# People with a psychosocial disability in the NDIS

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## Slide 1: People with a psychosocial disability

30 June 2019

## Slide 2: Part 1: Participants

This slide introduces part 1 of the presentation, participants.

As at 30 June 2019, there are 308,586 participants that meet the access requirements. Of these, 27,974 (9.1%) have a primary psychosocial disability.

## Slide 3: Summary

This section presents information on the characteristics of people who request access to the Scheme, comparing those with a psychosocial disability to the whole Scheme.

The following are the key statistics on participants with a psychosocial disability:

### People with any psychosocial disability:

* 52,965 people with any psychosocial disability have ever had their access met
* 51,399 of these are active participants
* 16.7% of active participants across the scheme as a whole
* 15,744 of the 51,399 active participants have more than one disability listed (31%)

### Participants with a primary psychosocial disability:

* 28,947 people with a primary psychosocial disability have ever had their access met
* 27,974 of these are active participants
* 9.1% of active participants across the scheme as a whole

### All scheme participants:

* There are 308,586 active participants in the NDIS

Note: Not all participants with access met have an approved plan.

## Slide 4: Quarterly trend

A chart displays the quarterly trend in the proportion of all participants with a primary psychosocial disability.

The number of active Scheme participants with a psychosocial disability increased from 47,485 (16.4%) at the end of the previous quarter to 51,399 (16.7%) at the end of 2018-19 Q4. For those who have psychosocial disability recorded as their primary disability, the number of active participants increased from 25,400 (8.8%) at the end of 2018-19 Q3 to 27,974 (9.1%) by the end of 2018-19 Q4.

There have also been changes in the proportion of active participants with a primary psychosocial disability across the States/Territories, notably in Tasmania (from 4.8% to 5.6%) and in Queensland (from 7.5% to 8.0%).

## Slide 5: Proportion with psychosocial disability against Productivity Commission estimates

There are two charts. The first chart displays the proportion of participants with a primary psychosocial disability compared with the Productivity Commission estimate. The second chart displays the proportion of trial site participants with a primary psychosocial disability compared with the Productivity Commission estimate.

The Productivity Commission (PC) Inquiry into Disability Care and Support estimated that 411,250 people would be eligible for Tier 3 funded supports in 2011-12, and that approximately 56,880 people would be participants with a significant and enduring primary psychiatric disability (13.8%).

The proportion of Scheme participants with psychosocial disability (excluding experience in SA and TAS which is skewed due to age based phasing) is 9.6%. This is lower than the PC estimate (13.8%).

These results are distorted by the phasing schedules in the sites. The proportion of active trial site participants with a primary psychosocial disability in New South Wales-Hunter, Victoria-Barwon, the Australian Capital Territory and Western Australia-Perth Hills is much more consistent with the PC 2011-12 estimate (11.9% compared with 13.8%).

The proportion of participants with a primary psychosocial disability is higher in VIC (13.2%) and the ACT (12.7%) than in the other states and territories. The proportion is lowest in the NT (6.8%) and WA (6.5%).

## Slide 6: Participant profiles by age group

There are two charts. The first chart displays the age distribution of participants, split between participants with a primary psychosocial disability, participants with any psychosocial disability and all scheme participants. The second chart displays the proportion of participants with a psychosocial disability in each age group, split between participants with a primary psychosocial disability and participants with a secondary psychosocial disability.

Participants with a psychosocial disability have an older age distribution than all participants across the scheme, with most participants with psychosocial disability aged 25-64 years. Almost 40% of all participants across the scheme are aged 0-14 years, compared with 1% of participants with a primary psychosocial disability.

Psychosocial disability as a primary or secondary condition represents a higher proportion of participants aged 25-64 years than participants aged under 24 years, with a particularly high proportion of participants aged 35-54 years reporting a primary psychosocial disability.

## Slide 7: Participant profiles

There are two charts. The first chart displays the proportion of active participants that identify as Aboriginal and Torres Strait Islander. The second chart displays the proportion of active participants that identify as Culturally and Linguistically Diverse. In both charts, the proportions are shown for participants with a primary psychosocial disability, participants with any psychosocial disability and all scheme participants.

