

# Appendix A:

## Key definitions

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

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

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

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

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

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

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

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

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

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

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

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

**Information, linkages and capacity building (ILC):** The activities that will be supported by the NDIS to promote the social and economic inclusion of all people with disability.

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

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

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

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

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

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

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

**Participant:** An individual whose access request has been determined ‘eligible’. A participant can be made eligible under the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25). If a participant is in a “defined” program, they automatically meet the access criteria because that program is deemed to be eligible in line with the access criteria in the NDIS Act.

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

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

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

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

**Registered provider:** An approved person or provider of supports that has met NDIS registration requirements, or has met NQSC requirements if registering in NSW or SA.

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

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

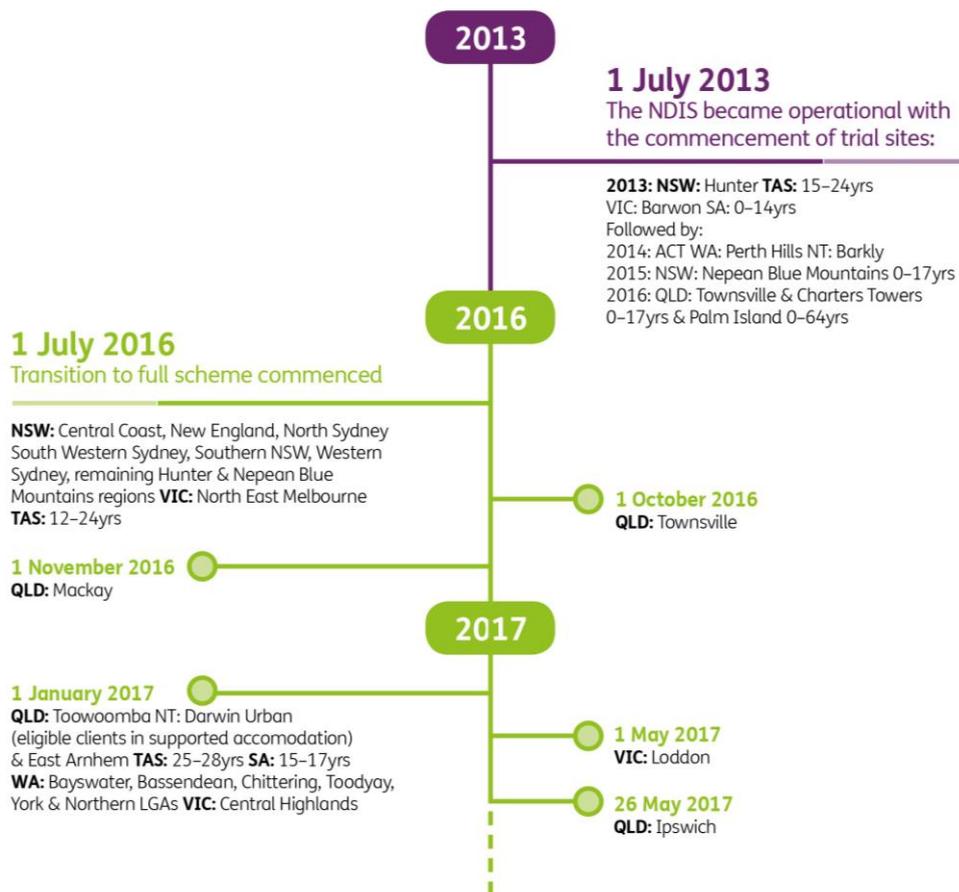
**Supported Independent Living (SIL):** Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of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

# Appendix B:

## Scheme roll-out: Timing and locations

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

Figure B.1 NDIS roll-out schedule





## Appendix C: Operational progress

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

The comparisons are made on different bases:

- Table C.1 compares plan approvals in 2018-19 against operational targets.
- Table C.2 compares plan approvals in 2018-19 against bilateral estimates, split by Existing and New or Commonwealth participants.
- Table C.3 compares total plan approvals to date (since 1 July 2013) against bilateral estimates, split by trial and transition.

Operational targets are lower than bilateral estimates to reflect a shortfall in the number of State/Territory participants that are able to enter the Scheme. There are multiple reasons for the shortfall, including difficulties in contacting potential participants; some individuals not wanting to enter the Scheme; insufficient records; and some individuals being ineligible or no longer requiring support.

The 2018-19 bilateral agreements have estimates split by State/Territory transitioning participants and those who are new or from Commonwealth programs, with the exception of ACT where the NDIS was fully available from 1 July 2016 and there is no ongoing schedule of participant intake estimates. For New South Wales and South Australia, the existing component of the transition bilateral agreements has been completed. The relative mix of State/Territory and New/Commonwealth participants estimated in the bilateral agreements differs by jurisdiction.

**Table C.1 Plan approvals operational progress in 2018-19<sup>1,2</sup>**

State/Territory	2018-19 Actionable data available (operational target)	2018-19 Plans approved (incl. ECEI), relating to actionable data	% of 2018-19 operational target met
NSW	15,322	15,546	101%
VIC	40,900	37,384	91%
QLD	37,897	35,196	93%
WA	6,405	4,859	76%
SA	11,259	10,340	92%
TAS	2,630	2,595	99%
ACT	823	950	115%
NT	1,626	1,608	99%
<b>Total</b>	<b>116,862</b>	<b>108,478</b>	<b>93%</b>

**Table C.2 Plan approvals in 2018-19 (including confirmed ECEI referrals) compared to estimates<sup>3,4,5</sup>**

State/Territory	2018-19 plans approved (incl. ECEI)			2018-19 bilateral estimates			Comparison for 2018-19 plan approvals (incl. ECEI) with 2018-19 bilateral estimates		
	Existing	New/CW	Total	Existing	New/CW	Total	Existing	New/CW	Total
NSW	1,473	14,073	15,546		26,404	26,404		53%	
VIC	24,494	12,890	37,384	39,400	15,227	54,627	62%	85%	68%
QLD	20,292	14,904	35,196	32,444	27,618	60,062	63%	54%	59%
WA	3,038	1,821	4,859	6,046	2,923	8,969	50%	62%	54%
SA	5,276	5,064	10,340		6,326	6,326		80%	
TAS	864	1,731	2,595	2,042	3,670	5,712	42%	47%	45%
ACT	13	937	950						
NT	965	643	1,608	2,373	938	3,310	41%	69%	49%
<b>Total*</b>	<b>49,653</b>	<b>51,126</b>	<b>100,779</b>	<b>82,305</b>	<b>83,106</b>	<b>165,411</b>	<b>60%</b>	<b>62%</b>	<b>61%</b>
<b>Total</b>	<b>56,415</b>	<b>52,063</b>	<b>108,478</b>						

\*Total excluding jurisdictions with nil bilateral estimates in 2018-19.

**Table C.3 Plan approvals to date (including confirmed ECEI referrals) compared to estimates<sup>6</sup>**

State/Territory	All plans approved (incl. ECEI)			Total bilateral estimates			Comparison for all plan approvals (incl. ECEI) with bilateral estimates		
	Trial	Transition	Total	Trial	Transition	Total	Trial	Transition	Total
NSW	9,609	95,245	104,854	12,111	129,846	141,957	79%	73%	74%
VIC	5,282	73,807	79,089	5,289	100,035	105,324	100%	74%	75%
QLD	361	51,888	52,249	600	90,617	91,217	60%	57%	57%
WA	2,494	6,691	9,185	2,493	12,042	14,535	100%	56%	63%
SA	7,117	21,917	29,034	8,500	23,784	32,284	84%	92%	90%
TAS	1,162	5,669	6,831	1,125	9,462	10,587	103%	60%	65%
ACT	4,098	3,688	7,786	4,278	797	5,075	96%	463%	153%
NT	155	2,298	2,453	149	4,784	4,933	104%	48%	50%
<b>Total</b>	<b>30,278</b>	<b>261,203</b>	<b>291,481</b>	<b>34,545</b>	<b>371,367</b>	<b>405,912</b>	<b>88%</b>	<b>70%</b>	<b>72%</b>

<sup>1</sup> ACT participants, and Existing participants in NSW and SA are still subject to an operational target in 2018-19.

<sup>2</sup> WA bilateral estimates and operational targets include NDIA trial sites only. Total plans approved exclude 7,139 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS this year.

<sup>3</sup> Ibid.

<sup>4</sup> The total excluding jurisdictions with nil bilateral estimates in 2018-19 is not equal to the total in Table C.1 because it excludes ACT participants as well as Existing participants in NSW and SA approved in 2018-19.

<sup>5</sup> Note: 'CW' stands for Commonwealth.

<sup>6</sup> WA bilateral estimates include NDIA trial sites only. Total plans approved exclude 7,335 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

# Appendix D:

## Outcomes framework questionnaires

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### About the outcomes framework questionnaires

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

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

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

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

# Appendix E:

## National

### Part One: Participants and their plans

Table E.1 Plan approvals compared to estimates – NATIONAL<sup>7</sup>

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
NATIONAL	265,651	27,853	293,504	298,816	405,912

Table E.2 Quarterly intake split by plan and entry type since 1 July 2013 – NATIONAL<sup>8</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Access decisions</b>	<b>350,061</b>	<b>25,433</b>	<b>375,494</b>
<b>Access Met<sup>9</sup></b>	<b>301,128</b>	<b>18,861</b>	<b>319,989</b>
State	171,804	6,301	178,105
Commonwealth	29,167	1,993	31,160
New	100,157	10,567	110,724
<b>Total Participant Plans</b>	<b>277,155</b>	<b>33,165</b>	<b>298,816</b>
State	152,401	12,989	165,390
Commonwealth	25,618	2,959	28,577
New	87,632	11,905	99,537
ECEI <sup>10</sup>	11,504	5,312	5,312
<b>Total Participant Plans</b>	<b>277,155</b>	<b>33,165</b>	<b>298,816</b>
Early Intervention (s25)	48,750	5,394	54,144
Permanent Disability (s24)	216,901	22,459	239,360
ECEI <sup>11</sup>	11,504	5,312	5,312

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

Exits	
<b>Total participant exits</b>	<b>7,489</b>
Early Intervention participants	2,079
Permanent disability participants	5,410

<sup>7</sup> In this table the 293,504 participants include the 7,335 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants in subsequent tables where the percentage of estimate is shown.

<sup>8</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q4, 90% of people with a hearing impairment met the access criteria compared to 74% overall.

<sup>9</sup> The number of people who have had their access met is higher than the number of approved plans. This is because a large number of these people are due to phase in during future quarters.

<sup>10</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>11</sup> Ibid.

**Table E.4 Cumulative position by services previously received – NATIONAL<sup>12,13</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	14,886	2,037	13,355		30,278	34,545	88%
End of 2016-17	54,118	6,080	30,421	6,134	96,753	115,032	84%
End of 2017-18	105,545	16,826	53,816	7,768	183,955	240,500	76%
End of 2018-19 Q1	119,753	19,471	62,913	6,656	208,793	273,059	76%
End of 2018-19 Q2	135,575	22,507	75,082	11,489	244,653	315,721	76%
End of 2018-19 Q3	152,401	25,618	87,632	11,504	277,155	360,954	75%
End of 2018-19 Q4	165,390	28,577	99,537	5,312	298,816	405,912	72%

**Table E.5 Cumulative position by entry into the Scheme – NATIONAL<sup>14,15</sup>**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention <sup>16</sup>	Permanent Disability <sup>17</sup>	ECEI	Total		
Trial	12,193	18,085		30,278	34,545	88%
End of 2016-17	21,394	69,225	6,134	96,753	115,032	84%
End of 2017-18	33,861	142,326	7,768	183,955	240,500	76%
End of 2018-19 Q1	38,161	163,976	6,656	208,793	273,059	76%
End of 2018-19 Q2	43,453	189,711	11,489	244,653	315,721	76%
End of 2018-19 Q3	48,750	216,901	11,504	277,155	360,954	75%
End of 2018-19 Q4	54,144	239,360	5,312	298,816	405,912	72%

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

**Table E.6 Participant profile per quarter by Aboriginal and Torres Strait Islander status – NATIONAL**

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	14,383	5.6%	2,034	7.3%	16,417	5.7%
Not Aboriginal and Torres Strait Islander	230,683	89.3%	23,675	85.1%	254,358	88.9%
Not Stated	13,126	5.1%	2,114	7.6%	15,240	5.3%
<b>Total</b>	<b>258,192</b>	<b>100%</b>	<b>27,823</b>	<b>100%</b>	<b>286,015</b>	<b>100%</b>

<sup>12</sup> The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

<sup>13</sup> In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants.

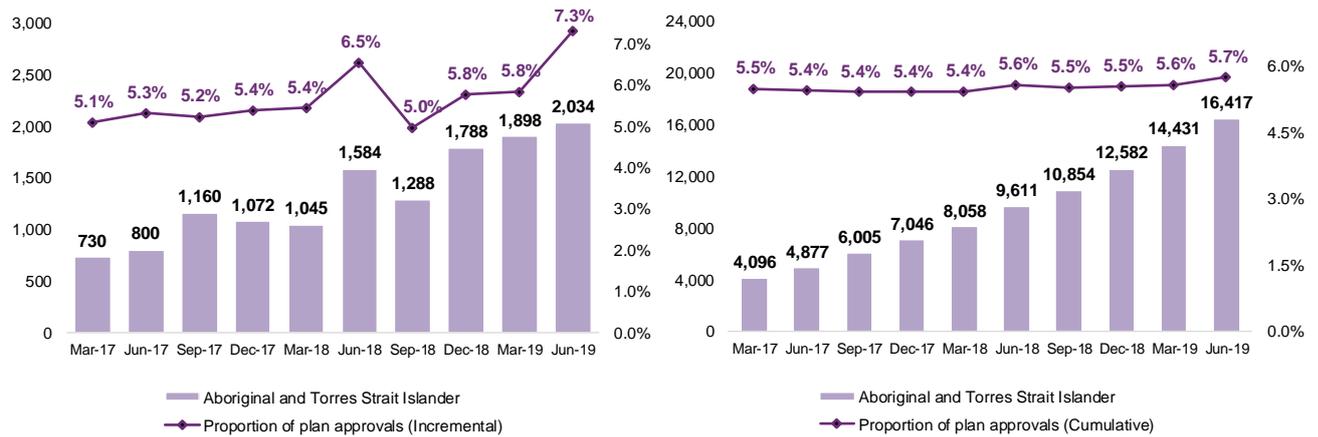
<sup>14</sup> The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

<sup>15</sup> In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants.

<sup>16</sup> Participants who met Section 25 of the NDIS Act for access

<sup>17</sup> Participants who met Section 24 of the NDIS Act for access

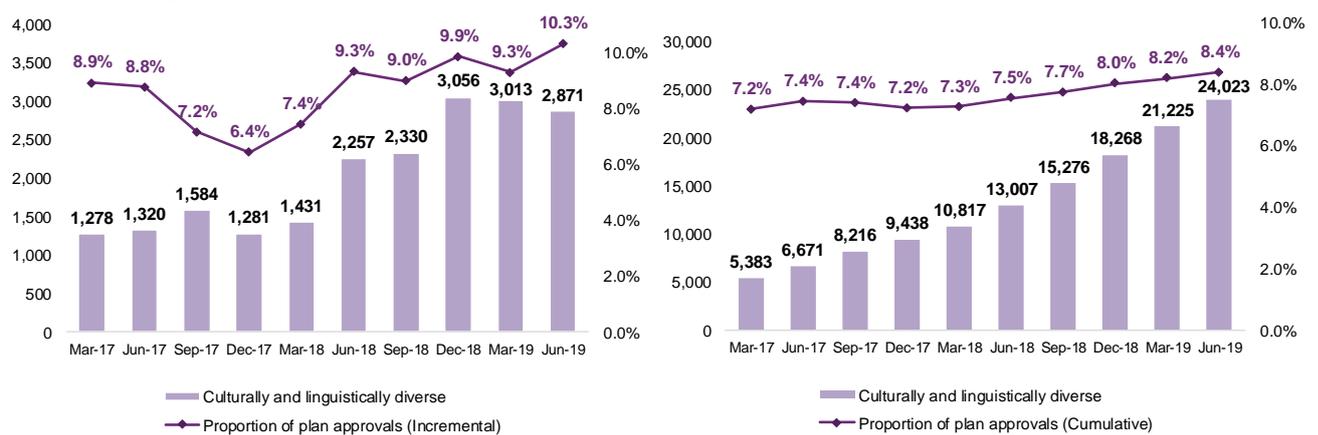
**Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NATIONAL<sup>18</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	21,152	8.2%	2,871	10.3%	24,023	8.4%
Not CALD	231,045	89.5%	24,137	86.8%	255,182	89.2%
Not Stated	5,995	2.3%	815	2.9%	6,810	2.4%
<b>Total</b>	<b>258,192</b>	<b>100%</b>	<b>27,823</b>	<b>100%</b>	<b>286,015</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>19</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	4,114	1.6%	607	2.2%	4,721	1.7%
Not YPIRAC	254,078	98.4%	27,216	97.8%	281,294	98.3%
<b>Total</b>	<b>258,192</b>	<b>100%</b>	<b>27,823</b>	<b>100%</b>	<b>286,015</b>	<b>100%</b>

<sup>18</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>19</sup> Ibid.

Figure E.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – NATIONAL<sup>20</sup>

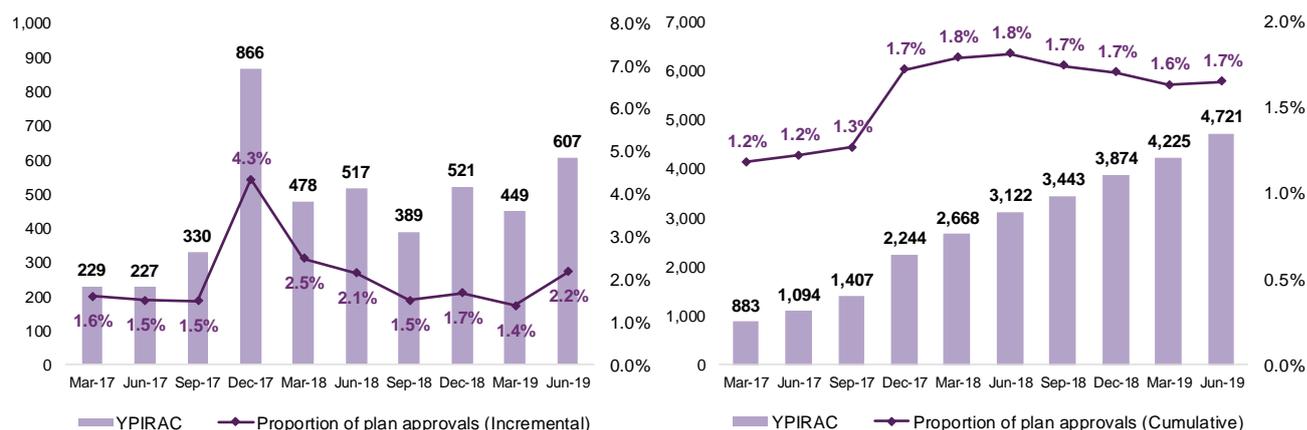


Table E.9 Participants who are YPIRAC by age group – NATIONAL

Age group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Under 45	159	3.9%	18	3.0%	177	3.7%
45 to 54	669	16.3%	91	15.0%	760	16.1%
55 to 64	2,435	59.2%	420	69.2%	2,855	60.5%
65 and above	851	20.7%	78	12.9%	929	19.7%
<b>Total YPIRAC</b>	<b>4,114</b>	<b>100%</b>	<b>607</b>	<b>100%</b>	<b>4,721</b>	<b>100%</b>

Table E.10 Participant profile per quarter by remoteness – NATIONAL<sup>21,22</sup>

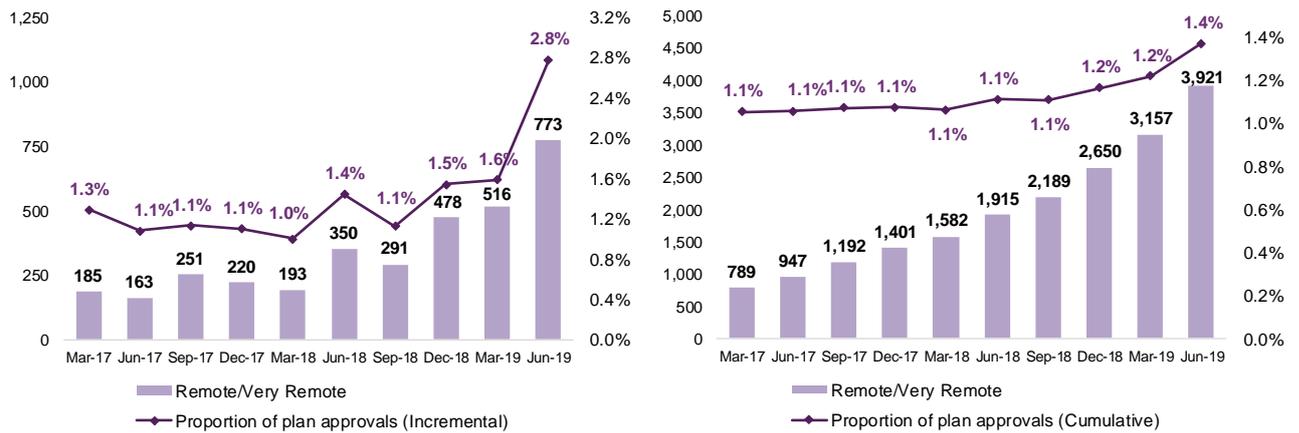
Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	172,254	66.8%	18,922	68.1%	191,176	66.9%
Population > 50,000	28,842	11.2%	2,742	9.9%	31,584	11.1%
Population between 15,000 and 50,000	22,914	8.9%	2,186	7.9%	25,100	8.8%
Population between 5,000 and 15,000	12,591	4.9%	1,272	4.6%	13,863	4.9%
Population less than 5,000	18,191	7.1%	1,905	6.9%	20,096	7.0%
Remote	1,966	0.8%	445	1.6%	2,411	0.8%
Very Remote	1,182	0.5%	328	1.2%	1,510	0.5%
Missing	252		23		275	
<b>Total</b>	<b>258,192</b>	<b>100%</b>	<b>27,823</b>	<b>100%</b>	<b>286,015</b>	<b>100%</b>

<sup>20</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>21</sup> This table is based on the Modified Monash Model measure of remoteness.

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

**Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NATIONAL<sup>23</sup>**



**Table E.11 Participant profile per quarter by disability group - NATIONAL<sup>24</sup>**

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	76,945	30%	8,239	30%	85,184	30%
Intellectual Disability <sup>25</sup>	68,240	26%	4,874	18%	73,114	26%
Psychosocial disability	21,783	8%	3,409	12%	25,192	9%
Developmental Delay	11,039	4%	2,593	9%	13,632	5%
Other Neurological	12,213	5%	1,243	4%	13,456	5%
Cerebral Palsy	12,498	5%	915	3%	13,413	5%
Other Physical	10,985	4%	1,393	5%	12,378	4%
Hearing Impairment	9,524	4%	1,433	5%	10,957	4%
ABI	9,087	4%	970	3%	10,057	4%
Visual Impairment	6,429	2%	641	2%	7,070	2%
Multiple Sclerosis	5,551	2%	401	1%	5,952	2%
Global Developmental Delay	3,633	1%	775	3%	4,408	2%
Stroke	3,459	1%	411	1%	3,870	1%
Spinal Cord Injury	3,451	1%	296	1%	3,747	1%
Other Sensory/Speech	2,936	1%	184	1%	3,120	1%
Other	419	0%	46	0%	465	0%
<b>Total</b>	<b>258,192</b>	<b>100%</b>	<b>27,823</b>	<b>100%</b>	<b>286,015</b>	<b>100%</b>

<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 as at each quarter over time. Data is not available prior to March 2017.

<sup>24</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>25</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants (9,896).

Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NATIONAL<sup>26</sup>

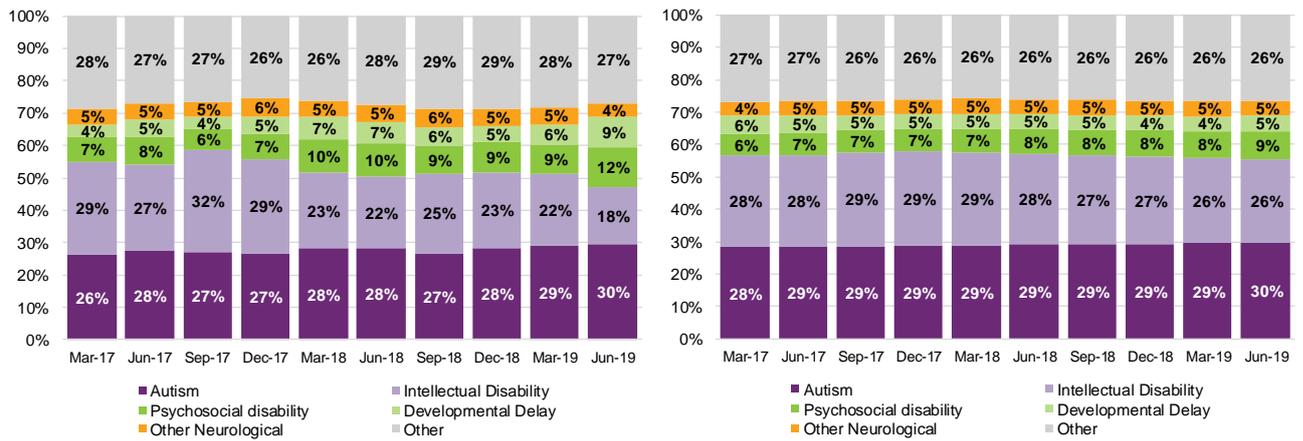


Table E.12 Participant profile per quarter by level of function – NATIONAL<sup>27</sup>

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	15,902	6%	2,681	10%	18,583	7%
2 (High Function)	550	0%	49	0%	599	0%
3 (High Function)	15,195	6%	1,935	7%	17,130	6%
4 (High Function)	16,570	6%	1,498	5%	18,068	6%
5 (High Function)	19,340	8%	2,397	9%	21,737	8%
6 (Moderate Function)	44,774	17%	5,253	19%	50,027	18%
7 (Moderate Function)	17,894	7%	1,653	6%	19,547	7%
8 (Moderate Function)	20,445	8%	2,070	7%	22,515	8%
9 (Moderate Function)	1,333	1%	111	0%	1,444	1%
10 (Moderate Function)	30,443	12%	3,259	12%	33,702	12%
11 (Low Function)	11,959	5%	981	4%	12,940	5%
12 (Low Function)	40,795	16%	4,015	14%	44,810	16%
13 (Low Function)	15,995	6%	1,554	6%	17,549	6%
14 (Low Function)	6,417	2%	363	1%	6,780	2%
15 (Low Function)	76	0%	<11		80	0%
Missing	504		0		504	
<b>Total</b>	<b>258,192</b>	<b>100%</b>	<b>27,823</b>	<b>100%</b>	<b>286,015</b>	<b>100%</b>

<sup>26</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>27</sup> The distributions are calculated excluding participants with a missing level of function.

Figure E.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NATIONAL<sup>28</sup>

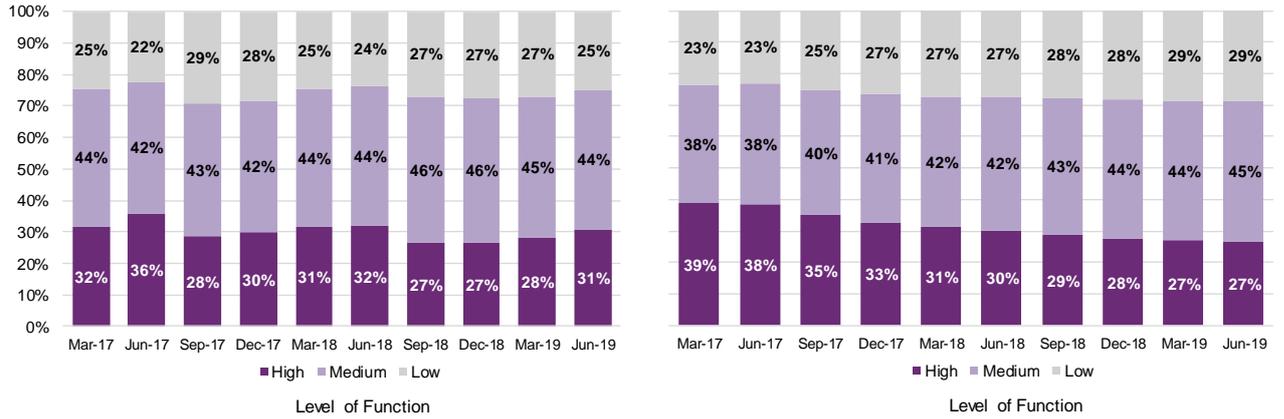


Table E.13 Participant profile per quarter by age group – NATIONAL

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	30,312	12%	7,529	27%	37,841	13%
7 to 14	65,009	25%	5,455	20%	70,464	25%
15 to 18	19,968	8%	1,491	5%	21,459	8%
19 to 24	24,824	10%	1,523	5%	26,347	9%
25 to 34	25,561	10%	2,269	8%	27,830	10%
35 to 44	23,817	9%	2,297	8%	26,114	9%
45 to 54	29,524	11%	3,250	12%	32,774	11%
55 to 64	32,514	13%	3,696	13%	36,210	13%
65+	6,663	3%	313	1%	6,976	2%
<b>Total</b>	<b>258,192</b>	<b>100%</b>	<b>27,823</b>	<b>100%</b>	<b>286,015</b>	<b>100%</b>

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NATIONAL<sup>29</sup>

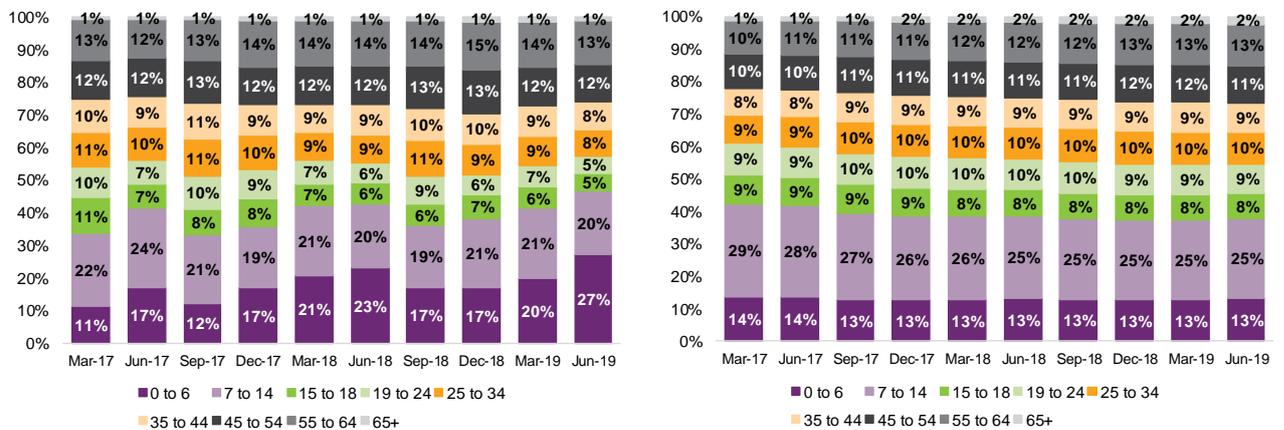


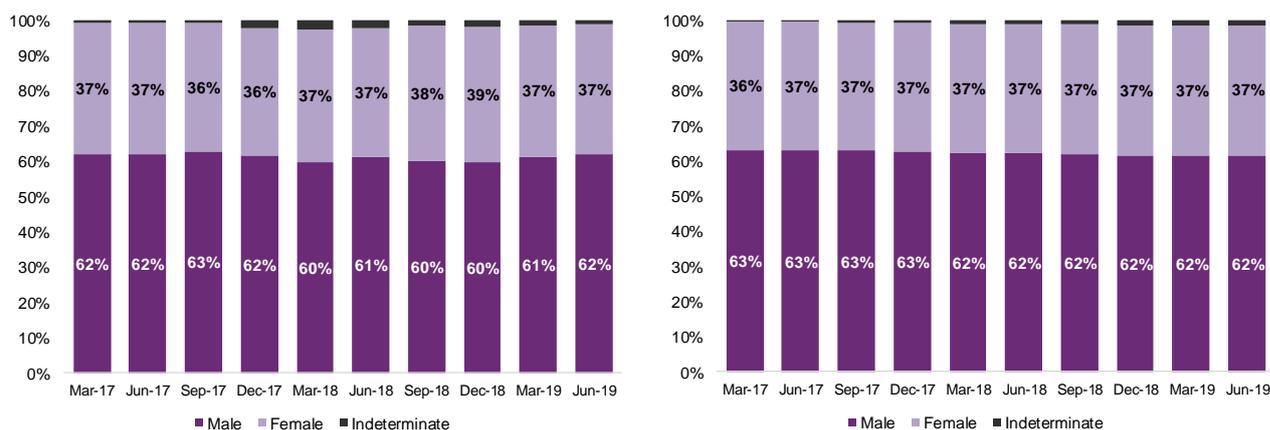
Table E.14 Participant profile per quarter by gender – NATIONAL

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	159,279	62%	17,311	62%	176,590	62%
Female	95,823	37%	10,218	37%	106,041	37%
Indeterminate	3,090	1%	294	1%	3,384	1%
<b>Total</b>	<b>258,192</b>	<b>100%</b>	<b>27,823</b>	<b>100%</b>	<b>286,015</b>	<b>100%</b>

<sup>28</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>29</sup> Ibid.

Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NATIONAL<sup>30</sup>



## Part Two: Participant experience and outcomes

Table E.15 Number of questionnaires completed by SFOF version - NATIONAL<sup>31</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	7,640	11,856	16,430	35,926
Participant school to 14	14,201	21,585	32,227	68,013
Participant 15 to 24	9,571	12,376	15,066	37,013
Participant 25 and over	24,734	37,490	52,914	115,138
<b>Total Participant</b>	<b>56,146</b>	<b>83,307</b>	<b>116,637</b>	<b>256,090</b>
Family 0 to 14	20,553	32,536	46,299	99,388
Family 15 to 24	2,724	8,470	10,329	21,523
Family 25 and over	778	11,541	16,168	28,487
<b>Total Family</b>	<b>24,055</b>	<b>52,547</b>	<b>72,796</b>	<b>149,398</b>
<b>Total</b>	<b>80,201</b>	<b>135,854</b>	<b>189,433</b>	<b>405,488</b>

<sup>30</sup> Ibid.

<sup>31</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.  
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**Table E.16 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NATIONAL**

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	67%			
CC % who say their child is able to tell them what he/she wants	71%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		40%		
CC % of children who have a genuine say in decisions about themselves		65%		
CC % who are happy with the level of independence/control they have now			36%	
CC % who choose who supports them			35%	55%
CC % who choose what they do each day			44%	64%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			20%	27%
CC % who want more choice and control in their life			81%	77%

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

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	61%	61%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	52%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		36%		
REL Of these, % who are welcomed or actively included	63%	75%		
REL % of children who spend time with friends without an adult present		12%		
REL % with no friends other than family or paid staff			32%	29%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

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

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		61%		
HM	% who are happy with their home			80%	73%
HM	% who feel safe or very safe in their home			84%	74%
HW	% who rate their health as good, very good or excellent			68%	46%
HW	% who did not have any difficulties accessing health services			69%	66%
LL	% who currently attend or previously attended school in a mainstream class			30%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				51%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			17%	23%
WK	% who volunteer			13%	12%

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

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	23%	28%	24%
% receiving Carer Allowance	52%	51%	37%
% working in a paid job	47%	49%	35%
Of those in a paid job, % in permanent employment	76%	75%	77%
Of those in a paid job, % working 15 hours or more	78%	84%	84%
% who say they (and their partner) are able to work as much as they want	40%	47%	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	87%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	36%	29%	20%
% able to advocate for their child/family member	77%	71%	68%
% who have friends and family they see as often as they like	44%	43%	47%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		41%	
% who feel in control selecting services		41%	41%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			39%
% who rate their health as good, very good or excellent	72%	61%	59%

**Table E.20 Results for “Has the NDIS helped?” questions answered at end of participant’s first year in the Scheme, for SFOF version ‘Participant 0 to school’ (n=5,455) – NATIONAL<sup>32</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL Has the NDIS improved how your child fits into family life?	74%
S/CP Has the NDIS improved how your child fits into community life?	61%

<sup>32</sup> Results in Tables E.20 to E.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables E.24 to E.27.

**Table E.21 Results for “Has the NDIS helped?” questions answered at end of participant’s first year in the Scheme, for SFOF version ‘Participant school to 14’ (n=20,526) – NATIONAL**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	58%
LL	Has the NDIS improved your child’s access to education?	37%
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?	42%

**Table E.22 Results for “Has the NDIS helped?” questions answered at end of participant’s first year in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=10,552) and ‘Participant 25 and over’ (n=30,235) – NATIONAL**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	67%
DL	Has the NDIS helped you with daily living activities?	58%	70%
REL	Has the NDIS helped you to meet more people?	48%	51%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	19%	28%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	48%
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%	19%
S/CP	Has the NDIS helped you be more involved?	53%	58%

**Table E.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first year in the Scheme, for SFOF version ‘Family 0 to 14’ (n=24,307); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=12,349) – NATIONAL**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	48%
Has the NDIS improved the level of support for your family?	64%	61%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	39%	34%

**Table E.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=891) – NATIONAL<sup>33</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	91%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	89%	92%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	85%	+3%
REL	Has the NDIS improved how your child fits into family life?	72%	75%	+3%
S/CP	Has the NDIS improved how your child fits into community life?	59%	63%	+4%

**Table E.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=10,173) – NATIONAL**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	56%	65%	+9%
LL	Has the NDIS improved your child's access to education?	35%	38%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	45%	50%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	42%	46%	+4%

**Table E.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=7,335) and ‘Participant 25 and over’ (n=14,549) – NATIONAL**

Question	15 to 24			25 and over			
	Year 1	Year 2	Change	Year 1	Year 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	59%	64%	+5%	66%	74%	+7%
DL	Has the NDIS helped you with daily living activities?	58%	65%	+7%	70%	79%	+8%
REL	Has the NDIS helped you to meet more people?	51%	53%	+3%	52%	59%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	18%	-4%	29%	29%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	45%	+3%	49%	56%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	36%	-1%	31%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	16%	-2%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	53%	58%	+4%	59%	66%	+7%

<sup>33</sup> Results in Tables E.24 to E.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table E.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=8,735); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,410) – NATIONAL**

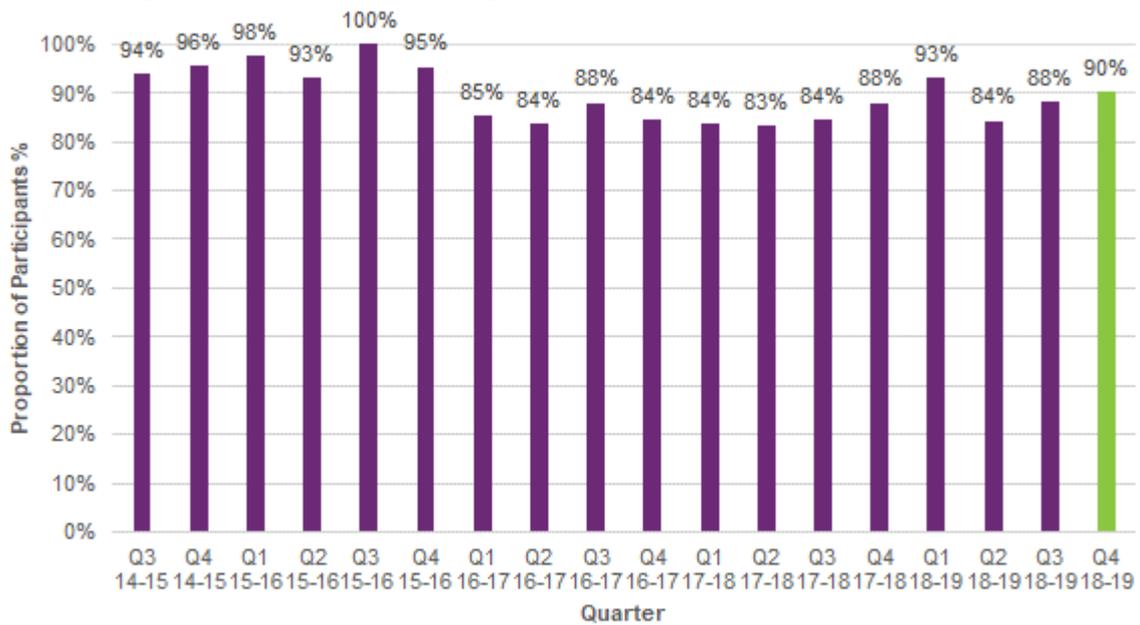
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	58%	+4%	46%	50%	+4%
Has the NDIS improved the level of support for your family?	61%	67%	+6%	57%	64%	+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?	64%	70%	+6%	56%	63%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	74%	+5%			
Has the NDIS improved your health and wellbeing?	37%	39%	+1%	34%	32%	-1%

**Table E.28 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=20,002) – NATIONAL<sup>34</sup>**

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	13%	22%	
Aged 25+	26%	25%	26%
Aged 15+ (average)	23%	24%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	31%	43%	41%
Aged 25+	36%	47%	
Aged 15+ (average)	35%	46%	

<sup>34</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 June 2017.

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



\* The result for Q4 of 2018-19 is based on 571 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 90% gave a rating of good or very good, 6% gave a neutral rating and 4% gave a rating of poor or very poor.

**Table E.29 Proportion of participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NATIONAL)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	94%	4%	2%
I had enough time to tell my story and say what support I need	94%	2%	4%
The planner knows what I can do well	85%	10%	5%
The planner had some good ideas for my plan	88%	6%	6%
I know what is in my plan	85%	10%	5%
The planner helped me think about my future	81%	13%	6%
I think my plan will make my life better	86%	9%	4%
The planning meeting went well	95%	3%	2%

**Table E.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (NATIONAL)**

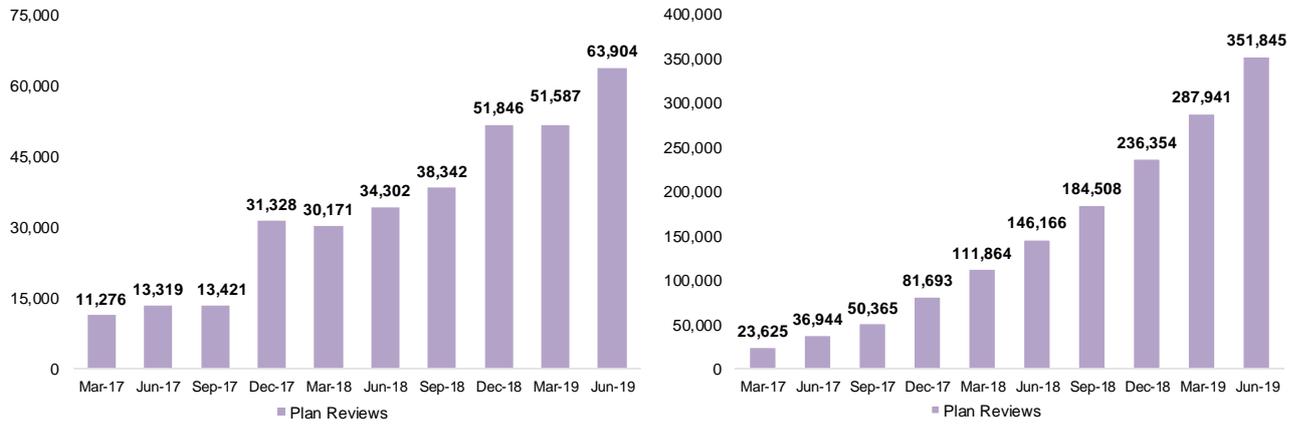
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
<b>Access</b>	<b>N = 1,976</b>	<b>N = 1,201</b>
Are you happy with how coming into the NDIS has gone?	76%	77%
Was the person from the NDIS respectful?	94%	95%
Do you understand what will happen next with your plan?	70%	73%
<b>Pre-planning</b>	<b>N = 1,925</b>	<b>N = 1,476</b>
Did the person from the NDIS understand how your disability affects your life?	87%	89%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	80%	85%
Are you clear on what happens next with your plan?	74%	78%
Do you know where to go for more help with your plan?	79%	83%
<b>Planning</b>	<b>N = 2,304</b>	<b>N = 1,421</b>
Did the person from the NDIS understand how your disability affects your life?	86%	88%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	79%	82%
Are you clear on what happens next with your plan?	75%	77%
Do you know where to go for more help with your plan?	81%	83%
<b>Plan review</b>	<b>N = 1,954</b>	<b>N = 1,341</b>
Did the person from the NDIS understand how your disability affects your life?	80%	83%
Did you feel prepared for your plan review?	82%	84%
Is your NDIS plan helping you to make progress towards your goals?	84%	84%

**Table E.31 Plan reviews conducted per quarter – excluding plans less than 30 days – NATIONAL<sup>35</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total plan reviews</b>	<b>287,941</b>	<b>63,904</b>	<b>351,845</b>
<i>Early intervention plans</i>	58,199	12,172	70,371
<i>Permanent disability plans</i>	229,742	51,732	281,474

<sup>35</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

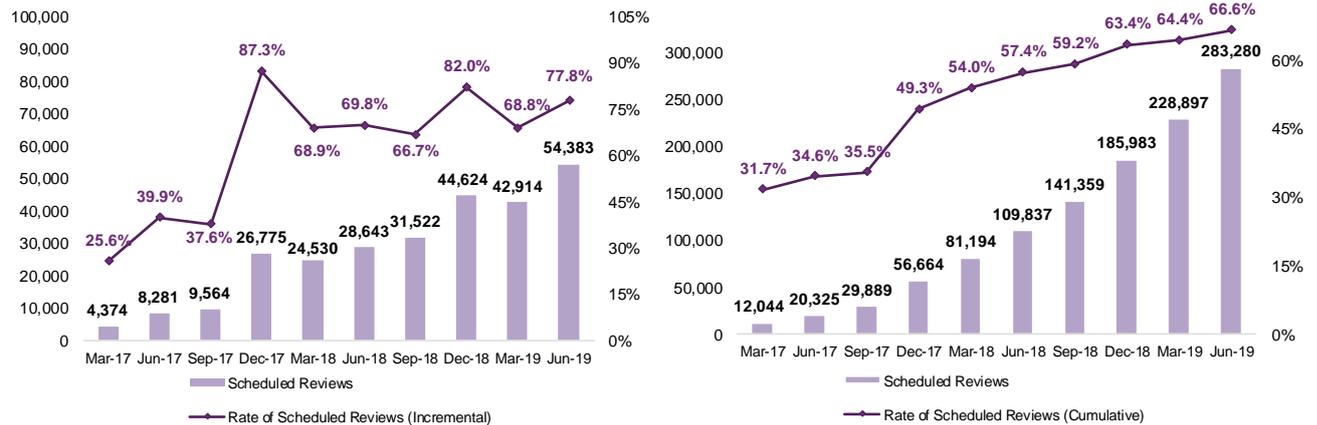
**Figure E.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL**



**Table E.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL<sup>36</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total scheduled plan reviews</b>	<b>228,897</b>	<b>54,383</b>	<b>283,280</b>
<i>Trial participants</i>	66,678	7,396	74,074
<i>Transition participants</i>	162,219	46,987	209,206

**Figure E.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL<sup>37</sup>**



**Table E.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL<sup>38</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total unscheduled plan reviews</b>	<b>59,044</b>	<b>9,521</b>	<b>68,565</b>
<i>Trial participants</i>	10,612	939	11,551
<i>Transition participants</i>	48,432	8,582	57,014

<sup>36</sup> A plan was considered to be scheduled if the review occurred less than or equal to 100 days before the scheduled review date.

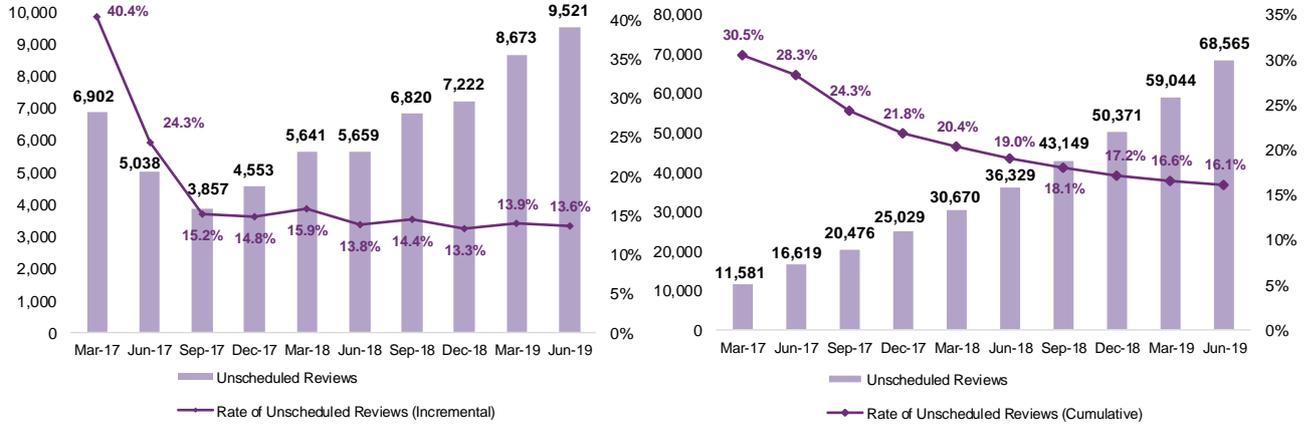
<sup>37</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>38</sup> A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

Table E.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NATIONAL <sup>39</sup>

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	16.6%	13.6%	16.1%

Figure E.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL <sup>40</sup>



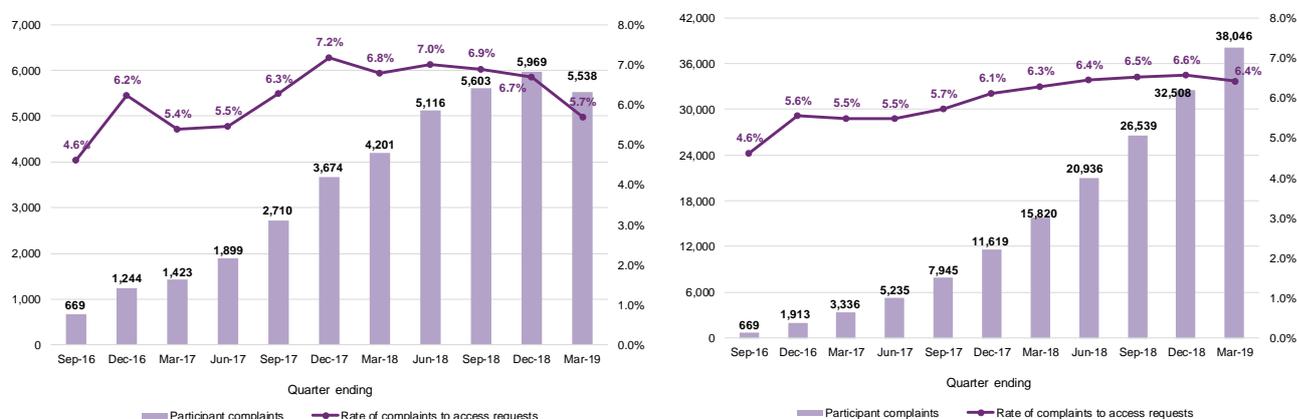
<sup>39</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

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

Table E.35 Complaints by quarter – NATIONAL<sup>41</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)	2018-19 Q3	Transition Total	Number of unique complainants <sup>42</sup>
<b>Participants or those who have sought access</b>				
Complaints about service providers	1,635	263	1,898	1,944
Complaints about the Agency	28,092	4,966	33,058	24,049
Unclassified	2,781	309	3,090	2,894
<b>Total</b>	<b>32,508</b>	<b>5,538</b>	<b>38,046</b>	<b>23,563</b>
<i>% of all people who have sought access<sup>43</sup></i>	5.5%	5.3%	5.5%	
<b>Registered providers</b>				
Complaints about the Agency	2,183	296	2,479	2,202
Unclassified	300	49	349	345
<b>Total</b>	<b>2,483</b>	<b>345</b>	<b>2,828</b>	<b>2,225</b>
<i>% of all registered providers<sup>44</sup></i>	5.2%	4.5%	5.1%	
<b>Other</b>				
Complaints about the Agency	1,311	117	1,428	1,637
Unclassified	225	24	249	290
<b>Total</b>	<b>1,536</b>	<b>141</b>	<b>1,677</b>	<b>1,664</b>
<b>Total</b>	<b>36,527</b>	<b>6,024</b>	<b>42,551</b>	<b>27,452</b>

Figure E.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – NATIONAL<sup>45</sup>



<sup>41</sup> Complaints submitted after the end of 2018-19 Q3 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.

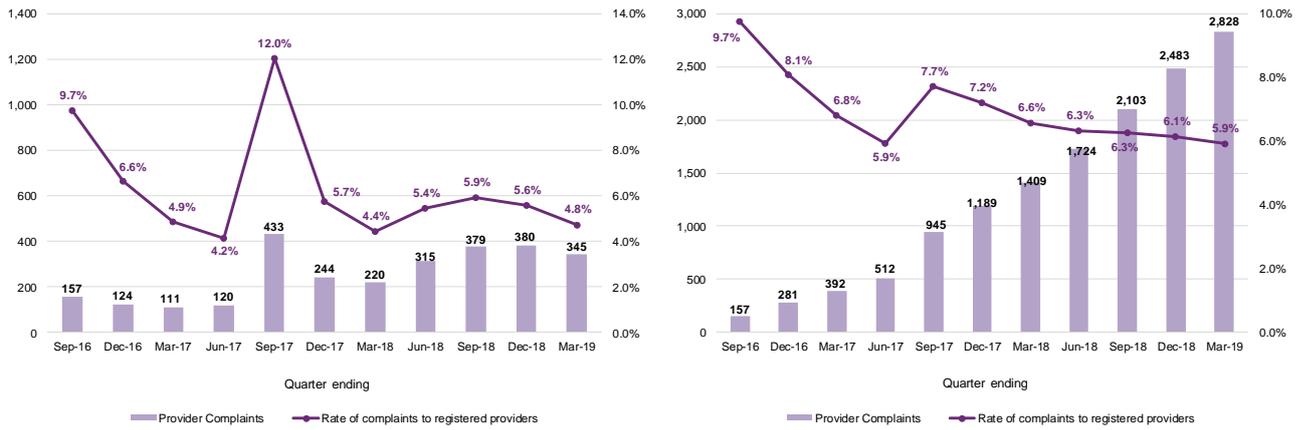
<sup>42</sup> Note that 71% of all complainants made only one complaint, 17% made two complaints and 12% made three or more complaints.

<sup>43</sup> This is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

<sup>44</sup> This is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>45</sup> Complaints submitted after the end of 2018-19 Q3 have been excluded from the charts as the results for the most recent quarter may be impacted by a lag in data collection.

**Figure E.14 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – NATIONAL<sup>46,47</sup>**



<sup>46</sup> Ibid.

<sup>47</sup> The sharp increase in September 2017 is due to improvements in data processes and back-capturing of data.

Table E.36 Complaints by type – NATIONAL<sup>48</sup>

Complaints made by or on behalf of	Prior Quarters (Transition only)		2018-19 Q3		Transition Total	
<b>Participants or those who have sought access</b>						
<i>Complaints about service providers</i>						
Supports being provided	359	(22%)	59	(22%)	418	(22%)
Service delivery	263	(16%)	27	(10%)	290	(15%)
Staff conduct	263	(16%)	40	(15%)	303	(16%)
Provider process	182	(11%)	24	(9%)	206	(11%)
Provider costs	171	(10%)	23	(9%)	194	(10%)
Other	397	(24%)	90	(34%)	487	(26%)
<b>Total</b>	<b>1,635</b>		<b>263</b>		<b>1,898</b>	
<i>Complaints about the Agency</i>						
Timeliness	9,540	(34%)	1,969	(40%)	11,509	(35%)
Individual needs	3,981	(14%)	385	(8%)	4,366	(13%)
Reasonable and necessary supports	3,600	(13%)	647	(13%)	4,247	(13%)
Information unclear	1,337	(5%)	182	(4%)	1,519	(5%)
The way the NDIA carried out its decision making	1,369	(5%)	287	(6%)	1,656	(5%)
Other	8,265	(29%)	1,496	(30%)	9,761	(30%)
<b>Total</b>	<b>28,092</b>		<b>4,966</b>		<b>33,058</b>	
<i>Unclassified</i>	<b>2,781</b>		<b>309</b>		<b>3,090</b>	
<b>Registered providers</b>						
<i>Complaints about the Agency</i>						
Timeliness	534	(24%)	61	(21%)	595	(24%)
Individual needs	323	(15%)	8	(3%)	331	(13%)
Provider Portal	357	(16%)	24	(8%)	381	(15%)
Information unclear	172	(8%)	25	(8%)	197	(8%)
Participation, engagement and inclusion	45	(2%)	1	(0%)	46	(2%)
Other	752	(34%)	177	(60%)	929	(37%)
<b>Total</b>	<b>2,183</b>		<b>296</b>		<b>2,479</b>	
<i>Unclassified</i>	<b>300</b>		<b>49</b>		<b>349</b>	
<b>Other</b>						
<i>Complaints about the Agency</i>						
Individual needs	367	(28%)	4	(3%)	371	(26%)
Timeliness	258	(20%)	23	(20%)	281	(20%)
Information unclear	143	(11%)	12	(10%)	155	(11%)
Participation, engagement and inclusion	56	(4%)	3	(3%)	59	(4%)
Staff conduct - Agency	47	(4%)	9	(8%)	56	(4%)
Other	440	(34%)	66	(56%)	506	(35%)
<b>Total</b>	<b>1,311</b>		<b>117</b>		<b>1,428</b>	
<i>Unclassified</i>	<b>225</b>		<b>24</b>		<b>249</b>	

<sup>48</sup> Complaints submitted after the end of 2018-19 Q3 have been excluded from the table as the results for the most recent quarter may be impacted by a lag in data collection.  
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Table E.37 AAT Cases by category – NATIONAL<sup>49</sup>

Category	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Access	648	34%	96	30%	744	33%
Plan	930	49%	152	47%	1,082	48%
Plan Review	217	11%	29	9%	246	11%
Other	113	6%	48	15%	161	7%
<b>Total</b>	<b>1,908</b>	<b>100%</b>	<b>325</b>	<b>100%</b>	<b>2,233</b>	<b>100%</b>
<b>% of all access decisions<sup>50</sup></b>	<b>0.34%</b>		<b>0.36%</b>		<b>0.35%</b>	

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

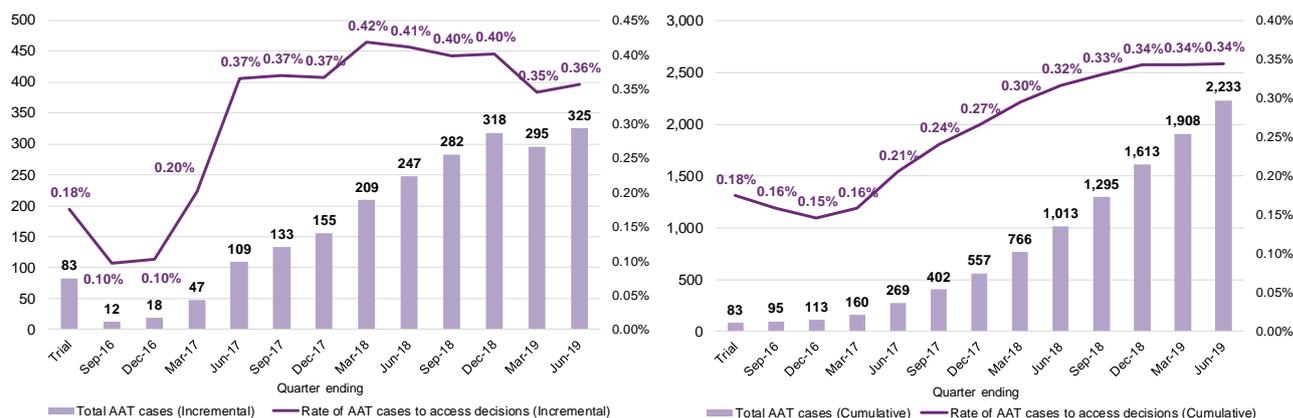


Table E.38 AAT cases by open/closed and decision – NATIONAL

	N
<b>AAT Cases</b>	<b>2,233</b>
<b>Open AAT Cases</b>	<b>657</b>
<b>Closed AAT Cases</b>	<b>1,576</b>
<i>Resolved before hearing</i>	1,522
<i>Gone to hearing and received a substantive decision</i>	54*

\*Of the 54 cases which went to hearing and received a substantive decision: 28 affirmed the Agency's decision, 9 varied the Agency's decision and 17 set aside the Agency's decision.<sup>51</sup>

<sup>49</sup> Some AAT cases have been reclassified to a different category, causing retrospective movements in the results compared with those reported last quarter.

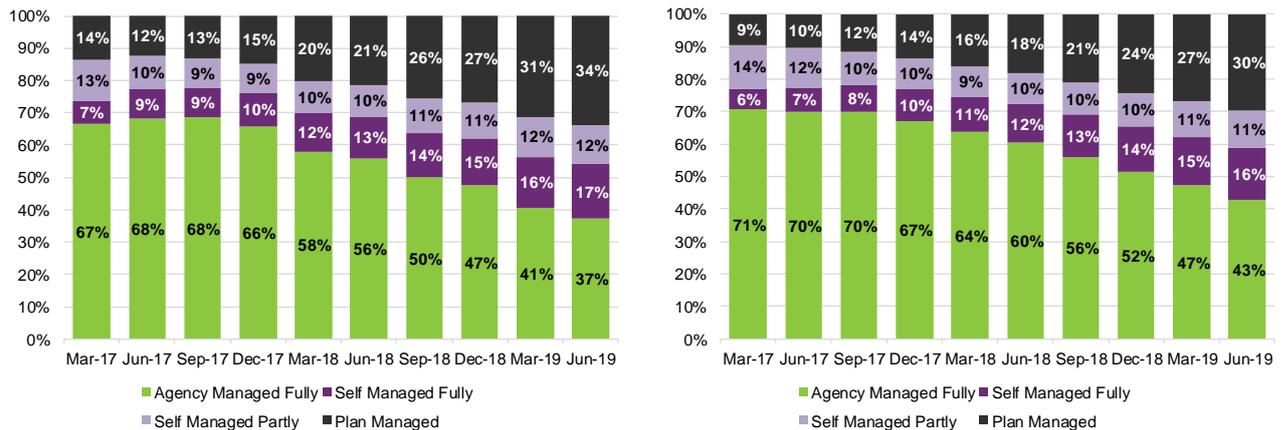
<sup>50</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

<sup>51</sup> The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

**Table E.39 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NATIONAL<sup>52,53</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	15%	17%	16%
Self-managed partly	11%	12%	11%
Plan managed	28%	34%	30%
Agency managed	46%	37%	43%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NATIONAL<sup>54</sup>**



**Table E.40 Distribution of active participants by support coordination and quarter of plan approval – NATIONAL<sup>55</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	39%	42%	40%

<sup>52</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>53</sup> Trial participants are not included.

<sup>54</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

<sup>55</sup> Trial participants are not included.

Table E.41 Duration to plan activation by quarter of initial plan approval for active participants – NATIONAL<sup>56,57</sup>

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	116,324	70%	20,833	68%
30 to 59 days	18,751	11%	3,465	11%
60 to 89 days	8,854	5%	1,855	6%
<b>Activated within 90 days</b>	<b>143,929</b>	<b>86%</b>	<b>26,153</b>	<b>85%</b>
90 to 119 days	5,107	3%	1,172	4%
120 days and over	13,203	8%	1,247	4%
<b>Activated after 90 days</b>	<b>18,310</b>	<b>11%</b>	<b>2,419</b>	<b>8%</b>
No payments	4,899	3%	2,287	7%
<b>Total plans approved</b>	<b>167,138</b>	<b>100%</b>	<b>30,859</b>	<b>100%</b>

Table E.42 Proportion of active participants with plan activated within 12 months – NATIONAL

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	8,861	9,433	94%
Not Aboriginal and Torres Strait Islander	147,038	152,331	97%
Not Stated	7,226	7,501	96%
<b>Total</b>	<b>163,125</b>	<b>169,265</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	12,393	12,789	97%
Not CALD	149,681	155,402	96%
Not Stated	1,051	1,074	98%
<b>Total</b>	<b>163,125</b>	<b>169,265</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	104,418	108,116	97%
Regional	56,836	59,127	96%
Remote	1,727	1,871	92%
Missing	144	151	95%
<b>Total</b>	<b>163,125</b>	<b>169,265</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	49,777	51,648	96%
Intellectual Disability (including Down Syndrome)	46,108	47,635	97%
Psychosocial Disability	13,005	13,589	96%
Developmental Delay (including Global Developmental Delay)	7,536	7,940	95%
Other	46,699	48,453	96%
<b>Total</b>	<b>163,125</b>	<b>169,265</b>	<b>96%</b>

<sup>56</sup> Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>57</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

**Table E.43 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – NATIONAL<sup>58,59</sup>**

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	38%	66%	40%
50% to 75%	24%	19%	24%
> 75%	38%	14%	36%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table E.44 Proportion of active participants with approved plans accessing mainstream supports - NATIONAL<sup>60</sup>**

	Prior Quarters	2018-19 Q4	Total
Daily Activities	9%	11%	10%
Health & Wellbeing	47%	47%	47%
Lifelong Learning	12%	11%	12%
Other	11%	11%	11%
Non-categorised	33%	33%	33%
Any mainstream service	92%	93%	92%

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

**Table E.45 Key provider indicators by quarter - NATIONAL<sup>61</sup>**

	Prior Quarters	2018-19 Q4	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	9,117	761	9,824
<i>Company/ organisation</i>	11,091	680	11,686
<i>Total</i>	20,208	1,441	21,510
b) Registration revoked	139		

<sup>58</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>59</sup> This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>60</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>61</sup> The total number of providers as at 30 June 2019 (21,510) is not the sum of the number of providers as at 31 March 2019 (20,208) and the providers registered in the fourth quarter of 2018-19 (1,441). This is due to 139 providers whose registration ended during the fourth quarter of 2018-19.

Table E.46 Number of approved providers by registration group - NATIONAL<sup>62</sup>

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	2,188	193	2,381	9%
Assistance Animals	21	0	21	0%
Assistance with daily life tasks in a group or shared living arrangement	1,438	193	1,631	13%
Assistance with travel/transport arrangements	4,279	365	4,644	9%
Daily Personal Activities	2,068	287	2,355	14%
Group and Centre Based Activities	1,816	220	2,036	12%
High Intensity Daily Personal Activities	1,739	163	1,902	9%
Household tasks	5,813	555	6,368	10%
Interpreting and translation	996	74	1,070	7%
Participation in community, social and civic activities	2,367	282	2,649	12%
<b>Assistive Technology</b>				
Assistive equipment for recreation	1,700	144	1,844	8%
Assistive products for household tasks	2,198	180	2,378	8%
Assistance products for personal care and safety	2,992	269	3,261	9%
Communication and information equipment	1,422	98	1,520	7%
Customised Prosthetics	1,291	62	1,353	5%
Hearing Equipment	536	38	574	7%
Hearing Services	46	1	47	2%
Personal Mobility Equipment	2,400	173	2,573	7%
Specialised Hearing Services	170	2	172	1%
Vision Equipment	632	53	685	8%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	2,151	263	2,414	12%
Behaviour Support	1,982	165	2,147	8%
Community nursing care for high needs	1,770	181	1,951	10%
Development of daily living and life skills	2,150	271	2,421	13%
Early Intervention supports for early childhood	3,110	129	3,239	4%
Exercise Physiology and Physical Wellbeing activities	2,360	197	2,557	8%
Innovative Community Participation	3,273	343	3,616	10%
Specialised Driving Training	636	30	666	5%
Therapeutic Supports	9,539	593	10,132	6%
<b>Capital services</b>				
Home modification design and construction	2,553	229	2,782	9%
Specialised Disability Accommodation	871	106	977	12%
Vehicle Modifications	415	46	461	11%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	1,652	151	1,803	9%
Support Coordination	2,025	215	2,240	11%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	745	39	784	5%
Specialised Supported Employment	282	10	292	4%
<b>Total approved providers<sup>63</sup></b>	<b>20,069</b>	<b>1,441</b>	<b>21,510</b>	<b>7%</b>

<sup>62</sup> The 139 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

<sup>63</sup> Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

**Table E.47 Key markets indicators by quarter - NATIONAL**

Market indicators	Prior Quarters	2018-19 Q4
a) Average number of providers per participant <sup>64</sup>	1.50	1.52
b) Number of providers delivering new supports	2,276	2,334
c) Change in the number of active/inactive providers: <sup>65</sup>		
<i>Active (%)</i>	45%	45%
<i>Not yet active (%)</i>	43%	43%
<i>Inactive (%)</i>	11%	13%
d) Share of payments - top 25% <sup>66</sup>		
<i>Daily Tasks/Shared Living (%)</i>	88%	89%
<i>Therapeutic Supports (%)</i>	90%	91%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	86%	87%

<sup>64</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>65</sup> 'Active' service providers received a payment in the quarter; 'not yet active' service providers have never received a payment from the NDIA, and 'inactive' providers have received payments from the NDIA, but did not receive any in the quarter.

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

Table E.48 Cumulative number of providers that have been active by registration group - NATIONAL

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	256	31	287	12%
Assistance Animals	9	1	10	11%
Assistance with daily life tasks in a group or shared living arrangement	858	77	935	9%
Assistance with travel/transport arrangements	1,256	116	1,372	9%
Daily Personal Activities	1,594	142	1,736	9%
Group and Centre Based Activities	1,095	61	1,156	6%
High Intensity Daily Personal Activities	1,263	35	1,298	3%
Household tasks	2,645	284	2,929	11%
Interpreting and translation	111	12	123	11%
Participation in community, social and civic activities	1,792	161	1,953	9%
<b>Assistive Technology</b>				
Assistive equipment for recreation	222	17	239	8%
Assistive products for household tasks	213	21	234	10%
Assistance products for personal care and safety	1,268	134	1,402	11%
Communication and information equipment	254	14	268	6%
Customised Prosthetics	503	42	545	8%
Hearing Equipment	125	3	128	2%
Hearing Services	16	0	16	0%
Personal Mobility Equipment	661	43	704	7%
Specialised Hearing Services	28	0	28	0%
Vision Equipment	75	4	79	5%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	1,543	149	1,692	10%
Behaviour Support	764	79	843	10%
Community nursing care for high needs	376	34	410	9%
Development of daily living and life skills	1,328	126	1,454	9%
Early Intervention supports for early childhood	1,658	95	1,753	6%
Exercise Physiology and Physical Wellbeing activities	736	74	810	10%
Innovative Community Participation	359	53	412	15%
Specialised Driving Training	151	14	165	9%
Therapeutic Supports	6,028	456	6,484	8%
<b>Capital services</b>				
Home modification design and construction	371	56	427	15%
Specialised Disability Accommodation	139	27	166	19%
Vehicle Modifications	95	8	103	8%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	868	79	947	9%
Support Coordination	533	78	611	15%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	362	25	387	7%
Specialised Supported Employment	203	4	207	2%
<b>Total approved active providers<sup>67</sup></b>	<b>11,362</b>	<b>999</b>	<b>12,361</b>	<b>9%</b>

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

**Table E.49 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NATIONAL**

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	517	1,864	<b>2,381</b>	60	227	<b>287</b>
Assistance Animals	0	21	<b>21</b>	0	10	<b>10</b>
Assistance with daily life tasks in a group or shared living arrangement	155	1,476	<b>1,631</b>	54	881	<b>935</b>
Assistance with travel/transport arrangements	1,249	3,395	<b>4,644</b>	227	1,145	<b>1,372</b>
Daily Personal Activities	245	2,110	<b>2,355</b>	144	1,592	<b>1,736</b>
Group and Centre Based Activities	191	1,845	<b>2,036</b>	57	1,099	<b>1,156</b>
High Intensity Daily Personal Activities	161	1,741	<b>1,902</b>	94	1,204	<b>1,298</b>
Household tasks	2,275	4,093	<b>6,368</b>	1,017	1,912	<b>2,929</b>
Interpreting and translation	186	884	<b>1,070</b>	35	88	<b>123</b>
Participation in community, social and civic activities	303	2,346	<b>2,649</b>	198	1,755	<b>1,953</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	566	1,278	<b>1,844</b>	32	207	<b>239</b>
Assistive products for household tasks	661	1,717	<b>2,378</b>	28	206	<b>234</b>
Assistance products for personal care and safety	842	2,419	<b>3,261</b>	225	1,177	<b>1,402</b>
Communication and information equipment	543	977	<b>1,520</b>	71	197	<b>268</b>
Customised Prosthetics	381	972	<b>1,353</b>	113	432	<b>545</b>
Hearing Equipment	85	489	<b>574</b>	11	117	<b>128</b>
Hearing Services	2	45	<b>47</b>	0	16	<b>16</b>
Personal Mobility Equipment	799	1,774	<b>2,573</b>	122	582	<b>704</b>
Specialised Hearing Services	47	125	<b>172</b>	1	27	<b>28</b>
Vision Equipment	157	528	<b>685</b>	8	71	<b>79</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	412	2,002	<b>2,414</b>	258	1,434	<b>1,692</b>
Behaviour Support	839	1,308	<b>2,147</b>	273	570	<b>843</b>
Community nursing care for high needs	334	1,617	<b>1,951</b>	56	354	<b>410</b>
Development of daily living and life skills	308	2,113	<b>2,421</b>	138	1,316	<b>1,454</b>
Early Intervention supports for early childhood	1,697	1,542	<b>3,239</b>	866	887	<b>1,753</b>
Exercise Physiology and Physical Wellbeing activities	873	1,684	<b>2,557</b>	248	562	<b>810</b>
Innovative Community Participation	1,324	2,292	<b>3,616</b>	141	271	<b>412</b>
Specialised Driving Training	145	521	<b>666</b>	61	104	<b>165</b>
Therapeutic Supports	5,409	4,723	<b>10,132</b>	3,307	3,177	<b>6,484</b>
<b>Capital services</b>						
Home modification design and construction	871	1,911	<b>2,782</b>	75	352	<b>427</b>
Specialised Disability Accommodation	118	859	<b>977</b>	7	159	<b>166</b>
Vehicle Modifications	64	397	<b>461</b>	13	90	<b>103</b>
<b>Choice and control support services</b>						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	287	1,516	1,803	151	796	947
Support Coordination	483	1,757	2,240	107	504	611
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	85	699	784	20	367	387
Specialised Supported Employment	8	284	292	2	205	207
<b>Total</b>	<b>9,824</b>	<b>11,686</b>	<b>21,510</b>	<b>5,306</b>	<b>7,055</b>	<b>12,361</b>

Table E.50 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NATIONAL

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	22%	78%	2,381	21%	79%	287
Assistance Animals	0%	100%	21	0%	100%	10
Assistance with daily life tasks in a group or shared living arrangement	10%	90%	1,631	6%	94%	935
Assistance with travel/transport arrangements	27%	73%	4,644	17%	83%	1,372
Daily Personal Activities	10%	90%	2,355	8%	92%	1,736
Group and Centre Based Activities	9%	91%	2,036	5%	95%	1,156
High Intensity Daily Personal Activities	8%	92%	1,902	7%	93%	1,298
Household tasks	36%	64%	6,368	35%	65%	2,929
Interpreting and translation	17%	83%	1,070	28%	72%	123
Participation in community, social and civic activities	11%	89%	2,649	10%	90%	1,953
<b>Assistive Technology</b>						
Assistive equipment for recreation	31%	69%	1,844	13%	87%	239
Assistive products for household tasks	28%	72%	2,378	12%	88%	234
Assistance products for personal care and safety	26%	74%	3,261	16%	84%	1,402
Communication and information equipment	36%	64%	1,520	26%	74%	268
Customised Prosthetics	28%	72%	1,353	21%	79%	545
Hearing Equipment	15%	85%	574	9%	91%	128
Hearing Services	4%	96%	47	0%	100%	16
Personal Mobility Equipment	31%	69%	2,573	17%	83%	704
Specialised Hearing Services	27%	73%	172	4%	96%	28
Vision Equipment	23%	77%	685	10%	90%	79
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	17%	83%	2,414	15%	85%	1,692
Behaviour Support	39%	61%	2,147	32%	68%	843
Community nursing care for high needs	17%	83%	1,951	14%	86%	410
Development of daily living and life skills	13%	87%	2,421	9%	91%	1,454

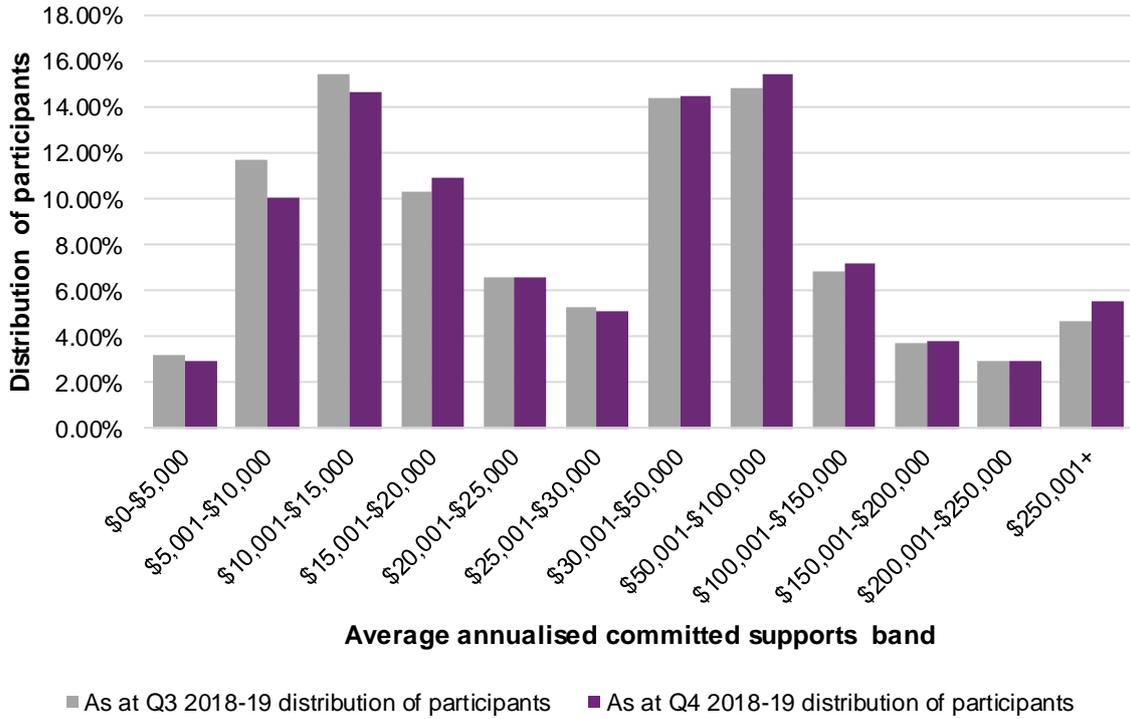
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	52%	48%	<b>3,239</b>	49%	51%	<b>1,753</b>
Exercise Physiology and Physical Wellbeing activities	34%	66%	<b>2,557</b>	31%	69%	<b>810</b>
Innovative Community Participation	37%	63%	<b>3,616</b>	34%	66%	<b>412</b>
Specialised Driving Training	22%	78%	<b>666</b>	37%	63%	<b>165</b>
Therapeutic Supports	53%	47%	<b>10,132</b>	51%	49%	<b>6,484</b>
<b>Capital services</b>						
Home modification design and construction	31%	69%	<b>2,782</b>	18%	82%	<b>427</b>
Specialised Disability Accommodation	12%	88%	<b>977</b>	4%	96%	<b>166</b>
Vehicle Modifications	14%	86%	<b>461</b>	13%	87%	<b>103</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	16%	84%	<b>1,803</b>	16%	84%	<b>947</b>
Support Coordination	22%	78%	<b>2,240</b>	18%	82%	<b>611</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	11%	89%	<b>784</b>	5%	95%	<b>387</b>
Specialised Supported Employment	3%	97%	<b>292</b>	1%	99%	<b>207</b>
<b>Total</b>	<b>46%</b>	<b>54%</b>	<b>21,510</b>	<b>43%</b>	<b>57%</b>	<b>12,361</b>

**Part Five: Financial sustainability**

**Table E.51 Committed supports by financial year (\$m) - NATIONAL**

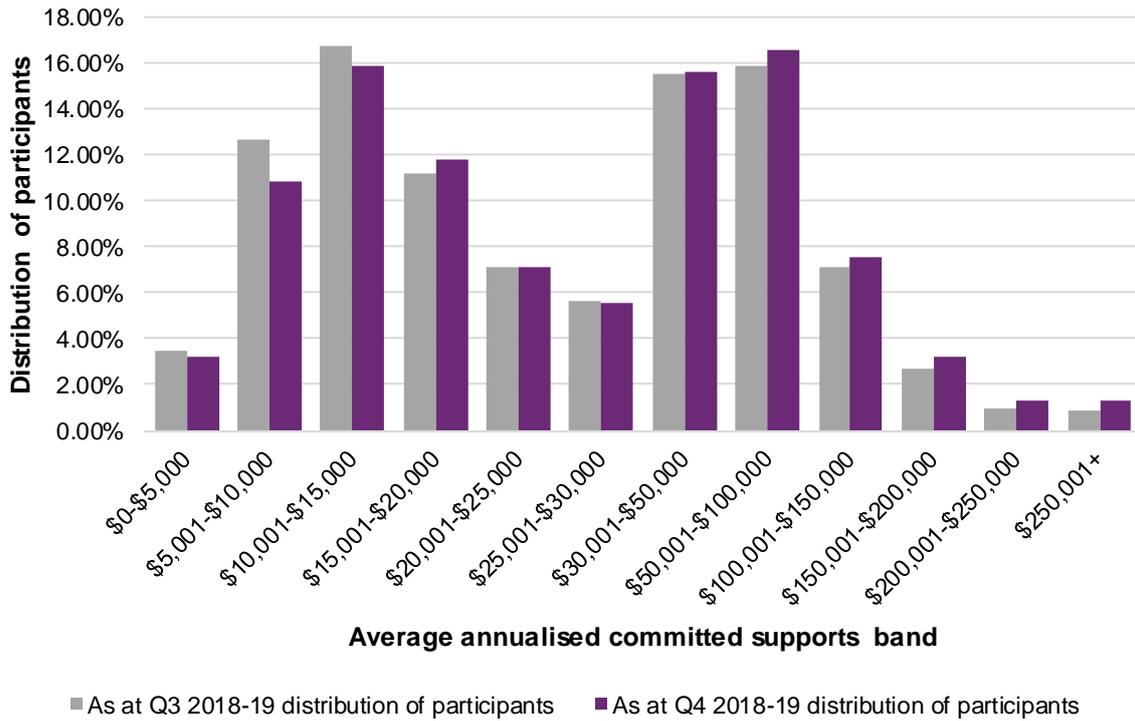
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	132.7	496.8	939.3	3,236.5	7,746.3	14,537.2	27,089.0

**Figure E.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)<sup>68</sup>**



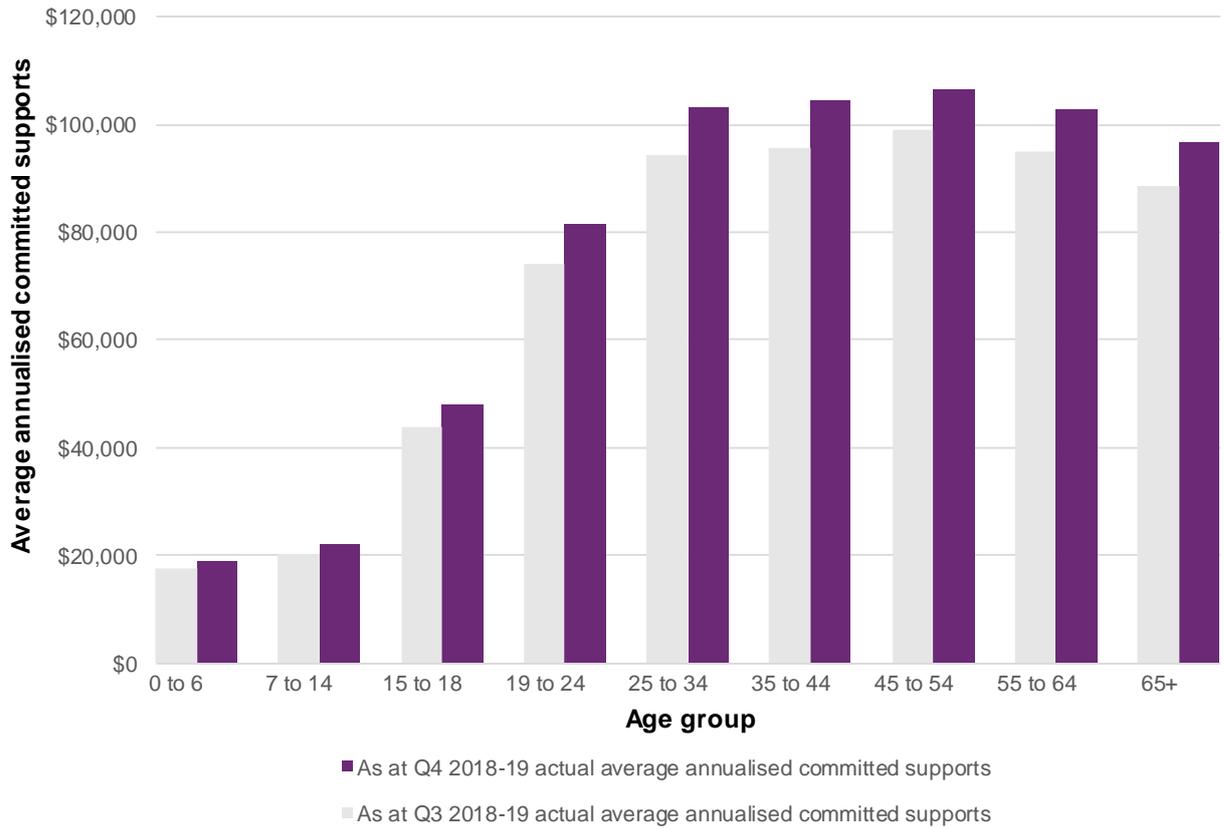
<sup>68</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

**Figure E.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)<sup>69</sup>**



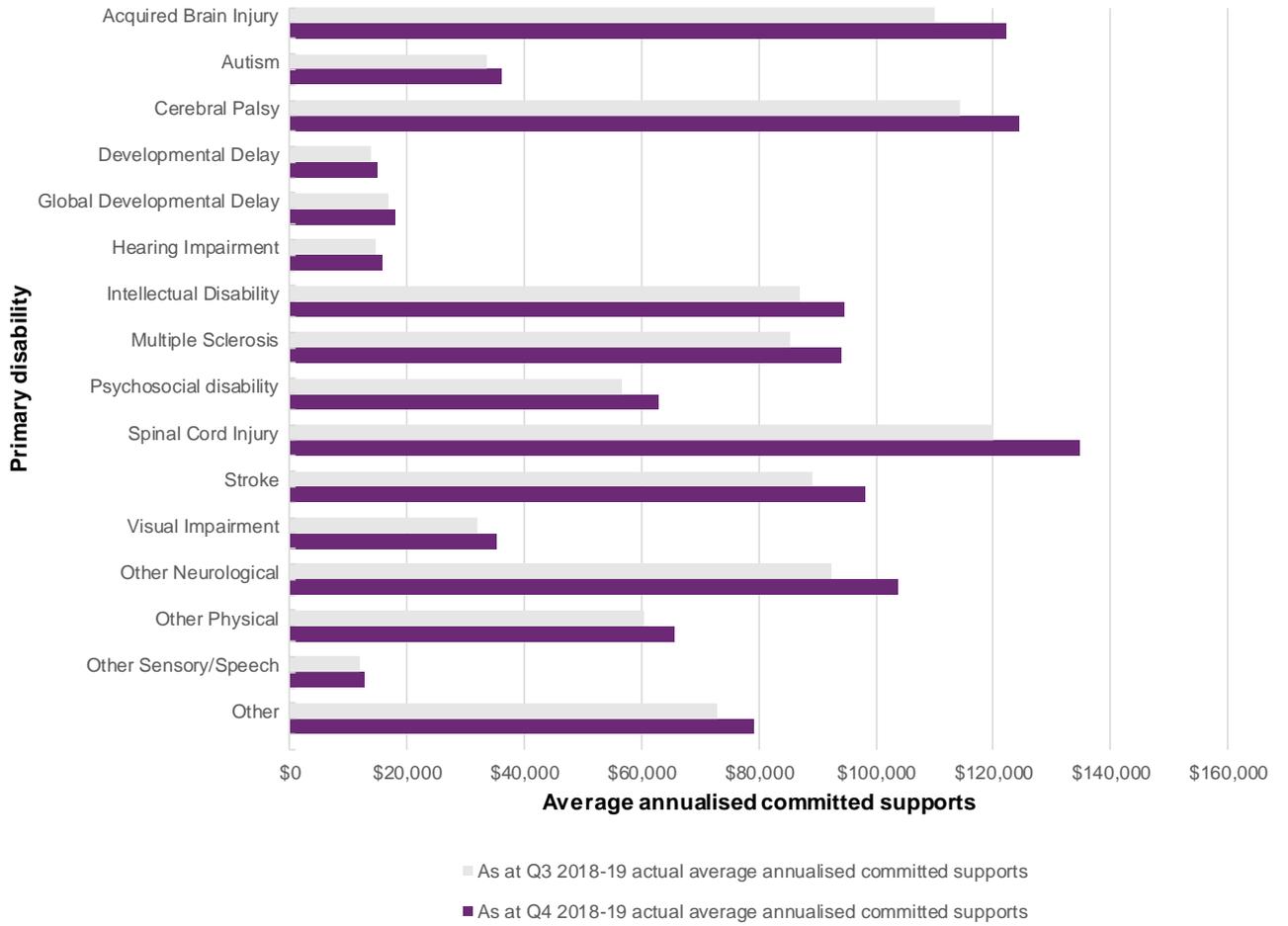
<sup>69</sup> Ibid.

**Figure E.19 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)<sup>70</sup>**



<sup>70</sup> Ibid.  
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**Figure E.20 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)<sup>71</sup>**



<sup>71</sup> Ibid.  
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Figure E.21 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NATIONAL)<sup>72</sup>

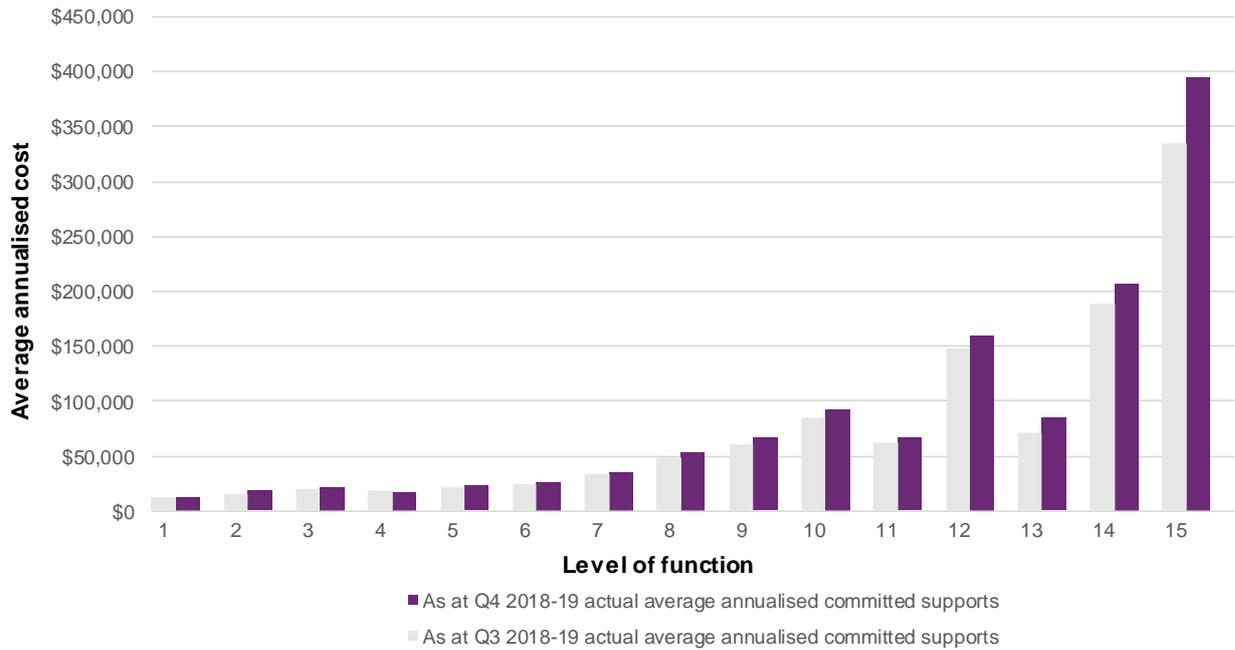
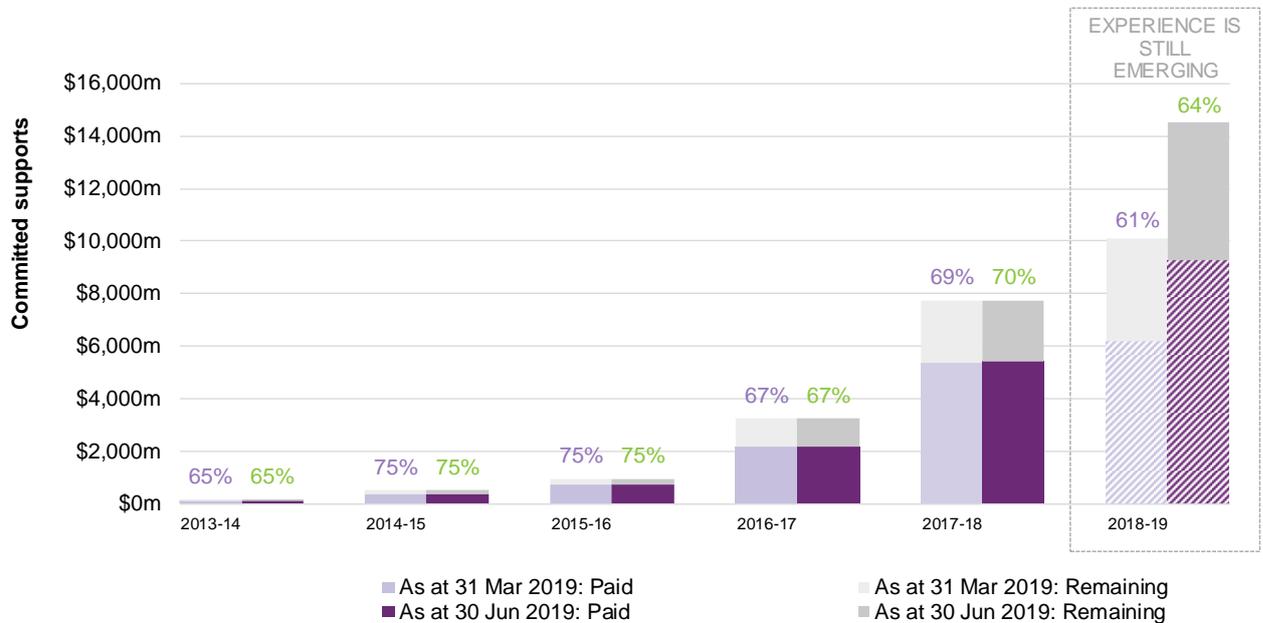


Table E.52 Payments by financial year, compared to committed supports (\$m) – NATIONAL

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	132.7	496.8	939.3	3,236.5	7,746.3	14,537.2	27,089.0
Total Paid	85.8	370.9	704.1	2,181.4	5,387.2	9,289.0	18,018.5
% utilised to date	65%	75%	75%	67%	70%	64%	67%

Figure E.22 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (NATIONAL)



<sup>72</sup> Ibid.  
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Figure E.23 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (NATIONAL)<sup>73</sup>

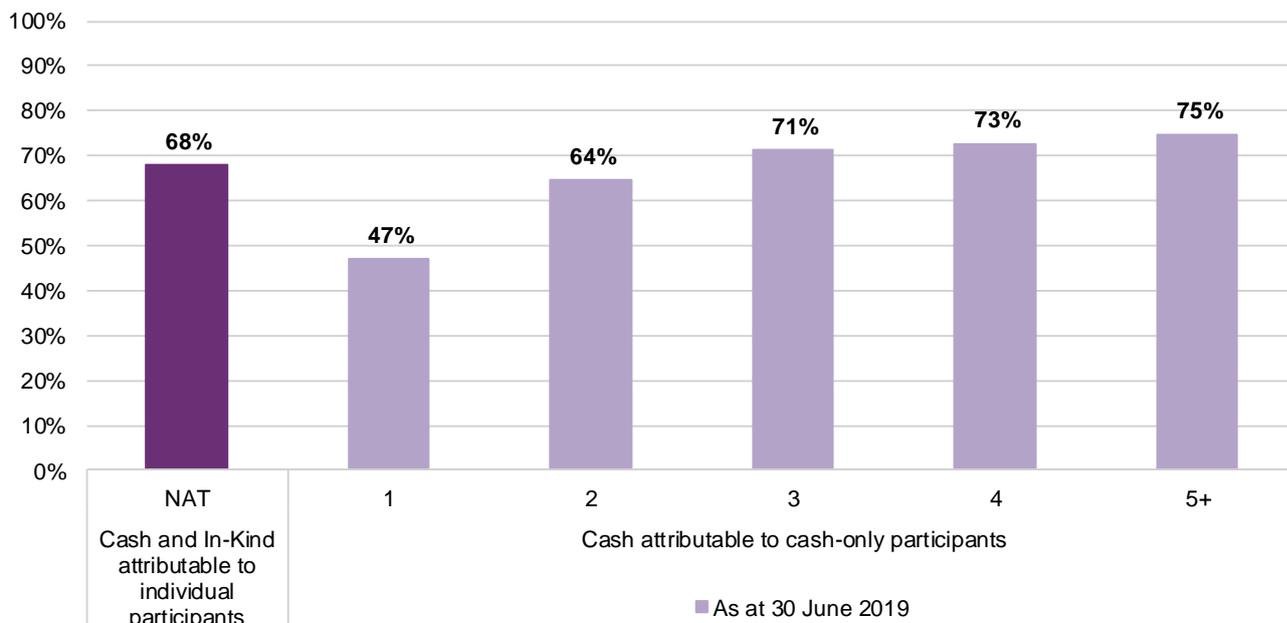
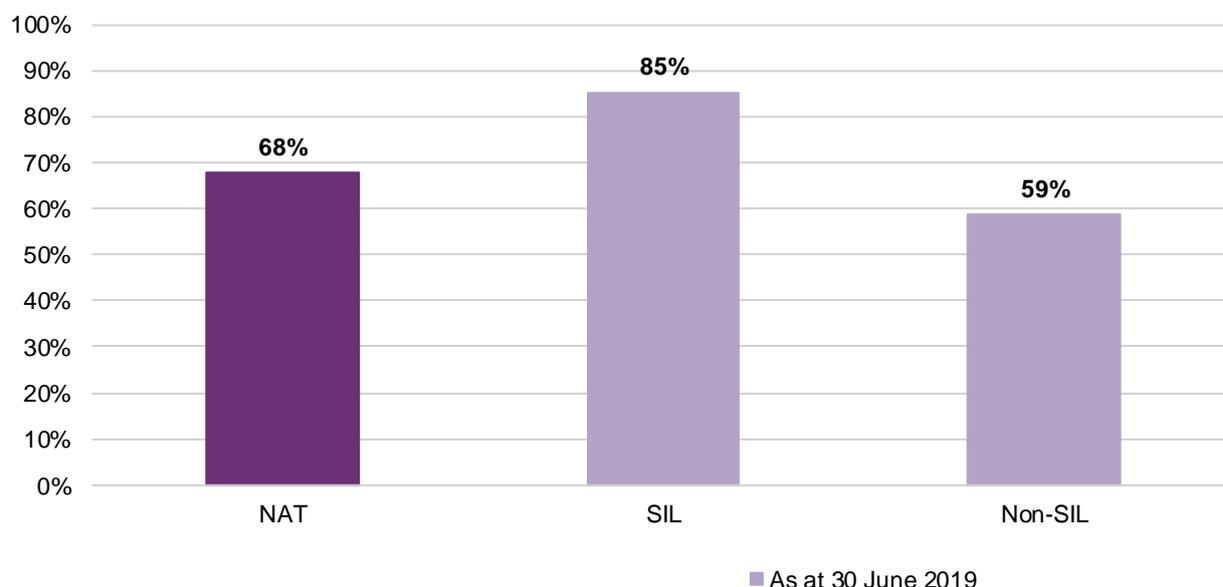


Figure E.24 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (NATIONAL)<sup>74</sup>



<sup>73</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging. Due to the increasing levels of total committed supports over time, more recent months have a heavier weighting on the 12-month utilisation rates. December 2018 is the most recent month included in this report and therefore has the highest weighting. The holiday season in December results in a low level of supports being provided relative to other months, and this has the effect of reducing the 12-month utilisation rates compared to what was observed last quarter.

<sup>74</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging. Due to the increasing levels of total committed supports over time, more recent months have a heavier weighting on the 12-month utilisation rates. December 2018 is the most recent month included in this report and therefore has the highest weighting. The holiday season in December results in a low level of supports being provided relative to other months, and this has the effect of reducing the 12-month utilisation rates compared to what was observed last quarter.

