

ndis

**People with
a psychosocial
disability in the
NDIS**

30 June 2019

National Disability Insurance Agency



Part 1:

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.

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.

| Key statistics | People who have ever had their access met* | Active participants | % of active participants across the Scheme as a whole | Active participants who have more than one disability listed |
|---------------------------------|---|----------------------------|--|---|
| Any psychosocial disability | 52,965 | 51,399 | 16.7% | 15,744 (31%) |
| Primary psychosocial disability | 28,947 | 27,974 | 9.1% | |
| All disabilities | | 308,586 | | |

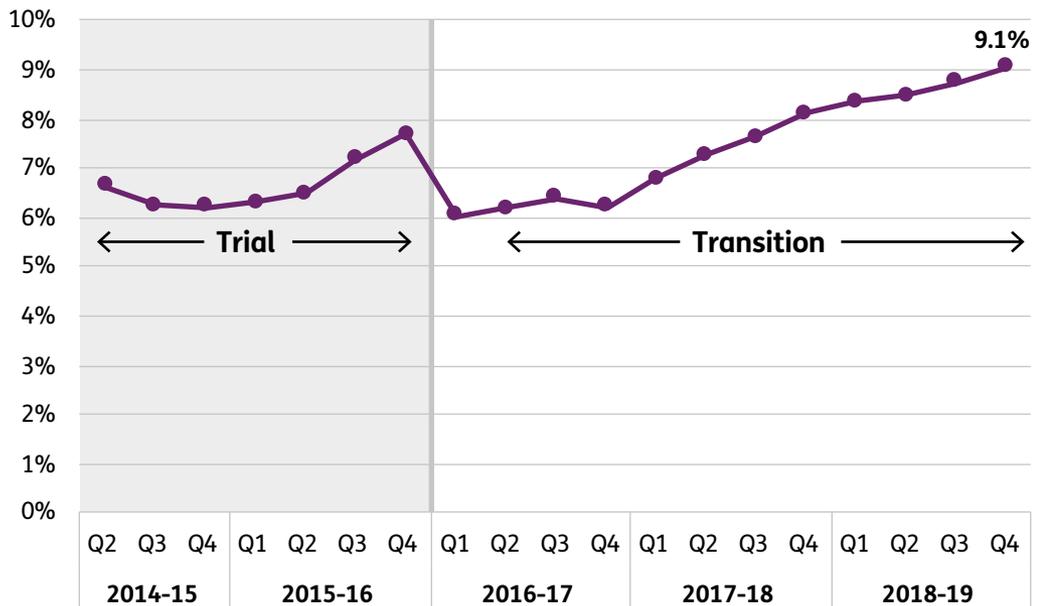
*Note: Not all participants with access met have an approved plan.

Quarterly trend

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%).

Quarterly trend in proportion of active participants with a primary psychosocial disability



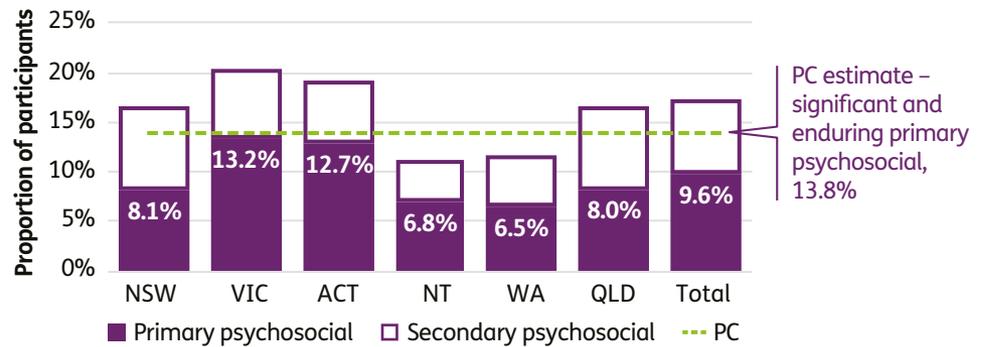
Proportion with psychosocial disability against Productivity Commission estimates

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%).

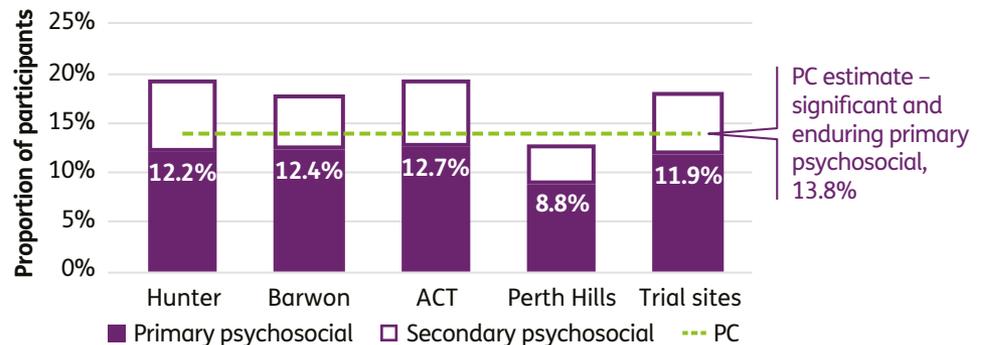
The proportion of Scheme participants with psychosocial disability (excluding experience in SA and TAS which is skewed due to age based phasing) is 9.6%. This is lower than the PC estimate (13.8%).

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%).

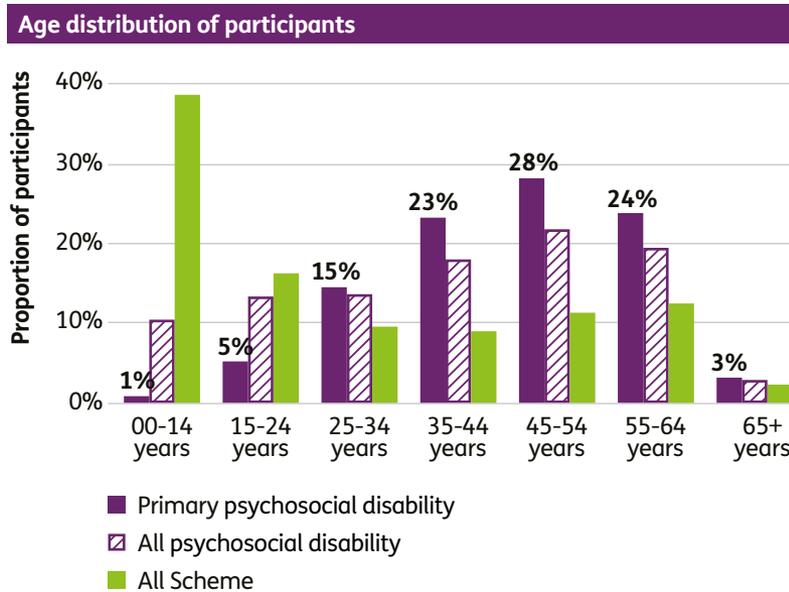
Proportion of participants with a primary psychosocial disability compared with the Productivity Commission



