

ndis

**Culturally and
Linguistically
Diverse
participants**

30 June 2019



Introduction

Key points

Prevalence estimates of disability for Culturally and Linguistically Diverse (CALD) people

- Population prevalence
- Scheme prevalence

Comparison of NDIS CALD and non-CALD participant experience as at 30 June 2019

- Access and eligibility
- Participant characteristics
- Participant plans
- Outcomes

Introduction



The National Disability Insurance Scheme (NDIS) provides reasonable and necessary funding to people with a permanent and significant disability to access the supports and services they need to live and enjoy their life.

The purpose of this report is to present information on the experience of CALD NDIS participants, and to compare this experience to non-CALD participants.

The term 'CALD participants' is used throughout the following sections to refer to participants of the NDIS who were either not born in Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, and/or where the primary language spoken at home is not English.

Key definition



Access request:

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

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.

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.

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.

Key measures

Average committed supports:

The average cost of supports contained within participant's plans, approved to be provided to support participant's needs. This amount is annualised to allow for comparison of plans of different lengths. In this report, average committed supports are the average annualised committed supports allocated to active plans at 30 June 2019.

Average payments:

Payments are made to providers, participants or their nominees for supports received as part of a participant's plan. In this report, average payments represent the average cash and in-kind supports paid over the 2018-19 financial year on active plans at 30 June 2019. In-kind refers to existing Commonwealth or State/ Territory government programs delivered under existing block grant funding arrangements.

Average utilisation of committed supports:

Utilisation represents the proportion of committed supports in participant plans that are utilised. Utilisation is calculated as payments divided by committed supports. In this report, average utilisation of committed supports is calculated for the period beginning 1 October 2018 and ending 31 March 2019.

Complaint rate:

Complaint rates are 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. Complaints submitted after 31 March 2019 have been excluded from the report as the results for the most recent quarter may be impacted by a lag in data collection.

Exit rate:

Exit rates represent the number of participants that have left the Scheme as a proportion of the amount of time participants have been active in the Scheme. Reasons for exit include death (mortality exits), being found ineligible or choosing to leave the Scheme (non-mortality exits). In this report, exit rates are annualised and reflect the period beginning 1 January 2017 and ending 30 June 2019.

Culturally and Linguistically Diverse strategy

The Culturally and Linguistically Diverse (CALD) Strategy is a public commitment to give people with a disability from CALD backgrounds the opportunity to benefit from the NDIS on an equal basis with the broader population.

The strategy is underpinned by the following five priority areas:

1. Engage with communities
2. Make information about the NDIS accessible
3. Increase community capacity and broaden consumer choice
4. Improve our approach to monitoring and evaluation
5. Enhance cultural competency within the NDIA and its Partners in the Community.

This report forms a part of the NDIA's commitment to:

- Continuously improve systems and processes to collect, monitor and evaluate information.
- Take an analytical approach to understanding the experience of people from CALD backgrounds compared to the experience of the wider community.
- Improve the collection and analysis of results from outcomes questionnaires completed by participants to better understand the links between outcomes and key factors (such as supports received, participant characteristics and risk factors).

Source: www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy

Key points (1)

As of 30 June 2019, there were 24,023 CALD participants in the NDIS, making up 8.4% of all scheme participants.

Compared to non-CALD participants:

- a smaller proportion of CALD participants are aged 0 to 14 (31% for CALD compared to 38% for non-CALD) and a greater proportion are aged 35 and over (47% for CALD compared to 35% for non-CALD).
- a lower proportion of CALD participants have an intellectual disability (19% for CALD compared to 26% for non-CALD) or autism (20% for CALD compared to 31% for non-CALD) as their primary disability.
- a higher percentage of CALD participants live in major cities (88% for CALD compared to 65% for non-CALD)

Supported Independent Living (SIL) arrangements are included in the plans of 3% of CALD participants, compared to 8% for non-CALD participants. For participants aged 25 and over, SIL arrangements are included in the plans of 5% of CALD participants, compared to 16% for non-CALD participants.

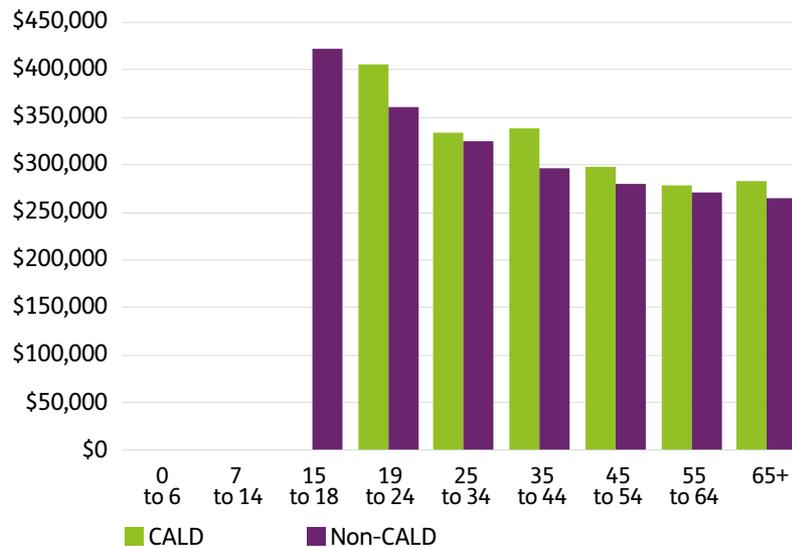
Compared to non-CALD applicants to the Scheme, a lower proportion of CALD applicants to the Scheme have been found eligible (76% of access decisions for CALD applicants compared to 83% of access decisions for non-CALD applicants).

Compared to non-CALD participants, exit rates for CALD participants are:

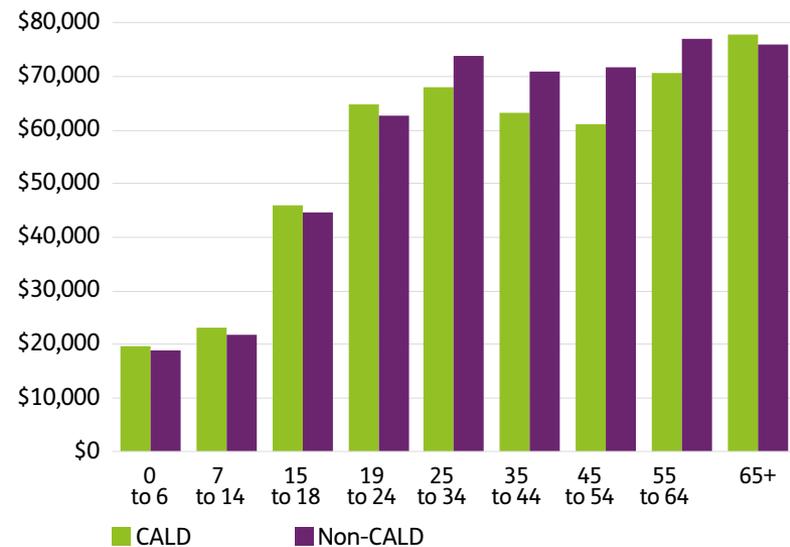
- Higher for ages 0 to 14, driven by higher non-mortality exit rates
- Lower for ages 15 to 24, driven by lower non-mortality exit rates
- Lower for ages 25 and over, driven by lower mortality exit rates

Key points (2)

Average committed supports in active SIL participant plans



Average committed supports in active non-SIL participant plans



Compared to non-CALD participants, average committed supports for CALD participants are:

- Higher for participants with SIL arrangements included in their plans
- Higher for participants aged 0 to 24 and 65 and over without SIL arrangements included in their plans
- Lower for participants aged 25 to 64 without SIL arrangements included in their plans

Note: Results are not shown if there is insufficient data in the group. Data is deemed insufficient if there are 10 or fewer participants in the category.

Key points (3)



Compared to non-CALD participants, CALD participants have approximately 2% higher average payments on active plans.¹

Compared to non-CALD participants, CALD participants are utilising slightly more of their plans (that is, utilisation of committed supports is slightly higher). CALD participants are utilising 68% of their plans on average compared to 66% for non-CALD participants.¹

Compared to non-CALD participants, CALD participants have had a lower complaint rate² for the duration of the Scheme. At March 2019, the complaint rate for CALD participants is 4.7%, compared to 6.6% for non-CALD participants.

¹ This is after standardising for mix of participants with SIL and the age of participants.

² This is after standardising for the age of participants and remoteness.

Key points (4)

Upon entering the Scheme¹, the key differences in outcomes for CALD and non-CALD participants are:

Children age 0 to 14: CALD participants generally have poorer outcomes compared to non-CALD participants. In particular, CALD participants are considerably less likely to be able to make friends outside the family, have a genuine say in decisions about themselves, and fewer attend school in a mainstream class.

Age 15 and over: CALD participants are slightly more likely to be involved in a community, cultural or religious group, however they are less likely to have a paid job or have friends other than family or paid staff compared to non-CALD participants. For CALD participants aged 15 to 24, baseline outcomes are also consistently poorer in the choice and control domain, and CALD participants aged 25 and over have worse health outcomes compared to non-CALD participants.

In general, the families and carers of CALD participants have poorer outcomes at baseline compared to the families and carers of non-CALD participants, including being less likely to have a paid job or being able to advocate for their child or family member.

¹ At the time participants enter the Scheme, the NDIS has not yet impacted on their outcomes. Consequently, the success of the Scheme should be judged not on baseline outcomes, but on how far participants have come since they entered the Scheme, acknowledging their different starting points.

Key points (5)

After one year in the Scheme, the key changes in outcomes for CALD and non-CALD participants are:

Age 0 to starting school: There was a greater increase in the percentage of CALD participants who can tell their parent or carer what they want compared to non-CALD participants.

School age to 14: The parents and carers of CALD and non-CALD participants reported similar improvements in the child's level of independence, however there was a larger decrease in the percentage of CALD participants who could make friends or spent time after school with friends/in mainstream programs. The percentage of CALD participants attending school in mainstream classes decreased less than for non-CALD participants.

Age 15 to 24: There was a larger increase in CALD participants volunteering compared to non-CALD participants, but also larger increases in the percentage of CALD participants who want more choice and control in their life and who don't have any friends other than family or paid staff.

Age 25 and over: Both CALD and non-CALD participants wanted more choice and control in their life, and had similar deteriorations in health outcomes. The proportion of CALD participants who feel safe in their home decreased by a higher percentage compared to non-CALD participants.

Families/carers of CALD participants had a larger increase in paid employment compared to the families/carers of non-CALD participants.

The parents and carers of CALD participants aged 0 to 14 were generally more likely to perceive that the NDIS had helped them at their first plan review compared to non-CALD participants. However, CALD participants aged 25 and over had poorer perceptions of the NDIS compared to non-CALD participants

Key points (6)

After two years in the Scheme, the key changes in employment and social and community participation outcomes for CALD and non-CALD participants are:

Age 15 to 24: CALD participants reported a +18% improvement in social and community participation, which was larger than the +12% improvement for non-CALD participants. Both CALD and non-CALD participants had a +9% improvement in paid employment.

Age 25 and over: CALD and non-CALD participants had similar improvements in social and community participation, and the percentage of participants in paid work remained broadly stable, albeit at a higher rate for non-CALD participants (25%) compared to CALD participants (22%).

In general, CALD participants' perceptions of whether the NDIS had helped them improved between their first and second year in the Scheme. However, the perceptions of the NDIS by their families and carers generally remained the same.

Key figures (1)

	CALD	Non-CALD	Difference	
Key Statistics				
People who have had their access met	26,605	281,981		
Active participants	24,023	261,992		
% of active participants in the Scheme	8%	92%		
Access and eligibility				
% Access decisions: Eligible	79%	86%	-7%	●
% Access decisions: Ineligible	21%	14%	7%	●
% Early Intervention	15%	18%	-3%	●
Characteristics of active participants in the Scheme				
% Gender: Female	40%	37%	3%	○
% Primary disability: Autism	20%	31%	-10%	●
% Primary disability: Intellectual disability	19%	26%	-7%	●
% Primary disability: Psychosocial disability	11%	9%	3%	○
% Level of function: Low	31%	29%	3%	○
% Remote or very remote	3%	1%	1%	○
% Indigenous	8%	11%	-3%	●
% In Supported Independent Living (SIL)	3%	8%	-5%	●

● Difference greater than 3% ○ Difference of 1% to 3% ● Difference less than 1%

Key figures (2)



	CALD	Non-CALD	Difference	
Plans				
Average committed supports: Overall (standardised for age and SIL)	\$65,745	\$66,295	-1%	●
Average committed supports: SIL (standardised for age)	\$316,501	\$295,236	7%	●
Average committed supports: Non-SIL (standardised for age)	\$46,597	\$48,813	-5%	●
Average payments: Overall (standardised for age and SIL)	\$39,574	\$38,675	2%	○
Average payments: SIL (standardised for age)	\$205,764	\$199,545	3%	●
Average payments: Non-SIL (standardised for age)	\$25,202	\$24,763	2%	○
Utilisation: Overall (standardised for age and SIL)	68%	66%	2%	○
Utilisation: SIL (standardised for age)	82%	84%	-3%	○
Utilisation: Non-SIL (standardised for age)	61%	57%	4%	●
Participant experience				
Exit rate: Overall	1.78%	1.76%	0.01%	●
Rate of participant complaints at 31 March 2019	4.70%	6.56%	-1.86%	○
Participant characteristics				
% in paid employment after two years in the Scheme: age 15 to 24	19%	22%	-4%	●
% participating in SCC after two years in the Scheme: age 15 to 24	54%	42%	11%	●
% in paid employment after two years in the Scheme: age 25+	22%	25%	-3%	●
% participating in SCC after two years in the Scheme: age 25+	47%	47%	0%	●

● Difference greater than 3% ○ Difference of 1% to 3% ● Difference less than 1%

SCC: Social, community and civic activities

Proportion of CALD participants in the NDIS and prevalence of disability

Comparison of SDAC 2015, Census
2016 and Scheme experience

SDAC classification of core activity limitation



The Survey of Disability Ageing and Carers (SDAC) is considered by the ABS to be the most detailed and comprehensive source of disability data.

It collects information on core activity limitations related to communication, mobility and self-care, along with information on other activity limitations.

To identify whether a person has a particular type of limitation, information is collected on need for assistance, difficulty experienced, and use of aids or equipment to perform selected tasks associated with each type of limitation.

Limitations are classified as profound, severe, moderate or mild. The charts in the following slides are in reference to people with profound or severe core activity limitations .

Source: Australia Bureau of Statistics, 2015, Disability, Ageing and Carers, Australia: Summary of Findings, cat. no. 4430.0, viewed 14 November 2019, www.abs.gov.au/ausstats/abs@.nsf/Previousproducts/4430.0Glossary12015?opendocument&tabname=Notes&prodno=4430.0&issue=2015

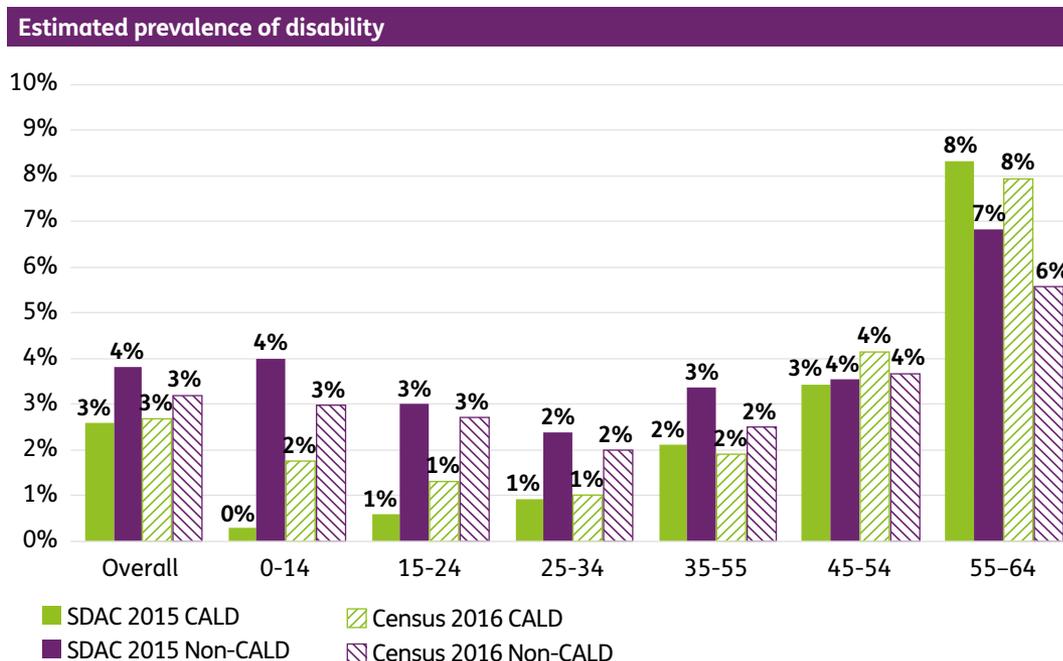
Census classification of need for assistance with core activities

For the purpose of calculating prevalence, the Census “Core Activity Need for Assistance” is used, which is an approximation for the number of people with a profound or severe core activity limitation.

People with a profound or severe core activity limitation are defined as those people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a disability, long-term health condition (lasting six months or more) or old age.

Source: Australian Bureau of Statistics, 2016, Census of Population and Housing: Census Dictionary, cat. no. 2901.0, viewed 14 November 2019, [www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/4D2CE49C30755BE7CA2581BE001540A7/\\$File/2016%20census%20dictionary.pdf](http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/4D2CE49C30755BE7CA2581BE001540A7/$File/2016%20census%20dictionary.pdf)

Prevalence of disability by CALD status



The Census 2016 and SDAC 2015 estimates of prevalence of disability for people with a CALD background are similar, except at age 0 to 14 where there is a low volume of data for people with a CALD background in the SDAC 2015.

The prevalence of disability for CALD people generally decreases with age from ages 0 to 34, and then increases with age from 35 to 64.

Overall, the Census 2016 and SDAC 2015 show the prevalence of disability amongst CALD people to be approximately 0.7 and 0.8, respectively, of the prevalence of disability amongst non-CALD people.

Note: The SDAC prevalence estimates reflect the percentage of CALD and non-CALD people with a profound/severe core activity limitation. The Census prevalence estimates reflect the percentage of CALD and non-CALD people with a need for assistance with core activities.

NDIS expected proportion of CALD participants in the NDIS



For planning and reporting purposes, the NDIA requires projections of CALD participants by geographical area, such as Local Government Area (LGA). The Census is therefore used as the basis for estimating NDIS CALD participant numbers as it is the only source providing the required level of geographical subdivision.

The methodology for estimating the number of CALD participants in the NDIS by the 'steady intake date' as a proportion of all NDIS participants can be summarised as follows:

From Census 2016, obtain a tabulation of the population by the core activity need for assistance variable, LGA, CALD status (as per the definition in Key definitions), sex and age group.

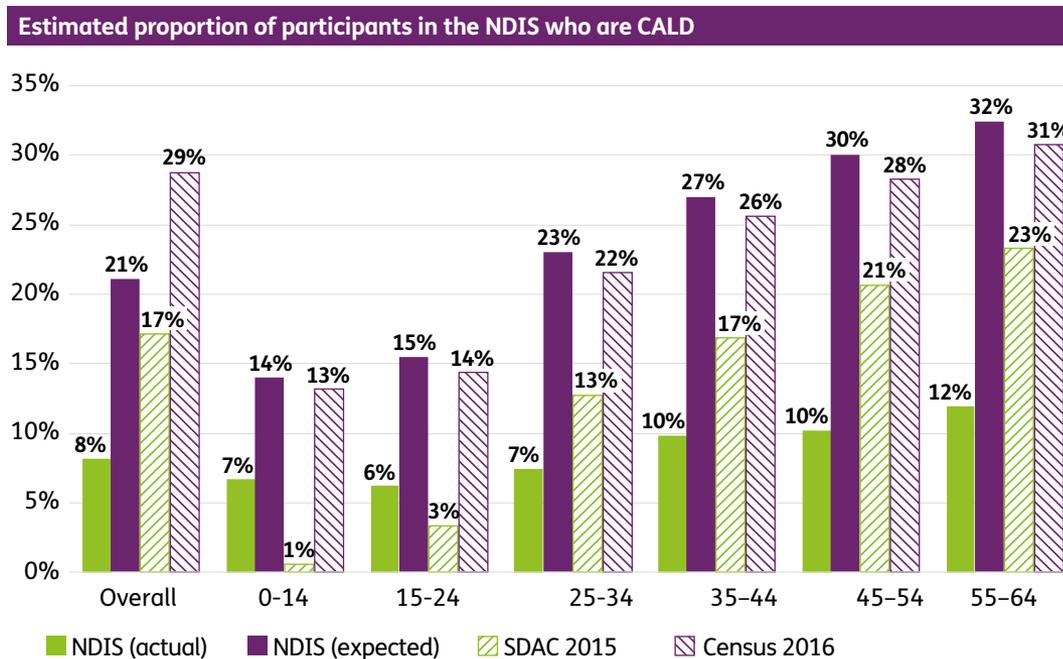
Use the above tabulation to calculate the number of CALD and non-CALD people with need for assistance, for each LGA and age group.

Of people with need for assistance, for each age group derive the proportion who are CALD as the ratio of the number of CALD people with need for assistance, to the total number of people with need for assistance.

This proportion is considered a reasonable estimate of the proportion of NDIS participants who are expected to be CALD in each age group and LGA.