The proportion of active participants with any psychosocial disability that identify as Aboriginal and Torres Strait Islander (6.2%) is slightly higher than that of all Scheme participants (5.9%).

More participants with a primary psychosocial disability in NT, QLD and VIC identify as Aboriginal and Torres Strait Islander compared to the wider Scheme population in these States and Territories.

More active participants with a primary psychosocial disability identify as Culturally and Linguistically Diverse (10.8%) than all participants within the Scheme (8.6%). This is particularly evident in NSW, VIC and NT.

## Slide 8: Participant prevalence

A chart displays the top 10 region prevalence rates for participants with a primary psychosocial disability, the national prevalence rate and the Productivity Commission (PC) estimate of prevalence rate, by age group.

Scheme experience indicates that participants with a primary psychosocial disability are expected to represent:

* 1.4 people per 1,000 in Australia aged 15-24 years. This compares to the PC estimate of 2.6 people per 1,000.
* 3.0 people per 1,000 in Australia aged 25-44 years. This compares to the PC estimate of 4.7 people per 1,000.
* 4.2 people per 1,000 in Australia aged 45-64 years. This compares to the PC estimate of 5.3 people per 1,000.

The chart shows the prevalence rates for each age group (15 to 24, 25 to 44 and 45 to 64) for the ten regions with the greatest overall prevalence.

Victoria has the most regions in the top ten with Outer Gippsland, Barwon, Inner Gippsland and Ovens Murray all included in the list.

## Slide 9: Access decisions (1)

A chart displays the access decisions for people with a primary psychosocial disability, by state and territory. The access decisions are either access met or access not met.

Of the 42,814 access decisions that have been made for people with a primary psychosocial disability, 67% have been found to meet the access requirements

As at 30 June 2019, there are 914 access requests for people with a psychosocial disability that are still in progress.

A higher proportion of participants have been found eligible and are still active participants in Victoria (77%) and Western Australia (70%).

## Slide 10: Access decisions (2)

A chart displays the access decisions for participants with a primary psychosocial disability by entry type. The access decisions are either access met or access not met.

A higher proportion of people who have received services from the existing Commonwealth or State/Territory disability services have been found eligible compared to those who are new to the NDIS.

The proportion of people who have received services from the existing State/Territory disability services and have been found eligible is 89%. The proportion of people who have received services from the existing Commonwealth disability services and have been found eligible is 59%. The proportion of people who are new to the NDIS and have been found eligible is 50%.

94% of the 33% of applicants with a primary psychosocial disability who are ineligible have been found ineligible because they do not meet the disability criteria.

## Slide 11: Quarterly trend – Eligibility

A chart displays the quarterly trend in eligibility rate of access decisions made for people with a primary psychosocial disability.

The eligibility rate for participants with psychosocial disability has increased over 2018-19 to 67.4% as at 30 June 2019.

During the trial period, eligibility rates increased from 79.1% in 2014-15 Q2 to 85.4% at the end of the trial in 2015-16 Q4. From the beginning of the transition period in 2016-17 Q1 to 2018-19 Q1, eligibility rates fell from 86.2% to 63.9%. Since then, eligibility rates have increased in each quarter.

It is worth noting that eligibility rates are still reflective of phasing arrangements, and that people who previously received services have much higher eligibility rates than those who did not. Hence, as more participants approach the Scheme that previously did not receive services, eligibility rates are likely to decrease.

## Slide 12: Quarterly trend – Exit rates

A chart displays the quarterly trend in exit rates for participants with a primary psychosocial disability. Exits include both revoked and ceased access.

During the course of the trial period, exit rates increased from 1.5% in 2014-15 Q2 to 2% at the end of the trial in 2015-16 Q4. At the beginning of the transition period in 2016-17 Q1, exit rates fell sharply to approximately 0.3%. Since then, exit rates have risen to 2.1% as at 30 June 2019, and they increased in every quarter in 2018-19. The exit rates quoted include both mortality and non-mortality exits.

## Slide 13: Part 2: Approved plans

This slide introduces part 2 of the presentation, approved plans.