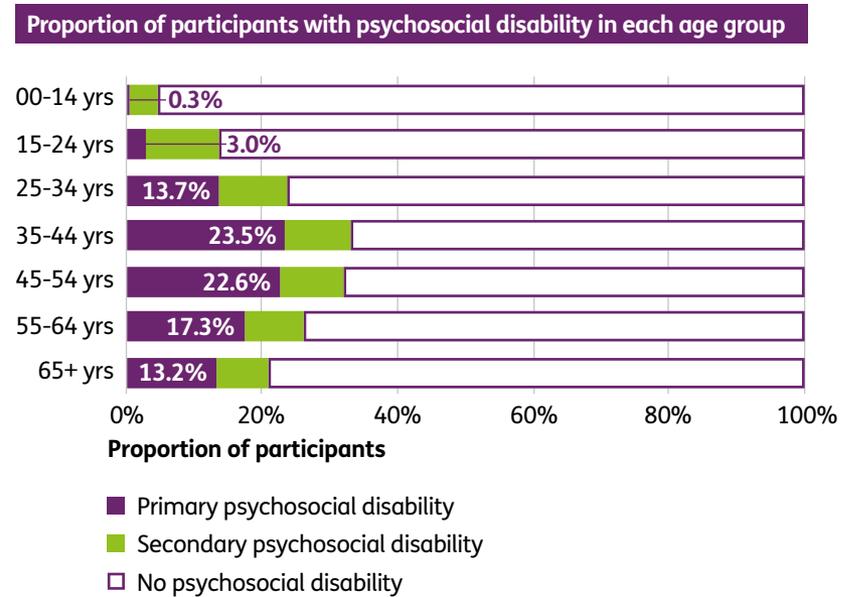
Proportion of trial site participants with a primary psychosocial disability compared with the Productivity Commission



Participant profiles by age group



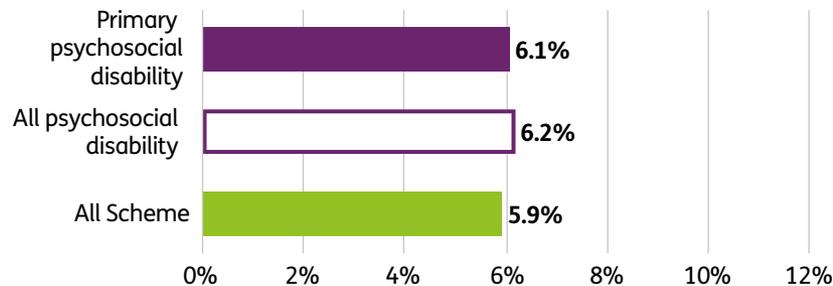
Participants with a psychosocial disability have an older age distribution than all participants across the scheme, with most participants with psychosocial disability aged 25-64 years.



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.

Participant profiles

Distribution of Aboriginal and Torres Strait Islander participants

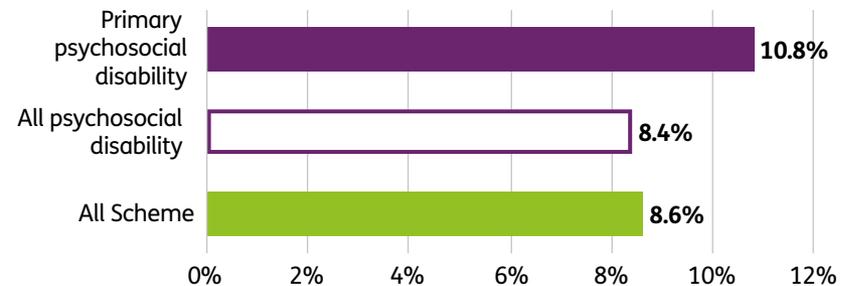


Proportion of active participants that identify as Aboriginal and Torres Strait Islander

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

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.

Distribution of Culturally and Linguistically Diverse participants



Proportion of active participants that identify as Culturally and Linguistically Diverse

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

Participant prevalence

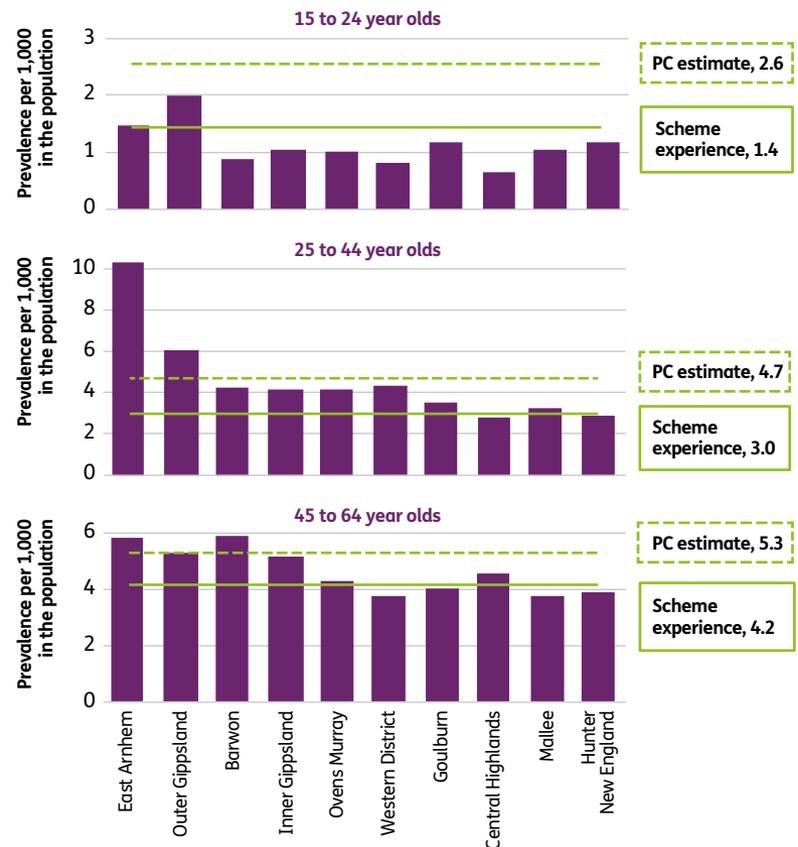
Scheme experience indicates that participants with a primary psychosocial disability are expected to represent:

- 1.4 people per 1,000 in Australia aged 15-24 years
- 3.0 people per 1,000 in Australia aged 25-44 years
- 4.2 people per 1,000 in Australia aged 45-64 years

The graphs show 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.

Top 10 region prevalence rates for participants with a primary psychosocial disability by age group

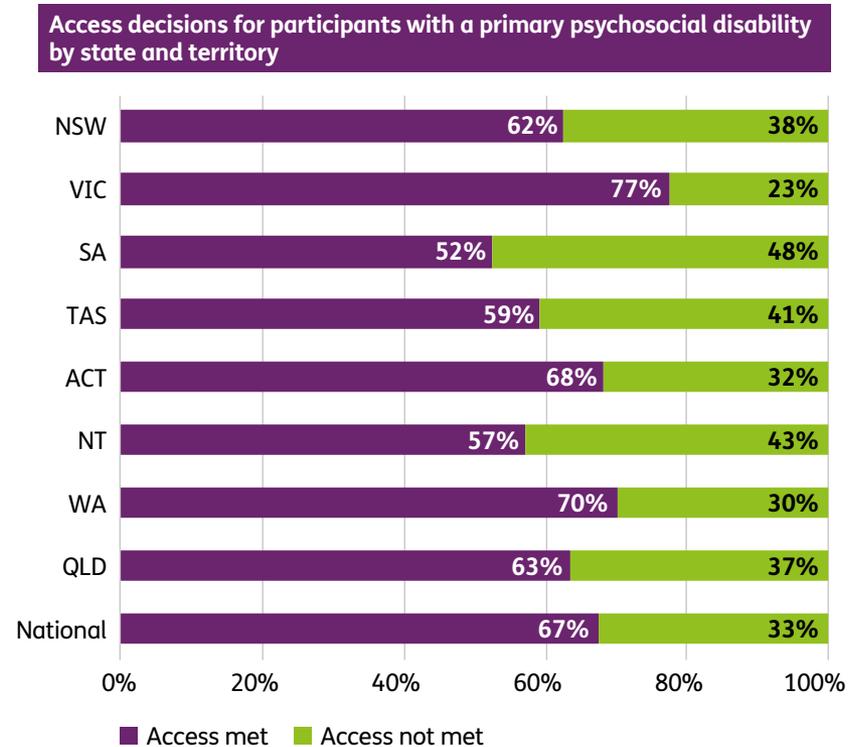


Access decisions

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.