Note: 'Steady intake date' refers to the point in time where new entrants into the Scheme primarily represents participants with new incidence of disability, as opposed to participants transferring into the Scheme with existing disabilities.

Proportion of participants in the NDIS who are CALD



The proportion of participants in the NDIS who are CALD broadly increases with age, which is consistent with the SDAC 2015 and the Census 2016.

The proportion of CALD participants has been less than expected across all age groups.

Note 1: Information in the 2016 Census was used to estimate the number of CALD NDIS participants expected to approach the Scheme.

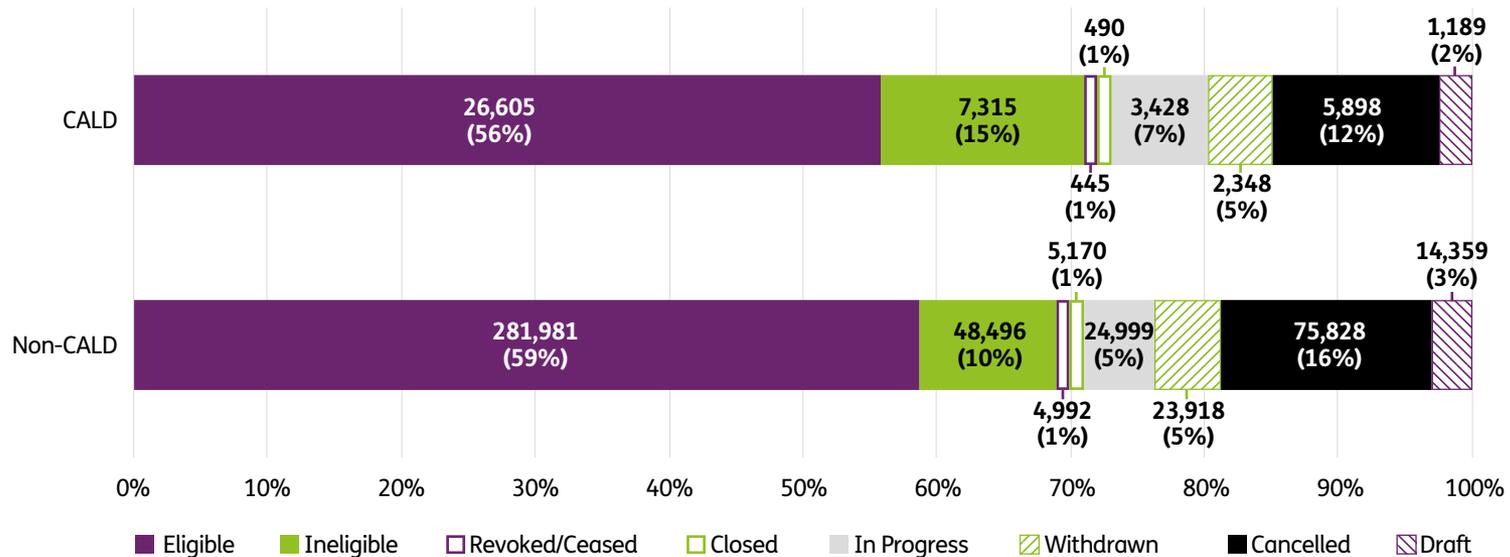
Note 2: The SDAC proportion reflects percentage of people with profound/severe core activity limitation who are CALD. Similarly, the Census proportion reflects percentage of people who have need for assistance with core activities who are CALD. The SDAC and Census measures of disability are not necessarily consistent with each other nor consistent with the conditions for eligibility for the NDIS.

Access and eligibility

Comparison of CALD and non-CALD participant experience

Phasing process

Distribution of participants by pathway status

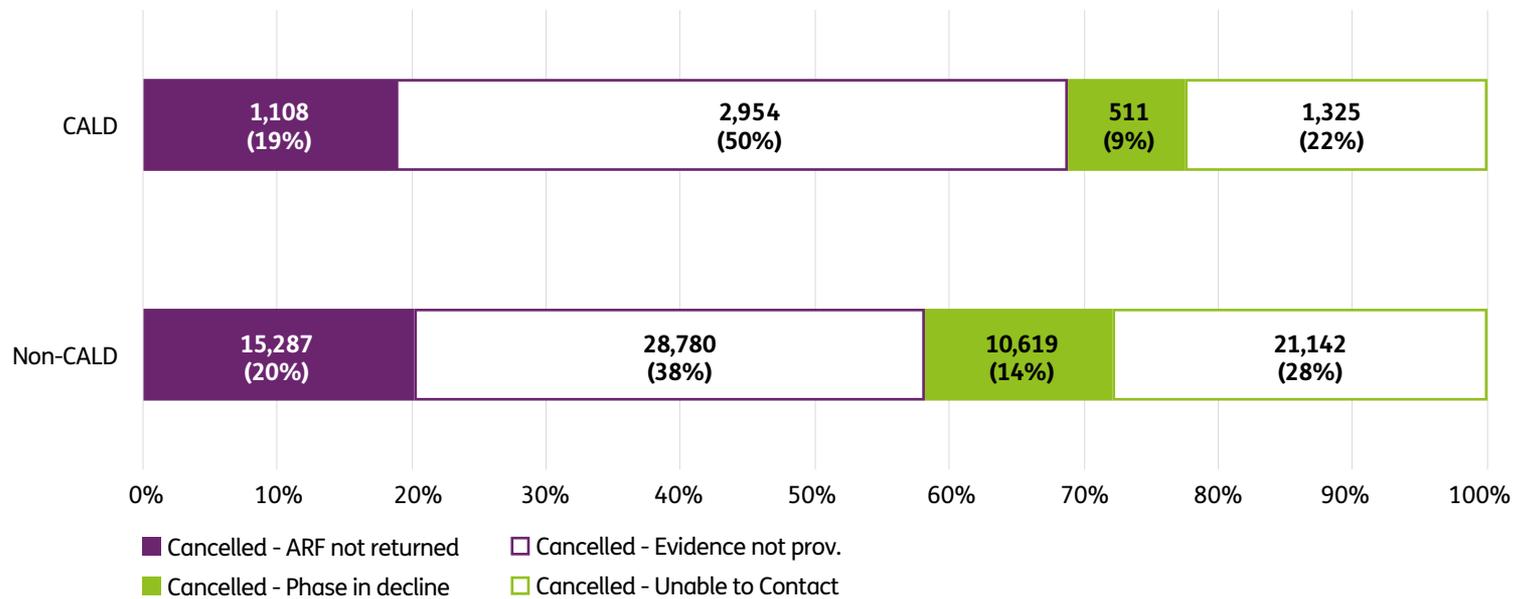


A higher proportion CALD applicants are found to be ineligible compared to non-CALD applicants, and a lower proportion of CALD applicants have had their access requests cancelled.

Note: The higher proportion of CALD applicants found ineligible is partly driven by the difference in age distribution between CALD and non-CALD applicants.

Phasing progress – cancellations

Distribution of cancelled access requests by pathway status



A larger proportion of CALD participants have cancelled access requests arising from “Evidence not provided” compared to non-CALD participants.

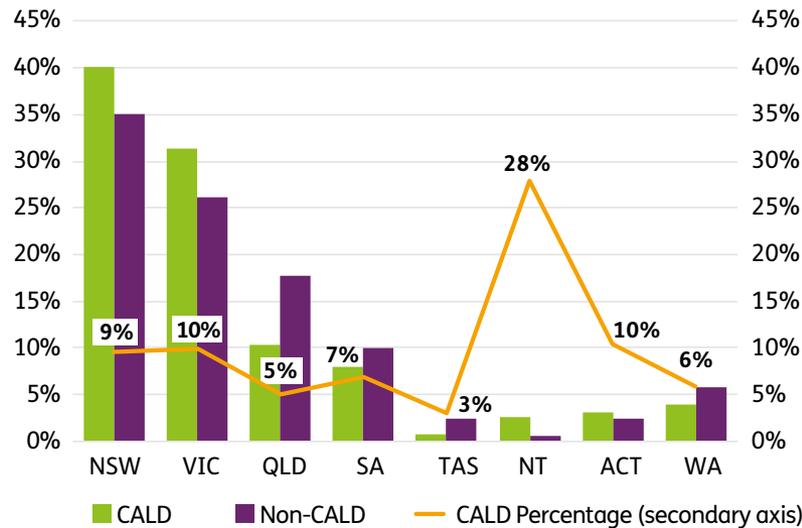
Note: ARF refers to ‘Access request form’.

Participant characteristics

Comparison of CALD and non-CALD participant experience

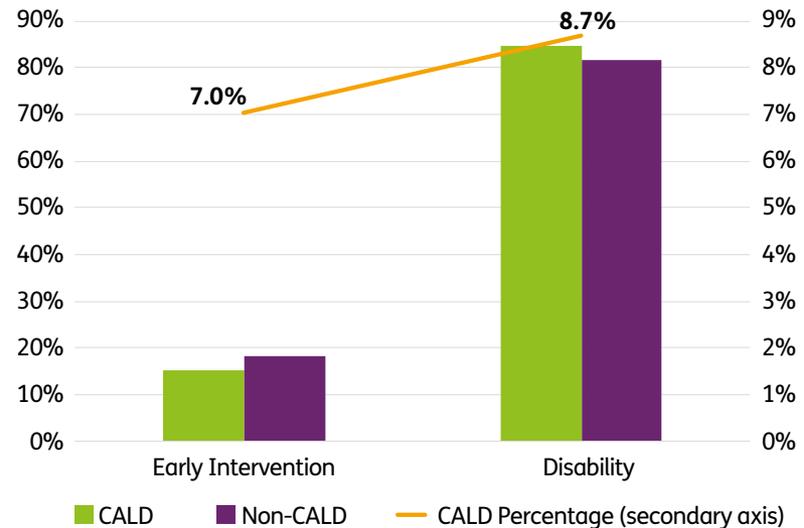
Active participants by: Jurisdiction and access decision type

Distribution of participants by jurisdiction



Compared to non-CALD participants, a smaller proportion of CALD participants live in QLD, SA and WA, and a larger proportion live in NSW, VIC, NT and ACT.

Distribution of participants by access decision type

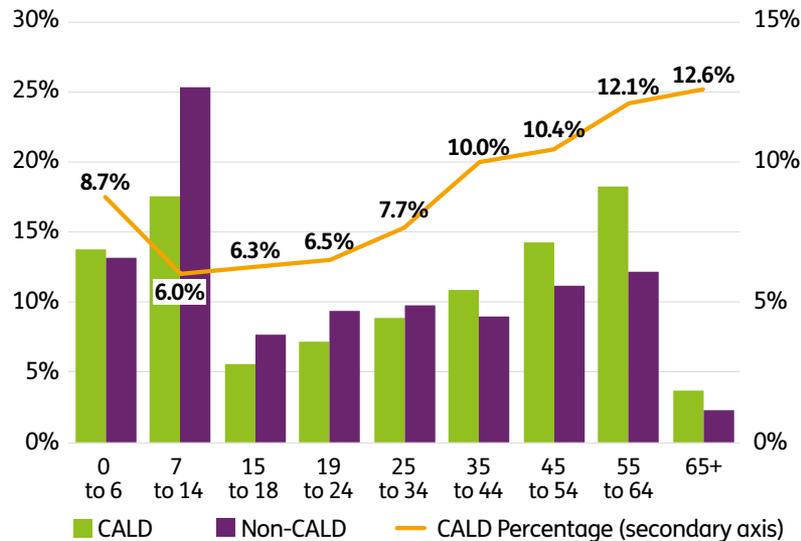


Compared to non-CALD participants, a lower proportion of CALD participants are accessing the Scheme via early intervention. This is almost entirely driven by difference in the age distribution of CALD and non-CALD participants.

Note: The distributions are calculated excluding active participants with a missing classification.

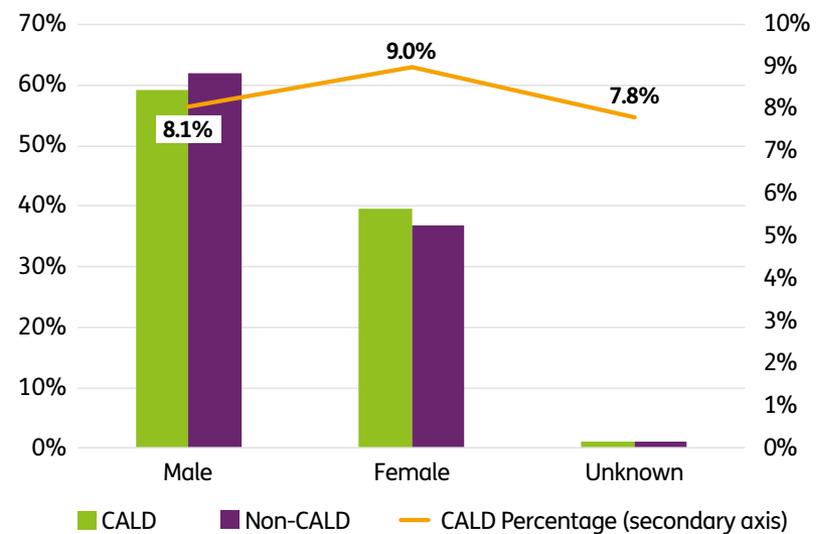
Active participants by: Age and gender

Distribution of participants by age



CALD participants have tended to be older compared to non-CALD participants. In particular, a significantly lower proportion of CALD participants are aged 7 to 14 years and a higher proportion are aged 35 and over.

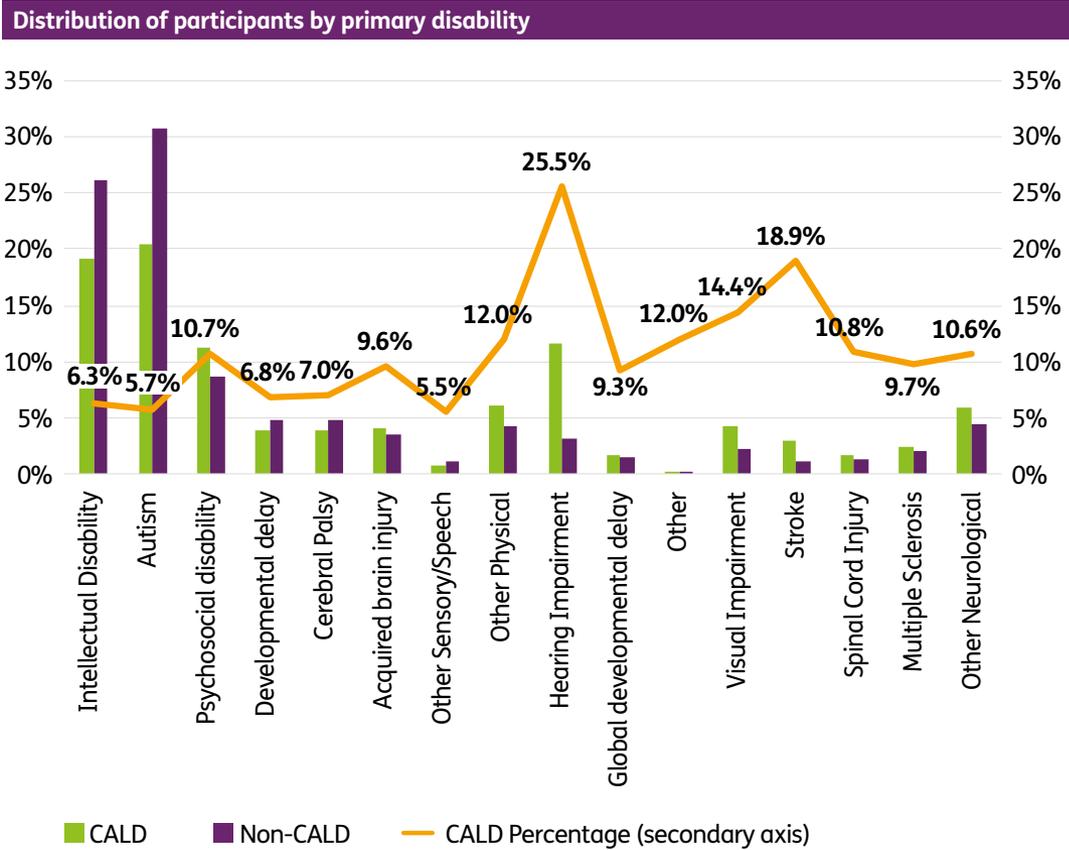
Distribution of participants by gender



Compared to non-CALD participants, a higher proportion of CALD participants are female.

Note: The distributions are calculated excluding active participants with a missing classification.

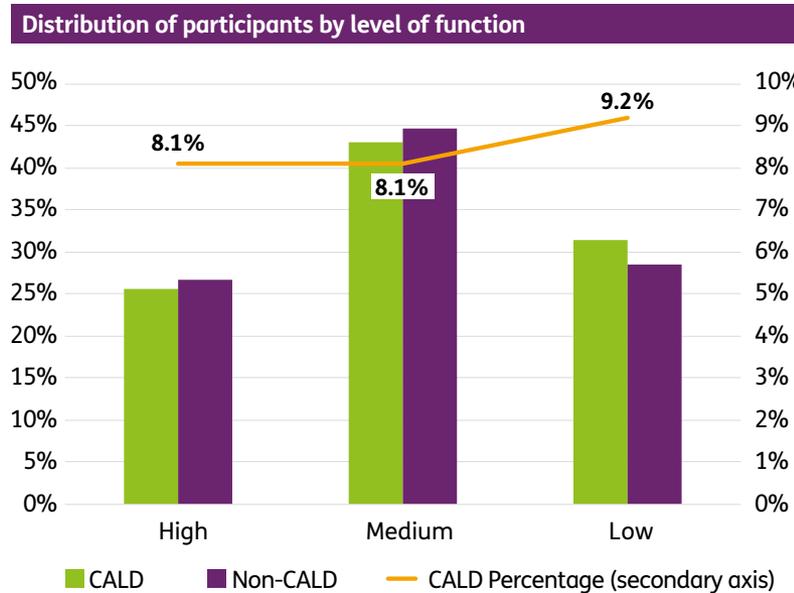
Active participants by: Disability type



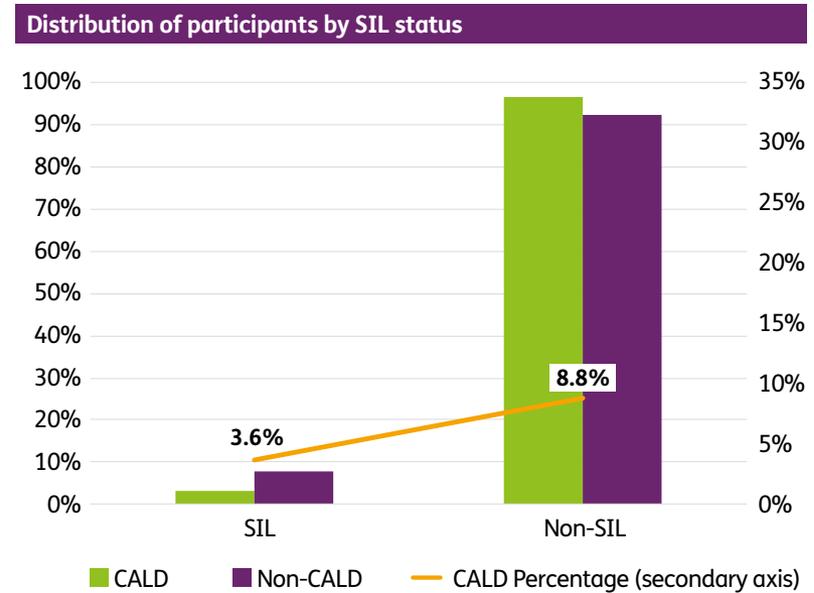
Compared to non-CALD participants, a smaller proportion of CALD participants have a primary disability type of intellectual disability or autism, and a higher proportion have a primary disability type of psychosocial disability or hearing impairment.

Note: The distribution is calculated excluding active participants with a missing classification.

Active participants by: Level of function and SIL status



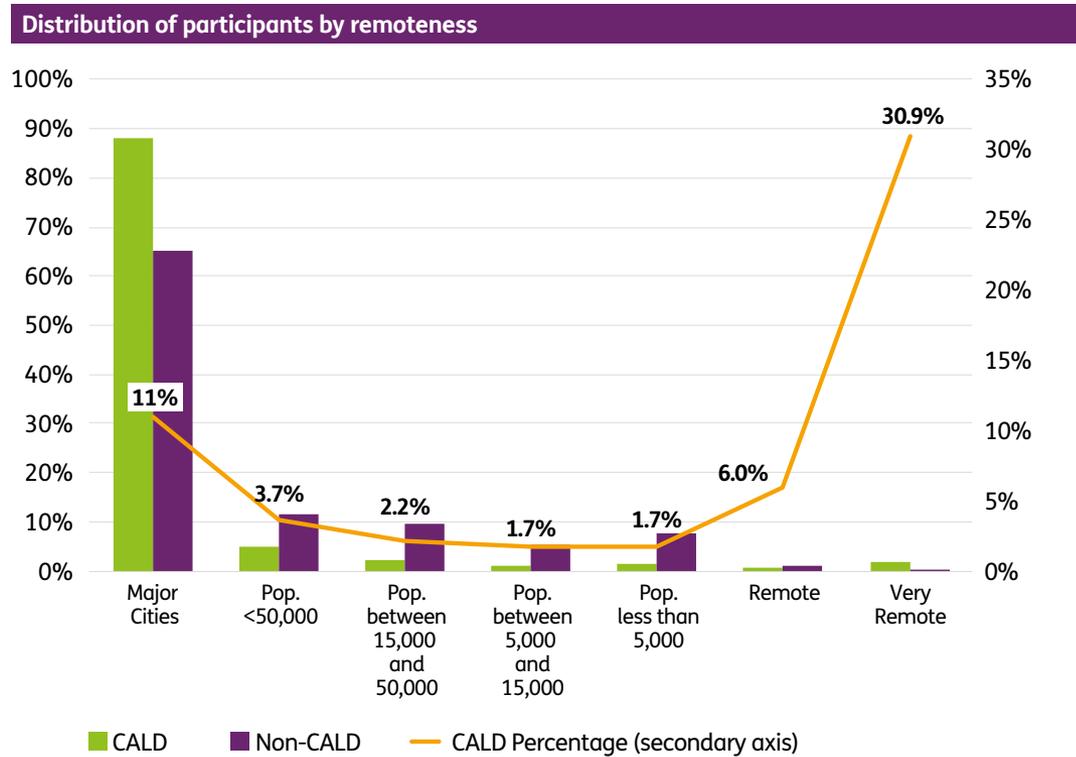
Compared to non-CALD participants, a smaller proportion of CALD participants have a high or medium level of function, and a larger proportion have a low level of function.