As at 30 June 2019, there are 286,015 participants with an approved plan. Of these, 25,192 have a primary psychosocial disability.

## Slide 14: Summary

This section presents information on the characteristics of participants with an approved plan, comparing participants with psychosocial disability to all Scheme participants.

The following are the key statistics on participants with a psychosocial disability and an approved plan:

### All Scheme:

* 286,015 participants currently have an approved plan
* 93% of all active participants have an approved plan

### Participants with a primary psychosocial disability:

* 25,192 participants with a primary psychosocial disability currently have an approved plan
* 90% of active participants with a primary psychosocial disability have an approved plan

### Participants with any psychosocial disability:

* 47,470 participants with any psychosocial disability currently have an approved plan
* 92% of active participants with a psychosocial disability have an approved plan

## Slide 15: New vs existing system participants

There are two charts. The first chart displays the distribution of New and Existing participants with a primary psychosocial disability and an approved plan by age group, i.e. the proportion of participants in each age group who are new and the proportion who are existing. The second chart displays the distribution of all Scheme New and Existing participants with an approved plan by age group.

28% of participants with a primary psychosocial disability are new and 72% received services from the existing system – 53% through State/Territory services and 19% through Commonwealth services.

There are a lower proportion of new participants with a primary psychosocial disability in Victoria (12%), Queensland (28%), New South Wales (34%) and the Northern Territory (40%) than in the Australian Capital Territory (68%) and Western Australia (76%).

Compared to all scheme participants, a higher proportion of participants with a primary psychosocial disability aged 25-45 years are new and a lower proportion aged 55 years and over are new. All other age groups are consistent.

Note: it is possible that some participants recorded as new previously received supports, but were not receiving any supports when they entered the scheme. Anecdotal evidence suggests that a significant proportion of people in some current psychosocial disability programs (such as Personal Helpers and Mentors) only remain in the program for a short period of time. This may be driving the relatively high proportion of new participants in the analysis – that is, some people were not receiving services at the point in time that they entered the NDIS; however, they have received services in the past.

## Slide 16: Disability vs early intervention participants

There are two charts. The first chart displays the distribution of disability and early intervention participants with a primary psychosocial disability and an approved plan by age group. The second chart displays the distribution of all Scheme disability and early intervention participants with an approved plan by age group.

The majority of participants with a primary psychosocial disability are in the disability group (98%) compared with the early intervention group (2%).

Of participants with a primary psychosocial disability aged 0 to 14, the proportion who are in the disability group is 58%, compared to 92% for participants aged 15 to 24, and 99% for participants aged 25 and over.

The proportion of participants who are in the disability group is only slightly higher across each of the age groups for participants with a primary psychosocial disability when compared to the scheme as a whole, but is much higher overall (98% compared to 82%) due to the different age distributions.

## Slide 17: Part 3: Committed supports and payments

This slide introduces part 3 of the presentation, committed supports and payments.

Both committed and paid supports to all participants and those with a psychosocial disability are increasing in line with the growing scheme.

For participants with a primary psychosocial disability, $5.8m has been committed for supports provided in 2013-14, $26.0m in 2014-15, $56.3m in 2015-16, $190.5m in 2016-17, $509.4m in 2017-18, $1,092.8m in 2018-19 and $989.9m in 2019-20 and beyond.

Note: Committed supports in this slide and following slides do not include in-kind or residential aged care offline reconciliations unless otherwise stated. Committed supports in respect of later years is due to current plans in place that have an end date past 30 June 2019.

## Slide 18: Summary

This section presents information on the amount committed in plans and payments to service providers and participants.

The following are the key statistics on the amount committed in plans and payments to service providers and participants:

### All Scheme:

* $12.0 billion of committed supports in respect of prior financial years including trial
* $13.9 billion of committed supports in respect of 2018-19
* $11.3 billion of committed supports in respect of later years

### Participants with a primary psychosocial disability:

* $0.8 billion of committed supports in respect of prior financial years including trial
* $1.1 billion of committed supports in respect of 2018-19
* $1.0 billion of committed supports in respect of later years

### Participants with any psychosocial disability:

* $1.8 billion of committed supports in respect of prior financial years including trial
* $2.5 billion of committed supports in respect of 2018-19
* $2.2 billion of committed supports in respect of later years

Note: Committed supports in respect of later years is due to current plans in place that have an end date past 30 June 2019.