Figure E.25 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (NATIONAL)<sup>75</sup>

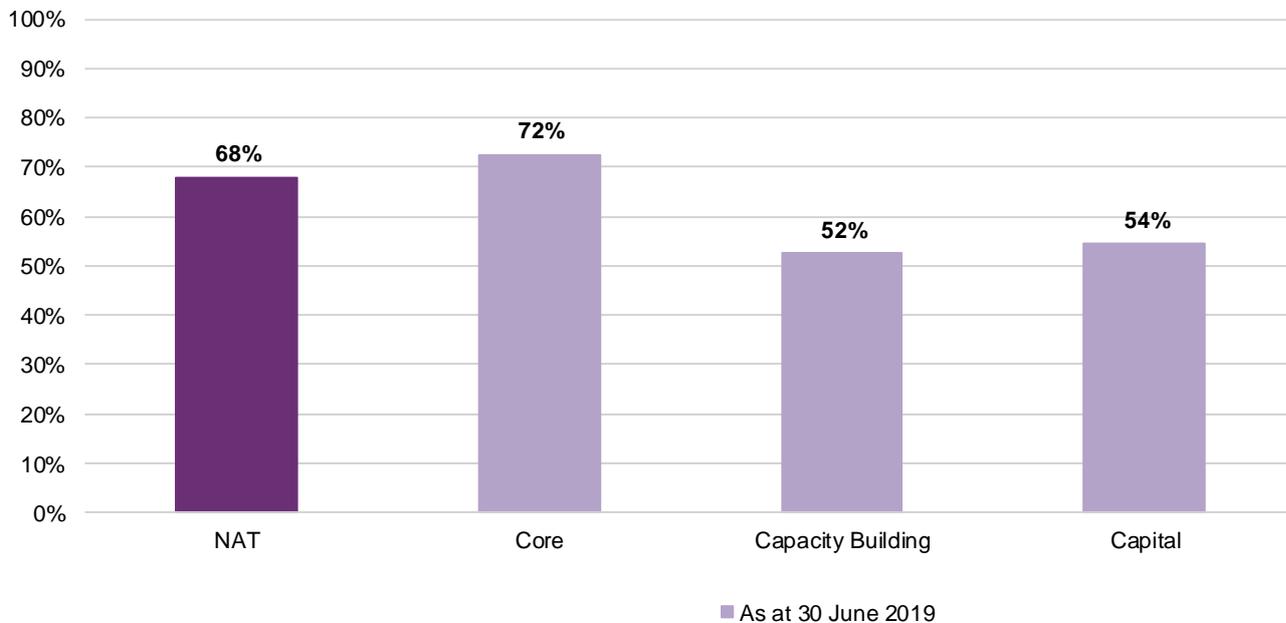
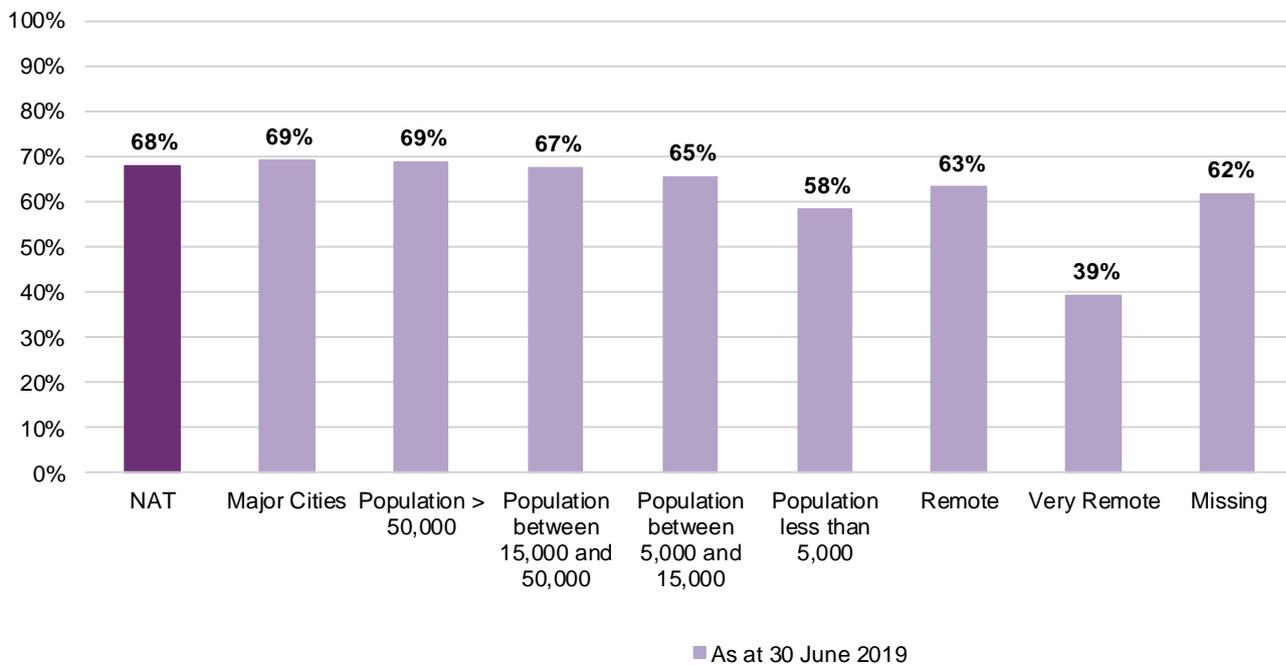


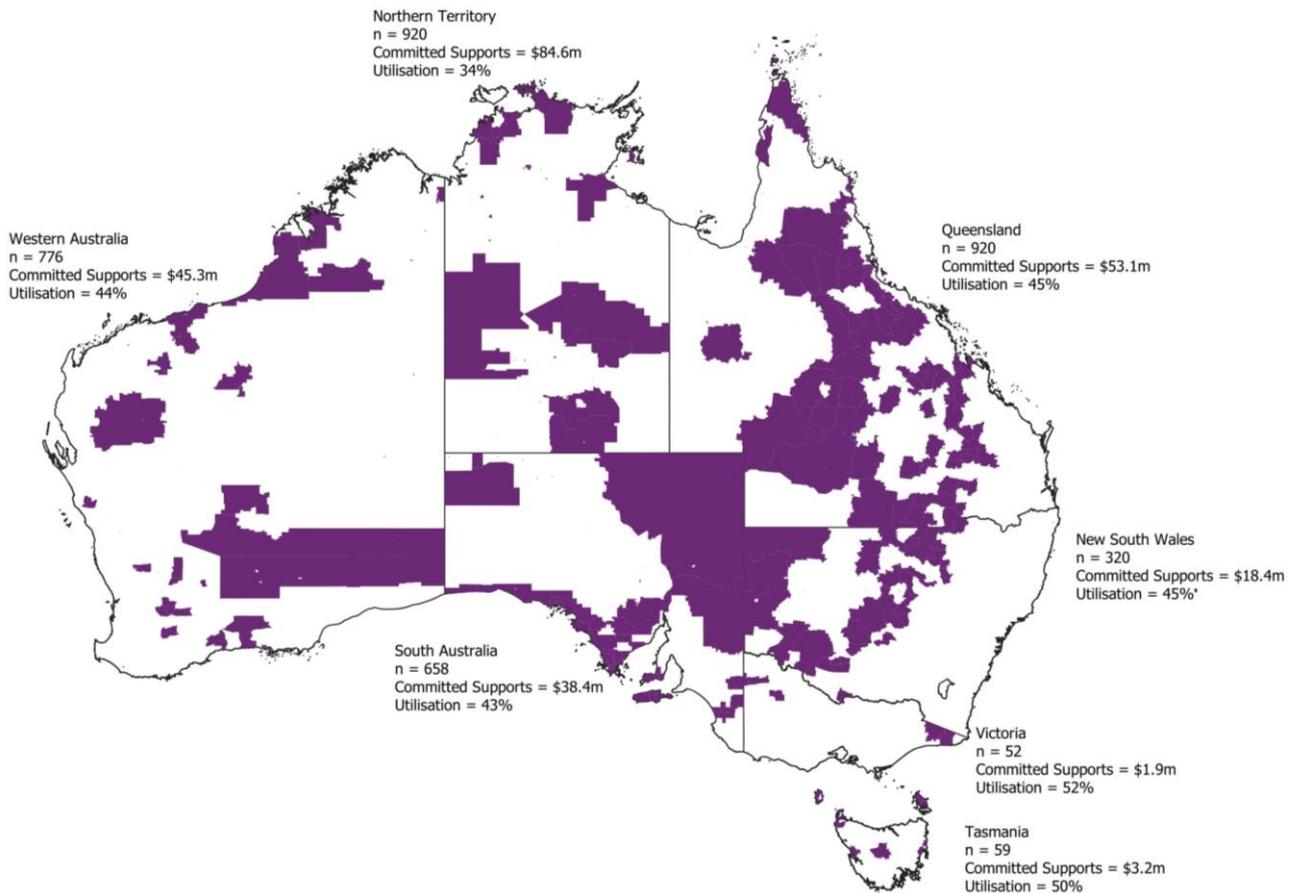
Figure E.26 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (NATIONAL)<sup>76</sup>



<sup>75</sup> Ibid.

<sup>76</sup> Ibid.

**Figure E.27 Map of Australia depicting remote locations with non-SIL participants in the Scheme as at 30 June 2019 – Number of participants, total annualised committed supports and utilisation of a percentage total committed supports and utilisation of a percentage total committed by jurisdiction<sup>77</sup>**



<sup>77</sup> The utilisation rates shown include experience from January 2018 to December 2018. Due to the increasing levels of total committed supports over time, more recent months have a heavier weighting on the 12-month utilisation rates. December 2018 is the most recent month included in this report and therefore has the highest weighting. The holiday season in December results in a low level of supports being provided relative to other months, and this has the effect of reducing the 12-month utilisation rates compared to what was observed last quarter.

# Appendix F:

## New South Wales

### Part One: Participants and their plans

Table F.1 Plan approvals compared to estimates – NSW

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	100,517	3,755	104,272	104,854	141,957

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW<sup>78</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Access decisions</b>	<b>125,039</b>	<b>5,024</b>	<b>130,063</b>
<b>Access Met</b>	<b>105,555</b>	<b>3,540</b>	<b>109,095</b>
State	56,430	177	56,607
Commonwealth	12,178	310	12,488
New	36,947	3,053	40,000
<b>Total Participant Plans</b>	<b>101,963</b>	<b>4,337</b>	<b>104,854</b>
State	54,531	318	54,849
Commonwealth	11,531	484	12,015
New	34,455	2,953	37,408
ECEI <sup>79</sup>	1,446	582	582
<b>Total Participant Plans</b>	<b>101,963</b>	<b>4,337</b>	<b>104,854</b>
Early Intervention (s25)	17,686	1,327	19,013
Permanent Disability (s24)	82,831	2,428	85,259
ECEI <sup>80</sup>	1,446	582	582

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

Exits	
<b>Total participant exits</b>	<b>3,020</b>
Early Intervention participants	365
Permanent disability participants	2,655

<sup>78</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q4, 90% of people with a hearing impairment met the access criteria compared to 70% overall.

<sup>79</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>80</sup> Ibid.

**Table F.4 Cumulative position by services previously received – NSW<sup>81</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	4,164	958	4,487		9,609	12,111	79%
End of 2016-17	28,860	3,500	11,566	4,330	48,256	55,333	87%
End of 2017-18	52,352	9,648	24,038	3,578	89,616	115,553	78%
End of 2018-19 Q1	53,477	10,342	27,352	1,032	92,203	122,154	75%
End of 2018-19 Q2	54,132	10,958	31,207	2,563	98,860	128,755	77%
End of 2018-19 Q3	54,531	11,531	34,455	1,446	101,963	135,356	75%
End of 2018-19 Q4	54,849	12,015	37,408	582	104,854	141,957	74%

**Table F.5 Cumulative position by entry into the Scheme – NSW<sup>82</sup>**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention <sup>83</sup>	Permanent Disability <sup>84</sup>	ECEI	Total		
Trial	3,511	6,098		9,609	12,111	79%
End of 2016-17	6,785	37,141	4,330	48,256	55,333	87%
End of 2017-18	12,586	73,452	3,578	89,616	115,553	78%
End of 2018-19 Q1	14,145	77,026	1,032	92,203	122,154	75%
End of 2018-19 Q2	16,054	80,243	2,563	98,860	128,755	77%
End of 2018-19 Q3	17,686	82,831	1,446	101,963	135,356	75%
End of 2018-19 Q4	19,013	85,259	582	104,854	141,957	74%

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

**Table F.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW**

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	5,964	6.1%	336	9.0%	<b>6,300</b>	<b>6.2%</b>
Not Aboriginal and Torres Strait Islander	87,704	90.0%	3,219	85.8%	<b>90,923</b>	<b>89.8%</b>
Not Stated	3,832	3.9%	197	5.3%	<b>4,029</b>	<b>4.0%</b>
<b>Total</b>	<b>97,500</b>	<b>100%</b>	<b>3,752</b>	<b>100%</b>	<b>101,252</b>	<b>100%</b>

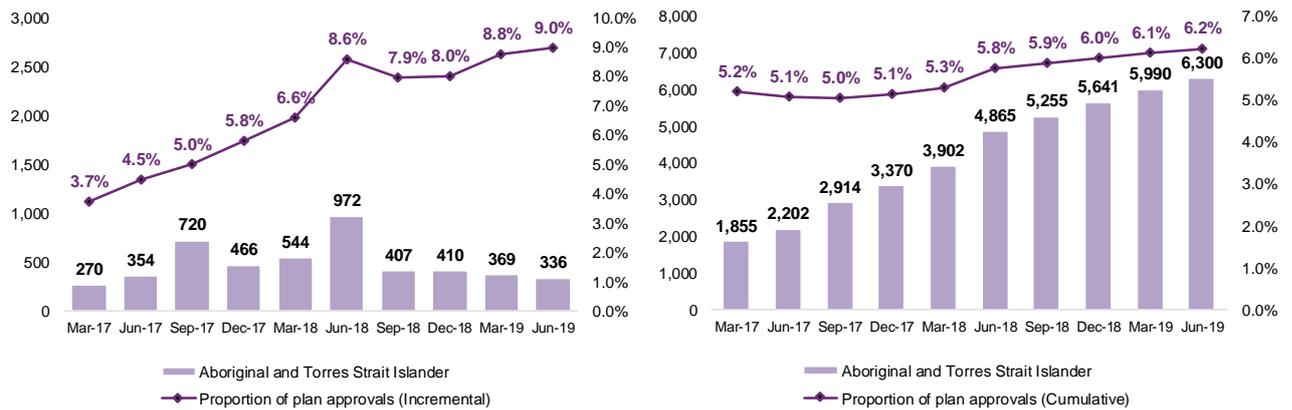
<sup>81</sup> The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>82</sup> The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

<sup>83</sup> Participants who met Section 25 of the NDIS Act for access

<sup>84</sup> Participants who met Section 24 of the NDIS Act for access

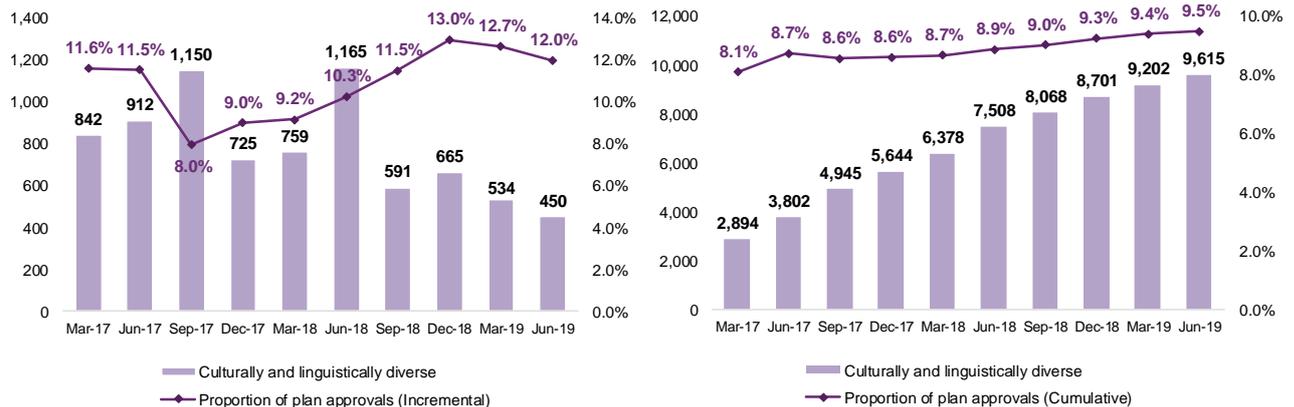
**Figure F.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NSW<sup>85</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	9,165	9.4%	450	12.0%	<b>9,615</b>	<b>9.5%</b>
Not CALD	88,070	90.3%	3,299	87.9%	<b>91,369</b>	<b>90.2%</b>
Not Stated	265	0.3%	<11		<b>268</b>	<b>0.3%</b>
<b>Total</b>	<b>97,500</b>	<b>100%</b>	<b>3,752</b>	<b>100%</b>	<b>101,252</b>	<b>100%</b>

**Figure F.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NSW<sup>86</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	2,075	2.1%	56	1.5%	<b>2,131</b>	<b>2.1%</b>
Not YPIRAC	95,425	97.9%	3,696	98.5%	<b>99,121</b>	<b>97.9%</b>
<b>Total</b>	<b>97,500</b>	<b>100%</b>	<b>3,752</b>	<b>100%</b>	<b>101,252</b>	<b>100%</b>

<sup>85</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>86</sup> Ibid.

Figure F.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – NSW<sup>87</sup>

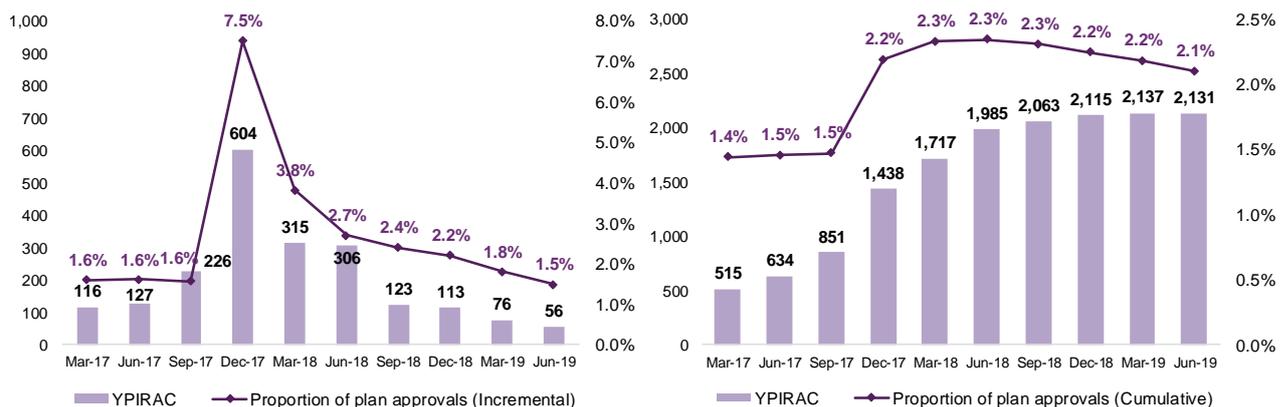


Table F.9 Participants who are YPIRAC by age group – NSW

Age group	All Quarters	
	N	%
Under 45	66	3.1%
45 to 54	299	14.0%
55 to 64	1,283	60.2%
65 and above	483	22.7%
<b>Total YPIRAC</b>	<b>2,131</b>	<b>100%</b>

Table F.10 Participant profile per quarter by remoteness – NSW<sup>88,89</sup>

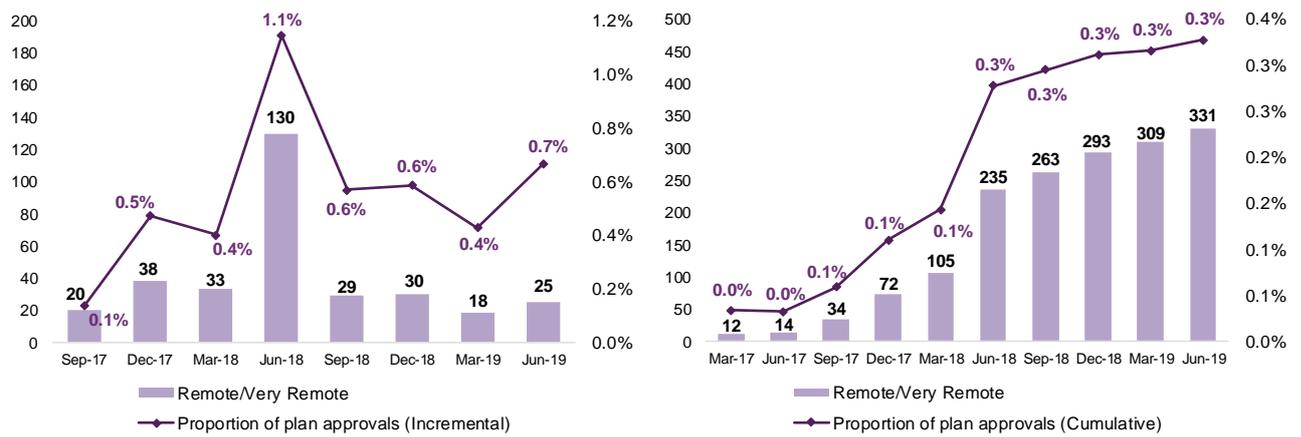
Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	68,272	70.1%	2,628	70.1%	<b>70,900</b>	<b>70.1%</b>
Population > 50,000	3,078	3.2%	87	2.3%	<b>3,165</b>	<b>3.1%</b>
Population between 15,000 and 50,000	13,030	13.4%	519	13.8%	<b>13,549</b>	<b>13.4%</b>
Population between 5,000 and 15,000	5,939	6.1%	212	5.7%	<b>6,151</b>	<b>6.1%</b>
Population less than 5,000	6,772	7.0%	279	7.4%	<b>7,051</b>	<b>7.0%</b>
Remote	246	0.3%	21	0.6%	<b>267</b>	<b>0.3%</b>
Very Remote	60	0.1%	<11		<b>64</b>	<b>0.1%</b>
Missing	103		<11		<b>105</b>	
<b>Total</b>	<b>97,500</b>	<b>100%</b>	<b>3,752</b>	<b>100%</b>	<b>101,252</b>	<b>100%</b>

<sup>87</sup> Ibid.

<sup>88</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>89</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure F.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NSW<sup>90,91</sup>**



**Table F.11 Participant profile per quarter by disability group - NSW<sup>92,93</sup>**

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	29,778	31%	1,253	33%	31,031	31%
Intellectual Disability <sup>94</sup>	25,515	26%	428	11%	25,943	26%
Psychosocial disability	7,623	8%	445	12%	8,068	8%
Developmental Delay	3,651	4%	427	11%	4,078	4%
Other Neurological	4,598	5%	167	4%	4,765	5%
Cerebral Palsy	4,921	5%	67	2%	4,988	5%
Other Physical	3,874	4%	157	4%	4,031	4%
Hearing Impairment	4,157	4%	275	7%	4,432	4%
ABI	3,215	3%	76	2%	3,291	3%
Visual Impairment	2,490	3%	92	2%	2,582	3%
Multiple Sclerosis	1,931	2%	29	1%	1,960	2%
Global Developmental Delay	1,448	1%	186	5%	1,634	2%
Stroke	1,535	2%	83	2%	1,618	2%
Spinal Cord Injury	1,360	1%	32	1%	1,392	1%
Other Sensory/Speech	1,221	1%	26	1%	1,247	1%
Other	183	0%	<11		192	0%
<b>Total</b>	<b>97,500</b>	<b>100%</b>	<b>3,752</b>	<b>100%</b>	<b>101,252</b>	<b>100%</b>

<sup>90</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

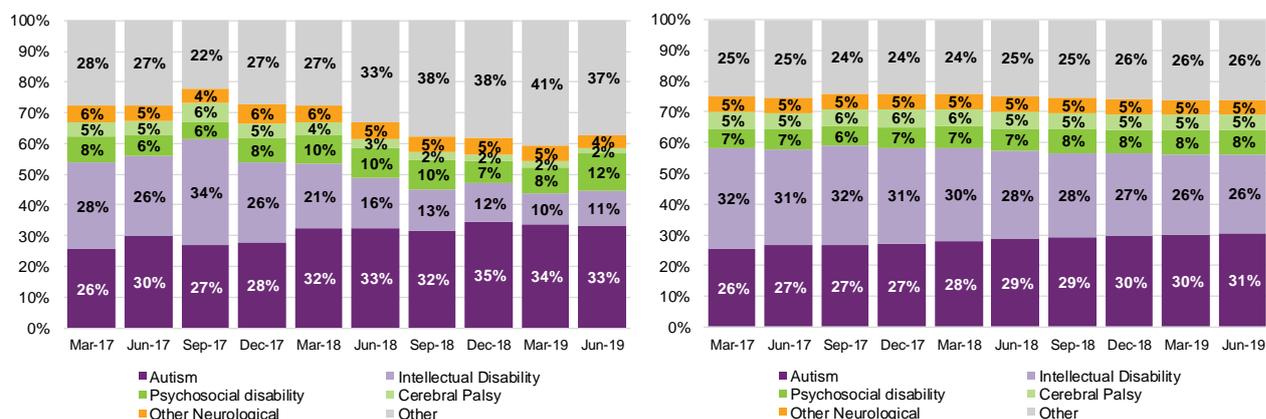
<sup>91</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in NSW prior to the September 2017 quarter.

<sup>92</sup> Table order based on national proportions (highest to lowest).

<sup>93</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>94</sup> Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NSW (3,594).

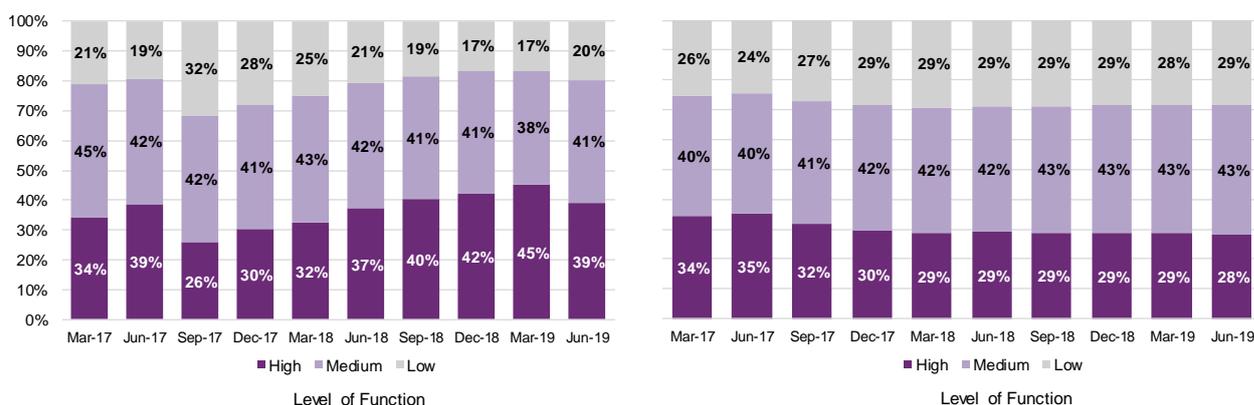
**Figure F.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NSW<sup>95</sup>**



**Table F.12 Participant profile per quarter by level of function – NSW<sup>96</sup>**

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	5,628	6%	517	14%	6,145	6%
2 (High Function)	208	0%	<11		212	0%
3 (High Function)	5,464	6%	277	7%	5,741	6%
4 (High Function)	8,105	8%	282	8%	8,387	8%
5 (High Function)	7,789	8%	388	10%	8,177	8%
6 (Moderate Function)	16,955	17%	774	21%	17,729	18%
7 (Moderate Function)	7,384	8%	251	7%	7,635	8%
8 (Moderate Function)	6,650	7%	183	5%	6,833	7%
9 (Moderate Function)	579	1%	17	0%	596	1%
10 (Moderate Function)	10,451	11%	319	9%	10,770	11%
11 (Low Function)	4,398	5%	107	3%	4,505	4%
12 (Low Function)	15,079	15%	402	11%	15,481	15%
13 (Low Function)	6,178	6%	210	6%	6,388	6%
14 (Low Function)	2,483	3%	21	1%	2,504	2%
15 (Low Function)	37	0%	<11		37	0%
Missing	112		<11		112	
<b>Total</b>	<b>97,500</b>	<b>100%</b>	<b>3,752</b>	<b>100%</b>	<b>101,252</b>	<b>100%</b>

**Figure F.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NSW<sup>97</sup>**



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

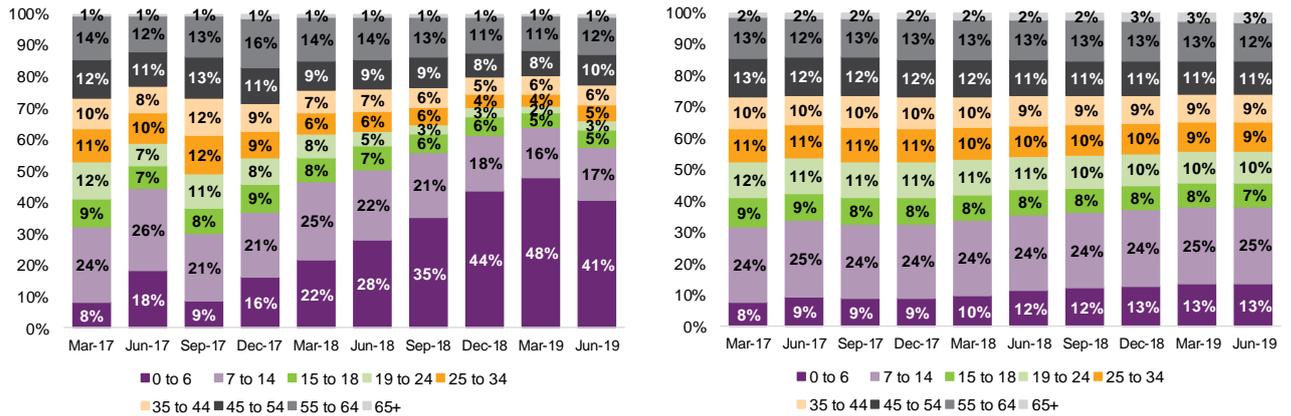
<sup>96</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>97</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

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

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	12,143	12%	1,524	41%	13,667	13%
7 to 14	24,476	25%	641	17%	25,117	25%
15 to 18	7,344	8%	199	5%	7,543	7%
19 to 24	10,215	10%	116	3%	10,331	10%
25 to 34	9,195	9%	189	5%	9,384	9%
35 to 44	8,579	9%	238	6%	8,817	9%
45 to 54	10,439	11%	357	10%	10,796	11%
55 to 64	12,168	12%	454	12%	12,622	12%
65+	2,941	3%	34	1%	2,975	3%
<b>Total</b>	<b>97,500</b>	<b>100%</b>	<b>3,752</b>	<b>100%</b>	<b>101,252</b>	<b>100%</b>

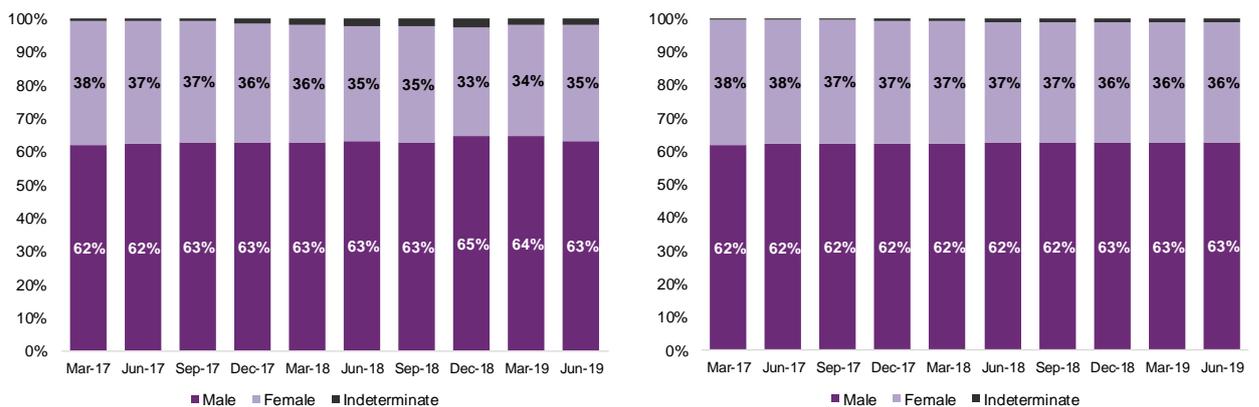
**Figure F.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NSW<sup>98</sup>**



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

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	61,137	63%	2,368	63%	63,505	63%
Female	35,321	36%	1,319	35%	36,640	36%
Indeterminate	1,042	1%	65	2%	1,107	1%
<b>Total</b>	<b>97,500</b>	<b>100%</b>	<b>3,752</b>	<b>100%</b>	<b>101,252</b>	<b>100%</b>

**Figure F.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NSW<sup>99</sup>**



<sup>98</sup> Ibid.

<sup>99</sup> Ibid.

## Part Two: Participant experience and outcomes

Table F.15 Number of questionnaires completed by SFOF version - NSW<sup>100</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	2,948	5,868	5,811	14,627
Participant school to 14	7,836	11,307	5,101	24,244
Participant 15 to 24	6,173	6,230	1,448	13,851
Participant 25 and over	15,128	17,505	5,696	38,329
<b>Total Participant</b>	<b>32,085</b>	<b>40,910</b>	<b>18,056</b>	<b>91,051</b>
Family 0 to 14	10,065	16,798	10,762	37,625
Family 15 to 24	1,458	4,030	1,082	6,570
Family 25 and over	392	4,833	1,879	7,104
<b>Total Family</b>	<b>11,915</b>	<b>25,661</b>	<b>13,723</b>	<b>51,299</b>
<b>Total</b>	<b>44,000</b>	<b>66,571</b>	<b>31,779</b>	<b>142,350</b>

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

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	70%			
CC % who say their child is able to tell them what he/she wants	70%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		40%		
CC % of children who have a genuine say in decisions about themselves		63%		
CC % who are happy with the level of independence/control they have now			37%	
CC % who choose who supports them			34%	54%
CC % who choose what they do each day			44%	63%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			22%	27%
CC % who want more choice and control in their life			80%	76%

<sup>100</sup> Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.  
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**Table F.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NSW**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	51%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		36%		
REL	Of these, % who are welcomed or actively included	61%	75%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			30%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	35%

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

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		57%		
HM	% who are happy with their home			81%	74%
HM	% who feel safe or very safe in their home			86%	74%
HW	% who rate their health as good, very good or excellent			68%	46%
HW	% who did not have any difficulties accessing health services			66%	64%
LL	% who currently attend or previously attended school in a mainstream class			30%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				56%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			17%	26%
WK	% who volunteer			12%	12%

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

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	23%	25%	22%
% receiving Carer Allowance	53%	47%	31%
% working in a paid job	48%	51%	36%
Of those in a paid job, % in permanent employment	75%	76%	78%
Of those in a paid job, % working 15 hours or more	79%	86%	85%
% who say they (and their partner) are able to work as much as they want	40%	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	86%	90%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	33%	22%
% able to advocate for their child/family member	78%	70%	64%
% who have friends and family they see as often as they like	46%	46%	46%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		38%	
% who feel in control selecting services		37%	36%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			34%
% who rate their health as good, very good or excellent	74%	61%	59%

**Table F.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=2,510)– NSW<sup>101</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	89%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	77%
S/CP	Has the NDIS improved how your child fits into community life?	62%

<sup>101</sup> Results in Tables F.20 to F.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables F.24 to F.27.

**Table F.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=11,036) – NSW**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	56%
LL	Has the NDIS improved your child's access to education?	36%
REL	Has the NDIS improved your child's relationships with family and friends?	45%
S/CP	Has the NDIS improved your child's social and recreational life?	40%

**Table F.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=5,551) and ‘Participant 25 and over’ (n=14,255) – NSW**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	68%
DL	Has the NDIS helped you with daily living activities?	57%	71%
REL	Has the NDIS helped you to meet more people?	49%	53%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	21%
S/CP	Has the NDIS helped you be more involved?	53%	59%

**Table F.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=12,715); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=5,771) – NSW**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	57%	46%
Has the NDIS improved the level of support for your family?	62%	60%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	65%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	
Has the NDIS improved your health and wellbeing?	38%	33%

**Table F.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=285) – NSW<sup>102</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	92%	94%	+2%
DL	Has the NDIS improved your child's access to specialist services?	88%	89%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%	87%	+2%
REL	Has the NDIS improved how your child fits into family life?	72%	77%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	59%	63%	+5%

**Table F.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=5,649) – NSW**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	53%	62%	+8%
LL	Has the NDIS improved your child's access to education?	35%	38%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	48%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	40%	43%	+3%

**Table F.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=4,548) and ‘Participant 25 and over’ (n=8,772) – NSW**

Question	15 to 24			25 and over			
	Year 1	Year 2	Change	Year 1	Year 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	59%	64%	+5%	66%	74%	+8%
DL	Has the NDIS helped you with daily living activities?	57%	65%	+8%	69%	78%	+9%
REL	Has the NDIS helped you to meet more people?	52%	55%	+3%	52%	60%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	19%	-4%	30%	31%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	45%	+4%	49%	56%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	38%	-1%	31%	32%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	18%	-2%	21%	21%	-1%
S/CP	Has the NDIS helped you be more involved?	54%	58%	+4%	59%	66%	+7%

<sup>102</sup> Results in Tables F.24 to F.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table F.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=4,657); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,328) – NSW**

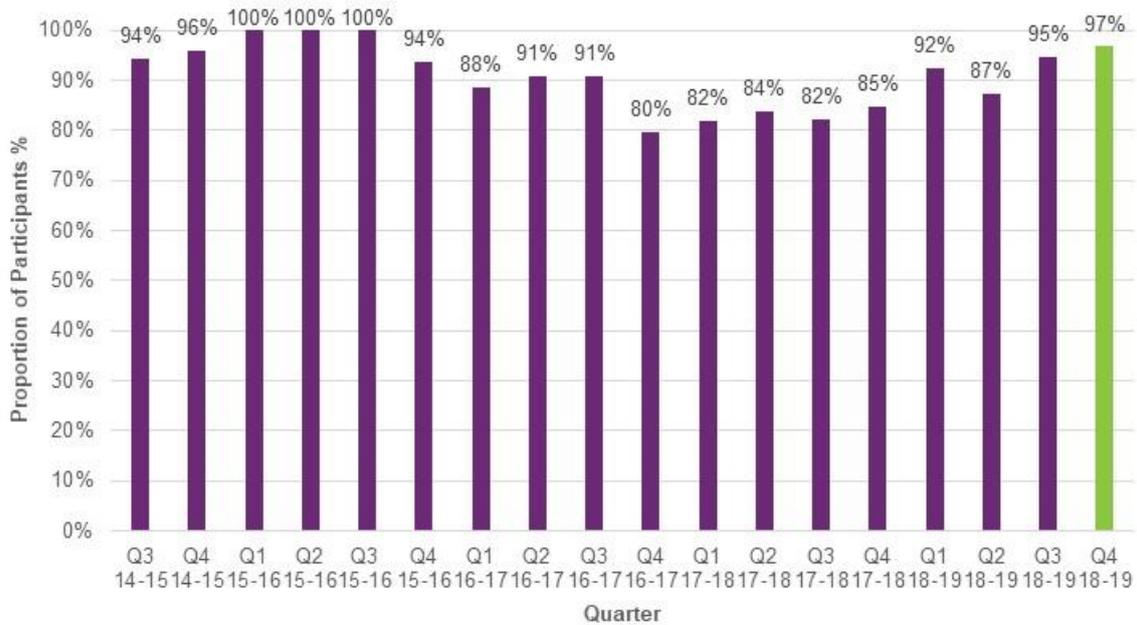
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	55%	+5%	44%	47%	+3%
Has the NDIS improved the level of support for your family?	56%	63%	+7%	55%	63%	+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?	60%	66%	+6%	53%	61%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	66%	70%	+5%			
Has the NDIS improved your health and wellbeing?	35%	36%	+2%	30%	31%	0%

**Table F.28 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=12,311) –NSW<sup>103</sup>**

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	13%	22%	
Aged 25+	28%	26%	26%
Aged 15+ (average)	24%	25%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	30%	44%	41%
Aged 25+	35%	47%	
Aged 15+ (average)	34%	46%	

<sup>103</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 June 2017.

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



\*The result for Q4 of 2018-19 is based on 151 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 97% gave a rating of good or very good, 1% gave a neutral rating and 2% gave a rating of poor or very poor.

**Table F.29 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NSW)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	98%	1%	1%
I had enough time to tell my story and say what support I need	98%	0%	2%
The planner knows what I can do well	93%	5%	2%
The planner had some good ideas for my plan	95%	3%	1%
I know what is in my plan	87%	10%	3%
The planner helped me think about my future	93%	7%	1%
I think my plan will make my life better	93%	6%	1%
The planning meeting went well	99%	0%	1%

**Table F.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (NSW)**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
<b>Access</b>	<b>N = 269</b>	<b>N = 142</b>
Are you happy with how coming into the NDIS has gone?	76%	80%
Was the person from the NDIS respectful?	96%	96%
Do you understand what will happen next with your plan?	69%	77%
<b>Pre-planning</b>	<b>N = 323</b>	<b>N = 269</b>
Did the person from the NDIS understand how your disability affects your life?	91%	93%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	87%	88%
Are you clear on what happens next with your plan?	79%	78%
Do you know where to go for more help with your plan?	81%	85%
<b>Planning</b>	<b>N = 382</b>	<b>N = 204</b>
Did the person from the NDIS understand how your disability affects your life?	91%	93%
Did you understand why you needed to give the information you did?	96%	95%
Were decisions about your plan clearly explained?	85%	89%
Are you clear on what happens next with your plan?	80%	83%
Do you know where to go for more help with your plan?	85%	83%
<b>Plan review</b>	<b>N = 733</b>	<b>N = 592</b>
Did the person from the NDIS understand how your disability affects your life?	80%	80%
Did you feel prepared for your plan review?	82%	84%
Is your NDIS plan helping you to make progress towards your goals?	85%	83%

**Table F.31 Plan reviews conducted per quarter – excluding plans less than 30 days – NSW<sup>104</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total plan reviews</b>	<b>133,726</b>	<b>27,594</b>	<b>161,320</b>
<i>Early intervention plans</i>	18,778	4,991	23,769
<i>Permanent disability plans</i>	114,948	22,603	137,551

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

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

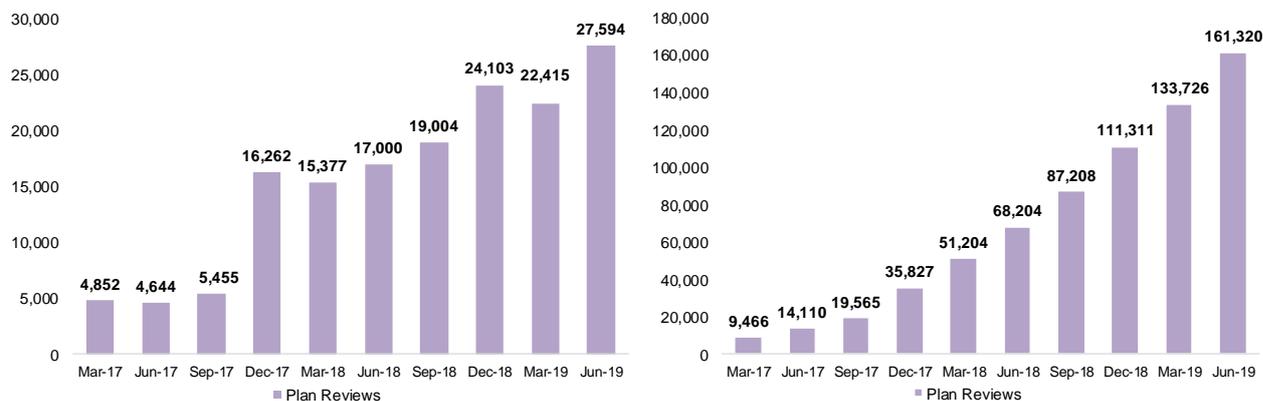


Table F.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total scheduled plan reviews</b>	<b>106,710</b>	<b>24,609</b>	<b>131,319</b>
<i>Trial participants</i>	19,796	2,434	22,230
<i>Transition participants</i>	86,914	22,175	109,089

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

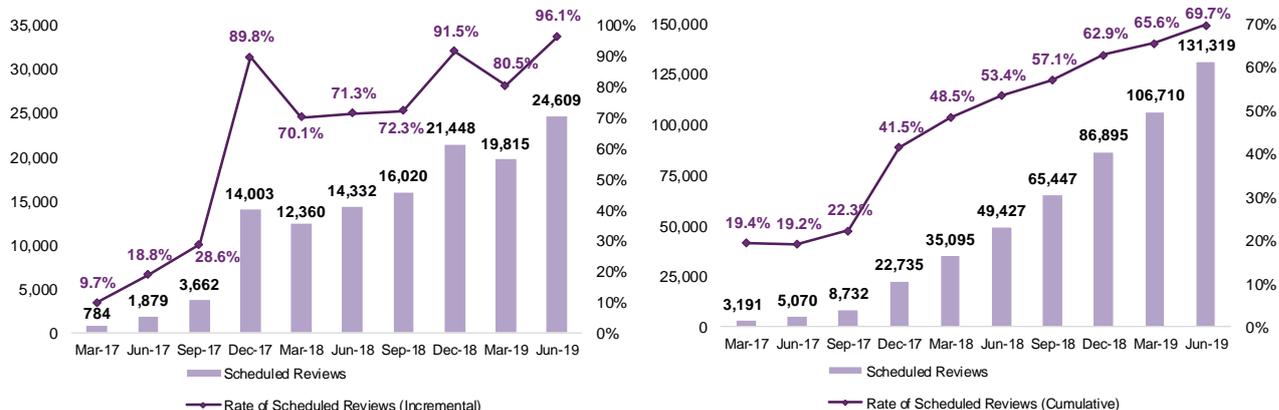


Table F.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total unscheduled plan reviews</b>	<b>27,016</b>	<b>2,985</b>	<b>30,001</b>
<i>Trial participants</i>	3,050	291	3,341
<i>Transition participants</i>	23,966	2,694	26,660

Table F.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW<sup>106</sup>

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>% unscheduled reviews</b>	<b>16.6%</b>	<b>11.7%</b>	<b>15.9%</b>

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

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

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

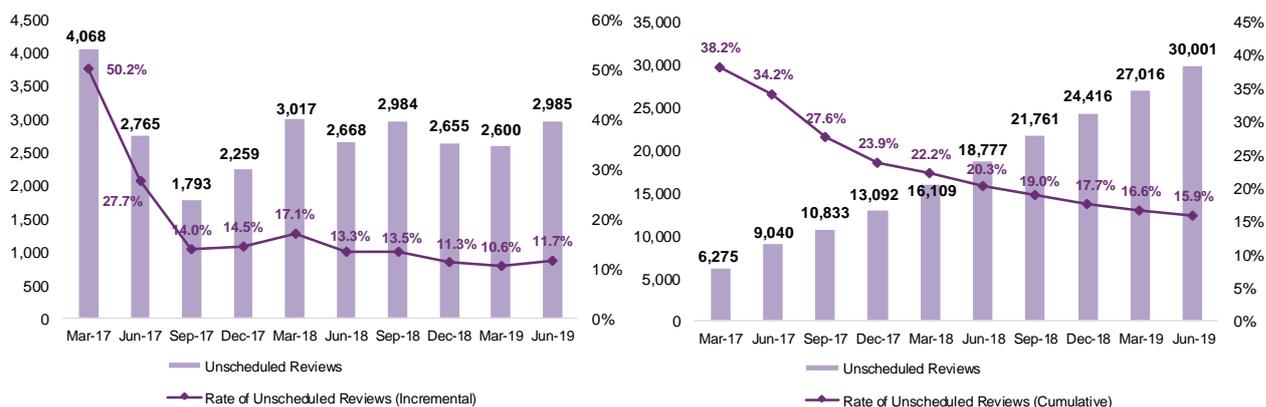


Table F.35 AAT Cases by category – NSW<sup>108</sup>

Category	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Access	301	36%	38	29%	339	35%
Plan	384	46%	61	47%	445	46%
Plan Review	102	12%	14	11%	116	12%
Other	51	6%	18	14%	69	7%
<b>Total</b>	<b>838</b>	<b>100%</b>	<b>131</b>	<b>100%</b>	<b>969</b>	<b>100%</b>
<b>% of all access decisions<sup>109</sup></b>	<b>0.36%</b>		<b>0.41%</b>		<b>0.37%</b>	

Table F.36 AAT cases by open/closed and decision – NSW

	N
<b>AAT Cases</b>	<b>969</b>
<b>Open AAT Cases</b>	<b>270</b>
<b>Closed AAT Cases</b>	<b>699</b>
<i>Resolved before hearing</i>	672
<i>Gone to hearing and received a substantive decision</i>	27*

\*Of the 27 cases which went to hearing and received a substantive decision: 13 affirmed the Agency's decision, 5 varied the Agency's decision and 9 set aside the Agency's decision.

Table F.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

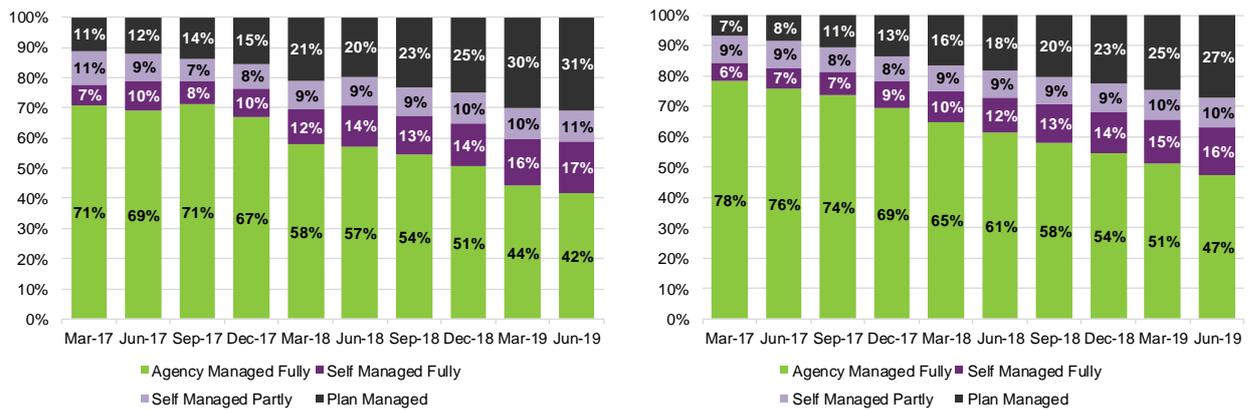
	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	15%	17%	<b>16%</b>
Self-managed partly	10%	11%	<b>10%</b>
Plan managed	26%	31%	<b>27%</b>
Agency managed	50%	42%	<b>47%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

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

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

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



**Table F.38 Distribution of active participants by support coordination and quarter of plan approval – NSW**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	34%	38%	35%

**Table F.39 Duration to plan activation by quarter of initial plan approval for active participants – NSW<sup>111,112</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	55,089	69%	2,967	58%
30 to 59 days	9,262	12%	770	15%
60 to 89 days	4,158	5%	408	8%
<b>Activated within 90 days</b>	<b>68,509</b>	<b>86%</b>	<b>4,145</b>	<b>81%</b>
90 to 119 days	2,381	3%	271	5%
120 days and over	6,392	8%	273	5%
<b>Activated after 90 days</b>	<b>8,773</b>	<b>11%</b>	<b>544</b>	<b>11%</b>
No payments	1,991	3%	409	8%
<b>Total plans approved</b>	<b>79,273</b>	<b>100%</b>	<b>5,098</b>	<b>100%</b>

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

<sup>111</sup> Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

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

Table F.40 Proportion of active participants with plan activated within 12 months – NSW

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	4,517	4,780	94%
Not Aboriginal and Torres Strait Islander	72,840	75,256	97%
Not Stated	2,990	3,077	97%
<b>Total</b>	<b>80,347</b>	<b>83,113</b>	<b>97%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	7,156	7,383	97%
Not CALD	72,941	75,474	97%
Not Stated	250	256	98%
<b>Total</b>	<b>80,347</b>	<b>83,113</b>	<b>97%</b>
<b>by Remoteness</b>			
Major Cities	56,769	58,618	97%
Regional	23,313	24,204	96%
Remote	207	230	90%
Missing	58	61	95%
<b>Total</b>	<b>80,347</b>	<b>83,113</b>	<b>97%</b>
<b>by Primary Disability type</b>			
Autism	24,177	24,926	97%
Intellectual Disability (including Down Syndrome)	23,062	23,775	97%
Psychosocial Disability	6,135	6,399	96%
Developmental Delay (including Global Developmental Delay)	2,704	2,814	96%
Other	24,269	25,199	96%
<b>Total</b>	<b>80,347</b>	<b>83,113</b>	<b>97%</b>

Table F.41 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19– NSW<sup>113,114</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	34%	68%	35%
50% to 75%	24%	20%	23%
> 75%	43%	12%	42%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>113</sup> This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

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

**Table F.42 Proportion of active participants with approved plans accessing mainstream supports - NSW**

	Prior Quarters	2018-19 Q4	Total
Daily Activities	8%	10%	9%
Health & Wellbeing	54%	53%	53%
Lifelong Learning	11%	12%	11%
Other	10%	10%	10%
Non-categorised	30%	32%	31%
Any mainstream service	93%	95%	94%

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

**Table F.43 Key provider indicators by quarter - NSW<sup>115</sup>**

	Prior Quarters	2018-19 Q4	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	3,828	195	4,015
<i>Company/ organisation</i>	4,888	210	5,091
<i>Total</i>	8,716	405	9,106
b) Registration revoked	15		

<sup>115</sup> The total number of providers as at 30 June 2019 (9,106) is not the sum of the number of providers as at 31 March 2019 (8,716) and the providers registered in the fourth quarter of 2018-19 (405). This is due to 15 providers whose registration ended during the fourth quarter of 2018-19.

Table F.44 Number of approved providers by registration group - NSW<sup>116,117</sup>

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	889	59	948	7%
Assistance Animals	13	0	13	0%
Assistance with daily life tasks in a group or shared living arrangement	588	68	656	12%
Assistance with travel/transport arrangements	1,729	103	1,832	6%
Daily Personal Activities	878	97	975	11%
Group and Centre Based Activities	767	65	832	8%
High Intensity Daily Personal Activities	739	33	772	4%
Household tasks	2,438	144	2,582	6%
Interpreting and translation	351	22	373	6%
Participation in community, social and civic activities	1,012	105	1,117	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	796	36	832	5%
Assistive products for household tasks	979	56	1,035	6%
Assistance products for personal care and safety	1,371	69	1,440	5%
Communication and information equipment	676	29	705	4%
Customised Prosthetics	570	13	583	2%
Hearing Equipment	240	9	249	4%
Hearing Services	15	2	17	13%
Personal Mobility Equipment	1,144	54	1,198	5%
Specialised Hearing Services	68	2	70	3%
Vision Equipment	286	10	296	3%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	855	86	941	10%
Behaviour Support	536	40	576	7%
Community nursing care for high needs	632	52	684	8%
Development of daily living and life skills	936	91	1,027	10%
Early Intervention supports for early childhood	1,335	53	1,388	4%
Exercise Physiology and Physical Wellbeing activities	990	44	1,034	4%
Innovative Community Participation	1,238	120	1,358	10%
Specialised Driving Training	283	2	285	1%
Therapeutic Supports	4,167	145	4,312	3%
<b>Capital services</b>				
Home modification design and construction	1,031	49	1,080	5%
Specialised Disability Accommodation	338	21	359	6%
Vehicle Modifications	164	8	172	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	997	48	1,045	5%
Support Coordination	765	51	816	7%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	454	35	489	8%
Specialised Supported Employment	137	8	145	6%
<b>Total approved providers</b>	<b>8,701</b>	<b>405</b>	<b>9,106</b>	<b>5%</b>

<sup>116</sup> The 15 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

<sup>117</sup> Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

**Table F.45 Key markets indicators by quarter - NSW**

<b>Market indicators</b>	<b>Prior Quarters</b>	<b>2018-19 Q4</b>
a) Average number of providers per participant	1.62	1.64
b) Number of providers delivering new supports	911	919
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	47%	43%
<i>Not yet active (%)</i>	39%	39%
<i>Inactive (%)</i>	15%	18%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	91%	92%
<i>Therapeutic Supports (%)</i>	89%	89%
<i>Participate Community (%)</i>	85%	85%
<i>Early Childhood Supports (%)</i>	90%	91%
<i>Assist Personal Activities (%)</i>	87%	87%

Table F.46 Cumulative number of providers that have been active by registration group - NSW

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	141	13	154	9%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	350	18	368	5%
Assistance with travel/transport arrangements	486	25	511	5%
Daily Personal Activities	657	36	693	5%
Group and Centre Based Activities	469	28	497	6%
High Intensity Daily Personal Activities	547	9	556	2%
Household tasks	1,267	55	1,322	4%
Interpreting and translation	57	2	59	4%
Participation in community, social and civic activities	745	47	792	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	122	6	128	5%
Assistive products for household tasks	121	5	126	4%
Assistance products for personal care and safety	638	28	666	4%
Communication and information equipment	136	2	138	1%
Customised Prosthetics	249	8	257	3%
Hearing Equipment	54	1	55	2%
Hearing Services	2	1	3	50%
Personal Mobility Equipment	305	10	315	3%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	36	0	36	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	608	33	641	5%
Behaviour Support	293	11	304	4%
Community nursing care for high needs	175	10	185	6%
Development of daily living and life skills	575	34	609	6%
Early Intervention supports for early childhood	653	28	681	4%
Exercise Physiology and Physical Wellbeing activities	377	19	396	5%
Innovative Community Participation	187	17	204	9%
Specialised Driving Training	82	2	84	2%
Therapeutic Supports	2,760	99	2,859	4%
<b>Capital services</b>				
Home modification design and construction	180	21	201	12%
Specialised Disability Accommodation	78	13	91	17%
Vehicle Modifications	43	2	45	5%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	448	26	474	6%
Support Coordination	195	15	210	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	202	10	212	5%
Specialised Supported Employment	93	1	94	1%
<b>Total approved active providers</b>	<b>5,336</b>	<b>222</b>	<b>5,558</b>	<b>4%</b>

Table F.47 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NSW

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	184	764	<b>948</b>	28	126	<b>154</b>
Assistance Animals	0	13	<b>13</b>	0	2	<b>2</b>
Assistance with daily life tasks in a group or shared living arrangement	54	602	<b>656</b>	19	349	<b>368</b>
Assistance with travel/transport arrangements	479	1,353	<b>1,832</b>	112	399	<b>511</b>
Daily Personal Activities	78	897	<b>975</b>	52	641	<b>693</b>
Group and Centre Based Activities	63	769	<b>832</b>	24	473	<b>497</b>
High Intensity Daily Personal Activities	55	717	<b>772</b>	33	523	<b>556</b>
Household tasks	907	1,675	<b>2,582</b>	478	844	<b>1,322</b>
Interpreting and translation	67	306	<b>373</b>	21	38	<b>59</b>
Participation in community, social and civic activities	101	1,016	<b>1,117</b>	66	726	<b>792</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	226	606	<b>832</b>	21	107	<b>128</b>
Assistive products for household tasks	269	766	<b>1,035</b>	19	107	<b>126</b>
Assistance products for personal care and safety	366	1,074	<b>1,440</b>	110	556	<b>666</b>
Communication and information equipment	245	460	<b>705</b>	37	101	<b>138</b>
Customised Prosthetics	165	418	<b>583</b>	65	192	<b>257</b>
Hearing Equipment	31	218	<b>249</b>	4	51	<b>55</b>
Hearing Services	0	17	<b>17</b>	0	3	<b>3</b>
Personal Mobility Equipment	360	838	<b>1,198</b>	52	263	<b>315</b>
Specialised Hearing Services	21	49	<b>70</b>	1	7	<b>8</b>
Vision Equipment	60	236	<b>296</b>	4	32	<b>36</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	115	826	<b>941</b>	70	571	<b>641</b>
Behaviour Support	150	426	<b>576</b>	73	231	<b>304</b>
Community nursing care for high needs	97	587	<b>684</b>	32	153	<b>185</b>
Development of daily living and life skills	109	918	<b>1,027</b>	55	554	<b>609</b>
Early Intervention supports for early childhood	653	735	<b>1,388</b>	297	384	<b>681</b>
Exercise Physiology and Physical Wellbeing activities	373	661	<b>1,034</b>	129	267	<b>396</b>
Innovative Community Participation	450	908	<b>1,358</b>	66	138	<b>204</b>
Specialised Driving Training	65	220	<b>285</b>	35	49	<b>84</b>
Therapeutic Supports	2,203	2,109	<b>4,312</b>	1,414	1,445	<b>2,859</b>
<b>Capital services</b>						
Home modification design and construction	301	779	<b>1,080</b>	32	169	<b>201</b>
Specialised Disability Accommodation	34	325	<b>359</b>	3	88	<b>91</b>
Vehicle Modifications	21	151	<b>172</b>	9	36	<b>45</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	188	857	<b>1,045</b>	89	385	<b>474</b>

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	90	726	816	22	188	210
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	50	439	489	14	198	212
Specialised Supported Employment	3	142	145	0	94	94
<b>Total</b>	<b>4,015</b>	<b>5,091</b>	<b>9,106</b>	<b>2,320</b>	<b>3,238</b>	<b>5,558</b>

Table F.48 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NSW

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	19%	81%	948	18%	82%	154
Assistance Animals	0%	100%	13	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	8%	92%	656	5%	95%	368
Assistance with travel/transport arrangements	26%	74%	1,832	22%	78%	511
Daily Personal Activities	8%	92%	975	8%	92%	693
Group and Centre Based Activities	8%	92%	832	5%	95%	497
High Intensity Daily Personal Activities	7%	93%	772	6%	94%	556
Household tasks	35%	65%	2,582	36%	64%	1,322
Interpreting and translation	18%	82%	373	36%	64%	59
Participation in community, social and civic activities	9%	91%	1,117	8%	92%	792
<b>Assistive Technology</b>						
Assistive equipment for recreation	27%	73%	832	16%	84%	128
Assistive products for household tasks	26%	74%	1,035	15%	85%	126
Assistance products for personal care and safety	25%	75%	1,440	17%	83%	666
Communication and information equipment	35%	65%	705	27%	73%	138
Customised Prosthetics	28%	72%	583	25%	75%	257
Hearing Equipment	12%	88%	249	7%	93%	55
Hearing Services	0%	100%	17	0%	100%	3
Personal Mobility Equipment	30%	70%	1,198	17%	83%	315
Specialised Hearing Services	30%	70%	70	13%	88%	8
Vision Equipment	20%	80%	296	11%	89%	36
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	12%	88%	941	11%	89%	641
Behaviour Support	26%	74%	576	24%	76%	304
Community nursing care for high needs	14%	86%	684	17%	83%	185
Development of daily living and life skills	11%	89%	1,027	9%	91%	609
Early Intervention supports for early childhood	47%	53%	1,388	44%	56%	681

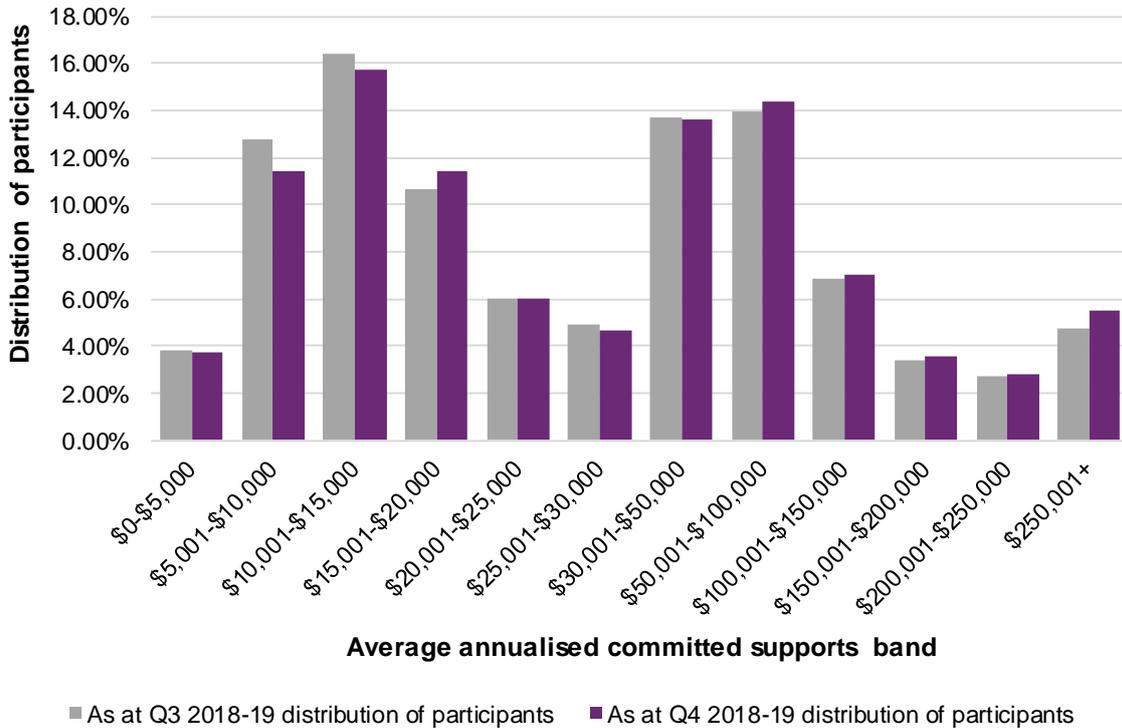
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Exercise Physiology and Physical Wellbeing activities	36%	64%	<b>1,034</b>	33%	67%	<b>396</b>
Innovative Community Participation	33%	67%	<b>1,358</b>	32%	68%	<b>204</b>
Specialised Driving Training	23%	77%	<b>285</b>	42%	58%	<b>84</b>
Therapeutic Supports	51%	49%	<b>4,312</b>	49%	51%	<b>2,859</b>
<b>Capital services</b>						
Home modification design and construction	28%	72%	<b>1,080</b>	16%	84%	<b>201</b>
Specialised Disability Accommodation	9%	91%	<b>359</b>	3%	97%	<b>91</b>
Vehicle Modifications	12%	88%	<b>172</b>	20%	80%	<b>45</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	18%	82%	<b>1,045</b>	19%	81%	<b>474</b>
Support Coordination	11%	89%	<b>816</b>	10%	90%	<b>210</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	10%	90%	<b>489</b>	7%	93%	<b>212</b>
Specialised Supported Employment	2%	98%	<b>145</b>	0%	100%	<b>94</b>
<b>Total</b>	<b>44%</b>	<b>56%</b>	<b>9,106</b>	<b>42%</b>	<b>58%</b>	<b>5,558</b>

**Part Five: Financial sustainability**

**Table F.49 Committed supports by financial year (\$m) - NSW**

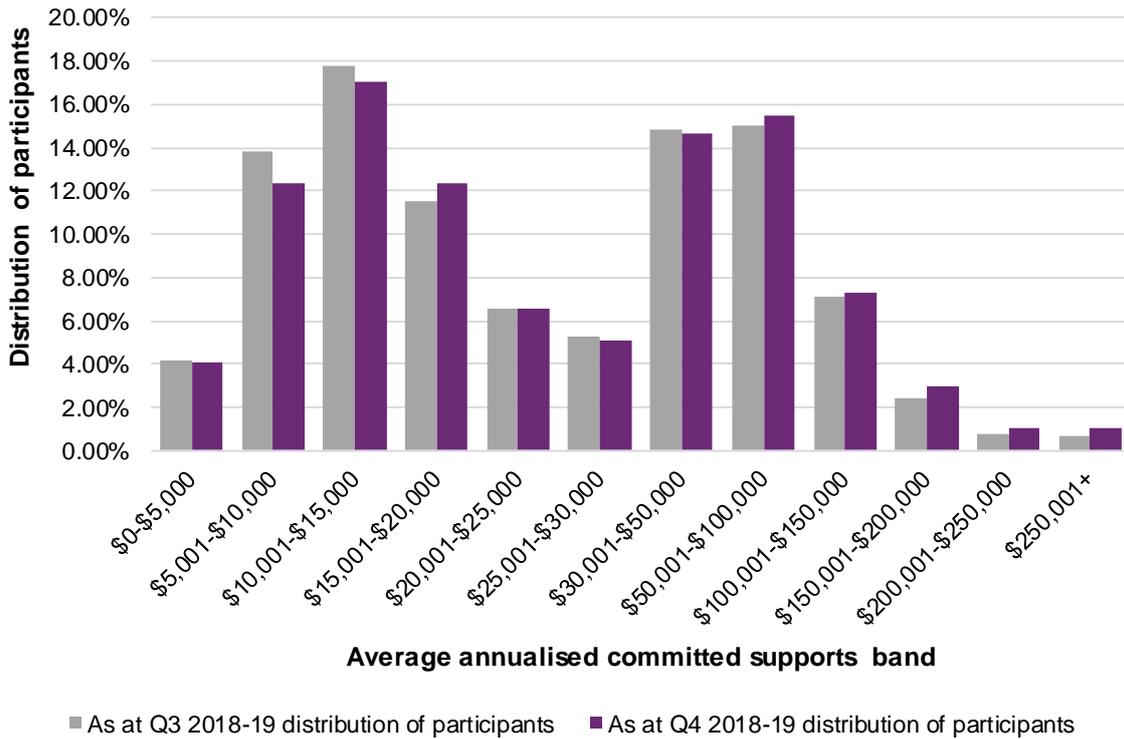
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	50.6	184.5	349.4	1,786.2	4,332.5	5,986.0	<b>12,689.3</b>

**Figure F.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)<sup>118</sup>**



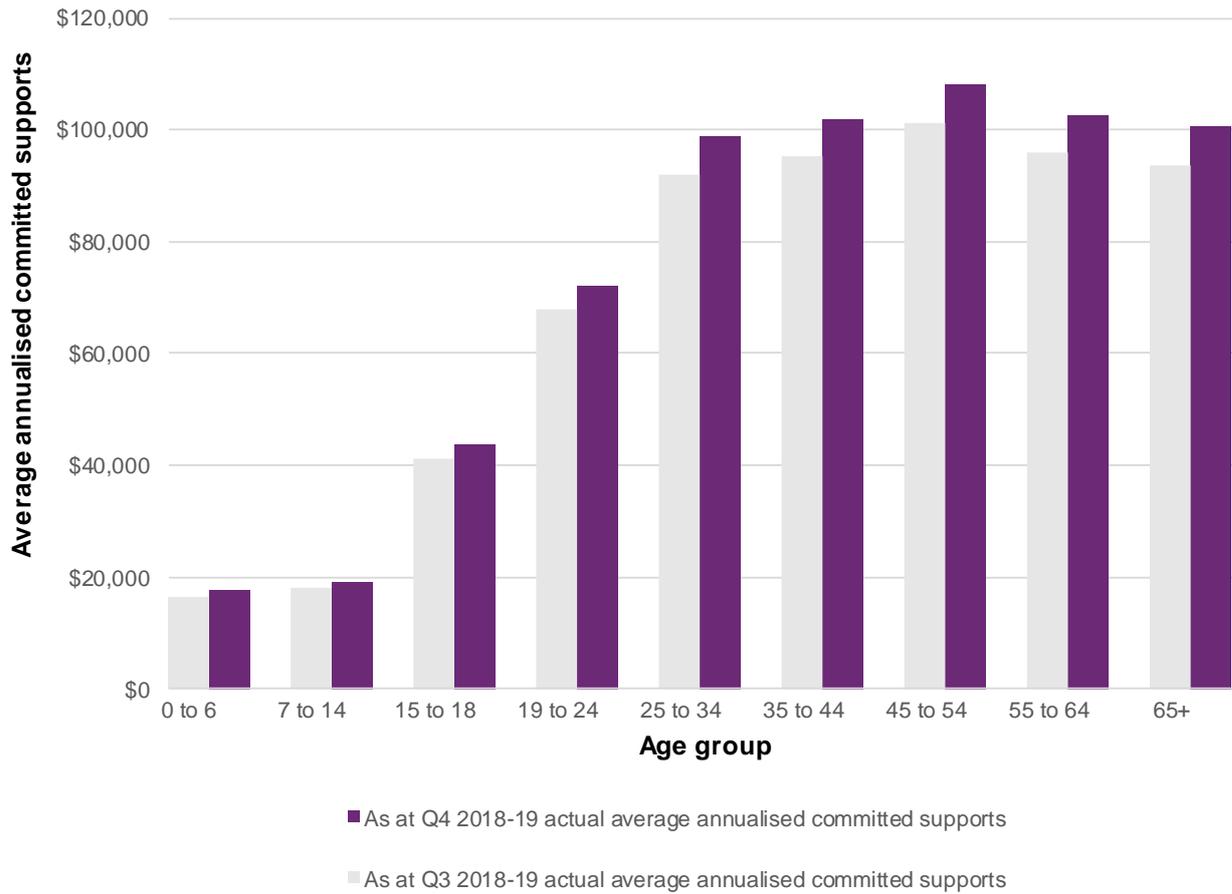
<sup>118</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure F.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)<sup>119</sup>**



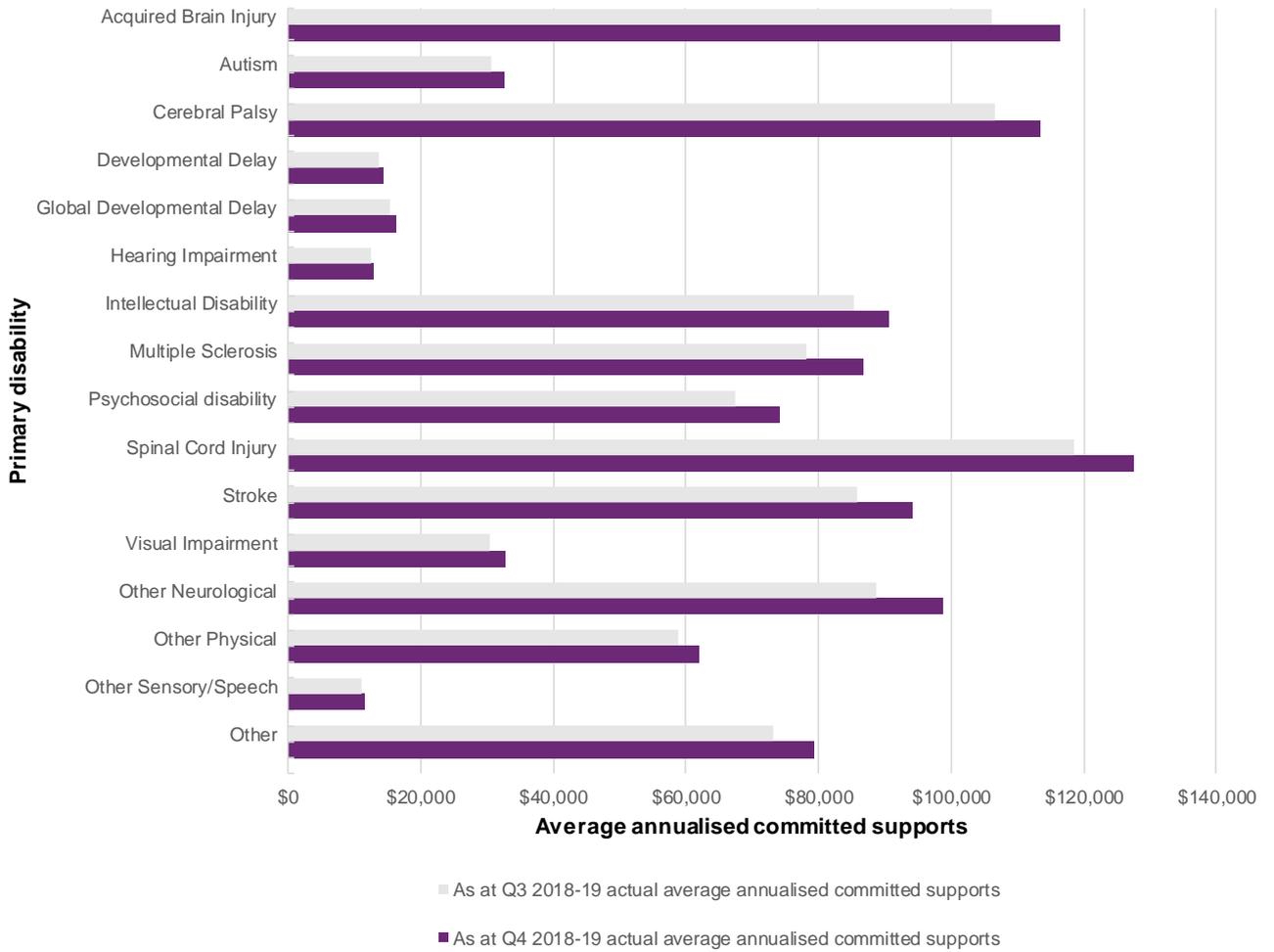
<sup>119</sup> Ibid.  
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**Figure F.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)<sup>120</sup>**



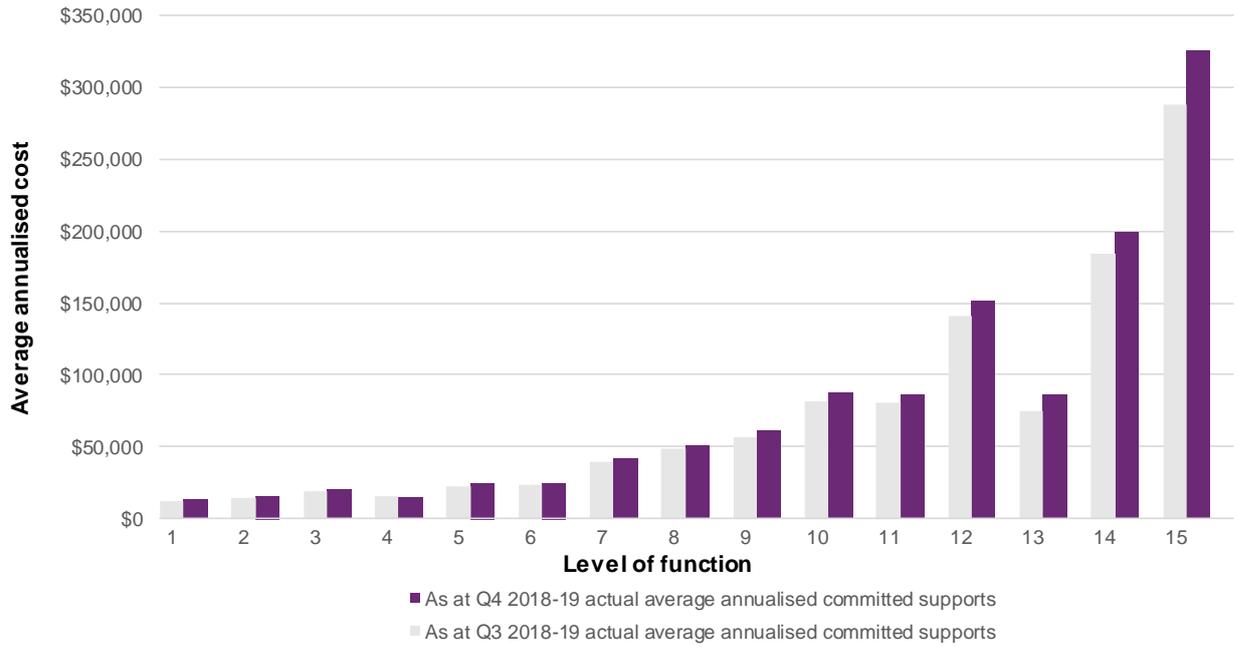
<sup>120</sup> Ibid.  
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**Figure F.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)<sup>121</sup>**



<sup>121</sup> Ibid.  
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**Figure F.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NSW)<sup>122</sup>**

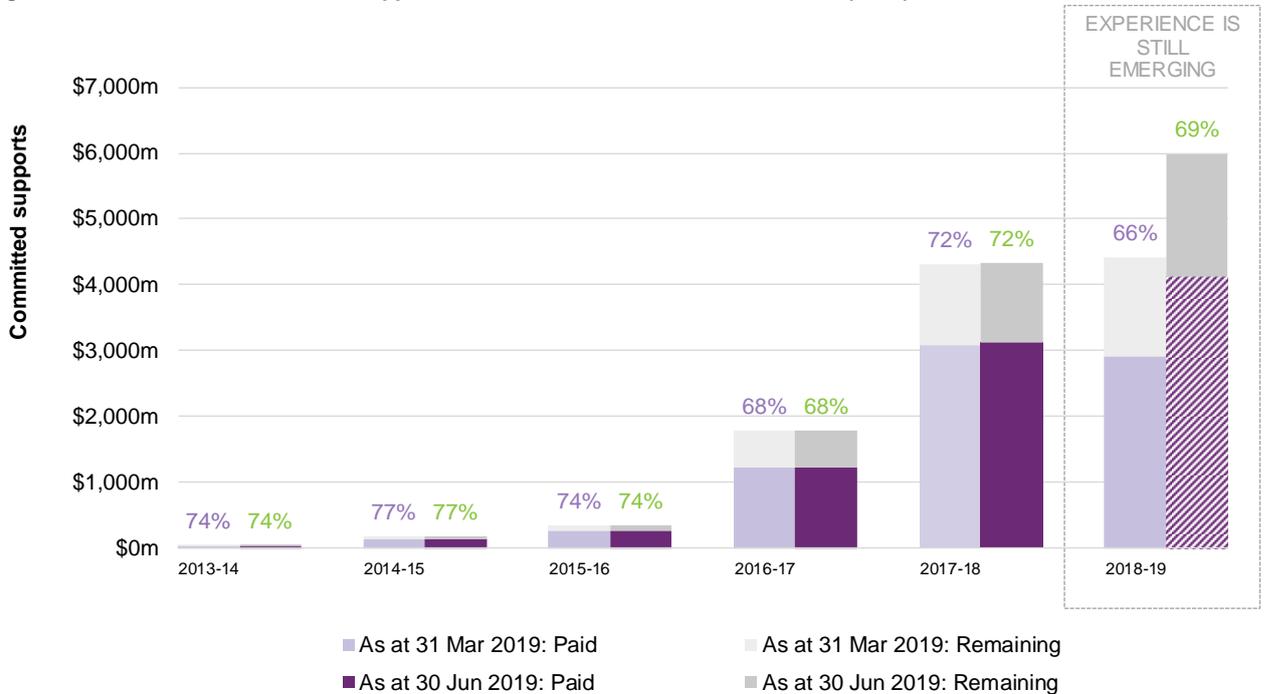


<sup>122</sup> Ibid.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

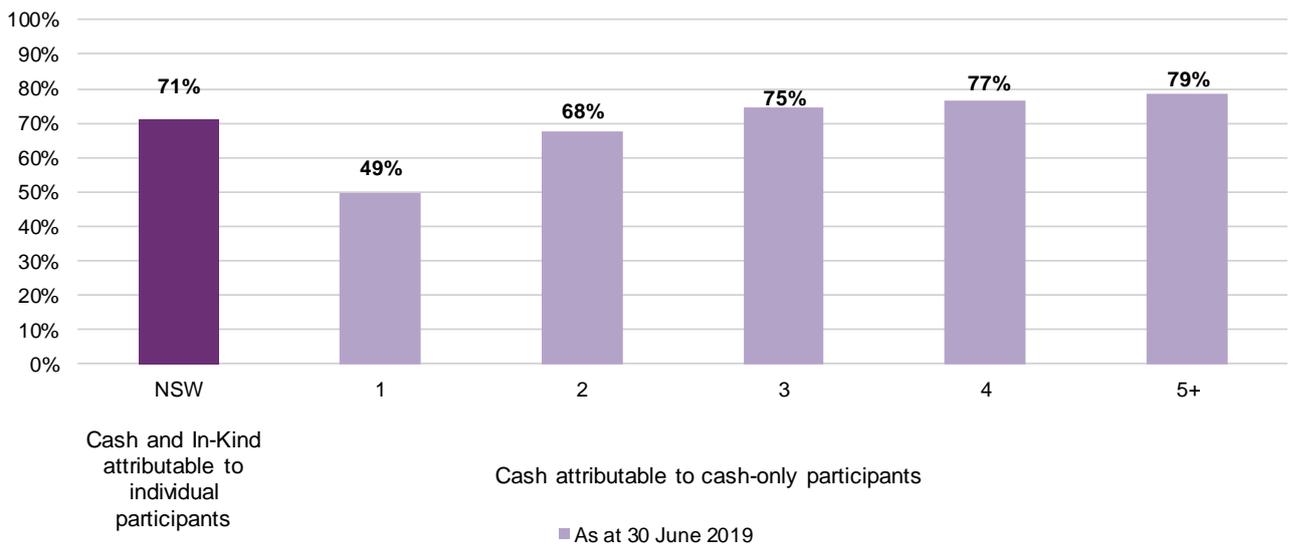
**Table F.50 Payments by financial year, compared to committed supports (\$m) – NSW**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	50.6	184.5	349.4	1,786.2	4,332.5	5,986.0	12,689.3
Total paid	37.4	141.3	257.5	1,216.8	3,117.4	4,116.5	8,886.7
% utilised to date	74%	77%	74%	68%	72%	69%	70%

**Figure F.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (NSW)**



**Figure F.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (NSW)<sup>123</sup>**



<sup>123</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure F.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (NSW)<sup>124</sup>

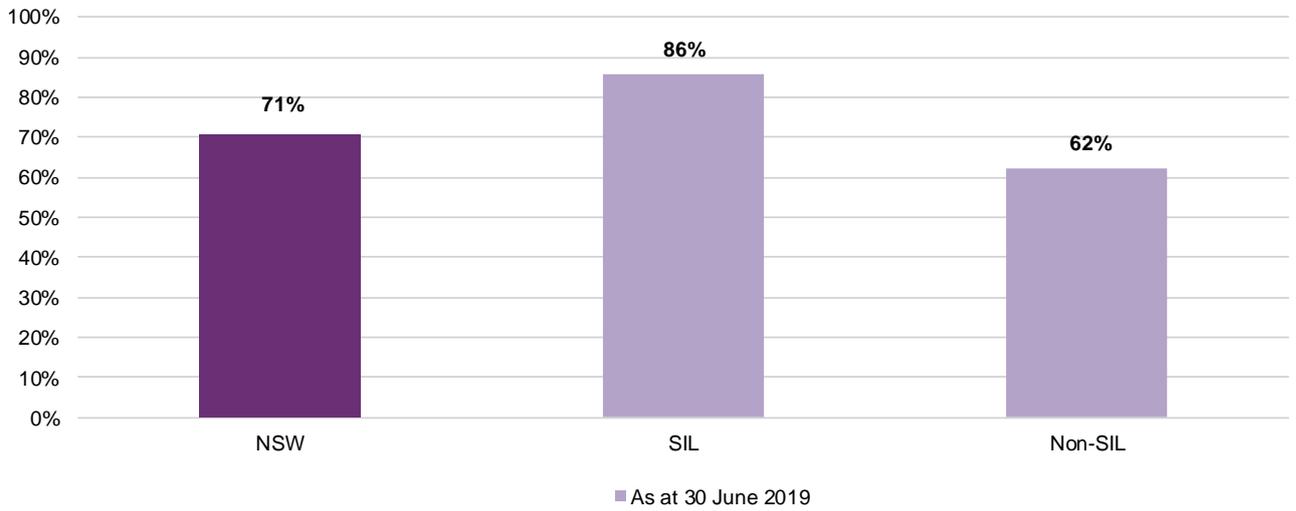
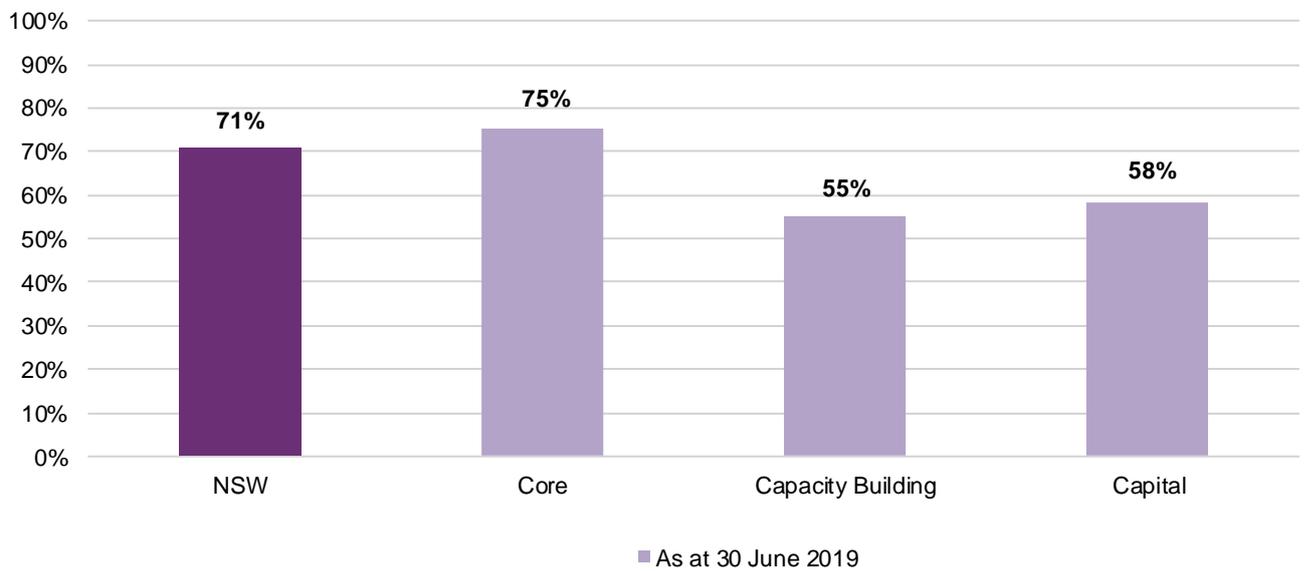


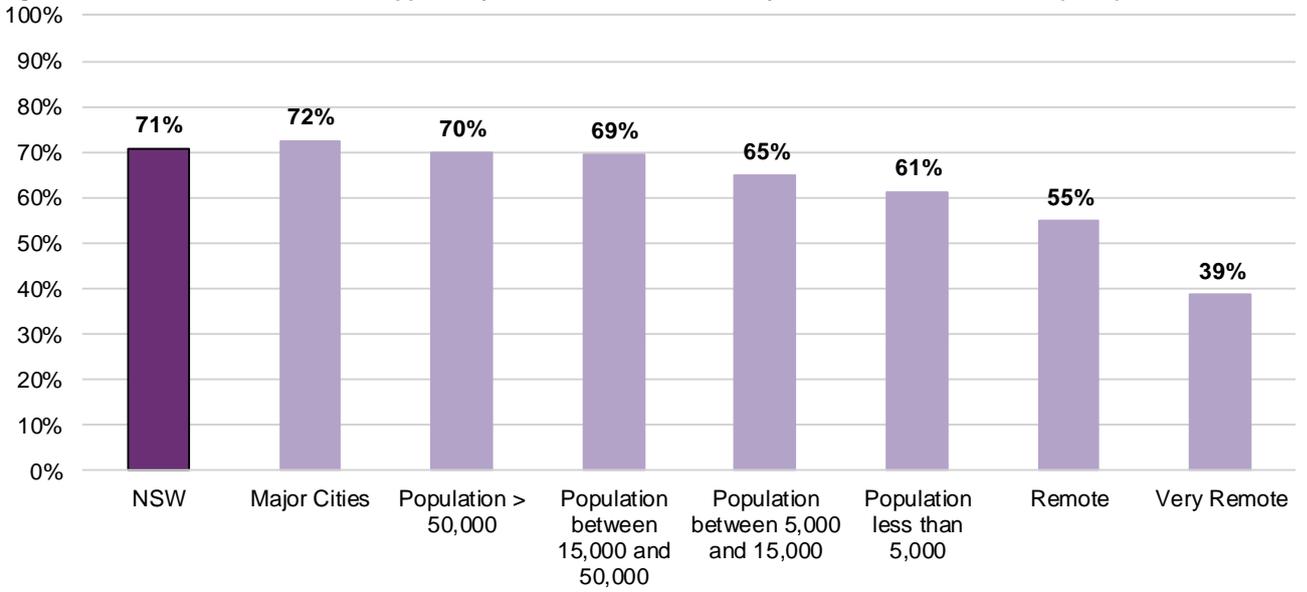
Figure F.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (NSW)<sup>125</sup>



<sup>124</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

<sup>125</sup> Ibid.

Figure F.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (NSW)<sup>126</sup>



■ As at 30 June 2019

# Appendix G:

## Victoria

### Part One: Participants and their plans

Table G.1 Plan approvals compared to estimates - VIC

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
VIC	65,875	11,293	77,168	79,089	105,324

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC<sup>127</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Access decisions</b>	<b>91,734</b>	<b>6,794</b>	<b>98,528</b>
<b>Access Met</b>	<b>80,702</b>	<b>5,382</b>	<b>86,084</b>
State	55,365	2,904	58,269
Commonwealth	7,243	466	7,709
New	18,094	2,012	20,106
<b>Total Participant Plans</b>	<b>71,770</b>	<b>13,214</b>	<b>79,089</b>
State	45,181	7,124	52,305
Commonwealth	6,143	923	7,066
New	14,551	3,246	17,797
ECEI <sup>128</sup>	5,895	1,921	1,921
<b>Total Participant Plans</b>	<b>71,770</b>	<b>13,214</b>	<b>79,089</b>
Early Intervention (s25)	9,171	1,703	10,874
Permanent Disability (s24)	56,704	9,590	66,294
ECEI <sup>129</sup>	5,895	1,921	1,921

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

Exits	
<b>Total participant exits</b>	<b>1,343</b>
Early Intervention participants	148
Permanent disability participants	1,195

<sup>127</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q4, 92% of people with a hearing impairment met the access criteria compared to 79% overall.

<sup>128</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>129</sup> Ibid.

**Table G.4 Cumulative position by services previously received – VIC<sup>130</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,901	386	1,995		5,282	5,289	100%
End of 2016-17	9,831	1,240	4,358	1,050	16,479	20,205	82%
End of 2017-18	27,600	3,690	7,887	3,024	42,201	50,697	83%
End of 2018-19 Q1	32,837	4,479	9,933	3,595	50,844	58,678	87%
End of 2018-19 Q2	38,580	5,321	11,953	4,868	60,722	75,015	81%
End of 2018-19 Q3	45,181	6,143	14,551	5,895	71,770	88,165	81%
End of 2018-19 Q4	52,305	7,066	17,797	1,921	79,089	105,324	75%

**Table G.5 Cumulative position by entry into the Scheme – VIC<sup>131</sup>**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention <sup>132</sup>	Permanent Disability <sup>133</sup>	ECEI	Total		
Trial	1,424	3,858		5,282	5,289	100%
End of 2016-17	2,700	12,729	1,050	16,479	20,205	82%
End of 2017-18	5,234	33,943	3,024	42,201	50,697	83%
End of 2018-19 Q1	6,511	40,738	3,595	50,844	58,678	87%
End of 2018-19 Q2	7,751	48,103	4,868	60,722	75,015	81%
End of 2018-19 Q3	9,171	56,704	5,895	71,770	88,165	81%
End of 2018-19 Q4	10,874	66,294	1,921	79,089	105,324	75%

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

**Table G.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – VIC**

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,489	2.3%	299	2.6%	<b>1,788</b>	<b>2.4%</b>
Not Aboriginal and Torres Strait Islander	58,085	90.0%	9,779	86.6%	<b>67,864</b>	<b>89.5%</b>
Not Stated	4,964	7.7%	1,209	10.7%	<b>6,173</b>	<b>8.1%</b>
<b>Total</b>	<b>64,538</b>	<b>100%</b>	<b>11,287</b>	<b>100%</b>	<b>75,825</b>	<b>100%</b>

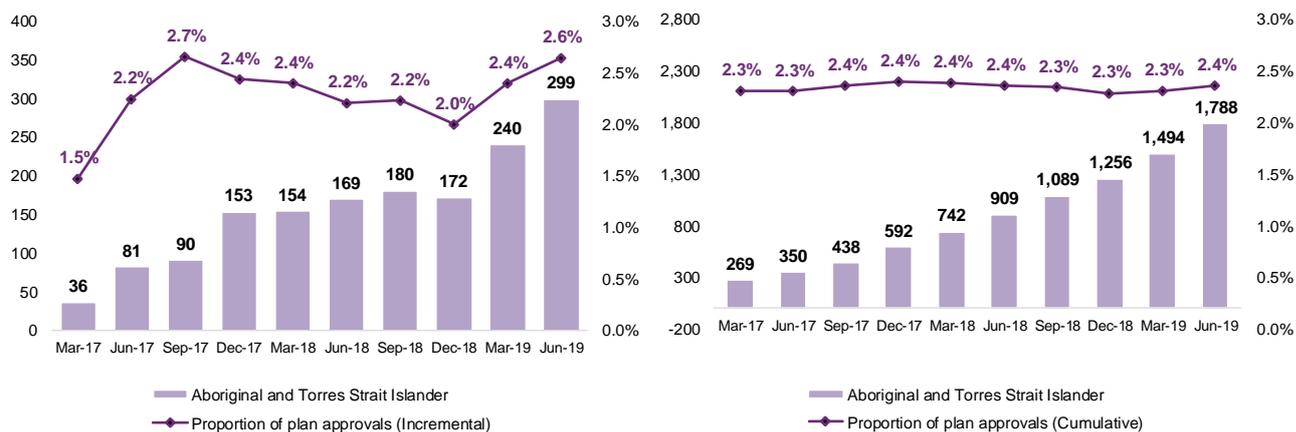
<sup>130</sup> Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>131</sup> A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

<sup>132</sup> Participants who met Section 25 of the NDIS Act for access

<sup>133</sup> Participants who met Section 24 of the NDIS Act for access

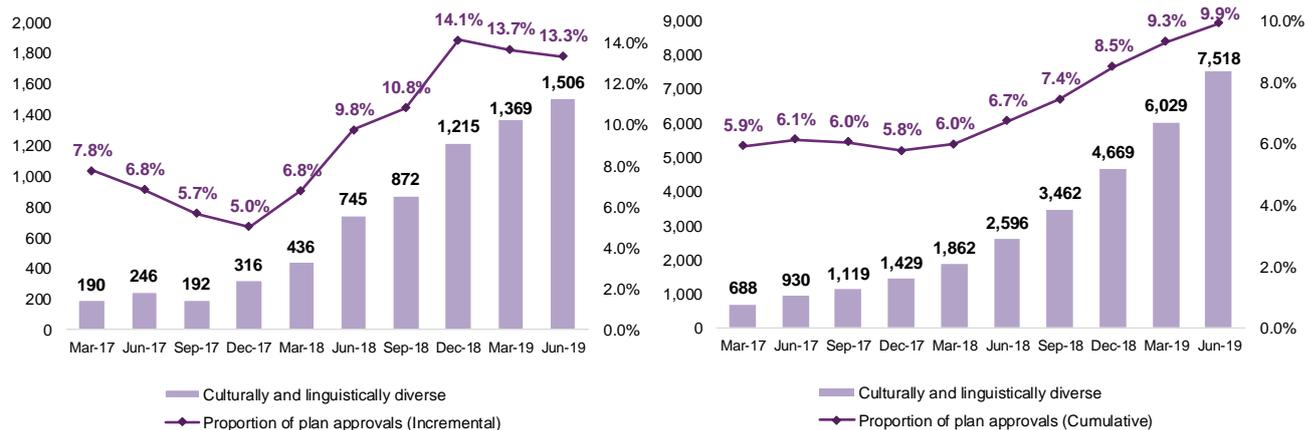
**Figure G.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – VIC<sup>134</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	6,012	9.3%	1,506	13.3%	7,518	9.9%
Not CALD	58,228	90.2%	9,778	86.6%	68,006	89.7%
Not Stated	298	0.5%	<11		301	0.4%
<b>Total</b>	<b>64,538</b>	<b>100%</b>	<b>11,287</b>	<b>100%</b>	<b>75,825</b>	<b>100%</b>

**Figure G.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – VIC<sup>135</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	952	1.5%	193	1.7%	1,145	1.5%
Not YPIRAC	63,586	98.5%	11,094	98.3%	74,680	98.5%
<b>Total</b>	<b>64,538</b>	<b>100%</b>	<b>11,287</b>	<b>100%</b>	<b>75,825</b>	<b>100%</b>

<sup>134</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>135</sup> Ibid.

Figure G.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – NATIONAL<sup>136</sup>

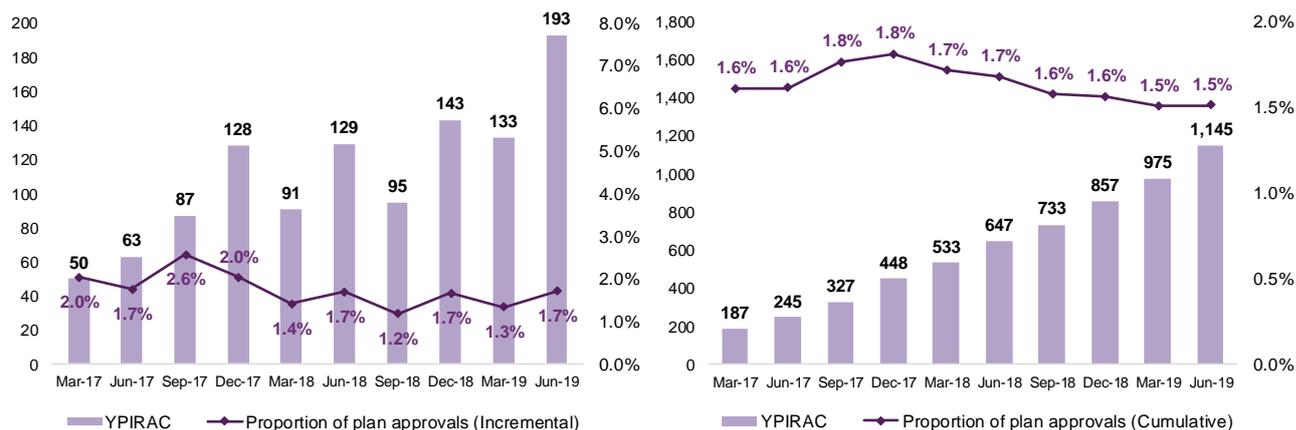


Table G.9 Participants who are YPIRAC by age group – VIC

Age group	All Quarters	
	N	%
Under 45	51	4.5%
45 to 54	228	19.9%
55 to 64	683	59.7%
65 and above	183	16.0%
<b>Total YPIRAC</b>	<b>1,145</b>	<b>100%</b>

Table G.10 Participant profile per quarter by remoteness – VIC<sup>137,138</sup>

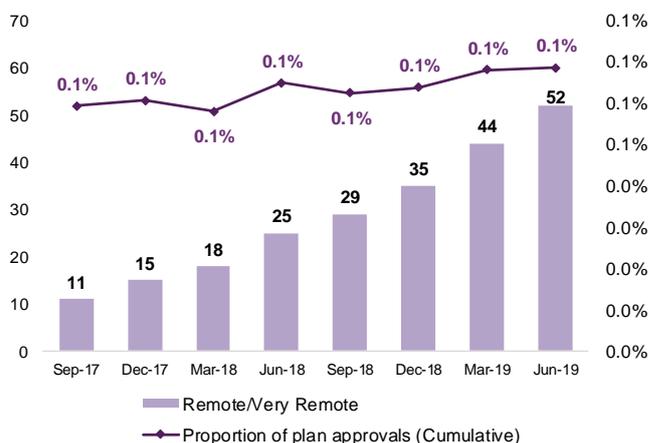
Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	44,921	69.7%	8,267	73.3%	<b>53,188</b>	<b>70.2%</b>
Population > 50,000	7,260	11.3%	485	4.3%	<b>7,745</b>	<b>10.2%</b>
Population between 15,000 and 50,000	4,274	6.6%	911	8.1%	<b>5,185</b>	<b>6.8%</b>
Population between 5,000 and 15,000	3,811	5.9%	778	6.9%	<b>4,589</b>	<b>6.1%</b>
Population less than 5,000	4,179	6.5%	831	7.4%	<b>5,010</b>	<b>6.6%</b>
Remote	41	0.1%	<11		<b>49</b>	<b>0.1%</b>
Very Remote	<11		<11		<b>&lt;11</b>	
Missing	49		<11		<b>56</b>	
<b>Total</b>	<b>64,538</b>	<b>100%</b>	<b>11,287</b>	<b>100%</b>	<b>75,825</b>	<b>100%</b>

<sup>136</sup> Ibid.

