) if the PSG timeframes are not able to be met. This legislative option may be considered in situations where delays put timely provision of early childhood intervention at risk. The new rules are currently in draft and will undergo testing to accelerate timelines where funding is required.

SIP Commitment	Expected completion
We will fund <b>specialist community connectors</b> (in First Nations, CALD and remote communities) to deeply understand how you want to engage with us	✓
<b>Liaison Officers</b> , for Health and Justice especially, will help participants interact with the NDIS in each State and Territory	✓
We will have a <b>NDIS carer connect network</b> for ageing parents of people with a disability	✓
We will <b>pro-actively check-in</b> with you, especially if you may be in a vulnerable situation	✓
Our front-line teams will have improved <b>cultural and disability awareness</b>	✓
We want to support and promote <b>children and young people’s</b> voice in their own plans; while also working closely with <b>parents and carers</b>	✓
We will <b>fund early intervention supports</b> for children more flexibly (including before they enter the Scheme)	✓
We will improve the way we provide you support for <b>independent decision-making</b>	Dec 22
We will improve our direct support for you if you have <b>complex needs</b> and require <b>critical supports</b> , or are otherwise potentially vulnerable	Jun 23
Where possible, your household will have the <b>same NDIS contact</b>	Sep 24
We will support you if you are a <b>Young Person in Residential Aged Care</b> to live elsewhere	Jun 25

## 3.2 Participant Service Guarantee

The latest quarter shows notable improvements in the service standard experience across a number of the measurable PSG metrics.

### Performance against the service standards – September 2022

The NDIA commenced measuring performance against the PSG metrics prior to passing the Participant Service Charter and Guarantee legislation, and these results have been published in prior quarterly reports. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament and received Royal Assent on 1 April 2022. The legislation focuses on improving participant experience and builds on the recommendations of the 2019 Tune Review. It legislates the PSG (from 1 July 2022) and introduces changes that provide greater flexibility for participants and the NDIA to vary plans.

The NDIA has made notable improvements in meeting some of the targets this quarter across the planning, plan reassessments and reviewable decisions pathways. It is recognised however that there is still ongoing work to do to ensure all decisions are made on a timely basis for all participants.

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2022 quarter	Comparison to target of 95%	Change from last quarter
General	Explanation of a previous decision, after a request for explanation is received	28 days	99%		↔
Access	Make an access decision, or request for more information, after an access request has been received	21 days	100%		↔
Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%		↔
Access	Make an access decision, after the final information has been provided	14 days	99%		↔
Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	97%		↔
Planning	Approve a participant's plan, after an access decision has been made	56 days	93%		↔
Planning	Approve a plan for ECEI participants, after an access decision has been made	90 days	98%		↔
Implementation	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical <sup>34</sup>	Reporting will commence in 2023		

**Comparison to target of 95%** 95% and over 85%-95% Less than 85%

**Change from last quarter** More than 3 percentage points higher Within 3 percentage points More than 3 percentage points lower

<sup>34</sup> The average (mean) timeframe for this PSG metric is 19 days and the median is 4 days.



### Section three: Participant Service Guarantee and Participant Service Improvement Plan

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2022 quarter	Comparison to target of 95%	Change from last quarter
Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	●	↔
Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in 2023		
Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	85%*	▲	↑
Plan reassessment	Decide whether to undertake a plan reassessment, after the participant reassessment request is received	21 days	93%	▲	↓
Plan reassessment	Complete a plan reassessment, after the decision to accept the request is made	28 days	67%†	■	↑
Plan variations	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	▲	↔
Plan variations	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	92%	▲	↓
Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in 2023		
Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received	60 days	94%	▲	↔
Reviewable decisions	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	98%	●	↔
Nominee	Cancel participant requested nominee	14 days	100%	●	↔
Nominee	Cancel CEO initiated nominee	14 days	100%	●	↑

\* Note: The NDIA's new participant check-in process ensures that every scheduled reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support. That is, participants do not stop receiving supports.

† Note: The average time taken to complete a PRR, after the decision to accept the request has been made, was 33 days, so the majority of plan reassessments are completed within a reasonable timeframe.

**Comparison to target of 95%** ● 95% and over ▲ 85%-95% ■ Less than 85%

**Change from last quarter** ↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower

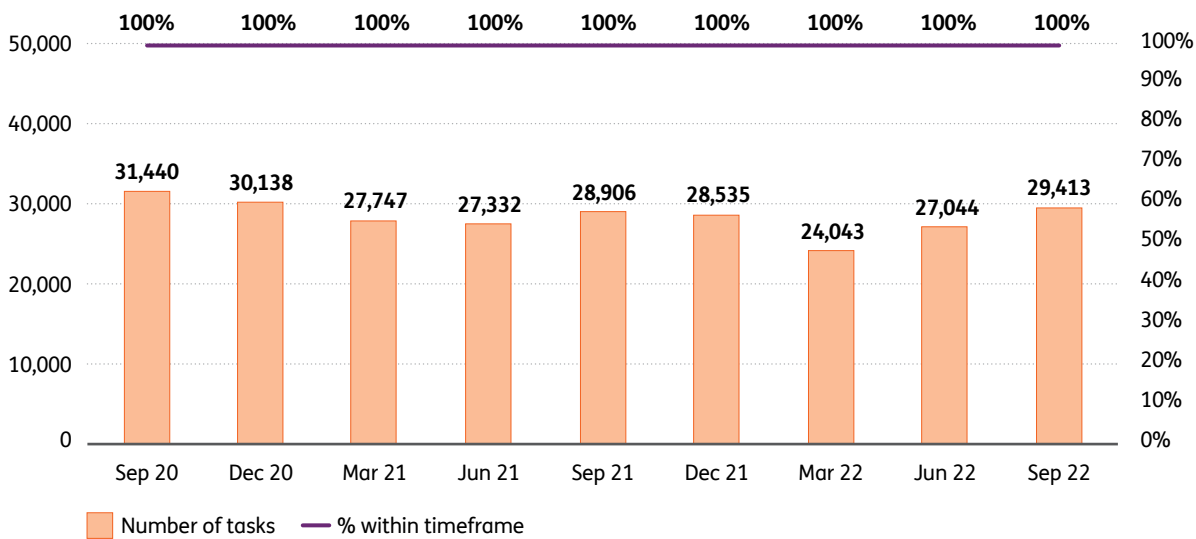
### Key trends in PSG metrics

The NDIA has consistently been meeting PSG timeframes for access decisions and first plan approvals (for those aged 0-6) over the last few quarters, and there has been marked improvement compared to 2020. In the latest quarter, there have been further improvements in meeting the target timeframes for planning, plan reassessments and reviewable decisions.

#### Access decisions

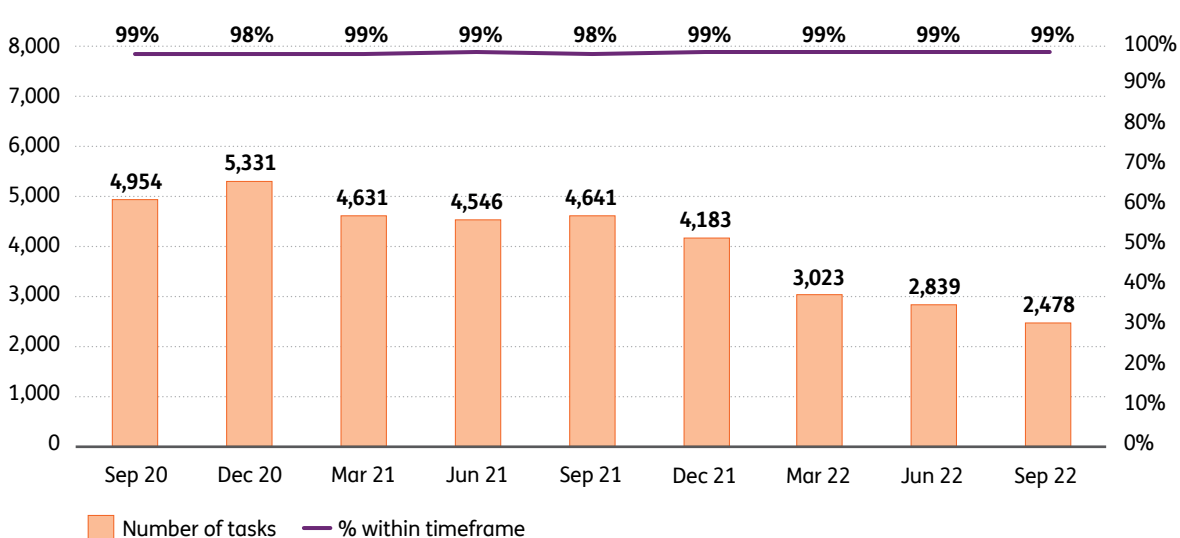
The NDIA has consistently met the 21 day timeframe in respect of access decisions over the last nine quarters.

**Figure 32: Access decision made, or further information requested, after receiving access request**



The NDIA has also consistently met the 14 day timeframe in respect to making an access decision after the final information has been provided.

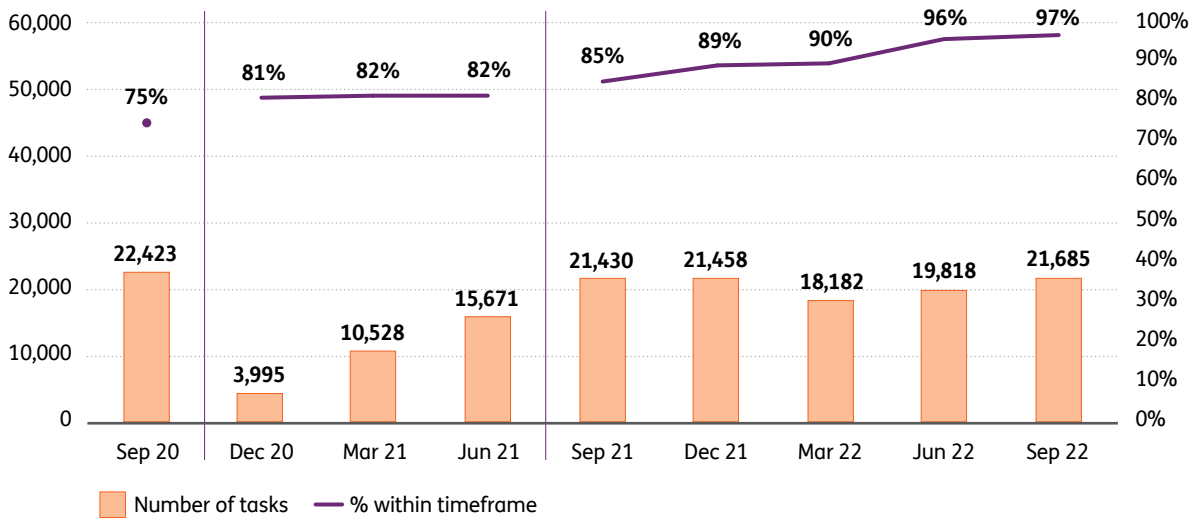
**Figure 33: Make an access decision, after the final information has been provided**



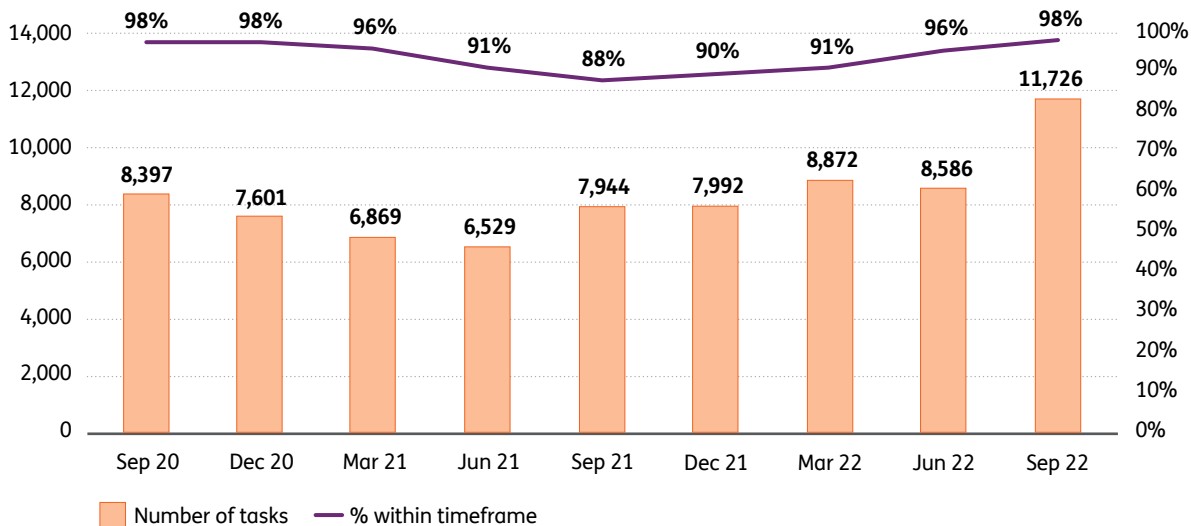
**Planning**

Plan approval timeframes for participants aged 0-6 have improved over the last year, with 98 per cent approved within the timeframe of 90 days in the September 2022 quarter. The target timeframe for plan approvals for those aged 7 and above was reduced from 70 days to 56 days from the March 2021 quarter and there was a consequent reduction in service level met. However, service levels have improved notably since the June 2022 quarter reaching levels prior to the change in target timeframe. There was further improvement in the September 2022 quarter with 93 per cent of plans for those aged 7 and above approved in 56 days.

**Figure 34: Commence facilitating the preparation of a plan, after an access decision has been made<sup>35</sup>**

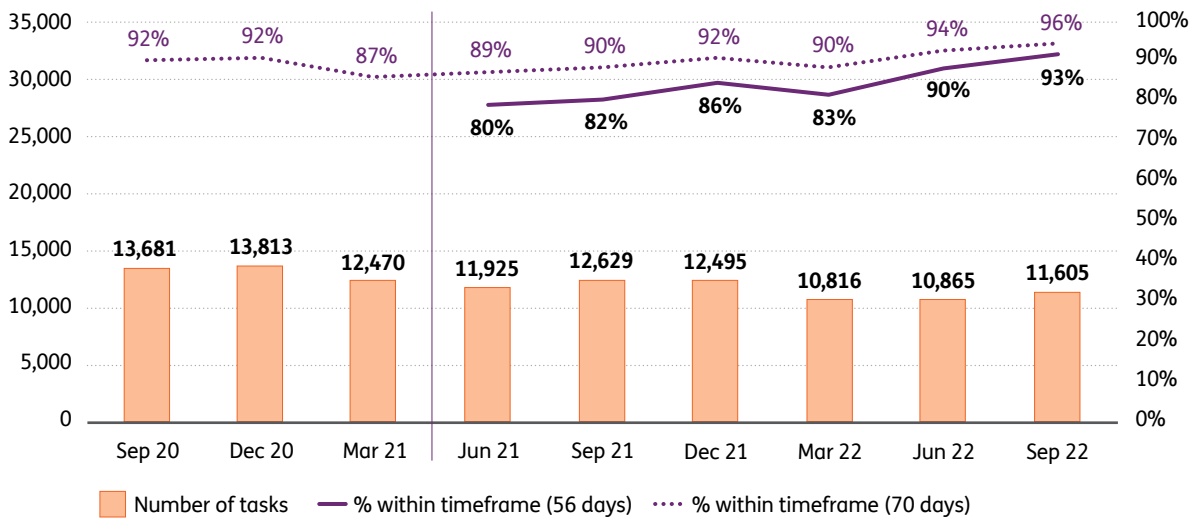


**Figure 35: First plan approved after access decision has been made, 0-6 years**



<sup>35</sup> New business processes have been implemented from December 2020 and again from July 2021.

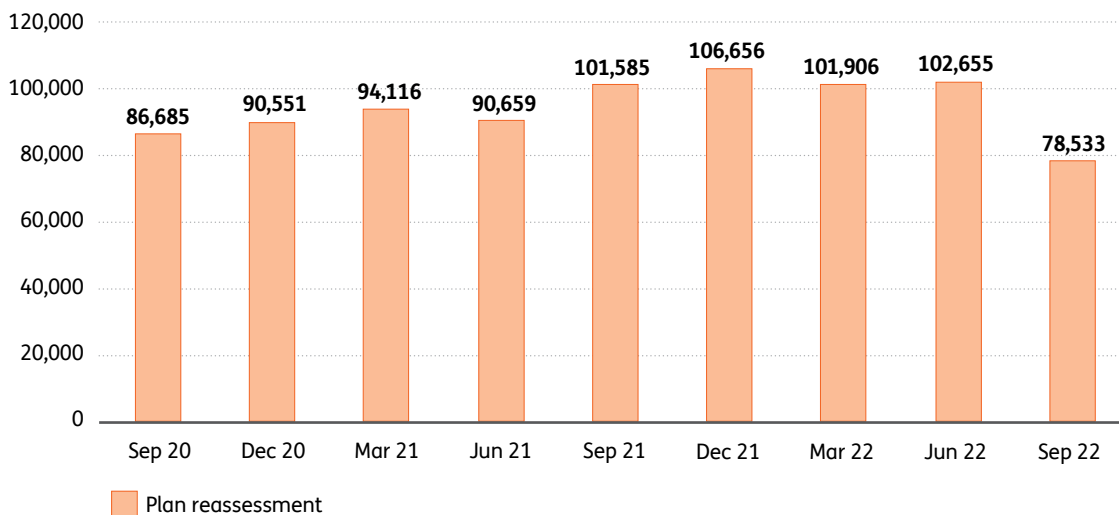
**Figure 36: First plan approved after access decision has been made, 7+ years<sup>36</sup>**



**Plan reassessment**

There were 78,533 plan reassessments conducted in the September 2022 quarter, this is a reduction in plan reassessments compared to the preceding four quarters due to a plan continuation strategy which involves communicating with the participant to ensure there have been no significant changes in circumstance and that the participant is in agreement with this approach. This has led to a lower volume of plan reassessments in the quarter. As mentioned in section 1.1, of the 78,533 plan reassessments conducted in the September 2022 quarter, 57,235 (73 per cent) were initiated by the Agency and 21,298 (27 per cent) were requested by participants. AIPRs occur as plans are due to expire, and a new plan is required.

**Figure 37: Number of plan reassessments by quarter<sup>37</sup>**

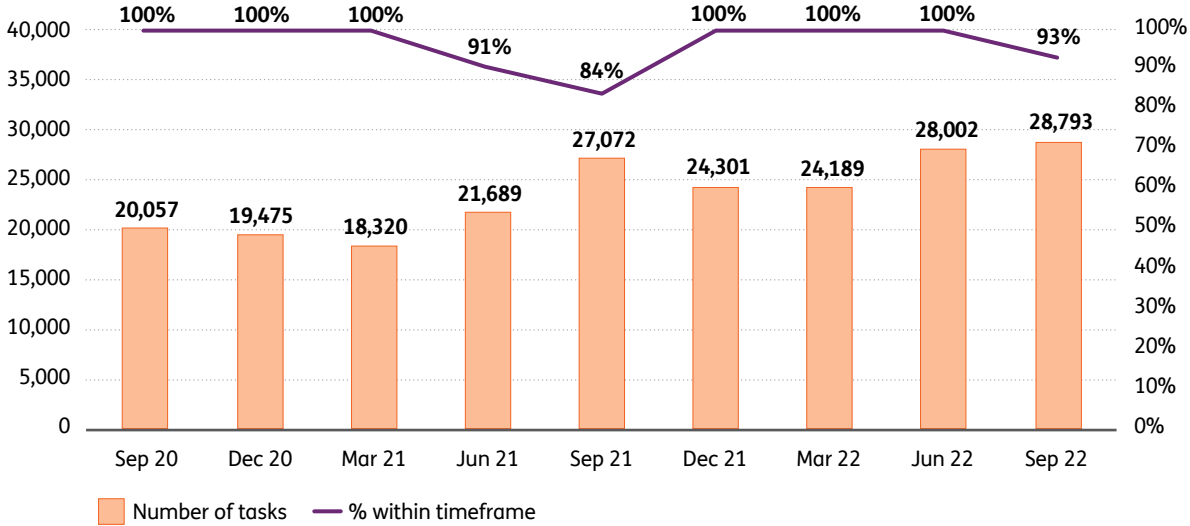


36 The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

37 Short plans (plans with duration less than or equal 30 days) have been excluded. The number of plan reassessments in historical periods have been updated with retrospective data changes.

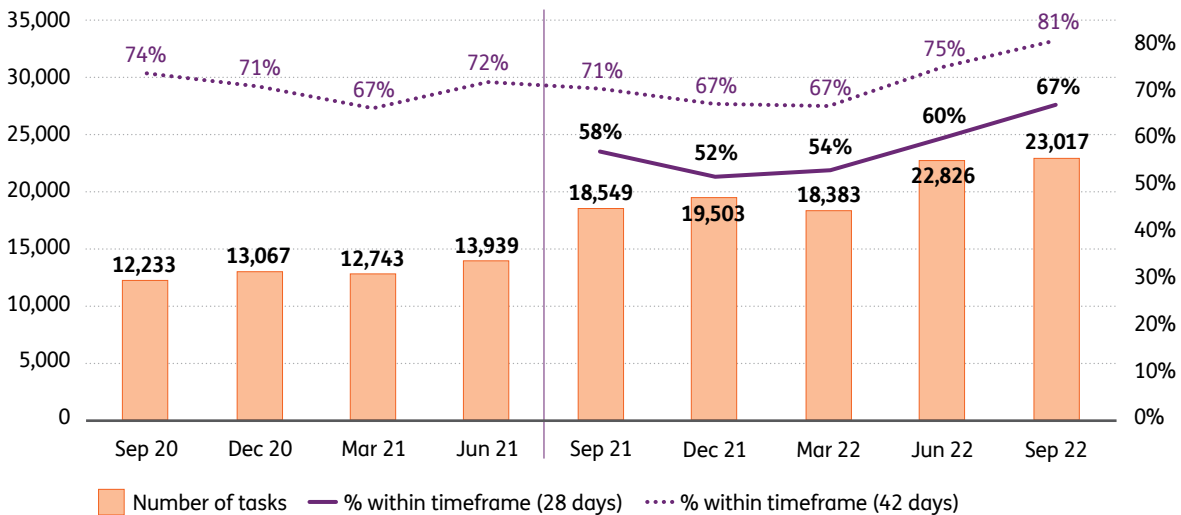
Decisions about whether or not to conduct a Participant Reassessment Request (PRR) were made within 21 days 93 per cent of the time in the September 2022 quarter.

**Figure 38: Decision made to undertake PRR after request is received**



The target PRR timeframe was reduced from 42 days to 28 days from the September 2021 quarter and there has been a consequent reduction in service level met. The PRR timeframes have increased since the June 2022 quarter and have reached 67 per cent as at September 2022 based on the 28 day target timeframe, and 81 per cent based on the 42 day target timeframe.

**Figure 39: PRR completed after decision made to undertake reassessment<sup>38</sup>**

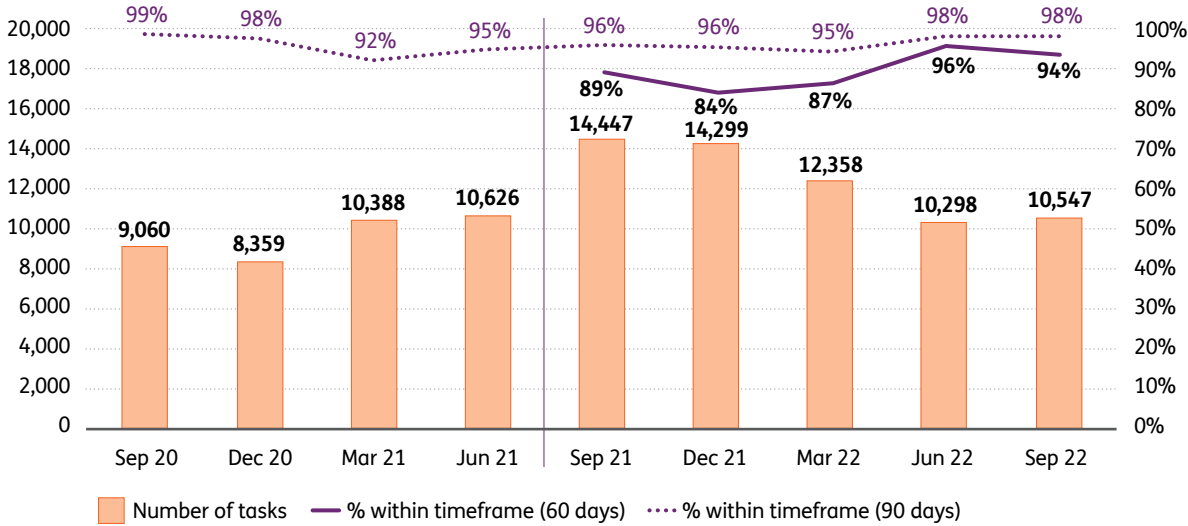


<sup>38</sup> In most cases, the results from September 2021 onwards are based on a 28 day timeframe but the results prior to September 2021 are based on a 42 day timeframe.

### Reviewable decisions

The target timeframe for completing RoRDs was reduced from 90 days to 60 days from the September 2021 quarter and there has been a consequent reduction in service level met. However, there has been a notable improvement since the June 2022 quarter. The September 2022 quarter has 94 per cent of RoRDs, within the target timeframe of 60 days, on par with levels based on the 90 day timeframe.

**Figure 40: Complete RoRDs after request is received<sup>39</sup>**



### Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
<b>General</b>	Our NCC will answer 80% of calls within 60 seconds.	69% on average throughout the September 2022 quarter (Part 2 in this report discusses further).

### Service standards for complaints

Service type	Description of the service being guaranteed	Performance
<b>Complaints</b>	Resolve 90% of complaints within 21 days after we receive it.  More complex complaints may take longer to address.	91% in the September 2022 quarter.

<sup>39</sup> In most cases, the results from September 2021 onwards are based on a 60 day timeframe but the results prior to September 2021 are based on a 90 day timeframe.

## Home and Living decisions

The end-to-end process duration for Home and Living applications tracks the time taken from receipt of Home and Living application form through to plan implementation.<sup>40</sup>

- In the September 2022 quarter, **8,620** Home and Living applications were closed or implemented<sup>41</sup> and **67%** were finalised within 90 days. This compares with 7,616 applications closed or implemented in the June 2022 quarter.
- At 30 September 2022, **2,937** applications remained in-progress, a net decrease of **1,036** applications compared with June 2022. **2,139** in progress applications were waiting for a decision from the Home and Living Panel,<sup>42</sup> while a further **798**<sup>43</sup> were waiting for supports to be implemented in a Plan.
- Approximately **5%** of the open applications have been in progress for 90 days or more, on par with 5% as at 30 June 2022. The number of in-progress applications awaiting plan implementation for 90 days or more has decreased from 129 applications in June 2022 to **116** applications as at 30 September 2022.
- At 30 September 2022, **58%** or **1,702** open applications have been flagged as relating to PRR or RoRD requests.

**Figure 41: Numbers of Home and Living Applications by stage in the Plan Implementation process**

Cohort	Last period number	New requests in period	Closed in period	On-hold end of period <sup>44</sup>	Open end of period number		Total
					Awaiting Panel decision	Awaiting Plan Implementation	
H&L Applications	4,479	7,302	8,620	224	2,139	798	2,937 <sup>45</sup>

**Figure 42: Number of Home and Living applications by time taken from application to Plan Implementation**

Days	Duration of closed applications in period							Duration of open applications in period						
	no data <sup>46</sup>	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total	no data	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
H&L Applications	2,106	1,114	1,607	1,997	1,025	771	<b>8,620</b>	-	1,121	959	543	167	147	<b>2,937</b>
%	24%	13%	19%	23%	12%	9%	<b>100%</b>	0%	38%	33%	18%	6%	5%	<b>100%</b>

40 The time taken for Participants to respond to requests for further information (RFI) has been removed from the duration.

41 An application is considered closed if an application is cancelled or rejected, a Participant is declined all Home and Living supports, or an application won't progress to implementation (e.g. deceased, Participant chooses not to proceed etc.). An application is considered implemented once a Participant has a new approved Plan.

42 305 out of the 2,139 applications the NDIA is waiting on additional information from Participants.

43 The Operations and Support Division are continuing to investigate open applications to ensure next steps are underway for Participants as part of an ongoing process.

44 Applications where implementation will only occur at a later date or may not occur. Includes Participants in the CSN / Complex pathway, Participants awaiting a Hospital Discharge, YPIRAC / Aged Care, Voluntary Out of Home Care (VOOHC), Justice Involvement, AAT cases and unresolved s100 / s48 cases.

45 There are 2,937 open home and living applications relating to 2,916 unique participants.

46 System limitations present during the quarter meant it was not possible to accurately capture end-dates for all closed applications. System fixes have now been implemented and future quarters won't be impacted.

**Figure 43: Number of open Home and Living applications by source and time taken from application to Plan Implementation**

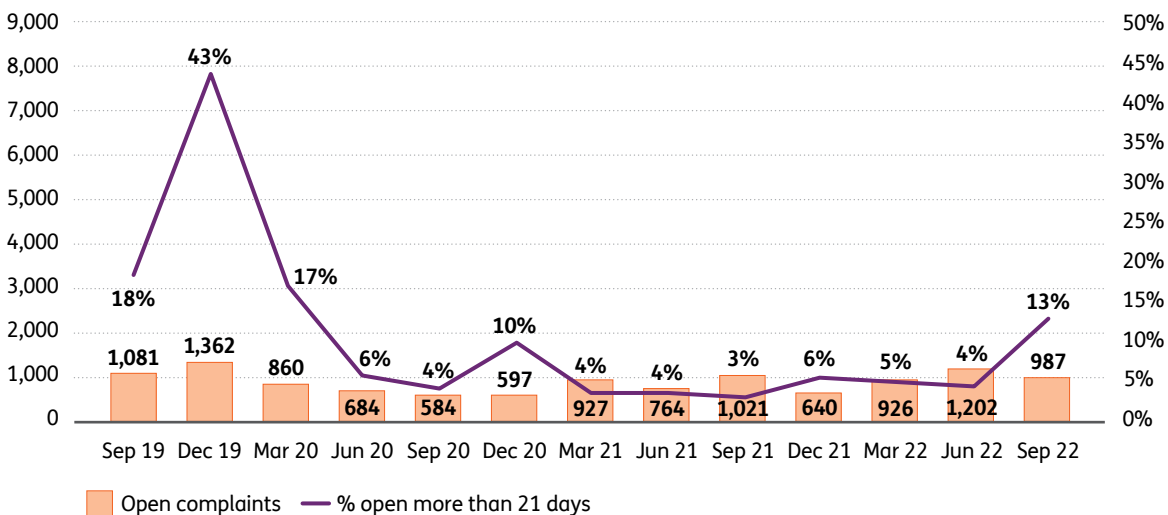
Application source	Duration of open applications in period						Total	%
	No data <sup>47</sup>	<14 days	<30 days	<60 days	<90 days	90+ days		
PRR	0	515	512	198	49	29	1,303	44%
RoRD	0	177	102	81	26	13	399	14%
AIPR	0	203	133	78	10	12	436	15%
Other	0	226	212	186	82	93	799	27%
<b>Total</b>	<b>0</b>	<b>1,121</b>	<b>959</b>	<b>543</b>	<b>167</b>	<b>147</b>	<b>2,937</b>	<b>100%</b>

The NDIS is committed to making significant improvements to this metric in the next quarter, including reducing the number of outstanding 90+ day Home and Living requests to be in line with the performance target of all other PSG metrics. This includes increasing the number of Home and Living decision panels and number of staff on these panels to process the requests. The NDIA is also continuing to streamline the end-to-end process with the intent of minimising the number of hand-offs which will result in an improvement in the overall timeframe.

**Key trends in complaints, RoRDs, and AAT cases**

Over recent quarters, the percentage of total complaints that have been open for more than 21 days has increased compared to recent quarters with 13 per cent in the September 2022 quarter still open after 21 days.

**Figure 44: Open complaints and percentage that have been open for more than 21 days<sup>48</sup>**



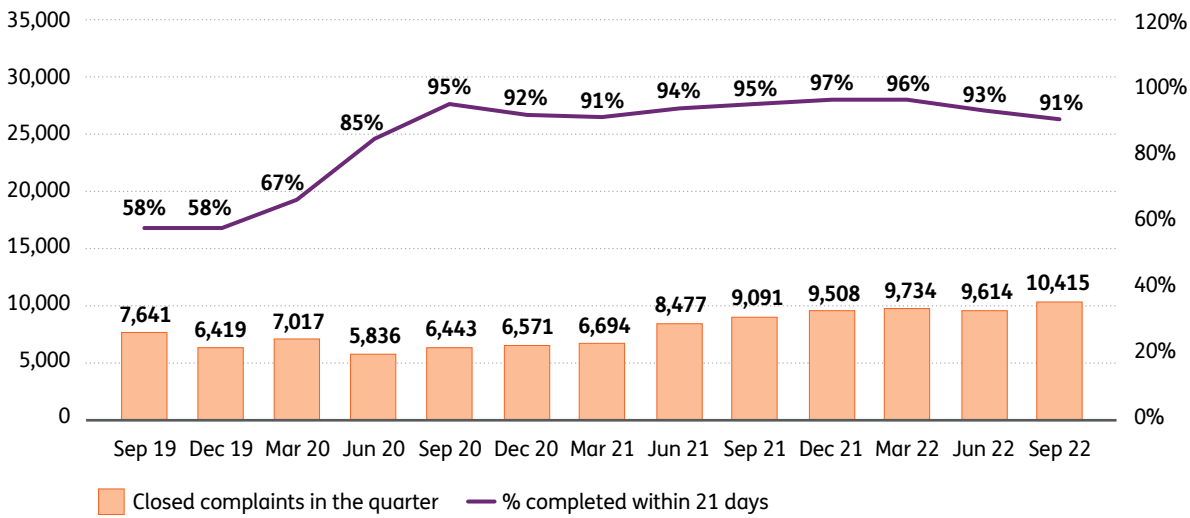
<sup>47</sup> System limitations present during the previous quarter have been fixed, there are now no instances of inaccurate end-dates for closed applications.

<sup>48</sup> The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.



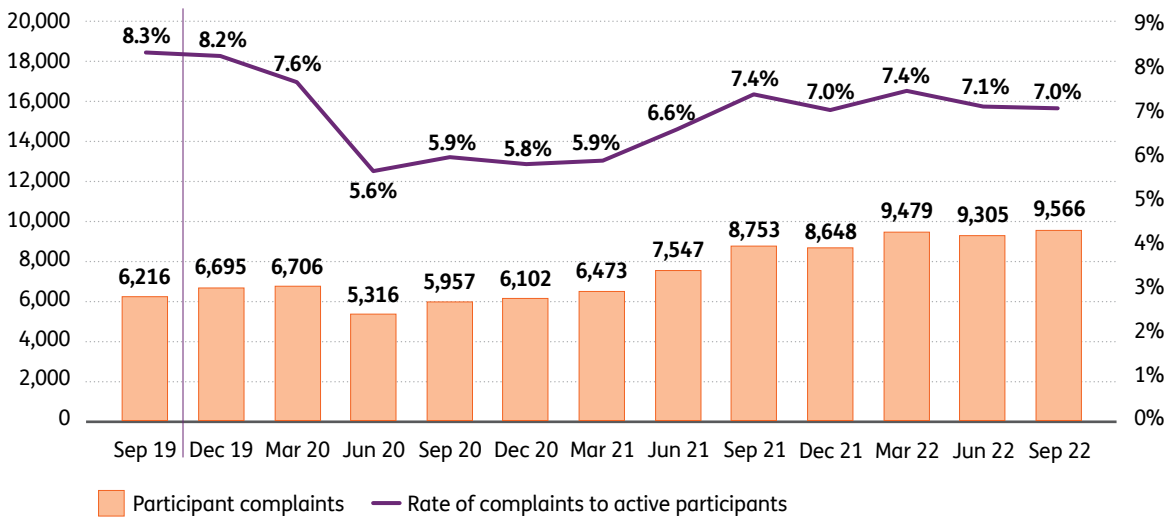
Around 94 per cent of complaints have been closed within 21 days in the past four quarters.

**Figure 45: Closed complaints and per cent completed within 21 day timeframe**



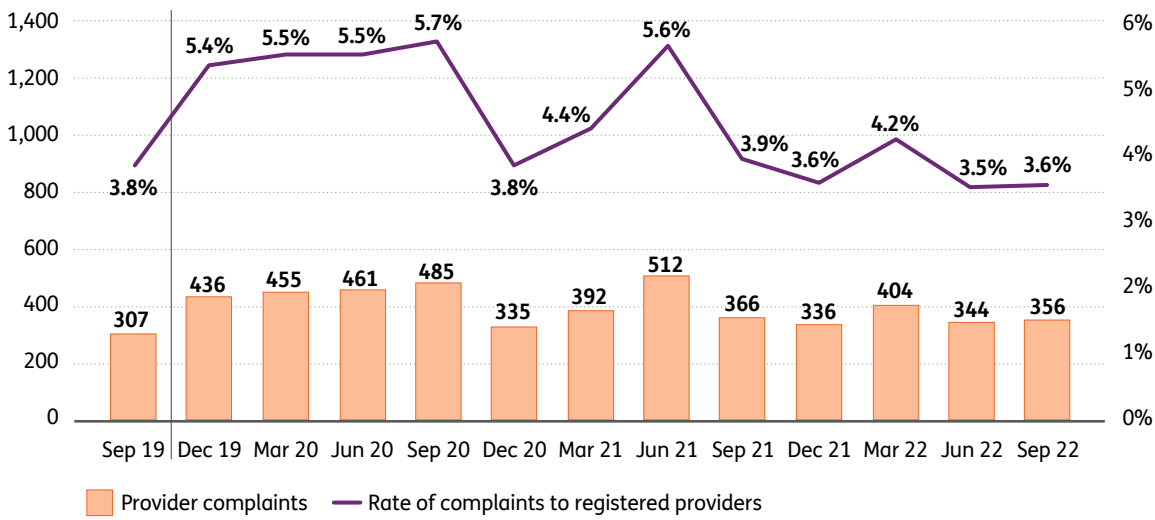
There was a significant decline in participant complaints as a proportion of active participants between June 2019 and June 2020. Over the last five quarters, the number of complaints has increased as a proportion of active participants (7.0 per cent in the September 2022 quarter). The number of complaints received from providers slightly increased during the quarter (Figure 47) with 356 complaints received, which is equivalent to 3.6 per cent of registered providers making a complaint.

**Figure 46: Number and proportion of participant complaints over time<sup>49</sup>**



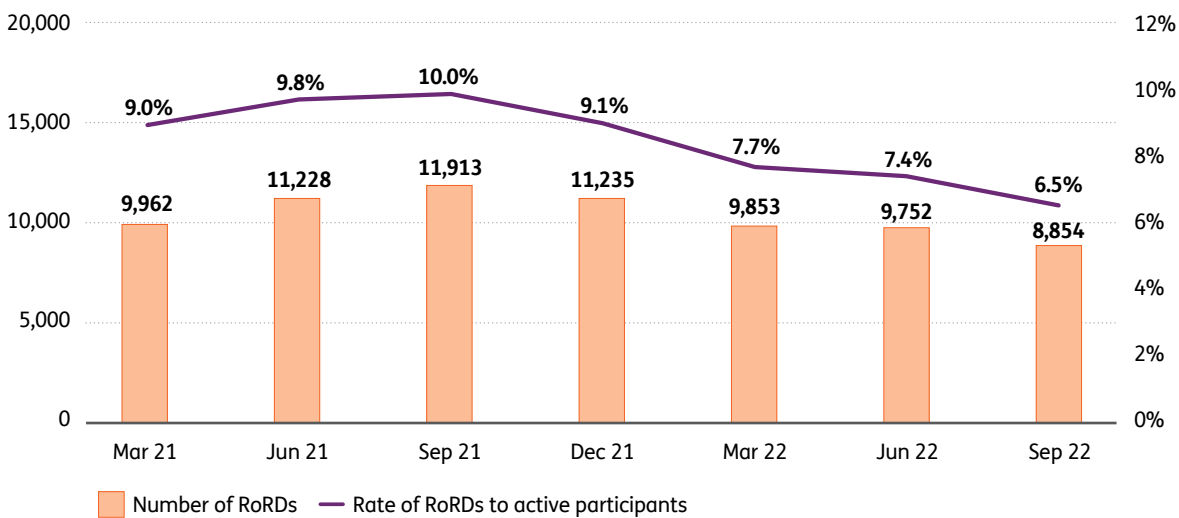
<sup>49</sup> In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint.

**Figure 47: Number and proportion of provider complaints over time<sup>50</sup>**



The number of RoRDs as a percentage of active participants increased from 9.0 per cent in the March 2020 quarter to 10.0 per cent in the September 2021 quarter, before decreasing to 6.5 per cent in the September 2022 quarter.

**Figure 48: Requests for a RoRD – quarterly trend<sup>51</sup>**

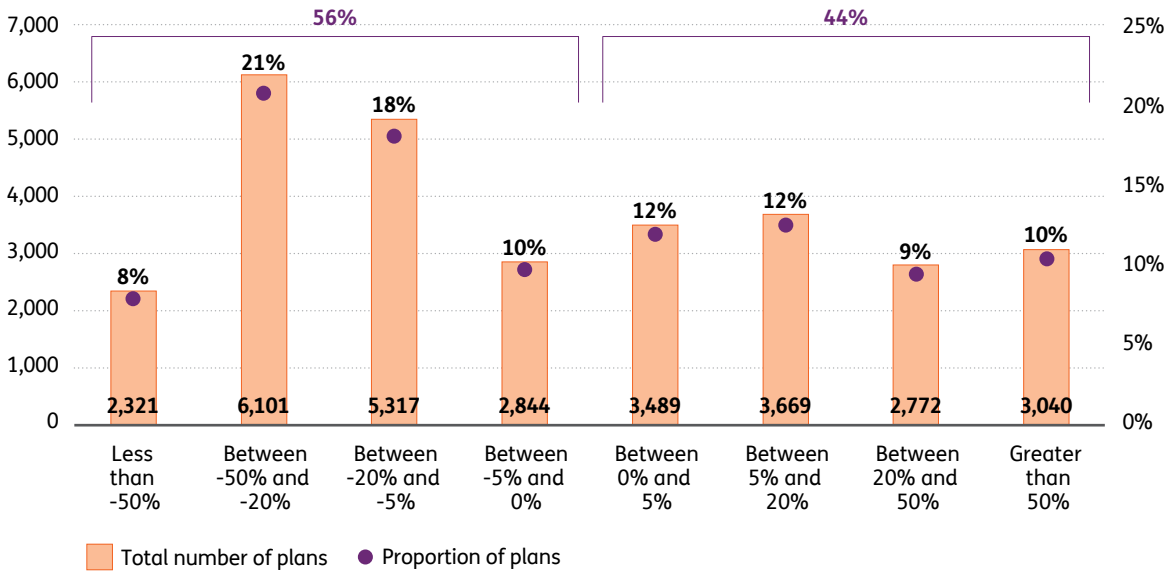


<sup>50</sup> In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints increased in 2019-20 Q2.

<sup>51</sup> The number of RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. Work to include records entered in the off-system database as well as requests that have been recorded in the NDIA business system continues.

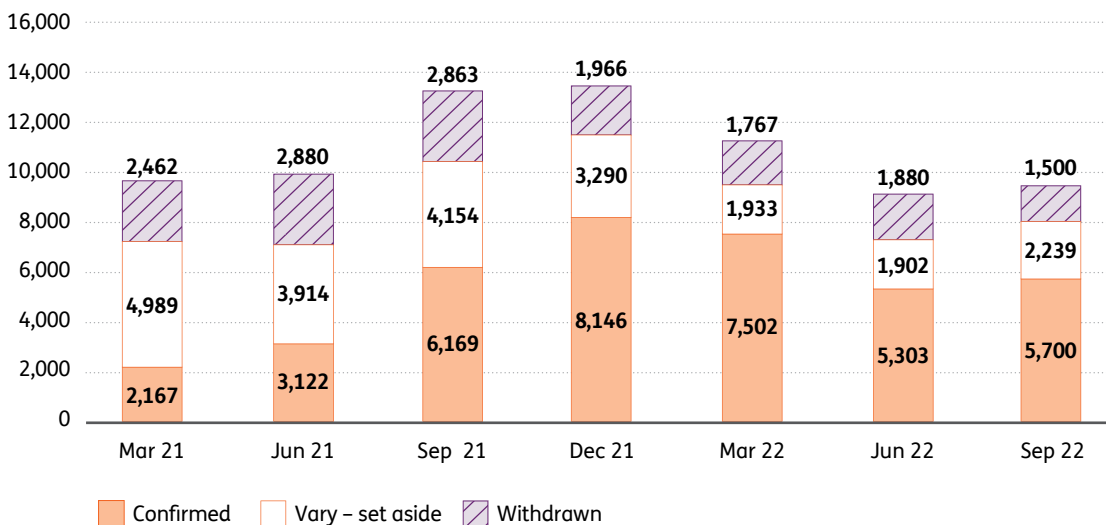
Of the 39,694 RoRDs received over the last year, 29,553 (74 per cent) related to plan reassessment decisions, with the remaining relating to first plan approvals and access decisions. In considering changes in the plan budgets for these plans resulting in a RoRDs, 56 per cent had a decrease in plan budgets and 44 per cent had an increase prior to the RoRD request.

**Figure 49: Change in plan budgets for plans resulting in RoRDs received (1 October 2021 – 30 September 2022)**



There were 9,439 RoRDs closed in the September 2022 quarter with 1,500 requests withdrawn.<sup>52</sup> Of the remaining closed RoRDs, 5,700 confirmed the Agency’s decision, meaning there was no change from the Agency’s decision. Further, there were 2,239 decisions to amend or set aside the decision of the original decision maker. Decisions are often varied or set aside as further evidence is obtained during the review process.

**Figure 50: Closed RoRDs by outcome – quarterly trend**



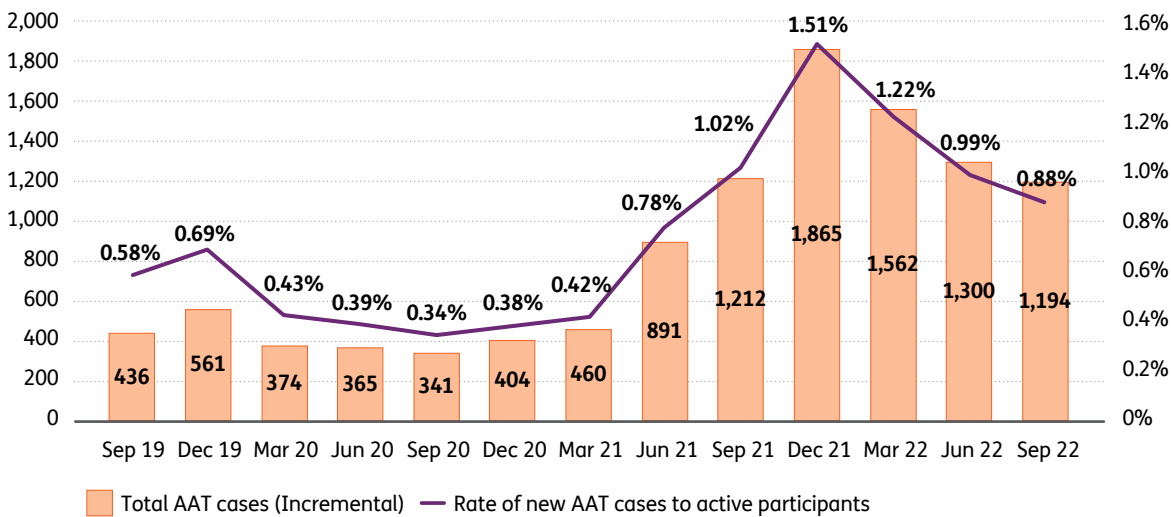
<sup>52</sup> The number of closed RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. The data on RoRDs will be enhanced with the implementation of the new ICT business system and will improve reporting on Internal RoRDs in future reports.

If a person is not satisfied with the outcome of their review, they may submit an application to the AAT for review of a decision made by a reviewer. The NDIA is committed to acting as a model litigant in the AAT as required by the Legal Services Directions 2017, and in doing so works with applicants and their legal representatives to resolve their matters as early as possible in the AAT process.<sup>53,54</sup>

There were 1,194 new AAT cases in the September 2022 quarter, relating to 1,176 participants. The number of new AAT cases (as a proportion of active participants) has decreased steadily over the last three quarters after a significant increase in the year to 31 December 2021. In the September 2022 quarter the rate decreased to 0.88 per cent and has decreased since the December peak of 1.51 per cent.

While taking into consideration that each decision made in the AAT is merit-based (i.e. specific to the individual facts and circumstances of the particular case leading to a decision before the Tribunal), and thus not a legal precedent, the NDIA is constantly monitoring the issues emerging from its AAT decisions to further develop its policies in supporting a consistent and equitable approach to its funding packages under s34 of the Act and reasonable and necessary supports.

**Figure 51: Number and proportion of new AAT cases over time**

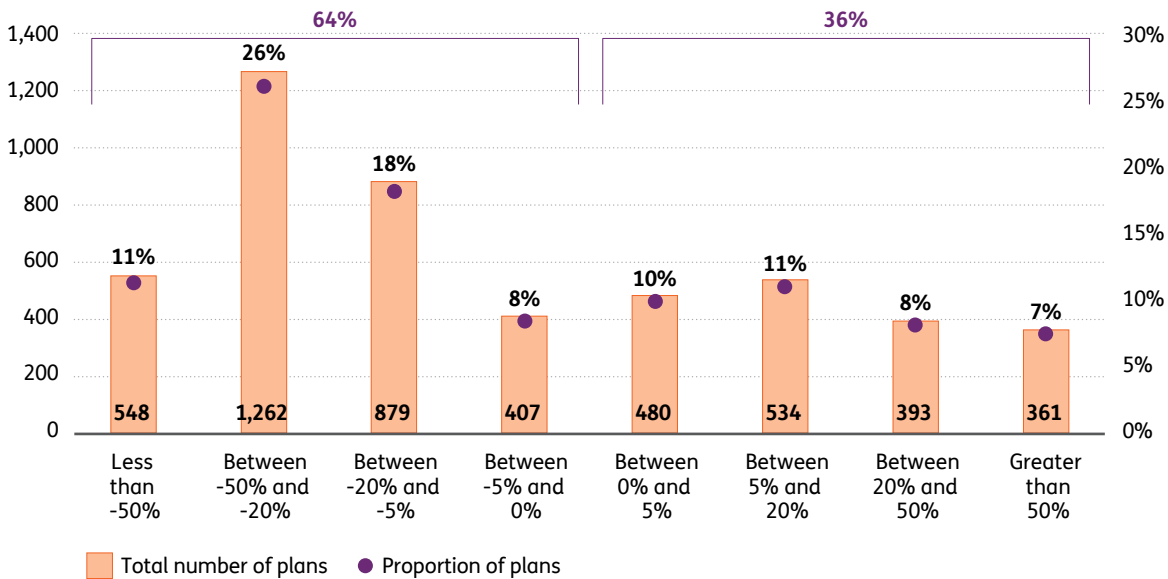


53 As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

54 Further information about the AAT process can be found on the AAT website: <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>

There were 4,864 plan reassessments that led to an AAT case in the last year. In considering changes in the plan budgets for these plans resulting in an AAT case, 64 per cent had a decrease in plan budgets prior to applying to the AAT and 36 per cent had an increase.

**Figure 52: Change in plan budgets for plans resulting in an AAT case received in this financial year (1 October 2021 – 30 September 2022)**



There have been 9,165 AAT cases closed since the commencement of the NDIS. Of those cases, 8,901 were resolved before a (substantive) hearing, with the remaining 264 progressing to (substantive) hearing and receiving a decision on a substantive legal issue.

**Figure 53: AAT cases by open/closed and decision**

	Number of cases	Number of unique active participants <sup>55</sup>
<b>AAT Cases</b>	<b>13,198</b>	<b>12,081</b>
Open AAT Cases	4,033	4,003
Closed AAT Cases	9,165	8,425
Resolved before hearing	8,901	8,192
Gone to hearing and received a substantive decision	264	233

Of the cases no longer before the AAT, approximately 61 per cent were resolved by agreement, 33 per cent were withdrawn by the applicant or dismissed by the AAT and less than three per cent proceeded to a (substantive) hearing<sup>56</sup>

<sup>55</sup> As participants may have both open and closed cases, the unique active participants will not sum to the total.

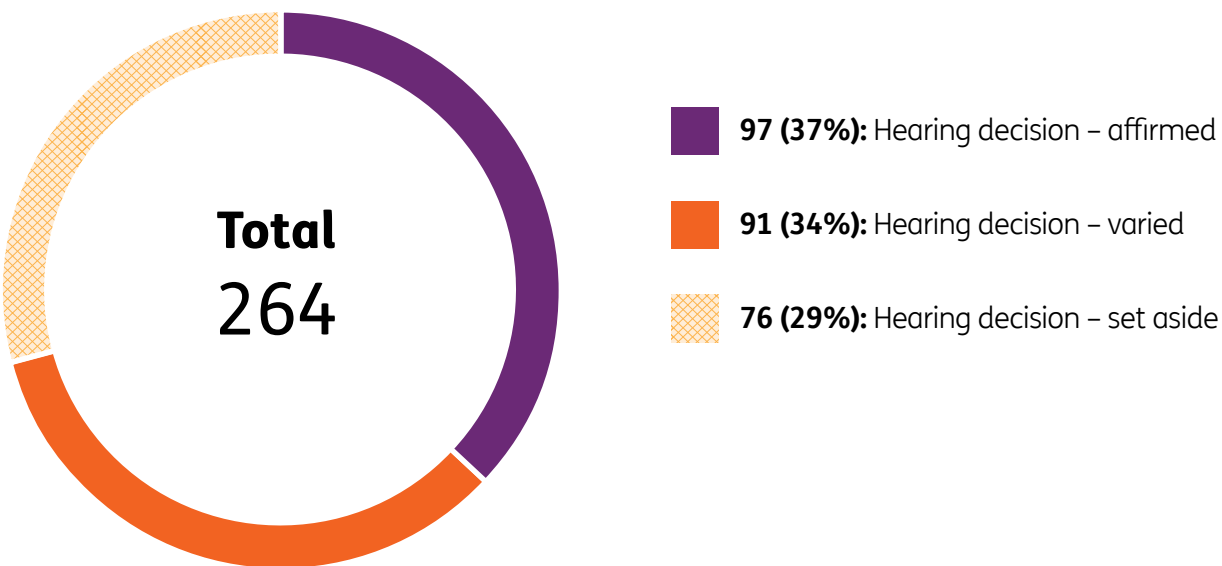
<sup>56</sup> Less than 4 per cent of cases were related to applications for an extension of time which were declined by AAT or were not opposed by the Agency, matters over which AAT has no jurisdiction and reasons that were unspecified

Of the cases that went to (substantive) hearing, the NDIA's original decision was:

- **Affirmed in 97 cases (37%).** This means the NDIA's original decision was not changed.
- **Set aside in 76 cases (29%).** This means the AAT agreed or partially agreed that the original decision was incorrect. The AAT either replaced the NDIA's original decision to some extent or sent the matter back to the Agency to make a new decision in accordance with specific instructions or recommendations. Where changes to the plan were made by the AAT, this did not necessarily relate to the whole plan. In many cases it was only part of the plan.
- **Varied in 91 cases (34%).** This means the original decision was changed or altered in some way. As above, where changes to the plan were made by the AAT, this did not necessarily relate to the whole plan. In many cases it was only part of the plan.

The NDIA is seeing an increasing number of cases proceeding to a (substantive) hearing in most recent quarters, which is consistent with the increasing number of AAT matters and the rising complexity in the multitude of supports being requested for review by applicants.

**Figure 54: AAT cases that have gone to hearing and received a substantive decision**<sup>57</sup>

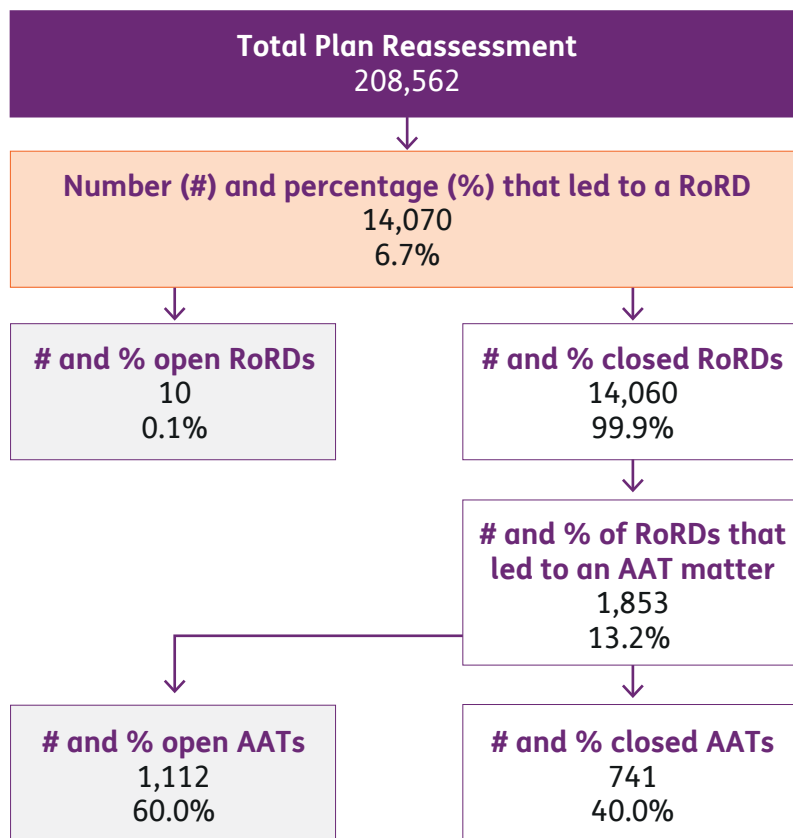


<sup>57</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

### Pathway from plan reassessments to RoRDs and AAT

After a plan reassessment, a participant may request a RoRD and then further appeal to the AAT. Figure 55 shows the pathway from plan reassessments to RoRDs and AAT cases for plan reassessments conducted between 1 October 2021 and 31 March 2022, tracking the number and proportion that resulted in a RoRD, and then those that resulted in an AAT case at 30 September 2022. Of the 208,562 plan reassessments conducted between 1 October 2021 and 31 March 2022, 14,070 (6.7 per cent) led to a RoRD. Of these, 14,060 (99.9 per cent) were closed at 30 September 2022. Of the closed RoRDs, 1,853 (13.2 per cent) led to an AAT case, and of these, 741 (40.0 per cent) were closed at 30 September 2022.

**Figure 55: Pathway from plan reassessment to RoRDs and AAT between 1 October 2021 and 31 March 2022 at 30 September 2022**





## Katja's supports have world record holder racing ahead



Australian swimmer, **Katja**, is now a world record holder and Commonwealth Games gold medallist, but the 21-year-old is in no rush to race through what she hopes is a long career.

Aided by the NDIS, Katja, who is blind in the right eye and has limited vision in the left due to congenital cataracts and amblyopia, is continuing to build the right supports for more success in and out of the pool.

Katja said using her NDIS funding to access the right supports helped her training and performance leading into Birmingham, after a move to Brisbane from the Sunshine Coast prior to the Commonwealth Games.

"It's no secret the NDIS has been a big help," Katja said. "I can't drive, so I have a good network of support workers to take me to and from training and drive me around. Just having those support workers through the NDIS has been life changing."

Claiming a new women's 50m freestyle S13 world mark and gold medal after stopping the clock at 26.56 at the Commonwealth Games in Birmingham, Katja said the feeling of finding out on live television in an interview with swimming legend, Cate Campbell, was surreal. "I wasn't sure if I'd won gold, I was not even sure where I'd touched in place or time," Katja said.

Katja is continuing to build her capacity for the future and uses NDIS supports to grow her independence.

"I work 2-3 times a week at the Dunlop Park Swimming Pool in Oxley. They've been great with helping me with vision and accessibility. I've also been doing stuff with Vision Australia in mobility and accessibility in the home."

After conquering the Commonwealth, Katja won't put a cap on what she can achieve. With the potential for a shot at Paralympics' gold on home soil, Katja is looking towards long-term success.



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**Section four:**

# Providers and the growing market





The provider market continues to grow.

## 4.1 Support categories

The largest support categories are core support for daily activities, core support for social and community participation, and capacity building for daily activities.

\$29.2bn in support has been provided in the 12 months to 30 September 2022<sup>58</sup>. The largest support categories are core daily activities (54 per cent of total payments), core social and community participation (19 per cent of total payments), and capacity building daily activities (therapy services) (13 per cent of total payments). Core daily activities includes participants in SIL. \$7.2bn of the \$15.8bn payments on core daily activities in the 12 months to 30 September 2022 was for payments for participants in SIL.

**Figure 56: Total payments from 1 October 2021 to 30 September 2022**

Support Category	Total payments (in \$m)	% total payments
Core - daily activities	15,838	54.2%
Core - community	5,598	19.2%
Core - consumables & transport	1,286	4.4%
Capacity building - daily activities <sup>59</sup>	3,695	12.7%
Capacity building - other	1,894	6.5%
Capital	892	3.1%
<b>Total<sup>60</sup></b>	<b>29,211</b>	<b>100.0%</b>

<sup>58</sup> This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$30.3 billion.

<sup>59</sup> Includes therapy services.

<sup>60</sup> Total includes \$7m of payments with no support category.

Over the last two years, payments have grown by 50 per cent (from \$5.4bn in the September 2020 quarter to \$8.1bn in the September 2022 quarter). Payments have grown substantially across the support categories, most notably for core social and community participation (doubling over the period).

This is consistent with one of the main goals of the Scheme to increase social and community participation. The percentage breakdown by support category has remained relatively stable, noting that core daily activities has decreased from 57 per cent to 53 per cent, while core social and community participation has increased from 15 per cent to 20 per cent.

**Figure 57: Total payments (in \$m and %) per quarter - all participants**

Support Category	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22
Core - daily activities	3,057	3,022	3,267	3,733	3,506	3,627	3,884	4,066	4,261
Core - community	832	934	1,028	1,177	1,163	1,246	1,266	1,447	1,639
Core - consumables & transport	280	255	291	293	319	304	309	331	342
Capacity building - daily activities	654	683	678	829	854	873	805	968	1,050
Capacity building - other	346	363	368	418	443	447	434	490	523
Capital	230	209	186	183	200	208	190	238	256
<b>Total</b>	<b>5,399</b>	<b>5,467</b>	<b>5,818</b>	<b>6,634</b>	<b>6,488</b>	<b>6,707</b>	<b>6,890</b>	<b>7,542</b>	<b>8,072</b>

Support Category	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22
Core - daily activities	57%	55%	56%	56%	54%	54%	56%	54%	53%
Core - community	15%	17%	18%	18%	18%	19%	18%	19%	20%
Core - consumables & transport	5%	5%	5%	4%	5%	5%	4%	4%	4%
Capacity building - daily activities	12%	12%	12%	12%	13%	13%	12%	13%	13%
Capacity building - other	6%	7%	6%	6%	7%	7%	6%	7%	6%
Capital	4%	4%	3%	3%	3%	3%	3%	3%	3%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Payments for participants receiving SIL supports have also grown over the last two years from \$1.9bn in the September 2020 quarter to \$2.5bn in the September 2022 quarter. The SIL component (core daily activities) of the plan represents approximately 77 per cent of total payments.

**Figure 58: Total payments (in \$m and %) per quarter – participants in SIL**

Support Category	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22
Core - daily activities	1,578	1,513	1,633	1,632	1,649	1,634	1,813	1,824	1,944
Core - community	189	205	222	257	245	262	264	304	341
Core - consumables & transport	23	22	24	24	27	26	27	28	32
Capacity building - daily activities	34	35	37	43	44	47	43	51	56
Capacity building - other	56	57	55	64	67	67	66	78	85
Capital	49	45	45	45	45	53	50	56	65
<b>Total</b>	<b>1,930</b>	<b>1,879</b>	<b>2,017</b>	<b>2,066</b>	<b>2,080</b>	<b>2,090</b>	<b>2,264</b>	<b>2,342</b>	<b>2,526</b>

Support Category	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22
Core - daily activities	82%	81%	81%	79%	79%	78%	80%	78%	77%
Core - community	10%	11%	11%	12%	12%	13%	12%	13%	14%
Core - consumables & transport	1%	1%	1%	1%	1%	1%	1%	1%	1%
Capacity building - daily activities	2%	2%	2%	2%	2%	2%	2%	2%	2%
Capacity building - other	3%	3%	3%	3%	3%	3%	3%	3%	3%
Capital	3%	2%	2%	2%	2%	3%	2%	2%	3%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 4.2 Plan management types

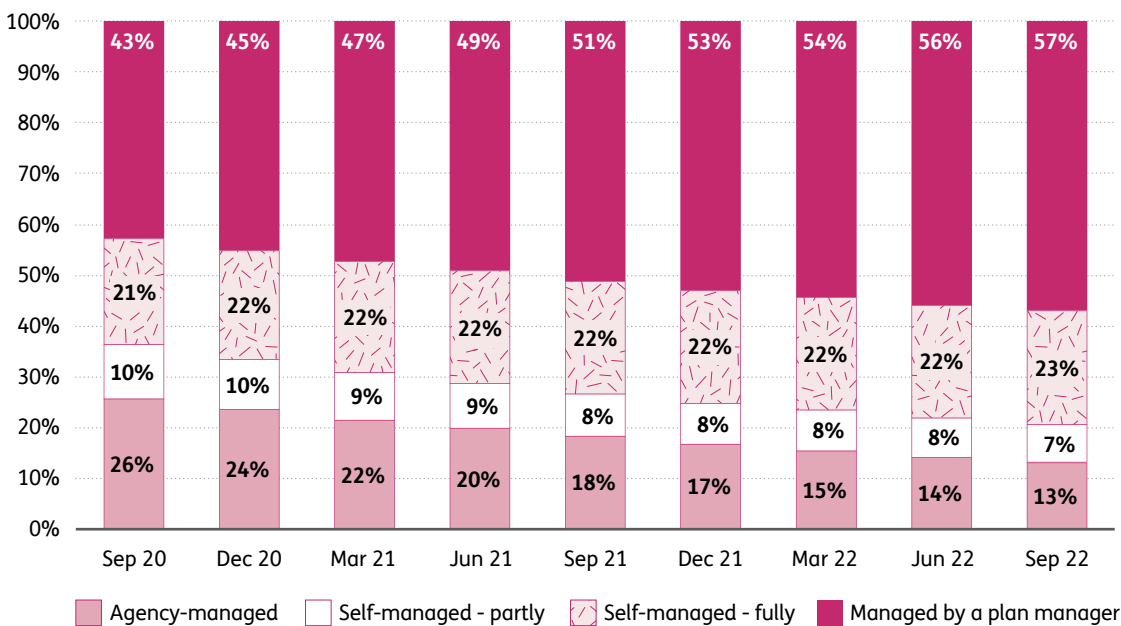
There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

Over the past two years, the proportion of participants who:

- **self-manage all or part of** their plan has been stable at about **30%**
- use a **plan manager** has increased from 43% to **57%**
- have an **Agency-managed** plan has decreased from 26% to **13%**.

Many participants who have entered the Scheme in more recent years have chosen to use a plan manager for most or some of their supports compared with participants who joined the Scheme earlier. This is a key driver of the increase in the number of participants with plan managers.

**Figure 59: Distribution of active participants by method of financial plan management over time cumulatively – all participants**



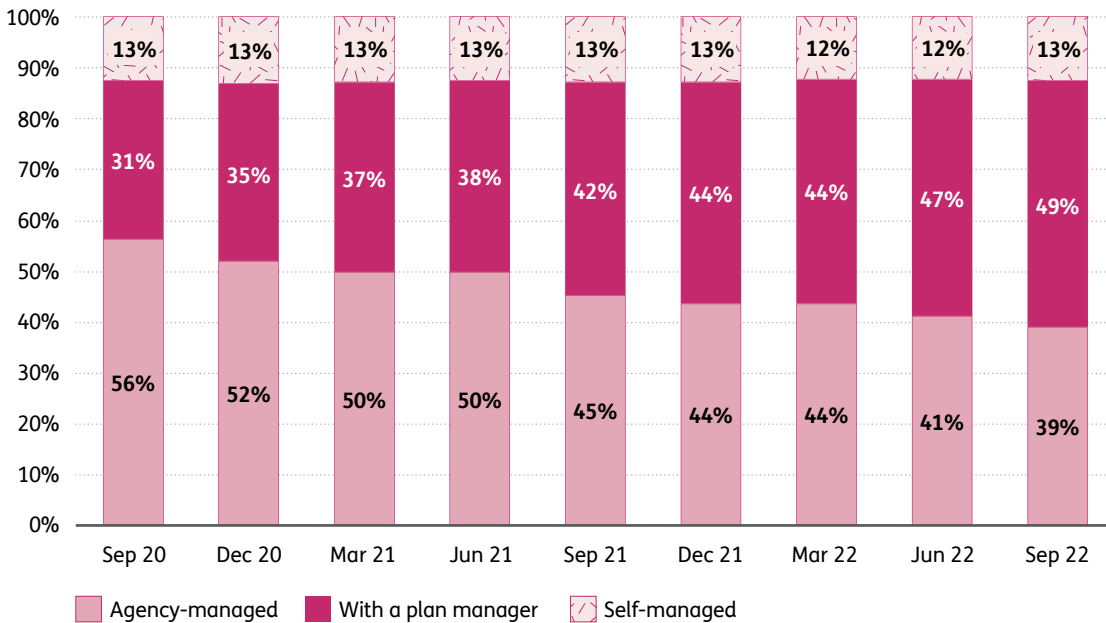
## Section four: Providers and the growing market

Out of 145,514 active providers in the first quarter of 2022-23, 9,125<sup>61</sup> providers provided support to Agency-managed participants and 144,701<sup>62</sup> providers provided support to Plan-managed participants. A plan manager may provide support to both Agency-managed and Plan-managed participants. Therefore, there is an overlap of 8,312 providers between these categories and the number of active providers by plan management type add up to more than 100 per cent.

There have also been changes in payments over the past two years across these three plan management types:

- **self-management** has remained around **13%**
- payments managed by a **plan manager** have increased from **31%** to **49%**
- **Agency-managed** payments decreased from **56%** to **39%**.

**Figure 60: Distribution of incremental payments by method of financial plan management over time – all participants**



61 The number does not include plan managers who received only plan management payment.

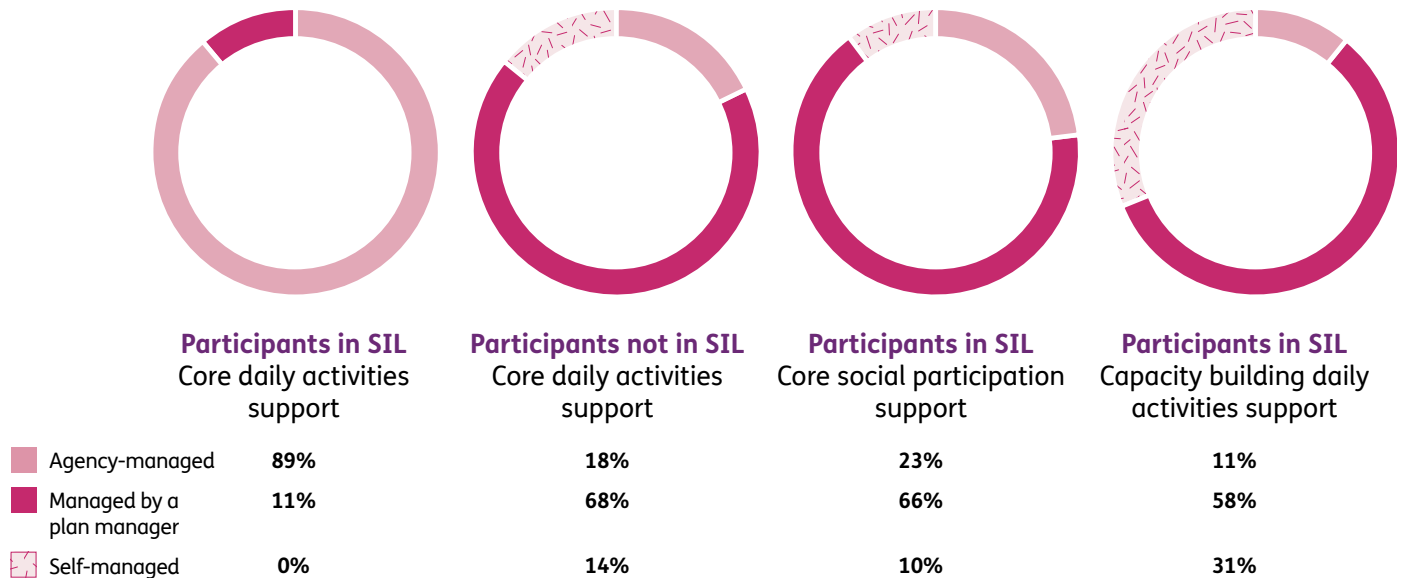
62 The number includes plan managers who are providing agency managed supports.

In the first quarter of 2022-23, of the \$8.1bn in payments, \$1.0bn was self-managed (13 per cent), \$3.9bn was managed by a plan manager (49 per cent), and \$3.1bn was Agency-managed (39 per cent).<sup>63</sup>

The proportion of payments self-managed, managed by a plan manager, and Agency-managed differs by support category. In the first quarter of 2022-23:

- payments for **participants in SIL receiving core daily activities support** were **\$1.9bn**. Of this, \$1m was self-managed (**less than 1%**), \$213m was managed by a plan manager (**11%**), and \$1.7bn was Agency-managed (**89%**).
- payments for **participants not in SIL receiving core daily activities support** were **\$2.3bn**. Of this, \$316m was self-managed (**14%**), \$1.6bn was managed by a plan manager (**68%**), and \$417m was Agency-managed (**18%**).
- payments for **participants receiving core social participation support** were **\$1.6bn**. Of this, \$167m was self-managed (**10%**), \$1.1bn was managed by a plan manager (**66%**), and \$383m was Agency-managed (**23%**).
- payments for **participants receiving capacity building daily activities support (therapy supports)** were **\$1.1bn**. Of this, \$323m was self-managed (**31%**), \$611m was managed by a plan manager (**58%**), and \$115m was Agency-managed (**11%**).

Figure 61: Payments for the largest support categories by plan management type for Q1 2022-23



63 Includes cash and in-kind payments.

**Figure 62: Total payments in Q1 2022-23 by plan management type (\$m)**

	Agency-managed	With a plan manager	Self-managed	Total
<b>Core support</b>				
Daily activities - SIL	1,729	213	1	1,944
Daily activities - non-SIL	417	1,584	316	2,317
Social & community participation	383	1,089	167	1,639
Consumables	14	84	44	141
Transport	91	6	103	200
<b>Total core support</b>	<b>2,635</b>	<b>2,976</b>	<b>631</b>	<b>6,242</b>
<b>Capacity building</b>				
Daily activities	115	611	323	1,050
Support coordination	158	67	4	229
Other capacity building support	105	165	24	294
<b>Total capacity building support</b>	<b>379</b>	<b>843</b>	<b>350</b>	<b>1,572</b>
<b>Capital</b>				
Specialist disability accommodation (SDA)	55	1	0	56
Assistive Technology	58	84	31	173
Home Modifications	8	15	5	28
<b>Total capital</b>	<b>121</b>	<b>99</b>	<b>36</b>	<b>256</b>
<b>Total</b>	<b>3,136</b>	<b>3,918</b>	<b>1,017</b>	<b>8,072</b>

**Figure 63: Total payments in Q1 2022-23 by plan management type (%)**

	Agency-managed	With a plan manager	Self-managed	Total
<b>Core support</b>				
Daily activities - SIL	89%	11%	0%	100%
Daily activities - non-SIL	18%	68%	14%	100%
Social & community participation	23%	66%	10%	100%
Consumables	10%	59%	31%	100%
Transport <sup>64</sup>	46%	3%	51%	100%
<b>Total core support</b>	<b>42%</b>	<b>48%</b>	<b>10%</b>	<b>100%</b>
<b>Capacity building</b>				
Daily activities	11%	58%	31%	100%
Support coordination	69%	29%	2%	100%
Other capacity building support	36%	56%	8%	100%
<b>Total capacity building support</b>	<b>24%</b>	<b>54%</b>	<b>22%</b>	<b>100%</b>
<b>Capital</b>				
Specialist disability accommodation (SDA)	98%	2%	0%	100%
Assistive Technology	34%	48%	18%	100%
Home Modifications	29%	52%	19%	100%
<b>Total capital</b>	<b>47%</b>	<b>39%</b>	<b>14%</b>	<b>100%</b>
<b>Total</b>	<b>39%</b>	<b>49%</b>	<b>13%</b>	<b>100%</b>

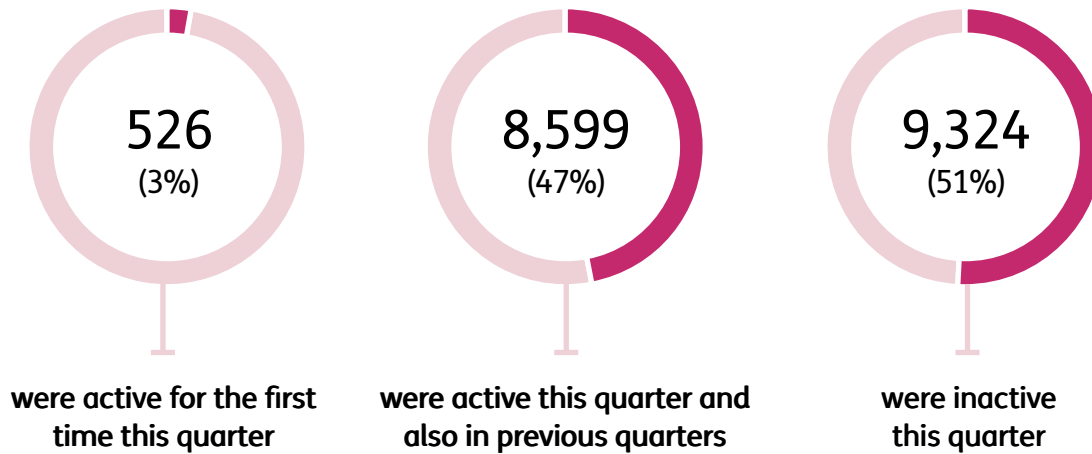
<sup>64</sup> The proportion of plan managed Transport payments of 3% is lower than other support categories because the fortnightly cash transport payments are paid directly to participants' bank accounts, irrespective of their management type, and are therefore considered a self-managed payment.



### 4.3 Providers supporting Agency-managed participants

While there has been a shift to participants using plan managers, there has also been an increase in the number of providers supporting Agency-managed participants.

Since the start of the Scheme, 18,449 providers have supported Agency-managed participants.<sup>65,66</sup> Of these:



The largest ten providers supporting Agency-managed participants received \$455m in the September 2022 quarter, which was 15 per cent of the total payments to providers supporting Agency-managed participants. These providers also received \$111m in the September 2022 quarter from plan managers (for participants with a plan manager). Additional payments may have also been received by these providers from self-managed participants.

**Figure 64: Largest ten providers by total payments in Q1 2022-23 (Agency-managed)**<sup>67</sup>

ABN	Legal name	Total payment amount (\$m)	Total payments received from Plan Managers for plan managed supports	Total payments
31001813403 <sup>68</sup>	Aruma Services / Aruma Services Victoria Aruma Foundation / House With No Steps	\$127m	\$24m	\$150m
15101252171	Life Without Barriers	\$81m	\$19m	\$100m
73628264460 <sup>69</sup>	Home@Scope Pty Ltd / Scope (Aust) Ltd	\$66m	\$11m	\$77m
45000062288	Cerebral Palsy Alliance	\$34m	\$6m	\$41m
87302064152	The Northcott Society	\$33m	\$8m	\$41m
80009670704	Endeavour Foundation	\$32m	\$12m	\$44m
29001260153	The Disability Trust	\$22m	\$8m	\$30m
37020000711 <sup>70</sup>	Minda Incorporated, Minda Housing	\$21m	\$6m	\$27m
27009942269	CPL – Choice, Passion, Life	\$21m	\$9m	\$30m
14005304432	Yooralla	\$20m	\$9m	\$28m
<b>Total for largest 10 providers</b>		<b>\$455m</b>	<b>\$111m</b>	<b>\$567m</b>

65 Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 18,449. Further, some of the 9,324 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.

66 The total excludes 465 providers who received only plan management fees. These 465 providers are included in the tables in appendices as they received payments directly from the Agency.

67 Providers supporting Agency-managed participants, noting 89 per cent of SIL payments in the last quarter were to providers supporting Agency-managed participants.

68 In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

69 In addition, the following additional ABN for this provider are also included in this analysis - 63004280871.

70 In addition, the following additional ABN for this provider are also included in this analysis - 49622248908.

## 4.4 Plan managers

### The number of plan managers in the Scheme continues to grow as more participants choose to use plan managers.

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In the first quarter of 2022-23, 144,701 providers have supported Plan-managed participants out of which 13,973 were registered at some point during the quarter. Registration status of a provider may move between registered and unregistered over the quarter.

Payments to plan managers were \$3.9bn in the September 2022 quarter. Of this \$3.9bn, \$114m was for the plan management services, and the remainder of \$3.8bn was for plan managers to pay service providers on behalf of participants.

Participants supported by plan managers can use registered or unregistered providers. Across all plan managers, 60 per cent of the \$3.9bn total plan managed payments in the September 2022 quarter (not including plan management fees) were paid to registered providers, 39 per cent of plan managed payments were paid to unregistered providers and one per cent of plan managed payments were paid to providers with unknown registration. The percentages differ by support category:

- Of the \$213 million in payments for **daily activities for participants in SIL**, **78%** went to registered providers, **22%** went to unregistered providers and **0%** went to providers with unknown registration.
- Of the \$1.6 billion in payments for **daily activities for participants not in SIL**, **53%** went to registered providers, **46%** went to unregistered providers and **1%** went to providers with unknown registration.
- Of the \$1.1 billion in payments for **social and community participation**, **64%** went to registered providers, **36%** went to unregistered providers and less than **1%** went to providers with unknown registration.
- Of the \$611 million in payments for **capacity building daily activities (therapy services)**, **62%** went to registered providers, **37%** went to unregistered providers and **1%** went to providers with unknown registration.

**Figure 65: Split of payments by support category and provider registration in Q1 2022-23 – plan managers (\$m)**<sup>71</sup>

	Payments to registered providers (\$m)	Payments to unregistered providers (\$m)	Payments to providers with unknown registration (\$m)	Total
<b>Core support</b>				
Daily activities - SIL	166	47	0	213
Daily activities - non-SIL	833	735	17	1,584
Social and community participation	693	392	4	1,089
Consumables and transport	60	22	8	90
<b>Total core support</b>	<b>1,751</b>	<b>1,196</b>	<b>29</b>	<b>2,976</b>
<b>Capacity building</b>				
Daily activities	381	225	5	611
Support coordination	42	24	0	67
Other capacity building support	33	17	0	51
<b>Total capacity building support</b>	<b>457</b>	<b>267</b>	<b>6</b>	<b>729</b>
<b>Capacity supports</b>				
SDA	1	0	0	1
AT	75	8	1	84
HM	7	7	0	15
<b>Total capital supports</b>	<b>83</b>	<b>15</b>	<b>1</b>	<b>99</b>
<b>Total</b>	<b>2,291</b>	<b>1,478</b>	<b>35</b>	<b>3,804</b>

**Figure 66: Split of payments by support category and provider registration in Q1 2022-23 – plan managers (%)**

	Payments to registered providers (%)	Payments to unregistered providers (%)	Payments to providers with unknown registration (%)	Total
<b>Core support</b>				
Daily activities - SIL	78%	22%	0%	100%
Daily activities - non-SIL	53%	46%	1%	100%
Social and community participation	64%	36%	0%	100%
Consumables and transport	67%	25%	9%	100%
<b>Total core support</b>	<b>59%</b>	<b>40%</b>	<b>1%</b>	<b>100%</b>
<b>Capacity building</b>				
Daily activities	62%	37%	1%	100%
Support coordination	63%	36%	0%	100%
Other capacity building support	65%	34%	1%	100%
<b>Total capacity building support</b>	<b>63%</b>	<b>37%</b>	<b>1%</b>	<b>100%</b>
<b>Capacity supports</b>				
SDA	99%	1%	0%	100%
AT	90%	9%	1%	100%
HM	49%	48%	3%	100%
<b>Total capital supports</b>	<b>84%</b>	<b>15%</b>	<b>1%</b>	<b>100%</b>
<b>Total</b>	<b>60%</b>	<b>39%</b>	<b>1%</b>	<b>100%</b>

<sup>71</sup> Excludes \$114m paid to plan managers for plan management services.

Although only 39 per cent of plan managed payments went to unregistered providers, the market of unregistered providers is large, which means there are many providers receiving smaller total payments. So although only ten per cent of providers paid through plan managers are NDIS registered providers, they represent 60 per cent of total payments in the quarter. Further, 26 per cent of NDIS registered providers received over \$100k in NDIS funding for the quarter, compared to only two per cent of unregistered providers receiving over \$100k in funding.

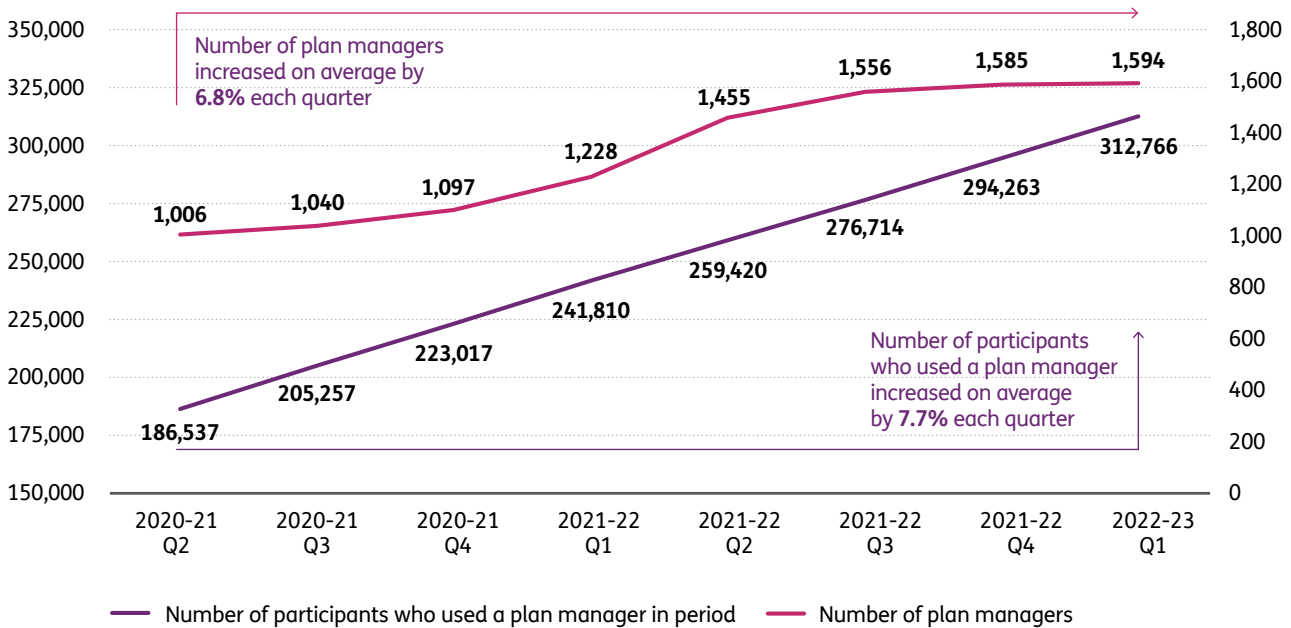
**Figure 67: Number of providers servicing participants through a plan manager in Q1 2022-23**

Payment band in quarter	Number of providers - plan managed		Proportion of total payments in quarter	
	NDIS registered <sup>72</sup>	Unregistered <sup>73</sup>	NDIS registered <sup>72</sup>	Not registered <sup>73</sup>
1. Less than \$1k	1,152	44,509	0%	1%
2. \$1k to \$10k	3,822	56,847	1%	14%
3. \$10k to \$100k	5,348	27,924	8%	47%
4. \$100k to \$1m	3,180	1,930	43%	31%
5. More than \$1m	471	45	48%	6%
<b>Total</b>	<b>13,973</b>	<b>131,255</b>	<b>\$2,291m</b>	<b>\$1,478m</b>
<b>Percentage</b>	<b>10%</b>	<b>90%</b>	<b>61%</b>	<b>39%</b>

Over the past eight quarters, the number of plan managers has increased from 1,006 to 1,594, a quarterly average increase of 6.8 per cent. Over the same time period, the number of participants being supported by plan managers has increased from 186,537 to 312,766 – a quarterly average increase of 7.7 per cent. This indicates that while new plan managers are entering the market and increasing the number of plan managers from which participants can choose from, many plan managers are also expanding as the ratio of participants to providers has increased.

72 Registration Status is determined as at posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.  
 73 \$35m of payments made to providers with “unknown” registration have not been included in this table.

**Figure 68: Participants and providers with a plan manager by quarter – all participants**



The largest ten plan managers received \$1.5bn payments in the September 2022 quarter, which is 38 per cent of total plan managed payments in the quarter. The split between registered and unregistered providers is largely consistent between the largest providers.

**Figure 69: Payments by provider registration for the largest ten plan managers by payments in Q1 2022-23 (% and \$m)**

ABN	Legal Name	Payments to registered providers	Payments to unregistered providers	Payments to providers with unknown registration	Payments to plan managers	Total Payment Amount (\$m)
52617963676	My Plan Manager.com.au Pty Ltd	57%	38%	1%	3%	\$374m
54609868993	Plan Management Partners Pty Ltd	58%	37%	2%	3%	\$271m
24619787692	National Disability Support Partners Pty	62%	35%	0%	3%	\$185m
62149233634	Integrated Care Pty Ltd	58%	38%	1%	3%	\$116m
16621969337	Peak Plan Management Pty Ltd	62%	35%	0%	3%	\$111m
92622499898	Leap In! Australia Ltd	51%	46%	0%	3%	\$103m
69624874219	Maple Plan Pty Ltd	54%	42%	0%	3%	\$92m
22729829472	Moira Limited	62%	35%	1%	2%	\$92m
18620281209	Instacare Pty Ltd	53%	42%	2%	3%	\$82m
73624994565	Connect Plan Management Pty Ltd	55%	42%	0%	2%	\$70m
<b>Total largest 10 plan managers</b>						<b>\$1,496m</b>

## 4.5 Supported Independent Living (SIL)

### \$2.5 billion of SIL supports was provided in the first quarter of 2022-23.

Total payments to participants in SIL have increased by 25 per cent annually over the last three years, from \$4.8bn to \$9.2bn. The number of participants has also increased from 21,654 at 30 September 2019 to 28,018 at 30 September 2022. This in part reflects phasing from the State/ Territory programs into the NDIS.

The average payment per participant for SIL supports has also increased, and comprises a large component of the total average payment for participants in SIL (noting that participants in SIL also receive other supports, such as core support for community participation, employment, and capacity building). The average payment per participant for SIL supports (core daily activities) has increased by eight per cent annually over the last three years.

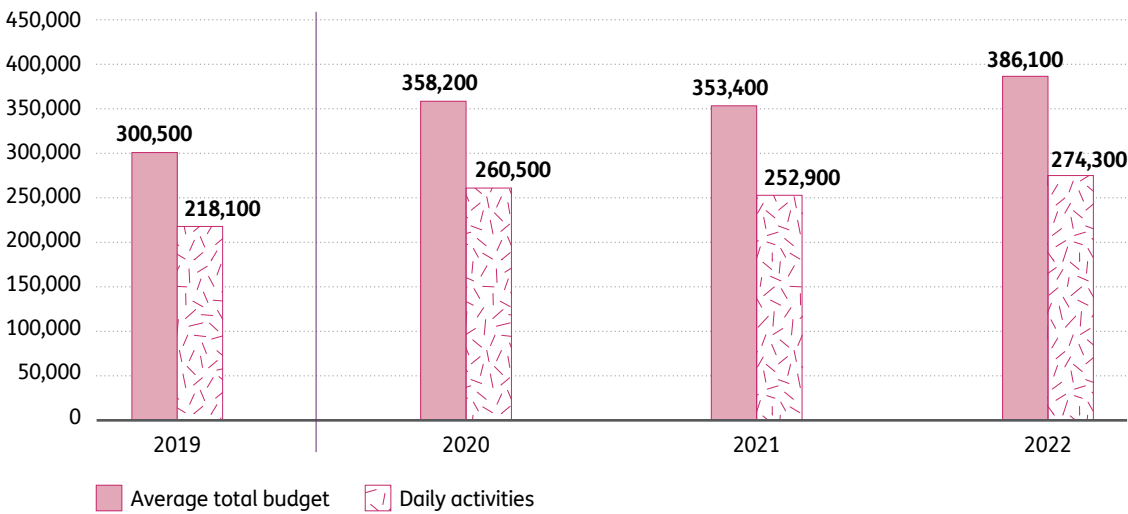
**Figure 70: Number of participants and payments for years ending 30 September - participants in SIL<sup>74</sup>**

Year	2018	2019	2020	2021	2022	% increase (per annum)
Active participants	14,025	21,654	23,558	25,028	28,018	9%
Total payments (\$m)		4,778	7,138	8,042	9,222	25%
Average payment (\$)		267,900	315,800	331,000	347,700	9%
Total payments – core daily activities (\$m)		3,905	5,790	6,427	7,215	23%
Average payment – core daily activities (\$)		218,900	256,100	264,600	272,000	8%

In addition to payments, average plan budgets for participants in SIL have also increased over time, including the component of the plan budget for SIL supports (core support for daily activities). Specifically, there was a 28 per cent increase in average plan budgets, and 26 per cent increase in the average daily activities component of the plan budgets over the three years to 30 September 2022.

<sup>74</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying participants in SIL leading to a restatement in the number of participants in SIL from July 2020 to April 2022. Given the basis for identifying participants in SIL has changed since July 2020, the comparison between 2020 and 2021 is not entirely on a like for like basis.

**Figure 71: Average plan budgets over time for years ending 30 September – participants in SIL**



The top ten providers of participants identified as receiving SIL (by payment volumes) are listed in the table below along with the total payments received for SIL supports in the last three years<sup>75</sup>, noting that these providers receive payments for other supports in addition to SIL.

**Figure 72: Largest ten providers and core daily activities payments in years ending 30 September – participants in SIL**<sup>76</sup>

Provider ABN*	Provider name	Core daily activities payments (\$m)		
		2020	2021	2022
15101252171	Life Without Barriers	209	243	288
31001813403 <sup>77</sup>	Aruma Services / Aruma Services Victoria / Aruma Foundation / House With No Steps	221	243	261
73628264460 <sup>78</sup>	Home@Scope Pty Ltd / Scope (Aust) Ltd	63	110	260
87302064152	The Northcott Society	134	121	115
45000062288	Cerebral Palsy Alliance	103	115	113
80009670704	Endeavour Foundation	103	93	89
37020000711 <sup>79</sup>	Minda Incorporated / Minda Housing Limited	71	72	74
27009942269	CPL - Choice, Passion, Life	69	69	73
14005304432	Yooralla	59	63	72
29001260153	The Disability Trust	70	71	70
<b>Total largest 10 providers</b>		<b>1,103</b>	<b>1,200</b>	<b>1,416</b>

\*Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities.

The top three providers listed in particular have had growth in participants that relate to former Victorian in-kind participants. These arrangements were “cashed out” in 2020-21 and hence these transferred to non-government providers.

<sup>75</sup> Includes plan-managed participants where the data is available identifying the support provider rather than payee (i.e. the plan manager for plan managed payments). This data is complete for the 2022 year, but is not complete for earlier years. This may mean payments to these providers are understated in earlier years where payments received via another payee are not traced to this provider.

<sup>76</sup> This analysis does not include in-kind payments. However, analysis of in-kind shows that two State governments have received in-kind offsets in the 2021-22 year that are comparable to the top 10 cash providers as follows: (1) Queensland \$146m and (2) South Australia \$128m.

<sup>77</sup> In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

<sup>78</sup> In addition, the following additional ABN for this provider is included in this analysis - 63004280871.

<sup>79</sup> In addition, the following additional ABN for this provider is included in this analysis - 49622248908.

## 4.6 Specialist Disability Accommodation (SDA)

### The total number of enrolled SDA dwellings continues to increase.

The number of active participants with SDA supports has increased by 15 per cent annually over the last three years, reaching 20,920 as at 30 September 2022. The average plan budgets for SDA supports have also increased by around 11 per cent per annum, leading to an increase in total SDA supports in participant plans by around 28 per cent per annum, from \$144 million as at 30 September 2019 to \$306 million as at 30 September 2022.

Total SDA payments have increased by 45 per cent annually over the last three years, from \$67 million to \$205 million.<sup>80</sup> The average SDA payments per participant have also increased, by 24 per cent per annum.

**Figure 73: Number of participants, plan budgets and payments for years ending 30 September – participants with SDA supports**

Year	2019	2020	2021	2022	% increase (per annum)
Active participants	13,581	15,240	16,347	20,920	15%
Total SDA supports (\$m)	144	185	214	306	28%
Average SDA supports (\$)	10,619	12,139	13,071	14,613	11%
Total SDA payments (\$m)	67	113	146	205	45%
Average SDA payments (\$)	5,839	7,813	9,233	11,001	24%

The top 10 providers of participants identified as receiving SDA (by payment volumes) are listed in the table below along with the total payments received for SDA supports in the last three years.

<sup>80</sup> SDA provider payments have not been handled in a timely fashion due to issues with service bookings. This has resulted in a large backlog of payments. To address the problem, the NDIA has introduced a new SDA line item from 1 July 2022 to ensure providers have an easier way to claim for services delivered to participants. The NDIA has also addressed historic outstanding SDA payments by making off-system payments to providers directly. The \$205m total SDA payments made in the year ending on 30 September 2022 includes off-system payments of \$10.5 million made in June 2022.



**Figure 74: Largest ten providers and SDA payments – participants in SDA**<sup>81,82</sup>

Provider ABN*	Provider name	SDA support item claiming in year ending 30 September		
		2020	2021	2022
64617052383 <sup>83</sup>	Home4life Limited / Compass Housing Services Co Ltd	\$6m	\$13m	\$15m
97824335975 <sup>84</sup>	The Trustee for Summer Housing SDA Trust / The Trustee for Summer Housing Pavilions SDA Trust / The Trustee for Summer Housing Impact SDA Trust	\$1m	\$9m	\$13m
69118571547	Disability Housing Limited	\$2m	\$3m	\$5m
85236978396	The Trustee for The Disability Housing Trust of South Australia	\$3m	\$5m	\$5m
65152013913	Ability SDA Pty Ltd	\$2m	\$4m	\$4m
33931811019	Julia Farr Housing Association Inc	\$2m	\$3m	\$4m
66647041988	Hume Community Housing Association Co Ltd	\$3m	\$3m	\$3m
40007008853	Singleton Equity Housing Ltd	\$0m	\$1m	\$3m
49616736059	Disability Housing Solutions Pty Ltd	\$0m	\$1m	\$3m
70630278527	Enliven Housing Pty Ltd	\$0m	\$1m	\$3m
<b>Total largest 10 providers</b>		<b>\$20m</b>	<b>\$42m</b>	<b>\$59m</b>

\*Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities.

The total number of enrolled SDA dwellings at 30 September 2022 was 7,334<sup>85</sup>, up by 28 per cent annually over the last three years, and by 773 dwellings (12 per cent), compared to a year ago at 30 September 2021. This increase was observed across all design categories, except for Basic stock which saw a two per cent reduction (48 dwellings). The largest relative increase was for dwellings of the High Physical Support category (35 per cent, 514 dwellings), followed by dwellings of the Robust design category (35 per cent, 137 dwellings). All States and Territories excluding Western Australia, Tasmania and Northern Territory saw increases in enrolled dwellings.

81 The analysis does not include in-kind payments, but does account for \$10.5m in off-system SDA payments made in June 2022.

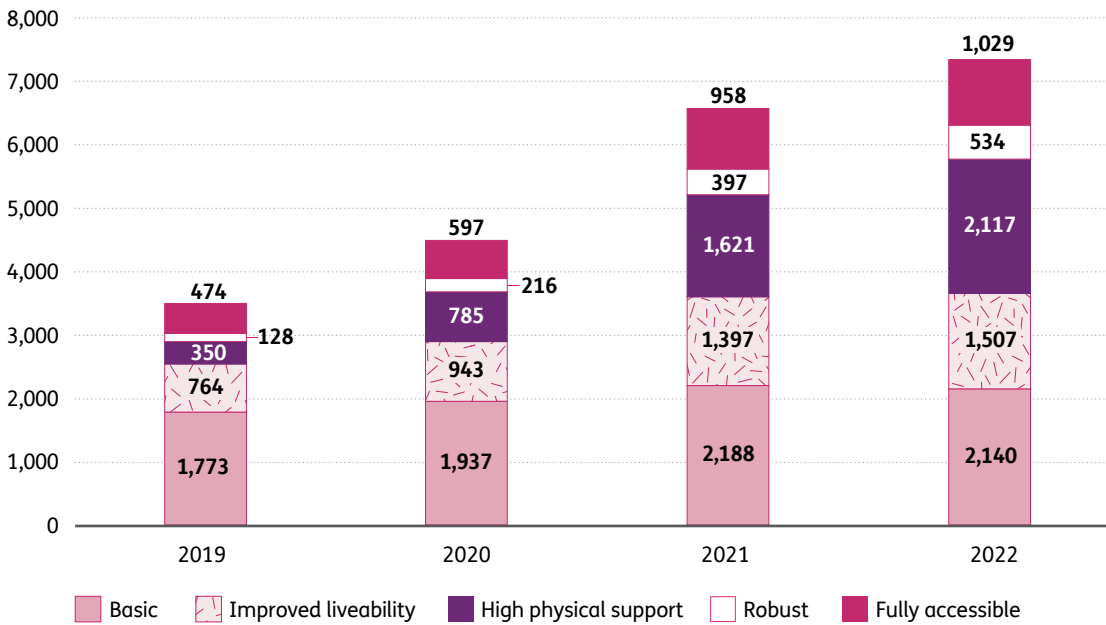
82 The analysis excludes government owned providers. In particular, the Department of Health and Human Services (Victoria) claimed \$24m in cash in the 2021-22 year.

83 In addition, the following additional ABN for this provider is included in this analysis – 84002862213.

84 In addition, the following additional ABNs for this provider are also included in this analysis – 21684858548 and 75699253279.

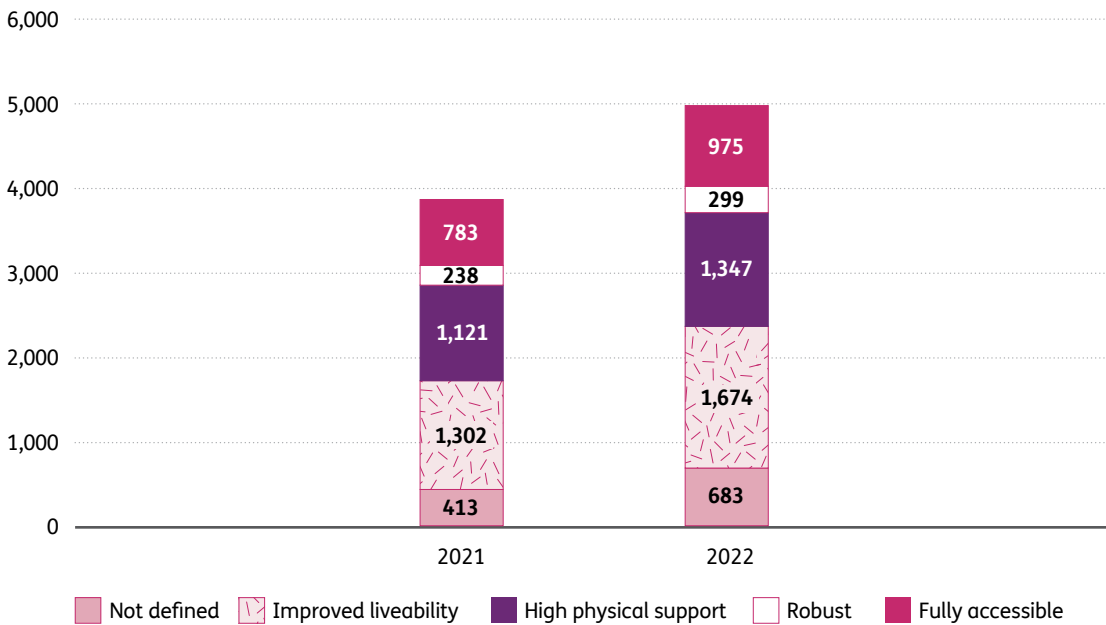
85 This includes dwellings funded via “cash” arrangements only. An additional 203 dwellings are funded under in-kind arrangements, bringing the total number of SDA dwellings to 7,537 at 30 September 2022.

**Figure 75: Enrolled SDA dwellings (excluding in-kind) by design category for years ending 30 September**



As at 30 September 2022, there were 3,419 participants in an SDA dwelling seeking an alternative dwelling and an additional 1,559 participants who were not in an SDA dwelling seeking a vacancy. Of the combined 4,978 participants seeking SDA dwellings, 1,674 (34 per cent) were for the Improved Liveability design category and 1,347 (27 per cent) were for High Physical Support.

**Figure 76: Number of participants seeking SDA dwelling by design category for years ending 30 September**



## 4.7 Choice and control, utilisation and market concentration

**Comprehensive data on market effectiveness is being used to improve participant outcomes across all regions through identifying thin markets.**

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

- **choice and control**
- **utilisation**
- **market concentration**

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

Between September 2021 and September 2022, the utilisation and choice and control performance metrics improved marginally.

### Choice and control

The NDIS outcomes framework questionnaires ask participants “Do you choose who supports you?”. The percentage who indicated that they choose who supports them was compared across geographical regions to identify the regions comparatively better and worse than others.

The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in SIL in each service district and the length of time participants have been in the Scheme.

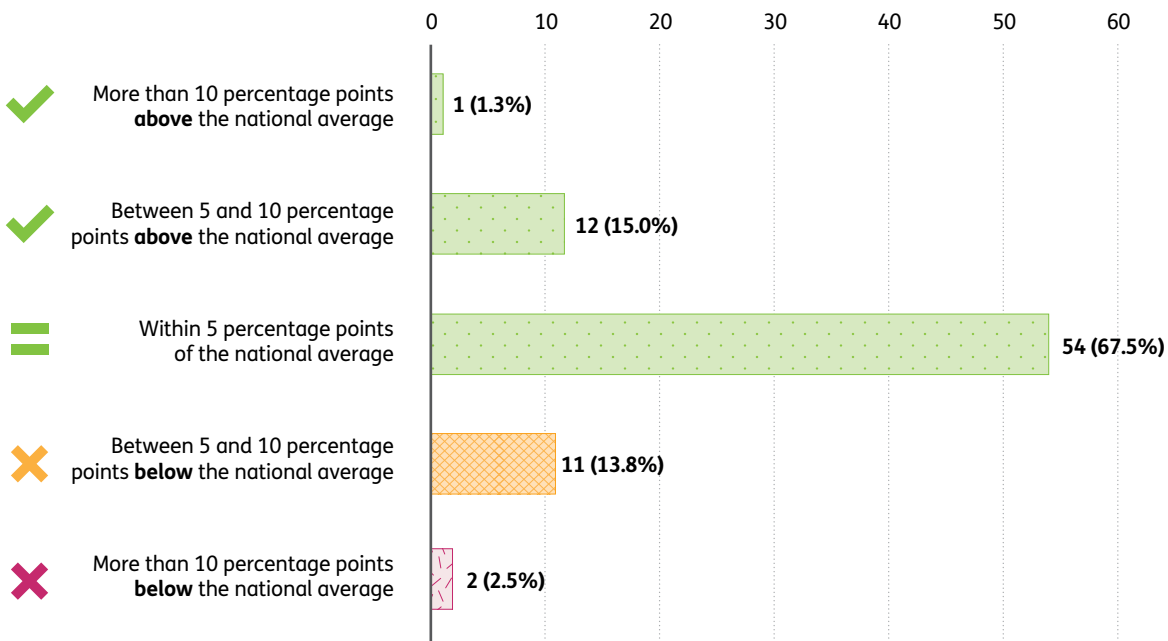
Overall, 54 of the 80 service districts (68 per cent) in the analysis were within five percentage points of the national average, one service district (one per cent) was more than ten percentage points above the national average, and two service districts (three per cent) were more than ten percentage points below the national average.

The service district more than ten percentage points above the national average was Barkly in the Northern Territory. The two service districts more than ten percentage points below the national average were Darwin Remote and East Arnhem in the Northern Territory.

At 30 September 2022:

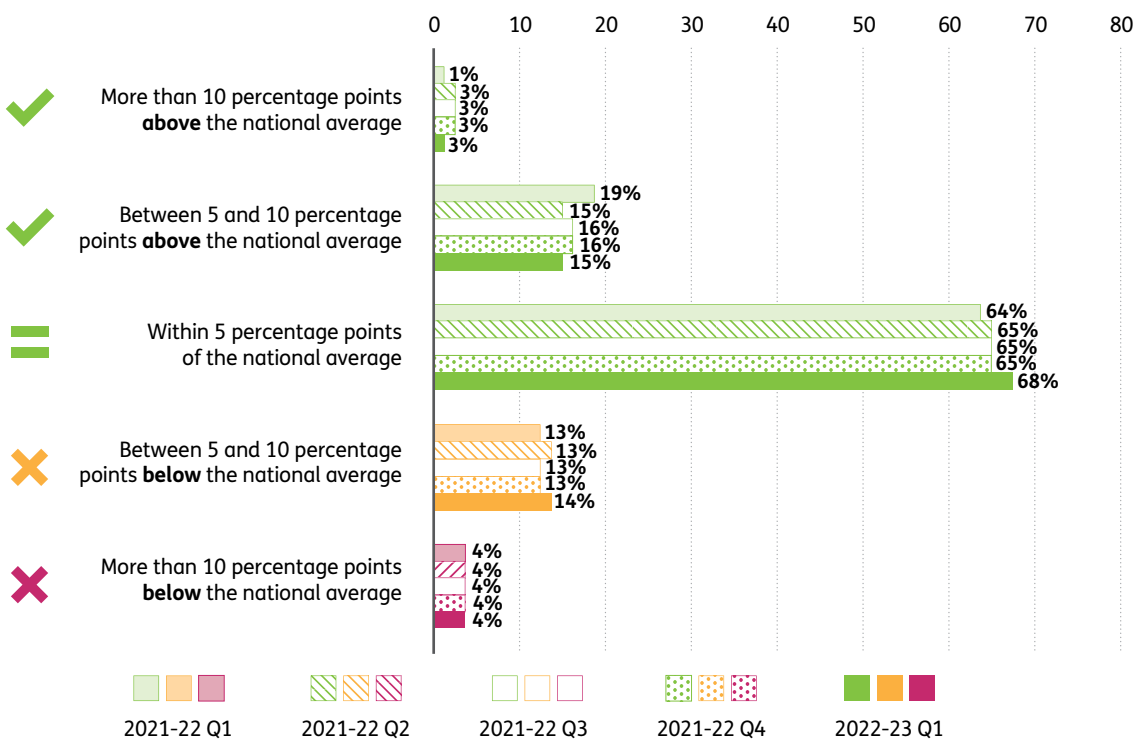
- **Darwin Remote** had **457** active participants and plan budgets totalling \$31 million
- **East Arnhem** had **208** active participants and plan budgets totalling \$20 million

**Figure 77: Choice and control – number of service districts – gap to benchmark**



Over the last year the percentage of service districts more than 10 percentage points below the national average has decreased from four per cent to three per cent. The number of service districts within 5 per cent of the national average has increased from 64 per cent to 68 per cent.

**Figure 78: Choice and control – number of service districts – gap to benchmark – trend**



## Utilisation

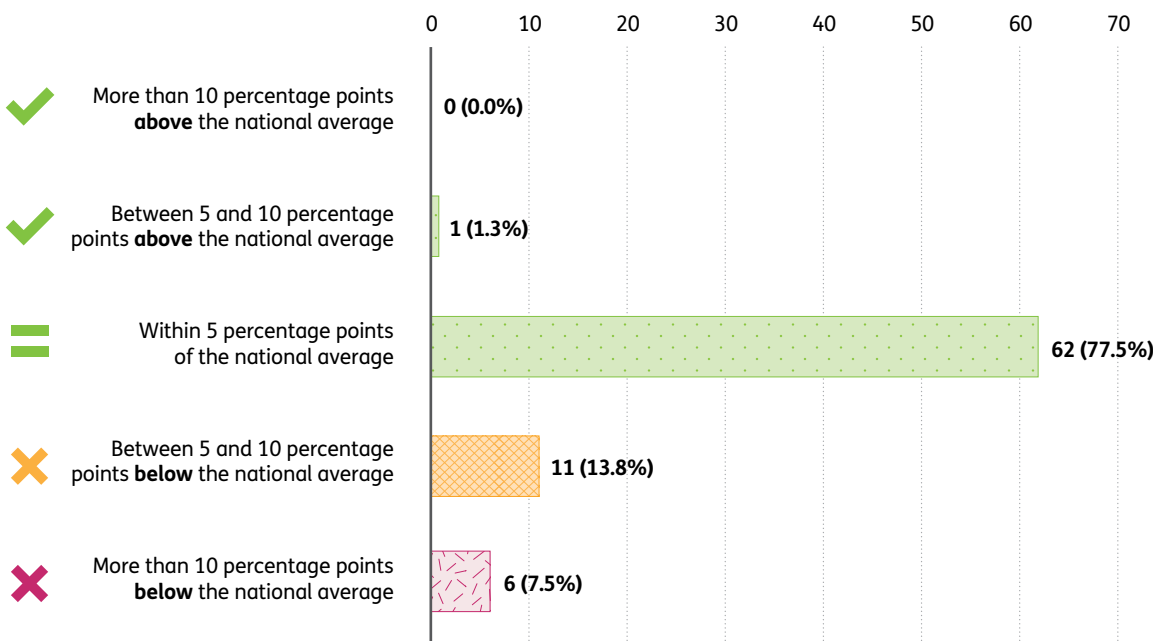
The average payment per participant has increased by 11.6 per cent over the three years from 30 September 2019 to 30 September 2022, and the average plan budget has increased by 3.5 per cent over the same three years. Participants are getting more support over time so understanding differences between plan budgets and payments (utilisation) across geographical regions is important in identifying “hot spots” where participants are getting relatively less support compared with other geographical regions.

Overall, 62 of the 80 service districts (78 per cent) in the analysis are within five percentage points of the national average<sup>86</sup>, no service districts were more than ten percentage points above the national average, and six service districts (eight per cent) were more than ten percentage points below the national average.

The number of service districts more than ten percentage points below the national average has increased from five at 30 June 2022 to six this quarter. The six service districts this quarter are Eyre and Western and Far North (SA) in South Australia, Darwin Remote and East Arnhem in the Northern Territory and Kimberly-Pilbara and Midwest-Gascoyne in Western Australia.

There are 11 service districts between five and ten percentage points below the national average – these are also mainly in regional and remote areas.

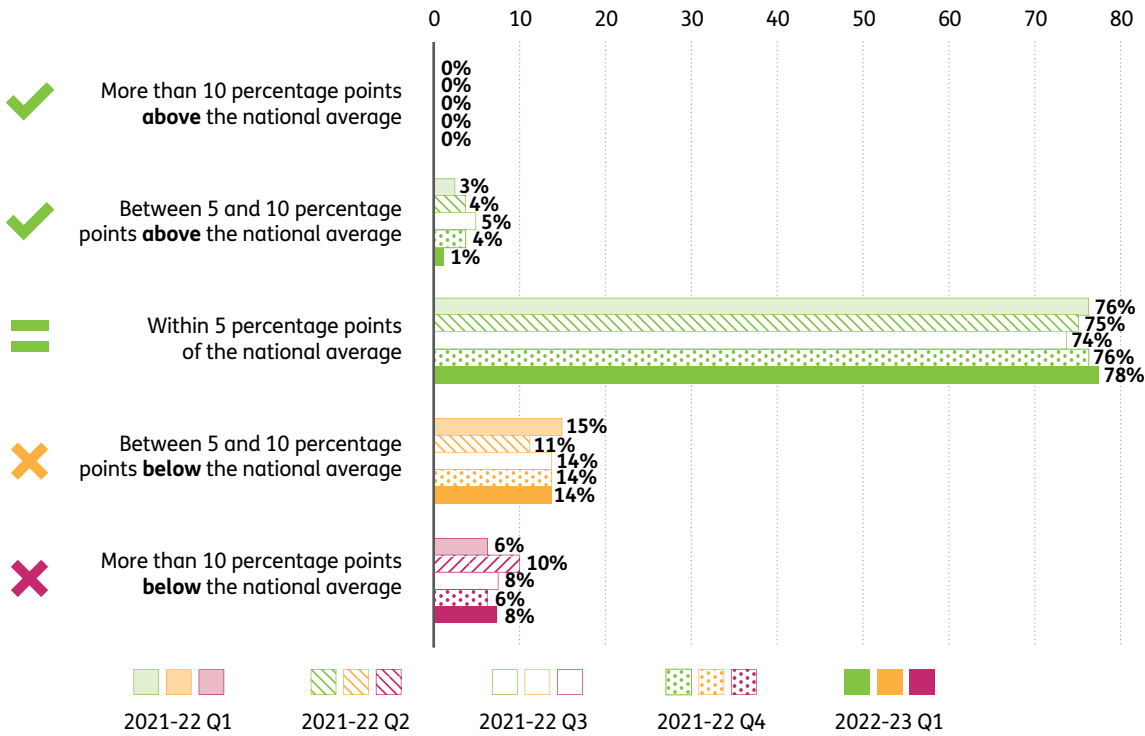
**Figure 79: Utilisation – number of service districts – gap to benchmark**



<sup>86</sup> Utilisation has been adjusted to account for the differences in the proportion of participants in each service district receiving SIL, along with the time participants have been in the Scheme.

Over the last year, the number of service districts more than ten percentage points below the national average has increased from five (six per cent) to six (eight per cent). The number of service districts within five percentage points of the national average has increased from 61 (76 per cent) to 62 (78 per cent). The number of service districts between five and ten percentage points below the national average has decreased from 12 (15 per cent) to 11 (14 per cent) over the last year.

**Figure 80: Utilisation – number of service districts – gap to benchmark – trend**



### Market concentration

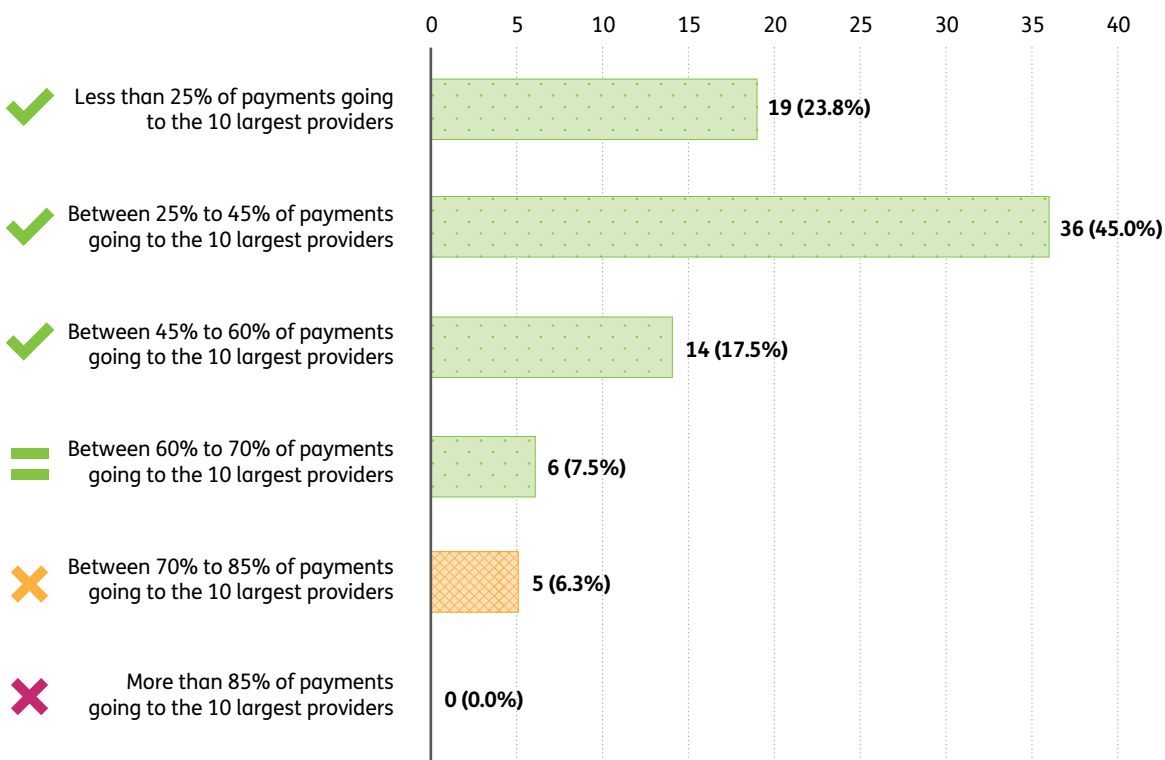
Understanding the distribution of payments to service providers in a service district can indicate whether a small number of providers receive most of the payments from the NDIA, or whether a large number of providers are receiving the payments. Where only a small number of providers are receiving a large amount of the payments, the market is considered to be more concentrated and this could mean that there is less competition in the area.

Over the past two years the proportion of participants using plan managers has increased. In many service districts plan managers are some of the largest NDIS providers when measured by the value of payments received. In this quarterly report, the market concentration metric has been updated to reflect the proportion of payments going to the ten largest service providers, with plan managers not included. Payments made to plan managers are reflected in the revenues of the providers ultimately receiving the funds.

As at 30 September 2022, for the six month period to 30 June 2022, **seven** per cent of NDIS payments across Australia were paid to the largest ten service providers, excluding providers paid through self-managed payments.

The analysis below considers payments to providers in the six month period to 30 June 2022. There are five service districts where 70 per cent or more of payments go to the largest ten providers (six per cent) and 55 service districts where less than 45 per cent of payments went to the ten largest providers (69 per cent)<sup>87</sup>.

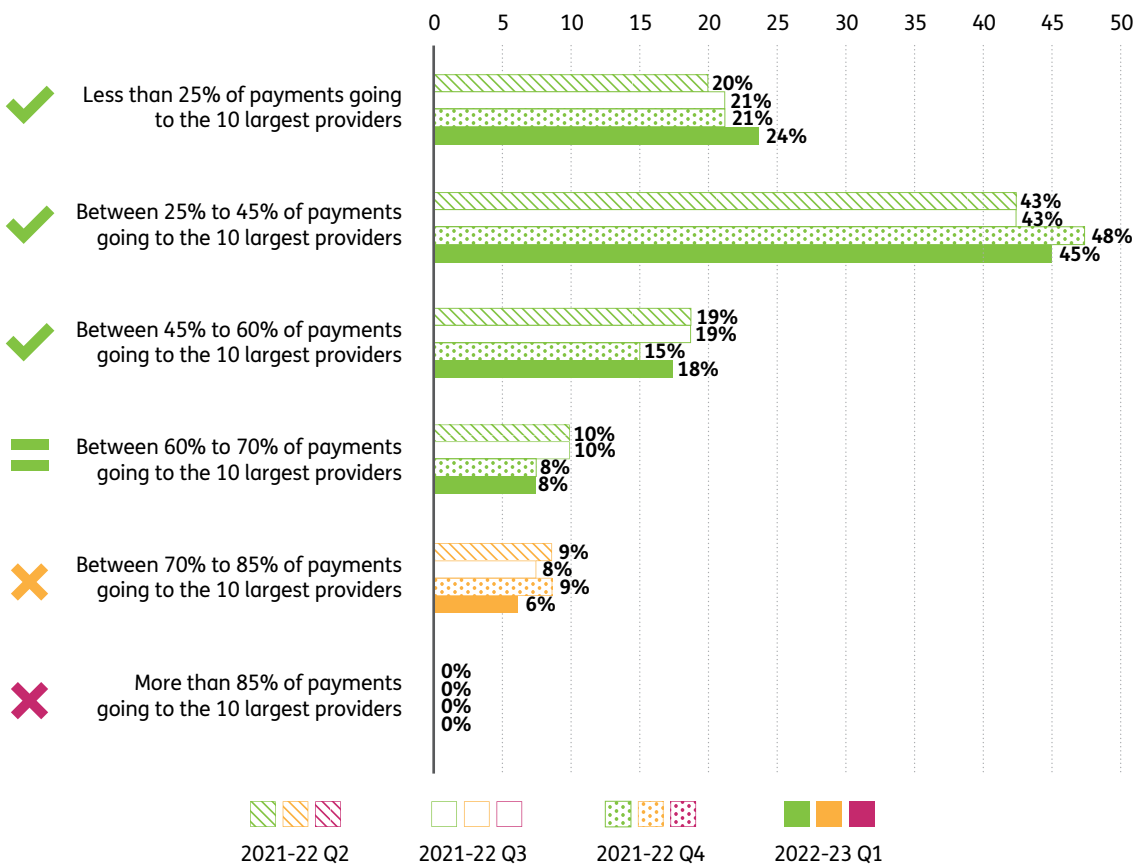
**Figure 81: Market concentration – number of service districts by percentage of payments going to the 10 largest providers**



<sup>87</sup> Using the previous method of calculating the payment to the 10 largest providers, 21 service districts had more than 70 per cent of payments paid to the 10 largest providers.

The number of service districts where 60 per cent or more of payments go to the largest ten service providers has decreased and where less than 45 per cent of payments went to the ten largest providers has increased over the past year. This reflects the shift away from Agency management towards plan management which allows participants to access both registered and unregistered providers. The number of service districts where between 60 to 85 per cent of payments go to the ten largest providers has decreased from 15 (19 per cent) to 11 (14 per cent). Further, in the September 2022 quarter, there were no service districts where the ten largest providers received more than 85 per cent of payments. This is the fourth quarter where this has been the case.

**Figure 82: Market concentration – number of service districts by percentage of payments going to the 10 largest providers – trend**





## 4.8 COVID-19 Assistance

**As mentioned in the Introduction section, COVID-19 support for providers continues.**

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The ongoing pandemic means that it continues to be challenging for disability service providers to manage COVID-19 outbreaks whilst continuing to provide essential services. As noted in the Introduction section of this report, the NDIA extended a number of current measures to ensure continuity of essential supports for NDIS participants (refer to the Introduction section of this report for more detail on these initiatives).

## 4.9 Market Stewardship activities

**The NDIA continues to support the developing NDIS market such as developing home and living options and partnering with the sector to improve quality and outcomes of support coordination.<sup>88</sup>**

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### Home modifications

Home modifications is an important support funded under the NDIS. It enables participants to remain in their current home safely and to realise improved social and economic participation.

Analysis of NDIA data indicates most participants needing home modification require relatively standard solutions generally costing less than \$20,000.

As at 30 June 2022, \$141 million of home modification support was approved in 14,928 participant plans. This is an increase from the previous 12 months. Further, 6,781 participants received a payment for a home modification with a total value of \$91.3 million in the 12 months to 30 June 2022. This reflects utilisation of approximately 64% which indicates that delays in access to supply of approved home modifications remains a barrier for a significant proportion of participants.

As a result the Agency is releasing a new approach to how approvals and funding for home modifications are included in plans. From the end of September, eligible NDIS participants will no longer need to provide a builder's quote when submitting their requests for non-structural modifications that cost under \$20,000, ensuring faster access to people needing minor works to their home. The Agency will continue working with participants and others in the home modification sector to also deliver better and quicker outcomes for those with more complex home modification needs in the future.

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<sup>88</sup> <https://data.ndis.gov.au/reports-and-analyses/market-monitoring/#specialist-disability-accommodation-sda-quarterly-report>

## SDA Pricing Review

The Terms of Reference for the SDA Pricing Review required under the SDA Pricing and Payments Framework was released on 22 August 2022.

The release of the Terms of Reference signalled the beginning of a series of activities for the Review which are now progressing including:

- A procurement process for technical advice and analysis services;
- The approach and appointment of an independent Expert Panel;
- The release of the SDA Pricing Review Consultation paper.

As part of the SDA Pricing Review, the NDIA will examine, through deep engagement, submissions, consultations, research and analysis, whether the existing assumptions that underpin SDA prices will support a sustainable SDA market.

The SDA Pricing Review process is on schedule and will be finalised in 2023 for implementation from 1 July 2023.

## Home and Living demonstration projects

The NDIA is testing and evaluating alternative models of contemporary home and living supports through the establishment of Home and Living Demonstration Projects. Selected Round 1 Demonstration Projects are being used to identify and develop new ways of delivering and funding SIL supports to support improved outcomes for participants. These projects will focus on trialling bundled funding to improve service design/delivery alignment, flexibility and outcome accountability, service model change and family/participant governance models.

Round 1 Demonstration Projects are being progressively implemented throughout the second half of 2022 in accordance with provider and participant readiness, level of complexity and degree of deviation from standard practice. The NDIA Research and Evaluation Branch are evaluating the projects over a 2-year period, supported by an Evaluation Framework with targeted outcomes for providers, participants, and the NDIS.

To support the work, the NDIA has established a Community of Practice with project providers to share learnings on better practice and flexible service models to promote greater participant choice and control and service design. The Community of Practice is intended to support the expansion of knowledge of innovative practice within home and living options, foster collaboration and share information and learnings.

The NDIA has committed to further rounds of demonstration projects and is preparing for the release of Round 2 opportunities in late 2022.

## 4.10 Thin markets

### Market development projects continue to support participants across Australia.

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Market indicators are continuing to improve year on year, however participant access to timely and quality supports remains a key priority for the NDIA.

The trialling of a new collaborative approach to market facilitation has been underway in three key regional areas of Victoria and NSW. In partnership with Boosting the Local Care Workforce (BLCW), the NDIA has run a series of place-based forums in the Local Government Areas of Mildura/Wentworth (cross border), Hindmarsh and East Gippsland. The forums focused on connecting local NDIS stakeholders to build a stronger support and care workforce and improve participant connection with providers. These targeted forums are in response to feedback received from NDIS providers in regional areas continuing to highlight workforce recruitment and retention as a major barrier to meeting participant demand, and to organisational expansion. Guest speakers included representatives from Aboriginal Community Controlled Organisations, local councils, Australian Apprenticeships, Workforce Australia, Local Jobs Program and registered training organisations, along with the NDIA, PiTC and BLCW. The feedback received from attendees indicated the events achieved the aims of better networked markets, increased awareness of participant demand, workforce opportunities and solutions being offered locally.

Another market intervention project has recently been completed in Katherine, Northern Territory. In Katherine, the NDIA undertook a coordinated funding proposal to support a cohort of 14 NDIS participants with low utilisation of their plan budgets. The focus was on increasing access to assistive technology (AT) supports for these participants, many of whom identify as First Nations Participants. This project commenced in October 2021 and concluded in July 2022. The project resulted in enabling all 14 participants to move efficiently through the process of purchasing their AT equipment by identifying a single provider to carry out their assessments. The pooling of need across 14 participants made this a viable opportunity for the selected provider.

NDIA representatives attended the National Aboriginal Community Controlled Health Organisation (NACCHO) NDIS Ready Yarning Circle in Darwin to further promote NDIS market opportunities with the Aboriginal Community Controlled Health Organisations (ACCHO) sector. The yarning circle was an opportunity for the NDIA to engage with First Nations organisations and offer guidance on becoming a provider and pursuing opportunities in the NDIS.

## 4.11 NDIS pricing

### The NDIA has continued to implement the Annual Pricing Review recommendations.

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The NDIA released an updated NDIS Pricing Arrangements and Price Limits 2022-23 Guide on 1 October 2022 after the conclusion of the Annual Pricing Review 2021-22. The recommendations from the review were based on extensive feedback received about NDIS price limits and policy through submissions to the consultation phase, sector benchmarking surveys, discussions with various provider representative organisations and sector peak bodies, and deliberations of the expert working groups.

As part of the new pricing arrangements, some key updates this quarter include:

- the release of the [Assistive Technology, Home Modifications and Consumables Code guide 2022-23](#)<sup>89</sup> (Code guide) to provide further information on the specific pricing arrangements for these types of supports.
- introduction of a new SDA support item to help eligible participants living as sole occupants in SDA-enrolled dwellings where onsite shared support arrangements are in place.
- creation of a new support item to specifically support the implementation of the Home and living Demonstration projects, for use by NDIS providers with a Memorandum of Understand (MoU) to deliver the Round 1 demonstration project.
- updates to language in the price limits guide on some early childhood terms to support ECEI reset recommendations. The NDIA have also included a reference to the NDIS Practice Standards and Quality Indicators, which apply to professionals specifically relevant to early childhood supports.

The NDIA regularly reviews and makes changes to pricing arrangements to ensure the NDIA's approach:

- better meets the needs of participants, their families, carers and providers
- remains affordable and in place for future generations of Australians.

More information about NDIS pricing arrangements can be found [here](#).<sup>90</sup>

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<sup>89</sup> <https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/providing-assistive-technology#Atcodeguide>

<sup>90</sup> <https://www.ndis.gov.au/providers/pricing-arrangements>



## Mark uses his own experience of living with disability to help others



**Mark** knows what it's like to face barriers. Born Deaf, he has used hearing aids for most of his 61 years, and in the past has struggled to find people who wanted to employ him. Now working in the disability sector, Mark is using his own lived experience to help others.

Mark works as a Local Area Coordinator on the New South Wales Central Coast for NDIS Partner in the Community, Social Futures.

“I work with NDIS participants to help develop their plans, support them to get linked to mainstream community services, and help them achieve their goals through NDIS funded supports,” he said.

“When I am working with Deaf NDIS participants, I'm able to help them understand their NDIS plan, because Deaf people who communicate in Auslan interpret information differently,” he said.

“NDIS plans need to be explained to Deaf people in a different way. Auslan and English are different languages, so I can communicate in their language.”

He also performs an important advocacy role in the community.

“Another part of my role is Community Capacity Building, doing community projects, and raising awareness about inclusion to mainstream businesses and community services,” Mark explained.

“Currently I'm working to get open captioned movies shown in cinemas on the Central Coast.”

For Mark, the job is enjoyable, and the work is meaningful.

“Being employed makes me feel like I am contributing to society, and it enables me to be more financially independent,” he said.

“I had my birthday a few weeks ago, and my colleagues had been secretly practicing singing Happy Birthday in Auslan.

“I was really taken aback by that, it was fantastic. It really brought home how welcome and accepted I was.”

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**Section five:**

# Financial sustainability





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

## 5.1 Participant and cost projections

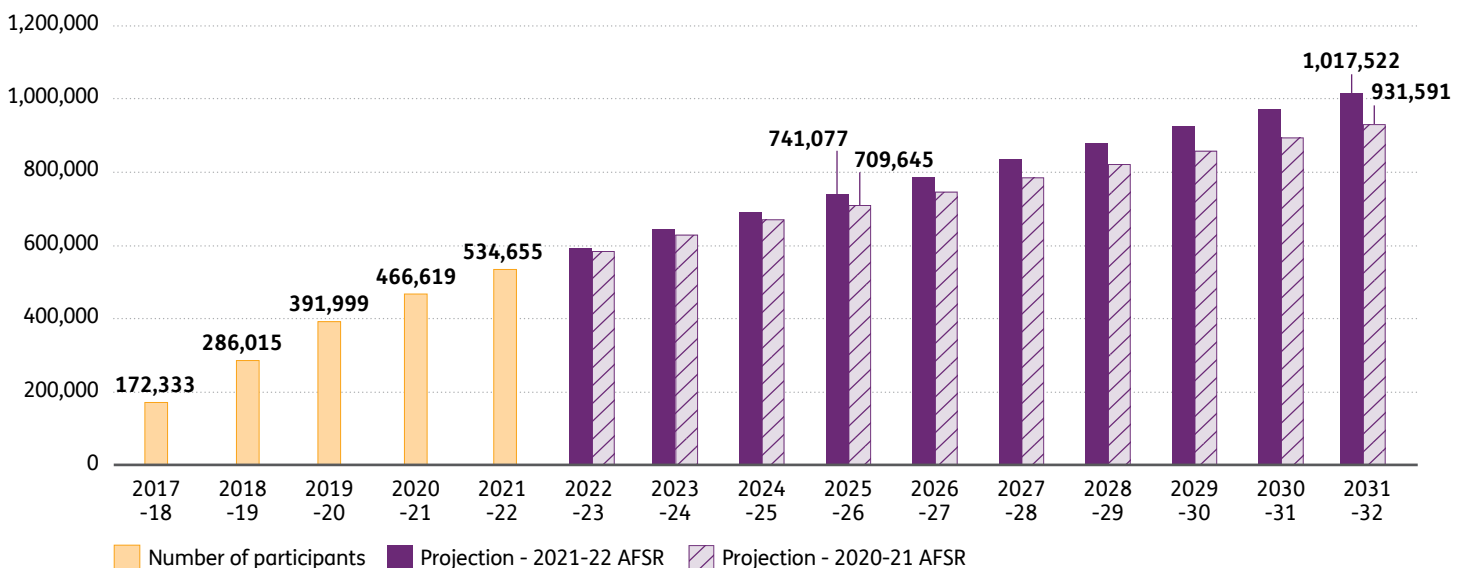
On 4 November 2022, the NDIA Board released both the AFSR, and the Peer Review Report.

The NDIA Board released the 30 June 2022 AFSR on 4 November 2022. The AFSR is prepared by the Scheme Actuary, and provides an assessment of the financial sustainability of the NDIS, as is required under the NDIS Act (Section 180B). It is produced using data at 30 June each year and a summary of each year’s AFSR is included in the NDIA Annual Report. The AFSR was independently peer reviewed by the Australian Government Actuary.<sup>91</sup> A copy of this report was also released on 4 November 2022.

The AFSR projects that:

- There will be 741,077 participants in the Scheme at the end of June 2026 (of which 697,469 are under the age of 65 years), and 1,017,522 at the end of June 2032 (of which 942,226 are under the age of 65 years). The current projections indicate a higher rate of growth in projected participant numbers, compared to the 2020-2021 AFSR projections.

**Figure 83: Actual and projected participants (2021-22 AFSR and 2020-2021 AFSR)**



91 The Australian Government Actuary currently is the Peer Review Actuary as per the NDIS Act (Section 180D).

- Total Scheme expenses are estimated to be \$34.0 billion in 2022-23, growing to \$50.3 billion in 2025-26, and \$89.4 billion in 2031-32 (on an accrual basis).

**Figure 84: Projected Scheme expenses**

Scheme expenses (\$m)	2022-23	2023-24	2024-25	2025-26	2031-32
Scheme expenses (0-64)	31,394	34,874	39,955	45,187	77,843
Scheme expenses (65+)	2,582	3,259	4,160	5,157	11,559
<b>Total Scheme expenses</b>	<b>33,976</b>	<b>38,133</b>	<b>44,116</b>	<b>50,344</b>	<b>89,403</b>
<b>Total Scheme expenses (% of GDP)</b>	<b>1.48%</b>	<b>1.61%</b>	<b>1.77%</b>	<b>1.93%</b>	<b>2.55%</b>

More detail is available in the reports located here:

[Annual Financial Sustainability Report<sup>92</sup>](#) – published 4 November 2022

[Independent Actuary Peer Review Report<sup>93</sup>](#) – published 4 November 2022

It is important to recognise that the projected Scheme expenses are shown in nominal terms, i.e. that future dollars of estimated Scheme expenses include the effects of inflation over time. This impact of inflation increases over the longer term and so is particularly significant for the result in 2031-32. Expressing Scheme expenses as a proportion of GDP is a way of removing the impacts of economic inflation. Scheme expenses are estimated to be 1.48 per cent of GDP in 2022-23, increasing to 2.55 per cent in 2031-32. In considering longer-term projections of Scheme costs it is recommended that users refer to costs as a percentage of GDP rather than nominal dollar figures as these provide a more meaningful measure of Scheme expenses.

<sup>92</sup> <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

<sup>93</sup> Ibid.



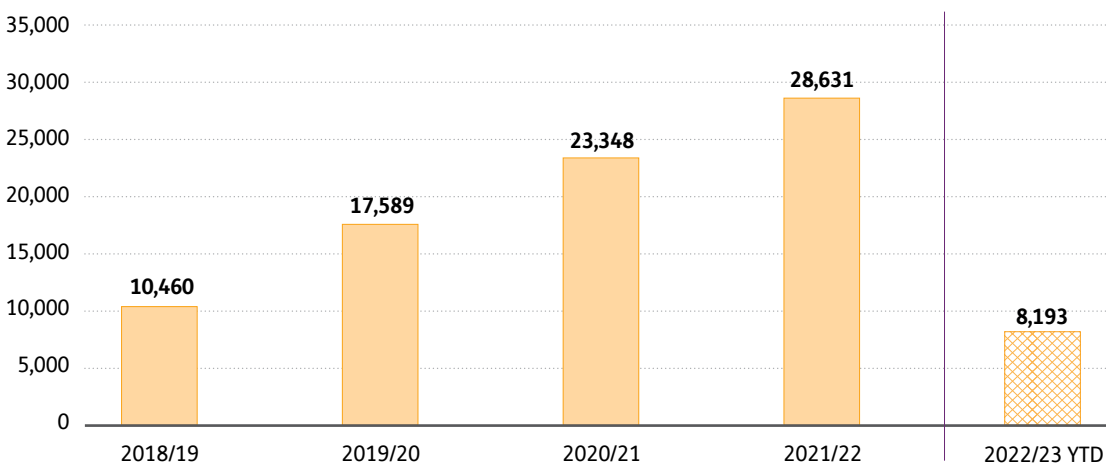
## 5.2 Total payments

**Total payments have grown significantly over the last three years in line with a growing Scheme.**

Total payments have almost tripled over the last three years, from \$10.5 billion in the year to 30 June 2019 to \$28.7 billion in the year to 30 June 2022, with an average increase of 40 per cent per annum. The payments in the 3 months to 30 September 2022 were \$8.2 billion.

This is in line with a growing Scheme, with an increasing number of participants benefitting from the Scheme. The rate of increase has slowed in recent years, reflecting a relatively steadier rate of new entrants to the Scheme since it became available across Australia.<sup>94</sup>

**Figure 85: Total payments (\$m) for financial years ending 30 June and the three months to 30 September 2022<sup>95</sup>**



<sup>94</sup> This compares to \$6.5 billion in the 3 months to 30 September 2021.

<sup>95</sup> Total payments are based on an accrual basis, sourced from the NDIA Annual Reports. The final figure for 2021-22 has been updated since the previous report.

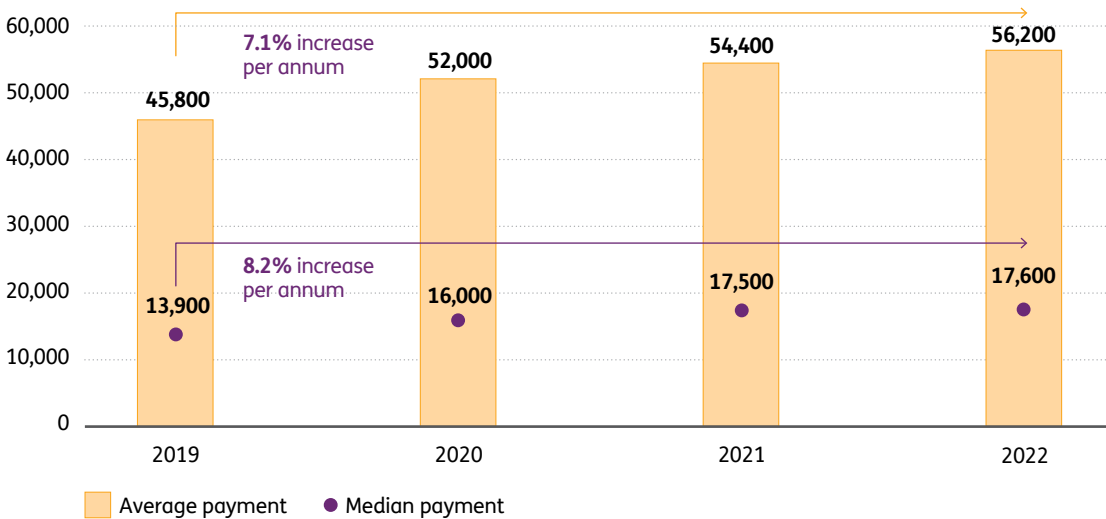
### 5.3 Average and median payment trends

**Average and median payments per participant have increased by 7.1 per cent and 8.2 per cent respectively over the last three years.**

Both the average (mean) payment per participant and the median payment per participant provide useful information. In the NDIS, the average payment is much higher than the median payment because there is a skewed distribution with a small number of participants receiving very high cost supports, and a large number receiving low cost supports.

Trends in average and median payments per participant between 1 October 2019 and 30 September 2022 indicate that average payments have increased by 7.1 per cent per annum, and median payments have increased by 8.2 per cent per annum.

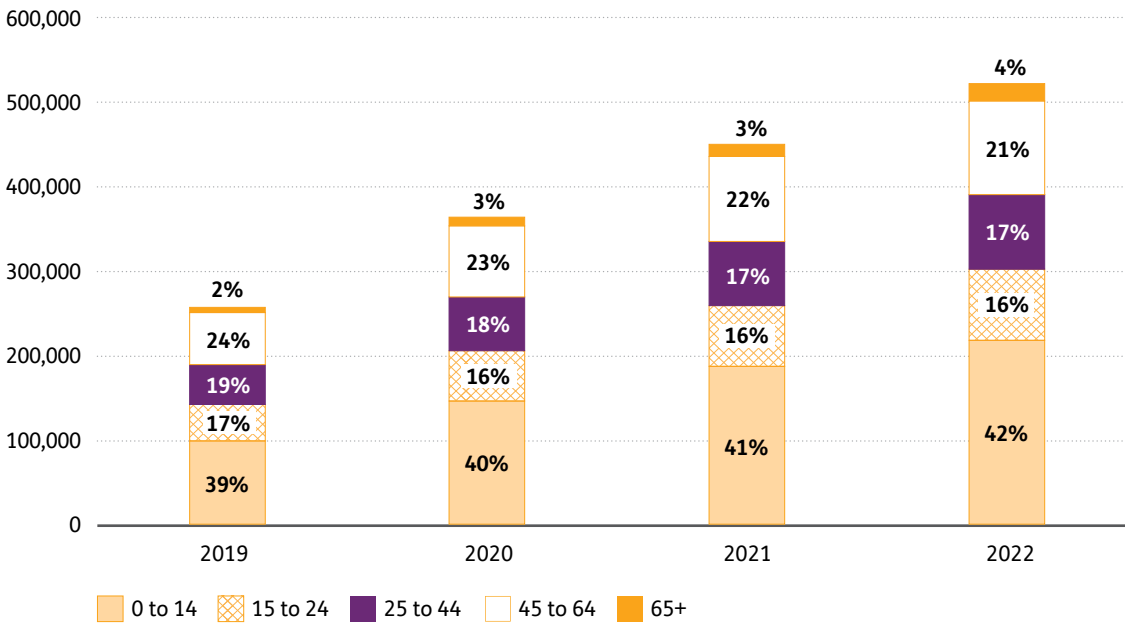
**Figure 86: Average and median payments for years ending 30 September - all participants**



Trends in average and median payments are affected by changes in the profile of participants in the Scheme over time. Specifically, average payments are much higher for participants in SIL than those not in SIL (\$347,700 versus \$40,200 respectively, in the year to 30 September 2022). Average payments are also higher for adults compared with children (\$62,600 for participants not in SIL aged 25 to 64 versus \$18,700 for those aged 0 to 14, in the year to 30 September 2022). Over the past four years, as the Scheme has rolled out across the country, the proportion of children in the Scheme has increased, and the proportion of participants in SIL in the Scheme has decreased.

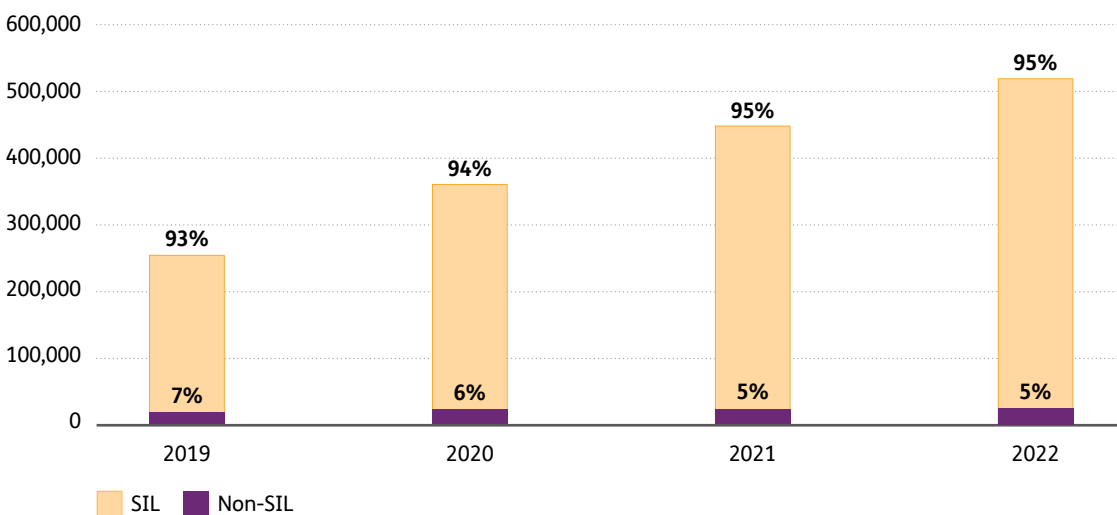
Specifically, the proportion of children in the Scheme aged 0-14 years has increased from 39 per cent at 30 September 2019 to 42 per cent at 30 September 2022. As mentioned above, older participants on average have higher average plan budgets and higher average payments so the impact of this changing mix is significant.

**Figure 87: Proportion of participants by age band for years ending 30 September (%) – all participants**



Additionally, average plan budgets and average payments for participants in SIL are significantly higher than those not living in SIL. The changing mix of participants living in SIL has changed in the three years to 30 September 2022; reducing from seven per cent of participants at 30 September 2019 to five per cent of participants at 30 September 2022, so the impact of this changing mix is also significant.

**Figure 88: Proportion of participants in and not in SIL for years ending 30 September (%) – all participants**



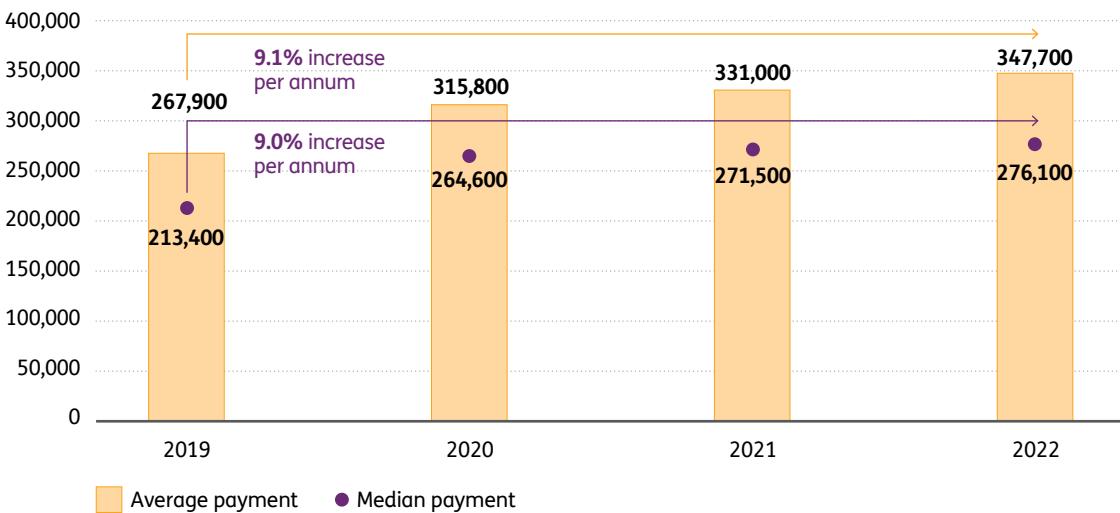
This report presents both average payments trends and average plan budget trends split by participants in SIL and participants not in SIL, and also by age group.

### Participants in SIL and not in SIL

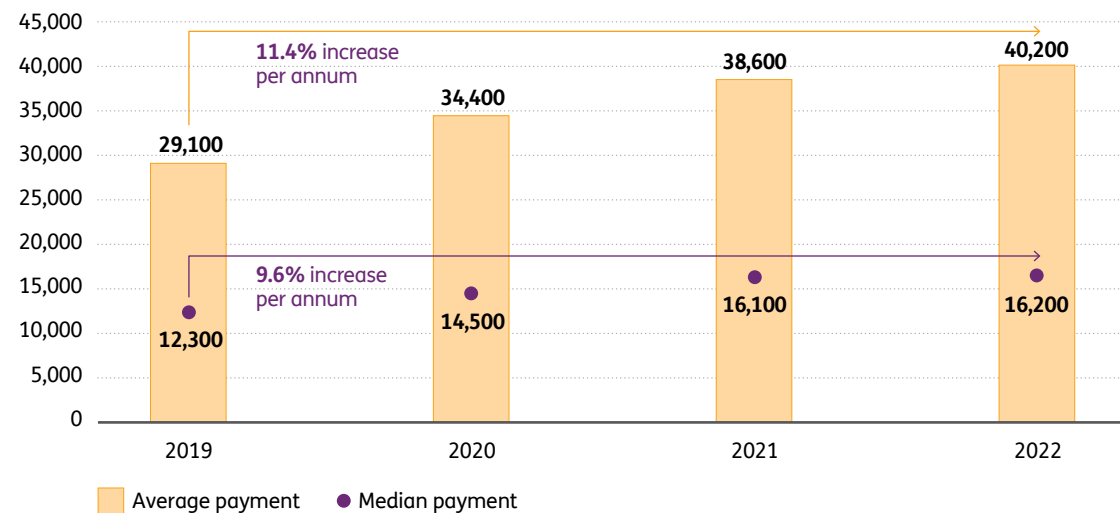
Analysing the change in average and median payment over time by whether or not participants are in SIL, indicates that the average annual increase in average and median payments has been consistently high across both participant groups. Specifically, the average payment has increased for participants in SIL by 9.1 per cent, and the average payment has increased for participants not in SIL by 11.4 per cent per year. These averages are higher than the overall average (of 7.1 per cent), as the proportion of participants in SIL has decreased over the period (as discussed earlier).

Also, the median payment has increased for participants in SIL by 9.0 per cent, and the median payment has increased for participants not in SIL by 9.6 per cent per year.

**Figure 89: Average and median payments for years ending 30 September - participants in SIL**



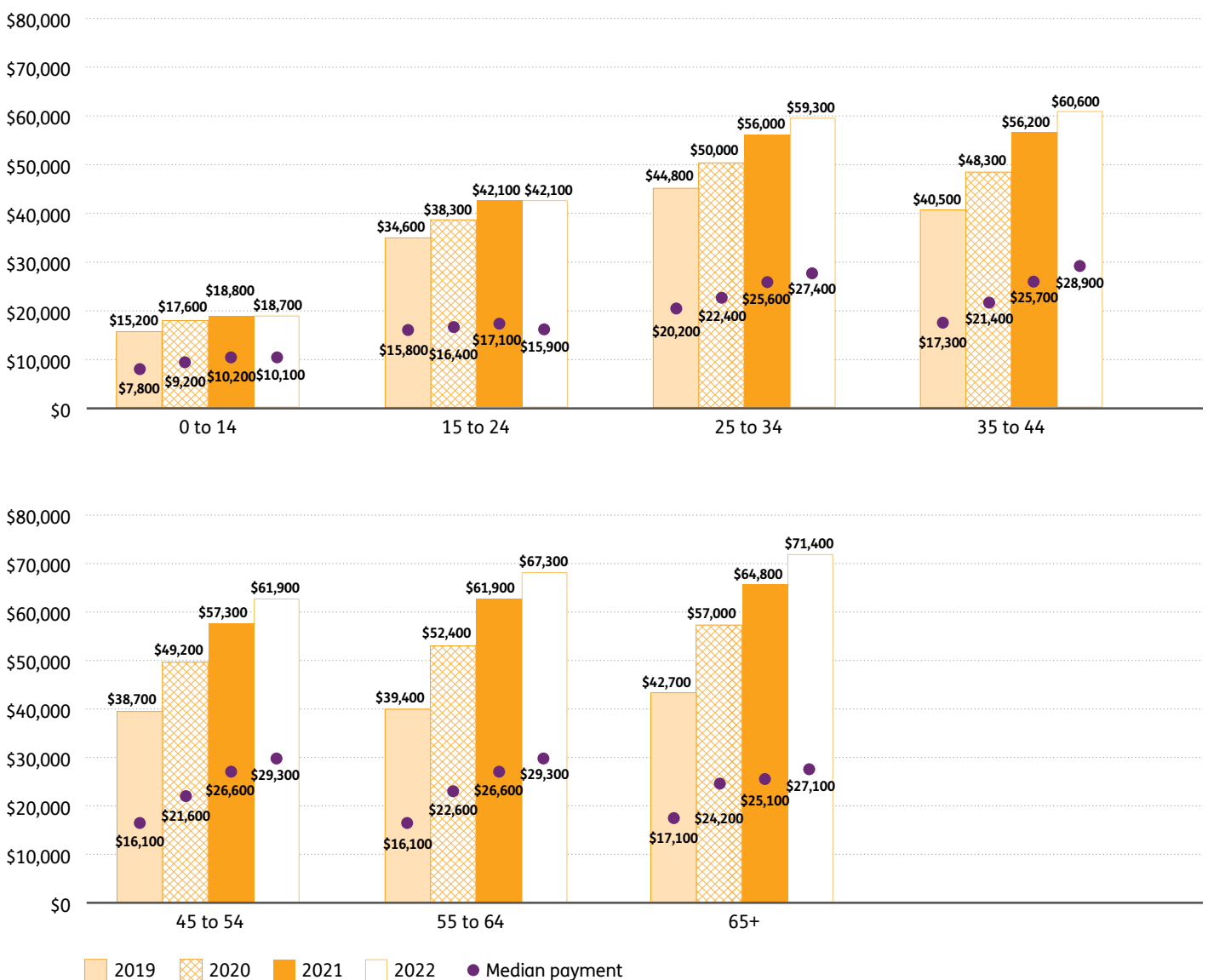
**Figure 90: Average and median payments for years ending 30 September - participants not in SIL**



For participants not in SIL, average payments have increased at a faster rate for adults (particularly those aged over 35) and reflects a material increase in the hours of attendant care support these participants are receiving over time. Large increases are also evident in the median payment.

Notably, although average and median payments have increased for all age groups, younger participants have significantly lower payments compared to older participants. For example, for participants not in SIL, those aged 0 to 14 years had average payments of \$18,700 in the year to 30 September 2022, compared to \$42,100 for those aged 15 to 24 years and \$61,900 for those aged 45 to 54 years. With more younger participants entering the Scheme over time, the overall average and median payments will therefore be lower, partly offsetting the increases otherwise observed. Generally increases were largest between 2019 and 2020, compared with more recent years.

**Figure 91: Average and median payments for years ending 30 September by age group - participants not in SIL**

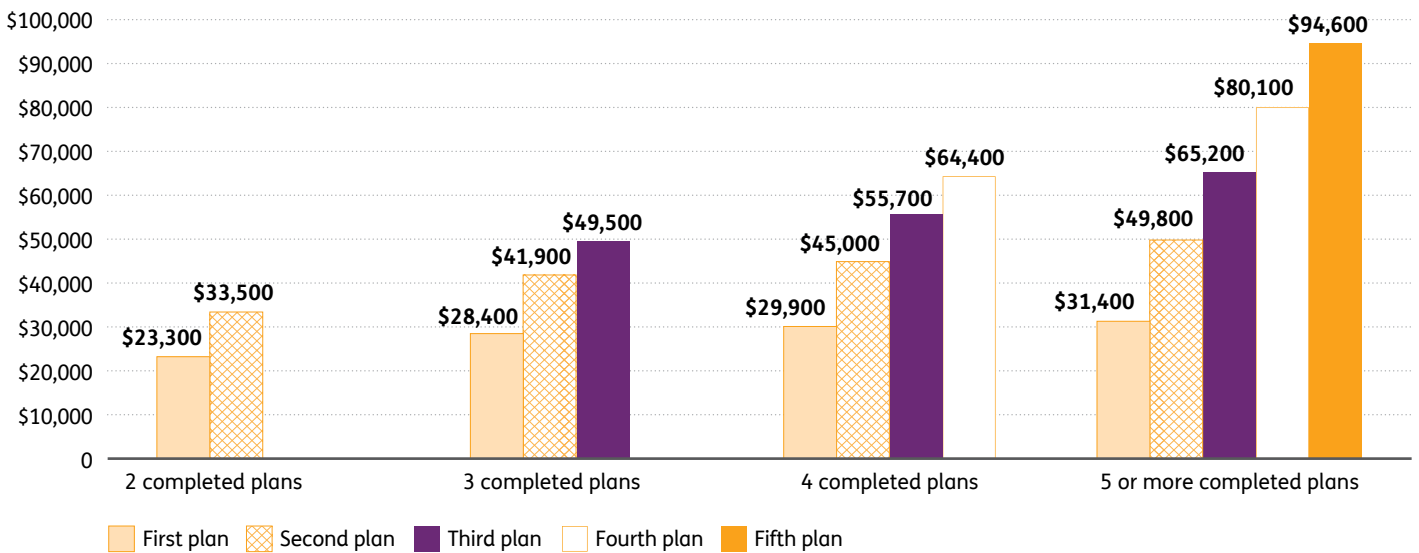


As previously noted, the mix of participants in the Scheme has changed, with proportionally more children in the Scheme, and proportionally less participants in SIL. It is therefore important to understand trends in average payments for the same cohort of participants over time.

Figure 92 shows average payments per participant over time for participants who have had two completed plans, three completed plans, four completed plans and five or more completed plans, since joining the Scheme.

Notably, average payments per participant have increased over time for all participant cohorts having different number of plans since joining the Scheme. For example, for participants who have had three completed plans, average payments increased from \$28,400 for the first plan to \$49,500 for the third plan (32 per cent per plan). Noting however, the rate of increase in average payments to participants is the greatest between the first and second plans, with the rate decreasing over time. For example, for participants with five or more completed plans, the rate of increase between the first and second plans is 59 per cent, compared to 18 per cent between the fourth and fifth plans.

**Figure 92: Average payments per participant over time**



## 5.4 Average plan budget trends

### Average plan budgets have also increased over time for the same cohort of participants.

In addition to average payments increasing over time, average plan budgets have also increased over time, for both participants in SIL and not in SIL.

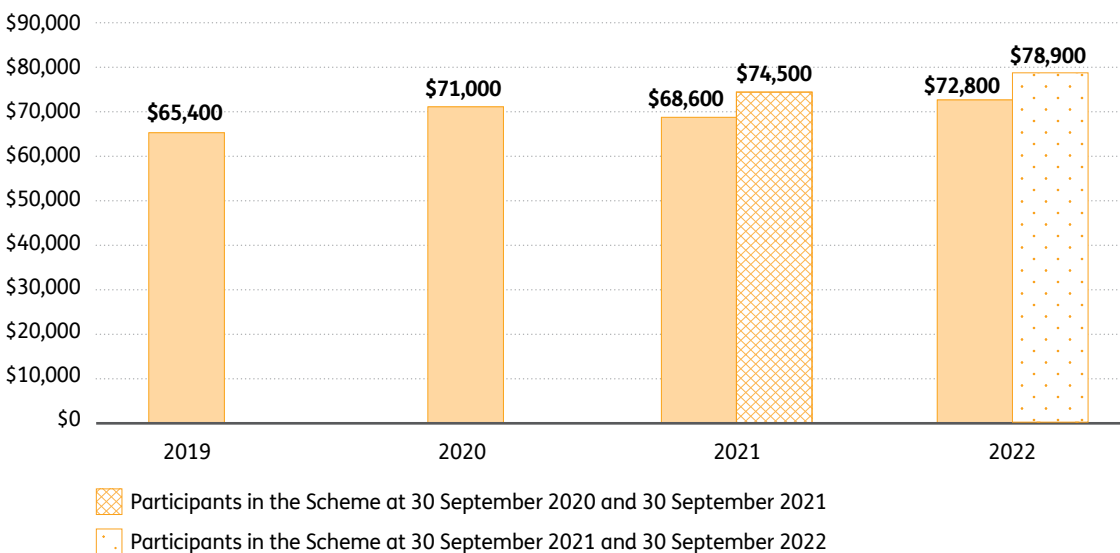
Specifically, over the three year period to 30 September 2022:

- Average plan budgets have increased by **3.6%** per annum for all participants
- Average plan budgets have increased by **8.7%** per annum for participants in SIL
- Average plan budgets have increased by **5.4%** per annum for participants not in SIL.

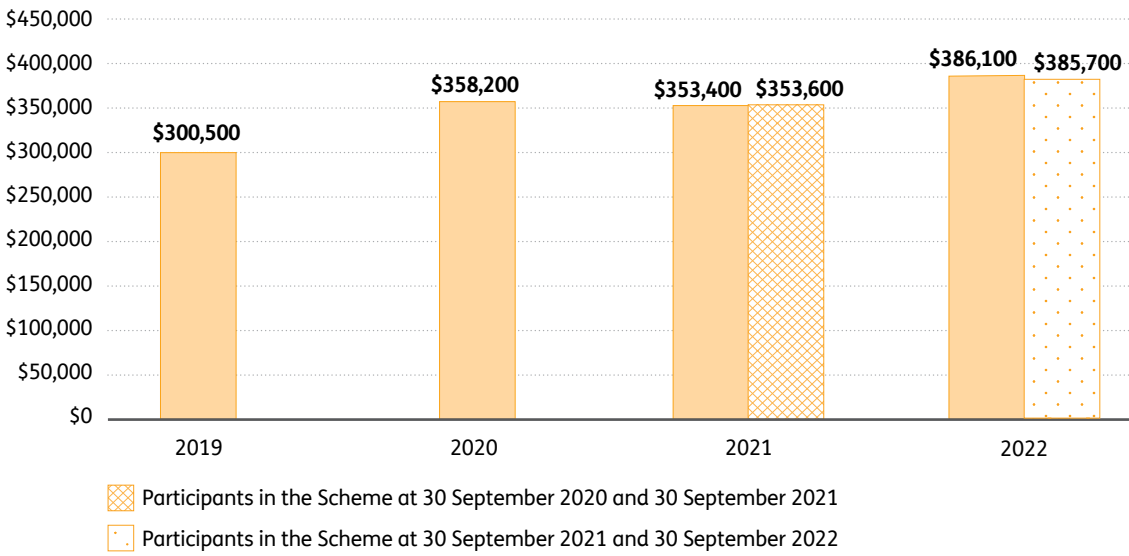
The slight decreases in the year ending 30 September 2021 is due to new participants that entered the Scheme between 1 October 2020 and 30 September 2021 having, on average, lower plan budgets. This was driven by high proportions of participants entering the Scheme who were under the age of 18 (as children have lower plan budgets on average than adults), and participants having lower support needs on average, as participants from the State/ Territory disability systems with higher support needs (such as those in SIL) transferred into the Scheme earlier.

Importantly, there was no reduction in the average plan budgets of participants continuing in the Scheme. For example, for these existing participants who were in the Scheme at 30 September 2020 and at 30 September 2021, the average plan budget **increased** from \$71,000 to \$74,500 (4.9 per cent). Similarly, for participants who were in the Scheme at 30 September 2021 and at 30 September 2022, the average plan budget **increased** from \$68,600 to \$78,900 (15 per cent).

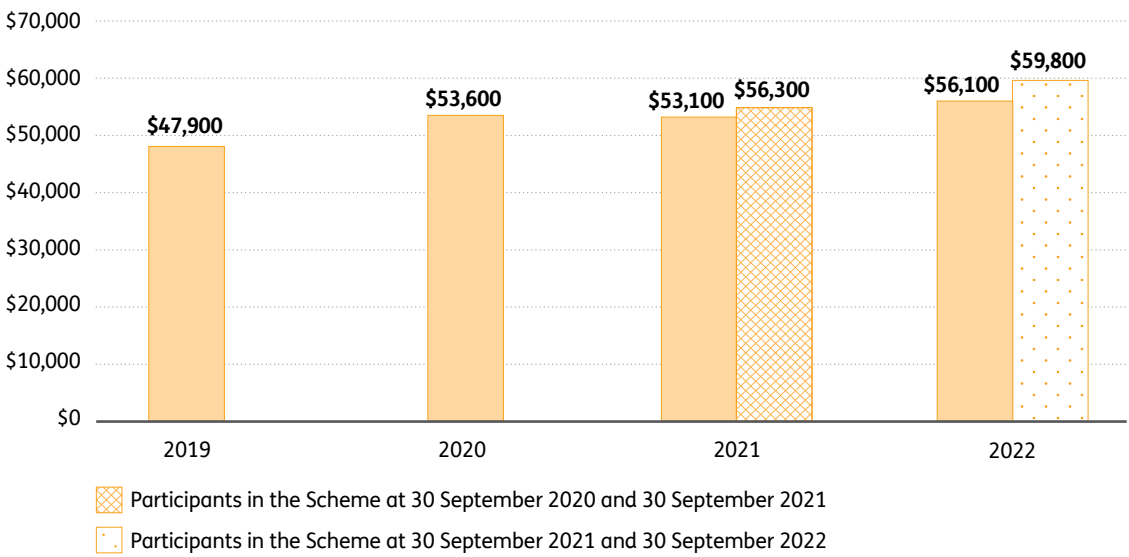
**Figure 93: Average annualised plan budgets for years ending 30 September – all participants**



**Figure 94: Average annualised plan budgets for years ending 30 September – participants in SIL**



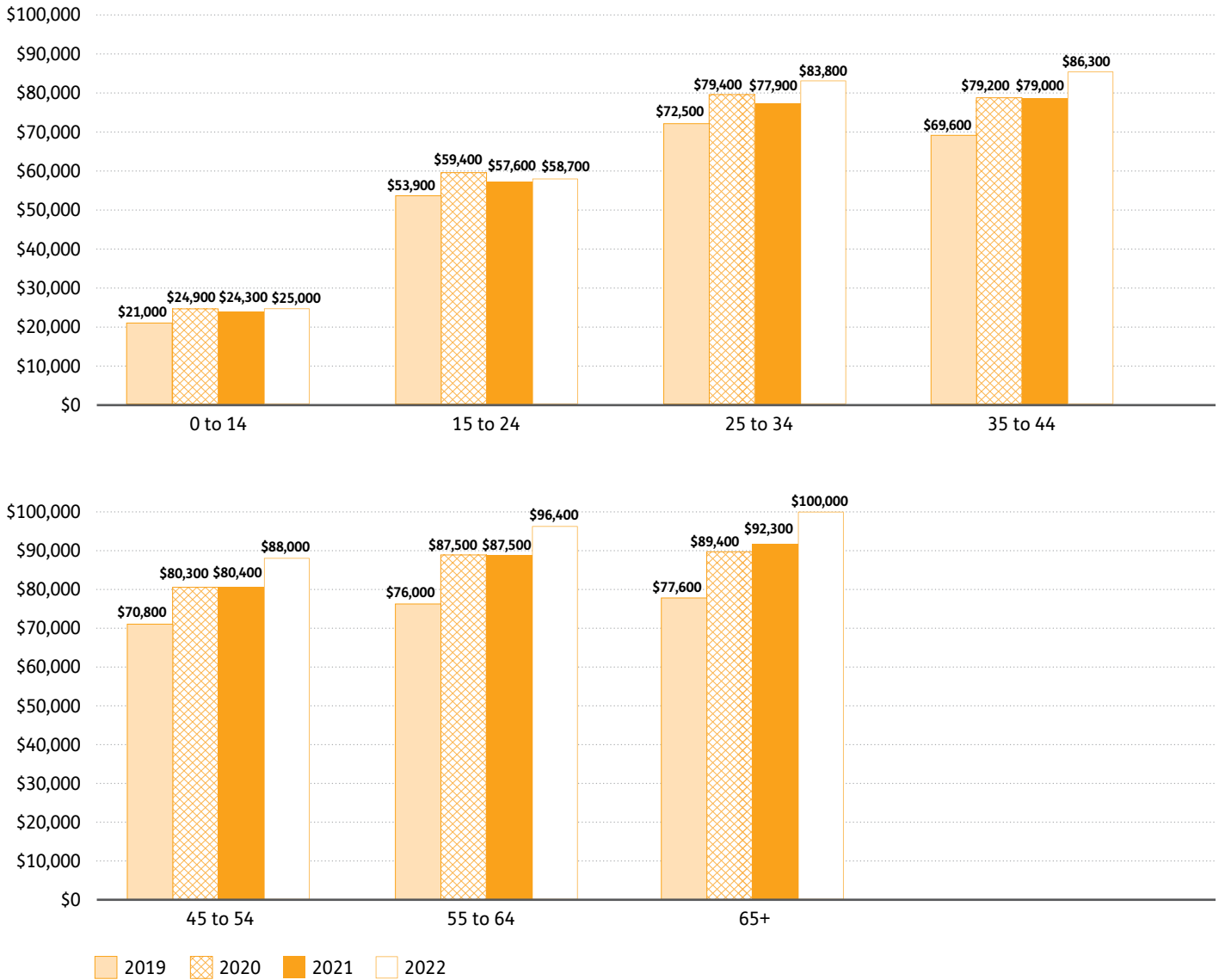
**Figure 95: Average annualised plan budgets for years ending 30 September – participants not in SIL**





For participants not in SIL, average plan budgets have increased over time for all age groups. The rates of increase were highest for participants aged 65 years and older at nine per cent per annum, and lowest for participants aged 15 to 34 years at around three to five per cent per annum, with the rates of increase for the remaining age groups being around seven to eight per cent per annum. As previously described, the rates of increase were higher between 2019 and 2020 compared to the last two years, due to new participants entering the Scheme having lower average plan budgets.

**Figure 96: Average annualised plan budgets for years ending 30 September by age group – participants not in SIL**

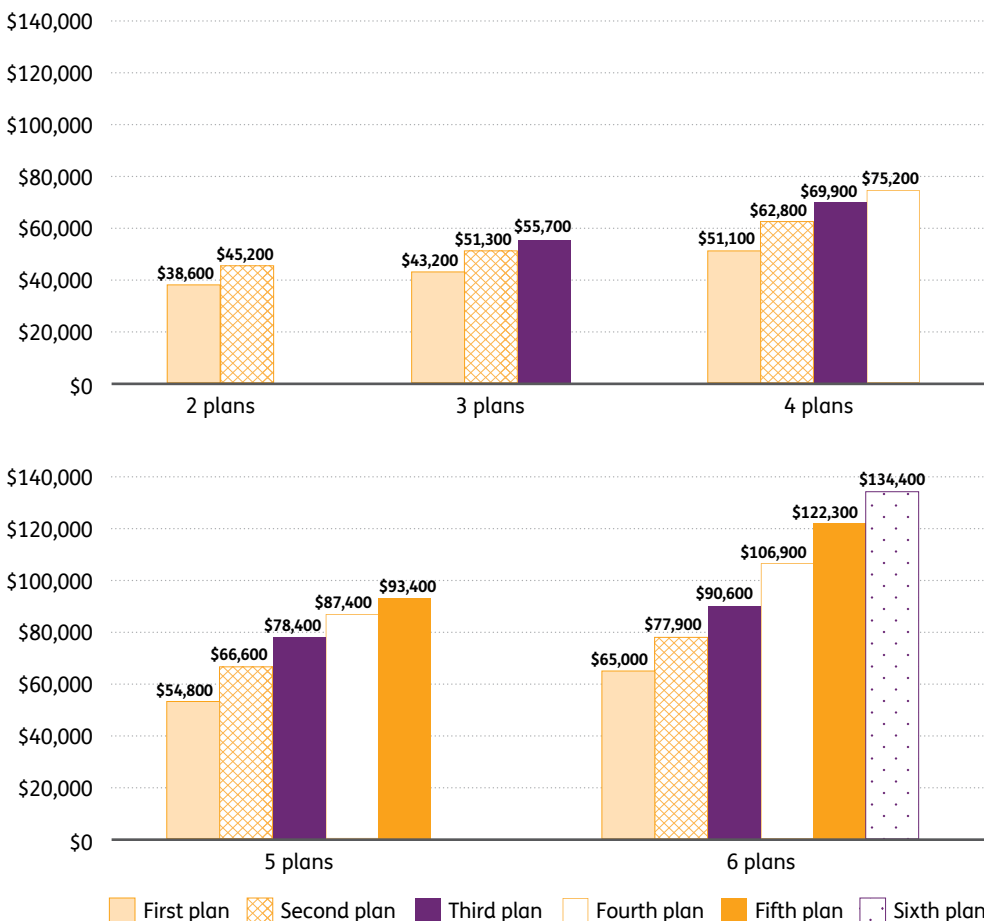


As the mix of participants has changed over time, understanding trends in average plan budgets for the same group of participants over time is important.

In considering participants by the number of plans they have had since joining the Scheme, and tracking the average plan budgets for the same cohort of participants over time, it is evident that the average plan budgets have increased for all participant cohorts per plan. For example, for participants who have had three plans, average plan budgets increased from \$43,200 for the first plan to \$55,700 for the third plan (14 per cent per plan). Noting however, the rate of increase over the latest plan is lower compared to the rates seen for the earlier plans for all participant cohorts. For example, for participants with six or more plans, the rate of increase between the first and second plans is 20 per cent, compared to ten per cent between the fifth and sixth plans.

On the other hand, the average plan budgets for new participants joining the Scheme have decreased over time, with participants who have had two plans having an average plan budget of \$38,600 for the first plan, compared to \$43,200 for participants who have had three plans. This reflects the change in the profile of participants in the Scheme over time, with a higher proportion of lower cost participants, especially children and fewer new participants in SIL.

**Figure 97: Average annualised plan budgets for participants over time**



Plan reassessments result in plan budgets varying from plan to plan for a variety of reasons – for example, one-off capital items in one plan and not the next. Another example is investment in capacity building (such as behavioural supports) resulting in less need for core support over time. The NDIA has published an Operational Guideline on Plan Reassessments which details the reasons why a new plan could be different to a current plan. The Operational Guideline can be accessed [here](#).<sup>96</sup>

When a plan reassessment is conducted, information about a participant’s goals, situation and support needs are considered. A participant’s needs and situation may change over time, which means their NDIS funding is likely to change over that time. Some supports may no longer be required, while for others, disability support needs might increase and the NDIA might consider funding more supports.

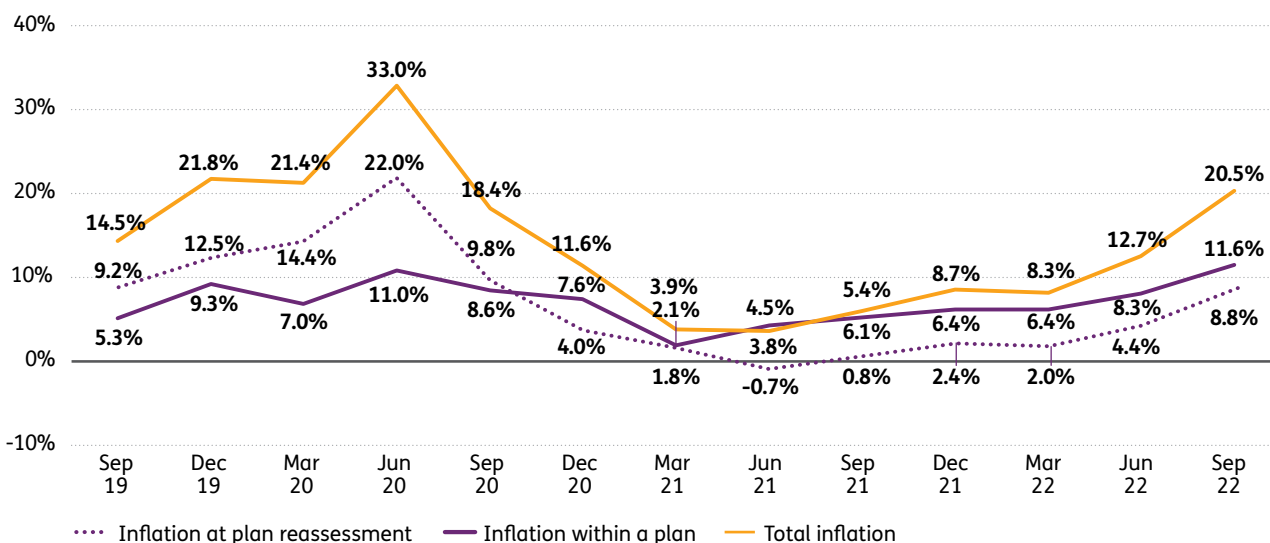
Access to capacity building supports early in a participants’ journey is considered an early investment, and is intended to increase independence, and reduce reliance on NDIS funding over time. If overall funding goes down from one plan to the next, it may be because the same amount of supports are no longer required. Also, if the capacity building investment has been successful at building independence, support needs may also decrease, for example core supports.

As mentioned above, plan budgets can change at plan reassessment for a number of reasons. Many of the reasons discussed above can also occur before a plan is due to be renewed, and often the plan may be ended early and a new plan put in place because of these reasons – both of these factors contribute to the percentage changes in plan budgets in a quarter.

In the September 2022 quarter, total plan inflation was 8.4 per cent (20.5<sup>97</sup> per cent per annum). Of the 20.5 per cent per annum total plan inflation in the quarter, 8.8 per cent was due to changes at plan reassessment, and 11.6 per cent was due to changes occurring within a plan between reassessments; the 11.6 per cent is inclusive of a 4.6 per cent one-off impact of the indexation of plans in July following the Annual Pricing Review<sup>98</sup>.

The plan inflation of 20.5 per cent per annum (15.9 per cent excluding indexation) in September 2022 compares with plan inflation of 12.7 per cent per annum in June 2022, and 8.3 per cent per annum in March 2022. Inflation occurring at plan reassessment was 8.8 per cent per annum which compares with 4.4 per cent per annum in June 2022, and 2.0 per cent per annum in March 2022. Inflation occurring within a plan, between reassessments (excluding indexation) was 7.0 per cent per annum which compares with inflation of 8.3 per cent per annum in June 2022, and 6.4 per cent per annum in March 2022.

**Figure 98: Annualised percentage change in plan budgets for active participants<sup>99</sup>**



96 <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>

97 The annualisation calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation being a 4.6% one-off increase.

98 The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

99 Ibid.

At the individual level, plan budgets can vary significantly. Plans increasing and decreasing is consistent with an early investment insurance approach. When looking at experience in this financial year (from 1 July 2022 to 30 September 2022), taking account of total plan inflation, plans were more likely to increase rather than decrease.

**Specifically:**

- **53%** of plans increased at reassessment by more than 5%
- **19%** decreased by more than 5%
- **29%** remained within 5%

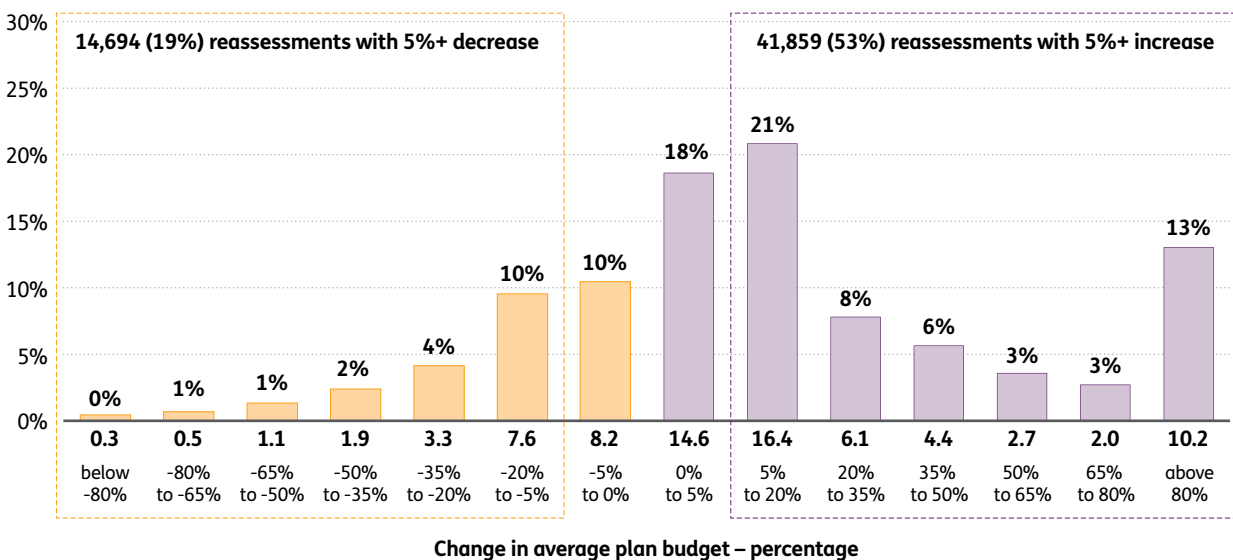
**For participants in SIL:**

- **61%** increased by more than 5%
- **8%** decreased by more than 5%
- **31%** remained within 5%

**For participants not in SIL:**

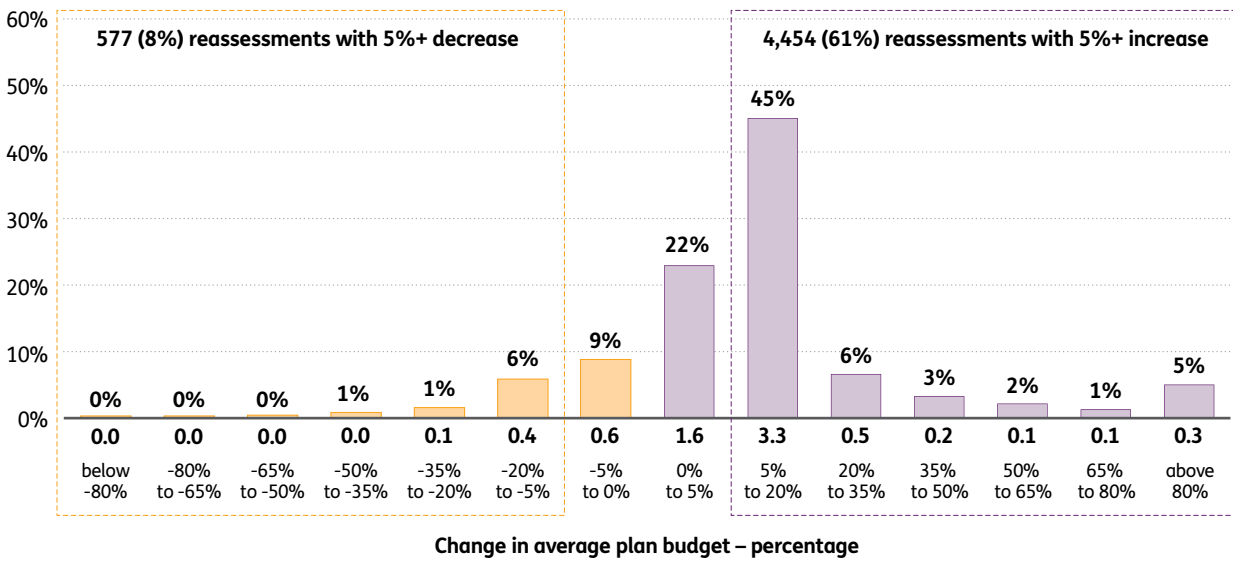
- **52%** increased by more than 5%
- **20%** decreased by more than 5%
- **29%** remained within 5%

**Figure 99: Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) – all participants<sup>100</sup>**

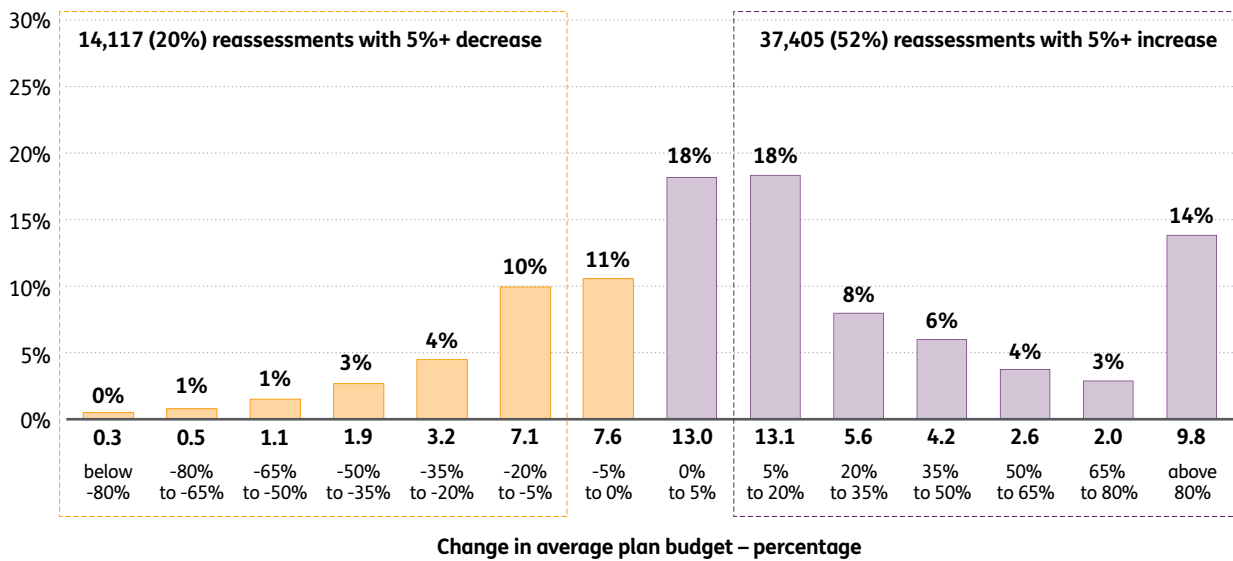


<sup>100</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

**Figure 100: Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) – participants in SIL<sup>101,102</sup>**



**Figure 101: Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) – participants not in SIL<sup>103</sup>**



101 Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants from July 2020 to April 2022. This has resulted in a one-off change in the historical SIL and non-SIL inflation rates.

102 The number of plan reassessments (in thousands) in each inflation percentage band is historical at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

103 Ibid.

In the financial years 2019-20, 2020-21 and 2021-22, plans were also more likely to increase rather than decrease.

**In 2021-22:**

- 39% of plans increased at reassessment by more than 5%
- 25% decreased by more than 5%
- 36% remained within 5%

**In 2020-21:**

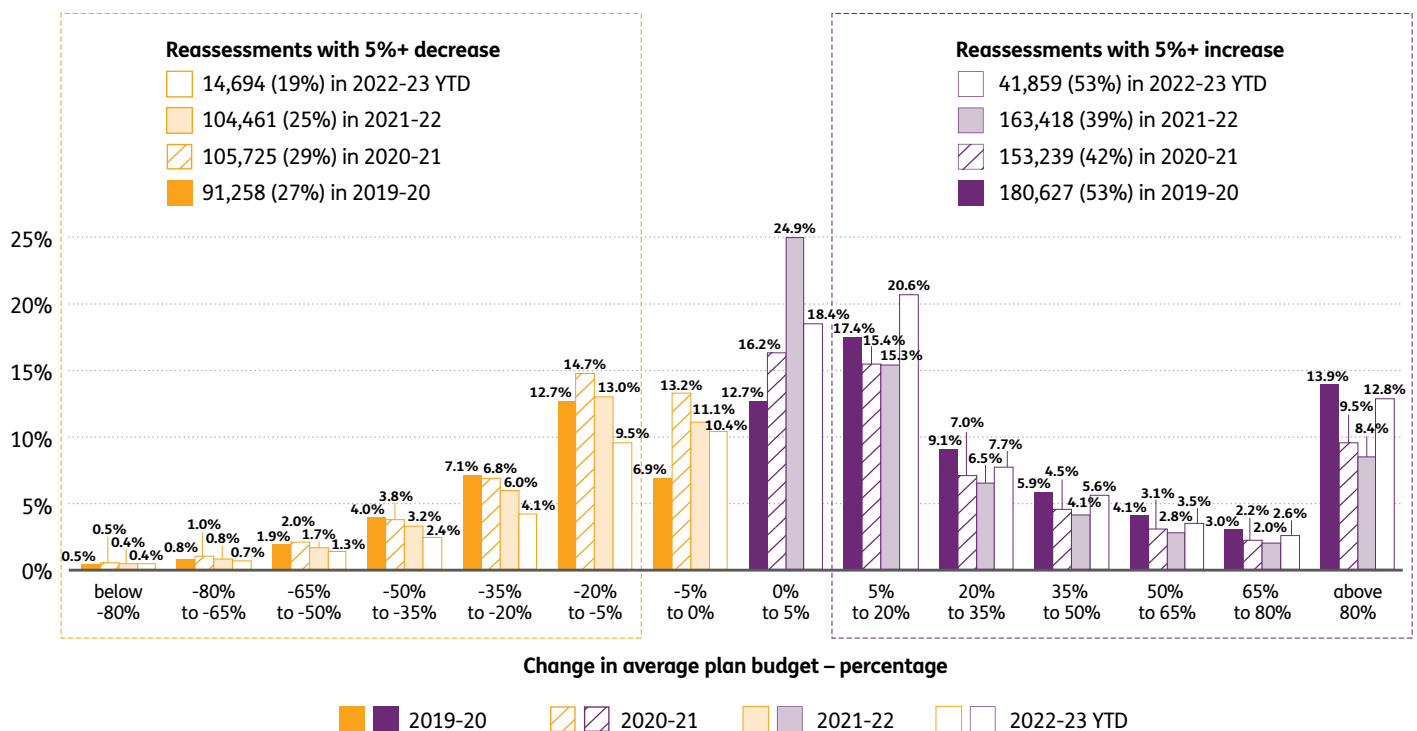
- 42% of plans increased at reassessment by more than 5%
- 29% decreased by more than 5%
- 29% remained within 5%

**In 2019-20:**

- 53% of plans increased at reassessment by more than 5%
- 27% decreased by more than 5%
- 20% remained within 5%

The following chart shows the distribution of the percentage change in plan budgets for plans reassessed over the three years and one quarter to 30 September 2022, taking account of total plan inflation.

**Figure 102: Distribution of the percentage change in plan budgets for plans reassessed over the three years and one quarter to 30 September 2022 – all participants**



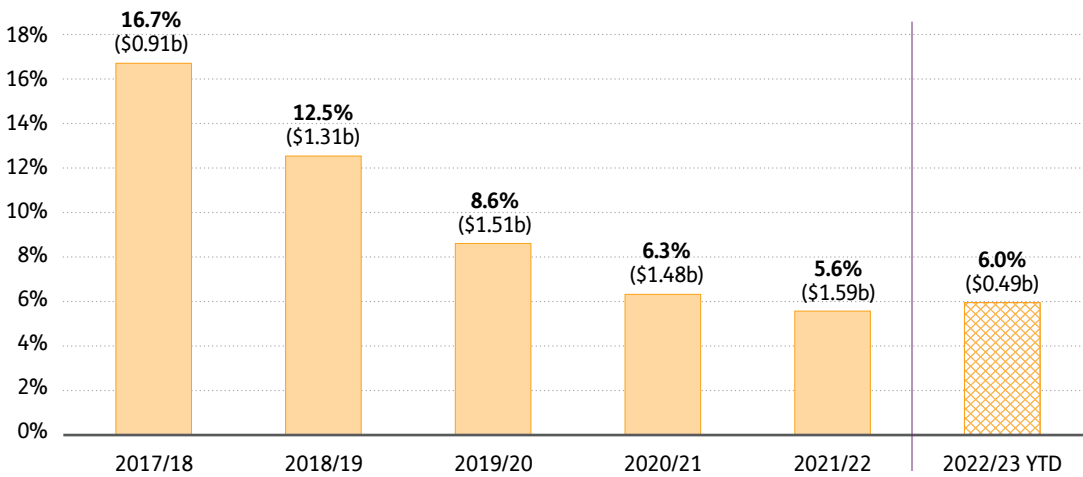
## 5.5 Operating expenses

### Operating expenses per participant have reduced over the last four years.

In addition to the money spent through participant plans on supports for participants, the NDIA receives money to run the NDIA, including paying staff wages. This is referred to as the NDIA’s operating expenses. NDIA operating expenses have increased from \$906 million in 2017-18 to \$1,590 million in 2021-22.

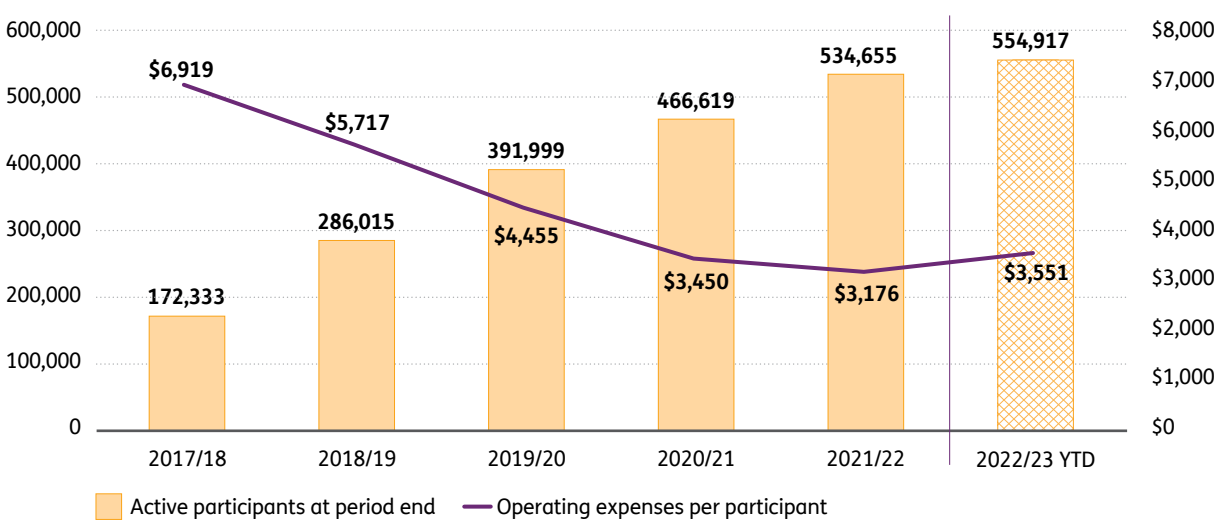
As a percentage of the dollars spent on participants, operating expenses have decreased from 16.7 per cent in 2017-18 to 5.6% in 2021-22. For the three months to 30 September 2022 the expense percentage has increased slightly to 6.0 per cent, however this is expected to drop over 2022/23 as there exists some seasonality in operating expenses. The Productivity Commission in their 2017 Study report<sup>104</sup> suggests a range of seven to ten per cent as an appropriate amount for NDIA operating costs.

**Figure 103: Operating expenses as a percentage of participant costs<sup>105</sup>**



Over time, the NDIA has increased efficiency. The annualised operating cost per participant has reduced by 49 per cent since 2017-18, from \$6,919 to \$3,176 in 2021-22. There is an increase in annualised operating cost per participant to \$3,551 for the three months to 30 September 2022<sup>106</sup>.

**Figure 104: Operating expense per participant<sup>107</sup>**



<sup>104</sup> <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>

<sup>105</sup> Total operating expenses are based on an accrual basis, the \$1.59 billion figure has been updated since the previous report.

<sup>106</sup> The annualised operating cost per participant is expected to drop given the seasonality in operating expenses.

<sup>107</sup> Average number of participants is taking a simple average of the two periods (opening and closing) on active participants. Cost per participant uses these average participant numbers divided by Total Operating Expenses for the 2022-23 Budget.



## Iopu builds capacity after finding the right supports



From exercise and strengthening in the water, to exploring Torres Strait's Thursday Island, NDIS participant **Iopu** is on a path to achieving his goals. The 26-year-old, who lives with cerebral palsy, has found the right supports for his continued capacity building through the NDIS' rural and remote strategy.

With support workers in the home five-days-a-week, Iopu's mother Ethel is now able to work full-time. Ethel said peace of mind in knowing that Iopu, who is non-verbal with limited mobility, was safe and engaged, was a big relief.

Iopu's NDIS supports are delivered through disability service provider, My Pathway. Iopu has access to assistive technology such as his wheelchair, and he connects with specialists for improved mobility.

Xtremecare Australia coordinator, Sophie, coordinates all the supports Iopu needs, including physiotherapy, speech therapy, and access to a dietician. Iopu and support worker David work on his mobility in the water, through weekly aquatic therapy sessions. "We didn't want him to lose all of his mobility and have him (permanently) in his wheelchair," Ethel said.

"He's up at the pool once-a-week and has been doing really good. There's a lot of improvement, and he's much more stable in his balance. We used to assist and hold him a lot when he was standing, but he's a lot more upright now and moving around a lot faster than before."

A key in Iopu and the family's progress and wellbeing has been the ability to engage with the right supports to suit their individual and cultural needs. While members of the Torres Strait Islander community traditionally pitch in and lend a hand, My Pathway were able to identify, assess, and train suitable candidates for support worker roles.

"It's always been a struggle, but through the NDIS, it's been positive and I'm very happy."



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**Section six:**

# Staff advisory groups and the NDIS community





## Participant and sector engagement activities continue to be a focus.

The Introduction section of this report highlighted the engagement activities being undertaken by the NDIA, including the IGAP project, Home and Living, Participant Safety, Supported Decision Making, CALD Strategy and First Nations Strategy.

On 18 October 2022, the Minister for the NDIS announced the Independent Review into the NDIS to improve the wellbeing of Australians with disability and ensure the Scheme's sustainability so that future generations receive the benefit of the NDIS.

It is expected that the Review will lead to changes in the NDIA's work plan. Initiatives and activities described in this report, which commenced prior to the announcement of the Review, should be viewed in that context.

### 6.1 A high performing NDIA

#### Workforce diversity, inclusion and engagement.

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As at 30 September 2022, the total NDIS workforce was 12,772, including 5,118 APS employees, 1,971 labour hire workers and contractors, and 5,683 people employed by the NDIS PiTC and Contact Centre partners.

The NDIA continues to invest in the capacity of the workforce, with a strong focus on planner recruitment. As a result of three large-scale planner recruitment processes in Q1, approximately 250 new APS staff will commence between October and November 2022, the majority of whom will be APS4 planners. These bulk processes align with the NDIA's strategic approach to build capacity in anticipation of future needs.

Each year, the NDIA participates in the Australian Public Service (APS) Census and this year 5,220 people (85 per cent) working at the NDIA completed the survey. The survey captures attitude and opinion data on important issues such as wellbeing, innovation, leadership, learning and development, and engagement of the APS workforce.

There has been significant improvement in NDIA's census results over the last year with 48 questions improving by 5 percentage points or more compared to 2021, 50 questions within 5 percentage points and 2 questions of 5 percentage points or below 2021. The 2022 Census results also indicated improvements to NDIA staff wellbeing and engagement compared to the 2021 census. These results highlight a positive and productive work environment and the emotional connection and commitment employees have to the NDIA.

The NDIA Inclusion and Diversity Framework works towards our strategic objective to be an inclusive employer and building a workforce that is diverse and representative of the community we serve. To support this, the Agency launched its second NDIA First Nations Employment and Inclusion Plan 2022-25 (the FNEIP) and NDIA Disability Inclusion Plan 2022-25 aimed at increasing employment and improving the working experience at the Agency

The FNEIP aims to continue to increase the number of First Nations peoples employed at the NDIA, to improve career development and retention of existing staff and improve the employee experience of First National staff. The FNEIP has three key focus areas: Cultural Integrity, Career Pathways, and Career Development and Advancement. The FNEIP is closely aligned with the Commonwealth Aboriginal and Torres Strait Islander Employment Strategy 2020-24.

The Disability Inclusion Plan 2022-25 aims to increase the number and diversity of people with disability and improve the experience working at the NDIA. The key focus areas within the Disability Inclusion Plan 2022-25 are Accessibility, Employment and Career Development and Inclusive Culture. Delivering these actions will support the NDIA to be a world-leading employer of choice for people with disability.

Over the last year, the Agency has moved ahead of the APS overall in the Census indices for Staff with Disability, First Nations and LGBTIQ+ staff.

## 6.2 Valued input from the Independent Advisory Council

### The IAC continues to provide valued advice to the NDIA Board and management.

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The Council continues to work closely with NDIA management and the NDIA Board. This quarter, Council welcomed the Hon. Bill Shorten, Minister for the NDIS, to its September meeting. Council and the Minister discussed the priorities for the NDIS and how best to work together.

Council progressed work on the advice 'Positive Behaviour Support', establishing a small subgroup of Members to lead this advice. The Equity in the NDIS advice will progress to the NDIA Board in Quarter 2.

Council's Home and Living and Children, Young People and Families Reference Groups held their first official meetings for 2022-23. The Equity and Inclusion, and Intellectual Disability Reference Groups will have their first meetings during Quarter 2 2022-23.

Council continues to actively collaborate with the NDIA on a variety of Corporate Plan priorities and the Council's own plan of work, including:

- Research and evaluation
- First Nations and CALD Strategy Refresh

Council discussed its priorities for the year ahead, and endorsed its 2022-23 Work Plan. The Work Plan is scheduled to be released in early October. Work on Council's Annual Report for 2021-22 is also being finalised.

In addition, Council continues to work closely with the NDIA on its co-design projects.

Members of the Council are part of the Agency's Co-design Advisory Group. This quarter they focused on changes to the NDIS website to make it easier for participants and the community to have a say on the future of the NDIS. They also reviewed the Group's Terms of Reference.

Council Members are also involved in the NDIA's Co-design Steering Committees for:

- Information Gathering for Access and Planning
- Home and Living
- Support for Decision Making; and
- Participant Safety

Council are supportive of the pending NDIS Review and keen to provide input as invited.

The NDIA would like to acknowledge the significant contribution of Council and Council's Reference Group members in working with the Agency to help strengthen relationships with the disability community.

## 6.3 Public data sharing and the latest release of information

### The NDIA continues to release timely data and analysis to stakeholders.

On 17 August 2022, the Agency released first quarter NDIS data, refreshing [downloadable data](#)<sup>108</sup> and the [explore data](#)<sup>109</sup> interactive tool on [data.ndis.gov.au](#)<sup>110</sup> with information up to end of 30 June 2022 quarter.

An analysis on committed supports and utilisation of plan budgets over the period 30 June 2019 to 30 June 2022 was released on 30 September 2022. This report highlights trends in this area across different demographics including age, SIL status, disability status, gender and cultural background.

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

**Figure 105: List of reports and analyses released and available at data.ndis.gov.au**

Reports and analyses by Participant Group	Data ‘as at’ date
Participants with a neurodegenerative condition in the NDIS	31 March 2021
Participants with sensory disabilities in the NDIS	31 March 2021
Participants with acquired brain injury, cerebral palsy or spinal cord injury in the NDIS	31 December 2020
Participants with an intellectual disability in the NDIS	31 December 2019
Participants with a psychosocial disability in the NDIS	30 June 2019
Participants with autism spectrum disorder (ASD)	31 March 2018
Reports and analyses by Disability Group	Data ‘as at’ date
Young adults in the NDIS aged 15-24 years	30 June 2021
Young people in the NDIS aged 0-14 years old	30 June 2020
Participants by remoteness classification	30 June 2020
Analysis of participants by gender	31 December 2019
Aboriginal and Torres Strait Islander participants	30 June 2019
CALD participants	30 June 2019
Outcomes and goals	
Outcomes report: dashboards and datasets for LGAs and NDIS service districts for participant and an outcomes report for families/carers	30 June 2021, 30 June 2020 30 June 2019, 30 June 2018
Employment outcomes for NDIS participants	31 December 2021
Health and wellbeing of NDIS participants and their families and carers	30 June 2021
Employment outcomes for families and carers of NDIS participants	31 December 2020
COVID-19 impact on participants and family/carers outcomes	30 June 2020
People with disability and their NDIS goals	31 December 2019
Employment outcomes	30 June 2018
The NDIS Market Reports	
The NDIS Market (Market Monitoring)	31 December 2021, 30 June 2021
Dashboards with market summaries, datasets for LGAs and NDIS service districts	31 December 2020, 30 June 2020 31 December 2019, 30 June 2019

<sup>108</sup> <https://data.ndis.gov.au/data-downloads>

<sup>109</sup> <https://data.ndis.gov.au/explore-data>

<sup>110</sup> Ibid.

## 6.4 Cyber Security

### **NDIA Cyber Security continues to proactively identify the most likely and significant threats to enable the informed implementation of risk mitigation.**

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The NDIA continues to be directly and indirectly impacted by cyber threats from internal and external sources. Apart from direct risk to the NDIA, it is part of a broader ecosystem, interacting with service providers, and other government departments, which raises the level of cyber risk to the NDIA. The NDIA, in conjunction with other partner organisations, manages its risk profile which continues to be targeted by Foreign Intelligence Services and criminal enterprises to gain access to valuable participant data and information.

In addition, social activists and other hacktivists continue to target the NDIA, motivated by political or social change. These threats to the NDIA manifest themselves through the use of malware, ransomware, phishing and social engineering to extort funds, expose sensitive information and deny people of online services. NDIA internal threats present themselves through the misuse of access and information with the intent of causing political and social embarrassment, or supporting criminal enterprise.

The NDIA has embarked on a multi-year technology change agenda which incorporates a significant uplift of cyber threat detection and prevention capabilities, as well as improving the understanding and management of ICT Risk in NDIA. The NDIA is improving its ability to detect and respond to threats to the NDIA systems and data through the Security Operations Centre and through new tool sets. The NDIA Cyber Risk management program currently underway is seeking to implement improved ICT practices and procedures to reduce the risk of complex and interconnected ICT platforms within the NDIA, whilst maintaining the services required for participants and the disability sector.

The NDIA conducts regular internal communication and training with staff and partners to maintain awareness of cyber threats, which is reviewed regularly to ensure the training and messaging is effective.

## 6.5 Fraud and Compliance

### The NDIA continues to identify and respond to compliance risks.

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The NDIA continues to proactively monitor and respond to incorrect or unusual claims made by registered providers<sup>111</sup>. Since the establishment of the Compliance Response Team in July 2021, the NDIA has significantly increased its targeted compliance activity.

A key element of the NDIA's compliance approach is to work with registered providers to raise awareness of their responsibilities and to educate on how to be compliant when claiming. This quarter, there was a significant focus on education with over 2,700 registered providers contacted. These engagements are a mechanism for the NDIA to educate registered providers and highlight common claiming mistakes.

The NDIA has also commenced compliance reviews with registered providers and plan management agents, where monitoring of claims against participant plans identified incorrect or unusual claims. Over 2,450 registered providers and plan management agents will be contacted throughout Quarter 2 and asked to review claims for payment where participants may have been overcharged.

Quarter 1 has seen an increase in the number of tip-offs received by the Agency via the Fraud Reporting and Scams Helpline. The NDIA received 3,361 tip-offs in Q1 as compared to 2,320 for the same period in 2021-22. All tip-offs are assessed by a specialist compliance officer to determine the most appropriate action to be taken to address the concerns reported.

As at 30 September 2022, there were 41 fraud matters under investigation and an additional ten matters under preliminary evaluation for investigation. Of these, 13 matters are before the courts under prosecution, with a total alleged fraud value of \$13.6 million. Key investigation activities or outcomes in this quarter included:

- A person was convicted on one count of Dealing in Proceeds of Crime, defrauding the Scheme of \$31,798.
- Another person was convicted for defrauding the Scheme of \$97,589.
- Another person was arrested and with defrauding the Scheme of \$311,700 after claiming for services not provided.
- Strengthened relationships across governments in collaborative work to improve inclusion in mainstream early childhood services.
- Five search warrants were executed across Western Sydney under Operation Alsedo-Pisces, leading to the seizure of cash, gold and luxury goods. Analysis and enquiries continue, with prosecution expected to result.
- A search warrant was conducted on the premises of a Melbourne business in relation to an alleged \$1.1 million in fraud against the Scheme. Analysis is underway to inform a brief of evidence.

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<sup>111</sup> The federal government delivered the Federal Budget on 25 October 2022. The Budget set aside \$126m over four years to establish a Fraud Fusion Taskforce to target fraud and serious non-compliance. The taskforce will bring together the NDIA, Services Australia, law enforcement agencies and regulators, to better enable intelligence sharing, identification and response to fraud perpetrated by serious organised crime entities and others seeking to exploit the Government's system of social supports.

## 6.6 NDIA's new Information and Communication Technology (ICT) business system

**The NDIA is building a new ICT business system to improve the end to end participant journey and planning process.**

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The NDIA is designing and building a new ICT business system (PACE). PACE is a fit-for-purpose business system and will be ready to replace the NDIA's current CRM, portal and payment systems. PACE is being designed to be more user-friendly and make it easier for NDIA staff and partners to do their job, giving them more time to deliver a quality experience for participants and providers.

The design and build of PACE have been strongly influenced through our ongoing consultation with participants, staff, partners and providers. It has also been influenced by the outcomes of prior consultation with participants.

NDIA staff have now started testing features of the PACE system. This process will continue over the coming months. In addition, the planning for a real-time test of the PACE system has started, with testing to commence in Tasmania by November 2022. The real-time test will involve NDIA staff and PiTC staff using the new system with current and prospective participants, providers and the wider disability community.

Participants and providers will be supported by NDIA staff and our PiTC through every step during the PACE system test. The NDIA will be able to update and improve the PACE system based on the experience and feedback received during User Acceptance Testing, ongoing consultation and engagement and the testing in Tasmania.

This will make sure PACE works as designed, the training and support is appropriate, and the new system delivers an improved participant experience. The NDIA will make sure a national roll-out of the new system is fit for purpose and incorporates feedback from everyone who engages with us, our partners and the Scheme.

Improvements will be delivered over the next two years and will include:

- More options for how a participant's plan can be changed to meet their needs without a lengthy processes
- New ways of capturing goals and clearer referral processes to mainstream and community supports
- Streamlined access processes with prospective participants being supported by LAC and Early Childhood PiTC
- Integration between the NDIA's systems and Participant Portals, meaning participants can manage more of their own information and monitor progress on their requests
- Automated work-routing for all work, meaning that tasks are more efficiently completed (and matched to staff with the skills required to complete the task)
- New validation of payment requests, including participant verification steps
- Monitoring across the entire ICT system, which supports the NDIA to proactively identify and check-in when it appears a participant may need support

The NDIA is working with participants, providers and staff in the design and build of the new system.

**ndis**  
ndis.gov.au

**National Disability Insurance Agency**



Telephone 1800 800 110



Webchat [ndis.gov.au](https://www.ndis.gov.au)

**Follow us on our social channels**



**For people who need help with English**



TIS: 131 450

**For people who are deaf or hard of hearing**



TTY: 1800 555 677



Speak and Listen: 1800 555 727



# Appendix A:

## Key Definitions

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

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

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

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

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

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

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

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

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

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

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

**Claiming provider:** A provider that has directly claimed payments for supports. For plan managed payments, this will be passed on to the support provider.

**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.

**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. The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

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

**First Nations Peoples:** Identified as Aboriginal but not Torres Strait Islander; or Australian Aboriginal; or Torres Strait Islander.

**Individualised Living Options (ILO):** Give people with disability more choice about where they live, who with and how they can use their NDIS funding. ILO funding supports participants to live where they choose, increase their independence and maximise their social and economic participation.

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

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

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

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

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

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

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

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

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

**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).

**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.

**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.

**Provider:** A provider of services and/or supports (registered or unregistered) to participants.

**Registered provider:** An approved person or provider of supports that has registered as a provider with the NDIS Quality and Safeguard Commission.

**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.

**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.

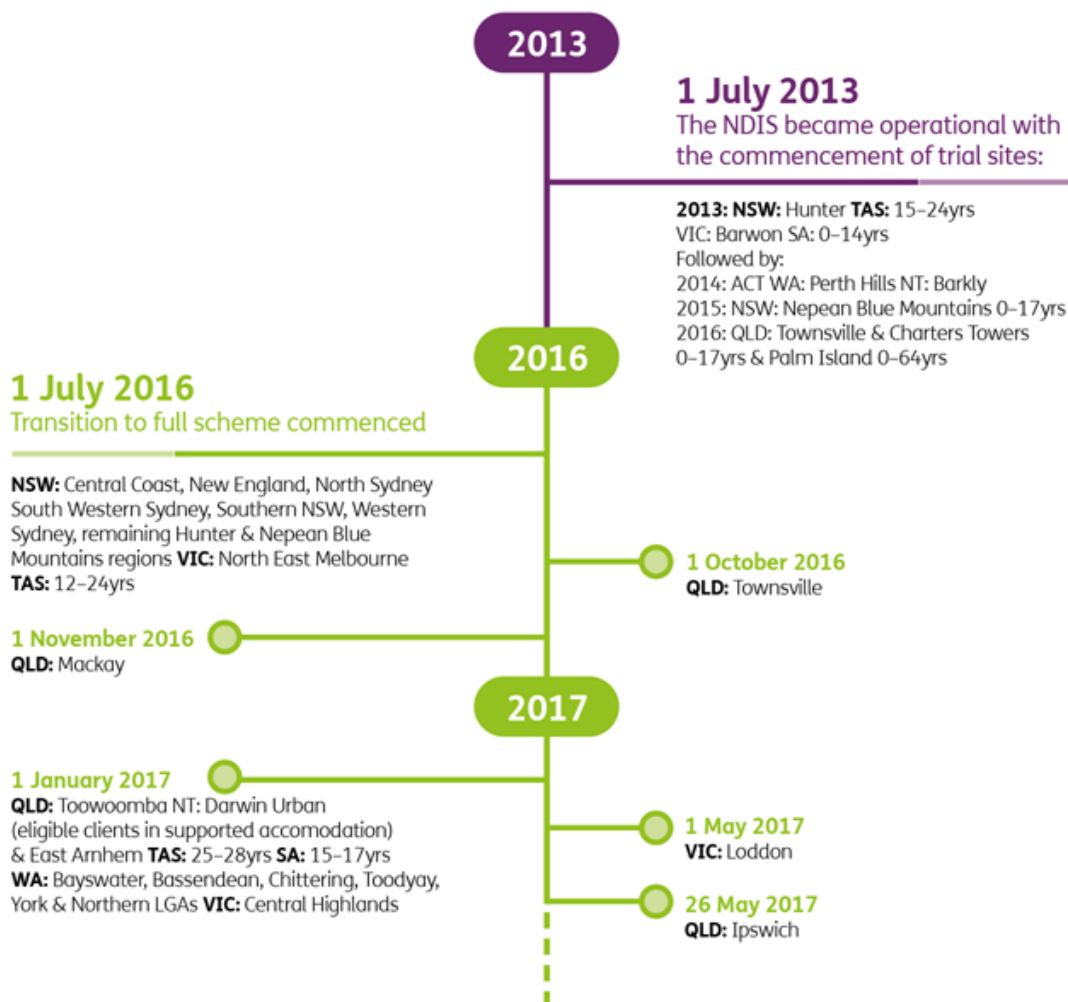
**Unregistered provider:** A provider of supports that has not registered as a provider with the NDIS Quality and Safeguards Commission. An unregistered provider can support participants that are plan managed or self managed.

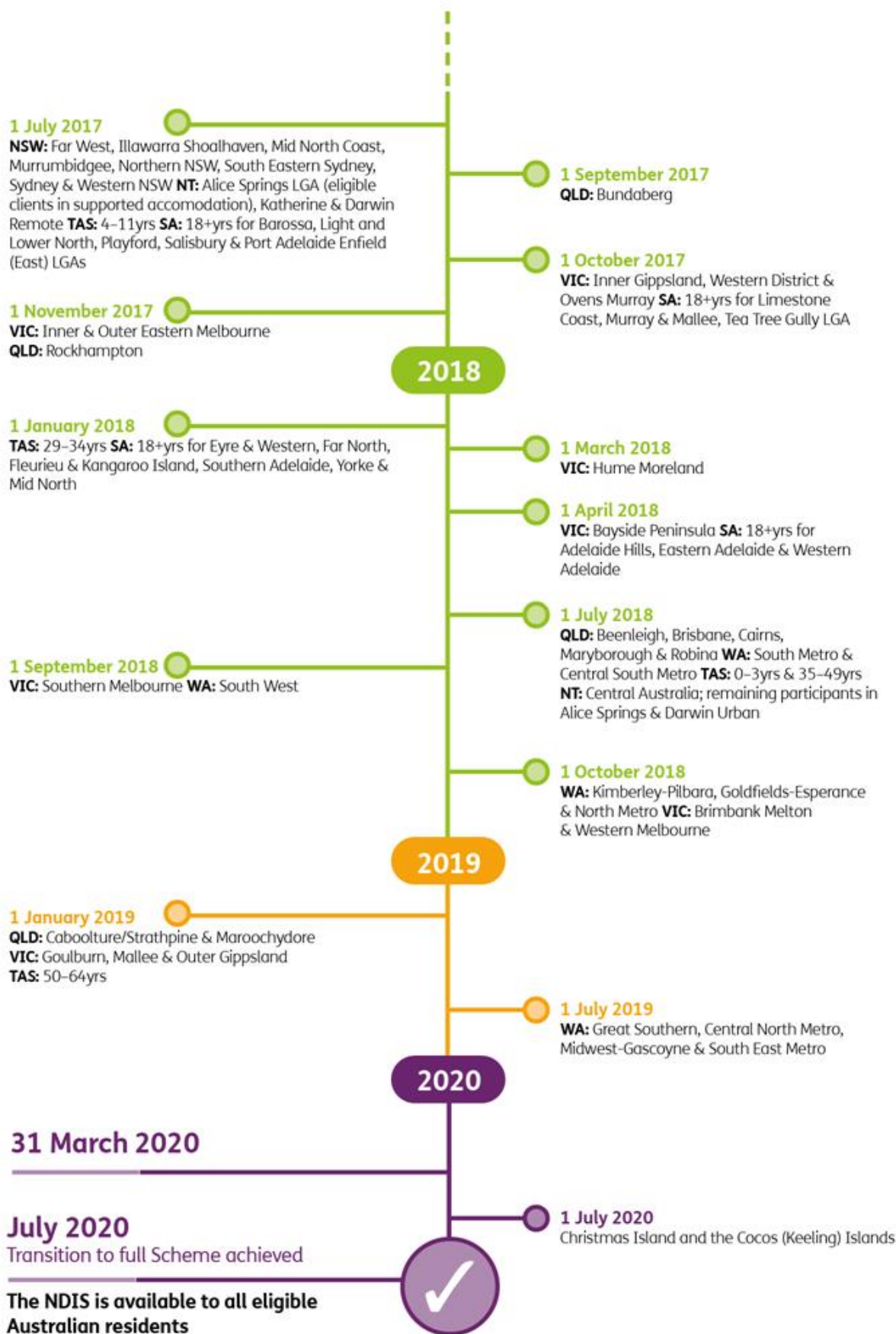
# Appendix B:

## Scheme roll-out: Timing and locations

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

Figure B.1 NDIS roll-out schedule





## Appendix C:

### Approved plans and children accessing early connections

Table C.1 compares plan approvals (including children accessing early connections) with bilateral estimates.

The scheme to date bilateral estimates for WA are as at 30 September 2022, for NT are as at 30 June 2020, and for all other States/Territories are unchanged from 30 June 2019.

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

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

State/Territory	All plans approved (excl. children accessing early connections)	Children accessing early connections	All plans approved (incl. children accessing early connections)	Total bilateral estimates	Comparison for all plan approvals (incl. children accessing early connections) with bilateral estimates
NSW	180,835	4,926	185,761	141,957	131%
VIC	157,782	3,138	160,920	105,324	153%
QLD	119,297	4,073	123,370	91,217	135%
WA	49,289	846	50,135	43,209	116%
SA	51,549	929	52,478	32,284	163%
TAS	12,971	264	13,235	10,587	125%
ACT	11,419	190	11,609	5,075	229%
NT	5,583	118	5,701	6,545	87%
<b>Total</b>	<b>588,725</b>	<b>14,484</b>	<b>603,209</b>	<b>436,198</b>	<b>138%</b>

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

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

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

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

<sup>5</sup> There are no children accessing early connections at 30 September 2022 with Missing jurisdiction information.

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

State/ Territory	Active approved plans (children younger than 7 as at 30 September 2022)	Access met but yet to have an approved plan (children younger than 7 as at 30 September 2022)	Children accessing early connections	Children waiting for early connections	Neither accessing nor waiting for connections	Accessing early connections	Waiting for early connections	Total
NSW	27,139	854	873	<11	372	4,053	28	33,324
VIC	25,829	1,127	792	15	269	2,346	160	30,538
QLD	19,365	1,068	588	<11	335	3,485	44	24,894
SA	6,797	262	169	<11	79	760	35	8,104
WA	5,631	493	155	<11	49	691	14	7,035
TAS	1,674	35	53	<11	118	211	11	2,102
ACT	1,243	46	27	<11	<11	163	<11	1,490
NT	936	56	27	<11	37	91	<11	1,148
OT	<11	<11	<11	<11	<11	<11	<11	<11
<b>Total</b>	<b>88,617</b>	<b>3,941</b>	<b>2,684</b>	<b>33</b>	<b>1,269</b>	<b>11,800</b>	<b>294</b>	<b>108,638</b>

<sup>6</sup> This table includes 290 children aged over 6 accessing early connections as at 30 September 2022, and a further 21 children aged over 6 who are waiting for early connections.

<sup>7</sup> Early connections include any early childhood therapy supports and/or mainstream referrals.

# Appendix D:

## Outcomes Framework Questionnaires

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### About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme to participants. These questionnaires are one way the NDIA is measuring Scheme outcomes. The questionnaires collect baseline measures when participants enter the Scheme, and track future outcomes against baseline measures to assess progress. 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 (for participants aged 14 or under) tracks how participants are progressing across eight life domains:

**Choice and Control:** Includes independence, decision-making and whether the participant would like to have more choice and control in their life.

**Relationships:** Relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff.

**Health and Wellbeing:** Relates to health, lifestyle and access to health services.

**Work:** Explores participants' experiences in the workforce and goals for employment.

**Daily Living Activities:** Explores how independent participants are in nine areas of daily living, for example shopping and home cleaning.

