



Young people in the NDIS

30 June 2020

National Disability Insurance Agency

ndis

Summary (1)



Overall at 30 June 2020

- There were 159,796 young people aged 0 to 14 in the Scheme with approved plans and 8,197 children receiving initial supports in the ECEI gateway.
- Annualised committed supports for young people were \$3.9 billion.
- The average annualised plan budget was \$24,080 for a 0 to 6 year old and \$24,608 for a 7 to 14 year old.

Participants

- The expected prevalence of young people in the Scheme at 30 June 2023¹ is 4.6% of the Australian population aged 0 to 14. The prevalence at 30 June 2020 was 2.9% for 0 to 6 year olds and 3.9% for 7 to 14 year olds.
- Young participants aged 0 to 14 are from diverse backgrounds with:
 - 8.0% and 7.1% of 0 to 6 and 7 to 14 year olds respectively identifying as Aboriginal or Torres Strait Islander.
 - 9.9% and 6.5% of 0 to 6 and 7 to 14 year olds respectively identify as Culturally and Linguistically Diverse.
- 75% and 46% of 0 to 6 and 7 to 14 year olds respectively are new to the Scheme and did not previously receive disability supports from a Commonwealth or State/Territory government.
- 70% of young people in the Scheme are male.
- The most common disability type for 0 to 6 year old participants is developmental delay (including Global Developmental Delay) (48%) followed by Autism (33%).
- The most common disability type for 7 to 14 year old participants is Autism (65%) followed by Intellectual Disability (including Down Syndrome) (15%).
- With the focus on early intervention for 0 to 6 year olds, 69% of children aged 0 to 6 in the Scheme were recorded as having a high level of function. For 7 to 14 year olds, 34% were recorded as having a high level of function and 46% had a medium level of function. These proportions have been changing over time and levels of function (on average) have tended to deteriorate the longer participants have been in the Scheme.

¹ 30 June 2023 is expected to be the Steady Intake Date where new entrants into the NDIS primarily represent participants with new incidence of disability, as opposed to participants transferring into the NDIS with existing disabilities.

Summary (2)



Participant experience

- Waiting times for access decisions and first plans have decreased significantly. In June 2020, it took 6 days to make an access decision for a 0 to 6 year old which is 7 times faster than 12 months ago. It took 42 days to approve a first plan for a 0 to 6 year old and this is 67% lower than 12 months ago.
- Since Scheme commencement, there have been 105,951 children aged 0 to 6 and 83,304 aged 7 to 14 who have met access to the Scheme. Of those who applied for access to the Scheme, 97% of 0 to 6 year olds and 88% of 7 to 14 year olds were successful.
- The proportion of young people's plans that are self-managed or use a plan manager has been increasing over time. For 0 to 6 year olds, 50% of plans are partly or fully self managed and 27% use a plan manager. For 7 to 14 year olds, 46% of plans are partly or fully self managed and 32% use a plan manager. Both of these plan management types allow the use of unregistered providers.
- Non-mortality exits from the Scheme, including the ECEI gateway, occur due to transition to mainstream and community supports, participants no longer needing support or no longer meeting eligibility. Non-mortality exit rates are significantly higher for participants aged 6 to 7.
- The rate of complaints made by or on behalf of young people have declined steadily over the last two years.

Committed supports and payments

- Average annualised plan budgets for 0 to 14 year old participants are just under \$25,000.
- Average annualised payments over the 12 months to 30 June 2020 were approximately \$13,000 for 0 to 6 year olds and \$18,000 for 7 to 14 year olds.
- Capacity building supports for daily activities represented the largest proportion of supports in plans for young participants (80% for 0 to 6 year olds and 47% for 7 to 14 year olds).

Summary (3)



Committed supports and payments (cont)

- Utilisation rates were lower for young participants compared to the Scheme as a whole mainly due to less core supports in plans for young participants, fewer young participants with supported independent living, and a higher proportion of young participants who are on their first plan. Average utilisation of committed supports over the 6 month period to 31 March 2020 was 60% for 0 to 6 year olds and 68% for 7 to 14 year olds.
- Utilisation generally increases the longer a participant has been in the Scheme. For participants aged 0 to 6 who have completed four plans (and have a fifth plan), utilisation increased from 28% to 66% from the first to the fourth plan. For these participants, average payments increased substantially from \$5,142 to \$15,069 from the first to the fourth plan. For 7 to 14 year olds who have completed four plans, utilisation increased from 30% to 67% and average payments increased from \$9,046 to \$27,314 from the first to the fourth plan.

Outcomes and satisfaction

- Improved participant and family/ carer outcomes after two years in the Scheme show the difference the NDIS continues to make in the lives of young people.
- For participants aged 0 to starting school, there were improvements in children feeling welcomed or actively included when they participate in community activities, a considerable increase in the use of specialist services, and more children were able to fit into everyday family life.
- Participants school age to 14 reported improvements in independence, as well as being able to spend time away from parents/carers other than at school.
- More families/carers of participants aged 0 to 14 were in paid work after their child had been in the Scheme for two years.