## Slide 19: Quarterly trend

A chart displays the quarterly trend in the average annualised committed supports for participants with a primary psychosocial disability.

Average annualised committed supports have increased steadily for participants with a primary psychosocial disability and across the Scheme as a whole since 2016-17 Q2, which was one quarter after the commencement of the transition period. In 2018-19 Q4, the average annualised committed support was $62,899 for participants with a primary psychosocial disability, compared to $66,081 for all scheme participants. 2018-19 Q4 has seen the largest increase in average committed supports since 2016-17 Q1. A key driver of this increase was the indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

The difference in average annualised committed supports between participants with a primary psychosocial disability and all Scheme participants is impacted by:

* the age distribution of participants, where the cost difference is greater within each individual age group;
* supported independent living which is more common across all Scheme participants.

## Slide 20: Committed Supports

There are two charts. The first chart displays the distribution of average annualised committed supports by cost band, split by participants with a primary psychosocial disability and participants with any psychosocial disability. The second chart displays the average annualised committed supports by cost band, split by participants with a primary psychosocial disability, participants with any psychosocial disability and all scheme participants.

Note: Committed supports can also be referred to as plan budgets.

Most participants with a primary psychosocial disability receive between $20,000 and $100,000 in their annualised committed supports (69%). There are a higher proportion of participants receiving committed supports in this band in WA (72%) and VIC (72%).

The proportion of participants with a primary psychosocial disability who receive over $250,000 in their annualised committed supports is 2.3%, lower than the 5.5% of participants with any psychosocial disability who receive this amount. The proportion of participants with a primary psychosocial disability who receive under $20,000 in their annualised committed supports is 15.7%, lower than the 20.3% of participants with any psychosocial disability who receive this amount.

In VIC and WA there are a higher proportion receiving between $10,000 and $20,000 (15%) and in QLD, NSW and ACT there are a particularly high proportion receiving over $100,000 (18% to 31%), which is influenced by there being a higher proportion of participants in supported independent living in these States/Territories.

Average annualised committed support tends to be lower for participants who have a primary psychosocial disability compared with those with a secondary psychosocial disability. This is more distinct in VIC, WA and QLD compared to the other States/Territories.

Average committed support is lower for participants with a primary or any psychosocial disability than for participants across the Scheme as a whole. This is seen for most age groups in all of the States/Territories, in particular for those aged 25-64 years.

Lower committed supports for participants with psychosocial disability can be partially attributed to supported independent living supports that are less common among participants with psychosocial disability compared to other Scheme participants.

## Slide 21: Types of committed supports

A chart displays the committed supports approved for participants aged 25 and over, and their distribution by type of support.

Participants with a primary psychosocial disability have the largest amount of support committed for core daily activities (46% of all committed support) and core community participation (28% of all committed support). The proportion of support committed for core daily activities is lower than for all scheme participants (53% of all committed support) and the proportion of support committed for core community participation is higher than for all scheme participants (23% of all committed support).

There is also a high proportion of committed supports in plans for participants with a psychosocial disability for capacity building compared to all adults in the Scheme. Considering participants aged 25 and over only, average capacity building supports are around 23% of total committed support for participants with psychosocial disability, compared to 13% for all participants across the Scheme.

## Slide 22: Plan cost changes

A chart displays the distribution of the percentage change in plan costs, comparing active plan to previous plan, split by participants with a primary psychosocial disability and all scheme participants.

Approximately 13% of active plans for participants with a primary psychosocial disability have been within 5% of the previous plan’s value, and approximately 21% of active plans have had an increase in committed supports by more than 50%. These participants are more likely to have high plan cost increases when compared to the Scheme as a whole, who have approximately 19% of active plans with an increase of more than 50%.