A smaller proportion of CALD participants have Supported Independent Living arrangements in their plans (3%) compared to non-CALD participants (8%). For participants aged 25 and over only, SIL arrangements are included in the plans of 5% of CALD participants, compared to 16% for non-CALD participants.

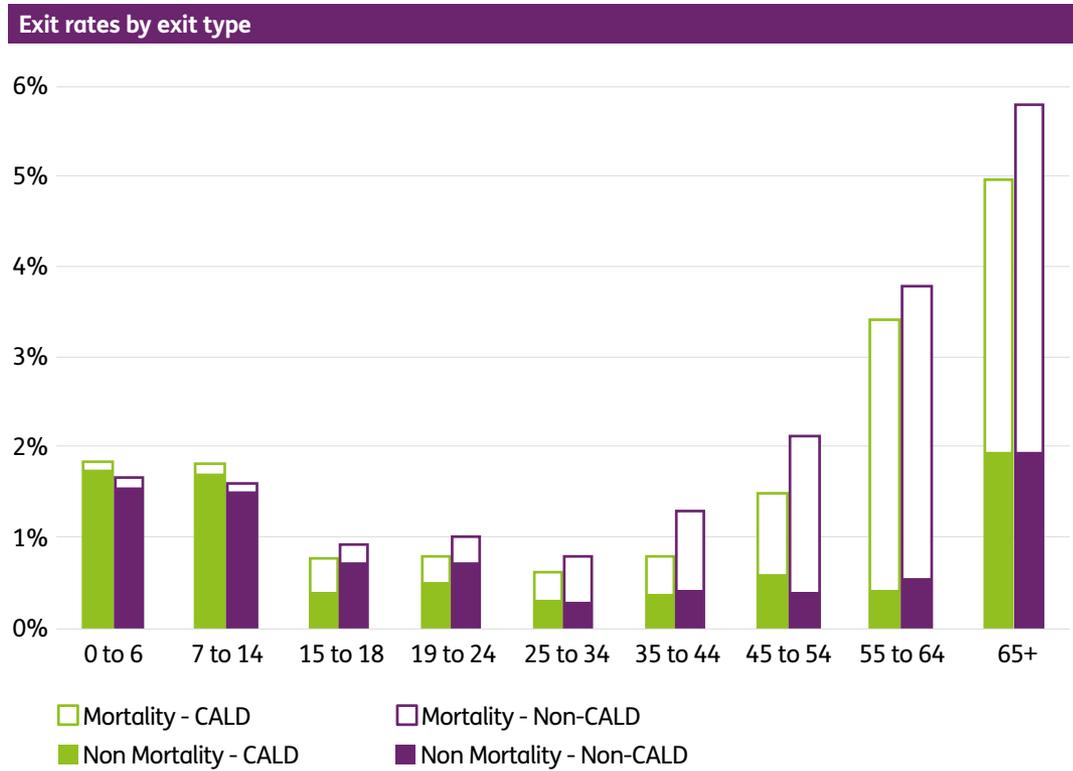
Note: The distributions are calculated excluding active participants with a missing classification.

Active participants by: Remoteness



Compared to non-CALD participants, a higher percentage of CALD participants live in major cities and in very remote regions.

Note: The distribution is calculated excluding active participants with a missing classification.

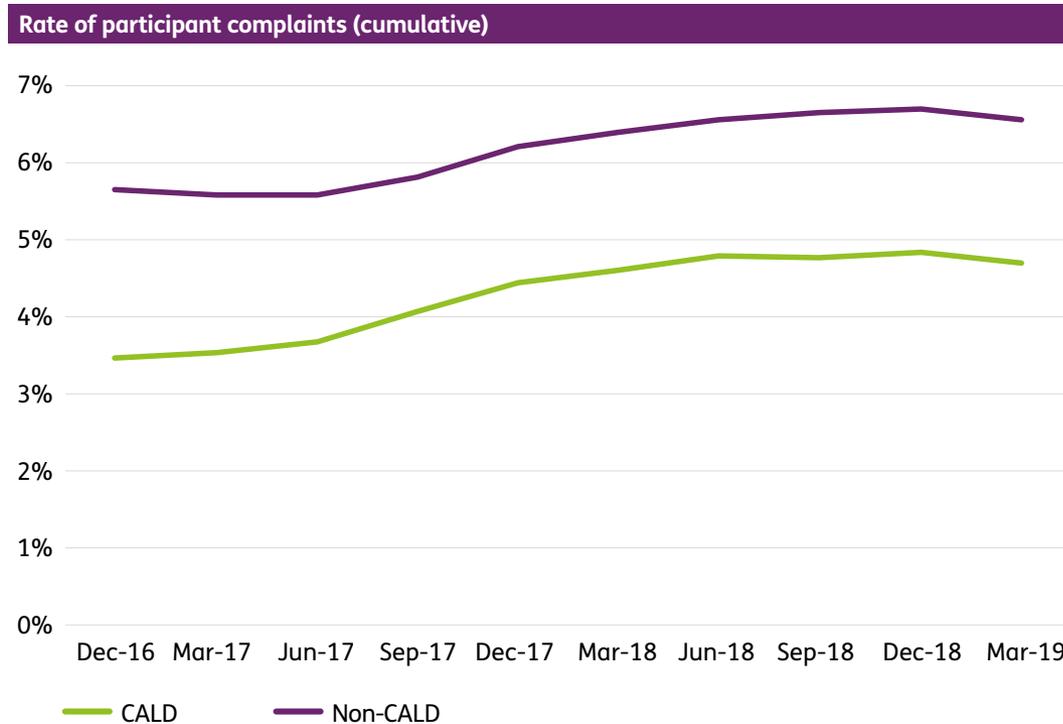


Compared to non-CALD participants, exit rates for CALD participants are:

- Higher for ages 0 to 14, driven by higher non-mortality exit rates
- Lower for ages 15 to 25, driven by lower non-mortality exit rates
- Lower for ages 25 and over, driven by lower mortality exit rates

Note 1: Due to the low volumes and the reporting lag associated with exits from the scheme, caution should be exercised when interpreting these numbers.
 Note 2: A non-mortality exit occurs when participant exits the scheme because they no longer meet the eligibility criteria or if they cease their participation.

Complaint rates



The complaint rate for CALD participants has been consistently lower than non-CALD participants over the last ten quarters.

From June 2017 to December 2018, the complaint rate for both groups has increased with a slight downturn in complaints for the latest March 2019 quarter.

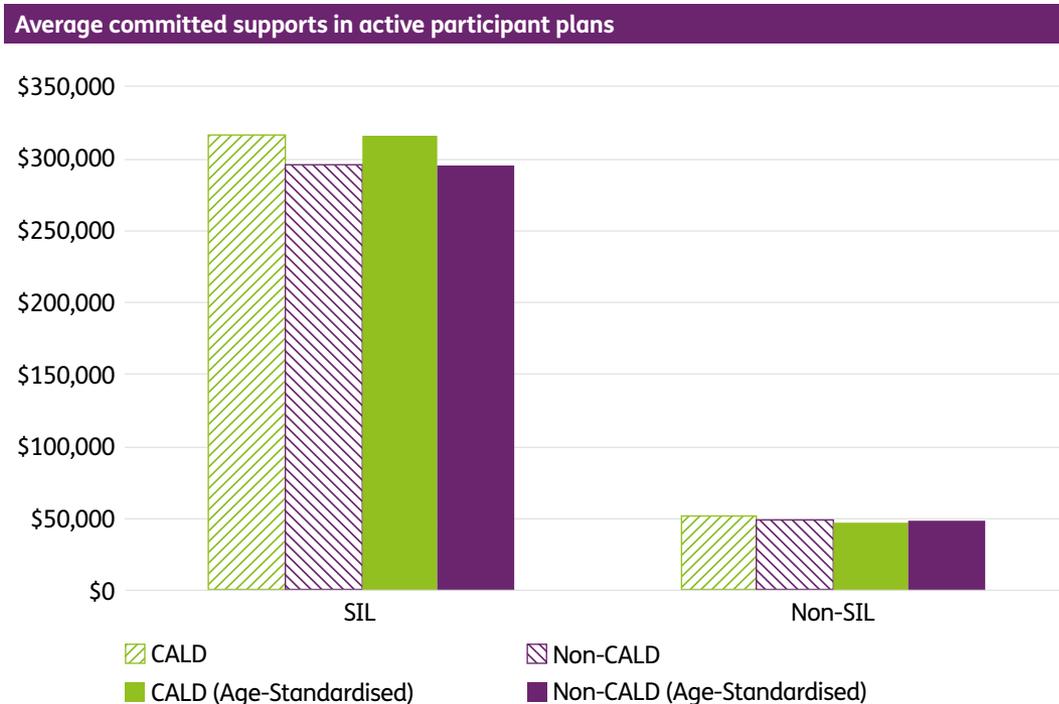
Note 1: The complaint rate is calculated as the number of complaints made to date divided by the exposure to date. Exposure to date represents the total amount of time an access request has been active, measured in years, summed across all participants and people who have ever made an access request.

Note 2: Complaint rates have been standardised for the difference between the remoteness and age profiles of CALD and non-CALD participants and the remoteness and age profiles of the total population.

Average committed supports

Comparison of CALD and non-CALD participant experience

Average committed supports by: SIL status



CALD participants living in SIL have slightly higher average committed supports compared to non-CALD participants living in SIL.

For participants not in SIL, the average committed supports are similar for both CALD and non-CALD participants.

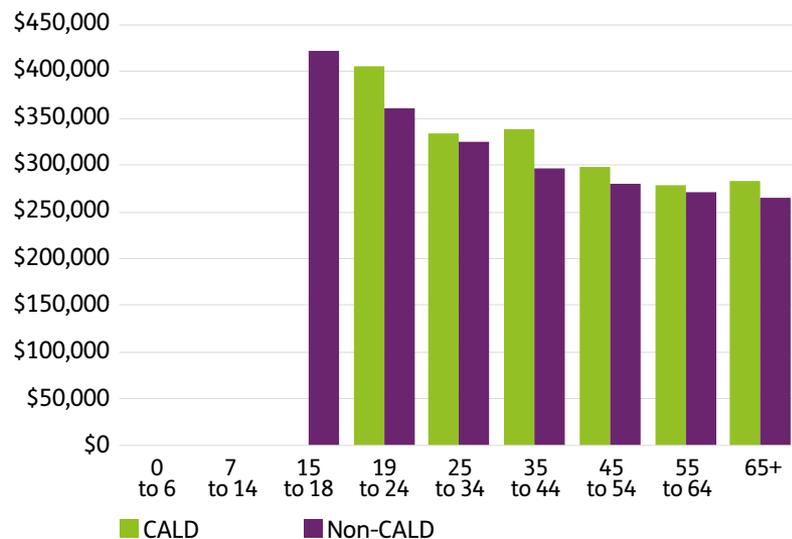
Overall, average committed supports are significantly higher for SIL participants than for non-SIL participants.

Note 1: The age-standardised average committed supports have been standardised for the difference between the age profile of CALD and non-CALD participants and the age profile of the total population.

Note 2: Average committed supports are the annual committed supports allocated to active plans at 30 June 2019.

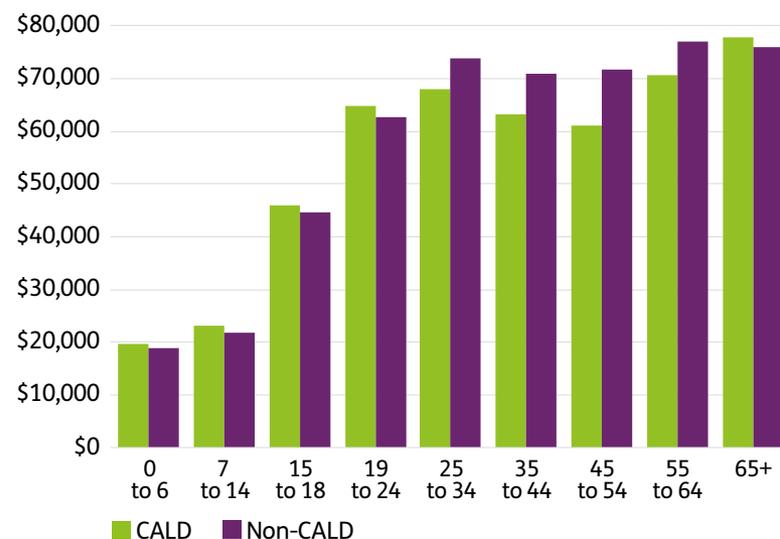
Average committed supports by: Age

Average committed supports in active SIL participant plans



For participants living in SIL, average committed supports for CALD participants are slightly higher across all age groups compared to non-CALD participants.

Average committed supports in active non-SIL participant plans



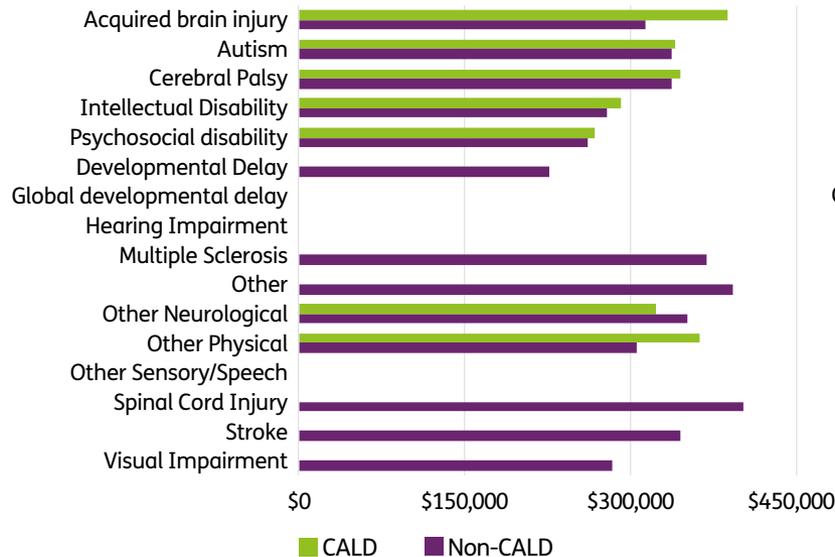
For non-SIL participants, average committed supports for CALD participants compared to non-CALD participants are:

- Slightly higher for ages 0 to 24 and 65 and over.
- Slightly lower for ages 25 to 64.

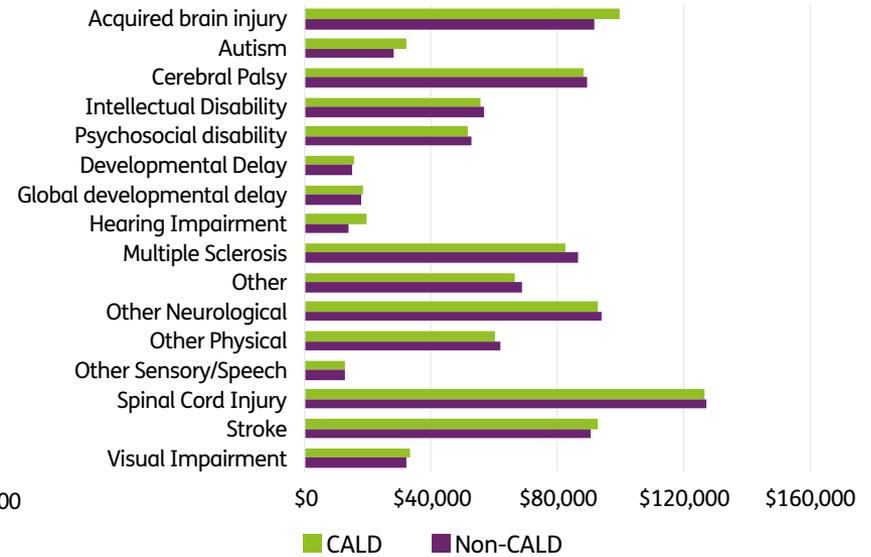
Note: Results are not shown if there is insufficient data in the group. Data is deemed insufficient if there are 10 or fewer participants in the category.

Average committed supports by: Disability type

Average committed supports in active SIL participant plans



Average committed supports in active non-SIL participant plans



For participants living in SIL, average committed supports are higher for CALD participants with an acquired brain injury or other physical disability compared to non-CALD participants.

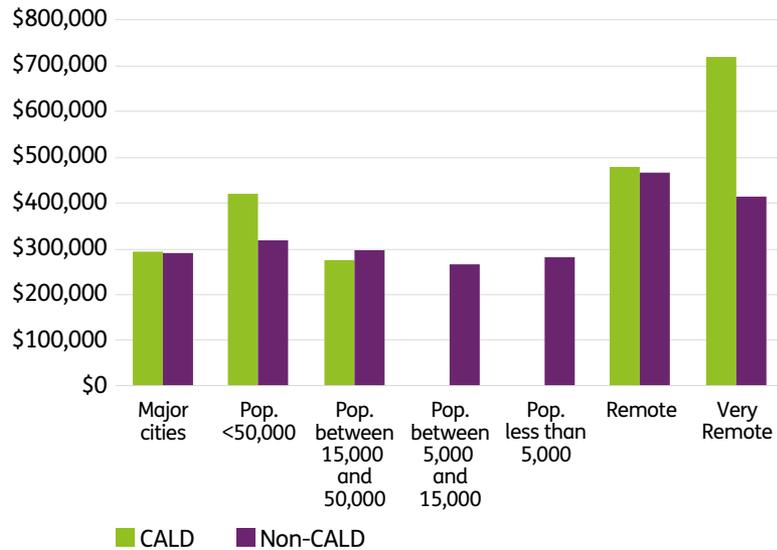
For non-SIL participants, average committed supports by CALD status are similar across each of the primary disability types.

Note 1: Average committed supports have been standardised for the difference between the age profile of CALD / non-CALD participants and the age profile of the total population.

Note 2: Results are not shown if there is insufficient data in the group.

Average committed supports by: Remoteness

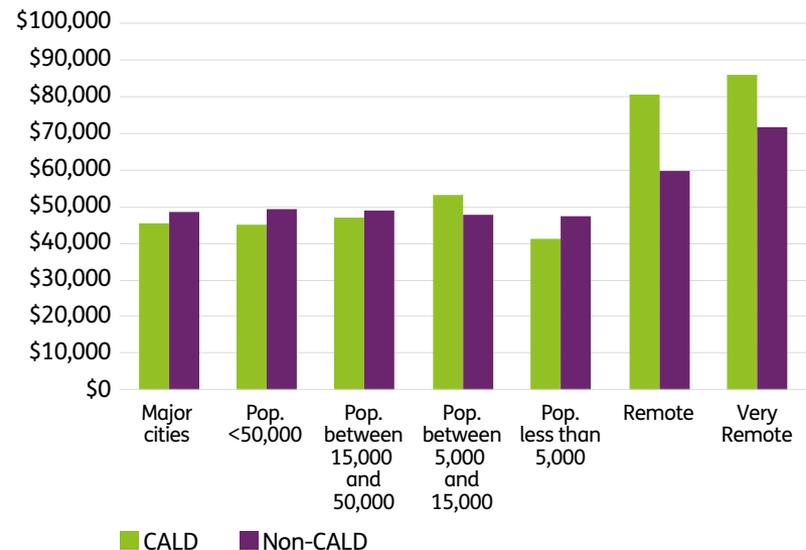
Average committed supports in active SIL participant plans



For participants living in SIL, average committed supports for CALD participants compared to non-CALD participants are:

- Similar in major cities.
- Higher in areas with a population greater than 50,000, and remote and very remote areas.

Average committed supports in active non-SIL participant plans



For non-SIL participants, average committed supports for CALD participants compared to non-CALD participants are significantly higher in remote and very remote areas.