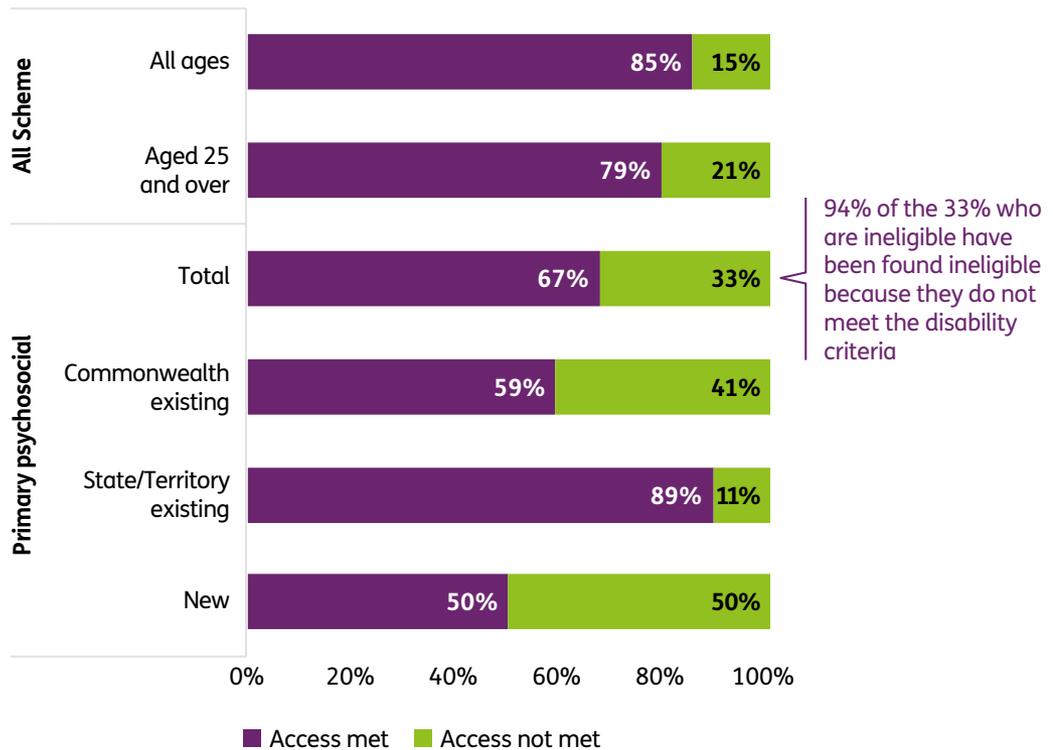
A higher proportion of people have met the access requirements in Victoria (77%) and Western Australia (70%).



Access decisions

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

Access decisions for participants with a primary psychosocial disability by entry type

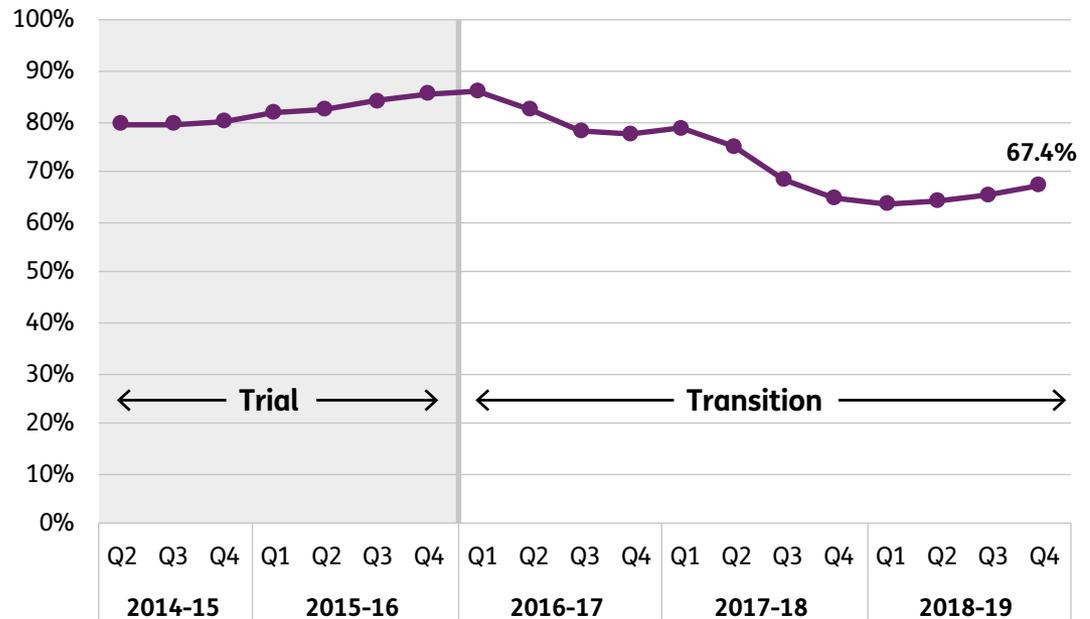


Quarterly trend – Eligibility

The eligibility rate for participants with psychosocial disability has increased from 65.5% to 67.4% this 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.

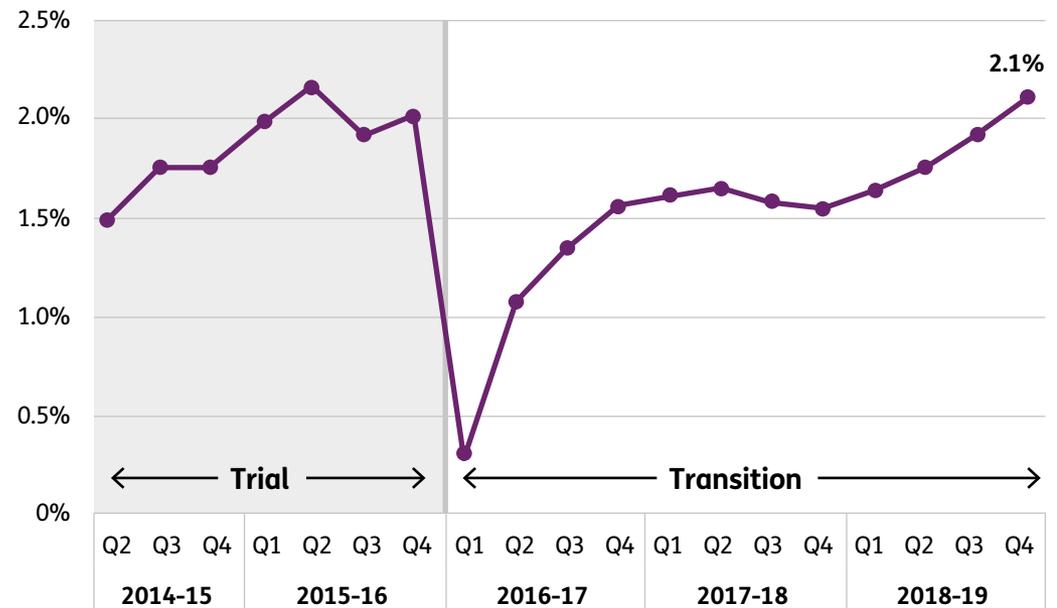
Quarterly trend in eligibility rate of access decisions made for people with a primary psychosocial disability



Quarterly trend - Exit rates

Exit rates have continued to increase over 2018-19 to 2.1% as at 30 June 2019. This includes both mortality and non-mortality exits.

