

People with an intellectual disability in the NDIS

31 December 2019

National Disability Insurance Agency

ndis

01.

Participants

As at 31 December 2019, there were 338,982 NDIS participants with an approved plan. Of these, 78,992 have a primary intellectual disability*.

*Intellectual disability includes participants with Down Syndrome.

Summary



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

Key statistics

109,138
people with an **intellectual disability*** are active participants

104,858
of these have an approved plan

30.9%
of participants with an approved plan across the Scheme as a whole

43.9%
of these active participants have more than one disability listed

82,545
people with a **primary intellectual disability** are active participants

78,992
of these have an approved plan

23.3%
of participants with an approved plan across the Scheme as a whole

* This includes all participants with an intellectual disability regardless of whether intellectual disability is listed as a primary or secondary disability.

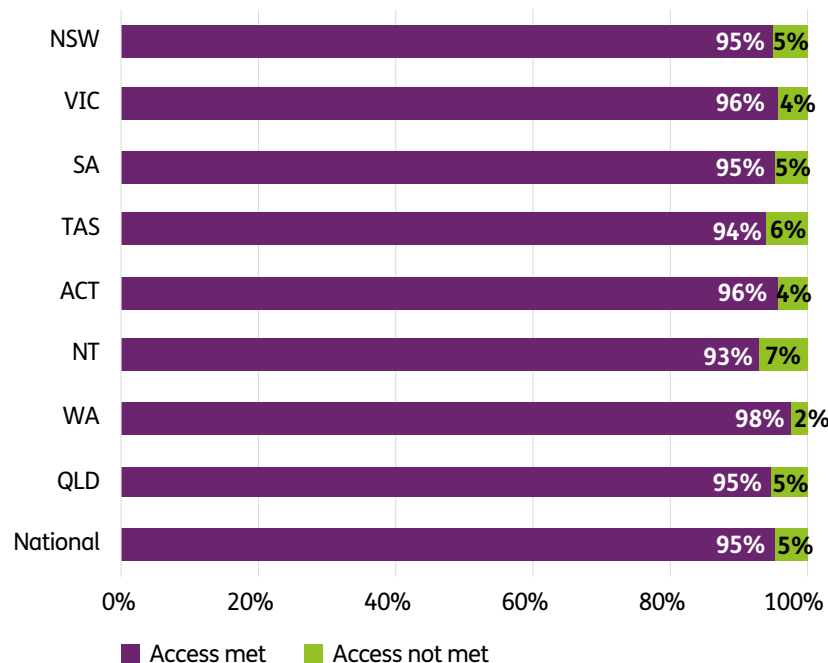
Access decisions

Of the 88,929 access decisions that have been made for people with a primary intellectual disability, 95% have been found to meet the access requirements.

As at 31 December 2019, there were 143 access requests for people with a primary intellectual disability that were in progress.

The proportion of participants with a primary intellectual disability who have met the access requirements are reasonably consistent across all States and Territories*.

Access decisions for participants with a primary intellectual disability by State and Territory

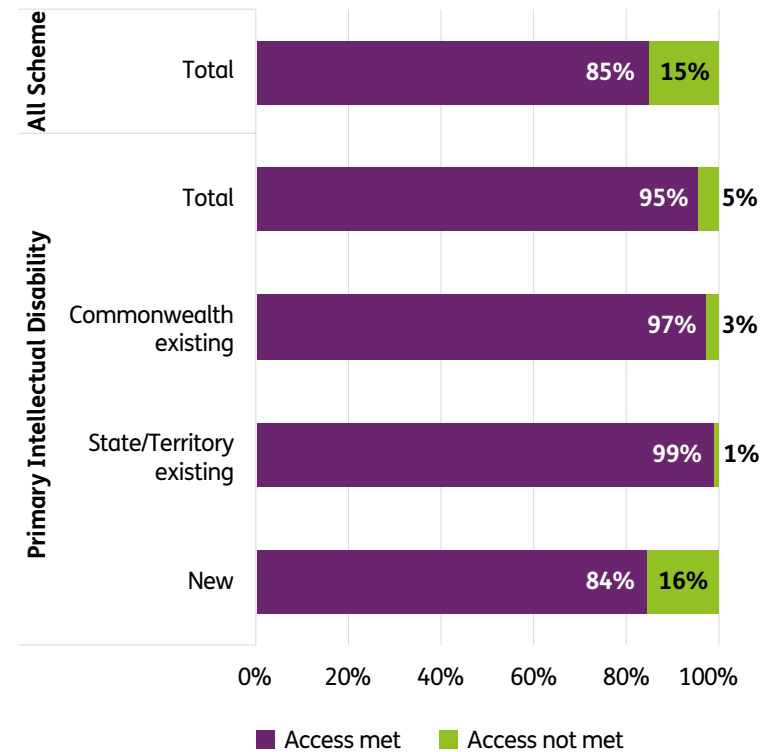


* There is a slightly higher proportion of participants with an intellectual disability who have met access requirements in Western Australia due the later phase-in for this State compared to other States and Territories.

Access decisions

A higher proportion of people with a primary intellectual disability 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 intellectual disability by entry type

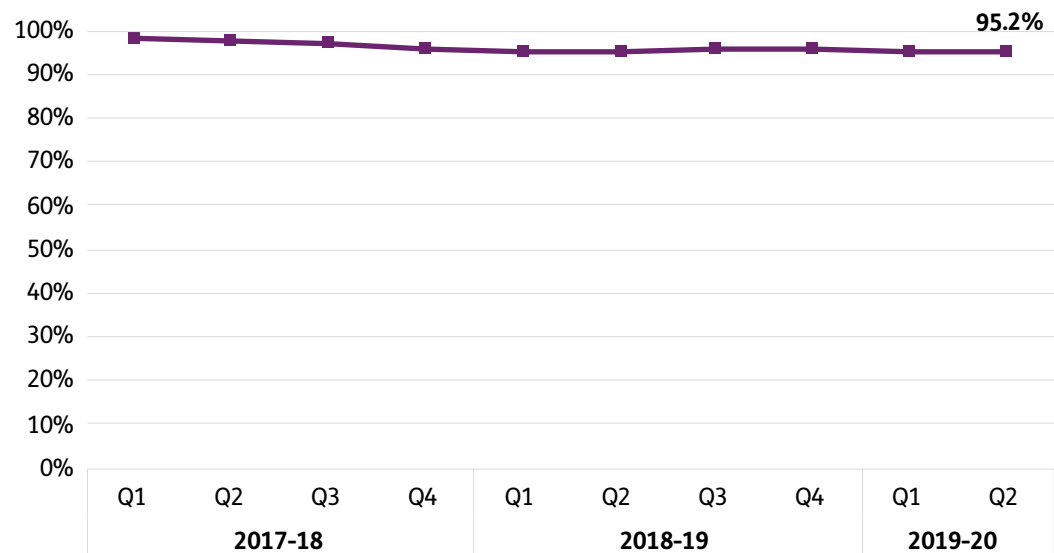


Quarterly trend in eligibility rates

The eligibility rate for participants with a primary intellectual disability has decreased from 98.1% at the end of 2017-18 Q1 to 95.2% at the end of 2019-20 Q2.

It is worth noting that eligibility rates are still reflective of phasing arrangements, and that people who previously received services have 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 intellectual disability

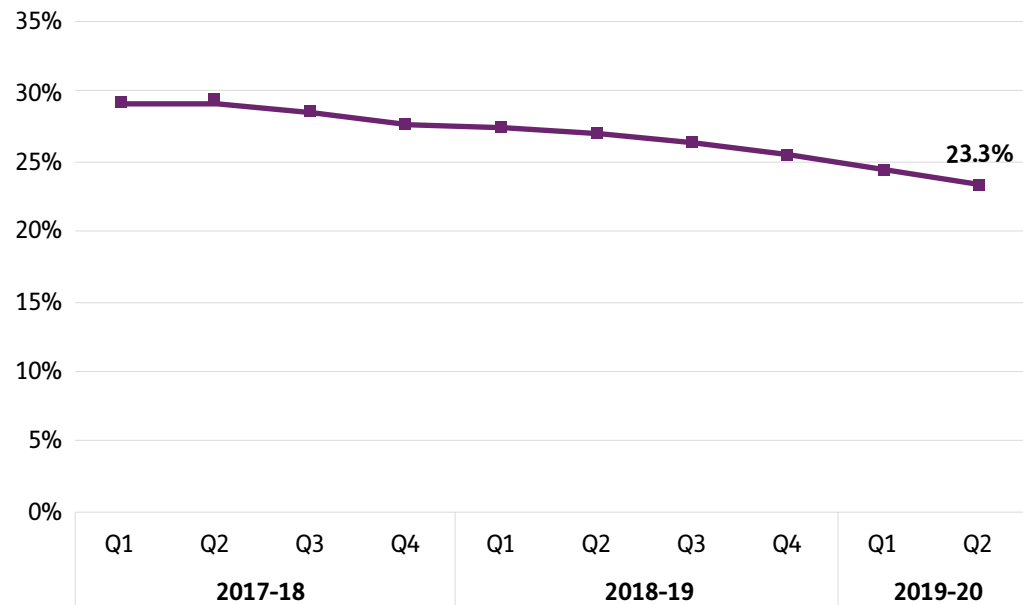


Quarterly trend in participants with an approved plan

The number of participants with a primary intellectual disability has increased from 32,322 at the end of 2017-18 Q1 to 78,992 at the end of 2019-20 Q2. However, over the same period, the number of participants with a primary intellectual disability as a proportion of all Scheme participants decreased (29.1% to 23.3%). This reduction over time reflects the phasing patterns of the Scheme, as more participants with psychosocial disability, developmental delay and autism enter the Scheme.

As at 31 December 2019, Tasmania has the largest proportion of participants with a primary intellectual disability (30.1%) and the Australian Capital Territory has the lowest proportion (18.5%).

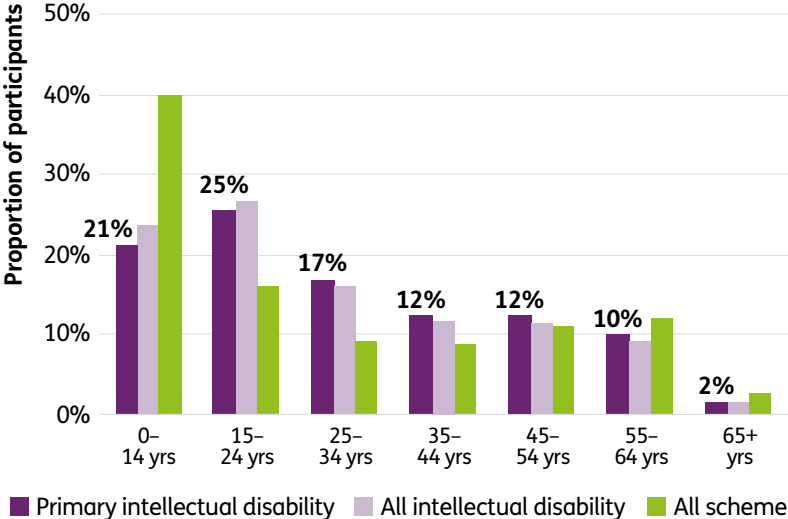
Quarterly trend in proportion of primary intellectual disability participants with an approved plan



Participant profiles

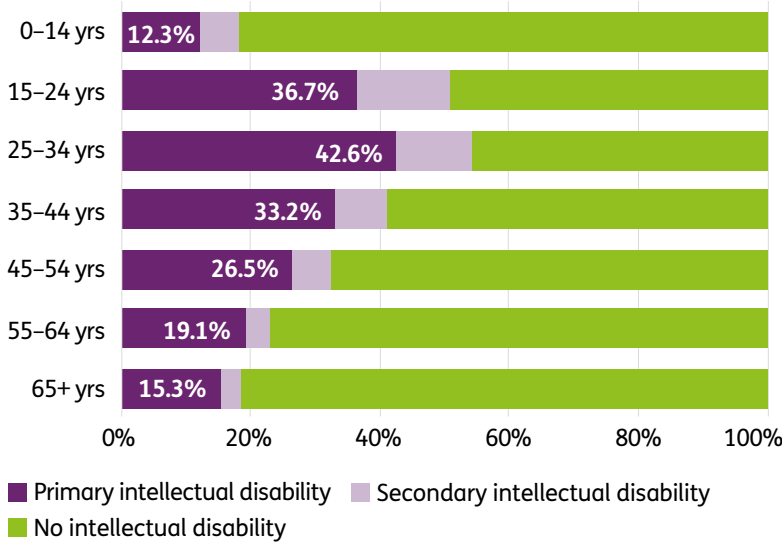
by age group

Age distribution of participants with an approved plan



Participants with an intellectual disability have a different age distribution compared to all participants in the Scheme, with a considerably lower proportion of participants with an intellectual disability aged 0-14 years.