The ECEI approach (1)



- The NDIA has developed the Early Childhood Early Intervention (ECEI) approach to provide specialised supports for children aged 0 to 6 with a developmental delay or disability.
- Children aged 0 to 6 approach the NDIS through the ECEI gateway, where they are supported by Early Childhood Partners. Partners are well-established community organisations with experience and expertise in early childhood intervention and work with families to connect them and their children to available mainstream and community supports.
- Early Childhood Partners provide the following supports:
 - Where a child has a permanent disability that has a significant impact on their ability to undertake day to day activities, the Partner will assist them to access the Scheme.
 - Where a family is concerned about the development of their child, and the child does not require long term early childhood intervention, short term support will be available without having to seek access to the Scheme. This is one of the services referred to as ‘Initial Supports’.
 - Support provided will be targeted, evidence-based interventions designed to alleviate the impact of a child’s impairment upon their functional capacity as quickly and as early as possible.
- The Partner will work with the family to understand the developmental areas of concern they have for their child and develop strategies based on the philosophy of family-centred practice.
- The Partner will monitor the developmental and functional progress of the child. If the child’s capacity improves such that they no longer require access to the Scheme, the Partner will assist the child and family to transition out of the NDIS to appropriate mainstream and community supports.

The ECEI approach (2)

- Participants transition out of ECEI before they reach the age of 7. This may involve a transition to mainstream and community supports, or continuing as a participant of the NDIS if the child meets eligibility requirements¹.
- Participants aged 7 and older are supported by a Local Area Coordinator. Where a child is transitioning from ECEI, the Early Childhood Partner will work with the family and the Local Area Coordinator to ensure the family is informed of the transition and that all relevant information is shared.
- The NDIA has commenced a review of the implementation of the ECEI approach. The NDIA is committed to best practice and improving the ECEI approach. The NDIA will consult widely on this project, including with families, peak bodies, the early childhood sector, and State/Territory governments.

¹ Under Section 24 (Disability requirements) or Section 25 (Early Intervention requirements) of the NDIS Act.

Participants

As at 30 June 2020, there were 391,999 active NDIS participants with an approved plan. Of these, 61,962 were aged 0 to 6 and 97,834 were aged 7 to 14. There were 5,678 children waiting for an access decision or an approved plan and a further 7,987 were in the ECEI gateway.

Summary



This section presents information on the characteristics of young people who have requested access to the Scheme.

Key statistics

8,197

Children aged 0 to 6 receiving initial supports in the ECEI gateway¹ at 30 June 2020

61,962

Active participants aged 0 to 6 with an approved plan at 30 June 2020

16%

Percentage of active participants in the Scheme aged 0 to 6 at 30 June 2020

97,834

Active participants aged 7 to 14 with an approved plan at 30 June 2020

25%

Percentage of active participants in the Scheme aged 7 to 14 at 30 June 2020

¹ Some of these children have met access to the Scheme and are waiting for approved plans.

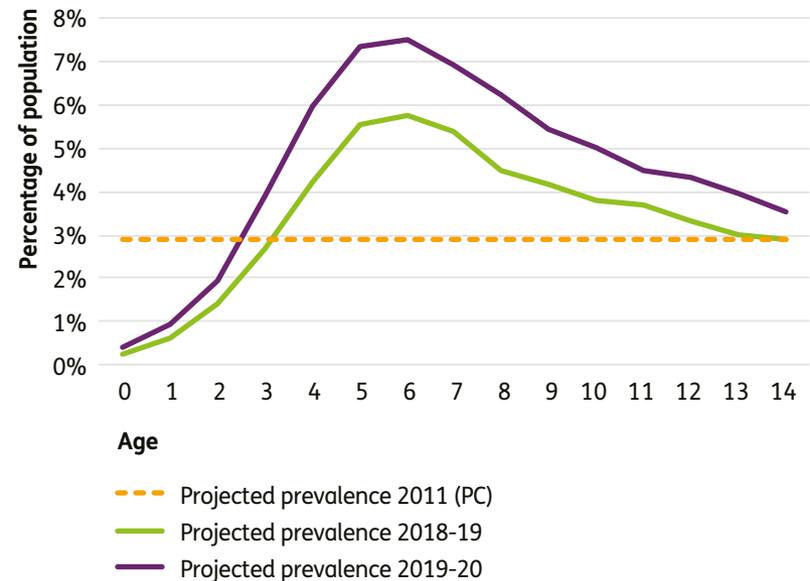
Prevalence of young people in the NDIS

The projected prevalence of children in the NDIS at the Steady Intake Date¹ has changed over time.

In 2011, the Productivity Commission (PC) estimated that the prevalence of children aged 0 to 14 eligible for the NDIS would be 2.9%². This estimate has increased over time as experience has developed and more young children have entered the Scheme. The latest estimate, as at 31 December 2019, is that 4.6% of the population aged 0 to 14 will be eligible for the NDIS at the Steady Intake date¹.