**Home:** Relates to participants' satisfaction in their home now and in five years' time, and whether they feel safe.

**Lifelong Learning:** Includes educational, training and learning experiences.

**Social, Community and Civic Participation:** Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

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

# Appendix E:

## National

### Part One: Participants and their plans

Table E.1 Active participants by quarter of entry – National <sup>8</sup>

State/Territory	Prior Quarters	2022-23 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
<b>National</b>	<b>531,780</b>	<b>23,137</b>	<b>554,917</b>	<b>14,484</b>	<b>569,401</b>

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

Participant breakdown	Prior Quarters	2022-23 Q1	Total
<b>Access decisions</b>	<b>685,440</b>	<b>27,967</b>	<b>713,407</b>
<b>Active Eligible - Total</b>	<b>543,200</b>	<b>21,710</b>	<b>564,910</b>
<i>Active Eligible - New</i>	321,597	21,031	342,628
<i>Active Eligible - State</i>	180,147	417	180,564
<i>Active Eligible - Commonwealth</i>	41,456	262	41,718
<b>Active Participant Plans (excl ECA) - Total</b>	<b>531,780</b>	<b>23,137</b>	<b>554,917</b>
<i>Active Participant Plans (excl ECA) - New</i>	312,153	22,334	334,487
<i>Active Participant Plans (excl ECA) - State</i>	178,471	494	178,965
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	41,156	309	41,465
<b>Active Participant Plans - Total</b>	<b>545,720</b>	<b>37,621</b>	<b>569,401</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	143,462	13,413	156,875
<i>Active Participant Plans - Permanent Disability (s24)</i>	388,318	9,724	398,042
<i>Active Participant Plans - ECA</i>	13,940	14,484	14,484

Table E.3 People have left the Scheme since 1 July 2013 as at 30 September 2022 – National

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>33,808</b>
<i>Early Intervention participants</i>	9,541
<i>Permanent disability participants</i>	24,267

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

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



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

Period	Participant cohort - State	Participant cohort - Commonwealth	Participant cohort - New	Participant cohort - ECA	Total
End of 2016-17	53,584	5,355	30,671	6,134	95,744
End of 2017-18	102,764	16,487	53,082	7,768	180,101
End of 2018-19	161,555	28,020	96,440	5,312	291,327
End of 2019-20	178,999	37,432	175,568	8,197	400,196
End of 2020-21	180,671	40,674	245,274	13,400	480,019
End of 2021-22 Q1	180,755	40,735	263,210	13,600	498,300
End of 2021-22 Q2	180,430	40,991	280,992	12,246	514,659
End of 2021-22 Q3	179,823	41,206	297,639	12,641	531,309
End of 2021-22 Q4	179,335	41,349	313,971	13,940	548,595
End of 2022-23 Q1	178,965	41,465	334,487	14,484	569,401

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

Period	Participant cohort - Early Intervention (s25)	Participant cohort - Permanent Disability (s24)	Participant cohort - ECA	Total
End of 2016-17	21,285	68,325	6,134	95,744
End of 2017-18	32,597	139,736	7,768	180,101
End of 2018-19	52,065	233,950	5,312	291,327
End of 2019-20	85,518	306,481	8,197	400,196
End of 2020-21	115,968	350,651	13,400	480,019
End of 2021-22 Q1	122,765	361,935	13,600	498,300
End of 2021-22 Q2	130,300	372,113	12,246	514,659
End of 2021-22 Q3	137,695	380,973	12,641	531,309
End of 2021-22 Q4	145,287	389,368	13,940	548,595
End of 2022-23 Q1	156,875	398,042	14,484	569,401

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

Age Group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
0 to 6	169,779	98%	10,830	97%	180,609	98%
7 to 14	112,258	89%	3,620	84%	115,878	89%
15 to 18	38,040	90%	1,032	84%	39,072	90%
19 to 24	33,114	89%	678	70%	33,792	88%
25 to 34	44,641	86%	1,033	66%	45,674	85%
35 to 44	47,696	81%	1,105	58%	48,801	81%
45 to 54	61,336	77%	1,385	53%	62,721	76%
55 to 64	75,276	70%	2,066	50%	77,342	69%
65+	4,421	58%	60	36%	4,481	57%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>586,564</b>	<b>86%</b>	<b>21,809</b>	<b>78%</b>	<b>608,373</b>	<b>85%</b>

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

<sup>11</sup> Ibid.

**Table E.7 Assessment of access by age group and gender – National**

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	126,371	98%	52,532	97%	1,706	96%	180,609	98%
7 to 14	77,321	89%	36,898	89%	1,659	82%	115,878	89%
15 to 18	24,345	91%	14,040	88%	687	87%	39,072	90%
19 to 24	20,286	91%	13,012	85%	494	80%	33,792	88%
25 to 34	25,433	88%	19,622	81%	619	79%	45,674	85%
35 to 44	25,814	85%	22,470	76%	517	69%	48,801	81%
45 to 54	32,188	82%	29,852	71%	681	64%	62,721	76%
55 to 64	39,986	76%	36,561	64%	795	56%	77,342	69%
65+	2,384	63%	2,037	52%	60	53%	4,481	57%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>374,129</b>	<b>89%</b>	<b>227,025</b>	<b>80%</b>	<b>7,219</b>	<b>77%</b>	<b>608,373</b>	<b>85%</b>

**Table E.8 Assessment of access by primary disability group – National <sup>12</sup>**

Primary disability group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
Acquired brain injury	18,914	93%	504	85%	19,418	92%
Autism	189,564	97%	6,197	97%	195,761	97%
Cerebral palsy	17,994	97%	133	84%	18,127	97%
Developmental delay	55,828	97%	7,754	99%	63,582	97%
Global developmental delay	13,012	99%	1,158	99%	14,170	99%
Hearing impairment	25,721	88%	604	86%	26,325	88%
Intellectual disability	102,414	95%	1,241	87%	103,655	95%
Multiple sclerosis	10,122	89%	244	84%	10,366	89%
Psychosocial disability	61,331	71%	1,777	50%	63,108	71%
Spinal cord injury	6,138	94%	107	83%	6,245	94%
Stroke	9,237	85%	317	75%	9,554	85%
Visual impairment	10,461	88%	172	63%	10,633	87%
Other neurological	26,164	80%	683	70%	26,847	79%
Other physical	23,438	44%	371	21%	23,809	43%
Other sensory/speech	3,762	48%	13	13%	3,775	48%
Other	7,705	40%	534	24%	8,239	39%
Missing	4,759	94%	<11	n/a	4,759	94%
<b>Total</b>	<b>586,564</b>	<b>86%</b>	<b>21,809</b>	<b>78%</b>	<b>608,373</b>	<b>85%</b>

<sup>12</sup> Down syndrome is included in intellectual disability.

**Table E.9 Assessment of access by primary disability group and gender – National <sup>13</sup>**

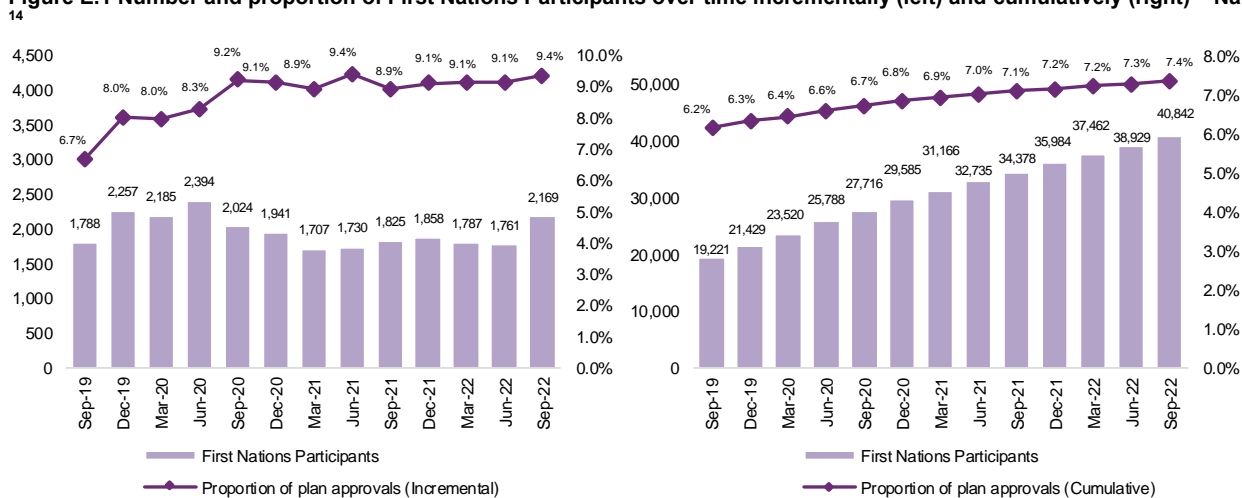
Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	12,797	93%	6,465	92%	156	85%	19,418	92%
Autism	139,196	97%	53,382	97%	3,183	94%	195,761	97%
Cerebral palsy	9,966	97%	8,022	96%	139	91%	18,127	97%
Developmental delay	44,626	97%	18,410	98%	546	97%	63,582	97%
Global developmental delay	9,936	99%	4,128	99%	106	97%	14,170	99%
Hearing impairment	12,636	90%	13,330	87%	359	86%	26,325	88%
Intellectual disability	58,511	96%	44,361	95%	783	89%	103,655	95%
Multiple sclerosis	2,628	90%	7,640	89%	98	75%	10,366	89%
Psychosocial disability	32,078	75%	30,234	67%	796	59%	63,108	71%
Spinal cord injury	4,367	95%	1,795	92%	83	91%	6,245	94%
Stroke	5,428	86%	4,035	84%	91	78%	9,554	85%
Visual impairment	5,400	88%	5,133	87%	100	76%	10,633	87%
Other neurological	14,613	80%	11,982	78%	252	70%	26,847	79%
Other physical	11,861	51%	11,670	38%	278	31%	23,809	43%
Other sensory/speech	2,700	50%	1,045	44%	30	27%	3,775	48%
Other	4,817	46%	3,311	32%	111	31%	8,239	39%
Missing	2,569	94%	2,082	94%	108	98%	4,759	94%
<b>Total</b>	<b>374,129</b>	<b>89%</b>	<b>227,025</b>	<b>80%</b>	<b>7,219</b>	<b>77%</b>	<b>608,373</b>	<b>85%</b>

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

**Table E.10 Participant profile per quarter by Participants Identifying as First Nations Peoples – National**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	38,673	7%	2,169	9%	40,842	7%
Non-First Nations Participants	403,365	76%	18,233	79%	421,598	76%
Not Stated	89,742	17%	2,735	12%	92,477	17%
<b>Total</b>	<b>531,780</b>	<b>100%</b>	<b>23,137</b>	<b>100%</b>	<b>554,917</b>	<b>100%</b>

**Figure E.1 Number and proportion of First Nations Participants over time incrementally (left) and cumulatively (right) – National <sup>14</sup>**



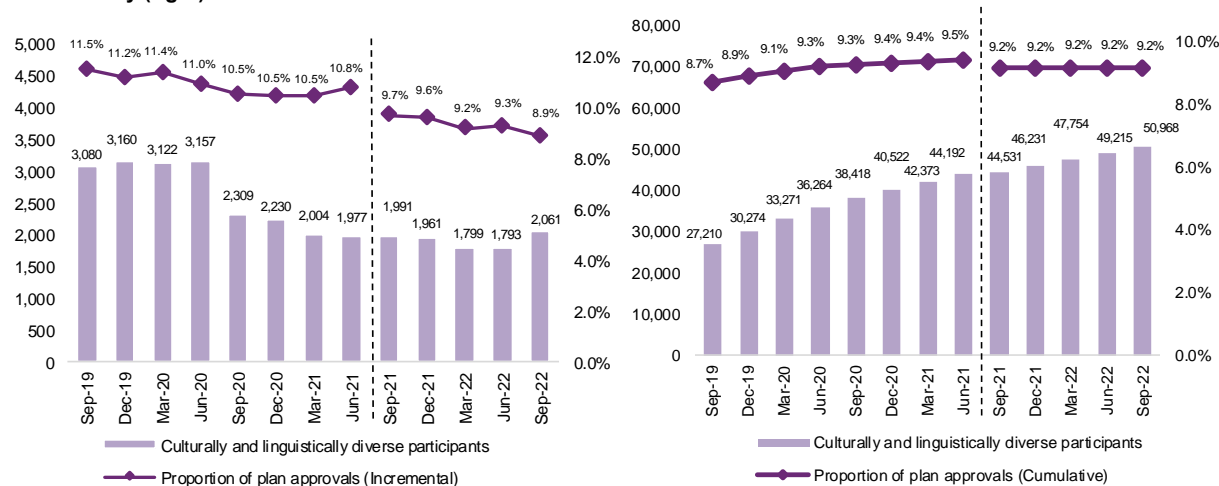
<sup>13</sup> Ibid.

<sup>14</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

**Table E.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National <sup>15</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	48,907	9%	2,061	9%	50,968	9%
Not culturally and linguistically diverse	477,659	90%	21,076	91%	498,735	90%
Not stated	5,214	1%	<11	n/a	5,214	1%
<b>Total</b>	<b>531,780</b>	<b>100%</b>	<b>23,137</b>	<b>100%</b>	<b>554,917</b>	<b>100%</b>

**Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – National <sup>16 17</sup>**



**Table E.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2022 – National <sup>18</sup>**

Age group	Total number of active participants
Under 45	57
45 to 54	352
55 to 64	1,927
<b>Total YPIRAC (under 65)</b>	<b>2,336</b>

<sup>15</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>16</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>17</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>18</sup> There are a further 2,026 active participants aged 65 years or over who are currently in residential aged care.

**Table E.13 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – National** <sup>19</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-19	41	3,595
Dec-19	113	3,708
Mar-20	35	3,743
Jun-20	-53	3,690
Sep-20	-87	3,603
Dec-20	-106	3,497
Mar-21	-156	3,341
Jun-21	-109	3,232
Sep-21	-171	3,061
Dec-21	-123	2,938
Mar-22	-203	2,735
Jun-22	-205	2,530
Sep-22	-194	2,336

**Table E.14 Participant profile per quarter by remoteness – National** <sup>20 21</sup>

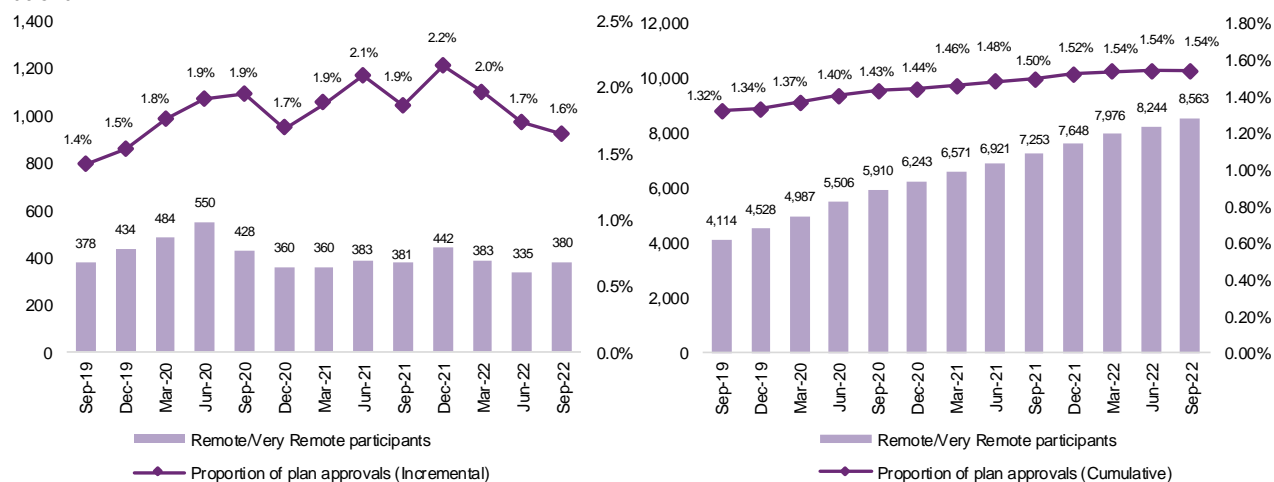
Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	362,601	68%	15,741	68%	378,342	68%
Population > 50,000	57,461	11%	2,609	11%	60,070	11%
Population between 15,000 and 50,000	44,652	8%	1,854	8%	46,506	8%
Population between 5,000 and 15,000	24,423	5%	1,045	5%	25,468	5%
Population less than 5,000	34,432	6%	1,505	7%	35,937	6%
Remote	4,931	1%	218	1%	5,149	1%
Very Remote	3,252	1%	162	1%	3,414	1%
Missing	28	n/a	<11	n/a	31	n/a
<b>Total</b>	<b>531,780</b>	<b>100%</b>	<b>23,137</b>	<b>100%</b>	<b>554,917</b>	<b>100%</b>

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

<sup>20</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>21</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure E.3 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – National** <sup>22 23</sup>



**Table E.15 Participant profile per quarter by primary disability group – National** <sup>24 25</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	184,688	35%	6,563	28%	191,251	34%
Intellectual disability	96,351	18%	1,343	6%	97,694	18%
Psychosocial disability	56,232	11%	1,890	8%	58,122	10%
Developmental delay	43,931	8%	8,248	36%	52,179	9%
Hearing impairment	24,493	5%	641	3%	25,134	5%
Other neurological	20,780	4%	680	3%	21,460	4%
Other physical	19,100	4%	396	2%	19,496	4%
Cerebral palsy	17,186	3%	148	1%	17,334	3%
Acquired brain injury	16,536	3%	522	2%	17,058	3%
Global developmental delay	11,291	2%	1,292	6%	12,583	2%
Visual impairment	9,575	2%	169	1%	9,744	2%
Multiple sclerosis	9,492	2%	247	1%	9,739	2%
Stroke	8,028	2%	318	1%	8,346	2%
Spinal cord injury	5,523	1%	132	1%	5,655	1%
Other	6,382	1%	535	2%	6,917	1%
Other sensory/speech	2,192	0%	13	0%	2,205	0%
<b>Total</b>	<b>531,780</b>	<b>100%</b>	<b>23,137</b>	<b>100%</b>	<b>554,917</b>	<b>100%</b>

<sup>22</sup> Ibid.

<sup>23</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>24</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>25</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants (11,574).

**Table E.16 Participant profile per quarter (participants in SIL) by primary disability group – National** <sup>26 27</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	3,181	11%	<11	n/a	3,181	11%
Intellectual disability	13,999	50%	<11	n/a	14,001	50%
Psychosocial disability	3,006	11%	<11	n/a	3,007	11%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	11	0%	<11	n/a	11	0%
Other neurological	1,449	5%	<11	n/a	1,455	5%
Other physical	236	1%	<11	n/a	238	1%
Cerebral palsy	2,478	9%	<11	n/a	2,478	9%
Acquired brain injury	2,203	8%	<11	n/a	2,209	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	95	0%	<11	n/a	95	0%
Multiple sclerosis	308	1%	<11	n/a	308	1%
Stroke	597	2%	<11	n/a	601	2%
Spinal cord injury	183	1%	<11	n/a	183	1%
Other	246	1%	<11	n/a	248	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>27,995</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>28,018</b>	<b>100%</b>

**Table E.17 Participant profile per quarter (participants not in SIL) by primary disability group – National** <sup>28</sup>

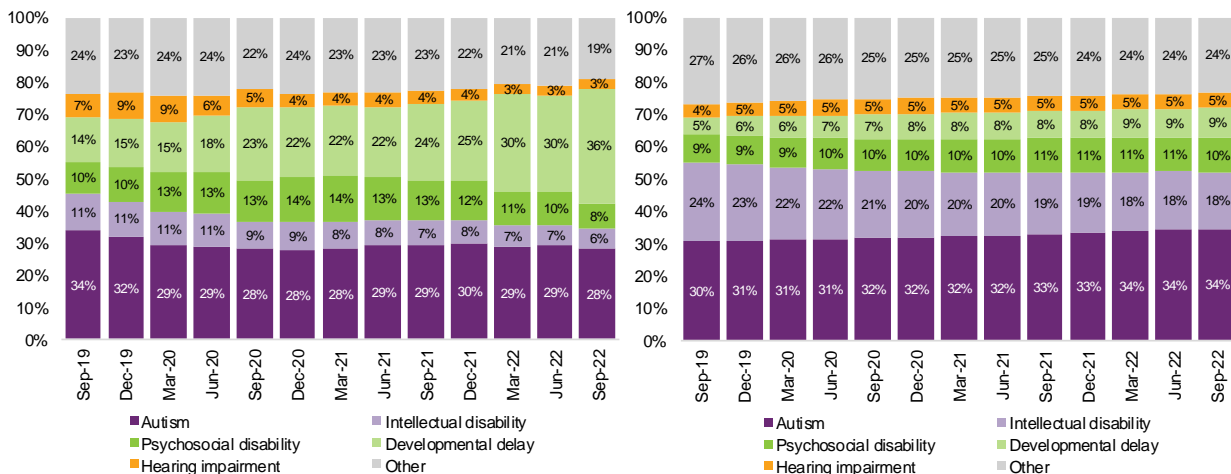
Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	181,507	36%	6,563	28%	188,070	36%
Intellectual disability	82,352	16%	1,341	6%	83,693	16%
Psychosocial disability	53,226	11%	1,889	8%	55,115	10%
Developmental delay	43,931	9%	8,248	36%	52,179	10%
Hearing impairment	24,482	5%	641	3%	25,123	5%
Other neurological	19,331	4%	674	3%	20,005	4%
Other physical	18,864	4%	394	2%	19,258	4%
Cerebral palsy	14,708	3%	148	1%	14,856	3%
Acquired brain injury	14,333	3%	516	2%	14,849	3%
Global developmental delay	11,290	2%	1,292	6%	12,582	2%
Visual impairment	9,480	2%	169	1%	9,649	2%
Multiple sclerosis	9,184	2%	247	1%	9,431	2%
Stroke	7,431	1%	314	1%	7,745	1%
Spinal cord injury	5,340	1%	132	1%	5,472	1%
Other	6,136	1%	533	2%	6,669	1%
Other sensory/speech	2,190	0%	13	0%	2,203	0%
<b>Total</b>	<b>503,785</b>	<b>100%</b>	<b>23,114</b>	<b>100%</b>	<b>526,899</b>	<b>100%</b>

<sup>26</sup> The results for the current quarter only include participants with Supported Independent Living (SIL) supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into Supported Independent Living (SIL) during the latest quarter are included in the prior quarters results.

<sup>27</sup> Down syndrome is included in intellectual disability, representing 7% of participants in SIL (2,060).

<sup>28</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (9,514).

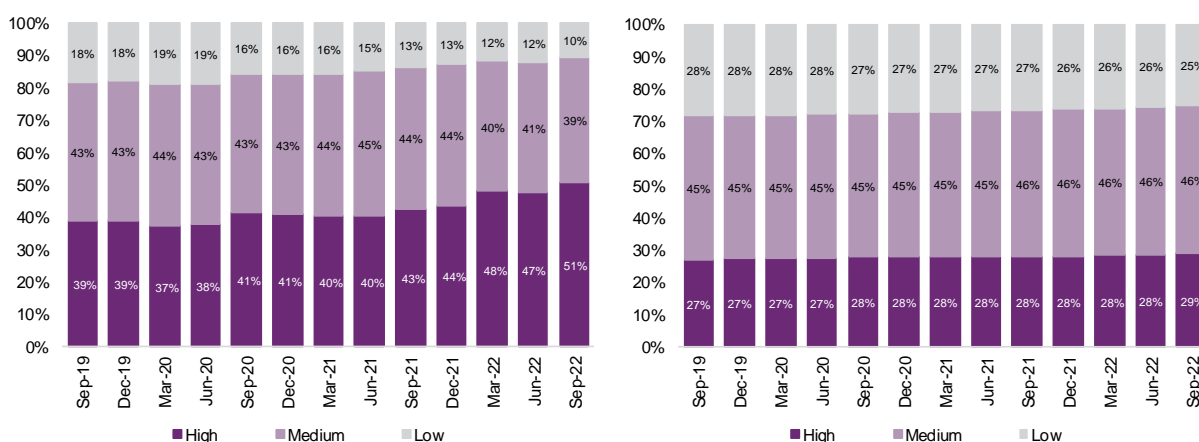
**Figure E.4 Participant profile by primary disability group over time incrementally (left) and cumulatively (right) – National <sup>29</sup>**



**Table E.18 Participant profile per quarter by reported level of function – National <sup>30</sup>**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	51,762	10%	6,632	29%	58,394	11%
2 (High Function)	1,057	0%	66	0%	1,123	0%
3 (High Function)	26,161	5%	1,903	8%	28,064	5%
4 (High Function)	33,905	6%	1,030	4%	34,935	6%
5 (High Function)	35,786	7%	2,067	9%	37,853	7%
6 (Moderate Function)	123,836	23%	5,415	23%	129,251	23%
7 (Moderate Function)	29,147	5%	1,085	5%	30,232	5%
8 (Moderate Function)	33,195	6%	945	4%	34,140	6%
9 (Moderate Function)	2,798	1%	104	0%	2,902	1%
10 (Moderate Function)	56,431	11%	1,492	6%	57,923	10%
11 (Low Function)	17,231	3%	206	1%	17,437	3%
12 (Low Function)	74,330	14%	1,467	6%	75,797	14%
13 (Low Function)	36,531	7%	658	3%	37,189	7%
14 (Low Function)	9,198	2%	60	0%	9,258	2%
15 (Low Function)	165	0%	<11	n/a	172	0%
Missing	247	n/a	<11	n/a	247	n/a
<b>Total</b>	<b>531,780</b>	<b>100%</b>	<b>23,137</b>	<b>100%</b>	<b>554,917</b>	<b>100%</b>

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



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

<sup>30</sup> The distributions are calculated excluding participants with a missing reported level of function.

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



**Table E.19 Participant profile per quarter by age group – National**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	77,063	14%	11,554	50%	88,617	16%
7 to 14	140,367	26%	3,758	16%	144,125	26%
15 to 18	44,910	8%	1,130	5%	46,040	8%
19 to 24	44,760	8%	770	3%	45,530	8%
25 to 34	47,494	9%	1,133	5%	48,627	9%
35 to 44	43,005	8%	1,179	5%	44,184	8%
45 to 54	50,899	10%	1,413	6%	52,312	9%
55 to 64	60,057	11%	2,046	9%	62,103	11%
65+	23,225	4%	154	1%	23,379	4%
<b>Total</b>	<b>531,780</b>	<b>100%</b>	<b>23,137</b>	<b>100%</b>	<b>554,917</b>	<b>100%</b>

**Table E.20 Participant profile per quarter (participants in SIL) by age group – National <sup>32</sup>**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	<11	n/a	<11	n/a	<11	n/a
7 to 14	15	0%	<11	n/a	15	0%
15 to 18	231	1%	<11	n/a	232	1%
19 to 24	2,165	8%	<11	n/a	2,165	8%
25 to 34	4,301	15%	<11	n/a	4,301	15%
35 to 44	4,847	17%	<11	n/a	4,850	17%
45 to 54	6,594	24%	<11	n/a	6,599	24%
55 to 64	7,361	26%	13	57%	7,374	26%
65+	2,480	9%	<11	n/a	2,481	9%
<b>Total</b>	<b>27,995</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>28,018</b>	<b>100%</b>

**Table E.21 Participant profile per quarter (participants not in SIL) by age group – National**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	77,062	15%	11,554	50%	88,616	17%
7 to 14	140,352	28%	3,758	16%	144,110	27%
15 to 18	44,679	9%	1,129	5%	45,808	9%
19 to 24	42,595	8%	770	3%	43,365	8%
25 to 34	43,193	9%	1,133	5%	44,326	8%
35 to 44	38,158	8%	1,176	5%	39,334	7%
45 to 54	44,305	9%	1,408	6%	45,713	9%
55 to 64	52,696	10%	2,033	9%	54,729	10%
65+	20,745	4%	153	1%	20,898	4%
<b>Total</b>	<b>503,785</b>	<b>100%</b>	<b>23,114</b>	<b>100%</b>	<b>526,899</b>	<b>100%</b>

<sup>32</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Figure E.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – National <sup>33</sup>

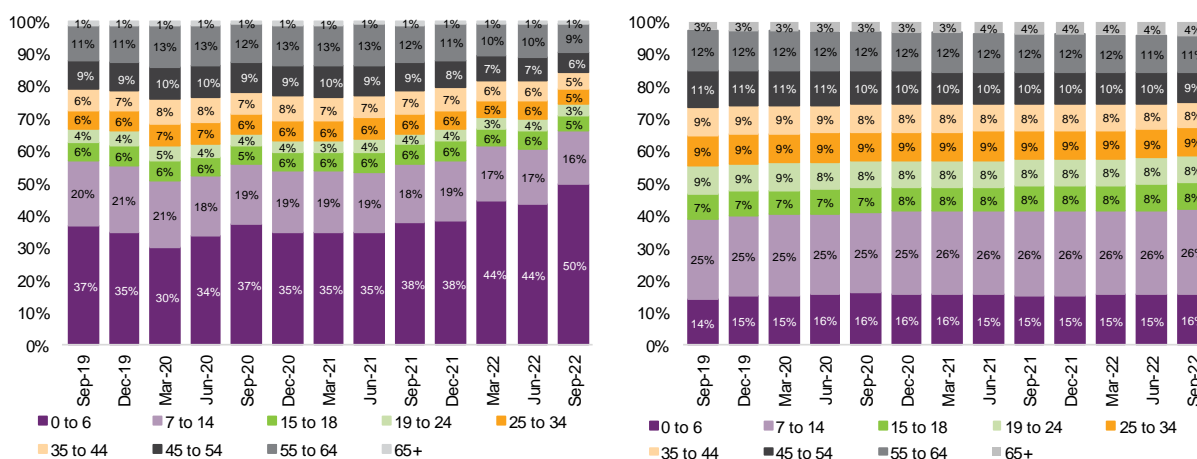


Table E.22 Participant profile per quarter by gender – National

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	326,988	61%	14,232	62%	341,220	61%
Female	198,559	37%	8,514	37%	207,073	37%
Other	6,233	1%	391	2%	6,624	1%
<b>Total</b>	<b>531,780</b>	<b>100%</b>	<b>23,137</b>	<b>100%</b>	<b>554,917</b>	<b>100%</b>

Table E.23 Participant profile per quarter (participants in SIL) by gender – National

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	16,612	59%	18	78%	16,630	59%
Female	11,154	40%	<11	n/a	11,158	40%
Other	229	1%	<11	n/a	230	1%
<b>Total</b>	<b>27,995</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>28,018</b>	<b>100%</b>

Table E.24 Participant profile per quarter (participants not in SIL) by gender – National

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	310,376	62%	14,214	61%	324,590	62%
Female	187,405	37%	8,510	37%	195,915	37%
Other	6,004	1%	390	2%	6,394	1%
<b>Total</b>	<b>503,785</b>	<b>100%</b>	<b>23,114</b>	<b>100%</b>	<b>526,899</b>	<b>100%</b>

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

Figure E.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – National <sup>34</sup>

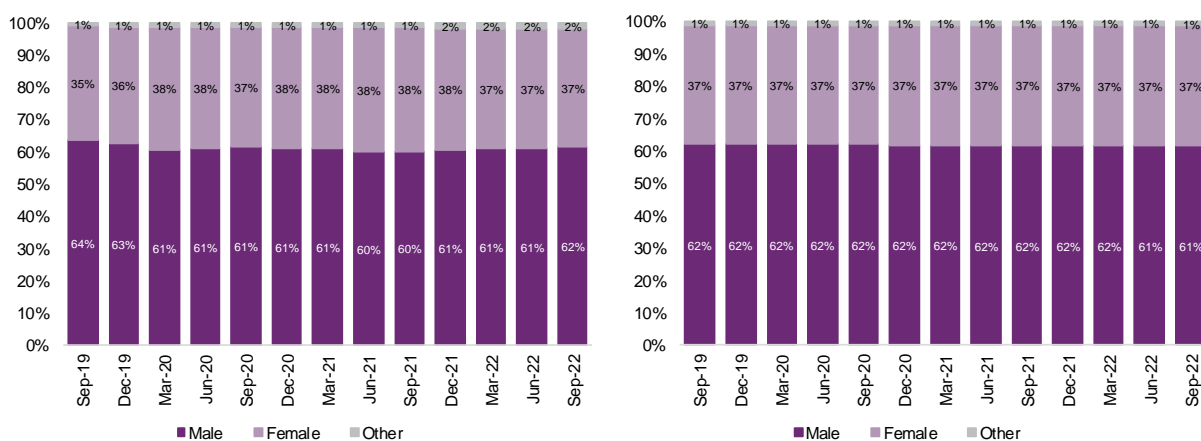


Table E.25 Number and proportion of active participants by gender and age group at 30 September 2022 – National

Age Group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
0 to 6	61,174	11%	26,714	5%	729	0%	88,617	16%	2.3
7 to 14	99,070	18%	43,041	8%	2,014	0%	144,125	26%	2.3
15 to 18	29,960	5%	15,343	3%	737	0%	46,040	8%	2.0
19 to 24	28,821	5%	16,071	3%	638	0%	45,530	8%	1.8
25 to 34	28,326	5%	19,669	4%	632	0%	48,627	9%	1.4
35 to 44	23,572	4%	20,113	4%	499	0%	44,184	8%	1.2
45 to 54	26,857	5%	24,901	4%	554	0%	52,312	9%	1.1
55 to 64	31,499	6%	29,995	5%	609	0%	62,103	11%	1.1
65+	11,941	2%	11,226	2%	212	0%	23,379	4%	1.1
<b>Total</b>	<b>341,220</b>	<b>61%</b>	<b>207,073</b>	<b>37%</b>	<b>6,624</b>	<b>1%</b>	<b>554,917</b>	<b>100%</b>	<b>1.6</b>

Table E.26 Number and proportion of active participants by gender and primary disability group at 30 September 2022 – National

Primary disability group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
Autism	136,084	25%	52,090	9%	3,077	1%	191,251	34%	2.6
Intellectual disability	55,114	10%	41,853	8%	727	0%	97,694	18%	1.3
Psychosocial disability	29,214	5%	28,150	5%	758	0%	58,122	10%	1.0
Developmental delay	36,570	7%	15,128	3%	481	0%	52,179	9%	2.4
Hearing impairment	12,027	2%	12,761	2%	346	0%	25,134	5%	0.9
Other neurological	11,564	2%	9,703	2%	193	0%	21,460	4%	1.2
Other physical	9,558	2%	9,706	2%	232	0%	19,496	4%	1.0
Cerebral palsy	9,516	2%	7,685	1%	133	0%	17,334	3%	1.2
Acquired brain injury	11,206	2%	5,722	1%	130	0%	17,058	3%	2.0
Global developmental delay	8,771	2%	3,718	1%	94	0%	12,583	2%	2.4
Visual impairment	4,916	1%	4,735	1%	93	0%	9,744	2%	1.0
Multiple sclerosis	2,426	0%	7,220	1%	93	0%	9,739	2%	0.3
Stroke	4,690	1%	3,584	1%	72	0%	8,346	2%	1.3
Spinal cord injury	3,951	1%	1,628	0%	76	0%	5,655	1%	2.4
Other	4,044	1%	2,779	1%	94	0%	6,917	1%	1.5
Other sensory/speech	1,569	0%	611	0%	25	0%	2,205	0%	2.6
<b>Total</b>	<b>341,220</b>	<b>61%</b>	<b>207,073</b>	<b>37%</b>	<b>6,624</b>	<b>1%</b>	<b>554,917</b>	<b>100%</b>	<b>1.6</b>

<sup>34</sup> Ibid.

**Table E.27 Participation rates by age group and gender at 30 September 2022 – National <sup>35</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	5.2%	2.4%	3.9%
7-14	7.3%	3.3%	5.5%
15-18	4.6%	2.5%	3.6%
19-24	2.7%	1.6%	2.2%
25-44	1.4%	1.0%	1.2%
45-64	1.9%	1.7%	1.8%
<b>Total (aged 0-64)</b>	<b>3.0%</b>	<b>1.8%</b>	<b>2.4%</b>

**Table E.28 Plan reassessments conducted per quarter – excluding plans less than 31 days – National <sup>36</sup>**

Plan reassessments	Prior Quarters	2022-23 Q1	Total
<b>Total plan reassessments</b>	<b>1,456,725</b>	<b>78,533</b>	<b>1,535,258</b>
<i>Early intervention plans</i>	287,477	16,267	303,744
<i>Permanent disability plans</i>	1,169,248	62,266	1,231,514

**Table E.29 Number of plan reassessments over time incrementally and cumulatively – National**

Plan Reassessments	Incremental	Cumulative
Sep-19	63,421	414,173
Dec-19	76,061	490,234
Mar-20	88,545	578,779
Jun-20	103,133	681,912
Sep-20	86,685	768,597
Dec-20	90,551	859,148
Mar-21	94,116	953,264
Jun-21	90,659	1,043,923
Sep-21	101,585	1,145,508
Dec-21	106,656	1,252,164
Mar-22	101,906	1,354,070
Jun-22	102,655	1,456,725
Sep-22	78,533	1,535,258

<sup>35</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>36</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

## Part Two: Participant experience and outcomes

**Table E.30 Number of baseline questionnaires completed by SFQF version – National**<sup>37</sup>

Version	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date	Total
Participant 0 to school	7,099	11,056	14,942	25,456	22,339	26,316	9,498	116,706
Participant school to 14	13,854	20,689	30,988	30,264	20,407	20,697	5,765	142,664
Participant 15 to 24	9,280	11,926	14,706	10,925	7,309	7,128	1,828	63,102
Participant 25 and over	23,091	34,395	48,533	36,419	27,437	24,464	5,846	200,185
<b>Total Participant</b>	<b>53,324</b>	<b>78,066</b>	<b>109,169</b>	<b>103,064</b>	<b>77,492</b>	<b>78,605</b>	<b>22,937</b>	<b>522,657</b>
Family 0 to 14	19,794	30,913	44,037	54,459	41,869	46,369	15,137	252,578
Family 15 to 24	2,640	8,091	9,978	7,313	4,959	5,042	1,299	39,322
Family 25 and over	823	10,885	14,694	10,344	6,736	6,359	1,675	51,516
<b>Total Family</b>	<b>23,257</b>	<b>49,889</b>	<b>68,709</b>	<b>72,116</b>	<b>53,564</b>	<b>57,770</b>	<b>18,111</b>	<b>343,416</b>
<b>Total</b>	<b>76,581</b>	<b>127,955</b>	<b>177,878</b>	<b>175,180</b>	<b>131,056</b>	<b>136,375</b>	<b>41,048</b>	<b>866,073</b>

**Table E.31 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – National**

Life domain	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%	n/a	n/a	n/a
CC	% who say their child is able to tell them what he/she wants	69%	n/a	n/a	n/a
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances	n/a	25%	n/a	n/a
DL	% who say their child is becoming more independent	n/a	37%	n/a	n/a
CC	% of children who have a genuine say in decisions about themselves	n/a	73%	n/a	n/a
CC	% who are happy with the level of independence/control they have now	n/a	n/a	31%	n/a
CC	% who choose who supports them	n/a	n/a	39%	62%
CC	% who choose what they do each day	n/a	n/a	49%	70%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting	n/a	n/a	20%	25%
CC	% who want more choice and control in their life	n/a	n/a	79%	76%

<sup>37</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table E.32 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – National**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	58%	62%	n/a	n/a
S/CP	% of children who participate in age appropriate community, cultural or religious activities	45%	n/a	n/a	n/a
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs	n/a	38%	n/a	n/a
REL	Of these, % who are welcomed or actively included	63%	73%	n/a	n/a
REL	% of children who spend time with friends without an adult present	n/a	13%	n/a	n/a
REL	% with no friends other than family or paid staff	n/a	n/a	33%	33%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months	n/a	n/a	30%	32%

**Table E.33 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – National**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class	n/a	72%	n/a	n/a
HM	% who are happy with their home	n/a	n/a	79%	69%
HM	% who feel safe or very safe in their home	n/a	n/a	83%	68%
HW	% who rate their health as good, very good or excellent	n/a	n/a	66%	41%
HW	% who did not have any difficulties accessing health services	n/a	n/a	68%	62%
LL	% who currently attend or previously attended school in a mainstream class	n/a	n/a	43%	n/a
LL	% who participate in education, training or skill development	n/a	n/a	n/a	9%
LL	Of those who participate, % who do so in mainstream settings	n/a	n/a	n/a	63%
LL	% unable to do a course or training they wanted to do in the last 12 months	n/a	n/a	n/a	36%
WK	% who have a paid job	n/a	n/a	18%	21%
WK	% who volunteer	n/a	n/a	10%	10%

**Table E.34 Selected key baseline indicators for families/carers of participants – National**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	15%	23%	21%
% receiving Carer Allowance	33%	41%	29%
% working in a paid job	48%	53%	39%
Of those in a paid job, % in permanent employment	79%	77%	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	47%	48%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	26%	18%
% able to advocate for their child/family member	78%	68%	64%
% who have friends and family they see as often as they like	48%	45%	46%
% who feel very confident or somewhat confident in supporting their child's development	87%	n/a	n/a
% who know what their family can do to enable their family member with disability to become as independent as possible	n/a	37%	n/a
% who feel in control selecting services	n/a	39%	37%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	n/a	n/a	34%
% who rate their health as good, very good or excellent	76%	63%	60%

**Table E.35 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant 0 to school’ (n=19,128) - participants who between 1 July 2016 and 30 September 2021 – National<sup>38</sup>**

Life domain	Question	Percentage 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?	80%
S/CP	Has the NDIS improved how your child fits into community life?	67%

<sup>38</sup> Results in Tables E.35 to E.38 include participants who entered between 1 July 2016 and 30 September 2021 and have had a first plan reassessment to date.

**Table E.36 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant school to 14’ (n=36,337) - participants who entered between 1 July 2016 and 30 September 2021 – National**

Life domain	Question	Percentage Yes
DL	Has the NDIS helped your child to become more independent?	66%
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?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	50%

**Table E.37 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF versions ‘Participant 15 to 24’ (n=14,488) and ‘Participant 25 and over’ (n=51,626) - participants who entered between 1 July 2016 and 30 September 2021 – National**

Life domain	Question	15 to 24 Percentage Yes	25+ Percentage 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?	64%	78%
REL	Has the NDIS helped you to meet more people?	50%	55%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	58%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%
S/CP	Has the NDIS helped you be more involved?	56%	62%



**Table E.38 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Family 0 to 14’ (n=62,930); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=27,080) - participants who entered between 1 July 2016 and 30 September 2021 – National**

Question	0 to 14 Percentage Yes	15+ Percentage Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	70%	58%
Has the NDIS improved the level of support for your family?	75%	69%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	n/a
Has the NDIS improved your health and wellbeing?	50%	41%

Note: In Tables E.39 to E.72 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table E.39 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant 0 to school’ (n=10,539) - participants who entered between 1 July 2016 and 30 September 2020 – National <sup>39</sup>**

Life domain	Question	R1	R2	Change
DL	Has the NDIS improved your child's development?	91%	94%	+4%
DL	Has the NDIS improved your child's access to specialist services?	92%	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?	79%	83%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	65%	70%	+5%

<sup>39</sup> Results in Tables E.39 to E.44 include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table E.40 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant school to 14’ (n=24,940) - participants who entered between 1 July 2016 and 30 September 2020 – National**

Life domain	Question	R1	R2	Change
DL	Has the NDIS helped your child to become more independent?	65%	73%	+8%
LL	Has the NDIS improved your child's access to education?	45%	52%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	61%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	53%	+5%

**Table E.41 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=10,427) - participants who entered between 1 July 2016 and 30 September 2020 – National**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	62%	68%	+6%
DL	Has the NDIS helped you with daily living activities?	62%	69%	+7%
REL	Has the NDIS helped you to meet more people?	50%	52%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	22%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	49%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	38%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	0%
S/CP	Has the NDIS helped you be more involved?	55%	60%	+4%

**Table E.42 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=28,741) - participants who entered between 1 July 2016 and 30 September 2020 – National**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	70%	77%	+7%
DL	Has the NDIS helped you with daily living activities?	73%	81%	+8%
REL	Has the NDIS helped you to meet more people?	52%	58%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	34%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	59%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	31%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%	0%
S/CP	Has the NDIS helped you be more involved?	59%	66%	+6%

**Table E.43 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 0 to 14’ (n=29,526) - participants who entered between 1 July 2016 and 30 September 2020 – National**

Question	R1	R2	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?	66%	72%	+6%
Has the NDIS improved the level of support for your family?	71%	77%	+6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	78%	+5%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	81%	+4%
Has the NDIS improved your health and wellbeing?	46%	50%	+3%

**Table E.44 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=7,974) - participants who entered between 1 July 2016 and 30 September 2020 – National**

Question	R1	R2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	52%	62%	+10%
Has the NDIS improved the level of support for your family?	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?	60%	69%	+9%
Has the NDIS improved your health and wellbeing?	36%	41%	+4%

**Table E.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant 0 to school’ (n=7,110) - participants who entered between 1 July 2016 and 30 September 2019 – National <sup>40</sup>**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS improved your child's development?	92%	95%	95%	+3%
DL	Has the NDIS improved your child's access to specialist services?	92%	95%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	88%	86%	+3%
REL	Has the NDIS improved how your child fits into family life?	77%	81%	82%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	63%	66%	69%	+6%

**Table E.46 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant school to 14’ (n=19,456) - participants who entered between 1 July 2016 and 30 September 2019 – National**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS helped your child to become more independent?	61%	69%	73%	+12%
LL	Has the NDIS improved your child's access to education?	41%	46%	50%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	50%	56%	60%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	49%	52%	+8%

<sup>40</sup> Results in Tables E.45 to E.50 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table E.47 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=9,725) - participants who entered between 1 July 2016 and 30 September 2019 – National**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	60%	66%	70%	+10%
Has the NDIS helped you with daily living activities?	61%	68%	72%	+11%
Has the NDIS helped you to meet more people?	50%	53%	55%	+6%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	20%	21%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	44%	46%	51%	+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%	37%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	17%	-1%
Has the NDIS helped you be more involved?	55%	59%	63%	+7%

**Table E.48 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=24,636) - participants who entered between 1 July 2016 and 30 September 2019 – National**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	69%	75%	80%	+11%
Has the NDIS helped you with daily living activities?	72%	79%	84%	+11%
Has the NDIS helped you to meet more people?	53%	58%	62%	+9%
Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	33%	35%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	51%	56%	61%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	30%	32%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	19%	0%
Has the NDIS helped you be more involved?	59%	66%	70%	+10%

**Table E.49 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 0 to 14’ (n=18,826) - participants who entered between 1 July 2016 and 30 September 2019 – National**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS improved your capacity to advocate (stand up) for your child?	62%	65%	70%	+8%
Has the NDIS improved the level of support for your family?	67%	73%	76%	+8%
Has the NDIS improved your access to services, programs and activities in the community?	70%	74%	77%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	78%	80%	+6%
Has the NDIS improved your health and wellbeing?	43%	44%	47%	+5%

**Table E.50 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,194) - participants who entered between 1 July 2016 and 30 September 2019 – National**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you to know your rights and advocate effectively?	50%	55%	62%	+12%
Has the NDIS improved the level of support for your family?	63%	68%	75%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	59%	66%	70%	+11%
Has the NDIS improved your health and wellbeing?	35%	36%	41%	+6%

**Table E.51 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant 0 to school’ (n=3,848) - participants who entered between 1 July 2016 and 30 September 2018 – National <sup>41</sup>**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS improved your child's development?	92%	96%	96%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	95%	96%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	88%	87%	86%	+3%
REL	Has the NDIS improved how your child fits into family life?	74%	78%	81%	82%	+9%
S/CP	Has the NDIS improved how your child fits into community life?	60%	65%	68%	71%	+10%

<sup>41</sup> Results in Tables E.51 to E.56 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table E.52 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant school to 14’ (n=13,152) - participants who entered between 1 July 2016 and 30 September 2018 – National**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS helped your child to become more independent?	57%	66%	71%	74%	+16%
LL	Has the NDIS improved your child's access to education?	36%	41%	45%	48%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	52%	57%	59%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	47%	50%	53%	+10%

**Table E.53 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=7,063) - participants who entered between 1 July 2016 and 30 September 2018 – National**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	59%	65%	68%	71%	+12%
DL	Has the NDIS helped you with daily living activities?	58%	66%	70%	73%	+16%
REL	Has the NDIS helped you to meet more people?	49%	53%	53%	56%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	17%	19%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	45%	47%	51%	+10%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	36%	34%	37%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	16%	14%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	54%	59%	60%	63%	+10%

**Table E.54 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=14,866) - participants who entered between 1 July 2016 and 30 September 2018 – National**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	67%	74%	77%	80%	+14%
DL	Has the NDIS helped you with daily living activities?	70%	79%	82%	85%	+15%
REL	Has the NDIS helped you to meet more people?	52%	58%	61%	64%	+12%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	29%	32%	34%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	55%	58%	61%	+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?	20%	19%	18%	20%	0%
S/CP	Has the NDIS helped you be more involved?	58%	65%	69%	72%	+14%

**Table E.55 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=9,131) - participants who entered between 1 July 2016 and 30 September 2018 – National**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS improved your capacity to advocate (stand up) for your child?	56%	61%	65%	68%	+11%
Has the NDIS improved the level of support for your family?	62%	68%	72%	74%	+12%
Has the NDIS improved your access to services, programs and activities in the community?	66%	71%	75%	76%	+10%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	76%	78%	80%	+9%
Has the NDIS improved your health and wellbeing?	38%	40%	42%	43%	+5%



**Table E.56 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,646) - participants who entered between 1 July 2016 and 30 September 2018 – National**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS helped you to know your rights and advocate effectively?	46%	53%	56%	63%	+17%
Has the NDIS improved the level of support for your family?	60%	69%	70%	75%	+15%
Has the NDIS helped you to access services, programs and activities in the community?	58%	65%	68%	71%	+13%
Has the NDIS improved your health and wellbeing?	34%	34%	35%	40%	+6%

**Table E.57 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Participant 0 to school’ (n=1,167) - participants who entered between 1 July 2016 and 30 September 2017 – National <sup>42</sup>**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
DL	Has the NDIS improved your child's development?	91%	96%	99%	97%	97%	+6%
DL	Has the NDIS improved your child's access to specialist services?	89%	94%	96%	96%	94%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	84%	87%	92%	90%	+10%
REL	Has the NDIS improved how your child fits into family life?	72%	77%	79%	80%	83%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	58%	63%	69%	66%	71%	+13%

**Table E.58 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Participant school to 14’ (n=5,865) - participants who entered between 1 July 2016 and 30 September 2017 – National**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
DL	Has the NDIS helped your child to become more independent?	54%	63%	67%	70%	71%	+17%
LL	Has the NDIS improved your child's access to education?	34%	37%	39%	42%	44%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	47%	51%	53%	55%	+12%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	44%	46%	48%	49%	+8%

<sup>42</sup> Results in Tables E.57 to E.62 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table E.59 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=3,534) - participants who entered between 1 July 2016 and 30 September 2017 – National**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	60%	63%	66%	68%	70%	+11%
DL	Has the NDIS helped you with daily living activities?	58%	66%	70%	72%	75%	+17%
REL	Has the NDIS helped you to meet more people?	51%	53%	55%	54%	56%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	19%	17%	18%	19%	-4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	46%	48%	50%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	38%	36%	33%	35%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	15%	13%	15%	-4%
S/CP	Has the NDIS helped you be more involved?	54%	58%	61%	61%	64%	+9%

**Table E.60 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=6,639) - participants who entered between 1 July 2016 and 30 September 2017 – National**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	66%	73%	77%	79%	81%	+15%
DL	Has the NDIS helped you with daily living activities?	70%	78%	82%	85%	87%	+17%
REL	Has the NDIS helped you to meet more people?	52%	58%	62%	63%	68%	+16%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	29%	29%	33%	35%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	54%	58%	60%	63%	+14%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	32%	32%	31%	35%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	19%	19%	22%	0%
S/CP	Has the NDIS helped you be more involved?	59%	64%	69%	71%	75%	+15%

**Table E.61 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=3,171) - participants who entered between 1 July 2016 and 30 September 2017 – National**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS improved your capacity to advocate (stand up) for your child?	52%	56%	59%	63%	66%	+14%
Has the NDIS improved the level of support for your family?	58%	66%	66%	71%	71%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	62%	69%	70%	74%	74%	+12%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	73%	75%	78%	76%	+9%
Has the NDIS improved your health and wellbeing?	35%	37%	37%	39%	40%	+5%

**Table E.62 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=602) - participants who entered between 1 July 2016 and 30 September 2017 – National**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS helped you to know your rights and advocate effectively?	45%	47%	53%	60%	63%	+18%
Has the NDIS improved the level of support for your family?	56%	60%	66%	68%	72%	+16%
Has the NDIS helped you to access services, programs and activities in the community?	59%	60%	65%	65%	70%	+11%
Has the NDIS improved your health and wellbeing?	32%	30%	32%	32%	36%	+5%

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

**Table E.63 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF version ‘Participant school to 14’ (n=403) - participants who entered between 1 July 2016 and 30 September 2016 – National <sup>43</sup>**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
DL	Has the NDIS helped your child to become more independent?	50%	62%	65%	69%	60%	72%	+22%
LL	Has the NDIS improved your child's access to education?	35%	40%	43%	47%	42%	44%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	50%	54%	56%	49%	58%	+15%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	48%	50%	47%	45%	52%	+7%

<sup>43</sup> Results in Tables E.63 to E.67 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a sixth plan reassessment to date.

**Table E.64 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=272) - participants who entered between 1 July 2016 and 30 September 2016 – National**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
CC	Has the NDIS helped you have more choices and more control over your life?	60%	68%	66%	68%	68%	69%	+9%
DL	Has the NDIS helped you with daily living activities?	60%	69%	71%	72%	76%	71%	+11%
REL	Has the NDIS helped you to meet more people?	54%	59%	56%	53%	58%	57%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	26%	24%	22%	25%	23%	-6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	41%	46%	52%	52%	51%	+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?	41%	39%	39%	38%	36%	35%	-6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	13%	14%	10%	14%	13%	-1%
S/CP	Has the NDIS helped you be more involved?	58%	62%	64%	60%	62%	64%	+7%

**Table E.65 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=631) - participants who entered between 1 July 2016 and 30 September 2016 – National**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
CC	Has the NDIS helped you have more choices and more control over your life?	68%	73%	78%	81%	79%	82%	+14%
DL	Has the NDIS helped you with daily living activities?	72%	79%	85%	87%	90%	89%	+17%
REL	Has the NDIS helped you to meet more people?	56%	60%	65%	69%	72%	71%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	35%	35%	38%	40%	46%	+11%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	56%	60%	67%	64%	66%	+14%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	33%	35%	34%	31%	36%	37%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	20%	18%	20%	20%	20%	-1%
S/CP	Has the NDIS helped you be more involved?	62%	64%	71%	75%	74%	77%	+15%

**Table E.66 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=210) - participants who entered between 1 July 2016 and 30 September 2016 – National**

Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
Has the NDIS improved your capacity to advocate (stand up) for your child?	50%	56%	51%	63%	65%	63%	+13%
Has the NDIS improved the level of support for your family?	61%	60%	65%	67%	59%	67%	+6%
Has the NDIS improved your access to services, programs and activities in the community?	66%	61%	67%	61%	51%	66%	0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	66%	66%	71%	68%	73%	67%	0%
Has the NDIS improved your health and wellbeing?	34%	35%	32%	37%	38%	41%	+7%

**Table E.67 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=31) - participants who entered between 1 July 2016 and 30 September 2016 – National**

Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
Has the NDIS helped you to know your rights and advocate effectively?	58%	63%	61%	56%	74%	70%	+12%
Has the NDIS improved the level of support for your family?	68%	61%	64%	67%	74%	73%	+5%
Has the NDIS helped you to access services, programs and activities in the community?	59%	66%	70%	59%	78%	64%	+5%
Has the NDIS improved your health and wellbeing?	44%	45%	41%	42%	50%	38%	-6%

**Table E.68 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=50,268), 'participant social and community engagement rate' (n=50,564), 'parent and carer employment rate' (n=46,070) at entry, first and second plan reassessment, and 'participant choice and control' (n=35,608) at first and second plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 – National <sup>44</sup>**

Participant employment rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	12%	15%	19%	26%
Aged 25 to 34 years	28%	27%	29%	26%
Aged 35 to 44 years	26%	25%	25%	26%
Aged 45 to 54 years	22%	21%	21%	26%
Aged 55 to 64 years	17%	16%	15%	26%
Aged 65+ years	11%	9%	8%	26%
Aged 25 to 64 years	23%	22%	22%	26%
Aged 15 to 64 years	20%	20%	21%	26%

Participant social and community engagement rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	34%	37%	38%	46%
Aged 25 to 34 years	35%	41%	42%	46%
Aged 35 to 44 years	35%	39%	39%	46%
Aged 45 to 54 years	34%	38%	39%	46%
Aged 55 to 64 years	35%	38%	39%	46%
Aged 65+ years	36%	38%	39%	46%
Aged 25+ years	35%	39%	40%	46%
Aged 15+ years	34%	39%	39%	46%

Parent and carer employment rate	Baseline	R1	R2	2022-23 Target
Aged 0 to 14 years	46%	49%	50%	50%
Aged 15+ years	45%	47%	46%	50%
All ages	46%	48%	49%	50%

Participant Choice and Control	R1	R2	2022-23 Target
Aged 15 to 24 years	62%	68%	75%
Aged 25+ years	70%	77%	75%
Aged 15+ years	68%	75%	75%

<sup>44</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table E.69 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=39,234), 'participant social and community engagement rate' (n=39,509), 'parent and carer employment rate' (n=26,132) at entry, first, second and third plan reassessment, and 'participant choice and control' (n=31,453) at first, second and third plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 – National <sup>45</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	11%	14%	16%	21%	26%
Aged 25 to 34 years	28%	28%	24%	28%	26%
Aged 35 to 44 years	29%	29%	25%	28%	26%
Aged 45 to 54 years	25%	26%	21%	23%	26%
Aged 55 to 64 years	18%	18%	15%	15%	26%
Aged 65+ years	12%	11%	9%	8%	26%
Aged 25 to 64 years	25%	25%	21%	23%	26%
Aged 15 to 64 years	21%	22%	20%	22%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	34%	39%	41%	42%	46%
Aged 25 to 34 years	38%	44%	46%	46%	46%
Aged 35 to 44 years	38%	43%	45%	46%	46%
Aged 45 to 54 years	36%	40%	42%	43%	46%
Aged 55 to 64 years	36%	39%	40%	41%	46%
Aged 65+ years	37%	41%	42%	43%	46%
Aged 25+ years	37%	41%	43%	44%	46%
Aged 15+ years	36%	41%	42%	43%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 0 to 14 years	46%	48%	49%	51%	50%
Aged 15+ years	46%	50%	51%	48%	50%
All ages	46%	49%	50%	50%	50%

Participant Choice and Control	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	60%	66%	70%	75%
Aged 25+ years	69%	75%	80%	75%
Aged 15+ years	67%	72%	77%	75%

<sup>45</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table E.70 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=23,478), 'participant social and community engagement rate' (n=23,685), 'parent and carer employment rate' (n=12,317) at entry, first, second, third and fourth plan reassessment, and 'participant choice and control' (n=19,999) at first, second, third and fourth plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 – National <sup>46</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	11%	15%	18%	21%	25%	26%
Aged 25 to 34 years	30%	30%	30%	26%	30%	26%
Aged 35 to 44 years	32%	32%	31%	28%	30%	26%
Aged 45 to 54 years	31%	31%	30%	24%	27%	26%
Aged 55 to 64 years	21%	21%	19%	17%	17%	26%
Aged 65+ years	15%	14%	11%	9%	9%	26%
Aged 25 to 64 years	28%	28%	27%	23%	26%	26%
Aged 15 to 64 years	24%	25%	25%	23%	26%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	34%	40%	44%	45%	44%	46%
Aged 25 to 34 years	38%	45%	50%	50%	51%	46%
Aged 35 to 44 years	39%	43%	47%	47%	48%	46%
Aged 45 to 54 years	38%	42%	46%	48%	48%	46%
Aged 55 to 64 years	37%	40%	42%	43%	43%	46%
Aged 65+ years	35%	40%	42%	42%	44%	46%
Aged 25+ years	37%	42%	46%	47%	47%	46%
Aged 15+ years	37%	42%	45%	46%	46%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 0 to 14 years	46%	50%	50%	52%	54%	50%
Aged 15+ years	48%	51%	52%	53%	50%	50%
All ages	47%	50%	51%	52%	52%	50%

Participant Choice and Control	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	59%	65%	68%	71%	75%
Aged 25+ years	67%	74%	77%	80%	75%
Aged 15+ years	64%	71%	73%	77%	75%

<sup>46</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.



**Table E.71 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,543), 'participant social and community engagement rate' (n=10,773), 'parent and carer employment rate' (n=4,012) at entry, first, second, third, fourth and fifth plan reassessment, and 'participant choice and control' (n=9,181) at first, second, third, fourth and fifth plan reassessment - participants who entered between 1 July 2016 and 30 September 2017 – National <sup>47</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	10%	14%	18%	25%	25%	28%	26%
Aged 25 to 34 years	28%	31%	30%	30%	26%	29%	26%
Aged 35 to 44 years	32%	32%	30%	30%	27%	30%	26%
Aged 45 to 54 years	32%	32%	29%	32%	28%	28%	26%
Aged 55 to 64 years	27%	26%	22%	21%	18%	19%	26%
Aged 65+ years	16%	16%	12%	13%	9%	11%	26%
Aged 25 to 64 years	29%	30%	28%	28%	25%	26%	26%
Aged 15 to 64 years	26%	27%	26%	28%	25%	27%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	31%	36%	41%	44%	45%	43%	46%
Aged 25 to 34 years	34%	42%	48%	51%	51%	50%	46%
Aged 35 to 44 years	35%	42%	48%	49%	47%	50%	46%
Aged 45 to 54 years	36%	43%	46%	50%	49%	50%	46%
Aged 55 to 64 years	35%	39%	43%	45%	45%	46%	46%
Aged 65+ years	37%	40%	45%	46%	45%	47%	46%
Aged 25+ years	35%	41%	46%	49%	48%	49%	46%
Aged 15+ years	34%	41%	45%	48%	48%	48%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 0 to 14 years	42%	45%	48%	51%	50%	53%	50%
Aged 15+ years	49%	53%	56%	57%	56%	56%	50%
All ages	46%	49%	51%	54%	52%	55%	50%

Participant Choice and Control	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	60%	63%	66%	68%	70%	75%
Aged 25+ years	66%	73%	77%	79%	81%	75%
Aged 15+ years	64%	69%	73%	74%	77%	75%

<sup>47</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table E.72 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,095), 'participant social and community engagement rate' (n=1,135), 'parent and carer employment rate' (n=269) at entry, first, second, third, fourth, fifth and sixth plan reassessment, and 'participant choice and control' (n=760) at first, second, third, fourth, fifth and sixth plan reassessment - participants who entered between 1 July 2016 and 30 September 2016 – National <sup>48</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	8%	14%	14%	19%	15%	16%	20%	26%
Aged 25 to 34 years	19%	18%	22%	16%	19%	22%	21%	26%
Aged 35 to 44 years	20%	23%	22%	20%	21%	18%	18%	26%
Aged 45 to 54 years	25%	24%	21%	20%	16%	16%	18%	26%
Aged 55 to 64 years	25%	25%	21%	16%	15%	17%	18%	26%
Aged 65+ years	16%	16%	11%	11%	7%	5%	8%	26%
Aged 25 to 64 years	22%	22%	21%	18%	18%	19%	19%	26%
Aged 15 to 64 years	20%	21%	20%	18%	18%	18%	19%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	34%	35%	43%	47%	41%	45%	35%	46%
Aged 25 to 34 years	33%	39%	47%	52%	55%	59%	54%	46%
Aged 35 to 44 years	30%	33%	43%	49%	49%	54%	56%	46%
Aged 45 to 54 years	33%	35%	47%	50%	43%	60%	50%	46%
Aged 55 to 64 years	44%	41%	47%	45%	40%	54%	50%	46%
Aged 65+ years	41%	45%	51%	52%	50%	47%	48%	46%
Aged 25+ years	36%	38%	47%	50%	48%	56%	52%	46%
Aged 15+ years	35%	38%	46%	49%	47%	54%	50%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 0 to 14 years	39%	44%	36%	44%	46%	68%	52%	50%
Aged 15+ years	42%	45%	47%	45%	50%	43%	50%	50%
All ages	41%	45%	43%	45%	49%	55%	51%	50%

Participant Choice and Control	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	60%	68%	66%	68%	68%	69%	75%
Aged 25+ years	68%	73%	78%	81%	79%	82%	75%
Aged 15+ years	66%	71%	74%	76%	74%	78%	75%

<sup>48</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a sixth plan reassessment to date.

**Table E.73 Number of active plans by goal type and primary disability group – National <sup>49</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
Acquired brain injury	4,076	12,689	9,401	3,090	4,421	13,901	6,954	4,545	17,058
Autism	29,756	167,282	65,774	72,377	82,611	134,312	13,146	31,556	191,251
Cerebral palsy	3,854	14,428	9,262	4,123	4,213	12,720	4,511	3,207	17,334
Developmental delay	3,318	49,072	18,524	31,652	20,244	37,181	113	17	52,179
Down syndrome	2,244	9,459	5,553	3,005	3,461	9,347	3,116	3,251	11,574
Global developmental delay	917	11,915	4,493	7,835	4,985	8,599	43	<11	12,583
Hearing impairment	4,472	20,295	5,336	6,618	4,185	12,801	2,551	5,801	25,134
Intellectual disability	18,619	66,999	34,762	23,558	28,368	66,203	24,062	29,968	86,120
Multiple sclerosis	2,440	7,793	6,739	838	1,426	6,946	3,348	2,315	9,739
Psychosocial disability	12,859	41,527	35,569	12,649	13,717	47,713	21,060	19,644	58,122
Spinal cord injury	1,619	4,644	3,355	677	745	4,112	2,042	1,729	5,655
Stroke	2,164	6,821	4,614	1,002	1,510	6,575	3,131	1,712	8,346
Visual impairment	2,488	8,349	3,585	2,307	1,198	7,186	2,036	3,038	9,744
Other neurological	4,968	16,996	12,288	3,169	4,561	16,508	7,723	3,530	21,460
Other physical	4,500	16,320	10,588	2,497	2,331	12,850	4,929	4,261	19,496
Other sensory/speech	302	1,852	524	848	764	1,087	60	186	2,205
Other	1,463	5,652	3,409	1,332	1,411	4,988	1,989	1,368	6,917
<b>Total</b>	<b>100,059</b>	<b>462,093</b>	<b>233,776</b>	<b>177,577</b>	<b>180,151</b>	<b>403,029</b>	<b>100,814</b>	<b>116,134</b>	<b>554,917</b>

**Table E.74 Percentage of active plans by goal type and primary disability group – National <sup>50</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	24%	74%	55%	18%	26%	81%	41%	27%
Autism	16%	87%	34%	38%	43%	70%	7%	16%
Cerebral palsy	22%	83%	53%	24%	24%	73%	26%	19%
Developmental delay	6%	94%	36%	61%	39%	71%	0%	0%
Down syndrome	19%	82%	48%	26%	30%	81%	27%	28%
Global developmental delay	7%	95%	36%	62%	40%	68%	0%	n/a
Hearing impairment	18%	81%	21%	26%	17%	51%	10%	23%
Intellectual disability	22%	78%	40%	27%	33%	77%	28%	35%
Multiple sclerosis	25%	80%	69%	9%	15%	71%	34%	24%
Psychosocial disability	22%	71%	61%	22%	24%	82%	36%	34%
Spinal cord injury	29%	82%	59%	12%	13%	73%	36%	31%
Stroke	26%	82%	55%	12%	18%	79%	38%	21%
Visual impairment	26%	86%	37%	24%	12%	74%	21%	31%
Other neurological	23%	79%	57%	15%	21%	77%	36%	16%
Other physical	23%	84%	54%	13%	12%	66%	25%	22%
Other sensory/speech	14%	84%	24%	38%	35%	49%	3%	8%
Other	21%	82%	49%	19%	20%	72%	29%	20%
<b>Total</b>	<b>18%</b>	<b>83%</b>	<b>42%</b>	<b>32%</b>	<b>32%</b>	<b>73%</b>	<b>18%</b>	<b>21%</b>

<sup>49</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>50</sup> The percentages of participants by goal type do not add up 100% for each disability group as participants can set more than one goal in their plans.

**Table E.75 Number of goals in active plans by goal type and primary disability group – National <sup>51</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
Acquired brain injury	14,563	65,563	35,411	10,991	16,129	52,599	23,416	13,843	<b>232,515</b>
Autism	122,589	1,382,567	286,853	331,462	351,785	578,976	49,834	118,320	<b>3,222,386</b>
Cerebral palsy	17,527	113,647	43,453	18,289	18,304	60,862	19,145	12,667	<b>303,894</b>
Developmental delay	11,523	429,088	73,812	125,677	73,215	139,384	333	58	<b>853,090</b>
Down syndrome	9,286	68,243	23,201	13,363	14,674	42,859	11,823	12,371	<b>195,820</b>
Global developmental delay	3,452	113,457	18,763	32,211	18,511	33,996	131	12	<b>220,533</b>
Hearing impairment	16,445	118,075	20,485	26,024	15,440	48,811	8,548	19,551	<b>273,379</b>
Intellectual disability	73,154	425,212	142,263	99,067	114,640	283,389	86,953	106,516	<b>1,331,194</b>
Multiple sclerosis	9,031	43,235	28,314	2,912	4,907	25,975	11,939	7,957	<b>134,270</b>
Psychosocial disability	43,502	177,555	124,505	41,178	43,864	159,451	63,006	59,324	<b>712,385</b>
Spinal cord injury	6,872	27,572	14,437	2,673	2,956	17,607	8,074	6,165	<b>86,356</b>
Stroke	8,506	41,009	18,777	3,847	5,536	25,645	11,430	5,882	<b>120,632</b>
Visual impairment	10,145	54,334	14,330	9,520	4,653	30,733	7,776	11,231	<b>142,722</b>
Other neurological	19,028	101,556	50,396	12,575	17,097	64,113	27,101	12,130	<b>303,996</b>
Other physical	17,405	97,722	43,579	9,237	8,309	49,807	17,896	14,547	<b>258,502</b>
Other sensory/speech	1,079	13,545	1,900	3,432	2,657	4,111	188	610	<b>27,522</b>
Other	5,624	35,663	14,017	5,576	5,680	19,103	6,711	4,494	<b>96,868</b>
<b>Total</b>	<b>389,731</b>	<b>3,308,043</b>	<b>954,496</b>	<b>748,034</b>	<b>718,357</b>	<b>1,637,421</b>	<b>354,304</b>	<b>405,678</b>	<b>8,516,064</b>

**Table E.76 Number of active plans by goal type and age group – National <sup>52</sup>**

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
0 to 6	5,786	83,545	32,708	54,942	34,899	64,691	232	<11	<b>88,617</b>
7 to 14	17,290	130,086	43,737	54,946	62,669	89,335	1,815	1,588	<b>144,124</b>
15 to 18	9,652	38,747	16,519	15,128	18,861	34,410	3,241	13,387	<b>46,040</b>
19 to 24	11,666	35,712	16,794	13,127	12,893	33,773	11,363	26,908	<b>45,530</b>
25 to 34	12,491	36,575	22,710	11,387	12,125	37,061	17,093	23,841	<b>48,627</b>
35 to 44	10,718	33,236	23,933	8,648	10,926	34,390	15,753	18,276	<b>44,183</b>
45 to 54	12,358	39,395	29,456	8,798	11,680	41,278	18,850	16,902	<b>52,312</b>
55 to 64	14,515	47,246	34,763	8,249	12,003	49,571	23,302	12,718	<b>62,103</b>
65+	5,583	17,551	13,156	2,352	4,095	18,520	9,165	2,509	<b>23,381</b>
<b>Total</b>	<b>100,059</b>	<b>462,093</b>	<b>233,776</b>	<b>177,577</b>	<b>180,151</b>	<b>403,029</b>	<b>100,814</b>	<b>116,134</b>	<b>554,917</b>

<sup>51</sup> Participants have set over twenty million goals in total since July 2016. The 8,516,064 goals in these results relate to those in the current plans of active participants.

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

**Table E.77 Percentage of active plans by goal type and age group – National** <sup>53</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	7%	94%	37%	62%	39%	73%	0%	n/a
7 to 14	12%	90%	30%	38%	43%	62%	1%	1%
15 to 18	21%	84%	36%	33%	41%	75%	7%	29%
19 to 24	26%	78%	37%	29%	28%	74%	25%	59%
25 to 34	26%	75%	47%	23%	25%	76%	35%	49%
35 to 44	24%	75%	54%	20%	25%	78%	36%	41%
45 to 54	24%	75%	56%	17%	22%	79%	36%	32%
55 to 64	23%	76%	56%	13%	19%	80%	38%	20%
65+	24%	75%	56%	10%	18%	79%	39%	11%
<b>Total</b>	<b>18%</b>	<b>83%</b>	<b>42%</b>	<b>32%</b>	<b>32%</b>	<b>73%</b>	<b>18%</b>	<b>21%</b>

**Table E.78 Number of goals in active plans by goal type and age group – National** <sup>54</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	21,387	770,303	138,674	228,920	131,730	256,053	735	15	<b>1,547,817</b>
7 to 14	70,689	1,174,081	192,302	258,882	269,567	385,102	6,564	5,737	<b>2,362,924</b>
15 to 18	39,571	251,586	68,877	63,344	77,058	145,922	12,389	50,669	<b>709,416</b>
19 to 24	47,640	211,391	69,655	53,472	52,449	143,751	42,257	99,508	<b>720,123</b>
25 to 34	49,306	195,596	89,601	43,546	46,661	150,891	60,348	82,543	<b>718,492</b>
35 to 44	41,225	171,599	94,600	31,459	41,015	136,117	55,233	61,643	<b>632,891</b>
45 to 54	45,450	199,371	115,161	31,215	42,514	159,329	65,430	55,735	<b>714,205</b>
55 to 64	53,775	242,974	134,261	28,812	42,778	189,219	80,272	41,439	<b>813,530</b>
65+	20,688	91,142	51,365	8,384	14,585	71,037	31,076	8,389	<b>296,666</b>
<b>Total</b>	<b>389,731</b>	<b>3,308,043</b>	<b>954,496</b>	<b>748,034</b>	<b>718,357</b>	<b>1,637,421</b>	<b>354,304</b>	<b>405,678</b>	<b>8,516,064</b>

<sup>53</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

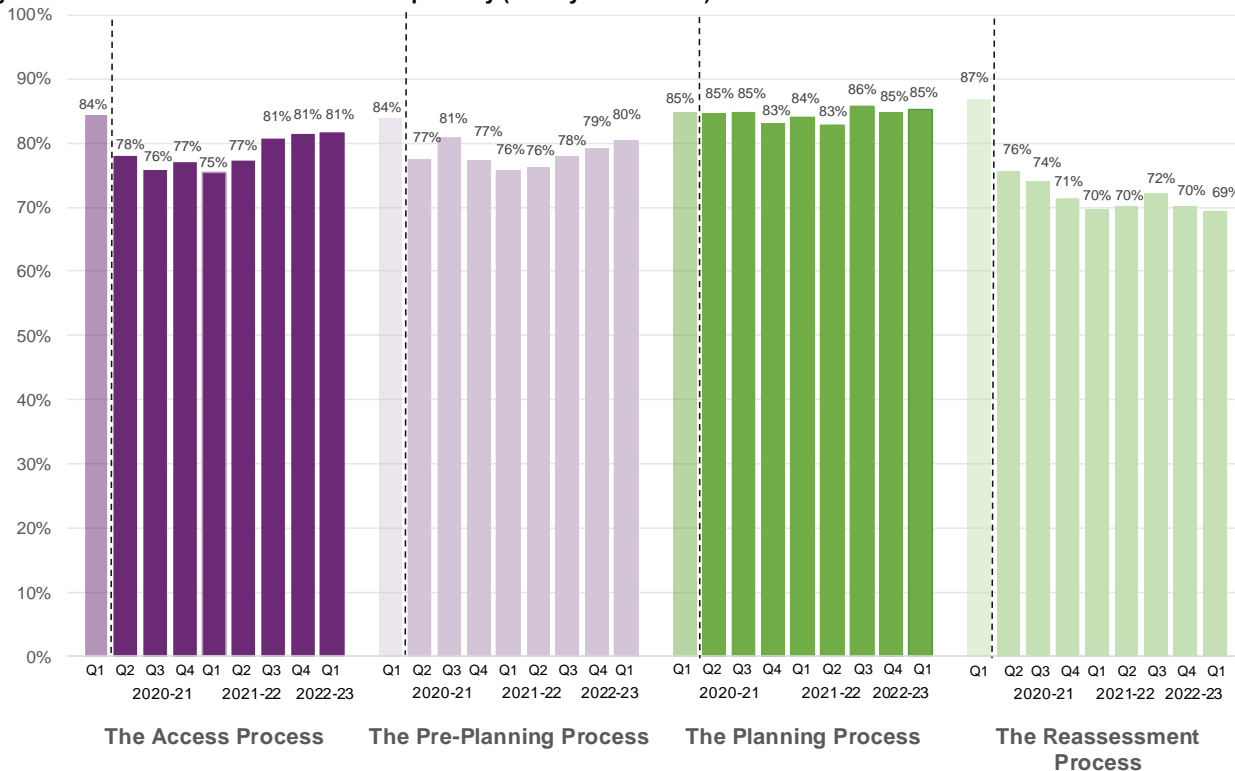
<sup>54</sup> Participants have set over twenty million goals in total since July 2016. The 8,516,064 goals in these results relate to those in the current plans of active participants.

**Table E.79 Proportion of participants who agreed with statements about 'Access' (n = 7,735 in Prior Quarters, n = 1,133 in 2022-23 Q1), 'Pre-planning' (n = 6,596 in Prior Quarters, n = 1,021 in 2022-23 Q1), 'Planning' (n = 31,127 in Prior Quarters, n = 4,867 in 2022-23 Q1) and 'Plan reassessment' (n = 81,775 in Prior Quarters, n = 10,852 in 2022-23 Q1) of NDIS journey in 2022-23 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National <sup>55</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q1
Access - Are you happy with how coming into the NDIS has gone?	85%	88%
Access - Was the person from the NDIS respectful?	97%	98%
Access - Do you understand what will happen next with your plan?	76%	80%
Access - % of participants rating their overall experience as Very Good or Good.	78%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	86%
Pre-planning - Did you understand why you needed to give the information you did?	95%	95%
Pre-planning - Were decisions about your plan clearly explained?	77%	80%
Pre-planning - Are you clear on what happens next with your plan?	66%	70%
Pre-planning - Do you know where to go for more help with your plan?	72%	71%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	78%	80%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	91%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	88%	87%
Planning - Are you clear on what happens next with your plan?	83%	85%
Planning - Do you know where to go for more help with your plan?	88%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	84%	85%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	78%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	85%	84%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	87%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	72%	69%

<sup>55</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. 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.8 Trend of satisfaction across the pathway (% Very Good/Good) – National <sup>56 57</sup>**



<sup>56</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>57</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

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

**Table E.80 PSG 1: Explanation of a previous decision, after a request for explanation is received, and proportion achieved within 28 day timeframe by quarter – National**

PSG 1	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	105	249	315	199	252	250	354	314
Within timeframe	105	216	220	197	250	246	352	311
% within timeframe	100%	87%	70%	99%	99%	98%	99%	99%

**Table E.81 PSG 2: Access decision made, or further information requested, after receiving access request, and proportion achieved within 21 day timeframe by quarter – National**<sup>58</sup>

PSG 2	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	31,440	30,138	27,747	27,332	28,906	28,535	24,043	27,044	29,413
Within timeframe	31,414	30,134	27,745	27,330	28,903	28,529	24,035	27,002	29,396
% within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table E.82 PSG 3: Allow sufficient time for prospective participants to provide information, after NDIA has requested further information, and proportion achieved within 90 day timeframe by quarter – National**<sup>59</sup>

PSG 3	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	1,916	1,316	38	1,471	3,143	695	336
Within timeframe	1,913	1,313	38	1,467	3,120	688	336
% within timeframe	100%	100%	100%	100%	99%	99%	100%

**Table E.83 PSG 4: Access decision made after the final information has been provided, and proportion achieved within 14 day timeframe by quarter – National**<sup>60</sup>

PSG 4	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	4,954	5,331	4,631	4,546	4,641	4,183	3,023	2,839	2,478
Within timeframe	4,884	5,237	4,565	4,492	4,564	4,133	2,989	2,808	2,458
% within timeframe	99%	98%	99%	99%	98%	99%	99%	99%	99%

**Table E.84 PSG 5: Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National**<sup>61</sup>

PSG 5	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	22,423	3,995	10,528	15,671	21,430	21,458	18,182	19,818	21,685
Within timeframe	16,811	3,244	8,589	12,818	18,288	19,128	16,304	18,993	21,039
% within timeframe	75%	81%	82%	82%	85%	89%	90%	96%	97%

**Table E.85 PSG 6: First plan approved after access decision has been made, for participants aged 7 and above, and proportion achieved within timeframe by quarter – National**<sup>62</sup>

PSG 6	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	13,681	13,813	12,470	11,925	12,629	12,495	10,816	10,865	11,605
Within timeframe	12,537	12,740	10,868	9,599	10,364	10,750	8,986	9,783	10,811
% within timeframe (70 days)	92%	92%	87%	89%	90%	92%	90%	94%	96%
% within timeframe (56 days)	n/a	n/a	n/a	80%	82%	86%	83%	90%	93%

<sup>58</sup> The results for prior quarters have been restated using data as at 30 September 2022 due to a change in the way this metric is measured.

<sup>59</sup> Ibid.

<sup>60</sup> Ibid.

<sup>61</sup> A new business process has been used to measure this metric since December 2020 and again from July 2021.

<sup>62</sup> The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.



**Table E.86 PSG 7: First plan approved after access decision has been made, for children younger than 7, and proportion achieved within 90 day timeframe by quarter – National**

PSG 7	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	8,397	7,601	6,869	6,529	7,944	7,992	8,872	8,586	11,726
Within timeframe	8,206	7,420	6,612	5,970	7,003	7,199	8,095	8,233	11,505
% within timeframe	98%	98%	96%	91%	88%	90%	91%	96%	98%

**Table E.87 PSG 9: If the participant accepts the offer, hold a plan implementation meeting, and proportion achieved within 28 day timeframe by quarter – National**

PSG 9	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	62,554	63,045	60,367	69,849	69,028	70,316	70,445	60,916
Within timeframe	62,534	63,011	60,325	69,795	68,967	70,209	70,301	60,824
% within timeframe	100%	100%	100%	100%	100%	100%	100%	100%

**Table E.88 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date, and proportion achieved within 56 day timeframe by quarter – National <sup>63</sup>**

PSG 11	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	75,635	75,077	100,057	86,482	85,942	80,866	74,623	63,112	65,034
Number of tasks	44,118	39,144	3,103	8,676	27,380	28,553	20,808	36,977	54,959
% within timeframe	58%	52%	3%	10%	32%	35%	28%	59%	85%

**Table E.89 PSG 12: Decision made to undertake Participant Reassessment Request (PRRs) after request is received, and proportion achieved within 21 day timeframe by quarter – National <sup>64</sup>**

PSG 12	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	20,057	19,475	18,320	21,689	27,072	24,301	24,189	28,002	28,793
Within timeframe	20,020	19,427	18,283	19,673	22,850	24,301	24,185	28,002	26,825
% within timeframe	100%	100%	100%	91%	84%	100%	100%	100%	93%

**Table E.90 PSG 13: Participant Reassessment Request (PRRs) completed after decision made to undertake reassessment, and proportion achieved by quarter – National <sup>65</sup>**

PSG 13	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	12,233	13,067	12,743	13,939	18,549	19,503	18,383	22,826	23,017
Within timeframe	9,050	9,311	8,493	10,095	10,674	10,224	9,881	13,773	15,527
% within timeframe (42 days)	74%	71%	67%	72%	71%	67%	67%	75%	81%
% within timeframe (28 days)	n/a	n/a	n/a	n/a	58%	52%	54%	60%	67%

**Table E.91 PSG 14: Vary a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National**

PSG 14	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	18,606	16,810	15,386	15,162	15,572	16,093	15,691	20,854	19,940
Within timeframe	17,282	15,468	14,344	14,178	14,536	14,769	14,627	19,179	18,605
% within timeframe	93%	92%	93%	94%	93%	92%	93%	92%	93%

**Table E.92 PSG 15: Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process, and proportion achieved within 50 day timeframe by quarter – National**

PSG 15	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	19	34	22	34	43	47	40	28	26
Within timeframe	19	30	20	32	40	43	37	27	24
% within timeframe	100%	88%	91%	94%	93%	91%	93%	96%	92%

<sup>63</sup> Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

<sup>64</sup> Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

<sup>65</sup> The target timeframe for this metric has been reduced from 42 to 28 days from 1 July 2021.

**Table E.93 PSG 17: Review of a Reviewable Decision (RoRD) after request is received, and proportion achieved by quarter – National** <sup>66</sup>

PSG 17	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	9,060	8,359	10,388	10,626	14,447	14,299	12,358	10,298	10,547
Within timeframe	8,942	8,166	9,576	10,070	12,923	11,995	10,695	9,888	9,914
% within timeframe (90 days)	99%	98%	92%	95%	96%	96%	95%	98%	98%
% within timeframe (60 days)	n/a	n/a	n/a	n/a	89%	84%	87%	96%	94%

**Table E.94 PSG 18: Implement an AAT decision to vary a plan, after receiving notification of the AAT decision, and proportion achieved within 28 day timeframe by quarter – National**

PSG 18	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	83	162	377	592	685	1,041	1,468
Within timeframe	80	156	365	574	661	1,003	1,443
% within timeframe	96%	96%	97%	97%	96%	96%	98%

**Table E.95 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National**

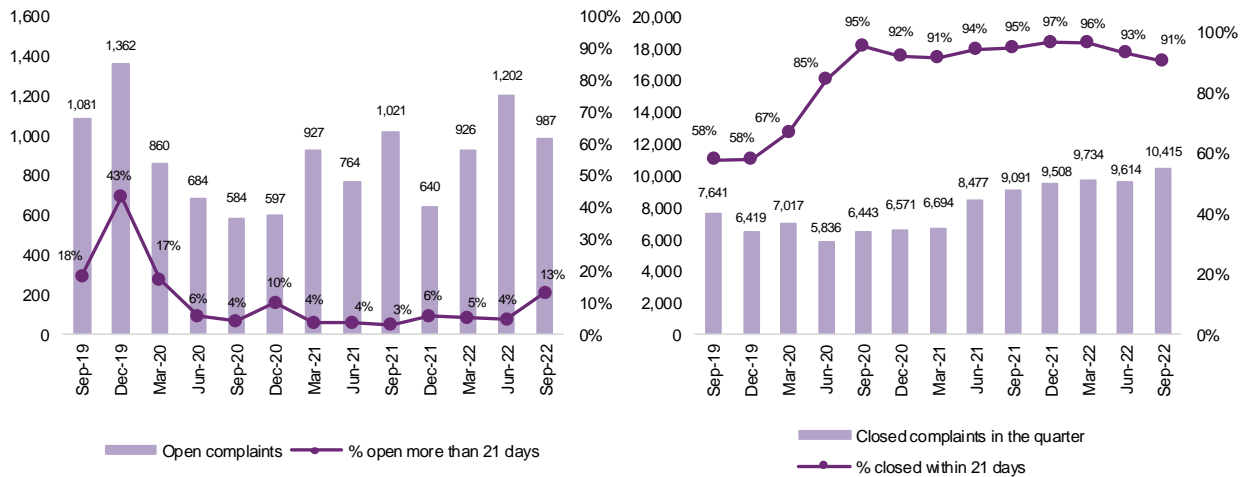
PSG 19	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	132	135	147	172	121	193	266	216
Within timeframe	126	113	127	168	121	186	264	216
% within timeframe	95%	84%	86%	98%	100%	96%	99%	100%

**Table E.96 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National**

PSG 20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Number of tasks	20	26	21	18	12	8	23	22
Within timeframe	20	24	21	17	12	8	21	22
% within timeframe	100%	92%	100%	94%	100%	100%	91%	100%

<sup>66</sup> The target timeframe for this metric has been reduced from 90 to 60 days from 1 July 2021.

**Figure E.9 Open (left) and closed (right) complaints over time – National**



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q1. 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.97 shows the number of complaints in 2022-23 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables E.98 to E.101 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 1 July 2016 and complaints made during that quarter.

**Table E.97 Complaints by quarter – National** <sup>67 68 69</sup>

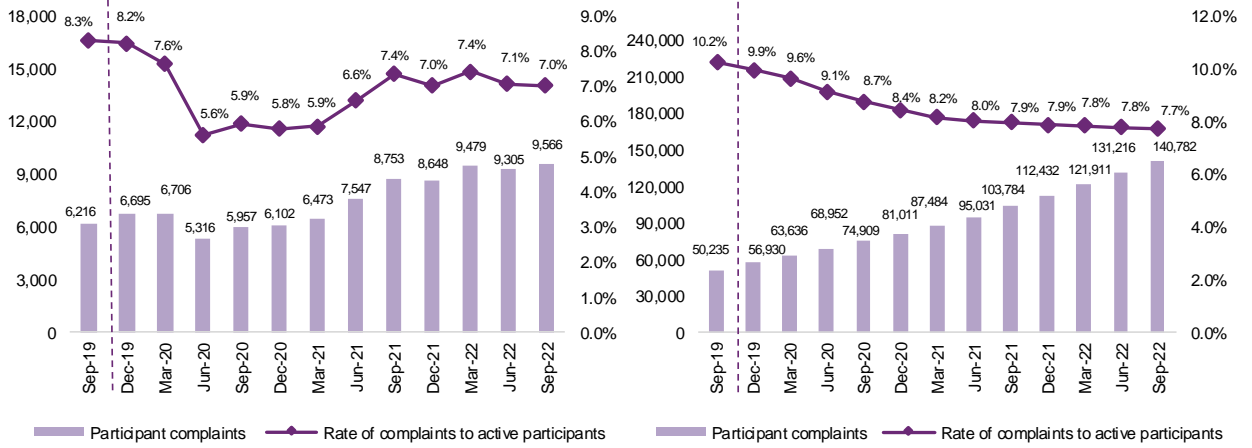
Complaints made by or on behalf of:	Prior Quarters	2022-23 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	516	49	565	524
People who have submitted an access request: Complaint about LAC Partner	2,497	264	2,761	2,542
People who have submitted an access request: Complaints about service providers	8,118	590	8,708	7,239
People who have submitted an access request: Complaints about the Agency	103,535	6,613	110,148	62,416
People who have submitted an access request: Critical/ Reportable Incident	13,231	2,050	15,281	11,678
People who have submitted an access request: Unclassified	3,319	<11	3,319	2,985
<b>People who have submitted an access request: Total</b>	<b>131,216</b>	<b>9,566</b>	<b>140,782</b>	<b>77,901</b>
<i>Percentage of the number of active participants</i>	<i>7.8%</i>	<i>7.0%</i>	<i>7.7%</i>	<i>n/a</i>
Providers who have submitted a registration request: Complaint about ECA Partner	<11	<11	<11	<11
Providers who have submitted a registration request: Complaint about LAC Partner	63	<11	68	63
Providers who have submitted a registration request: Complaints about service providers	754	55	809	697
Providers who have submitted a registration request: Complaints about the Agency	6,734	290	7,024	5,284
Providers who have submitted a registration request: Critical/ Reportable Incident	39	<11	44	43
Providers who have submitted a registration request: Unclassified	240	<11	240	222
<b>Providers who have submitted a registration request: Total</b>	<b>7,832</b>	<b>356</b>	<b>8,188</b>	<b>5,975</b>
<i>Percentage of all registration requests</i>	<i>4.9%</i>	<i>3.6%</i>	<i>4.8%</i>	<i>n/a</i>
Other: Complaint about ECA Partner	21	<11	22	22
Other: Complaint about LAC Partner	64	<11	71	70
Other: Complaints about service providers	895	75	970	970
Other: Complaints about the Agency	3,989	365	4,354	4,352
Other: Critical/ Reportable Incident	147	<11	154	154
Other: Unclassified	115	<11	115	115
<b>Other: Total</b>	<b>5,231</b>	<b>455</b>	<b>5,686</b>	<b>5,680</b>
<b>Total</b>	<b>140,938</b>	<b>10,200</b>	<b>151,138</b>	<b>89,556</b>

<sup>67</sup> Note that 69% of all complainants made only one complaint, 16% made two complaints and 15% made three or more complaints.

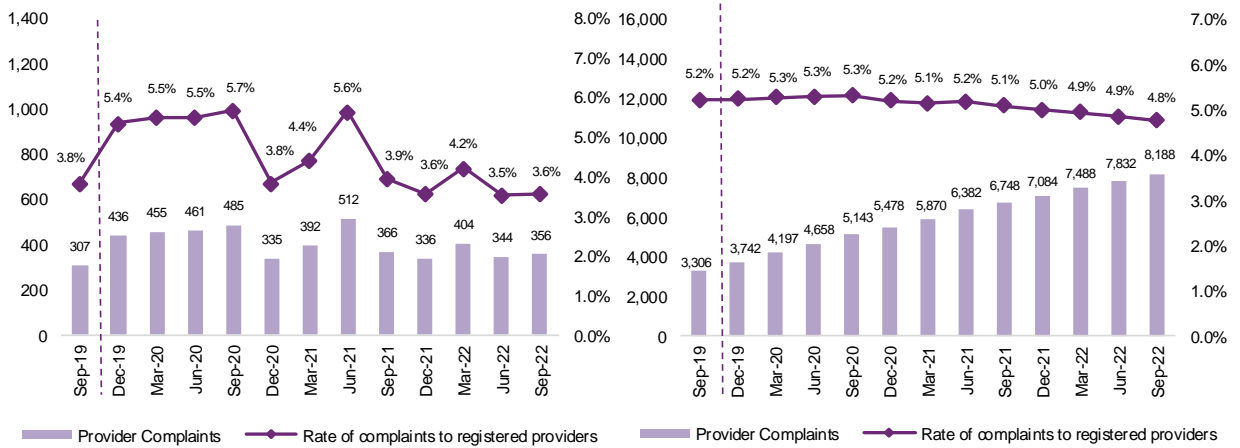
<sup>68</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>69</sup> % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

**Figure E.10 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National**



**Figure E.11 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National <sup>70</sup>**



<sup>70</sup> In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints increased in 2019-20 Q2.

**Table E.98 Participant complaints by type. Complaints with a related party who has submitted an access request – National** <sup>71 72</sup>

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	5,363	(5%)	<11	n/a	5,365	(5%)
Information unclear	2,025	(2%)	<11	n/a	2,029	(2%)
NDIA Access	2,234	(2%)	258	(4%)	2,492	(2%)
NDIA Engagement	67	(0%)	39	(1%)	106	(0%)
NDIA Finance	5,700	(6%)	671	(10%)	6,371	(6%)
NDIA Fraud and Compliance	320	(0%)	67	(1%)	387	(0%)
NDIA Plan	18,778	(18%)	2,794	(42%)	21,572	(20%)
NDIA Process	6,718	(6%)	880	(13%)	7,598	(7%)
NDIA Resources	662	(1%)	138	(2%)	800	(1%)
NDIA Staff	4,966	(5%)	514	(8%)	5,480	(5%)
NDIA Timeliness	15,549	(15%)	1,098	(17%)	16,647	(15%)
Participation, engagement and inclusion	464	(0%)	<11	n/a	464	(0%)
Provider Portal	154	(0%)	<11	n/a	154	(0%)
Quality & Safeguards Commission	53	(0%)	11	(0%)	64	(0%)
Reasonable and necessary supports	6,261	(6%)	<11	n/a	6,262	(6%)
Staff conduct - Agency	1,734	(2%)	<11	n/a	1,737	(2%)
The way the NDIA carried out its decision making	3,101	(3%)	22	(0%)	3,123	(3%)
Timeliness	16,621	(16%)	11	(0%)	16,632	(15%)
Other	12,765	(12%)	100	(2%)	12,865	(12%)
<b>Total</b>	<b>103,535</b>	<b>(100%)</b>	<b>6,613</b>	<b>(100%)</b>	<b>110,148</b>	<b>(100%)</b>

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	63	(12%)	<11	n/a	68	(12%)
ECA Process	63	(12%)	<11	n/a	68	(12%)
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	209	(41%)	32	(65%)	241	(43%)
ECA Timeliness	176	(34%)	<11	n/a	182	(32%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>516</b>	<b>(100%)</b>	<b>49</b>	<b>(100%)</b>	<b>565</b>	<b>(100%)</b>

<sup>71</sup> It is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

<sup>72</sup> There are 131,216 total participant complaints in Prior Quarters, 9,566 total participant complaints in 2022-23 Q1, and 140,782 total participant complaints as at 30 September 2022 (which includes 3,319 unclassified participant complaints).

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	11	(0%)
LAC Fraud and Compliance	22	(1%)	<11	n/a	25	(1%)
LAC Plan	438	(18%)	44	(17%)	482	(17%)
LAC Process	292	(12%)	34	(13%)	326	(12%)
LAC Resources	15	(1%)	<11	n/a	17	(1%)
LAC Staff	1,414	(57%)	150	(57%)	1,564	(57%)
LAC Timeliness	306	(12%)	30	(11%)	336	(12%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>2,497</b>	<b>(100%)</b>	<b>264</b>	<b>(100%)</b>	<b>2,761</b>	<b>(100%)</b>

Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	331	(4%)	<11	n/a	334	(4%)
Provider Finance	347	(4%)	58	(10%)	405	(5%)
Provider Fraud and Compliance	577	(7%)	93	(16%)	670	(8%)
Provider process	381	(5%)	<11	n/a	383	(4%)
Provider Service	2,510	(31%)	245	(42%)	2,755	(32%)
Provider Staff	1,245	(15%)	159	(27%)	1,404	(16%)
Service Delivery	572	(7%)	<11	n/a	574	(7%)
Staff conduct	540	(7%)	<11	n/a	545	(6%)
Supports being provided	618	(8%)	<11	n/a	622	(7%)
Other	997	(12%)	19	(3%)	1,016	(12%)
<b>Total</b>	<b>8,118</b>	<b>(100%)</b>	<b>590</b>	<b>(100%)</b>	<b>8,708</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	3,633	(27%)	609	(30%)	4,242	(28%)
Allegations against Informal Supports	1,816	(14%)	44	(2%)	1,860	(12%)
Allegations against NDIA Staff/Partners	17	(0%)	<11	n/a	19	(0%)
Participant threat	2,341	(18%)	356	(17%)	2,697	(18%)
Provider reporting	5,424	(41%)	1,039	(51%)	6,463	(42%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>13,231</b>	<b>(100%)</b>	<b>2,050</b>	<b>(100%)</b>	<b>15,281</b>	<b>(100%)</b>

**Table E.99 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National** <sup>73</sup>

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	348	(5%)	<11	n/a	348	(5%)
Information unclear	227	(3%)	<11	n/a	227	(3%)
NDIA Access	<11	n/a	<11	n/a	<11	n/a
NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
NDIA Finance	1,489	(22%)	125	(43%)	1,614	(23%)
NDIA Fraud and Compliance	34	(1%)	<11	n/a	36	(1%)
NDIA Plan	450	(7%)	34	(12%)	484	(7%)
NDIA Process	413	(6%)	31	(11%)	444	(6%)
NDIA Resources	451	(7%)	52	(18%)	503	(7%)
NDIA Staff	247	(4%)	15	(5%)	262	(4%)
NDIA Timeliness	418	(6%)	18	(6%)	436	(6%)
Participation, engagement and inclusion	48	(1%)	<11	n/a	48	(1%)
Provider Portal	421	(6%)	<11	n/a	423	(6%)
Quality & Safeguards Commission	39	(1%)	<11	n/a	44	(1%)
Reasonable and necessary supports	117	(2%)	<11	n/a	117	(2%)
Staff conduct - Agency	125	(2%)	<11	n/a	125	(2%)
The way the NDIA carried out its decision making	73	(1%)	<11	n/a	73	(1%)
Timeliness	815	(12%)	<11	n/a	818	(12%)
Other	1,005	(15%)	<11	n/a	1,007	(14%)
<b>Total</b>	<b>6,734</b>	<b>(100%)</b>	<b>290</b>	<b>(100%)</b>	<b>7,024</b>	<b>(100%)</b>

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	<11	n/a	<11	n/a	<11	n/a
ECA Process	<11	n/a	<11	n/a	<11	n/a
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	<11	n/a	<11	n/a	<11	n/a
ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	12	(19%)	<11	n/a	12	(18%)
LAC Process	<11	n/a	<11	n/a	<11	n/a
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	32	(51%)	<11	n/a	37	(54%)
LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>63</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>68</b>	<b>(100%)</b>

<sup>73</sup> There are 7,832 total provider complaints in Prior Quarters, 356 total provider complaints in 2022-23 Q1, and 8,188 total provider complaints as at 30 September 2022 (which includes 240 unclassified provider complaints).



Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	13	(2%)	<11	n/a	14	(2%)
Provider Finance	59	(8%)	<11	n/a	64	(8%)
Provider Fraud and Compliance	92	(12%)	12	(22%)	104	(13%)
Provider process	30	(4%)	<11	n/a	30	(4%)
Provider Service	197	(26%)	17	(31%)	214	(26%)
Provider Staff	156	(21%)	19	(35%)	175	(22%)
Service Delivery	33	(4%)	<11	n/a	33	(4%)
Staff conduct	26	(3%)	<11	n/a	26	(3%)
Supports being provided	31	(4%)	<11	n/a	32	(4%)
Other	117	(16%)	<11	n/a	117	(14%)
<b>Total</b>	<b>754</b>	<b>(100%)</b>	<b>55</b>	<b>(100%)</b>	<b>809</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	13	(33%)	<11	n/a	13	(30%)
Allegations against Informal Supports	<11	n/a	<11	n/a	<11	n/a
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	<11	n/a	<11	n/a	<11	n/a
Provider reporting	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>39</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>44</b>	<b>(100%)</b>

Table E.100 Other complaints by type – National <sup>74</sup>

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	378	(9%)	<11	n/a	378	(9%)
Information unclear	169	(4%)	<11	n/a	169	(4%)
NDIA Access	129	(3%)	31	(8%)	160	(4%)
NDIA Engagement	29	(1%)	13	(4%)	42	(1%)
NDIA Finance	204	(5%)	12	(3%)	216	(5%)
NDIA Fraud and Compliance	94	(2%)	22	(6%)	116	(3%)
NDIA Plan	504	(13%)	83	(23%)	587	(13%)
NDIA Process	490	(12%)	52	(14%)	542	(12%)
NDIA Resources	208	(5%)	67	(18%)	275	(6%)
NDIA Staff	273	(7%)	35	(10%)	308	(7%)
NDIA Timeliness	315	(8%)	39	(11%)	354	(8%)
Participation, engagement and inclusion	76	(2%)	<11	n/a	76	(2%)
Provider Portal	14	(0%)	<11	n/a	14	(0%)
Quality & Safeguards Commission	52	(1%)	<11	n/a	60	(1%)
Reasonable and necessary supports	87	(2%)	<11	n/a	87	(2%)
Staff conduct - Agency	68	(2%)	<11	n/a	68	(2%)
The way the NDIA carried out its decision making	47	(1%)	<11	n/a	47	(1%)
Timeliness	324	(8%)	<11	n/a	324	(7%)
Other	528	(13%)	<11	n/a	531	(12%)
<b>Total</b>	<b>3,989</b>	<b>(100%)</b>	<b>365</b>	<b>(100%)</b>	<b>4,354</b>	<b>(100%)</b>

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	<11	n/a	<11	n/a	<11	n/a
ECA Process	<11	n/a	<11	n/a	<11	n/a
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	<11	n/a	<11	n/a	<11	n/a
ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>21</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>22</b>	<b>(100%)</b>

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	<11	n/a	<11	n/a	<11	n/a
LAC Process	<11	n/a	<11	n/a	<11	n/a
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	42	(66%)	<11	n/a	48	(68%)
LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>64</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>71</b>	<b>(100%)</b>

<sup>74</sup> There are 5,231 total other complaints in Prior Quarters, 455 total other complaints in 2022-23 Q1, and 5,686 total other complaints as at 30 September 2022 (which includes 115 unclassified other complaints).

Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs	<11	n/a	<11	n/a	<11	n/a
Provider Finance	38	(4%)	<11	n/a	44	(5%)
Provider Fraud and Compliance	120	(13%)	15	(20%)	135	(14%)
Provider process	<11	n/a	<11	n/a	11	(1%)
Provider Service	330	(37%)	31	(41%)	361	(37%)
Provider Staff	211	(24%)	21	(28%)	232	(24%)
Service Delivery	29	(3%)	<11	n/a	29	(3%)
Staff conduct	41	(5%)	<11	n/a	41	(4%)
Supports being provided	26	(3%)	<11	n/a	27	(3%)
Other	81	(9%)	<11	n/a	81	(8%)
<b>Total</b>	<b>895</b>	<b>(100%)</b>	<b>75</b>	<b>(100%)</b>	<b>970</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	46	(31%)	<11	n/a	47	(31%)
Allegations against Informal Supports	51	(35%)	<11	n/a	53	(34%)
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	24	(16%)	<11	n/a	26	(17%)
Provider reporting	19	(13%)	<11	n/a	21	(14%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>147</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>154</b>	<b>(100%)</b>

**Table E.101 Unique complaints by type – National** <sup>75 76 77</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	6,089	(5%)	<11	n/a	6,091	(5%)
Information unclear	2,421	(2%)	<11	n/a	2,425	(2%)
NDIA Access	2,318	(2%)	286	(4%)	2,604	(2%)
NDIA Engagement	99	(0%)	53	(1%)	152	(0%)
NDIA Finance	6,732	(6%)	772	(11%)	7,504	(6%)
NDIA Fraud and Compliance	431	(0%)	90	(1%)	521	(0%)
NDIA Plan	19,091	(17%)	2,883	(40%)	21,974	(19%)
NDIA Process	7,338	(7%)	938	(13%)	8,276	(7%)
NDIA Resources	1,286	(1%)	254	(4%)	1,540	(1%)
NDIA Staff	5,234	(5%)	545	(8%)	5,779	(5%)
NDIA Timeliness	15,531	(14%)	1,136	(16%)	16,667	(14%)
Participation, engagement and inclusion	588	(1%)	<11	n/a	588	(0%)
Provider Portal	589	(1%)	<11	n/a	591	(0%)
Quality & Safeguards Commission	142	(0%)	24	(0%)	166	(0%)
Reasonable and necessary supports	6,465	(6%)	<11	n/a	6,466	(5%)
Staff conduct - Agency	1,927	(2%)	<11	n/a	1,930	(2%)
The way the NDIA carried out its decision making	3,221	(3%)	22	(0%)	3,243	(3%)
Timeliness	17,760	(16%)	14	(0%)	17,774	(15%)
Other	14,298	(13%)	105	(1%)	14,403	(12%)
<b>Total</b>	<b>111,560</b>	<b>(100%)</b>	<b>7,134</b>	<b>(100%)</b>	<b>118,694</b>	<b>(100%)</b>

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	61	(12%)	<11	n/a	66	(12%)
ECA Process	63	(13%)	<11	n/a	68	(12%)
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	200	(40%)	29	(62%)	229	(42%)
ECA Timeliness	171	(34%)	<11	n/a	178	(32%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>502</b>	<b>(100%)</b>	<b>47</b>	<b>(100%)</b>	<b>549</b>	<b>(100%)</b>

<sup>75</sup> Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

<sup>76</sup> The results shown in this table are the numbers of unique complaints. This is a change from the June 2021 quarterly report where unique complainants numbers were reported. Therefore, the results in this table are not comparable with those in Table E.57 in June 2021 quarterly report.

<sup>77</sup> There are 140,938 total unique complaints in Prior Quarters, 10,200 total unique complaints in 2022-23 Q1, and 151,138 total unique complaints as at 30 September 2022 (which includes 3,674 unclassified unique complaint).

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	11	(0%)	<11	n/a	12	(0%)
LAC Fraud and Compliance	25	(1%)	<11	n/a	28	(1%)
LAC Plan	429	(18%)	43	(16%)	472	(17%)
LAC Process	288	(12%)	32	(12%)	320	(12%)
LAC Resources	15	(1%)	<11	n/a	17	(1%)
LAC Staff	1,387	(57%)	156	(58%)	1,543	(57%)
LAC Timeliness	286	(12%)	30	(11%)	316	(12%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>2,441</b>	<b>(100%)</b>	<b>267</b>	<b>(100%)</b>	<b>2,708</b>	<b>(100%)</b>

Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs	353	(4%)	<11	n/a	357	(4%)
Provider Finance	403	(4%)	67	(10%)	470	(5%)
Provider Fraud and Compliance	728	(8%)	113	(16%)	841	(8%)
Provider process	421	(4%)	<11	n/a	424	(4%)
Provider Service	2,859	(30%)	285	(41%)	3,144	(31%)
Provider Staff	1,504	(16%)	187	(27%)	1,691	(17%)
Service Delivery	634	(7%)	<11	n/a	636	(6%)
Staff conduct	607	(6%)	<11	n/a	612	(6%)
Supports being provided	675	(7%)	<11	n/a	681	(7%)
Other	1,195	(13%)	19	(3%)	1,214	(12%)
<b>Total</b>	<b>9,379</b>	<b>(100%)</b>	<b>691</b>	<b>(100%)</b>	<b>10,070</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	3,686	(28%)	610	(30%)	4,296	(28%)
Allegations against Informal Supports	1,866	(14%)	46	(2%)	1,912	(12%)
Allegations against NDIA Staff/Partners	24	(0%)	<11	n/a	27	(0%)
Participant threat	2,363	(18%)	361	(18%)	2,724	(18%)
Provider reporting	5,443	(41%)	1,041	(51%)	6,484	(42%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>13,382</b>	<b>(100%)</b>	<b>2,061</b>	<b>(100%)</b>	<b>15,443</b>	<b>(100%)</b>

Table E.102 AAT Cases by category at 30 September 2022 – National

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Access	2,532	21%	147	12%	2,679	20%
Plan	8,447	70%	915	77%	9,362	71%
Plan Reassessment	429	4%	<11	n/a	436	3%
Other	596	5%	125	10%	721	5%
<b>Total cases</b>	<b>12,004</b>	<b>100%</b>	<b>1,194</b>	<b>100%</b>	<b>13,198</b>	<b>100%</b>
<b>% of the number of active participants</b>	<b>0.71%</b>	<b>n/a</b>	<b>0.88%</b>	<b>n/a</b>	<b>0.72%</b>	<b>n/a</b>

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

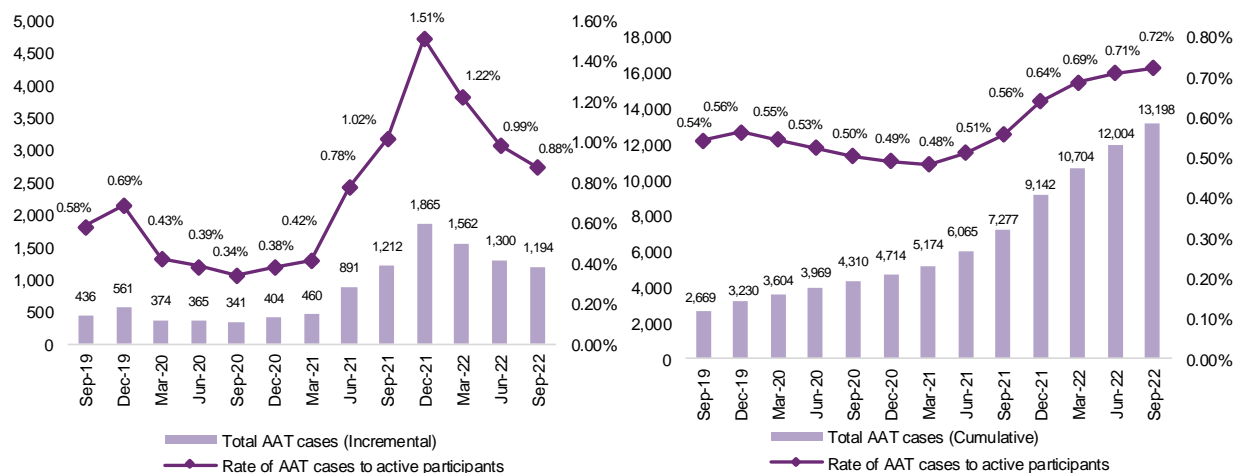


Table E.103 AAT cases by open/closed and decision – National <sup>78 79</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>13,198</b>	<b>12,081</b>
<b>Open AAT Cases</b>	<b>4,033</b>	<b>4,003</b>
<b>Closed AAT Cases</b>	<b>9,165</b>	<b>8,425</b>
<i>Resolved before hearing</i>	<i>8,901</i>	<i>8,192</i>
<i>Gone to hearing and received a substantive decision</i>	<i>264</i>	<i>233</i>

<sup>78</sup> Of the 264 cases which went to hearing and received a substantive decision: 97 affirmed the Agency’s decision, 91 varied the Agency’s decision and 76 set aside the Agency’s decision.

<sup>79</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table E.104 Key markets indicators by quarter – National** <sup>80 81</sup>

Market indicators	Previous Quarter	2022-23 Q1
Average number of active providers per active participant	1.18	1.17
Number of providers delivering new types of supports	1,444	1,653
Share of payments - top 25%: Daily Tasks/Shared Living (%)	89%	88%
Share of payments - top 25%: Therapeutic Supports (%)	95%	96%
Share of payments - top 25%: Participate Community (%)	91%	92%
Share of payments - top 25%: Early Childhood Supports (%)	91%	91%
Share of payments - top 25%: Assist Personal Activities (%)	92%	93%

**Table E.105 Cumulative number of providers that have been ever active as at 30 September 2022 by quarter of activity – National** <sup>82</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q1	567
Active in 2022-23 Q1 and also in previous quarters	9,081
<b>Active in 2022-23 Q1</b>	<b>9,648</b>
Inactive in 2022-23 Q1	9,266
<b>Active ever</b>	<b>18,914</b>

<sup>80</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>81</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>82</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

**Table E.106 Cumulative number of providers that have been ever active by registration group – National <sup>83</sup>**

Registration Group	Prior Quarters	2022-23 Q1	Total	Percentage Change
Assistance services: Accommodation / Tenancy Assistance	754	<5	<b>756</b>	n/a
Assistance services: Assistance Animals	341	17	<b>358</b>	5%
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	2,885	221	<b>3,106</b>	8%
Assistance services: Assistance with travel/transport arrangements	2,640	73	<b>2,713</b>	3%
Assistance services: Daily Personal Activities	4,093	252	<b>4,345</b>	6%
Assistance services: Group and Centre Based Activities	2,785	140	<b>2,925</b>	5%
Assistance services: High Intensity Daily Personal Activities	2,810	105	<b>2,915</b>	4%
Assistance services: Household tasks	5,084	186	<b>5,270</b>	4%
Assistance services: Interpreting and translation	600	21	<b>621</b>	4%
Assistance services: Participation in community, social and civic activities	4,424	256	<b>4,680</b>	6%
Assistive Technology: Assistive equipment for recreation	793	27	<b>820</b>	3%
Assistive Technology: Assistive products for household tasks	841	42	<b>883</b>	5%
Assistive Technology: Assistance products for personal care and safety	3,166	100	<b>3,266</b>	3%
Assistive Technology: Communication and information equipment	1,534	72	<b>1,606</b>	5%
Assistive Technology: Customised Prosthetics	1,713	43	<b>1,756</b>	3%
Assistive Technology: Hearing Equipment	797	37	<b>834</b>	5%
Assistive Technology: Hearing Services	255	18	<b>273</b>	7%
Assistive Technology: Personal Mobility Equipment	2,112	63	<b>2,175</b>	3%
Assistive Technology: Specialised Hearing Services	356	25	<b>381</b>	7%
Assistive Technology: Vision Equipment	729	32	<b>761</b>	4%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	4,147	253	<b>4,400</b>	6%
Capacity Building Services: Behaviour Support	2,016	84	<b>2,100</b>	4%
Capacity Building Services: Community nursing care for high needs	1,623	92	<b>1,715</b>	6%
Capacity Building Services: Development of daily living and life skills	2,974	114	<b>3,088</b>	4%
Capacity Building Services: Early Intervention supports for early childhood	3,350	111	<b>3,461</b>	3%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	2,206	71	<b>2,277</b>	3%
Capacity Building Services: Innovative Community Participation	1,151	24	<b>1,175</b>	2%
Capacity Building Services: Specialised Driving Training	694	28	<b>722</b>	4%
Capacity Building Services: Therapeutic Supports	9,685	211	<b>9,896</b>	2%
Capital services: Home modification design and construction	1,462	49	<b>1,511</b>	3%
Capital services: Specialist Disability Accommodation	407	20	<b>427</b>	5%
Capital services: Vehicle Modifications	648	25	<b>673</b>	4%
Choice and control support services: Management of funding for supports in participants plan	1,717	82	<b>1,799</b>	5%
Choice and control support services: Support Coordination	1,536	77	<b>1,613</b>	5%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	1,130	45	<b>1,175</b>	4%
Employment and Education support services: Specialised Supported Employment	1,012	35	<b>1,047</b>	3%
<b>Total</b>	<b>18,347</b>	<b>567</b>	<b>18,914</b>	<b>3%</b>

<sup>83</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.



**Table E.107 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2022 – National<sup>84</sup>**

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	152	604	<b>756</b>	20%	80%	<b>100%</b>
Assistance services: Assistance Animals	57	301	<b>358</b>	16%	84%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	398	2,708	<b>3,106</b>	13%	87%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	522	2,191	<b>2,713</b>	19%	81%	<b>100%</b>
Assistance services: Daily Personal Activities	589	3,756	<b>4,345</b>	14%	86%	<b>100%</b>
Assistance services: Group and Centre Based Activities	389	2,536	<b>2,925</b>	13%	87%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	390	2,525	<b>2,915</b>	13%	87%	<b>100%</b>
Assistance services: Household tasks	1,607	3,663	<b>5,270</b>	30%	70%	<b>100%</b>
Assistance services: Interpreting and translation	134	487	<b>621</b>	22%	78%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	676	4,004	<b>4,680</b>	14%	86%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	122	698	<b>820</b>	15%	85%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	143	740	<b>883</b>	16%	84%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	601	2,665	<b>3,266</b>	18%	82%	<b>100%</b>
Assistive Technology: Communication and information equipment	355	1,251	<b>1,606</b>	22%	78%	<b>100%</b>
Assistive Technology: Customised Prosthetics	359	1,397	<b>1,756</b>	20%	80%	<b>100%</b>
Assistive Technology: Hearing Equipment	149	685	<b>834</b>	18%	82%	<b>100%</b>
Assistive Technology: Hearing Services	42	231	<b>273</b>	15%	85%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	397	1,778	<b>2,175</b>	18%	82%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	70	311	<b>381</b>	18%	82%	<b>100%</b>
Assistive Technology: Vision Equipment	132	629	<b>761</b>	17%	83%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	867	3,533	<b>4,400</b>	20%	80%	<b>100%</b>
Capacity Building Services: Behaviour Support	573	1,527	<b>2,100</b>	27%	73%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	268	1,447	<b>1,715</b>	16%	84%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	464	2,624	<b>3,088</b>	15%	85%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	1,289	2,172	<b>3,461</b>	37%	63%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	576	1,701	<b>2,277</b>	25%	75%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	309	866	<b>1,175</b>	26%	74%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	187	535	<b>722</b>	26%	74%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	4,459	5,437	<b>9,896</b>	45%	55%	<b>100%</b>
Capital services: Home modification design and construction	291	1,220	<b>1,511</b>	19%	81%	<b>100%</b>
Capital services: Specialist Disability Accommodation	22	405	<b>427</b>	5%	95%	<b>100%</b>
Capital services: Vehicle Modifications	110	563	<b>673</b>	16%	84%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	341	1,458	<b>1,799</b>	19%	81%	<b>100%</b>
Choice and control support services: Support Coordination	318	1,295	<b>1,613</b>	20%	80%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	172	1,003	<b>1,175</b>	15%	85%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	165	882	<b>1,047</b>	16%	84%	<b>100%</b>
<b>Total</b>	<b>7,274</b>	<b>11,640</b>	<b>18,914</b>	<b>38%</b>	<b>62%</b>	<b>100%</b>

<sup>84</sup> Ibid.

**Table E.108 Number and proportion of providers active in 2022-23 Q1 by registration group and first quarter of activity – National<sup>85</sup>**

Registration Group	Active in previous quarters and in 2022-23 Q1	Active for the first time in 2022-23 Q1	Total	Percentage active for the first time in 2022-23 Q1
Assistance services: Accommodation / Tenancy Assistance	17	<5	19	n/a
Assistance services: Assistance Animals	162	17	179	9%
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	1,985	221	2,206	10%
Assistance services: Assistance with travel/transport arrangements	968	73	1,041	7%
Assistance services: Daily Personal Activities	2,754	252	3,006	8%
Assistance services: Group and Centre Based Activities	1,615	140	1,755	8%
Assistance services: High Intensity Daily Personal Activities	1,482	105	1,587	7%
Assistance services: Household tasks	2,246	186	2,432	8%
Assistance services: Interpreting and translation	215	21	236	9%
Assistance services: Participation in community, social and civic activities	3,097	256	3,353	8%
Assistive Technology: Assistive equipment for recreation	137	27	164	16%
Assistive Technology: Assistive products for household tasks	127	42	169	25%
Assistive Technology: Assistive products for personal care and safety	1,531	100	1,631	6%
Assistive Technology: Communication and information equipment	678	72	750	10%
Assistive Technology: Customised Prosthetics	747	43	790	5%
Assistive Technology: Hearing Equipment	302	37	339	11%
Assistive Technology: Hearing Services	58	18	76	24%
Assistive Technology: Personal Mobility Equipment	1,007	63	1,070	6%
Assistive Technology: Specialised Hearing Services	76	25	101	25%
Assistive Technology: Vision Equipment	276	32	308	10%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	2,874	253	3,127	8%
Capacity Building Services: Behaviour Support	1,042	84	1,126	7%
Capacity Building Services: Community nursing care for high needs	783	92	875	11%
Capacity Building Services: Development of daily living and life skills	1,238	114	1,352	8%
Capacity Building Services: Early Intervention supports for early childhood	1,411	111	1,522	7%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	1,054	71	1,125	6%
Capacity Building Services: Innovative Community Participation	276	24	300	8%
Capacity Building Services: Specialised Driving Training	237	28	265	11%
Capacity Building Services: Therapeutic Supports	4,036	211	4,247	5%
Capital services: Home modification design and construction	458	49	507	10%
Capital services: Specialist Disability Accommodation	317	20	337	6%
Capital services: Vehicle Modifications	201	25	226	11%
Choice and control support services: Management of funding for supports in participants plan	1,099	82	1,181	7%
Choice and control support services: Support Coordination	722	77	799	10%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	577	45	622	7%
Employment and Education support services: Specialised Supported Employment	707	35	742	5%
<b>Total</b>	<b>9,081</b>	<b>567</b>	<b>9,648</b>	<b>6%</b>

<sup>85</sup> Ibid.

**Table E.109 Number and proportion of providers active in 2022-23 Q1 in each registration group by legal entity type – National**

86

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	19	<b>19</b>	n/a	100%	<b>100%</b>
Assistance services: Assistance Animals	21	158	<b>179</b>	12%	88%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	216	1,990	<b>2,206</b>	10%	90%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	126	915	<b>1,041</b>	12%	88%	<b>100%</b>
Assistance services: Daily Personal Activities	340	2,666	<b>3,006</b>	11%	89%	<b>100%</b>
Assistance services: Group and Centre Based Activities	213	1,542	<b>1,755</b>	12%	88%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	180	1,407	<b>1,587</b>	11%	89%	<b>100%</b>
Assistance services: Household tasks	551	1,881	<b>2,432</b>	23%	77%	<b>100%</b>
Assistance services: Interpreting and translation	40	196	<b>236</b>	17%	83%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	378	2,975	<b>3,353</b>	11%	89%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	19	145	<b>164</b>	12%	88%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	21	148	<b>169</b>	12%	88%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	246	1,385	<b>1,631</b>	15%	85%	<b>100%</b>
Assistive Technology: Communication and information equipment	138	612	<b>750</b>	18%	82%	<b>100%</b>
Assistive Technology: Customised Prosthetics	136	654	<b>790</b>	17%	83%	<b>100%</b>
Assistive Technology: Hearing Equipment	57	282	<b>339</b>	17%	83%	<b>100%</b>
Assistive Technology: Hearing Services	15	61	<b>76</b>	20%	80%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	172	898	<b>1,070</b>	16%	84%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	14	87	<b>101</b>	14%	86%	<b>100%</b>
Assistive Technology: Vision Equipment	47	261	<b>308</b>	15%	85%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	547	2,580	<b>3,127</b>	17%	83%	<b>100%</b>
Capacity Building Services: Behaviour Support	227	899	<b>1,126</b>	20%	80%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	111	764	<b>875</b>	13%	87%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	176	1,176	<b>1,352</b>	13%	87%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	282	1,240	<b>1,522</b>	19%	81%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	217	908	<b>1,125</b>	19%	81%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	54	246	<b>300</b>	18%	82%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	59	206	<b>265</b>	22%	78%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	1,319	2,928	<b>4,247</b>	31%	69%	<b>100%</b>
Capital services: Home modification design and construction	67	440	<b>507</b>	13%	87%	<b>100%</b>
Capital services: Specialist Disability Accommodation	14	323	<b>337</b>	4%	96%	<b>100%</b>
Capital services: Vehicle Modifications	20	206	<b>226</b>	9%	91%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	229	952	<b>1,181</b>	19%	81%	<b>100%</b>
Choice and control support services: Support Coordination	131	668	<b>799</b>	16%	84%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	79	543	<b>622</b>	13%	87%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	110	632	<b>742</b>	15%	85%	<b>100%</b>
<b>Total</b>	<b>2,390</b>	<b>7,258</b>	<b>9,648</b>	<b>25%</b>	<b>75%</b>	<b>100%</b>

<sup>86</sup> Ibid.

**Table E.110 Distribution of active providers in 2022-23 Q1 by their status in 2021-22 Q4 and payment band in 2022-23 Q1 – National**<sup>87</sup>

Amount paid in 2022-23 Q1	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	1,161	208	171	<b>1,540</b>
\$2,001-\$10,000	1,650	89	184	<b>1,923</b>
\$10,001-\$100,000	2,883	63	163	<b>3,109</b>
\$100,001-\$250,000	1,006	6	36	<b>1,048</b>
\$250,000+	2,012	<5	13	<b>2,028</b>
<b>Total</b>	<b>8,712</b>	<b>369</b>	<b>567</b>	<b>9,648</b>

**Table E.111 Distribution of active participants by method of financial plan management and age group as at 30 September 2022 – National**<sup>88 89</sup>

Age group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
0 to 6	7%	7%	34%	51%
7 to 14	10%	9%	36%	44%
15 to 18	10%	8%	28%	54%
19 to 24	15%	8%	17%	60%
25 to 34	18%	7%	11%	64%
35 to 44	17%	6%	10%	67%
45 to 54	17%	5%	9%	69%
55 to 64	16%	6%	9%	69%
65+	18%	7%	10%	65%
<b>Total</b>	<b>13%</b>	<b>7%</b>	<b>23%</b>	<b>57%</b>

<sup>87</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>88</sup> For the total number of active participants in each age group, see Table E.19.

<sup>89</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

**Table E.112 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2022 – National** <sup>90 91</sup>

Primary disability group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
ABI	16%	5%	5%	74%
Autism	10%	8%	33%	49%
Cerebral Palsy	14%	14%	19%	53%
Developmental delay	9%	5%	32%	54%
Down Syndrome	19%	9%	19%	53%
Global developmental delay	12%	6%	29%	53%
Hearing Impairment	14%	8%	38%	40%
Intellectual Disability	23%	6%	10%	61%
Multiple Sclerosis	5%	14%	20%	61%
Other	10%	9%	18%	64%
Other Neurological	9%	11%	14%	66%
Other Physical	12%	12%	19%	56%
Other Sensory/Speech	28%	5%	31%	36%
Psychosocial disability	17%	2%	3%	79%
Spinal Cord Injury	6%	18%	20%	56%
Stroke	11%	6%	9%	74%
Visual Impairment	11%	10%	27%	52%
<b>Total</b>	<b>13%</b>	<b>7%</b>	<b>23%</b>	<b>57%</b>

**Table E.113 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – National** <sup>92</sup>

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	14%	10%	<b>13%</b>
Self-managed partly	7%	7%	<b>7%</b>
Self-managed fully	23%	18%	<b>23%</b>
Plan-managed	55%	65%	<b>57%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>90</sup> For the total number of active participants in each primary disability group, see Table E.15.

<sup>91</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>92</sup> Ibid.

**Table E.114 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – National<sup>93</sup>**

Quarter	Agency-managed - Incremental	Self-managed Partly - Incremental	Self-managed Fully - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed Partly - Cumulative	Self-managed Fully - Cumulative	Plan-managed - Cumulative
Sep-19	32%	12%	19%	37%	39%	11%	18%	32%
Dec-19	29%	11%	20%	40%	35%	11%	19%	35%
Mar-20	25%	11%	20%	43%	31%	11%	20%	38%
Jun-20	24%	11%	21%	44%	28%	11%	21%	40%
Sep-20	21%	9%	22%	48%	26%	10%	21%	43%
Dec-20	19%	9%	21%	51%	24%	10%	22%	45%
Mar-21	17%	9%	22%	52%	22%	9%	22%	47%
Jun-21	15%	8%	22%	54%	20%	9%	22%	49%
Sep-21	14%	8%	21%	57%	18%	8%	22%	51%
Dec-21	14%	8%	20%	59%	17%	8%	22%	53%
Mar-22	13%	8%	20%	59%	15%	8%	22%	54%
Jun-22	12%	7%	20%	61%	14%	8%	22%	56%
Sep-22	10%	7%	18%	65%	13%	7%	23%	57%

**Table E.115 Distribution of plan budgets by method of financial plan management and quarter of plan approval – National**

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	46%	35%	45%
Self-managed	13%	10%	12%
Plan-managed	42%	55%	43%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table E.116 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – National**

Quarter	Agency-managed - Incremental	Self-managed - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed - Cumulative	Plan-managed - Cumulative
Sep-19	57%	12%	31%	67%	10%	23%
Dec-19	54%	13%	33%	65%	11%	24%
Mar-20	47%	15%	39%	62%	11%	27%
Jun-20	46%	14%	40%	59%	12%	29%
Sep-20	41%	14%	45%	57%	12%	31%
Dec-20	41%	13%	46%	55%	12%	33%
Mar-21	38%	14%	48%	54%	12%	34%
Jun-21	36%	14%	50%	52%	13%	36%
Sep-21	34%	14%	52%	50%	13%	37%
Dec-21	35%	13%	53%	48%	13%	39%
Mar-22	34%	12%	54%	47%	13%	40%
Jun-22	34%	11%	55%	46%	13%	42%
Sep-22	35%	10%	55%	45%	12%	43%

**Table E.117 Distribution of active participants by support coordination and quarter of plan approval – National**

Distribution of active participants by support coordination	Prior Quarters	2022-23 Q1	Total
Support coordination	42%	55%	44%

<sup>93</sup> This table 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.118 Duration to plan activation by quarter of initial plan approval for active participants – National <sup>94</sup>**

Plan activation	Prior Quarters - Count	Prior Quarters - Percentage	2021-22 Q3 - Count	2021-22 Q3 - Percentage	Total - Count	Total - Percentage
Less than 30 days	319,645	68%	13,694	71%	333,339	69%
30 to 59 days	56,162	12%	2,335	12%	58,497	12%
60 to 89 days	25,712	6%	959	5%	26,671	5%
<b>Activated within 90 days</b>	<b>401,519</b>	<b>86%</b>	<b>16,988</b>	<b>87%</b>	<b>418,507</b>	<b>86%</b>
90 to 119 days	14,553	3%	491	3%	15,044	3%
120 days and over	41,669	9%	679	3%	42,348	9%
<b>Activated after 90 days</b>	<b>56,222</b>	<b>12%</b>	<b>1,170</b>	<b>6%</b>	<b>57,392</b>	<b>12%</b>
<b>No payments</b>	<b>8,900</b>	<b>2%</b>	<b>1,266</b>	<b>7%</b>	<b>10,166</b>	<b>2%</b>
<b>Total plans approved</b>	<b>466,641</b>	<b>100%</b>	<b>19,424</b>	<b>100%</b>	<b>486,065</b>	<b>100%</b>

**Table E.119 Proportion of participants who have activated within 12 months at 30 September 2022 – National <sup>95</sup>**

Participant profile	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by First Nations status: First Nations Participants	31,799	33,317	95%
by First Nations status: Non-First Nations Participants	347,210	357,555	97%
by First Nations status: Not Stated	79,911	82,271	97%
by Culturally and Linguistically Diverse status: CALD	42,160	43,424	97%
by Culturally and Linguistically Diverse status: Not CALD	411,728	424,509	97%
by Culturally and Linguistically Diverse status: Not Stated	5,032	5,210	97%
by Remoteness: Major Cities	312,959	322,227	97%
by Remoteness: Regional	139,218	143,854	97%
by Remoteness: Remote	6,721	7,039	95%
by Remoteness: Missing	22	23	96%
by Primary Disability group: Autism	162,512	166,790	97%
by Primary Disability group: Intellectual disability (including Down syndrome)	90,004	92,293	98%
by Primary Disability group: Psychosocial disability	48,676	49,849	98%
by Primary Disability group: Developmental delay (including global developmental delay)	34,356	36,232	95%
by Primary Disability group: Other	123,372	127,979	96%
by Gender: Male	282,026	291,317	97%
by Gender: Female	171,846	176,617	97%
by Gender: Other	5,048	5,209	97%
by Age Group: 0-6 years	51,132	52,906	97%
by Age Group: 7-14 years	125,747	129,824	97%
by Age Group: 15-18 years	39,509	41,283	96%
by Age Group: 19-24 years	40,329	42,518	95%
by Age Group: 25-34 years	42,627	44,217	96%
by Age Group: 35-44 years	38,389	39,211	98%
by Age Group: 45-54 years	45,598	46,453	98%
by Age Group: 55-64 years	53,602	54,404	99%
by Age Group: 65+ years	21,987	22,327	98%
<b>Total</b>	<b>458,920</b>	<b>473,143</b>	<b>97%</b>

<sup>94</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>95</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

**Table E.120 Distribution of plans by utilisation – National** <sup>96 97</sup>

Plan utilisation	Total
0 to 50%	32%
50% to 75%	25%
> 75%	44%
<b>Total</b>	<b>100%</b>

**Table E.121 Proportion of active participants with approved plans accessing mainstream supports – National** <sup>98</sup>

Mainstream service	Prior Quarters	2022-23 Q1	Total
Daily Activities	14%	14%	14%
Health & Wellbeing	66%	68%	66%
Lifelong Learning	27%	25%	26%
Other	20%	23%	21%
Non-categorised	16%	13%	16%
Any mainstream service	96%	95%	96%

<sup>96</sup> This table only considers participants with initial plans approved up to 31 March 2022, and includes committed supports and payments for supports provided up to 30 June 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>97</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan reassessment to address a change in circumstance.

<sup>98</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.



## Part Five: Financial sustainability

**Table E.122 Committed supports by financial year (\$m) – National**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	134.0	497.2	940.4	3,243.7	7,773.6	14,570.9	24,408.5	32,374.5	36,650.7	10,342.0

**Table E.123 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – National**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	2.2%	2.1%
\$5,001-\$10,000	6.7%	6.4%
\$10,001-\$15,000	11.8%	11.4%
\$15,001-\$20,000	13.2%	13.2%
\$20,001-\$25,000	10.2%	10.5%
\$25,001-\$30,000	5.6%	5.4%
\$30,001-\$50,000	15.0%	14.6%
\$50,001-\$100,000	17.1%	17.2%
\$100,001-\$150,000	6.4%	6.6%
\$150,001-\$200,000	3.2%	3.3%
\$200,001-\$250,000	2.1%	2.0%
\$250,001+	6.1%	6.8%

**Table E.124 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – National**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	2.3%	2.3%
\$5,001-\$10,000	7.1%	6.8%
\$10,001-\$15,000	12.4%	12.0%
\$15,001-\$20,000	13.9%	13.9%
\$20,001-\$25,000	10.8%	11.1%
\$25,001-\$30,000	5.9%	5.7%
\$30,001-\$50,000	15.7%	15.3%
\$50,001-\$100,000	17.9%	18.1%
\$100,001-\$150,000	6.7%	6.9%
\$150,001-\$200,000	3.1%	3.3%
\$200,001-\$250,000	1.6%	1.6%
\$250,001+	2.3%	2.7%

Note: In Figures E.13 to E.21 and in Tables E.125 to E.130, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure E.13 Average annualised committed supports and average payments by age group as at 30 September 2022 – National

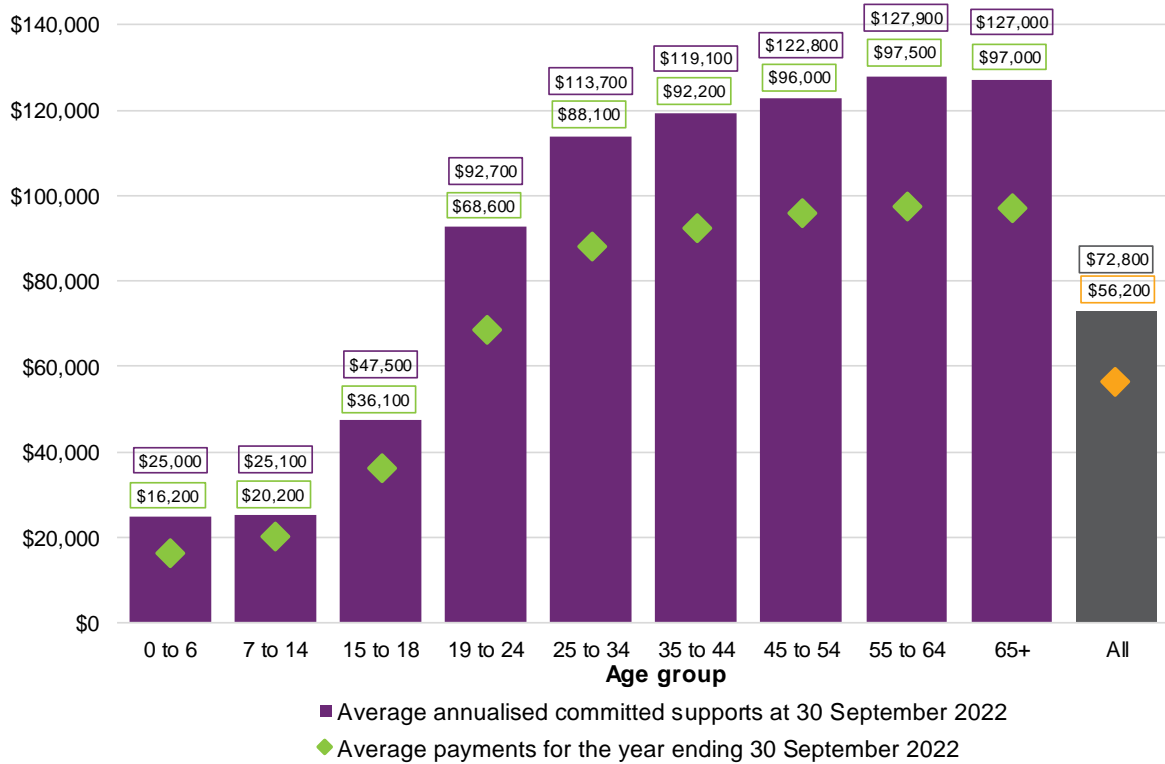
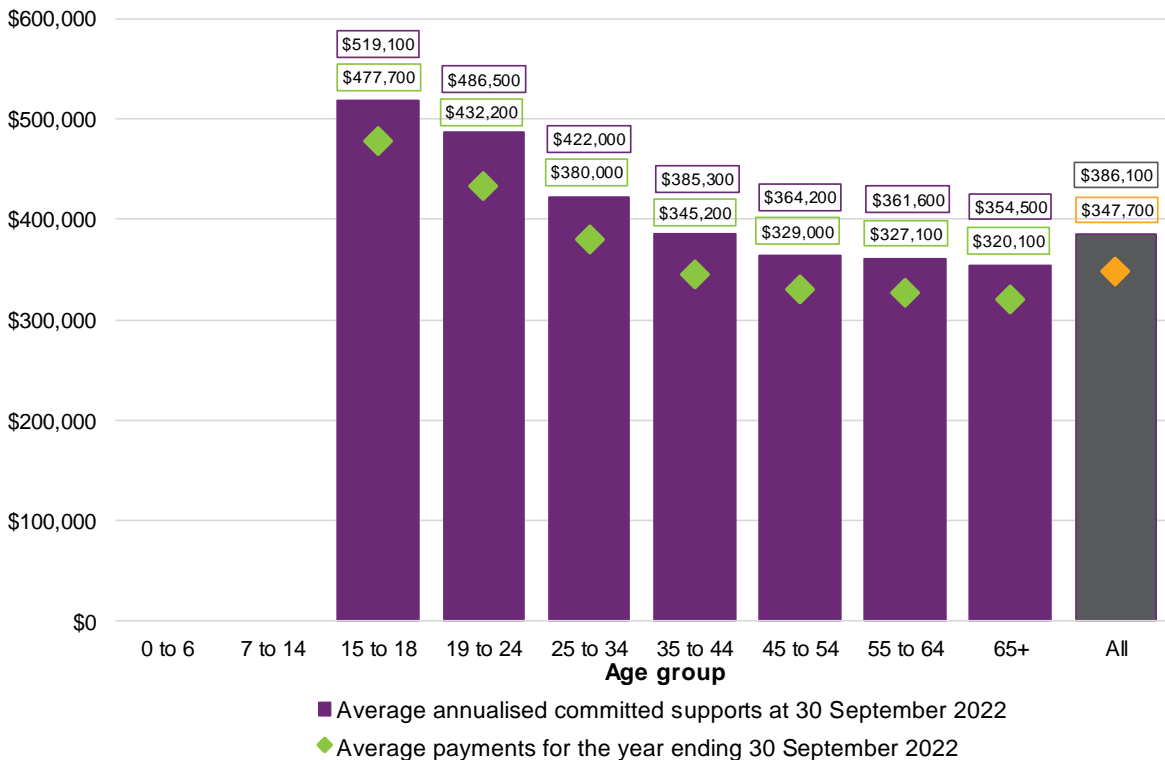
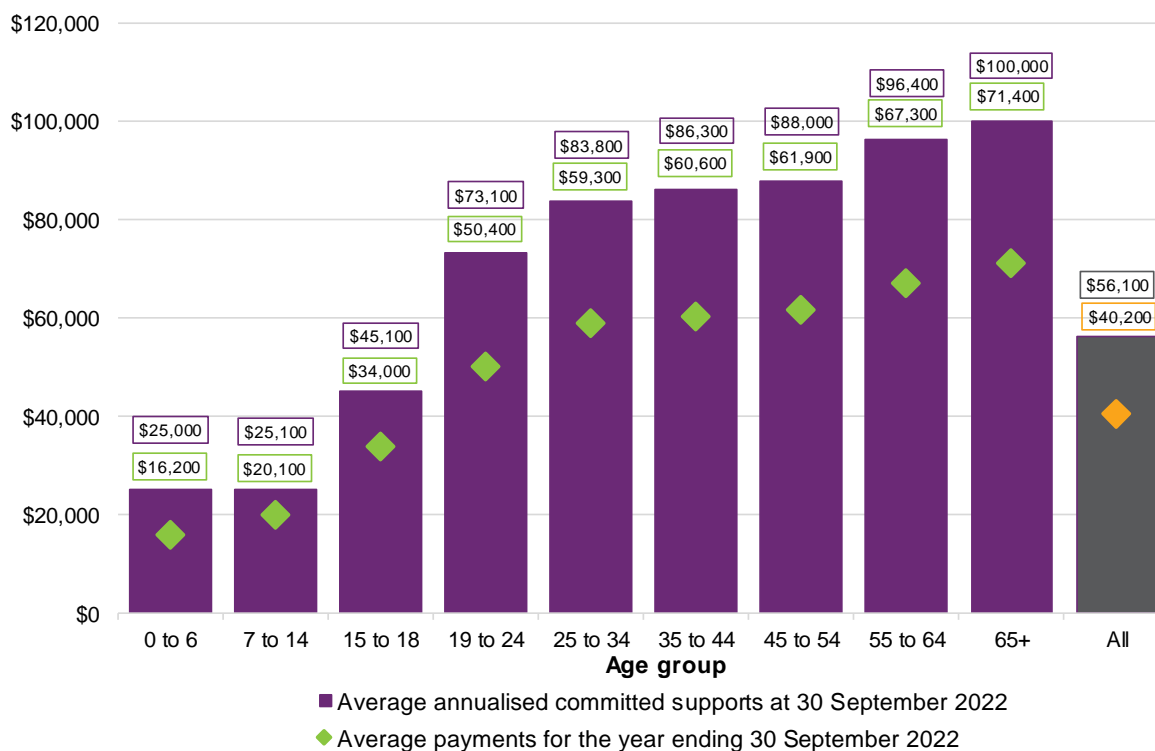


Figure E.14 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2022 – National



**Figure E.15 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2022 – National**



**Table E.125 Average annualised committed supports and average payments by gender and age group as at 30 September 2022 – National**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	16,100	24,600	16,600	25,900
7 to 14	20,000	24,800	20,600	26,000
15 to 18	36,700	48,200	35,700	46,900
19 to 24	69,200	94,200	68,400	91,100
25 to 34	90,900	117,200	84,900	109,700
35 to 44	95,500	123,900	88,900	114,100
45 to 54	98,600	125,900	93,400	120,000
55 to 64	101,700	133,100	93,400	123,000
65+	100,000	130,800	94,000	123,400
<b>Total</b>	<b>52,900</b>	<b>68,900</b>	<b>61,300</b>	<b>79,700</b>

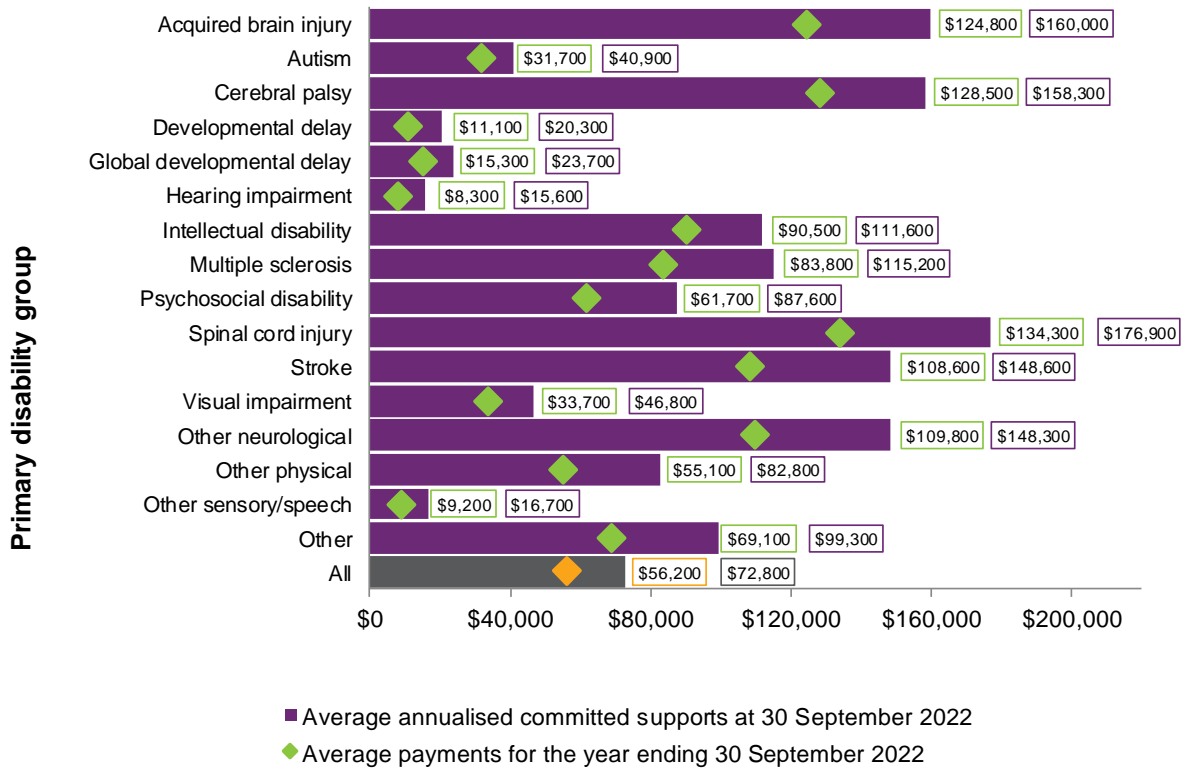
**Table E.126 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 September 2022 – National**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a
15 to 18	499,800	535,000	438,000	479,600
19 to 24	438,700	495,000	422,000	472,700
25 to 34	385,000	428,400	370,700	410,800
35 to 44	347,000	389,200	342,700	380,000
45 to 54	325,700	360,800	333,500	370,900
55 to 64	325,700	360,700	328,600	365,100
65+	316,200	353,200	324,600	358,000
<b>Total</b>	<b>349,700</b>	<b>389,400</b>	<b>344,700</b>	<b>382,700</b>

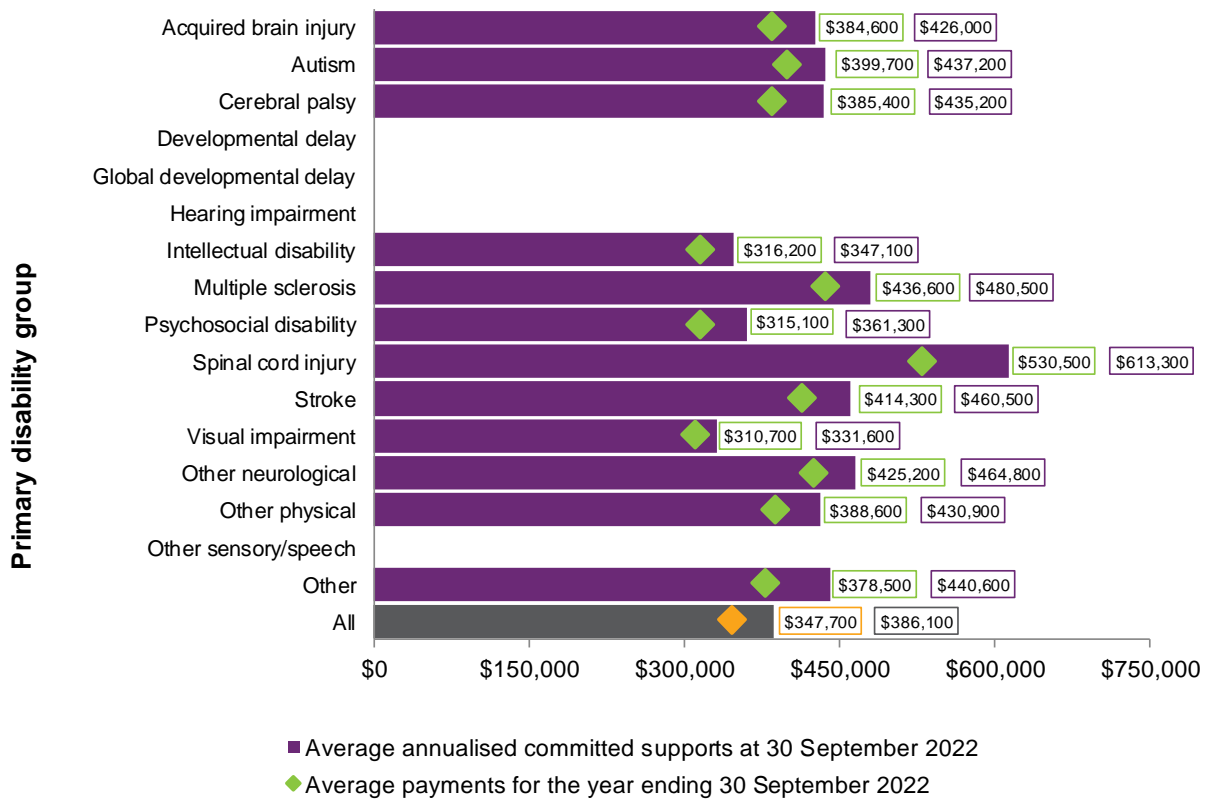
**Table E.127 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 September 2022 – National**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	16,100	24,600	16,600	25,900
7 to 14	20,000	24,800	20,600	25,900
15 to 18	34,400	45,700	33,700	44,800
19 to 24	50,200	73,600	51,300	72,800
25 to 34	58,800	84,000	60,500	84,100
35 to 44	60,000	86,800	61,400	86,000
45 to 54	60,900	87,500	63,200	88,700
55 to 64	67,900	97,800	67,100	95,300
65+	71,600	100,900	71,400	99,400
<b>Total</b>	<b>37,500</b>	<b>52,400</b>	<b>45,000</b>	<b>62,500</b>

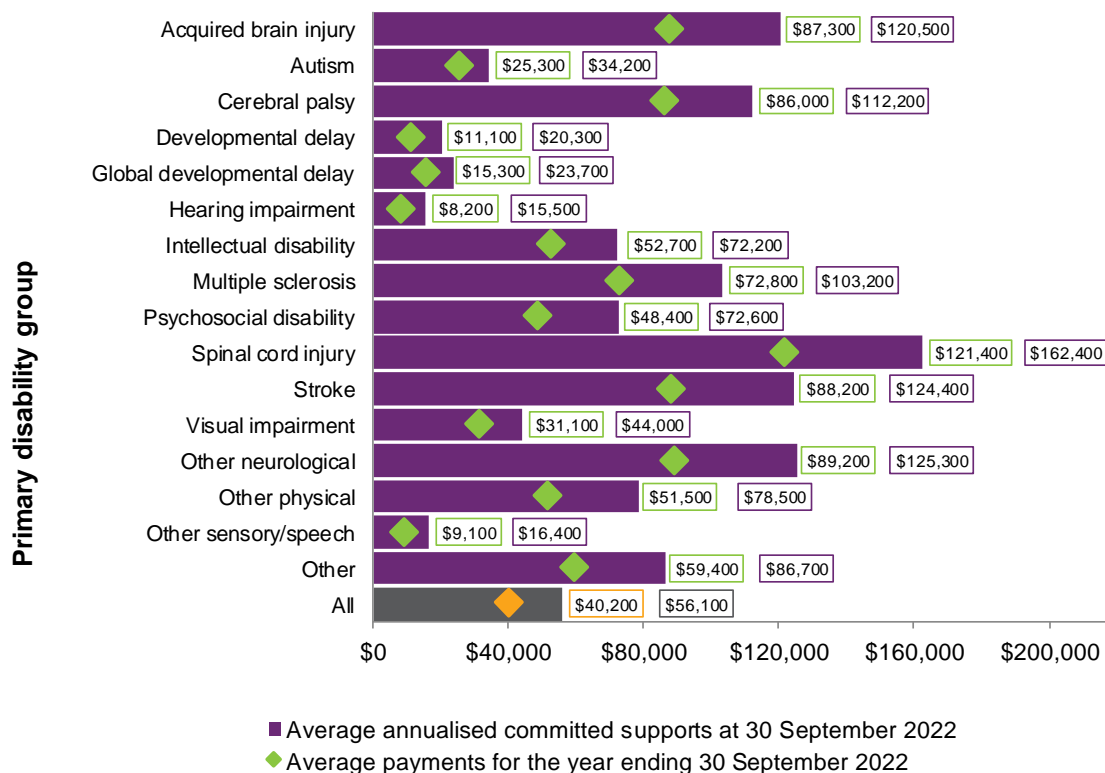
**Figure E.16 Average annualised committed supports and average payments by primary disability group as at 30 September 2022 – National**



**Figure E.17 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2022 – National**



**Figure E.18 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2022 – National**



**Table E.128 Average annualised committed supports and average payments by gender and primary disability group as at 30 September 2022 – National**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$124,400	\$159,300	\$126,200	\$162,100
Autism	\$32,600	\$41,800	\$29,800	\$38,900
Cerebral palsy	\$125,700	\$156,100	\$132,200	\$161,500
Developmental delay	\$11,000	\$20,100	\$11,300	\$20,600
Global developmental delay	\$14,900	\$23,200	\$16,300	\$24,900
Hearing impairment	\$8,100	\$15,300	\$8,600	\$15,900
Intellectual disability	\$89,200	\$110,200	\$92,200	\$113,800
Multiple sclerosis	\$98,400	\$130,100	\$79,100	\$110,400
Psychosocial disability	\$60,800	\$88,200	\$62,700	\$87,000
Spinal cord injury	\$139,000	\$181,900	\$123,800	\$165,800
Stroke	\$109,200	\$149,300	\$108,000	\$147,800
Visual impairment	\$32,900	\$45,000	\$34,600	\$48,800
Other neurological	\$107,700	\$146,100	\$112,900	\$151,500
Other physical	\$48,600	\$76,300	\$61,800	\$89,600
Other sensory/speech	\$8,900	\$16,500	\$10,000	\$17,200
Other	\$63,800	\$89,400	\$77,400	\$114,200
<b>All</b>	<b>\$52,900</b>	<b>\$68,900</b>	<b>\$61,300</b>	<b>\$79,700</b>

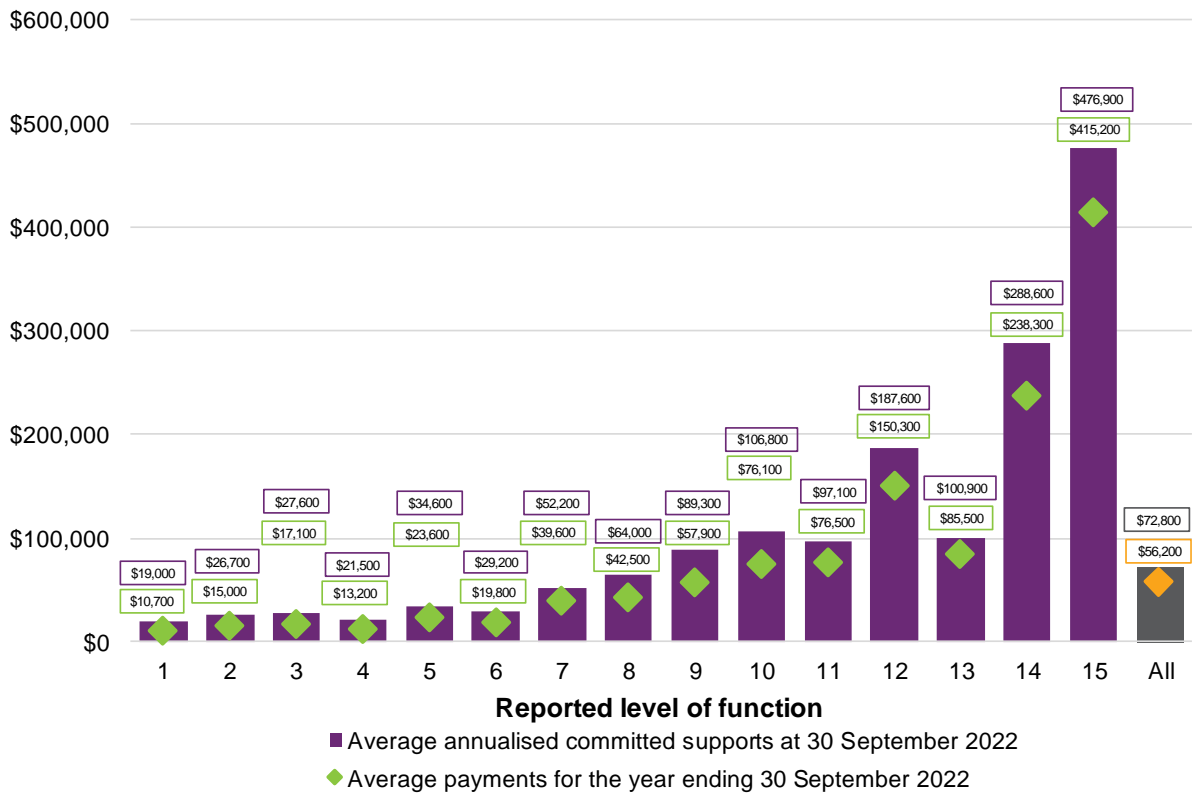
**Table E.129 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability group as at 30 September 2022 – National**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$386,600	\$428,300	\$381,400	\$422,600
Autism	\$404,000	\$444,600	\$387,300	\$418,600
Cerebral palsy	\$387,100	\$438,600	\$383,600	\$431,800
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$318,900	\$350,600	\$312,600	\$344,500
Multiple sclerosis	\$424,300	\$471,900	\$445,400	\$485,400
Psychosocial disability	\$301,600	\$347,700	\$335,400	\$381,700
Spinal cord injury	\$540,400	\$632,800	\$501,000	\$554,400
Stroke	\$396,800	\$451,300	\$443,700	\$476,900
Visual impairment	\$308,000	\$321,600	\$314,600	\$344,900
Other neurological	\$414,800	\$454,000	\$439,200	\$479,500
Other physical	\$365,500	\$432,300	\$416,000	\$433,700
Other sensory/speech	n/a	n/a	n/a	n/a
Other	\$371,600	\$436,200	\$390,300	\$446,600
<b>All</b>	<b>\$349,700</b>	<b>\$389,400</b>	<b>\$344,700</b>	<b>\$382,700</b>

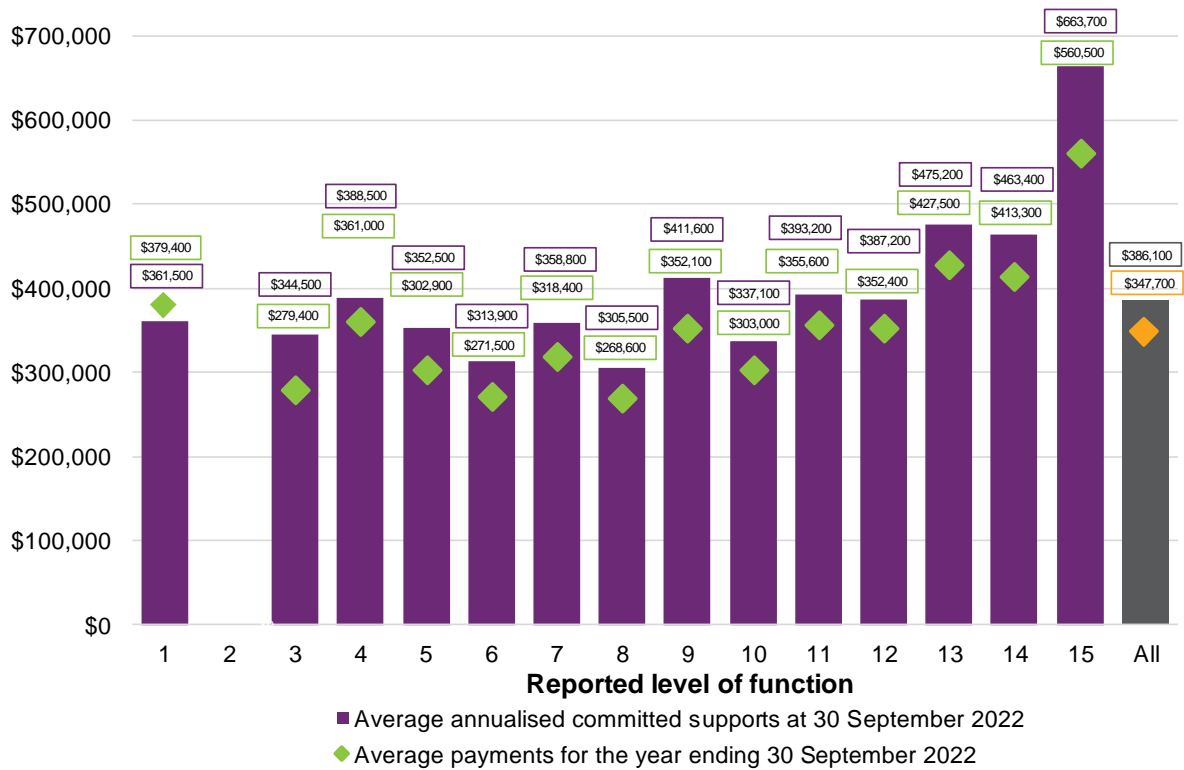
**Table E.130 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability group as at 30 September 2022 – National**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$85,200	\$118,000	\$91,800	\$125,500
Autism	\$25,800	\$34,600	\$24,500	\$33,500
Cerebral palsy	\$84,400	\$110,800	\$88,300	\$114,300
Developmental delay	\$11,000	\$20,100	\$11,300	\$20,600
Global developmental delay	\$14,900	\$23,200	\$16,300	\$24,900
Hearing impairment	\$8,000	\$15,200	\$8,500	\$15,800
Intellectual disability	\$51,000	\$70,400	\$55,100	\$74,800
Multiple sclerosis	\$82,500	\$113,100	\$69,900	\$100,200
Psychosocial disability	\$45,400	\$71,100	\$51,400	\$74,200
Spinal cord injury	\$125,700	\$166,200	\$112,100	\$154,200
Stroke	\$88,300	\$123,800	\$88,000	\$125,300
Visual impairment	\$29,800	\$41,900	\$32,300	\$46,200
Other neurological	\$86,500	\$122,400	\$93,000	\$129,100
Other physical	\$45,200	\$71,700	\$58,100	\$85,400
Other sensory/speech	\$8,900	\$16,200	\$9,800	\$16,900
Other	\$54,000	\$76,900	\$67,500	\$100,900
<b>All</b>	<b>\$37,500</b>	<b>\$52,400</b>	<b>\$45,000</b>	<b>\$62,500</b>

**Figure E.19 Average annualised committed supports and average payments by reported level of function as at 30 September 2022 – National**

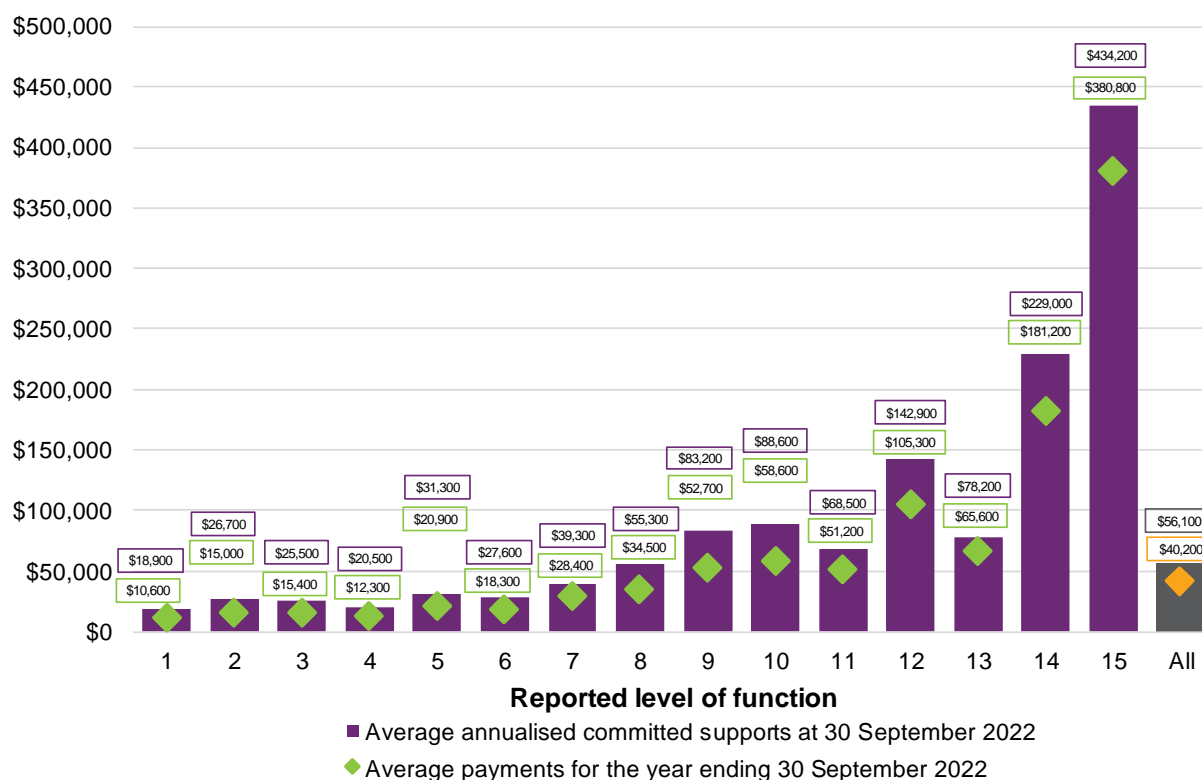


**Figure E.20 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2022 – National**





**Figure E.21 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2022 – National**



**Table E.131 Total annualised committed supports and total payments by support category as at 30 September 2022 (\$m) – National**

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$15,838.2	\$18,789.7
Core: Consumables	\$533.0	\$795.7
Core: Social and Civic	\$5,598.0	\$8,883.1
Core: Transport	\$753.3	\$482.9
Capacity Building: Choice and Control	\$437.0	\$478.6
Capacity Building: Daily Activities	\$3,695.5	\$6,570.0
Capacity Building: Employment	\$101.5	\$256.0
Capacity Building: Health and Wellbeing	\$40.1	\$81.5
Capacity Building: Home Living	\$0.9	\$4.5
Capacity Building: Lifelong learning	\$0.1	\$0.5
Capacity Building: Relationships	\$360.5	\$742.0
Capacity Building: Social and Civic	\$128.0	\$361.9
Capacity Building: Support Coordination	\$826.1	\$1,126.2
Capital: Assistive Technology	\$602.3	\$1,342.9
Capital: Home Modifications	\$289.7	\$460.5
<b>All</b>	<b>\$29,211.0</b>	<b>\$40,376.1</b>

<sup>99</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>100</sup> Total payments for home modifications were \$289.7m. Of which, \$194.5m (67%) has been paid for specialised disability accommodation (SDA) supports, and \$95.2m (33%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$460.5m. Of which, \$302.5m (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$158.0m (34%) has been allocated for non-SDA supports.

**Table E.132 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2022 (\$m) – National** <sup>101 102</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$7,214.5	\$7,685.8
Core: Consumables	\$60.1	\$90.7
Core: Social and Civic	\$1,171.2	\$1,823.5
Core: Transport	\$52.3	\$71.6
Capacity Building: Choice and Control	\$24.5	\$25.9
Capacity Building: Daily Activities	\$196.8	\$321.2
Capacity Building: Employment	\$3.4	\$7.0
Capacity Building: Health and Wellbeing	\$3.9	\$8.5
Capacity Building: Home Living	\$0.0	\$0.03
Capacity Building: Lifelong learning	\$0.0	\$0.03
Capacity Building: Relationships	\$137.4	\$246.6
Capacity Building: Social and Civic	\$2.8	\$7.0
Capacity Building: Support Coordination	\$124.2	\$153.0
Capital: Assistive Technology	\$67.0	\$150.1
Capital: Home Modifications	\$158.0	\$225.7
<b>All</b>	<b>\$9,221.6</b>	<b>\$10,816.7</b>

<sup>101</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>102</sup> Total payments for home modifications were \$158.0m. Of which, \$157.3m (99.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.7m (0.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$225.7m. Of which, \$222.6m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.1m (1%) has been allocated for non-SDA supports.

**Table E.133 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2022 (\$m) – National** <sup>103 104</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$8,478.2	\$11,103.9
Core: Consumables	\$472.9	\$704.9
Core: Social and Civic	\$4,427.2	\$7,059.6
Core: Transport	\$701.0	\$411.4
Capacity Building: Choice and Control	\$412.6	\$452.7
Capacity Building: Daily Activities	\$3,498.8	\$6,248.8
Capacity Building: Employment	\$98.1	\$249.0
Capacity Building: Health and Wellbeing	\$36.2	\$73.0
Capacity Building: Home Living	\$0.9	\$4.5
Capacity Building: Lifelong learning	\$0.1	\$0.5
Capacity Building: Relationships	\$223.1	\$495.4
Capacity Building: Social and Civic	\$125.2	\$354.9
Capacity Building: Support Coordination	\$702.0	\$973.2
Capital: Assistive Technology	\$535.4	\$1,192.8
Capital: Home Modifications	\$131.7	\$234.8
<b>All</b>	<b>\$19,844.3</b>	<b>\$29,559.4</b>

**Table E.134 Payments by financial year in which support was provided, compared to committed supports (\$m) – National** <sup>105</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	134.0	497.2	940.4	3,243.7	7,773.6	14,570.9	24,408.5	32,374.5	36,650.7	10,342.0
Total Paid	85.8	370.9	704.3	2,186.9	5,442.6	10,405.1	17,314.2	23,521.2	28,121.4	6,842.5
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	77%	66%

<sup>103</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>104</sup> Total payments for home modifications were \$131.7m. Of which, \$37.1m (28%) has been paid for specialised disability accommodation (SDA) supports, and \$94.6m (72%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$234.8m. Of which, \$79.9m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$154.9m (66%) has been allocated for non-SDA supports.

<sup>105</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure E.22 Utilisation of committed supports as at 30 June 2022 and 30 September 2022 – National

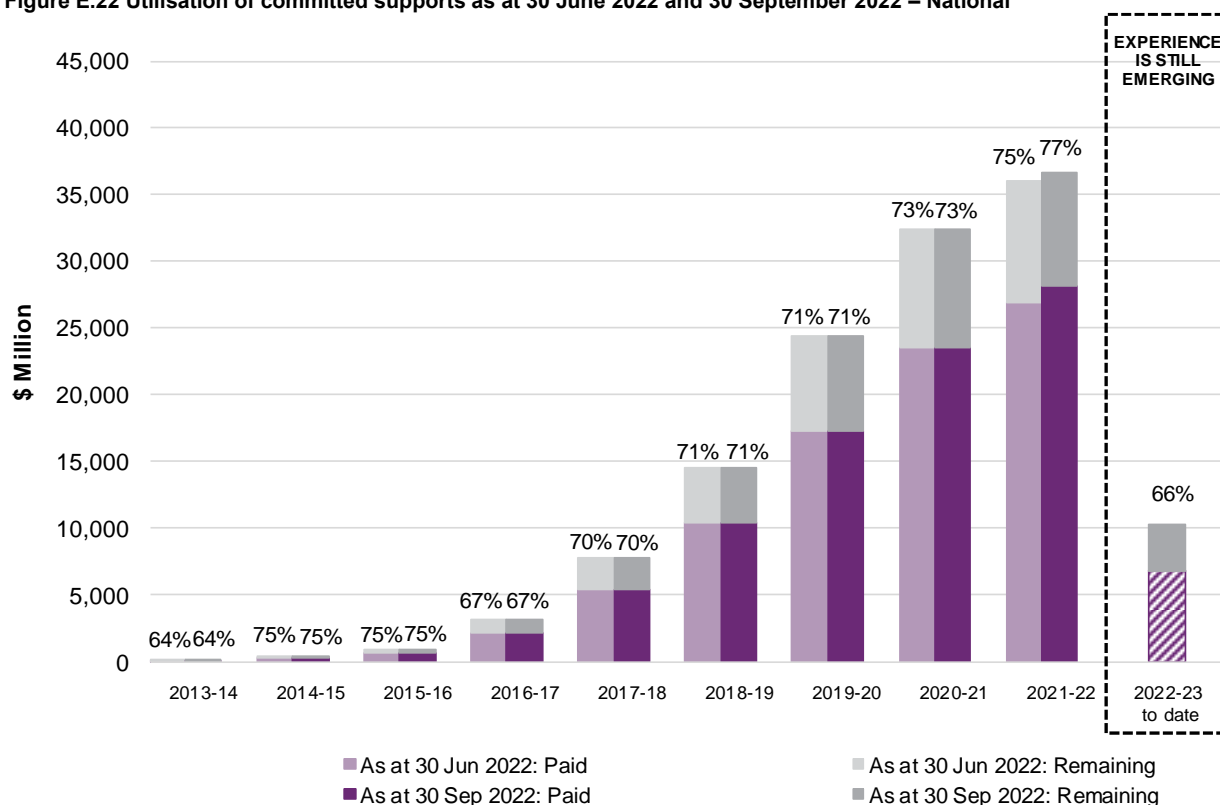


Table E.135 Utilisation of committed supports by plan number from 1 January 2022 to 30 June 2022 – National <sup>106</sup>

Cash or In-Kind	Plan number	Utilisation (as at 30 September 2022)
<b>Cash and In-Kind attributable to individual participants - National</b>	<b>All</b>	<b>76%</b>
Cash attributable to cash-only participants	1	56%
Cash attributable to cash-only participants	2	65%
Cash attributable to cash-only participants	3	71%
Cash attributable to cash-only participants	4	75%
Cash attributable to cash-only participants	5+	81%

Table E.136 Utilisation of committed supports by SIL status from 1 January 2022 to 30 June 2022 – National <sup>107</sup>

SIL status	Utilisation (as at 30 September 2022)
<b>National</b>	<b>76%</b>
Participants in SIL	89%
Participants not in SIL	70%

<sup>106</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

<sup>107</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

**Table E.137 Utilisation of committed supports by support class from 1 January 2022 to 30 June 2022 – National <sup>108</sup>**

Support Class	Utilisation (as at 30 September 2022)
<b>National</b>	<b>76%</b>
Core	81%
Capacity Building	61%
Capital	60%

**Table E.138 Utilisation of committed supports by remoteness from 1 January 2022 to 30 June 2022 – National <sup>109</sup>**

Remoteness	Utilisation (as at 30 September 2022)
<b>National</b>	<b>76%</b>
Major Cities	76%
Population > 50,000	76%
Population between 15,000 and 50,000	74%
Population between 5,000 and 15,000	71%
Population less than 5,000	66%
Remote	68%
Very Remote	52%

**Table E.139 Percentage change in plan budgets for active participants - National <sup>110</sup>**

Inflation type	Sep-19	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Intraplan Inflation	5.3%	9.3%	7.0%	11.0%	8.6%	7.6%	2.1%	4.5%	5.4%	6.4%	6.4%	8.3%	11.6%
Interplan Inflation	9.2%	12.5%	14.4%	22.0%	9.8%	4.0%	1.8%	-0.7%	0.8%	2.4%	2.0%	4.4%	8.8%
<b>Total Inflation</b>	<b>14.5%</b>	<b>21.8%</b>	<b>21.4%</b>	<b>33.0%</b>	<b>18.4%</b>	<b>11.6%</b>	<b>3.9%</b>	<b>3.8%</b>	<b>6.1%</b>	<b>8.7%</b>	<b>8.3%</b>	<b>12.7%</b>	<b>20.5%</b>

<sup>108</sup> Ibid.

<sup>109</sup> Ibid.

<sup>110</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

Figure E.23 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - all participants – National <sup>111</sup>

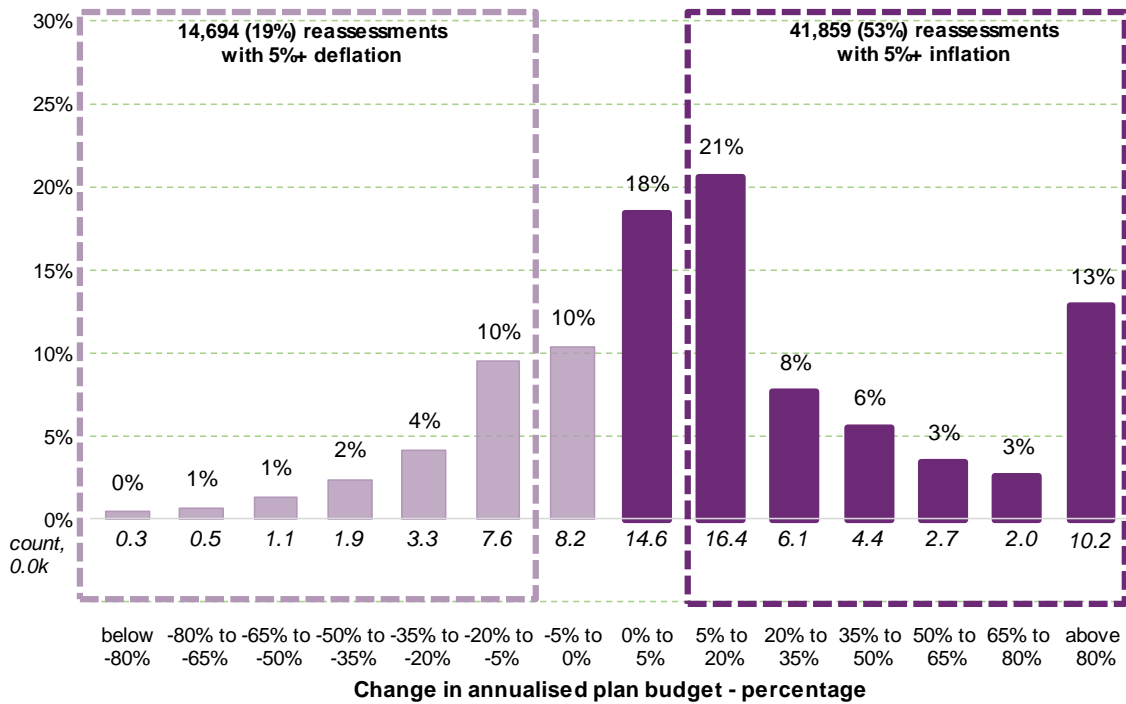
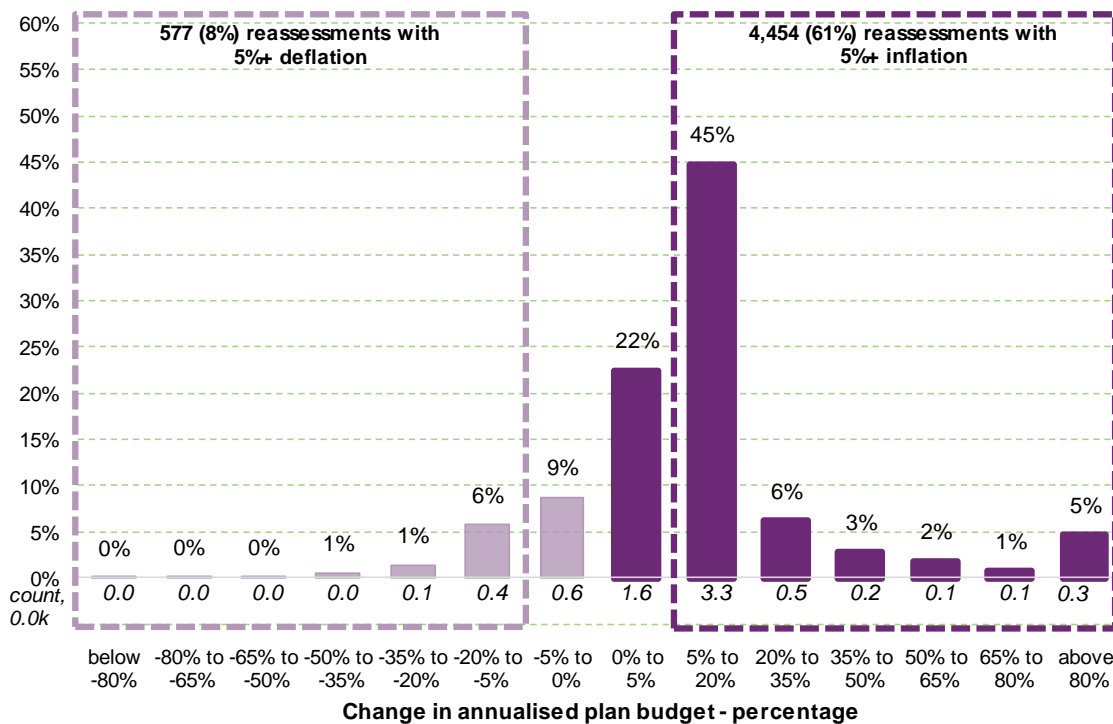


Figure E.24 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - participants in SIL – National <sup>112 113</sup>

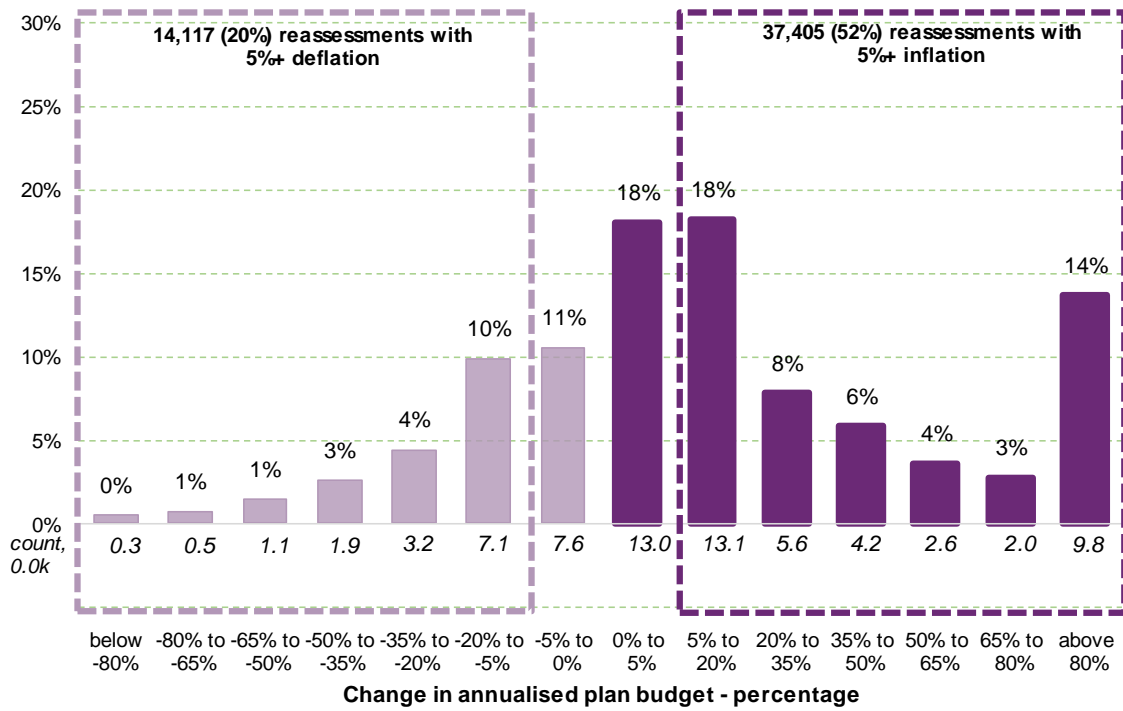


<sup>111</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

<sup>112</sup> Ibid.

<sup>113</sup> Further analysis have been made to correctly identify SIL participants. This has resulted in a one-off change in the historical SIL and non-SIL inflation rates.

Figure E.25 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - participants not in SIL– National <sup>114</sup>



<sup>114</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# Appendix F:

## New South Wales

### Part One: Participants and their plans

Table F.1 Active participants by quarter of entry – New South Wales <sup>115</sup>

State/Territory	Prior Quarters	2022-23 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
New South Wales	160,037	6,938	166,975	4,926	171,901

Table F.2 Active participants by quarter of entry, plan and entry type – New South Wales <sup>116</sup>

Participant breakdown	Prior Quarters	2022-23 Q1	Total
<b>Access decisions</b>	<b>211,110</b>	<b>8,306</b>	<b>219,416</b>
<b>Active Eligible - Total</b>	<b>163,017</b>	<b>6,423</b>	<b>169,440</b>
Active Eligible - New	97,838	6,265	104,103
Active Eligible - State	51,530	90	51,620
Active Eligible - Commonwealth	13,649	68	13,717
<b>Active Participant Plans (excl ECA) - Total</b>	<b>160,037</b>	<b>6,938</b>	<b>166,975</b>
Active Participant Plans (excl ECA) - New	95,433	6,769	102,202
Active Participant Plans (excl ECA) - State	51,043	89	51,132
Active Participant Plans (excl ECA) - Commonwealth	13,561	80	13,641
<b>Active Participant Plans - Total</b>	<b>164,793</b>	<b>11,864</b>	<b>171,901</b>
Active Participant Plans - Early Intervention (s25)	44,278	4,242	48,520
Active Participant Plans - Permanent Disability (s24)	115,759	2,696	118,455
Active Participant Plans - ECA	4,756	4,926	4,926

Table F.3 People have left the Scheme since 1 July 2013 as at 30 September 2022 – New South Wales

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>11,573</b>
Early Intervention participants	2,826
Permanent disability participants	8,747

<sup>115</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>116</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.



**Table F.4 Cumulative numbers of active participants (including ECA) by services previously received – New South Wales <sup>117</sup>**

Period	Participant cohort - State	Participant cohort - Commonwealth	Participant cohort - New	Participant cohort - ECA	Total
End of 2016-17	28,340	3,308	11,859	4,330	47,837
End of 2017-18	51,308	9,372	23,614	3,578	87,872
End of 2018-19	52,617	11,575	36,256	582	101,030
End of 2019-20	52,602	13,079	58,944	2,514	127,139
End of 2020-21	52,262	13,630	78,998	4,945	149,835
End of 2021-22 Q1	52,138	13,652	83,912	4,525	154,227
End of 2021-22 Q2	51,910	13,662	88,013	4,057	157,642
End of 2021-22 Q3	51,577	13,655	91,760	4,487	161,479
End of 2021-22 Q4	51,301	13,651	96,103	4,756	165,811
End of 2022-23 Q1	51,132	13,641	102,202	4,926	171,901

**Table F.5 Cumulative numbers of active participants by entry criteria into the Scheme – New South Wales <sup>118</sup>**

Period	Participant cohort - Early Intervention (s25)	Participant cohort - Permanent Disability (s24)	Participant cohort - ECA	Total
End of 2016-17	6,798	36,709	4,330	47,837
End of 2017-18	12,414	71,880	3,578	87,872
End of 2018-19	18,543	81,905	582	101,030
End of 2019-20	28,698	95,927	2,514	127,139
End of 2020-21	38,021	106,869	4,945	149,835
End of 2021-22 Q1	39,868	109,834	4,525	154,227
End of 2021-22 Q2	41,368	112,217	4,057	157,642
End of 2021-22 Q3	42,761	114,231	4,487	161,479
End of 2021-22 Q4	44,810	116,245	4,756	165,811
End of 2022-23 Q1	48,520	118,455	4,926	171,901

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

Age Group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
0 to 6	53,288	97%	3,512	97%	56,800	97%
7 to 14	31,216	85%	880	78%	32,096	85%
15 to 18	12,357	89%	259	76%	12,616	89%
19 to 24	10,157	89%	180	71%	10,337	88%
25 to 34	12,901	85%	302	69%	13,203	84%
35 to 44	14,175	81%	311	57%	14,486	80%
45 to 54	18,369	76%	377	52%	18,746	75%
55 to 64	23,923	69%	617	50%	24,540	68%
65+	1,357	53%	17	37%	1,374	52%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>177,744</b>	<b>84%</b>	<b>6,455</b>	<b>78%</b>	<b>184,199</b>	<b>84%</b>

<sup>117</sup> This table shows the total numbers of active participants at the end of each period.

<sup>118</sup> Ibid.

**Table F.7 Assessment of access by age group and gender – New South Wales**

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	40,173	97%	16,113	97%	514	95%	56,800	97%
7 to 14	21,780	85%	9,843	85%	473	77%	32,096	85%
15 to 18	7,997	90%	4,448	87%	171	81%	12,616	89%
19 to 24	6,344	91%	3,883	85%	110	75%	10,337	88%
25 to 34	7,501	88%	5,566	80%	136	76%	13,203	84%
35 to 44	7,922	85%	6,408	75%	156	64%	14,486	80%
45 to 54	10,005	81%	8,551	69%	190	58%	18,746	75%
55 to 64	13,022	75%	11,279	62%	239	55%	24,540	68%
65+	771	59%	592	46%	11	35%	1,374	52%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>115,515</b>	<b>88%</b>	<b>66,683</b>	<b>78%</b>	<b>2,001</b>	<b>73%</b>	<b>184,199</b>	<b>84%</b>

**Table F.8 Assessment of access by primary disability group – New South Wales <sup>119</sup>**

Primary disability group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
Acquired brain injury	5,309	92%	113	84%	5,422	92%
Autism	56,176	97%	1,682	98%	57,858	97%
Cerebral palsy	5,798	97%	27	75%	5,825	97%
Developmental delay	14,775	97%	2,239	98%	17,014	97%
Global developmental delay	4,398	99%	530	99%	4,928	99%
Hearing impairment	8,075	87%	158	85%	8,233	87%
Intellectual disability	32,720	95%	371	85%	33,091	95%
Multiple sclerosis	2,815	88%	56	84%	2,871	88%
Psychosocial disability	18,065	68%	586	52%	18,651	68%
Spinal cord injury	1,989	94%	27	87%	2,016	94%
Stroke	3,244	86%	116	78%	3,360	86%
Visual impairment	3,347	87%	38	57%	3,385	87%
Other neurological	8,509	78%	219	73%	8,728	77%
Other physical	7,196	42%	114	22%	7,310	41%
Other sensory/speech	1,347	48%	<11	n/a	1,352	48%
Other	2,437	40%	174	26%	2,611	39%
Missing	1,544	92%	<11	n/a	1,544	92%
<b>Total</b>	<b>177,744</b>	<b>84%</b>	<b>6,455</b>	<b>78%</b>	<b>184,199</b>	<b>84%</b>

<sup>119</sup> Down syndrome is included in intellectual disability.

**Table F.9 Assessment of access by primary disability group and gender – New South Wales <sup>120</sup>**

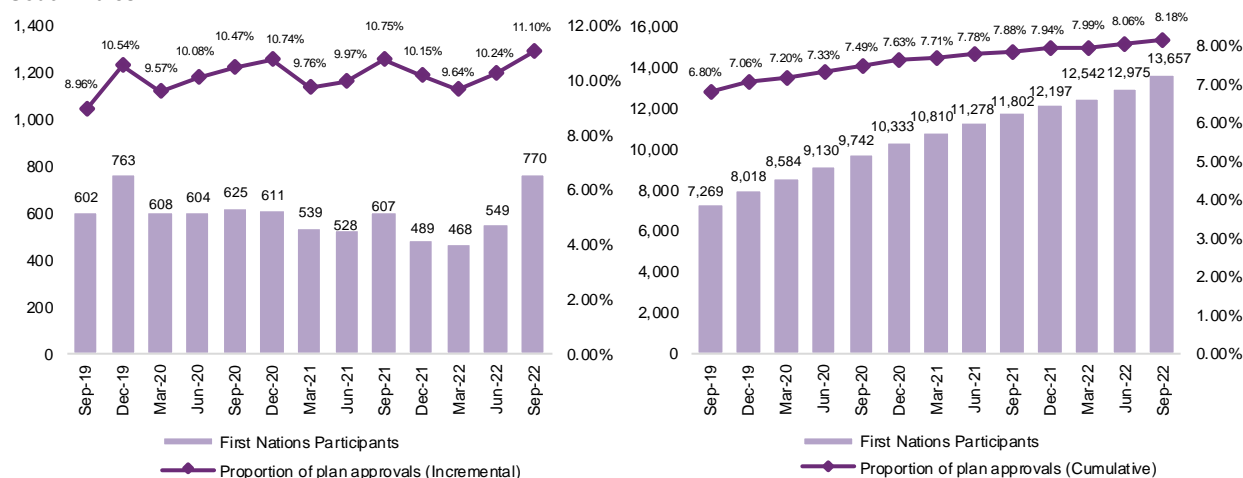
Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,611	93%	1,779	91%	32	73%	5,422	92%
Autism	42,550	97%	14,415	97%	893	93%	57,858	97%
Cerebral palsy	3,224	97%	2,566	96%	35	97%	5,825	97%
Developmental delay	11,941	97%	4,980	97%	93	94%	17,014	97%
Global developmental delay	3,521	99%	1,377	99%	30	97%	4,928	99%
Hearing impairment	4,022	89%	4,086	85%	125	86%	8,233	87%
Intellectual disability	18,753	95%	14,132	95%	206	86%	33,091	95%
Multiple sclerosis	789	89%	2,057	88%	25	61%	2,871	88%
Psychosocial disability	10,086	73%	8,335	62%	230	55%	18,651	68%
Spinal cord injury	1,434	95%	558	91%	24	89%	2,016	94%
Stroke	1,947	87%	1,382	84%	31	82%	3,360	86%
Visual impairment	1,743	88%	1,608	86%	34	69%	3,385	87%
Other neurological	4,828	78%	3,815	77%	85	70%	8,728	77%
Other physical	3,743	50%	3,483	35%	84	28%	7,310	41%
Other sensory/speech	946	49%	393	46%	13	27%	1,352	48%
Other	1,564	45%	1,019	32%	28	28%	2,611	39%
Missing	813	91%	698	93%	33	97%	1,544	92%
<b>Total</b>	<b>115,515</b>	<b>88%</b>	<b>66,683</b>	<b>78%</b>	<b>2,001</b>	<b>73%</b>	<b>184,199</b>	<b>84%</b>

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

**Table F.10 Participant profile per quarter by Participants Identifying as First Nations Peoples – New South Wales**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	12,887	8%	770	11%	<b>13,657</b>	<b>8%</b>
Non-First Nations Participants	109,586	68%	5,405	78%	<b>114,991</b>	<b>69%</b>
Not Stated	37,564	23%	763	11%	<b>38,327</b>	<b>23%</b>
<b>Total</b>	<b>160,037</b>	<b>100%</b>	<b>6,938</b>	<b>100%</b>	<b>166,975</b>	<b>100%</b>

**Figure F.1 Number and proportion of First Nations Participants over time incrementally (left) and cumulatively (right) – New South Wales <sup>121</sup>**



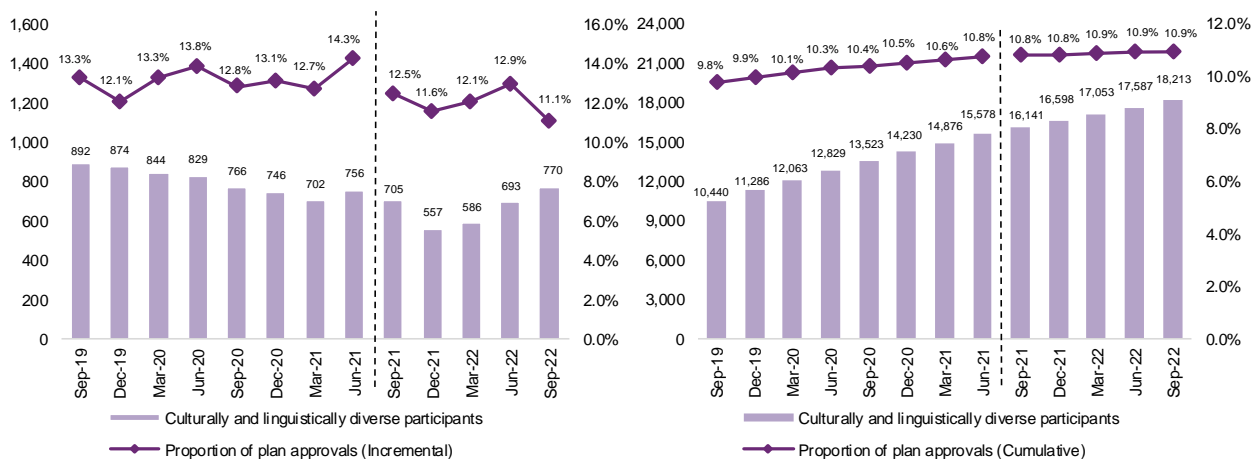
<sup>120</sup> Ibid.

<sup>121</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

**Table F.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales** <sup>122</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	17,443	11%	770	11%	<b>18,213</b>	<b>11%</b>
Not culturally and linguistically diverse	142,394	89%	6,168	89%	<b>148,562</b>	<b>89%</b>
Not stated	200	0%	<11	n/a	<b>200</b>	<b>0%</b>
<b>Total</b>	<b>160,037</b>	<b>100%</b>	<b>6,938</b>	<b>100%</b>	<b>166,975</b>	<b>100%</b>

**Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – New South Wales** <sup>123 124</sup>



**Table F.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2022 – New South Wales** <sup>125</sup>

Age group	Total number of active participants
Under 45	19
45 to 54	111
55 to 64	617
<b>Total YPIRAC (under 65)</b>	<b>747</b>

<sup>122</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>123</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>124</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>125</sup> There are a further 751 active participants aged 65 years or over who are currently in residential aged care.

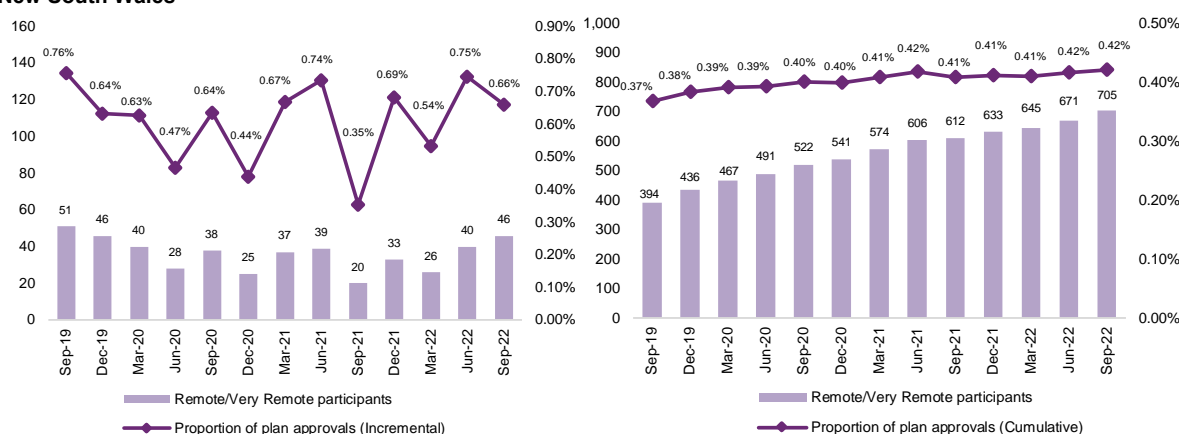
**Table F.13 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – New South Wales** <sup>126</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-19	-38	1,457
Dec-19	9	1,466
Mar-20	-45	1,421
Jun-20	-70	1,351
Sep-20	-74	1,277
Dec-20	-68	1,209
Mar-21	-88	1,121
Jun-21	-53	1,068
Sep-21	-66	1,002
Dec-21	-48	954
Mar-22	-69	885
Jun-22	-68	817
Sep-22	-70	747

**Table F.14 Participant profile per quarter by remoteness – New South Wales** <sup>127 128</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	112,030	70%	4,907	71%	116,937	70%
Population > 50,000	4,674	3%	205	3%	4,879	3%
Population between 15,000 and 50,000	21,842	14%	865	12%	22,707	14%
Population between 5,000 and 15,000	9,692	6%	411	6%	10,103	6%
Population less than 5,000	11,136	7%	504	7%	11,640	7%
Remote	582	0%	39	1%	621	0%
Very Remote	77	0%	<11	n/a	84	0%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>160,037</b>	<b>100%</b>	<b>6,938</b>	<b>100%</b>	<b>166,975</b>	<b>100%</b>

**Figure F.3 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – New South Wales** <sup>129 130</sup>



<sup>126</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>127</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>128</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>129</sup> Ibid.

<sup>130</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

**Table F.15 Participant profile per quarter by primary disability group – New South Wales** <sup>131 132 133</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	54,687	34%	1,776	26%	<b>56,463</b>	<b>34%</b>
Intellectual disability	30,496	19%	383	6%	<b>30,879</b>	<b>18%</b>
Psychosocial disability	16,496	10%	622	9%	<b>17,118</b>	<b>10%</b>
Developmental delay	11,507	7%	2,475	36%	<b>13,982</b>	<b>8%</b>
Hearing impairment	7,694	5%	160	2%	<b>7,854</b>	<b>5%</b>
Other neurological	6,544	4%	221	3%	<b>6,765</b>	<b>4%</b>
Other physical	5,583	3%	132	2%	<b>5,715</b>	<b>3%</b>
Cerebral palsy	5,522	3%	36	1%	<b>5,558</b>	<b>3%</b>
Acquired brain injury	4,615	3%	126	2%	<b>4,741</b>	<b>3%</b>
Global developmental delay	3,867	2%	593	9%	<b>4,460</b>	<b>3%</b>
Visual impairment	3,047	2%	34	0%	<b>3,081</b>	<b>2%</b>
Multiple sclerosis	2,615	2%	56	1%	<b>2,671</b>	<b>2%</b>
Stroke	2,778	2%	115	2%	<b>2,893</b>	<b>2%</b>
Spinal cord injury	1,771	1%	32	0%	<b>1,803</b>	<b>1%</b>
Other	1,987	1%	174	3%	<b>2,161</b>	<b>1%</b>
Other sensory/speech	828	1%	<11	n/a	<b>831</b>	<b>0%</b>
<b>Total</b>	<b>160,037</b>	<b>100%</b>	<b>6,938</b>	<b>100%</b>	<b>166,975</b>	<b>100%</b>

<sup>131</sup> Table order based on national proportions in Table E.15 (highest to lowest).

<sup>132</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>133</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in New South Wales (3,763).

**Table F.16 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales** <sup>134 135</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	1,043	11%	<11	n/a	<b>1,043</b>	<b>11%</b>
Intellectual disability	4,811	49%	<11	n/a	<b>4,811</b>	<b>49%</b>
Psychosocial disability	1,502	15%	<11	n/a	<b>1,503</b>	<b>15%</b>
Developmental delay	<11	n/a	<11	n/a	<b>&lt;11</b>	<b>n/a</b>
Hearing impairment	<11	n/a	<11	n/a	<b>&lt;11</b>	<b>n/a</b>
Other neurological	470	5%	<11	n/a	<b>471</b>	<b>5%</b>
Other physical	75	1%	<11	n/a	<b>76</b>	<b>1%</b>
Cerebral palsy	790	8%	<11	n/a	<b>790</b>	<b>8%</b>
Acquired brain injury	636	7%	<11	n/a	<b>639</b>	<b>7%</b>
Global developmental delay	<11	n/a	<11	n/a	<b>&lt;11</b>	<b>n/a</b>
Visual impairment	29	0%	<11	n/a	<b>29</b>	<b>0%</b>
Multiple sclerosis	64	1%	<11	n/a	<b>64</b>	<b>1%</b>
Stroke	203	2%	<11	n/a	<b>207</b>	<b>2%</b>
Spinal cord injury	51	1%	<11	n/a	<b>51</b>	<b>1%</b>
Other	100	1%	<11	n/a	<b>100</b>	<b>1%</b>
Other sensory/speech	<11	n/a	<11	n/a	<b>&lt;11</b>	<b>n/a</b>
<b>Total</b>	<b>9,777</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>9,787</b>	<b>100%</b>

**Table F.17 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales** <sup>136</sup>

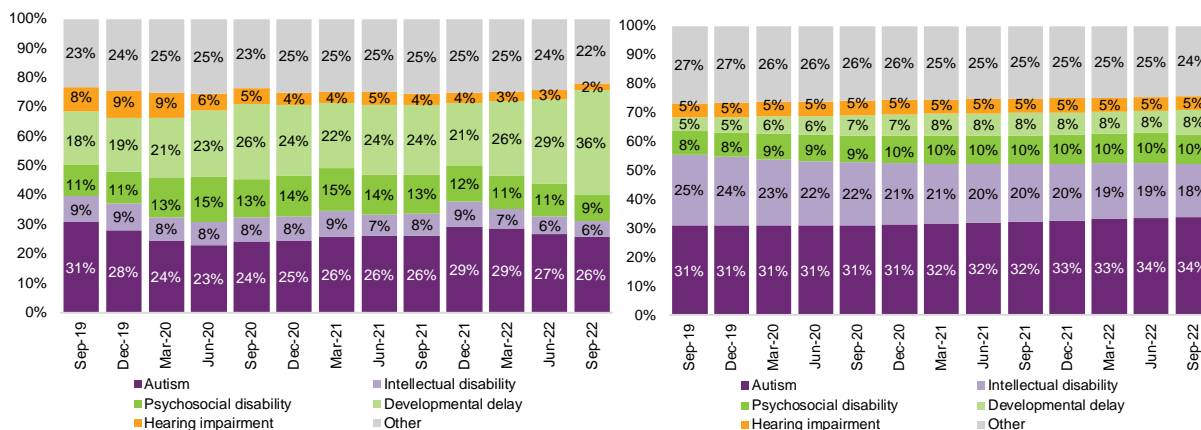
Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	53,644	36%	1,776	26%	<b>55,420</b>	<b>35%</b>
Intellectual disability	25,685	17%	383	6%	<b>26,068</b>	<b>17%</b>
Psychosocial disability	14,994	10%	621	9%	<b>15,615</b>	<b>10%</b>
Developmental delay	11,507	8%	2,475	36%	<b>13,982</b>	<b>9%</b>
Hearing impairment	7,691	5%	160	2%	<b>7,851</b>	<b>5%</b>
Other neurological	6,074	4%	220	3%	<b>6,294</b>	<b>4%</b>
Other physical	5,508	4%	131	2%	<b>5,639</b>	<b>4%</b>
Cerebral palsy	4,732	3%	36	1%	<b>4,768</b>	<b>3%</b>
Acquired brain injury	3,979	3%	123	2%	<b>4,102</b>	<b>3%</b>
Global developmental delay	3,867	3%	593	9%	<b>4,460</b>	<b>3%</b>
Visual impairment	3,018	2%	34	0%	<b>3,052</b>	<b>2%</b>
Multiple sclerosis	2,551	2%	56	1%	<b>2,607</b>	<b>2%</b>
Stroke	2,575	2%	111	2%	<b>2,686</b>	<b>2%</b>
Spinal cord injury	1,720	1%	32	0%	<b>1,752</b>	<b>1%</b>
Other	1,887	1%	174	3%	<b>2,061</b>	<b>1%</b>
Other sensory/speech	828	1%	<11	n/a	<b>831</b>	<b>1%</b>
<b>Total</b>	<b>150,260</b>	<b>100%</b>	<b>6,928</b>	<b>100%</b>	<b>157,188</b>	<b>100%</b>

<sup>134</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>135</sup> Down syndrome is included in intellectual disability, representing 7% of participants in SIL (650).

<sup>136</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (3,113).

**Figure F.4 Participant profile by primary disability group over time incrementally (left) and cumulatively (right) – New South Wales** <sup>137</sup>



**Table F.18 Participant profile per quarter by reported level of function – New South Wales** <sup>138</sup>

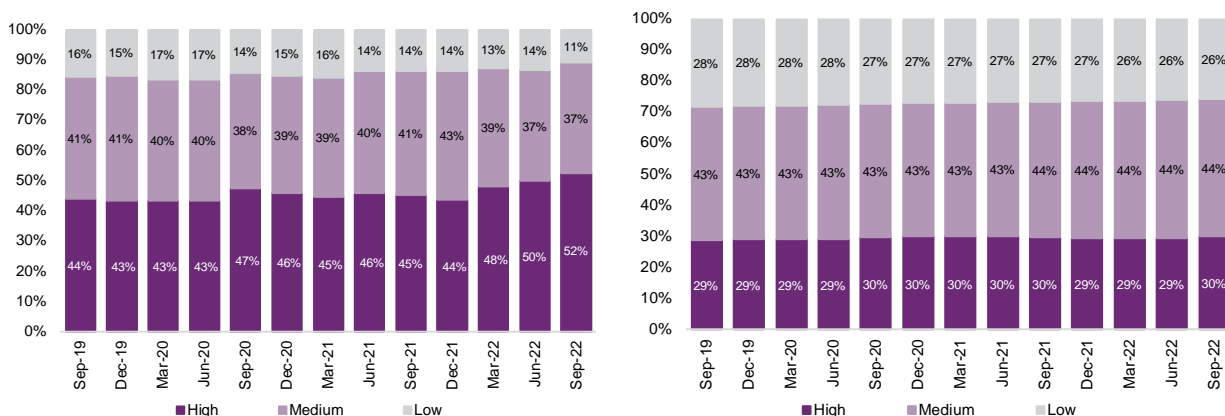
Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	14,923	9%	2,078	30%	17,001	10%
2 (High Function)	267	0%	16	0%	283	0%
3 (High Function)	7,673	5%	551	8%	8,224	5%
4 (High Function)	12,562	8%	295	4%	12,857	8%
5 (High Function)	11,094	7%	692	10%	11,786	7%
6 (Moderate Function)	35,607	22%	1,383	20%	36,990	22%
7 (Moderate Function)	9,867	6%	380	5%	10,247	6%
8 (Moderate Function)	8,882	6%	305	4%	9,187	6%
9 (Moderate Function)	841	1%	19	0%	860	1%
10 (Moderate Function)	15,962	10%	449	6%	16,411	10%
11 (Low Function)	5,377	3%	73	1%	5,450	3%
12 (Low Function)	22,887	14%	467	7%	23,354	14%
13 (Low Function)	10,983	7%	216	3%	11,199	7%
14 (Low Function)	3,010	2%	13	0%	3,023	2%
15 (Low Function)	47	0%	<11	n/a	48	0%
Missing	55	n/a	<11	n/a	55	n/a
<b>Total</b>	<b>160,037</b>	<b>100%</b>	<b>6,938</b>	<b>100%</b>	<b>166,975</b>	<b>100%</b>

<sup>137</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>138</sup> The distributions are calculated excluding participants with a missing reported level of function.



**Figure F.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – New South Wales** <sup>139</sup>



**Table F.19 Participant profile per quarter by age group – New South Wales**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	23,274	15%	3,865	56%	27,139	16%
7 to 14	41,401	26%	892	13%	42,293	25%
15 to 18	12,934	8%	265	4%	13,199	8%
19 to 24	14,427	9%	207	3%	14,634	9%
25 to 34	14,473	9%	314	5%	14,787	9%
35 to 44	12,453	8%	326	5%	12,779	8%
45 to 54	14,979	9%	404	6%	15,383	9%
55 to 64	18,251	11%	613	9%	18,864	11%
65+	7,845	5%	52	1%	7,897	5%
<b>Total</b>	<b>160,037</b>	<b>100%</b>	<b>6,938</b>	<b>100%</b>	<b>166,975</b>	<b>100%</b>

**Table F.20 Participant profile per quarter (participants in SIL) by age group – New South Wales** <sup>140</sup>

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	<11	n/a	<11	n/a	<11	n/a
7 to 14	<11	n/a	<11	n/a	<11	n/a
15 to 18	73	1%	<11	n/a	74	1%
19 to 24	773	8%	<11	n/a	773	8%
25 to 34	1,450	15%	<11	n/a	1,450	15%
35 to 44	1,639	17%	<11	n/a	1,641	17%
45 to 54	2,305	24%	<11	n/a	2,306	24%
55 to 64	2,541	26%	<11	n/a	2,546	26%
65+	993	10%	<11	n/a	994	10%
<b>Total</b>	<b>9,777</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>9,787</b>	<b>100%</b>

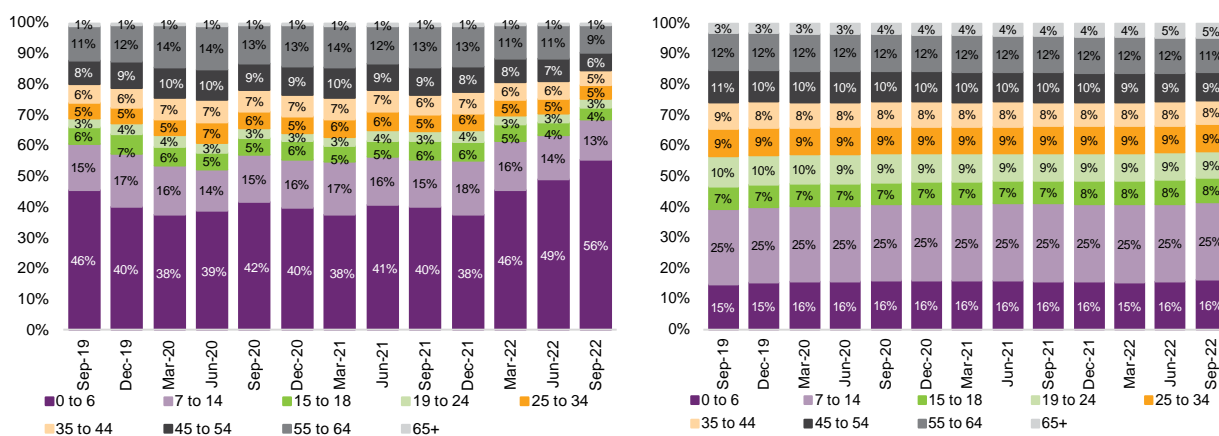
<sup>139</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>140</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

**Table F.21 Participant profile per quarter (participants not in SIL) by age group – New South Wales**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	23,274	15%	3,865	56%	27,139	17%
7 to 14	41,398	28%	892	13%	42,290	27%
15 to 18	12,861	9%	264	4%	13,125	8%
19 to 24	13,654	9%	207	3%	13,861	9%
25 to 34	13,023	9%	314	5%	13,337	8%
35 to 44	10,814	7%	324	5%	11,138	7%
45 to 54	12,674	8%	403	6%	13,077	8%
55 to 64	15,710	10%	608	9%	16,318	10%
65+	6,852	5%	51	1%	6,903	4%
<b>Total</b>	<b>150,260</b>	<b>100%</b>	<b>6,928</b>	<b>100%</b>	<b>157,188</b>	<b>100%</b>

**Figure F.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – New South Wales <sup>141</sup>**



**Table F.22 Participant profile per quarter by gender – New South Wales**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	100,456	63%	4,404	63%	104,860	63%
Female	57,834	36%	2,438	35%	60,272	36%
Other	1,747	1%	96	1%	1,843	1%
<b>Total</b>	<b>160,037</b>	<b>100%</b>	<b>6,938</b>	<b>100%</b>	<b>166,975</b>	<b>100%</b>

**Table F.23 Participant profile per quarter (participants in SIL) by gender – New South Wales**

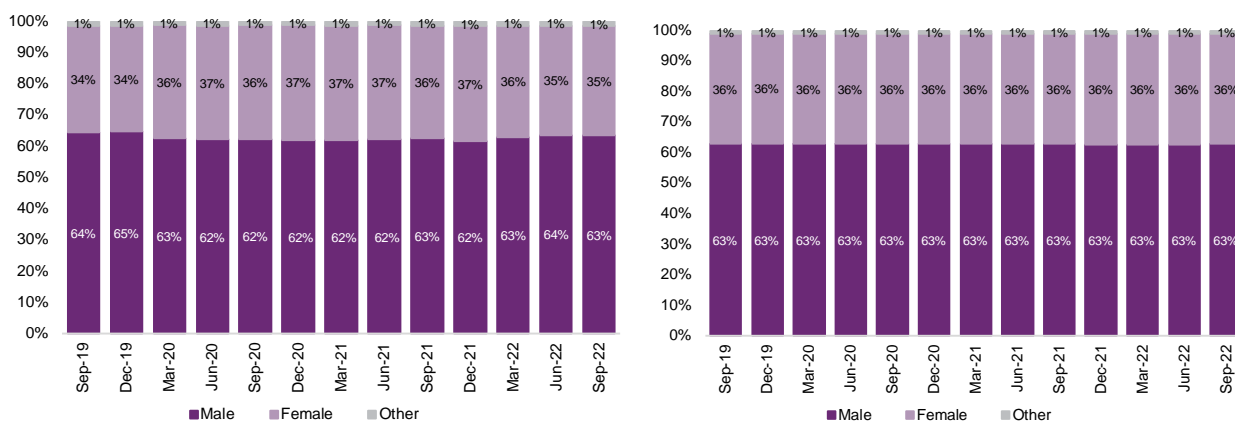
Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	5,881	60%	<11	n/a	5,890	60%
Female	3,867	40%	<11	n/a	3,867	40%
Other	29	0%	<11	n/a	30	0%
<b>Total</b>	<b>9,777</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>9,787</b>	<b>100%</b>

<sup>141</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table F.24 Participant profile per quarter (participants not in SIL) by gender – New South Wales**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	94,575	63%	4,395	63%	<b>98,970</b>	<b>63%</b>
Female	53,967	36%	2,438	35%	<b>56,405</b>	<b>36%</b>
Other	1,718	1%	95	1%	<b>1,813</b>	<b>1%</b>
<b>Total</b>	<b>150,260</b>	<b>100%</b>	<b>6,928</b>	<b>100%</b>	<b>157,188</b>	<b>100%</b>

**Figure F.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – New South Wales <sup>142</sup>**



**Table F.25 Participation rates by age group and gender at 30 September 2022 – New South Wales <sup>143</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	5.1%	2.2%	<b>3.7%</b>
7-14	6.9%	3.0%	<b>5.1%</b>
15-18	4.3%	2.2%	<b>3.3%</b>
19-24	2.8%	1.6%	<b>2.3%</b>
25-44	1.3%	0.9%	<b>1.1%</b>
45-64	1.9%	1.6%	<b>1.7%</b>
<b>Total (aged 0-64)</b>	<b>2.9%</b>	<b>1.6%</b>	<b>2.3%</b>

**Table F.26 Plan reassessments conducted per quarter – excluding plans less than 31 days – New South Wales <sup>144</sup>**

Plan reassessments	Prior Quarters	2022-23 Q1	Total
<b>Total plan reassessments</b>	<b>527,088</b>	<b>20,953</b>	<b>548,041</b>
<i>Early intervention plans</i>	102,378	4,334	106,712
<i>Permanent disability plans</i>	424,710	16,619	441,329

<sup>142</sup> Ibid.

<sup>143</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>144</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

**Table F.27 Number of plan reassessments over time incrementally and cumulatively – New South Wales**

<b>Plan Reassessments</b>	<b>Incremental</b>	<b>Cumulative</b>
Sep-19	22,717	180,712
Dec-19	26,758	207,470
Mar-20	28,572	236,042
Jun-20	32,361	268,403
Sep-20	27,647	296,050
Dec-20	31,695	327,745
Mar-21	30,458	358,203
Jun-21	28,893	387,096
Sep-21	34,467	421,563
Dec-21	37,803	459,366
Mar-22	36,032	495,398
Jun-22	31,690	527,088
Sep-22	20,953	548,041

## Part Two: Participant experience and outcomes

Table F.28 Number of baseline questionnaires completed by SFQF version – New South Wales <sup>145</sup>

Version	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date	Total
Participant 0 to school	2,797	5,408	5,319	8,100	7,239	7,621	3,306	39,790
Participant school to 14	7,450	10,562	4,799	5,605	4,808	4,558	1,433	39,215
Participant 15 to 24	5,816	5,802	1,442	2,289	1,841	1,718	465	19,373
Participant 25 and over	13,764	15,744	5,132	8,232	7,388	6,414	1,683	58,357
<b>Total Participant</b>	<b>29,827</b>	<b>37,516</b>	<b>16,692</b>	<b>24,226</b>	<b>21,276</b>	<b>20,311</b>	<b>6,887</b>	<b>156,735</b>
Family 0 to 14	9,611	15,598	10,009	13,557	11,907	12,041	4,690	77,413
Family 15 to 24	1,358	3,731	1,061	1,593	1,296	1,229	331	10,599
Family 25 and over	419	4,648	1,692	2,348	1,916	1,774	508	13,305
<b>Total Family</b>	<b>11,388</b>	<b>23,977</b>	<b>12,762</b>	<b>17,498</b>	<b>15,119</b>	<b>15,044</b>	<b>5,529</b>	<b>101,317</b>
<b>Total</b>	<b>41,215</b>	<b>61,493</b>	<b>29,454</b>	<b>41,724</b>	<b>36,395</b>	<b>35,355</b>	<b>12,416</b>	<b>258,052</b>

Table F.29 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – New South Wales

Life domain	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%	n/a	n/a	n/a
CC	% who say their child is able to tell them what he/she wants	69%	n/a	n/a	n/a
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances	n/a	26%	n/a	n/a
DL	% who say their child is becoming more independent	n/a	38%	n/a	n/a
CC	% of children who have a genuine say in decisions about themselves	n/a	69%	n/a	n/a
CC	% who are happy with the level of independence/control they have now	n/a	n/a	33%	n/a
CC	% who choose who supports them	n/a	n/a	37%	61%
CC	% who choose what they do each day	n/a	n/a	47%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting	n/a	n/a	21%	26%
CC	% who want more choice and control in their life	n/a	n/a	79%	75%

<sup>145</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table F.30 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – New South Wales**

Life domain	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%	n/a	n/a
S/CP	% of children who participate in age appropriate community, cultural or religious activities	44%	n/a	n/a	n/a
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs	n/a	39%	n/a	n/a
REL	Of these, % who are welcomed or actively included	64%	73%	n/a	n/a
REL	% of children who spend time with friends without an adult present	n/a	11%	n/a	n/a
REL	% with no friends other than family or paid staff	n/a	n/a	31%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months	n/a	n/a	29%	31%

**Table F.31 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – New South Wales**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class	n/a	66%	n/a	n/a
HM	% who are happy with their home	n/a	n/a	80%	69%
HM	% who feel safe or very safe in their home	n/a	n/a	85%	68%
HW	% who rate their health as good, very good or excellent	n/a	n/a	67%	41%
HW	% who did not have any difficulties accessing health services	n/a	n/a	67%	62%
LL	% who currently attend or previously attended school in a mainstream class	n/a	n/a	38%	n/a
LL	% who participate in education, training or skill development	n/a	n/a	n/a	10%
LL	Of those who participate, % who do so in mainstream settings	n/a	n/a	n/a	65%
LL	% unable to do a course or training they wanted to do in the last 12 months	n/a	n/a	n/a	35%
WK	% who have a paid job	n/a	n/a	17%	23%
WK	% who volunteer	n/a	n/a	10%	10%

**Table F.32 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	16%	22%	19%
% receiving Carer Allowance	34%	40%	25%
% working in a paid job	49%	54%	38%
Of those in a paid job, % in permanent employment	79%	77%	80%
Of those in a paid job, % working 15 hours or more	82%	87%	87%
% who say they (and their partner) are able to work as much as they want	47%	49%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	30%	19%
% able to advocate for their child/family member	79%	68%	61%
% who have friends and family they see as often as they like	52%	48%	45%
% who feel very confident or somewhat confident in supporting their child's development	87%	n/a	n/a
% who know what their family can do to enable their family member with disability to become as independent as possible	n/a	36%	n/a
% who feel in control selecting services	n/a	37%	34%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	n/a	n/a	30%
% who rate their health as good, very good or excellent	78%	64%	61%

**Table F.33 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant 0 to school’ (n=6,789) - participants who between 1 July 2016 and 30 September 2021 – New South Wales <sup>146</sup>**

Life domain	Question	Percentage 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?	88%
REL	Has the NDIS improved how your child fits into family life?	85%
S/CP	Has the NDIS improved how your child fits into community life?	73%

<sup>146</sup> Results in Tables F.33 to F.36 include participants who entered between 1 July 2016 and 30 September 2021 and have had a first plan reassessment to date.