Proportion of participants with intellectual disability in each age group

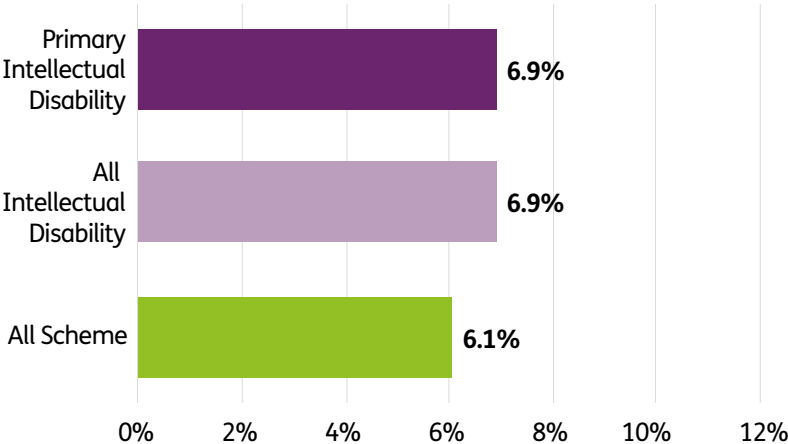


Intellectual disability as a primary or secondary disability represents a higher proportion of participants aged 15-44 years, and a lower proportion of participants at the highest and lowest age groups. Participants aged 25-34 years are the age group most likely to have a primary or secondary intellectual disability.

Participant profiles

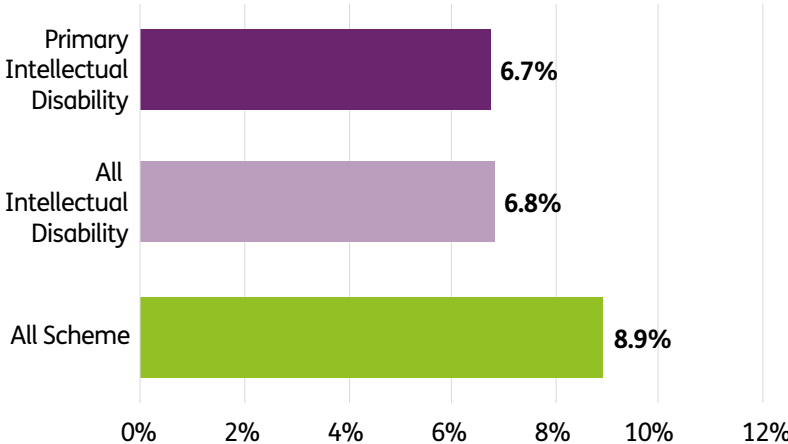
by Indigenous and CALD status

Distribution of Aboriginal and Torres Strait Islander participants with an approved plan



The proportion of participants with an intellectual disability that identify as Aboriginal and Torres Strait Islander is slightly higher than that of all participants of the Scheme, with the difference being greatest in the Northern Territory.

Distribution of Culturally and Linguistically Diverse participants with an approved plan



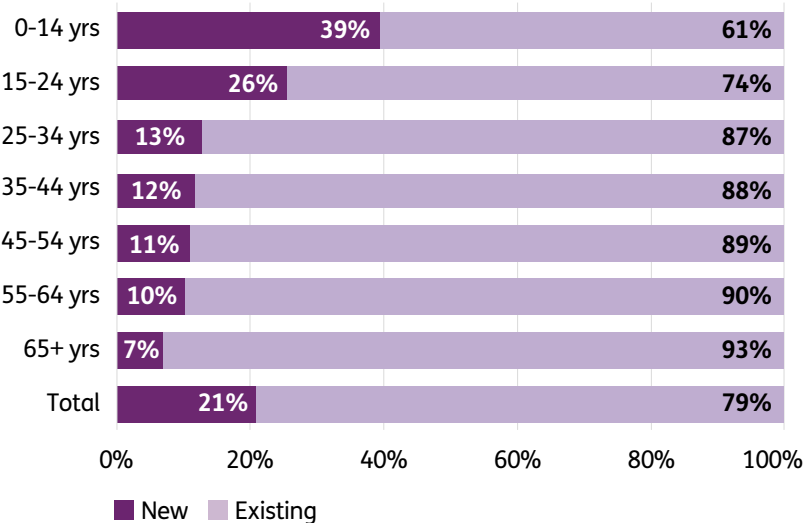
There is a lower proportion of participants with a primary intellectual disability that identify as Culturally and Linguistically Diverse compared to all participants within the Scheme. This difference is largest in the Australian Capital Territory and smallest in the Northern Territory.

Participant profiles

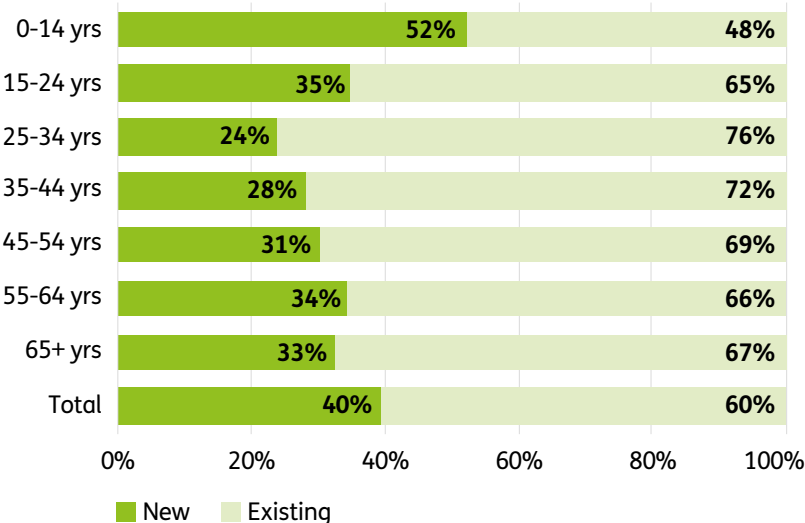
by existing vs new

Distribution of new and existing participants with an approved plan

Primary Intellectual Disability



All Scheme



21% of participants with a primary intellectual disability are new to the NDIS and 79% received services from the existing system – 72% through State/Territory services and 7% through Commonwealth services.

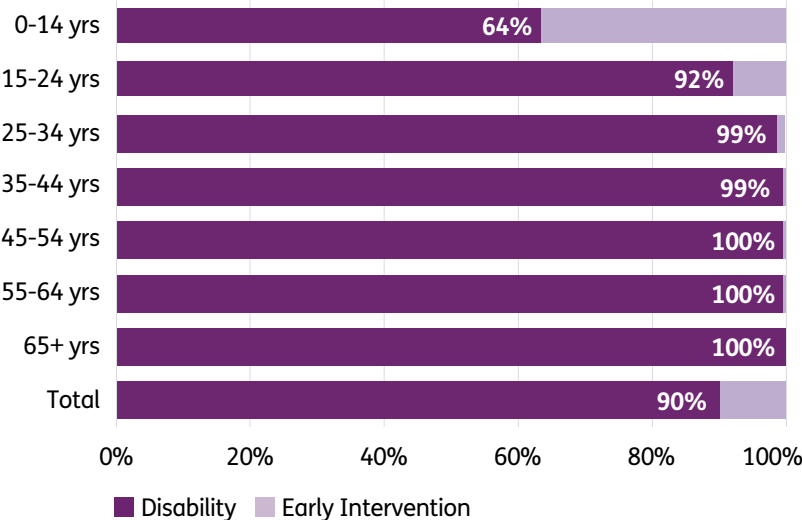
The proportion of participants with a primary intellectual disability who are new to the NDIS is lowest in Victoria (14%) and highest in the Australian Capital Territory (37%).

Participant profiles

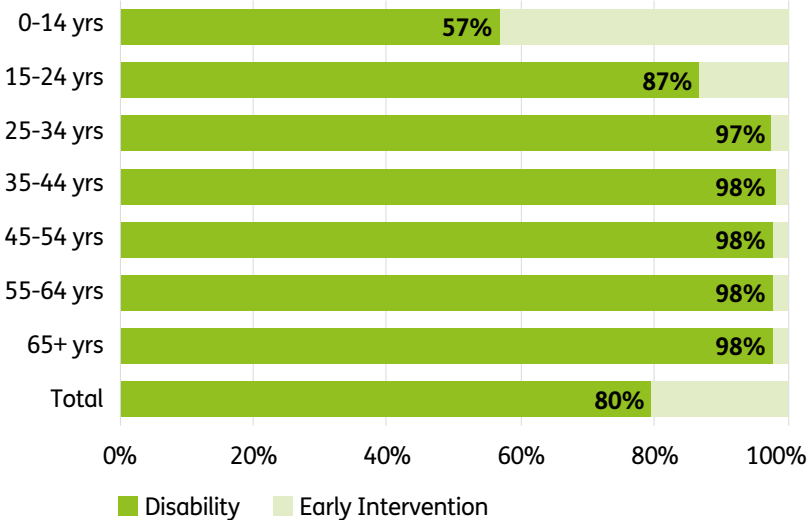
by access decision type

Distribution of access decision type for participants with an approved plan

Primary Intellectual Disability



All Scheme



The majority of participants with a primary intellectual disability enter the Scheme under disability requirements rather than early intervention requirements.

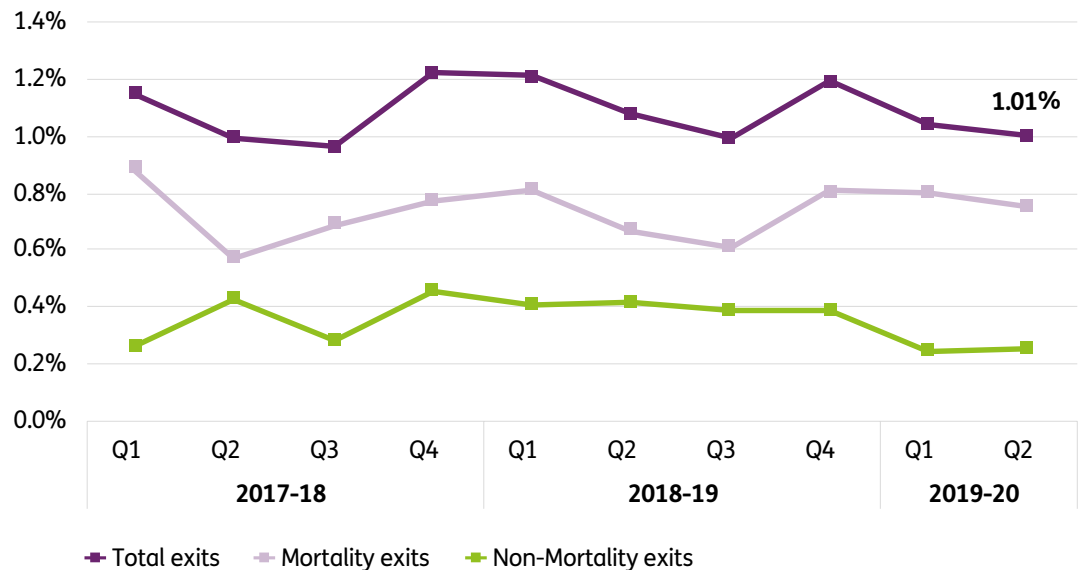
The proportion of participants with a primary intellectual disability who access the Scheme under disability requirements is higher than all participants of the Scheme for each of the age groups.