The prevalence of 0 to 6 and 7 to 14 year olds at 30 June 2020 is 2.9% and 3.9% respectively.

Projected prevalence of young people in the NDIS at Steady Intake Date³



¹ Steady Intake Date is the point in time where new entrants into the NDIS primarily represent participants with new incidence of disability, as opposed to participants transferring into the NDIS with existing disabilities. The Steady Intake Date has been assumed to be 30 June 2023.

² The PC prevalence estimate is the same for all ages 0 to 14, as there was not sufficient data available at the time to develop prevalence estimates by individual age.

³ Projected prevalence 2018-19 is based on data as at 30 June 2019, and projected prevalence 2019-20 is based on data as at 31 December 2019.

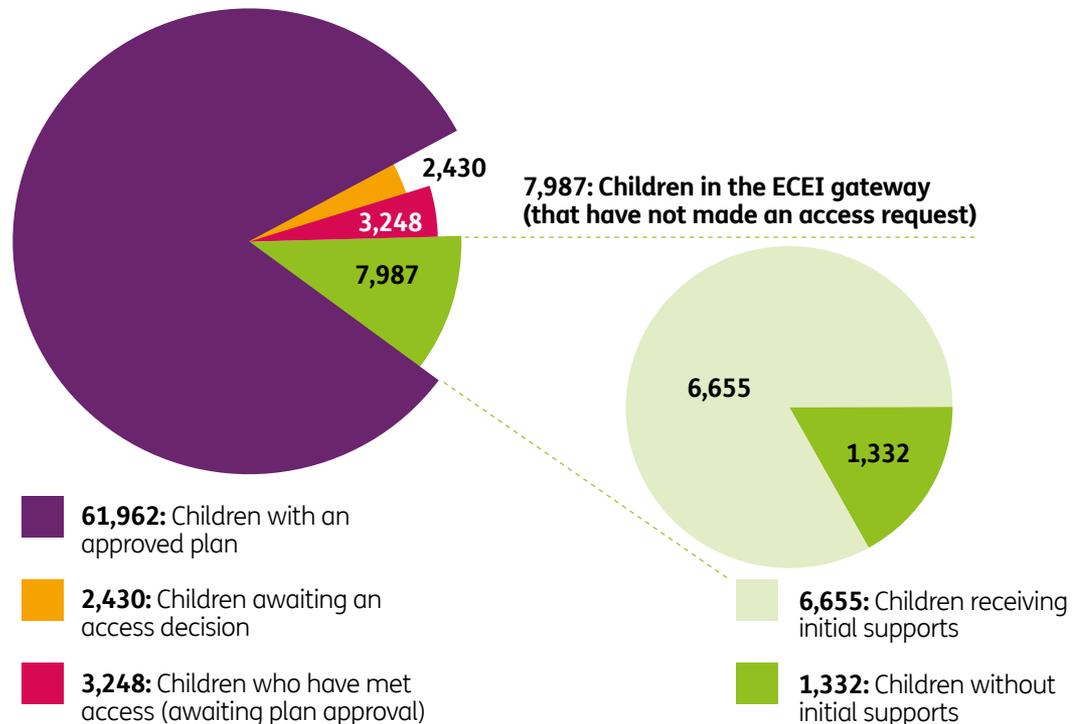
Children aged 0 to 6 in the ECEI gateway

As at 30 June 2020, for children aged 0 to 6:

- **61,962** had received an approved plan
- **3,248** had met the NDIS access criteria and were waiting for an approved plan
- **2,430** were awaiting an access decision from the NDIA, of which 1,542 (63%) were receiving initial supports
- **7,987** were in the ECEI gateway, of which 6,655 (83%) had already commenced receiving initial supports.

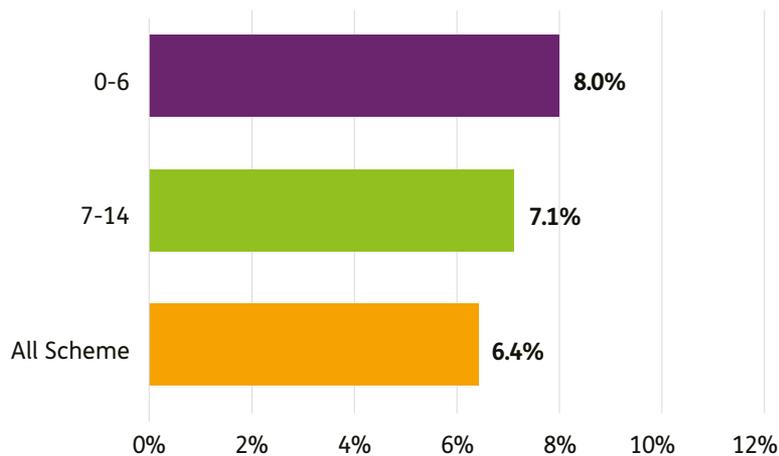
The children in the gateway represent 11% of the children aged 0 to 6 who are associated with the Scheme. It is anticipated that a higher proportion of children will be provided access to early intervention supports via the gateway as the Scheme matures.