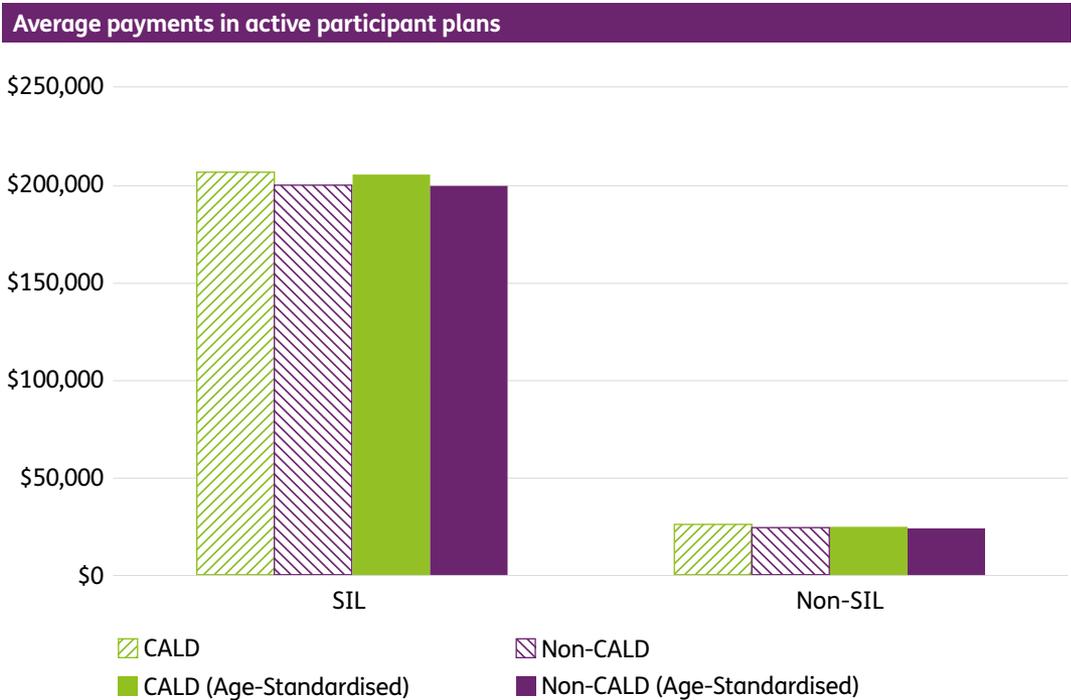
Note 1: Average committed supports have been standardised for the difference between the age profile of CALD / non-CALD participants and the age profile of the total population.

Note 2: Results are not shown if there is insufficient data in the group.

Average payments

Comparison of CALD and non-CALD participant experience

Average payments by: SIL status

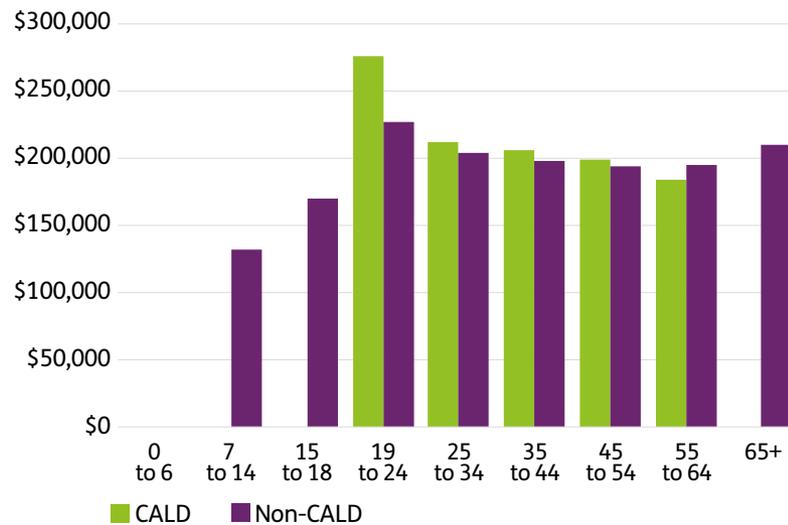


Average payments for CALD participants are slightly higher compared to non-CALD participants, across both SIL and non-SIL.

Note 1: Average payments have been standardised for the difference between the age profile of CALD / non-CALD participants and the age profile of the total population.
 Note 2: Average payments represent the average cash and in-kind supports paid over the 2018-19 financial year on active plans at 30 June 2019.

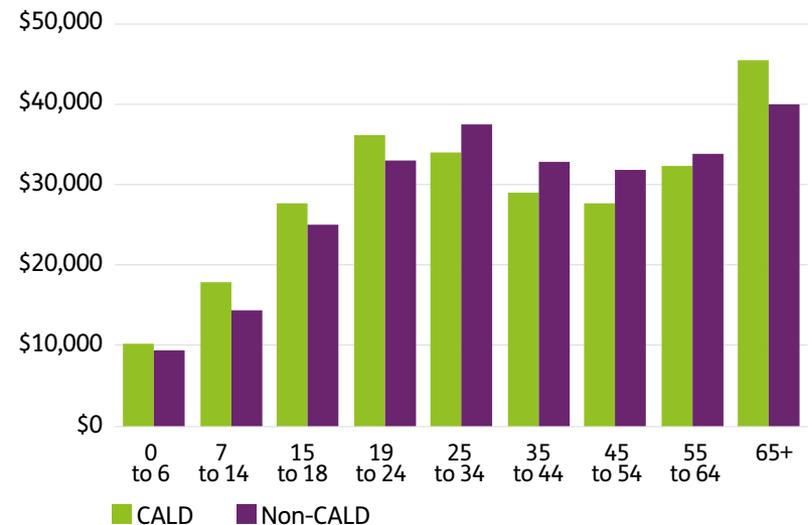
Average payments by: Age

Average payments in active SIL participant plans



For participants living in SIL, average payments for CALD participants are slightly higher than non-CALD participants across all age groups.

Average payments in active non-SIL participant plans



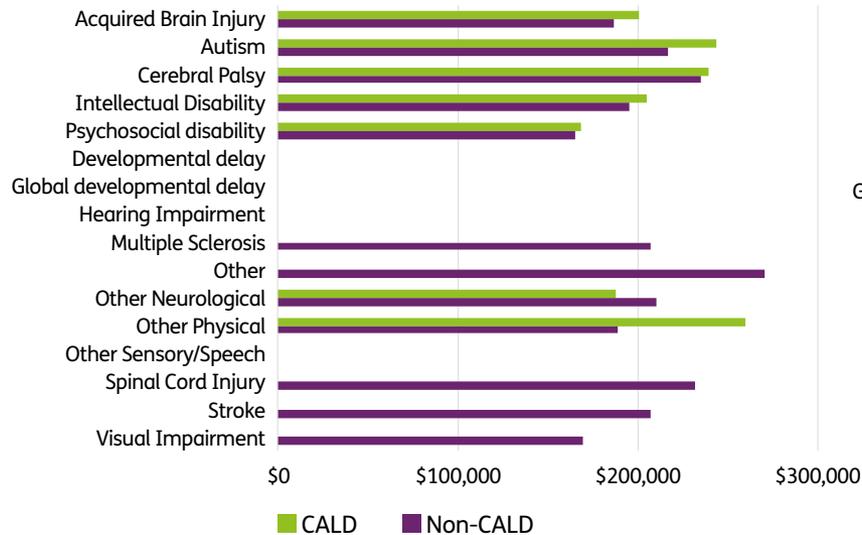
For non-SIL participants, average payments for CALD participants compared to non-CALD participants are:

- Slightly higher for ages 0 to 24 and 65 and over.
- Slightly lower for ages 25 to 64.

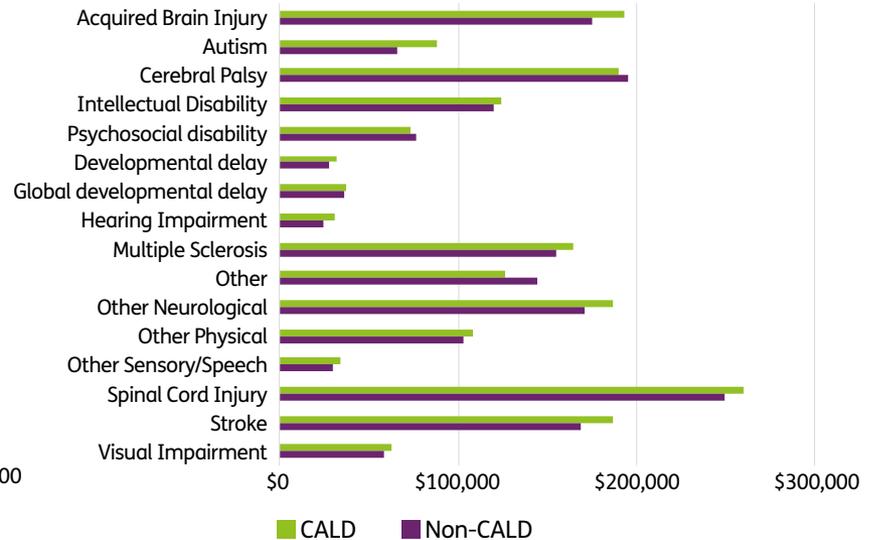
Note: Results are not shown if there is insufficient data in the group. Data is deemed insufficient if there are 10 or fewer participants in the category.

Average payments by: Disability type

Average payments in active SIL participant plans



Average payments in active non-SIL participant plans



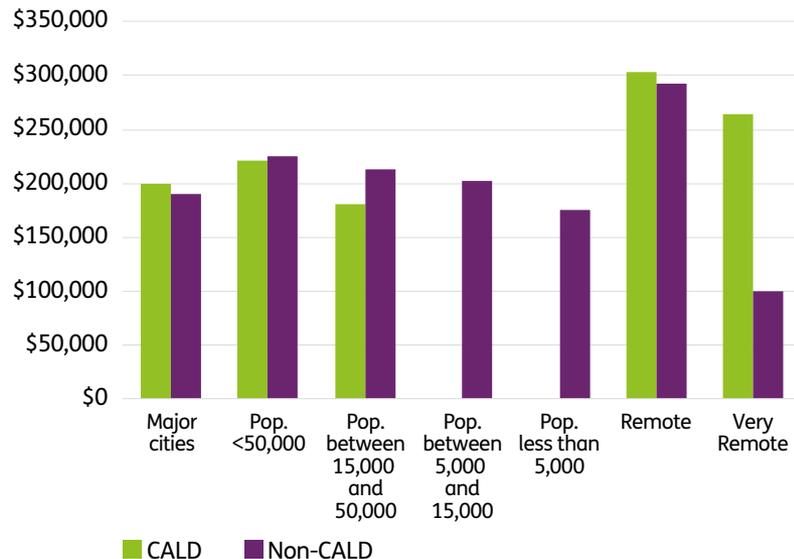
For participants living in SIL, average payments are higher for CALD participants compared to non-CALD participants where the participant’s primary disability type is autism or other physical disability.

For non-SIL participants, average payments by CALD status are similar across each of the primary disability types.

Note 1: Average payments have been standardised for the difference between the age profile of CALD / non-CALD participants and the age profile of the total population.
 Note 2: Results are not shown if there is insufficient data in the group.

Average payments by: Remoteness

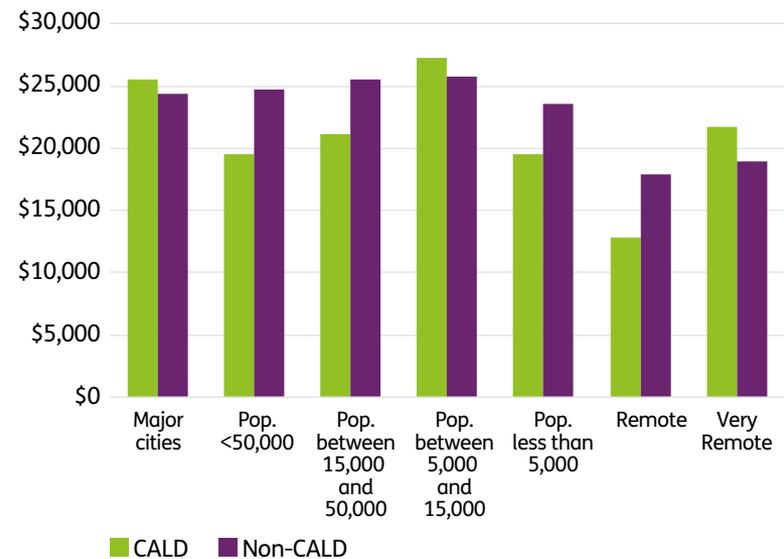
Average payments in active SIL participant plans



For participants living in SIL, average payments for CALD participants compared to non-CALD participants are:

- Higher in remote areas.
- Lower in areas with population between 15,000 and 50,000.

Average payments in active non-SIL participant plans



For non-SIL participants, average payments for CALD participants compared to non-CALD participants are:

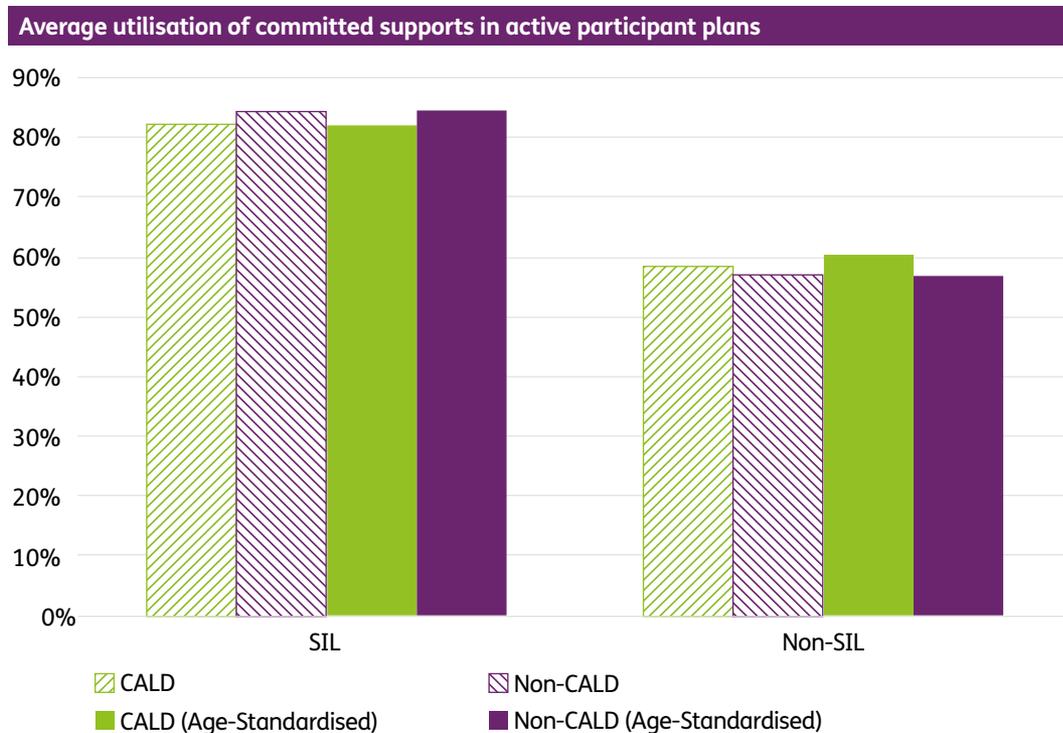
- Slightly higher in major cities, very remote areas and areas with population between 5,000 and 15,000.
- Lower across all other remoteness categories.

Note 1: Average payments have been standardised for the difference between the age profile of CALD / Non-CALD participants and the age profile of the total population.
 Note 2: Results are not shown if there is insufficient data in the group.

Utilisation of committed supports

Comparison of CALD and non-CALD
participant experience

Utilisation of committed supports



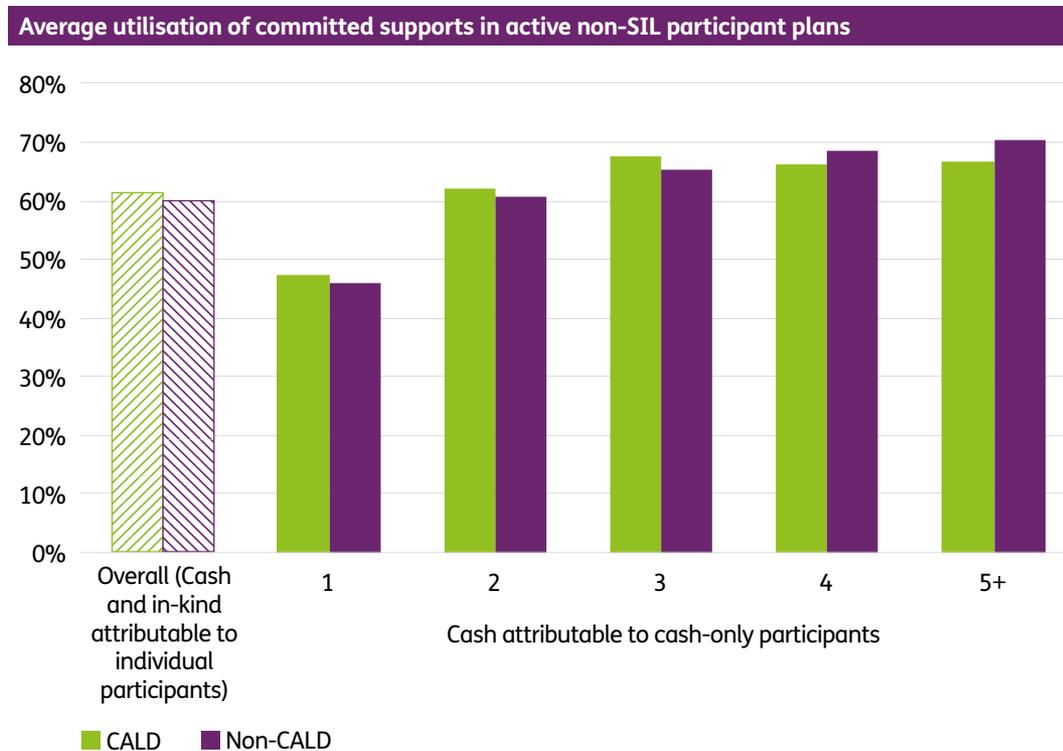
CALD participants living in SIL have slightly lower average utilisation of average committed supports compared to non-CALD participants living in SIL.

For participants not in SIL, average utilisation of committed supports is higher for CALD participants compared to non-CALD participants.

Standardising for age has little impact on the average utilisation of committed supports.

Note: For the current slide and all following slides, average utilisation of committed supports is shown for the period beginning 1 October 2018 and ending 31 March 2019 and has been standardised for the difference between the age profile of CALD / non-CALD participants and the age profile of the total population.

Utilisation of committed supports by: Plan number



For both CALD and non-CALD participants, utilisation generally increases with plan number.

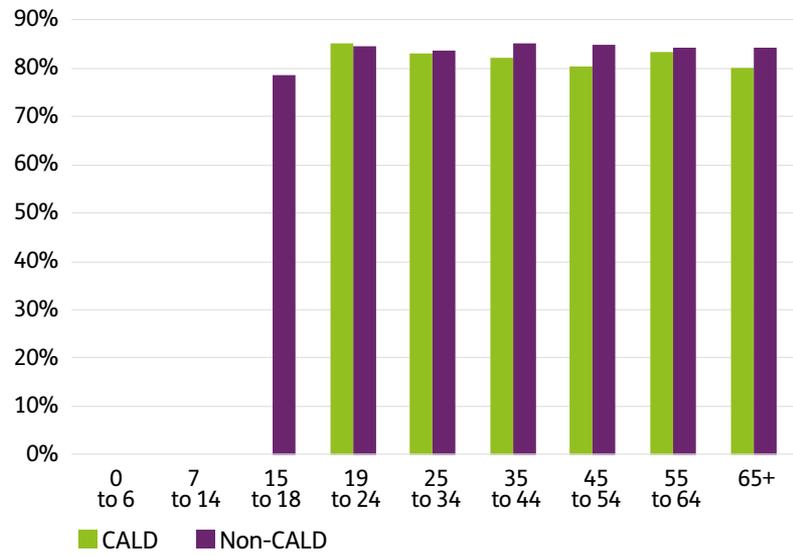
Compared to non-CALD participants, CALD participants have slightly higher utilisation at earlier plan numbers, and slightly lower utilisation at later plan numbers.

Note 1: Average utilisation of committed supports has been standardised for the difference between the age profile of CALD / non-CALD participants and the age profile of the total population.

Note 2: For utilisation by plan number, participants receiving in-kind supports are excluded as it is not possible to accurately separate in-kind payments and committed amounts between plans. Only utilisation for non-SIL participants are shown due to insufficient data for SIL participants. The overall level of utilisation includes in-kind supports and is not directly comparable to utilisation by plan number.

Utilisation of committed supports by: Age

Average utilisation of committed supports in active SIL participant plans

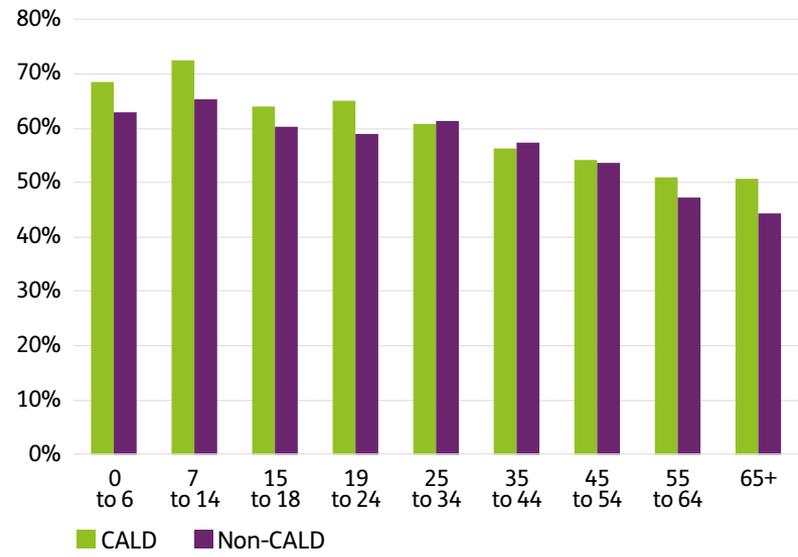


For participants living in SIL, average utilisation of committed supports for CALD participants compared to non-CALD participants is:

- Slightly lower for ages 35-54 and 65+
- Similar for all other ages

Note: Results are not shown if there is insufficient data in the group.