**Table F.34 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant school to 14’ (n=8,399) - participants who entered between 1 July 2016 and 30 September 2021 – New South Wales**

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

**Table F.35 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF versions ‘Participant 15 to 24’ (n=3,426) and ‘Participant 25 and over’ (n=12,203) - participants who entered between 1 July 2016 and 30 September 2021 – New South Wales**

Life domain	Question	15 to 24 Percentage Yes	25+ Percentage Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	75%
DL	Has the NDIS helped you with daily living activities?	60%	77%
REL	Has the NDIS helped you to meet more people?	47%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	32%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	55%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%
S/CP	Has the NDIS helped you be more involved?	51%	60%



**Table F.36 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Family 0 to 14’ (n=18,562); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6,814) - participants who entered between 1 July 2016 and 30 September 2021 – New South Wales**

Question	0 to 14 Percentage Yes	15+ Percentage 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%	53%
Has the NDIS improved the level of support for your family?	76%	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?	78%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	n/a
Has the NDIS improved your health and wellbeing?	54%	37%

Note: In Tables F.37 to F.68 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table F.37 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant 0 to school’ (n=4,372) - participants who entered between 1 July 2016 and 30 September 2020 – New South Wales**<sup>147</sup>

Life domain	Question	R1	R2	Change
DL	Has the NDIS improved your child's development?	93%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	93%	96%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%	89%	+4%
REL	Has the NDIS improved how your child fits into family life?	82%	86%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	69%	73%	+4%

<sup>147</sup> Results in Tables F.37 to F.42 include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table F.38 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant school to 14’ (n=6,992) - participants who entered between 1 July 2016 and 30 September 2020 – New South Wales**

Life domain	Question	R1	R2	Change
DL	Has the NDIS helped your child to become more independent?	64%	73%	+9%
LL	Has the NDIS improved your child's access to education?	45%	53%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	62%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	52%	+6%

**Table F.39 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=2,984) - participants who entered between 1 July 2016 and 30 September 2020 – New South Wales**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	61%	66%	+5%
DL	Has the NDIS helped you with daily living activities?	58%	63%	+5%
REL	Has the NDIS helped you to meet more people?	49%	50%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	20%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	46%	+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?	36%	37%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	54%	57%	+3%

**Table F.40 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=8,082) - participants who entered between 1 July 2016 and 30 September 2020 – New South Wales**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	69%	76%	+7%
DL	Has the NDIS helped you with daily living activities?	71%	79%	+8%
REL	Has the NDIS helped you to meet more people?	51%	57%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	31%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	57%	+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?	27%	29%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	58%	64%	+6%

**Table F.41 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 0 to 14’ (n=11,539) - participants who entered between 1 July 2016 and 30 September 2020 – New South Wales**

Question	R1	R2	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?	66%	71%	+5%
Has the NDIS improved the level of support for your family?	72%	76%	+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?	73%	78%	+5%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	82%	+4%
Has the NDIS improved your health and wellbeing?	49%	51%	+2%

**Table F.42 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,530) - participants who entered between 1 July 2016 and 30 September 2020 – New South Wales**

Question	R1	R2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	48%	57%	+9%
Has the NDIS improved the level of support for your family?	61%	70%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	59%	67%	+8%
Has the NDIS improved your health and wellbeing?	33%	37%	+4%

**Table F.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant 0 to school’ (n=3,136) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales<sup>148</sup>**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS improved your child's development?	93%	95%	96%	+3%
DL	Has the NDIS improved your child's access to specialist services?	92%	96%	96%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	89%	89%	+5%
REL	Has the NDIS improved how your child fits into family life?	80%	82%	83%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	66%	69%	71%	+5%

<sup>148</sup> Results in Tables F.43 to F.48 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table F.44 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant school to 14’ (n=7,294) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS helped your child to become more independent?	61%	68%	73%	+12%
LL	Has the NDIS improved your child's access to education?	41%	47%	51%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	55%	60%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	48%	51%	+9%

**Table F.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=3,302) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	59%	66%	69%	+10%
Has the NDIS helped you with daily living activities?	57%	65%	69%	+12%
Has the NDIS helped you to meet more people?	50%	53%	55%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	19%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	46%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	34%	36%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	17%	-1%
Has the NDIS helped you be more involved?	54%	58%	60%	+7%

**Table F.46 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=7,920) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	68%	75%	79%	+10%
Has the NDIS helped you with daily living activities?	71%	79%	83%	+12%
Has the NDIS helped you to meet more people?	52%	59%	62%	+10%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	33%	33%	+3%
Has your involvement with the NDIS improved your health and wellbeing?	51%	57%	60%	+10%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	31%	31%	+1%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	19%	-1%
Has the NDIS helped you be more involved?	59%	66%	69%	+10%

**Table F.47 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 0 to 14’ (n=8,291) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS improved your capacity to advocate (stand up) for your child?	62%	65%	68%	+7%
Has the NDIS improved the level of support for your family?	66%	72%	74%	+8%
Has the NDIS improved your access to services, programs and activities in the community?	69%	74%	77%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	79%	80%	+6%
Has the NDIS improved your health and wellbeing?	43%	45%	47%	+4%

**Table F.48 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,764) - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you to know your rights and advocate effectively?	46%	51%	58%	+12%
Has the NDIS improved the level of support for your family?	61%	66%	72%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	57%	64%	68%	+12%
Has the NDIS improved your health and wellbeing?	33%	34%	37%	+4%

**Table F.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant 0 to school’ (n=1,781) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales <sup>149</sup>**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS improved your child's development?	93%	97%	97%	97%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	94%	96%	97%	+7%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	88%	88%	87%	+4%
REL	Has the NDIS improved how your child fits into family life?	76%	78%	79%	83%	+8%
S/CP	Has the NDIS improved how your child fits into community life?	63%	66%	68%	70%	+8%

**Table F.50 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant school to 14’ (n=7,044) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS helped your child to become more independent?	57%	65%	70%	73%	+16%
LL	Has the NDIS improved your child's access to education?	36%	41%	45%	47%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	52%	56%	58%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	48%	51%	+10%

<sup>149</sup> Results in Tables F.49 to F.54 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table F.51 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=3,671) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	59%	66%	69%	71%	+11%
DL	Has the NDIS helped you with daily living activities?	57%	65%	70%	73%	+16%
REL	Has the NDIS helped you to meet more people?	50%	54%	56%	57%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	17%	18%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	45%	47%	50%	+10%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	36%	35%	37%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%	15%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	59%	60%	63%	+10%

**Table F.52 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=7,110) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	66%	74%	76%	80%	+13%
DL	Has the NDIS helped you with daily living activities?	68%	78%	81%	84%	+15%
REL	Has the NDIS helped you to meet more people?	52%	59%	61%	64%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	29%	32%	34%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	54%	57%	61%	+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%	30%	32%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%	19%	21%	0%
S/CP	Has the NDIS helped you be more involved?	57%	65%	69%	72%	+14%



**Table F.53 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=4,798) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS improved your capacity to advocate (stand up) for your child?	56%	60%	63%	66%	+10%
Has the NDIS improved the level of support for your family?	59%	66%	67%	72%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	63%	70%	72%	75%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	76%	77%	80%	+10%
Has the NDIS improved your health and wellbeing?	37%	40%	40%	42%	+5%

**Table F.54 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,211) - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS helped you to know your rights and advocate effectively?	43%	50%	57%	62%	+18%
Has the NDIS improved the level of support for your family?	59%	69%	71%	74%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	56%	64%	69%	71%	+15%
Has the NDIS improved your health and wellbeing?	33%	32%	36%	39%	+6%

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

**Table F.55 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Participant school to 14’ (n=3,653) - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales<sup>150</sup>**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
DL	Has the NDIS helped your child to become more independent?	52%	61%	65%	67%	68%	+16%
LL	Has the NDIS improved your child's access to education?	33%	36%	38%	39%	42%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	46%	50%	51%	52%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	42%	44%	45%	46%	+7%

<sup>150</sup> Results in Tables F.55 to F.59 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table F.56 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=2,286) - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	60%	63%	67%	68%	70%	+10%
DL	Has the NDIS helped you with daily living activities?	57%	65%	70%	72%	75%	+18%
REL	Has the NDIS helped you to meet more people?	52%	54%	56%	55%	57%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	20%	18%	18%	19%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	47%	48%	50%	+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?	39%	39%	37%	33%	36%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	18%	16%	14%	16%	-5%
S/CP	Has the NDIS helped you be more involved?	55%	59%	62%	61%	64%	+9%

**Table F.57 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=4,158) - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	66%	73%	77%	78%	81%	+15%
DL	Has the NDIS helped you with daily living activities?	69%	77%	80%	84%	86%	+17%
REL	Has the NDIS helped you to meet more people?	52%	60%	63%	63%	69%	+17%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	32%	31%	33%	37%	+7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	54%	58%	60%	63%	+14%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	32%	30%	30%	34%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	22%	21%	21%	24%	0%
S/CP	Has the NDIS helped you be more involved?	59%	65%	69%	70%	75%	+16%

**Table F.58 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=1,781) - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS improved your capacity to advocate (stand up) for your child?	47%	54%	55%	60%	62%	+15%
Has the NDIS improved the level of support for your family?	54%	64%	63%	69%	68%	+14%
Has the NDIS improved your access to services, programs and activities in the community?	57%	65%	67%	72%	72%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	70%	73%	75%	75%	+11%
Has the NDIS improved your health and wellbeing?	32%	35%	35%	38%	37%	+5%

**Table F.59 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=357) - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS helped you to know your rights and advocate effectively?	45%	44%	53%	58%	62%	+16%
Has the NDIS improved the level of support for your family?	55%	57%	64%	64%	71%	+16%
Has the NDIS helped you to access services, programs and activities in the community?	58%	59%	65%	61%	69%	+11%
Has the NDIS improved your health and wellbeing?	31%	29%	30%	30%	35%	+4%

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

**Table F.60 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF version ‘Participant school to 14’ (n=195) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales <sup>151</sup>**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
DL	Has the NDIS helped your child to become more independent?	43%	55%	57%	58%	56%	65%	+22%
LL	Has the NDIS improved your child's access to education?	35%	43%	41%	35%	35%	45%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	39%	47%	43%	39%	45%	48%	+9%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	48%	47%	38%	47%	48%	+7%

**Table F.61 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=173) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
CC	Has the NDIS helped you have more choices and more control over your life?	58%	66%	64%	68%	66%	67%	+10%
DL	Has the NDIS helped you with daily living activities?	59%	68%	69%	71%	76%	70%	+11%
REL	Has the NDIS helped you to meet more people?	55%	64%	60%	56%	61%	61%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	25%	24%	24%	27%	24%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	40%	44%	51%	48%	50%	+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?	42%	41%	45%	38%	38%	38%	-5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	17%	18%	14%	14%	12%	-5%
S/CP	Has the NDIS helped you be more involved?	54%	60%	63%	61%	62%	65%	+11%

<sup>151</sup> Results in Tables F.60 to F.63 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a sixth plan reassessment to date.

**Table F.62 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=410) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
CC	Has the NDIS helped you have more choices and more control over your life?	68%	72%	78%	81%	77%	81%	+14%
DL	Has the NDIS helped you with daily living activities?	71%	79%	83%	87%	88%	88%	+17%
REL	Has the NDIS helped you to meet more people?	57%	59%	66%	68%	68%	72%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	38%	38%	40%	41%	48%	+10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	56%	60%	65%	62%	65%	+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%	33%	31%	35%	37%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	22%	20%	21%	23%	23%	+1%
S/CP	Has the NDIS helped you be more involved?	63%	64%	71%	75%	73%	77%	+14%

**Table F.63 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=98) - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales**

Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
Has the NDIS improved your capacity to advocate (stand up) for your child?	44%	51%	46%	69%	65%	54%	+10%
Has the NDIS improved the level of support for your family?	52%	56%	56%	62%	57%	58%	+6%
Has the NDIS improved your access to services, programs and activities in the community?	61%	60%	66%	65%	57%	61%	0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	60%	63%	62%	65%	70%	51%	-9%
Has the NDIS improved your health and wellbeing?	33%	34%	22%	42%	35%	33%	0%

There is insufficient data to show results for 'Has the NDIS helped? questions at participants' first, second, third, fourth, fifth and sixth plan reassessment, for 'Family 15 to 24' and 'Family 25 and over' combined.

**Table F.64 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,619), 'participant social and community engagement rate' (n=13,755), 'parent and carer employment rate' (n=15,305) at entry, first and second plan reassessment, and 'participant choice and control' (n=10,030) at first and second plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 – New South Wales <sup>152</sup>**

Participant employment rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	10%	14%	18%	26%
Aged 25 to 34 years	30%	30%	32%	26%
Aged 35 to 44 years	29%	29%	29%	26%
Aged 45 to 54 years	24%	24%	23%	26%
Aged 55 to 64 years	18%	17%	15%	26%
Aged 65+ years	13%	12%	10%	26%
Aged 25 to 64 years	24%	24%	24%	26%
Aged 15 to 64 years	20%	21%	22%	26%

Participant social and community engagement rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	34%	37%	40%	46%
Aged 25 to 34 years	31%	41%	44%	46%
Aged 35 to 44 years	31%	36%	39%	46%
Aged 45 to 54 years	32%	38%	39%	46%
Aged 55 to 64 years	34%	39%	40%	46%
Aged 65+ years	34%	37%	40%	46%
Aged 25+ years	32%	38%	40%	46%
Aged 15+ years	33%	38%	40%	46%

Parent and carer employment rate	Baseline	R1	R2	2022-23 Target
Aged 0 to 14 years	49%	51%	54%	50%
Aged 15+ years	47%	49%	48%	50%
All ages	48%	50%	52%	50%

Participant Choice and Control	R1	R2	2022-23 Target
Aged 15 to 24 years	61%	66%	75%
Aged 25+ years	69%	76%	75%
Aged 15+ years	67%	74%	75%

<sup>152</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table F.65 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=12,697), 'participant social and community engagement rate' (n=12,834), 'parent and carer employment rate' (n=9,957) at entry, first, second and third plan reassessment, and 'participant choice and control' (n=10,191) at first, second and third plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 – New South Wales<sup>153</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	9%	13%	15%	21%	26%
Aged 25 to 34 years	32%	33%	26%	31%	26%
Aged 35 to 44 years	32%	33%	29%	32%	26%
Aged 45 to 54 years	29%	30%	24%	27%	26%
Aged 55 to 64 years	19%	19%	15%	16%	26%
Aged 65+ years	13%	12%	9%	9%	26%
Aged 25 to 64 years	27%	28%	23%	26%	26%
Aged 15 to 64 years	22%	23%	20%	24%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	34%	40%	43%	44%	46%
Aged 25 to 34 years	34%	43%	47%	49%	46%
Aged 35 to 44 years	36%	43%	47%	49%	46%
Aged 45 to 54 years	34%	40%	44%	45%	46%
Aged 55 to 64 years	34%	38%	40%	42%	46%
Aged 65+ years	36%	39%	43%	43%	46%
Aged 25+ years	35%	41%	44%	46%	46%
Aged 15+ years	34%	40%	44%	45%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 0 to 14 years	48%	50%	51%	53%	50%
Aged 15+ years	50%	53%	54%	52%	50%
All ages	48%	51%	52%	53%	50%

Participant Choice and Control	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	59%	66%	69%	75%
Aged 25+ years	68%	75%	79%	75%
Aged 15+ years	66%	72%	76%	75%

<sup>153</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table F.66 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,468), 'participant social and community engagement rate' (n=11,620), 'parent and carer employment rate' (n=6,055) at entry, first, second, third and fourth plan reassessment, and 'participant choice and control' (n=9,865) at first, second, third and fourth plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 – New South Wales<sup>154</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	10%	13%	19%	21%	26%	26%
Aged 25 to 34 years	31%	32%	32%	29%	32%	26%
Aged 35 to 44 years	35%	36%	34%	31%	32%	26%
Aged 45 to 54 years	34%	34%	34%	27%	30%	26%
Aged 55 to 64 years	24%	24%	21%	18%	19%	26%
Aged 65+ years	16%	15%	12%	10%	10%	26%
Aged 25 to 64 years	31%	31%	30%	26%	28%	26%
Aged 15 to 64 years	26%	27%	27%	24%	28%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	34%	41%	47%	48%	47%	46%
Aged 25 to 34 years	37%	46%	53%	53%	54%	46%
Aged 35 to 44 years	38%	42%	47%	48%	51%	46%
Aged 45 to 54 years	37%	43%	48%	52%	51%	46%
Aged 55 to 64 years	36%	40%	43%	42%	45%	46%
Aged 65+ years	35%	40%	41%	42%	44%	46%
Aged 25+ years	36%	43%	47%	48%	49%	46%
Aged 15+ years	36%	42%	47%	48%	49%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 0 to 14 years	49%	52%	52%	54%	56%	50%
Aged 15+ years	50%	54%	55%	55%	53%	50%
All ages	49%	52%	53%	54%	55%	50%

Participant Choice and Control	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	59%	66%	69%	71%	75%
Aged 25+ years	66%	74%	76%	80%	75%
Aged 15+ years	64%	71%	73%	77%	75%

<sup>154</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.



**Table F.67 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,747), 'participant social and community engagement rate' (n=6,920), 'parent and carer employment rate' (n=2,204) at entry, first, second, third, fourth and fifth plan reassessment, and 'participant choice and control' (n=5,814) at first, second, third, fourth and fifth plan reassessment - participants who entered between 1 July 2016 and 30 September 2017 – New South Wales <sup>155</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	9%	15%	18%	25%	27%	31%	26%
Aged 25 to 34 years	29%	32%	31%	31%	29%	30%	26%
Aged 35 to 44 years	36%	37%	34%	34%	30%	33%	26%
Aged 45 to 54 years	35%	36%	31%	35%	29%	30%	26%
Aged 55 to 64 years	29%	29%	24%	23%	19%	21%	26%
Aged 65+ years	19%	18%	14%	15%	11%	12%	26%
Aged 25 to 64 years	32%	33%	30%	30%	26%	29%	26%
Aged 15 to 64 years	28%	30%	28%	29%	27%	29%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	31%	38%	43%	47%	48%	48%	46%
Aged 25 to 34 years	33%	42%	48%	52%	53%	54%	46%
Aged 35 to 44 years	33%	41%	48%	51%	48%	53%	46%
Aged 45 to 54 years	35%	42%	46%	50%	50%	52%	46%
Aged 55 to 64 years	35%	39%	44%	46%	47%	48%	46%
Aged 65+ years	37%	38%	43%	46%	46%	48%	46%
Aged 25+ years	34%	41%	46%	49%	49%	51%	46%
Aged 15+ years	34%	40%	46%	49%	49%	51%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 0 to 14 years	44%	47%	49%	50%	52%	54%	50%
Aged 15+ years	50%	54%	56%	58%	60%	57%	50%
All ages	47%	50%	52%	54%	56%	56%	50%

Participant Choice and Control	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	60%	63%	67%	68%	70%	75%
Aged 25+ years	66%	73%	77%	78%	81%	75%
Aged 15+ years	64%	69%	73%	73%	77%	75%

<sup>155</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table F.68 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=736), 'participant social and community engagement rate' (n=767), 'parent and carer employment rate' (n=117) at entry, first, second, third, fourth, fifth and sixth plan reassessment, and 'participant choice and control' (n=482) at first, second, third, fourth, fifth and sixth plan reassessment - participants who entered between 1 July 2016 and 30 September 2016 – New South Wales <sup>156</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	11%	15%	13%	19%	22%	19%	22%	26%
Aged 25 to 34 years	16%	15%	19%	15%	22%	24%	19%	26%
Aged 35 to 44 years	21%	20%	20%	17%	21%	19%	16%	26%
Aged 45 to 54 years	27%	28%	21%	19%	13%	18%	20%	26%
Aged 55 to 64 years	25%	26%	23%	18%	16%	21%	19%	26%
Aged 65+ years	17%	19%	13%	12%	9%	6%	9%	26%
Aged 25 to 64 years	22%	22%	21%	17%	18%	21%	18%	26%
Aged 15 to 64 years	21%	21%	20%	17%	19%	20%	19%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	32%	32%	46%	56%	47%	47%	39%	46%
Aged 25 to 34 years	33%	35%	46%	57%	56%	59%	59%	46%
Aged 35 to 44 years	30%	32%	36%	43%	48%	59%	57%	46%
Aged 45 to 54 years	32%	29%	46%	53%	51%	57%	53%	46%
Aged 55 to 64 years	45%	42%	49%	47%	44%	52%	55%	46%
Aged 65+ years	46%	50%	58%	58%	54%	48%	53%	46%
Aged 25+ years	36%	37%	47%	52%	51%	56%	56%	46%
Aged 15+ years	35%	36%	47%	53%	51%	55%	53%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Aged 15+ years	36%	38%	43%	46%	57%	43%	45%	50%
All ages	34%	38%	39%	43%	51%	50%	40%	50%

Participant Choice and Control	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	58%	66%	64%	68%	66%	67%	75%
Aged 25+ years	68%	72%	78%	81%	77%	81%	75%
Aged 15+ years	65%	70%	74%	77%	73%	77%	75%

<sup>156</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a sixth plan reassessment to date.

**Table F.69 Number of active plans by goal type and primary disability group– New South Wales** <sup>157</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
Acquired brain injury	1,148	3,589	2,570	890	1,379	3,887	1,911	1,219	4,741
Autism	7,917	49,249	18,016	23,623	26,203	41,326	3,585	9,924	56,463
Cerebral palsy	1,148	4,704	3,061	1,364	1,459	4,146	1,355	1,131	5,558
Developmental delay	1,016	13,001	5,503	9,915	6,066	10,143	<11	<11	13,982
Down syndrome	706	3,127	1,824	1,078	1,273	3,100	874	1,104	3,763
Global developmental delay	370	4,181	1,851	3,293	1,934	3,304	<11	<11	4,460
Hearing impairment	1,305	6,566	1,587	2,095	1,266	4,031	675	1,974	7,854
Intellectual disability	5,667	21,341	10,723	7,639	9,899	21,055	6,915	9,634	27,116
Multiple sclerosis	621	2,272	1,859	238	428	1,944	925	565	2,671
Psychosocial disability	3,660	12,491	10,098	3,842	4,753	14,237	6,545	5,793	17,118
Spinal cord injury	477	1,560	1,126	207	255	1,359	662	552	1,803
Stroke	709	2,416	1,575	385	556	2,294	1,131	568	2,893
Visual impairment	724	2,717	1,056	765	440	2,320	681	906	3,081
Other neurological	1,446	5,476	3,897	1,011	1,554	5,334	2,558	1,139	6,765
Other physical	1,229	4,924	3,142	763	747	3,837	1,597	1,291	5,715
Other sensory/speech	106	705	184	326	304	401	16	71	831
Other	427	1,798	1,054	494	497	1,593	587	426	2,161
<b>Total</b>	<b>28,676</b>	<b>140,117</b>	<b>69,126</b>	<b>57,928</b>	<b>59,013</b>	<b>124,311</b>	<b>30,033</b>	<b>36,306</b>	<b>166,975</b>

**Table F.70 Percentage of active plans by goal type and primary disability group – New South Wales** <sup>158</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	24%	76%	54%	19%	29%	82%	40%	26%
Autism	14%	87%	32%	42%	46%	73%	6%	18%
Cerebral palsy	21%	85%	55%	25%	26%	75%	24%	20%
Developmental delay	7%	93%	39%	71%	43%	73%	n/a	n/a
Down syndrome	19%	83%	48%	29%	34%	82%	23%	29%
Global developmental delay	8%	94%	42%	74%	43%	74%	n/a	n/a
Hearing impairment	17%	84%	20%	27%	16%	51%	9%	25%
Intellectual disability	21%	79%	40%	28%	37%	78%	26%	36%
Multiple sclerosis	23%	85%	70%	9%	16%	73%	35%	21%
Psychosocial disability	21%	73%	59%	22%	28%	83%	38%	34%
Spinal cord injury	26%	87%	62%	11%	14%	75%	37%	31%
Stroke	25%	84%	54%	13%	19%	79%	39%	20%
Visual impairment	23%	88%	34%	25%	14%	75%	22%	29%
Other neurological	21%	81%	58%	15%	23%	79%	38%	17%
Other physical	22%	86%	55%	13%	13%	67%	28%	23%
Other sensory/speech	13%	85%	22%	39%	37%	48%	2%	9%
Other	20%	83%	49%	23%	23%	74%	27%	20%
<b>Total</b>	<b>17%</b>	<b>84%</b>	<b>41%</b>	<b>35%</b>	<b>35%</b>	<b>74%</b>	<b>18%</b>	<b>22%</b>

<sup>157</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>158</sup> The percentages of participants by goal type do not add up 100% for each disability group as participants can set more than one goal in their plans.

**Table F.71 Number of goals in active plans by goal type and primary disability group – New South Wales** <sup>159</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
Acquired brain injury	4,322	20,875	10,370	3,323	5,175	15,511	6,765	4,028	<b>70,369</b>
Autism	34,259	446,797	84,840	118,996	118,138	198,403	14,435	40,097	<b>1,055,965</b>
Cerebral palsy	5,456	41,026	15,552	6,545	6,664	21,451	6,118	4,766	<b>107,578</b>
Developmental delay	3,852	112,281	23,258	43,792	23,424	41,105	<11	30	<b>247,752</b>
Down syndrome	3,114	25,139	8,306	5,164	5,796	15,253	3,553	4,573	<b>70,898</b>
Global developmental delay	1,492	38,484	8,035	14,746	7,554	14,127	36	<11	<b>84,476</b>
Hearing impairment	5,144	43,100	6,480	9,211	5,147	17,007	2,474	7,203	<b>95,766</b>
Intellectual disability	23,452	149,981	47,930	34,629	42,227	98,112	26,606	35,973	<b>458,910</b>
Multiple sclerosis	2,432	14,887	8,533	859	1,588	7,724	3,362	2,084	<b>41,469</b>
Psychosocial disability	12,335	58,063	35,578	12,421	15,431	48,539	19,855	17,372	<b>219,594</b>
Spinal cord injury	2,222	11,277	5,344	816	983	6,226	2,654	2,180	<b>31,702</b>
Stroke	2,835	16,710	6,871	1,554	2,161	9,421	4,206	2,037	<b>45,795</b>
Visual impairment	3,287	20,952	4,647	3,431	1,805	10,876	2,749	3,615	<b>51,362</b>
Other neurological	5,642	36,924	17,220	4,208	6,067	21,626	9,398	4,106	<b>105,191</b>
Other physical	5,025	34,937	14,023	3,084	2,816	16,286	6,167	4,732	<b>87,070</b>
Other sensory/speech	408	5,599	743	1,363	1,115	1,586	44	253	<b>11,111</b>
Other	1,744	12,527	4,631	2,171	2,068	6,512	1,982	1,390	<b>33,025</b>
<b>Total</b>	<b>117,021</b>	<b>1,089,559</b>	<b>302,361</b>	<b>266,313</b>	<b>248,159</b>	<b>549,765</b>	<b>110,414</b>	<b>134,441</b>	<b>2,818,033</b>

**Table F.72 Number of active plans by goal type and age group – New South Wales** <sup>160</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
0 to 6	2,049	25,295	11,398	19,960	11,988	20,577	17	<11	<b>27,139</b>
7 to 14	4,626	38,105	11,597	17,484	19,371	27,162	532	446	<b>42,293</b>
15 to 18	2,506	11,047	4,375	4,172	5,769	10,086	933	4,345	<b>13,199</b>
19 to 24	3,370	11,510	5,143	4,103	4,592	11,123	3,402	9,190	<b>14,634</b>
25 to 34	3,590	11,392	6,707	3,486	4,168	11,541	4,781	7,269	<b>14,787</b>
35 to 44	2,990	9,905	6,696	2,527	3,520	10,091	4,426	5,281	<b>12,778</b>
45 to 54	3,523	11,920	8,376	2,734	3,937	12,252	5,556	5,075	<b>15,383</b>
55 to 64	4,260	14,860	10,478	2,633	4,155	15,201	7,147	3,843	<b>18,864</b>
65+	1,762	6,083	4,356	829	1,513	6,278	3,239	856	<b>7,898</b>
<b>Total</b>	<b>28,676</b>	<b>140,117</b>	<b>69,126</b>	<b>57,928</b>	<b>59,013</b>	<b>124,311</b>	<b>30,033</b>	<b>36,306</b>	<b>166,975</b>

<sup>159</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 2,818,033 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

<sup>160</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table F.73 Percentage of active plans by goal type and age group – New South Wales <sup>161</sup>**

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	8%	93%	42%	74%	44%	76%	0%	n/a
7 to 14	11%	90%	27%	41%	46%	64%	1%	1%
15 to 18	19%	84%	33%	32%	44%	76%	7%	33%
19 to 24	23%	79%	35%	28%	31%	76%	23%	63%
25 to 34	24%	77%	45%	24%	28%	78%	32%	49%
35 to 44	23%	78%	52%	20%	28%	79%	35%	41%
45 to 54	23%	77%	54%	18%	26%	80%	36%	33%
55 to 64	23%	79%	56%	14%	22%	81%	38%	20%
65+	22%	77%	55%	10%	19%	79%	41%	11%
<b>Total</b>	<b>17%</b>	<b>84%</b>	<b>41%</b>	<b>35%</b>	<b>35%</b>	<b>74%</b>	<b>18%</b>	<b>22%</b>

**Table F.74 Number of goals in active plans by goal type and age group – New South Wales <sup>162</sup>**

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	8,147	225,932	50,917	91,905	47,986	87,733	60	<11	<b>512,685</b>
7 to 14	19,742	380,504	55,712	91,171	88,561	131,188	1,846	1,739	<b>770,463</b>
15 to 18	11,055	82,256	19,990	18,959	24,887	48,120	3,806	17,712	<b>226,785</b>
19 to 24	14,416	78,781	22,796	17,959	19,435	52,284	13,367	36,472	<b>255,510</b>
25 to 34	14,799	70,162	27,754	13,990	16,868	50,574	17,560	26,279	<b>237,986</b>
35 to 44	12,111	58,512	28,329	9,565	13,716	42,543	16,063	18,575	<b>199,414</b>
45 to 54	13,388	68,766	35,208	10,233	15,223	50,548	20,356	17,386	<b>231,108</b>
55 to 64	16,524	88,310	43,317	9,451	15,619	61,276	25,658	13,211	<b>273,366</b>
65+	6,839	36,336	18,338	3,080	5,864	25,499	11,698	3,062	<b>110,716</b>
<b>Total</b>	<b>117,021</b>	<b>1,089,559</b>	<b>302,361</b>	<b>266,313</b>	<b>248,159</b>	<b>549,765</b>	<b>110,414</b>	<b>134,441</b>	<b>2,818,033</b>

<sup>161</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

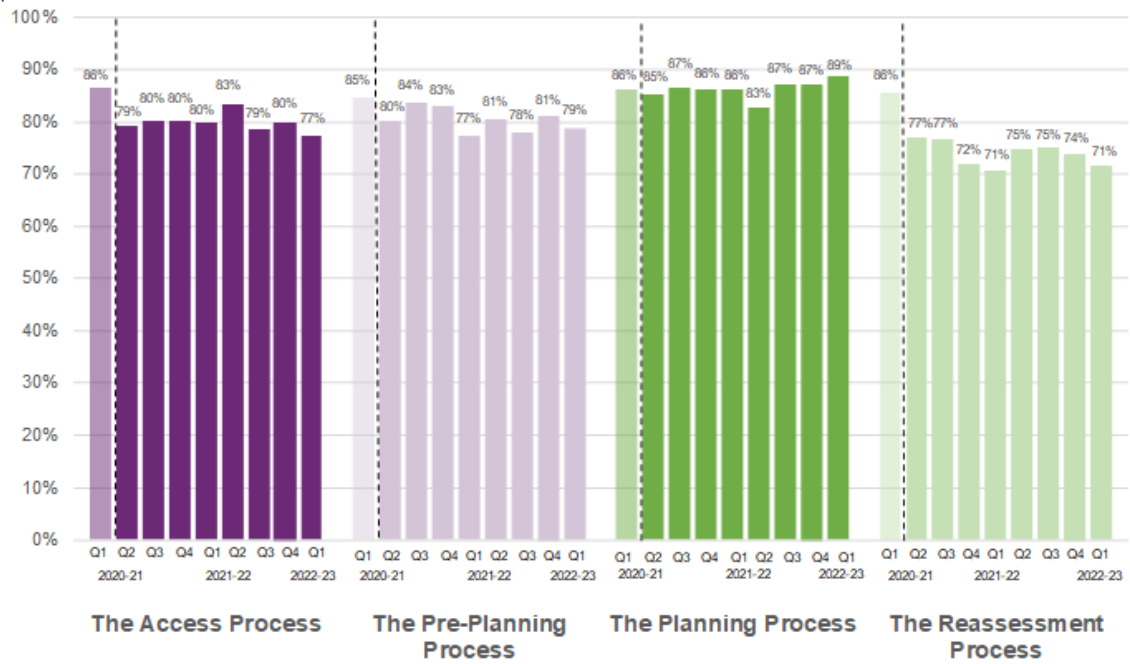
<sup>162</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 2,818,033 goals in these results relate to those in the current plans of active participants who reside in New South Wales at the reporting date.

**Table F.75 Proportion of participants who agreed with statements about 'Access' (n = 1,855 in Prior Quarters, n = 291 in 2022-23 Q1), 'Pre-planning' (n = 1,693 in Prior Quarters, n = 265 in 2022-23 Q1), 'Planning' (n = 8,483 in Prior Quarters, n = 1,335 in 2022-23 Q1) and 'Plan reassessment' (n = 25,771 in Prior Quarters, n = 2,936 in 2022-23 Q1) of NDIS journey in 2022-23 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales <sup>163</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q1
Access - Are you happy with how coming into the NDIS has gone?	86%	84%
Access - Was the person from the NDIS respectful?	98%	98%
Access - Do you understand what will happen next with your plan?	81%	79%
Access - % of participants rating their overall experience as Very Good or Good.	80%	77%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	86%
Pre-planning - Did you understand why you needed to give the information you did?	96%	98%
Pre-planning - Were decisions about your plan clearly explained?	82%	81%
Pre-planning - Are you clear on what happens next with your plan?	69%	74%
Pre-planning - Do you know where to go for more help with your plan?	75%	70%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	80%	79%
Planning - Did the person from the NDIS understand how your disability affects your life?	91%	93%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	89%	90%
Planning - Are you clear on what happens next with your plan?	85%	86%
Planning - Do you know where to go for more help with your plan?	89%	91%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	89%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	80%	77%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	87%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	88%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	71%

<sup>163</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure F.8 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales <sup>164 165</sup>



<sup>164</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>165</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

## Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q1. 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.

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.76 shows the number of complaints in 2022-23 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table F.77 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

**Table F.76 Complaints by quarter – New South Wales** <sup>166 167</sup>

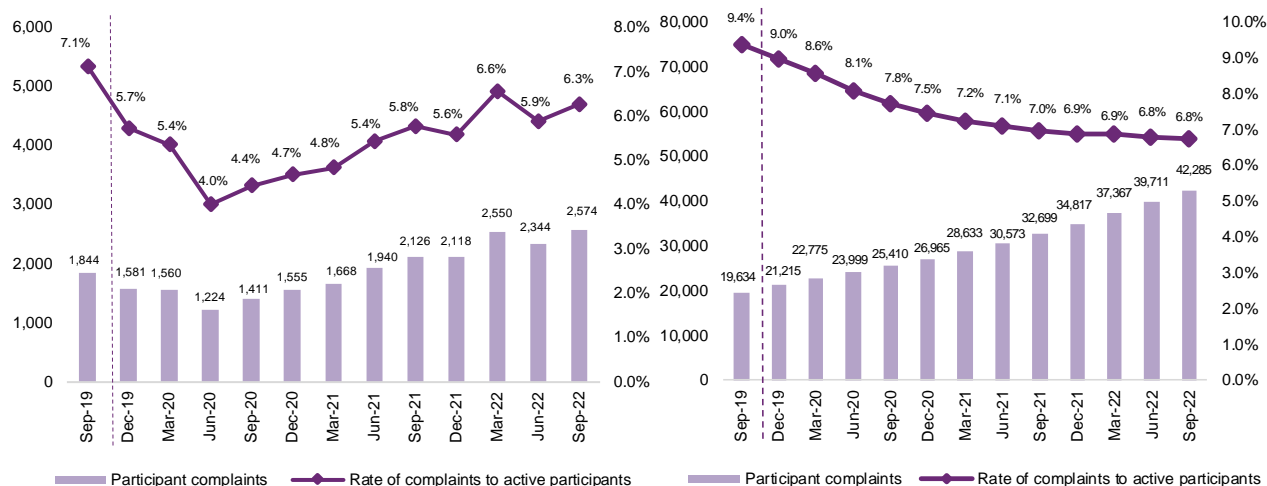
Complaints made by or on behalf of:	Prior Quarters	2022-23 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	60	<11	69	61
People who have submitted an access request: Complaint about LAC Partner	472	48	520	467
People who have submitted an access request: Complaints about service providers	2,345	113	2,458	1,952
People who have submitted an access request: Complaints about the Agency	32,135	1,824	33,959	18,212
People who have submitted an access request: Critical/ Reportable Incident	3,175	580	3,755	2,924
People who have submitted an access request: Unclassified	1,524	<11	1,524	1,333
<b>People who have submitted an access request: Total</b>	<b>39,711</b>	<b>2,574</b>	<b>42,285</b>	<b>21,926</b>
<i>Percentage of the number of active participants</i>	6.8%	6.3%	6.8%	n/a

<sup>166</sup> Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

<sup>167</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.



**Figure F.9 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales**



**Table F.77 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales<sup>168</sup>**

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	2,385	(7%)	<11	n/a	2,385	(7%)
Information unclear	740	(2%)	<11	n/a	741	(2%)
NDIA Access	513	(2%)	71	(4%)	584	(2%)
NDIA Engagement	16	(0%)	11	(1%)	27	(0%)
NDIA Finance	1,497	(5%)	185	(10%)	1,682	(5%)
NDIA Fraud and Compliance	77	(0%)	15	(1%)	92	(0%)
NDIA Plan	5,159	(16%)	794	(44%)	5,953	(18%)
NDIA Process	1,574	(5%)	247	(14%)	1,821	(5%)
NDIA Resources	156	(0%)	30	(2%)	186	(1%)
NDIA Staff	1,109	(3%)	124	(7%)	1,233	(4%)
NDIA Timeliness	3,868	(12%)	310	(17%)	4,178	(12%)
Participation, engagement and inclusion	180	(1%)	<11	n/a	180	(1%)
Provider Portal	43	(0%)	<11	n/a	43	(0%)
Quality & Safeguards Commission	11	(0%)	<11	n/a	13	(0%)
Reasonable and necessary supports	2,276	(7%)	<11	n/a	2,276	(7%)
Staff conduct - Agency	682	(2%)	<11	n/a	683	(2%)
The way the NDIA carried out its decision making	1,255	(4%)	<11	n/a	1,259	(4%)
Timeliness	5,952	(19%)	<11	n/a	5,956	(18%)
Other	4,642	(14%)	25	(1%)	4,667	(14%)
<b>Total</b>	<b>32,135</b>	<b>(100%)</b>	<b>1,824</b>	<b>(100%)</b>	<b>33,959</b>	<b>(100%)</b>

<sup>168</sup> There are 39,711 total participant complaints in Prior Quarters, 2,574 total participant complaints in 2022-23 Q1, and 42,285 total participant complaints as at 30 September 2022, including 1,524 unclassified participant complaints as at 30 September 2022.

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	<11	n/a	<11	n/a	<11	n/a
ECA Process	<11	n/a	<11	n/a	<11	n/a
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	30	(50%)	<11	n/a	37	(54%)
ECA Timeliness	14	(23%)	<11	n/a	15	(22%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>60</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>69</b>	<b>(100%)</b>

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	91	(19%)	12	(25%)	103	(20%)
LAC Process	51	(11%)	<11	n/a	55	(11%)
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	282	(60%)	27	(56%)	309	(59%)
LAC Timeliness	39	(8%)	<11	n/a	43	(8%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>472</b>	<b>(100%)</b>	<b>48</b>	<b>(100%)</b>	<b>520</b>	<b>(100%)</b>

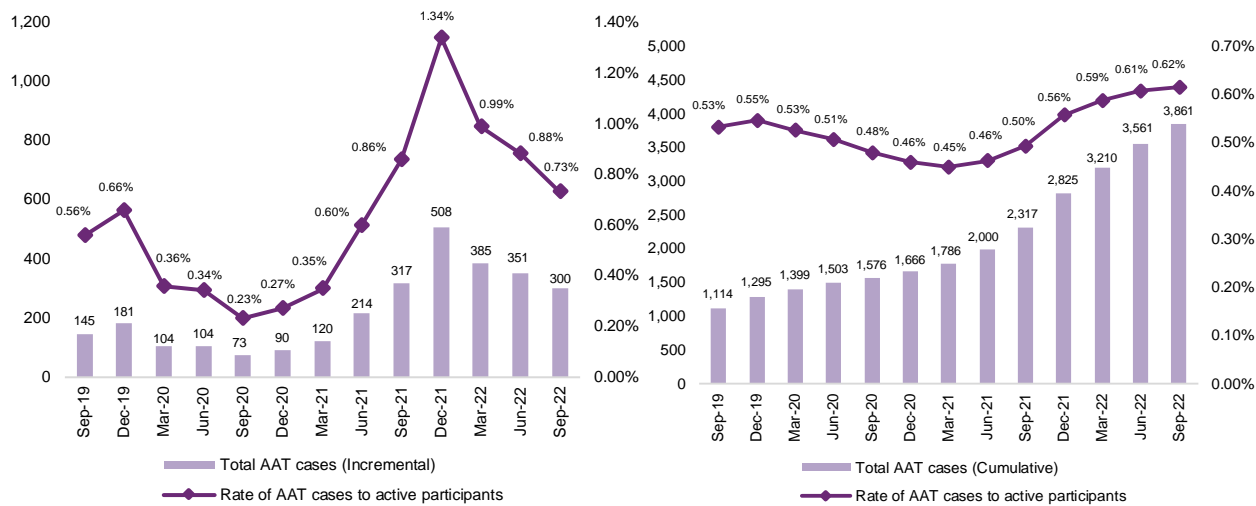
Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	143	(6%)	<11	n/a	145	(6%)
Provider Finance	103	(4%)	11	(10%)	114	(5%)
Provider Fraud and Compliance	118	(5%)	18	(16%)	136	(6%)
Provider process	136	(6%)	<11	n/a	136	(6%)
Provider Service	535	(23%)	53	(47%)	588	(24%)
Provider Staff	232	(10%)	23	(20%)	255	(10%)
Service Delivery	234	(10%)	<11	n/a	234	(10%)
Staff conduct	210	(9%)	<11	n/a	212	(9%)
Supports being provided	252	(11%)	<11	n/a	253	(10%)
Other	382	(16%)	<11	n/a	385	(16%)
<b>Total</b>	<b>2,345</b>	<b>(100%)</b>	<b>113</b>	<b>(100%)</b>	<b>2,458</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	991	(31%)	174	(30%)	1,165	(31%)
Allegations against Informal Supports	487	(15%)	<11	n/a	497	(13%)
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	483	(15%)	88	(15%)	571	(15%)
Provider reporting	1,211	(38%)	308	(53%)	1,519	(40%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>3,175</b>	<b>(100%)</b>	<b>580</b>	<b>(100%)</b>	<b>3,755</b>	<b>(100%)</b>

**Table F.78 AAT Cases by category at 30 September 2022 – New South Wales**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Access	833	23%	48	16%	881	23%
Plan	2,383	67%	234	78%	2,617	68%
Plan Reassessment	178	5%	<11	n/a	178	5%
Other	167	5%	18	6%	185	5%
<b>Total cases</b>	<b>3,561</b>	<b>100%</b>	<b>300</b>	<b>100%</b>	<b>3,861</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.61%</b>	<b>n/a</b>	<b>0.73%</b>	<b>n/a</b>	<b>0.62%</b>	<b>n/a</b>

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



**Table F.79 AAT cases by open/closed and decision – New South Wales** <sup>169 170</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>3,861</b>	<b>3,505</b>
<b>Open AAT Cases</b>	<b>988</b>	<b>982</b>
<b>Closed AAT Cases</b>	<b>2,873</b>	<b>2,612</b>
<i>Resolved before hearing</i>	<i>2,770</i>	<i>2,520</i>
<i>Gone to hearing and received a substantive decision</i>	<i>103</i>	<i>92</i>

<sup>169</sup> Of the 103 cases which went to hearing and received a substantive decision: 41 affirmed the Agency's decision, 34 varied the Agency's decision and 28 set aside the Agency's decision.

<sup>170</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table F.80 Key markets indicators by quarter – New South Wales** <sup>171 172</sup>

Market indicators	Previous Quarter	2022-23 Q1
Average number of active providers per active participant	1.30	1.29
Number of providers delivering new types of supports	716	799
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	90%	89%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	92%
Share of payments - top 25%: Participate Community (Percentage)	89%	90%
Share of payments - top 25%: Early Childhood Supports (Percentage)	89%	90%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	91%

**Table F.81 Cumulative number of providers that have been ever active as at 30 September 2022 by quarter of activity – New South Wales** <sup>173</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q1	269
Active in 2022-23 Q1 and also in previous quarters	4,151
<b>Active in 2022-23 Q1</b>	<b>4,420</b>
Inactive in 2022-23 Q1	5,293
<b>Active ever</b>	<b>9,713</b>

<sup>171</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>172</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>173</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

**Table F.82 Cumulative number of providers that have been ever active by registration group – New South Wales** <sup>174</sup>

Registration Group	Prior Quarters	2022-23 Q1	Total	Percentage Change
Assistance services: Accommodation / Tenancy Assistance	338	<5	<b>339</b>	n/a
Assistance services: Assistance Animals	138	8	<b>146</b>	6%
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	1,282	88	<b>1,370</b>	7%
Assistance services: Assistance with travel/transport arrangements	989	23	<b>1,012</b>	2%
Assistance services: Daily Personal Activities	2,043	104	<b>2,147</b>	5%
Assistance services: Group and Centre Based Activities	1,381	57	<b>1,438</b>	4%
Assistance services: High Intensity Daily Personal Activities	1,358	49	<b>1,407</b>	4%
Assistance services: Household tasks	2,504	80	<b>2,584</b>	3%
Assistance services: Interpreting and translation	251	9	<b>260</b>	4%
Assistance services: Participation in community, social and civic activities	2,277	111	<b>2,388</b>	5%
Assistive Technology: Assistive equipment for recreation	376	11	<b>387</b>	3%
Assistive Technology: Assistive products for household tasks	380	19	<b>399</b>	5%
Assistive Technology: Assistance products for personal care and safety	1,811	54	<b>1,865</b>	3%
Assistive Technology: Communication and information equipment	784	38	<b>822</b>	5%
Assistive Technology: Customised Prosthetics	856	28	<b>884</b>	3%
Assistive Technology: Hearing Equipment	342	18	<b>360</b>	5%
Assistive Technology: Hearing Services	93	7	<b>100</b>	8%
Assistive Technology: Personal Mobility Equipment	1,100	38	<b>1,138</b>	3%
Assistive Technology: Specialised Hearing Services	137	10	<b>147</b>	7%
Assistive Technology: Vision Equipment	328	14	<b>342</b>	4%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	2,213	110	<b>2,323</b>	5%
Capacity Building Services: Behaviour Support	883	44	<b>927</b>	5%
Capacity Building Services: Community nursing care for high needs	724	38	<b>762</b>	5%
Capacity Building Services: Development of daily living and life skills	1,433	57	<b>1,490</b>	4%
Capacity Building Services: Early Intervention supports for early childhood	1,654	71	<b>1,725</b>	4%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	1,126	33	<b>1,159</b>	3%
Capacity Building Services: Innovative Community Participation	512	12	<b>524</b>	2%
Capacity Building Services: Specialised Driving Training	318	15	<b>333</b>	5%
Capacity Building Services: Therapeutic Supports	4,870	114	<b>4,984</b>	2%
Capital services: Home modification design and construction	675	20	<b>695</b>	3%
Capital services: Specialist Disability Accommodation	178	9	<b>187</b>	5%
Capital services: Vehicle Modifications	285	13	<b>298</b>	5%
Choice and control support services: Management of funding for supports in participants plan	1,063	43	<b>1,106</b>	4%
Choice and control support services: Support Coordination	527	27	<b>554</b>	5%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	578	18	<b>596</b>	3%
Employment and Education support services: Specialised Supported Employment	479	16	<b>495</b>	3%
<b>Total</b>	<b>9,444</b>	<b>269</b>	<b>9,713</b>	<b>3%</b>

<sup>174</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table F.83 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2022 – New South Wales <sup>175</sup>**

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	59	280	<b>339</b>	17%	83%	<b>100%</b>
Assistance services: Assistance Animals	22	124	<b>146</b>	15%	85%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	178	1,192	<b>1,370</b>	13%	87%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	210	802	<b>1,012</b>	21%	79%	<b>100%</b>
Assistance services: Daily Personal Activities	275	1,872	<b>2,147</b>	13%	87%	<b>100%</b>
Assistance services: Group and Centre Based Activities	184	1,254	<b>1,438</b>	13%	87%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	189	1,218	<b>1,407</b>	13%	87%	<b>100%</b>
Assistance services: Household tasks	760	1,824	<b>2,584</b>	29%	71%	<b>100%</b>
Assistance services: Interpreting and translation	60	200	<b>260</b>	23%	77%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	335	2,053	<b>2,388</b>	14%	86%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	58	329	<b>387</b>	15%	85%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	68	331	<b>399</b>	17%	83%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	316	1,549	<b>1,865</b>	17%	83%	<b>100%</b>
Assistive Technology: Communication and information equipment	165	657	<b>822</b>	20%	80%	<b>100%</b>
Assistive Technology: Customised Prosthetics	183	701	<b>884</b>	21%	79%	<b>100%</b>
Assistive Technology: Hearing Equipment	57	303	<b>360</b>	16%	84%	<b>100%</b>
Assistive Technology: Hearing Services	16	84	<b>100</b>	16%	84%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	188	950	<b>1,138</b>	17%	83%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	24	123	<b>147</b>	16%	84%	<b>100%</b>
Assistive Technology: Vision Equipment	52	290	<b>342</b>	15%	85%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	436	1,887	<b>2,323</b>	19%	81%	<b>100%</b>
Capacity Building Services: Behaviour Support	217	710	<b>927</b>	23%	77%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	122	640	<b>762</b>	16%	84%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	211	1,279	<b>1,490</b>	14%	86%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	536	1,189	<b>1,725</b>	31%	69%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	284	875	<b>1,159</b>	25%	75%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	136	388	<b>524</b>	26%	74%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	90	243	<b>333</b>	27%	73%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	2,022	2,962	<b>4,984</b>	41%	59%	<b>100%</b>
Capital services: Home modification design and construction	134	561	<b>695</b>	19%	81%	<b>100%</b>
Capital services: Specialist Disability Accommodation	8	179	<b>187</b>	4%	96%	<b>100%</b>
Capital services: Vehicle Modifications	51	247	<b>298</b>	17%	83%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	196	910	<b>1,106</b>	18%	82%	<b>100%</b>
Choice and control support services: Support Coordination	84	470	<b>554</b>	15%	85%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	88	508	<b>596</b>	15%	85%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	70	425	<b>495</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>3,388</b>	<b>6,325</b>	<b>9,713</b>	<b>35%</b>	<b>65%</b>	<b>100%</b>

<sup>175</sup> Ibid.

**Table F.84 Number and proportion of providers active in 2022-23 Q1 by registration group and first quarter of activity – New South Wales** <sup>176</sup>

Registration Group	Active in previous quarters and in 2022-23 Q1	Active for the first time in 2022-23 Q1	Total	Percentage active for the first time in 2022-23 Q1
Assistance services: Accommodation / Tenancy Assistance	<5	<5	5	n/a
Assistance services: Assistance Animals	63	8	71	11%
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	778	88	866	10%
Assistance services: Assistance with travel/transport arrangements	168	23	191	12%
Assistance services: Daily Personal Activities	1,243	104	1,347	8%
Assistance services: Group and Centre Based Activities	725	57	782	7%
Assistance services: High Intensity Daily Personal Activities	664	49	713	7%
Assistance services: Household tasks	1,081	80	1,161	7%
Assistance services: Interpreting and translation	70	9	79	11%
Assistance services: Participation in community, social and civic activities	1,402	111	1,513	7%
Assistive Technology: Assistive equipment for recreation	48	11	59	0%
Assistive Technology: Assistive products for household tasks	43	19	62	19%
Assistive Technology: Assistance products for personal care and safety	801	54	855	31%
Assistive Technology: Communication and information equipment	297	38	335	6%
Assistive Technology: Customised Prosthetics	321	28	349	11%
Assistive Technology: Hearing Equipment	108	18	126	8%
Assistive Technology: Hearing Services	19	7	26	14%
Assistive Technology: Personal Mobility Equipment	420	38	458	27%
Assistive Technology: Specialised Hearing Services	21	10	31	8%
Assistive Technology: Vision Equipment	105	14	119	32%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	1,322	110	1,432	12%
Capacity Building Services: Behaviour Support	435	44	479	0%
Capacity Building Services: Community nursing care for high needs	299	38	337	8%
Capacity Building Services: Development of daily living and life skills	553	57	610	9%
Capacity Building Services: Early Intervention supports for early childhood	671	71	742	11%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	507	33	540	9%
Capacity Building Services: Innovative Community Participation	114	12	126	10%
Capacity Building Services: Specialised Driving Training	99	15	114	6%
Capacity Building Services: Therapeutic Supports	1,903	114	2,017	10%
Capital services: Home modification design and construction	184	20	204	13%
Capital services: Specialist Disability Accommodation	139	9	148	6%
Capital services: Vehicle Modifications	79	13	92	0%
Choice and control support services: Management of funding for supports in participants plan	649	43	692	10%
Choice and control support services: Support Coordination	195	27	222	6%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	262	18	280	14%
Employment and Education support services: Specialised Supported Employment	321	16	337	0%
<b>Total</b>	<b>4,151</b>	<b>269</b>	<b>4,420</b>	<b>6%</b>

<sup>176</sup> Ibid.

**Table F.85 Number and proportion of providers active in 2022-23 Q1 in each registration group by legal entity type – New South Wales**<sup>177</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	5	5	n/a	100%	100%
Assistance services: Assistance Animals	6	65	71	8%	92%	100%
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	77	789	866	9%	91%	100%
Assistance services: Assistance with travel/transport arrangements	23	168	191	12%	88%	100%
Assistance services: Daily Personal Activities	147	1,200	1,347	11%	89%	100%
Assistance services: Group and Centre Based Activities	92	690	782	12%	88%	100%
Assistance services: High Intensity Daily Personal Activities	76	637	713	11%	89%	100%
Assistance services: Household tasks	239	922	1,161	21%	79%	100%
Assistance services: Interpreting and translation	13	66	79	16%	84%	100%
Assistance services: Participation in community, social and civic activities	176	1,337	1,513	12%	88%	100%
Assistive Technology: Assistive equipment for recreation	7	52	59	12%	88%	100%
Assistive Technology: Assistive products for household tasks	7	55	62	11%	89%	100%
Assistive Technology: Assistance products for personal care and safety	124	731	855	15%	85%	100%
Assistive Technology: Communication and information equipment	55	280	335	16%	84%	100%
Assistive Technology: Customised Prosthetics	51	298	349	15%	85%	100%
Assistive Technology: Hearing Equipment	19	107	126	15%	85%	100%
Assistive Technology: Hearing Services	6	20	26	23%	77%	100%
Assistive Technology: Personal Mobility Equipment	67	391	458	15%	85%	100%
Assistive Technology: Specialised Hearing Services	<5	28	31	n/a	90%	100%
Assistive Technology: Vision Equipment	16	103	119	13%	87%	100%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	239	1,193	1,432	17%	83%	100%
Capacity Building Services: Behaviour Support	83	396	479	17%	83%	100%
Capacity Building Services: Community nursing care for high needs	41	296	337	12%	88%	100%
Capacity Building Services: Development of daily living and life skills	83	527	610	14%	86%	100%
Capacity Building Services: Early Intervention supports for early childhood	122	620	742	16%	84%	100%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	99	441	540	18%	82%	100%
Capacity Building Services: Innovative Community Participation	24	102	126	19%	81%	100%
Capacity Building Services: Specialised Driving Training	28	86	114	25%	75%	100%
Capacity Building Services: Therapeutic Supports	596	1,421	2,017	30%	70%	100%
Capital services: Home modification design and construction	28	176	204	14%	86%	100%
Capital services: Specialist Disability Accommodation	<5	144	148	n/a	97%	100%
Capital services: Vehicle Modifications	10	82	92	11%	89%	100%
Choice and control support services: Management of funding for supports in participants plan	119	573	692	17%	83%	100%
Choice and control support services: Support Coordination	27	195	222	12%	88%	100%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	32	248	280	11%	89%	100%
Employment and Education support services: Specialised Supported Employment	46	291	337	14%	86%	100%
<b>Total</b>	<b>1,051</b>	<b>3,369</b>	<b>4,420</b>	<b>24%</b>	<b>76%</b>	<b>100%</b>

<sup>177</sup> Ibid.



**Table F.86 Distribution of active providers in 2022-23 Q1 by their status in 2021-22 Q4 and payment band in 2022-23 Q1 – New South Wales** <sup>178</sup>

Amount paid in 2022-23 Q1	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	597	99	96	<b>792</b>
\$2,001-\$10,000	819	54	90	<b>963</b>
\$10,001-\$100,000	1,326	29	70	<b>1,425</b>
\$100,001-\$250,000	426	<5	8	<b>437</b>
\$250,000+	795	<5	5	<b>803</b>
<b>Total</b>	<b>3,963</b>	<b>188</b>	<b>269</b>	<b>4,420</b>

**Table F.87 Distribution of active participants by method of financial plan management and age group as at 30 September 2022 – New South Wales** <sup>179 180</sup>

Age group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
0 to 6	12%	7%	34%	47%
7 to 14	17%	9%	34%	40%
15 to 18	15%	8%	26%	51%
19 to 24	22%	7%	15%	55%
25 to 34	26%	6%	11%	57%
35 to 44	26%	6%	9%	60%
45 to 54	25%	5%	8%	62%
55 to 64	23%	5%	8%	63%
65+	25%	7%	9%	59%
<b>Total</b>	<b>20%</b>	<b>7%</b>	<b>21%</b>	<b>52%</b>

<sup>178</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>179</sup> For the total number of active participants in each age group, see Table F.19.

<sup>180</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

**Table F.88 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2022 – New South Wales** <sup>181 182</sup>

Primary disability group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
ABI	22%	5%	5%	68%
Autism	16%	8%	31%	46%
Cerebral Palsy	20%	13%	18%	49%
Developmental delay	14%	4%	30%	51%
Down Syndrome	27%	10%	17%	46%
Global developmental delay	16%	5%	32%	47%
Hearing Impairment	20%	11%	36%	33%
Intellectual Disability	31%	6%	11%	53%
Multiple Sclerosis	9%	13%	22%	57%
Other	15%	8%	18%	58%
Other Neurological	13%	10%	14%	63%
Other Physical	18%	12%	18%	52%
Other Sensory/Speech	35%	4%	29%	31%
Psychosocial disability	25%	2%	2%	71%
Spinal Cord Injury	9%	18%	17%	56%
Stroke	18%	6%	9%	68%
Visual Impairment	18%	10%	24%	48%
<b>Total</b>	<b>20%</b>	<b>7%</b>	<b>21%</b>	<b>52%</b>

**Table F.89 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – New South Wales** <sup>183</sup>

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	21%	16%	<b>20%</b>
Self-managed partly	7%	7%	<b>7%</b>
Self-managed fully	22%	17%	<b>21%</b>
Plan-managed	50%	61%	<b>52%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>181</sup> For the total number of active participants in each primary disability group, see Table F.15.

<sup>182</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>183</sup> Ibid.

**Table F.90 Distribution of active participants by method of financial plan management over time incrementally and cumulatively – New South Wales<sup>184</sup>**

Quarter	Agency-managed - Incremental	Self-managed Partly - Incremental	Self-managed Fully - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed Partly - Cumulative	Self-managed Fully - Cumulative	Plan-managed - Cumulative
Sep-19	38%	10%	18%	34%	44%	10%	17%	30%
Dec-19	35%	10%	18%	37%	40%	10%	18%	33%
Mar-20	32%	11%	18%	38%	38%	10%	18%	34%
Jun-20	31%	10%	19%	39%	35%	10%	19%	36%
Sep-20	28%	9%	20%	43%	33%	10%	19%	38%
Dec-20	26%	9%	20%	46%	31%	9%	20%	40%
Mar-21	23%	9%	21%	47%	29%	9%	20%	42%
Jun-21	22%	8%	21%	48%	27%	8%	20%	44%
Sep-21	22%	8%	20%	50%	26%	8%	21%	46%
Dec-21	21%	8%	19%	53%	24%	8%	21%	48%
Mar-22	20%	7%	20%	53%	23%	8%	21%	49%
Jun-22	18%	8%	20%	54%	21%	8%	21%	51%
Sep-22	16%	7%	17%	61%	20%	7%	21%	52%

**Table F.91 Distribution of plan budgets by method of financial plan management and quarter of plan approval – New South Wales**

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	54%	41%	<b>53%</b>
Self-managed	11%	9%	<b>11%</b>
Plan-managed	35%	50%	<b>36%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table F.92 Distribution of plan budgets by method of financial plan management over time incrementally and cumulatively – New South Wales**

Quarter	Agency-managed - Incremental	Self-managed - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed - Cumulative	Plan-managed - Cumulative
Sep-19	67%	9%	24%	74%	8%	18%
Dec-19	60%	11%	29%	72%	8%	19%
Mar-20	55%	12%	33%	70%	9%	21%
Jun-20	51%	13%	36%	68%	9%	23%
Sep-20	47%	12%	41%	66%	10%	25%
Dec-20	48%	12%	40%	64%	10%	26%
Mar-21	44%	13%	44%	62%	10%	28%
Jun-21	42%	13%	44%	61%	10%	29%
Sep-21	42%	12%	45%	59%	10%	31%
Dec-21	41%	11%	48%	57%	11%	32%
Mar-22	40%	12%	48%	56%	11%	34%
Jun-22	39%	12%	49%	54%	11%	35%
Sep-22	41%	9%	50%	53%	11%	36%

<sup>184</sup> This figure includes active participants at the end of each quarter over time whereas the previous table includes active participants as at the end of the current quarter. Quarterly results are reported based on a rolling 3 year period.

**Table F.93 Distribution of active participants by support coordination and quarter of plan approval – New South Wales**

Distribution of active participants by support coordination	Prior Quarters	2022-23 Q1	Total
Support coordination	40%	53%	42%

**Table F.94 Duration to plan activation by quarter of initial plan approval for active participants – New South Wales <sup>185</sup>**

Plan activation	Prior Quarters - Count	Prior Quarters - Percentage	2021-22 Q3 - Count	2021-22 Q3 - Percentage	Total - Count	Total - Percentage
Less than 30 days	98,191	69%	3,607	75%	101,798	70%
30 to 59 days	17,274	12%	542	11%	17,816	12%
60 to 89 days	7,670	5%	204	4%	7,874	5%
<b>Activated within 90 days</b>	<b>123,135</b>	<b>87%</b>	<b>4,353</b>	<b>91%</b>	<b>127,488</b>	<b>87%</b>
90 to 119 days	4,259	3%	92	2%	4,351	3%
120 days and over	12,026	9%	134	3%	12,160	8%
<b>Activated after 90 days</b>	<b>16,285</b>	<b>12%</b>	<b>226</b>	<b>5%</b>	<b>16,511</b>	<b>11%</b>
<b>No payments</b>	<b>2,024</b>	<b>1%</b>	<b>216</b>	<b>5%</b>	<b>2,240</b>	<b>2%</b>
<b>Total plans approved</b>	<b>141,444</b>	<b>100%</b>	<b>4,795</b>	<b>100%</b>	<b>146,239</b>	<b>100%</b>

<sup>185</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table F.95 Proportion of participants who have activated within 12 months at 30 September 2022 – New South Wales** <sup>186</sup>

Participant profile	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by First Nations status: First Nations Participants	10,953	11,396	96%
by First Nations status: Non-First Nations Participants	95,700	97,996	98%
by First Nations status: Not Stated	34,989	35,815	98%
by Culturally and Linguistically Diverse status: CALD	15,284	15,629	98%
by Culturally and Linguistically Diverse status: Not CALD	126,164	129,378	98%
by Culturally and Linguistically Diverse status: Not Stated	194	200	97%
by Remoteness: Major Cities	99,258	101,648	98%
by Remoteness: Regional	41,839	42,993	97%
by Remoteness: Remote	544	564	96%
by Remoteness: Missing	<11	<11	n/a
by Primary Disability group: Autism	49,362	50,296	98%
by Primary Disability group: Intellectual disability (including Down syndrome)	28,803	29,443	98%
by Primary Disability group: Psychosocial disability	14,479	14,788	98%
by Primary Disability group: Developmental delay (including global developmental delay)	10,351	10,686	97%
by Primary Disability group: Other	38,647	39,994	97%
by Gender: Male	88,824	91,129	97%
by Gender: Female	51,301	52,531	98%
by Gender: Other	1,517	1,547	98%
by Age Group: 0-6 years	16,481	16,806	98%
by Age Group: 7-14 years	38,080	38,980	98%
by Age Group: 15-18 years	11,703	12,101	97%
by Age Group: 19-24 years	13,271	13,918	95%
by Age Group: 25-34 years	13,267	13,731	97%
by Age Group: 35-44 years	11,309	11,561	98%
by Age Group: 45-54 years	13,603	13,846	98%
by Age Group: 55-64 years	16,425	16,650	99%
by Age Group: 65+ years	7,503	7,614	99%
<b>Total</b>	<b>141,642</b>	<b>145,207</b>	<b>98%</b>

**Table F.96 Distribution of plans by utilisation – New South Wales** <sup>187 188</sup>

Plan utilisation	Total
0 to 50%	27%
50% to 75%	23%
> 75%	50%
<b>Total</b>	<b>100%</b>

<sup>186</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>187</sup> This table only considers participants with initial plans approved up to 31 March 2022, and includes committed supports and payments for supports provided up to 30 June 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>188</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan reassessment to address a change in circumstance.

**Table F.97 Proportion of active participants with approved plans accessing mainstream supports – New South Wales** <sup>189</sup>

Mainstream service	Prior Quarters	2022-23 Q1	Total
Daily Activities	12%	13%	12%
Health & Wellbeing	74%	75%	74%
Lifelong Learning	30%	27%	30%
Other	21%	25%	22%
Non-categorised	11%	9%	11%
<b>Any mainstream service</b>	<b>97%</b>	<b>96%</b>	<b>96%</b>

<sup>189</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.  
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## Part Five: Financial sustainability

**Table F.98 Committed supports by financial year (\$m) – New South Wales**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	50.5	185.0	352.7	1,773.0	4,287.5	5,924.9	8,074.1	10,222.3	11,366.8	3,193.6

**Table F.99 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – New South Wales**

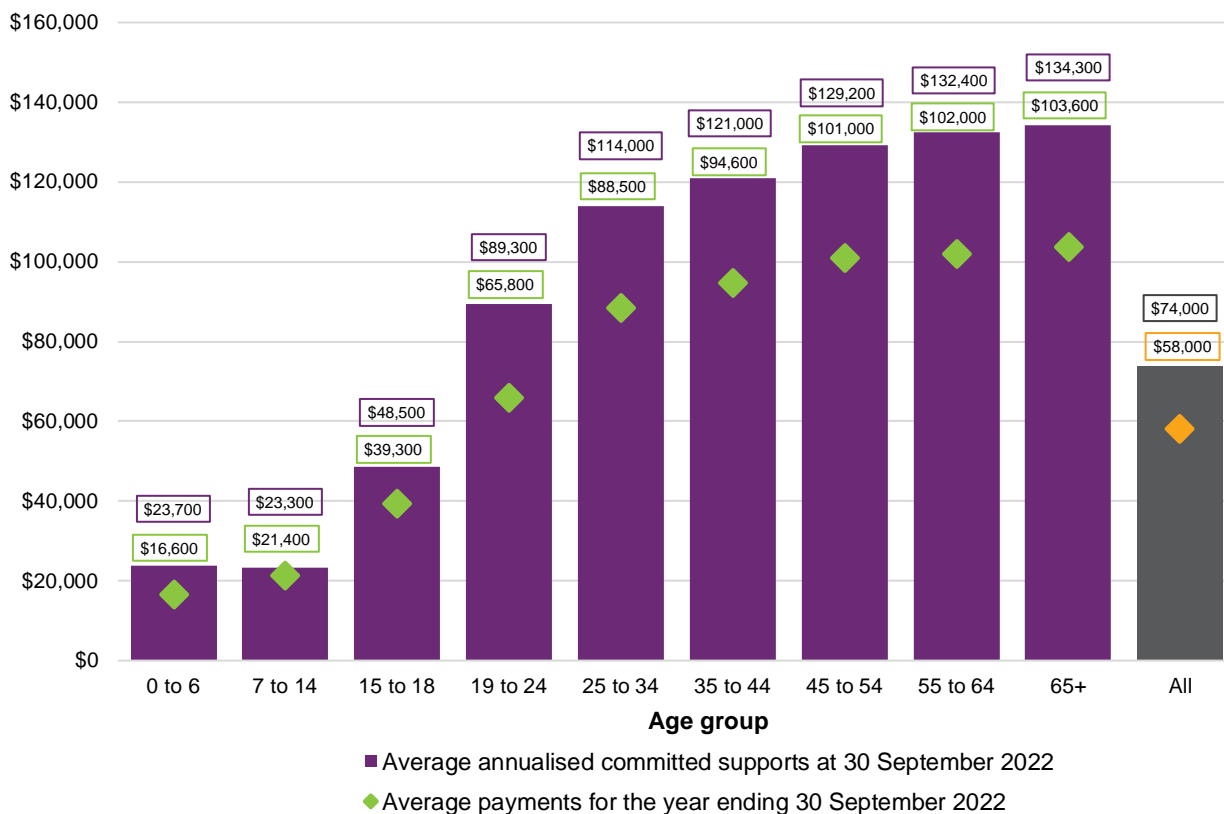
Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	2.9%	2.7%
\$5,001-\$10,000	7.2%	6.9%
\$10,001-\$15,000	12.1%	11.7%
\$15,001-\$20,000	13.6%	13.9%
\$20,001-\$25,000	9.6%	10.0%
\$25,001-\$30,000	4.9%	4.6%
\$30,001-\$50,000	13.8%	13.3%
\$50,001-\$100,000	16.8%	16.9%
\$100,001-\$150,000	6.3%	6.5%
\$150,001-\$200,000	3.2%	3.3%
\$200,001-\$250,000	2.3%	2.2%
\$250,001+	6.7%	7.5%

**Table F.100 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – New South Wales**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	3.0%	2.9%
\$5,001-\$10,000	7.6%	7.3%
\$10,001-\$15,000	12.9%	12.4%
\$15,001-\$20,000	14.4%	14.7%
\$20,001-\$25,000	10.2%	10.6%
\$25,001-\$30,000	5.2%	4.9%
\$30,001-\$50,000	14.7%	14.1%
\$50,001-\$100,000	17.9%	18.0%
\$100,001-\$150,000	6.6%	6.9%
\$150,001-\$200,000	3.2%	3.4%
\$200,001-\$250,000	1.6%	1.7%
\$250,001+	2.1%	2.5%

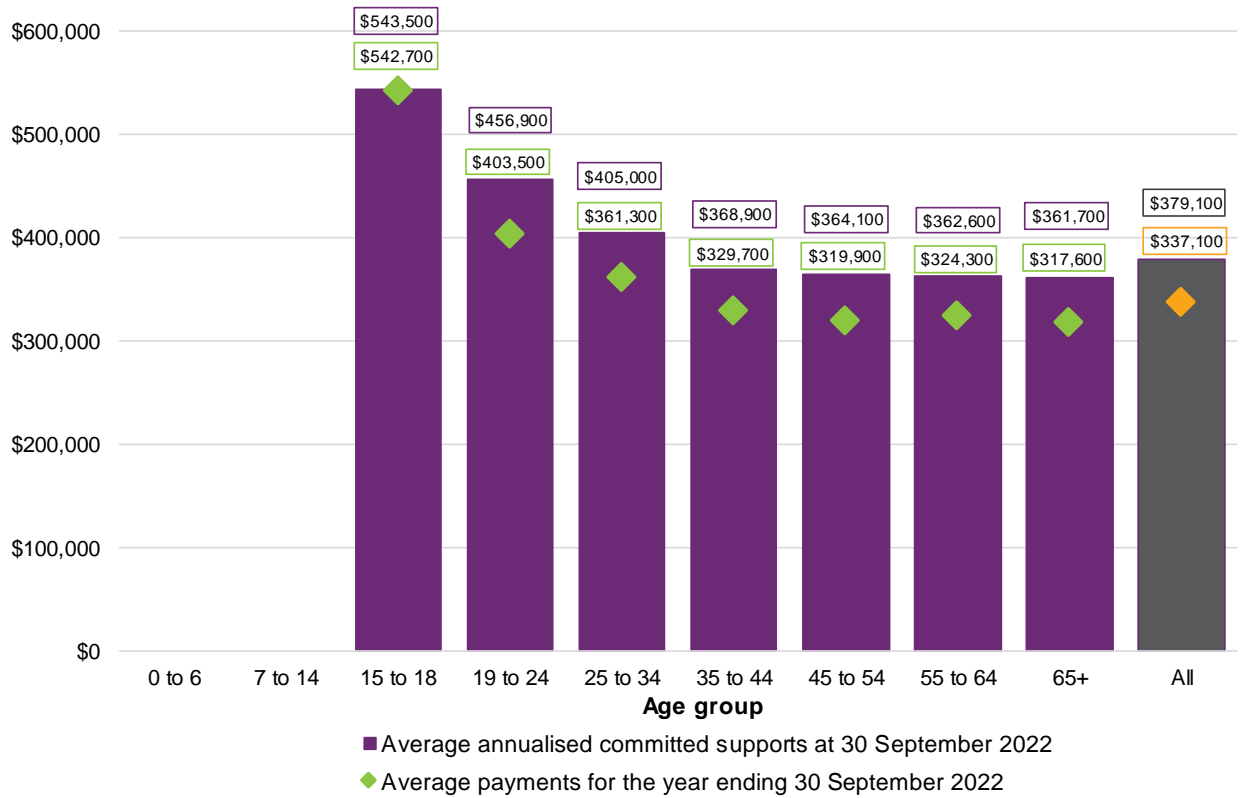
Note: In Figures F.11 to F.19 and in Tables F.101 to F.106, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

**Figure F.11 Average annualised committed supports and average payments by age group as at 30 September 2022 – New South Wales**

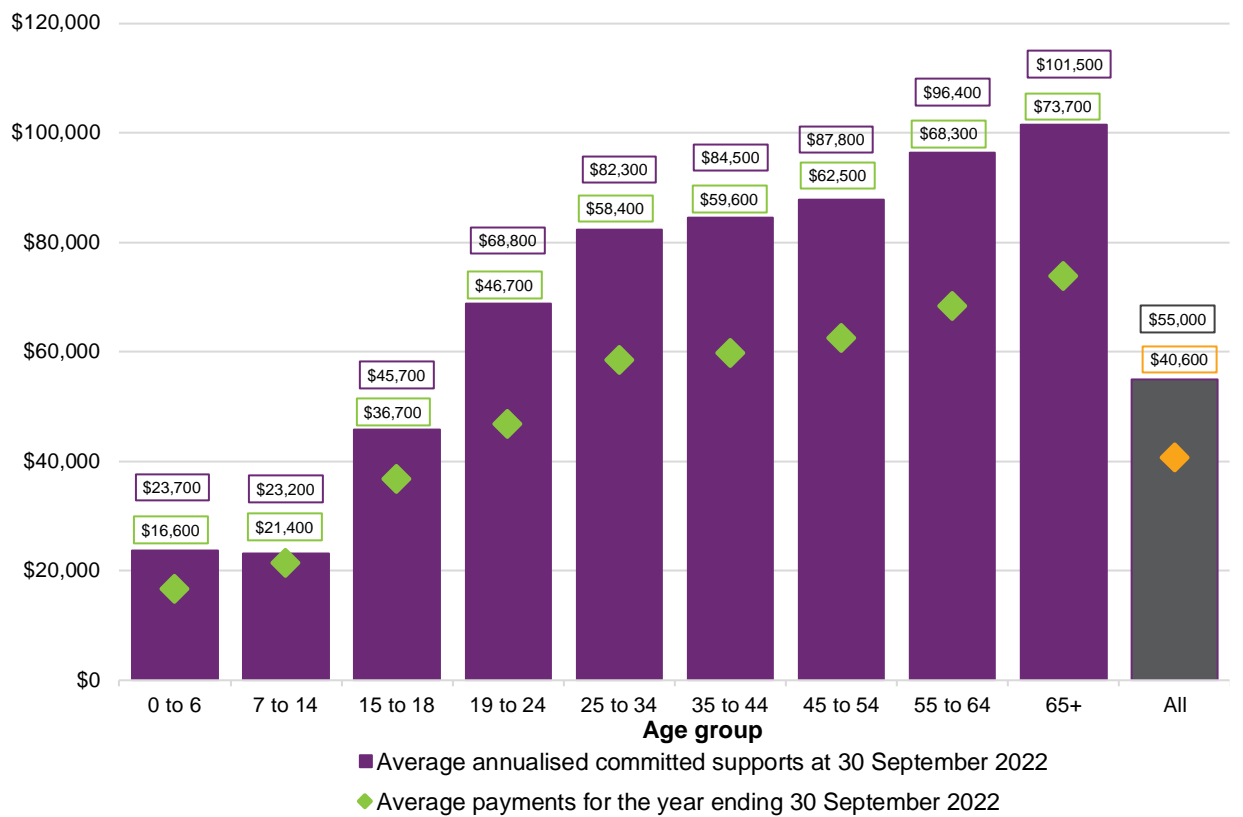




**Figure F.12 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2022 – New South Wales**



**Figure F.13 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2022 – New South Wales**



**Table F.101 Average annualised committed supports and average payments by gender and age group as at 30 September 2022 – New South Wales**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	16,600	23,400	16,500	24,200
7 to 14	21,400	23,000	21,600	24,300
15 to 18	39,800	48,700	38,800	48,700
19 to 24	64,800	89,100	68,200	90,400
25 to 34	90,200	115,400	86,900	113,200
35 to 44	97,700	124,900	91,700	117,200
45 to 54	103,200	132,100	99,100	126,600
55 to 64	107,100	138,300	97,000	126,500
65+	107,900	139,500	99,400	129,200
<b>Total</b>	<b>55,000</b>	<b>69,800</b>	<b>64,000</b>	<b>82,000</b>

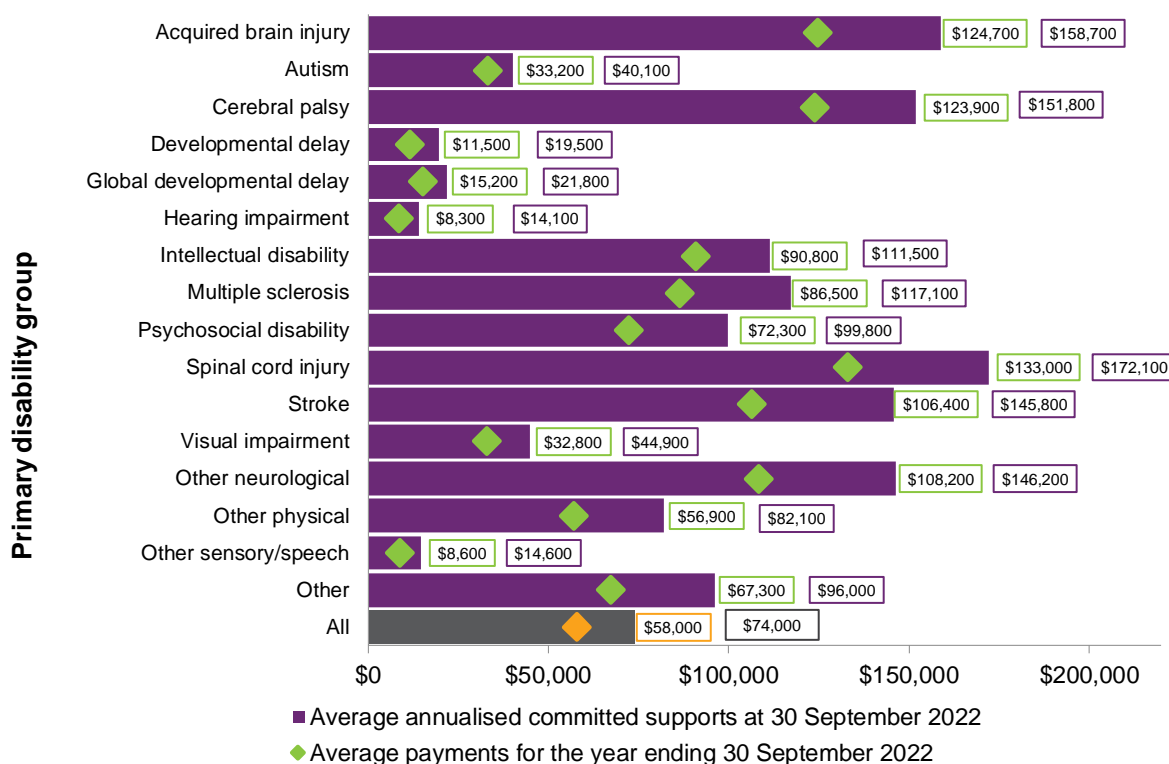
**Table F.102 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 September 2022 – New South Wales**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a
15 to 18	608,700	551,100	n/a	n/a
19 to 24	401,700	456,100	407,600	459,600
25 to 34	368,900	411,900	348,400	393,800
35 to 44	335,300	375,500	322,000	359,500
45 to 54	314,100	361,600	328,100	366,900
55 to 64	319,600	357,700	330,800	369,700
65+	313,800	356,900	323,700	369,700
<b>Total</b>	<b>337,600</b>	<b>380,200</b>	<b>336,200</b>	<b>377,500</b>

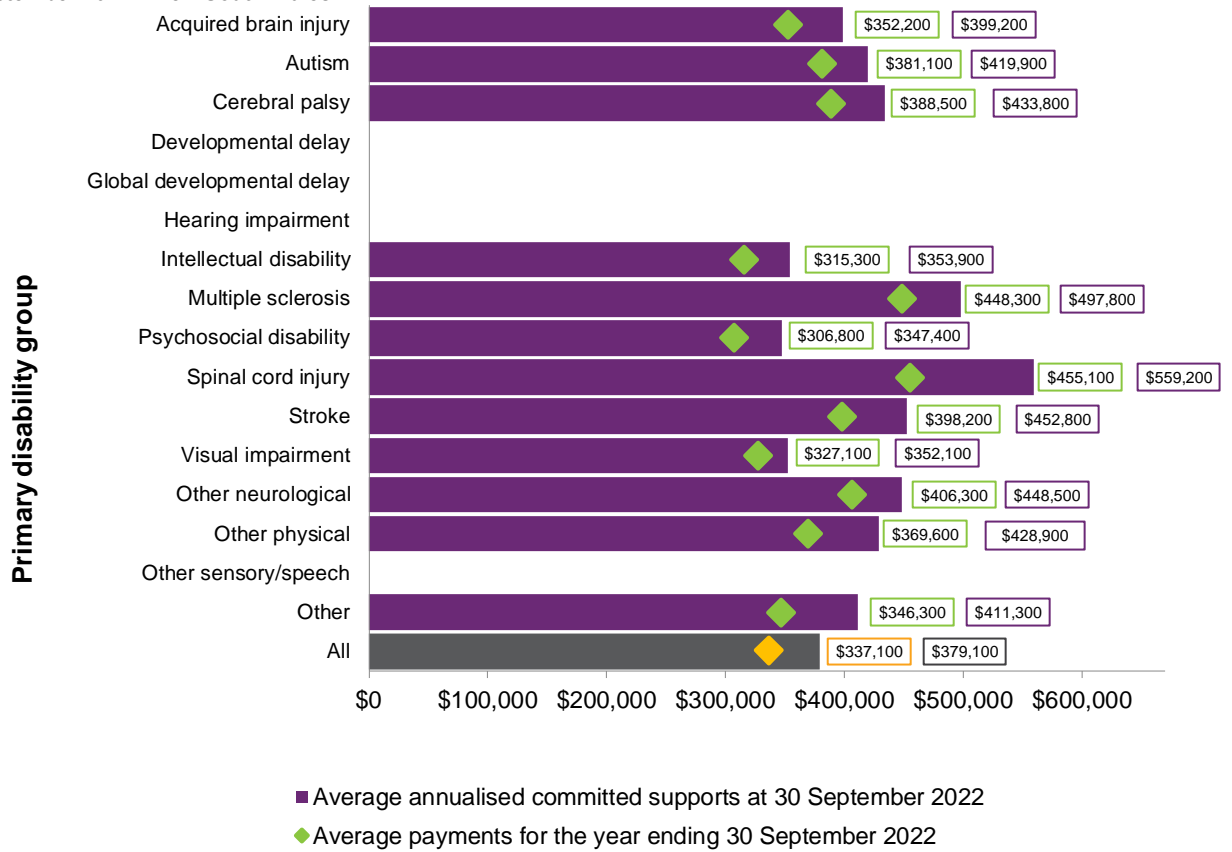
**Table F.103 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 September 2022 – New South Wales**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	16,600	23,400	16,500	24,200
7 to 14	21,400	22,900	21,500	24,300
15 to 18	36,800	45,700	37,100	46,400
19 to 24	45,700	68,100	48,900	70,500
25 to 34	57,200	81,300	60,600	84,600
35 to 44	59,900	85,000	59,500	84,000
45 to 54	62,000	87,400	63,300	88,700
55 to 64	69,700	98,500	67,200	94,600
65+	74,300	103,100	73,600	100,100
<b>Total</b>	<b>38,200</b>	<b>51,300</b>	<b>45,300</b>	<b>61,700</b>

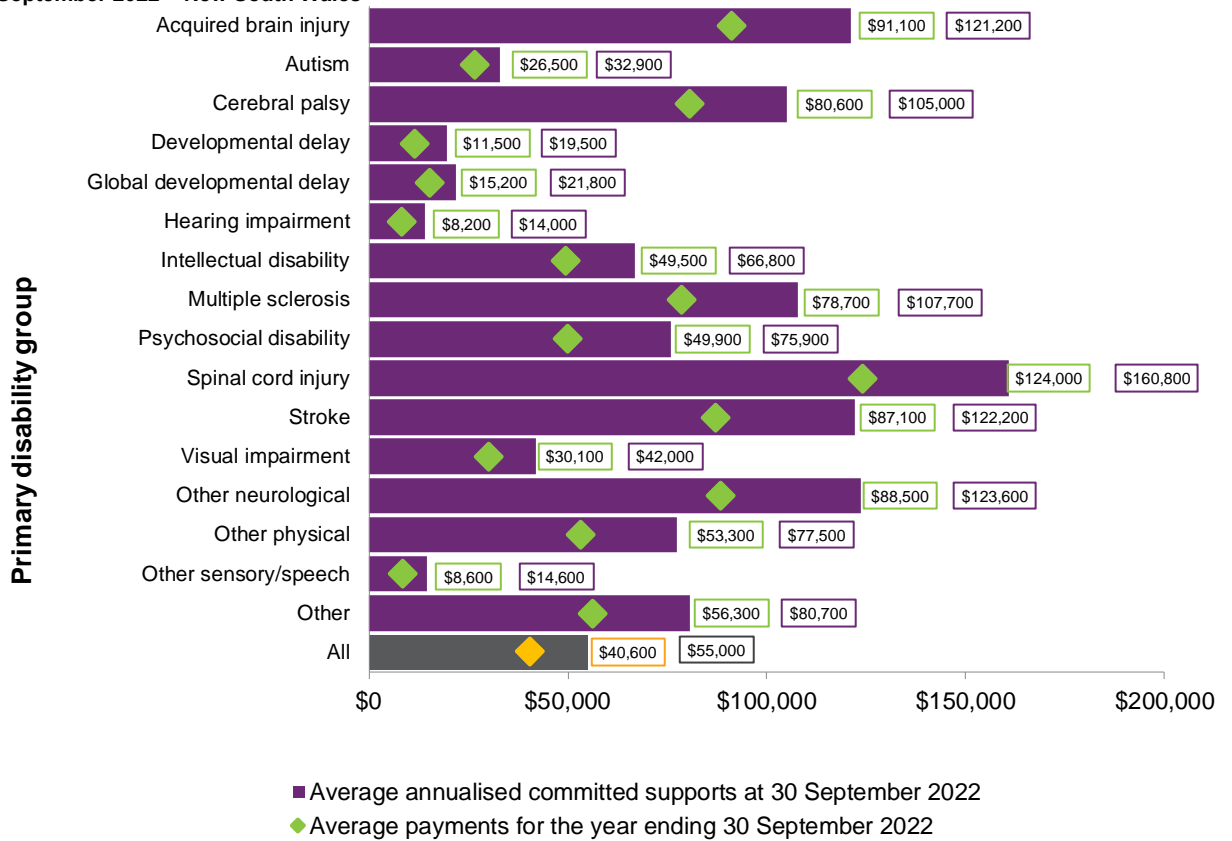
**Figure F.14 Average annualised committed supports and average payments by primary disability as at 30 September 2022 – New South Wales**



**Figure F.15 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2022 – New South Wales**



**Figure F.16 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2022 – New South Wales**



**Table F.104 Average annualised committed supports and average payments by gender and primary disability group as at 30 September 2022 – New South Wales**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$124,900	\$157,000	\$125,500	\$163,400
Autism	\$34,000	\$40,700	\$31,500	\$39,100
Cerebral palsy	\$121,300	\$149,200	\$128,100	\$156,100
Developmental delay	\$11,500	\$19,500	\$11,500	\$19,600
Global developmental delay	\$14,800	\$21,200	\$16,600	\$23,600
Hearing impairment	\$8,200	\$13,900	\$8,400	\$14,200
Intellectual disability	\$90,600	\$111,200	\$91,700	\$112,600
Multiple sclerosis	\$93,900	\$122,100	\$83,800	\$115,000
Psychosocial disability	\$70,000	\$98,100	\$75,500	\$102,100
Spinal cord injury	\$136,600	\$177,100	\$123,400	\$159,600
Stroke	\$112,900	\$154,200	\$98,200	\$135,100
Visual impairment	\$33,800	\$44,700	\$31,800	\$45,100
Other neurological	\$108,300	\$146,300	\$108,600	\$146,400
Other physical	\$51,800	\$77,800	\$62,300	\$86,800
Other sensory/speech	\$9,000	\$15,200	\$7,600	\$13,300
Other	\$59,300	\$84,900	\$80,900	\$113,400
<b>All</b>	<b>\$55,000</b>	<b>\$69,800</b>	<b>\$64,000</b>	<b>\$82,000</b>

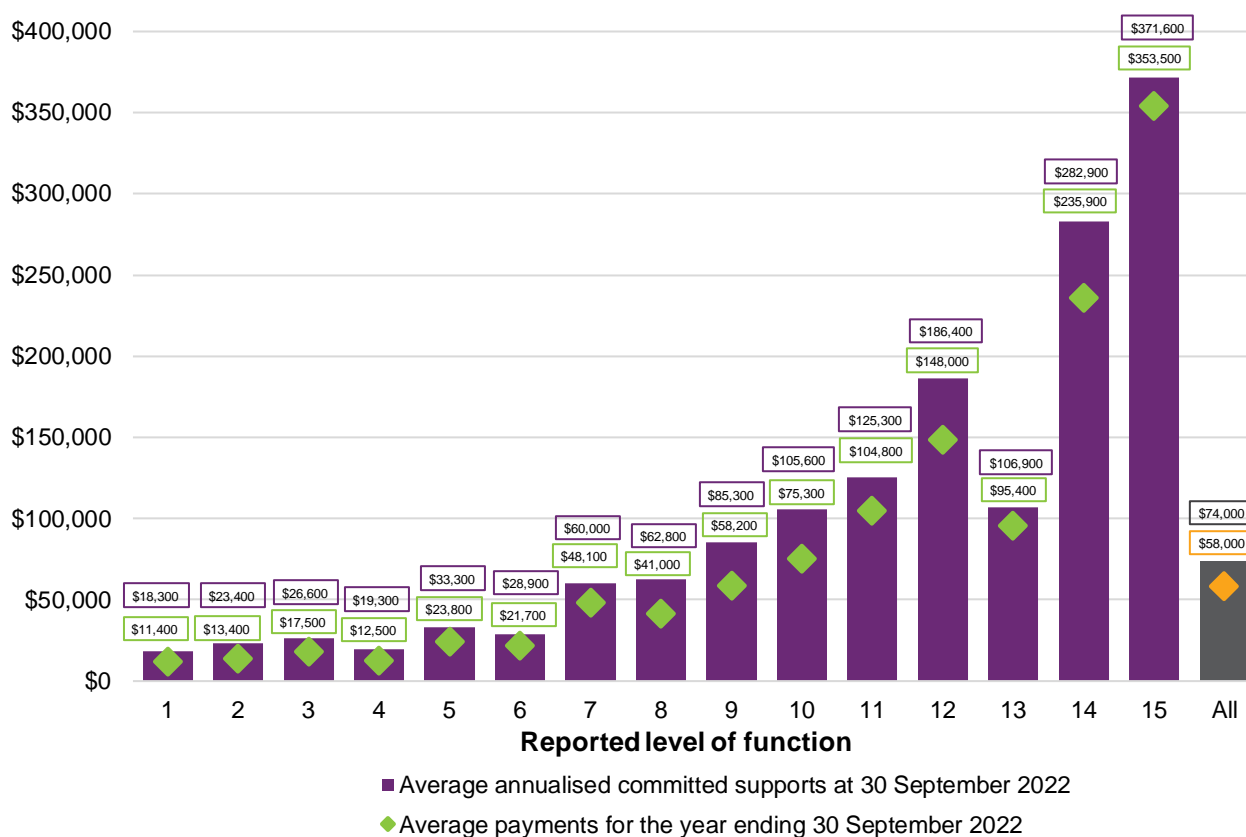
**Table F.105 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability group as at 30 September 2022 – New South Wales**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$355,000	\$399,200	\$346,100	\$399,400
Autism	\$384,100	\$421,600	\$373,100	\$416,800
Cerebral palsy	\$391,100	\$437,600	\$386,000	\$430,000
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$318,600	\$358,300	\$311,000	\$348,100
Multiple sclerosis	n/a	n/a	\$460,200	\$505,300
Psychosocial disability	\$292,600	\$332,000	\$327,900	\$369,900
Spinal cord injury	\$445,700	\$556,200	n/a	n/a
Stroke	\$395,900	\$463,800	\$404,000	\$429,600
Visual impairment	\$333,000	\$351,200	n/a	n/a
Other neurological	\$394,500	\$434,700	\$421,000	\$466,300
Other physical	\$338,300	\$431,900	\$408,100	\$425,500
Other sensory/speech	n/a	n/a	n/a	n/a
Other	\$329,200	\$404,700	\$371,500	\$418,900
<b>All</b>	<b>\$337,600</b>	<b>\$380,200</b>	<b>\$336,200</b>	<b>\$377,500</b>

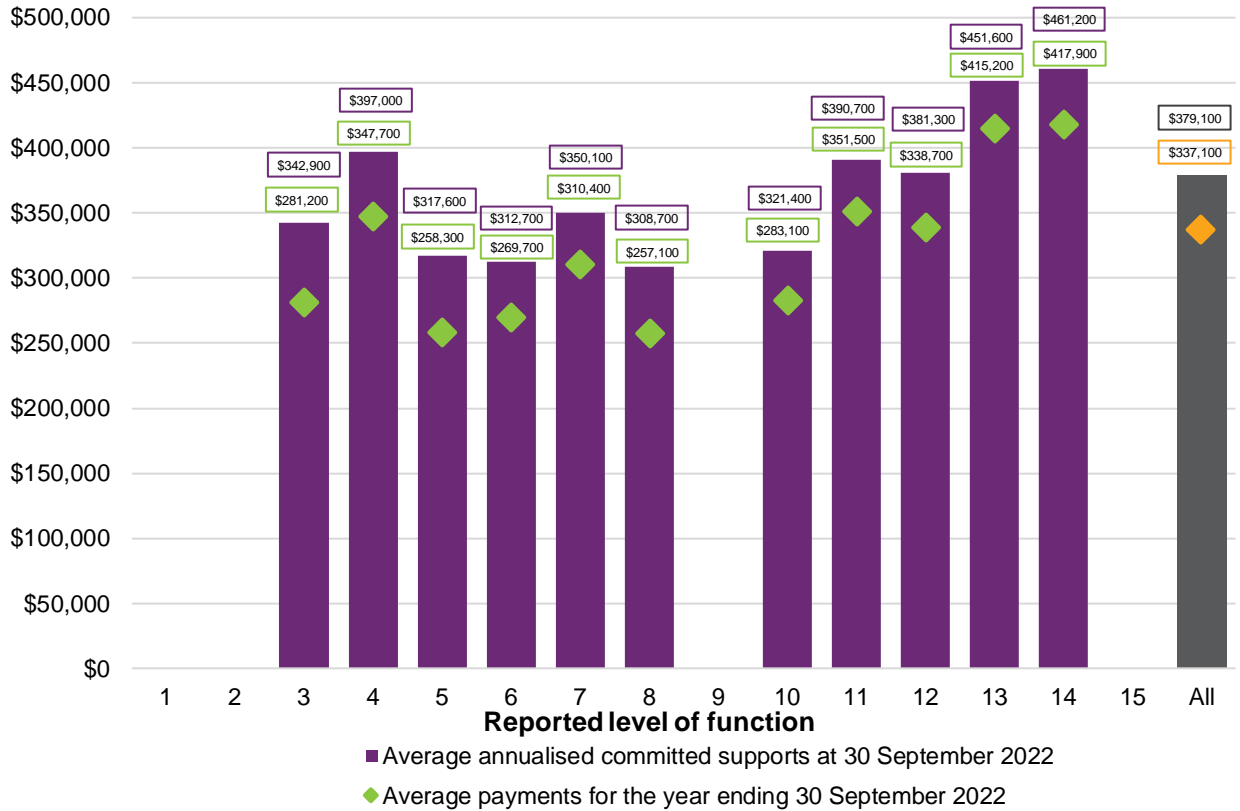
**Table F.106 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability group as at 30 September 2022 – New South Wales**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$90,900	\$119,400	\$92,500	\$125,900
Autism	\$26,900	\$33,100	\$25,700	\$32,900
Cerebral palsy	\$79,400	\$103,200	\$82,700	\$108,100
Developmental delay	\$11,500	\$19,500	\$11,500	\$19,600
Global developmental delay	\$14,800	\$21,200	\$16,600	\$23,600
Hearing impairment	\$8,100	\$13,800	\$8,400	\$14,200
Intellectual disability	\$48,200	\$65,400	\$51,500	\$68,900
Multiple sclerosis	\$86,500	\$112,300	\$75,900	\$105,700
Psychosocial disability	\$45,700	\$72,300	\$55,000	\$80,200
Spinal cord injury	\$127,800	\$165,800	\$113,600	\$147,800
Stroke	\$90,600	\$125,900	\$82,800	\$118,000
Visual impairment	\$29,700	\$40,500	\$30,500	\$43,400
Other neurological	\$88,200	\$123,200	\$89,600	\$124,500
Other physical	\$48,200	\$72,800	\$58,600	\$82,400
Other sensory/speech	\$9,000	\$15,200	\$7,600	\$13,300
Other	\$49,500	\$71,100	\$67,700	\$96,000
<b>Total</b>	<b>\$38,200</b>	<b>\$51,300</b>	<b>\$45,300</b>	<b>\$61,700</b>

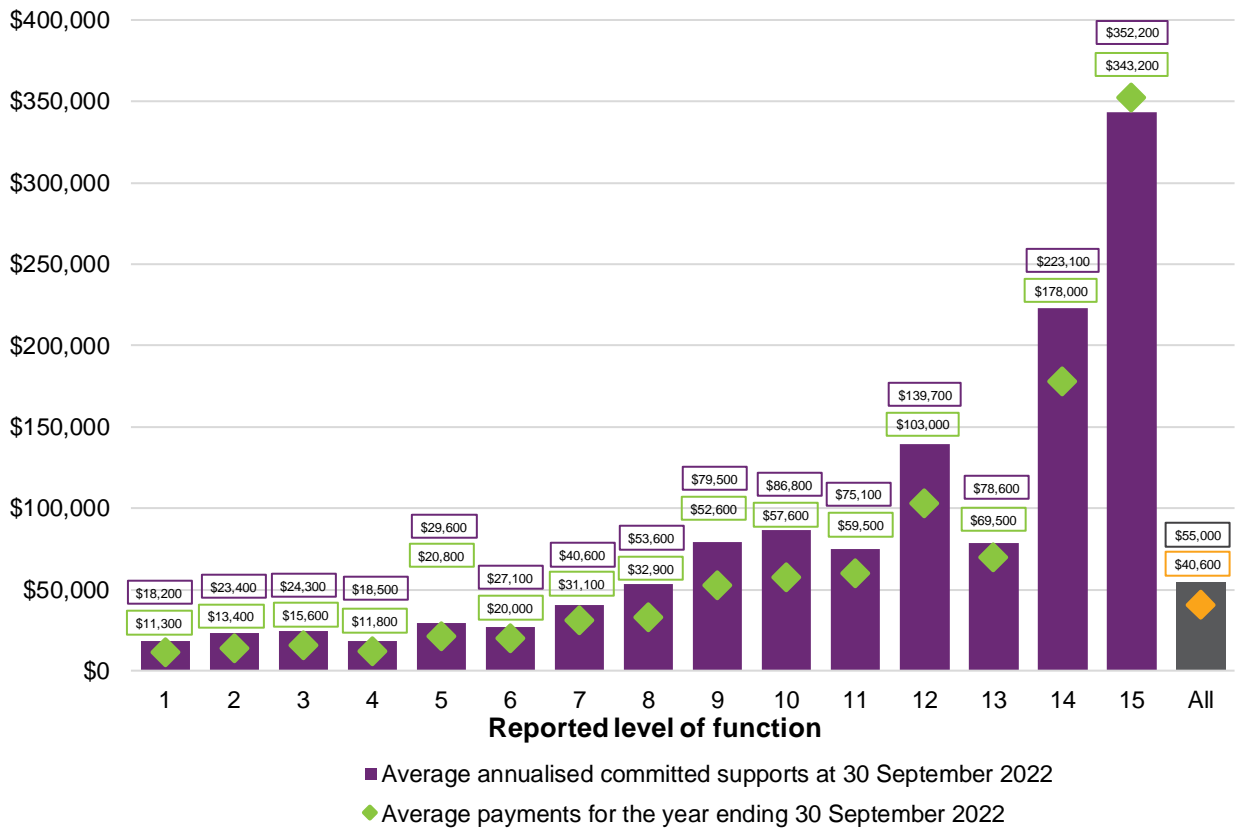
**Figure F.17 Average annualised committed supports and average payments by reported level of function as at 30 September 2022 – New South Wales**



**Figure F.18 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2022 – New South Wales**



**Figure F.19 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2022 – New South Wales**



**Table F.107 Total annualised committed supports and total payments by support category as at 30 September 2022 (\$m) – New South Wales** <sup>190 191</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$5,016.2	\$5,898.4
Core: Consumables	\$151.2	\$216.7
Core: Social and Civic	\$1,763.6	\$2,744.1
Core: Transport	\$316.1	\$151.0
Capacity Building: Choice and Control	\$118.2	\$129.6
Capacity Building: Daily Activities	\$1,089.8	\$1,903.1
Capacity Building: Employment	\$37.1	\$87.5
Capacity Building: Health and Wellbeing	\$18.2	\$33.9
Capacity Building: Home Living	\$0.1	\$0.7
Capacity Building: Lifelong learning	\$0.01	\$0.06
Capacity Building: Relationships	\$126.1	\$249.9
Capacity Building: Social and Civic	\$39.5	\$113.5
Capacity Building: Support Coordination	\$226.8	\$299.8
Capital: Assistive Technology	\$187.0	\$381.4
Capital: Home Modifications	\$101.4	\$141.5
<b>All</b>	<b>\$9,191.4</b>	<b>\$12,351.1</b>

<sup>190</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>191</sup> Total payments for home modifications in New South Wales were \$101.4m. Of which, \$74.1m (73%) has been paid for specialised disability accommodation (SDA) supports, and \$27.3m (27%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$141.5m. Of which, \$99.8m (71%) has been allocated for specialised disability accommodation (SDA) supports, and \$41.7m (29%) has been allocated for non-SDA supports.



**Table F.108 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2022 (\$m) – New South Wales** <sup>192 193</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$2,475.5	\$2,702.0
Core: Consumables	\$19.3	\$28.6
Core: Social and Civic	\$378.5	\$581.3
Core: Transport	\$20.9	\$24.4
Capacity Building: Choice and Control	\$6.6	\$7.3
Capacity Building: Daily Activities	\$56.7	\$97.1
Capacity Building: Employment	\$1.1	\$2.8
Capacity Building: Health and Wellbeing	\$2.3	\$4.4
Capacity Building: Home Living	\$0.001	\$0.014
Capacity Building: Lifelong learning	\$0	\$0
Capacity Building: Relationships	\$52.2	\$88.4
Capacity Building: Social and Civic	\$0.9	\$2.6
Capacity Building: Support Coordination	\$39.7	\$48.7
Capital: Assistive Technology	\$21.4	\$45.6
Capital: Home Modifications	\$60.8	\$77.5
<b>All</b>	<b>\$3,136.1</b>	<b>\$3,710.6</b>

<sup>192</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>193</sup> Total payments for home modifications in New South Wales were \$60.8m. Of which, \$60.6m (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (0.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$77.5m. Of which, \$76.7m (98.9%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9m (1.1%) has been allocated for non-SDA supports.

**Table F.109 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2022 (\$m) – New South Wales** <sup>194 195</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$2,540.6	\$3,196.3
Core: Consumables	\$131.8	\$188.1
Core: Social and Civic	\$1,385.1	\$2,162.9
Core: Transport	\$295.2	\$126.6
Capacity Building: Choice and Control	\$111.5	\$122.4
Capacity Building: Daily Activities	\$1,033.2	\$1,805.9
Capacity Building: Employment	\$36.0	\$84.7
Capacity Building: Health and Wellbeing	\$15.9	\$29.5
Capacity Building: Home Living	\$0.1	\$0.7
Capacity Building: Lifelong learning	\$0.01	\$0.06
Capacity Building: Relationships	\$73.9	\$161.5
Capacity Building: Social and Civic	\$38.7	\$110.9
Capacity Building: Support Coordination	\$187.1	\$251.2
Capital: Assistive Technology	\$165.6	\$335.8
Capital: Home Modifications	\$40.6	\$64.0
<b>All</b>	<b>\$6,055.3</b>	<b>\$8,640.5</b>

**Table F.110 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales** <sup>196</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	50.5	185.0	352.7	1,773.0	4,287.5	5,924.9	8,074.1	10,222.3	11,366.8	3,193.6
Total Paid	37.4	141.8	260.3	1,212.1	3,111.8	4,490.1	6,007.4	7,743.2	8,858.5	2,166.6
% utilised to date	74%	77%	74%	68%	73%	76%	74%	76%	78%	68%

<sup>194</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>195</sup> Total payments for home modifications in New South Wales were \$40.6m. Of which, \$13.5m (33%) has been paid for specialised disability accommodation (SDA) supports, and \$27.2m (67%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$64.0m. Of which, \$23.2m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$40.8m (64%) has been allocated for non-SDA supports.

<sup>196</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure F.20 Utilisation of committed supports as at 30 June 2022 and 30 September 2022 – New South Wales

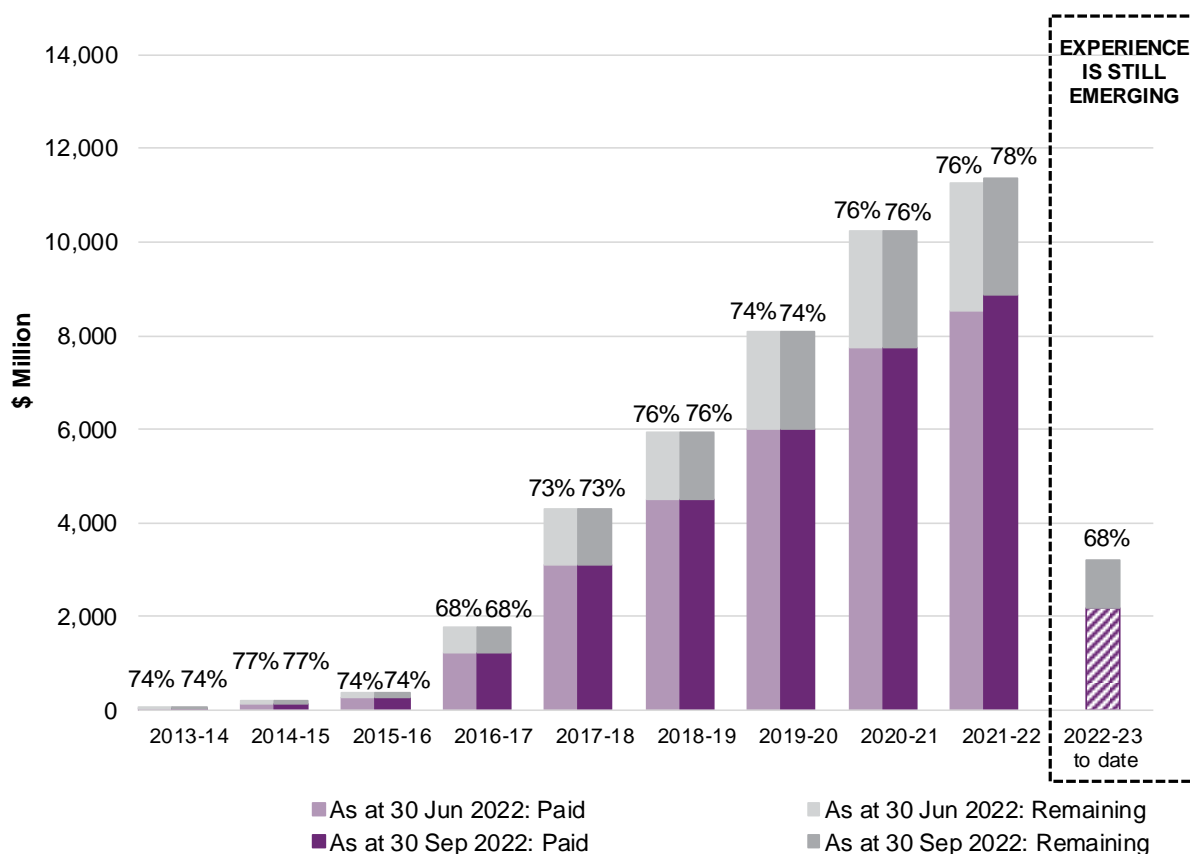


Table F.111 Utilisation of committed supports by plan number from 1 January 2022 to 30 June 2022 – New South Wales <sup>197</sup>

Cash or In-Kind	Plan number	Utilisation (as at 30 September 2022)
<b>Cash and In-Kind attributable to individual participants - New South Wales</b>	<b>All</b>	<b>77%</b>
Cash attributable to cash-only participants	1	56%
Cash attributable to cash-only participants	2	66%
Cash attributable to cash-only participants	3	70%
Cash attributable to cash-only participants	4	73%
Cash attributable to cash-only participants	5+	81%

Table F.112 Utilisation of committed supports by SIL status from 1 January 2022 to 30 June 2022 – New South Wales <sup>198</sup>

SIL status	Utilisation (as at 30 September 2022)
<b>New South Wales</b>	<b>77%</b>
Participants in SIL	90%
Participants not in SIL	71%

<sup>197</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

<sup>198</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

**Table F.113 Utilisation of committed supports by support class from 1 January 2022 to 30 June 2022 – New South Wales** <sup>199</sup>

Support Class	Utilisation (as at 30 September 2022)
<b>New South Wales</b>	<b>77%</b>
Core	82%
Capacity Building	62%
Capital	64%

**Table F.114 Utilisation of committed supports by remoteness from 1 January 2022 to 30 June 2022 – New South Wales** <sup>200</sup>

Remoteness	Utilisation (as at 30 September 2022)
<b>New South Wales</b>	<b>77%</b>
Major Cities	78%
Population > 50,000	77%
Population between 15,000 and 50,000	75%
Population between 5,000 and 15,000	71%
Population less than 5,000	68%
Remote	56%
Very Remote	45%

**Table F.115 Inflation quarterly trends by type of inflation as at 30 September 2022 - New South Wales** <sup>201</sup>

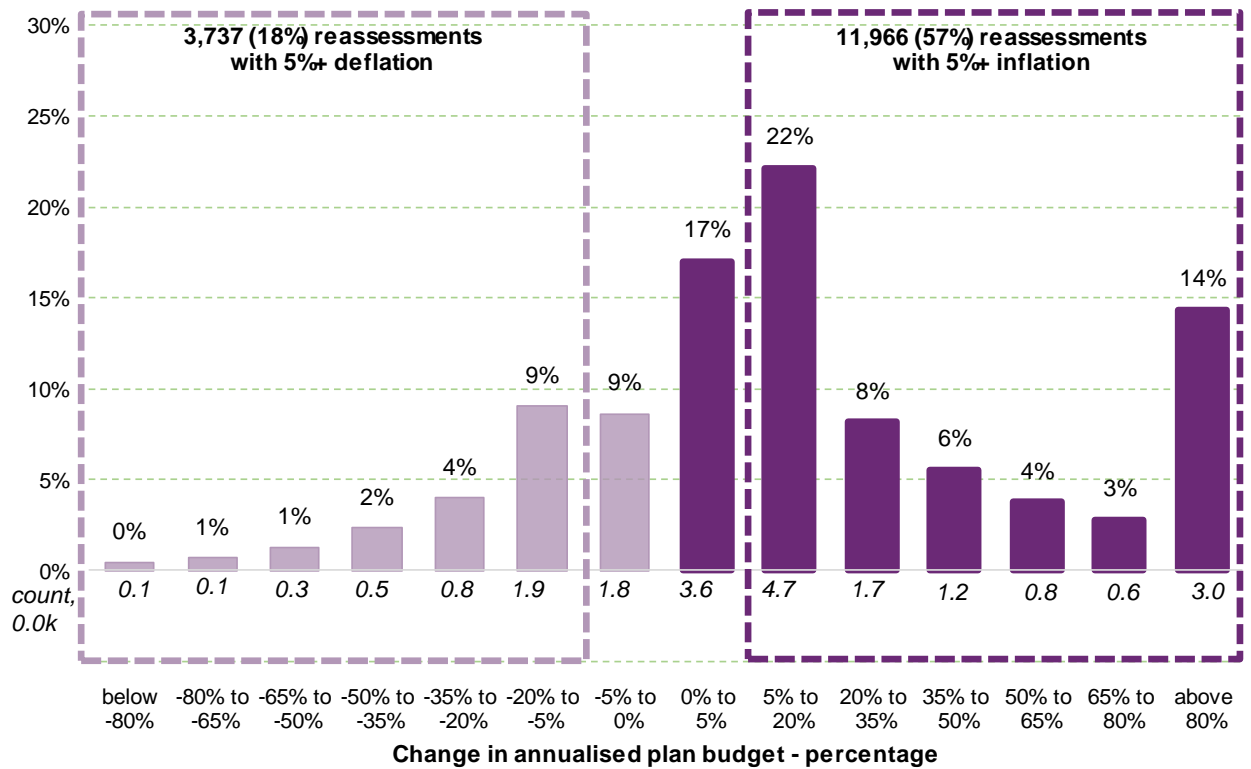
Inflation type	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Intraplan Inflation	7.3%	2.7%	3.8%	5.0%	5.8%	4.9%	7.4%	10.7%
Interplan Inflation	6.8%	2.3%	-1.1%	1.0%	3.9%	2.0%	4.7%	9.4%
<b>Total Inflation</b>	<b>14.1%</b>	<b>5.0%</b>	<b>2.7%</b>	<b>6.0%</b>	<b>9.7%</b>	<b>6.9%</b>	<b>12.1%</b>	<b>20.1%</b>

<sup>199</sup> Ibid.

<sup>200</sup> Ibid.

<sup>201</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

Figure F.21 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - all participants – New South Wales <sup>202</sup>



<sup>202</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# Appendix G:

## Victoria

### Part One: Participants and their plans

Table G.1 Active participants by quarter of entry – Victoria <sup>203</sup>

State/Territory	Prior Quarters	2022-23 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Victoria	141,336	6,671	148,007	3,138	151,145

Table G.2 Active participants by quarter of entry, plan and entry type – Victoria <sup>204</sup>

Participant breakdown	Prior Quarters	2022-23 Q1	Total
<b>Access decisions</b>	<b>180,558</b>	<b>7,888</b>	<b>188,446</b>
<b>Active Eligible - Total</b>	<b>144,904</b>	<b>6,159</b>	<b>151,063</b>
Active Eligible - New	75,822	5,917	81,739
Active Eligible - State	59,083	173	59,256
Active Eligible - Commonwealth	9,999	69	10,068
<b>Active Participant Plans (excl ECA) - Total</b>	<b>141,336</b>	<b>6,671</b>	<b>148,007</b>
Active Participant Plans (excl ECA) - New	73,179	6,375	79,554
Active Participant Plans (excl ECA) - State	58,230	218	58,448
Active Participant Plans (excl ECA) - Commonwealth	9,927	78	10,005
<b>Active Participant Plans - Total</b>	<b>144,558</b>	<b>9,809</b>	<b>151,145</b>
Active Participant Plans - Early Intervention (s25)	37,737	4,191	41,928
Active Participant Plans - Permanent Disability (s24)	103,599	2,480	106,079
Active Participant Plans - ECA	3,222	3,138	3,138

Table G.3 People have left the Scheme since 1 July 2013 as at 30 September 2022 – Victoria

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>8,846</b>
Early Intervention participants	1,969
Permanent disability participants	6,877

<sup>203</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>204</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table G.4 Cumulative numbers of active participants (including ECA) by services previously received – Victoria** <sup>205</sup>

Period	Participant cohort - State	Participant cohort - Commonwealth	Participant cohort - New	Participant cohort - ECA	Total
End of 2016-17	9,944	1,060	4,254	1,050	16,308
End of 2017-18	26,816	3,789	8,063	3,024	41,692
End of 2018-19	51,369	6,969	17,532	1,921	77,791
End of 2019-20	59,107	9,093	37,878	2,552	108,630
End of 2020-21	59,391	9,795	55,315	3,172	127,673
End of 2021-22 Q1	59,287	9,839	59,958	3,525	132,609
End of 2021-22 Q2	59,122	9,907	64,830	3,380	137,239
End of 2021-22 Q3	58,799	9,936	69,156	2,930	140,821
End of 2021-22 Q4	58,602	9,974	73,664	3,222	145,462
End of 2022-23 Q1	58,448	10,005	79,554	3,138	151,145

**Table G.5 Cumulative numbers of active participants by entry criteria into the Scheme – Victoria** <sup>206</sup>

Period	Participant cohort - Early Intervention (s25)	Participant cohort - Permanent Disability (s24)	Participant cohort - ECA	Total
End of 2016-17	2,730	12,528	1,050	16,308
End of 2017-18	5,225	33,443	3,024	41,692
End of 2018-19	10,805	65,065	1,921	77,791
End of 2019-20	20,393	85,685	2,552	108,630
End of 2020-21	28,994	95,507	3,172	127,673
End of 2021-22 Q1	31,100	97,984	3,525	132,609
End of 2021-22 Q2	33,682	100,177	3,380	137,239
End of 2021-22 Q3	35,931	101,960	2,930	140,821
End of 2021-22 Q4	38,277	103,963	3,222	145,462
End of 2022-23 Q1	41,928	106,079	3,138	151,145

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

Age Group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
0 to 6	47,715	98%	3,234	98%	50,949	98%
7 to 14	27,979	90%	1,001	86%	28,980	90%
15 to 18	8,960	91%	294	87%	9,254	91%
19 to 24	8,512	88%	180	70%	8,692	88%
25 to 34	12,416	86%	260	61%	12,676	85%
35 to 44	13,488	83%	303	56%	13,791	82%
45 to 54	17,037	78%	386	52%	17,423	77%
55 to 64	19,170	71%	513	48%	19,683	71%
65+	1,148	59%	15	32%	1,163	58%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>156,425</b>	<b>87%</b>	<b>6,186</b>	<b>78%</b>	<b>162,611</b>	<b>86%</b>

<sup>205</sup> This table shows the total numbers of active participants at the end of each period.

<sup>206</sup> Ibid.

**Table G.7 Assessment of access by age group and gender – Victoria**

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	35,341	98%	14,850	98%	758	97%	50,949	98%
7 to 14	19,028	90%	9,470	90%	482	84%	28,980	90%
15 to 18	5,723	92%	3,357	89%	174	86%	9,254	91%
19 to 24	5,092	90%	3,488	85%	112	74%	8,692	88%
25 to 34	6,906	89%	5,603	82%	167	78%	12,676	85%
35 to 44	6,982	86%	6,686	78%	123	68%	13,791	82%
45 to 54	8,473	82%	8,790	74%	160	64%	17,423	77%
55 to 64	9,806	76%	9,720	66%	157	53%	19,683	71%
65+	619	65%	536	53%	<11	n/a	1,163	58%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>97,970</b>	<b>90%</b>	<b>62,500</b>	<b>82%</b>	<b>2,141</b>	<b>80%</b>	<b>162,611</b>	<b>86%</b>

**Table G.8 Assessment of access by primary disability group – Victoria**<sup>207</sup>

Primary disability group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
Acquired brain injury	4,871	92%	142	83%	5,013	92%
Autism	46,921	97%	1,578	97%	48,499	97%
Cerebral palsy	4,292	97%	39	93%	4,331	97%
Developmental delay	19,163	98%	2,634	99%	21,797	98%
Global developmental delay	2,554	99%	218	99%	2,772	99%
Hearing impairment	6,473	89%	196	88%	6,669	89%
Intellectual disability	27,450	96%	342	88%	27,792	96%
Multiple sclerosis	3,153	90%	74	82%	3,227	90%
Psychosocial disability	20,152	76%	466	49%	20,618	75%
Spinal cord injury	1,057	94%	24	83%	1,081	94%
Stroke	2,044	85%	62	69%	2,106	84%
Visual impairment	3,106	91%	49	64%	3,155	91%
Other neurological	6,377	82%	162	68%	6,539	81%
Other physical	5,225	42%	84	17%	5,309	41%
Other sensory/speech	712	52%	<11	n/a	719	52%
Other	1,652	38%	109	19%	1,761	36%
Missing	1,223	98%	<11	n/a	1,223	98%
<b>Total</b>	<b>156,425</b>	<b>87%</b>	<b>6,186</b>	<b>78%</b>	<b>162,611</b>	<b>86%</b>

<sup>207</sup> Down syndrome is included in intellectual disability.



**Table G.9 Assessment of access by primary disability group and gender – Victoria** <sup>208</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,307	92%	1,665	91%	41	93%	5,013	92%
Autism	33,761	97%	13,783	97%	955	93%	48,499	97%
Cerebral palsy	2,341	97%	1,949	97%	41	89%	4,331	97%
Developmental delay	15,212	98%	6,247	98%	338	98%	21,797	98%
Global developmental delay	1,937	99%	804	99%	31	94%	2,772	99%
Hearing impairment	3,156	90%	3,410	88%	103	87%	6,669	89%
Intellectual disability	16,181	96%	11,459	95%	152	91%	27,792	96%
Multiple sclerosis	800	91%	2,401	90%	26	76%	3,227	90%
Psychosocial disability	9,622	78%	10,765	72%	231	60%	20,618	75%
Spinal cord injury	718	95%	343	91%	20	95%	1,081	94%
Stroke	1,220	85%	870	83%	16	70%	2,106	84%
Visual impairment	1,584	91%	1,544	90%	27	82%	3,155	91%
Other neurological	3,447	82%	3,029	81%	63	69%	6,539	81%
Other physical	2,460	47%	2,793	37%	56	30%	5,309	41%
Other sensory/speech	508	55%	205	47%	<11	n/a	719	52%
Other	1,038	43%	694	29%	29	32%	1,761	36%
Missing	678	99%	539	97%	<11	n/a	1,223	98%
<b>Total</b>	<b>97,970</b>	<b>90%</b>	<b>62,500</b>	<b>82%</b>	<b>2,141</b>	<b>80%</b>	<b>162,611</b>	<b>86%</b>

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

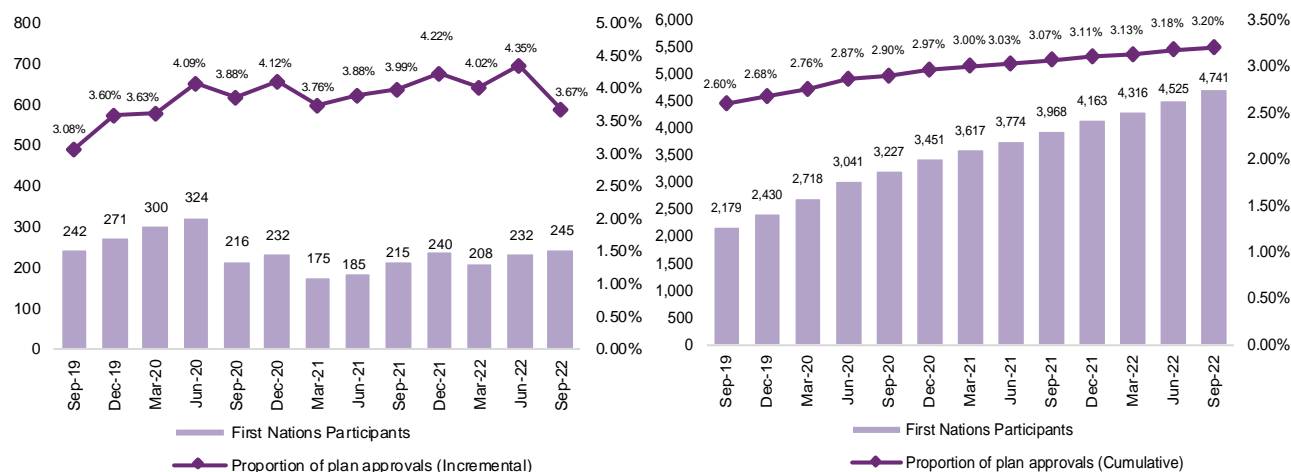
**Table G.10 Participant profile per quarter by Participants Identifying as First Nations Peoples – Victoria**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,496	3%	245	4%	4,741	3%
Non-First Nations Participants	112,483	80%	5,518	83%	118,001	80%
Not Stated	24,357	17%	908	14%	25,265	17%
<b>Total</b>	<b>141,336</b>	<b>100%</b>	<b>6,671</b>	<b>100%</b>	<b>148,007</b>	<b>100%</b>

<sup>208</sup> Ibid.

**Figure G.1 Number and proportion of First Nations Participant over time incrementally (left) and cumulatively (right) – Victoria**

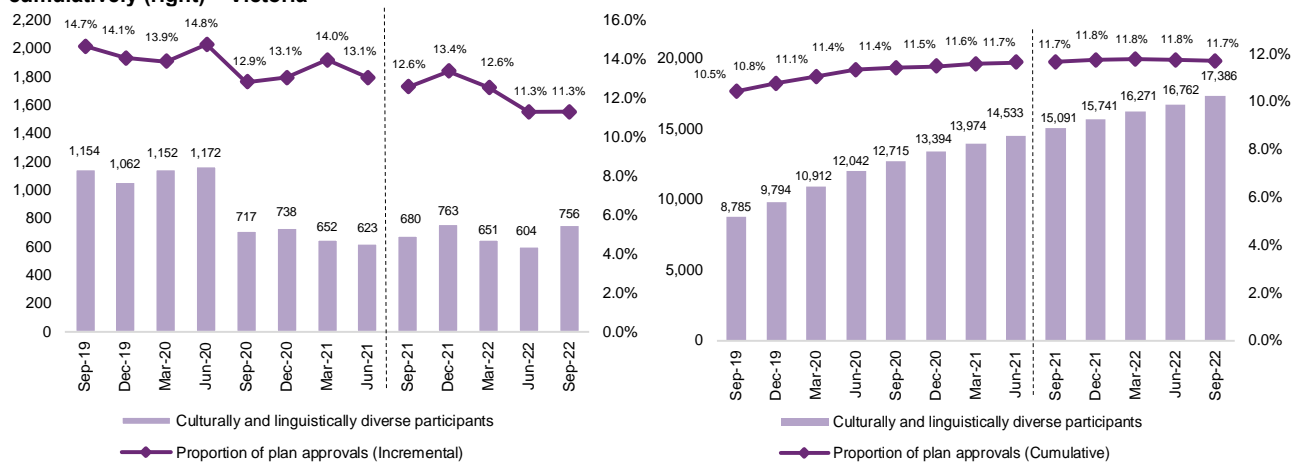
209



**Table G.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria**<sup>210</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	16,630	12%	756	11%	17,386	12%
Not culturally and linguistically diverse	124,666	88%	5,915	89%	130,581	88%
Not stated	40	0%	<11	n/a	40	0%
<b>Total</b>	<b>141,336</b>	<b>100%</b>	<b>6,671</b>	<b>100%</b>	<b>148,007</b>	<b>100%</b>

**Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Victoria**<sup>211 212</sup>



<sup>209</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>210</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>211</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>212</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

**Table G.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2022 – Victoria** <sup>213</sup>

Age group	Total number of active participants
Under 45	26
45 to 54	131
55 to 64	612
<b>Total YPIRAC (under 65)</b>	<b>769</b>

**Table G.13 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria** <sup>214</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-19	18	965
Dec-19	37	1,002
Mar-20	38	1,040
Jun-20	28	1,068
Sep-20	-27	1,041
Dec-20	-31	1,010
Mar-21	-7	1,003
Jun-21	-19	984
Sep-21	-30	954
Dec-21	-25	929
Mar-22	-60	869
Jun-22	-62	807
Sep-22	-38	769

**Table G.14 Participant profile per quarter by remoteness – Victoria** <sup>215 216</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	102,619	73%	4,888	73%	107,507	73%
Population > 50,000	13,165	9%	628	9%	13,793	9%
Population between 15,000 and 50,000	9,276	7%	458	7%	9,734	7%
Population between 5,000 and 15,000	7,848	6%	330	5%	8,178	6%
Population less than 5,000	8,367	6%	365	5%	8,732	6%
Remote	58	0%	<11	n/a	59	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>141,336</b>	<b>100%</b>	<b>6,671</b>	<b>100%</b>	<b>148,007</b>	<b>100%</b>

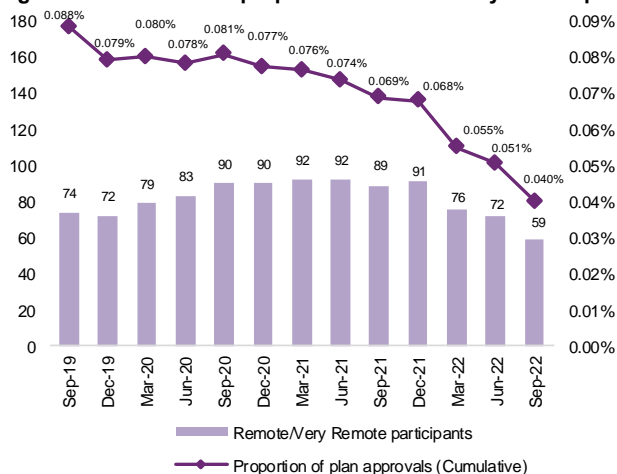
<sup>213</sup> There are a further 525 active participants aged 65 years or over who are currently in residential aged care.

<sup>214</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>215</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>216</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure G.3 Number and proportion of remote/very remote participants over time cumulatively – Victoria** <sup>217 218 219</sup>



**Table G.15 Participant profile per quarter by primary disability group – Victoria** <sup>220 221 222</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	45,866	32%	1,654	25%	47,520	32%
Intellectual disability	25,875	18%	333	5%	26,208	18%
Psychosocial disability	18,243	13%	528	8%	18,771	13%
Developmental delay	15,175	11%	2,919	44%	18,094	12%
Hearing impairment	6,149	4%	209	3%	6,358	4%
Other neurological	5,017	4%	161	2%	5,178	3%
Other physical	4,268	3%	83	1%	4,351	3%
Cerebral palsy	4,091	3%	40	1%	4,131	3%
Acquired brain injury	4,236	3%	136	2%	4,372	3%
Global developmental delay	2,145	2%	256	4%	2,401	2%
Visual impairment	2,781	2%	54	1%	2,835	2%
Multiple sclerosis	2,943	2%	75	1%	3,018	2%
Stroke	1,770	1%	65	1%	1,835	1%
Spinal cord injury	936	1%	30	0%	966	1%
Other	1,368	1%	122	2%	1,490	1%
Other sensory/speech	473	0%	<11	n/a	479	0%
<b>Total</b>	<b>141,336</b>	<b>100%</b>	<b>6,671</b>	<b>100%</b>	<b>148,007</b>	<b>100%</b>

<sup>217</sup> Ibid.

<sup>218</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>219</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Victoria over time.

<sup>220</sup> Table order based on national proportions in Table E.15 (highest to lowest).

<sup>221</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>222</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Victoria (2,827).

**Table G.16 Participant profile per quarter (participants in SIL) by primary disability group – Victoria** <sup>223 224</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	652	11%	<11	n/a	652	11%
Intellectual disability	3,280	57%	<11	n/a	3,281	57%
Psychosocial disability	372	6%	<11	n/a	372	6%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	190	3%	<11	n/a	193	3%
Other physical	45	1%	<11	n/a	45	1%
Cerebral palsy	607	11%	<11	n/a	607	11%
Acquired brain injury	381	7%	<11	n/a	381	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	16	0%	<11	n/a	16	0%
Multiple sclerosis	98	2%	<11	n/a	98	2%
Stroke	70	1%	<11	n/a	70	1%
Spinal cord injury	30	1%	<11	n/a	30	1%
Other	19	0%	<11	n/a	19	0%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>5,766</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>5,770</b>	<b>100%</b>

**Table G.17 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria** <sup>225</sup>

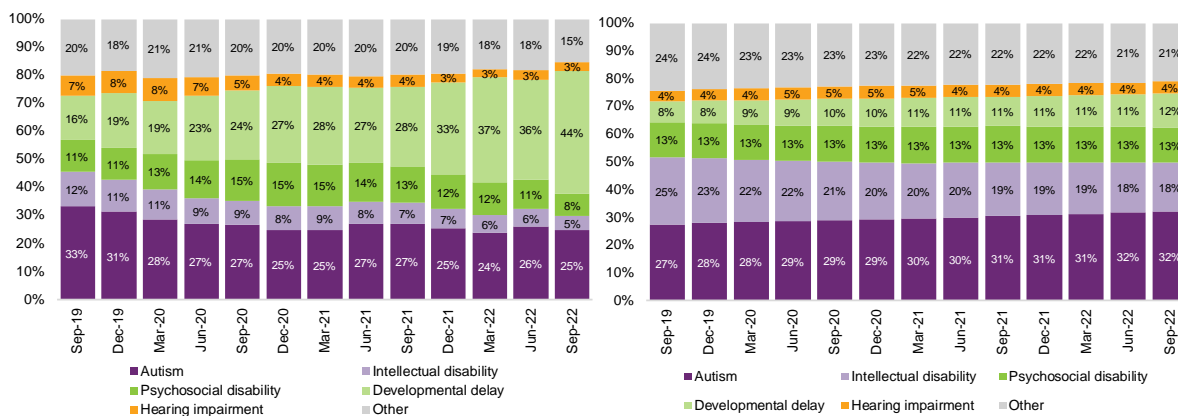
Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	45,214	33%	1,654	25%	46,868	33%
Intellectual disability	22,595	17%	332	5%	22,927	16%
Psychosocial disability	17,871	13%	528	8%	18,399	13%
Developmental delay	15,175	11%	2,919	44%	18,094	13%
Hearing impairment	6,144	5%	209	3%	6,353	4%
Other neurological	4,827	4%	158	2%	4,985	4%
Other physical	4,223	3%	83	1%	4,306	3%
Cerebral palsy	3,484	3%	40	1%	3,524	2%
Acquired brain injury	3,855	3%	136	2%	3,991	3%
Global developmental delay	2,144	2%	256	4%	2,400	2%
Visual impairment	2,765	2%	54	1%	2,819	2%
Multiple sclerosis	2,845	2%	75	1%	2,920	2%
Stroke	1,700	1%	65	1%	1,765	1%
Spinal cord injury	906	1%	30	0%	936	1%
Other	1,349	1%	122	2%	1,471	1%
Other sensory/speech	473	0%	<11	n/a	479	0%
<b>Total</b>	<b>135,570</b>	<b>100%</b>	<b>6,667</b>	<b>100%</b>	<b>142,237</b>	<b>100%</b>

<sup>223</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>224</sup> Down syndrome is included in intellectual disability, representing 9% of participants in SIL (514).

<sup>225</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,313).

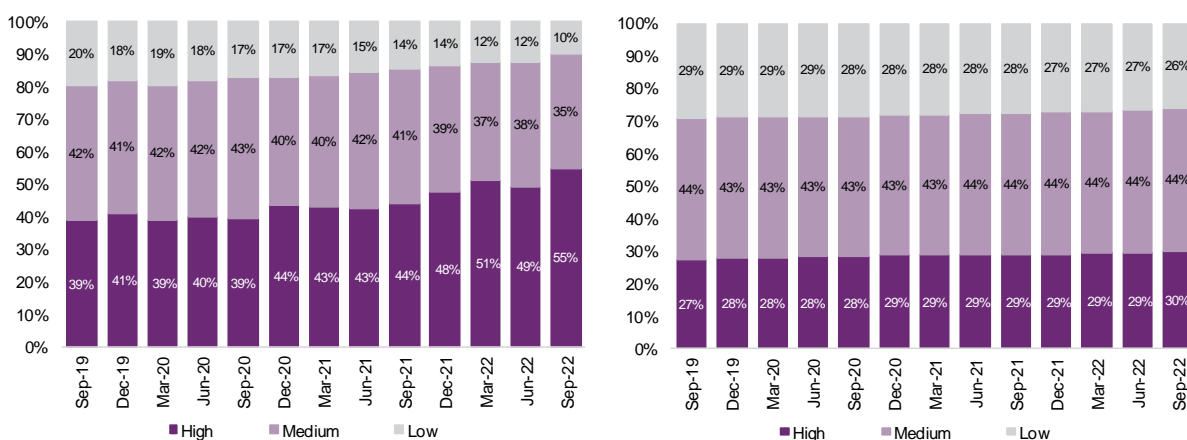
**Figure G.4 Participant profile by primary disability group over time incrementally (left) and cumulatively (right) – Victoria** <sup>226</sup>



**Table G.18 Participant profile per quarter by reported level of function – Victoria** <sup>227</sup>

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	14,433	10%	2,114	32%	16,547	11%
2 (High Function)	370	0%	19	0%	389	0%
3 (High Function)	7,057	5%	613	9%	7,670	5%
4 (High Function)	7,791	6%	238	4%	8,029	5%
5 (High Function)	11,158	8%	679	10%	11,837	8%
6 (Moderate Function)	30,039	21%	1,380	21%	31,419	21%
7 (Moderate Function)	8,148	6%	322	5%	8,470	6%
8 (Moderate Function)	8,418	6%	209	3%	8,627	6%
9 (Moderate Function)	671	0%	30	0%	701	0%
10 (Moderate Function)	15,368	11%	391	6%	15,759	11%
11 (Low Function)	4,488	3%	62	1%	4,550	3%
12 (Low Function)	22,166	16%	457	7%	22,623	15%
13 (Low Function)	8,966	6%	146	2%	9,112	6%
14 (Low Function)	2,145	2%	11	0%	2,156	1%
15 (Low Function)	53	0%	<11	n/a	53	0%
Missing	65	n/a	<11	n/a	65	n/a
<b>Total</b>	<b>141,336</b>	<b>100%</b>	<b>6,671</b>	<b>100%</b>	<b>148,007</b>	<b>100%</b>

**Figure G.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Victoria** <sup>228</sup>



<sup>226</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>227</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>228</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table G.19 Participant profile per quarter by age group – Victoria**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	22,245	16%	3,584	54%	25,829	17%
7 to 14	37,358	26%	1,025	15%	38,383	26%
15 to 18	10,832	8%	305	5%	11,137	8%
19 to 24	10,553	7%	198	3%	10,751	7%
25 to 34	12,458	9%	283	4%	12,741	9%
35 to 44	11,965	8%	334	5%	12,299	8%
45 to 54	14,219	10%	373	6%	14,592	10%
55 to 64	15,920	11%	526	8%	16,446	11%
65+	5,786	4%	43	1%	5,829	4%
<b>Total</b>	<b>141,336</b>	<b>100%</b>	<b>6,671</b>	<b>100%</b>	<b>148,007</b>	<b>100%</b>

**Table G.20 Participant profile per quarter (participants in SIL) by age group – Victoria <sup>229</sup>**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	<11	n/a	<11	n/a	<11	n/a
7 to 14	<11	n/a	<11	n/a	<11	n/a
15 to 18	38	1%	<11	n/a	38	1%
19 to 24	326	6%	<11	n/a	326	6%
25 to 34	812	14%	<11	n/a	812	14%
35 to 44	1,038	18%	<11	n/a	1,038	18%
45 to 54	1,442	25%	<11	n/a	1,443	25%
55 to 64	1,617	28%	<11	n/a	1,620	28%
65+	488	8%	<11	n/a	488	8%
<b>Total</b>	<b>5,766</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>5,770</b>	<b>100%</b>

**Table G.21 Participant profile per quarter (participants not in SIL) by age group – Victoria**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	22,244	16%	3,584	54%	25,828	18%
7 to 14	37,354	28%	1,025	15%	38,379	27%
15 to 18	10,794	8%	305	5%	11,099	8%
19 to 24	10,227	8%	198	3%	10,425	7%
25 to 34	11,646	9%	283	4%	11,929	8%
35 to 44	10,927	8%	334	5%	11,261	8%
45 to 54	12,777	9%	372	6%	13,149	9%
55 to 64	14,303	11%	523	8%	14,826	10%
65+	5,298	4%	43	1%	5,341	4%
<b>Total</b>	<b>135,570</b>	<b>100%</b>	<b>6,667</b>	<b>100%</b>	<b>142,237</b>	<b>100%</b>

<sup>229</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

Figure G.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Victoria <sup>230</sup>

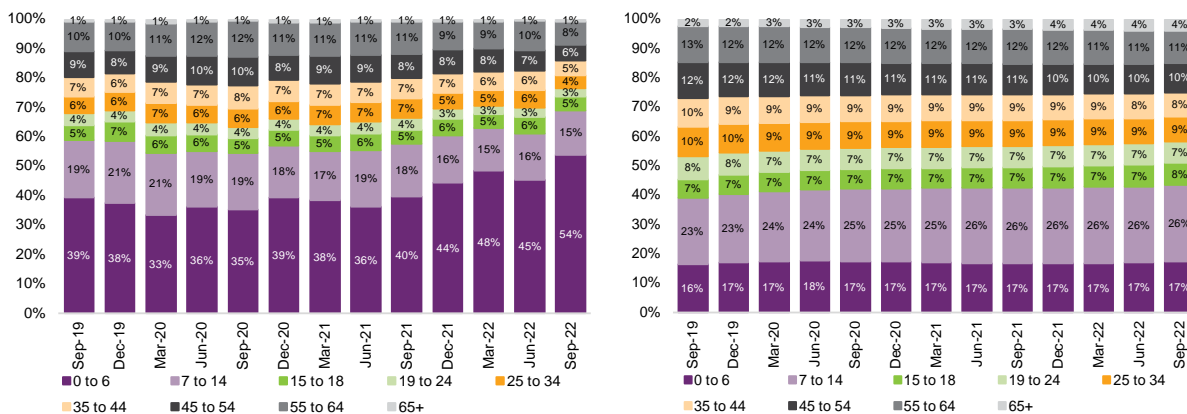


Table G.22 Participant profile per quarter by gender – Victoria

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	84,992	60%	4,077	61%	89,069	60%
Female	54,457	39%	2,458	37%	56,915	38%
Other	1,887	1%	136	2%	2,023	1%
<b>Total</b>	<b>141,336</b>	<b>100%</b>	<b>6,671</b>	<b>100%</b>	<b>148,007</b>	<b>100%</b>

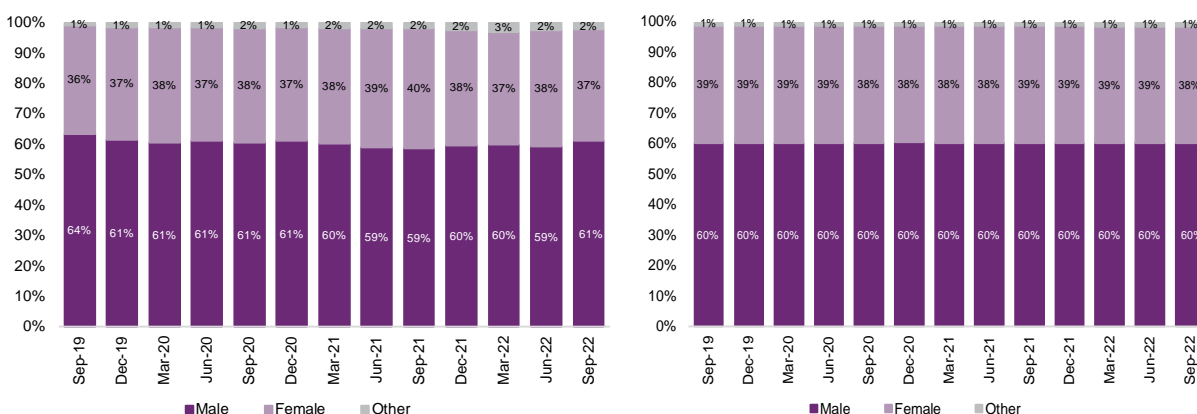
Table G.23 Participant profile per quarter (participants in SIL) by gender – Victoria

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	3,410	59%	<11	n/a	3,414	59%
Female	2,340	41%	<11	n/a	2,340	41%
Other	16	0%	<11	n/a	16	0%
<b>Total</b>	<b>5,766</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>5,770</b>	<b>100%</b>

Table G.24 Participant profile per quarter (participants not in SIL) by gender – Victoria

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	81,582	60%	4,073	61%	85,655	60%
Female	52,117	38%	2,458	37%	54,575	38%
Other	1,871	1%	136	2%	2,007	1%
<b>Total</b>	<b>135,570</b>	<b>100%</b>	<b>6,667</b>	<b>100%</b>	<b>142,237</b>	<b>100%</b>

Figure G.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Victoria <sup>231</sup>



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

<sup>231</sup> Ibid.



**Table G.25 Participation rates by age group and gender at 30 September 2022 – Victoria** <sup>232</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	5.7%	2.7%	4.3%
7-14	7.5%	3.5%	5.7%
15-18	4.4%	2.4%	3.5%
19-24	2.3%	1.4%	1.9%
25-44	1.3%	1.1%	1.2%
45-64	1.9%	1.9%	1.9%
<b>Total (aged 0-64)</b>	<b>2.9%</b>	<b>1.8%</b>	<b>2.4%</b>

**Table G.26 Plan reassessments conducted per quarter – excluding plans less than 31 days – Victoria** <sup>233</sup>

Plan reassessments	Prior Quarters	2022-23 Q1	Total
<b>Total plan reassessments</b>	<b>367,647</b>	<b>19,731</b>	<b>387,378</b>
<i>Early intervention plans</i>	62,070	4,096	66,166
<i>Permanent disability plans</i>	305,577	15,635	321,212

**Table G.27 Number of plan reassessments over time incrementally and cumulatively – Victoria**

Plan Reassessments	Incremental	Cumulative
Sep-19	15,086	89,741
Dec-19	18,202	107,943
Mar-20	23,280	131,223
Jun-20	29,314	160,537
Sep-20	24,887	185,424
Dec-20	21,685	207,109
Mar-21	24,457	231,566
Jun-21	26,937	258,503
Sep-21	28,555	287,058
Dec-21	27,853	314,911
Mar-22	26,415	341,326
Jun-22	26,321	367,647
Sep-22	19,731	387,378

<sup>232</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>233</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

## Part Two: Participant experience and outcomes

**Table G.28 Number of baseline questionnaires completed by SFOF version – Victoria** <sup>234</sup>

Version	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date	Total
Participant 0 to school	1,750	3,057	4,638	8,065	6,338	8,186	3,139	35,173
Participant school to 14	1,907	5,065	10,140	8,469	4,769	4,862	1,451	36,663
Participant 15 to 24	1,211	3,195	4,536	2,933	1,788	1,768	482	15,913
Participant 25 and over	4,234	10,155	15,433	9,552	6,796	6,447	1,539	54,156
<b>Total Participant</b>	<b>9,102</b>	<b>21,472</b>	<b>34,747</b>	<b>29,019</b>	<b>19,691</b>	<b>21,263</b>	<b>6,611</b>	<b>141,905</b>
Family 0 to 14	3,504	7,933	14,365	16,222	10,961	12,924	4,559	70,468
Family 15 to 24	308	2,385	3,277	1,949	1,202	1,233	351	10,705
Family 25 and over	144	3,511	4,681	2,487	1,524	1,479	394	14,220
<b>Total Family</b>	<b>3,956</b>	<b>13,829</b>	<b>22,323</b>	<b>20,658</b>	<b>13,687</b>	<b>15,636</b>	<b>5,304</b>	<b>95,393</b>
<b>Total</b>	<b>13,058</b>	<b>35,301</b>	<b>57,070</b>	<b>49,677</b>	<b>33,378</b>	<b>36,899</b>	<b>11,915</b>	<b>237,298</b>

**Table G.29 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Victoria**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	69%	n/a	n/a	n/a
CC	% who say their child is able to tell them what he/she wants	70%	n/a	n/a	n/a
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances	n/a	24%	n/a	n/a
DL	% who say their child is becoming more independent	n/a	35%	n/a	n/a
CC	% of children who have a genuine say in decisions about themselves	n/a	72%	n/a	n/a
CC	% who are happy with the level of independence/control they have now	n/a	n/a	27%	n/a
CC	% who choose who supports them	n/a	n/a	38%	62%
CC	% who choose what they do each day	n/a	n/a	48%	70%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting	n/a	n/a	19%	26%
CC	% who want more choice and control in their life	n/a	n/a	81%	78%

<sup>234</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table G.30 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Victoria**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	56%	60%	n/a	n/a
S/CP	% of children who participate in age appropriate community, cultural or religious activities	45%	n/a	n/a	n/a
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs	n/a	38%	n/a	n/a
REL	Of these, % who are welcomed or actively included	63%	71%	n/a	n/a
REL	% of children who spend time with friends without an adult present	n/a	13%	n/a	n/a
REL	% with no friends other than family or paid staff	n/a	n/a	34%	34%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months	n/a	n/a	28%	30%

**Table G.31 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Victoria**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class	n/a	75%	n/a	n/a
HM	% who are happy with their home	n/a	n/a	78%	67%
HM	% who feel safe or very safe in their home	n/a	n/a	82%	67%
HW	% who rate their health as good, very good or excellent	n/a	n/a	65%	38%
HW	% who did not have any difficulties accessing health services	n/a	n/a	66%	58%
LL	% who currently attend or previously attended school in a mainstream class	n/a	n/a	44%	n/a
LL	% who participate in education, training or skill development	n/a	n/a	n/a	11%
LL	Of those who participate, % who do so in mainstream settings	n/a	n/a	n/a	50%
LL	% unable to do a course or training they wanted to do in the last 12 months	n/a	n/a	n/a	39%
WK	% who have a paid job	n/a	n/a	16%	20%
WK	% who volunteer	n/a	n/a	9%	10%

**Table G.32 Selected key baseline indicators for families/carers of participants – Victoria**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	14%	24%	21%
% receiving Carer Allowance	31%	42%	31%
% working in a paid job	48%	53%	40%
Of those in a paid job, % in permanent employment	82%	78%	80%
Of those in a paid job, % working 15 hours or more	80%	84%	85%
% who say they (and their partner) are able to work as much as they want	44%	43%	53%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	92%	90%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	26%	18%
% able to advocate for their child/family member	74%	62%	59%
% who have friends and family they see as often as they like	45%	40%	44%
% who feel very confident or somewhat confident in supporting their child's development	85%	n/a	n/a
% who know what their family can do to enable their family member with disability to become as independent as possible	n/a	30%	n/a
% who feel in control selecting services	n/a	34%	33%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	n/a	n/a	32%
% who rate their health as good, very good or excellent	76%	62%	59%

**Table G.33 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version 'Participant 0 to school' (n=5,302) - participants who between 1 July 2016 and 30 September 2021 – Victoria<sup>235</sup>**

Life domain	Question	Percentage Yes
DL	Has the NDIS improved your child's development?	88%
DL	Has the NDIS improved your child's access to specialist services?	89%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%
REL	Has the NDIS improved how your child fits into family life?	77%
S/CP	Has the NDIS improved how your child fits into community life?	63%

<sup>235</sup> Results in Tables G.33 to G.36 include participants who entered between 1 July 2016 and 30 September 2021 and have had a first plan reassessment to date.

**Table G.34 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version 'Participant school to 14' (n=9,446) - participants who entered between 1 July 2016 and 30 September 2021 – Victoria**

Life domain	Question	Percentage Yes
DL	Has the NDIS helped your child to become more independent?	62%
LL	Has the NDIS improved your child's access to education?	41%
REL	Has the NDIS improved your child's relationships with family and friends?	51%
S/CP	Has the NDIS improved your child's social and recreational life?	45%

**Table G.35 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF versions 'Participant 15 to 24' (n=3,675) and 'Participant 25 and over' (n=14,453) - participants who entered between 1 July 2016 and 30 September 2021 – Victoria**

Life domain	Question	15 to 24 Percentage Yes	25+ Percentage Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	73%
DL	Has the NDIS helped you with daily living activities?	61%	74%
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?	23%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	55%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	17%
S/CP	Has the NDIS helped you be more involved?	51%	58%

**Table G.36 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version 'Family 0 to 14' (n=17,801); and for SFOF versions 'Family 15 to 24' and 'Family 25 and over' combined (n=8,045) - participants who entered between 1 July 2016 and 30 September 2021 – Victoria**

Question	0 to 14 Percentage Yes	15+ Percentage 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%	58%
Has the NDIS improved the level of support for your family?	74%	68%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	n/a
Has the NDIS improved your health and wellbeing?	48%	40%

Note: In Tables G.37 to G.67 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table G.37 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version 'Participant 0 to school' (n=2,742) - participants who entered between 1 July 2016 and 30 September 2020 – Victoria<sup>236</sup>**

Life domain	Question	R1	R2	Change
DL	Has the NDIS improved your child's development?	88%	93%	+5%
DL	Has the NDIS improved your child's access to specialist services?	90%	94%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	86%	+5%
REL	Has the NDIS improved how your child fits into family life?	76%	82%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	62%	67%	+5%

**Table G.38 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version 'Participant school to 14' (n=7,667) - participants who entered between 1 July 2016 and 30 September 2020 – Victoria**

Life domain	Question	R1	R2	Change
DL	Has the NDIS helped your child to become more independent?	61%	70%	+9%
LL	Has the NDIS improved your child's access to education?	43%	48%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	57%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	51%	+5%

<sup>236</sup> Results in Tables G.37 to G.42 include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table G.39 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=3,073) - participants who entered between 1 July 2016 and 30 September 2020 – Victoria**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	59%	67%	+8%
DL	Has the NDIS helped you with daily living activities?	59%	68%	+9%
REL	Has the NDIS helped you to meet more people?	43%	48%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	47%	+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?	36%	39%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%	0%
S/CP	Has the NDIS helped you be more involved?	50%	56%	+6%

**Table G.40 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=9,110) - participants who entered between 1 July 2016 and 30 September 2020 – Victoria**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	67%	76%	+9%
DL	Has the NDIS helped you with daily living activities?	70%	79%	+10%
REL	Has the NDIS helped you to meet more people?	48%	54%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	31%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	56%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	28%	30%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	16%	0%
S/CP	Has the NDIS helped you be more involved?	55%	63%	+8%

**Table G.41 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version 'Family 0 to 14' (n=8,187) - participants who entered between 1 July 2016 and 30 September 2020 – Victoria**

Question	R1	R2	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?	66%	73%	+7%
Has the NDIS improved the level of support for your family?	70%	77%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	77%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	80%	+5%
Has the NDIS improved your health and wellbeing?	44%	49%	+5%

**Table G.42 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version 'Family 15 to 24' and 'Family 25 and over' combined (n=2,429) - participants who entered between 1 July 2016 and 30 September 2020 – Victoria**

Question	R1	R2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	52%	64%	+12%
Has the NDIS improved the level of support for your family?	60%	75%	+15%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	57%	68%	+11%
Has the NDIS improved your health and wellbeing?	35%	42%	+7%



**Table G.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version 'Participant 0 to school' (n=2,150) - participants who entered between 1 July 2016 and 30 September 2019 – Victoria <sup>237</sup>**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS improved your child's development?	91%	95%	93%	+2%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	93%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	89%	85%	+1%
REL	Has the NDIS improved how your child fits into family life?	76%	81%	82%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	64%	66%	71%	+6%

**Table G.44 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version 'Participant school to 14' (n=6,146) - participants who entered between 1 July 2016 and 30 September 2019 – Victoria**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS helped your child to become more independent?	60%	68%	73%	+13%
LL	Has the NDIS improved your child's access to education?	40%	45%	49%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	55%	58%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	50%	53%	+7%

<sup>237</sup> Results in Tables G.43 to G.48 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table G.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions 'Participant 15 to 24' (n=2,906) - participants who entered between 1 July 2016 and 30 September 2019 – Victoria**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	57%	65%	70%	+13%
Has the NDIS helped you with daily living activities?	59%	68%	73%	+14%
Has the NDIS helped you to meet more people?	45%	51%	53%	+8%
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?	42%	48%	51%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	39%	40%	+4%
Has your involvement with the NDIS helped you find a job that's right for you?	15%	13%	15%	0%
Has the NDIS helped you be more involved?	52%	58%	61%	+10%

**Table G.46 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions 'Participant 25 and over' (n=7,862) - participants who entered between 1 July 2016 and 30 September 2019 – Victoria**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	65%	73%	78%	+13%
Has the NDIS helped you with daily living activities?	68%	77%	82%	+14%
Has the NDIS helped you to meet more people?	47%	53%	58%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	29%	31%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	47%	53%	58%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	30%	33%	+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%	+12%

**Table G.47 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 0 to 14’ (n=5,237) - participants who entered between 1 July 2016 and 30 September 2019 – Victoria**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS improved your capacity to advocate (stand up) for your child?	63%	68%	72%	+9%
Has the NDIS improved the level of support for your family?	69%	74%	78%	+9%
Has the NDIS improved your access to services, programs and activities in the community?	70%	74%	77%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	78%	80%	+6%
Has the NDIS improved your health and wellbeing?	42%	44%	47%	+5%

**Table G.48 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,632) - participants who entered between 1 July 2016 and 30 September 2019 – Victoria**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you to know your rights and advocate effectively?	50%	58%	66%	+17%
Has the NDIS improved the level of support for your family?	59%	70%	77%	+18%
Has the NDIS helped you to access services, programs and activities in the community?	56%	66%	70%	+14%
Has the NDIS improved your health and wellbeing?	33%	36%	42%	+9%

**Table G.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant 0 to school’ (n=1,161) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria <sup>238</sup>**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS improved your child's development?	91%	97%	94%	97%	+5%
DL	Has the NDIS improved your child's access to specialist services?	91%	96%	94%	96%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	89%	87%	87%	+3%
REL	Has the NDIS improved how your child fits into family life?	72%	80%	81%	84%	+12%
S/CP	Has the NDIS improved how your child fits into community life?	60%	66%	67%	73%	+13%

<sup>238</sup> Results in Tables G.49 to G.54 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table G.50 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version 'Participant school to 14' (n=2,851) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS helped your child to become more independent?	58%	68%	72%	74%	+16%
LL	Has the NDIS improved your child's access to education?	35%	40%	46%	46%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	53%	58%	59%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	51%	53%	55%	+10%

**Table G.51 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions 'Participant 15 to 24' (n=1,485) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	54%	63%	66%	72%	+17%
DL	Has the NDIS helped you with daily living activities?	56%	66%	70%	76%	+20%
REL	Has the NDIS helped you to meet more people?	46%	51%	51%	55%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	18%	17%	18%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	48%	51%	+11%
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%	38%	37%	40%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	14%	11%	14%	-1%
S/CP	Has the NDIS helped you be more involved?	52%	59%	63%	65%	+13%

**Table G.52 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions 'Participant 25 and over' (n=3,810) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	63%	72%	75%	80%	+16%
DL	Has the NDIS helped you with daily living activities?	68%	77%	82%	85%	+17%
REL	Has the NDIS helped you to meet more people?	48%	55%	58%	61%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	27%	29%	32%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	52%	56%	59%	+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?	31%	33%	33%	35%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	18%	16%	19%	0%
S/CP	Has the NDIS helped you be more involved?	55%	63%	66%	70%	+15%

**Table G.53 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version 'Family 0 to 14' (n=2,153) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS improved your capacity to advocate (stand up) for your child?	58%	63%	67%	71%	+13%
Has the NDIS improved the level of support for your family?	66%	71%	75%	77%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	69%	72%	77%	77%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	76%	81%	82%	+8%
Has the NDIS improved your health and wellbeing?	39%	40%	43%	44%	+5%

**Table G.54 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version 'Family 15 to 24' and 'Family 25 and over' combined (n=709) - participants who entered between 1 July 2016 and 30 September 2018 – Victoria**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS helped you to know your rights and advocate effectively?	46%	56%	58%	67%	+21%
Has the NDIS improved the level of support for your family?	59%	70%	72%	80%	+21%
Has the NDIS helped you to access services, programs and activities in the community?	58%	69%	71%	73%	+14%
Has the NDIS improved your health and wellbeing?	32%	34%	35%	42%	+10%

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

**Table G.55 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version 'Participant school to 14' (n=904) - participants who entered between 1 July 2016 and 30 September 2017 – Victoria <sup>239</sup>**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
DL	Has the NDIS helped your child to become more independent?	55%	64%	70%	75%	74%	+19%
LL	Has the NDIS improved your child's access to education?	32%	34%	37%	41%	43%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	42%	45%	50%	54%	55%	+13%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	45%	47%	50%	50%	+8%

<sup>239</sup> Results in Tables G.55 to G.59 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table G.56 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions 'Participant 15 to 24' (n=456) - participants who entered between 1 July 2016 and 30 September 2017 – Victoria**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	57%	63%	66%	65%	70%	+13%
DL	Has the NDIS helped you with daily living activities?	62%	67%	71%	73%	79%	+18%
REL	Has the NDIS helped you to meet more people?	51%	51%	52%	51%	57%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	17%	17%	15%	18%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	45%	41%	42%	49%	+10%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	36%	37%	34%	39%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	12%	12%	10%	13%	-1%
S/CP	Has the NDIS helped you be more involved?	51%	54%	58%	58%	65%	+14%

**Table G.57 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions 'Participant 25 and over' (n=1,204) - participants who entered between 1 July 2016 and 30 September 2017 – Victoria**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	62%	70%	74%	80%	80%	+18%
DL	Has the NDIS helped you with daily living activities?	68%	75%	81%	84%	85%	+17%
REL	Has the NDIS helped you to meet more people?	47%	52%	56%	62%	62%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	22%	23%	29%	28%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	47%	51%	57%	58%	+14%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	32%	36%	36%	38%	+8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%	15%	14%	17%	+1%
S/CP	Has the NDIS helped you be more involved?	55%	59%	64%	72%	71%	+16%

**Table G.58 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version 'Family 0 to 14' (n=2,947) - participants who entered between 1 July 2016 and 30 September 2017 – Victoria**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS improved your capacity to advocate (stand up) for your child?	59%	63%	64%	70%	71%	+12%
Has the NDIS improved the level of support for your family?	63%	73%	68%	73%	74%	+11%
Has the NDIS improved your access to services, programs and activities in the community?	64%	73%	71%	80%	76%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	80%	79%	82%	79%	+8%
Has the NDIS improved your health and wellbeing?	34%	37%	38%	39%	40%	+6%

**Table G.59 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version 'Family 15 to 24' and 'Family 25 and over' combined (n=696) - participants who entered between 1 July 2016 and 30 September 2017 – Victoria**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS helped you to know your rights and advocate effectively?	49%	53%	52%	70%	74%	+25%
Has the NDIS improved the level of support for your family?	59%	64%	67%	72%	80%	+20%
Has the NDIS helped you to access services, programs and activities in the community?	70%	59%	68%	79%	77%	+7%
Has the NDIS improved your health and wellbeing?	29%	28%	40%	33%	40%	+11%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments for 'Participant 0 to school'.

**Table G.60 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF version 'Participant school to 14' (n=25) - participants who entered between 1 July 2016 and 30 September 2016 – Victoria <sup>240</sup>**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
DL	Has the NDIS helped your child to become more independent?	54%	63%	71%	85%	80%	82%	+28%
LL	Has the NDIS improved your child's access to education?	27%	38%	42%	53%	65%	40%	+13%
REL	Has the NDIS improved your child's relationships with family and friends?	n/a	n/a	n/a	n/a	n/a	n/a	n/a
S/CP	Has the NDIS improved your child's social and recreational life?	n/a	n/a	n/a	n/a	n/a	n/a	n/a

<sup>240</sup> Results in Tables G.60 to G.62 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a sixth plan reassessment to date.



**Table G.61 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF versions 'Participant 15 to 24' (n=62) - participants who entered between 1 July 2016 and 30 September 2016 – Victoria**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
CC	Has the NDIS helped you have more choices and more control over your life?	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DL	Has the NDIS helped you with daily living activities?	60%	68%	79%	63%	79%	72%	+12%
REL	Has the NDIS helped you to meet more people?	n/a	n/a	n/a	n/a	n/a	n/a	n/a
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	43%	28%	15%	19%	25%	18%	-25%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	32%	35%	55%	54%	57%	+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?	35%	36%	35%	36%	41%	39%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	n/a	n/a	n/a	n/a	n/a	n/a	n/a
S/CP	Has the NDIS helped you be more involved?	n/a	n/a	n/a	n/a	n/a	n/a	n/a

**Table G.62 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF versions 'Participant 25 and over' (n=87) - participants who entered between 1 July 2016 and 30 September 2016 – Victoria**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
CC	Has the NDIS helped you have more choices and more control over your life?	66%	69%	68%	78%	81%	77%	+11%
DL	Has the NDIS helped you with daily living activities?	65%	73%	78%	88%	97%	88%	+23%
REL	Has the NDIS helped you to meet more people?	55%	58%	63%	70%	78%	72%	+17%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	35%	36%	38%	38%	44%	+8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	51%	50%	70%	57%	66%	+21%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	43%	38%	41%	32%	46%	47%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	28%	16%	11%	18%	8%	12%	-16%
S/CP	Has the NDIS helped you be more involved?	54%	62%	69%	73%	69%	80%	+26%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for 'Family 0 to 14' and 'Family 25 and over'.

**Table G.63 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,107), 'participant social and community engagement rate' (n=15,154), 'parent and carer employment rate' (n=13,811) at entry, first and second plan reassessment, and 'participant choice and control' (n=11,193) at first and second plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 – Victoria <sup>241</sup>**

Participant employment rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	11%	13%	18%	26%
Aged 25 to 34 years	25%	22%	26%	26%
Aged 35 to 44 years	23%	21%	23%	26%
Aged 45 to 54 years	20%	18%	19%	26%
Aged 55 to 64 years	15%	14%	13%	26%
Aged 65+ years	9%	7%	6%	26%
Aged 25 to 64 years	20%	19%	20%	26%
Aged 15 to 64 years	18%	17%	19%	26%

Participant social and community engagement rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	33%	35%	36%	46%
Aged 25 to 34 years	32%	37%	38%	46%
Aged 35 to 44 years	33%	35%	36%	46%
Aged 45 to 54 years	32%	36%	36%	46%
Aged 55 to 64 years	34%	36%	38%	46%
Aged 65+ years	39%	40%	38%	46%
Aged 25+ years	33%	37%	37%	46%
Aged 15+ years	33%	36%	37%	46%

Parent and carer employment rate	Baseline	R1	R2	2022-23 Target
Aged 0 to 14 years	44%	47%	49%	50%
Aged 15+ years	45%	46%	46%	50%
All ages	45%	46%	48%	50%

Participant Choice and Control	R1	R2	2022-23 Target
Aged 15 to 24 years	59%	67%	75%
Aged 25+ years	67%	76%	75%
Aged 15+ years	65%	74%	75%

<sup>241</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table G.64 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,658), 'participant social and community engagement rate' (n=11,731), 'parent and carer employment rate' (n=7,737) at entry, first, second and third plan reassessment, and 'participant choice and control' (n=9,958) at first, second and third plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 – Victoria <sup>242</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	10%	13%	16%	19%	26%
Aged 25 to 34 years	25%	25%	23%	27%	26%
Aged 35 to 44 years	27%	27%	23%	26%	26%
Aged 45 to 54 years	24%	25%	20%	22%	26%
Aged 55 to 64 years	19%	18%	15%	15%	26%
Aged 65+ years	11%	11%	10%	9%	26%
Aged 25 to 64 years	23%	23%	20%	22%	26%
Aged 15 to 64 years	20%	21%	19%	22%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	33%	37%	40%	39%	46%
Aged 25 to 34 years	36%	42%	45%	44%	46%
Aged 35 to 44 years	38%	42%	43%	43%	46%
Aged 45 to 54 years	34%	38%	38%	38%	46%
Aged 55 to 64 years	37%	39%	40%	41%	46%
Aged 65+ years	38%	45%	43%	45%	46%
Aged 25+ years	36%	40%	42%	42%	46%
Aged 15+ years	35%	40%	41%	41%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 0 to 14 years	45%	48%	49%	52%	50%
Aged 15+ years	47%	49%	50%	48%	50%
All ages	46%	49%	49%	50%	50%

Participant Choice and Control	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	57%	65%	70%	75%
Aged 25+ years	65%	73%	78%	75%
Aged 15+ years	63%	70%	76%	75%

<sup>242</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table G.65 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,609), 'participant social and community engagement rate' (n=5,642), 'parent and carer employment rate' (n=3,034) at entry, first, second, third and fourth plan reassessment, and 'participant choice and control' (n=4,833) at first, second, third and fourth plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 – Victoria <sup>243</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	11%	14%	15%	18%	21%	26%
Aged 25 to 34 years	26%	26%	27%	23%	27%	26%
Aged 35 to 44 years	29%	29%	32%	24%	29%	26%
Aged 45 to 54 years	29%	29%	27%	20%	25%	26%
Aged 55 to 64 years	21%	20%	18%	16%	16%	26%
Aged 65+ years	13%	13%	11%	11%	9%	26%
Aged 25 to 64 years	26%	26%	26%	20%	24%	26%
Aged 15 to 64 years	23%	24%	24%	20%	23%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	34%	37%	41%	41%	42%	46%
Aged 25 to 34 years	38%	43%	45%	46%	45%	46%
Aged 35 to 44 years	38%	41%	43%	45%	46%	46%
Aged 45 to 54 years	35%	37%	40%	39%	42%	46%
Aged 55 to 64 years	38%	41%	42%	44%	42%	46%
Aged 65+ years	36%	41%	46%	47%	46%	46%
Aged 25+ years	37%	40%	43%	44%	43%	46%
Aged 15+ years	36%	40%	43%	43%	43%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 0 to 14 years	44%	49%	49%	50%	52%	50%
Aged 15+ years	46%	50%	49%	50%	47%	50%
All ages	45%	50%	49%	50%	50%	50%

Participant Choice and Control	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	54%	63%	66%	72%	75%
Aged 25+ years	63%	72%	75%	80%	75%
Aged 15+ years	61%	69%	72%	77%	75%

<sup>243</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table G.66 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,736), 'participant social and community engagement rate' (n=1,766), 'parent and carer employment rate' (n=738) at entry, first, second, third, fourth and fifth plan reassessment, and 'participant choice and control' (n=1,475) at first, second, third, fourth and fifth plan reassessment - participants who entered between 1 July 2016 and 30 September 2017 – Victoria <sup>244</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	11%	14%	20%	22%	17%	22%	26%
Aged 25 to 34 years	19%	25%	27%	29%	23%	26%	26%
Aged 35 to 44 years	28%	27%	26%	27%	22%	27%	26%
Aged 45 to 54 years	25%	27%	27%	26%	28%	23%	26%
Aged 55 to 64 years	24%	22%	19%	18%	15%	17%	26%
Aged 65+ years	14%	13%	14%	12%	10%	13%	26%
Aged 25 to 64 years	24%	25%	24%	25%	22%	23%	26%
Aged 15 to 64 years	22%	24%	24%	24%	21%	23%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	29%	35%	39%	39%	38%	35%	46%
Aged 25 to 34 years	33%	42%	44%	50%	46%	41%	46%
Aged 35 to 44 years	35%	43%	42%	44%	43%	41%	46%
Aged 45 to 54 years	34%	40%	40%	46%	44%	42%	46%
Aged 55 to 64 years	35%	38%	40%	43%	37%	41%	46%
Aged 65+ years	40%	45%	50%	43%	42%	43%	46%
Aged 25+ years	35%	41%	42%	46%	42%	41%	46%
Aged 15+ years	34%	40%	42%	45%	42%	41%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 0 to 14 years	41%	43%	47%	55%	43%	50%	50%
Aged 15+ years	43%	47%	52%	48%	41%	52%	50%
All ages	42%	45%	48%	53%	43%	51%	50%

Participant Choice and Control	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	57%	63%	66%	65%	70%	75%
Aged 25+ years	62%	70%	74%	80%	80%	75%
Aged 15+ years	61%	68%	71%	75%	77%	75%

<sup>244</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table G.67 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=118), 'participant social and community engagement rate' (n=122), 'parent and carer employment rate' (n=34) at entry, first, second, third, fourth, fifth and sixth plan reassessment, and 'participant choice and control' (n=69) at first, second, third, fourth, fifth and sixth plan reassessment - participants who entered between 1 July 2016 and 30 September 2016 – Victoria <sup>245</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	11%	9%	9%	11%	0%	0%	0%	26%
Aged 15 to 64 years	10%	11%	8%	12%	0%	0%	0%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	36%	40%	47%	42%	33%	51%	47%	46%
Aged 15+ years	35%	44%	33%	43%	0%	0%	0%	46%

Participant Choice and Control	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	77%
Aged 25+ years	66%	69%	68%	78%	81%	77%	77%
Aged 15+ years	67%	66%	66%	68%	76%	75%	77%

There is insufficient data to show results for the progress against the NDIA's corporate plan metrics for 'parent and carer employment rate' and at participants' first, second, third, fourth, fifth and sixth plan reassessment.

<sup>245</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a sixth plan reassessment to date.

**Table G.68 Number of active plans by goal type and primary disability group– Victoria <sup>246</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
Acquired brain injury	1,084	3,060	2,542	853	1,173	3,597	1,991	1,193	<b>4,372</b>
Autism	8,090	41,490	17,913	19,613	23,147	32,381	3,331	6,214	<b>47,520</b>
Cerebral palsy	1,031	3,322	2,385	1,064	1,158	3,130	1,310	686	<b>4,131</b>
Developmental delay	1,054	16,997	7,136	11,525	7,650	12,369	43	<11	<b>18,094</b>
Down syndrome	609	2,175	1,419	814	889	2,319	924	603	<b>2,827</b>
Global developmental delay	137	2,286	957	1,558	985	1,608	12	<11	<b>2,401</b>
Hearing impairment	1,184	4,984	1,529	1,838	1,273	3,275	816	1,375	<b>6,358</b>
Intellectual disability	5,368	17,656	9,852	7,050	8,031	18,078	7,059	7,445	<b>23,381</b>
Multiple sclerosis	814	2,294	2,197	268	482	2,157	1,155	835	<b>3,018</b>
Psychosocial disability	4,444	12,996	12,558	4,422	4,379	15,210	6,663	6,612	<b>18,771</b>
Spinal cord injury	332	730	605	133	138	731	396	312	<b>966</b>
Stroke	551	1,457	1,102	223	373	1,448	678	417	<b>1,835</b>
Visual impairment	764	2,352	1,136	719	355	2,047	621	898	<b>2,835</b>
Other neurological	1,310	3,960	3,107	843	1,184	3,948	1,954	865	<b>5,178</b>
Other physical	1,155	3,533	2,524	635	608	2,918	1,185	951	<b>4,351</b>
Other sensory/speech	67	392	127	207	168	219	16	32	<b>479</b>
Other	346	1,195	758	320	353	1,044	420	283	<b>1,490</b>
<b>Total</b>	<b>28,340</b>	<b>120,879</b>	<b>67,847</b>	<b>52,085</b>	<b>52,346</b>	<b>106,479</b>	<b>28,574</b>	<b>28,726</b>	<b>148,007</b>

<sup>246</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table G.69 Percentage of active plans by goal type and primary disability group – Victoria** <sup>247</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	25%	70%	58%	20%	27%	82%	46%	27%
Autism	17%	87%	38%	41%	49%	68%	7%	13%
Cerebral palsy	25%	80%	58%	26%	28%	76%	32%	17%
Developmental delay	6%	94%	39%	64%	42%	68%	0%	n/a
Down syndrome	22%	77%	50%	29%	31%	82%	33%	21%
Global developmental delay	6%	95%	40%	65%	41%	67%	0%	n/a
Hearing impairment	19%	78%	24%	29%	20%	52%	13%	22%
Intellectual disability	23%	76%	42%	30%	34%	77%	30%	32%
Multiple sclerosis	27%	76%	73%	9%	16%	71%	38%	28%
Psychosocial disability	24%	69%	67%	24%	23%	81%	35%	35%
Spinal cord injury	34%	76%	63%	14%	14%	76%	41%	32%
Stroke	30%	79%	60%	12%	20%	79%	37%	23%
Visual impairment	27%	83%	40%	25%	13%	72%	22%	32%
Other neurological	25%	76%	60%	16%	23%	76%	38%	17%
Other physical	27%	81%	58%	15%	14%	67%	27%	22%
Other sensory/speech	14%	82%	27%	43%	35%	46%	3%	7%
Other	23%	80%	51%	21%	24%	70%	28%	19%
<b>Total</b>	<b>19%</b>	<b>82%</b>	<b>46%</b>	<b>35%</b>	<b>35%</b>	<b>72%</b>	<b>19%</b>	<b>19%</b>

**Table G.70 Number of goals in active plans by goal type and primary disability group – Victoria** <sup>248</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
Acquired brain injury	3,723	14,233	9,113	2,950	3,947	13,194	6,263	3,456	<b>56,879</b>
Autism	36,715	366,686	83,633	98,627	106,978	147,528	12,976	24,900	<b>878,043</b>
Cerebral palsy	4,963	25,913	11,481	5,029	5,164	15,670	5,499	2,786	<b>76,505</b>
Developmental delay	3,376	139,553	28,570	46,243	27,641	45,900	144	19	<b>291,446</b>
Down syndrome	2,653	15,595	6,053	3,729	3,888	11,493	3,529	2,374	<b>49,314</b>
Global developmental delay	487	21,054	4,148	6,745	3,797	6,474	44	<11	<b>42,749</b>
Hearing impairment	4,915	30,080	6,239	7,820	4,797	13,518	2,849	5,024	<b>75,242</b>
Intellectual disability	22,332	114,168	40,682	31,037	33,052	80,485	25,336	27,778	<b>374,870</b>
Multiple sclerosis	3,056	11,965	9,408	911	1,616	8,210	4,169	2,857	<b>42,192</b>
Psychosocial disability	15,825	55,054	45,495	14,429	13,945	51,746	20,009	20,371	<b>236,874</b>
Spinal cord injury	1,285	3,516	2,472	435	503	2,949	1,508	1,000	<b>13,668</b>
Stroke	2,259	8,548	4,484	854	1,328	5,778	2,514	1,543	<b>27,308</b>
Visual impairment	3,126	14,742	4,803	3,148	1,423	8,969	2,521	3,401	<b>42,133</b>
Other neurological	5,241	23,248	12,626	3,582	4,393	15,690	6,783	3,035	<b>74,598</b>
Other physical	4,911	21,802	11,143	2,575	2,286	12,144	4,556	3,473	<b>62,890</b>
Other sensory/speech	311	3,342	510	1,017	622	949	71	123	<b>6,945</b>
Other	1,398	8,025	3,140	1,502	1,534	4,304	1,490	976	<b>22,369</b>
<b>Total</b>	<b>116,576</b>	<b>877,524</b>	<b>284,000</b>	<b>230,633</b>	<b>216,914</b>	<b>445,001</b>	<b>100,261</b>	<b>103,116</b>	<b>2,374,025</b>

<sup>247</sup> The percentages of participants by goal type do not add up 100% for each disability group as participants can set more than one goal in their plans.

<sup>248</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 2,374,025 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.



**Table G.71 Number of active plans by goal type and age group – Victoria** <sup>249</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
0 to 6	1,441	24,335	10,580	16,744	10,971	18,119	71	<11	<b>25,829</b>
7 to 14	5,011	34,552	12,683	15,836	18,721	23,099	665	247	<b>38,382</b>
15 to 18	2,654	9,238	4,405	4,127	5,172	8,406	843	2,570	<b>11,137</b>
19 to 24	3,155	8,339	4,313	3,624	3,229	8,060	2,748	5,829	<b>10,751</b>
25 to 34	3,524	9,269	6,386	3,349	3,240	9,644	4,832	6,075	<b>12,741</b>
35 to 44	3,141	8,856	7,167	2,620	3,152	9,572	4,754	5,148	<b>12,299</b>
45 to 54	3,647	10,515	8,860	2,640	3,398	11,563	5,612	4,796	<b>14,592</b>
55 to 64	4,178	11,748	9,917	2,458	3,383	13,273	6,637	3,376	<b>16,446</b>
65+	1,589	4,027	3,536	687	1,080	4,743	2,412	684	<b>5,830</b>
<b>Total</b>	<b>28,340</b>	<b>120,879</b>	<b>67,847</b>	<b>52,085</b>	<b>52,346</b>	<b>106,479</b>	<b>28,574</b>	<b>28,726</b>	<b>148,007</b>

**Table G.72 Percentage of active plans by goal type and age group – Victoria** <sup>250</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	6%	94%	41%	65%	42%	70%	0%	n/a
7 to 14	13%	90%	33%	41%	49%	60%	2%	1%
15 to 18	24%	83%	40%	37%	46%	75%	8%	23%
19 to 24	29%	78%	40%	34%	30%	75%	26%	54%
25 to 34	28%	73%	50%	26%	25%	76%	38%	48%
35 to 44	26%	72%	58%	21%	26%	78%	39%	42%
45 to 54	25%	72%	61%	18%	23%	79%	38%	33%
55 to 64	25%	71%	60%	15%	21%	81%	40%	21%
65+	27%	69%	61%	12%	19%	81%	41%	12%
<b>Total</b>	<b>19%</b>	<b>82%</b>	<b>46%</b>	<b>35%</b>	<b>35%</b>	<b>72%</b>	<b>19%</b>	<b>19%</b>

<sup>249</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>250</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

**Table G.73 Number of goals in active plans by goal type and age group – Victoria** <sup>251</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	4,874	208,623	44,862	70,452	40,971	70,463	242	<11	<b>440,493</b>
7 to 14	23,052	339,472	60,054	83,532	88,472	106,662	2,487	984	<b>704,715</b>
15 to 18	12,037	61,125	19,282	18,664	22,558	37,880	3,229	10,121	<b>184,896</b>
19 to 24	14,107	49,356	18,832	15,495	13,762	35,966	10,529	23,092	<b>181,139</b>
25 to 34	14,514	47,693	25,771	12,647	12,209	40,052	17,022	21,854	<b>191,762</b>
35 to 44	12,263	43,551	28,074	9,487	11,458	38,192	16,565	17,628	<b>177,218</b>
45 to 54	13,767	51,386	34,561	9,326	12,052	44,957	19,282	15,896	<b>201,227</b>
55 to 64	15,911	56,663	38,473	8,521	11,727	51,901	22,669	11,250	<b>217,115</b>
65+	6,051	19,655	14,091	2,509	3,705	18,928	8,236	2,285	<b>75,460</b>
<b>Total</b>	<b>116,576</b>	<b>877,524</b>	<b>284,000</b>	<b>230,633</b>	<b>216,914</b>	<b>445,001</b>	<b>100,261</b>	<b>103,116</b>	<b>2,374,025</b>

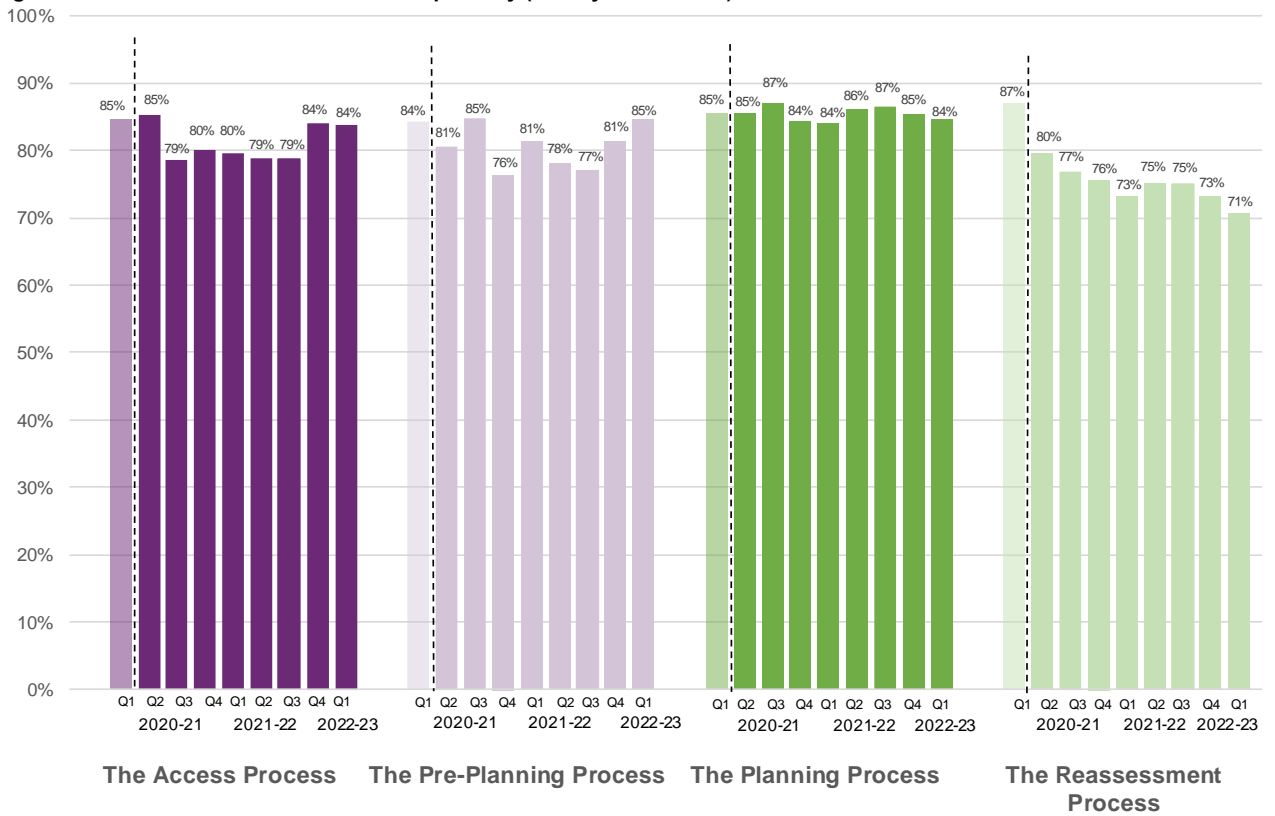
**Table G.74 Proportion of participants who agreed with statements about 'Access' (n = 1,821 in Prior Quarters, n = 273 in 2022-23 Q1), 'Pre-planning' (n = 1,644 in Prior Quarters, n = 291 in 2022-23 Q1), 'Planning' (n = 7,629 in Prior Quarters, n = 1,237 in 2022-23 Q1) and 'Plan reassessment' (n = 17,959 in Prior Quarters, n = 2,329 in 2022-23 Q1) of NDIS journey in 2022-23 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria** <sup>252</sup>

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q1
Access - Are you happy with how coming into the NDIS has gone?	86%	91%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	77%	81%
Access - % of participants rating their overall experience as Very Good or Good.	81%	84%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	89%
Pre-planning - Did you understand why you needed to give the information you did?	95%	97%
Pre-planning - Were decisions about your plan clearly explained?	79%	84%
Pre-planning - Are you clear on what happens next with your plan?	68%	75%
Pre-planning - Do you know where to go for more help with your plan?	74%	77%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	80%	85%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	92%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	89%	88%
Planning - Are you clear on what happens next with your plan?	84%	84%
Planning - Do you know where to go for more help with your plan?	89%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	84%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	81%	76%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	85%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	88%	87%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	75%	71%

<sup>251</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 2,374,025 goals in these results relate to those in the current plans of active participants who reside in Victoria at the reporting date.

<sup>252</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

**Figure G.8 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria** <sup>253</sup> <sup>254</sup>



<sup>253</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>254</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

## Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q1. 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.

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.75 shows the number of complaints in 2022-23 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table G.76 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

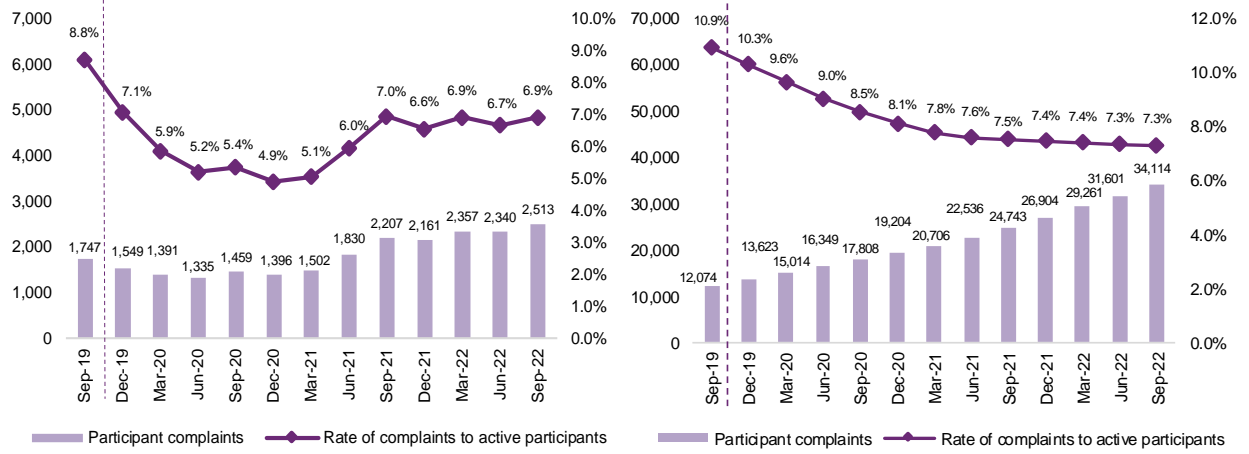
**Table G.75 Complaints by quarter – Victoria** <sup>255 256</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	119	<11	125	116
People who have submitted an access request: Complaint about LAC Partner	411	53	464	424
People who have submitted an access request: Complaints about service providers	1,707	166	1,873	1,525
People who have submitted an access request: Complaints about the Agency	25,342	1,718	27,060	14,517
People who have submitted an access request: Critical/ Reportable Incident	3,384	570	3,954	3,041
People who have submitted an access request: Unclassified	638	<11	638	591
<b>People who have submitted an access request: Total</b>	<b>31,601</b>	<b>2,513</b>	<b>34,114</b>	<b>17,905</b>
<i>Percentage of the number of active participants</i>	7.3%	6.9%	7.3%	n/a

<sup>255</sup> Note that 62% of all complainants made only one complaint, 19% made two complaints and 19% made three or more complaints.

<sup>256</sup> % of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Figure G.9 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria**



**Table G.76 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria** <sup>257</sup>

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	1,124	(4%)	<11	n/a	1,125	(4%)
Information unclear	477	(2%)	<11	n/a	477	(2%)
NDIA Access	519	(2%)	74	(4%)	593	(2%)
NDIA Engagement	15	(0%)	<11	n/a	24	(0%)
NDIA Finance	1,517	(6%)	176	(10%)	1,693	(6%)
NDIA Fraud and Compliance	76	(0%)	15	(1%)	91	(0%)
NDIA Plan	4,530	(18%)	751	(44%)	5,281	(20%)
NDIA Process	1,486	(6%)	225	(13%)	1,711	(6%)
NDIA Resources	133	(1%)	35	(2%)	168	(1%)
NDIA Staff	1,112	(4%)	119	(7%)	1,231	(5%)
NDIA Timeliness	3,858	(15%)	285	(17%)	4,143	(15%)
Participation, engagement and inclusion	98	(0%)	<11	n/a	98	(0%)
Provider Portal	28	(0%)	<11	n/a	28	(0%)
Quality & Safeguards Commission	14	(0%)	<11	n/a	18	(0%)
Reasonable and necessary supports	1,561	(6%)	<11	n/a	1,561	(6%)
Staff conduct - Agency	440	(2%)	<11	n/a	441	(2%)
The way the NDIA carried out its decision making	755	(3%)	<11	n/a	758	(3%)
Timeliness	4,474	(18%)	<11	n/a	4,476	(17%)
Other	3,125	(12%)	18	(1%)	3,143	(12%)
<b>Total</b>	<b>25,342</b>	<b>(100%)</b>	<b>1,718</b>	<b>(100%)</b>	<b>27,060</b>	<b>(100%)</b>

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	11	(9%)	<11	n/a	13	(10%)
ECA Process	<11	n/a	<11	n/a	<11	n/a
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	30	(25%)	<11	n/a	32	(26%)
ECA Timeliness	69	(58%)	<11	n/a	69	(55%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>119</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>125</b>	<b>(100%)</b>

<sup>257</sup> There are 31,601 total participant complaints in Prior Quarters, 2,513 total participant complaints in 2022-23 Q1, and 34,114 total participant complaints as at 30 September 2022, including 638 unclassified participant complaints as at 30 September 2022.

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	64	(16%)	13	(25%)	77	(17%)
LAC Process	47	(11%)	<11	n/a	55	(12%)
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	259	(63%)	26	(49%)	285	(61%)
LAC Timeliness	37	(9%)	<11	n/a	42	(9%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>411</b>	<b>(100%)</b>	<b>53</b>	<b>(100%)</b>	<b>464</b>	<b>(100%)</b>

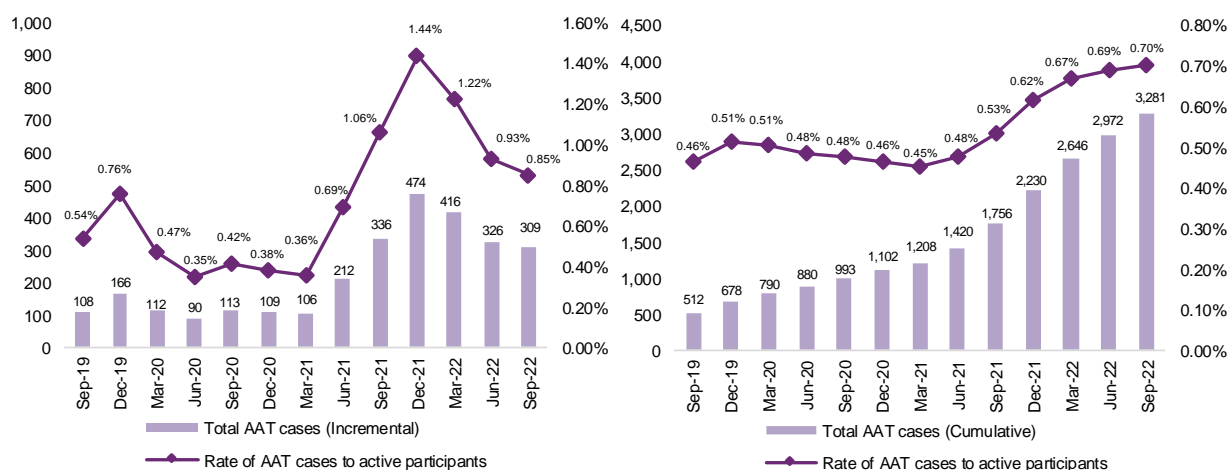
Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	49	(3%)	<11	n/a	49	(3%)
Provider Finance	66	(4%)	20	(12%)	86	(5%)
Provider Fraud and Compliance	123	(7%)	22	(13%)	145	(8%)
Provider process	87	(5%)	<11	n/a	88	(5%)
Provider Service	580	(34%)	81	(49%)	661	(35%)
Provider Staff	233	(14%)	34	(20%)	267	(14%)
Service Delivery	119	(7%)	<11	n/a	120	(6%)
Staff conduct	113	(7%)	<11	n/a	114	(6%)
Supports being provided	129	(8%)	<11	n/a	131	(7%)
Other	208	(12%)	<11	n/a	212	(11%)
<b>Total</b>	<b>1,707</b>	<b>(100%)</b>	<b>166</b>	<b>(100%)</b>	<b>1,873</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	877	(26%)	165	(29%)	1,042	(26%)
Allegations against Informal Supports	377	(11%)	15	(3%)	392	(10%)
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	686	(20%)	111	(19%)	797	(20%)
Provider reporting	1,438	(42%)	279	(49%)	1,717	(43%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>3,384</b>	<b>(100%)</b>	<b>570</b>	<b>(100%)</b>	<b>3,954</b>	<b>(100%)</b>

**Table G.77 AAT Cases by category at 30 September 2022 – Victoria**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Access	612	21%	41	13%	653	20%
Plan	2,084	70%	218	71%	2,302	70%
Plan Reassessment	88	3%	<11	n/a	92	3%
Other	188	6%	46	15%	234	7%
<b>Total cases</b>	<b>2,972</b>	<b>100%</b>	<b>309</b>	<b>100%</b>	<b>3,281</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.69%</b>	<b>n/a</b>	<b>0.85%</b>	<b>n/a</b>	<b>0.70%</b>	<b>n/a</b>

**Figure G.10 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria**



**Table G.78 AAT cases by open/closed and decision – Victoria**<sup>258 259</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>3,281</b>	<b>2,980</b>
<b>Open AAT Cases</b>	<b>1,040</b>	<b>1,031</b>
<b>Closed AAT Cases</b>	<b>2,241</b>	<b>2,047</b>
<i>Resolved before hearing</i>	<i>2,179</i>	<i>1,993</i>
<i>Gone to hearing and received a substantive decision</i>	<i>62</i>	<i>54</i>

<sup>258</sup> Of the 62 cases which went to hearing and received a substantive decision: 18 affirmed the Agency’s decision, 17 varied the Agency’s decision and 27 set aside the Agency’s decision.

<sup>259</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.



## Part Four: Providers and the growing market

**Table G.79 Key markets indicators by quarter – Victoria** <sup>260 261</sup>

Market indicators	Previous Quarter	2022-23 Q1
Average number of active providers per active participant	1.11	1.09
Number of providers delivering new types of supports	475	558
Share of payments - top 25%: Daily Tasks/Shared Living (%)	92%	91%
Share of payments - top 25%: Therapeutic Supports (%)	97%	97%
Share of payments - top 25%: Participate Community (%)	94%	95%
Share of payments - top 25%: Early Childhood Supports (%)	91%	92%
Share of payments - top 25%: Assist Personal Activities (%)	95%	95%

**Table G.80 Cumulative number of providers that have been ever active as at 30 September 2022 by quarter of activity – Victoria** <sup>262</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q1	195
Active in 2022-23 Q1 and also in previous quarters	2,583
<b>Active in 2022-23 Q1</b>	<b>2,778</b>
Inactive in 2022-23 Q1	4,263
<b>Active ever</b>	<b>7,041</b>

<sup>260</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>261</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>262</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

**Table G.81 Cumulative number of providers that have been ever active by registration group – Victoria** <sup>263</sup>

Registration Group	Prior Quarters	2022-23 Q1	Total	Percentage Change
Assistance services: Accommodation / Tenancy Assistance	186	<5	186	n/a
Assistance services: Assistance Animals	86	7	93	8%
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	736	40	776	5%
Assistance services: Assistance with travel/transport arrangements	781	11	792	1%
Assistance services: Daily Personal Activities	1,388	84	1,472	6%
Assistance services: Group and Centre Based Activities	859	40	899	5%
Assistance services: High Intensity Daily Personal Activities	877	37	914	4%
Assistance services: Household tasks	1,661	69	1,730	4%
Assistance services: Interpreting and translation	184	12	196	7%
Assistance services: Participation in community, social and civic activities	1,492	78	1,570	5%
Assistive Technology: Assistive equipment for recreation	198	13	211	7%
Assistive Technology: Assistive products for household tasks	212	6	218	3%
Assistive Technology: Assistance products for personal care and safety	1,217	47	1,264	4%
Assistive Technology: Communication and information equipment	490	30	520	6%
Assistive Technology: Customised Prosthetics	496	17	513	3%
Assistive Technology: Hearing Equipment	225	10	235	4%
Assistive Technology: Hearing Services	68	6	74	9%
Assistive Technology: Personal Mobility Equipment	670	18	688	3%
Assistive Technology: Specialised Hearing Services	101	8	109	8%
Assistive Technology: Vision Equipment	192	12	204	6%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	1,631	109	1,740	7%
Capacity Building Services: Behaviour Support	558	24	582	4%
Capacity Building Services: Community nursing care for high needs	488	25	513	5%
Capacity Building Services: Development of daily living and life skills	879	37	916	4%
Capacity Building Services: Early Intervention supports for early childhood	1,014	47	1,061	5%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	524	27	551	5%
Capacity Building Services: Innovative Community Participation	291	8	299	3%
Capacity Building Services: Specialised Driving Training	184	9	193	5%
Capacity Building Services: Therapeutic Supports	3,398	65	3,463	2%
Capital services: Home modification design and construction	388	16	404	4%
Capital services: Specialist Disability Accommodation	115	9	124	8%
Capital services: Vehicle Modifications	167	<5	171	n/a
Choice and control support services: Management of funding for supports in participants plan	730	52	782	7%
Choice and control support services: Support Coordination	406	41	447	10%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	296	15	311	5%
Employment and Education support services: Specialised Supported Employment	302	12	314	4%
<b>Total</b>	<b>6,846</b>	<b>195</b>	<b>7,041</b>	<b>3%</b>

<sup>263</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table G.82 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2022 – Victoria** <sup>264</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	36	150	<b>186</b>	19%	81%	<b>100%</b>
Assistance services: Assistance Animals	16	77	<b>93</b>	17%	83%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	92	684	<b>776</b>	12%	88%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	139	653	<b>792</b>	18%	82%	<b>100%</b>
Assistance services: Daily Personal Activities	175	1,297	<b>1,472</b>	12%	88%	<b>100%</b>
Assistance services: Group and Centre Based Activities	103	796	<b>899</b>	11%	89%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	111	803	<b>914</b>	12%	88%	<b>100%</b>
Assistance services: Household tasks	506	1,224	<b>1,730</b>	29%	71%	<b>100%</b>
Assistance services: Interpreting and translation	34	162	<b>196</b>	17%	83%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	187	1,383	<b>1,570</b>	12%	88%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	24	187	<b>211</b>	11%	89%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	32	186	<b>218</b>	15%	85%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	187	1,077	<b>1,264</b>	15%	85%	<b>100%</b>
Assistive Technology: Communication and information equipment	112	408	<b>520</b>	22%	78%	<b>100%</b>
Assistive Technology: Customised Prosthetics	83	430	<b>513</b>	16%	84%	<b>100%</b>
Assistive Technology: Hearing Equipment	36	199	<b>235</b>	15%	85%	<b>100%</b>
Assistive Technology: Hearing Services	12	62	<b>74</b>	16%	84%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	104	584	<b>688</b>	15%	85%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	16	93	<b>109</b>	15%	85%	<b>100%</b>
Assistive Technology: Vision Equipment	36	168	<b>204</b>	18%	82%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	292	1,448	<b>1,740</b>	17%	83%	<b>100%</b>
Capacity Building Services: Behaviour Support	122	460	<b>582</b>	21%	79%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	79	434	<b>513</b>	15%	85%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	122	794	<b>916</b>	13%	87%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	329	732	<b>1,061</b>	31%	69%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	118	433	<b>551</b>	21%	79%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	72	227	<b>299</b>	24%	76%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	50	143	<b>193</b>	26%	74%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	1,415	2,048	<b>3,463</b>	41%	59%	<b>100%</b>
Capital services: Home modification design and construction	79	325	<b>404</b>	20%	80%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	120	<b>124</b>	n/a	97%	<b>100%</b>
Capital services: Vehicle Modifications	20	151	<b>171</b>	12%	88%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	149	633	<b>782</b>	19%	81%	<b>100%</b>
Choice and control support services: Support Coordination	75	372	<b>447</b>	17%	83%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	37	274	<b>311</b>	12%	88%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	43	271	<b>314</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>2,330</b>	<b>4,711</b>	<b>7,041</b>	<b>33%</b>	<b>67%</b>	<b>100%</b>

<sup>264</sup> Ibid.

**Table G.83 Number and proportion of providers active in 2022-23 Q1 by registration group and first quarter of activity – Victoria**

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Registration Group	Active in previous quarters and in 2022-23 Q1	Active for the first time in 2022-23 Q1	Total	Percentage active for the first time in 2022-23 Q1
Assistance services: Accommodation / Tenancy Assistance	10	<5	10	n/a
Assistance services: Assistance Animals	47	7	54	13%
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	429	40	469	9%
Assistance services: Assistance with travel/transport arrangements	240	11	251	4%
Assistance services: Daily Personal Activities	735	84	819	10%
Assistance services: Group and Centre Based Activities	425	40	465	9%
Assistance services: High Intensity Daily Personal Activities	386	37	423	9%
Assistance services: Household tasks	641	69	710	10%
Assistance services: Interpreting and translation	57	12	69	17%
Assistance services: Participation in community, social and civic activities	815	78	893	9%
Assistive Technology: Assistive equipment for recreation	38	13	51	25%
Assistive Technology: Assistive products for household tasks	42	6	48	13%
Assistive Technology: Assistance products for personal care and safety	508	47	555	8%
Assistive Technology: Communication and information equipment	222	30	252	12%
Assistive Technology: Customised Prosthetics	205	17	222	8%
Assistive Technology: Hearing Equipment	78	10	88	11%
Assistive Technology: Hearing Services	21	6	27	22%
Assistive Technology: Personal Mobility Equipment	272	18	290	6%
Assistive Technology: Specialised Hearing Services	29	8	37	22%
Assistive Technology: Vision Equipment	69	12	81	15%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	948	109	1,057	10%
Capacity Building Services: Behaviour Support	299	24	323	7%
Capacity Building Services: Community nursing care for high needs	205	25	230	11%
Capacity Building Services: Development of daily living and life skills	317	37	354	10%
Capacity Building Services: Early Intervention supports for early childhood	389	47	436	11%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	236	27	263	10%
Capacity Building Services: Innovative Community Participation	70	8	78	10%
Capacity Building Services: Specialised Driving Training	72	9	81	11%
Capacity Building Services: Therapeutic Supports	1,070	65	1,135	6%
Capital services: Home modification design and construction	121	16	137	12%
Capital services: Specialist Disability Accommodation	82	9	91	10%
Capital services: Vehicle Modifications	46	<5	50	n/a
Choice and control support services: Management of funding for supports in participants plan	478	52	530	10%
Choice and control support services: Support Coordination	202	41	243	17%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	134	15	149	10%
Employment and Education support services: Specialised Supported Employment	193	12	205	6%
<b>Total</b>	<b>2,583</b>	<b>195</b>	<b>2,778</b>	<b>7%</b>

<sup>265</sup> Ibid.

**Table G.84 Number and proportion of providers active in 2022-23 Q1 in each registration group by legal entity type – Victoria** <sup>266</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	10	<b>10</b>	n/a	100%	<b>100%</b>
Assistance services: Assistance Animals	8	46	<b>54</b>	15%	85%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	52	417	<b>469</b>	11%	89%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	40	211	<b>251</b>	16%	84%	<b>100%</b>
Assistance services: Daily Personal Activities	100	719	<b>819</b>	12%	88%	<b>100%</b>
Assistance services: Group and Centre Based Activities	63	402	<b>465</b>	14%	86%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	59	364	<b>423</b>	14%	86%	<b>100%</b>
Assistance services: Household tasks	159	551	<b>710</b>	22%	78%	<b>100%</b>
Assistance services: Interpreting and translation	10	59	<b>69</b>	14%	86%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	107	786	<b>893</b>	12%	88%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	6	45	<b>51</b>	12%	88%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	8	40	<b>48</b>	17%	83%	<b>100%</b>
Assistive Technology: Assistive products for personal care and safety	78	477	<b>555</b>	14%	86%	<b>100%</b>
Assistive Technology: Communication and information equipment	45	207	<b>252</b>	18%	82%	<b>100%</b>
Assistive Technology: Customised Prosthetics	33	189	<b>222</b>	15%	85%	<b>100%</b>
Assistive Technology: Hearing Equipment	11	77	<b>88</b>	13%	88%	<b>100%</b>
Assistive Technology: Hearing Services	6	21	<b>27</b>	22%	78%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	38	252	<b>290</b>	13%	87%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	<5	33	<b>37</b>	n/a	89%	<b>100%</b>
Assistive Technology: Vision Equipment	14	67	<b>81</b>	17%	83%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	172	885	<b>1,057</b>	16%	84%	<b>100%</b>
Capacity Building Services: Behaviour Support	52	271	<b>323</b>	16%	84%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	29	201	<b>230</b>	13%	87%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	46	308	<b>354</b>	13%	87%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	78	358	<b>436</b>	18%	82%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	41	222	<b>263</b>	16%	84%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	9	69	<b>78</b>	12%	88%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	15	66	<b>81</b>	19%	81%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	299	836	<b>1,135</b>	26%	74%	<b>100%</b>
Capital services: Home modification design and construction	21	116	<b>137</b>	15%	85%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	88	<b>91</b>	n/a	97%	<b>100%</b>
Capital services: Vehicle Modifications	<5	49	<b>50</b>	n/a	98%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	107	423	<b>530</b>	20%	80%	<b>100%</b>
Choice and control support services: Support Coordination	41	202	<b>243</b>	17%	83%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	17	132	<b>149</b>	11%	89%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	29	176	<b>205</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>573</b>	<b>2,205</b>	<b>2,778</b>	<b>21%</b>	<b>79%</b>	<b>100%</b>

<sup>266</sup> Ibid.

**Table G.85 Distribution of active providers in 2022-23 Q1 by their status in 2021-22 Q4 and payment band in 2022-23 Q1 – Victoria** <sup>267</sup>

Amount paid in 2022-23 Q1	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	461	108	84	<b>653</b>
\$2,001-\$10,000	489	36	67	<b>592</b>
\$10,001-\$100,000	780	15	32	<b>827</b>
\$100,001-\$250,000	263	<5	11	<b>277</b>
\$250,000+	428	<5	<5	<b>429</b>
<b>Total</b>	<b>2,421</b>	<b>162</b>	<b>195</b>	<b>2,778</b>

**Table G.86 Distribution of active participants by method of financial plan management and age group as at 30 September 2022 – Victoria** <sup>268 269</sup>

Age group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
0 to 6	4%	7%	41%	47%
7 to 14	5%	10%	43%	41%
15 to 18	4%	9%	31%	56%
19 to 24	8%	9%	18%	66%
25 to 34	9%	7%	12%	72%
35 to 44	9%	7%	10%	74%
45 to 54	9%	5%	9%	77%
55 to 64	9%	6%	9%	76%
65+	10%	7%	11%	72%
<b>Total</b>	<b>7%</b>	<b>8%</b>	<b>26%</b>	<b>59%</b>

<sup>267</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>268</sup> For the total number of active participants in each age group, see Table G.19.

<sup>269</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

**Table G.87 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2022 – Victoria** <sup>270 271</sup>

Primary disability group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
ABI	8%	5%	5%	82%
Autism	4%	9%	40%	47%
Cerebral Palsy	5%	14%	22%	59%
Developmental delay	7%	6%	38%	50%
Down Syndrome	11%	10%	19%	60%
Global developmental delay	5%	7%	39%	48%
Hearing Impairment	9%	8%	44%	39%
Intellectual Disability	12%	6%	12%	70%
Multiple Sclerosis	3%	15%	21%	61%
Other	5%	10%	21%	64%
Other Neurological	5%	12%	17%	66%
Other Physical	6%	12%	23%	59%
Other Sensory/Speech	17%	5%	35%	42%
Psychosocial disability	8%	3%	3%	87%
Spinal Cord Injury	4%	18%	20%	58%
Stroke	4%	7%	10%	78%
Visual Impairment	7%	11%	31%	52%
<b>Total</b>	<b>7%</b>	<b>8%</b>	<b>26%</b>	<b>59%</b>

**Table G.88 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Victoria** <sup>272</sup>

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	7%	5%	<b>7%</b>
Self-managed partly	8%	7%	<b>8%</b>
Self-managed fully	27%	21%	<b>26%</b>
Plan-managed	58%	67%	<b>59%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>270</sup> For the total number of active participants in each primary disability group, see Table G.15.

<sup>271</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>272</sup> Ibid.

**Table G.89 Distribution of active participants by method of financial plan management over time incrementally and cumulatively – Victoria** <sup>273</sup>

Quarter	Agency-managed - Incremental	Self-managed Partly - Incremental	Self-managed Fully - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed Partly - Cumulative	Self-managed Fully - Cumulative	Plan-managed - Cumulative
Sep-19	23%	13%	22%	42%	29%	12%	20%	39%
Dec-19	19%	12%	23%	46%	25%	12%	22%	41%
Mar-20	16%	11%	23%	50%	22%	12%	22%	44%
Jun-20	15%	11%	24%	50%	19%	11%	23%	47%
Sep-20	13%	10%	24%	53%	16%	11%	24%	49%
Dec-20	11%	9%	23%	57%	15%	10%	25%	51%
Mar-21	9%	9%	25%	56%	13%	10%	25%	52%
Jun-21	8%	9%	26%	57%	12%	9%	25%	54%
Sep-21	7%	8%	25%	59%	10%	9%	26%	55%
Dec-21	7%	9%	23%	61%	9%	9%	26%	57%
Mar-22	7%	8%	23%	62%	8%	8%	26%	57%
Jun-22	6%	8%	22%	65%	7%	8%	26%	58%
Sep-22	5%	7%	21%	67%	7%	8%	26%	59%

**Table G.90 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Victoria**

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	35%	27%	<b>34%</b>
Self-managed	15%	12%	<b>15%</b>
Plan-managed	50%	61%	<b>51%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table G.91 Distribution of plan budgets by method of financial plan management over time incrementally and cumulatively – Victoria**

Quarter	Agency-managed - Incremental	Self-managed - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed - Cumulative	Plan-managed - Cumulative
Sep-19	47%	15%	38%	56%	13%	31%
Dec-19	42%	16%	42%	54%	13%	33%
Mar-20	35%	17%	48%	51%	14%	35%
Jun-20	32%	18%	50%	47%	15%	38%
Sep-20	34%	16%	51%	45%	15%	40%
Dec-20	32%	15%	54%	44%	15%	41%
Mar-21	29%	16%	55%	42%	15%	43%
Jun-21	27%	18%	56%	40%	15%	44%
Sep-21	24%	18%	58%	39%	16%	46%
Dec-21	24%	16%	60%	37%	16%	47%
Mar-22	26%	15%	59%	36%	16%	48%
Jun-22	28%	13%	59%	35%	15%	50%
Sep-22	27%	12%	61%	34%	15%	51%

<sup>273</sup> This table 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.92 Distribution of active participants by support coordination and quarter of plan approval – Victoria**

Distribution of active participants by support coordination	Prior Quarters	2022-23 Q1	Total
Support coordination	44%	56%	46%

**Table G.93 Duration to plan activation by quarter of initial plan approval for active participants – Victoria <sup>274</sup>**

Plan activation	Prior Quarters - Count	Prior Quarters - Percentage	2021-22 Q3 - Count	2021-22 Q3 - Percentage	Total - Count	Total - Percentage
Less than 30 days	85,139	67%	3,501	68%	88,640	67%
30 to 59 days	15,484	12%	635	12%	16,119	12%
60 to 89 days	7,081	6%	284	6%	7,365	6%
<b>Activated within 90 days</b>	<b>107,704</b>	<b>85%</b>	<b>4,420</b>	<b>86%</b>	<b>112,124</b>	<b>85%</b>
90 to 119 days	4,008	3%	159	3%	4,167	3%
120 days and over	11,856	9%	180	3%	12,036	9%
<b>Activated after 90 days</b>	<b>15,864</b>	<b>13%</b>	<b>339</b>	<b>7%</b>	<b>16,203</b>	<b>12%</b>
<b>No payments</b>	<b>2,629</b>	<b>2%</b>	<b>387</b>	<b>8%</b>	<b>3,016</b>	<b>2%</b>
<b>Total plans approved</b>	<b>126,197</b>	<b>100%</b>	<b>5,146</b>	<b>100%</b>	<b>131,343</b>	<b>100%</b>

<sup>274</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table G.94 Proportion of participants who have activated within 12 months at 30 September 2022 – Victoria** <sup>275</sup>

Participant profile	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by First Nations status: First Nations Participants	3,622	3,826	95%
by First Nations status: Non-First Nations Participants	96,070	99,356	97%
by First Nations status: Not Stated	21,427	22,115	97%
by Culturally and Linguistically Diverse status: CALD	14,109	14,633	96%
by Culturally and Linguistically Diverse status: Not CALD	106,971	110,624	97%
by Culturally and Linguistically Diverse status: Not Stated	39	40	98%
by Remoteness: Major Cities	87,486	90,458	97%
by Remoteness: Regional	33,577	34,780	97%
by Remoteness: Remote	54	57	95%
by Remoteness: Missing	<11	<11	n/a
by Primary Disability group: Autism	40,628	41,656	98%
by Primary Disability group: Intellectual disability (including Down syndrome)	24,191	24,825	97%
by Primary Disability group: Psychosocial disability	15,892	16,400	97%
by Primary Disability group: Developmental delay (including global developmental delay)	10,446	11,232	93%
by Primary Disability group: Other	29,962	31,184	96%
by Gender: Male	72,747	75,402	96%
by Gender: Female	46,948	48,419	97%
by Gender: Other	1,424	1,476	96%
by Age Group: 0-6 years	14,322	15,004	95%
by Age Group: 7-14 years	33,503	34,817	96%
by Age Group: 15-18 years	9,524	9,932	96%
by Age Group: 19-24 years	9,547	10,013	95%
by Age Group: 25-34 years	11,142	11,555	96%
by Age Group: 35-44 years	10,676	10,940	98%
by Age Group: 45-54 years	12,722	12,994	98%
by Age Group: 55-64 years	14,221	14,483	98%
by Age Group: 65+ years	5,462	5,559	98%
<b>Total</b>	<b>121,119</b>	<b>125,297</b>	<b>97%</b>

**Table G.95 Distribution of plans by utilisation – Victoria** <sup>276 277</sup>

Plan utilisation	Total
0 to 50%	35%
50% to 75%	25%
> 75%	40%
<b>Total</b>	<b>100%</b>

<sup>275</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>276</sup> This table only considers participants with initial plans approved up to 31 March 2022, and includes committed supports and payments for supports provided up to 30 June 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>277</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan reassessment to address a change in circumstance.