Children aged 0 to 6 in the NDIS

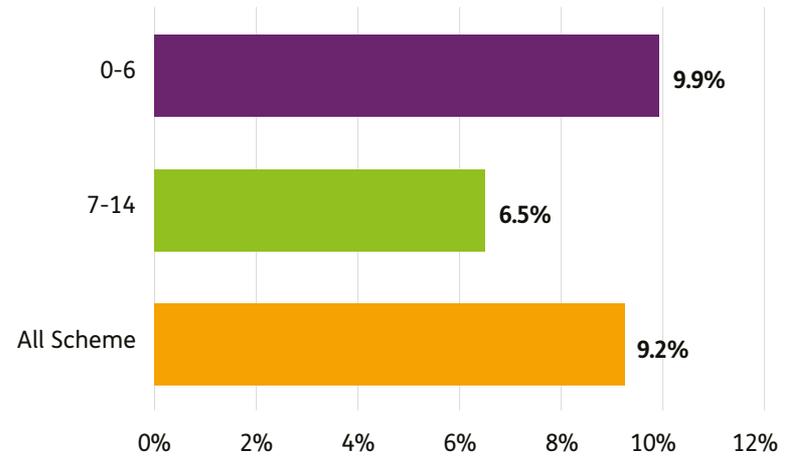


Participant profiles by Indigenous and CALD status

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



Distribution of Culturally and Linguistically diverse participants with an approved plan

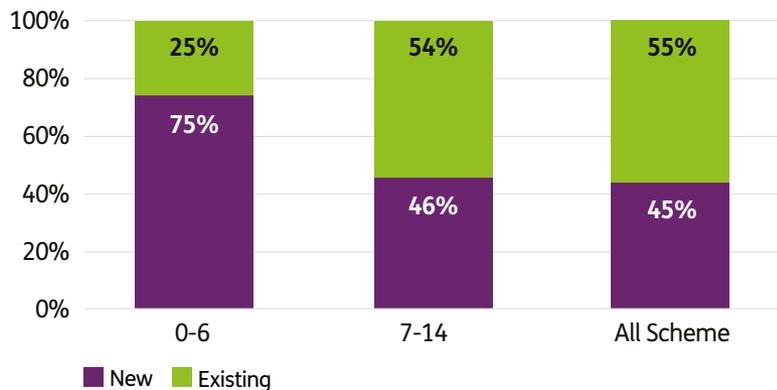


The proportion of children that identify as Aboriginal and Torres Strait Islander is higher than that of all participants in the Scheme.

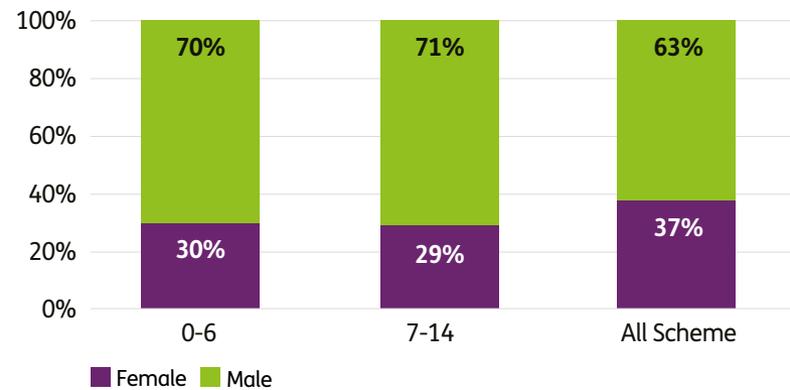
There is a lower proportion of participants aged 7 to 14 that identify as Culturally and Linguistically Diverse compared to all participants in the Scheme. The proportion aged 0 to 6 that identify as Culturally and Linguistically Diverse is slightly higher than for the Scheme as a whole.

Participant profiles by existing vs new and gender

Distribution of new and existing participants with an approved plan



Distribution of female and male participants with an approved plan¹



75% of children aged 0 to 6 are new to the Scheme and this is significantly higher than 45% for the Scheme as a whole. 25% of children aged 0 to 6 received disability services from the system prior to NDIS – 18% through State/Territory services and 6% through Commonwealth services.