32% of participants with a primary psychosocial disability and 31% of all participants across the scheme have had a decrease in committed supports of at least 5%. 55% of participants with a primary psychosocial disability and 55% of all participants across the scheme have had an increase in committed supports of at least 5%.

Note: The indexation of plans to reflect 2019-20 price changes was applied on 30 June 2019. This is a key driver in increase plan budgets across the whole Scheme.

## Slide 23: Utilisation by plan number

A chart displays the utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018, split by participants with a primary psychosocial disability and all Scheme participants.

Across most years of Scheme experience, the overall utilisation of committed supports for participants with a primary psychosocial disability is lower than that for all Scheme participants.

Participants across the Scheme have been seen to utilise a greater proportion of their subsequent plans when compared to their initial plan. This trend is more distinct in participants with a psychosocial disability, with the difference in utilisation between participants with a primary psychosocial disability and all Scheme participants converging as time in the Scheme increases.

The following describes the utilisation of committed supports displayed in the chart:

* Utilisation in the 1st plan is 37% for participants with a psychosocial disability, lower than that of all Scheme participants (47%).
* Utilisation in the 2nd plan is 59% for participants with a psychosocial disability, lower than that of all Scheme participants (64%).
* Utilisation in the 3rd plan is 66% for participants with a psychosocial disability, lower than that of all Scheme participants (71%).
* Utilisation in the 4th plan is 72% for participants with a psychosocial disability, lower than that of all Scheme participants (73%).
* Utilisation in the 5th plan is 72% for participants with a psychosocial disability, lower than that of all Scheme participants (75%).
* Overall utilisation is 52% for participants with a psychosocial disability, lower than that of all Scheme participants (61%).

First plans, where utilisation is 37% for participants with a psychosocial disability compared to 47% for all Scheme participants, account for approximately 50% of the plans included in the analysis. This drives much of the difference between overall utilisation for each participant population.

Note: 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.

## Slide 24: Utilisation by age group

There are two charts. The first chart displays the utilisation of committed supports by age group from 1 January 2018 to 31 December 2018, including participants with supported independent living arrangements. The second chart displays the utilisation of committed supports by age group from 1 January 2018 to 31 December 2018, excluding participants with supported independent living arrangements.

When participants receiving in-kind supports are included, the utilisation of committed supports for participants with a primary psychosocial disability is 54% compared to 68% for all Scheme participants.

When participants receiving in-kind supports are excluded, the utilisation of committed supports for participants with a primary psychosocial disability is 44% compared to 59% for all Scheme participants.

The utilisation of committed supports for participants with a primary psychosocial disability is lower than that of the Scheme as a whole in all age groups. However, when participants with supported independent living arrangements are excluded, this margin reduces for all age groups over 35 years, as participants with supported independent living supports accounts for a greater proportion of all Scheme participants than for participants with a psychosocial disability.

While the utilisation for the 0 to 14 and 15 to 24 age groups is higher than the overall average of 54% for participants with a psychosocial disability, their age distribution is highly concentrated in the age groups between 25 and 64, which each have a utilisation of 53%-54% (including participants with supported independent living arrangements).

Note: Utilisation in this slides includes all in-kind that could be attributed to individual participants.

## Slide 25: Utilisation by support type

There are two charts. The first chart displays the utilisation of committed supports by support type, from 1 January 2018 to 31 December 2018. The second chart displays the utilisation of core supports for participants with and without supported independent living included in their plans, from 1 January 2018 to 31 December 2018. The three types of support are as follows:

* Core
* Capacity Building
* Capital

For participants with a primary psychosocial disability, utilisation of core committed supports is highest (56%), while utilisation of capital supports is the lowest (27%). The utilisation of capacity building is 40%. For all types of support, utilisation is lower than that of all Scheme participants.

Notably, the utilisation of core supports for participants with a primary psychosocial disability receiving supported independent living supports is much higher (84%) compared to those that do not have such supports in their plan (44%). The utilisation of core supports for all Scheme participants receiving supported independent living supports is 89%, only slightly higher than that of participants with a primary psychosocial disability. For all Scheme participants not receiving supported independent living supports, utilisation is 61%, significantly higher than that of participants with a primary psychosocial disability.