**Table G.96 Proportion of active participants with approved plans accessing mainstream supports – Victoria** <sup>278</sup>

Mainstream service	Prior Quarters	2022-23 Q1	Total
Daily Activities	15%	16%	15%
Health & Wellbeing	60%	61%	60%
Lifelong Learning	24%	23%	24%
Other	19%	21%	19%
Non-categorised	20%	18%	19%
<b>Any mainstream service</b>	<b>96%</b>	<b>95%</b>	<b>95%</b>

<sup>278</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.  
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## Part Five: Financial sustainability

**Table G.97 Committed supports by financial year (\$m) – Victoria**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	53.8	162.3	204.4	497.7	1,439.6	3,458.2	6,030.8	7,933.3	9,134.9	2,579.7

**Table G.98 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Victoria**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	1.9%	1.8%
\$5,001-\$10,000	5.6%	5.2%
\$10,001-\$15,000	11.0%	10.6%
\$15,001-\$20,000	13.8%	13.8%
\$20,001-\$25,000	11.1%	11.6%
\$25,001-\$30,000	6.0%	5.8%
\$30,001-\$50,000	16.5%	15.9%
\$50,001-\$100,000	18.0%	18.2%
\$100,001-\$150,000	5.8%	6.1%
\$150,001-\$200,000	2.9%	2.9%
\$200,001-\$250,000	1.9%	1.8%
\$250,001+	5.2%	5.9%

**Table G.99 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Victoria**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	1.9%	1.9%
\$5,001-\$10,000	5.8%	5.5%
\$10,001-\$15,000	11.5%	11.0%
\$15,001-\$20,000	14.3%	14.3%
\$20,001-\$25,000	11.6%	12.1%
\$25,001-\$30,000	6.2%	6.0%
\$30,001-\$50,000	17.1%	16.6%
\$50,001-\$100,000	18.7%	18.9%
\$100,001-\$150,000	6.0%	6.3%
\$150,001-\$200,000	2.9%	3.0%
\$200,001-\$250,000	1.4%	1.5%
\$250,001+	2.2%	2.6%

Note: In Figures G.11 to G.19 and in Tables G.100 to G.105, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure G.11 Average annualised committed supports and average payments by age group as at 30 September 2022 – Victoria

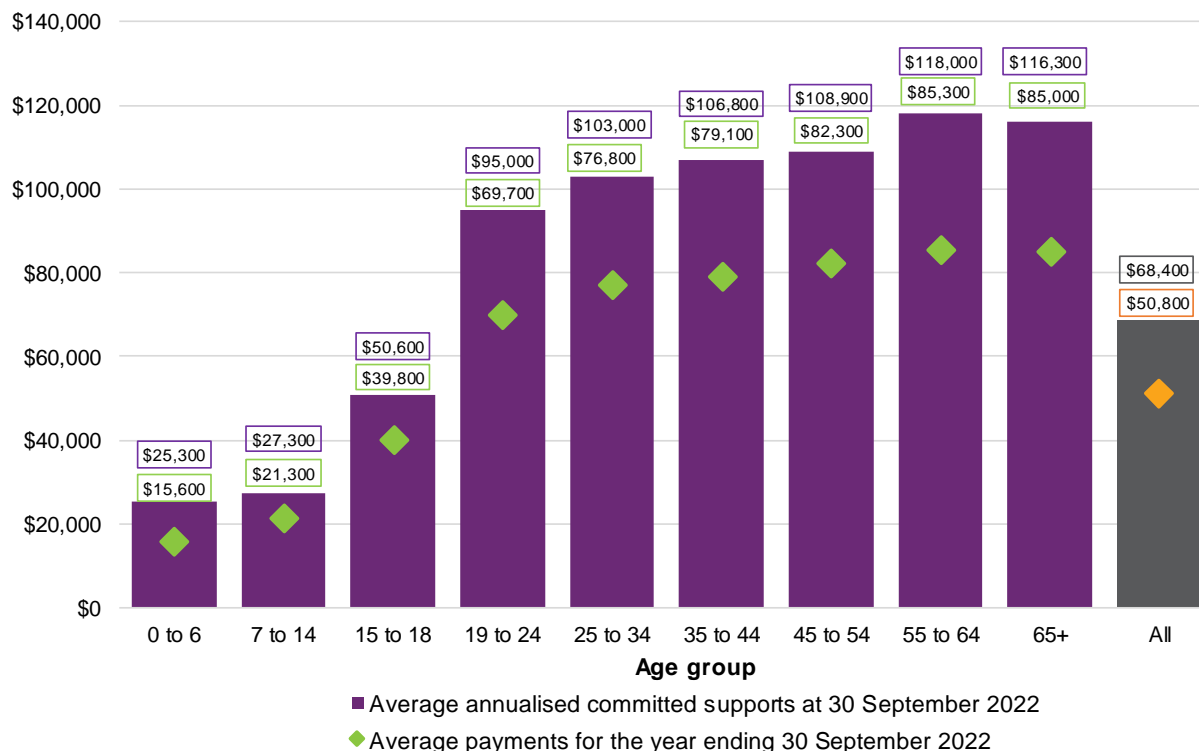
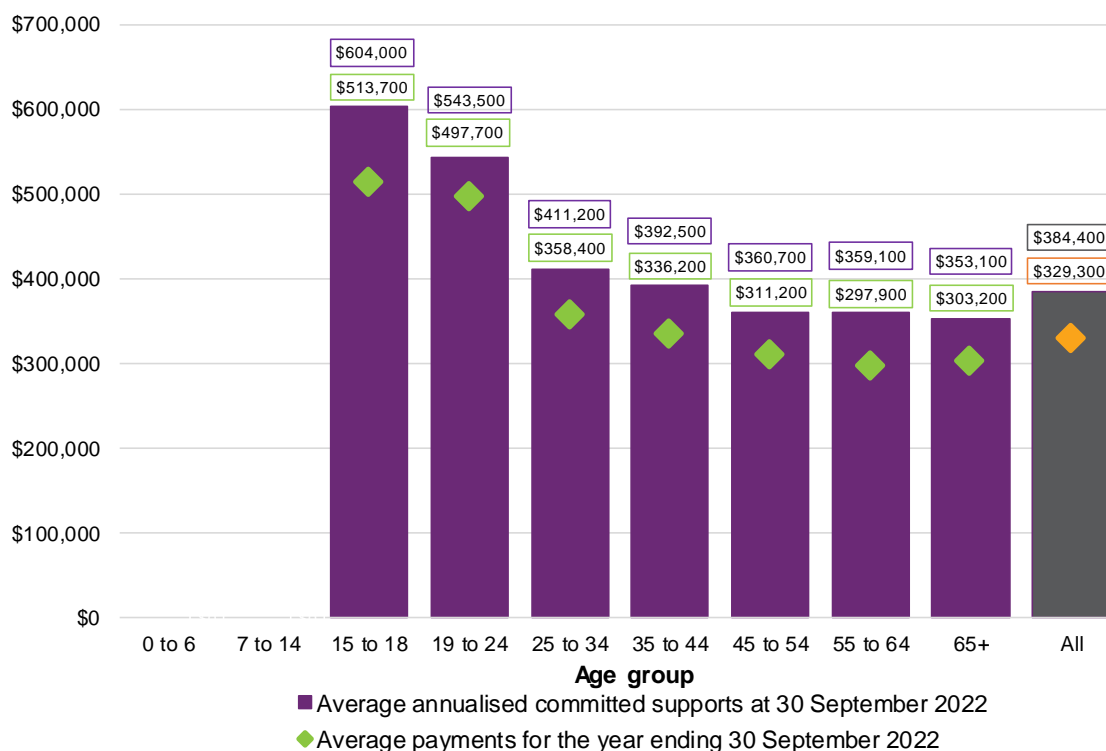
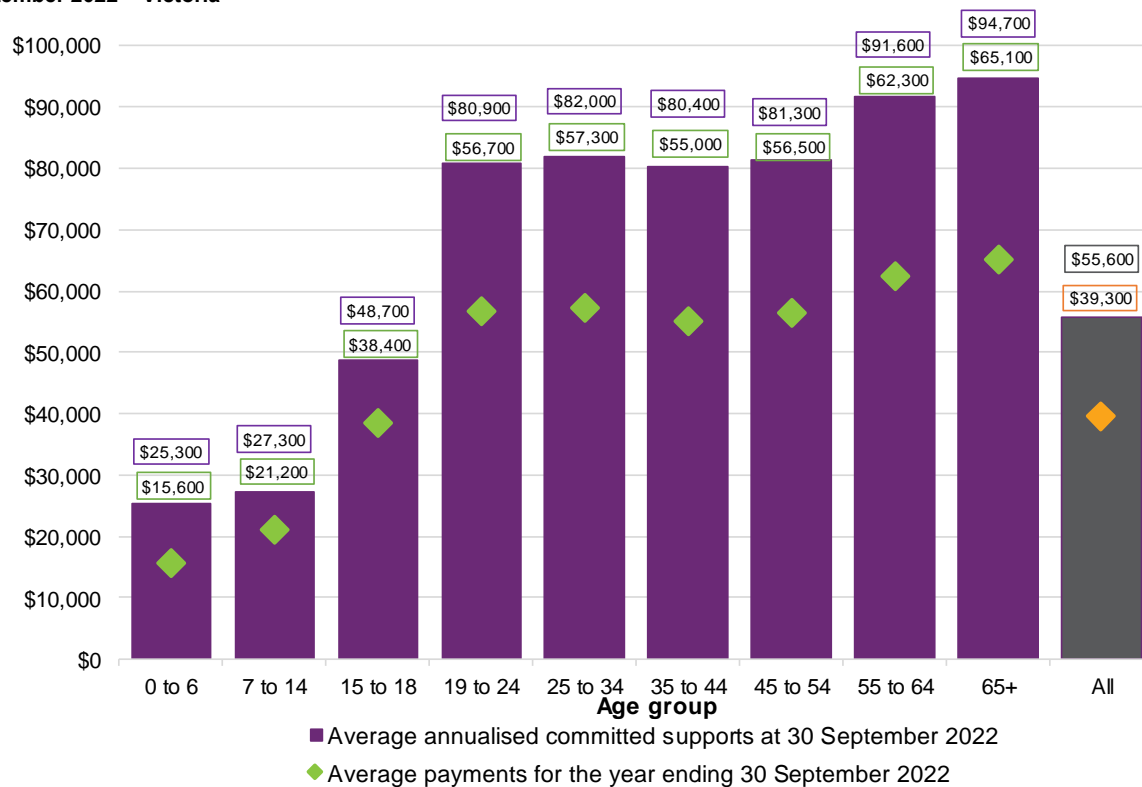


Figure G.12 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2022 – Victoria



**Figure G.13 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2022 – Victoria**



**Table G.100 Average annualised committed supports and average payments by gender and age group as at 30 September 2022 – Victoria**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	15,400	24,800	16,200	26,400
7 to 14	21,300	27,300	21,500	27,700
15 to 18	41,600	53,000	37,000	47,000
19 to 24	72,100	99,000	66,200	89,000
25 to 34	80,100	107,500	73,400	98,200
35 to 44	82,400	113,000	76,000	100,500
45 to 54	86,500	115,100	78,800	103,700
55 to 64	89,000	123,500	82,300	113,200
65+	87,200	120,000	83,300	113,100
<b>Total</b>	<b>48,500</b>	<b>65,500</b>	<b>55,200</b>	<b>73,800</b>

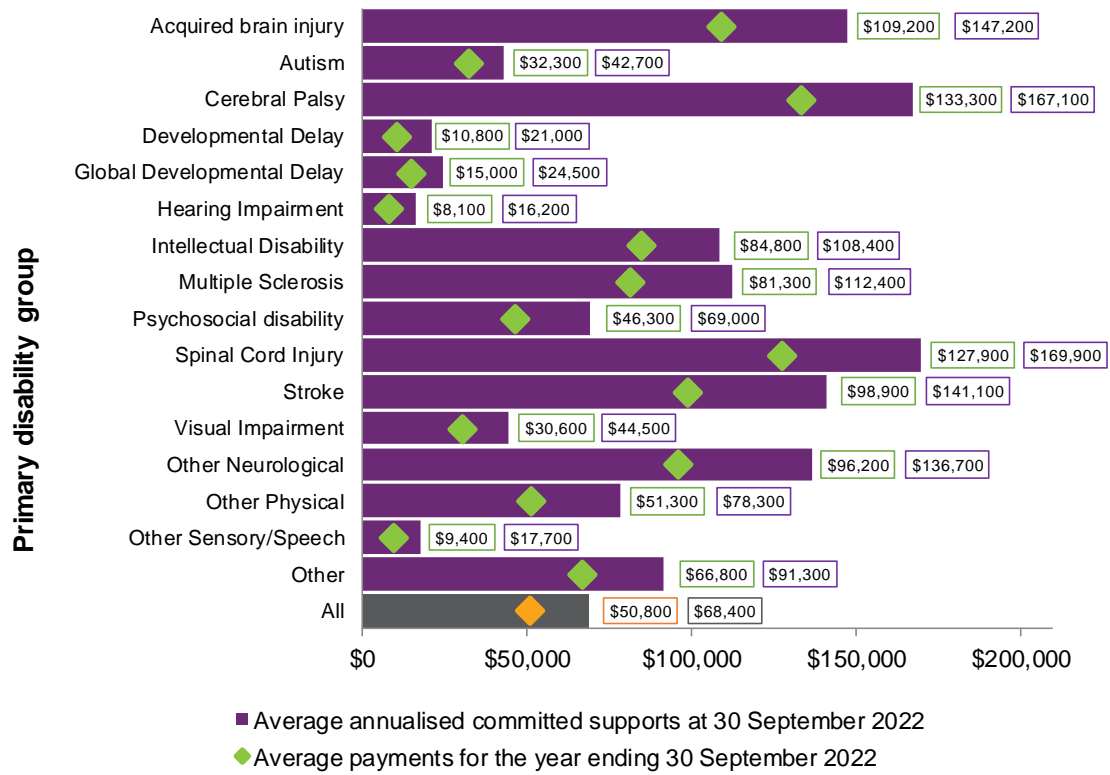
**Table G.101 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 September 2022 – Victoria**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a
15 to 18	554,200	672,100	n/a	n/a
19 to 24	522,200	572,500	449,500	487,500
25 to 34	361,400	415,900	352,800	402,600
35 to 44	334,400	397,200	339,900	385,400
45 to 54	306,500	357,600	317,600	365,200
55 to 64	297,500	360,200	298,000	357,900
65+	289,800	345,600	320,000	362,700
<b>Total</b>	<b>331,400</b>	<b>389,800</b>	<b>326,000</b>	<b>376,400</b>

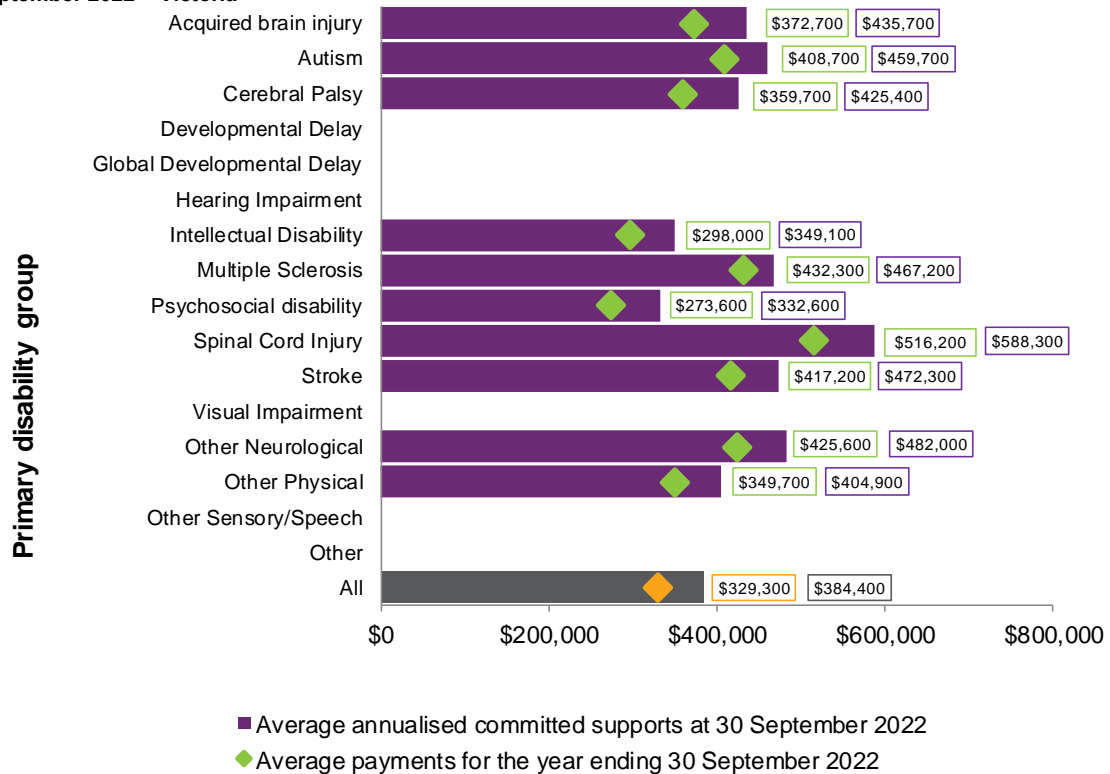
**Table G.102 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 September 2022 – Victoria**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	15,400	24,800	16,200	26,400
7 to 14	21,300	27,300	21,400	27,600
15 to 18	39,900	50,400	36,300	46,400
19 to 24	57,600	83,200	55,800	77,600
25 to 34	58,000	83,700	57,000	80,500
35 to 44	53,900	81,300	56,400	79,500
45 to 54	56,200	82,600	56,900	80,400
55 to 64	62,700	93,200	62,200	90,400
65+	66,200	96,200	64,300	93,300
<b>Total</b>	<b>36,900</b>	<b>52,500</b>	<b>43,300</b>	<b>60,800</b>

**Figure G.14 Average annualised committed supports and average payments by primary disability as at 30 September 2022 – Victoria**

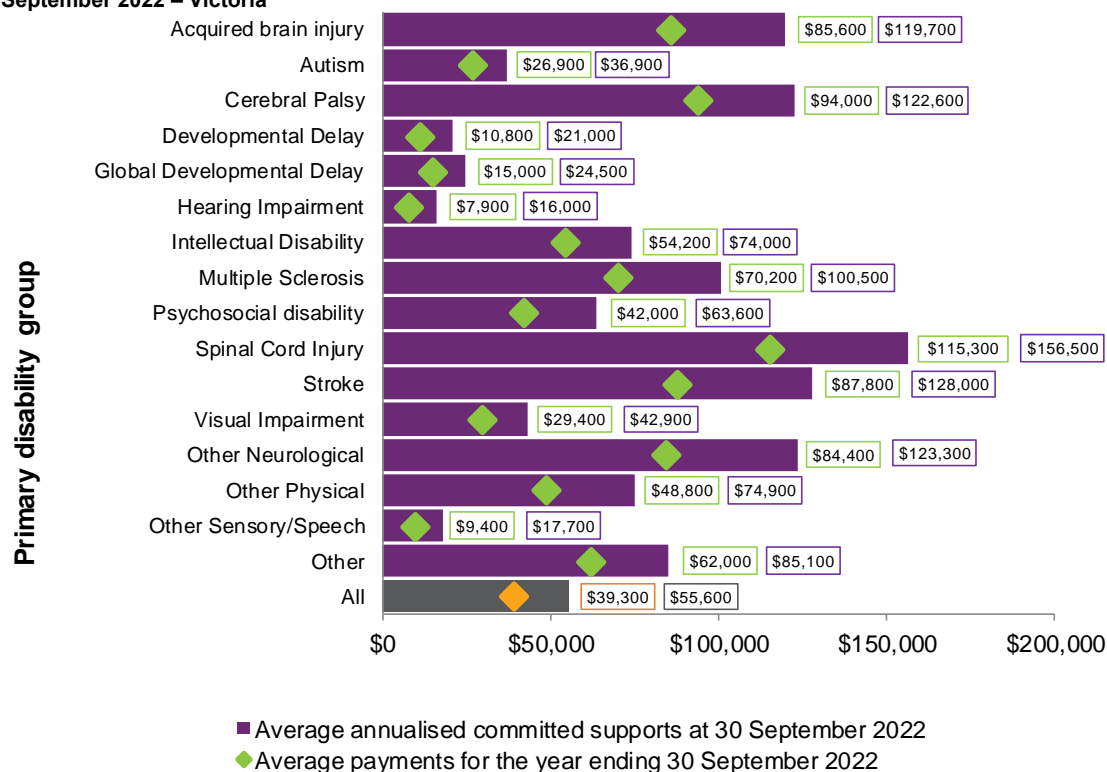


**Figure G.15 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2022 – Victoria**





**Figure G.16 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2022 – Victoria**



**Table G.103 Average annualised committed supports and average payments by gender and primary disability group as at 30 September 2022 – Victoria**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$105,600	\$145,400	\$117,500	\$152,000
Autism	\$33,700	\$44,200	\$29,500	\$39,800
Cerebral palsy	\$128,500	\$163,900	\$141,000	\$173,100
Developmental delay	\$10,600	\$20,700	\$11,200	\$21,500
Global developmental delay	\$14,500	\$24,100	\$16,200	\$25,600
Hearing impairment	\$7,900	\$15,900	\$8,300	\$16,600
Intellectual disability	\$83,500	\$107,300	\$87,100	\$110,400
Multiple sclerosis	\$98,700	\$130,800	\$76,100	\$106,900
Psychosocial disability	\$45,600	\$69,900	\$47,000	\$68,100
Spinal cord injury	\$129,600	\$172,700	\$125,400	\$166,600
Stroke	\$98,700	\$140,100	\$99,100	\$143,000
Visual impairment	\$29,800	\$42,500	\$31,400	\$46,500
Other neurological	\$90,800	\$132,300	\$102,500	\$141,800
Other physical	\$45,100	\$72,300	\$56,500	\$83,300
Other sensory/speech	\$9,300	\$18,100	\$9,800	\$17,100
Other	\$65,500	\$84,500	\$69,500	\$101,800
<b>All</b>	<b>\$48,500</b>	<b>\$65,500</b>	<b>\$55,200</b>	<b>\$73,800</b>

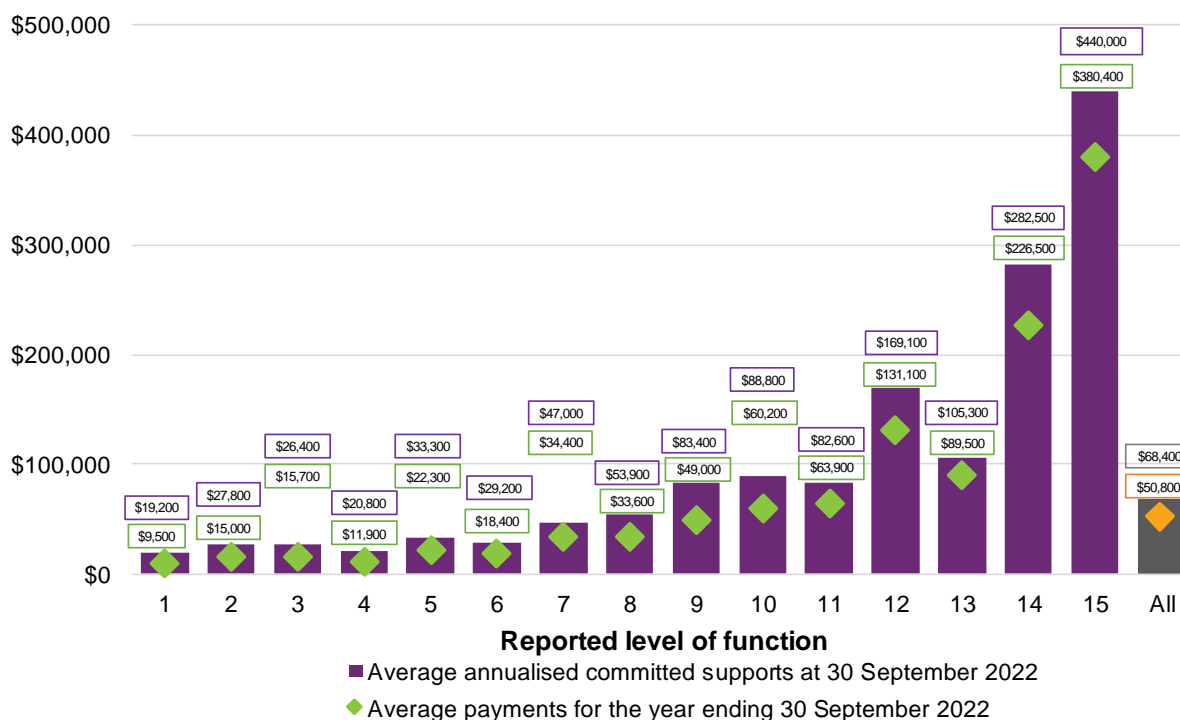
**Table G.104 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability group as at 30 September 2022 – Victoria**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$366,400	\$435,800	\$388,200	\$433,800
Autism	\$411,300	\$469,800	\$400,100	\$425,900
Cerebral palsy	\$355,300	\$428,400	\$364,600	\$422,600
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$302,200	\$354,300	\$292,300	\$341,800
Multiple sclerosis	\$403,500	\$424,000	\$451,200	\$493,400
Psychosocial disability	\$264,000	\$325,700	\$287,500	\$342,300
Spinal cord injury	n/a	n/a	n/a	n/a
Stroke	\$391,600	\$470,700	n/a	n/a
Visual impairment	n/a	n/a	n/a	n/a
Other neurological	\$398,500	\$456,900	\$452,700	\$508,300
Other physical	n/a	n/a	n/a	n/a
Other sensory/speech	n/a	n/a	n/a	n/a
Other	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$331,400</b>	<b>\$389,800</b>	<b>\$326,000</b>	<b>\$376,400</b>

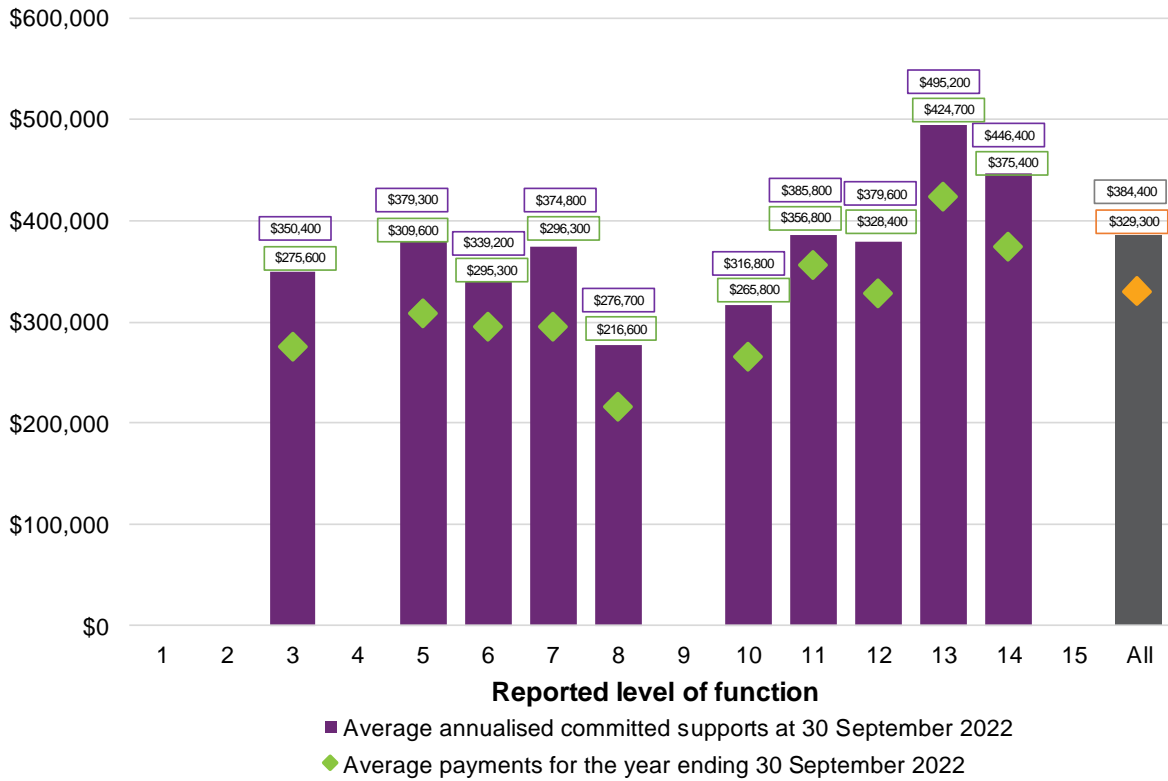
**Table G.105 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability group as at 30 September 2022 – Victoria**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$80,800	\$116,000	\$95,600	\$127,500
Autism	\$27,900	\$37,800	\$25,000	\$35,300
Cerebral palsy	\$91,300	\$120,900	\$98,900	\$126,200
Developmental delay	\$10,600	\$20,700	\$11,200	\$21,500
Global developmental delay	\$14,500	\$24,100	\$16,200	\$25,600
Hearing impairment	\$7,700	\$15,800	\$8,100	\$16,400
Intellectual disability	\$52,500	\$72,500	\$56,700	\$76,200
Multiple sclerosis	\$82,700	\$115,400	\$66,500	\$96,100
Psychosocial disability	\$40,200	\$63,300	\$43,500	\$63,800
Spinal cord injury	\$117,900	\$159,300	\$111,000	\$153,200
Stroke	\$86,800	\$124,800	\$89,300	\$132,600
Visual impairment	\$28,600	\$41,100	\$30,200	\$44,700
Other neurological	\$80,900	\$120,700	\$88,600	\$126,400
Other physical	\$42,700	\$68,300	\$53,900	\$80,400
Other sensory/speech	\$9,300	\$18,100	\$9,800	\$17,100
Other	\$59,300	\$77,200	\$66,500	\$96,900
<b>Total</b>	<b>\$36,900</b>	<b>\$52,500</b>	<b>\$43,300</b>	<b>\$60,800</b>

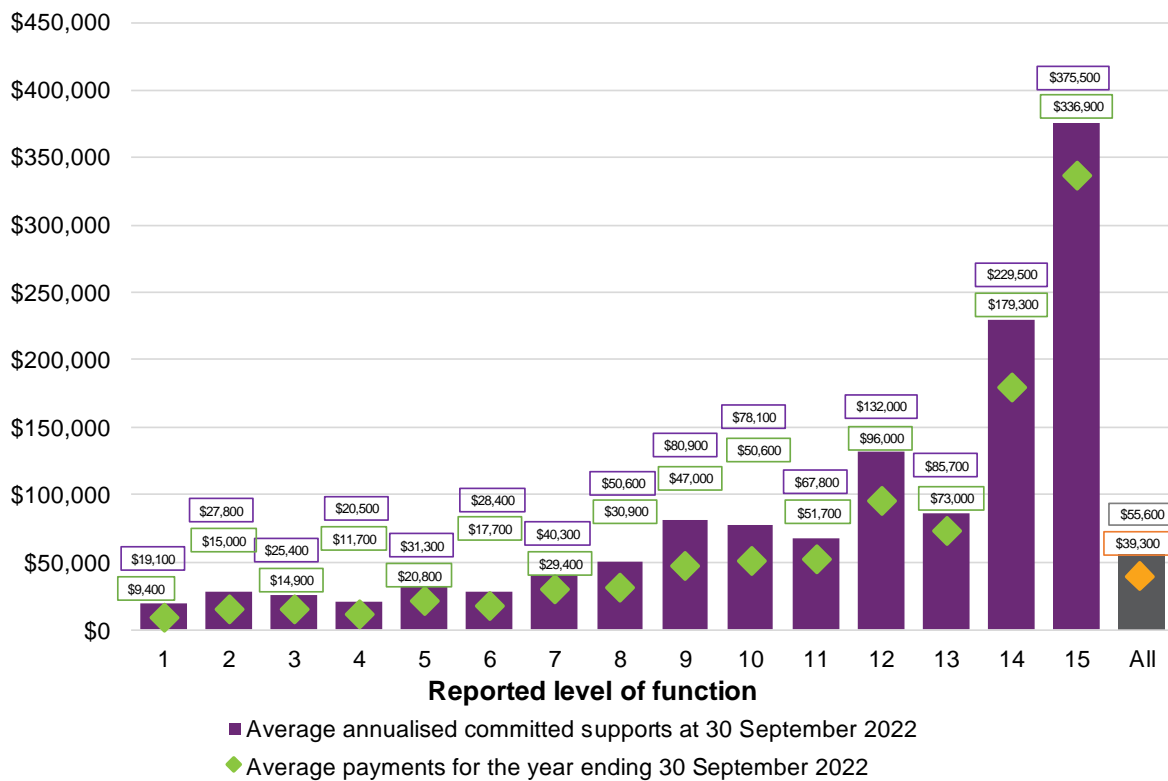
**Figure G.17 Average annualised committed supports and average payments by reported level of function as at 30 September 2022 – Victoria**



**Figure G.18 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2022 – Victoria**



**Figure G.19 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2022 – Victoria**



**Table G.106 Total annualised committed supports and total payments by support category as at 30 September 2022 (\$m) – Victoria** <sup>279 280</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$3,542.0	\$4,216.8
Core: Consumables	\$137.2	\$210.2
Core: Social and Civic	\$1,411.9	\$2,441.5
Core: Transport	\$204.6	\$134.7
Capacity Building: Choice and Control	\$123.9	\$132.0
Capacity Building: Daily Activities	\$986.1	\$1,839.6
Capacity Building: Employment	\$25.2	\$55.4
Capacity Building: Health and Wellbeing	\$7.8	\$17.9
Capacity Building: Home Living	\$0.6	\$2.5
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$92.2	\$191.7
Capacity Building: Social and Civic	\$29.9	\$94.7
Capacity Building: Support Coordination	\$254.3	\$344.8
Capital: Assistive Technology	\$138.5	\$309.5
Capital: Home Modifications	\$85.1	\$129.4
<b>All</b>	<b>\$7,039.3</b>	<b>\$10,120.7</b>

**Table G.107 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2022 (\$m) – Victoria** <sup>281 282</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$1,346.0	\$1,469.9
Core: Consumables	\$11.5	\$18.8
Core: Social and Civic	\$270.9	\$441.5
Core: Transport	\$12.7	\$17.1
Capacity Building: Choice and Control	\$7.1	\$7.0
Capacity Building: Daily Activities	\$46.9	\$80.9
Capacity Building: Employment	\$0.4	\$0.9
Capacity Building: Health and Wellbeing	\$0.4	\$1.2
Capacity Building: Home Living	\$0.001	\$0.01
Capacity Building: Lifelong learning	\$0.0	\$0.003
Capacity Building: Relationships	\$27.4	\$52.2
Capacity Building: Social and Civic	\$0.3	\$1.0
Capacity Building: Support Coordination	\$28.6	\$35.0
Capital: Assistive Technology	\$14.5	\$30.6
Capital: Home Modifications	\$50.7	\$62.0
<b>All</b>	<b>\$1,817.4</b>	<b>\$2,218.2</b>

<sup>279</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>280</sup> Total payments for home modifications in Victoria were \$85.1m. Of which, \$59.1m (69%) has been paid for specialised disability accommodation (SDA) supports, and \$26.0m (31%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$129.4m. Of which, \$83.8m (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$45.6m (35%) has been allocated for non-SDA supports.

<sup>281</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>282</sup> Total payments for home modifications in Victoria were \$50.7m. Of which, \$50.5m (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (0.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$62.0m. Of which, \$61.3m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.8m (1%) has been allocated for non-SDA supports.



**Table G.108 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2022 (\$m) – Victoria** <sup>283 284</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$2,196.0	\$2,746.8
Core: Consumables	\$125.7	\$191.4
Core: Social and Civic	\$1,141.1	\$2,000.0
Core: Transport	\$191.8	\$117.6
Capacity Building: Choice and Control	\$116.8	\$125.0
Capacity Building: Daily Activities	\$939.2	\$1,758.6
Capacity Building: Employment	\$24.8	\$54.5
Capacity Building: Health and Wellbeing	\$7.4	\$16.7
Capacity Building: Home Living	\$0.6	\$2.5
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$64.8	\$139.5
Capacity Building: Social and Civic	\$29.6	\$93.7
Capacity Building: Support Coordination	\$225.7	\$309.8
Capital: Assistive Technology	\$124.0	\$278.9
Capital: Home Modifications	\$34.5	\$67.3
<b>All</b>	<b>\$5,221.9</b>	<b>\$7,902.4</b>

**Table G.109 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria** <sup>285</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	53.8	162.3	204.4	497.7	1,439.6	3,458.2	6,030.8	7,933.3	7,768.0	2,579.7
Total Paid	32.3	127.8	161.1	338.8	956.9	2,369.7	4,131.8	5,456.1	6,054.1	1,647.8
% utilised to date	60%	79%	79%	68%	66%	69%	69%	69%	78%	64%

<sup>283</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>284</sup> Total payments for home modifications in Victoria were \$34.5m. Of which, \$8.6m (25%) has been paid for specialised disability accommodation (SDA) supports, and \$25.8m (75%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$67.3m. Of which, \$22.5m (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$44.8m (67%) has been allocated for non-SDA supports.

<sup>285</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure G.20 Utilisation of committed supports as at 30 June 2022 and 30 September 2022 – Victoria

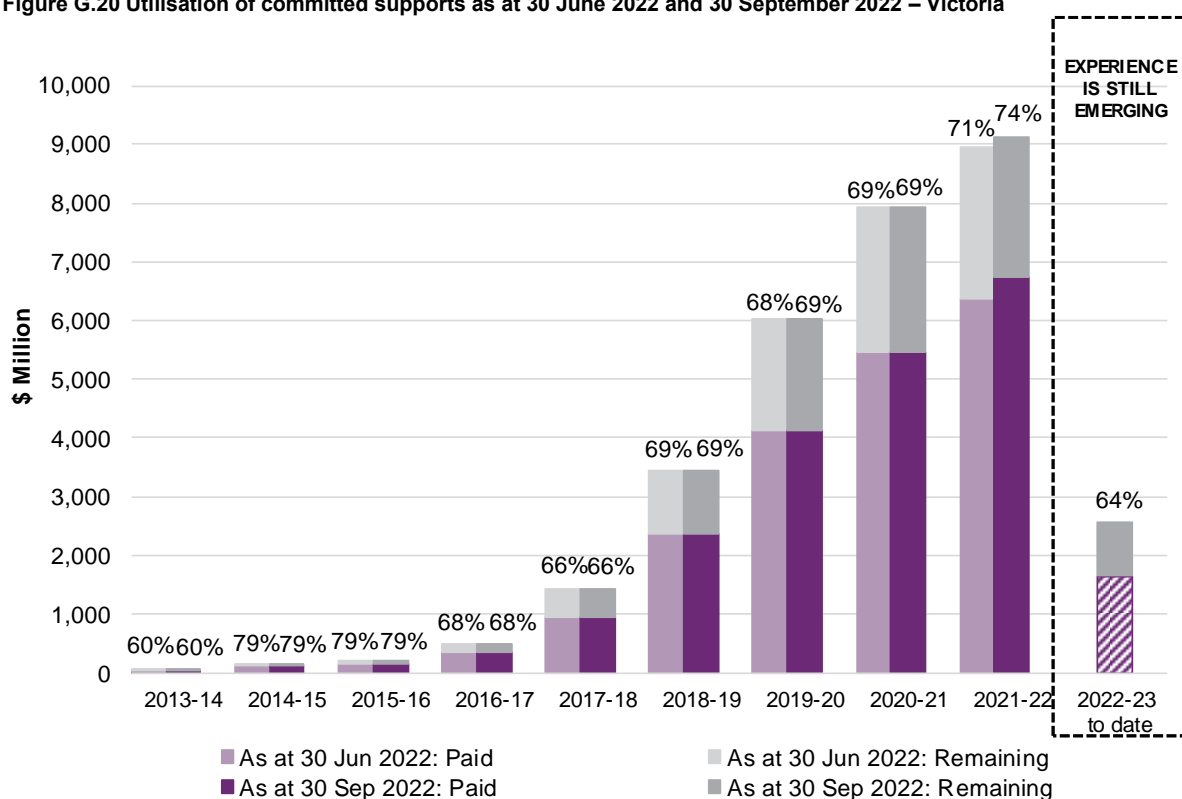


Table G.110 Utilisation of committed supports by plan number from 1 January 2022 to 30 June 2022 – Victoria <sup>286</sup>

Cash or In-Kind	Plan number	Utilisation (as at 30 September 2022)
<b>Cash and In-Kind attributable to individual participants - Victoria</b>	<b>All</b>	<b>72%</b>
Cash attributable to cash-only participants	1	52%
Cash attributable to cash-only participants	2	62%
Cash attributable to cash-only participants	3	68%
Cash attributable to cash-only participants	4	73%
Cash attributable to cash-only participants	5+	79%

Table G.111 Utilisation of committed supports by SIL status from 1 January 2022 to 30 June 2022 – Victoria <sup>287</sup>

SIL status	Utilisation (as at 30 September 2022)
<b>Victoria</b>	<b>72%</b>
Participants in SIL	85%
Participants not in SIL	69%

<sup>286</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

<sup>287</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.



**Table G.112 Utilisation of committed supports by support class from 1 January 2022 to 30 June 2022 – Victoria** <sup>288</sup>

Support Class	Utilisation (as at 30 September 2022)
<b>Victoria</b>	<b>72%</b>
Core	78%
Capacity Building	60%
Capital	59%

**Table G.113 Utilisation of committed supports by remoteness from 1 January 2022 to 30 June 2022 – Victoria** <sup>289 290</sup>

Remoteness	Utilisation (as at 30 September 2022)
<b>Victoria</b>	<b>72%</b>
Major Cities	73%
Population > 50,000	71%
Population between 15,000 and 50,000	70%
Population between 5,000 and 15,000	71%
Population less than 5,000	66%
Remote	51%
Very Remote	n/a

**Table G.114 Inflation quarterly trends by type of inflation as at 30 September 2022 - Victoria** <sup>291</sup>

Inflation type	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Intraplan Inflation	8.1%	-1.2%	4.5%	5.8%	6.6%	7.0%	9.4%	13.2%
Interplan Inflation	5.2%	5.5%	2.8%	3.1%	2.8%	2.0%	3.3%	6.2%
<b>Total Inflation</b>	<b>13.4%</b>	<b>4.3%</b>	<b>7.2%</b>	<b>8.9%</b>	<b>9.3%</b>	<b>9.0%</b>	<b>12.7%</b>	<b>19.4%</b>

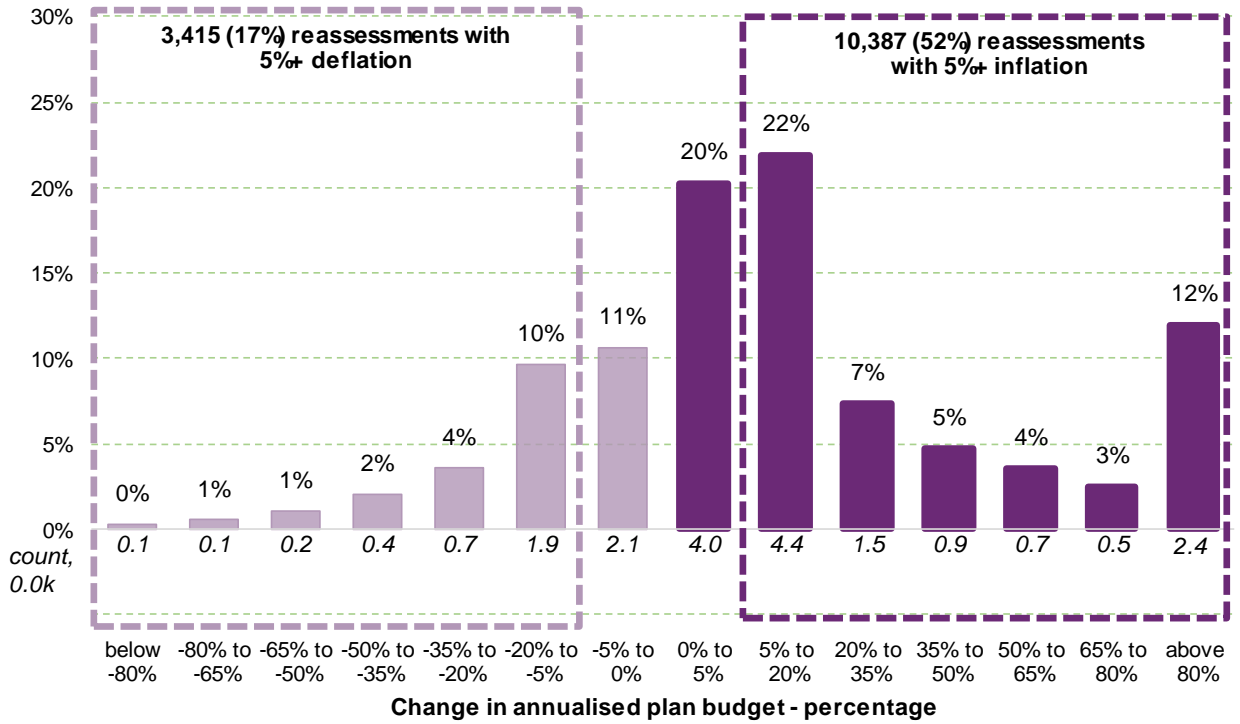
<sup>288</sup> Ibid.

<sup>289</sup> Ibid.

<sup>290</sup> Utilisation is not shown if there is insufficient data in the group.

<sup>291</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

Figure G.21 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - all participants – Victoria <sup>292</sup>



<sup>292</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# Appendix H: Queensland

## Part One: Participants and their plans

Table H.1 Active participants by quarter of entry – Queensland <sup>293</sup>

State/Territory	Prior Quarters	2022-23 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Queensland	111,445	5,149	116,594	4,073	120,667

Table H.2 Active participants by quarter of entry, plan and entry type – Queensland <sup>294</sup>

Participant breakdown	Prior Quarters	2022-23 Q1	Total
<b>Access decisions</b>	<b>142,708</b>	<b>6,198</b>	<b>148,906</b>
<b>Active Eligible - Total</b>	<b>113,960</b>	<b>4,831</b>	<b>118,791</b>
<i>Active Eligible - New</i>	70,404	4,655	75,059
<i>Active Eligible - State</i>	33,561	104	33,665
<i>Active Eligible - Commonwealth</i>	9,995	72	10,067
<b>Active Participant Plans (excl ECA) - Total</b>	<b>111,445</b>	<b>5,149</b>	<b>116,594</b>
<i>Active Participant Plans (excl ECA) - New</i>	68,103	4,933	73,036
<i>Active Participant Plans (excl ECA) - State</i>	33,430	124	33,554
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	9,912	92	10,004
<b>Active Participant Plans - Total</b>	<b>115,259</b>	<b>9,222</b>	<b>120,667</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	30,617	2,803	33,420
<i>Active Participant Plans - Permanent Disability (s24)</i>	80,828	2,346	83,174
<i>Active Participant Plans - ECA</i>	3,814	4,073	4,073

Table H.3 People have left the Scheme since 1 July 2013 as at 30 September 2022 – Queensland

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>5,960</b>
<i>Early Intervention participants</i>	1,934
<i>Permanent disability participants</i>	4,026

<sup>293</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>294</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table H.4 Cumulative numbers of active participants (including ECA) by services previously received – Queensland** <sup>295</sup>

Period	Participant cohort - State	Participant cohort - Commonwealth	Participant cohort - New	Participant cohort - ECA	Total
End of 2016-17	5,134	459	1,793	254	7,640
End of 2017-18	10,114	1,431	5,189	475	17,209
End of 2018-19	29,667	5,365	14,965	2,390	52,387
End of 2019-20 Q4	32,222	8,493	33,011	2,199	75,925
End of 2020-21 Q4	33,075	9,529	50,138	3,494	96,236
End of 2021-22 Q1	33,189	9,640	54,646	3,712	101,187
End of 2021-22 Q2	33,306	9,752	59,400	3,087	105,545
End of 2021-22 Q3	33,453	9,878	64,304	3,368	111,003
End of 2021-22 Q4	33,518	9,939	68,380	3,814	115,651
End of 2022-23 Q1	33,554	10,004	73,036	4,073	120,667

**Table H.5 Cumulative numbers of active participants by entry criteria into the Scheme – Queensland** <sup>296</sup>

Period	Participant cohort - Early Intervention (s25)	Participant cohort - Permanent Disability (s24)	Participant cohort - ECA	Total
End of 2016-17	1,443	5,943	254	7,640
End of 2017-18	3,510	13,224	475	17,209
End of 2018-19	8,402	41,595	2,390	52,387
End of 2019-20 Q4	16,138	57,588	2,199	75,925
End of 2020-21 Q4	23,154	69,588	3,494	96,236
End of 2021-22 Q1	24,772	72,703	3,712	101,187
End of 2021-22 Q2	26,713	75,745	3,087	105,545
End of 2021-22 Q3	29,113	78,522	3,368	111,003
End of 2021-22 Q4	30,994	80,843	3,814	115,651
End of 2022-23 Q1	33,420	83,174	4,073	120,667

**Table H.6 Assessment of access by age group – Queensland**

Age Group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
0 to 6	33,704	98%	2,255	97%	35,959	98%
7 to 14	25,423	90%	910	85%	26,333	90%
15 to 18	8,160	90%	272	89%	8,432	90%
19 to 24	6,879	89%	160	67%	7,039	89%
25 to 34	9,088	86%	231	63%	9,319	85%
35 to 44	9,598	80%	241	59%	9,839	80%
45 to 54	12,454	76%	301	54%	12,755	75%
55 to 64	15,517	68%	468	52%	15,985	67%
65+	910	58%	13	33%	923	58%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>121,733</b>	<b>85%</b>	<b>4,851</b>	<b>78%</b>	<b>126,584</b>	<b>85%</b>

<sup>295</sup> This table shows the total numbers of active participants at the end of each period.

<sup>296</sup> Ibid.

**Table H.7 Assessment of access by age group and gender – Queensland**

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	24,837	98%	10,951	98%	171	94%	35,959	98%
7 to 14	17,416	90%	8,629	90%	288	80%	26,333	90%
15 to 18	5,206	91%	3,073	89%	153	89%	8,432	90%
19 to 24	4,222	90%	2,722	86%	95	78%	7,039	89%
25 to 34	5,161	89%	4,035	81%	123	74%	9,319	85%
35 to 44	5,226	84%	4,537	76%	76	61%	9,839	80%
45 to 54	6,568	81%	6,082	70%	105	58%	12,755	75%
55 to 64	8,355	74%	7,498	62%	132	46%	15,985	67%
65+	491	64%	427	52%	<11	n/a	923	58%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>77,482</b>	<b>89%</b>	<b>47,954</b>	<b>80%</b>	<b>1,148</b>	<b>71%</b>	<b>126,584</b>	<b>85%</b>

**Table H.8 Assessment of access by primary disability group – Queensland <sup>297</sup>**

Primary disability group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
Acquired brain injury	4,122	92%	134	89%	4,256	92%
Autism	41,684	97%	1,562	97%	43,246	97%
Cerebral palsy	3,824	96%	28	74%	3,852	96%
Developmental delay	12,379	98%	1,671	99%	14,050	98%
Global developmental delay	2,399	98%	191	100%	2,590	99%
Hearing impairment	6,004	89%	129	88%	6,133	89%
Intellectual disability	18,672	95%	258	89%	18,930	95%
Multiple sclerosis	1,681	88%	40	83%	1,721	88%
Psychosocial disability	11,453	71%	343	47%	11,796	70%
Spinal cord injury	1,592	93%	28	76%	1,620	93%
Stroke	2,019	85%	68	73%	2,087	84%
Visual impairment	1,833	85%	38	56%	1,871	84%
Other neurological	5,407	79%	161	69%	5,568	78%
Other physical	5,435	44%	85	24%	5,520	44%
Other sensory/speech	368	37%	<11	n/a	368	36%
Other	1,730	40%	115	23%	1,845	39%
Missing	1,131	99%	<11	n/a	1,131	99%
<b>Total</b>	<b>121,733</b>	<b>85%</b>	<b>4,851</b>	<b>78%</b>	<b>126,584</b>	<b>85%</b>

<sup>297</sup> Down syndrome is included in intellectual disability.

**Table H.9 Assessment of access by primary disability group and gender – Queensland <sup>298</sup>**

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	2,803	93%	1,430	91%	23	85%	4,256	92%
Autism	30,224	97%	12,465	97%	557	93%	43,246	97%
Cerebral palsy	2,161	96%	1,677	95%	14	78%	3,852	96%
Developmental delay	9,826	98%	4,170	98%	54	96%	14,050	98%
Global developmental delay	1,749	98%	821	99%	20	100%	2,590	99%
Hearing impairment	2,950	90%	3,127	89%	56	81%	6,133	89%
Intellectual disability	10,263	95%	8,592	95%	75	77%	18,930	95%
Multiple sclerosis	403	89%	1,306	88%	12	86%	1,721	88%
Psychosocial disability	5,940	75%	5,677	66%	179	60%	11,796	70%
Spinal cord injury	1,157	94%	451	91%	12	80%	1,620	93%
Stroke	1,162	85%	911	83%	14	64%	2,087	84%
Visual impairment	965	86%	900	83%	<11	n/a	1,871	84%
Other neurological	3,054	81%	2,470	76%	44	63%	5,568	78%
Other physical	2,899	53%	2,570	37%	51	25%	5,520	44%
Other sensory/speech	272	38%	94	31%	<11	n/a	368	36%
Other	1,031	45%	793	33%	21	29%	1,845	39%
Missing	623	99%	500	99%	<11	n/a	1,131	99%
<b>Total</b>	<b>77,482</b>	<b>89%</b>	<b>47,954</b>	<b>80%</b>	<b>1,148</b>	<b>71%</b>	<b>126,584</b>	<b>85%</b>

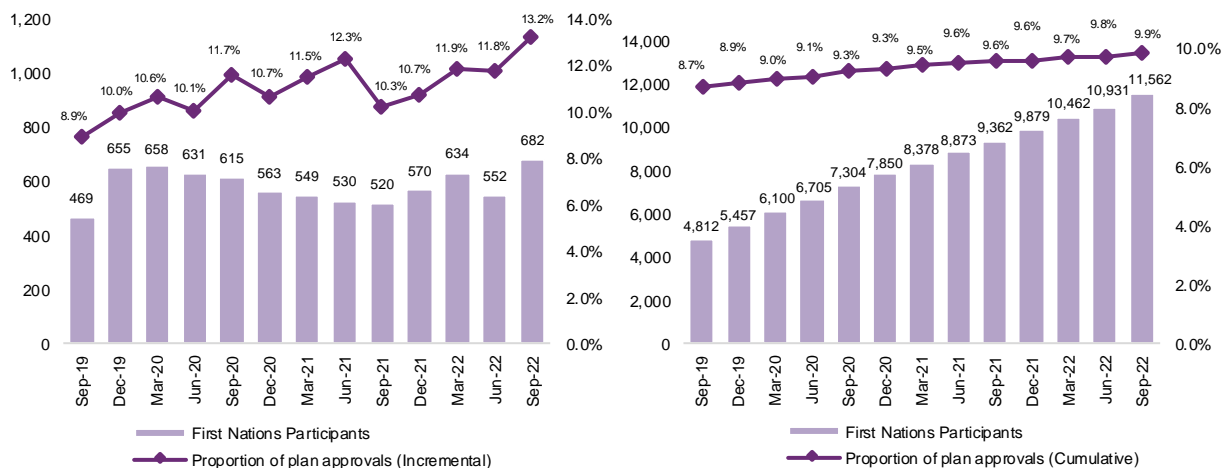
Note: In the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table H.10 Participant profile per quarter by Participants Identifying as First Nations Peoples – Queensland**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	10,880	10%	682	13%	11,562	10%
Non-First Nations Participants	88,014	79%	4,042	79%	92,056	79%
Not Stated	12,551	11%	425	8%	12,976	11%
<b>Total</b>	<b>111,445</b>	<b>100%</b>	<b>5,149</b>	<b>100%</b>	<b>116,594</b>	<b>100%</b>

<sup>298</sup> Ibid.

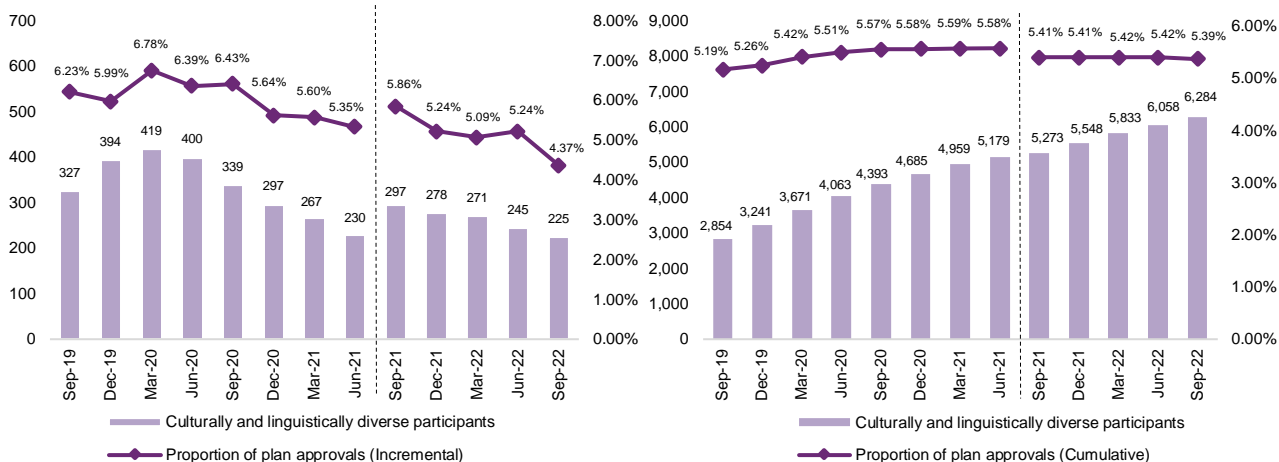
**Figure H.1 Number and proportion of First Nations Participant over time incrementally (left) and cumulatively (right) – Queensland** <sup>299</sup>



**Table H.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland** <sup>300</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	6,059	5%	225	4%	6,284	5%
Not culturally and linguistically diverse	105,354	95%	4,924	96%	110,278	95%
Not stated	32	0%	<11	n/a	32	0%
<b>Total</b>	<b>111,445</b>	<b>100%</b>	<b>5,149</b>	<b>100%</b>	<b>116,594</b>	<b>100%</b>

**Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>301 302</sup>



<sup>299</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>300</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>301</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>302</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

**Table H.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2022 – Queensland** <sup>303</sup>

Age group	Total number of active participants
Under 45	<11
45 to 54	59
55 to 64	338
<b>Total YPIRAC (under 65)</b>	<b>404</b>

**Table H.13 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland** <sup>304</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-19	36	741
Dec-19	15	756
Mar-20	-1	755
Jun-20	-35	720
Sep-20	-32	688
Dec-20	-26	662
Mar-21	-40	622
Jun-21	-30	592
Sep-21	-37	555
Dec-21	-31	524
Mar-22	-40	484
Jun-22	-36	448
Sep-22	-44	404

**Table H.14 Participant profile per quarter by remoteness – Queensland** <sup>305 306</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	67,202	60%	3,060	59%	70,262	60%
Population > 50,000	25,876	23%	1,191	23%	27,067	23%
Population between 15,000 and 50,000	4,283	4%	212	4%	4,495	4%
Population between 5,000 and 15,000	4,706	4%	235	5%	4,941	4%
Population less than 5,000	7,423	7%	350	7%	7,773	7%
Remote	1,015	1%	52	1%	1,067	1%
Very Remote	938	1%	48	1%	986	1%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>111,445</b>	<b>100%</b>	<b>5,149</b>	<b>100%</b>	<b>116,594</b>	<b>100%</b>

<sup>303</sup> There are a further 405 active participants aged 65 years or over who are currently in residential aged care.

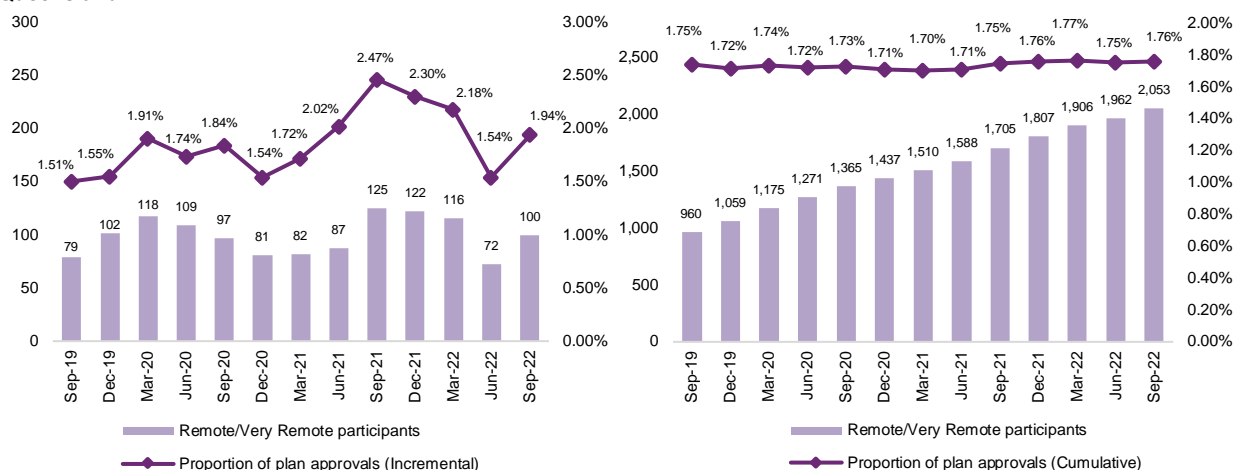
<sup>304</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>305</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>306</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.



**Figure H.3 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Queensland** <sup>307 308</sup>



**Table H.15 Participant profile per quarter by primary disability group – Queensland** <sup>309 310 311</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	40,510	36%	1,710	33%	42,220	36%
Intellectual disability	17,719	16%	323	6%	18,042	15%
Psychosocial disability	10,684	10%	361	7%	11,045	9%
Developmental delay	10,009	9%	1,676	33%	11,685	10%
Hearing impairment	5,753	5%	137	3%	5,890	5%
Other neurological	4,433	4%	163	3%	4,596	4%
Other physical	4,616	4%	99	2%	4,715	4%
Cerebral palsy	3,665	3%	38	1%	3,703	3%
Acquired brain injury	3,661	3%	143	3%	3,804	3%
Global developmental delay	2,153	2%	201	4%	2,354	2%
Visual impairment	1,708	2%	39	1%	1,747	1%
Multiple sclerosis	1,601	1%	43	1%	1,644	1%
Stroke	1,785	2%	69	1%	1,854	2%
Spinal cord injury	1,463	1%	30	1%	1,493	1%
Other	1,443	1%	115	2%	1,558	1%
Other sensory/speech	242	0%	<11	n/a	244	0%
<b>Total</b>	<b>111,445</b>	<b>100%</b>	<b>5,149</b>	<b>100%</b>	<b>116,594</b>	<b>100%</b>

<sup>307</sup> Ibid.

<sup>308</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>309</sup> Table order based on national proportions in Table E.15 (highest to lowest).

<sup>310</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>311</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Queensland (2,441).

**Table H.16 Participant profile per quarter (participants in SIL) by primary disability group – Queensland** <sup>312 313</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	610	11%	<11	n/a	610	11%
Intellectual disability	2,610	48%	<11	n/a	2,611	48%
Psychosocial disability	507	9%	<11	n/a	507	9%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	365	7%	<11	n/a	365	7%
Other physical	54	1%	<11	n/a	54	1%
Cerebral palsy	481	9%	<11	n/a	481	9%
Acquired brain injury	507	9%	<11	n/a	508	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	20	0%	<11	n/a	20	0%
Multiple sclerosis	60	1%	<11	n/a	60	1%
Stroke	167	3%	<11	n/a	167	3%
Spinal cord injury	37	1%	<11	n/a	37	1%
Other	70	1%	<11	n/a	70	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>5,492</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>5,494</b>	<b>100%</b>

**Table H.17 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland** <sup>314</sup>

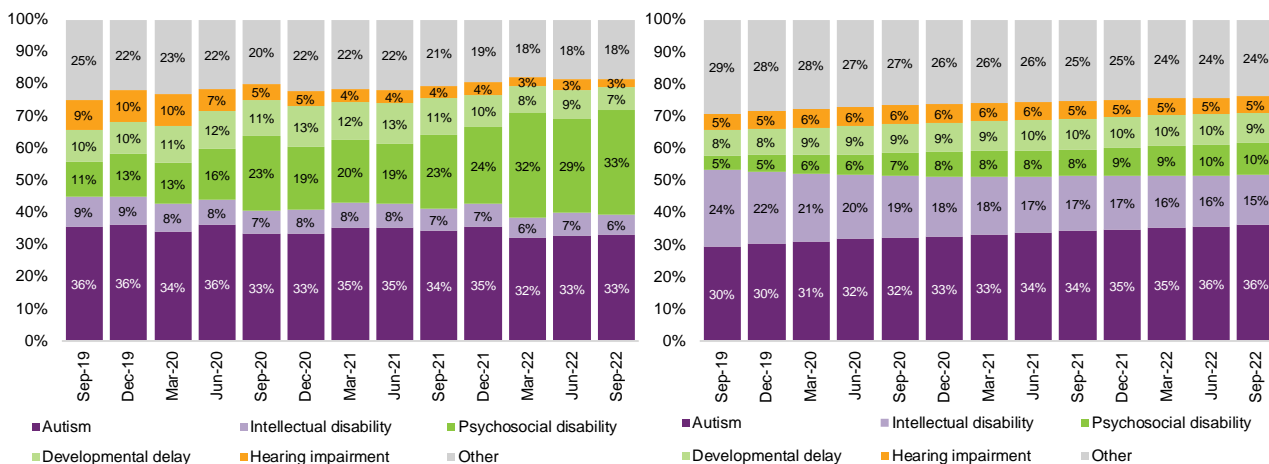
Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	39,900	38%	1,710	33%	41,610	37%
Intellectual disability	15,109	14%	322	6%	15,431	14%
Psychosocial disability	10,177	10%	361	7%	10,538	9%
Developmental delay	10,009	9%	1,676	33%	11,685	11%
Hearing impairment	5,750	5%	137	3%	5,887	5%
Other neurological	4,068	4%	163	3%	4,231	4%
Other physical	4,562	4%	99	2%	4,661	4%
Cerebral palsy	3,184	3%	38	1%	3,222	3%
Acquired brain injury	3,154	3%	142	3%	3,296	3%
Global developmental delay	2,153	2%	201	4%	2,354	2%
Visual impairment	1,688	2%	39	1%	1,727	2%
Multiple sclerosis	1,541	1%	43	1%	1,584	1%
Stroke	1,618	2%	69	1%	1,687	2%
Spinal cord injury	1,426	1%	30	1%	1,456	1%
Other	1,373	1%	115	2%	1,488	1%
Other sensory/speech	241	0%	<11	n/a	243	0%
<b>Total</b>	<b>105,953</b>	<b>100%</b>	<b>5,147</b>	<b>100%</b>	<b>111,100</b>	<b>100%</b>

<sup>312</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>313</sup> Down syndrome is included in intellectual disability, representing 7% of participants in SIL (409).

<sup>314</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (2,032).

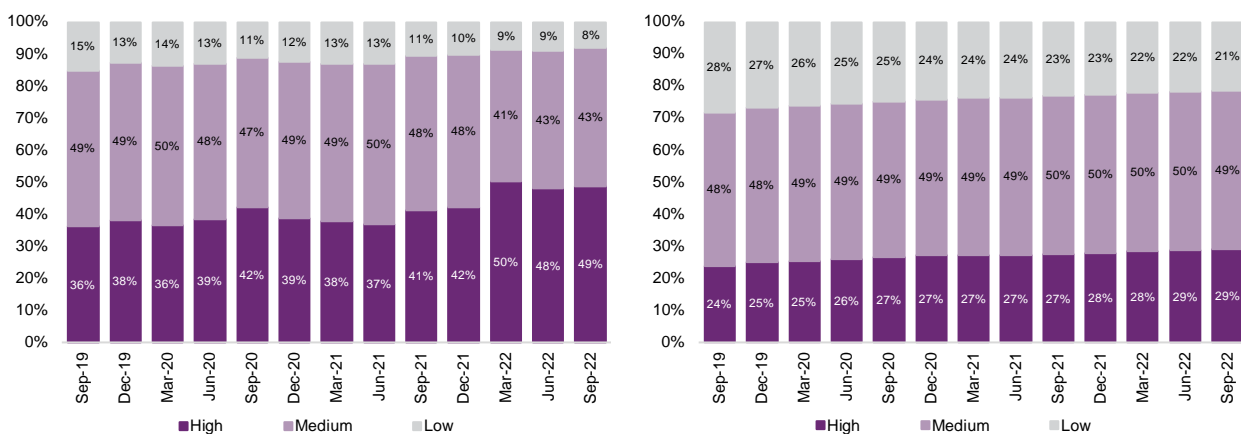
**Figure H.4 Participant profile by primary disability group over time incrementally (left) and cumulatively (right) – Queensland <sup>315</sup>**



**Table H.18 Participant profile per quarter by reported level of function – Queensland <sup>316</sup>**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	12,423	11%	1,419	28%	13,842	12%
2 (High Function)	133	0%	11	0%	144	0%
3 (High Function)	5,447	5%	406	8%	5,853	5%
4 (High Function)	7,174	6%	302	6%	7,476	6%
5 (High Function)	6,271	6%	379	7%	6,650	6%
6 (Moderate Function)	29,568	27%	1,404	27%	30,972	27%
7 (Moderate Function)	5,015	5%	208	4%	5,223	4%
8 (Moderate Function)	7,766	7%	220	4%	7,986	7%
9 (Moderate Function)	652	1%	22	0%	674	1%
10 (Moderate Function)	12,424	11%	364	7%	12,788	11%
11 (Low Function)	3,161	3%	37	1%	3,198	3%
12 (Low Function)	12,383	11%	256	5%	12,639	11%
13 (Low Function)	6,831	6%	98	2%	6,929	6%
14 (Low Function)	2,151	2%	20	0%	2,171	2%
15 (Low Function)	38	0%	<11	n/a	41	0%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>111,445</b>	<b>100%</b>	<b>5,149</b>	<b>100%</b>	<b>116,594</b>	<b>100%</b>

**Figure H.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Queensland <sup>317</sup>**



<sup>315</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>316</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>317</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table H.19 Participant profile per quarter by age group – Queensland**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	17,068	15%	2,297	45%	19,365	17%
7 to 14	30,245	27%	972	19%	31,217	27%
15 to 18	9,671	9%	334	6%	10,005	9%
19 to 24	8,778	8%	186	4%	8,964	8%
25 to 34	9,494	9%	295	6%	9,789	8%
35 to 44	8,843	8%	245	5%	9,088	8%
45 to 54	10,433	9%	316	6%	10,749	9%
55 to 64	12,479	11%	480	9%	12,959	11%
65+	4,434	4%	24	0%	4,458	4%
<b>Total</b>	<b>111,445</b>	<b>100%</b>	<b>5,149</b>	<b>100%</b>	<b>116,594</b>	<b>100%</b>

**Table H.20 Participant profile per quarter (participants in SIL) by age group – Queensland <sup>318</sup>**

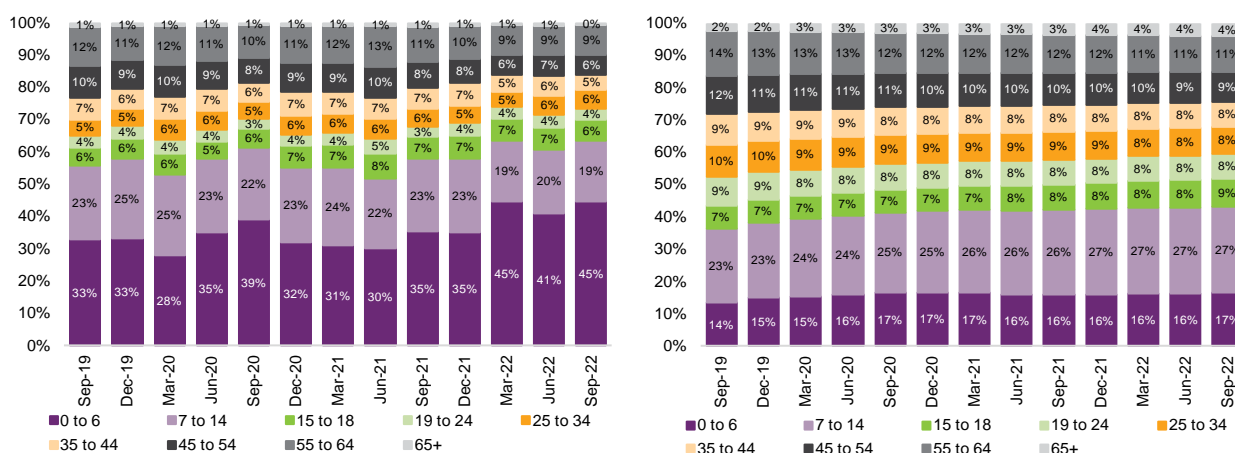
Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	<11	n/a	<11	n/a	<11	n/a
7 to 14	<11	n/a	<11	n/a	<11	n/a
15 to 18	54	1%	<11	n/a	54	1%
19 to 24	497	9%	<11	n/a	497	9%
25 to 34	931	17%	<11	n/a	931	17%
35 to 44	963	18%	<11	n/a	963	18%
45 to 54	1,224	22%	<11	n/a	1,226	22%
55 to 64	1,418	26%	<11	n/a	1,418	26%
65+	401	7%	<11	n/a	401	7%
<b>Total</b>	<b>5,492</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>5,494</b>	<b>100%</b>

<sup>318</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

**Table H.21 Participant profile per quarter (participants not in SIL) by age group – Queensland**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	17,068	16%	2,297	45%	19,365	17%
7 to 14	30,241	29%	972	19%	31,213	28%
15 to 18	9,617	9%	334	6%	9,951	9%
19 to 24	8,281	8%	186	4%	8,467	8%
25 to 34	8,563	8%	295	6%	8,858	8%
35 to 44	7,880	7%	245	5%	8,125	7%
45 to 54	9,209	9%	314	6%	9,523	9%
55 to 64	11,061	10%	480	9%	11,541	10%
65+	4,033	4%	24	0%	4,057	4%
<b>Total</b>	<b>105,953</b>	<b>100%</b>	<b>5,147</b>	<b>100%</b>	<b>111,100</b>	<b>100%</b>

**Figure H.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Queensland <sup>319</sup>**



**Table H.22 Participant profile per quarter by gender – Queensland**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	68,210	61%	3,125	61%	71,335	61%
Female	42,271	38%	1,941	38%	44,212	38%
Other	964	1%	83	2%	1,047	1%
<b>Total</b>	<b>111,445</b>	<b>100%</b>	<b>5,149</b>	<b>100%</b>	<b>116,594</b>	<b>100%</b>

**Table H.23 Participant profile per quarter (participants in SIL) by gender – Queensland**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	3,268	60%	<11	n/a	3,268	59%
Female	2,214	40%	<11	n/a	2,216	40%
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>5,492</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>5,494</b>	<b>100%</b>

**Table H.24 Participant profile per quarter (participants not in SIL) by gender – Queensland**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	64,942	61%	3,125	61%	68,067	61%
Female	40,057	38%	1,939	38%	41,996	38%
Other	954	1%	83	2%	1,037	1%
<b>Total</b>	<b>105,953</b>	<b>100%</b>	<b>5,147</b>	<b>100%</b>	<b>111,100</b>	<b>100%</b>

<sup>319</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

Figure H.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Queensland <sup>320</sup>

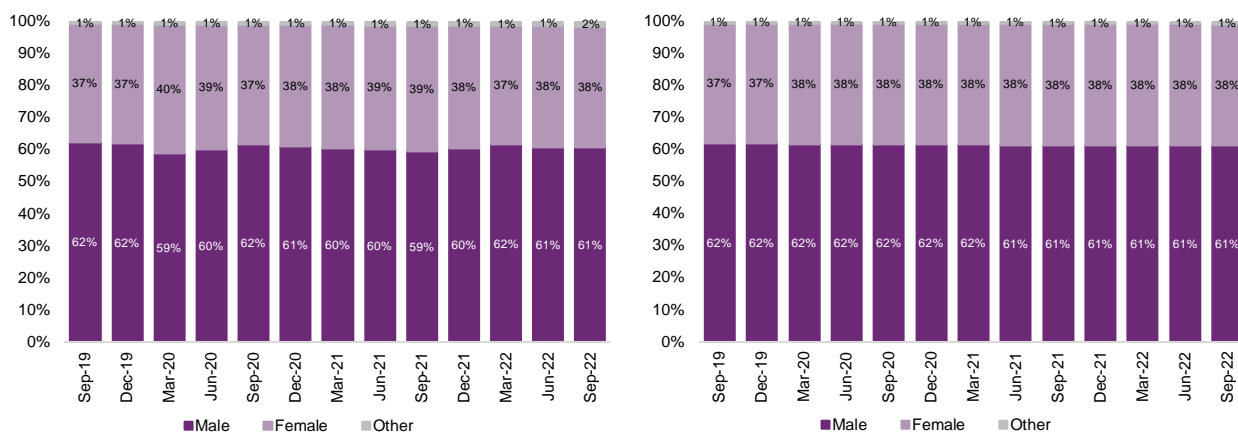


Table H.25 Participation rates by age group at 30 September 2022 – Queensland <sup>321</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	5.5%	2.7%	4.2%
7-14	7.4%	3.6%	5.6%
15-18	4.5%	2.6%	3.7%
19-24	2.7%	1.6%	2.2%
25-44	1.5%	1.1%	1.3%
45-64	1.9%	1.7%	1.8%
<b>Total (aged 0-64)</b>	<b>3.1%</b>	<b>1.9%</b>	<b>2.5%</b>

Table H.26 Plan reassessments conducted per quarter – excluding plans less than 31 days – Queensland <sup>322</sup>

Plan reassessments	Prior Quarters	2022-23 Q1	Total
<b>Total plan reassessments</b>	<b>249,608</b>	<b>17,177</b>	<b>266,785</b>
<i>Early intervention plans</i>	47,025	3,512	50,537
<i>Permanent disability plans</i>	202,583	13,665	216,248

<sup>320</sup> Ibid.

<sup>321</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>322</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

**Table H.27 Number of plan reassessments over time incrementally and cumulatively – Queensland**

Plan Reassessments	Incremental	Cumulative
Sep-19	12,546	52,134
Dec-19	14,692	66,826
Mar-20	16,432	83,258
Jun-20	20,777	104,035
Sep-20	17,022	121,057
Dec-20	17,762	138,819
Mar-21	18,460	157,279
Jun-21	17,516	174,795
Sep-21	19,049	193,844
Dec-21	18,350	212,194
Mar-22	16,210	228,404
Jun-22	21,204	249,608
Sep-22	17,177	266,785

## Part Two: Participant experience and outcomes

**Table H.28 Number of baseline questionnaires completed by SF0F version – Queensland**<sup>323</sup>

Version	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date	Total
Participant 0 to school	759	1,329	2,969	5,273	4,857	6,006	1,720	22,913
Participant school to 14	1,444	2,673	9,006	8,037	6,054	6,358	1,553	35,125
Participant 15 to 24	1,079	1,474	5,014	2,300	1,951	2,067	489	14,374
Participant 25 and over	3,264	3,849	14,716	7,683	6,257	5,768	1,349	42,886
<b>Total Participant</b>	<b>6,546</b>	<b>9,325</b>	<b>31,705</b>	<b>23,293</b>	<b>19,119</b>	<b>20,199</b>	<b>5,111</b>	<b>115,298</b>
Family 0 to 14	2,063	3,853	11,169	12,855	10,575	12,129	3,248	55,892
Family 15 to 24	278	984	3,226	1,520	1,385	1,525	362	9,280
Family 25 and over	187	1,187	4,126	2,063	1,573	1,636	434	11,206
<b>Total Family</b>	<b>2,528</b>	<b>6,024</b>	<b>18,521</b>	<b>16,438</b>	<b>13,533</b>	<b>15,290</b>	<b>4,044</b>	<b>76,378</b>
<b>Total</b>	<b>9,074</b>	<b>15,349</b>	<b>50,226</b>	<b>39,731</b>	<b>32,652</b>	<b>35,489</b>	<b>9,155</b>	<b>191,676</b>

**Table H.29 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Queensland**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	65%	n/a	n/a	n/a
CC	% who say their child is able to tell them what he/she wants	70%	n/a	n/a	n/a
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances	n/a	24%	n/a	n/a
DL	% who say their child is becoming more independent	n/a	37%	n/a	n/a
CC	% of children who have a genuine say in decisions about themselves	n/a	75%	n/a	n/a
CC	% who are happy with the level of independence/control they have now	n/a	n/a	30%	n/a
CC	% who choose who supports them	n/a	n/a	38%	63%
CC	% who choose what they do each day	n/a	n/a	48%	71%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting	n/a	n/a	19%	25%
CC	% who want more choice and control in their life	n/a	n/a	83%	79%

<sup>323</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.7% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.



**Table H.30 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Queensland**

Life domain	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%	63%	n/a	n/a
S/CP	% of children who participate in age appropriate community, cultural or religious activities	44%	n/a	n/a	n/a
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs	n/a	35%	n/a	n/a
REL	Of these, % who are welcomed or actively included	65%	73%	n/a	n/a
REL	% of children who spend time with friends without an adult present	n/a	12%	n/a	n/a
REL	% with no friends other than family or paid staff	n/a	n/a	34%	33%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months	n/a	n/a	31%	33%

**Table H.31 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Queensland**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class	n/a	71%	n/a	n/a
HM	% who are happy with their home	n/a	n/a	78%	67%
HM	% who feel safe or very safe in their home	n/a	n/a	82%	66%
HW	% who rate their health as good, very good or excellent	n/a	n/a	65%	40%
HW	% who did not have any difficulties accessing health services	n/a	n/a	66%	60%
LL	% who currently attend or previously attended school in a mainstream class	n/a	n/a	40%	n/a
LL	% who participate in education, training or skill development	n/a	n/a	n/a	8%
LL	Of those who participate, % who do so in mainstream settings	n/a	n/a	n/a	69%
LL	% unable to do a course or training they wanted to do in the last 12 months	n/a	n/a	n/a	38%
WK	% who have a paid job	n/a	n/a	18%	18%
WK	% who volunteer	n/a	n/a	11%	11%

**Table H.32 Selected key baseline indicators for families/carers of participants – Queensland**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	25%	24%
% receiving Carer Allowance	36%	46%	34%
% working in a paid job	46%	52%	37%
Of those in a paid job, % in permanent employment	78%	75%	77%
Of those in a paid job, % working 15 hours or more	82%	86%	85%
% who say they (and their partner) are able to work as much as they want	48%	48%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	35%	27%	19%
% able to advocate for their child/family member	80%	73%	70%
% who have friends and family they see as often as they like	46%	43%	44%
% who feel very confident or somewhat confident in supporting their child's development	88%	n/a	n/a
% who know what their family can do to enable their family member with disability to become as independent as possible	n/a	41%	n/a
% who feel in control selecting services	n/a	43%	39%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	n/a	n/a	37%
% who rate their health as good, very good or excellent	74%	60%	59%

**Table H.33 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant 0 to school’ (n=4,266) - participants who between 1 July 2016 and 30 September 2021 – Queensland <sup>324</sup>**

Life domain	Question	Percentage 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?	81%
S/CP	Has the NDIS improved how your child fits into community life?	70%

<sup>324</sup> Results in Tables H.33 to H.36 include participants who entered between 1 July 2016 and 30 September 2021 and have had a first plan reassessment to date.

**Table H.34 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant school to 14’ (n=10,020) - participants who entered between 1 July 2016 and 30 September 2021 – Queensland**

Life domain	Question	Percentage 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?	60%
S/CP	Has the NDIS improved your child's social and recreational life?	55%

**Table H.35 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF versions ‘Participant 15 to 24’ (n=3,855) and ‘Participant 25 and over’ (n=12,416) - participants who entered between 1 July 2016 and 30 September 2021 – Queensland**

Life domain	Question	15 to 24 Percentage Yes	25+ Percentage Yes
CC	Has the NDIS helped you have more choices and more control over your life?	71%	81%
DL	Has the NDIS helped you with daily living activities?	70%	83%
REL	Has the NDIS helped you to meet more people?	58%	62%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	37%
HW	Has your involvement with the NDIS improved your health and wellbeing?	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%	36%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%
S/CP	Has the NDIS helped you be more involved?	65%	69%

**Table H.36 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Family 0 to 14’ (n=14,810); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,941) - participants who entered between 1 July 2016 and 30 September 2021 – Queensland**

Question	0 to 14 Percentage Yes	15+ Percentage Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	74%	63%
Has the NDIS improved the level of support for your family?	77%	75%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	80%	70%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	n/a
Has the NDIS improved your health and wellbeing?	52%	46%

Note: In Tables H.37 to H.66 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table H.37 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant 0 to school’ (n=2,184) - participants who entered between 1 July 2016 and 30 September 2020 – Queensland <sup>325</sup>**

Life domain	Question	R1	R2	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%	95%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	85%	+3%
REL	Has the NDIS improved how your child fits into family life?	80%	83%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	65%	70%	+5%

**Table H.38 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant school to 14’ (n=5,591) - participants who entered between 1 July 2016 and 30 September 2020 – Queensland**

Life domain	Question	R1	R2	Change
DL	Has the NDIS helped your child to become more independent?	68%	74%	+6%
LL	Has the NDIS improved your child's access to education?	46%	54%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	63%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	56%	+5%

<sup>325</sup> Results in Tables H.37 to H.41 include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table H.39 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=2,187) - participants who entered between 1 July 2016 and 30 September 2020 – Queensland**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	68%	74%	+6%
DL	Has the NDIS helped you with daily living activities?	70%	76%	+6%
REL	Has the NDIS helped you to meet more people?	57%	60%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	25%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	55%	+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?	38%	41%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%	0%
S/CP	Has the NDIS helped you be more involved?	64%	68%	+4%

**Table H.40 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=5,843) - participants who entered between 1 July 2016 and 30 September 2020 – Queensland**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	75%	83%	+7%
DL	Has the NDIS helped you with daily living activities?	79%	86%	+7%
REL	Has the NDIS helped you to meet more people?	59%	65%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	38%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	59%	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?	32%	34%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%	0%
S/CP	Has the NDIS helped you be more involved?	67%	73%	+6%

**Table H.41 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 0 to 14’ (n=5,467) - participants who entered between 1 July 2016 and 30 September 2020 – Queensland**

Question	R1	R2	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?	67%	74%	+8%
Has the NDIS improved the level of support for your family?	72%	79%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	82%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	83%	+5%
Has the NDIS improved your health and wellbeing?	46%	51%	+5%

**Table H.42 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,412) - participants who entered between 1 July 2016 and 30 September 2020 – Queensland**

Question	R1	R2	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%	66%	+11%
Has the NDIS improved the level of support for your family?	68%	78%	+10%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	74%	+10%
Has the NDIS improved your health and wellbeing?	39%	44%	+5%

**Table H.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant 0 to school’ (n=1,075) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland <sup>326</sup>**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS improved your child's development?	91%	94%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	83%	83%	+1%
REL	Has the NDIS improved how your child fits into family life?	75%	81%	80%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	59%	65%	67%	+8%

**Table H.44 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant school to 14’ (n=3,107) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS helped your child to become more independent?	62%	71%	74%	+12%
LL	Has the NDIS improved your child's access to education?	40%	48%	52%	+12%
REL	Has the NDIS improved your child's relationships with family and friends?	52%	59%	63%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	52%	54%	+7%

<sup>326</sup> Results in Tables H.42 to H.48 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table H.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=1,920) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	67%	70%	75%	+8%
Has the NDIS helped you with daily living activities?	68%	72%	77%	+10%
Has the NDIS helped you to meet more people?	57%	58%	62%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	21%	24%	-1%
Has your involvement with the NDIS improved your health and wellbeing?	52%	51%	57%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	35%	38%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	18%	14%	15%	-3%
Has the NDIS helped you be more involved?	63%	66%	70%	+7%

**Table H.46 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=4,634) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	75%	80%	84%	+9%
Has the NDIS helped you with daily living activities?	79%	83%	87%	+9%
Has the NDIS helped you to meet more people?	61%	64%	69%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	36%	38%	41%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	58%	62%	67%	+9%
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%	35%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	18%	-1%
Has the NDIS helped you be more involved?	68%	72%	76%	+9%



**Table H.47 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 0 to 14’ (n=2,666) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS improved your capacity to advocate (stand up) for your child?	62%	63%	71%	+9%
Has the NDIS improved the level of support for your family?	69%	73%	77%	+8%
Has the NDIS improved your access to services, programs and activities in the community?	72%	76%	80%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	78%	81%	+6%
Has the NDIS improved your health and wellbeing?	42%	42%	46%	+4%

**Table H.48 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=879) - participants who entered between 1 July 2016 and 30 September 2019 – Queensland**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you to know your rights and advocate effectively?	59%	59%	66%	+7%
Has the NDIS improved the level of support for your family?	71%	69%	78%	+7%
Has the NDIS helped you to access services, programs and activities in the community?	70%	70%	76%	+6%
Has the NDIS improved your health and wellbeing?	42%	40%	46%	+4%

**Table H.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant 0 to school’ (n=454) - participants who entered between 1 July 2016 and 30 September 2018 – Queensland <sup>327</sup>**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS improved your child's development?	91%	96%	95%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	93%	96%	95%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	88%	88%	86%	+8%
REL	Has the NDIS improved how your child fits into family life?	72%	77%	82%	82%	+10%
S/CP	Has the NDIS improved how your child fits into community life?	54%	60%	72%	68%	+14%

<sup>327</sup> Results in Tables H.49 to H.54 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table H.50 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant school to 14’ (n=1,568) - participants who entered between 1 July 2016 and 30 September 2018 – Queensland**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS helped your child to become more independent?	57%	68%	75%	76%	+19%
LL	Has the NDIS improved your child's access to education?	35%	42%	48%	51%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	48%	57%	58%	62%	+14%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	51%	53%	57%	+12%

**Table H.51 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=1,062) - participants who entered between 1 July 2016 and 30 September 2018 – Queensland**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	68%	70%	70%	76%	+8%
DL	Has the NDIS helped you with daily living activities?	67%	73%	75%	78%	+11%
REL	Has the NDIS helped you to meet more people?	55%	58%	55%	61%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	19%	21%	24%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	49%	51%	57%	+10%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	33%	34%	38%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	14%	14%	17%	-1%
S/CP	Has the NDIS helped you be more involved?	61%	64%	65%	70%	+9%

**Table H.52 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=2,223) - participants who entered between 1 July 2016 and 30 September 2018 – Queensland**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	72%	81%	83%	85%	+13%
DL	Has the NDIS helped you with daily living activities?	78%	85%	86%	89%	+11%
REL	Has the NDIS helped you to meet more people?	60%	65%	70%	71%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	32%	39%	39%	+7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	61%	63%	68%	+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?	33%	31%	33%	35%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	16%	15%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	66%	72%	77%	79%	+13%

**Table H.53 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=1,004) - participants who entered between 1 July 2016 and 30 September 2018 – Queensland**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS improved your capacity to advocate (stand up) for your child?	59%	62%	65%	68%	+9%
Has the NDIS improved the level of support for your family?	64%	70%	78%	76%	+12%
Has the NDIS improved your access to services, programs and activities in the community?	69%	77%	82%	80%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	79%	80%	81%	+9%
Has the NDIS improved your health and wellbeing?	38%	42%	43%	41%	+2%

**Table H.54 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=408) - participants who entered between 1 July 2016 and 30 September 2018 – Queensland**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS helped you to know your rights and advocate effectively?	54%	63%	60%	67%	+13%
Has the NDIS improved the level of support for your family?	66%	72%	75%	79%	+13%
Has the NDIS helped you to access services, programs and activities in the community?	64%	70%	68%	76%	+11%
Has the NDIS improved your health and wellbeing?	38%	36%	30%	42%	+4%

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

**Table H.55 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Participant school to 14’ (n=522) - participants who entered between 1 July 2016 and 30 September 2017 – Queensland <sup>328</sup>**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
DL	Has the NDIS helped your child to become more independent?	52%	66%	67%	70%	72%	+20%
LL	Has the NDIS improved your child's access to education?	29%	35%	36%	45%	47%	+17%
REL	Has the NDIS improved your child's relationships with family and friends?	39%	46%	51%	55%	57%	+18%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	43%	46%	51%	53%	+9%

<sup>328</sup> Results in Tables H.55 to H.59 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table H.56 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessment, for SFOF versions ‘Participant 15 to 24’ (n=336) - participants who entered between 1 July 2016 and 30 September 2017 – Queensland**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	66%	67%	70%	73%	76%	+10%
DL	Has the NDIS helped you with daily living activities?	70%	73%	78%	79%	80%	+10%
REL	Has the NDIS helped you to meet more people?	50%	57%	54%	58%	59%	+9%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	20%	17%	23%	23%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	51%	49%	58%	58%	+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?	38%	38%	36%	37%	37%	-2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%	14%	18%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	62%	65%	66%	71%	70%	+7%

**Table H.57 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=795) - participants who entered between 1 July 2016 and 30 September 2017 – Queensland**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	70%	76%	80%	83%	84%	+14%
DL	Has the NDIS helped you with daily living activities?	76%	83%	88%	89%	91%	+15%
REL	Has the NDIS helped you to meet more people?	57%	59%	65%	71%	71%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	29%	29%	37%	38%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	54%	59%	64%	65%	67%	+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%	33%	36%	35%	36%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	16%	18%	18%	20%	0%
S/CP	Has the NDIS helped you be more involved?	66%	69%	76%	81%	79%	+13%

**Table H.58 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessment, for SFOF version ‘Family 0 to 14’ (n=295) - participants who entered between 1 July 2016 and 30 September 2017 – Queensland**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS improved your capacity to advocate (stand up) for your child?	57%	60%	70%	62%	70%	+12%
Has the NDIS improved the level of support for your family?	60%	63%	70%	72%	70%	+10%
Has the NDIS improved your access to services, programs and activities in the community?	70%	79%	74%	75%	77%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	76%	79%	80%	75%	+5%
Has the NDIS improved your health and wellbeing?	37%	38%	35%	41%	38%	+1%

**Table H.59 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=69) - participants who entered between 1 July 2016 and 30 September 2017 – Queensland**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS helped you to know your rights and advocate effectively?	42%	52%	65%	58%	63%	+20%
Has the NDIS improved the level of support for your family?	63%	70%	80%	77%	74%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	59%	64%	75%	74%	69%	+10%
Has the NDIS improved your health and wellbeing?	30%	38%	33%	40%	38%	+9%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth, fifth and sixth plan reassessment for ‘Participant 0 to school’ and ‘Participant school to 14’.

**Table H.60 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=72) - participants who entered between 1 July 2016 and 30 September 2016 – Queensland**<sup>329</sup>

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
CC	Has the NDIS helped you have more choices and more control over your life?	64%	73%	66%	74%	77%	74%	+10%
DL	Has the NDIS helped you with daily living activities?	71%	70%	73%	76%	82%	74%	+2%
REL	Has the NDIS helped you to meet more people?	50%	52%	51%	50%	55%	50%	0%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	50%	32%	29%	24%	36%	29%	-21%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	42%	46%	47%	64%	52%	+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?	32%	29%	29%	35%	32%	31%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	8%	3%	10%	0%	18%	13%	+5%
S/CP	Has the NDIS helped you be more involved?	67%	61%	66%	62%	77%	71%	+5%

**Table H.61 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth, fifth and sixth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=102) - participants who entered between 1 July 2016 and 30 September 2016 – Queensland**

Life domain	Question	R1	R2	R3	R4	R5	R6	Change from R1 to R6
CC	Has the NDIS helped you have more choices and more control over your life?	67%	78%	80%	84%	75%	89%	+22%
DL	Has the NDIS helped you with daily living activities?	71%	83%	91%	86%	85%	90%	+19%
REL	Has the NDIS helped you to meet more people?	55%	65%	62%	70%	82%	70%	+16%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	29%	27%	28%	25%	45%	+15%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	61%	59%	72%	68%	72%	+21%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	36%	27%	30%	25%	38%	+7%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	17%	17%	14%	18%	19%	+2%
S/CP	Has the NDIS helped you be more involved?	64%	71%	71%	79%	82%	81%	+17%

<sup>329</sup> Results in Tables H.60 to H.61 include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a sixth plan reassessment to date.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth, fifth and sixth plan reassessment for ‘Family 0 to 14’, and ‘Family 15 to 24’ and ‘Family 25 and over’ combined.

**Table H.62 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=10,132), ‘participant social and community engagement rate’ (n=10,355), ‘parent and carer employment rate’ (n=8,686) at entry, first and second plan reassessment, and ‘participant choice and control’ (n=7,354) at first and second plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 – Queensland<sup>330</sup>**

Participant employment rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	12%	16%	18%	26%
Aged 25 to 34 years	22%	21%	22%	26%
Aged 35 to 44 years	23%	24%	21%	26%
Aged 45 to 54 years	18%	18%	16%	26%
Aged 55 to 64 years	14%	14%	13%	26%
Aged 65+ years	10%	7%	6%	26%
Aged 25 to 64 years	19%	19%	18%	26%
Aged 15 to 64 years	17%	18%	18%	26%

Participant social and community engagement rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	36%	42%	42%	46%
Aged 25 to 34 years	38%	45%	45%	46%
Aged 35 to 44 years	39%	46%	46%	46%
Aged 45 to 54 years	37%	43%	43%	46%
Aged 55 to 64 years	35%	39%	39%	46%
Aged 65+ years	33%	38%	38%	46%
Aged 25+ years	37%	43%	42%	46%
Aged 15+ years	37%	42%	42%	46%

Parent and carer employment rate	Baseline	R1	R2	2022-23 Target
Aged 0 to 14 years	43%	47%	47%	50%
Aged 15+ years	45%	46%	44%	50%
All ages	44%	47%	46%	50%

Participant Choice and Control	R1	R2	2022-23 Target
Aged 15 to 24 years	68%	74%	75%
Aged 25+ years	75%	83%	75%
Aged 15+ years	73%	80%	75%

<sup>330</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.



**Table H.63 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,575), 'participant social and community engagement rate' (n=7,747), 'parent and carer employment rate' (n=4,018) at entry, first, second and third plan reassessment, and 'participant choice and control' (n=6,111) at first, second and third plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 – Queensland<sup>331</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	13%	17%	17%	21%	26%
Aged 25 to 34 years	22%	23%	19%	21%	26%
Aged 35 to 44 years	22%	22%	18%	21%	26%
Aged 45 to 54 years	19%	19%	15%	17%	26%
Aged 55 to 64 years	15%	15%	11%	12%	26%
Aged 65+ years	10%	10%	7%	6%	26%
Aged 25 to 64 years	19%	19%	15%	17%	26%
Aged 15 to 64 years	17%	19%	16%	18%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	39%	45%	46%	47%	46%
Aged 25 to 34 years	42%	49%	47%	48%	46%
Aged 35 to 44 years	40%	47%	44%	48%	46%
Aged 45 to 54 years	39%	44%	44%	45%	46%
Aged 55 to 64 years	37%	42%	41%	43%	46%
Aged 65+ years	38%	42%	42%	41%	46%
Aged 25+ years	39%	45%	44%	45%	46%
Aged 15+ years	39%	45%	44%	46%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 0 to 14 years	41%	42%	45%	48%	50%
Aged 15+ years	40%	43%	44%	41%	50%
All ages	41%	43%	44%	45%	50%

Participant Choice and Control	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	67%	70%	75%	75%
Aged 25+ years	75%	80%	84%	75%
Aged 15+ years	73%	77%	81%	75%

<sup>331</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table H.64 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,489), 'participant social and community engagement rate' (n=3,576), 'parent and carer employment rate' (n=1,484) at entry, first, second, third and fourth plan reassessment, and 'participant choice and control' (n=3,054) at first, second, third and fourth plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 – Queensland <sup>332</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	14%	19%	19%	22%	25%	26%
Aged 25 to 34 years	26%	26%	25%	19%	25%	26%
Aged 35 to 44 years	25%	27%	25%	21%	24%	26%
Aged 45 to 54 years	21%	23%	21%	18%	20%	26%
Aged 55 to 64 years	16%	15%	14%	14%	13%	26%
Aged 65+ years	11%	9%	5%	2%	4%	26%
Aged 25 to 64 years	22%	23%	21%	18%	20%	26%
Aged 15 to 64 years	20%	22%	20%	19%	21%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	34%	43%	44%	42%	46%	46%
Aged 25 to 34 years	42%	49%	52%	50%	50%	46%
Aged 35 to 44 years	40%	51%	53%	45%	51%	46%
Aged 45 to 54 years	42%	47%	52%	57%	51%	46%
Aged 55 to 64 years	36%	39%	39%	43%	41%	46%
Aged 65+ years	34%	39%	46%	43%	44%	46%
Aged 25+ years	39%	46%	48%	48%	48%	46%
Aged 15+ years	38%	45%	47%	47%	47%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 0 to 14 years	39%	44%	43%	43%	46%	50%
Aged 15+ years	42%	45%	49%	48%	45%	50%
All ages	40%	44%	45%	45%	46%	50%

Participant Choice and Control	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	68%	70%	70%	76%	75%
Aged 25+ years	72%	81%	83%	85%	75%
Aged 15+ years	71%	77%	78%	82%	75%

<sup>332</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table H.65 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,207), 'participant social and community engagement rate' (n=1,253), 'parent and carer employment rate' (n=356) at entry, first, second, third, fourth and fifth plan reassessment, and 'participant choice and control' (n=1,060) at first, second, third, fourth and fifth plan reassessment - participants who entered between 1 July 2016 and 30 September 2017 – Queensland <sup>333</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	15%	20%	20%	21%	18%	15%	26%
Aged 25 to 34 years	24%	25%	25%	27%	19%	23%	26%
Aged 35 to 44 years	23%	22%	21%	19%	21%	20%	26%
Aged 45 to 54 years	26%	27%	25%	31%	25%	23%	26%
Aged 55 to 64 years	20%	20%	15%	13%	13%	17%	26%
Aged 65+ years	8%	8%	5%	8%	7%	6%	26%
Aged 25 to 64 years	23%	23%	21%	22%	19%	21%	26%
Aged 15 to 64 years	22%	23%	21%	22%	19%	20%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	32%	36%	39%	46%	47%	42%	46%
Aged 25 to 34 years	37%	45%	53%	52%	55%	47%	46%
Aged 35 to 44 years	42%	48%	62%	53%	50%	53%	46%
Aged 45 to 54 years	47%	53%	54%	59%	55%	58%	46%
Aged 55 to 64 years	35%	42%	49%	44%	48%	46%	46%
Aged 65+ years	29%	39%	42%	48%	47%	46%	46%
Aged 25+ years	39%	46%	53%	51%	52%	50%	46%
Aged 15+ years	38%	45%	51%	50%	51%	49%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 0 to 14 years	34%	34%	39%	45%	60%	46%	50%
Aged 15+ years	46%	53%	49%	48%	50%	56%	50%
All ages	40%	43%	43%	46%	55%	51%	50%

Participant Choice and Control		R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years		66%	67%	70%	73%	76%	75%
Aged 25+ years		70%	76%	80%	83%	84%	75%
Aged 15+ years		69%	73%	76%	79%	81%	75%

<sup>333</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table H.66 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=111), 'participant social and community engagement rate' (n=116), 'parent and carer employment rate' (n=32) at entry, first, second, third, fourth, fifth and sixth plan reassessment, and 'participant choice and control' (n=95) at first, second, third, fourth, fifth and sixth plan reassessment - participants who entered between 1 July 2016 and 30 September 2016 – Queensland<sup>334</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	22%	23%	26%	21%	18%	17%	19%	26%
Aged 15 to 64 years	19%	23%	25%	19%	17%	15%	17%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	35%	45%	47%	49%	49%	62%	42%	46%
Aged 15+ years	36%	45%	47%	49%	46%	66%	41%	46%

Participant Choice and Control	R1	R2	R3	R4	R5	R6	2022-23 Target
Aged 15 to 24 years	64%	73%	66%	74%	77%	74%	75%
Aged 25+ years	67%	78%	80%	84%	75%	89%	75%
Aged 15+ years	66%	77%	75%	79%	76%	83%	75%

There is insufficient data to show results for the progress against the NDIA's corporate plan metrics for 'parent and carer employment rate' at participants' first, second, third, fourth, fifth and sixth plan reassessment.

<sup>334</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2016 and have had a sixth plan reassessment to date.

**Table H.67 Number of active plans by goal type and primary disability group– Queensland <sup>335</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
Acquired brain injury	714	2,967	1,906	667	720	3,077	1,282	1,075	<b>3,804</b>
Autism	4,965	37,216	12,112	12,431	12,558	29,550	2,641	7,465	<b>42,220</b>
Cerebral palsy	653	3,189	1,595	735	574	2,649	812	610	<b>3,703</b>
Developmental delay	275	11,097	2,903	5,669	3,395	8,392	<11	<11	<b>11,685</b>
Down syndrome	342	2,105	1,022	500	476	1,893	555	651	<b>2,441</b>
Global developmental delay	47	2,247	586	1,127	734	1,510	<11	<11	<b>2,354</b>
Hearing impairment	835	4,817	988	1,239	671	2,917	429	1,279	<b>5,890</b>
Intellectual disability	2,654	12,718	5,628	3,425	3,718	12,100	3,793	5,224	<b>15,601</b>
Multiple sclerosis	311	1,349	965	157	175	1,190	468	395	<b>1,644</b>
Psychosocial disability	1,907	8,560	5,834	2,133	1,960	9,176	3,316	3,711	<b>11,045</b>
Spinal cord injury	347	1,300	738	156	137	1,037	411	475	<b>1,493</b>
Stroke	378	1,548	899	203	264	1,456	617	363	<b>1,854</b>
Visual impairment	347	1,552	525	335	136	1,292	249	524	<b>1,747</b>
Other neurological	836	3,794	2,324	643	746	3,518	1,366	664	<b>4,596</b>
Other physical	845	4,052	2,154	516	381	3,047	886	1,012	<b>4,715</b>
Other sensory/speech	35	208	45	67	55	141	11	36	<b>244</b>
Other	272	1,302	708	280	223	1,138	397	311	<b>1,558</b>
<b>Total</b>	<b>15,763</b>	<b>100,021</b>	<b>40,932</b>	<b>30,283</b>	<b>26,923</b>	<b>84,083</b>	<b>17,240</b>	<b>23,799</b>	<b>116,594</b>

**Table H.68 Percentage of active plans by goal type and primary disability group – Queensland <sup>336</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	19%	78%	50%	18%	19%	81%	34%	28%
Autism	12%	88%	29%	29%	30%	70%	6%	18%
Cerebral palsy	18%	86%	43%	20%	16%	72%	22%	16%
Developmental delay	2%	95%	25%	49%	29%	72%	n/a	n/a
Down syndrome	14%	86%	42%	20%	20%	78%	23%	27%
Global developmental delay	2%	95%	25%	48%	31%	64%	n/a	n/a
Hearing impairment	14%	82%	17%	21%	11%	50%	7%	22%
Intellectual disability	17%	82%	36%	22%	24%	78%	24%	33%
Multiple sclerosis	19%	82%	59%	10%	11%	72%	28%	24%
Psychosocial disability	17%	78%	53%	19%	18%	83%	30%	34%
Spinal cord injury	23%	87%	49%	10%	9%	69%	28%	32%
Stroke	20%	83%	48%	11%	14%	79%	33%	20%
Visual impairment	20%	89%	30%	19%	8%	74%	14%	30%
Other neurological	18%	83%	51%	14%	16%	77%	30%	14%
Other physical	18%	86%	46%	11%	8%	65%	19%	21%
Other sensory/speech	14%	85%	18%	27%	23%	58%	5%	15%
Other	17%	84%	45%	18%	14%	73%	25%	20%
<b>Total</b>	<b>14%</b>	<b>86%</b>	<b>35%</b>	<b>26%</b>	<b>23%</b>	<b>72%</b>	<b>15%</b>	<b>20%</b>

<sup>335</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>336</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table H.69 Number of goals in active plans by goal type and primary disability group – Queensland** <sup>337</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
Acquired brain injury	2,363	14,050	6,561	2,319	2,564	11,058	4,223	3,144	<b>46,282</b>
Autism	18,606	269,538	47,089	50,191	46,350	113,491	9,503	26,265	<b>581,033</b>
Cerebral palsy	2,596	22,973	6,573	2,983	2,194	11,189	3,303	2,210	<b>54,021</b>
Developmental delay	878	107,865	10,625	19,670	11,420	29,782	28	<11	<b>180,275</b>
Down syndrome	1,231	13,554	3,625	2,036	1,772	7,377	1,960	2,234	<b>33,789</b>
Global developmental delay	152	25,424	2,387	4,332	2,687	5,648	<11	<11	<b>40,633</b>
Hearing impairment	2,568	24,355	3,325	4,223	2,236	9,411	1,319	3,664	<b>51,101</b>
Intellectual disability	9,370	69,964	19,797	13,028	13,397	44,947	12,510	17,255	<b>200,268</b>
Multiple sclerosis	1,119	6,579	3,481	524	590	4,157	1,636	1,324	<b>19,410</b>
Psychosocial disability	6,096	33,147	19,195	7,120	6,070	29,663	9,653	11,087	<b>122,031</b>
Spinal cord injury	1,419	6,851	2,814	652	494	4,191	1,571	1,702	<b>19,694</b>
Stroke	1,321	7,810	3,293	761	899	5,373	2,149	1,166	<b>22,772</b>
Visual impairment	1,249	8,437	1,822	1,241	478	4,937	874	1,752	<b>20,790</b>
Other neurological	2,969	19,866	8,557	2,282	2,546	12,894	4,549	2,145	<b>55,808</b>
Other physical	2,900	20,061	7,413	1,721	1,273	10,428	2,858	3,059	<b>49,713</b>
Other sensory/speech	113	1,274	166	231	143	515	27	94	<b>2,563</b>
Other	1,038	7,486	2,651	1,036	796	3,968	1,318	1,021	<b>19,314</b>
<b>Total</b>	<b>55,988</b>	<b>659,234</b>	<b>149,374</b>	<b>114,350</b>	<b>95,909</b>	<b>309,029</b>	<b>57,481</b>	<b>78,132</b>	<b>1,519,497</b>

**Table H.70 Number of active plans by goal type and age group – Queensland** <sup>338</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
0 to 6	433	18,351	4,865	9,427	5,746	13,842	13	<11	<b>19,365</b>
7 to 14	2,740	28,260	7,806	8,969	9,182	19,268	208	634	<b>31,217</b>
15 to 18	1,754	8,533	3,120	2,570	2,763	7,585	730	3,495	<b>10,005</b>
19 to 24	1,825	7,255	2,969	2,055	1,749	6,670	2,301	5,184	<b>8,964</b>
25 to 34	2,002	7,735	4,082	2,007	1,790	7,473	3,095	4,594	<b>9,789</b>
35 to 44	1,775	7,216	4,371	1,590	1,637	7,062	2,667	3,628	<b>9,088</b>
45 to 54	2,029	8,629	5,298	1,617	1,705	8,496	3,027	3,316	<b>10,749</b>
55 to 64	2,418	10,439	6,236	1,628	1,758	10,237	3,785	2,536	<b>12,959</b>
65+	787	3,603	2,185	420	593	3,450	1,414	410	<b>4,458</b>
<b>Total</b>	<b>15,763</b>	<b>100,021</b>	<b>40,932</b>	<b>30,283</b>	<b>26,923</b>	<b>84,083</b>	<b>17,240</b>	<b>23,799</b>	<b>116,594</b>

<sup>337</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 1,519,497 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

<sup>338</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table H.71 Percentage of active plans by goal type and age group – Queensland** <sup>339</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	2%	95%	25%	49%	30%	71%	0%	n/a
7 to 14	9%	91%	25%	29%	29%	62%	1%	2%
15 to 18	18%	85%	31%	26%	28%	76%	7%	35%
19 to 24	20%	81%	33%	23%	20%	74%	26%	58%
25 to 34	20%	79%	42%	21%	18%	76%	32%	47%
35 to 44	20%	79%	48%	17%	18%	78%	29%	40%
45 to 54	19%	80%	49%	15%	16%	79%	28%	31%
55 to 64	19%	81%	48%	13%	14%	79%	29%	20%
65+	18%	81%	49%	9%	13%	77%	32%	9%
<b>Total</b>	<b>14%</b>	<b>86%</b>	<b>35%</b>	<b>26%</b>	<b>23%</b>	<b>72%</b>	<b>15%</b>	<b>20%</b>

**Table H.72 Number of goals in active plans by goal type and age group – Queensland** <sup>340</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	1,441	190,771	19,217	34,584	20,525	51,873	48	<11	<b>318,462</b>
7 to 14	9,919	217,319	30,196	36,144	33,304	72,361	719	2,121	<b>402,083</b>
15 to 18	6,481	45,751	11,663	9,913	9,969	28,561	2,665	12,520	<b>127,523</b>
19 to 24	6,762	35,798	10,932	7,797	6,418	25,009	8,082	17,523	<b>118,321</b>
25 to 34	7,205	36,318	14,629	7,635	6,457	27,722	10,429	14,967	<b>125,362</b>
35 to 44	6,403	33,174	15,888	5,682	5,873	25,679	9,019	11,691	<b>113,409</b>
45 to 54	6,816	37,707	18,296	5,557	5,686	29,888	9,663	10,390	<b>124,003</b>
55 to 64	8,328	46,641	21,289	5,684	5,759	35,944	12,430	7,658	<b>143,733</b>
65+	2,633	15,755	7,264	1,354	1,918	11,992	4,426	1,259	<b>46,601</b>
<b>Total</b>	<b>55,988</b>	<b>659,234</b>	<b>149,374</b>	<b>114,350</b>	<b>95,909</b>	<b>309,029</b>	<b>57,481</b>	<b>78,132</b>	<b>1,519,497</b>

<sup>339</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

<sup>340</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 1,519,497 goals in these results relate to those in the current plans of active participants who reside in Queensland at the reporting date.

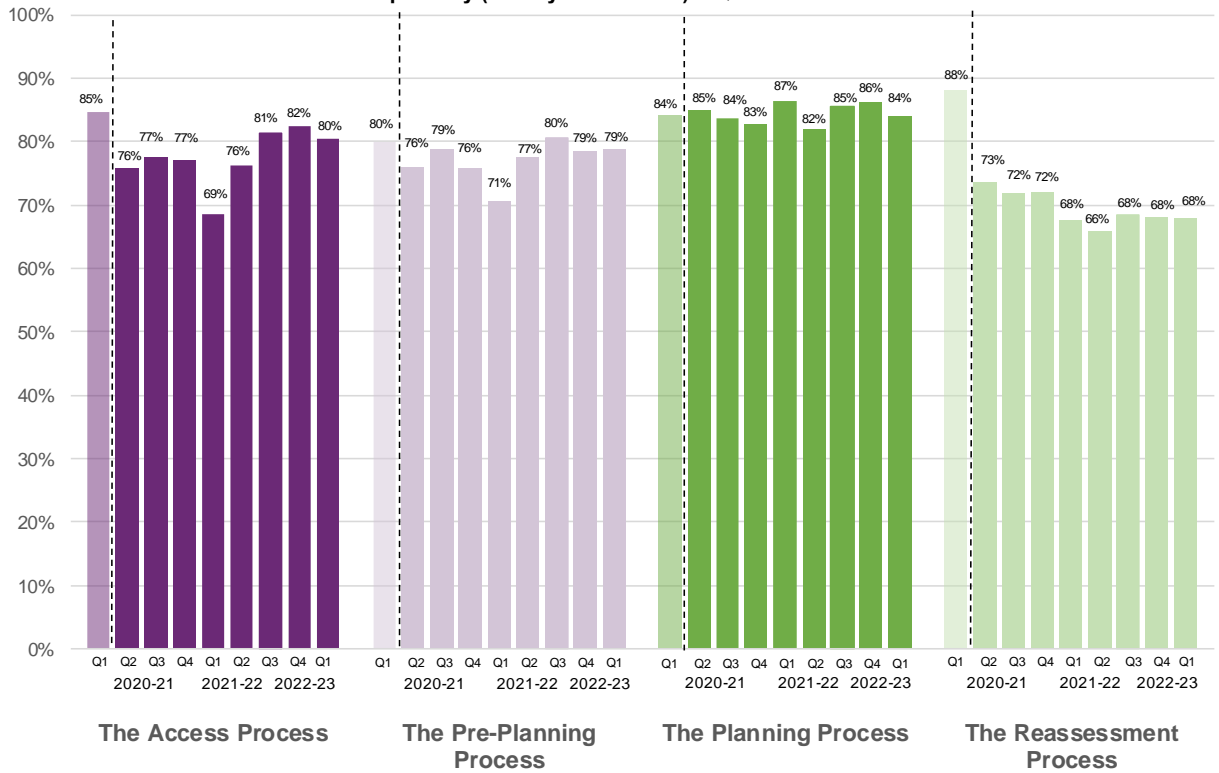
**Table H.73 Proportion of participants who agreed with statements about 'Access' (n = 1,838 in Prior Quarters, n = 260 in 2022-23 Q1), 'Pre-planning' (n = 1,429 in Prior Quarters, n = 239 in 2022-23 Q1), 'Planning' (n = 6,938 in Prior Quarters, n = 1,079 in 2022-23 Q1) and 'Plan reassessment' (n = 16,326 in Prior Quarters, n = 2,503 in 2022-23 Q1) of NDIS journey in 2022-23 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland <sup>341</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q1
Access - Are you happy with how coming into the NDIS has gone?	84%	88%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	74%	79%
Access - % of participants rating their overall experience as Very Good or Good.	77%	80%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	84%
Pre-planning - Did you understand why you needed to give the information you did?	95%	92%
Pre-planning - Were decisions about your plan clearly explained?	76%	76%
Pre-planning - Are you clear on what happens next with your plan?	67%	64%
Pre-planning - Do you know where to go for more help with your plan?	70%	65%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	79%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	90%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	88%	87%
Planning - Are you clear on what happens next with your plan?	82%	85%
Planning - Do you know where to go for more help with your plan?	88%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	85%	84%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	76%	74%
Plan reassessment - Did you feel prepared for your plan reassessment?	83%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	84%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	70%	68%

<sup>341</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.



Figure H.8 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland <sup>342</sup> <sup>343</sup>



<sup>342</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>343</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

## Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q1. 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.

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.74 shows the number of complaints in 2022-23 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table H.75 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

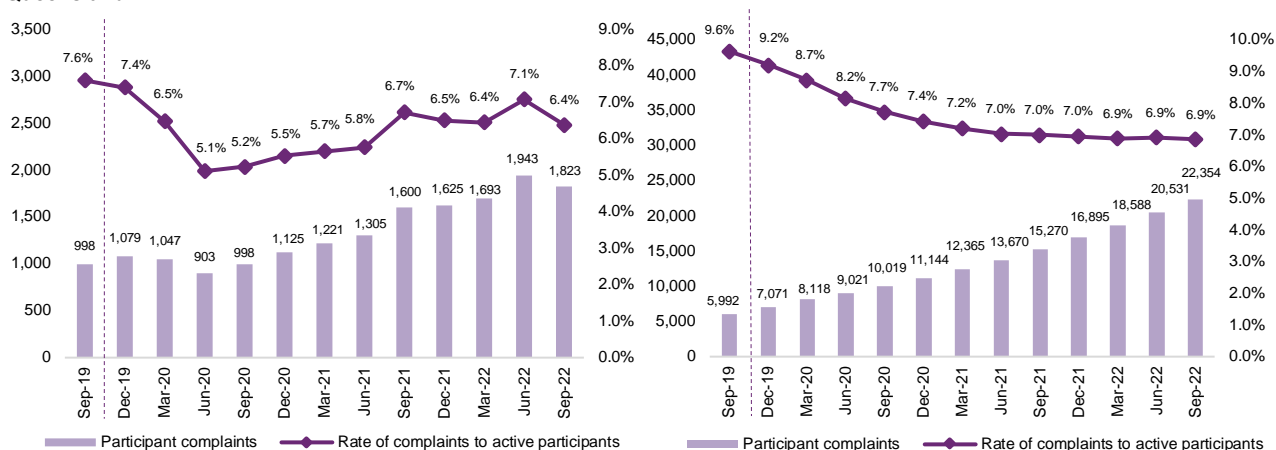
**Table H.74 Complaints by quarter – Queensland** <sup>344 345</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	186	26	212	194
People who have submitted an access request: Complaint about LAC Partner	440	66	506	457
People who have submitted an access request: Complaints about service providers	1,450	106	1,556	1,195
People who have submitted an access request: Complaints about the Agency	15,774	1,236	17,010	9,305
People who have submitted an access request: Critical/ Reportable Incident	2,449	389	2,838	2,175
People who have submitted an access request: Unclassified	232	<11	232	212
<b>People who have submitted an access request: Total</b>	<b>20,531</b>	<b>1,823</b>	<b>22,354</b>	<b>11,894</b>
<i>Percentage of the number of active participants</i>	<i>6.9%</i>	<i>6.4%</i>	<i>6.9%</i>	<i>n/a</i>

<sup>344</sup> Note that 64% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

<sup>345</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Figure H.9 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland**



**Table H.75 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland**

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	746	(5%)	<11	n/a	747	(4%)
Information unclear	274	(2%)	<11	n/a	274	(2%)
NDIA Access	466	(3%)	47	(4%)	513	(3%)
NDIA Engagement	<11	n/a	<11	n/a	17	(0%)
NDIA Finance	957	(6%)	141	(11%)	1,098	(6%)
NDIA Fraud and Compliance	54	(0%)	16	(1%)	70	(0%)
NDIA Plan	3,751	(24%)	551	(45%)	4,302	(25%)
NDIA Process	1,138	(7%)	149	(12%)	1,287	(8%)
NDIA Resources	103	(1%)	20	(2%)	123	(1%)
NDIA Staff	759	(5%)	91	(7%)	850	(5%)
NDIA Timeliness	2,577	(16%)	190	(15%)	2,767	(16%)
Participation, engagement and inclusion	74	(0%)	<11	n/a	74	(0%)
Provider Portal	26	(0%)	<11	n/a	26	(0%)
Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Reasonable and necessary supports	749	(5%)	<11	n/a	750	(4%)
Staff conduct - Agency	249	(2%)	<11	n/a	250	(1%)
The way the NDIA carried out its decision making	471	(3%)	<11	n/a	475	(3%)
Timeliness	1,637	(10%)	<11	n/a	1,638	(10%)
Other	1,725	(11%)	14	(1%)	1,739	(10%)
<b>Total</b>	<b>15,774</b>	<b>(100%)</b>	<b>1,236</b>	<b>(100%)</b>	<b>17,010</b>	<b>(100%)</b>

<sup>346</sup> There are 20,531 total participant complaints in Prior Quarters, 1,823 total participant complaints in 2022-23 Q1, and 22,354 total participant complaints as at 30 September 2022, including 232 unclassified participant complaints as at 30 September 2022.

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	25	(13%)	<11	n/a	25	(12%)
ECA Process	29	(16%)	<11	n/a	31	(15%)
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	83	(45%)	19	(73%)	102	(48%)
ECA Timeliness	48	(26%)	<11	n/a	52	(25%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>186</b>	<b>(100%)</b>	<b>26</b>	<b>(100%)</b>	<b>212</b>	<b>(100%)</b>

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	25	(13%)	<11	n/a	25	(12%)
ECA Process	29	(16%)	<11	n/a	31	(15%)
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	83	(45%)	19	(73%)	102	(48%)
ECA Timeliness	48	(26%)	<11	n/a	52	(25%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>186</b>	<b>(100%)</b>	<b>26</b>	<b>(100%)</b>	<b>212</b>	<b>(100%)</b>

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	86	(20%)	<11	n/a	94	(19%)
LAC Process	49	(11%)	<11	n/a	57	(11%)
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	220	(50%)	40	(61%)	260	(51%)
LAC Timeliness	81	(18%)	<11	n/a	90	(18%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>440</b>	<b>(100%)</b>	<b>66</b>	<b>(100%)</b>	<b>506</b>	<b>(100%)</b>

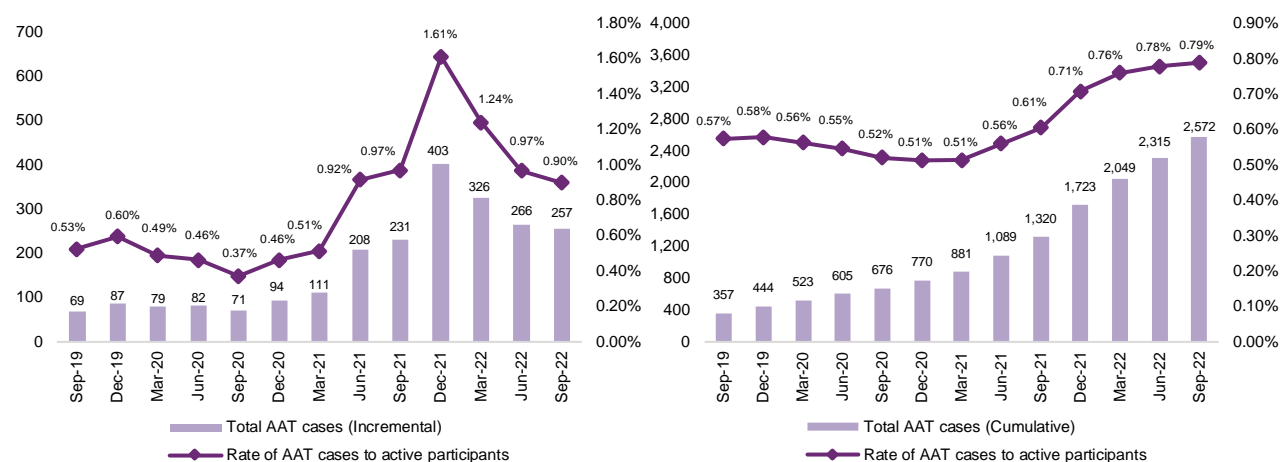
Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	68	(5%)	<11	n/a	68	(4%)
Provider Finance	54	(4%)	<11	n/a	63	(4%)
Provider Fraud and Compliance	91	(6%)	18	(17%)	109	(7%)
Provider process	64	(4%)	<11	n/a	64	(4%)
Provider Service	447	(31%)	44	(42%)	491	(32%)
Provider Staff	211	(15%)	28	(26%)	239	(15%)
Service Delivery	101	(7%)	<11	n/a	102	(7%)
Staff conduct	113	(8%)	<11	n/a	115	(7%)
Supports being provided	116	(8%)	<11	n/a	117	(8%)
Other	185	(13%)	<11	n/a	188	(12%)
<b>Total</b>	<b>1,450</b>	<b>(100%)</b>	<b>106</b>	<b>(100%)</b>	<b>1,556</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	635	(26%)	119	(31%)	754	(27%)
Allegations against Informal Supports	305	(12%)	<11	n/a	309	(11%)
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	404	(16%)	58	(15%)	462	(16%)
Provider reporting	1,102	(45%)	207	(53%)	1,309	(46%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>2,449</b>	<b>(100%)</b>	<b>389</b>	<b>(100%)</b>	<b>2,838</b>	<b>(100%)</b>

Table H.76 AAT Cases by category at 30 September 2022 – Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Access	463	20%	27	11%	490	19%
Plan	1,675	72%	195	76%	1,870	73%
Plan Reassessment	61	3%	<11	n/a	63	2%
Other	116	5%	33	13%	149	6%
<b>Total cases</b>	<b>2,315</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>2,572</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.78%</b>	<b>n/a</b>	<b>0.90%</b>	<b>n/a</b>	<b>0.79%</b>	<b>n/a</b>

Figure H.10 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland



**Table H.77 AAT cases by open/closed and decision – Queensland** <sup>347 348</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>2,572</b>	<b>2,394</b>
<b>Open AAT Cases</b>	<b>859</b>	<b>854</b>
<b>Closed AAT Cases</b>	<b>1,713</b>	<b>1,602</b>
<i>Resolved before hearing</i>	<i>1,671</i>	<i>1,564</i>
<i>Gone to hearing and received a substantive decision</i>	<i>42</i>	<i>38</i>

<sup>347</sup> Of the 42 cases which went to hearing and received a substantive decision: 11 affirmed the Agency's decision, 21 varied the Agency's decision and 10 set aside the Agency's decision.

<sup>348</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table H.78 Key markets indicators by quarter – Queensland** <sup>349 350</sup>

Market indicators	Previous Quarter	2022-23 Q1
Average number of active providers per active participant	1.10	1.09
Number of providers delivering new types of supports	488	493
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	83%	82%
Share of payments - top 25%: Therapeutic Supports (Percentage)	96%	96%
Share of payments - top 25%: Participate Community (Percentage)	91%	92%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

**Table H.79 Cumulative number of providers that have been ever active as at 30 September 2022 by quarter of activity – Queensland** <sup>351</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q1	161
Active in 2022-23 Q1 and also in previous quarters	2,637
<b>Active in 2022-23 Q1</b>	<b>2,798</b>
Inactive in 2022-23 Q1	4,551
<b>Active ever</b>	<b>7,349</b>

<sup>349</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>350</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>351</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

**Table H.80 Cumulative number of providers that have been ever active by registration group – Queensland <sup>352</sup>**

Registration Group	Prior Quarters	2022-23 Q1	Total	Percentage Change
Assistance services: Accommodation / Tenancy Assistance	200	<5	<b>200</b>	n/a
Assistance services: Assistance Animals	121	<5	<b>124</b>	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	987	45	<b>1,032</b>	5%
Assistance services: Assistance with travel/transport arrangements	873	30	<b>903</b>	3%
Assistance services: Daily Personal Activities	1,496	66	<b>1,562</b>	4%
Assistance services: Group and Centre Based Activities	979	35	<b>1,014</b>	4%
Assistance services: High Intensity Daily Personal Activities	984	26	<b>1,010</b>	3%
Assistance services: Household tasks	1,538	51	<b>1,589</b>	3%
Assistance services: Interpreting and translation	178	7	<b>185</b>	4%
Assistance services: Participation in community, social and civic activities	1,636	76	<b>1,712</b>	5%
Assistive Technology: Assistive equipment for recreation	257	<5	<b>261</b>	n/a
Assistive Technology: Assistive products for household tasks	230	11	<b>241</b>	5%
Assistive Technology: Assistance products for personal care and safety	1,434	34	<b>1,468</b>	2%
Assistive Technology: Communication and information equipment	569	21	<b>590</b>	4%
Assistive Technology: Customised Prosthetics	590	12	<b>602</b>	2%
Assistive Technology: Hearing Equipment	251	9	<b>260</b>	4%
Assistive Technology: Hearing Services	82	<5	<b>86</b>	n/a
Assistive Technology: Personal Mobility Equipment	847	30	<b>877</b>	4%
Assistive Technology: Specialised Hearing Services	122	5	<b>127</b>	4%
Assistive Technology: Vision Equipment	236	8	<b>244</b>	3%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	1,732	74	<b>1,806</b>	4%
Capacity Building Services: Behaviour Support	658	21	<b>679</b>	3%
Capacity Building Services: Community nursing care for high needs	484	28	<b>512</b>	6%
Capacity Building Services: Development of daily living and life skills	936	36	<b>972</b>	4%
Capacity Building Services: Early Intervention supports for early childhood	1,354	32	<b>1,386</b>	2%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	752	19	<b>771</b>	3%
Capacity Building Services: Innovative Community Participation	271	8	<b>279</b>	3%
Capacity Building Services: Specialised Driving Training	206	6	<b>212</b>	3%
Capacity Building Services: Therapeutic Supports	3,346	72	<b>3,418</b>	2%
Capital services: Home modification design and construction	445	11	<b>456</b>	2%
Capital services: Specialist Disability Accommodation	110	<5	<b>112</b>	n/a
Capital services: Vehicle Modifications	224	11	<b>235</b>	5%
Choice and control support services: Management of funding for supports in participants plan	780	31	<b>811</b>	4%
Choice and control support services: Support Coordination	401	14	<b>415</b>	3%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	277	12	<b>289</b>	4%
Employment and Education support services: Specialised Supported Employment	325	9	<b>334</b>	3%
<b>Total</b>	<b>7,188</b>	<b>161</b>	<b>7,349</b>	<b>2%</b>

<sup>352</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.



**Table H.81 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2022 – Queensland** <sup>353</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	49	151	<b>200</b>	25%	76%	<b>100%</b>
Assistance services: Assistance Animals	16	108	<b>124</b>	13%	87%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	132	900	<b>1,032</b>	13%	87%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	133	770	<b>903</b>	15%	85%	<b>100%</b>
Assistance services: Daily Personal Activities	194	1,368	<b>1,562</b>	12%	88%	<b>100%</b>
Assistance services: Group and Centre Based Activities	119	895	<b>1,014</b>	12%	88%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	127	883	<b>1,010</b>	13%	87%	<b>100%</b>
Assistance services: Household tasks	443	1,146	<b>1,589</b>	28%	72%	<b>100%</b>
Assistance services: Interpreting and translation	42	143	<b>185</b>	23%	77%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	227	1,485	<b>1,712</b>	13%	87%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	38	223	<b>261</b>	15%	85%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	33	208	<b>241</b>	14%	86%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	223	1,245	<b>1,468</b>	15%	85%	<b>100%</b>
Assistive Technology: Communication and information equipment	118	472	<b>590</b>	20%	80%	<b>100%</b>
Assistive Technology: Customised Prosthetics	106	496	<b>602</b>	18%	82%	<b>100%</b>
Assistive Technology: Hearing Equipment	45	215	<b>260</b>	17%	83%	<b>100%</b>
Assistive Technology: Hearing Services	14	72	<b>86</b>	16%	84%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	125	752	<b>877</b>	14%	86%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	20	107	<b>127</b>	16%	84%	<b>100%</b>
Assistive Technology: Vision Equipment	39	205	<b>244</b>	16%	84%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	352	1,454	<b>1,806</b>	19%	81%	<b>100%</b>
Capacity Building Services: Behaviour Support	186	493	<b>679</b>	27%	73%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	75	437	<b>512</b>	15%	85%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	148	824	<b>972</b>	15%	85%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	458	928	<b>1,386</b>	33%	67%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	181	590	<b>771</b>	23%	77%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	75	204	<b>279</b>	27%	73%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	43	169	<b>212</b>	20%	80%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	1,303	2,115	<b>3,418</b>	38%	62%	<b>100%</b>
Capital services: Home modification design and construction	75	381	<b>456</b>	16%	84%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	108	<b>112</b>	n/a	96%	<b>100%</b>
Capital services: Vehicle Modifications	31	204	<b>235</b>	13%	87%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	150	661	<b>811</b>	18%	82%	<b>100%</b>
Choice and control support services: Support Coordination	80	335	<b>415</b>	19%	81%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	40	249	<b>289</b>	14%	86%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	47	287	<b>334</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>2,311</b>	<b>5,038</b>	<b>7,349</b>	<b>31%</b>	<b>69%</b>	<b>100%</b>

<sup>353</sup> Ibid.

**Table H.82 Number and proportion of providers active in 2022-23 Q1 by registration group and first quarter of activity – Queensland<sup>354</sup>**

Registration Group	Active in previous quarters and in 2022-23 Q1	Active for the first time in 2022-23 Q1	Total	Percentage active for the first time in 2022-23 Q1
Assistance services: Accommodation / Tenancy Assistance	5	<5	5	n/a
Assistance services: Assistance Animals	49	<5	52	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	587	45	632	7%
Assistance services: Assistance with travel/transport arrangements	397	30	427	7%
Assistance services: Daily Personal Activities	766	66	832	8%
Assistance services: Group and Centre Based Activities	455	35	490	7%
Assistance services: High Intensity Daily Personal Activities	412	26	438	6%
Assistance services: Household tasks	585	51	636	8%
Assistance services: Interpreting and translation	78	7	85	8%
Assistance services: Participation in community, social and civic activities	879	76	955	8%
Assistive Technology: Assistive equipment for recreation	39	<5	43	n/a
Assistive Technology: Assistive products for household tasks	33	11	44	25%
Assistive Technology: Assistance products for personal care and safety	570	34	604	6%
Assistive Technology: Communication and information equipment	231	21	252	8%
Assistive Technology: Customised Prosthetics	228	12	240	5%
Assistive Technology: Hearing Equipment	110	9	119	8%
Assistive Technology: Hearing Services	18	<5	22	n/a
Assistive Technology: Personal Mobility Equipment	327	30	357	8%
Assistive Technology: Specialised Hearing Services	28	5	33	15%
Assistive Technology: Vision Equipment	86	8	94	9%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	877	74	951	8%
Capacity Building Services: Behaviour Support	254	21	275	8%
Capacity Building Services: Community nursing care for high needs	226	28	254	11%
Capacity Building Services: Development of daily living and life skills	339	36	375	10%
Capacity Building Services: Early Intervention supports for early childhood	443	32	475	7%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	363	19	382	5%
Capacity Building Services: Innovative Community Participation	70	8	78	10%
Capacity Building Services: Specialised Driving Training	48	6	54	11%
Capacity Building Services: Therapeutic Supports	1,132	72	1,204	6%
Capital services: Home modification design and construction	129	11	140	8%
Capital services: Specialist Disability Accommodation	69	<5	71	n/a
Capital services: Vehicle Modifications	66	11	77	14%
Choice and control support services: Management of funding for supports in participants plan	505	31	536	6%
Choice and control support services: Support Coordination	157	14	171	8%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	128	12	140	9%
Employment and Education support services: Specialised Supported Employment	176	9	185	5%
<b>Total</b>	<b>2,637</b>	<b>161</b>	<b>2,798</b>	<b>6%</b>

<sup>354</sup> Ibid.

**Table H.83 Number and proportion of providers active in 2022-23 Q1 in each registration group by legal entity type – Queensland<sup>355</sup>**

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	5	5	n/a	100%	100%
Assistance services: Assistance Animals	5	47	52	10%	90%	100%
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	63	569	632	10%	90%	100%
Assistance services: Assistance with travel/transport arrangements	41	386	427	10%	90%	100%
Assistance services: Daily Personal Activities	104	728	832	13%	88%	100%
Assistance services: Group and Centre Based Activities	60	430	490	12%	88%	100%
Assistance services: High Intensity Daily Personal Activities	47	391	438	11%	89%	100%
Assistance services: Household tasks	139	497	636	22%	78%	100%
Assistance services: Interpreting and translation	18	67	85	21%	79%	100%
Assistance services: Participation in community, social and civic activities	111	844	955	12%	88%	100%
Assistive Technology: Assistive equipment for recreation	6	37	43	14%	86%	100%
Assistive Technology: Assistive products for household tasks	6	38	44	14%	86%	100%
Assistive Technology: Assistance products for personal care and safety	74	530	604	12%	88%	100%
Assistive Technology: Communication and information equipment	40	212	252	16%	84%	100%
Assistive Technology: Customised Prosthetics	38	202	240	16%	84%	100%
Assistive Technology: Hearing Equipment	22	97	119	18%	82%	100%
Assistive Technology: Hearing Services	<5	18	22	n/a	82%	100%
Assistive Technology: Personal Mobility Equipment	58	299	357	16%	84%	100%
Assistive Technology: Specialised Hearing Services	6	27	33	18%	82%	100%
Assistive Technology: Vision Equipment	12	82	94	13%	87%	100%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	161	790	951	17%	83%	100%
Capacity Building Services: Behaviour Support	58	217	275	21%	79%	100%
Capacity Building Services: Community nursing care for high needs	32	222	254	13%	87%	100%
Capacity Building Services: Development of daily living and life skills	62	313	375	17%	83%	100%
Capacity Building Services: Early Intervention supports for early childhood	87	388	475	18%	82%	100%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	72	310	382	19%	81%	100%
Capacity Building Services: Innovative Community Participation	14	64	78	18%	82%	100%
Capacity Building Services: Specialised Driving Training	11	43	54	20%	80%	100%
Capacity Building Services: Therapeutic Supports	316	888	1,204	26%	74%	100%
Capital services: Home modification design and construction	14	126	140	10%	90%	100%
Capital services: Specialist Disability Accommodation	<5	68	71	n/a	96%	100%
Capital services: Vehicle Modifications	8	69	77	10%	90%	100%
Choice and control support services: Management of funding for supports in participants plan	103	433	536	19%	81%	100%
Choice and control support services: Support Coordination	31	140	171	18%	82%	100%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	19	121	140	14%	86%	100%
Employment and Education support services: Specialised Supported Employment	30	155	185	16%	84%	100%
<b>Total</b>	<b>614</b>	<b>2,184</b>	<b>2,798</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

<sup>355</sup> Ibid.

**Table H.84 Distribution of active providers in 2022-23 Q1 by their status in 2021-22 Q4 and payment band in 2022-23 Q1 – Queensland** <sup>356</sup>

Amount paid in 2022-23 Q1	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	447	86	59	<b>592</b>
\$2,001-\$10,000	518	35	52	<b>605</b>
\$10,001-\$100,000	769	24	40	<b>833</b>
\$100,001-\$250,000	233	<5	9	<b>243</b>
\$250,000+	524	<5	<5	<b>525</b>
<b>Total</b>	<b>2,491</b>	<b>146</b>	<b>161</b>	<b>2,798</b>

**Table H.85 Distribution of active participants by method of financial plan management and age group as at 30 September 2022 – Queensland** <sup>357 358</sup>

Age group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
0 to 6	5%	6%	33%	56%
7 to 14	6%	7%	38%	49%
15 to 18	6%	5%	30%	58%
19 to 24	11%	5%	18%	66%
25 to 34	15%	5%	12%	68%
35 to 44	16%	5%	10%	69%
45 to 54	16%	4%	9%	71%
55 to 64	15%	5%	9%	71%
65+	17%	5%	10%	68%
<b>Total</b>	<b>10%</b>	<b>6%</b>	<b>24%</b>	<b>61%</b>

<sup>356</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>357</sup> For the total number of active participants in each age group, see Table H.19.

<sup>358</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

**Table H.86 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2022 – Queensland** <sup>359 360</sup>

Primary disability group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
ABI	16%	4%	7%	74%
Autism	6%	6%	34%	55%
Cerebral Palsy	11%	12%	22%	55%
Developmental delay	6%	4%	31%	59%
Down Syndrome	12%	7%	22%	59%
Global developmental delay	8%	4%	31%	58%
Hearing Impairment	10%	6%	38%	46%
Intellectual Disability	20%	4%	11%	64%
Multiple Sclerosis	2%	11%	17%	69%
Other	6%	7%	19%	68%
Other Neurological	8%	8%	13%	71%
Other Physical	10%	11%	19%	59%
Other Sensory/Speech	18%	5%	35%	42%
Psychosocial disability	20%	1%	3%	76%
Spinal Cord Injury	4%	16%	21%	59%
Stroke	8%	4%	8%	80%
Visual Impairment	6%	6%	29%	59%
<b>Total</b>	<b>10%</b>	<b>6%</b>	<b>24%</b>	<b>61%</b>

**Table H.87 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Queensland** <sup>361</sup>

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	10%	8%	<b>10%</b>
Self-managed partly	6%	5%	<b>6%</b>
Self-managed fully	25%	19%	<b>24%</b>
Plan-managed	59%	68%	<b>61%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>359</sup> For the total number of active participants in each primary disability group, see Table H.15.

<sup>360</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>361</sup> Ibid.

**Table H.88 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland<sup>362</sup>**

Quarter	Agency-managed - Incremental	Self-managed Partly - Incremental	Self-managed Fully - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed Partly - Cumulative	Self-managed Fully - Cumulative	Plan-managed - Cumulative
Sep-19	30%	12%	19%	39%	36%	11%	18%	34%
Dec-19	26%	10%	21%	42%	32%	11%	20%	38%
Mar-20	22%	9%	22%	47%	28%	10%	21%	41%
Jun-20	20%	9%	23%	48%	24%	9%	22%	44%
Sep-20	17%	8%	23%	52%	21%	9%	23%	47%
Dec-20	15%	7%	23%	55%	19%	8%	24%	49%
Mar-21	14%	6%	23%	57%	17%	7%	24%	51%
Jun-21	13%	6%	21%	59%	16%	7%	24%	53%
Sep-21	11%	6%	22%	61%	14%	7%	24%	55%
Dec-21	11%	6%	20%	63%	13%	6%	24%	57%
Mar-22	10%	6%	18%	66%	12%	6%	24%	58%
Jun-22	10%	5%	19%	65%	11%	6%	24%	59%
Sep-22	8%	5%	19%	68%	10%	6%	24%	61%

**Table H.89 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Queensland**

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	41%	32%	40%
Self-managed	13%	11%	13%
Plan-managed	46%	58%	47%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table H.90 Distribution of plan budgets by method of financial plan management over time incrementally (left) and cumulatively (right) – Queensland**

Quarter	Agency-managed - Incremental	Self-managed - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed - Cumulative	Plan-managed - Cumulative
Sep-19	47%	15%	38%	61%	12%	27%
Dec-19	50%	14%	37%	59%	12%	29%
Mar-20	41%	17%	42%	55%	13%	31%
Jun-20	39%	16%	44%	52%	14%	34%
Sep-20	34%	16%	50%	50%	14%	36%
Dec-20	36%	15%	49%	48%	14%	38%
Mar-21	36%	15%	49%	47%	14%	39%
Jun-21	36%	13%	51%	45%	14%	40%
Sep-21	31%	14%	55%	44%	14%	42%
Dec-21	34%	12%	54%	43%	14%	43%
Mar-22	32%	11%	57%	42%	14%	44%
Jun-22	31%	11%	58%	41%	13%	46%
Sep-22	32%	11%	58%	40%	13%	47%

**Table H.91 Distribution of active participants by support coordination and quarter of plan approval – Queensland**

Distribution of active participants by support coordination	Prior Quarters	2022-23 Q1	Total
Support coordination	40%	54%	43%

<sup>362</sup> This table 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.92 Duration to plan activation by quarter of initial plan approval for active participants – Queensland** <sup>363</sup>

Plan activation	Prior Quarters - Count	Prior Quarters - Percentage	2021-22 Q3 - Count	2021-22 Q3 - Percentage	Total - Count	Total - Percentage
Less than 30 days	69,472	69%	3,719	70%	73,191	69%
30 to 59 days	12,126	12%	646	12%	12,772	12%
60 to 89 days	5,456	5%	251	5%	5,707	5%
<b>Activated within 90 days</b>	<b>87,054</b>	<b>86%</b>	<b>4,616</b>	<b>87%</b>	<b>91,670</b>	<b>86%</b>
90 to 119 days	3,160	3%	120	2%	3,280	3%
120 days and over	8,476	8%	178	3%	8,654	8%
<b>Activated after 90 days</b>	<b>11,636</b>	<b>12%</b>	<b>298</b>	<b>6%</b>	<b>11,934</b>	<b>11%</b>
<b>No payments</b>	<b>1,998</b>	<b>2%</b>	<b>383</b>	<b>7%</b>	<b>2,381</b>	<b>2%</b>
<b>Total plans approved</b>	<b>100,688</b>	<b>100%</b>	<b>5,297</b>	<b>100%</b>	<b>105,985</b>	<b>100%</b>

**Table H.93 Proportion of participants who have activated within 12 months at 30 September 2022 – Queensland** <sup>364</sup>

Participant profile	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by First Nations status: First Nations Participants	8,743	9,135	96%
by First Nations status: Non-First Nations Participants	73,971	75,992	97%
by First Nations status: Not Stated	10,785	11,149	97%
by Culturally and Linguistically Diverse status: CALD	5,126	5,276	97%
by Culturally and Linguistically Diverse status: Not CALD	88,343	90,968	97%
by Culturally and Linguistically Diverse status: Not Stated	30	32	94%
by Remoteness: Major Cities	56,210	57,739	97%
by Remoteness: Regional	35,716	36,891	97%
by Remoteness: Remote	1,571	1,644	96%
by Remoteness: Missing	<11	<11	n/a
by Primary Disability group: Autism	34,270	35,217	97%
by Primary Disability group: Intellectual disability (including Down syndrome)	16,360	16,665	98%
by Primary Disability group: Psychosocial disability	9,148	9,299	98%
by Primary Disability group: Developmental delay (including global developmental delay)	7,020	7,434	94%
by Primary Disability group: Other	26,701	27,661	97%
by Gender: Male	57,147	58,980	97%
by Gender: Female	35,602	36,520	97%
by Gender: Other	750	776	97%
by Age Group: 0-6 years	10,670	11,113	96%
by Age Group: 7-14 years	26,162	27,112	96%
by Age Group: 15-18 years	8,121	8,513	95%
by Age Group: 19-24 years	7,797	8,130	96%
by Age Group: 25-34 years	8,471	8,708	97%
by Age Group: 35-44 years	7,816	7,919	99%
by Age Group: 45-54 years	9,265	9,409	98%
by Age Group: 55-64 years	11,038	11,160	99%
by Age Group: 65+ years	4,159	4,212	99%
<b>Total</b>	<b>93,499</b>	<b>96,276</b>	<b>97%</b>

<sup>363</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>364</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

**Table H.94 Distribution of plans by utilisation – Queensland** <sup>365 366</sup>

Plan utilisation	Total
0 to 50%	34%
50% to 75%	26%
> 75%	40%
<b>Total</b>	<b>100%</b>

**Table H.95 Proportion of active participants with approved plans accessing mainstream supports – Queensland** <sup>367</sup>

Mainstream service	Prior Quarters	2022-23 Q1	Total
Daily Activities	17%	17%	17%
Health & Wellbeing	63%	67%	64%
Lifelong Learning	24%	23%	24%
Other	18%	20%	18%
Non-categorised	19%	14%	18%
Any mainstream service	95%	94%	95%

<sup>365</sup> This table only considers participants with initial plans approved up to 31 March 2022, and includes committed supports and payments for supports provided up to 30 June 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>366</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan reassessment to address a change in circumstance.

<sup>367</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.



## Part Five: Financial sustainability

**Table H.96 Committed supports by financial year (\$m) – Queensland** <sup>368</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	1.2	4.3	12.0	225.9	855.7	2,511.6	5,125.1	6,795.0	7,768.0	2,198.8

**Table H.97 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Queensland**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	1.6%	1.6%
\$5,001-\$10,000	6.8%	6.6%
\$10,001-\$15,000	13.0%	12.7%
\$15,001-\$20,000	13.9%	13.9%
\$20,001-\$25,000	9.4%	9.6%
\$25,001-\$30,000	5.0%	4.9%
\$30,001-\$50,000	13.3%	13.1%
\$50,001-\$100,000	17.5%	17.2%
\$100,001-\$150,000	7.8%	7.9%
\$150,001-\$200,000	3.6%	3.7%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	5.9%	6.6%

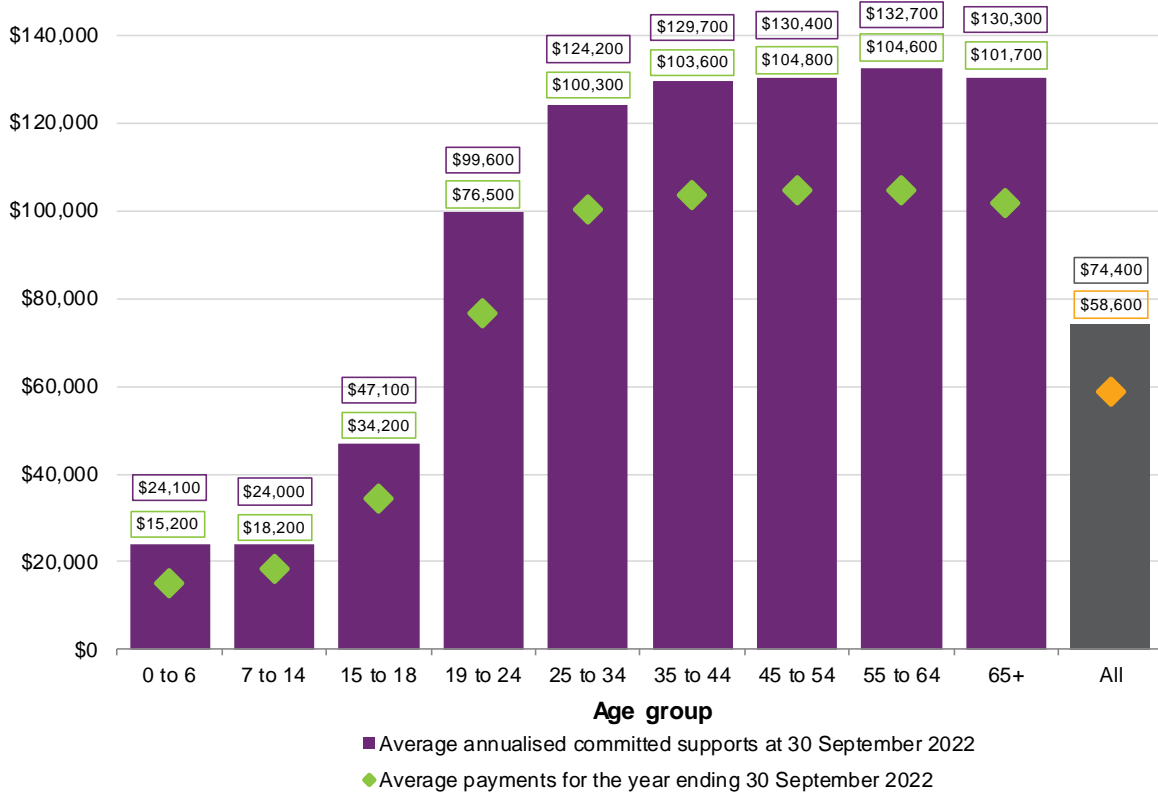
**Table H.98 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Queensland**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	1.7%	1.7%
\$5,001-\$10,000	7.2%	7.0%
\$10,001-\$15,000	13.7%	13.3%
\$15,001-\$20,000	14.6%	14.6%
\$20,001-\$25,000	9.9%	10.1%
\$25,001-\$30,000	5.2%	5.1%
\$30,001-\$50,000	14.0%	13.8%
\$50,001-\$100,000	18.1%	17.8%
\$100,001-\$150,000	8.0%	8.2%
\$150,001-\$200,000	3.6%	3.8%
\$200,001-\$250,000	1.7%	1.8%
\$250,001+	2.4%	2.9%

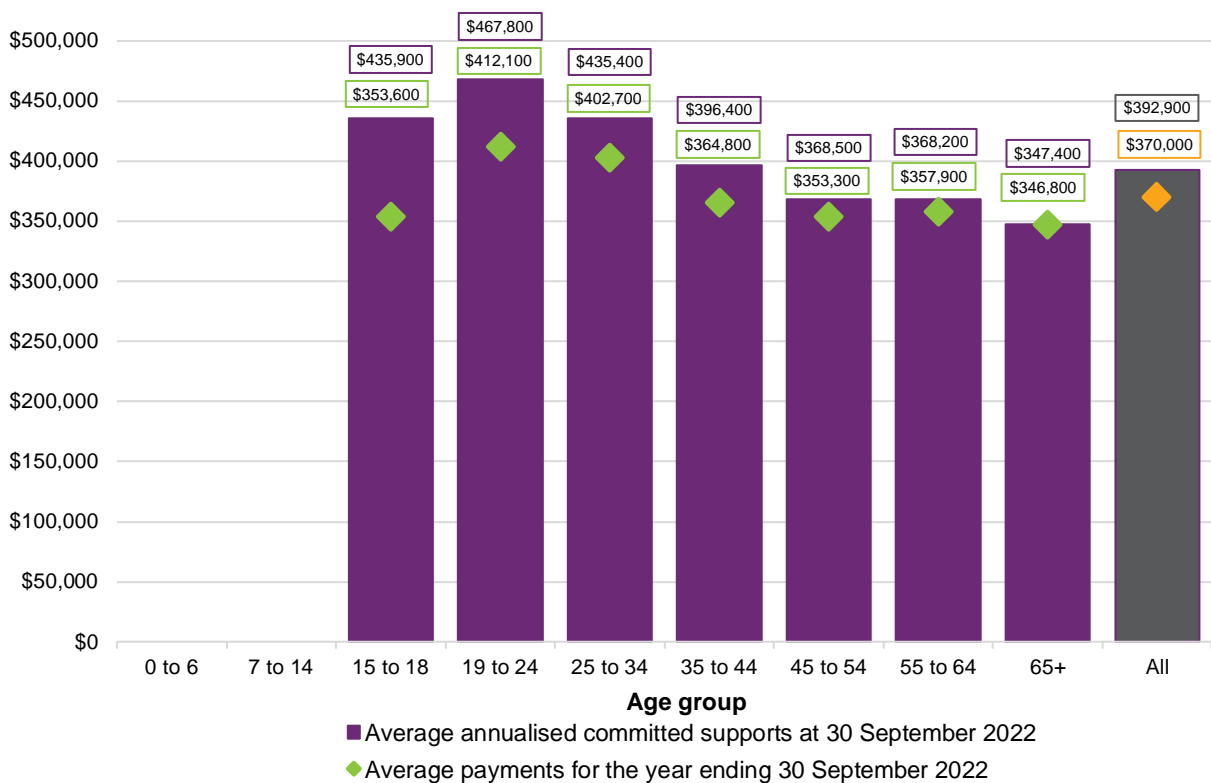
Note: In Figures H.11 to H.19 and in Tables H.99 to H.104, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

<sup>368</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 and 2014-15 for Queensland.

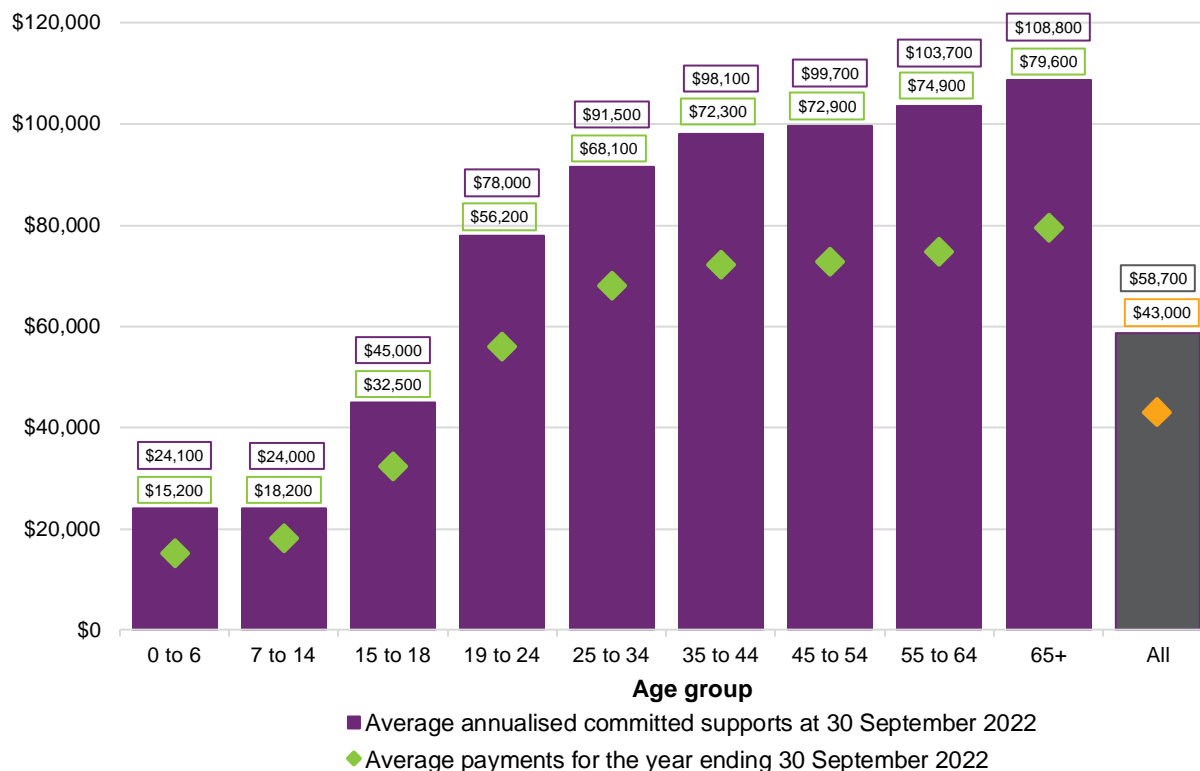
**Figure H.11 Average annualised committed supports and average payments by age group as at 30 September 2022 – Queensland**



**Figure H.12 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2022 – Queensland**



**Figure H.13 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2022 – Queensland**



**Table H.99 Average annualised committed supports and average payments by gender and age group as at 30 September 2022 – Queensland**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	14,900	23,700	15,700	25,000
7 to 14	17,800	23,500	19,300	25,200
15 to 18	35,100	47,900	33,200	46,200
19 to 24	78,500	102,100	74,400	96,700
25 to 34	104,400	129,200	96,100	118,900
35 to 44	106,400	134,200	101,200	125,500
45 to 54	104,800	129,700	105,500	131,800
55 to 64	107,500	135,900	102,100	129,800
65+	101,100	130,200	103,100	130,900
<b>Total</b>	<b>54,900</b>	<b>69,900</b>	<b>65,000</b>	<b>82,300</b>

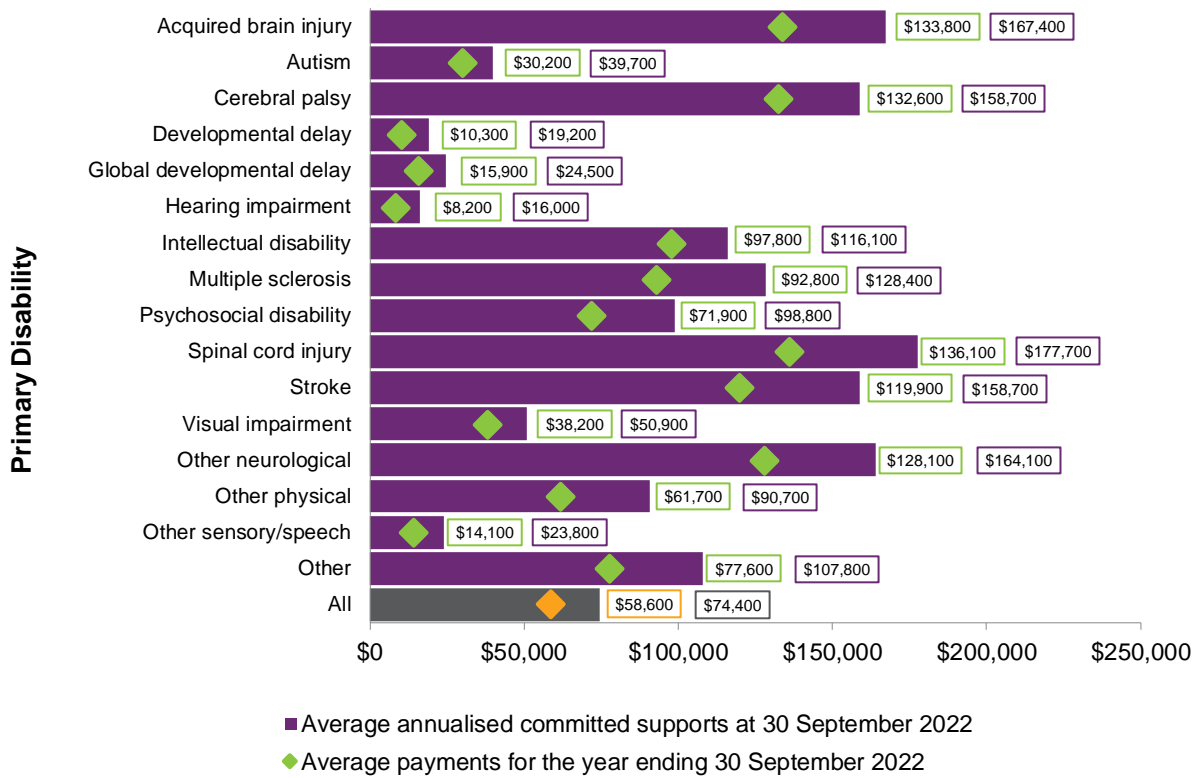
**Table H.100 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 September 2022 – Queensland**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a
15 to 18	387,300	438,700	n/a	n/a
19 to 24	419,100	471,800	399,400	462,100
25 to 34	412,800	446,100	385,700	416,900
35 to 44	364,700	400,200	364,900	391,500
45 to 54	355,100	357,700	350,900	382,100
55 to 64	354,700	361,100	362,100	377,500
65+	344,600	346,800	349,800	348,100
<b>Total</b>	<b>373,500</b>	<b>394,000</b>	<b>364,900</b>	<b>391,500</b>

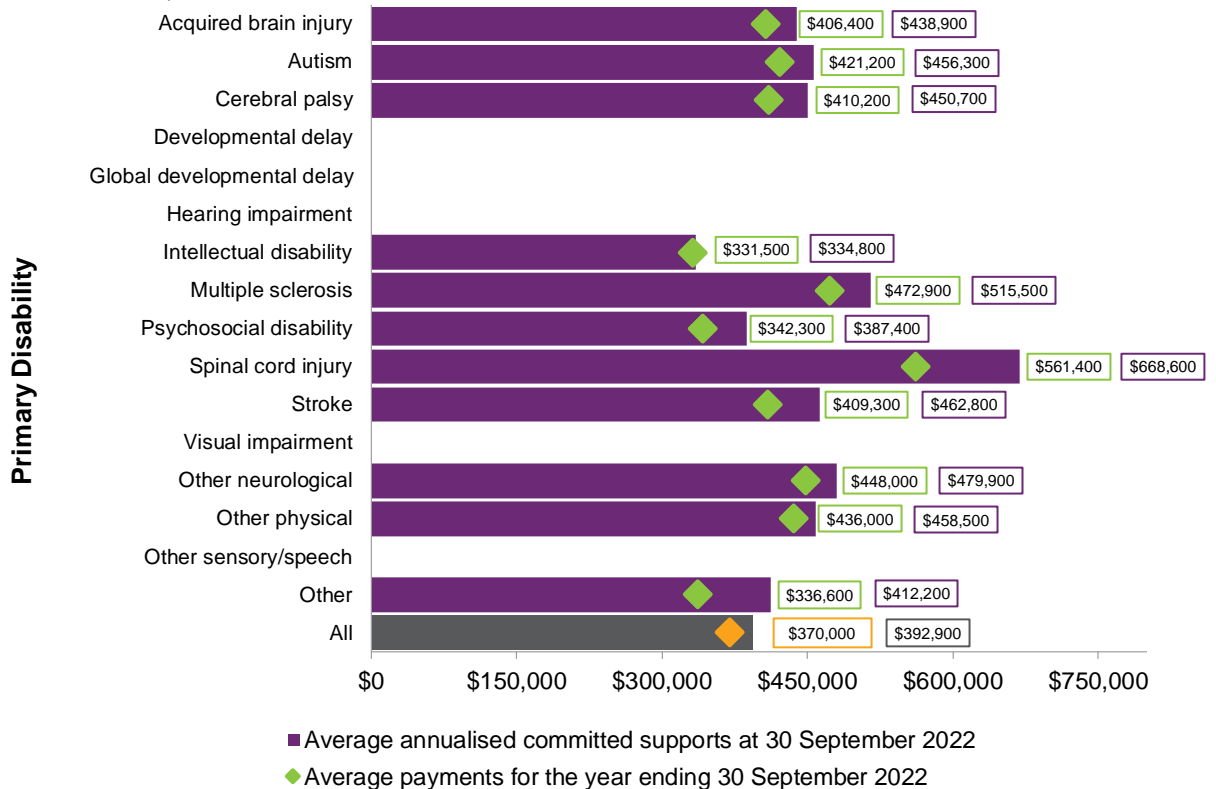
**Table H.101 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 September 2022 – Queensland**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	14,900	23,700	15,700	25,000
7 to 14	17,700	23,400	19,300	25,200
15 to 18	33,200	45,500	31,900	44,500
19 to 24	56,200	78,900	56,700	77,200
25 to 34	67,900	91,800	69,100	91,800
35 to 44	71,400	98,300	73,800	98,400
45 to 54	69,600	97,700	76,700	102,100
55 to 64	74,300	103,800	75,700	104,000
65+	77,000	107,400	82,800	110,500
<b>Total</b>	<b>39,400</b>	<b>54,300</b>	<b>49,100</b>	<b>66,000</b>

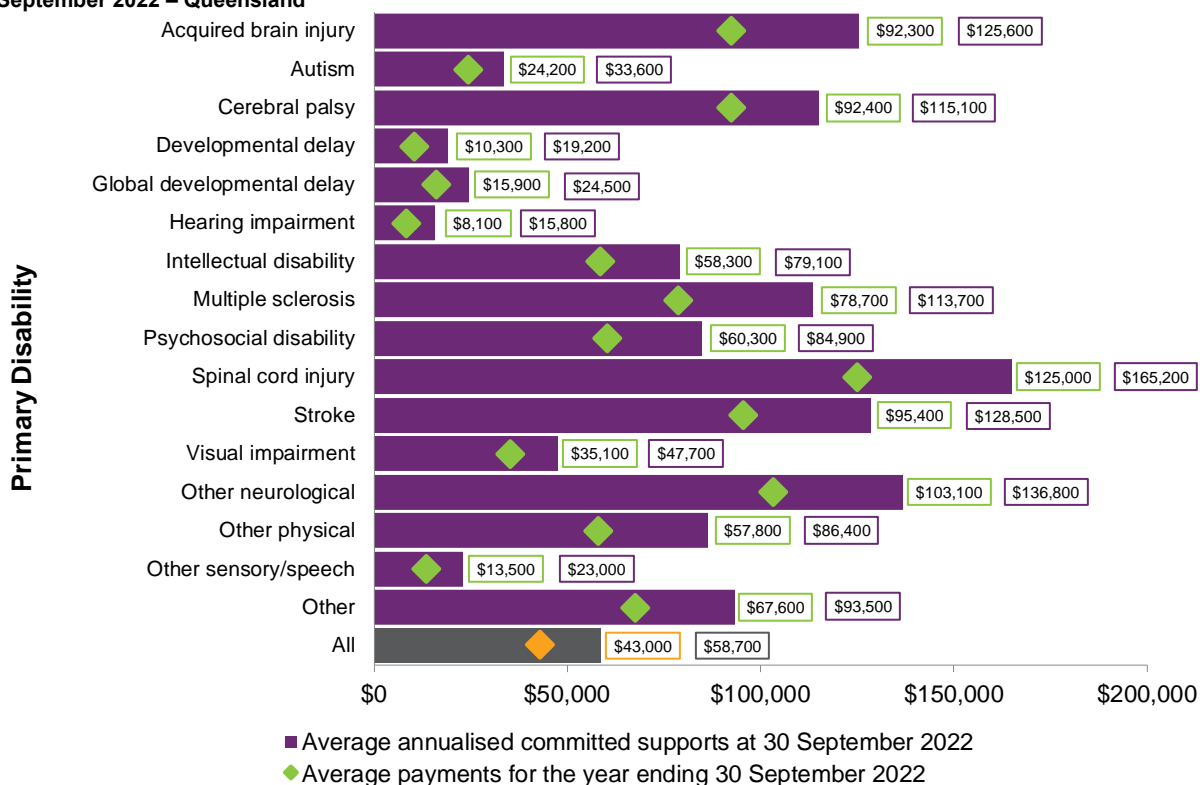
**Figure H.14 Average annualised committed supports and average payments by primary disability as at 30 September 2022 – Queensland**



**Figure H.15 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2022 – Queensland**



**Figure H.16 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2022 – Queensland**



**Table H.102 Average annualised committed supports and average payments by gender and primary disability group as at 30 September 2022 – Queensland**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$135,300	\$168,100	\$131,600	\$166,600
Autism	\$30,900	\$40,600	\$28,800	\$37,800
Cerebral palsy	\$129,700	\$156,800	\$136,700	\$161,900
Developmental delay	\$10,200	\$19,100	\$10,500	\$19,500
Global developmental delay	\$15,600	\$23,700	\$16,400	\$26,100
Hearing impairment	\$7,700	\$15,600	\$8,700	\$16,500
Intellectual disability	\$98,600	\$115,400	\$97,300	\$117,300
Multiple sclerosis	\$112,300	\$149,600	\$87,400	\$122,400
Psychosocial disability	\$68,100	\$97,300	\$76,300	\$100,700
Spinal cord injury	\$138,400	\$179,900	\$131,000	\$170,600
Stroke	\$120,300	\$158,100	\$119,600	\$159,200
Visual impairment	\$35,100	\$46,900	\$41,600	\$55,400
Other neurological	\$124,000	\$159,200	\$133,800	\$170,800
Other physical	\$52,600	\$81,100	\$72,300	\$101,500
Other sensory/speech	\$11,100	\$20,200	\$22,100	\$33,000
Other	\$70,600	\$95,800	\$87,000	\$123,400
<b>All</b>	<b>\$54,900</b>	<b>\$69,900</b>	<b>\$65,000</b>	<b>\$82,300</b>

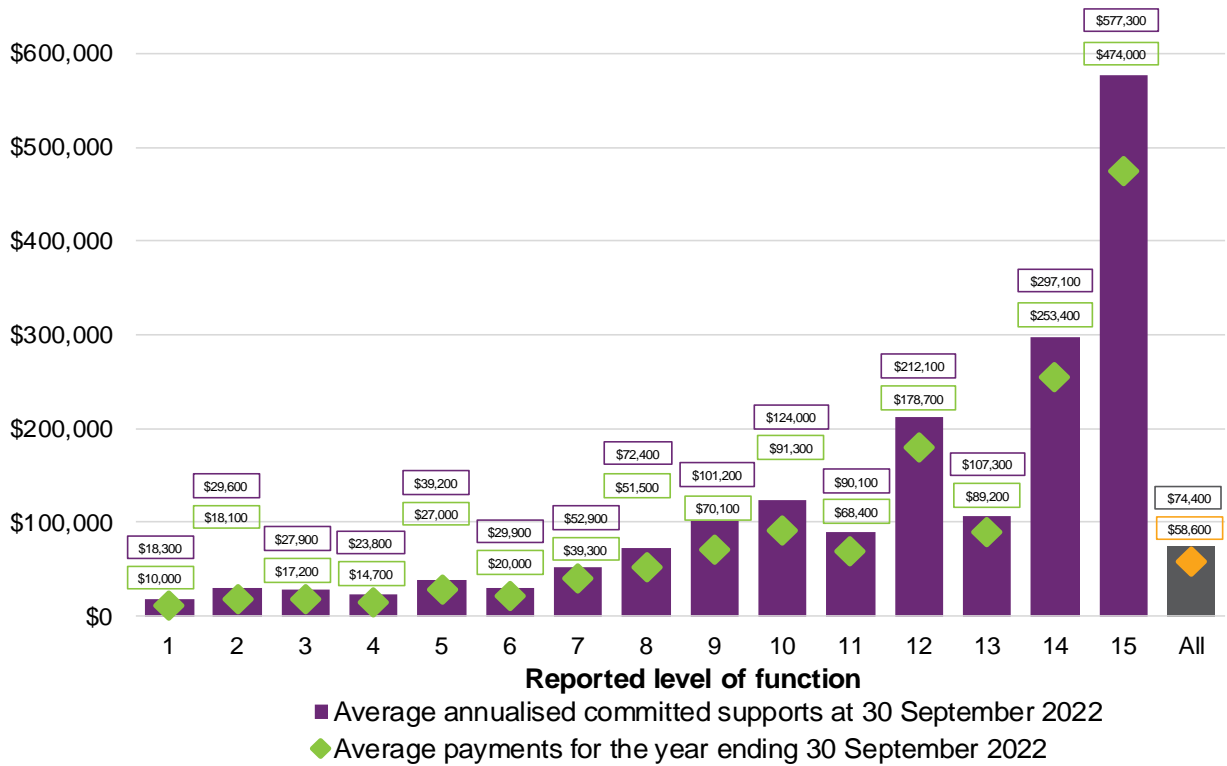
**Table H.103 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability group as at 30 September 2022 – Queensland**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$415,300	\$440,600	\$387,800	\$435,300
Autism	\$435,500	\$467,100	\$377,200	\$423,200
Cerebral palsy	\$409,600	\$454,300	\$410,800	\$446,600
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$334,300	\$330,100	\$327,900	\$341,300
Multiple sclerosis	\$467,300	\$552,300	\$478,400	\$483,400
Psychosocial disability	\$324,300	\$373,500	\$367,200	\$407,200
Spinal cord injury	\$562,900	\$708,600	n/a	n/a
Stroke	\$385,400	\$436,600	\$443,700	\$502,700
Visual impairment	n/a	n/a	n/a	n/a
Other neurological	\$429,900	\$470,700	\$470,400	\$490,900
Other physical	\$471,600	\$482,900	\$400,500	\$432,200
Other sensory/speech	n/a	n/a	n/a	n/a
Other	\$331,000	\$411,300	n/a	n/a
<b>All</b>	<b>\$373,500</b>	<b>\$394,000</b>	<b>\$364,900</b>	<b>\$391,500</b>

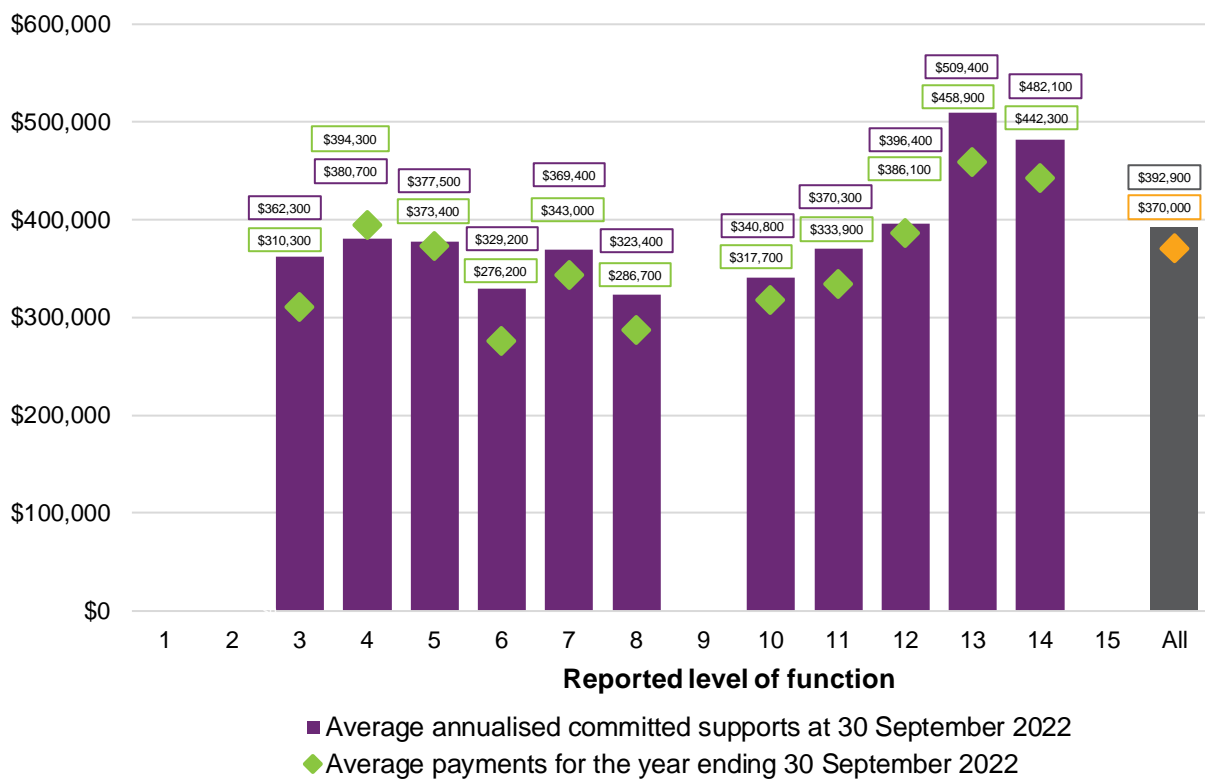
**Table H.104 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability group as at 30 September 2022 – Queensland**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$91,100	\$124,500	\$94,500	\$127,500
Autism	\$24,300	\$33,800	\$24,300	\$33,100
Cerebral palsy	\$91,200	\$114,700	\$94,200	\$116,100
Developmental delay	\$10,200	\$19,100	\$10,500	\$19,500
Global developmental delay	\$15,600	\$23,700	\$16,400	\$26,100
Hearing impairment	\$7,600	\$15,500	\$8,600	\$16,100
Intellectual disability	\$56,800	\$77,300	\$60,400	\$81,400
Multiple sclerosis	\$82,100	\$117,600	\$78,100	\$112,900
Psychosocial disability	\$55,300	\$81,800	\$65,500	\$88,200
Spinal cord injury	\$127,600	\$166,200	\$118,900	\$161,900
Stroke	\$96,400	\$128,200	\$94,500	\$129,100
Visual impairment	\$32,500	\$43,700	\$37,900	\$52,200
Other neurological	\$99,500	\$132,200	\$107,900	\$142,800
Other physical	\$48,400	\$76,500	\$68,600	\$97,600
Other sensory/speech	\$11,100	\$20,200	\$19,800	\$30,200
Other	\$58,600	\$79,400	\$79,100	\$111,200
<b>All</b>	<b>\$39,400</b>	<b>\$54,300</b>	<b>\$49,100</b>	<b>\$66,000</b>

**Figure H.17 Average annualised committed supports and average payments by reported level of function as at 30 September 2022 – Queensland**

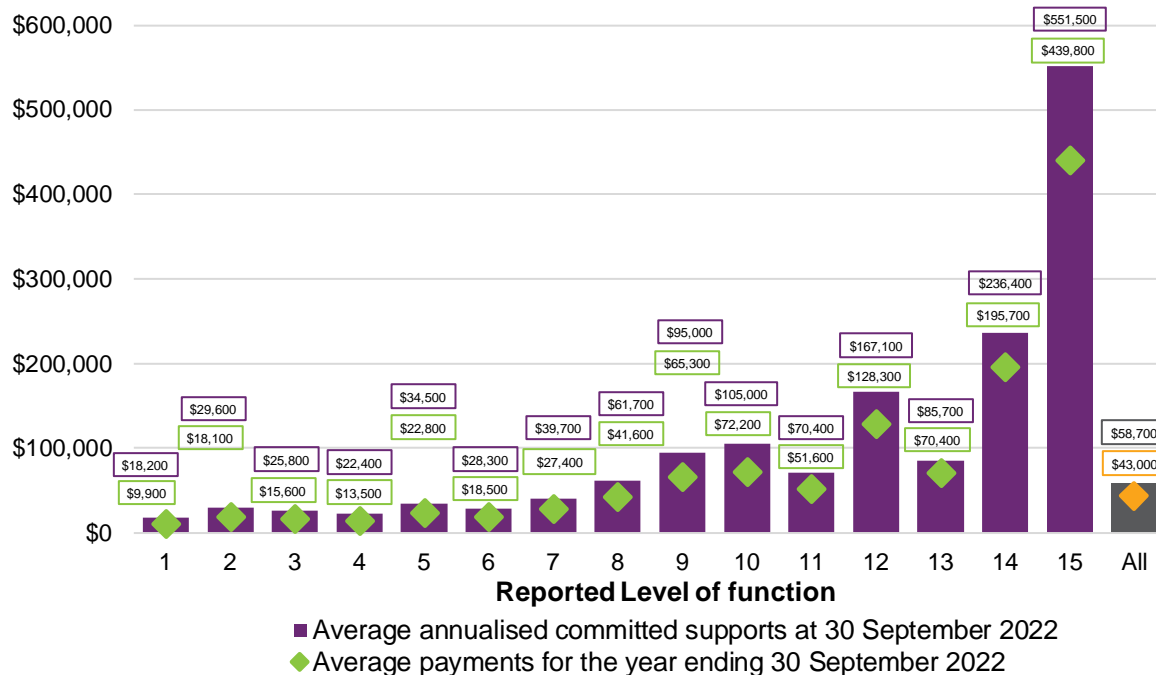


**Figure H.18 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2022 – Queensland**





**Figure H.19 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2022 – Queensland**



**Table H.105 Total annualised committed supports and total payments by support category as at 30 September 2022 (\$m) – Queensland**<sup>369 370</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$3,325.7	\$4,176.0
Core: Consumables	\$132.1	\$189.1
Core: Social and Civic	\$1,345.1	\$1,878.6
Core: Transport	\$116.5	\$93.9
Capacity Building: Choice and Control	\$95.3	\$106.4
Capacity Building: Daily Activities	\$798.5	\$1,394.2
Capacity Building: Employment	\$15.2	\$43.4
Capacity Building: Health and Wellbeing	\$7.4	\$14.6
Capacity Building: Home Living	\$0.1	\$0.6
Capacity Building: Lifelong learning	\$0.01	\$0.03
Capacity Building: Relationships	\$52.3	\$107.8
Capacity Building: Social and Civic	\$18.9	\$48.5
Capacity Building: Support Coordination	\$167.4	\$228.0
Capital: Assistive Technology	\$136.0	\$300.4
Capital: Home Modifications	\$56.6	\$94.7
<b>All</b>	<b>\$6,267.1</b>	<b>\$8,676.3</b>

<sup>369</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>370</sup> Total payments for home modifications in Queensland were \$56.6m. Of which, \$32.8m (58%) has been paid for specialised disability accommodation (SDA) supports, and \$23.8m (42%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$94.7m. Of which, \$56.5m (60%) has been allocated for specialised disability accommodation (SDA) supports, and \$38.2m (40%) has been allocated for non-SDA supports.

**Table H.106 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2022 (\$m) – Queensland** <sup>371 372</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$1,464.4	\$1,543.8
Core: Consumables	\$13.9	\$18.9
Core: Social and Civic	\$266.6	\$379.9
Core: Transport	\$8.9	\$13.2
Capacity Building: Choice and Control	\$4.7	\$5.0
Capacity Building: Daily Activities	\$38.1	\$58.7
Capacity Building: Employment	\$0.4	\$1.0
Capacity Building: Health and Wellbeing	\$0.4	\$1.0
Capacity Building: Home Living	\$0.0	\$0.003
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$22.1	\$37.1
Capacity Building: Social and Civic	\$0.4	\$0.6
Capacity Building: Support Coordination	\$26.7	\$32.0
Capital: Assistive Technology	\$13.1	\$29.6
Capital: Home Modifications	\$23.3	\$37.8
<b>All</b>	<b>\$1,882.9</b>	<b>\$2,158.5</b>

<sup>371</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>372</sup> Total payments for home modifications in Queensland were \$23.3m. Of which, \$23.1m (99%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1m (1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$37.8m. Of which, \$37.3m (98.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5m (1.4%) has been allocated for non-SDA supports.

**Table H.107 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2022 (\$m) – Queensland** <sup>373 374</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$1,861.3	\$2,632.2
Core: Consumables	\$118.2	\$170.1
Core: Social and Civic	\$1,078.5	\$1,498.7
Core: Transport	\$107.6	\$80.7
Capacity Building: Choice and Control	\$90.6	\$101.4
Capacity Building: Daily Activities	\$760.4	\$1,335.6
Capacity Building: Employment	\$14.8	\$42.4
Capacity Building: Health and Wellbeing	\$7.0	\$13.6
Capacity Building: Home Living	\$0.1	\$0.6
Capacity Building: Lifelong learning	\$0.01	\$0.03
Capacity Building: Relationships	\$30.2	\$70.8
Capacity Building: Social and Civic	\$18.5	\$48.0
Capacity Building: Support Coordination	\$140.8	\$196.0
Capital: Assistive Technology	\$122.9	\$270.8
Capital: Home Modifications	\$33.3	\$56.9
<b>All</b>	<b>\$4,384.3</b>	<b>\$6,517.8</b>

**Table H.108 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland** <sup>375 376</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	1.2	4.3	12.0	225.9	855.7	2,511.6	5,125.1	6,795.0	7,768.0	2,198.8
Total Paid	0.5	2.1	5.4	127.3	544.1	1,648.0	3,581.8	4,975.7	6,054.1	1,495.4
% utilised to date	45%	50%	46%	56%	64%	66%	70%	73%	78%	68%

<sup>373</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>374</sup> Total payments for home modifications in Queensland were \$33.3m. Of which, \$9.7m (29%) has been paid for specialised disability accommodation (SDA) supports, and \$23.6m (71%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$56.9m. Of which, \$19.2m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$37.7m (66%) has been allocated for non-SDA supports.

<sup>375</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>376</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

Figure H.20 Utilisation of committed supports as at 30 June 2022 and 30 September 2022 – Queensland

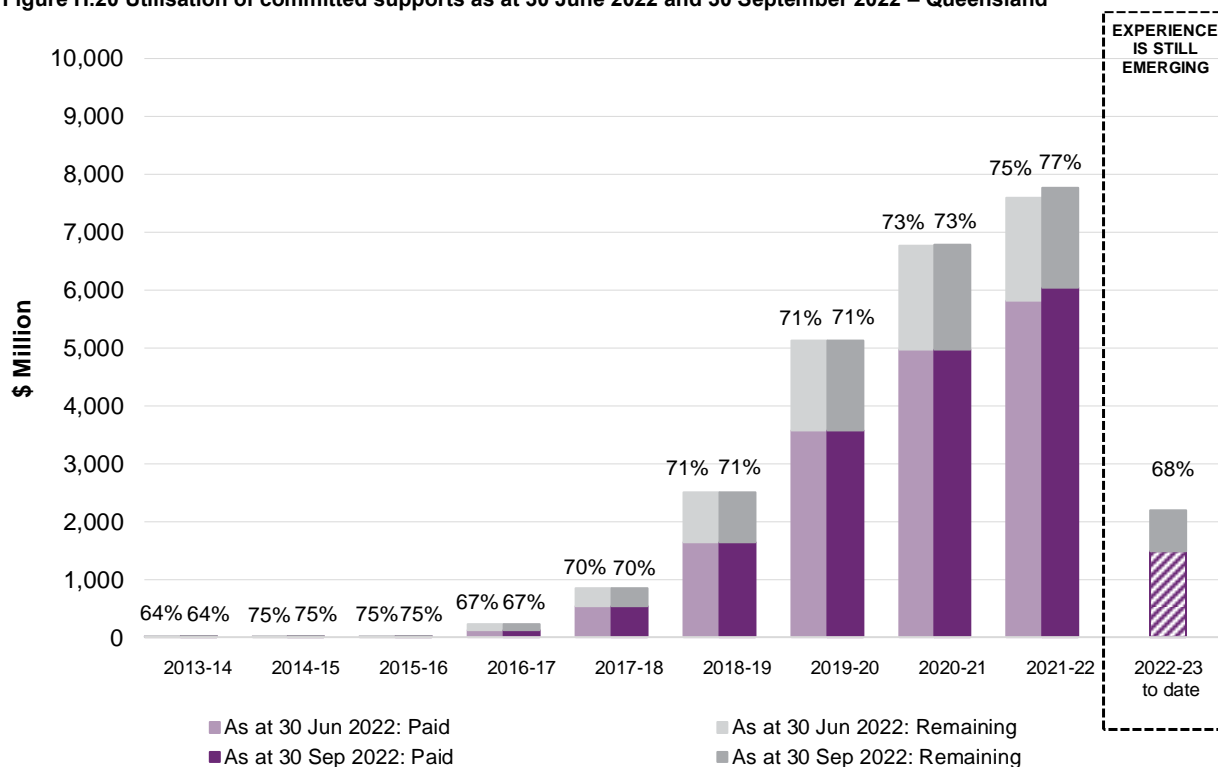


Table H.109 Utilisation of committed supports by plan number from 1 January 2022 to 30 June 2022 – Queensland <sup>377</sup>

Cash or In-Kind	Plan number	Utilisation (as at 30 September 2022)
<b>Cash and In-Kind attributable to individual participants - Queensland</b>	<b>All</b>	<b>76%</b>
Cash attributable to cash-only participants	1	57%
Cash attributable to cash-only participants	2	65%
Cash attributable to cash-only participants	3	72%
Cash attributable to cash-only participants	4	78%
Cash attributable to cash-only participants	5+	83%

Table H.110 Utilisation of committed supports by SIL status from 1 January 2022 to 30 June 2022 – Queensland <sup>378</sup>

SIL status	Utilisation (as at 30 September 2022)
<b>Queensland</b>	<b>76%</b>
Participants in SIL	95%
Participants not in SIL	70%

<sup>377</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

<sup>378</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

**Table H.111 Utilisation of committed supports by support class from 1 January 2022 to 30 June 2022 – Queensland** <sup>379</sup>

Support Class	Utilisation (as at 30 September 2022)
<b>Queensland</b>	<b>76%</b>
Core	81%
Capacity Building	62%
Capital	63%

**Table H.112 Utilisation of committed supports by remoteness from 1 January 2022 to 30 June 2022 – Queensland** <sup>380</sup>

Remoteness	Utilisation (as at 30 September 2022)
<b>Queensland</b>	<b>76%</b>
Major Cities	78%
Population > 50,000	76%
Population between 15,000 and 50,000	72%
Population between 5,000 and 15,000	70%
Population less than 5,000	66%
Remote	67%
Very Remote	52%

**Table H.113 Inflation quarterly trends by type of inflation as at 30 September 2022 - Queensland** <sup>381</sup>

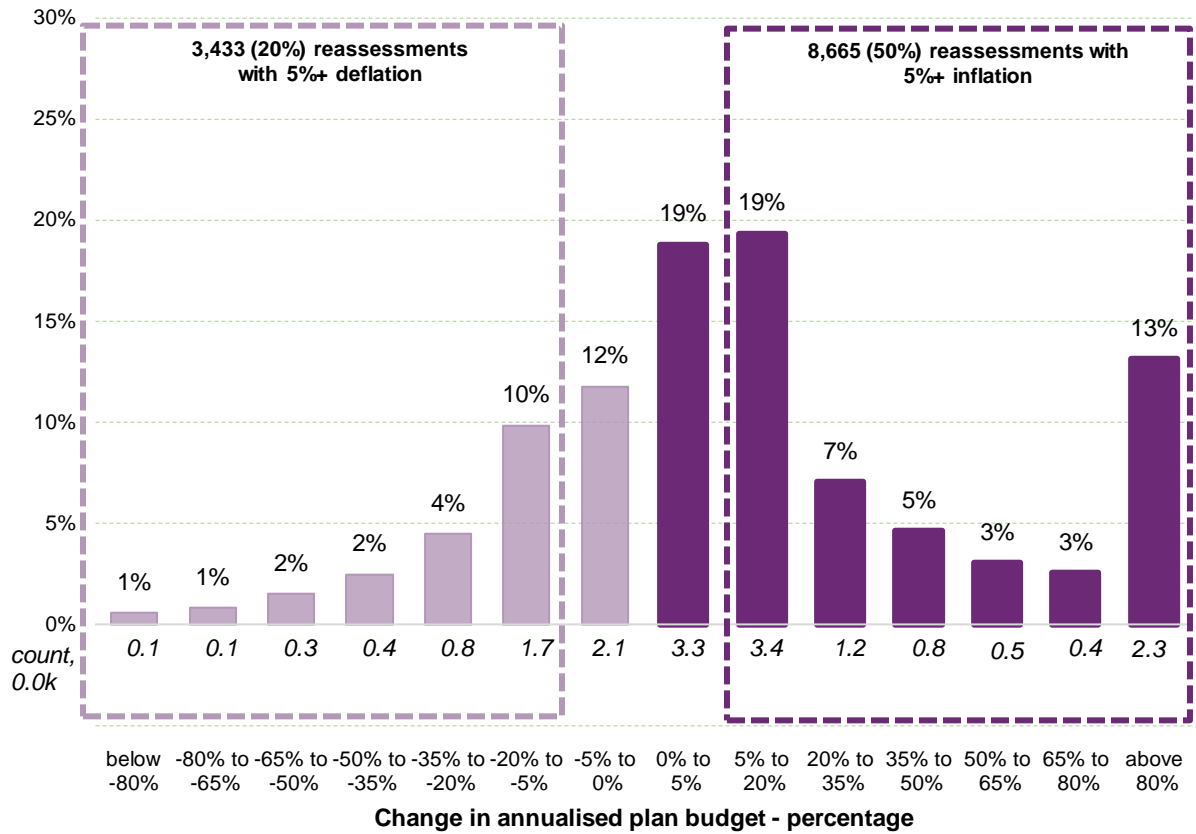
Inflation type	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Intraplan Inflation	9.1%	4.9%	6.2%	6.8%	7.5%	8.3%	9.2%	12.1%
Interplan Inflation	0.7%	-0.7%	-3.3%	-0.9%	-0.3%	1.6%	3.8%	8.3%
Total Inflation	9.8%	4.1%	2.9%	5.9%	7.2%	9.9%	13.0%	20.4%

<sup>379</sup> Ibid.

<sup>380</sup> Ibid.

<sup>381</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

Figure H.21 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - all participants – Queensland<sup>382</sup>



<sup>382</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# Appendix I:

## Western Australia

### Part One: Participants and their plans

Table I.1 Active participants by quarter of entry – Western Australia <sup>383</sup>

State/Territory	Prior Quarters	2022-23 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Western Australia	46,333	1,603	47,936	846	48,782

Table I.2 Active participants by quarter of entry, plan and entry type – Western Australia <sup>384</sup>

Participant breakdown	Prior Quarters	2022-23 Q1	Total
<b>Access decisions</b>	<b>56,965</b>	<b>2,159</b>	<b>59,124</b>
<b>Active Eligible - Total</b>	<b>47,266</b>	<b>1,666</b>	<b>48,932</b>
Active Eligible - New	28,360	1,627	29,987
Active Eligible - State	16,163	17	16,180
Active Eligible - Commonwealth	2,743	22	2,765
<b>Active Participant Plans (excl ECA) - Total</b>	<b>46,333</b>	<b>1,603</b>	<b>47,936</b>
Active Participant Plans (excl ECA) - New	27,529	1,558	29,087
Active Participant Plans (excl ECA) - State	16,084	22	16,106
Active Participant Plans (excl ECA) - Commonwealth	2,720	23	2,743
<b>Active Participant Plans - Total</b>	<b>47,160</b>	<b>2,449</b>	<b>48,782</b>
Active Participant Plans - Early Intervention (s25)	8,098	699	8,797
Active Participant Plans - Permanent Disability (s24)	38,235	904	39,139
Active Participant Plans - ECA	827	846	846

Table I.3 People have left the Scheme since 1 July 2013 as at 30 September 2022 – Western Australia

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>1,848</b>
Early Intervention participants	273
Permanent disability participants	1,575

<sup>383</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>384</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table I.4 Cumulative numbers of active participants (including ECA) by services previously received – Western Australia <sup>385</sup>**

Period	Participant cohort - State	Participant cohort - Commonwealth	Participant cohort - New	Participant cohort - ECA	Total
End of 2016-17	1,759	59	1,914	<11	3,732
End of 2017-18	1,743	41	2,677	<11	4,461
End of 2018-19	8,348	484	7,584	57	16,473
End of 2019-20	15,153	2,165	15,017	212	32,547
End of 2020-21	16,037	2,718	21,196	545	40,496
End of 2021-22 Q1	16,227	2,594	22,835	600	42,256
End of 2021-22 Q2	16,216	2,648	24,611	612	44,087
End of 2021-22 Q3	16,176	2,688	26,161	727	45,752
End of 2021-22 Q4	16,145	2,721	27,609	827	47,302
End of 2022-23 Q1	16,106	2,743	29,087	846	48,782

**Table I.5 Cumulative numbers of active participants by entry criteria into the Scheme – Western Australia <sup>386</sup>**

Period	Participant cohort - Early Intervention (s25)	Participant cohort - Permanent Disability (s24)	Participant cohort - ECA	Total
End of 2016-17	669	3,063	<11	3,732
End of 2017-18	856	3,605	<11	4,461
End of 2018-19	1,683	14,733	57	16,473
End of 2019-20	3,814	28,521	212	32,547
End of 2020-21	5,786	34,165	545	40,496
End of 2021-22 Q1	6,363	35,293	600	42,256
End of 2021-22 Q2	7,050	36,425	612	44,087
End of 2021-22 Q3	7,623	37,402	727	45,752
End of 2021-22 Q4	8,160	38,315	827	47,302
End of 2022-23 Q1	8,797	39,139	846	48,782

**Table I.6 Assessment of access by age group – Western Australia**

Age Group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
0 to 6	10,623	97%	669	94%	11,292	97%
7 to 14	11,049	93%	335	87%	11,384	93%
15 to 18	3,633	93%	77	82%	3,710	93%
19 to 24	3,444	92%	71	77%	3,515	92%
25 to 34	4,598	89%	92	69%	4,690	89%
35 to 44	4,183	84%	101	62%	4,284	83%
45 to 54	5,282	79%	127	60%	5,409	79%
55 to 64	6,596	72%	196	54%	6,792	72%
65+	425	69%	<11	n/a	428	68%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>49,834</b>	<b>87%</b>	<b>1,671</b>	<b>77%</b>	<b>51,505</b>	<b>87%</b>

<sup>385</sup> This table shows the total numbers of active participants at the end of each period.

<sup>386</sup> Ibid.



**Table I.7 Assessment of access by age group and gender – Western Australia**

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	7,963	97%	3,267	97%	62	97%	11,292	97%
7 to 14	7,773	93%	3,492	93%	119	86%	11,384	93%
15 to 18	2,355	94%	1,294	92%	61	90%	3,710	93%
19 to 24	2,179	94%	1,287	88%	49	88%	3,515	92%
25 to 34	2,634	91%	1,998	85%	58	84%	4,690	89%
35 to 44	2,244	88%	2,007	78%	33	60%	4,284	83%
45 to 54	2,807	84%	2,558	74%	44	62%	5,409	79%
55 to 64	3,452	78%	3,284	67%	56	54%	6,792	72%
65+	224	72%	196	63%	<11	n/a	428	68%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>31,632</b>	<b>91%</b>	<b>19,383</b>	<b>82%</b>	<b>490</b>	<b>77%</b>	<b>51,505</b>	<b>87%</b>

**Table I.8 Assessment of access by primary disability group – Western Australia <sup>387</sup>**

Primary disability group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
Acquired brain injury	1,630	94%	43	77%	1,673	93%
Autism	17,267	98%	568	97%	17,835	98%
Cerebral palsy	1,795	97%	15	88%	1,810	97%
Developmental delay	2,375	97%	428	97%	2,803	97%
Global developmental delay	1,336	98%	63	98%	1,399	98%
Hearing impairment	2,068	89%	60	83%	2,128	89%
Intellectual disability	9,116	97%	76	84%	9,192	97%
Multiple sclerosis	932	91%	30	91%	962	91%
Psychosocial disability	5,170	74%	171	57%	5,341	74%
Spinal cord injury	683	96%	12	80%	695	96%
Stroke	728	85%	23	68%	751	84%
Visual impairment	861	89%	24	83%	885	89%
Other neurological	2,503	84%	63	68%	2,566	83%
Other physical	2,062	49%	37	27%	2,099	48%
Other sensory/speech	148	41%	<11	n/a	148	40%
Other	801	44%	58	31%	859	43%
Missing	359	90%	<11	n/a	359	90%
<b>Total</b>	<b>49,834</b>	<b>87%</b>	<b>1,671</b>	<b>77%</b>	<b>51,505</b>	<b>87%</b>

<sup>387</sup> Down syndrome is included in intellectual disability.

**Table I.9 Assessment of access by primary disability group and gender – Western Australia** <sup>388</sup>

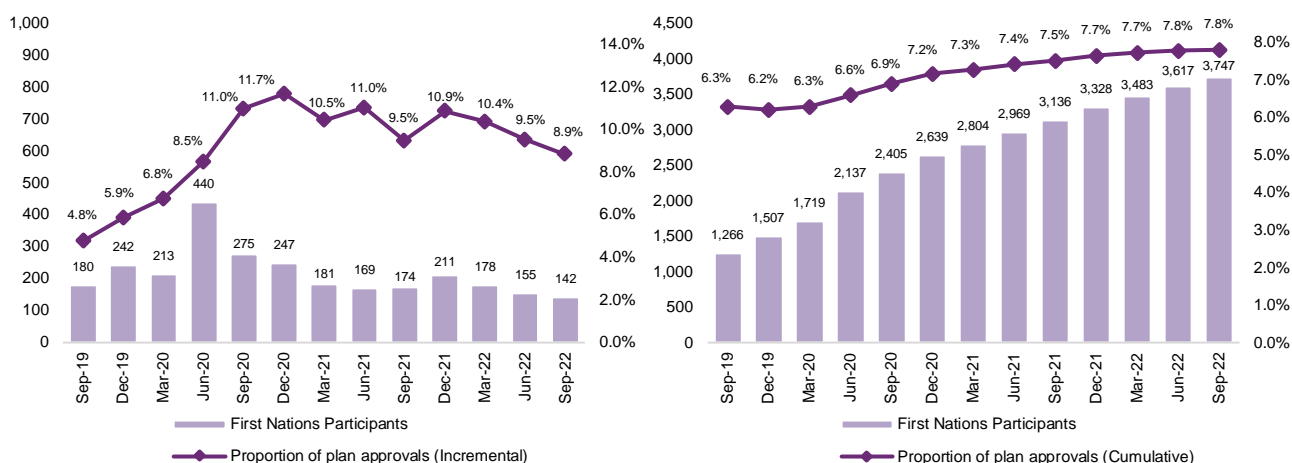
Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,079	93%	588	94%	<11	n/a	1,673	93%
Autism	12,810	98%	4,785	99%	240	97%	17,835	98%
Cerebral palsy	1,000	98%	802	97%	<11	n/a	1,810	97%
Developmental delay	2,032	97%	754	96%	17	100%	2,803	97%
Global developmental delay	1,011	98%	377	99%	11	100%	1,399	98%
Hearing impairment	993	91%	1,115	88%	20	87%	2,128	89%
Intellectual disability	5,186	97%	3,974	97%	32	82%	9,192	97%
Multiple sclerosis	234	91%	719	91%	<11	n/a	962	91%
Psychosocial disability	2,711	80%	2,579	69%	51	54%	5,341	74%
Spinal cord injury	497	96%	193	96%	<11	n/a	695	96%
Stroke	436	85%	310	82%	<11	n/a	751	84%
Visual impairment	442	89%	434	90%	<11	n/a	885	89%
Other neurological	1,396	83%	1,152	83%	18	72%	2,566	83%
Other physical	990	55%	1,086	43%	23	35%	2,099	48%
Other sensory/speech	108	42%	37	35%	<11	n/a	148	40%
Other	503	51%	338	34%	18	47%	859	43%
Missing	204	92%	140	86%	15	100%	359	90%
<b>Total</b>	<b>31,632</b>	<b>91%</b>	<b>19,383</b>	<b>82%</b>	<b>490</b>	<b>77%</b>	<b>51,505</b>	<b>87%</b>

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

**Table I.10 Participant profile per quarter by Participants Identifying as First Nations Peoples – Western Australia**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,605	8%	142	9%	3,747	8%
Non-First Nations Participants	37,571	81%	1,248	78%	38,819	81%
Not Stated	5,157	11%	213	13%	5,370	11%
<b>Total</b>	<b>46,333</b>	<b>100%</b>	<b>1,603</b>	<b>100%</b>	<b>47,936</b>	<b>100%</b>

**Figure I.1 Number and proportion of First Nations Participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>389</sup>



<sup>388</sup> Ibid.

<sup>389</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

Table I.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia <sup>390</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,750	8%	135	8%	3,885	8%
Not culturally and linguistically diverse	37,766	82%	1,468	92%	39,234	82%
Not stated	4,817	10%	<11	n/a	4,817	10%
<b>Total</b>	<b>46,333</b>	<b>100%</b>	<b>1,603</b>	<b>100%</b>	<b>47,936</b>	<b>100%</b>

Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Western Australia <sup>391 392</sup>

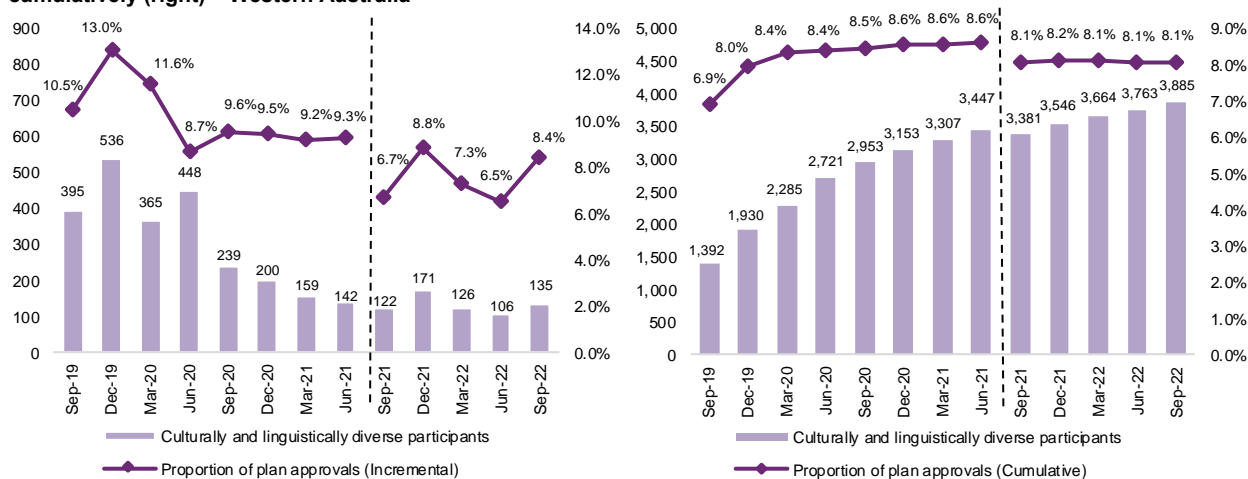


Table I.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2022 – Western Australia <sup>393</sup>

Age group	Total number of active participants
Under 45	<11
45 to 54	20
55 to 64	181
<b>Total YPIRAC (under 65)</b>	<b>201</b>

<sup>390</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>391</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>392</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>393</sup> There are a further 134 active participants aged 65 years or over who are currently in residential aged care.

**Table I.13 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia <sup>394</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-19	25	107
Dec-19	31	138
Mar-20	30	168
Jun-20	34	202
Sep-20	47	249
Dec-20	16	265
Mar-21	-2	263
Jun-21	4	267
Sep-21	-9	258
Dec-21	-1	257
Mar-22	-18	239
Jun-22	-18	221
Sep-22	-20	201

**Table I.14 Participant profile per quarter by remoteness – Western Australia <sup>395 396</sup>**

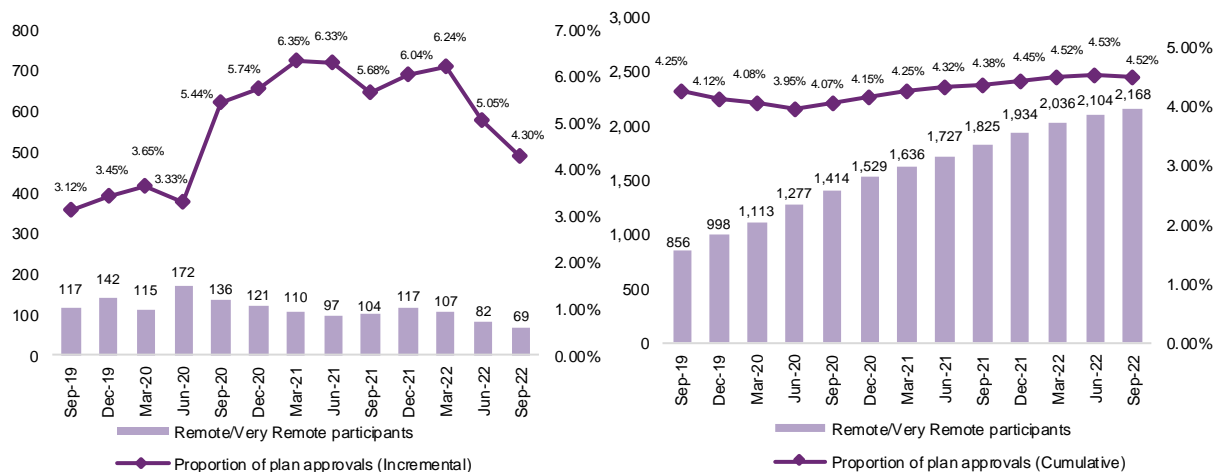
Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	36,423	79%	1,298	81%	37,721	79%
Population > 50,000	2,309	5%	79	5%	2,388	5%
Population between 15,000 and 50,000	2,924	6%	88	5%	3,012	6%
Population between 5,000 and 15,000	527	1%	11	1%	538	1%
Population less than 5,000	2,045	4%	58	4%	2,103	4%
Remote	1,312	3%	34	2%	1,346	3%
Very Remote	787	2%	35	2%	822	2%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>46,333</b>	<b>100%</b>	<b>1,603</b>	<b>100%</b>	<b>47,936</b>	<b>100%</b>

<sup>394</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>395</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>396</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure I.3 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Western Australia** <sup>397 398</sup>



**Table I.15 Participant profile per quarter by primary disability group – Western Australia** <sup>399 400 401</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	16,853	36%	593	37%	17,446	36%
Intellectual disability	8,696	19%	87	5%	8,783	18%
Psychosocial disability	4,846	10%	169	11%	5,015	10%
Developmental delay	1,966	4%	339	21%	2,305	5%
Hearing impairment	1,991	4%	65	4%	2,056	4%
Other neurological	2,096	5%	58	4%	2,154	4%
Other physical	1,776	4%	33	2%	1,809	4%
Cerebral palsy	1,752	4%	<11	n/a	1,762	4%
Acquired brain injury	1,426	3%	46	3%	1,472	3%
Global developmental delay	1,153	2%	63	4%	1,216	3%
Visual impairment	810	2%	20	1%	830	2%
Multiple sclerosis	894	2%	28	2%	922	2%
Stroke	636	1%	22	1%	658	1%
Spinal cord injury	629	1%	19	1%	648	1%
Other	695	2%	51	3%	746	2%
Other sensory/speech	114	0%	<11	n/a	114	0%
<b>Total</b>	<b>46,333</b>	<b>100%</b>	<b>1,603</b>	<b>100%</b>	<b>47,936</b>	<b>100%</b>

<sup>397</sup> Ibid.

<sup>398</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>399</sup> Table order based on national proportions in Table E.15 (highest to lowest).

<sup>400</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>401</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Western Australia (1,093).

**Table I.16 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia** <sup>402 403</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	311	13%	<11	n/a	311	13%
Intellectual disability	1,109	47%	<11	n/a	1,109	47%
Psychosocial disability	171	7%	<11	n/a	171	7%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	160	7%	<11	n/a	162	7%
Other physical	20	1%	<11	n/a	21	1%
Cerebral palsy	232	10%	<11	n/a	232	10%
Acquired brain injury	241	10%	<11	n/a	242	10%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	30	1%	<11	n/a	30	1%
Stroke	51	2%	<11	n/a	51	2%
Spinal cord injury	25	1%	<11	n/a	25	1%
Other	18	1%	<11	n/a	20	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>2,378</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>2,384</b>	<b>100%</b>

**Table I.17 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia** <sup>404</sup>

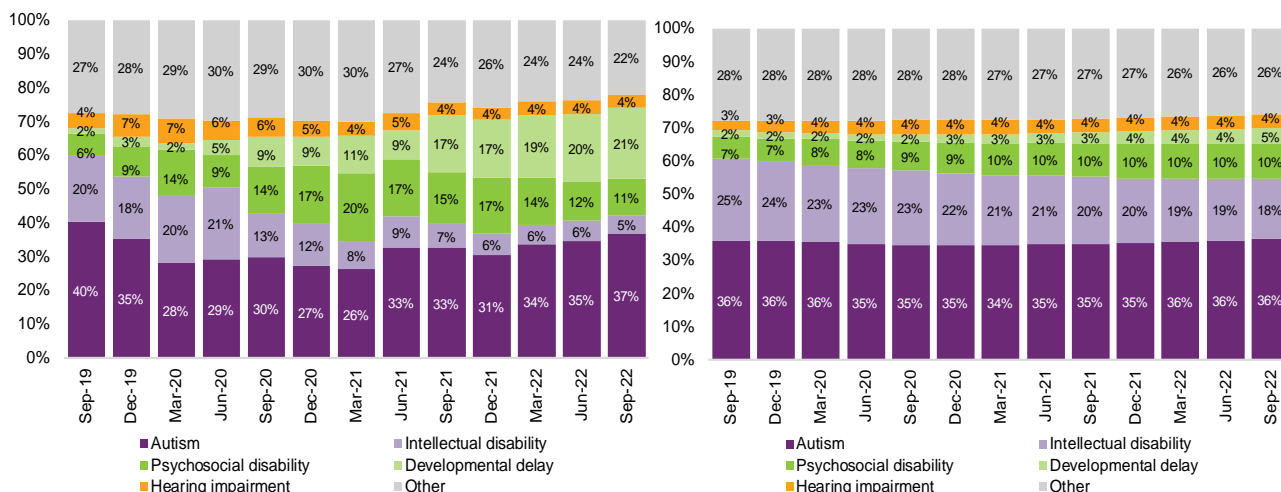
Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	16,542	38%	593	37%	17,135	38%
Intellectual disability	7,587	17%	87	5%	7,674	17%
Psychosocial disability	4,675	11%	169	11%	4,844	11%
Developmental delay	1,966	4%	339	21%	2,305	5%
Hearing impairment	1,991	5%	65	4%	2,056	5%
Other neurological	1,936	4%	56	4%	1,992	4%
Other physical	1,756	4%	32	2%	1,788	4%
Cerebral palsy	1,520	3%	<11	n/a	1,530	3%
Acquired brain injury	1,185	3%	45	3%	1,230	3%
Global developmental delay	1,153	3%	63	4%	1,216	3%
Visual impairment	801	2%	20	1%	821	2%
Multiple sclerosis	864	2%	28	2%	892	2%
Stroke	585	1%	22	1%	607	1%
Spinal cord injury	604	1%	19	1%	623	1%
Other	677	2%	49	3%	726	2%
Other sensory/speech	113	0%	<11	n/a	113	0%
<b>Total</b>	<b>43,955</b>	<b>100%</b>	<b>1,597</b>	<b>100%</b>	<b>45,552</b>	<b>100%</b>

<sup>402</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>403</sup> Down syndrome is included in intellectual disability, representing 7% of participants in SIL (169).

<sup>404</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (924).

**Figure I.4 Participant profile by primary disability group over time incrementally (left) and cumulatively (right) – Western Australia** <sup>405</sup>



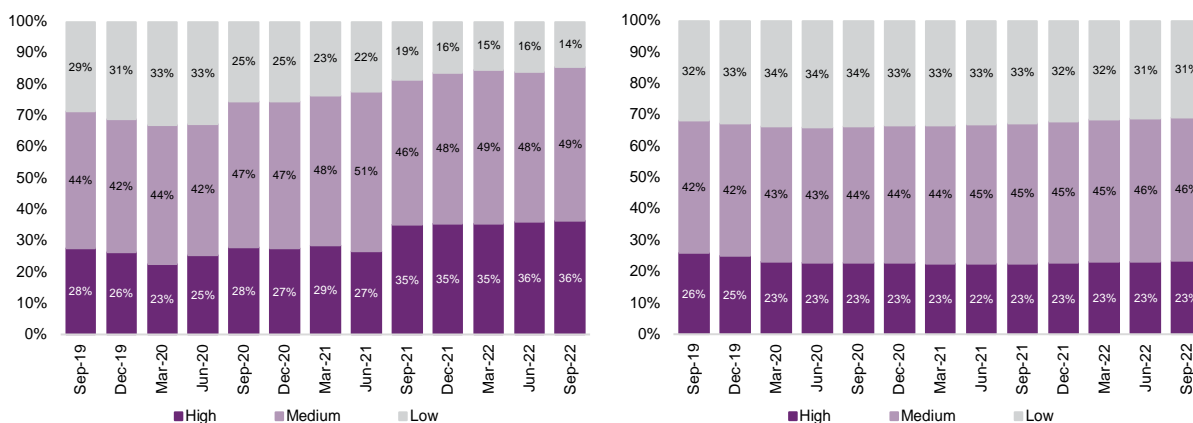
**Table I.18 Participant profile per quarter by reported level of function – Western Australia** <sup>406</sup>

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	3,311	7%	278	17%	3,589	7%
2 (High Function)	166	0%	<11	n/a	174	0%
3 (High Function)	2,276	5%	101	6%	2,377	5%
4 (High Function)	2,281	5%	104	6%	2,385	5%
5 (High Function)	2,549	6%	90	6%	2,639	6%
6 (Moderate Function)	10,155	22%	520	32%	10,675	22%
7 (Moderate Function)	2,202	5%	63	4%	2,265	5%
8 (Moderate Function)	3,241	7%	98	6%	3,339	7%
9 (Moderate Function)	241	1%	16	1%	257	1%
10 (Moderate Function)	5,320	11%	96	6%	5,416	11%
11 (Low Function)	1,804	4%	<11	n/a	1,813	4%
12 (Low Function)	8,023	17%	117	7%	8,140	17%
13 (Low Function)	3,886	8%	92	6%	3,978	8%
14 (Low Function)	838	2%	<11	n/a	848	2%
15 (Low Function)	13	0%	<11	n/a	14	0%
Missing	27	n/a	<11	n/a	27	n/a
<b>Total</b>	<b>46,333</b>	<b>100%</b>	<b>1,603</b>	<b>100%</b>	<b>47,936</b>	<b>100%</b>

<sup>405</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>406</sup> The distributions are calculated excluding participants with a missing reported level of function.

**Figure I.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Western Australia <sup>407</sup>**



**Table I.19 Participant profile per quarter by age group – Western Australia**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	5,071	11%	560	35%	5,631	12%
7 to 14	11,568	25%	364	23%	11,932	25%
15 to 18	4,495	10%	77	5%	4,572	10%
19 to 24	4,489	10%	77	5%	4,566	10%
25 to 34	4,866	11%	92	6%	4,958	10%
35 to 44	3,998	9%	113	7%	4,111	9%
45 to 54	4,518	10%	121	8%	4,639	10%
55 to 64	5,382	12%	188	12%	5,570	12%
65+	1,946	4%	11	1%	1,957	4%
<b>Total</b>	<b>46,333</b>	<b>100%</b>	<b>1,603</b>	<b>100%</b>	<b>47,936</b>	<b>100%</b>

**Table I.20 Participant profile per quarter (participants in SIL) by age group – Western Australia <sup>408</sup>**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	<11	n/a	<11	n/a	<11	n/a
7 to 14	<11	n/a	<11	n/a	<11	n/a
15 to 18	16	1%	<11	n/a	16	1%
19 to 24	172	7%	<11	n/a	172	7%
25 to 34	367	15%	<11	n/a	367	15%
35 to 44	427	18%	<11	n/a	428	18%
45 to 54	562	24%	<11	n/a	563	24%
55 to 64	626	26%	<11	n/a	630	26%
65+	207	9%	<11	n/a	207	9%
<b>Total</b>	<b>2,378</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>2,384</b>	<b>100%</b>

<sup>407</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

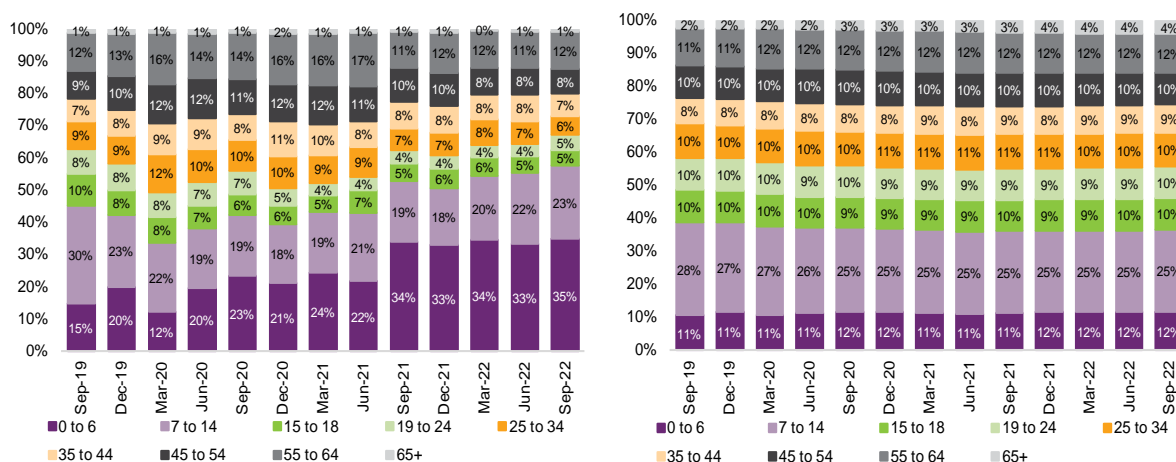
<sup>408</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.



**Table I.21 Participant profile per quarter (participants not in SIL) by age group – Western Australia**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	5,071	12%	560	35%	5,631	12%
7 to 14	11,567	26%	364	23%	11,931	26%
15 to 18	4,479	10%	77	5%	4,556	10%
19 to 24	4,317	10%	77	5%	4,394	10%
25 to 34	4,499	10%	92	6%	4,591	10%
35 to 44	3,571	8%	112	7%	3,683	8%
45 to 54	3,956	9%	120	8%	4,076	9%
55 to 64	4,756	11%	184	12%	4,940	11%
65+	1,739	4%	11	1%	1,750	4%
<b>Total</b>	<b>43,955</b>	<b>100%</b>	<b>1,597</b>	<b>100%</b>	<b>45,552</b>	<b>100%</b>

**Figure I.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Western Australia <sup>409</sup>**



**Table I.22 Participant profile per quarter by gender – Western Australia**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	28,496	62%	957	60%	29,453	61%
Female	17,425	38%	615	38%	18,040	38%
Other	412	1%	31	2%	443	1%
<b>Total</b>	<b>46,333</b>	<b>100%</b>	<b>1,603</b>	<b>100%</b>	<b>47,936</b>	<b>100%</b>

**Table I.23 Participant profile per quarter (participants in SIL) by gender – Western Australia**

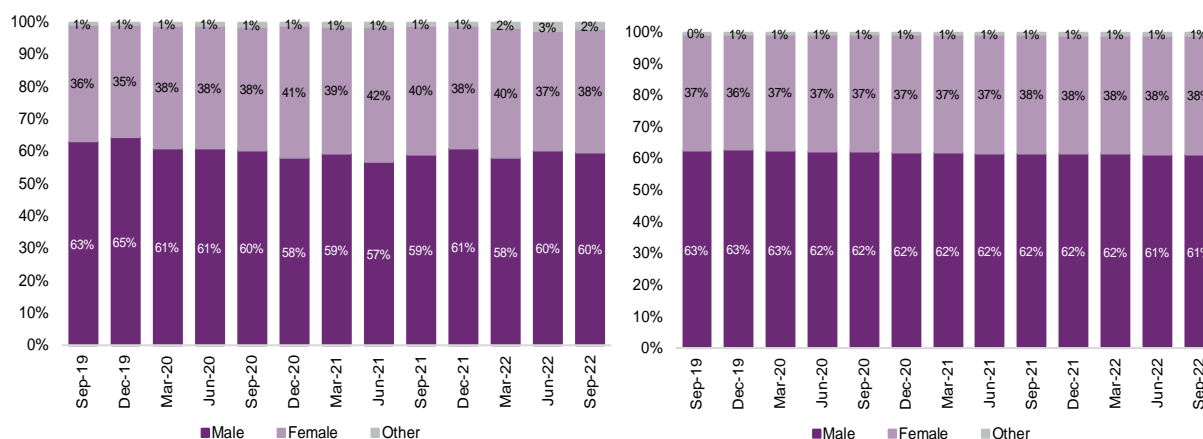
Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	1,450	61%	<11	n/a	1,455	61%
Female	923	39%	<11	n/a	924	39%
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>2,378</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>2,384</b>	<b>100%</b>

<sup>409</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table I.24 Participant profile per quarter (participants not in SIL) by gender – Western Australia**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	27,046	62%	952	60%	27,998	61%
Female	16,502	38%	614	38%	17,116	38%
Other	407	1%	31	2%	438	1%
<b>Total</b>	<b>43,955</b>	<b>100%</b>	<b>1,597</b>	<b>100%</b>	<b>45,552</b>	<b>100%</b>

**Figure I.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Western Australia <sup>410</sup>**



**Table I.25 Participation rates by age group and gender at 30 September 2022 – Western Australia <sup>411</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	3.1%	1.4%	2.3%
7-14	5.7%	2.6%	4.2%
15-18	4.4%	2.3%	3.4%
19-24	2.9%	1.6%	2.3%
25-44	1.3%	1.0%	1.2%
45-64	1.6%	1.5%	1.5%
<b>Total (aged 0-64)</b>	<b>2.5%</b>	<b>1.5%</b>	<b>2.0%</b>

**Table I.26 Plan reassessments conducted per quarter – excluding plans less than 31 days – Western Australia <sup>412</sup>**

Plan reassessments	Prior Quarters	2022-23 Q1	Total
<b>Total plan reassessments</b>	<b>95,603</b>	<b>8,868</b>	<b>104,471</b>
<i>Early intervention plans</i>	11,815	1,337	13,152
<i>Permanent disability plans</i>	83,788	7,531	91,319

<sup>410</sup> Ibid.