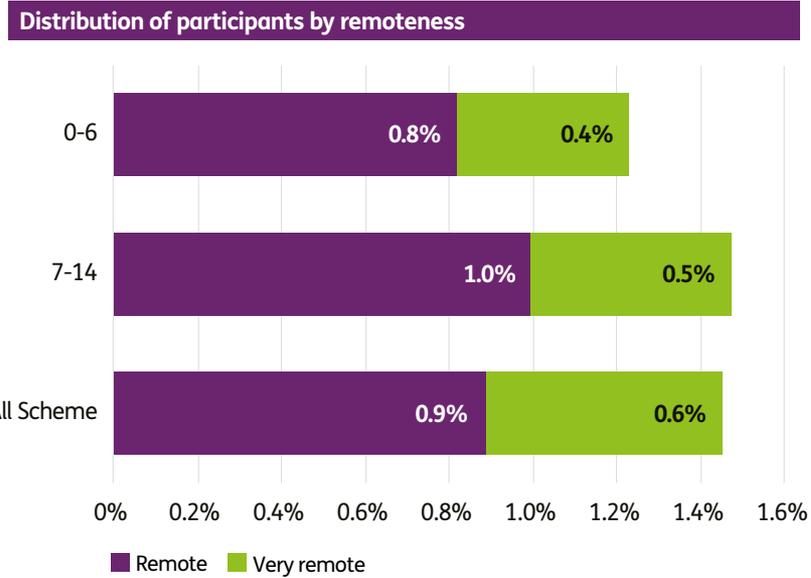
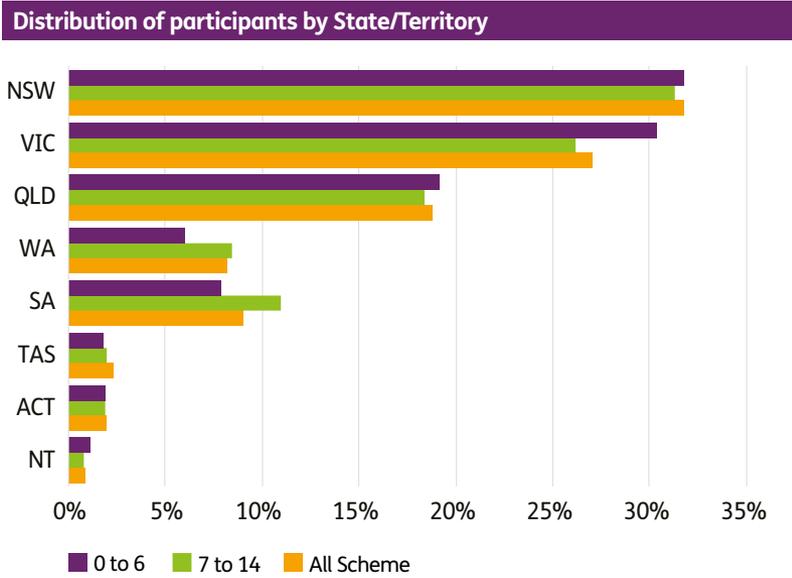
46% of participants aged 7 to 14 are new to the Scheme and this proportion is similar to the Scheme as a whole. 54% received disability services prior to the NDIS - 41% from State/Territory services and 13% from Commonwealth services.

There are a higher proportion of males in the Scheme compared to the general population. The proportion of male participants aged 0 to 14 is even higher compared to the Scheme as a whole².

¹ Participants with a gender of 'Other' or not reported have been excluded from this analysis. This represents 1.3% of participants aged 0 to 14.

² The high proportion of young males in the NDIS is driven by the higher prevalence of Autism, Intellectual Disability and developmental delay in males compared to females. For more information on gender and the NDIS, see the report 'Analysis of participants by gender' published on the NDIS website <https://data.ndis.gov.au/reports-and-analyses>

Participant profiles by State/Territory and remoteness



Victoria has a higher proportion of 0 to 6 year olds compared to the Scheme as a whole and South Australia has a higher proportion of 7 to 14 year olds. The proportion of remote and very remote participants for young people is similar to the Scheme as a whole.

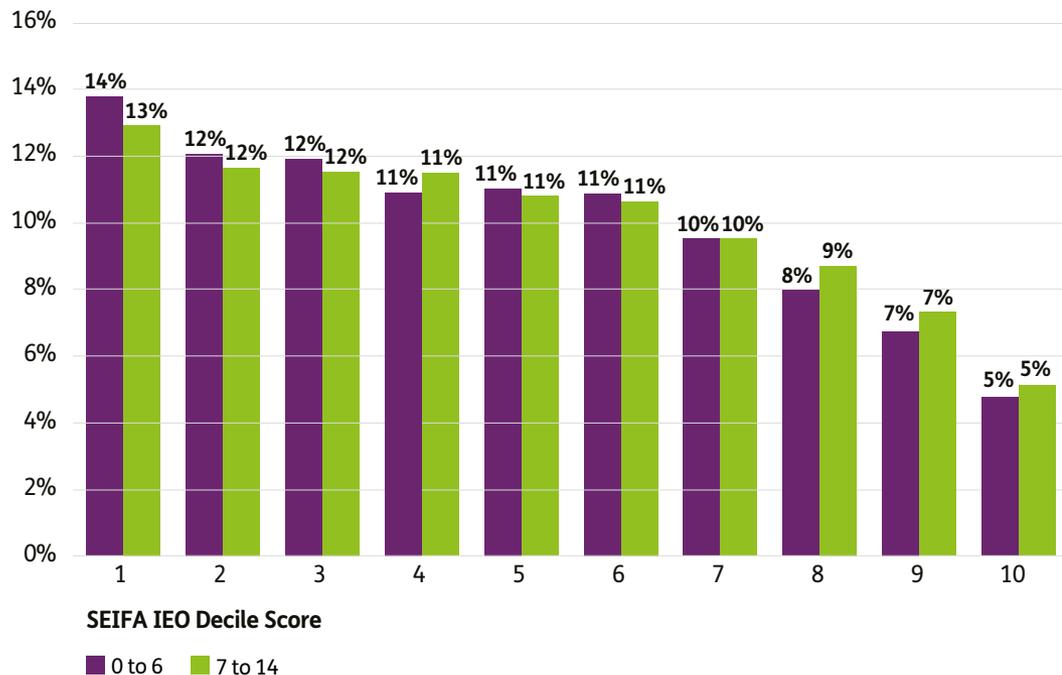
Participant profiles by socioeconomic status