Quarterly trend in exit rates for participants with a primary psychosocial disability (revoked/ceased access)



Part 2:

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.

Summary

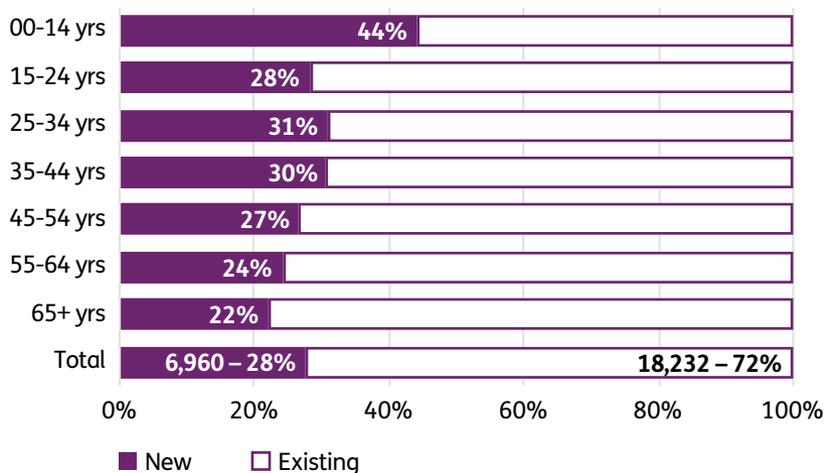
This section presents information on the characteristics of participants with an approved plan, comparing participants with psychosocial disability to all Scheme participants.

| Key statistics | Currently have an approved plan | % of active participants who have an approved plan |
|---|--|---|
| All Scheme | 286,015 | 93% |
| Participants with a primary psychosocial disability | 25,192 | 90% |
| Participants with any psychosocial disability | 47,470 | 92% |

New vs existing system participants

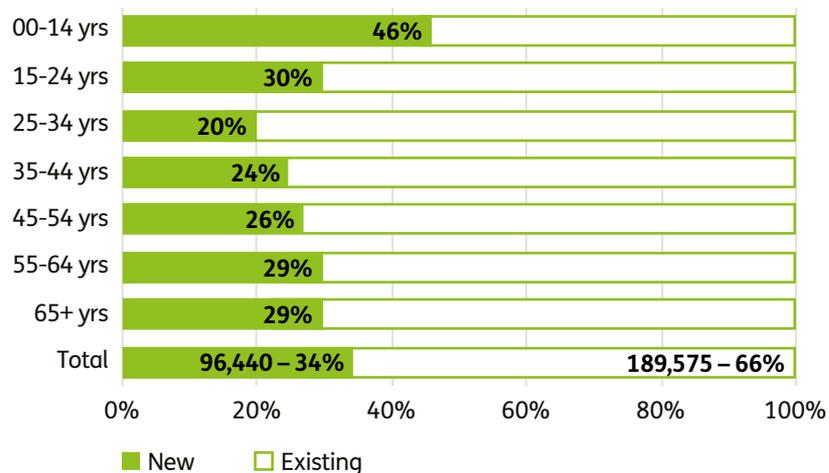
Distribution of new and existing participants with an approved plan

Primary psychosocial disability



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.

All Scheme



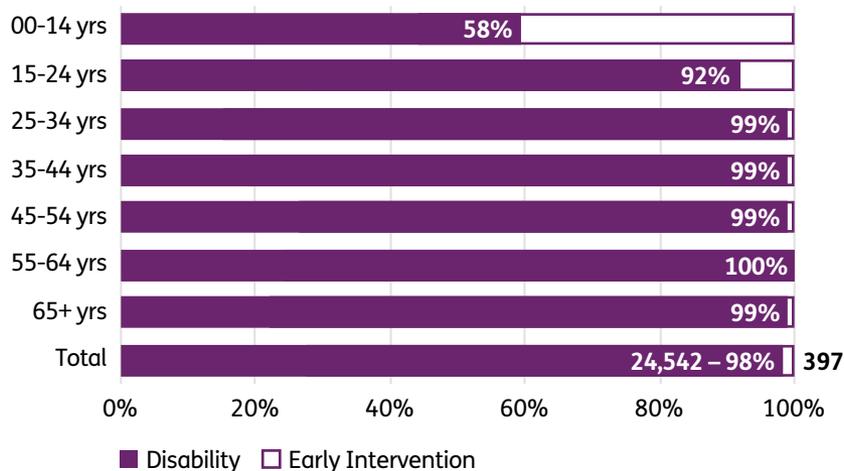
There are a lower proportion of new participants with a primary psychosocial disability in Victoria (12%), Queensland (28%), New South Wales (34%) and the Northern Territory (40%) than in the Australian Capital Territory (68%) and Western Australia (76%).

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.

Disability vs early intervention participants

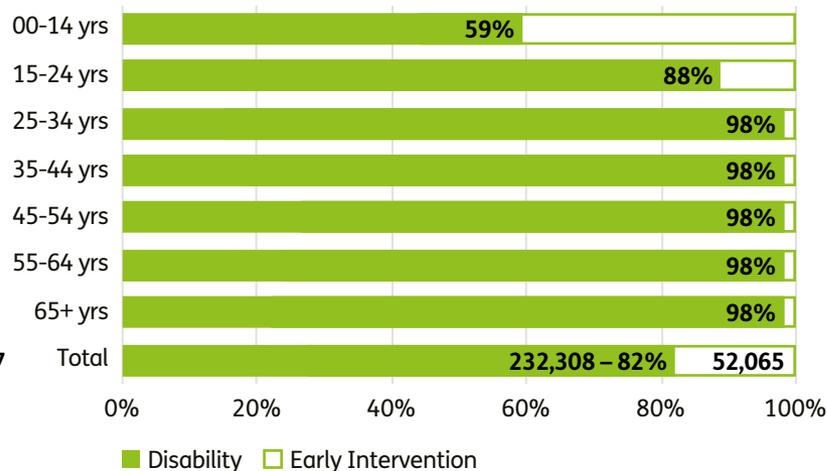
Distribution of disability and early intervention participants with an approved plan

Primary psychosocial disability



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

All Scheme



The proportion of participants who are in the disability group is only slightly higher across each of the age groups for participants with a 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.

Part 3:

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*.

* 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.

Summary



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

| Key statistics | Committed supports in respect of prior financial years including trial | Committed supports in respect of 2018-19* | Committed supports in respect of later years* |
|---|---|--|--|
| All Scheme | \$12.0b | \$13.9b | \$11.3b |
| Participants with a primary psychosocial disability | \$0.8b | \$1.1b | \$1.0b |
| Participants with any psychosocial disability | \$1.8b | \$2.5b | \$2.2b |