<sup>137</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>138</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure G.4 Number and proportion of remote/very remote participants over time cumulatively – VIC<sup>139,140</sup>**



**Table G.11 Participant profile per quarter by disability group - VIC<sup>141,142</sup>**

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	16,935	26%	2,999	27%	<b>19,934</b>	<b>26%</b>
Intellectual Disability <sup>143</sup>	17,586	27%	1,891	17%	<b>19,477</b>	<b>26%</b>
Psychosocial disability	7,904	12%	1,762	16%	<b>9,666</b>	<b>13%</b>
Developmental Delay	3,984	6%	1,441	13%	<b>5,425</b>	<b>7%</b>
Other Neurological	2,975	5%	398	4%	<b>3,373</b>	<b>4%</b>
Cerebral Palsy	2,812	4%	326	3%	<b>3,138</b>	<b>4%</b>
Other Physical	2,111	3%	537	5%	<b>2,648</b>	<b>3%</b>
Hearing Impairment	1,944	3%	514	5%	<b>2,458</b>	<b>3%</b>
ABI	2,075	3%	326	3%	<b>2,401</b>	<b>3%</b>
Visual Impairment	1,902	3%	336	3%	<b>2,238</b>	<b>3%</b>
Multiple Sclerosis	1,718	3%	179	2%	<b>1,897</b>	<b>3%</b>
Global Developmental Delay	753	1%	249	2%	<b>1,002</b>	<b>1%</b>
Stroke	728	1%	128	1%	<b>856</b>	<b>1%</b>
Spinal Cord Injury	526	1%	76	1%	<b>602</b>	<b>1%</b>
Other Sensory/Speech	495	1%	108	1%	<b>603</b>	<b>1%</b>
Other	90	0%	17	0%	<b>107</b>	<b>0%</b>
<b>Total</b>	<b>64,538</b>	<b>100%</b>	<b>11,287</b>	<b>100%</b>	<b>75,825</b>	<b>100%</b>

<sup>139</sup> The cumulative chart shows the number of active participants as at each quarter over time.

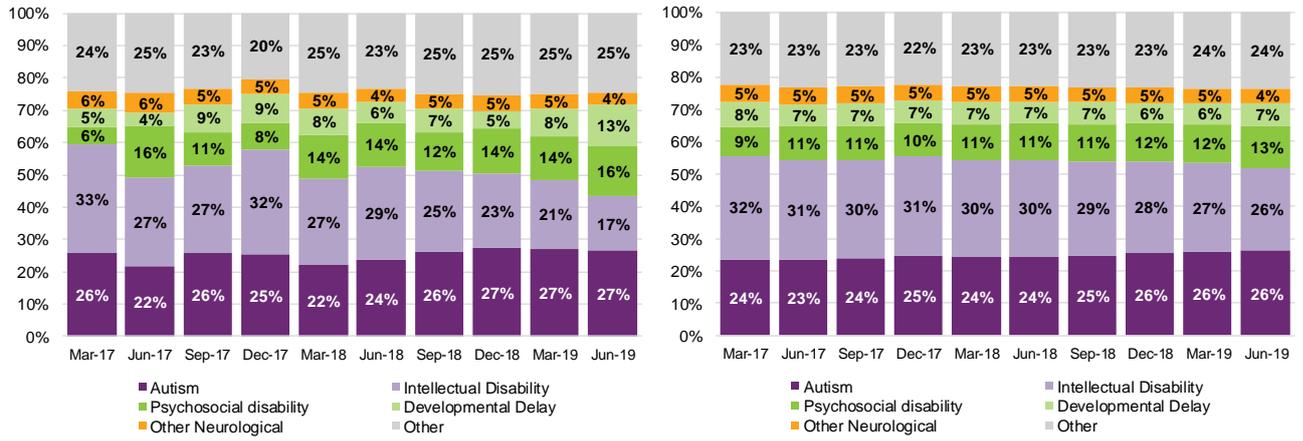
<sup>140</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in VIC over time, and also insufficient numbers to show the cumulative count of remote/very remote participants prior to the September 2017 quarter.

<sup>141</sup> Table order based on national proportions (highest to lowest)

<sup>142</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>143</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in VIC (2,385).

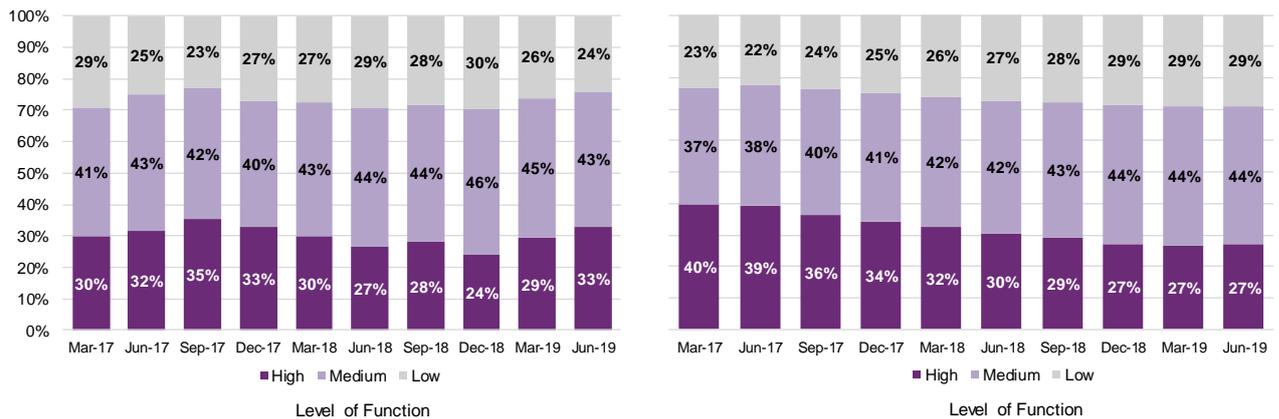
**Figure G.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – VIC<sup>144</sup>**



**Table G.12 Participant profile per quarter by level of function – VIC<sup>145</sup>**

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	4,457	7%	1,102	10%	5,559	7%
2 (High Function)	212	0%	23	0%	235	0%
3 (High Function)	3,915	6%	825	7%	4,740	6%
4 (High Function)	3,169	5%	578	5%	3,747	5%
5 (High Function)	4,955	8%	1,165	10%	6,120	8%
6 (Moderate Function)	10,146	16%	1,861	16%	12,007	16%
7 (Moderate Function)	4,171	6%	768	7%	4,939	7%
8 (Moderate Function)	5,580	9%	886	8%	6,466	9%
9 (Moderate Function)	301	0%	36	0%	337	0%
10 (Moderate Function)	8,124	13%	1,325	12%	9,449	12%
11 (Low Function)	2,901	5%	455	4%	3,356	4%
12 (Low Function)	11,404	18%	1,588	14%	12,992	17%
13 (Low Function)	3,624	6%	556	5%	4,180	6%
14 (Low Function)	1,461	2%	119	1%	1,580	2%
15 (Low Function)	11	0%	0	0%	11	0%
Missing	107		0		107	
<b>Total</b>	<b>64,538</b>	<b>100%</b>	<b>11,287</b>	<b>100%</b>	<b>75,825</b>	<b>100%</b>

**Figure G.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – VIC<sup>146</sup>**



<sup>144</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

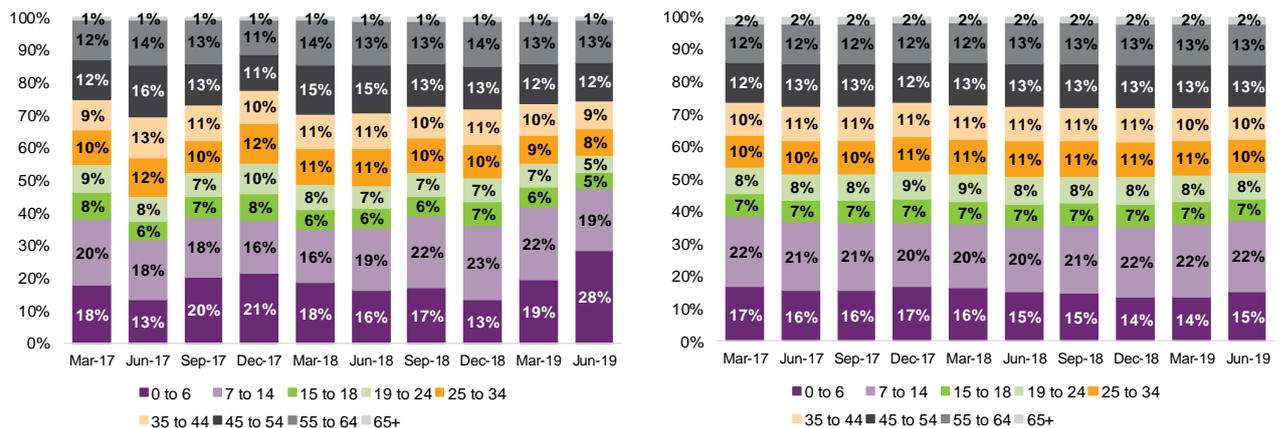
<sup>145</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>146</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

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

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	8,207	13%	3,216	28%	11,423	15%
7 to 14	14,802	23%	2,143	19%	16,945	22%
15 to 18	4,434	7%	536	5%	4,970	7%
19 to 24	5,437	8%	612	5%	6,049	8%
25 to 34	6,838	11%	938	8%	7,776	10%
35 to 44	6,697	10%	962	9%	7,659	10%
45 to 54	8,304	13%	1,315	12%	9,619	13%
55 to 64	8,295	13%	1,469	13%	9,764	13%
65+	1,524	2%	96	1%	1,620	2%
<b>Total</b>	<b>64,538</b>	<b>100%</b>	<b>11,287</b>	<b>100%</b>	<b>75,825</b>	<b>100%</b>

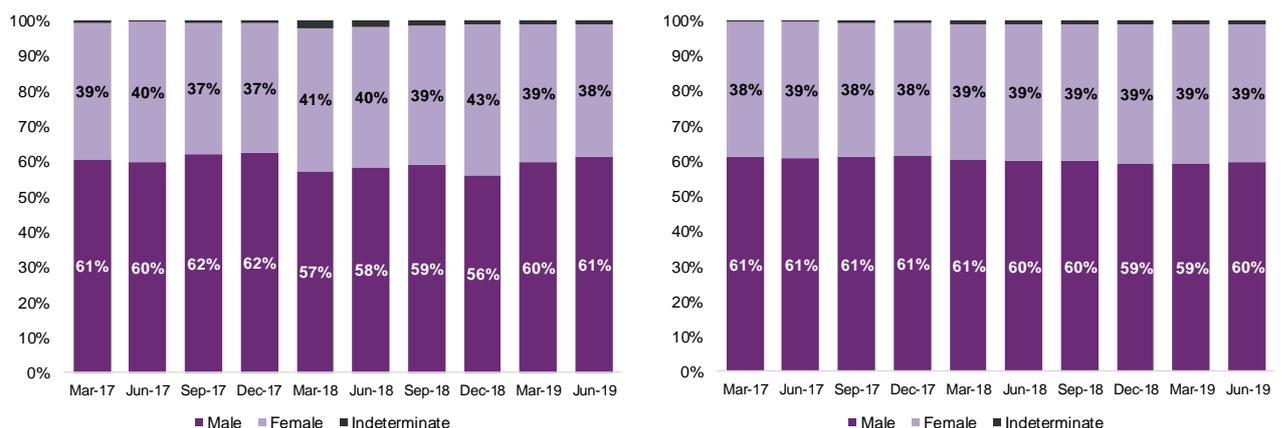
**Figure G.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – VIC<sup>147</sup>**



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

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	38,379	59%	6,935	61%	45,314	60%
Female	25,474	39%	4,253	38%	29,727	39%
Indeterminate	685	1%	99	1%	784	1%
<b>Total</b>	<b>64,538</b>	<b>100%</b>	<b>11,287</b>	<b>100%</b>	<b>75,825</b>	<b>100%</b>

**Figure G.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – VIC<sup>148</sup>**



<sup>147</sup> Ibid.

<sup>148</sup> Ibid.

## Part Two: Participant experience and outcomes

Table G.15 Number of questionnaires completed by SFOF version – VIC<sup>149</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	1,931	3,438	5,361	10,730
Participant school to 14	1,904	5,316	10,728	17,948
Participant 15 to 24	1,229	3,330	4,699	9,258
Participant 25 and over	4,601	11,162	16,934	32,697
<b>Total Participant</b>	<b>9,665</b>	<b>23,246</b>	<b>37,722</b>	<b>70,633</b>
Family 0 to 14	3,688	8,511	15,559	27,758
Family 15 to 24	310	2,513	3,418	6,241
Family 25 and over	145	3,874	5,155	9,174
<b>Total Family</b>	<b>4,143</b>	<b>14,898</b>	<b>24,132</b>	<b>43,173</b>
<b>Total</b>	<b>13,808</b>	<b>38,144</b>	<b>61,854</b>	<b>113,806</b>

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

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	67%			
CC % who say their child is able to tell them what he/she wants	73%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
DL % who say their child is becoming more independent		37%		
CC % of children who have a genuine say in decisions about themselves		63%		
CC % who are happy with the level of independence/control they have now			30%	
CC % who choose who supports them			33%	55%
CC % who choose what they do each day			41%	64%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			21%	29%
CC % who want more choice and control in their life			82%	80%

<sup>149</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.7% of participants.  
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**Table G.17 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – VIC**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	58%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	53%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	66%	73%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			34%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	36%

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

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		63%		
HM	% who are happy with their home			79%	71%
HM	% who feel safe or very safe in their home			83%	73%
HW	% who rate their health as good, very good or excellent			66%	43%
HW	% who did not have any difficulties accessing health services			67%	62%
LL	% who currently attend or previously attended school in a mainstream class			28%	
LL	% who participate in education, training or skill development				15%
LL	Of those who participate, % who do so in mainstream settings				39%
LL	% unable to do a course or training they wanted to do in the last 12 months				40%
WK	% who have a paid job			15%	21%
WK	% who volunteer			11%	12%

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

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	21%	29%	24%
% receiving Carer Allowance	49%	52%	38%
% working in a paid job	46%	49%	35%
Of those in a paid job, % in permanent employment	79%	75%	77%
Of those in a paid job, % working 15 hours or more	76%	81%	82%
% who say they (and their partner) are able to work as much as they want	38%	41%	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	88%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	28%	20%
% able to advocate for their child/family member	74%	65%	63%
% who have friends and family they see as often as they like	40%	38%	44%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		35%	
% who feel in control selecting services		36%	36%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			37%
% who rate their health as good, very good or excellent	71%	60%	57%

**Table G.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=1,767) – VIC<sup>150</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	72%
S/CP	Has the NDIS improved how your child fits into community life?	60%

<sup>150</sup> Results in Tables G.20 to G.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables G.24 to G.27.

**Table G.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=4,853) – VIC**

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

**Table G.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=2,684) and ‘Participant 25 and over’ (n=8,997) – VIC**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	57%	63%
DL	Has the NDIS helped you with daily living activities?	59%	67%
REL	Has the NDIS helped you to meet more people?	47%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	25%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	45%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	17%
S/CP	Has the NDIS helped you be more involved?	52%	55%

**Table G.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=6,182); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3,821) – VIC**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	60%	49%
Has the NDIS improved the level of support for your family?	67%	62%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	
Has the NDIS improved your health and wellbeing?	40%	34%

**Table G.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=340) – VIC<sup>151</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child’s development?	89%	93%	+4%
DL	Has the NDIS improved your child’s access to specialist services?	88%	92%	+4%
CC	Has the NDIS helped increase your child’s ability to communicate what they want?	79%	84%	+5%
REL	Has the NDIS improved how your child fits into family life?	69%	74%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	55%	61%	+6%

**Table G.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=1,713) – VIC**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	56%	66%	+10%
LL	Has the NDIS improved your child’s access to education?	31%	33%	+2%
REL	Has the NDIS improved your child’s relationships with family and friends?	43%	47%	+4%
S/CP	Has the NDIS improved your child’s social and recreational life?	44%	47%	+3%

**Table G.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=957) and ‘Participant 25 and over’ (n=2,822) – VIC**

Question	15 to 24			25 and over			
	Year 1	Year 2	Change	Year 1	Year 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	56%	61%	+5%	63%	71%	+7%
DL	Has the NDIS helped you with daily living activities?	58%	64%	+6%	69%	77%	+8%
REL	Has the NDIS helped you to meet more people?	46%	50%	+4%	48%	54%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	19%	17%	-3%	26%	25%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	44%	+4%	46%	51%	+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?	37%	38%	+1%	33%	33%	+1%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	16%	12%	-4%	17%	15%	-2%
S/CP	Has the NDIS helped you be more involved?	51%	56%	+5%	56%	62%	+6%

<sup>151</sup> Results in Tables G.24 to G.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table G.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=1,619); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=256) – VIC**

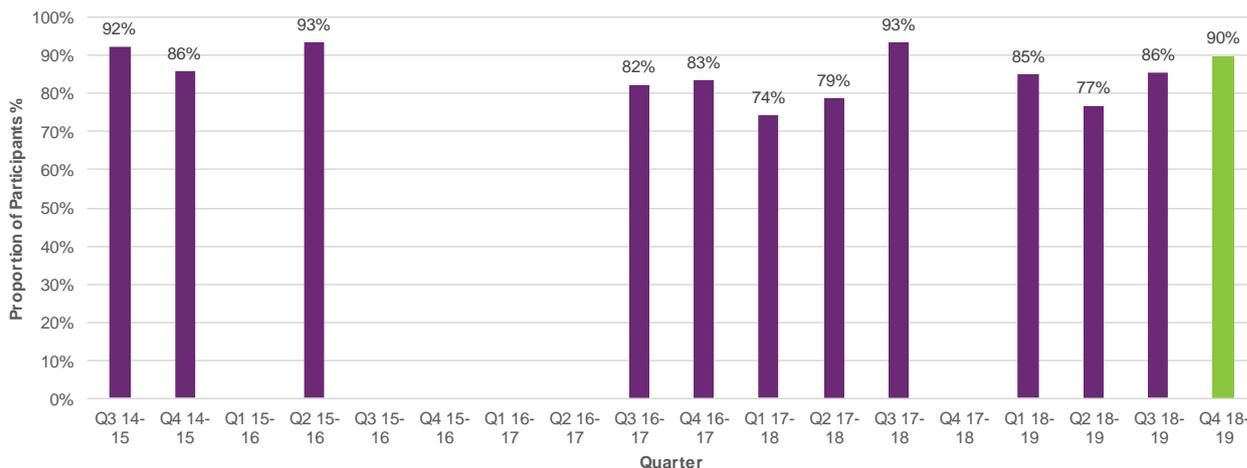
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	64%	+3%	52%	52%	0%
Has the NDIS improved the level of support for your family?	67%	72%	+5%	60%	65%	+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?	67%	73%	+6%	64%	68%	+4%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	77%	+3%			
Has the NDIS improved your health and wellbeing?	36%	39%	+3%	33%	29%	-4%

**Table G.28 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=3,597) – VIC<sup>152</sup>**

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	14%	20%	
Aged 25+	22%	22%	26%
Aged 15+ (average)	20%	22%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	33%	41%	41%
Aged 25+	36%	43%	
Aged 15+ (average)	36%	43%	

<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 June 2017.

**Figure G.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (VIC)<sup>153</sup>**



\*The result for Q4 of 2018-19 is based on 59 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 90% gave a rating of good or very good, 10% gave a neutral rating and 0% gave a rating of poor or very poor.

**Table G.29 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (VIC)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	97%	3%	0%
I had enough time to tell my story and say what support I need	92%	5%	3%
The planner knows what I can do well	83%	12%	5%
The planner had some good ideas for my plan	90%	2%	8%
I know what is in my plan	85%	7%	8%
The planner helped me think about my future	81%	14%	5%
I think my plan will make my life better	83%	12%	5%
The planning meeting went well	97%	3%	0%

<sup>153</sup> Participant satisfaction results are not shown if there is insufficient data in the group.  
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**Table G.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (VIC)**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
<b>Access</b>	<b>N = 677</b>	<b>N = 438</b>
Are you happy with how coming into the NDIS has gone?	77%	75%
Was the person from the NDIS respectful?	94%	96%
Do you understand what will happen next with your plan?	69%	71%
<b>Pre-planning</b>	<b>N = 525</b>	<b>N = 543</b>
Did the person from the NDIS understand how your disability affects your life?	86%	90%
Did you understand why you needed to give the information you did?	96%	96%
Were decisions about your plan clearly explained?	79%	86%
Are you clear on what happens next with your plan?	73%	78%
Do you know where to go for more help with your plan?	79%	84%
<b>Planning</b>	<b>N = 652</b>	<b>N = 573</b>
Did the person from the NDIS understand how your disability affects your life?	86%	91%
Did you understand why you needed to give the information you did?	95%	96%
Were decisions about your plan clearly explained?	77%	84%
Are you clear on what happens next with your plan?	74%	78%
Do you know where to go for more help with your plan?	81%	83%
<b>Plan review</b>	<b>N = 441</b>	<b>N = 373</b>
Did the person from the NDIS understand how your disability affects your life?	81%	84%
Did you feel prepared for your plan review?	82%	81%
Is your NDIS plan helping you to make progress towards your goals?	85%	82%

**Table G.31 Plan reviews conducted per quarter – excluding plans less than 30 days – VIC<sup>154</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total plan reviews</b>	<b>58,907</b>	<b>15,769</b>	<b>74,676</b>
<i>Early intervention plans</i>	8,659	2,096	10,755
<i>Permanent disability plans</i>	50,248	13,673	63,921

<sup>154</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

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

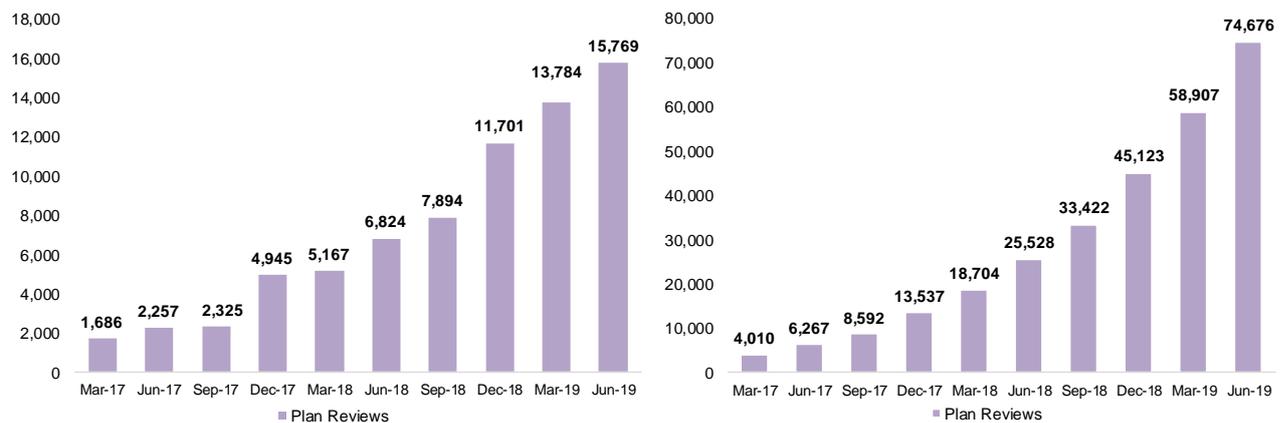


Table G.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total scheduled plan reviews</b>	<b>46,426</b>	<b>13,551</b>	<b>59,977</b>
<i>Trial participants</i>	11,823	1,031	12,854
<i>Transition participants</i>	34,603	12,520	47,123

Figure G.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – VIC<sup>155</sup>

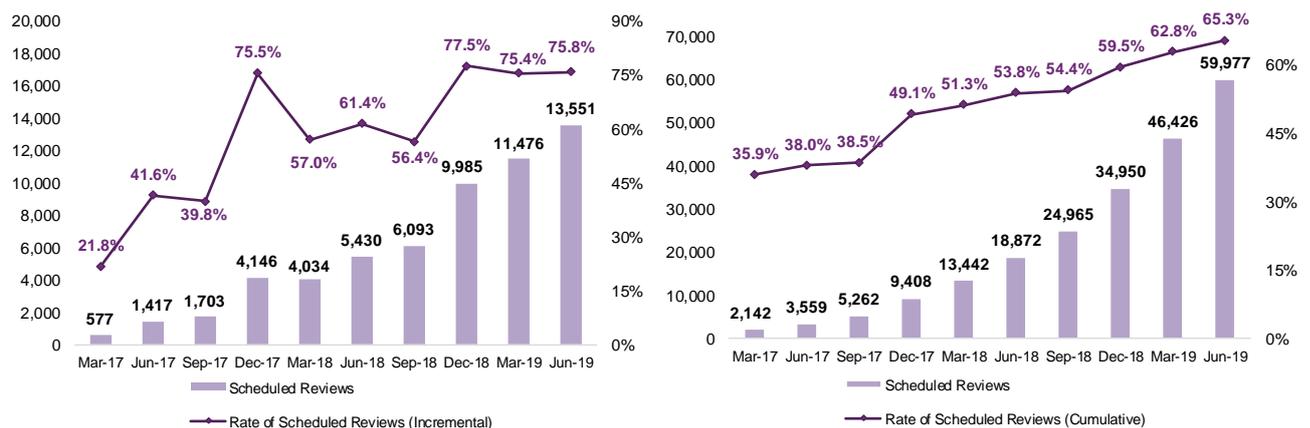


Table G.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total unscheduled plan reviews</b>	<b>12,481</b>	<b>2,218</b>	<b>14,699</b>
<i>Trial participants</i>	2,110	235	2,345
<i>Transition participants</i>	10,371	1,983	12,354

Table G.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC<sup>156</sup>

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>% unscheduled reviews</b>	<b>16.9%</b>	<b>12.4%</b>	<b>16.0%</b>

<sup>155</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>156</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure G.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – VIC<sup>157</sup>



Table G.35 AAT cases by category – VIC

Category	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Access	97	28%	18	30%	115	28%
Plan	182	53%	27	44%	209	51%
Plan Review	36	10%	<11		41	10%
Other	30	9%	11	18%	41	10%
<b>Total</b>	<b>345</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>406</b>	<b>100%</b>
<b>% of all access decisions<sup>158</sup></b>	<b>0.28%</b>		<b>0.25%</b>		<b>0.27%</b>	

Table G.36 AAT cases by open/closed and decision – VIC

	N
<b>AAT Cases</b>	<b>406</b>
<b>Open AAT Cases</b>	<b>126</b>
<b>Closed AAT Cases</b>	<b>280</b>
<i>Resolved before hearing</i>	264
<i>Gone to hearing and received a substantive decision</i>	16*

\*Of the 16 cases which went to hearing and received a substantive decision: 7 affirmed the Agency's decision, 2 varied the Agency's decision and 7 set aside the Agency's decision.

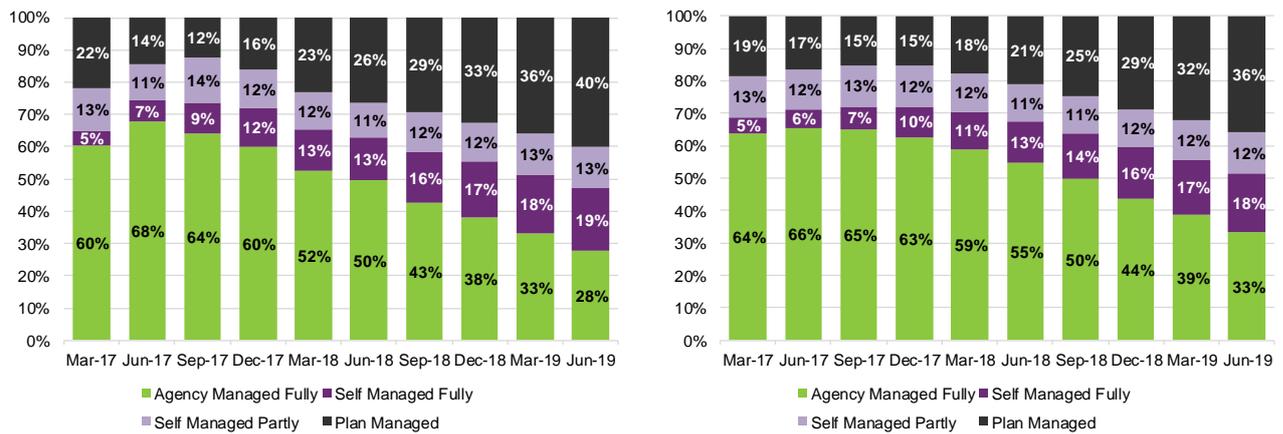
Table G.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	18%	19%	<b>18%</b>
Self-managed partly	12%	13%	<b>12%</b>
Plan managed	34%	40%	<b>36%</b>
Agency managed	36%	28%	<b>33%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>157</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>158</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure G.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – VIC<sup>159</sup>**



**Table G.38 Distribution of active participants by support coordination and quarter of plan approval – VIC**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	46%	46%	46%

**Table G.39 Duration to plan activation by quarter of initial plan approval for active participants – VIC<sup>160,161</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	29,128	71%	5,740	67%
30 to 59 days	4,458	11%	1,010	12%
60 to 89 days	2,169	5%	485	6%
<b>Activated within 90 days</b>	<b>35,755</b>	<b>87%</b>	<b>7,235</b>	<b>84%</b>
90 to 119 days	1,169	3%	310	4%
120 days and over	2,777	7%	363	4%
<b>Activated after 90 days</b>	<b>3,946</b>	<b>10%</b>	<b>673</b>	<b>8%</b>
No payments	1,395	3%	662	8%
<b>Total plans approved</b>	<b>41,096</b>	<b>100%</b>	<b>8,570</b>	<b>100%</b>

<sup>159</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

<sup>160</sup> Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>161</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

**Table G.40 Proportion of active participants with plan activated within 12 months – VIC**

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	837	899	93%
Not Aboriginal and Torres Strait Islander	33,285	34,531	96%
Not Stated	2,447	2,547	96%
<b>Total</b>	<b>36,569</b>	<b>37,977</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	2,499	2,567	97%
Not CALD	33,794	35,131	96%
Not Stated	276	279	99%
<b>Total</b>	<b>36,569</b>	<b>37,977</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	22,927	23,758	97%
Regional	13,594	14,167	96%
Remote	21	24	88%
Missing	27	28	96%
<b>Total</b>	<b>36,569</b>	<b>37,977</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	9,422	9,738	97%
Intellectual Disability (including Down Syndrome)	11,122	11,455	97%
Psychosocial Disability	4,169	4,400	95%
Developmental Delay (including Global Developmental Delay)	2,375	2,533	94%
Other	9,481	9,851	96%
<b>Total</b>	<b>36,569</b>	<b>37,977</b>	<b>96%</b>

**Table G.41 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – VIC<sup>162,163</sup>**

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	41%	71%	44%
50% to 75%	24%	18%	24%
> 75%	35%	11%	33%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table G.42 Proportion of active participants with approved plans accessing mainstream supports – VIC**

	Prior Quarters	2018-19 Q4	Total
Daily Activities	10%	11%	10%
Health & Wellbeing	42%	43%	42%
Lifelong Learning	9%	9%	9%
Other	11%	11%	11%
Non-categorised	34%	33%	33%
<b>Any mainstream service</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>

<sup>162</sup> This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>163</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

### Part Three: Providers and the growing market

Table G.43 Key provider indicators by quarter - VIC<sup>164</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	2,762	338	3,066
<i>Company/ organisation</i>	3,907	280	4,136
<i>Total</i>	6,669	618	7,202
b) Registration revoked	85		

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<sup>164</sup> The total number of providers as at 30 June 2019 (7,202) is not the sum of the number of providers as at 31 March 2019 (6,669) and the providers registered in the fourth quarter of 2018-19 (618). This is due to 85 providers whose registration ended during the fourth quarter of 2018-19.

Table G.44 Number of approved providers by registration group - VIC<sup>165,166</sup>

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	774	94	868	12%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	291	55	346	19%
Assistance with travel/transport arrangements	1,571	169	1,740	11%
Daily Personal Activities	495	74	569	15%
Group and Centre Based Activities	477	54	531	11%
High Intensity Daily Personal Activities	454	62	516	14%
Household tasks	2,030	245	2,275	12%
Interpreting and translation	578	61	639	11%
Participation in community, social and civic activities	558	79	637	14%
<b>Assistive Technology</b>				
Assistive equipment for recreation	648	65	713	10%
Assistive products for household tasks	831	79	910	10%
Assistance products for personal care and safety	1,167	105	1,272	9%
Communication and information equipment	506	45	551	9%
Customised Prosthetics	400	24	424	6%
Hearing Equipment	219	24	243	11%
Hearing Services	17	0	17	0%
Personal Mobility Equipment	841	78	919	9%
Specialised Hearing Services	59	0	59	0%
Vision Equipment	247	33	280	13%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	513	78	591	15%
Behaviour Support	384	49	433	13%
Community nursing care for high needs	904	105	1,009	12%
Development of daily living and life skills	520	72	592	14%
Early Intervention supports for early childhood	367	5	372	1%
Exercise Physiology and Physical Wellbeing activities	696	79	775	11%
Innovative Community Participation	1,153	163	1,316	14%
Specialised Driving Training	221	21	242	10%
Therapeutic Supports	3,133	297	3,430	9%
<b>Capital services</b>				
Home modification design and construction	918	107	1,025	12%
Specialised Disability Accommodation	328	56	384	17%
Vehicle Modifications	225	36	261	16%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	359	50	409	14%
Support Coordination	460	74	534	16%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	128	2	130	2%
Specialised Supported Employment	82	1	83	1%
<b>Total approved providers</b>	<b>6,584</b>	<b>618</b>	<b>7,202</b>	<b>9%</b>

<sup>165</sup> The 85 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

<sup>166</sup> Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

**Table G.45 Key markets indicators by quarter – VIC**

<b>Market indicators</b>	<b>Prior Quarters</b>	<b>2018-19 Q4</b>
a) Average number of providers per participant	1.50	1.50
b) Number of providers delivering new supports	764	795
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	35%	36%
<i>Not yet active (%)</i>	56%	55%
<i>Inactive (%)</i>	9%	9%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	86%	90%
<i>Therapeutic Supports (%)</i>	91%	92%
<i>Participate Community (%)</i>	85%	86%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	91%	92%

Table G.46 Cumulative number of providers that have been active by registration group – VIC

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	51	10	61	20%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	127	20	147	16%
Assistance with travel/transport arrangements	308	38	346	12%
Daily Personal Activities	360	44	404	12%
Group and Centre Based Activities	260	12	272	5%
High Intensity Daily Personal Activities	282	10	292	4%
Household tasks	650	105	755	16%
Interpreting and translation	26	7	33	27%
Participation in community, social and civic activities	388	54	442	14%
<b>Assistive Technology</b>				
Assistive equipment for recreation	40	2	42	5%
Assistive products for household tasks	41	6	47	15%
Assistance products for personal care and safety	341	44	385	13%
Communication and information equipment	47	2	49	4%
Customised Prosthetics	94	14	108	15%
Hearing Equipment	32	0	32	0%
Hearing Services	5	1	6	20%
Personal Mobility Equipment	145	11	156	8%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	17	0	17	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	353	47	400	13%
Behaviour Support	150	16	166	11%
Community nursing care for high needs	105	15	120	14%
Development of daily living and life skills	279	33	312	12%
Early Intervention supports for early childhood	266	11	277	4%
Exercise Physiology and Physical Wellbeing activities	115	17	132	15%
Innovative Community Participation	70	12	82	17%
Specialised Driving Training	30	7	37	23%
Therapeutic Supports	1,520	153	1,673	10%
<b>Capital services</b>				
Home modification design and construction	78	12	90	15%
Specialised Disability Accommodation	39	5	44	13%
Vehicle Modifications	23	1	24	4%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	179	23	202	13%
Support Coordination	101	17	118	17%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	66	9	75	14%
Specialised Supported Employment	60	2	62	3%
<b>Total approved active providers</b>	<b>2,897</b>	<b>333</b>	<b>3,230</b>	<b>11%</b>

Table G.47 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – VIC

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	161	707	<b>868</b>	11	50	<b>61</b>
Assistance Animals	0	2	<b>2</b>	0	2	<b>2</b>
Assistance with daily life tasks in a group or shared living arrangement	24	322	<b>346</b>	4	143	<b>147</b>
Assistance with travel/transport arrangements	433	1,307	<b>1,740</b>	50	296	<b>346</b>
Daily Personal Activities	43	526	<b>569</b>	25	379	<b>404</b>
Group and Centre Based Activities	42	489	<b>531</b>	8	264	<b>272</b>
High Intensity Daily Personal Activities	35	481	<b>516</b>	17	275	<b>292</b>
Household tasks	757	1,518	<b>2,275</b>	265	490	<b>755</b>
Interpreting and translation	95	544	<b>639</b>	4	29	<b>33</b>
Participation in community, social and civic activities	60	577	<b>637</b>	34	408	<b>442</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	172	541	<b>713</b>	3	39	<b>42</b>
Assistive products for household tasks	202	708	<b>910</b>	2	45	<b>47</b>
Assistance products for personal care and safety	243	1,029	<b>1,272</b>	38	347	<b>385</b>
Communication and information equipment	160	391	<b>551</b>	11	38	<b>49</b>
Customised Prosthetics	96	328	<b>424</b>	12	96	<b>108</b>
Hearing Equipment	38	205	<b>243</b>	2	30	<b>32</b>
Hearing Services	0	17	<b>17</b>	0	6	<b>6</b>
Personal Mobility Equipment	235	684	<b>919</b>	15	141	<b>156</b>
Specialised Hearing Services	16	43	<b>59</b>	0	8	<b>8</b>
Vision Equipment	60	220	<b>280</b>	2	15	<b>17</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	73	518	<b>591</b>	50	350	<b>400</b>
Behaviour Support	86	347	<b>433</b>	37	129	<b>166</b>
Community nursing care for high needs	177	832	<b>1,009</b>	13	107	<b>120</b>
Development of daily living and life skills	61	531	<b>592</b>	26	286	<b>312</b>
Early Intervention supports for early childhood	195	177	<b>372</b>	143	134	<b>277</b>
Exercise Physiology and Physical Wellbeing activities	220	555	<b>775</b>	37	95	<b>132</b>
Innovative Community Participation	453	863	<b>1,316</b>	23	59	<b>82</b>
Specialised Driving Training	50	192	<b>242</b>	14	23	<b>37</b>
Therapeutic Supports	1,778	1,652	<b>3,430</b>	864	809	<b>1,673</b>
<b>Capital services</b>						
Home modification design and construction	303	722	<b>1,025</b>	22	68	<b>90</b>
Specialised Disability Accommodation	44	340	<b>384</b>	2	42	<b>44</b>
Vehicle Modifications	37	224	<b>261</b>	0	24	<b>24</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	50	359	<b>409</b>	22	180	<b>202</b>

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	57	477	534	16	102	118
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4	126	130	2	73	75
Specialised Supported Employment	0	83	83	0	62	62
<b>Total</b>	<b>3,066</b>	<b>4,136</b>	<b>7,202</b>	<b>1,333</b>	<b>1,897</b>	<b>3,230</b>

Table G.48 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – VIC

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	19%	81%	868	18%	82%	61
Assistance Animals	0%	100%	2	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	346	3%	97%	147
Assistance with travel/transport arrangements	25%	75%	1,740	14%	86%	346
Daily Personal Activities	8%	92%	569	6%	94%	404
Group and Centre Based Activities	8%	92%	531	3%	97%	272
High Intensity Daily Personal Activities	7%	93%	516	6%	94%	292
Household tasks	33%	67%	2,275	35%	65%	755
Interpreting and translation	15%	85%	639	12%	88%	33
Participation in community, social and civic activities	9%	91%	637	8%	92%	442
<b>Assistive Technology</b>						
Assistive equipment for recreation	24%	76%	713	7%	93%	42
Assistive products for household tasks	22%	78%	910	4%	96%	47
Assistance products for personal care and safety	19%	81%	1,272	10%	90%	385
Communication and information equipment	29%	71%	551	22%	78%	49
Customised Prosthetics	23%	77%	424	11%	89%	108
Hearing Equipment	16%	84%	243	6%	94%	32
Hearing Services	0%	100%	17	0%	100%	6
Personal Mobility Equipment	26%	74%	919	10%	90%	156
Specialised Hearing Services	27%	73%	59	0%	100%	8
Vision Equipment	21%	79%	280	12%	88%	17
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	12%	88%	591	13%	88%	400
Behaviour Support	20%	80%	433	22%	78%	166
Community nursing care for high needs	18%	82%	1,009	11%	89%	120
Development of daily living and life skills	10%	90%	592	8%	92%	312
Early Intervention supports for early childhood	52%	48%	372	52%	48%	277
Exercise Physiology and Physical Wellbeing activities	28%	72%	775	28%	72%	132

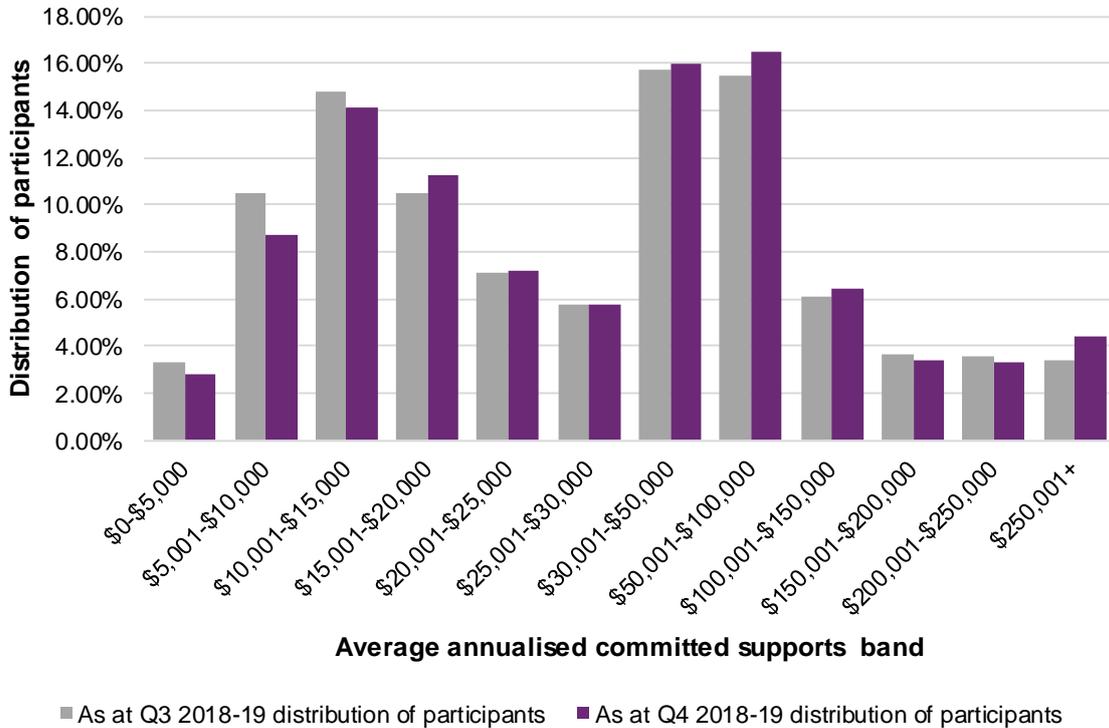
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	34%	66%	<b>1,316</b>	28%	72%	<b>82</b>
Specialised Driving Training	21%	79%	<b>242</b>	38%	62%	<b>37</b>
Therapeutic Supports	52%	48%	<b>3,430</b>	52%	48%	<b>1,673</b>
<b>Capital services</b>						
Home modification design and construction	30%	70%	<b>1,025</b>	24%	76%	<b>90</b>
Specialised Disability Accommodation	11%	89%	<b>384</b>	5%	95%	<b>44</b>
Vehicle Modifications	14%	86%	<b>261</b>	0%	100%	<b>24</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	12%	88%	<b>409</b>	11%	89%	<b>202</b>
Support Coordination	11%	89%	<b>534</b>	14%	86%	<b>118</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	3%	97%	<b>130</b>	3%	97%	<b>75</b>
Specialised Supported Employment	0%	100%	<b>83</b>	0%	100%	<b>62</b>
<b>Total</b>	<b>43%</b>	<b>57%</b>	<b>7,202</b>	<b>41%</b>	<b>59%</b>	<b>3,230</b>

**Part Five: Financial sustainability**

**Table G.49 Committed supports by financial year (\$m) - VIC**

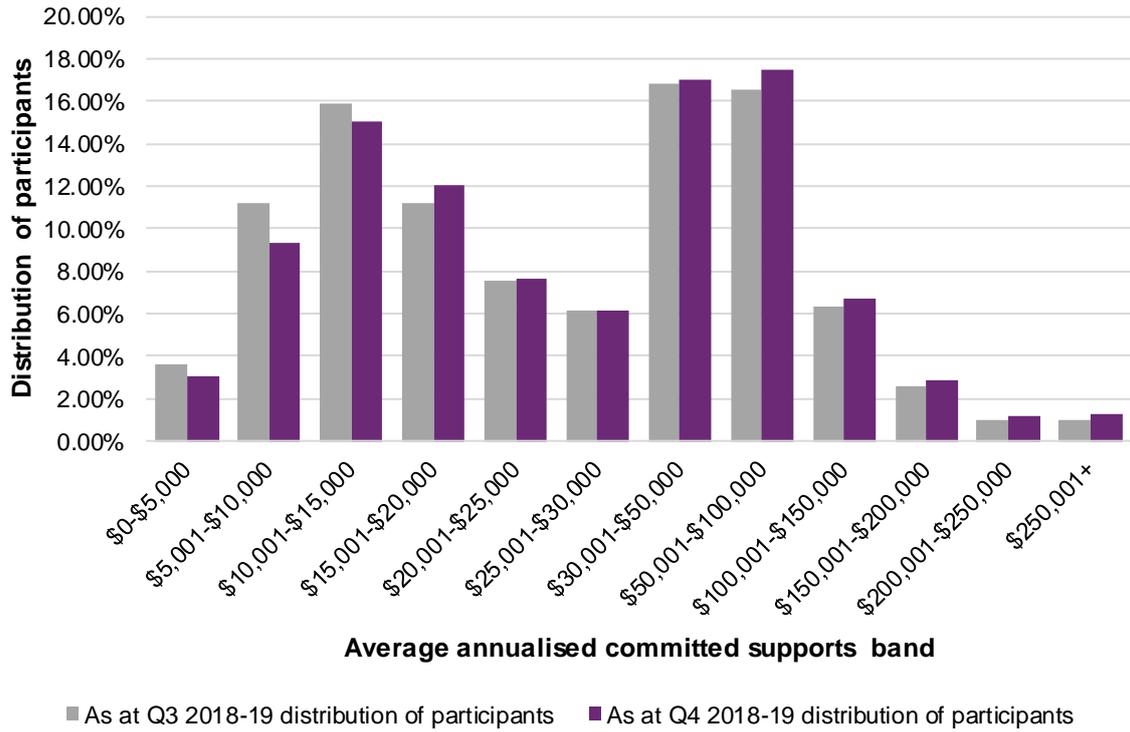
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	53.0	162.6	203.1	493.2	1,431.2	3,469.5	<b>5,812.7</b>

**Figure G.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (VIC)<sup>167</sup>**



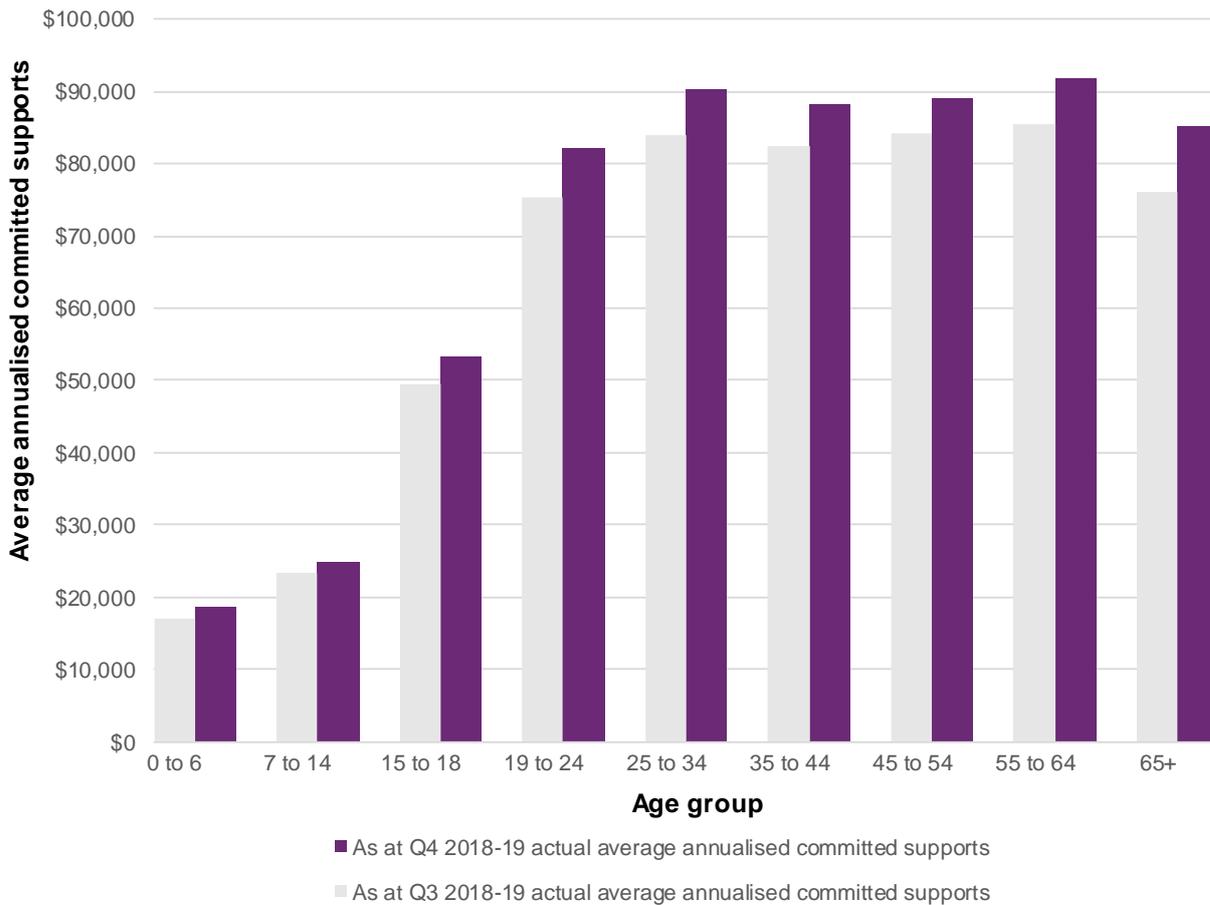
<sup>167</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure G.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (VIC)<sup>168</sup>**



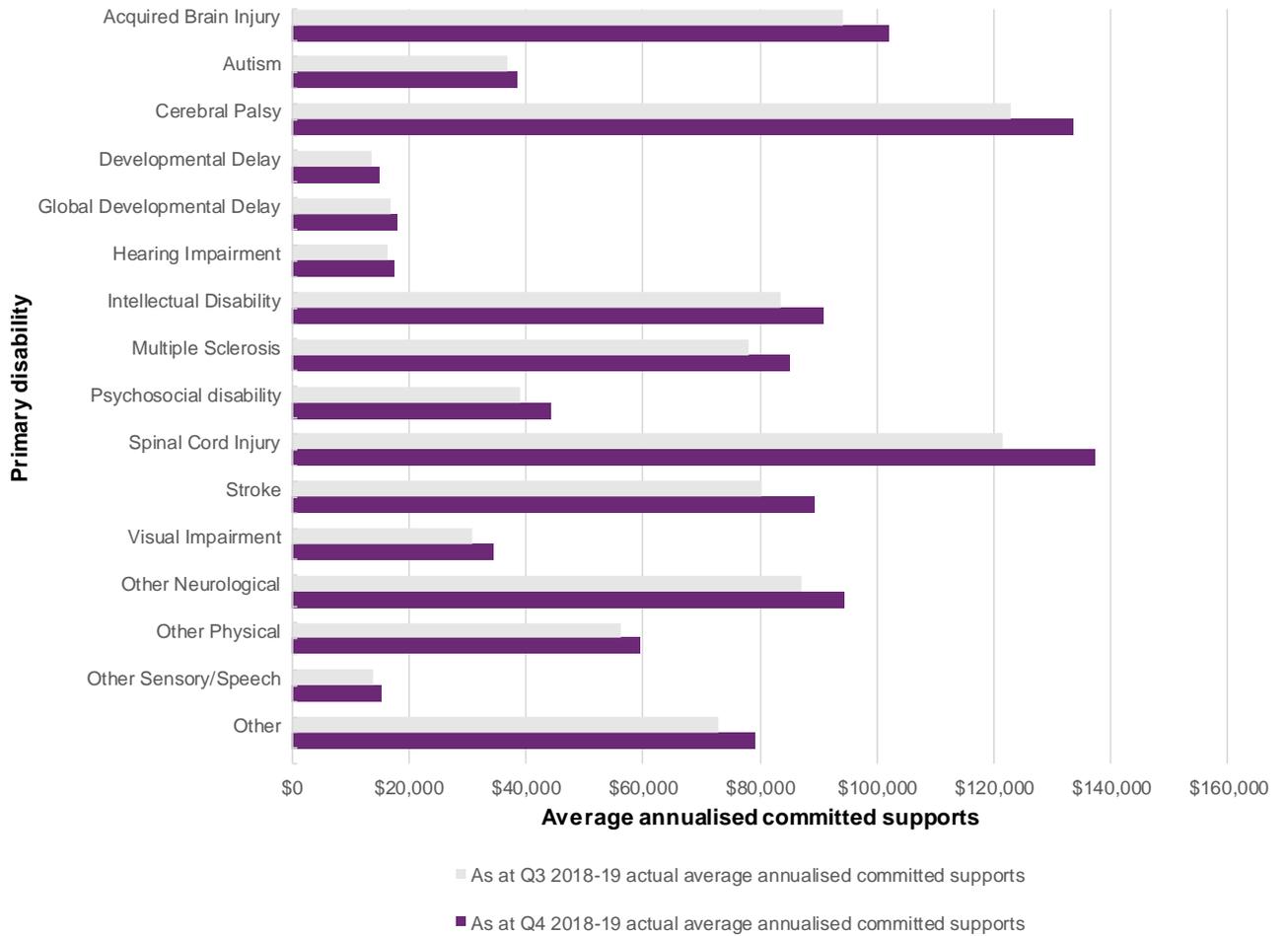
<sup>168</sup> *ibid.*  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure G.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (VIC)<sup>169</sup>**



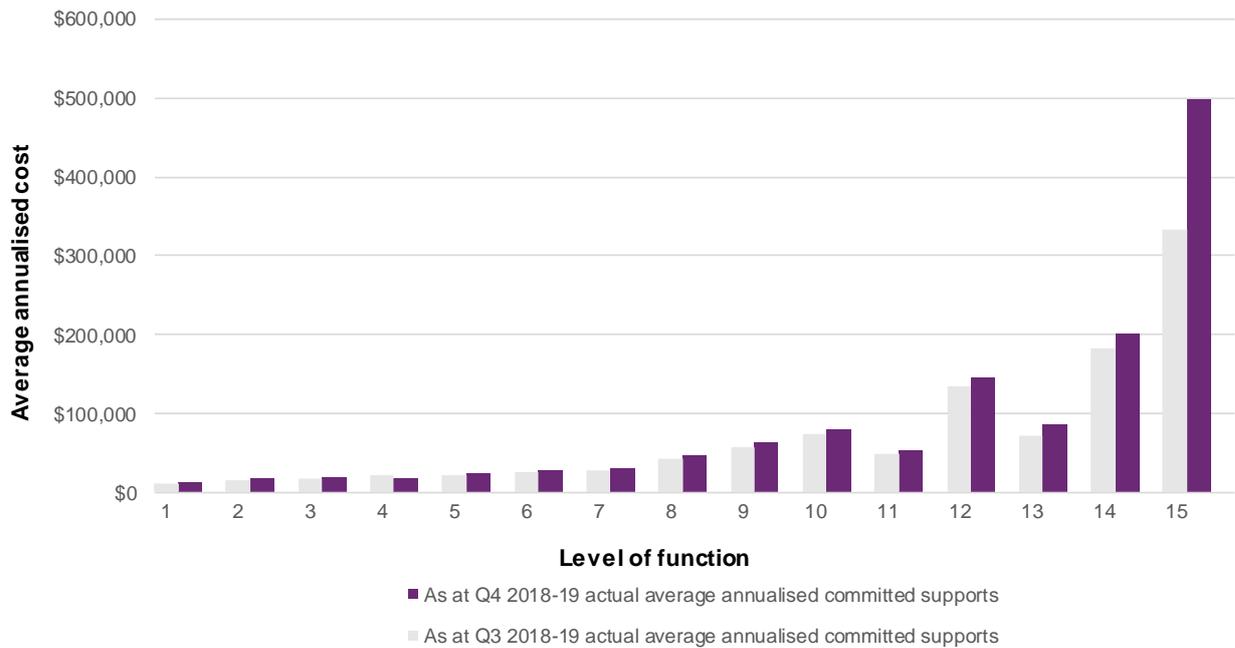
<sup>169</sup> *ibid.*  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure G.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q2 (VIC)<sup>170</sup>**



<sup>170</sup> Ibid.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure G.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q2 (VIC)<sup>171</sup>**



**Table G.50 Payments by financial year, compared to committed supports (\$m) – VIC**

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	53.0	162.6	203.1	493.2	1,431.2	3,469.5	5,812.7
Total paid	32.5	128.3	160.9	333.0	945.1	2,092.0	3,691.9
% utilised to date	61%	79%	79%	68%	66%	60%	64%

<sup>171</sup> Ibid.

Figure G.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (VIC)

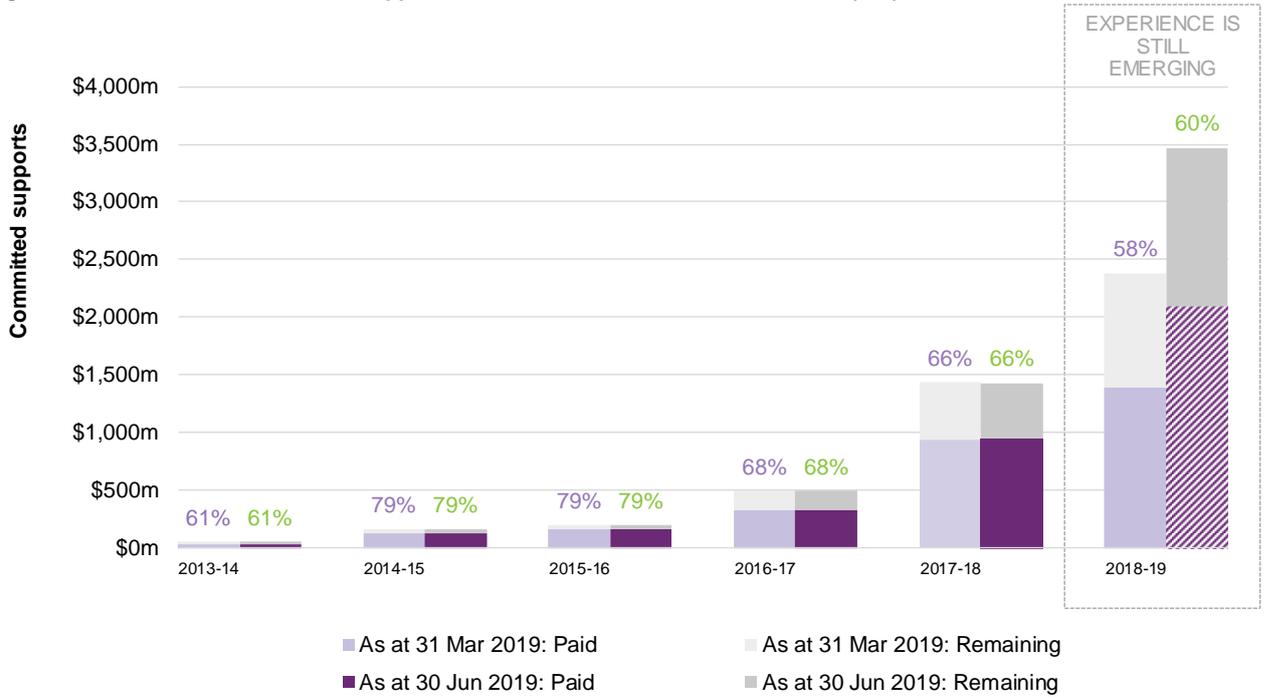
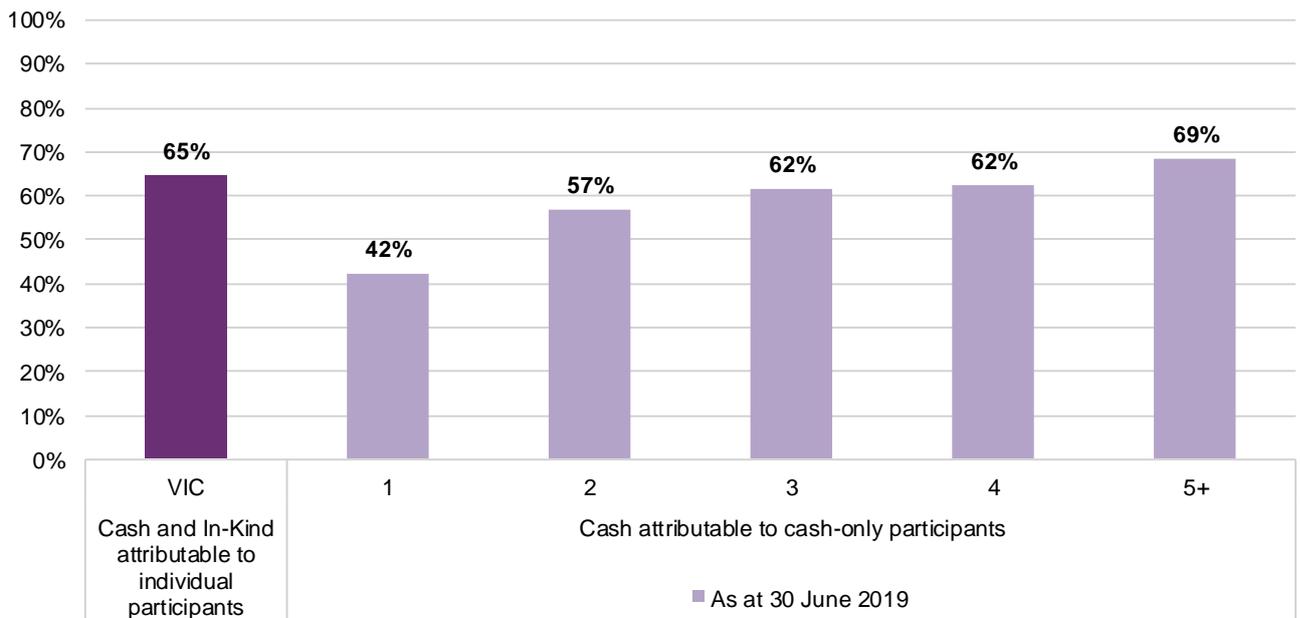
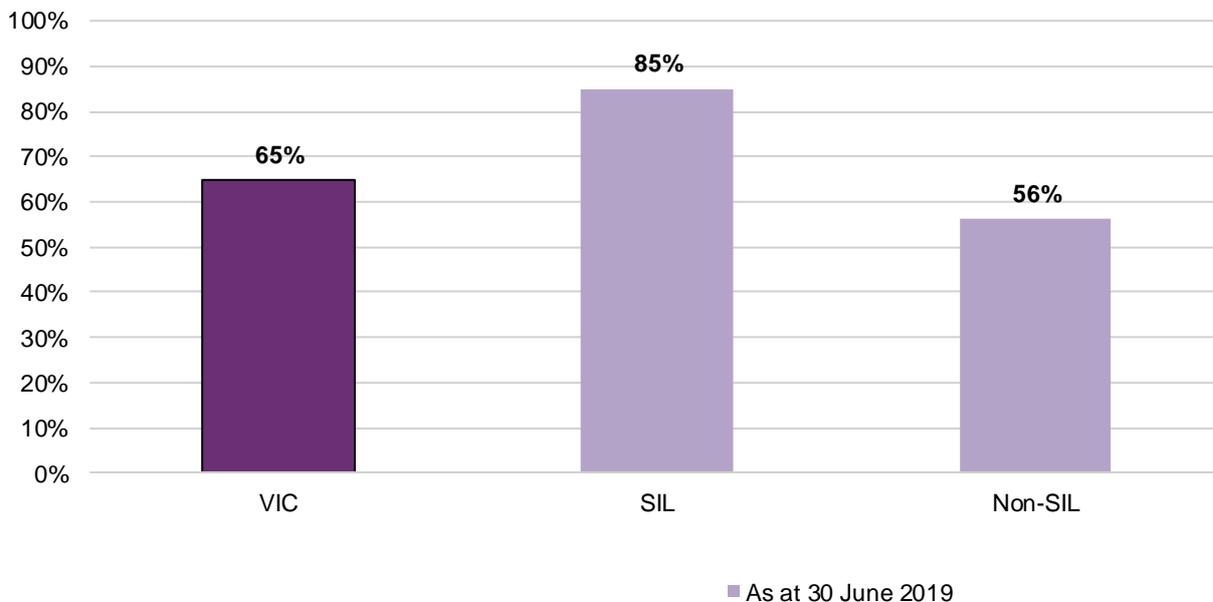


Figure G.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (VIC)<sup>172</sup>

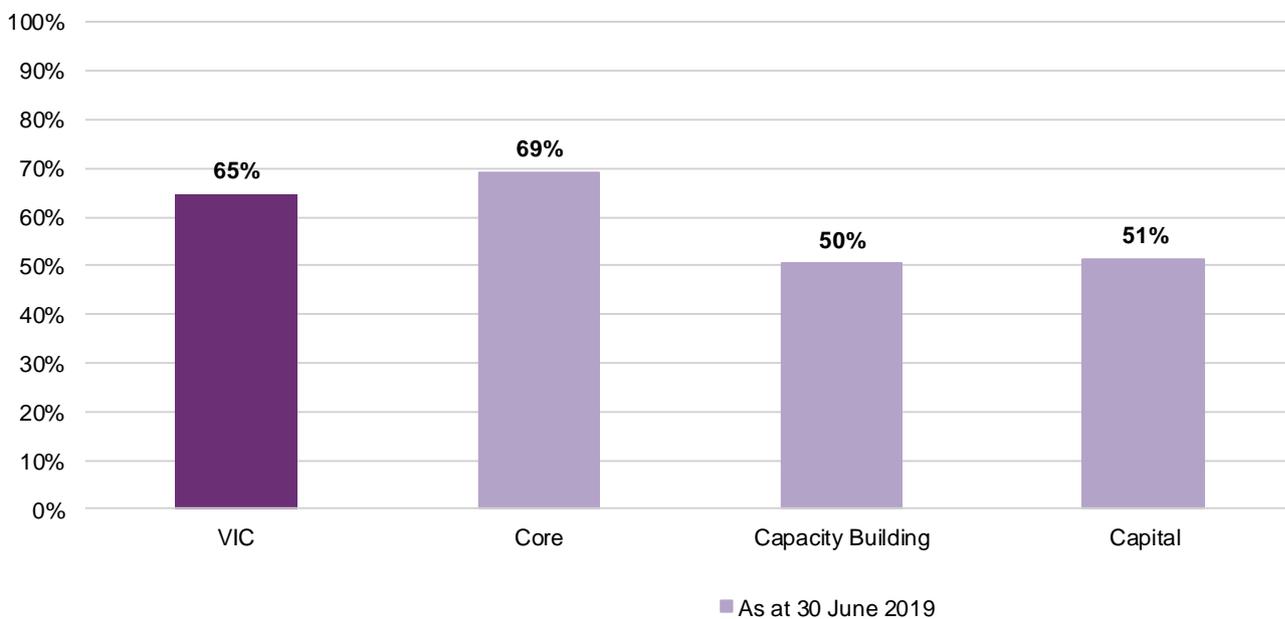


<sup>172</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

**Figure G.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (VIC)<sup>173</sup>**



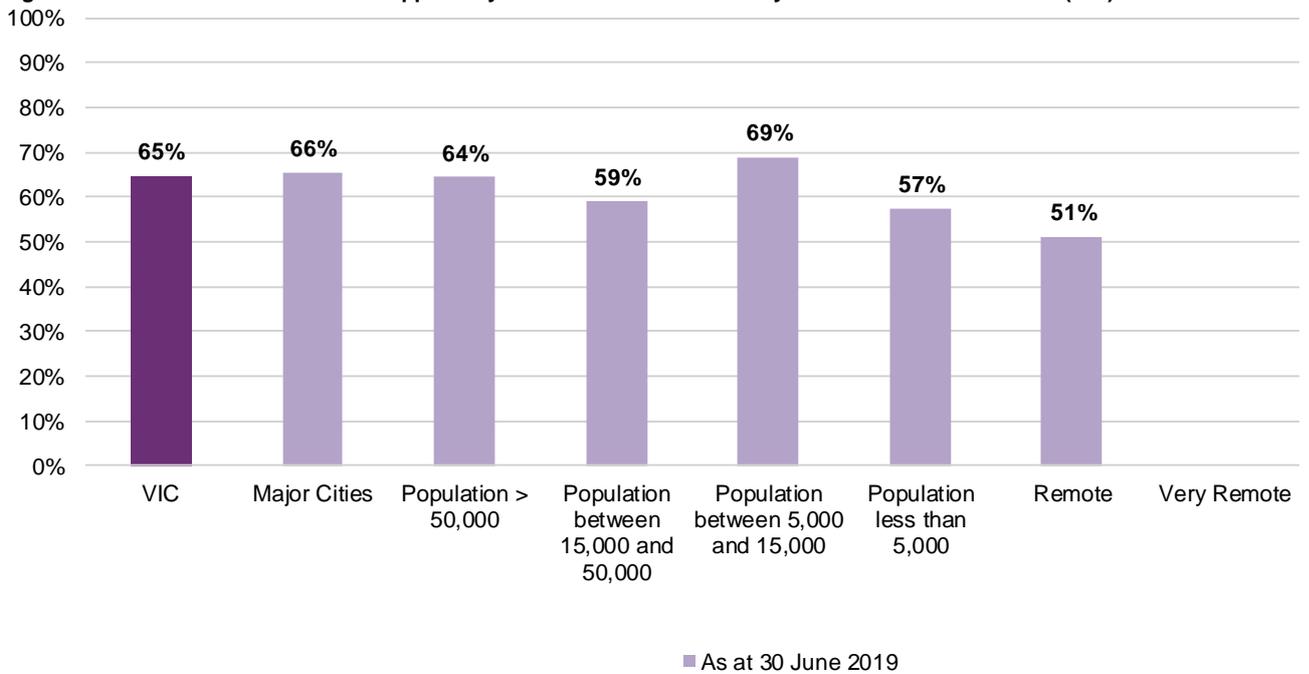
**Figure G.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (VIC)<sup>174</sup>**



<sup>173</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

<sup>174</sup> Ibid.

**Figure G.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (VIC)<sup>175,176</sup>**



<sup>175</sup> Ibid.

<sup>176</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix H: Queensland

## Part One: Participants and their plans

Table H.1 Plan approvals compared to estimates – QLD

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
QLD	43,087	6,772	49,859	52,249	91,217

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD<sup>177</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Access decisions</b>	<b>58,721</b>	<b>7,100</b>	<b>65,821</b>
<b>Access Met</b>	<b>49,351</b>	<b>4,707</b>	<b>54,058</b>
State	29,821	912	30,733
Commonwealth	5,315	774	6,089
New	14,215	3,021	17,236
<b>Total Participant Plans</b>	<b>46,036</b>	<b>9,162</b>	<b>52,249</b>
State	26,596	3,016	29,612
Commonwealth	4,275	1,047	5,322
New	12,216	2,709	14,925
ECEI <sup>178</sup>	2,949	2,390	2,390
<b>Total Participant Plans</b>	<b>46,036</b>	<b>9,162</b>	<b>52,249</b>
Early Intervention (s25)	6,775	1,512	8,287
Permanent Disability (s24)	36,312	5,260	41,572
ECEI <sup>179</sup>	2,949	2,390	2,390

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

Exits	
<b>Total participant exits</b>	<b>846</b>
Early Intervention participants	174
Permanent disability participants	672

<sup>177</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q4, 91% of people with a hearing impairment met the access criteria compared to 66% overall.

<sup>178</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>179</sup> Ibid.

**Table H.4 Cumulative position by services previously received – QLD<sup>180</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	255	40	66		361	600	60%
End of 2016-17	5,124	462	1,601	254	7,441	14,966	50%
End of 2017-18	10,103	1,415	5,006	475	16,999	31,155	55%
End of 2018-19 Q1	15,812	2,133	6,796	828	25,569	44,957	57%
End of 2018-19 Q2	20,596	3,063	9,227	2,606	35,492	58,759	60%
End of 2018-19 Q3	26,596	4,275	12,216	2,949	46,036	77,967	59%
End of 2018-19 Q4	29,612	5,322	14,925	2,390	52,249	91,217	57%

**Table H.5 Cumulative position by entry into the Scheme – QLD<sup>181</sup>**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention <sup>182</sup>	Permanent Disability <sup>183</sup>	ECEI	Total		
Trial	165	196		361	600	60%
End of 2016-17	1,331	5,856	254	7,441	14,966	50%
End of 2017-18	3,385	13,139	475	16,999	31,155	55%
End of 2018-19 Q1	4,208	20,533	828	25,569	44,957	57%
End of 2018-19 Q2	5,419	27,467	2,606	35,492	58,759	60%
End of 2018-19 Q3	6,775	36,312	2,949	46,036	77,967	59%
End of 2018-19 Q4	8,287	41,572	2,390	52,249	91,217	57%

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

**Table H.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – QLD**

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,422	8.1%	594	8.8%	<b>4,016</b>	<b>8.2%</b>
Not Aboriginal and Torres Strait Islander	36,857	87.2%	5,799	85.8%	<b>42,656</b>	<b>87.0%</b>
Not Stated	1,972	4.7%	369	5.5%	<b>2,341</b>	<b>4.8%</b>
<b>Total</b>	<b>42,251</b>	<b>100%</b>	<b>6,762</b>	<b>100%</b>	<b>49,013</b>	<b>100%</b>

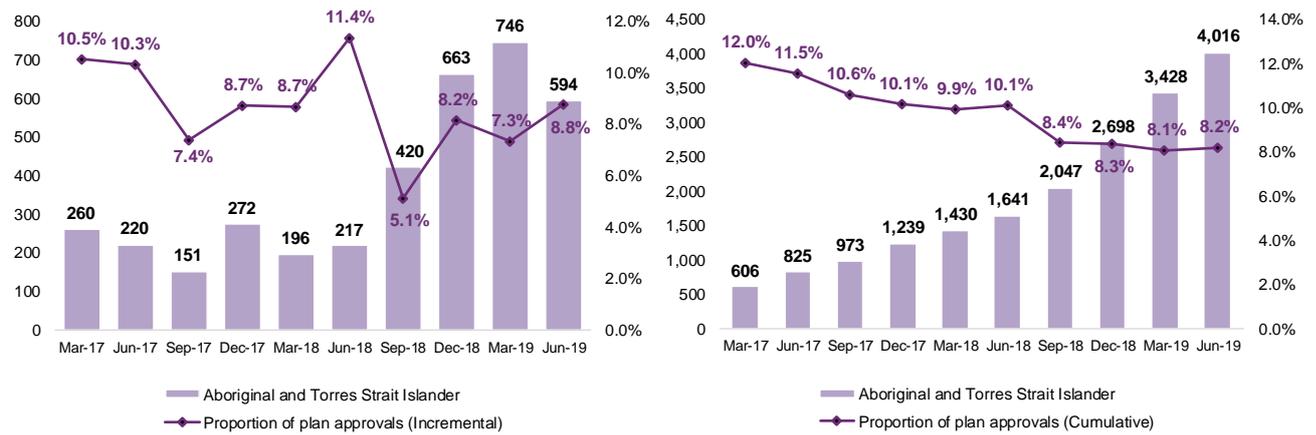
<sup>180</sup> Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>181</sup> A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

<sup>182</sup> Participants who met Section 25 of the NDIS Act for access

<sup>183</sup> Participants who met Section 24 of the NDIS Act for access

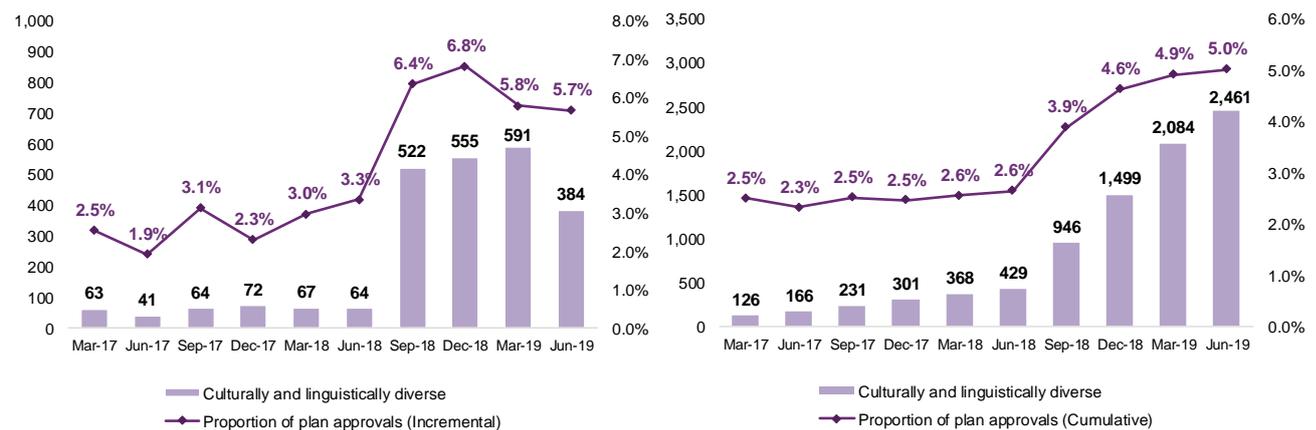
**Figure H.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – QLD <sup>184</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	2,077	4.9%	384	5.7%	2,461	5.0%
Not CALD	40,141	95.0%	6,372	94.2%	46,513	94.9%
Not Stated	33	0.1%	<11		39	0.1%
<b>Total</b>	<b>42,251</b>	<b>100%</b>	<b>6,762</b>	<b>100%</b>	<b>49,013</b>	<b>100%</b>

**Figure H.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – QLD<sup>185</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	745	1.8%	185	2.7%	930	1.9%
Not YPIRAC	41,506	98.2%	6,577	97.3%	48,083	98.1%
<b>Total</b>	<b>42,251</b>	<b>100%</b>	<b>6,762</b>	<b>100%</b>	<b>49,013</b>	<b>100%</b>

<sup>184</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>185</sup> Ibid.

Figure H.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – QLD<sup>186</sup>

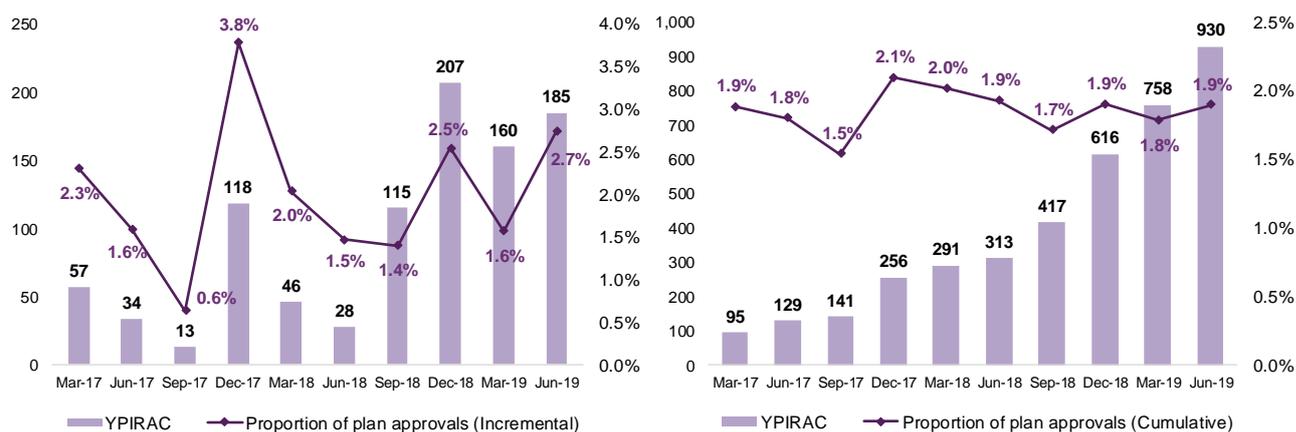


Table H.9 Participants who are YPIRAC by age group – QLD

Age group	All Quarters	
	N	%
Under 45	34	3.7%
45 to 54	152	16.3%
55 to 64	575	61.8%
65 and above	169	18.2%
<b>Total YPIRAC</b>	<b>930</b>	<b>100%</b>

Table H.10 Participant profile per quarter by remoteness – QLD<sup>187,188</sup>

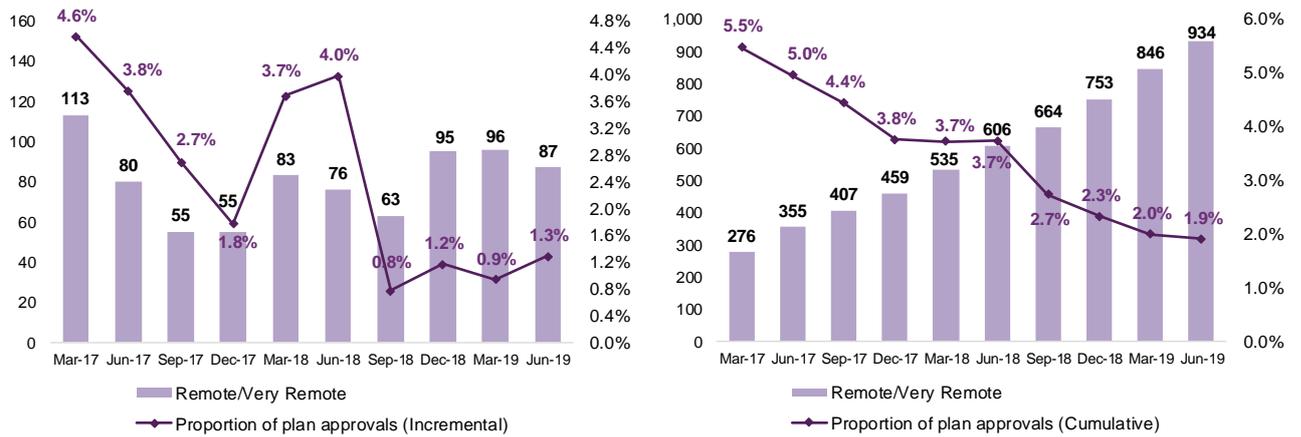
Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	21,879	51.8%	4,722	69.9%	26,601	54.3%
Population > 50,000	12,585	29.8%	1,122	16.6%	13,707	28.0%
Population between 15,000 and 50,000	1,596	3.8%	282	4.2%	1,878	3.8%
Population between 5,000 and 15,000	2,063	4.9%	202	3.0%	2,265	4.6%
Population less than 5,000	3,239	7.7%	337	5.0%	3,576	7.3%
Remote	465	1.1%	42	0.6%	507	1.0%
Very Remote	382	0.9%	45	0.7%	427	0.9%
Missing	42		<11		52	
<b>Total</b>	<b>42,251</b>	<b>100%</b>	<b>6,762</b>	<b>100%</b>	<b>49,013</b>	<b>100%</b>

<sup>186</sup> Ibid.

<sup>187</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>188</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure H.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – QLD<sup>189</sup>**



**Table H.11 Participant profile per quarter by disability group – QLD<sup>190,191</sup>**

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	11,694	28%	2,232	33%	13,926	28%
Intellectual Disability <sup>192</sup>	11,195	26%	1,229	18%	12,424	25%
Psychosocial disability	3,177	8%	660	10%	3,837	8%
Developmental Delay	1,529	4%	457	7%	1,986	4%
Other Neurological	2,299	5%	320	5%	2,619	5%
Cerebral Palsy	2,422	6%	307	5%	2,729	6%
Other Physical	2,479	6%	340	5%	2,819	6%
Hearing Impairment	1,762	4%	398	6%	2,160	4%
ABI	1,772	4%	274	4%	2,046	4%
Visual Impairment	942	2%	108	2%	1,050	2%
Multiple Sclerosis	818	2%	65	1%	883	2%
Global Developmental Delay	298	1%	157	2%	455	1%
Stroke	660	2%	101	1%	761	2%
Spinal Cord Injury	921	2%	83	1%	1,004	2%
Other Sensory/Speech	222	1%	21	0%	243	0%
Other	61	0%	<11		71	0%
<b>Total</b>	<b>42,251</b>	<b>100%</b>	<b>6,762</b>	<b>100%</b>	<b>49,013</b>	<b>100%</b>

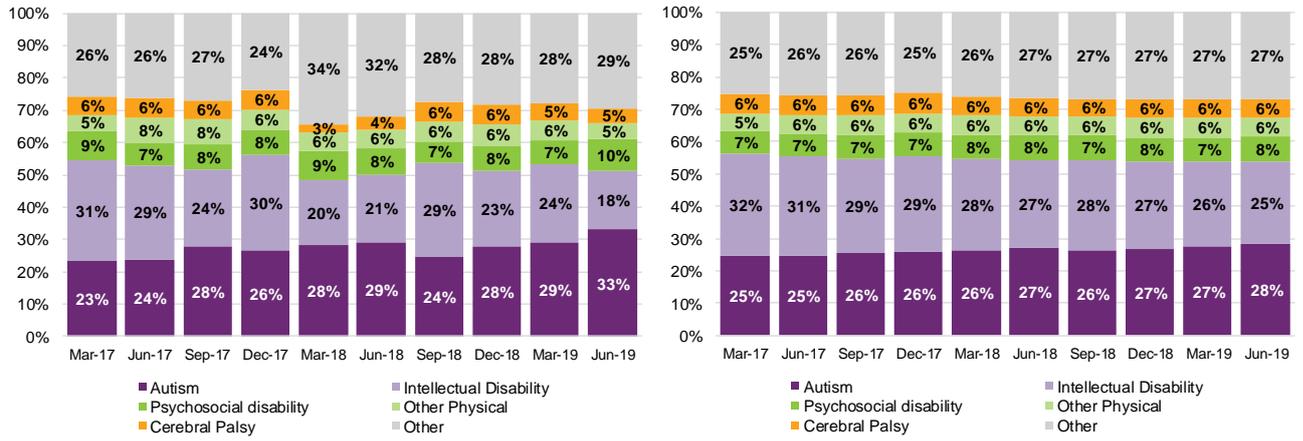
<sup>189</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>190</sup> Table order based on national proportions (highest to lowest)

<sup>191</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>192</sup> Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in QLD (2,049).

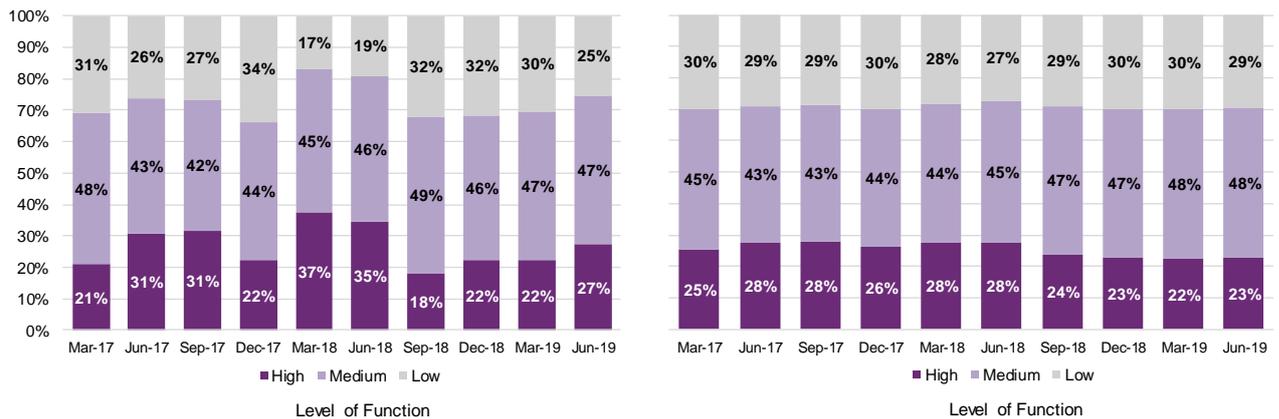
**Figure H.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – QLD<sup>193</sup>**



**Table H.12 Participant profile per quarter by level of function – QLD<sup>194</sup>**

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	2,315	5%	611	9%	2,926	6%
2 (High Function)	46	0%	<11		53	0%
3 (High Function)	2,291	5%	416	6%	2,707	6%
4 (High Function)	2,330	6%	395	6%	2,725	6%
5 (High Function)	2,361	6%	424	6%	2,785	6%
6 (Moderate Function)	7,246	17%	1,448	21%	8,694	18%
7 (Moderate Function)	2,358	6%	359	5%	2,717	6%
8 (Moderate Function)	4,152	10%	509	8%	4,661	10%
9 (Moderate Function)	231	1%	31	0%	262	1%
10 (Moderate Function)	6,199	15%	842	12%	7,041	14%
11 (Low Function)	1,864	4%	207	3%	2,071	4%
12 (Low Function)	6,918	16%	931	14%	7,849	16%
13 (Low Function)	2,478	6%	446	7%	2,924	6%
14 (Low Function)	1,441	3%	133	2%	1,574	3%
15 (Low Function)	20	0%	<11		23	0%
Missing	<11		<11		<11	
<b>Total</b>	<b>42,251</b>	<b>100%</b>	<b>6,762</b>	<b>100%</b>	<b>49,013</b>	<b>100%</b>

**Figure H.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – QLD<sup>195</sup>**



<sup>193</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

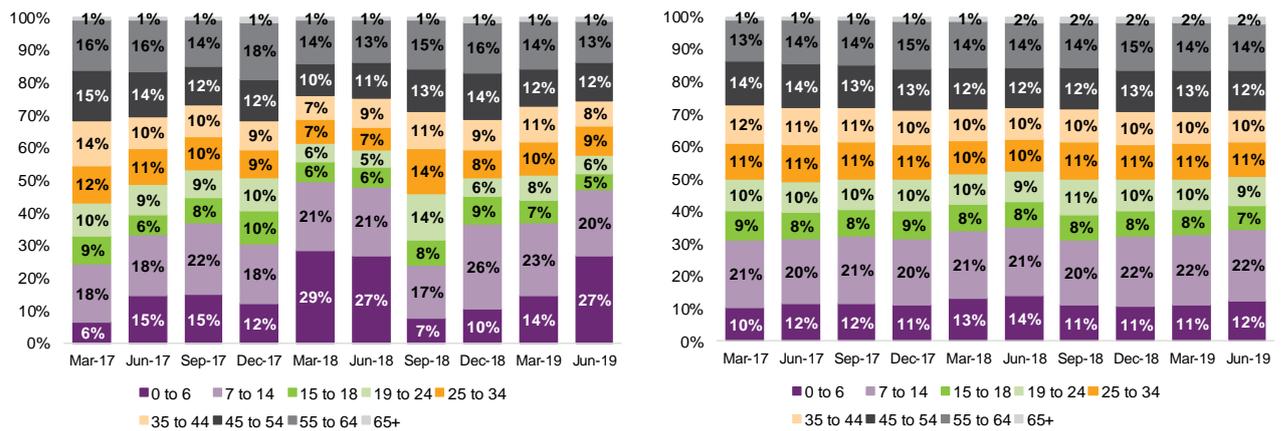
<sup>194</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>195</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

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

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	4,277	10%	1,804	27%	6,081	12%
7 to 14	9,466	22%	1,370	20%	10,836	22%
15 to 18	3,162	7%	352	5%	3,514	7%
19 to 24	4,163	10%	390	6%	4,553	9%
25 to 34	4,593	11%	580	9%	5,173	11%
35 to 44	4,263	10%	540	8%	4,803	10%
45 to 54	5,254	12%	795	12%	6,049	12%
55 to 64	6,111	14%	864	13%	6,975	14%
65+	962	2%	67	1%	1,029	2%
<b>Total</b>	<b>42,251</b>	<b>100%</b>	<b>6,762</b>	<b>100%</b>	<b>49,013</b>	<b>100%</b>

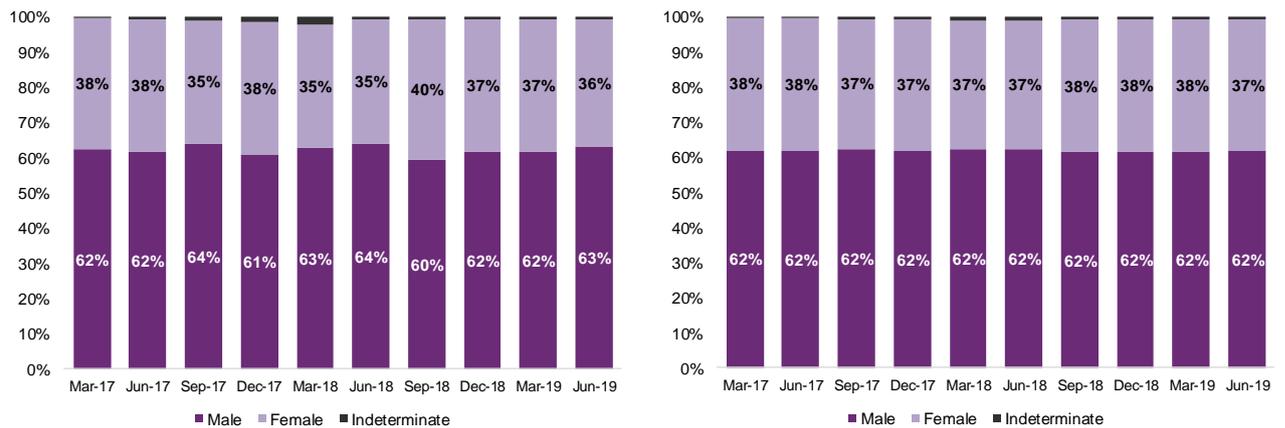
**Figure H.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – QLD<sup>196</sup>**



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

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	26,032	62%	4,272	63%	30,304	62%
Female	15,911	38%	2,445	36%	18,356	37%
Indeterminate	308	1%	45	1%	353	1%
<b>Total</b>	<b>42,251</b>	<b>100%</b>	<b>6,762</b>	<b>100%</b>	<b>49,013</b>	<b>100%</b>

**Figure H.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – QLD<sup>197</sup>**



<sup>196</sup> Ibid.

<sup>197</sup> Ibid.

## Part Two: Participant experience and outcomes

Table H.15 Number of questionnaires completed by SFOF version – QLD<sup>198</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	738	1,276	3,095	5,109
Participant school to 14	1,304	2,494	9,082	12,880
Participant 15 to 24	1,009	1,357	5,109	7,475
Participant 25 and over	3,318	3,910	15,802	23,030
<b>Total Participant</b>	<b>6,369</b>	<b>9,037</b>	<b>33,088</b>	<b>48,494</b>
Family 0 to 14	1,902	3,632	11,267	16,801
Family 15 to 24	244	908	3,337	4,489
Family 25 and over	172	1,195	4,485	5,852
<b>Total Family</b>	<b>2,318</b>	<b>5,735</b>	<b>19,089</b>	<b>27,142</b>
<b>Total</b>	<b>8,687</b>	<b>14,772</b>	<b>52,177</b>	<b>75,636</b>

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

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC % who say their child is able to tell them what he/she wants	67%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL % who say their child is becoming more independent		38%		
CC % of children who have a genuine say in decisions about themselves		63%		
CC % who are happy with the level of independence/control they have now			34%	
CC % who choose who supports them			32%	53%
CC % who choose what they do each day			40%	62%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	26%
CC % who want more choice and control in their life			85%	80%

<sup>198</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.7% of participants. June 2019 | COAG Disability Reform Council Quarterly Report

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

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	63%	60%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		31%		
REL	Of these, % who are welcomed or actively included	58%	74%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			33%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			37%	40%

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

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		57%		
HM	% who are happy with their home			79%	72%
HM	% who feel safe or very safe in their home			82%	73%
HW	% who rate their health as good, very good or excellent			67%	47%
HW	% who did not have any difficulties accessing health services			69%	66%
LL	% who currently attend or previously attended school in a mainstream class			23%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				54%
LL	% unable to do a course or training they wanted to do in the last 12 months				37%
WK	% who have a paid job			18%	19%
WK	% who volunteer			14%	13%

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

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	27%	32%	28%
% receiving Carer Allowance	57%	58%	43%
% working in a paid job	44%	47%	33%
Of those in a paid job, % in permanent employment	74%	72%	75%
Of those in a paid job, % working 15 hours or more	79%	84%	83%
% who say they (and their partner) are able to work as much as they want	40%	45%	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	88%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	40%	28%	19%
% able to advocate for their child/family member	81%	77%	75%
% who have friends and family they see as often as they like	39%	40%	45%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		46%	
% who feel in control selecting services		45%	44%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			45%
% who rate their health as good, very good or excellent	68%	58%	58%

**Table H.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=604) - QLD<sup>199</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	92%
DL	Has the NDIS improved your child's access to specialist services?	91%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	74%
S/CP	Has the NDIS improved how your child fits into community life?	59%

<sup>199</sup> Results in Tables H.20 to H.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables H.24 to H.27.

**Table H.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=2,384) - QLD**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	62%
LL	Has the NDIS improved your child's access to education?	38%
REL	Has the NDIS improved your child's relationships with family and friends?	50%
S/CP	Has the NDIS improved your child's social and recreational life?	44%

**Table H.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=1,134) and ‘Participant 25 and over’ (n=3,167) - QLD**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	64%	72%
DL	Has the NDIS helped you with daily living activities?	62%	77%
REL	Has the NDIS helped you to meet more people?	52%	59%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	29%
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?	31%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	15%
S/CP	Has the NDIS helped you be more involved?	57%	64%

**Table H.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=2,794); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,253) - QLD**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	53%
Has the NDIS improved the level of support for your family?	68%	66%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	
Has the NDIS improved your health and wellbeing?	40%	35%

**Table H.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=80) – QLD<sup>200</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	91%	95%	+4%
DL	Has the NDIS improved your child's access to specialist services?	90%	91%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	79%	90%	+11%
REL	Has the NDIS improved how your child fits into family life?	72%	78%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	58%	71%	+13%

**Table H.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=1,005) – QLD**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	57%	69%	+12%
LL	Has the NDIS improved your child's access to education?	34%	39%	+5%
REL	Has the NDIS improved your child's relationships with family and friends?	44%	53%	+8%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	48%	+4%

**Table H.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=648) and ‘Participant 25 and over’ (n=1,832) – QLD**

Question	15 to 24			25 and over			
	Year 1	Year 2	Change	Year 1	Year 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	67%	72%	+5%	70%	78%	+8%
DL	Has the NDIS helped you with daily living activities?	69%	74%	+5%	76%	84%	+8%
REL	Has the NDIS helped you to meet more people?	57%	59%	+2%	55%	63%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	16%	-6%	29%	27%	-1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	49%	+2%	51%	59%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	33%	-3%	32%	33%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	15%	-4%	17%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	64%	68%	+4%	62%	70%	+9%

<sup>200</sup> Results in Tables H.24 to H.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table H.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=894); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=230) – QLD**

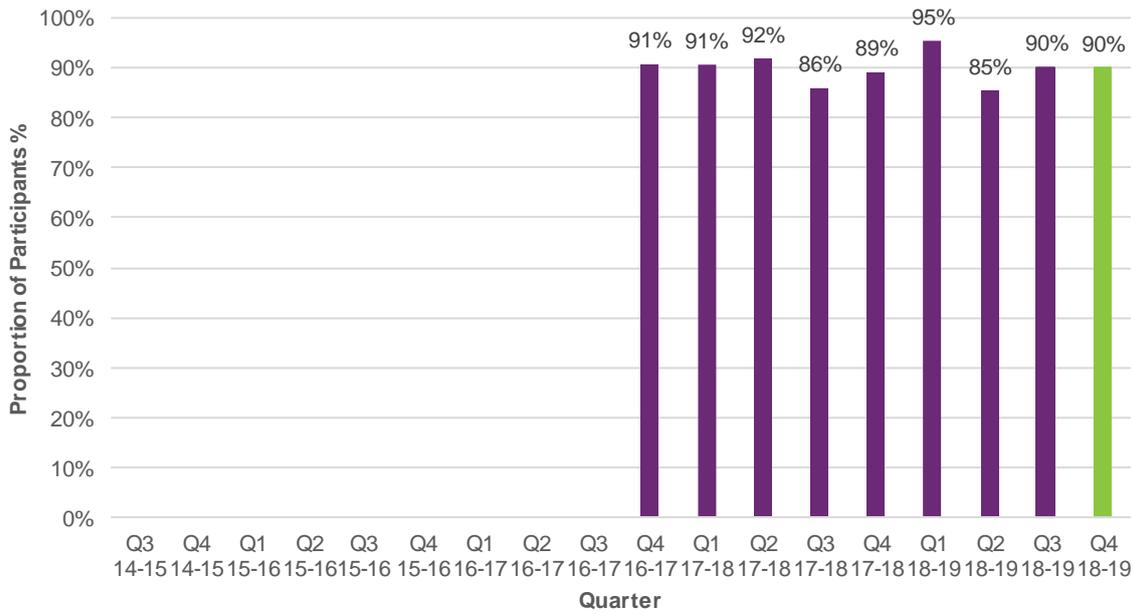
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	57%	+3%	48%	59%	+11%
Has the NDIS improved the level of support for your family?	61%	70%	+9%	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?	68%	76%	+8%	60%	67%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	77%	+7%			
Has the NDIS improved your health and wellbeing?	37%	39%	+2%	41%	40%	0%

**Table H.28 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=2,345) –QLD<sup>201</sup>**

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	17%	25%	
Aged 25+	20%	21%	26%
Aged 15+ (average)	20%	22%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	33%	46%	41%
Aged 25+	41%	53%	
Aged 15+ (average)	40%	52%	

<sup>201</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 June 2017.

**Figure H.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (QLD)<sup>202</sup>**



\*The result for Q4 of 2018-19 is based on 180 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 90% gave a rating of good or very good, 6% gave a neutral rating and 4% gave a rating of poor or very poor.