<sup>411</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>412</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

**Table I.27 Number of plan reassessments over time incrementally and cumulatively – Western Australia**

<b>Plan Reassessments</b>	<b>Incremental</b>	<b>Cumulative</b>
Sep-19	2,733	14,933
Dec-19	4,416	19,349
Mar-20	6,664	26,013
Jun-20	6,692	32,705
Sep-20	5,775	38,480
Dec-20	7,630	46,110
Mar-21	7,894	54,004
Jun-21	6,323	60,327
Sep-21	7,146	67,473
Dec-21	8,838	76,311
Mar-22	9,873	86,184
Jun-22	9,419	95,603
Sep-22	8,868	104,471

## Part Two: Participant experiences and outcomes

**Table I.28 Number of baseline questionnaires completed by SFOF version – Western Australia <sup>413</sup>**

Version	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date	Total
Participant 0 to school	280	169	598	1,335	1,182	1,517	372	5,453
Participant school to 14	309	255	4,128	4,956	2,129	2,293	542	14,612
Participant 15 to 24	161	78	2,171	2,398	897	651	151	6,507
Participant 25 and over	502	316	4,543	6,592	3,425	2,554	515	18,447
<b>Total Participant</b>	<b>1,252</b>	<b>818</b>	<b>11,440</b>	<b>15,281</b>	<b>7,633</b>	<b>7,015</b>	<b>1,580</b>	<b>45,019</b>
Family 0 to 14	581	414	4,257	5,950	3,164	3,732	908	19,006
Family 15 to 24	40	52	1,462	1,615	550	451	94	4,264
Family 25 and over	23	86	1,509	2,133	841	670	146	5,408
<b>Total Family</b>	<b>644</b>	<b>552</b>	<b>7,228</b>	<b>9,698</b>	<b>4,555</b>	<b>4,853</b>	<b>1,148</b>	<b>28,678</b>
<b>Total</b>	<b>1,896</b>	<b>1,370</b>	<b>18,668</b>	<b>24,979</b>	<b>12,188</b>	<b>11,868</b>	<b>2,728</b>	<b>73,697</b>

**Table I.29 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Western Australia**

Life domain	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%	n/a	n/a	n/a
CC	% who say their child is able to tell them what he/she wants	59%	n/a	n/a	n/a
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances	n/a	28%	n/a	n/a
DL	% who say their child is becoming more independent	n/a	38%	n/a	n/a
CC	% of children who have a genuine say in decisions about themselves	n/a	72%	n/a	n/a
CC	% who are happy with the level of independence/control they have now	n/a	n/a	34%	n/a
CC	% who choose who supports them	n/a	n/a	40%	63%
CC	% who choose what they do each day	n/a	n/a	50%	71%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting	n/a	n/a	18%	23%
CC	% who want more choice and control in their life	n/a	n/a	72%	66%

<sup>413</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table I.30 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Western Australia**

Life domain	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	47%	61%	n/a	n/a
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%	n/a	n/a	n/a
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs	n/a	38%	n/a	n/a
REL	Of these, % who are welcomed or actively included	56%	74%	n/a	n/a
REL	% of children who spend time with friends without an adult present	n/a	14%	n/a	n/a
REL	% with no friends other than family or paid staff	n/a	n/a	35%	34%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months	n/a	n/a	34%	34%

**Table I.31 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Western Australia**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class	n/a	72%	n/a	n/a
HM	% who are happy with their home	n/a	n/a	80%	73%
HM	% who feel safe or very safe in their home	n/a	n/a	81%	67%
HW	% who rate their health as good, very good or excellent	n/a	n/a	69%	42%
HW	% who did not have any difficulties accessing health services	n/a	n/a	78%	71%
LL	% who currently attend or previously attended school in a mainstream class	n/a	n/a	47%	n/a
LL	% who participate in education, training or skill development	n/a	n/a	n/a	7%
LL	Of those who participate, % who do so in mainstream settings	n/a	n/a	n/a	77%
LL	% unable to do a course or training they wanted to do in the last 12 months	n/a	n/a	n/a	32%
WK	% who have a paid job	n/a	n/a	22%	24%
WK	% who volunteer	n/a	n/a	14%	11%

**Table I.32 Selected key baseline indicators for families/carers of participants – Western Australia**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	13%	18%	17%
% receiving Carer Allowance	32%	35%	27%
% working in a paid job	47%	56%	40%
Of those in a paid job, % in permanent employment	78%	78%	83%
Of those in a paid job, % working 15 hours or more	79%	85%	86%
% who say they (and their partner) are able to work as much as they want	44%	52%	60%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	89%	90%	89%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	27%	21%	16%
% able to advocate for their child/family member	74%	70%	68%
% who have friends and family they see as often as they like	42%	49%	52%
% who feel very confident or somewhat confident in supporting their child's development	85%	n/a	n/a
% who know what their family can do to enable their family member with disability to become as independent as possible	n/a	45%	n/a
% who feel in control selecting services	n/a	49%	48%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	n/a	n/a	39%
% who rate their health as good, very good or excellent	77%	67%	63%

**Table I.33 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant 0 to school’ (n=775) - participants who between 1 July 2016 and 30 September 2021 – Western Australia <sup>414</sup>**

Life domain	Question	Percentage Yes
DL	Has the NDIS improved your child's development?	88%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%
REL	Has the NDIS improved how your child fits into family life?	68%
S/CP	Has the NDIS improved how your child fits into community life?	52%

**Table I.34 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant school to 14’ (n=4,237) - participants who entered between 1 July 2016 and 30 September 2021 – Western Australia**

Life domain	Question	Percentage Yes
DL	Has the NDIS helped your child to become more independent?	68%
LL	Has the NDIS improved your child's access to education?	49%
REL	Has the NDIS improved your child's relationships with family and friends?	55%
S/CP	Has the NDIS improved your child's social and recreational life?	52%

**Table I.35 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF versions ‘Participant 15 to 24’ (n=2,058) and ‘Participant 25 and over’ (n=5,639) - participants who entered between 1 July 2016 and 30 September 2021 – Western Australia**

Life domain	Question	15 to 24 Percentage Yes	25+ Percentage 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?	68%	82%
REL	Has the NDIS helped you to meet more people?	54%	61%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	39%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	62%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	32%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	24%
S/CP	Has the NDIS helped you be more involved?	60%	69%

<sup>414</sup> Results in Tables I.33 to I.36 include participants who entered between 1 July 2016 and 30 September 2021 and have had a first plan reassessment to date.

**Table I.36 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Family 0 to 14’ (n=5,099); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,002) - participants who entered between 1 July 2016 and 30 September 2021 – Western Australia**

Question	0 to 14 Percentage Yes	15+ Percentage 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%	61%
Has the NDIS improved the level of support for your family?	70%	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?	72%	66%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	n/a
Has the NDIS improved your health and wellbeing?	46%	45%

Note: In Tables I.37 to I.60 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table I.37 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant 0 to school’ (n=349) - participants who entered between 1 July 2016 and 30 September 2020 – Western Australia <sup>415</sup>**

Life domain	Question	R1	R2	Change
DL	Has the NDIS improved your child's development?	91%	92%	+1%
DL	Has the NDIS improved your child's access to specialist services?	91%	93%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	82%	+3%
REL	Has the NDIS improved how your child fits into family life?	69%	79%	+11%
S/CP	Has the NDIS improved how your child fits into community life?	59%	62%	+4%

<sup>415</sup> Results in Tables I.37 to I.42 include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.



**Table I.38 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant school to 14’ (n=2,376) - participants who entered between 1 July 2016 and 30 September 2020 – Western Australia**

Life domain	Question	R1	R2	Change
DL	Has the NDIS helped your child to become more independent?	73%	78%	+5%
LL	Has the NDIS improved your child's access to education?	54%	58%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	60%	64%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	56%	57%	+1%

**Table I.39 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=1,172) - participants who entered between 1 July 2016 and 30 September 2020 – Western Australia**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	63%	68%	+5%
DL	Has the NDIS helped you with daily living activities?	68%	74%	+6%
REL	Has the NDIS helped you to meet more people?	54%	54%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	28%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	52%	+2%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	39%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	27%	25%	-2%
S/CP	Has the NDIS helped you be more involved?	61%	64%	+3%

**Table I.40 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=2,236) - participants who entered between 1 July 2016 and 30 September 2020 – Western Australia**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	75%	80%	+4%
DL	Has the NDIS helped you with daily living activities?	81%	85%	+5%
REL	Has the NDIS helped you to meet more people?	61%	66%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	42%	43%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	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?	35%	34%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	24%	-1%
S/CP	Has the NDIS helped you be more involved?	68%	72%	+4%

**Table I.41 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 0 to 14’ (n=1,627) - participants who entered between 1 July 2016 and 30 September 2020 – Western Australia**

Question	R1	R2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	73%	+8%
Has the NDIS improved the level of support for your family?	68%	74%	+6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	76%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	82%	+4%
Has the NDIS improved your health and wellbeing?	44%	47%	+2%

**Table I.42 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=632) - participants who entered between 1 July 2016 and 30 September 2020 – Western Australia**

Question	R1	R2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	57%	65%	+7%
Has the NDIS improved the level of support for your family?	68%	75%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	65%	69%	+4%
Has the NDIS improved your health and wellbeing?	43%	43%	0%

**Table I.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant 0 to school’ (n=178) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia <sup>416</sup>**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS improved your child's development?	94%	97%	92%	-2%
DL	Has the NDIS improved your child's access to specialist services?	94%	96%	92%	-2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	93%	84%	+1%
REL	Has the NDIS improved how your child fits into family life?	71%	81%	69%	-2%
S/CP	Has the NDIS improved how your child fits into community life?	51%	60%	47%	-4%

<sup>416</sup> Results in Tables I.43 to I.48 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table I.44 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant school to 14’ (n=1,005) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS helped your child to become more independent?	67%	74%	76%	+8%
LL	Has the NDIS improved your child's access to education?	49%	56%	57%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	60%	62%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	53%	54%	+4%

**Table I.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=626) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	66%	71%	70%	+4%
Has the NDIS helped you with daily living activities?	70%	76%	75%	+5%
Has the NDIS helped you to meet more people?	54%	58%	58%	+3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	27%	25%	-4%
Has your involvement with the NDIS improved your health and wellbeing?	52%	54%	57%	+5%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	38%	38%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	25%	22%	24%	-1%
Has the NDIS helped you be more involved?	62%	68%	66%	+4%

**Table I.46 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=1,295) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	75%	80%	82%	+7%
Has the NDIS helped you with daily living activities?	81%	86%	88%	+7%
Has the NDIS helped you to meet more people?	62%	65%	67%	+5%
Has your involvement with the NDIS helped you to choose a home that's right for you?	40%	40%	39%	0%
Has your involvement with the NDIS improved your health and wellbeing?	59%	63%	65%	+6%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	33%	32%	-3%
Has your involvement with the NDIS helped you find a job that's right for you?	25%	21%	22%	-3%
Has the NDIS helped you be more involved?	69%	74%	76%	+7%

**Table I.47 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 0 to 14’ (n=719) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS improved your capacity to advocate (stand up) for your child?	63%	70%	70%	+7%
Has the NDIS improved the level of support for your family?	70%	76%	74%	+4%
Has the NDIS improved your access to services, programs and activities in the community?	74%	76%	75%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	81%	81%	+5%
Has the NDIS improved your health and wellbeing?	44%	48%	47%	+3%

**Table I.48 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=301) - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you to know your rights and advocate effectively?	62%	65%	68%	+6%
Has the NDIS improved the level of support for your family?	74%	79%	81%	+7%
Has the NDIS helped you to access services, programs and activities in the community?	69%	72%	72%	+3%
Has the NDIS improved your health and wellbeing?	41%	48%	45%	+4%

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

**Table I.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant school to 14’ (n=254) - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia <sup>417</sup>**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS helped your child to become more independent?	70%	74%	76%	79%	+10%
LL	Has the NDIS improved your child's access to education?	44%	42%	48%	55%	+11%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	57%	62%	61%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	51%	53%	54%	60%	+9%

<sup>417</sup> Results in Tables I.49 to I.52 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table I.50 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=116) - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	64%	71%	71%	69%	+5%
DL	Has the NDIS helped you with daily living activities?	66%	74%	81%	76%	+9%
REL	Has the NDIS helped you to meet more people?	52%	53%	49%	57%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	28%	23%	22%	27%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	56%	44%	54%	+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%	43%	40%	38%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	26%	22%	22%	-2%
S/CP	Has the NDIS helped you be more involved?	64%	68%	63%	65%	0%

**Table I.51 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=269) - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	70%	75%	80%	84%	+14%
DL	Has the NDIS helped you with daily living activities?	80%	84%	88%	90%	+10%
REL	Has the NDIS helped you to meet more people?	59%	57%	67%	67%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	34%	46%	44%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	57%	58%	66%	+11%
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%	35%	33%	29%	-8%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	20%	20%	20%	-4%
S/CP	Has the NDIS helped you be more involved?	69%	68%	74%	77%	+8%

**Table I.52 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=210) - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS improved your capacity to advocate (stand up) for your child?	62%	75%	79%	74%	+12%
Has the NDIS improved the level of support for your family?	73%	78%	80%	78%	+6%
Has the NDIS improved your access to services, programs and activities in the community?	73%	79%	77%	81%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	89%	83%	83%	+4%
Has the NDIS improved your health and wellbeing?	49%	55%	49%	54%	+5%

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

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

**Table I.53 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Participant school to 14’ (n=140) - participants who entered between 1 July 2016 and 30 September 2017 – Western Australia <sup>418</sup>**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
DL	Has the NDIS helped your child to become more independent?	71%	75%	78%	83%	74%	+3%
LL	Has the NDIS improved your child's access to education?	46%	45%	51%	57%	52%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	53%	59%	64%	61%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	54%	55%	60%	56%	58%	+4%

<sup>418</sup> Results in Tables I.53 to I.56 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.



**Table I.54 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=53) - participants who entered between 1 July 2016 and 30 September 2017 – Western Australia**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	57%	57%	71%	67%	58%	+1%
DL	Has the NDIS helped you with daily living activities?	67%	71%	76%	63%	61%	-6%
REL	Has the NDIS helped you to meet more people?	49%	49%	56%	55%	43%	-6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	21%	20%	17%	18%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	49%	54%	50%	45%	-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?	46%	46%	45%	30%	30%	-16%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	27%	23%	21%	10%	17%	-10%
S/CP	Has the NDIS helped you be more involved?	70%	69%	74%	77%	64%	-6%

**Table I.55 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=119) - participants who entered between 1 July 2016 and 30 September 2017 – Western Australia**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	76%	82%	87%	82%	84%	+8%
DL	Has the NDIS helped you with daily living activities?	81%	86%	89%	88%	89%	+8%
REL	Has the NDIS helped you to meet more people?	62%	68%	67%	72%	71%	+8%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	31%	32%	32%	35%	+4%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	63%	75%	74%	72%	+17%
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%	34%	37%	34%	34%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	15%	14%	8%	14%	-8%
S/CP	Has the NDIS helped you be more involved?	65%	76%	79%	76%	74%	+9%

**Table I.56 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=98) - participants who entered between 1 July 2016 and 30 September 2017 – Western Australia**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS improved your capacity to advocate (stand up) for your child?	58%	56%	59%	74%	63%	+5%
Has the NDIS improved the level of support for your family?	67%	68%	77%	75%	71%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	79%	80%	75%	69%	72%	-7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	71%	76%	81%	67%	-6%
Has the NDIS improved your health and wellbeing?	43%	44%	46%	45%	44%	+1%

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

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth, fifth and sixth plan reassessment, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table I.57 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,045), 'participant social and community engagement rate' (n=5,197), 'parent and carer employment rate' (n=3,519) at entry, first and second plan reassessment, and 'participant choice and control' (n=3,034) at first and second plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 – Western Australia <sup>419</sup>**

Participant employment rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	16%	22%	27%	26%
Aged 25 to 34 years	35%	35%	35%	26%
Aged 35 to 44 years	30%	29%	29%	26%
Aged 45 to 54 years	28%	27%	27%	26%
Aged 55 to 64 years	21%	19%	19%	26%
Aged 65+ years	14%	9%	11%	26%
Aged 25 to 64 years	28%	27%	27%	26%
Aged 15 to 64 years	25%	25%	27%	26%

Participant social and community engagement rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	35%	39%	36%	46%
Aged 25 to 34 years	41%	44%	43%	46%
Aged 35 to 44 years	39%	40%	41%	46%
Aged 45 to 54 years	41%	42%	43%	46%
Aged 55 to 64 years	36%	37%	38%	46%
Aged 65+ years	34%	40%	41%	46%
Aged 25+ years	39%	41%	41%	46%
Aged 15+ years	38%	40%	40%	46%

Parent and carer employment rate	Baseline	R1	R2	2022-23 Target
Aged 0 to 14 years	44%	48%	50%	50%
Aged 15+ years	47%	50%	49%	50%
All ages	45%	48%	50%	50%

Participant Choice and Control	R1	R2	2022-23 Target
Aged 15 to 24 years	63%	68%	75%
Aged 25+ years	75%	80%	75%
Aged 15+ years	71%	76%	75%

<sup>419</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table I.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,255), 'participant social and community engagement rate' (n=2,239), 'parent and carer employment rate' (n=1,400) at entry, first, second and third plan reassessment, and 'participant choice and control' (n=1,724) at first, second and third plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 – Western Australia <sup>420</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	15%	18%	20%	25%	26%
Aged 25 to 34 years	35%	33%	28%	34%	26%
Aged 35 to 44 years	31%	32%	31%	27%	26%
Aged 45 to 54 years	25%	27%	25%	24%	26%
Aged 55 to 64 years	17%	15%	19%	13%	26%
Aged 65+ years	11%	13%	8%	7%	26%
Aged 25 to 64 years	27%	26%	25%	25%	26%
Aged 15 to 64 years	24%	24%	24%	25%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	36%	38%	44%	40%	46%
Aged 25 to 34 years	42%	46%	49%	47%	46%
Aged 35 to 44 years	41%	45%	45%	48%	46%
Aged 45 to 54 years	43%	45%	47%	47%	46%
Aged 55 to 64 years	35%	36%	39%	35%	46%
Aged 65+ years	37%	39%	39%	41%	46%
Aged 25+ years	40%	42%	44%	44%	46%
Aged 15+ years	39%	41%	44%	43%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 0 to 14 years	44%	47%	43%	49%	50%
Aged 15+ years	45%	49%	47%	47%	50%
All ages	44%	48%	45%	48%	50%

Participant Choice and Control	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	66%	71%	70%	75%
Aged 25+ years	75%	80%	82%	75%
Aged 15+ years	72%	77%	78%	75%

<sup>420</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table I.59 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=401), 'participant social and community engagement rate' (n=403), 'parent and carer employment rate' (n=256) at entry, first, second, third and fourth plan reassessment, and 'participant choice and control' (n=323) at first, second, third and fourth plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 – Western Australia <sup>421</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	15%	14%	22%	44%	29%	26%
Aged 25 to 34 years	26%	25%	21%	26%	30%	26%
Aged 35 to 44 years	22%	25%	21%	26%	25%	26%
Aged 45 to 54 years	30%	31%	30%	23%	23%	26%
Aged 55 to 64 years	17%	21%	15%	11%	18%	26%
Aged 65+ years	2%	3%	0%	0%	0%	26%
Aged 25 to 64 years	23%	26%	22%	21%	24%	26%
Aged 15 to 64 years	22%	23%	22%	26%	25%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	43%	47%	61%	41%	43%	46%
Aged 25 to 34 years	46%	46%	45%	43%	50%	46%
Aged 35 to 44 years	61%	64%	61%	71%	59%	46%
Aged 45 to 54 years	49%	51%	50%	60%	57%	46%
Aged 55 to 64 years	45%	52%	49%	53%	49%	46%
Aged 65+ years	32%	44%	42%	35%	41%	46%
Aged 25+ years	47%	51%	50%	52%	52%	46%
Aged 15+ years	46%	50%	51%	50%	50%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 0 to 14 years	37%	38%	48%	49%	51%	50%
Aged 15+ years	n/a	n/a	n/a	n/a	n/a	50%
All ages	41%	41%	48%	53%	52%	50%

Participant Choice and Control	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	64%	71%	71%	69%	75%
Aged 25+ years	70%	75%	80%	84%	75%
Aged 15+ years	68%	74%	77%	79%	75%

<sup>421</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table I.60 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=167), 'participant social and community engagement rate' (n=172), 'parent and carer employment rate' (n=108) at entry, first, second, third, fourth and fifth plan reassessment, and 'participant choice and control' (n=155) at first, second, third, fourth and fifth plan reassessment - participants who entered between 1 July 2016 and 30 September 2017 – Western Australia <sup>422</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	33%	28%	32%	32%	19%	24%	26%
Aged 15 to 64 years	30%	27%	29%	32%	22%	26%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	38%	41%	45%	54%	41%	46%	46%
Aged 15+ years	36%	38%	41%	48%	40%	42%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 0 to 14 years	43%	44%	37%	43%	56%	43%	50%
Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
All ages	48%	51%	43%	57%	60%	49%	50%

Participant Choice and Control	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	57%	57%	71%	67%	58%	75%
Aged 25+ years	76%	82%	87%	82%	84%	75%
Aged 15+ years	70%	74%	81%	76%	74%	75%

There is insufficient data to show results for the progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' at participants' first, second, third, fourth, fifth and sixth plan reassessment.

<sup>422</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table I.61 Number of active plans by goal type and primary disability group– Western Australia** <sup>423</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
Acquired brain injury	429	976	841	214	391	1,168	653	380	<b>1,472</b>
Autism	3,816	14,623	6,428	6,089	7,507	11,468	1,530	3,776	<b>17,446</b>
Cerebral palsy	469	1,358	961	450	461	1,196	457	370	<b>1,762</b>
Developmental delay	360	2,192	897	1,200	971	1,760	44	<11	<b>2,305</b>
Down syndrome	269	852	503	259	350	851	322	405	<b>1,093</b>
Global developmental delay	181	1,152	376	553	436	715	16	<11	<b>1,216</b>
Hearing impairment	482	1,510	460	620	388	987	277	541	<b>2,056</b>
Intellectual disability	2,097	5,445	3,153	1,855	2,370	5,537	2,405	3,194	<b>7,690</b>
Multiple sclerosis	248	690	642	66	151	589	257	221	<b>922</b>
Psychosocial disability	1,267	3,110	3,175	908	1,125	3,983	1,912	1,658	<b>5,015</b>
Spinal cord injury	212	458	400	90	123	446	248	189	<b>648</b>
Stroke	200	470	388	64	104	502	263	132	<b>658</b>
Visual impairment	278	637	319	184	110	590	162	303	<b>830</b>
Other neurological	621	1,529	1,294	252	466	1,578	761	398	<b>2,154</b>
Other physical	515	1,353	1,029	211	229	1,131	412	419	<b>1,809</b>
Other sensory/speech	16	92	35	56	35	55	<11	<11	<b>114</b>
Other	195	555	372	92	134	506	226	177	<b>746</b>
<b>Total</b>	<b>11,655</b>	<b>37,002</b>	<b>21,273</b>	<b>13,163</b>	<b>15,351</b>	<b>33,062</b>	<b>9,949</b>	<b>12,173</b>	<b>47,936</b>

<sup>423</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table I.62 Percentage of active plans by goal type and primary disability group – Western Australia <sup>424</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	29%	66%	57%	15%	27%	79%	44%	26%
Autism	22%	84%	37%	35%	43%	66%	9%	22%
Cerebral palsy	27%	77%	55%	26%	26%	68%	26%	21%
Developmental delay	16%	95%	39%	52%	42%	76%	2%	n/a
Down syndrome	25%	78%	46%	24%	32%	78%	29%	37%
Global developmental delay	15%	95%	31%	45%	36%	59%	1%	n/a
Hearing impairment	23%	73%	22%	30%	19%	48%	13%	26%
Intellectual disability	27%	71%	41%	24%	31%	72%	31%	42%
Multiple sclerosis	27%	75%	70%	7%	16%	64%	28%	24%
Psychosocial disability	25%	62%	63%	18%	22%	79%	38%	33%
Spinal cord injury	33%	71%	62%	14%	19%	69%	38%	29%
Stroke	30%	71%	59%	10%	16%	76%	40%	20%
Visual impairment	33%	77%	38%	22%	13%	71%	20%	37%
Other neurological	29%	71%	60%	12%	22%	73%	35%	18%
Other physical	28%	75%	57%	12%	13%	63%	23%	23%
Other sensory/speech	14%	81%	31%	49%	31%	48%	n/a	n/a
Other	26%	74%	50%	12%	18%	68%	30%	24%
<b>Total</b>	<b>24%</b>	<b>77%</b>	<b>44%</b>	<b>27%</b>	<b>32%</b>	<b>69%</b>	<b>21%</b>	<b>25%</b>

<sup>424</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.



**Table I.63 Number of goals in active plans by goal type and primary disability group – Western Australia** <sup>425</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
Acquired brain injury	1,493	4,140	2,971	788	1,400	4,059	2,203	1,086	<b>18,140</b>
Autism	13,324	97,394	23,945	21,960	27,231	41,090	5,237	12,349	<b>242,530</b>
Cerebral palsy	1,936	9,223	3,955	1,729	1,837	4,790	1,725	1,341	<b>26,536</b>
Developmental delay	1,165	18,260	3,314	4,076	3,375	6,235	116	<11	<b>36,541</b>
Down syndrome	985	5,323	1,866	898	1,248	3,191	1,121	1,338	<b>15,970</b>
Global developmental delay	604	10,821	1,450	1,837	1,532	2,579	39	<11	<b>18,862</b>
Hearing impairment	1,508	7,091	1,606	1,934	1,268	3,156	839	1,614	<b>19,016</b>
Intellectual disability	7,174	26,929	10,772	6,325	8,221	19,216	8,082	9,869	<b>96,588</b>
Multiple sclerosis	829	2,933	2,272	216	502	2,016	796	736	<b>10,300</b>
Psychosocial disability	3,861	10,793	9,681	2,796	3,261	11,620	5,295	4,700	<b>52,007</b>
Spinal cord injury	867	2,086	1,620	391	590	1,896	1,002	608	<b>9,060</b>
Stroke	742	1,994	1,363	235	378	1,635	818	395	<b>7,560</b>
Visual impairment	1,037	3,271	1,072	621	409	2,232	493	1,024	<b>10,159</b>
Other neurological	2,195	6,893	4,714	827	1,686	5,357	2,486	1,271	<b>25,429</b>
Other physical	1,808	6,164	3,697	640	712	3,698	1,363	1,307	<b>19,389</b>
Other sensory/speech	46	513	123	258	125	195	12	32	<b>1,304</b>
Other	645	2,632	1,335	327	480	1,665	697	515	<b>8,296</b>
<b>Total</b>	<b>40,219</b>	<b>216,460</b>	<b>75,756</b>	<b>45,858</b>	<b>54,255</b>	<b>114,630</b>	<b>32,324</b>	<b>38,185</b>	<b>617,687</b>

**Table I.64 Number of active plans by goal type and age group – Western Australia** <sup>426</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
0 to 6	858	5,417	2,051	2,683	2,250	4,027	102	<11	<b>5,631</b>
7 to 14	2,050	10,507	4,191	4,354	5,349	6,997	157	155	<b>11,932</b>
15 to 18	1,243	3,671	1,711	1,772	1,820	3,160	306	1,482	<b>4,572</b>
19 to 24	1,466	3,272	1,609	1,335	1,198	3,109	1,222	2,954	<b>4,566</b>
25 to 34	1,516	3,378	2,277	1,009	1,200	3,574	1,873	2,690	<b>4,958</b>
35 to 44	1,189	2,719	2,285	673	1,038	2,982	1,577	1,793	<b>4,111</b>
45 to 54	1,286	3,005	2,744	648	1,019	3,479	1,779	1,581	<b>4,639</b>
55 to 64	1,494	3,732	3,254	564	1,098	4,238	2,168	1,265	<b>5,570</b>
65+	553	1,301	1,151	125	379	1,496	765	253	<b>1,957</b>
<b>Total</b>	<b>11,655</b>	<b>37,002</b>	<b>21,273</b>	<b>13,163</b>	<b>15,351</b>	<b>33,062</b>	<b>9,949</b>	<b>12,173</b>	<b>47,936</b>

<sup>425</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 617,687 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

<sup>426</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table I.65 Percentage of active plans by goal type and age group – Western Australia** <sup>427</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	15%	96%	36%	48%	40%	72%	2%	n/a
7 to 14	17%	88%	35%	36%	45%	59%	1%	1%
15 to 18	27%	80%	37%	39%	40%	69%	7%	32%
19 to 24	32%	72%	35%	29%	26%	68%	27%	65%
25 to 34	31%	68%	46%	20%	24%	72%	38%	54%
35 to 44	29%	66%	56%	16%	25%	73%	38%	44%
45 to 54	28%	65%	59%	14%	22%	75%	38%	34%
55 to 64	27%	67%	58%	10%	20%	76%	39%	23%
65+	28%	66%	59%	6%	19%	76%	39%	13%
<b>Total</b>	<b>24%</b>	<b>77%</b>	<b>44%</b>	<b>27%</b>	<b>32%</b>	<b>69%</b>	<b>21%</b>	<b>25%</b>

**Table I.66 Number of goals in active plans by goal type and age group – Western Australia** <sup>428</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	2,967	51,959	8,107	9,494	8,326	15,336	273	<11	<b>96,462</b>
7 to 14	6,924	75,264	15,509	15,507	19,375	25,126	528	501	<b>158,734</b>
15 to 18	4,393	18,169	6,292	6,293	6,328	10,994	1,098	5,066	<b>58,633</b>
19 to 24	5,158	14,229	5,683	4,536	4,101	10,395	4,049	9,263	<b>57,414</b>
25 to 34	5,337	14,168	8,019	3,427	4,184	12,201	6,244	8,463	<b>62,043</b>
35 to 44	4,180	10,669	7,761	2,271	3,639	10,092	5,068	5,457	<b>49,137</b>
45 to 54	4,326	11,699	9,385	2,123	3,376	11,460	5,749	4,824	<b>52,942</b>
55 to 64	4,989	15,218	11,164	1,812	3,712	14,112	7,013	3,859	<b>61,879</b>
65+	1,945	5,085	3,836	395	1,214	4,914	2,302	752	<b>20,443</b>
<b>Total</b>	<b>40,219</b>	<b>216,460</b>	<b>75,756</b>	<b>45,858</b>	<b>54,255</b>	<b>114,630</b>	<b>32,324</b>	<b>38,185</b>	<b>617,687</b>

<sup>427</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

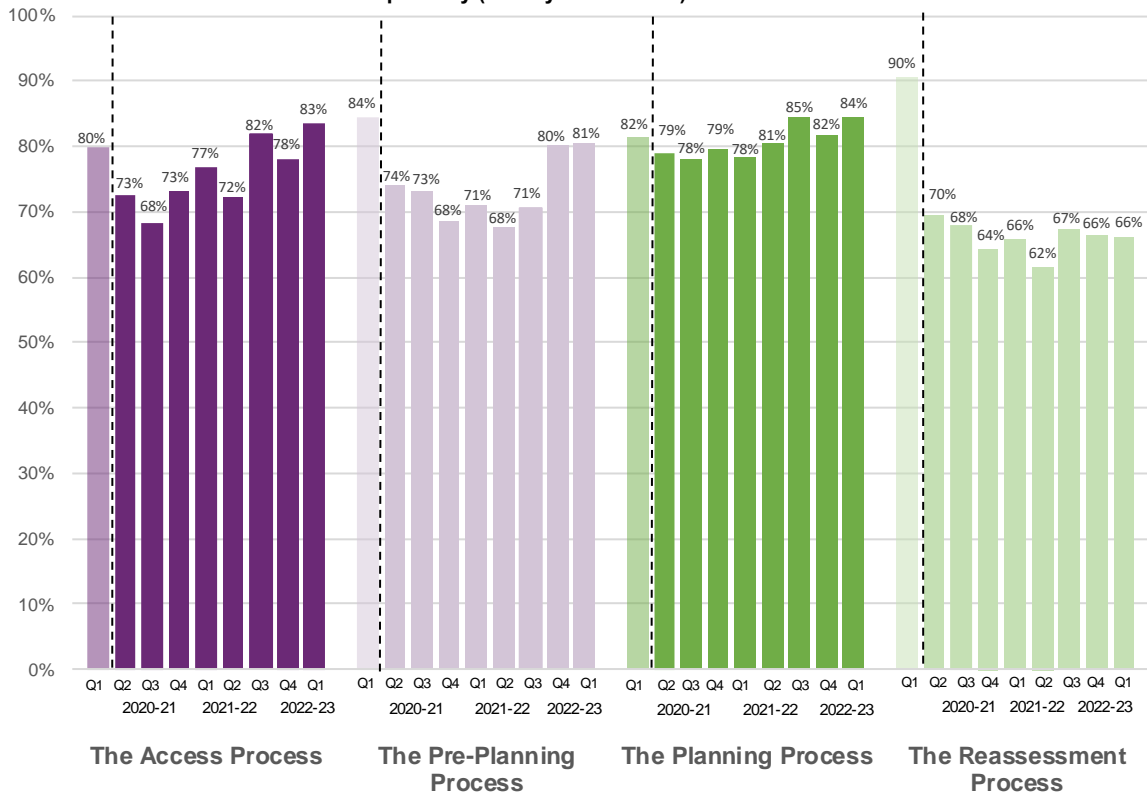
<sup>428</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 617,687 goals in these results relate to those in the current plans of active participants who reside in Western Australia at the reporting date.

**Table I.67 Proportion of participants who agreed with statements about 'Access' (n = 1,028 in Prior Quarters, n = 157 in 2022-23 Q1), 'Pre-planning' (n = 737 in Prior Quarters, n = 93 in 2022-23 Q1), 'Planning' (n = 3,378 in Prior Quarters, n = 499 in 2022-23 Q1) and 'Plan reassessment' (n = 7,567 in Prior Quarters, n = 1,149 in 2022-23 Q1) of NDIS journey in 2022-23 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia <sup>429</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q1
Access - Are you happy with how coming into the NDIS has gone?	85%	90%
Access - Was the person from the NDIS respectful?	96%	98%
Access - Do you understand what will happen next with your plan?	71%	80%
Access - % of participants rating their overall experience as Very Good or Good.	75%	83%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	82%	86%
Pre-planning - Did you understand why you needed to give the information you did?	93%	94%
Pre-planning - Were decisions about your plan clearly explained?	68%	75%
Pre-planning - Are you clear on what happens next with your plan?	58%	66%
Pre-planning - Do you know where to go for more help with your plan?	64%	72%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	72%	81%
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	88%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	84%	85%
Planning - Are you clear on what happens next with your plan?	79%	86%
Planning - Do you know where to go for more help with your plan?	86%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	80%	84%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	73%
Plan reassessment - Did you feel prepared for your plan reassessment?	83%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	81%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	66%	66%

<sup>429</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure I.8 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia <sup>430</sup> <sup>431</sup>



<sup>430</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>431</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

## Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q1. 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.

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.68 shows the number of complaints in 2022-23 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table I.69 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

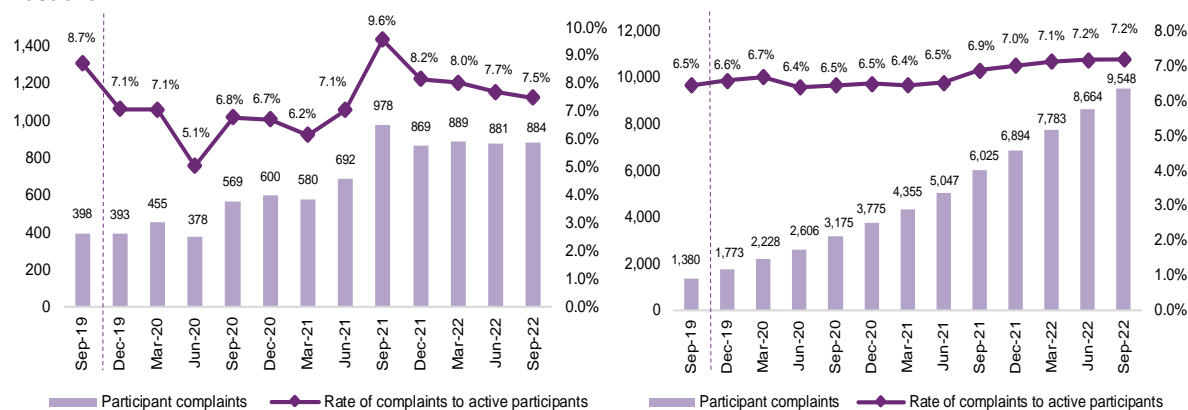
**Table I.68 Complaints by quarter – Western Australia** <sup>432 433</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	16	<11	18	17
People who have submitted an access request: Complaint about LAC Partner	250	32	282	256
People who have submitted an access request: Complaints about service providers	479	38	517	422
People who have submitted an access request: Complaints about the Agency	6,201	621	6,822	3,963
People who have submitted an access request: Critical/ Reportable Incident	1,632	191	1,823	1,320
People who have submitted an access request: Unclassified	86	<11	86	81
<b>People who have submitted an access request: Total</b>	<b>8,664</b>	<b>884</b>	<b>9,548</b>	<b>5,308</b>
<i>Percentage of the number of active participants</i>	<i>7.2%</i>	<i>7.5%</i>	<i>7.2%</i>	<i>n/a</i>

<sup>432</sup> Note that 63% of all complainants made only one complaint, 20% made two complaints and 17% made three or more complaints.

<sup>433</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Figure I.9 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia**



**Table I.69 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia<sup>434</sup>**

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	145	(2%)	<11	n/a	145	(2%)
Information unclear	71	(1%)	<11	n/a	73	(1%)
NDIA Access	161	(3%)	<11	n/a	171	(3%)
NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
NDIA Finance	414	(7%)	49	(8%)	463	(7%)
NDIA Fraud and Compliance	20	(0%)	<11	n/a	24	(0%)
NDIA Plan	1,512	(24%)	276	(44%)	1,788	(26%)
NDIA Process	622	(10%)	78	(13%)	700	(10%)
NDIA Resources	53	(1%)	18	(3%)	71	(1%)
NDIA Staff	338	(5%)	41	(7%)	379	(6%)
NDIA Timeliness	1,511	(24%)	118	(19%)	1,629	(24%)
Participation, engagement and inclusion	14	(0%)	<11	n/a	14	(0%)
Provider Portal	<11	n/a	<11	n/a	<11	n/a
Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Reasonable and necessary supports	169	(3%)	<11	n/a	169	(2%)
Staff conduct - Agency	63	(1%)	<11	n/a	63	(1%)
The way the NDIA carried out its decision making	128	(2%)	<11	n/a	134	(2%)
Timeliness	512	(8%)	<11	n/a	514	(8%)
Other	457	(7%)	11	(2%)	468	(7%)
<b>Total</b>	<b>6,201</b>	<b>(100%)</b>	<b>621</b>	<b>(100%)</b>	<b>6,822</b>	<b>(100%)</b>

<sup>434</sup> There are 8,664 total participant complaints in Prior Quarters, 884 total participant complaints in 2022-23 Q1, and 9,548 total participant complaints as at 30 September 2022, including 86 unclassified participant complaints as at 30 September 2022.

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	<11	n/a	<11	n/a	<11	n/a
ECA Process	<11	n/a	<11	n/a	<11	n/a
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	<11	n/a	<11	n/a	<11	n/a
ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>16</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>18</b>	<b>(100%)</b>

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	41	(16%)	<11	n/a	43	(15%)
LAC Process	30	(12%)	<11	n/a	33	(12%)
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	146	(58%)	18	(56%)	164	(58%)
LAC Timeliness	29	(12%)	<11	n/a	35	(12%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>250</b>	<b>(100%)</b>	<b>32</b>	<b>(100%)</b>	<b>282</b>	<b>(100%)</b>

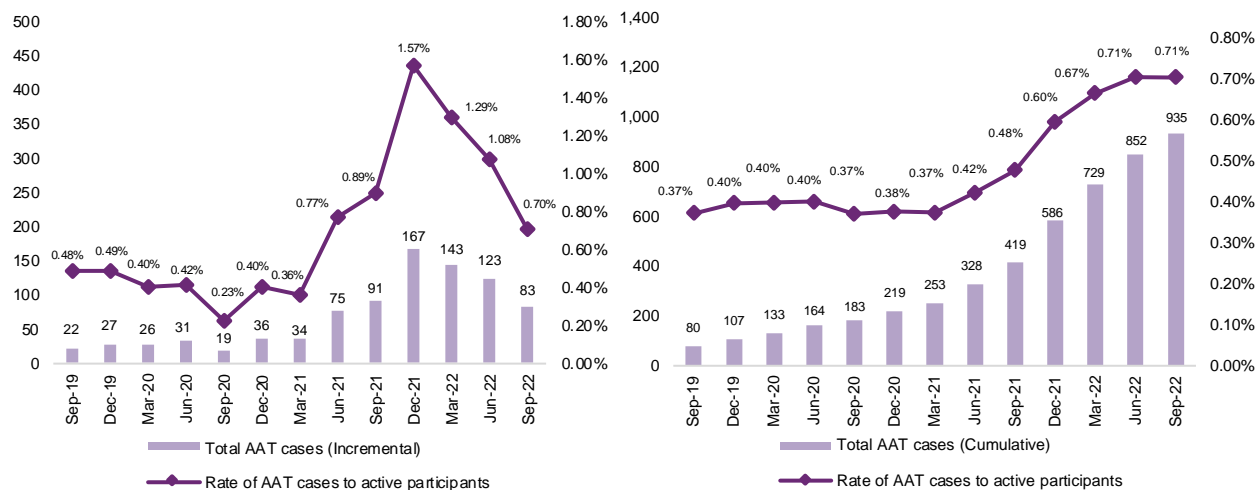
Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	15	(3%)	<11	n/a	15	(3%)
Provider Finance	23	(5%)	<11	n/a	30	(6%)
Provider Fraud and Compliance	35	(7%)	<11	n/a	38	(7%)
Provider process	12	(3%)	<11	n/a	12	(2%)
Provider Service	211	(44%)	14	(37%)	225	(44%)
Provider Staff	77	(16%)	11	(29%)	88	(17%)
Service Delivery	25	(5%)	<11	n/a	25	(5%)
Staff conduct	18	(4%)	<11	n/a	18	(3%)
Supports being provided	24	(5%)	<11	n/a	24	(5%)
Other	39	(8%)	<11	n/a	42	(8%)
<b>Total</b>	<b>479</b>	<b>(100%)</b>	<b>38</b>	<b>(100%)</b>	<b>517</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	414	(25%)	64	(34%)	478	(26%)
Allegations against Informal Supports	210	(13%)	<11	n/a	216	(12%)
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	326	(20%)	40	(21%)	366	(20%)
Provider reporting	682	(42%)	81	(42%)	763	(42%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>1,632</b>	<b>(100%)</b>	<b>191</b>	<b>(100%)</b>	<b>1,823</b>	<b>(100%)</b>

Table I.70 AAT Cases by category at 30 September 2022 – Western Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Access	151	18%	<11	n/a	159	17%
Plan	658	77%	71	86%	729	78%
Plan Reassessment	21	2%	<11	n/a	21	2%
Other	22	3%	<11	n/a	26	3%
<b>Total cases</b>	<b>852</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>935</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.71%</b>	<b>n/a</b>	<b>0.70%</b>	<b>n/a</b>	<b>0.71%</b>	<b>n/a</b>

Figure I.10 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia





**Table I.71 AAT cases by open/closed and decision – Western Australia** <sup>435</sup> <sup>436</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>935</b>	<b>886</b>
<b>Open AAT Cases</b>	<b>368</b>	<b>366</b>
<b>Closed AAT Cases</b>	<b>567</b>	<b>548</b>
<i>Resolved before hearing</i>	<i>560</i>	<i>542</i>
<i>Gone to hearing and received a substantive decision</i>	<i>&lt;11</i>	<i>&lt;11</i>

<sup>435</sup> The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

<sup>436</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table I.72 Key markets indicators by quarter – Western Australia** <sup>437 438</sup>

Market indicators	Previous Quarter	2022-23 Q1
Average number of active providers per active participant	1.27	1.26
Number of providers delivering new types of supports	233	260
Share of payments - top 25%: Daily Tasks/Shared Living (%)	90%	90%
Share of payments - top 25%: Therapeutic Supports (%)	95%	95%
Share of payments - top 25%: Participate Community (%)	91%	91%
Share of payments - top 25%: Early Childhood Supports (%)	91%	90%
Share of payments - top 25%: Assist Personal Activities (%)	92%	93%

**Table I.73 Cumulative number of providers that have been ever active as at 30 September 2022 by quarter of activity – Western Australia** <sup>439</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q1	101
Active in 2022-23 Q1 and also in previous quarters	1,106
<b>Active in 2022-23 Q1</b>	<b>1,207</b>
Inactive in 2022-23 Q1	1,526
<b>Active ever</b>	<b>2,733</b>

<sup>437</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>438</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>439</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

**Table I.74 Cumulative number of providers that have been ever active by registration group – Western Australia <sup>440</sup>**

Registration Group	Prior Quarters	2022-23 Q1	Total	Percentage Change
Assistance services: Accommodation / Tenancy Assistance	51	<5	51	n/a
Assistance services: Assistance Animals	24	<5	25	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	303	38	341	13%
Assistance services: Assistance with travel/transport arrangements	290	18	308	6%
Assistance services: Daily Personal Activities	555	41	596	7%
Assistance services: Group and Centre Based Activities	315	22	337	7%
Assistance services: High Intensity Daily Personal Activities	387	21	408	5%
Assistance services: Household tasks	473	30	503	6%
Assistance services: Interpreting and translation	65	<5	67	n/a
Assistance services: Participation in community, social and civic activities	630	37	667	6%
Assistive Technology: Assistive equipment for recreation	95	<5	96	n/a
Assistive Technology: Assistive products for household tasks	85	<5	88	n/a
Assistive Technology: Assistance products for personal care and safety	616	23	639	4%
Assistive Technology: Communication and information equipment	213	17	230	4%
Assistive Technology: Customised Prosthetics	193	9	202	8%
Assistive Technology: Hearing Equipment	84	8	92	5%
Assistive Technology: Hearing Services	27	<5	31	n/a
Assistive Technology: Personal Mobility Equipment	328	14	342	15%
Assistive Technology: Specialised Hearing Services	30	<5	34	n/a
Assistive Technology: Vision Equipment	71	5	76	13%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	697	37	734	7%
Capacity Building Services: Behaviour Support	262	16	278	0%
Capacity Building Services: Community nursing care for high needs	155	17	172	5%
Capacity Building Services: Development of daily living and life skills	347	17	364	6%
Capacity Building Services: Early Intervention supports for early childhood	462	13	475	11%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	148	9	157	5%
Capacity Building Services: Innovative Community Participation	87	<5	91	n/a
Capacity Building Services: Specialised Driving Training	56	6	62	6%
Capacity Building Services: Therapeutic Supports	1,111	29	1,140	5%
Capital services: Home modification design and construction	93	6	99	11%
Capital services: Specialist Disability Accommodation	36	<5	37	n/a
Capital services: Vehicle Modifications	52	<5	52	n/a
Choice and control support services: Management of funding for supports in participants plan	324	13	337	6%
Choice and control support services: Support Coordination	240	19	259	3%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	114	12	126	0%
Employment and Education support services: Specialised Supported Employment	100	5	105	0%
<b>Total</b>	<b>2,632</b>	<b>101</b>	<b>2,733</b>	<b>4%</b>

<sup>440</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table I.75 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2022 – Western Australia <sup>441</sup>**

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	6	45	<b>51</b>	12%	88%	<b>100%</b>
Assistance services: Assistance Animals	<5	22	<b>25</b>	n/a	88%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	41	300	<b>341</b>	12%	88%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	32	276	<b>308</b>	10%	90%	<b>100%</b>
Assistance services: Daily Personal Activities	65	531	<b>596</b>	11%	89%	<b>100%</b>
Assistance services: Group and Centre Based Activities	29	308	<b>337</b>	9%	91%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	41	367	<b>408</b>	10%	90%	<b>100%</b>
Assistance services: Household tasks	92	411	<b>503</b>	18%	82%	<b>100%</b>
Assistance services: Interpreting and translation	13	54	<b>67</b>	19%	81%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	67	600	<b>667</b>	10%	90%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	10	86	<b>96</b>	10%	90%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	10	78	<b>88</b>	11%	89%	<b>100%</b>
Assistive Technology: Assistive products for personal care and safety	82	557	<b>639</b>	13%	87%	<b>100%</b>
Assistive Technology: Communication and information equipment	43	187	<b>230</b>	19%	81%	<b>100%</b>
Assistive Technology: Customised Prosthetics	34	168	<b>202</b>	17%	83%	<b>100%</b>
Assistive Technology: Hearing Equipment	21	71	<b>92</b>	23%	77%	<b>100%</b>
Assistive Technology: Hearing Services	<5	28	<b>31</b>	n/a	90%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	46	296	<b>342</b>	13%	87%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	<5	30	<b>34</b>	n/a	88%	<b>100%</b>
Assistive Technology: Vision Equipment	11	65	<b>76</b>	14%	86%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	108	626	<b>734</b>	15%	85%	<b>100%</b>
Capacity Building Services: Behaviour Support	56	222	<b>278</b>	20%	80%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	19	153	<b>172</b>	11%	89%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	41	323	<b>364</b>	11%	89%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	121	354	<b>475</b>	25%	75%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	34	123	<b>157</b>	22%	78%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	14	77	<b>91</b>	15%	85%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	17	45	<b>62</b>	27%	73%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	345	795	<b>1,140</b>	30%	70%	<b>100%</b>
Capital services: Home modification design and construction	12	87	<b>99</b>	12%	88%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	35	<b>37</b>	n/a	95%	<b>100%</b>
Capital services: Vehicle Modifications	6	46	<b>52</b>	12%	88%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	69	268	<b>337</b>	20%	80%	<b>100%</b>
Choice and control support services: Support Coordination	40	219	<b>259</b>	15%	85%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	9	117	<b>126</b>	7%	93%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	14	91	<b>105</b>	13%	87%	<b>100%</b>
<b>Total</b>	<b>594</b>	<b>2,139</b>	<b>2,733</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

<sup>441</sup> Ibid.

**Table I.76 Number and proportion of providers active in 2022-23 Q1 by registration group and first quarter of activity – Western Australia** <sup>442</sup>

Registration Group	Active in previous quarters and in 2022-23 Q1	Active for the first time in 2022-23 Q1	Total	Percentage active for the first time in 2022-23 Q1
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<5	n/a
Assistance services: Assistance Animals	18	<5	19	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	184	38	222	17%
Assistance services: Assistance with travel/transport arrangements	141	18	159	11%
Assistance services: Daily Personal Activities	290	41	331	12%
Assistance services: Group and Centre Based Activities	142	22	164	13%
Assistance services: High Intensity Daily Personal Activities	171	21	192	11%
Assistance services: Household tasks	223	30	253	12%
Assistance services: Interpreting and translation	36	<5	38	n/a
Assistance services: Participation in community, social and civic activities	351	37	388	10%
Assistive Technology: Assistive equipment for recreation	18	<5	19	n/a
Assistive Technology: Assistive products for household tasks	17	<5	20	n/a
Assistive Technology: Assistance products for personal care and safety	274	23	297	8%
Assistive Technology: Communication and information equipment	88	17	105	16%
Assistive Technology: Customised Prosthetics	70	9	79	11%
Assistive Technology: Hearing Equipment	38	8	46	17%
Assistive Technology: Hearing Services	9	<5	13	n/a
Assistive Technology: Personal Mobility Equipment	131	14	145	10%
Assistive Technology: Specialised Hearing Services	6	<5	10	n/a
Assistive Technology: Vision Equipment	33	5	38	13%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	337	37	374	10%
Capacity Building Services: Behaviour Support	148	16	164	10%
Capacity Building Services: Community nursing care for high needs	86	17	103	17%
Capacity Building Services: Development of daily living and life skills	140	17	157	11%
Capacity Building Services: Early Intervention supports for early childhood	170	13	183	7%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	81	9	90	10%
Capacity Building Services: Innovative Community Participation	29	<5	33	n/a
Capacity Building Services: Specialised Driving Training	29	6	35	17%
Capacity Building Services: Therapeutic Supports	433	29	462	6%
Capital services: Home modification design and construction	39	6	45	13%
Capital services: Specialist Disability Accommodation	29	<5	30	n/a
Capital services: Vehicle Modifications	16	<5	16	n/a
Choice and control support services: Management of funding for supports in participants plan	200	13	213	6%
Choice and control support services: Support Coordination	130	19	149	13%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	71	12	83	14%
Employment and Education support services: Specialised Supported Employment	63	5	68	7%
<b>Total</b>	<b>1,106</b>	<b>101</b>	<b>1,207</b>	<b>8%</b>

<sup>442</sup> Ibid.

**Table I.77 Number and proportion of providers active in 2022-23 Q1 in each registration group by legal entity type – Western Australia**<sup>443</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistance services: Assistance Animals	<5	16	<b>19</b>	n/a	84%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	24	198	<b>222</b>	11%	89%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	18	141	<b>159</b>	11%	89%	<b>100%</b>
Assistance services: Daily Personal Activities	44	287	<b>331</b>	13%	87%	<b>100%</b>
Assistance services: Group and Centre Based Activities	20	144	<b>164</b>	12%	88%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	24	168	<b>192</b>	13%	88%	<b>100%</b>
Assistance services: Household tasks	47	206	<b>253</b>	19%	81%	<b>100%</b>
Assistance services: Interpreting and translation	10	28	<b>38</b>	26%	74%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	43	345	<b>388</b>	11%	89%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	<5	19	<b>19</b>	n/a	100%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	<5	18	<b>20</b>	n/a	90%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	34	263	<b>297</b>	11%	89%	<b>100%</b>
Assistive Technology: Communication and information equipment	18	87	<b>105</b>	17%	83%	<b>100%</b>
Assistive Technology: Customised Prosthetics	14	65	<b>79</b>	18%	82%	<b>100%</b>
Assistive Technology: Hearing Equipment	9	37	<b>46</b>	20%	80%	<b>100%</b>
Assistive Technology: Hearing Services	<5	12	<b>13</b>	n/a	92%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	23	122	<b>145</b>	16%	84%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	<5	9	<b>10</b>	n/a	90%	<b>100%</b>
Assistive Technology: Vision Equipment	<5	34	<b>38</b>	n/a	89%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	53	321	<b>374</b>	14%	86%	<b>100%</b>
Capacity Building Services: Behaviour Support	29	135	<b>164</b>	18%	82%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	13	90	<b>103</b>	13%	87%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	13	144	<b>157</b>	8%	92%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	28	155	<b>183</b>	15%	85%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	19	71	<b>90</b>	21%	79%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	6	27	<b>33</b>	18%	82%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	7	28	<b>35</b>	20%	80%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	112	350	<b>462</b>	24%	76%	<b>100%</b>
Capital services: Home modification design and construction	<5	41	<b>45</b>	n/a	91%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	29	<b>30</b>	n/a	97%	<b>100%</b>
Capital services: Vehicle Modifications	<5	16	<b>16</b>	n/a	100%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	44	169	<b>213</b>	21%	79%	<b>100%</b>
Choice and control support services: Support Coordination	23	126	<b>149</b>	15%	85%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	9	74	<b>83</b>	11%	89%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	11	57	<b>68</b>	16%	84%	<b>100%</b>
<b>Total</b>	<b>212</b>	<b>995</b>	<b>1,207</b>	<b>18%</b>	<b>82%</b>	<b>100%</b>

<sup>443</sup> Ibid.

**Table I.78 Distribution of active providers in 2022-23 Q1 by their status in 2021-22 Q4 and payment band in 2022-23 Q1 – Western Australia <sup>444</sup>**

Amount paid in 2022-23 Q1	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	175	39	32	<b>246</b>
\$2,001-\$10,000	229	10	31	<b>270</b>
\$10,001-\$100,000	355	6	28	<b>389</b>
\$100,001-\$250,000	88	<5	7	<b>95</b>
\$250,000+	204	<5	<5	<b>207</b>
<b>Total</b>	<b>1,051</b>	<b>55</b>	<b>101</b>	<b>1,207</b>

**Table I.79 Distribution of active participants by method of financial plan management and age group as at 30 September 2022 – Western Australia <sup>445 446</sup>**

Age group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
0 to 6	13%	10%	25%	51%
7 to 14	17%	16%	29%	37%
15 to 18	19%	14%	24%	42%
19 to 24	26%	12%	15%	46%
25 to 34	28%	12%	11%	49%
35 to 44	28%	10%	10%	52%
45 to 54	29%	10%	9%	52%
55 to 64	25%	11%	9%	55%
65+	27%	13%	10%	49%
<b>Total</b>	<b>22%</b>	<b>13%</b>	<b>18%</b>	<b>47%</b>

<sup>444</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>445</sup> For the total number of active participants in each age group, see Table I.19.

<sup>446</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

**Table I.80 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2022 – Western Australia** <sup>447 448</sup>

Primary disability group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
ABI	30%	9%	6%	55%
Autism	18%	13%	26%	43%
Cerebral Palsy	22%	23%	17%	37%
Developmental delay	14%	6%	24%	56%
Down Syndrome	28%	18%	18%	36%
Global developmental delay	29%	10%	14%	47%
Hearing Impairment	15%	13%	38%	34%
Intellectual Disability	37%	12%	9%	42%
Multiple Sclerosis	14%	22%	20%	43%
Other	15%	13%	14%	58%
Other Neurological	16%	17%	13%	53%
Other Physical	16%	22%	18%	44%
Other Sensory/Speech	32%	7%	36%	25%
Psychosocial disability	28%	2%	2%	67%
Spinal Cord Injury	10%	27%	21%	41%
Stroke	20%	10%	8%	62%
Visual Impairment	14%	21%	22%	44%
<b>Total</b>	<b>22%</b>	<b>13%</b>	<b>18%</b>	<b>47%</b>

**Table I.81 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Western Australia** <sup>449</sup>

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	23%	19%	<b>22%</b>
Self-managed partly	13%	12%	<b>13%</b>
Self-managed fully	19%	15%	<b>18%</b>
Plan-managed	45%	55%	<b>47%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>447</sup> For the total number of active participants in each primary disability group, see Table I.15.

<sup>448</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>449</sup> Ibid.



**Table I.82 Distribution of active participants by method of financial plan management over time incrementally and cumulatively – Western Australia <sup>450</sup>**

Quarter	Agency-managed - Incremental	Self-managed Partly - Incremental	Self-managed Fully - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed Partly - Cumulative	Self-managed Fully - Cumulative	Plan-managed - Cumulative
Sep-19	47%	21%	16%	16%	56%	22%	12%	10%
Dec-19	45%	21%	15%	19%	51%	22%	14%	13%
Mar-20	41%	24%	16%	19%	47%	22%	15%	16%
Jun-20	39%	20%	16%	25%	43%	21%	15%	20%
Sep-20	34%	17%	17%	32%	41%	20%	16%	23%
Dec-20	31%	15%	17%	36%	38%	19%	17%	27%
Mar-21	29%	16%	18%	36%	35%	17%	17%	30%
Jun-21	25%	15%	18%	42%	33%	16%	18%	33%
Sep-21	23%	12%	17%	48%	31%	15%	18%	36%
Dec-21	23%	13%	15%	49%	28%	15%	18%	39%
Mar-22	22%	13%	16%	48%	26%	14%	18%	42%
Jun-22	20%	13%	16%	51%	24%	13%	18%	44%
Sep-22	19%	12%	15%	55%	22%	13%	18%	47%

**Table I.83 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Western Australia**

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	56%	45%	<b>54%</b>
Self-managed	14%	12%	<b>14%</b>
Plan-managed	30%	44%	<b>32%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table I.84 Distribution of plan budgets by method of financial plan management over time incrementally and cumulatively – Western Australia**

Quarter	Agency-managed - Incremental	Self-managed - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed - Cumulative	Plan-managed - Cumulative
Sep-19	70%	16%	14%	79%	13%	8%
Dec-19	71%	14%	15%	77%	13%	10%
Mar-20	62%	17%	21%	73%	14%	13%
Jun-20	68%	13%	19%	71%	14%	15%
Sep-20	59%	15%	26%	69%	14%	17%
Dec-20	56%	14%	30%	67%	14%	18%
Mar-21	51%	16%	33%	66%	14%	20%
Jun-21	48%	15%	36%	64%	14%	22%
Sep-21	43%	15%	42%	62%	14%	24%
Dec-21	43%	14%	44%	59%	14%	26%
Mar-22	43%	14%	43%	57%	14%	28%
Jun-22	44%	12%	44%	56%	14%	30%
Sep-22	45%	12%	44%	54%	14%	32%

<sup>450</sup> This table 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.85 Distribution of active participants by support coordination and quarter of plan approval – Western Australia**

Distribution of active participants by support coordination	Prior Quarters	2022-23 Q1	Total
Support coordination	47%	62%	50%

**Table I.86 Duration to plan activation by quarter of initial plan approval for active participants – Western Australia <sup>451</sup>**

Plan activation	Prior Quarters - Count	Prior Quarters - Percentage	2021-22 Q3 - Count	2021-22 Q3 - Percentage	Total - Count	Total - Percentage
Less than 30 days	28,353	70%	1,119	65%	29,472	69%
30 to 59 days	4,384	11%	228	13%	4,612	11%
60 to 89 days	2,152	5%	113	7%	2,265	5%
<b>Activated within 90 days</b>	<b>34,889</b>	<b>86%</b>	<b>1,460</b>	<b>85%</b>	<b>36,349</b>	<b>86%</b>
90 to 119 days	1,223	3%	54	3%	1,277	3%
120 days and over	3,496	9%	80	5%	3,576	8%
<b>Activated after 90 days</b>	<b>4,719</b>	<b>12%</b>	<b>134</b>	<b>8%</b>	<b>4,853</b>	<b>11%</b>
<b>No payments</b>	<b>1,090</b>	<b>3%</b>	<b>120</b>	<b>7%</b>	<b>1,210</b>	<b>3%</b>
<b>Total plans approved</b>	<b>40,698</b>	<b>100%</b>	<b>1,714</b>	<b>100%</b>	<b>42,412</b>	<b>100%</b>

<sup>451</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table I.87 Proportion of participants who have activated within 12 months at 30 September 2022 – Western Australia** <sup>452</sup>

Participant profile	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by First Nations status: First Nations Participants	2,866	3,068	93%
by First Nations status: Non-First Nations Participants	32,520	33,707	96%
by First Nations status: Not Stated	4,153	4,327	96%
by Culturally and Linguistically Diverse status: CALD	3,248	3,351	97%
by Culturally and Linguistically Diverse status: Not CALD	31,645	32,938	96%
by Culturally and Linguistically Diverse status: Not Stated	4,646	4,813	97%
by Remoteness: Major Cities	31,315	32,416	97%
by Remoteness: Regional	6,552	6,889	95%
by Remoteness: Remote	1,668	1,793	93%
by Remoteness: Missing	<11	<11	n/a
by Primary Disability group: Autism	14,485	15,081	96%
by Primary Disability group: Intellectual disability (including Down syndrome)	8,049	8,384	96%
by Primary Disability group: Psychosocial disability	4,006	4,102	98%
by Primary Disability group: Developmental delay (including global developmental delay)	1,840	1,927	95%
by Primary Disability group: Other	11,159	11,608	96%
by Gender: Male	24,307	25,361	96%
by Gender: Female	14,929	15,424	97%
by Gender: Other	303	317	96%
by Age Group: 0-6 years	3,270	3,364	97%
by Age Group: 7-14 years	10,148	10,509	97%
by Age Group: 15-18 years	3,896	4,178	93%
by Age Group: 19-24 years	3,941	4,274	92%
by Age Group: 25-34 years	4,265	4,481	95%
by Age Group: 35-44 years	3,485	3,568	98%
by Age Group: 45-54 years	3,973	4,054	98%
by Age Group: 55-64 years	4,736	4,821	98%
by Age Group: 65+ years	1,825	1,853	98%
<b>Total</b>	<b>39,539</b>	<b>41,102</b>	<b>96%</b>

**Table I.88 Distribution of plans by utilisation – Western Australia** <sup>453 454</sup>

Plan utilisation	Total
0 to 50%	34%
50% to 75%	28%
> 75%	38%
<b>Total</b>	<b>100%</b>

<sup>452</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>453</sup> This table only considers participants with initial plans approved up to 31 March 2022, and includes committed supports and payments for supports provided up to 30 June 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>454</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan reassessment to address a change in circumstance.

**Table I.89 Proportion of active participants with approved plans accessing mainstream supports – Western Australia** <sup>455</sup>

Mainstream service	Prior Quarters	2022-23 Q1	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	69%	72%	70%
Lifelong Learning	30%	28%	30%
Other	27%	30%	28%
Non-categorised	13%	11%	13%
<b>Any mainstream service</b>	<b>96%</b>	<b>95%</b>	<b>96%</b>

<sup>455</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.  
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## Part Five: Financial Sustainability

**Table I.90 Committed supports by financial year (\$m) – Western Australia** <sup>456</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.2	19.6	70.1	173.0	225.0	546.3	1,535.9	2,730.5	3,156.9	911.6

**Table I.91 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Western Australia**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	2.0%	2.0%
\$5,001-\$10,000	5.8%	5.6%
\$10,001-\$15,000	9.5%	9.1%
\$15,001-\$20,000	9.9%	9.6%
\$20,001-\$25,000	10.8%	10.6%
\$25,001-\$30,000	7.4%	7.2%
\$30,001-\$50,000	18.4%	18.2%
\$50,001-\$100,000	17.4%	17.9%
\$100,001-\$150,000	6.2%	6.4%
\$150,001-\$200,000	3.3%	3.3%
\$200,001-\$250,000	2.4%	2.2%
\$250,001+	6.4%	7.4%

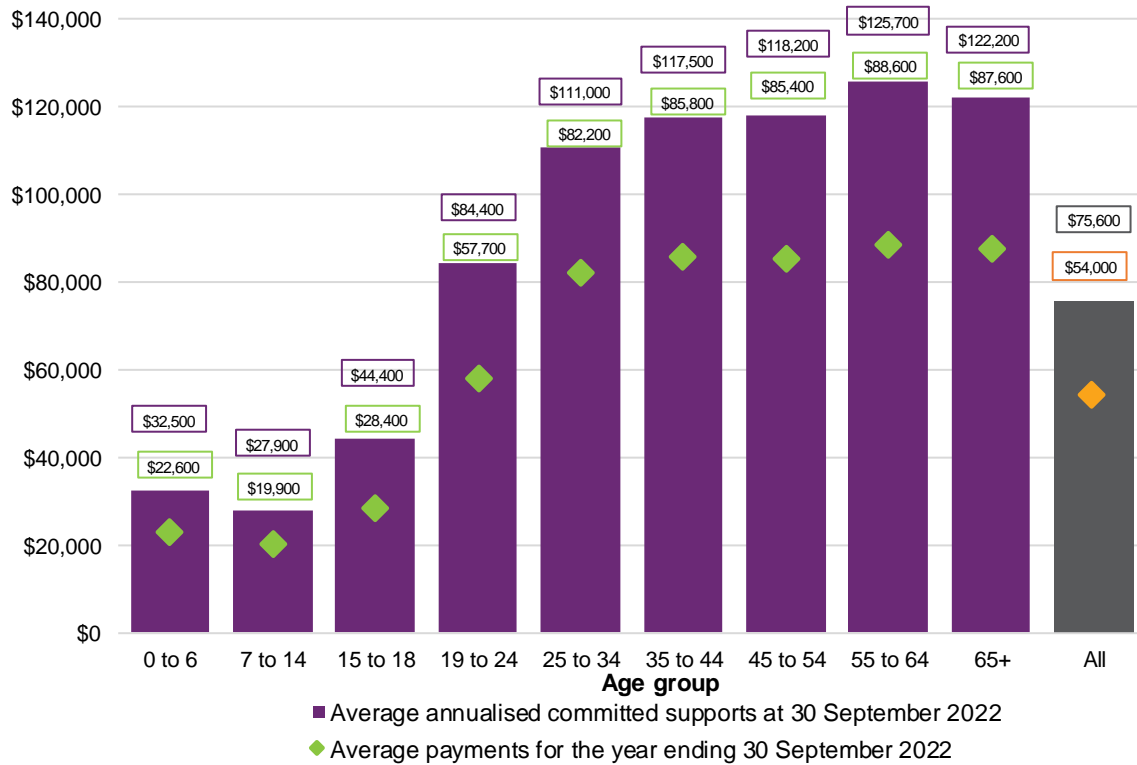
**Table I.92 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Western Australia**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	2.1%	2.1%
\$5,001-\$10,000	6.1%	5.9%
\$10,001-\$15,000	10.0%	9.6%
\$15,001-\$20,000	10.5%	10.1%
\$20,001-\$25,000	11.4%	11.1%
\$25,001-\$30,000	7.8%	7.5%
\$30,001-\$50,000	19.4%	19.1%
\$50,001-\$100,000	18.3%	18.8%
\$100,001-\$150,000	6.5%	6.7%
\$150,001-\$200,000	3.2%	3.4%
\$200,001-\$250,000	1.7%	1.7%
\$250,001+	2.7%	3.4%

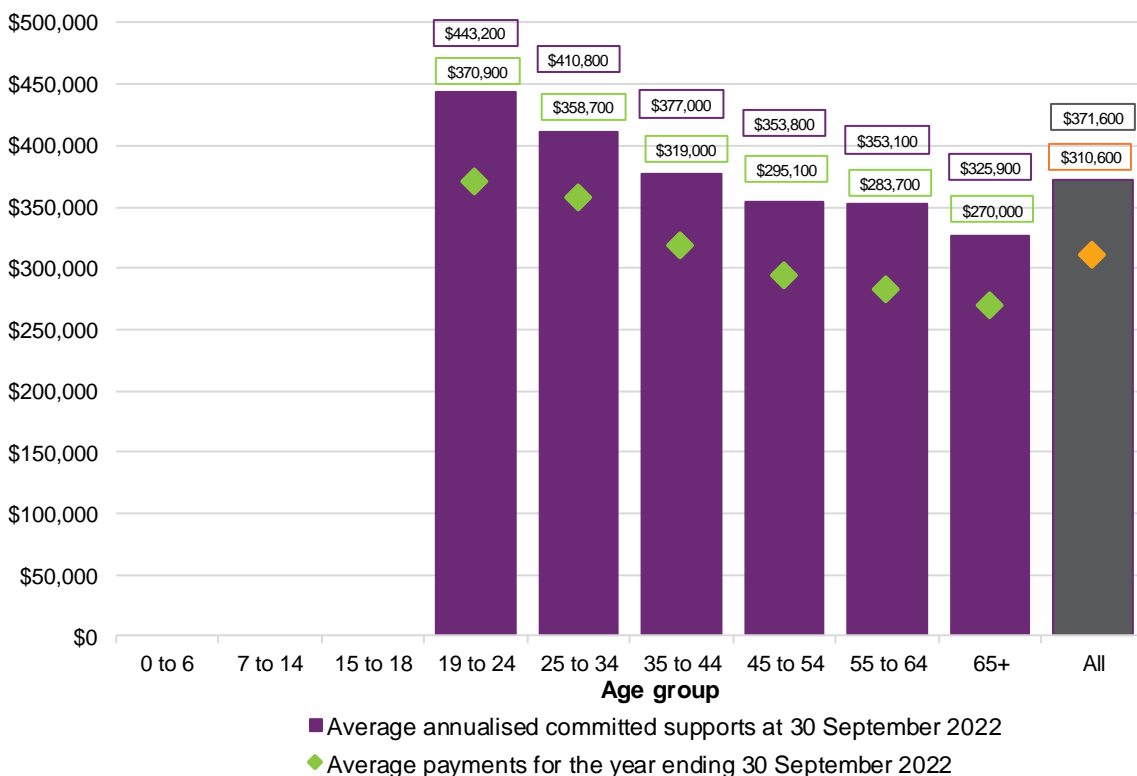
<sup>456</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Western Australia.

Note: In Figures I.11 to I.19 and in Tables I.94 to I.99, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

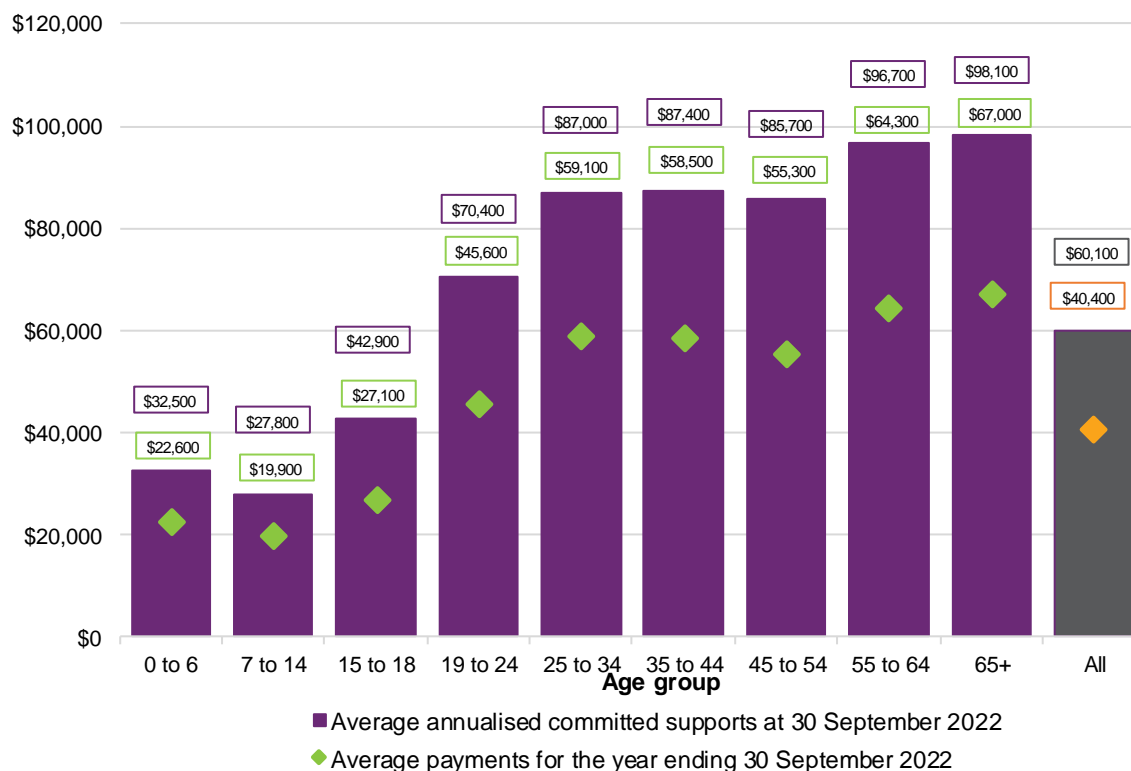
**Figure I.11 Average annualised committed supports and average payments by age group as at 30 September 2022 – Western Australia**



**Figure I.12 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2022 – Western Australia**



**Figure I.13 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2022 – Western Australia**



**Table I.93 Average annualised committed supports and average payments by gender and age group as at 30 September 2022 – Western Australia**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	21,600	31,200	25,000	35,700
7 to 14	19,400	27,200	21,400	29,800
15 to 18	26,600	43,000	32,700	47,800
19 to 24	57,700	84,800	58,600	85,300
25 to 34	86,300	117,700	76,900	101,800
35 to 44	88,400	122,300	83,400	112,900
45 to 54	90,200	123,000	80,600	113,400
55 to 64	96,200	135,500	81,200	115,700
65+	90,400	126,700	85,000	117,900
<b>Total</b>	<b>51,600</b>	<b>72,500</b>	<b>58,400</b>	<b>81,200</b>

**Table I.94 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 September 2022 – Western Australia**

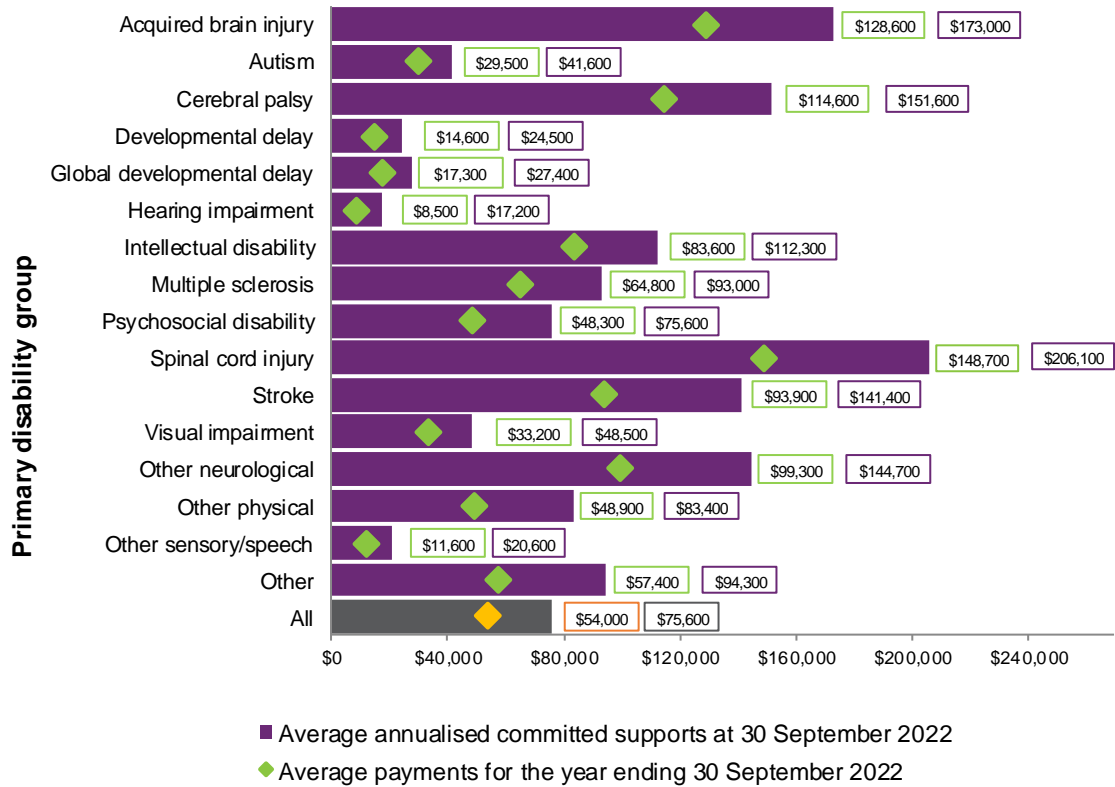
Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a
15 to 18	n/a	n/a	n/a	n/a
19 to 24	369,100	451,600	374,300	429,100
25 to 34	359,200	419,900	359,300	389,200
35 to 44	318,200	375,500	319,200	379,200
45 to 54	289,400	352,100	303,000	354,900
55 to 64	287,900	353,500	277,100	352,600
65+	266,000	319,500	275,100	334,600
<b>Total</b>	<b>311,000</b>	<b>373,800</b>	<b>310,000</b>	<b>367,900</b>

**Table I.95 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 September 2022 – Western Australia**

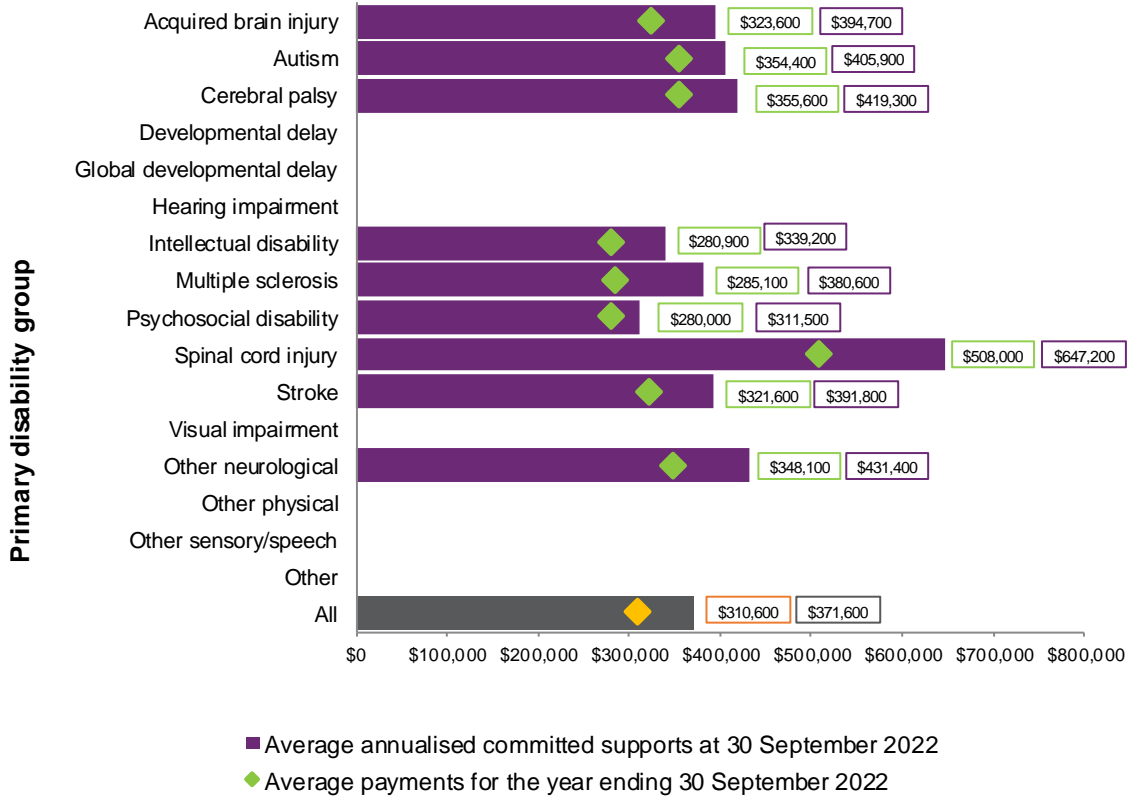
Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	21,600	31,200	25,000	35,700
7 to 14	19,400	27,200	21,200	29,600
15 to 18	25,700	41,700	30,600	45,700
19 to 24	45,700	70,900	45,900	70,300
25 to 34	59,100	88,600	59,400	85,000
35 to 44	58,300	89,600	59,100	85,500
45 to 54	57,200	86,300	53,600	85,300
55 to 64	66,700	101,000	62,100	92,100
65+	67,600	99,800	66,300	96,400
<b>Total</b>	<b>37,900</b>	<b>56,900</b>	<b>44,600</b>	<b>65,700</b>



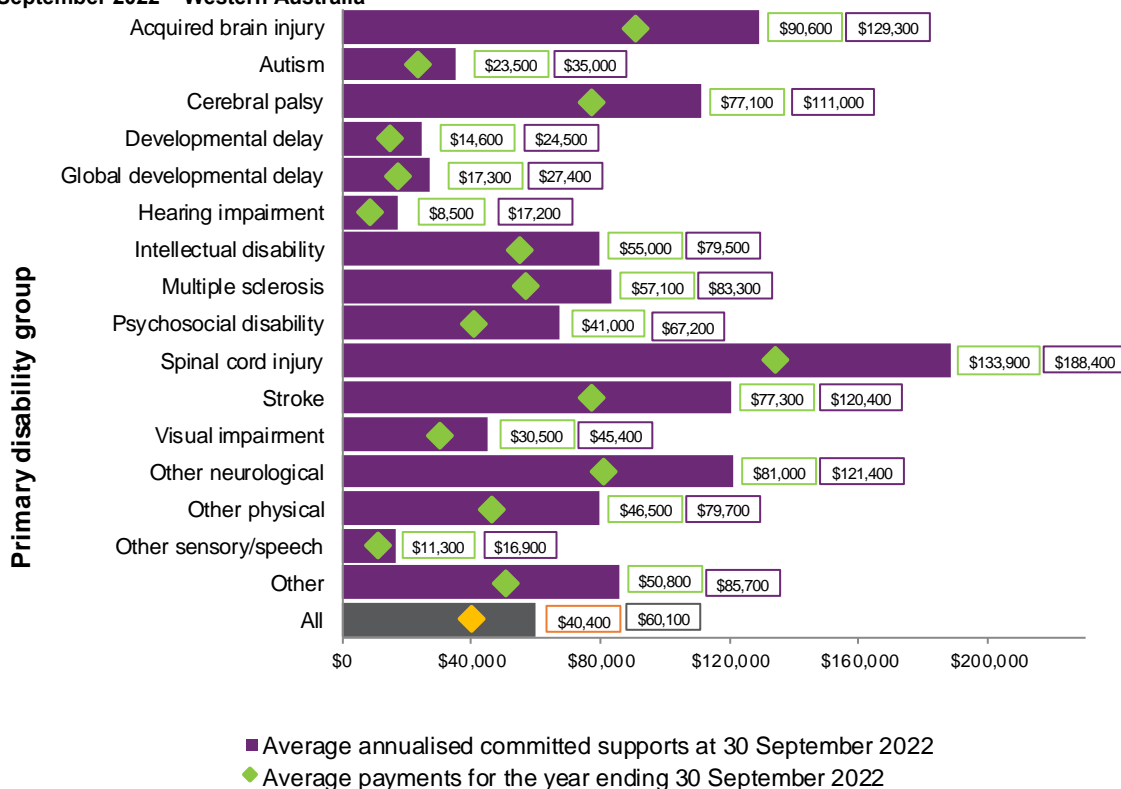
**Figure I.14 Average annualised committed supports and average payments by primary disability as at 30 September 2022 – Western Australia**



**Figure I.15 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2022 – Western Australia**



**Figure I.16 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2022 – Western Australia**



**Table I.96 Average annualised committed supports and average payments by gender and primary disability group as at 30 September 2022 – Western Australia**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$132,000	\$179,000	\$123,100	\$162,100
Autism	\$29,900	\$42,400	\$28,800	\$39,900
Cerebral palsy	\$113,800	\$153,200	\$114,300	\$148,400
Developmental delay	\$14,400	\$24,200	\$15,000	\$25,300
Global developmental delay	\$16,800	\$27,500	\$18,600	\$27,300
Hearing impairment	\$7,800	\$16,700	\$9,100	\$17,800
Intellectual disability	\$82,200	\$110,500	\$85,600	\$114,700
Multiple sclerosis	\$77,200	\$106,000	\$60,700	\$88,600
Psychosocial disability	\$49,000	\$77,700	\$47,800	\$73,400
Spinal cord injury	\$162,200	\$220,100	\$116,800	\$169,800
Stroke	\$87,600	\$137,100	\$102,200	\$147,300
Visual impairment	\$31,000	\$47,200	\$35,700	\$50,200
Other neurological	\$96,800	\$141,000	\$102,400	\$149,000
Other physical	\$41,300	\$75,600	\$56,200	\$91,000
Other sensory/speech	\$10,300	\$20,900	\$15,400	\$20,700
Other	\$53,900	\$85,000	\$63,500	\$110,200
<b>All</b>	<b>\$51,600</b>	<b>\$72,500</b>	<b>\$58,400</b>	<b>\$81,200</b>

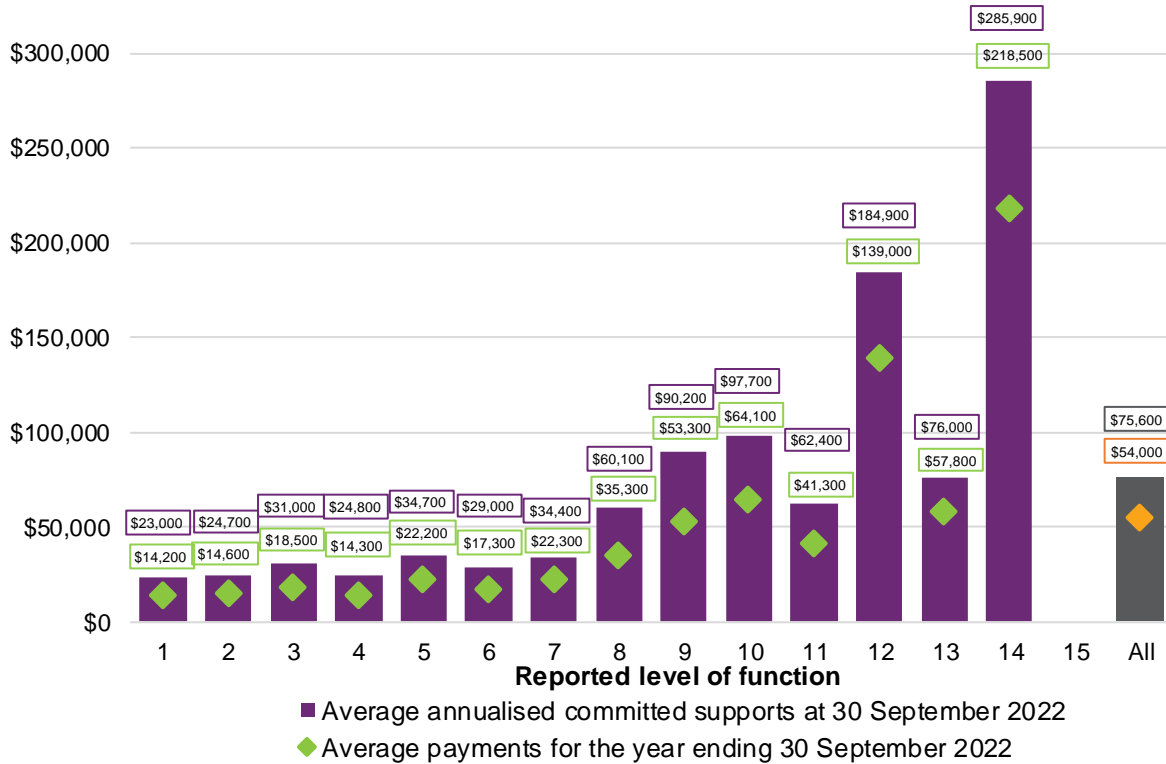
**Table I.97 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability group as at 30 September 2022 – Western Australia**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$320,400	\$403,600	\$332,100	\$372,000
Autism	\$347,500	\$405,900	\$376,700	\$402,100
Cerebral palsy	\$366,900	\$427,200	\$342,100	\$409,800
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$280,000	\$339,700	\$282,300	\$338,300
Multiple sclerosis	n/a	n/a	n/a	n/a
Psychosocial disability	\$273,500	\$300,300	\$293,900	\$331,500
Spinal cord injury	n/a	n/a	n/a	n/a
Stroke	\$272,200	\$365,100	n/a	n/a
Visual impairment	n/a	n/a	n/a	n/a
Other neurological	\$339,000	\$412,200	\$361,100	\$458,100
Other physical	n/a	n/a	n/a	n/a
Other sensory/speech	n/a	n/a	n/a	n/a
Other	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$311,000</b>	<b>\$373,800</b>	<b>\$310,000</b>	<b>\$367,900</b>

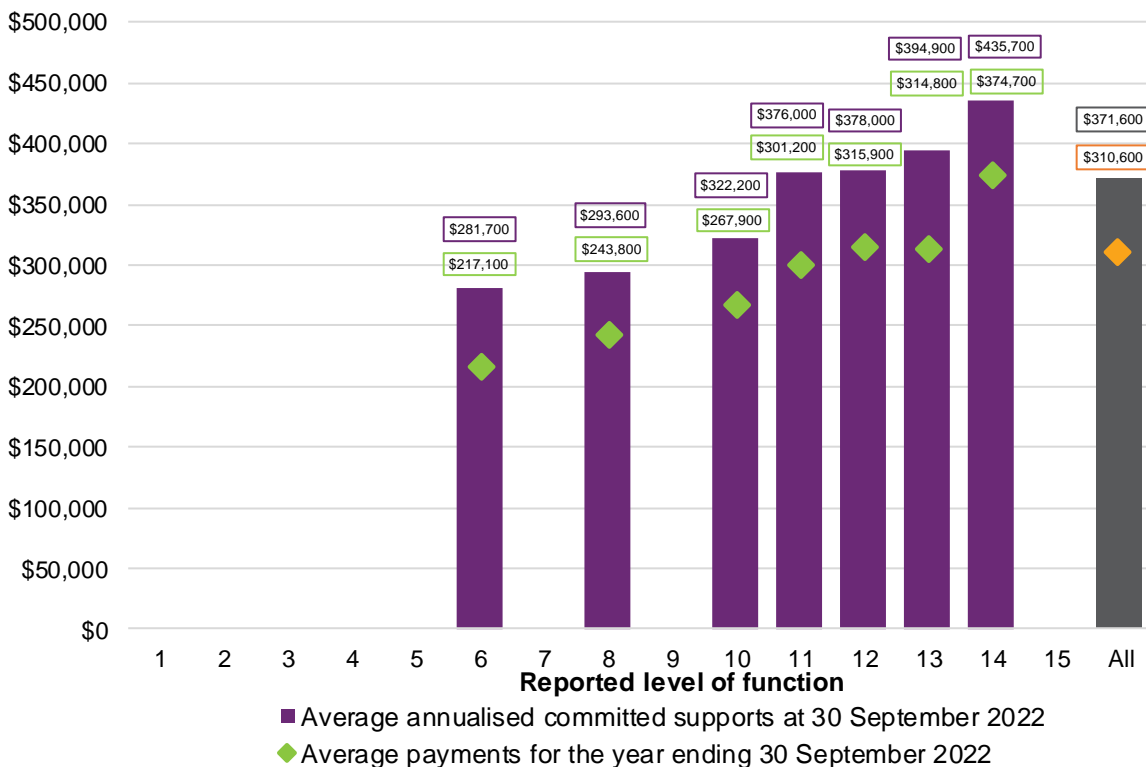
**Table I.98 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability group as at 30 September 2022 – Western Australia**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$89,600	\$128,200	\$92,700	\$130,800
Autism	\$23,600	\$35,300	\$23,300	\$34,400
Cerebral palsy	\$75,000	\$111,300	\$78,300	\$109,200
Developmental delay	\$14,400	\$24,200	\$15,000	\$25,300
Global developmental delay	\$16,800	\$27,500	\$18,600	\$27,300
Hearing impairment	\$7,800	\$16,700	\$9,100	\$17,800
Intellectual disability	\$53,500	\$77,200	\$57,000	\$82,400
Multiple sclerosis	\$62,000	\$88,800	\$55,400	\$81,300
Psychosocial disability	\$39,900	\$67,800	\$42,200	\$66,700
Spinal cord injury	\$146,500	\$202,100	\$104,100	\$152,200
Stroke	\$74,800	\$119,700	\$80,000	\$120,700
Visual impairment	\$28,300	\$43,800	\$33,100	\$47,200
Other neurological	\$77,100	\$117,000	\$85,800	\$126,500
Other physical	\$38,600	\$71,600	\$54,000	\$87,400
Other sensory/speech	\$9,900	\$15,600	\$15,400	\$20,700
Other	\$48,900	\$77,200	\$54,100	\$100,000
<b>Total</b>	<b>\$37,900</b>	<b>\$56,900</b>	<b>\$44,600</b>	<b>\$65,700</b>

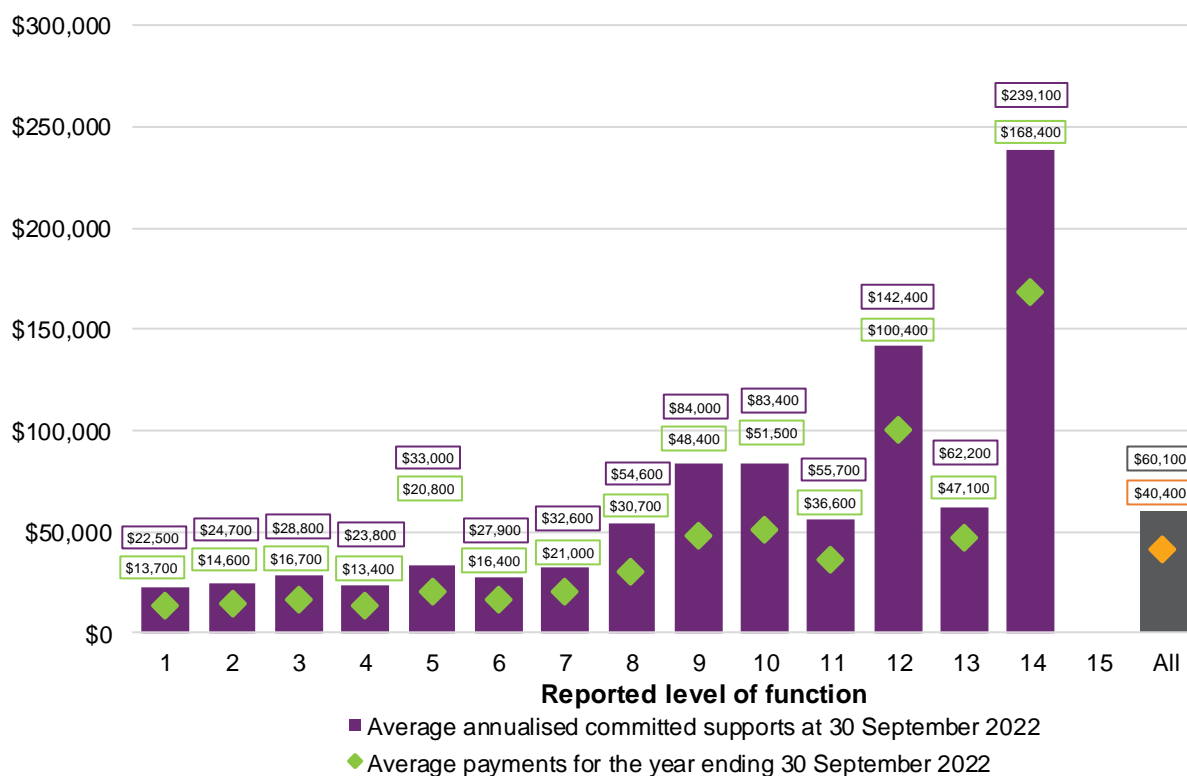
**Figure I.17 Average annualised committed supports and average payments by reported level of function as at 30 September 2022 – Western Australia**



**Figure I.18 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2022 – Western Australia**



**Figure I.19 Average annualised committed supports and average payments (participants not in SIL) by level of function as at 30 September 2022 – Western Australia**



**Table I.99 Total annualised committed supports and total payments by support category as at 30 September 2022 (\$m) – Western Australia** <sup>457 458</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$1,269.0	\$1,659.4
Core: Consumables	\$48.4	\$76.9
Core: Social and Civic	\$458.2	\$728.9
Core: Transport	\$42.7	\$40.7
Capacity Building: Choice and Control	\$31.7	\$36.7
Capacity Building: Daily Activities	\$347.1	\$597.8
Capacity Building: Employment	\$9.5	\$32.4
Capacity Building: Health and Wellbeing	\$2.0	\$4.3
Capacity Building: Home Living	\$0.04	\$0.34
Capacity Building: Lifelong learning	\$0.00	\$0.04
Capacity Building: Relationships	\$37.4	\$81.6
Capacity Building: Social and Civic	\$20.8	\$53.8
Capacity Building: Support Coordination	\$65.7	\$101.2
Capital: Assistive Technology	\$67.7	\$177.1
Capital: Home Modifications	\$10.7	\$34.7
<b>All</b>	<b>\$2,417.6</b>	<b>\$3,625.8</b>

<sup>457</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>458</sup> Total payments for home modifications in Western Australia were \$10.7m. Of which, \$3.8m (36%) has been paid for specialised disability accommodation (SDA) supports, and \$6.8m (64%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$34.7m. Of which, \$20.6m (59%) has been allocated for specialised disability accommodation (SDA) supports, and \$14.1m (41%) has been allocated for non-SDA supports.

**Table I.100 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2022 (\$m) – Western Australia** <sup>459 460</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$546.2	\$629.2
Core: Consumables	\$5.3	\$8.8
Core: Social and Civic	\$88.1	\$138.4
Core: Transport	\$3.2	\$5.7
Capacity Building: Choice and Control	\$0.9	\$1.2
Capacity Building: Daily Activities	\$20.1	\$31.0
Capacity Building: Employment	\$0.6	\$0.9
Capacity Building: Health and Wellbeing	\$0.3	\$0.6
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$12.6	\$23.1
Capacity Building: Social and Civic	\$0.2	\$0.3
Capacity Building: Support Coordination	\$8.3	\$11.2
Capital: Assistive Technology	\$7.2	\$20.2
Capital: Home Modifications	\$2.5	\$15.3
<b>All</b>	<b>\$701.0</b>	<b>\$885.9</b>

<sup>459</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>460</sup> Total payments for home modifications in Western Australia were \$2.5m. Of which, \$2.4m (96%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1m (4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$15.3m. Of which, \$15.0m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (2%) has been allocated for non-SDA supports.

**Table I.101 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2022 (\$m) – Western Australia** <sup>461 462</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$722.8	\$1,030.2
Core: Consumables	\$43.1	\$68.2
Core: Social and Civic	\$370.1	\$590.4
Core: Transport	\$39.5	\$34.9
Capacity Building: Choice and Control	\$30.8	\$35.5
Capacity Building: Daily Activities	\$327.1	\$566.8
Capacity Building: Employment	\$9.0	\$31.4
Capacity Building: Health and Wellbeing	\$1.7	\$3.7
Capacity Building: Home Living	\$0.0	\$0.3
Capacity Building: Lifelong learning	\$0.00	\$0.04
Capacity Building: Relationships	\$24.7	\$58.5
Capacity Building: Social and Civic	\$20.7	\$53.5
Capacity Building: Support Coordination	\$57.4	\$90.0
Capital: Assistive Technology	\$60.5	\$156.8
Capital: Home Modifications	\$8.1	\$19.4
<b>All</b>	<b>\$1,716.6</b>	<b>\$2,739.8</b>

**Table I.102 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia** <sup>463 464</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.2	19.6	70.1	173.0	225.0	546.3	1,535.9	2,730.5	3,156.9	911.6
Total Paid	0.02	11.2	51.6	133.4	167.0	392.7	1,021.6	1,929.1	2,326.5	560.3
% utilised to date	14%	57%	74%	77%	74%	72%	67%	71%	74%	61%

<sup>461</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>462</sup> Total payments for home modifications in Western Australia were \$8.1m. Of which, \$1.4m (17%) has been paid for specialised disability accommodation (SDA) supports, and \$6.7m (83%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$19.4m. Of which, \$5.7m (29%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.8m (71%) has been allocated for non-SDA supports.

<sup>463</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

<sup>464</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure I.20 Utilisation of committed supports as at 30 June 2022 and 30 September 2022 – Western Australia

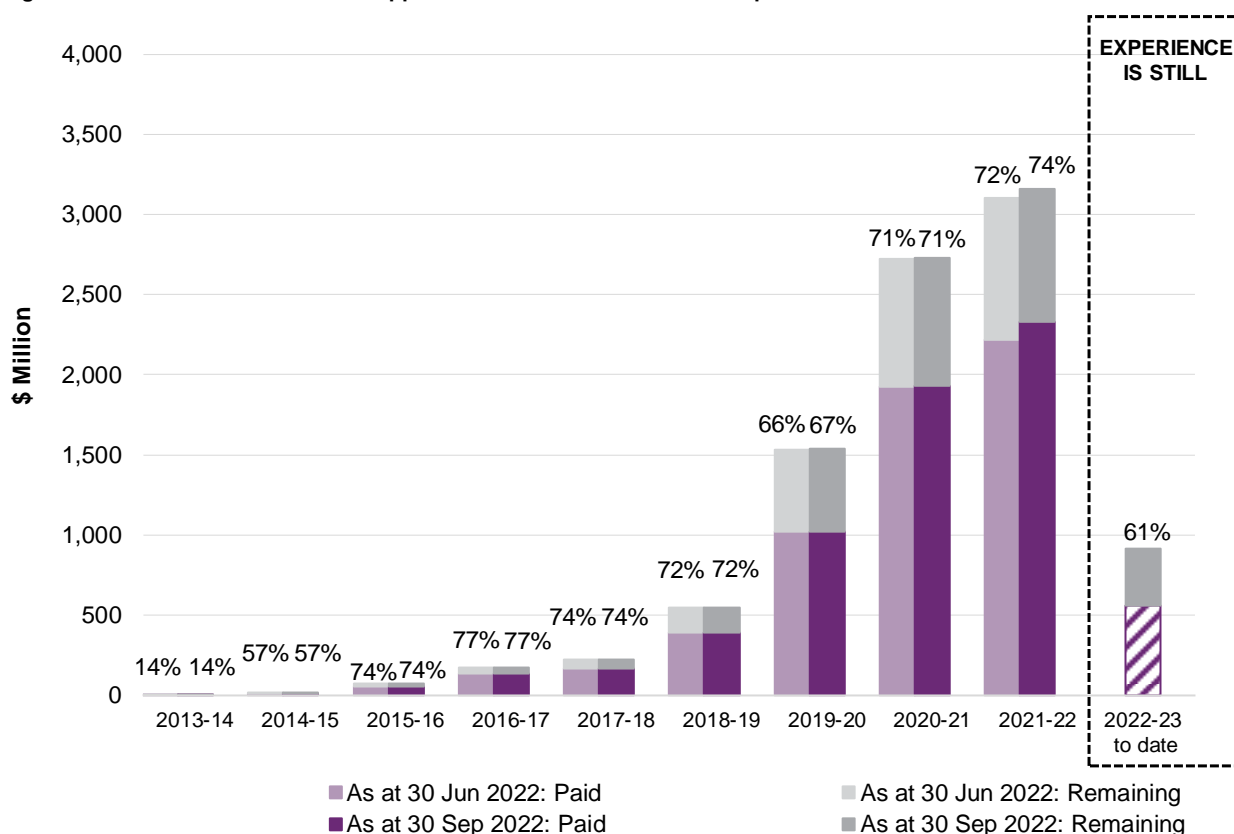


Table I.103 Utilisation of committed supports by plan number from 1 January 2022 to 30 June 2022 – Western Australia <sup>465</sup>

Cash or In-Kind	Plan number	Utilisation (as at 30 September 2022)
<b>Cash and In-Kind attributable to individual participants - Western Australia</b>	<b>All</b>	<b>71%</b>
Cash attributable to cash-only participants	1	61%
Cash attributable to cash-only participants	2	70%
Cash attributable to cash-only participants	3	71%
Cash attributable to cash-only participants	4	74%
Cash attributable to cash-only participants	5+	78%

Table I.104 Utilisation of committed supports by SIL status from 1 January 2022 to 30 June 2022 – Western Australia <sup>466</sup>

SIL status	Utilisation (as at 30 September 2022)
<b>Western Australia</b>	<b>71%</b>
Participants in SIL	86%
Participants not in SIL	67%

<sup>465</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

<sup>466</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.



**Table I.105 Utilisation of committed supports by support class from 1 January 2022 to 30 June 2022 – Western Australia** <sup>467</sup>

Support Class	Utilisation (as at 30 September 2022)
<b>Western Australia</b>	<b>71%</b>
Core	77%
Capacity Building	60%
Capital	50%

**Table I.106 Utilisation of committed supports by remoteness from 1 January 2022 to 30 June 2022 – Western Australia** <sup>468</sup>

Remoteness	Utilisation (as at 30 September 2022)
<b>Western Australia</b>	<b>71%</b>
Major Cities	73%
Population > 50,000	70%
Population between 15,000 and 50,000	68%
Population between 5,000 and 15,000	66%
Population less than 5,000	62%
Remote	62%
Very Remote	46%

**Table I.107 Inflation quarterly trends by type of inflation as at 30 September 2022 - Western Australia** <sup>469</sup>

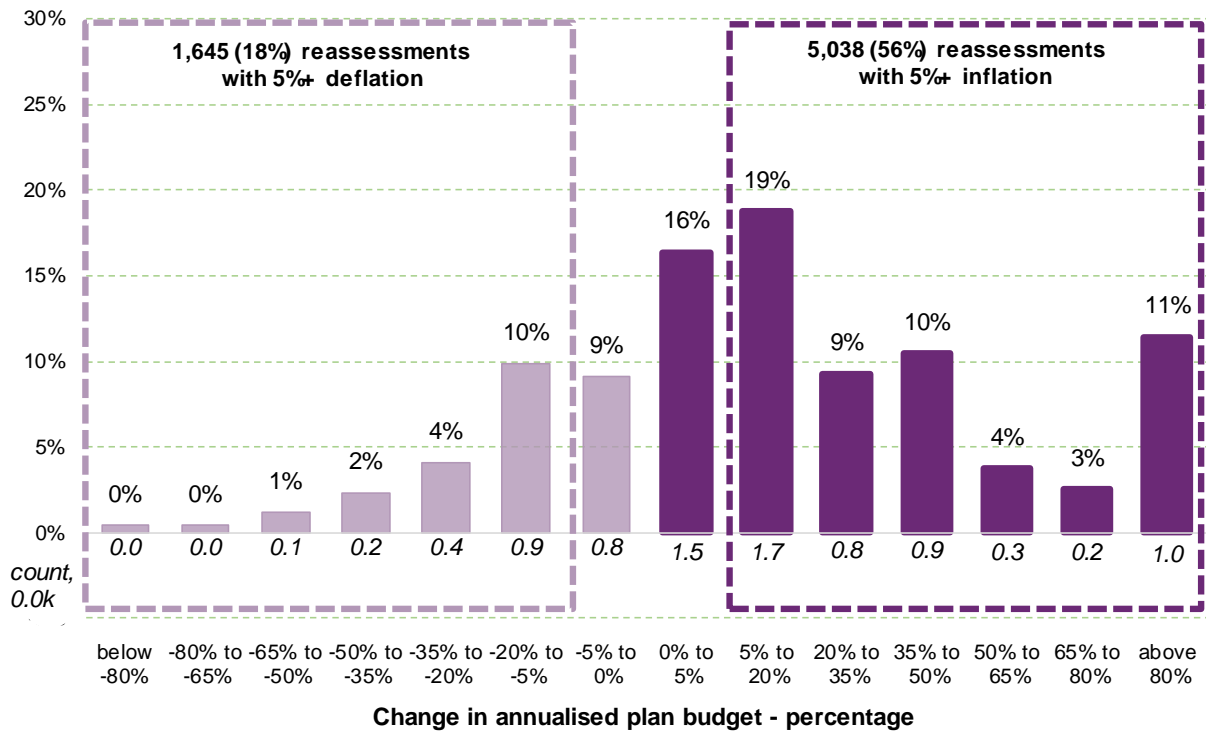
Inflation type	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Intraplan Inflation	5.0%	2.1%	3.3%	3.3%	5.1%	5.3%	6.1%	9.5%
Interplan Inflation	2.8%	-1.8%	-1.4%	1.0%	5.9%	5.2%	10.1%	15.4%
<b>Total Inflation</b>	<b>7.8%</b>	<b>0.3%</b>	<b>1.9%</b>	<b>4.3%</b>	<b>11.0%</b>	<b>10.5%</b>	<b>16.2%</b>	<b>24.9%</b>

<sup>467</sup> Ibid.

<sup>468</sup> Ibid.

<sup>469</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

Figure I.21 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - all participants – Western Australia <sup>470</sup>



<sup>470</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# Appendix J:

## South Australia

### Part One: Participants and their plans

Table J.1 Active participants by quarter of entry – South Australia <sup>471</sup>

State/Territory	Prior Quarters	2022-23 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
South Australia	46,362	1,750	48,112	929	49,041

Table J.2 Active participants by quarter of entry, plan and entry type – South Australia <sup>472</sup>

Participant breakdown	Prior Quarters	2022-23 Q1	Total
<b>Access decisions</b>	<b>59,438</b>	<b>2,203</b>	<b>61,641</b>
<b>Active Eligible - Total</b>	<b>47,224</b>	<b>1,696</b>	<b>48,920</b>
<i>Active Eligible - New</i>	31,605	1,656	33,261
<i>Active Eligible - State</i>	12,738	20	12,758
<i>Active Eligible - Commonwealth</i>	2,881	20	2,901
<b>Active Participant Plans (excl ECA) - Total</b>	<b>46,362</b>	<b>1,750</b>	<b>48,112</b>
<i>Active Participant Plans (excl ECA) - New</i>	30,852	1,708	32,560
<i>Active Participant Plans (excl ECA) - State</i>	12,650	21	12,671
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,860	21	2,881
<b>Active Participant Plans - Total</b>	<b>47,207</b>	<b>2,679</b>	<b>49,041</b>
<i>Active Participant Plans - Early Intervention (s25)</i>	15,012	875	15,887
<i>Active Participant Plans - Permanent Disability (s24)</i>	31,350	875	32,225
<i>Active Participant Plans - ECA</i>	845	929	929

Table J.3 People have left the Scheme since 1 July 2013 as at 30 September 2022 – South Australia

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>3,230</b>
<i>Early Intervention participants</i>	1,506
<i>Permanent disability participants</i>	1,724

<sup>471</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>472</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table J.4 Cumulative numbers of active participants (including ECA) by services previously received – South Australia** <sup>473</sup>

Period	Participant cohort - State	Participant cohort - Commonwealth	Participant cohort - New	Participant cohort - ECA	Total
End of 2016-17	4,584	383	6,409	482	11,858
End of 2017-18	7,627	1,240	8,696	105	17,668
End of 2018-19	12,737	2,144	12,797	<11	27,686
End of 2019-20	12,826	2,626	19,754	338	35,544
End of 2020-21	12,798	2,840	25,396	673	41,707
End of 2021-22 Q1	12,814	2,844	26,808	700	43,166
End of 2021-22 Q2	12,775	2,851	28,337	612	44,575
End of 2021-22 Q3	12,742	2,871	29,696	695	46,004
End of 2021-22 Q4	12,697	2,877	31,006	845	47,425
End of 2022-23 Q1	12,671	2,881	32,560	929	49,041

**Table J.5 Cumulative numbers of active participants by entry criteria into the Scheme – South Australia** <sup>474</sup>

Period	Participant cohort - Early Intervention (s25)	Participant cohort - Permanent Disability (s24)	Participant cohort - ECA	Total
End of 2016-17	7,384	3,992	482	11,858
End of 2017-18	8,000	9,563	105	17,668
End of 2018-19	8,921	18,757	<11	27,686
End of 2019-20	11,134	24,072	338	35,544
End of 2020-21	13,243	27,791	673	41,707
End of 2021-22 Q1	13,638	28,828	700	43,166
End of 2021-22 Q2	14,200	29,763	612	44,575
End of 2021-22 Q3	14,704	30,605	695	46,004
End of 2021-22 Q4	15,193	31,387	845	47,425
End of 2022-23 Q1	15,887	32,225	929	49,041

**Table J.6 Assessment of access by age group – South Australia**

Age Group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
0 to 6	16,459	97%	746	98%	17,205	97%
7 to 14	10,795	90%	309	86%	11,104	90%
15 to 18	2,430	89%	72	91%	2,502	89%
19 to 24	2,478	87%	59	71%	2,537	87%
25 to 34	3,602	85%	96	68%	3,698	85%
35 to 44	3,680	81%	103	64%	3,783	81%
45 to 54	5,052	77%	132	54%	5,184	76%
55 to 64	6,366	72%	183	50%	6,549	71%
65+	403	63%	<11	n/a	409	63%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>51,265</b>	<b>86%</b>	<b>1,706</b>	<b>77%</b>	<b>52,971</b>	<b>86%</b>

<sup>473</sup> This table shows the total numbers of active participants at the end of each period.

<sup>474</sup> Ibid.

**Table J.7 Assessment of access by age group and gender – South Australia**

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	12,223	97%	4,890	97%	92	90%	17,205	97%
7 to 14	7,351	90%	3,584	89%	169	90%	11,104	90%
15 to 18	1,461	90%	957	88%	84	91%	2,502	89%
19 to 24	1,474	89%	968	83%	95	90%	2,537	87%
25 to 34	2,085	87%	1,512	81%	101	89%	3,698	85%
35 to 44	2,045	85%	1,631	75%	107	88%	3,783	81%
45 to 54	2,699	82%	2,342	71%	143	79%	5,184	76%
55 to 64	3,447	77%	2,934	65%	168	71%	6,549	71%
65+	193	66%	190	59%	26	74%	409	63%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>32,978</b>	<b>89%</b>	<b>19,008</b>	<b>81%</b>	<b>985</b>	<b>84%</b>	<b>52,971</b>	<b>86%</b>

**Table J.8 Assessment of access by primary disability group – South Australia <sup>475</sup>**

Primary disability group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
Acquired brain injury	1,900	93%	51	88%	1,951	93%
Autism	19,078	98%	548	98%	19,626	98%
Cerebral palsy	1,314	97%	17	89%	1,331	97%
Developmental delay	4,149	96%	484	99%	4,633	96%
Global developmental delay	1,766	99%	116	99%	1,882	99%
Hearing impairment	1,925	90%	36	73%	1,961	90%
Intellectual disability	8,775	95%	112	84%	8,887	95%
Multiple sclerosis	941	89%	23	82%	964	89%
Psychosocial disability	3,563	64%	137	54%	3,700	63%
Spinal cord injury	494	96%	12	92%	506	96%
Stroke	666	84%	28	88%	694	84%
Visual impairment	829	86%	14	64%	843	85%
Other neurological	2,032	80%	49	64%	2,081	80%
Other physical	2,095	48%	28	20%	2,123	47%
Other sensory/speech	838	52%	<11	n/a	839	51%
Other	552	39%	50	25%	602	37%
Missing	348	93%	<11	n/a	348	93%
<b>Total</b>	<b>51,265</b>	<b>86%</b>	<b>1,706</b>	<b>77%</b>	<b>52,971</b>	<b>86%</b>

<sup>475</sup> Down syndrome is included in intellectual disability.

**Table J.9 Assessment of access by primary disability group and gender – South Australia** <sup>476</sup>

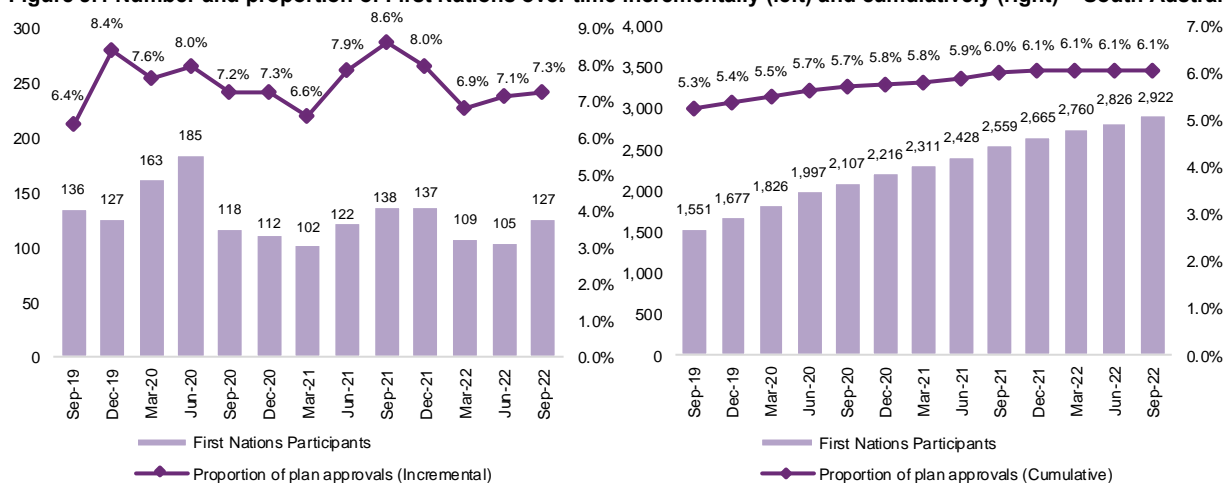
Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,242	94%	666	91%	43	91%	1,951	93%
Autism	13,773	98%	5,534	98%	319	98%	19,626	98%
Cerebral palsy	712	97%	592	97%	27	96%	1,331	97%
Developmental delay	3,294	97%	1,317	96%	22	92%	4,633	96%
Global developmental delay	1,295	99%	577	99%	<11	n/a	1,882	99%
Hearing impairment	948	91%	977	89%	36	88%	1,961	90%
Intellectual disability	4,882	96%	3,748	95%	257	95%	8,887	95%
Multiple sclerosis	258	91%	688	88%	18	78%	964	89%
Psychosocial disability	2,033	69%	1,606	58%	61	61%	3,700	63%
Spinal cord injury	326	96%	160	96%	20	100%	506	96%
Stroke	382	85%	293	82%	19	86%	694	84%
Visual impairment	420	86%	403	84%	20	91%	843	85%
Other neurological	1,142	81%	914	78%	25	86%	2,081	80%
Other physical	1,109	56%	962	40%	52	45%	2,123	47%
Other sensory/speech	613	54%	220	45%	<11	n/a	839	51%
Other	376	48%	216	27%	<11	n/a	602	37%
Missing	173	91%	135	95%	40	100%	348	93%
<b>Total</b>	<b>32,978</b>	<b>89%</b>	<b>19,008</b>	<b>81%</b>	<b>985</b>	<b>84%</b>	<b>52,971</b>	<b>86%</b>

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

**Table J.10 Participant profile per quarter by Participants Identifying as First Nations Peoples – South Australia**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,795	6%	127	7%	2,922	6%
Non-First Nations Participants	37,227	80%	1,328	76%	38,555	80%
Not Stated	6,340	14%	295	17%	6,635	14%
<b>Total</b>	<b>46,362</b>	<b>100%</b>	<b>1,750</b>	<b>100%</b>	<b>48,112</b>	<b>100%</b>

**Figure J.1 Number and proportion of First Nations over time incrementally (left) and cumulatively (right) – South Australia** <sup>477</sup>



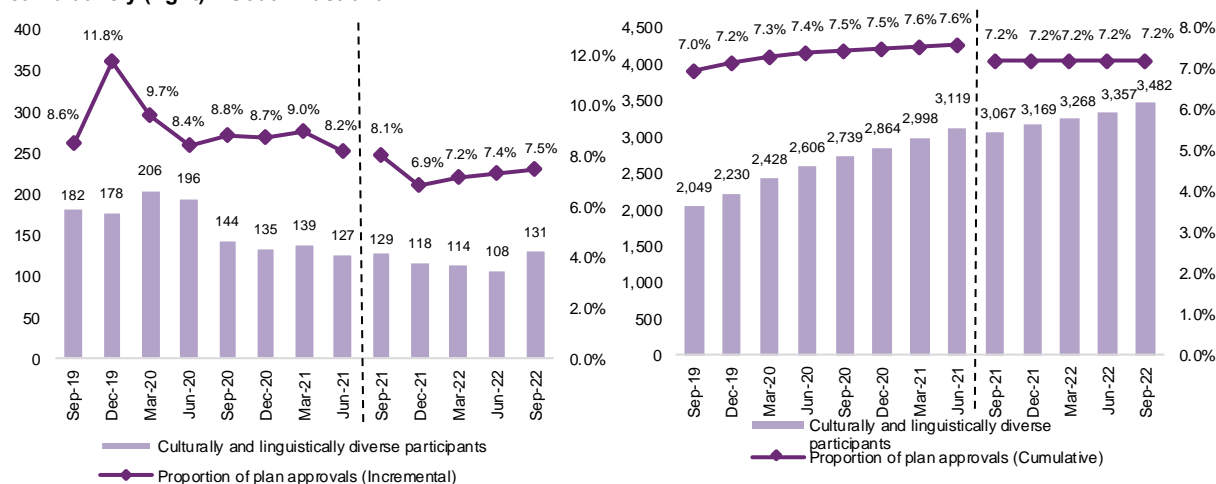
<sup>476</sup> Ibid.

<sup>477</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

**Table J.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia** <sup>478</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,351	7%	131	7%	3,482	7%
Not culturally and linguistically diverse	42,971	93%	1,619	93%	44,590	93%
Not stated	40	0%	<11	n/a	40	0%
<b>Total</b>	<b>46,362</b>	<b>100%</b>	<b>1,750</b>	<b>100%</b>	<b>48,112</b>	<b>100%</b>

**Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>479 480</sup>



**Table J.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2022 – South Australia** <sup>481</sup>

Age group	Total number of active participants
Under 45	<11
45 to 54	18
55 to 64	111
<b>Total YPIRAC (under 65)</b>	<b>132</b>

<sup>478</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>479</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>480</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>481</sup> There are a further 125 active participants aged 65 years or over who are currently in residential aged care.

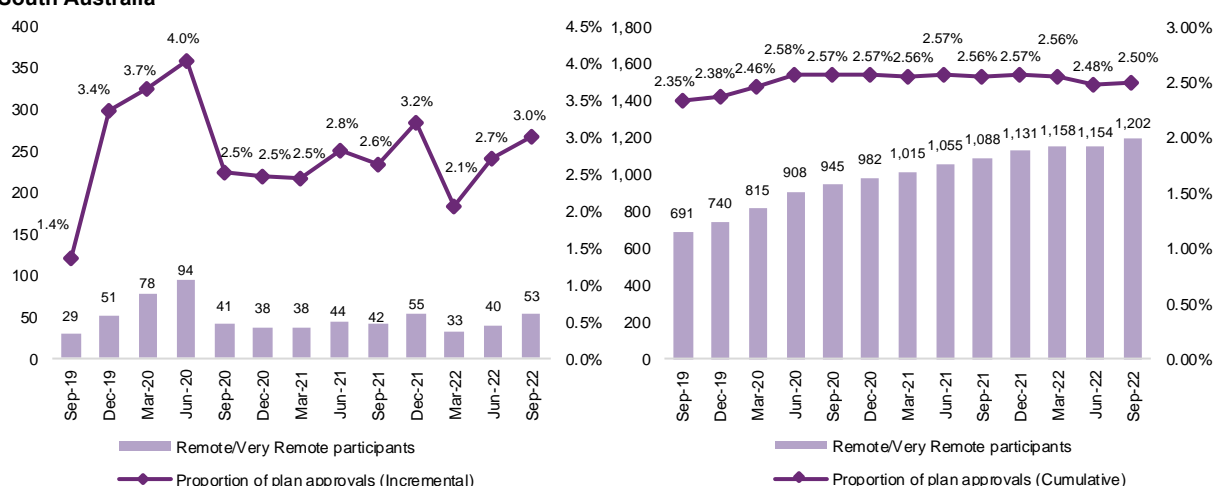
**Table J.13 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia** <sup>482</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-19	-9	221
Dec-19	-1	220
Mar-20	11	231
Jun-20	-12	219
Sep-20	3	222
Dec-20	-3	219
Mar-21	-21	198
Jun-21	-4	194
Sep-21	-16	178
Dec-21	-7	171
Mar-22	-14	157
Jun-22	-12	145
Sep-22	-13	132

**Table J.14 Participant profile per quarter by remoteness – South Australia** <sup>483 484</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	35,078	76%	1,281	73%	36,359	76%
Population > 50,000	783	2%	32	2%	815	2%
Population between 15,000 and 50,000	4,115	9%	171	10%	4,286	9%
Population between 5,000 and 15,000	1,592	3%	57	3%	1,649	3%
Population less than 5,000	3,642	8%	156	9%	3,798	8%
Remote	810	2%	37	2%	847	2%
Very Remote	339	1%	16	1%	355	1%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>46,362</b>	<b>100%</b>	<b>1,750</b>	<b>100%</b>	<b>48,112</b>	<b>100%</b>

**Figure J.3 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – South Australia** <sup>485 486</sup>



<sup>482</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

<sup>483</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>484</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>485</sup> Ibid.

<sup>486</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.



**Table J.15 Participant profile per quarter by primary disability group – South Australia** <sup>487 488 489</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	18,550	40%	563	32%	19,113	40%
Intellectual disability	8,256	18%	114	7%	8,370	17%
Psychosocial disability	3,293	7%	134	8%	3,427	7%
Developmental delay	3,167	7%	482	28%	3,649	8%
Hearing impairment	1,808	4%	43	2%	1,851	4%
Other neurological	1,628	4%	50	3%	1,678	3%
Other physical	1,733	4%	26	1%	1,759	4%
Cerebral palsy	1,243	3%	17	1%	1,260	3%
Acquired brain injury	1,638	4%	51	3%	1,689	4%
Global developmental delay	1,502	3%	136	8%	1,638	3%
Visual impairment	784	2%	14	1%	798	2%
Multiple sclerosis	876	2%	26	1%	902	2%
Stroke	594	1%	30	2%	624	1%
Spinal cord injury	439	1%	14	1%	453	1%
Other	460	1%	49	3%	509	1%
Other sensory/speech	391	1%	<11	n/a	392	1%
<b>Total</b>	<b>46,362</b>	<b>100%</b>	<b>1,750</b>	<b>100%</b>	<b>48,112</b>	<b>100%</b>

**Table J.16 Participant profile per quarter (participants in SIL) by primary disability group – South Australia** <sup>490 491</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	327	12%	<11	n/a	327	12%
Intellectual disability	1,400	53%	<11	n/a	1,400	53%
Psychosocial disability	174	7%	<11	n/a	174	7%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	142	5%	<11	n/a	142	5%
Other physical	24	1%	<11	n/a	24	1%
Cerebral palsy	194	7%	<11	n/a	194	7%
Acquired brain injury	243	9%	<11	n/a	244	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	11	0%	<11	n/a	11	0%
Multiple sclerosis	37	1%	<11	n/a	37	1%
Stroke	41	2%	<11	n/a	41	2%
Spinal cord injury	17	1%	<11	n/a	17	1%
Other	15	1%	<11	n/a	15	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>2,625</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>2,626</b>	<b>100%</b>

<sup>487</sup> Table order based on national proportions in Table E.15 (highest to lowest).

<sup>488</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>489</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in South Australia (806).

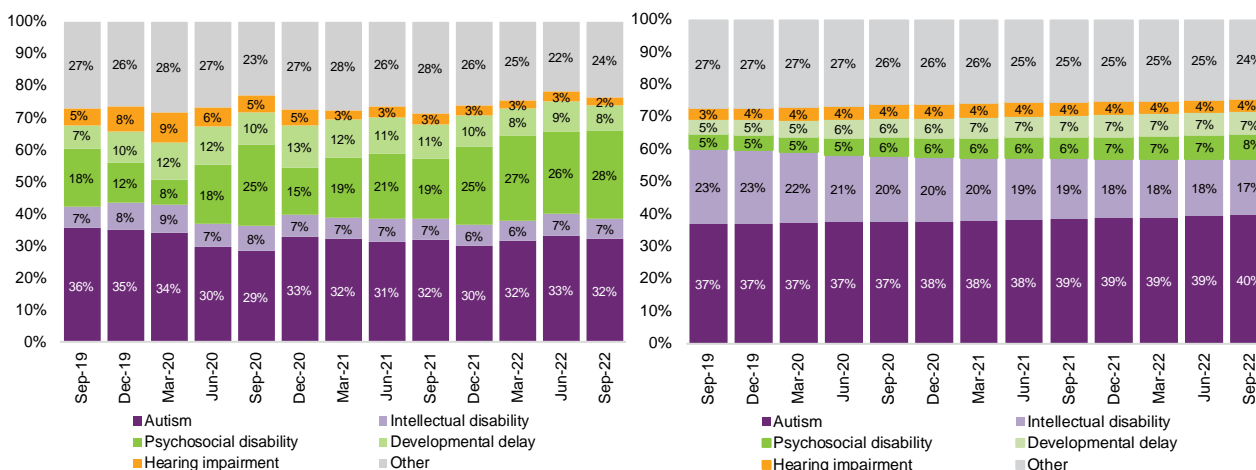
<sup>490</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>491</sup> Down syndrome is included in intellectual disability, representing 8% of participants in SIL (197).

**Table J.17 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia <sup>492</sup>**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	18,223	42%	563	32%	18,786	41%
Intellectual disability	6,856	16%	114	7%	6,970	15%
Psychosocial disability	3,119	7%	134	8%	3,253	7%
Developmental delay	3,167	7%	482	28%	3,649	8%
Hearing impairment	1,808	4%	43	2%	1,851	4%
Other neurological	1,486	3%	50	3%	1,536	3%
Other physical	1,709	4%	26	1%	1,735	4%
Cerebral palsy	1,049	2%	17	1%	1,066	2%
Acquired brain injury	1,395	3%	50	3%	1,445	3%
Global developmental delay	1,502	3%	136	8%	1,638	4%
Visual impairment	773	2%	14	1%	787	2%
Multiple sclerosis	839	2%	26	1%	865	2%
Stroke	553	1%	30	2%	583	1%
Spinal cord injury	422	1%	14	1%	436	1%
Other	445	1%	49	3%	494	1%
Other sensory/speech	391	1%	<11	n/a	392	1%
<b>Total</b>	<b>43,737</b>	<b>100%</b>	<b>1,749</b>	<b>100%</b>	<b>45,486</b>	<b>100%</b>

**Figure J.4 Participant profile by primary disability group over time incrementally (left) and cumulatively (right) – South Australia <sup>493</sup>**



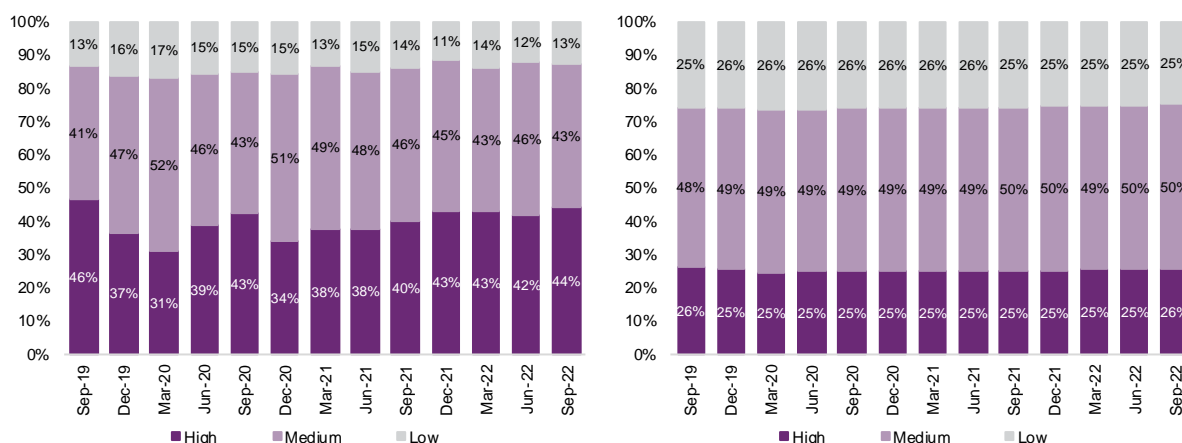
<sup>492</sup> Down syndrome is included in intellectual disability, representing 1% of participants not in SIL (609).

<sup>493</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table J.18 Participant profile per quarter by reported level of function – South Australia** <sup>494</sup>

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	3,885	8%	447	26%	4,332	9%
2 (High Function)	70	0%	<11	n/a	78	0%
3 (High Function)	2,378	5%	144	8%	2,522	5%
4 (High Function)	2,221	5%	38	2%	2,259	5%
5 (High Function)	2,988	6%	132	8%	3,120	6%
6 (Moderate Function)	12,721	27%	489	28%	13,210	27%
7 (Moderate Function)	2,344	5%	65	4%	2,409	5%
8 (Moderate Function)	3,075	7%	73	4%	3,148	7%
9 (Moderate Function)	223	0%	11	1%	234	0%
10 (Moderate Function)	4,694	10%	121	7%	4,815	10%
11 (Low Function)	1,614	3%	18	1%	1,632	3%
12 (Low Function)	5,406	12%	115	7%	5,521	11%
13 (Low Function)	4,105	9%	83	5%	4,188	9%
14 (Low Function)	571	1%	<11	n/a	576	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	62	n/a	<11	n/a	62	n/a
<b>Total</b>	<b>46,362</b>	<b>100%</b>	<b>1,750</b>	<b>100%</b>	<b>48,112</b>	<b>100%</b>

**Figure J.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – South Australia** <sup>495</sup>



**Table J.19 Participant profile per quarter by age group – South Australia**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	6,028	13%	769	44%	6,797	14%
7 to 14	13,406	29%	306	17%	13,712	29%
15 to 18	4,731	10%	81	5%	4,812	10%
19 to 24	3,958	9%	68	4%	4,026	8%
25 to 34	3,573	8%	112	6%	3,685	8%
35 to 44	3,434	7%	108	6%	3,542	7%
45 to 54	4,120	9%	129	7%	4,249	9%
55 to 64	5,096	11%	160	9%	5,256	11%
65+	2,016	4%	17	1%	2,033	4%
<b>Total</b>	<b>46,362</b>	<b>100%</b>	<b>1,750</b>	<b>100%</b>	<b>48,112</b>	<b>100%</b>

<sup>494</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>495</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

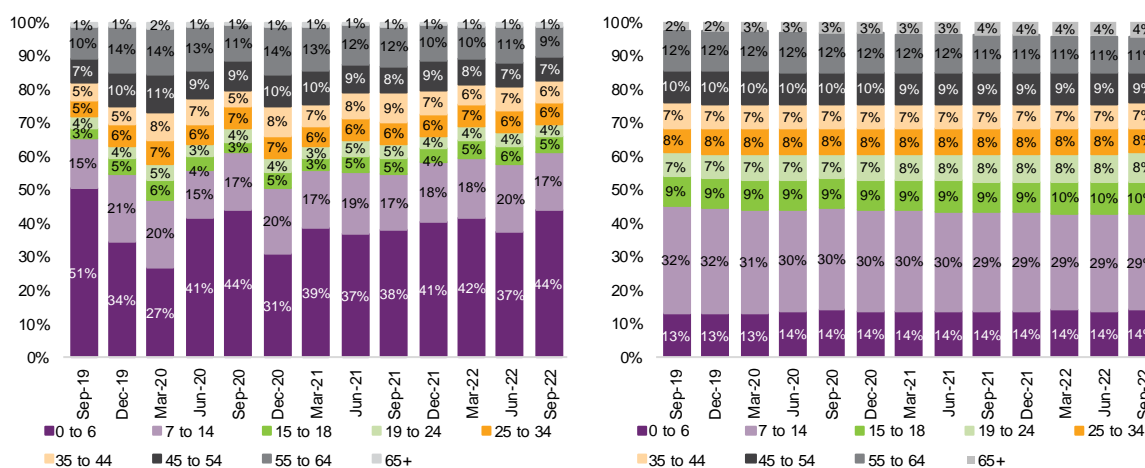
**Table J.20 Participant profile per quarter (participants in SIL) by age group – South Australia** <sup>496</sup>

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	<11	n/a	<11	n/a	<11	n/a
7 to 14	<11	n/a	<11	n/a	<11	n/a
15 to 18	32	1%	<11	n/a	32	1%
19 to 24	208	8%	<11	n/a	208	8%
25 to 34	412	16%	<11	n/a	412	16%
35 to 44	445	17%	<11	n/a	445	17%
45 to 54	626	24%	<11	n/a	626	24%
55 to 64	674	26%	<11	n/a	675	26%
65+	225	9%	<11	n/a	225	9%
<b>Total</b>	<b>2,625</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>2,626</b>	<b>100%</b>

**Table J.21 Participant profile per quarter (participants not in SIL) by age group – South Australia**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	6,028	14%	769	44%	6,797	15%
7 to 14	13,403	31%	306	17%	13,709	30%
15 to 18	4,699	11%	81	5%	4,780	11%
19 to 24	3,750	9%	68	4%	3,818	8%
25 to 34	3,161	7%	112	6%	3,273	7%
35 to 44	2,989	7%	108	6%	3,097	7%
45 to 54	3,494	8%	129	7%	3,623	8%
55 to 64	4,422	10%	159	9%	4,581	10%
65+	1,791	4%	17	1%	1,808	4%
<b>Total</b>	<b>43,737</b>	<b>100%</b>	<b>1,749</b>	<b>100%</b>	<b>45,486</b>	<b>100%</b>

**Figure J.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – South Australia** <sup>497</sup>



**Table J.22 Participant profile per quarter by gender – South Australia**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	28,870	62%	1,034	59%	29,904	62%
Female	16,672	36%	687	39%	17,359	36%
Other	820	2%	29	2%	849	2%
<b>Total</b>	<b>46,362</b>	<b>100%</b>	<b>1,750</b>	<b>100%</b>	<b>48,112</b>	<b>100%</b>

<sup>496</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>497</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

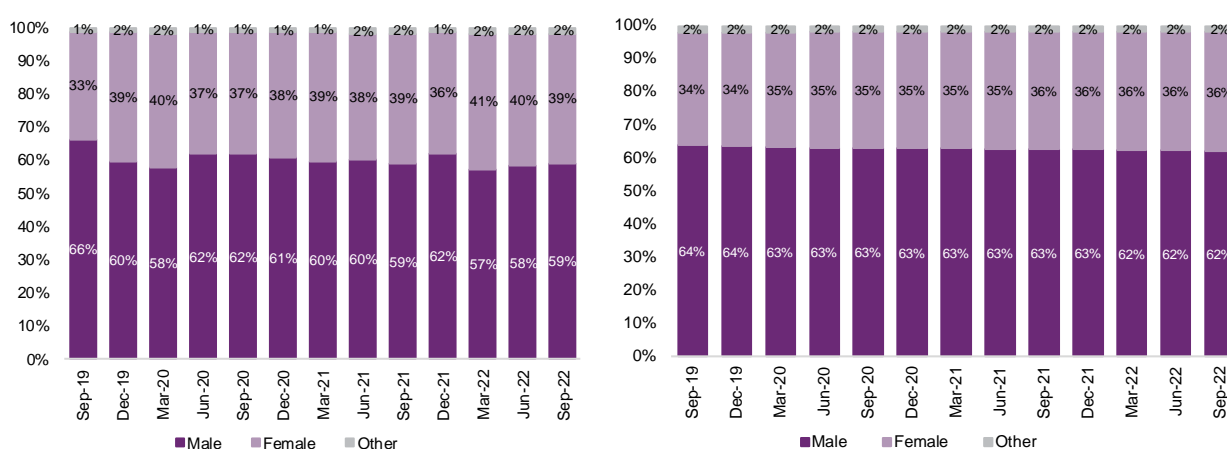
**Table J.23 Participant profile per quarter (participants in SIL) by gender – South Australia**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	1,454	55%	<11	n/a	1,454	55%
Female	1,029	39%	<11	n/a	1,030	39%
Other	142	5%	<11	n/a	142	5%
<b>Total</b>	<b>2,625</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>2,626</b>	<b>100%</b>

**Table J.24 Participant profile per quarter (participants not in SIL) by gender – South Australia**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	27,416	63%	1,034	59%	28,450	63%
Female	15,643	36%	686	39%	16,329	36%
Other	678	2%	29	2%	707	2%
<b>Total</b>	<b>43,737</b>	<b>100%</b>	<b>1,749</b>	<b>100%</b>	<b>45,486</b>	<b>100%</b>

**Figure J.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – South Australia <sup>498</sup>**



**Table J.25 Participation rates by age group and gender at 30 September 2022 – South Australia <sup>499</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	6.5%	3.0%	4.8%
7-14	10.8%	4.9%	8.0%
15-18	7.2%	3.9%	5.7%
19-24	3.7%	2.1%	3.0%
25-44	1.8%	1.3%	1.6%
45-64	2.3%	1.9%	2.1%
<b>Total (aged 0-64)</b>	<b>4.0%</b>	<b>2.3%</b>	<b>3.2%</b>

**Table J.26 Plan reassessments conducted per quarter – excluding plans less than 31 days – South Australia <sup>500</sup>**

Plan reassessments	Prior Quarters	2022-23 Q1	Total
<b>Total plan reassessments</b>	<b>136,209</b>	<b>7,363</b>	<b>143,572</b>
<i>Early intervention plans</i>	46,104	2,004	48,108
<i>Permanent disability plans</i>	90,105	5,359	95,464

<sup>498</sup> Ibid.

<sup>499</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>500</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

**Table J.27 Number of plan reassessments over time incrementally and cumulatively – South Australia**

Plan Reassessments	Incremental	Cumulative
Sep-19	6,856	46,165
Dec-19	7,469	53,634
Mar-20	9,132	62,766
Jun-20	9,139	71,905
Sep-20	7,265	79,170
Dec-20	7,155	86,325
Mar-21	8,528	94,853
Jun-21	6,904	101,757
Sep-21	7,850	109,607
Dec-21	8,746	118,353
Mar-22	8,715	127,068
Jun-22	9,141	136,209
Sep-22	7,363	143,572

## Part Two: Participant experience and outcomes

**Table J.28 Number of baseline questionnaires completed by SFOF version – South Australia** <sup>501</sup>

Version	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date	Total
Participant 0 to school	1,304	781	675	1,579	1,735	1,982	569	8,625
Participant school to 14	1,955	1,026	1,617	1,976	1,669	1,683	498	10,424
Participant 15 to 24	518	1,086	1,171	637	485	549	146	4,592
Participant 25 and over	62	3,368	6,357	2,682	2,164	2,061	519	17,213
<b>Total Participant</b>	<b>3,839</b>	<b>6,261</b>	<b>9,820</b>	<b>6,874</b>	<b>6,053</b>	<b>6,275</b>	<b>1,732</b>	<b>40,854</b>
Family 0 to 14	3,118	1,721	2,243	3,589	3,343	3,639	1,065	18,718
Family 15 to 24	455	732	689	394	291	367	103	3,031
Family 25 and over	<11	1,161	1,802	703	478	487	141	4,774
<b>Total Family</b>	<b>3,575</b>	<b>3,614</b>	<b>4,734</b>	<b>4,686</b>	<b>4,112</b>	<b>4,493</b>	<b>1,309</b>	<b>26,523</b>
<b>Total</b>	<b>7,414</b>	<b>9,875</b>	<b>14,554</b>	<b>11,560</b>	<b>10,165</b>	<b>10,768</b>	<b>3,041</b>	<b>67,377</b>

**Table J.29 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – South Australia**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	69%	n/a	n/a	n/a
CC	% who say their child is able to tell them what he/she wants	71%	n/a	n/a	n/a
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances	n/a	27%	n/a	n/a
DL	% who say their child is becoming more independent	n/a	44%	n/a	n/a
CC	% of children who have a genuine say in decisions about themselves	n/a	83%	n/a	n/a
CC	% who are happy with the level of independence/control they have now	n/a	n/a	39%	n/a
CC	% who choose who supports them	n/a	n/a	46%	64%
CC	% who choose what they do each day	n/a	n/a	56%	73%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting	n/a	n/a	19%	23%
CC	% who want more choice and control in their life	n/a	n/a	78%	74%

<sup>501</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table J.30 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – South Australia**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	58%	67%	n/a	n/a
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%	n/a	n/a	n/a
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs	n/a	43%	n/a	n/a
REL	Of these, % who are welcomed or actively included	62%	74%	n/a	n/a
REL	% of children who spend time with friends without an adult present	n/a	16%	n/a	n/a
REL	% with no friends other than family or paid staff	n/a	n/a	30%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months	n/a	n/a	31%	34%

**Table J.31 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – South Australia**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class	n/a	84%	n/a	n/a
HM	% who are happy with their home	n/a	n/a	80%	75%
HM	% who feel safe or very safe in their home	n/a	n/a	85%	73%
HW	% who rate their health as good, very good or excellent	n/a	n/a	69%	45%
HW	% who did not have any difficulties accessing health services	n/a	n/a	74%	70%
LL	% who currently attend or previously attended school in a mainstream class	n/a	n/a	48%	n/a
LL	% who participate in education, training or skill development	n/a	n/a	n/a	8%
LL	Of those who participate, % who do so in mainstream settings	n/a	n/a	n/a	74%
LL	% unable to do a course or training they wanted to do in the last 12 months	n/a	n/a	n/a	31%
WK	% who have a paid job	n/a	n/a	22%	25%
WK	% who volunteer	n/a	n/a	11%	10%



**Table J.32 Selected key baseline indicators for families/carers of participants – South Australia**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	13%	23%	21%
% receiving Carer Allowance	34%	43%	32%
% working in a paid job	48%	50%	37%
Of those in a paid job, % in permanent employment	78%	75%	75%
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	49%	55%	62%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	88%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	27%	23%	18%
% able to advocate for their child/family member	78%	75%	71%
% who have friends and family they see as often as they like	52%	53%	56%
% who feel very confident or somewhat confident in supporting their child's development	87%	n/a	n/a
% who know what their family can do to enable their family member with disability to become as independent as possible	n/a	43%	n/a
% who feel in control selecting services	n/a	42%	43%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	n/a	n/a	35%
% who rate their health as good, very good or excellent	74%	62%	63%

**Table J.33 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant 0 to school’ (n=1,201) - participants who between 1 July 2016 and 30 September 2021 – South Australia <sup>502</sup>**

Life domain	Question	Percentage Yes
DL	Has the NDIS improved your child's development?	92%
DL	Has the NDIS improved your child's access to specialist services?	94%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%
REL	Has the NDIS improved how your child fits into family life?	81%
S/CP	Has the NDIS improved how your child fits into community life?	66%

<sup>502</sup> Results in Tables J.33 to J.36 include participants who entered between 1 July 2016 and 30 September 2021 and have had a first plan reassessment to date.

**Table J.34 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant school to 14’ (n=2,497) - participants who entered between 1 July 2016 and 30 September 2021 – South Australia**

Life domain	Question	Percentage Yes
DL	Has the NDIS helped your child to become more independent?	69%
LL	Has the NDIS improved your child's access to education?	50%
REL	Has the NDIS improved your child's relationships with family and friends?	57%
S/CP	Has the NDIS improved your child's social and recreational life?	51%

**Table J.35 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF versions ‘Participant 15 to 24’ (n=969) and ‘Participant 25 and over’ (n=4,656) - participants who entered between 1 July 2016 and 30 September 2021 – South Australia**

Life domain	Question	15 to 24 Percentage Yes	25+ Percentage Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	71%
DL	Has the NDIS helped you with daily living activities?	59%	75%
REL	Has the NDIS helped you to meet more people?	44%	50%
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?	43%	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?	20%	20%
S/CP	Has the NDIS helped you be more involved?	52%	57%

**Table J.36 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Family 0 to 14’ (n=3,772); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,152) - participants who entered between 1 July 2016 and 30 September 2021 – South Australia**

Question	0 to 14 Percentage Yes	15+ Percentage 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%	51%
Has the NDIS improved the level of support for your family?	74%	64%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	n/a
Has the NDIS improved your health and wellbeing?	48%	37%

Note: In Tables J.37 to J.63 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table J.37 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant 0 to school’ (n=428) - participants who entered between 1 July 2016 and 30 September 2020 – South Australia<sup>503</sup>**

Life domain	Question	R1	R2	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?	95%	97%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	90%	+7%
REL	Has the NDIS improved how your child fits into family life?	78%	83%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	61%	70%	+10%

<sup>503</sup> Results in Tables J.37 to J.42 include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table J.38 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant school to 14’ (n=1,277) - participants who entered between 1 July 2016 and 30 September 2020 – South Australia**

Life domain	Question	R1	R2	Change
DL	Has the NDIS helped your child to become more independent?	68%	74%	+7%
LL	Has the NDIS improved your child's access to education?	45%	52%	+7%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	63%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	55%	+6%

**Table J.39 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=684) - participants who entered between 1 July 2016 and 30 September 2020 – South Australia**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	60%	63%	+3%
DL	Has the NDIS helped you with daily living activities?	61%	64%	+3%
REL	Has the NDIS helped you to meet more people?	46%	47%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	23%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	43%	+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?	35%	32%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	22%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	53%	0%

**Table J.40 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=2,379) - participants who entered between 1 July 2016 and 30 September 2020 – South Australia**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	68%	75%	+6%
DL	Has the NDIS helped you with daily living activities?	74%	81%	+7%
REL	Has the NDIS helped you to meet more people?	49%	53%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	30%	33%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	55%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	28%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	20%	0%
S/CP	Has the NDIS helped you be more involved?	56%	62%	+5%

**Table J.41 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 0 to 14’ (n=1,491) - participants who entered between 1 July 2016 and 30 September 2020 – South Australia**

Question	R1	R2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	70%	+5%
Has the NDIS improved the level of support for your family?	74%	77%	+4%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	77%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	82%	+4%
Has the NDIS improved your health and wellbeing?	45%	47%	+3%

**Table J.42 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=681) - participants who entered between 1 July 2016 and 30 September 2020 – South Australia**

Question	R1	R2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	51%	57%	+6%
Has the NDIS improved the level of support for your family?	62%	69%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	58%	64%	+6%
Has the NDIS improved your health and wellbeing?	43%	41%	-2%

**Table J.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant 0 to school’ (n=311) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia <sup>504</sup>**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS improved your child's development?	92%	92%	96%	+4%
DL	Has the NDIS improved your child's access to specialist services?	94%	92%	94%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	84%	89%	+8%
REL	Has the NDIS improved how your child fits into family life?	78%	81%	83%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	64%	53%	62%	-3%

<sup>504</sup> Results in Tables J.43 to J.48 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table J.44 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant school to 14’ (n=1,060) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS helped your child to become more independent?	65%	71%	75%	+10%
LL	Has the NDIS improved your child's access to education?	46%	49%	52%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	58%	63%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	50%	53%	+7%

**Table J.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=652) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	59%	65%	69%	+11%
Has the NDIS helped you with daily living activities?	62%	65%	70%	+8%
Has the NDIS helped you to meet more people?	45%	49%	49%	+3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	19%	23%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	36%	41%	47%	+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%	28%	33%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	19%	0%
Has the NDIS helped you be more involved?	50%	53%	57%	+7%

**Table J.46 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=1,955) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	66%	72%	77%	+11%
Has the NDIS helped you with daily living activities?	72%	79%	83%	+11%
Has the NDIS helped you to meet more people?	48%	54%	59%	+11%
Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	31%	37%	+5%
Has your involvement with the NDIS improved your health and wellbeing?	47%	51%	56%	+9%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	25%	29%	+3%
Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%	22%	0%
Has the NDIS helped you be more involved?	55%	61%	66%	+11%

**Table J.47 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 0 to 14’ (n=1,126) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS improved your capacity to advocate (stand up) for your child?	63%	63%	70%	+7%
Has the NDIS improved the level of support for your family?	70%	74%	75%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	73%	75%	77%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	80%	83%	+6%
Has the NDIS improved your health and wellbeing?	44%	42%	48%	+4%



**Table J.48 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=421) - participants who entered between 1 July 2016 and 30 September 2019 – South Australia**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you to know your rights and advocate effectively?	42%	53%	58%	+16%
Has the NDIS improved the level of support for your family?	59%	65%	73%	+14%
Has the NDIS helped you to access services, programs and activities in the community?	51%	59%	64%	+13%
Has the NDIS improved your health and wellbeing?	34%	38%	39%	+4%

**Table J.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant 0 to school’ (n=282) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia <sup>505</sup>**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS improved your child's development?	92%	95%	96%	97%	+5%
DL	Has the NDIS improved your child's access to specialist services?	92%	93%	94%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	82%	73%	74%	-11%
REL	Has the NDIS improved how your child fits into family life?	75%	71%	81%	77%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	61%	60%	69%	60%	-1%

**Table J.50 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant school to 14’ (n=797) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS helped your child to become more independent?	63%	69%	77%	77%	+13%
LL	Has the NDIS improved your child's access to education?	46%	48%	53%	55%	+9%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	56%	65%	63%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	47%	57%	55%	+9%

<sup>505</sup> Results in Tables J.49 to J.54 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table J.51 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=463) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	52%	61%	65%	67%	+15%
DL	Has the NDIS helped you with daily living activities?	52%	59%	65%	69%	+17%
REL	Has the NDIS helped you to meet more people?	39%	45%	43%	49%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	20%	18%	20%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	37%	40%	40%	45%	+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?	28%	31%	29%	31%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	18%	13%	18%	0%
S/CP	Has the NDIS helped you be more involved?	45%	50%	49%	54%	+9%

**Table J.52 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=925) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	64%	72%	74%	77%	+14%
DL	Has the NDIS helped you with daily living activities?	69%	79%	82%	84%	+15%
REL	Has the NDIS helped you to meet more people?	44%	49%	51%	54%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	26%	30%	31%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	49%	49%	56%	+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?	24%	25%	26%	27%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	24%	20%	19%	22%	-2%
S/CP	Has the NDIS helped you be more involved?	49%	55%	60%	63%	+13%

**Table J.53 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=599) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS improved your capacity to advocate (stand up) for your child?	59%	63%	68%	70%	+11%
Has the NDIS improved the level of support for your family?	72%	72%	76%	77%	+5%
Has the NDIS improved your access to services, programs and activities in the community?	71%	72%	75%	78%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	82%	82%	+6%
Has the NDIS improved your health and wellbeing?	47%	44%	45%	46%	0%

**Table J.54 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=193) - participants who entered between 1 July 2016 and 30 September 2018 – South Australia**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS helped you to know your rights and advocate effectively?	46%	49%	48%	59%	+13%
Has the NDIS improved the level of support for your family?	59%	63%	64%	71%	+11%
Has the NDIS helped you to access services, programs and activities in the community?	61%	59%	63%	67%	+6%
Has the NDIS improved your health and wellbeing?	33%	36%	34%	40%	+6%

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

**Table J.55 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Participant school to 14’ (n=447) - participants who entered between 1 July 2016 and 30 September 2017 – South Australia <sup>506</sup>**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
DL	Has the NDIS helped your child to become more independent?	64%	73%	76%	78%	79%	+15%
LL	Has the NDIS improved your child's access to education?	46%	52%	55%	58%	56%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	55%	62%	60%	62%	65%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	51%	54%	56%	54%	+7%

<sup>506</sup> Results in Tables J.55 to J.59 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table J.56 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=223) - participants who entered between 1 July 2016 and 30 September 2017 – South Australia**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	60%	65%	65%	71%	69%	+10%
DL	Has the NDIS helped you with daily living activities?	56%	63%	66%	69%	71%	+16%
REL	Has the NDIS helped you to meet more people?	48%	51%	51%	50%	49%	+1%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	21%	17%	17%	17%	-10%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	45%	47%	50%	51%	+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%	39%	35%	34%	35%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	18%	16%	15%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	50%	54%	56%	55%	57%	+7%

**Table J.57 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=83) - participants who entered between 1 July 2016 and 30 September 2017 – South Australia**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	63%	72%	77%	83%	80%	+17%
DL	Has the NDIS helped you with daily living activities?	71%	78%	84%	87%	84%	+13%
REL	Has the NDIS helped you to meet more people?	47%	57%	62%	60%	61%	+14%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	28%	28%	30%	27%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	36%	59%	64%	57%	60%	+24%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	29%	38%	30%	30%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	22%	23%	20%	17%	+5%
S/CP	Has the NDIS helped you be more involved?	50%	62%	64%	66%	66%	+16%

**Table J.58 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=261) - participants who entered between 1 July 2016 and 30 September 2017 – South Australia**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS improved your capacity to advocate (stand up) for your child?	62%	63%	60%	67%	71%	+9%
Has the NDIS improved the level of support for your family?	67%	76%	70%	76%	74%	+7%
Has the NDIS improved your access to services, programs and activities in the community?	71%	75%	75%	73%	75%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	81%	79%	87%	82%	+5%
Has the NDIS improved your health and wellbeing?	48%	45%	44%	46%	49%	+1%

**Table J.59 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=60) - participants who entered between 1 July 2016 and 30 September 2017 – South Australia**

Question	R1	R2	R3	R4	R5	Change from R1 to R5
Has the NDIS helped you to know your rights and advocate effectively?	43%	51%	49%	64%	59%	+16%
Has the NDIS improved the level of support for your family?	62%	67%	67%	76%	68%	+6%
Has the NDIS helped you to access services, programs and activities in the community?	57%	62%	55%	59%	66%	+8%
Has the NDIS improved your health and wellbeing?	40%	38%	32%	39%	36%	-4%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth, fifth and sixth plan reassessment, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table J.60 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,324), 'participant social and community engagement rate' (n=4,414), 'parent and carer employment rate' (n=2,956) at entry, first and second plan reassessment, and 'participant choice and control' (n=2,715) at first and second plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 – South Australia<sup>507</sup>**

Participant employment rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	13%	20%	23%	26%
Aged 25 to 34 years	37%	37%	36%	26%
Aged 35 to 44 years	33%	31%	31%	26%
Aged 45 to 54 years	29%	29%	27%	26%
Aged 55 to 64 years	22%	20%	19%	26%
Aged 65+ years	12%	9%	9%	26%
Aged 25 to 64 years	29%	28%	27%	26%
Aged 15 to 64 years	26%	26%	26%	26%

Participant social and community engagement rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	33%	38%	36%	46%
Aged 25 to 34 years	37%	42%	43%	46%
Aged 35 to 44 years	38%	41%	37%	46%
Aged 45 to 54 years	36%	40%	39%	46%
Aged 55 to 64 years	35%	38%	38%	46%
Aged 65+ years	39%	40%	41%	46%
Aged 25+ years	36%	40%	39%	46%
Aged 15+ years	36%	40%	39%	46%

Parent and carer employment rate	Baseline	R1	R2	2022-23 Target
Aged 0 to 14 years	46%	49%	50%	50%
Aged 15+ years	42%	42%	42%	50%
All ages	45%	46%	47%	50%

Participant Choice and Control	R1	R2	2022-23 Target
Aged 15 to 24 years	60%	63%	75%
Aged 25+ years	68%	75%	75%
Aged 15+ years	66%	72%	75%

<sup>507</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table J.61 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,546), 'participant social and community engagement rate' (n=3,560), 'parent and carer employment rate' (n=1,983) at entry, first, second and third plan reassessment, and 'participant choice and control' (n=2,303) at first, second and third plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 – South Australia <sup>508</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	15%	17%	20%	28%	26%
Aged 25 to 34 years	34%	36%	34%	32%	26%
Aged 35 to 44 years	36%	34%	31%	32%	26%
Aged 45 to 54 years	31%	31%	30%	29%	26%
Aged 55 to 64 years	23%	21%	18%	17%	26%
Aged 65+ years	15%	12%	11%	10%	26%
Aged 25 to 64 years	30%	30%	28%	27%	26%
Aged 15 to 64 years	27%	27%	25%	27%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	35%	36%	35%	37%	46%
Aged 25 to 34 years	43%	43%	47%	46%	46%
Aged 35 to 44 years	38%	38%	43%	41%	46%
Aged 45 to 54 years	44%	43%	37%	44%	46%
Aged 55 to 64 years	38%	38%	38%	41%	46%
Aged 65+ years	37%	37%	37%	39%	46%
Aged 25+ years	40%	40%	40%	43%	46%
Aged 15+ years	39%	39%	39%	42%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 0 to 14 years	48%	51%	52%	52%	50%
Aged 15+ years	45%	50%	52%	45%	50%
All ages	47%	50%	52%	49%	50%

Participant Choice and Control	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	59%	65%	69%	75%
Aged 25+ years	66%	72%	77%	75%
Aged 15+ years	64%	70%	75%	75%

<sup>508</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table J.62 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,698), 'participant social and community engagement rate' (n=1,702), 'parent and carer employment rate' (n=1,045) at entry, first, second, third and fourth plan reassessment, and 'participant choice and control' (n=1,208) at first, second, third and fourth plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 – South Australia <sup>509</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	13%	19%	24%	23%	28%	26%
Aged 25 to 34 years	44%	44%	41%	33%	41%	26%
Aged 35 to 44 years	38%	37%	34%	33%	33%	26%
Aged 45 to 54 years	36%	29%	31%	26%	33%	26%
Aged 55 to 64 years	20%	20%	19%	16%	15%	26%
Aged 65+ years	21%	18%	17%	13%	14%	26%
Aged 25 to 64 years	33%	32%	31%	26%	30%	26%
Aged 15 to 64 years	28%	29%	29%	25%	29%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	37%	39%	36%	36%	36%	46%
Aged 25 to 34 years	42%	44%	43%	46%	49%	46%
Aged 35 to 44 years	38%	39%	42%	43%	40%	46%
Aged 45 to 54 years	41%	43%	41%	35%	41%	46%
Aged 55 to 64 years	38%	39%	36%	37%	37%	46%
Aged 65+ years	32%	28%	21%	28%	34%	46%
Aged 25+ years	39%	40%	38%	39%	41%	46%
Aged 15+ years	38%	40%	38%	38%	39%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 0 to 14 years	44%	46%	47%	52%	51%	50%
Aged 15+ years	45%	47%	49%	48%	44%	50%
All ages	44%	46%	48%	51%	48%	50%

Participant Choice and Control	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	52%	61%	65%	67%	75%
Aged 25+ years	64%	72%	74%	77%	75%
Aged 15+ years	60%	68%	69%	74%	75%

<sup>509</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.



**Table J.63 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=266), 'participant social and community engagement rate' (n=276), 'parent and carer employment rate' (n=467) at entry, first, second, third, fourth and fifth plan reassessment, and 'participant choice and control' (n=261) at first, second, third, fourth and fifth plan reassessment - participants who entered between 1 July 2016 and 30 September 2017 – South Australia <sup>510</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	6%	7%	19%	27%	26%	30%	26%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	25%	24%	23%	18%	27%	24%	26%
Aged 15 to 64 years	14%	14%	20%	24%	26%	28%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	29%	32%	40%	36%	37%	31%	46%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	37%	43%	45%	34%	41%	40%	46%
Aged 15+ years	32%	37%	42%	35%	38%	35%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 0 to 14 years	45%	52%	58%	55%	43%	57%	50%
Aged 15+ years	53%	56%	66%	72%	50%	58%	50%
All ages	49%	54%	62%	63%	46%	58%	50%

Participant Choice and Control	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	60%	65%	65%	71%	69%	75%
Aged 25+ years	63%	72%	77%	83%	80%	75%
Aged 15+ years	61%	66%	67%	72%	71%	75%

There is insufficient data to show results for the progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' at participants' first, second, third, fourth, fifth and sixth plan reassessment.

<sup>510</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table J.64 Number of active plans by goal type and primary disability group– South Australia <sup>511</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
Acquired brain injury	412	1,439	970	292	442	1,391	689	423	<b>1,689</b>
Autism	3,244	17,727	7,652	7,581	9,489	13,759	1,246	2,675	<b>19,113</b>
Cerebral palsy	286	1,147	705	314	317	962	316	229	<b>1,260</b>
Developmental delay	233	3,506	1,072	2,066	1,321	2,664	<11	<11	<b>3,649</b>
Down syndrome	165	700	409	195	291	681	270	273	<b>806</b>
Global developmental delay	92	1,569	511	1,041	691	1,106	<11	<11	<b>1,638</b>
Hearing impairment	396	1,599	479	552	375	1,010	197	379	<b>1,851</b>
Intellectual disability	1,646	6,426	3,370	2,225	2,778	6,033	2,471	2,861	<b>7,564</b>
Multiple sclerosis	269	782	630	80	115	667	311	170	<b>902</b>
Psychosocial disability	886	2,680	2,145	754	753	2,965	1,477	970	<b>3,427</b>
Spinal cord injury	144	395	310	47	50	334	191	117	<b>453</b>
Stroke	184	554	361	71	105	511	253	144	<b>624</b>
Visual impairment	241	727	352	199	100	608	181	266	<b>798</b>
Other neurological	465	1,465	999	257	352	1,351	629	272	<b>1,678</b>
Other physical	481	1,572	1,014	217	197	1,173	513	369	<b>1,759</b>
Other sensory/speech	46	339	89	132	150	192	<11	25	<b>392</b>
Other	119	443	271	83	105	371	179	93	<b>509</b>
<b>Total</b>	<b>9,309</b>	<b>43,070</b>	<b>21,339</b>	<b>16,106</b>	<b>17,631</b>	<b>35,778</b>	<b>8,931</b>	<b>9,267</b>	<b>48,112</b>

<sup>511</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table J.65 Percentage of active plans by goal type and primary disability group – South Australia <sup>512</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	24%	85%	57%	17%	26%	82%	41%	25%
Autism	17%	93%	40%	40%	50%	72%	7%	14%
Cerebral palsy	23%	91%	56%	25%	25%	76%	25%	18%
Developmental delay	6%	96%	29%	57%	36%	73%	n/a	n/a
Down syndrome	20%	87%	51%	24%	36%	84%	33%	34%
Global developmental delay	6%	96%	31%	64%	42%	68%	n/a	n/a
Hearing impairment	21%	86%	26%	30%	20%	55%	11%	20%
Intellectual disability	22%	85%	45%	29%	37%	80%	33%	38%
Multiple sclerosis	30%	87%	70%	9%	13%	74%	34%	19%
Psychosocial disability	26%	78%	63%	22%	22%	87%	43%	28%
Spinal cord injury	32%	87%	68%	10%	11%	74%	42%	26%
Stroke	29%	89%	58%	11%	17%	82%	41%	23%
Visual impairment	30%	91%	44%	25%	13%	76%	23%	33%
Other neurological	28%	87%	60%	15%	21%	81%	37%	16%
Other physical	27%	89%	58%	12%	11%	67%	29%	21%
Other sensory/speech	12%	86%	23%	34%	38%	49%	n/a	6%
Other	23%	87%	53%	16%	21%	73%	35%	18%
<b>Total</b>	<b>19%</b>	<b>90%</b>	<b>44%</b>	<b>33%</b>	<b>37%</b>	<b>74%</b>	<b>19%</b>	<b>19%</b>

<sup>512</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table J.66 Number of goals in active plans by goal type and primary disability group – South Australia** <sup>513</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where live	Work	Total number of goals in active plans
Acquired brain injury	1,587	9,350	4,181	1,032	1,762	5,734	2,426	1,362	<b>27,434</b>
Autism	12,895	153,431	31,201	28,961	38,070	54,476	4,813	9,497	<b>333,344</b>
Cerebral palsy	1,318	9,310	3,274	1,203	1,298	4,702	1,318	890	<b>23,313</b>
Developmental delay	719	31,488	3,422	6,738	4,019	8,662	<11	<11	<b>55,050</b>
Down syndrome	689	5,297	1,810	828	1,241	3,356	1,028	1,017	<b>15,266</b>
Global developmental delay	308	13,305	1,664	3,407	2,102	3,665	<11	<11	<b>24,457</b>
Hearing impairment	1,405	9,488	1,700	1,874	1,263	3,633	607	1,244	<b>21,214</b>
Intellectual disability	6,466	45,565	14,602	8,547	11,368	26,733	9,280	10,146	<b>132,707</b>
Multiple sclerosis	1,043	5,151	2,954	297	364	2,544	1,215	540	<b>14,108</b>
Psychosocial disability	3,129	13,996	8,363	2,540	2,659	10,797	4,633	3,002	<b>49,119</b>
Spinal cord injury	628	2,822	1,487	203	223	1,456	809	405	<b>8,033</b>
Stroke	706	3,814	1,525	238	360	1,923	973	451	<b>9,990</b>
Visual impairment	965	5,172	1,308	687	350	2,511	661	965	<b>12,619</b>
Other neurological	1,919	10,377	4,482	963	1,380	5,438	2,225	902	<b>27,686</b>
Other physical	1,775	10,225	4,482	700	674	4,535	1,826	1,248	<b>25,465</b>
Other sensory/speech	124	2,230	252	406	492	612	12	63	<b>4,191</b>
Other	382	2,908	1,164	263	421	1,404	623	319	<b>7,484</b>
<b>Total</b>	<b>36,058</b>	<b>333,929</b>	<b>87,871</b>	<b>58,887</b>	<b>68,046</b>	<b>142,181</b>	<b>32,456</b>	<b>32,052</b>	<b>791,480</b>

**Table J.67 Number of active plans by goal type and age group – South Australia** <sup>514</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
0 to 6	427	6,575	2,137	4,113	2,649	5,103	<11	<11	<b>6,797</b>
7 to 14	1,747	12,941	4,917	5,728	6,920	8,822	123	49	<b>13,712</b>
15 to 18	972	4,428	1,946	1,659	2,373	3,561	236	917	<b>4,812</b>
19 to 24	1,109	3,505	1,701	1,264	1,431	3,045	945	2,200	<b>4,026</b>
25 to 34	1,048	3,028	1,899	963	1,056	2,941	1,459	1,873	<b>3,685</b>
35 to 44	937	2,936	2,052	770	944	2,902	1,394	1,520	<b>3,542</b>
45 to 54	1,111	3,514	2,489	747	965	3,431	1,725	1,361	<b>4,249</b>
55 to 64	1,391	4,421	3,036	673	966	4,314	2,215	1,144	<b>5,256</b>
65+	567	1,722	1,162	189	327	1,659	825	203	<b>2,033</b>
<b>Total</b>	<b>9,309</b>	<b>43,070</b>	<b>21,339</b>	<b>16,106</b>	<b>17,631</b>	<b>35,778</b>	<b>8,931</b>	<b>9,267</b>	<b>48,112</b>

<sup>513</sup> Participants have set over twenty million goals in total since July 2016. The 791,480 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

<sup>514</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table J.68 Percentage of active plans by goal type and age group – South Australia** <sup>515</sup>

Age Group	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%	97%	31%	61%	39%	75%	n/a	n/a
7 to 14	13%	94%	36%	42%	50%	64%	1%	0%
15 to 18	20%	92%	40%	34%	49%	74%	5%	19%
19 to 24	28%	87%	42%	31%	36%	76%	23%	55%
25 to 34	28%	82%	52%	26%	29%	80%	40%	51%
35 to 44	26%	83%	58%	22%	27%	82%	39%	43%
45 to 54	26%	83%	59%	18%	23%	81%	41%	32%
55 to 64	26%	84%	58%	13%	18%	82%	42%	22%
65+	28%	85%	57%	9%	16%	82%	41%	10%
<b>Total</b>	<b>19%</b>	<b>90%</b>	<b>44%</b>	<b>33%</b>	<b>37%</b>	<b>74%</b>	<b>19%</b>	<b>19%</b>

**Table J.69 Number of goals in active plans by goal type and age group – South Australia** <sup>516</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	1,368	59,874	7,231	13,689	8,467	17,182	21	<11	<b>107,832</b>
7 to 14	6,752	119,253	19,639	21,988	27,338	33,872	530	189	<b>229,561</b>
15 to 18	3,707	34,392	7,881	6,203	9,515	14,065	867	3,257	<b>79,887</b>
19 to 24	4,409	24,133	7,151	4,832	5,917	12,929	3,577	7,699	<b>70,647</b>
25 to 34	4,340	19,016	8,134	3,834	4,272	12,972	5,330	6,616	<b>64,514</b>
35 to 44	3,735	18,233	9,050	2,772	3,917	12,585	5,157	5,173	<b>60,622</b>
45 to 54	4,361	21,439	10,813	2,558	3,743	14,556	6,272	4,692	<b>68,434</b>
55 to 64	5,241	26,883	13,051	2,335	3,696	17,475	7,952	3,743	<b>80,376</b>
65+	2,145	10,706	4,921	676	1,181	6,545	2,750	683	<b>29,607</b>
<b>Total</b>	<b>36,058</b>	<b>333,929</b>	<b>87,871</b>	<b>58,887</b>	<b>68,046</b>	<b>142,181</b>	<b>32,456</b>	<b>32,052</b>	<b>791,480</b>

<sup>515</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

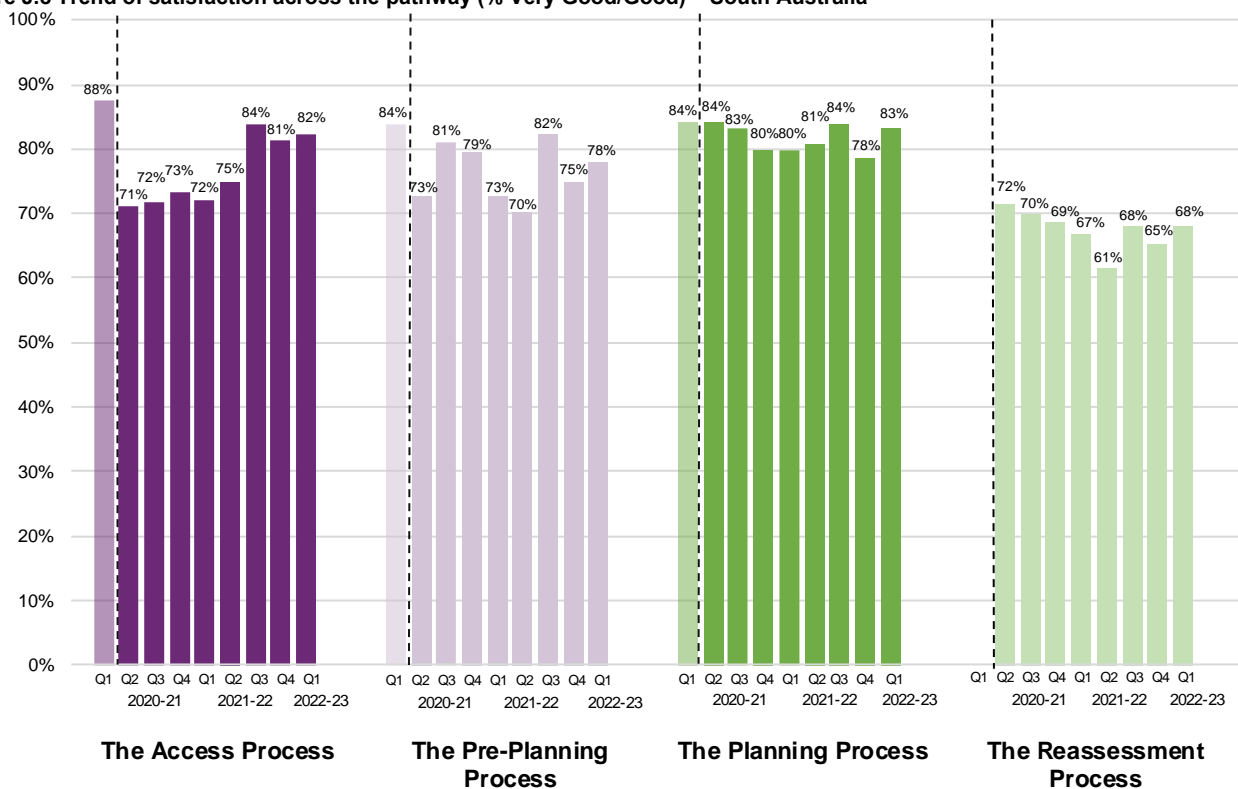
<sup>516</sup> Participants have set over twenty million goals in total since July 2016. The 791,480 goals in these results relate to those in the current plans of active participants who reside in South Australia at the reporting date.

**Table J.70 Proportion of participants who agreed with statements about 'Access' (n = 838 in Prior Quarters, n = 107 in 2022-23 Q1), 'Pre-planning' (n = 738 in Prior Quarters, n = 82 in 2022-23 Q1), 'Planning' (n = 2,902 in Prior Quarters, n = 466 in 2022-23 Q1) and 'Plan reassessment' (n = 8,051 in Prior Quarters, n = 1,130 in 2022-23 Q1) of NDIS journey in 2022-23 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia <sup>517</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q1
Access - Are you happy with how coming into the NDIS has gone?	85%	86%
Access - Was the person from the NDIS respectful?	96%	96%
Access - Do you understand what will happen next with your plan?	76%	77%
Access - % of participants rating their overall experience as Very Good or Good.	76%	82%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	87%
Pre-planning - Did you understand why you needed to give the information you did?	94%	96%
Pre-planning - Were decisions about your plan clearly explained?	76%	79%
Pre-planning - Are you clear on what happens next with your plan?	66%	67%
Pre-planning - Do you know where to go for more help with your plan?	70%	63%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	76%	78%
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	88%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	86%	86%
Planning - Are you clear on what happens next with your plan?	82%	80%
Planning - Do you know where to go for more help with your plan?	87%	87%
Planning - % of participants rating their overall experience as Very Good or Good.	81%	83%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	84%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	68%

<sup>517</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure J.8 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia <sup>518 519 520</sup>



<sup>518</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>519</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>520</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

## Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q1. 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.

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.71 shows the number of complaints in 2022-23 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table J.72 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

**Table J.71 Complaints by quarter – South Australia** <sup>521 522</sup>

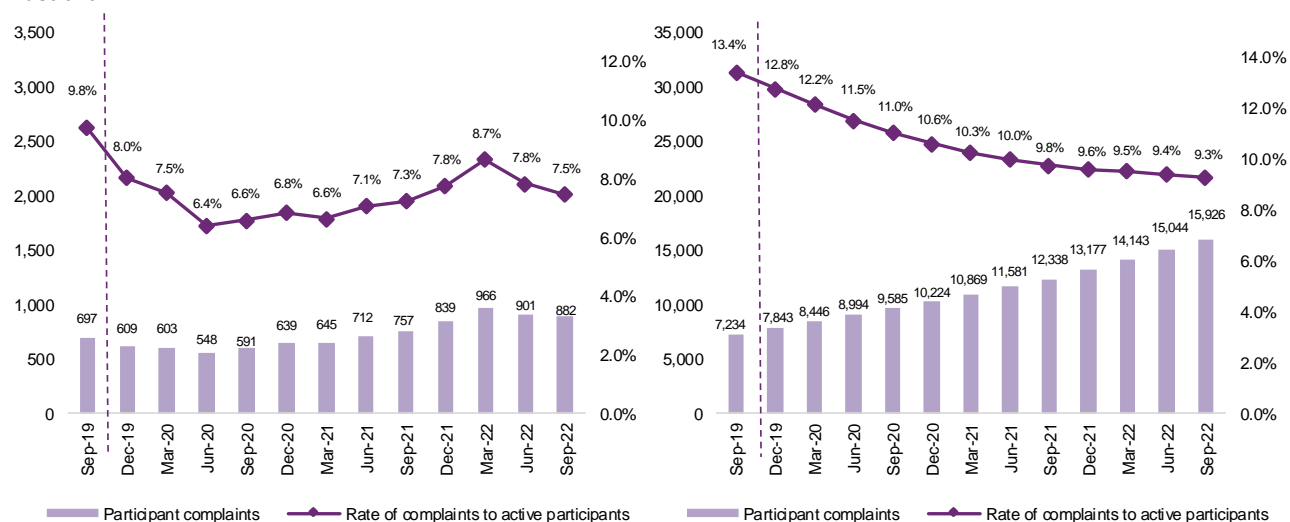
Complaints made by or on behalf of:	Prior Quarters	2022-23 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	28	<11	31	27
People who have submitted an access request: Complaint about LAC Partner	280	23	303	269
People who have submitted an access request: Complaints about service providers	547	58	605	516
People who have submitted an access request: Complaints about the Agency	11,887	556	12,443	6,308
People who have submitted an access request: Critical/ Reportable Incident	1,797	242	2,039	1,502
People who have submitted an access request: Unclassified	505	<11	505	468
<b>People who have submitted an access request: Total</b>	<b>15,044</b>	<b>882</b>	<b>15,926</b>	<b>7,855</b>
<i>Percentage of the number of active participants</i>	<i>9.4%</i>	<i>7.5%</i>	<i>9.3%</i>	<i>n/a</i>

<sup>521</sup> Note that 58% of all complainants made only one complaint, 21% made two complaints and 21% made three or more complaints.

<sup>522</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.



**Figure J.9 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia**



**Table J.72 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia**<sup>523</sup>

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	555	(5%)	<11	n/a	555	(4%)
Information unclear	289	(2%)	<11	n/a	290	(2%)
NDIA Access	174	(1%)	26	(5%)	200	(2%)
NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
NDIA Finance	491	(4%)	59	(11%)	550	(4%)
NDIA Fraud and Compliance	22	(0%)	<11	n/a	32	(0%)
NDIA Plan	1,772	(15%)	220	(40%)	1,992	(16%)
NDIA Process	646	(5%)	65	(12%)	711	(6%)
NDIA Resources	56	(0%)	<11	n/a	66	(1%)
NDIA Staff	341	(3%)	49	(9%)	390	(3%)
NDIA Timeliness	1,456	(12%)	104	(19%)	1,560	(13%)
Participation, engagement and inclusion	53	(0%)	<11	n/a	53	(0%)
Provider Portal	<11	n/a	<11	n/a	<11	n/a
Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Reasonable and necessary supports	1,168	(10%)	<11	n/a	1,168	(9%)
Staff conduct - Agency	143	(1%)	<11	n/a	143	(1%)
The way the NDIA carried out its decision making	290	(2%)	<11	n/a	292	(2%)
Timeliness	2,961	(25%)	<11	n/a	2,962	(24%)
Other	1,451	(12%)	<11	n/a	1,458	(12%)
<b>Total</b>	<b>11,887</b>	<b>(100%)</b>	<b>556</b>	<b>(100%)</b>	<b>12,443</b>	<b>(100%)</b>

<sup>523</sup> There are 15,044 total participant complaints in Prior Quarters, 882 total participant complaints in 2022-23 Q1, and 15,926 total participant complaints as at 30 September 2022, including 505 unclassified participant complaints as at 30 September 2022.

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	<11	n/a	<11	n/a	<11	n/a
ECA Process	<11	n/a	<11	n/a	<11	n/a
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	11	(39%)	<11	n/a	12	(39%)
ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>28</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>31</b>	<b>(100%)</b>

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	54	(19%)	<11	n/a	60	(20%)
LAC Process	40	(14%)	<11	n/a	43	(14%)
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	140	(50%)	11	(48%)	151	(50%)
LAC Timeliness	43	(15%)	<11	n/a	46	(15%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>280</b>	<b>(100%)</b>	<b>23</b>	<b>(100%)</b>	<b>303</b>	<b>(100%)</b>

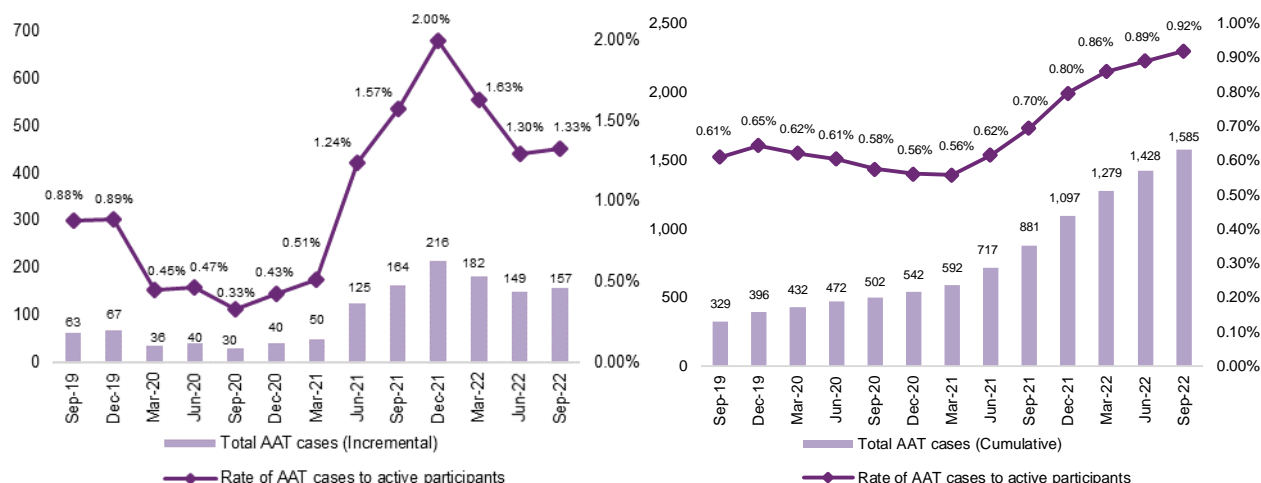
Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	29	(5%)	<11	n/a	30	(5%)
Provider Finance	24	(4%)	<11	n/a	26	(4%)
Provider Fraud and Compliance	34	(6%)	<11	n/a	42	(7%)
Provider process	35	(6%)	<11	n/a	35	(6%)
Provider Service	165	(30%)	25	(43%)	190	(31%)
Provider Staff	60	(11%)	21	(36%)	81	(13%)
Service Delivery	35	(6%)	<11	n/a	35	(6%)
Staff conduct	40	(7%)	<11	n/a	40	(7%)
Supports being provided	46	(8%)	<11	n/a	46	(8%)
Other	79	(14%)	<11	n/a	80	(13%)
<b>Total</b>	<b>547</b>	<b>(100%)</b>	<b>58</b>	<b>(100%)</b>	<b>605</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	526	(29%)	66	(27%)	592	(29%)
Allegations against Informal Supports	277	(15%)	<11	n/a	283	(14%)
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	304	(17%)	41	(17%)	345	(17%)
Provider reporting	688	(38%)	129	(53%)	817	(40%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>1,797</b>	<b>(100%)</b>	<b>242</b>	<b>(100%)</b>	<b>2,039</b>	<b>(100%)</b>

**Table J.73 AAT Cases by category at 30 September 2022 – South Australia**

	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Access	230	16%	14	9%	244	15%
Plan	1,091	76%	128	82%	1,219	77%
Plan Reassessment	42	3%	<11	n/a	42	3%
Other	65	5%	15	10%	80	5%
<b>Total cases</b>	<b>1,428</b>	<b>100%</b>	<b>157</b>	<b>100%</b>	<b>1,585</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.89%</b>	<b>n/a</b>	<b>1.33%</b>	<b>n/a</b>	<b>0.92%</b>	<b>n/a</b>

**Figure J.10 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia**



**Table J.74 AAT cases by open/closed and decision – South Australia**<sup>524 525</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>1,585</b>	<b>1,429</b>
<b>Open AAT Cases</b>	<b>503</b>	<b>500</b>
<b>Closed AAT Cases</b>	<b>1,082</b>	<b>975</b>
<i>Resolved before hearing</i>	<i>1,063</i>	<i>959</i>
<i>Gone to hearing and received a substantive decision</i>	<i>19</i>	<i>16</i>

<sup>524</sup> Of the 19 cases which went to hearing and received a substantive decision: 9 affirmed the Agency's decision, 7 varied the Agency's decision and 3 set aside the Agency's decision.

<sup>525</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table J.75 Key markets indicators by quarter – South Australia** <sup>526 527</sup>

Market indicators	Previous Quarter	2022-23 Q1
Average number of active providers per active participant	1.01	1.01
Number of providers delivering new types of supports	178	201
Share of payments - top 25%: Daily Tasks/Shared Living (%)	85%	86%
Share of payments - top 25%: Therapeutic Supports (%)	97%	97%
Share of payments - top 25%: Participate Community (%)	94%	94%
Share of payments - top 25%: Early Childhood Supports (%)	91%	93%
Share of payments - top 25%: Assist Personal Activities (%)	94%	94%

**Table J.76 Cumulative number of providers that have been ever active as at 30 September 2022 by quarter of activity – South Australia** <sup>528</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q1	66
Active in 2022-23 Q1 and also in previous quarters	886
<b>Active in 2022-23 Q1</b>	<b>952</b>
Inactive in 2022-23 Q1	1,859
<b>Active ever</b>	<b>2,811</b>

<sup>526</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>527</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>528</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

**Table J.77 Cumulative number of providers that have been ever active by registration group – South Australia** <sup>529</sup>

Registration Group	Prior Quarters	2022-23 Q1	Total	Percentage Change
Assistance services: Accommodation / Tenancy Assistance	65	<5	65	n/a
Assistance services: Assistance Animals	48	<5	51	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	329	33	362	10%
Assistance services: Assistance with travel/transport arrangements	277	8	285	3%
Assistance services: Daily Personal Activities	554	28	582	5%
Assistance services: Group and Centre Based Activities	375	15	390	4%
Assistance services: High Intensity Daily Personal Activities	358	12	370	3%
Assistance services: Household tasks	483	16	499	3%
Assistance services: Interpreting and translation	68	<5	70	n/a
Assistance services: Participation in community, social and civic activities	626	27	653	4%
Assistive Technology: Assistive equipment for recreation	88	6	94	0%
Assistive Technology: Assistive products for household tasks	83	8	91	7%
Assistive Technology: Assistance products for personal care and safety	596	12	608	10%
Assistive Technology: Communication and information equipment	233	8	241	2%
Assistive Technology: Customised Prosthetics	228	9	237	3%
Assistive Technology: Hearing Equipment	111	<5	112	n/a
Assistive Technology: Hearing Services	41	<5	42	n/a
Assistive Technology: Personal Mobility Equipment	313	10	323	2%
Assistive Technology: Specialised Hearing Services	44	5	49	3%
Assistive Technology: Vision Equipment	85	<5	87	n/a
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	663	34	697	2%
Capacity Building Services: Behaviour Support	279	15	294	0%
Capacity Building Services: Community nursing care for high needs	150	15	165	5%
Capacity Building Services: Development of daily living and life skills	357	9	366	5%
Capacity Building Services: Early Intervention supports for early childhood	695	12	707	10%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	184	7	191	3%
Capacity Building Services: Innovative Community Participation	76	<5	79	n/a
Capacity Building Services: Specialised Driving Training	55	<5	59	n/a
Capacity Building Services: Therapeutic Supports	1,321	29	1,350	4%
Capital services: Home modification design and construction	117	6	123	7%
Capital services: Specialist Disability Accommodation	42	<5	45	n/a
Capital services: Vehicle Modifications	76	<5	80	n/a
Choice and control support services: Management of funding for supports in participants plan	330	12	342	5%
Choice and control support services: Support Coordination	238	7	245	7%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	125	5	130	5%
Employment and Education support services: Specialised Supported Employment	127	5	132	0%
<b>Total</b>	<b>2,745</b>	<b>66</b>	<b>2,811</b>	<b>4%</b>

<sup>529</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table J.78 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2022 – South Australia** <sup>530</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	12	53	<b>65</b>	18%	82%	<b>100%</b>
Assistance services: Assistance Animals	8	43	<b>51</b>	16%	84%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	45	317	<b>362</b>	12%	88%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	41	244	<b>285</b>	14%	86%	<b>100%</b>
Assistance services: Daily Personal Activities	70	512	<b>582</b>	12%	88%	<b>100%</b>
Assistance services: Group and Centre Based Activities	44	346	<b>390</b>	11%	89%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	53	317	<b>370</b>	14%	86%	<b>100%</b>
Assistance services: Household tasks	100	399	<b>499</b>	20%	80%	<b>100%</b>
Assistance services: Interpreting and translation	15	55	<b>70</b>	21%	79%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	75	578	<b>653</b>	11%	89%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	6	88	<b>94</b>	6%	94%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	12	79	<b>91</b>	13%	87%	<b>100%</b>
Assistive Technology: Assistive products for personal care and safety	89	519	<b>608</b>	15%	85%	<b>100%</b>
Assistive Technology: Communication and information equipment	49	192	<b>241</b>	20%	80%	<b>100%</b>
Assistive Technology: Customised Prosthetics	40	197	<b>237</b>	17%	83%	<b>100%</b>
Assistive Technology: Hearing Equipment	19	93	<b>112</b>	17%	83%	<b>100%</b>
Assistive Technology: Hearing Services	<5	38	<b>42</b>	10%	90%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	50	273	<b>323</b>	15%	85%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	10	39	<b>49</b>	20%	80%	<b>100%</b>
Assistive Technology: Vision Equipment	14	73	<b>87</b>	16%	84%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	98	599	<b>697</b>	14%	86%	<b>100%</b>
Capacity Building Services: Behaviour Support	76	218	<b>294</b>	26%	74%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	22	143	<b>165</b>	13%	87%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	52	314	<b>366</b>	14%	86%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	280	427	<b>707</b>	40%	60%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	43	148	<b>191</b>	23%	77%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	15	64	<b>79</b>	19%	81%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	9	50	<b>59</b>	15%	85%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	506	844	<b>1,350</b>	37%	63%	<b>100%</b>
Capital services: Home modification design and construction	14	109	<b>123</b>	11%	89%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	43	<b>45</b>	n/a	96%	<b>100%</b>
Capital services: Vehicle Modifications	9	71	<b>80</b>	11%	89%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	65	277	<b>342</b>	19%	81%	<b>100%</b>
Choice and control support services: Support Coordination	53	192	<b>245</b>	22%	78%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	16	114	<b>130</b>	12%	88%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	19	113	<b>132</b>	14%	86%	<b>100%</b>
<b>Total</b>	<b>779</b>	<b>2,032</b>	<b>2,811</b>	<b>28%</b>	<b>72%</b>	<b>100%</b>

<sup>530</sup> Ibid.

**Table J.79 Number and proportion of providers active in 2022-23 Q1 by registration group and first quarter of activity – South Australia**<sup>531</sup>

Registration Group	Active in previous quarters and in 2022-23 Q1	Active for the first time in 2022-23 Q1	Total	Percentage active for the first time in 2022-23 Q1
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<b>&lt;5</b>	n/a
Assistance services: Assistance Animals	19	<5	<b>22</b>	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	186	33	<b>219</b>	15%
Assistance services: Assistance with travel/transport arrangements	88	8	<b>96</b>	8%
Assistance services: Daily Personal Activities	258	28	<b>286</b>	10%
Assistance services: Group and Centre Based Activities	138	15	<b>153</b>	10%
Assistance services: High Intensity Daily Personal Activities	155	12	<b>167</b>	7%
Assistance services: Household tasks	201	16	<b>217</b>	7%
Assistance services: Interpreting and translation	30	<5	<b>32</b>	n/a
Assistance services: Participation in community, social and civic activities	285	27	<b>312</b>	9%
Assistive Technology: Assistive equipment for recreation	13	6	<b>19</b>	32%
Assistive Technology: Assistive products for household tasks	9	8	<b>17</b>	47%
Assistive Technology: Assistance products for personal care and safety	211	12	<b>223</b>	5%
Assistive Technology: Communication and information equipment	85	8	<b>93</b>	9%
Assistive Technology: Customised Prosthetics	90	9	<b>99</b>	9%
Assistive Technology: Hearing Equipment	34	<5	<b>35</b>	n/a
Assistive Technology: Hearing Services	<5	<5	<b>&lt;5</b>	n/a
Assistive Technology: Personal Mobility Equipment	119	10	<b>129</b>	8%
Assistive Technology: Specialised Hearing Services	9	5	<b>14</b>	36%
Assistive Technology: Vision Equipment	33	<5	<b>35</b>	n/a
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	295	34	<b>329</b>	10%
Capacity Building Services: Behaviour Support	121	15	<b>136</b>	11%
Capacity Building Services: Community nursing care for high needs	80	15	<b>95</b>	16%
Capacity Building Services: Development of daily living and life skills	103	9	<b>112</b>	8%
Capacity Building Services: Early Intervention supports for early childhood	178	12	<b>190</b>	6%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	91	7	<b>98</b>	7%
Capacity Building Services: Innovative Community Participation	24	<5	<b>27</b>	n/a
Capacity Building Services: Specialised Driving Training	23	<5	<b>27</b>	n/a
Capacity Building Services: Therapeutic Supports	393	29	<b>422</b>	7%
Capital services: Home modification design and construction	40	6	<b>46</b>	13%
Capital services: Specialist Disability Accommodation	28	<5	<b>31</b>	n/a
Capital services: Vehicle Modifications	19	<5	<b>23</b>	n/a
Choice and control support services: Management of funding for supports in participants plan	210	12	<b>222</b>	5%
Choice and control support services: Support Coordination	127	7	<b>134</b>	5%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	62	5	<b>67</b>	7%
Employment and Education support services: Specialised Supported Employment	78	5	<b>83</b>	6%
<b>Total</b>	<b>886</b>	<b>66</b>	<b>952</b>	<b>7%</b>

<sup>531</sup> Ibid.

**Table J.80 Number and proportion of providers active in 2022-23 Q1 in each registration group by legal entity type – South Australia**<sup>532</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistance services: Assistance Animals	<5	20	<b>22</b>	n/a	91%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	19	200	<b>219</b>	9%	91%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	7	89	<b>96</b>	7%	93%	<b>100%</b>
Assistance services: Daily Personal Activities	26	260	<b>286</b>	9%	91%	<b>100%</b>
Assistance services: Group and Centre Based Activities	12	141	<b>153</b>	8%	92%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	15	152	<b>167</b>	9%	91%	<b>100%</b>
Assistance services: Household tasks	34	183	<b>217</b>	16%	84%	<b>100%</b>
Assistance services: Interpreting and translation	<5	28	<b>32</b>	n/a	88%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	29	283	<b>312</b>	9%	91%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	<5	19	<b>19</b>	n/a	100%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	<5	16	<b>17</b>	n/a	94%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	25	198	<b>223</b>	11%	89%	<b>100%</b>
Assistive Technology: Communication and information equipment	13	80	<b>93</b>	14%	86%	<b>100%</b>
Assistive Technology: Customised Prosthetics	14	85	<b>99</b>	14%	86%	<b>100%</b>
Assistive Technology: Hearing Equipment	<5	31	<b>35</b>	n/a	89%	<b>100%</b>
Assistive Technology: Hearing Services	<5	<5	<b>&lt;5</b>	n/a	100%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	13	116	<b>129</b>	10%	90%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	<5	11	<b>14</b>	n/a	79%	<b>100%</b>
Assistive Technology: Vision Equipment	<5	32	<b>35</b>	n/a	91%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	41	288	<b>329</b>	12%	88%	<b>100%</b>
Capacity Building Services: Behaviour Support	19	117	<b>136</b>	14%	86%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	9	86	<b>95</b>	9%	91%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	10	102	<b>112</b>	9%	91%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	30	160	<b>190</b>	16%	84%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	11	87	<b>98</b>	11%	89%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	<5	25	<b>27</b>	n/a	93%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	<5	25	<b>27</b>	n/a	93%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	96	326	<b>422</b>	23%	77%	<b>100%</b>
Capital services: Home modification design and construction	<5	43	<b>46</b>	n/a	93%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	29	<b>31</b>	n/a	94%	<b>100%</b>
Capital services: Vehicle Modifications	<5	23	<b>23</b>	n/a	100%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	35	187	<b>222</b>	16%	84%	<b>100%</b>
Choice and control support services: Support Coordination	16	118	<b>134</b>	12%	88%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	<5	63	<b>67</b>	n/a	94%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	10	73	<b>83</b>	12%	88%	<b>100%</b>
<b>Total</b>	<b>161</b>	<b>791</b>	<b>952</b>	<b>17%</b>	<b>83%</b>	<b>100%</b>

<sup>532</sup> Ibid.



**Table J.81 Distribution of active providers in 2022-23 Q1 by their status in 2021-22 Q4 and payment band in 2022-23 Q1 – South Australia** <sup>533</sup>

Amount paid in 2022-23 Q1	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	151	38	25	<b>214</b>
\$2,001-\$10,000	185	13	15	<b>213</b>
\$10,001-\$100,000	235	<5	21	<b>260</b>
\$100,001-\$250,000	89	<5	<5	<b>92</b>
\$250,000+	170	<5	<5	<b>173</b>
<b>Total</b>	<b>830</b>	<b>56</b>	<b>66</b>	<b>952</b>

**Table J.82 Distribution of active participants by method of financial plan management and age group as at 30 September 2022 – South Australia** <sup>534 535</sup>

Age group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
0 to 6	5%	3%	22%	70%
7 to 14	10%	6%	29%	56%
15 to 18	9%	5%	28%	58%
19 to 24	9%	5%	16%	69%
25 to 34	10%	3%	9%	77%
35 to 44	9%	4%	10%	78%
45 to 54	10%	3%	7%	80%
55 to 64	9%	3%	7%	81%
65+	8%	3%	8%	81%
<b>Total</b>	<b>9%</b>	<b>4%</b>	<b>19%</b>	<b>68%</b>

<sup>533</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>534</sup> For the total number of active participants in each age group, see Table J.19.

<sup>535</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

**Table J.83 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2022 – South Australia** <sup>536 537</sup>

Primary disability group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
ABI	7%	3%	5%	84%
Autism	8%	5%	28%	60%
Cerebral Palsy	9%	7%	15%	68%
Developmental delay	7%	3%	21%	69%
Down Syndrome	12%	5%	15%	69%
Global developmental delay	8%	3%	18%	72%
Hearing Impairment	13%	4%	28%	55%
Intellectual Disability	14%	3%	8%	76%
Multiple Sclerosis	2%	6%	18%	74%
Other	5%	7%	16%	72%
Other Neurological	5%	5%	12%	78%
Other Physical	10%	8%	16%	67%
Other Sensory/Speech	34%	5%	24%	37%
Psychosocial disability	6%	1%	2%	91%
Spinal Cord Injury	4%	13%	20%	62%
Stroke	4%	2%	7%	87%
Visual Impairment	8%	5%	21%	66%
<b>Total</b>	<b>9%</b>	<b>4%</b>	<b>19%</b>	<b>68%</b>

**Table J.84 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – South Australia** <sup>538</sup>

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	9%	7%	<b>9%</b>
Self-managed partly	4%	4%	<b>4%</b>
Self-managed fully	19%	16%	<b>19%</b>
Plan-managed	67%	73%	<b>68%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>536</sup> For the total number of active participants in each primary disability group, see Table J.15.

<sup>537</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>538</sup> Ibid.

**Table J.85 Distribution of active participants by method of financial plan management over time incrementally and cumulatively – South Australia** <sup>539</sup>

Quarter	Agency-managed - Incremental	Self-managed Partly - Incremental	Self-managed Fully - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed Partly - Cumulative	Self-managed Fully - Cumulative	Plan-managed - Cumulative
Sep-19	28%	7%	18%	47%	38%	7%	15%	40%
Dec-19	25%	5%	16%	54%	33%	6%	16%	45%
Mar-20	19%	6%	20%	55%	27%	7%	18%	48%
Jun-20	18%	6%	20%	56%	23%	6%	19%	52%
Sep-20	15%	5%	19%	60%	21%	6%	19%	54%
Dec-20	13%	4%	18%	65%	19%	6%	19%	57%
Mar-21	11%	5%	20%	65%	16%	5%	19%	59%
Jun-21	9%	4%	18%	69%	15%	5%	19%	61%
Sep-21	8%	4%	17%	71%	13%	5%	19%	63%
Dec-21	8%	4%	15%	72%	12%	5%	19%	65%
Mar-22	7%	5%	15%	74%	11%	5%	19%	66%
Jun-22	7%	4%	15%	75%	10%	4%	19%	67%
Sep-22	7%	4%	16%	73%	9%	4%	19%	68%

**Table J.86 Distribution of plan budgets by method of financial plan management and quarter of plan approval – South Australia**

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	43%	33%	<b>42%</b>
Self-managed	9%	7%	<b>9%</b>
Plan-managed	49%	60%	<b>50%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table J.87 Distribution of plan budgets by method of financial plan management over time incrementally and cumulatively – South Australia**

Quarter	Agency-managed - Incremental	Self-managed - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed - Cumulative	Plan-managed - Cumulative
Sep-19	46%	11%	43%	64%	9%	27%
Dec-19	50%	9%	41%	62%	9%	30%
Mar-20	47%	10%	42%	59%	9%	32%
Jun-20	48%	8%	44%	57%	9%	35%
Sep-20	39%	10%	51%	54%	9%	37%
Dec-20	34%	10%	56%	52%	9%	39%
Mar-21	32%	11%	57%	50%	9%	40%
Jun-21	33%	10%	57%	49%	9%	42%
Sep-21	31%	8%	61%	47%	9%	44%
Dec-21	31%	8%	61%	45%	9%	45%
Mar-22	29%	8%	63%	44%	9%	47%
Jun-22	33%	7%	60%	43%	9%	49%
Sep-22	33%	7%	60%	42%	9%	50%

**Table J.88 Distribution of active participants by support coordination and quarter of plan approval – South Australia**

Distribution of active participants by support coordination	Prior Quarters	2022-23 Q1	Total
Support coordination	43%	53%	44%

<sup>539</sup> This table 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.89 Duration to plan activation by quarter of initial plan approval for active participants – South Australia** <sup>540</sup>

Plan activation	Prior Quarters - Count	Prior Quarters - Percentage	2021-22 Q3 - Count	2021-22 Q3 - Percentage	Total - Count	Total - Percentage
Less than 30 days	25,207	68%	1,137	72%	26,344	68%
30 to 59 days	4,362	12%	190	12%	4,552	12%
60 to 89 days	2,184	6%	60	4%	2,244	6%
<b>Activated within 90 days</b>	<b>31,753</b>	<b>85%</b>	<b>1,387</b>	<b>88%</b>	<b>33,140</b>	<b>85%</b>
90 to 119 days	1,172	3%	43	3%	1,215	3%
120 days and over	3,549	10%	64	4%	3,613	9%
<b>Activated after 90 days</b>	<b>4,721</b>	<b>13%</b>	<b>107</b>	<b>7%</b>	<b>4,828</b>	<b>12%</b>
<b>No payments</b>	<b>752</b>	<b>2%</b>	<b>90</b>	<b>6%</b>	<b>842</b>	<b>2%</b>
<b>Total plans approved</b>	<b>37,226</b>	<b>100%</b>	<b>1,584</b>	<b>100%</b>	<b>38,810</b>	<b>100%</b>

<sup>540</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table J.90 Proportion of participants who have activated within 12 months at 30 September 2022 – South Australia** <sup>541</sup>

Participant profile	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by First Nations status: First Nations Participants	2,303	2,443	94%
by First Nations status: Non-First Nations Participants	32,729	33,698	97%
by First Nations status: Not Stated	5,318	5,483	97%
by Culturally and Linguistically Diverse status: CALD	2,923	3,018	97%
by Culturally and Linguistically Diverse status: Not CALD	37,388	38,566	97%
by Culturally and Linguistically Diverse status: Not Stated	39	40	98%
by Remoteness: Major Cities	30,546	31,482	97%
by Remoteness: Regional	8,818	9,118	97%
by Remoteness: Remote	983	1,021	96%
by Remoteness: Missing	<11	<11	n/a
by Primary Disability group: Autism	16,502	17,003	97%
by Primary Disability group: Intellectual disability (including Down syndrome)	7,744	7,945	97%
by Primary Disability group: Psychosocial disability	2,819	2,866	98%
by Primary Disability group: Developmental delay (including global developmental delay)	2,994	3,152	95%
by Primary Disability group: Other	10,291	10,658	97%
by Gender: Male	25,201	26,057	97%
by Gender: Female	14,437	14,825	97%
by Gender: Other	712	742	96%
by Age Group: 0-6 years	4,053	4,183	97%
by Age Group: 7-14 years	12,127	12,495	97%
by Age Group: 15-18 years	4,301	4,483	96%
by Age Group: 19-24 years	3,524	3,762	94%
by Age Group: 25-34 years	3,153	3,272	96%
by Age Group: 35-44 years	3,026	3,099	98%
by Age Group: 45-54 years	3,676	3,747	98%
by Age Group: 55-64 years	4,578	4,645	99%
by Age Group: 65+ years	1,912	1,938	99%
<b>Total</b>	<b>40,350</b>	<b>41,624</b>	<b>97%</b>

**Table J.91 Distribution of plans by utilisation – South Australia** <sup>542 543</sup>

Plan utilisation	Total
0 to 50%	33%
50% to 75%	26%
> 75%	41%
<b>Total</b>	<b>100%</b>

<sup>541</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>542</sup> This table only considers participants with initial plans approved up to 31 March 2022, and includes committed supports and payments for supports provided up to 30 June 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>543</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan reassessment to address a change in circumstance.

**Table J.92 Proportion of active participants with approved plans accessing mainstream supports – South Australia <sup>544</sup>**

Mainstream service	Prior Quarters	2022-23 Q1	Total
Daily Activities	10%	12%	10%
Health & Wellbeing	59%	64%	60%
Lifelong Learning	27%	27%	27%
Other	17%	17%	17%
Non-categorised	21%	13%	20%
Any mainstream service	94%	93%	94%

<sup>544</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.  
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## Part Five: Financial sustainability

**Table J.93 Committed supports by financial year (\$m) – South Australia**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	10.5	48.3	101.9	186.0	369.3	1,156.5	2,123.1	2,769.6	3,122.9	872.0

**Table J.94 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – South Australia**

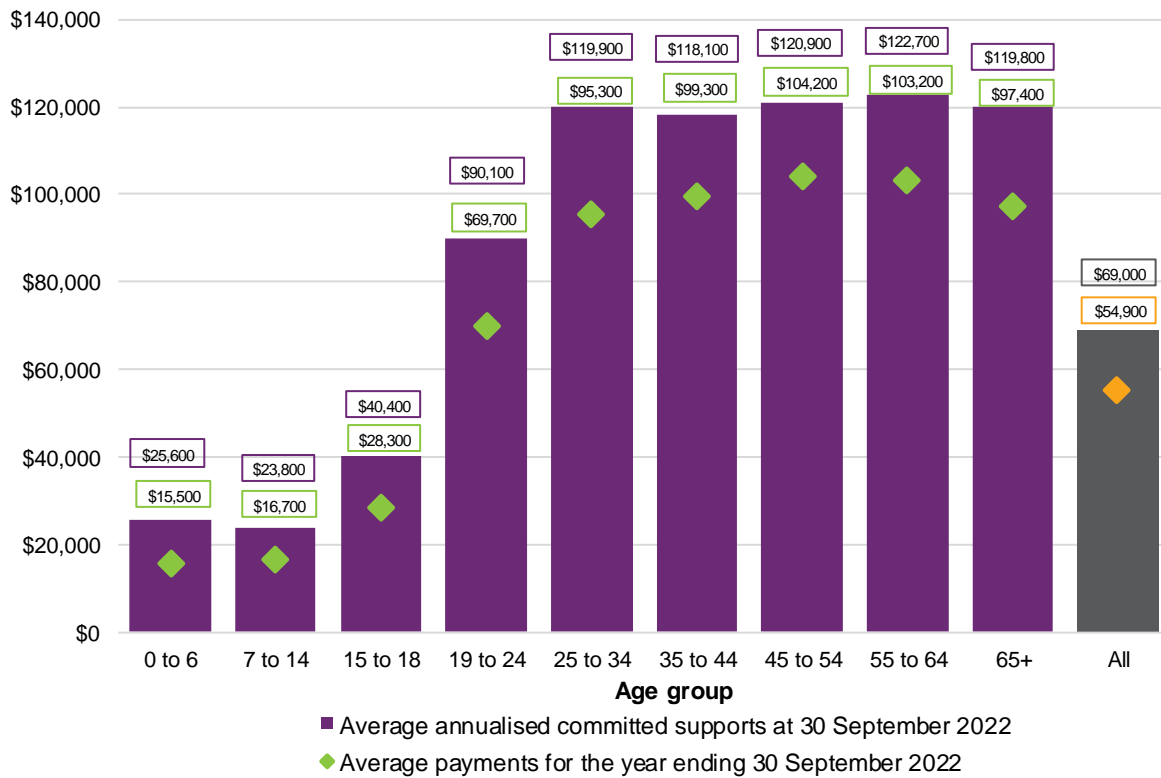
Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	2.3%	2.3%
\$5,001-\$10,000	9.3%	8.7%
\$10,001-\$15,000	12.7%	12.4%
\$15,001-\$20,000	11.9%	11.8%
\$20,001-\$25,000	11.3%	11.6%
\$25,001-\$30,000	6.2%	6.0%
\$30,001-\$50,000	14.5%	14.3%
\$50,001-\$100,000	15.3%	15.5%
\$100,001-\$150,000	5.9%	6.1%
\$150,001-\$200,000	3.0%	3.1%
\$200,001-\$250,000	1.8%	1.7%
\$250,001+	5.3%	6.1%

**Table J.95 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – South Australia**

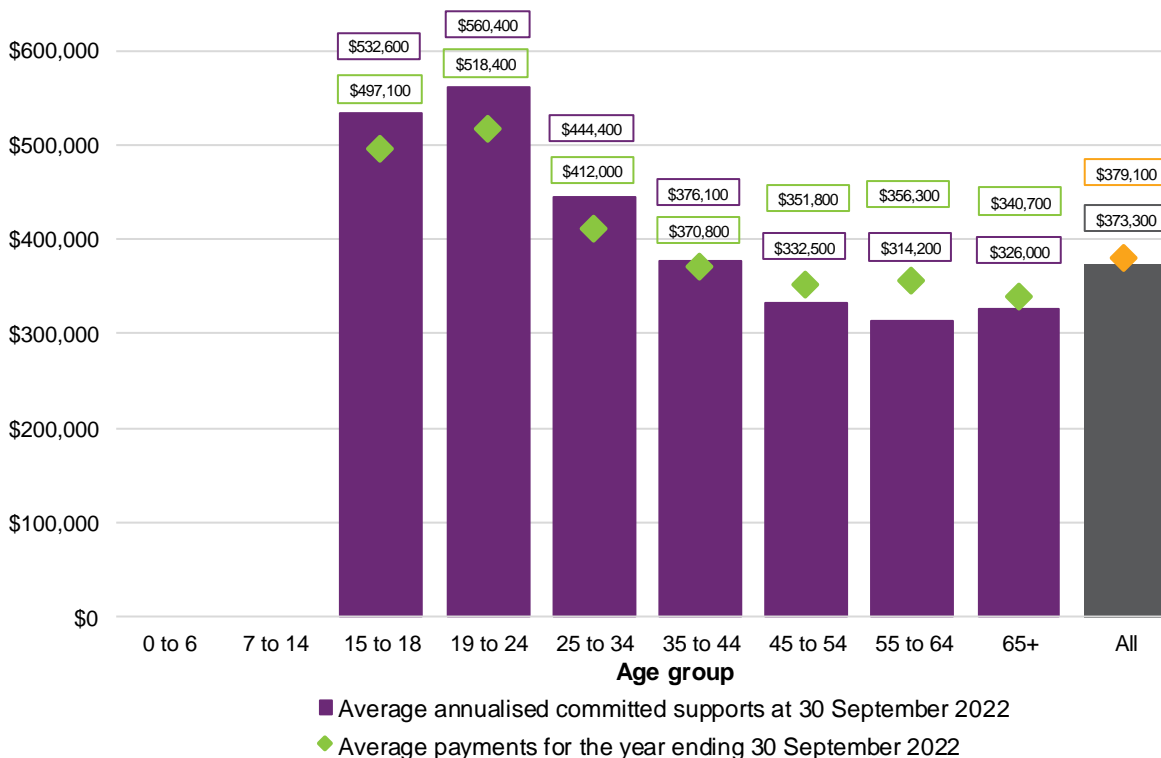
Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	2.5%	2.4%
\$5,001-\$10,000	9.8%	9.2%
\$10,001-\$15,000	13.4%	13.2%
\$15,001-\$20,000	12.6%	12.5%
\$20,001-\$25,000	12.0%	12.2%
\$25,001-\$30,000	6.5%	6.3%
\$30,001-\$50,000	15.3%	15.1%
\$50,001-\$100,000	15.7%	15.9%
\$100,001-\$150,000	5.8%	6.0%
\$150,001-\$200,000	2.7%	2.9%
\$200,001-\$250,000	1.3%	1.3%
\$250,001+	1.9%	2.4%

Note: In Figures J.11 to J.19 and in Tables J.96 to J.101, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

**Figure J.11 Average annualised committed supports and average payments by age group as at 30 September 2022 – South Australia**

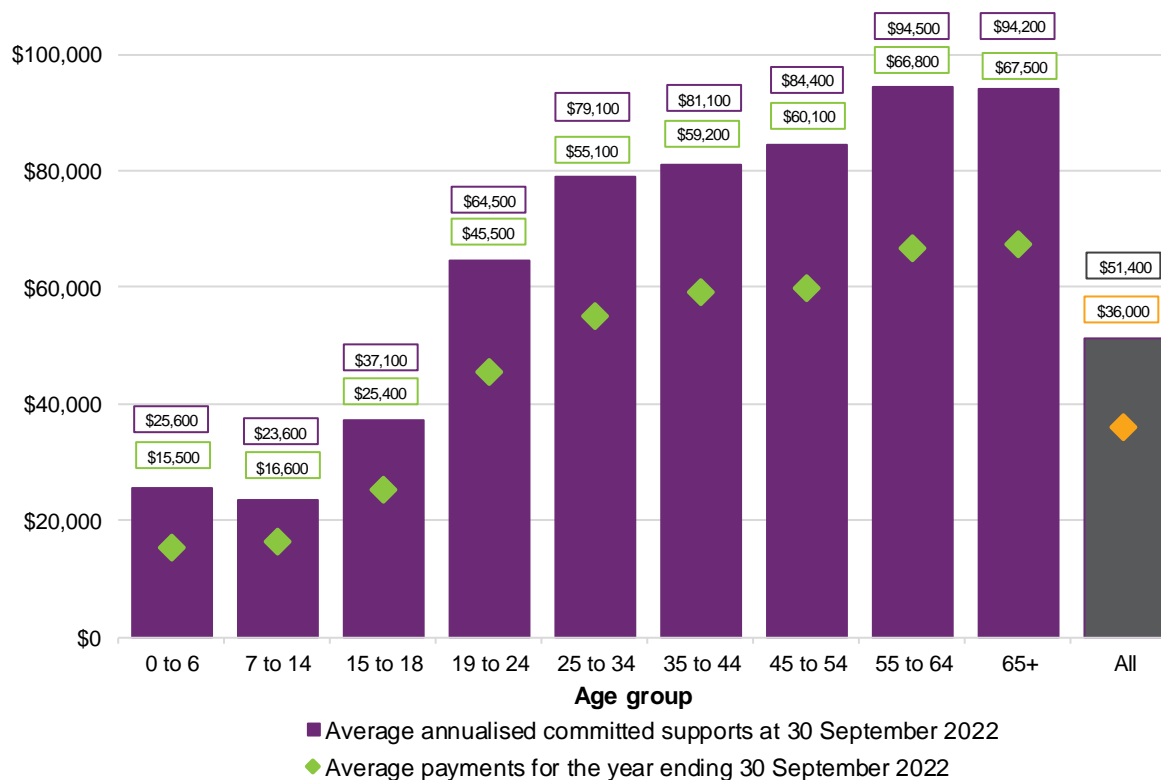


**Figure J.12 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2022 – South Australia**





**Figure J.13 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2022 – South Australia**



**Table J.96 Average annualised committed supports and average payments by gender and age group as at 30 September 2022 – South Australia**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	15,500	25,400	15,400	25,900
7 to 14	16,600	23,700	17,000	23,900
15 to 18	28,000	40,500	29,700	41,000
19 to 24	71,600	92,100	67,700	87,900
25 to 34	94,900	118,700	93,600	120,200
35 to 44	102,100	121,900	93,000	112,300
45 to 54	102,200	118,900	102,900	122,300
55 to 64	102,100	121,900	101,700	123,600
65+	96,700	117,800	95,500	122,100
<b>Total</b>	<b>50,200</b>	<b>63,900</b>	<b>60,900</b>	<b>76,700</b>

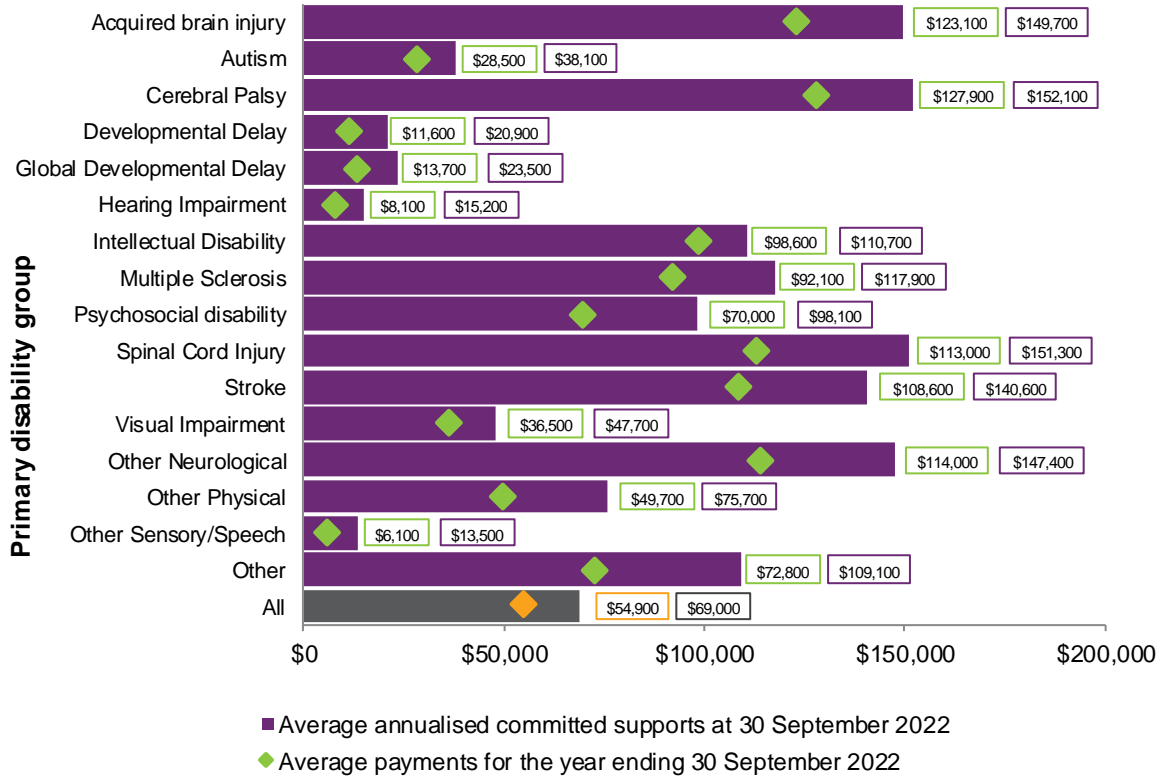
**Table J.97 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 September 2022 – South Australia**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a
15 to 18	n/a	n/a	n/a	n/a
19 to 24	542,600	569,500	487,200	549,700
25 to 34	418,200	448,300	404,400	441,400
35 to 44	379,600	384,300	359,900	368,100
45 to 54	351,000	335,900	358,400	352,000
55 to 64	373,400	335,800	340,700	307,300
65+	333,400	330,100	340,300	330,600
<b>Total</b>	<b>388,700</b>	<b>388,500</b>	<b>370,700</b>	<b>368,200</b>

**Table J.98 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 September 2022 – South Australia**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	15,500	25,400	15,400	25,900
7 to 14	16,500	23,400	17,000	23,900
15 to 18	25,900	37,400	24,900	37,100
19 to 24	46,400	65,200	44,300	63,400
25 to 34	53,200	77,200	57,300	82,000
35 to 44	57,200	79,000	61,200	83,300
45 to 54	57,000	80,400	63,800	88,200
55 to 64	64,500	91,300	69,700	98,300
65+	66,200	91,400	69,300	98,200
<b>Total</b>	<b>33,000</b>	<b>47,300</b>	<b>41,100</b>	<b>58,300</b>

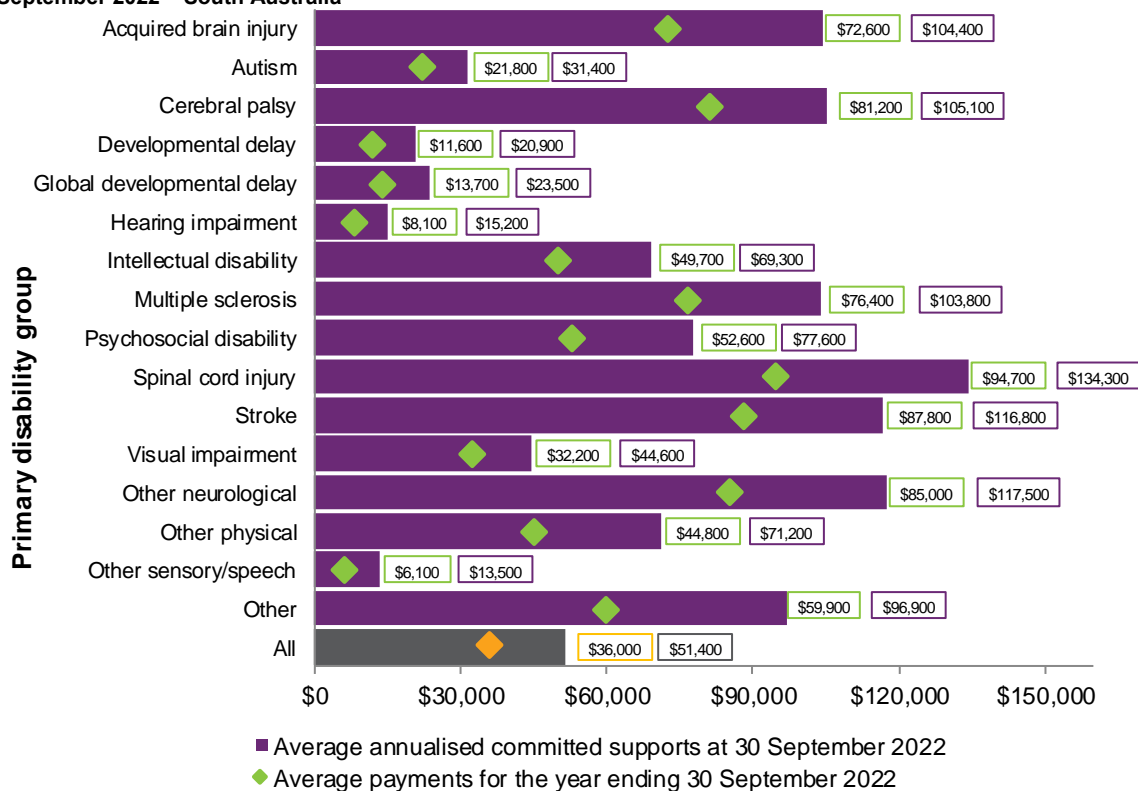
**Figure J.14 Average annualised committed supports and average payments by primary disability as at 30 September 2022 – South Australia**



**Figure J.15 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2022 – South Australia**



**Figure J.16 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2022 – South Australia**



**Table J.99 Average annualised committed supports and average payments by gender and primary disability group as at 30 September 2022 – South Australia**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$121,400	\$146,200	\$125,800	\$155,400
Autism	\$29,000	\$38,800	\$26,100	\$35,400
Cerebral palsy	\$124,200	\$147,500	\$124,000	\$149,800
Developmental delay	\$11,500	\$20,700	\$11,700	\$21,500
Global developmental delay	\$13,300	\$23,300	\$14,500	\$23,800
Hearing impairment	\$7,800	\$15,000	\$8,500	\$15,500
Intellectual disability	\$93,100	\$106,600	\$101,500	\$115,400
Multiple sclerosis	\$113,500	\$140,500	\$84,800	\$110,100
Psychosocial disability	\$70,000	\$98,200	\$69,900	\$97,700
Spinal cord injury	\$112,900	\$145,600	\$113,300	\$164,800
Stroke	\$101,500	\$129,000	\$117,800	\$154,500
Visual impairment	\$33,500	\$43,700	\$38,700	\$51,000
Other neurological	\$112,900	\$143,200	\$116,000	\$153,000
Other physical	\$43,200	\$67,900	\$57,400	\$84,800
Other sensory/speech	\$5,700	\$12,700	\$7,000	\$14,900
Other	\$77,500	\$109,700	\$64,600	\$107,500
<b>All</b>	<b>\$50,200</b>	<b>\$63,900</b>	<b>\$60,900</b>	<b>\$76,700</b>

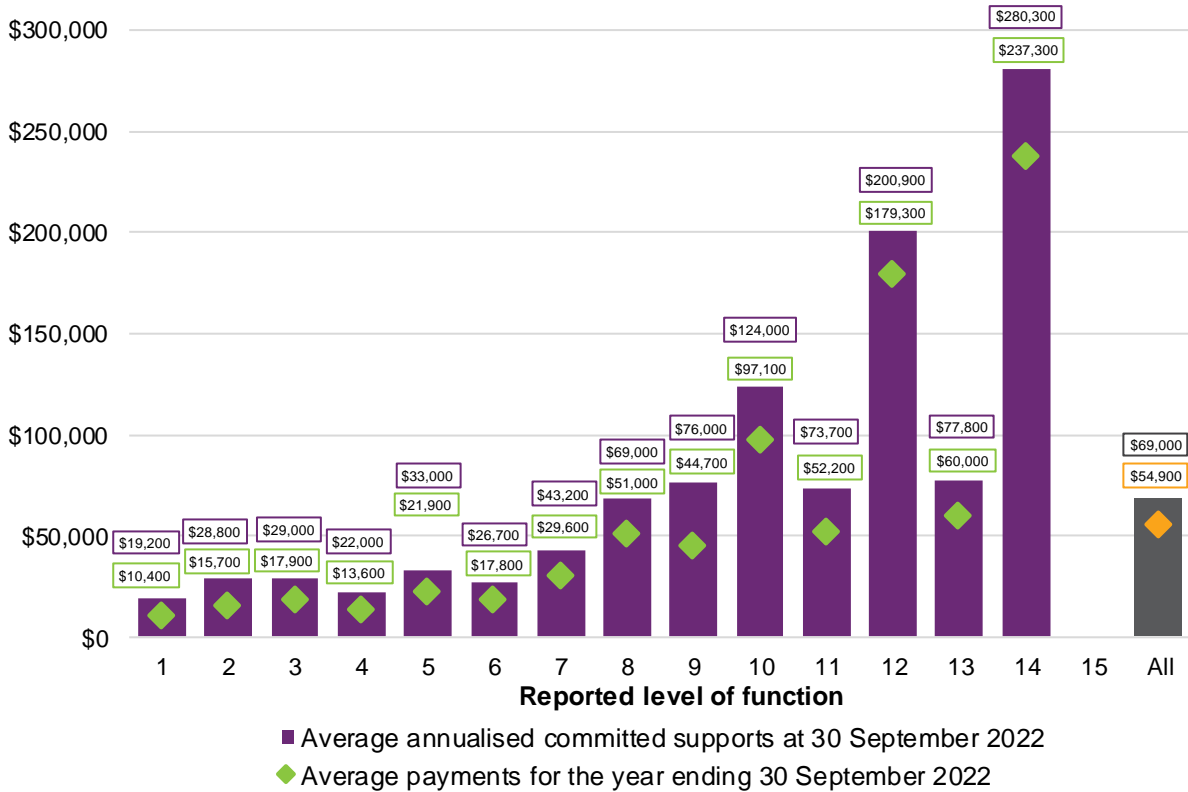
**Table J.100 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability group as at 30 September 2022 – South Australia**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$425,100	\$423,400	\$435,700	\$419,400
Autism	\$427,600	\$435,800	\$393,700	\$411,800
Cerebral palsy	\$392,000	\$406,800	\$379,100	\$412,800
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$349,100	\$334,000	\$332,700	\$314,500
Multiple sclerosis	n/a	n/a	n/a	n/a
Psychosocial disability	\$407,500	\$459,700	\$477,600	\$520,700
Spinal cord injury	n/a	n/a	n/a	n/a
Stroke	n/a	n/a	n/a	n/a
Visual impairment	n/a	n/a	n/a	n/a
Other neurological	\$487,200	\$483,500	\$444,800	\$452,900
Other physical	n/a	n/a	n/a	n/a
Other sensory/speech	n/a	n/a	n/a	n/a
Other	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$388,700</b>	<b>\$388,500</b>	<b>\$370,700</b>	<b>\$368,200</b>

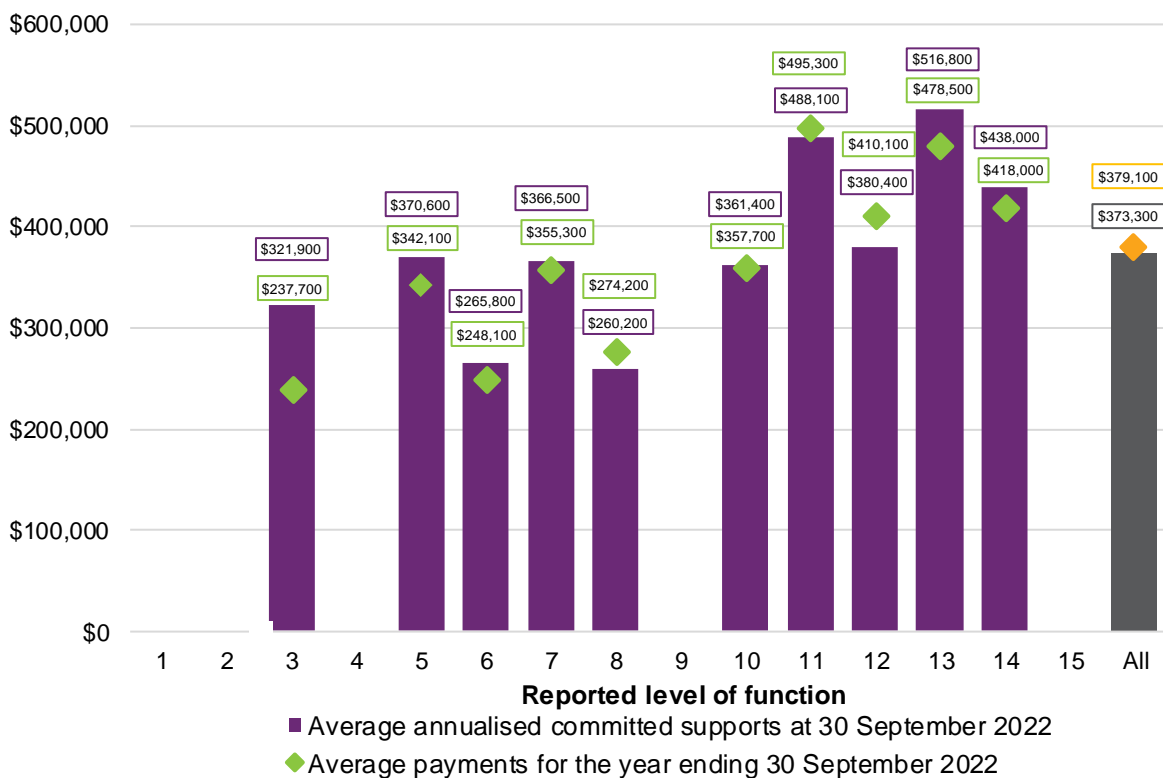
**Table J.101 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability group as at 30 September 2022 – South Australia**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$68,700	\$98,100	\$78,300	\$114,000
Autism	\$22,200	\$31,800	\$20,900	\$30,100
Cerebral palsy	\$80,700	\$104,200	\$80,400	\$104,400
Developmental delay	\$11,500	\$20,700	\$11,700	\$21,500
Global developmental delay	\$13,300	\$23,300	\$14,500	\$23,800
Hearing impairment	\$7,800	\$15,000	\$8,500	\$15,500
Intellectual disability	\$47,100	\$65,900	\$53,300	\$73,900
Multiple sclerosis	\$93,300	\$122,400	\$70,800	\$97,600
Psychosocial disability	\$50,400	\$75,700	\$55,000	\$79,400
Spinal cord injury	\$92,700	\$127,100	\$103,300	\$155,500
Stroke	\$84,800	\$110,100	\$91,600	\$125,400
Visual impairment	\$29,300	\$41,900	\$34,000	\$46,500
Other neurological	\$78,100	\$107,500	\$93,400	\$129,000
Other physical	\$40,200	\$65,000	\$50,200	\$78,200
Other sensory/speech	\$5,700	\$12,700	\$7,000	\$14,900
Other	\$58,300	\$90,700	\$61,300	\$105,400
<b>Total</b>	<b>\$33,000</b>	<b>\$47,300</b>	<b>\$41,100</b>	<b>\$58,300</b>

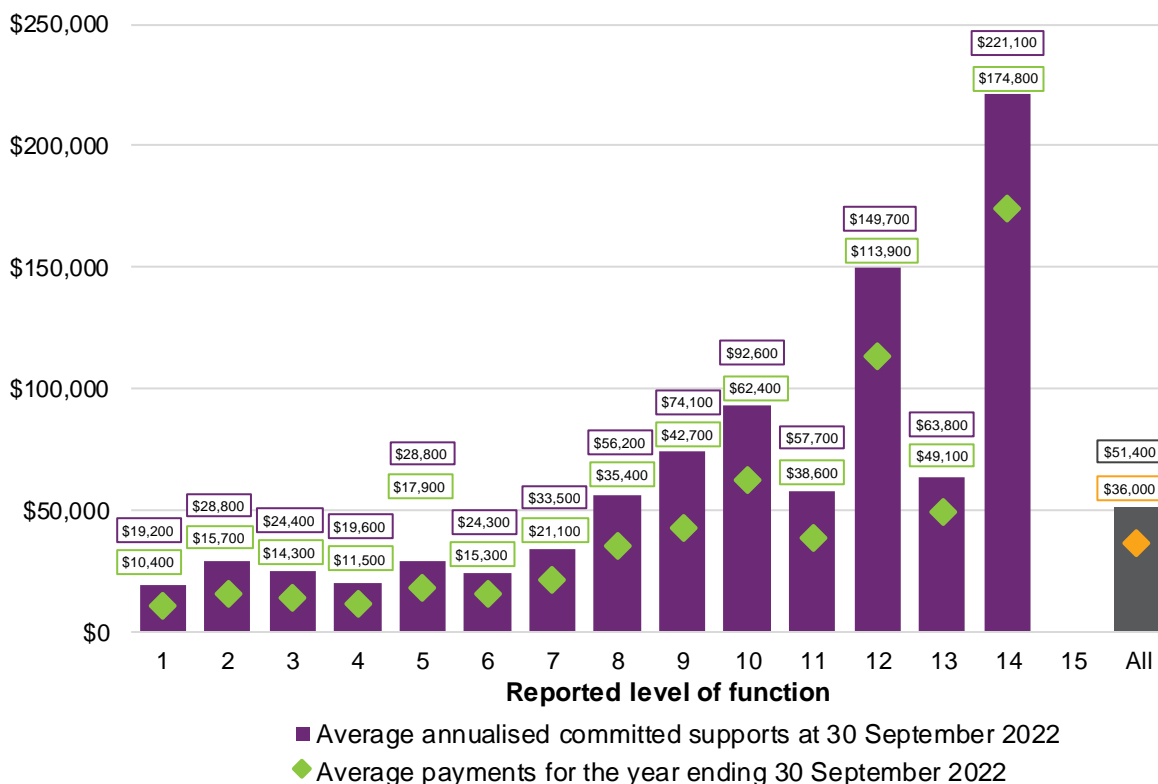
**Figure J.17 Average annualised committed supports and average payments by reported level of function as at 30 September 2022 – South Australia**



**Figure J.18 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2022 – South Australia**



**Figure J.19 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2022 – South Australia**



**Table J.102 Total annualised committed supports and total payments by support category as at 30 September 2022 (\$m) – South Australia**<sup>545 546</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$1,534.5	\$1,669.8
Core: Consumables	\$40.0	\$66.1
Core: Social and Civic	\$324.4	\$625.1
Core: Transport	\$40.2	\$37.4
Capacity Building: Choice and Control	\$45.6	\$48.5
Capacity Building: Daily Activities	\$320.6	\$531.7
Capacity Building: Employment	\$8.8	\$21.8
Capacity Building: Health and Wellbeing	\$1.8	\$4.6
Capacity Building: Home Living	\$0.0	\$0.2
Capacity Building: Lifelong learning	\$0.1	\$0.2
Capacity Building: Relationships	\$31.3	\$68.2
Capacity Building: Social and Civic	\$4.3	\$14.6
Capacity Building: Support Coordination	\$62.6	\$85.2
Capital: Assistive Technology	\$46.0	\$109.9
Capital: Home Modifications	\$24.5	\$36.7
<b>All</b>	<b>\$2,484.9</b>	<b>\$3,320.1</b>

<sup>545</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>546</sup> Total payments for home modifications in South Australia were \$24.5m. Of which, \$18.7m (76%) has been paid for specialised disability accommodation (SDA) supports, and \$5.8m (24%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$36.7m. Of which, \$28.0m (76%) has been allocated for specialised disability accommodation (SDA) supports, and \$8.7m (24%) has been allocated for non-SDA supports.