Quarterly trend in exit rates

The exit rate for participants with an intellectual disability has remained relatively stable over time, with some volatility quarter to quarter. As at the end of 2019-20 Q2, the exit rate is 1.01%.

Mortality exits make up a higher proportion of the total exit rate for participants with a primary intellectual disability compared to non-mortality exits*.

Quarterly trend in exit rates for participants with a primary intellectual disability



* Mortality exits represent those participants who have died. Non-mortality exits represent participants who leave the Scheme for reasons other than death, including eligibility reassessment, participant choice or moving into the aged care system.

02.

Committed supports and payments

Committed supports and paid supports to participants with an intellectual disability are increasing in line with the growing Scheme.

For participants with a primary intellectual disability, \$667.2m has been committed for supports provided during the trial period (2013/14 to 2015/16), \$1,388.7m in 2016-17, \$3,129.7m in 2017-18, \$5,519.0m in 2018-19 and \$8,429.3m in 2019-20 and beyond*.

*Committed supports in respect of later years is due to current plans in place that have an end date past 31 December 2019.

Summary



This section presents information on the amounts committed in participant plans, as well as the payments to participants and service providers on behalf of participants.

Key statistics

Total across the Scheme	\$22.4b of annualised committed supports in approved plans as at 31 Dec 2019	\$65,934 average annualised committed supports as at 31 Dec 2019	69% average utilisation of committed supports between 1 April 2019 and 30 Sep 2019
Participants with a primary intellectual disability	\$7.7b of annualised committed supports in approved plans as at 31 Dec 2019	\$97,062 average annualised committed supports as at 31 Dec 2019	75% average utilisation of committed supports between 1 April 2019 and 30 Sep 2019
Participants with an intellectual disability*	\$10.5b of annualised committed supports in approved plans as at 31 Dec 2019	\$100,156 average annualised committed supports as at 31 Dec 2019	75% average utilisation of committed supports between 1 April 2019 and 30 Sep 2019

* This includes all participants with an intellectual disability regardless of whether intellectual disability is listed as a primary or secondary disability.

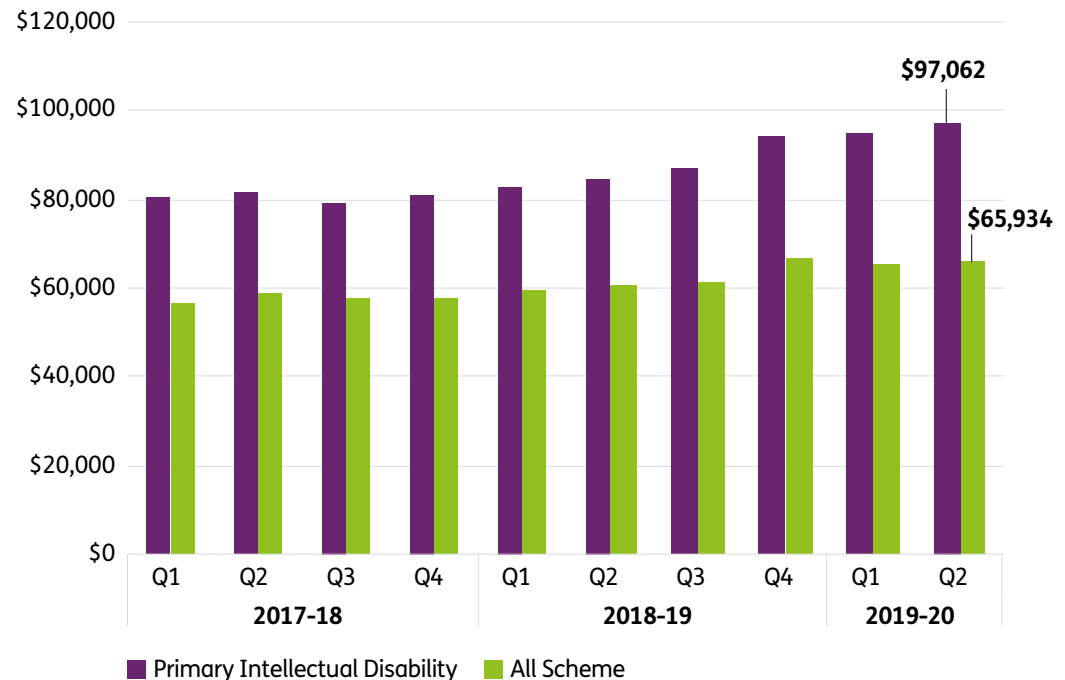
Quarterly trend in committed supports

Average annualised committed supports are consistently higher for participants with a primary intellectual disability compared to the Scheme as a whole. The difference in committed supports is primarily driven by:

- a higher proportion of participants with an intellectual disability living in supported independent living (SIL) compared to all participants of the Scheme;
- participants with an intellectual disability are older on average compared to all participants of the Scheme.

Average committed supports have increased over time for participants with a primary intellectual disability and across the full Scheme.

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



Committed supports

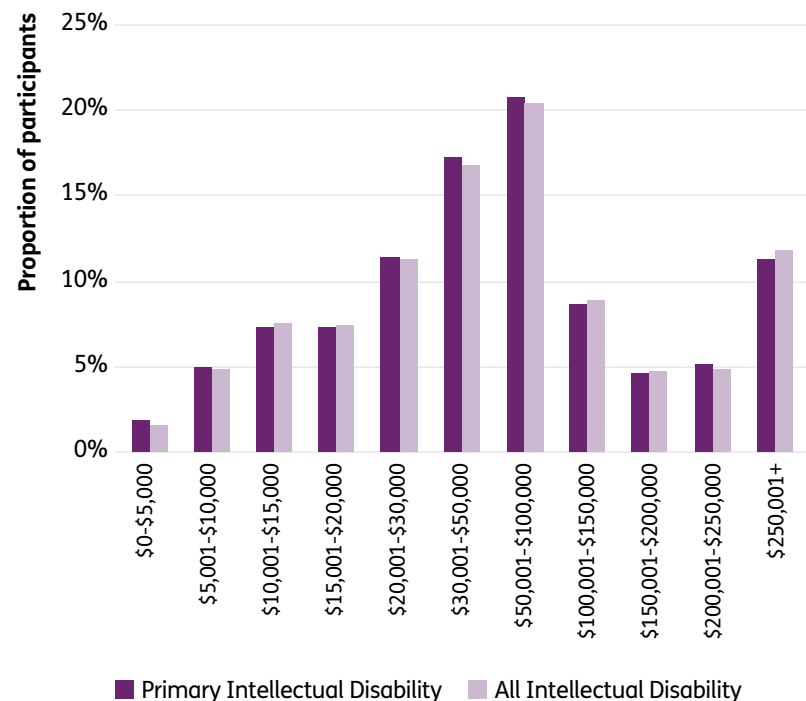
by cost band

Most participants with a primary intellectual disability receive between \$20,000 and \$100,000 in annualised committed supports (49%). There is also a high proportion of participants with a primary intellectual disability who have annualised committed supports over \$250,000 (11%) which is primarily due to participants living in SIL.

Queensland and the Northern Territory have a particularly high proportion of participants with intellectual disability receiving over \$100,000 (35% and 40%, respectively) compared to all States and Territories (29%). This is due to a higher proportion of participants in remote areas and supported independent living in these States/Territories.

Overall, average annualised committed supports are slightly lower for participants with a primary intellectual disability compared with those with a secondary intellectual disability. The difference is more distinct in the Northern Territory, where average annualised committed supports for participants with a secondary intellectual disability are 17% higher compared to participants with a primary intellectual disability.

Distribution of average annualised committed supports by cost band



Committed supports

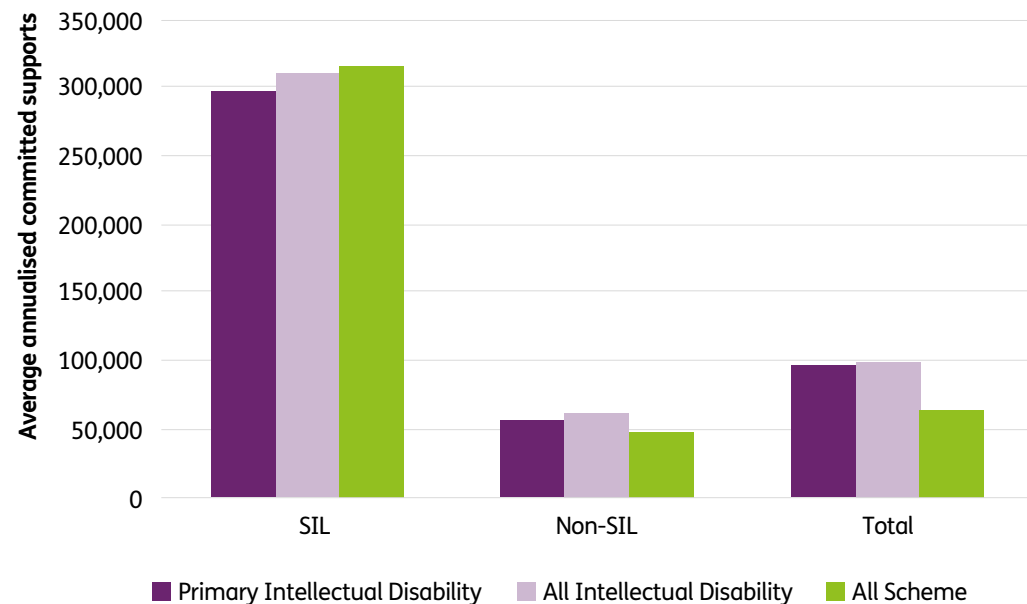
by supported independent living

A higher proportion of participants with a primary intellectual disability live in supported independent living (17%) compared to all participants of the Scheme (7%). As a result, total average committed supports are higher for participants with an intellectual disability.

After allowing for SIL status, the differences in committed supports reduces:

- For participants living in SIL, those with an intellectual disability have lower average committed supports compared to all participants of the Scheme.
- For participants not living in SIL, participants with an intellectual disability have higher average committed supports compared to the Scheme as a whole.

Average annualised committed supports - split by SIL/Non-SIL status



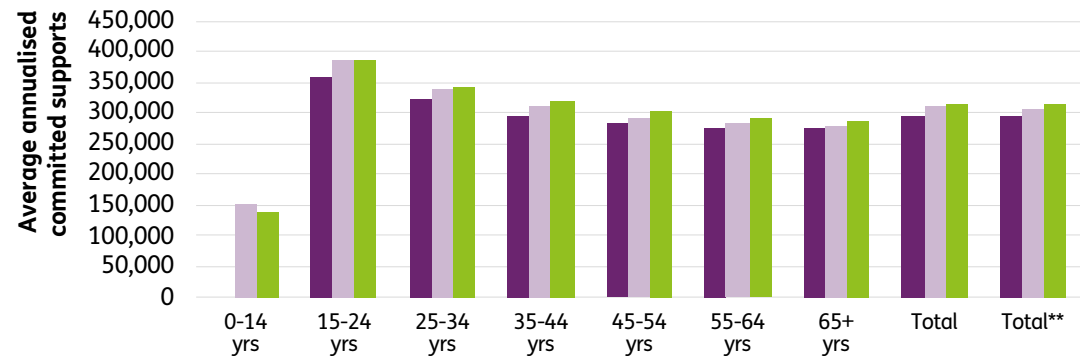
Committed supports

by supported independent living and age group

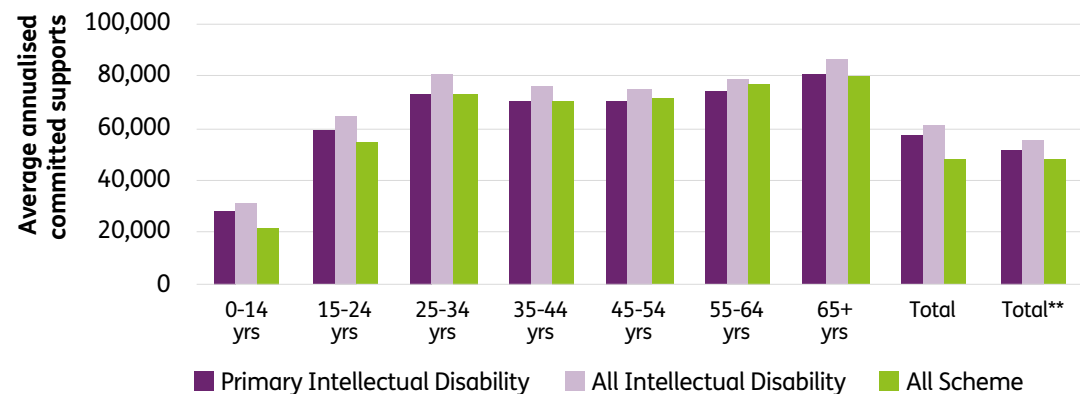
For participants living in SIL, average annualised committed supports generally decrease with age. Participants with a primary intellectual disability have lower average committed supports compared to the Scheme as a whole across all age groups.