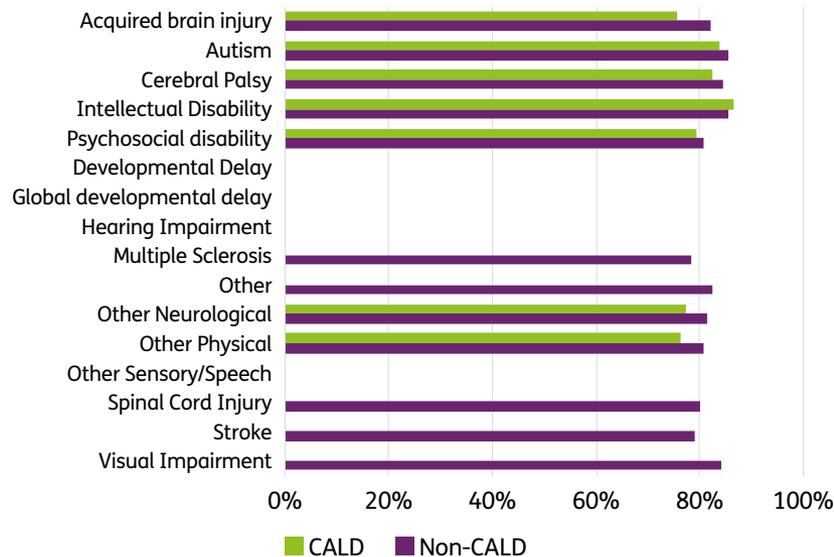
Average utilisation of committed supports in active non-SIL participant plans



For non-SIL participants, average utilisation of committed supports is generally higher for CALD participants compared to non-CALD participants across all age groups.

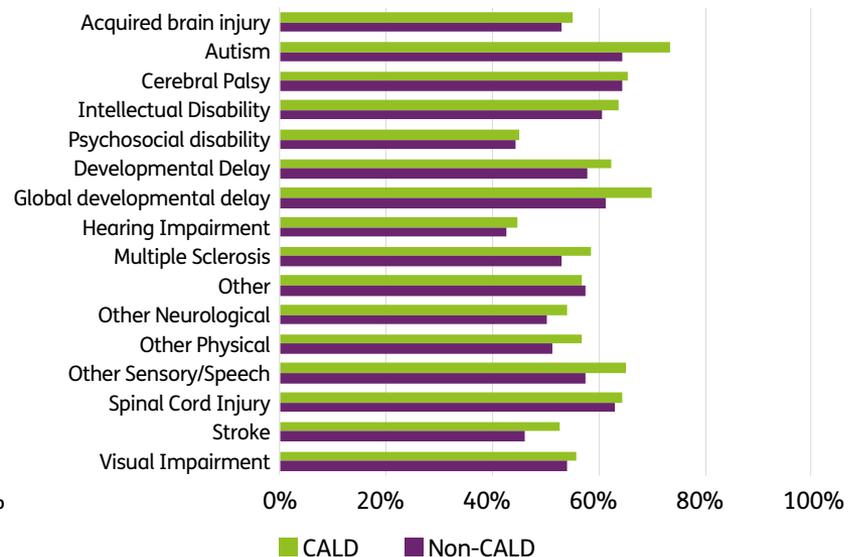
Utilisation of committed supports by: Disability type

Average utilisation of committed supports in active SIL participant plans



For participants living in SIL, average utilisation of committed supports for CALD participants compared to non-CALD participants is slightly lower for most primary disability types.

Average utilisation of committed supports in active non-SIL participant plans

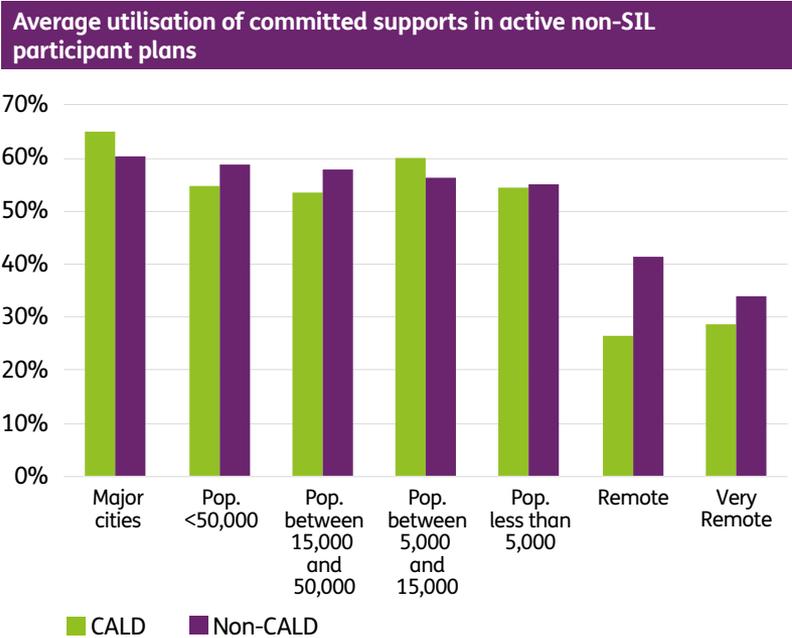
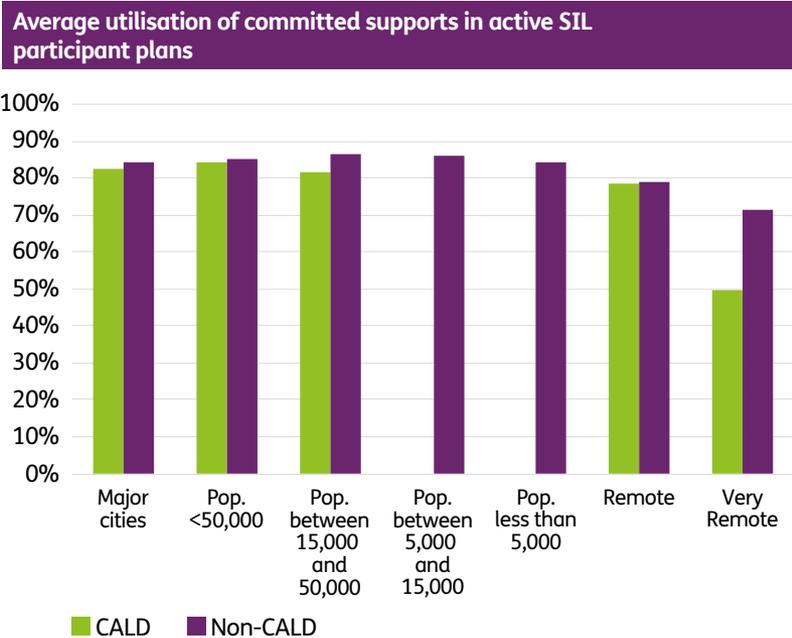


For non-SIL participants, average utilisation of committed supports for CALD participants compared to non-CALD participants is higher for all primary disability types, especially so for participants with a primary disability of autism.

Note 1: Average utilisation of committed supports has been standardised for the difference between the age profile of CALD / non-CALD participants and the age profile of the total population.

Note 2: Results are not shown if there is insufficient data in the group.

Utilisation of committed supports by: Remoteness



CALD participants living in remote or very remote areas have lower average utilisation compared to non-CALD participants, and the difference is greatest for SIL participants living in very remote areas.

Note 1: Average utilisation of committed supports has been standardised for the difference between the age profile of CALD / non-CALD participants and the age profile of the total population.
 Note 2: Results are not shown if there is insufficient data in the group.

Participant outcomes

Comparison of CALD and non-CALD participant experience

Methodology for analysing outcomes

Baseline outcomes

Measures how participants and their families and carers are going at their point of entry into the NDIS.

Information on outcomes is collected during pre-planning for participants who entered the Scheme from 1 July 2016 to 30 June 2019. Of these participants, baseline outcomes were recorded for 99% of CALD and non-CALD participants.

Longitudinal outcomes

Describes how outcomes have changed for participants between their point of entry into the NDIS and after their first year in the Scheme. For participants aged 15 and over, changes in employment and social and community participation outcomes are also considered after their second year.

Longitudinal outcomes are reported for participants who entered the Scheme between 1 July 2016 and 30 June 2018.

Has the NDIS helped?

Measures whether participants think that the NDIS has helped in areas related to specific outcome domains.

This information has been collected after the first and second plan reviews for participants who entered the Scheme between 1 July 2016 and 30 June 2018.

Outcome domains

Outcomes are analysed to understand how participants and their families and carers are progressing in different areas (domains) of their lives. The domains that are relevant to the participant differ by age group:

Domain name	Children 0 to before starting school	Children starting school to age 14	Young adults 15 to 24	Adults 25 and over
Daily living (DL)	✓	✓	✓	✓
Choice and control (CC)	✓	✓	✓	✓
Relationships (REL)	✓	✓	✓	✓
Social, community and civic participation (S/CP)	✓	✓	✓	✓
Lifelong learning (LL)		✓	✓	✓
Health and wellbeing (HW)			✓	✓
Home (HM)			✓	✓
Work (WK)			✓	✓

Outcomes and mainstream services

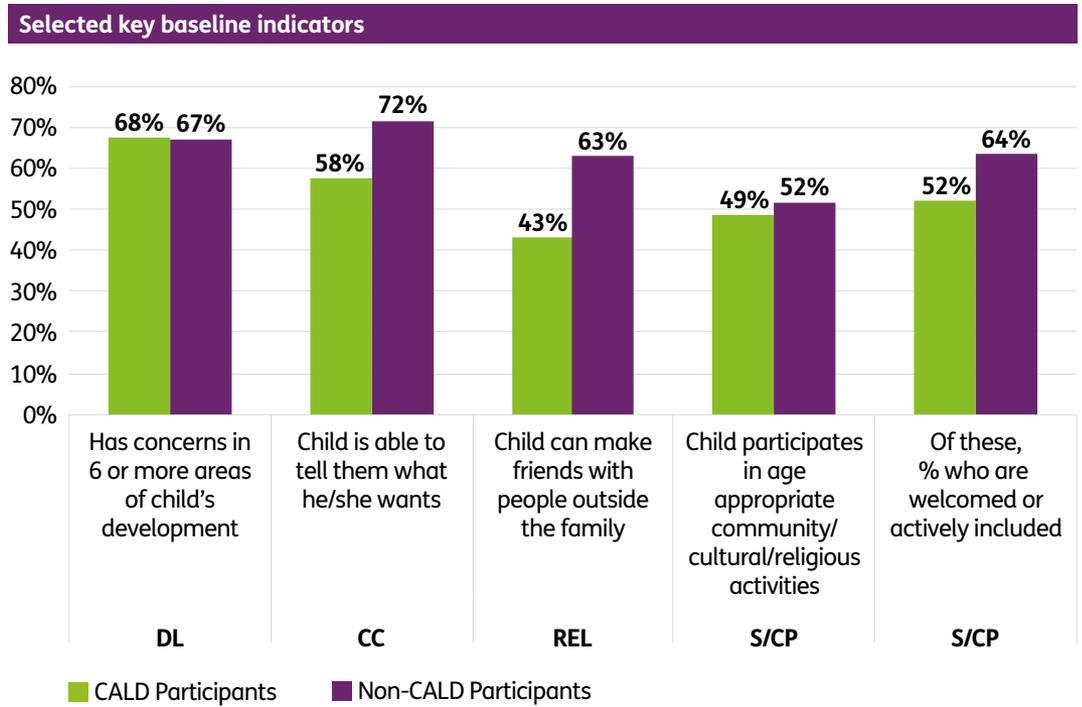


Mainstream services are the government systems providing services to the Australian public, including health, mental health, education, justice, housing, child protection and employment. The NDIS supports people with a disability to access mainstream services, but is not intended to replace them.

Some of the domains included in the outcomes framework, such as home, health and wellbeing, lifelong learning and work may reflect participant's experiences with mainstream services that are not the primary responsibility of the NDIS. However, they are included in the measurement of outcomes to provide a fuller picture of participants' circumstances.

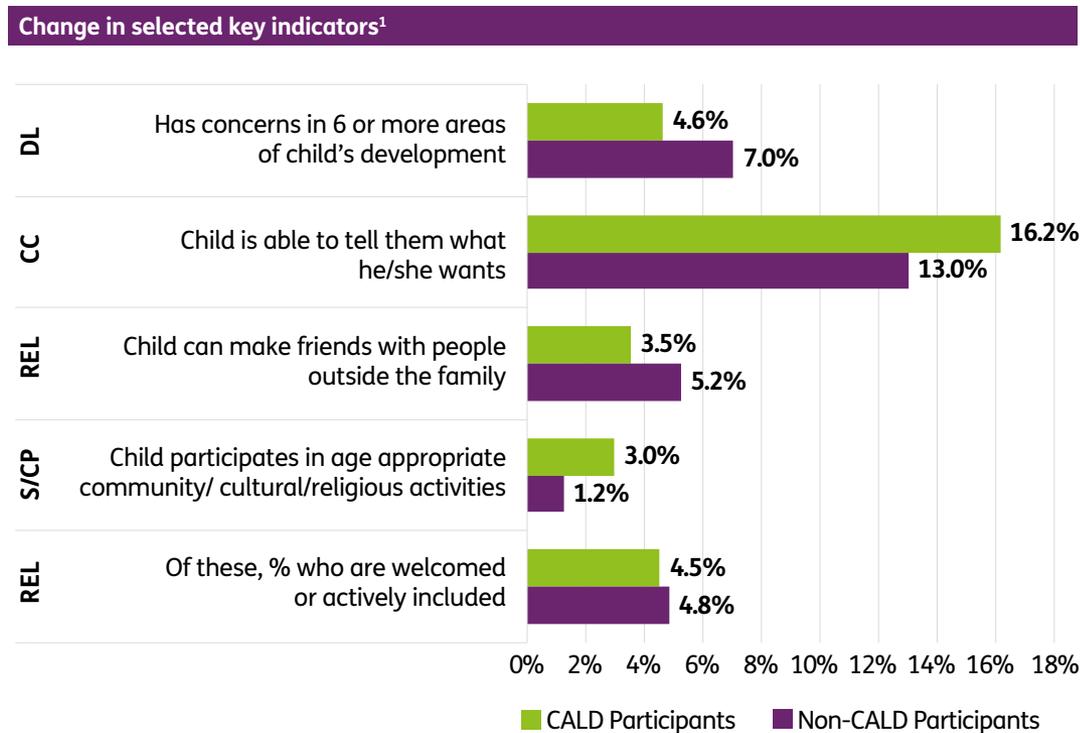
Participants from birth to before starting school

Participants from birth to before starting school: Baseline outcomes



Parents and carers of CALD participants generally reported worse outcomes for their child at baseline compared to the parents/carers of non-CALD participants. In particular, CALD participants were considerably less likely to be able to make friends with people outside the family compared to non-CALD participants.

Participants from birth to before starting school: Longitudinal outcomes

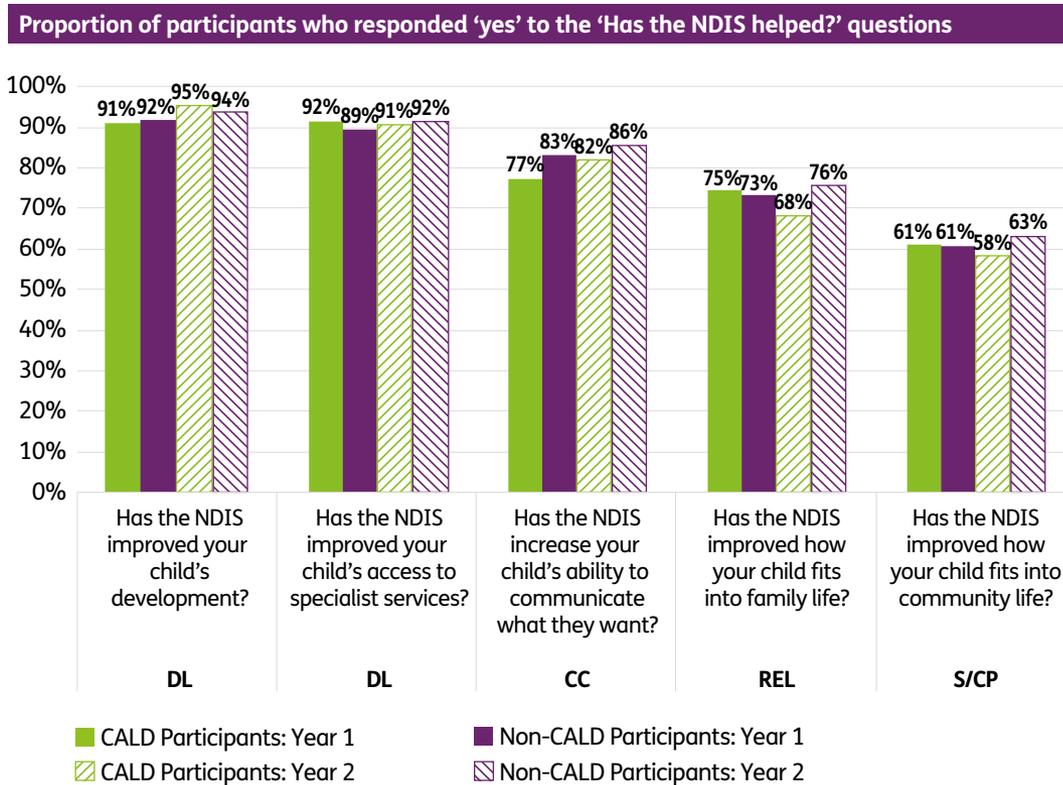


After one year in the Scheme, there was a considerable improvement in the percentage of CALD participants who could tell their parents/carers what they want, and this increase was higher than for non-CALD participants.

There was also an increase in the percentage of parents/carers of CALD participants who had concerns about their child's development, but to a lesser extent compared to non-CALD parents/carers.

¹At least some of the change may be normal age-related development as children are one year older at review.

Participants from birth to before starting school: Has the NDIS helped?

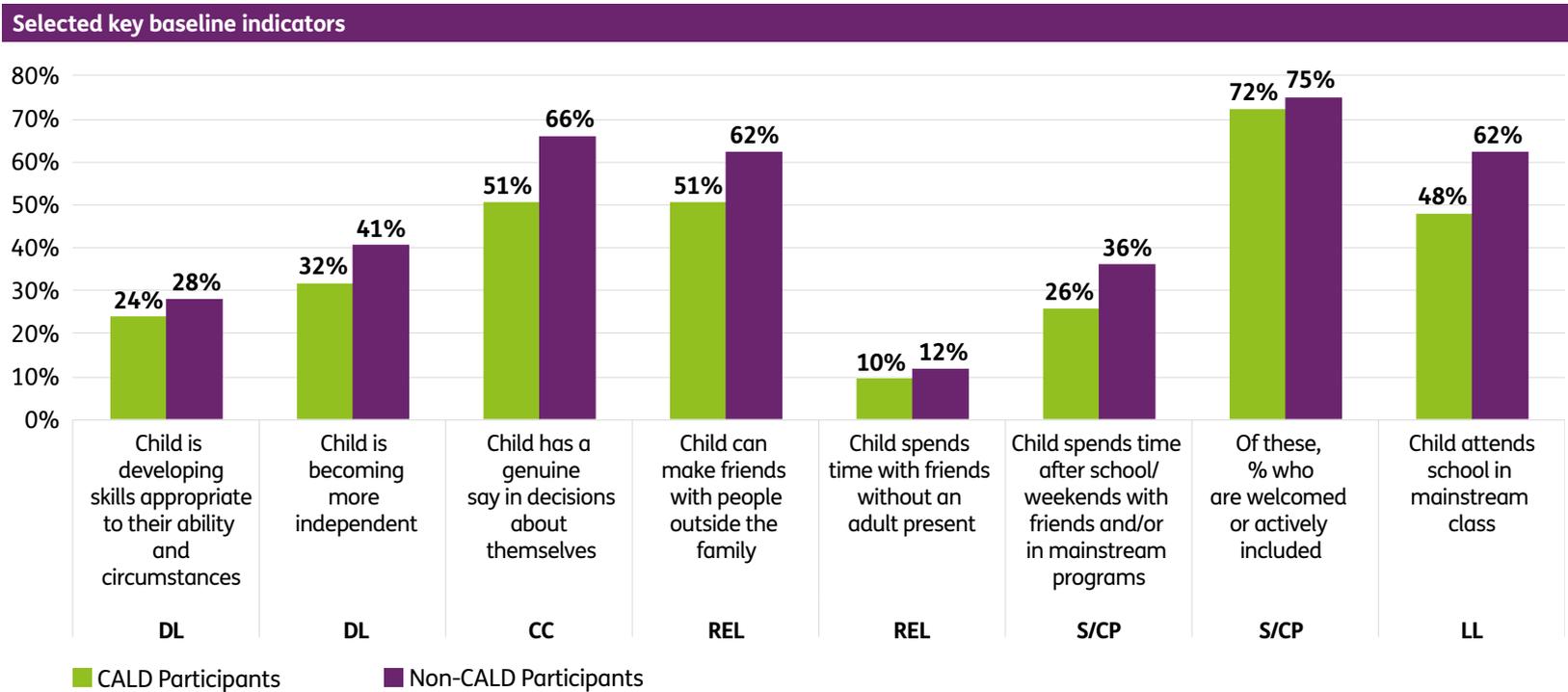


For the parents and carers of CALD participants, perceptions of the NDIS have improved between year one and year two with regards to improving their child's development and communication, but deteriorated in the other areas.