**Table H.29 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (QLD)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	96%	2%	2%
I had enough time to tell my story and say what support I need	96%	2%	2%
The planner knows what I can do well	87%	9%	4%
The planner had some good ideas for my plan	90%	7%	3%
I know what is in my plan	90%	7%	3%
The planner helped me think about my future	87%	8%	6%
I think my plan will make my life better	89%	8%	2%
The planning meeting went well	97%	2%	2%

<sup>202</sup> Participant satisfaction results are not shown if there is insufficient data in the group.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Table H.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (QLD)**

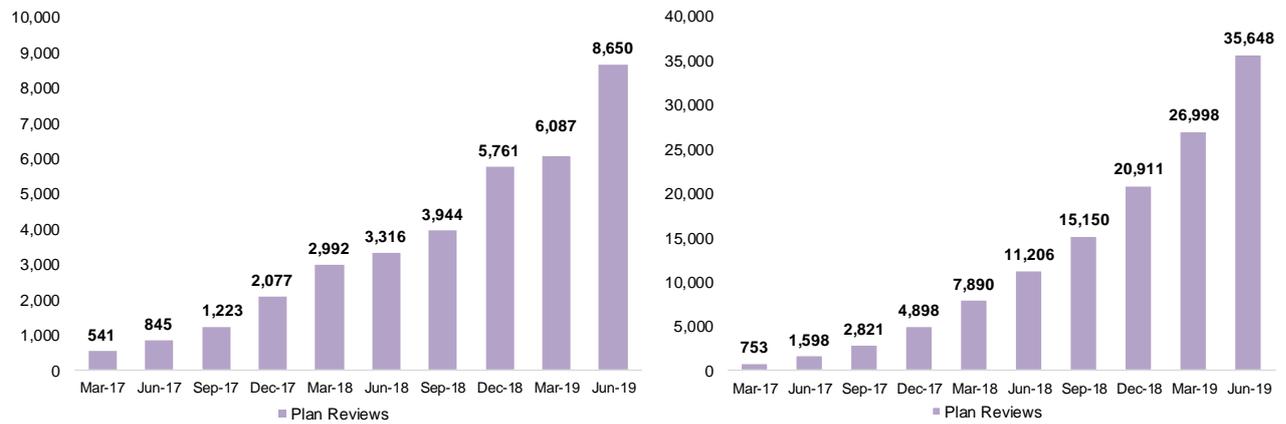
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
<b>Access</b>	<b>N = 450</b>	<b>N = 356</b>
Are you happy with how coming into the NDIS has gone?	80%	80%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	70%	76%
<b>Pre-planning</b>	<b>N = 527</b>	<b>N = 397</b>
Did the person from the NDIS understand how your disability affects your life?	86%	89%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	78%	85%
Are you clear on what happens next with your plan?	75%	84%
Do you know where to go for more help with your plan?	81%	86%
<b>Planning</b>	<b>N = 651</b>	<b>N = 397</b>
Did the person from the NDIS understand how your disability affects your life?	85%	82%
Did you understand why you needed to give the information you did?	97%	96%
Were decisions about your plan clearly explained?	79%	78%
Are you clear on what happens next with your plan?	77%	77%
Do you know where to go for more help with your plan?	82%	85%
<b>Plan review</b>	<b>N = 260</b>	<b>N = 152</b>
Did the person from the NDIS understand how your disability affects your life?	80%	86%
Did you feel prepared for your plan review?	82%	86%
Is your NDIS plan helping you to make progress towards your goals?	82%	91%

**Table H.31 Plan reviews conducted per quarter – excluding plans less than 30 days – QLD<sup>203</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total plan reviews</b>	<b>26,998</b>	<b>8,650</b>	<b>35,648</b>
<i>Early intervention plans</i>	4,632	1,337	5,969
<i>Permanent disability plans</i>	22,366	7,313	29,679

<sup>203</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

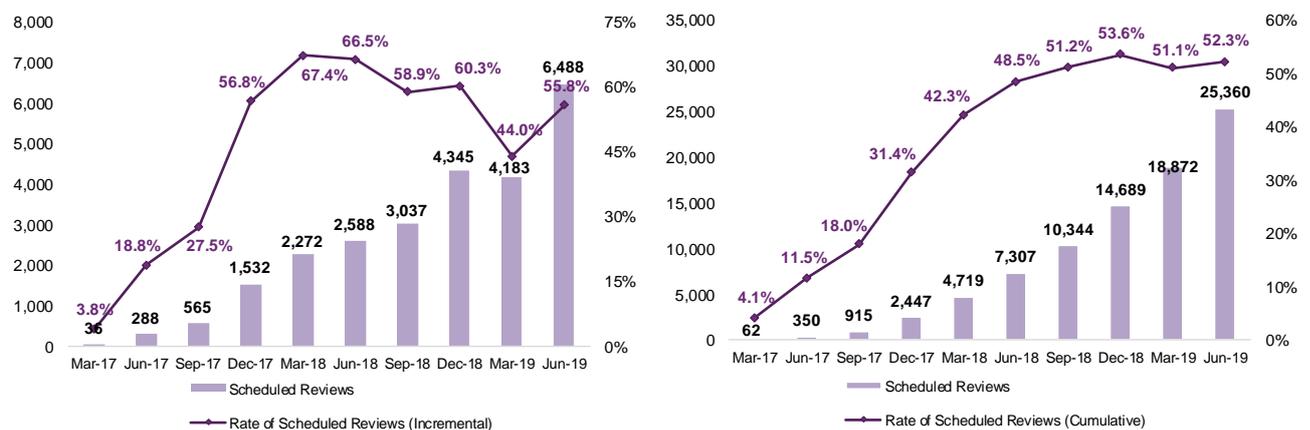
**Figure H.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – QLD**



**Table H.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total scheduled plan reviews</b>	<b>18,872</b>	<b>6,488</b>	<b>25,360</b>
<i>Trial participants</i>	794	180	974
<i>Transition participants</i>	18,078	6,308	24,386

**Figure H.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – QLD<sup>204</sup>**



**Table H.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total unscheduled plan reviews</b>	<b>8,126</b>	<b>2,162</b>	<b>10,288</b>
<i>Trial participants</i>	257	<11	264
<i>Transition participants</i>	7,869	2,155	10,024

**Table H.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD<sup>205</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>% unscheduled reviews</b>	<b>22.0%</b>	<b>18.6%</b>	<b>21.2%</b>

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

<sup>205</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure H.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – QLD<sup>206</sup>

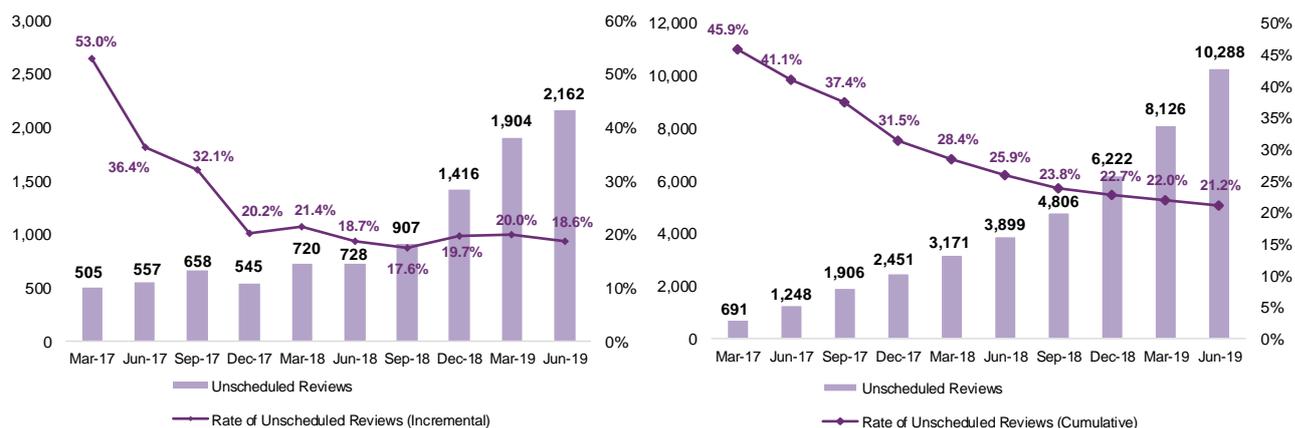


Table H.35 AAT cases by category – QLD<sup>207</sup>

Category	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Access	85	37%	23	40%	108	38%
Plan	105	46%	23	40%	128	45%
Plan Review	31	13%	<11		33	11%
Other	<11		<11		18	6%
<b>Total</b>	<b>230</b>	<b>100%</b>	<b>57</b>	<b>100%</b>	<b>287</b>	<b>100%</b>
<b>% of all access decisions<sup>208</sup></b>	<b>0.37%</b>		<b>0.35%</b>		<b>0.37%</b>	

Table H.36 AAT cases by open/closed and decision – QLD

	N
<b>AAT Cases</b>	<b>287</b>
<b>Open AAT Cases</b>	<b>101</b>
<b>Closed AAT Cases</b>	<b>186</b>
<i>Resolved before hearing</i>	184
<i>Gone to hearing and received a substantive decision</i>	<11

Table H.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

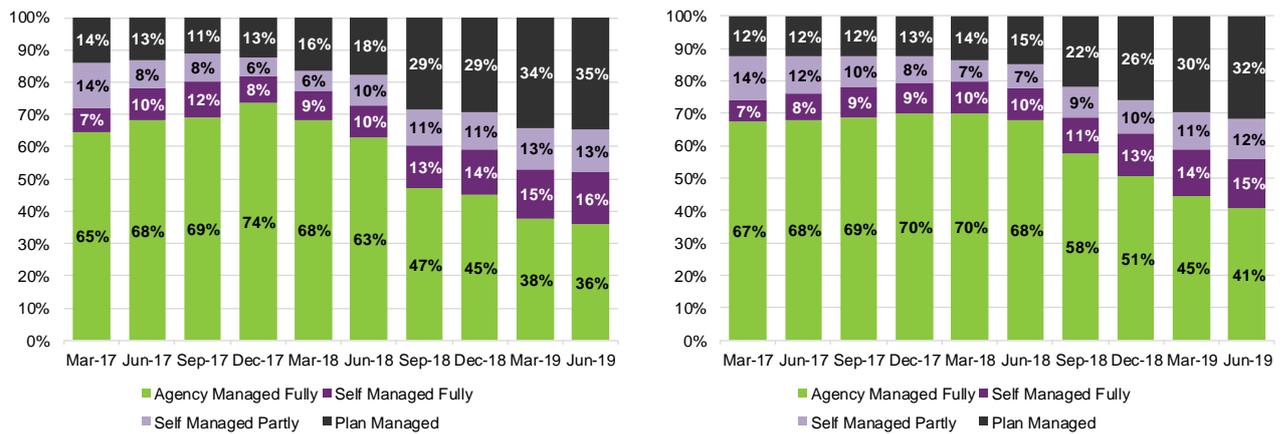
	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	15%	16%	15%
Self-managed partly	12%	13%	12%
Plan managed	31%	35%	32%
Agency managed	43%	36%	41%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>206</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>207</sup> The numbers of AAT cases for Queensland by category are not shown due to insufficient numbers.

<sup>208</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure H.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – QLD<sup>209</sup>**



**Table H.38 Distribution of active participants by support coordination and quarter of plan approval – QLD**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	38%	41%	39%

**Table H.39 Duration to plan activation by quarter of initial plan approval for active participants – QLD<sup>210,211</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	16,523	70%	5,506	68%
30 to 59 days	2,631	11%	922	11%
60 to 89 days	1,249	5%	515	6%
<b>Activated within 90 days</b>	<b>20,403</b>	<b>86%</b>	<b>6,943</b>	<b>86%</b>
90 to 119 days	776	3%	327	4%
120 days and over	1,846	8%	329	4%
<b>Activated after 90 days</b>	<b>2,622</b>	<b>11%</b>	<b>656</b>	<b>8%</b>
No payments	619	3%	501	6%
<b>Total plans approved</b>	<b>23,644</b>	<b>100%</b>	<b>8,100</b>	<b>100%</b>

<sup>209</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

<sup>210</sup> Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>211</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table H.40 Proportion of active participants with plan activated within 12 months – QLD

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	1,524	1,603	95%
Not Aboriginal and Torres Strait Islander	13,349	13,809	97%
Not Stated	430	457	94%
<b>Total</b>	<b>15,303</b>	<b>15,869</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	416	420	99%
Not CALD	14,873	15,434	96%
Not Stated	14	15	93%
<b>Total</b>	<b>15,303</b>	<b>15,869</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	2,753	2,847	97%
Regional	11,989	12,410	97%
Remote	544	595	91%
Missing	17	17	100%
<b>Total</b>	<b>15,303</b>	<b>15,869</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	4,236	4,455	95%
Intellectual Disability (including Down Syndrome)	4,284	4,416	97%
Psychosocial Disability	1,220	1,256	97%
Developmental Delay (including Global Developmental Delay)	716	740	97%
Other	4,847	5,002	97%
<b>Total</b>	<b>15,303</b>	<b>15,869</b>	<b>96%</b>

Table H.41 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19– QLD<sup>212,213</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	46%	68%	50%
50% to 75%	25%	18%	24%
> 75%	28%	13%	26%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Table H.42 Proportion of active participants with approved plans accessing mainstream supports - QLD

	Prior Quarters	2018-19 Q4	Total
Daily Activities	13%	15%	13%
Health & Wellbeing	41%	45%	42%
Lifelong Learning	9%	9%	9%
Other	10%	10%	10%
Non-categorised	38%	36%	37%
Any mainstream service	90%	93%	91%

<sup>212</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>213</sup> This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

### Part Three: Providers and the growing market

Table H.43 Key provider indicators by quarter - QLD<sup>214</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	2,147	299	2,421
<i>Company/ organisation</i>	3,258	321	3,543
<i>Total</i>	5,405	620	5,964
b) Registration revoked	61		

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<sup>214</sup> The total number of providers as at 30 June 2019 (5,964) is not the sum of the number of providers as at 31 March 2019 (5,405) and the providers registered in the fourth quarter of 2018-19 (620). This is due to 61 providers whose registration ended during the fourth quarter of 2018-19.

Table H.44 Number of approved providers by registration group - QLD<sup>215,216</sup>

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	554	50	604	9%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	355	66	421	19%
Assistance with travel/transport arrangements	1,012	103	1,115	10%
Daily Personal Activities	465	107	572	23%
Group and Centre Based Activities	361	90	451	25%
High Intensity Daily Personal Activities	350	58	408	17%
Household tasks	1,407	192	1,599	14%
Interpreting and translation	130	1	131	1%
Participation in community, social and civic activities	506	97	603	19%
<b>Assistive Technology</b>				
Assistive equipment for recreation	582	60	642	10%
Assistive products for household tasks	631	64	695	10%
Assistance products for personal care and safety	993	115	1,108	12%
Communication and information equipment	437	31	468	7%
Customised Prosthetics	284	23	307	8%
Hearing Equipment	128	9	137	7%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	708	68	776	10%
Specialised Hearing Services	12	0	12	0%
Vision Equipment	179	14	193	8%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	521	82	603	16%
Behaviour Support	705	64	769	9%
Community nursing care for high needs	348	18	366	5%
Development of daily living and life skills	451	100	551	22%
Early Intervention supports for early childhood	956	71	1,027	7%
Exercise Physiology and Physical Wellbeing activities	658	83	741	13%
Innovative Community Participation	899	102	1,001	11%
Specialised Driving Training	106	8	114	8%
Therapeutic Supports	1,816	175	1,991	10%
<b>Capital services</b>				
Home modification design and construction	700	70	770	10%
Specialised Disability Accommodation	251	27	278	11%
Vehicle Modifications	110	3	113	3%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	317	42	359	13%
Support Coordination	594	73	667	12%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	67	2	69	3%
Specialised Supported Employment	27	1	28	4%
<b>Total approved providers</b>	<b>5,344</b>	<b>620</b>	<b>5,964</b>	<b>12%</b>

<sup>215</sup> The 61 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

<sup>216</sup> Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

**Table H.45 Key markets indicators by quarter - QLD**

<b>Market indicators</b>	<b>Prior Quarters</b>	<b>2018-19 Q4</b>
a) Average number of providers per participant	1.45	1.48
b) Number of providers delivering new supports	888	932
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	36%	39%
<i>Not yet active (%)</i>	58%	55%
<i>Inactive (%)</i>	6%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	86%	86%
<i>Therapeutic Supports (%)</i>	87%	89%
<i>Participate Community (%)</i>	83%	82%
<i>Early Childhood Supports (%)</i>	89%	91%
<i>Assist Personal Activities (%)</i>	82%	84%

Table H.46 Cumulative number of providers that have been active by registration group - QLD

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	28	5	33	18%
Assistance Animals	2	1	3	50%
Assistance with daily life tasks in a group or shared living arrangement	207	26	233	13%
Assistance with travel/transport arrangements	246	37	283	15%
Daily Personal Activities	339	47	386	14%
Group and Centre Based Activities	204	16	220	8%
High Intensity Daily Personal Activities	218	10	228	5%
Household tasks	479	104	583	22%
Interpreting and translation	13	2	15	15%
Participation in community, social and civic activities	370	36	406	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	46	8	54	17%
Assistive products for household tasks	31	6	37	19%
Assistance products for personal care and safety	366	85	451	23%
Communication and information equipment	49	7	56	14%
Customised Prosthetics	75	17	92	23%
Hearing Equipment	11	0	11	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	152	24	176	16%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	16	1	17	6%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	330	50	380	15%
Behaviour Support	145	37	182	26%
Community nursing care for high needs	56	5	61	9%
Development of daily living and life skills	246	33	279	13%
Early Intervention supports for early childhood	289	43	332	15%
Exercise Physiology and Physical Wellbeing activities	156	31	187	20%
Innovative Community Participation	54	18	72	33%
Specialised Driving Training	21	3	24	14%
Therapeutic Supports	952	162	1,114	17%
<b>Capital services</b>				
Home modification design and construction	74	21	95	28%
Specialised Disability Accommodation	10	7	17	70%
Vehicle Modifications	28	4	32	14%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	212	27	239	13%
Support Coordination	95	31	126	33%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	22	3	25	14%
Specialised Supported Employment	16	0	16	0%
<b>Total approved active providers</b>	<b>2,255</b>	<b>426</b>	<b>2,681</b>	<b>19%</b>

Table H.47 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – QLD

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	147	457	604	14	19	33
Assistance Animals	0	3	3	0	3	3
Assistance with daily life tasks in a group or shared living arrangement	47	374	421	10	223	233
Assistance with travel/transport arrangements	308	807	1,115	37	246	283
Daily Personal Activities	82	490	572	37	349	386
Group and Centre Based Activities	49	402	451	10	210	220
High Intensity Daily Personal Activities	38	370	408	19	209	228
Household tasks	569	1,030	1,599	199	384	583
Interpreting and translation	33	98	131	7	8	15
Participation in community, social and civic activities	81	522	603	47	359	406
<b>Assistive Technology</b>						
Assistive equipment for recreation	193	449	642	13	41	54
Assistive products for household tasks	195	500	695	4	33	37
Assistance products for personal care and safety	244	864	1,108	60	391	451
Communication and information equipment	139	329	468	8	48	56
Customised Prosthetics	82	225	307	15	77	92
Hearing Equipment	15	122	137	1	10	11
Hearing Services	0	5	5	0	2	2
Personal Mobility Equipment	183	593	776	24	152	176
Specialised Hearing Services	1	11	12	0	5	5
Vision Equipment	47	146	193	2	15	17
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	136	467	603	64	316	380
Behaviour Support	406	363	769	78	104	182
Community nursing care for high needs	57	309	366	9	52	61
Development of daily living and life skills	77	474	551	21	258	279
Early Intervention supports for early childhood	576	451	1,027	167	165	332
Exercise Physiology and Physical Wellbeing activities	250	491	741	57	130	187
Innovative Community Participation	380	621	1,001	30	42	72
Specialised Driving Training	24	90	114	8	16	24
Therapeutic Supports	1,110	881	1,991	538	576	1,114
<b>Capital services</b>						
Home modification design and construction	232	538	770	16	79	95
Specialised Disability Accommodation	29	249	278	0	17	17
Vehicle Modifications	13	100	113	2	30	32
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	51	308	359	31	208	239

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	236	431	667	26	100	126
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	2	67	69	0	25	25
Specialised Supported Employment	2	26	28	0	16	16
<b>Total</b>	<b>2,421</b>	<b>3,543</b>	<b>5,964</b>	<b>992</b>	<b>1,689</b>	<b>2,681</b>

Table H.48 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – QLD

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	24%	76%	604	42%	58%	33
Assistance Animals	0%	100%	3	0%	100%	3
Assistance with daily life tasks in a group or shared living arrangement	11%	89%	421	4%	96%	233
Assistance with travel/transport arrangements	28%	72%	1,115	13%	87%	283
Daily Personal Activities	14%	86%	572	10%	90%	386
Group and Centre Based Activities	11%	89%	451	5%	95%	220
High Intensity Daily Personal Activities	9%	91%	408	8%	92%	228
Household tasks	36%	64%	1,599	34%	66%	583
Interpreting and translation	25%	75%	131	47%	53%	15
Participation in community, social and civic activities	13%	87%	603	12%	88%	406
<b>Assistive Technology</b>						
Assistive equipment for recreation	30%	70%	642	24%	76%	54
Assistive products for household tasks	28%	72%	695	11%	89%	37
Assistance products for personal care and safety	22%	78%	1,108	13%	87%	451
Communication and information equipment	30%	70%	468	14%	86%	56
Customised Prosthetics	27%	73%	307	16%	84%	92
Hearing Equipment	11%	89%	137	9%	91%	11
Hearing Services	0%	100%	5	0%	100%	2
Personal Mobility Equipment	24%	76%	776	14%	86%	176
Specialised Hearing Services	8%	92%	12	0%	100%	5
Vision Equipment	24%	76%	193	12%	88%	17
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	23%	77%	603	17%	83%	380
Behaviour Support	53%	47%	769	43%	57%	182
Community nursing care for high needs	16%	84%	366	15%	85%	61
Development of daily living and life skills	14%	86%	551	8%	92%	279
Early Intervention supports for early childhood	56%	44%	1,027	50%	50%	332

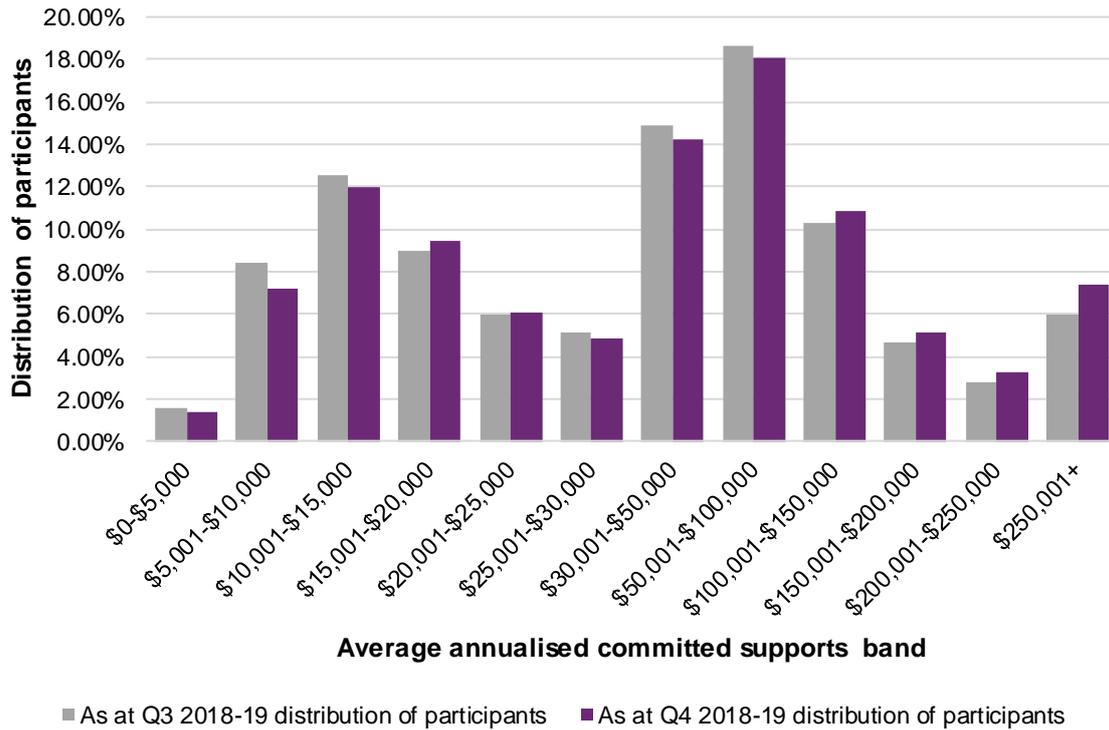
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Exercise Physiology and Physical Wellbeing activities	34%	66%	741	30%	70%	187
Innovative Community Participation	38%	62%	1,001	42%	58%	72
Specialised Driving Training	21%	79%	114	33%	67%	24
Therapeutic Supports	56%	44%	1,991	48%	52%	1,114
<b>Capital services</b>						
Home modification design and construction	30%	70%	770	17%	83%	95
Specialised Disability Accommodation	10%	90%	278	0%	100%	17
Vehicle Modifications	12%	88%	113	6%	94%	32
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	14%	86%	359	13%	87%	239
Support Coordination	35%	65%	667	21%	79%	126
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	3%	97%	69	0%	100%	25
Specialised Supported Employment	7%	93%	28	0%	100%	16
<b>Total</b>	<b>41%</b>	<b>59%</b>	<b>5,964</b>	<b>37%</b>	<b>63%</b>	<b>2,681</b>

**Part Five: Financial sustainability**

**Table H.49 Committed supports by financial year (\$m) - QLD**

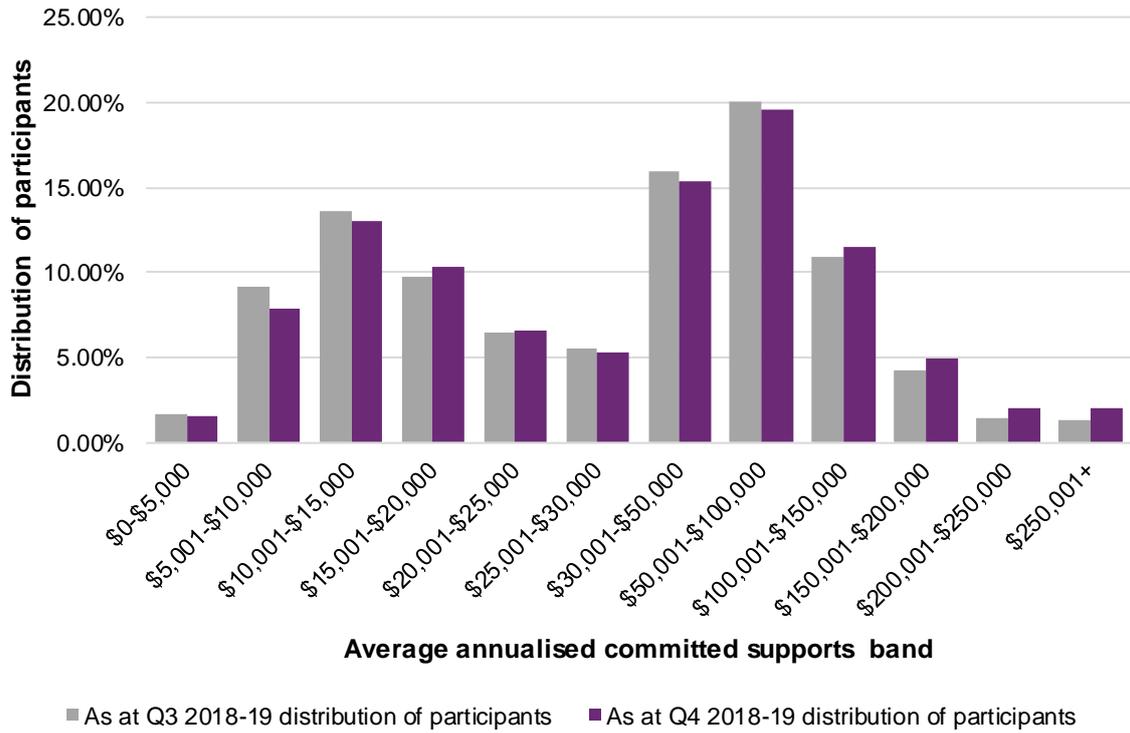
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	-	1.0	198.1	789.1	2,424.0	<b>3,412.2</b>

**Figure H.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (QLD)<sup>217</sup>**



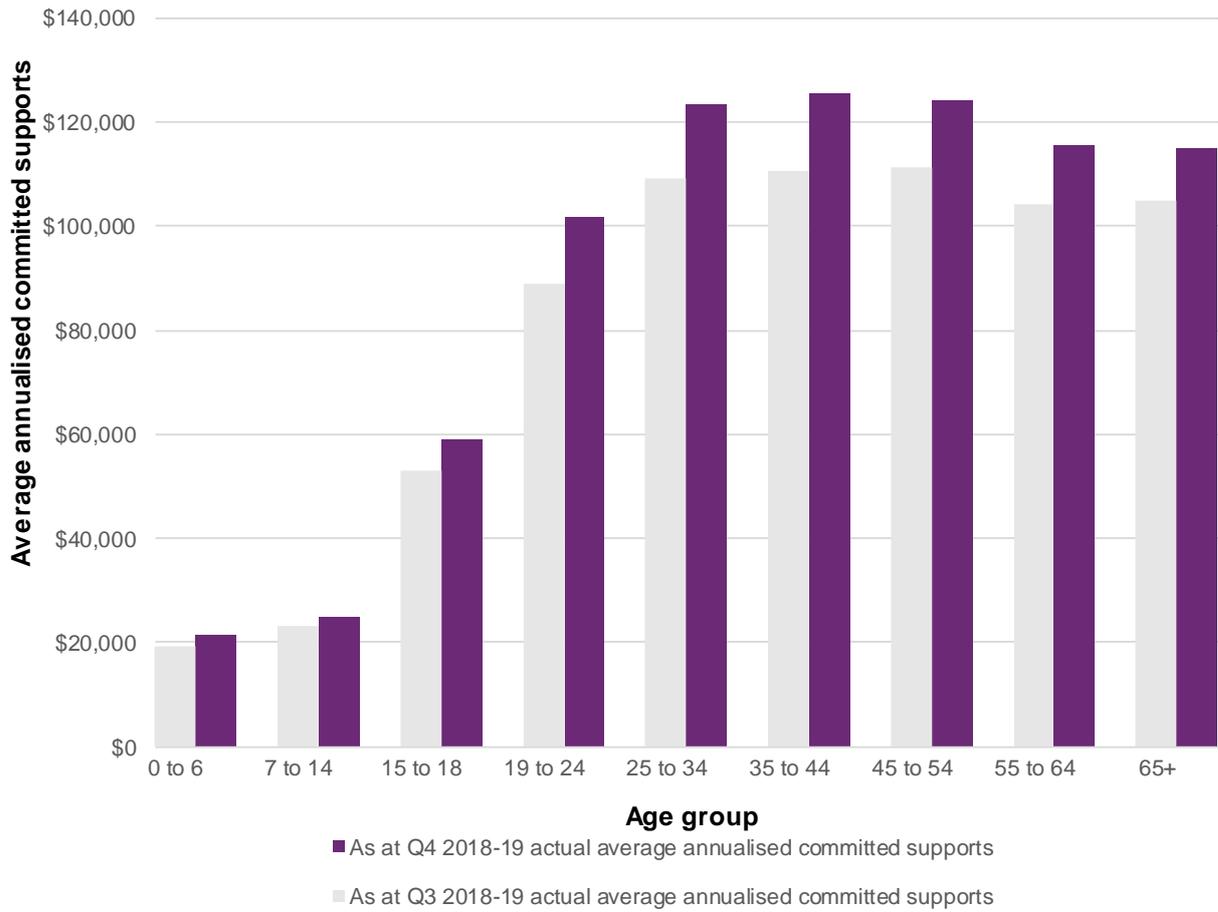
<sup>217</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure H.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (QLD)<sup>218</sup>**



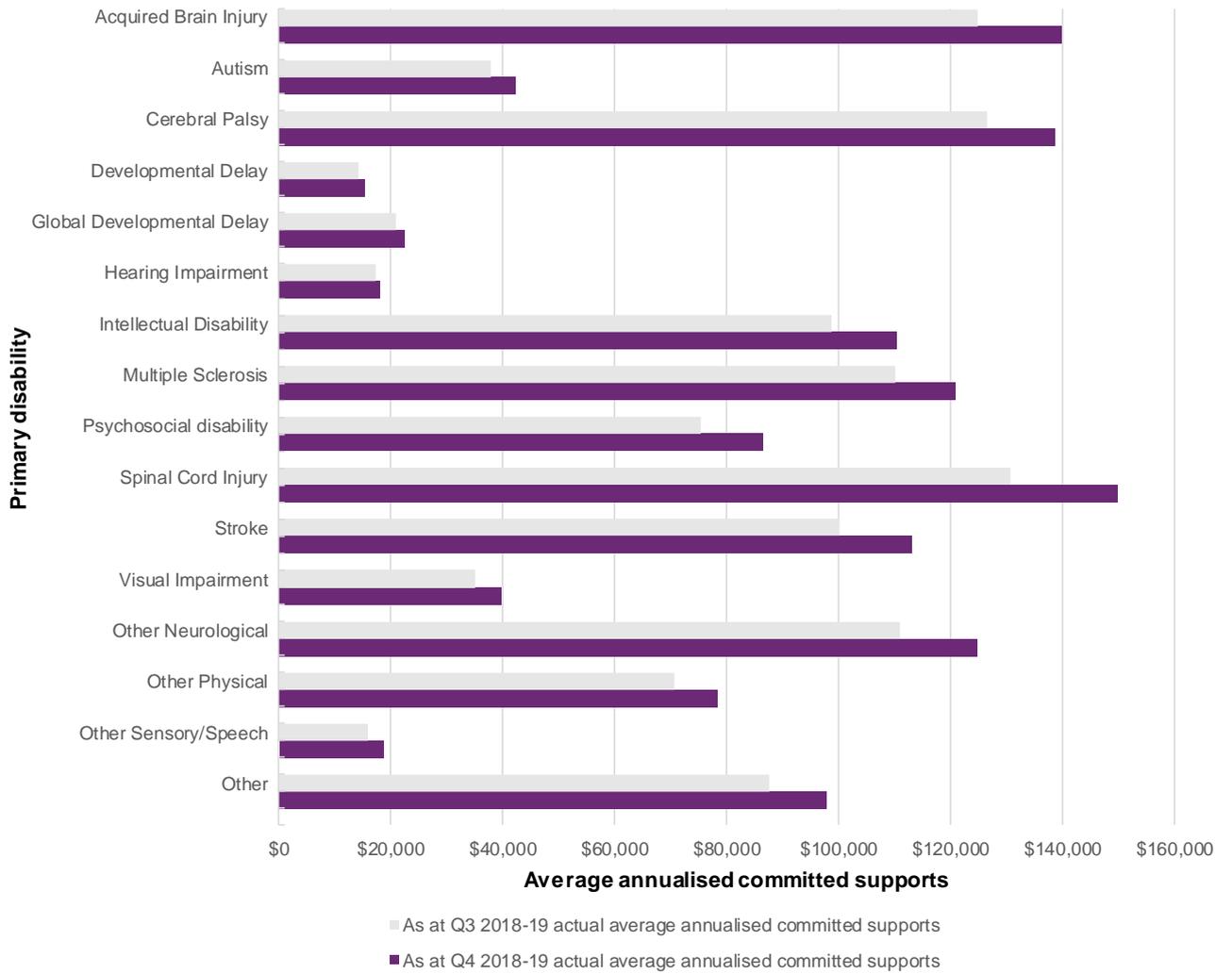
<sup>218</sup> Ibid.

**Figure H.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (QLD)<sup>219</sup>**

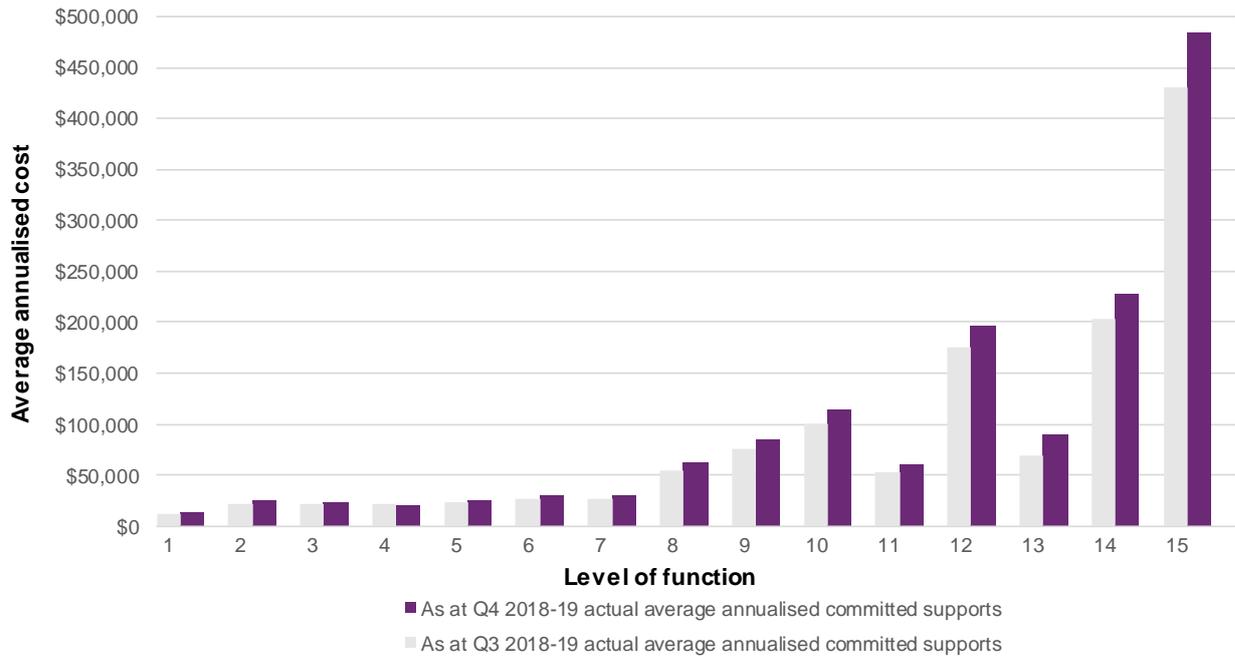


<sup>219</sup> Ibid.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure H.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q2 (QLD)<sup>220</sup>**



**Figure H.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (QLD)<sup>221</sup>**

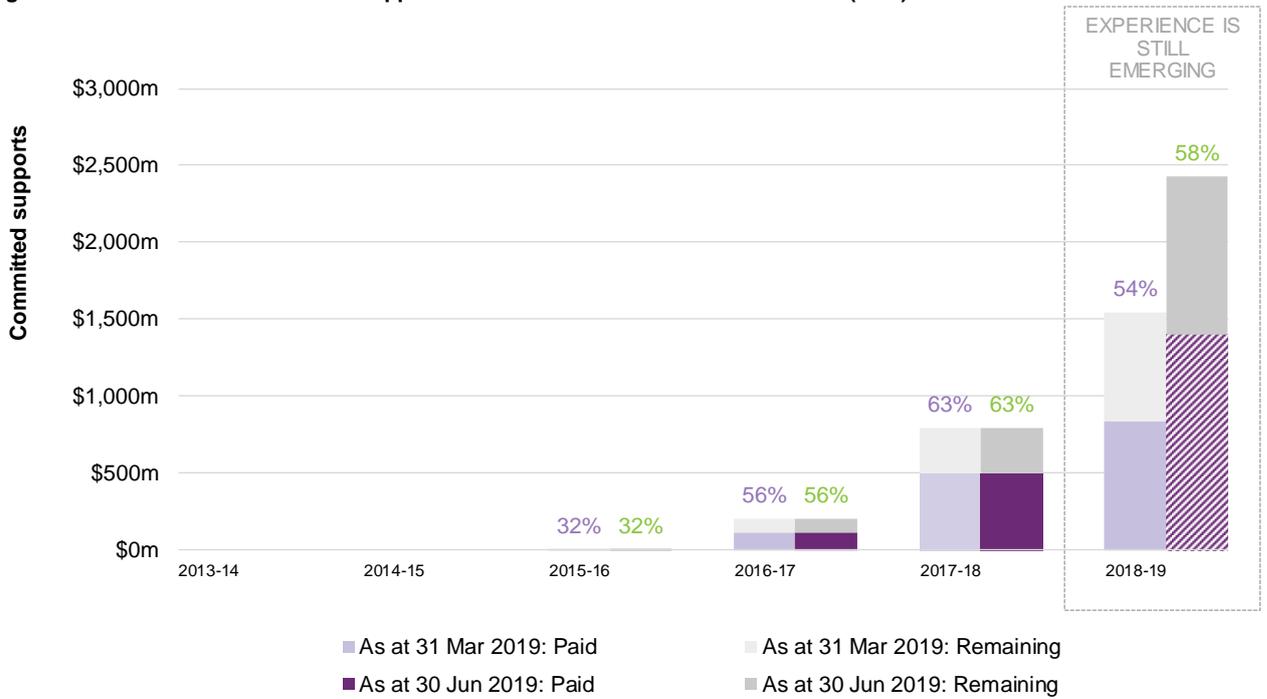


**Table H.50 Payments by financial year, compared to committed supports (\$m) – QLD**

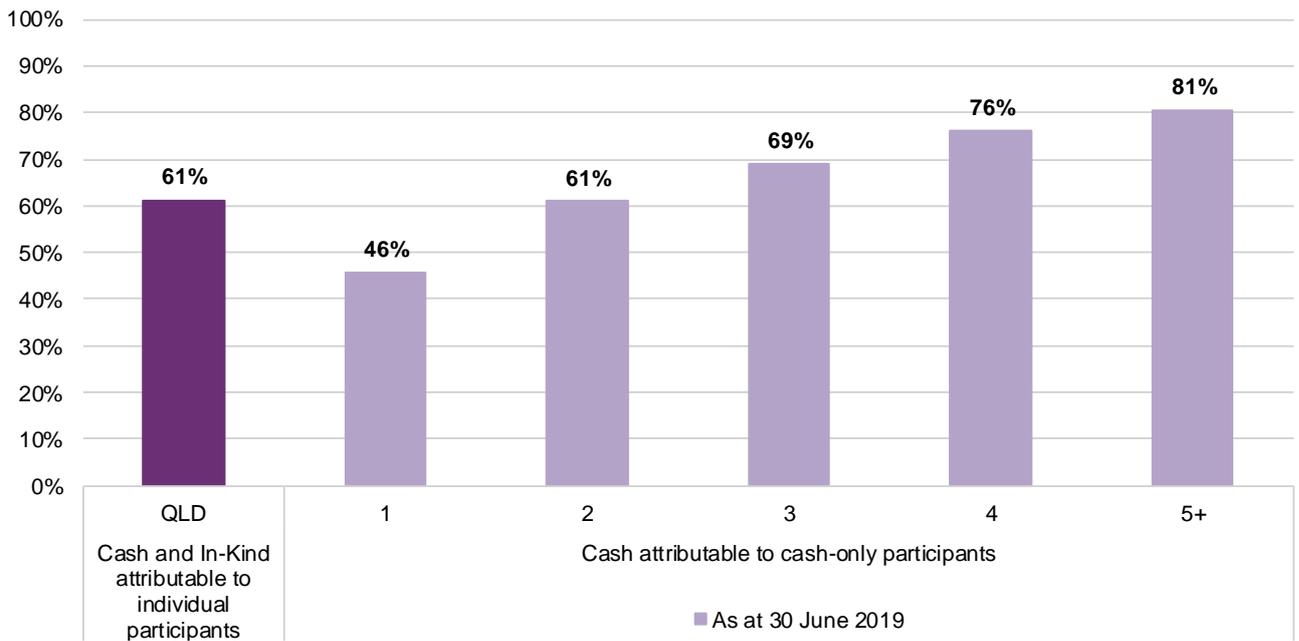
\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	-	-	1.0	198.1	789.1	2,424.0	3,412.2
Total paid	-	-	0.3	111.3	496.2	1,403.1	2,011.0
% utilised to date	-	-	32%	56%	63%	58%	59%

<sup>221</sup> Ibid.

**Figure H.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (QLD)**



**Figure H.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (QLD)<sup>222</sup>**



<sup>222</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure H.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (QLD)<sup>223</sup>

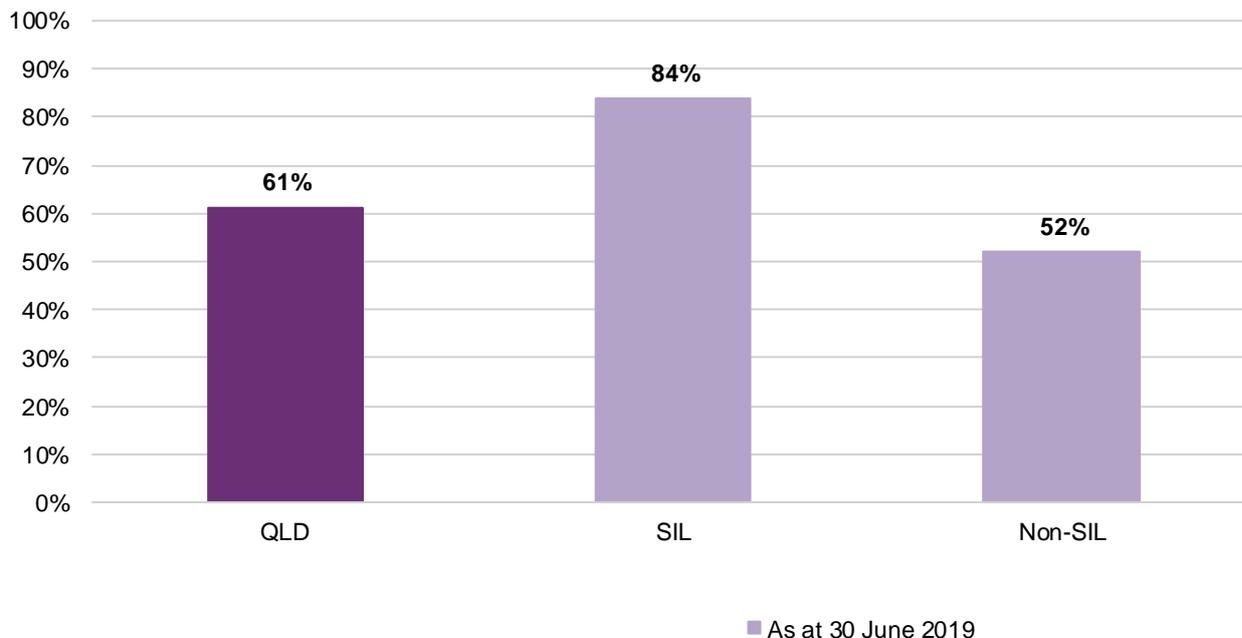
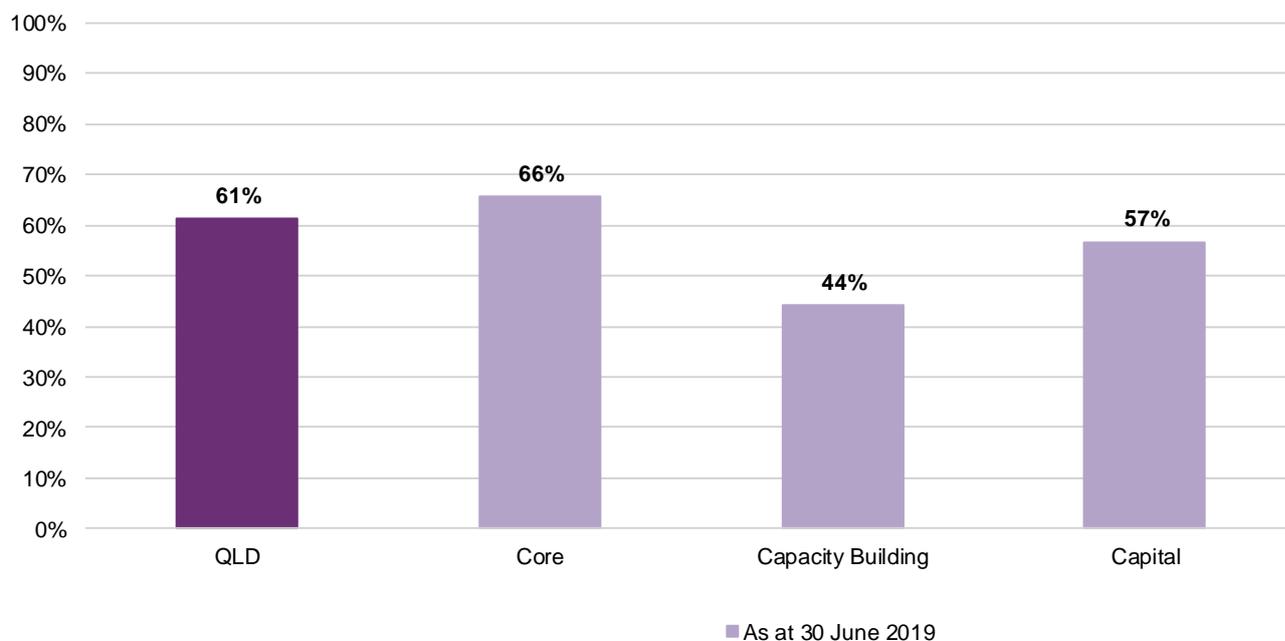


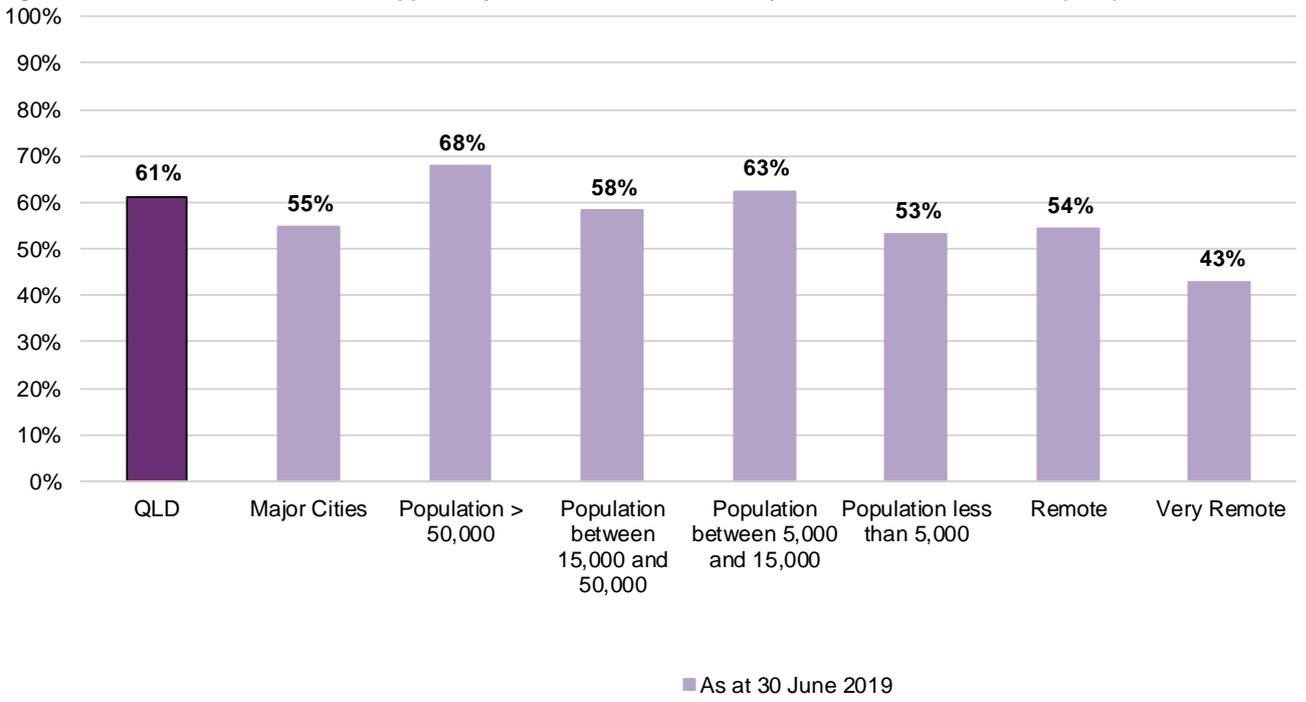
Figure H.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (QLD)<sup>224</sup>



<sup>223</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

<sup>224</sup> Ibid.

Figure H.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (QLD)<sup>225</sup>



# Appendix I:

## Western Australia

### Part One: Participants and their plans

Table I.1 Plan approvals compared to estimates – WA<sup>226</sup>

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
WA	13,627	2,836	16,463	16,520	14,535

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA<sup>227</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Access decisions</b>	<b>20,193</b>	<b>3,528</b>	<b>23,721</b>
<b>Access Met</b>	<b>18,502</b>	<b>3,038</b>	<b>21,540</b>
State	9,613	1,932	11,545
Commonwealth	615	225	840
New	8,274	881	9,155
<b>Total Participant Plans</b>	<b>13,633</b>	<b>2,893</b>	<b>16,520</b>
State	6,830	1,541	8,371
Commonwealth	338	130	468
New	6,459	1,165	7,624
ECEI <sup>228</sup>	6	57	57
<b>Total Participant Plans</b>	<b>13,633</b>	<b>2,893</b>	<b>16,520</b>
Early Intervention (s25)	1,448	208	1,656
Permanent Disability (s24)	12,179	2,628	14,807
ECEI <sup>229</sup>	6	57	57

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

Exits	
<b>Total participant exits</b>	<b>194</b>
Early Intervention participants	28
Permanent disability participants	166

<sup>226</sup> In this table the 16,463 participants include the 7,335 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants in subsequent tables where the percentage of estimate is shown.

<sup>227</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q4, 94% of people with a hearing impairment met the access criteria compared to 86% overall.

<sup>228</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>229</sup> Ibid.

**Table I.4 Cumulative position by services previously received – WA<sup>230,231</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	1,603	50	841		2,494	2,493	100%
End of 2016-17	2,122	85	1,575	0	3,782	3,778	100%
End of 2017-18	2,261	123	2,124	0	4,508	5,566	78%
End of 2018-19 Q1	2,716	165	2,743	2	5,626	6,080	77%
End of 2018-19 Q2	4,669	242	4,616	80	9,607	8,340	68%
End of 2018-19 Q3	6,830	338	6,459	6	13,633	10,600	70%
End of 2018-19 Q4	8,371	468	7,624	57	16,520	14,535	63%

**Table I.5 Cumulative position by entry into the Scheme – WA<sup>232,233</sup>**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention <sup>234</sup>	Permanent Disability <sup>235</sup>	ECEI	Total		
Trial	363	2,131		2,494	2,493	100%
End of 2016-17	666	3,116	0	3,782	3,778	100%
End of 2017-18	852	3,656	0	4,508	5,566	78%
End of 2018-19 Q1	966	4,658	2	5,626	6,080	77%
End of 2018-19 Q2	1,208	8,319	80	9,607	8,340	68%
End of 2018-19 Q3	1,448	12,179	6	13,633	10,600	70%
End of 2018-19 Q4	1,656	14,807	57	16,520	14,535	63%

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

**Table I.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – WA**

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	649	4.8%	395	13.9%	<b>1,044</b>	<b>6.4%</b>
Not Aboriginal and Torres Strait Islander	12,538	93.3%	2,334	82.4%	<b>14,872</b>	<b>91.4%</b>
Not Stated	249	1.9%	104	3.7%	<b>353</b>	<b>2.2%</b>
<b>Total</b>	<b>13,436</b>	<b>100%</b>	<b>2,833</b>	<b>100%</b>	<b>16,269</b>	<b>100%</b>

<sup>230</sup> Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

<sup>231</sup> In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants.

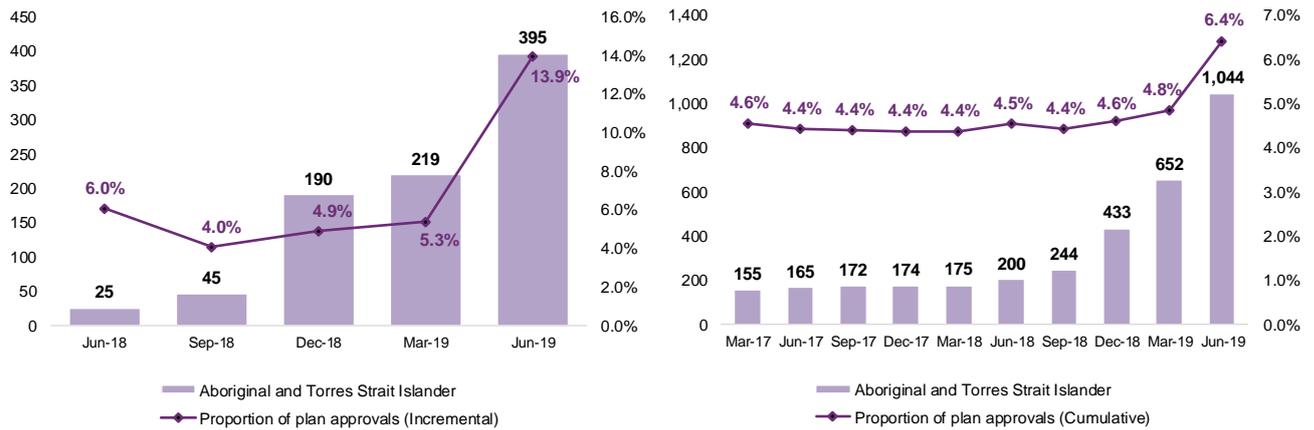
<sup>232</sup> Ibid.

<sup>233</sup> A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

<sup>234</sup> Participants who met Section 25 of the NDIS Act for access

<sup>235</sup> Participants who met Section 24 of the NDIS Act for access

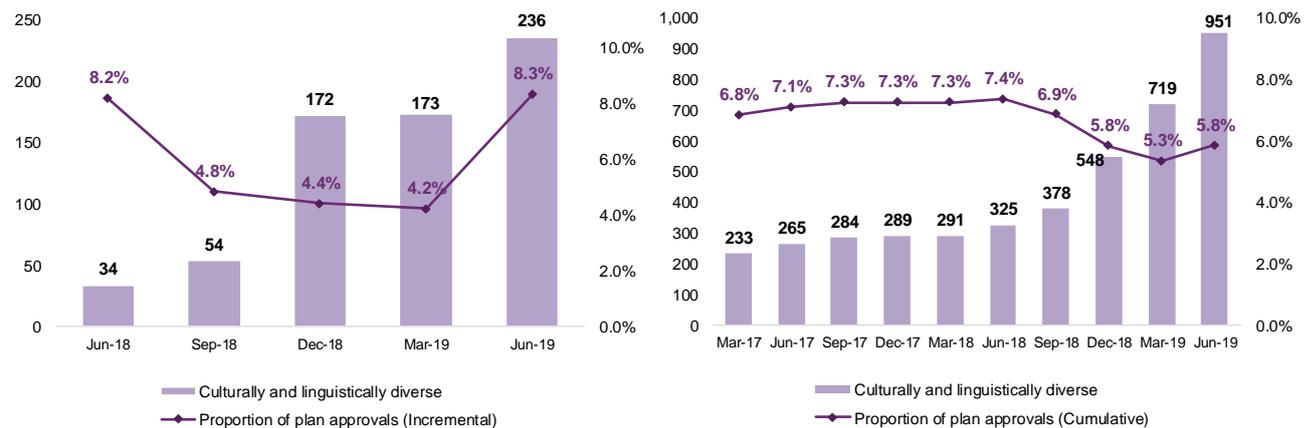
**Figure I.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – WA<sup>236,237</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	715	5.3%	236	8.3%	951	5.8%
Not CALD	7,655	57.0%	1,794	63.3%	9,449	58.1%
Not Stated	5,066	37.7%	803	28.3%	5,869	36.1%
<b>Total</b>	<b>13,436</b>	<b>100%</b>	<b>2,833</b>	<b>100%</b>	<b>16,269</b>	<b>100%</b>

**Figure I.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – WA<sup>238,239</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC <sup>240</sup>	37	0.3%	51	1.8%	88	0.5%
Not YPIRAC	13,399	99.7%	2,782	98.2%	16,181	99.5%
<b>Total</b>	<b>13,436</b>	<b>100%</b>	<b>2,833</b>	<b>100%</b>	<b>16,269</b>	<b>100%</b>

<sup>236</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>237</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in WA prior to the June 2018 quarter.

<sup>238</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>239</sup> There are insufficient numbers to show the incremental count of CALD participants in WA prior to the June 2018 quarter.

<sup>240</sup> The age breakdown of YPIRAC participants in WA cannot be reported due to small numbers in some age groups.

Figure I.3 Number and proportion of YPIRAC participants over time and cumulatively– WA<sup>241,242</sup>

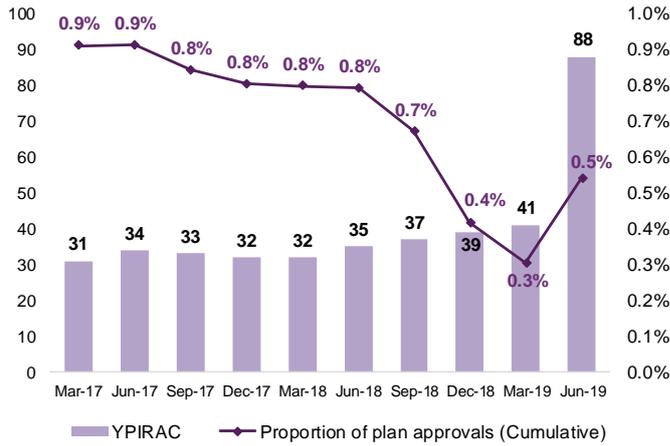
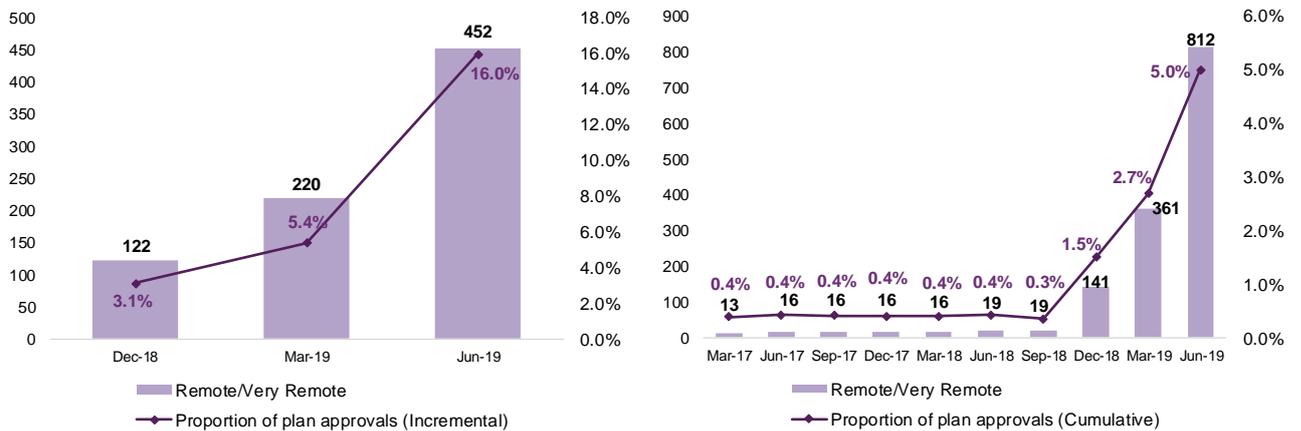


Table I.9 Participant profile per quarter by remoteness – WA<sup>243,244</sup>

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	10,885	81.1%	1,794	63.4%	12,679	78.0%
Population > 50,000	672	5.0%	227	8.0%	899	5.5%
Population between 15,000 and 50,000	640	4.8%	147	5.2%	787	4.8%
Population between 5,000 and 15,000	230	1.7%	51	1.8%	281	1.7%
Population less than 5,000	640	4.8%	159	5.6%	799	4.9%
Remote	307	2.3%	271	9.6%	578	3.6%
Very Remote	53	0.4%	181	6.4%	234	1.4%
Missing	<11		<11		12	
<b>Total</b>	<b>13,436</b>	<b>100%</b>	<b>2,833</b>	<b>100%</b>	<b>16,269</b>	<b>100%</b>

Figure I.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – WA<sup>245,246</sup>



<sup>241</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>242</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in WA over time.

<sup>243</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>244</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

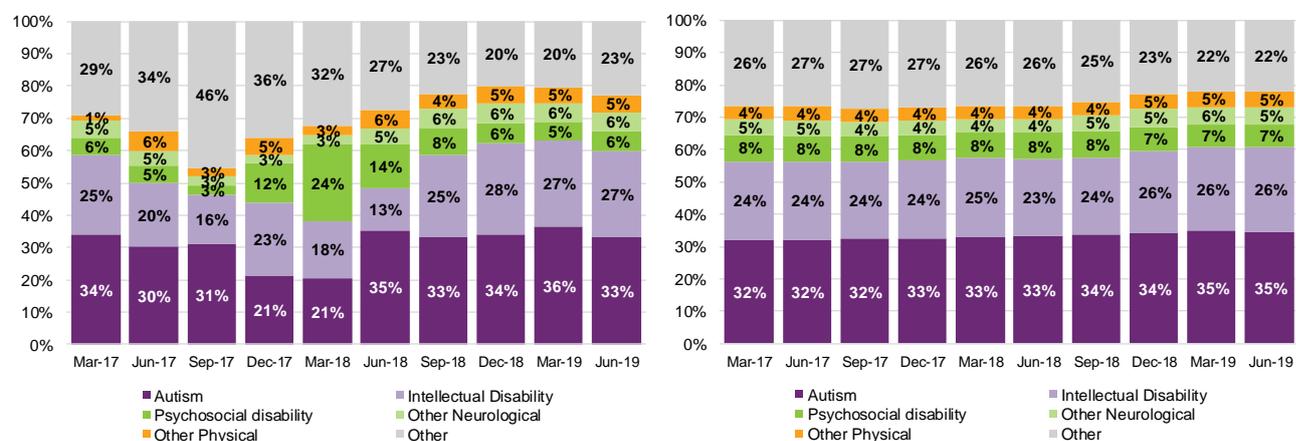
<sup>245</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>246</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in WA prior to the December 2018 quarter.

Table I.10 Participant profile per quarter by disability group - WA<sup>247,248</sup>

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	4,706	35%	945	33%	5,651	35%
Intellectual Disability <sup>249</sup>	3,522	26%	751	27%	4,273	26%
Psychosocial disability	914	7%	172	6%	1,086	7%
Developmental Delay	265	2%	38	1%	303	2%
Other Neurological	727	5%	164	6%	891	5%
Cerebral Palsy	582	4%	130	5%	712	4%
Other Physical	623	5%	155	5%	778	5%
Hearing Impairment	310	2%	82	3%	392	2%
ABI	404	3%	95	3%	499	3%
Visual Impairment	256	2%	48	2%	304	2%
Multiple Sclerosis	313	2%	50	2%	363	2%
Global Developmental Delay	371	3%	104	4%	475	3%
Stroke	118	1%	33	1%	151	1%
Spinal Cord Injury	225	2%	56	2%	281	2%
Other Sensory/Speech	89	1%	<11		94	1%
Other	11	0%	<11		16	0%
<b>Total</b>	<b>13,436</b>	<b>100%</b>	<b>2,833</b>	<b>100%</b>	<b>16,269</b>	<b>100%</b>

Figure I.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – WA<sup>250</sup>



<sup>247</sup> Table order based on national proportions (highest to lowest)

<sup>248</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>249</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (519).

<sup>250</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

Table I.11 Participant profile per quarter by level of function – WA

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	967	7%	173	6%	1,140	7%
2 (High Function)	45	0%	<11		51	0%
3 (High Function)	980	7%	197	7%	1,177	7%
4 (High Function)	486	4%	86	3%	572	4%
5 (High Function)	1,082	8%	206	7%	1,288	8%
6 (Moderate Function)	1,995	15%	463	16%	2,458	15%
7 (Moderate Function)	1,031	8%	168	6%	1,199	7%
8 (Moderate Function)	1,058	8%	224	8%	1,282	8%
9 (Moderate Function)	52	0%	11	0%	63	0%
10 (Moderate Function)	1,488	11%	346	12%	1,834	11%
11 (Low Function)	816	6%	171	6%	987	6%
12 (Low Function)	2,321	17%	518	18%	2,839	18%
13 (Low Function)	823	6%	205	7%	1,028	6%
14 (Low Function)	217	2%	59	2%	276	2%
15 (Low Function)	<11		<11		<11	
Missing	72		<11		72	
<b>Total</b>	<b>13,436</b>	<b>100%</b>	<b>2,833</b>	<b>100%</b>	<b>16,269</b>	<b>100%</b>

Figure I.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – WA<sup>251</sup>

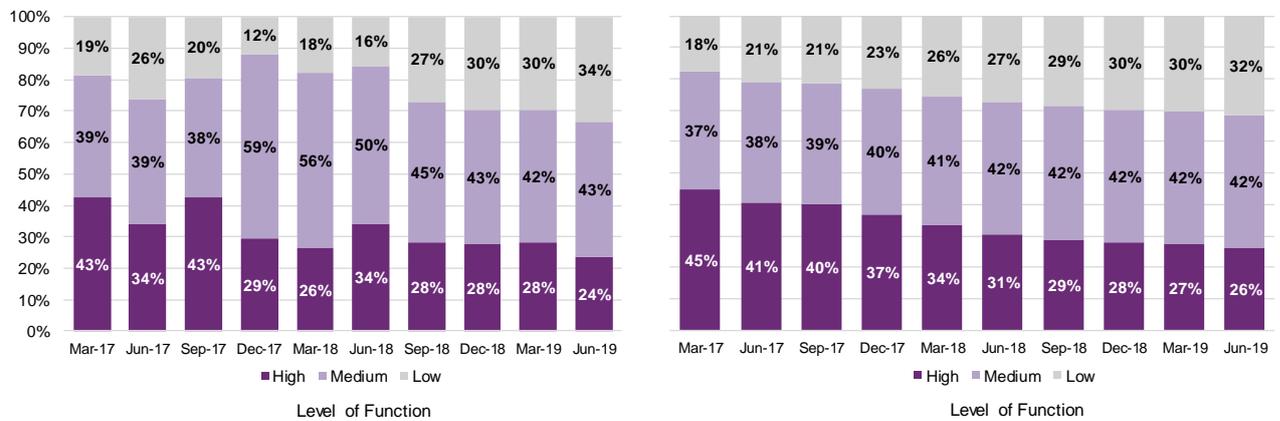
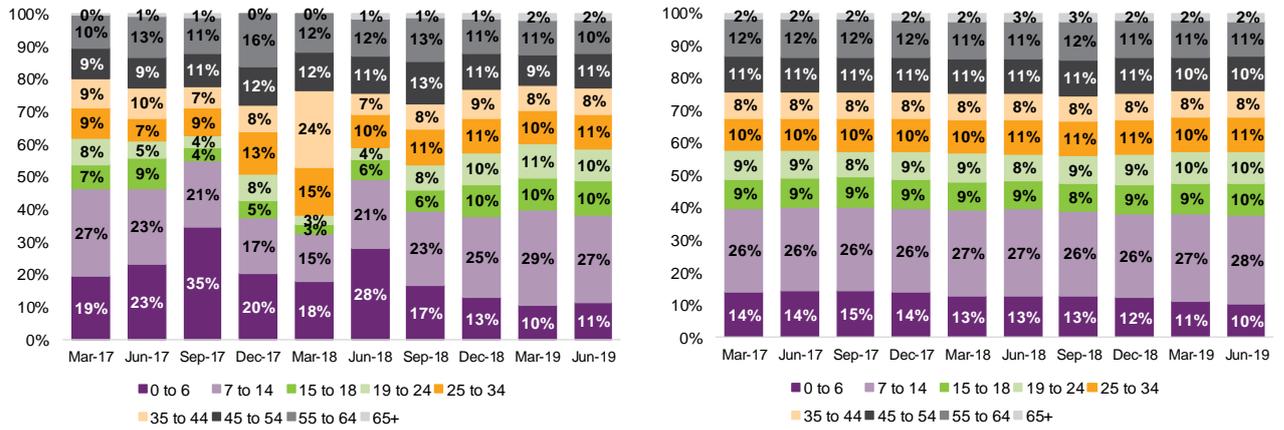


Table I.12 Participant profile per quarter by Age group – WA

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	1,349	10%	323	11%	1,672	10%
7 to 14	3,712	28%	763	27%	4,475	28%
15 to 18	1,278	10%	291	10%	1,569	10%
19 to 24	1,336	10%	282	10%	1,618	10%
25 to 34	1,436	11%	302	11%	1,738	11%
35 to 44	1,111	8%	230	8%	1,341	8%
45 to 54	1,383	10%	300	11%	1,683	10%
55 to 64	1,478	11%	293	10%	1,771	11%
65+	353	3%	49	2%	402	2%
<b>Total</b>	<b>13,436</b>	<b>100%</b>	<b>2,833</b>	<b>100%</b>	<b>16,269</b>	<b>100%</b>

<sup>251</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.  
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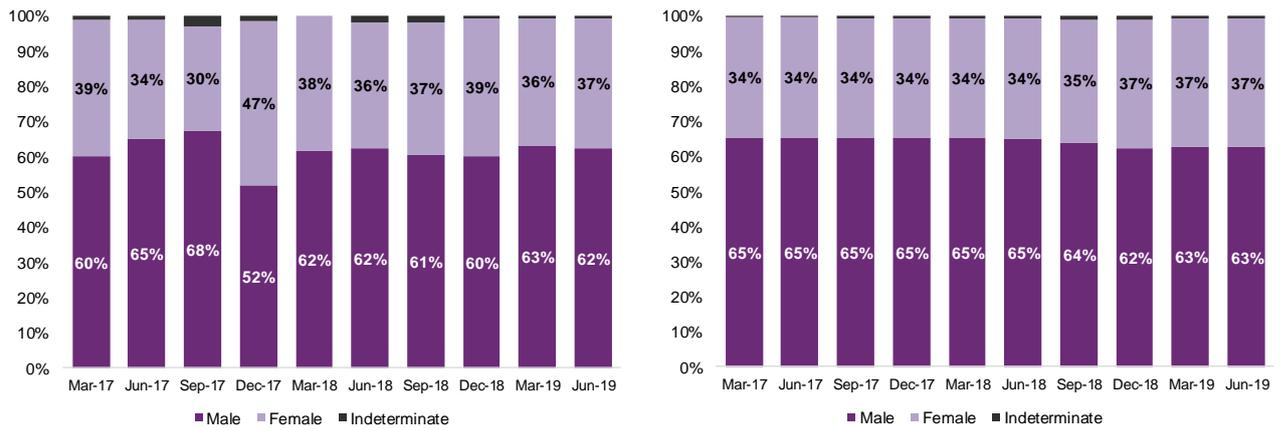
**Figure I.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – WA<sup>252</sup>**



**Table I.13 Participant profile per quarter by Gender – WA**

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	8,419	63%	1,765	62%	10,184	63%
Female	4,925	37%	1,051	37%	5,976	37%
Indeterminate	92	1%	17	1%	109	1%
<b>Total</b>	<b>13,436</b>	<b>100%</b>	<b>2,833</b>	<b>100%</b>	<b>16,269</b>	<b>100%</b>

**Figure I.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – WA<sup>253</sup>**



<sup>252</sup> Ibid.

<sup>253</sup> Ibid.

## Part Two: Participant experience and outcomes

Table I.14 Number of questionnaires completed by SFOF version – WA<sup>254</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	299	133	589	1,021
Participant school to 14	283	229	4,304	4,816
Participant 15 to 24	143	60	2,256	2,459
Participant 25 and over	501	295	4,955	5,751
<b>Total Participant</b>	<b>1,226</b>	<b>717</b>	<b>12,104</b>	<b>14,047</b>
Family 0 to 14	563	353	4,261	5,177
Family 15 to 24	38	41	1,519	1,598
Family 25 and over	23	83	1,671	1,777
<b>Total Family</b>	<b>624</b>	<b>477</b>	<b>7,451</b>	<b>8,552</b>
<b>Total</b>	<b>1,850</b>	<b>1,194</b>	<b>19,555</b>	<b>22,599</b>

Table I.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – WA

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	69%			
CC % who say their child is able to tell them what he/she wants	62%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		35%		
DL % who say their child is becoming more independent		47%		
CC % of children who have a genuine say in decisions about themselves		70%		
CC % who are happy with the level of independence/control they have now			43%	
CC % who choose who supports them			37%	62%
CC % who choose what they do each day			48%	69%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			17%	23%
CC % who want more choice and control in their life			70%	61%

<sup>254</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.6% of participants.  
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**Table I.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – WA**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	53%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	45%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		39%		
REL	Of these, % who are welcomed or actively included	67%	83%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			33%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			40%	42%

**Table I.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – WA**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		66%		
HM	% who are happy with their home			86%	82%
HM	% who feel safe or very safe in their home			86%	76%
HW	% who rate their health as good, very good or excellent			74%	48%
HW	% who did not have any difficulties accessing health services			86%	81%
LL	% who currently attend or previously attended school in a mainstream class			39%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				68%
LL	% unable to do a course or training they wanted to do in the last 12 months				25%
WK	% who have a paid job			24%	25%
WK	% who volunteer			18%	14%

**Table I.18 Selected key indicators for families/carers of participants – WA**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	20%	20%
% receiving Carer Allowance	50%	49%	36%
% working in a paid job	47%	52%	34%
Of those in a paid job, % in permanent employment	76%	75%	85%
Of those in a paid job, % working 15 hours or more	77%	84%	85%
% who say they (and their partner) are able to work as much as they want	44%	54%	69%
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%	88%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	30%	20%	16%
% able to advocate for their child/family member	77%	72%	74%
% who have friends and family they see as often as they like	43%	48%	54%
% who feel very confident or somewhat confident in supporting their child's development	90%		
% who know what their family can do to enable their family member with disability to become as independent as possible		55%	
% who feel in control selecting services		61%	64%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			48%
% who rate their health as good, very good or excellent	75%	68%	64%

**Table I.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=48) – WA<sup>255</sup>**

Question	% Yes
DL Has the NDIS improved your child's development?	91%
DL Has the NDIS improved your child's access to specialist services?	96%
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?	64%
S/CP Has the NDIS improved how your child fits into community life?	66%

<sup>255</sup> Results in Tables I.19 to I.22 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables I.23 to I.26.

**Table I.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=239) – WA**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	67%
LL	Has the NDIS improved your child's access to education?	48%
REL	Has the NDIS improved your child's relationships with family and friends?	54%
S/CP	Has the NDIS improved your child's social and recreational life?	45%

**Table I.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=55) and ‘Participant 25 and over’ (n=217) – WA**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	67%	78%
DL	Has the NDIS helped you with daily living activities?	68%	83%
REL	Has the NDIS helped you to meet more people?	64%	57%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	37%	28%
HW	Has your involvement with the NDIS improved your health and wellbeing?	61%	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?	35%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	22%
S/CP	Has the NDIS helped you be more involved?	71%	63%

**Table I.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=264); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=58) – WA**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	60%
Has the NDIS improved the level of support for your family?	68%	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?	83%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	81%	
Has the NDIS improved your health and wellbeing?	48%	36%

**Table I.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=20) – WA<sup>256</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child’s development?	93%	85%	-8%
DL	Has the NDIS improved your child’s access to specialist services?	96%	90%	-6%
CC	Has the NDIS helped increase your child’s ability to communicate what they want?	79%	55%	-24%
REL	Has the NDIS improved how your child fits into family life?	75%	60%	-15%
S/CP	Has the NDIS improved how your child fits into community life?	60%	45%	-15%

**Table I.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=348) – WA**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	71%	76%	+5%
LL	Has the NDIS improved your child’s access to education?	44%	48%	+5%
REL	Has the NDIS improved your child’s relationships with family and friends?	54%	58%	+4%
S/CP	Has the NDIS improved your child’s social and recreational life?	54%	57%	+3%

**Table I.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=114) and ‘Participant 25 and over’ (n=362) – WA**

Question	15 to 24			25 and over			
	Year 1	Year 2	Change	Year 1	Year 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	69%	72%	+3%	75%	78%	+3%
DL	Has the NDIS helped you with daily living activities?	72%	74%	+2%	82%	86%	+4%
REL	Has the NDIS helped you to meet more people?	52%	50%	-2%	58%	62%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	19%	20%	+1%	31%	32%	+2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	46%	-2%	53%	56%	+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?	37%	39%	+1%	35%	31%	-3%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	24%	28%	+4%	25%	22%	-3%
S/CP	Has the NDIS helped you be more involved?	66%	67%	+2%	69%	72%	+3%

<sup>256</sup> Results in Tables I.23 to I.27 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table I.26 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=259) and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=39) – WA**

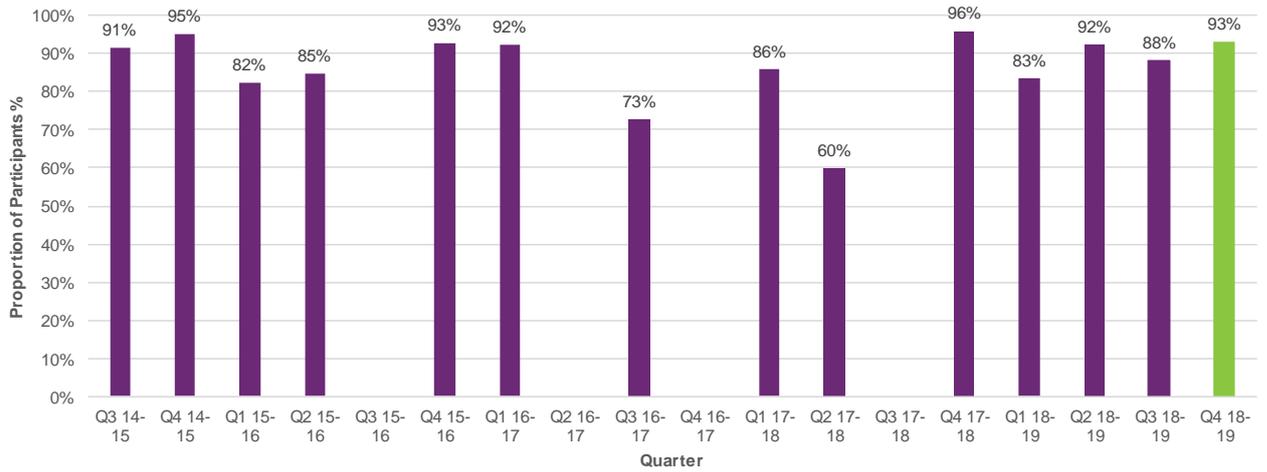
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	63%	+5%	52%	64%	+12%
Has the NDIS improved the level of support for your family?	75%	76%	+1%	67%	69%	+3%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	79%	84%	+5%	75%	74%	-1%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	78%	+3%			
Has the NDIS improved your health and wellbeing?	51%	53%	+2%	43%	49%	+6%

**Table I.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=425) –WA<sup>257</sup>**

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	15%	21%	
Aged 25+	29%	30%	26%
Aged 15+ (average)	27%	28%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	34%	49%	41%
Aged 25+	39%	45%	
Aged 15+ (average)	39%	46%	

<sup>257</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 June 2017.

**Figure I.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (WA)<sup>\*258</sup>**



\*The result for Q4 of 2018-19 is based on 57 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 93% gave a rating of good or very good, 0% gave a neutral rating and 7% gave a rating of poor or very poor.

**Table I.28 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (WA)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	89%	4%	7%
I had enough time to tell my story and say what support I need	88%	2%	11%
The planner knows what I can do well	84%	9%	7%
The planner had some good ideas for my plan	84%	4%	12%
I know what is in my plan	67%	16%	18%
The planner helped me think about my future	70%	16%	14%
I think my plan will make my life better	86%	5%	9%
The planning meeting went well	93%	0%	7%

<sup>258</sup> Participant satisfaction results are not shown if there is insufficient data in the group.  
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**Table I.29 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (WA)**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
<b>Access</b>	<b>n = 325</b>	<b>n = 118</b>
Are you happy with how coming into the NDIS has gone?	73%	75%
Was the person from the NDIS respectful?	92%	91%
Do you understand what will happen next with your plan?	70%	70%
<b>Pre-planning</b>	<b>n = 227</b>	<b>n = 141</b>
Did the person from the NDIS understand how your disability affects your life?	82%	79%
Did you understand why you needed to give the information you did?	95%	93%
Were decisions about your plan clearly explained?	73%	72%
Are you clear on what happens next with your plan?	64%	62%
Do you know where to go for more help with your plan?	75%	68%
<b>Planning</b>	<b>n = 298</b>	<b>n = 145</b>
Did the person from the NDIS understand how your disability affects your life?	84%	84%
Did you understand why you needed to give the information you did?	98%	93%
Were decisions about your plan clearly explained?	80%	77%
Are you clear on what happens next with your plan?	72%	68%
Do you know where to go for more help with your plan?	77%	73%
<b>Plan review</b>	<b>n = 143</b>	<b>n = 38</b>
Did the person from the NDIS understand how your disability affects your life?	85%	87%
Did you feel prepared for your plan review?	80%	79%
Is your NDIS plan helping you to make progress towards your goals?	91%	82%

**Table I.30 Plan reviews conducted per quarter – excluding plans less than 30 days – WA<sup>259</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total plan reviews</b>	<b>9,644</b>	<b>2,089</b>	<b>11,733</b>
<i>Early intervention plans</i>	1,528	330	1,858
<i>Permanent disability plans</i>	8,116	1,759	9,875

<sup>259</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

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

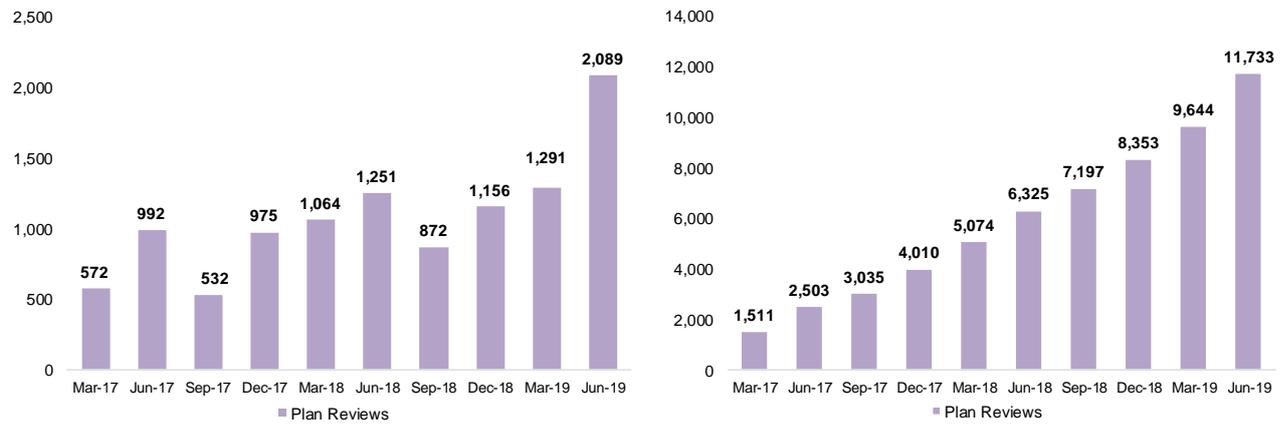


Table I.31 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total scheduled plan reviews</b>	<b>8,045</b>	<b>1,564</b>	<b>9,609</b>
<i>Trial participants</i>	5,679	738	6,417
<i>Transition participants</i>	2,366	826	3,192

Figure I.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – WA<sup>260</sup>

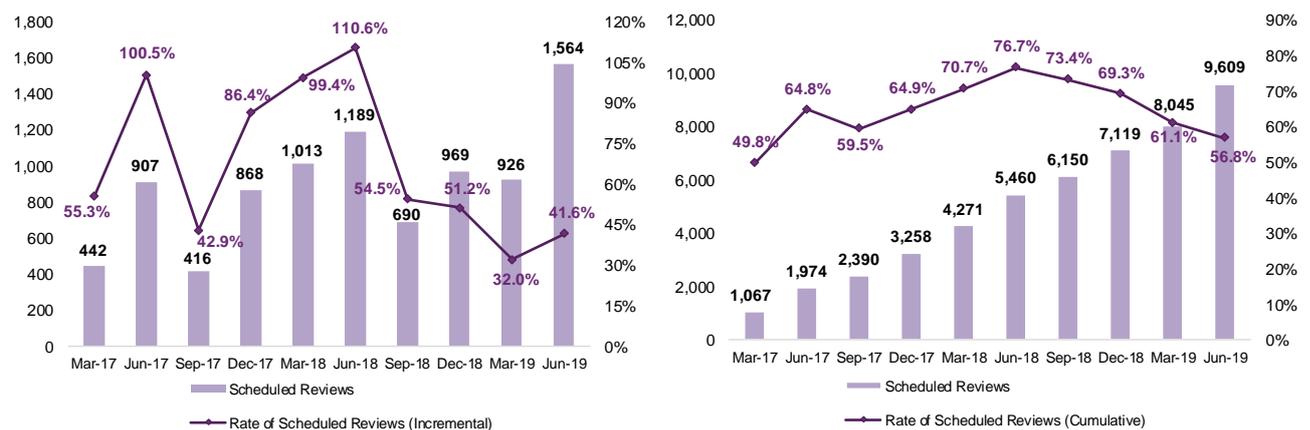


Table I.32 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total unscheduled plan reviews</b>	<b>1,599</b>	<b>525</b>	<b>2,124</b>
<i>Trial participants</i>	867	56	923
<i>Transition participants</i>	732	469	1,201

Table I.33 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA<sup>261</sup>

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>% unscheduled reviews</b>	<b>12.1%</b>	<b>14.0%</b>	<b>12.5%</b>

<sup>260</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>261</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure I.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – WA<sup>262</sup>

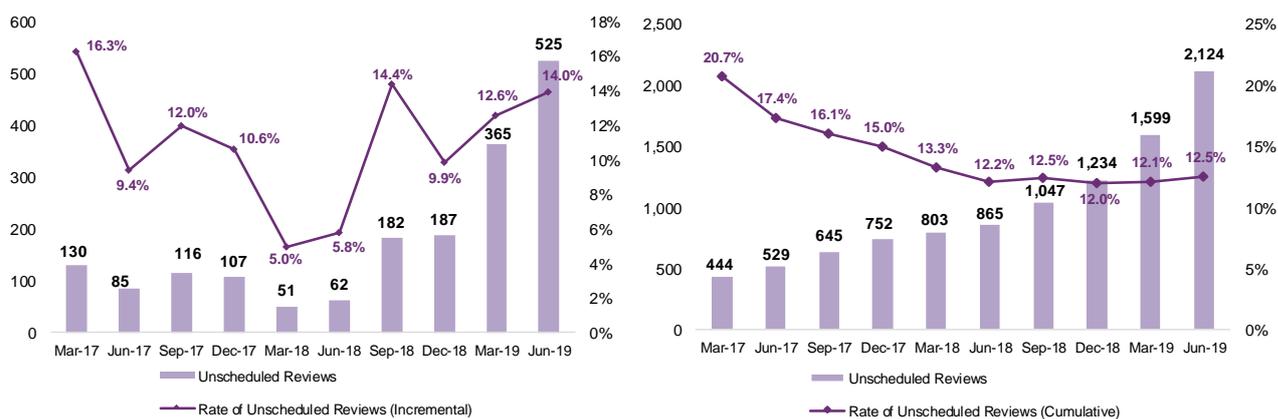


Table I.34 AAT cases by category – WA<sup>263</sup>

	Prior Quarters	2018-19 Q4	Total
	N	N	N
<b>AAT cases</b>	<b>48</b>	<b>&lt;11</b>	<b>57</b>
<b>% of all access decisions<sup>264</sup></b>	<b>0.19%</b>	<b>0.16%</b>	<b>0.19%</b>

Table I.35 AAT cases by open/closed and decision – WA

	N
<b>AAT Cases</b>	<b>57</b>
<b>Open AAT Cases</b>	<b>14</b>
<b>Closed AAT Cases</b>	<b>43</b>
<i>Resolved before hearing</i>	43
<i>Gone to hearing and received a substantive decision</i>	0

Table I.36 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

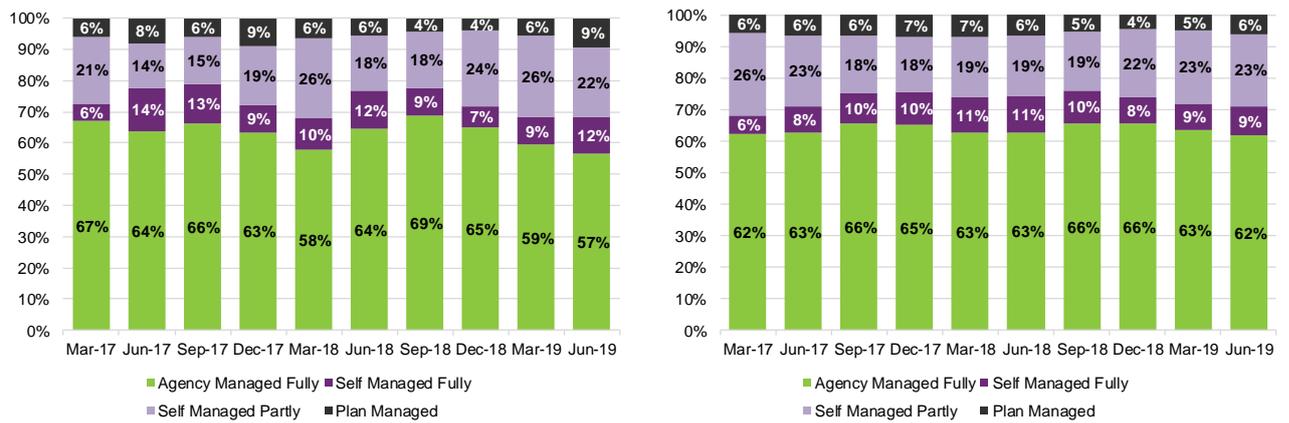
	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	8%	12%	<b>9%</b>
Self-managed partly	23%	22%	<b>23%</b>
Plan managed	4%	9%	<b>6%</b>
Agency managed	64%	57%	<b>62%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>262</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>263</sup> The counts of AAT cases for WA by category are not shown due to insufficient numbers.

<sup>264</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure I.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – WA<sup>266</sup>**



**Table I.37 Distribution of active participants by support coordination and quarter of plan approval – WA**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	38%	45%	40%

**Table I.38 Duration to plan activation by quarter of initial plan approval for active participants – WA<sup>267,268</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	2,137	70%	3,016	78%
30 to 59 days	335	11%	289	7%
60 to 89 days	163	5%	159	4%
<b>Activated within 90 days</b>	<b>2,635</b>	<b>86%</b>	<b>3,464</b>	<b>89%</b>
90 to 119 days	103	3%	83	2%
120 days and over	204	7%	76	2%
<b>Activated after 90 days</b>	<b>307</b>	<b>10%</b>	<b>159</b>	<b>4%</b>
No payments	132	4%	260	7%
<b>Total plans approved</b>	<b>3,074</b>	<b>100%</b>	<b>3,883</b>	<b>100%</b>

<sup>266</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

<sup>267</sup> Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>268</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table I.39 Proportion of active participants with plan activated within 12 months – WA

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	184	196	94%
Not Aboriginal and Torres Strait Islander	3,892	4,074	96%
Not Stated	76	82	93%
<b>Total</b>	<b>4,152</b>	<b>4,352</b>	<b>95%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	305	317	96%
Not CALD	3,657	3,839	95%
Not Stated	190	196	97%
<b>Total</b>	<b>4,152</b>	<b>4,352</b>	<b>95%</b>
<b>by Remoteness</b>			
Major Cities	3,765	3,933	96%
Regional	368	395	93%
Remote	14	19	74%
Missing	<11	<11	
<b>Total</b>	<b>4,152</b>	<b>4,352</b>	<b>95%</b>
<b>by Primary Disability type</b>			
Autism	1,424	1,516	94%
Intellectual Disability (including Down Syndrome)	1,000	1,044	96%
Psychosocial Disability	352	362	97%
Developmental Delay (including Global Developmental Delay)	223	238	94%
Other	1,153	1,192	97%
<b>Total</b>	<b>4,152</b>	<b>4,352</b>	<b>95%</b>

Table I.40 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – WA<sup>269,270</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	32%	53%	37%
50% to 75%	27%	26%	27%
> 75%	41%	21%	36%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>269</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>270</sup> This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

**Table I.41 Proportion of active participants with approved plans accessing mainstream supports – WA**

	Prior Quarters	2018-19 Q4	Total
Daily Activities	5%	7%	5%
Health & Wellbeing	47%	48%	47%
Lifelong Learning	21%	22%	22%
Other	14%	19%	16%
Non-categorised	28%	26%	27%
Any mainstream service	90%	90%	90%

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

**Table I.42 Key provider indicators by quarter - WA<sup>271</sup>**

	Prior Quarters	2018-19 Q4	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	226	16	234
<i>Company/ organisation</i>	889	39	907
<i>Total</i>	1,115	55	1,141
b) Registration revoked	29		

<sup>271</sup> The total number of providers as at 30 June 2019 (1,141) is not the sum of the number of providers as at 31 March 2019 (1,115) and the providers registered in the fourth quarter of 2018-19 (55). This is due to 29 providers whose registration ended during the fourth quarter of 2018-19.