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

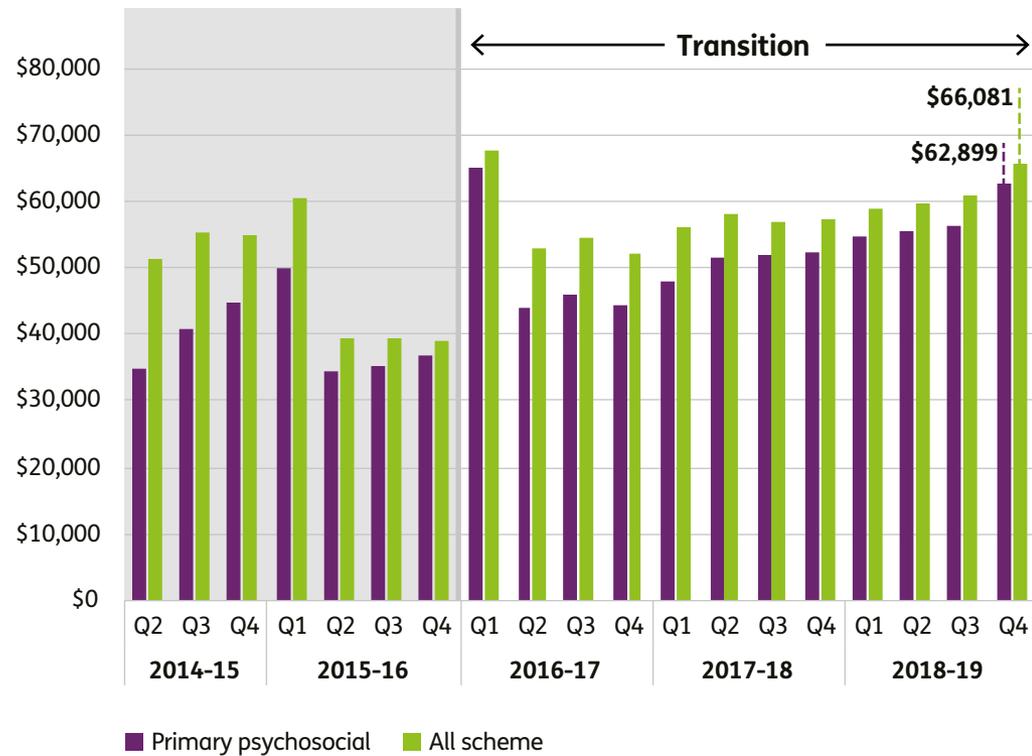
Quarterly trend

Average annualised committed supports have increased for participants with a primary psychosocial disability and across the Scheme as a whole. A key driver of the increase in average committed supports 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.

Quarterly trend in average annualised committed supports for participants with a primary psychosocial disability



Committed supports*

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%).

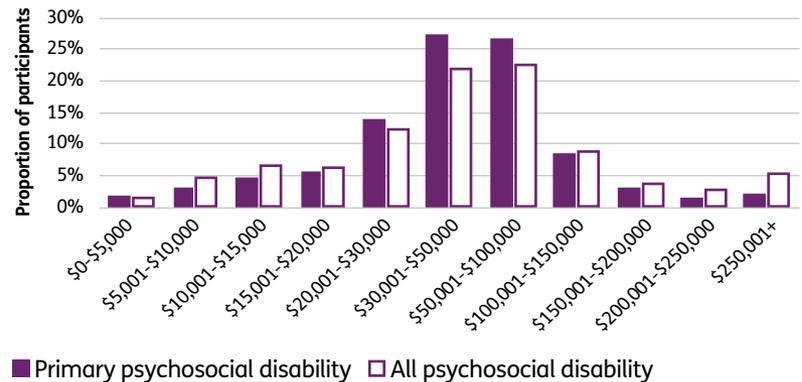
In VIC and WA there are a higher proportion receiving \$10,000-\$20,000 (15%). QLD, NSW and ACT have a particularly high proportion receiving over \$100,000 (18% to 31%), which is influenced by there being a higher proportion of participants in supported independent living in these States/Territories.

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.

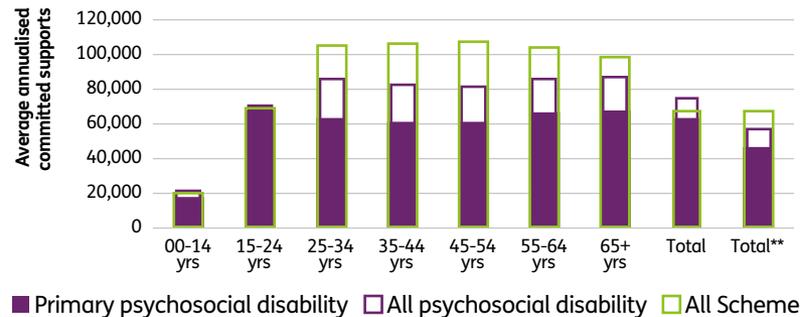
Average committed support is lower for participants with a primary or any psychosocial disability than for participants across the Scheme as a whole. This is seen for most age groups in all of the States/Territories, in particular for those aged 25-64 years.

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.

Distribution of average annualised committed supports by cost band



Average annualised committed supports - split by age group

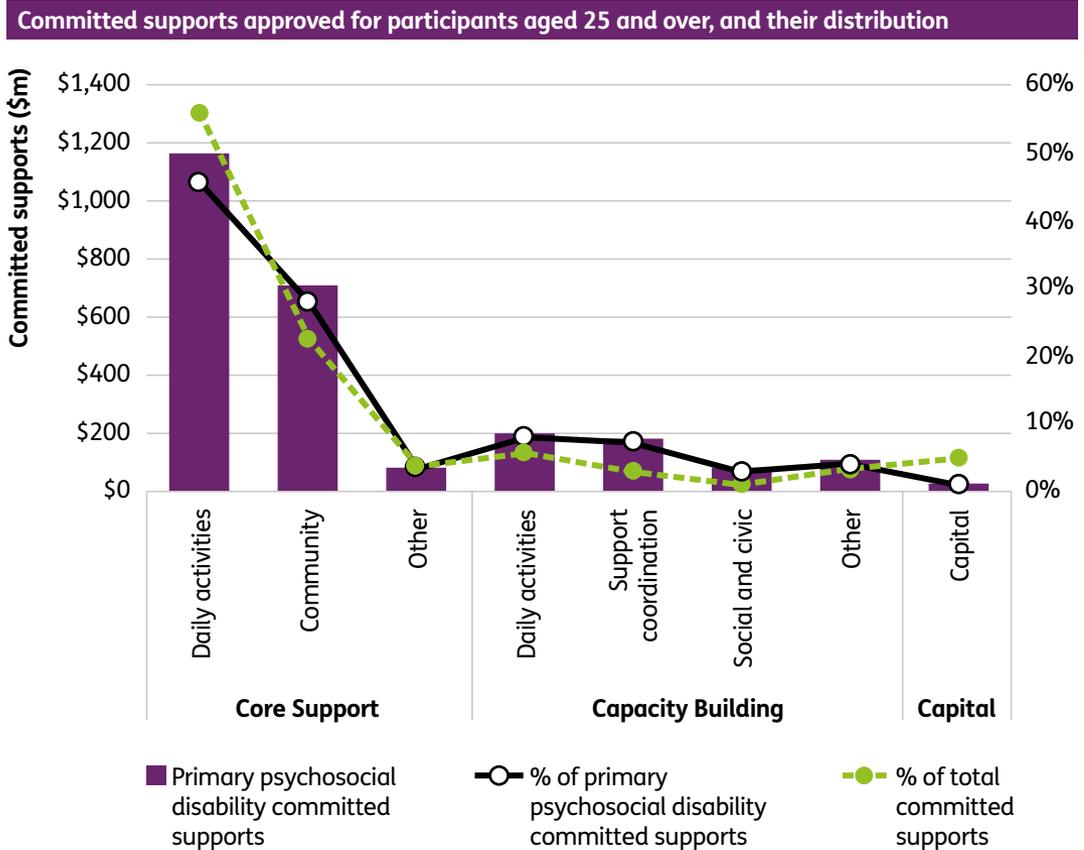


* Committed supports can also be referred to as plan budgets. **Total average committed supports based on the age distribution of all scheme participants.