In general, perceptions of the NDIS were similar between CALD and non-CALD participants, with the exception that non-CALD participants were more likely to perceive that the NDIS had helped with their child's ability to communicate.

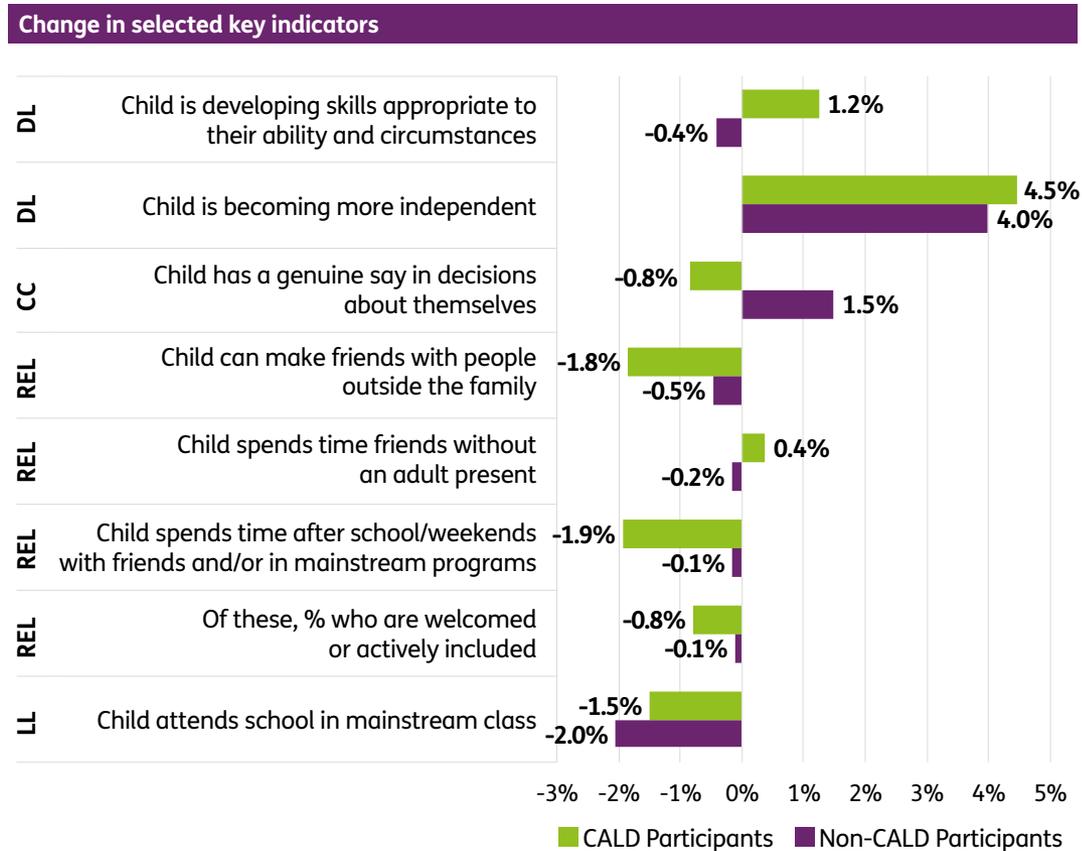
Participants from starting school to age 14

Participants from starting school to age 14: Baseline outcomes



At baseline, parents/carers of CALD participants reported worse outcomes compared to non-CALD participants across each of the outcome domains. In particular, CALD participants were considerably less likely to have a genuine say in decision making, make friends with people outside the family, and attend school in a mainstream class.

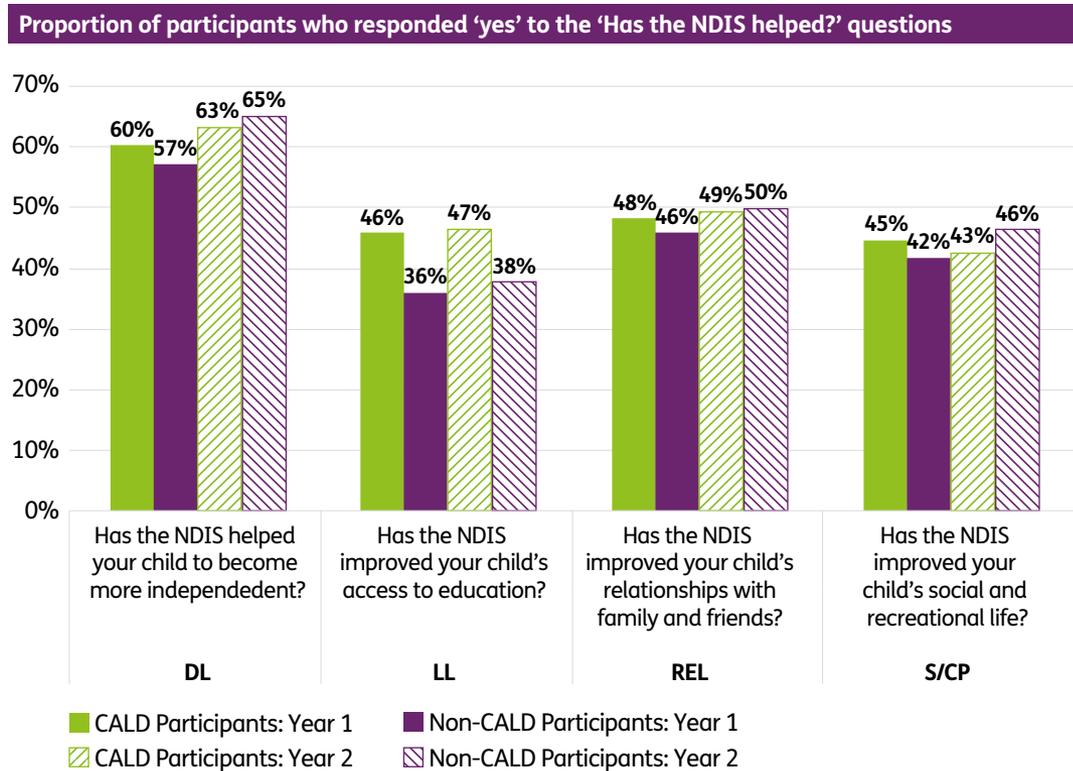
Participants from starting school to age 14: Longitudinal outcomes



After one year in the Scheme, the parents and carers of CALD participants reported an improvement in their child’s level of independence that was broadly in line with non-CALD participants.

However, CALD participants also experienced a deterioration in a number of areas including the ability to make friends, and the amount of time spent with friends or in mainstream programs. Non-CALD participants generally did not experience the same level of deterioration in outcomes, with the exception of attending school in a mainstream class.

Participants from starting school to age 14: Has the NDIS helped?

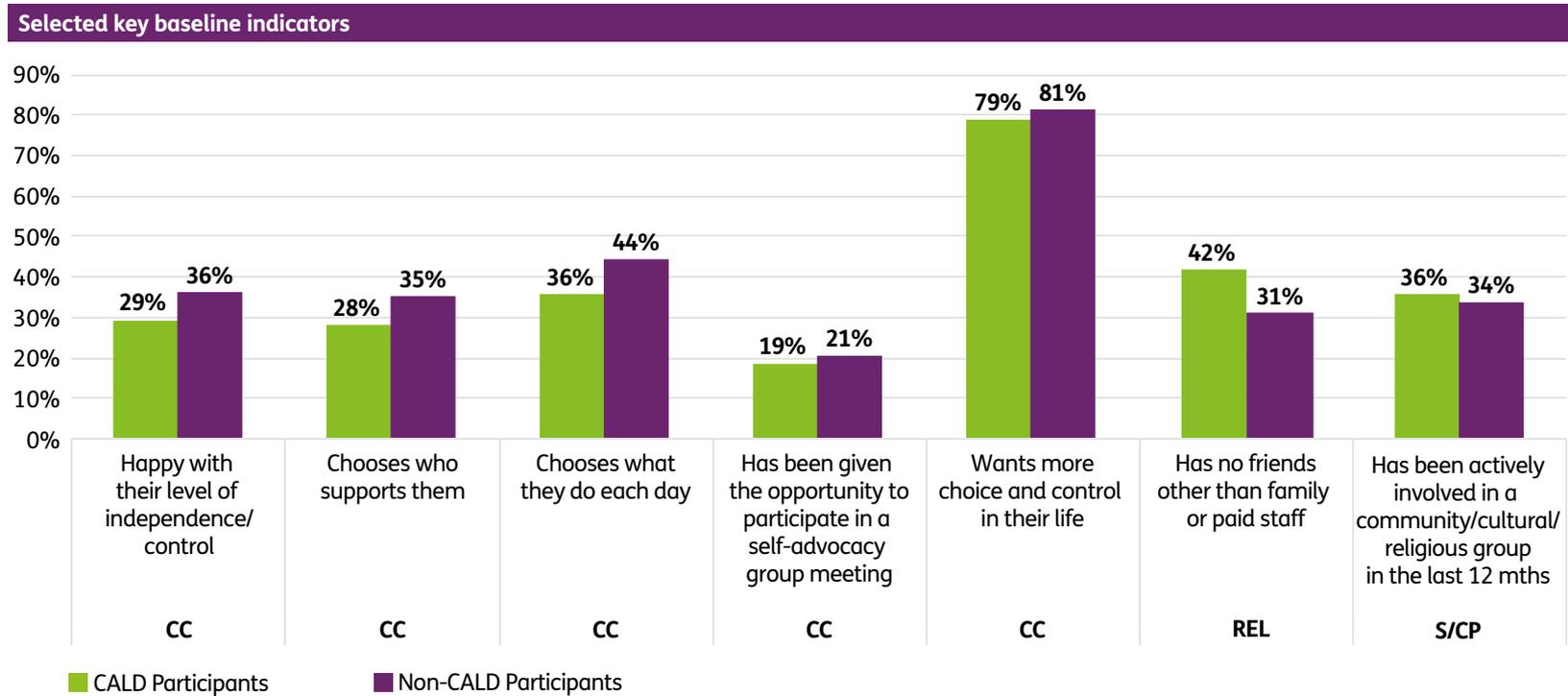


For the parents and carers of CALD participants, perceptions of the NDIS have improved by a small amount between year one and year two in all outcome domains with the exception of social and community participation.

The parents/carers of CALD participants were also considerably more likely to perceive that the NDIS had improved their child's access to education compared to the parents/carers of non-CALD participants.

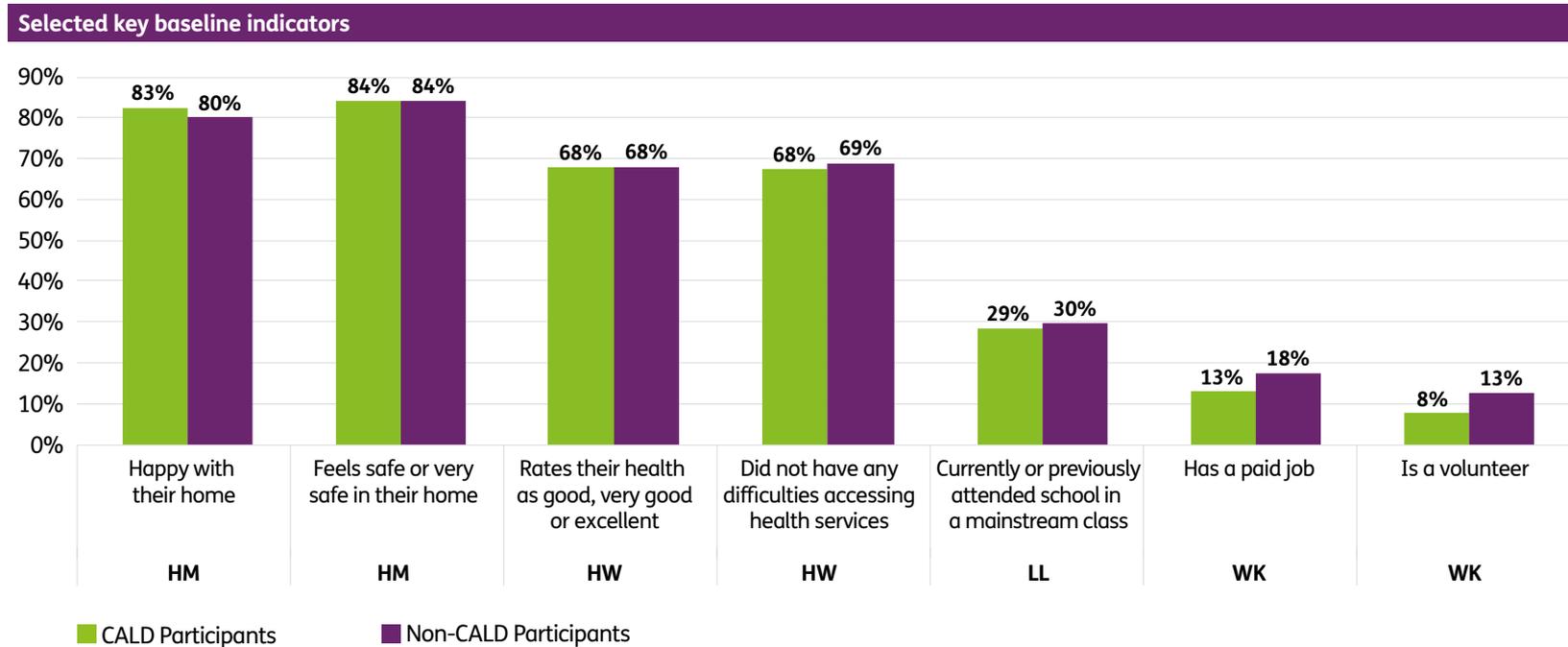
Participants aged 15 to 24

Participants aged 15 to 24: Baseline outcomes (1)



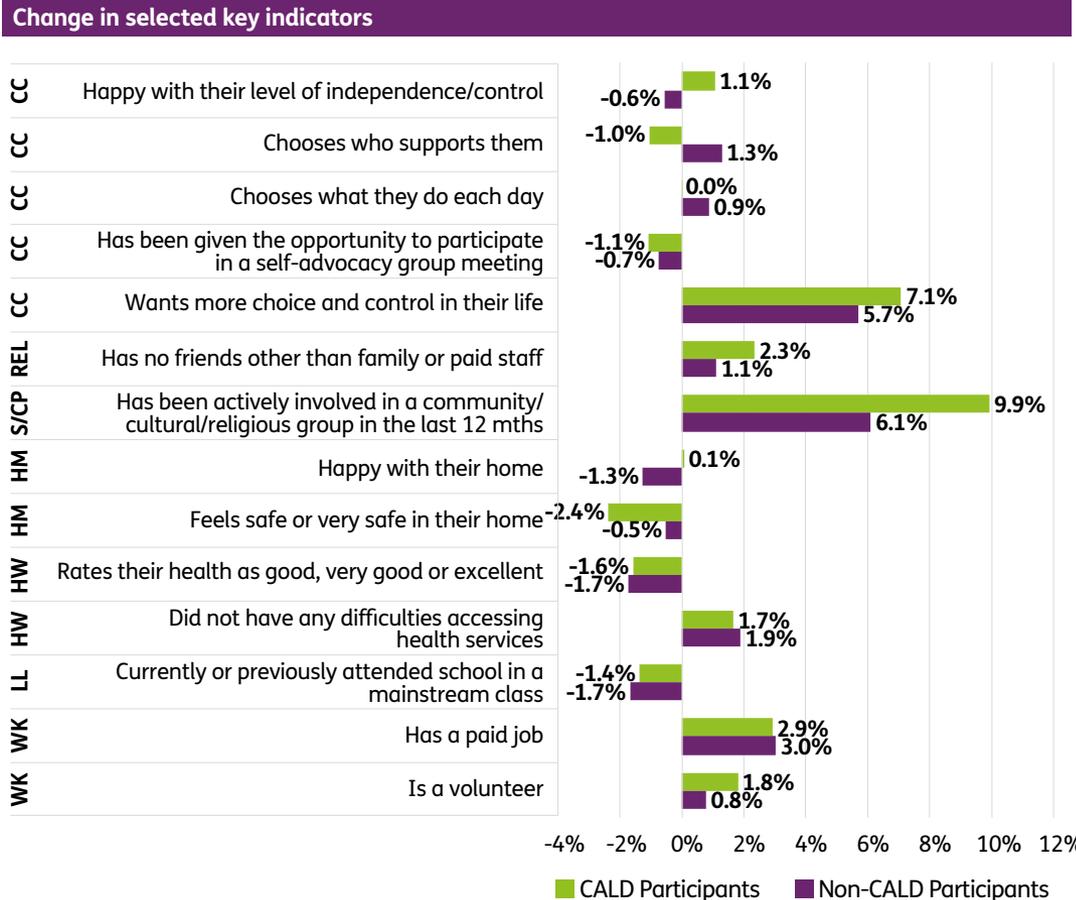
Slightly more CALD participants reported that they were actively involved in a community, cultural or religious group in the last 12 months compared to non-CALD participants. For the choice and control and relationship domains, CALD participants reported poorer outcomes for all questions compared to non-CALD participants.

Participants aged 15 to 24: Baseline outcomes (2)



CALD participants reported slightly better outcomes in the home domain at baseline compared to non-CALD participants. Health and learning outcomes were consistent for both groups, but CALD participants were less likely to have a paid job or be a volunteer.

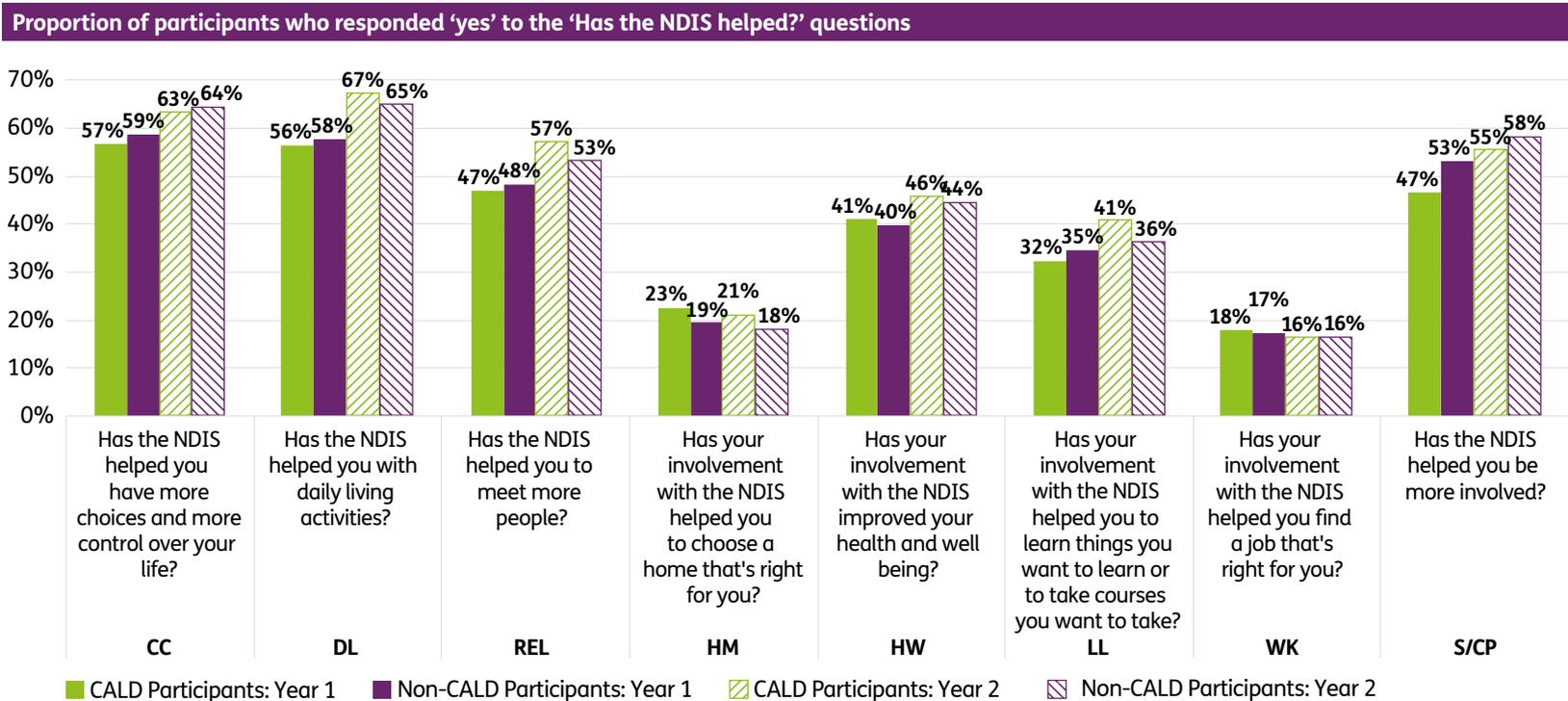
Participants aged 15 to 24: Longitudinal outcomes



After one year in the Scheme, CALD participants reported larger improvements in social and community participation and volunteering compared to non-CALD participants. They also had larger increases in the percentage of participants who want more choice and control in their life, and those who don't have any friends other than family or paid staff.

The increase in the percentage of participants in a paid job at year one was broadly similar for CALD and non-CALD participants.

Participants aged 15 to 24: Has the NDIS helped?