For participants who are not living in SIL, average annualised committed supports are highest at ages 55 and over. Across all age groups, participants with an intellectual disability have higher average committed supports compared to the Scheme as a whole.

Average annualised committed supports by age group* – SIL Only



Average annualised committed supports by age group* – Non-SIL Only



* Results are not shown if there are 10 or fewer participants in the category.

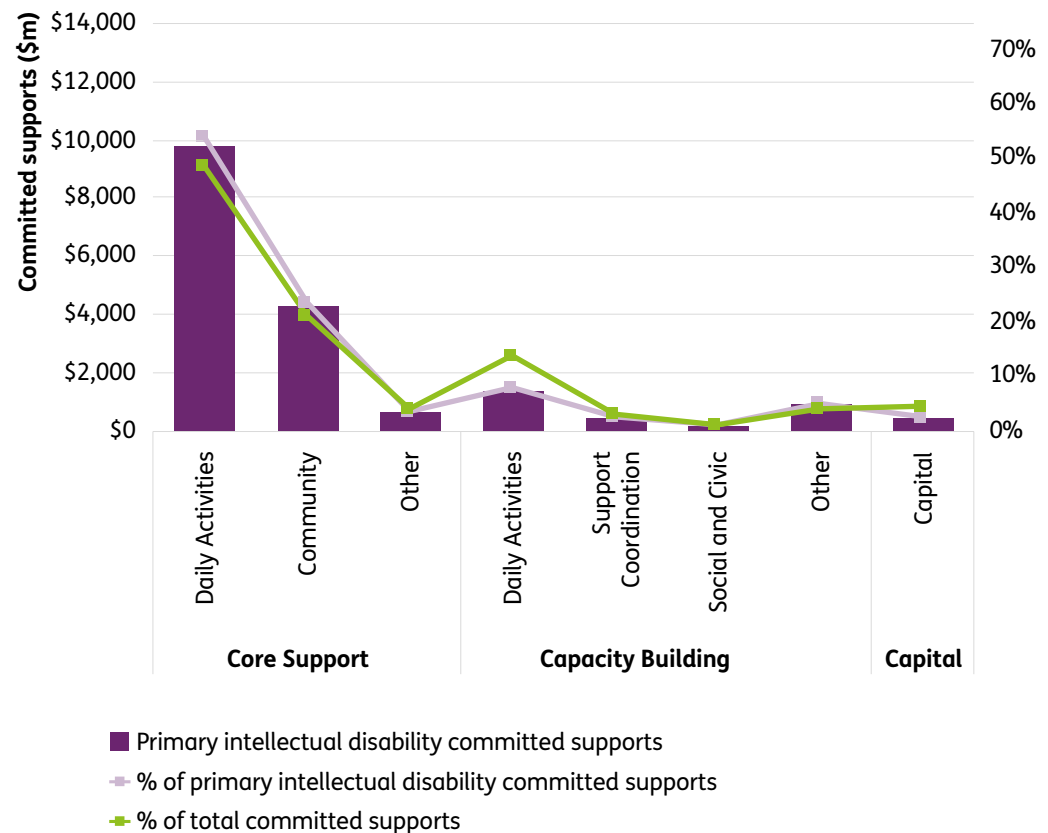
**Total average committed supports based on the age distribution of all participants of the Scheme.

Types of committed supports

Participants with a primary intellectual disability have the largest amount of support committed for core daily activities (54%) and core community participation (23%).

Compared to all participants of the Scheme, participants with a primary intellectual disability have a greater proportion of their budget allocated to core and capital supports, and less to capacity building. This reflects the older age distribution for participants with a primary intellectual disability, as older participants have a greater proportion of their committed supports in the core and capital categories.

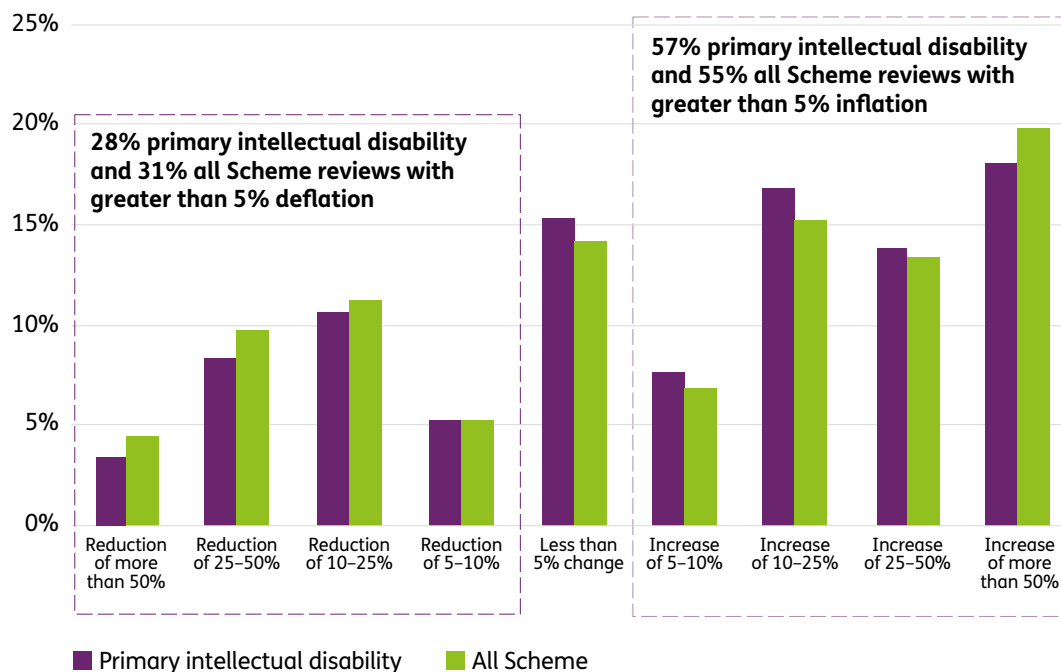
Committed supports approved for all participants and their distribution



Plan cost changes

Approximately 15% of active plans for participants with a primary intellectual disability have been within 5% of the previous plan's value, and approximately 18% of active plans have had an increase in committed supports by more than 50%. Participants with a primary intellectual disability are more likely to have a plan budget increase when compared to the Scheme as a whole, however they are less likely to have very large (i.e. greater than 50%) plan increases or decreases.

Change in plan costs, comparing active plan to previous plan



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

The overall utilisation of committed supports for participants with a primary intellectual disability (73%) is higher than that for all participants across the Scheme (66%).

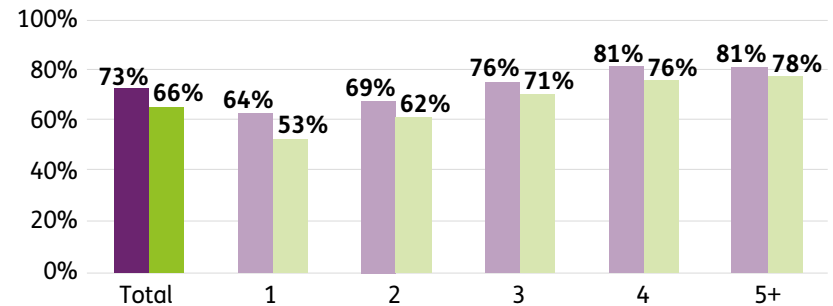
The two biggest drivers of plan utilisation are:

- The length of time the participant has been in the Scheme, which is captured by the number of plans they have had since entry. For participants with a primary intellectual disability, first plan utilisation is 64% compared to 53% for all participants of the Scheme (including SIL). The difference in utilisation rates for participants with a primary intellectual disability and all participants of the Scheme converges as time in the Scheme increases.
- Whether a participant is living in supported independent living, which generally results in higher plan utilisation. When participants with SIL are excluded, the differences in plan utilisation rates between participants with an intellectual disability and all participants of the Scheme reduces further.

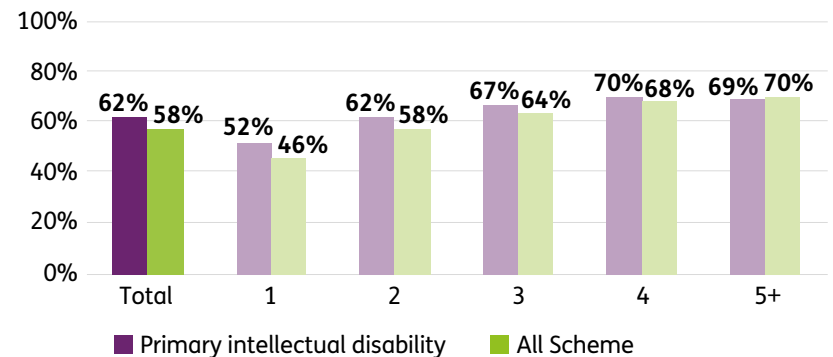
Note: Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans.

Utilisation of committed supports by plan number from 01 April 2019 to 30 September 2019

Including SIL participants



Excluding SIL participants



Utilisation

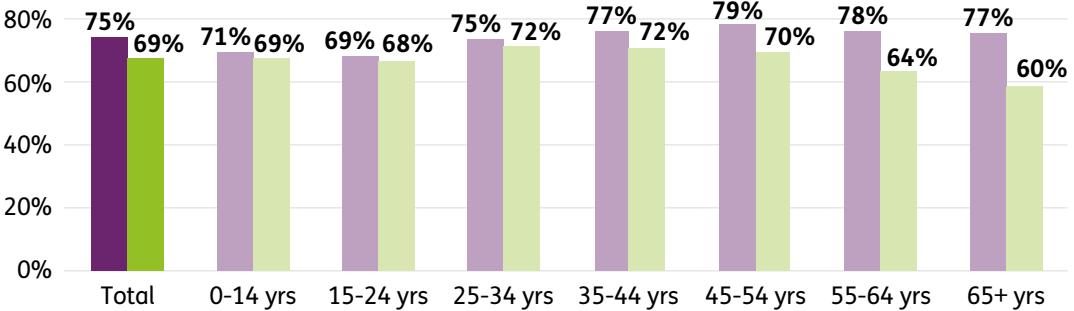
by age group

When participants receiving in-kind supports are included, the utilisation of committed supports for participants with a primary intellectual disability is 75% compared to 69% for all participants of the Scheme.