Table I.43 Number of approved providers by registration group - WA<sup>272,273</sup>

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	109	5	114	5%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	112	10	122	9%
Assistance with travel/transport arrangements	189	17	206	9%
Daily Personal Activities	133	13	146	10%
Group and Centre Based Activities	109	10	119	9%
High Intensity Daily Personal Activities	123	13	136	11%
Household tasks	196	15	211	8%
Interpreting and translation	52	-1	51	-2%
Participation in community, social and civic activities	155	10	165	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	165	4	169	2%
Assistive products for household tasks	133	2	135	2%
Assistance products for personal care and safety	316	5	321	2%
Communication and information equipment	122	6	128	5%
Customised Prosthetics	87	-1	86	-1%
Hearing Equipment	48	1	49	2%
Hearing Services	9	-1	8	-11%
Personal Mobility Equipment	241	6	247	2%
Specialised Hearing Services	16	0	16	0%
Vision Equipment	53	0	53	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	128	11	139	9%
Behaviour Support	116	9	125	8%
Community nursing care for high needs	70	3	73	4%
Development of daily living and life skills	134	11	145	8%
Early Intervention supports for early childhood	123	4	127	3%
Exercise Physiology and Physical Wellbeing activities	91	1	92	1%
Innovative Community Participation	131	5	136	4%
Specialised Driving Training	56	0	56	0%
Therapeutic Supports	271	12	283	4%
<b>Capital services</b>				
Home modification design and construction	129	9	138	7%
Specialised Disability Accommodation	27	9	36	33%
Vehicle Modifications	31	2	33	6%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	65	13	78	20%
Support Coordination	105	9	114	9%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	65	4	69	6%
Specialised Supported Employment	23	2	25	9%
<b>Total approved providers</b>	<b>1,086</b>	<b>55</b>	<b>1,141</b>	<b>5%</b>

<sup>272</sup> The 29 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

<sup>273</sup> Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

**Table I.44 Key markets indicators by quarter – WA**

<b>Market indicators</b>	<b>Prior Quarters</b>	<b>2018-19 Q4</b>
a) Average number of providers per participant	1.41	1.43
b) Number of providers delivering new supports	172	190
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	33%	37%
<i>Not yet active (%)</i>	59%	56%
<i>Inactive (%)</i>	7%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	81%
<i>Therapeutic Supports (%)</i>	95%	95%
<i>Participate Community (%)</i>	76%	80%
<i>Early Childhood Supports (%)</i>	84%	89%
<i>Assist Personal Activities (%)</i>	83%	86%

Table I.45 Cumulative number of providers that have been active by registration group – WA

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	11	0	11	0%
Assistance Animals	1	1	2	100%
Assistance with daily life tasks in a group or shared living arrangement	57	8	65	14%
Assistance with travel/transport arrangements	66	6	72	9%
Daily Personal Activities	92	13	105	14%
Group and Centre Based Activities	48	4	52	8%
High Intensity Daily Personal Activities	78	5	83	6%
Household tasks	74	14	88	19%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	107	13	120	12%
<b>Assistive Technology</b>				
Assistive equipment for recreation	14	2	16	14%
Assistive products for household tasks	12	2	14	17%
Assistance products for personal care and safety	112	13	125	12%
Communication and information equipment	19	1	20	5%
Customised Prosthetics	33	3	36	9%
Hearing Equipment	3	0	3	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	57	7	64	12%
Specialised Hearing Services	3	0	3	0%
Vision Equipment	8	1	9	13%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	78	12	90	15%
Behaviour Support	45	7	52	16%
Community nursing care for high needs	12	4	16	33%
Development of daily living and life skills	77	10	87	13%
Early Intervention supports for early childhood	59	10	69	17%
Exercise Physiology and Physical Wellbeing activities	11	2	13	18%
Innovative Community Participation	3	3	6	100%
Specialised Driving Training	10	0	10	0%
Therapeutic Supports	169	22	191	13%
<b>Capital services</b>				
Home modification design and construction	23	1	24	4%
Specialised Disability Accommodation	0	0	0	-
Vehicle Modifications	4	2	6	50%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	27	7	34	26%
Support Coordination	31	7	38	23%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	31	2	33	6%
Specialised Supported Employment	10	0	10	0%
<b>Total approved active providers</b>	<b>448</b>	<b>56</b>	<b>504</b>	<b>13%</b>

Table I.46 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – WA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	9	105	114	0	11	11
Assistance Animals	0	2	2	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	3	119	122	1	64	65
Assistance with travel/transport arrangements	16	190	206	3	69	72
Daily Personal Activities	4	142	146	2	103	105
Group and Centre Based Activities	5	114	119	1	51	52
High Intensity Daily Personal Activities	4	132	136	2	81	83
Household tasks	26	185	211	10	78	88
Interpreting and translation	7	44	51	1	6	7
Participation in community, social and civic activities	6	159	165	5	115	120
<b>Assistive Technology</b>						
Assistive equipment for recreation	25	144	169	1	15	16
Assistive products for household tasks	13	122	135	0	14	14
Assistance products for personal care and safety	42	279	321	10	115	125
Communication and information equipment	22	106	128	2	18	20
Customised Prosthetics	10	76	86	4	32	36
Hearing Equipment	5	44	49	0	3	3
Hearing Services	1	7	8	0	2	2
Personal Mobility Equipment	30	217	247	7	57	64
Specialised Hearing Services	1	15	16	0	3	3
Vision Equipment	7	46	53	0	9	9
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	8	131	139	3	87	90
Behaviour Support	28	97	125	12	40	52
Community nursing care for high needs	2	71	73	1	15	16
Development of daily living and life skills	7	138	145	3	84	87
Early Intervention supports for early childhood	48	79	127	22	47	69
Exercise Physiology and Physical Wellbeing activities	16	76	92	1	12	13
Innovative Community Participation	22	114	136	3	3	6
Specialised Driving Training	9	47	56	2	8	10
Therapeutic Supports	101	182	283	64	127	191
<b>Capital services</b>						
Home modification design and construction	14	124	138	0	24	24
Specialised Disability Accommodation	1	35	36	0	0	0
Vehicle Modifications	2	31	33	0	6	6
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	5	73	78	1	33	34

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	7	107	114	1	37	38
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	3	66	69	0	33	33
Specialised Supported Employment	0	25	25	0	10	10
<b>Total</b>	<b>234</b>	<b>907</b>	<b>1,141</b>	<b>99</b>	<b>405</b>	<b>504</b>

Table I.47 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – WA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	8%	92%	114	0%	100%	11
Assistance Animals	0%	100%	2	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	2%	98%	122	2%	98%	65
Assistance with travel/transport arrangements	8%	92%	206	4%	96%	72
Daily Personal Activities	3%	97%	146	2%	98%	105
Group and Centre Based Activities	4%	96%	119	2%	98%	52
High Intensity Daily Personal Activities	3%	97%	136	2%	98%	83
Household tasks	12%	88%	211	11%	89%	88
Interpreting and translation	14%	86%	51	14%	86%	7
Participation in community, social and civic activities	4%	96%	165	4%	96%	120
<b>Assistive Technology</b>						
Assistive equipment for recreation	15%	85%	169	6%	94%	16
Assistive products for household tasks	10%	90%	135	0%	100%	14
Assistance products for personal care and safety	13%	87%	321	8%	92%	125
Communication and information equipment	17%	83%	128	10%	90%	20
Customised Prosthetics	12%	88%	86	11%	89%	36
Hearing Equipment	10%	90%	49	0%	100%	3
Hearing Services	13%	88%	8	0%	100%	2
Personal Mobility Equipment	12%	88%	247	11%	89%	64
Specialised Hearing Services	6%	94%	16	0%	100%	3
Vision Equipment	13%	87%	53	0%	100%	9
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	6%	94%	139	3%	97%	90
Behaviour Support	22%	78%	125	23%	77%	52
Community nursing care for high needs	3%	97%	73	6%	94%	16
Development of daily living and life skills	5%	95%	145	3%	97%	87
Early Intervention supports for early childhood	38%	62%	127	32%	68%	69
Exercise Physiology and Physical Wellbeing activities	17%	83%	92	8%	92%	13

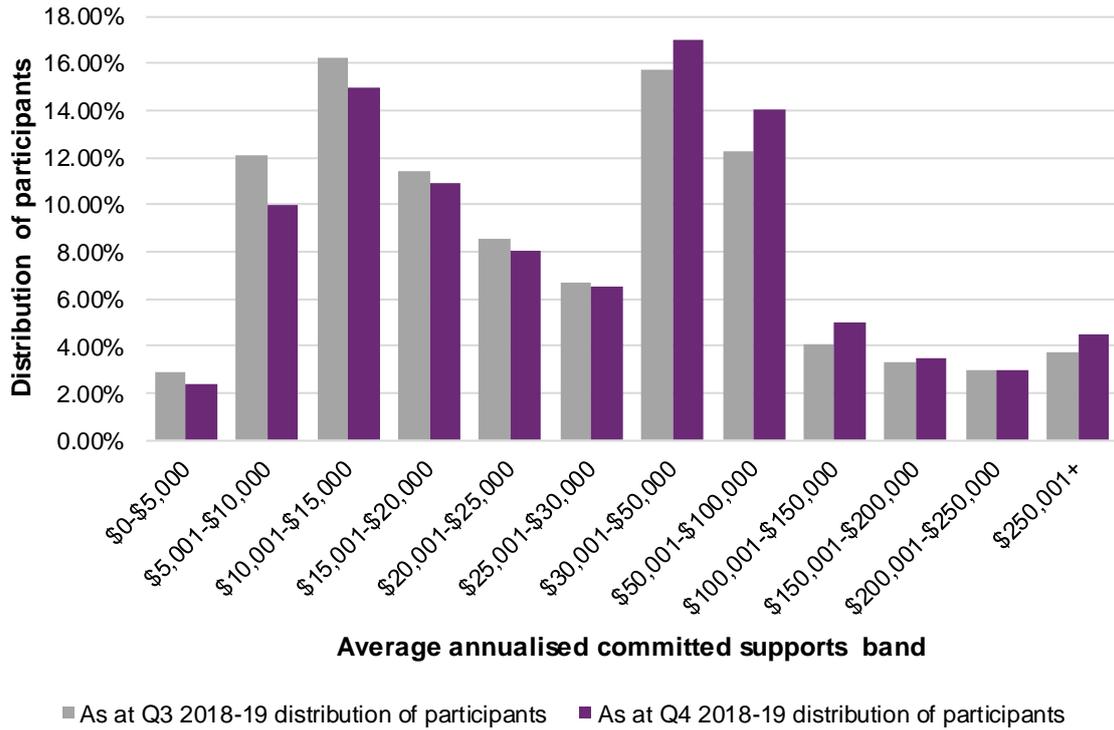
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	16%	84%	136	50%	50%	6
Specialised Driving Training	16%	84%	56	20%	80%	10
Therapeutic Supports	36%	64%	283	34%	66%	191
<b>Capital services</b>						
Home modification design and construction	10%	90%	138	0%	100%	24
Specialised Disability Accommodation	3%	97%	36	-	-	0
Vehicle Modifications	6%	94%	33	0%	100%	6
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	6%	94%	78	3%	97%	34
Support Coordination	6%	94%	114	3%	97%	38
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	4%	96%	69	0%	100%	33
Specialised Supported Employment	0%	100%	25	0%	100%	10
<b>Total</b>	<b>21%</b>	<b>79%</b>	<b>1,141</b>	<b>20%</b>	<b>80%</b>	<b>504</b>

### Part Five: Financial sustainability

Table I.48 Committed supports by financial year (\$m) - WA

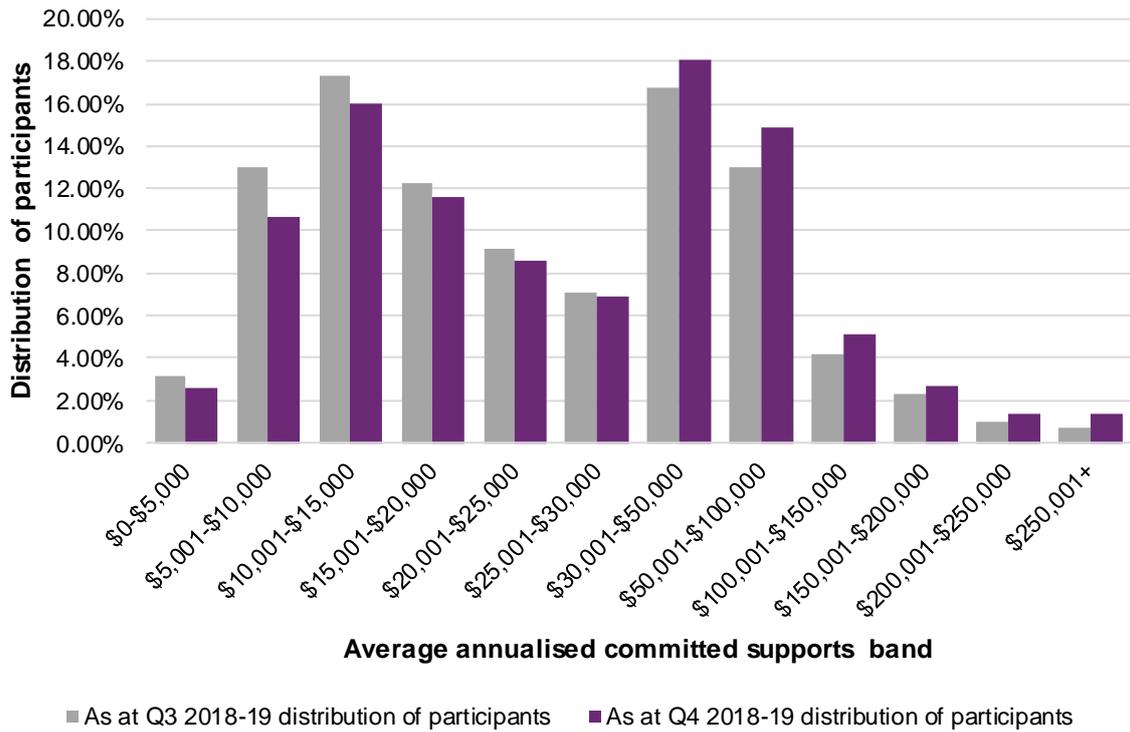
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	18.9	69.6	166.4	215.9	532.5	1,003.3

**Figure I.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)<sup>274</sup>**



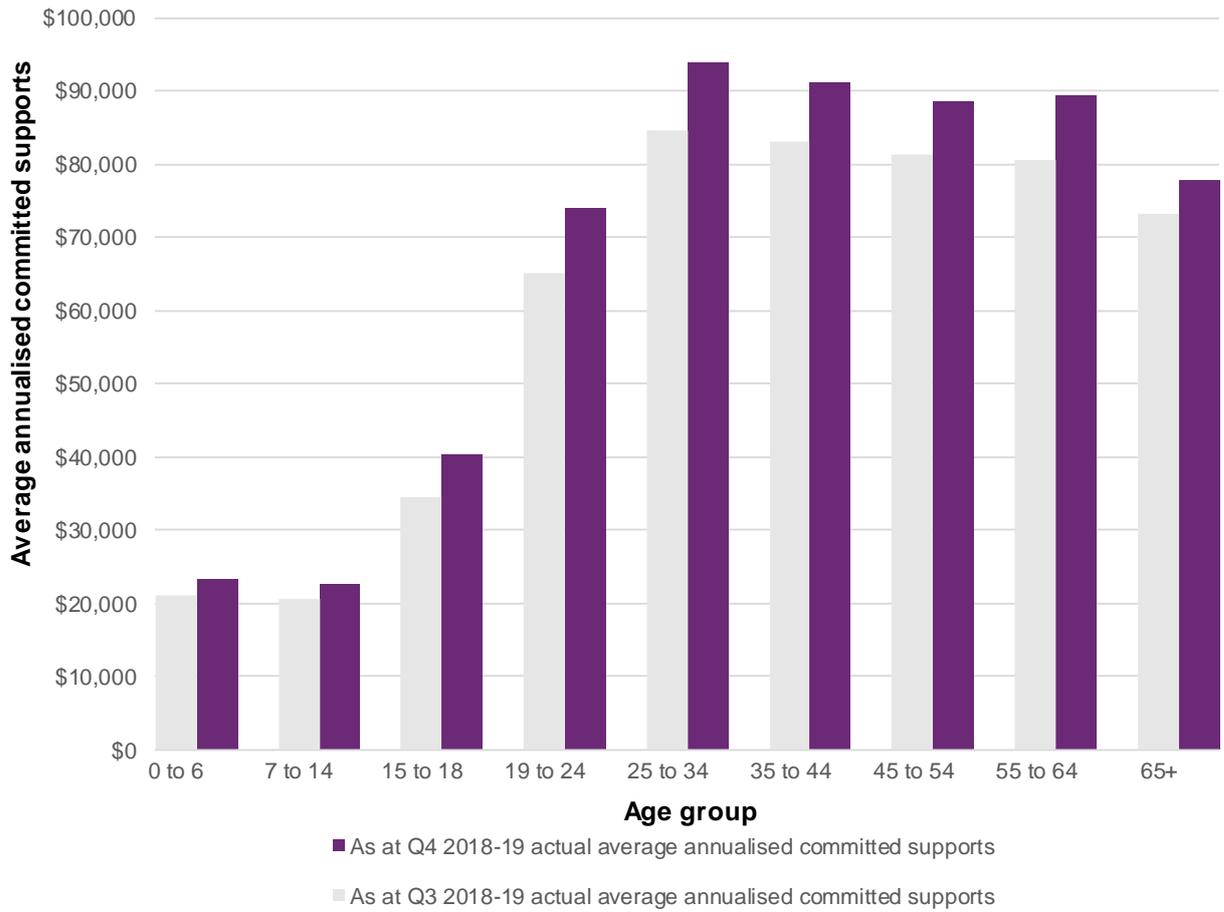
<sup>274</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

**Figure I.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)<sup>275</sup>**



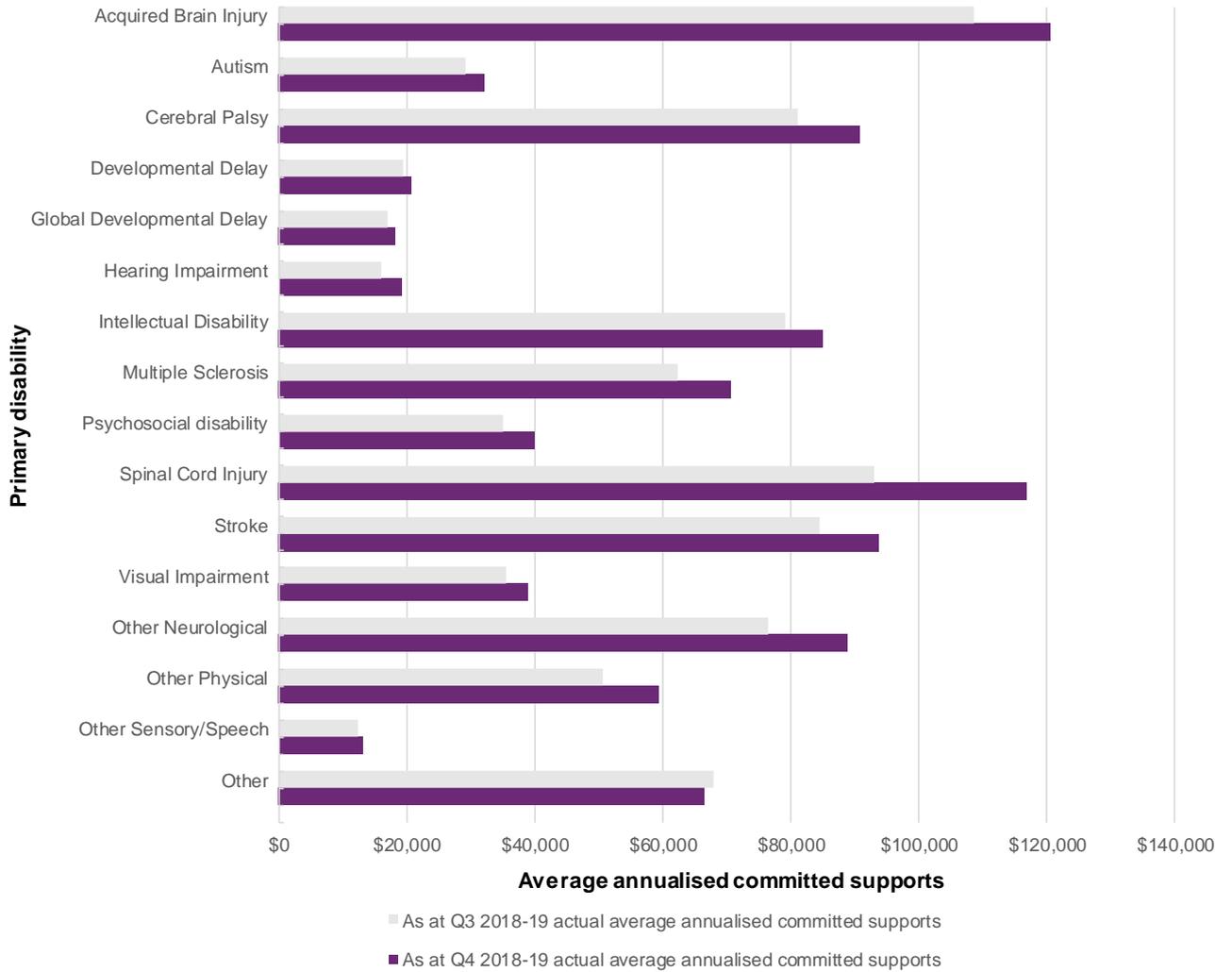
<sup>275</sup> Ibid.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure I.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)<sup>276</sup>**



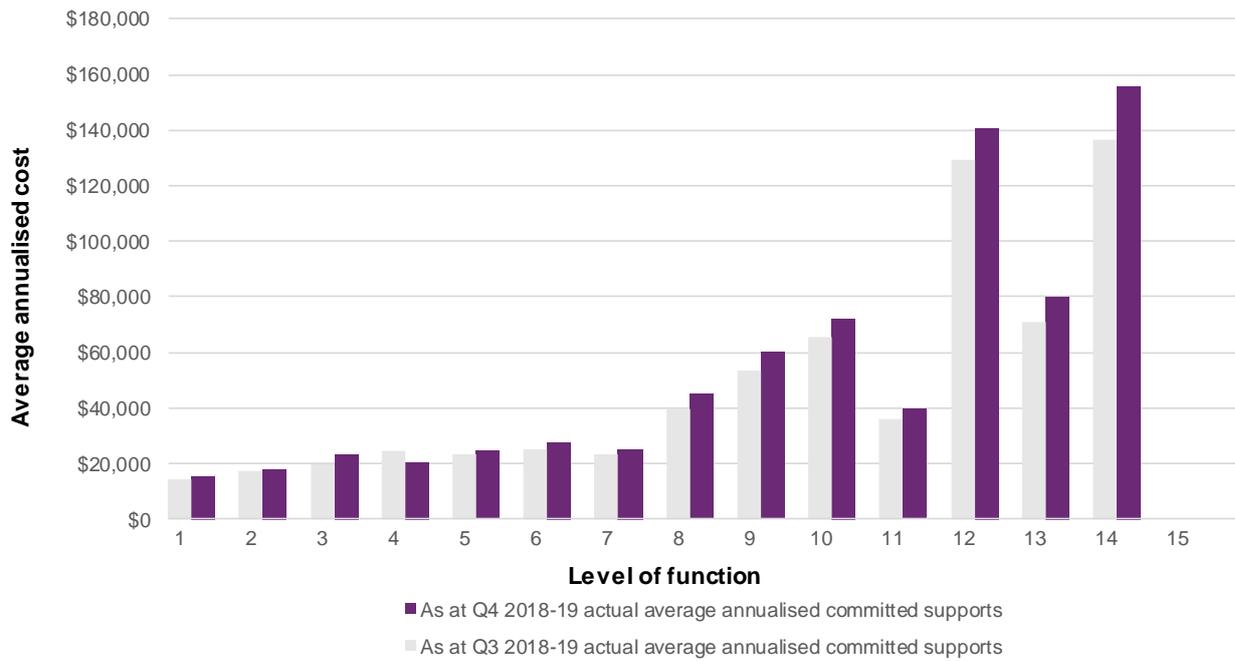
<sup>276</sup> Ibid.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure I.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)<sup>277</sup>**



<sup>277</sup> Ibid.

**Figure I.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (WA)<sup>278,279</sup>**



**Table I.49 Payments by financial year, compared to committed supports (\$m) – WA**

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	-	18.9	69.6	166.4	215.9	532.5	<b>1,003.3</b>
Total paid	-	10.9	51.1	131.9	161.8	336.8	<b>692.5</b>
% utilised to date	-	58%	73%	79%	75%	63%	<b>69%</b>

<sup>278</sup> Ibid.

<sup>279</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Figure I.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (WA)

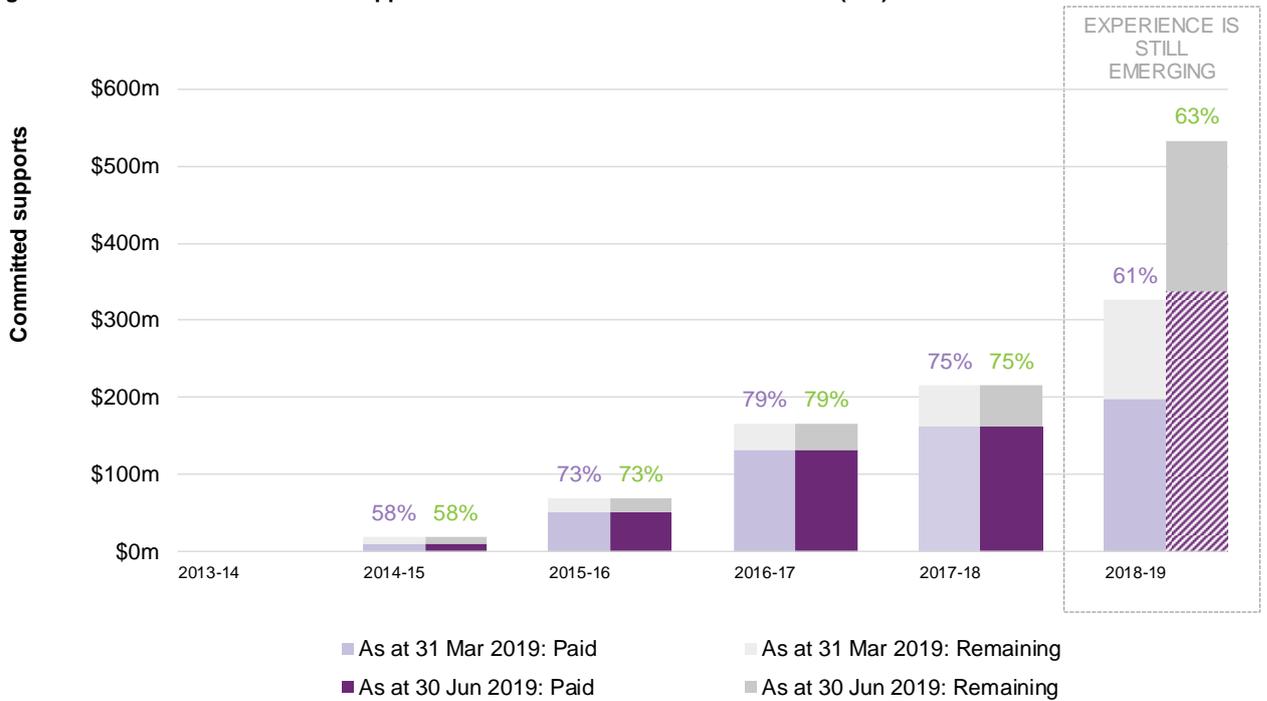
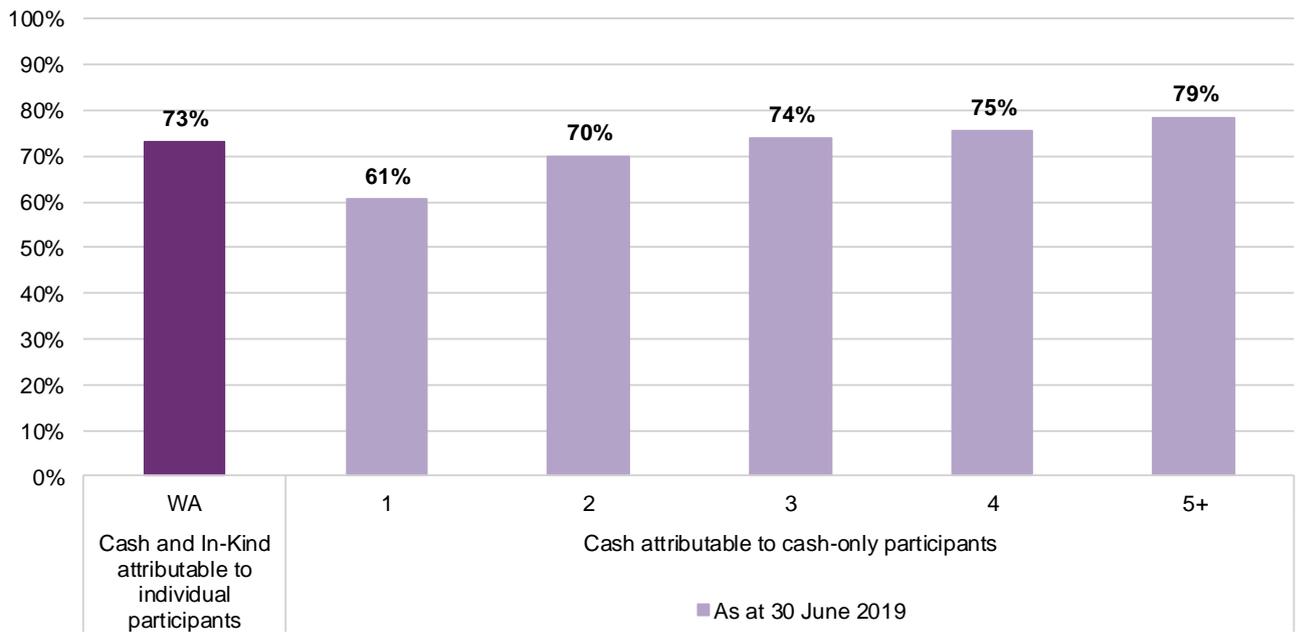


Figure I.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (WA)<sup>280</sup>



<sup>280</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure I.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (WA)<sup>281</sup>

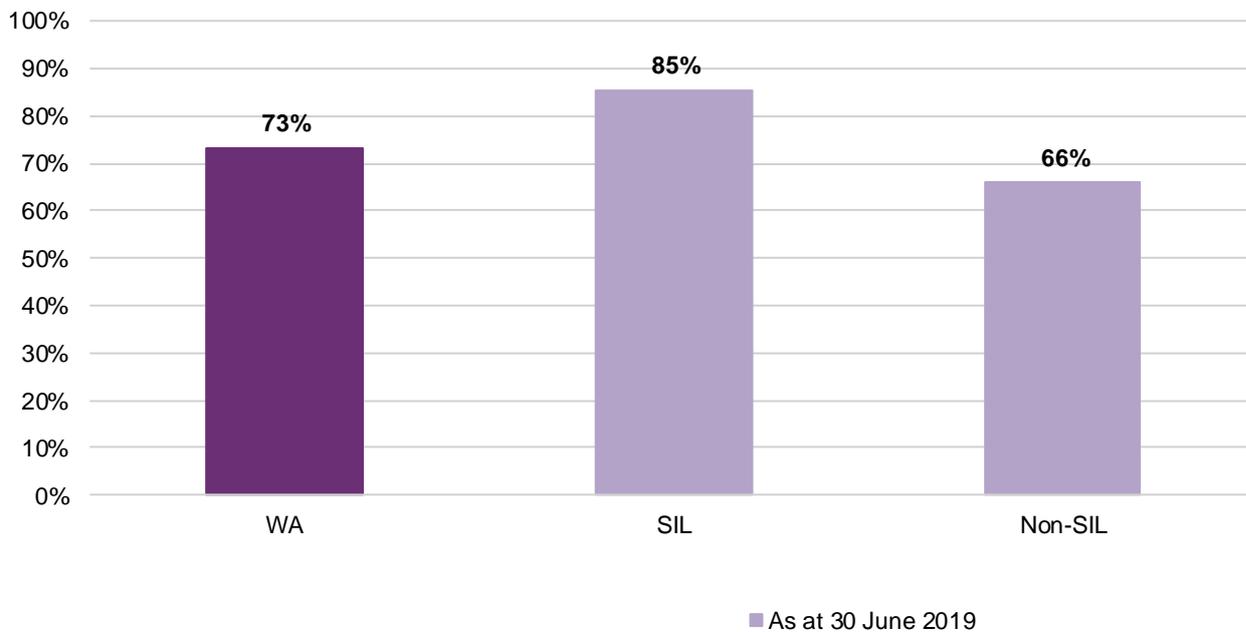
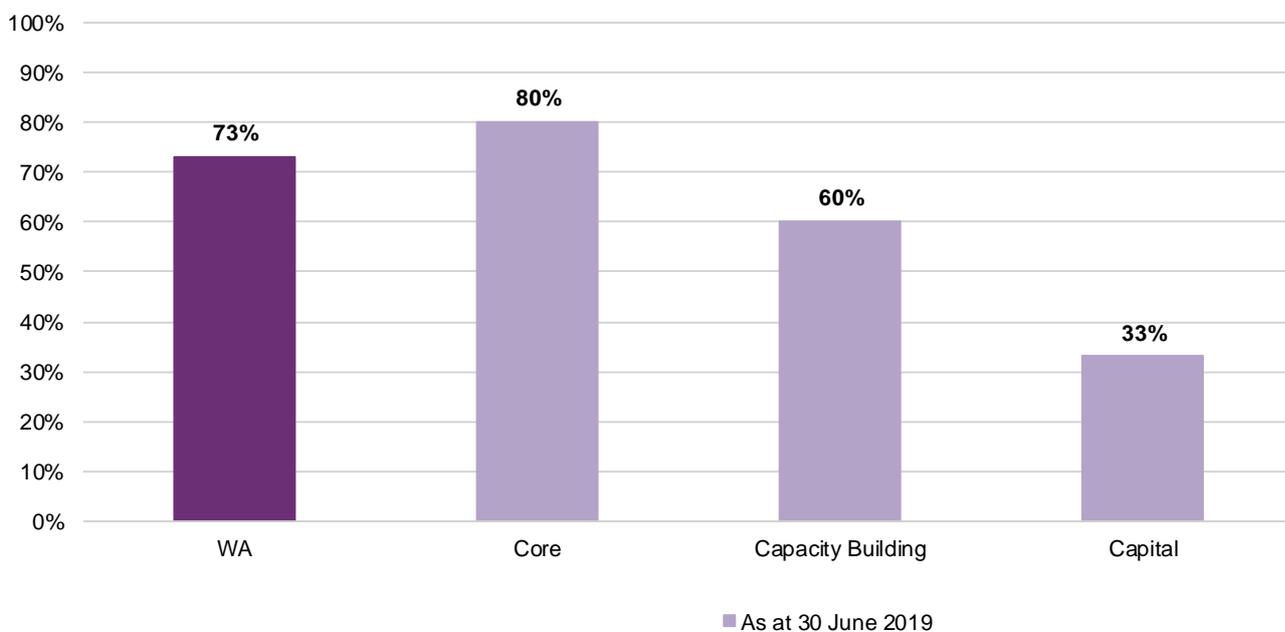


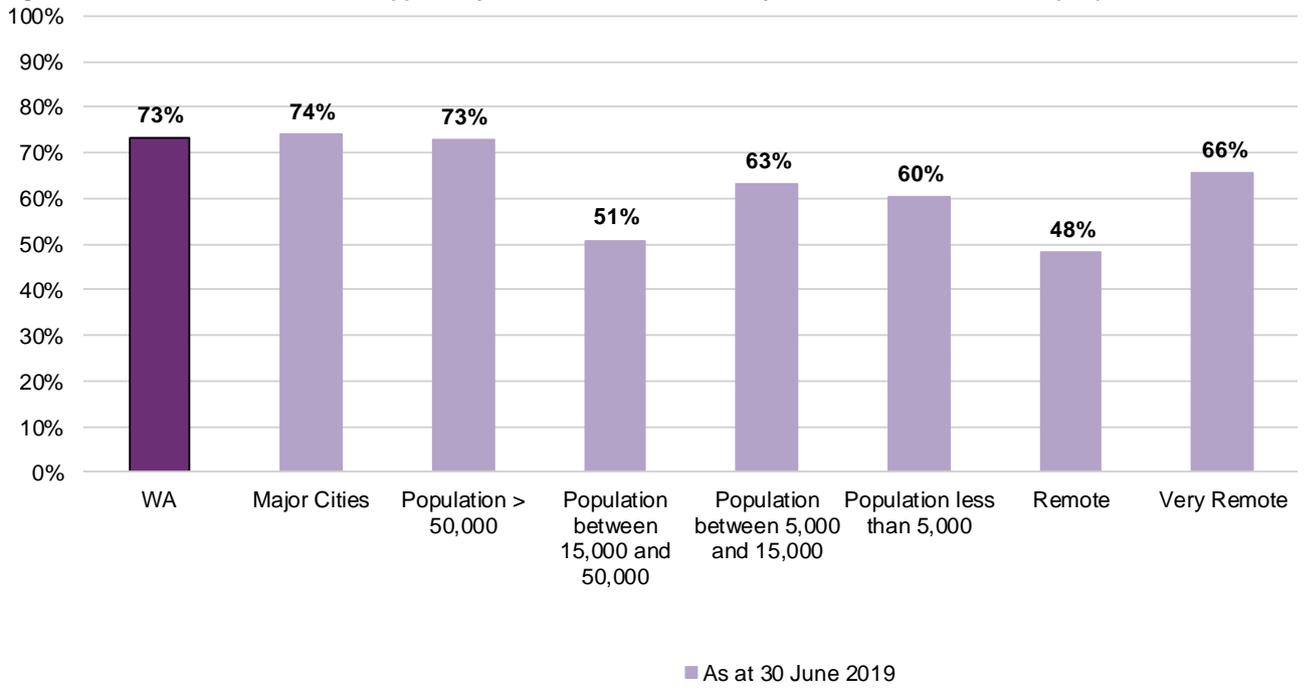
Figure I.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (WA)<sup>282</sup>



<sup>281</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

<sup>282</sup> Ibid.

Figure I.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (WA)<sup>283</sup>



# Appendix J:

## South Australia

### Part One: Participants and their plans

Table J.1 Plan approvals compared to estimates – SA

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
SA	27,289	1,737	29,026	29,034	32,284

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA<sup>284</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Access decisions</b>	<b>35,114</b>	<b>1,460</b>	<b>36,574</b>
<b>Access Met</b>	<b>30,523</b>	<b>1,072</b>	<b>31,595</b>
State	13,406	119	13,525
Commonwealth	2,337	72	2,409
New	14,780	881	15,661
<b>Total Participant Plans</b>	<b>27,487</b>	<b>1,745</b>	<b>29,034</b>
State	12,484	572	13,056
Commonwealth	2,055	143	2,198
New	12,750	1,022	13,772
ECEI <sup>285</sup>	198	8	8
<b>Total Participant Plans</b>	<b>27,487</b>	<b>1,745</b>	<b>29,034</b>
Early Intervention (s25)	9,692	271	9,963
Permanent Disability (s24)	17,597	1,466	19,063
ECEI <sup>286</sup>	198	8	8

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

Exits	
<b>Total participant exits</b>	<b>1,134</b>
Early Intervention participants	837
Permanent disability participants	297

<sup>284</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q4, 90% of people with a hearing impairment met the access criteria compared to 73% overall.

<sup>285</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>286</sup> Ibid.

**Table J.4 Cumulative position by services previously received – SA<sup>287</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,472	515	4,130		7,117	8,500	84%
End of 2016-17	3,829	541	7,261	482	12,113	12,887	94%
End of 2017-18	7,777	1,277	9,406	105	18,565	25,957	72%
End of 2018-19 Q1	9,078	1,487	10,163	132	20,860	27,539	76%
End of 2018-19 Q2	11,278	1,870	11,478	200	24,826	29,120	85%
End of 2018-19 Q3	12,484	2,055	12,750	198	27,487	30,702	90%
End of 2018-19 Q4	13,056	2,198	13,772	8	29,034	32,284	90%

**Table J.5 Cumulative position by entry into the Scheme – SA<sup>288</sup>**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention <sup>289</sup>	Permanent Disability <sup>290</sup>	ECEI	Total		
Trial	5,109	2,008		7,117	8,500	84%
End of 2016-17	7,536	4,095	482	12,113	12,887	94%
End of 2017-18	8,726	9,734	105	18,565	25,957	72%
End of 2018-19 Q1	8,994	11,734	132	20,860	27,539	76%
End of 2018-19 Q2	9,338	15,288	200	24,826	29,120	85%
End of 2018-19 Q3	9,692	17,597	198	27,487	30,702	90%
End of 2018-19 Q4	9,963	19,063	8	29,034	32,284	90%

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

**Table J.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – SA**

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,178	4.5%	132	7.6%	<b>1,310</b>	<b>4.7%</b>
Not Aboriginal and Torres Strait Islander	23,576	90.1%	1,505	86.8%	<b>25,081</b>	<b>89.9%</b>
Not Stated	1,405	5.4%	96	5.5%	<b>1,501</b>	<b>5.4%</b>
<b>Total</b>	<b>26,159</b>	<b>100%</b>	<b>1,733</b>	<b>100%</b>	<b>27,892</b>	<b>100%</b>

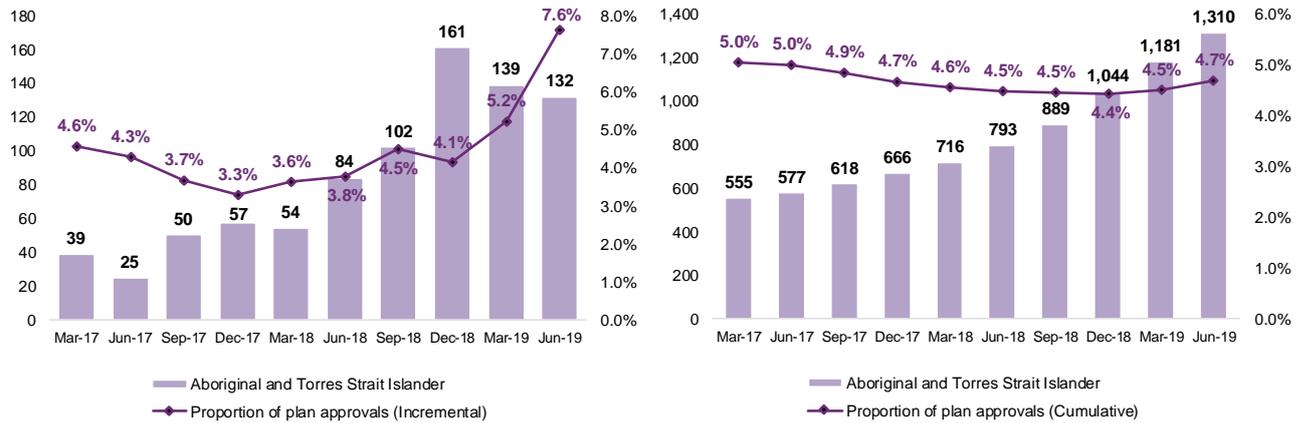
<sup>287</sup> Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>288</sup> A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

<sup>289</sup> Participants who met Section 25 of the NDIS Act for access

<sup>290</sup> Participants who met Section 24 of the NDIS Act for access

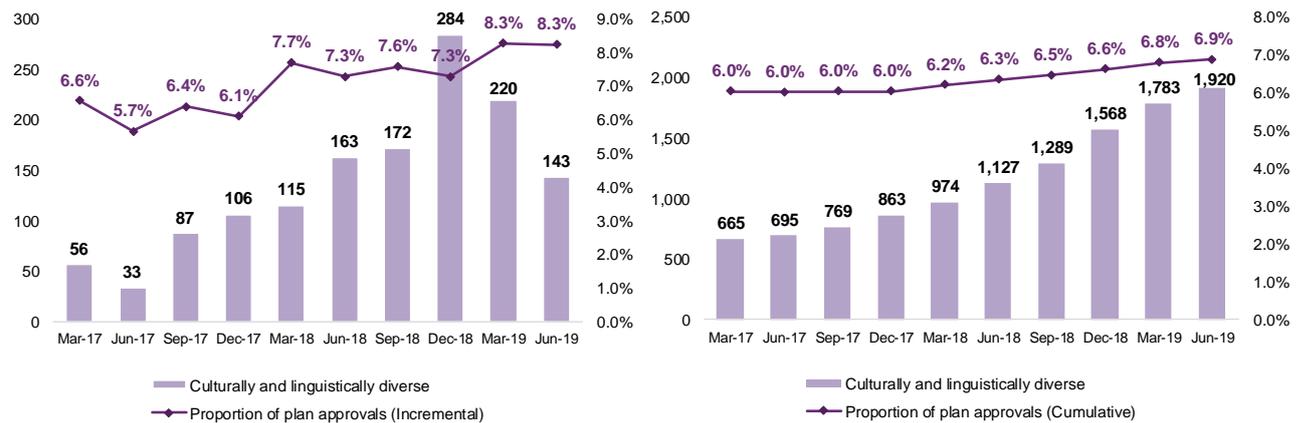
**Figure J.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – SA <sup>291</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	1,777	6.8%	143	8.3%	1,920	6.9%
Not CALD	24,185	92.5%	1,590	91.7%	25,775	92.4%
Not Stated	197	0.8%	0	0.0%	197	0.7%
<b>Total</b>	<b>26,159</b>	<b>100%</b>	<b>1,733</b>	<b>100%</b>	<b>27,892</b>	<b>100%</b>

**Figure J.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – SA <sup>292</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC	198	0.8%	86	5.0%	284	1.0%
Not YPIRAC	25,961	99.2%	1,647	95.0%	27,608	99.0%
<b>Total</b>	<b>26,159</b>	<b>100%</b>	<b>1,733</b>	<b>100%</b>	<b>27,892</b>	<b>100%</b>

<sup>291</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>292</sup> Ibid.

Figure J.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – SA<sup>293,294</sup>

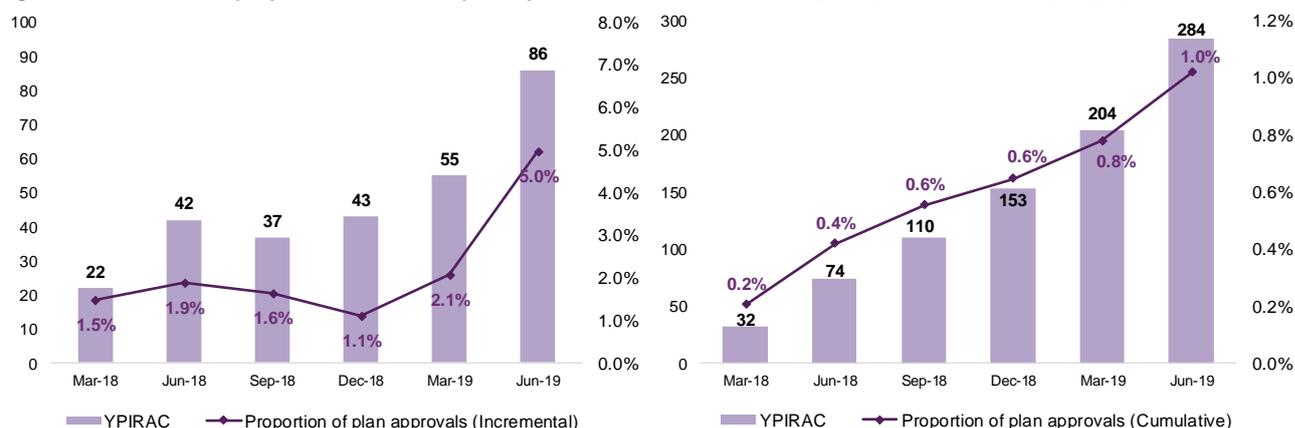


Table J.9 Participants who are YPIRAC by age group – SA

Age group	All Quarters	
	N	%
Under 45	12	4.2%
45 to 54	40	14.1%
55 to 64	183	64.4%
65 and above	49	17.3%
<b>Total YPIRAC</b>	<b>284</b>	<b>100%</b>

Table J.10 Participant profile per quarter by remoteness – SA<sup>295,296</sup>

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	19,635	75.2%	1,346	77.7%	20,981	75.3%
Population > 50,000	636	2.4%	46	2.7%	682	2.4%
Population between 15,000 and 50,000	2,158	8.3%	136	7.8%	2,294	8.2%
Population between 5,000 and 15,000	505	1.9%	27	1.6%	532	1.9%
Population less than 5,000	2,541	9.7%	146	8.4%	2,687	9.6%
Remote	487	1.9%	12	0.7%	499	1.8%
Very Remote	164	0.6%	20	1.2%	184	0.7%
Missing	33		0		33	
<b>Total</b>	<b>26,159</b>	<b>100%</b>	<b>1,733</b>	<b>100%</b>	<b>27,892</b>	<b>100%</b>

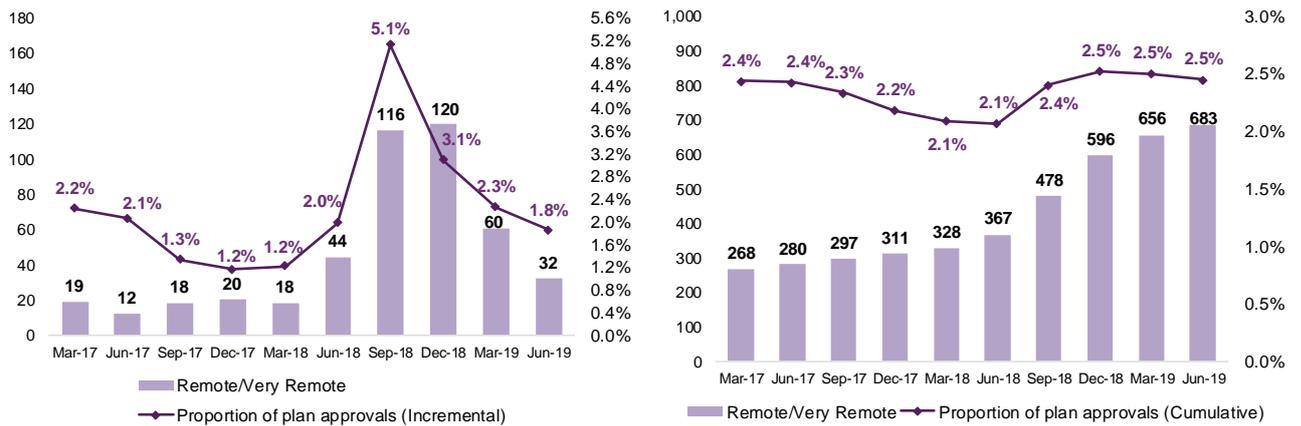
<sup>293</sup> Ibid.

<sup>294</sup> There are insufficient numbers to show the incremental and cumulative count of YPIRAC participants in SA prior to the March 2018 quarter.

<sup>295</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>296</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

**Figure J.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – SA<sup>297</sup>**



**Table J.11 Participant profile per quarter by disability group - SA<sup>298,299</sup>**

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	9,768	37%	465	27%	10,233	37%
Intellectual Disability <sup>300</sup>	6,508	25%	323	19%	6,831	24%
Psychosocial disability	952	4%	231	13%	1,183	4%
Developmental Delay	979	4%	71	4%	1,050	4%
Other Neurological	1,017	4%	108	6%	1,125	4%
Cerebral Palsy	1,026	4%	38	2%	1,064	4%
Other Physical	1,182	5%	120	7%	1,302	5%
Hearing Impairment	834	3%	75	4%	909	3%
ABI	1,082	4%	124	7%	1,206	4%
Visual Impairment	539	2%	32	2%	571	2%
Multiple Sclerosis	496	2%	31	2%	527	2%
Global Developmental Delay	536	2%	41	2%	577	2%
Stroke	232	1%	33	2%	265	1%
Spinal Cord Injury	248	1%	27	2%	275	1%
Other Sensory/Speech	720	3%	12	1%	732	3%
Other	40	0%	<11		42	0%
<b>Total</b>	<b>26,159</b>	<b>100%</b>	<b>1,733</b>	<b>100%</b>	<b>27,892</b>	<b>100%</b>

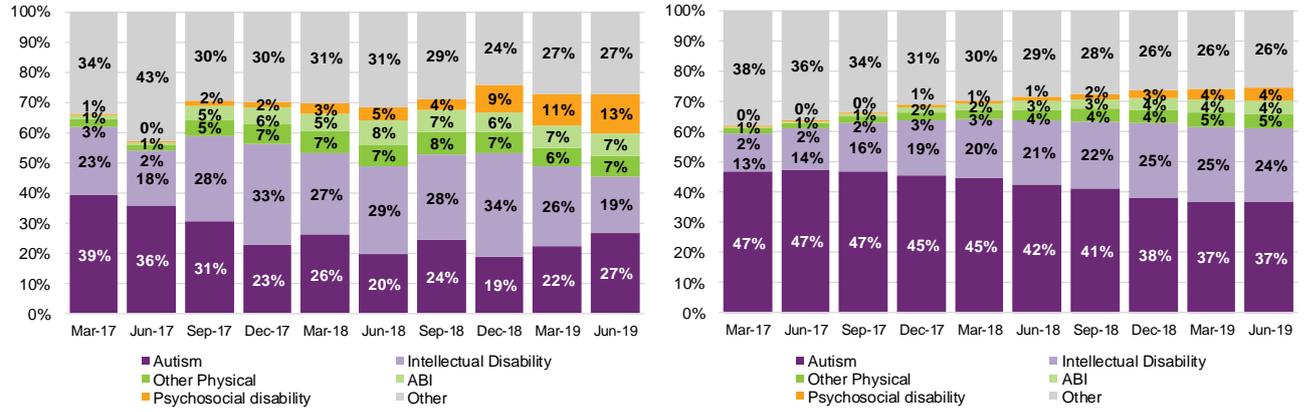
<sup>297</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>298</sup> Table order based on national proportions (highest to lowest)

<sup>299</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>300</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in SA (766).

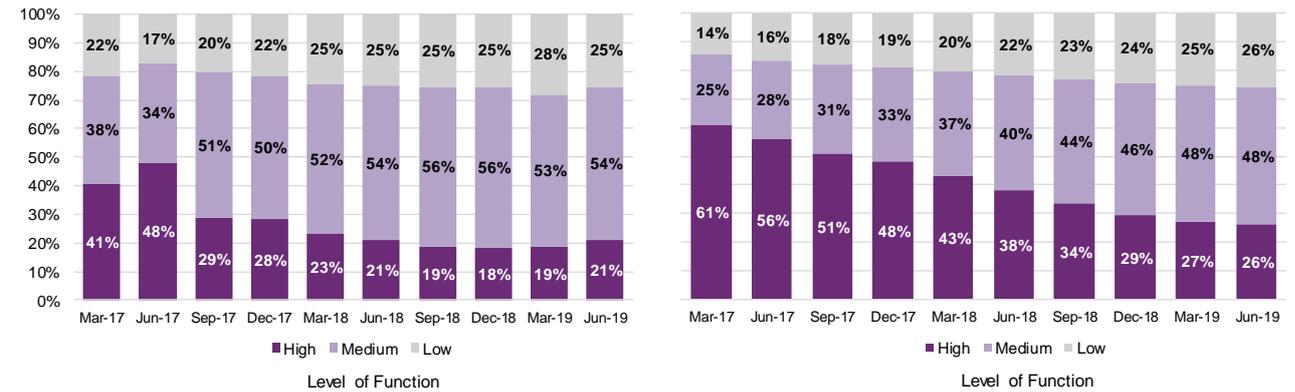
**Figure J.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – SA<sup>301</sup>**



**Table J.12 Participant profile per quarter by level of function – SA<sup>302</sup>**

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	1,632	6%	91	5%	1,723	6%
2 (High Function)	18	0%	<11		23	0%
3 (High Function)	1,673	6%	106	6%	1,779	6%
4 (High Function)	1,416	5%	77	4%	1,493	5%
5 (High Function)	2,104	8%	89	5%	2,193	8%
6 (Moderate Function)	5,990	23%	442	26%	6,432	23%
7 (Moderate Function)	1,799	7%	50	3%	1,849	7%
8 (Moderate Function)	1,948	7%	168	10%	2,116	8%
9 (Moderate Function)	98	0%	11	1%	109	0%
10 (Moderate Function)	2,595	10%	257	15%	2,852	10%
11 (Low Function)	1,254	5%	14	1%	1,268	5%
12 (Low Function)	3,133	12%	332	19%	3,465	12%
13 (Low Function)	1,926	7%	75	4%	2,001	7%
14 (Low Function)	413	2%	15	1%	428	2%
15 (Low Function)	<11		<11		<11	
Missing	158		<11		158	
<b>Total</b>	<b>26,159</b>	<b>100%</b>	<b>1,733</b>	<b>100%</b>	<b>27,892</b>	<b>100%</b>

**Figure J.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – SA<sup>303</sup>**



<sup>301</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

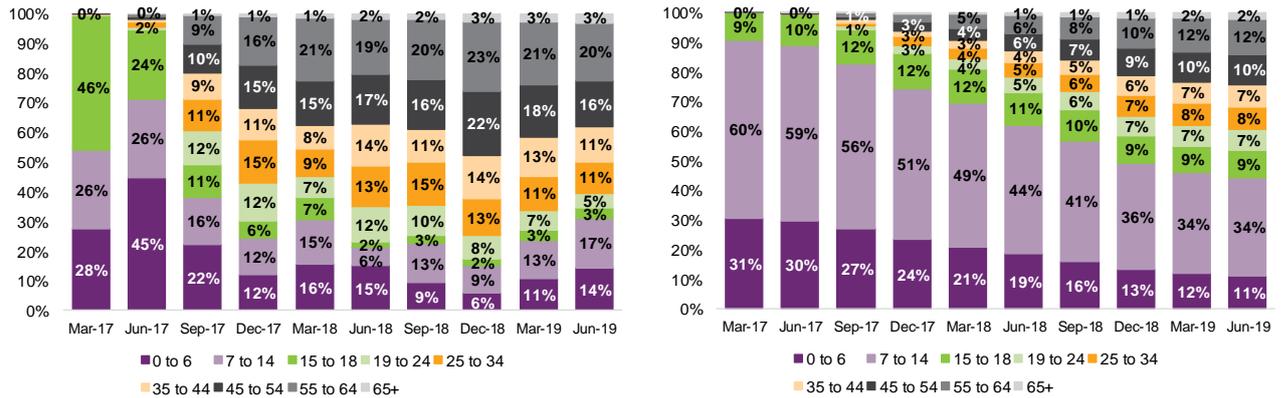
<sup>302</sup> The distributions are calculated excluding participants with a missing level of function.

<sup>303</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table J.13 Participant profile per quarter by Age group – SA**

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	2,807	11%	251	14%	3,058	11%
7 to 14	9,075	35%	288	17%	9,363	34%
15 to 18	2,422	9%	58	3%	2,480	9%
19 to 24	1,905	7%	91	5%	1,996	7%
25 to 34	1,982	8%	184	11%	2,166	8%
35 to 44	1,865	7%	199	11%	2,064	7%
45 to 54	2,599	10%	272	16%	2,871	10%
55 to 64	2,994	11%	340	20%	3,334	12%
65+	510	2%	50	3%	560	2%
<b>Total</b>	<b>26,159</b>	<b>100%</b>	<b>1,733</b>	<b>100%</b>	<b>27,892</b>	<b>100%</b>

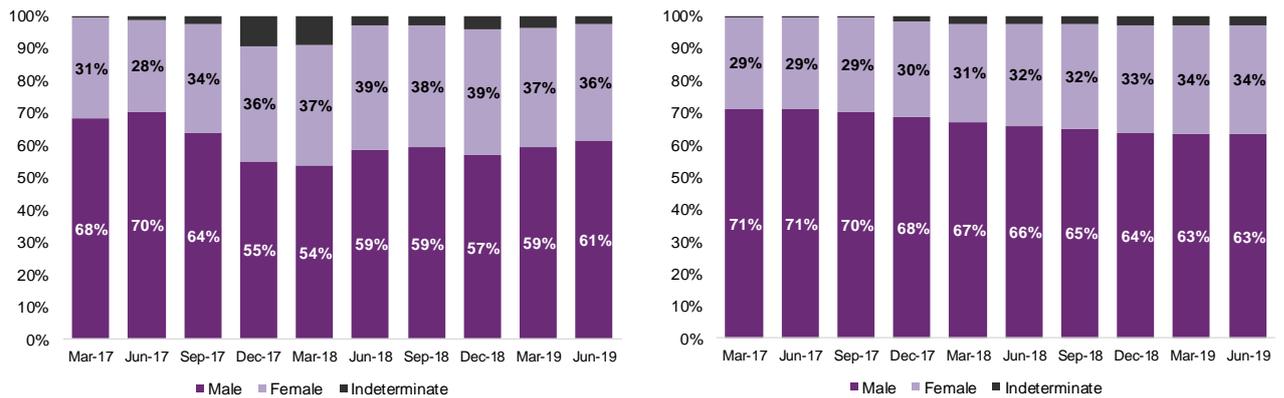
**Figure J.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – SA<sup>304</sup>**



**Table J.14 Participant profile per quarter by Gender – SA**

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	16,590	63%	1,062	61%	17,652	63%
Female	8,839	34%	627	36%	9,466	34%
Indeterminate	730	3%	44	3%	774	3%
<b>Total</b>	<b>26,159</b>	<b>100%</b>	<b>1,733</b>	<b>100%</b>	<b>27,892</b>	<b>100%</b>

**Figure J.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – SA<sup>305</sup>**



<sup>304</sup> Ibid.

<sup>305</sup> Ibid.

## Part Two: Participant experience and outcomes

Table J.15 Number of questionnaires completed by SFOF version – SA<sup>306</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	1,466	852	684	3,002
Participant school to 14	2,079	1,079	1,651	4,809
Participant 15 to 24	524	1,106	1,179	2,809
Participant 25 and over	29	3,616	6,963	10,608
<b>Total Participant</b>	<b>4,098</b>	<b>6,653</b>	<b>10,477</b>	<b>21,228</b>
Family 0 to 14	3,400	1,840	2,267	7,507
Family 15 to 24	474	771	698	1,943
Family 25 and over	1	1,253	1,989	3,243
<b>Total Family</b>	<b>3,875</b>	<b>3,864</b>	<b>4,954</b>	<b>12,693</b>
<b>Total</b>	<b>7,973</b>	<b>10,517</b>	<b>15,431</b>	<b>33,921</b>

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

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	58%			
CC % who say their child is able to tell them what he/she wants	75%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		31%		
DL % who say their child is becoming more independent		49%		
CC % of children who have a genuine say in decisions about themselves		79%		
CC % who are happy with the level of independence/control they have now			43%	
CC % who choose who supports them			40%	57%
CC % who choose what they do each day			52%	67%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			20%	25%
CC % who want more choice and control in their life			80%	77%

<sup>306</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants. June 2019 | COAG Disability Reform Council Quarterly Report

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

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	58%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		45%		
REL	Of these, % who are welcomed or actively included	63%	76%		
REL	% of children who spend time with friends without an adult present		18%		
REL	% with no friends other than family or paid staff			30%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	40%

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

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		77%		
HM	% who are happy with their home			83%	80%
HM	% who feel safe or very safe in their home			87%	79%
HW	% who rate their health as good, very good or excellent			72%	51%
HW	% who did not have any difficulties accessing health services			77%	75%
LL	% who currently attend or previously attended school in a mainstream class			34%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				62%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			23%	28%
WK	% who volunteer			11%	11%

**Table J.19 Selected key indicators for families/carers of participants – SA**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	29%	24%
% receiving Carer Allowance	48%	52%	38%
% working in a paid job	48%	47%	34%
Of those in a paid job, % in permanent employment	75%	73%	73%
Of those in a paid job, % working 15 hours or more	79%	86%	84%
% who say they (and their partner) are able to work as much as they want	46%	54%	66%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	86%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	26%	20%
% able to advocate for their child/family member	78%	78%	75%
% who have friends and family they see as often as they like	51%	51%	57%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		48%	
% who feel in control selecting services		45%	49%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% who rate their health as good, very good or excellent	73%	63%	63%

**Table J.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=387)– SA<sup>307</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	94%
DL	Has the NDIS improved your child's access to specialist services?	91%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	75%
S/CP	Has the NDIS improved how your child fits into community life?	59%

<sup>307</sup> Results in Tables J.20 to J.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables J.24 to J.27.

**Table J.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=1042) – SA**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	66%
LL	Has the NDIS improved your child's access to education?	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?	46%

**Table J.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=866) and ‘Participant 25 and over’ (n=2,826) – SA**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	52%	65%
DL	Has the NDIS helped you with daily living activities?	54%	70%
REL	Has the NDIS helped you to meet more people?	44%	46%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	24%
HW	Has your involvement with the NDIS improved your health and wellbeing?	35%	44%
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%	26%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	21%
S/CP	Has the NDIS helped you be more involved?	47%	52%

**Table J.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,297); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,151) – SA**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	46%
Has the NDIS improved the level of support for your family?	70%	61%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	55%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	45%	35%

**Table J.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=102) – SA<sup>308</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	91%	93%	+2%
DL	Has the NDIS improved your child's access to specialist services?	92%	94%	+2%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%	85%	-2%
REL	Has the NDIS improved how your child fits into family life?	81%	77%	-4%
S/CP	Has the NDIS improved how your child fits into community life?	67%	63%	-4%

**Table J.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=1,104) – SA**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	67%	75%	+8%
LL	Has the NDIS improved your child's access to education?	48%	50%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	57%	62%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	54%	+5%

<sup>308</sup> Results in Tables J.24 to J.28 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table J.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 15 to 24’ (n=606) – SA<sup>309</sup>**

		15 to 24		
	Question	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	57%	64%	+7%
DL	Has the NDIS helped you with daily living activities?	55%	63%	+8%
REL	Has the NDIS helped you to meet more people?	42%	46%	+3%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	22%	19%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	43%	0%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	33%	0%
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?	47%	52%	+5%

**Table J.27 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=995); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=369) – SA**

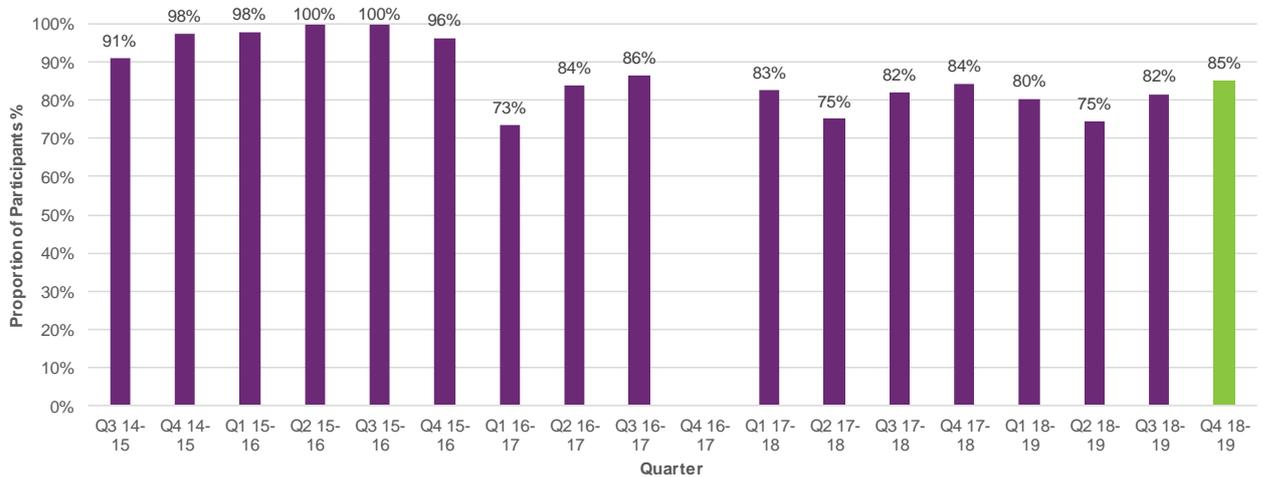
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	66%	+3%	47%	50%	+3%
Has the NDIS improved the level of support for your family?	74%	77%	+3%	59%	63%	+3%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	75%	0%	62%	62%	0%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	83%	+4%			
Has the NDIS improved your health and wellbeing?	51%	47%	-4%	42%	37%	-5%

<sup>309</sup> There is insufficient data to show results for SFOF version ‘Participants 25 and over’.  
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**Table J.28 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=298) –SA<sup>310</sup>**

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	5%	20%	
Aged 25+	Numbers are too small	Numbers are too small	26%
Aged 15+ (average)	6%	20%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	33%	40%	41%
Aged 25+	Numbers are too small	Numbers are too small	
Aged 15+ (average)	32%	40%	

**Figure J.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (SA)<sup>311</sup>**



\*The result for Q4 of 2018-19 is based on 60 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 85% gave a rating of good or very good, 12% gave a neutral rating and 3% gave a rating of poor or very poor.

<sup>310</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 June 2017.

<sup>311</sup> Participant satisfaction results are not shown if there is insufficient data in the group.

**Table J.29 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (SA)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	5%	2%
I had enough time to tell my story and say what support I need	93%	2%	5%
The planner knows what I can do well	83%	12%	5%
The planner had some good ideas for my plan	87%	7%	7%
I know what is in my plan	90%	8%	2%
The planner helped me think about my future	72%	18%	10%
I think my plan will make my life better	85%	7%	8%
The planning meeting went well	88%	5%	7%

**Table J.30 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (SA)**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
<b>Access</b>	<b>N = 160</b>	<b>N = 88</b>
Are you happy with how coming into the NDIS has gone?	73%	74%
Was the person from the NDIS respectful?	94%	85%
Do you understand what will happen next with your plan?	77%	63%
<b>Pre-planning</b>	<b>N = 223</b>	<b>N = 59</b>
Did the person from the NDIS understand how your disability affects your life?	89%	92%
Did you understand why you needed to give the information you did?	96%	97%
Were decisions about your plan clearly explained?	79%	88%
Are you clear on what happens next with your plan?	72%	73%
Do you know where to go for more help with your plan?	75%	85%
<b>Planning</b>	<b>N = 222</b>	<b>N = 49</b>
Did the person from the NDIS understand how your disability affects your life?	82%	88%
Did you understand why you needed to give the information you did?	93%	96%
Were decisions about your plan clearly explained?	75%	86%
Are you clear on what happens next with your plan?	64%	71%
Do you know where to go for more help with your plan?	75%	82%
<b>Plan review</b>	<b>N = 247</b>	<b>N = 117</b>
Did the person from the NDIS understand how your disability affects your life?	78%	84%
Did you feel prepared for your plan review?	82%	84%
Is your NDIS plan helping you to make progress towards your goals?	82%	84%

Table J.31 Plan reviews conducted per quarter – excluding plans less than 30 days – SA<sup>312</sup>

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total plan reviews</b>	<b>34,023</b>	<b>6,414</b>	<b>40,437</b>
<i>Early intervention plans</i>	18,968	2,623	21,591
<i>Permanent disability plans</i>	15,055	3,791	18,846

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

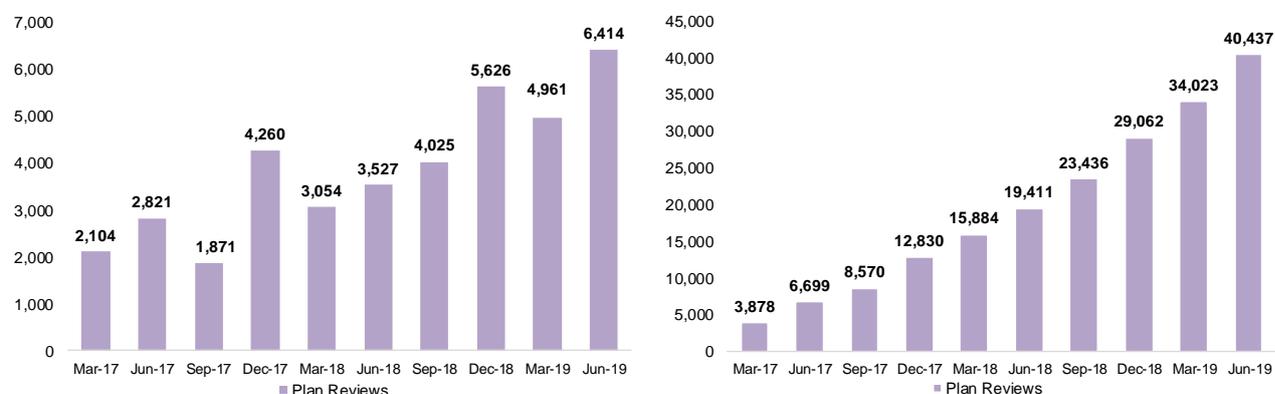
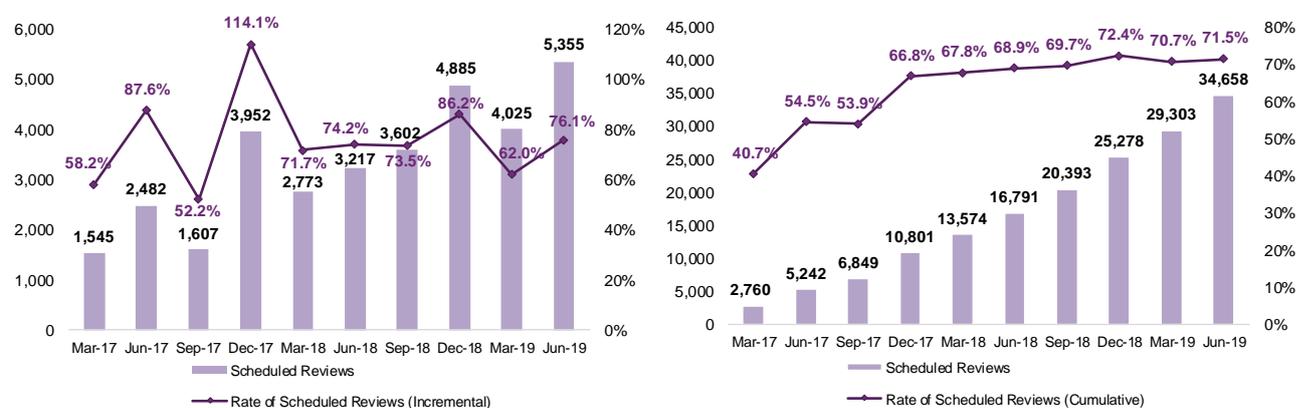


Table J.32 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total scheduled plan reviews</b>	<b>29,303</b>	<b>5,355</b>	<b>34,658</b>
<i>Trial participants</i>	16,503	1,831	18,334
<i>Transition participants</i>	12,800	3,524	16,324

Figure J.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – SA<sup>313</sup>



<sup>312</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>313</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

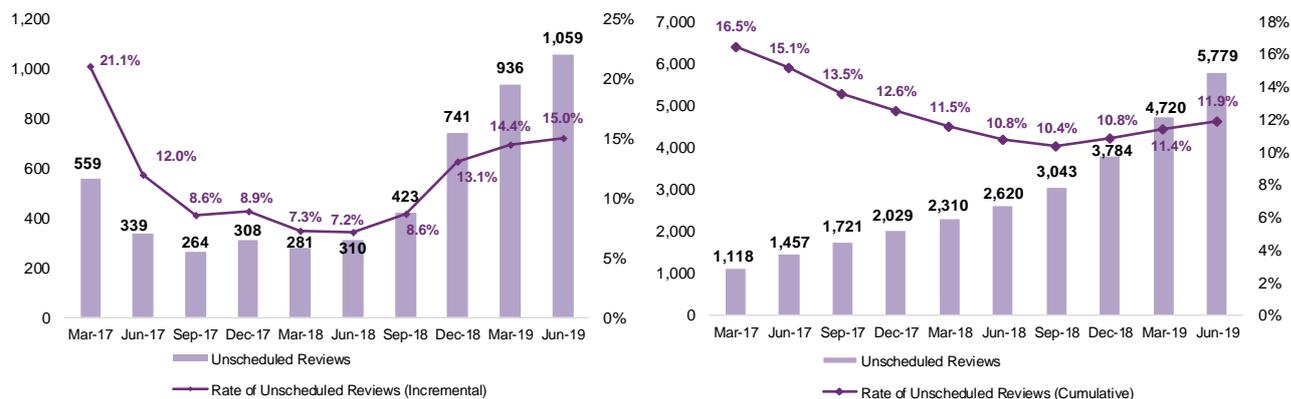
**Table J.33 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total unscheduled plan reviews</b>	<b>4,720</b>	<b>1,059</b>	<b>5,779</b>
<i>Trial participants</i>	1,913	186	2,099
<i>Transition participants</i>	2,807	873	3,680

**Table J.34 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA<sup>314</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>% unscheduled reviews</b>	<b>11.4%</b>	<b>15.0%</b>	<b>11.9%</b>

**Figure J.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – SA<sup>315</sup>**



**Table J.35 AAT cases by category – SA**

Category	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Access	50	22%	<11		58	22%
Plan	143	64%	26	62%	169	63%
Plan Review	18	8%	<11		21	8%
Other	14	6%	<11		19	7%
<b>Total</b>	<b>225</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>267</b>	<b>100%</b>
<b>% of all access decisions<sup>316</sup></b>	<b>0.32%</b>		<b>0.46%</b>		<b>0.33%</b>	

<sup>314</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>315</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>316</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

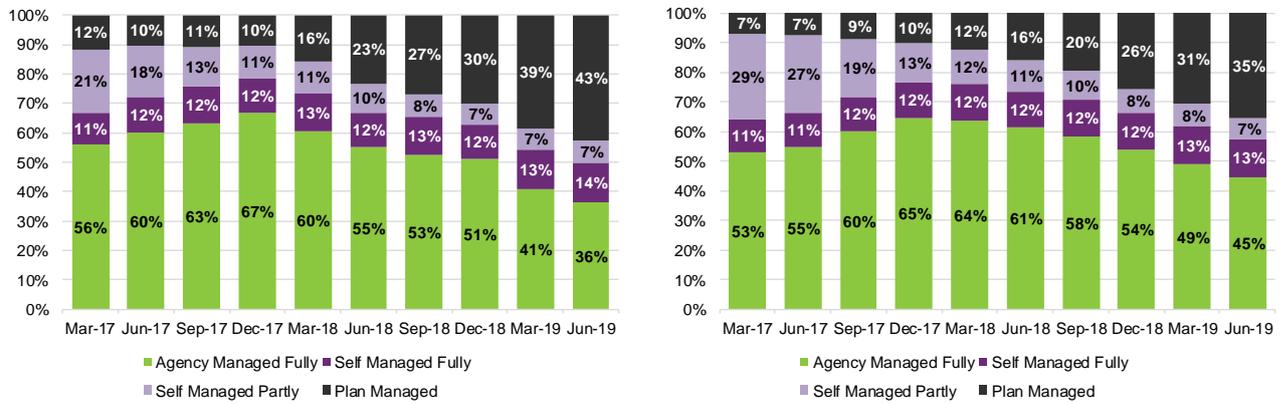
**Table J.36 AAT cases by open/closed and decision – SA**

	N
<b>AAT Cases</b>	<b>267</b>
<b>Open AAT Cases</b>	<b>85</b>
<b>Closed AAT Cases</b>	<b>182</b>
<i>Resolved before hearing</i>	180
<i>Gone to hearing and received a substantive decision</i>	<11

**Table J.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	13%	14%	<b>13%</b>
Self-managed partly	7%	7%	<b>7%</b>
Plan managed	32%	43%	<b>35%</b>
Agency managed	48%	36%	<b>45%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure J.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – SA<sup>318</sup>**



<sup>318</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

**Table J.38 Distribution of active participants by support coordination and quarter of plan approval – SA**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	37%	42%	39%

**Table J.39 Duration to plan activation by quarter of initial plan approval for active participants – SA<sup>319,320</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	9,000	69%	2,785	72%
30 to 59 days	1,285	10%	310	8%
60 to 89 days	730	6%	174	5%
<b>Activated within 90 days</b>	<b>11,015</b>	<b>84%</b>	<b>3,269</b>	<b>85%</b>
90 to 119 days	400	3%	123	3%
120 days and over	1,203	9%	142	4%
<b>Activated after 90 days</b>	<b>1,603</b>	<b>12%</b>	<b>265</b>	<b>7%</b>
No payments	492	4%	332	9%
<b>Total plans approved</b>	<b>13,110</b>	<b>100%</b>	<b>3,866</b>	<b>100%</b>

<sup>319</sup> Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>320</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table J.40 Proportion of active participants with plan activated within 12 months – SA

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	705	780	90%
Not Aboriginal and Torres Strait Islander	15,137	15,691	96%
Not Stated	906	935	97%
<b>Total</b>	<b>16,748</b>	<b>17,406</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	1,069	1,105	97%
Not CALD	15,490	16,107	96%
Not Stated	189	194	97%
<b>Total</b>	<b>16,748</b>	<b>17,406</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	12,675	13,159	96%
Regional	3,719	3,864	96%
Remote	330	357	92%
Missing	24	26	92%
<b>Total</b>	<b>16,748</b>	<b>17,406</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	7,572	7,878	96%
Intellectual Disability (including Down Syndrome)	3,720	3,859	96%
Psychosocial Disability	225	228	99%
Developmental Delay (including Global Developmental Delay)	1,110	1,185	94%
Other	4,121	4,256	97%
<b>Total</b>	<b>16,748</b>	<b>17,406</b>	<b>96%</b>

Table J.41 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – SA<sup>321,322</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	42%	59%	43%
50% to 75%	26%	19%	26%
> 75%	32%	22%	31%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>321</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>322</sup> This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

**Table J.42 Proportion of active participants with approved plans accessing mainstream supports – SA**

	Prior Quarters	2018-19 Q4	Total
Daily Activities	7%	9%	8%
Health & Wellbeing	40%	40%	40%
Lifelong Learning	18%	17%	18%
Other	11%	13%	12%
Non-categorised	34%	35%	34%
Any mainstream service	91%	92%	92%

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

**Table J.43 Key provider indicators by quarter - SA<sup>323</sup>**

	Prior Quarters	2018-19 Q4	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,719	843	2,560
<i>Company/ organisation</i>	2,746	819	3,555
<i>Total</i>	4,465	1,662	6,115
b) Registration revoked	12		

<sup>323</sup> The total number of providers as at 30 June 2019 (6,115) is not the sum of the number of providers as at 31 March 2019 (4,465) and the providers registered in the fourth quarter of 2018-19 (1,662). This is due to 12 providers whose registration ended during the fourth quarter of 2018-19.

Table J.44 Number of approved providers by registration group - SA<sup>324,325</sup>

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	481	177	658	37%
Assistance Animals	8	1	9	13%
Assistance with daily life tasks in a group or shared living arrangement	448	94	542	21%
Assistance with travel/transport arrangements	864	474	1,338	55%
Daily Personal Activities	628	140	768	22%
Group and Centre Based Activities	540	101	641	19%
High Intensity Daily Personal Activities	505	68	573	13%
Household tasks	1,106	750	1,856	68%
Interpreting and translation	198	74	272	37%
Participation in community, social and civic activities	733	158	891	22%
<b>Assistive Technology</b>				
Assistive equipment for recreation	506	126	632	25%
Assistive products for household tasks	532	186	718	35%
Assistance products for personal care and safety	839	228	1,067	27%
Communication and information equipment	426	75	501	18%
Customised Prosthetics	331	56	387	17%
Hearing Equipment	157	29	186	18%
Hearing Services	10	1	11	10%
Personal Mobility Equipment	667	198	865	30%
Specialised Hearing Services	30	4	34	13%
Vision Equipment	172	46	218	27%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	631	129	760	20%
Behaviour Support	470	53	523	11%
Community nursing care for high needs	368	105	473	29%
Development of daily living and life skills	675	138	813	20%
Early Intervention supports for early childhood	925	84	1,009	9%
Exercise Physiology and Physical Wellbeing activities	455	103	558	23%
Innovative Community Participation	723	290	1,013	40%
Specialised Driving Training	130	47	177	36%
Therapeutic Supports	2,169	360	2,529	17%
<b>Capital services</b>				
Home modification design and construction	540	113	653	21%
Specialised Disability Accommodation	225	42	267	19%
Vehicle Modifications	91	30	121	33%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	537	110	647	20%
Support Coordination	570	74	644	13%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	320	59	379	18%
Specialised Supported Employment	91	13	104	14%
<b>Total approved providers</b>	<b>4,453</b>	<b>1,662</b>	<b>6,115</b>	<b>37%</b>

<sup>324</sup> The 12 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

<sup>325</sup> Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

**Table J.45 Key markets indicators by quarter – SA**

<b>Market indicators</b>	<b>Prior Quarters</b>	<b>2018-19 Q4</b>
a) Average number of providers per participant	1.17	1.23
b) Number of providers delivering new supports	292	262
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	18%	14%
<i>Not yet active (%)</i>	76%	81%
<i>Inactive (%)</i>	6%	5%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	88%	89%
<i>Therapeutic Supports (%)</i>	93%	94%
<i>Participate Community (%)</i>	82%	83%
<i>Early Childhood Supports (%)</i>	84%	85%
<i>Assist Personal Activities (%)</i>	88%	89%

Table J.46 Cumulative number of providers that have been active by registration group – SA

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	16	1	17	6%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	64	7	71	11%
Assistance with travel/transport arrangements	96	9	105	9%
Daily Personal Activities	133	12	145	9%
Group and Centre Based Activities	87	4	91	5%
High Intensity Daily Personal Activities	106	3	109	3%
Household tasks	141	14	155	10%
Interpreting and translation	11	0	11	0%
Participation in community, social and civic activities	143	18	161	13%
<b>Assistive Technology</b>				
Assistive equipment for recreation	25	2	27	8%
Assistive products for household tasks	14	4	18	29%
Assistance products for personal care and safety	170	15	185	9%
Communication and information equipment	34	2	36	6%
Customised Prosthetics	55	2	57	4%
Hearing Equipment	23	1	24	4%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	77	9	86	12%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	8	2	10	25%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	145	16	161	11%
Behaviour Support	84	6	90	7%
Community nursing care for high needs	19	2	21	11%
Development of daily living and life skills	103	13	116	13%
Early Intervention supports for early childhood	346	12	358	3%
Exercise Physiology and Physical Wellbeing activities	21	4	25	19%
Innovative Community Participation	14	1	15	7%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	528	34	562	6%
<b>Capital services</b>				
Home modification design and construction	8	1	9	13%
Specialised Disability Accommodation	5	1	6	20%
Vehicle Modifications	15	0	15	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	75	15	90	20%
Support Coordination	77	2	79	3%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	19	5	24	26%
Specialised Supported Employment	12	1	13	8%
<b>Total approved active providers</b>	<b>1,065</b>	<b>94</b>	<b>1,159</b>	<b>9%</b>

Table J.47 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – SA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	112	546	<b>658</b>	2	15	<b>17</b>
Assistance Animals	0	9	<b>9</b>	0	3	<b>3</b>
Assistance with daily life tasks in a group or shared living arrangement	39	503	<b>542</b>	6	65	<b>71</b>
Assistance with travel/transport arrangements	357	981	<b>1,338</b>	18	87	<b>105</b>
Daily Personal Activities	56	712	<b>768</b>	12	133	<b>145</b>
Group and Centre Based Activities	44	597	<b>641</b>	7	84	<b>91</b>
High Intensity Daily Personal Activities	36	537	<b>573</b>	12	97	<b>109</b>
Household tasks	674	1,182	<b>1,856</b>	39	116	<b>155</b>
Interpreting and translation	54	218	<b>272</b>	2	9	<b>11</b>
Participation in community, social and civic activities	76	815	<b>891</b>	16	145	<b>161</b>
<b>Assistive Technology</b>						
Assistive equipment for recreation	166	466	<b>632</b>	0	27	<b>27</b>
Assistive products for household tasks	185	533	<b>718</b>	2	16	<b>18</b>
Assistance products for personal care and safety	254	813	<b>1,067</b>	28	157	<b>185</b>
Communication and information equipment	143	358	<b>501</b>	7	29	<b>36</b>
Customised Prosthetics	107	280	<b>387</b>	14	43	<b>57</b>
Hearing Equipment	23	163	<b>186</b>	3	21	<b>24</b>
Hearing Services	0	11	<b>11</b>	0	2	<b>2</b>
Personal Mobility Equipment	238	627	<b>865</b>	18	68	<b>86</b>
Specialised Hearing Services	9	25	<b>34</b>	0	5	<b>5</b>
Vision Equipment	39	179	<b>218</b>	1	9	<b>10</b>
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	98	662	<b>760</b>	27	134	<b>161</b>
Behaviour Support	175	348	<b>523</b>	34	56	<b>90</b>
Community nursing care for high needs	50	423	<b>473</b>	1	20	<b>21</b>
Development of daily living and life skills	86	727	<b>813</b>	15	101	<b>116</b>
Early Intervention supports for early childhood	473	536	<b>1,009</b>	190	168	<b>358</b>
Exercise Physiology and Physical Wellbeing activities	177	381	<b>558</b>	8	17	<b>25</b>
Innovative Community Participation	321	692	<b>1,013</b>	8	7	<b>15</b>
Specialised Driving Training	43	134	<b>177</b>	0	3	<b>3</b>
Therapeutic Supports	1,235	1,294	<b>2,529</b>	273	289	<b>562</b>
<b>Capital services</b>						
Home modification design and construction	171	482	<b>653</b>	0	9	<b>9</b>
Specialised Disability Accommodation	17	250	<b>267</b>	1	5	<b>6</b>
Vehicle Modifications	12	109	<b>121</b>	1	14	<b>15</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	97	550	<b>647</b>	20	70	<b>90</b>

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	102	542	644	25	54	79
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	36	343	379	1	23	24
Specialised Supported Employment	1	103	104	0	13	13
<b>Total</b>	<b>2,560</b>	<b>3,555</b>	<b>6,115</b>	<b>419</b>	<b>740</b>	<b>1,159</b>

Table J.48 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – SA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	17%	83%	658	12%	88%	17
Assistance Animals	0%	100%	9	0%	100%	3
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	542	8%	92%	71
Assistance with travel/transport arrangements	27%	73%	1,338	17%	83%	105
Daily Personal Activities	7%	93%	768	8%	92%	145
Group and Centre Based Activities	7%	93%	641	8%	92%	91
High Intensity Daily Personal Activities	6%	94%	573	11%	89%	109
Household tasks	36%	64%	1,856	25%	75%	155
Interpreting and translation	20%	80%	272	18%	82%	11
Participation in community, social and civic activities	9%	91%	891	10%	90%	161
<b>Assistive Technology</b>						
Assistive equipment for recreation	26%	74%	632	0%	100%	27
Assistive products for household tasks	26%	74%	718	11%	89%	18
Assistance products for personal care and safety	24%	76%	1,067	15%	85%	185
Communication and information equipment	29%	71%	501	19%	81%	36
Customised Prosthetics	28%	72%	387	25%	75%	57
Hearing Equipment	12%	88%	186	13%	88%	24
Hearing Services	0%	100%	11	0%	100%	2
Personal Mobility Equipment	28%	72%	865	21%	79%	86
Specialised Hearing Services	26%	74%	34	0%	100%	5
Vision Equipment	18%	82%	218	10%	90%	10
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	13%	87%	760	17%	83%	161
Behaviour Support	33%	67%	523	38%	62%	90
Community nursing care for high needs	11%	89%	473	5%	95%	21
Development of daily living and life skills	11%	89%	813	13%	87%	116
Early Intervention supports for early childhood	47%	53%	1,009	53%	47%	358
Exercise Physiology and Physical Wellbeing activities	32%	68%	558	32%	68%	25

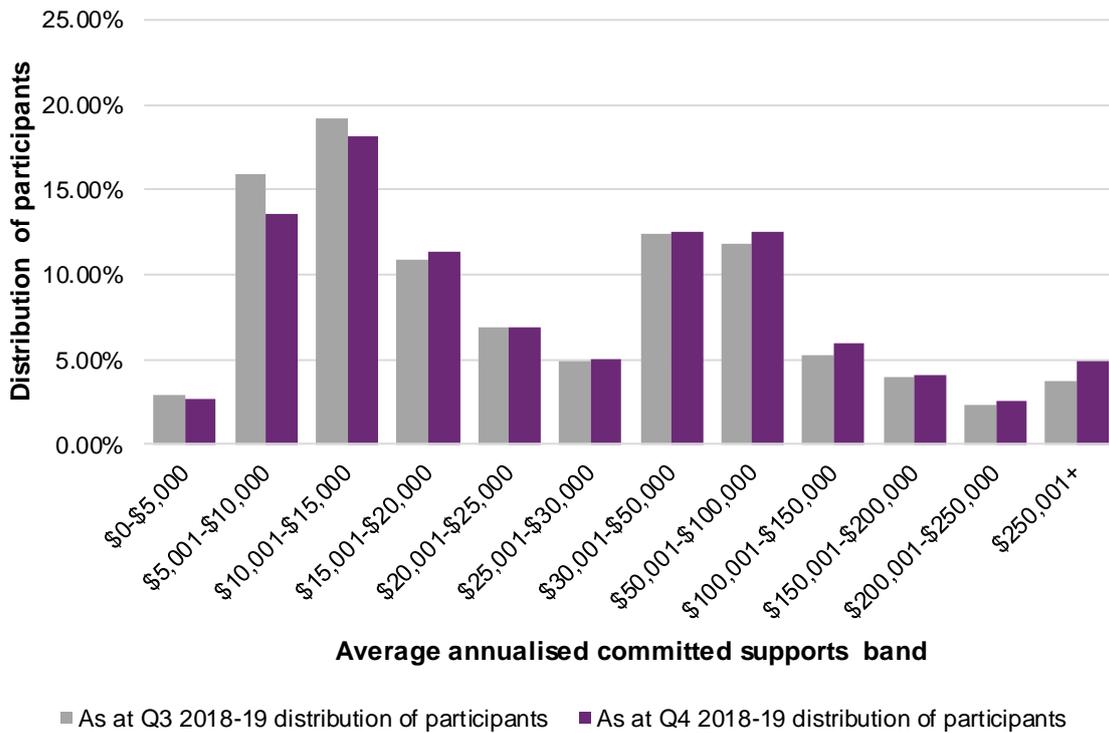
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	32%	68%	<b>1,013</b>	53%	47%	<b>15</b>
Specialised Driving Training	24%	76%	<b>177</b>	0%	100%	<b>3</b>
Therapeutic Supports	49%	51%	<b>2,529</b>	49%	51%	<b>562</b>
<b>Capital services</b>						
Home modification design and construction	26%	74%	<b>653</b>	0%	100%	<b>9</b>
Specialised Disability Accommodation	6%	94%	<b>267</b>	17%	83%	<b>6</b>
Vehicle Modifications	10%	90%	<b>121</b>	7%	93%	<b>15</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	15%	85%	<b>647</b>	22%	78%	<b>90</b>
Support Coordination	16%	84%	<b>644</b>	32%	68%	<b>79</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	9%	91%	<b>379</b>	4%	96%	<b>24</b>
Specialised Supported Employment	1%	99%	<b>104</b>	0%	100%	<b>13</b>
<b>Total</b>	<b>42%</b>	<b>58%</b>	<b>6,115</b>	<b>36%</b>	<b>64%</b>	<b>1,159</b>

**Part Five: Financial sustainability**

**Table J.49 Committed supports by financial year (\$m) - SA**

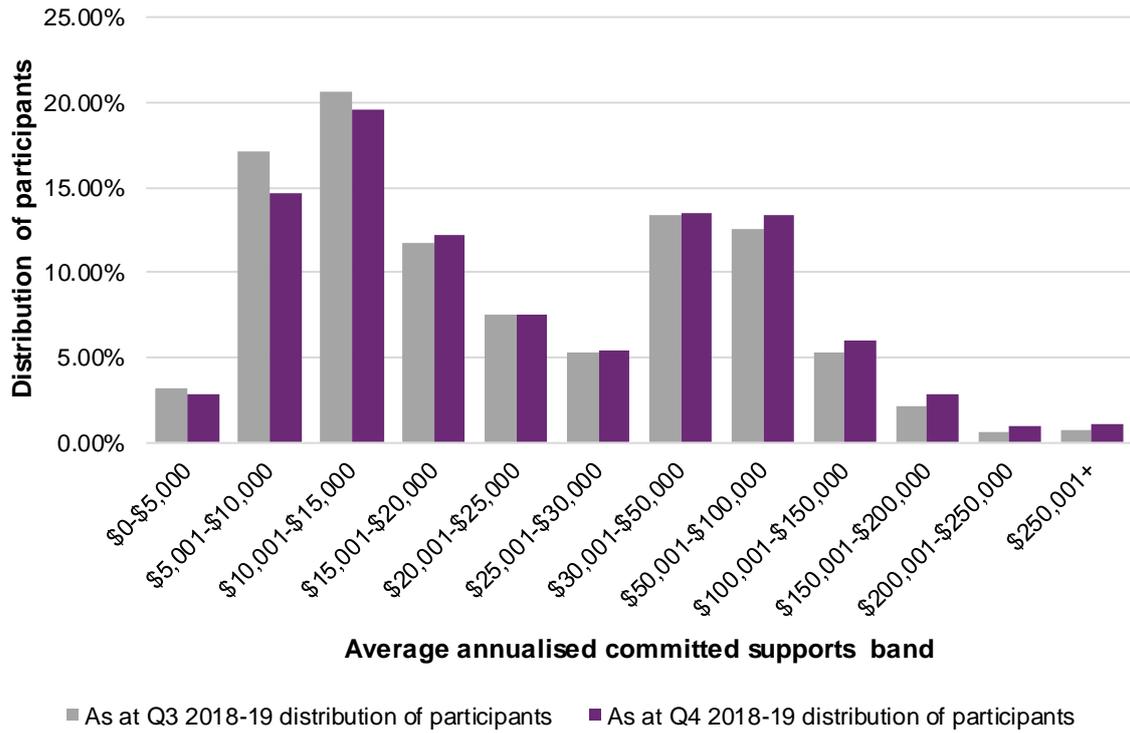
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	11.0	50.6	106.1	190.5	368.4	1,153.5	<b>1,880.2</b>

**Figure J.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA)<sup>326</sup>**



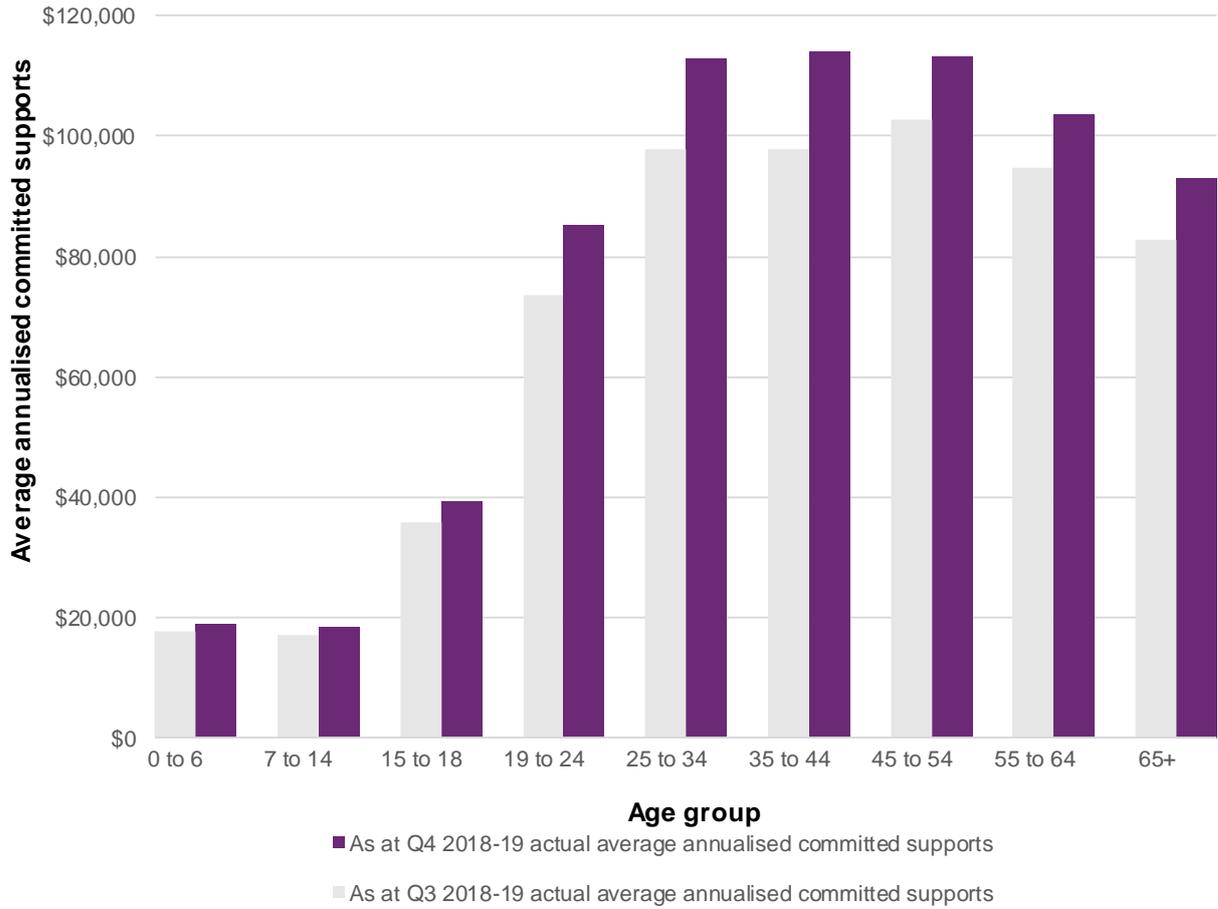
<sup>326</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.  
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**Figure J.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA)<sup>327</sup>**



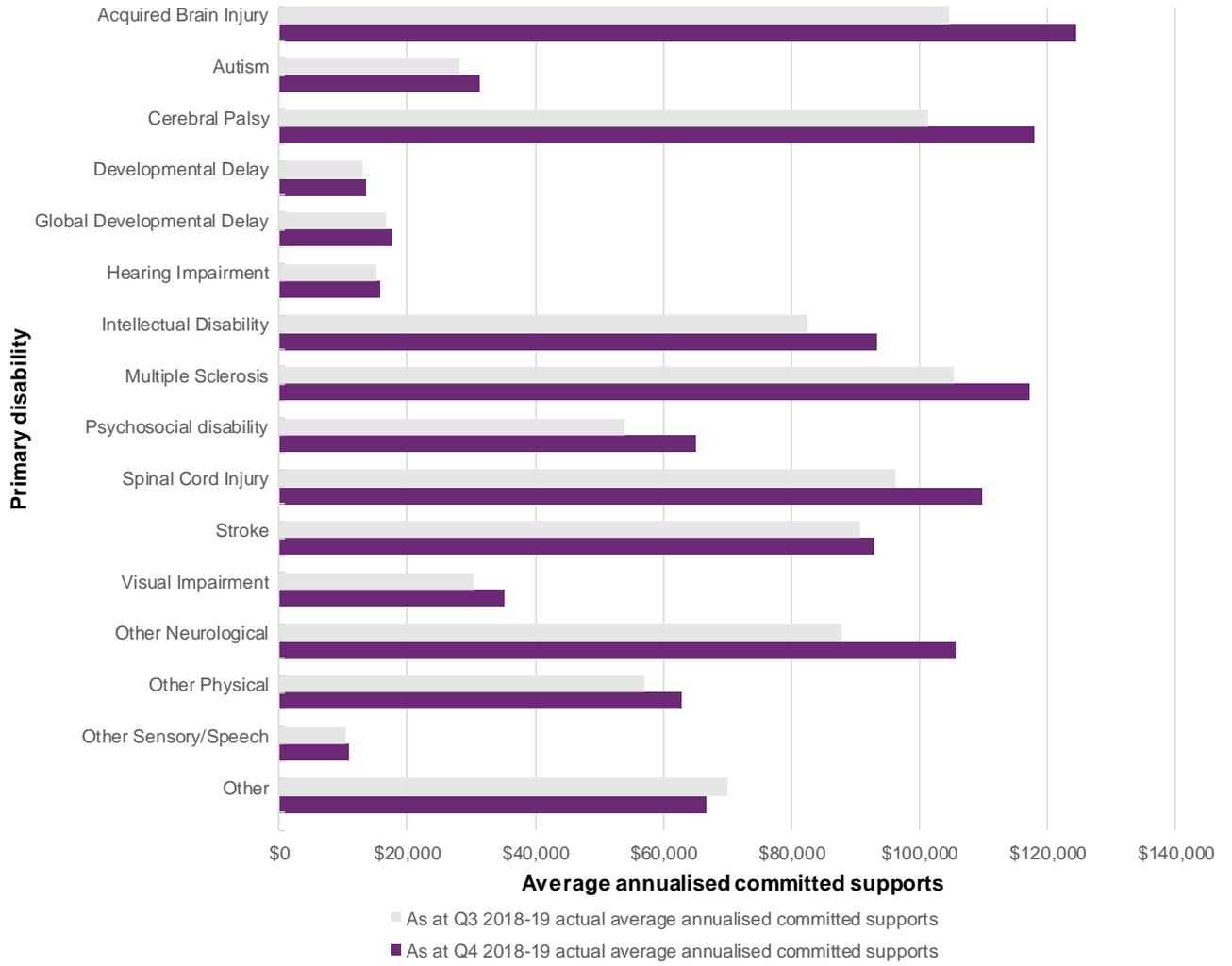
<sup>327</sup> Ibid.

**Figure J.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA)<sup>328</sup>**



<sup>328</sup> *ibid.*  
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**Figure J.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA)<sup>329</sup>**



<sup>329</sup> Ibid.

Figure J.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (SA) <sup>330,331</sup>

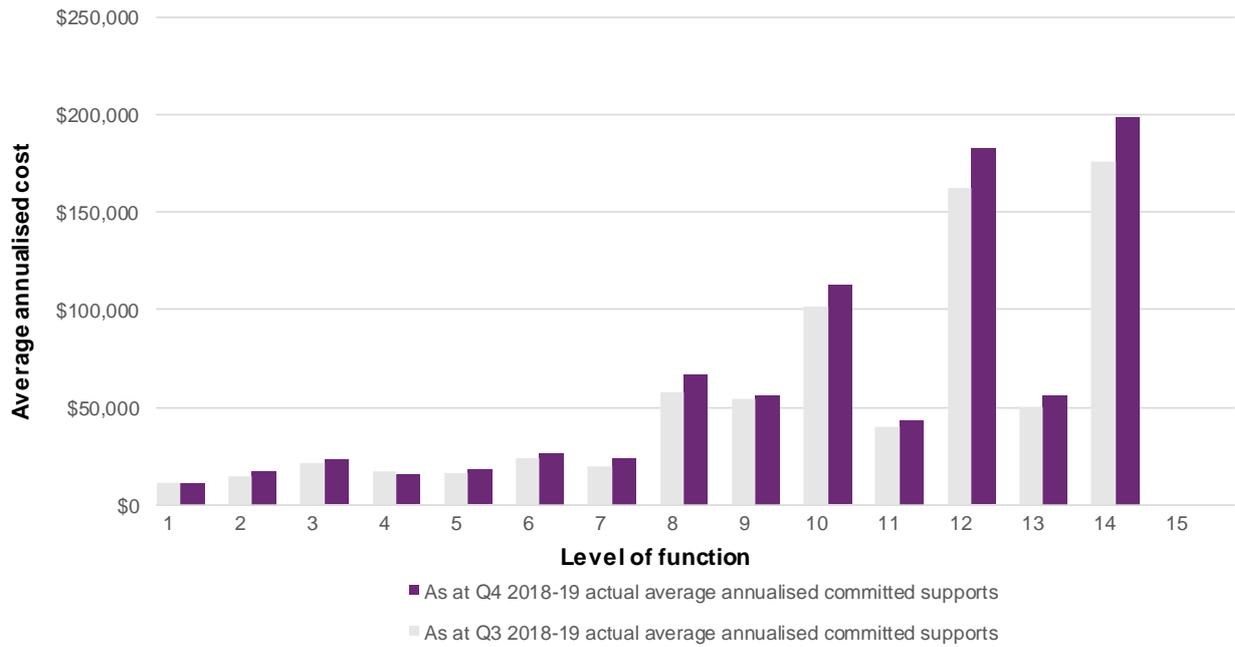


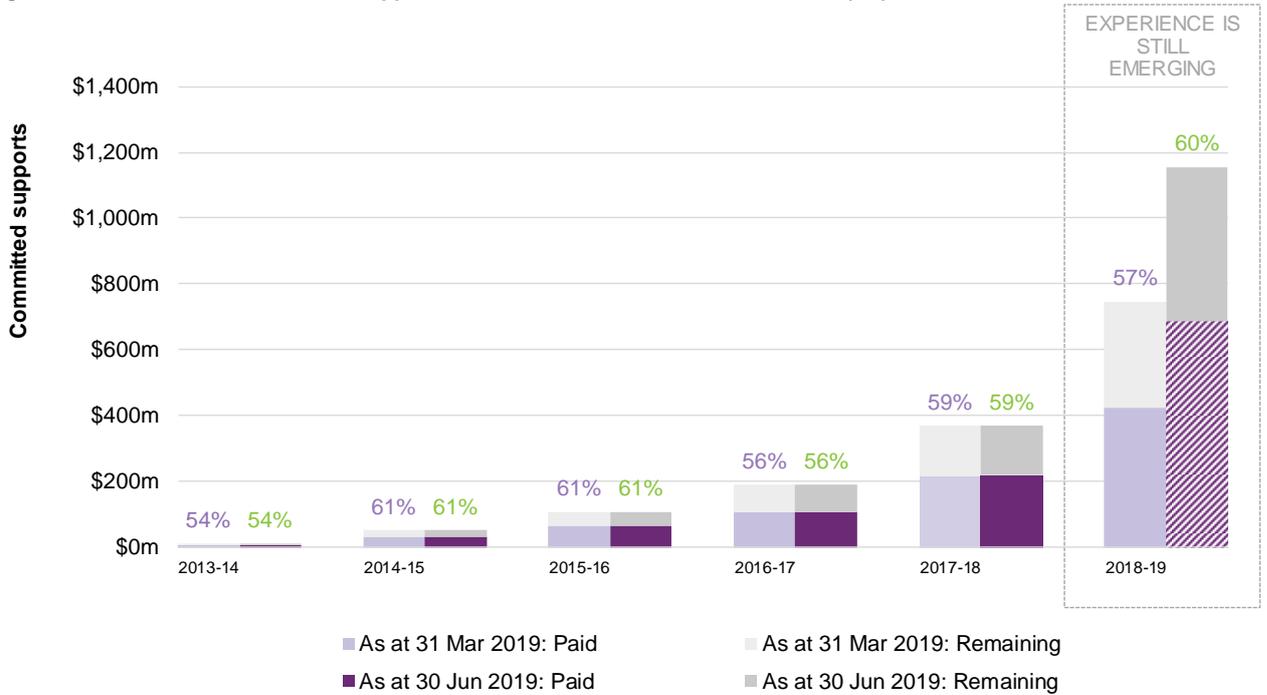
Table J.50 Payments by financial year, compared to committed supports (\$m) – SA

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total committed	11.0	50.6	106.1	190.5	368.4	1,153.5	1,880.2
Total paid	5.9	30.9	65.2	106.4	217.5	687.4	1,113.3
% utilised to date	54%	61%	61%	56%	59%	60%	59%

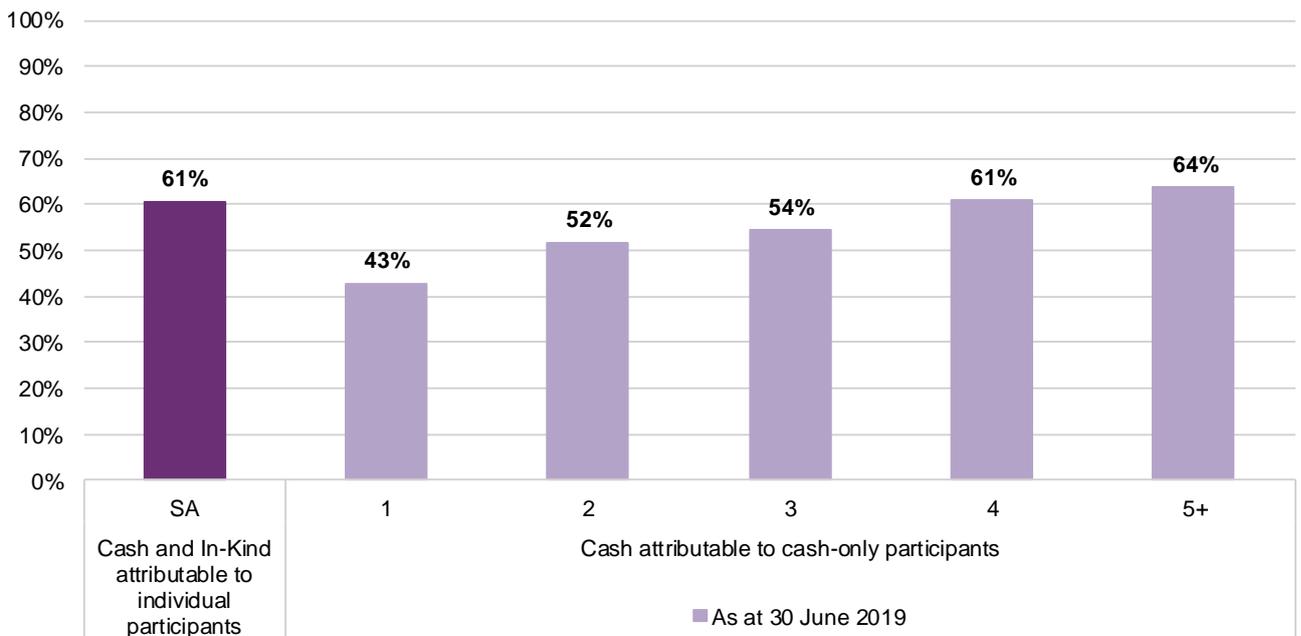
<sup>330</sup> Ibid.