**Table J.103 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2022 (\$m) – South Australia** <sup>547 548</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$796.8	\$710.3
Core: Consumables	\$6.0	\$9.8
Core: Social and Civic	\$65.0	\$137.9
Core: Transport	\$3.4	\$6.3
Capacity Building: Choice and Control	\$3.3	\$3.4
Capacity Building: Daily Activities	\$21.4	\$30.8
Capacity Building: Employment	\$0.5	\$0.7
Capacity Building: Health and Wellbeing	\$0.3	\$0.6
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$13.3	\$28.3
Capacity Building: Social and Civic	\$0.3	\$0.7
Capacity Building: Support Coordination	\$11.0	\$14.5
Capital: Assistive Technology	\$6.9	\$14.7
Capital: Home Modifications	\$16.2	\$22.2
<b>All</b>	<b>\$944.5</b>	<b>\$980.2</b>

<sup>547</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>548</sup> Total payments for home modifications in South Australia were \$16.2m. Of which, \$16.13m (99.9%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02m (0.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$22.2m. Of which, \$21.7m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.4m (2%) has been allocated for non-SDA supports.



**Table J.104 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2022 (\$m) – South Australia** <sup>549 550</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$737.7	\$959.5
Core: Consumables	\$34.0	\$56.3
Core: Social and Civic	\$259.5	\$487.2
Core: Transport	\$36.8	\$31.2
Capacity Building: Choice and Control	\$42.3	\$45.1
Capacity Building: Daily Activities	\$299.2	\$500.9
Capacity Building: Employment	\$8.3	\$21.1
Capacity Building: Health and Wellbeing	\$1.6	\$3.9
Capacity Building: Home Living	\$0.0	\$0.2
Capacity Building: Lifelong learning	\$0.1	\$0.1
Capacity Building: Relationships	\$18.0	\$39.9
Capacity Building: Social and Civic	\$4.0	\$13.9
Capacity Building: Support Coordination	\$51.6	\$70.7
Capital: Assistive Technology	\$39.1	\$95.2
Capital: Home Modifications	\$8.4	\$14.6
<b>All</b>	<b>\$1,540.4</b>	<b>\$2,339.9</b>

**Table J.105 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia** <sup>551</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	10.5	48.3	101.9	186.0	369.3	1,156.5	2,123.1	2,769.6	3,122.9	872.0
Total Paid	5.7	29.5	62.8	104.2	220.4	792.2	1,487.9	1,992.8	2,390.6	580.0
% utilised to date	54%	61%	62%	56%	60%	69%	70%	72%	77%	67%

<sup>549</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>550</sup> Total payments for home modifications in South Australia were \$8.4m. Of which, \$2.6m (31%) has been paid for specialised disability accommodation (SDA) supports, and \$5.8m (69%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$14.6m. Of which, \$6.3m (43%) has been allocated for specialised disability accommodation (SDA) supports, and \$8.3m (57%) has been allocated for non-SDA supports.

<sup>551</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure J.20 Utilisation of committed supports as at 30 June 2022 and 30 September 2022 – South Australia

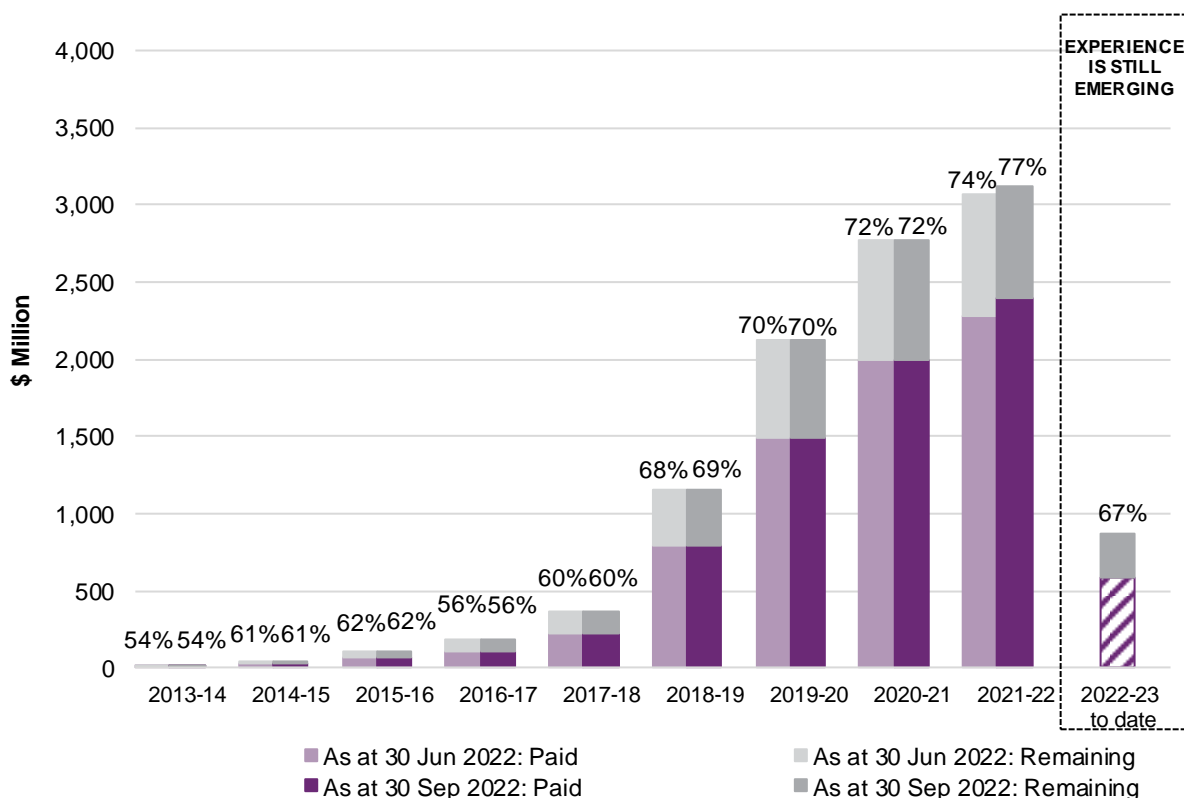


Table J.106 Utilisation of committed supports by plan number from 1 January 2022 to 30 June 2022 – South Australia <sup>552</sup>

Cash or In-Kind	Plan number	Utilisation (as at 30 September 2022)
<b>Cash and In-Kind attributable to individual participants - South Australia</b>	<b>All</b>	<b>75%</b>
Cash attributable to cash-only participants	1	55%
Cash attributable to cash-only participants	2	68%
Cash attributable to cash-only participants	3	75%
Cash attributable to cash-only participants	4	76%
Cash attributable to cash-only participants	5+	78%

Table J.107 Utilisation of committed supports by SIL status from 1 January 2022 to 30 June 2022 – South Australia <sup>553</sup>

SIL status	Utilisation (as at 30 September 2022)
<b>South Australia</b>	<b>75%</b>
Participants in SIL	88%
Participants not in SIL	68%

<sup>552</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

<sup>553</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

**Table J.108 Utilisation of committed supports by support class from 1 January 2022 to 30 June 2022 – South Australia** <sup>554</sup>

Support Class	Utilisation (as at 30 September 2022)
<b>South Australia</b>	<b>75%</b>
Core	80%
Capacity Building	63%
Capital	57%

**Table J.109 Utilisation of committed supports by remoteness from 1 January 2022 to 30 June 2022 – South Australia** <sup>555</sup>

Remoteness	Utilisation (as at 30 September 2022)
<b>South Australia</b>	<b>75%</b>
Major Cities	77%
Population > 50,000	74%
Population between 15,000 and 50,000	74%
Population between 5,000 and 15,000	70%
Population less than 5,000	67%
Remote	58%
Very Remote	44%

**Table J.110 Inflation quarterly trends by type of inflation as at 30 September 2022 - South Australia** <sup>556</sup>

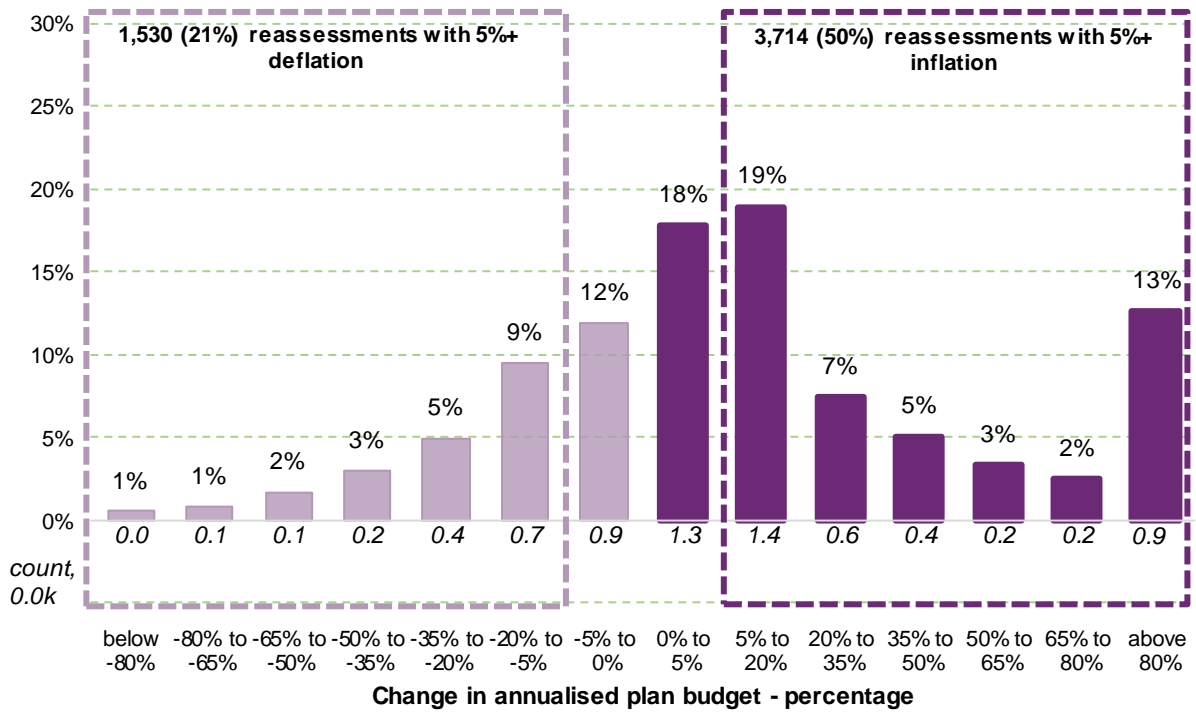
Inflation type	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Intraplan Inflation	7.1%	1.0%	3.6%	4.7%	6.4%	6.7%	9.4%	13.4%
Interplan Inflation	2.2%	2.4%	0.5%	-2.1%	-1.8%	-0.6%	3.4%	8.3%
<b>Total Inflation</b>	<b>9.3%</b>	<b>3.4%</b>	<b>4.1%</b>	<b>2.6%</b>	<b>4.6%</b>	<b>6.1%</b>	<b>12.8%</b>	<b>21.7%</b>

<sup>554</sup> Ibid.

<sup>555</sup> Ibid.

<sup>556</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

Figure J.21 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - all participants – South Australia <sup>557</sup>



<sup>557</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# Appendix K:

## Tasmania

### Part One: Participants and their plans

Table K.1 Active participants by quarter of entry – Tasmania <sup>558</sup>

State/Territory	Prior Quarters	2022-23 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Tasmania	12,039	454	12,493	264	12,757

Table K.2 Active participants by quarter of entry, plan and entry type – Tasmania <sup>559</sup>

Participant breakdown	Prior Quarters	2022-23 Q1	Total
<b>Access decisions</b>	<b>15,054</b>	<b>579</b>	<b>15,633</b>
<b>Active Eligible - Total</b>	<b>12,238</b>	<b>414</b>	<b>12,652</b>
Active Eligible - New	7,831	405	8,236
Active Eligible - State	2,944	<11	2,946
Active Eligible - Commonwealth	1,463	<11	1,470
<b>Active Participant Plans (excl ECA) - Total</b>	<b>12,039</b>	<b>454</b>	<b>12,493</b>
Active Participant Plans (excl ECA) - New	7,647	442	8,089
Active Participant Plans (excl ECA) - State	2,935	<11	2,940
Active Participant Plans (excl ECA) - Commonwealth	1,457	<11	1,464
<b>Active Participant Plans - Total</b>	<b>12,230</b>	<b>718</b>	<b>12,757</b>
Active Participant Plans - Early Intervention (s25)	3,062	258	3,320
Active Participant Plans - Permanent Disability (s24)	8,977	196	9,173
Active Participant Plans - ECA	191	264	264

Table K.3 People have left the Scheme since 1 July 2013 as at 30 September 2022 – Tasmania

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>610</b>
Early Intervention participants	146
Permanent disability participants	464

<sup>558</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>559</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table K.4 Cumulative numbers of active participants (including ECA) by services previously received – Tasmania** <sup>560</sup>

Period	Participant cohort - State	Participant cohort - Commonwealth	Participant cohort - New	Participant cohort - ECA	Total
End of 2016-17	1,072	51	1,079	18	2,220
End of 2017-18	2,023	336	1,481	537	4,377
End of 2018-19	2,849	986	2,708	232	6,775
End of 2019-20	2,941	1,315	4,602	252	9,110
End of 2020-21	2,950	1,426	6,281	272	10,929
End of 2021-22 Q1	2,949	1,441	6,690	278	11,358
End of 2021-22 Q2	2,950	1,445	7,064	255	11,714
End of 2021-22 Q3	2,948	1,456	7,428	159	11,991
End of 2021-22 Q4	2,945	1,463	7,696	191	12,295
End of 2022-23 Q1	2,940	1,464	8,089	264	12,757

**Table K.5 Cumulative numbers of active participants by entry criteria into the Scheme – Tasmania** <sup>561</sup>

Period	Participant cohort - Early Intervention (s25)	Participant cohort - Permanent Disability (s24)	Participant cohort - ECA	Total
End of 2016-17	202	2,000	18	2,220
End of 2017-18	529	3,311	537	4,377
End of 2018-19	998	5,545	232	6,775
End of 2019-20	1,743	7,115	252	9,110
End of 2020-21	2,499	8,158	272	10,929
End of 2021-22 Q1	2,640	8,440	278	11,358
End of 2021-22 Q2	2,783	8,676	255	11,714
End of 2021-22 Q3	2,953	8,879	159	11,991
End of 2021-22 Q4	3,092	9,012	191	12,295
End of 2022-23 Q1	3,320	9,173	264	12,757

**Table K.6 Assessment of access by age group – Tasmania**

Age Group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
0 to 6	2,979	97%	158	94%	3,137	97%
7 to 14	2,667	88%	87	82%	2,754	88%
15 to 18	1,492	90%	31	91%	1,523	90%
19 to 24	850	85%	16	70%	866	85%
25 to 34	759	79%	21	72%	780	79%
35 to 44	1,029	82%	26	47%	1,055	81%
45 to 54	1,424	81%	29	45%	1,453	80%
55 to 64	1,723	78%	46	48%	1,769	77%
65+	74	61%	<11	n/a	77	62%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>12,997</b>	<b>86%</b>	<b>417</b>	<b>72%</b>	<b>13,414</b>	<b>86%</b>

<sup>560</sup> This table shows the total numbers of active participants at the end of each period.

<sup>561</sup> Ibid.

**Table K.7 Assessment of access by age group and gender – Tasmania**

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	2,115	97%	948	96%	74	100%	3,137	97%
7 to 14	1,801	89%	861	87%	92	83%	2,754	88%
15 to 18	949	91%	550	89%	24	92%	1,523	90%
19 to 24	511	86%	339	82%	16	100%	866	85%
25 to 34	423	83%	343	74%	14	74%	780	79%
35 to 44	549	83%	499	78%	<11	n/a	1,055	81%
45 to 54	730	83%	699	76%	24	89%	1,453	80%
55 to 64	918	82%	821	72%	30	86%	1,769	77%
65+	38	70%	38	54%	<11	n/a	77	62%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>8,034</b>	<b>89%</b>	<b>5,098</b>	<b>82%</b>	<b>282</b>	<b>89%</b>	<b>13,414</b>	<b>86%</b>

**Table K.8 Assessment of access by primary disability group – Tasmania <sup>562</sup>**

Primary disability group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
Acquired brain injury	491	92%	<11	n/a	499	92%
Autism	4,013	96%	129	98%	4,142	96%
Cerebral palsy	450	97%	<11	n/a	455	97%
Developmental delay	979	96%	114	97%	1,093	96%
Global developmental delay	242	98%	12	100%	254	98%
Hearing impairment	471	89%	13	87%	484	88%
Intellectual disability	3,021	94%	39	87%	3,060	94%
Multiple sclerosis	349	91%	<11	n/a	359	90%
Psychosocial disability	1,096	68%	41	46%	1,137	66%
Spinal cord injury	131	94%	<11	n/a	132	94%
Stroke	181	85%	<11	n/a	187	84%
Visual impairment	209	88%	<11	n/a	213	88%
Other neurological	575	83%	15	68%	590	83%
Other physical	444	49%	<11	n/a	454	48%
Other sensory/speech	45	45%	<11	n/a	45	43%
Other	223	46%	<11	n/a	233	43%
Missing	77	93%	<11	n/a	77	93%
<b>Total</b>	<b>12,997</b>	<b>86%</b>	<b>417</b>	<b>72%</b>	<b>13,414</b>	<b>86%</b>

<sup>562</sup> Down syndrome is included in intellectual disability.

**Table K.9 Assessment of access by primary disability group and gender – Tasmania** <sup>563</sup>

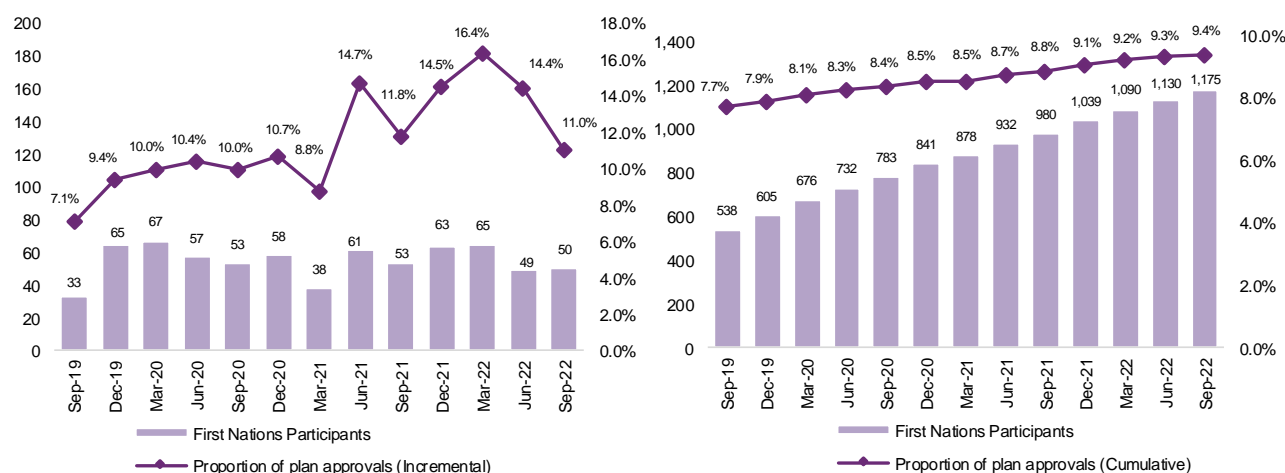
Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	328	93%	162	89%	<11	n/a	499	92%
Autism	2,829	96%	1,174	96%	139	92%	4,142	96%
Cerebral palsy	239	96%	202	97%	14	100%	455	97%
Developmental delay	772	96%	312	95%	<11	n/a	1,093	96%
Global developmental delay	180	99%	71	97%	<11	n/a	254	98%
Hearing impairment	237	89%	237	88%	<11	n/a	484	88%
Intellectual disability	1,691	95%	1,324	94%	45	98%	3,060	94%
Multiple sclerosis	83	88%	272	91%	<11	n/a	359	90%
Psychosocial disability	612	71%	505	61%	20	74%	1,137	66%
Spinal cord injury	93	95%	38	90%	<11	n/a	132	94%
Stroke	94	83%	89	84%	<11	n/a	187	84%
Visual impairment	106	92%	104	83%	<11	n/a	213	88%
Other neurological	315	82%	263	82%	12	100%	590	83%
Other physical	243	57%	208	41%	<11	n/a	454	48%
Other sensory/speech	30	41%	15	47%	<11	n/a	45	43%
Other	141	53%	87	34%	<11	n/a	233	43%
Missing	41	93%	35	92%	<11	n/a	77	93%
<b>Total</b>	<b>8,034</b>	<b>89%</b>	<b>5,098</b>	<b>82%</b>	<b>282</b>	<b>89%</b>	<b>13,414</b>	<b>86%</b>

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

**Table K.10 Participant profile per quarter by Participants Identifying as First Nations Peoples – Tasmania**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,125	9%	50	11%	1,175	9%
Non-First Nations Participants	8,802	73%	338	74%	9,140	73%
Not Stated	2,112	18%	66	15%	2,178	17%
<b>Total</b>	<b>12,039</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>12,493</b>	<b>100%</b>

**Figure K.1 Number and proportion of First Nations participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>564</sup>



<sup>563</sup> Ibid.

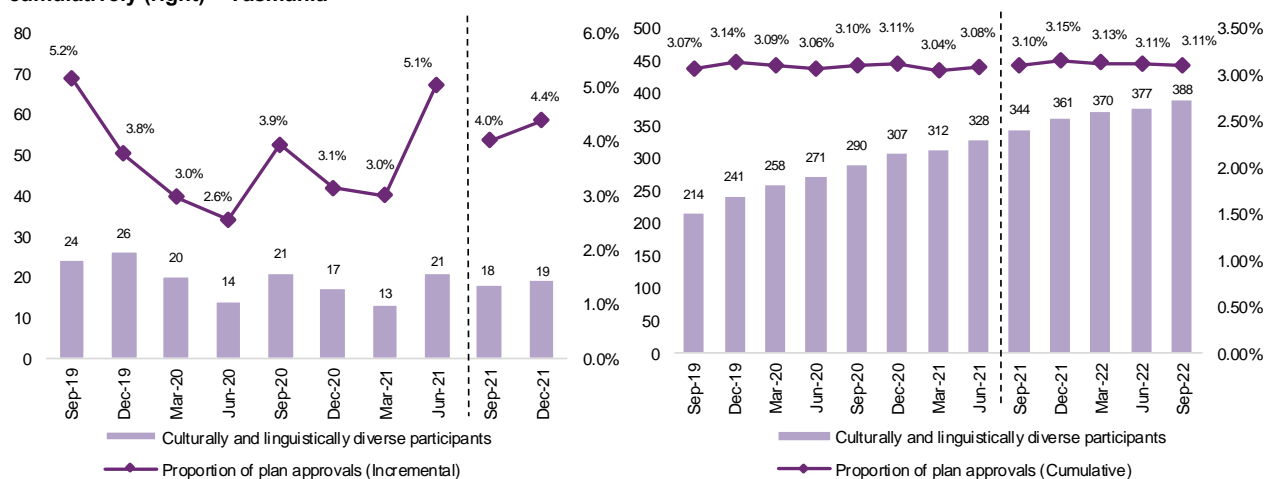
<sup>564</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.



**Table K.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania** <sup>565</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	375	3%	13	3%	388	3%
Not culturally and linguistically diverse	11,654	97%	441	97%	12,095	97%
Not stated	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>12,039</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>12,493</b>	<b>100%</b>

**Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Tasmania** <sup>566 567 568</sup>



**Table K.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2022 – Tasmania** <sup>569</sup>

Age group	Total number of active participants
Under 45	<11
45 to 54	11
55 to 64	40
<b>Total YPIRAC (under 65)</b>	<b>53</b>

<sup>565</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>566</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>567</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania after the March 2022 quarter.

<sup>568</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>569</sup> There are a further 44 active participants aged 65 years or over who are currently in residential aged care.

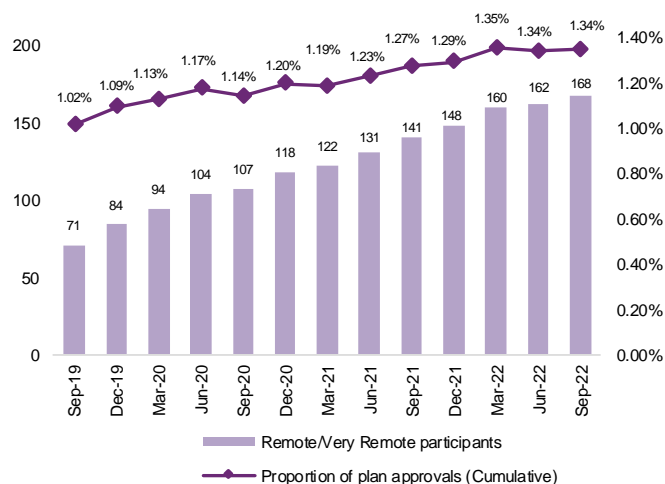
**Table K.13 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania** <sup>570</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-19	11	46
Dec-19	20	66
Mar-20	6	72
Jun-20	4	76
Sep-20	2	78
Dec-20	8	86
Mar-21	1	87
Jun-21	-6	81
Sep-21	-9	72
Dec-21	-7	65
Mar-22	0	65
Jun-22	-6	59
Sep-22	-6	53

**Table K.14 Participant profile per quarter by remoteness – Tasmania** <sup>571 572</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	7,849	65%	318	70%	8,167	65%
Population between 15,000 and 50,000	2,212	18%	60	13%	2,272	18%
Population between 5,000 and 15,000	58	0%	<11	n/a	59	0%
Population less than 5,000	1,758	15%	68	15%	1,826	15%
Remote	139	1%	<11	n/a	144	1%
Very Remote	22	0%	<11	n/a	24	0%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>12,039</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>12,493</b>	<b>100%</b>

**Figure K.3 Number and proportion of remote/very remote participants over time cumulatively – Tasmania** <sup>573 574 575</sup>



<sup>570</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

<sup>571</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>572</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

<sup>573</sup> Ibid.

<sup>574</sup> The cumulative chart shows the number of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>575</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

**Table K.15 Participant profile per quarter by primary disability group – Tasmania** <sup>576 577 578</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	3,923	33%	131	29%	4,054	32%
Intellectual disability	2,861	24%	45	10%	2,906	23%
Psychosocial disability	1,029	9%	37	8%	1,066	9%
Developmental delay	801	7%	154	34%	955	8%
Hearing impairment	456	4%	15	3%	471	4%
Other neurological	467	4%	11	2%	478	4%
Other physical	369	3%	<11	n/a	376	3%
Cerebral palsy	426	4%	<11	n/a	430	3%
Acquired brain injury	447	4%	<11	n/a	453	4%
Global developmental delay	221	2%	14	3%	235	2%
Visual impairment	196	2%	<11	n/a	200	2%
Multiple sclerosis	333	3%	<11	n/a	341	3%
Stroke	159	1%	<11	n/a	165	1%
Spinal cord injury	123	1%	<11	n/a	126	1%
Other	188	2%	<11	n/a	197	2%
Other sensory/speech	40	0%	<11	n/a	40	0%
<b>Total</b>	<b>12,039</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>12,493</b>	<b>100%</b>

<sup>576</sup> Table order based on national proportions in Table E.15 (highest to lowest).

<sup>577</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>578</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Tasmania (311).

**Table K.16 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania** <sup>579 580</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	149	16%	<11	n/a	149	16%
Intellectual disability	438	46%	<11	n/a	438	46%
Psychosocial disability	124	13%	<11	n/a	124	13%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	47	5%	<11	n/a	47	5%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	72	8%	<11	n/a	72	8%
Acquired brain injury	84	9%	<11	n/a	84	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	13	1%	<11	n/a	13	1%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>958</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>958</b>	<b>100%</b>

**Table K.17 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania** <sup>581</sup>

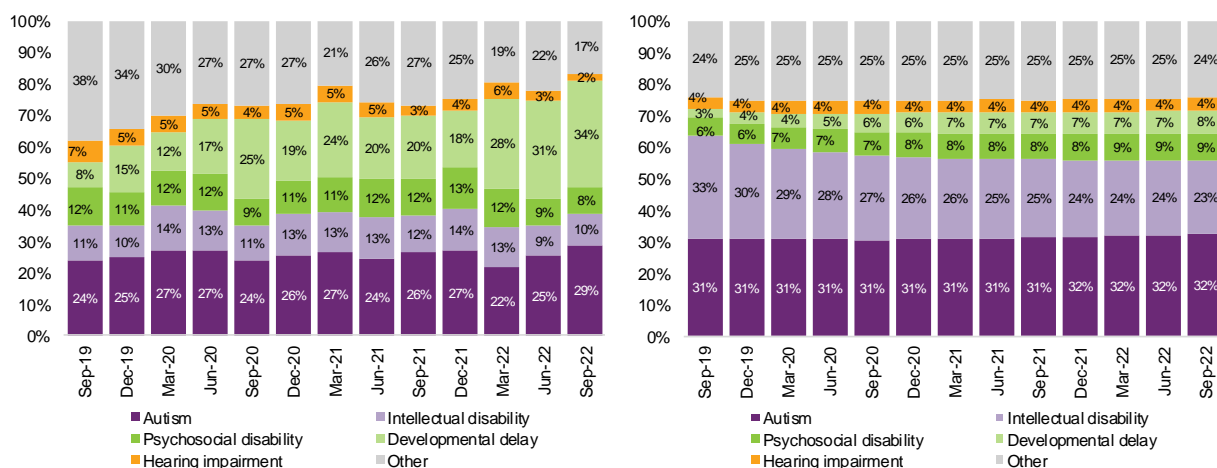
Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	3,774	34%	131	29%	3,905	34%
Intellectual disability	2,423	22%	45	10%	2,468	21%
Psychosocial disability	905	8%	37	8%	942	8%
Developmental delay	801	7%	154	34%	955	8%
Hearing impairment	456	4%	15	3%	471	4%
Other neurological	420	4%	11	2%	431	4%
Other physical	362	3%	<11	n/a	369	3%
Cerebral palsy	354	3%	<11	n/a	358	3%
Acquired brain injury	363	3%	<11	n/a	369	3%
Global developmental delay	221	2%	14	3%	235	2%
Visual impairment	188	2%	<11	n/a	192	2%
Multiple sclerosis	324	3%	<11	n/a	332	3%
Stroke	146	1%	<11	n/a	152	1%
Spinal cord injury	121	1%	<11	n/a	124	1%
Other	183	2%	<11	n/a	192	2%
Other sensory/speech	40	0%	<11	n/a	40	0%
<b>Total</b>	<b>11,081</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>11,535</b>	<b>100%</b>

<sup>579</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>580</sup> Down syndrome is included in intellectual disability, representing 7% of participants in SIL (66).

<sup>581</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (245).

**Figure K.4 Participant profile by primary disability group over time incrementally (left) and cumulatively (right) – Tasmania** <sup>582</sup>



**Table K.18 Participant profile per quarter by reported level of function – Tasmania** <sup>583</sup>

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,055	9%	119	26%	1,174	9%
2 (High Function)	24	0%	<11	n/a	27	0%
3 (High Function)	545	5%	37	8%	582	5%
4 (High Function)	707	6%	29	6%	736	6%
5 (High Function)	839	7%	40	9%	879	7%
6 (Moderate Function)	2,688	22%	104	23%	2,792	22%
7 (Moderate Function)	832	7%	20	4%	852	7%
8 (Moderate Function)	734	6%	19	4%	753	6%
9 (Moderate Function)	88	1%	<11	n/a	90	1%
10 (Moderate Function)	1,171	10%	37	8%	1,208	10%
11 (Low Function)	387	3%	<11	n/a	390	3%
12 (Low Function)	1,914	16%	30	7%	1,944	16%
13 (Low Function)	815	7%	<11	n/a	825	7%
14 (Low Function)	223	2%	<11	n/a	224	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	11	n/a	<11	n/a	11	n/a
<b>Total</b>	<b>12,039</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>12,493</b>	<b>100%</b>

<sup>582</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>583</sup> The distributions are calculated excluding participants with a missing reported level of function.

Figure K.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Tasmania <sup>584</sup>

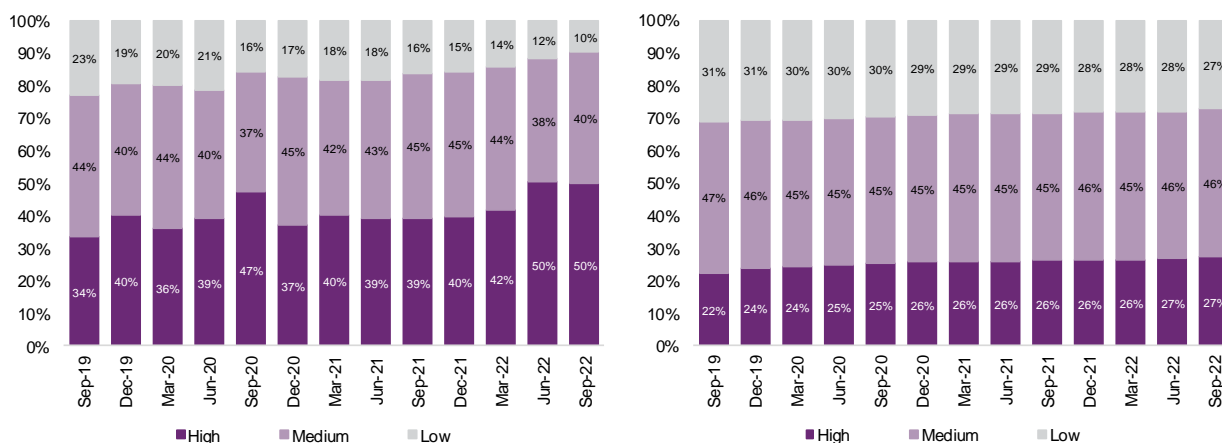


Table K.19 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	1,473	12%	201	44%	1,674	13%
7 to 14	2,734	23%	94	21%	2,828	23%
15 to 18	1,069	9%	35	8%	1,104	9%
19 to 24	1,313	11%	15	3%	1,328	11%
25 to 34	1,364	11%	18	4%	1,382	11%
35 to 44	976	8%	27	6%	1,003	8%
45 to 54	1,205	10%	27	6%	1,232	10%
55 to 64	1,429	12%	34	7%	1,463	12%
65+	476	4%	<11	n/a	479	4%
<b>Total</b>	<b>12,039</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>12,493</b>	<b>100%</b>

Table K.20 Participant profile per quarter (participants in SIL) by age group – Tasmania <sup>585</sup>

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	<11	n/a	<11	n/a	<11	n/a
7 to 14	<11	n/a	<11	n/a	<11	n/a
15 to 18	<11	n/a	<11	n/a	<11	n/a
19 to 24	103	11%	<11	n/a	103	11%
25 to 34	180	19%	<11	n/a	180	19%
35 to 44	143	15%	<11	n/a	143	15%
45 to 54	195	20%	<11	n/a	195	20%
55 to 64	246	26%	<11	n/a	246	26%
65+	81	8%	<11	n/a	81	8%
<b>Total</b>	<b>958</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>958</b>	<b>100%</b>

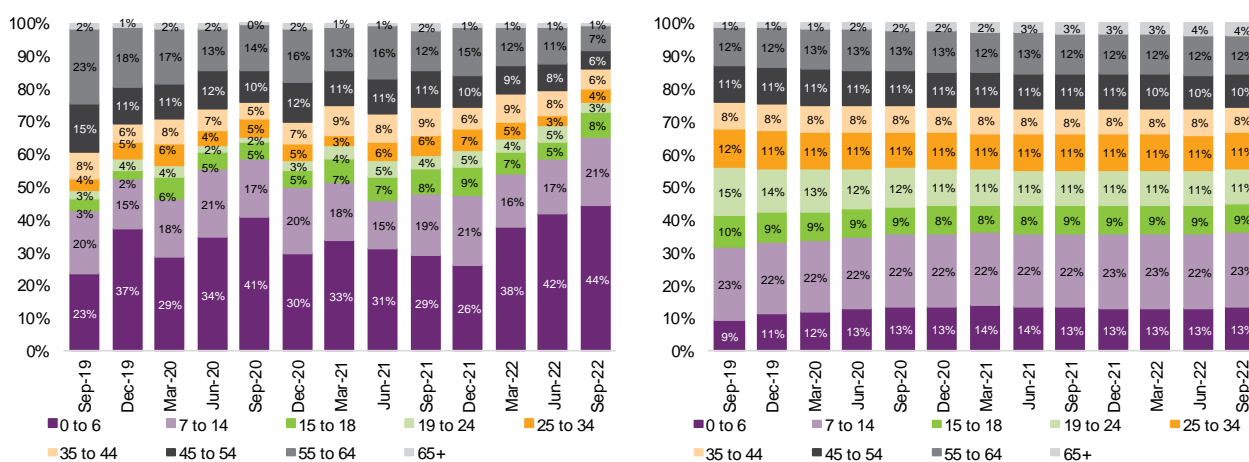
<sup>584</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>585</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

**Table K.21 Participant profile per quarter (participants not in SIL) by age group – Tasmania**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	1,473	13%	201	44%	1,674	15%
7 to 14	2,734	25%	94	21%	2,828	25%
15 to 18	1,059	10%	35	8%	1,094	9%
19 to 24	1,210	11%	15	3%	1,225	11%
25 to 34	1,184	11%	18	4%	1,202	10%
35 to 44	833	8%	27	6%	860	7%
45 to 54	1,010	9%	27	6%	1,037	9%
55 to 64	1,183	11%	34	7%	1,217	11%
65+	395	4%	<11	n/a	398	3%
<b>Total</b>	<b>11,081</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>11,535</b>	<b>100%</b>

**Figure K.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Tasmania <sup>586</sup>**



**Table K.22 Participant profile per quarter by gender – Tasmania**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	7,216	60%	272	60%	7,488	60%
Female	4,559	38%	177	39%	4,736	38%
Other	264	2%	<11	n/a	269	2%
<b>Total</b>	<b>12,039</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>12,493</b>	<b>100%</b>

**Table K.23 Participant profile per quarter (participants in SIL) by gender – Tasmania**

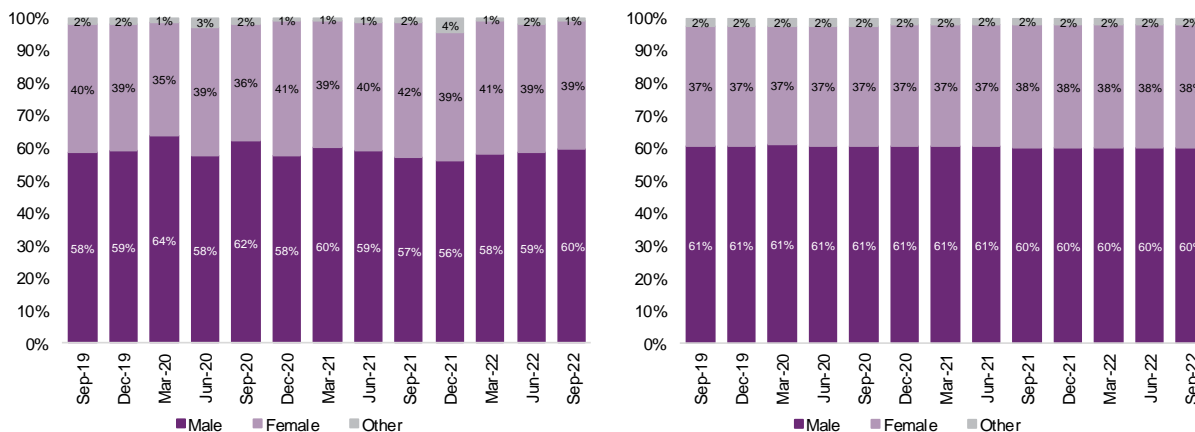
Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	548	57%	<11	n/a	548	57%
Female	386	40%	<11	n/a	386	40%
Other	24	3%	<11	n/a	24	3%
<b>Total</b>	<b>958</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>958</b>	<b>100%</b>

<sup>586</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table K.24 Participant profile per quarter (participants not in SIL) by gender – Tasmania**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	6,668	60%	272	60%	6,940	60%
Female	4,173	38%	177	39%	4,350	38%
Other	240	2%	<11	n/a	245	2%
<b>Total</b>	<b>11,081</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>11,535</b>	<b>100%</b>

**Figure K.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Tasmania** <sup>587</sup>



**Table K.25 Participation rates by age group and gender at 30 September 2022 – Tasmania** <sup>588</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	5.2%	2.5%	4.0%
7-14	6.9%	3.3%	5.4%
15-18	5.2%	2.8%	4.2%
19-24	4.3%	2.8%	3.6%
25-44	2.1%	1.5%	1.8%
45-64	2.0%	1.8%	1.9%
<b>Total (aged 0-64)</b>	<b>3.4%</b>	<b>2.1%</b>	<b>2.8%</b>

**Table K.26 Plan reassessments conducted per quarter – excluding plans less than 31 days – Tasmania** <sup>589</sup>

Plan reassessments	Prior Quarters	2022-23 Q1	Total
<b>Total plan reassessments</b>	<b>35,147</b>	<b>1,700</b>	<b>36,847</b>
<i>Early intervention plans</i>	5,835	337	6,172
<i>Permanent disability plans</i>	29,312	1,363	30,675

<sup>587</sup> Ibid.

<sup>588</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>589</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.



**Table K.27 Number of plan reassessments over time incrementally and cumulatively – Tasmania**

<b>Plan Reassessments</b>	<b>Incremental</b>	<b>Cumulative</b>
Sep-19	1,402	10,474
Dec-19	1,914	12,388
Mar-20	2,050	14,438
Jun-20	2,314	16,752
Sep-20	1,796	18,548
Dec-20	2,213	20,761
Mar-21	2,201	22,962
Jun-21	2,094	25,056
Sep-21	2,475	27,531
Dec-21	2,830	30,361
Mar-22	2,429	32,790
Jun-22	2,357	35,147
Sep-22	1,700	36,847

## Part Two: Participant experience and outcomes

Table K.28 Number of baseline questionnaires completed by SFOF version – Tasmania <sup>590</sup>

Version	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date	Total
Participant 0 to school	16	117	320	509	490	435	179	2,066
Participant school to 14	544	859	551	620	486	407	116	3,583
Participant 15 to 24	293	153	107	179	176	182	45	1,135
Participant 25 and over	172	484	1,561	935	708	562	105	4,527
<b>Total Participant</b>	<b>1,025</b>	<b>1,613</b>	<b>2,539</b>	<b>2,243</b>	<b>1,860</b>	<b>1,586</b>	<b>445</b>	<b>11,311</b>
Family 0 to 14	503	967	853	1,114	968	825	293	5,523
Family 15 to 24	154	133	74	121	123	110	28	743
Family 25 and over	<11	186	577	301	198	124	13	1,408
<b>Total Family</b>	<b>666</b>	<b>1,286</b>	<b>1,504</b>	<b>1,536</b>	<b>1,289</b>	<b>1,059</b>	<b>334</b>	<b>7,674</b>
<b>Total</b>	<b>1,691</b>	<b>2,899</b>	<b>4,043</b>	<b>3,779</b>	<b>3,149</b>	<b>2,645</b>	<b>779</b>	<b>18,985</b>

Table K.29 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Tasmania

Life domain	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%	n/a	n/a	n/a
CC	% who say their child is able to tell them what he/she wants	70%	n/a	n/a	n/a
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances	n/a	30%	n/a	n/a
DL	% who say their child is becoming more independent	n/a	41%	n/a	n/a
CC	% of children who have a genuine say in decisions about themselves	n/a	78%	n/a	n/a
CC	% who are happy with the level of independence/control they have now	n/a	n/a	37%	n/a
CC	% who choose who supports them	n/a	n/a	46%	62%
CC	% who choose what they do each day	n/a	n/a	58%	71%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting	n/a	n/a	20%	32%
CC	% who want more choice and control in their life	n/a	n/a	79%	77%

<sup>590</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table K.30 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Tasmania**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	67%	n/a	n/a
S/CP	% of children who participate in age appropriate community, cultural or religious activities	51%	n/a	n/a	n/a
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs	n/a	30%	n/a	n/a
REL	Of these, % who are welcomed or actively included	62%	76%	n/a	n/a
REL	% of children who spend time with friends without an adult present	n/a	13%	n/a	n/a
REL	% with no friends other than family or paid staff	n/a	n/a	32%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months	n/a	n/a	21%	28%

**Table K.31 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Tasmania**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class	n/a	85%	n/a	n/a
HM	% who are happy with their home	n/a	n/a	76%	73%
HM	% who feel safe or very safe in their home	n/a	n/a	82%	73%
HW	% who rate their health as good, very good or excellent	n/a	n/a	65%	42%
HW	% who did not have any difficulties accessing health services	n/a	n/a	70%	66%
LL	% who currently attend or previously attended school in a mainstream class	n/a	n/a	69%	n/a
LL	% who participate in education, training or skill development	n/a	n/a	n/a	7%
LL	Of those who participate, % who do so in mainstream settings	n/a	n/a	n/a	73%
LL	% unable to do a course or training they wanted to do in the last 12 months	n/a	n/a	n/a	28%
WK	% who have a paid job	n/a	n/a	12%	19%
WK	% who volunteer	n/a	n/a	10%	10%

**Table K.32 Selected key baseline indicators for families/carers of participants – Tasmania**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	24%	25%	26%
% receiving Carer Allowance	42%	36%	35%
% working in a paid job	40%	48%	32%
Of those in a paid job, % in permanent employment	76%	74%	77%
Of those in a paid job, % working 15 hours or more	75%	84%	82%
% who say they (and their partner) are able to work as much as they want	46%	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	87%	88%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	37%	27%	18%
% able to advocate for their child/family member	80%	73%	69%
% who have friends and family they see as often as they like	50%	48%	53%
% who feel very confident or somewhat confident in supporting their child's development	89%	n/a	n/a
% who know what their family can do to enable their family member with disability to become as independent as possible	n/a	39%	n/a
% who feel in control selecting services	n/a	38%	39%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	n/a	n/a	43%
% who rate their health as good, very good or excellent	74%	65%	64%

**Table K.33 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant 0 to school’ (n=364) - participants who between 1 July 2016 and 30 September 2021 – Tasmania <sup>591</sup>**

Life domain	Question	Percentage 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?	70%
REL	Has the NDIS improved how your child fits into family life?	67%
S/CP	Has the NDIS improved how your child fits into community life?	57%

<sup>591</sup> Results in Tables K.33 to K.36 include participants who entered between 1 July 2016 and 30 September 2021 and have had a first plan reassessment to date.

**Table K.34 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant school to 14’ (n=860) - participants who entered between 1 July 2016 and 30 September 2021 – Tasmania**

Life domain	Question	Percentage Yes
DL	Has the NDIS helped your child to become more independent?	58%
LL	Has the NDIS improved your child's access to education?	31%
REL	Has the NDIS improved your child's relationships with family and friends?	46%
S/CP	Has the NDIS improved your child's social and recreational life?	41%

**Table K.35 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF versions ‘Participant 15 to 24’ (n=256) and ‘Participant 25 and over’ (n=1,346) - participants who entered between 1 July 2016 and 30 September 2021 – Tasmania**

Life domain	Question	15 to 24 Percentage Yes	25+ Percentage Yes
CC	Has the NDIS helped you have more choices and more control over your life?	54%	76%
DL	Has the NDIS helped you with daily living activities?	57%	77%
REL	Has the NDIS helped you to meet more people?	41%	55%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	32%	55%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	21%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	16%
S/CP	Has the NDIS helped you be more involved?	47%	65%

**Table K.36 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Family 0 to 14’ (n=1,405); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=641) - participants who entered between 1 July 2016 and 30 September 2021 – Tasmania**

Question	0 to 14 Percentage Yes	15+ Percentage Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	54%
Has the NDIS improved the level of support for your family?	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?	69%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	n/a
Has the NDIS improved your health and wellbeing?	36%	33%

Note: In Tables K.37 to K.58 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table K.37 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant 0 to school’ (n=159) - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania <sup>592</sup>**

Life domain	Question	R1	R2	Change
DL	Has the NDIS improved your child's development?	84%	92%	+7%
DL	Has the NDIS improved your child's access to specialist services?	87%	93%	+6%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	74%	82%	+8%
REL	Has the NDIS improved how your child fits into family life?	69%	80%	+10%
S/CP	Has the NDIS improved how your child fits into community life?	56%	70%	+13%

<sup>592</sup> Results in Tables K.37 to K.42 include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table K.38 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant school to 14’ (n=622) - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania**

Life domain	Question	R1	R2	Change
DL	Has the NDIS helped your child to become more independent?	54%	65%	+10%
LL	Has the NDIS improved your child's access to education?	30%	37%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	52%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	45%	+7%

**Table K.39 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=182) - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	52%	57%	+6%
DL	Has the NDIS helped you with daily living activities?	51%	61%	+10%
REL	Has the NDIS helped you to meet more people?	47%	49%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	13%	-3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	35%	40%	+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%	22%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	10%	-4%
S/CP	Has the NDIS helped you be more involved?	50%	53%	+2%

**Table K.40 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=583) - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	75%	78%	+2%
DL	Has the NDIS helped you with daily living activities?	80%	81%	+1%
REL	Has the NDIS helped you to meet more people?	55%	58%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	36%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	54%	+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?	25%	27%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	13%	-1%
S/CP	Has the NDIS helped you be more involved?	64%	67%	+2%

**Table K.41 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 0 to 14’ (n=639) - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania**

Question	R1	R2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	58%	+7%
Has the NDIS improved the level of support for your family?	60%	70%	+10%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	61%	71%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	70%	+6%
Has the NDIS improved your health and wellbeing?	34%	40%	+6%



**Table K.42 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=163) - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania**

Question	R1	R2	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%	59%	+4%
Has the NDIS improved the level of support for your family?	61%	73%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	60%	68%	+8%
Has the NDIS improved your health and wellbeing?	30%	33%	+3%

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

**Table K.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant school to 14’ (n=523) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania <sup>593</sup>**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS helped your child to become more independent?	57%	64%	71%	+14%
LL	Has the NDIS improved your child's access to education?	29%	30%	37%	+8%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	49%	56%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	44%	49%	+10%

<sup>593</sup> Results in Tables K.43 to K.47 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table K.44 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=163) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	57%	60%	62%	+5%
Has the NDIS helped you with daily living activities?	54%	64%	63%	+9%
Has the NDIS helped you to meet more people?	49%	55%	50%	0%
Has your involvement with the NDIS helped you to choose a home that's right for you?	8%	10%	10%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	38%	38%	41%	+3%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	31%	23%	-6%
Has your involvement with the NDIS helped you find a job that's right for you?	12%	12%	11%	-1%
Has the NDIS helped you be more involved?	45%	50%	52%	+7%

**Table K.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=417) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	80%	82%	85%	+5%
Has the NDIS helped you with daily living activities?	80%	83%	86%	+6%
Has the NDIS helped you to meet more people?	58%	62%	65%	+7%
Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	37%	40%	+7%
Has your involvement with the NDIS improved your health and wellbeing?	54%	59%	61%	+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%	33%	31%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	15%	16%	-1%
Has the NDIS helped you be more involved?	67%	70%	72%	+4%

**Table K.46 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 0 to 14’ (n=421) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS improved your capacity to advocate (stand up) for your child?	46%	50%	60%	+14%
Has the NDIS improved the level of support for your family?	55%	63%	70%	+15%
Has the NDIS improved your access to services, programs and activities in the community?	58%	67%	73%	+15%
Has the NDIS improved your ability/capacity to help your child develop and learn?	60%	69%	69%	+9%
Has the NDIS improved your health and wellbeing?	28%	31%	39%	+11%

**Table K.47 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=126) - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you to know your rights and advocate effectively?	52%	46%	49%	-2%
Has the NDIS improved the level of support for your family?	63%	70%	71%	+7%
Has the NDIS helped you to access services, programs and activities in the community?	61%	68%	70%	+9%
Has the NDIS improved your health and wellbeing?	29%	26%	29%	0%

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

**Table K.48 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant school to 14’ (n=446) - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania<sup>594</sup>**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS helped your child to become more independent?	48%	54%	61%	66%	+18%
LL	Has the NDIS improved your child's access to education?	19%	22%	23%	24%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	31%	35%	43%	46%	+15%
S/CP	Has the NDIS improved your child's social and recreational life?	31%	36%	42%	44%	+13%

<sup>594</sup> Results in Tables K.48 to K.52 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table K.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=158) - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	51%	62%	63%	67%	+16%
DL	Has the NDIS helped you with daily living activities?	51%	59%	64%	63%	+13%
REL	Has the NDIS helped you to meet more people?	42%	47%	46%	49%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	9%	10%	11%	12%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	31%	38%	37%	41%	+10%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	21%	22%	25%	24%	+4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	8%	9%	11%	10%	+2%
S/CP	Has the NDIS helped you be more involved?	43%	53%	56%	55%	+11%

**Table K.50 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=172) - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	79%	75%	86%	83%	+4%
DL	Has the NDIS helped you with daily living activities?	80%	84%	93%	89%	+9%
REL	Has the NDIS helped you to meet more people?	60%	63%	75%	64%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	34%	45%	37%	+6%
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	51%	63%	54%	+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?	25%	29%	33%	25%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	20%	17%	18%	-1%
S/CP	Has the NDIS helped you be more involved?	66%	70%	75%	73%	+7%

**Table K.51 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=205) - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS improved your capacity to advocate (stand up) for your child?	33%	38%	38%	47%	+14%
Has the NDIS improved the level of support for your family?	49%	58%	60%	65%	+16%
Has the NDIS improved your access to services, programs and activities in the community?	53%	59%	65%	69%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	44%	51%	51%	58%	+13%
Has the NDIS improved your health and wellbeing?	27%	26%	39%	31%	+3%

**Table K.52 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=54) - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS helped you to know your rights and advocate effectively?	39%	57%	39%	51%	+12%
Has the NDIS improved the level of support for your family?	55%	67%	61%	70%	+15%
Has the NDIS helped you to access services, programs and activities in the community?	59%	68%	58%	66%	+7%
Has the NDIS improved your health and wellbeing?	38%	30%	22%	26%	-12%

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

**Table K.53 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Participant school to 14’ (n=125) - participants who entered between 1 July 2016 and 30 September 2017 – Tasmania <sup>595</sup>**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
DL	Has the NDIS helped your child to become more independent?	48%	52%	67%	63%	70%	+22%
LL	Has the NDIS improved your child's access to education?	23%	20%	28%	22%	21%	-1%
REL	Has the NDIS improved your child's relationships with family and friends?	31%	32%	44%	50%	42%	+11%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	40%	44%	53%	43%	0%

<sup>595</sup> Results in Tables K.53 to K.54 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table K.54 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=126) - participants who entered between 1 July 2016 and 30 September 2017 – Tasmania**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	43%	50%	53%	56%	64%	+21%
DL	Has the NDIS helped you with daily living activities?	42%	53%	60%	58%	66%	+24%
REL	Has the NDIS helped you to meet more people?	37%	44%	48%	50%	52%	+15%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	11%	7%	14%	16%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	26%	28%	34%	39%	38%	+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?	21%	18%	19%	19%	21%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	5%	4%	8%	5%	5%	0%
S/CP	Has the NDIS helped you be more involved?	36%	48%	51%	51%	55%	+19%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third, fourth and fifth plan reassessment, for ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’ combined.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third, fourth, fifth and sixth plan reassessment.

**Table K.55 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,151), 'participant social and community engagement rate' (n=1,166), 'parent and carer employment rate' (n=1,014) at entry, first and second plan reassessment, and 'participant choice and control' (n=704) at first and second plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 – Tasmania <sup>596</sup>**

Participant employment rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	9%	12%	13%	26%
Aged 25 to 34 years	28%	25%	30%	26%
Aged 35 to 44 years	22%	21%	18%	26%
Aged 45 to 54 years	20%	17%	19%	26%
Aged 55 to 64 years	16%	13%	12%	26%
Aged 65+ years	13%	10%	10%	26%
Aged 25 to 64 years	20%	18%	18%	26%
Aged 15 to 64 years	17%	16%	17%	26%

Participant social and community engagement rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	24%	27%	25%	46%
Aged 25 to 34 years	28%	31%	31%	46%
Aged 35 to 44 years	29%	33%	31%	46%
Aged 45 to 54 years	31%	28%	31%	46%
Aged 55 to 64 years	29%	31%	33%	46%
Aged 65+ years	26%	33%	32%	46%
Aged 25+ years	29%	31%	32%	46%
Aged 15+ years	28%	30%	30%	46%

Parent and carer employment rate	Baseline	R1	R2	2022-23 Target
Aged 0 to 14 years	39%	43%	42%	50%
Aged 15+ years	38%	40%	36%	50%
All ages	39%	42%	41%	50%

Participant Choice and Control	R1	R2	2022-23 Target
Aged 15 to 24 years	52%	57%	75%
Aged 25+ years	75%	78%	75%
Aged 15+ years	69%	73%	75%

<sup>596</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table K.56 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=767), 'participant social and community engagement rate' (n=771), 'parent and carer employment rate' (n=596) at entry, first, second and third plan reassessment, and 'participant choice and control' (n=524) at first, second and third plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 – Tasmania <sup>597</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	4%	7%	11%	14%	26%
Aged 25 to 34 years	27%	33%	13%	27%	26%
Aged 35 to 44 years	29%	32%	19%	30%	26%
Aged 45 to 54 years	26%	28%	20%	19%	26%
Aged 55 to 64 years	18%	23%	16%	14%	26%
Aged 65+ years	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	24%	28%	17%	21%	26%
Aged 15 to 64 years	19%	22%	15%	19%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	28%	29%	31%	33%	46%
Aged 25 to 34 years	27%	35%	28%	33%	46%
Aged 35 to 44 years	36%	43%	51%	47%	46%
Aged 45 to 54 years	35%	41%	40%	43%	46%
Aged 55 to 64 years	37%	44%	42%	42%	46%
Aged 65+ years	n/a	n/a	n/a	n/a	46%
Aged 25+ years	35%	41%	41%	42%	46%
Aged 15+ years	33%	37%	37%	40%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 0 to 14 years	35%	38%	38%	41%	50%
Aged 15+ years	40%	43%	40%	42%	50%
All ages	37%	40%	39%	41%	50%

Participant Choice and Control	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	57%	60%	62%	75%
Aged 25+ years	80%	82%	85%	75%
Aged 15+ years	73%	73%	78%	75%

<sup>597</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.



**Table K.57 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=364), 'participant social and community engagement rate' (n=364), 'parent and carer employment rate' (n=268) at entry, first, second, third and fourth plan reassessment, and 'participant choice and control' (n=300) at first, second, third and fourth plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 – Tasmania <sup>598</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	3%	7%	8%	13%	18%	26%
Aged 25 to 34 years	36%	35%	35%	22%	27%	26%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	26%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Aged 55 to 64 years	18%	10%	14%	8%	6%	26%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	24%	24%	23%	18%	16%	26%
Aged 15 to 64 years	16%	17%	16%	15%	17%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	26%	32%	31%	29%	32%	46%
Aged 25 to 34 years	37%	39%	37%	30%	37%	46%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	46%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Aged 55 to 64 years	43%	44%	50%	42%	51%	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	35%	36%	37%	34%	41%	46%
Aged 15+ years	32%	34%	34%	31%	37%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 0 to 14 years	46%	43%	49%	44%	46%	50%
Aged 15+ years	51%	51%	50%	57%	52%	50%
All ages	49%	47%	49%	51%	50%	50%

Participant Choice and Control	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	51%	62%	63%	67%	75%
Aged 25+ years	79%	75%	86%	83%	75%
Aged 15+ years	65%	67%	70%	74%	75%

<sup>598</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table K.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=133), 'participant social and community engagement rate' (n=134), 'parent and carer employment rate' (n=82) at entry, first, second, third, fourth and fifth plan reassessment, and 'participant choice and control' (n=146) at first, second, third, fourth and fifth plan reassessment - participants who entered between 1 July 2016 and 30 September 2017 – Tasmania <sup>599</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	11%	9%	10%	21%	28%	26%	26%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 15 to 64 years	21%	20%	19%	25%	26%	29%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	28%	31%	31%	35%	32%	29%	46%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 15+ years	32%	30%	30%	35%	33%	31%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
All ages	50%	58%	68%	60%	45%	54%	50%

Participant Choice and Control	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	43%	50%	53%	56%	64%	75%
Aged 25+ years	n/a	n/a	n/a	n/a	n/a	75%
Aged 15+ years	47%	54%	57%	60%	67%	75%

There is insufficient data to show results for the progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' at participants' first, second, third, fourth, fifth and sixth plan reassessment.

<sup>599</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table K.59 Number of active plans by goal type and primary disability group– Tasmania <sup>600</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
Acquired brain injury	134	267	249	61	109	360	210	109	453
Autism	877	3,192	1,878	1,293	1,545	2,790	479	689	4,054
Cerebral palsy	133	314	259	76	90	304	137	66	430
Developmental delay	113	877	330	399	239	844	<11	<11	955
Down syndrome	74	227	181	74	81	244	87	85	311
Global developmental delay	42	219	85	94	73	192	<11	<11	235
Hearing impairment	113	324	138	108	79	214	63	112	471
Intellectual disability	678	1,697	1,090	619	691	1,849	885	896	2,595
Multiple sclerosis	96	226	267	16	39	238	144	68	341
Psychosocial disability	275	601	678	208	227	813	502	289	1,066
Spinal cord injury	48	79	75	13	11	85	58	31	126
Stroke	51	113	101	18	25	123	77	31	165
Visual impairment	65	149	92	45	25	141	68	54	200
Other neurological	137	315	289	46	98	346	233	71	478
Other physical	96	269	236	43	45	235	121	69	376
Other sensory/speech	<11	31	<11	17	<11	23	<11	<11	40
Other	40	143	102	16	29	148	83	27	197
<b>Total</b>	<b>2,978</b>	<b>9,043</b>	<b>6,060</b>	<b>3,146</b>	<b>3,412</b>	<b>8,949</b>	<b>3,153</b>	<b>2,604</b>	<b>12,493</b>

**Table K.60 Percentage of active plans by goal type and primary disability group – Tasmania <sup>601</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	30%	59%	55%	13%	24%	79%	46%	24%
Autism	22%	79%	46%	32%	38%	69%	12%	17%
Cerebral palsy	31%	73%	60%	18%	21%	71%	32%	15%
Developmental delay	12%	92%	35%	42%	25%	88%	n/a	n/a
Down syndrome	24%	73%	58%	24%	26%	78%	28%	27%
Global developmental delay	18%	93%	36%	40%	31%	82%	n/a	n/a
Hearing impairment	24%	69%	29%	23%	17%	45%	13%	24%
Intellectual disability	26%	65%	42%	24%	27%	71%	34%	35%
Multiple sclerosis	28%	66%	78%	5%	11%	70%	42%	20%
Psychosocial disability	26%	56%	64%	20%	21%	76%	47%	27%
Spinal cord injury	38%	63%	60%	10%	9%	67%	46%	25%
Stroke	31%	68%	61%	11%	15%	75%	47%	19%
Visual impairment	33%	75%	46%	23%	13%	71%	34%	27%
Other neurological	29%	66%	60%	10%	21%	72%	49%	15%
Other physical	26%	72%	63%	11%	12%	63%	32%	18%
Other sensory/speech	n/a	78%	n/a	43%	n/a	58%	n/a	n/a
Other	20%	73%	52%	8%	15%	75%	42%	14%
<b>Total</b>	<b>24%</b>	<b>72%</b>	<b>49%</b>	<b>25%</b>	<b>27%</b>	<b>72%</b>	<b>25%</b>	<b>21%</b>

<sup>600</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>601</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table K.61 Number of goals in active plans by goal type and primary disability group – Tasmania** <sup>602</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
Acquired brain injury	474	1,003	883	171	367	1,256	712	315	<b>5,181</b>
Autism	3,514	23,137	9,006	5,660	6,549	12,170	1,652	2,448	<b>64,136</b>
Cerebral palsy	626	2,206	1,217	312	418	1,398	584	253	<b>7,014</b>
Developmental delay	555	8,192	1,660	1,574	1,085	3,696	<11	<11	<b>16,765</b>
Down syndrome	333	1,498	824	382	323	1,142	337	374	<b>5,213</b>
Global developmental delay	219	2,419	521	442	377	897	<11	<11	<b>4,885</b>
Hearing impairment	425	1,608	596	406	277	843	202	352	<b>4,709</b>
Intellectual disability	2,516	8,892	4,636	2,279	2,708	7,480	3,118	3,070	<b>34,699</b>
Multiple sclerosis	261	833	845	54	118	686	426	214	<b>3,437</b>
Psychosocial disability	784	2,165	2,206	571	675	2,410	1,395	799	<b>11,005</b>
Spinal cord injury	183	344	307	53	39	320	202	99	<b>1,547</b>
Stroke	196	510	397	50	77	443	276	101	<b>2,050</b>
Visual impairment	255	797	352	162	80	570	260	207	<b>2,683</b>
Other neurological	427	1,707	1,127	157	393	1,277	808	214	<b>6,110</b>
Other physical	292	1,428	944	137	140	871	384	238	<b>4,434</b>
Other sensory/speech	22	182	24	55	18	90	<11	24	<b>421</b>
Other	144	742	449	79	103	526	252	99	<b>2,394</b>
<b>Total</b>	<b>11,226</b>	<b>57,663</b>	<b>25,994</b>	<b>12,544</b>	<b>13,747</b>	<b>36,075</b>	<b>10,624</b>	<b>8,810</b>	<b>176,683</b>

**Table K.62 Number of active plans by goal type and age group – Tasmania** <sup>603</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
0 to 6	207	1,536	617	711	413	1,494	<11	<11	<b>1,674</b>
7 to 14	490	2,386	1,287	939	1,249	1,735	55	24	<b>2,828</b>
15 to 18	256	826	524	373	408	763	93	241	<b>1,104</b>
19 to 24	418	883	511	357	297	889	440	761	<b>1,328</b>
25 to 34	438	844	669	284	284	937	598	644	<b>1,382</b>
35 to 44	298	632	550	184	210	743	450	366	<b>1,003</b>
45 to 54	348	757	739	156	234	934	568	299	<b>1,232</b>
55 to 64	387	901	866	117	247	1,100	693	229	<b>1,463</b>
65+	136	278	297	25	70	354	248	40	<b>479</b>
<b>Total</b>	<b>2,978</b>	<b>9,043</b>	<b>6,060</b>	<b>3,146</b>	<b>3,412</b>	<b>8,949</b>	<b>3,153</b>	<b>2,604</b>	<b>12,493</b>

<sup>602</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 176,683 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

<sup>603</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table K.63 Percentage of active plans by goal type and age group – Tasmania** <sup>604</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	12%	92%	37%	42%	25%	89%	n/a	n/a
7 to 14	17%	84%	46%	33%	44%	61%	2%	1%
15 to 18	23%	75%	47%	34%	37%	69%	8%	22%
19 to 24	31%	66%	38%	27%	22%	67%	33%	57%
25 to 34	32%	61%	48%	21%	21%	68%	43%	47%
35 to 44	30%	63%	55%	18%	21%	74%	45%	36%
45 to 54	28%	61%	60%	13%	19%	76%	46%	24%
55 to 64	26%	62%	59%	8%	17%	75%	47%	16%
65+	28%	58%	62%	5%	15%	74%	52%	8%
<b>Total</b>	<b>24%</b>	<b>72%</b>	<b>49%</b>	<b>25%</b>	<b>27%</b>	<b>72%</b>	<b>25%</b>	<b>21%</b>

**Table K.64 Number of goals in active plans by goal type and age group – Tasmania** <sup>605</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	1,071	15,446	3,330	3,033	1,872	6,982	37	<11	<b>31,771</b>
7 to 14	2,098	18,384	6,420	4,137	5,405	7,439	224	78	<b>44,185</b>
15 to 18	970	4,757	2,230	1,557	1,693	3,160	322	867	<b>15,556</b>
19 to 24	1,546	4,278	2,188	1,276	1,151	3,717	1,508	2,727	<b>18,391</b>
25 to 34	1,655	3,824	2,608	999	1,047	3,618	2,135	2,116	<b>18,002</b>
35 to 44	1,089	2,878	2,208	595	725	2,906	1,588	1,256	<b>13,245</b>
45 to 54	1,144	3,168	2,818	470	795	3,266	1,823	966	<b>14,450</b>
55 to 64	1,225	3,767	3,078	396	813	3,815	2,206	646	<b>15,946</b>
65+	428	1,161	1,114	81	246	1,172	781	154	<b>5,137</b>
<b>Total</b>	<b>11,226</b>	<b>57,663</b>	<b>25,994</b>	<b>12,544</b>	<b>13,747</b>	<b>36,075</b>	<b>10,624</b>	<b>8,810</b>	<b>176,683</b>

<sup>604</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

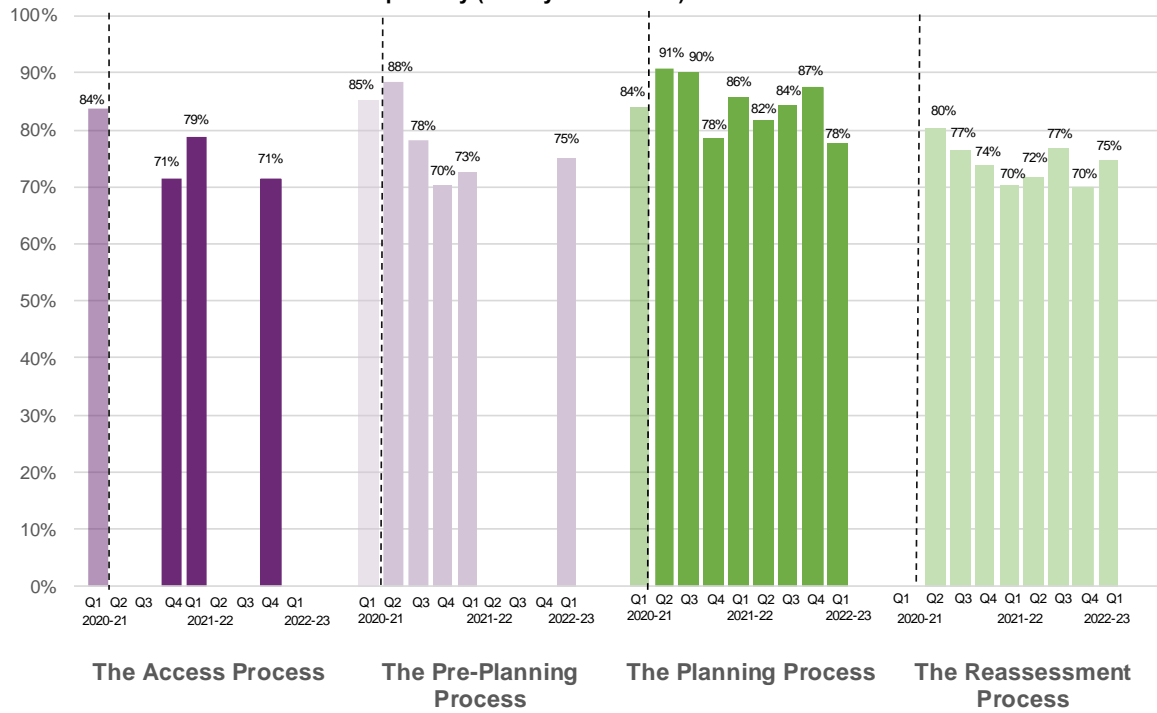
<sup>605</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 176,683 goals in these results relate to those in the current plans of active participants who reside in Tasmania at the reporting date.

**Table K.65 Proportion of participants who agreed with statements about 'Access' (n = 137 in Prior Quarters, n = 17 in 2022-23 Q1), 'Pre-planning' (n = 152 in Prior Quarters, n = 28 in 2022-23 Q1), 'Planning' (n = 910 in Prior Quarters, n = 103 in 2022-23 Q1) and 'Plan reassessment' (n = 2,969 in Prior Quarters, n = 340 in 2022-23 Q1) of NDIS journey in 2022-23 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania<sup>606</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q1
Access - Are you happy with how coming into the NDIS has gone?	82%	n/a
Access - Was the person from the NDIS respectful?	95%	n/a
Access - Do you understand what will happen next with your plan?	73%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	74%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	86%	89%
Pre-planning - Did you understand why you needed to give the information you did?	95%	96%
Pre-planning - Were decisions about your plan clearly explained?	78%	82%
Pre-planning - Are you clear on what happens next with your plan?	63%	71%
Pre-planning - Do you know where to go for more help with your plan?	71%	75%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	75%
Planning - Did the person from the NDIS understand how your disability affects your life?	91%	89%
Planning - Did you understand why you needed to give the information you did?	97%	94%
Planning - Were decisions about your plan clearly explained?	87%	83%
Planning - Are you clear on what happens next with your plan?	82%	83%
Planning - Do you know where to go for more help with your plan?	89%	91%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	78%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	82%	80%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	85%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	75%

<sup>606</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure K.8 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania <sup>607 608 609</sup>



<sup>607</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>608</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>609</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

## Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q1. 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.

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.66 shows the number of complaints in 2022-23 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table K.67 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

**Table K.66 Complaints by quarter – Tasmania** <sup>610 611</sup>

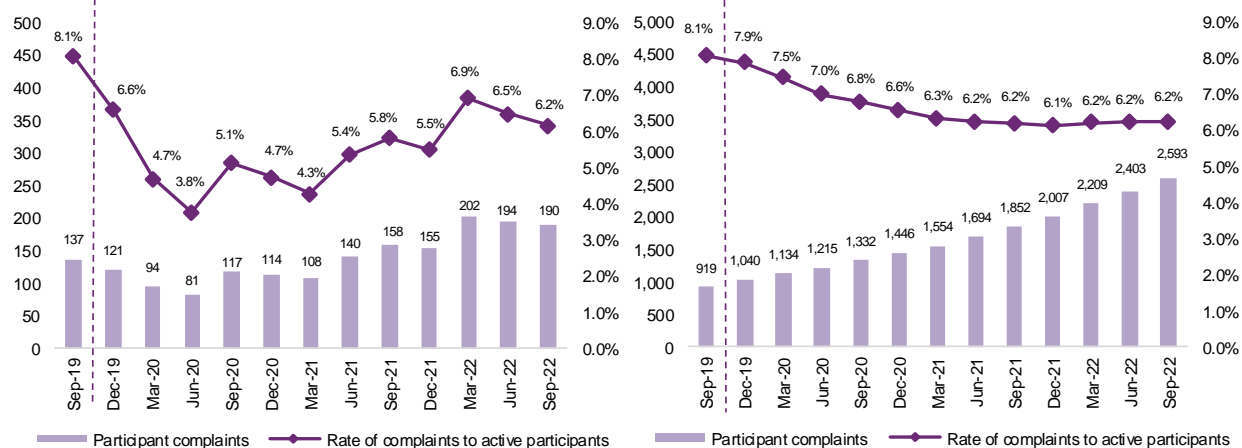
Complaints made by or on behalf of:	Prior Quarters	2022-23 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	23	<11	25	24
People who have submitted an access request: Complaints about service providers	153	<11	157	132
People who have submitted an access request: Complaints about the Agency	1,954	146	2,100	1,208
People who have submitted an access request: Critical/ Reportable Incident	225	38	263	218
People who have submitted an access request: Unclassified	39	<11	39	35
<b>People who have submitted an access request: Total</b>	<b>2,403</b>	<b>190</b>	<b>2,593</b>	<b>1,460</b>
<i>Percentage of the number of active participants</i>	6.2%	6.2%	6.2%	n/a

<sup>610</sup> Note that 64% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

<sup>611</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.



**Figure K.9 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania**



**Table K.67 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania <sup>612</sup>**

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	84	(4%)	<11	n/a	84	(4%)
Information unclear	44	(2%)	<11	n/a	44	(2%)
NDIA Access	72	(4%)	<11	n/a	79	(4%)
NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
NDIA Finance	93	(5%)	<11	n/a	102	(5%)
NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
NDIA Plan	344	(18%)	65	(45%)	409	(19%)
NDIA Process	127	(6%)	16	(11%)	143	(7%)
NDIA Resources	13	(1%)	<11	n/a	16	(1%)
NDIA Staff	79	(4%)	<11	n/a	88	(4%)
NDIA Timeliness	278	(14%)	27	(18%)	305	(15%)
Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Provider Portal	<11	n/a	<11	n/a	<11	n/a
Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Reasonable and necessary supports	78	(4%)	<11	n/a	78	(4%)
Staff conduct - Agency	45	(2%)	<11	n/a	45	(2%)
The way the NDIA carried out its decision making	67	(3%)	<11	n/a	70	(3%)
Timeliness	297	(15%)	<11	n/a	297	(14%)
Other	315	(16%)	<11	n/a	320	(15%)
<b>Total</b>	<b>1,954</b>	<b>(100%)</b>	<b>146</b>	<b>(100%)</b>	<b>2,100</b>	<b>(100%)</b>

<sup>612</sup> There are 2,403 total participant complaints in Prior Quarters, 190 total participant complaints in 2022-23 Q1, and 2,593 total participant complaints as at 30 September 2022, including 39 unclassified participant complaints as at 30 September 2022.

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	<11	n/a	<11	n/a	<11	n/a
LAC Process	<11	n/a	<11	n/a	<11	n/a
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	<11	n/a	<11	n/a	11	(44%)
LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>23</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>25</b>	<b>(100%)</b>

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	<11	n/a	<11	n/a	<11	n/a
ECA Process	<11	n/a	<11	n/a	<11	n/a
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	<11	n/a	<11	n/a	<11	n/a
ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>

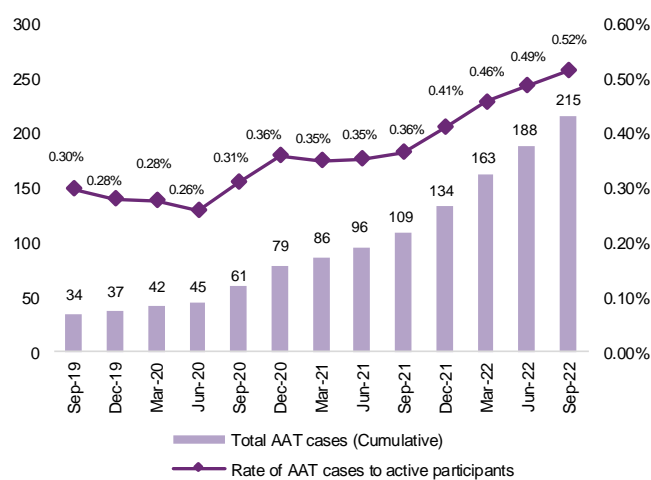
Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	<11	n/a	<11	n/a	<11	n/a
Provider Finance	<11	n/a	<11	n/a	<11	n/a
Provider Fraud and Compliance	11	(7%)	<11	n/a	11	(7%)
Provider process	13	(8%)	<11	n/a	13	(8%)
Provider Service	39	(25%)	<11	n/a	41	(26%)
Provider Staff	<11	n/a	<11	n/a	<11	n/a
Service Delivery	20	(13%)	<11	n/a	20	(13%)
Staff conduct	16	(10%)	<11	n/a	16	(10%)
Supports being provided	14	(9%)	<11	n/a	14	(9%)
Other	21	(14%)	<11	n/a	22	(14%)
<b>Total</b>	<b>153</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>157</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	44	(20%)	14	(37%)	58	(22%)
Allegations against Informal Supports	29	(13%)	<11	n/a	32	(12%)
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	39	(17%)	<11	n/a	43	(16%)
Provider reporting	113	(50%)	17	(45%)	130	(49%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>225</b>	<b>(100%)</b>	<b>38</b>	<b>(100%)</b>	<b>263</b>	<b>(100%)</b>

**Table K.68 AAT Cases by category at 30 September 2022 – Tasmania**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Access	36	19%	<11	n/a	38	18%
Plan	134	71%	22	81%	156	73%
Plan Reassessment	11	6%	<11	n/a	12	6%
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total cases</b>	<b>188</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>215</b>	<b>100%</b>
<i>Percentage of the number of active participants</i>	<i>0.49%</i>	<i>n/a</i>	<i>0.88%</i>	<i>n/a</i>	<i>0.52%</i>	<i>n/a</i>

**Figure K.10 Number and proportion of AAT cases over time cumulatively – Tasmania <sup>613</sup>**



**Table K.69 AAT cases by open/closed and decision – Tasmania <sup>614 615</sup>**

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>215</b>	<b>210</b>
<b>Open AAT Cases</b>	<b>83</b>	<b>83</b>
<b>Closed AAT Cases</b>	<b>132</b>	<b>128</b>
<i>Resolved before hearing</i>	<i>128</i>	<i>124</i>
<i>Gone to hearing and received a substantive decision</i>	<i>&lt;11</i>	<i>&lt;11</i>

<sup>613</sup> There are insufficient numbers to show the incremental count of AAT cases.

<sup>614</sup> The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

<sup>615</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table K.70 Key markets indicators by quarter – Tasmania** <sup>616 617</sup>

Market indicators	Previous Quarter	2022-23 Q1
Average number of active providers per active participant	1.44	1.41
Number of providers delivering new types of supports	99	85
<i>Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)</i>	87%	86%
<i>Share of payments - top 25%: Therapeutic Supports (Percentage)</i>	94%	94%
<i>Share of payments - top 25%: Participate Community (Percentage)</i>	89%	89%
<i>Share of payments - top 25%: Early Childhood Supports (Percentage)</i>	92%	91%
<i>Share of payments - top 25%: Assist Personal Activities (Percentage)</i>	88%	90%

**Table K.71 Cumulative number of providers that have been ever active as at 30 September 2022 by quarter of activity – Tasmania** <sup>618</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q1	30
Active in 2022-23 Q1 and also in previous quarters	478
<b>Active in 2022-23 Q1</b>	<b>508</b>
Inactive in 2022-23 Q1	1,070
<b>Active ever</b>	<b>1,578</b>

<sup>616</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>617</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>618</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

**Table K.72 Cumulative number of providers that have been ever active by registration group – Tasmania** <sup>619</sup>

Registration Group	Prior Quarters	2022-23 Q1	Total	Percentage Change
Assistance services: Accommodation / Tenancy Assistance	30	<5	<b>30</b>	n/a
Assistance services: Assistance Animals	14	<5	<b>16</b>	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	179	5	<b>184</b>	3%
Assistance services: Assistance with travel/transport arrangements	148	6	<b>154</b>	4%
Assistance services: Daily Personal Activities	312	7	<b>319</b>	2%
Assistance services: Group and Centre Based Activities	207	5	<b>212</b>	2%
Assistance services: High Intensity Daily Personal Activities	194	<5	<b>198</b>	n/a
Assistance services: Household tasks	253	7	<b>260</b>	3%
Assistance services: Interpreting and translation	27	<5	<b>27</b>	n/a
Assistance services: Participation in community, social and civic activities	361	10	<b>371</b>	3%
Assistive Technology: Assistive equipment for recreation	39	<5	<b>39</b>	n/a
Assistive Technology: Assistive products for household tasks	36	<5	<b>36</b>	n/a
Assistive Technology: Assistance products for personal care and safety	374	10	<b>384</b>	3%
Assistive Technology: Communication and information equipment	118	5	<b>123</b>	4%
Assistive Technology: Customised Prosthetics	107	<5	<b>109</b>	n/a
Assistive Technology: Hearing Equipment	47	<5	<b>48</b>	n/a
Assistive Technology: Hearing Services	13	<5	<b>14</b>	n/a
Assistive Technology: Personal Mobility Equipment	157	<5	<b>161</b>	n/a
Assistive Technology: Specialised Hearing Services	13	<5	<b>14</b>	n/a
Assistive Technology: Vision Equipment	39	<5	<b>40</b>	n/a
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	371	15	<b>386</b>	4%
Capacity Building Services: Behaviour Support	114	5	<b>119</b>	4%
Capacity Building Services: Community nursing care for high needs	70	<5	<b>73</b>	n/a
Capacity Building Services: Development of daily living and life skills	194	7	<b>201</b>	4%
Capacity Building Services: Early Intervention supports for early childhood	215	7	<b>222</b>	3%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	105	<5	<b>107</b>	n/a
Capacity Building Services: Innovative Community Participation	40	<5	<b>41</b>	n/a
Capacity Building Services: Specialised Driving Training	17	<5	<b>18</b>	n/a
Capacity Building Services: Therapeutic Supports	616	7	<b>623</b>	1%
Capital services: Home modification design and construction	64	<5	<b>67</b>	n/a
Capital services: Specialist Disability Accommodation	17	<5	<b>18</b>	n/a
Capital services: Vehicle Modifications	38	<5	<b>38</b>	n/a
Choice and control support services: Management of funding for supports in participants plan	178	5	<b>183</b>	3%
Choice and control support services: Support Coordination	61	<5	<b>64</b>	n/a
Employment and Education support services: Assistance to access and/or maintain employment and/or education	71	<5	<b>72</b>	n/a
Employment and Education support services: Specialised Supported Employment	60	<5	<b>63</b>	n/a
<b>Total</b>	<b>1,548</b>	<b>30</b>	<b>1,578</b>	<b>2%</b>

<sup>619</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table K.73 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2022 – Tasmania** <sup>620</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	6	24	<b>30</b>	20%	80%	<b>100%</b>
Assistance services: Assistance Animals	<5	16	<b>16</b>	n/a	100%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	23	161	<b>184</b>	13%	88%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	23	131	<b>154</b>	15%	85%	<b>100%</b>
Assistance services: Daily Personal Activities	40	279	<b>319</b>	13%	87%	<b>100%</b>
Assistance services: Group and Centre Based Activities	24	188	<b>212</b>	11%	89%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	22	176	<b>198</b>	11%	89%	<b>100%</b>
Assistance services: Household tasks	49	211	<b>260</b>	19%	81%	<b>100%</b>
Assistance services: Interpreting and translation	<5	24	<b>27</b>	n/a	89%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	50	321	<b>371</b>	13%	87%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	<5	39	<b>39</b>	n/a	100%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	<5	33	<b>36</b>	n/a	92%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	39	345	<b>384</b>	10%	90%	<b>100%</b>
Assistive Technology: Communication and information equipment	20	103	<b>123</b>	16%	84%	<b>100%</b>
Assistive Technology: Customised Prosthetics	14	95	<b>109</b>	13%	87%	<b>100%</b>
Assistive Technology: Hearing Equipment	6	42	<b>48</b>	13%	88%	<b>100%</b>
Assistive Technology: Hearing Services	<5	14	<b>14</b>	n/a	100%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	19	142	<b>161</b>	12%	88%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	<5	13	<b>14</b>	n/a	93%	<b>100%</b>
Assistive Technology: Vision Equipment	<5	37	<b>40</b>	n/a	93%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	71	315	<b>386</b>	18%	82%	<b>100%</b>
Capacity Building Services: Behaviour Support	30	89	<b>119</b>	25%	75%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	6	67	<b>73</b>	8%	92%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	29	172	<b>201</b>	14%	86%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	51	171	<b>222</b>	23%	77%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	18	89	<b>107</b>	17%	83%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	11	30	<b>41</b>	27%	73%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	<5	15	<b>18</b>	n/a	83%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	214	409	<b>623</b>	34%	66%	<b>100%</b>
Capital services: Home modification design and construction	9	58	<b>67</b>	13%	87%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	16	<b>18</b>	n/a	89%	<b>100%</b>
Capital services: Vehicle Modifications	<5	34	<b>38</b>	n/a	89%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	31	152	<b>183</b>	17%	83%	<b>100%</b>
Choice and control support services: Support Coordination	12	52	<b>64</b>	19%	81%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	7	65	<b>72</b>	10%	90%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	7	56	<b>63</b>	11%	89%	<b>100%</b>
<b>Total</b>	<b>376</b>	<b>1,202</b>	<b>1,578</b>	<b>24%</b>	<b>76%</b>	<b>100%</b>

<sup>620</sup> Ibid.

**Table K.74 Number and proportion of providers active in 2022-23 Q1 by registration group and first quarter of activity – Tasmania**<sup>621</sup>

Registration Group	Active in previous quarters and in 2022-23 Q1	Active for the first time in 2022-23 Q1	Total	Percentage active for the first time in 2022-23 Q1
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<5	n/a
Assistance services: Assistance Animals	11	<5	13	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	92	5	97	5%
Assistance services: Assistance with travel/transport arrangements	66	6	72	8%
Assistance services: Daily Personal Activities	119	7	126	6%
Assistance services: Group and Centre Based Activities	73	5	78	6%
Assistance services: High Intensity Daily Personal Activities	68	<5	72	n/a
Assistance services: Household tasks	98	7	105	7%
Assistance services: Interpreting and translation	11	<5	11	n/a
Assistance services: Participation in community, social and civic activities	159	10	169	6%
Assistive Technology: Assistive equipment for recreation	<5	<5	<5	n/a
Assistive Technology: Assistive products for household tasks	<5	<5	<5	n/a
Assistive Technology: Assistance products for personal care and safety	119	10	129	8%
Assistive Technology: Communication and information equipment	34	5	39	13%
Assistive Technology: Customised Prosthetics	34	<5	36	n/a
Assistive Technology: Hearing Equipment	13	<5	14	n/a
Assistive Technology: Hearing Services	<5	<5	<5	n/a
Assistive Technology: Personal Mobility Equipment	48	<5	52	n/a
Assistive Technology: Specialised Hearing Services	<5	<5	<5	n/a
Assistive Technology: Vision Equipment	12	<5	13	n/a
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	145	15	160	9%
Capacity Building Services: Behaviour Support	49	5	54	9%
Capacity Building Services: Community nursing care for high needs	35	<5	38	n/a
Capacity Building Services: Development of daily living and life skills	63	7	70	10%
Capacity Building Services: Early Intervention supports for early childhood	51	7	58	12%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	44	<5	46	n/a
Capacity Building Services: Innovative Community Participation	12	<5	13	n/a
Capacity Building Services: Specialised Driving Training	6	<5	7	n/a
Capacity Building Services: Therapeutic Supports	203	7	210	3%
Capital services: Home modification design and construction	17	<5	20	n/a
Capital services: Specialist Disability Accommodation	7	<5	8	n/a
Capital services: Vehicle Modifications	8	<5	8	n/a
Choice and control support services: Management of funding for supports in participants plan	115	5	120	4%
Choice and control support services: Support Coordination	21	<5	24	n/a
Employment and Education support services: Assistance to access and/or maintain employment and/or education	31	<5	32	n/a
Employment and Education support services: Specialised Supported Employment	33	<5	36	n/a
<b>Total</b>	<b>478</b>	<b>30</b>	<b>508</b>	<b>6%</b>

<sup>621</sup> Ibid.

**Table K.75 Number and proportion of providers active in 2022-23 Q1 in each registration group by legal entity type – Tasmania**

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Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistance services: Assistance Animals	<5	13	<b>13</b>	n/a	100%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	7	90	<b>97</b>	7%	93%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	5	67	<b>72</b>	7%	93%	<b>100%</b>
Assistance services: Daily Personal Activities	16	110	<b>126</b>	13%	87%	<b>100%</b>
Assistance services: Group and Centre Based Activities	<5	76	<b>78</b>	n/a	97%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	5	67	<b>72</b>	7%	93%	<b>100%</b>
Assistance services: Household tasks	14	91	<b>105</b>	13%	87%	<b>100%</b>
Assistance services: Interpreting and translation	<5	10	<b>11</b>	n/a	91%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	22	147	<b>169</b>	13%	87%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistive Technology: Assistive products for household tasks	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistive Technology: Assistance products for personal care and safety	12	117	<b>129</b>	9%	91%	<b>100%</b>
Assistive Technology: Communication and information equipment	<5	38	<b>39</b>	n/a	97%	<b>100%</b>
Assistive Technology: Customised Prosthetics	<5	35	<b>36</b>	n/a	97%	<b>100%</b>
Assistive Technology: Hearing Equipment	<5	13	<b>14</b>	n/a	93%	<b>100%</b>
Assistive Technology: Hearing Services	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistive Technology: Personal Mobility Equipment	<5	49	<b>52</b>	n/a	94%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistive Technology: Vision Equipment	<5	13	<b>13</b>	n/a	100%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	29	131	<b>160</b>	18%	82%	<b>100%</b>
Capacity Building Services: Behaviour Support	9	45	<b>54</b>	17%	83%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	<5	36	<b>38</b>	n/a	95%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	6	64	<b>70</b>	9%	91%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	5	53	<b>58</b>	9%	91%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	<5	43	<b>46</b>	n/a	93%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	<5	13	<b>13</b>	n/a	100%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	<5	7	<b>7</b>	n/a	100%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	55	155	<b>210</b>	26%	74%	<b>100%</b>
Capital services: Home modification design and construction	<5	20	<b>20</b>	n/a	100%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	7	<b>8</b>	n/a	88%	<b>100%</b>
Capital services: Vehicle Modifications	<5	7	<b>8</b>	n/a	88%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	17	103	<b>120</b>	14%	86%	<b>100%</b>
Choice and control support services: Support Coordination	<5	20	<b>24</b>	n/a	83%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	<5	29	<b>32</b>	n/a	91%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	<5	36	<b>36</b>	n/a	100%	<b>100%</b>
<b>Total</b>	<b>120</b>	<b>388</b>	<b>508</b>	<b>24%</b>	<b>76%</b>	<b>100%</b>

622 Ibid.



**Table K.76 Distribution of active providers in 2022-23 Q1 by their status in 2021-22 Q4 and payment band in 2022-23 Q1 – Tasmania** <sup>623</sup>

Amount paid in 2022-23 Q1	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	105	15	18	<b>138</b>
\$2,001-\$10,000	98	5	10	<b>113</b>
\$10,001-\$100,000	134	<5	<5	<b>140</b>
\$100,001-\$250,000	46	<5	<5	<b>46</b>
\$250,000+	71	<5	<5	<b>71</b>
<b>Total</b>	<b>454</b>	<b>24</b>	<b>30</b>	<b>508</b>

**Table K.77 Distribution of active participants by method of financial plan management and age group as at 30 September 2022 – Tasmania** <sup>624 625</sup>

Age group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
0 to 6	3%	10%	21%	67%
7 to 14	9%	10%	27%	54%
15 to 18	13%	7%	19%	61%
19 to 24	23%	5%	12%	60%
25 to 34	25%	6%	8%	60%
35 to 44	22%	6%	7%	66%
45 to 54	18%	5%	6%	71%
55 to 64	17%	7%	8%	69%
65+	20%	7%	7%	66%
<b>Total</b>	<b>15%</b>	<b>7%</b>	<b>15%</b>	<b>63%</b>

<sup>623</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>624</sup> For the total number of active participants in each age group, see Table K.19.

<sup>625</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

**Table K.78 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2022 – Tasmania** <sup>626 627</sup>

Primary disability group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
ABI	16%	4%	3%	77%
Autism	12%	8%	23%	56%
Cerebral Palsy	13%	15%	14%	59%
Developmental delay	3%	7%	19%	71%
Down Syndrome	20%	9%	20%	52%
Global developmental delay	6%	11%	17%	67%
Hearing Impairment	19%	5%	30%	45%
Intellectual Disability	27%	5%	5%	62%
Multiple Sclerosis	2%	17%	13%	68%
Other	5%	8%	14%	74%
Other Neurological	7%	11%	9%	74%
Other Physical	10%	9%	19%	62%
Other Sensory/Speech	3%	3%	41%	54%
Psychosocial disability	21%	2%	3%	75%
Spinal Cord Injury	2%	15%	18%	66%
Stroke	5%	6%	12%	76%
Visual Impairment	10%	14%	21%	56%
<b>Total</b>	<b>15%</b>	<b>7%</b>	<b>15%</b>	<b>63%</b>

**Table K.79 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Tasmania** <sup>628</sup>

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	16%	9%	<b>15%</b>
Self-managed partly	8%	6%	<b>7%</b>
Self-managed fully	16%	11%	<b>15%</b>
Plan-managed	60%	73%	<b>63%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>626</sup> For the total number of active participants in each primary disability group, see Table K.15.

<sup>627</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>628</sup> Ibid.

**Table K.80 Distribution of active participants by method of financial plan management over time incrementally and cumulatively – Tasmania** <sup>629</sup>

Quarter	Agency-managed - Incremental	Self-managed Partly - Incremental	Self-managed Fully - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed Partly - Cumulative	Self-managed Fully - Cumulative	Plan-managed - Cumulative
Sep-19	55%	14%	13%	19%	64%	12%	12%	12%
Dec-19	49%	12%	15%	24%	57%	12%	13%	17%
Mar-20	39%	13%	15%	33%	51%	12%	14%	23%
Jun-20	37%	12%	14%	38%	45%	11%	14%	29%
Sep-20	30%	9%	18%	43%	40%	11%	15%	34%
Dec-20	26%	9%	14%	51%	35%	10%	15%	39%
Mar-21	20%	8%	16%	56%	31%	9%	16%	45%
Jun-21	19%	9%	15%	57%	27%	9%	16%	49%
Sep-21	17%	9%	14%	60%	23%	8%	15%	53%
Dec-21	17%	8%	14%	61%	21%	8%	15%	56%
Mar-22	14%	8%	14%	64%	18%	8%	15%	58%
Jun-22	12%	8%	12%	67%	17%	8%	15%	61%
Sep-22	9%	6%	11%	73%	15%	7%	15%	63%

**Table K.81 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Tasmania**

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	60%	42%	<b>58%</b>
Self-managed	9%	7%	<b>9%</b>
Plan-managed	31%	51%	<b>33%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table K.82 Distribution of plan budgets by method of financial plan management over time incrementally and cumulatively – Tasmania**

Quarter	Agency-managed - Incremental	Self-managed - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed - Cumulative	Plan-managed - Cumulative
Sep-19	80%	8%	11%	87%	7%	6%
Dec-19	78%	8%	14%	85%	7%	8%
Mar-20	64%	10%	25%	82%	8%	10%
Jun-20	63%	10%	26%	78%	8%	13%
Sep-20	58%	11%	31%	76%	9%	15%
Dec-20	63%	9%	28%	74%	9%	17%
Mar-21	49%	9%	42%	72%	9%	20%
Jun-21	45%	11%	44%	69%	9%	22%
Sep-21	42%	10%	47%	66%	9%	25%
Dec-21	45%	10%	45%	64%	9%	27%
Mar-22	45%	9%	47%	62%	9%	29%
Jun-22	46%	9%	46%	60%	9%	31%
Sep-22	42%	7%	51%	58%	9%	33%

**Table K.83 Distribution of active participants by support coordination and quarter of plan approval – Tasmania**

Distribution of active participants by support coordination	Prior Quarters	2022-23 Q1	Total
Support coordination	45%	62%	48%

<sup>629</sup> This table 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.84 Duration to plan activation by quarter of initial plan approval for active participants – Tasmania** <sup>630</sup>

Plan activation	Prior Quarters - Count	Prior Quarters - Percentage	2021-22 Q3 - Count	2021-22 Q3 - Percentage	Total - Count	Total - Percentage
Less than 30 days	6,959	68%	289	73%	7,248	68%
30 to 59 days	1,129	11%	41	10%	1,170	11%
60 to 89 days	547	5%	23	6%	570	5%
<b>Activated within 90 days</b>	<b>8,635</b>	<b>85%</b>	<b>353</b>	<b>90%</b>	<b>8,988</b>	<b>85%</b>
90 to 119 days	345	3%	<11	n/a	354	3%
120 days and over	1,052	10%	11	3%	1,063	10%
<b>Activated after 90 days</b>	<b>1,397</b>	<b>14%</b>	<b>20</b>	<b>5%</b>	<b>1,417</b>	<b>13%</b>
<b>No payments</b>	<b>178</b>	<b>2%</b>	<b>21</b>	<b>5%</b>	<b>199</b>	<b>2%</b>
<b>Total plans approved</b>	<b>10,210</b>	<b>100%</b>	<b>394</b>	<b>100%</b>	<b>10,604</b>	<b>100%</b>

<sup>630</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table K.85 Proportion of participants who have activated within 12 months at 30 September 2022 – Tasmania** <sup>631</sup>

Participant profile	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by First Nations status: First Nations Participants	907	948	96%
by First Nations status: Non-First Nations Participants	7,707	7,981	97%
by First Nations status: Not Stated	1,876	1,947	96%
by Culturally and Linguistically Diverse status: CALD	332	341	97%
by Culturally and Linguistically Diverse status: Not CALD	10,149	10,525	96%
by Culturally and Linguistically Diverse status: Not Stated	<11	<11	n/a
by Remoteness: Major Cities	<11	<11	n/a
by Remoteness: Regional	10,353	10,734	96%
by Remoteness: Remote	136	141	96%
by Remoteness: Missing	<11	<11	n/a
by Primary Disability group: Autism	3,489	3,624	96%
by Primary Disability group: Intellectual disability (including Down syndrome)	2,623	2,723	96%
by Primary Disability group: Psychosocial disability	871	891	98%
by Primary Disability group: Developmental delay (including global developmental delay)	662	703	94%
by Primary Disability group: Other	2,845	2,935	97%
by Gender: Male	6,278	6,545	96%
by Gender: Female	3,984	4,097	97%
by Gender: Other	228	234	97%
by Age Group: 0-6 years	1,035	1,082	96%
by Age Group: 7-14 years	2,444	2,521	97%
by Age Group: 15-18 years	953	989	96%
by Age Group: 19-24 years	1,161	1,247	93%
by Age Group: 25-34 years	1,208	1,301	93%
by Age Group: 35-44 years	875	890	98%
by Age Group: 45-54 years	1,091	1,103	99%
by Age Group: 55-64 years	1,277	1,291	99%
by Age Group: 65+ years	446	452	99%
<b>Total</b>	<b>10,490</b>	<b>10,876</b>	<b>96%</b>

**Table K.86 Distribution of plans by utilisation – Tasmania** <sup>632 633</sup>

Plan utilisation	Total
0 to 50%	31%
50% to 75%	23%
> 75%	46%
<b>Total</b>	<b>100%</b>

<sup>631</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>632</sup> This table only considers participants with initial plans approved up to 31 March 2022, and includes committed supports and payments for supports provided up to 30 June 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>633</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan reassessment to address a change in circumstance.

**Table K.87 Proportion of active participants with approved plans accessing mainstream supports – Tasmania** <sup>634</sup>

Mainstream service	Prior Quarters	2022-23 Q1	Total
Daily Activities	14%	14%	14%
Health & Wellbeing	66%	68%	66%
Lifelong Learning	24%	22%	23%
Other	27%	29%	27%
Non-categorised	17%	14%	16%
Any mainstream service	95%	94%	95%

<sup>634</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.  
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## Part Five: Financial sustainability

**Table K.88 Committed supports by financial year (\$m) – Tasmania**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	17.4	50.5	65.9	100.9	190.5	402.0	663.4	847.2	956.0	267.0

**Table K.89 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Tasmania**

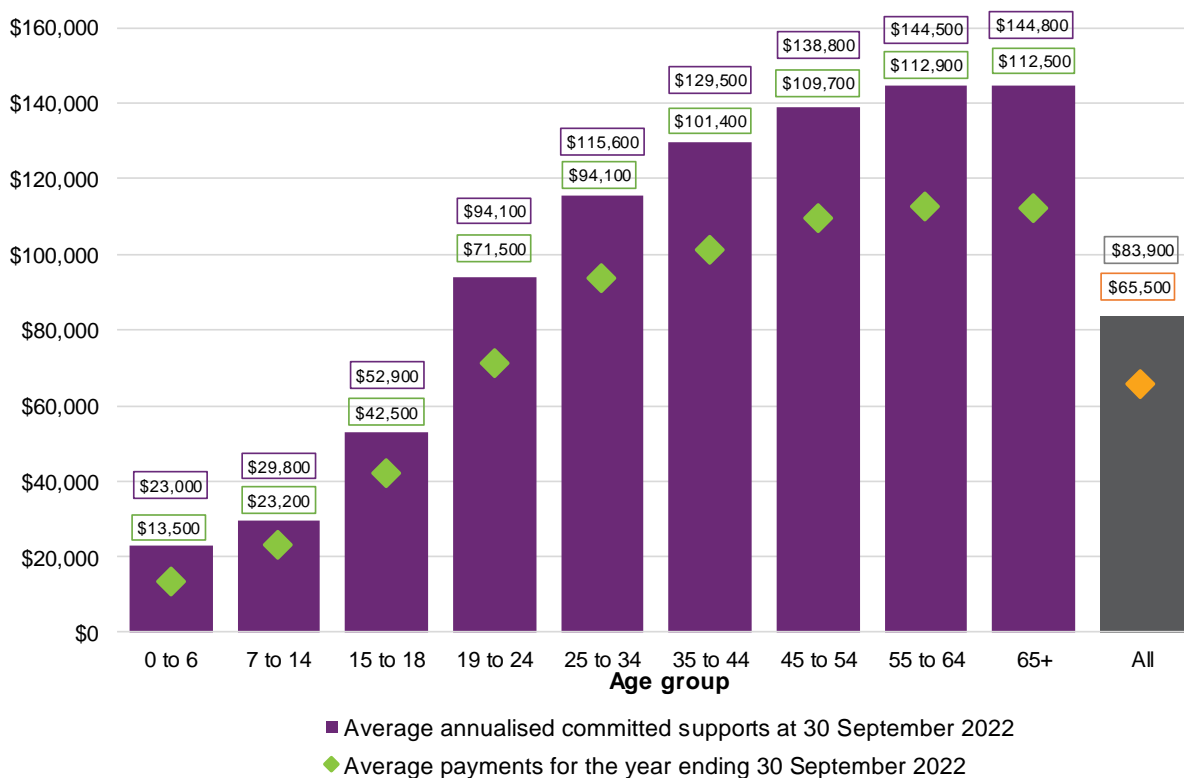
Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	3.0%	2.9%
\$5,001-\$10,000	6.2%	6.1%
\$10,001-\$15,000	10.0%	9.7%
\$15,001-\$20,000	11.4%	11.4%
\$20,001-\$25,000	9.4%	9.2%
\$25,001-\$30,000	6.0%	5.7%
\$30,001-\$50,000	15.8%	15.5%
\$50,001-\$100,000	17.1%	17.5%
\$100,001-\$150,000	6.3%	6.7%
\$150,001-\$200,000	3.2%	3.1%
\$200,001-\$250,000	2.3%	2.1%
\$250,001+	8.4%	9.1%

**Table K.90 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Tasmania**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	3.3%	3.1%
\$5,001-\$10,000	6.7%	6.6%
\$10,001-\$15,000	10.8%	10.5%
\$15,001-\$20,000	12.4%	12.3%
\$20,001-\$25,000	10.2%	10.0%
\$25,001-\$30,000	6.5%	6.1%
\$30,001-\$50,000	17.1%	16.7%
\$50,001-\$100,000	18.4%	18.8%
\$100,001-\$150,000	6.8%	7.2%
\$150,001-\$200,000	3.0%	3.2%
\$200,001-\$250,000	1.4%	1.5%
\$250,001+	2.2%	2.8%

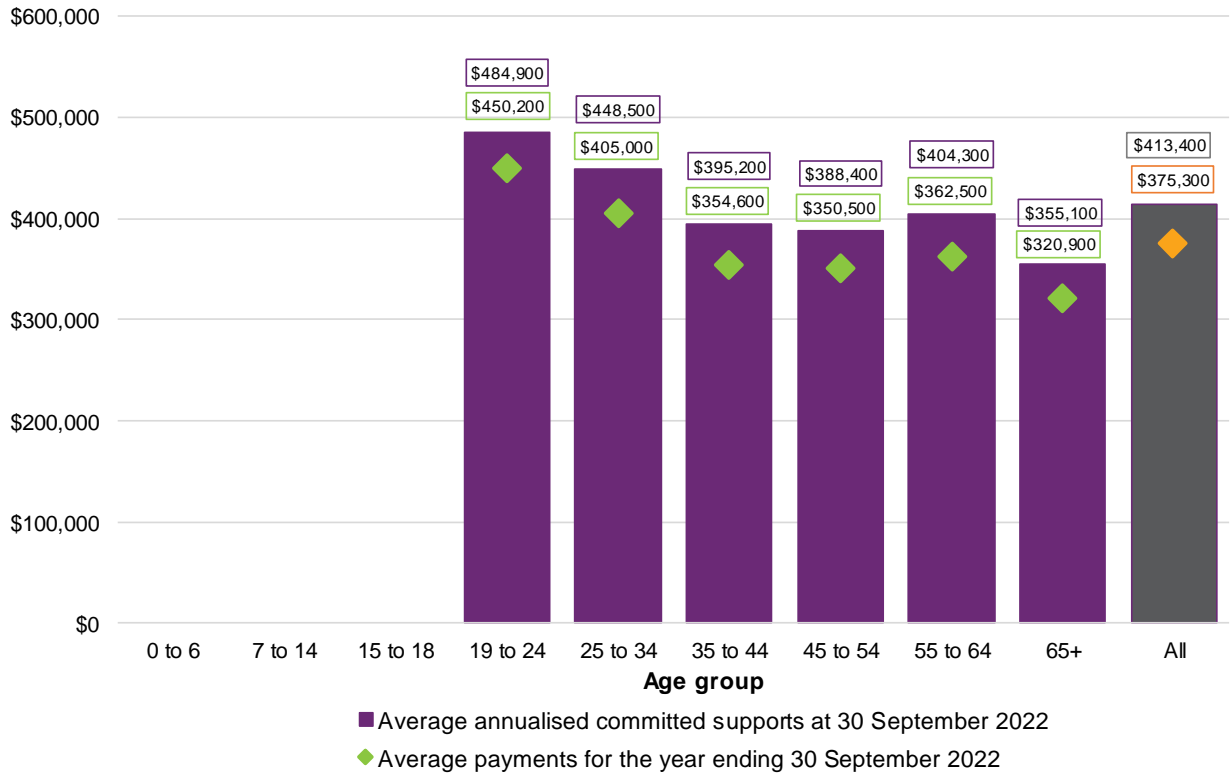
Note: In Figures K.11 to K.19 and in Tables K.91 to K.96, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Figure K.11 Average annualised committed supports and average payments by age group as at 30 September 2022 – Tasmania

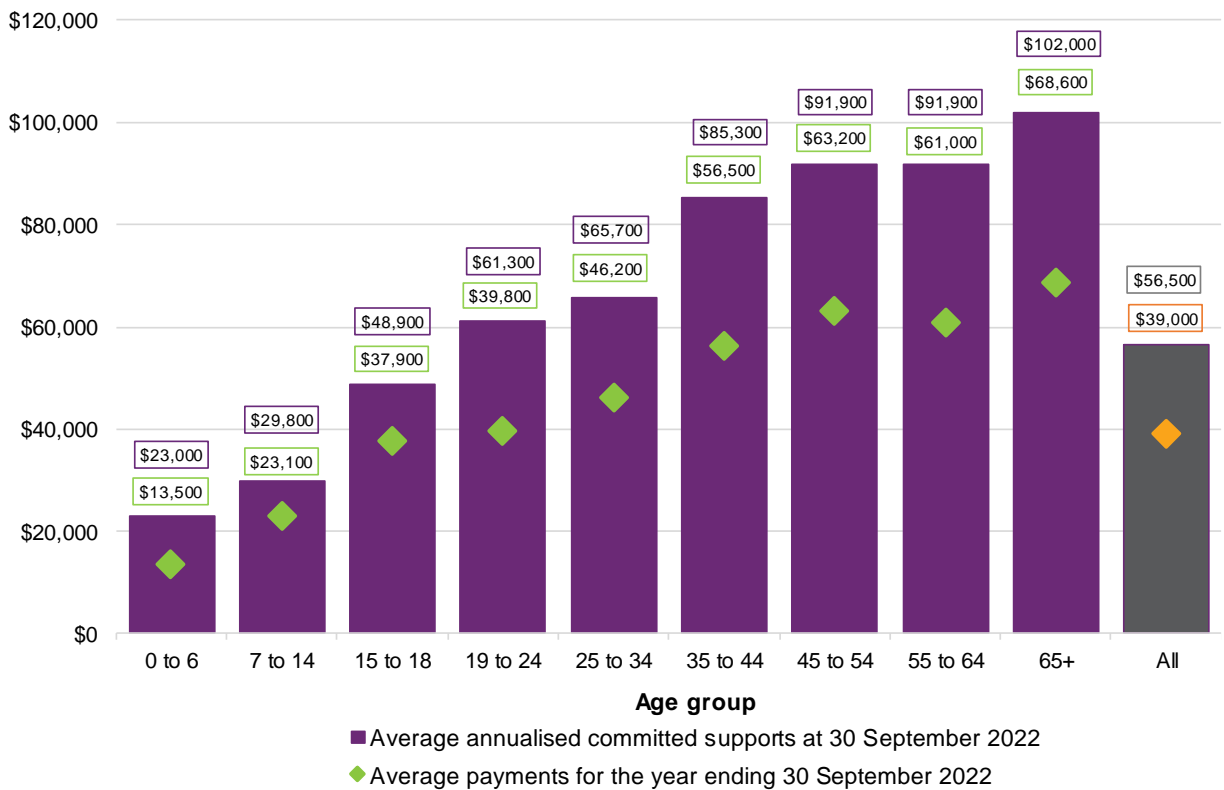




**Figure K.12 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2022 – Tasmania**



**Figure K.13 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2022 – Tasmania**



**Table K.91 Average annualised committed supports and average payments by gender and age group as at 30 September 2022 – Tasmania**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	13,300	22,700	14,000	23,600
7 to 14	23,700	29,300	21,900	30,300
15 to 18	41,300	53,200	46,400	54,500
19 to 24	69,200	93,300	74,600	95,800
25 to 34	99,100	122,800	85,300	103,900
35 to 44	103,900	130,100	99,000	128,800
45 to 54	108,600	136,700	109,400	137,900
55 to 64	113,300	146,100	112,200	142,200
65+	118,000	150,800	103,100	136,100
<b>Total</b>	<b>62,000</b>	<b>79,500</b>	<b>71,300</b>	<b>91,100</b>

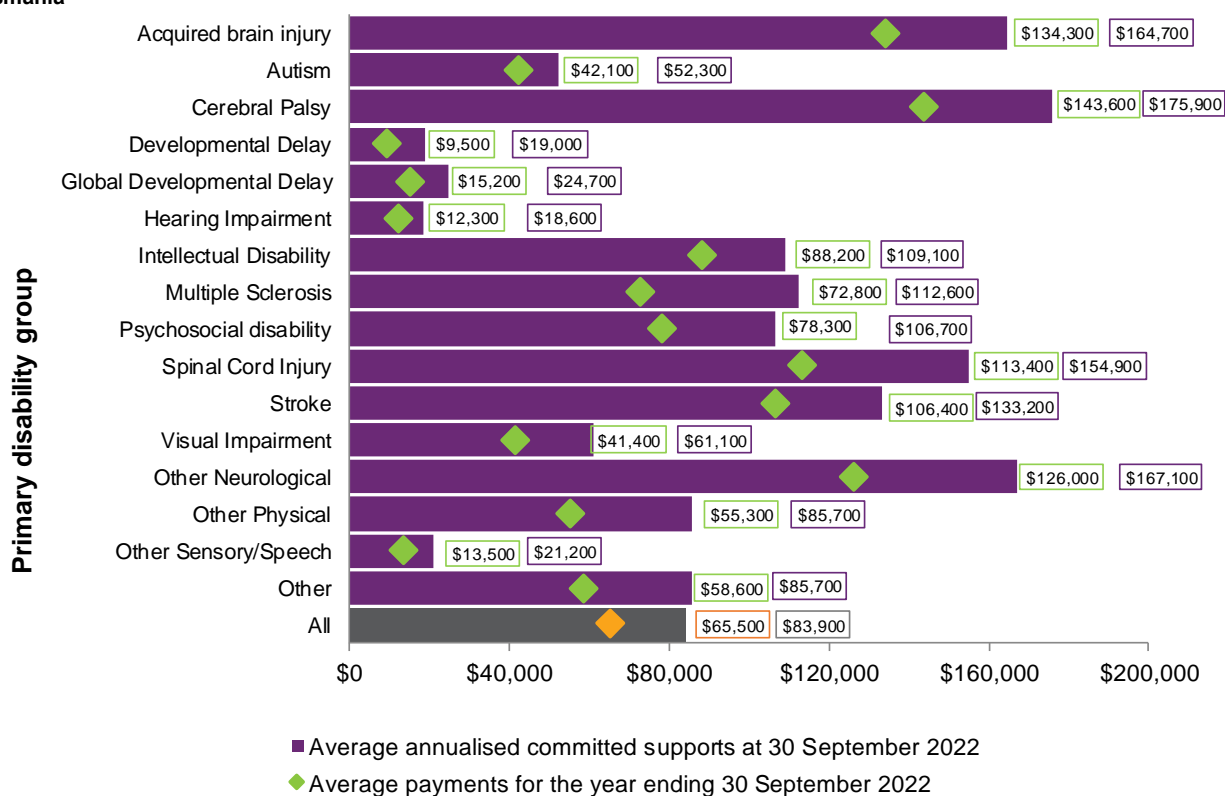
**Table K.92 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 September 2022 – Tasmania**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a
15 to 18	n/a	n/a	n/a	n/a
19 to 24	468,000	520,500	437,800	445,900
25 to 34	408,800	465,300	394,900	411,300
35 to 44	335,100	379,500	382,600	413,200
45 to 54	356,400	386,200	342,800	385,600
55 to 64	355,700	399,800	372,600	412,200
65+	339,900	377,700	299,100	330,600
<b>Total</b>	<b>377,600</b>	<b>420,700</b>	<b>374,400</b>	<b>404,400</b>

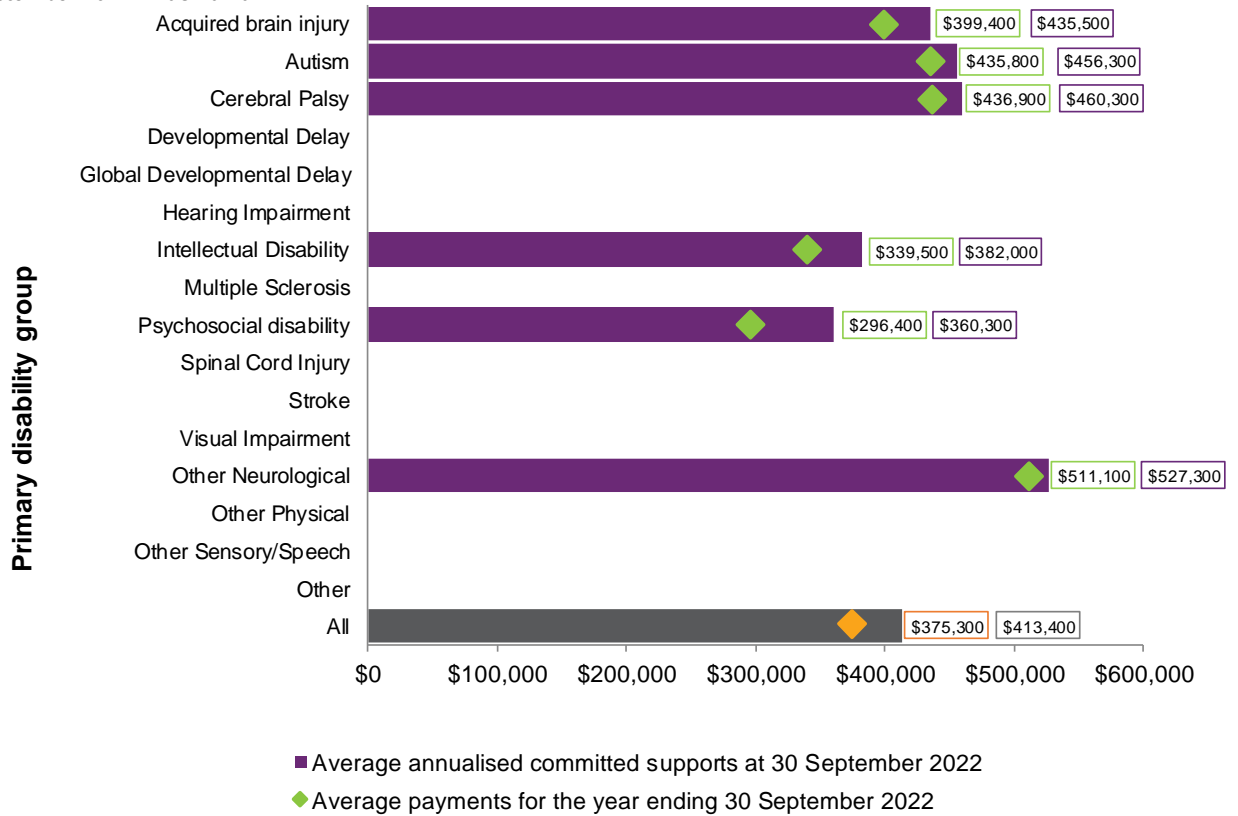
**Table K.93 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 September 2022 – Tasmania**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	13,300	22,700	14,000	23,600
7 to 14	23,500	29,300	21,900	30,300
15 to 18	38,200	50,200	38,700	48,300
19 to 24	36,200	58,300	46,400	67,200
25 to 34	43,900	64,000	49,600	67,600
35 to 44	58,400	83,500	55,100	88,200
45 to 54	58,000	86,800	68,800	95,800
55 to 64	61,300	92,800	60,900	90,600
65+	67,700	101,700	69,500	103,100
<b>Total</b>	<b>36,200</b>	<b>52,500</b>	<b>43,900</b>	<b>63,300</b>

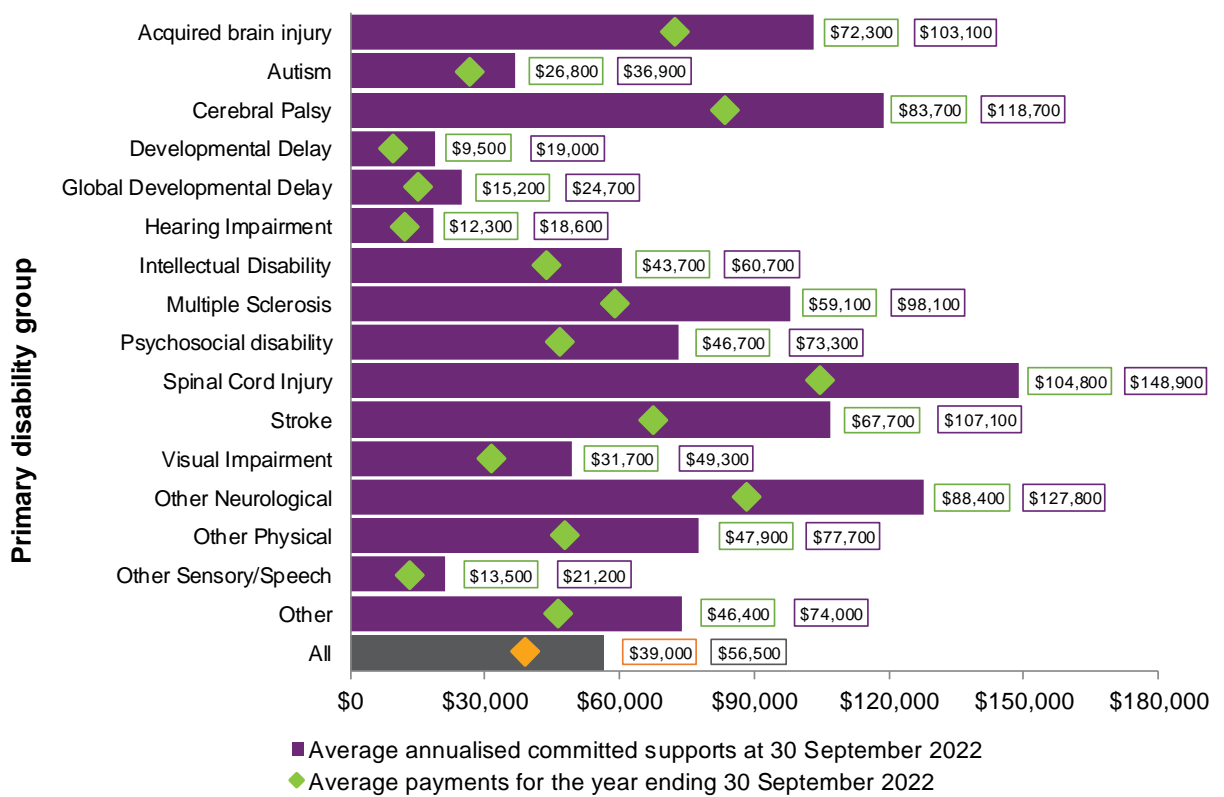
**Figure K.14 Average annualised committed supports and average payments by primary disability as at 30 September 2022 – Tasmania**



**Figure K.15 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2022 – Tasmania**



**Figure K.16 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2022 – Tasmania**



**Table K.94 Average annualised committed supports and average payments by gender and primary disability group as at 30 September 2022 – Tasmania**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$138,500	\$166,700	\$120,800	\$157,200
Autism	\$43,200	\$54,300	\$41,500	\$49,300
Cerebral palsy	\$140,300	\$169,100	\$150,000	\$186,300
Developmental delay	\$9,000	\$18,600	\$10,600	\$19,400
Global developmental delay	\$14,300	\$23,900	\$17,000	\$27,200
Hearing impairment	\$12,100	\$19,100	\$12,800	\$18,400
Intellectual disability	\$81,900	\$102,900	\$95,300	\$115,400
Multiple sclerosis	\$98,800	\$150,000	\$65,000	\$101,100
Psychosocial disability	\$74,300	\$104,200	\$81,900	\$109,500
Spinal cord injury	\$103,700	\$149,000	\$138,800	\$172,100
Stroke	\$116,000	\$138,900	\$94,600	\$122,200
Visual impairment	\$41,500	\$60,900	\$42,100	\$62,200
Other neurological	\$137,100	\$178,100	\$115,400	\$158,100
Other physical	\$52,500	\$79,700	\$58,600	\$93,700
Other sensory/speech	\$12,700	\$21,500	n/a	n/a
Other	\$48,700	\$65,200	\$74,600	\$115,600
<b>All</b>	<b>\$62,000</b>	<b>\$79,500</b>	<b>\$71,300</b>	<b>\$91,100</b>

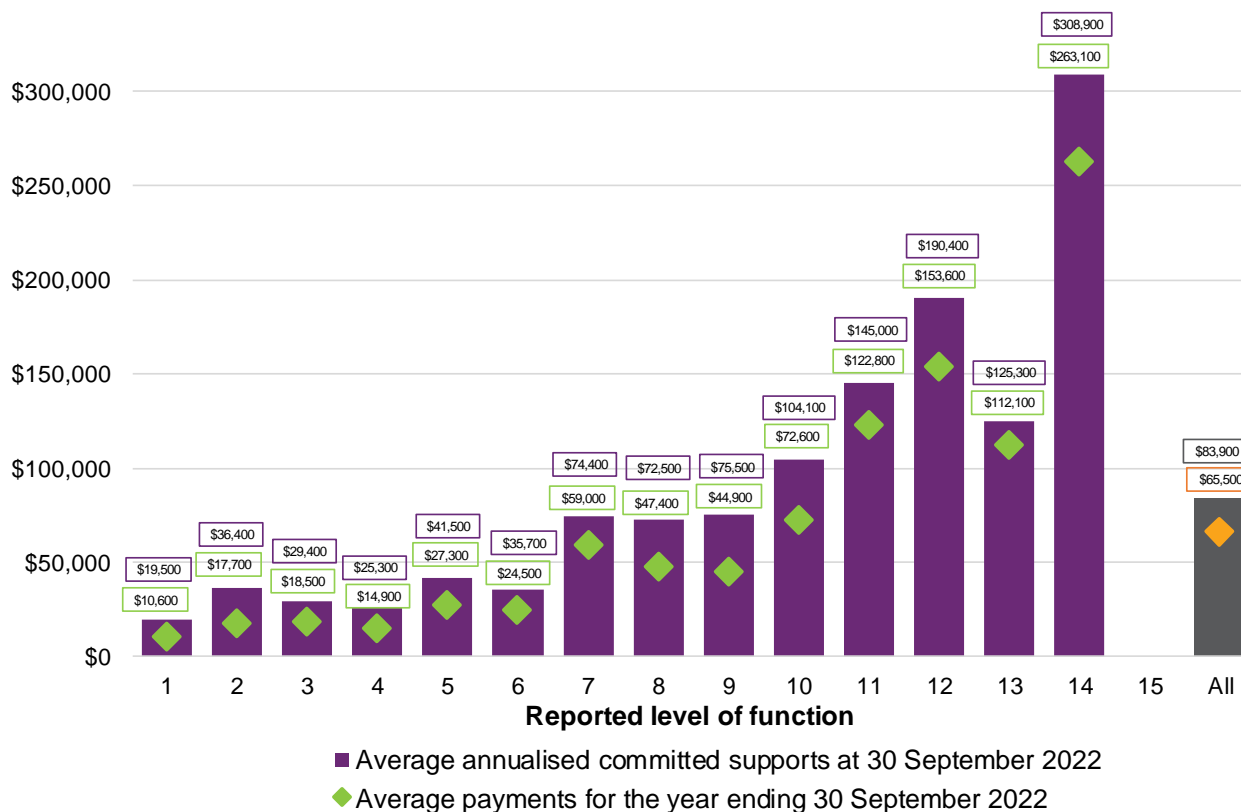
**Table K.95 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability group as at 30 September 2022 – Tasmania**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$429,800	\$465,800	\$333,400	\$382,000
Autism	\$441,600	\$482,800	\$437,100	\$402,100
Cerebral palsy	\$446,600	\$475,900	\$437,200	\$447,000
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$335,000	\$381,300	\$343,100	\$380,600
Multiple sclerosis	n/a	n/a	n/a	n/a
Psychosocial disability	\$266,500	\$329,400	\$339,700	\$397,400
Spinal cord injury	n/a	n/a	n/a	n/a
Stroke	n/a	n/a	n/a	n/a
Visual impairment	n/a	n/a	n/a	n/a
Other neurological	\$501,700	\$524,800	n/a	n/a
Other physical	n/a	n/a	n/a	n/a
Other sensory/speech	n/a	n/a	n/a	n/a
Other	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$377,600</b>	<b>\$420,700</b>	<b>\$374,400</b>	<b>\$404,400</b>

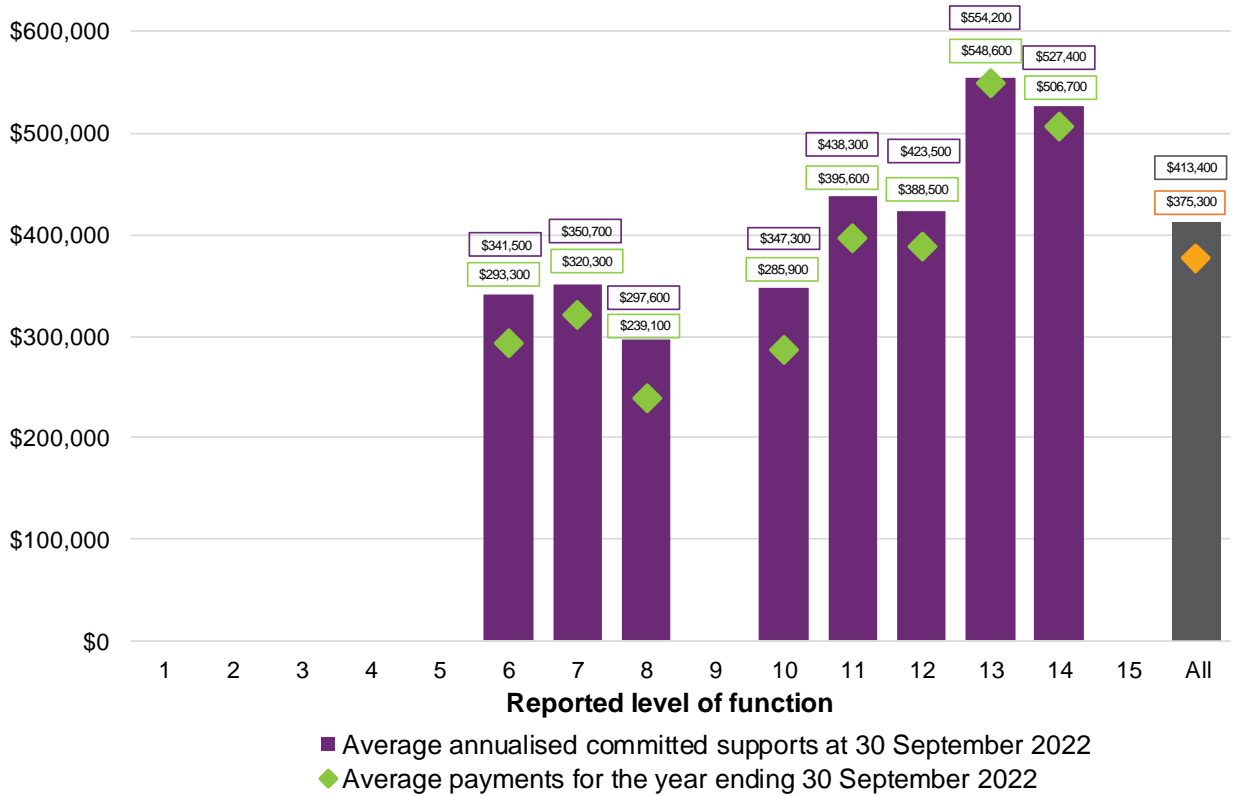
**Table K.96 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability group as at 30 September 2022 – Tasmania**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$69,900	\$98,200	\$75,600	\$111,500
Autism	\$27,400	\$37,500	\$26,500	\$36,200
Cerebral palsy	\$79,800	\$109,100	\$90,600	\$133,900
Developmental delay	\$9,000	\$18,600	\$10,600	\$19,400
Global developmental delay	\$14,300	\$23,900	\$17,000	\$27,200
Hearing impairment	\$12,100	\$19,100	\$12,800	\$18,400
Intellectual disability	\$40,700	\$56,900	\$48,000	\$64,800
Multiple sclerosis	\$71,900	\$118,600	\$55,300	\$91,900
Psychosocial disability	\$44,100	\$73,600	\$48,700	\$73,600
Spinal cord injury	\$96,300	\$145,000	\$127,700	\$161,500
Stroke	\$74,500	\$113,800	\$57,600	\$93,000
Visual impairment	\$32,800	\$48,600	\$31,000	\$50,600
Other neurological	\$90,500	\$131,800	\$88,100	\$126,300
Other physical	\$40,200	\$64,600	\$57,900	\$93,700
Other sensory/speech	\$12,700	\$21,500	n/a	n/a
Other	\$37,200	\$59,000	\$60,800	\$96,100
<b>Total</b>	<b>\$36,200</b>	<b>\$52,500</b>	<b>\$43,900</b>	<b>\$63,300</b>

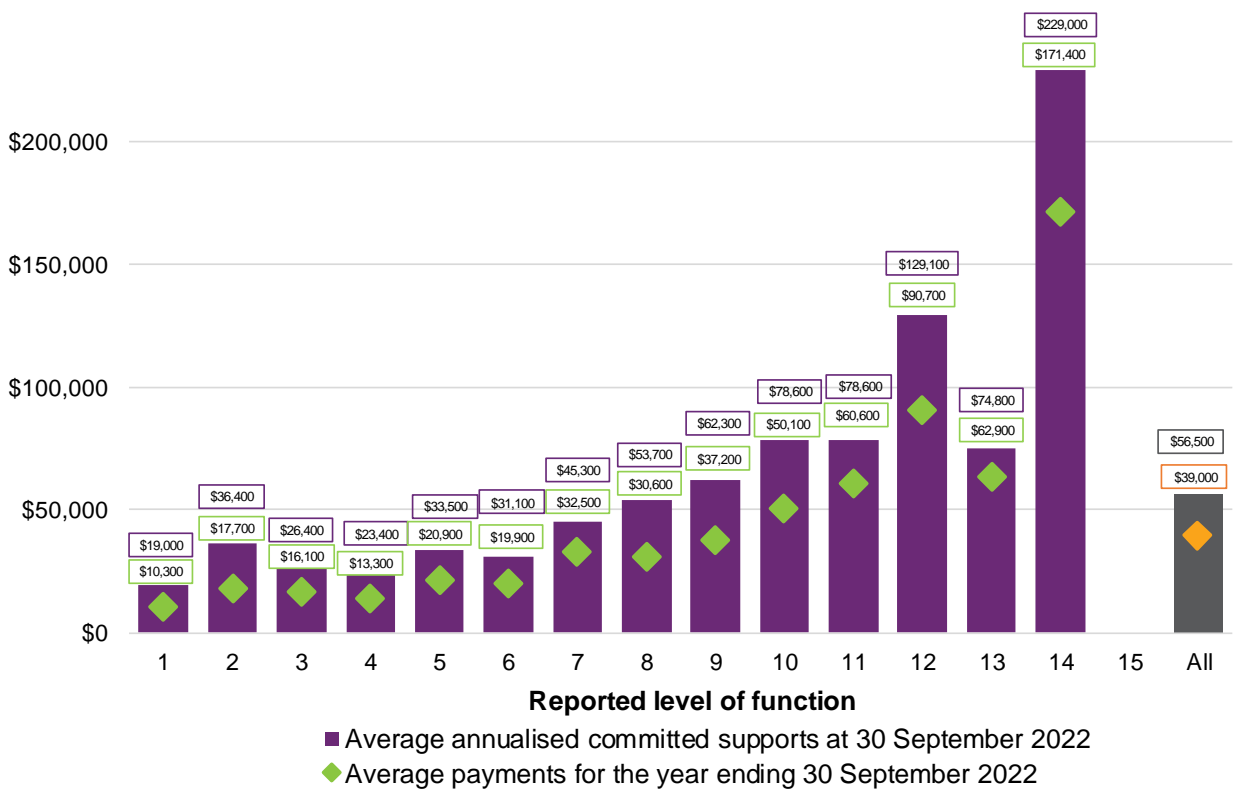
**Figure K.17 Average annualised committed supports and average payments by reported level of function as at 30 September 2022 – Tasmania**



**Figure K.18 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2022 – Tasmania**



**Figure K.19 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2022 – Tasmania**



**Table K.97 Total annualised committed supports and total payments by support category as at 30 September 2022 (\$m) – Tasmania** <sup>635 636</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$451.7	\$519.7
Core: Consumables	\$13.0	\$17.9
Core: Social and Civic	\$163.3	\$247.6
Core: Transport	\$12.8	\$12.7
Capacity Building: Choice and Control	\$10.5	\$11.7
Capacity Building: Daily Activities	\$60.5	\$126.2
Capacity Building: Employment	\$2.5	\$7.3
Capacity Building: Health and Wellbeing	\$1.0	\$2.5
Capacity Building: Home Living	\$0.01	\$0.1
Capacity Building: Lifelong learning	\$0.01	\$0.03
Capacity Building: Relationships	\$10.4	\$19.3
Capacity Building: Social and Civic	\$5.4	\$14.3
Capacity Building: Support Coordination	\$20.0	\$26.6
Capital: Assistive Technology	\$13.7	\$29.7
Capital: Home Modifications	\$6.9	\$11.9
<b>All</b>	<b>\$771.8</b>	<b>\$1,047.6</b>

<sup>635</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>636</sup> Total payments for home modifications in Tasmania were \$6.9m. Of which, \$3.6m (52%) has been paid for specialised disability accommodation (SDA) supports, and \$3.3m (48%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$11.9m. Of which, \$5.9m (50%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0m (50%) has been allocated for non-SDA supports.



**Table K.98 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2022 (\$m) – Tasmania** <sup>637 638</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$263.6	\$278.1
Core: Consumables	\$1.9	\$2.6
Core: Social and Civic	\$59.8	\$78.5
Core: Transport	\$1.8	\$2.5
Capacity Building: Choice and Control	\$0.9	\$1.0
Capacity Building: Daily Activities	\$6.0	\$10.0
Capacity Building: Employment	\$0.1	\$0.3
Capacity Building: Health and Wellbeing	\$0.1	\$0.3
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$5.2	\$8.7
Capacity Building: Social and Civic	\$0.4	\$0.7
Capacity Building: Support Coordination	\$4.2	\$4.8
Capital: Assistive Technology	\$1.6	\$3.4
Capital: Home Modifications	\$3.2	\$5.2
<b>All</b>	<b>\$349.0</b>	<b>\$396.0</b>

**Table K.99 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2022 (\$m) – Tasmania** <sup>639 640</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$188.1	\$241.6
Core: Consumables	\$11.1	\$15.3
Core: Social and Civic	\$103.5	\$169.1
Core: Transport	\$11.0	\$10.2
Capacity Building: Choice and Control	\$9.6	\$10.8
Capacity Building: Daily Activities	\$54.5	\$116.2
Capacity Building: Employment	\$2.4	\$7.0
Capacity Building: Health and Wellbeing	\$0.9	\$2.3
Capacity Building: Home Living	\$0.01	\$0.1
Capacity Building: Lifelong learning	\$0.01	\$0.03
Capacity Building: Relationships	\$5.3	\$10.6
Capacity Building: Social and Civic	\$5.0	\$13.6
Capacity Building: Support Coordination	\$15.9	\$21.8
Capital: Assistive Technology	\$12.2	\$26.3
Capital: Home Modifications	\$3.7	\$6.7
<b>All</b>	<b>\$423.2</b>	<b>\$651.5</b>

<sup>637</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>638</sup> Total payments for home modifications in Tasmania were \$3.17m. Of which, \$3.12m (98%) has been paid for specialised disability accommodation (SDA) supports, and \$0.06m (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$5.2m. Of which, \$5.0m (96.3%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2m (3.7%) has been allocated for non-SDA supports.

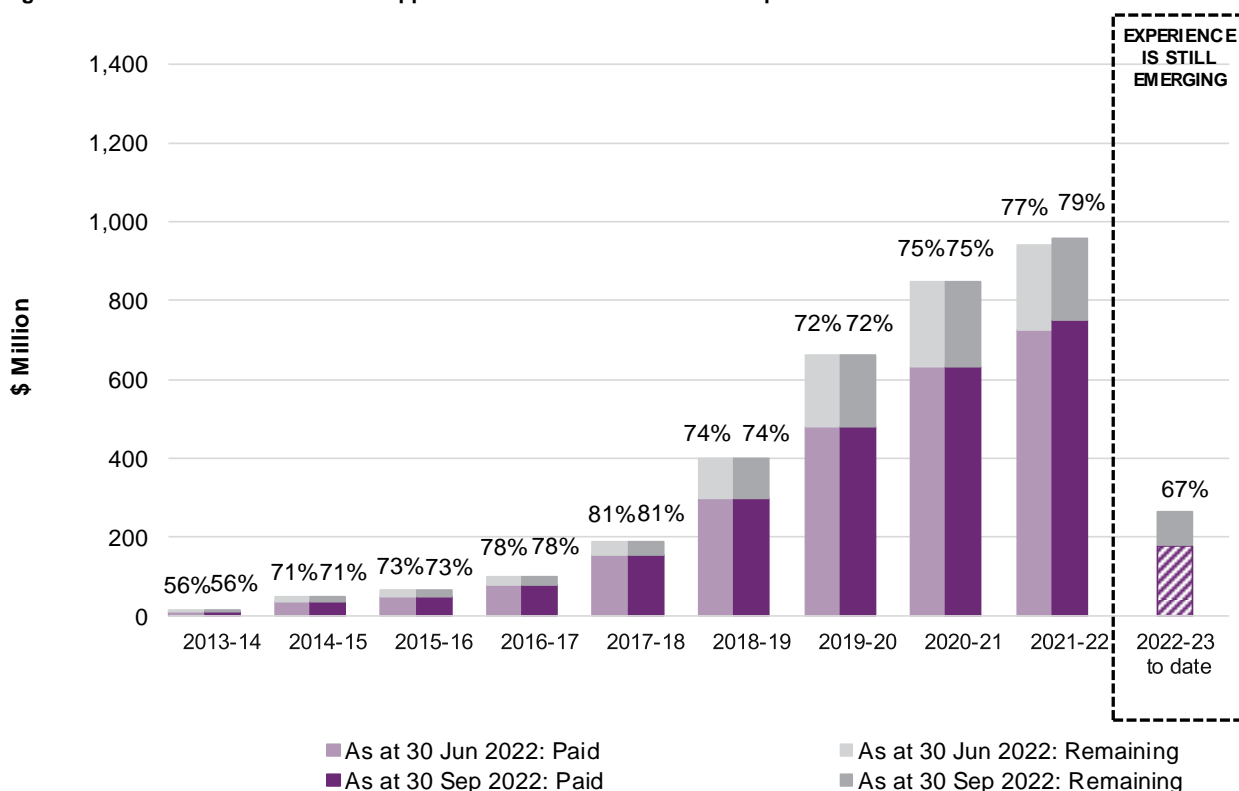
<sup>639</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>640</sup> Total payments for home modifications in Tasmania were \$3.7m. Of which, \$0.5m (13%) has been paid for specialised disability accommodation (SDA) supports, and \$3.2m (87%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$6.7m. Of which, \$0.9m (14%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.8m (86%) has been allocated for non-SDA supports.

**Table K.100 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania** <sup>641</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	17.4	50.5	65.9	100.9	190.5	402.0	663.4	847.2	956.0	267.0
Total Paid	9.7	35.9	48.3	78.2	154.4	297.3	478.6	632.6	752.8	179.3
% utilised to date	56%	71%	73%	78%	81%	74%	72%	75%	79%	67%

**Figure K.20 Utilisation of committed supports as at 30 June 2022 and 30 September 2022 – Tasmania**



**Table K.101 Utilisation of committed supports by plan number from 1 January 2022 to 30 June 2022 – Tasmania** <sup>642</sup>

Cash or In-Kind	Plan number	Utilisation (as at 30 September 2022)
<b>Cash and In-Kind attributable to individual participants - Tasmania</b>	<b>All</b>	<b>76%</b>
Cash attributable to cash-only participants	1	49%
Cash attributable to cash-only participants	2	59%
Cash attributable to cash-only participants	3	67%
Cash attributable to cash-only participants	4	77%
Cash attributable to cash-only participants	5+	82%

<sup>641</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

<sup>642</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

**Table K.102 Utilisation of committed supports by SIL status from 1 January 2022 to 30 June 2022 – Tasmania** <sup>643</sup>

SIL status	Utilisation (as at 30 September 2022)
<b>Tasmania</b>	<b>76%</b>
Participants in SIL	91%
Participants not in SIL	67%

**Table K.103 Utilisation of committed supports by support class from 1 January 2022 to 30 June 2022 – Tasmania** <sup>644</sup>

Support Class	Utilisation (as at 30 September 2022)
<b>Tasmania</b>	<b>76%</b>
Core	82%
Capacity Building	54%
Capital	66%

**Table K.104 Utilisation of committed supports by remoteness from 1 January 2022 to 30 June 2022 – Tasmania** <sup>645 646</sup>

Remoteness	Utilisation (as at 30 September 2022)
<b>Tasmania</b>	<b>76%</b>
Major Cities	n/a
Population > 50,000	78%
Population between 15,000 and 50,000	79%
Population between 5,000 and 15,000	64%
Population less than 5,000	63%
Remote	52%
Very Remote	56%

**Table K.105 Inflation quarterly trends by type of inflation as at 30 September 2022 - Tasmania** <sup>647</sup>

Inflation type	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Intraplan Inflation	6.9%	3.7%	6.2%	5.5%	7.2%	5.7%	7.8%	10.2%
Interplan Inflation	1.3%	1.8%	-2.4%	3.5%	4.1%	1.1%	2.6%	11.4%
<b>Total Inflation</b>	<b>8.3%</b>	<b>5.5%</b>	<b>3.8%</b>	<b>9.1%</b>	<b>11.4%</b>	<b>6.8%</b>	<b>10.4%</b>	<b>21.5%</b>

<sup>643</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

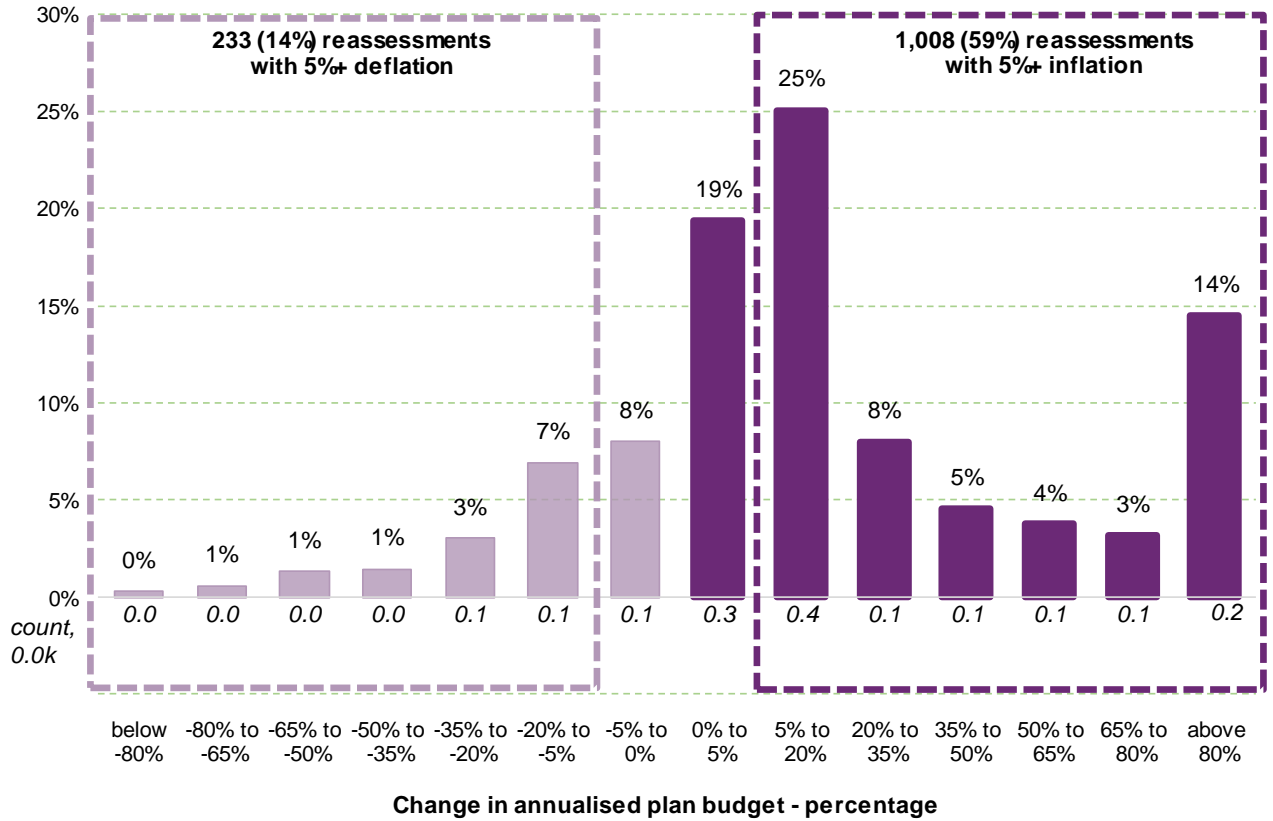
<sup>644</sup> Ibid.

<sup>645</sup> Ibid.

<sup>646</sup> Utilisation is not shown if there is insufficient data in the group.

<sup>647</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

Figure K.21 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - all participants – Tasmania <sup>648</sup>



<sup>648</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# Appendix L:

## Australian Capital Territory

### Part One: Participants and their plans

Table L.1 Active participants by quarter of entry – Australian Capital Territory <sup>649</sup>

State/Territory	Prior Quarters	2022-23 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Australian Capital Territory	9,261	307	9,568	190	9,758

Table L.2 Active participants by quarter of entry, plan and entry type – Australian Capital Territory <sup>650</sup>

Participant breakdown	Prior Quarters	2022-23 Q1	Total
<b>Access decisions</b>	<b>13,125</b>	<b>367</b>	<b>13,492</b>
<b>Active Eligible - Total</b>	<b>9,403</b>	<b>295</b>	<b>9,698</b>
Active Eligible - New	6,660	294	6,954
Active Eligible - State	2,436	<11	2,437
Active Eligible - Commonwealth	307	<11	307
<b>Active Participant Plans (excl ECA) - Total</b>	<b>9,261</b>	<b>307</b>	<b>9,568</b>
Active Participant Plans (excl ECA) - New	6,522	306	6,828
Active Participant Plans (excl ECA) - State	2,433	<11	2,433
Active Participant Plans (excl ECA) - Commonwealth	306	<11	307
<b>Active Participant Plans - Total</b>	<b>9,430</b>	<b>497</b>	<b>9,758</b>
Active Participant Plans - Early Intervention (s25)	3,195	195	3,390
Active Participant Plans - Permanent Disability (s24)	6,066	112	6,178
Active Participant Plans - ECA	169	190	190

Table L.3 People have left the Scheme since 1 July 2013 as at 30 September 2022 – Australian Capital Territory

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>1,402</b>
Early Intervention participants	795
Permanent disability participants	607

<sup>649</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>650</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table L.4 Cumulative numbers of active participants (including ECA) by services previously received – Australian Capital Territory** <sup>651</sup>

Period	Participant cohort - State	Participant cohort - Commonwealth	Participant cohort - New	Participant cohort - ECA	Total
End of 2016-17	2,505	30	3,179	<11	5,714
End of 2017-18	2,553	236	3,126	49	5,964
End of 2018-19	2,541	271	3,936	<11	6,748
End of 2019-20	2,507	294	4,906	46	7,753
End of 2020-21	2,492	310	5,784	135	8,721
End of 2021-22 Q1	2,494	308	6,026	126	8,954
End of 2021-22 Q2	2,486	308	6,173	134	9,101
End of 2021-22 Q3	2,469	311	6,383	165	9,328
End of 2021-22 Q4	2,449	310	6,590	169	9,518
End of 2022-23 Q1	2,433	307	6,828	190	9,758

**Table L.5 Cumulative numbers of active participants by entry criteria into the Scheme – Australian Capital Territory** <sup>652</sup>

Period	Participant cohort - Early Intervention (s25)	Participant cohort - Permanent Disability (s24)	Participant cohort - ECA	Total
End of 2016-17	1,962	3,752	<11	5,714
End of 2017-18	1,929	3,986	49	5,964
End of 2018-19	2,320	4,428	<11	6,748
End of 2019-20	2,791	4,916	46	7,753
End of 2020-21	3,162	5,424	135	8,721
End of 2021-22 Q1	3,202	5,626	126	8,954
End of 2021-22 Q2	3,194	5,773	134	9,101
End of 2021-22 Q3	3,209	5,954	165	9,328
End of 2021-22 Q4	3,272	6,077	169	9,518
End of 2022-23 Q1	3,390	6,178	190	9,758

**Table L.6 Assessment of access by age group – Australian Capital Territory**

Age Group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
0 to 6	3,417	94%	151	97%	3,568	94%
7 to 14	2,111	84%	58	87%	2,169	84%
15 to 18	674	86%	14	93%	688	87%
19 to 24	501	83%	<11	n/a	505	83%
25 to 34	804	81%	20	74%	824	80%
35 to 44	965	76%	<11	n/a	973	76%
45 to 54	1,071	76%	18	50%	1,089	76%
55 to 64	1,333	73%	21	55%	1,354	73%
65+	67	52%	<11	n/a	70	52%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>10,943</b>	<b>83%</b>	<b>297</b>	<b>81%</b>	<b>11,240</b>	<b>83%</b>

<sup>651</sup> This table shows the total numbers of active participants at the end of each period.

<sup>652</sup> Ibid.

**Table L.7 Assessment of access by age group and gender – Australian Capital Territory**

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	2,516	95%	1,025	93%	27	93%	3,568	94%
7 to 14	1,437	85%	703	82%	29	85%	2,169	84%
15 to 18	424	88%	247	83%	17	100%	688	87%
19 to 24	271	89%	219	76%	15	94%	505	83%
25 to 34	422	84%	386	77%	16	76%	824	80%
35 to 44	491	79%	472	73%	<11	n/a	973	76%
45 to 54	537	81%	539	71%	13	68%	1,089	76%
55 to 64	619	77%	727	71%	<11	n/a	1,354	73%
65+	34	58%	35	47%	<11	n/a	70	52%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>6,751</b>	<b>87%</b>	<b>4,353</b>	<b>78%</b>	<b>136</b>	<b>81%</b>	<b>11,240</b>	<b>83%</b>

**Table L.8 Assessment of access by primary disability group – Australian Capital Territory<sup>653</sup>**

Primary disability group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
Acquired brain injury	252	94%	<11	n/a	258	94%
Autism	3,254	97%	101	95%	3,355	97%
Cerebral palsy	318	95%	<11	n/a	319	95%
Developmental delay	1,303	93%	105	99%	1,408	94%
Global developmental delay	184	98%	14	100%	198	98%
Hearing impairment	476	84%	<11	n/a	484	84%
Intellectual disability	1,586	96%	<11	n/a	1,595	96%
Multiple sclerosis	225	91%	<11	n/a	235	91%
Psychosocial disability	1,259	69%	18	47%	1,277	68%
Spinal cord injury	92	93%	<11	n/a	93	93%
Stroke	154	90%	<11	n/a	156	90%
Visual impairment	200	93%	<11	n/a	200	92%
Other neurological	504	77%	<11	n/a	514	77%
Other physical	682	54%	<11	n/a	687	53%
Other sensory/speech	267	58%	<11	n/a	267	58%
Other	149	48%	<11	n/a	156	46%
Missing	38	38%	<11	n/a	38	38%
<b>Total</b>	<b>10,943</b>	<b>83%</b>	<b>297</b>	<b>81%</b>	<b>11,240</b>	<b>83%</b>

<sup>653</sup> Down syndrome is included in intellectual disability.

**Table L.9 Assessment of access by primary disability group and gender – Australian Capital Territory** <sup>654</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	177	93%	79	95%	<11	n/a	258	94%
Autism	2,345	97%	944	96%	66	100%	3,355	97%
Cerebral palsy	177	96%	142	93%	<11	n/a	319	95%
Developmental delay	989	94%	410	93%	<11	n/a	1,408	94%
Global developmental delay	146	98%	51	98%	<11	n/a	198	98%
Hearing impairment	214	86%	263	83%	<11	n/a	484	84%
Intellectual disability	900	96%	685	95%	<11	n/a	1,595	96%
Multiple sclerosis	55	93%	176	90%	<11	n/a	235	91%
Psychosocial disability	661	73%	597	64%	19	73%	1,277	68%
Spinal cord injury	67	94%	25	93%	<11	n/a	93	93%
Stroke	82	88%	72	91%	<11	n/a	156	90%
Visual impairment	101	90%	98	93%	<11	n/a	200	92%
Other neurological	285	79%	225	75%	<11	n/a	514	77%
Other physical	266	56%	412	52%	<11	n/a	687	53%
Other sensory/speech	192	60%	75	55%	<11	n/a	267	58%
Other	75	54%	81	42%	<11	n/a	156	46%
Missing	19	33%	18	42%	<11	n/a	38	38%
<b>Total</b>	<b>6,751</b>	<b>87%</b>	<b>4,353</b>	<b>78%</b>	<b>136</b>	<b>81%</b>	<b>11,240</b>	<b>83%</b>

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

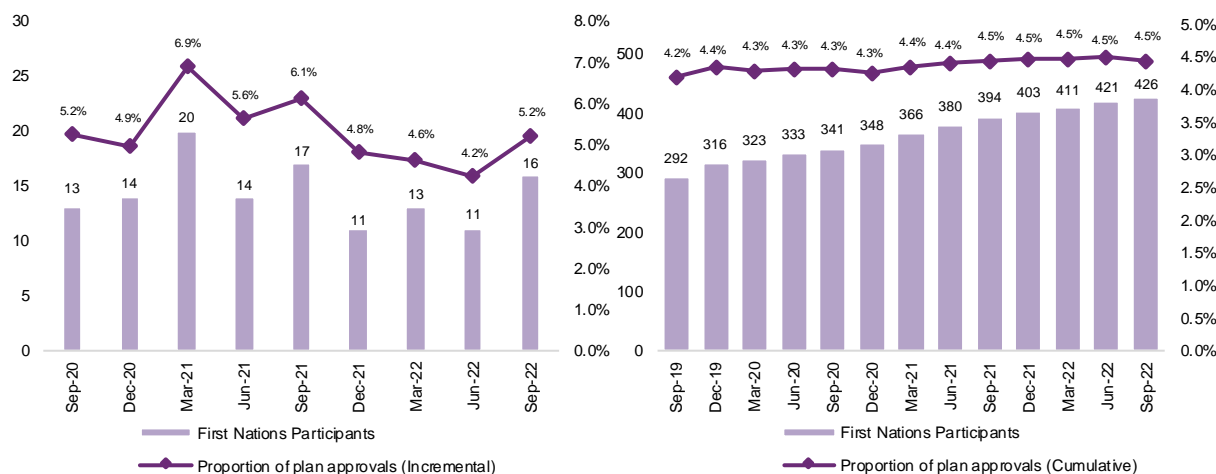
**Table L.10 Participant profile per quarter by Participants Identifying as First Nations Peoples – Australian Capital Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	410	4%	16	5%	426	4%
Non-First Nations Participants	7,601	82%	256	83%	7,857	82%
Not Stated	1,250	13%	35	11%	1,285	13%
<b>Total</b>	<b>9,261</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,568</b>	<b>100%</b>

<sup>654</sup> Ibid.



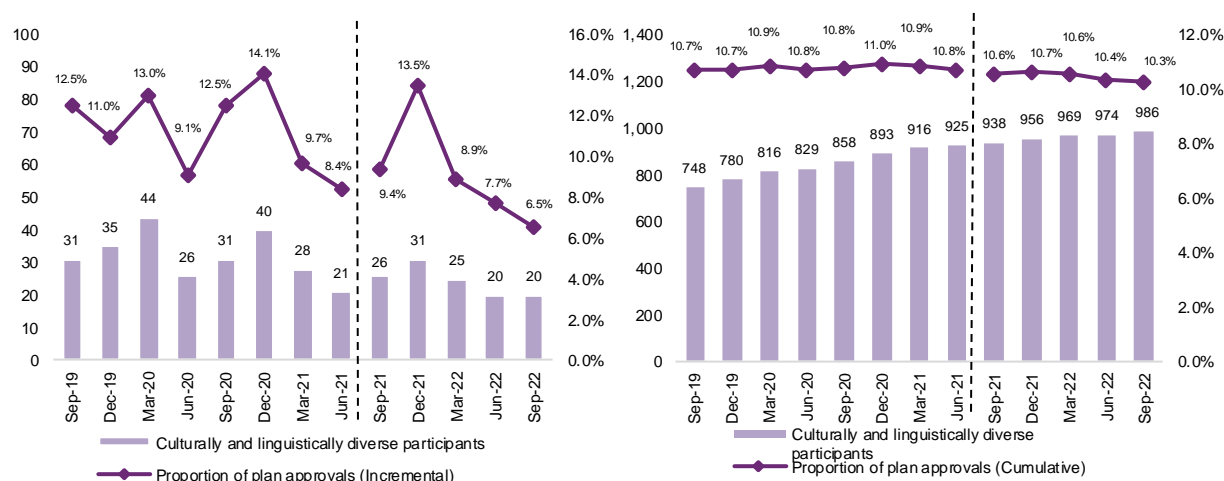
**Figure L.1 Number and proportion of First Nations participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>655 656</sup>



**Table L.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory** <sup>657</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	966	10%	20	7%	986	10%
Not culturally and linguistically diverse	8,230	89%	287	93%	8,517	89%
Not stated	65	1%	<11	n/a	65	1%
<b>Total</b>	<b>9,261</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,568</b>	<b>100%</b>

**Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>658 659</sup>



<sup>655</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>656</sup> There are insufficient numbers to show the incremental count of First Nations participants in ACT prior to September 2020 quarter.

<sup>657</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>658</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>659</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

**Table L.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2022 – Australian Capital Territory** <sup>660 661</sup>

Age group	Total number of active participants
Under 45	<11

**Table L.13 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Australian Capital Territory** <sup>662</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-19	-2	19
Dec-19	-1	18
Mar-20	-2	16
Jun-20	-1	15
Sep-20	-3	12
Dec-20	n/a	n/a
Mar-21	1	11
Jun-21	0	11
Sep-21	n/a	n/a
Dec-21	n/a	n/a
Mar-22	n/a	n/a
Jun-22	n/a	n/a
Sep-22	n/a	n/a

**Table L.14 Participant profile per quarter by remoteness – Australian Capital Territory** <sup>663 664</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	9,249	100%	307	100%	9,556	100%
Population > 50,000	11	0%	<11	n/a	11	0%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	<11	n/a	<11	n/a	<11	n/a
Remote	<11	n/a	<11	n/a	<11	n/a
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>9,261</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,568</b>	<b>100%</b>

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

<sup>660</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

<sup>661</sup> There are a further 27 active participants aged 65 years or over who are currently in residential aged care.

<sup>662</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There are insufficient numbers to show the incremental and cumulative count of active participants in residential aged care for the December 2020 quarter and after the June 2021 quarter.

<sup>663</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>664</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

**Table L.15 Participant profile per quarter by primary disability group – Australian Capital Territory** <sup>665 666 667</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	3,155	34%	98	32%	3,253	34%
Intellectual disability	1,471	16%	13	4%	1,484	16%
Psychosocial disability	1,122	12%	16	5%	1,138	12%
Developmental delay	716	8%	118	38%	834	9%
Hearing impairment	434	5%	<11	n/a	439	5%
Other neurological	384	4%	11	4%	395	4%
Other physical	539	6%	<11	n/a	543	6%
Cerebral palsy	294	3%	<11	n/a	295	3%
Acquired brain injury	216	2%	<11	n/a	222	2%
Global developmental delay	135	1%	14	5%	149	2%
Visual impairment	181	2%	<11	n/a	182	2%
Multiple sclerosis	208	2%	<11	n/a	216	2%
Stroke	138	1%	<11	n/a	141	1%
Spinal cord injury	79	1%	<11	n/a	81	1%
Other	115	1%	<11	n/a	121	1%
Other sensory/speech	74	1%	<11	n/a	75	1%
<b>Total</b>	<b>9,261</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,568</b>	<b>100%</b>

**Table L.16 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory** <sup>668 669</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	61	11%	<11	n/a	61	11%
Intellectual disability	216	40%	<11	n/a	216	40%
Psychosocial disability	96	18%	<11	n/a	96	18%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	44	8%	<11	n/a	44	8%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	44	8%	<11	n/a	44	8%
Acquired brain injury	35	7%	<11	n/a	35	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	11	2%	<11	n/a	11	2%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>535</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>535</b>	<b>100%</b>

<sup>665</sup> Table order based on national proportions in Table E.15 (highest to lowest).

<sup>666</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>667</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Australian Capital Territory (224).

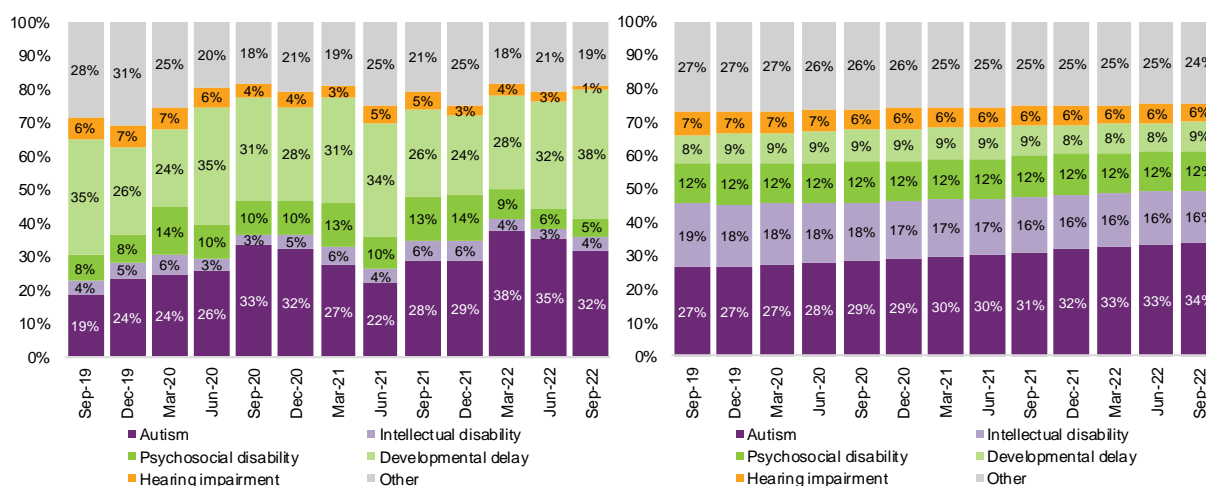
<sup>668</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>669</sup> Down syndrome is included in intellectual disability, representing 7% of participants in SIL (40).

**Table L.17 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory** <sup>670</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	3,094	35%	98	32%	3,192	35%
Intellectual disability	1,255	14%	13	4%	1,268	14%
Psychosocial disability	1,026	12%	16	5%	1,042	12%
Developmental delay	716	8%	118	38%	834	9%
Hearing impairment	434	5%	<11	n/a	439	5%
Other neurological	340	4%	11	4%	351	4%
Other physical	534	6%	<11	n/a	538	6%
Cerebral palsy	250	3%	<11	n/a	251	3%
Acquired brain injury	181	2%	<11	n/a	187	2%
Global developmental delay	135	2%	14	5%	149	2%
Visual impairment	181	2%	<11	n/a	182	2%
Multiple sclerosis	199	2%	<11	n/a	207	2%
Stroke	127	1%	<11	n/a	130	1%
Spinal cord injury	73	1%	<11	n/a	75	1%
Other	107	1%	<11	n/a	113	1%
Other sensory/speech	74	1%	<11	n/a	75	1%
<b>Total</b>	<b>8,726</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,033</b>	<b>100%</b>

**Figure L.3 Participant profile by primary disability group over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>671</sup>



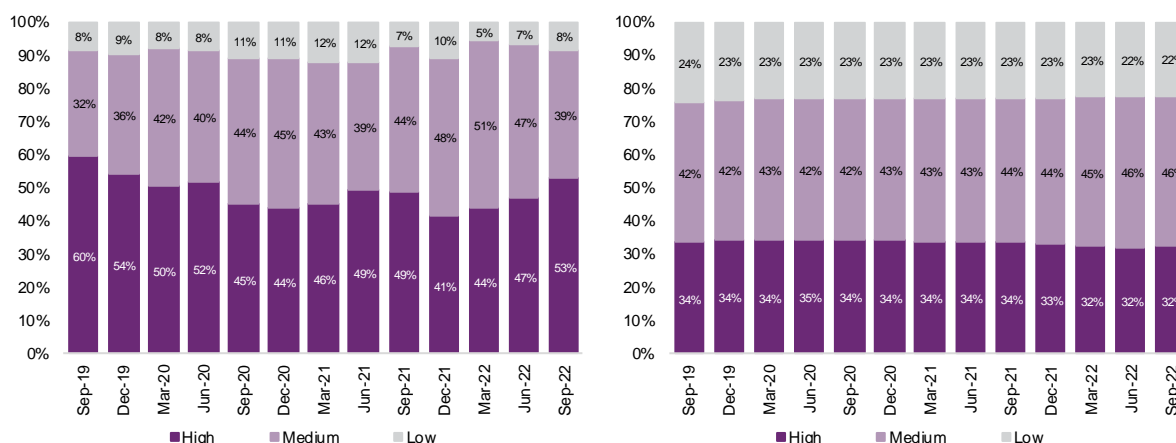
<sup>670</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (184).

<sup>671</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table L.18 Participant profile per quarter by reported level of function – Australian Capital Territory <sup>672</sup>**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	954	10%	93	30%	1,047	11%
2 (High Function)	24	0%	<11	n/a	24	0%
3 (High Function)	482	5%	24	8%	506	5%
4 (High Function)	898	10%	15	5%	913	10%
5 (High Function)	555	6%	30	10%	585	6%
6 (Moderate Function)	2,114	23%	85	28%	2,199	23%
7 (Moderate Function)	471	5%	13	4%	484	5%
8 (Moderate Function)	660	7%	<11	n/a	669	7%
9 (Moderate Function)	54	1%	<11	n/a	55	1%
10 (Moderate Function)	950	10%	12	4%	962	10%
11 (Low Function)	274	3%	<11	n/a	274	3%
12 (Low Function)	1,025	11%	17	6%	1,042	11%
13 (Low Function)	632	7%	<11	n/a	640	7%
14 (Low Function)	151	2%	<11	n/a	151	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	17	n/a	<11	n/a	17	n/a
<b>Total</b>	<b>9,261</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,568</b>	<b>100%</b>

**Figure L.4 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Australian Capital Territory <sup>673</sup>**



**Table L.19 Participant profile per quarter by age group – Australian Capital Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	1,082	12%	161	52%	1,243	13%
7 to 14	2,391	26%	58	19%	2,449	26%
15 to 18	815	9%	18	6%	833	9%
19 to 24	883	10%	<11	n/a	890	9%
25 to 34	838	9%	11	4%	849	9%
35 to 44	816	9%	<11	n/a	825	9%
45 to 54	895	10%	17	6%	912	10%
55 to 64	971	10%	23	7%	994	10%
65+	570	6%	<11	n/a	573	6%
<b>Total</b>	<b>9,261</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,568</b>	<b>100%</b>

<sup>672</sup> The distributions are calculated excluding participants with a missing reported level of function.

<sup>673</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

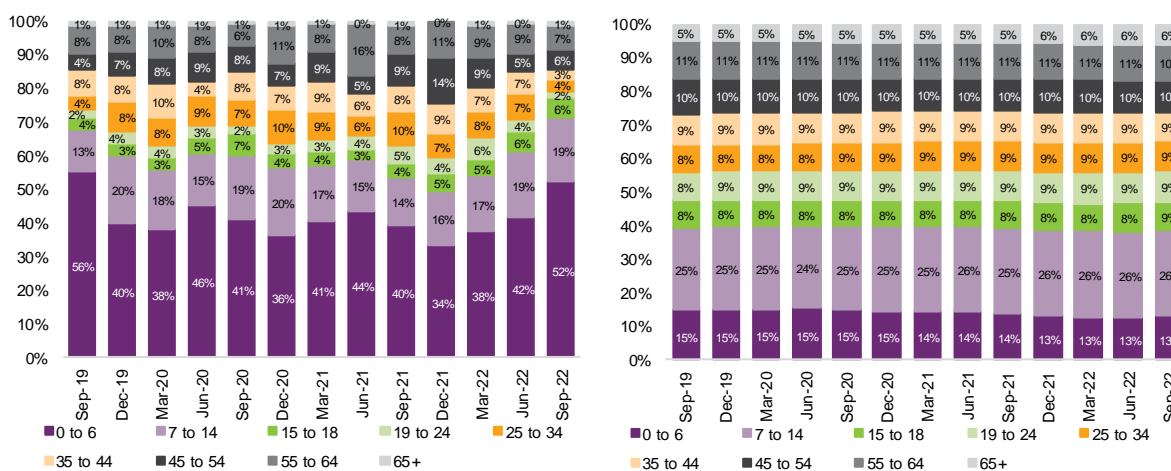
**Table L.20 Participant profile per quarter (participants in SIL) by age group – Australian Capital Territory** <sup>674</sup>

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	<11	n/a	<11	n/a	<11	n/a
7 to 14	<11	n/a	<11	n/a	<11	n/a
15 to 18	<11	n/a	<11	n/a	<11	n/a
19 to 24	41	8%	<11	n/a	41	8%
25 to 34	72	13%	<11	n/a	72	13%
35 to 44	94	18%	<11	n/a	94	18%
45 to 54	132	25%	<11	n/a	132	25%
55 to 64	141	26%	<11	n/a	141	26%
65+	51	10%	<11	n/a	51	10%
<b>Total</b>	<b>535</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>535</b>	<b>100%</b>

**Table L.21 Participant profile per quarter (participants not in SIL) by age group – Australian Capital Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	1,082	12%	161	52%	1,243	14%
7 to 14	2,391	27%	58	19%	2,449	27%
15 to 18	811	9%	18	6%	829	9%
19 to 24	842	10%	<11	n/a	849	9%
25 to 34	766	9%	11	4%	777	9%
35 to 44	722	8%	<11	n/a	731	8%
45 to 54	763	9%	17	6%	780	9%
55 to 64	830	10%	23	7%	853	9%
65+	519	6%	<11	n/a	522	6%
<b>Total</b>	<b>8,726</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,033</b>	<b>100%</b>

**Figure L.5 Participant profile by age group over time incrementally (left) and cumulatively (right) – Australian Capital Territory** <sup>675</sup>



<sup>674</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>675</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

**Table L.22 Participant profile per quarter by gender – Australian Capital Territory**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	5,519	60%	197	64%	5,716	60%
Female	3,631	39%	100	33%	3,731	39%
Other	111	1%	<11	n/a	121	1%
<b>Total</b>	<b>9,261</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,568</b>	<b>100%</b>

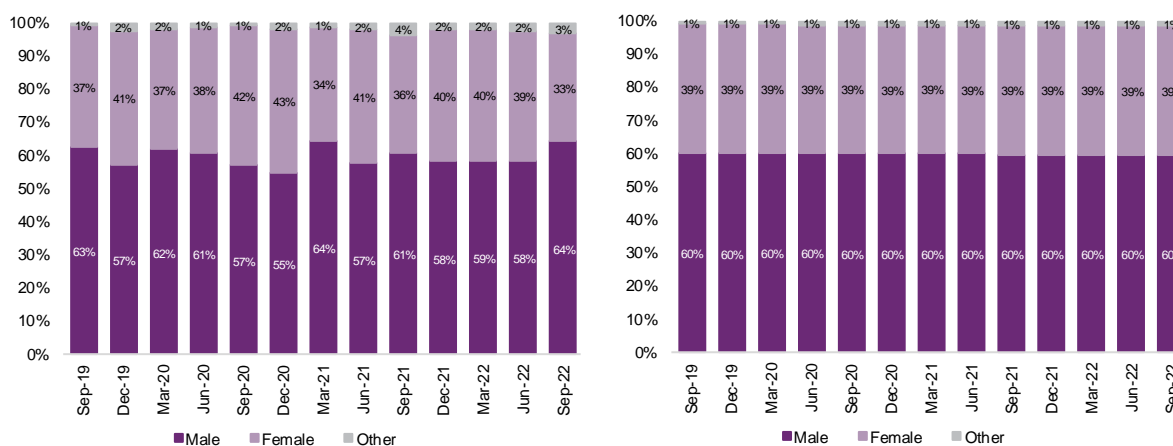
**Table L.23 Participant profile per quarter (participants in SIL) by gender – Australian Capital Territory**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	328	61%	<11	n/a	328	61%
Female	205	38%	<11	n/a	205	38%
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>535</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>535</b>	<b>100%</b>

**Table L.24 Participant profile per quarter (participants not in SIL) by gender – Australian Capital Territory**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	5,191	59%	197	64%	5,388	60%
Female	3,426	39%	100	33%	3,526	39%
Other	109	1%	<11	n/a	119	1%
<b>Total</b>	<b>8,726</b>	<b>100%</b>	<b>307</b>	<b>100%</b>	<b>9,033</b>	<b>100%</b>

**Figure L.6 Participant profile by gender over time incrementally (left) and cumulatively (right) – Australian Capital Territory <sup>676</sup>**



<sup>676</sup> Ibid.

**Table L.25 Participation rates by age group and gender at 30 September 2022 – Australian Capital Territory <sup>677</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	4.1%	1.8%	3.0%
7-14	7.2%	3.3%	5.4%
15-18	5.2%	3.1%	4.2%
19-24	2.9%	1.6%	2.3%
25-44	1.3%	1.1%	1.2%
45-64	1.9%	1.8%	1.9%
<b>Total (aged 0-64)</b>	<b>2.8%</b>	<b>1.7%</b>	<b>2.3%</b>

**Table L.26 Plan reassessments conducted per quarter – excluding plans less than 31 days – Australian Capital Territory <sup>678</sup>**

Plan reassessments	Prior Quarters	2022-23 Q1	Total
<b>Total plan reassessments</b>	<b>35,251</b>	<b>1,419</b>	<b>36,670</b>
<i>Early intervention plans</i>	10,461	372	10,833
<i>Permanent disability plans</i>	24,790	1,047	25,837

**Table L.27 Number of plan reassessments over time incrementally and cumulatively – Australian Capital Territory**

Plan Reassessments	Incremental	Cumulative
Sep-19	1,591	16,887
Dec-19	1,861	18,748
Mar-20	1,760	20,508
Jun-20	1,821	22,329
Sep-20	1,700	24,029
Dec-20	1,936	25,965
Mar-21	1,712	27,677
Jun-21	1,296	28,973
Sep-21	1,391	30,364
Dec-21	1,613	31,977
Mar-22	1,634	33,611
Jun-22	1,640	35,251
Sep-22	1,419	36,670

<sup>677</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>678</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.



## Part Two: Participant experience and outcomes

Table L.28 Number of baseline questionnaires completed by SFOF version – Australian Capital Territory <sup>679</sup>

Version	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date	Total
Participant 0 to school	169	156	269	338	312	298	128	1,670
Participant school to 14	209	177	264	290	268	273	92	1,573
Participant 15 to 24	175	75	78	86	83	102	24	623
Participant 25 and over	938	234	287	350	355	362	63	2,589
<b>Total Participant</b>	<b>1,491</b>	<b>642</b>	<b>898</b>	<b>1,064</b>	<b>1,018</b>	<b>1,035</b>	<b>307</b>	<b>6,455</b>
Family 0 to 14	357	321	533	627	583	567	220	3,208
Family 15 to 24	45	42	63	50	59	73	14	346
Family 25 and over	25	48	84	120	110	102	26	515
<b>Total Family</b>	<b>427</b>	<b>411</b>	<b>680</b>	<b>797</b>	<b>752</b>	<b>742</b>	<b>260</b>	<b>4,069</b>
<b>Total</b>	<b>1,918</b>	<b>1,053</b>	<b>1,578</b>	<b>1,861</b>	<b>1,770</b>	<b>1,777</b>	<b>567</b>	<b>10,524</b>

Table L.29 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Australian Capital Territory

Life domain	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%	n/a	n/a	n/a
CC	% who say their child is able to tell them what he/she wants	70%	n/a	n/a	n/a
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances	n/a	24%	n/a	n/a
DL	% who say their child is becoming more independent	n/a	41%	n/a	n/a
CC	% of children who have a genuine say in decisions about themselves	n/a	83%	n/a	n/a
CC	% who are happy with the level of independence/control they have now	n/a	n/a	33%	n/a
CC	% who choose who supports them	n/a	n/a	51%	70%
CC	% who choose what they do each day	n/a	n/a	58%	77%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting	n/a	n/a	24%	28%
CC	% who want more choice and control in their life	n/a	n/a	74%	66%

<sup>679</sup> Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table L.30 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Australian Capital Territory**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	66%	n/a	n/a
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%	n/a	n/a	n/a
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs	n/a	43%	n/a	n/a
REL	Of these, % who are welcomed or actively included	58%	71%	n/a	n/a
REL	% of children who spend time with friends without an adult present	n/a	16%	n/a	n/a
REL	% with no friends other than family or paid staff	n/a	n/a	24%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months	n/a	n/a	31%	33%

**Table L.31 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Australian Capital Territory**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class	n/a	83%	n/a	n/a
HM	% who are happy with their home	n/a	n/a	76%	66%
HM	% who feel safe or very safe in their home	n/a	n/a	84%	65%
HW	% who rate their health as good, very good or excellent	n/a	n/a	57%	38%
HW	% who did not have any difficulties accessing health services	n/a	n/a	71%	61%
LL	% who currently attend or previously attended school in a mainstream class	n/a	n/a	70%	n/a
LL	% who participate in education, training or skill development	n/a	n/a	n/a	13%
LL	Of those who participate, % who do so in mainstream settings	n/a	n/a	n/a	85%
LL	% unable to do a course or training they wanted to do in the last 12 months	n/a	n/a	n/a	40%
WK	% who have a paid job	n/a	n/a	25%	31%
WK	% who volunteer	n/a	n/a	11%	13%

**Table L.32 Selected key baseline indicators for families/carers of participants – Australian Capital Territory**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	8%	11%	9%
% receiving Carer Allowance	16%	22%	14%
% working in a paid job	59%	69%	50%
Of those in a paid job, % in permanent employment	87%	86%	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	51%	59%	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	85%	93%	92%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	25%	19%	10%
% able to advocate for their child/family member	80%	69%	66%
% who have friends and family they see as often as they like	50%	49%	51%
% who feel very confident or somewhat confident in supporting their child's development	88%	n/a	n/a
% who know what their family can do to enable their family member with disability to become as independent as possible	n/a	41%	n/a
% who feel in control selecting services	n/a	39%	35%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	n/a	n/a	30%
% who rate their health as good, very good or excellent	79%	64%	62%

**Table L.33 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant 0 to school’ (n=296) - participants who between 1 July 2016 and 30 September 2021 – Australian Capital Territory <sup>680</sup>**

Life domain	Question	Percentage Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	89%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%
REL	Has the NDIS improved how your child fits into family life?	77%
S/CP	Has the NDIS improved how your child fits into community life?	66%

<sup>680</sup> Results in Tables L.33 to L.36 include participants who entered between 1 July 2016 and 30 September 2021 and have had a first plan reassessment to date.

**Table L.34 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant school to 14’ (n=452) - participants who entered between 1 July 2016 and 30 September 2021 – Australian Capital Territory**

Life domain	Question	Percentage Yes
DL	Has the NDIS helped your child to become more independent?	77%
LL	Has the NDIS improved your child's access to education?	52%
REL	Has the NDIS improved your child's relationships with family and friends?	65%
S/CP	Has the NDIS improved your child's social and recreational life?	63%

**Table L.35 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF versions ‘Participant 15 to 24’ (n=123) and ‘Participant 25 and over’ (n=501) - participants who entered between 1 July 2016 and 30 September 2021 – Australian Capital Territory**

Life domain	Question	15 to 24 Percentage Yes	25+ Percentage Yes
CC	Has the NDIS helped you have more choices and more control over your life?	69%	76%
DL	Has the NDIS helped you with daily living activities?	67%	79%
REL	Has the NDIS helped you to meet more people?	50%	57%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	29%	37%
HW	Has your involvement with the NDIS improved your health and wellbeing?	58%	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?	34%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	25%
S/CP	Has the NDIS helped you be more involved?	50%	61%

**Table L.36 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Family 0 to 14’ (n=885); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=232) - participants who entered between 1 July 2016 and 30 September 2021 – Australian Capital Territory**

Question	0 to 14 Percentage Yes	15+ Percentage 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?	79%	64%
Has the NDIS improved the level of support for your family?	80%	73%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	83%	65%
Has the NDIS improved your ability/capacity to help your child develop and learn?	85%	n/a
Has the NDIS improved your health and wellbeing?	57%	48%

Note: In Tables L.37 to L.60 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table L.37 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant 0 to school’ (n=236) - participants who entered between 1 July 2016 and 30 September 2020 – Australian Capital Territory<sup>681</sup>**

Life domain	Question	R1	R2	Change
DL	Has the NDIS improved your child's development?	91%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	91%	94%	+3%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%	88%	+5%
REL	Has the NDIS improved how your child fits into family life?	81%	84%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	71%	76%	+5%

<sup>681</sup> Results in Tables L.37 to L.42 include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table L.38 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant school to 14’ (n=283) - participants who entered between 1 July 2016 and 30 September 2020 – Australian Capital Territory**

Life domain	Question	R1	R2	Change
DL	Has the NDIS helped your child to become more independent?	79%	85%	+6%
LL	Has the NDIS improved your child's access to education?	55%	60%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	66%	69%	+3%
S/CP	Has the NDIS improved your child's social and recreational life?	64%	65%	+1%

**Table L.39 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=74) - participants who entered between 1 July 2016 and 30 September 2020 – Australian Capital Territory**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	65%	71%	+6%
DL	Has the NDIS helped you with daily living activities?	69%	68%	-1%
REL	Has the NDIS helped you to meet more people?	43%	56%	+13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	18%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	59%	+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?	27%	33%	+6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	17%	+9%
S/CP	Has the NDIS helped you be more involved?	50%	60%	+10%

**Table L.40 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=314) - participants who entered between 1 July 2016 and 30 September 2020 – Australian Capital Territory**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	72%	77%	+5%
DL	Has the NDIS helped you with daily living activities?	76%	82%	+6%
REL	Has the NDIS helped you to meet more people?	48%	53%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	29%	29%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	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?	30%	26%	-3%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	18%	16%	-2%
S/CP	Has the NDIS helped you be more involved?	55%	58%	+3%

**Table L.41 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 0 to 14’ (n=448) - participants who entered between 1 July 2016 and 30 September 2020 – Australian Capital Territory**

Question	R1	R2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	72%	78%	+6%
Has the NDIS improved the level of support for your family?	76%	82%	+6%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	79%	83%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	87%	+4%
Has the NDIS improved your health and wellbeing?	60%	64%	+4%

**Table L.42 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=66) - participants who entered between 1 July 2016 and 30 September 2020 – Australian Capital Territory**

Question	R1	R2	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%
Has the NDIS improved the level of support for your family?	80%	74%	-7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	62%	-7%
Has the NDIS improved your health and wellbeing?	52%	48%	-4%

**Table L.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant 0 to school’ (n=149) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory <sup>682</sup>**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS improved your child's development?	87%	93%	97%	+10%
DL	Has the NDIS improved your child's access to specialist services?	88%	89%	92%	+5%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	87%	87%	+8%
REL	Has the NDIS improved how your child fits into family life?	74%	77%	79%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	57%	58%	64%	+7%

<sup>682</sup> Results in Tables L.43 to L.48 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.



**Table L.44 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant school to 14’ (n=202) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS helped your child to become more independent?	79%	77%	82%	+4%
LL	Has the NDIS improved your child's access to education?	51%	55%	55%	+4%
REL	Has the NDIS improved your child's relationships with family and friends?	61%	66%	68%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	54%	59%	63%	+10%

**Table L.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=89) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	64%	65%	70%	+6%
Has the NDIS helped you with daily living activities?	65%	67%	74%	+9%
Has the NDIS helped you to meet more people?	49%	46%	47%	-3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	18%	17%	-2%
Has your involvement with the NDIS improved your health and wellbeing?	55%	52%	59%	+4%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	30%	28%	30%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	23%	22%	19%	-4%
Has the NDIS helped you be more involved?	58%	56%	56%	-2%

**Table L.46 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=386) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	72%	75%	81%	+9%
Has the NDIS helped you with daily living activities?	76%	83%	86%	+10%
Has the NDIS helped you to meet more people?	51%	51%	59%	+8%
Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	23%	26%	+4%
Has your involvement with the NDIS improved your health and wellbeing?	55%	63%	67%	+11%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	26%	26%	+2%
Has your involvement with the NDIS helped you find a job that's right for you?	13%	14%	14%	+2%
Has the NDIS helped you be more involved?	58%	63%	66%	+9%

**Table L.47 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 0 to 14’ (n=255) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS improved your capacity to advocate (stand up) for your child?	64%	70%	75%	+11%
Has the NDIS improved the level of support for your family?	73%	78%	79%	+7%
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?	79%	83%	84%	+5%
Has the NDIS improved your health and wellbeing?	43%	48%	52%	+9%

**Table L.48 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=41) - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you to know your rights and advocate effectively?	49%	65%	69%	+20%
Has the NDIS improved the level of support for your family?	59%	61%	79%	+20%
Has the NDIS helped you to access services, programs and activities in the community?	60%	62%	73%	+13%
Has the NDIS improved your health and wellbeing?	44%	49%	41%	-3%

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

**Table L.49 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Participant school to 14’ (n=152) - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory <sup>683</sup>**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
DL	Has the NDIS helped your child to become more independent?	61%	74%	76%	78%	+17%
LL	Has the NDIS improved your child's access to education?	37%	41%	49%	53%	+16%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	55%	62%	63%	+10%
S/CP	Has the NDIS improved your child's social and recreational life?	50%	53%	56%	56%	+6%

<sup>683</sup> Results in Tables L.49 to L.52 include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table L.50 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=78) - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	53%	64%	62%	66%	+13%
DL	Has the NDIS helped you with daily living activities?	49%	62%	62%	65%	+16%
REL	Has the NDIS helped you to meet more people?	37%	42%	31%	47%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	14%	10%	9%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	37%	48%	42%	51%	+14%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	30%	17%	24%	-1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	17%	15%	17%	+2%
S/CP	Has the NDIS helped you be more involved?	42%	54%	48%	53%	+11%

**Table L.51 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=250) - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	74%	74%	78%	82%	+8%
DL	Has the NDIS helped you with daily living activities?	74%	80%	80%	84%	+10%
REL	Has the NDIS helped you to meet more people?	47%	52%	58%	58%	+11%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	19%	19%	23%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	60%	64%	65%	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?	28%	27%	23%	24%	-4%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	15%	16%	15%	-2%
S/CP	Has the NDIS helped you be more involved?	54%	57%	62%	64%	+10%

**Table L.52 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF version ‘Family 0 to 14’ (n=137) - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory**

Question	R1	R2	R3	R4	Change from R1 to R4
Has the NDIS improved your capacity to advocate (stand up) for your child?	56%	62%	68%	74%	+19%
Has the NDIS improved the level of support for your family?	72%	84%	91%	85%	+13%
Has the NDIS improved your access to services, programs and activities in the community?	76%	88%	79%	83%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	80%	81%	83%	+10%
Has the NDIS improved your health and wellbeing?	38%	44%	52%	58%	+20%

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

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

**Table L.53 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF version ‘Participant school to 14’ (n=62) - participants who entered between 1 July 2016 and 30 September 2017 – Australian Capital Territory <sup>684</sup>**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
DL	Has the NDIS helped your child to become more independent?	64%	70%	74%	74%	80%	+16%
LL	Has the NDIS improved your child's access to education?	41%	44%	49%	54%	59%	+18%
REL	Has the NDIS improved your child's relationships with family and friends?	53%	45%	45%	50%	59%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	48%	54%	60%	50%	57%	+9%

<sup>684</sup> Results in Tables L.53 to L.55 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table L.54 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=49) - participants who entered between 1 July 2016 and 30 September 2017 – Australian Capital Territory**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	66%	73%	67%	70%	81%	+15%
DL	Has the NDIS helped you with daily living activities?	60%	68%	64%	73%	82%	+22%
REL	Has the NDIS helped you to meet more people?	51%	61%	56%	50%	53%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	17%	23%	14%	21%	+5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	58%	63%	56%	57%	60%	+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?	36%	34%	28%	32%	39%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	5%	10%	9%	11%	10%	+6%
S/CP	Has the NDIS helped you be more involved?	46%	63%	62%	71%	69%	+23%

**Table L.55 Results for “Has the NDIS helped?” questions answered at first, second, third, fourth and fifth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=202) - participants who entered between 1 July 2016 and 30 September 2017 – Australian Capital Territory**

Life domain	Question	R1	R2	R3	R4	R5	Change from R1 to R5
CC	Has the NDIS helped you have more choices and more control over your life?	77%	81%	83%	78%	82%	+6%
DL	Has the NDIS helped you with daily living activities?	78%	83%	89%	88%	90%	+12%
REL	Has the NDIS helped you to meet more people?	56%	58%	57%	52%	62%	+6%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	21%	19%	24%	25%	+3%
HW	Has your involvement with the NDIS improved your health and wellbeing?	66%	69%	71%	69%	73%	+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?	34%	33%	28%	22%	28%	-6%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	19%	17%	17%	15%	-4%
S/CP	Has the NDIS helped you be more involved?	58%	60%	62%	62%	67%	+9%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan reassessment, for ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth, fifth and sixth plan reassessment, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table L.56 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=442), ‘participant social and community engagement rate’ (n=438), ‘parent and carer employment rate’ (n=540) at entry, first and second plan reassessment, and ‘participant choice and control’ (n=339) at first and second plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 – Australian Capital Territory<sup>685</sup>**

Participant employment rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	13%	17%	23%	26%
Aged 25 to 34 years	40%	46%	42%	26%
Aged 35 to 44 years	31%	29%	27%	26%
Aged 45 to 54 years	31%	34%	29%	26%
Aged 55 to 64 years	24%	19%	17%	26%
Aged 65+ years	16%	13%	6%	26%
Aged 25 to 64 years	31%	32%	29%	26%
Aged 15 to 64 years	27%	28%	27%	26%

Participant social and community engagement rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	39%	34%	38%	46%
Aged 25 to 34 years	42%	46%	51%	46%
Aged 35 to 44 years	29%	36%	34%	46%
Aged 45 to 54 years	30%	35%	38%	46%
Aged 55 to 64 years	49%	53%	49%	46%
Aged 65+ years	38%	36%	38%	46%
Aged 25+ years	37%	42%	42%	46%
Aged 15+ years	38%	40%	41%	46%

Parent and carer employment rate	Baseline	R1	R2	2022-23 Target
Aged 0 to 14 years	55%	60%	62%	50%
Aged 15+ years	57%	63%	61%	50%
All ages	56%	61%	62%	50%

Participant Choice and Control	R1	R2	2022-23 Target
Aged 15 to 24 years	65%	71%	75%
Aged 25+ years	72%	77%	75%
Aged 15+ years	71%	76%	75%

<sup>685</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table L.57 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=452), 'participant social and community engagement rate' (n=456), 'parent and carer employment rate' (n=279) at entry, first, second and third plan reassessment, and 'participant choice and control' (n=433) at first, second and third plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 – Australian Capital Territory<sup>686</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	16%	24%	24%	23%	26%
Aged 25 to 34 years	32%	32%	29%	39%	26%
Aged 35 to 44 years	40%	40%	30%	35%	26%
Aged 45 to 54 years	34%	33%	26%	33%	26%
Aged 55 to 64 years	23%	26%	21%	23%	26%
Aged 65+ years	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	33%	33%	27%	32%	26%
Aged 15 to 64 years	30%	32%	26%	31%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	33%	31%	31%	32%	46%
Aged 25 to 34 years	28%	32%	35%	39%	46%
Aged 35 to 44 years	42%	45%	39%	44%	46%
Aged 45 to 54 years	38%	41%	43%	41%	46%
Aged 55 to 64 years	38%	40%	44%	43%	46%
Aged 65+ years	n/a	n/a	n/a	n/a	46%
Aged 25+ years	39%	42%	41%	43%	46%
Aged 15+ years	38%	40%	40%	41%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 0 to 14 years	47%	52%	60%	56%	50%
Aged 15+ years	63%	67%	69%	66%	50%
All ages	50%	55%	62%	58%	50%

Participant Choice and Control	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	64%	65%	70%	75%
Aged 25+ years	72%	75%	81%	75%
Aged 15+ years	70%	73%	79%	75%

<sup>686</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.



**Table L.58 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=293), 'participant social and community engagement rate' (n=293), 'parent and carer employment rate' (n=134) at entry, first, second, third and fourth plan reassessment, and 'participant choice and control' (n=297) at first, second, third and fourth plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 – Australian Capital Territory<sup>687</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 34 years	34%	34%	35%	30%	33%	26%
Aged 35 to 44 years	40%	41%	42%	50%	41%	26%
Aged 45 to 54 years	38%	44%	39%	36%	30%	26%
Aged 55 to 64 years	28%	26%	32%	19%	21%	26%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	35%	36%	37%	34%	31%	26%
Aged 15 to 64 years	31%	33%	35%	32%	33%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	36%	40%	42%	32%	45%	46%
Aged 25 to 34 years	44%	47%	51%	60%	61%	46%
Aged 35 to 44 years	37%	42%	49%	54%	47%	46%
Aged 45 to 54 years	41%	39%	48%	52%	48%	46%
Aged 55 to 64 years	30%	43%	45%	42%	46%	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	38%	42%	47%	50%	50%	46%
Aged 15+ years	38%	42%	46%	47%	49%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 0 to 14 years	47%	59%	58%	63%	67%	50%
Aged 15+ years	69%	70%	82%	70%	69%	50%
All ages	53%	62%	64%	64%	68%	50%

Participant Choice and Control	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	53%	64%	62%	66%	75%
Aged 25+ years	74%	74%	78%	82%	75%
Aged 15+ years	69%	72%	75%	78%	75%

<sup>687</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table L.59 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=226), 'participant social and community engagement rate' (n=222), 'parent and carer employment rate' (n=44) at entry, first, second, third, fourth and fifth plan reassessment, and 'participant choice and control' (n=228) at first, second, third, fourth and fifth plan reassessment - participants who entered between 1 July 2016 and 30 September 2017 – Australian Capital Territory<sup>688</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 34 years	49%	40%	35%	34%	29%	32%	26%
Aged 35 to 44 years	25%	28%	30%	43%	32%	33%	26%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	33%	30%	29%	31%	28%	28%	26%
Aged 15 to 64 years	31%	28%	27%	30%	28%	30%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25 to 34 years	41%	42%	42%	36%	50%	49%	46%
Aged 35 to 44 years	32%	43%	44%	50%	55%	48%	46%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	37%	40%	44%	45%	46%	46%	46%
Aged 15+ years	36%	40%	43%	46%	47%	46%	46%

Participant Choice and Control	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	66%	73%	67%	70%	81%	75%
Aged 25+ years	77%	81%	83%	78%	82%	75%
Aged 15+ years	75%	79%	80%	76%	82%	75%

There is insufficient data to show results for the progress against the NDIA's corporate plan metrics for 'parent and carer employment rate' at participants' first, second, third, fourth and fifth plan reassessment.

There is insufficient data to show results for the progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' at participants' first, second, third, fourth, fifth and sixth plan reassessment.

<sup>688</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.

**Table L.60 Number of active plans by goal type and primary disability group– Australian Capital Territory <sup>689</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
Acquired brain injury	58	156	151	41	50	166	81	67	<b>222</b>
Autism	559	2,764	1,408	1,340	1,520	2,290	251	651	<b>3,253</b>
Cerebral palsy	69	241	187	67	58	192	68	79	<b>295</b>
Developmental delay	205	759	418	580	354	582	<11	<11	<b>834</b>
Down syndrome	49	181	139	57	62	175	59	97	<b>224</b>
Global developmental delay	36	139	81	107	77	91	<11	<11	<b>149</b>
Hearing impairment	99	322	113	105	61	242	65	97	<b>439</b>
Intellectual disability	262	992	599	380	387	892	308	435	<b>1,260</b>
Multiple sclerosis	70	162	156	12	31	137	78	55	<b>216</b>
Psychosocial disability	261	722	777	235	273	874	440	403	<b>1,138</b>
Spinal cord injury	19	58	50	18	<11	51	30	27	<b>81</b>
Stroke	37	113	86	16	19	94	35	28	<b>141</b>
Visual impairment	49	156	81	42	11	136	49	66	<b>182</b>
Other neurological	93	298	245	73	79	275	126	80	<b>395</b>
Other physical	115	433	362	81	55	343	138	104	<b>543</b>
Other sensory/speech	18	59	27	32	30	40	<11	<11	<b>75</b>
Other	25	100	62	27	23	86	40	20	<b>121</b>
<b>Total</b>	<b>2,024</b>	<b>7,655</b>	<b>4,942</b>	<b>3,213</b>	<b>3,099</b>	<b>6,666</b>	<b>1,777</b>	<b>2,213</b>	<b>9,568</b>

**Table L.61 Percentage of active plans by goal type and primary disability group – Australian Capital Territory <sup>690</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	26%	70%	68%	18%	23%	75%	36%	30%
Autism	17%	85%	43%	41%	47%	70%	8%	20%
Cerebral palsy	23%	82%	63%	23%	20%	65%	23%	27%
Developmental delay	25%	91%	50%	70%	42%	70%	n/a	n/a
Down syndrome	22%	81%	62%	25%	28%	78%	26%	43%
Global developmental delay	24%	93%	54%	72%	52%	61%	n/a	n/a
Hearing impairment	23%	73%	26%	24%	14%	55%	15%	22%
Intellectual disability	21%	79%	48%	30%	31%	71%	24%	35%
Multiple sclerosis	32%	75%	72%	6%	14%	63%	36%	25%
Psychosocial disability	23%	63%	68%	21%	24%	77%	39%	35%
Spinal cord injury	23%	72%	62%	22%	n/a	63%	37%	33%
Stroke	26%	80%	61%	11%	13%	67%	25%	20%
Visual impairment	27%	86%	45%	23%	6%	75%	27%	36%
Other neurological	24%	75%	62%	18%	20%	70%	32%	20%
Other physical	21%	80%	67%	15%	10%	63%	25%	19%
Other sensory/speech	24%	79%	36%	43%	40%	53%	n/a	n/a
Other	21%	83%	51%	22%	19%	71%	33%	17%
<b>Total</b>	<b>21%</b>	<b>80%</b>	<b>52%</b>	<b>34%</b>	<b>32%</b>	<b>70%</b>	<b>19%</b>	<b>23%</b>

<sup>689</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>690</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table L.62 Number of goals in active plans by goal type and primary disability group – Australian Capital Territory** <sup>691</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
Acquired brain injury	216	670	565	118	158	632	268	183	<b>2,810</b>
Autism	2,146	17,851	5,686	5,543	5,881	8,894	861	2,147	<b>49,009</b>
Cerebral palsy	319	1,607	793	255	222	863	291	252	<b>4,602</b>
Developmental delay	757	5,546	1,860	2,492	1,365	2,294	<11	<11	<b>14,324</b>
Down syndrome	173	1,124	499	241	213	679	180	325	<b>3,434</b>
Global developmental delay	158	1,011	384	467	294	337	<11	<11	<b>2,651</b>
Hearing impairment	295	1,371	396	330	181	769	176	305	<b>3,823</b>
Intellectual disability	890	5,273	2,350	1,543	1,412	3,544	1,089	1,411	<b>17,512</b>
Multiple sclerosis	234	822	704	45	109	541	294	190	<b>2,939</b>
Psychosocial disability	826	2,739	2,728	722	771	2,774	1,284	1,205	<b>13,049</b>
Spinal cord injury	64	283	166	71	20	202	110	76	<b>992</b>
Stroke	140	726	362	66	58	357	154	76	<b>1,939</b>
Visual impairment	151	662	246	141	24	447	133	187	<b>1,991</b>
Other neurological	383	1,573	1,113	321	281	1,062	468	291	<b>5,492</b>
Other physical	429	2,173	1,402	284	190	1,224	470	351	<b>6,523</b>
Other sensory/speech	42	238	67	77	96	122	11	16	<b>669</b>
Other	95	633	296	107	88	343	138	83	<b>1,783</b>
<b>Total</b>	<b>7,318</b>	<b>44,302</b>	<b>19,617</b>	<b>12,823</b>	<b>11,363</b>	<b>25,084</b>	<b>5,937</b>	<b>7,098</b>	<b>133,542</b>

**Table L.63 Number of active plans by goal type and age group – Australian Capital Territory** <sup>692</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
0 to 6	286	1,139	675	893	531	938	<11	<11	<b>1,243</b>
7 to 14	368	2,175	902	1,132	1,171	1,519	32	19	<b>2,449</b>
15 to 18	146	693	328	287	345	584	49	214	<b>833</b>
19 to 24	200	680	411	263	219	598	182	560	<b>890</b>
25 to 34	207	610	473	179	194	602	287	480	<b>849</b>
35 to 44	215	588	517	146	195	605	281	345	<b>825</b>
45 to 54	233	647	606	151	172	658	333	327	<b>912</b>
55 to 64	233	707	652	102	185	739	416	218	<b>994</b>
65+	136	416	378	60	87	423	194	50	<b>573</b>
<b>Total</b>	<b>2,024</b>	<b>7,655</b>	<b>4,942</b>	<b>3,213</b>	<b>3,099</b>	<b>6,666</b>	<b>1,777</b>	<b>2,213</b>	<b>9,568</b>

<sup>691</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 133,542 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

<sup>692</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table L.64 Percentage of active plans by goal type and age group – Australian Capital Territory** <sup>693</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	23%	92%	54%	72%	43%	75%	n/a	n/a
7 to 14	15%	89%	37%	46%	48%	62%	1%	1%
15 to 18	18%	83%	39%	34%	41%	70%	6%	26%
19 to 24	22%	76%	46%	30%	25%	67%	20%	63%
25 to 34	24%	72%	56%	21%	23%	71%	34%	57%
35 to 44	26%	71%	63%	18%	24%	73%	34%	42%
45 to 54	26%	71%	66%	17%	19%	72%	37%	36%
55 to 64	23%	71%	66%	10%	19%	74%	42%	22%
65+	24%	73%	66%	10%	15%	74%	34%	9%
<b>Total</b>	<b>21%</b>	<b>80%</b>	<b>52%</b>	<b>34%</b>	<b>32%</b>	<b>70%</b>	<b>19%</b>	<b>23%</b>

**Table L.65 Number of goals in active plans by goal type and age group – Australian Capital Territory** <sup>694</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	1,200	9,017	3,346	4,150	2,252	3,971	<11	<11	<b>23,946</b>
7 to 14	1,329	14,874	3,499	4,515	4,313	5,769	76	75	<b>34,450</b>
15 to 18	487	3,544	1,177	1,110	1,290	2,155	208	705	<b>10,676</b>
19 to 24	664	3,198	1,410	927	747	2,072	566	1,783	<b>11,367</b>
25 to 34	800	2,915	1,810	566	746	2,303	939	1,491	<b>11,570</b>
35 to 44	745	2,765	2,017	529	659	2,175	990	1,123	<b>11,003</b>
45 to 54	815	3,041	2,491	525	557	2,518	1,176	1,086	<b>12,209</b>
55 to 64	845	3,218	2,454	317	565	2,688	1,356	678	<b>12,121</b>
65+	433	1,730	1,413	184	234	1,433	616	157	<b>6,200</b>
<b>Total</b>	<b>7,318</b>	<b>44,302</b>	<b>19,617</b>	<b>12,823</b>	<b>11,363</b>	<b>25,084</b>	<b>5,937</b>	<b>7,098</b>	<b>133,542</b>

<sup>693</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

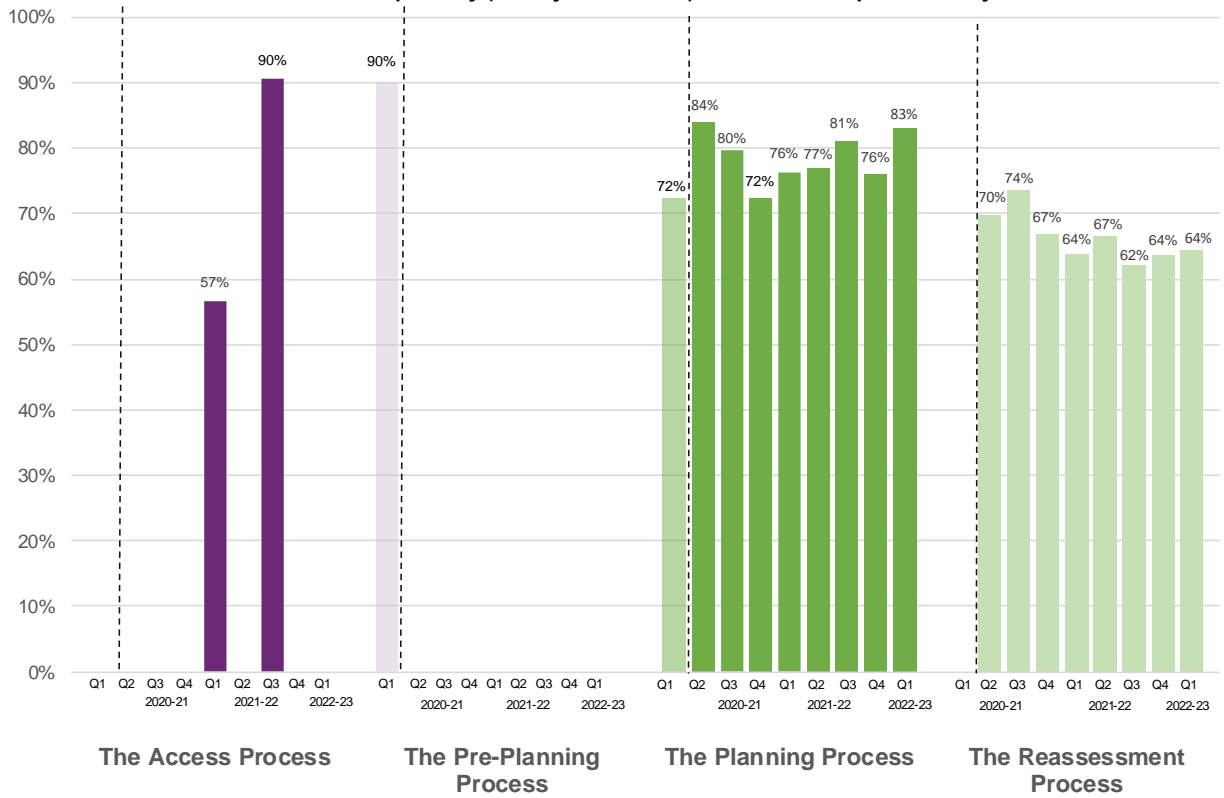
<sup>694</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 133,542 goals in these results relate to those in the current plans of active participants who reside in Australian Capital Territory at the reporting date.