Note: Utilisation in this slides includes all in-kind that could be attributed to individual participants.

## Slide 26: Part 4: Participant outcomes and satisfaction

This slide introduces part 4 of the presentation, participant outcomes and satisfaction.

Information on participant outcomes is collected at entry to the Scheme and after each subsequent year in the Scheme. Outcomes for participants with a primary psychosocial disability have improved for most indicators.

## Slide 27: Participant outcomes

A chart displays the following selected key baseline outcome indicators for participants with a primary psychosocial disability, by age group:

* % in age appropriate community, cultural or religious activities
* % attending school in mainstream class
* % with a paid job
* % that choose what they do every day

Baseline outcomes measure how participants are going at their point of entry into the NDIS.

The age groups displayed are 15 to 24 years and 25 years and over. There is insufficient data to report on results for participants aged 0 to 14.

This information on participant outcomes has been collected from 99% of participants with a primary psychosocial disability who received their initial plan since 1 July 2016 (when they entered the scheme).

A summary of participant outcomes is as follows:

* 29% of participants aged 25 and over are engaged in age appropriate community, cultural or religious activities, compared to 23% for participants aged 15 to 24. These percentages are lower than for all scheme participants (37% and 34% respectively).
* 65% of participants aged 15 to 24 attend school in a mainstream class. This percentage is higher than for all scheme participants (30%).
* 13% of participants aged 15 to 24 have a paid job, compared to 12% of participants aged 25 and over. These percentages are lower than those of all scheme participants (17% and 23% respectively).
* 71% of participants aged 25 and over choose what they do every day, compared to 66% of participants aged 15 to 24. These percentages are higher than those of all scheme participants (64% and 44% respectively).

## Slide 28: Family/carers outcomes

A chart displays the following selected key baseline indicators for participants with a primary psychosocial disability, by participant age group:

* % working in a paid job
* % able to advocate for their child/family member
* % with friends and family they see as often as they like
* % who feel in control selecting services
* % who support/plan for their family member through life stage transitions

Baseline outcomes measure how participants are going at their point of entry into the NDIS.

The age groups displayed are 15 to 24 years and 25 years and over. There is insufficient data to report on results for participants aged 0 to 14.

The percentage of families/carers of participants with a primary psychosocial disability when they entered the Scheme who:

* are working in a paid job was 45% for participants aged 15 to 24 and 29% for participants aged 25 and over. These percentages are lower than those of all scheme participants (49% and 35% respectively).
* are able to advocate for their child/family member was 59% for participants aged 15 to 24 and 57% for participants aged 25 and over. These percentages are lower than those of all scheme participants (71% and 68% respectively).
* have friends and family they can see as often as they like was 39% for participants aged 15 to 24 and 43% for participants aged 25 and over. These percentages are lower than those of all scheme participants (43% and 47% respectively).
* feel in control selecting services was 29% for participants aged 15 to 24 and 30% for participants aged 25 and over. These percentages are lower than those of all scheme participants (41% and 41% respectively).
* support/plan for their family member through life stage transitions was 28% for participants aged 15 to 24 and 33% for participants aged 25 and over. These percentages are lower than those of all scheme participants (41% and 39% respectively).

## Slide 29: Has the NDIS helped? – Participants

A chart displays the proportion of participants with a primary psychosocial who responded ‘yes’ to the “Has the NDIS helped?” questions, after their first year participating in the scheme and after their second year participating in the scheme, split by age group. The age groups displayed are 15 to 24 years and 25 years and over. There is insufficient data to report on results for participants aged 0 to 14 and for the ‘Has the NDIS helped?’ questions for families and carers.

The chart displays the results for questions related to the following five domains:

* Daily Living
* Relationships
* Social, community and civic participation
* Work
* Choice and control

The outcomes framework includes a question at the end of each domain asking whether the participant thinks that the NDIS has helped in areas related to that domain.

This data reflects participants’ perceptions on whether engagement with the NDIS has helped them.