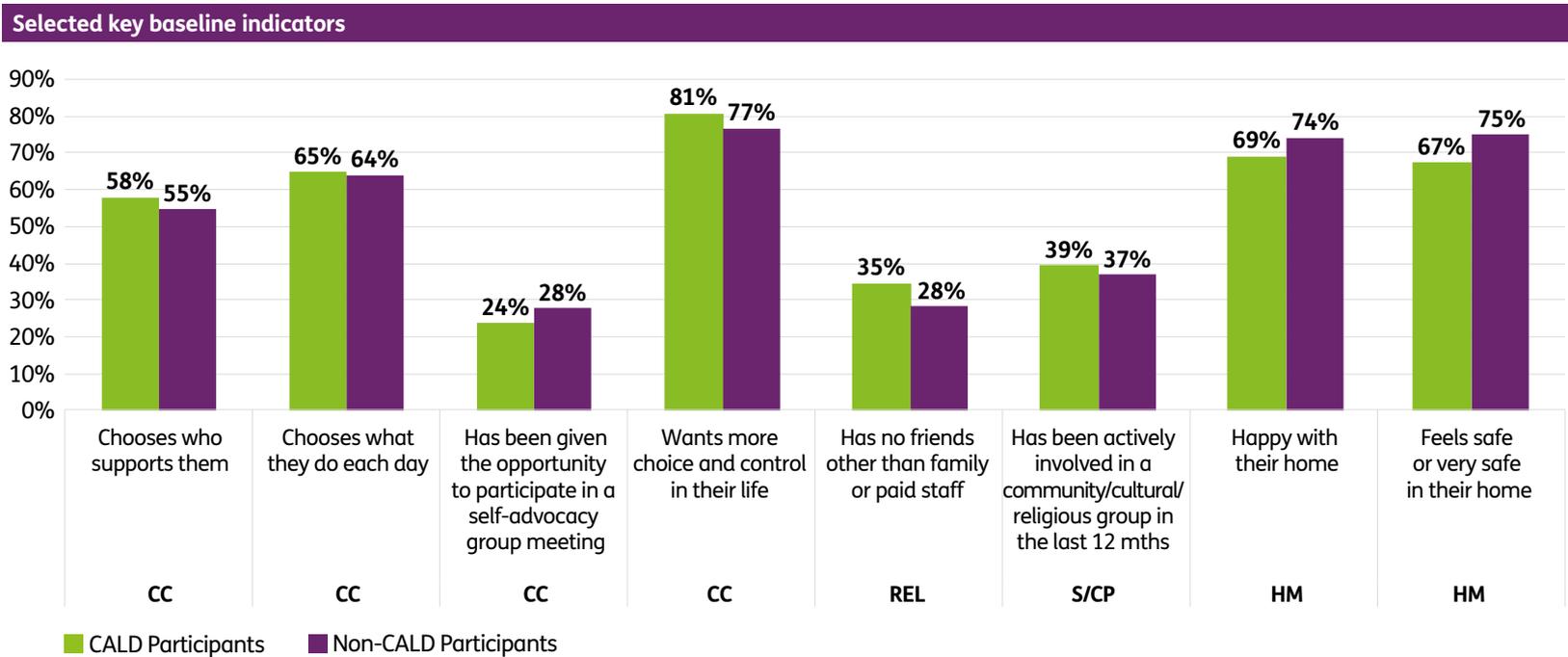


CALD participants' perceptions that the NDIS has helped them have improved between year one and year two in all outcome domains with the exception of finding a home and employment.

In general, perceptions of the NDIS were fairly similar for both CALD and non-CALD participants for each of the outcome domains and review years.

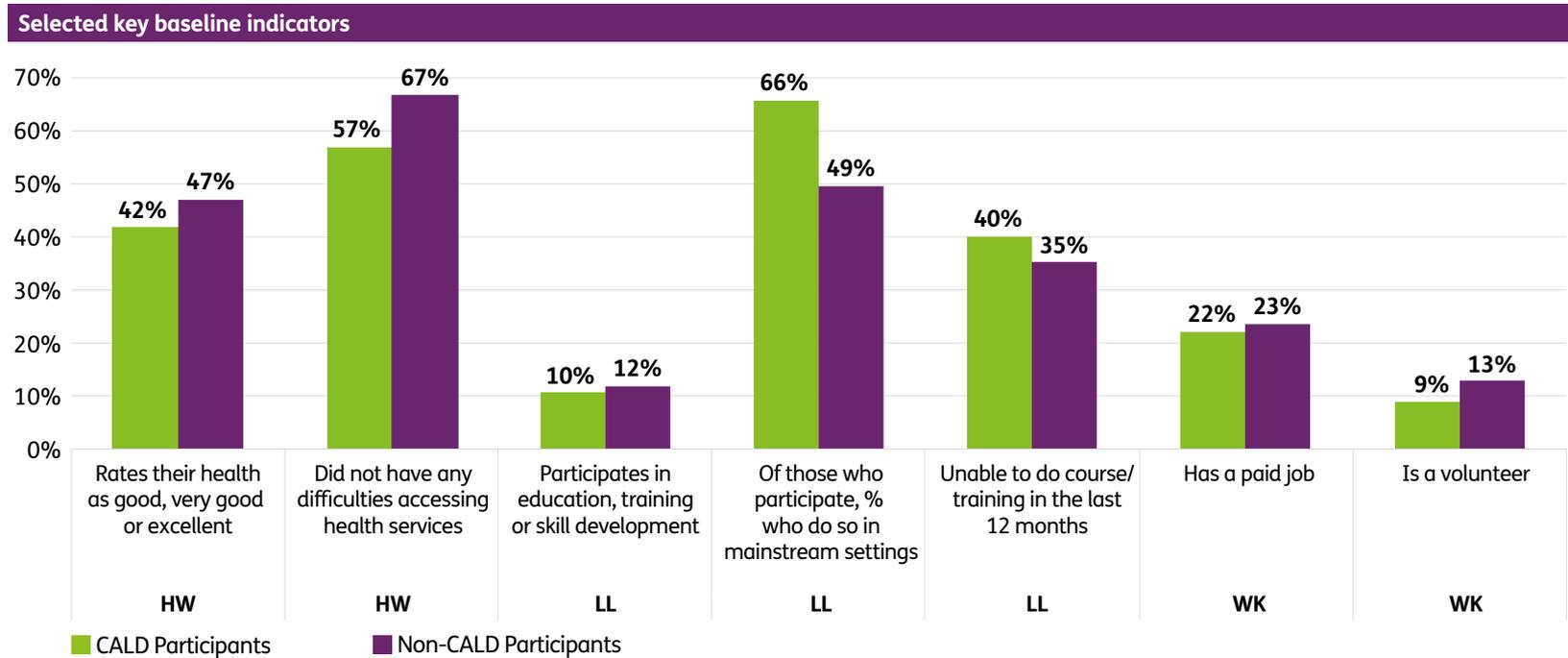
Participants aged 25 and over

Participants aged 25 and over: Baseline outcomes (1)



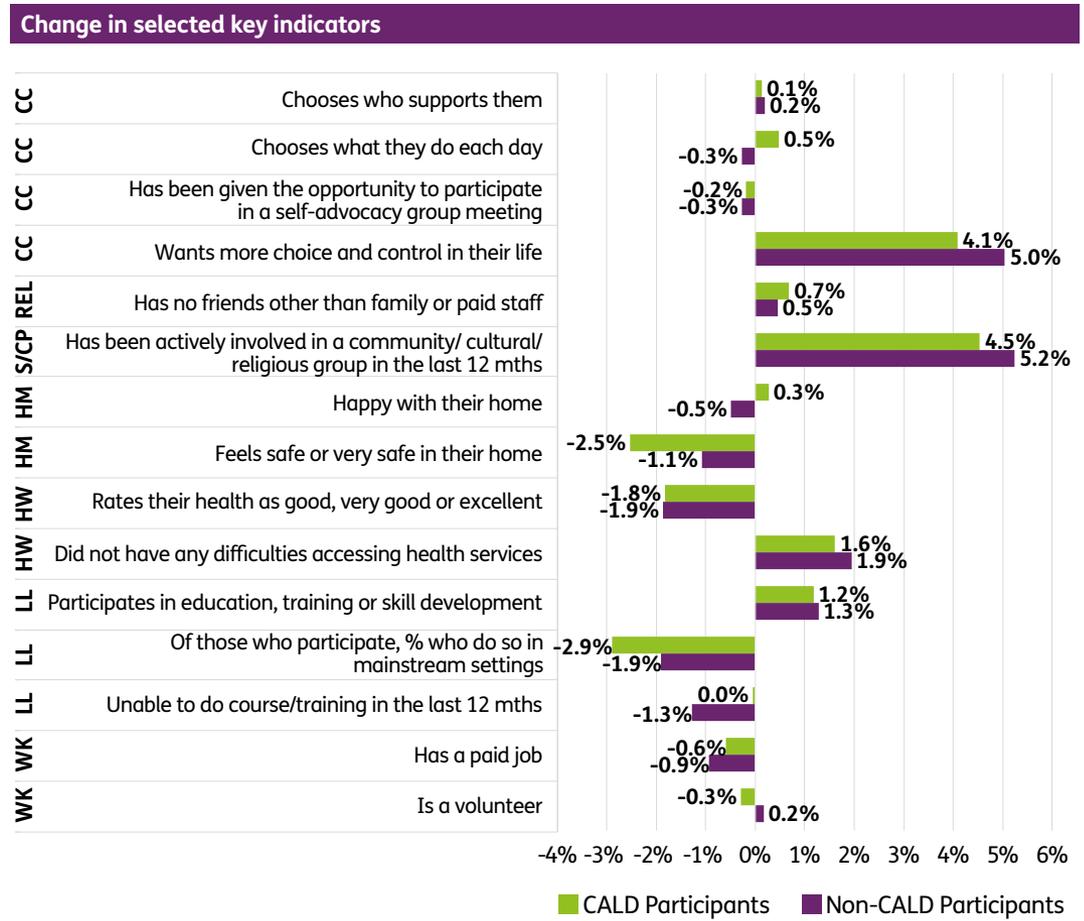
CALD participants reported better outcomes in the social participation domain but worse outcomes in the relationships and home domains compared to non-CALD participants. CALD participants were also more likely to choose who supports them and choose what they do each day, but were less likely to have been given the opportunity to participate in a self-advocacy meeting and wanted more choice and control in their life.

Participants aged 25 and over: Baseline outcomes (2)



CALD participants reported poorer health outcomes at baseline compared to non-CALD participants, and were also slightly less likely to participate in education or have paid employment.

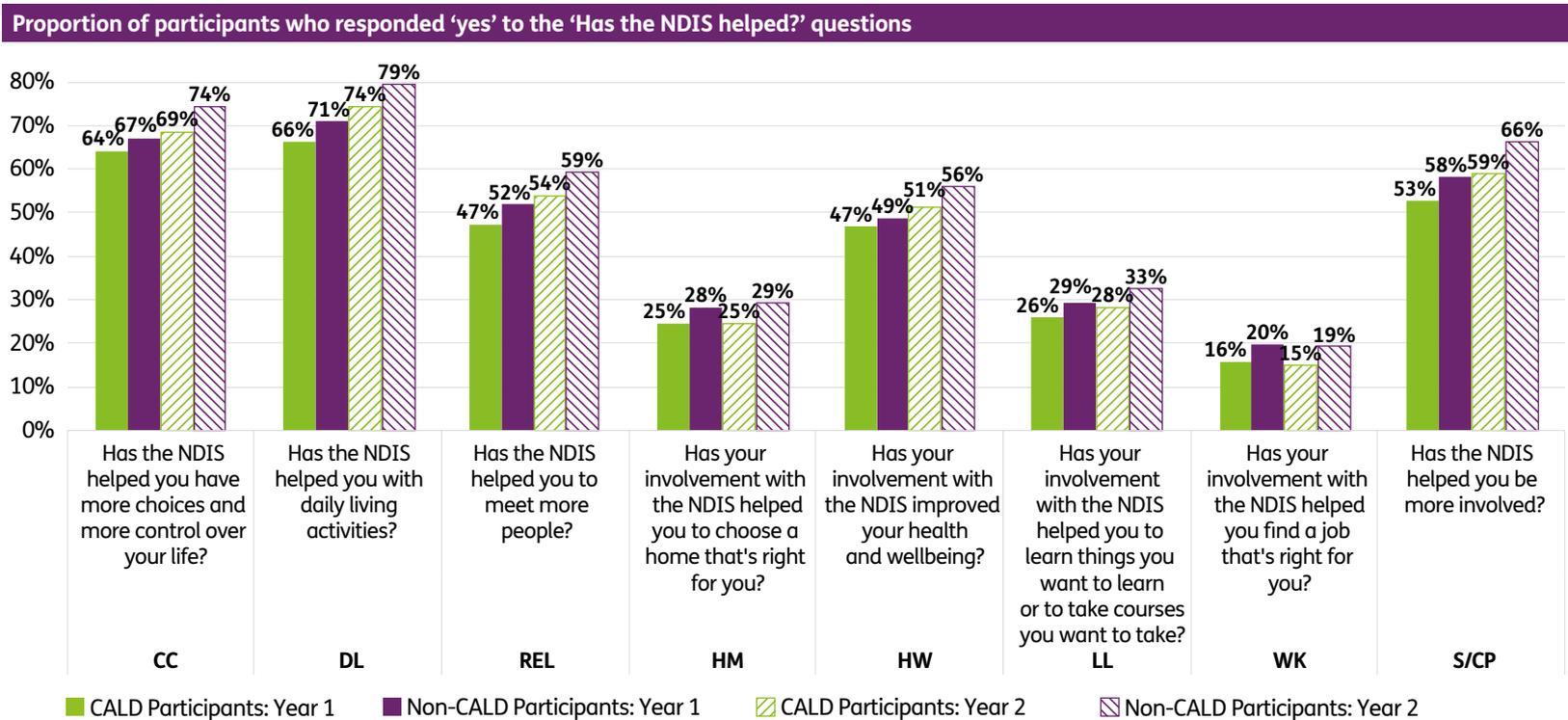
Participants aged 25 and over: Longitudinal outcomes



After one year in the Scheme, CALD participants increased their rates of community participation by +5%, which is broadly in line with non-CALD participants. Similarly, the percentage of participants who want more choice and control in their life increased by similar rates for both groups.

The proportion of CALD participants who feel safe or very safe in their home decreased by a higher percentage compared to non-CALD participants, while both groups had similar decreases in the percentage of participants who rate their health as good, very good or excellent.

Participants aged 25 and over: Has the NDIS helped?



CALD participants' perceptions that the NDIS has helped them have improved between year one and year two in all outcome domains with the exception of finding a home and employment.

Across both years, CALD participants were less likely to perceive that the NDIS had helped them compared to non-CALD participants for all of the outcome domains.

Participants aged 15 and over
**Employment and community
participation**

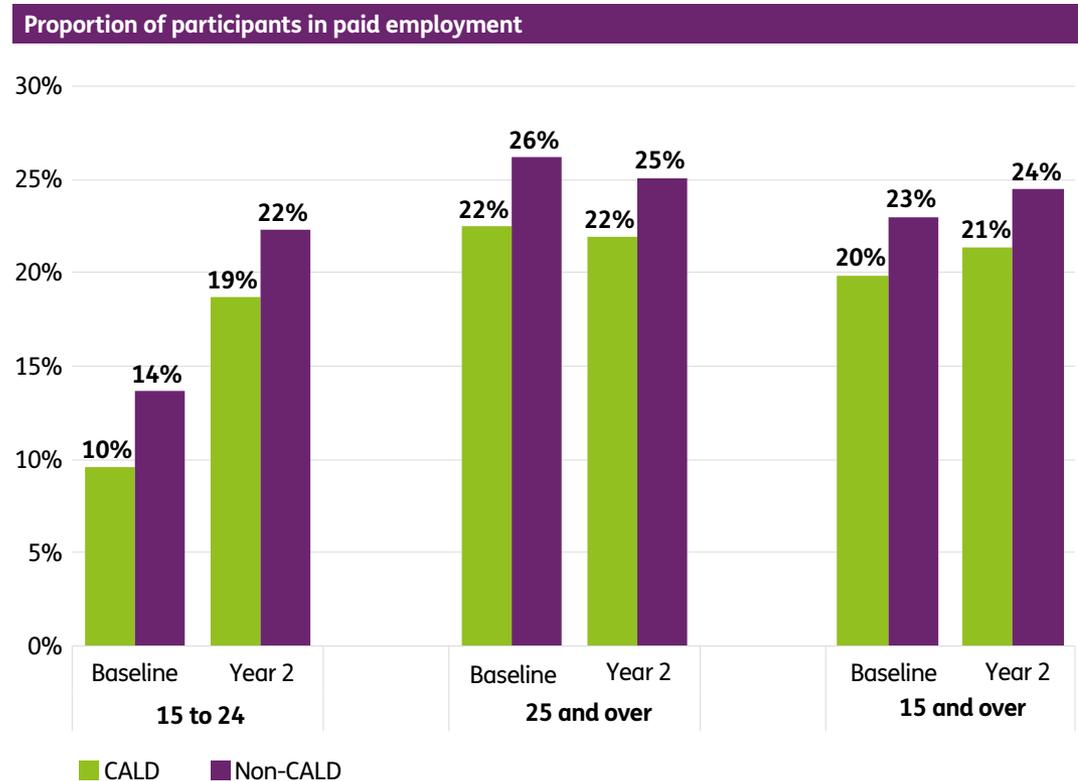
Participants in work

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 CALD participants in paid work increased from a baseline of 10% to 19% in year two for those aged 15 to 24. Non-CALD participants aged 15 to 24 had a similar sized increase in employment rates from 14% at baseline to 22% in year two.

The percentage of participants aged 25 and over who are in paid work remained stable between baseline and year 2, albeit at a slightly higher rate for non-CALD participants (25%) compared to CALD participants (22%).

Overall, the percentage of participants in paid employment has increased from 20% to 21% for CALD participants, and from 23% to 24% for non-CALD participants.

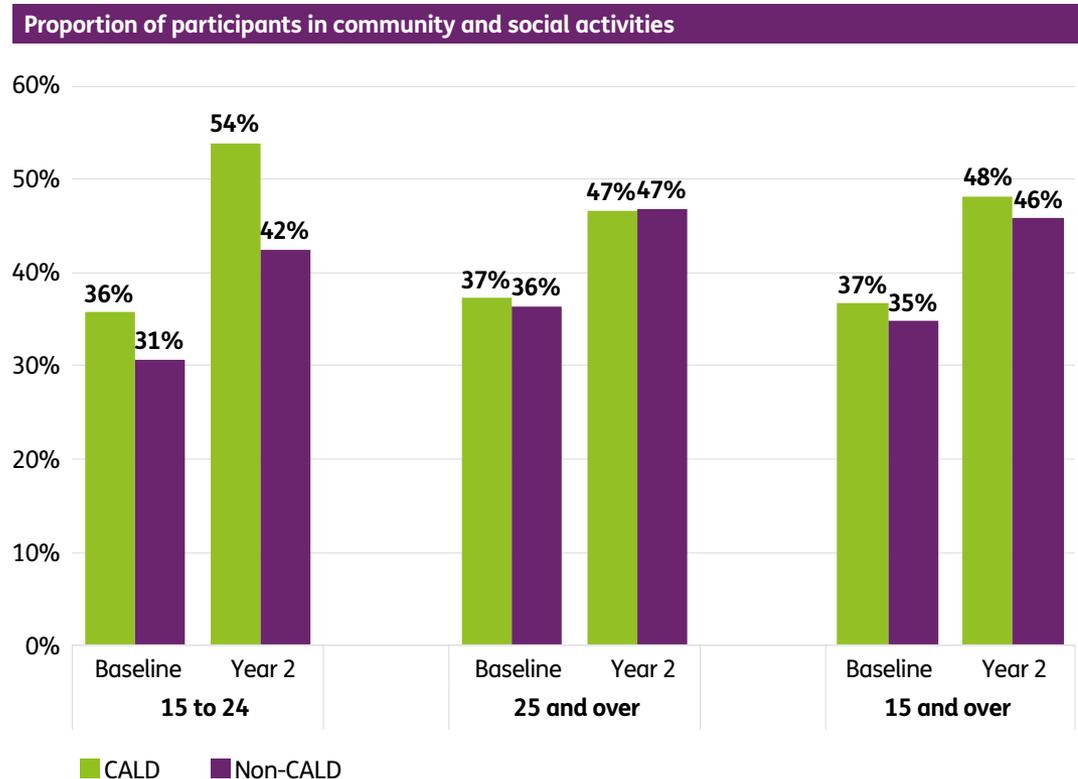


Participants in community and social activities

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

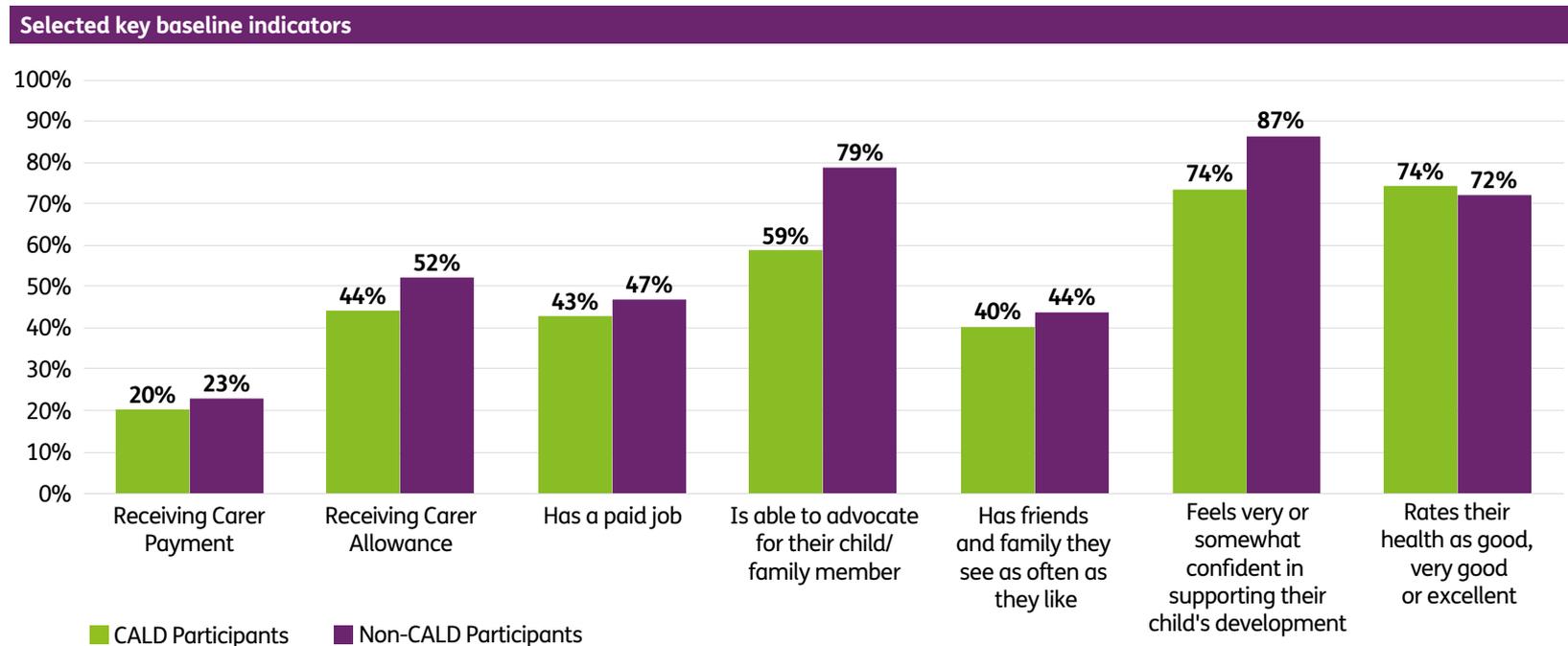
For all CALD participants aged 15 and over, there was a considerable increase in community and social participation from a baseline of 37% to 48% in year two. The corresponding increase for non-CALD participants was similar, from 35% at baseline to 46% in year two.