Types of committed supports

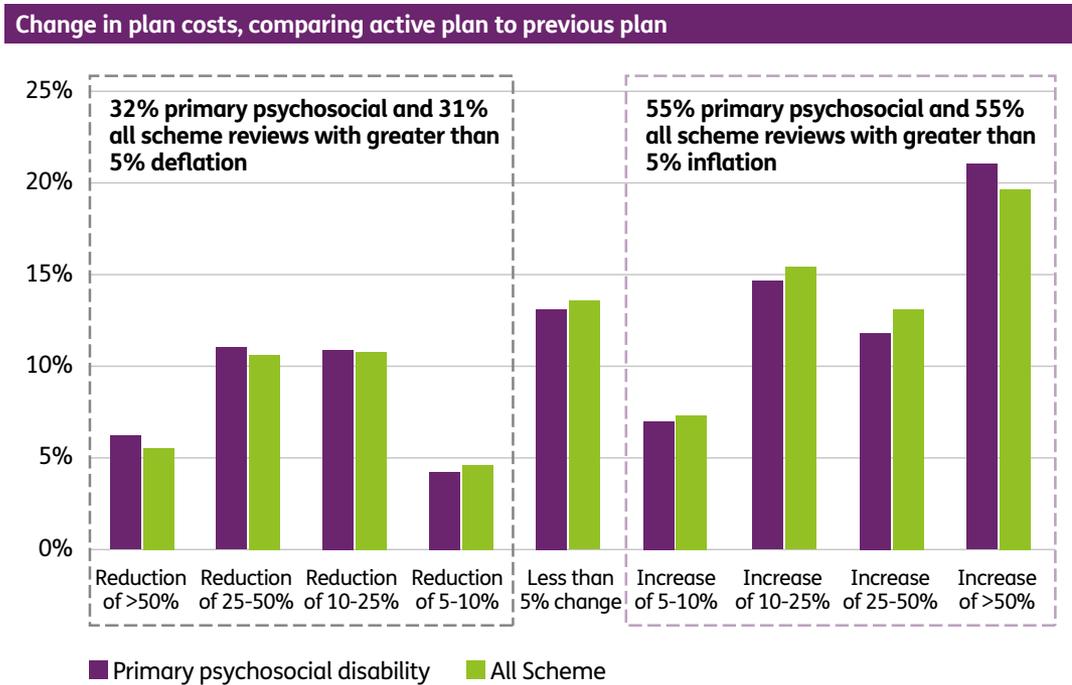
Participants with a primary psychosocial disability have the largest amount of support committed for core daily activities and core community participation.

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.



Plan cost changes

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%.



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

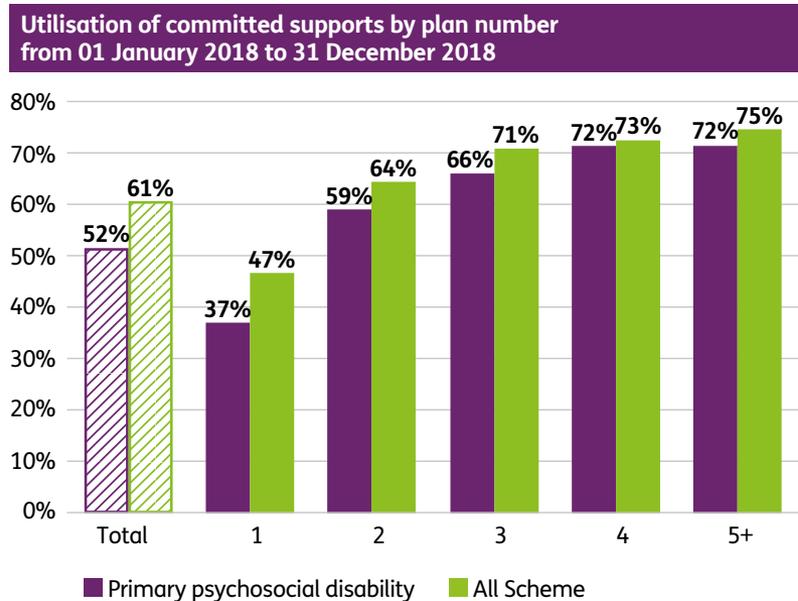
Utilisation by plan number

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.

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.

It is worth noting that results for the other factors affecting utilisation in the following slides are significantly impacted by the time spent in the Scheme.



*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.

Utilisation by age group

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.

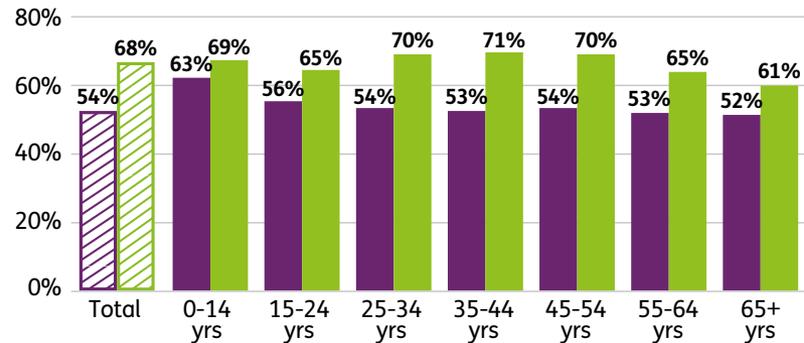
The utilisation of committed supports for participants with a primary psychosocial disability is lower than that of the Scheme as a whole in all age groups. However, when participants with supported independent living arrangements are excluded, this margin reduces for all age groups over 35 years, as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

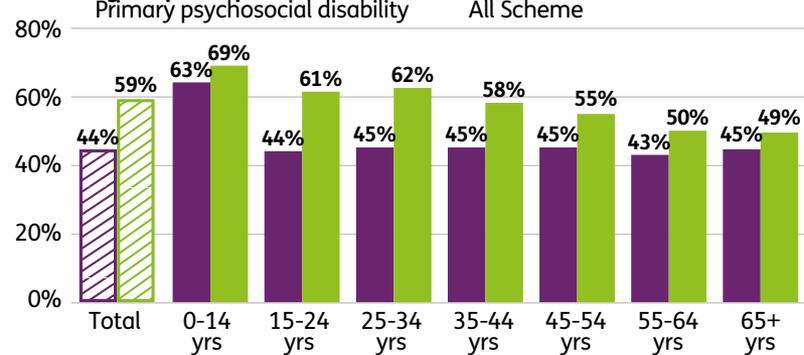
Note: Utilisation in this slide includes all in-kind that could be attributed to individual participants.

Utilisation of committed supports by age group from 01 January 2018 to 31 December 2018

Including SIL participants



Excluding SIL participants



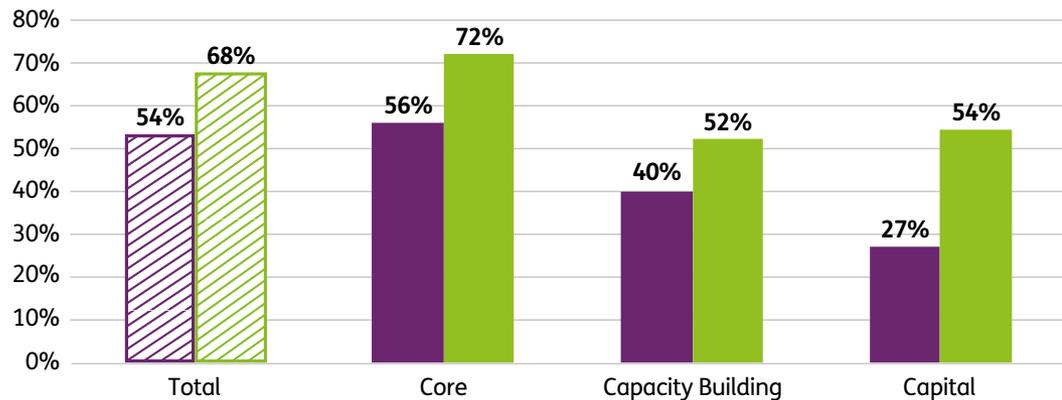
■ Primary psychosocial disability ■ All Scheme

Utilisation by support type

For participants with a primary psychosocial disability, utilisation of core committed supports is highest (56%), while utilisation of capital supports is the lowest (27%).