<sup>331</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

**Figure J.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (SA)**



**Figure J.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (SA)<sup>332</sup>**



<sup>332</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure J.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (SA)<sup>333</sup>

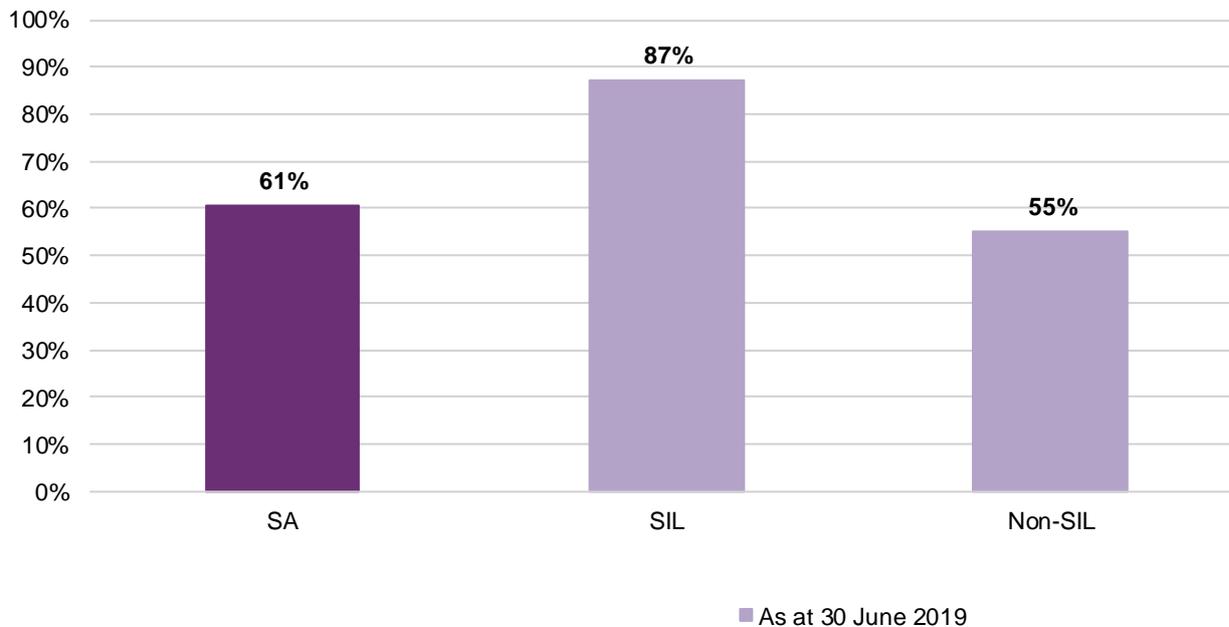
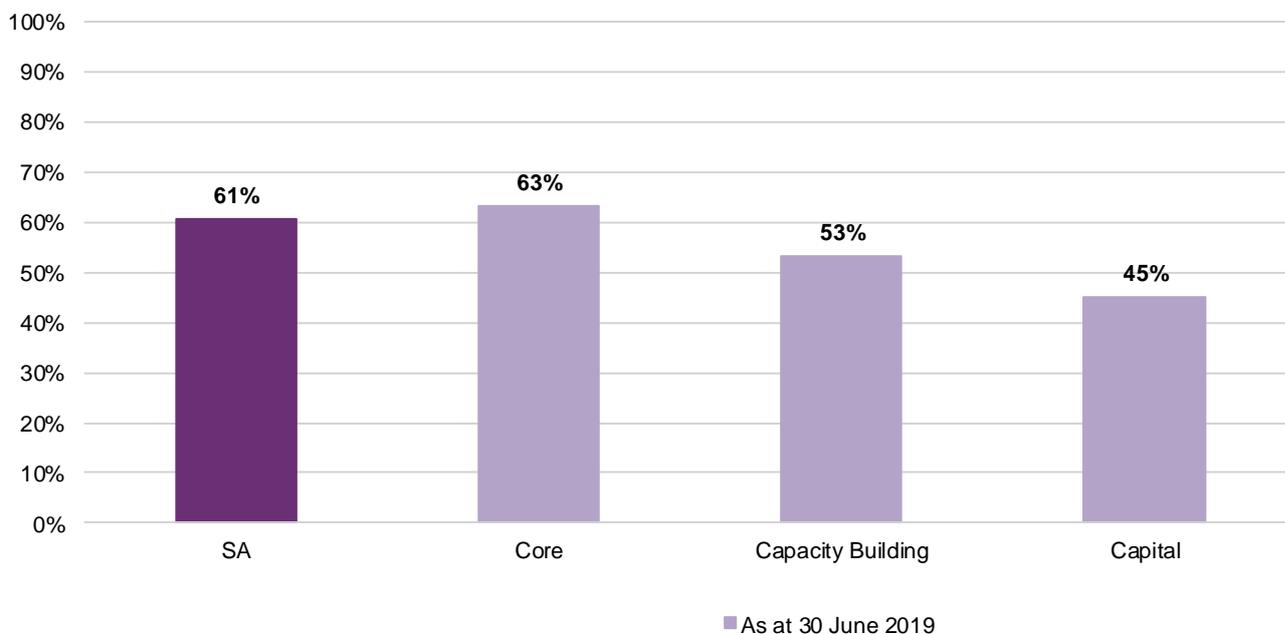


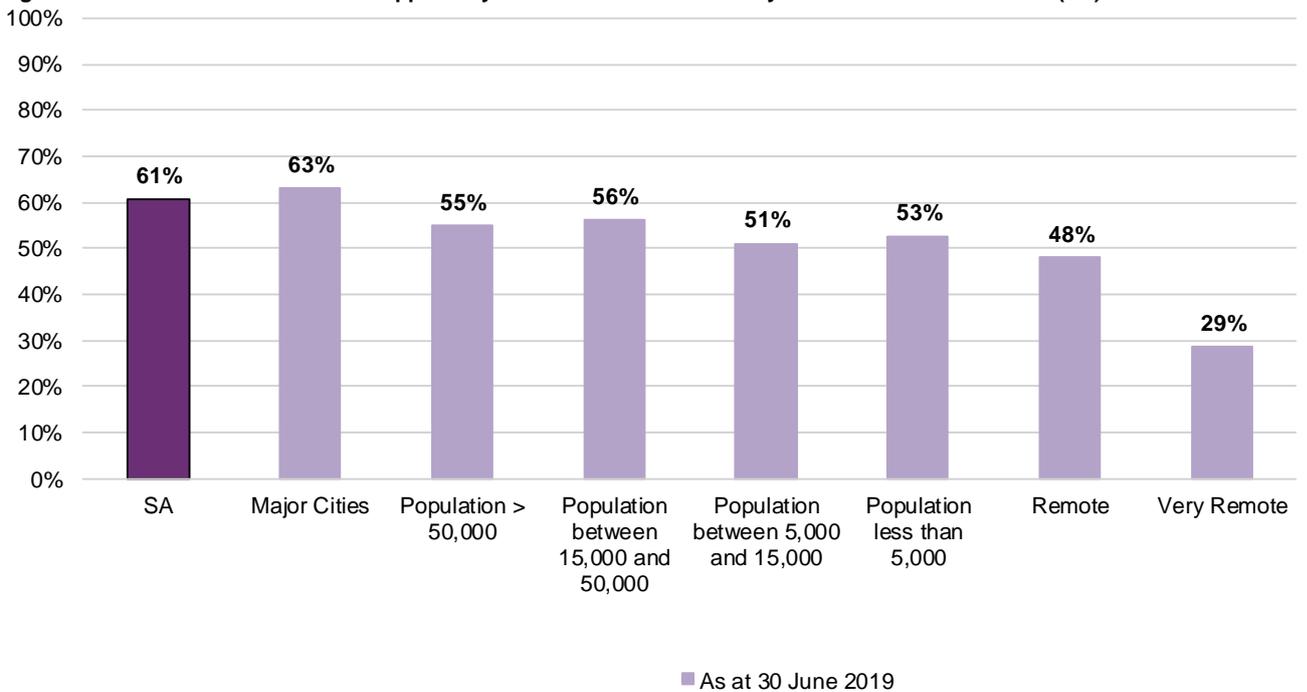
Figure J.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (SA)<sup>334</sup>



<sup>333</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

<sup>334</sup> Ibid.

Figure J.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (SA)<sup>335</sup>



# Appendix K:

## Tasmania

### Part One: Participants and their plans

Table K.1 Plan approvals compared to estimates – TAS

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
TAS	5,724	875	6,599	6,831	10,587

Table K.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS<sup>336</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Access decisions</b>	<b>7,076</b>	<b>888</b>	<b>7,964</b>
<b>Access Met</b>	<b>6,339</b>	<b>639</b>	<b>6,978</b>
State	2,846	106	2,952
Commonwealth	949	111	1,060
New	2,544	422	2,966
<b>Total Participant Plans</b>	<b>6,314</b>	<b>1,107</b>	<b>6,831</b>
State	2,653	224	2,877
Commonwealth	816	172	988
New	2,255	479	2,734
ECEI <sup>337</sup>	590	232	232
<b>Total Participant Plans</b>	<b>6,314</b>	<b>1,107</b>	<b>6,831</b>
Early Intervention (s25)	802	182	984
Permanent Disability (s24)	4,922	693	5,615
ECEI <sup>338</sup>	590	232	232

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

Exits	
<b>Total participant exits</b>	<b>90</b>
Early Intervention participants	<11
Permanent disability participants	82

<sup>336</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q4, 85% of people with a hearing impairment met the access criteria compared to 72% overall.

<sup>337</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>338</sup> Ibid.

**Table K.4 Cumulative position by services previously received – TAS<sup>339</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	701	33	428		1,162	1,125	103%
End of 2016-17	1,230	63	935	18	2,246	2,242	100%
End of 2017-18	2,006	383	1,489	537	4,415	4,874	91%
End of 2018-19 Q1	2,221	545	1,721	535	5,022	6,072	83%
End of 2018-19 Q2	2,375	648	1,961	544	5,528	7,270	76%
End of 2018-19 Q3	2,653	816	2,255	590	6,314	8,929	71%
End of 2018-19 Q4	2,877	988	2,734	232	6,831	10,587	65%

**Table K.5 Cumulative position by entry into the Scheme – TAS**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention <sup>340</sup>	Permanent Disability <sup>341</sup>	ECEI	Total		
Trial	25	1,137		1,162	1,125	103%
End of 2016-17	190	2,038	18	2,246	2,242	100%
End of 2017-18	515	3,363	537	4,415	4,874	91%
End of 2018-19 Q1	603	3,884	535	5,022	6,072	83%
End of 2018-19 Q2	696	4,288	544	5,528	7,270	76%
End of 2018-19 Q3	802	4,922	590	6,314	8,929	71%
End of 2018-19 Q4	984	5,615	232	6,831	10,587	65%

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

**Table K.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS**

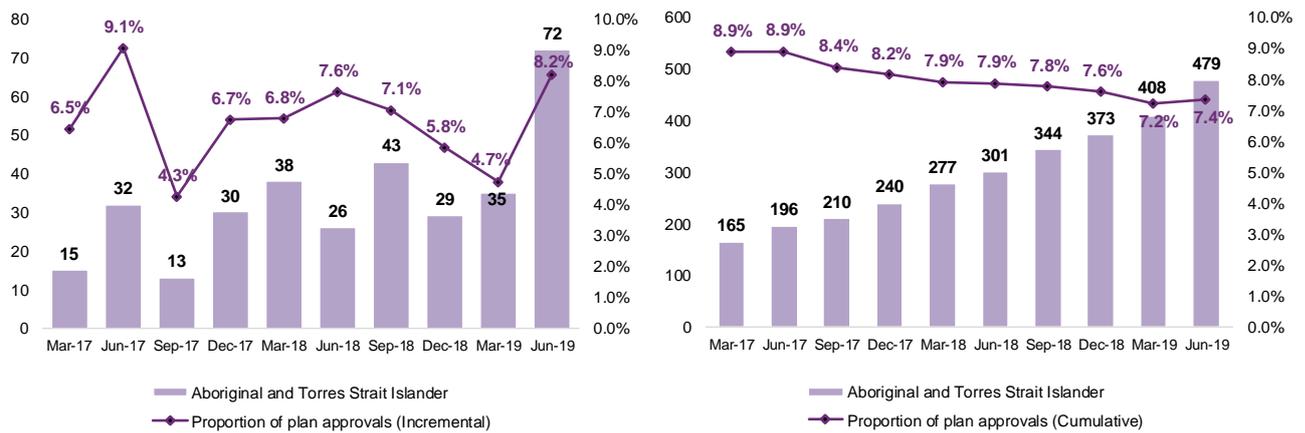
Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	407	7.2%	72	8.2%	<b>479</b>	<b>7.4%</b>
Not Aboriginal and Torres Strait Islander	4,819	85.5%	683	78.1%	<b>5,502</b>	<b>84.5%</b>
Not Stated	408	7.2%	120	13.7%	<b>528</b>	<b>8.1%</b>
<b>Total</b>	<b>5,634</b>	<b>100%</b>	<b>875</b>	<b>100%</b>	<b>6,509</b>	<b>100%</b>

<sup>339</sup> Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>340</sup> Participants who met Section 25 of the NDIS Act for access

<sup>341</sup> Participants who met Section 24 of the NDIS Act for access

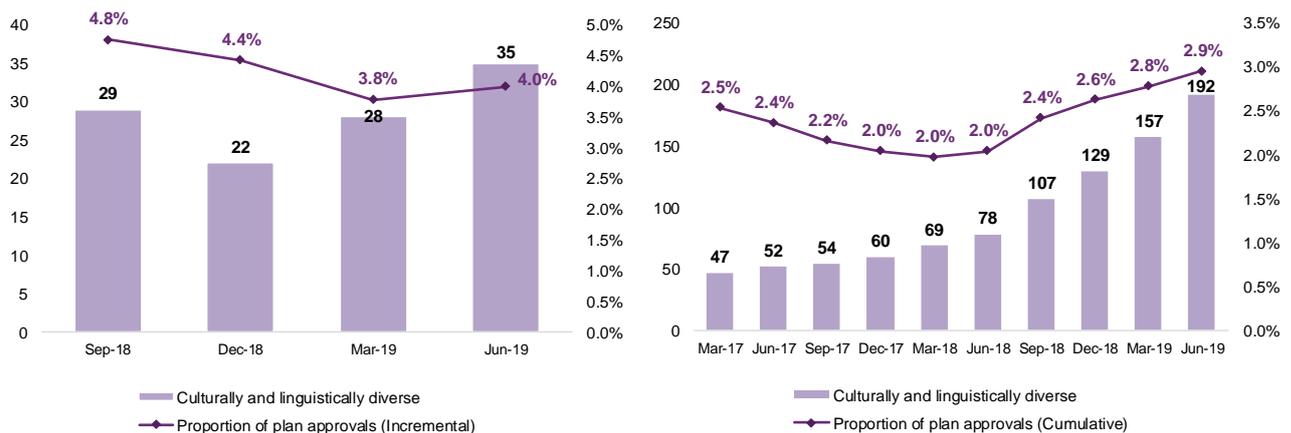
**Figure K.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – TAS<sup>342</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	157	2.8%	35	4.0%	192	2.9%
Not CALD	5,465	97.0%	840	96.0%	6,305	96.9%
Not Stated	12	0.2%	0	0.0%	12	0.2%
<b>Total</b>	<b>5,634</b>	<b>100%</b>	<b>875</b>	<b>100%</b>	<b>6,509</b>	<b>100%</b>

**Figure K.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – TAS<sup>343,344</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC <sup>345</sup>	30	0.5%	18	2.1%	48	0.7%
Not YPIRAC	5,604	99.5%	857	97.9%	6,461	99.3%
<b>Total</b>	<b>5,634</b>	<b>100%</b>	<b>875</b>	<b>100%</b>	<b>6,509</b>	<b>100%</b>

<sup>342</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>343</sup> Ibid.

<sup>344</sup> There are insufficient numbers to show the incremental count of CALD participants in Tasmania prior to the September 2018 quarter.

<sup>345</sup> The age breakdown of YPIRAC participants in TAS cannot be reported due to small numbers in some age groups.

Figure K.3 Number and proportion of YPIRAC participants over time cumulatively – TAS<sup>346,347</sup>

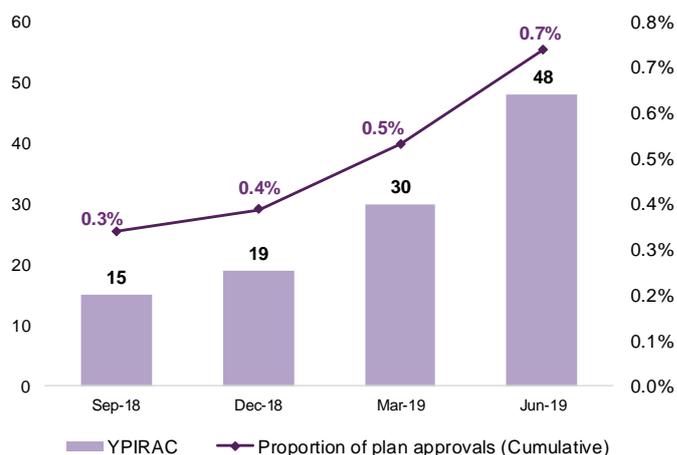
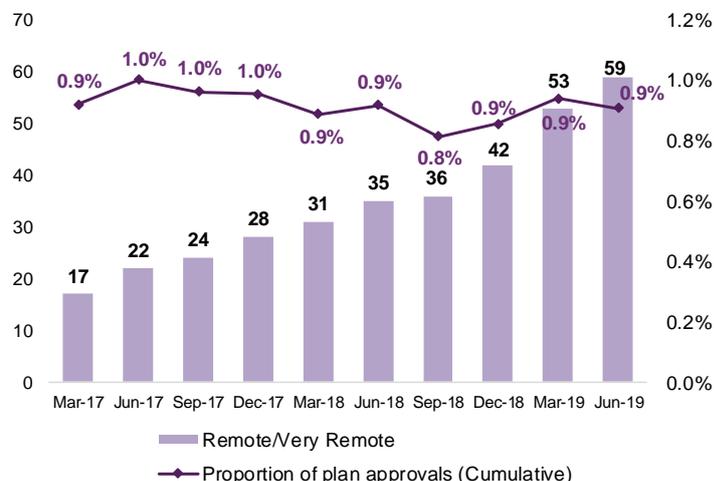


Table K.9 Participant profile per quarter by remoteness – TAS<sup>348,349</sup>

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	79	1.4%	<11		80	1.2%
Population > 50,000	3,562	63.3%	535	61.2%	4,097	63.0%
Population between 15,000 and 50,000	1,189	21.1%	191	21.9%	1,380	21.2%
Population between 5,000 and 15,000	15	0.3%	<11		17	0.3%
Population less than 5,000	733	13.0%	139	15.9%	872	13.4%
Remote	42	0.7%	<11		47	0.7%
Very Remote	11	0.2%	<11		12	0.2%
Missing	<11		<11		<11	
<b>Total</b>	<b>5,634</b>	<b>100%</b>	<b>875</b>	<b>100%</b>	<b>6,509</b>	<b>100%</b>

Figure K.4 Number and proportion of remote/very remote participants over time cumulatively – TAS<sup>350,351</sup>



<sup>346</sup> The cumulative chart shows the number of active participants as at each quarter over time.

<sup>347</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in Tasmania over time, and also insufficient numbers to show the cumulative count of YPIRAC participants prior to the September 2018 quarter.

<sup>348</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>349</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

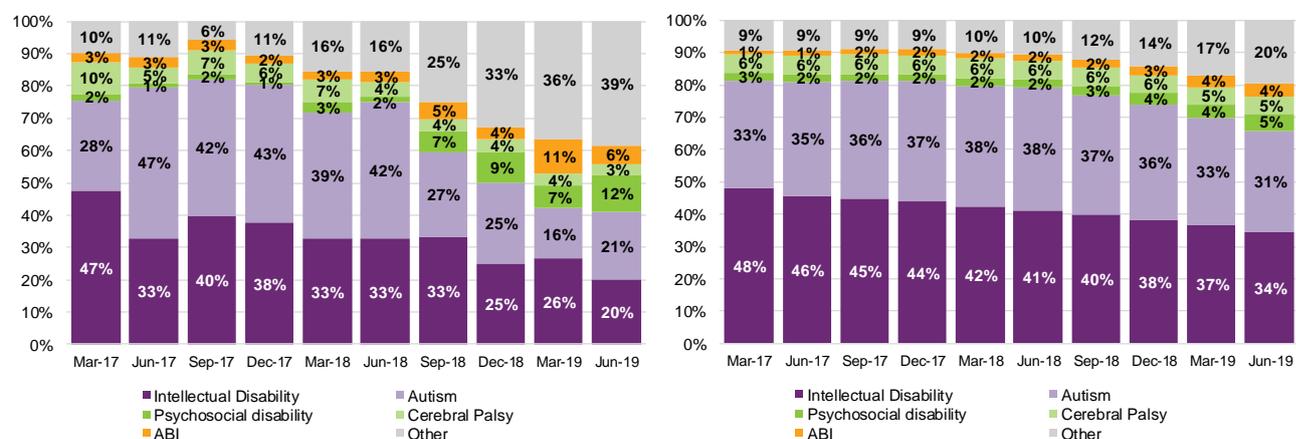
<sup>350</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>351</sup> There are insufficient numbers to show the incremental count of remote/very remote participants in Tasmania over time.

Table K.10 Participant profile per quarter by disability group – TAS<sup>352,353</sup>

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	1,865	33%	181	21%	2,046	31%
Intellectual Disability <sup>354</sup>	2,065	37%	176	20%	2,241	34%
Psychosocial disability	241	4%	102	12%	343	5%
Developmental Delay	77	1%	66	8%	143	2%
Other Neurological	194	3%	49	6%	243	4%
Cerebral Palsy	305	5%	30	3%	335	5%
Other Physical	168	3%	52	6%	220	3%
Hearing Impairment	130	2%	60	7%	190	3%
ABI	213	4%	49	6%	262	4%
Visual Impairment	100	2%	18	2%	118	2%
Multiple Sclerosis	90	2%	46	5%	136	2%
Global Developmental Delay	66	1%	11	1%	77	1%
Stroke	29	1%	19	2%	48	1%
Spinal Cord Injury	57	1%	11	1%	68	1%
Other Sensory/Speech	23	0%	<11		27	0%
Other	11	0%	<11		12	0%
<b>Total</b>	<b>5,634</b>	<b>100%</b>	<b>875</b>	<b>100%</b>	<b>6,509</b>	<b>100%</b>

Figure K.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – TAS<sup>355</sup>



<sup>352</sup> Table order based on national proportions (highest to lowest)

<sup>353</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

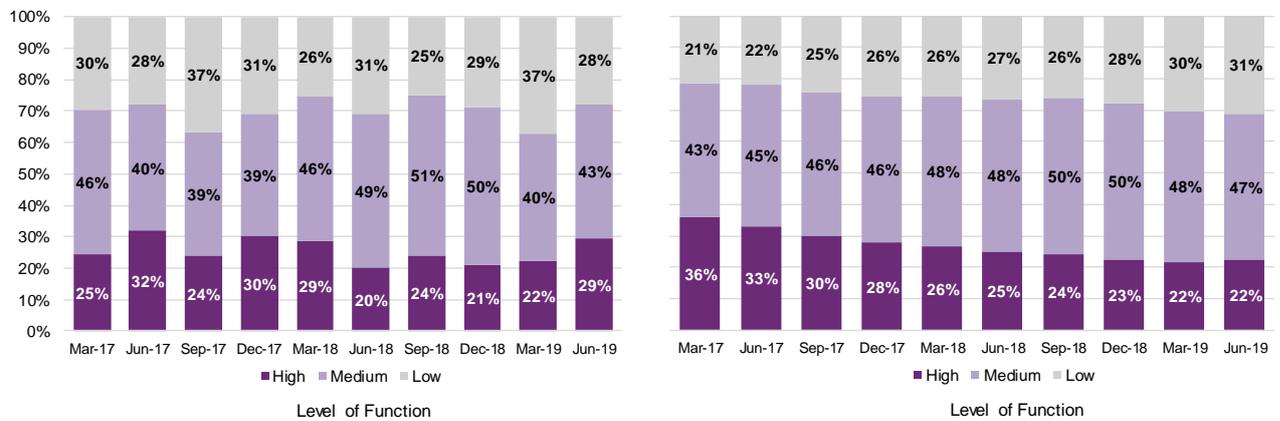
<sup>354</sup> Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in TAS (260).

<sup>355</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table K.11 Participant profile per quarter by level of function – TAS**

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	174	3%	79	9%	253	4%
2 (High Function)	<11		<11		14	0%
3 (High Function)	327	6%	62	7%	389	6%
4 (High Function)	285	5%	49	6%	334	5%
5 (High Function)	390	7%	64	7%	454	7%
6 (Moderate Function)	1,115	20%	155	18%	1,270	20%
7 (Moderate Function)	579	10%	37	4%	616	9%
8 (Moderate Function)	398	7%	68	8%	466	7%
9 (Moderate Function)	16	0%	<11		20	0%
10 (Moderate Function)	546	10%	110	13%	656	10%
11 (Low Function)	306	5%	12	1%	318	5%
12 (Low Function)	864	15%	193	22%	1,057	16%
13 (Low Function)	455	8%	26	3%	481	7%
14 (Low Function)	149	3%	12	1%	161	2%
15 (Low Function)	<11		<11		<11	
Missing	19		<11		19	
<b>Total</b>	<b>5,634</b>	<b>100%</b>	<b>875</b>	<b>100%</b>	<b>6,509</b>	<b>100%</b>

**Figure K.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – TAS<sup>356</sup>**

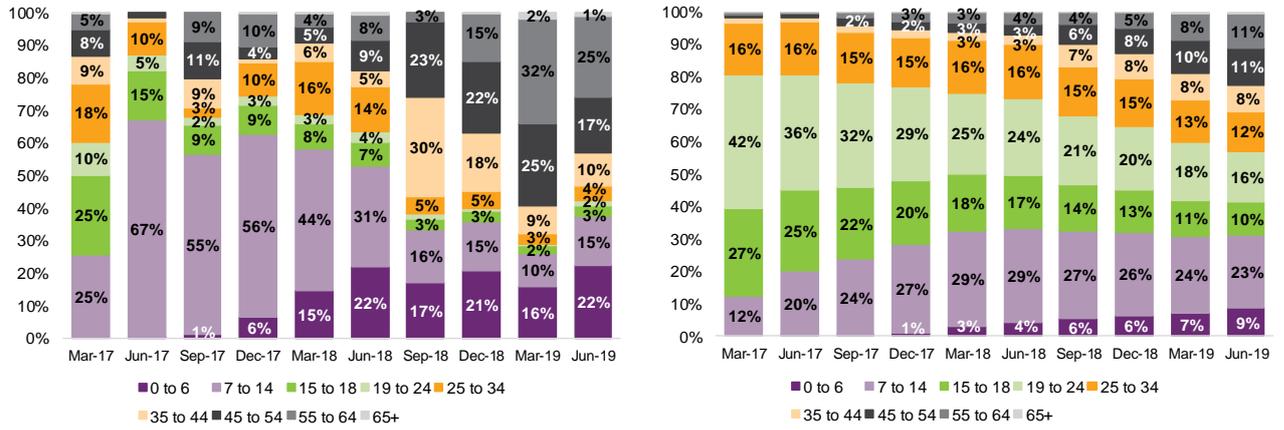


**Table K.12 Participant profile per quarter by Age group – TAS**

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	360	6%	194	22%	554	9%
7 to 14	1,343	24%	131	15%	1,474	23%
15 to 18	629	11%	30	3%	659	10%
19 to 24	1,006	18%	16	2%	1,022	16%
25 to 34	759	13%	38	4%	797	12%
35 to 44	453	8%	90	10%	543	8%
45 to 54	573	10%	150	17%	723	11%
55 to 64	475	8%	215	25%	690	11%
65+	36	1%	11	1%	47	1%
<b>Total</b>	<b>5,634</b>	<b>100%</b>	<b>875</b>	<b>100%</b>	<b>6,509</b>	<b>100%</b>

<sup>356</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.  
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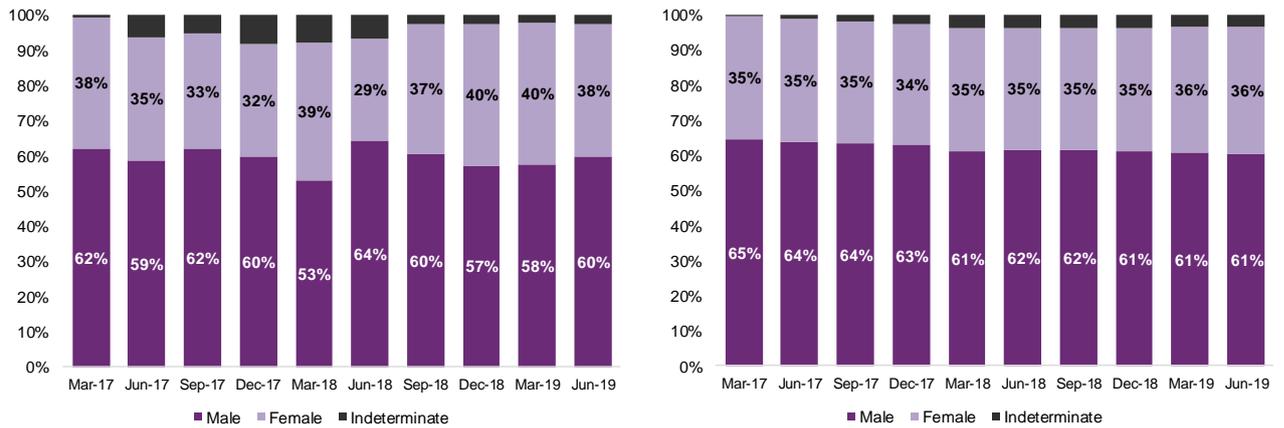
**Figure K.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – TAS<sup>357</sup>**



**Table K.13 Participant profile per quarter by Gender – TAS**

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	3,416	61%	522	60%	3,938	61%
Female	2,034	36%	333	38%	2,367	36%
Indeterminate	184	3%	20	2%	204	3%
<b>Total</b>	<b>5,634</b>	<b>100%</b>	<b>875</b>	<b>100%</b>	<b>6,509</b>	<b>100%</b>

**Figure K.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – TAS<sup>358</sup>**



<sup>357</sup> Ibid.

<sup>358</sup> Ibid.

## Part Two: Participant experience and outcomes

Table K.14 Number of questionnaires completed by SFOF version – TAS<sup>359</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	6	81	356	443
Participant school to 14	562	894	551	2,007
Participant 15 to 24	307	158	108	573
Participant 25 and over	154	495	1,693	2,342
<b>Total Participant</b>	<b>1,029</b>	<b>1,628</b>	<b>2,708</b>	<b>5,365</b>
Family 0 to 14	517	965	880	2,362
Family 15 to 24	161	133	76	370
Family 25 and over	5	195	630	830
<b>Total Family</b>	<b>683</b>	<b>1,293</b>	<b>1,586</b>	<b>3,562</b>
<b>Total</b>	<b>1,712</b>	<b>2,921</b>	<b>4,294</b>	<b>8,927</b>

Table K.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – TAS

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	65%			
CC % who say their child is able to tell them what he/she wants	71%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		34%		
DL % who say their child is becoming more independent		43%		
CC % of children who have a genuine say in decisions about themselves		73%		
CC % who are happy with the level of independence/control they have now			44%	
CC % who choose who supports them			46%	53%
CC % who choose what they do each day			56%	64%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	39%
CC % who want more choice and control in their life			80%	78%

<sup>359</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.9% of participants.  
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**Table K.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – TAS**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		29%		
REL	Of these, % who are welcomed or actively included	66%	80%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	32%

**Table K.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – TAS**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		81%		
HM	% who are happy with their home			76%	79%
HM	% who feel safe or very safe in their home			84%	81%
HW	% who rate their health as good, very good or excellent			72%	50%
HW	% who did not have any difficulties accessing health services			75%	73%
LL	% who currently attend or previously attended school in a mainstream class			67%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				60%
LL	% unable to do a course or training they wanted to do in the last 12 months				24%
WK	% who have a paid job			8%	22%
WK	% who volunteer			10%	11%

**Table K.18 Selected key indicators for families/carers of participants – TAS**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	39%	31%	29%
% receiving Carer Allowance	63%	41%	40%
% working in a paid job	40%	42%	29%
Of those in a paid job, % in permanent employment	74%	72%	78%
Of those in a paid job, % working 15 hours or more	73%	80%	83%
% who say they (and their partner) are able to work as much as they want	42%	44%	65%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	90%	82%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	31%	20%
% able to advocate for their child/family member	78%	73%	66%
% who have friends and family they see as often as they like	42%	47%	53%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		38%	42%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			51%
% who rate their health as good, very good or excellent	70%	63%	64%

**Table K.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=6) – TAS<sup>360</sup>**

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

<sup>360</sup> Results in Tables K.19 to K.22 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables K.23 to K.25.

**Table K.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=738) – TAS**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	48%
LL	Has the NDIS improved your child's access to education?	22%
REL	Has the NDIS improved your child's relationships with family and friends?	37%
S/CP	Has the NDIS improved your child's social and recreational life?	35%

**Table K.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=160) and ‘Participant 25 and over’ (n=372) – TAS**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	51%	79%
DL	Has the NDIS helped you with daily living activities?	47%	81%
REL	Has the NDIS helped you to meet more people?	40%	64%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	44%
HW	Has your involvement with the NDIS improved your health and wellbeing?	30%	55%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	21%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	14%
S/CP	Has the NDIS helped you be more involved?	38%	70%

**Table K.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=721); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=189) – TAS**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	43%	50%
Has the NDIS improved the level of support for your family?	52%	59%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	56%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	54%	
Has the NDIS improved your health and wellbeing?	28%	31%

**Table K.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=156) – TAS<sup>361,362</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	40%	45%	+5%
LL	Has the NDIS improved your child's access to education?	16%	12%	-5%
REL	Has the NDIS improved your child's relationships with family and friends?	23%	25%	+2%
S/CP	Has the NDIS improved your child's social and recreational life?	33%	33%	+1%

**Table K.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=338) and ‘Participant 25 and over’ (n=89) – TAS**

Question	15 to 24			25 and over			
	Year 1	Year 2	Change	Year 1	Year 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	51%	57%	+6%	76%	67%	-9%
DL	Has the NDIS helped you with daily living activities?	47%	56%	+10%	73%	70%	-3%
REL	Has the NDIS helped you to meet more people?	43%	48%	+5%	57%	45%	-12%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	10%	10%	0%	24%	18%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	31%	33%	+2%	48%	41%	-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?	25%	26%	0%	25%	26%	+1%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	7%	7%	0%	21%	19%	-2%
S/CP	Has the NDIS helped you be more involved?	45%	50%	+5%	57%	57%	0%

<sup>361</sup> Results in Tables K.23 to K.26 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

<sup>362</sup> There is insufficient data to show results for SFOF version ‘Participant 0 to school’.

**Table K.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=110); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=153) – TAS**

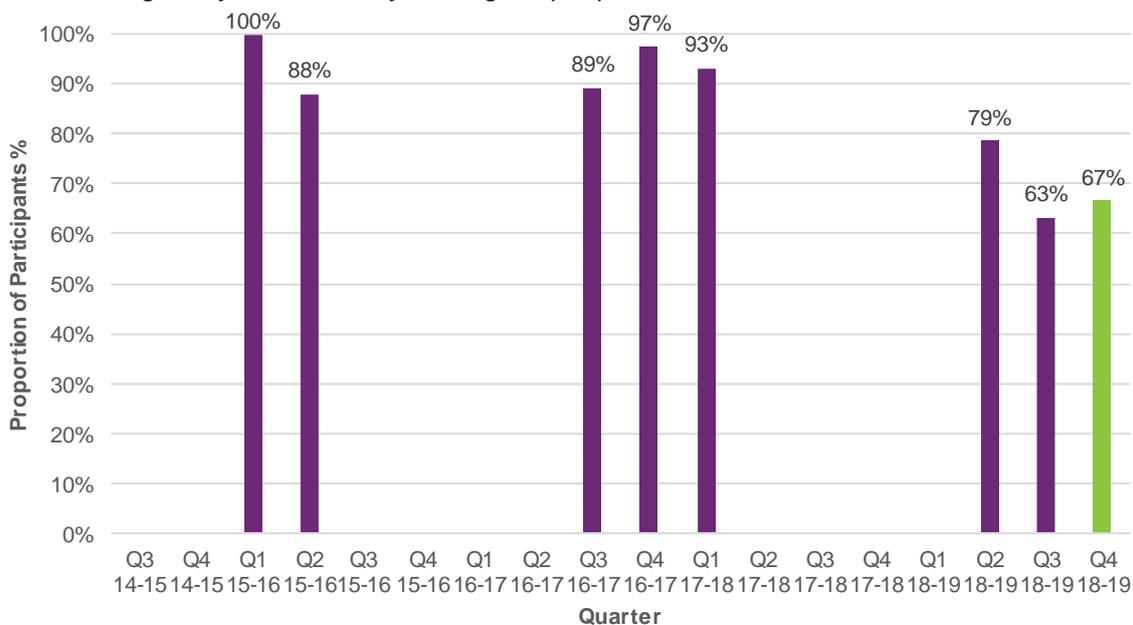
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	25%	29%	+4%	50%	52%	+2%
Has the NDIS improved the level of support for your family?	41%	45%	+4%	52%	61%	+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?	46%	54%	+8%	53%	66%	+13%
Has the NDIS improved your ability/capacity to help your child develop and learn?	37%	43%	+6%			
Has the NDIS improved your health and wellbeing?	22%	24%	+2%	28%	23%	-5%

**Table K.26 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=258) – TAS<sup>363</sup>**

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	8%	14%	
Aged 25+	27%	29%	26%
Aged 15+ (average)	14%	18%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	23%	26%	41%
Aged 25+	33%	34%	
Aged 15+ (average)	25%	27%	

<sup>363</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 June 2017.

**Figure K.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (TAS)<sup>364</sup>**



\*The result for Q4 of 2018-19 is based on 21 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 67% gave a rating of good or very good, 19% gave a neutral rating and 14% gave a rating of poor or very poor.

**Table K.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (TAS)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	62%	33%	5%
I had enough time to tell my story and say what support I need	90%	5%	5%
The planner knows what I can do well	62%	24%	14%
The planner had some good ideas for my plan	71%	10%	19%
I know what is in my plan	71%	19%	10%
The planner helped me think about my future	67%	24%	10%
I think my plan will make my life better	67%	24%	10%
The planning meeting went well	76%	24%	0%

<sup>364</sup> Participant satisfaction results are not shown if there is insufficient data in the group.  
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**Table K.28 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (TAS)**

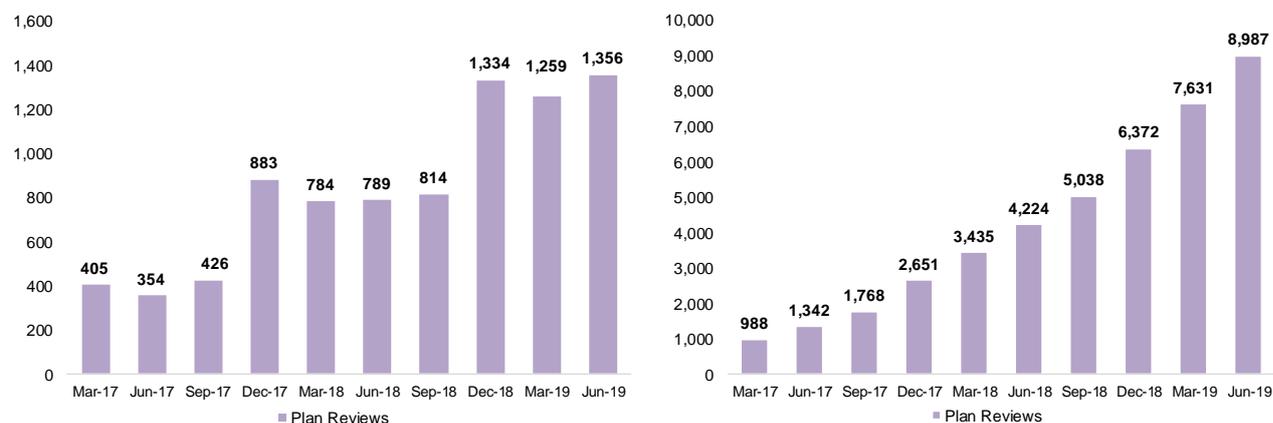
Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
<b>Access</b>	<b>N = 44</b>	<b>N = 33</b>
Are you happy with how coming into the NDIS has gone?	84%	76%
Was the person from the NDIS respectful?	95%	97%
Do you understand what will happen next with your plan?	59%	73%
<b>Pre-planning</b>	<b>N = 48</b>	<b>N = 40</b>
Did the person from the NDIS understand how your disability affects your life?	88%	95%
Did you understand why you needed to give the information you did?	96%	100%
Were decisions about your plan clearly explained?	85%	85%
Are you clear on what happens next with your plan?	85%	78%
Do you know where to go for more help with your plan?	83%	98%
<b>Planning</b>	<b>N = 39</b>	<b>N = 27</b>
Did the person from the NDIS understand how your disability affects your life?	82%	74%
Did you understand why you needed to give the information you did?	95%	89%
Were decisions about your plan clearly explained?	77%	63%
Are you clear on what happens next with your plan?	74%	56%
Do you know where to go for more help with your plan?	79%	81%
<b>Plan review</b>	<b>N = 39</b>	<b>N = 27</b>
Did the person from the NDIS understand how your disability affects your life?	82%	93%
Did you feel prepared for your plan review?	85%	85%
Is your NDIS plan helping you to make progress towards your goals?	77%	89%

**Table K.29 Plan reviews conducted per quarter – excluding plans less than 30 days – TAS<sup>365</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total plan reviews</b>	<b>7,631</b>	<b>1,356</b>	<b>8,987</b>
<i>Early intervention plans</i>	728	179	907
<i>Permanent disability plans</i>	6,903	1,177	8,080

<sup>365</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

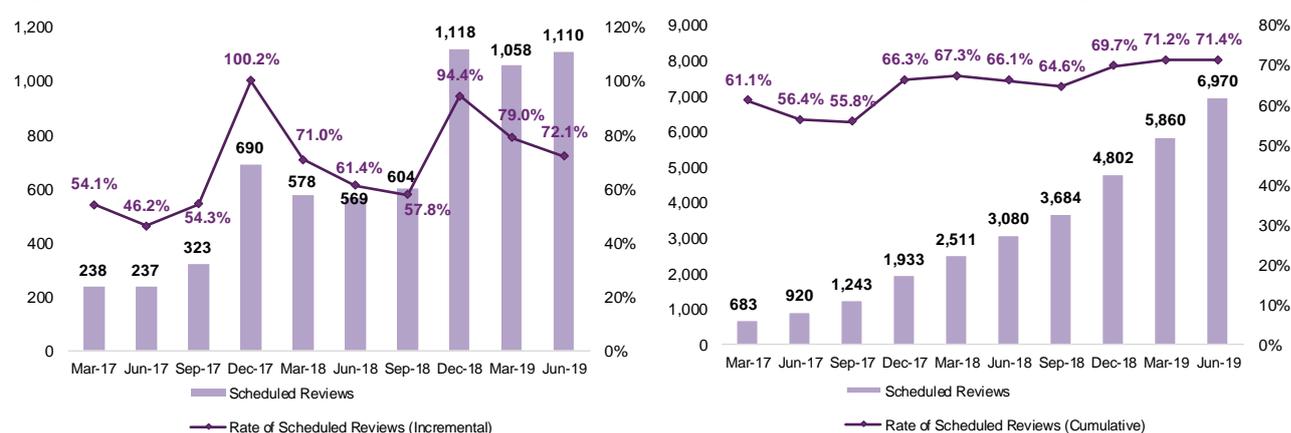
**Figure K.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – TAS**



**Table K.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total scheduled plan reviews</b>	<b>5,860</b>	<b>1,110</b>	<b>6,970</b>
<i>Trial participants</i>	2,877	239	3,116
<i>Transition participants</i>	2,983	871	3,854

**Figure K.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – TAS<sup>366</sup>**



**Table K.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total unscheduled plan reviews</b>	<b>1,771</b>	<b>246</b>	<b>2,017</b>
<i>Trial participants</i>	693	52	745
<i>Transition participants</i>	1,078	194	1,272

**Table K.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS<sup>367</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>% unscheduled reviews</b>	<b>21.5%</b>	<b>16.0%</b>	<b>20.7%</b>

<sup>366</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>367</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure K.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – TAS<sup>368</sup>



Table K.33 AAT cases – TAS<sup>369</sup>

	Prior Quarters	2018-19 Q4	Total
	N	N	N
<b>AAT cases</b>	<b>26</b>	<b>&lt;11</b>	<b>31</b>
<b>% of all access decisions<sup>370</sup></b>	<b>0.20%</b>	<b>0.25%</b>	<b>0.21%</b>

Table K.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS

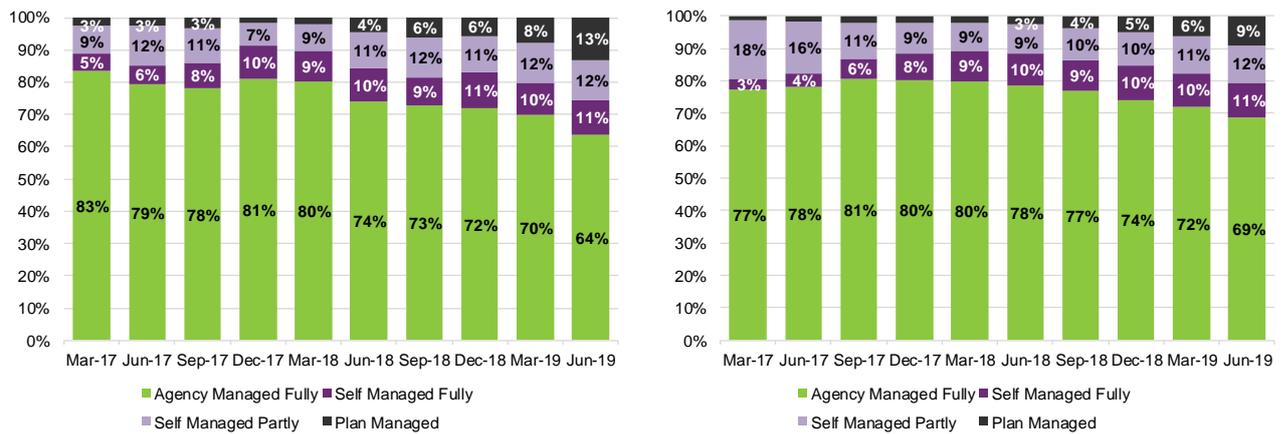
	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	11%	11%	11%
Self-managed partly	11%	12%	12%
Plan managed	6%	13%	9%
Agency managed	71%	64%	69%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>368</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>369</sup> The numbers of AAT cases for Tasmania by category and by open/closed status are not shown due to insufficient numbers.

<sup>370</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure K.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – TAS<sup>371</sup>**



**Table K.35 Distribution of active participants by support coordination and quarter of plan approval – TAS**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	40%	43%	41%

**Table K.36 Duration to plan activation by quarter of initial plan approval for active participants – TAS<sup>372,373</sup>**

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	2,265	69%	338	68%
30 to 59 days	284	9%	52	10%
60 to 89 days	164	5%	30	6%
<b>Activated within 90 days</b>	<b>2,713</b>	<b>83%</b>	<b>420</b>	<b>85%</b>
90 to 119 days	120	4%	18	4%
120 days and over	318	10%	25	5%
<b>Activated after 90 days</b>	<b>438</b>	<b>13%</b>	<b>43</b>	<b>9%</b>
No payments	126	4%	33	7%
<b>Total plans approved</b>	<b>3,277</b>	<b>100%</b>	<b>496</b>	<b>100%</b>

<sup>371</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

<sup>372</sup> Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>373</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table K.37 Proportion of active participants with plan activated within 12 months – TAS

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	272	301	90%
Not Aboriginal and Torres Strait Islander	3,138	3,325	94%
Not Stated	159	168	95%
<b>Total</b>	<b>3,569</b>	<b>3,794</b>	<b>94%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	74	78	95%
Not CALD	3,485	3,704	94%
Not Stated	<11	12	
<b>Total</b>	<b>3,569</b>	<b>3,794</b>	<b>94%</b>
<b>by Remoteness</b>			
Major Cities	60	64	94%
Regional	3,476	3,692	94%
Remote	31	35	89%
Missing	<11	<11	
<b>Total</b>	<b>3,569</b>	<b>3,794</b>	<b>94%</b>
<b>by Primary Disability type</b>			
Autism	1,361	1,462	93%
Intellectual Disability (including Down Syndrome)	1,449	1,545	94%
Psychosocial Disability	94	100	94%
Developmental Delay (including Global Developmental Delay)	39	42	93%
Other	626	645	97%
<b>Total</b>	<b>3,569</b>	<b>3,794</b>	<b>94%</b>

Table K.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – TAS<sup>374,375</sup>

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	35%	74%	37%
50% to 75%	17%	16%	17%
> 75%	48%	10%	46%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Table K.39 Proportion of active participants with approved plans accessing mainstream supports - TAS

	Prior Quarters	2018-19 Q4	Total
Daily Activities	8%	10%	9%
Health & Wellbeing	58%	53%	56%
Lifelong Learning	21%	17%	20%
Other	16%	14%	15%
Non-categorised	27%	27%	27%
Any mainstream service	94%	93%	93%

<sup>374</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>375</sup> This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

### Part Three: Providers and the growing market

Table K.40 Key provider indicators by quarter - TAS<sup>376</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	391	33	418
<i>Company/ organisation</i>	1,068	57	1,107
<i>Total</i>	1,459	90	1,525
b) Registration revoked	24		

<sup>376</sup> The total number of providers as at 30 June 2019 (1,525) is not the sum of the number of providers as at 31 March 2019 (1,459) and the providers registered in the fourth quarter of 2018-19 (90). This is due to 24 providers whose registration ended during the fourth quarter of 2018-19.

Table K.41 Number of approved providers by registration group - TAS<sup>377</sup>

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	128	9	137	7%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	81	5	86	6%
Assistance with travel/transport arrangements	201	14	215	7%
Daily Personal Activities	101	6	107	6%
Group and Centre Based Activities	87	7	94	8%
High Intensity Daily Personal Activities	98	6	104	6%
Household tasks	220	22	242	10%
Interpreting and translation	60	2	62	3%
Participation in community, social and civic activities	133	7	140	5%
<b>Assistive Technology</b>				
Assistive equipment for recreation	250	15	265	6%
Assistive products for household tasks	195	12	207	6%
Assistance products for personal care and safety	447	27	474	6%
Communication and information equipment	177	13	190	7%
Customised Prosthetics	86	3	89	3%
Hearing Equipment	72	3	75	4%
Hearing Services	4	0	4	0%
Personal Mobility Equipment	296	18	314	6%
Specialised Hearing Services	8	-1	7	-13%
Vision Equipment	74	6	80	8%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	135	8	143	6%
Behaviour Support	83	7	90	8%
Community nursing care for high needs	76	8	84	11%
Development of daily living and life skills	120	8	128	7%
Early Intervention supports for early childhood	86	4	90	5%
Exercise Physiology and Physical Wellbeing activities	126	7	133	6%
Innovative Community Participation	183	18	201	10%
Specialised Driving Training	52	2	54	4%
Therapeutic Supports	322	14	336	4%
<b>Capital services</b>				
Home modification design and construction	154	7	161	5%
Specialised Disability Accommodation	91	9	100	10%
Vehicle Modifications	57	2	59	4%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	48	1	49	2%
Support Coordination	80	7	87	9%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	50	0	50	0%
Specialised Supported Employment	29	0	29	0%
<b>Total approved providers</b>	<b>1,435</b>	<b>90</b>	<b>1,525</b>	<b>6%</b>

<sup>377</sup> The 24 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

**Table K.42 Key markets indicators by quarter - TAS**

<b>Market indicators</b>	<b>Prior Quarters</b>	<b>2018-19 Q4</b>
a) Average number of providers per participant	1.73	1.88
b) Number of providers delivering new supports	127	173
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	22%	25%
<i>Not yet active (%)</i>	70%	68%
<i>Inactive (%)</i>	8%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	83%	85%
<i>Therapeutic Supports (%)</i>	84%	85%
<i>Participate Community (%)</i>	84%	82%
<i>Early Childhood Supports (%)</i>	80%	80%
<i>Assist Personal Activities (%)</i>	79%	85%

Table K.43 Cumulative number of providers that have been active by registration group - TAS

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	10	2	12	20%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	49	3	52	6%
Assistance with travel/transport arrangements	55	4	59	7%
Daily Personal Activities	69	4	73	6%
Group and Centre Based Activities	49	2	51	4%
High Intensity Daily Personal Activities	64	2	66	3%
Household tasks	43	9	52	21%
Interpreting and translation	4	1	5	25%
Participation in community, social and civic activities	85	3	88	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	8	2	10	25%
Assistive products for household tasks	4	3	7	75%
Assistance products for personal care and safety	83	21	104	25%
Communication and information equipment	16	3	19	19%
Customised Prosthetics	16	4	20	25%
Hearing Equipment	8	0	8	0%
Hearing Services	0	0	0	-
Personal Mobility Equipment	28	4	32	14%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	10	0	10	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	91	8	99	9%
Behaviour Support	34	2	36	6%
Community nursing care for high needs	5	2	7	40%
Development of daily living and life skills	69	9	78	13%
Early Intervention supports for early childhood	33	3	36	9%
Exercise Physiology and Physical Wellbeing activities	22	0	22	0%
Innovative Community Participation	11	0	11	0%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	168	23	191	14%
<b>Capital services</b>				
Home modification design and construction	11	1	12	9%
Specialised Disability Accommodation	8	0	8	0%
Vehicle Modifications	8	0	8	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	20	3	23	15%
Support Coordination	21	0	21	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	28	1	29	4%
Specialised Supported Employment	18	0	18	0%
<b>Total approved active providers</b>	<b>427</b>	<b>61</b>	<b>488</b>	<b>14%</b>

Table K.44 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – TAS

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	19	118	137	4	8	12
Assistance Animals	0	3	3	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	16	70	86	8	44	52
Assistance with travel/transport arrangements	33	182	215	5	54	59
Daily Personal Activities	14	93	107	6	67	73
Group and Centre Based Activities	14	80	94	4	47	51
High Intensity Daily Personal Activities	14	90	104	6	60	66
Household tasks	49	193	242	9	43	52
Interpreting and translation	11	51	62	0	5	5
Participation in community, social and civic activities	23	117	140	13	75	88
<b>Assistive Technology</b>						
Assistive equipment for recreation	49	216	265	0	10	10
Assistive products for household tasks	40	167	207	0	7	7
Assistance products for personal care and safety	64	410	474	10	94	104
Communication and information equipment	46	144	190	2	17	19
Customised Prosthetics	17	72	89	2	18	20
Hearing Equipment	12	63	75	2	6	8
Hearing Services	1	3	4	0	0	0
Personal Mobility Equipment	45	269	314	4	28	32
Specialised Hearing Services	2	5	7	0	1	1
Vision Equipment	16	64	80	0	10	10
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	31	112	143	27	72	99
Behaviour Support	39	51	90	17	19	36
Community nursing care for high needs	7	77	84	0	7	7
Development of daily living and life skills	21	107	128	9	69	78
Early Intervention supports for early childhood	46	44	90	20	16	36
Exercise Physiology and Physical Wellbeing activities	34	99	133	5	17	22
Innovative Community Participation	61	140	201	6	5	11
Specialised Driving Training	10	44	54	2	1	3
Therapeutic Supports	187	149	336	102	89	191
<b>Capital services</b>						
Home modification design and construction	35	126	161	3	9	12
Specialised Disability Accommodation	6	94	100	1	7	8
Vehicle Modifications	7	52	59	1	7	8
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	5	44	49	3	20	23
Support Coordination	25	62	87	4	17	21

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	7	43	50	3	26	29
Specialised Supported Employment	2	27	29	2	16	18
<b>Total</b>	<b>418</b>	<b>1,107</b>	<b>1,525</b>	<b>149</b>	<b>339</b>	<b>488</b>

Table K.45 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – TAS

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	14%	86%	137	33%	67%	12
Assistance Animals	0%	100%	3	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	19%	81%	86	15%	85%	52
Assistance with travel/transport arrangements	15%	85%	215	8%	92%	59
Daily Personal Activities	13%	87%	107	8%	92%	73
Group and Centre Based Activities	15%	85%	94	8%	92%	51
High Intensity Daily Personal Activities	13%	87%	104	9%	91%	66
Household tasks	20%	80%	242	17%	83%	52
Interpreting and translation	18%	82%	62	0%	100%	5
Participation in community, social and civic activities	16%	84%	140	15%	85%	88
<b>Assistive Technology</b>						
Assistive equipment for recreation	18%	82%	265	0%	100%	10
Assistive products for household tasks	19%	81%	207	0%	100%	7
Assistance products for personal care and safety	14%	86%	474	10%	90%	104
Communication and information equipment	24%	76%	190	11%	89%	19
Customised Prosthetics	19%	81%	89	10%	90%	20
Hearing Equipment	16%	84%	75	25%	75%	8
Hearing Services	25%	75%	4	-	-	0
Personal Mobility Equipment	14%	86%	314	13%	88%	32
Specialised Hearing Services	29%	71%	7	0%	100%	1
Vision Equipment	20%	80%	80	0%	100%	10
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	22%	78%	143	27%	73%	99
Behaviour Support	43%	57%	90	47%	53%	36
Community nursing care for high needs	8%	92%	84	0%	100%	7
Development of daily living and life skills	16%	84%	128	12%	88%	78
Early Intervention supports for early childhood	51%	49%	90	56%	44%	36
Exercise Physiology and Physical Wellbeing activities	26%	74%	133	23%	77%	22

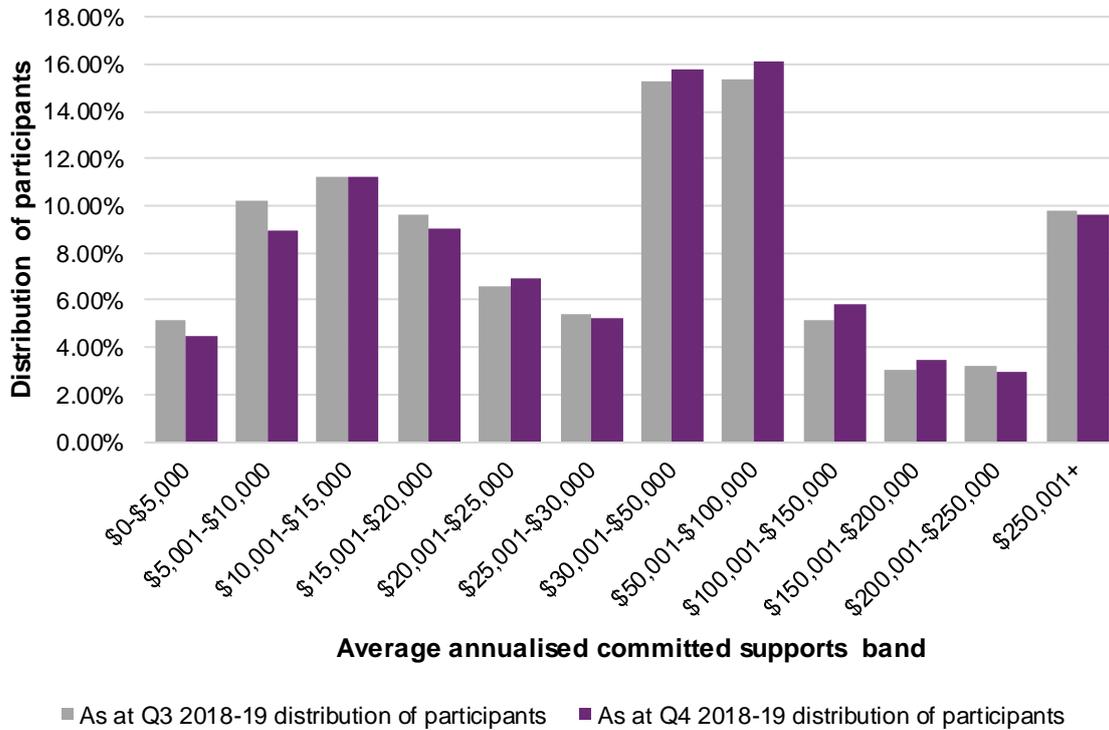
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	30%	70%	201	55%	45%	11
Specialised Driving Training	19%	81%	54	67%	33%	3
Therapeutic Supports	56%	44%	336	53%	47%	191
<b>Capital services</b>						
Home modification design and construction	22%	78%	161	25%	75%	12
Specialised Disability Accommodation	6%	94%	100	13%	88%	8
Vehicle Modifications	12%	88%	59	13%	88%	8
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	10%	90%	49	13%	87%	23
Support Coordination	29%	71%	87	19%	81%	21
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	14%	86%	50	10%	90%	29
Specialised Supported Employment	7%	93%	29	11%	89%	18
<b>Total</b>	<b>27%</b>	<b>73%</b>	<b>1,525</b>	<b>31%</b>	<b>69%</b>	<b>488</b>

**Part Five: Financial sustainability**

**Table K.46 Committed supports by financial year (\$m) - TAS**

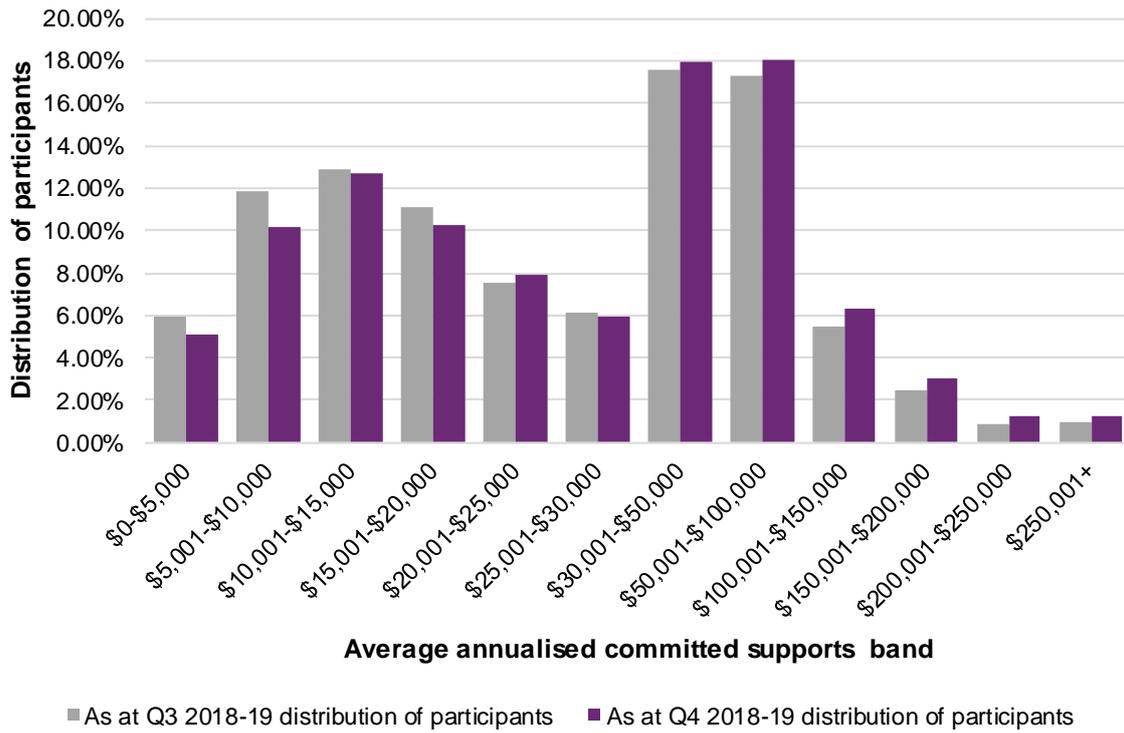
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	18.0	51.6	65.9	99.7	188.2	388.7	<b>812.2</b>

**Figure K.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS)<sup>378</sup>**



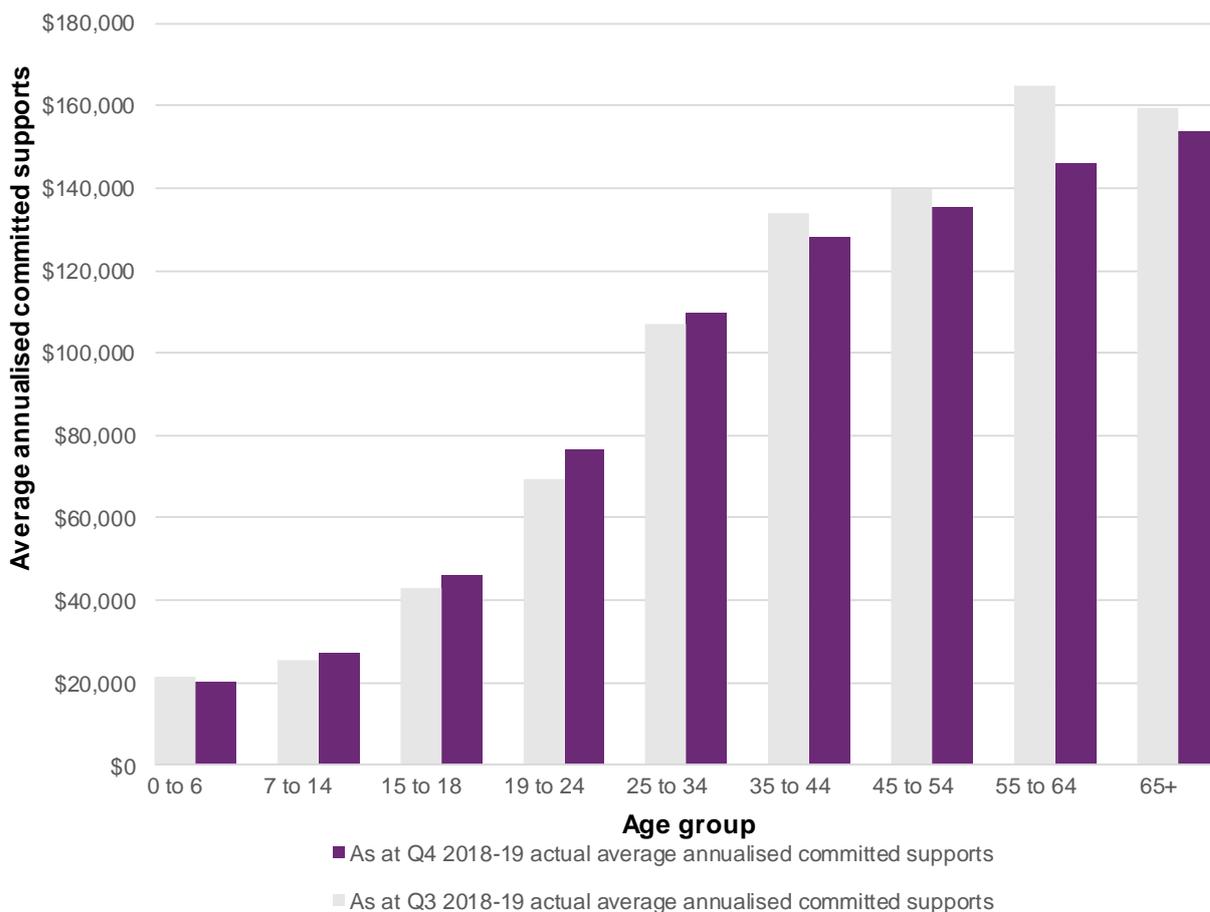
<sup>378</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.  
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**Figure K.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS)<sup>379</sup>**



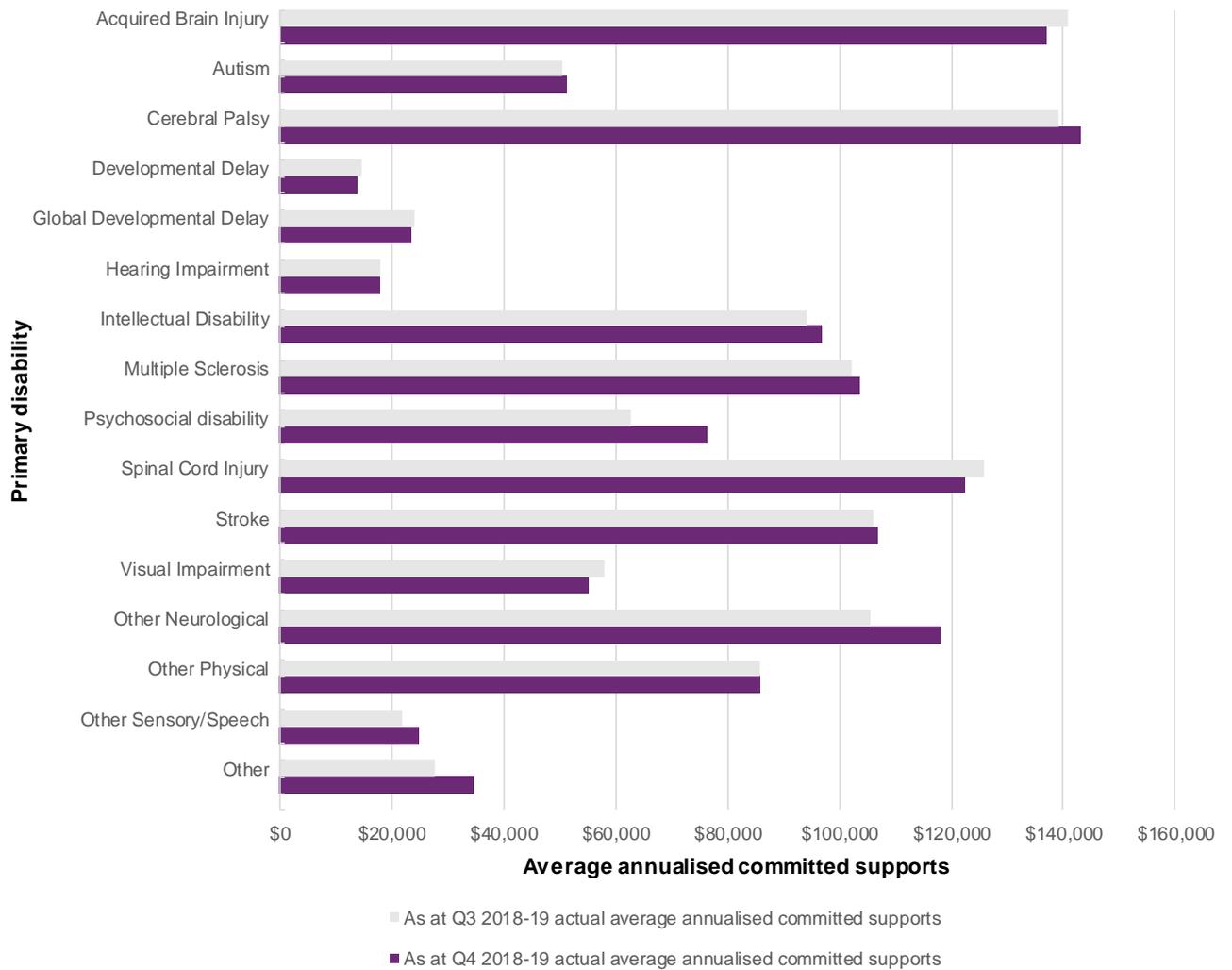
<sup>379</sup> *ibid.*  
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**Figure K.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS)<sup>380</sup>**



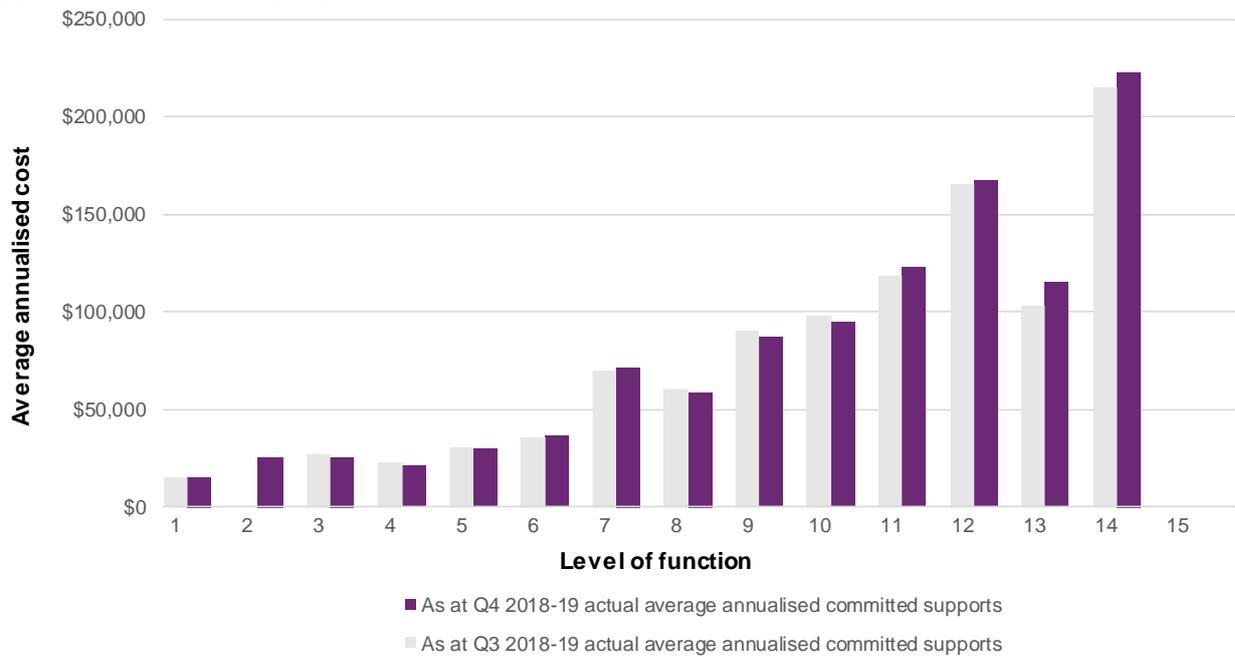
<sup>380</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters for children and young adults. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019. However, annualised committed supports for participants aged 35 and over have reduced in the quarter. This reflects the phasing schedules outlined in the bilateral agreements where clients of Supported Accommodation services were prioritised and transitioned earlier.

**Figure K.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS) <sup>381</sup>**



<sup>381</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

**Figure K.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (TAS)<sup>382,383</sup>**



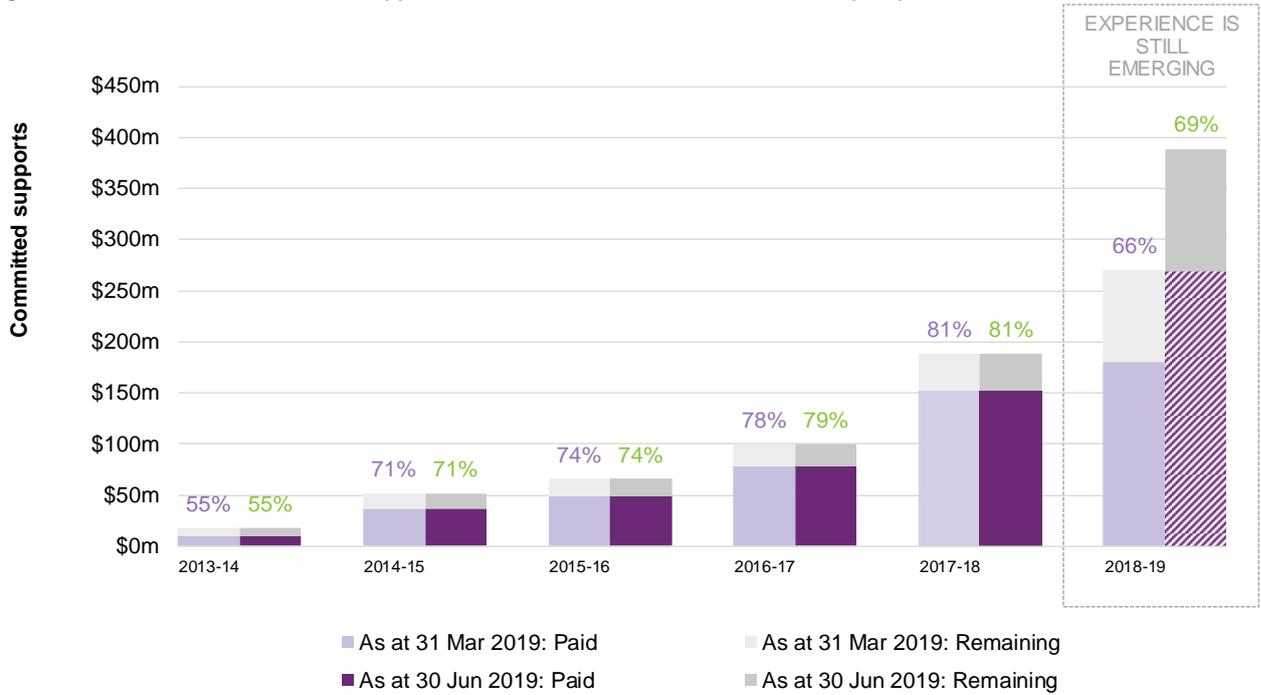
**Table K.47 Payments by financial year, compared to committed supports (\$m) – TAS**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total Committed	18.0	51.6	65.9	99.7	188.2	388.7	812.2
Total Paid	10.0	36.6	48.6	78.3	152.7	268.3	594.6
% utilised to date	55%	71%	74%	79%	81%	69%	73%

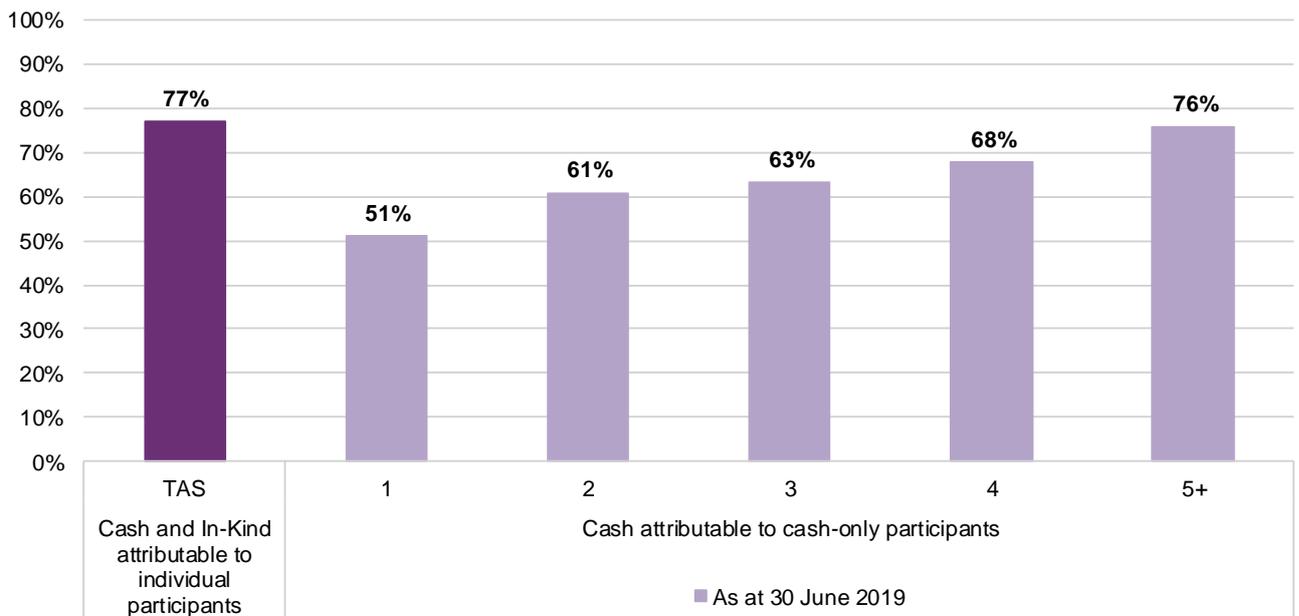
<sup>382</sup> Ibid.

<sup>383</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 15 has insufficient data to show an average cost for Q3 and Q4 2018-19, and level of function 2 has insufficient data to show an average cost for Q3 2018-19.

**Figure K.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (TAS)**



**Figure K.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (TAS)<sup>384</sup>**



<sup>384</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure K.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (TAS)<sup>385</sup>

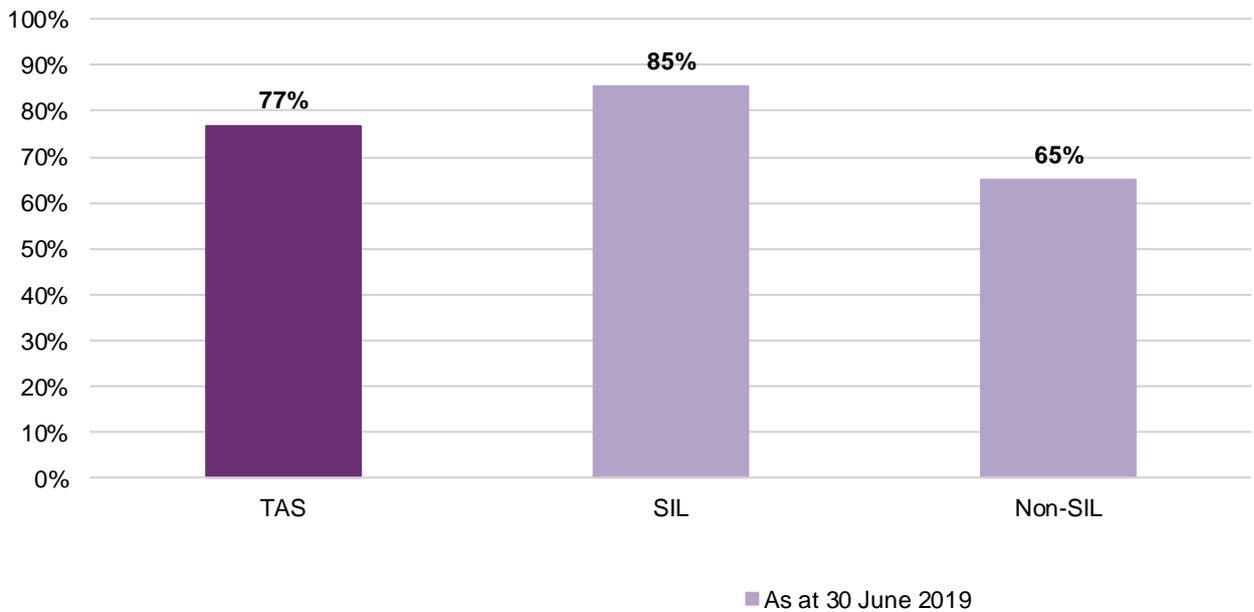
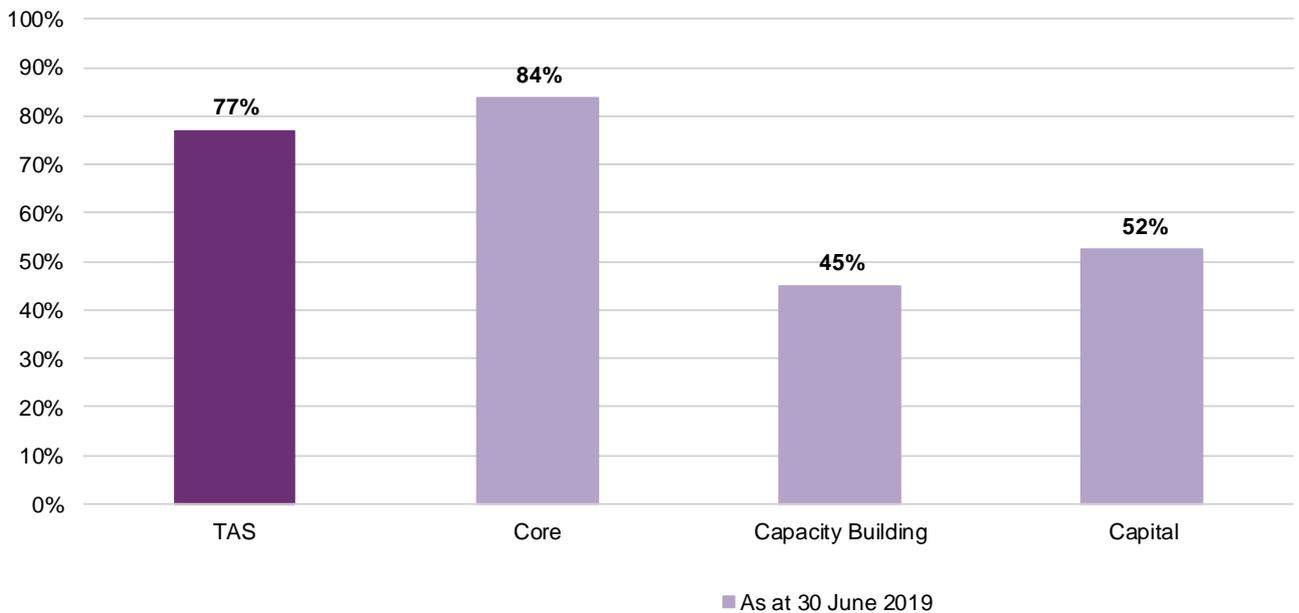


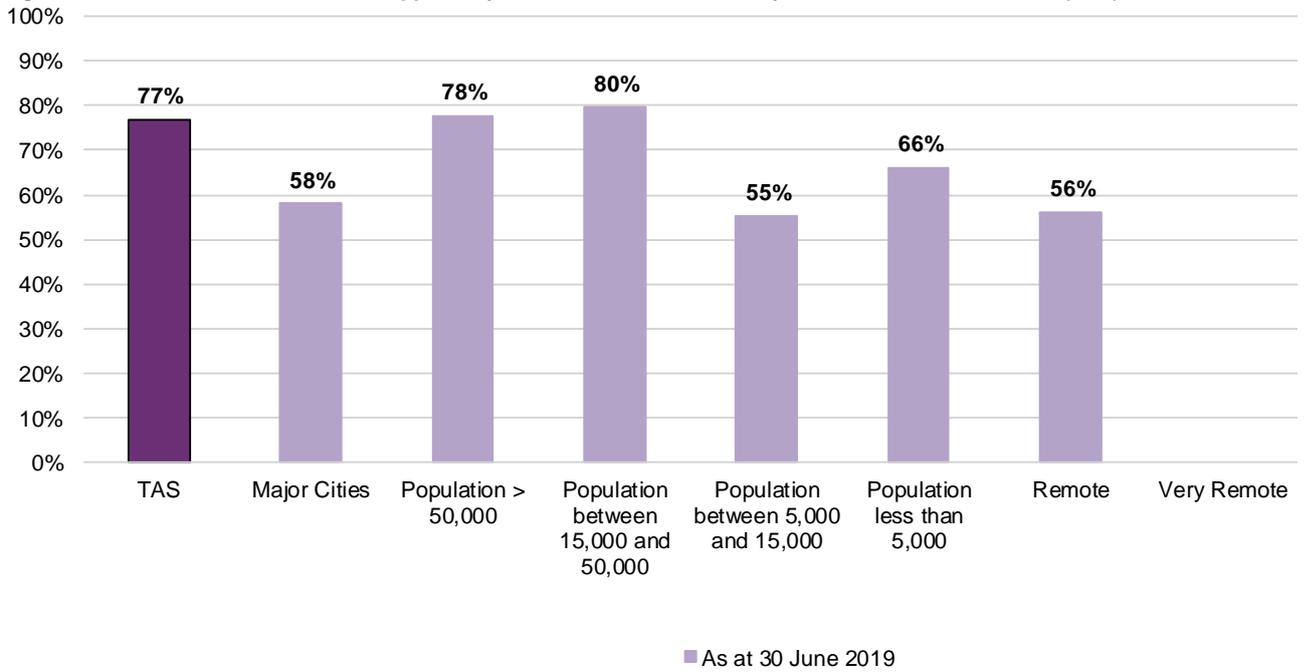
Figure K.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (TAS)<sup>386</sup>



<sup>385</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

<sup>386</sup> Ibid.

**Figure K.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (TAS)<sup>387,388</sup>**



<sup>387</sup> Ibid.

<sup>388</sup> Utilisation is not shown if there is insufficient data in the group.

# Appendix L: Australian Capital Territory

## Part One: Participants and their plans

Table L.1 Plan approvals compared to estimates – ACT

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
ACT	7,620	166	7,786	7,786	5,075

Table L.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT<sup>389</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Access decisions</b>	<b>9,519</b>	<b>217</b>	<b>9,736</b>
<b>Access Met</b>	<b>7,898</b>	<b>150</b>	<b>8,048</b>
State	2,913	3	2,916
Commonwealth	295	4	299
New	4,690	143	4,833
<b>Total Participant Plans</b>	<b>7,661</b>	<b>166</b>	<b>7,786</b>
State	2,885	2	2,887
Commonwealth	284	5	289
New	4,451	159	4,610
ECEI <sup>390</sup>	41	0	0
<b>Total Participant Plans</b>	<b>7,661</b>	<b>166</b>	<b>7,786</b>
Early Intervention (s25)	2,907	76	2,983
Permanent Disability (s24)	4,713	90	4,803
ECEI <sup>391</sup>	41	0	0

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

Exits	
<b>Total participant exits</b>	<b>809</b>
Early Intervention participants	513
Permanent disability participants	296

<sup>389</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q4, 80% of people with a hearing impairment met the access criteria compared to 69% overall.

<sup>390</sup> The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

<sup>391</sup> Ibid.

**Table L.4 Cumulative position by services previously received – ACT<sup>392</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,712	52	1,334		4,098	4,278	96%
End of 2016-17	2,857	183	3,008	0	6,048	5,075	119%
End of 2017-18	2,874	249	3,636	49	6,808	5,075	134%
End of 2018-19 Q1	2,877	259	3,941	30	7,107	5,075	140%
End of 2018-19 Q2	2,883	272	4,260	36	7,451	5,075	147%
End of 2018-19 Q3	2,885	284	4,451	41	7,661	5,075	151%
End of 2018-19 Q4	2,887	289	4,610	0	7,786	5,075	153%

**Table L.5 Cumulative position by entry into the Scheme – ACT<sup>393</sup>**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention <sup>394</sup>	Permanent Disability <sup>395</sup>	ECEI	Total		
Trial	1,559	2,539		4,098	4,278	96%
End of 2016-17	2,118	3,930	0	6,048	5,075	119%
End of 2017-18	2,444	4,315	49	6,808	5,075	134%
End of 2018-19 Q1	2,606	4,471	30	7,107	5,075	140%
End of 2018-19 Q2	2,793	4,622	36	7,451	5,075	147%
End of 2018-19 Q3	2,907	4,713	41	7,661	5,075	151%
End of 2018-19 Q4	2,983	4,803	0	7,786	5,075	153%

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

**Table L.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT**

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	281	4.1%	12	7.3%	293	4.2%
Not Aboriginal and Torres Strait Islander	6,281	92.2%	144	87.3%	6,425	92.1%
Not Stated	250	3.7%	<11		259	3.7%
<b>Total</b>	<b>6,812</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>6,977</b>	<b>100%</b>

<sup>392</sup> Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>393</sup> A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

<sup>394</sup> Participants who met Section 25 of the NDIS Act for access

<sup>395</sup> Participants who met Section 24 of the NDIS Act for access

Figure L.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time cumulatively– ACT<sup>396,397</sup>

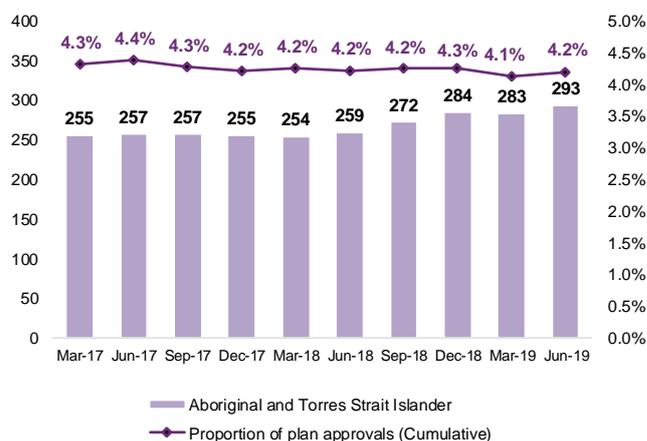


Table L.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	717	10.5%	12	7.3%	729	10.4%
Not CALD	5,972	87.7%	153	92.7%	6,125	87.8%
Not Stated	123	1.8%	0	0.0%	123	1.8%
<b>Total</b>	<b>6,812</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>6,977</b>	<b>100%</b>

Figure L.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – ACT<sup>398</sup>

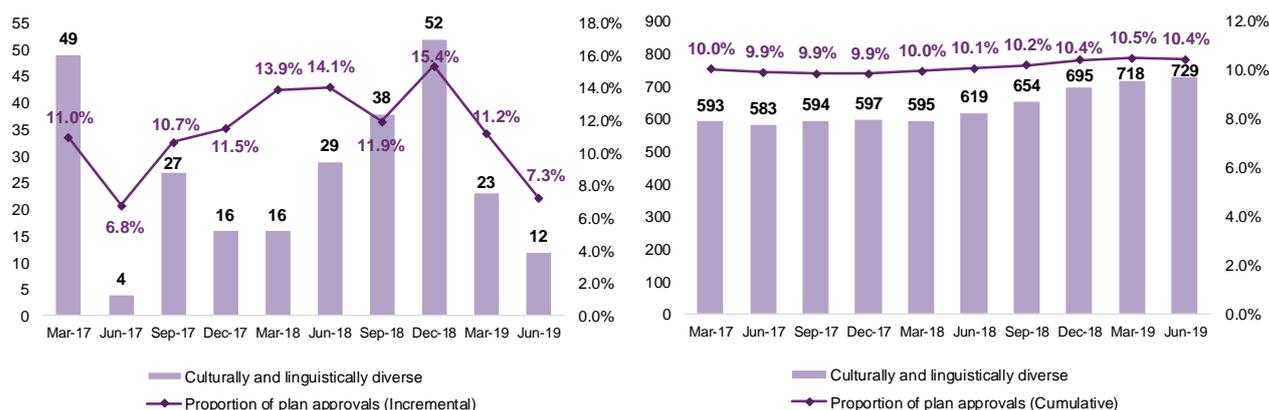


Table L.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC <sup>399</sup>	47	0.7%	<11		49	0.7%
Not YPIRAC	6,765	99.3%	163	98.8%	6,928	99.3%
<b>Total</b>	<b>6,812</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>6,977</b>	<b>100%</b>

<sup>396</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>397</sup> There are insufficient numbers to show the incremental count of Aboriginal and Torres Strait Islander participants in ACT over time.

<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 as at each quarter over time. Data is not available prior to March 2017.

<sup>399</sup> The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

Figure L.3 Number and proportion of YPIRAC participants over time cumulatively – ACT<sup>400,401</sup>

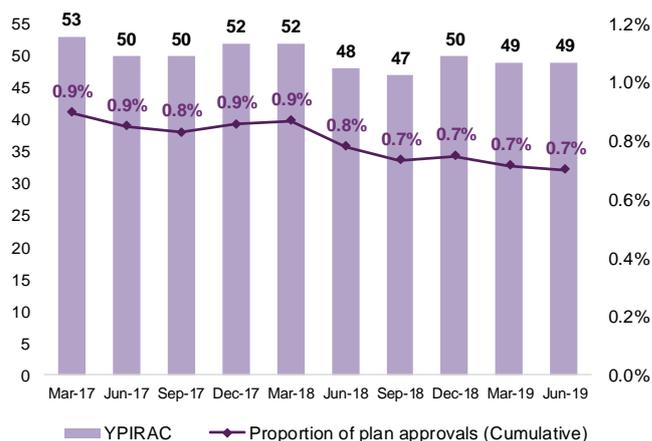


Table L.9 Participant profile per quarter by remoteness – ACT<sup>402,403</sup>

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	6,556	96.4%	163	98.8%	6,719	96.4%
Population > 50,000	134	2.0%	<11		136	2.0%
Population between 15,000 and 50,000	21	0.3%	<11		21	0.3%
Population between 5,000 and 15,000	27	0.4%	<11		27	0.4%
Population less than 5,000	63	0.9%	<11		63	0.9%
Remote	<11		<11		<11	
Very Remote	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>6,812</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>6,977</b>	<b>100%</b>

There is insufficient data to show the numbers and distribution of remote participants for the ACT over time.

<sup>400</sup> The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>401</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in ACT over time.

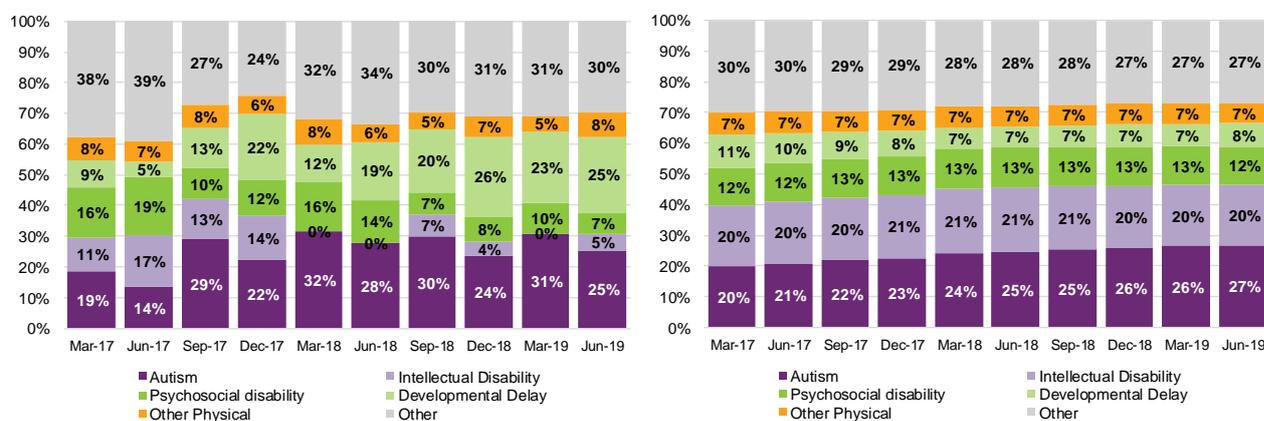
<sup>402</sup> This table is based on the Modified Monash Model measure of remoteness.

<sup>403</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

Table L.10 Participant profile per quarter by disability group – ACT<sup>404,405</sup>

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	1,827	27%	42	25%	1,869	27%
Intellectual Disability <sup>406</sup>	1,359	20%	<11		1,368	20%
Psychosocial disability	856	13%	11	7%	867	12%
Developmental Delay	490	7%	41	25%	531	8%
Other Neurological	289	4%	12	7%	301	4%
Cerebral Palsy	271	4%	<11		273	4%
Other Physical	446	7%	13	8%	459	7%
Hearing Impairment	307	5%	<11		317	5%
ABI	174	3%	<11		175	3%
Visual Impairment	162	2%	<11		166	2%
Multiple Sclerosis	173	3%	<11		173	2%
Global Developmental Delay	130	2%	<11		140	2%
Stroke	98	1%	<11		99	1%
Spinal Cord Injury	62	1%	<11		66	1%
Other Sensory/Speech	149	2%	<11		153	2%
Other	19	0%	<11		20	0%
<b>Total</b>	<b>6,812</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>6,977</b>	<b>100%</b>

Figure L.4 Participant profile by disability group over time incrementally (left) and cumulatively (right) – ACT<sup>407</sup>



<sup>404</sup> Table order based on national proportions (highest to lowest)

<sup>405</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

<sup>406</sup> Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (228).

<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 as at each quarter over time. Data is not available prior to March 2017.