The NDIA asked the question 'Has the NDIS helped?' to individuals with a primary psychosocial disability who entered the Scheme between 1 July 2016 and 30 June 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

Participant perceptions in general improve from year one to year two of participation in the NDIS. The greatest improvements across most age groups were demonstrated within the ‘Daily living’ domain. However, for the ‘Work’ domain, the results deteriorated from year one to year two.

The following describes results of the responses of participants with a primary psychosocial disability:

### Participants aged 15 to 24:

* The proportion of ‘yes’ responses to daily living increases from 53% in year one to 58% in year two
* The proportion of ‘yes’ responses to relationships increases slightly from 40% in year one to 41% in year two
* The proportion of ‘yes’ responses to social, community and civic participation increases slightly from 46% in year one to 49% in year two
* The proportion of ‘yes’ responses to work decreases from 18% in year one to 15% in year two
* The proportion of ‘yes’ responses to choice and control increases from 54% in year one to 57% in year two.

The proportion of positive responses for participants with a primary psychosocial disability is lower than all scheme for all except for Work, which is consistent.

### Participants aged 25 and over:

* The proportion of ‘yes’ responses to daily living increases from 70% in year one to 77% in year two
* The proportion of ‘yes’ responses to relationships increases from 50% in year one to 55% in year two
* The proportion of ‘yes’ responses to social, community and civic participation increases from 59% in year one to 64% in year two
* The proportion of ‘yes’ responses to work decreases slightly from 17% in year one to 16% in year two
* The proportion of ‘yes’ responses to choice and control increases from 67% in year one to 73% in year two

The proportion of positive responses for participants with a primary psychosocial disability is lower than all scheme for Relationships and Work but otherwise consistent

## Slide 30: Participants in work

There are two charts. The first chart displays the proportion of participants in paid employment, split by participants with a primary psychosocial disability and all scheme participants, by age group, at both the time of entry to the scheme and at the end of their second year of the scheme. The second chart displays, for participants with a primary psychosocial disability in paid employment, the proportion in each type of employment. There are four types of employment displayed, being as follows:

* Open employment market with full award wages
* Open employment market at less than minimum wage
* Australian Disability Enterprise
* Other

The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.

The percentage of participants with a primary psychosocial disability in paid work increased from a baseline of 10% to 19% in year two for those aged 15 to 24 and remained stable at the baseline of 14% for those aged 25 and over. Overall, the percentage of participants with a primary psychosocial disability in employment increased from 13% to 14%.

The baseline and end of year two proportions of participants with a psychosocial disability in paid work are lower than the proportions of all scheme participants in paid work. The proportion of all scheme participants in paid work increased from a baseline of 13% to 22% in year two for the 15 to 24 age group and decreased slightly from a baseline of 26% to 25% in year two for 25 and over age group.

Of the participants with a primary psychosocial disability in paid work, the percentage who are employed in the open employment market with full award wages increased from a baseline of 30% to 34% in year 2. The percentage employed in the open employment market at less than minimum wage decreased from a baseline of 10% to 7% in year two, and the percentage employed by an Australian Disability Enterprise increased from a baseline of 51% to 55% in year 2.

Longitudinal measures on employment describe how outcomes have changed for participants during the time they have been in the Scheme. The measures are collected as a participant enters the Scheme, after their first year and again at the end of their second year of the Scheme. This data relates to participants who entered the Scheme between 1 July 2016 and 30 June 2017.

## Slide 31: Participants involved in community and social activities

A chart displays the proportion of participants participating in social activities in their community, split by participants with a primary psychosocial disability and all scheme participants, by age group, at both the time of entry to the scheme and at the end of their second year of the scheme.

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

For participants who entered the Scheme between 1 July 2016 and 30 June 2017, levels of engagement in community and social activity are being tracked to see whether the NDIS has helped them to increase their participation.

Across all age groups, there was considerable increase in the percentage of participants with a primary psychosocial disability engaged in community and social activities between entry to the Scheme and at the end of their second year in the Scheme. The growth was most prevalent for the 15 to 24 age group, which saw an increase from 18% to 26%. The 25 and over age group saw a smaller increase from a baseline of 32% to 39% in year two.