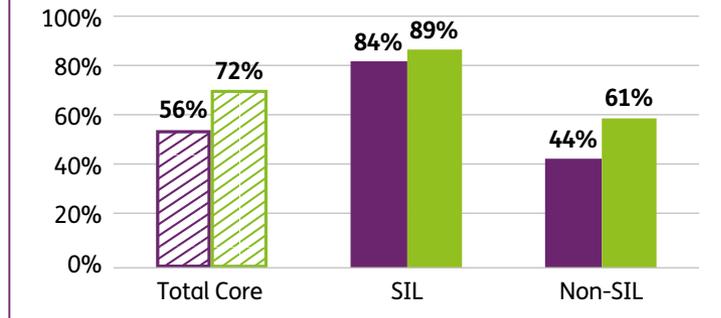
Notably, the utilisation of core supports for participants with a primary psychosocial disability receiving supported independent living supports is much higher (84%) compared to those that do not have such supports in their plan (44%).

Utilisation of committed supports by support type from 01 January 2018 to 31 December 2018



■ Primary psychosocial disability
■ All Scheme

Utilisation of core supports for participants with and without SIL included in plans



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

Part 4:

Participant outcomes and satisfaction

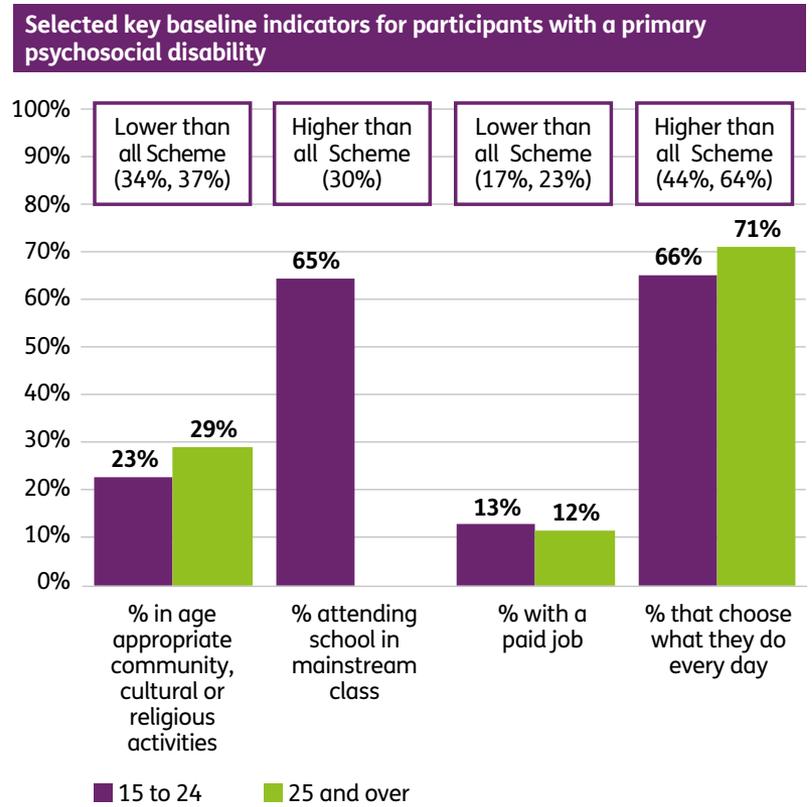
Information on participant outcomes is collected at entry to the Scheme and after each subsequent year in the Scheme. Outcomes for participants with a primary psychosocial disability have improved for most indicators.

Participant outcomes

This information on participant baseline 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).

- 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
- 65% of participants aged 15 to 24 attend school in a mainstream class
- 13% of participants aged 15 to 24 have a paid job, compared to 12% of participants aged 25 and over
- 71% of participants aged 25 and over choose what they do every day, compared to 66% of participants aged 15 to 24

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



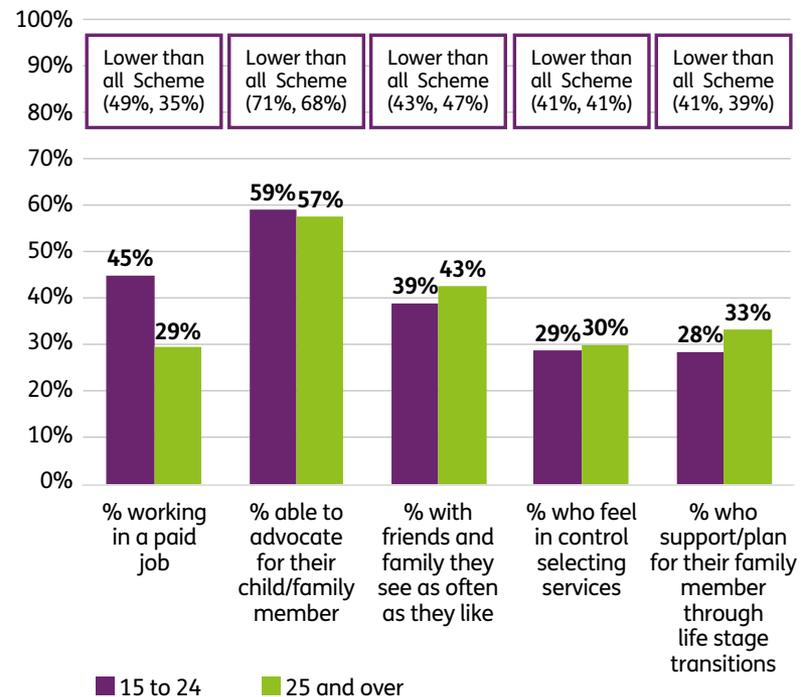
Note: There is insufficient data to report on results for participants aged 0 to 14.

Family/carers outcomes

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 highest for participants aged 15 to 24 (45%)
- are able to advocate for their child/family member was highest for participants aged 15 to 24 (59%)
- have friends and family they can see as often as they like was highest for participants aged 25 and over (43%)
- feel in control selecting services was slightly higher for participants aged 25 and over (30%)
- support/plan for their family member through life stage transitions was highest for participants aged 25 and over (33%)

Selected key baseline indicators for families and carers of participants with a primary psychosocial disability



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

Note: There is insufficient data to report on results for participants aged 0 to 14.

Has the NDIS helped? – Participants

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

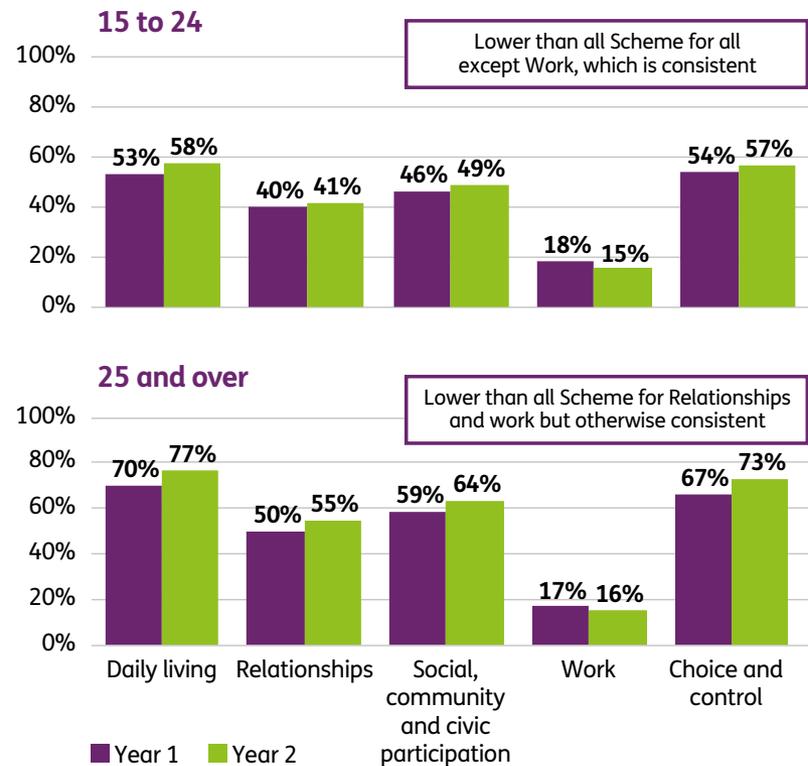
The NDIA asked the question 'Has the NDIS helped?' to individuals with a primary psychosocial disability who entered the Scheme between 1 July 2016 and 30 June 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

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

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.