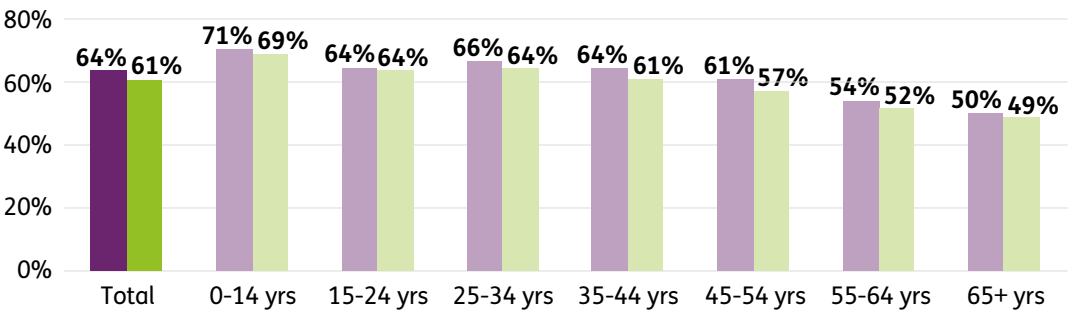
The utilisation of committed supports for participants with a primary intellectual disability is higher than the utilisation of all participants of the Scheme, across all age groups. However, excluding participants with supported independent living arrangements reduces this margin, particularly for participants aged 45 and over.

Utilisation of committed supports by age group from 01 April 2019 to 30 September 2019

Including SIL participants



Excluding SIL participants



■ Primary intellectual disability ■ All Scheme

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

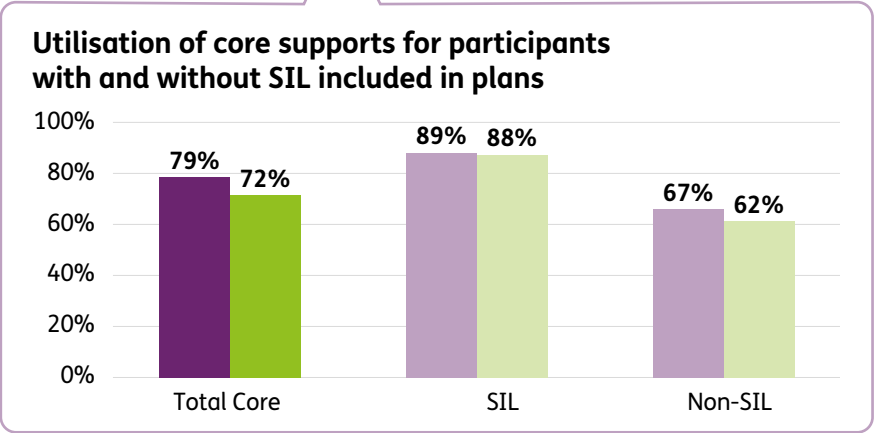
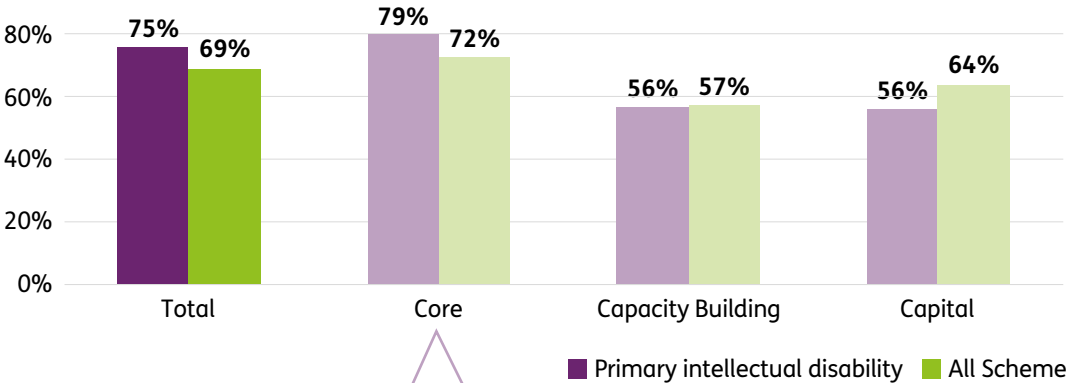
Utilisation

by support type

For participants with a primary intellectual disability, utilisation of core committed supports is highest (79%), while utilisation of capital (56%) and capacity building (56%) are lower.

Notably, the utilisation of core supports for participants with a primary intellectual disability receiving supported independent living supports is much higher (89%) compared to those that do not have such supports in their plan (67%).

Utilisation of committed supports by support type from 01 April 2019 to 30 September 2019



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

03.

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 intellectual disability have improved for most indicators.

Participant outcomes

Information on baseline outcomes has been collected from 98% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

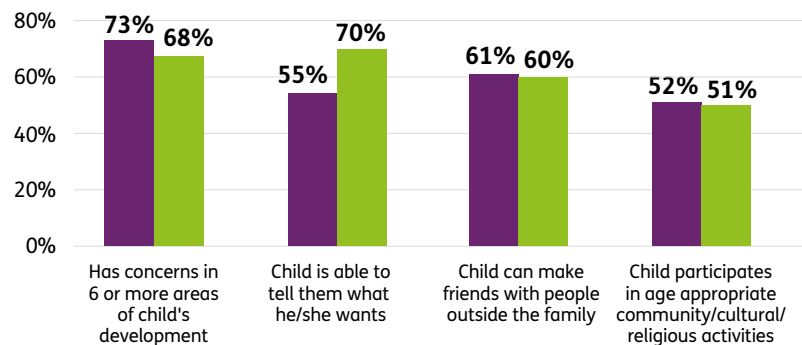
For participants aged 0 to starting school, those with a primary intellectual disability are less likely to be able to tell their parents/carers what they want (55% vs 70% all Scheme) and are more likely to have developmental concerns in six areas or more (73% vs 68% all Scheme).

For participants school age to 14, those with an intellectual disability have poorer baseline outcomes in most areas compared to all participants of the Scheme. They are also less likely to attend school in a mainstream class (38% vs 64% all Scheme).

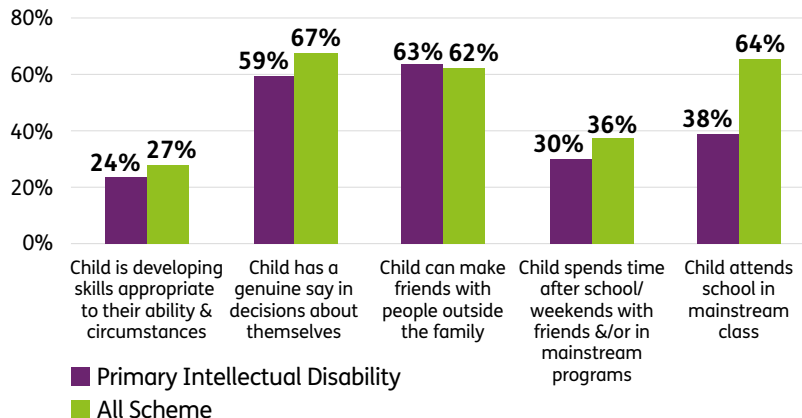
Baseline outcomes measure how participants are going at their point of entry into the NDIS.

Selected key baseline indicators for participants

Aged 0 to starting school



School age to 14



Participant outcomes

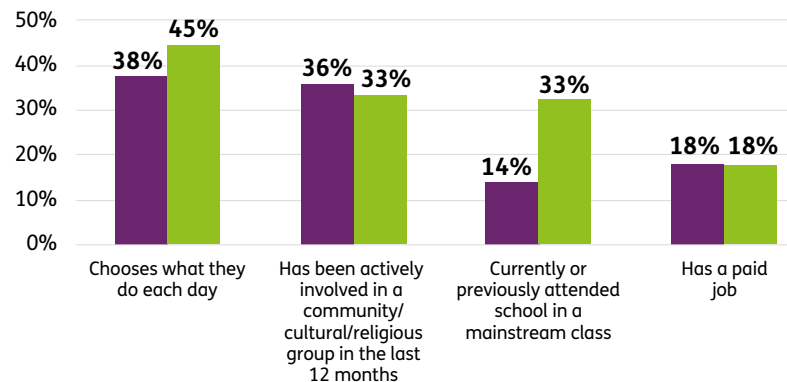
Participants aged 15 and over with a primary intellectual disability have the following baseline outcomes:

- They are less likely to be able to choose what they do each day compared to all participants of the Scheme (38% vs 45% for ages 15 to 24, 47% vs 65% for ages 25 and over).
- They are more likely to be involved in community, cultural or religious activities compared to all participants of the Scheme (36% vs 33% for ages 15 to 24, and 44% vs 36% for ages 25 and over).
- For participants aged 15 to 24, those with an intellectual disability are less likely to attend school in a mainstream class compared to participants across the whole Scheme. For participants aged 25 and over, those with an intellectual disability are more likely to participate in education or training, but are less likely to do so in a mainstream setting compared to all participants of the Scheme.
- Participants aged 25 and over are more likely to be in a paid job if they have an intellectual disability (31%) compared to all participants of the Scheme (23%).

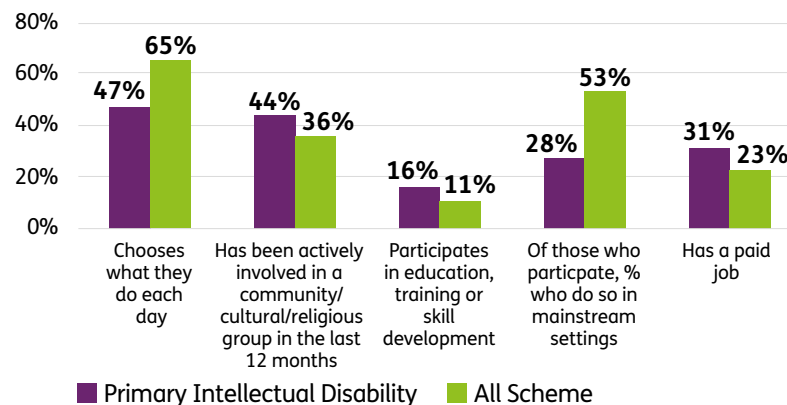
Baseline outcomes measure how participants are going at their point of entry into the NDIS.

Selected key baseline indicators for participants

Aged 15 to 24



Aged 25 and over



Family/carerer outcomes

The families/carers of participants with a primary intellectual disability are less likely to be in paid work at baseline compared to the families/carers of all participants of the Scheme.

- For child participants aged 0 to 14, 42% of families/carers of participants with an intellectual disability are working in a paid job compared to 47% for all participants of the Scheme.
- For adult participants aged 15 and over, 39% of families/carers of participants with an intellectual disability are working in a paid job compared to 42% for all participants of the Scheme.

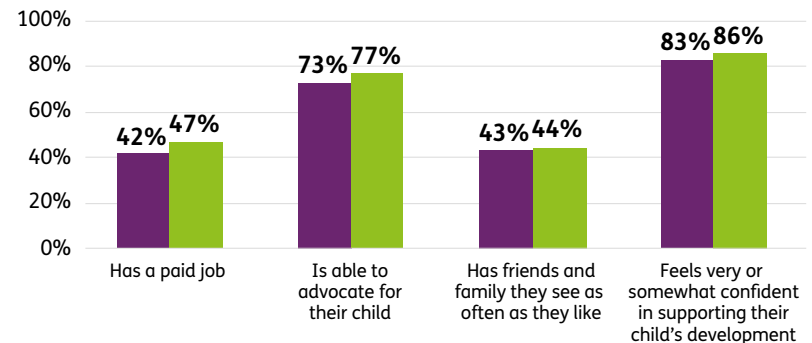
For families/carers of child participants aged 0 to 14, the remaining baseline outcomes are slightly poorer compared to all participants of the Scheme.

For families/carers of adult participants aged 15 and over, the remaining baseline outcomes are slightly better compared to all participants of the Scheme.