The baseline and end of year two proportions of participants with a psychosocial disability engaged in community and social activities are both lower than the proportions of all scheme participants engaged in community and social activities. The proportion of all scheme participants engaged in community and social activities increased from a baseline of 31% to 43% in year two for the 15 to 24 age group and increased from a baseline of 36% to 47% in year two for the 25 and over age group.

## Slide 32: Participant satisfaction – new survey method

A chart displays the proportion of participants who agreed with statements about the different stages of the NDIS journey in 2018-2019 Q4, split between participants with a primary psychosocial disability and all scheme participants.

A new participant satisfaction survey has been developed to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway.

It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience. The new survey is designed to gather data at the four primary stages of the participant pathway:

* Access
* Pre-planning
* Planning
* Plan Review

The statements in the survey and the results are as follows:

### Access:

* Was the person from the NDIS respectful? 95% of participants with a primary psychosocial disability responded positively, compared with 94% of all scheme participants.
* Are you happy with how coming into the NDIS has gone? 77% of participants with a primary psychosocial disability responded positively, compared with 75% of all scheme participants.
* Do you understand what will happen next with your plan? 62% of participants with a primary psychosocial disability responded positively, compared with 70% of all scheme participants.

### Pre-planning:

* Did you understand why you needed to give the information you did? 91% of participants with a primary psychosocial disability responded positively, compared with 96% of all scheme participants.
* Did the person from the NDIS understand how your disability affects your life? 89% of participants with a primary psychosocial disability responded positively, compared with 88% of all scheme participants.
* Are you clear on what happens next with your plan? 64% of participants with a primary psychosocial disability responded positively, compared with 75% of all scheme participants.

### Planning:

* Did you understand why you needed to give the information you did? 92% of participants with a primary psychosocial disability responded positively, compared with 96% of all scheme participants.
* Did the person from the NDIS understand how your disability affects your life? 87% of participants with a primary psychosocial disability responded positively, compared with 85% of all scheme participants.
* Are you clear on what happens next with your plan? 66% of participants with a primary psychosocial disability responded positively, compared with 74% of all scheme participants.

### Plan Review:

* Did you feel prepared for your plan review? 77% of participants with a primary psychosocial disability responded positively, compared with 82% of all scheme participants.
* Did the person from the NDIS understand how your disability affects your life? 81% of participants with a primary psychosocial disability responded positively, compared with 78% of all scheme participants.
* Is your NDIS plan helping you to make progress towards your goals? 80% of participants with a primary psychosocial disability responded positively, compared with 82% of all scheme participants.

Generally participants with a primary psychosocial disability have similar satisfaction at all stages to all Scheme participants.

Questions on understanding why they need to give certain information and knowing what happens next tend to have lower satisfaction for participants with a primary psychosocial disability.

Questions on understanding how the disability affects their life tend to have slightly higher satisfaction for participants with a primary psychosocial disability.

## Slide 33: Future improvements to support for people with psychosocial disability

There are no charts on this slide.

There is a continuing focus on improving supports for people with psychosocial disability, and the following two initiatives have been implemented in the last 12 months:

### 1. Streamlined access for people with psychosocial disability

Streamlined access for people with psychosocial disability became available to prospective participants from State programs in all States and Territories from 30 April 2019. As part of the streamlined access process, prospective participants can:

* verbally begin their access request with a support worker or a trusted other person
* provide consent for their support worker or a trusted other person to be the NDIA contact for the duration of the access process
* re-test access to the NDIS with the support of a trusted person (where required)

The streamlined access process supports the high proportion of prospective participants with mental health conditions that the NDIA has not been able to contact and/or has not received requests for access. The NDIA, with assistance from independent consultants, is evaluating Tasmanian and South Australian streamlined access sites and is seeking feedback from current participants, carers and mental health professionals to help inform the next steps for the roll out of streamlined access.

### 2. Foundational psychosocial disability training

Foundational psychosocial disability training for planners and LACs was completed in June 2019. This training is focused on making sure staff are better able to support participants with psychosocial disability. Nationally, around 3,460 staff and partners have received this training and all new staff complete this as part of their standard induction training.