Socioeconomic status has been measured using decile scores from the ABS Index of Education and Occupation (IEO). The IEO captures the skills and qualifications of people in an area, which does not necessarily reflect an individual's particular circumstances. A higher decile score indicates that people in that area have a higher level of skills and qualifications on average.

The highest proportion of NDIS participants aged 0 to 14 are located in areas with the highest socioeconomic disadvantage and there is a clear decreasing trend as socioeconomic status increases. 59% of participants aged 0 to 14 reside in the areas ranked in the lower 50% by socioeconomic status. 13% of young people in the Scheme reside in the most disadvantaged 10% of socioeconomic areas.

The distribution of young people aged 0 to 14 by SEIFA is similar to the Scheme as a whole.

Distribution by SEIFA for participants aged 0 to 14¹



¹ Participants who did not have a valid address to identify SEIFA IEO Decile are excluded from this analysis. This represents 0.3% of participants aged 0 to 14.

Participant profiles by disability type and time in Scheme

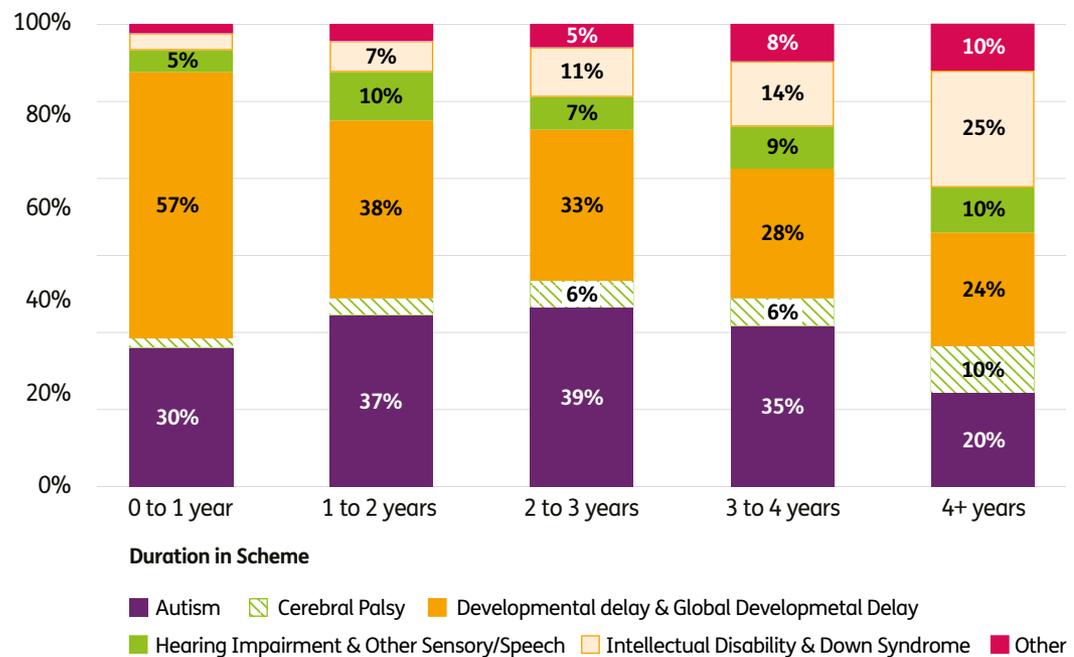
The most common disability for participants aged 0 to 6 is developmental delay¹ (48%²) followed by Autism (33%).

For participants aged 0 to 6 who have been in the Scheme for 4 or more years, 24% have a developmental delay¹, compared to 57% of participants in their first year. This is driven by:

- a higher proportion of participants entering the Scheme with developmental delay¹ in recent years; and
- participants transitioning from developmental delay¹ to another disability type over their time in the Scheme, with the majority of participants changing to Autism or Intellectual Disability.

The expected exit rates are also higher for participants with developmental delay once initial supports have been received.