**Table L.66 Proportion of participants who agreed with statements about 'Access' (n = 128 in Prior Quarters, n = 14 in 2022-23 Q1), 'Pre-planning' (n = 99 in Prior Quarters, n = 7 in 2022-23 Q1), 'Planning' (n = 609 in Prior Quarters, n = 95 in 2022-23 Q1) and 'Plan reassessment' (n = 2,512 in Prior Quarters, n = 322 in 2022-23 Q1) of NDIS journey in 2022-23 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory<sup>695</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q1
Access - Are you happy with how coming into the NDIS has gone?	80%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	83%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	72%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	76%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	88%	n/a
Pre-planning - Were decisions about your plan clearly explained?	61%	n/a
Pre-planning - Are you clear on what happens next with your plan?	63%	n/a
Pre-planning - Do you know where to go for more help with your plan?	63%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	70%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	87%
Planning - Did you understand why you needed to give the information you did?	95%	98%
Planning - Were decisions about your plan clearly explained?	80%	89%
Planning - Are you clear on what happens next with your plan?	81%	88%
Planning - Do you know where to go for more help with your plan?	86%	91%
Planning - % of participants rating their overall experience as Very Good or Good.	78%	83%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	72%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	86%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	82%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	64%

<sup>695</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure L.7 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory <sup>696 697 698</sup>



<sup>696</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>697</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>698</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

## Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q1. 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.

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.67 shows the number of complaints in 2022-23 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

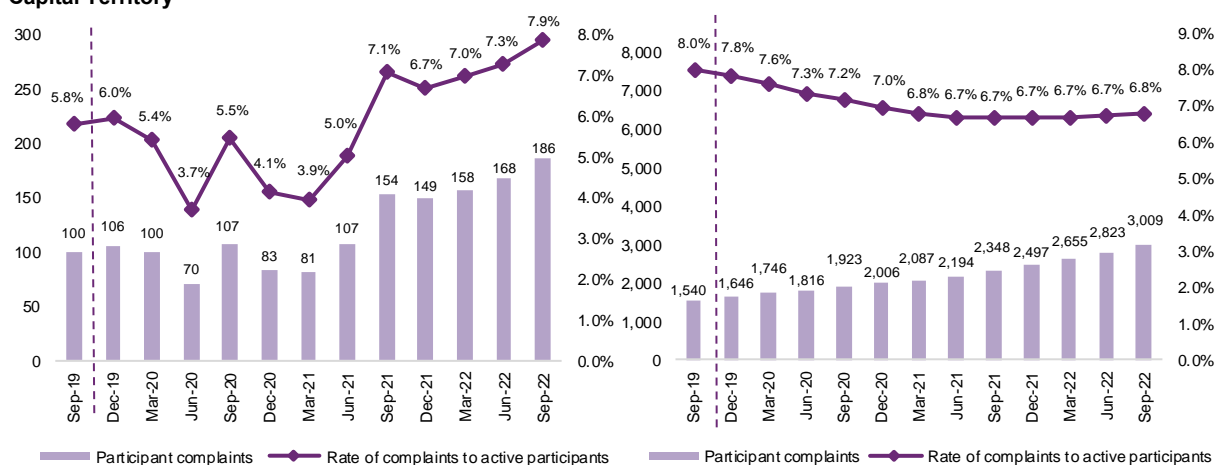
Table L.68 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.



**Table L.67 Complaints by quarter – Australian Capital Territory** <sup>699 700</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	44	<11	51	49
People who have submitted an access request: Complaints about service providers	117	<11	126	112
People who have submitted an access request: Complaints about the Agency	2,352	149	2,501	1,321
People who have submitted an access request: Critical/ Reportable Incident	137	21	158	122
People who have submitted an access request: Unclassified	169	<11	169	146
<b>People who have submitted an access request: Total</b>	<b>2,823</b>	<b>186</b>	<b>3,009</b>	<b>1,543</b>
<i>Percentage of the number of active participants</i>	6.7%	7.9%	6.8%	n/a

**Figure L.8 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



<sup>699</sup> Note that 60% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

<sup>700</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table L.68 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory**<sup>701</sup>

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	190	(8%)	<11	n/a	190	(8%)
Information unclear	42	(2%)	<11	n/a	42	(2%)
NDIA Access	48	(2%)	<11	n/a	56	(2%)
NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
NDIA Finance	100	(4%)	18	(12%)	118	(5%)
NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
NDIA Plan	351	(15%)	62	(42%)	413	(17%)
NDIA Process	139	(6%)	20	(13%)	159	(6%)
NDIA Resources	18	(1%)	<11	n/a	22	(1%)
NDIA Staff	81	(3%)	<11	n/a	88	(4%)
NDIA Timeliness	239	(10%)	24	(16%)	263	(11%)
Participation, engagement and inclusion	24	(1%)	<11	n/a	24	(1%)
Provider Portal	<11	n/a	<11	n/a	<11	n/a
Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Reasonable and necessary supports	133	(6%)	<11	n/a	133	(5%)
Staff conduct - Agency	28	(1%)	<11	n/a	28	(1%)
The way the NDIA carried out its decision making	65	(3%)	<11	n/a	65	(3%)
Timeliness	416	(18%)	<11	n/a	416	(17%)
Other	460	(20%)	<11	n/a	461	(18%)
<b>Total</b>	<b>2,352</b>	<b>(100%)</b>	<b>149</b>	<b>(100%)</b>	<b>2,501</b>	<b>(100%)</b>

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	<11	n/a	<11	n/a	<11	n/a
ECA Process	<11	n/a	<11	n/a	<11	n/a
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	<11	n/a	<11	n/a	<11	n/a
ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>

<sup>701</sup> There are 2,823 total participant complaints in Prior Quarters, 186 total participant complaints in 2022-23 Q1, and 3,009 total participant complaints as at 30 September 2022, including 169 unclassified participant complaints as at 30 September 2022.

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	<11	n/a	<11	n/a	<11	n/a
LAC Process	<11	n/a	<11	n/a	<11	n/a
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	19	(43%)	<11	n/a	24	(47%)
LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>44</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>51</b>	<b>(100%)</b>

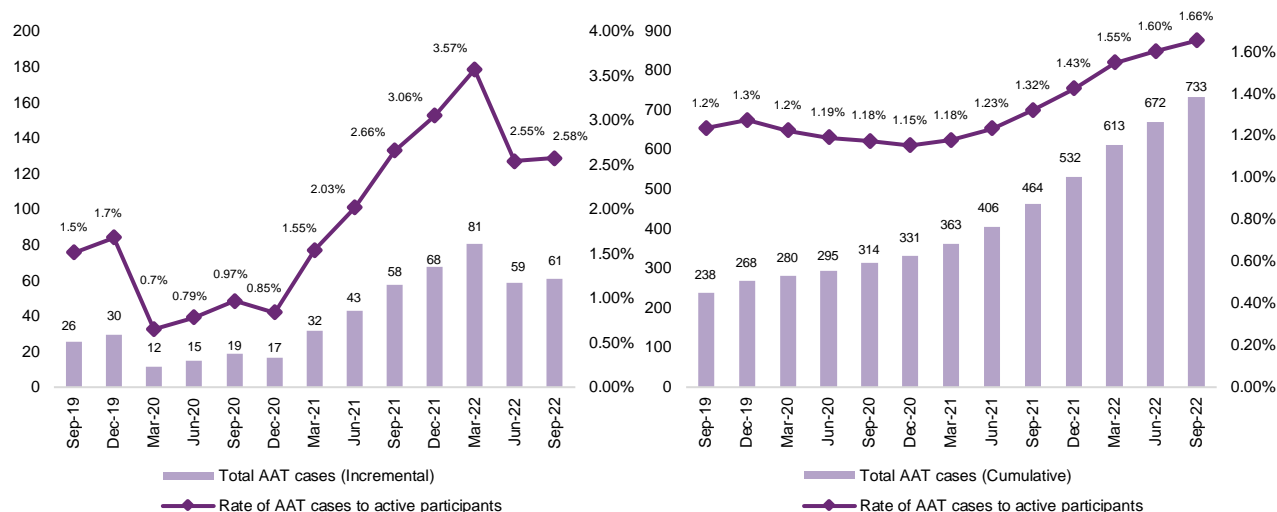
Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	<11	n/a	<11	n/a	<11	n/a
Provider Finance	<11	n/a	<11	n/a	<11	n/a
Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Provider process	15	(13%)	<11	n/a	15	(12%)
Provider Service	19	(16%)	<11	n/a	19	(15%)
Provider Staff	<11	n/a	<11	n/a	12	(10%)
Service Delivery	20	(17%)	<11	n/a	20	(16%)
Staff conduct	<11	n/a	<11	n/a	<11	n/a
Supports being provided	14	(12%)	<11	n/a	14	(11%)
Other	17	(15%)	<11	n/a	18	(14%)
<b>Total</b>	<b>117</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>126</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	21	(15%)	<11	n/a	23	(15%)
Allegations against Informal Supports	17	(12%)	<11	n/a	17	(11%)
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	34	(25%)	<11	n/a	42	(27%)
Provider reporting	65	(47%)	11	(52%)	76	(48%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>137</b>	<b>(100%)</b>	<b>21</b>	<b>(100%)</b>	<b>158</b>	<b>(100%)</b>

**Table L.69 AAT Cases by category at 30 September 2022 – Australian Capital Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Access	205	31%	<11	n/a	212	29%
Plan	410	61%	47	77%	457	62%
Plan Reassessment	27	4%	<11	n/a	27	4%
Other	30	4%	<11	n/a	37	5%
<b>Total cases</b>	<b>672</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>733</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>1.60%</b>	<b>n/a</b>	<b>2.58%</b>	<b>n/a</b>	<b>1.66%</b>	<b>n/a</b>

**Figure L.9 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory**



**Table L.70 AAT cases by open/closed and decision – Australian Capital Territory**<sup>702 703</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>733</b>	<b>663</b>
<b>Open AAT Cases</b>	<b>189</b>	<b>184</b>
<b>Closed AAT Cases</b>	<b>544</b>	<b>501</b>
<i>Resolved before hearing</i>	519	480
<i>Gone to hearing and received a substantive decision</i>	25	21

<sup>702</sup> Of the 25 cases which went to hearing and received a substantive decision: 16 affirmed the Agency’s decision, 3 varied the Agency’s decision and 6 set aside the Agency’s decision.

<sup>703</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table L.71 Key markets indicators by quarter – Australian Capital Territory** <sup>704 705</sup>

Market indicators	Previous Quarter	2022-23 Q1
Average number of active providers per active participant	0.93	0.92
Number of providers delivering new types of supports	83	99
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	80%	80%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	92%
Share of payments - top 25%: Participate Community (Percentage)	92%	94%
Share of payments - top 25%: Early Childhood Supports (Percentage)	84%	85%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	92%

**Table L.72 Cumulative number of providers that have been ever active as at 30 September 2022 by quarter of activity – Australian Capital Territory** <sup>706</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q1	28
Active in 2022-23 Q1 and also in previous quarters	406
<b>Active in 2022-23 Q1</b>	<b>434</b>
Inactive in 2022-23 Q1	1,092
<b>Active ever</b>	<b>1,526</b>

<sup>704</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>705</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>706</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

**Table L.73 Cumulative number of providers that have been ever active by registration group – Australian Capital Territory <sup>707</sup>**

Registration Group	Prior Quarters	2022-23 Q1	Total	Percentage Change
Assistance services: Accommodation / Tenancy Assistance	25	<5	26	n/a
Assistance services: Assistance Animals	16	<5	16	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	139	7	146	5%
Assistance services: Assistance with travel/transport arrangements	101	<5	103	n/a
Assistance services: Daily Personal Activities	282	14	296	5%
Assistance services: Group and Centre Based Activities	140	7	147	5%
Assistance services: High Intensity Daily Personal Activities	192	6	198	3%
Assistance services: Household tasks	295	5	300	2%
Assistance services: Interpreting and translation	26	<5	27	n/a
Assistance services: Participation in community, social and civic activities	288	18	306	6%
Assistive Technology: Assistive equipment for recreation	46	<5	47	n/a
Assistive Technology: Assistive products for household tasks	35	<5	35	n/a
Assistive Technology: Assistance products for personal care and safety	349	9	358	0%
Assistive Technology: Communication and information equipment	98	6	104	3%
Assistive Technology: Customised Prosthetics	124	<5	127	n/a
Assistive Technology: Hearing Equipment	37	<5	39	n/a
Assistive Technology: Hearing Services	14	<5	14	n/a
Assistive Technology: Personal Mobility Equipment	174	6	180	0%
Assistive Technology: Specialised Hearing Services	22	<5	22	n/a
Assistive Technology: Vision Equipment	34	<5	36	n/a
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	345	14	359	6%
Capacity Building Services: Behaviour Support	116	5	121	0%
Capacity Building Services: Community nursing care for high needs	61	<5	63	n/a
Capacity Building Services: Development of daily living and life skills	161	<5	164	n/a
Capacity Building Services: Early Intervention supports for early childhood	233	9	242	3%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	117	5	122	2%
Capacity Building Services: Innovative Community Participation	54	<5	54	n/a
Capacity Building Services: Specialised Driving Training	29	<5	31	n/a
Capacity Building Services: Therapeutic Supports	650	8	658	0%
Capital services: Home modification design and construction	60	6	66	7%
Capital services: Specialist Disability Accommodation	14	<5	15	n/a
Capital services: Vehicle Modifications	36	<5	37	n/a
Choice and control support services: Management of funding for supports in participants plan	192	5	197	10%
Choice and control support services: Support Coordination	53	<5	55	n/a
Employment and Education support services: Assistance to access and/or maintain employment and/or education	57	<5	58	n/a
Employment and Education support services: Specialised Supported Employment	39	<5	40	n/a
<b>Total</b>	<b>1,498</b>	<b>28</b>	<b>1,526</b>	<b>3%</b>

<sup>707</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table L.74 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2022 – Australian Capital Territory <sup>708</sup>**

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	6	20	<b>26</b>	23%	77%	<b>100%</b>
Assistance services: Assistance Animals	<5	13	<b>16</b>	n/a	81%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	16	130	<b>146</b>	11%	89%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	9	94	<b>103</b>	9%	91%	<b>100%</b>
Assistance services: Daily Personal Activities	34	262	<b>296</b>	11%	89%	<b>100%</b>
Assistance services: Group and Centre Based Activities	18	129	<b>147</b>	12%	88%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	23	175	<b>198</b>	12%	88%	<b>100%</b>
Assistance services: Household tasks	65	235	<b>300</b>	22%	78%	<b>100%</b>
Assistance services: Interpreting and translation	5	22	<b>27</b>	19%	81%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	37	269	<b>306</b>	12%	88%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	5	42	<b>47</b>	11%	89%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	5	30	<b>35</b>	14%	86%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	38	320	<b>358</b>	11%	89%	<b>100%</b>
Assistive Technology: Communication and information equipment	18	86	<b>104</b>	17%	83%	<b>100%</b>
Assistive Technology: Customised Prosthetics	12	115	<b>127</b>	9%	91%	<b>100%</b>
Assistive Technology: Hearing Equipment	5	34	<b>39</b>	13%	87%	<b>100%</b>
Assistive Technology: Hearing Services	<5	13	<b>14</b>	n/a	93%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	27	153	<b>180</b>	15%	85%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	<5	20	<b>22</b>	n/a	91%	<b>100%</b>
Assistive Technology: Vision Equipment	6	30	<b>36</b>	17%	83%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	54	305	<b>359</b>	15%	85%	<b>100%</b>
Capacity Building Services: Behaviour Support	22	99	<b>121</b>	18%	82%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	5	58	<b>63</b>	8%	92%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	19	145	<b>164</b>	12%	88%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	68	174	<b>242</b>	28%	72%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	27	95	<b>122</b>	22%	78%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	15	39	<b>54</b>	28%	72%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	<5	27	<b>31</b>	n/a	87%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	200	458	<b>658</b>	30%	70%	<b>100%</b>
Capital services: Home modification design and construction	<5	62	<b>66</b>	n/a	94%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	15	<b>15</b>	n/a	100%	<b>100%</b>
Capital services: Vehicle Modifications	<5	33	<b>37</b>	n/a	89%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	29	168	<b>197</b>	15%	85%	<b>100%</b>
Choice and control support services: Support Coordination	11	44	<b>55</b>	20%	80%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	5	53	<b>58</b>	9%	91%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	<5	37	<b>40</b>	n/a	93%	<b>100%</b>
<b>Total</b>	<b>339</b>	<b>1,187</b>	<b>1,526</b>	<b>22%</b>	<b>78%</b>	<b>100%</b>

<sup>708</sup> Ibid.

**Table L.75 Number and proportion of providers active in 2022-23 Q1 by registration group and first quarter of activity – Australian Capital Territory<sup>709</sup>**

Registration Group	Active in previous quarters and in 2022-23 Q1	Active for the first time in 2022-23 Q1	Total	Percentage active for the first time in 2022-23 Q1
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<5	n/a
Assistance services: Assistance Animals	6	<5	6	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	70	7	77	9%
Assistance services: Assistance with travel/transport arrangements	26	<5	28	n/a
Assistance services: Daily Personal Activities	110	14	124	11%
Assistance services: Group and Centre Based Activities	49	7	56	13%
Assistance services: High Intensity Daily Personal Activities	54	6	60	10%
Assistance services: Household tasks	86	5	91	5%
Assistance services: Interpreting and translation	8	<5	9	n/a
Assistance services: Participation in community, social and civic activities	121	18	139	13%
Assistive Technology: Assistive equipment for recreation	<5	<5	<5	n/a
Assistive Technology: Assistive products for household tasks	<5	<5	<5	n/a
Assistive Technology: Assistance products for personal care and safety	90	9	99	0%
Assistive Technology: Communication and information equipment	22	6	28	9%
Assistive Technology: Customised Prosthetics	25	<5	28	n/a
Assistive Technology: Hearing Equipment	10	<5	12	n/a
Assistive Technology: Hearing Services	<5	<5	<5	n/a
Assistive Technology: Personal Mobility Equipment	30	6	36	0%
Assistive Technology: Specialised Hearing Services	<5	<5	<5	n/a
Assistive Technology: Vision Equipment	9	<5	11	n/a
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	135	14	149	18%
Capacity Building Services: Behaviour Support	44	5	49	0%
Capacity Building Services: Community nursing care for high needs	28	<5	30	n/a
Capacity Building Services: Development of daily living and life skills	49	<5	52	n/a
Capacity Building Services: Early Intervention supports for early childhood	64	9	73	7%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	43	5	48	6%
Capacity Building Services: Innovative Community Participation	12	<5	12	n/a
Capacity Building Services: Specialised Driving Training	6	<5	8	n/a
Capacity Building Services: Therapeutic Supports	171	8	179	0%
Capital services: Home modification design and construction	12	6	18	25%
Capital services: Specialist Disability Accommodation	<5	<5	5	n/a
Capital services: Vehicle Modifications	<5	<5	5	n/a
Choice and control support services: Management of funding for supports in participants plan	116	5	121	33%
Choice and control support services: Support Coordination	11	<5	13	n/a
Employment and Education support services: Assistance to access and/or maintain employment and/or education	20	<5	21	n/a
Employment and Education support services: Specialised Supported Employment	18	<5	19	n/a
<b>Total</b>	<b>406</b>	<b>28</b>	<b>434</b>	<b>4%</b>

<sup>709</sup> Ibid.



**Table L.76 Number and proportion of providers active in 2022-23 Q1 in each registration group by legal entity type – Australian Capital Territory** <sup>710</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistance services: Assistance Animals	<5	5	<b>6</b>	n/a	83%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	8	69	<b>77</b>	10%	90%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	<5	26	<b>28</b>	n/a	93%	<b>100%</b>
Assistance services: Daily Personal Activities	14	110	<b>124</b>	11%	89%	<b>100%</b>
Assistance services: Group and Centre Based Activities	9	47	<b>56</b>	16%	84%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	6	54	<b>60</b>	10%	90%	<b>100%</b>
Assistance services: Household tasks	10	81	<b>91</b>	11%	89%	<b>100%</b>
Assistance services: Interpreting and translation	<5	7	<b>9</b>	n/a	78%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	15	124	<b>139</b>	11%	89%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistive Technology: Assistive products for household tasks	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistive Technology: Assistance products for personal care and safety	10	89	<b>99</b>	10%	90%	<b>100%</b>
Assistive Technology: Communication and information equipment	5	23	<b>28</b>	18%	82%	<b>100%</b>
Assistive Technology: Customised Prosthetics	<5	27	<b>28</b>	n/a	96%	<b>100%</b>
Assistive Technology: Hearing Equipment	<5	10	<b>12</b>	n/a	83%	<b>100%</b>
Assistive Technology: Hearing Services	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistive Technology: Personal Mobility Equipment	<5	32	<b>36</b>	n/a	89%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	<5	<5	<b>&lt;5</b>	n/a	n/a	<b>n/a</b>
Assistive Technology: Vision Equipment	<5	9	<b>11</b>	n/a	82%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	19	130	<b>149</b>	13%	87%	<b>100%</b>
Capacity Building Services: Behaviour Support	<5	46	<b>49</b>	n/a	94%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	<5	27	<b>30</b>	n/a	90%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	5	47	<b>52</b>	10%	90%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	8	65	<b>73</b>	11%	89%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	5	43	<b>48</b>	10%	90%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	<5	8	<b>12</b>	n/a	67%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	<5	7	<b>8</b>	n/a	88%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	37	142	<b>179</b>	21%	79%	<b>100%</b>
Capital services: Home modification design and construction	<5	17	<b>18</b>	n/a	94%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	5	<b>5</b>	n/a	100%	<b>100%</b>
Capital services: Vehicle Modifications	<5	5	<b>5</b>	n/a	100%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	19	102	<b>121</b>	16%	84%	<b>100%</b>
Choice and control support services: Support Coordination	<5	12	<b>13</b>	n/a	92%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	<5	19	<b>21</b>	n/a	90%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	<5	18	<b>19</b>	n/a	95%	<b>100%</b>
<b>Total</b>	<b>60</b>	<b>374</b>	<b>434</b>	<b>14%</b>	<b>86%</b>	<b>100%</b>

<sup>710</sup> Ibid.

**Table L.77 Distribution of active providers in 2022-23 Q1 by their status in 2021-22 Q4 and payment band in 2022-23 Q1 – Australian Capital Territory <sup>711</sup>**

Amount paid in 2022-23 Q1	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	76	22	12	<b>110</b>
\$2,001-\$10,000	94	6	9	<b>109</b>
\$10,001-\$100,000	127	<5	5	<b>135</b>
\$100,001-\$250,000	29	<5	<5	<b>32</b>
\$250,000+	48	<5	<5	<b>48</b>
<b>Total</b>	<b>374</b>	<b>32</b>	<b>28</b>	<b>434</b>

**Table L.78 Distribution of active participants by method of financial plan management and age group as at 30 September 2022 – Australian Capital Territory <sup>712 713</sup>**

Age group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
0 to 6	8%	10%	51%	30%
7 to 14	11%	10%	54%	25%
15 to 18	8%	9%	50%	34%
19 to 24	8%	9%	37%	47%
25 to 34	8%	8%	23%	62%
35 to 44	8%	8%	16%	67%
45 to 54	12%	6%	14%	67%
55 to 64	12%	7%	17%	64%
65+	11%	9%	18%	62%
<b>Total</b>	<b>10%</b>	<b>9%</b>	<b>36%</b>	<b>46%</b>

<sup>711</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>712</sup> For the total number of active participants in each age group, see Table L.19.

<sup>713</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

**Table L.79 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2022 – Australian Capital Territory** <sup>714 715</sup>

Primary disability group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
ABI	12%	4%	10%	74%
Autism	5%	9%	52%	34%
Cerebral Palsy	12%	17%	29%	42%
Developmental delay	12%	7%	50%	31%
Down Syndrome	19%	8%	26%	47%
Global developmental delay	20%	11%	35%	34%
Hearing Impairment	18%	9%	52%	21%
Intellectual Disability	15%	10%	22%	53%
Multiple Sclerosis	1%	15%	36%	48%
Other	7%	12%	26%	54%
Other Neurological	5%	12%	26%	58%
Other Physical	7%	14%	31%	48%
Other Sensory/Speech	34%	7%	42%	16%
Psychosocial disability	11%	2%	5%	82%
Spinal Cord Injury	2%	20%	30%	48%
Stroke	6%	5%	19%	71%
Visual Impairment	7%	13%	41%	39%
<b>Total</b>	<b>10%</b>	<b>9%</b>	<b>36%</b>	<b>46%</b>

**Table L.80 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Australian Capital Territory** <sup>716</sup>

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	10%	7%	<b>10%</b>
Self-managed partly	9%	8%	<b>9%</b>
Self-managed fully	36%	35%	<b>36%</b>
Plan-managed	45%	50%	<b>46%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>714</sup> For the total number of active participants in each primary disability group, see Table L.15.

<sup>715</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>716</sup> Ibid.

**Table L.81 Distribution of active participants by method of financial plan management over time incrementally and cumulatively – Australian Capital Territory**<sup>717</sup>

Quarter	Agency-managed - Incremental	Self-managed Partly - Incremental	Self-managed Fully - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed Partly - Cumulative	Self-managed Fully - Cumulative	Plan-managed - Cumulative
Sep-19	19%	9%	35%	37%	23%	9%	33%	34%
Dec-19	20%	10%	34%	36%	22%	9%	34%	35%
Mar-20	15%	12%	31%	42%	20%	11%	33%	35%
Jun-20	15%	12%	32%	41%	19%	11%	33%	37%
Sep-20	12%	11%	36%	41%	17%	11%	34%	38%
Dec-20	11%	10%	36%	43%	16%	10%	35%	39%
Mar-21	12%	11%	35%	43%	14%	10%	35%	40%
Jun-21	11%	11%	31%	47%	13%	10%	35%	41%
Sep-21	9%	10%	30%	51%	12%	10%	35%	43%
Dec-21	9%	11%	30%	50%	12%	10%	35%	44%
Mar-22	10%	10%	30%	50%	11%	10%	35%	44%
Jun-22	9%	8%	33%	50%	10%	9%	35%	45%
Sep-22	7%	8%	35%	50%	10%	9%	36%	46%

**Table L.82 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Australian Capital Territory**

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	34%	24%	<b>33%</b>
Self-managed	20%	19%	<b>20%</b>
Plan-managed	47%	57%	<b>47%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table L.83 Distribution of plan budgets by method of financial plan management over time incrementally and cumulatively – Australian Capital Territory**

Quarter	Agency-managed - Incremental	Self-managed - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed - Cumulative	Plan-managed - Cumulative
Sep-19	40%	21%	39%	49%	17%	34%
Dec-19	36%	22%	42%	47%	17%	35%
Mar-20	27%	22%	51%	45%	18%	37%
Jun-20	37%	19%	44%	44%	18%	38%
Sep-20	22%	23%	55%	41%	19%	40%
Dec-20	24%	22%	54%	39%	19%	42%
Mar-21	23%	26%	51%	38%	20%	43%
Jun-21	32%	20%	49%	37%	20%	43%
Sep-21	22%	20%	58%	36%	20%	44%
Dec-21	26%	20%	54%	35%	20%	45%
Mar-22	27%	21%	52%	34%	20%	46%
Jun-22	25%	21%	54%	34%	20%	47%
Sep-22	24%	19%	57%	33%	20%	47%

<sup>717</sup> This table 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.84 Distribution of active participants by support coordination and quarter of plan approval – Australian Capital Territory**

Distribution of active participants by support coordination	Prior Quarters	2022-23 Q1	Total
Support coordination	37%	43%	38%

**Table L.85 Duration to plan activation by quarter of initial plan approval for active participants – Australian Capital Territory** <sup>718</sup>

Plan activation	Prior Quarters - Count	Prior Quarters - Percentage	2021-22 Q3 - Count	2021-22 Q3 - Percentage	Total - Count	Total - Percentage
Less than 30 days	3,476	60%	178	64%	3,654	60%
30 to 59 days	851	15%	31	11%	882	15%
60 to 89 days	377	7%	14	5%	391	6%
<b>Activated within 90 days</b>	<b>4,704</b>	<b>81%</b>	<b>223</b>	<b>81%</b>	<b>4,927</b>	<b>81%</b>
90 to 119 days	200	3%	<11	n/a	209	3%
120 days and over	726	13%	20	7%	746	12%
<b>Activated after 90 days</b>	<b>926</b>	<b>16%</b>	<b>29</b>	<b>10%</b>	<b>955</b>	<b>16%</b>
<b>No payments</b>	<b>159</b>	<b>3%</b>	<b>25</b>	<b>9%</b>	<b>184</b>	<b>3%</b>
<b>Total plans approved</b>	<b>5,789</b>	<b>100%</b>	<b>277</b>	<b>100%</b>	<b>6,066</b>	<b>100%</b>

<sup>718</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table L.86 Proportion of participants who have activated within 12 months at 30 September 2022 – Australian Capital Territory**

719

Participant profile	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by First Nations status: First Nations Participants	351	375	94%
by First Nations status: Non-First Nations Participants	6,745	7,004	96%
by First Nations status: Not Stated	1,059	1,116	95%
by Culturally and Linguistically Diverse status: CALD	858	891	96%
by Culturally and Linguistically Diverse status: Not CALD	7,232	7,539	96%
by Culturally and Linguistically Diverse status: Not Stated	65	65	100%
by Remoteness: Major Cities	8,144	8,484	96%
by Remoteness: Regional	<11	<11	n/a
by Remoteness: Remote	<11	<11	n/a
by Remoteness: Missing	<11	<11	n/a
by Primary Disability group: Autism	2,777	2,881	96%
by Primary Disability group: Intellectual disability (including Down syndrome)	1,388	1,441	96%
by Primary Disability group: Psychosocial disability	1,019	1,049	97%
by Primary Disability group: Developmental delay (including global developmental delay)	605	631	96%
by Primary Disability group: Other	2,366	2,493	95%
by Gender: Male	4,841	5,069	96%
by Gender: Female	3,222	3,331	97%
by Gender: Other	92	95	97%
by Age Group: 0-6 years	772	802	96%
by Age Group: 7-14 years	2,191	2,256	97%
by Age Group: 15-18 years	712	770	92%
by Age Group: 19-24 years	770	843	91%
by Age Group: 25-34 years	740	777	95%
by Age Group: 35-44 years	743	761	98%
by Age Group: 45-54 years	808	828	98%
by Age Group: 55-64 years	878	899	98%
by Age Group: 65+ years	541	559	97%
<b>Total</b>	<b>8,155</b>	<b>8,495</b>	<b>96%</b>

**Table L.87 Distribution of plans by utilisation – Australian Capital Territory** <sup>720 721</sup>

Plan utilisation	Total
0 to 50%	33%
50% to 75%	22%
> 75%	44%
<b>Total</b>	<b>100%</b>

<sup>719</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>720</sup> This table only considers participants with initial plans approved up to 31 March 2022, and includes committed supports and payments for supports provided up to 30 June 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>721</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan reassessment to address a change in circumstance.

**Table L.88 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory**

<sup>722</sup>

Mainstream service	Prior Quarters	2022-23 Q1	Total
Daily Activities	9%	8%	9%
Health & Wellbeing	70%	72%	70%
Lifelong Learning	34%	34%	34%
Other	25%	28%	25%
Non-categorised	9%	6%	8%
Any mainstream service	95%	95%	95%

<sup>722</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.  
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## Part Five: Financial sustainability

**Table L.89 Committed supports by financial year (\$m) – Australian Capital Territory** <sup>723</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.3	25.3	127.5	266.8	305.0	366.3	458.9	550.8	595.1	163.7

**Table L.90 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Australian Capital Territory**

Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	3.8%	3.8%
\$5,001-\$10,000	9.0%	8.7%
\$10,001-\$15,000	14.3%	14.0%
\$15,001-\$20,000	14.3%	14.5%
\$20,001-\$25,000	9.1%	9.2%
\$25,001-\$30,000	5.5%	5.4%
\$30,001-\$50,000	14.6%	14.2%
\$50,001-\$100,000	13.3%	13.3%
\$100,001-\$150,000	5.0%	5.1%
\$150,001-\$200,000	2.6%	2.7%
\$200,001-\$250,000	1.9%	1.8%
\$250,001+	6.2%	6.9%

**Table L.91 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Australian Capital Territory**

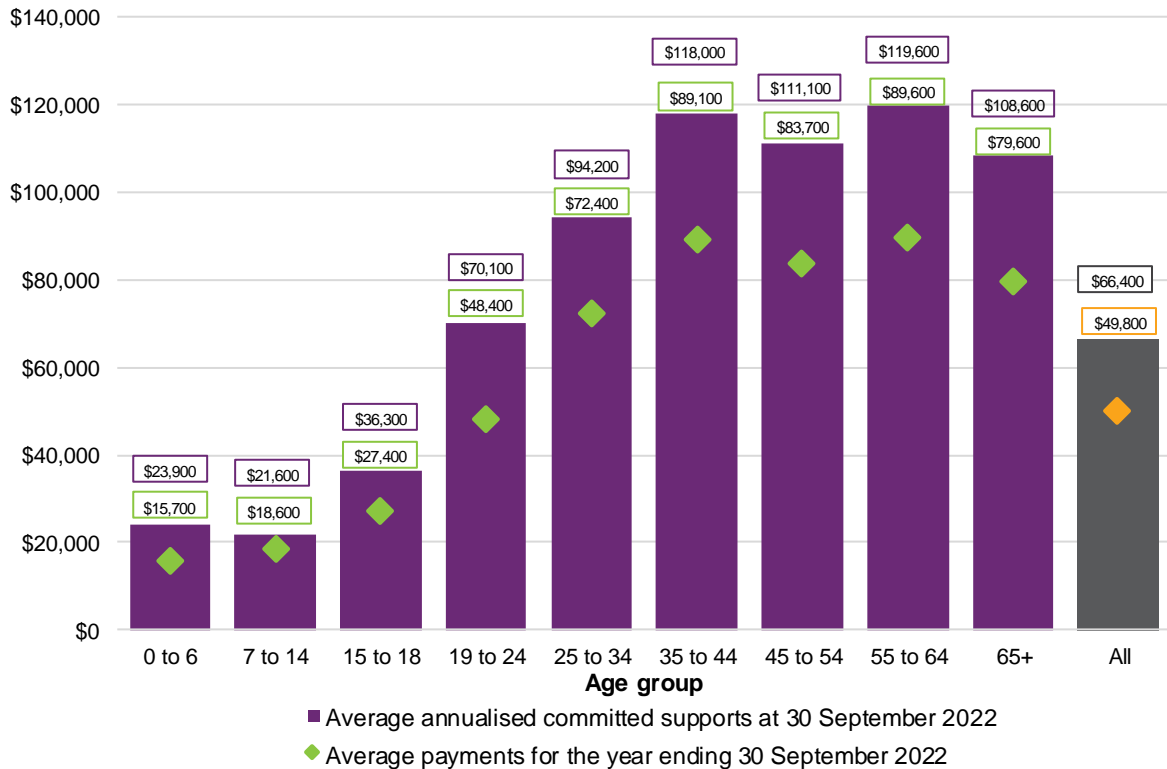
Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	4.0%	4.0%
\$5,001-\$10,000	9.5%	9.2%
\$10,001-\$15,000	15.2%	14.9%
\$15,001-\$20,000	15.1%	15.4%
\$20,001-\$25,000	9.7%	9.7%
\$25,001-\$30,000	5.8%	5.7%
\$30,001-\$50,000	15.5%	15.1%
\$50,001-\$100,000	14.1%	14.1%
\$100,001-\$150,000	5.2%	5.4%
\$150,001-\$200,000	2.5%	2.6%
\$200,001-\$250,000	1.2%	1.3%
\$250,001+	1.8%	2.2%

<sup>723</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Australian Capital Territory.

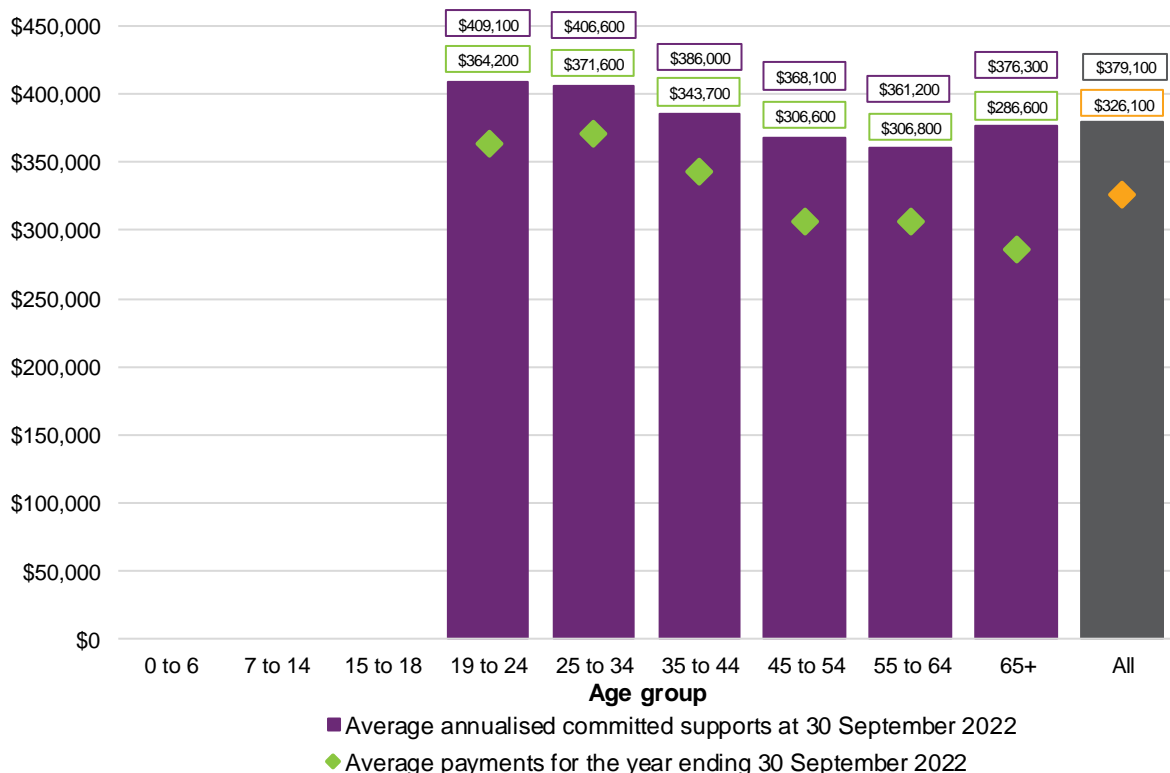


Note: In Figures L.10 to L.18 and in Tables L.92 to L.97, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

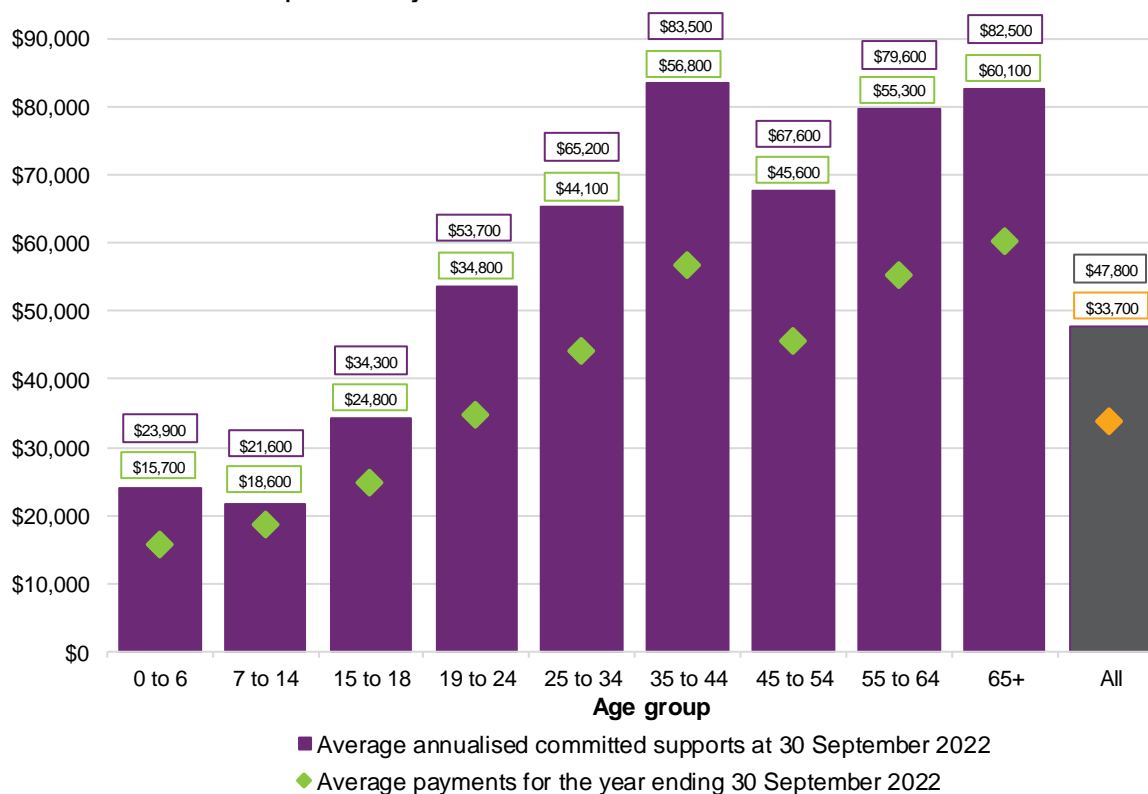
**Figure L.10 Average annualised committed supports and average payments by age group as at 30 September 2022 – Australian Capital Territory**



**Figure L.11 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2022 – Australian Capital Territory**



**Figure L.12 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2022 – Australian Capital Territory**



**Table L.92 Average annualised committed supports and average payments by gender and age group as at 30 September 2022 – Australian Capital Territory**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	15,300	23,800	16,500	24,400
7 to 14	18,100	21,100	19,800	23,000
15 to 18	26,600	37,500	29,500	35,000
19 to 24	45,600	66,500	54,300	77,900
25 to 34	76,900	100,100	66,500	86,600
35 to 44	99,300	131,800	79,400	105,500
45 to 54	88,200	114,700	80,100	108,900
55 to 64	93,500	124,300	85,600	114,400
65+	92,500	123,600	71,200	98,800
<b>Total</b>	<b>46,800</b>	<b>62,300</b>	<b>54,900</b>	<b>73,200</b>

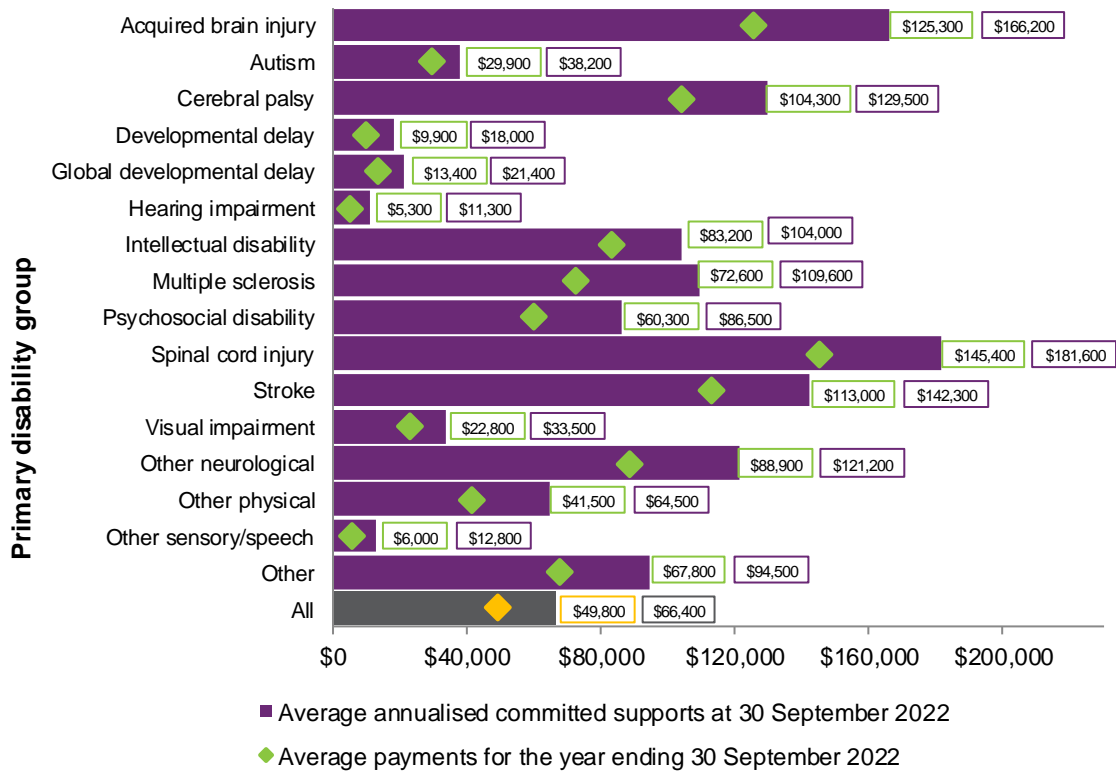
**Table L.93 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 September 2022 – Australian Capital Territory**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a
15 to 18	n/a	n/a	n/a	n/a
19 to 24	329,800	373,200	n/a	n/a
25 to 34	368,600	406,400	363,300	407,000
35 to 44	335,900	386,400	360,700	385,200
45 to 54	301,700	351,900	313,500	390,700
55 to 64	310,100	357,200	298,800	362,400
65+	292,300	382,300	280,300	369,500
<b>Total</b>	<b>323,900</b>	<b>373,200</b>	<b>327,100</b>	<b>387,400</b>

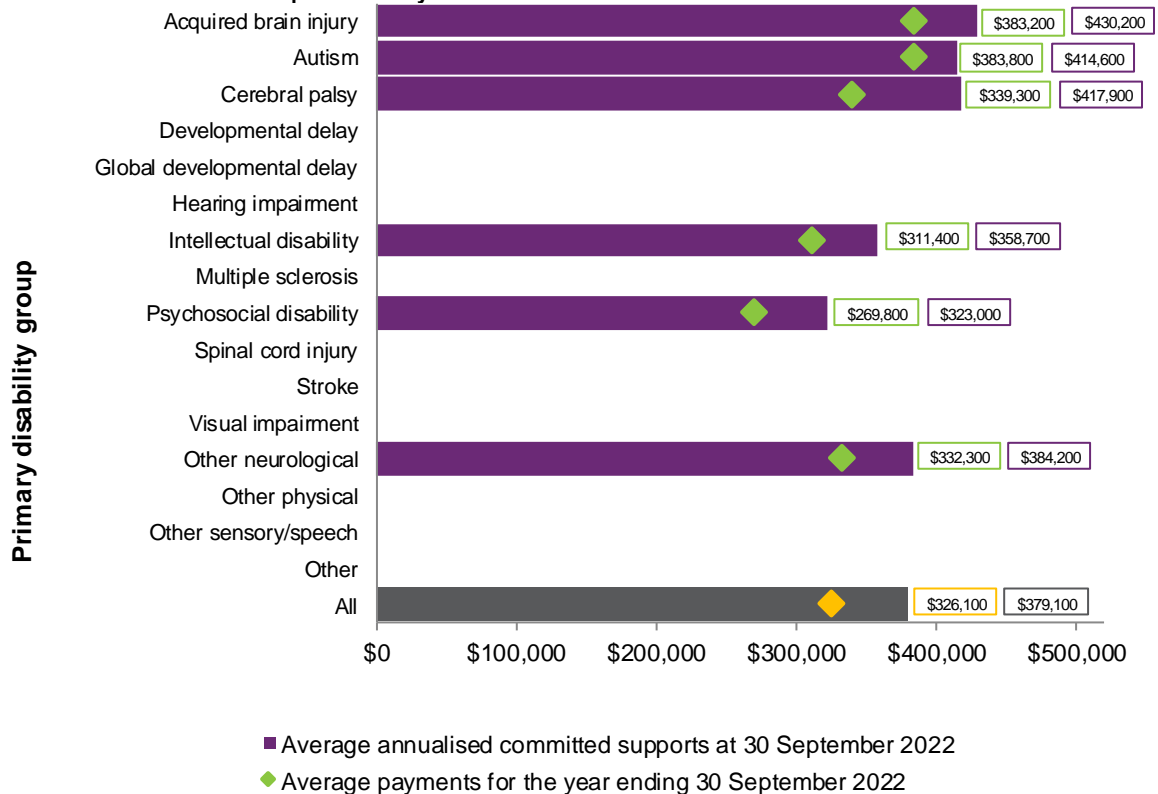
**Table L.94 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 September 2022 – Australian Capital Territory**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	15,300	23,800	16,500	24,400
7 to 14	18,100	21,100	19,800	23,000
15 to 18	24,400	35,700	26,100	32,600
19 to 24	33,300	51,800	37,700	57,600
25 to 34	44,800	65,200	43,600	63,800
35 to 44	56,900	84,600	57,100	83,700
45 to 54	44,400	66,400	47,000	69,200
55 to 64	49,400	74,600	60,500	84,100
65+	67,400	90,200	55,600	77,800
<b>Total</b>	<b>30,400</b>	<b>43,300</b>	<b>39,100</b>	<b>54,900</b>

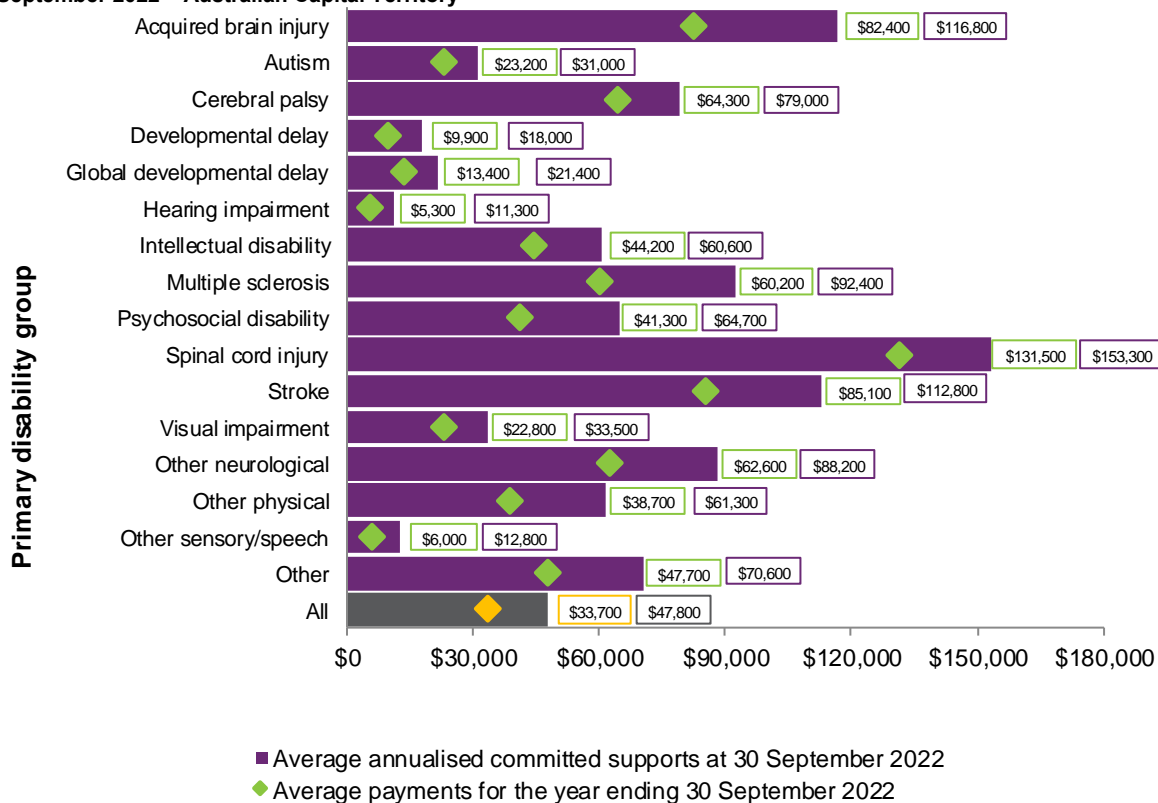
**Figure L.13 Average annualised committed supports and average payments by primary disability as at 30 September 2022 – Australian Capital Territory**



**Figure L.14 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2022 – Australian Capital Territory**



**Figure L.15 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2022 – Australian Capital Territory**



**Table L.95 Average annualised committed supports and average payments by gender and primary disability group as at 30 September 2022 – Australian Capital Territory**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$123,500	\$159,300	\$132,300	\$183,700
Autism	\$29,800	\$38,200	\$30,900	\$38,800
Cerebral palsy	\$108,200	\$131,500	\$99,300	\$127,000
Developmental delay	\$9,600	\$17,600	\$10,800	\$19,100
Global developmental delay	\$12,400	\$19,500	\$14,000	\$23,900
Hearing impairment	\$4,800	\$11,100	\$5,700	\$11,600
Intellectual disability	\$80,800	\$100,700	\$86,800	\$108,900
Multiple sclerosis	\$61,400	\$92,700	\$73,800	\$112,100
Psychosocial disability	\$61,300	\$90,900	\$58,600	\$81,300
Spinal cord injury	\$181,500	\$214,900	\$68,700	\$113,800
Stroke	\$100,500	\$131,600	\$131,600	\$159,700
Visual impairment	\$21,300	\$31,800	\$24,500	\$35,500
Other neurological	\$78,100	\$115,900	\$101,400	\$127,700
Other physical	\$32,300	\$56,300	\$47,600	\$70,100
Other sensory/speech	\$5,600	\$13,100	\$7,000	\$12,000
Other	\$63,500	\$81,500	\$72,300	\$108,700
<b>All</b>	<b>\$46,800</b>	<b>\$62,300</b>	<b>\$54,900</b>	<b>\$73,200</b>

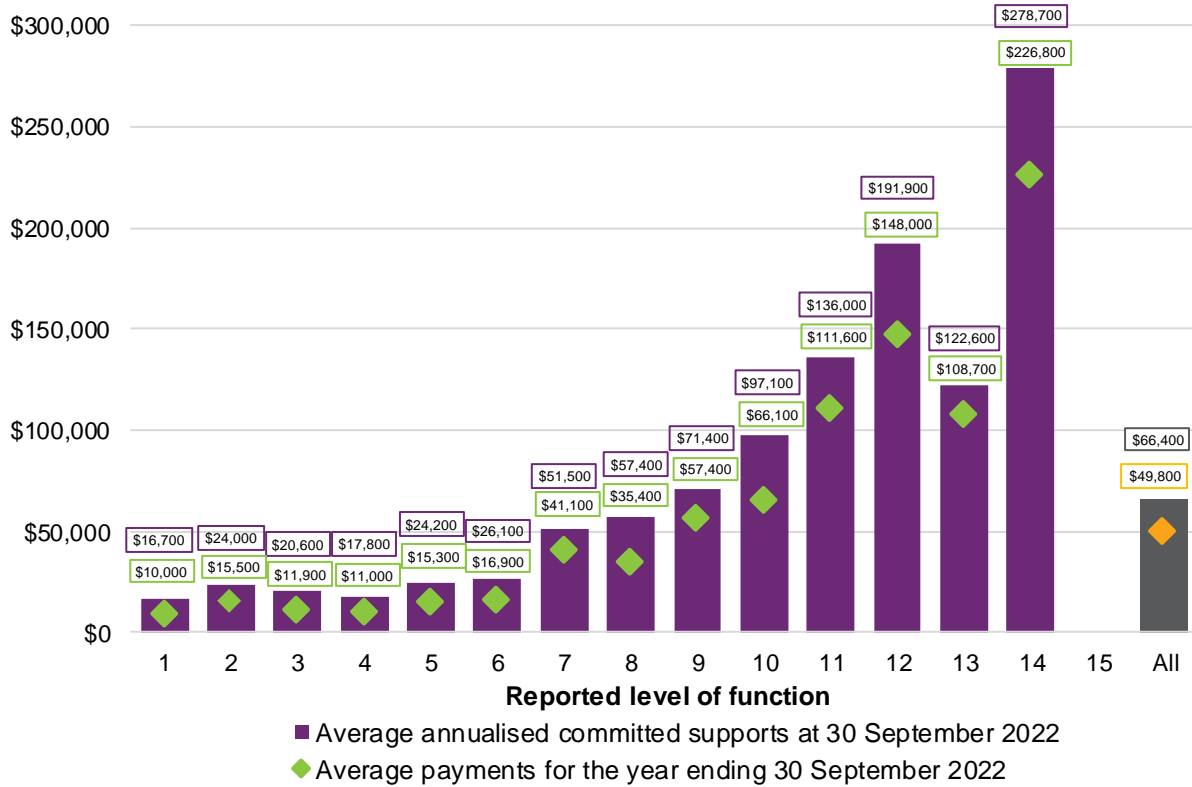
**Table L.96 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability group as at 30 September 2022 – Australian Capital Territory**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	n/a	n/a	n/a	n/a
Autism	\$384,100	\$420,600	n/a	n/a
Cerebral palsy	\$339,400	\$416,000	n/a	n/a
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$313,800	\$353,100	\$308,200	\$366,200
Multiple sclerosis	n/a	n/a	n/a	n/a
Psychosocial disability	\$262,400	\$313,900	\$272,800	\$344,100
Spinal cord injury	n/a	n/a	n/a	n/a
Stroke	n/a	n/a	n/a	n/a
Visual impairment	n/a	n/a	n/a	n/a
Other neurological	\$302,900	\$387,700	n/a	n/a
Other physical	n/a	n/a	n/a	n/a
Other sensory/speech	n/a	n/a	n/a	n/a
Other	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$323,900</b>	<b>\$373,200</b>	<b>\$327,100</b>	<b>\$387,400</b>

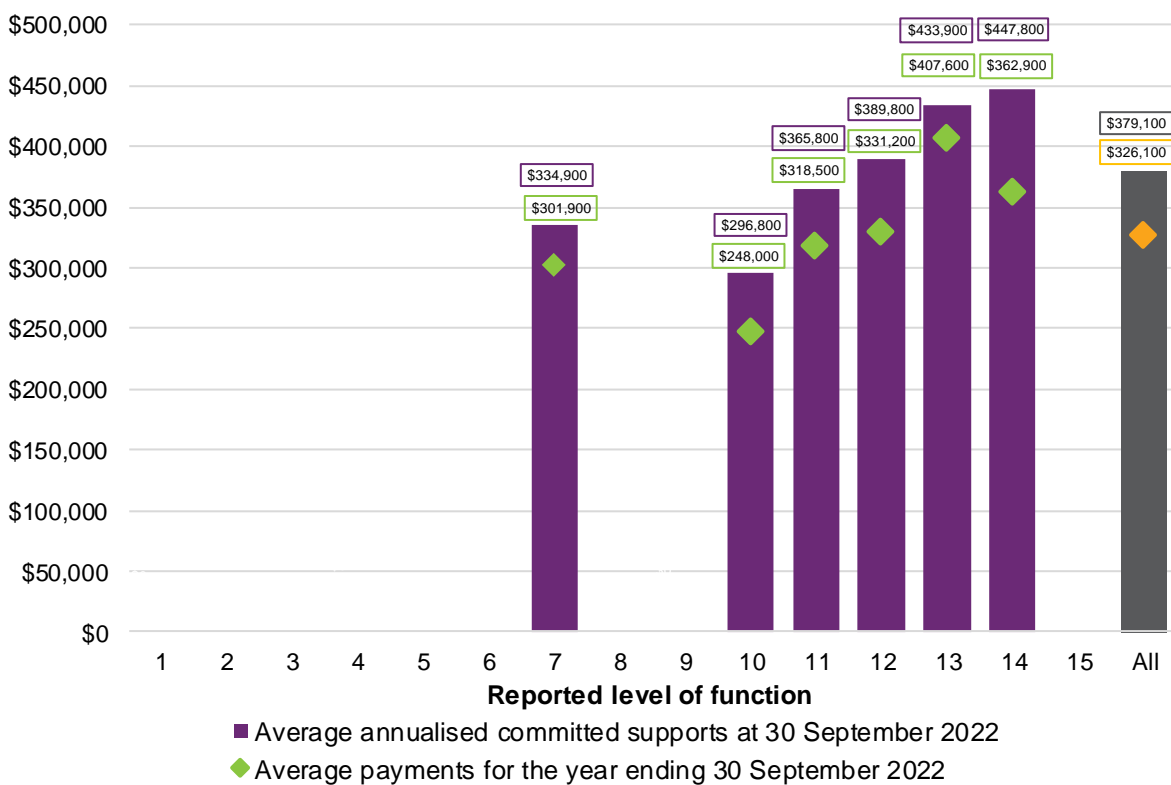
**Table L.97 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability group as at 30 September 2022 – Australian Capital Territory**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$86,100	\$121,000	\$74,700	\$107,000
Autism	\$22,800	\$30,500	\$24,400	\$32,400
Cerebral palsy	\$61,500	\$70,800	\$67,600	\$88,600
Developmental delay	\$9,600	\$17,600	\$10,800	\$19,100
Global developmental delay	\$12,400	\$19,500	\$14,000	\$23,900
Hearing impairment	\$4,800	\$11,100	\$5,700	\$11,600
Intellectual disability	\$41,200	\$56,800	\$48,100	\$65,500
Multiple sclerosis	\$59,500	\$92,700	\$60,900	\$93,000
Psychosocial disability	\$35,600	\$61,600	\$46,700	\$66,500
Spinal cord injury	\$163,400	\$175,700	\$68,700	\$113,800
Stroke	\$58,700	\$88,700	\$119,100	\$144,800
Visual impairment	\$21,300	\$31,800	\$24,500	\$35,500
Other neurological	\$53,300	\$80,400	\$74,300	\$98,700
Other physical	\$30,200	\$53,500	\$44,300	\$66,600
Other sensory/speech	\$5,600	\$13,100	\$7,000	\$12,000
Other	\$55,600	\$72,400	\$39,100	\$68,400
<b>Total</b>	<b>\$30,400</b>	<b>\$43,300</b>	<b>\$39,100</b>	<b>\$54,900</b>

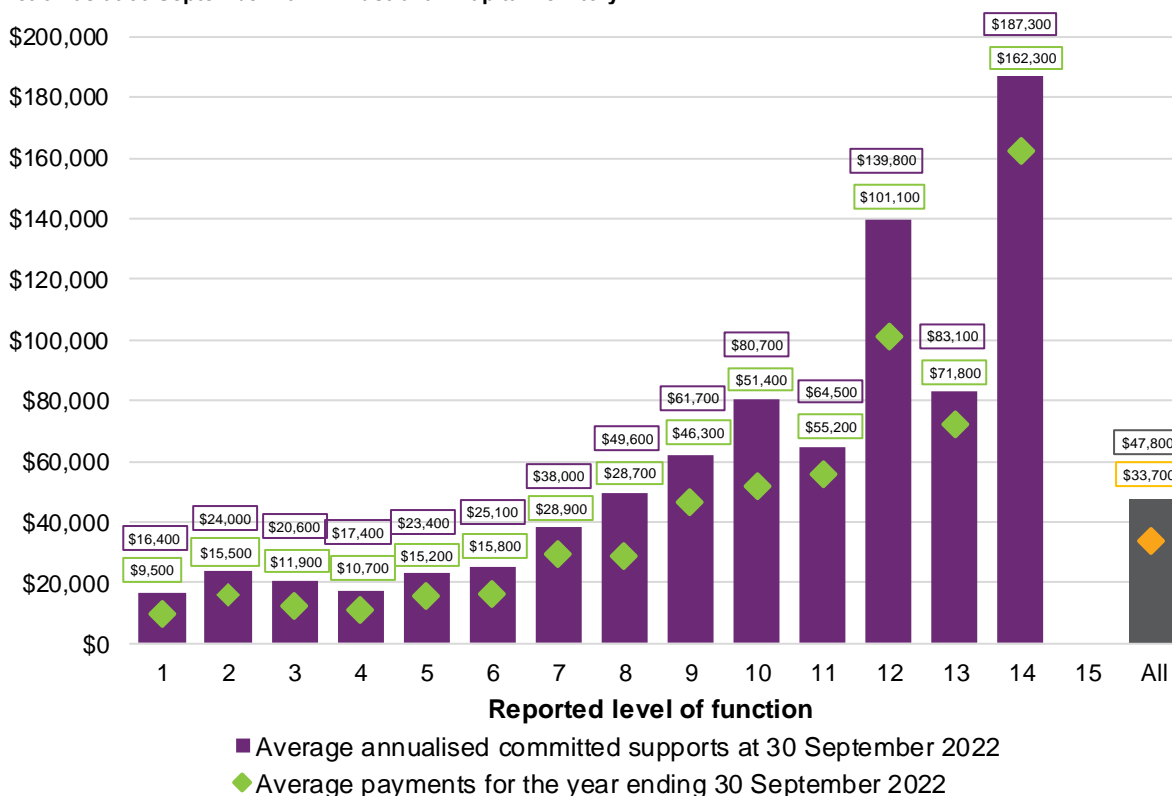
**Figure L.16 Average annualised committed supports and average payments by reported level of function as at 30 September 2022 – Australian Capital Territory**



**Figure L.17 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2022 – Australian Capital Territory**



**Figure L.18 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2022 – Australian Capital Territory**



**Table L.98 Total annualised committed supports and total payments by support category as at 30 September 2022 (\$m) – Australian Capital Territory** <sup>724 725</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$269.8	\$318.5
Core: Consumables	\$7.0	\$11.7
Core: Social and Civic	\$69.1	\$117.0
Core: Transport	\$13.2	\$8.2
Capacity Building: Choice and Control	\$5.8	\$6.5
Capacity Building: Daily Activities	\$58.3	\$101.5
Capacity Building: Employment	\$2.2	\$5.1
Capacity Building: Health and Wellbeing	\$1.8	\$3.2
Capacity Building: Home Living	\$0.002	\$0.014
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$5.1	\$10.9
Capacity Building: Social and Civic	\$4.4	\$10.9
Capacity Building: Support Coordination	\$10.2	\$14.7
Capital: Assistive Technology	\$8.7	\$19.9
Capital: Home Modifications	\$2.8	\$6.7
<b>All</b>	<b>\$458</b>	<b>\$635</b>

<sup>724</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>725</sup> Total payments for home modifications in Australian Capital Territory were \$2.8m. Of which, \$1.4m (52.1%) has been paid for specialised disability accommodation (SDA) supports, and \$1.3m (47.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$6.7m. Of which, \$4.6m (69%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.1m (31%) has been allocated for non-SDA supports.



**Table L.99 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2022 (\$m) – Australian Capital Territory** <sup>726 727</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$136.0	\$151.0
Core: Consumables	\$1.0	\$1.8
Core: Social and Civic	\$16.9	\$29.3
Core: Transport	\$1.0	\$1.3
Capacity Building: Choice and Control	\$0.5	\$0.6
Capacity Building: Daily Activities	\$3.8	\$6.2
Capacity Building: Employment	\$0.1	\$0.1
Capacity Building: Health and Wellbeing	\$0.1	\$0.3
Capacity Building: Home Living	\$0	\$0
Capacity Building: Lifelong learning	\$0	\$0
Capacity Building: Relationships	\$1.7	\$3.7
Capacity Building: Social and Civic	\$0.1	\$0.2
Capacity Building: Support Coordination	\$1.9	\$2.5
Capital: Assistive Technology	\$1.3	\$2.7
Capital: Home Modifications	\$0.7	\$3.3
<b>All</b>	<b>\$165.2</b>	<b>\$202.8</b>

<sup>726</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>727</sup> Total payments for home modifications in Australian Capital Territory were \$0.67m. Of which, \$0.66m (98.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.01m (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$3.26m. Of which, \$3.25m (99.7%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.01m (0.3%) has been allocated for non-SDA supports.

**Table L.100 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2022 (\$m) – Australian Capital Territory** <sup>728 729</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$133.8	\$167.5
Core: Consumables	\$6.0	\$9.9
Core: Social and Civic	\$52.2	\$87.7
Core: Transport	\$12.2	\$7.0
Capacity Building: Choice and Control	\$5.3	\$6.0
Capacity Building: Daily Activities	\$54.5	\$95.4
Capacity Building: Employment	\$2.1	\$5.0
Capacity Building: Health and Wellbeing	\$1.6	\$2.9
Capacity Building: Home Living	\$0.002	\$0.014
Capacity Building: Lifelong learning	\$0	\$0
Capacity Building: Relationships	\$3.4	\$7.2
Capacity Building: Social and Civic	\$4.3	\$10.6
Capacity Building: Support Coordination	\$8.3	\$12.3
Capital: Assistive Technology	\$7.4	\$17.3
Capital: Home Modifications	\$2.1	\$3.5
<b>All</b>	<b>\$293.2</b>	<b>\$432.1</b>

**Table L.101 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory** <sup>730 731</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.3	25.3	127.5	266.8	305.0	366.3	458.9	550.8	595.1	163.7
Total Paid	0.2	20.8	110.4	181.4	220.6	276.0	335.5	412.4	464.7	102.6
% utilised to date	57%	83%	87%	68%	72%	75%	73%	75%	78%	63%

<sup>728</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>729</sup> Total payments for home modifications in Australian Capital Territory were \$2.1m. Of which, \$0.8m (37.3%) has been paid for specialised disability accommodation (SDA) supports, and \$1.3m (62.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$3.5m. Of which, \$1.4m (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.1m (60%) has been allocated for non-SDA supports.

<sup>730</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Australian Capital Territory.

<sup>731</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure L.19 Utilisation of committed supports as at 30 June 2022 and 30 September 2022 – Australian Capital Territory

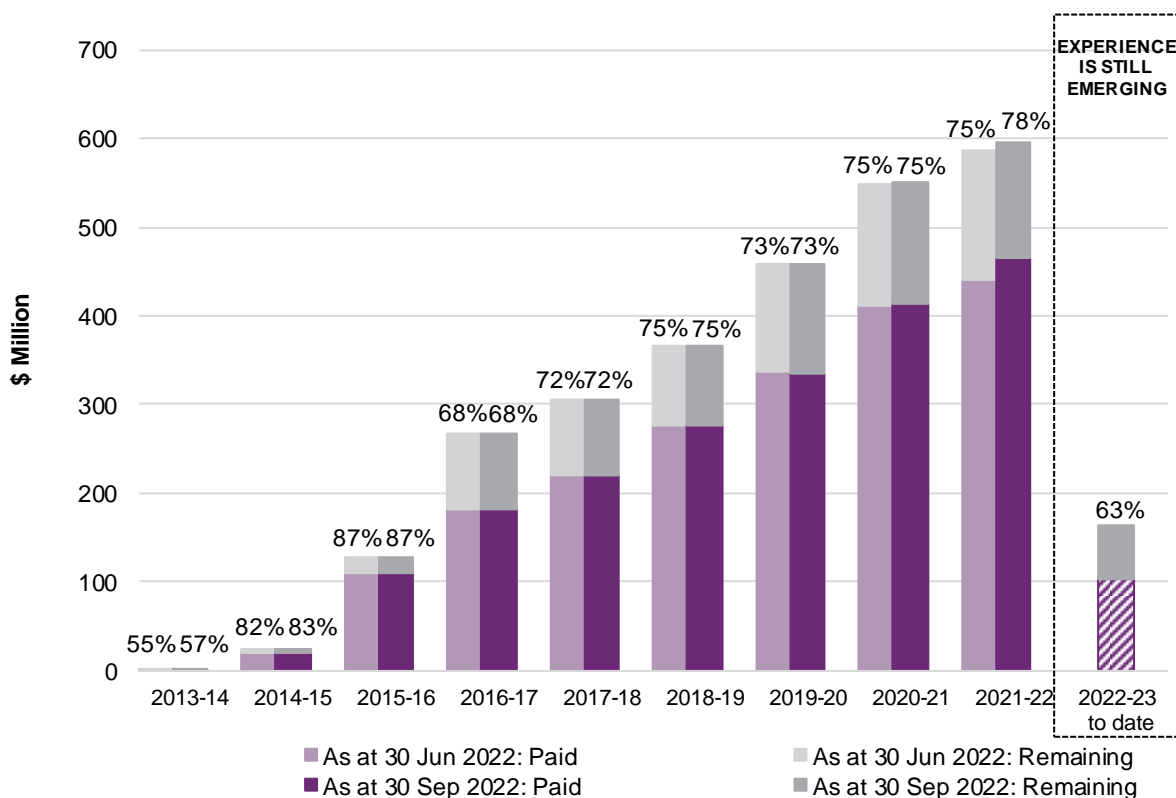


Table L.102 Utilisation of committed supports by plan number from 1 January 2022 to 30 June 2022 – Australian Capital Territory <sup>732</sup>

Cash or In-Kind	Plan number	Utilisation (as at 30 September 2022)
<b>Cash and In-Kind attributable to individual participants - Australian Capital Territory</b>	<b>All</b>	<b>75%</b>
Cash attributable to cash-only participants	1	48%
Cash attributable to cash-only participants	2	62%
Cash attributable to cash-only participants	3	67%
Cash attributable to cash-only participants	4	72%
Cash attributable to cash-only participants	5+	80%

<sup>732</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

**Table L.103 Utilisation of committed supports by SIL status from 1 January 2022 to 30 June 2022 – Australian Capital Territory**

<sup>733</sup>

SIL status	Utilisation (as at 30 September 2022)
<b>Australian Capital Territory</b>	<b>75%</b>
Participants in SIL	89%
Participants not in SIL	69%

**Table L.104 Utilisation of committed supports by support class from 1 January 2022 to 30 June 2022 – Australian Capital Territory**

<sup>734</sup>

Support Class	Utilisation (as at 30 September 2022)
<b>Australian Capital Territory</b>	<b>75%</b>
Core	81%
Capacity Building	60%
Capital	56%

**Table L.105 Utilisation of committed supports by remoteness from 1 January 2022 to 30 June 2022 – Australian Capital Territory**

<sup>735 736</sup>

Remoteness	Utilisation (as at 30 September 2022)
<b>Australian Capital Territory</b>	<b>75%</b>
Major Cities	75%
Population > 50,000	85%
Population between 15,000 and 50,000	n/a
Population between 5,000 and 15,000	n/a
Population less than 5,000	n/a
Remote	n/a
Very Remote	n/a

**Table L.106 Inflation quarterly trends by type of inflation as at 30 September 2022 - Australian Capital Territory**

<sup>737</sup>

Inflation type	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Intraplan Inflation	8.3%	2.5%	3.3%	4.3%	3.0%	3.9%	5.5%	8.1%
Interplan Inflation	4.5%	0.0%	-0.8%	0.9%	5.4%	2.0%	4.6%	8.5%
<b>Total Inflation</b>	<b>12.8%</b>	<b>2.4%</b>	<b>2.6%</b>	<b>5.2%</b>	<b>8.5%</b>	<b>5.9%</b>	<b>10.0%</b>	<b>16.6%</b>

<sup>733</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

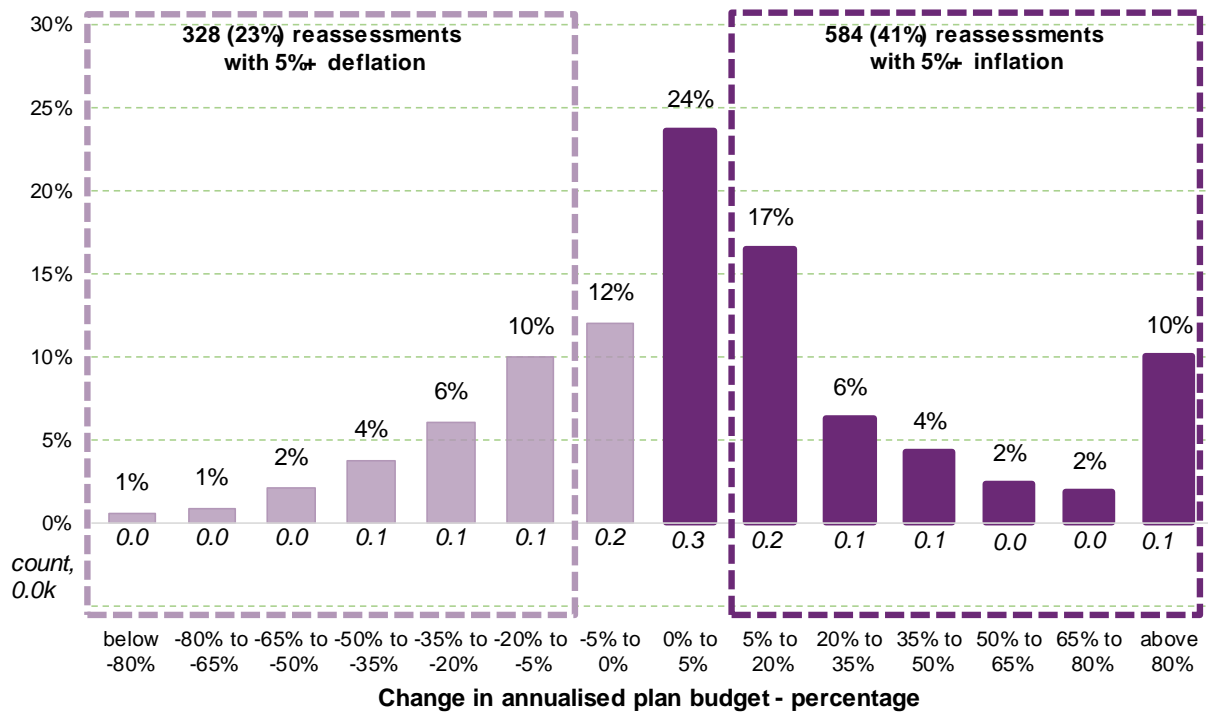
<sup>734</sup> Ibid.

<sup>735</sup> Ibid.

<sup>736</sup> Utilisation is not shown if there is insufficient data in the group.

<sup>737</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

Figure L.20 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - all participants – Australian Capital Territory <sup>738</sup>



<sup>738</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# Appendix M:

## Northern Territory

### Part One: Participants and their plans

Table M.1 Active participants by quarter of entry – Northern Territory <sup>739</sup>

State/Territory	Prior Quarters	2022-23 Q1	Total excluding ECA	Early Childhood Approach (ECA)	Total including ECA
Northern Territory	4,918	263	5,181	118	5,299

Table M.2 Active participants by quarter of entry, plan and entry type – Northern Territory <sup>740</sup>

Participant breakdown	Prior Quarters	2022-23 Q1	Total
<b>Access decisions</b>	<b>6,408</b>	<b>264</b>	<b>6,672</b>
<b>Active Eligible - Total</b>	<b>5,138</b>	<b>224</b>	<b>5,362</b>
Active Eligible - New	3,037	210	3,247
Active Eligible - State	1,684	<11	1,694
Active Eligible - Commonwealth	417	<11	421
<b>Active Participant Plans (excl ECA) - Total</b>	<b>4,918</b>	<b>263</b>	<b>5,181</b>
Active Participant Plans (excl ECA) - New	2,849	241	3,090
Active Participant Plans (excl ECA) - State	1,658	15	1,673
Active Participant Plans (excl ECA) - Commonwealth	411	<11	418
<b>Active Participant Plans - Total</b>	<b>5,034</b>	<b>381</b>	<b>5,299</b>
Active Participant Plans - Early Intervention (s25)	1,451	150	1,601
Active Participant Plans - Permanent Disability (s24)	3,467	113	3,580
Active Participant Plans - ECA	116	118	118

Table M.3 People have left the Scheme since 1 July 2013 as at 30 September 2022 – Northern Territory

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>338</b>
Early Intervention participants	92
Permanent disability participants	246

<sup>739</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

<sup>740</sup> The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

**Table M.4 Cumulative numbers of active participants (including ECA) by services previously received – Northern Territory** <sup>741</sup>

Period	Participant cohort - State	Participant cohort - Commonwealth	Participant cohort - New	Participant cohort - ECA	Total
End of 2016-17	239	<11	156	<11	400
End of 2017-18	580	42	236	<11	858
End of 2018-19	1,427	226	662	122	2,437
End of 2019-20	1,630	367	1,431	83	3,511
End of 2020-21	1,657	421	2,118	160	4,356
End of 2021-22 Q1	1,650	415	2,294	126	4,485
End of 2021-22 Q2	1,658	416	2,513	98	4,685
End of 2021-22 Q3	1,652	409	2,700	103	4,864
End of 2021-22 Q4	1,669	412	2,882	116	5,079
End of 2022-23 Q1	1,673	418	3,090	118	5,299

**Table M.5 Cumulative numbers of active participants by entry criteria into the Scheme – Northern Territory** <sup>742</sup>

Period	Participant cohort - Early Intervention (s25)	Participant cohort - Permanent Disability (s24)	Participant cohort - ECA	Total
End of 2016-17	82	318	<11	400
End of 2017-18	134	724	<11	858
End of 2018-19	393	1,922	122	2,437
End of 2019-20	797	2,631	83	3,511
End of 2020-21	1,094	3,102	160	4,356
End of 2021-22 Q1	1,172	3,187	126	4,485
End of 2021-22 Q2	1,295	3,292	98	4,685
End of 2021-22 Q3	1,384	3,377	103	4,864
End of 2021-22 Q4	1,476	3,487	116	5,079
End of 2022-23 Q1	1,601	3,580	118	5,299

**Table M.6 Assessment of access by age group – Northern Territory**

Age Group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
0 to 6	1,587	96%	105	97%	1,692	96%
7 to 14	1,001	86%	40	93%	1,041	86%
15 to 18	331	86%	12	86%	343	86%
19 to 24	285	87%	<11	n/a	293	86%
25 to 34	471	85%	11	73%	482	85%
35 to 44	575	86%	12	67%	587	85%
45 to 54	646	82%	15	65%	661	81%
55 to 64	636	79%	21	68%	657	78%
65+	32	57%	<11	n/a	32	56%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>5,564</b>	<b>87%</b>	<b>224</b>	<b>85%</b>	<b>5,788</b>	<b>87%</b>

<sup>741</sup> This table shows the total numbers of active participants at the end of each period.

<sup>742</sup> Ibid.

**Table M.7 Assessment of access by age group and gender – Northern Territory**

Age Group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	1,197	96%	487	96%	<11	n/a	1,692	96%
7 to 14	725	86%	310	86%	<11	n/a	1,041	86%
15 to 18	229	88%	111	80%	<11	n/a	343	86%
19 to 24	188	88%	103	84%	<11	n/a	293	86%
25 to 34	300	88%	178	80%	<11	n/a	482	85%
35 to 44	353	88%	229	81%	<11	n/a	587	85%
45 to 54	368	83%	291	79%	<11	n/a	661	81%
55 to 64	362	81%	290	75%	<11	n/a	657	78%
65+	11	44%	21	68%	<11	n/a	32	56%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>3,733</b>	<b>89%</b>	<b>2,020</b>	<b>84%</b>	<b>35</b>	<b>74%</b>	<b>5,788</b>	<b>87%</b>

**Table M.8 Assessment of access by primary disability group – Northern Territory** <sup>743</sup>

Primary disability group	Number of access met - Prior Quarters	Percentage of access decisions eligible - Prior Quarters	Number of access met - 2022-23 Q1	Percentage of access decisions eligible - 2022-23 Q1	Number of access met - Total	Percentage of access decisions eligible - Total
Acquired brain injury	338	94%	<11	n/a	345	94%
Autism	1,152	98%	28	93%	1,180	98%
Cerebral palsy	203	97%	<11	n/a	204	97%
Developmental delay	703	97%	79	99%	782	97%
Global developmental delay	132	98%	14	93%	146	97%
Hearing impairment	229	86%	<11	n/a	233	86%
Intellectual disability	1,059	95%	34	94%	1,093	95%
Multiple sclerosis	26	93%	<11	n/a	27	93%
Psychosocial disability	568	76%	15	58%	583	75%
Spinal cord injury	99	98%	<11	n/a	101	98%
Stroke	200	88%	11	92%	211	89%
Visual impairment	76	80%	<11	n/a	81	81%
Other neurological	255	78%	<11	n/a	259	78%
Other physical	295	61%	<11	n/a	303	61%
Other sensory/speech	37	47%	<11	n/a	37	46%
Other	160	54%	11	48%	171	53%
Missing	32	97%	<11	n/a	32	97%
<b>Total</b>	<b>5,564</b>	<b>87%</b>	<b>224</b>	<b>85%</b>	<b>5,788</b>	<b>87%</b>

<sup>743</sup> Down syndrome is included in intellectual disability.



**Table M.9 Assessment of access by primary disability group and gender – Northern Territory** <sup>744</sup>

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	249	94%	96	93%	<11	n/a	345	94%
Autism	892	98%	274	99%	14	93%	1,180	98%
Cerebral palsy	112	98%	92	97%	<11	n/a	204	97%
Developmental delay	558	97%	220	98%	<11	n/a	782	97%
Global developmental delay	96	98%	50	96%	<11	n/a	146	97%
Hearing impairment	116	88%	115	84%	<11	n/a	233	86%
Intellectual disability	647	95%	441	94%	<11	n/a	1,093	95%
Multiple sclerosis	<11	n/a	21	95%	<11	n/a	27	93%
Psychosocial disability	411	79%	167	66%	<11	n/a	583	75%
Spinal cord injury	75	97%	26	100%	<11	n/a	101	98%
Stroke	104	89%	107	88%	<11	n/a	211	89%
Visual impairment	39	81%	42	81%	<11	n/a	81	81%
Other neurological	144	80%	114	76%	<11	n/a	259	78%
Other physical	150	62%	153	60%	<11	n/a	303	61%
Other sensory/speech	31	50%	<11	n/a	<11	n/a	37	46%
Other	89	53%	82	55%	<11	n/a	171	53%
Missing	14	100%	14	93%	<11	n/a	32	97%
<b>Total</b>	<b>3,733</b>	<b>89%</b>	<b>2,020</b>	<b>84%</b>	<b>35</b>	<b>74%</b>	<b>5,788</b>	<b>87%</b>

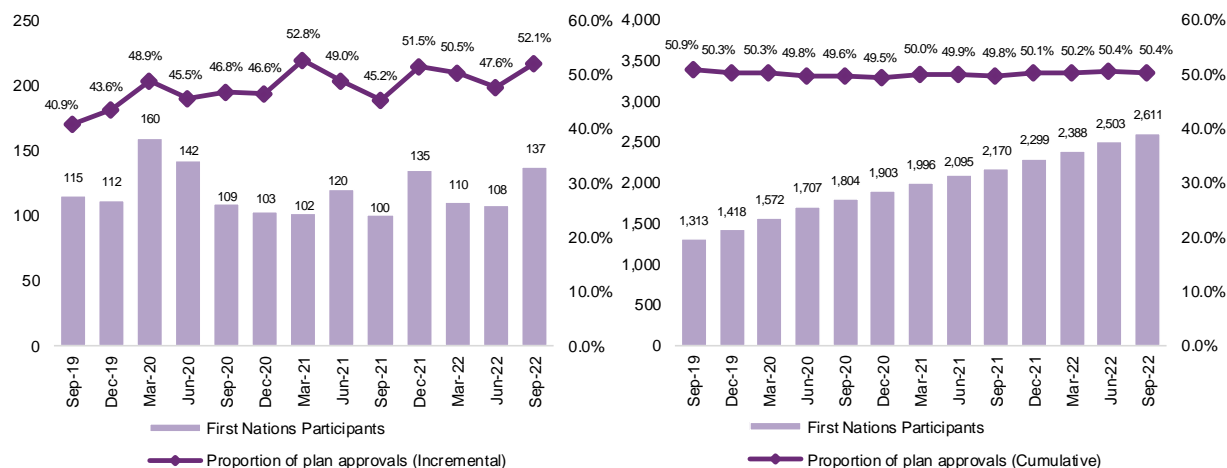
Note: In the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

**Table M.10 Participant profile per quarter by Participants Identifying as First Nations Peoples – Northern Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,474	50%	137	52%	2,611	50%
Non-First Nations Participants	2,037	41%	96	37%	2,133	41%
Not Stated	407	8%	30	11%	437	8%
<b>Total</b>	<b>4,918</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>5,181</b>	<b>100%</b>

<sup>744</sup> Ibid.

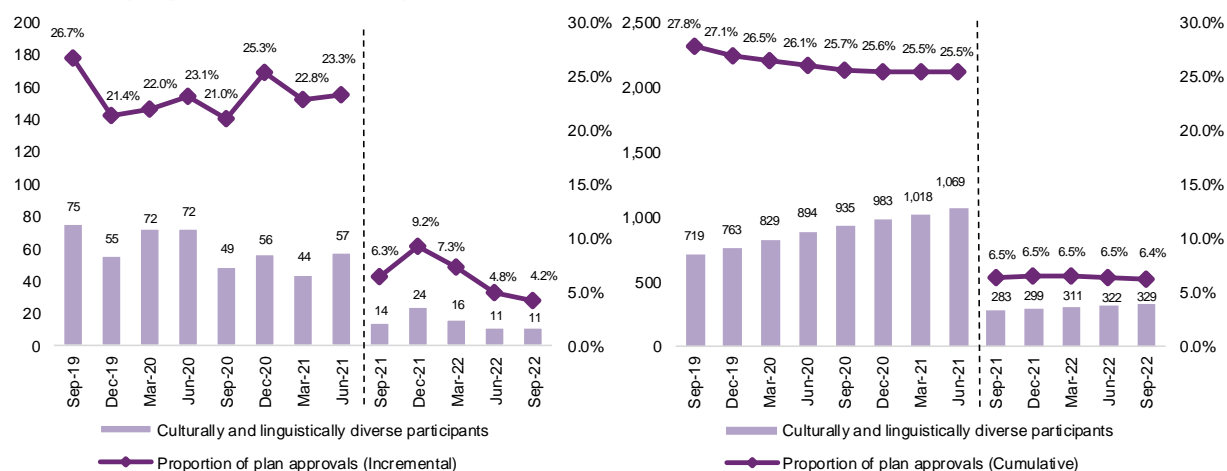
**Figure M.1 Number and proportion of First Nations participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>745</sup>



**Table M.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory** <sup>746</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	318	6%	11	4%	329	6%
Not culturally and linguistically diverse	4,590	93%	252	96%	4,842	93%
Not stated	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>4,918</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>5,181</b>	<b>100%</b>

**Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>747 748</sup>



<sup>745</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>746</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

<sup>747</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>748</sup> The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

**Table M.12 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2022 – Northern Territory** <sup>749 750</sup>

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	21
<b>Total YPIRAC (under 65)</b>	<b>23</b>

**Table M.13 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory** <sup>751</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-19	-1	37
Dec-19	4	41
Mar-20	-1	40
Jun-20	-1	39
Sep-20	-3	36
Dec-20	0	36
Mar-21	0	36
Jun-21	-1	35
Sep-21	-3	32
Dec-21	-4	28
Mar-22	-2	26
Jun-22	-1	25
Sep-22	-2	23

**Table M.14 Participant profile per quarter by remoteness – Northern Territory** <sup>752 753</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	2,794	57%	156	60%	2,950	57%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	61	1%	<11	n/a	65	1%
Remote	1,015	21%	50	19%	1,065	21%
Very Remote	1,041	21%	52	20%	1,093	21%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>4,918</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>5,181</b>	<b>100%</b>

<sup>749</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

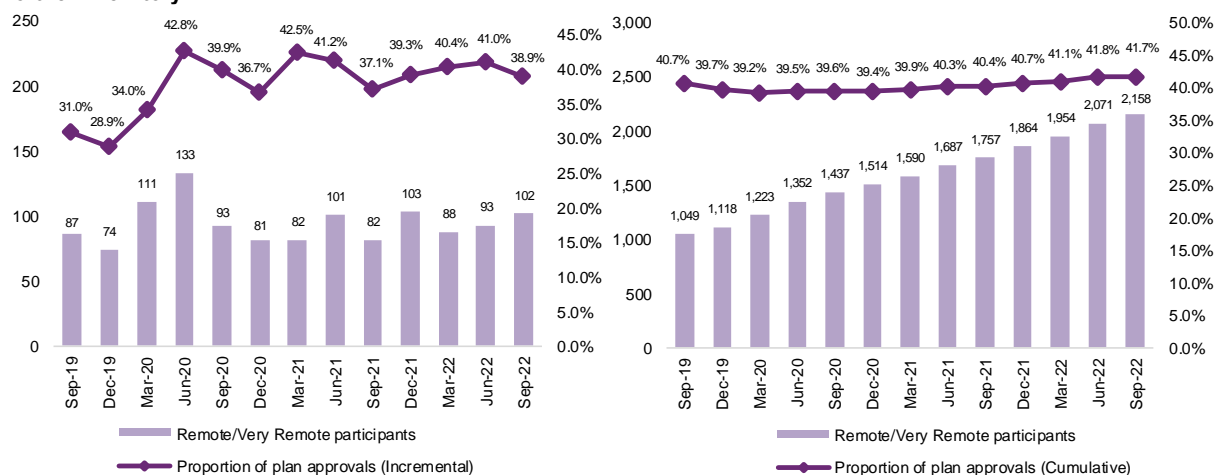
<sup>750</sup> There are a further 15 active participants aged 65 years or over who are currently in residential aged care.

<sup>751</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

<sup>752</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>753</sup> The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

**Figure M.3 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>754 755</sup>



**Table M.15 Participant profile per quarter by primary disability group – Northern Territory** <sup>756 757 758</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	1,126	23%	37	14%	1,163	22%
Intellectual disability	962	20%	45	17%	1,007	19%
Psychosocial disability	514	10%	23	9%	537	10%
Developmental delay	588	12%	85	32%	673	13%
Hearing impairment	208	4%	<11	n/a	215	4%
Other neurological	209	4%	<11	n/a	214	4%
Other physical	213	4%	12	5%	225	4%
Cerebral palsy	193	4%	<11	n/a	195	4%
Acquired brain injury	296	6%	<11	n/a	304	6%
Global developmental delay	114	2%	15	6%	129	2%
Visual impairment	68	1%	<11	n/a	71	1%
Multiple sclerosis	22	0%	<11	n/a	25	0%
Stroke	167	3%	<11	n/a	174	3%
Spinal cord injury	82	2%	<11	n/a	84	2%
Other	126	3%	<11	n/a	135	3%
Other sensory/speech	30	1%	<11	n/a	30	1%
<b>Total</b>	<b>4,918</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>5,181</b>	<b>100%</b>

<sup>754</sup> Ibid.

<sup>755</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants at the end of each quarter over time. Number of participants in the cumulative chart cannot be calculated from the incremental chart due to a number of people leaving the Scheme or participants moving into other States/Territories during the quarter. Quarterly results are reported based on a rolling 3 year period.

<sup>756</sup> Table order based on national proportions in Table E.15 (highest to lowest).

<sup>757</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>758</sup> Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in Northern Territory (106).

**Table M.16 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory** <sup>759 760</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	28	6%	<11	n/a	28	6%
Intellectual disability	135	29%	<11	n/a	135	29%
Psychosocial disability	60	13%	<11	n/a	60	13%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	31	7%	<11	n/a	31	7%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	58	13%	<11	n/a	58	13%
Acquired brain injury	76	16%	<11	n/a	76	16%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	41	9%	<11	n/a	41	9%
Spinal cord injury	15	3%	<11	n/a	15	3%
Other	11	2%	<11	n/a	11	2%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>464</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>464</b>	<b>100%</b>

**Table M.17 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory** <sup>761</sup>

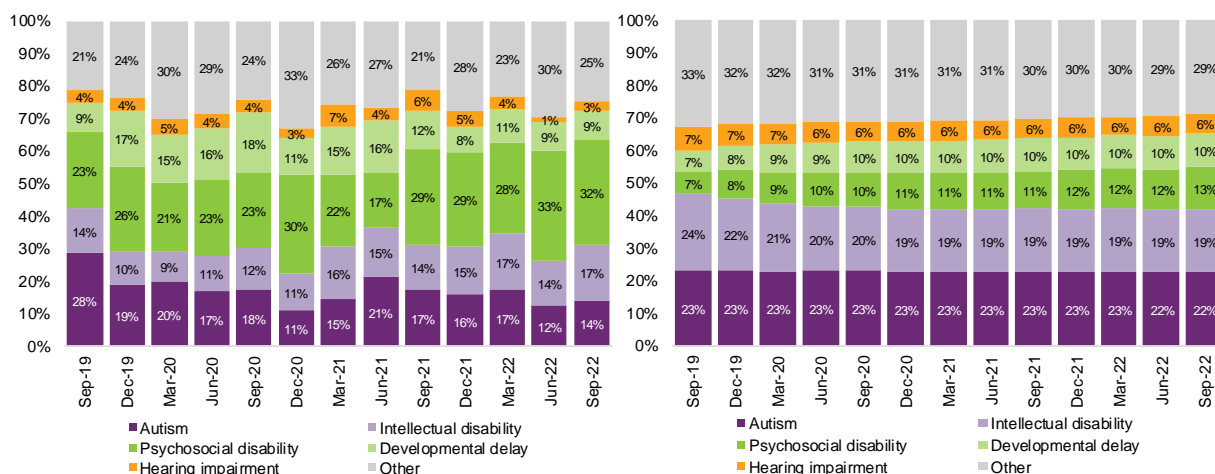
Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Autism	1,098	25%	37	14%	1,135	24%
Intellectual disability	827	19%	45	17%	872	18%
Psychosocial disability	454	10%	23	9%	477	10%
Developmental delay	588	13%	85	32%	673	14%
Hearing impairment	208	5%	<11	n/a	215	5%
Other neurological	178	4%	<11	n/a	183	4%
Other physical	207	5%	12	5%	219	5%
Cerebral palsy	135	3%	<11	n/a	137	3%
Acquired brain injury	220	5%	<11	n/a	228	5%
Global developmental delay	114	3%	15	6%	129	3%
Visual impairment	66	1%	<11	n/a	69	1%
Multiple sclerosis	21	0%	<11	n/a	24	1%
Stroke	126	3%	<11	n/a	133	3%
Spinal cord injury	67	2%	<11	n/a	69	1%
Other	115	3%	<11	n/a	124	3%
Other sensory/speech	30	1%	<11	n/a	30	1%
<b>Total</b>	<b>4,454</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>4,717</b>	<b>100%</b>

<sup>759</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

<sup>760</sup> Down syndrome is included in intellectual disability, representing 3% of participants in SIL (15).

<sup>761</sup> Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (91).

**Figure M.4 Participant profile by primary disability group over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>762</sup>



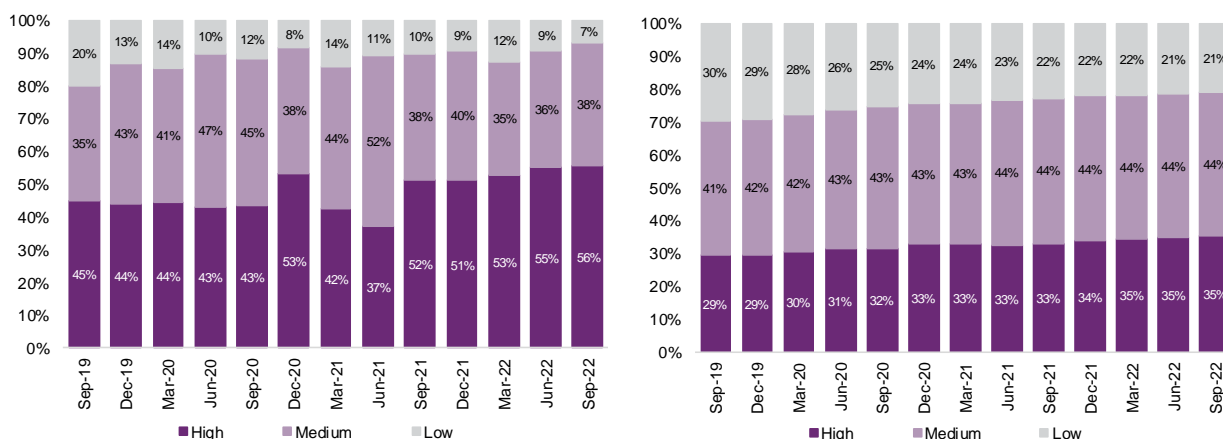
**Table M.18 Participant profile per quarter by reported level of function – Northern Territory** <sup>763</sup>

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	773	16%	84	32%	857	17%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	301	6%	27	10%	328	6%
4 (High Function)	270	5%	<11	n/a	279	5%
5 (High Function)	330	7%	25	10%	355	7%
6 (Moderate Function)	934	19%	49	19%	983	19%
7 (Moderate Function)	265	5%	14	5%	279	5%
8 (Moderate Function)	413	8%	12	5%	425	8%
9 (Moderate Function)	28	1%	<11	n/a	31	1%
10 (Moderate Function)	536	11%	21	8%	557	11%
11 (Low Function)	123	3%	<11	n/a	127	2%
12 (Low Function)	517	11%	<11	n/a	525	10%
13 (Low Function)	311	6%	<11	n/a	316	6%
14 (Low Function)	109	2%	<11	n/a	109	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>4,918</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>5,181</b>	<b>100%</b>

<sup>762</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>763</sup> The distributions are calculated excluding participants with a missing reported level of function.

**Figure M.5 Participant profile by reported level of function over time incrementally (left) and cumulatively (right) – Northern Territory** <sup>764</sup>



**Table M.19 Participant profile per quarter by age group – Northern Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	819	17%	117	44%	936	18%
7 to 14	1,248	25%	47	18%	1,295	25%
15 to 18	358	7%	15	6%	373	7%
19 to 24	353	7%	11	4%	364	7%
25 to 34	423	9%	<11	n/a	431	8%
35 to 44	516	10%	17	6%	533	10%
45 to 54	529	11%	26	10%	555	11%
55 to 64	522	11%	21	8%	543	10%
65+	150	3%	<11	n/a	151	3%
<b>Total</b>	<b>4,918</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>5,181</b>	<b>100%</b>

**Table M.20 Participant profile per quarter (participants in SIL) by age group – Northern Territory** <sup>765</sup>

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	<11	n/a	<11	n/a	<11	n/a
7 to 14	<11	n/a	<11	n/a	<11	n/a
15 to 18	<11	n/a	<11	n/a	<11	n/a
19 to 24	45	10%	<11	n/a	45	10%
25 to 34	77	17%	<11	n/a	77	17%
35 to 44	98	21%	<11	n/a	98	21%
45 to 54	108	23%	<11	n/a	108	23%
55 to 64	98	21%	<11	n/a	98	21%
65+	34	7%	<11	n/a	34	7%
<b>Total</b>	<b>464</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>464</b>	<b>100%</b>

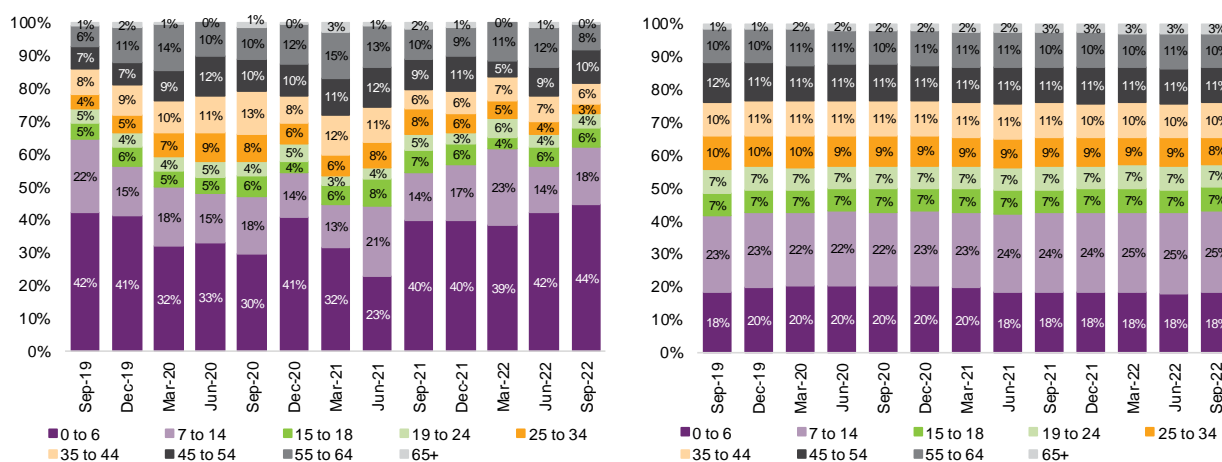
<sup>764</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.

<sup>765</sup> The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

**Table M.21 Participant profile per quarter (participants not in SIL) by age group – Northern Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	819	18%	117	44%	936	20%
7 to 14	1,248	28%	47	18%	1,295	27%
15 to 18	354	8%	15	6%	369	8%
19 to 24	308	7%	11	4%	319	7%
25 to 34	346	8%	<11	n/a	354	8%
35 to 44	418	9%	17	6%	435	9%
45 to 54	421	9%	26	10%	447	9%
55 to 64	424	10%	21	8%	445	9%
65+	116	3%	<11	n/a	117	2%
<b>Total</b>	<b>4,454</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>4,717</b>	<b>100%</b>

**Figure M.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – Northern Territory <sup>766</sup>**



**Table M.22 Participant profile per quarter by gender – Northern Territory**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	3,200	65%	165	63%	3,365	65%
Female	1,691	34%	97	37%	1,788	35%
Other	27	1%	<11	n/a	28	1%
<b>Total</b>	<b>4,918</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>5,181</b>	<b>100%</b>

**Table M.23 Participant profile per quarter (participants in SIL) by gender – Northern Territory**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	273	59%	<11	n/a	273	59%
Female	190	41%	<11	n/a	190	41%
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>464</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>464</b>	<b>100%</b>

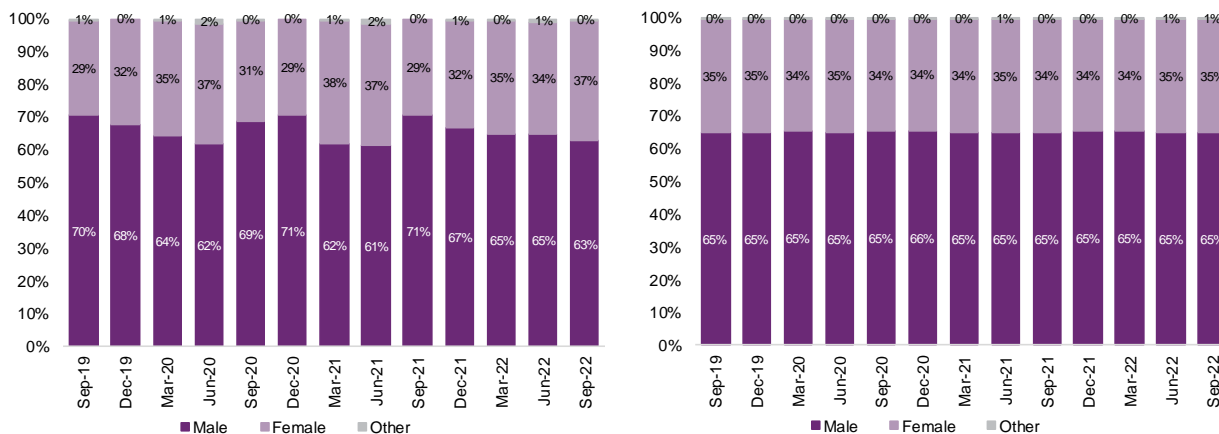
<sup>766</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants at the end of each quarter over time. Quarterly results are reported based on a rolling 3 year period.



**Table M.24 Participant profile per quarter (participants not in SIL) by gender – Northern Territory**

Gender	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Male	2,927	66%	165	63%	3,092	66%
Female	1,501	34%	97	37%	1,598	34%
Other	26	1%	<11	n/a	27	1%
<b>Total</b>	<b>4,454</b>	<b>100%</b>	<b>263</b>	<b>100%</b>	<b>4,717</b>	<b>100%</b>

**Figure M.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – Northern Territory <sup>767</sup>**



**Table M.25 Participation rates by age group at 30 September 2022 – Northern Territory <sup>768</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	4.9%	2.2%	3.6%
7-14	6.4%	2.7%	4.6%
15-18	3.8%	1.7%	2.8%
19-24	2.4%	1.2%	1.8%
25-44	1.3%	0.9%	1.1%
45-64	2.0%	1.6%	1.8%
<b>Total (aged 0-64)</b>	<b>2.8%</b>	<b>1.5%</b>	<b>2.2%</b>

**Table M.26 Plan reassessment conducted per quarter – excluding plans less than 31 days – Northern Territory <sup>769</sup>**

Plan reassessments	Prior Quarters	2022-23 Q1	Total
<b>Total plan reassessments</b>	<b>10,063</b>	<b>1,313</b>	<b>11,376</b>
<i>Early intervention plans</i>	1,766	274	2,040
<i>Permanent disability plans</i>	8,297	1,039	9,336

<sup>767</sup> Ibid.

<sup>768</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>769</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

**Table M.27 Number of plan reassessments over time incrementally and cumulatively – Northern Territory**

Plan Reassessments	Incremental	Cumulative
Sep-19	484	3,097
Dec-19	747	3,844
Mar-20	654	4,498
Jun-20	693	5,191
Sep-20	592	5,783
Dec-20	473	6,256
Mar-21	404	6,660
Jun-21	671	7,331
Sep-21	647	7,978
Dec-21	614	8,592
Mar-22	595	9,187
Jun-22	876	10,063
Sep-22	1,313	11,376

## Part Two: Participant experience and outcomes

**Table M.28 Number of baseline questionnaires completed by SFOF version – Northern Territory** <sup>770</sup>

Version	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date	Total
Participant 0 to school	24	38	154	256	184	271	85	1,012
Participant school to 14	36	72	477	309	214	261	80	1,449
Participant 15 to 24	27	63	181	103	86	90	25	575
Participant 25 and over	155	245	496	391	341	294	72	1,994
<b>Total Participant</b>	<b>242</b>	<b>418</b>	<b>1,308</b>	<b>1,059</b>	<b>825</b>	<b>916</b>	<b>262</b>	<b>5,030</b>
Family 0 to 14	57	105	606	542	357	510	154	2,331
Family 15 to 24	<11	32	125	71	52	54	16	352
Family 25 and over	14	58	223	188	95	86	13	677
<b>Total Family</b>	<b>73</b>	<b>195</b>	<b>954</b>	<b>801</b>	<b>504</b>	<b>650</b>	<b>183</b>	<b>3,360</b>
<b>Total</b>	<b>315</b>	<b>613</b>	<b>2,262</b>	<b>1,860</b>	<b>1,329</b>	<b>1,566</b>	<b>445</b>	<b>8,390</b>

**Table M.29 Selected key baseline indicators for participants – Daily Living (DL) and Choice and Control (CC) – Northern Territory**

Life domain	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%	n/a	n/a	n/a
CC	% who say their child is able to tell them what he/she wants	66%	n/a	n/a	n/a
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances	n/a	22%	n/a	n/a
DL	% who say their child is becoming more independent	n/a	29%	n/a	n/a
CC	% of children who have a genuine say in decisions about themselves	n/a	72%	n/a	n/a
CC	% who are happy with the level of independence/control they have now	n/a	n/a	22%	n/a
CC	% who choose who supports them	n/a	n/a	34%	53%
CC	% who choose what they do each day	n/a	n/a	40%	62%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting	n/a	n/a	15%	18%
CC	% who want more choice and control in their life	n/a	n/a	82%	78%

<sup>770</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.7% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point.

**Table M.30 Selected key baseline indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – Northern Territory**

Life domain	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	50%	68%	n/a	n/a
S/CP	% of children who participate in age appropriate community, cultural or religious activities	66%	n/a	n/a	n/a
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs	n/a	35%	n/a	n/a
REL	Of these, % who are welcomed or actively included	61%	75%	n/a	n/a
REL	% of children who spend time with friends without an adult present	n/a	20%	n/a	n/a
REL	% with no friends other than family or paid staff	n/a	n/a	31%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months	n/a	n/a	37%	41%

**Table M.31 Selected key baseline indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – Northern Territory**

Life domain	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class	n/a	62%	n/a	n/a
HM	% who are happy with their home	n/a	n/a	72%	57%
HM	% who feel safe or very safe in their home	n/a	n/a	80%	59%
HW	% who rate their health as good, very good or excellent	n/a	n/a	72%	39%
HW	% who did not have any difficulties accessing health services	n/a	n/a	67%	50%
LL	% who currently attend or previously attended school in a mainstream class	n/a	n/a	36%	n/a
LL	% who participate in education, training or skill development	n/a	n/a	n/a	4%
LL	Of those who participate, % who do so in mainstream settings	n/a	n/a	n/a	73%
LL	% unable to do a course or training they wanted to do in the last 12 months	n/a	n/a	n/a	28%
WK	% who have a paid job	n/a	n/a	12%	16%
WK	% who volunteer	n/a	n/a	9%	7%

**Table M.32 Selected key baseline indicators for families/carers of participants – Northern Territory**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	9%	15%	12%
% receiving Carer Allowance	19%	19%	12%
% working in a paid job	43%	58%	37%
Of those in a paid job, % in permanent employment	82%	86%	82%
Of those in a paid job, % working 15 hours or more	89%	96%	89%
% who say they (and their partner) are able to work as much as they want	62%	58%	48%
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%	84%	76%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	32%	33%
% able to advocate for their child/family member	63%	53%	40%
% who have friends and family they see as often as they like	57%	55%	53%
% who feel very confident or somewhat confident in supporting their child's development	84%	n/a	n/a
% who know what their family can do to enable their family member with disability to become as independent as possible	n/a	29%	n/a
% who feel in control selecting services	n/a	29%	21%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	n/a	n/a	21%
% who rate their health as good, very good or excellent	88%	77%	69%

**Table M.33 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant 0 to school’ (n=134) - participants who between 1 July 2016 and 30 September 2021 – Northern Territory <sup>771</sup>**

Life domain	Question	Percentage Yes
DL	Has the NDIS improved your child's development?	71%
DL	Has the NDIS improved your child's access to specialist services?	83%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	59%
REL	Has the NDIS improved how your child fits into family life?	50%
S/CP	Has the NDIS improved how your child fits into community life?	48%

<sup>771</sup> Results in Tables M.33 to M.36 include participants who entered between 1 July 2016 and 30 September 2021 and have had a first plan reassessment to date.

**Table M.34 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Participant school to 14’ (n=420) - participants who entered between 1 July 2016 and 30 September 2021 – Northern Territory**

Life domain	Question	Percentage Yes
DL	Has the NDIS helped your child to become more independent?	51%
LL	Has the NDIS improved your child's access to education?	37%
REL	Has the NDIS improved your child's relationships with family and friends?	45%
S/CP	Has the NDIS improved your child's social and recreational life?	42%

**Table M.35 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF versions ‘Participant 15 to 24’ (n=125) and ‘Participant 25 and over’ (n=406) - participants who entered between 1 July 2016 and 30 September 2021 – Northern Territory**

Life domain	Question	15 to 24 Percentage Yes	25+ Percentage Yes
CC	Has the NDIS helped you have more choices and more control over your life?	57%	66%
DL	Has the NDIS helped you with daily living activities?	57%	67%
REL	Has the NDIS helped you to meet more people?	43%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	35%	39%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	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?	39%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	17%
S/CP	Has the NDIS helped you be more involved?	45%	62%

**Table M.36 Results for “Has the NDIS helped?” questions answered at first plan reassessment, for SFOF version ‘Family 0 to 14’ (n=592); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=251) - participants who entered between 1 July 2016 and 30 September 2021 – Northern Territory**

Question	0 to 14 Percentage Yes	15+ Percentage 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?	54%	59%
Has the NDIS improved the level of support for your family?	65%	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?	70%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	n/a
Has the NDIS improved your health and wellbeing?	36%	40%

Note: In Tables M.37 to M.51 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

**Table M.37 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant 0 to school’ (n=69) - participants who entered between 1 July 2016 and 30 September 2020 – Northern Territory <sup>772</sup>**

Life domain	Question	R1	R2	Change
DL	Has the NDIS improved your child's development?	88%	92%	+4%
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?	85%	88%	+2%
REL	Has the NDIS improved how your child fits into family life?	66%	66%	0%
S/CP	Has the NDIS improved how your child fits into community life?	60%	59%	-1%

<sup>772</sup> Results in Tables M.37 to M.42 include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table M.38 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Participant school to 14’ (n=130) - participants who entered between 1 July 2016 and 30 September 2020 – Northern Territory**

Life domain	Question	R1	R2	Change
DL	Has the NDIS helped your child to become more independent?	57%	61%	+4%
LL	Has the NDIS improved your child's access to education?	39%	40%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	48%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	45%	+1%

**Table M.39 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=71) - participants who entered between 1 July 2016 and 30 September 2020 – Northern Territory**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	58%	63%	+6%
DL	Has the NDIS helped you with daily living activities?	70%	74%	+4%
REL	Has the NDIS helped you to meet more people?	52%	53%	0%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	39%	39%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	49%	+4%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	40%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	59%	60%	+1%



**Table M.40 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=194) - participants who entered between 1 July 2016 and 30 September 2020 – Northern Territory**

Life domain	Question	R1	R2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	57%	69%	+11%
DL	Has the NDIS helped you with daily living activities?	65%	80%	+14%
REL	Has the NDIS helped you to meet more people?	51%	62%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	39%	47%	+7%
HW	Has your involvement with the NDIS improved your health and wellbeing?	53%	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?	26%	32%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	15%	+1%
S/CP	Has the NDIS helped you be more involved?	62%	71%	+9%

**Table M.41 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 0 to 14’ (n=127) - participants who entered between 1 July 2016 and 30 September 2020 – Northern Territory**

Question	R1	R2	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?	46%	59%	+13%
Has the NDIS improved the level of support for your family?	55%	64%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	69%	+1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	62%	69%	+6%
Has the NDIS improved your health and wellbeing?	31%	34%	+3%

**Table M.42 Results for “Has the NDIS helped?” questions answered at first and second plan reassessments, for SFOF version ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=61) - participants who entered between 1 July 2016 and 30 September 2020 – Northern Territory**

Question	R1	R2	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?	47%	59%	+12%
Has the NDIS improved the level of support for your family?	60%	71%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	63%	72%	+10%
Has the NDIS improved your health and wellbeing?	36%	46%	+10%

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

**Table M.43 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Participant school to 14’ (n=114) - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory<sup>773</sup>**

Life domain	Question	R1	R2	R3	Change from R1 to R3
DL	Has the NDIS helped your child to become more independent?	46%	48%	58%	+12%
LL	Has the NDIS improved your child's access to education?	33%	26%	43%	+10%
REL	Has the NDIS improved your child's relationships with family and friends?	41%	36%	48%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	34%	33%	38%	+4%

<sup>773</sup> Results in Tables M.43 to M.46 include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table M.44 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 15 to 24’ (n=63) - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	64%	81%	69%	+4%
Has the NDIS helped you with daily living activities?	60%	75%	69%	+9%
Has the NDIS helped you to meet more people?	53%	66%	56%	+3%
Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	39%	27%	+2%
Has your involvement with the NDIS improved your health and wellbeing?	46%	53%	48%	+3%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	28%	35%	0%
Has your involvement with the NDIS helped you find a job that's right for you?	17%	13%	23%	+6%
Has the NDIS helped you be more involved?	52%	65%	65%	+13%

**Table M.45 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=163) - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS helped you have more choices and more control over your life?	60%	61%	72%	+12%
Has the NDIS helped you with daily living activities?	63%	74%	79%	+16%
Has the NDIS helped you to meet more people?	49%	57%	63%	+14%
Has your involvement with the NDIS helped you to choose a home that's right for you?	33%	40%	46%	+12%
Has your involvement with the NDIS improved your health and wellbeing?	46%	52%	58%	+12%
Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	21%	18%	30%	+8%
Has your involvement with the NDIS helped you find a job that's right for you?	14%	8%	19%	+5%
Has the NDIS helped you be more involved?	48%	58%	67%	+19%

**Table M.46 Results for “Has the NDIS helped?” questions answered at first, second and third plan reassessments, for SFOF version ‘Family 0 to 14’ (n=111) - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory**

Question	R1	R2	R3	Change from R1 to R3
Has the NDIS improved your capacity to advocate (stand up) for your child?	58%	39%	64%	+6%
Has the NDIS improved the level of support for your family?	49%	42%	63%	+14%
Has the NDIS improved your access to services, programs and activities in the community?	62%	67%	73%	+11%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	68%	73%	+10%
Has the NDIS improved your health and wellbeing?	32%	36%	45%	+12%

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

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan reassessment, for 'Participant 0 to school', 'Participant school to 14', 'Participant 15 to 24'.

**Table M.47 Results for “Has the NDIS helped?” questions answered at first, second, third and fourth plan reassessments, for SFOF versions ‘Participant 25 and over’ (n=106) - participants who entered between 1 July 2016 and 30 September 2018 – Northern Territory<sup>774</sup>**

Life domain	Question	R1	R2	R3	R4	Change from R1 to R4
CC	Has the NDIS helped you have more choices and more control over your life?	52%	67%	73%	72%	+19%
DL	Has the NDIS helped you with daily living activities?	57%	73%	80%	81%	+24%
REL	Has the NDIS helped you to meet more people?	42%	53%	73%	67%	+25%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	36%	40%	51%	54%	+19%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	49%	74%	66%	+16%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	21%	30%	34%	+10%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	9%	15%	16%	+6%
S/CP	Has the NDIS helped you be more involved?	49%	61%	68%	72%	+23%

There is insufficient data to show results for “Has the NDIS helped?” questions at participants' first, second, third and fourth plan reassessment, for 'Family 0 to 14', 'Family 15 to 25' and 'Family 25 and over'.

<sup>774</sup> Results in Table M.47 include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fourth plan reassessment to date.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth and fifth plan reassessment, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

There is insufficient data to show results for “Has the NDIS helped?” questions at participants’ first, second, third, fourth, fifth and six plan reassessment, for ‘Participant 0 to school’, ‘Participant school to 14’, ‘Participant 15 to 24’, ‘Participant 25 and over’, ‘Family 0 to 14’, ‘Family 15 to 24’ and ‘Family 25 and over’.

**Table M.48 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=447), ‘participant social and community engagement rate’ (n=463), ‘parent and carer employment rate’ (n=237) at entry, first and second plan reassessment, and ‘participant choice and control’ (n=239) at first and second plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 – Northern Territory <sup>775</sup>**

Participant employment rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	8%	8%	16%	26%
Aged 25 to 34 years	17%	17%	18%	26%
Aged 35 to 44 years	9%	5%	9%	26%
Aged 45 to 54 years	15%	9%	15%	26%
Aged 55 to 64 years	7%	10%	12%	26%
Aged 65+ years	n/a	n/a	n/a	26%
Aged 25 to 64 years	12%	11%	13%	26%
Aged 15 to 64 years	11%	10%	14%	26%

Participant social and community engagement rate	Baseline	R1	R2	2022-23 Target
Aged 15 to 24 years	48%	53%	49%	46%
Aged 25 to 34 years	46%	59%	55%	46%
Aged 35 to 44 years	47%	48%	49%	46%
Aged 45 to 54 years	41%	42%	45%	46%
Aged 55 to 64 years	44%	36%	45%	46%
Aged 65+ years	n/a	n/a	n/a	46%
Aged 25+ years	43%	46%	47%	46%
Aged 15+ years	45%	48%	47%	46%

Parent and carer employment rate	Baseline	R1	R2	2022-23 Target
Aged 0 to 14 years	51%	56%	56%	50%
Aged 15+ years	47%	57%	49%	50%
All ages	49%	56%	54%	50%

Participant Choice and Control	R1	R2	2022-23 Target
Aged 15 to 24 years	58%	63%	75%
Aged 25+ years	57%	69%	75%
Aged 15+ years	57%	67%	75%

<sup>775</sup> Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan reassessment to date.

**Table M.49 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=276), 'participant social and community engagement rate' (n=284), 'parent and carer employment rate' (n=162) at entry, first, second and third plan reassessment, and 'participant choice and control' (n=201) at first, second and third plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 – Northern Territory<sup>776</sup>**

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	12%	16%	5%	19%	26%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	26%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	26%
Aged 45 to 54 years	22%	20%	11%	19%	26%
Aged 55 to 64 years	9%	3%	0%	9%	26%
Aged 65+ years	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	15%	15%	6%	15%	26%
Aged 15 to 64 years	15%	15%	6%	16%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	35%	38%	36%	33%	46%
Aged 25 to 34 years	37%	42%	35%	45%	46%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	46%
Aged 45 to 54 years	34%	30%	36%	40%	46%
Aged 55 to 64 years	30%	31%	30%	39%	46%
Aged 65+ years	n/a	n/a	n/a	n/a	46%
Aged 25+ years	38%	38%	38%	44%	46%
Aged 15+ years	38%	38%	37%	42%	46%

Parent and carer employment rate	Baseline	R1	R2	R3	2022-23 Target
Aged 0 to 14 years	55%	61%	53%	59%	50%
Aged 15+ years	n/a	n/a	n/a	n/a	50%
All ages	55%	61%	55%	59%	50%

Participant Choice and Control	R1	R2	R3	2022-23 Target
Aged 15 to 24 years	64%	81%	69%	75%
Aged 25+ years	60%	61%	72%	75%
Aged 15+ years	61%	66%	71%	75%

<sup>776</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a third plan reassessment to date.

**Table M.50 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=154), 'participant social and community engagement rate' (n=152), 'parent and carer employment rate' (n=41) at entry, first, second, third and fourth plan reassessment, and 'participant choice and control' (n=117) at first, second, third and fourth plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 – Northern Territory<sup>777</sup>**

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	26%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	26%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	26%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Aged 25 to 64 years	16%	12%	10%	14%	17%	26%
Aged 15 to 64 years	14%	11%	9%	14%	16%	26%

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	46%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	46%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	46%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	53%	50%	49%	50%	54%	46%
Aged 15+ years	54%	50%	49%	50%	54%	46%

Participant Choice and Control	R1	R2	R3	R4	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	75%
Aged 25+ years	52%	67%	73%	72%	75%
Aged 15+ years	49%	65%	70%	66%	75%

There is insufficient data to show results for the progress against the NDIA's corporate plan metric for 'parent and carer employment rate at participants' first, second, third and fourth plan reassessment.

<sup>777</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had a fourth plan reassessment to date.

**Table M.51 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=61), 'participant social and community engagement rate' (n=62), 'parent and carer employment rate' (n=13) at entry, first, second, third, fourth and fifth plan reassessment, and 'participant choice and control' (n=42) at first, second, third, fourth and fifth plan reassessment - participants who entered between 1 July 2016 and 30 September 2017 – Northern Territory <sup>778</sup>**

Participant social and community engagement rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Aged 15+ years	55%	53%	50%	52%	55%	58%	46%

Participant Choice and Control	R1	R2	R3	R4	R5	2022-23 Target
Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	75%
Aged 25+ years	n/a	n/a	n/a	n/a	n/a	75%
Aged 15+ years	52%	71%	61%	76%	74%	75%

There is insufficient data to show results for the progress against the NDIA's corporate plan metric for 'participant employment rate' and 'parent and carer employment rate' at participants' first, second, third, fourth and fifth plan reassessment.

There is insufficient data to show results for the progress against the NDIA's corporate plan metric for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' at participants' first, second, third, fourth, fifth and sixth plan reassessment.

<sup>778</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a fifth plan reassessment to date.



**Table M.52 Number of active plans by goal type and primary disability group– Northern Territory <sup>779</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
Acquired brain injury	97	234	172	71	157	254	137	79	<b>304</b>
Autism	284	1,005	362	400	633	738	81	158	<b>1,163</b>
Cerebral palsy	65	153	109	53	96	141	56	36	<b>195</b>
Developmental delay	62	641	264	296	247	427	<11	<11	<b>673</b>
Down syndrome	29	89	53	27	39	81	24	31	<b>106</b>
Global developmental delay	12	121	46	61	55	72	<11	<11	<b>129</b>
Hearing impairment	58	173	42	61	72	125	29	44	<b>215</b>
Intellectual disability	242	712	342	359	490	650	221	274	<b>901</b>
Multiple sclerosis	11	18	23	<11	<11	24	<11	<11	<b>25</b>
Psychosocial disability	158	362	302	147	247	451	204	208	<b>537</b>
Spinal cord injury	39	63	51	13	21	68	45	26	<b>84</b>
Stroke	54	148	101	21	64	146	76	29	<b>174</b>
Visual impairment	20	59	24	18	21	52	25	21	<b>71</b>
Other neurological	60	157	132	44	82	156	96	41	<b>214</b>
Other physical	63	182	125	30	69	165	77	45	<b>225</b>
Other sensory/speech	<11	26	<11	11	16	16	<11	<11	<b>30</b>
Other	39	116	82	20	47	102	57	31	<b>135</b>
<b>Total</b>	<b>1,301</b>	<b>4,259</b>	<b>2,237</b>	<b>1,633</b>	<b>2,361</b>	<b>3,668</b>	<b>1,146</b>	<b>1,034</b>	<b>5,181</b>

**Table M.53 Percentage of active plans by goal type and primary disability group – Northern Territory <sup>780</sup>**

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
Acquired brain injury	32%	77%	57%	23%	52%	84%	45%	26%
Autism	24%	86%	31%	34%	54%	63%	7%	14%
Cerebral palsy	33%	78%	56%	27%	49%	72%	29%	18%
Developmental delay	9%	95%	39%	44%	37%	63%	n/a	n/a
Down syndrome	27%	84%	50%	25%	37%	76%	23%	29%
Global developmental delay	9%	94%	36%	47%	43%	56%	n/a	n/a
Hearing impairment	27%	80%	20%	28%	33%	58%	13%	20%
Intellectual disability	27%	79%	38%	40%	54%	72%	25%	30%
Multiple sclerosis	44%	72%	92%	n/a	n/a	96%	n/a	n/a
Psychosocial disability	29%	67%	56%	27%	46%	84%	38%	39%
Spinal cord injury	46%	75%	61%	15%	25%	81%	54%	31%
Stroke	31%	85%	58%	12%	37%	84%	44%	17%
Visual impairment	28%	83%	34%	25%	30%	73%	35%	30%
Other neurological	28%	73%	62%	21%	38%	73%	45%	19%
Other physical	28%	81%	56%	13%	31%	73%	34%	20%
Other sensory/speech	n/a	87%	n/a	37%	53%	53%	n/a	n/a
Other	29%	86%	61%	15%	35%	76%	42%	23%
<b>Total</b>	<b>25%</b>	<b>82%</b>	<b>43%</b>	<b>32%</b>	<b>46%</b>	<b>71%</b>	<b>22%</b>	<b>20%</b>

<sup>779</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

<sup>780</sup> The percentages of participants by goal type do not add up to 100% for each disability group as participants can set more than one goal in their plans.

**Table M.54 Number of goals in active plans by goal type and primary disability group – Northern Territory** <sup>781</sup>

Primary disability group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
Acquired brain injury	385	1,236	767	288	756	1,153	556	269	<b>5,410</b>
Autism	1,118	7,625	1,438	1,508	2,557	2,901	354	608	<b>18,109</b>
Cerebral palsy	313	1,389	608	233	507	799	307	169	<b>4,325</b>
Developmental delay	221	5,891	1,101	1,087	884	1,710	20	<11	<b>10,916</b>
Down syndrome	104	701	209	84	193	359	111	129	<b>1,890</b>
Global developmental delay	32	933	174	232	168	266	<11	<11	<b>1,808</b>
Hearing impairment	185	982	143	226	271	474	82	145	<b>2,508</b>
Intellectual disability	941	4,381	1,481	1,654	2,241	2,829	918	998	<b>15,443</b>
Multiple sclerosis	57	65	117	11	20	97	41	12	<b>415</b>
Psychosocial disability	645	1,578	1,251	579	1,052	1,882	877	788	<b>8,652</b>
Spinal cord injury	201	387	227	52	101	364	215	95	<b>1,642</b>
Stroke	307	891	478	85	275	711	336	113	<b>3,196</b>
Visual impairment	75	301	80	89	84	191	85	80	<b>985</b>
Other neurological	252	948	551	235	351	759	384	166	<b>3,646</b>
Other physical	264	928	473	95	218	619	272	138	<b>3,007</b>
Other sensory/speech	13	167	15	25	46	42	<11	<11	<b>318</b>
Other	178	710	351	91	190	381	211	91	<b>2,203</b>
<b>Total</b>	<b>5,291</b>	<b>29,113</b>	<b>9,464</b>	<b>6,569</b>	<b>9,914</b>	<b>15,537</b>	<b>4,774</b>	<b>3,811</b>	<b>84,473</b>

**Table M.55 Number of active plans by goal type and age group – Northern Territory** <sup>782</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of active plans
0 to 6	85	894	384	409	350	591	<11	<11	<b>936</b>
7 to 14	255	1,146	351	495	697	725	42	14	<b>1,295</b>
15 to 18	120	306	107	165	211	260	50	120	<b>373</b>
19 to 24	119	262	132	123	176	275	121	225	<b>364</b>
25 to 34	164	315	215	109	192	345	166	214	<b>431</b>
35 to 44	171	380	294	138	230	430	203	194	<b>533</b>
45 to 54	181	407	344	104	250	464	250	147	<b>555</b>
55 to 64	153	430	321	73	209	462	237	106	<b>543</b>
65+	53	119	89	17	46	116	68	13	<b>151</b>
<b>Total</b>	<b>1,301</b>	<b>4,259</b>	<b>2,237</b>	<b>1,633</b>	<b>2,361</b>	<b>3,668</b>	<b>1,146</b>	<b>1,034</b>	<b>5,181</b>

<sup>781</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 84,473 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

<sup>782</sup> The number of active plans by goal type do not add up to the total number of active plans as participants can set more than one goal in their plans.

**Table M.56 Percentage of active plans by goal type and age group – Northern Territory** <sup>783</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work
0 to 6	9%	96%	41%	44%	37%	63%	n/a	n/a
7 to 14	20%	88%	27%	38%	54%	56%	3%	1%
15 to 18	32%	82%	29%	44%	57%	70%	13%	32%
19 to 24	33%	72%	36%	34%	48%	76%	33%	62%
25 to 34	38%	73%	50%	25%	45%	80%	39%	50%
35 to 44	32%	71%	55%	26%	43%	81%	38%	36%
45 to 54	33%	73%	62%	19%	45%	84%	45%	26%
55 to 64	28%	79%	59%	13%	38%	85%	44%	20%
65+	35%	79%	59%	11%	30%	77%	45%	9%
<b>Total</b>	<b>25%</b>	<b>82%</b>	<b>43%</b>	<b>32%</b>	<b>46%</b>	<b>71%</b>	<b>22%</b>	<b>20%</b>

**Table M.57 Number of goals in active plans by goal type and age group – Northern Territory** <sup>784</sup>

Age Group	Choice and control over my life	Daily life	Health and wellbeing	Learning	Relationships	Social and community activities	Where I live	Work	Total number of goals in active plans
0 to 6	319	8,665	1,662	1,608	1,329	2,513	44	<11	<b>16,141</b>
7 to 14	862	8,909	1,264	1,861	2,771	2,666	153	50	<b>18,536</b>
15 to 18	438	1,565	354	638	818	973	192	412	<b>5,390</b>
19 to 24	569	1,586	650	640	908	1,361	574	934	<b>7,222</b>
25 to 34	651	1,489	871	446	874	1,441	683	754	<b>7,209</b>
35 to 44	696	1,799	1,270	558	1,028	1,927	777	737	<b>8,792</b>
45 to 54	833	2,159	1,589	421	1,082	2,134	1,109	495	<b>9,822</b>
55 to 64	709	2,232	1,419	292	881	1,972	975	391	<b>8,871</b>
65+	214	709	385	105	223	550	267	37	<b>2,490</b>
<b>Total</b>	<b>5,291</b>	<b>29,113</b>	<b>9,464</b>	<b>6,569</b>	<b>9,914</b>	<b>15,537</b>	<b>4,774</b>	<b>3,811</b>	<b>84,473</b>

<sup>783</sup> The percentages of participants by goal type do not add up to 100% for each age group as participants can set more than one goal in their plans.

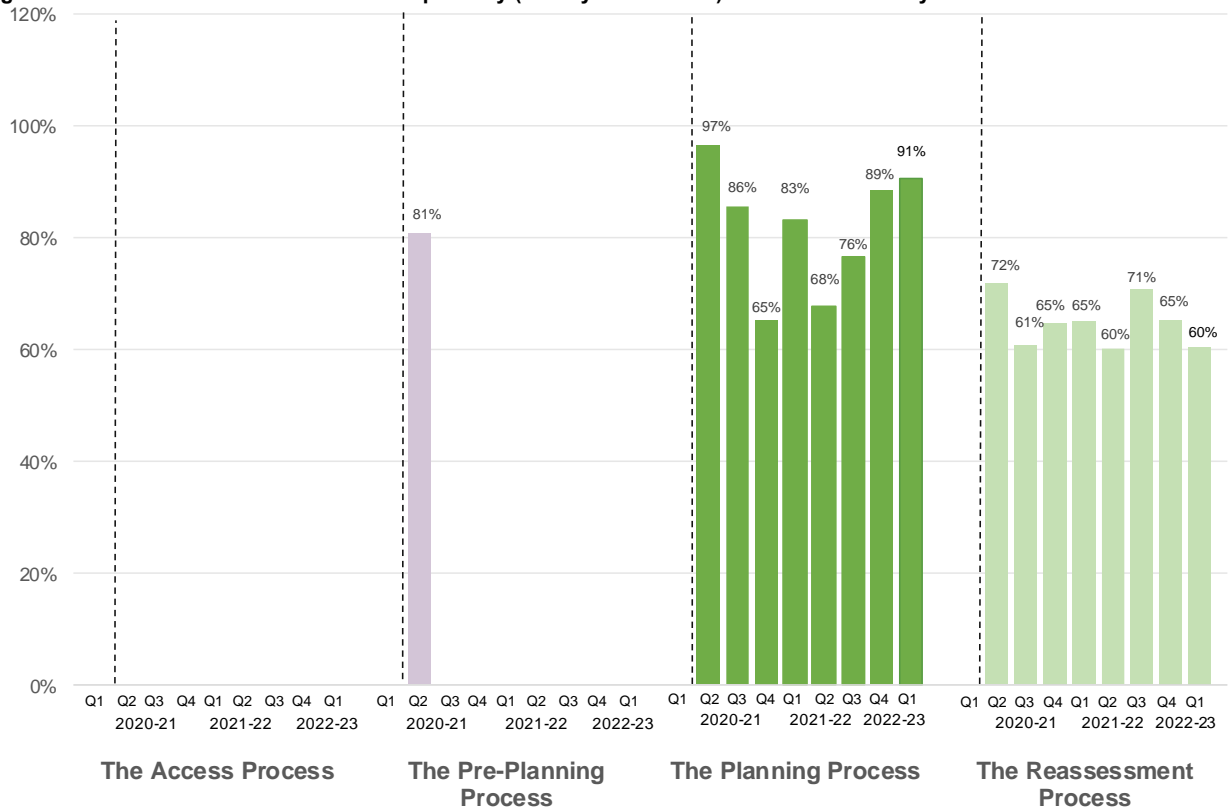
<sup>784</sup> Participants have set over twenty million goals in total across Australia since July 2016. The 84,473 goals in these results relate to those in the current plans of active participants who reside in Northern Territory at the reporting date.

**Table M.58 Proportion of participants who agreed with statements about 'Access' (n = 89 in Prior Quarters, n = 14 in 2022-23 Q1), 'Pre-planning' (n = 100 in Prior Quarters, n = 15 in 2022-23 Q1), 'Planning' (n = 278 in Prior Quarters, n = 53 in 2022-23 Q1) and 'Plan reassessment' (n = 617 in Prior Quarters, n = 141 in 2022-23 Q1) of NDIS journey in 2022-23 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory<sup>785</sup>**

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q1
Access - Are you happy with how coming into the NDIS has gone?	76%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	70%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	67%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	86%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	89%	n/a
Pre-planning - Were decisions about your plan clearly explained?	67%	n/a
Pre-planning - Are you clear on what happens next with your plan?	60%	n/a
Pre-planning - Do you know where to go for more help with your plan?	73%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	75%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	92%
Planning - Did you understand why you needed to give the information you did?	98%	91%
Planning - Were decisions about your plan clearly explained?	83%	81%
Planning - Are you clear on what happens next with your plan?	79%	75%
Planning - Do you know where to go for more help with your plan?	87%	85%
Planning - % of participants rating their overall experience as Very Good or Good.	80%	91%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	67%
Plan reassessment - Did you feel prepared for your plan reassessment?	80%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	83%	82%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	65%	60%

<sup>785</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

**Figure M.8 Trend of satisfaction across the pathway (% Very Good/Good) – Northern Territory** <sup>786 787 788</sup>



<sup>786</sup> Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series.

<sup>787</sup> Participant satisfaction results for prior quarters have been restated using data as at 30 September 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

<sup>788</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

## Part Three: Complaints and Administrative Appeals Tribunal (AAT) Matters

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q1. 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.

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.59 shows the number of complaints in 2022-23 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables M.60 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

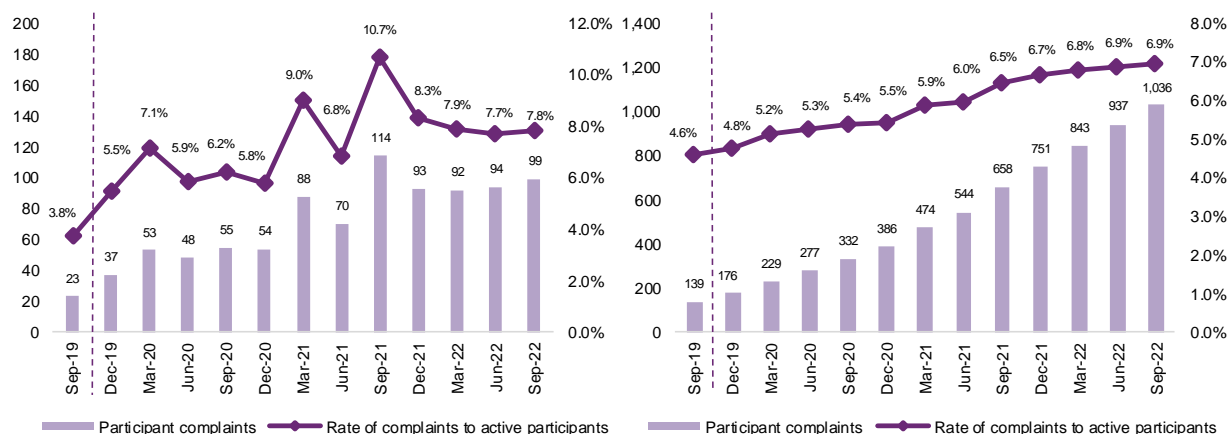
**Table M.59 Complaints by quarter – Northern Territory** <sup>789 790</sup>

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	11	<11	14	13
People who have submitted an access request: Complaints about service providers	54	<11	57	42
People who have submitted an access request: Complaints about the Agency	602	76	678	430
People who have submitted an access request: Critical/ Reportable Incident	251	17	268	193
People who have submitted an access request: Unclassified	18	<11	18	15
<b>People who have submitted an access request: Total</b>	<b>937</b>	<b>99</b>	<b>1,036</b>	<b>614</b>
<i>Percentage of the number of active participants</i>	<i>6.9%</i>	<i>7.8%</i>	<i>6.9%</i>	<i>n/a</i>

<sup>789</sup> Note that 67% of all complainants made only one complaint, 18% made two complaints and 15% made three or more complaints.

<sup>790</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Figure M.9 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory**



**Table M.60 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory <sup>791</sup>**

Complaints about the Agency	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Individual needs	11	(2%)	<11	n/a	11	(2%)
Information unclear	<11	n/a	<11	n/a	<11	n/a
NDIA Access	<11	n/a	<11	n/a	<11	n/a
NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
NDIA Finance	68	(11%)	14	(18%)	82	(12%)
NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
NDIA Plan	147	(24%)	23	(30%)	170	(25%)
NDIA Process	61	(10%)	14	(18%)	75	(11%)
NDIA Resources	<11	n/a	<11	n/a	12	(2%)
NDIA Staff	29	(5%)	<11	n/a	33	(5%)
NDIA Timeliness	152	(25%)	<11	n/a	162	(24%)
Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Provider Portal	<11	n/a	<11	n/a	<11	n/a
Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Reasonable and necessary supports	<11	n/a	<11	n/a	<11	n/a
Staff conduct - Agency	<11	n/a	<11	n/a	<11	n/a
The way the NDIA carried out its decision making	<11	n/a	<11	n/a	<11	n/a
Timeliness	34	(6%)	<11	n/a	35	(5%)
Other	51	(8%)	<11	n/a	55	(8%)
<b>Total</b>	<b>602</b>	<b>(100%)</b>	<b>76</b>	<b>(100%)</b>	<b>678</b>	<b>(100%)</b>

<sup>791</sup> There are 937 total participant complaints in Prior Quarters, 99 total participant complaints in 2022-23 Q1, and 1,036 total participant complaints as at 30 September 2022, including 18 unclassified participant complaints as at 30 September 2022.

Complaint about ECA Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
ECA Engagement	<11	n/a	<11	n/a	<11	n/a
ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
ECA Plan	<11	n/a	<11	n/a	<11	n/a
ECA Process	<11	n/a	<11	n/a	<11	n/a
ECA Resources	<11	n/a	<11	n/a	<11	n/a
ECA Staff	<11	n/a	<11	n/a	<11	n/a
ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>

Complaint about LAC Partner	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
LAC Engagement	<11	n/a	<11	n/a	<11	n/a
LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
LAC Plan	<11	n/a	<11	n/a	<11	n/a
LAC Process	<11	n/a	<11	n/a	<11	n/a
LAC Resources	<11	n/a	<11	n/a	<11	n/a
LAC Staff	<11	n/a	<11	n/a	<11	n/a
LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>11</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>14</b>	<b>(100%)</b>



Complaints about service providers	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Provider costs.	<11	n/a	<11	n/a	<11	n/a
Provider Finance	<11	n/a	<11	n/a	<11	n/a
Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Provider process	<11	n/a	<11	n/a	<11	n/a
Provider Service	13	(24%)	<11	n/a	15	(26%)
Provider Staff	<11	n/a	<11	n/a	<11	n/a
Service Delivery	<11	n/a	<11	n/a	<11	n/a
Staff conduct	<11	n/a	<11	n/a	<11	n/a
Supports being provided	<11	n/a	<11	n/a	<11	n/a
Other	14	(26%)	<11	n/a	14	(25%)
<b>Total</b>	<b>54</b>	<b>(100%)</b>	<b>&lt;11</b>	<b>n/a</b>	<b>57</b>	<b>(100%)</b>

Critical/ Reportable Incident	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Allegations against a provider	82	(33%)	<11	n/a	87	(32%)
Allegations against Informal Supports	32	(13%)	<11	n/a	32	(12%)
Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Participant threat	42	(17%)	<11	n/a	48	(18%)
Provider reporting	95	(38%)	<11	n/a	101	(38%)
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>251</b>	<b>(100%)</b>	<b>17</b>	<b>(100%)</b>	<b>268</b>	<b>(100%)</b>

Table M.61 AAT Cases by category at 30 September 2022 – Northern Territory <sup>792</sup>

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q1 - Count	2022-23 Q1 - Percentage	Total - Count	Total - Percentage
Total cases	12	100%	<11	n/a	12	100%
Percentage of the number of active participants	0.09%	n/a	0.00%	n/a	0.08%	n/a

Table M.62 AAT cases by open/closed and decision – Northern Territory <sup>793 794</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	12	11
Open AAT Cases	<11	<11
Closed AAT Cases	<11	<11
<i>Resolved before hearing</i>	<11	<11
<i>Gone to hearing and received a substantive decision</i>	<11	<11

<sup>792</sup> The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

<sup>793</sup> Ibid.

<sup>794</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

## Part Four: Providers and the growing market

**Table M.63 Key markets indicators by quarter – Northern Territory** <sup>795 796</sup>

Market indicators	Previous Quarter	2022-23 Q1
Average number of active providers per active participant	1.72	1.79
Number of providers delivering new types of supports	77	83
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	78%	77%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	89%
Share of payments - top 25%: Participate Community (Percentage)	85%	86%
Share of payments - top 25%: Early Childhood Supports (Percentage)	80%	85%
Share of payments - top 25%: Assist Personal Activities (Percentage)	87%	89%

**Table M.64 Cumulative number of providers that have been ever active as at 30 September 2022 by quarter of activity – Northern Territory** <sup>797</sup>

Activity	Number of providers
Active for the first time in 2022-23 Q1	28
Active in 2022-23 Q1 and also in previous quarters	281
<b>Active in 2022-23 Q1</b>	<b>309</b>
Inactive in 2022-23 Q1	649
<b>Active ever</b>	<b>958</b>

<sup>795</sup> In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

<sup>796</sup> Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

<sup>797</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

**Table M.65 Cumulative number of providers that have been ever active by registration group – Northern Territory** <sup>798</sup>

Registration Group	Prior Quarters	2022-23 Q1	Total	Percentage Change
Assistance services: Accommodation / Tenancy Assistance	20	<5	20	n/a
Assistance services: Assistance Animals	5	<5	5	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	120	9	129	8%
Assistance services: Assistance with travel/transport arrangements	102	5	107	5%
Assistance services: Daily Personal Activities	170	6	176	4%
Assistance services: Group and Centre Based Activities	103	6	109	6%
Assistance services: High Intensity Daily Personal Activities	113	<5	117	n/a
Assistance services: Household tasks	128	8	136	6%
Assistance services: Interpreting and translation	18	<5	21	n/a
Assistance services: Participation in community, social and civic activities	234	7	241	3%
Assistive Technology: Assistive equipment for recreation	19	<5	19	n/a
Assistive Technology: Assistive products for household tasks	20	<5	20	n/a
Assistive Technology: Assistance products for personal care and safety	261	9	270	3%
Assistive Technology: Communication and information equipment	72	7	79	10%
Assistive Technology: Customised Prosthetics	68	<5	70	n/a
Assistive Technology: Hearing Equipment	28	<5	29	n/a
Assistive Technology: Hearing Services	7	<5	9	n/a
Assistive Technology: Personal Mobility Equipment	102	7	109	7%
Assistive Technology: Specialised Hearing Services	11	<5	11	n/a
Assistive Technology: Vision Equipment	25	<5	25	n/a
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	241	14	255	6%
Capacity Building Services: Behaviour Support	73	<5	76	n/a
Capacity Building Services: Community nursing care for high needs	44	<5	45	n/a
Capacity Building Services: Development of daily living and life skills	110	5	115	5%
Capacity Building Services: Early Intervention supports for early childhood	140	6	146	4%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	47	<5	51	n/a
Capacity Building Services: Innovative Community Participation	40	<5	42	n/a
Capacity Building Services: Specialised Driving Training	20	<5	20	n/a
Capacity Building Services: Therapeutic Supports	354	13	367	4%
Capital services: Home modification design and construction	35	<5	36	n/a
Capital services: Specialist Disability Accommodation	5	<5	6	n/a
Capital services: Vehicle Modifications	23	<5	23	n/a
Choice and control support services: Management of funding for supports in participants plan	126	6	132	5%
Choice and control support services: Support Coordination	59	<5	61	n/a
Employment and Education support services: Assistance to access and/or maintain employment and/or education	32	<5	33	n/a
Employment and Education support services: Specialised Supported Employment	34	<5	36	n/a
<b>Total</b>	<b>930</b>	<b>28</b>	<b>958</b>	<b>3%</b>

<sup>798</sup> Providers can be active in more than one registration group. Hence, the total number of active providers does not equal the sum of the number of active providers across the registration groups.

**Table M.66 Number and proportion of ever active providers in each registration group by legal entity type as at 30 September 2022 – Northern Territory** <sup>799</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	19	<b>20</b>	n/a	95%	<b>100%</b>
Assistance services: Assistance Animals	<5	5	<b>5</b>	n/a	100%	<b>100%</b>
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	12	117	<b>129</b>	9%	91%	<b>100%</b>
Assistance services: Assistance with travel/transport arrangements	9	98	<b>107</b>	8%	92%	<b>100%</b>
Assistance services: Daily Personal Activities	18	158	<b>176</b>	10%	90%	<b>100%</b>
Assistance services: Group and Centre Based Activities	7	102	<b>109</b>	6%	94%	<b>100%</b>
Assistance services: High Intensity Daily Personal Activities	14	103	<b>117</b>	12%	88%	<b>100%</b>
Assistance services: Household tasks	23	113	<b>136</b>	17%	83%	<b>100%</b>
Assistance services: Interpreting and translation	<5	18	<b>21</b>	n/a	86%	<b>100%</b>
Assistance services: Participation in community, social and civic activities	28	213	<b>241</b>	12%	88%	<b>100%</b>
Assistive Technology: Assistive equipment for recreation	<5	19	<b>19</b>	n/a	100%	<b>100%</b>
Assistive Technology: Assistive products for household tasks	<5	19	<b>20</b>	n/a	95%	<b>100%</b>
Assistive Technology: Assistance products for personal care and safety	25	245	<b>270</b>	9%	91%	<b>100%</b>
Assistive Technology: Communication and information equipment	12	67	<b>79</b>	15%	85%	<b>100%</b>
Assistive Technology: Customised Prosthetics	6	64	<b>70</b>	9%	91%	<b>100%</b>
Assistive Technology: Hearing Equipment	<5	27	<b>29</b>	n/a	93%	<b>100%</b>
Assistive Technology: Hearing Services	<5	9	<b>9</b>	n/a	100%	<b>100%</b>
Assistive Technology: Personal Mobility Equipment	9	100	<b>109</b>	8%	92%	<b>100%</b>
Assistive Technology: Specialised Hearing Services	<5	11	<b>11</b>	n/a	100%	<b>100%</b>
Assistive Technology: Vision Equipment	<5	23	<b>25</b>	n/a	92%	<b>100%</b>
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	34	221	<b>255</b>	13%	87%	<b>100%</b>
Capacity Building Services: Behaviour Support	18	58	<b>76</b>	24%	76%	<b>100%</b>
Capacity Building Services: Community nursing care for high needs	<5	42	<b>45</b>	n/a	93%	<b>100%</b>
Capacity Building Services: Development of daily living and life skills	12	103	<b>115</b>	10%	90%	<b>100%</b>
Capacity Building Services: Early Intervention supports for early childhood	23	123	<b>146</b>	16%	84%	<b>100%</b>
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	5	46	<b>51</b>	10%	90%	<b>100%</b>
Capacity Building Services: Innovative Community Participation	5	37	<b>42</b>	12%	88%	<b>100%</b>
Capacity Building Services: Specialised Driving Training	<5	16	<b>20</b>	n/a	80%	<b>100%</b>
Capacity Building Services: Therapeutic Supports	88	279	<b>367</b>	24%	76%	<b>100%</b>
Capital services: Home modification design and construction	<5	34	<b>36</b>	n/a	94%	<b>100%</b>
Capital services: Specialist Disability Accommodation	<5	6	<b>6</b>	n/a	100%	<b>100%</b>
Capital services: Vehicle Modifications	<5	22	<b>23</b>	n/a	96%	<b>100%</b>
Choice and control support services: Management of funding for supports in participants plan	22	110	<b>132</b>	17%	83%	<b>100%</b>
Choice and control support services: Support Coordination	5	56	<b>61</b>	8%	92%	<b>100%</b>
Employment and Education support services: Assistance to access and/or maintain employment and/or education	<5	33	<b>33</b>	n/a	100%	<b>100%</b>
Employment and Education support services: Specialised Supported Employment	<5	34	<b>36</b>	n/a	94%	<b>100%</b>
<b>Total</b>	<b>164</b>	<b>794</b>	<b>958</b>	<b>17%</b>	<b>83%</b>	<b>100%</b>

<sup>799</sup> Ibid.

**Table M.67 Number and proportion of providers active in 2022-23 Q1 by registration group and first quarter of activity – Northern Territory<sup>800</sup>**

Registration Group	Active in previous quarters and in 2022-23 Q1	Active for the first time in 2022-23 Q1	Total	Percentage active for the first time in 2022-23 Q1
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<5	n/a
Assistance services: Assistance Animals	<5	<5	<5	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	75	9	84	11%
Assistance services: Assistance with travel/transport arrangements	29	5	34	15%
Assistance services: Daily Personal Activities	71	6	77	8%
Assistance services: Group and Centre Based Activities	45	6	51	12%
Assistance services: High Intensity Daily Personal Activities	45	<5	49	n/a
Assistance services: Household tasks	56	8	64	13%
Assistance services: Interpreting and translation	6	<5	9	n/a
Assistance services: Participation in community, social and civic activities	107	7	114	6%
Assistive Technology: Assistive equipment for recreation	<5	<5	<5	n/a
Assistive Technology: Assistive products for household tasks	<5	<5	<5	n/a
Assistive Technology: Assistance products for personal care and safety	69	9	78	12%
Assistive Technology: Communication and information equipment	25	7	32	22%
Assistive Technology: Customised Prosthetics	19	<5	21	n/a
Assistive Technology: Hearing Equipment	<5	<5	5	n/a
Assistive Technology: Hearing Services	<5	<5	<5	n/a
Assistive Technology: Personal Mobility Equipment	33	7	40	18%
Assistive Technology: Specialised Hearing Services	<5	<5	<5	n/a
Assistive Technology: Vision Equipment	5	<5	5	n/a
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	106	14	120	12%
Capacity Building Services: Behaviour Support	33	<5	36	n/a
Capacity Building Services: Community nursing care for high needs	22	<5	23	n/a
Capacity Building Services: Development of daily living and life skills	47	5	52	10%
Capacity Building Services: Early Intervention supports for early childhood	43	6	49	12%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	23	<5	27	n/a
Capacity Building Services: Innovative Community Participation	18	<5	20	n/a
Capacity Building Services: Specialised Driving Training	6	<5	6	n/a
Capacity Building Services: Therapeutic Supports	97	13	110	12%
Capital services: Home modification design and construction	9	<5	10	n/a
Capital services: Specialist Disability Accommodation	<5	<5	<5	n/a
Capital services: Vehicle Modifications	<5	<5	<5	n/a
Choice and control support services: Management of funding for supports in participants plan	82	6	88	7%
Choice and control support services: Support Coordination	28	<5	30	n/a
Employment and Education support services: Assistance to access and/or maintain employment and/or education	15	<5	16	n/a
Employment and Education support services: Specialised Supported Employment	22	<5	24	n/a
<b>Total</b>	<b>281</b>	<b>28</b>	<b>309</b>	<b>9%</b>

<sup>800</sup> Ibid.

**Table M.68 Number and proportion of providers active in 2022-23 Q1 in each registration group by legal entity type – Northern Territory** <sup>801</sup>

Registration Group	Individual / sole trader	Company / organisation	Total Active	Individual / sole trader	Company / organisation	Total Active
Assistance services: Accommodation / Tenancy Assistance	<5	<5	<5	n/a	n/a	n/a
Assistance services: Assistance Animals	<5	<5	<5	n/a	n/a	n/a
Assistance services: Assistance with daily life tasks in a group or shared living arrangement	6	78	84	7%	93%	100%
Assistance services: Assistance with travel/transport arrangements	<5	33	34	n/a	97%	100%
Assistance services: Daily Personal Activities	7	70	77	9%	91%	100%
Assistance services: Group and Centre Based Activities	<5	50	51	n/a	98%	100%
Assistance services: High Intensity Daily Personal Activities	<5	47	49	n/a	96%	100%
Assistance services: Household tasks	8	56	64	13%	88%	100%
Assistance services: Interpreting and translation	<5	7	9	n/a	78%	100%
Assistance services: Participation in community, social and civic activities	12	102	114	11%	89%	100%
Assistive Technology: Assistive equipment for recreation	<5	<5	<5	n/a	n/a	n/a
Assistive Technology: Assistive products for household tasks	<5	<5	<5	n/a	n/a	n/a
Assistive Technology: Assistance products for personal care and safety	6	72	78	8%	92%	100%
Assistive Technology: Communication and information equipment	<5	30	32	n/a	94%	100%
Assistive Technology: Customised Prosthetics	<5	21	21	n/a	100%	100%
Assistive Technology: Hearing Equipment	<5	<5	5	n/a	n/a	100%
Assistive Technology: Hearing Services	<5	<5	<5	n/a	n/a	n/a
Assistive Technology: Personal Mobility Equipment	<5	37	40	n/a	93%	100%
Assistive Technology: Specialised Hearing Services	<5	<5	<5	n/a	n/a	n/a
Assistive Technology: Vision Equipment	<5	<5	5	n/a	n/a	100%
Capacity Building Services: Assistance in coordinating or managing life stages, transitions and supports	8	112	120	7%	93%	100%
Capacity Building Services: Behaviour Support	<5	32	36	n/a	89%	100%
Capacity Building Services: Community nursing care for high needs	<5	23	23	n/a	100%	100%
Capacity Building Services: Development of daily living and life skills	<5	48	52	n/a	92%	100%
Capacity Building Services: Early Intervention supports for early childhood	<5	45	49	n/a	92%	100%
Capacity Building Services: Exercise Physiology and Physical Wellbeing activities	<5	26	27	n/a	96%	100%
Capacity Building Services: Innovative Community Participation	<5	19	20	n/a	95%	100%
Capacity Building Services: Specialised Driving Training	<5	6	6	n/a	100%	100%
Capacity Building Services: Therapeutic Supports	17	93	110	15%	85%	100%
Capital services: Home modification design and construction	<5	10	10	n/a	100%	100%
Capital services: Specialist Disability Accommodation	<5	<5	<5	n/a	n/a	n/a
Capital services: Vehicle Modifications	<5	<5	<5	n/a	n/a	n/a
Choice and control support services: Management of funding for supports in participants plan	13	75	88	15%	85%	100%
Choice and control support services: Support Coordination	<5	28	30	n/a	93%	100%
Employment and Education support services: Assistance to access and/or maintain employment and/or education	<5	16	16	n/a	100%	100%
Employment and Education support services: Specialised Supported Employment	<5	24	24	n/a	100%	100%
<b>Total</b>	<b>40</b>	<b>269</b>	<b>309</b>	<b>13%</b>	<b>87%</b>	<b>100%</b>

<sup>801</sup> Ibid.

**Table M.69 Distribution of active providers in 2022-23 Q1 by their status in 2021-22 Q4 and payment band in 2022-23 Q1 – Northern Territory**<sup>802</sup>

Amount paid in 2022-23 Q1	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	47	12	15	<b>74</b>
\$2,001-\$10,000	44	<5	6	<b>53</b>
\$10,001-\$100,000	89	<5	6	<b>96</b>
\$100,001-\$250,000	19	<5	<5	<b>20</b>
\$250,000+	66	<5	<5	<b>66</b>
<b>Total</b>	<b>265</b>	<b>16</b>	<b>28</b>	<b>309</b>

**Table M.70 Distribution of active participants by method of financial plan management and age group as at 30 September 2022 – Northern Territory**<sup>803 804</sup>

Age group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
0 to 6	4%	11%	15%	70%
7 to 14	7%	8%	19%	67%
15 to 18	6%	6%	13%	74%
19 to 24	12%	4%	2%	82%
25 to 34	14%	3%	3%	81%
35 to 44	16%	2%	3%	79%
45 to 54	16%	2%	3%	79%
55 to 64	16%	3%	4%	76%
65+	12%	1%	3%	84%
<b>Total</b>	<b>10%</b>	<b>6%</b>	<b>10%</b>	<b>74%</b>

<sup>802</sup> Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

<sup>803</sup> For the total number of active participants in each age group, see Table M.19.

<sup>804</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.



**Table M.71 Distribution of active participants by method of financial plan management and primary disability group as at 30 September 2022 – Northern Territory** <sup>805 806</sup>

Primary disability group	Agency-managed	Self-managed Partly	Self-managed Fully	Plan-managed
ABI	21%	2%	0%	77%
Autism	6%	9%	21%	64%
Cerebral Palsy	16%	8%	6%	69%
Developmental delay	4%	11%	14%	72%
Down Syndrome	17%	3%	8%	72%
Global developmental delay	7%	6%	13%	74%
Hearing Impairment	11%	7%	21%	62%
Intellectual Disability	14%	3%	5%	79%
Multiple Sclerosis	4%	13%	17%	67%
Other	8%	3%	2%	87%
Other Neurological	18%	3%	4%	75%
Other Physical	8%	5%	6%	81%
Other Sensory/Speech	13%	7%	0%	80%
Psychosocial disability	10%	1%	1%	88%
Spinal Cord Injury	6%	10%	10%	75%
Stroke	14%	1%	1%	85%
Visual Impairment	8%	3%	13%	76%
<b>Total</b>	<b>10%</b>	<b>6%</b>	<b>10%</b>	<b>74%</b>

**Table M.72 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – Northern Territory** <sup>807</sup>

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	10%	11%	<b>10%</b>
Self-managed partly	6%	5%	<b>6%</b>
Self-managed fully	11%	6%	<b>10%</b>
Plan-managed	73%	77%	<b>74%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>805</sup> For the total number of active participants in each primary disability group, see Table M.15.

<sup>806</sup> Participants can use more than one method to manage their funding. These results are based on a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>807</sup> Ibid.

**Table M.73 Distribution of active participants by method of financial plan management over time incrementally and cumulatively – Northern Territory**<sup>808</sup>

Quarter	Agency-managed - Incremental	Self-managed Partly - Incremental	Self-managed Fully - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed Partly - Cumulative	Self-managed Fully - Cumulative	Plan-managed - Cumulative
Sep-19	49%	6%	9%	35%	54%	6%	13%	27%
Dec-19	35%	6%	14%	45%	46%	6%	13%	35%
Mar-20	29%	9%	12%	50%	41%	7%	12%	41%
Jun-20	26%	8%	10%	57%	35%	7%	11%	47%
Sep-20	22%	8%	9%	61%	30%	7%	11%	52%
Dec-20	17%	5%	8%	70%	27%	7%	11%	55%
Mar-21	17%	4%	8%	71%	25%	7%	11%	57%
Jun-21	10%	8%	16%	66%	22%	6%	11%	61%
Sep-21	11%	5%	9%	74%	19%	6%	11%	64%
Dec-21	8%	5%	5%	81%	16%	6%	10%	67%
Mar-22	9%	4%	11%	77%	14%	5%	11%	70%
Jun-22	8%	6%	10%	75%	12%	6%	10%	72%
Sep-22	11%	5%	6%	77%	10%	6%	10%	74%

**Table M.74 Distribution of plan budgets by method of financial plan management and quarter of plan approval – Northern Territory**

Method of financial plan management	Prior Quarters	2022-23 Q1	Total
Agency-managed	63%	47%	<b>61%</b>
Self-managed	4%	3%	<b>4%</b>
Plan-managed	33%	50%	<b>35%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table M.75 Distribution of plan budgets by method of financial plan management over time incrementally and cumulatively – Northern Territory**

Quarter	Agency-managed - Incremental	Self-managed - Incremental	Plan-managed - Incremental	Agency-managed - Cumulative	Self-managed - Cumulative	Plan-managed - Cumulative
Sep-19	78%	3%	20%	85%	3%	12%
Dec-19	69%	5%	26%	82%	4%	15%
Mar-20	63%	6%	32%	78%	4%	18%
Jun-20	60%	5%	35%	75%	4%	21%
Sep-20	55%	5%	40%	73%	4%	23%
Dec-20	50%	4%	46%	71%	4%	25%
Mar-21	54%	3%	43%	69%	4%	27%
Jun-21	53%	6%	41%	68%	4%	28%
Sep-21	54%	3%	42%	67%	4%	29%
Dec-21	48%	3%	49%	66%	4%	30%
Mar-22	45%	4%	52%	65%	4%	31%
Jun-22	40%	5%	55%	63%	4%	33%
Sep-22	47%	3%	50%	61%	4%	35%

<sup>808</sup> This table 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.76 Distribution of active participants by support coordination and quarter of plan approval – Northern Territory**

Distribution of active participants by support coordination	Prior Quarters	2022-23 Q1	Total
Support coordination	70%	83%	74%

**Table M.77 Duration to plan activation by quarter of initial plan approval for active participants – Northern Territory <sup>809</sup>**

Plan activation	Prior Quarters - Count	Prior Quarters - Percentage	2021-22 Q3 - Count	2021-22 Q3 - Percentage	Total - Count	Total - Percentage
Less than 30 days	2,817	65%	143	67%	2,960	65%
30 to 59 days	545	13%	22	10%	567	12%
60 to 89 days	240	6%	<11	n/a	250	5%
<b>Activated within 90 days</b>	<b>3,602</b>	<b>83%</b>	<b>175</b>	<b>81%</b>	<b>3,777</b>	<b>83%</b>
90 to 119 days	186	4%	<11	n/a	190	4%
120 days and over	487	11%	12	6%	499	11%
<b>Activated after 90 days</b>	<b>673</b>	<b>15%</b>	<b>16</b>	<b>7%</b>	<b>689</b>	<b>15%</b>
<b>No payments</b>	<b>69</b>	<b>2%</b>	<b>24</b>	<b>11%</b>	<b>93</b>	<b>2%</b>
<b>Total plans approved</b>	<b>4,344</b>	<b>100%</b>	<b>215</b>	<b>100%</b>	<b>4,559</b>	<b>100%</b>

<sup>809</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table M.78 Proportion of participants who have activated within 12 months at 30 September 2022 – Northern Territory** <sup>810</sup>

Participant profile	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by First Nations status: First Nations Participants	2,053	2,125	97%
by First Nations status: Non-First Nations Participants	1,729	1,782	97%
by First Nations status: Not Stated	302	315	96%
by Culturally and Linguistically Diverse status: CALD	267	270	99%
by Culturally and Linguistically Diverse status: Not CALD	3,807	3,942	97%
by Culturally and Linguistically Diverse status: Not Stated	<11	<11	n/a
by Remoteness: Major Cities	<11	<11	n/a
by Remoteness: Regional	2,353	2,439	96%
by Remoteness: Remote	1,724	1,776	97%
by Remoteness: Missing	<11	<11	n/a
by Primary Disability group: Autism	983	1,016	97%
by Primary Disability group: Intellectual disability (including Down syndrome)	833	853	98%
by Primary Disability group: Psychosocial disability	438	449	98%
by Primary Disability group: Developmental delay (including global developmental delay)	435	464	94%
by Primary Disability group: Other	1,395	1,440	97%
by Gender: Male	2,657	2,748	97%
by Gender: Female	1,406	1,453	97%
by Gender: Other	21	21	100%
by Age Group: 0-6 years	526	549	96%
by Age Group: 7-14 years	1,078	1,120	96%
by Age Group: 15-18 years	294	312	94%
by Age Group: 19-24 years	312	325	96%
by Age Group: 25-34 years	377	388	97%
by Age Group: 35-44 years	457	469	97%
by Age Group: 45-54 years	460	472	97%
by Age Group: 55-64 years	443	449	99%
by Age Group: 65+ years	137	138	99%
<b>Total</b>	<b>4,084</b>	<b>4,222</b>	<b>97%</b>

**Table M.79 Distribution of plans by utilisation – Northern Territory** <sup>811 812</sup>

Plan utilisation	Total
0 to 50%	38%
50% to 75%	23%
> 75%	38%
<b>Total</b>	<b>100%</b>

<sup>810</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>811</sup> This table only considers participants with initial plans approved up to 31 March 2022, and includes committed supports and payments for supports provided up to 30 June 2022. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>812</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan reassessment to address a change in circumstance.

**Table M.80 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory <sup>813</sup>**

Mainstream service	Prior Quarters	2022-23 Q1	Total
Daily Activities	17%	14%	16%
Health & Wellbeing	58%	61%	59%
Lifelong Learning	21%	19%	21%
Other	23%	24%	23%
Non-categorised	14%	13%	13%
<b>Any mainstream service</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>

<sup>813</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.  
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## Part Five: Financial sustainability

**Table M.81 Committed supports by financial year (\$m) – Northern Territory**<sup>814</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.1	2.0	5.9	20.5	101.0	203.7	394.7	522.2	546.2	154.5

**Table M.82 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Northern Territory**

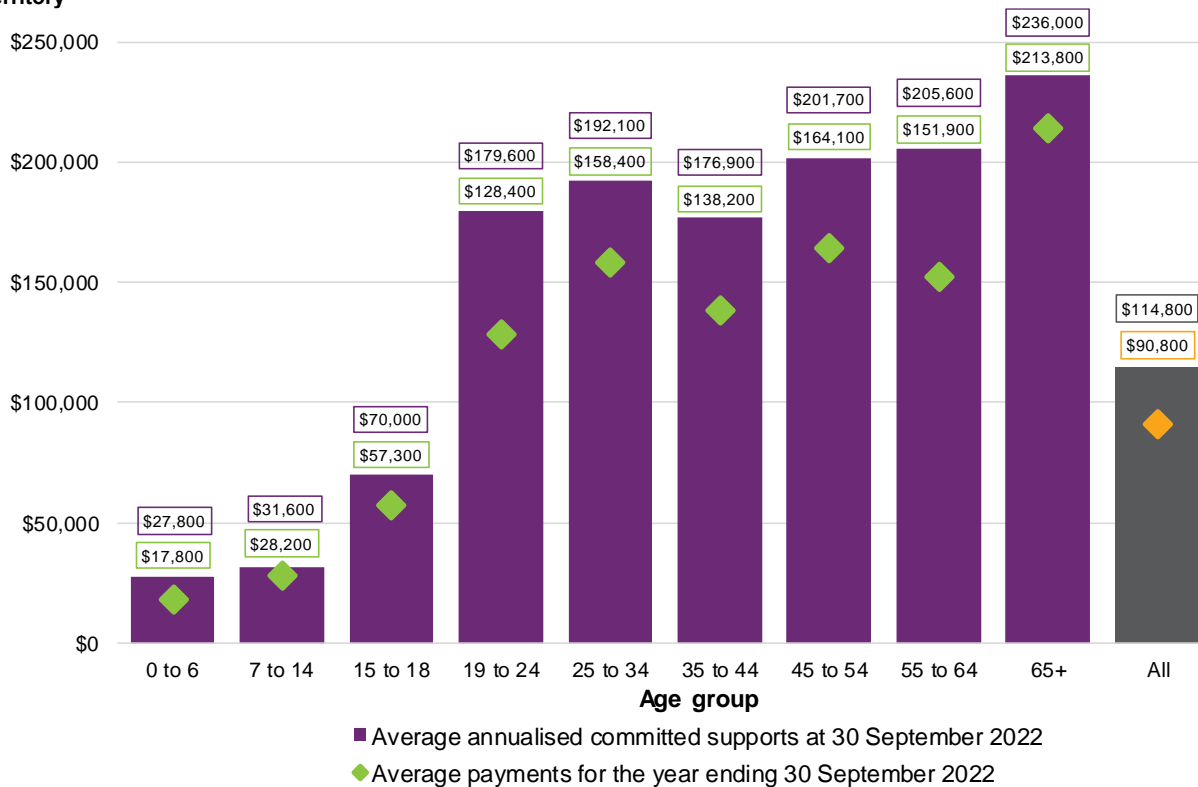
Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	0.8%	0.9%
\$5,001-\$10,000	3.6%	3.9%
\$10,001-\$15,000	7.0%	6.9%
\$15,001-\$20,000	10.8%	10.1%
\$20,001-\$25,000	12.6%	12.9%
\$25,001-\$30,000	6.3%	6.4%
\$30,001-\$50,000	16.0%	16.4%
\$50,001-\$100,000	16.9%	17.0%
\$100,001-\$150,000	7.0%	6.5%
\$150,001-\$200,000	3.5%	3.5%
\$200,001-\$250,000	2.6%	2.3%
\$250,001+	12.5%	12.9%

**Table M.83 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2022-23 Q1 compared with active participants with initial plan approvals as at 2021-22 Q4 – Northern Territory**

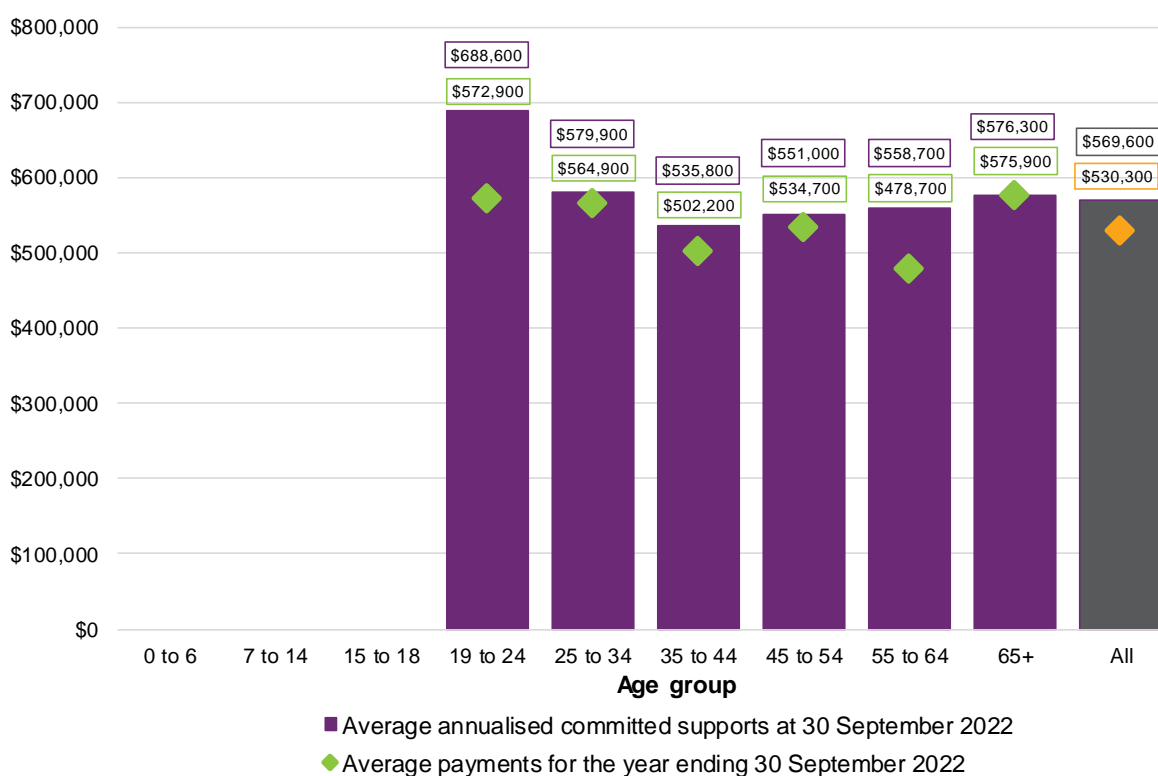
Average annualised committed supports band	As at 2021-22 Q4 distribution of participants	As at 2022-23 Q1 distribution of participants
\$0-\$5,000	0.9%	1.0%
\$5,001-\$10,000	4.0%	4.2%
\$10,001-\$15,000	7.7%	7.6%
\$15,001-\$20,000	11.9%	11.1%
\$20,001-\$25,000	13.9%	14.2%
\$25,001-\$30,000	6.9%	7.0%
\$30,001-\$50,000	17.6%	18.0%
\$50,001-\$100,000	18.6%	18.7%
\$100,001-\$150,000	7.6%	7.1%
\$150,001-\$200,000	3.8%	3.8%
\$200,001-\$250,000	2.7%	2.4%
\$250,001+	4.2%	4.6%

<sup>814</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports in respect of 2013-14 for Northern Territory.

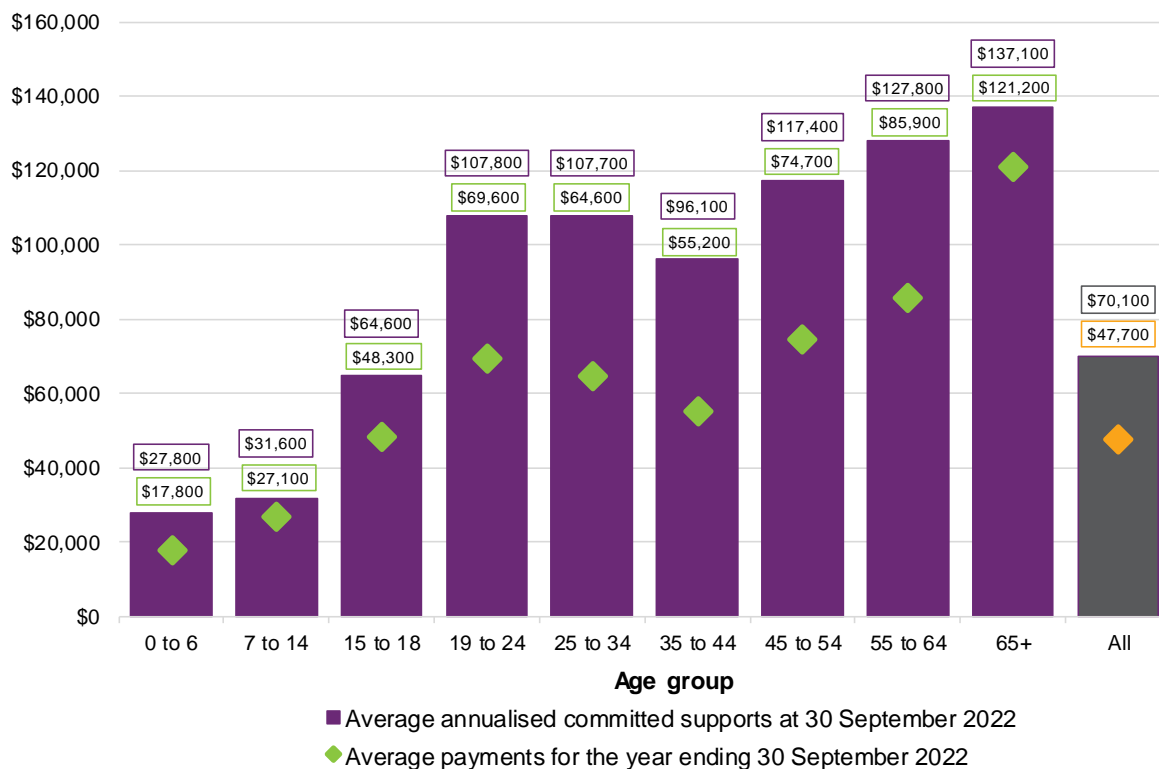
**Figure M.10 Average annualised committed supports and average payments by age group as at 30 September 2022 – Northern Territory**



**Figure M.11 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2022 – Northern Territory**



**Figure M.12 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2022 – Northern Territory**



**Table M.84 Average annualised committed supports and average payments by gender and age group as at 30 September 2022 – Northern Territory**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	19,100	28,300	14,600	26,500
7 to 14	28,200	31,800	28,500	31,500
15 to 18	59,100	70,300	53,800	70,000
19 to 24	122,900	187,200	138,600	163,200
25 to 34	145,000	180,100	185,000	216,200
35 to 44	131,000	166,900	150,100	194,000
45 to 54	174,800	205,500	150,800	198,000
55 to 64	161,200	216,700	140,700	192,100
65+	257,400	288,200	170,600	186,800
<b>Total</b>	<b>85,700</b>	<b>109,100</b>	<b>101,100</b>	<b>126,600</b>



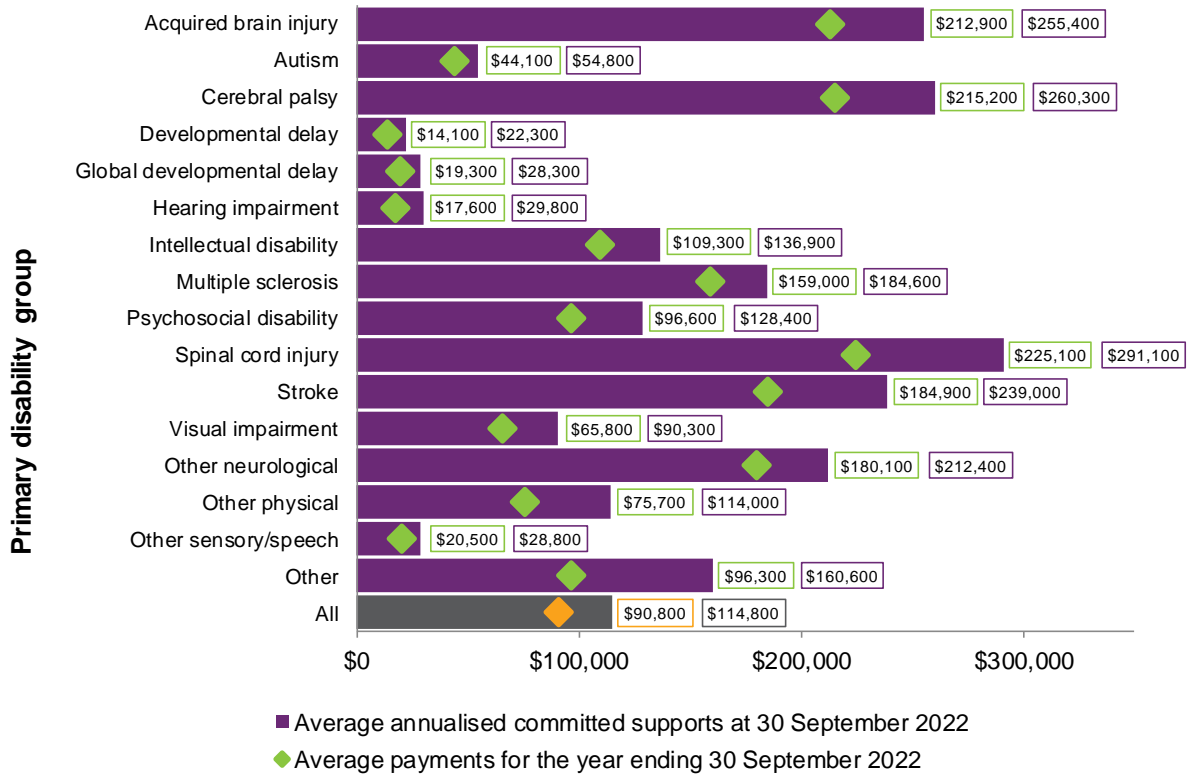
**Table M.85 Average annualised committed supports and average payments (participants in SIL) by gender and age group as at 30 September 2022 – Northern Territory**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a
15 to 18	n/a	n/a	n/a	n/a
19 to 24	566,000	744,600	n/a	n/a
25 to 34	542,200	534,600	601,700	650,900
35 to 44	530,600	531,500	469,500	540,900
45 to 54	563,400	569,900	492,900	524,500
55 to 64	454,900	545,000	519,400	579,300
65+	n/a	n/a	n/a	n/a
<b>Total</b>	<b>537,400</b>	<b>574,700</b>	<b>519,800</b>	<b>562,500</b>

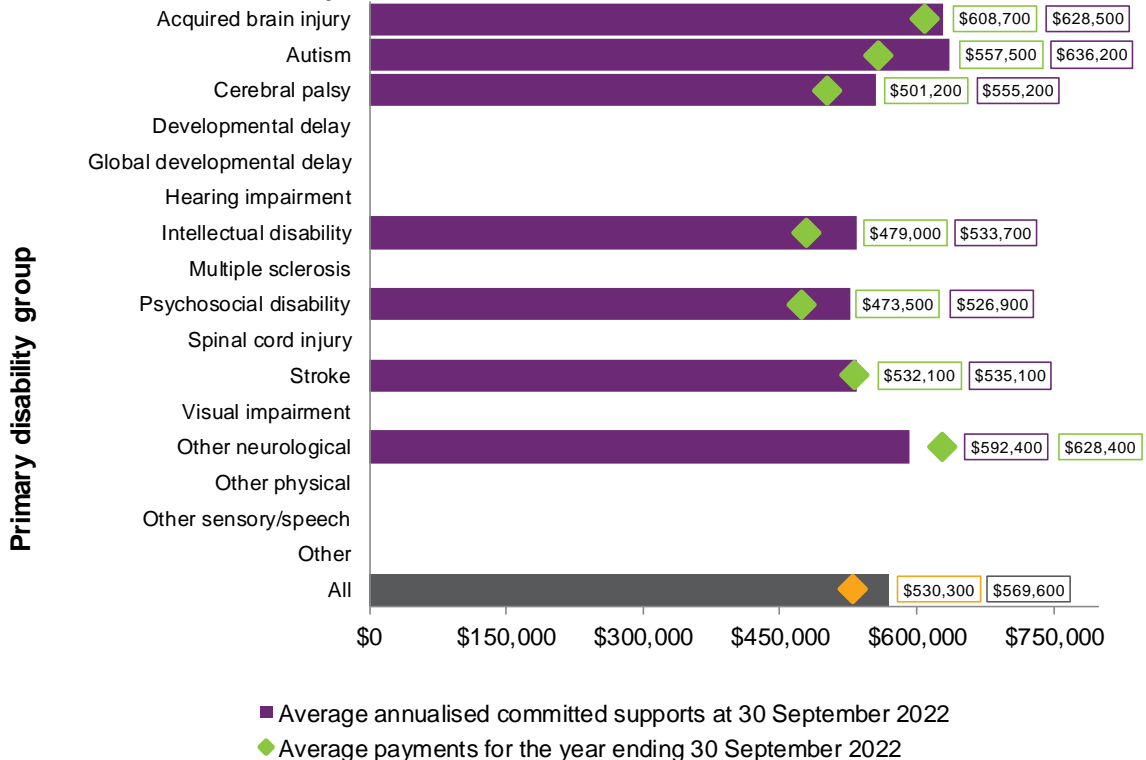
**Table M.86 Average annualised committed supports and average payments (participants not in SIL) by gender and age group as at 30 September 2022 – Northern Territory**

Age group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
0 to 6	19,100	28,300	14,600	26,500
7 to 14	26,700	31,800	28,500	31,500
15 to 18	52,000	66,700	40,100	60,400
19 to 24	68,500	115,300	73,000	93,000
25 to 34	57,300	107,000	79,000	110,200
35 to 44	48,200	92,000	65,300	103,300
45 to 54	75,700	114,700	73,700	121,500
55 to 64	93,500	139,600	76,900	113,400
65+	136,500	147,900	108,300	129,700
<b>Total</b>	<b>45,400</b>	<b>67,900</b>	<b>52,500</b>	<b>74,800</b>

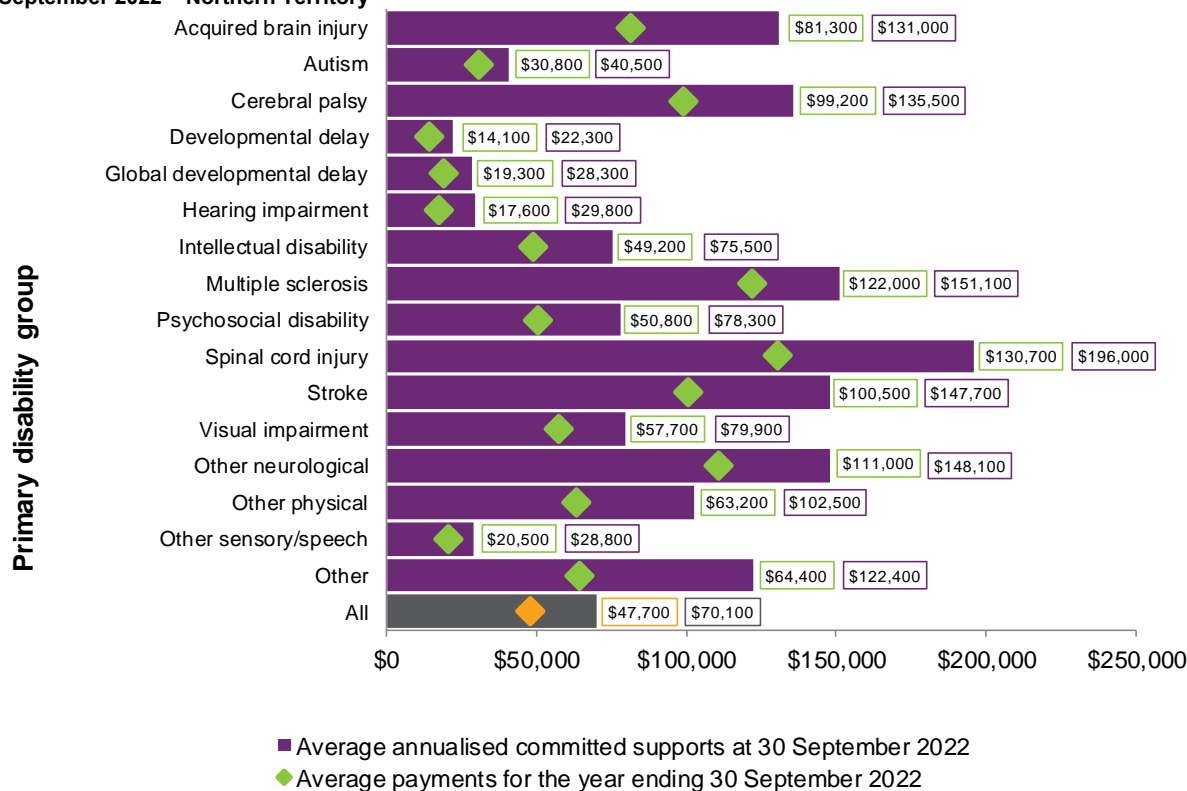
**Figure M.13 Average annualised committed supports and average payments by primary disability as at 30 September 2022 – Northern Territory**



**Figure M.14 Average annualised committed supports and average payments (participants in SIL) by primary disability as at 30 September 2022 – Northern Territory**



**Figure M.15 Average annualised committed supports and average payments (participants not in SIL) by primary disability as at 30 September 2022 – Northern Territory**



**Table M.87 Average annualised committed supports and average payments by gender and primary disability group as at 30 September 2022 – Northern Territory**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$202,300	\$243,400	\$240,600	\$286,700
Autism	\$45,100	\$56,900	\$41,800	\$49,500
Cerebral palsy	\$231,800	\$271,900	\$195,600	\$246,900
Developmental delay	\$14,700	\$22,300	\$12,500	\$22,300
Global developmental delay	\$20,800	\$30,600	\$16,500	\$24,200
Hearing impairment	\$18,900	\$29,400	\$16,600	\$30,500
Intellectual disability	\$99,000	\$129,900	\$124,900	\$148,300
Multiple sclerosis	n/a	n/a	n/a	n/a
Psychosocial disability	\$95,600	\$127,400	\$97,200	\$130,000
Spinal cord injury	\$260,600	\$319,400	\$128,500	\$216,000
Stroke	\$173,100	\$234,000	\$194,800	\$243,000
Visual impairment	\$73,900	\$95,500	\$58,700	\$85,800
Other neurological	\$191,900	\$231,800	\$166,600	\$189,400
Other physical	\$66,800	\$102,200	\$85,300	\$125,900
Other sensory/speech	\$22,700	\$27,300	n/a	n/a
Other	\$78,300	\$140,700	\$113,200	\$181,400
<b>All</b>	<b>\$85,700</b>	<b>\$109,100</b>	<b>\$101,100</b>	<b>\$126,600</b>

**Table M.88 Average annualised committed supports and average payments (participants in SIL) by gender and primary disability group as at 30 September 2022 – Northern Territory**

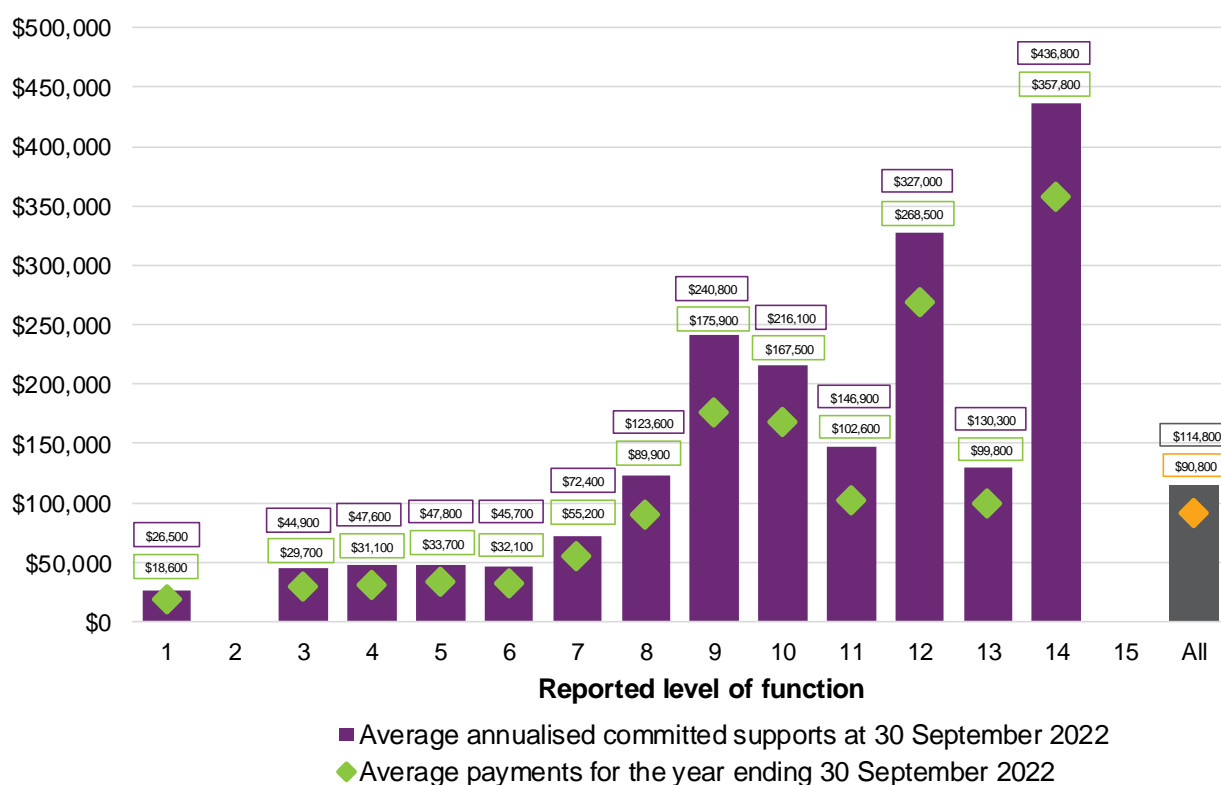
Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$590,000	\$607,500	\$656,300	\$677,000
Autism	\$558,200	\$636,000	n/a	n/a
Cerebral palsy	\$512,200	\$542,500	\$487,500	\$570,900
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$467,700	\$542,700	\$491,000	\$524,600
Multiple sclerosis	n/a	n/a	n/a	n/a
Psychosocial disability	\$492,900	\$535,000	n/a	n/a
Spinal cord injury	n/a	n/a	n/a	n/a
Stroke	n/a	n/a	n/a	n/a
Visual impairment	n/a	n/a	n/a	n/a
Other neurological	n/a	n/a	n/a	n/a
Other physical	n/a	n/a	n/a	n/a
Other sensory/speech	n/a	n/a	n/a	n/a
Other	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$537,400</b>	<b>\$574,700</b>	<b>\$519,800</b>	<b>\$562,500</b>

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$590,000	\$607,500	\$656,300	\$677,000
Autism	\$558,200	\$636,000	n/a	n/a
Cerebral palsy	\$512,200	\$542,500	\$487,500	\$570,900
Developmental delay	n/a	n/a	n/a	n/a
Global developmental delay	n/a	n/a	n/a	n/a
Hearing impairment	n/a	n/a	n/a	n/a
Intellectual disability	\$467,700	\$542,700	\$491,000	\$524,600
Multiple sclerosis	n/a	n/a	n/a	n/a
Psychosocial disability	\$492,900	\$535,000	n/a	n/a
Spinal cord injury	n/a	n/a	n/a	n/a
Stroke	n/a	n/a	n/a	n/a
Visual impairment	n/a	n/a	n/a	n/a
Other neurological	n/a	n/a	n/a	n/a
Other physical	n/a	n/a	n/a	n/a
Other sensory/speech	n/a	n/a	n/a	n/a
Other	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$537,400</b>	<b>\$574,700</b>	<b>\$519,800</b>	<b>\$562,500</b>

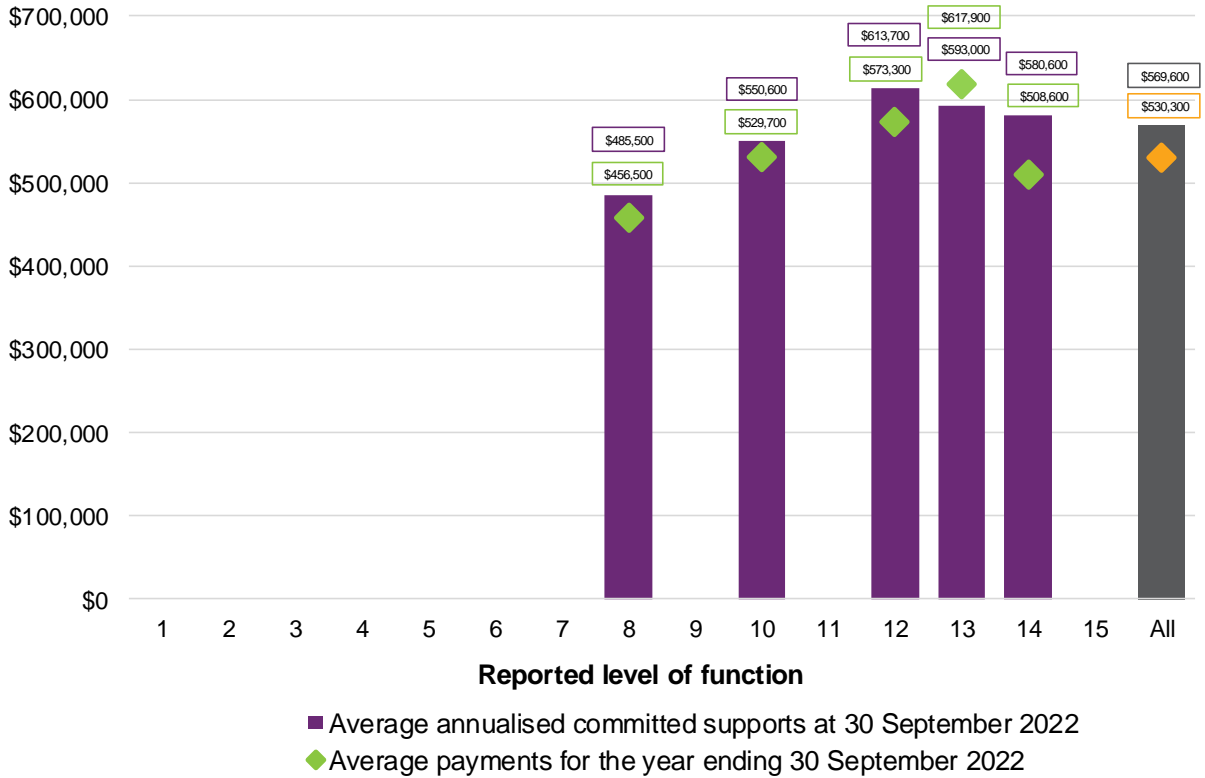
**Table M.89 Average annualised committed supports and average payments (participants not in SIL) by gender and primary disability group as at 30 September 2022 – Northern Territory**

Primary disability group	Male - Average payments for the year ending 30 September 2022	Male - Average annualised committed supports at 30 September 2022	Female - Average payments for the year ending 30 September 2022	Female - Average annualised committed supports at 30 September 2022
Acquired brain injury	\$74,700	\$127,900	\$98,500	\$139,600
Autism	\$31,700	\$42,100	\$28,900	\$36,100
Cerebral palsy	\$114,800	\$153,200	\$81,000	\$115,300
Developmental delay	\$14,700	\$22,300	\$12,500	\$22,300
Global developmental delay	\$20,800	\$30,600	\$16,500	\$24,200
Hearing impairment	\$18,900	\$29,400	\$16,600	\$30,500
Intellectual disability	\$47,900	\$77,000	\$51,500	\$73,400
Multiple sclerosis	n/a	n/a	n/a	n/a
Psychosocial disability	\$49,800	\$78,300	\$52,500	\$78,600
Spinal cord injury	\$143,000	\$193,500	\$102,000	\$201,400
Stroke	\$86,300	\$134,200	\$112,500	\$158,500
Visual impairment	\$55,600	\$84,000	\$59,400	\$76,300
Other neurological	\$104,000	\$158,000	\$120,400	\$137,600
Other physical	\$66,900	\$102,200	\$59,200	\$102,800
Other sensory/speech	\$22,700	\$27,300	n/a	n/a
Other	\$60,000	\$125,900	\$68,800	\$118,500
<b>All</b>	<b>\$45,400</b>	<b>\$67,900</b>	<b>\$52,500</b>	<b>\$74,800</b>

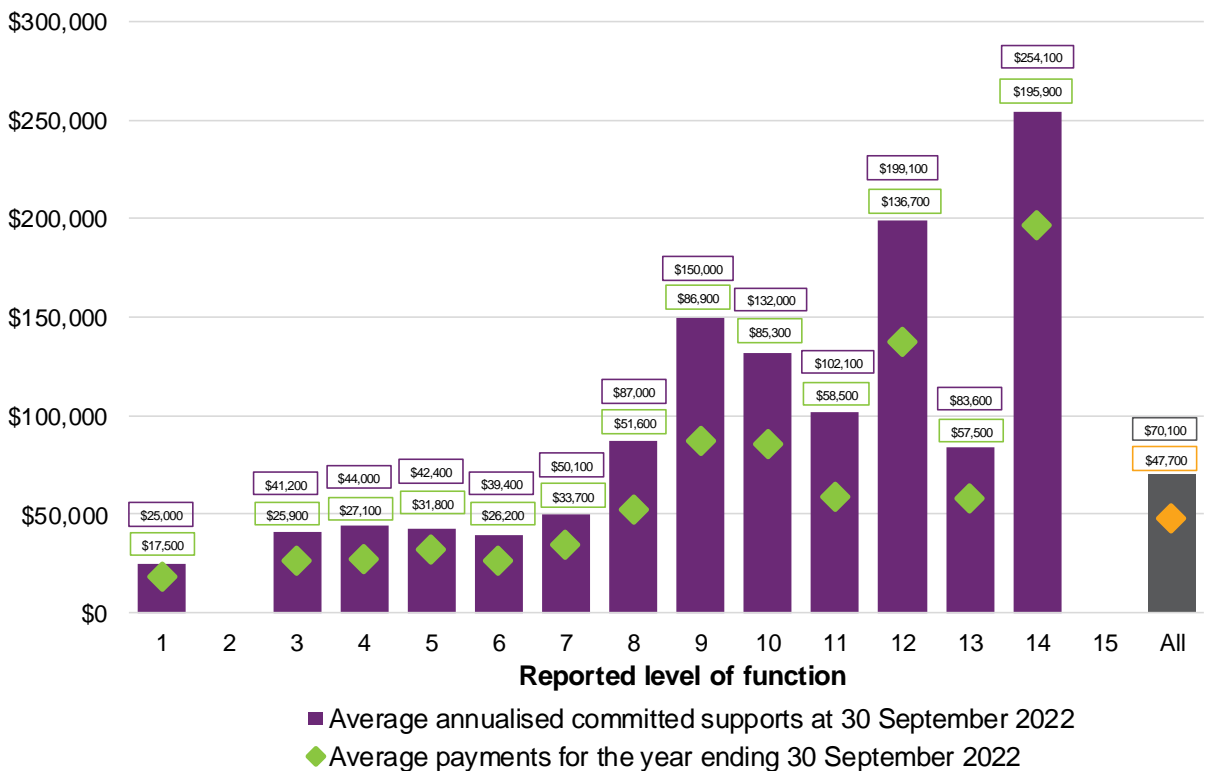
**Figure M.16 Average annualised committed supports and average payments by reported level of function as at 30 September 2022 – Northern Territory**



**Figure M.17 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2022 – Northern Territory**



**Figure M.18 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2022 – Northern Territory**



**Table M.90 Total annualised committed supports and total payments by support category as at 30 September 2022 (\$m) – Northern Territory** <sup>815 816</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$282.8	\$329.5
Core: Consumables	\$4.1	\$7.1
Core: Social and Civic	\$62.2	\$99.1
Core: Transport	\$7.2	\$4.3
Capacity Building: Choice and Control	\$5.9	\$7.0
Capacity Building: Daily Activities	\$34.3	\$75.0
Capacity Building: Employment	\$1.0	\$3.2
Capacity Building: Health and Wellbeing	\$0.11	\$0.46
Capacity Building: Home Living	\$0.01	\$0.06
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$5.8	\$12.5
Capacity Building: Social and Civic	\$4.7	\$11.5
Capacity Building: Support Coordination	\$18.9	\$25.5
Capital: Assistive Technology	\$4.6	\$14.9
Capital: Home Modifications	\$1.7	\$4.7
<b>All</b>	<b>\$433.2</b>	<b>\$594.8</b>

<sup>815</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>816</sup> Total payments for home modifications in Northern Territory were \$1.7m. Of which, \$0.8m (49%) has been paid for specialised disability accommodation (SDA) supports, and \$0.9m (51%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$4.7m. Of which, \$3.1m (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.6m (34%) has been allocated for non-SDA supports.

**Table M.91 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2022 (\$m) – Northern Territory** <sup>817 818</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$185.8	\$201.5
Core: Consumables	\$1.1	\$1.4
Core: Social and Civic	\$25.4	\$36.8
Core: Transport	\$0.4	\$1.0
Capacity Building: Choice and Control	\$0.5	\$0.6
Capacity Building: Daily Activities	\$3.7	\$6.6
Capacity Building: Employment	\$0.15	\$0.38
Capacity Building: Health and Wellbeing	\$0.02	\$0.08
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$3.0	\$5.1
Capacity Building: Social and Civic	\$0.3	\$0.9
Capacity Building: Support Coordination	\$3.8	\$4.3
Capital: Assistive Technology	\$1.0	\$3.2
Capital: Home Modifications	\$0.76	\$2.46
<b>All</b>	<b>\$225.9</b>	<b>\$264.3</b>

<sup>817</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>818</sup> Total payments for home modifications in Northern Territory were \$0.8m. Of which, \$0.8m (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$2.46m. Of which, \$2.41m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.05m (2%) has been allocated for non-SDA supports.



**Table M.92 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2022 (\$m) – Northern Territory** <sup>819 820</sup>

Support Category	Total payments for the year ending 30 September 2022	Total annualised committed supports at 30 September 2022
Core: Daily Activities	\$97.0	\$128.0
Core: Consumables	\$3.0	\$5.6
Core: Social and Civic	\$36.8	\$62.3
Core: Transport	\$6.8	\$3.2
Capacity Building: Choice and Control	\$5.5	\$6.4
Capacity Building: Daily Activities	\$30.6	\$68.5
Capacity Building: Employment	\$0.8	\$2.8
Capacity Building: Health and Wellbeing	\$0.09	\$0.38
Capacity Building: Home Living	\$0.01	\$0.06
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$2.8	\$7.4
Capacity Building: Social and Civic	\$4.4	\$10.6
Capacity Building: Support Coordination	\$15.1	\$21.1
Capital: Assistive Technology	\$3.6	\$11.7
Capital: Home Modifications	\$0.93	\$2.26
<b>All</b>	<b>\$207.3</b>	<b>\$330.5</b>

**Table M.93 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory** <sup>821 822</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.1	2.0	5.9	20.5	101.0	203.7	394.7	522.2	546.2	154.5
Total Paid	0.0	1.7	4.2	11.9	67.4	138.3	268.3	378.7	419.3	95.5
% utilised to date	31%	82%	72%	58%	67%	68%	68%	73%	77%	62%

<sup>819</sup> Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022.

<sup>820</sup> Total payments for home modifications in Northern Territory were \$0.93m. Of which, \$0.08m (8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.86m (92%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2.26m. Of which, \$0.72m (32%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.54m (68%) has been allocated for non-SDA supports.

<sup>821</sup> Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

<sup>822</sup> The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure M.19 Utilisation of committed supports as at 30 June 2022 and 30 September 2022 – Northern Territory

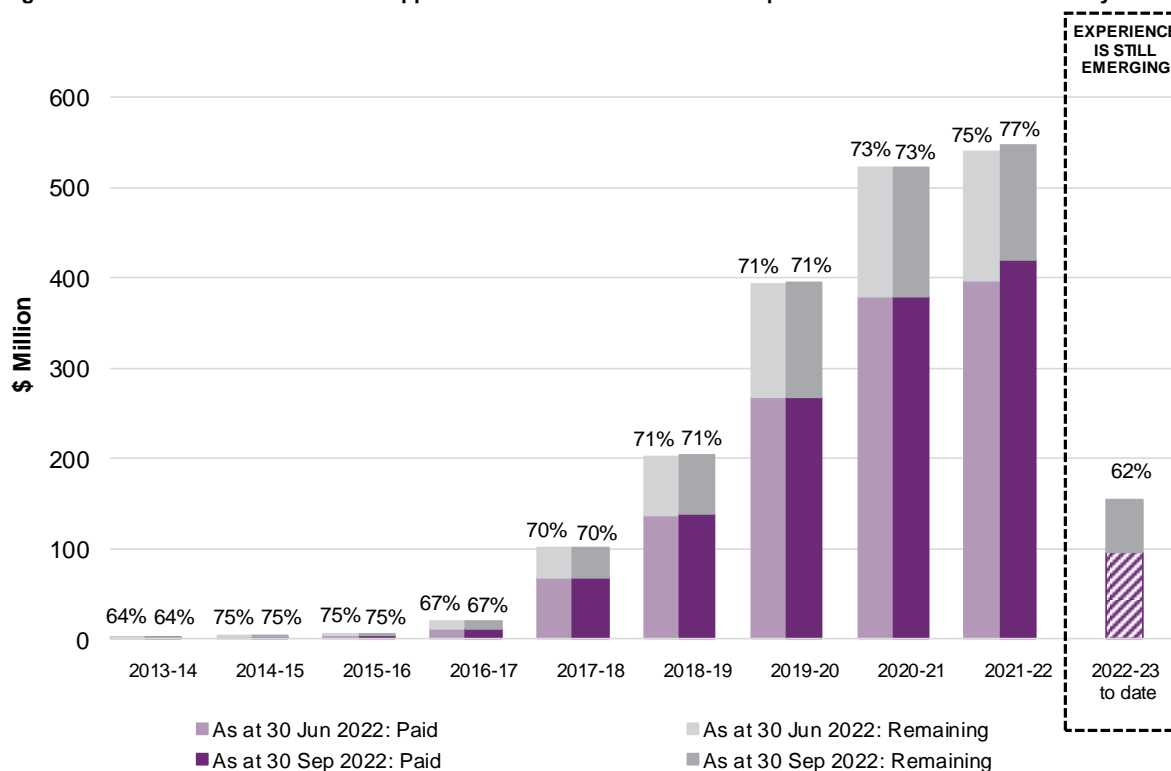


Table M.94 Utilisation of committed supports by plan number from 1 January 2022 to 30 June 2022 – Northern Territory <sup>823</sup>

Cash or In-Kind	Plan number	Utilisation (as at 30 September 2022)
<b>Cash and In-Kind attributable to individual participants - Northern Territory</b>	<b>All</b>	<b>75%</b>
Cash attributable to cash-only participants	1	53%
Cash attributable to cash-only participants	2	65%
Cash attributable to cash-only participants	3	74%
Cash attributable to cash-only participants	4	77%
Cash attributable to cash-only participants	5+	84%

Table M.95 Utilisation of committed supports by SIL status from 1 January 2022 to 30 June 2022 – Northern Territory <sup>824</sup>

SIL status	Utilisation (as at 30 September 2022)
<b>Northern Territory</b>	<b>75%</b>
Participants in SIL	90%
Participants not in SIL	63%

<sup>823</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

<sup>824</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown, as experience in the most recent quarter is still emerging.

**Table M.96 Utilisation of committed supports by support class from 1 January 2022 to 30 June 2022 – Northern Territory** <sup>825</sup>

Support Class	Utilisation (as at 30 September 2022)
<b>Northern Territory</b>	<b>75%</b>
Core	83%
Capacity Building	53%
Capital	43%

**Table M.97 Utilisation of committed supports by remoteness from 1 January 2022 to 30 June 2022 – Northern Territory** <sup>826 827</sup>

Remoteness	Utilisation (as at 30 September 2022)
<b>Northern Territory</b>	<b>75%</b>
Major Cities	n/a
Population > 50,000	79%
Population between 15,000 and 50,000	n/a
Population between 5,000 and 15,000	n/a
Population less than 5,000	62%
Remote	78%
Very Remote	57%

**Table M.98 Inflation quarterly trends by type of inflation as at 30 September 2022 - Northern Territory** <sup>828</sup>

Inflation type	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22
Intraplan Inflation	3.7%	6.0%	3.9%	4.6%	5.0%	6.6%	4.3%	8.1%
Interplan Inflation	-6.5%	-9.0%	-9.5%	-9.2%	2.0%	2.6%	2.0%	10.1%
<b>Total Inflation</b>	<b>-2.8%</b>	<b>-3.0%</b>	<b>-5.6%</b>	<b>-4.5%</b>	<b>7.0%</b>	<b>9.2%</b>	<b>6.3%</b>	<b>18.2%</b>

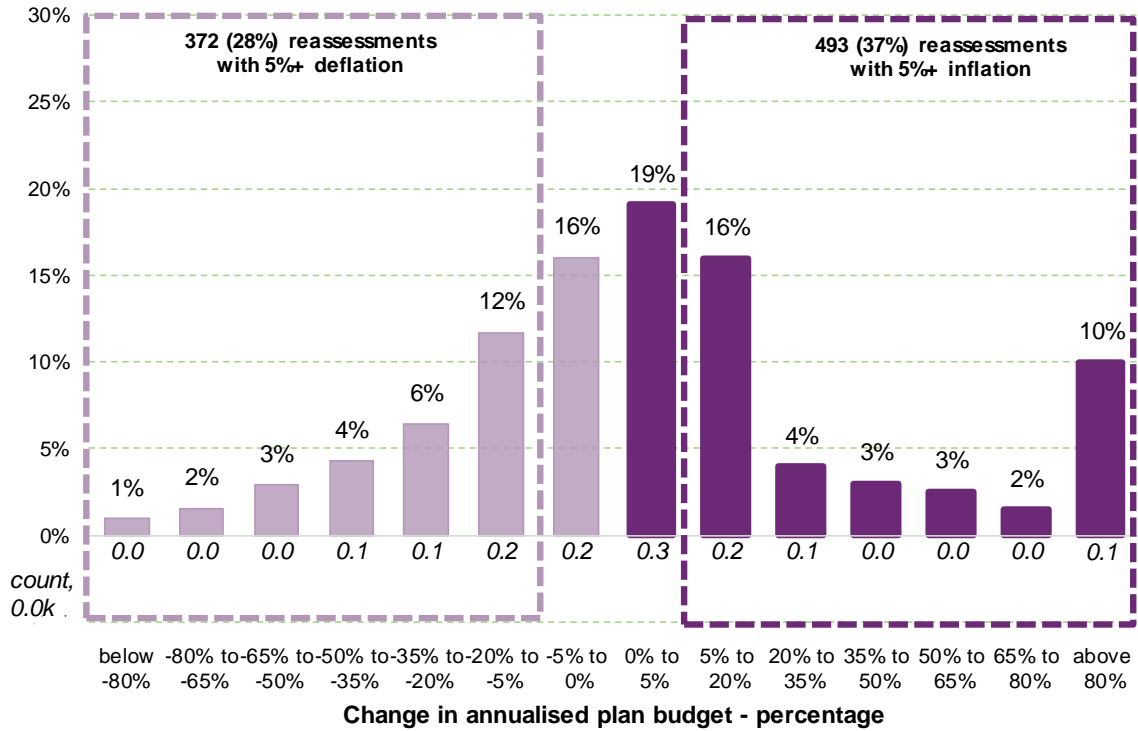
<sup>825</sup> Ibid.

<sup>826</sup> Ibid.

<sup>827</sup> Utilisation is not shown if there is insufficient data in the group.

<sup>828</sup> The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

**Figure M.20 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) - all participants – Northern Territory <sup>829</sup>**



<sup>829</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

## Appendix N: State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

**Table N.1 Active participants including ECA at 30 September 2022** <sup>830 831</sup>

State/Territory	Active participant plans (Count)	Active participant plans (Percentage)	Early Childhood Approach (ECA) (Count)	Active participant plans including ECA (Count)	Active participant plans including ECA (Percentage)
NSW	166,975	30.1%	4,926	171,901	30.2%
VIC	148,007	26.7%	3,138	151,145	26.5%
QLD	116,594	21.0%	4,073	120,667	21.2%
WA	47,936	8.6%	846	48,782	8.6%
SA	48,112	8.7%	929	49,041	8.6%
TAS	12,493	2.3%	264	12,757	2.2%
ACT	9,568	1.7%	190	9,758	1.7%
NT	5,181	0.9%	118	5,299	0.9%
OT	50	0.0%	<11	50	0.0%
Missing	<11	0.0%	<11	<11	0.0%
<b>National</b>	<b>554,917</b>	<b>100.0%</b>	<b>14,484</b>	<b>569,401</b>	<b>100.0%</b>

Note: The results for participants in OT and participants with Missing residing state information are not shown separately in the below tables on participant characteristics due to small numbers. However, they are included in the National totals for each table.

**Table N.2 Number of active participant plans by age group at 30 September 2022**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	27,139	25,829	19,365	5,631	6,797	1,674	1,243	936	<b>88,617</b>
7 to 14	42,293	38,383	31,217	11,932	13,712	2,828	2,449	1,295	<b>144,125</b>
15 to 18	13,199	11,137	10,005	4,572	4,812	1,104	833	373	<b>46,040</b>
19 to 24	14,634	10,751	8,964	4,566	4,026	1,328	890	364	<b>45,530</b>
25 to 34	14,787	12,741	9,789	4,958	3,685	1,382	849	431	<b>48,627</b>
35 to 44	12,779	12,299	9,088	4,111	3,542	1,003	825	533	<b>44,184</b>
45 to 54	15,383	14,592	10,749	4,639	4,249	1,232	912	555	<b>52,312</b>
55 to 64	18,864	16,446	12,959	5,570	5,256	1,463	994	543	<b>62,103</b>
65+	7,897	5,829	4,458	1,957	2,033	479	573	151	<b>23,379</b>
<b>Total</b>	<b>166,975</b>	<b>148,007</b>	<b>116,594</b>	<b>47,936</b>	<b>48,112</b>	<b>12,493</b>	<b>9,568</b>	<b>5,181</b>	<b>554,917</b>

<sup>830</sup> The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

<sup>831</sup> OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

**Table N.3 Proportion of active participant plans by age group at 30 September 2022**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	17%	12%	14%	13%	13%	18%	16%
7 to 14	25%	26%	27%	25%	29%	23%	26%	25%	26%
15 to 18	8%	8%	9%	10%	10%	9%	9%	7%	8%
19 to 24	9%	7%	8%	10%	8%	11%	9%	7%	8%
25 to 34	9%	9%	8%	10%	8%	11%	9%	8%	9%
35 to 44	8%	8%	8%	9%	7%	8%	9%	10%	8%
45 to 54	9%	10%	9%	10%	9%	10%	10%	11%	9%
55 to 64	11%	11%	11%	12%	11%	12%	10%	10%	11%
65+	5%	4%	4%	4%	4%	4%	6%	3%	4%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.4 Number of active participant plans (participants in SIL) by age group at 30 September 2022**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	<11
7 to 14	<11	<11	<11	<11	<11	<11	<11	<11	15
15 to 18	74	38	54	16	32	<11	<11	<11	232
19 to 24	773	326	497	172	208	103	41	45	2,165
25 to 34	1,450	812	931	367	412	180	72	77	4,301
35 to 44	1,641	1,038	963	428	445	143	94	98	4,850
45 to 54	2,306	1,443	1,226	563	626	195	132	108	6,599
55 to 64	2,546	1,620	1,418	630	675	246	141	98	7,374
65+	994	488	401	207	225	81	51	34	2,481
<b>Total</b>	<b>9,787</b>	<b>5,770</b>	<b>5,494</b>	<b>2,384</b>	<b>2,626</b>	<b>958</b>	<b>535</b>	<b>464</b>	<b>28,018</b>

**Table N.5 Proportion of active participant plans (participants in SIL) by age group at 30 September 2022**

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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%
15 to 18	1%	1%	1%	1%	1%	n/a	n/a	n/a	1%
19 to 24	8%	6%	9%	7%	8%	11%	8%	10%	8%
25 to 34	15%	14%	17%	15%	16%	19%	13%	17%	15%
35 to 44	17%	18%	18%	18%	17%	15%	18%	21%	17%
45 to 54	24%	25%	22%	24%	24%	20%	25%	23%	24%
55 to 64	26%	28%	26%	26%	26%	26%	26%	21%	26%
65+	10%	8%	7%	9%	9%	8%	10%	7%	9%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.6 Number of active participant plans (participants not in SIL) by age group at 30 September 2022**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	27,139	25,828	19,365	5,631	6,797	1,674	1,243	936	88,616
7 to 14	42,290	38,379	31,213	11,931	13,709	2,828	2,449	1,295	144,110
15 to 18	13,125	11,099	9,951	4,556	4,780	1,094	829	369	45,808
19 to 24	13,861	10,425	8,467	4,394	3,818	1,225	849	319	43,365
25 to 34	13,337	11,929	8,858	4,591	3,273	1,202	777	354	44,326
35 to 44	11,138	11,261	8,125	3,683	3,097	860	731	435	39,334
45 to 54	13,077	13,149	9,523	4,076	3,623	1,037	780	447	45,713
55 to 64	16,318	14,826	11,541	4,940	4,581	1,217	853	445	54,729
65+	6,903	5,341	4,057	1,750	1,808	398	522	117	20,898
<b>Total</b>	<b>157,188</b>	<b>142,237</b>	<b>111,100</b>	<b>45,552</b>	<b>45,486</b>	<b>11,535</b>	<b>9,033</b>	<b>4,717</b>	<b>526,899</b>

**Table N.7 Proportion of active participant plans (participants not in SIL) by age group at 30 September 2022**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	12%	15%	15%	14%	20%	17%
7 to 14	27%	27%	28%	26%	30%	25%	27%	27%	27%
15 to 18	8%	8%	9%	10%	11%	9%	9%	8%	9%
19 to 24	9%	7%	8%	10%	8%	11%	9%	7%	8%
25 to 34	8%	8%	8%	10%	7%	10%	9%	8%	8%
35 to 44	7%	8%	7%	8%	7%	7%	8%	9%	7%
45 to 54	8%	9%	9%	9%	8%	9%	9%	9%	9%
55 to 64	10%	10%	10%	11%	10%	11%	9%	9%	10%
65+	4%	4%	4%	4%	4%	3%	6%	2%	4%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.8 Number of active participant plans by primary disability group at 30 September 2022** <sup>832 833</sup>

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	56,463	47,520	42,220	17,446	19,113	4,054	3,253	1,163	191,251
Intellectual disability	30,879	26,208	18,042	8,783	8,370	2,906	1,484	1,007	97,694
Psychosocial disability	17,118	18,771	11,045	5,015	3,427	1,066	1,138	537	58,122
Developmental delay	13,982	18,094	11,685	2,305	3,649	955	834	673	52,179
Hearing impairment	7,854	6,358	5,890	2,056	1,851	471	439	215	25,134
Other neurological	6,765	5,178	4,596	2,154	1,678	478	395	214	21,460
Other physical	5,715	4,351	4,715	1,809	1,759	376	543	225	19,496
Cerebral palsy	5,558	4,131	3,703	1,762	1,260	430	295	195	17,334
Acquired brain injury	4,741	4,372	3,804	1,472	1,689	453	222	304	17,058
Global developmental delay	4,460	2,401	2,354	1,216	1,638	235	149	129	12,583
Visual impairment	3,081	2,835	1,747	830	798	200	182	71	9,744
Multiple sclerosis	2,671	3,018	1,644	922	902	341	216	25	9,739
Stroke	2,893	1,835	1,854	658	624	165	141	174	8,346
Spinal cord injury	1,803	966	1,493	648	453	126	81	84	5,655
Other	2,161	1,490	1,558	746	509	197	121	135	6,917
Other sensory/speech	831	479	244	114	392	40	75	30	2,205
<b>Total</b>	<b>166,975</b>	<b>148,007</b>	<b>116,594</b>	<b>47,936</b>	<b>48,112</b>	<b>12,493</b>	<b>9,568</b>	<b>5,181</b>	<b>554,917</b>

<sup>832</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>833</sup> Down syndrome is included in intellectual disability.