Table L.11 Participant profile per quarter by level of function – ACT<sup>408</sup>

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	589	9%	43	26%	632	9%
2 (High Function)	11	0%	<11		11	0%
3 (High Function)	430	6%	13	8%	443	6%
4 (High Function)	703	10%	<11		712	10%
5 (High Function)	520	8%	20	12%	540	8%
6 (Moderate Function)	1,070	16%	33	20%	1,103	16%
7 (Moderate Function)	447	7%	<11		449	6%
8 (Moderate Function)	525	8%	<11		534	8%
9 (Moderate Function)	48	1%	<11		48	1%
10 (Moderate Function)	779	11%	13	8%	792	11%
11 (Low Function)	352	5%	<11		357	5%
12 (Low Function)	760	11%	14	8%	774	11%
13 (Low Function)	397	6%	<11		401	6%
14 (Low Function)	146	2%	<11		146	2%
15 (Low Function)	<11		<11		<11	
Missing	35		<11		35	
<b>Total</b>	<b>6,812</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>6,977</b>	<b>100%</b>

Figure L.5 Participant profile by level of function over time incrementally (left) and cumulatively (right) – ACT<sup>409</sup>

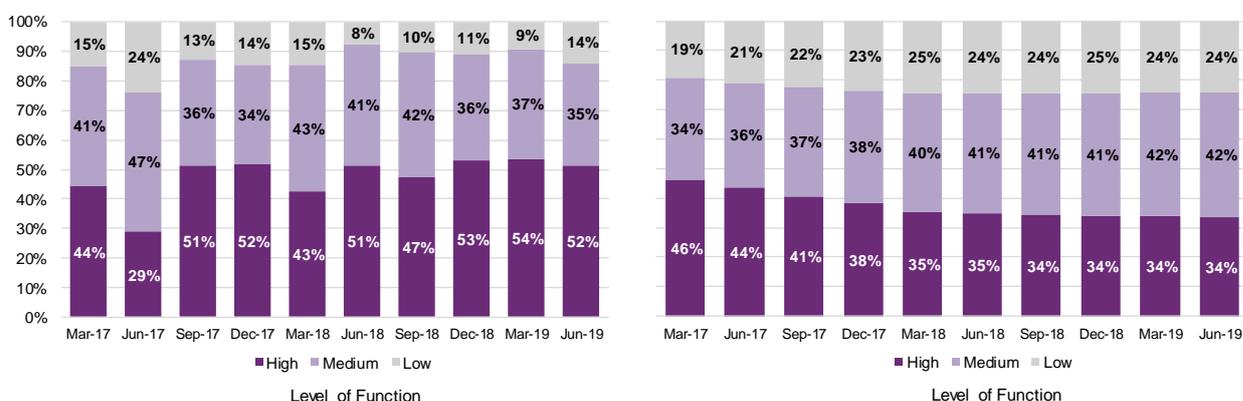


Table L.12 Participant profile per quarter by Age group – ACT

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	931	14%	79	48%	1,010	14%
7 to 14	1,726	25%	21	13%	1,747	25%
15 to 18	565	8%	<11		569	8%
19 to 24	602	9%	<11		607	9%
25 to 34	537	8%	<11		547	8%
35 to 44	629	9%	14	8%	643	9%
45 to 54	720	11%	14	8%	734	11%
55 to 64	788	12%	16	10%	804	12%
65+	314	5%	<11		316	5%
<b>Total</b>	<b>6,812</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>6,977</b>	<b>100%</b>

<sup>408</sup> The distributions are calculated excluding participants with a missing level of function.

<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 as at each quarter over time. Data is not available prior to March 2017.

Figure L.6 Participant profile by age group over time incrementally (left) and cumulatively (right) – ACT<sup>410</sup>

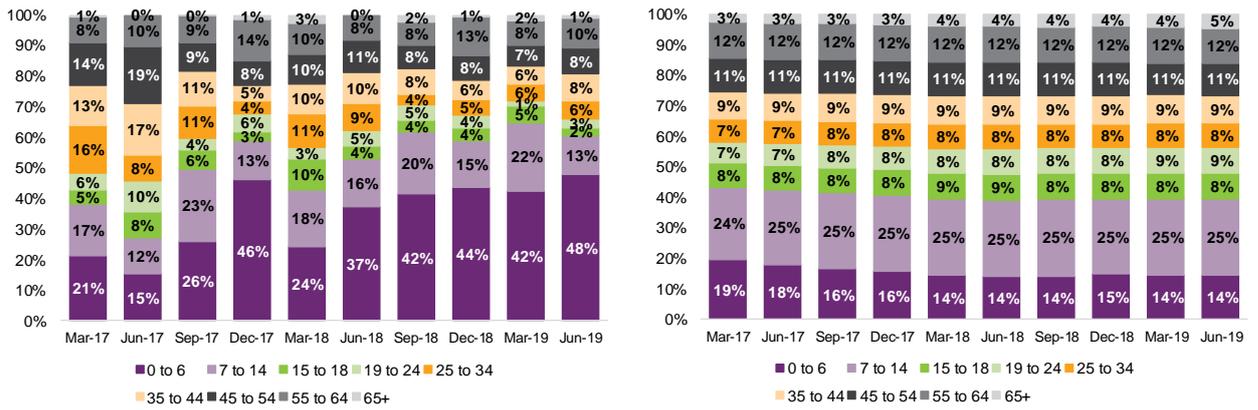
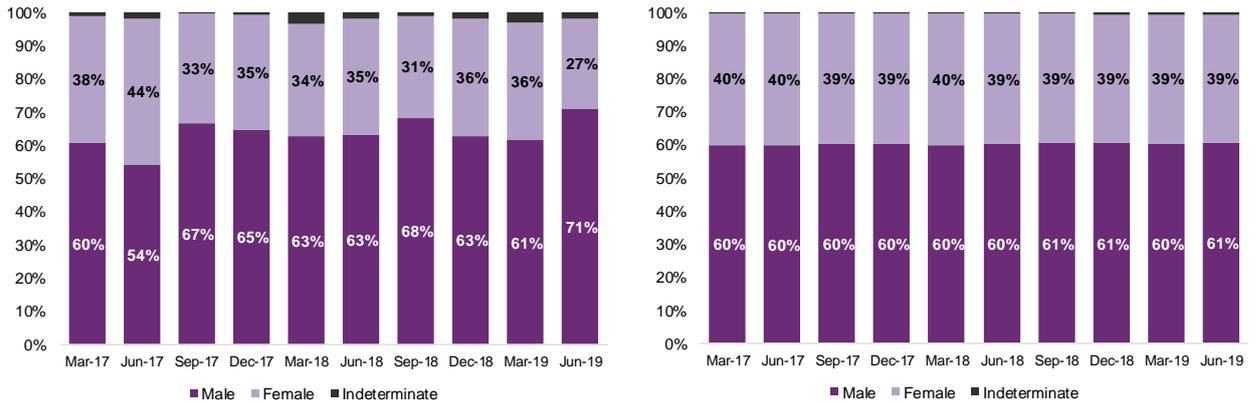


Table L.13 Participant profile per quarter by Gender – ACT

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	4,119	60%	117	71%	4,236	61%
Female	2,653	39%	45	27%	2,698	39%
Indeterminate	40	1%	<11		43	1%
<b>Total</b>	<b>6,812</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>6,977</b>	<b>100%</b>

Figure L.7 Participant profile by gender over time incrementally (left) and cumulatively (right) – ACT<sup>411</sup>



<sup>410</sup> Ibid.

<sup>411</sup> Ibid.

## Part Two: Participant experience and outcomes

Table L.14 Number of questionnaires completed by SFOF version – ACT<sup>412</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	235	170	336	741
Participant school to 14	206	190	277	673
Participant 15 to 24	162	67	75	304
Participant 25 and over	849	257	315	1,421
<b>Total Participant</b>	<b>1,452</b>	<b>684</b>	<b>1,003</b>	<b>3,139</b>
Family 0 to 14	377	337	604	1,318
Family 15 to 24	36	39	61	136
Family 25 and over	24	53	97	174
<b>Total Family</b>	<b>437</b>	<b>429</b>	<b>762</b>	<b>1,628</b>
<b>Total</b>	<b>1,889</b>	<b>1,113</b>	<b>1,765</b>	<b>4,767</b>

Table L.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – ACT

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	55%			
CC % who say their child is able to tell them what he/she wants	70%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		50%		
CC % of children who have a genuine say in decisions about themselves		81%		
CC % who are happy with the level of independence/control they have now			38%	
CC % who choose who supports them			48%	68%
CC % who choose what they do each day			58%	78%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			23%	29%
CC % who want more choice and control in their life			77%	72%

<sup>412</sup> Baseline outcomes for participants and/or their families and carers were collected for 91% of participants.  
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**Table L.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – ACT**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	69%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	60%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		46%		
REL	Of these, % who are welcomed or actively included	63%	74%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			26%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	37%

**Table L.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – ACT**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		81%		
HM	% who are happy with their home			77%	69%
HM	% who feel safe or very safe in their home			84%	66%
HW	% who rate their health as good, very good or excellent			61%	43%
HW	% who did not have any difficulties accessing health services			75%	62%
LL	% who currently attend or previously attended school in a mainstream class			63%	
LL	% who participate in education, training or skill development				15%
LL	Of those who participate, % who do so in mainstream settings				80%
LL	% unable to do a course or training they wanted to do in the last 12 months				43%
WK	% who have a paid job			26%	31%
WK	% who volunteer			14%	16%

**Table L.18 Selected key indicators for families/carers of participants – ACT**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	10%	13%	13%
% receiving Carer Allowance	21%	27%	22%
% working in a paid job	59%	69%	47%
Of those in a paid job, % in permanent employment	88%	86%	86%
Of those in a paid job, % working 15 hours or more	87%	91%	90%
% who say they (and their partner) are able to work as much as they want	53%	60%	54%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	98%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	24%	13%
% able to advocate for their child/family member	84%	74%	68%
% who have friends and family they see as often as they like	52%	49%	46%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		44%	
% who feel in control selecting services		45%	32%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			32%
% who rate their health as good, very good or excellent	79%	66%	63%

**Table L.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=113) – ACT<sup>413</sup>**

	Question	% Yes
DL	Has the NDIS improved your child's development?	88%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	73%
REL	Has the NDIS improved how your child fits into family life?	69%
S/CP	Has the NDIS improved how your child fits into community life?	63%

<sup>413</sup> Results in Tables L.19 to L.22 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017, as these participants have been included in Tables L.23 to L.26.

**Table L.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=176) – ACT**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	71%
LL	Has the NDIS improved your child's access to education?	48%
REL	Has the NDIS improved your child's relationships with family and friends?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	53%

**Table L.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=53) and ‘Participant 25 and over’ (n=211) – ACT**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	57%	63%
DL	Has the NDIS helped you with daily living activities?	66%	72%
REL	Has the NDIS helped you to meet more people?	42%	44%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	22%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	49%
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%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	12%	18%
S/CP	Has the NDIS helped you be more involved?	48%	49%

**Table L.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=273); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=58) – ACT**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	73%	48%
Has the NDIS improved the level of support for your family?	76%	59%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	77%	54%
Has the NDIS improved your ability/capacity to help your child develop and learn?	83%	
Has the NDIS improved your health and wellbeing?	47%	32%

**Table L.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ (n=64) – ACT<sup>414</sup>**

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	95%	100%	+5%
DL	Has the NDIS improved your child's access to specialist services?	92%	97%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	81%	92%	+11%
REL	Has the NDIS improved how your child fits into family life?	70%	75%	+5%
S/CP	Has the NDIS improved how your child fits into community life?	62%	68%	+6%

**Table L.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ (n=185) – ACT**

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	61%	71%	+10%
LL	Has the NDIS improved your child's access to education?	41%	41%	0%
REL	Has the NDIS improved your child's relationships with family and friends?	51%	55%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	47%	56%	+9%

**Table L.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=107) and ‘Participant 25 and over’ (n=573) – ACT**

Question	15 to 24			25 and over			
	Year 1	Year 2	Change	Year 1	Year 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	64%	68%	+4%	75%	79%	+3%
DL	Has the NDIS helped you with daily living activities?	57%	61%	+5%	77%	82%	+5%
REL	Has the NDIS helped you to meet more people?	44%	55%	+10%	49%	53%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	15%	+4%	23%	21%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	52%	54%	+2%	60%	66%	+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?	26%	27%	+1%	28%	28%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	20%	+2%	15%	16%	0%
S/CP	Has the NDIS helped you be more involved?	45%	53%	+8%	59%	63%	+4%

<sup>414</sup> Results in Tables L.23 to L.27 include participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

**Table L.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ (n=190) and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=33) – ACT**

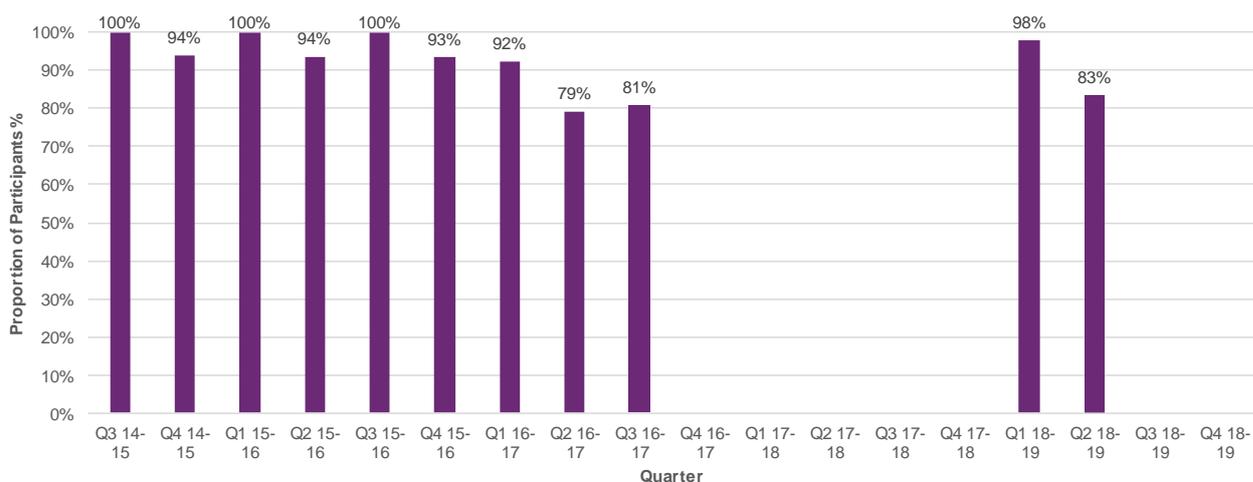
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	64%	+6%	40%	47%	+7%
Has the NDIS improved the level of support for your family?	70%	79%	+10%	50%	55%	+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?	74%	80%	+7%	57%	55%	-2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	81%	+3%			
Has the NDIS improved your health and wellbeing?	44%	46%	+2%	48%	33%	-14%

**Table L.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=655) – ACT<sup>415</sup>**

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	23%	34%	
Aged 25+	30%	31%	26%
Aged 15+ (average)	29%	32%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	30%	39%	41%
Aged 25+	36%	45%	
Aged 15+ (average)	35%	44%	

<sup>415</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 June 2017.

**Figure L.8 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (ACT)<sup>417</sup>**



\*There is insufficient data to report on satisfaction in ACT for 2018-19 Q4.

**Table L.28 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (ACT)\***

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
<b>Access</b>	<b>N = 28</b>	<b>N/A</b>
Are you happy with how coming into the NDIS has gone?	64%	N/A
Was the person from the NDIS respectful?	89%	N/A
Do you understand what will happen next with your plan?	64%	N/A
<b>Pre-planning</b>	<b>N = 26</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	100%	N/A
Did you understand why you needed to give the information you did?	88%	N/A
Were decisions about your plan clearly explained?	92%	N/A
Are you clear on what happens next with your plan?	77%	N/A
Do you know where to go for more help with your plan?	77%	N/A
<b>Planning</b>	<b>N = 26</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	85%	N/A
Did you understand why you needed to give the information you did?	100%	N/A
Were decisions about your plan clearly explained?	81%	N/A
Are you clear on what happens next with your plan?	81%	N/A
Do you know where to go for more help with your plan?	81%	N/A
<b>Plan review</b>	<b>N = 62</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	81%	N/A
Did you feel prepared for your plan review?	85%	N/A
Is your NDIS plan helping you to make progress towards your goals?	84%	N/A

<sup>417</sup> Participant satisfaction results are not shown if there is insufficient data in the group.  
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\*There is insufficient data to report on satisfaction in ACT for 2018-19 Q4.

Table L.29 Plan reviews conducted per quarter – excluding plans less than 30 days – ACT<sup>418</sup>

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total plan reviews</b>	<b>14,971</b>	<b>1,570</b>	<b>16,541</b>
<i>Early intervention plans</i>	4,674	565	5,239
<i>Permanent disability plans</i>	10,297	1,005	11,302

Figure L.9 Number of plan reviews over time incrementally (left) and cumulatively (right) – ACT

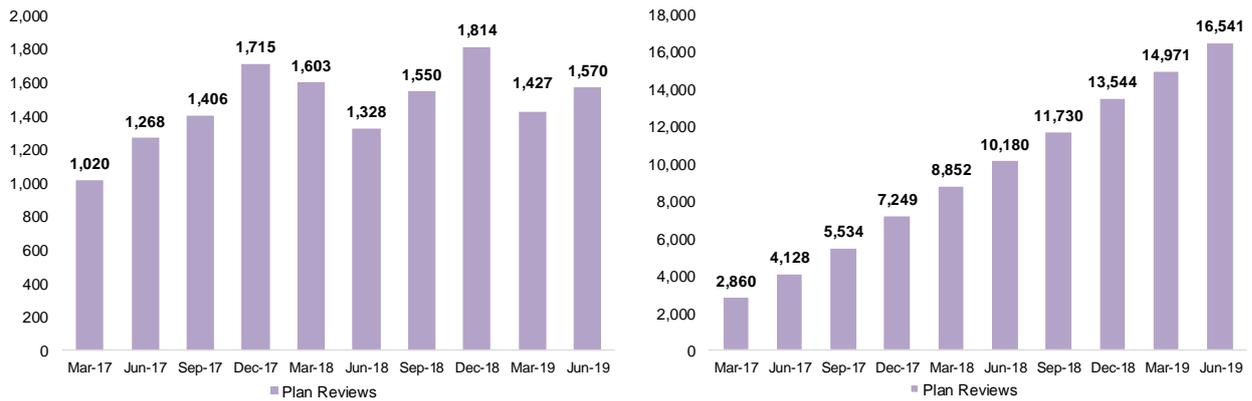
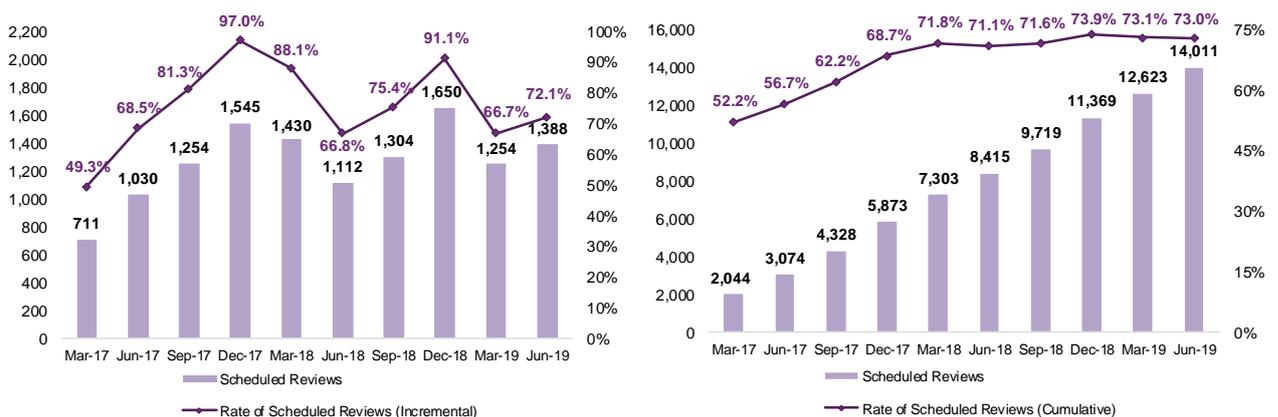


Table L.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total scheduled plan reviews</b>	<b>12,623</b>	<b>1,388</b>	<b>14,011</b>
<i>Trial participants</i>	8,837	913	9,750
<i>Transition participants</i>	3,786	475	4,261

Figure L.10 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – ACT<sup>419</sup>



<sup>418</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

<sup>419</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table L.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total unscheduled plan reviews</b>	<b>2,348</b>	<b>182</b>	<b>2,530</b>
<i>Trial participants</i>	1,623	106	1,729
<i>Transition participants</i>	725	76	801

Table L.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT<sup>420</sup>

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>% unscheduled reviews</b>	<b>13.6%</b>	<b>9.5%</b>	<b>13.2%</b>

Figure L.11 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – ACT<sup>421</sup>

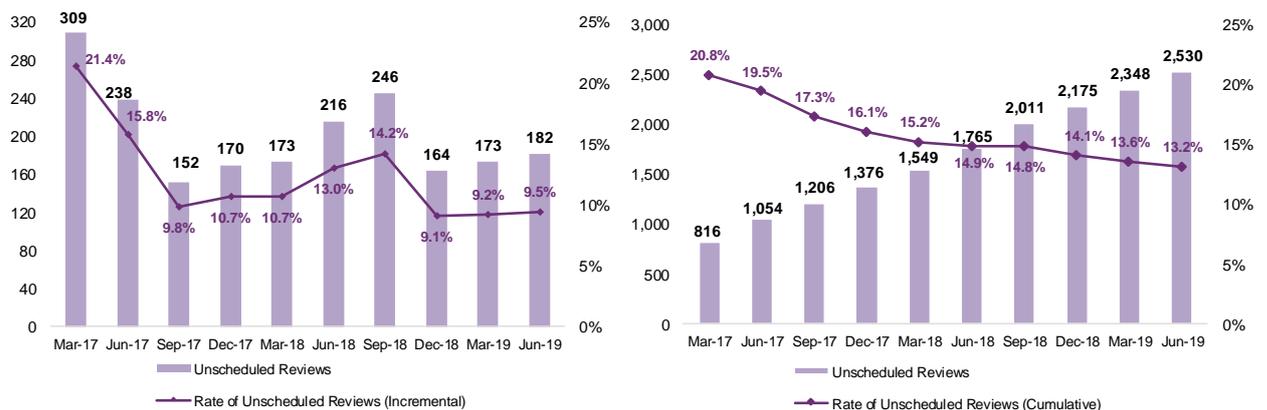


Table L.33 AAT cases by category – ACT

Category	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Access	95	50%	<11		102	48%
Plan	74	39%	<11		81	38%
Plan Review	16	8%	<11		18	9%
Other	<11		<11		<11	
<b>Total</b>	<b>191</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>211</b>	<b>100%</b>
<b>% of all access decisions<sup>422</sup></b>	<b>0.73%</b>		<b>0.83%</b>		<b>0.74%</b>	

<sup>420</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>421</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>422</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

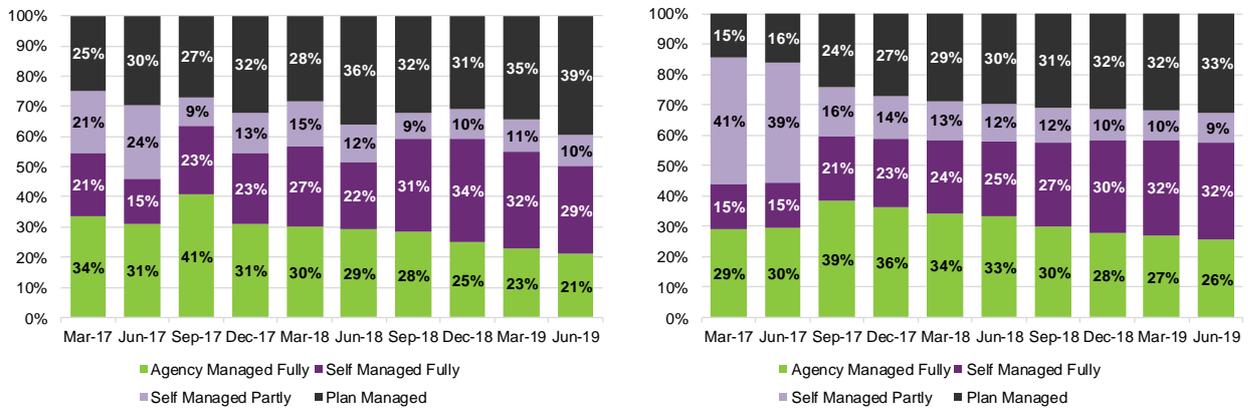
**Table L.34 AAT cases by open/closed and decision – ACT**

	N
<b>AAT Cases</b>	<b>211</b>
<b>Open AAT Cases</b>	<b>53</b>
<b>Closed AAT Cases</b>	<b>158</b>
<i>Resolved before hearing</i>	153
<i>Gone to hearing and received a substantive decision</i>	<11

**Table L.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	33%	29%	<b>32%</b>
Self-managed partly	9%	10%	<b>9%</b>
Plan managed	31%	39%	<b>33%</b>
Agency managed	27%	21%	<b>26%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Figure L.12 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – ACT<sup>423</sup>**



**Table L.36 Distribution of active participants by support coordination and quarter of plan approval – ACT**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	31%	36%	<b>32%</b>

<sup>423</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

Table L.37 Duration to plan activation by quarter of initial plan approval for active participants – ACT<sup>424,425</sup>

Plan activation	Prior Quarters (Transition Only)		2018-19 Q2	
	N	%	N	%
Less than 30 days	1,610	58%	155	46%
30 to 59 days	393	14%	60	18%
60 to 89 days	168	6%	38	11%
<b>Activated within 90 days</b>	<b>2,171</b>	<b>78%</b>	<b>253</b>	<b>75%</b>
90 to 119 days	101	4%	23	7%
120 days and over	385	14%	20	6%
<b>Activated after 90 days</b>	<b>486</b>	<b>17%</b>	<b>43</b>	<b>13%</b>
No payments	126	5%	40	12%
<b>Total plans approved</b>	<b>2,783</b>	<b>100%</b>	<b>336</b>	<b>100%</b>

Table L.38 Proportion of active participants with plan activated within 12 months – ACT

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	228	249	92%
Not Aboriginal and Torres Strait Islander	5,240	5,485	96%
Not Stated	204	221	92%
<b>Total</b>	<b>5,672</b>	<b>5,955</b>	<b>95%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	581	604	96%
Not CALD	4,969	5,229	95%
Not Stated	122	122	100%
<b>Total</b>	<b>5,672</b>	<b>5,955</b>	<b>95%</b>
<b>by Remoteness</b>			
Major Cities	5,455	5,722	95%
Regional	208	223	93%
Remote	<11	<11	
Missing	<11	<11	
<b>Total</b>	<b>5,672</b>	<b>5,955</b>	<b>95%</b>
<b>by Primary Disability type</b>			
Autism	1,500	1,586	95%
Intellectual Disability (including Down Syndrome)	1,252	1,310	96%
Psychosocial Disability	754	786	96%
Developmental Delay (including Global Developmental Delay)	347	363	96%
Other	1,819	1,910	95%
<b>Total</b>	<b>5,672</b>	<b>5,955</b>	<b>95%</b>

<sup>424</sup> Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>425</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

**Table L.39 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – ACT<sup>426,427</sup>**

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	40%	74%	41%
50% to 75%	21%	17%	21%
> 75%	39%	9%	38%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table L.40 Proportion of active participants with approved plans accessing mainstream supports – ACT**

	Prior Quarters	2018-19 Q4	Total
Daily Activities	7%	6%	7%
Health & Wellbeing	47%	54%	49%
Lifelong Learning	19%	17%	19%
Other	15%	15%	15%
Non-categorised	25%	25%	25%
Any mainstream service	89%	92%	90%

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

**Table L.41 Key provider indicators by quarter – ACT<sup>428</sup>**

	Prior Quarters	2018-19 Q4	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	387	23	404
<i>Company/ organisation</i>	1,202	52	1,239
<i>Total</i>	1,589	75	1,643
b) Registration revoked	21		

<sup>426</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

<sup>427</sup> This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>428</sup> The total number of providers as at 30 June 2019 (1,643) is not the sum of the number of providers as at 31 March 2019 (1,589) and the providers registered in the fourth quarter of 2018-19 (75). This is due to 21 providers whose registration ended during the fourth quarter of 2018-19.

Table L.42 Number of approved providers by registration group - ACT<sup>429,430</sup>

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	56	2	58	4%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	81	4	85	5%
Assistance with travel/transport arrangements	250	10	260	4%
Daily Personal Activities	101	8	109	8%
Group and Centre Based Activities	78	8	86	10%
High Intensity Daily Personal Activities	84	3	87	4%
Household tasks	331	11	342	3%
Interpreting and translation	76	0	76	0%
Participation in community, social and civic activities	119	7	126	6%
<b>Assistive Technology</b>				
Assistive equipment for recreation	273	14	287	5%
Assistive products for household tasks	236	10	246	4%
Assistance products for personal care and safety	497	16	513	3%
Communication and information equipment	195	8	203	4%
Customised Prosthetics	115	1	116	1%
Hearing Equipment	71	4	75	6%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	354	12	366	3%
Specialised Hearing Services	14	-1	13	-7%
Vision Equipment	80	5	85	6%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	120	10	130	8%
Behaviour Support	85	2	87	2%
Community nursing care for high needs	128	3	131	2%
Development of daily living and life skills	115	8	123	7%
Early Intervention supports for early childhood	139	7	146	5%
Exercise Physiology and Physical Wellbeing activities	163	9	172	6%
Innovative Community Participation	212	10	222	5%
Specialised Driving Training	62	4	66	6%
Therapeutic Supports	306	15	321	5%
<b>Capital services</b>				
Home modification design and construction	195	7	202	4%
Specialised Disability Accommodation	89	7	96	8%
Vehicle Modifications	60	1	61	2%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	54	8	62	15%
Support Coordination	78	6	84	8%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	60	-1	59	-2%
Specialised Supported Employment	19	1	20	5%
<b>Total approved providers</b>	<b>1,568</b>	<b>75</b>	<b>1,643</b>	<b>5%</b>

<sup>429</sup> The 21 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

<sup>430</sup> Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

**Table L.43 Key markets indicators by quarter – ACT**

<b>Market indicators</b>	<b>Prior Quarters</b>	<b>2018-19 Q4</b>
a) Average number of providers per participant	1.05	1.07
b) Number of providers delivering new supports	122	105
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	23%	21%
<i>Not yet active (%)</i>	67%	67%
<i>Inactive (%)</i>	11%	12%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	78%
<i>Therapeutic Supports (%)</i>	92%	92%
<i>Participate Community (%)</i>	90%	91%
<i>Early Childhood Supports (%)</i>	80%	79%
<i>Assist Personal Activities (%)</i>	92%	95%

Table L.44 Cumulative number of providers that have been active by registration group – ACT

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	6	0	6	0%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	42	2	44	5%
Assistance with travel/transport arrangements	43	1	44	2%
Daily Personal Activities	71	1	72	1%
Group and Centre Based Activities	37	0	37	0%
High Intensity Daily Personal Activities	48	1	49	2%
Household tasks	112	6	118	5%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	77	3	80	4%
<b>Assistive Technology</b>				
Assistive equipment for recreation	14	1	15	7%
Assistive products for household tasks	9	0	9	0%
Assistance products for personal care and safety	98	8	106	8%
Communication and information equipment	19	0	19	0%
Customised Prosthetics	33	2	35	6%
Hearing Equipment	16	1	17	6%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	51	1	52	2%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	9	0	9	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	82	3	85	4%
Behaviour Support	38	2	40	5%
Community nursing care for high needs	7	0	7	0%
Development of daily living and life skills	67	0	67	0%
Early Intervention supports for early childhood	69	3	72	4%
Exercise Physiology and Physical Wellbeing activities	41	2	43	5%
Innovative Community Participation	14	1	15	7%
Specialised Driving Training	4	0	4	0%
Therapeutic Supports	205	5	210	2%
<b>Capital services</b>				
Home modification design and construction	18	2	20	11%
Specialised Disability Accommodation	1	0	1	0%
Vehicle Modifications	6	0	6	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	33	2	35	6%
Support Coordination	23	0	23	0%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	23	0	23	0%
Specialised Supported Employment	8	0	8	0%
<b>Total approved active providers</b>	<b>525</b>	<b>24</b>	<b>549</b>	<b>5%</b>

Table L.45 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – ACT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	4	54	58	1	5	6
Assistance Animals	0	4	4	0	1	1
Assistance with daily life tasks in a group or shared living arrangement	5	80	85	4	40	44
Assistance with travel/transport arrangements	44	216	260	2	42	44
Daily Personal Activities	12	97	109	7	65	72
Group and Centre Based Activities	7	79	86	2	35	37
High Intensity Daily Personal Activities	4	83	87	3	46	49
Household tasks	76	266	342	26	92	118
Interpreting and translation	15	61	76	0	7	7
Participation in community, social and civic activities	14	112	126	11	69	80
<b>Assistive Technology</b>						
Assistive equipment for recreation	54	233	287	4	11	15
Assistive products for household tasks	39	207	246	1	8	9
Assistance products for personal care and safety	58	455	513	8	98	106
Communication and information equipment	38	165	203	1	18	19
Customised Prosthetics	18	98	116	4	31	35
Hearing Equipment	10	65	75	1	16	17
Hearing Services	0	9	9	0	5	5
Personal Mobility Equipment	51	315	366	11	41	52
Specialised Hearing Services	2	11	13	0	5	5
Vision Equipment	15	70	85	1	8	9
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	20	110	130	15	70	85
Behaviour Support	29	58	87	12	28	40
Community nursing care for high needs	16	115	131	0	7	7
Development of daily living and life skills	11	112	123	5	62	67
Early Intervention supports for early childhood	72	74	146	33	39	72
Exercise Physiology and Physical Wellbeing activities	45	127	172	11	32	43
Innovative Community Participation	63	159	222	7	8	15
Specialised Driving Training	4	62	66	0	4	4
Therapeutic Supports	140	181	321	89	121	210
<b>Capital services</b>						
Home modification design and construction	37	165	202	3	17	20
Specialised Disability Accommodation	9	87	96	0	1	1
Vehicle Modifications	7	54	61	0	6	6
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	6	56	62	3	32	35

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	18	66	84	7	16	23
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5	54	59	0	23	23
Specialised Supported Employment	0	20	20	0	8	8
<b>Total</b>	<b>404</b>	<b>1,239</b>	<b>1,643</b>	<b>153</b>	<b>396</b>	<b>549</b>

Table L.46 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – ACT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	7%	93%	58	17%	83%	6
Assistance Animals	0%	100%	4	0%	100%	1
Assistance with daily life tasks in a group or shared living arrangement	6%	94%	85	9%	91%	44
Assistance with travel/transport arrangements	17%	83%	260	5%	95%	44
Daily Personal Activities	11%	89%	109	10%	90%	72
Group and Centre Based Activities	8%	92%	86	5%	95%	37
High Intensity Daily Personal Activities	5%	95%	87	6%	94%	49
Household tasks	22%	78%	342	22%	78%	118
Interpreting and translation	20%	80%	76	0%	100%	7
Participation in community, social and civic activities	11%	89%	126	14%	86%	80
<b>Assistive Technology</b>						
Assistive equipment for recreation	19%	81%	287	27%	73%	15
Assistive products for household tasks	16%	84%	246	11%	89%	9
Assistance products for personal care and safety	11%	89%	513	8%	92%	106
Communication and information equipment	19%	81%	203	5%	95%	19
Customised Prosthetics	16%	84%	116	11%	89%	35
Hearing Equipment	13%	87%	75	6%	94%	17
Hearing Services	0%	100%	9	0%	100%	5
Personal Mobility Equipment	14%	86%	366	21%	79%	52
Specialised Hearing Services	15%	85%	13	0%	100%	5
Vision Equipment	18%	82%	85	11%	89%	9
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	15%	85%	130	18%	82%	85
Behaviour Support	33%	67%	87	30%	70%	40
Community nursing care for high needs	12%	88%	131	0%	100%	7
Development of daily living and life skills	9%	91%	123	7%	93%	67
Early Intervention supports for early childhood	49%	51%	146	46%	54%	72
Exercise Physiology and Physical Wellbeing activities	26%	74%	172	26%	74%	43

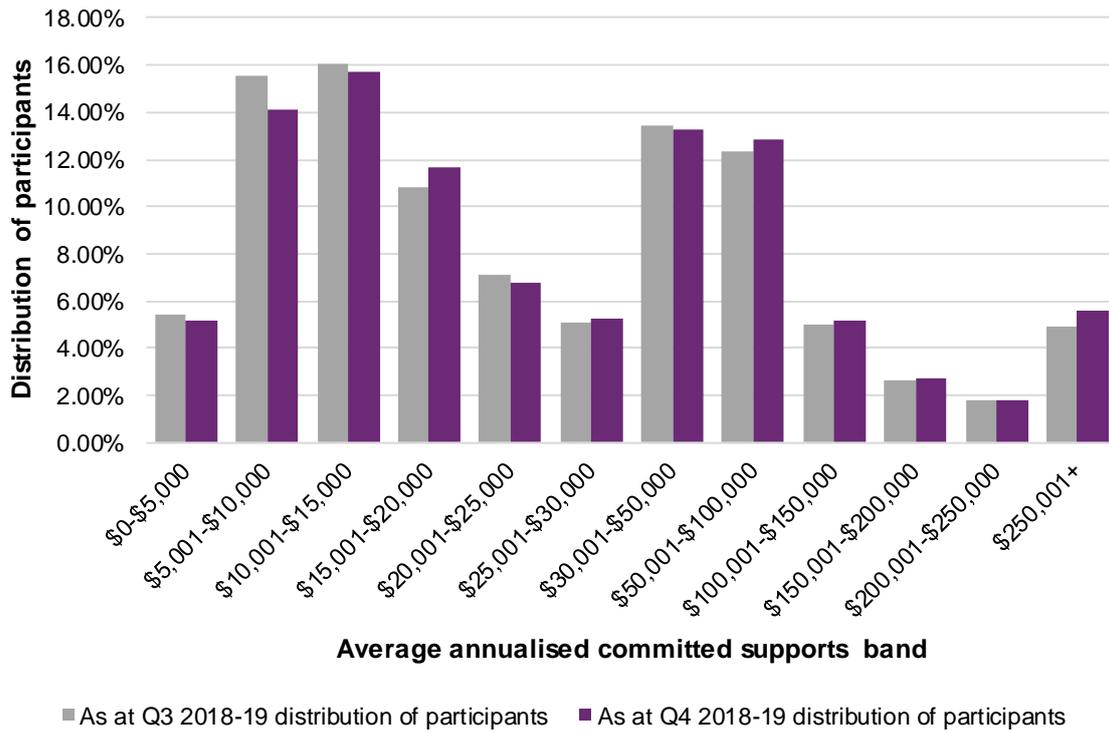
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	28%	72%	<b>222</b>	47%	53%	<b>15</b>
Specialised Driving Training	6%	94%	<b>66</b>	0%	100%	<b>4</b>
Therapeutic Supports	44%	56%	<b>321</b>	42%	58%	<b>210</b>
<b>Capital services</b>						
Home modification design and construction	18%	82%	<b>202</b>	15%	85%	<b>20</b>
Specialised Disability Accommodation	9%	91%	<b>96</b>	0%	100%	<b>1</b>
Vehicle Modifications	11%	89%	<b>61</b>	0%	100%	<b>6</b>
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	10%	90%	<b>62</b>	9%	91%	<b>35</b>
Support Coordination	21%	79%	<b>84</b>	30%	70%	<b>23</b>
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	8%	92%	<b>59</b>	0%	100%	<b>23</b>
Specialised Supported Employment	0%	100%	<b>20</b>	0%	100%	<b>8</b>
<b>Total</b>	<b>25%</b>	<b>75%</b>	<b>1,643</b>	<b>28%</b>	<b>72%</b>	<b>549</b>

### *Part Five: Financial sustainability*

**Table L.47 Committed supports by financial year (\$m) – ACT**

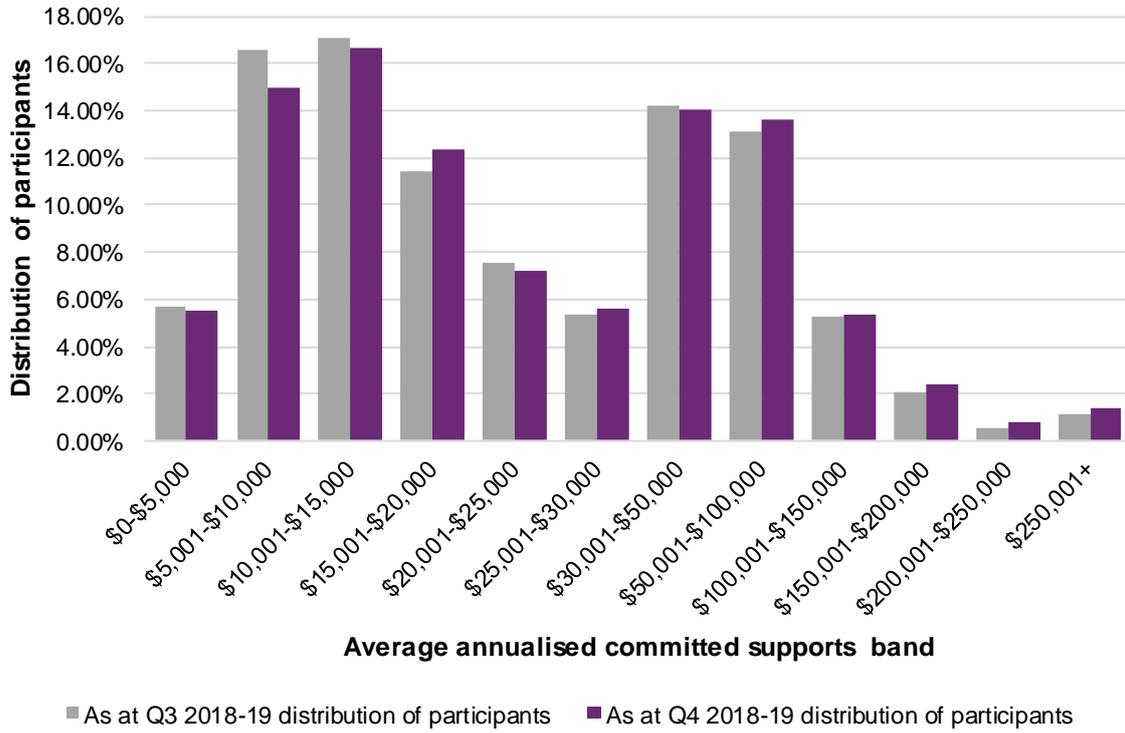
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	26.6	138.6	282.5	320.6	377.6	<b>1,145.9</b>

**Figure L.13 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)<sup>431</sup>**



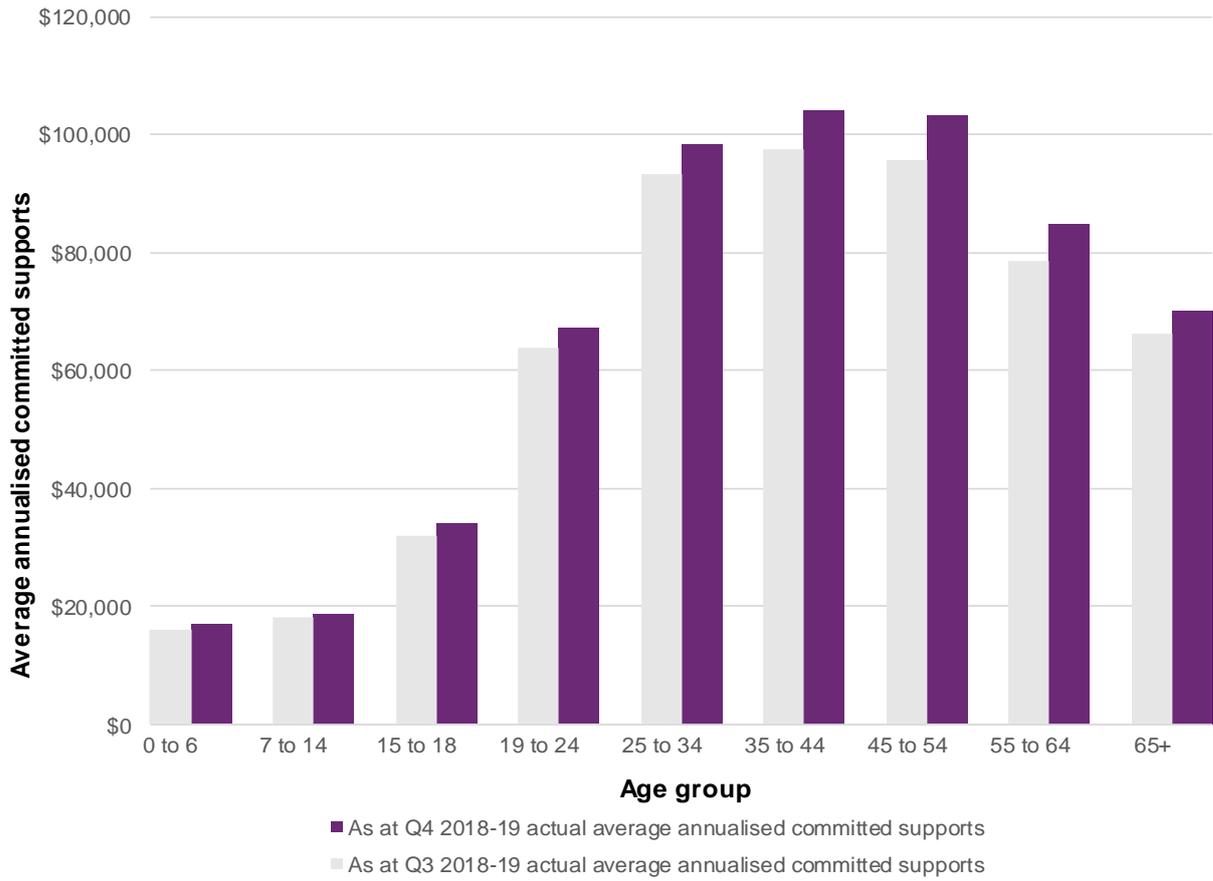
<sup>431</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

**Figure L.14 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)<sup>432</sup>**



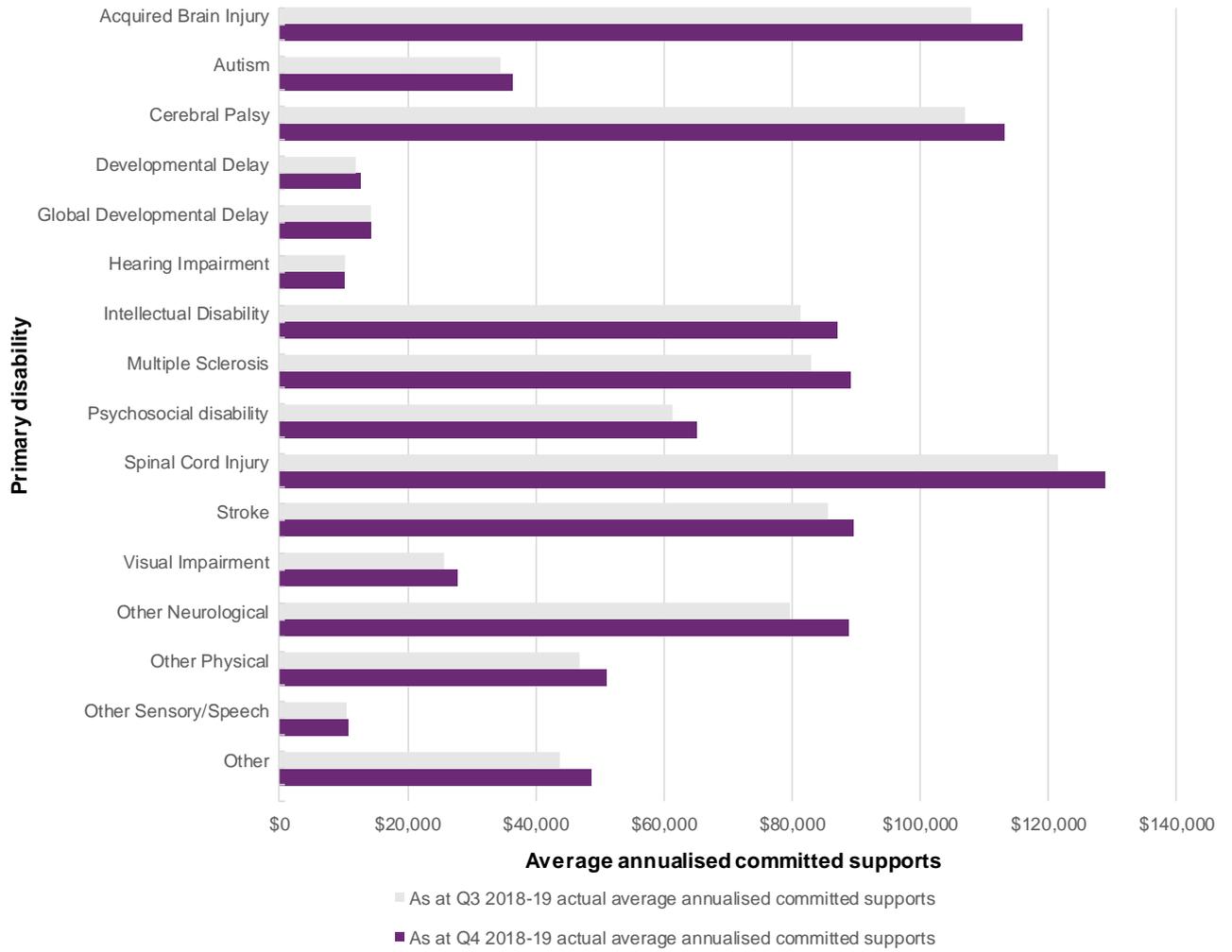
<sup>432</sup> Ibid.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure L.15 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)<sup>433</sup>**



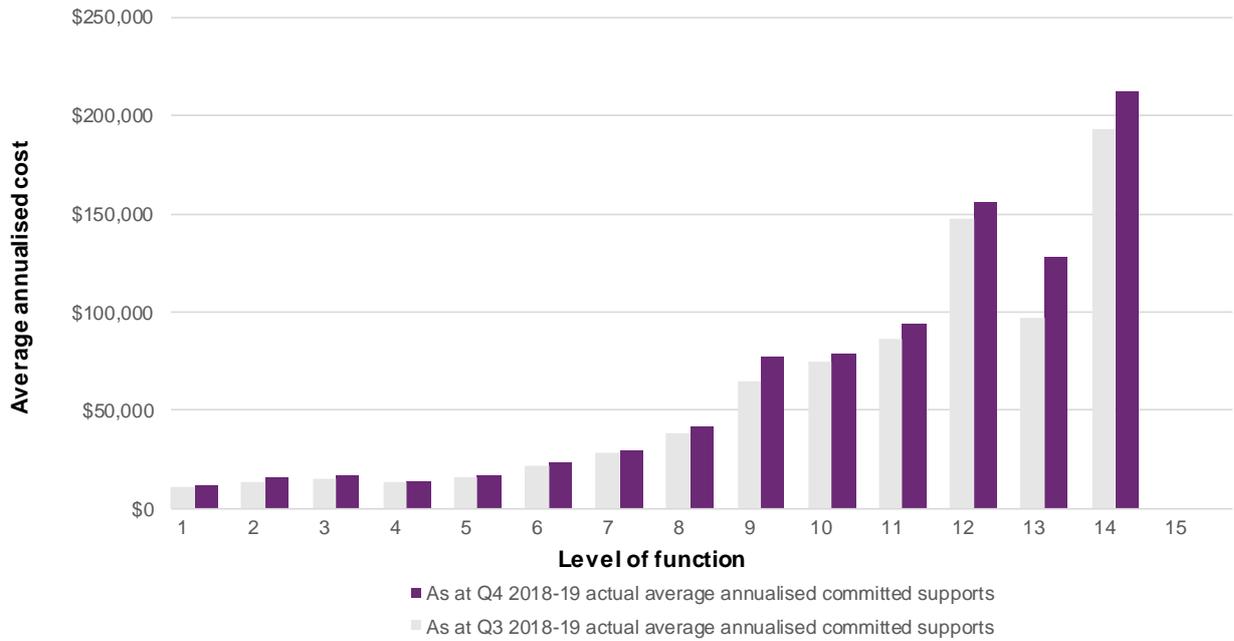
<sup>433</sup> *ibid.*  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure L.16 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)<sup>434</sup>**



<sup>434</sup> Ibid.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure L.17 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (ACT)<sup>435,436</sup>**



**Table L.48 Payments by financial year, compared to committed supports (\$m) – ACT**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	26.6	138.6	282.5	320.6	377.6	1,145.9
Total Paid	-	21.3	116.4	192.5	231.1	266.4	827.7
% utilised to date	-	80%	84%	68%	72%	71%	72%

<sup>435</sup> Ibid.

<sup>436</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Figure L.18 Utilisation of committed supports as at 30 December 2018 and 30 June 2019 (ACT)

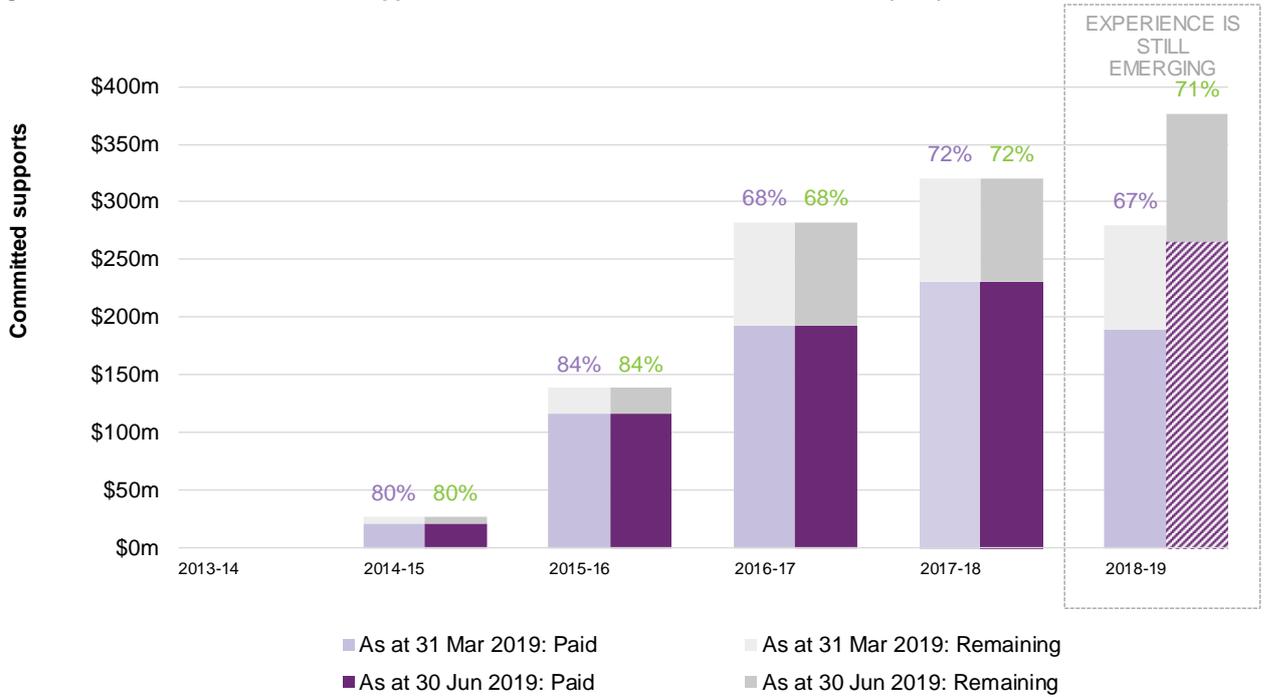
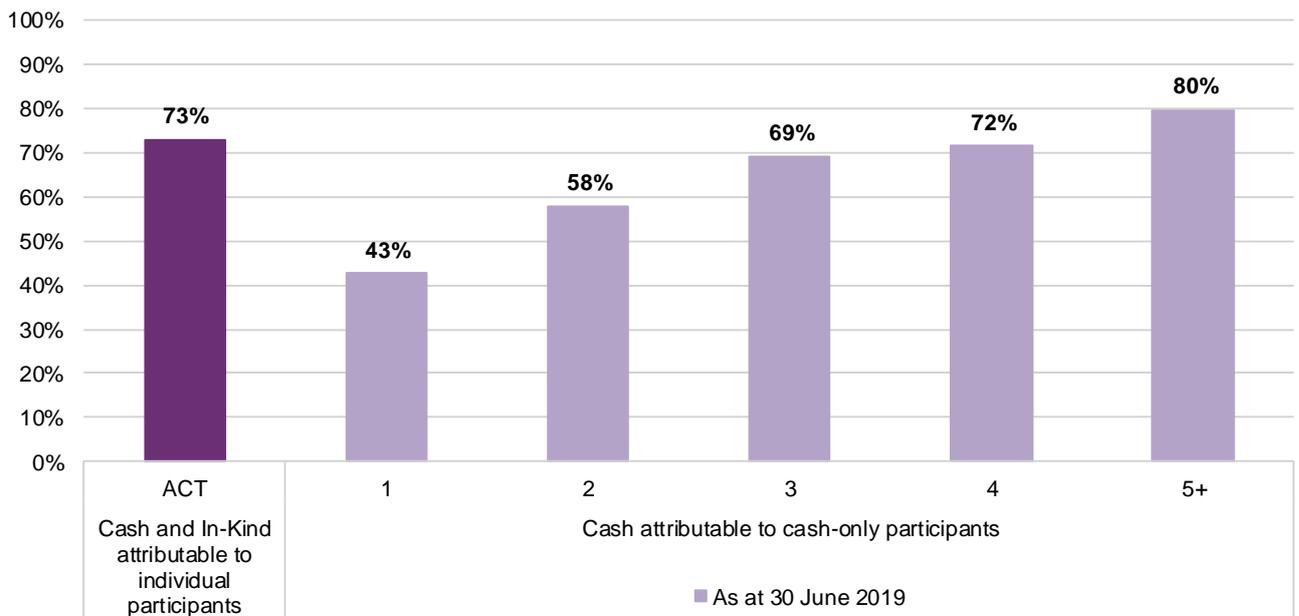


Figure L.19 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (ACT)<sup>437</sup>



<sup>437</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure L.20 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (ACT)<sup>438</sup>

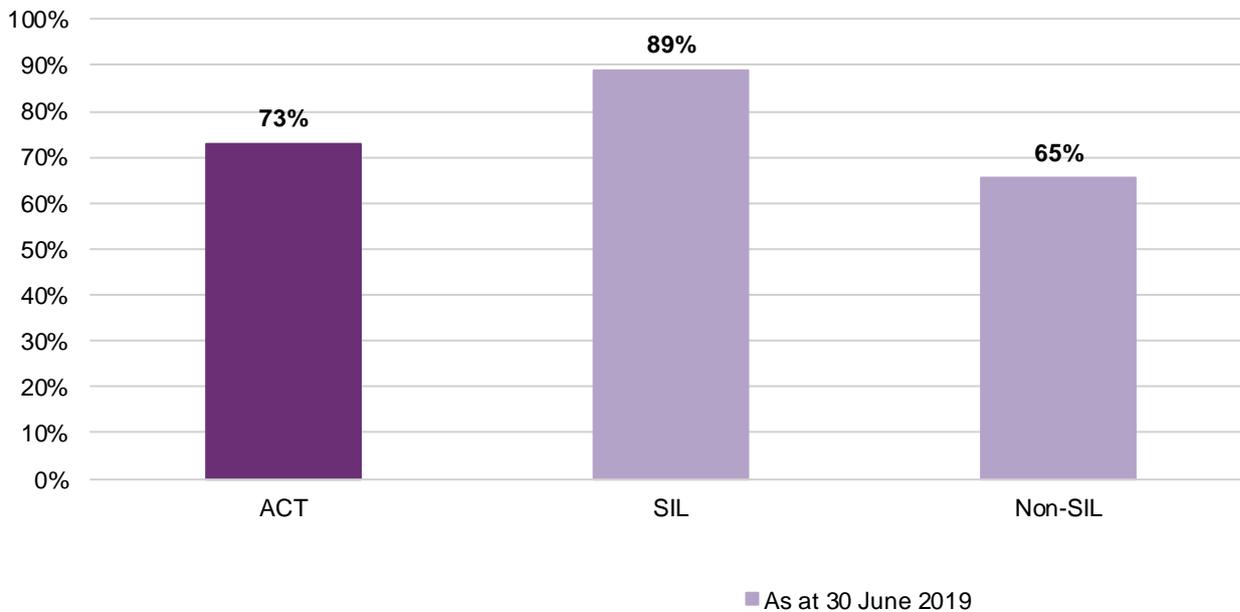
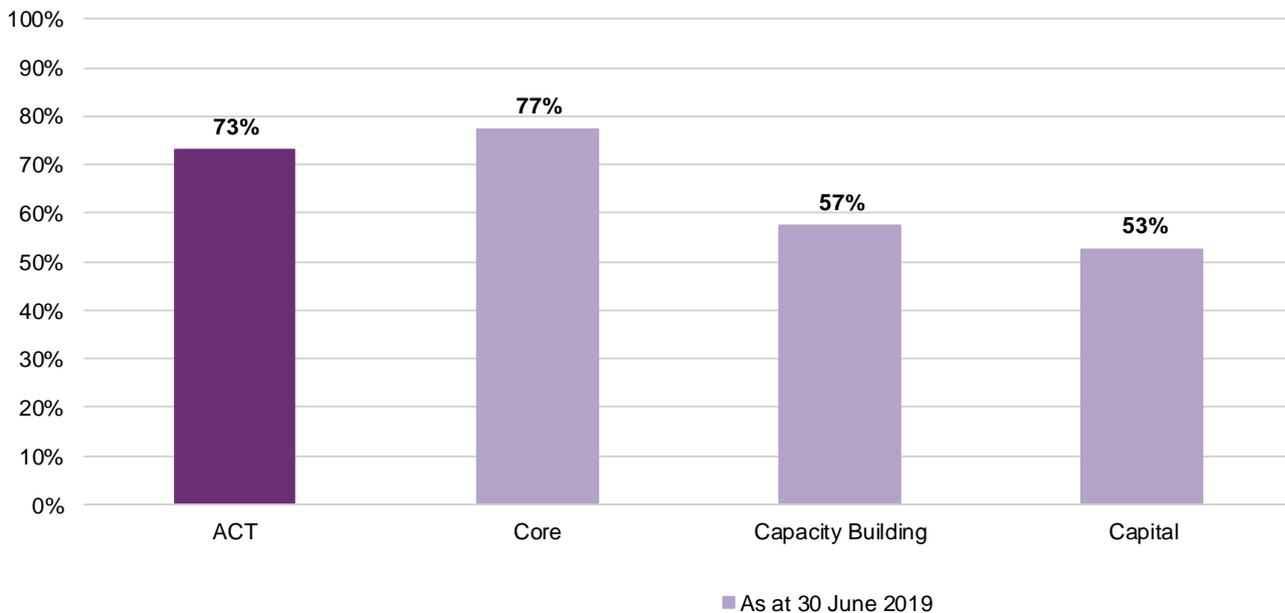


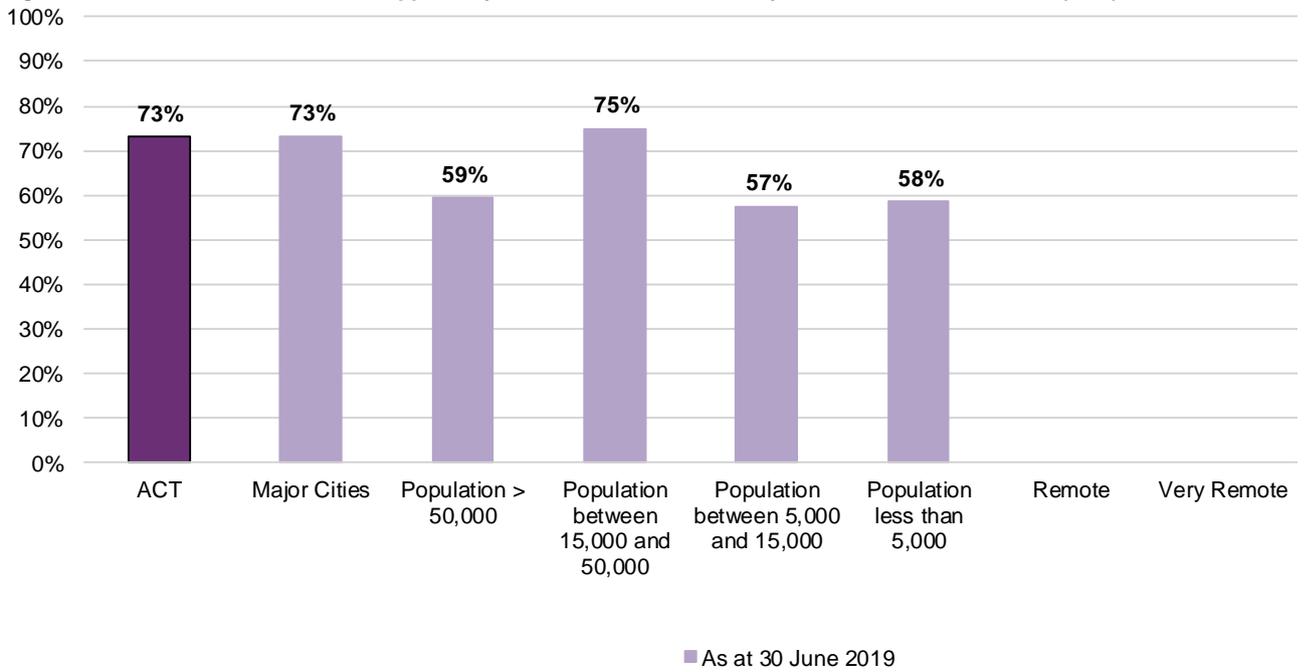
Figure L.21 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (ACT)<sup>439</sup>



<sup>438</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

<sup>439</sup> Ibid.

**Figure L.22 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (ACT)<sup>440,441</sup>**



<sup>440</sup> Ibid.

<sup>441</sup> Utilisation is not shown as there is insufficient data in the group.

# Appendix M: Northern Territory

## Part One: Participants and their plans

Table M.1 Plan approvals compared to estimates – NT

	Prior Quarters	2018-19 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
NT	1,912	419	2,331	2,453	4,933

Table M.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT<sup>442</sup>

	Prior Quarters	2018-19 Q4	Total
<b>Access decisions</b>	<b>2,615</b>	<b>420</b>	<b>3,035</b>
<b>Access Met</b>	<b>2,252</b>	<b>332</b>	<b>2,584</b>
State	1,410	148	1,558
Commonwealth	235	30	265
New	607	154	761
<b>Total Participant Plans</b>	<b>2,291</b>	<b>541</b>	<b>2,453</b>
State	1,241	192	1,433
Commonwealth	176	55	231
New	495	172	667
ECEI	379	122	122
<b>Total Participant Plans</b>	<b>2,291</b>	<b>541</b>	<b>2,453</b>
Early Intervention (s25)	269	115	384
Permanent Disability (s24)	1,643	304	1,947
ECEI	379	122	122

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

Exits	
<b>Total participant exits</b>	<b>53</b>
Early Intervention participants	<11
Permanent disability participants	47

<sup>442</sup> The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q4, 66% of people with a hearing impairment met the access criteria compared to 79% overall.

**Table M.4 Cumulative position by services previously received – NT<sup>443</sup>**

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	78	3	74		155	149	104%
End of 2016-17	265	6	117	0	388	546	71%
End of 2017-18	572	41	230	0	843	1,623	52%
End of 2018-19 Q1	735	61	264	506	1,566	2,504	63%
End of 2018-19 Q2	1,062	133	380	592	2,167	3,386	64%
End of 2018-19 Q3	1,241	176	495	379	2,291	4,160	55%
End of 2018-19 Q4	1,433	231	667	122	2,453	4,933	50%

**Table M.5 Cumulative position by entry into the Scheme – NT<sup>444</sup>**

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention <sup>445</sup>	Permanent Disability <sup>446</sup>	ECEI	Total		
Trial	37	118		155	149	104%
End of 2016-17	68	320	0	388	546	71%
End of 2017-18	119	724	0	843	1,623	52%
End of 2018-19 Q1	128	932	506	1,566	2,504	63%
End of 2018-19 Q2	194	1,381	592	2,167	3,386	64%
End of 2018-19 Q3	269	1,643	379	2,291	4,160	55%
End of 2018-19 Q4	384	1,947	122	2,453	4,933	50%

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

**Table M.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NT**

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	993	53.3%	194	46.6%	<b>1,187</b>	<b>52.1%</b>
Not Aboriginal and Torres Strait Islander	823	44.2%	212	51.0%	<b>1,035</b>	<b>45.4%</b>
Not Stated	46	2.5%	<11		<b>56</b>	<b>2.5%</b>
<b>Total</b>	<b>1,862</b>	<b>100%</b>	<b>416</b>	<b>100%</b>	<b>2,278</b>	<b>100%</b>

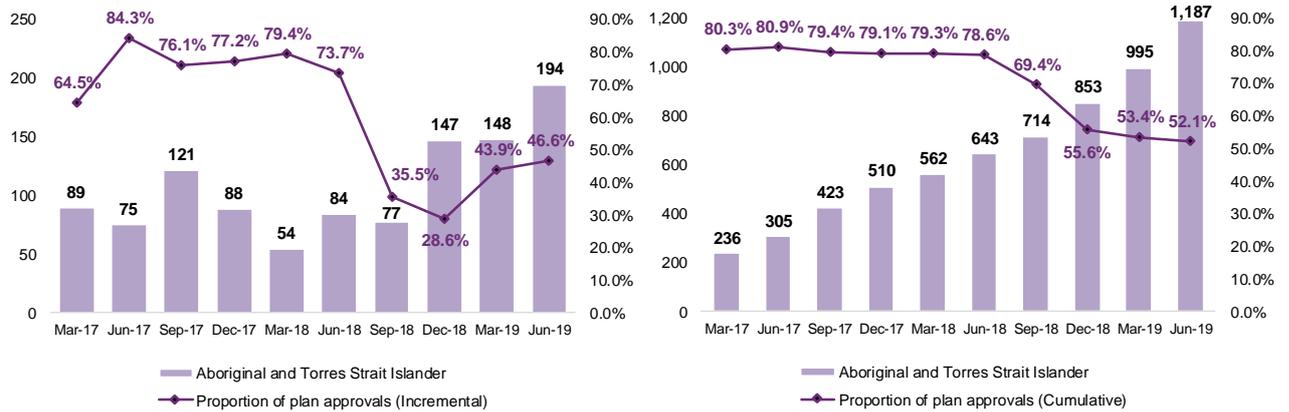
<sup>443</sup> Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

<sup>444</sup> A small number of participants have been retrospectively reclassified as entering via the Permanent Disability criteria.

<sup>445</sup> Participants who met Section 25 of the NDIS Act for access

<sup>446</sup> Participants who met Section 24 of the NDIS Act for access

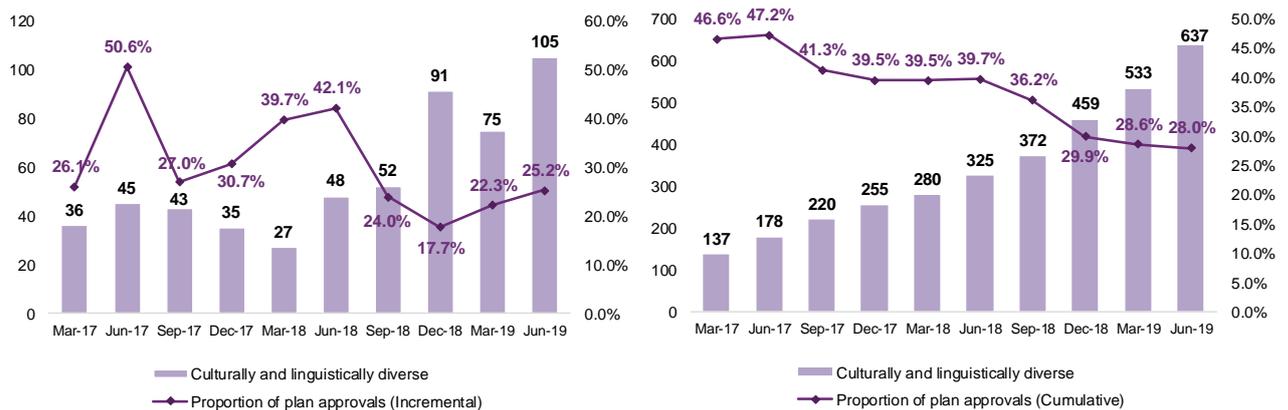
**Figure M.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NT <sup>447</sup>**



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

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
CALD	532	28.6%	105	25.2%	637	28.0%
Not CALD	1,329	71.4%	311	74.8%	1,640	72.0%
Not Stated	<11		<11		<11	
<b>Total</b>	<b>1,862</b>	<b>100%</b>	<b>416</b>	<b>100%</b>	<b>2,278</b>	<b>100%</b>

**Figure M.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NT <sup>448</sup>**



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

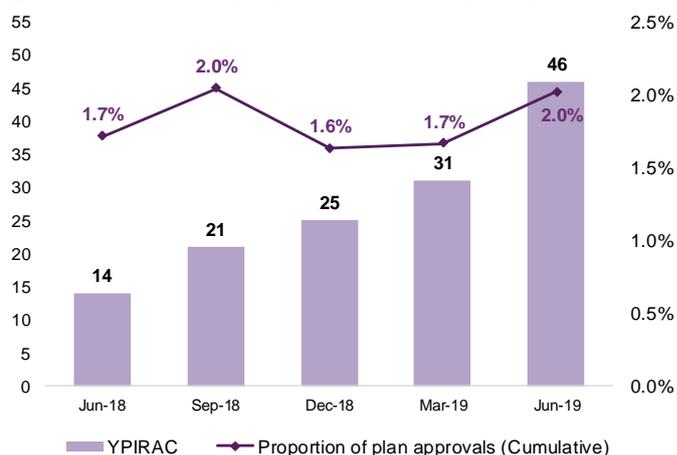
Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
YPIRAC <sup>449</sup>	30	1.6%	16	3.8%	46	2.0%
Not YPIRAC	1,832	98.4%	400	96.2%	2,232	98.0%
<b>Total</b>	<b>1,862</b>	<b>100%</b>	<b>416</b>	<b>100%</b>	<b>2,278</b>	<b>100%</b>

<sup>447</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

<sup>448</sup> Ibid.

<sup>449</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

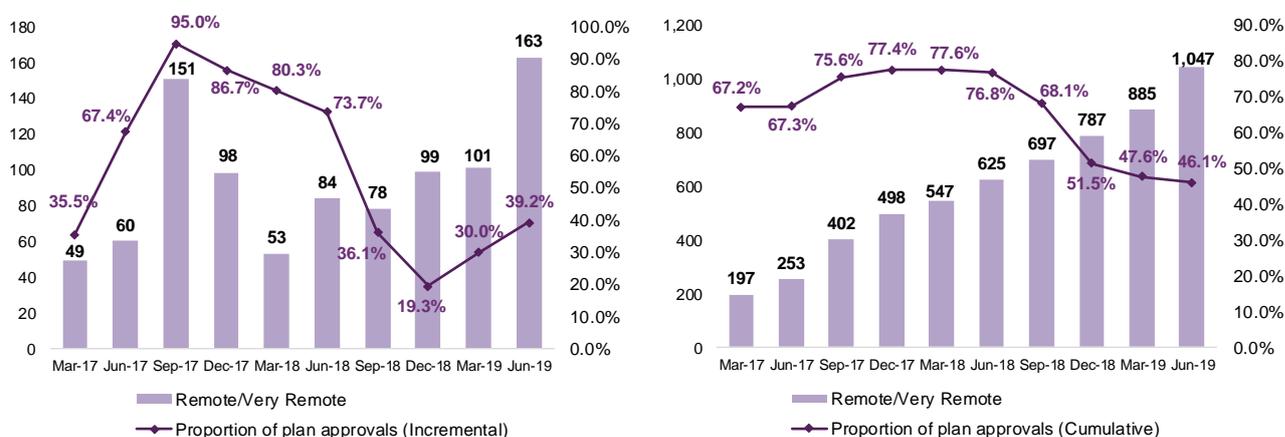
**Figure M.3 Number and proportion of YPIRAC participants over time cumulatively – NT<sup>450,451</sup>**



**Table M.9 Participant profile per quarter by remoteness – NT<sup>452,453</sup>**

Participant profile	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Major Cities	27	1.5%	<11	0.2%	28	1.2%
Population > 50,000	915	49.3%	238	57.2%	1,153	50.7%
Population between 15,000 and 50,000	<11		<11		<11	
Population between 5,000 and 15,000	<11		<11		<11	
Population less than 5,000	24	1.3%	14	3.4%	38	1.7%
Remote	375	20.2%	86	20.7%	461	20.3%
Very Remote	509	27.4%	77	18.5%	586	25.8%
Missing	<11		<11		<11	
<b>Total</b>	<b>1,862</b>	<b>100%</b>	<b>416</b>	<b>100%</b>	<b>2,278</b>	<b>100%</b>

**Figure M.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NT<sup>454</sup>**



<sup>450</sup> The cumulative chart shows the number of active participants as at each quarter over time.

<sup>451</sup> There are insufficient numbers to show the incremental count of YPIRAC participants in NT over time, and also insufficient numbers to show the cumulative count of YPIRAC participants prior to the June 2018 quarter.

<sup>452</sup> This table is based on the Modified Monash Model measure of remoteness.

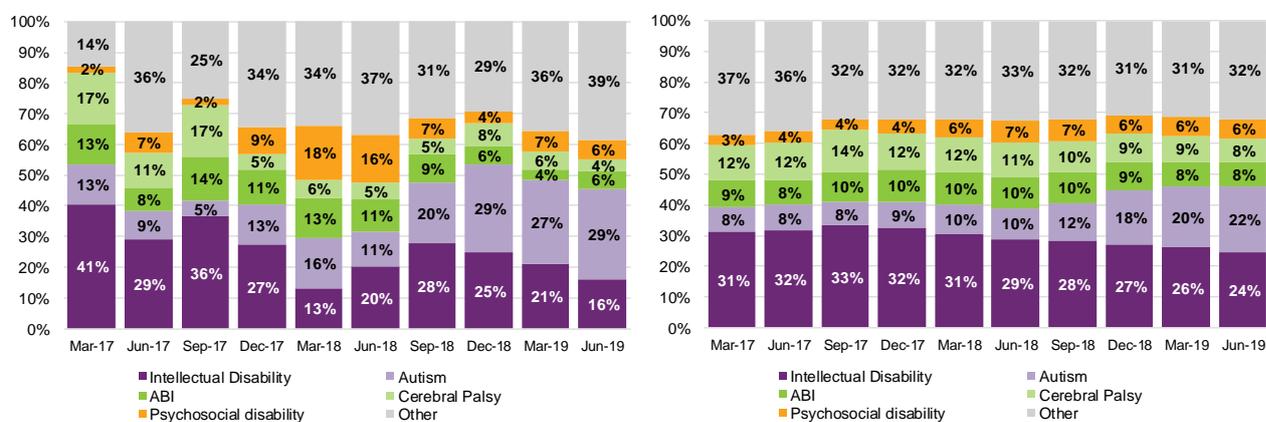
<sup>453</sup> The distributions are calculated excluding active participants with a missing remoteness classification.

<sup>454</sup> The incremental chart shows the number of new participants that have entered in each quarter. The cumulative chart shows the number of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table M.10 Participant profile per quarter by disability group - NT<sup>455,456</sup>**

Disability	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Autism	372	20%	122	29%	494	22%
Intellectual Disability <sup>457</sup>	490	26%	67	16%	557	24%
Psychosocial disability	116	6%	26	6%	142	6%
Developmental Delay	64	3%	52	13%	116	5%
Other Neurological	114	6%	25	6%	139	6%
Cerebral Palsy	159	9%	15	4%	174	8%
Other Physical	102	5%	19	5%	121	5%
Hearing Impairment	80	4%	19	5%	99	4%
ABI	152	8%	25	6%	177	8%
Visual Impairment	38	2%	<11		41	2%
Multiple Sclerosis	12	1%	<11		13	1%
Global Developmental Delay	31	2%	17	4%	48	2%
Stroke	59	3%	13	3%	72	3%
Spinal Cord Injury	52	3%	<11		59	3%
Other Sensory/Speech	17	1%	<11		21	1%
Other	<11		<11		<11	
<b>Total</b>	<b>1,862</b>	<b>100%</b>	<b>416</b>	<b>100%</b>	<b>2,278</b>	<b>100%</b>

**Figure M.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NT<sup>458</sup>**



<sup>455</sup> Table order based on national proportions (highest to lowest)

<sup>456</sup> Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

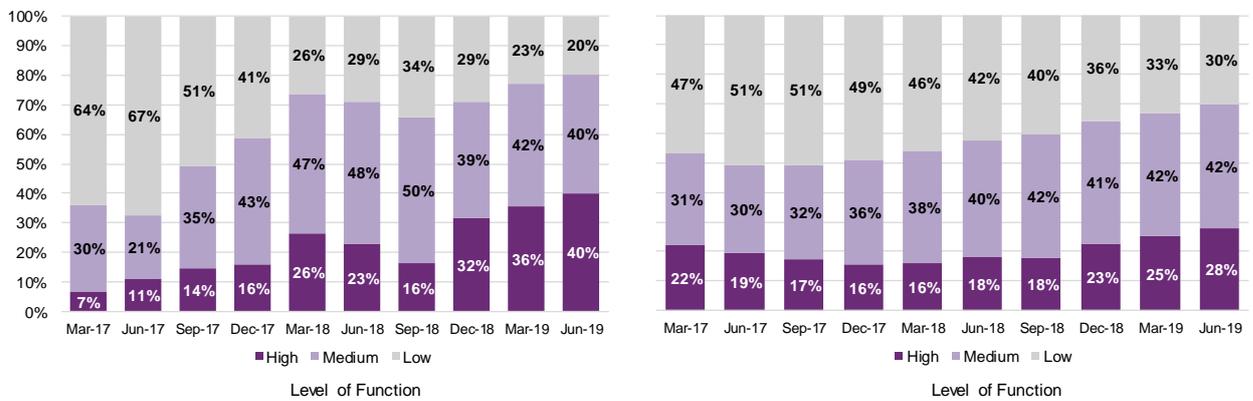
<sup>457</sup> Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NT (95).

<sup>458</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Data is not available prior to March 2017.

**Table M.11 Participant profile per quarter by level of function – NT**

Level of Function	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	140	8%	65	16%	205	9%
2 (High Function)	<11		<11		<11	
3 (High Function)	115	6%	39	9%	154	7%
4 (High Function)	76	4%	22	5%	98	4%
5 (High Function)	139	7%	41	10%	180	8%
6 (Moderate Function)	257	14%	77	19%	334	15%
7 (Moderate Function)	125	7%	18	4%	143	6%
8 (Moderate Function)	134	7%	23	6%	157	7%
9 (Moderate Function)	<11		<11		<11	
10 (Moderate Function)	261	14%	47	11%	308	14%
11 (Low Function)	68	4%	<11		78	3%
12 (Low Function)	316	17%	37	9%	353	15%
13 (Low Function)	114	6%	32	8%	146	6%
14 (Low Function)	107	6%	<11		111	5%
15 (Low Function)	<11		<11		<11	
Missing	<11		<11		<11	
<b>Total</b>	<b>1,862</b>	<b>100%</b>	<b>416</b>	<b>100%</b>	<b>2,278</b>	<b>100%</b>

**Figure M.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NT<sup>459</sup>**

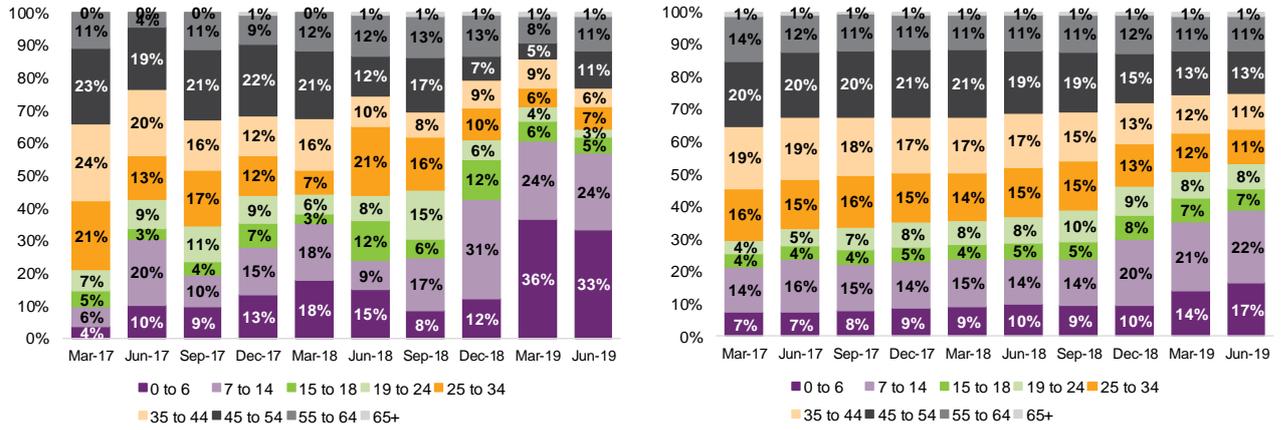


**Table M.12 Participant profile per quarter by Age group – NT**

Age Group	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
0 to 6	238	13%	138	33%	376	17%
7 to 14	409	22%	98	24%	507	22%
15 to 18	134	7%	21	5%	155	7%
19 to 24	160	9%	11	3%	171	8%
25 to 34	221	12%	28	7%	249	11%
35 to 44	220	12%	24	6%	244	11%
45 to 54	252	14%	47	11%	299	13%
55 to 64	205	11%	45	11%	250	11%
65+	23	1%	<11		27	1%
<b>Total</b>	<b>1,862</b>	<b>100%</b>	<b>416</b>	<b>100%</b>	<b>2,278</b>	<b>100%</b>

<sup>459</sup> Ibid.

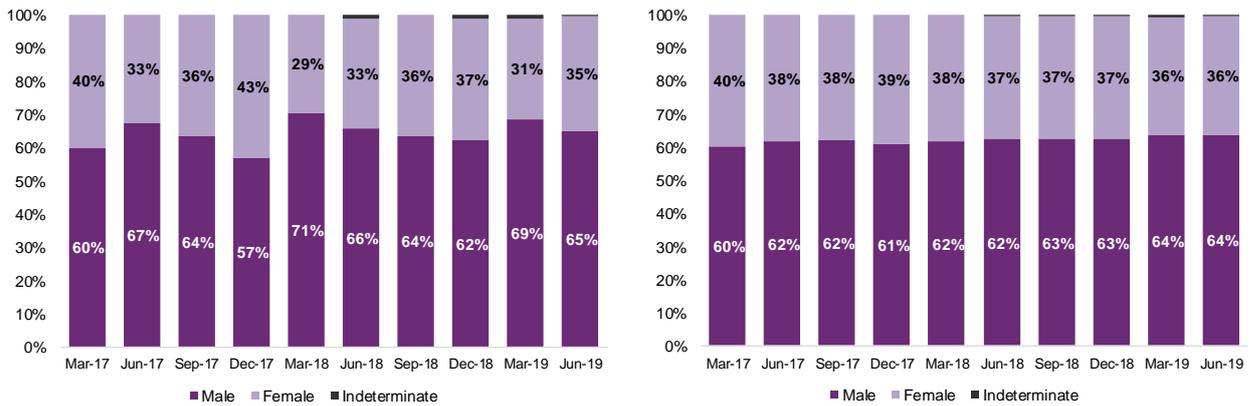
**Figure M.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NT<sup>460</sup>**



**Table M.13 Participant profile per quarter by Gender – NT**

Gender	Prior Quarters		2018-19 Q4		Total	
	N	%	N	%	N	%
Male	1,187	64%	270	65%	1,457	64%
Female	666	36%	145	35%	811	36%
Indeterminate	<11		<11		<11	
<b>Total</b>	<b>1,862</b>	<b>100%</b>	<b>416</b>	<b>100%</b>	<b>2,278</b>	<b>100%</b>

**Figure M.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NT<sup>461</sup>**



<sup>460</sup> Ibid.

<sup>461</sup> Ibid.

## Part Two: Participant experience and outcomes

Table M.14 Number of questionnaires completed by SFOF version – NT<sup>462</sup>

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected 2018-19	Number of questionnaires
Participant 0 to school	17	38	198	253
Participant school to 14	27	76	533	636
Participant 15 to 24	24	68	192	284
Participant 25 and over	154	250	556	960
<b>Total Participant</b>	<b>222</b>	<b>432</b>	<b>1,479</b>	<b>2,133</b>
Family 0 to 14	41	100	699	840
Family 15 to 24	3	35	138	176
Family 25 and over	16	55	262	333
<b>Total Family</b>	<b>60</b>	<b>190</b>	<b>1,099</b>	<b>1,349</b>
<b>Total</b>	<b>282</b>	<b>622</b>	<b>2,578</b>	<b>3,482</b>

Table M.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NT

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	66%			
CC % who say their child is able to tell them what he/she wants	58%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		24%		
DL % who say their child is becoming more independent		29%		
CC % of children who have a genuine say in decisions about themselves		66%		
CC % who are happy with the level of independence/control they have now			27%	
CC % who choose who supports them			26%	41%
CC % who choose what they do each day			33%	51%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			16%	18%
CC % who want more choice and control in their life			87%	82%

<sup>462</sup> Baseline outcomes for participants and/or their families and carers were collected for 99.5% of participants. June 2019 | COAG Disability Reform Council Quarterly Report

**Table M.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NT**

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	50%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	68%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	56%	76%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			28%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			46%	42%

**Table M.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NT**

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		46%		
HM	% who are happy with their home			77%	60%
HM	% who feel safe or very safe in their home			82%	64%
HW	% who rate their health as good, very good or excellent			73%	42%
HW	% who did not have any difficulties accessing health services			66%	51%
LL	% who currently attend or previously attended school in a mainstream class			21%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			13%	17%
WK	% who volunteer			12%	9%

**Table M.18 Selected key indicators for families/carers of participants – NT**

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	14%	16%	15%
% receiving Carer Allowance	35%	22%	18%
% working in a paid job	47%	57%	39%
Of those in a paid job, % in permanent employment	81%	80%	83%
Of those in a paid job, % working 15 hours or more	87%	96%	87%
% who say they (and their partner) are able to work as much as they want	52%	60%	51%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	92%	75%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	32%	38%	36%
% able to advocate for their child/family member	62%	61%	47%
% who have friends and family they see as often as they like	50%	49%	50%
% who feel very confident or somewhat confident in supporting their child's development	83%		
% who know what their family can do to enable their family member with disability to become as independent as possible		35%	
% who feel in control selecting services		37%	26%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			29%
% who rate their health as good, very good or excellent	88%	81%	67%

**Table M.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=20) – NT<sup>463</sup>**

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

<sup>463</sup> Results in Tables M.19 to M.23 exclude participants who had their first plan approved between 1 July 2016 and 30 June 2017.

**Table M.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=58) – NT**

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	35%
LL	Has the NDIS improved your child's access to education?	25%
REL	Has the NDIS improved your child's relationships with family and friends?	24%
S/CP	Has the NDIS improved your child's social and recreational life?	20%

**Table M.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=49) and ‘Participant 25 and over’ (n=190) – NT**

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	51%	50%
DL	Has the NDIS helped you with daily living activities?	45%	53%
REL	Has the NDIS helped you to meet more people?	39%	41%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	40%	33%
HW	Has your involvement with the NDIS improved your health and wellbeing?	33%	42%
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%	18%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	9%
S/CP	Has the NDIS helped you be more involved?	44%	42%

**Table M.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=61); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=48) – NT**

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	48%	43%
Has the NDIS improved the level of support for your family?	47%	51%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	53%	52%
Has the NDIS improved your ability/capacity to help your child develop and learn?	58%	
Has the NDIS improved your health and wellbeing?	36%	38%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at end of participant’s first and second year in the Scheme, except for the SFOF version ‘Participant 25 and over’.

**Table M.23 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Participant 25 and over’ (n=93) – NT<sup>464,465</sup>**

		25 and over		
	Question	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	42%	62%	+20%
DL	Has the NDIS helped you with daily living activities?	64%	89%	+25%
REL	Has the NDIS helped you to meet more people?	44%	54%	+10%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	46%	+19%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	43%	+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?	17%	22%	+5%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	11%	12%	+1%
S/CP	Has the NDIS helped you be more involved?	48%	65%	+17%

**Table M.24 Progress against the NDIA's corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ (n=113) –NT<sup>466,467</sup>**

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	N/A	N/A	
Aged 25+	6%	6%	26%
Aged 15+ (average)	6%	7%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	N/A	N/A	41%
Aged 25+	52%	59%	
Aged 15+ (average)	56%	62%	

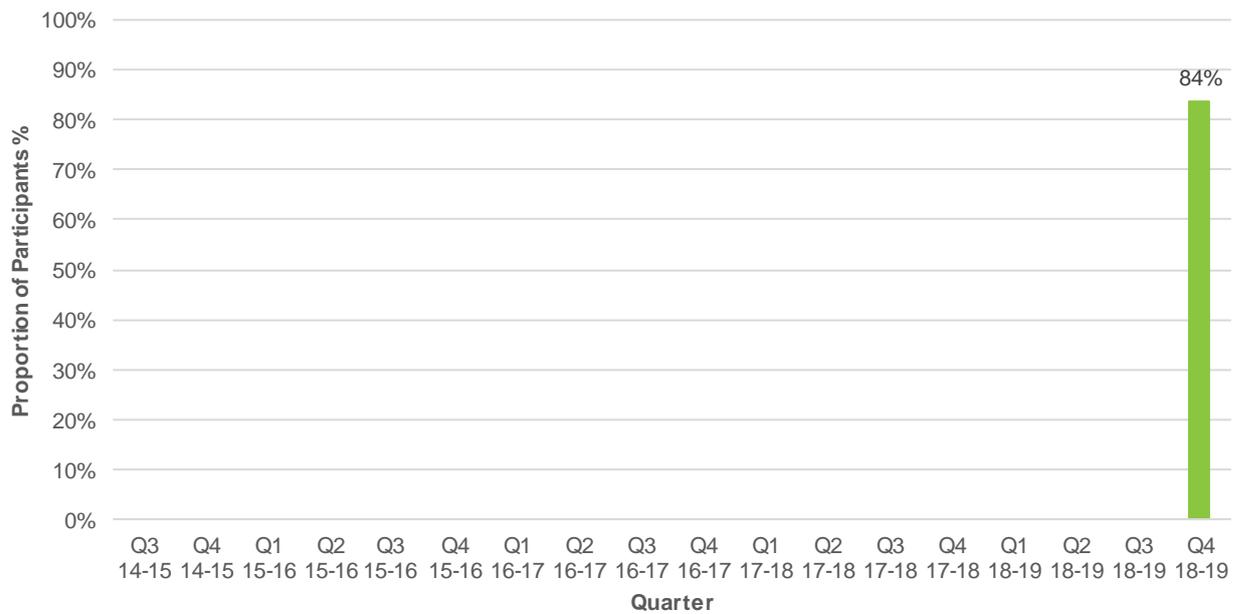
<sup>464</sup> Results in Tables M.23 includes participants who had their first plan approved between 1 July 2016 and 30 June 2017. While the number of participants is relatively small for some age groups, the volume of survey results collected and included in these tables will continue to grow over time.

<sup>465</sup> There is insufficient data to show results for SFOF version ‘Participants 15 to 24’.

<sup>466</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 June 2017.

<sup>467</sup> There is insufficient data to show results for participants aged 15 to 24 years.

**Figure M.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (NT)<sup>468</sup>**



\*The result for Q4 of 2018-19 is based on 43 participants who were asked to describe their level of satisfaction with the Agency planning process. Of these participants, 84% gave a rating of good or very good, 12% gave a neutral rating and 5% gave a rating of poor or very poor.

**Table M.25 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NT)**

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	89%	5%	7%
I had enough time to tell my story and say what support I need	86%	5%	9%
The planner knows what I can do well	61%	20%	18%
The planner had some good ideas for my plan	66%	20%	14%
I know what is in my plan	81%	12%	7%
The planner helped me think about my future	49%	40%	12%
I think my plan will make my life better	67%	21%	12%
The planning meeting went well	91%	7%	2%

<sup>468</sup> Participant satisfaction results are not shown if there is insufficient data in the group.  
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**Table M.26 Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters – New survey administered by the Contact Centre (NT)<sup>469</sup>**

Stage of NDIS journey	Proportion of participants responding with "Yes" Prior Quarters	Proportion of participants responding with "Yes" 2018-19 Q4
<b>Access</b>	<b>N/A</b>	<b>N/A</b>
Are you happy with how coming into the NDIS has gone?	N/A	N/A
Was the person from the NDIS respectful?	N/A	N/A
Do you understand what will happen next with your plan?	N/A	N/A
<b>Pre-planning</b>	<b>N = 22</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	68%	N/A
Did you understand why you needed to give the information you did?	95%	N/A
Were decisions about your plan clearly explained?	68%	N/A
Are you clear on what happens next with your plan?	64%	N/A
Do you know where to go for more help with your plan?	82%	N/A
<b>Planning</b>	<b>N/A</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	N/A	N/A
Did you understand why you needed to give the information you did?	N/A	N/A
Were decisions about your plan clearly explained?	N/A	N/A
Are you clear on what happens next with your plan?	N/A	N/A
Do you know where to go for more help with your plan?	N/A	N/A
<b>Plan review</b>	<b>N/A</b>	<b>N/A</b>
Did the person from the NDIS understand how your disability affects your life?	N/A	N/A
Did you feel prepared for your plan review?	N/A	N/A
Is your NDIS plan helping you to make progress towards your goals?	N/A	N/A

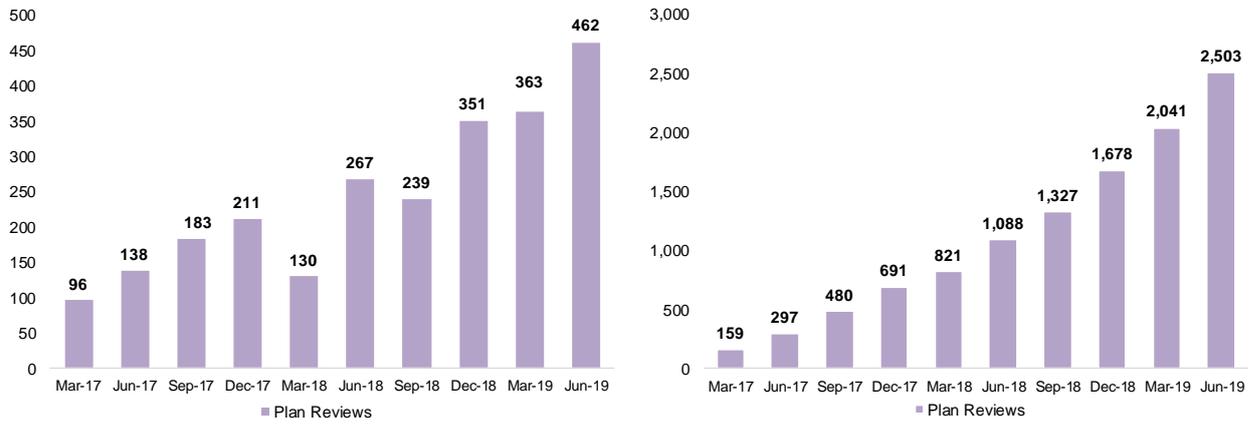
**Table M.27 Plan reviews conducted per quarter – excluding plans less than 30 days – NT<sup>470</sup>**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total plan reviews</b>	<b>2,041</b>	<b>462</b>	<b>2,503</b>
<i>Early intervention plans</i>	232	51	283
<i>Permanent disability plans</i>	1,809	411	2,220

<sup>469</sup> Results for the new satisfaction survey are not shown if there is insufficient data in the group.

<sup>470</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

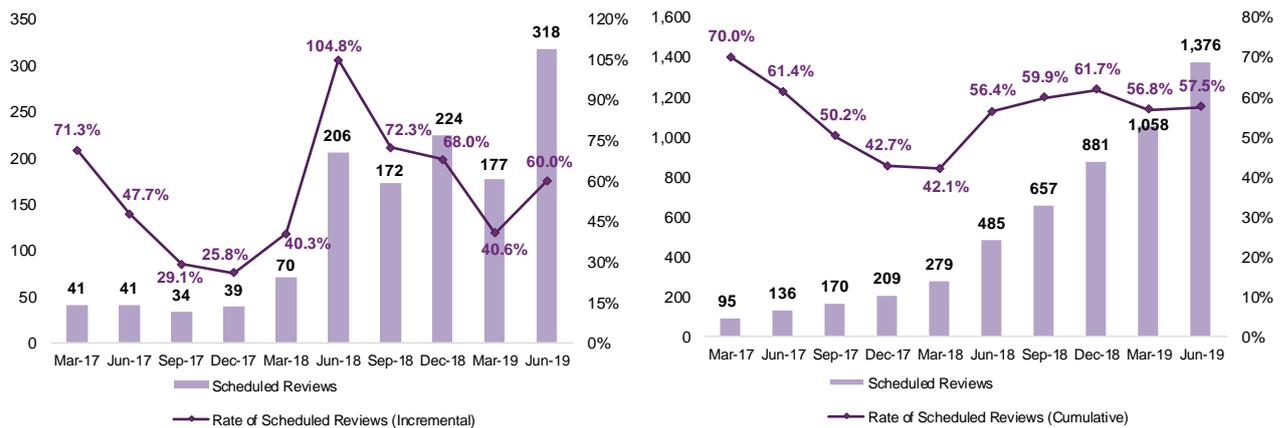
**Figure M.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – NT**



**Table M.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total scheduled plan reviews</b>	<b>1,058</b>	<b>318</b>	<b>1,376</b>
<i>Trial participants</i>	369	30	399
<i>Transition participants</i>	689	288	977

**Figure M.11 Number and rate of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NT<sup>471</sup>**



**Table M.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT**

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
<b>Total unscheduled plan reviews</b>	<b>983</b>	<b>144</b>	<b>1,127</b>
<i>Trial participants</i>	99	<11	105
<i>Transition participants</i>	884	138	1,022

<sup>471</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.  
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Table M.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT<sup>472</sup>

	Prior Quarters (Transition only)	2018-19 Q4	Transition Total
% unscheduled reviews	52.8%	27.2%	47.1%

Figure M.12 Number and rate of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NT<sup>473</sup>

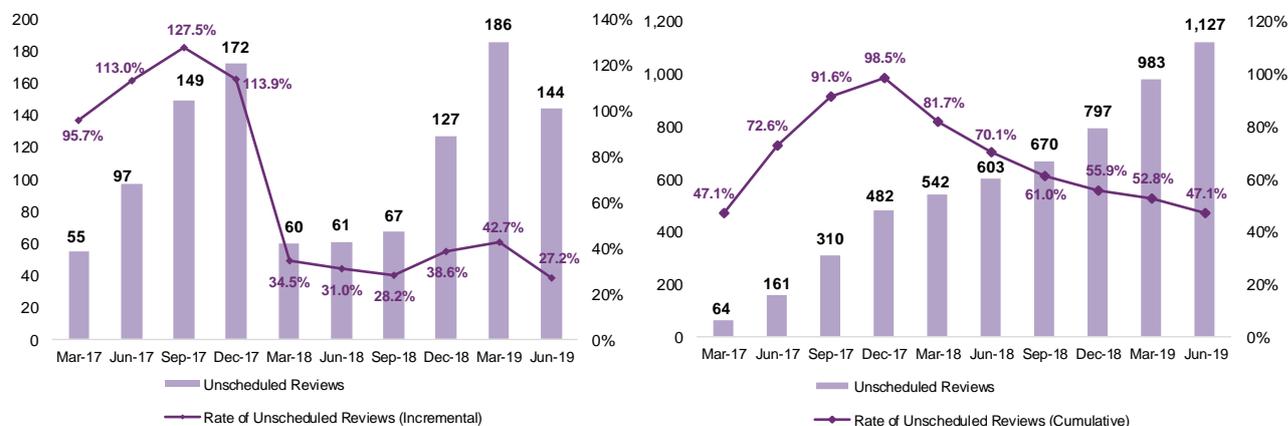


Table M.31 AAT cases by category – NT<sup>474</sup>

	Prior Quarters	2018-19 Q4	Total
	N	N	N
AAT cases	<11	<11	<11
% of all access decisions <sup>475</sup>	0.17%	0.16%	0.17%

Table M.32 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT

	Prior Quarters (Transition only)	2018-19 Q4	Total
Self-managed fully	14%	11%	13%
Self-managed partly	6%	6%	6%
Plan managed	22%	26%	24%
Agency managed	58%	57%	57%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

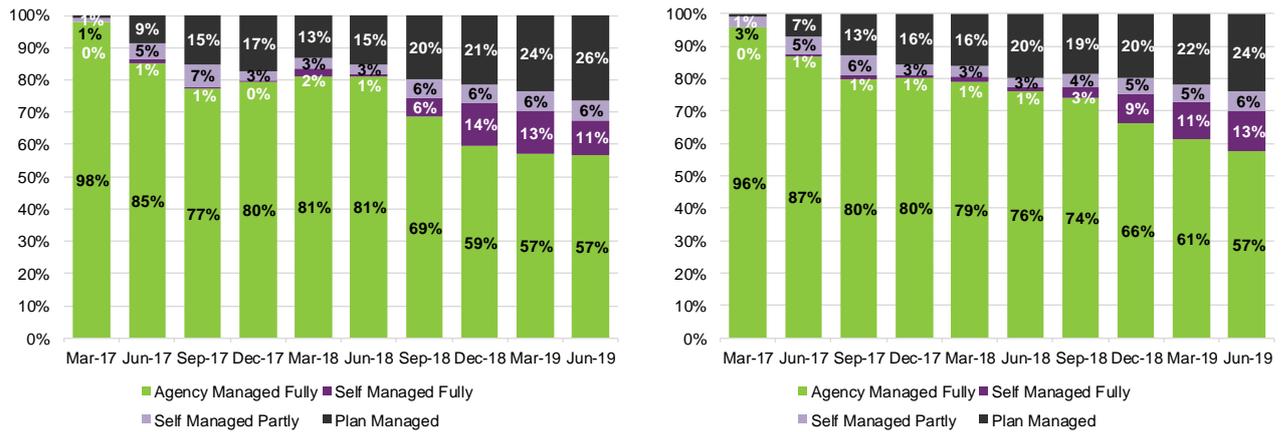
<sup>472</sup> This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>473</sup> The rates in these charts are calculated as the number of reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

<sup>474</sup> The numbers of AAT cases for Northern Territory by category and by open/closed status are not shown due to insufficient numbers.