Distribution of disability type by time in Scheme for participants aged 0 to 6



¹ Including Global Developmental Delay

² As a percentage of active participants with approved plans at 30 June 2020

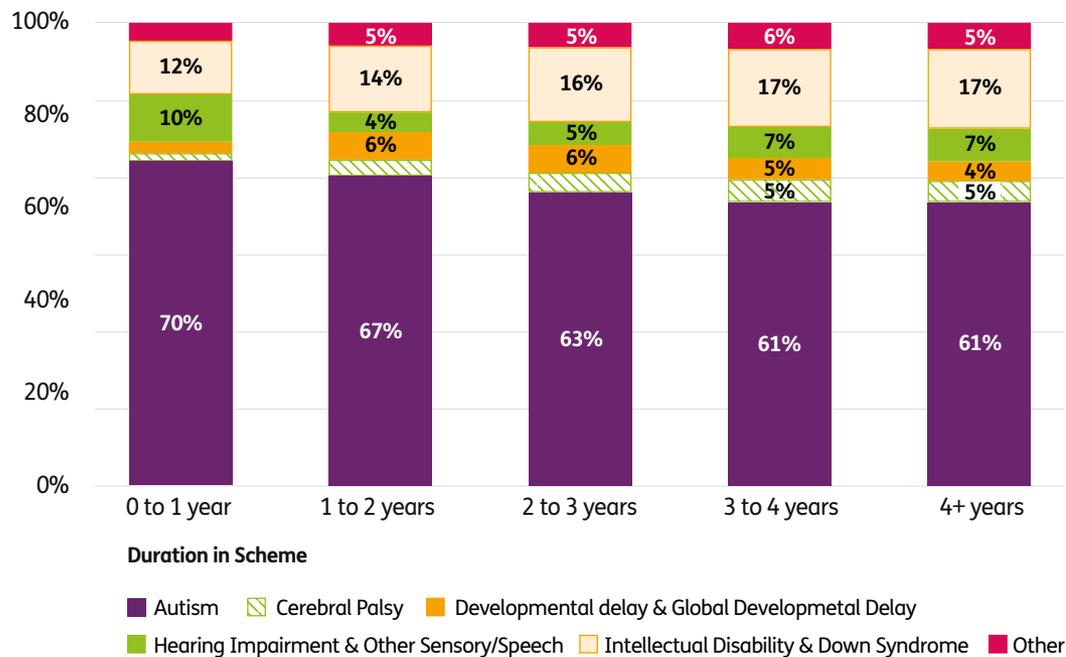
Participant profiles by disability type and time in Scheme

The most common disability for participants aged 7 to 14 is Autism (65%¹) followed by Intellectual Disability (including Down Syndrome) (15%).

There is a higher proportion of participants aged 7 to 14 with Autism who have been in the Scheme for 0 to 1 years (70%) compared to those who have been in the Scheme for 4 or more years (61%). Conversely, the proportion of participants who entered the Scheme in the last year with Intellectual Disability or Down Syndrome (12%) is lower than those who have been in the Scheme for 4 or more years (17%).

This distribution of disability type by time in Scheme likely reflects early phasing of existing State and Commonwealth participants into the NDIS.

Distribution of disability type by time in Scheme for participants aged 7 to 14



¹ As a percentage of active participants with approved plans at 30 June 2020

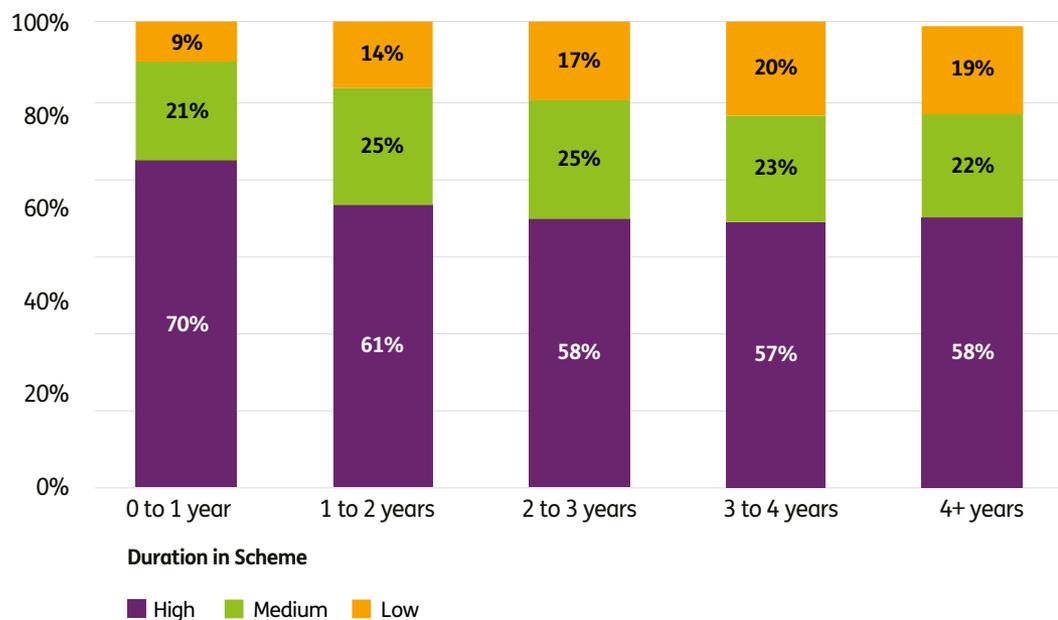
Participant profiles by level of function and time in Scheme

With the focus on providing early intervention to children, 69% of participants aged 0 to 6 were recorded as having high levels of function at 30 June 2020.