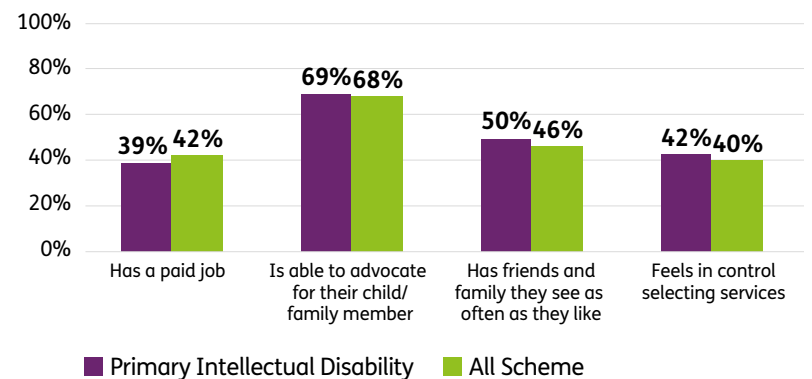
Baseline outcomes measure how participants are going at their point of entry into the NDIS.

Selected key baseline indicators for participants

Aged 0 to 14



Aged 15 and over



Has the NDIS helped?

Participants aged 0 to starting school

Since 1 July 2016, participants have been asked ‘Has the NDIS helped?’ after each year in the Scheme. The results presented here are for participants who have been in the Scheme for 2 years i.e. entered the Scheme between 1 January 2017 and 31 December 2017, and for participants who have been in the Scheme for 3 years i.e. entered the Scheme between 1 January 2016 and 31 December 2016.

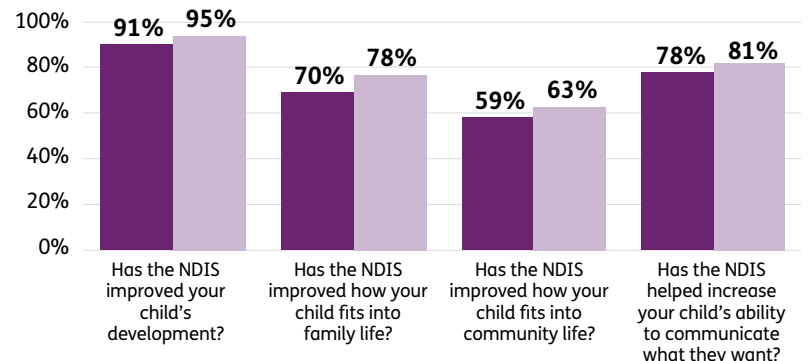
The parents/carers of participants with an intellectual disability who have been in the Scheme for at least two years had improved perceptions of the NDIS from year one to year two. For participants who have been in the Scheme for at least 3 years, there has been a considerable improvement in the percentage of parents/carers who think the NDIS has helped their child by year three. However, participant numbers are small at year three and should be interpreted with caution.

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.

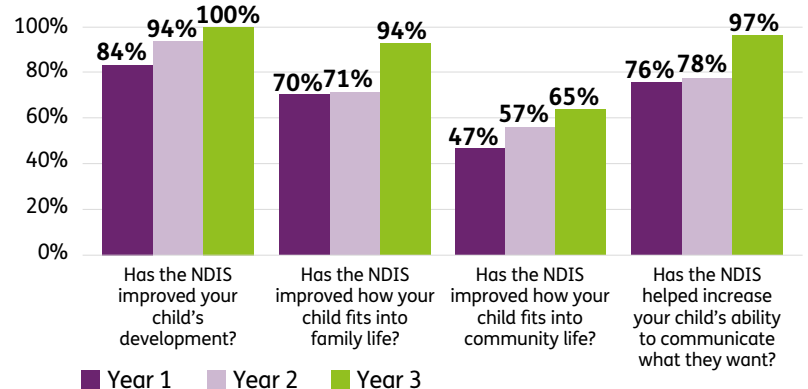
* Lower than the Scheme as a whole for improving child's ability to communicate what they want, otherwise broadly consistent.
 † Lower than the Scheme as a whole for year 1 and year 2. Year 3 higher than all Scheme except for how child fits into community life.

Proportion of parents/carers of participants with a primary intellectual disability who responded ‘yes’ to the “Has the NDIS helped?” questions

Participants who have been in the Scheme for 2 years*



Participants who have been in the Scheme for at least 3 years†



Has the NDIS helped?

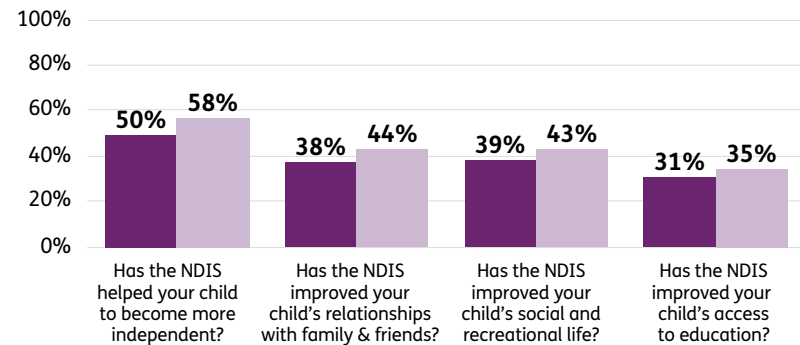
Participants aged school age to 14

Parent/carer perceptions of the NDIS improved from year one to year two for participants with an intellectual disability who have been in the Scheme for at least two years. Similarly, a greater proportion of parents/carers think the NDIS has helped from year one to year three for participants who have been in the Scheme for at least three years. The greatest improvements were for the NDIS helping the child to become more independent.

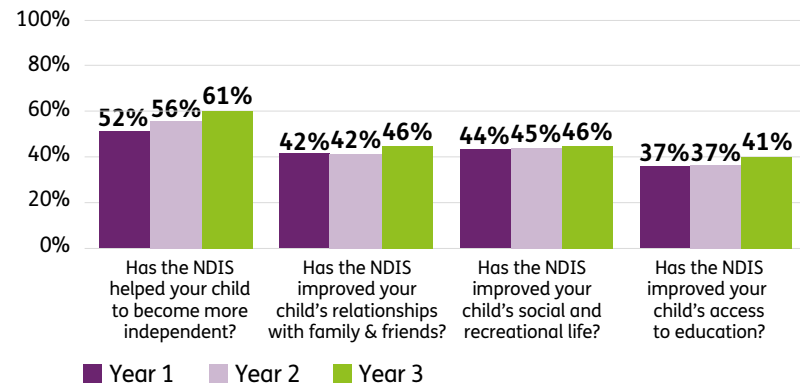
The outcomes framework includes a question at the end of each domain asking whether the participant thinks that the NDIS has helped in areas related to that domain.

Proportion of parents/carers of participants with a primary intellectual disability who responded 'yes' to the "Has the NDIS helped?" questions

Participants who have been in the Scheme for 2 years*



Participants who have been in the Scheme for at least 3 years†



* Lower than the Scheme as a whole for each question.

† Lower than the Scheme as a whole for each question.

Has the NDIS helped?

Participants aged 15 to 24

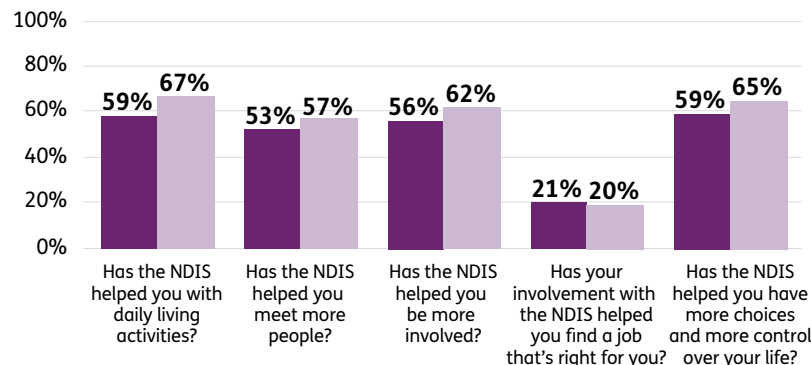
The proportion of participants with an intellectual disability who say the NDIS has helped them generally improved from year one to year two for participants who have been in the Scheme for at least two years. The exception was for whether the NDIS helped them with finding a job. A similar pattern is observed between year one and year three for participants who have been in the Scheme for at least three years. The greatest improvement was in regards to the NDIS helping with daily living activities.

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.

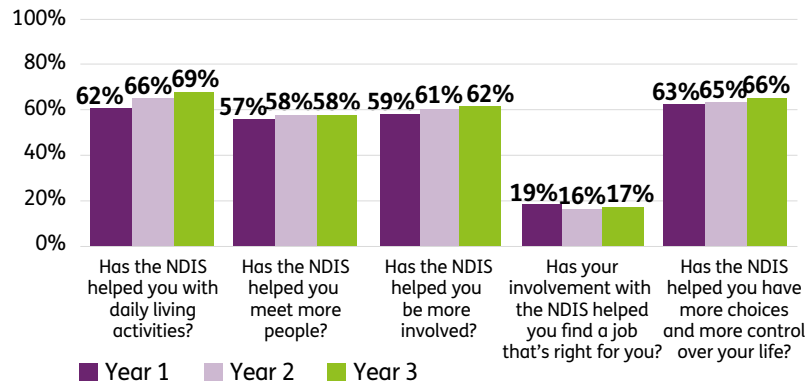
* Higher than the Scheme as a whole for each question.
 † Higher than the Scheme as a whole for each question.

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

Participants who have been in the Scheme for 2 years*



Participants who have been in the Scheme for at least 3 years†



Has the NDIS helped?

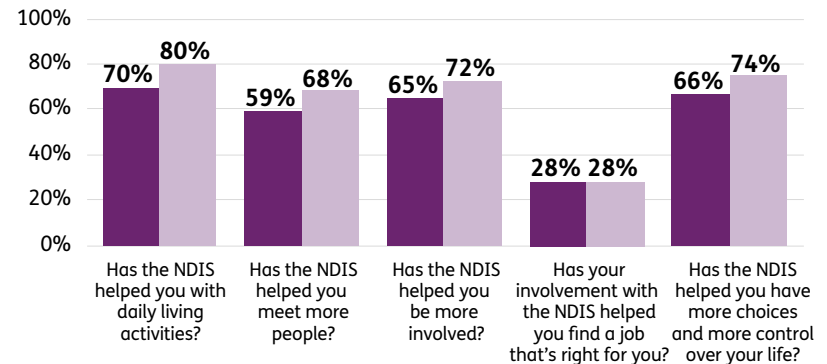
Participants aged 25 and over

Perceptions of the NDIS have generally improved for participants with an intellectual disability as their time in the Scheme increases. The exception is that participants become less likely to perceive that the NDIS has helped them find a job that's right for them after two or three years in the Scheme, and this is similar to participants aged 15 to 24. The greatest improvement across both groups of participants was in regards to the NDIS helping with daily living activities.

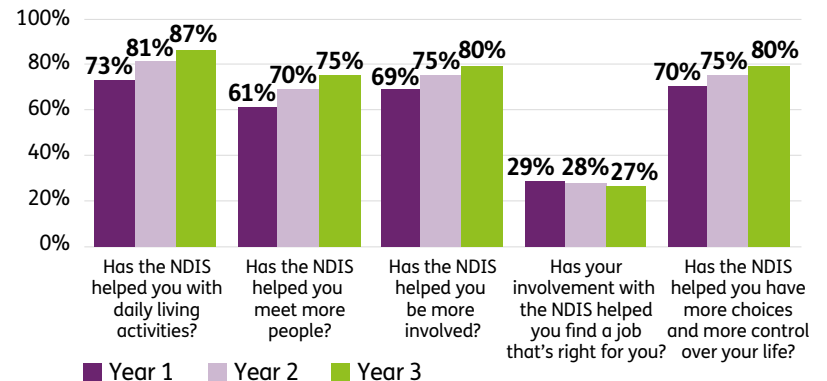
The outcomes framework includes a question at the end of each domain asking whether the participant thinks that the NDIS has helped in areas related to that domain.

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

Participants who have been in the Scheme for 2 years*



Participants who have been in the Scheme for at least 3 years†



* Higher than the Scheme as a whole for each question.

† Higher than the Scheme as a whole for each question.