<sup>475</sup> This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

**Figure M.13 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NT<sup>477</sup>**



**Table M.33 Distribution of active participants by support coordination and quarter of plan approval – NT**

	Prior Quarters (Transition only)	2018-19 Q4	Total
Support coordination	68%	78%	72%

**Table M.34 Duration to plan activation by quarter of initial plan approval for active participants – NT<sup>478,479</sup>**

	Prior Quarters (Transition Only)		2018-19 Q2	
Plan activation	N	%	N	%
Less than 30 days	572	65%	326	64%
30 to 59 days	103	12%	52	10%
60 to 89 days	53	6%	46	9%
<b>Activated within 90 days</b>	<b>728</b>	<b>83%</b>	<b>424</b>	<b>83%</b>
90 to 119 days	57	6%	17	3%
120 days and over	78	9%	19	4%
<b>Activated after 90 days</b>	<b>135</b>	<b>15%</b>	<b>36</b>	<b>7%</b>
No payments	18	2%	50	10%
<b>Total plans approved</b>	<b>881</b>	<b>100%</b>	<b>510</b>	<b>100%</b>

<sup>477</sup> This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

<sup>478</sup> Note: Plans approved after the end of 2018-19 Q2 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

<sup>479</sup> In the March 2019 quarter there was a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

**Table M.35 Proportion of active participants with plan activated within 12 months – NT**

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
<b>by Aboriginal and Torres Strait Islander status</b>			
Aboriginal and Torres Strait Islander	594	625	95%
Not Aboriginal and Torres Strait Islander	157	160	98%
Not Stated	14	14	100%
<b>Total</b>	<b>765</b>	<b>799</b>	<b>96%</b>
<b>by Culturally and Linguistically Diverse status</b>			
CALD	293	315	93%
Not CALD	472	484	98%
Not Stated	0	0	
<b>Total</b>	<b>765</b>	<b>799</b>	<b>96%</b>
<b>by Remoteness</b>			
Major Cities	14	15	93%
Regional	169	172	98%
Remote	578	608	95%
Missing	<11	<11	
<b>Total</b>	<b>765</b>	<b>799</b>	<b>96%</b>
<b>by Primary Disability type</b>			
Autism	85	87	98%
Intellectual Disability (including Down Syndrome)	219	231	95%
Psychosocial Disability	56	58	97%
Developmental Delay (including Global Developmental Delay)	22	25	88%
Other	383	398	96%
<b>Total</b>	<b>765</b>	<b>799</b>	<b>96%</b>

**Table M.36 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 and 2 of 2018-19 – NT<sup>480,481</sup>**

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q2	Total
0% to 50%	54%	78%	<b>58%</b>
50% to 75%	19%	15%	<b>19%</b>
> 75%	26%	7%	<b>23%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>480</sup> This table only considers committed supports and payments for supports provided to 31 March 2019. This gives some allowance for the timing delay between when the support is provided and when it is paid.

<sup>481</sup> Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

**Table M.37 Proportion of active participants with approved plans accessing mainstream supports – NT**

	Prior Quarters	2018-19 Q4	Total
Daily Activities	13%	13%	13%
Health & Wellbeing	42%	36%	39%
Lifelong Learning	8%	7%	8%
Other	16%	15%	15%
Non-categorised	28%	34%	30%
Any mainstream service	95%	96%	95%

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

**Table M.38 Key provider indicators by quarter – NT<sup>482</sup>**

	Prior Quarters	2018-19 Q4	Total
<b>Provider indicators</b>			
a) Registrations by profile			
<i>Individual/ sole trader</i>	159	29	187
<i>Company/ organisation</i>	624	48	661
<i>Total</i>	783	77	848
b) Registration revoked	12		

<sup>482</sup> The total number of providers as at 30 June 2019 (848) is not the sum of the number of providers as at 31 March 2019 (7483) and the providers registered in the fourth quarter of 2018-19 (77). This is due to 12 providers whose registration ended during the fourth quarter of 2018-19.

Table M.39 Number of approved providers by registration group – NT<sup>483,484</sup>

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	132	9	141	7%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	43	2	45	5%
Assistance with travel/transport arrangements	86	14	100	16%
Daily Personal Activities	57	6	63	11%
Group and Centre Based Activities	52	6	58	12%
High Intensity Daily Personal Activities	43	6	49	14%
Household tasks	74	20	94	27%
Interpreting and translation	74	3	77	4%
Participation in community, social and civic activities	71	7	78	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	67	9	76	13%
Assistive products for household tasks	61	8	69	13%
Assistance products for personal care and safety	113	12	125	11%
Communication and information equipment	169	13	182	8%
Customised Prosthetics	32	2	34	6%
Hearing Equipment	56	3	59	5%
Hearing Services	4	0	4	0%
Personal Mobility Equipment	86	11	97	13%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	70	5	75	7%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	82	20	102	24%
Behaviour Support	36	10	46	28%
Community nursing care for high needs	28	11	39	39%
Development of daily living and life skills	58	5	63	9%
Early Intervention supports for early childhood	50	10	60	20%
Exercise Physiology and Physical Wellbeing activities	38	2	40	5%
Innovative Community Participation	216	22	238	10%
Specialised Driving Training	30	4	34	13%
Therapeutic Supports	94	24	118	26%
<b>Capital services</b>				
Home modification design and construction	61	12	73	20%
Specialised Disability Accommodation	87	7	94	8%
Vehicle Modifications	66	2	68	3%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	37	10	47	27%
Support Coordination	65	21	86	32%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	21	0	21	0%
Specialised Supported Employment	8	0	8	0%
<b>Total approved providers</b>	<b>771</b>	<b>77</b>	<b>848</b>	<b>10%</b>

<sup>483</sup> The 12 providers whose registration ended during the fourth quarter of 2018-19 are not included in the numbers for Prior Quarters.

<sup>484</sup> Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

**Table M.40 Key markets indicators by quarter – NT**

<b>Market indicators</b>	<b>Prior Quarters</b>	<b>2018-19 Q4</b>
a) Average number of providers per participant	1.82	1.85
b) Number of providers delivering new supports	77	99
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	15%	17%
<i>Not yet active (%)</i>	82%	80%
<i>Inactive (%)</i>	3%	3%
e) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	88%	86%
<i>Therapeutic Supports (%)</i>	71%	76%
<i>Participate Community (%)</i>	78%	78%
<i>Early Childhood Supports (%)</i>	67%	83%
<i>Assist Personal Activities (%)</i>	78%	70%

Table M.41 Cumulative number of providers that have been active by registration group – NT

Registration Group	Prior Quarters	2018-19 Q4	Total	% Change
<b>Assistance services</b>				
Accommodation / Tenancy Assistance	4	0	4	0%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	27	5	32	19%
Assistance with travel/transport arrangements	25	1	26	4%
Daily Personal Activities	34	3	37	9%
Group and Centre Based Activities	22	0	22	0%
High Intensity Daily Personal Activities	22	1	23	5%
Household tasks	25	4	29	16%
Interpreting and translation	2	0	2	0%
Participation in community, social and civic activities	40	4	44	10%
<b>Assistive Technology</b>				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	3	1	4	33%
Assistance products for personal care and safety	24	4	28	17%
Communication and information equipment	3	4	7	133%
Customised Prosthetics	5	1	6	20%
Hearing Equipment	0	0	0	-
Hearing Services	0	0	0	-
Personal Mobility Equipment	10	0	10	0%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	2	0	2	0%
<b>Capacity Building Services</b>				
Assistance in coordinating or managing life stages, transitions and supports	43	6	49	14%
Behaviour Support	14	3	17	21%
Community nursing care for high needs	4	0	4	0%
Development of daily living and life skills	21	6	27	29%
Early Intervention supports for early childhood	16	2	18	13%
Exercise Physiology and Physical Wellbeing activities	3	2	5	67%
Innovative Community Participation	2	1	3	50%
Specialised Driving Training	0	0	0	-
Therapeutic Supports	52	10	62	19%
<b>Capital services</b>				
Home modification design and construction	3	0	3	0%
Specialised Disability Accommodation	2	1	3	50%
Vehicle Modifications	2	0	2	0%
<b>Choice and control support services</b>				
Management of funding for supports in participants plan	15	2	17	13%
Support Coordination	9	4	13	44%
<b>Employment and Education support services</b>				
Assistance to access and/or maintain employment and/or education	4	0	4	0%
Specialised Supported Employment	2	0	2	0%
<b>Total approved active providers</b>	<b>144</b>	<b>26</b>	<b>170</b>	<b>18%</b>

Table M.42 Number of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	23	118	141	1	3	4
Assistance Animals	0	2	2	0	0	0
Assistance with daily life tasks in a group or shared living arrangement	3	42	45	2	30	32
Assistance with travel/transport arrangements	11	89	100	2	24	26
Daily Personal Activities	7	56	63	2	35	37
Group and Centre Based Activities	3	55	58	1	21	22
High Intensity Daily Personal Activities	5	44	49	1	22	23
Household tasks	17	77	94	6	23	29
Interpreting and translation	11	66	77	0	2	2
Participation in community, social and civic activities	7	71	78	4	40	44
<b>Assistive Technology</b>						
Assistive equipment for recreation	15	61	76	0	2	2
Assistive products for household tasks	16	53	69	0	4	4
Assistance products for personal care and safety	19	106	125	4	24	28
Communication and information equipment	39	143	182	2	5	7
Customised Prosthetics	8	26	34	1	5	6
Hearing Equipment	6	53	59	0	0	0
Hearing Services	0	4	4	0	0	0
Personal Mobility Equipment	17	80	97	2	8	10
Specialised Hearing Services	1	4	5	0	1	1
Vision Equipment	14	61	75	0	2	2
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	16	86	102	6	43	49
Behaviour Support	16	30	46	4	13	17
Community nursing care for high needs	5	34	39	0	4	4
Development of daily living and life skills	7	56	63	1	26	27
Early Intervention supports for early childhood	25	35	60	6	12	18
Exercise Physiology and Physical Wellbeing activities	8	32	40	0	5	5
Innovative Community Participation	60	178	238	0	3	3
Specialised Driving Training	6	28	34	0	0	0
Therapeutic Supports	43	75	118	23	39	62
<b>Capital services</b>						
Home modification design and construction	15	58	73	0	3	3
Specialised Disability Accommodation	11	83	94	0	3	3
Vehicle Modifications	8	60	68	0	2	2
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	3	44	47	0	17	17

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	19	67	86	3	10	13
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	1	20	21	0	4	4
Specialised Supported Employment	1	7	8	0	2	2
<b>Total</b>	<b>187</b>	<b>661</b>	<b>848</b>	<b>34</b>	<b>136</b>	<b>170</b>

Table M.43 Proportion of approved and active providers in each registration group by legal entity type as at 30 June 2019 – NT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
<b>Assistance services</b>						
Accommodation / Tenancy Assistance	16%	84%	141	25%	75%	4
Assistance Animals	0%	100%	2	-	-	0
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	45	6%	94%	32
Assistance with travel/transport arrangements	11%	89%	100	8%	92%	26
Daily Personal Activities	11%	89%	63	5%	95%	37
Group and Centre Based Activities	5%	95%	58	5%	95%	22
High Intensity Daily Personal Activities	10%	90%	49	4%	96%	23
Household tasks	18%	82%	94	21%	79%	29
Interpreting and translation	14%	86%	77	0%	100%	2
Participation in community, social and civic activities	9%	91%	78	9%	91%	44
<b>Assistive Technology</b>						
Assistive equipment for recreation	20%	80%	76	0%	100%	2
Assistive products for household tasks	23%	77%	69	0%	100%	4
Assistance products for personal care and safety	15%	85%	125	14%	86%	28
Communication and information equipment	21%	79%	182	29%	71%	7
Customised Prosthetics	24%	76%	34	17%	83%	6
Hearing Equipment	10%	90%	59	-	-	0
Hearing Services	0%	100%	4	-	-	0
Personal Mobility Equipment	18%	82%	97	20%	80%	10
Specialised Hearing Services	20%	80%	5	0%	100%	1
Vision Equipment	19%	81%	75	0%	100%	2
<b>Capacity Building Services</b>						
Assistance in coordinating or managing life stages, transitions and supports	16%	84%	102	12%	88%	49
Behaviour Support	35%	65%	46	24%	76%	17
Community nursing care for high needs	13%	87%	39	0%	100%	4
Development of daily living and life skills	11%	89%	63	4%	96%	27
Early Intervention supports for early childhood	42%	58%	60	33%	67%	18
Exercise Physiology and Physical Wellbeing activities	20%	80%	40	0%	100%	5

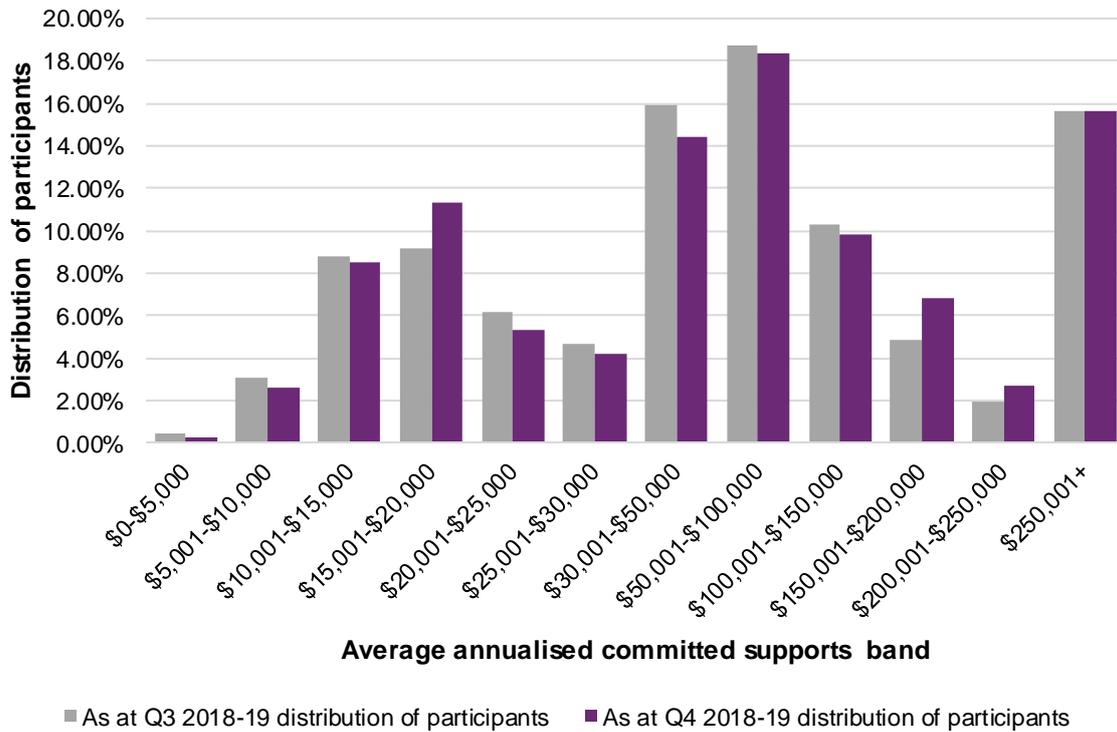
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	25%	75%	238	0%	100%	3
Specialised Driving Training	18%	82%	34	-	-	0
Therapeutic Supports	36%	64%	118	37%	63%	62
<b>Capital services</b>						
Home modification design and construction	21%	79%	73	0%	100%	3
Specialised Disability Accommodation	12%	88%	94	0%	100%	3
Vehicle Modifications	12%	88%	68	0%	100%	2
<b>Choice and control support services</b>						
Management of funding for supports in participants plan	6%	94%	47	0%	100%	17
Support Coordination	22%	78%	86	23%	77%	13
<b>Employment and Education support services</b>						
Assistance to access and/or maintain employment and/or education	5%	95%	21	0%	100%	4
Specialised Supported Employment	13%	88%	8	0%	100%	2
<b>Total</b>	<b>22%</b>	<b>78%</b>	<b>848</b>	<b>20%</b>	<b>80%</b>	<b>170</b>

**Part Five: Financial sustainability**

**Table M.44 Committed supports by financial year (\$m) – NT**

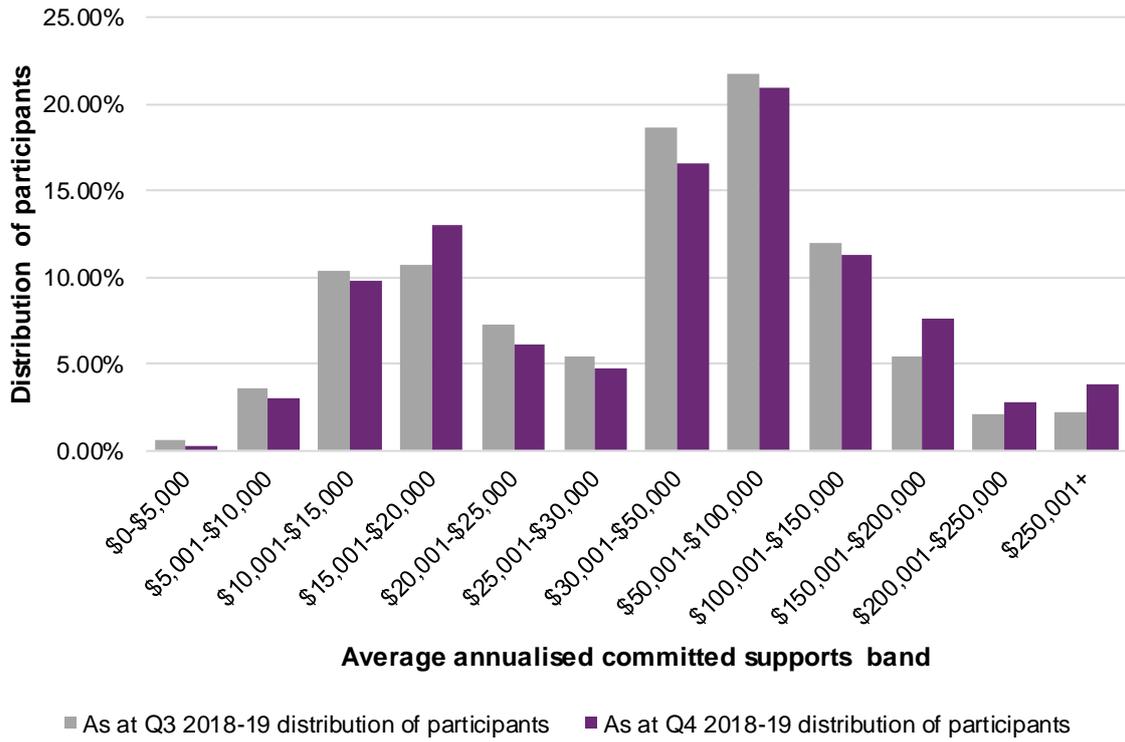
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	1.9	5.6	19.9	100.4	205.4	<b>333.2</b>

**Figure M.14 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT) <sup>485</sup>**



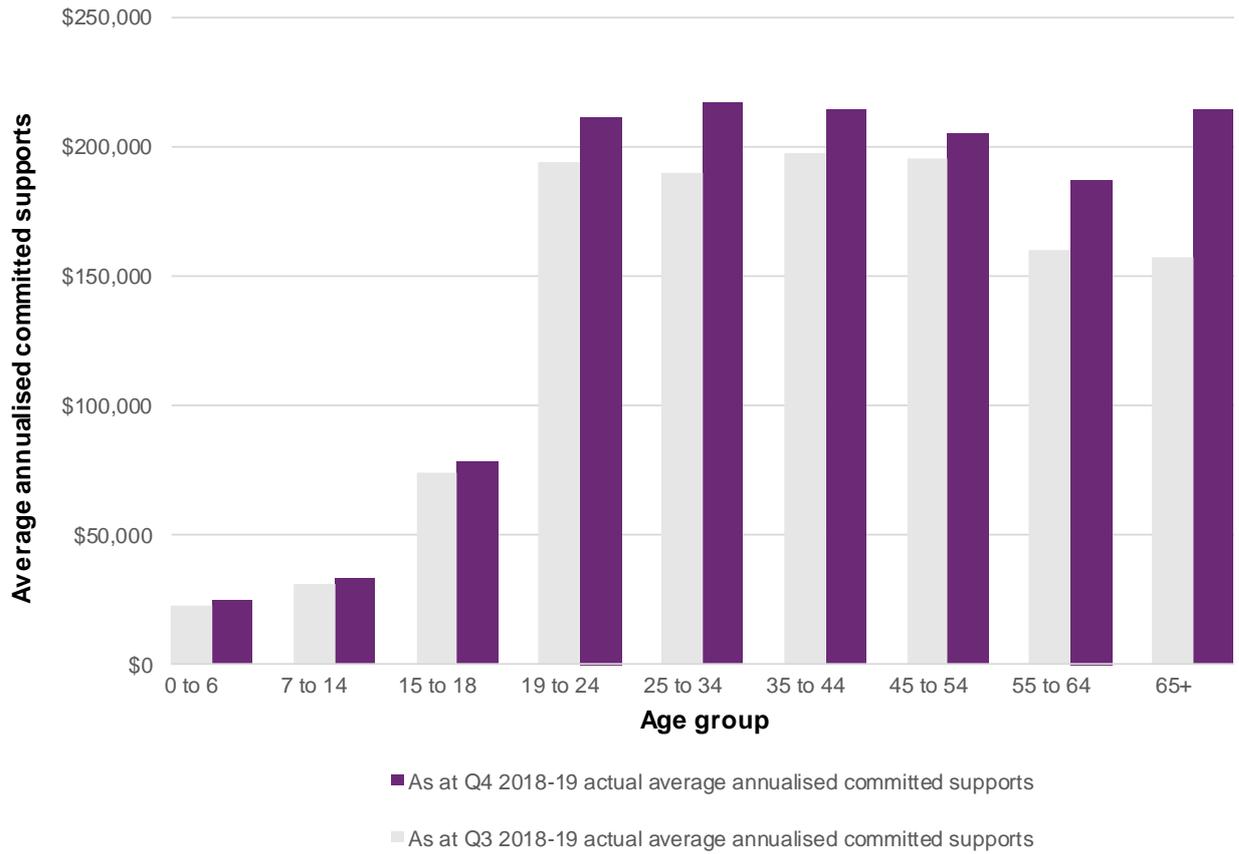
<sup>485</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure M.15 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT)<sup>486</sup>**

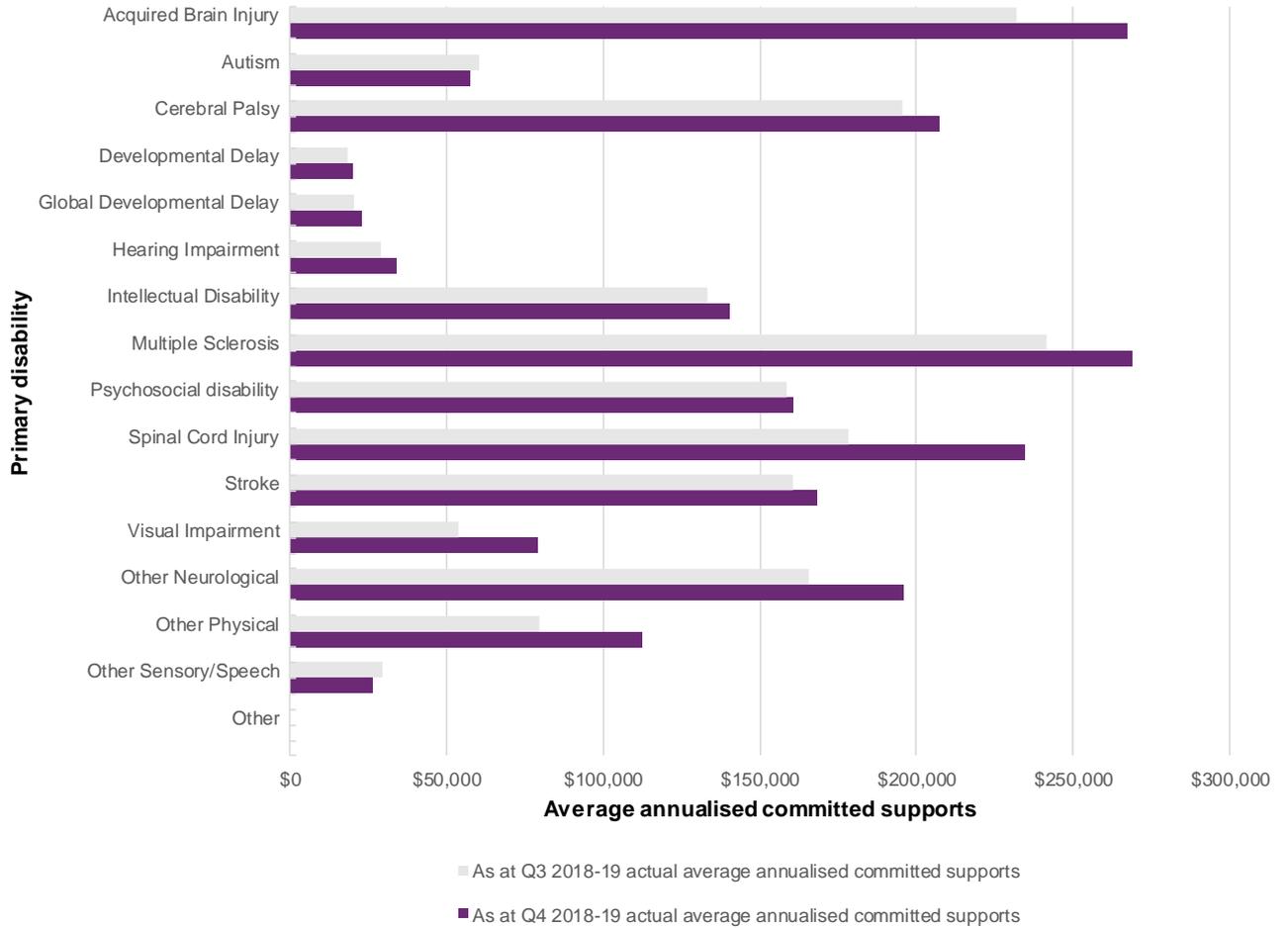


<sup>486</sup> Ibid  
**June 2019 | COAG Disability Reform Council Quarterly Report**

**Figure M.16 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT) <sup>487</sup>**



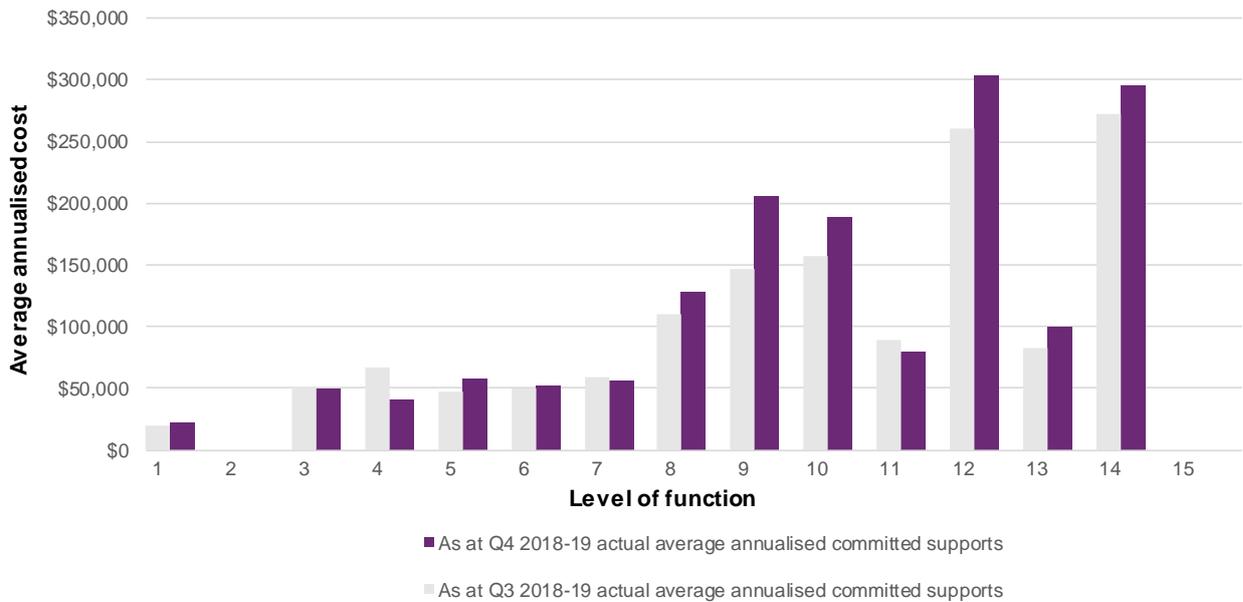
**Figure M.17 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT) <sup>488,489</sup>**



<sup>488</sup> Ibid.

<sup>489</sup> Average annualised committed supports are not shown where there is insufficient data in the group. There is insufficient data to show an average cost for Other.

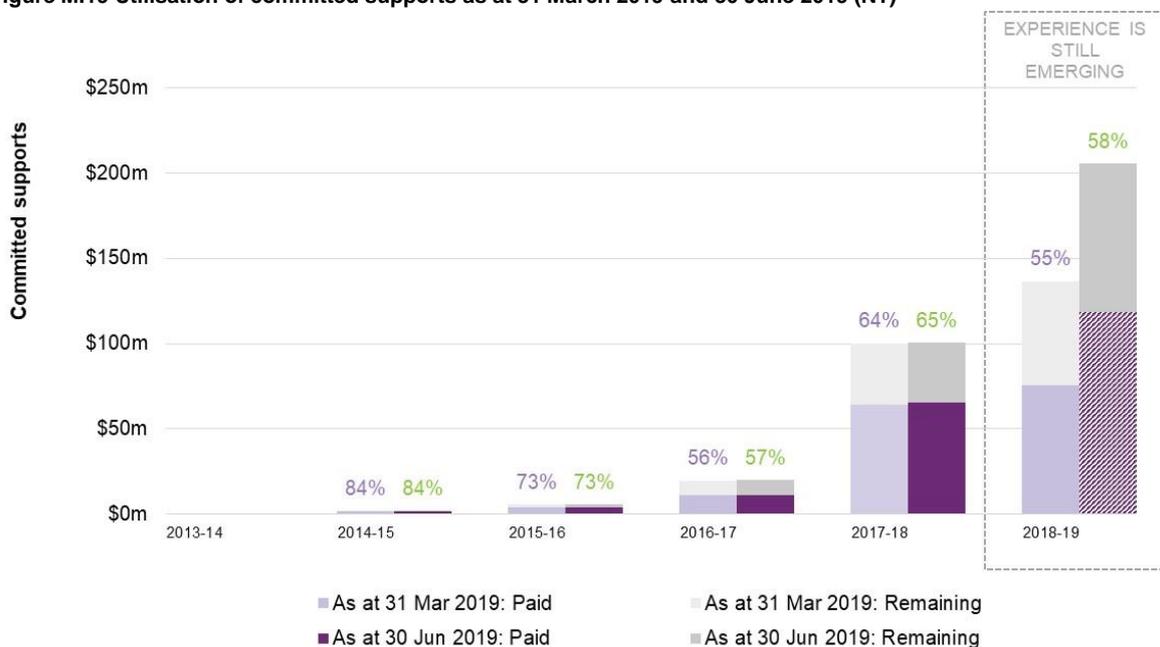
**Figure M.18 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q4 compared with active participants with initial plan approvals as at 2018-19 Q3 (NT)**<sup>490,491</sup>



**Table M.45 Payments by financial year, compared to committed supports (\$m) – NT**

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total Committed	-	1.9	5.6	19.9	100.4	205.4	333.2
Total Paid	-	1.6	4.1	11.2	65.4	118.4	200.8
% utilised to date	-	84%	73%	57%	65%	58%	60%

**Figure M.19 Utilisation of committed supports as at 31 March 2019 and 30 June 2019 (NT)**



<sup>490</sup> This quarter there has been an increase in annualised committed supports compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

<sup>491</sup> Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

Figure M.20 Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018 (NT)<sup>492</sup>

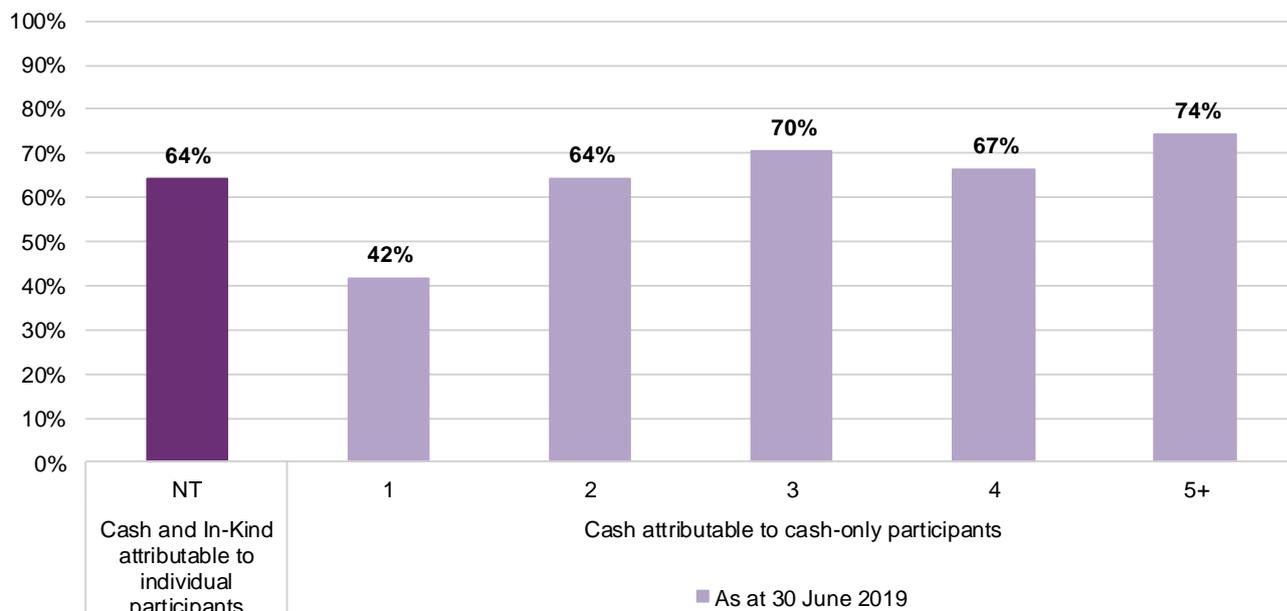
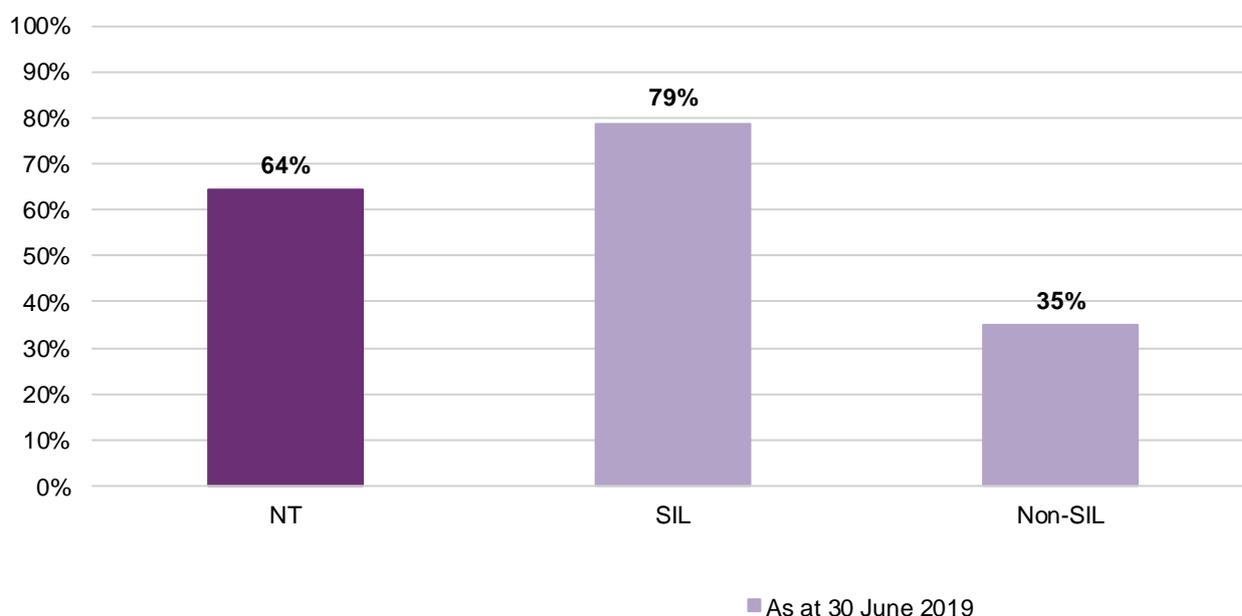


Figure M.21 Utilisation of committed supports by SIL status from 1 January 2018 to 31 December 2018 (NT)<sup>493</sup>



<sup>492</sup> Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

<sup>493</sup> Not all in-kind can be allocated to an individual participant. Only Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent two quarters is still emerging.

Figure M.22 Utilisation of committed supports by support type from 1 January 2018 to 31 December 2018 (NT)<sup>494</sup>

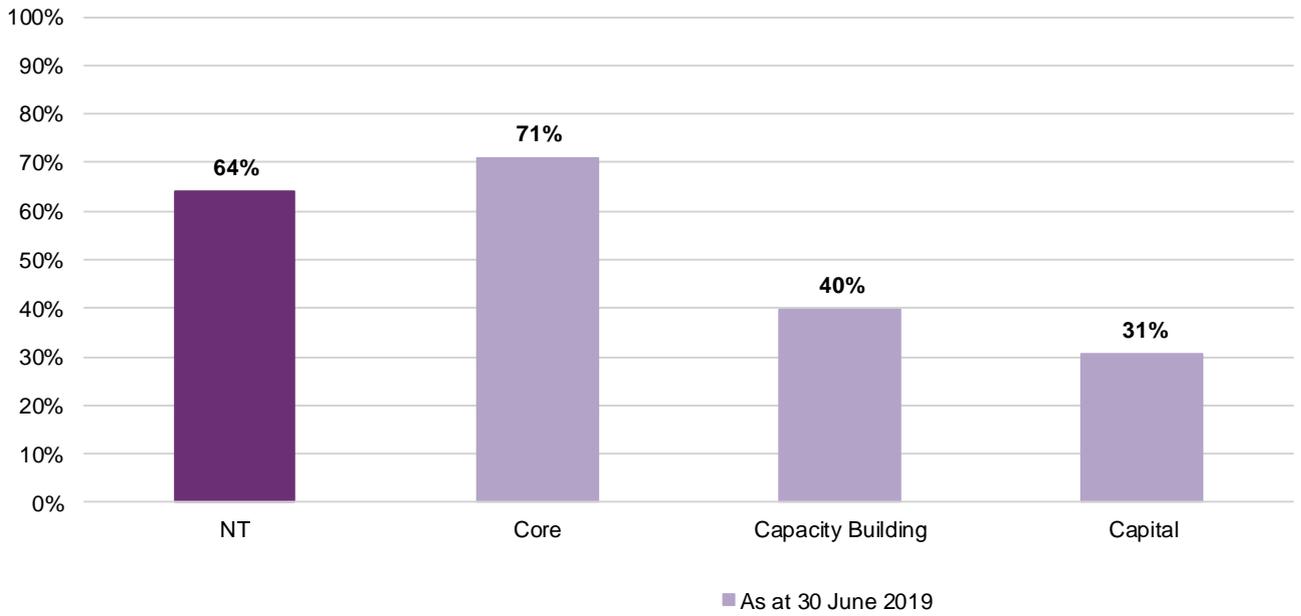
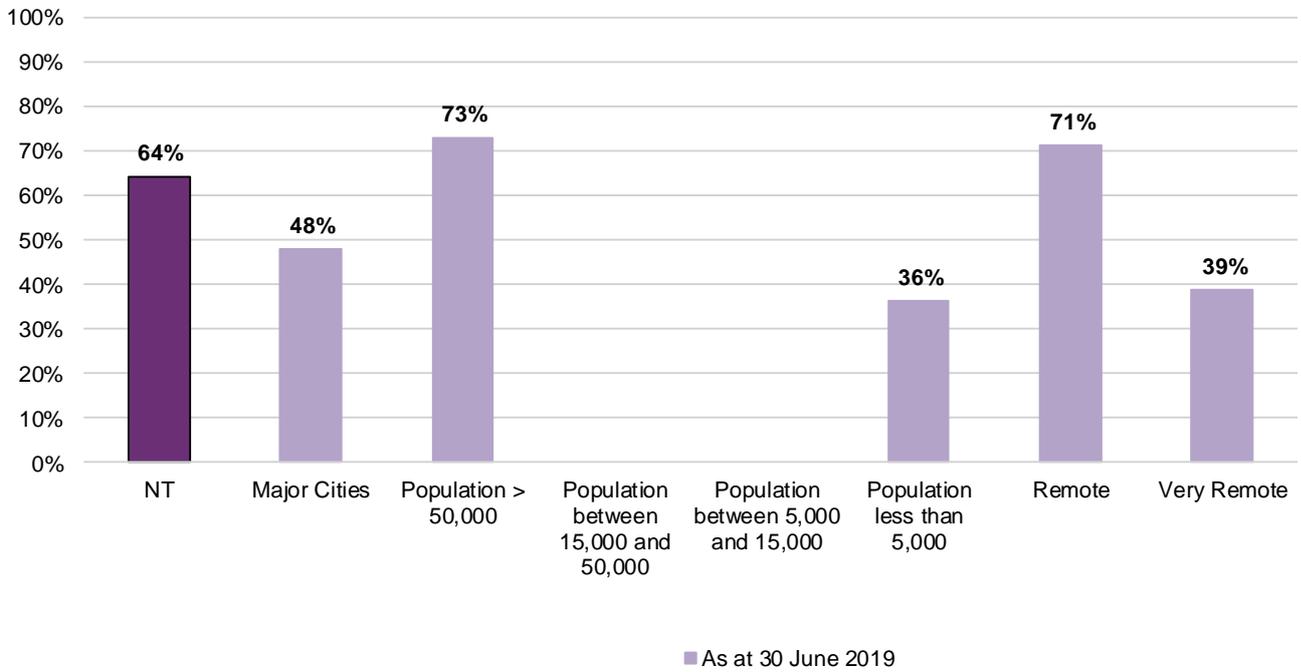


Figure M.23 Utilisation of committed supports by remoteness from 1 January 2018 to 31 December 2018 (NT)<sup>495,496</sup>



<sup>494</sup> Ibid.

<sup>495</sup> Ibid.

<sup>496</sup> Utilisation is not shown if there is insufficient data in the group.

## Appendix N: Participants by region and support type

Table N.46 Active participants by region and support type included in plan as at 30 June 2019<sup>497</sup>

Bilateral region	Date phasing began	Core supports <sup>498</sup>		Capacity Building supports <sup>499</sup>		Capital supports <sup>500</sup>		Total active participants
		#	%	#	%	#	%	
<b>NSW</b>		<b>80,293</b>	<b>79%</b>	<b>99,323</b>	<b>98%</b>	<b>28,133</b>	<b>28%</b>	<b>101,252</b>
Hunter Trial Site	Jul-13	7,887	74%	10,208	96%	2,747	26%	<b>10,664</b>
Hunter New England (excl. Trial Site)	Jul-16	5,994	76%	7,615	96%	1,919	24%	<b>7,926</b>
Central Coast	Jul-16	4,403	75%	5,682	97%	1,429	24%	<b>5,833</b>
Far West	Jul-17	348	86%	400	99%	126	31%	<b>405</b>
Illawarra Shoalhaven	Jul-17	5,205	89%	5,768	99%	1,771	30%	<b>5,844</b>
Mid North Coast	Jul-17	3,009	80%	3,746	99%	918	24%	<b>3,772</b>
Murrumbidgee	Jul-17	3,594	86%	4,142	99%	1,186	28%	<b>4,165</b>
Nepean Blue Mountains	Jul-15	4,221	70%	5,983	99%	1,402	23%	<b>6,063</b>
North Sydney	Jul-16	5,939	81%	7,209	99%	2,666	37%	<b>7,296</b>
Northern NSW	Jul-17	3,852	84%	4,555	99%	1,213	26%	<b>4,586</b>
South Eastern Sydney	Jul-17	5,593	85%	6,488	99%	2,118	32%	<b>6,584</b>
South Western Sydney	Jul-16	9,865	76%	12,736	98%	3,086	24%	<b>12,982</b>
Southern NSW	Jul-16	2,488	86%	2,844	98%	943	33%	<b>2,888</b>
Sydney	Jul-17	4,748	86%	5,434	99%	1,781	32%	<b>5,500</b>
Western NSW	Jul-17	3,225	79%	3,997	98%	1,118	27%	<b>4,072</b>
Western Sydney	Jul-16	8,709	78%	11,064	99%	3,342	30%	<b>11,201</b>
NSW - Other		1,213	82%	1,452	99%	368	25%	<b>1,471</b>
<b>VIC</b>		<b>65,983</b>	<b>87%</b>	<b>74,610</b>	<b>98%</b>	<b>18,422</b>	<b>24%</b>	<b>75,825</b>
Barwon	Jul-13	6,114	85%	7,009	98%	1,541	22%	<b>7,155</b>

<sup>497</sup> Participants who have moved to a different State/Territory since entering the Scheme are included in 'Other', which also includes those with regional information missing. Only regions that have phased in as at 30 June 2019 are shown in this table.

<sup>498</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>499</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>500</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.

Bilateral region	Date phasing began	Core supports <sup>498</sup>		Capacity Building supports <sup>499</sup>		Capital supports <sup>500</sup>		Total active participants
		#	%	#	%	#	%	
Central Highlands	Jan-17	3,120	86%	3,549	98%	820	23%	<b>3,630</b>
Loddon	May-17	3,472	85%	4,031	98%	835	20%	<b>4,107</b>
North East Melbourne	Jul-16	6,394	75%	8,342	98%	2,016	24%	<b>8,544</b>
Inner Gippsland	Oct-17	2,865	91%	3,059	97%	829	26%	<b>3,157</b>
Ovens Murray	Oct-17	1,787	85%	2,069	98%	427	20%	<b>2,101</b>
Western District	Oct-17	2,408	89%	2,657	99%	575	21%	<b>2,691</b>
Inner East Melbourne	Nov-17	5,747	91%	6,244	98%	2,221	35%	<b>6,343</b>
Outer East Melbourne	Nov-17	5,442	88%	6,106	99%	1,837	30%	<b>6,171</b>
Hume Moreland	Mar-18	3,938	84%	4,644	98%	995	21%	<b>4,715</b>
Bayside Peninsula	Apr-18	8,196	95%	8,462	98%	2,573	30%	<b>8,604</b>
Southern Melbourne	Sep-18	5,080	86%	5,875	99%	1,373	23%	<b>5,924</b>
Brimbank Melton	Oct-18	3,127	88%	3,538	99%	552	15%	<b>3,568</b>
Western Melbourne	Oct-18	4,308	91%	4,680	99%	920	19%	<b>4,723</b>
Goulburn	Jan-19	1,616	90%	1,775	99%	322	18%	<b>1,792</b>
Mallee	Jan-19	780	89%	868	99%	193	22%	<b>875</b>
Outer Gippsland	Jan-19	1,126	97%	1,140	99%	275	24%	<b>1,157</b>
VIC - other		463	82%	562	99%	118	21%	<b>568</b>
<b>QLD</b>		<b>44,640</b>	<b>91%</b>	<b>48,749</b>	<b>99%</b>	<b>16,533</b>	<b>34%</b>	<b>49,013</b>
Bundaberg	Sep-17	1,463	80%	1,818	100%	558	31%	<b>1,820</b>
Ipswich	Jul-17	3,898	85%	4,587	100%	1,362	30%	<b>4,604</b>
Mackay	Nov-16	1,507	75%	1,982	99%	575	29%	<b>2,006</b>
Toowoomba	Jan-17	3,751	90%	4,152	100%	1,373	33%	<b>4,172</b>
Townsville	Apr-16	3,291	81%	4,012	99%	1,181	29%	<b>4,068</b>
Rockhampton	Nov-17	2,568	89%	2,873	99%	966	33%	<b>2,894</b>
Beenleigh	Jul-18	4,164	96%	4,335	100%	1,394	32%	<b>4,340</b>
Brisbane	Jul-18	8,957	96%	9,236	99%	3,326	36%	<b>9,296</b>
Cairns	Jul-18	2,201	94%	2,325	99%	744	32%	<b>2,345</b>
Maryborough	Jul-18	1,826	96%	1,895	100%	752	40%	<b>1,899</b>
Robina	Jul-18	3,835	95%	4,038	100%	1,293	32%	<b>4,057</b>
Caboolture/Strathpine	Jan-19	3,703	96%	3,869	100%	1,524	39%	<b>3,877</b>
Maroochydore	Jan-19	3,181	97%	3,268	100%	1,401	43%	<b>3,274</b>

Bilateral region	Date phasing began	Core supports <sup>498</sup>		Capacity Building supports <sup>499</sup>		Capital supports <sup>500</sup>		Total active participants
		#	%	#	%	#	%	
QLD - Other		295	82%	359	99%	84	23%	361
<b>WA</b>		<b>12,713</b>	<b>78%</b>	<b>15,624</b>	<b>96%</b>	<b>5,719</b>	<b>35%</b>	<b>16,269</b>
North East Metro	Jul-14	3,522	77%	4,495	99%	1,770	39%	4,554
Wheat Belt	Jan-17	324	80%	397	98%	142	35%	406
South Metro	Jul-18	2,765	74%	3,531	95%	1,229	33%	3,714
Central South Metro	Jul-18	2,180	80%	2,557	94%	977	36%	2,719
South West	Sep-18	1,403	81%	1,548	90%	490	28%	1,725
Goldfields-Esperance	Oct-18	206	84%	240	98%	70	28%	246
North Metro	Oct-18	1,362	78%	1,744	99%	640	36%	1,754
Kimberley-Pilbara	Oct-18	562	83%	647	96%	227	34%	674
WA - Other		389	82%	465	97%	174	36%	477
<b>SA<sup>501</sup></b>		<b>24,331</b>	<b>87%</b>	<b>27,741</b>	<b>99%</b>	<b>7,740</b>	<b>28%</b>	<b>27,892</b>
Adelaide Hills	Jul-13	880	87%	1,003	100%	250	25%	1,006
Barossa, Light and Lower North	Jul-13	1,221	88%	1,381	100%	319	23%	1,386
Eastern Adelaide	Jul-13	1,987	87%	2,269	100%	686	30%	2,279
Eyre and Western	Jul-13	737	87%	845	100%	230	27%	848
Far North (SA)	Jul-13	268	90%	298	100%	95	32%	298
Fleurieu and Kangaroo Island	Jul-13	693	91%	758	100%	221	29%	761
Limestone Coast	Jul-13	816	89%	908	100%	230	25%	912
Murray and Mallee	Jul-13	1,008	86%	1,162	100%	324	28%	1,166
Northern Adelaide	Jul-13	7,907	86%	9,125	99%	2,506	27%	9,182
Southern Adelaide	Jul-13	5,362	89%	5,998	99%	1,863	31%	6,033
Western Adelaide	Jul-13	2,100	86%	2,414	99%	680	28%	2,429
Yorke and Mid North	Jul-13	1,008	88%	1,132	99%	266	23%	1,142
SA - Other		344	76%	448	100%	70	16%	450
<b>TAS<sup>502</sup></b>		<b>5,835</b>	<b>90%</b>	<b>6,215</b>	<b>95%</b>	<b>1,583</b>	<b>24%</b>	<b>6,509</b>
TAS North	Jul-13	1,599	92%	1,686	97%	465	27%	1,731
TAS North West	Jul-13	1,420	87%	1,554	95%	323	20%	1,632

<sup>501</sup> Since the phasing schedule for South Australia is by age, each region has the phasing date Jul-13.

<sup>502</sup> Since the phasing schedule for Tasmania is by age, each region has the phasing date Jul-13.

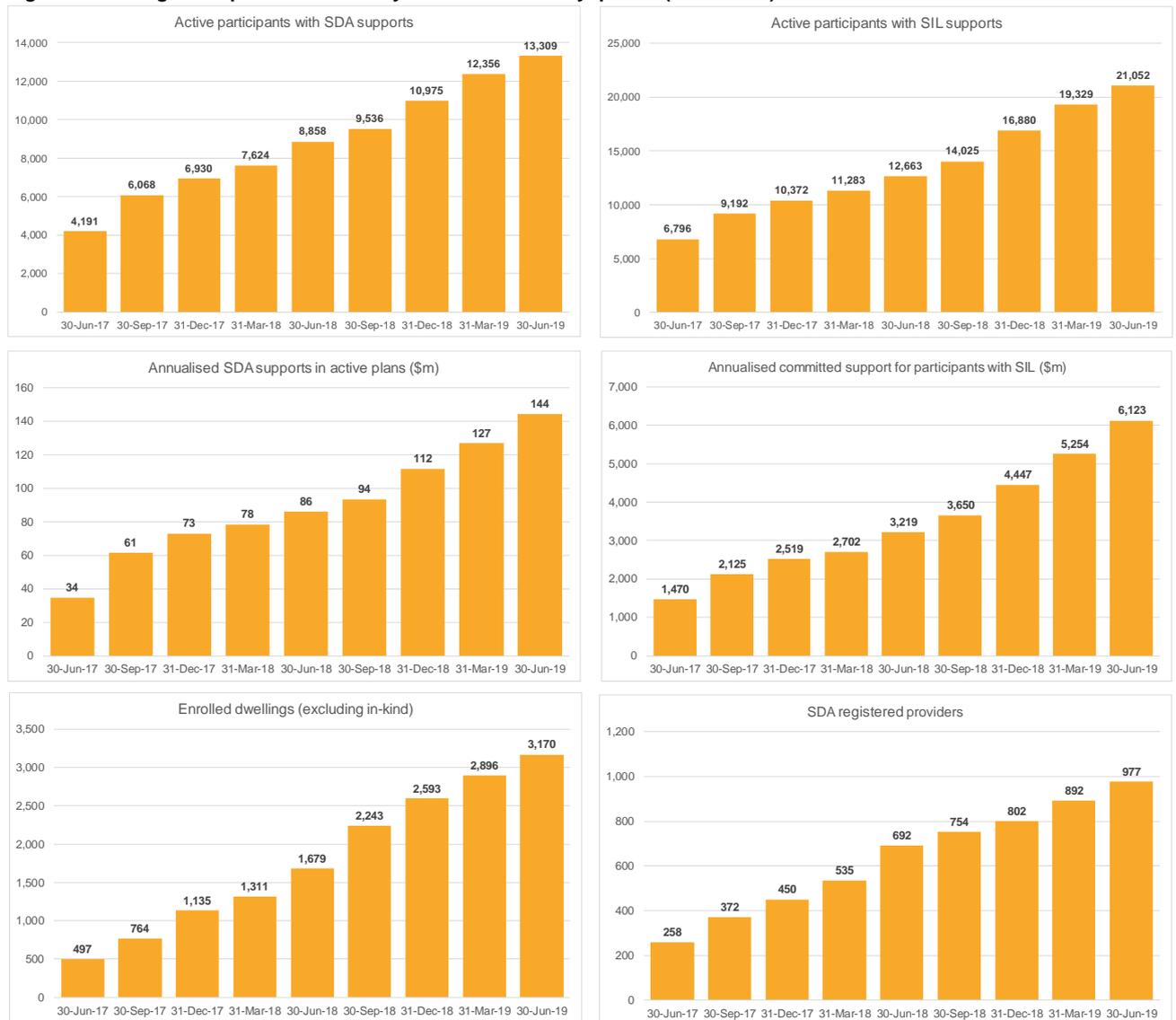
Bilateral region	Date phasing began	Core supports <sup>498</sup>		Capacity Building supports <sup>499</sup>		Capital supports <sup>500</sup>		Total active participants
		#	%	#	%	#	%	
TAS South East	Jul-13	1,097	87%	1,179	93%	285	23%	<b>1,264</b>
TAS South West	Jul-13	1,621	91%	1,693	95%	487	27%	<b>1,774</b>
TAS - Other		98	91%	103	95%	23	21%	<b>108</b>
<b>ACT</b>		<b>5,369</b>	<b>77%</b>	<b>6,851</b>	<b>98%</b>	<b>1,537</b>	<b>22%</b>	<b>6,977</b>
ACT	Jul-14	5,067	77%	6,457	98%	1,448	22%	<b>6,576</b>
ACT - Other		302	75%	394	98%	89	22%	<b>401</b>
<b>NT</b>		<b>2,080</b>	<b>91%</b>	<b>2,271</b>	<b>100%</b>	<b>826</b>	<b>36%</b>	<b>2,278</b>
Barkly	Jul-14	122	91%	133	99%	58	43%	<b>134</b>
Central Australia <sup>503</sup>	Jul-17	313	98%	321	100%	179	56%	<b>321</b>
Darwin Remote	Jul-17	145	90%	161	100%	64	40%	<b>161</b>
Darwin Urban <sup>504</sup>	Jan-17	1,077	90%	1,198	100%	379	32%	<b>1,203</b>
East Arnhem	Jan-17	188	95%	197	99%	60	30%	<b>198</b>
Katherine	Jul-17	188	92%	204	100%	69	34%	<b>204</b>
NT - Other		47	82%	57	100%	17	30%	<b>57</b>
<b>Total</b>		<b>241,244</b>	<b>84%</b>	<b>281,384</b>	<b>98%</b>	<b>80,493</b>	<b>28%</b>	<b>286,015</b>

<sup>503</sup> Clients of Supported Accommodation services in Alice Springs began phasing in July 2017, while all remaining participants in Central Australia began phasing in July 2018.

<sup>504</sup> Clients of Supported Accommodation services in Darwin Urban began phasing in January 2017, while all remaining participants in Darwin Urban began phasing in July 2018.

# Appendix O: Specialist Disability Accommodation

**Figure O.1 Changes in Specialist Disability Accommodation by quarter (NATIONAL)**



**Table O.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2019<sup>505</sup>**

Bilateral region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>4,784</b>	<b>4.7%</b>	<b>7,708</b>	<b>7.6%</b>	<b>101,252</b>
Hunter Trial Site	505	4.7%	1,089	10.2%	10,664
Hunter New England (excl. Trial Site)	254	3.2%	496	6.3%	7,926
Central Coast	150	2.6%	398	6.8%	5,833
Far West	15	3.7%	19	4.7%	405
Illawarra Shoalhaven	295	5.0%	410	7.0%	5,844
Mid North Coast	129	3.4%	195	5.2%	3,772
Murrumbidgee	235	5.6%	297	7.1%	4,165
Nepean Blue Mountains	324	5.3%	478	7.9%	6,063
North Sydney	634	8.7%	836	11.5%	7,296
Northern NSW	156	3.4%	249	5.4%	4,586
South Eastern Sydney	358	5.4%	506	7.7%	6,584
South Western Sydney	394	3.0%	771	5.9%	12,982
Southern NSW	133	4.6%	189	6.5%	2,888
Sydney	286	5.2%	388	7.1%	5,500
Western NSW	305	7.5%	439	10.8%	4,072
Western Sydney	595	5.3%	903	8.1%	11,201
NSW - Other	16	1.1%	45	3.1%	1,471
<b>VIC</b>	<b>4,108</b>	<b>5.4%</b>	<b>4,711</b>	<b>6.2%</b>	<b>75,825</b>
Barwon	194	2.7%	349	4.9%	7,155
Central Highlands	194	5.3%	219	6.0%	3,630
Loddon	212	5.2%	218	5.3%	4,107
North East Melbourne	593	6.9%	665	7.8%	8,544
Inner Gippsland	124	3.9%	131	4.1%	3,157
Ovens Murray	117	5.6%	138	6.6%	2,101
Western District	247	9.2%	249	9.3%	2,691
Inner East Melbourne	661	10.4%	699	11.0%	6,343
Outer East Melbourne	356	5.8%	409	6.6%	6,171
Hume Moreland	149	3.2%	183	3.9%	4,715
Bayside Peninsula	625	7.3%	712	8.3%	8,604
Southern Melbourne	184	3.1%	209	3.5%	5,924
Brimbank Melton	121	3.4%	140	3.9%	3,568
Western Melbourne	124	2.6%	149	3.2%	4,723
Goulburn	65	3.6%	78	4.4%	1,792
Mallee	77	8.8%	80	9.1%	875
Outer Gippsland	59	5.1%	68	5.9%	1,157
VIC - Other	<11		15	2.6%	568
<b>QLD</b>	<b>1,438</b>	<b>2.9%</b>	<b>3,959</b>	<b>8.1%</b>	<b>49,013</b>
Bundaberg	47	2.6%	144	7.9%	1,820
Ipswich	201	4.4%	300	6.5%	4,604
Mackay	19	0.9%	105	5.2%	2,006
Toowoomba	214	5.1%	379	9.1%	4,172

<sup>505</sup> Participants who have moved to a different State/Territory since entering the Scheme are included in 'Other', which also includes those with regional information missing. Only regions that have phased in as at 30 June 2019 are shown separately in this table.

Bilateral region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Townsville	69	1.7%	252	6.2%	4,068
Rockhampton	143	4.9%	208	7.2%	2,894
Beenleigh	298	6.9%	346	8.0%	4,340
Brisbane	187	2.0%	879	9.5%	9,296
Cairns	34	1.4%	231	9.9%	2,345
Maryborough	61	3.2%	171	9.0%	1,899
Robina	23	0.6%	322	7.9%	4,057
Caboolture/Strathpine	70	1.8%	344	8.9%	3,877
Maroochydore	68	2.1%	270	8.2%	3,274
QLD – Other	<11		<11		361
<b>WA</b>	<b>475</b>	<b>2.9%</b>	<b>1,062</b>	<b>6.5%</b>	<b>16,269</b>
North East Metro	316	6.9%	451	9.9%	4,554
Wheat Belt	<11		<11		406
South Metro	53	1.4%	231	6.2%	3,714
Central South Metro	45	1.7%	150	5.5%	2,719
South West	<11		80	4.6%	1,725
Goldfields-Esperance	<11		<11		246
North Metro	20	1.1%	51	2.9%	1,754
Kimberley-Pilbara	<11		31	4.6%	674
WA - Other	30	6.3%	58	12.2%	477
<b>SA</b>	<b>1,849</b>	<b>6.6%</b>	<b>2,131</b>	<b>7.6%</b>	<b>27,892</b>
Adelaide Hills	43	4.3%	57	5.7%	1,006
Barossa, Light and Lower North	33	2.4%	38	2.7%	1,386
Eastern Adelaide	166	7.3%	209	9.2%	2,279
Eyre and Western	28	3.3%	33	3.9%	848
Far North (SA)	20	6.7%	21	7.0%	298
Fleurieu and Kangaroo Island	38	5.0%	45	5.9%	761
Limestone Coast	47	5.2%	67	7.3%	912
Murray and Mallee	85	7.3%	96	8.2%	1,166
Northern Adelaide	600	6.5%	674	7.3%	9,182
Southern Adelaide	606	10.0%	661	11.0%	6,033
Western Adelaide	139	5.7%	169	7.0%	2,429
Yorke and Mid North	40	3.5%	54	4.7%	1,142
SA - Other	<11		<11		450
<b>TAS</b>	<b>477</b>	<b>7.3%</b>	<b>777</b>	<b>11.9%</b>	<b>6,509</b>
TAS North	129	7.5%	181	10.5%	1,731
TAS North West	122	7.5%	186	11.4%	1,632
TAS South East	69	5.5%	137	10.8%	1,264
TAS South West	156	8.8%	270	15.2%	1,774
TAS - Other	<11		<11		108
<b>ACT</b>	<b>21</b>	<b>0.3%</b>	<b>412</b>	<b>5.9%</b>	<b>6,977</b>
ACT	17	0.3%	403	6.1%	6,576
ACT - Other	<11		<11		401
<b>NT</b>	<b>157</b>	<b>6.9%</b>	<b>292</b>	<b>12.8%</b>	<b>2,278</b>
Barkly	<11		14	10.4%	134
Central Australia	54	16.8%	87	27.1%	321
Darwin Remote	0	0.0%	0	0.0%	161
Darwin Urban	79	6.6%	164	13.6%	1,203
East Arnhem	0	0.0%	0	0.0%	198
Katherine	17	8.3%	24	11.8%	204

Bilateral region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NT – Other	<11		<11		57
<b>Total</b>	<b>13,309</b>	<b>4.7%</b>	<b>21,052</b>	<b>7.4%</b>	<b>286,015</b>

**Table O.2 Annualised committed supports in current NDIS plans as at 30 June 2019**

State/Territory	Committed in current plans to SDA (\$)	% of committed for SDA supports	Committed in current plans to SIL (\$)	% of committed supports for SIL participants	Total committed in current plans (\$)
NSW	49,706,470	0.78%	2,204,289,422	35%	6,386,494,128
VIC	44,638,389	0.96%	1,263,211,481	27%	4,666,921,723
QLD	15,738,114	0.39%	1,239,636,322	31%	3,987,699,153
WA	5,483,794	0.58%	272,035,894	29%	947,006,603
SA	20,412,227	1.20%	620,958,061	37%	1,697,715,919
TAS	5,871,352	1.12%	250,803,408	48%	522,224,445
ACT	393,809	0.10%	127,245,629	32%	397,540,427
NT	2,017,201	0.68%	144,597,125	49%	294,618,108
<b>Total</b>	<b>144,261,356</b>	<b>0.76%</b>	<b>6,122,777,342</b>	<b>32%</b>	<b>18,900,220,507</b>

#### SDA Building Types:

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

**New build:** An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

**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 O.3 Number of Enrolled SDA Dwellings by Location and Type as at 30 June 2019 (excluding in-kind arrangements)<sup>506,507</sup>

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
<b>ACT</b>	<b>7</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>7</b>
ACT - Australian Capital Territory	7	-	-	-	7
<b>NSW</b>	<b>1,039</b>	<b>56</b>	<b>251</b>	<b>4</b>	<b>1,350</b>
NSW - Capital Region	46	1	8	-	55
NSW - Central Coast	42	3	4	1	50
NSW - Central West	38	3	9	-	50
NSW - Coffs Harbour - Grafton	17	5	1	-	23
NSW - Far West and Orana	54	4	-	-	58
NSW - Hunter Valley exc Newcastle	29	2	3	-	34
NSW - Illawarra	32	1	8	-	41
NSW - Mid North Coast	29	1	10	-	40
NSW - Murray	38	1	3	-	42
NSW - New England and North West	28	2	7	-	37
NSW - Newcastle and Lake Macquarie	49	1	16	-	66
NSW - Richmond - Tweed	25	1	13	-	39
NSW - Riverina	25	1	7	-	33
NSW - Southern Highlands and Shoalhaven	11	1	4	-	16
NSW - Sydney - Baulkham Hills and Hawkesbury	36	4	5	-	45
NSW - Sydney - Blacktown	56	4	9	-	69
NSW - Sydney - City and Inner South	14	3	-	-	17
NSW - Sydney - Eastern Suburbs	10	1	1	-	12
NSW - Sydney - Inner South West	62	2	2	2	68
NSW - Sydney - Inner West	17	3	-	-	20
NSW - Sydney - North Sydney and Hornsby	40	1	2	-	43
NSW - Sydney - Northern Beaches	28	2	8	-	38
NSW - Sydney - Outer South West	27	-	-	1	28
NSW - Sydney - Outer West and Blue Mountains	75	3	21	-	99
NSW - Sydney - Parramatta	77	-	59	-	136
NSW - Sydney - Ryde	61	3	31	-	95
NSW - Sydney - South West	25	-	6	-	31
NSW - Sydney - Sutherland	48	3	14	-	65
<b>NT</b>	<b>18</b>	<b>3</b>	<b>8</b>	<b>-</b>	<b>29</b>
NT - Darwin	12	2	8	-	22
NT - Northern Territory - Outback	6	1	-	-	7
<b>QLD</b>	<b>342</b>	<b>39</b>	<b>95</b>	<b>4</b>	<b>480</b>
QLD - Brisbane - East	13	-	-	-	13
QLD - Brisbane - North	15	3	4	-	22
QLD - Brisbane - South	17	3	-	-	20
QLD - Brisbane - West	46	2	3	-	51

<sup>506</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

<sup>507</sup> The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Brisbane Inner City	11	-	3	1	15
QLD - Cairns	12	1	10	-	23
QLD - Darling Downs - Maranoa	2	2	4	-	8
QLD - Fitzroy	22	2	4	-	28
QLD - Gold Coast	28	2	7	-	37
QLD - Ipswich	34	1	16	-	51
QLD - Logan - Beaudesert	12	1	3	-	16
QLD - Mackay	8	1	-	-	9
QLD - Moreton Bay - North	15	4	11	-	30
QLD - Moreton Bay - South	13	-	-	-	13
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	15	4	-	-	19
QLD - Toowoomba	13	7	5	2	27
QLD - Townsville	13	2	5	-	20
QLD - Wide Bay	53	4	20	1	78
<b>SA</b>	<b>716</b>	<b>12</b>	<b>16</b>	<b>-</b>	<b>744</b>
SA - Adelaide - Central and Hills	75	3	1	-	79
SA - Adelaide - North	197	1	10	-	208
SA - Adelaide - South	238	5	5	-	248
SA - Adelaide - West	117	-	-	-	117
SA - Barossa - Yorke - Mid North	16	2	-	-	18
SA - South Australia - Outback	18	-	-	-	18
SA - South Australia - South East	55	1	-	-	56
<b>TAS</b>	<b>24</b>	<b>3</b>	<b>8</b>	<b>-</b>	<b>35</b>
TAS - Hobart	13	-	-	-	13
TAS - Launceston and North East	5	2	4	-	11
TAS - South East	-	-	-	-	-
TAS - West and North West	6	1	4	-	11
<b>VIC</b>	<b>345</b>	<b>84</b>	<b>78</b>	<b>13</b>	<b>520</b>
VIC - Ballarat	18	5	6	-	29
VIC - Bendigo	12	-	8	-	20
VIC - Geelong	24	6	12	6	48
VIC - Hume	31	3	-	-	34
VIC - Latrobe - Gippsland	14	7	-	-	21
VIC - Melbourne - Inner	7	2	17	-	26
VIC - Melbourne - Inner East	18	9	-	-	27
VIC - Melbourne - Inner South	36	11	2	-	49
VIC - Melbourne - North East	28	8	3	1	40
VIC - Melbourne - North West	7	4	1	-	12
VIC - Melbourne - Outer East	28	1	4	-	33
VIC - Melbourne - South East	34	5	7	1	47
VIC - Melbourne - West	9	9	7	-	25
VIC - Mornington Peninsula	15	5	2	-	22
VIC - North West	33	4	5	5	47
VIC - Shepparton	12	3	3	-	18
VIC - Warrnambool and South West	19	2	1	-	22

SA4 Region	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
<b>WA</b>	<b>5</b>	-	-	-	<b>5</b>
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	5	-	-	-	5
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
<b>Total</b>	<b>2,496</b>	<b>197</b>	<b>456</b>	<b>21</b>	<b>3,170</b>

Table O.4 Number of Enrolled SDA Dwellings by Location and Design as at 30 June 2019 (excluding in-kind arrangements)<sup>508,509</sup>

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	<b>2</b>	-	<b>5</b>	-	-	<b>7</b>
ACT - Australian Capital Territory	2	-	5	-	-	7
<b>NSW</b>	<b>843</b>	<b>233</b>	<b>78</b>	<b>46</b>	<b>150</b>	<b>1,350</b>
NSW - Capital Region	40	3	7	1	4	55
NSW - Central Coast	39	3	-	4	4	50
NSW - Central West	26	5	6	4	9	50
NSW - Coffs Harbour - Grafton	11	3	4	2	3	23
NSW - Far West and Orana	51	2	-	3	2	58
NSW - Hunter Valley exc Newcastle	23	2	-	4	5	34
NSW - Illawarra	33	8	-	-	-	41
NSW - Mid North Coast	24	10	-	6	-	40
NSW - Murray	21	16	-	3	2	42
NSW - New England and North West	16	11	2	-	8	37
NSW - Newcastle and Lake Macquarie	37	7	18	1	3	66
NSW - Richmond - Tweed	15	13	10	-	1	39
NSW - Riverina	23	7	2	-	1	33
NSW - Southern Highlands and Shoalhaven	9	4	1	2	-	16
NSW - Sydney - Baulkham Hills and Hawkesbury	26	15	-	1	3	45
NSW - Sydney - Blacktown	49	4	2	1	13	69
NSW - Sydney - City and Inner South	14	1	-	2	-	17
NSW - Sydney - Eastern Suburbs	10	-	1	1	-	12
NSW - Sydney - Inner South West	57	6	2	-	3	68

<sup>508</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

<sup>509</sup> The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - Inner West	18	-	1	1	-	20
NSW - Sydney - North Sydney and Hornsby	34	9	-	-	-	43
NSW - Sydney - Northern Beaches	28	2	-	-	8	38
NSW - Sydney - Outer South West	18	3	4	-	3	28
NSW - Sydney - Outer West and Blue Mountains	55	16	-	6	22	99
NSW - Sydney - Parramatta	53	47	10	1	25	136
NSW - Sydney - Ryde	50	6	6	2	31	95
NSW - Sydney - South West	18	10	2	1	-	31
NSW - Sydney - Sutherland	45	20	-	-	-	65
<b>NT</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>15</b>	<b>29</b>
NT - Darwin	4	4	1	-	13	22
NT - Northern Territory - Outback	4	1	-	-	2	7
<b>QLD</b>	<b>105</b>	<b>141</b>	<b>98</b>	<b>31</b>	<b>105</b>	<b>480</b>
QLD - Brisbane - East	6	4	-	2	1	13
QLD - Brisbane - North	12	2	3	-	5	22
QLD - Brisbane - South	9	5	5	-	1	20
QLD - Brisbane - West	1	23	27	-	-	51
QLD - Brisbane Inner City	5	4	4	-	2	15
QLD - Cairns	3	2	2	-	16	23
QLD - Darling Downs - Maranoa	1	3	1	-	3	8
QLD - Fitzroy	4	8	-	1	15	28
QLD - Gold Coast	9	5	18	-	5	37
QLD - Ipswich	6	16	15	10	4	51
QLD - Logan - Beaudesert	5	2	6	2	1	16
QLD - Mackay	2	4	-	-	3	9
QLD - Moreton Bay - North	-	10	10	5	5	30
QLD - Moreton Bay - South	-	9	-	-	4	13
QLD - Queensland - Outback	-	-	-	-	-	-
QLD - Sunshine Coast	5	6	-	5	3	19
QLD - Toowoomba	11	10	3	-	3	27
QLD - Townsville	6	3	2	-	9	20
QLD - Wide Bay	20	25	2	6	25	78
<b>SA</b>	<b>418</b>	<b>163</b>	<b>67</b>	<b>4</b>	<b>92</b>	<b>744</b>
SA - Adelaide - Central and Hills	54	6	4	-	15	79
SA - Adelaide - North	91	60	25	3	29	208
SA - Adelaide - South	147	44	23	-	34	248
SA - Adelaide - West	72	24	13	-	8	117
SA - Barossa - Yorke - Mid North	14	3	-	1	-	18
SA - South Australia - Outback	14	4	-	-	-	18
SA - South Australia - South East	26	22	2	-	6	56
<b>TAS</b>	<b>6</b>	<b>14</b>	<b>1</b>	<b>3</b>	<b>11</b>	<b>35</b>
TAS - Hobart	4	7	-	1	1	13
TAS - Launceston and North East	1	5	1	2	2	11
TAS - South East	-	-	-	-	-	-
TAS - West and North West	1	2	-	-	8	11
<b>VIC</b>	<b>229</b>	<b>127</b>	<b>58</b>	<b>39</b>	<b>67</b>	<b>520</b>

SA4 Region	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Ballarat	1	15	1	11	1	29
VIC - Bendigo	8	4	4	4	-	20
VIC - Geelong	12	11	13	5	7	48
VIC - Hume	23	7	-	-	4	34
VIC - Latrobe - Gippsland	13	6	-	-	2	21
VIC - Melbourne - Inner	5	3	17	1	-	26
VIC - Melbourne - Inner East	21	6	-	-	-	27
VIC - Melbourne - Inner South	27	6	1	4	11	49
VIC - Melbourne - North East	17	10	3	5	5	40
VIC - Melbourne - North West	6	4	1	-	1	12
VIC - Melbourne - Outer East	17	6	-	4	6	33
VIC - Melbourne - South East	22	13	6	1	5	47
VIC - Melbourne - West	8	6	7	-	4	25
VIC - Mornington Peninsula	3	10	1	4	4	22
VIC - North West	22	11	-	-	14	47
VIC - Shepparton	5	7	4	-	2	18
VIC - Warrnambool and South West	19	2	-	-	1	22
<b>WA</b>	-	-	<b>5</b>	-	-	<b>5</b>
WA - Bunbury	-	-	-	-	-	-
WA - Mandurah	-	-	-	-	-	-
WA - Perth - Inner	-	-	5	-	-	5
WA - Perth - North East	-	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-	-
<b>Total</b>	<b>1,611</b>	<b>683</b>	<b>313</b>	<b>123</b>	<b>440</b>	<b>3,170</b>

**Table O.5 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 30 June 2019 (excluding in-kind arrangements)<sup>510,511</sup>**

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
<b>ACT</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>7</b>
ACT - Australian Capital Territory	1	1	0	2	3	0	7
<b>NSW</b>	<b>244</b>	<b>206</b>	<b>94</b>	<b>249</b>	<b>501</b>	<b>56</b>	<b>1,350</b>
NSW - Capital Region	25	5	1	9	14	1	55
NSW - Central Coast	8	6	4	11	18	3	50
NSW - Central West	5	5	5	11	21	3	50
NSW - Coffs Harbour - Grafton	5	4	3	2	4	5	23

<sup>510</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

<sup>511</sup> The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
NSW - Far West and Orana	16	10	2	11	15	4	58
NSW - Hunter Valley exc Newcastle	8	0	4	8	12	2	34
NSW - Illawarra	3	2	3	8	24	1	41
NSW - Mid North Coast	18	6	0	1	14	1	40
NSW - Murray	15	5	1	4	16	1	42
NSW - New England and North West	1	12	1	3	18	2	37
NSW - Newcastle and Lake Macquarie	15	13	7	8	22	1	66
NSW - Richmond - Tweed	16	3	3	5	11	1	39
NSW - Riverina	7	3	4	10	8	1	33
NSW - Southern Highlands and Shoalhaven	1	0	0	3	11	1	16
NSW - Sydney - Baulkham Hills and Hawkesbury	1	3	3	17	17	4	45
NSW - Sydney - Blacktown	0	5	7	11	42	4	69
NSW - Sydney - City and Inner South	1	2	1	3	7	3	17
NSW - Sydney - Eastern Suburbs	1	0	1	3	6	1	12
NSW - Sydney - Inner South West	10	1	3	15	37	2	68
NSW - Sydney - Inner West	0	0	2	5	10	3	20
NSW - Sydney - North Sydney and Hornsby	5	5	3	10	19	1	43
NSW - Sydney - Northern Beaches	2	0	1	11	22	2	38
NSW - Sydney - Outer South West	2	2	3	10	11	0	28
NSW - Sydney - Outer West and Blue Mountains	19	14	12	26	25	3	99
NSW - Sydney - Parramatta	19	57	10	11	39	0	136
NSW - Sydney - Ryde	12	27	6	21	26	3	95
NSW - Sydney - South West	5	7	1	5	13	0	31
NSW - Sydney - Sutherland	24	9	3	7	19	3	65
<b>NT</b>	<b>1</b>	<b>14</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>29</b>
NT - Darwin	1	10	0	2	7	2	22
NT - Northern Territory - Outback	0	4	1	1	0	1	7
<b>QLD</b>	<b>172</b>	<b>93</b>	<b>75</b>	<b>70</b>	<b>31</b>	<b>39</b>	<b>480</b>
QLD - Brisbane - East	3	2	6	1	1	0	13
QLD - Brisbane - North	6	6	5	1	1	3	22
QLD - Brisbane - South	8	5	1	0	3	3	20
QLD - Brisbane - West	29	16	3	0	1	2	51
QLD - Brisbane Inner City	6	0	3	5	1	0	15
QLD - Cairns	10	2	2	7	1	1	23
QLD - Darling Downs - Maranoa	2	1	1	0	2	2	8
QLD - Fitzroy	8	9	2	6	1	2	28
QLD - Gold Coast	28	2	1	2	2	2	37
QLD - Ipswich	18	12	11	9	0	1	51
QLD - Logan - Beaudesert	1	1	4	7	2	1	16
QLD - Mackay	2	0	0	2	4	1	9
QLD - Moreton Bay - North	12	3	4	4	3	4	30
QLD - Moreton Bay - South	4	1	5	2	1	0	13
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	7	0	5	3	0	4	19
QLD - Toowoomba	7	6	2	3	2	7	27
QLD - Townsville	0	9	0	6	3	2	20
QLD - Wide Bay	21	18	20	12	3	4	78
<b>SA</b>	<b>145</b>	<b>289</b>	<b>122</b>	<b>98</b>	<b>78</b>	<b>12</b>	<b>744</b>

SA4 Region	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA - Adelaide - Central and Hills	19	18	18	16	5	3	79
SA - Adelaide - North	31	90	34	30	22	1	208
SA - Adelaide - South	55	93	36	24	35	5	248
SA - Adelaide - West	29	41	20	15	12	0	117
SA - Barossa - Yorke - Mid North	3	7	4	2	0	2	18
SA - South Australia - Outback	2	10	1	4	1	0	18
SA - South Australia - South East	6	30	9	7	3	1	56
<b>TAS</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>12</b>	<b>0</b>	<b>3</b>	<b>35</b>
TAS - Hobart	4	3	2	4	0	0	13
TAS - Launceston and North East	2	2	0	5	0	2	11
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	5	2	3	0	1	11
<b>VIC</b>	<b>121</b>	<b>87</b>	<b>53</b>	<b>36</b>	<b>139</b>	<b>84</b>	<b>520</b>
VIC - Ballarat	3	17	3	0	1	5	29
VIC - Bendigo	10	8	2	0	0	0	20
VIC - Geelong	23	10	3	3	3	6	48
VIC - Hume	5	16	1	2	7	3	34
VIC - Latrobe - Gippsland	5	5	1	0	3	7	21
VIC - Melbourne - Inner	19	1	0	2	2	2	26
VIC - Melbourne - Inner East	3	1	1	3	10	9	27
VIC - Melbourne - Inner South	8	6	4	0	20	11	49
VIC - Melbourne - North East	4	4	8	5	11	8	40
VIC - Melbourne - North West	0	0	1	0	7	4	12
VIC - Melbourne - Outer East	1	0	7	7	17	1	33
VIC - Melbourne - South East	6	2	10	8	16	5	47
VIC - Melbourne - West	6	2	3	1	4	9	25
VIC - Mornington Peninsula	4	0	1	1	11	5	22
VIC - North West	17	8	4	2	12	4	47
VIC - Shepparton	4	2	3	2	4	3	18
VIC - Warrnambool and South West	3	5	1	0	11	2	22
<b>WA</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	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>690</b>	<b>705</b>	<b>349</b>	<b>470</b>	<b>759</b>	<b>197</b>	<b>3,170</b>

**Table O.6 New Build/New Build (Refurbished) Dwelling by Design Category by SA4 Region (excluding in-kind arrangements)<sup>512,513</sup>**

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	-	-	-	-	-
ACT - Australian Capital Territory	-	-	-	-	-
<b>NSW</b>	<b>114</b>	<b>41</b>	<b>15</b>	<b>85</b>	<b>255</b>
NSW - Capital Region	-	7	1	-	8
NSW - Central Coast	1	-	-	4	5
NSW - Central West	2	5	2	-	9
NSW - Coffs Harbour - Grafton	1	-	-	-	1
NSW - Far West and Orana	-	-	-	-	-
NSW - Hunter Valley exc Newcastle	1	-	2	-	3
NSW - Illawarra	8	-	-	-	8
NSW - Mid North Coast	4	-	6	-	10
NSW - Murray	3	-	-	-	3
NSW - New England and North West	-	1	-	6	7
NSW - Newcastle and Lake Macquarie	5	11	-	-	16
NSW - Richmond - Tweed	8	5	-	-	13
NSW - Riverina	6	1	-	-	7
NSW - Southern Highlands and Shoalhaven	1	1	2	-	4
NSW - Sydney - Baulkham Hills and Hawkesbury	5	-	-	-	5
NSW - Sydney - Blacktown	2	-	-	7	9
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1
NSW - Sydney - Inner South West	2	2	-	-	4
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	2	-	-	-	2
NSW - Sydney - Northern Beaches	1	-	-	7	8
NSW - Sydney - Outer South West	1	-	-	-	1
NSW - Sydney - Outer West and Blue Mountains	9	-	-	12	21
NSW - Sydney - Parramatta	34	5	-	20	59
NSW - Sydney - Ryde	1	-	1	29	31
NSW - Sydney - South West	3	2	1	-	6
NSW - Sydney - Sutherland	14	-	-	-	14
<b>NT</b>	-	-	-	<b>8</b>	<b>8</b>
NT - Darwin	-	-	-	8	8
NT - Northern Territory - Outback	-	-	-	-	-
<b>QLD</b>	<b>20</b>	<b>41</b>	-	<b>38</b>	<b>99</b>
QLD - Brisbane - East	-	-	-	-	-
QLD - Brisbane - North	-	-	-	4	4
QLD - Brisbane - South	-	-	-	-	-

<sup>512</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

<sup>513</sup> The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Brisbane - West	2	1	-	-	3
QLD - Brisbane Inner City	2	-	-	2	4
QLD - Cairns	-	2	-	8	10
QLD - Darling Downs - Maranoa	-	1	-	3	4
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	-	16
QLD - Logan - Beaudesert	2	-	-	1	3
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	2	3	-	2	7
QLD - Townsville	-	2	-	3	5
QLD - Wide Bay	8	2	-	11	21
<b>SA</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>16</b>
SA - Adelaide - Central and Hills	-	1	-	-	1
SA - Adelaide - North	2	4	3	1	10
SA - Adelaide - South	2	3	-	-	5
SA - Adelaide - West	-	-	-	-	-
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
<b>TAS</b>	<b>2</b>	<b>-</b>	<b>1</b>	<b>5</b>	<b>8</b>
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	2	-	1	1	4
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	4	4
<b>VIC</b>	<b>16</b>	<b>44</b>	<b>9</b>	<b>22</b>	<b>91</b>
VIC - Ballarat	5	1	-	-	6
VIC - Bendigo	4	-	4	-	8
VIC - Geelong	2	11	-	5	18
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	1	16	-	-	17
VIC - Melbourne - Inner East	-	-	-	-	-
VIC - Melbourne - Inner South	-	1	1	-	2
VIC - Melbourne - North East	-	3	1	-	4
VIC - Melbourne - North West	-	1	-	-	1
VIC - Melbourne - Outer East	-	-	-	4	4
VIC - Melbourne - South East	1	5	1	1	8
VIC - Melbourne - West	-	3	-	4	7
VIC - Mornington Peninsula	-	-	2	-	2
VIC - North West	3	-	-	7	10
VIC - Shepparton	-	3	-	-	3

SA4 Region	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Warrnambool and South West	-	-	-	1	1
<b>WA</b>	-	-	-	-	-
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
<b>Total</b>	<b>97</b>	<b>108</b>	<b>19</b>	<b>115</b>	<b>477</b>

**Table O.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements)<sup>514,515</sup>**

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>ACT</b>	-	-	-	-	-
ACT - Australian Capital Territory	-	-	-	-	-
<b>NSW</b>	<b>306</b>	<b>70</b>	<b>48</b>	<b>212</b>	<b>636</b>
NSW - Capital Region	-	14	5	-	19
NSW - Central Coast	4	-	-	17	21
NSW - Central West	8	6	8	-	22
NSW - Coffs Harbour - Grafton	5	-	-	-	5
NSW - Far West and Orana	-	-	-	-	-
NSW - Hunter Valley exc Newcastle	5	-	10	-	15
NSW - Illawarra	24	-	-	-	24
NSW - Mid North Coast	11	-	7	-	18
NSW - Murray	7	-	-	-	7
NSW - New England and North West	-	2	-	15	17
NSW - Newcastle and Lake Macquarie	25	11	-	-	36
NSW - Richmond - Tweed	10	7	-	-	17
NSW - Riverina	10	3	-	-	13
NSW - Southern Highlands and Shoalhaven	4	1	10	-	15
NSW - Sydney - Baulkham Hills and Hawkesbury	25	-	-	-	25
NSW - Sydney - Blacktown	10	-	-	34	44
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1

<sup>514</sup> This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

<sup>515</sup> The numbers of SDA dwellings by location have been impacted by a correction in SA4 classifications since 31 March 2019.

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - Inner South West	10	10	-	-	20
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	3	-	-	-	3
NSW - Sydney - Northern Beaches	5	-	-	25	30
NSW - Sydney - Outer South West	5	-	-	-	5
NSW - Sydney - Outer West and Blue Mountains	9	-	-	33	42
NSW - Sydney - Parramatta	87	8	-	40	135
NSW - Sydney - Ryde	5	-	3	48	56
NSW - Sydney - South West	12	7	5	-	24
NSW - Sydney - Sutherland	22	-	-	-	22
<b>NT</b>	-	-	-	<b>16</b>	<b>16</b>
NT - Darwin	-	-	-	16	16
NT - Northern Territory - Outback	-	-	-	-	-
<b>QLD</b>	<b>32</b>	<b>55</b>	-	<b>55</b>	<b>142</b>
QLD - Brisbane - East	-	-	-	-	-
QLD - Brisbane - North	-	-	-	4	4
QLD - Brisbane - South	-	-	-	-	-
QLD - Brisbane - West	2	3	-	-	5
QLD - Brisbane Inner City	4	-	-	8	12
QLD - Cairns	-	4	-	8	12
QLD - Darling Downs - Maranoa	-	3	-	4	7
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	-	16
QLD - Logan - Beaudesert	3	-	-	5	8
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	4	6	-	2	12
QLD - Townsville	-	4	-	8	12
QLD - Wide Bay	15	5	-	12	32
<b>SA</b>	<b>10</b>	<b>16</b>	<b>6</b>	<b>2</b>	<b>34</b>
SA - Adelaide - Central and Hills	-	4	-	-	4
SA - Adelaide - North	6	9	6	2	23
SA - Adelaide - South	4	3	-	-	7
SA - Adelaide - West	-	-	-	-	-
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
<b>TAS</b>	<b>4</b>	-	<b>1</b>	<b>14</b>	<b>19</b>
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	4	-	1	4	9
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	10	10

SA4 Region	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
<b>VIC</b>	<b>28</b>	<b>83</b>	<b>24</b>	<b>50</b>	<b>185</b>
VIC - Ballarat	10	3	-	-	13
VIC - Bendigo	4	-	4	-	8
VIC - Geelong	5	19	-	5	29
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	1	16	-	-	17
VIC - Melbourne - Inner East	-	-	-	-	-
VIC - Melbourne - Inner South	-	5	5	-	10
VIC - Melbourne - North East	-	9	4	-	13
VIC - Melbourne - North West	-	3	-	-	3
VIC - Melbourne - Outer East	-	-	-	12	12
VIC - Melbourne - South East	2	13	5	4	24
VIC - Melbourne - West	-	9	-	4	13
VIC - Mornington Peninsula	-	-	6	-	6
VIC - North West	6	-	-	20	26
VIC - Shepparton	-	6	-	-	6
VIC - Warrnambool and South West	-	-	-	5	5
<b>WA</b>	-	-	-	-	-
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
<b>Total</b>	<b>380</b>	<b>224</b>	<b>79</b>	<b>349</b>	<b>1,032</b>

## Appendix P: Utilisation rates by regions

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The table below sets out rates of utilisation of committed supports by bilateral phasing region, SIL status, and whether a participant is on their first plan or a subsequent plan. The following points apply to the table and the results presented:

- Utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown in the table – experience in the most recent 6 months is still emerging and is not included.
- Regions are highlighted in purple if phasing began prior to 31 Dec 2016 and are highlighted in green if phasing began within the 2017 calendar year.
- "Other" includes utilisation from regions that commenced phasing on or after 1 January 2018 as well as participants who have moved to a different state.
- Utilisation is only shown if there are more than 20 participants in the group.
- The rate of utilisation is shown in orange if the result is 10 percentage points or more lower than the national utilisation rate for the respective SIL status and plan grouping.
- Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.
- For many regions there are a lot of participants that are on either their first or second plan – hence, utilisation will continue to increase over time as utilisation increases as participants receive their third and subsequent plans.

Table P.1 Calendar year 2018 Utilisation breakdown by bilateral region and participants SIL status

Bilateral Region	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
<b>New South Wales</b>										
Central Coast	Jul-16	71%	84%	84%	41%	63%	57%	43%	70%	64%
Far West	Jul-17			81%	37%	50%	40%	45%	61%	50%
Hunter New England (excl. Trial Site)	Jul-16	69%	85%	85%	45%	63%	59%	46%	70%	66%
Hunter Trial Site	Jul-13	60%	87%	86%	50%	61%	60%	52%	71%	70%
Illawarra Shoalhaven	Jul-17	86%	82%	83%	45%	59%	49%	51%	67%	57%
Mid North Coast	Jul-17	84%	83%	84%	47%	62%	52%	52%	69%	58%
Murrumbidgee	Jul-17	84%	86%	85%	41%	52%	44%	51%	67%	56%
Nepean Blue Mountains	Jul-16	92%	85%	85%	42%	63%	58%	50%	72%	69%
North Sydney	Jul-16	75%	89%	89%	43%	64%	59%	44%	76%	71%
Northern NSW	Jul-17	80%	88%	87%	46%	61%	51%	48%	75%	61%
South Eastern Sydney	Jul-17	88%	87%	88%	46%	61%	52%	53%	72%	62%
South Western Sydney	Jul-16	80%	85%	84%	47%	66%	60%	51%	73%	68%
Southern NSW	Jul-16	71%	87%	86%	38%	61%	54%	39%	68%	61%
Sydney	Jul-17	82%	82%	82%	37%	56%	45%	45%	65%	54%
Western NSW	Jul-17	83%	84%	83%	45%	56%	48%	60%	74%	65%
Western Sydney	Jul-16	54%	86%	85%	43%	62%	56%	44%	71%	65%
New South Wales - Other			81%	80%	39%	55%	50%	41%	59%	53%
<b>NSW total</b>		<b>82%</b>	<b>86%</b>	<b>85%</b>	<b>44%</b>	<b>62%</b>	<b>55%</b>	<b>49%</b>	<b>71%</b>	<b>64%</b>
<b>Victoria</b>										
Barwon	Jul-13		80%	80%	45%	60%	59%	44%	63%	62%
Central Highlands	Jan-17	78%	66%	71%	40%	55%	49%	43%	56%	51%
Inner East Melbourne	Nov-17	74%	58%	68%	41%	50%	43%	45%	52%	47%
Inner Gippsland	Oct-17				34%	44%	36%	35%	44%	37%
Loddon	May-17	85%	92%	89%	40%	53%	46%	44%	59%	51%
North East Melbourne	Jul-16	77%	80%	80%	47%	63%	59%	49%	65%	62%
Outer East Melbourne	Nov-17	71%		69%	38%	50%	41%	42%	53%	44%
Ovens Murray	Oct-17			87%	32%	46%	34%	36%	47%	38%
Western District	Oct-17	80%		75%	39%	51%	43%	43%	53%	47%
Victoria - Other		59%	71%	64%	38%	54%	42%	41%	58%	45%
<b>Victoria total</b>		<b>70%</b>	<b>77%</b>	<b>75%</b>	<b>39%</b>	<b>58%</b>	<b>49%</b>	<b>42%</b>	<b>61%</b>	<b>52%</b>
<b>Queensland</b>										
Bundaberg	Sep-17	80%	83%	82%	48%	59%	52%	57%	68%	62%
Ipswich	Jun-17	76%	80%	78%	41%	57%	47%	48%	61%	53%
Mackay	Nov-16		85%	84%	44%	60%	56%	45%	69%	65%
Rockhampton	Nov-17	81%	85%	82%	45%	56%	48%	54%	61%	56%
Toowoomba	Jan-17	79%	83%	82%	40%	53%	48%	47%	63%	59%
Townsville	Jul-16	65%	84%	84%	43%	62%	58%	43%	68%	64%
Queensland - Other		68%	73%	70%	37%	49%	39%	40%	54%	42%
<b>Queensland total</b>		<b>76%</b>	<b>83%</b>	<b>81%</b>	<b>40%</b>	<b>57%</b>	<b>48%</b>	<b>46%</b>	<b>65%</b>	<b>55%</b>
<b>South Australia</b>										
Adelaide Hills	Jul-13				43%	56%	53%	46%	57%	54%
Barossa, Light and Lower North	Jul-13				41%	54%	49%	42%	55%	50%

Bilateral Region	Phasing date began	SIL participants			Non-SIL			Total (SIL and non-SIL)		
		First plan	Subsequent plan	Total	First plan	Subsequent plan	Total	First plan	Subsequent plan	Total
Eastern Adelaide	Jul-13				45%	62%	57%	48%	62%	57%
Eyre and Western	Jul-13				34%	46%	41%	34%	46%	41%
Far North (SA)	Jul-13				19%	30%	25%	18%	30%	25%
Fleurieu and Kangaroo Island	Jul-13				40%	48%	45%	44%	48%	47%
Limestone Coast	Jul-13				25%	43%	36%	25%	43%	36%
Murray and Mallee	Jul-13				33%	49%	42%	34%	49%	43%
Northern Adelaide	Jul-13	86%		85%	41%	56%	50%	44%	56%	51%
Southern Adelaide	Jul-13	83%		80%	40%	59%	53%	47%	59%	55%
Western Adelaide	Jul-13				43%	60%	54%	43%	60%	54%
Yorke and Mid North	Jul-13				32%	50%	43%	34%	50%	44%
South Australia - Other					45%	48%	48%	45%	48%	48%
<b>South Australia total</b>		<b>85%</b>		<b>82%</b>	<b>40%</b>	<b>56%</b>	<b>50%</b>	<b>43%</b>	<b>56%</b>	<b>51%</b>
<b>Tasmania</b>										
TAS North	Jul-13		90%	90%	37%	66%	58%	55%	76%	71%
TAS North West	Jul-13	77%	85%	83%	44%	58%	53%	54%	71%	65%
TAS South East	Jul-13			77%	35%	55%	49%	43%	63%	58%
TAS South West	Jul-13	75%	80%	79%	39%	58%	52%	50%	70%	65%
Tasmania - Other					26%	51%	45%	26%	52%	46%
<b>Tasmania total</b>		<b>81%</b>	<b>83%</b>	<b>83%</b>	<b>39%</b>	<b>60%</b>	<b>53%</b>	<b>51%</b>	<b>70%</b>	<b>65%</b>
<b>Australian Capital Territory</b>										
Australian Capital Territory	Jul-14	75%	88%	88%	39%	61%	58%	42%	69%	67%
Australian Capital Territory - Other					53%	55%	55%	53%	60%	59%
<b>Australian Capital Territory total</b>		<b>75%</b>	<b>88%</b>	<b>88%</b>	<b>40%</b>	<b>60%</b>	<b>58%</b>	<b>43%</b>	<b>68%</b>	<b>66%</b>
<b>Northern Territory</b>										
Barkly	Jul-16				20%	31%	29%	23%	51%	49%
Central Australia	Jul-17	78%	77%	77%	35%	21%	28%	59%	73%	71%
Darwin Remote	Jul-17				35%	34%	34%	35%	34%	34%
Darwin Urban	Jan-17	65%	82%	79%	32%	48%	35%	47%	80%	73%
East Arnhem	Jan-17				28%	38%	35%	28%	38%	35%
Katherine	Jul-17			83%	30%	43%	36%	35%	64%	52%
Northern Territory - Other					32%	36%	34%	32%	78%	71%
<b>Northern Territory total</b>		<b>70%</b>	<b>80%</b>	<b>79%</b>	<b>31%</b>	<b>36%</b>	<b>34%</b>	<b>42%</b>	<b>68%</b>	<b>62%</b>
<b>Western Australia</b>										
North East Metro	Jul-14	88%	86%	86%	54%	69%	67%	63%	75%	73%
Wheat Belt	Jan-17				57%	60%	59%	59%	60%	60%
Western Australia - Other		92%	82%	86%	47%	59%	51%	58%	70%	64%
<b>Western Australia total</b>		<b>90%</b>	<b>85%</b>	<b>86%</b>	<b>51%</b>	<b>68%</b>	<b>63%</b>	<b>61%</b>	<b>74%</b>	<b>71%</b>
<b>National total</b>		<b>79%</b>	<b>85%</b>	<b>84%</b>	<b>42%</b>	<b>60%</b>	<b>52%</b>	<b>47%</b>	<b>68%</b>	<b>61%</b>