*Note: 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.

Proportion of participants with a primary psychosocial disability who responded 'yes' to the "Has the NDIS helped?" questions



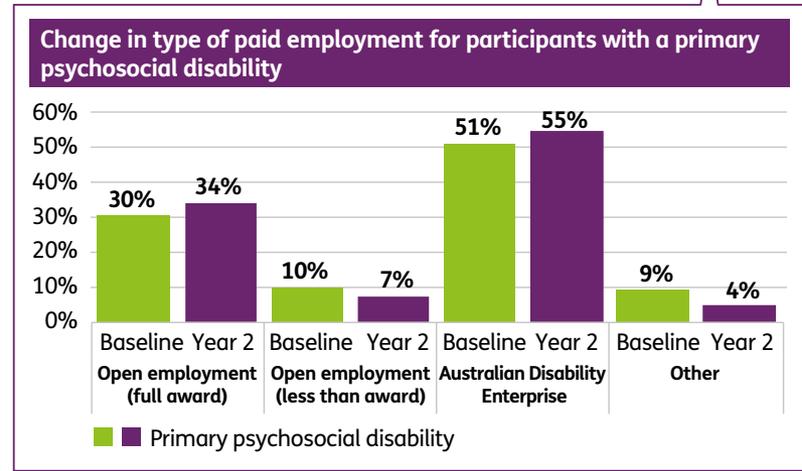
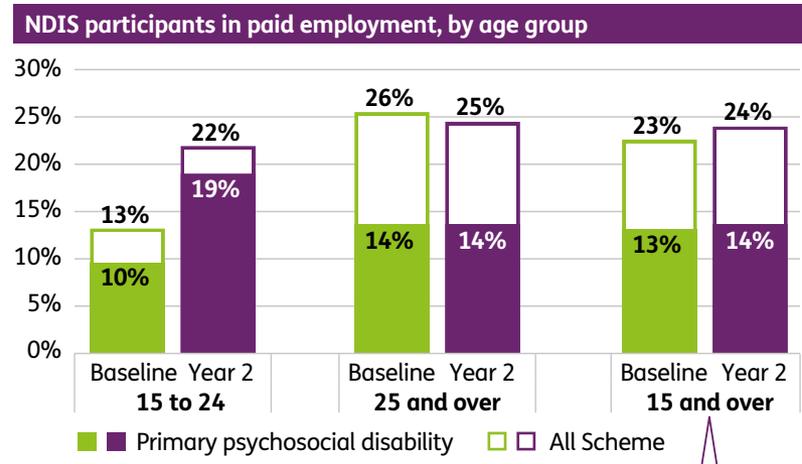
Participants in work

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%.

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.

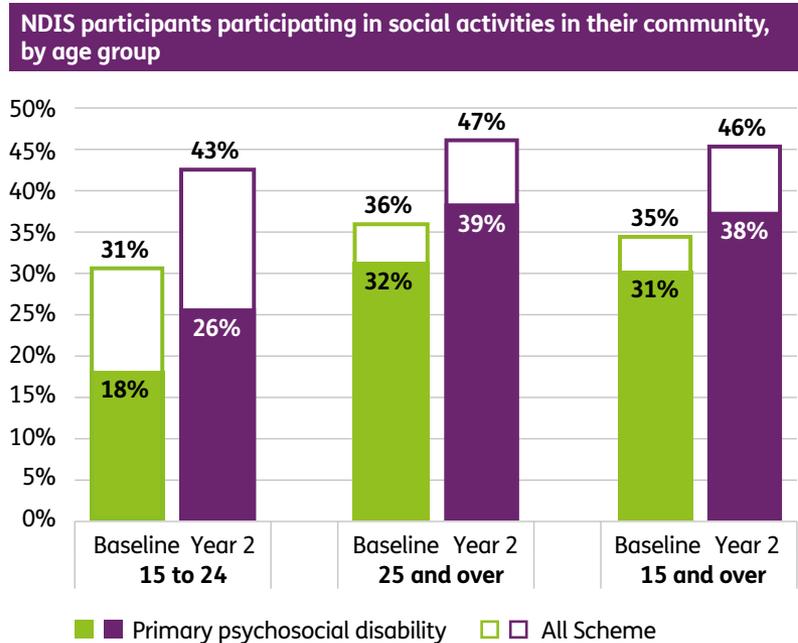


Participants involved in community and social activities

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%.



Participant satisfaction – new survey method

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:

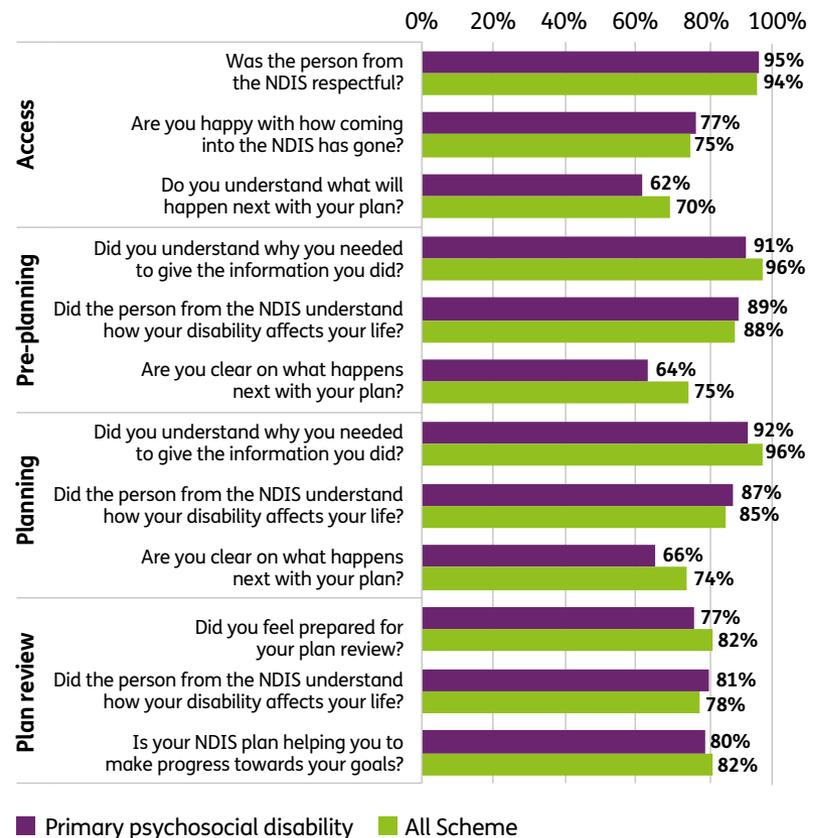
- Access
- Pre-planning
- Planning
- Plan Review

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.

Proportion of participants who agreed with statements about the different stages of the NDIS journey in 2018-19 Q4



Future improvements to support for people with psychosocial disability

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.



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