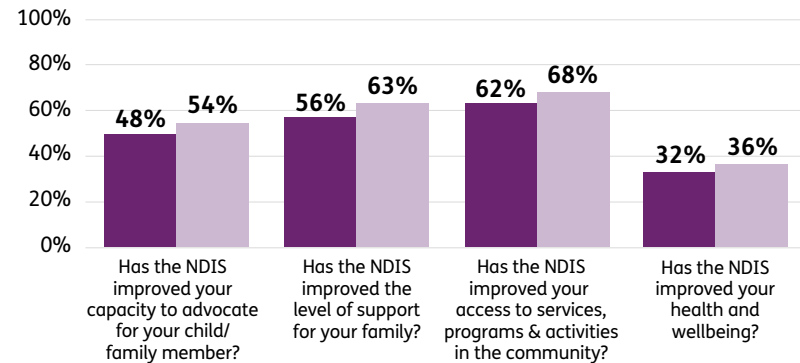
Has the NDIS helped?

Family/carers of participants aged 0 to 14

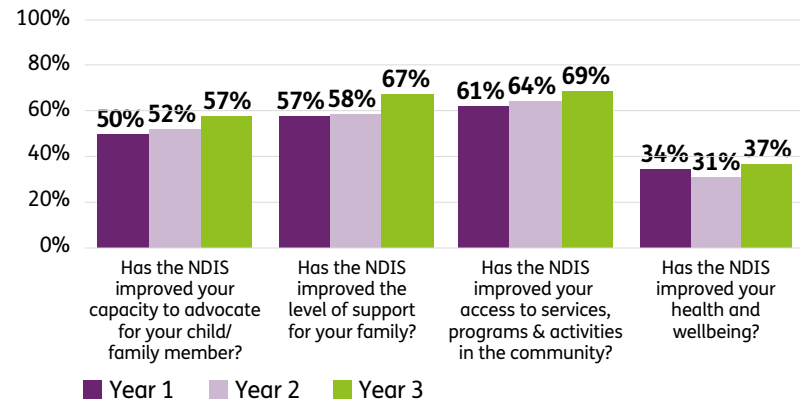
Perceptions of the NDIS for families and carers of participants with an intellectual disability generally improved with time in the Scheme. The greatest improvement after two or three years in the Scheme was for the question “Has the NDIS improved the level of support for your family?”.

Proportion of families/carers of participants with a primary intellectual disability who responded ‘yes’ to the “Has the NDIS helped?” questions

Participants who have been in the Scheme for 2 years*



Participants who have been in the Scheme for at least 3 years†



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.

* Lower than the Scheme as a whole for each question.
 † Lower than the Scheme as a whole for each question.

Has the NDIS helped?

Family/carers of participants aged 15 and over

The perceptions of families and carers of participants with a primary intellectual disability improved between participants' first and second year in the Scheme, where participants have been in the Scheme for 2 years. Similarly, perceptions improved for families/carers of participants who have been in the Scheme for at least 3 years except for the question on whether the NDIS has improved their health and wellbeing.

The greatest improvements were for the questions "Has the NDIS improved the level of support for your family?" for participants who have been in the Scheme for 2 years, and "Has the NDIS improved your capacity to advocate for your child/family member?" for participants who have been in the Scheme for at least 3 years.

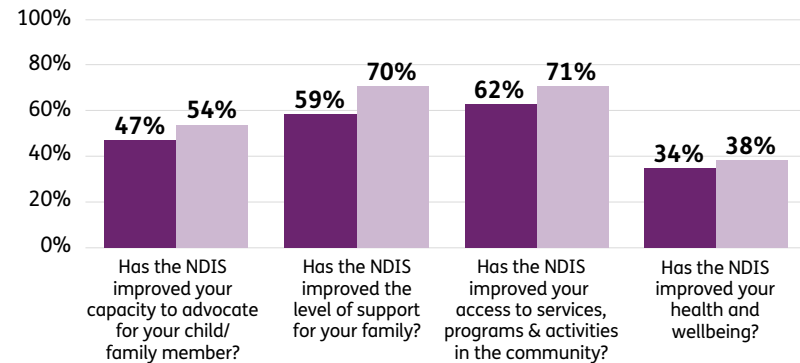
The outcomes framework includes a question at the end of each domain asking whether the participant thinks that the NDIS has helped in areas related to that domain.

* Higher than the Scheme as a whole for each question.

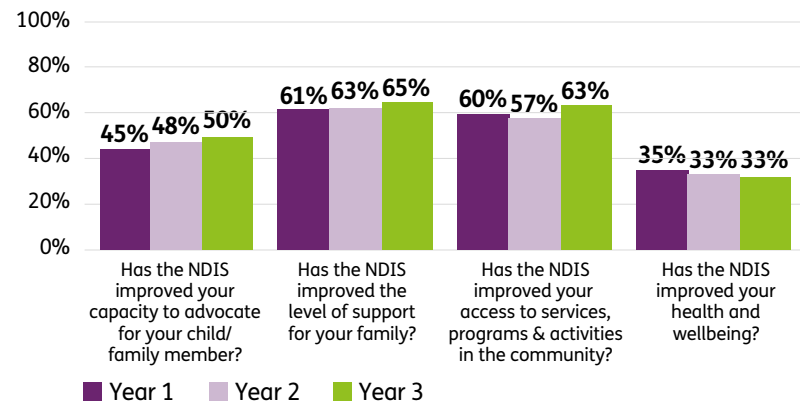
† In general, higher than the Scheme as a whole for year 1 and year 2, lower than all Scheme for year 3.

Proportion of families/carers of participants with a primary intellectual disability who responded 'yes' to the "Has the NDIS helped?" questions

Participants who have been in the Scheme for 2 years*



Participants who have been in the Scheme for at least 3 years†



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.

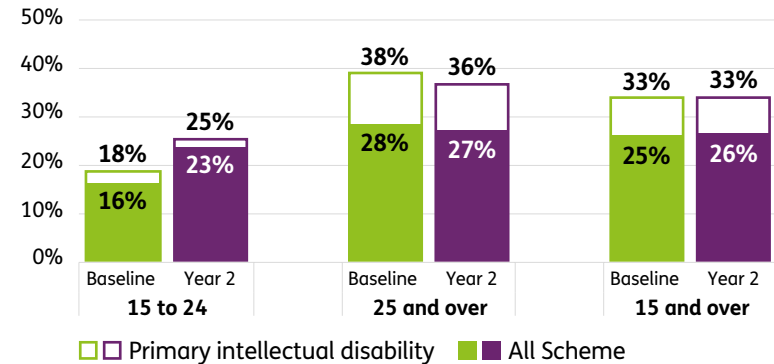
For participants who have been in the Scheme for at least 2 years, the percentage of participants with a primary intellectual disability in paid work increased from a baseline of 18% to 25% in year two for those aged 15 to 24, and decreased from a baseline of 38% to 36% for those aged 25 and over. Overall, the percentage of participants with a primary intellectual disability in employment remained stable and higher than the full Scheme at 33%.

A similar pattern of changes in employment outcomes is observed for participants who have been in the Scheme for at least 3 years, however the overall employment rate is lower compared to those who have been in the Scheme for 2 years. This may reflect the phasing pattern of existing Australian Disability Enterprise programs transferring to the NDIS.

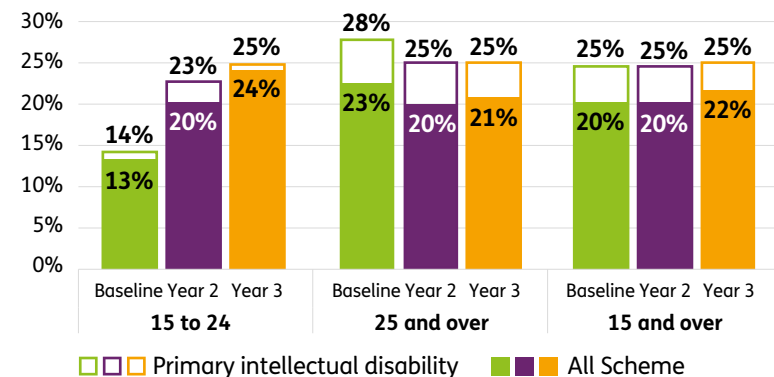
Longitudinal measures describe how outcomes have changed for participants during their time in the Scheme. The measures are collected as a participant enters the Scheme, and at each subsequent plan review. Participants who have been in the Scheme for at least 3 years are those who entered between 1 July 2016 and 31 December 2016. Participants who have been in the Scheme for at least 2 years are those who entered between 1 January 2017 and 31 December 2017.

NDIS participants in paid employment, for participants in the Scheme:

for at least 2 years



for at least 3 years



Participants in work

Type of work

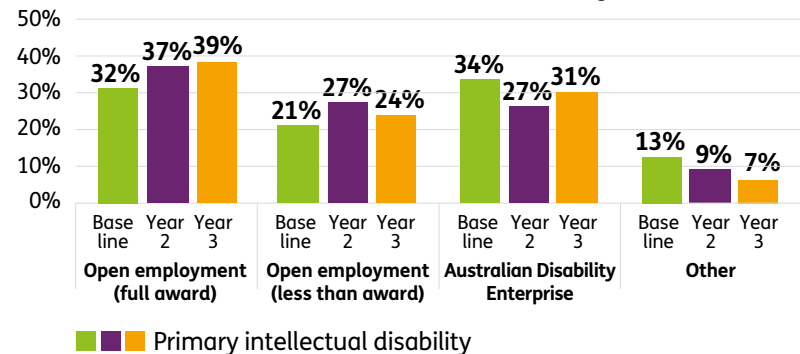
The difference in employment rates for participants with a primary intellectual disability compared to all participants of the Scheme reflects the higher proportion of participants with a primary intellectual disability working in an Australian Disability Enterprise (ADE). For participants who have been in the Scheme for 3 years and have a paid job:

- 70% of participants aged 25 and over with an intellectual disability are employed in an ADE at year 3, compared to 44% of all participants of the Scheme aged 25 and over.
- 31% of participants aged 15 to 24 with an intellectual disability are employed in an ADE at year 3, compared to 25% of all participants of the Scheme aged 15 to 24.
- Participants with an intellectual disability in ADE employment has increased by 8 percentage points from baseline to year 3 for participants aged 25 and over.
- Participants with an intellectual disability in ADE employment has decreased by 3 percentage points from baseline to year 3 for participants aged 15 to 24.

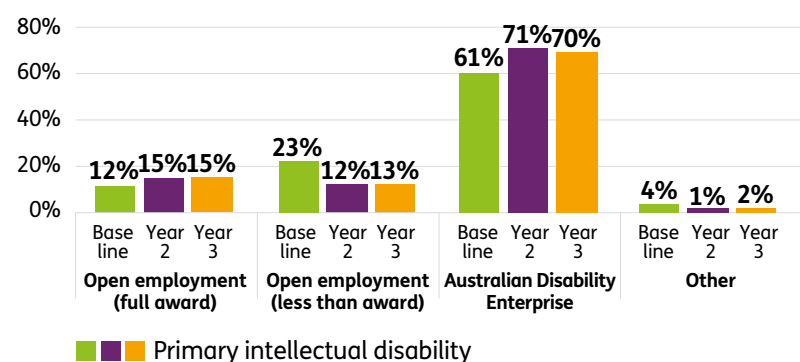
* More participants in ADE employment in Year 3 compared to the Scheme as a whole (25%).

† More participants in ADE employment in Year 3 compared to the Scheme as a whole (44%).