**Table N.9 Proportion of active participant plans by primary disability group at 30 September 2022**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	32%	36%	36%	40%	32%	34%	22%	<b>34%</b>
Intellectual disability	18%	18%	15%	18%	17%	23%	16%	19%	<b>18%</b>
Psychosocial disability	10%	13%	9%	10%	7%	9%	12%	10%	<b>10%</b>
Developmental delay	8%	12%	10%	5%	8%	8%	9%	13%	<b>9%</b>
Hearing impairment	5%	4%	5%	4%	4%	4%	5%	4%	<b>5%</b>
Other neurological	4%	3%	4%	4%	3%	4%	4%	4%	<b>4%</b>
Other physical	3%	3%	4%	4%	4%	3%	6%	4%	<b>4%</b>
Cerebral palsy	3%	3%	3%	4%	3%	3%	3%	4%	<b>3%</b>
Acquired brain injury	3%	3%	3%	3%	4%	4%	2%	6%	<b>3%</b>
Global developmental delay	3%	2%	2%	3%	3%	2%	2%	2%	<b>2%</b>
Visual impairment	2%	2%	1%	2%	2%	2%	2%	1%	<b>2%</b>
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	<b>2%</b>
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	<b>2%</b>
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	2%	<b>1%</b>
Other	1%	1%	1%	2%	1%	2%	1%	3%	<b>1%</b>
Other sensory/speech	0%	0%	0%	0%	1%	0%	1%	1%	<b>0%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.10 Number of active participant plans (participants in SIL) by primary disability group at 30 September 2022**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	1,043	652	610	311	327	149	61	28	<b>3,181</b>
Intellectual disability	4,811	3,281	2,611	1,109	1,400	438	216	135	<b>14,001</b>
Psychosocial disability	1,503	372	507	171	174	124	96	60	<b>3,007</b>
Developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
Hearing impairment	<11	<11	<11	<11	<11	<11	<11	<11	<b>11</b>
Other neurological	471	193	365	162	142	47	44	31	<b>1,455</b>
Other physical	76	45	54	21	24	<11	<11	<11	<b>238</b>
Cerebral palsy	790	607	481	232	194	72	44	58	<b>2,478</b>
Acquired brain injury	639	381	508	242	244	84	35	76	<b>2,209</b>
Global developmental delay	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
Visual impairment	29	16	20	<11	11	<11	<11	<11	<b>95</b>
Multiple sclerosis	64	98	60	30	37	<11	<11	<11	<b>308</b>
Stroke	207	70	167	51	41	13	11	41	<b>601</b>
Spinal cord injury	51	30	37	25	17	<11	<11	15	<b>183</b>
Other	100	19	70	20	15	<11	<11	11	<b>248</b>
Other sensory/speech	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
<b>Total</b>	<b>9,787</b>	<b>5,770</b>	<b>5,494</b>	<b>2,384</b>	<b>2,626</b>	<b>958</b>	<b>535</b>	<b>464</b>	<b>28,018</b>



**Table N.11 Proportion of active participant plans (participants in SIL) by primary disability group at 30 September 2022**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	11%	11%	11%	13%	12%	16%	11%	6%	11%
Intellectual disability	49%	57%	48%	47%	53%	46%	40%	29%	50%
Psychosocial disability	15%	6%	9%	7%	7%	13%	18%	13%	11%
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	0%
Other neurological	5%	3%	7%	7%	5%	5%	8%	7%	5%
Other physical	1%	1%	1%	1%	1%	n/a	n/a	n/a	1%
Cerebral palsy	8%	11%	9%	10%	7%	8%	8%	13%	9%
Acquired brain injury	7%	7%	9%	10%	9%	9%	7%	16%	8%
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Visual impairment	0%	0%	0%	n/a	0%	n/a	n/a	n/a	0%
Multiple sclerosis	1%	2%	1%	1%	1%	n/a	n/a	n/a	1%
Stroke	2%	1%	3%	2%	2%	1%	2%	9%	2%
Spinal cord injury	1%	1%	1%	1%	1%	n/a	n/a	3%	1%
Other	1%	0%	1%	1%	1%	n/a	n/a	2%	1%
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.12 Number of active participant plans (participants not in SIL) by primary disability group at 30 September 2022**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	55,420	46,868	41,610	17,135	18,786	3,905	3,192	1,135	188,070
Intellectual disability	26,068	22,927	15,431	7,674	6,970	2,468	1,268	872	83,693
Psychosocial disability	15,615	18,399	10,538	4,844	3,253	942	1,042	477	55,115
Developmental delay	13,982	18,094	11,685	2,305	3,649	955	834	673	52,179
Hearing impairment	7,851	6,353	5,887	2,056	1,851	471	439	215	25,123
Other neurological	6,294	4,985	4,231	1,992	1,536	431	351	183	20,005
Other physical	5,639	4,306	4,661	1,788	1,735	369	538	219	19,258
Cerebral palsy	4,768	3,524	3,222	1,530	1,066	358	251	137	14,856
Acquired brain injury	4,102	3,991	3,296	1,230	1,445	369	187	228	14,849
Global developmental delay	4,460	2,400	2,354	1,216	1,638	235	149	129	12,582
Visual impairment	3,052	2,819	1,727	821	787	192	182	69	9,649
Multiple sclerosis	2,607	2,920	1,584	892	865	332	207	24	9,431
Stroke	2,686	1,765	1,687	607	583	152	130	133	7,745
Spinal cord injury	1,752	936	1,456	623	436	124	75	69	5,472
Other	2,061	1,471	1,488	726	494	192	113	124	6,669
Other sensory/speech	831	479	243	113	392	40	75	30	2,203
<b>Total</b>	<b>157,188</b>	<b>142,237</b>	<b>111,100</b>	<b>45,552</b>	<b>45,486</b>	<b>11,535</b>	<b>9,033</b>	<b>4,717</b>	<b>526,899</b>

**Table N.13 Proportion of active participant plans (participants not in SIL) by primary disability group at 30 September 2022**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	35%	33%	37%	38%	41%	34%	35%	24%	36%
Intellectual disability	17%	16%	14%	17%	15%	21%	14%	18%	16%
Psychosocial disability	10%	13%	9%	11%	7%	8%	12%	10%	10%
Developmental delay	9%	13%	11%	5%	8%	8%	9%	14%	10%
Hearing impairment	5%	4%	5%	5%	4%	4%	5%	5%	5%
Other neurological	4%	4%	4%	4%	3%	4%	4%	4%	4%
Other physical	4%	3%	4%	4%	4%	3%	6%	5%	4%
Cerebral palsy	3%	2%	3%	3%	2%	3%	3%	3%	3%
Acquired brain injury	3%	3%	3%	3%	3%	3%	2%	5%	3%
Global developmental delay	3%	2%	2%	3%	4%	2%	2%	3%	2%
Visual impairment	2%	2%	2%	2%	2%	2%	2%	1%	2%
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	1%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	1%	1%	1%	2%	1%	2%	1%	3%	1%
Other sensory/speech	1%	0%	0%	0%	1%	0%	1%	1%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.14 Number of active participant plans by gender at 30 September 2022**

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	104,860	89,069	71,335	29,453	29,904	7,488	5,716	3,365	341,220
Female	60,272	56,915	44,212	18,040	17,359	4,736	3,731	1,788	207,073
Other	1,843	2,023	1,047	443	849	269	121	28	6,624
<b>Total</b>	<b>166,975</b>	<b>148,007</b>	<b>116,594</b>	<b>47,936</b>	<b>48,112</b>	<b>12,493</b>	<b>9,568</b>	<b>5,181</b>	<b>554,917</b>

**Table N.15 Proportion of active participant plans by gender at 30 September 2022**

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	63%	60%	61%	61%	62%	60%	60%	65%	61%
Female	36%	38%	38%	38%	36%	38%	39%	35%	37%
Other	1%	1%	1%	1%	2%	2%	1%	1%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.16 Number of active participant plans (participants in SIL) by gender at 30 September 2022**

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	5,890	3,414	3,268	1,455	1,454	548	328	273	16,630
Female	3,867	2,340	2,216	924	1,030	386	205	190	11,158
Other	30	16	<11	<11	142	24	<11	<11	230
<b>Total</b>	<b>9,787</b>	<b>5,770</b>	<b>5,494</b>	<b>2,384</b>	<b>2,626</b>	<b>958</b>	<b>535</b>	<b>464</b>	<b>28,018</b>

**Table N.17 Proportion of active participant plans (participants in SIL) by gender at 30 September 2022**

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	60%	59%	59%	61%	55%	57%	61%	59%	59%
Female	40%	41%	40%	39%	39%	40%	38%	41%	40%
Other	0%	0%	n/a	n/a	5%	3%	n/a	n/a	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.18 Number of active participant plans (participants not in SIL) by gender at 30 September 2022**

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	98,970	85,655	68,067	27,998	28,450	6,940	5,388	3,092	324,590
Female	56,405	54,575	41,996	17,116	16,329	4,350	3,526	1,598	195,915
Other	1,813	2,007	1,037	438	707	245	119	27	6,394
<b>Total</b>	<b>157,188</b>	<b>142,237</b>	<b>111,100</b>	<b>45,552</b>	<b>45,486</b>	<b>11,535</b>	<b>9,033</b>	<b>4,717</b>	<b>526,899</b>

**Table N.19 Proportion of active participant plans (participants not in SIL) by gender at 30 September 2022**

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	63%	60%	61%	61%	63%	60%	60%	66%	<b>62%</b>
Female	36%	38%	38%	38%	36%	38%	39%	34%	<b>37%</b>
Other	1%	1%	1%	1%	2%	2%	1%	1%	<b>1%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.20 Number of active participant plans by other characteristics at 30 September 2022** <sup>834 835</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations participants	13,657	4,741	11,562	3,747	2,922	1,175	426	2,611	<b>40,842</b>
Culturally and linguistically diverse participants	18,213	17,386	6,284	3,885	3,482	388	986	329	<b>50,968</b>
Participants residing in remote and very remote areas	705	59	2,053	2,168	1,202	168	<11	2,158	<b>8,563</b>
Younger people in residential aged care (under 65)	747	769	404	201	132	53	<11	23	<b>2,336</b>
Participants with supported independent living	9,787	5,770	5,494	2,384	2,626	958	535	464	<b>28,018</b>
Participants with specialised disability accommodation	6,871	6,329	2,978	1,575	2,138	498	302	229	<b>20,920</b>

**Table N.21 Proportion of active participant plans by other characteristics at 30 September 2022** <sup>836 837</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations participants	8.2%	3.2%	9.9%	7.8%	6.1%	9.4%	4.5%	50.4%	<b>7.4%</b>
Culturally and linguistically diverse participants	10.9%	11.7%	5.4%	8.1%	7.2%	3.1%	10.3%	6.4%	<b>9.2%</b>
Participants residing in remote and very remote areas	0.4%	0.0%	1.8%	4.5%	2.5%	1.3%	n/a	41.7%	<b>1.5%</b>
Younger people in residential aged care (under 65)	0.4%	0.5%	0.2%	0.1%	0.1%	0.0%	n/a	0.0%	<b>1.4%</b>
Participants with supported independent living	5.9%	3.9%	4.7%	5.0%	5.5%	7.7%	5.6%	9.0%	<b>5.0%</b>
Participants with specialised disability accommodation	4.1%	4.3%	2.6%	3.3%	4.4%	4.0%	3.2%	4.4%	<b>3.8%</b>

<sup>834</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

<sup>835</sup> The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

<sup>836</sup> Ibid.

<sup>837</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

**Table N.22 Participation rates by gender at 30 September 2022** <sup>838</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	2.9%	2.9%	3.1%	2.5%	4.0%	3.4%	2.8%	2.8%	<b>3.0%</b>
Female	1.6%	1.8%	1.9%	1.5%	2.3%	2.1%	1.7%	1.5%	<b>1.8%</b>
<b>Total</b>	<b>2.3%</b>	<b>2.4%</b>	<b>2.5%</b>	<b>2.0%</b>	<b>3.2%</b>	<b>2.8%</b>	<b>2.3%</b>	<b>2.2%</b>	<b>2.4%</b>

**Table N.23 Participation rates by age group at 30 September 2022**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.7%	4.3%	4.2%	2.3%	4.8%	4.0%	3.0%	3.6%	<b>3.9%</b>
7-14	5.1%	5.7%	5.6%	4.2%	8.0%	5.4%	5.4%	4.6%	<b>5.5%</b>
15-18	3.3%	3.5%	3.7%	3.4%	5.7%	4.2%	4.2%	2.8%	<b>3.6%</b>
19-24	2.3%	1.9%	2.2%	2.3%	3.0%	3.6%	2.3%	1.8%	<b>2.2%</b>
25-44	1.1%	1.2%	1.3%	1.2%	1.6%	1.8%	1.2%	1.1%	<b>1.2%</b>
45-64	1.7%	1.9%	1.8%	1.5%	2.1%	1.9%	1.9%	1.8%	<b>1.8%</b>
<b>Total (aged 0-64)</b>	<b>2.3%</b>	<b>2.4%</b>	<b>2.5%</b>	<b>2.0%</b>	<b>3.2%</b>	<b>2.8%</b>	<b>2.3%</b>	<b>2.2%</b>	<b>2.4%</b>

**Table N.24 Proportion of participants rating their overall experience as good or very good in the latest quarter**

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	77%	84%	80%	83%	82%	Numbers are too small	Numbers are too small	Numbers are too small	<b>81%</b>
The Pre-Planning Process	79%	85%	79%	81%	78%	75%	Numbers are too small	Numbers are too small	<b>80%</b>
The Planning Process	89%	84%	84%	84%	83%	78%	83%	91%	<b>85%</b>
The Reassessment Process	71%	71%	68%	66%	68%	75%	64%	60%	<b>69%</b>

**Table N.25 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control'** <sup>839</sup>

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	23%	19%	17%	24%	26%	17%	28%	12%	<b>21%</b>
Participants (15 and over) in work - Latest Reassessment	24%	20%	18%	25%	26%	18%	28%	14%	<b>22%</b>
Participants (15 and over) in community - Baseline	34%	35%	38%	39%	37%	31%	37%	45%	<b>36%</b>
Participants (15 and over) in community - Latest Reassessment	46%	40%	45%	41%	40%	34%	44%	48%	<b>43%</b>
Parent and carer employment rate - Baseline	48%	45%	42%	45%	46%	40%	53%	53%	<b>46%</b>
Parent and carer employment rate - Latest Reassessment	53%	49%	46%	50%	49%	43%	62%	56%	<b>50%</b>
Participant (15 and over) choice and control - First Reassessment	65%	63%	72%	71%	64%	68%	71%	57%	<b>66%</b>
Participant (15 and over) choice and control - Latest Reassessment	76%	75%	81%	77%	73%	74%	78%	69%	<b>76%</b>

<sup>838</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>839</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a second plan review to date.

**Table N.26 Distribution of active participant by method of financial plan management at 30 September 2022** <sup>840</sup>

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Agency-managed	20%	7%	10%	22%	9%	15%	10%	10%	13%
Self-managed partly	7%	8%	6%	13%	4%	7%	9%	6%	7%
Self-managed fully	21%	26%	24%	18%	19%	15%	36%	10%	23%
Plan-managed	52%	59%	61%	47%	68%	63%	46%	74%	57%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.27 Distribution of plan budget amount by method of financial plan management**

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Agency-managed	53%	34%	40%	54%	42%	58%	33%	61%	45%
Self-managed	11%	15%	13%	14%	9%	9%	20%	4%	12%
Plan-managed	36%	51%	47%	32%	50%	33%	47%	35%	43%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.28 Estimated number of plan reassessments - excluding plans less than 31 days** <sup>841</sup>

Number of plan reassessments	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2022-23 Q1	20,953	19,731	17,177	8,868	7,363	1,700	1,419	1,313	78,533
Total (transition only)	548,041	387,378	266,785	104,471	143,572	36,847	36,670	11,376	1,535,258

**Table N.29 Number and rates of participant complaints** <sup>842</sup>

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2022-23 Q1	2,574	2,513	1,823	884	882	190	186	99	9,566
<i>% of the number of active participants</i>	6.3%	6.9%	6.4%	7.5%	7.5%	6.2%	7.9%	7.8%	7.0%
All participant complaints	42,285	34,114	22,354	9,548	15,926	2,593	3,009	1,036	140,782
<i>% of the number of active participants</i>	6.8%	7.3%	6.9%	7.2%	9.3%	6.2%	6.8%	6.9%	7.7%

**Table N.30 Duration to plan activation for active participants** <sup>843</sup>

Plan activation	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Less than 30 days	70%	67%	69%	69%	68%	68%	60%	65%	69%
30 to 59 days	12%	12%	12%	11%	12%	11%	15%	12%	12%
60 to 89 days	5%	6%	5%	5%	6%	5%	6%	5%	5%
90 to 119 days	3%	3%	3%	3%	3%	3%	3%	4%	3%
120 days and over	8%	9%	8%	8%	9%	10%	12%	11%	9%
No payments	2%	2%	2%	3%	2%	2%	3%	2%	2%
<b>Total plans approved</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>840</sup> Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

<sup>841</sup> The National totals include plan reassessments where jurisdiction information was missing.

<sup>842</sup> The National totals include participant complaints where jurisdiction information was missing.

<sup>843</sup> Plans approved after the end of 2021-22 Q3 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

**Table N.31 Number of ever active providers by legal entity type** <sup>844 845</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,388	2,330	2,311	594	779	376	339	164	<b>7,274</b>
Company / Organisation	6,325	4,711	5,038	2,139	2,032	1,202	1,187	794	<b>11,640</b>
<b>Total active providers</b>	<b>9,713</b>	<b>7,041</b>	<b>7,349</b>	<b>2,733</b>	<b>2,811</b>	<b>1,578</b>	<b>1,526</b>	<b>958</b>	<b>18,914</b>

**Table N.32 Number of active providers in 2022-23 Q1 by legal entity type** <sup>846 847</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	1,051	573	614	212	161	120	60	40	<b>2,390</b>
Company / Organisation	3,369	2,205	2,184	995	791	388	374	269	<b>7,258</b>
<b>Total active providers</b>	<b>4,420</b>	<b>2,778</b>	<b>2,798</b>	<b>1,207</b>	<b>952</b>	<b>508</b>	<b>434</b>	<b>309</b>	<b>9,648</b>

**Table N.33 Committed supports by financial year (\$m)**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,288	1,440	856	225	369	191	305	101	<b>7,774</b>
2018-19	5,925	3,458	2,512	546	1,157	402	366	204	<b>14,571</b>
2019-20	8,074	6,031	5,125	1,536	2,123	663	459	395	<b>24,408</b>
2020-21	10,222	7,933	6,795	2,730	2,770	847	551	522	<b>32,375</b>
2021-22	11,367	9,135	7,768	3,157	3,123	956	595	546	<b>36,651</b>
2022-23 YTD	10,755	8,927	7,681	3,195	3,043	917	549	523	<b>35,594</b>
% increase from 2017-18 to 2018-19	38%	140%	194%	143%	213%	111%	20%	102%	<b>87%</b>
% increase from 2018-19 to 2019-20	36%	74%	104%	181%	84%	65%	25%	94%	<b>68%</b>
% increase from 2019-20 to 2020-21	27%	32%	33%	78%	30%	28%	20%	32%	<b>33%</b>
% increase from 2020-21 to 2021-22	11%	15%	14%	16%	13%	13%	8%	5%	<b>13%</b>

**Table N.34 Payments by financial year in which support was provided (\$m)**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,112	957	544	167	220	154	221	67	<b>5,443</b>
2018-19	4,490	2,370	1,648	393	792	297	276	138	<b>10,405</b>
2019-20	6,007	4,132	3,582	1,022	1,488	479	336	268	<b>17,314</b>
2020-21	7,743	5,456	4,976	1,929	1,993	633	412	379	<b>23,521</b>
2021-22	8,858	6,729	6,054	2,326	2,391	753	465	419	<b>28,121</b>
2022-23 YTD	2,171	1,645	1,497	560	581	179	103	95	<b>6,852</b>
% increase from 2017-18 to 2018-19	44%	148%	203%	135%	259%	93%	25%	105%	<b>91%</b>
% increase from 2018-19 to 2019-20	34%	74%	117%	160%	88%	61%	22%	94%	<b>66%</b>
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	32%	23%	41%	<b>36%</b>
% increase from 2020-21 to 2021-22	14%	23%	22%	21%	20%	19%	13%	11%	<b>20%</b>

<sup>844</sup> Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.<sup>845</sup> Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.<sup>846</sup> Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.<sup>847</sup> Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2022. Total payments refer to those paid over the 12 months to 30 September 2022. Figures are not shown if there is sufficient data in the group.

Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

**Table N.35 Total annualised committed supports by gender as at 30 September 2022 (\$m)** <sup>848</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	7,320	5,830	4,984	2,136	1,910	595	356	367	<b>23,501</b>
Female	4,941	4,202	3,637	1,465	1,331	431	273	226	<b>16,510</b>
Other	90	89	55	25	79	21	6	1	<b>366</b>
<b>Total</b>	<b>12,351</b>	<b>10,121</b>	<b>8,676</b>	<b>3,626</b>	<b>3,320</b>	<b>1,048</b>	<b>635</b>	<b>595</b>	<b>40,376</b>

**Table N.36 Average annualised committed supports by gender as at 30 September 2022 (\$)** <sup>849</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	69,805	65,459	69,862	72,524	63,880	79,467	62,268	109,054	<b>68,872</b>
Female	81,985	73,823	82,273	81,202	76,687	91,090	73,186	126,580	<b>79,728</b>
Other	48,817	43,852	52,806	56,030	92,600	78,461	49,177	52,920	<b>55,253</b>
<b>Total</b>	<b>73,970</b>	<b>68,380</b>	<b>74,415</b>	<b>75,638</b>	<b>69,007</b>	<b>83,851</b>	<b>66,360</b>	<b>114,799</b>	<b>72,761</b>

**Table N.37 Total annualised committed supports by age group as at 30 September 2022 (\$m)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	643	653	466	183	174	38	30	26	<b>2,214</b>
7 to 14	985	1,050	751	333	326	84	53	41	<b>3,623</b>
15 to 18	640	564	471	203	195	58	30	26	<b>2,188</b>
19 to 24	1,306	1,021	893	386	363	125	62	65	<b>4,222</b>
25 to 34	1,685	1,312	1,216	550	442	160	80	83	<b>5,528</b>
35 to 44	1,547	1,313	1,179	483	418	130	97	94	<b>5,262</b>
45 to 54	1,987	1,590	1,401	549	514	171	101	112	<b>6,425</b>
55 to 64	2,497	1,940	1,719	700	645	211	119	112	<b>7,945</b>
65+	1,060	678	581	239	244	69	62	36	<b>2,969</b>
<b>Total</b>	<b>12,351</b>	<b>10,121</b>	<b>8,676</b>	<b>3,626</b>	<b>3,320</b>	<b>1,048</b>	<b>635</b>	<b>595</b>	<b>40,376</b>

<sup>848</sup> There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.

<sup>849</sup> Ibid.

**Table N.38 Average annualised committed supports by age group as at 30 September 2022 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,690	25,288	24,069	32,536	25,575	22,973	23,876	27,811	<b>24,979</b>
7 to 14	23,294	27,343	24,046	27,886	23,790	29,840	21,641	31,626	<b>25,139</b>
15 to 18	48,508	50,611	47,106	44,420	40,420	52,889	36,279	69,986	<b>47,523</b>
19 to 24	89,271	94,957	99,597	84,436	90,075	94,141	70,053	179,623	<b>92,725</b>
25 to 34	113,971	102,978	124,170	110,996	119,922	115,573	94,174	192,058	<b>113,691</b>
35 to 44	121,020	106,777	129,691	117,519	118,121	129,493	117,990	176,906	<b>119,086</b>
45 to 54	129,191	108,931	130,364	118,248	120,949	138,798	111,099	201,737	<b>122,820</b>
55 to 64	132,364	117,992	132,678	125,672	122,734	144,452	119,555	205,588	<b>127,934</b>
65+	134,265	116,338	130,262	122,233	119,823	144,817	108,603	235,976	<b>127,013</b>
<b>Total</b>	<b>73,970</b>	<b>68,380</b>	<b>74,415</b>	<b>75,638</b>	<b>69,007</b>	<b>83,851</b>	<b>66,360</b>	<b>114,799</b>	<b>72,761</b>

**Table N.39 Total annualised committed supports by primary disability group as at 30 September 2022 (\$m)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	752	644	637	255	253	75	37	78	<b>2,730</b>
Autism	2,262	2,028	1,675	726	728	212	124	64	<b>7,820</b>
Cerebral palsy	844	690	588	267	192	76	38	51	<b>2,745</b>
Developmental delay	273	379	224	56	76	18	15	15	<b>1,058</b>
Global developmental delay	97	59	58	33	39	6	3	4	<b>298</b>
Hearing impairment	111	103	95	35	28	9	5	6	<b>392</b>
Intellectual disability	3,443	2,841	2,094	986	927	317	154	138	<b>10,902</b>
Multiple sclerosis	313	339	211	86	106	38	24	5	<b>1,122</b>
Psychosocial disability	1,708	1,294	1,091	379	336	114	98	69	<b>5,090</b>
Spinal cord injury	310	164	265	134	69	20	15	24	<b>1,001</b>
Stroke	422	259	294	93	88	22	20	42	<b>1,240</b>
Visual impairment	138	126	89	40	38	12	6	6	<b>456</b>
Other neurological	989	708	754	312	247	80	48	45	<b>3,183</b>
Other physical	469	341	428	151	133	32	35	26	<b>1,615</b>
Other sensory/speech	12	8	6	2	5	1	1	1	<b>37</b>
Other	207	136	168	70	56	17	11	22	<b>687</b>
<b>Total</b>	<b>12,351</b>	<b>10,121</b>	<b>8,676</b>	<b>3,626</b>	<b>3,320</b>	<b>1,048</b>	<b>635</b>	<b>595</b>	<b>40,376</b>

**Table N.40 Average annualised committed supports by primary disability group as at 30 September 2022 (\$)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	158,700	147,200	167,400	173,000	149,700	164,700	166,200	255,400	<b>160,000</b>
Autism	40,100	42,700	39,700	41,600	38,100	52,300	38,200	54,800	<b>40,900</b>
Cerebral palsy	151,800	167,100	158,700	151,600	152,100	175,900	129,500	260,300	<b>158,300</b>
Developmental delay	19,500	21,000	19,200	24,500	20,900	19,000	18,000	22,300	<b>20,300</b>
Global developmental delay	21,800	24,500	24,500	27,400	23,500	24,700	21,400	28,300	<b>23,700</b>
Hearing impairment	14,100	16,200	16,000	17,200	15,200	18,600	11,300	29,800	<b>15,600</b>
Intellectual disability	111,500	108,400	116,100	112,300	110,700	109,100	104,000	136,900	<b>111,600</b>
Multiple sclerosis	117,100	112,400	128,400	93,000	117,900	112,600	109,600	184,600	<b>115,200</b>
Psychosocial disability	99,800	69,000	98,800	75,600	98,100	106,700	86,500	128,400	<b>87,600</b>
Spinal cord injury	172,100	169,900	177,700	206,100	151,300	154,900	181,600	291,100	<b>176,900</b>
Stroke	145,800	141,100	158,700	141,400	140,600	133,200	142,300	239,000	<b>148,600</b>
Visual impairment	44,900	44,500	50,900	48,500	47,700	61,100	33,500	90,300	<b>46,800</b>
Other neurological	146,200	136,700	164,100	144,700	147,400	167,100	121,200	212,400	<b>148,300</b>
Other physical	82,100	78,300	90,700	83,400	75,700	85,700	64,500	114,000	<b>82,800</b>
Other sensory/speech	14,600	17,700	23,800	20,600	13,500	21,200	12,800	28,800	<b>16,700</b>
Other	96,000	91,300	107,800	94,300	109,100	85,700	94,500	160,600	<b>99,300</b>
<b>Total</b>	<b>74,000</b>	<b>68,400</b>	<b>74,400</b>	<b>75,600</b>	<b>69,000</b>	<b>83,900</b>	<b>66,400</b>	<b>114,800</b>	<b>72,800</b>



**Table N.41 Average annualised committed supports by reported level of function as at 30 September 2022 (\$)**

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	18,300	19,200	18,300	23,000	19,200	19,500	16,700	26,500	<b>19,000</b>
2	23,400	27,800	29,600	24,700	28,800	36,400	24,000	n/a	<b>26,700</b>
3	26,600	26,400	27,900	31,000	29,000	29,400	20,600	44,900	<b>27,600</b>
4	19,300	20,800	23,800	24,800	22,000	25,300	17,800	47,600	<b>21,500</b>
5	33,300	33,300	39,200	34,700	33,000	41,500	24,200	47,800	<b>34,600</b>
6	28,900	29,200	29,900	29,000	26,700	35,700	26,100	45,700	<b>29,200</b>
7	60,000	47,000	52,900	34,400	43,200	74,400	51,500	72,400	<b>52,200</b>
8	62,800	53,900	72,400	60,100	69,000	72,500	57,400	123,600	<b>64,000</b>
9	85,300	83,400	101,200	90,200	76,000	75,500	71,400	240,800	<b>89,300</b>
10	105,600	88,800	124,000	97,700	124,000	104,100	97,100	216,100	<b>106,800</b>
11	125,300	82,600	90,100	62,400	73,700	145,000	136,000	146,900	<b>97,100</b>
12	186,400	169,100	212,100	184,900	200,900	190,400	191,900	327,000	<b>187,600</b>
13	106,900	105,300	107,300	76,000	77,800	125,300	122,600	130,300	<b>100,900</b>
14	282,900	282,500	297,100	285,900	280,300	308,900	278,700	436,800	<b>288,600</b>
15	371,600	440,000	577,300	n/a	n/a	n/a	n/a	n/a	<b>476,900</b>
<b>Total</b>	<b>74,000</b>	<b>68,400</b>	<b>74,400</b>	<b>75,600</b>	<b>69,000</b>	<b>83,900</b>	<b>66,400</b>	<b>114,800</b>	<b>72,800</b>

**Table N.42 Total annualised committed supports by support category as at 30 September 2022 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	5,898	4,217	4,176	1,659	1,670	520	318	330	<b>18,790</b>
Core - Consumables	217	210	189	77	66	18	12	7	<b>796</b>
Core - Social and Civic	2,744	2,441	1,879	729	625	248	117	99	<b>8,883</b>
Core - Transport	151	135	94	41	37	13	8	4	<b>483</b>
Capacity Building - Choice and Control	130	132	106	37	49	12	7	7	<b>479</b>
Capacity Building - Daily Activities	1,903	1,840	1,394	598	532	126	102	75	<b>6,570</b>
Capacity Building - Employment	88	55	43	32	22	7	5	3	<b>256</b>
Capacity Building - Health and Wellbeing	34	18	15	4	5	3	3	0	<b>82</b>
Capacity Building - Home Living	1	2	1	0.5	0.2	0.1	0.01	0.1	<b>4</b>
Capacity Building - Lifelong learning	0.1	0.2	0.03	0.04	0.2	0.03	n/a	n/a	<b>1</b>
Capacity Building - Relationships	250	192	108	82	68	19	11	13	<b>742</b>
Capacity Building - Social and Civic	113	95	49	54	15	14	11	11	<b>362</b>
Capacity Building - Support Coordination	300	345	228	101	85	27	15	25	<b>1,126</b>
Capital - Assistive Technology	381	310	300	177	110	30	20	15	<b>1,343</b>
Capital - Home Modifications	142	129	95	35	37	12	7	5	<b>461</b>
<b>Total</b>	<b>12,351</b>	<b>10,121</b>	<b>8,676</b>	<b>3,626</b>	<b>3,320</b>	<b>1,048</b>	<b>635</b>	<b>595</b>	<b>40,376</b>

**Table N.43 Total annualised committed supports (participants in SIL) by gender as at 30 September 2022 (\$m)** <sup>850</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	2,239	1,331	1,288	544	565	231	122	157	<b>6,476</b>
Female	1,460	881	868	340	379	156	79	107	<b>4,270</b>
Other	12	6	3	2	36	9	1	1	<b>71</b>
<b>Total</b>	<b>3,711</b>	<b>2,218</b>	<b>2,159</b>	<b>886</b>	<b>980</b>	<b>396</b>	<b>203</b>	<b>264</b>	<b>10,817</b>

**Table N.44 Average annualised committed supports (participants in SIL) by gender as at 30 September 2022 (\$)** <sup>851</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	380,200	389,800	394,000	373,800	388,500	420,700	373,200	574,700	<b>389,400</b>
Female	377,500	376,400	391,500	367,900	368,200	404,400	387,400	562,500	<b>382,700</b>
Other	391,300	n/a	n/a	n/a	253,900	390,000	n/a	n/a	<b>306,700</b>
<b>Total</b>	<b>379,100</b>	<b>384,400</b>	<b>392,900</b>	<b>371,600</b>	<b>373,300</b>	<b>413,400</b>	<b>379,100</b>	<b>569,600</b>	<b>386,100</b>

**Table N.45 Total annualised committed supports (participants in SIL) by age group as at 30 September 2022 (\$m)**

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	<b>n/a</b>
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
15 to 18	40	23	24	8	17	5	2	2	<b>120</b>
19 to 24	353	177	232	76	117	50	17	31	<b>1,053</b>
25 to 34	587	334	405	151	183	81	29	45	<b>1,815</b>
35 to 44	605	407	382	161	167	57	36	53	<b>1,868</b>
45 to 54	840	520	452	199	208	76	49	60	<b>2,403</b>
55 to 64	923	582	522	222	212	99	51	55	<b>2,667</b>
65+	360	172	139	67	73	29	19	20	<b>880</b>
<b>Total</b>	<b>3,711</b>	<b>2,218</b>	<b>2,159</b>	<b>886</b>	<b>980</b>	<b>396</b>	<b>203</b>	<b>264</b>	<b>10,817</b>

**Table N.46 Average annualised committed supports (participants in SIL) by age group as at 30 September 2022 (\$)**

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	<b>n/a</b>
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
15 to 18	543,500	604,000	435,900	n/a	532,600	n/a	n/a	n/a	<b>519,100</b>
19 to 24	456,900	543,500	467,800	443,200	560,400	484,900	409,100	688,600	<b>486,500</b>
25 to 34	405,000	411,200	435,400	410,800	444,400	448,500	406,600	579,900	<b>422,000</b>
35 to 44	368,900	392,500	396,400	377,000	376,100	395,200	386,000	535,800	<b>385,300</b>
45 to 54	364,100	360,700	368,500	353,800	332,500	388,400	368,100	551,000	<b>364,200</b>
55 to 64	362,600	359,100	368,200	353,100	314,200	404,300	361,200	558,700	<b>361,600</b>
65+	361,700	353,100	347,400	325,900	326,000	355,100	376,300	576,300	<b>354,500</b>
<b>Total</b>	<b>379,100</b>	<b>384,400</b>	<b>392,900</b>	<b>371,600</b>	<b>373,300</b>	<b>413,400</b>	<b>379,100</b>	<b>569,600</b>	<b>386,100</b>

<sup>850</sup> There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.<sup>851</sup> Ibid.

**Table N.47 Total annualised committed supports (participants in SIL) by primary disability group as at 30 September 2022 (\$m)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	255	166	223	96	102	37	15	48	941
Autism	438	300	278	126	137	68	25	18	1,391
Cerebral palsy	343	258	217	97	80	33	18	32	1,078
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	1,703	1,145	874	376	444	167	77	72	4,859
Multiple sclerosis	32	46	31	11	17	6	n/a	n/a	148
Psychosocial disability	522	124	196	53	84	45	31	32	1,086
Spinal cord injury	29	18	25	16	10	n/a	n/a	11	112
Stroke	94	33	77	20	20	6	5	22	277
Visual impairment	10	5	6	n/a	n/a	n/a	n/a	n/a	32
Other neurological	211	93	175	70	67	25	17	18	676
Other physical	33	18	25	8	10	n/a	n/a	n/a	103
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	41	11	29	8	8	n/a	n/a	6	109
<b>Total</b>	<b>3,711</b>	<b>2,218</b>	<b>2,159</b>	<b>886</b>	<b>980</b>	<b>396</b>	<b>203</b>	<b>264</b>	<b>10,817</b>

**Table N.48 Average annualised committed supports (participants in SIL) by primary disability group as at 30 September 2022 (\$)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	399,200	435,700	438,900	394,700	418,200	435,500	430,200	628,500	426,000
Autism	419,900	459,700	456,300	405,900	420,100	456,300	414,600	636,200	437,200
Cerebral palsy	433,800	425,400	450,700	419,300	410,400	460,300	417,900	555,200	435,200
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	353,900	349,100	334,800	339,200	317,100	382,000	358,700	533,700	347,100
Multiple sclerosis	497,800	467,200	515,500	380,600	449,000	n/a	n/a	n/a	480,500
Psychosocial disability	347,400	332,600	387,400	311,500	480,900	360,300	323,000	526,900	361,300
Spinal cord injury	559,200	588,300	668,600	647,200	n/a	n/a	n/a	n/a	613,300
Stroke	452,800	472,300	462,800	391,800	479,300	n/a	n/a	535,100	460,500
Visual impairment	352,100	n/a	n/a	n/a	n/a	n/a	n/a	n/a	331,600
Other neurological	448,500	482,000	479,900	431,400	471,700	527,300	384,200	592,400	464,800
Other physical	428,900	404,900	458,500	n/a	406,500	n/a	n/a	n/a	430,900
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Other	411,300	n/a	412,200	n/a	n/a	n/a	n/a	n/a	440,600
<b>Total</b>	<b>379,100</b>	<b>384,400</b>	<b>392,900</b>	<b>371,600</b>	<b>373,300</b>	<b>413,400</b>	<b>379,100</b>	<b>569,600</b>	<b>386,100</b>

**Table N.49 Average annualised committed supports (participants in SIL) by reported level of function as at 30 September 2022 (\$)**

Reported 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	<b>361,500</b>
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
3	342,900	350,400	362,300	n/a	321,900	n/a	n/a	n/a	<b>344,500</b>
4	397,000	n/a	380,700	n/a	n/a	n/a	n/a	n/a	<b>388,500</b>
5	317,600	379,300	377,500	n/a	370,600	n/a	n/a	n/a	<b>352,500</b>
6	312,700	339,200	329,200	281,700	265,800	341,500	n/a	n/a	<b>313,900</b>
7	350,100	374,800	369,400	n/a	366,500	350,700	334,900	n/a	<b>358,800</b>
8	308,700	276,700	323,400	293,600	260,200	297,600	n/a	485,500	<b>305,500</b>
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>411,600</b>
10	321,400	316,800	340,800	322,200	361,400	347,300	296,800	550,600	<b>337,100</b>
11	390,700	385,800	370,300	376,000	488,100	438,300	365,800	n/a	<b>393,200</b>
12	381,300	379,600	396,400	378,000	380,400	423,500	389,800	613,700	<b>387,200</b>
13	451,600	495,200	509,400	394,900	516,800	554,200	433,900	593,000	<b>475,200</b>
14	461,200	446,400	482,100	435,700	438,000	527,400	447,800	580,600	<b>463,400</b>
15	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>663,700</b>
<b>Total</b>	<b>379,100</b>	<b>384,400</b>	<b>392,900</b>	<b>371,600</b>	<b>373,300</b>	<b>413,400</b>	<b>379,100</b>	<b>569,600</b>	<b>386,100</b>

**Table N.50 Total annualised committed supports (participants in SIL) by support category as at 30 September 2022 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	2,702	1,470	1,544	629	710	278	151	201	<b>7,686</b>
Core - Consumables	29	19	19	9	10	3	2	1	<b>91</b>
Core - Social and Civic	581	441	380	138	138	78	29	37	<b>1,824</b>
Core - Transport	24	17	13	6	6	3	1	1	<b>72</b>
Capacity Building - Choice and Control	7	7	5	1	3	1	1	1	<b>26</b>
Capacity Building - Daily Activities	97	81	59	31	31	10	6	7	<b>321</b>
Capacity Building - Employment	3	1	1	1	1	0.3	0.1	0.4	<b>7</b>
Capacity Building - Health and Wellbeing	4	1	1	1	1	0.3	0.3	0.1	<b>9</b>
Capacity Building - Home Living	0.01	0.01	0.003	n/a	0.004	n/a	n/a	0.0004	<b>0.03</b>
Capacity Building - Lifelong learning	n/a	0.003	n/a	n/a	0.03	n/a	n/a	n/a	<b>0.032</b>
Capacity Building - Relationships	88	52	37	23	28	9	4	5	<b>247</b>
Capacity Building - Social and Civic	3	1	1	0.3	1	1	0.2	1	<b>7</b>
Capacity Building - Support Coordination	49	35	32	11	14	5	2	4	<b>153</b>
Capital - Assistive Technology	46	31	30	20	15	3	3	3	<b>150</b>
Capital - Home Modifications	78	62	38	15	22	5	3	2	<b>226</b>
<b>Total</b>	<b>3,711</b>	<b>2,218</b>	<b>2,159</b>	<b>886</b>	<b>980</b>	<b>396</b>	<b>203</b>	<b>264</b>	<b>10,817</b>

**Table N.51 Total annualised committed supports (participants not in SIL) by gender as at 30 September 2022 (\$m)** <sup>852</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	5,081	4,499	3,696	1,592	1,345	365	234	210	17,024
Female	3,482	3,321	2,770	1,125	952	275	194	119	12,240
Other	78	82	52	23	43	12	5	1	295
<b>Total</b>	<b>8,640</b>	<b>7,902</b>	<b>6,518</b>	<b>2,740</b>	<b>2,340</b>	<b>652</b>	<b>432</b>	<b>330</b>	<b>29,559</b>

**Table N.52 Average annualised committed supports (participants not in SIL) by gender as at 30 September 2022 (\$)** <sup>853</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	51,300	52,500	54,300	56,900	47,300	52,500	43,300	67,900	52,400
Female	61,700	60,800	66,000	65,700	58,300	63,300	54,900	74,800	62,500
Other	43,200	41,000	50,200	51,800	60,200	47,900	41,700	36,100	46,200
<b>Total</b>	<b>55,000</b>	<b>55,600</b>	<b>58,700</b>	<b>60,100</b>	<b>51,400</b>	<b>56,500</b>	<b>47,800</b>	<b>70,100</b>	<b>56,100</b>

**Table N.53 Total annualised committed supports (participants not in SIL) by age group as at 30 September 2022 (\$m)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	643	653	466	183	174	38	30	26	2,213
7 to 14	983	1,047	748	332	324	84	53	41	3,613
15 to 18	600	541	448	195	177	54	28	24	2,068
19 to 24	953	844	660	309	246	75	46	34	3,168
25 to 34	1,098	978	810	400	259	79	51	38	3,713
35 to 44	941	906	797	322	251	73	61	42	3,393
45 to 54	1,148	1,069	950	349	306	95	53	52	4,022
55 to 64	1,574	1,359	1,197	478	433	112	68	57	5,278
65+	701	506	441	172	170	41	43	16	2,090
<b>Total</b>	<b>8,640</b>	<b>7,902</b>	<b>6,518</b>	<b>2,740</b>	<b>2,340</b>	<b>652</b>	<b>432</b>	<b>330</b>	<b>29,559</b>

**Table N.54 Average annualised committed supports (participants not in SIL) by age group as at 30 September 2022 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	23,700	25,300	24,100	32,500	25,600	23,000	23,900	27,800	25,000
7 to 14	23,200	27,300	24,000	27,800	23,600	29,800	21,600	31,600	25,100
15 to 18	45,700	48,700	45,000	42,900	37,100	48,900	34,300	64,600	45,100
19 to 24	68,800	80,900	78,000	70,400	64,500	61,300	53,700	107,800	73,100
25 to 34	82,300	82,000	91,500	87,000	79,100	65,700	65,200	107,700	83,800
35 to 44	84,500	80,400	98,100	87,400	81,100	85,300	83,500	96,100	86,300
45 to 54	87,800	81,300	99,700	85,700	84,400	91,900	67,600	117,400	88,000
55 to 64	96,400	91,600	103,700	96,700	94,500	91,900	79,600	127,800	96,400
65+	101,500	94,700	108,800	98,100	94,200	102,000	82,500	137,100	100,000
<b>Total</b>	<b>55,000</b>	<b>55,600</b>	<b>58,700</b>	<b>60,100</b>	<b>51,400</b>	<b>56,500</b>	<b>47,800</b>	<b>70,100</b>	<b>56,100</b>

<sup>852</sup> There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.<sup>853</sup> Ibid.

**Table N.55 Total annualised committed supports (participants not in SIL) by primary disability group as at 30 September 2022 (\$m)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	497	478	414	159	151	38	22	30	<b>1,789</b>
Autism	1,824	1,729	1,397	600	590	144	99	46	<b>6,430</b>
Cerebral palsy	501	432	371	170	112	42	20	19	<b>1,666</b>
Developmental delay	273	379	224	56	76	18	15	15	<b>1,058</b>
Global developmental delay	97	59	58	33	39	6	3	4	<b>298</b>
Hearing impairment	110	102	93	35	28	9	5	6	<b>389</b>
Intellectual disability	1,740	1,696	1,220	610	483	150	77	66	<b>6,043</b>
Multiple sclerosis	281	293	180	74	90	33	19	4	<b>974</b>
Psychosocial disability	1,186	1,171	894	326	253	69	67	37	<b>4,003</b>
Spinal cord injury	282	146	241	117	59	18	11	14	<b>888</b>
Stroke	328	226	217	73	68	16	15	20	<b>963</b>
Visual impairment	128	121	82	37	35	9	6	6	<b>425</b>
Other neurological	778	615	579	242	180	55	31	27	<b>2,507</b>
Other physical	437	323	403	142	123	29	33	22	<b>1,513</b>
Other sensory/speech	12	8	6	2	5	1	1	1	<b>36</b>
Other	166	125	139	62	48	14	8	15	<b>578</b>
<b>Total</b>	<b>8,640</b>	<b>7,902</b>	<b>6,518</b>	<b>2,740</b>	<b>2,340</b>	<b>652</b>	<b>432</b>	<b>330</b>	<b>29,559</b>

**Table N.56 Average annualised committed supports (participants not in SIL) by primary disability group as at 30 September 2022 (\$)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	121,200	119,700	125,600	129,300	104,400	103,100	116,800	131,000	<b>120,500</b>
Autism	32,900	36,900	33,600	35,000	31,400	36,900	31,000	40,500	<b>34,200</b>
Cerebral palsy	105,000	122,600	115,100	111,000	105,100	118,700	79,000	135,500	<b>112,200</b>
Developmental delay	19,500	21,000	19,200	24,500	20,900	19,000	18,000	22,300	<b>20,300</b>
Global developmental delay	21,800	24,500	24,500	27,400	23,500	24,700	21,400	28,300	<b>23,700</b>
Hearing impairment	14,000	16,000	15,800	17,200	15,200	18,600	11,300	29,800	<b>15,500</b>
Intellectual disability	66,800	74,000	79,100	79,500	69,300	60,700	60,600	75,500	<b>72,200</b>
Multiple sclerosis	107,700	100,500	113,700	83,300	103,800	98,100	92,400	151,100	<b>103,200</b>
Psychosocial disability	75,900	63,600	84,900	67,200	77,600	73,300	64,700	78,300	<b>72,600</b>
Spinal cord injury	160,800	156,500	165,200	188,400	134,300	148,900	153,300	196,000	<b>162,400</b>
Stroke	122,200	128,000	128,500	120,400	116,800	107,100	112,800	147,700	<b>124,400</b>
Visual impairment	42,000	42,900	47,700	45,400	44,600	49,300	33,500	79,900	<b>44,000</b>
Other neurological	123,600	123,300	136,800	121,400	117,500	127,800	88,200	148,100	<b>125,300</b>
Other physical	77,500	74,900	86,400	79,700	71,200	77,700	61,300	102,500	<b>78,500</b>
Other sensory/speech	14,600	17,700	23,000	16,900	13,500	21,200	12,800	28,800	<b>16,400</b>
Other	80,700	85,100	93,500	85,700	96,900	74,000	70,600	122,400	<b>86,700</b>
<b>Total</b>	<b>55,000</b>	<b>55,600</b>	<b>58,700</b>	<b>60,100</b>	<b>51,400</b>	<b>56,500</b>	<b>47,800</b>	<b>70,100</b>	<b>56,100</b>

**Table N.57 Average annualised committed supports (participants not in SIL) by reported level of function as at 30 September 2022 (\$)**

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	18,200	19,100	18,200	22,500	19,200	19,000	16,400	25,000	<b>18,900</b>
2	23,400	27,800	29,600	24,700	28,800	36,400	24,000	n/a	<b>26,700</b>
3	24,300	25,400	25,800	28,800	24,400	26,400	20,600	41,200	<b>25,500</b>
4	18,500	20,500	22,400	23,800	19,600	23,400	17,400	44,000	<b>20,500</b>
5	29,600	31,300	34,500	33,000	28,800	33,500	23,400	42,400	<b>31,300</b>
6	27,100	28,400	28,300	27,900	24,300	31,100	25,100	39,400	<b>27,600</b>
7	40,600	40,300	39,700	32,600	33,500	45,300	38,000	50,100	<b>39,300</b>
8	53,600	50,600	61,700	54,600	56,200	53,700	49,600	87,000	<b>55,300</b>
9	79,500	80,900	95,000	84,000	74,100	62,300	61,700	150,000	<b>83,200</b>
10	86,800	78,100	105,000	83,400	92,600	78,600	80,700	132,000	<b>88,600</b>
11	75,100	67,800	70,400	55,700	57,700	78,600	64,500	102,100	<b>68,500</b>
12	139,700	132,000	167,100	142,400	149,700	129,100	139,800	199,100	<b>142,900</b>
13	78,600	85,700	85,700	62,200	63,800	74,800	83,100	83,600	<b>78,200</b>
14	223,100	229,500	236,400	239,100	221,100	229,000	187,300	254,100	<b>229,000</b>
15	343,200	375,500	551,500	n/a	n/a	n/a	n/a	n/a	<b>434,200</b>
<b>Total</b>	<b>55,000</b>	<b>55,600</b>	<b>58,700</b>	<b>60,100</b>	<b>51,400</b>	<b>56,500</b>	<b>47,800</b>	<b>70,100</b>	<b>56,100</b>

**Table N.58 Total annualised committed supports (participants not in SIL) by support category as at 30 September 2022 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	3,196	2,747	2,632	1,030	959	242	167	128	<b>11,104</b>
Core - Consumables	188	191	170	68	56	15	10	6	<b>705</b>
Core - Social and Civic	2,163	2,000	1,499	590	487	169	88	62	<b>7,060</b>
Core - Transport	127	118	81	35	31	10	7	3	<b>411</b>
Capacity Building - Choice and Control	122	125	101	36	45	11	6	6	<b>453</b>
Capacity Building - Daily Activities	1,806	1,759	1,336	567	501	116	95	68	<b>6,249</b>
Capacity Building - Employment	85	54	42	31	21	7	5	3	<b>249</b>
Capacity Building - Health and Wellbeing	29	17	14	4	4	2	3	0	<b>73</b>
Capacity Building - Home Living	0.7	2.5	0.6	0.3	0.2	0.1	0.01	0.06	<b>4.5</b>
Capacity Building - Lifelong learning	0.1	0.2	0.03	0.04	0.1	0.03	n/a	n/a	<b>0.5</b>
Capacity Building - Relationships	161	140	71	58	40	11	7	7	<b>495</b>
Capacity Building - Social and Civic	111	94	48	53	14	14	11	11	<b>355</b>
Capacity Building - Support Coordination	251	310	196	90	71	22	12	21	<b>973</b>
Capital - Assistive Technology	336	279	271	157	95	26	17	12	<b>1,193</b>
Capital - Home Modifications	64	67	57	19	15	7	3	2	<b>235</b>
<b>Total</b>	<b>8,640</b>	<b>7,902</b>	<b>6,518</b>	<b>2,740</b>	<b>2,340</b>	<b>652</b>	<b>432</b>	<b>330</b>	<b>29,559</b>

**Table N.59 Total payments by gender for the year ending 30 September 2022 (\$m)** <sup>854</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	5,474	4,043	3,596	1,422	1,420	439	257	266	<b>16,917</b>
Female	3,657	2,945	2,638	983	988	317	197	166	<b>11,894</b>
Other	61	51	33	13	77	15	4	1	<b>255</b>
<b>Total</b>	<b>9,191</b>	<b>7,039</b>	<b>6,267</b>	<b>2,418</b>	<b>2,485</b>	<b>772</b>	<b>458</b>	<b>433</b>	<b>29,211</b>

**Table N.60 Average payments by gender for the year ending 30 September 2022 (\$)** <sup>855</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	55,000	48,500	54,900	51,600	50,200	62,000	46,800	85,700	<b>52,900</b>
Female	64,000	55,200	65,000	58,400	60,900	71,300	54,900	101,100	<b>61,300</b>
Other	35,100	28,900	36,300	33,600	95,900	60,700	36,900	46,500	<b>42,700</b>
<b>Total</b>	<b>58,000</b>	<b>50,800</b>	<b>58,600</b>	<b>54,000</b>	<b>54,900</b>	<b>65,500</b>	<b>49,800</b>	<b>90,800</b>	<b>56,200</b>

**Table N.61 Total payments by age group for the year ending 30 September 2022 (\$m)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	421	369	266	117	98	21	19	15	<b>1,327</b>
7 to 14	858	764	518	222	218	62	44	33	<b>2,719</b>
15 to 18	479	402	301	121	124	44	21	20	<b>1,512</b>
19 to 24	924	701	627	244	258	91	41	43	<b>2,928</b>
25 to 34	1,238	928	916	385	330	122	59	64	<b>4,043</b>
35 to 44	1,166	930	883	329	332	95	72	69	<b>3,876</b>
45 to 54	1,506	1,160	1,075	379	427	133	74	85	<b>4,839</b>
55 to 64	1,867	1,346	1,286	472	523	160	87	76	<b>5,817</b>
65+	734	438	395	149	175	45	42	28	<b>2,006</b>
<b>Total</b>	<b>9,191</b>	<b>7,039</b>	<b>6,267</b>	<b>2,418</b>	<b>2,485</b>	<b>772</b>	<b>458</b>	<b>433</b>	<b>29,211</b>

**Table N.62 Average payments by age group for the year ending 30 September 2022 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,600	15,600	15,200	22,600	15,500	13,500	15,700	17,800	<b>16,200</b>
7 to 14	21,400	21,300	18,200	19,900	16,700	23,200	18,600	28,200	<b>20,200</b>
15 to 18	39,300	39,800	34,200	28,400	28,300	42,500	27,400	57,300	<b>36,100</b>
19 to 24	65,800	69,700	76,500	57,700	69,700	71,500	48,400	128,400	<b>68,600</b>
25 to 34	88,500	76,800	100,300	82,200	95,300	94,100	72,400	158,400	<b>88,100</b>
35 to 44	94,600	79,100	103,600	85,800	99,300	101,400	89,100	138,200	<b>92,200</b>
45 to 54	101,000	82,300	104,800	85,400	104,200	109,700	83,700	164,100	<b>96,000</b>
55 to 64	102,000	85,300	104,600	88,600	103,200	112,900	89,600	151,900	<b>97,500</b>
65+	103,600	85,000	101,700	87,600	97,400	112,500	79,600	213,800	<b>97,000</b>
<b>Total</b>	<b>58,000</b>	<b>50,800</b>	<b>58,600</b>	<b>54,000</b>	<b>54,900</b>	<b>65,500</b>	<b>49,800</b>	<b>90,800</b>	<b>56,200</b>

<sup>854</sup> There is a different mix of age and disability between male and female hence results in this table should be interpreted with caution.

<sup>855</sup> Ibid.



**Table N.63 Total payments by primary disability group for the year ending 30 September 2022 (\$m)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	568	450	481	178	201	60	27	61	<b>2,025</b>
Autism	1,738	1,403	1,142	473	506	159	90	47	<b>5,559</b>
Cerebral palsy	680	541	480	197	158	61	31	43	<b>2,191</b>
Developmental delay	147	172	102	27	37	8	8	8	<b>509</b>
Global developmental delay	60	32	33	20	21	3	2	2	<b>174</b>
Hearing impairment	64	49	46	16	14	6	2	4	<b>201</b>
Intellectual disability	2,756	2,169	1,694	720	805	248	122	101	<b>8,617</b>
Multiple sclerosis	223	234	143	57	78	23	15	3	<b>777</b>
Psychosocial disability	1,165	826	735	222	222	78	67	48	<b>3,362</b>
Spinal cord injury	234	117	196	92	49	13	11	18	<b>732</b>
Stroke	292	171	207	57	61	16	15	30	<b>849</b>
Visual impairment	99	85	64	26	28	8	4	5	<b>319</b>
Other neurological	712	483	560	206	183	58	34	37	<b>2,274</b>
Other physical	322	219	283	87	87	20	22	16	<b>1,057</b>
Other sensory/speech	8	5	4	1	3	1	0	1	<b>23</b>
Other	122	82	99	36	30	10	7	11	<b>397</b>
<b>Total</b>	<b>9,191</b>	<b>7,039</b>	<b>6,267</b>	<b>2,418</b>	<b>2,485</b>	<b>772</b>	<b>458</b>	<b>433</b>	<b>29,211</b>

**Table N.64 Average payments by primary disability group for the year ending 30 September 2022 (\$)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	124,700	109,200	133,800	128,600	123,100	134,300	125,300	212,900	<b>124,800</b>
Autism	33,200	32,300	30,200	29,500	28,500	42,100	29,900	44,100	<b>31,700</b>
Cerebral palsy	123,900	133,300	132,600	114,600	127,900	143,600	104,300	215,200	<b>128,500</b>
Developmental delay	11,500	10,800	10,300	14,600	11,600	9,500	9,900	14,100	<b>11,100</b>
Global developmental delay	15,200	15,000	15,900	17,300	13,700	15,200	13,400	19,300	<b>15,300</b>
Hearing impairment	8,300	8,100	8,200	8,500	8,100	12,300	5,300	17,600	<b>8,300</b>
Intellectual disability	90,800	84,800	97,800	83,600	98,600	88,200	83,200	109,300	<b>90,500</b>
Multiple sclerosis	86,500	81,300	92,800	64,800	92,100	72,800	72,600	159,000	<b>83,800</b>
Psychosocial disability	72,300	46,300	71,900	48,300	70,000	78,300	60,300	96,600	<b>61,700</b>
Spinal cord injury	133,000	127,900	136,100	148,700	113,000	113,400	145,400	225,100	<b>134,300</b>
Stroke	106,400	98,900	119,900	93,900	108,600	106,400	113,000	184,900	<b>108,600</b>
Visual impairment	32,800	30,600	38,200	33,200	36,500	41,400	22,800	65,800	<b>33,700</b>
Other neurological	108,200	96,200	128,100	99,300	114,000	126,000	88,900	180,100	<b>109,800</b>
Other physical	56,900	51,300	61,700	48,900	49,700	55,300	41,500	75,700	<b>55,100</b>
Other sensory/speech	8,600	9,400	14,100	11,600	6,100	13,500	6,000	20,500	<b>9,200</b>
Other	67,300	66,800	77,600	57,400	72,800	58,600	67,800	96,300	<b>69,100</b>
<b>Total</b>	<b>58,000</b>	<b>50,800</b>	<b>58,600</b>	<b>54,000</b>	<b>54,900</b>	<b>65,500</b>	<b>49,800</b>	<b>90,800</b>	<b>56,200</b>

**Table N.65 Average payments by reported level of function for the year ending 30 September 2022 (\$)**

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,400	9,500	10,000	14,200	10,400	10,600	10,000	18,600	<b>10,700</b>
2	13,400	15,000	18,100	14,600	15,700	17,700	15,500	n/a	<b>15,000</b>
3	17,500	15,700	17,200	18,500	17,900	18,500	11,900	29,700	<b>17,100</b>
4	12,500	11,900	14,700	14,300	13,600	14,900	11,000	31,100	<b>13,200</b>
5	23,800	22,300	27,000	22,200	21,900	27,300	15,300	33,700	<b>23,600</b>
6	21,700	18,400	20,000	17,300	17,800	24,500	16,900	32,100	<b>19,800</b>
7	48,100	34,400	39,300	22,300	29,600	59,000	41,100	55,200	<b>39,600</b>
8	41,000	33,600	51,500	35,300	51,000	47,400	35,400	89,900	<b>42,500</b>
9	58,200	49,000	70,100	53,300	44,700	44,900	57,400	175,900	<b>57,900</b>
10	75,300	60,200	91,300	64,100	97,100	72,600	66,100	167,500	<b>76,100</b>
11	104,800	63,900	68,400	41,300	52,200	122,800	111,600	102,600	<b>76,500</b>
12	148,000	131,100	178,700	139,000	179,300	153,600	148,000	268,500	<b>150,300</b>
13	95,400	89,500	89,200	57,800	60,000	112,100	108,700	99,800	<b>85,500</b>
14	235,900	226,500	253,400	218,500	237,300	263,100	226,800	357,800	<b>238,300</b>
15	353,500	380,400	474,000	n/a	n/a	n/a	n/a	n/a	<b>415,200</b>
<b>Total</b>	<b>58,000</b>	<b>50,800</b>	<b>58,600</b>	<b>54,000</b>	<b>54,900</b>	<b>65,500</b>	<b>49,800</b>	<b>90,800</b>	<b>56,200</b>

**Table N.66 Total payments by support category for the year ending 30 September 2022 (\$m)**

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	5,016	3,542	3,326	1,269	1,535	452	270	283	<b>15,838</b>
Core - Consumables	151	137	132	48	40	13	7	4	<b>533</b>
Core - Social and Civic	1,764	1,412	1,345	458	324	163	69	62	<b>5,598</b>
Core - Transport	316	205	117	43	40	13	13	7	<b>753</b>
Capacity Building - Choice and Control	118	124	95	32	46	10	6	6	<b>437</b>
Capacity Building - Daily Activities	1,090	986	798	347	321	61	58	34	<b>3,695</b>
Capacity Building - Employment	37	25	15	10	9	3	2	1	<b>101</b>
Capacity Building - Health and Wellbeing	18	8	7	2	2	1	2	0	<b>40</b>
Capacity Building - Home Living	0	1	0	0	0	0	0	0	<b>1</b>
Capacity Building - Lifelong learning	0.01	0.03	0.01	0	0.06	0.01	0	0	<b>0.1</b>
Capacity Building - Relationships	126	92	52	37	31	10	5	6	<b>360</b>
Capacity Building - Social and Civic	40	30	19	21	4	5	4	5	<b>128</b>
Capacity Building - Support Coordination	227	254	167	66	63	20	10	19	<b>826</b>
Capital - Assistive Technology	187	138	136	68	46	14	9	5	<b>602</b>
Capital - Home Modifications	101	85	57	11	25	7	3	2	<b>290</b>
<b>Total</b>	<b>9,191</b>	<b>7,039</b>	<b>6,267</b>	<b>2,418</b>	<b>2,485</b>	<b>772</b>	<b>458</b>	<b>433</b>	<b>29,211</b>

**Table N.67 Total payments (participants in SIL) by gender for the year ending 30 September 2022 (\$m)** <sup>856</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	1,892	1,081	1,132	429	534	202	99	137	<b>5,506</b>
Female	1,235	732	748	271	360	138	64	89	<b>3,637</b>
Other	9	4	3	1	50	9	1	0	<b>78</b>
<b>Total</b>	<b>3,136</b>	<b>1,817</b>	<b>1,883</b>	<b>701</b>	<b>944</b>	<b>349</b>	<b>165</b>	<b>226</b>	<b>9,222</b>

**Table N.68 Average payments (participants in SIL) by gender for the year ending 30 September 2022 (\$)** <sup>857</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	337,600	331,400	373,500	311,000	388,700	377,600	323,900	537,400	<b>349,700</b>
Female	336,200	326,000	364,900	310,000	370,700	374,400	327,100	519,800	<b>344,700</b>
Other	339,200	n/a	n/a	n/a	344,100	339,700	n/a	n/a	<b>345,000</b>
<b>Total</b>	<b>337,100</b>	<b>329,300</b>	<b>370,000</b>	<b>310,600</b>	<b>379,100</b>	<b>375,300</b>	<b>326,100</b>	<b>530,300</b>	<b>347,700</b>

**Table N.69 Total payments (participants in SIL) by age group for the year ending 30 September 2022 (\$m)**

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	<b>n/a</b>
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>7</b>
15 to 18	34	15	16	6	13	5	2	3	<b>96</b>
19 to 24	302	147	193	58	98	44	13	22	<b>878</b>
25 to 34	502	280	354	130	161	70	26	43	<b>1,566</b>
35 to 44	526	339	333	129	159	50	31	46	<b>1,613</b>
45 to 54	714	445	412	164	218	69	40	54	<b>2,114</b>
55 to 64	781	459	462	167	227	88	41	40	<b>2,266</b>
65+	275	131	112	47	67	22	13	16	<b>682</b>
<b>Total</b>	<b>3,136</b>	<b>1,817</b>	<b>1,883</b>	<b>701</b>	<b>944</b>	<b>349</b>	<b>165</b>	<b>226</b>	<b>9,222</b>

**Table N.70 Average payments (participants in SIL) by age group for the year ending 30 September 2022 (\$)**

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	<b>n/a</b>
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
15 to 18	542,700	513,700	353,600	n/a	497,100	n/a	n/a	n/a	<b>477,700</b>
19 to 24	403,500	497,700	412,100	370,900	518,400	450,200	364,200	572,900	<b>432,200</b>
25 to 34	361,300	358,400	402,700	358,700	412,000	405,000	371,600	564,900	<b>380,000</b>
35 to 44	329,700	336,200	364,800	319,000	370,800	354,600	343,700	502,200	<b>345,200</b>
45 to 54	319,900	311,200	353,300	295,100	351,800	350,500	306,600	534,700	<b>329,000</b>
55 to 64	324,300	297,900	357,900	283,700	356,300	362,500	306,800	478,700	<b>327,100</b>
65+	317,600	303,200	346,800	270,000	340,700	320,900	286,600	575,900	<b>320,100</b>
<b>Total</b>	<b>337,100</b>	<b>329,300</b>	<b>370,000</b>	<b>310,600</b>	<b>379,100</b>	<b>375,300</b>	<b>326,100</b>	<b>530,300</b>	<b>347,700</b>

<sup>856</sup> Ibid.

<sup>857</sup> Ibid.

**Table N.71 Total payments (participants in SIL) by primary disability group for the year ending 30 September 2022 (\$m)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	206	126	193	73	100	34	12	43	<b>787</b>
Autism	377	251	240	104	125	61	21	15	<b>1,194</b>
Cerebral palsy	300	216	188	82	73	31	15	29	<b>934</b>
Developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Hearing impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Intellectual disability	1,486	958	830	306	468	144	67	62	<b>4,321</b>
Multiple sclerosis	24	38	26	8	16	n/a	n/a	n/a	<b>122</b>
Psychosocial disability	430	91	145	39	63	37	25	25	<b>855</b>
Spinal cord injury	22	15	20	12	9	n/a	n/a	9	<b>91</b>
Stroke	68	24	55	13	15	7	n/a	17	<b>203</b>
Visual impairment	9	n/a	6	n/a	n/a	n/a	n/a	n/a	<b>28</b>
Other neurological	166	74	142	50	57	21	12	17	<b>539</b>
Other physical	24	12	21	5	10	n/a	n/a	n/a	<b>79</b>
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Other	24	7	16	n/a	6	n/a	n/a	n/a	<b>66</b>
<b>Total</b>	<b>3,136</b>	<b>1,817</b>	<b>1,883</b>	<b>701</b>	<b>944</b>	<b>349</b>	<b>165</b>	<b>226</b>	<b>9,222</b>

**Table N.72 Average payments (participants in SIL) by primary disability group for the year ending 30 September 2022 (\$)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	352,200	372,700	406,400	323,600	424,700	399,400	383,200	608,700	<b>384,600</b>
Autism	381,100	408,700	421,200	354,400	417,400	435,800	383,800	557,500	<b>399,700</b>
Cerebral palsy	388,500	359,700	410,200	355,600	388,300	436,900	339,300	501,200	<b>385,400</b>
Developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Global developmental delay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Hearing impairment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Intellectual disability	315,300	298,000	331,500	280,900	340,200	339,500	311,400	479,000	<b>316,200</b>
Multiple sclerosis	448,300	432,300	472,900	285,100	472,300	n/a	n/a	n/a	<b>436,600</b>
Psychosocial disability	306,800	273,600	342,300	280,000	430,300	296,400	269,800	473,500	<b>315,100</b>
Spinal cord injury	455,100	516,200	561,400	508,000	n/a	n/a	n/a	n/a	<b>530,500</b>
Stroke	398,200	417,200	409,300	321,600	450,400	n/a	n/a	532,100	<b>414,300</b>
Visual impairment	327,100	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>310,700</b>
Other neurological	406,300	425,600	448,000	348,100	472,400	511,100	332,300	628,400	<b>425,200</b>
Other physical	369,600	349,700	436,000	n/a	414,000	n/a	n/a	n/a	<b>388,600</b>
Other sensory/speech	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
Other	346,300	n/a	336,600	n/a	n/a	n/a	n/a	n/a	<b>378,500</b>
<b>Total</b>	<b>337,100</b>	<b>329,300</b>	<b>370,000</b>	<b>310,600</b>	<b>379,100</b>	<b>375,300</b>	<b>326,100</b>	<b>530,300</b>	<b>347,700</b>

**Table N.73 Average payments (participants in SIL) by reported level of function for the year ending 30 September 2022 (\$)**

Reported 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	<b>379,400</b>
2	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>n/a</b>
3	281,200	275,600	310,300	n/a	237,700	n/a	n/a	n/a	<b>279,400</b>
4	347,700	n/a	394,300	n/a	n/a	n/a	n/a	n/a	<b>361,000</b>
5	258,300	309,600	373,400	n/a	342,100	n/a	n/a	n/a	<b>302,900</b>
6	269,700	295,300	276,200	217,100	248,100	293,300	n/a	n/a	<b>271,500</b>
7	310,400	296,300	343,000	n/a	355,300	320,300	301,900	n/a	<b>318,400</b>
8	257,100	216,600	286,700	243,800	274,200	239,100	n/a	456,500	<b>268,600</b>
9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>352,100</b>
10	283,100	265,800	317,700	267,900	357,700	285,900	248,000	529,700	<b>303,000</b>
11	351,500	356,800	333,900	301,200	495,300	395,600	318,500	n/a	<b>355,600</b>
12	338,700	328,400	386,100	315,900	410,100	388,500	331,200	573,300	<b>352,400</b>
13	415,200	424,700	458,900	314,800	478,500	548,600	407,600	617,900	<b>427,500</b>
14	417,900	375,400	442,300	374,700	418,000	506,700	362,900	508,600	<b>413,300</b>
15	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>560,500</b>
<b>Total</b>	<b>337,100</b>	<b>329,300</b>	<b>370,000</b>	<b>310,600</b>	<b>379,100</b>	<b>375,300</b>	<b>326,100</b>	<b>530,300</b>	<b>347,700</b>

**Table N.74 Total payments (participants in SIL) by support category for the year ending 30 September 2022 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	2,476	1,346	1,464	546	797	264	136	186	<b>7,215</b>
Core - Consumables	19	11	14	5	6	2	1	1	<b>60</b>
Core - Social and Civic	379	271	267	88	65	60	17	25	<b>1,171</b>
Core - Transport	21	13	9	3	3	2	1	0	<b>52</b>
Capacity Building - Choice and Control	7	7	5	1	3	1	1	0	<b>24</b>
Capacity Building - Daily Activities	57	47	38	20	21	6	4	4	<b>197</b>
Capacity Building - Employment	1	0	0	1	0	0	0	0	<b>3</b>
Capacity Building - Health and Wellbeing	2	0	0	0	0	0	0	0	<b>4</b>
Capacity Building - Home Living	0.001	0.001	0	n/a	n/a	0	0	n/a	<b>0.002</b>
Capacity Building - Lifelong learning	0	n/a	0	n/a	n/a	n/a	n/a	n/a	<b>0</b>
Capacity Building - Relationships	52	27	22	13	13	5	2	3	<b>137</b>
Capacity Building - Social and Civic	1	0	0	0	0	0	0	0	<b>3</b>
Capacity Building - Support Coordination	40	29	27	8	11	4	2	4	<b>124</b>
Capital - Assistive Technology	21	15	13	7	7	2	1	1	<b>67</b>
Capital - Home Modifications	61	51	23	3	16	3	1	1	<b>158</b>
<b>Total</b>	<b>3,136</b>	<b>1,817</b>	<b>1,883</b>	<b>701</b>	<b>944</b>	<b>349</b>	<b>165</b>	<b>226</b>	<b>9,222</b>

**Table N.75 Total payments (participants not in SIL) by gender for the year ending 30 September 2022 (\$m)** <sup>858</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3,582	2,962	2,463	993	886	237	158	129	11,411
Female	2,422	2,213	1,891	712	628	179	133	77	8,257
Other	51	47	30	11	27	7	3	1	177
<b>Total</b>	<b>6,055</b>	<b>5,222</b>	<b>4,384</b>	<b>1,717</b>	<b>1,540</b>	<b>423</b>	<b>293</b>	<b>207</b>	<b>19,844</b>

**Table N.76 Average payments (participants not in SIL) by gender for the year ending 30 September 2022 (\$)** <sup>859</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	38,200	36,900	39,400	37,900	33,000	36,200	30,400	45,400	37,500
Female	45,300	43,300	49,100	44,600	41,100	43,900	39,100	52,500	45,000
Other	30,200	26,700	33,600	30,300	41,000	29,600	25,000	27,000	30,800
<b>Total</b>	<b>40,600</b>	<b>39,300</b>	<b>43,000</b>	<b>40,400</b>	<b>36,000</b>	<b>39,000</b>	<b>33,700</b>	<b>47,700</b>	<b>40,200</b>

**Table N.77 Total payments (participants not in SIL) by age group for the year ending 30 September 2022 (\$m)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	420	369	266	117	98	21	19	15	1,326
7 to 14	857	762	518	221	218	61	44	32	2,713
15 to 18	444	387	285	115	111	39	19	16	1,416
19 to 24	621	554	434	186	160	47	28	20	2,050
25 to 34	736	648	562	255	169	52	33	21	2,476
35 to 44	640	592	550	201	172	45	41	22	2,263
45 to 54	792	716	663	215	209	64	35	31	2,725
55 to 64	1,086	887	824	305	296	71	46	36	3,551
65+	459	307	284	102	108	23	29	13	1,324
<b>Total</b>	<b>6,055</b>	<b>5,222</b>	<b>4,384</b>	<b>1,717</b>	<b>1,540</b>	<b>423</b>	<b>293</b>	<b>207</b>	<b>19,844</b>

**Table N.78 Average payments (participants not in SIL) by age group for the year ending 30 September 2022 (\$)**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16,600	15,600	15,200	22,600	15,500	13,500	15,700	17,800	16,200
7 to 14	21,400	21,200	18,200	19,900	16,600	23,100	18,600	27,100	20,100
15 to 18	36,700	38,400	32,500	27,100	25,400	37,900	24,800	48,300	34,000
19 to 24	46,700	56,700	56,200	45,600	45,500	39,800	34,800	69,600	50,400
25 to 34	58,400	57,300	68,100	59,100	55,100	46,200	44,100	64,600	59,300
35 to 44	59,600	55,000	72,300	58,500	59,200	56,500	56,800	55,200	60,600
45 to 54	62,500	56,500	72,900	55,300	60,100	63,200	45,600	74,700	61,900
55 to 64	68,300	62,300	74,900	64,300	66,800	61,000	55,300	85,900	67,300
65+	73,700	65,100	79,600	67,000	67,500	68,600	60,100	121,200	71,400
<b>Total</b>	<b>40,600</b>	<b>39,300</b>	<b>43,000</b>	<b>40,400</b>	<b>36,000</b>	<b>39,000</b>	<b>33,700</b>	<b>47,700</b>	<b>40,200</b>

<sup>858</sup> Ibid.

<sup>859</sup> Ibid.

**Table N.79 Total payments (participants not in SIL) by primary disability group for the year ending 30 September 2022 (\$m)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	362	324	288	105	102	26	15	17	<b>1,239</b>
Autism	1,362	1,152	902	370	381	97	68	32	<b>4,365</b>
Cerebral palsy	381	325	292	115	85	30	16	14	<b>1,258</b>
Developmental delay	147	172	102	27	37	8	8	8	<b>509</b>
Global developmental delay	60	32	33	20	21	3	2	2	<b>174</b>
Hearing impairment	63	48	45	16	14	6	2	4	<b>198</b>
Intellectual disability	1,270	1,211	864	413	337	105	56	39	<b>4,296</b>
Multiple sclerosis	199	196	117	48	62	19	12	2	<b>655</b>
Psychosocial disability	734	735	590	183	159	40	42	22	<b>2,506</b>
Spinal cord injury	213	102	176	80	40	12	10	9	<b>641</b>
Stroke	224	146	152	44	47	9	11	13	<b>646</b>
Visual impairment	90	81	58	24	25	6	4	4	<b>292</b>
Other neurological	546	409	418	157	126	37	22	20	<b>1,735</b>
Other physical	299	206	262	82	77	17	21	13	<b>977</b>
Other sensory/speech	8	5	4	1	3	1	0	1	<b>22</b>
Other	98	75	83	32	24	8	5	7	<b>331</b>
<b>Total</b>	<b>6,055</b>	<b>5,222</b>	<b>4,384</b>	<b>1,717</b>	<b>1,540</b>	<b>423</b>	<b>293</b>	<b>207</b>	<b>19,844</b>

**Table N.80 Average payments (participants not in SIL) by primary disability group for the year ending 30 September 2022 (\$)**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Acquired brain injury	91,100	85,600	92,300	90,600	72,600	72,300	82,400	81,300	<b>87,300</b>
Autism	26,500	26,900	24,200	23,500	21,800	26,800	23,200	30,800	<b>25,300</b>
Cerebral palsy	80,600	94,000	92,400	77,100	81,200	83,700	64,300	99,200	<b>86,000</b>
Developmental delay	11,500	10,800	10,300	14,600	11,600	9,500	9,900	14,100	<b>11,100</b>
Global developmental delay	15,200	15,000	15,900	17,300	13,700	15,200	13,400	19,300	<b>15,300</b>
Hearing impairment	8,200	7,900	8,100	8,500	8,100	12,300	5,300	17,600	<b>8,200</b>
Intellectual disability	49,500	54,200	58,300	55,000	49,700	43,700	44,200	49,200	<b>52,700</b>
Multiple sclerosis	78,700	70,200	78,700	57,100	76,400	59,100	60,200	122,000	<b>72,800</b>
Psychosocial disability	49,900	42,000	60,300	41,000	52,600	46,700	41,300	50,800	<b>48,400</b>
Spinal cord injury	124,000	115,300	125,000	133,900	94,700	104,800	131,500	130,700	<b>121,400</b>
Stroke	87,100	87,800	95,400	77,300	87,800	67,700	85,100	100,500	<b>88,200</b>
Visual impairment	30,100	29,400	35,100	30,500	32,200	31,700	22,800	57,700	<b>31,100</b>
Other neurological	88,500	84,400	103,100	81,000	85,000	88,400	62,600	111,000	<b>89,200</b>
Other physical	53,300	48,800	57,800	46,500	44,800	47,900	38,700	63,200	<b>51,500</b>
Other sensory/speech	8,600	9,400	13,500	11,300	6,100	13,500	6,000	20,500	<b>9,100</b>
Other	56,300	62,000	67,600	50,800	59,900	46,400	47,700	64,400	<b>59,400</b>
<b>Total</b>	<b>40,600</b>	<b>39,300</b>	<b>43,000</b>	<b>40,400</b>	<b>36,000</b>	<b>39,000</b>	<b>33,700</b>	<b>47,700</b>	<b>40,200</b>

**Table N.81 Average payments (participants not in SIL) by reported level of function for the year ending 30 September 2022 (\$)**

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
1	11,300	9,400	9,900	13,700	10,400	10,300	9,500	17,500	<b>10,600</b>
2	13,400	15,000	18,100	14,600	15,700	17,700	15,500	n/a	<b>15,000</b>
3	15,600	14,900	15,600	16,700	14,300	16,100	11,900	25,900	<b>15,400</b>
4	11,800	11,700	13,500	13,400	11,500	13,300	10,700	27,100	<b>12,300</b>
5	20,800	20,800	22,800	20,800	17,900	20,900	15,200	31,800	<b>20,900</b>
6	20,000	17,700	18,500	16,400	15,300	19,900	15,800	26,200	<b>18,300</b>
7	31,100	29,400	27,400	21,000	21,100	32,500	28,900	33,700	<b>28,400</b>
8	32,900	30,900	41,600	30,700	35,400	30,600	28,700	51,600	<b>34,500</b>
9	52,600	47,000	65,300	48,400	42,700	37,200	46,300	86,900	<b>52,700</b>
10	57,600	50,600	72,200	51,500	62,400	50,100	51,400	85,300	<b>58,600</b>
11	59,500	51,700	51,600	36,600	38,600	60,600	55,200	58,500	<b>51,200</b>
12	103,000	96,000	128,300	100,400	113,900	90,700	101,100	136,700	<b>105,300</b>
13	69,500	73,000	70,400	47,100	49,100	62,900	71,800	57,500	<b>65,600</b>
14	178,000	179,300	195,700	168,400	174,800	171,400	162,300	195,900	<b>181,200</b>
15	352,200	336,900	439,800	n/a	n/a	n/a	n/a	n/a	<b>380,800</b>
<b>Total</b>	<b>40,600</b>	<b>39,300</b>	<b>43,000</b>	<b>40,400</b>	<b>36,000</b>	<b>39,000</b>	<b>33,700</b>	<b>47,700</b>	<b>40,200</b>

**Table N.82 Total payments (\$m) (participants not in SIL) by support category for the year ending 30 September 2022 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	2,541	2,196	1,861	723	738	188	134	97	<b>8,478</b>
Core - Consumables	132	126	118	43	34	11	6	3	<b>473</b>
Core - Social and Civic	1,385	1,141	1,078	370	259	103	52	37	<b>4,427</b>
Core - Transport	295	192	108	40	37	11	12	7	<b>701</b>
Capacity Building - Choice and Control	112	117	91	31	42	10	5	5	<b>413</b>
Capacity Building - Daily Activities	1,033	939	760	327	299	54	54	31	<b>3,499</b>
Capacity Building - Employment	36	25	15	9	8	2	2	1	<b>98</b>
Capacity Building - Health and Wellbeing	16	7	7	2	2	1	2	0.1	<b>36</b>
Capacity Building - Home Living	0.1	0.6	0.12	0.04	0.02	0.01	0.002	0.01	<b>1</b>
Capacity Building - Lifelong learning	0.01	0.03	0.005	0.001	0.06	0.01	0	0	<b>0.1</b>
Capacity Building - Relationships	74	65	30	25	18	5	3	3	<b>223</b>
Capacity Building - Social and Civic	39	30	19	21	4	5	4	4	<b>125</b>
Capacity Building - Support Coordination	187	226	141	57	52	16	8	15	<b>702</b>
Capital - Assistive Technology	166	124	123	61	39	12	7	4	<b>535</b>
Capital - Home Modifications	41	34	33	8	8	4	2	1	<b>132</b>
<b>Total</b>	<b>6,055</b>	<b>5,222</b>	<b>4,384</b>	<b>1,717</b>	<b>1,540</b>	<b>423</b>	<b>293</b>	<b>207</b>	<b>19,844</b>



**Table N.83 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2022 to 30 September 2022) - all participants**

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below - 80%	0%	0%	1%	0%	1%	0%	1%	1%	<b>0%</b>
-80% to -65%	1%	1%	1%	0%	1%	1%	1%	2%	<b>1%</b>
-65% to -50%	1%	1%	2%	1%	2%	1%	2%	3%	<b>1%</b>
-50% to -35%	2%	2%	2%	2%	3%	1%	4%	4%	<b>2%</b>
-35% to -20%	4%	4%	4%	4%	5%	3%	6%	6%	<b>4%</b>
-20% to -5%	9%	10%	10%	10%	9%	7%	10%	12%	<b>10%</b>
-5% to 0%	9%	11%	12%	9%	12%	8%	12%	16%	<b>10%</b>
0% to 5%	17%	20%	19%	16%	18%	19%	24%	19%	<b>18%</b>
5% to 20%	22%	22%	19%	19%	19%	25%	17%	16%	<b>21%</b>
20% to 35%	8%	7%	7%	9%	7%	8%	6%	4%	<b>8%</b>
35% to 50%	6%	5%	5%	10%	5%	5%	4%	3%	<b>6%</b>
50% to 65%	4%	4%	3%	4%	3%	4%	2%	3%	<b>3%</b>
65% to 80%	3%	3%	3%	3%	2%	3%	2%	2%	<b>3%</b>
above 80%	14%	12%	13%	11%	13%	14%	10%	10%	<b>13%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table N.84 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans from June 2022** <sup>860</sup>

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	75%	63%	85%	88%	85%	n/a	n/a	103%	<b>86%</b>
SIL - Subsequent plans	90%	85%	90%	85%	89%	92%	89%	90%	<b>89%</b>
SIL - Total	90%	85%	90%	85%	89%	92%	89%	90%	<b>88%</b>
Non-SIL - First plan	56%	52%	57%	54%	55%	49%	48%	50%	<b>54%</b>
Non-SIL - Subsequent plans	71%	69%	72%	68%	70%	67%	70%	64%	<b>70%</b>
Non-SIL - Total	70%	67%	70%	66%	68%	66%	68%	61%	<b>68%</b>
<b>First plan (SIL and Non-SIL)</b>	<b>56%</b>	<b>52%</b>	<b>57%</b>	<b>61%</b>	<b>55%</b>	<b>49%</b>	<b>48%</b>	<b>53%</b>	<b>56%</b>
<b>Subsequent plans (SIL and Non-SIL)</b>	<b>78%</b>	<b>73%</b>	<b>77%</b>	<b>73%</b>	<b>76%</b>	<b>76%</b>	<b>76%</b>	<b>78%</b>	<b>76%</b>
<b>Total (SIL and Non-SIL)</b>	<b>76%</b>	<b>72%</b>	<b>75%</b>	<b>71%</b>	<b>74%</b>	<b>74%</b>	<b>75%</b>	<b>75%</b>	<b>74%</b>

<sup>860</sup> Utilisation of committed supports from 1 January 2022 to 30 June 2022 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>861</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.

<sup>862</sup> Utilisation is not shown if there is insufficient data in the group.

**Table N.85 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 30 September 2022** <sup>863 864 865 866</sup>

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1. Explanation of a previous decision, after a request for explanation is received	28 days	100%	99%	100%	95%	95%	100%	100%	n/a	<b>99%</b>
2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
4. Make an access decision, after the final information has been provided	14 days	99%	99%	100%	98%	99%	97%	100%	100%	<b>99%</b>
5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	97%	97%	97%	98%	98%	94%	99%	83%	<b>97%</b>
6. Approve a participant's plan, after an access decision has been made	56 days	94%	92%	94%	94%	95%	91%	93%	69%	<b>93%</b>
7. Approve a plan for ECEI participants, after an access decision has been made	90 days	99%	98%	96%	94%	98%	98%	100%	90%	<b>98%</b>
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	87%	89%	84%	73%	72%	85%	78%	56%	<b>85%</b>
12. Decide whether to undertake a plan reassessment, after the participant reassessment request is received	21 days	93%	94%	93%	91%	94%	91%	93%	94%	<b>93%</b>
13. Complete a reassessment, after the decision to accept the request was made	28 days	62%	81%	61%	70%	69%	64%	58%	37%	<b>67%</b>
14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	92%	94%	93%	95%	92%	91%	89%	90%	<b>93%</b>
15. Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	100%	50%	100%	75%	n/a	n/a	100%	<b>92%</b>
17. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	94%	94%	94%	94%	93%	90%	91%	89%	<b>94%</b>
18. Implement an AAT decision to amend a plan, after receiving notification of the AAT decision	28 days	98%	98%	99%	100%	97%	95%	100%	100%	<b>98%</b>
19. Cancel participant requested nominee	14 days	100%	100%	100%	100%	100%	100%	100%	n/a	<b>100%</b>
20. Cancel CEO initiated nominee	14 days	100%	100%	100%	100%	n/a	100%	n/a	n/a	<b>100%</b>

<sup>863</sup> The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.

<sup>864</sup> Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.

<sup>865</sup> The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

<sup>866</sup> The logic used to measure PSG #11 has changed based on the use of new interactions in the CRM system and is not directly comparable to results reported previously. Despite current underachievement regarding facilitating scheduled reassessments, the NDIA's participant check-in process ensures that every scheduled reassessment begins with a contact from the planner or partner to discuss review options well before any scheduled reassessment date.

<sup>867</sup> The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

<sup>868</sup> The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

## Appendix O:

### Participants by service district and support type, and committed supports and payments by service district, and participation rates by gender, age group and service district

**Table O.1 Active participants by service district and support type included in plan as at 30 September 2022** <sup>869 870 871 872 873 874 875 876</sup>

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
<b>NSW</b>	<b>Jul-17</b>	<b>134,499</b>	<b>81%</b>	<b>164,172</b>	<b>98%</b>	<b>34,546</b>	<b>21%</b>	<b>166,975</b>
NSW - Hunter New England	Jul-13	22,934	82%	27,358	97%	5,646	20%	<b>28,076</b>
NSW - Central Coast	Jul-16	7,352	77%	9,353	99%	1,793	19%	<b>9,487</b>
NSW - Far West	Jul-17	651	83%	783	100%	170	22%	<b>785</b>
NSW - Illawarra Shoalhaven	Jul-17	8,124	84%	9,473	98%	2,162	22%	<b>9,695</b>
NSW - Mid North Coast	Jul-17	6,149	89%	6,872	99%	1,357	20%	<b>6,918</b>
NSW - Murrumbidgee	Jul-17	6,446	88%	7,318	100%	1,693	23%	<b>7,346</b>
NSW - Nepean Blue Mountains	Jul-15	7,181	73%	9,581	98%	1,879	19%	<b>9,809</b>
NSW - North Sydney	Jul-16	9,103	81%	11,112	98%	2,708	24%	<b>11,298</b>
NSW - Northern NSW	Jul-17	7,472	94%	7,904	99%	1,621	20%	<b>7,944</b>
NSW - South Eastern Sydney	Jul-17	9,520	84%	11,158	99%	2,516	22%	<b>11,277</b>
NSW - South Western Sydney	Jul-16	19,475	75%	25,427	98%	5,008	19%	<b>25,868</b>
NSW - Southern NSW	Jul-16	3,873	84%	4,525	98%	1,038	23%	<b>4,612</b>
NSW - Sydney	Jul-17	5,887	89%	6,560	99%	1,427	21%	<b>6,647</b>
NSW - Western NSW	Jul-17	5,930	84%	6,997	99%	1,656	23%	<b>7,086</b>
NSW - Western Sydney	Jul-16	14,386	72%	19,726	98%	3,869	19%	<b>20,102</b>
NSW - Other	n/a	16	64%	25	100%	<11	n/a	<b>25</b>
<b>VIC</b>	<b>Jan-19</b>	<b>141,903</b>	<b>96%</b>	<b>146,497</b>	<b>99%</b>	<b>28,031</b>	<b>19%</b>	<b>148,007</b>
VIC - Barwon	Jul-13	9,604	93%	10,141	99%	1,995	19%	<b>10,277</b>
VIC - Central Highlands	Jan-17	5,243	90%	5,722	98%	1,151	20%	<b>5,820</b>
VIC - Loddon	May-17	7,410	95%	7,697	99%	1,379	18%	<b>7,777</b>
VIC - North East Melbourne	Jul-16	13,066	93%	13,857	99%	2,819	20%	<b>14,064</b>
VIC - Inner Gippsland	Oct-17	5,484	97%	5,560	99%	1,053	19%	<b>5,631</b>
VIC - Ovens Murray	Oct-17	3,491	93%	3,703	99%	732	19%	<b>3,754</b>

<sup>869</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>870</sup> Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

<sup>871</sup> Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

<sup>872</sup> Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

<sup>873</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>874</sup> Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

<sup>875</sup> Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

<sup>876</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
VIC - Western District	Oct-17	3,873	94%	4,056	99%	899	22%	4,108
VIC - Inner East Melbourne	Nov-17	10,086	96%	10,376	98%	2,393	23%	10,536
VIC - Outer East Melbourne	Nov-17	10,254	97%	10,401	99%	2,169	21%	10,529
VIC - Hume Moreland	Mar-18	10,051	97%	10,303	99%	1,726	17%	10,397
VIC - Bayside Peninsula	Apr-18	17,621	98%	17,779	99%	3,678	21%	17,919
VIC - Southern Melbourne	Sep-18	13,594	97%	13,833	99%	2,590	19%	13,952
VIC - Brimbank Melton	Oct-18	9,433	97%	9,707	100%	1,418	15%	9,753
VIC - Western Melbourne	Oct-18	13,751	97%	14,050	99%	2,163	15%	14,144
VIC - Goulburn	Jan-19	4,077	94%	4,296	100%	855	20%	4,316
VIC - Mallee	Jan-19	2,459	97%	2,544	100%	484	19%	2,548
VIC - Outer Gippsland	Jan-19	2,397	97%	2,463	100%	526	21%	2,473
VIC - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
<b>QLD</b>	<b>Jan-19</b>	<b>111,915</b>	<b>96%</b>	<b>116,093</b>	<b>100%</b>	<b>24,186</b>	<b>21%</b>	<b>116,594</b>
QLD - Bundaberg	Sep-17	3,088	93%	3,291	99%	729	22%	3,318
QLD - Ipswich	Jul-17	8,788	94%	9,309	100%	1,885	20%	9,349
QLD - Mackay	Nov-16	3,499	93%	3,752	99%	798	21%	3,776
QLD - Toowoomba	Jan-17	7,057	96%	7,313	100%	1,673	23%	7,339
QLD - Townsville	Apr-16	6,302	92%	6,842	99%	1,458	21%	6,886
QLD - Rockhampton	Nov-17	5,899	91%	6,446	99%	1,229	19%	6,514
QLD - Beenleigh	Jul-18	12,246	98%	12,492	100%	2,328	19%	12,517
QLD - Brisbane	Jul-18	21,026	98%	21,444	100%	4,540	21%	21,527
QLD - Cairns	Jul-18	5,682	98%	5,792	100%	1,350	23%	5,809
QLD - Maryborough	Jul-18	4,495	95%	4,715	100%	1,060	22%	4,732
QLD - Robina	Jul-18	11,823	98%	12,009	99%	2,300	19%	12,074
QLD - Caboolture/Strathpine	Jan-19	12,007	96%	12,531	100%	2,593	21%	12,570
QLD - Maroochydore	Jan-19	9,990	98%	10,144	100%	2,241	22%	10,170
QLD - Other	n/a	13	100%	13	100%	<11	n/a	13
<b>WA</b>	<b>Jul-19</b>	<b>41,973</b>	<b>88%</b>	<b>47,170</b>	<b>98%</b>	<b>12,576</b>	<b>26%</b>	<b>47,936</b>
WA - North East Metro	Jul-14	6,306	86%	7,207	98%	2,106	29%	7,339
WA - Wheat Belt	Jan-17	977	87%	1,106	99%	289	26%	1,122
WA - South Metro	Jul-18	6,226	83%	7,349	98%	1,885	25%	7,501
WA - Central South Metro	Jul-18	5,341	88%	5,929	98%	1,559	26%	6,051
WA - South West	Sep-18	3,536	89%	3,875	98%	939	24%	3,974
WA - Goldfields-Esperance	Oct-18	659	83%	789	99%	181	23%	793
WA - North Metro	Oct-18	5,571	87%	6,324	99%	1,769	28%	6,395
WA - Kimberley-Pilbara	Oct-18	1,303	88%	1,480	100%	319	22%	1,481
WA - South East Metro	Jul-19	5,010	93%	5,336	99%	1,546	29%	5,407
WA - Central North Metro	Jul-19	5,066	92%	5,443	99%	1,520	28%	5,501
WA - Great Southern	Jul-19	996	87%	1,121	98%	237	21%	1,146
WA - Midwest-Gascoyne	Jul-19	975	80%	1,203	99%	225	18%	1,218
WA - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
<b>SA</b>	<b>Jul-13</b>	<b>45,052</b>	<b>94%</b>	<b>47,656</b>	<b>99%</b>	<b>9,661</b>	<b>20%</b>	<b>48,112</b>
SA - Adelaide Hills	Jul-13	1,714	93%	1,807	98%	309	17%	1,842
SA - Barossa, Light and Lower North	Jul-13	2,161	93%	2,314	100%	358	15%	2,323

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
SA - Eastern Adelaide	Jul-13	3,892	93%	4,175	99%	872	21%	4,197
SA - Eyre and Western	Jul-13	1,385	94%	1,451	98%	331	22%	1,476
SA - Far North	Jul-13	480	95%	496	98%	111	22%	504
SA - Fleurieu and Kangaroo Island	Jul-13	1,304	95%	1,359	99%	312	23%	1,375
SA - Limestone Coast	Jul-13	1,479	93%	1,552	98%	316	20%	1,587
SA - Murray and Mallee	Jul-13	1,813	92%	1,940	98%	370	19%	1,978
SA - Northern Adelaide	Jul-13	15,182	93%	16,133	99%	3,130	19%	16,299
SA - Southern Adelaide	Jul-13	9,820	95%	10,312	99%	2,248	22%	10,369
SA - Western Adelaide	Jul-13	3,988	95%	4,183	99%	923	22%	4,213
SA - Yorke and Mid North	Jul-13	1,801	94%	1,900	99%	375	20%	1,914
SA - Other	n/a	33	94%	34	97%	<11	n/a	35
<b>TAS</b>	<b>Jul-13</b>	<b>11,668</b>	<b>93%</b>	<b>12,135</b>	<b>97%</b>	<b>2,632</b>	<b>21%</b>	<b>12,493</b>
TAS - North	Jul-13	3,496	97%	3,549	98%	789	22%	3,605
TAS - North West	Jul-13	2,489	89%	2,716	97%	591	21%	2,799
TAS - South East	Jul-13	2,516	90%	2,672	96%	571	20%	2,792
TAS - South West	Jul-13	3,167	96%	3,197	97%	681	21%	3,296
TAS - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
<b>ACT</b>	<b>Jul-14</b>	<b>8,121</b>	<b>85%</b>	<b>9,438</b>	<b>99%</b>	<b>1,828</b>	<b>19%</b>	<b>9,568</b>
ACT	Jul-14	8,120	85%	9,437	99%	1,827	19%	9,567
ACT - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>Jul-17</b>	<b>4,898</b>	<b>95%</b>	<b>5,160</b>	<b>100%</b>	<b>1,117</b>	<b>22%</b>	<b>5,181</b>
NT - Barkly	Jul-14	144	96%	149	99%	35	23%	150
NT - Central Australia	Jul-17	809	94%	862	100%	262	30%	863
NT - Darwin Remote	Jul-17	432	95%	457	100%	78	17%	457
NT - Darwin Urban	Jan-17	2,860	94%	3,016	100%	579	19%	3,031
NT - East Arnhem	Jan-17	201	97%	208	100%	39	19%	208
NT - Katherine	Jul-17	246	97%	253	100%	79	31%	254
NT - Other	n/a	206	94%	215	99%	45	21%	218
<b>OT</b>	<b>n/a</b>	<b>49</b>	<b>98%</b>	<b>49</b>	<b>98%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>50</b>
Missing	n/a	<11	n/a	<11	n/a	<11	n/a	<11
<b>Total</b>	<b>n/a</b>	<b>500,079</b>	<b>90%</b>	<b>548,371</b>	<b>99%</b>	<b>114,587</b>	<b>21%</b>	<b>554,917</b>

**Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 September 2022** <sup>877 878 879</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
<b>NSW</b>	<b>\$74,000</b>	<b>\$29,900</b>	<b>\$58,000</b>	<b>\$20,200</b>	<b>167,000</b>
NSW - Hunter New England	\$74,500	\$29,100	\$57,700	\$19,000	<b>28,076</b>
NSW - Central Coast	\$66,900	\$25,300	\$52,100	\$18,000	<b>9,487</b>
NSW - Far West	\$77,300	\$40,500	\$49,300	\$15,800	<b>785</b>
NSW - Illawarra Shoalhaven	\$76,500	\$36,400	\$60,300	\$24,100	<b>9,695</b>
NSW - Mid North Coast	\$70,200	\$27,100	\$55,300	\$17,900	<b>6,918</b>
NSW - Murrumbidgee	\$70,000	\$30,600	\$51,800	\$17,700	<b>7,346</b>
NSW - Nepean Blue Mountains	\$71,700	\$25,200	\$55,200	\$17,800	<b>9,809</b>
NSW - North Sydney	\$86,100	\$34,000	\$66,600	\$22,200	<b>11,298</b>
NSW - Northern NSW	\$74,600	\$36,000	\$57,400	\$22,000	<b>7,944</b>
NSW - South Eastern Sydney	\$79,900	\$33,700	\$63,000	\$21,300	<b>11,277</b>
NSW - South Western Sydney	\$69,200	\$26,900	\$61,000	\$22,000	<b>25,868</b>
NSW - Southern NSW	\$65,300	\$31,000	\$46,900	\$18,400	<b>4,612</b>
NSW - Sydney	\$79,100	\$42,600	\$49,800	\$23,900	<b>6,647</b>
NSW - Western NSW	\$79,200	\$33,200	\$56,000	\$17,200	<b>7,086</b>
NSW - Western Sydney	\$73,300	\$25,900	\$60,900	\$21,100	<b>20,102</b>
NSW - Other	\$51,800	\$24,800	\$37,600	\$8,200	<b>25</b>
<b>VIC</b>	<b>\$68,400</b>	<b>\$31,100</b>	<b>\$50,800</b>	<b>\$17,800</b>	<b>148,007</b>
VIC - Barwon	\$70,300	\$33,600	\$51,900	\$19,800	<b>10,277</b>
VIC - Central Highlands	\$65,900	\$27,600	\$48,100	\$15,400	<b>5,820</b>
VIC - Loddon	\$60,800	\$24,900	\$42,000	\$13,000	<b>7,777</b>
VIC - North East Melbourne	\$73,200	\$31,100	\$55,700	\$18,100	<b>14,064</b>
VIC - Inner Gippsland	\$62,900	\$31,300	\$46,200	\$17,000	<b>5,631</b>
VIC - Ovens Murray	\$61,800	\$28,800	\$44,400	\$16,200	<b>3,754</b>
VIC - Western District	\$68,900	\$31,500	\$48,600	\$16,900	<b>4,108</b>
VIC - Inner East Melbourne	\$83,100	\$37,600	\$63,800	\$21,000	<b>10,536</b>
VIC - Outer East Melbourne	\$71,000	\$34,700	\$52,400	\$19,700	<b>10,529</b>
VIC - Hume Moreland	\$61,300	\$27,000	\$47,400	\$17,000	<b>10,397</b>
VIC - Bayside Peninsula	\$76,400	\$40,200	\$56,700	\$21,000	<b>17,919</b>
VIC - Southern Melbourne	\$66,300	\$29,300	\$50,100	\$18,200	<b>13,952</b>
VIC - Brimbank Melton	\$61,500	\$24,600	\$47,400	\$15,900	<b>9,753</b>
VIC - Western Melbourne	\$63,100	\$28,100	\$46,900	\$17,000	<b>14,144</b>
VIC - Goulburn	\$59,400	\$28,500	\$39,600	\$14,300	<b>4,316</b>
VIC - Mallee	\$66,100	\$30,400	\$45,800	\$14,800	<b>2,548</b>
VIC - Outer Gippsland	\$68,900	\$38,300	\$49,000	\$19,500	<b>2,473</b>
VIC - Other	n/a	\$43,500	n/a	n/a	<b>&lt;11</b>
<b>QLD</b>	<b>\$74,400</b>	<b>\$30,700</b>	<b>\$58,600</b>	<b>\$17,900</b>	<b>116,594</b>
QLD - Bundaberg	\$72,300	\$32,800	\$55,800	\$17,200	<b>3,318</b>

<sup>877</sup>Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>878</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>879</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
QLD - Ipswich	\$70,400	\$29,700	\$55,600	\$16,800	9,349
QLD - Mackay	\$66,600	\$25,100	\$49,800	\$13,400	3,776
QLD - Toowoomba	\$78,100	\$32,800	\$59,900	\$18,300	7,339
QLD - Townsville	\$77,200	\$29,300	\$57,400	\$15,400	6,886
QLD - Rockhampton	\$64,300	\$25,700	\$46,000	\$13,100	6,514
QLD - Beenleigh	\$70,800	\$25,000	\$58,200	\$16,400	12,517
QLD - Brisbane	\$77,600	\$36,200	\$62,700	\$20,700	21,527
QLD - Cairns	\$87,300	\$38,700	\$66,000	\$19,500	5,809
QLD - Maryborough	\$75,000	\$35,200	\$58,900	\$20,800	4,732
QLD - Robina	\$72,800	\$29,500	\$59,200	\$18,900	12,074
QLD - Caboolture/Strathpine	\$72,600	\$27,300	\$58,500	\$17,500	12,570
QLD - Maroochydore	\$77,700	\$35,200	\$60,000	\$20,800	10,170
QLD - Other	n/a	n/a	n/a	\$15,900	13
<b>WA</b>	<b>\$75,600</b>	<b>\$35,100</b>	<b>\$54,000</b>	<b>\$19,700</b>	<b>47,936</b>
WA - North East Metro	\$80,600	\$34,600	\$58,600	\$20,900	7,339
WA - Wheat Belt	\$62,000	\$34,800	\$35,500	\$15,300	1,122
WA - South Metro	\$67,600	\$29,300	\$49,700	\$18,200	7,501
WA - Central South Metro	\$73,800	\$34,700	\$52,800	\$19,700	6,051
WA - South West	\$67,100	\$33,400	\$46,100	\$18,100	3,974
WA - Goldfields-Esperance	\$78,000	\$35,300	\$52,800	\$17,500	793
WA - North Metro	\$70,400	\$31,500	\$49,000	\$18,000	6,395
WA - Kimberley-Pilbara	\$79,500	\$41,900	\$47,600	\$17,000	1,481
WA - South East Metro	\$84,700	\$39,500	\$63,400	\$23,200	5,407
WA - Central North Metro	\$90,900	\$44,700	\$67,700	\$24,600	5,501
WA - Great Southern	\$68,000	\$31,400	\$46,900	\$14,600	1,146
WA - Midwest-Gascoyne	\$64,100	\$35,000	\$36,800	\$14,800	1,218
WA - Other	n/a	\$40,800	n/a	n/a	<11
<b>SA</b>	<b>\$69,000</b>	<b>\$27,200</b>	<b>\$54,900</b>	<b>\$15,800</b>	<b>48,112</b>
SA - Adelaide Hills	\$58,100	\$22,900	\$45,800	\$12,800	1,842
SA - Barossa, Light and Lower North	\$52,700	\$22,600	\$38,100	\$12,600	2,323
SA - Eastern Adelaide	\$79,100	\$31,600	\$63,600	\$18,500	4,197
SA - Eyre and Western	\$72,100	\$34,500	\$44,800	\$15,200	1,476
SA - Far North	\$74,900	\$39,200	\$48,000	\$14,300	504
SA - Fleurieu and Kangaroo Island	\$74,300	\$32,300	\$53,700	\$16,300	1,375
SA - Limestone Coast	\$61,000	\$25,500	\$46,700	\$11,700	1,587
SA - Murray and Mallee	\$62,000	\$24,900	\$45,700	\$13,500	1,978
SA - Northern Adelaide	\$67,000	\$24,600	\$56,100	\$15,400	16,299
SA - Southern Adelaide	\$75,300	\$30,700	\$61,100	\$17,500	10,369
SA - Western Adelaide	\$72,000	\$31,200	\$57,500	\$18,300	4,213
SA - Yorke and Mid North	\$59,900	\$28,900	\$42,100	\$15,300	1,914
SA - Other	\$61,500	\$42,500	n/a	\$13,800	35
<b>TAS</b>	<b>\$83,900</b>	<b>\$34,700</b>	<b>\$65,500</b>	<b>\$19,500</b>	<b>12,493</b>
TAS - North	\$82,800	\$37,300	\$62,400	\$20,000	3,605
TAS - North West	\$88,200	\$37,500	\$68,000	\$19,900	2,799

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
TAS - South East	\$70,800	\$26,500	\$56,400	\$16,100	2,792
TAS - South West	\$92,400	\$38,200	\$74,300	\$22,800	3,296
TAS - Other	n/a	\$10,900	n/a	n/a	<11
<b>ACT</b>	<b>\$66,400</b>	<b>\$24,700</b>	<b>\$49,800</b>	<b>\$16,200</b>	<b>9,568</b>
ACT	\$66,400	\$24,700	\$49,800	\$16,200	9,567
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$114,800</b>	<b>\$38,500</b>	<b>\$90,800</b>	<b>\$23,200</b>	<b>5,181</b>
NT - Barkly	\$94,200	\$36,100	\$71,200	\$18,800	150
NT - Central Australia	\$188,000	\$66,500	\$151,400	\$35,600	863
NT - Darwin Remote	\$67,300	\$46,000	\$41,100	\$22,000	457
NT - Darwin Urban	\$100,700	\$26,200	\$83,800	\$21,200	3,031
NT - East Arnhem	\$95,700	\$53,100	\$51,900	\$26,300	208
NT - Katherine	\$166,400	\$65,500	\$129,500	\$34,000	254
NT - Other	\$93,300	\$49,800	\$66,500	\$19,100	218
<b>OT</b>	<b>\$97,000</b>	<b>\$68,900</b>	<b>\$42,200</b>	<b>\$21,600</b>	<b>50</b>
Missing	\$54,800	\$54,800	\$64,800	n/a	<11
<b>Total</b>	<b>\$72,800</b>	<b>\$30,800</b>	<b>\$56,200</b>	<b>\$18,600</b>	<b>554,917</b>



**Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 30 September 2022** <sup>880 881 882</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
<b>NSW</b>	<b>\$55,000</b>	<b>\$26,700</b>	<b>\$40,600</b>	<b>\$18,400</b>	<b>157,188</b>
NSW - Hunter New England	\$52,800	\$25,700	\$37,100	\$17,100	26,266
NSW - Central Coast	\$49,600	\$22,900	\$35,800	\$16,600	8,976
NSW - Far West	\$63,100	\$37,400	\$36,200	\$15,200	757
NSW - Illawarra Shoalhaven	\$57,800	\$33,000	\$43,100	\$21,700	9,113
NSW - Mid North Coast	\$58,200	\$25,600	\$43,800	\$16,800	6,669
NSW - Murrumbidgee	\$52,600	\$27,700	\$36,500	\$16,200	6,956
NSW - Nepean Blue Mountains	\$50,300	\$23,100	\$35,700	\$16,000	9,155
NSW - North Sydney	\$59,200	\$28,300	\$42,600	\$19,100	10,358
NSW - Northern NSW	\$60,900	\$33,600	\$44,900	\$20,300	7,602
NSW - South Eastern Sydney	\$60,900	\$29,900	\$45,700	\$19,500	10,601
NSW - South Western Sydney	\$52,800	\$24,300	\$45,400	\$20,200	24,581
NSW - Southern NSW	\$52,200	\$28,100	\$34,700	\$17,100	4,395
NSW - Sydney	\$64,300	\$39,800	\$39,100	\$22,000	6,308
NSW - Western NSW	\$57,100	\$29,600	\$35,000	\$15,600	6,575
NSW - Western Sydney	\$52,500	\$23,000	\$42,100	\$18,900	18,851
NSW - Other	\$51,800	\$24,800	\$37,600	\$8,200	25
<b>VIC</b>	<b>\$55,600</b>	<b>\$29,100</b>	<b>\$39,300</b>	<b>\$16,600</b>	<b>142,237</b>
VIC - Barwon	\$55,400	\$31,800	\$38,600	\$18,300	9,862
VIC - Central Highlands	\$50,900	\$25,500	\$34,200	\$14,200	5,530
VIC - Loddon	\$49,800	\$23,600	\$32,200	\$12,200	7,526
VIC - North East Melbourne	\$54,800	\$28,200	\$38,900	\$16,500	13,307
VIC - Inner Gippsland	\$53,000	\$30,300	\$37,500	\$16,100	5,468
VIC - Ovens Murray	\$50,400	\$26,700	\$33,500	\$15,200	3,612
VIC - Western District	\$50,500	\$29,000	\$31,200	\$15,300	3,844
VIC - Inner East Melbourne	\$61,700	\$33,500	\$44,100	\$18,400	9,815
VIC - Outer East Melbourne	\$56,500	\$31,800	\$39,300	\$18,100	10,078
VIC - Hume Moreland	\$53,800	\$26,200	\$40,800	\$16,400	10,161
VIC - Bayside Peninsula	\$62,900	\$37,500	\$44,500	\$19,300	17,069
VIC - Southern Melbourne	\$55,700	\$28,000	\$40,900	\$17,300	13,553
VIC - Brimbank Melton	\$52,200	\$24,100	\$38,900	\$15,300	9,517
VIC - Western Melbourne	\$54,500	\$27,100	\$39,800	\$16,100	13,820
VIC - Goulburn	\$53,300	\$27,400	\$34,100	\$13,700	4,217
VIC - Mallee	\$53,700	\$28,600	\$34,700	\$14,100	2,450
VIC - Outer Gippsland	\$61,600	\$36,500	\$42,900	\$18,500	2,399
VIC - Other	n/a	\$43,500	n/a	\$29,000	<11
<b>QLD</b>	<b>\$58,700</b>	<b>\$28,100</b>	<b>\$43,000</b>	<b>\$16,300</b>	<b>111,100</b>
QLD - Bundaberg	\$56,400	\$29,200	\$40,700	\$15,600	3,166
QLD - Ipswich	\$54,300	\$27,100	\$38,000	\$15,400	8,909

<sup>880</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>881</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>882</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2022. Average payments are derived from total payments paid over the 12 months to 30 September 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
QLD - Mackay	\$53,800	\$23,900	\$38,000	\$12,600	3,636
QLD - Toowoomba	\$58,500	\$29,500	\$40,300	\$15,900	6,854
QLD - Townsville	\$58,200	\$26,700	\$39,000	\$14,100	6,516
QLD - Rockhampton	\$51,800	\$24,300	\$33,000	\$12,300	6,277
QLD - Beenleigh	\$54,700	\$23,500	\$42,500	\$15,200	11,984
QLD - Brisbane	\$63,200	\$32,800	\$47,400	\$18,800	20,501
QLD - Cairns	\$68,400	\$35,200	\$48,700	\$17,200	5,505
QLD - Maryborough	\$59,600	\$32,100	\$44,000	\$18,700	4,509
QLD - Robina	\$57,500	\$26,800	\$44,500	\$17,400	11,507
QLD - Caboolture/Strathpine	\$57,200	\$25,100	\$43,500	\$16,100	12,009
QLD - Maroochydore	\$62,600	\$32,200	\$46,500	\$18,900	9,714
QLD - Other	n/a	n/a	n/a	n/a	13
<b>WA</b>	<b>\$60,100</b>	<b>\$32,700</b>	<b>\$40,400</b>	<b>\$18,000</b>	<b>45,552</b>
WA - North East Metro	\$58,300	\$31,000	\$39,900	\$18,300	6,787
WA - Wheat Belt	\$57,400	\$34,100	\$31,400	\$14,900	1,102
WA - South Metro	\$54,400	\$27,600	\$37,700	\$17,000	7,177
WA - Central South Metro	\$60,600	\$32,600	\$41,500	\$18,500	5,799
WA - South West	\$57,200	\$32,000	\$37,600	\$17,200	3,853
WA - Goldfields-Esperance	\$62,600	\$33,900	\$36,100	\$16,600	764
WA - North Metro	\$58,800	\$30,100	\$39,900	\$17,000	6,186
WA - Kimberley-Pilbara	\$67,800	\$41,400	\$36,800	\$16,700	1,454
WA - South East Metro	\$61,900	\$35,600	\$43,100	\$20,700	4,988
WA - Central North Metro	\$71,200	\$40,400	\$49,600	\$21,800	5,131
WA - Great Southern	\$58,400	\$30,400	\$37,600	\$14,000	1,110
WA - Midwest-Gascoyne	\$58,400	\$34,500	\$30,700	\$14,300	1,193
WA - Other	n/a	\$40,800	n/a	\$11,200	<11
<b>SA</b>	<b>\$51,400</b>	<b>\$25,100</b>	<b>\$36,000</b>	<b>\$14,500</b>	<b>45,486</b>
SA - Adelaide Hills	\$45,200	\$22,100	\$32,000	\$12,000	1,776
SA - Barossa, Light and Lower North	\$43,100	\$22,000	\$30,600	\$12,200	2,269
SA - Eastern Adelaide	\$58,600	\$28,000	\$40,800	\$16,400	3,931
SA - Eyre and Western	\$60,800	\$33,500	\$35,400	\$14,700	1,433
SA - Far North	\$58,400	\$36,500	\$29,700	\$13,400	481
SA - Fleurieu and Kangaroo Island	\$61,100	\$30,200	\$42,700	\$15,200	1,323
SA - Limestone Coast	\$45,200	\$23,700	\$28,900	\$10,600	1,504
SA - Murray and Mallee	\$46,400	\$23,900	\$30,800	\$12,400	1,884
SA - Northern Adelaide	\$47,600	\$23,400	\$34,400	\$14,100	15,378
SA - Southern Adelaide	\$53,900	\$27,100	\$38,700	\$15,400	9,610
SA - Western Adelaide	\$58,200	\$28,500	\$41,300	\$17,100	4,017
SA - Yorke and Mid North	\$50,600	\$27,600	\$32,400	\$14,300	1,846
SA - Other	\$56,600	\$42,300	n/a	\$13,700	34
<b>TAS</b>	<b>\$56,500</b>	<b>\$30,500</b>	<b>\$39,000</b>	<b>\$17,000</b>	<b>11,535</b>
TAS - North	\$60,300	\$33,400	\$40,400	\$17,900	3,380
TAS - North West	\$57,300	\$32,200	\$39,800	\$17,300	2,582
TAS - South East	\$49,400	\$23,900	\$34,000	\$14,400	2,631
TAS - South West	\$57,800	\$32,000	\$41,000	\$18,400	2,941

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
TAS - Other	n/a	\$10,900	n/a	\$8,300	<11
<b>ACT</b>	<b>\$47,800</b>	<b>\$22,900</b>	<b>\$33,700</b>	<b>\$14,700</b>	<b>9,033</b>
ACT	\$47,800	\$22,900	\$33,700	\$14,700	9,032
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$70,100</b>	<b>\$33,700</b>	<b>\$47,700</b>	<b>\$20,100</b>	<b>4,717</b>
NT - Barkly	\$57,700	\$34,500	\$37,900	\$15,700	139
NT - Central Australia	\$100,900	\$51,700	\$65,600	\$24,800	732
NT - Darwin Remote	\$66,000	\$46,000	\$38,700	\$21,900	456
NT - Darwin Urban	\$60,800	\$23,900	\$44,700	\$18,600	2,769
NT - East Arnhem	\$88,400	\$51,100	\$48,300	\$25,900	202
NT - Katherine	\$84,700	\$47,200	\$54,400	\$25,900	211
NT - Other	\$70,000	\$46,200	\$46,100	\$17,300	208
<b>OT</b>	<b>\$97,000</b>	<b>\$68,900</b>	<b>\$42,200</b>	<b>\$21,600</b>	<b>50</b>
Missing	\$54,800	\$54,800	\$40,300	\$39,200	<11
<b>Total</b>	<b>\$56,100</b>	<b>\$28,200</b>	<b>\$40,200</b>	<b>\$17,000</b>	<b>526,899</b>

**Table O.4 Participation rates for all participants by service district and age group as at 30 September 2022** <sup>883</sup>

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NSW</b>	<b>3.7%</b>	<b>5.1%</b>	<b>3.3%</b>	<b>2.3%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>2.0%</b>	<b>2.3%</b>
NSW - Hunter New England	5.2%	7.1%	5.1%	3.9%	2.0%	1.9%	2.1%	2.5%	3.4%
NSW - Central Coast	4.0%	7.6%	5.0%	3.6%	2.0%	1.6%	1.7%	2.3%	3.2%
NSW - Far West	4.6%	6.8%	4.3%	3.7%	2.2%	2.4%	1.7%	2.4%	3.3%
NSW - Illawarra Shoalhaven	3.0%	5.4%	3.7%	2.8%	1.8%	1.7%	1.9%	2.2%	2.6%
NSW - Mid North Coast	6.5%	8.3%	4.9%	4.5%	2.5%	2.1%	1.9%	2.3%	3.8%
NSW - Murrumbidgee	4.8%	5.4%	3.7%	3.0%	2.0%	1.5%	1.8%	2.0%	2.9%
NSW - Nepean Blue Mountains	4.4%	6.7%	4.4%	2.9%	1.5%	1.3%	1.6%	1.9%	2.8%
NSW - North Sydney	2.1%	2.7%	1.8%	1.3%	0.8%	0.6%	1.0%	1.4%	1.3%
NSW - Northern NSW	4.3%	6.4%	4.6%	4.5%	2.4%	1.7%	1.8%	2.0%	3.2%
NSW - South Eastern Sydney	2.5%	3.5%	2.2%	1.3%	0.6%	0.7%	1.1%	1.5%	1.4%
NSW - South Western Sydney	3.9%	5.1%	3.0%	2.3%	1.2%	1.0%	1.4%	1.9%	2.3%
NSW - Southern NSW	3.5%	5.1%	3.7%	3.3%	1.8%	1.4%	1.5%	1.9%	2.5%
NSW - Sydney	2.1%	3.5%	2.1%	0.7%	0.4%	0.6%	1.3%	1.9%	1.1%
NSW - Western NSW	4.1%	5.4%	3.7%	3.2%	1.7%	1.7%	2.0%	2.3%	2.9%
NSW - Western Sydney	4.0%	4.2%	2.7%	1.8%	0.9%	0.8%	1.4%	1.9%	2.0%
<b>VIC</b>	<b>4.3%</b>	<b>5.7%</b>	<b>3.5%</b>	<b>1.9%</b>	<b>1.1%</b>	<b>1.2%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.4%</b>
VIC - Barwon	4.8%	7.8%	5.7%	3.8%	2.1%	2.0%	2.3%	2.7%	3.5%
VIC - Central Highlands	4.1%	6.5%	4.6%	3.4%	2.1%	1.7%	2.0%	2.5%	3.1%
VIC - Loddon	5.8%	7.8%	5.4%	3.4%	2.3%	2.0%	2.0%	2.3%	3.6%
VIC - North East Melbourne	3.7%	5.1%	3.4%	1.6%	0.9%	1.1%	1.8%	2.3%	2.1%
VIC - Inner Gippsland	4.5%	7.0%	3.9%	3.3%	2.4%	2.1%	2.3%	2.6%	3.3%
VIC - Ovens Murray	5.2%	7.0%	4.1%	3.5%	2.1%	1.9%	2.2%	2.3%	3.3%
VIC - Western District	4.2%	5.9%	4.1%	3.6%	2.4%	2.2%	2.4%	2.3%	3.2%
VIC - Inner East Melbourne	3.2%	3.8%	2.2%	1.1%	0.8%	0.9%	1.3%	1.8%	1.7%
VIC - Outer East Melbourne	3.8%	6.4%	3.8%	2.3%	1.5%	1.4%	1.8%	2.0%	2.6%
VIC - Hume Moreland	5.3%	6.3%	4.0%	1.8%	0.9%	1.1%	1.7%	2.6%	2.5%
VIC - Bayside Peninsula	3.7%	4.6%	2.8%	1.5%	0.9%	1.2%	1.6%	2.1%	2.0%
VIC - Southern Melbourne	4.4%	4.9%	2.9%	2.0%	1.0%	1.0%	1.6%	1.9%	2.3%
VIC - Brimbank Melton	5.9%	6.8%	3.7%	2.2%	1.1%	1.2%	1.4%	1.8%	2.7%
VIC - Western Melbourne	4.2%	5.7%	3.2%	1.0%	0.7%	0.8%	1.4%	1.8%	1.9%
VIC - Goulburn	4.6%	5.9%	3.6%	2.8%	1.8%	1.6%	1.8%	2.3%	2.9%
VIC - Mallee	5.2%	6.8%	4.2%	3.1%	2.0%	1.8%	2.0%	2.3%	3.2%
VIC - Outer Gippsland	4.0%	6.1%	4.2%	4.0%	2.6%	2.3%	2.7%	2.3%	3.3%
<b>QLD</b>	<b>4.2%</b>	<b>5.6%</b>	<b>3.7%</b>	<b>2.2%</b>	<b>1.3%</b>	<b>1.3%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.5%</b>
QLD - Bundaberg	6.8%	7.9%	6.2%	5.6%	2.9%	2.4%	2.5%	2.9%	4.2%
QLD - Ipswich	3.9%	6.6%	4.5%	2.7%	1.5%	1.5%	1.8%	2.5%	3.0%
QLD - Mackay	4.7%	5.1%	3.5%	2.4%	1.2%	0.9%	1.2%	1.8%	2.3%
QLD - Toowoomba	4.3%	5.3%	4.4%	3.1%	1.7%	1.8%	2.2%	2.7%	3.0%
QLD - Townsville	5.6%	5.6%	3.5%	2.2%	1.4%	1.3%	2.0%	2.3%	2.8%
QLD - Rockhampton	5.2%	7.0%	4.2%	2.9%	1.4%	1.3%	1.5%	2.0%	3.0%
QLD - Beenleigh	4.7%	6.3%	3.7%	2.3%	1.4%	1.3%	1.5%	1.9%	2.7%
QLD - Brisbane	3.2%	4.0%	2.7%	1.3%	0.8%	1.0%	1.4%	2.1%	1.8%
QLD - Cairns	2.9%	4.1%	3.0%	2.4%	1.4%	1.4%	1.6%	1.9%	2.2%
QLD - Maryborough	5.4%	7.4%	5.3%	4.7%	3.0%	2.4%	2.8%	2.8%	3.9%
QLD - Robina	3.9%	5.2%	3.4%	1.8%	1.0%	1.0%	1.3%	1.7%	2.1%
QLD - Caboolture/Strathpine	4.8%	6.8%	4.2%	2.7%	1.6%	1.4%	1.6%	2.1%	3.0%
QLD - Maroochydore	4.1%	6.2%	3.8%	2.5%	1.8%	1.5%	1.5%	1.9%	2.7%
<b>WA</b>	<b>2.3%</b>	<b>4.2%</b>	<b>3.4%</b>	<b>2.3%</b>	<b>1.3%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>2.0%</b>
WA - North East Metro	2.7%	4.8%	4.3%	2.6%	1.6%	1.2%	1.7%	2.2%	2.4%
WA - Wheat Belt	1.6%	3.7%	3.3%	2.8%	1.5%	1.0%	1.0%	1.3%	1.8%
WA - South Metro	2.4%	4.9%	4.0%	2.6%	1.3%	1.1%	1.4%	1.9%	2.2%

<sup>883</sup> Participation rate refers to the proportion of general population that are NDIS participants.

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
WA - Central South Metro	2.1%	4.2%	3.6%	2.2%	1.3%	1.0%	1.3%	1.6%	1.9%
WA - South West	2.3%	4.5%	3.6%	3.2%	2.2%	1.3%	1.6%	2.0%	2.4%
WA - Goldfields-Esperance	1.9%	3.8%	2.7%	2.2%	1.0%	0.9%	0.8%	1.0%	1.6%
WA - North Metro	2.4%	4.2%	3.3%	2.3%	1.3%	0.9%	0.9%	1.3%	1.9%
WA - Kimberley-Pilbara	1.8%	3.4%	3.0%	2.9%	0.8%	0.8%	1.0%	1.1%	1.5%
WA - South East Metro	2.5%	4.2%	3.3%	1.7%	1.1%	1.1%	1.6%	2.1%	2.0%
WA - Central North Metro	1.8%	3.0%	2.2%	1.5%	0.9%	1.0%	1.5%	2.0%	1.6%
WA - Great Southern	2.0%	4.2%	3.4%	3.2%	2.2%	1.3%	1.3%	1.8%	2.2%
WA - Midwest-Gascoyne	3.7%	5.1%	2.9%	2.9%	1.6%	1.0%	1.1%	1.4%	2.3%
<b>SA</b>	<b>4.8%</b>	<b>8.0%</b>	<b>5.7%</b>	<b>3.0%</b>	<b>1.6%</b>	<b>1.6%</b>	<b>1.9%</b>	<b>2.4%</b>	<b>3.2%</b>
SA - Adelaide Hills	4.3%	7.3%	4.9%	2.9%	1.6%	1.2%	0.9%	1.3%	2.8%
SA - Barossa, Light and Lower North	6.6%	9.1%	7.2%	3.4%	1.9%	1.3%	1.5%	1.9%	3.6%
SA - Eastern Adelaide	2.9%	5.2%	3.4%	1.6%	1.1%	1.2%	1.7%	2.1%	2.1%
SA - Eyre and Western	4.2%	7.1%	4.7%	3.2%	2.0%	1.7%	1.5%	2.1%	3.1%
SA - Far North	2.0%	4.6%	4.8%	2.2%	1.4%	1.6%	2.5%	1.9%	2.4%
SA - Fleurieu and Kangaroo Island	4.7%	7.9%	6.6%	4.7%	2.4%	1.8%	2.1%	2.1%	3.6%
SA - Limestone Coast	3.3%	5.6%	4.8%	3.4%	2.0%	1.6%	1.7%	2.1%	2.8%
SA - Murray and Mallee	5.6%	7.8%	5.5%	3.4%	1.6%	1.7%	2.1%	2.2%	3.3%
SA - Northern Adelaide	6.3%	10.3%	6.9%	3.5%	1.6%	1.7%	2.2%	2.8%	3.9%
SA - Southern Adelaide	4.2%	7.8%	6.3%	3.3%	1.6%	1.6%	2.1%	2.5%	3.2%
SA - Western Adelaide	4.3%	7.3%	4.7%	2.2%	1.2%	1.3%	1.9%	2.7%	2.7%
SA - Yorke and Mid North	4.2%	7.4%	5.3%	4.0%	2.3%	1.7%	1.9%	1.8%	3.2%
<b>TAS</b>	<b>4.0%</b>	<b>5.4%</b>	<b>4.2%</b>	<b>3.6%</b>	<b>2.0%</b>	<b>1.6%</b>	<b>1.8%</b>	<b>2.0%</b>	<b>2.8%</b>
TAS - North	4.7%	5.7%	4.2%	3.7%	2.4%	1.5%	1.9%	2.0%	3.0%
TAS - North West	3.4%	5.7%	4.7%	4.8%	2.5%	1.7%	1.9%	2.2%	3.0%
TAS - South East	4.6%	6.1%	4.2%	3.9%	1.7%	1.4%	1.6%	1.8%	2.8%
TAS - South West	3.2%	4.4%	3.8%	2.7%	1.7%	1.6%	1.9%	2.0%	2.4%
<b>ACT</b>	<b>3.0%</b>	<b>5.4%</b>	<b>4.2%</b>	<b>2.3%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.2%</b>	<b>2.3%</b>
ACT	3.0%	5.4%	4.2%	2.3%	1.2%	1.2%	1.6%	2.2%	2.3%
<b>NT</b>	<b>3.6%</b>	<b>4.6%</b>	<b>2.8%</b>	<b>1.8%</b>	<b>0.9%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.0%</b>	<b>2.2%</b>
NT - Barkly	1.2%	1.9%	4.1%	1.4%	0.9%	1.5%	2.7%	4.6%	2.0%
NT - Central Australia	2.1%	4.6%	2.9%	1.7%	1.3%	1.9%	2.1%	3.1%	2.4%
NT - Darwin Remote	1.9%	1.7%	1.5%	1.2%	1.6%	2.4%	2.7%	2.3%	1.9%
NT - Darwin Urban	4.7%	5.6%	3.4%	1.9%	0.7%	0.9%	1.3%	1.5%	2.1%
NT - East Arnhem	1.1%	2.0%	0.9%	2.7%	1.4%	2.5%	2.8%	3.3%	2.0%
NT - Katherine	3.1%	5.6%	1.8%	2.3%	0.7%	2.0%	2.6%	2.7%	2.4%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>3.9%</b>	<b>5.5%</b>	<b>3.6%</b>	<b>2.2%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.0%</b>	<b>2.4%</b>

**Table O.5 Participation rates for male participants by service district and age group as at 30 September 2022** <sup>884</sup>

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NSW</b>	<b>5.1%</b>	<b>6.9%</b>	<b>4.3%</b>	<b>2.8%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.9%</b>
NSW - Hunter New England	6.9%	9.7%	6.9%	4.9%	2.4%	2.0%	2.2%	2.6%	4.3%
NSW - Central Coast	5.4%	10.1%	6.2%	4.5%	2.3%	1.7%	1.9%	2.3%	4.0%
NSW - Far West	5.9%	10.0%	6.4%	4.4%	2.9%	2.9%	2.0%	2.9%	4.3%
NSW - Illawarra Shoalhaven	4.1%	7.2%	4.9%	3.4%	2.1%	1.9%	2.1%	2.2%	3.2%
NSW - Mid North Coast	8.6%	10.8%	6.3%	5.4%	3.1%	2.5%	2.2%	2.6%	4.8%
NSW - Murrumbidgee	6.4%	7.3%	4.8%	3.5%	2.4%	1.6%	1.9%	2.1%	3.5%
NSW - Nepean Blue Mountains	6.2%	9.1%	5.8%	3.6%	1.8%	1.4%	1.8%	2.0%	3.6%
NSW - North Sydney	2.9%	3.7%	2.2%	1.7%	1.0%	0.7%	1.1%	1.5%	1.7%
NSW - Northern NSW	6.1%	8.6%	5.9%	5.4%	3.0%	2.0%	2.1%	2.2%	4.0%
NSW - South Eastern Sydney	3.6%	4.5%	2.8%	1.6%	0.8%	0.8%	1.2%	1.6%	1.8%
NSW - South Western Sydney	5.4%	7.1%	4.0%	2.8%	1.5%	1.2%	1.5%	2.0%	3.0%
NSW - Southern NSW	4.9%	6.7%	4.6%	4.1%	2.2%	1.5%	1.5%	1.8%	3.1%
NSW - Sydney	2.9%	4.8%	2.6%	0.8%	0.4%	0.7%	1.5%	2.2%	1.3%
NSW - Western NSW	5.3%	7.4%	4.5%	4.0%	1.9%	2.0%	2.2%	2.6%	3.6%
NSW - Western Sydney	5.4%	5.8%	3.5%	2.3%	1.1%	0.9%	1.5%	2.1%	2.5%
<b>VIC</b>	<b>5.7%</b>	<b>7.5%</b>	<b>4.4%</b>	<b>2.3%</b>	<b>1.3%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>2.9%</b>
VIC - Barwon	6.3%	10.0%	7.3%	4.7%	2.5%	2.1%	2.3%	2.6%	4.3%
VIC - Central Highlands	5.4%	8.7%	5.5%	3.9%	2.4%	1.8%	2.0%	2.5%	3.8%
VIC - Loddon	7.5%	10.1%	6.4%	4.0%	2.7%	2.1%	2.0%	2.4%	4.4%
VIC - North East Melbourne	5.0%	6.7%	4.2%	1.9%	1.0%	1.2%	2.0%	2.5%	2.6%
VIC - Inner Gippsland	6.2%	9.0%	5.0%	3.8%	2.7%	2.1%	2.2%	2.4%	4.0%
VIC - Ovens Murray	6.7%	9.0%	5.7%	4.3%	2.3%	2.3%	2.3%	2.5%	4.1%
VIC - Western District	5.6%	7.7%	5.2%	4.2%	2.6%	2.3%	2.5%	2.4%	3.8%
VIC - Inner East Melbourne	4.3%	4.9%	2.7%	1.3%	0.9%	1.0%	1.4%	1.8%	2.0%
VIC - Outer East Melbourne	5.0%	7.9%	4.7%	2.8%	1.6%	1.4%	1.7%	1.9%	3.1%
VIC - Hume Moreland	6.9%	8.3%	4.9%	2.2%	1.0%	1.0%	1.7%	2.5%	3.0%
VIC - Bayside Peninsula	5.0%	6.1%	3.3%	1.8%	1.1%	1.2%	1.6%	2.1%	2.4%
VIC - Southern Melbourne	5.9%	6.6%	3.4%	2.3%	1.1%	1.0%	1.4%	1.9%	2.8%
VIC - Brimbank Melton	7.8%	9.4%	4.8%	2.5%	1.3%	1.3%	1.5%	1.9%	3.4%
VIC - Western Melbourne	5.6%	7.8%	4.2%	1.3%	0.8%	0.8%	1.4%	1.8%	2.3%
VIC - Goulburn	5.7%	7.9%	4.7%	3.5%	2.1%	1.7%	1.8%	2.3%	3.5%
VIC - Mallee	7.1%	8.6%	5.5%	3.8%	2.2%	1.8%	1.9%	2.2%	3.8%
VIC - Outer Gippsland	5.3%	8.4%	5.4%	4.6%	2.6%	2.2%	2.4%	2.2%	3.8%
<b>QLD</b>	<b>5.5%</b>	<b>7.4%</b>	<b>4.5%</b>	<b>2.7%</b>	<b>1.5%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.1%</b>
QLD - Bundaberg	9.2%	10.3%	7.6%	6.4%	3.2%	2.8%	2.5%	3.1%	5.2%
QLD - Ipswich	5.2%	8.7%	5.4%	3.5%	1.9%	1.6%	1.8%	2.8%	3.7%
QLD - Mackay	6.4%	6.9%	4.4%	2.8%	1.4%	1.0%	1.3%	1.8%	2.9%
QLD - Toowoomba	5.8%	6.9%	5.5%	3.4%	1.9%	2.1%	2.5%	2.9%	3.7%
QLD - Townsville	7.3%	7.7%	4.4%	2.6%	1.6%	1.6%	2.2%	2.4%	3.5%
QLD - Rockhampton	7.2%	9.3%	5.1%	3.8%	1.8%	1.4%	1.5%	2.1%	3.8%
QLD - Beenleigh	6.1%	8.3%	4.8%	2.8%	1.6%	1.4%	1.5%	1.9%	3.4%
QLD - Brisbane	4.3%	5.4%	3.3%	1.7%	0.9%	1.2%	1.5%	2.2%	2.2%
QLD - Cairns	4.0%	5.6%	3.6%	2.8%	1.7%	1.6%	1.9%	2.1%	2.8%
QLD - Maryborough	7.1%	9.6%	6.1%	5.9%	3.7%	2.7%	3.1%	3.1%	4.9%
QLD - Robina	5.2%	7.0%	4.1%	2.3%	1.2%	1.0%	1.4%	1.8%	2.7%
QLD - Caboolture/Strathpine	6.3%	9.0%	5.2%	3.2%	1.9%	1.4%	1.6%	2.1%	3.6%
QLD - Maroochydore	5.5%	8.0%	4.8%	3.0%	2.0%	1.6%	1.5%	2.0%	3.3%
<b>WA</b>	<b>3.1%</b>	<b>5.7%</b>	<b>4.4%</b>	<b>2.9%</b>	<b>1.5%</b>	<b>1.1%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.5%</b>
WA - North East Metro	3.7%	6.6%	5.8%	3.5%	2.0%	1.3%	1.7%	2.4%	3.0%
WA - Wheat Belt	2.0%	4.9%	4.2%	2.9%	1.9%	1.1%	1.1%	1.3%	2.1%
WA - South Metro	3.1%	6.7%	5.1%	3.4%	1.6%	1.1%	1.3%	1.8%	2.8%

<sup>884</sup> Ibid.

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
WA - Central South Metro	2.9%	5.6%	4.4%	2.7%	1.5%	1.0%	1.3%	1.8%	2.3%
WA - South West	3.0%	6.1%	4.8%	4.0%	2.8%	1.4%	1.5%	2.0%	3.0%
WA - Goldfields-Esperance	2.8%	5.1%	3.2%	2.8%	1.1%	1.0%	0.8%	1.1%	2.0%
WA - North Metro	3.2%	5.7%	4.2%	2.7%	1.6%	0.9%	0.9%	1.2%	2.3%
WA - Kimberley-Pilbara	2.4%	4.9%	3.7%	4.3%	0.9%	0.7%	1.0%	1.0%	1.8%
WA - South East Metro	3.6%	5.8%	4.2%	2.3%	1.3%	1.3%	1.8%	2.3%	2.5%
WA - Central North Metro	2.4%	4.0%	3.0%	1.9%	1.1%	1.2%	1.6%	2.1%	1.9%
WA - Great Southern	2.8%	5.4%	4.8%	3.4%	2.3%	1.3%	1.2%	1.8%	2.6%
WA - Midwest-Gascoyne	5.1%	7.3%	3.5%	3.9%	1.9%	1.0%	1.0%	1.5%	2.9%
<b>SA</b>	<b>6.5%</b>	<b>10.8%</b>	<b>7.2%</b>	<b>3.7%</b>	<b>1.8%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.5%</b>	<b>4.0%</b>
SA - Adelaide Hills	6.2%	9.1%	6.4%	3.2%	1.6%	1.3%	0.8%	1.4%	3.4%
SA - Barossa, Light and Lower North	8.8%	12.1%	9.8%	4.1%	2.3%	1.4%	1.5%	1.8%	4.7%
SA - Eastern Adelaide	4.0%	7.1%	4.2%	2.0%	1.3%	1.4%	1.9%	2.3%	2.7%
SA - Eyre and Western	5.3%	10.6%	5.5%	3.6%	2.2%	1.7%	1.6%	2.1%	3.8%
SA - Far North	3.0%	6.1%	5.9%	3.7%	1.6%	2.1%	2.6%	2.0%	3.0%
SA - Fleurieu and Kangaroo Island	6.1%	10.2%	8.5%	5.8%	2.9%	1.9%	2.3%	2.5%	4.5%
SA - Limestone Coast	4.6%	7.6%	5.9%	4.3%	2.4%	2.0%	1.9%	2.3%	3.6%
SA - Murray and Mallee	7.7%	11.0%	6.8%	4.0%	1.8%	2.0%	2.1%	2.1%	4.1%
SA - Northern Adelaide	8.4%	13.8%	8.7%	4.4%	1.8%	1.8%	2.2%	3.0%	4.9%
SA - Southern Adelaide	5.5%	10.4%	8.0%	4.1%	1.9%	1.8%	2.3%	2.6%	4.0%
SA - Western Adelaide	5.8%	10.5%	5.7%	2.7%	1.5%	1.5%	2.2%	2.8%	3.4%
SA - Yorke and Mid North	5.7%	9.9%	6.7%	4.6%	2.6%	1.9%	2.2%	1.9%	4.0%
<b>TAS</b>	<b>5.2%</b>	<b>6.9%</b>	<b>5.2%</b>	<b>4.3%</b>	<b>2.4%</b>	<b>1.7%</b>	<b>1.9%</b>	<b>2.1%</b>	<b>3.4%</b>
TAS - North	6.4%	7.2%	5.4%	4.3%	2.8%	1.5%	1.9%	2.0%	3.6%
TAS - North West	4.5%	7.4%	5.9%	5.8%	2.9%	1.8%	2.0%	2.4%	3.7%
TAS - South East	5.9%	7.6%	5.2%	4.8%	2.1%	1.7%	1.5%	1.9%	3.5%
TAS - South West	4.1%	5.5%	4.5%	3.1%	2.1%	1.7%	2.0%	2.1%	2.9%
<b>ACT</b>	<b>4.1%</b>	<b>7.2%</b>	<b>5.2%</b>	<b>2.9%</b>	<b>1.3%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.2%</b>	<b>2.8%</b>
ACT	4.1%	7.2%	5.2%	2.9%	1.3%	1.2%	1.6%	2.2%	2.8%
<b>NT</b>	<b>4.9%</b>	<b>6.4%</b>	<b>3.8%</b>	<b>2.4%</b>	<b>1.2%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>2.8%</b>
NT - Barkly	1.6%	2.6%	5.0%	1.3%	0.6%	1.0%	2.8%	7.0%	2.3%
NT - Central Australia	2.9%	6.8%	4.2%	2.3%	1.7%	2.0%	2.4%	3.4%	3.1%
NT - Darwin Remote	2.7%	2.5%	2.2%	1.9%	2.4%	3.5%	3.5%	3.1%	2.7%
NT - Darwin Urban	6.5%	7.7%	4.4%	2.4%	0.9%	1.0%	1.4%	1.7%	2.7%
NT - East Arnhem	1.3%	2.7%	1.3%	3.9%	2.0%	3.9%	3.8%	3.5%	2.7%
NT - Katherine	4.6%	7.9%	2.7%	2.9%	0.9%	1.5%	2.3%	2.4%	2.9%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>5.2%</b>	<b>7.3%</b>	<b>4.6%</b>	<b>2.7%</b>	<b>1.4%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>3.0%</b>

**Table O.6 Participation rates for female participants by service district and age group as at 30 September 2022** <sup>885</sup>

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NSW</b>	<b>2.2%</b>	<b>3.0%</b>	<b>2.2%</b>	<b>1.6%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>1.6%</b>
NSW - Hunter New England	3.3%	4.2%	3.2%	2.7%	1.7%	1.7%	1.8%	2.3%	2.5%
NSW - Central Coast	2.4%	4.6%	3.5%	2.5%	1.7%	1.4%	1.6%	2.2%	2.3%
NSW - Far West	3.1%	3.6%	2.2%	2.7%	1.5%	1.9%	1.5%	1.9%	2.2%
NSW - Illawarra Shoalhaven	1.7%	3.3%	2.5%	2.0%	1.5%	1.4%	1.7%	2.1%	2.0%
NSW - Mid North Coast	4.3%	5.4%	3.3%	3.2%	1.8%	1.6%	1.6%	2.1%	2.7%
NSW - Murrumbidgee	3.1%	3.3%	2.5%	2.4%	1.5%	1.4%	1.6%	2.0%	2.1%
NSW - Nepean Blue Mountains	2.4%	4.0%	2.8%	2.1%	1.1%	1.1%	1.4%	1.6%	1.9%
NSW - North Sydney	1.2%	1.6%	1.2%	1.0%	0.6%	0.5%	0.9%	1.3%	1.0%
NSW - Northern NSW	2.4%	3.9%	3.0%	3.4%	1.9%	1.5%	1.6%	1.8%	2.2%
NSW - South Eastern Sydney	1.4%	2.0%	1.5%	0.8%	0.5%	0.7%	1.0%	1.4%	1.0%
NSW - South Western Sydney	2.3%	2.9%	1.9%	1.6%	0.9%	0.9%	1.3%	1.8%	1.6%
NSW - Southern NSW	2.1%	3.3%	2.6%	2.3%	1.4%	1.3%	1.4%	1.8%	1.9%
NSW - Sydney	1.2%	1.9%	1.5%	0.4%	0.3%	0.5%	1.0%	1.5%	0.8%
NSW - Western NSW	2.7%	3.1%	2.8%	2.3%	1.4%	1.4%	1.7%	2.1%	2.1%
NSW - Western Sydney	2.4%	2.4%	1.7%	1.3%	0.7%	0.8%	1.2%	1.7%	1.4%
<b>VIC</b>	<b>2.7%</b>	<b>3.5%</b>	<b>2.4%</b>	<b>1.4%</b>	<b>1.0%</b>	<b>1.2%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>1.8%</b>
VIC - Barwon	3.0%	5.2%	3.8%	2.9%	1.6%	1.8%	2.2%	2.7%	2.7%
VIC - Central Highlands	2.6%	4.0%	3.3%	2.8%	1.7%	1.6%	2.0%	2.5%	2.4%
VIC - Loddon	3.7%	5.1%	4.0%	2.6%	1.9%	2.0%	2.0%	2.2%	2.7%
VIC - North East Melbourne	2.1%	3.1%	2.4%	1.2%	0.7%	1.0%	1.6%	2.2%	1.6%
VIC - Inner Gippsland	2.8%	4.6%	2.6%	2.7%	2.1%	2.0%	2.4%	2.7%	2.7%
VIC - Ovens Murray	3.6%	4.5%	2.5%	2.4%	1.8%	1.6%	2.0%	2.1%	2.5%
VIC - Western District	2.7%	3.8%	2.8%	2.9%	2.0%	2.1%	2.2%	2.2%	2.5%
VIC - Inner East Melbourne	2.0%	2.2%	1.5%	0.8%	0.7%	0.9%	1.2%	1.7%	1.3%
VIC - Outer East Melbourne	2.4%	4.2%	2.7%	1.7%	1.3%	1.4%	1.8%	2.1%	2.1%
VIC - Hume Moreland	3.3%	4.1%	3.0%	1.4%	0.8%	1.0%	1.7%	2.6%	2.0%
VIC - Bayside Peninsula	2.3%	3.0%	2.1%	1.1%	0.8%	1.1%	1.6%	2.0%	1.6%
VIC - Southern Melbourne	2.7%	2.9%	2.2%	1.5%	0.8%	1.0%	1.7%	1.9%	1.7%
VIC - Brimbank Melton	3.6%	4.0%	2.5%	1.7%	0.9%	1.1%	1.3%	1.8%	2.0%
VIC - Western Melbourne	2.5%	3.3%	2.0%	0.7%	0.6%	0.7%	1.4%	1.7%	1.3%
VIC - Goulburn	3.1%	3.6%	2.2%	1.9%	1.5%	1.5%	1.8%	2.4%	2.2%
VIC - Mallee	3.1%	4.7%	2.8%	2.3%	1.8%	1.8%	2.0%	2.3%	2.5%
VIC - Outer Gippsland	2.7%	3.6%	3.0%	3.3%	2.5%	2.4%	2.9%	2.4%	2.8%
<b>QLD</b>	<b>2.7%</b>	<b>3.6%</b>	<b>2.6%</b>	<b>1.6%</b>	<b>1.1%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>2.0%</b>	<b>1.9%</b>
QLD - Bundaberg	4.0%	5.1%	4.6%	4.5%	2.5%	2.0%	2.4%	2.8%	3.2%
QLD - Ipswich	2.6%	4.0%	3.3%	1.9%	1.2%	1.3%	1.7%	2.2%	2.2%
QLD - Mackay	2.9%	3.1%	2.4%	1.8%	0.9%	0.8%	1.1%	1.8%	1.7%
QLD - Toowoomba	2.9%	3.6%	3.1%	2.6%	1.4%	1.6%	2.0%	2.4%	2.3%
QLD - Townsville	3.7%	3.2%	2.4%	1.6%	1.2%	1.1%	1.8%	2.1%	2.0%
QLD - Rockhampton	3.2%	4.5%	3.2%	2.0%	1.0%	1.2%	1.5%	1.9%	2.2%
QLD - Beenleigh	3.1%	4.0%	2.5%	1.7%	1.2%	1.2%	1.5%	1.8%	2.0%
QLD - Brisbane	2.0%	2.6%	1.9%	1.0%	0.7%	0.9%	1.4%	1.9%	1.4%
QLD - Cairns	1.6%	2.4%	2.2%	1.8%	1.1%	1.1%	1.3%	1.7%	1.6%
QLD - Maryborough	3.7%	4.8%	4.3%	3.3%	2.2%	2.1%	2.5%	2.5%	3.0%
QLD - Robina	2.5%	3.4%	2.4%	1.4%	0.8%	0.9%	1.2%	1.5%	1.6%
QLD - Caboolture/Strathpine	3.2%	4.4%	3.0%	2.1%	1.3%	1.4%	1.5%	2.2%	2.3%
QLD - Maroochydore	2.6%	4.2%	2.7%	1.9%	1.6%	1.5%	1.4%	1.9%	2.1%
<b>WA</b>	<b>1.4%</b>	<b>2.6%</b>	<b>2.3%</b>	<b>1.6%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>1.5%</b>
WA - North East Metro	1.6%	2.9%	2.5%	1.6%	1.1%	1.1%	1.6%	2.1%	1.7%
WA - Wheat Belt	1.2%	2.5%	2.3%	2.5%	1.1%	0.9%	0.7%	1.3%	1.4%
WA - South Metro	1.7%	2.9%	2.8%	1.7%	1.1%	1.0%	1.4%	1.9%	1.7%

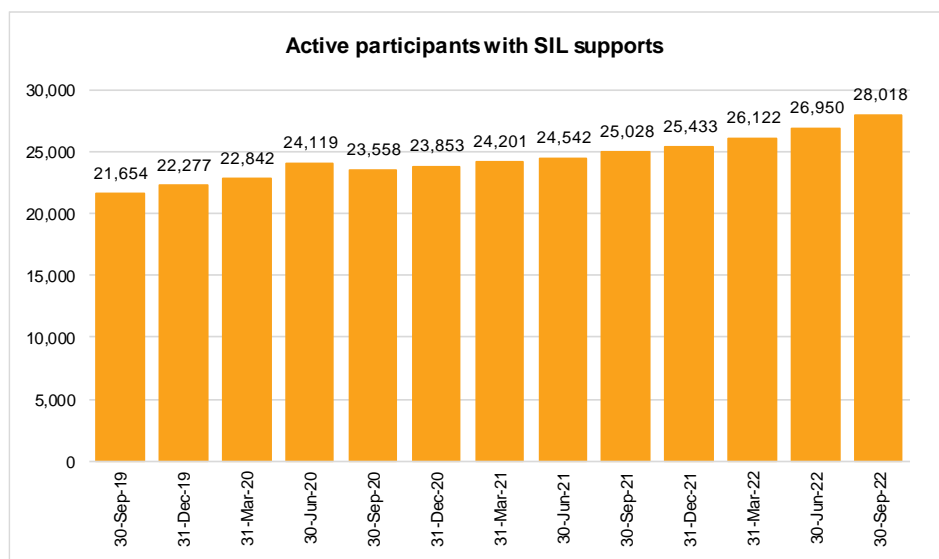
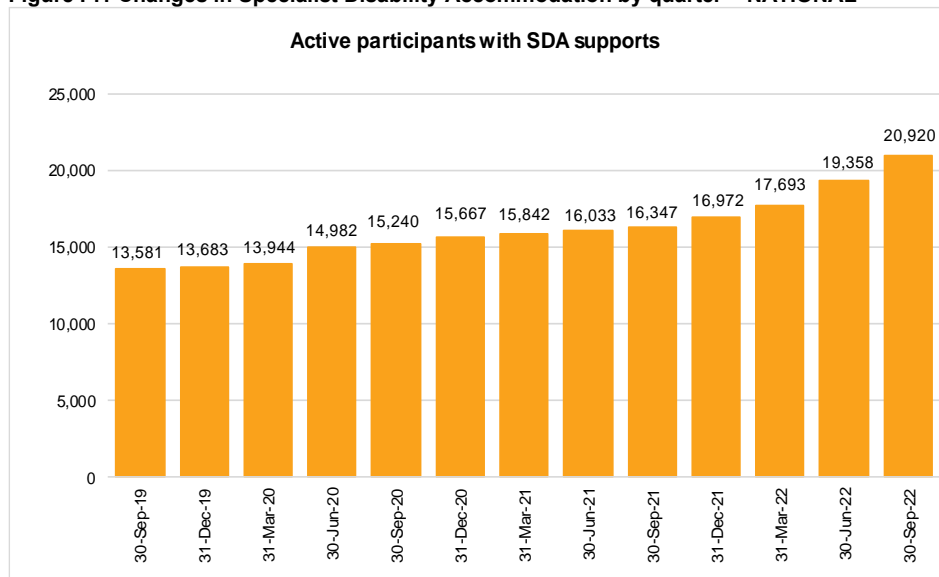
<sup>885</sup> Ibid.



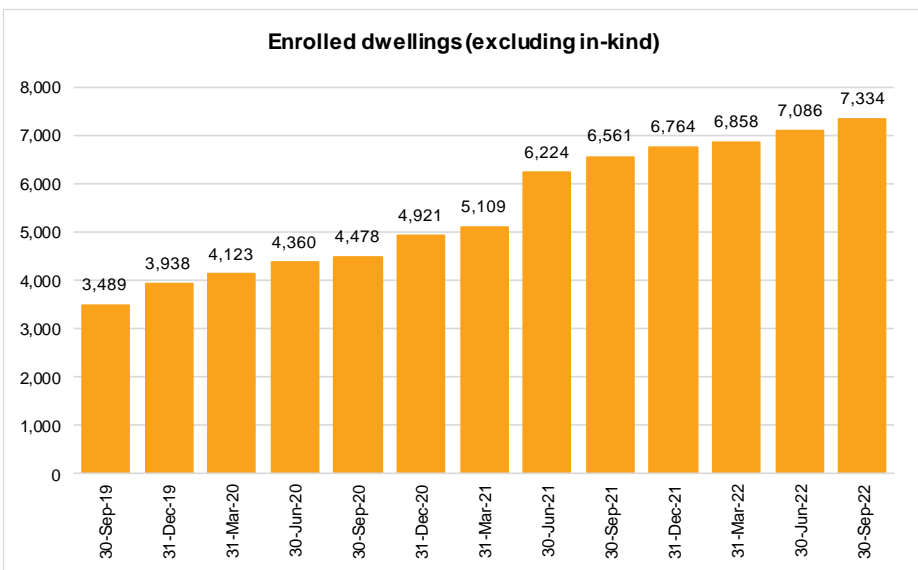
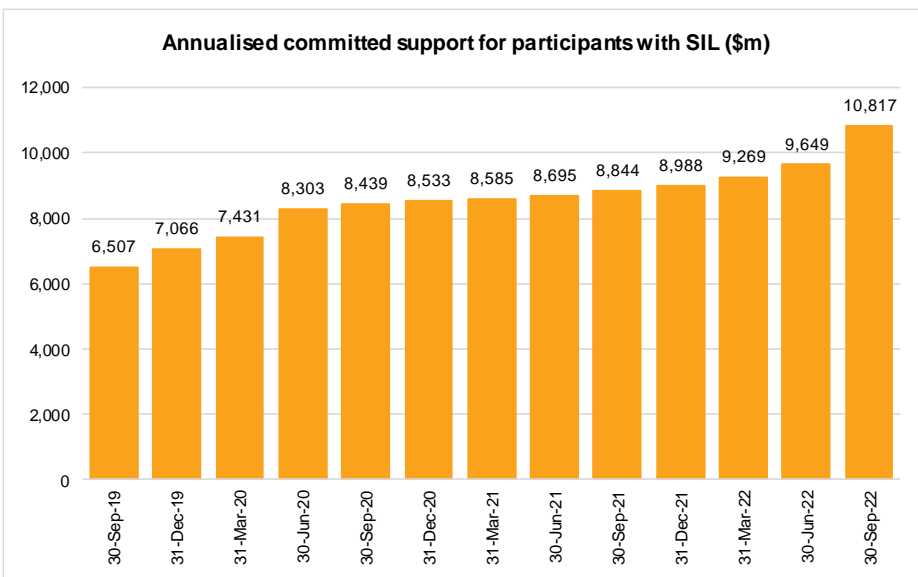
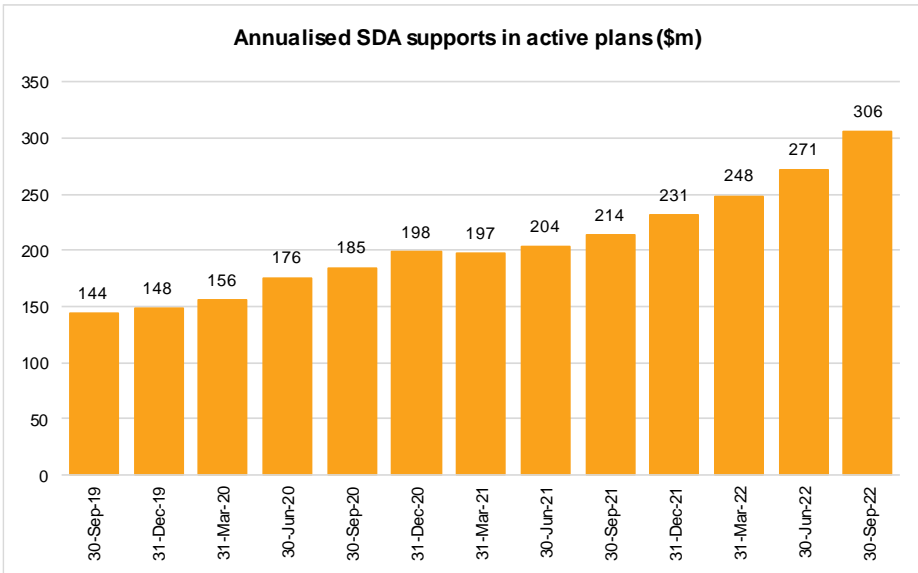
Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
WA - Central South Metro	1.2%	2.8%	2.6%	1.6%	1.0%	0.9%	1.2%	1.5%	1.5%
WA - South West	1.5%	2.8%	2.3%	2.3%	1.7%	1.3%	1.6%	1.9%	1.9%
WA - Goldfields-Esperance	1.0%	2.4%	2.2%	1.5%	0.9%	0.8%	0.9%	1.0%	1.2%
WA - North Metro	1.5%	2.6%	2.3%	1.7%	1.0%	0.9%	0.9%	1.3%	1.4%
WA - Kimberley-Pilbara	1.1%	2.0%	2.2%	1.5%	0.6%	0.9%	1.1%	1.3%	1.2%
WA - South East Metro	1.4%	2.4%	2.1%	1.1%	0.9%	1.0%	1.5%	1.8%	1.4%
WA - Central North Metro	1.1%	1.8%	1.4%	1.1%	0.7%	0.8%	1.3%	1.9%	1.2%
WA - Great Southern	1.1%	2.9%	1.8%	2.8%	2.1%	1.4%	1.3%	1.7%	1.8%
WA - Midwest-Gascoyne	2.2%	2.8%	2.2%	1.8%	1.2%	1.0%	1.3%	1.3%	1.6%
<b>SA</b>	<b>3.0%</b>	<b>4.9%</b>	<b>3.9%</b>	<b>2.1%</b>	<b>1.2%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.3%</b>
SA - Adelaide Hills	2.3%	5.2%	3.3%	2.4%	1.5%	1.0%	0.9%	1.3%	2.1%
SA - Barossa, Light and Lower North	4.2%	5.8%	4.0%	2.5%	1.5%	1.0%	1.3%	1.7%	2.5%
SA - Eastern Adelaide	1.7%	2.9%	2.4%	1.2%	0.8%	0.9%	1.4%	1.9%	1.5%
SA - Eyre and Western	2.9%	3.3%	3.4%	2.7%	1.7%	1.7%	1.4%	2.1%	2.3%
SA - Far North	1.2%	3.1%	3.0%	0.6%	1.1%	1.1%	2.4%	1.8%	1.7%
SA - Fleurieu and Kangaroo Island	3.1%	5.5%	4.4%	3.5%	1.9%	1.6%	2.0%	1.6%	2.6%
SA - Limestone Coast	1.9%	3.2%	3.4%	2.4%	1.5%	1.2%	1.5%	1.8%	2.0%
SA - Murray and Mallee	3.4%	4.4%	3.9%	2.6%	1.3%	1.2%	1.9%	2.1%	2.4%
SA - Northern Adelaide	3.9%	6.3%	4.8%	2.3%	1.3%	1.5%	2.0%	2.4%	2.7%
SA - Southern Adelaide	2.8%	4.9%	4.2%	2.4%	1.3%	1.5%	1.9%	2.4%	2.4%
SA - Western Adelaide	2.6%	3.9%	3.5%	1.5%	0.9%	1.1%	1.6%	2.5%	1.9%
SA - Yorke and Mid North	2.6%	4.5%	3.6%	2.9%	1.9%	1.5%	1.6%	1.7%	2.3%
<b>TAS</b>	<b>2.5%</b>	<b>3.3%</b>	<b>2.8%</b>	<b>2.8%</b>	<b>1.6%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>1.8%</b>	<b>2.1%</b>
TAS - North	2.8%	3.6%	2.8%	2.9%	1.9%	1.5%	1.9%	1.9%	2.3%
TAS - North West	2.2%	3.5%	3.3%	3.7%	2.0%	1.6%	1.7%	1.9%	2.3%
TAS - South East	3.0%	3.7%	2.6%	2.8%	1.3%	1.0%	1.6%	1.6%	2.0%
TAS - South West	2.2%	2.7%	2.7%	2.1%	1.3%	1.5%	1.7%	1.9%	1.9%
<b>ACT</b>	<b>1.8%</b>	<b>3.3%</b>	<b>3.1%</b>	<b>1.6%</b>	<b>1.0%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.2%</b>	<b>1.7%</b>
ACT	1.8%	3.3%	3.1%	1.6%	1.0%	1.2%	1.6%	2.2%	1.7%
<b>NT</b>	<b>2.2%</b>	<b>2.7%</b>	<b>1.7%</b>	<b>1.2%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>1.5%</b>
NT - Barkly	0.8%	1.3%	2.9%	1.4%	1.3%	2.0%	2.6%	2.4%	1.7%
NT - Central Australia	1.4%	2.4%	1.3%	0.9%	1.0%	1.8%	1.8%	2.7%	1.7%
NT - Darwin Remote	1.1%	0.9%	0.9%	0.6%	0.9%	1.3%	1.9%	1.6%	1.1%
NT - Darwin Urban	2.8%	3.4%	2.3%	1.3%	0.5%	0.8%	1.1%	1.4%	1.5%
NT - East Arnhem	0.9%	1.4%	0.5%	1.3%	0.7%	1.3%	2.0%	3.1%	1.3%
NT - Katherine	1.4%	2.8%	0.8%	1.7%	0.5%	2.5%	3.0%	3.0%	1.9%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>2.4%</b>	<b>3.3%</b>	<b>2.5%</b>	<b>1.6%</b>	<b>1.0%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>1.8%</b>

# Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – NATIONAL <sup>886</sup>



<sup>886</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants and annualised committed supports from the September 2020 quarter to the March 2022 quarter.



**Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 September 2022** <sup>887 888 889</sup>

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>6,871</b>	<b>4.1%</b>	<b>9,787</b>	<b>5.9%</b>	<b>166,975</b>
NSW - Hunter New England	950	3.4%	1,810	6.4%	28,076
NSW - Central Coast	359	3.8%	511	5.4%	9,487
NSW - Far West	14	1.8%	28	3.6%	785
NSW - Illawarra Shoalhaven	413	4.3%	582	6.0%	9,695
NSW - Mid North Coast	211	3.1%	249	3.6%	6,918
NSW - Murrumbidgee	301	4.1%	390	5.3%	7,346
NSW - Nepean Blue Mountains	494	5.0%	654	6.7%	9,809
NSW - North Sydney	850	7.5%	940	8.3%	11,298
NSW - Northern NSW	272	3.4%	342	4.3%	7,944
NSW - South Eastern Sydney	584	5.2%	676	6.0%	11,277
NSW - South Western Sydney	746	2.9%	1,287	5.0%	25,868
NSW - Southern NSW	162	3.5%	217	4.7%	4,612
NSW - Sydney	232	3.5%	339	5.1%	6,647
NSW - Western NSW	374	5.3%	511	7.2%	7,086
NSW - Western Sydney	909	4.5%	1,251	6.2%	20,102
NSW - Other	<11	n/a	<11	n/a	25
<b>VIC</b>	<b>6,329</b>	<b>4.3%</b>	<b>5,770</b>	<b>3.9%</b>	<b>148,007</b>
VIC - Barwon	436	4.2%	415	4.0%	10,277
VIC - Central Highlands	326	5.6%	290	5.0%	5,820
VIC - Loddon	281	3.6%	251	3.2%	7,777
VIC - North East Melbourne	808	5.7%	757	5.4%	14,064
VIC - Inner Gippsland	167	3.0%	163	2.9%	5,631
VIC - Ovens Murray	157	4.2%	142	3.8%	3,754
VIC - Western District	285	6.9%	264	6.4%	4,108
VIC - Inner East Melbourne	810	7.7%	721	6.8%	10,536
VIC - Outer East Melbourne	534	5.1%	451	4.3%	10,529
VIC - Hume Moreland	278	2.7%	236	2.3%	10,397
VIC - Bayside Peninsula	876	4.9%	850	4.7%	17,919
VIC - Southern Melbourne	397	2.8%	399	2.9%	13,952
VIC - Brimbank Melton	265	2.7%	236	2.4%	9,753
VIC - Western Melbourne	396	2.8%	324	2.3%	14,144
VIC - Goulburn	121	2.8%	99	2.3%	4,316
VIC - Mallee	104	4.1%	98	3.8%	2,548
VIC - Outer Gippsland	88	3.6%	74	3.0%	2,473
VIC - Other	<11	n/a	<11	n/a	<11
<b>QLD</b>	<b>2,978</b>	<b>2.6%</b>	<b>5,494</b>	<b>4.7%</b>	<b>116,594</b>
QLD - Bundaberg	95	2.9%	152	4.6%	3,318
QLD - Ipswich	303	3.2%	440	4.7%	9,349
QLD - Mackay	64	1.7%	140	3.7%	3,776
QLD - Toowoomba	272	3.7%	485	6.6%	7,339
QLD - Townsville	139	2.0%	370	5.4%	6,886
QLD - Rockhampton	142	2.2%	237	3.6%	6,514
QLD - Beenleigh	292	2.3%	533	4.3%	12,517
QLD - Brisbane	572	2.7%	1,026	4.8%	21,527
QLD - Cairns	130	2.2%	304	5.2%	5,809
QLD - Maryborough	129	2.7%	223	4.7%	4,732
QLD - Robina	300	2.5%	567	4.7%	12,074
QLD - Caboolture/Strathpine	308	2.5%	561	4.5%	12,570

<sup>887</sup>Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>888</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>889</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
QLD – Maroochydore	232	2.3%	456	4.5%	10,170
QLD – Other	<11	n/a	<11	n/a	13
<b>WA</b>	<b>1,575</b>	<b>3.3%</b>	<b>2,384</b>	<b>5.0%</b>	<b>47,936</b>
WA - North East Metro	357	4.9%	552	7.5%	7,339
WA - Wheat Belt	<11	n/a	20	1.8%	1,122
WA - South Metro	176	2.3%	324	4.3%	7,501
WA - Central South Metro	158	2.6%	252	4.2%	6,051
WA - South West	66	1.7%	121	3.0%	3,974
WA - Goldfields-Esperance	11	1.4%	29	3.7%	793
WA - North Metro	183	2.9%	209	3.3%	6,395
WA - Kimberley-Pilbara	15	1.0%	27	1.8%	1,481
WA - South East Metro	282	5.2%	419	7.7%	5,407
WA - Central North Metro	281	5.1%	370	6.7%	5,501
WA - Great Southern	20	1.7%	36	3.1%	1,146
WA - Midwest-Gascoyne	19	1.6%	25	2.1%	1,218
WA - Other	<11	n/a	<11	n/a	<11
<b>SA</b>	<b>2,138</b>	<b>4.4%</b>	<b>2,626</b>	<b>5.5%</b>	<b>48,112</b>
SA - Adelaide Hills	42	2.3%	66	3.6%	1,842
SA - Barossa, Light and Lower North	46	2.0%	54	2.3%	2,323
SA - Eastern Adelaide	238	5.7%	266	6.3%	4,197
SA - Eyre and Western	40	2.7%	43	2.9%	1,476
SA - Far North	15	3.0%	23	4.6%	504
SA - Fleurieu and Kangaroo Island	50	3.6%	52	3.8%	1,375
SA - Limestone Coast	59	3.7%	83	5.2%	1,587
SA - Murray and Mallee	71	3.6%	94	4.8%	1,978
SA - Northern Adelaide	728	4.5%	921	5.7%	16,299
SA - Southern Adelaide	627	6.0%	759	7.3%	10,369
SA - Western Adelaide	182	4.3%	196	4.7%	4,213
SA - Yorke and Mid North	40	2.1%	68	3.6%	1,914
SA - Other	<11	n/a	<11	n/a	35
<b>TAS</b>	<b>498</b>	<b>4.0%</b>	<b>958</b>	<b>7.7%</b>	<b>12,493</b>
TAS - North	131	3.6%	225	6.2%	3,605
TAS - North West	131	4.7%	217	7.8%	2,799
TAS - South East	92	3.3%	161	5.8%	2,792
TAS - South West	144	4.4%	355	10.8%	3,296
TAS - Other	<11	n/a	<11	n/a	<11
<b>ACT</b>	<b>302</b>	<b>3.2%</b>	<b>535</b>	<b>5.6%</b>	<b>9,568</b>
ACT	302	3.2%	535	5.6%	9,567
ACT - Other	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>229</b>	<b>4.4%</b>	<b>464</b>	<b>9.0%</b>	<b>5,181</b>
NT - Barkly	<11	n/a	11	7.3%	150
NT - Central Australia	52	6.0%	131	15.2%	863
NT - Darwin Remote	<11	n/a	<11	n/a	457
NT - Darwin Urban	141	4.7%	262	8.6%	3,031
NT - East Arnhem	<11	n/a	<11	n/a	208
NT - Katherine	25	9.8%	43	16.9%	254
NT - Other	<11	n/a	<11	n/a	218
<b>OT</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>50</b>
Missing	<11	n/a	<11	n/a	<11
<b>National</b>	<b>20,920</b>	<b>3.8%</b>	<b>28,018</b>	<b>5.0%</b>	<b>554,917</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 30 September 2022** <sup>890 891 892 893</sup>

State/Territory	Annualised supports committed to SDA in current plans	Percentage of supports committed to SDA	Annualised committed supports for participants with SIL	Percentage of supports committed to participants with SIL	Total committed in supports in current plans
NSW	\$100,620,760	0.81%	\$3,710,645,528	30%	\$12,351,122,576
VIC	\$85,000,680	0.84%	\$2,218,243,659	22%	\$10,120,660,739
QLD	\$56,874,627	0.66%	\$2,158,547,567	25%	\$8,676,323,466
WA	\$21,039,487	0.58%	\$885,937,802	24%	\$3,625,764,529
SA	\$28,368,821	0.85%	\$980,202,524	30%	\$3,320,087,297
TAS	\$6,004,081	0.57%	\$396,015,617	38%	\$1,047,556,078
ACT	\$4,635,996	0.73%	\$202,803,709	32%	\$634,928,407
NT	\$3,149,188	0.53%	\$264,281,300	44%	\$594,772,493
OT	n/a	n/a	n/a	n/a	\$4,849,296
Missing	n/a	n/a	n/a	n/a	\$54,810
<b>Total</b>	<b>\$305,693,640</b>	<b>0.76%</b>	<b>\$10,816,677,704</b>	<b>27%</b>	<b>\$40,376,119,691</b>

**Table P.3 Active SDA providers by State/Territory as at 30 September 2022** <sup>894 895 896</sup>

State/Territory	SDA providers that have ever been active	SDA providers active in 2022-23 Q1
NSW	187	148
VIC	124	91
QLD	112	71
WA	37	30
SA	45	31
TAS	18	8
ACT	15	5
NT	6	<5
OT	<5	<5
<b>National</b>	<b>427</b>	<b>337</b>

<sup>890</sup> State/Territory is defined by the current residing address of the participant.

<sup>891</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>892</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

<sup>893</sup> Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 September 2022.

<sup>894</sup> SDA active providers in this table refer to any provider that has received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

<sup>895</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>896</sup> Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

### 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 Building Type as at 30 September 2022 (excluding in-kind arrangements)**

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
<b>ACT</b>	<b>114</b>	<b>0</b>	<b>61</b>	<b>0</b>	<b>175</b>
ACT - Australian Capital Territory	114	0	61	0	175
<b>NSW</b>	<b>1,343</b>	<b>56</b>	<b>1,117</b>	<b>18</b>	<b>2,534</b>
NSW - Capital Region	58	1	15	0	74
NSW - Central Coast	66	3	61	1	131
NSW - Central West	48	3	16	0	67
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	43	4	10	0	57
NSW - Hunter Valley exc Newcastle	36	1	23	0	60
NSW - Illawarra	41	1	44	0	86
NSW - Mid North Coast	43	2	12	0	57
NSW - Murray	51	1	23	0	75
NSW - New England and North West	36	2	9	0	47
NSW - Newcastle and Lake Macquarie	77	1	117	2	197
NSW - Richmond - Tweed	44	1	19	0	64
NSW - Riverina	24	1	20	0	45
NSW - Southern Highlands and Shoalhaven	17	0	24	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	47	6	53	1	107
NSW - Sydney - Blacktown	71	4	46	2	123
NSW - Sydney - City and Inner South	15	3	21	2	41
NSW - Sydney - Eastern Suburbs	10	2	4	0	16
NSW - Sydney - Inner South West	83	2	54	4	143
NSW - Sydney - Inner West	19	1	1	0	21
NSW - Sydney - North Sydney and Hornsby	36	1	36	0	73
NSW - Sydney - Northern Beaches	32	1	32	0	65
NSW - Sydney - Outer South West	56	0	16	2	74
NSW - Sydney - Outer West and Blue Mountains	92	4	131	2	229
NSW - Sydney - Parramatta	100	0	180	1	281
NSW - Sydney - Ryde	75	1	52	0	128
NSW - Sydney - South West	40	1	61	1	103
NSW - Sydney - Sutherland	59	4	36	0	99
<b>NT</b>	<b>17</b>	<b>2</b>	<b>10</b>	<b>2</b>	<b>31</b>
NT - Darwin	10	2	8	2	22
NT - Northern Territory - Outback	7	0	2	0	9
<b>QLD</b>	<b>369</b>	<b>28</b>	<b>826</b>	<b>15</b>	<b>1,238</b>
QLD - Brisbane - East	11	0	25	0	36

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
QLD - Brisbane - North	19	1	32	0	52
QLD - Brisbane - South	17	2	38	0	57
QLD - Brisbane - West	46	2	6	0	54
QLD - Brisbane Inner City	8	0	39	1	48
QLD - Cairns	11	1	41	0	53
QLD - Darling Downs - Maranoa	2	1	6	1	10
QLD - Fitzroy	24	2	6	1	33
QLD - Gold Coast	29	2	136	1	168
QLD - Ipswich	35	1	107	0	143
QLD - Logan - Beaudesert	12	1	97	1	111
QLD - Mackay	10	0	1	0	11
QLD - Moreton Bay - North	18	2	74	2	96
QLD - Moreton Bay - South	17	0	37	0	54
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	2	58	1	77
QLD - Toowoomba	14	6	39	2	61
QLD - Townsville	24	2	21	4	51
QLD - Wide Bay	56	3	63	1	123
<b>SA</b>	<b>973</b>	<b>8</b>	<b>282</b>	<b>3</b>	<b>1,266</b>
SA - Adelaide - Central and Hills	84	3	73	2	162
SA - Adelaide - North	320	1	95	0	416
SA - Adelaide - South	295	2	45	1	343
SA - Adelaide - West	151	0	54	0	205
SA - Barossa - Yorke - Mid North	16	1	2	0	19
SA - South Australia - Outback	18	0	0	0	18
SA - South Australia - South East	89	1	13	0	103
<b>TAS</b>	<b>24</b>	<b>3</b>	<b>20</b>	<b>1</b>	<b>48</b>
TAS - Hobart	13	0	2	0	15
TAS - Launceston and North East	6	2	10	1	19
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	8	0	14
<b>VIC</b>	<b>1,153</b>	<b>135</b>	<b>593</b>	<b>44</b>	<b>1,925</b>
VIC - Ballarat	37	9	49	1	96
VIC - Bendigo	32	5	31	0	68
VIC - Geelong	52	4	39	8	103
VIC - Hume	50	2	2	1	55
VIC - Latrobe - Gippsland	56	15	11	0	82
VIC - Melbourne - Inner	46	6	100	6	158
VIC - Melbourne - Inner East	80	12	9	0	101
VIC - Melbourne - Inner South	109	14	24	7	154
VIC - Melbourne - North East	143	15	47	5	210
VIC - Melbourne - North West	43	4	16	0	63
VIC - Melbourne - Outer East	125	7	48	2	182
VIC - Melbourne - South East	120	9	57	4	190
VIC - Melbourne - West	70	11	93	3	177
VIC - Mornington Peninsula	53	6	31	1	91
VIC - North West	69	9	13	6	97
VIC - Shepparton	32	4	7	0	43
VIC - Warrnambool and South West	36	3	16	0	55
<b>WA</b>	<b>10</b>	<b>1</b>	<b>106</b>	<b>0</b>	<b>117</b>
WA - Bunbury	0	0	0	0	0
WA - Mandurah	0	0	9	0	9
WA - Perth - Inner	5	0	0	0	5
WA - Perth - North East	1	1	6	0	8
WA - Perth - North West	1	0	29	0	30
WA - Perth - South East	3	0	45	0	48
WA - Perth - South West	0	0	11	0	11



SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
WA - Western Australia - Outback	0	0	6	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0
<b>Total</b>	<b>4,003</b>	<b>233</b>	<b>3,015</b>	<b>83</b>	<b>7,334</b>

**Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 30 September 2022 (excluding in-kind arrangements)**

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>32</b>	<b>59</b>	<b>63</b>	<b>14</b>	<b>7</b>	<b>0</b>	<b>175</b>
ACT - Australian Capital Territory	32	59	63	14	7	0	175
<b>NSW</b>	<b>1,085</b>	<b>482</b>	<b>616</b>	<b>102</b>	<b>246</b>	<b>3</b>	<b>2,534</b>
NSW - Capital Region	52	3	9	3	7	0	74
NSW - Central Coast	60	13	39	5	14	0	131
NSW - Central West	35	10	6	7	9	0	67
NSW - Coffs Harbour - Grafton	18	4	4	2	2	0	30
NSW - Far West and Orana	40	6	5	3	3	0	57
NSW - Hunter Valley exc Newcastle	29	2	16	4	9	0	60
NSW - Illawarra	42	13	30	1	0	0	86
NSW - Mid North Coast	39	11	0	6	1	0	57
NSW - Murray	34	17	7	13	2	2	75
NSW - New England and North West	19	12	6	0	10	0	47
NSW - Newcastle and Lake Macquarie	68	12	105	3	9	0	197
NSW - Richmond - Tweed	34	14	9	1	6	0	64
NSW - Riverina	23	8	10	3	1	0	45
NSW - Southern Highlands and Shoalhaven	9	19	7	6	0	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	33	35	11	3	25	0	107
NSW - Sydney - Blacktown	63	28	19	1	12	0	123
NSW - Sydney - City and Inner South	15	23	1	2	0	0	41
NSW - Sydney - Eastern Suburbs	11	0	1	3	0	1	16
NSW - Sydney - Inner South West	78	18	43	0	4	0	143
NSW - Sydney - Inner West	18	0	2	1	0	0	21
NSW - Sydney - North Sydney and Hornsby	31	12	24	2	4	0	73
NSW - Sydney - Northern Beaches	30	6	18	0	11	0	65
NSW - Sydney - Outer South West	39	3	24	4	4	0	74
NSW - Sydney - Outer West and Blue Mountains	68	65	48	19	29	0	229
NSW - Sydney - Parramatta	66	92	79	0	44	0	281
NSW - Sydney - Ryde	44	13	44	2	25	0	128
NSW - Sydney - South West	32	21	31	6	13	0	103
NSW - Sydney - Sutherland	55	22	18	2	2	0	99
<b>NT</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>31</b>
NT - Darwin	4	2	3	0	13	0	22
NT - Northern Territory - Outback	4	1	2	0	2	0	9
<b>QLD</b>	<b>102</b>	<b>206</b>	<b>571</b>	<b>143</b>	<b>215</b>	<b>1</b>	<b>1,238</b>
QLD - Brisbane - East	4	6	18	5	3	0	36
QLD - Brisbane - North	12	7	29	1	2	1	52
QLD - Brisbane - South	9	6	27	3	12	0	57
QLD - Brisbane - West	1	23	30	0	0	0	54
QLD - Brisbane Inner City	5	2	31	0	10	0	48
QLD - Cairns	2	2	28	4	17	0	53
QLD - Darling Downs - Maranoa	1	3	3	0	3	0	10
QLD - Fitzroy	3	9	2	0	19	0	33
QLD - Gold Coast	8	18	108	9	25	0	168
QLD - Ipswich	6	21	62	39	15	0	143
QLD - Logan - Beaudesert	5	14	59	17	16	0	111
QLD - Mackay	2	5	0	0	4	0	11
QLD - Moreton Bay - North	0	13	46	22	15	0	96
QLD - Moreton Bay - South	2	14	29	3	6	0	54
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	8	32	22	11	0	77
QLD - Toowoomba	11	16	24	1	9	0	61
QLD - Townsville	6	11	15	4	15	0	51

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Wide Bay	21	28	28	13	33	0	123
<b>SA</b>	<b>565</b>	<b>279</b>	<b>245</b>	<b>57</b>	<b>120</b>	<b>0</b>	<b>1,266</b>
SA - Adelaide - Central and Hills	63	11	72	6	10	0	162
SA - Adelaide - North	153	130	88	14	31	0	416
SA - Adelaide - South	176	53	57	13	44	0	343
SA - Adelaide - West	97	49	25	13	21	0	205
SA - Barossa - Yorke - Mid North	14	2	0	3	0	0	19
SA - South Australia - Outback	14	4	0	0	0	0	18
SA - South Australia - South East	48	30	3	8	14	0	103
<b>TAS</b>	<b>6</b>	<b>18</b>	<b>4</b>	<b>4</b>	<b>16</b>	<b>0</b>	<b>48</b>
TAS - Hobart	5	7	0	2	1	0	15
TAS - Launceston and North East	1	8	3	2	5	0	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	3	1	0	10	0	14
<b>VIC</b>	<b>339</b>	<b>448</b>	<b>540</b>	<b>211</b>	<b>386</b>	<b>1</b>	<b>1,925</b>
VIC - Ballarat	9	43	16	18	9	1	96
VIC - Bendigo	10	16	25	14	3	0	68
VIC - Geelong	13	28	40	15	7	0	103
VIC - Hume	24	10	7	3	11	0	55
VIC - Latrobe - Gippsland	18	36	5	15	8	0	82
VIC - Melbourne - Inner	20	26	103	2	7	0	158
VIC - Melbourne - Inner East	19	20	19	13	30	0	101
VIC - Melbourne - Inner South	46	25	25	15	43	0	154
VIC - Melbourne - North East	33	59	45	22	51	0	210
VIC - Melbourne - North West	7	14	12	10	20	0	63
VIC - Melbourne - Outer East	33	30	37	15	67	0	182
VIC - Melbourne - South East	30	46	64	25	25	0	190
VIC - Melbourne - West	8	29	88	15	37	0	177
VIC - Mornington Peninsula	12	21	25	7	26	0	91
VIC - North West	23	24	8	9	33	0	97
VIC - Shepparton	12	12	7	7	5	0	43
VIC - Warrnambool and South West	22	9	14	6	4	0	55
<b>WA</b>	<b>3</b>	<b>12</b>	<b>73</b>	<b>3</b>	<b>24</b>	<b>2</b>	<b>117</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	1	0	8	0	9
WA - Perth - Inner	0	0	5	0	0	0	5
WA - Perth - North East	1	0	5	0	2	0	8
WA - Perth - North West	1	0	27	1	1	0	30
WA - Perth - South East	1	12	31	1	3	0	48
WA - Perth - South West	0	0	4	0	7	0	11
WA - Western Australia - Outback	0	0	0	1	3	2	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Total</b>	<b>2,140</b>	<b>1,507</b>	<b>2,117</b>	<b>534</b>	<b>1,029</b>	<b>7</b>	<b>7,334</b>

**Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 September 2022 (excluding in-kind arrangements)**

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>ACT</b>	<b>55</b>	<b>56</b>	<b>30</b>	<b>24</b>	<b>10</b>	<b>0</b>	<b>175</b>
ACT - Australian Capital Territory	55	56	30	24	10	0	175
<b>NSW</b>	<b>847</b>	<b>441</b>	<b>226</b>	<b>316</b>	<b>648</b>	<b>56</b>	<b>2,534</b>
NSW - Capital Region	34	10	3	10	16	1	74
NSW - Central Coast	47	18	8	18	37	3	131
NSW - Central West	10	5	5	13	31	3	67
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	15	12	3	11	12	4	57
NSW - Hunter Valley exc Newcastle	15	1	12	13	18	1	60
NSW - Illawarra	34	3	10	10	28	1	86
NSW - Mid North Coast	20	12	6	1	16	2	57
NSW - Murray	35	9	7	6	17	1	75
NSW - New England and North West	7	7	7	3	21	2	47
NSW - Newcastle and Lake Macquarie	78	32	27	20	39	1	197
NSW - Richmond - Tweed	23	8	5	7	20	1	64
NSW - Riverina	10	6	8	11	9	1	45
NSW - Southern Highlands and Shoalhaven	4	15	4	5	13	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	11	38	2	21	29	6	107
NSW - Sydney - Blacktown	20	24	14	16	45	4	123
NSW - Sydney - City and Inner South	13	11	0	5	9	3	41
NSW - Sydney - Eastern Suburbs	3	0	2	4	5	2	16
NSW - Sydney - Inner South West	55	14	10	14	48	2	143
NSW - Sydney - Inner West	0	1	3	5	11	1	21
NSW - Sydney - North Sydney and Hornsby	31	7	4	9	21	1	73
NSW - Sydney - Northern Beaches	13	5	5	13	28	1	65
NSW - Sydney - Outer South West	20	8	8	15	23	0	74
NSW - Sydney - Outer West and Blue Mountains	89	34	36	30	36	4	229
NSW - Sydney - Parramatta	130	85	12	14	40	0	281
NSW - Sydney - Ryde	45	33	7	16	26	1	128
NSW - Sydney - South West	40	23	6	13	20	1	103
NSW - Sydney - Sutherland	39	15	8	11	22	4	99
<b>NT</b>	<b>1</b>	<b>17</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>31</b>
NT - Darwin	0	12	0	2	6	2	22
NT - Northern Territory - Outback	1	5	1	1	1	0	9
<b>QLD</b>	<b>604</b>	<b>207</b>	<b>250</b>	<b>109</b>	<b>40</b>	<b>28</b>	<b>1,238</b>
QLD - Brisbane - East	17	6	11	1	1	0	36
QLD - Brisbane - North	29	6	9	4	3	1	52
QLD - Brisbane - South	32	13	6	2	2	2	57
QLD - Brisbane - West	29	15	3	3	2	2	54
QLD - Brisbane Inner City	42	0	3	2	1	0	48
QLD - Cairns	30	5	10	7	0	1	53
QLD - Darling Downs - Maranoa	3	1	3	1	1	1	10
QLD - Fitzroy	10	7	6	7	1	2	33
QLD - Gold Coast	124	7	30	3	2	2	168
QLD - Ipswich	67	25	36	13	1	1	143
QLD - Logan - Beaudesert	43	18	33	14	2	1	111
QLD - Mackay	2	0	0	6	3	0	11
QLD - Moreton Bay - North	39	14	25	9	7	2	96
QLD - Moreton Bay - South	21	13	12	6	2	0	54
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	47	5	16	4	3	2	77
QLD - Toowoomba	22	17	5	9	2	6	61
QLD - Townsville	5	25	6	9	4	2	51
QLD - Wide Bay	42	30	36	9	3	3	123

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>SA</b>	<b>368</b>	<b>480</b>	<b>192</b>	<b>134</b>	<b>84</b>	<b>8</b>	<b>1,266</b>
SA - Adelaide - Central and Hills	78	39	18	18	6	3	162
SA - Adelaide - North	94	161	75	56	29	1	416
SA - Adelaide - South	112	129	37	29	34	2	343
SA - Adelaide - West	66	80	33	15	11	0	205
SA - Barossa - Yorke - Mid North	3	7	5	3	0	1	19
SA - South Australia - Outback	4	8	1	4	1	0	18
SA - South Australia - South East	11	56	23	9	3	1	103
<b>TAS</b>	<b>15</b>	<b>10</b>	<b>3</b>	<b>17</b>	<b>0</b>	<b>3</b>	<b>48</b>
TAS - Hobart	5	3	3	4	0	0	15
TAS - Launceston and North East	7	1	0	9	0	2	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	3	6	0	4	0	1	14
<b>VIC</b>	<b>589</b>	<b>217</b>	<b>221</b>	<b>152</b>	<b>611</b>	<b>135</b>	<b>1,925</b>
VIC - Ballarat	47	17	6	2	15	9	96
VIC - Bendigo	31	10	6	6	10	5	68
VIC - Geelong	34	21	13	5	26	4	103
VIC - Hume	7	20	4	6	16	2	55
VIC - Latrobe - Gippsland	31	12	5	2	17	15	82
VIC - Melbourne - Inner	117	5	7	6	17	6	158
VIC - Melbourne - Inner East	11	4	5	11	58	12	101
VIC - Melbourne - Inner South	47	13	18	9	53	14	154
VIC - Melbourne - North East	47	21	35	15	77	15	210
VIC - Melbourne - North West	3	13	9	4	30	4	63
VIC - Melbourne - Outer East	38	16	25	26	70	7	182
VIC - Melbourne - South East	53	8	30	23	67	9	190
VIC - Melbourne - West	63	18	27	8	50	11	177
VIC - Mornington Peninsula	19	14	12	7	33	6	91
VIC - North West	22	15	8	11	32	9	97
VIC - Shepparton	12	2	4	6	15	4	43
VIC - Warrnambool and South West	7	8	7	5	25	3	55
<b>WA</b>	<b>59</b>	<b>16</b>	<b>29</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>117</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	8	1	0	0	9
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	3	2	1	1	1	8
WA - Perth - North West	21	2	3	2	2	0	30
WA - Perth - South East	33	4	7	2	2	0	48
WA - Perth - South West	3	2	5	1	0	0	11
WA - Western Australia - Outback	2	0	4	0	0	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Total</b>	<b>2,538</b>	<b>1,444</b>	<b>952</b>	<b>762</b>	<b>1,405</b>	<b>233</b>	<b>7,334</b>

**Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements)**

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>22</b>	<b>66</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>96</b>
ACT - Australian Capital Territory	22	66	6	2	0	96
<b>NSW</b>	<b>781</b>	<b>952</b>	<b>128</b>	<b>400</b>	<b>9</b>	<b>2,270</b>
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	22	76	3	41	0	142
NSW - Central West	13	6	15	0	0	34
NSW - Coffs Harbour - Grafton	5	0	0	0	0	5
NSW - Far West and Orana	15	14	0	0	0	29
NSW - Hunter Valley exc Newcastle	5	50	10	10	0	75
NSW - Illawarra	33	50	3	0	0	86
NSW - Mid North Coast	16	0	6	3	0	25
NSW - Murray	10	12	10	0	6	38
NSW - New England and North West	0	2	0	21	0	23
NSW - Newcastle and Lake Macquarie	34	223	3	13	0	273
NSW - Richmond - Tweed	15	15	1	7	0	38
NSW - Riverina	13	25	3	4	0	45
NSW - Southern Highlands and Shoalhaven	27	19	13	0	0	59
NSW - Sydney - Baulkham Hills and Hawkesbury	57	10	1	56	0	124
NSW - Sydney - Blacktown	52	31	0	30	0	113
NSW - Sydney - City and Inner South	36	5	0	0	0	41
NSW - Sydney - Eastern Suburbs	0	1	2	0	3	6
NSW - Sydney - Inner South West	36	64	0	5	0	105
NSW - Sydney - Inner West	0	5	0	0	0	5
NSW - Sydney - North Sydney and Hornsby	6	37	5	4	0	52
NSW - Sydney - Northern Beaches	15	41	0	36	0	92
NSW - Sydney - Outer South West	5	27	0	2	0	34
NSW - Sydney - Outer West and Blue Mountains	108	54	28	43	0	233
NSW - Sydney - Parramatta	169	72	0	52	0	293
NSW - Sydney - Ryde	32	20	3	42	0	97
NSW - Sydney - South West	30	49	13	22	0	114
NSW - Sydney - Sutherland	27	26	2	5	0	60
<b>NT</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>23</b>
NT - Darwin	0	4	0	16	0	20
NT - Northern Territory - Outback	0	3	0	0	0	3
<b>QLD</b>	<b>118</b>	<b>947</b>	<b>151</b>	<b>271</b>	<b>4</b>	<b>1,491</b>
QLD - Brisbane - East	5	28	3	6	0	42
QLD - Brisbane - North	3	30	3	3	4	43
QLD - Brisbane - South	1	33	6	19	0	59
QLD - Brisbane - West	2	15	0	0	0	17
QLD - Brisbane Inner City	0	32	0	16	0	48
QLD - Cairns	0	47	4	12	0	63
QLD - Darling Downs - Maranoa	5	7	0	4	0	16
QLD - Fitzroy	0	6	0	9	0	15
QLD - Gold Coast	13	142	11	35	0	201
QLD - Ipswich	12	126	35	27	0	200
QLD - Logan - Beaudesert	18	138	19	27	0	202

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Mackay	0	0	0	4	0	4
QLD - Moreton Bay - North	11	99	20	18	0	148
QLD - Moreton Bay - South	5	57	5	2	0	69
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	2	62	18	16	0	98
QLD - Toowoomba	16	39	2	23	0	80
QLD - Townsville	7	28	10	16	0	61
QLD - Wide Bay	18	58	15	34	0	125
<b>SA</b>	<b>100</b>	<b>265</b>	<b>123</b>	<b>47</b>	<b>0</b>	<b>535</b>
SA - Adelaide - Central and Hills	9	77	15	2	0	103
SA - Adelaide - North	49	133	28	9	0	219
SA - Adelaide - South	4	38	27	19	0	88
SA - Adelaide - West	38	13	31	12	0	94
SA - Barossa - Yorke - Mid North	0	0	6	0	0	6
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	0	4	16	5	0	25
<b>TAS</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>30</b>	<b>0</b>	<b>43</b>
TAS - Hobart	0	0	2	0	0	2
TAS - Launceston and North East	6	1	1	16	0	24
TAS - South East	0	0	0	0	0	0
TAS - West and North West	2	1	0	14	0	17
<b>VIC</b>	<b>190</b>	<b>640</b>	<b>126</b>	<b>108</b>	<b>3</b>	<b>1,067</b>
VIC - Ballarat	40	22	4	3	3	72
VIC - Bendigo	12	30	9	0	0	51
VIC - Geelong	10	70	16	7	0	103
VIC - Hume	2	0	0	6	0	8
VIC - Latrobe - Gippsland	10	10	2	2	0	24
VIC - Melbourne - Inner	11	93	0	2	0	106
VIC - Melbourne - Inner East	0	7	4	0	0	11
VIC - Melbourne - Inner South	4	21	18	4	0	47
VIC - Melbourne - North East	27	47	17	0	0	91
VIC - Melbourne - North West	6	23	7	4	0	40
VIC - Melbourne - Outer East	14	51	1	10	0	76
VIC - Melbourne - South East	19	78	12	0	0	109
VIC - Melbourne - West	22	107	16	12	0	157
VIC - Mornington Peninsula	3	42	6	20	0	71
VIC - North West	10	0	0	28	0	38
VIC - Shepparton	0	6	4	0	0	10
VIC - Warrnambool and South West	0	33	10	10	0	53
<b>WA</b>	<b>13</b>	<b>107</b>	<b>8</b>	<b>64</b>	<b>6</b>	<b>198</b>
WA - Bunbury	0	0	0	0	0	0
WA - Mandurah	0	3	0	25	0	28
WA - Perth - Inner	0	0	0	0	0	0
WA - Perth - North East	0	14	0	2	0	16
WA - Perth - North West	0	40	4	3	0	47
WA - Perth - South East	13	44	3	7	0	67

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Perth - South West	0	6	0	20	0	26
WA - Western Australia - Outback	0	0	1	7	6	14
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
<b>Total</b>	<b>1,232</b>	<b>2,986</b>	<b>545</b>	<b>938</b>	<b>22</b>	<b>5,723</b>



**Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 30 September 2022**

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total
<b>ACT</b>	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0
<b>NSW</b>	0	0	0	0	0	0
NSW - Capital Region	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0
<b>NT</b>	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0
<b>QLD</b>	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total
<b>SA</b>	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
<b>TAS</b>	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
<b>VIC</b>	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
<b>WA</b>	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
<b>Total</b>	<b>142</b>	<b>44</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>203</b>

**Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 30 September 2022**

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>ACT</b>	0	0	0	0	0	0	0
ACT - Australian Capital Territory	0	0	0	0	0	0	0
<b>NSW</b>	0	0	0	0	0	0	0
NSW - Capital Region	0	0	0	0	0	0	0
NSW - Central Coast	0	0	0	0	0	0	0
NSW - Central West	0	0	0	0	0	0	0
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	0	0	0	0	0
NSW - Hunter Valley exc Newcastle	0	0	0	0	0	0	0
NSW - Illawarra	0	0	0	0	0	0	0
NSW - Mid North Coast	0	0	0	0	0	0	0
NSW - Murray	0	0	0	0	0	0	0
NSW - New England and North West	0	0	0	0	0	0	0
NSW - Newcastle and Lake Macquarie	0	0	0	0	0	0	0
NSW - Richmond - Tweed	0	0	0	0	0	0	0
NSW - Riverina	0	0	0	0	0	0	0
NSW - Southern Highlands and Shoalhaven	0	0	0	0	0	0	0
NSW - Sydney - Baulkham Hills and Hawkesbury	0	0	0	0	0	0	0
NSW - Sydney - Blacktown	0	0	0	0	0	0	0
NSW - Sydney - City and Inner South	0	0	0	0	0	0	0
NSW - Sydney - Eastern Suburbs	0	0	0	0	0	0	0
NSW - Sydney - Inner South West	0	0	0	0	0	0	0
NSW - Sydney - Inner West	0	0	0	0	0	0	0
NSW - Sydney - North Sydney and Hornsby	0	0	0	0	0	0	0
NSW - Sydney - Northern Beaches	0	0	0	0	0	0	0
NSW - Sydney - Outer South West	0	0	0	0	0	0	0
NSW - Sydney - Outer West and Blue Mountains	0	0	0	0	0	0	0
NSW - Sydney - Parramatta	0	0	0	0	0	0	0
NSW - Sydney - Ryde	0	0	0	0	0	0	0
NSW - Sydney - South West	0	0	0	0	0	0	0
NSW - Sydney - Sutherland	0	0	0	0	0	0	0
<b>NT</b>	0	0	0	0	0	0	0
NT - Darwin	0	0	0	0	0	0	0
NT - Northern Territory - Outback	0	0	0	0	0	0	0
<b>QLD</b>	0	0	0	0	0	0	0
QLD - Brisbane - East	0	0	0	0	0	0	0
QLD - Brisbane - North	0	0	0	0	0	0	0
QLD - Brisbane - South	0	0	0	0	0	0	0
QLD - Brisbane - West	0	0	0	0	0	0	0
QLD - Brisbane Inner City	0	0	0	0	0	0	0
QLD - Cairns	0	0	0	0	0	0	0
QLD - Darling Downs - Maranoa	0	0	0	0	0	0	0
QLD - Fitzroy	0	0	0	0	0	0	0
QLD - Gold Coast	0	0	0	0	0	0	0
QLD - Ipswich	0	0	0	0	0	0	0
QLD - Logan - Beaudesert	0	0	0	0	0	0	0
QLD - Mackay	0	0	0	0	0	0	0
QLD - Moreton Bay - North	0	0	0	0	0	0	0
QLD - Moreton Bay - South	0	0	0	0	0	0	0
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	0	0	0	0	0	0	0
QLD - Toowoomba	0	0	0	0	0	0	0
QLD - Townsville	0	0	0	0	0	0	0
QLD - Wide Bay	0	0	0	0	0	0	0

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>SA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
SA - Adelaide - Central and Hills	0	0	0	0	0	0	0
SA - Adelaide - North	0	0	0	0	0	0	0
SA - Adelaide - South	0	0	0	0	0	0	0
SA - Adelaide - West	0	0	0	0	0	0	0
SA - Barossa - Yorke - Mid North	0	0	0	0	0	0	0
SA - South Australia - Outback	0	0	0	0	0	0	0
SA - South Australia - South East	0	0	0	0	0	0	0
<b>TAS</b>	<b>74</b>	<b>26</b>	<b>12</b>	<b>79</b>	<b>12</b>	<b>0</b>	<b>203</b>
TAS - Hobart	39	14	6	46	6	0	111
TAS - Launceston and North East	7	1	3	20	2	0	33
TAS - South East	0	0	0	1	1	0	2
TAS - West and North West	28	11	3	12	3	0	57
<b>VIC</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
VIC - Ballarat	0	0	0	0	0	0	0
VIC - Bendigo	0	0	0	0	0	0	0
VIC - Geelong	0	0	0	0	0	0	0
VIC - Hume	0	0	0	0	0	0	0
VIC - Latrobe - Gippsland	0	0	0	0	0	0	0
VIC - Melbourne - Inner	0	0	0	0	0	0	0
VIC - Melbourne - Inner East	0	0	0	0	0	0	0
VIC - Melbourne - Inner South	0	0	0	0	0	0	0
VIC - Melbourne - North East	0	0	0	0	0	0	0
VIC - Melbourne - North West	0	0	0	0	0	0	0
VIC - Melbourne - Outer East	0	0	0	0	0	0	0
VIC - Melbourne - South East	0	0	0	0	0	0	0
VIC - Melbourne - West	0	0	0	0	0	0	0
VIC - Mornington Peninsula	0	0	0	0	0	0	0
VIC - North West	0	0	0	0	0	0	0
VIC - Shepparton	0	0	0	0	0	0	0
VIC - Warrnambool and South West	0	0	0	0	0	0	0
<b>WA</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0
WA - Perth - Inner	0	0	0	0	0	0	0
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
<b>Total</b>	<b>74</b>	<b>26</b>	<b>12</b>	<b>79</b>	<b>12</b>	<b>0</b>	<b>203</b>

**Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 September 2022**<sup>897</sup>

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>0</b>	<b>1</b>	<b>32</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>35</b>
ACT - Australian Capital Territory	0	1	32	1	0	1	35
<b>NSW</b>	<b>0</b>	<b>118</b>	<b>511</b>	<b>74</b>	<b>59</b>	<b>9</b>	<b>771</b>
NSW - Capital Region	0	1	0	0	1	0	2
NSW - Central Coast	0	1	19	0	7	0	27
NSW - Central West	0	0	10	3	0	0	13
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	6	0	0	16
NSW - Hunter Valley exc Newcastle	0	1	12	0	0	0	13
NSW - Illawarra	0	8	34	0	0	0	42
NSW - Mid North Coast	0	1	1	3	4	0	9
NSW - Murray	0	0	7	10	1	3	21
NSW - New England and North West	0	0	1	0	2	0	3
NSW - Newcastle and Lake Macquarie	0	0	4	4	3	1	12
NSW - Richmond - Tweed	0	1	3	3	6	0	13
NSW - Riverina	0	1	15	3	2	0	21
NSW - Southern Highlands and Shoalhaven	0	0	7	0	0	1	8
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	10	0	2	0	17
NSW - Sydney - Blacktown	0	11	55	17	2	0	85
NSW - Sydney - City and Inner South	0	0	13	0	0	0	13
NSW - Sydney - Eastern Suburbs	0	1	6	2	0	0	9
NSW - Sydney - Inner South West	0	0	28	2	1	0	31
NSW - Sydney - Inner West	0	0	14	4	2	0	20
NSW - Sydney - North Sydney and Hornsby	0	5	13	0	8	2	28
NSW - Sydney - Northern Beaches	0	1	4	1	1	0	7
NSW - Sydney - Outer South West	0	2	25	0	1	0	28
NSW - Sydney - Outer West and Blue Mountains	0	41	44	5	4	0	94
NSW - Sydney - Parramatta	0	15	87	1	6	0	109
NSW - Sydney - Ryde	0	4	13	1	0	0	18
NSW - Sydney - South West	0	19	65	9	6	0	99
NSW - Sydney - Sutherland	0	0	11	0	0	2	13
<b>NT</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>14</b>
NT - Darwin	0	0	4	1	1	0	6
NT - Northern Territory - Outback	0	0	5	0	3	0	8
<b>QLD</b>	<b>0</b>	<b>55</b>	<b>912</b>	<b>176</b>	<b>75</b>	<b>6</b>	<b>1,224</b>
QLD - Brisbane - East	0	0	48	3	12	0	63
QLD - Brisbane - North	0	12	31	1	0	1	45
QLD - Brisbane - South	0	0	38	1	5	0	44
QLD - Brisbane - West	0	0	8	0	0	0	8
QLD - Brisbane Inner City	0	0	26	0	2	0	28
QLD - Cairns	0	1	33	7	2	0	43
QLD - Darling Downs - Maranoa	0	0	9	2	0	0	11
QLD - Fitzroy	0	0	24	0	1	0	25
QLD - Gold Coast	0	1	110	1	5	0	117
QLD - Ipswich	0	8	88	57	11	2	166
QLD - Logan - Beaudesert	0	6	114	28	8	1	157
QLD - Mackay	0	0	35	6	2	1	44
QLD - Moreton Bay - North	0	6	86	12	8	0	112

<sup>897</sup> SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only and there is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA. There may also be under-construction properties which will be enrolled as SDA which are not represented in the data. Since July 2021, it has become mandatory for SDA providers or future SDA providers to inform the NDIA at the design stage of any proposed SDA dwellings, thus increasing the pipeline data available.

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Moreton Bay - South	0	0	23	9	0	0	32
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	0	22	17	3	0	42
QLD - Toowoomba	0	3	54	18	6	1	82
QLD - Townsville	0	2	93	2	3	0	100
QLD - Wide Bay	0	16	64	12	7	0	99
<b>SA</b>	<b>0</b>	<b>73</b>	<b>131</b>	<b>17</b>	<b>13</b>	<b>0</b>	<b>234</b>
SA - Adelaide - Central and Hills	0	9	55	0	0	0	64
SA - Adelaide - North	0	12	43	14	3	0	72
SA - Adelaide - South	0	9	20	1	3	0	33
SA - Adelaide - West	0	39	11	0	2	0	52
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	4	2	2	5	0	13
<b>TAS</b>	<b>0</b>	<b>18</b>	<b>16</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>43</b>
TAS - Hobart	0	0	5	2	0	0	7
TAS - Launceston and North East	0	2	9	0	3	0	14
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	16	2	4	0	0	22
<b>VIC</b>	<b>0</b>	<b>96</b>	<b>591</b>	<b>208</b>	<b>61</b>	<b>19</b>	<b>975</b>
VIC - Ballarat	0	16	27	13	11	2	69
VIC - Bendigo	0	5	9	8	2	0	24
VIC - Geelong	0	2	49	6	1	0	58
VIC - Hume	0	1	2	0	1	0	4
VIC - Latrobe - Gippsland	0	0	19	0	13	0	32
VIC - Melbourne - Inner	0	17	120	0	5	9	151
VIC - Melbourne - Inner East	0	9	14	1	2	0	26
VIC - Melbourne - Inner South	0	8	25	12	1	4	50
VIC - Melbourne - North East	0	5	53	14	3	0	75
VIC - Melbourne - North West	0	2	5	5	0	0	12
VIC - Melbourne - Outer East	0	5	6	1	3	0	15
VIC - Melbourne - South East	0	9	41	30	1	0	81
VIC - Melbourne - West	0	6	196	96	8	1	307
VIC - Mornington Peninsula	0	2	11	8	6	3	30
VIC - North West	0	1	0	0	4	0	5
VIC - Shepparton	0	6	8	9	0	0	23
VIC - Warrnambool and South West	0	2	6	5	0	0	13
<b>WA</b>	<b>0</b>	<b>43</b>	<b>193</b>	<b>8</b>	<b>42</b>	<b>7</b>	<b>293</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	1	12	2	10	0	25
WA - Perth - Inner	0	0	14	0	0	5	19
WA - Perth - North East	0	0	22	0	1	0	23
WA - Perth - North West	0	1	43	2	1	0	47
WA - Perth - South East	0	41	46	4	13	0	104
WA - Perth - South West	0	0	50	0	17	2	69
WA - Western Australia - Outback	0	0	3	0	0	0	3
WA - Western Australia - Wheat Belt	0	0	3	0	0	0	3
<b>Total</b>	<b>0</b>	<b>404</b>	<b>2,395</b>	<b>491</b>	<b>257</b>	<b>42</b>	<b>3,589</b>

**Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 30 September 2022** <sup>898</sup>

SA4 Region	Participants in an SDA dwelling or having SDA Funding	Participants in SDA dwelling, seeking alternative	Participants not currently in SDA, seeking dwelling	Total Participants with SDA need
<b>ACT</b>	<b>265</b>	<b>37</b>	<b>16</b>	<b>318</b>
ACT - Australian Capital Territory	265	37	16	318
<b>NSW</b>	<b>5,624</b>	<b>1,247</b>	<b>418</b>	<b>7,289</b>
NSW - Capital Region	145	27	3	175
NSW - Central Coast	294	65	25	384
NSW - Central West	230	27	21	278
NSW - Coffs Harbour - Grafton	118	16	10	144
NSW - Far West and Orana	126	19	11	156
NSW - Hunter Valley exc Newcastle	195	30	18	243
NSW - Illawarra	247	52	15	314
NSW - Mid North Coast	185	24	14	223
NSW - Murray	117	35	4	156
NSW - New England and North West	122	26	5	153
NSW - Newcastle and Lake Macquarie	419	71	28	518
NSW - Richmond - Tweed	187	40	14	241
NSW - Riverina	114	24	10	148
NSW - Southern Highlands and Shoalhaven	123	26	6	155
NSW - Sydney - Baulkham Hills and Hawkesbury	193	47	9	249
NSW - Sydney - Blacktown	323	46	16	385
NSW - Sydney - City and Inner South	107	18	10	135
NSW - Sydney - Eastern Suburbs	93	10	7	110
NSW - Sydney - Inner South West	330	70	24	424
NSW - Sydney - Inner West	144	10	15	169
NSW - Sydney - North Sydney and Hornsby	174	37	17	228
NSW - Sydney - Northern Beaches	154	80	12	246
NSW - Sydney - Outer South West	167	45	24	236
NSW - Sydney - Outer West and Blue Mountains	370	101	28	499
NSW - Sydney - Parramatta	299	120	24	443
NSW - Sydney - Ryde	245	89	12	346
NSW - Sydney - South West	212	41	27	280
NSW - Sydney - Sutherland	191	51	9	251
<b>NT</b>	<b>214</b>	<b>15</b>	<b>27</b>	<b>256</b>
NT - Darwin	128	13	9	150
NT - Northern Territory - Outback	86	2	18	106
<b>QLD</b>	<b>2,361</b>	<b>617</b>	<b>382</b>	<b>3,360</b>
QLD - Brisbane - East	98	19	21	138
QLD - Brisbane - North	109	29	23	161
QLD - Brisbane - South	122	14	30	166
QLD - Brisbane - West	75	34	19	128
QLD - Brisbane Inner City	68	22	17	107
QLD - Cairns	113	16	15	144
QLD - Darling Downs - Maranoa	48	2	6	56
QLD - Fitzroy	124	18	12	154
QLD - Gold Coast	206	97	42	345
QLD - Ipswich	275	63	57	395
QLD - Logan - Beaudesert	165	59	20	244
QLD - Mackay	60	4	7	71
QLD - Moreton Bay - North	158	53	28	239
QLD - Moreton Bay - South	69	29	13	111
QLD - Queensland - Outback	4	0	2	6

<sup>898</sup> For participants with an 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 in an SDA dwelling or having SDA Funding	Participants in SDA dwelling, seeking alternative	Participants not currently in SDA, seeking dwelling	Total Participants with SDA need
QLD - Sunshine Coast	156	46	21	223
QLD - Toowoomba	199	34	14	247
QLD - Townsville	111	25	19	155
QLD - Wide Bay	201	53	16	270
QLD - Other	0	0	0	0
<b>SA</b>	<b>1,848</b>	<b>290</b>	<b>167</b>	<b>2,305</b>
SA - Adelaide - Central and Hills	229	51	26	306
SA - Adelaide - North	586	95	43	724
SA - Adelaide - South	542	85	49	676
SA - Adelaide - West	229	32	24	285
SA - Barossa - Yorke - Mid North	49	5	6	60
SA - South Australia - Outback	51	4	7	62
SA - South Australia - South East	162	18	12	192
<b>TAS</b>	<b>460</b>	<b>38</b>	<b>36</b>	<b>534</b>
TAS - Hobart	223	6	17	246
TAS - Launceston and North East	114	17	8	139
TAS - South East	7	0	2	9
TAS - West and North West	116	15	9	140
<b>VIC</b>	<b>5,248</b>	<b>1,081</b>	<b>394</b>	<b>6,723</b>
VIC - Ballarat	202	58	13	273
VIC - Bendigo	158	39	10	207
VIC - Geelong	285	78	31	394
VIC - Hume	166	11	5	182
VIC - Latrobe - Gippsland	215	40	22	277
VIC - Melbourne - Inner	197	84	37	318
VIC - Melbourne - Inner East	390	55	15	460
VIC - Melbourne - Inner South	380	84	31	495
VIC - Melbourne - North East	611	102	32	745
VIC - Melbourne - North West	244	28	16	288
VIC - Melbourne - Outer East	536	116	34	686
VIC - Melbourne - South East	557	126	52	735
VIC - Melbourne - West	463	94	35	592
VIC - Mornington Peninsula	263	63	36	362
VIC - North West	252	40	6	298
VIC - Shepparton	139	24	10	173
VIC - Warrnambool and South West	190	39	9	238
<b>WA</b>	<b>1,481</b>	<b>94</b>	<b>119</b>	<b>1,694</b>
WA - Bunbury	66	0	6	72
WA - Mandurah	52	7	10	69
WA - Perth - Inner	65	13	12	90
WA - Perth - North East	289	11	16	316
WA - Perth - North West	366	20	14	400
WA - Perth - South East	384	31	23	438
WA - Perth - South West	189	10	23	222
WA - Western Australia - Outback	43	2	10	55
WA - Western Australia - Wheat Belt	27	0	5	32
Missing	0	0	0	0
<b>Total</b>	<b>17,501</b>	<b>3,419</b>	<b>1,559</b>	<b>22,479</b>



Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 30 September 2022 <sup>899</sup>

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA	Percentage of participants seeking SDA dwellings
<b>ACT</b>	<b>3</b>	<b>14</b>	<b>22</b>	<b>2</b>	<b>12</b>	<b>53</b>	<b>17%</b>
ACT - Australian Capital Territory	3	14	22	2	12	53	17%
<b>NSW</b>	<b>210</b>	<b>635</b>	<b>427</b>	<b>86</b>	<b>307</b>	<b>1,665</b>	<b>23%</b>
NSW - Capital Region	4	9	6	0	11	30	17%
NSW - Central Coast	13	32	31	2	12	90	23%
NSW - Central West	16	12	11	2	7	48	17%
NSW - Coffs Harbour - Grafton	3	16	1	1	5	26	18%
NSW - Far West and Orana	4	11	8	2	5	30	19%
NSW - Hunter Valley exc Newcastle	6	20	11	4	7	48	20%
NSW - Illawarra	8	23	21	0	15	67	21%
NSW - Mid North Coast	5	14	7	4	8	38	17%
NSW - Murray	6	20	7	2	4	39	25%
NSW - New England and North West	2	13	8	1	7	31	20%
NSW - Newcastle and Lake Macquarie	14	28	30	9	18	99	19%
NSW - Richmond - Tweed	5	17	9	7	16	54	22%
NSW - Riverina	6	12	8	1	7	34	23%
NSW - Southern Highlands and Shoalhaven	2	19	6	1	4	32	21%
NSW - Sydney - Baulkham Hills and Hawkesbury	1	26	15	5	9	56	22%
NSW - Sydney - Blacktown	11	25	11	4	11	62	16%
NSW - Sydney - City and Inner South	5	11	4	1	7	28	21%
NSW - Sydney - Eastern Suburbs	2	9	5	1	0	17	15%
NSW - Sydney - Inner South West	17	24	34	4	15	94	22%
NSW - Sydney - Inner West	6	7	6	2	4	25	15%
NSW - Sydney - North Sydney and Hornsby	6	23	14	4	7	54	24%
NSW - Sydney - Northern Beaches	4	46	25	0	17	92	37%
NSW - Sydney - Outer South West	17	26	10	6	10	69	29%
NSW - Sydney - Outer West and Blue Mountains	17	52	29	7	24	129	26%
NSW - Sydney - Parramatta	9	43	59	5	28	144	33%
NSW - Sydney - Ryde	4	51	18	3	25	101	29%
NSW - Sydney - South West	11	22	19	2	14	68	24%
NSW - Sydney - Sutherland	6	24	14	6	10	60	24%
<b>NT</b>	<b>5</b>	<b>15</b>	<b>12</b>	<b>1</b>	<b>9</b>	<b>42</b>	<b>16%</b>
NT - Darwin	2	10	5	1	4	22	15%
NT - Northern Territory -Outback	3	5	7	0	5	20	19%
<b>QLD</b>	<b>107</b>	<b>235</b>	<b>344</b>	<b>74</b>	<b>239</b>	<b>999</b>	<b>30%</b>
QLD - Brisbane - East	5	9	10	3	13	40	29%
QLD - Brisbane - North	4	18	20	5	5	52	32%
QLD - Brisbane - South	4	11	16	3	10	44	27%
QLD - Brisbane - West	4	10	28	1	10	53	41%
QLD - Brisbane Inner City	6	8	18	0	7	39	36%
QLD - Cairns	3	5	13	0	10	31	22%
QLD - Darling Downs -Maranoa	2	3	2	0	1	8	14%
QLD - Fitzroy	4	9	8	3	6	30	19%
QLD - Gold Coast	15	28	51	5	40	139	40%
QLD - Ipswich	7	37	32	18	26	120	30%
QLD - Logan - Beaudesert	10	8	26	13	22	79	32%
QLD - Mackay	4	3	3	0	1	11	15%
QLD - Moreton Bay - North	6	20	27	7	21	81	34%
QLD - Moreton Bay - South	6	4	19	2	11	42	38%

<sup>899</sup> Ibid.

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA	Percentage of participants seeking SDA dwellings
QLD - Queensland - Outback	1	0	0	0	1	2	33%
QLD - Sunshine Coast	8	10	24	6	19	67	30%
QLD - Toowoomba	5	16	12	3	12	48	19%
QLD - Townsville	5	16	14	1	8	44	28%
QLD - Wide Bay	8	20	21	4	16	69	26%
<b>SA</b>	<b>63</b>	<b>132</b>	<b>110</b>	<b>31</b>	<b>121</b>	<b>457</b>	<b>20%</b>
SA - Adelaide - Central and Hills	12	14	33	2	16	77	25%
SA - Adelaide - North	24	31	27	12	44	138	19%
SA - Adelaide - South	12	52	31	7	32	134	20%
SA - Adelaide - West	8	14	9	9	16	56	20%
SA - Barossa - Yorke - Mid North	2	2	3	1	3	11	18%
SA - South Australia - Outback	3	5	2	0	1	11	18%
SA - South Australia - South East	2	14	5	0	9	30	16%
<b>TAS</b>	<b>16</b>	<b>21</b>	<b>21</b>	<b>1</b>	<b>15</b>	<b>74</b>	<b>14%</b>
TAS - Hobart	9	6	5	0	3	23	9%
TAS - Launceston and North East	6	8	8	1	2	25	18%
TAS - South East	0	0	0	0	2	2	22%
TAS - West and North West	1	7	8	0	8	24	17%
<b>VIC</b>	<b>240</b>	<b>581</b>	<b>334</b>	<b>97</b>	<b>223</b>	<b>1,475</b>	<b>22%</b>
VIC - Ballarat	12	30	8	8	13	71	26%
VIC - Bendigo	7	26	5	8	3	49	24%
VIC - Geelong	15	38	26	6	24	109	28%
VIC - Hume	3	5	3	0	5	16	9%
VIC - Latrobe - Gippsland	15	27	5	5	10	62	22%
VIC - Melbourne - Inner	16	23	56	3	23	121	38%
VIC - Melbourne - Inner East	11	28	16	6	9	70	15%
VIC - Melbourne - Inner South	18	44	29	10	14	115	23%
VIC - Melbourne - North East	22	44	36	9	23	134	18%
VIC - Melbourne - North West	10	10	15	3	6	44	15%
VIC - Melbourne - Outer East	19	73	30	9	19	150	22%
VIC - Melbourne - South East	34	62	46	16	20	178	24%
VIC - Melbourne - West	21	43	33	6	26	129	22%
VIC - Mornington Peninsula	17	50	11	4	17	99	27%
VIC - North West	12	22	5	1	6	46	15%
VIC - Shepparton	3	26	3	1	1	34	20%
VIC - Warrnambool and South West	5	30	7	2	4	48	20%
<b>WA</b>	<b>39</b>	<b>41</b>	<b>77</b>	<b>7</b>	<b>49</b>	<b>213</b>	<b>13%</b>
WA - Bunbury	0	2	2	0	2	6	8%
WA - Mandurah	4	5	2	1	5	17	25%
WA - Perth - Inner	4	5	12	0	4	25	28%
WA - Perth - North East	3	6	8	1	9	27	9%
WA - Perth - North West	6	5	16	2	5	34	9%
WA - Perth - South East	12	8	20	3	11	54	12%
WA - Perth - South West	6	6	11	0	10	33	15%
WA - Western Australia - Outback	2	3	5	0	2	12	22%
WA - Western Australia - Wheat Belt	2	1	1	0	1	5	16%
Missing	0	0	0	0	0	0	0%
<b>Total</b>	<b>683</b>	<b>1,674</b>	<b>1,347</b>	<b>299</b>	<b>975</b>	<b>4,978</b>	<b>22%</b>

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 30 September 2022 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 September 2022 (excluding in-kind arrangements)

Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 30 September 2022 (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 September 2022

Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 30 September 2022 (excluding in-kind arrangements)

Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 30 September 2022 (excluding in-kind arrangements)

Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 30 September 2022 (excluding in-kind arrangements)

Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 30 September 2022

Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 30 September 2022

Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 30 September 2022

Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 30 September 2022