The increase was largest for CALD participants aged 15 to 24, from 36% at baseline to 54% in year two. This was larger than the corresponding change for non-CALD participants aged 15 to 24, of 31% to 42%.



Families and carers of participants aged 0 to 14

Families and carers of participants aged 0 to 14: Baseline outcomes

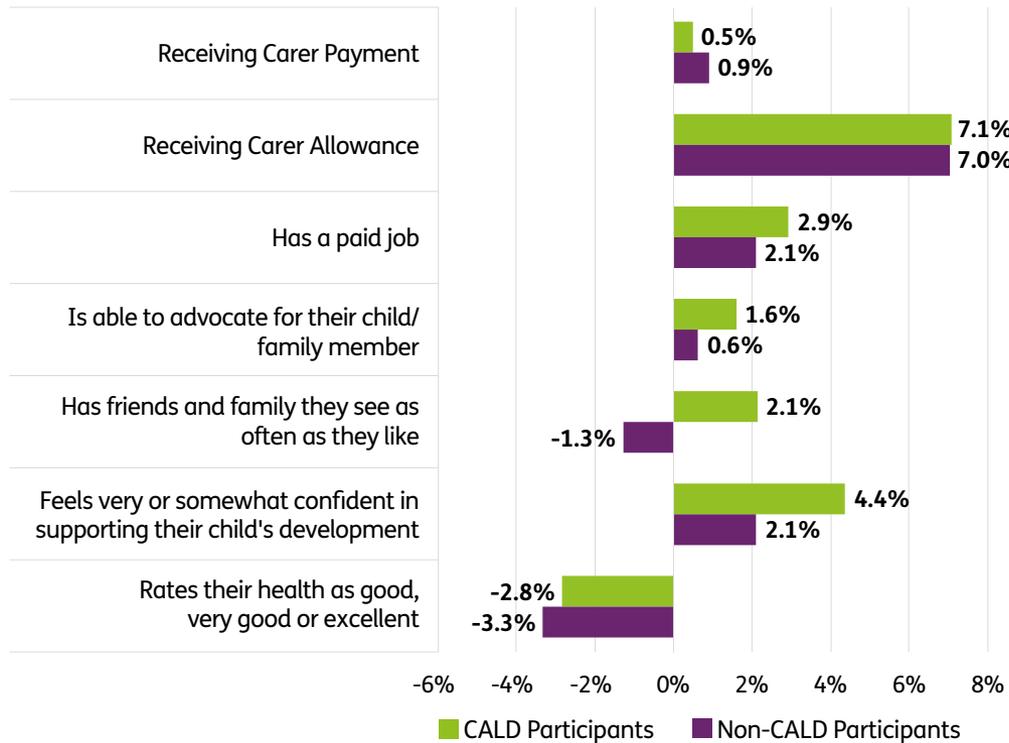


The families and carers of CALD participants generally had poorer outcomes at baseline compared to the families and carers of non-CALD participants, particularly with respect to being able to advocate for their child and supporting their child’s development.

Families/carers of CALD participants were also slightly less likely to have a paid job, and were less likely to receive either the Carer Payment or Carer Allowance.

Families and carers of participants aged 0 to 14: Longitudinal outcomes

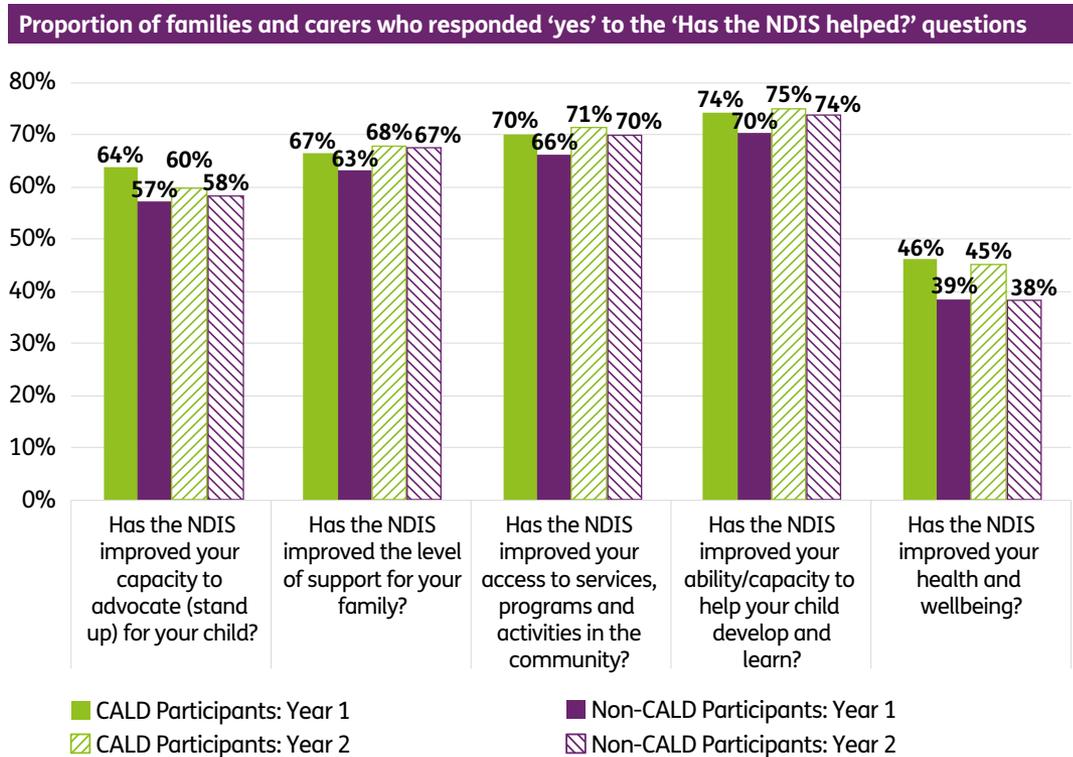
Change in selected key indicators



After one year in the Scheme, the percentage of families and carers of CALD participants who had a paid job increased 2.9%, compared to a 2.1% increase for the families and carers of non-CALD participants. There was also a significant increase in the percentage of families/carers receiving carer allowance, and this was similar for both groups.

The families/carers of CALD participants generally had larger improvements in outcomes at year one compared to families/cares of non-CALD participants, including confidence in supporting their child's development, advocating for their child, and having friends and family they see as often as they like. However, both groups had a similar deterioration in the percentage of families/carers who rate their health as good, very good or excellent.

Families and carers of participants aged 0 to 14: Has the NDIS helped?

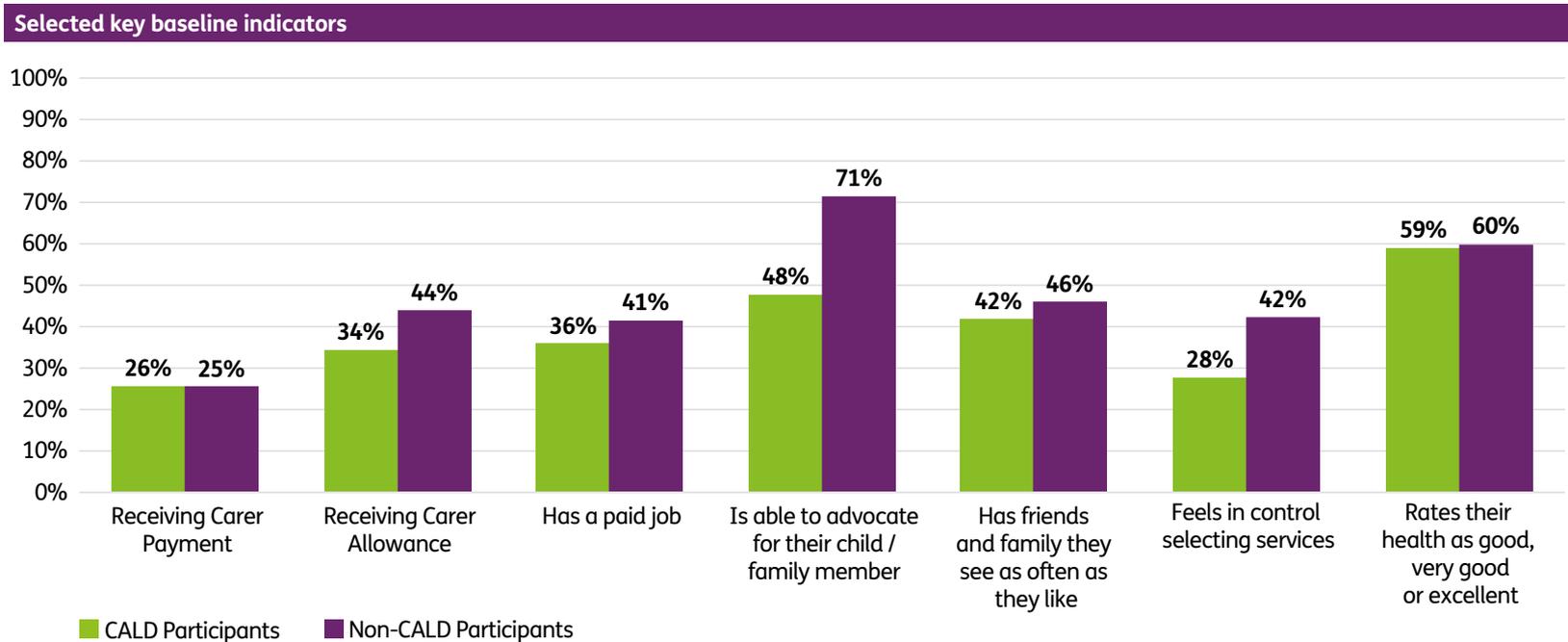


For the families and carers of CALD participants, perceptions of the NDIS have not changed significantly between year one and year two, except for a decrease in the percentage of families/carers who perceive that the NDIS has improved their capacity to advocate for their child.

In their first year, the families and carers of CALD participants were more likely to perceive that the NDIS had helped them compared to non-CALD participants. This differential generally narrowed in the second year, however the families/carers of CALD participants remained more likely to perceive that the NDIS had helped them improve their health and wellbeing.

Families and carers of participants aged 15 and over

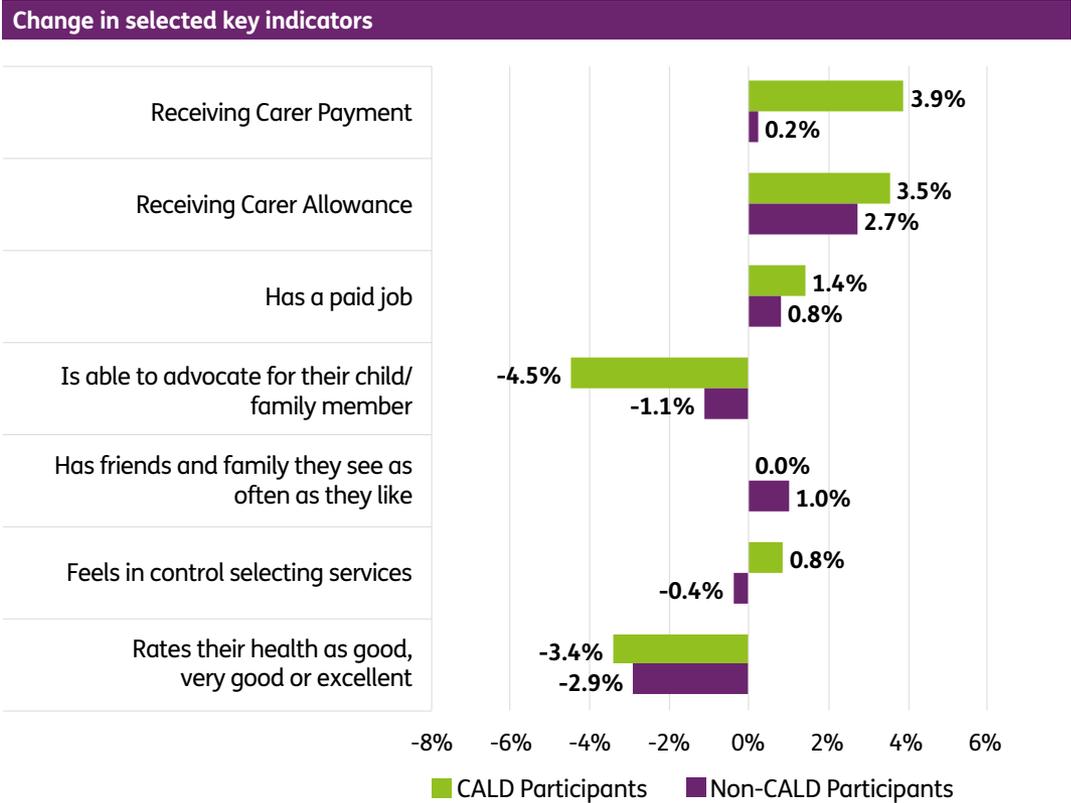
Families and carers of participants aged 15 and over: Baseline outcomes



Similarly to child participants, the families and carers of CALD participants aged 15 and over generally had poorer outcomes compared to the families and carers of non-CALD participants. The largest differences related to being able to advocate for their child or family member, and feeling in control when selecting services.

Families/carers of CALD participants also had lower rates of paid employment and were less likely to receive the Carer Allowance compared to non-CALD participants.

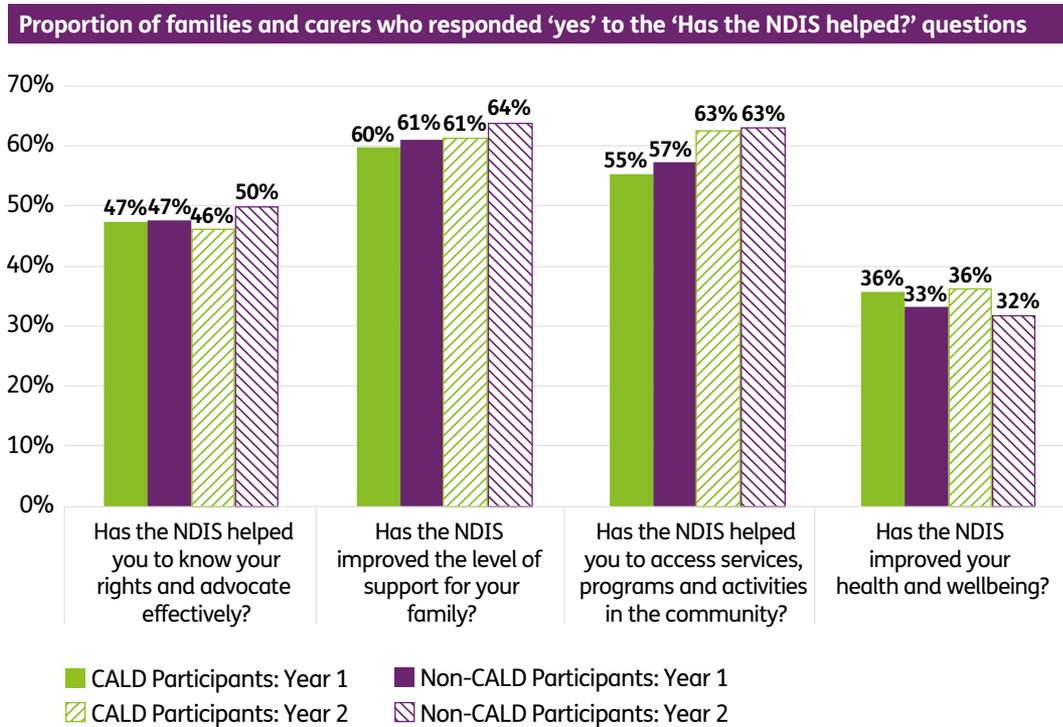
Families and carers of participants aged 15 and over: Longitudinal outcomes



After one year in the Scheme, the percentage of families and carers of CALD participants who had a paid job increased 1.4%, compared to a 0.8% increase for the families and carers of non-CALD participants. There was also a larger increase in the percentage of families/carers of CALD participants receiving the Carer Payment.

The deterioration in the proportion of families and carers who are able to advocate for their child / family member was considerably larger for the family/ carers of CALD participants, whereas the deterioration in those who rate their health as good, very good or excellent was similar for the families/carers of CALD and non-CALD participants.

Families and carers of participants aged 15 and over: Has the NDIS helped?



For the families and carers of CALD participants, perceptions of whether the NDIS have helped with access to the community improved between year one and year two, and remained steady for the other questions.

In general, perceptions of the NDIS are similar for the families and carers of both CALD and non-CALD participants. However, the families / carers of CALD participants were more likely to perceive that the NDIS had helped them improve their health and wellbeing in both year one and year two, and the families / carers of non-CALD participants were more likely to perceive that the NDIS had helped them know their rights and advocate effectively in year 2.

Participant satisfaction

Participant satisfaction – new survey method



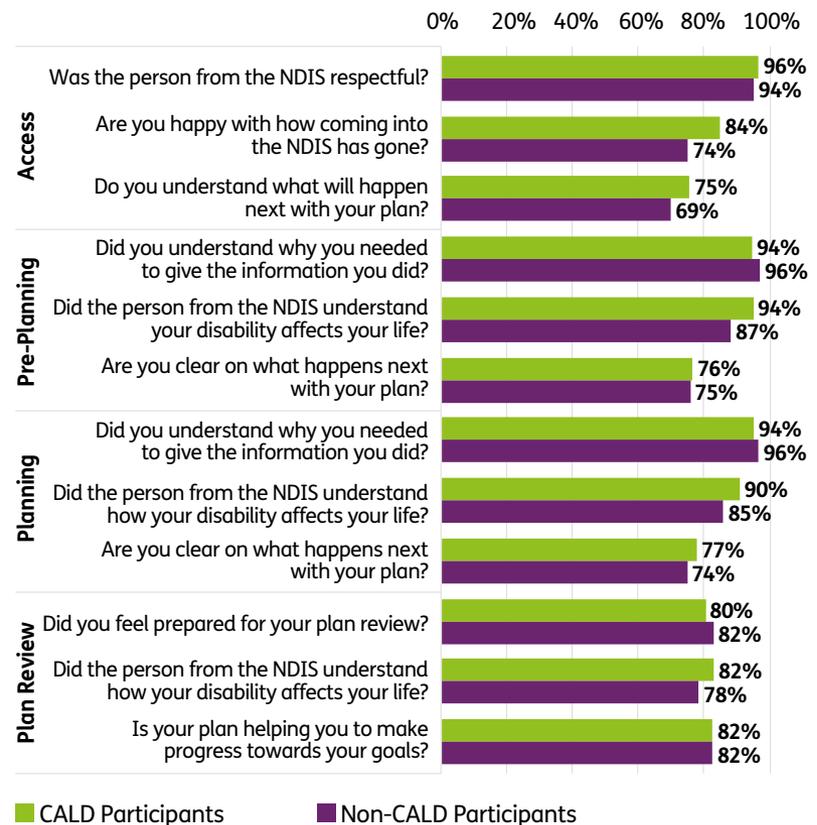
A new participant satisfaction survey has been developed to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway.

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 CALD participants have similar satisfaction rates to non-CALD participants at the pre-planning, planning and plan review stages of the pathway. The satisfaction rates at the access stage are slightly higher for CALD participants.

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





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