Type of paid employment for participants aged 15 to 24, who have been in the Scheme for at least 3 years*



Type of paid employment for participants aged 25 and over, who have been in the Scheme for at least 3 years†



Participants involved in community and social activities

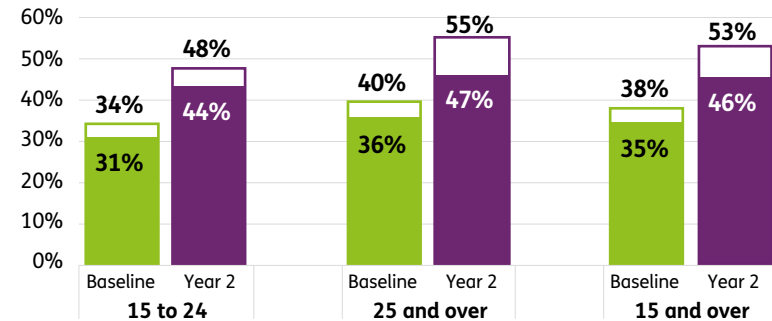
The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

The percentage of participants with a primary intellectual disability engaged in community and social activities increased considerably between baseline and at the end of participants' second or third year in the Scheme. The rate of improvement was similar for both age groups, and was slightly higher than the equivalent improvement in community and social engagement for the Scheme as a whole.

Longitudinal measures describe how outcomes have changed for participants during their time in the Scheme. The measures are collected as a participant enters the Scheme, and at each subsequent plan review. Participants who have been in the Scheme for at least 3 years are those who entered between 1 July 2016 and 31 December 2016. Participants who have been in the Scheme for at least 2 years are those who entered between 1 January 2017 and 31 December 2017.

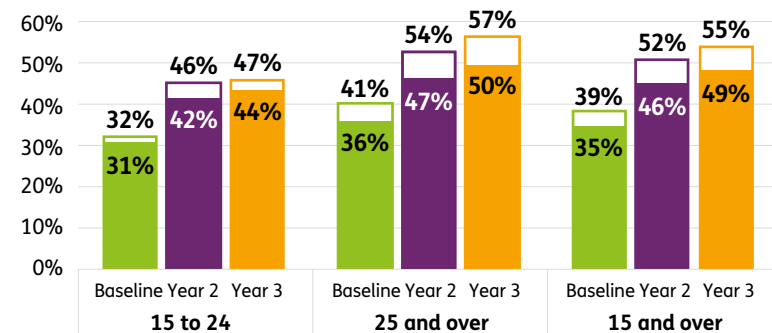
NDIS participants participating in social activities in their community, for participants in the Scheme:

for at least 2 years



□ Primary intellectual disability ■ All Scheme

for at least 3 years



□ Primary intellectual disability ■ All Scheme

Participant satisfaction

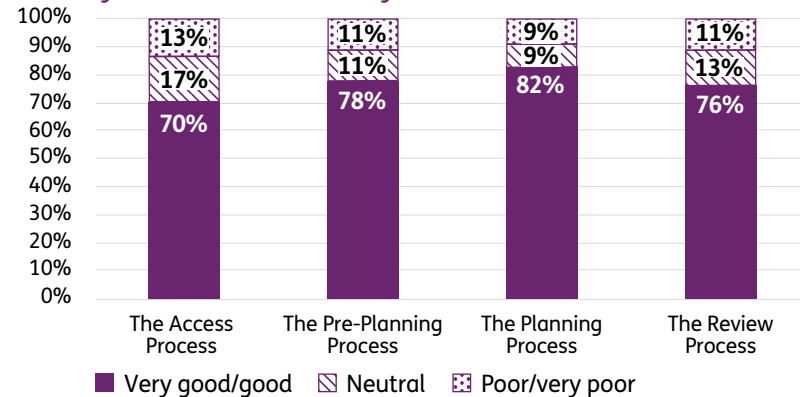
A new participant satisfaction survey has been developed to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway - access, pre-planning, planning and review. It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience.

70% of participants with a primary intellectual disability rated the access process as good or very good, which was lower compared to all participants of the Scheme. Participants were also more likely to rate the access process as poor or very poor (13%) compared to other stages of the participant pathway. Similarly, participants with a primary intellectual disability were slightly less likely to rate the review process as good or very good (76%) compared to all Scheme participants.

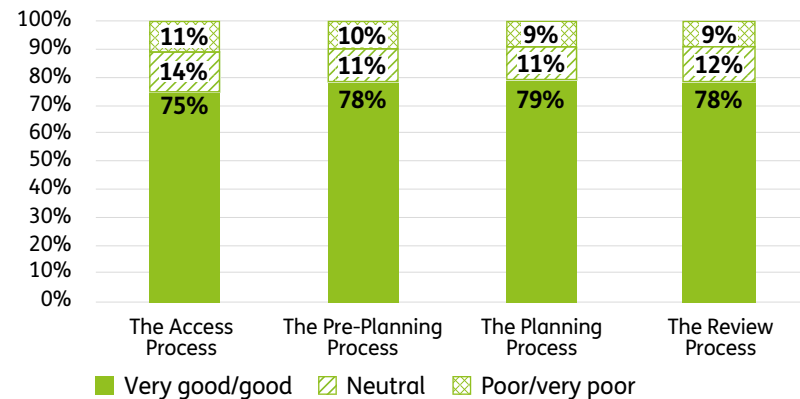
The percentage of participants with a primary intellectual disability who rated the planning process as good or very good was 82%, and this was higher than all participants of the Scheme. The pre-planning process was rated good or very good by 78% of both participants with a primary intellectual disability and all participants of the Scheme.

Rating of experience with the NDIS in 2019-20 Q2

Primary Intellectual Disability



All Scheme

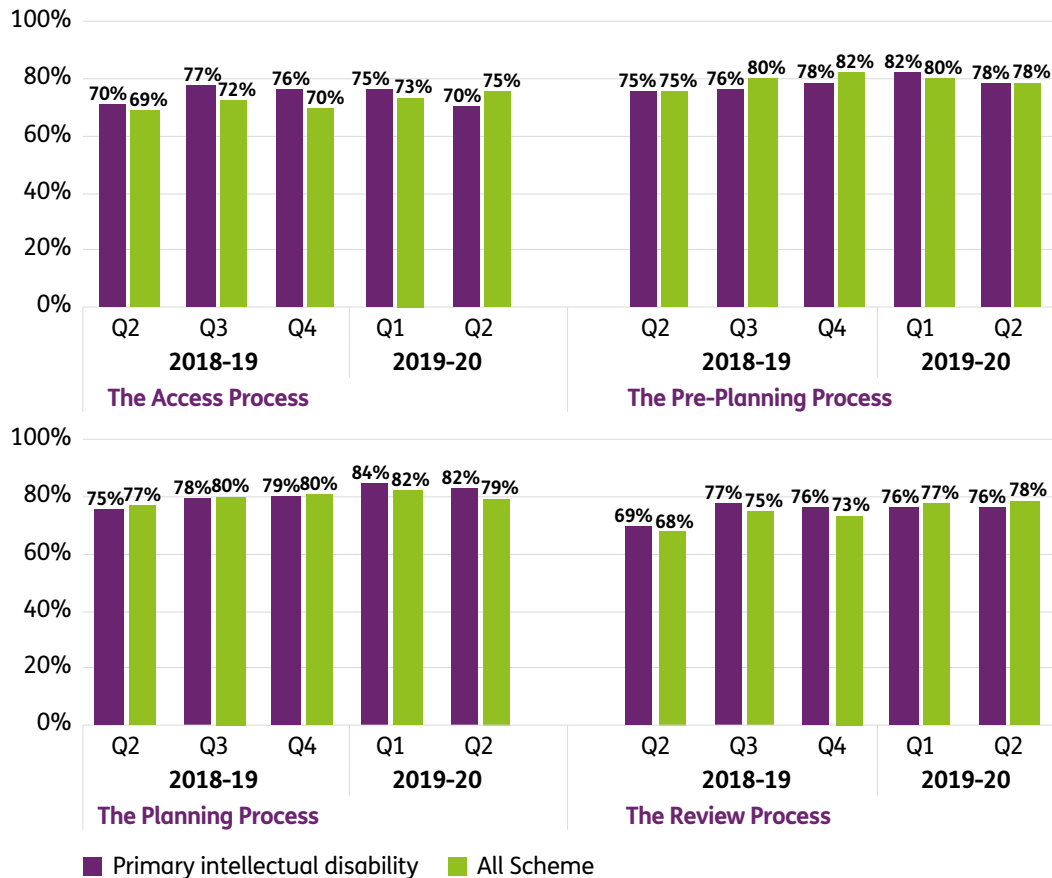


Participant satisfaction

Satisfaction with the planning and review process has increased over the five quarters for participants with a primary intellectual disability, while satisfaction with the access and pre-planning process have remained broadly consistent.

While overall satisfaction with the access process was lower for participants with a primary intellectual disability compared to all participants of the Scheme in the latest quarter, satisfaction rates were actually higher for this group in all preceding quarters. For the other stages in the participant pathway, differences in satisfaction rates between participants with a primary intellectual disability and all participants of the Scheme have been generally minor over time.

Trend of satisfaction across the pathway (% Very good/good)

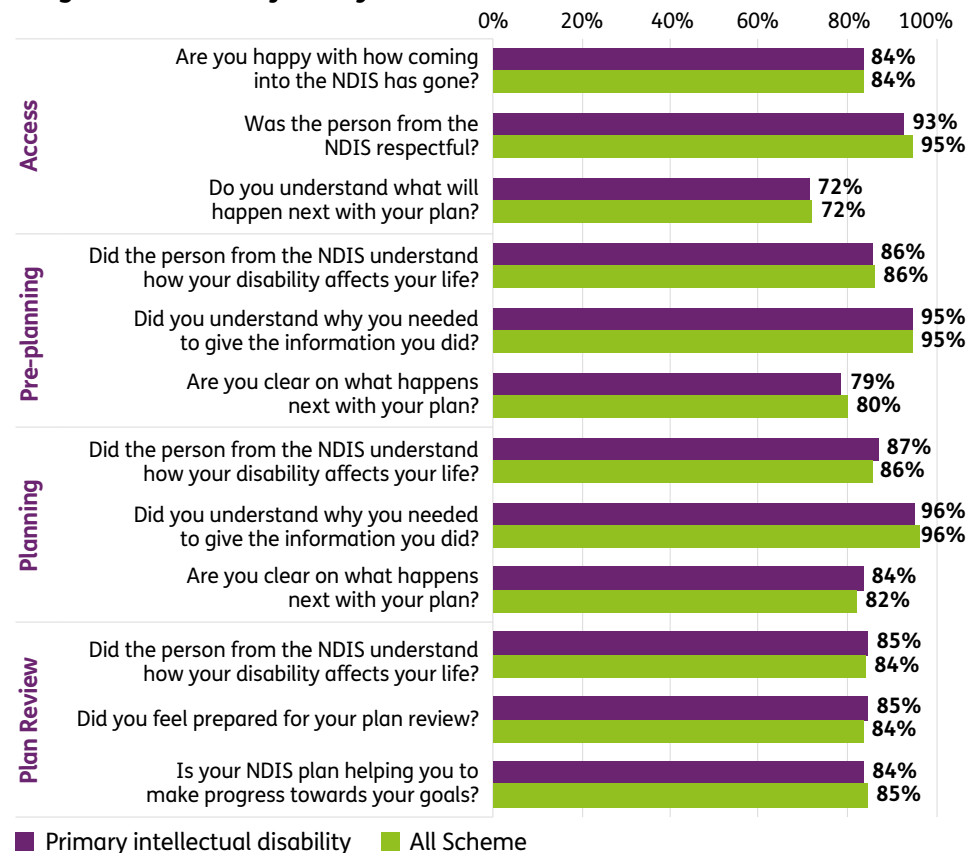


Participant satisfaction

In addition to the overall satisfaction rates outlined above, the new survey also provides further insights at each stage of the participant pathway.

In general, participants with a primary intellectual disability have similar satisfaction rates to all participants of the Scheme at each stage of the pathway. During the access process, participants with a primary intellectual disability were slightly less likely to agree that the person from the NDIS was respectful compared to all participants of the Scheme. For the planning process, participants with a primary intellectual disability were slightly more likely to agree that they were clear on what happens next with their plan compared to all participants of the Scheme.

Proportion of participants who agreed with statements about the different stages of the NDIS journey in 2019-20 Q2





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