Over time, children aged 0 to 6 have entered the Scheme with a similar distribution of level of function scores. However, as participants spend more time in the Scheme, level of function has decreased on average.

For participants aged 0 to 6 who have been in the Scheme for 4 or more years, 58% have a high level of function compared to 70% of participants in their first year. This may be partly due to participants getting older, with the level of function generally deteriorating by age. Participants who are higher functioning would also be expected to exit the Scheme once they no longer need supports.

Distribution of level of function by time in Scheme for 0 to 6 year olds¹



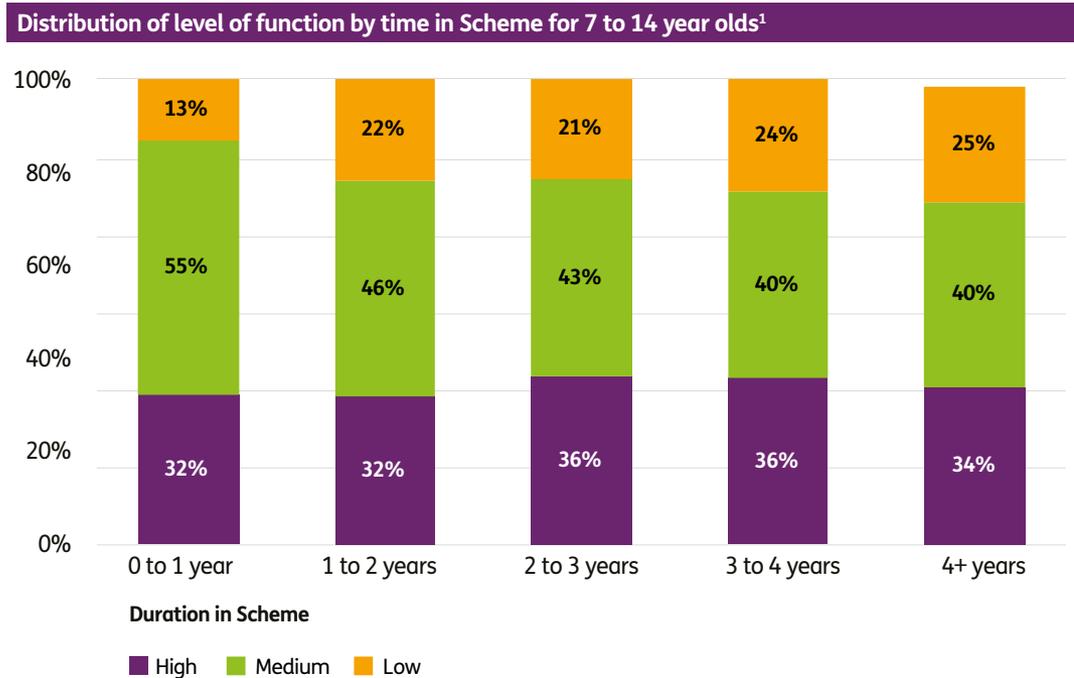
¹ Participants who have a missing level of function score are excluded from this analysis. This represents less than 0.1% of participants aged 0 to 6.

Participant profiles by level of function and time in Scheme

34% of participants aged 7 to 14 were recorded as having high levels of function and 46% with medium levels of function at 30 June 2020.

As for participants aged 0 to 6, the level of function of participants aged 7 to 14 tends to be lower the longer a participant has been in the Scheme.

For participants aged 7 to 14 who have been in the Scheme for 4 or more years, 25% have a low level of function compared to 13% of participants who have been in the Scheme for less than a year.



¹ Participants who have a missing level of function score are excluded from this analysis. This represents 0.2% of participants aged 7 to 14.

Participant experience

Since Scheme commencement there have been 105,951 children aged 0 to 6 and 83,304 aged 7 to 14 who have met access to the Scheme. Of those who have applied to the Scheme, 97% of 0 to 6 year olds and 88% of 7 to 14 year olds were eligible to join the Scheme.

Summary

This section presents operational information such as waiting times, eligibility rates, numbers of participants joining and exiting the Scheme, as well as trends in plan management and participant complaints.

Key statistics

Total across the Scheme	425,036 Participants meeting access since Scheme commencement	67 Average days spent waiting for a first plan in June 2020	85% Eligibility rate for access decisions since Scheme commencement
Participants aged 0 to 6 ¹	105,951 Participants meeting access since Scheme commencement	42 Average days spent waiting for a first plan in June 2020	97% Eligibility rate for access decisions since Scheme commencement
Participants aged 7 to 14	83,304 Participants meeting access since Scheme commencement	58 Average days spent waiting for a first plan in June 2020	88% Eligibility rate for access decisions since Scheme commencement

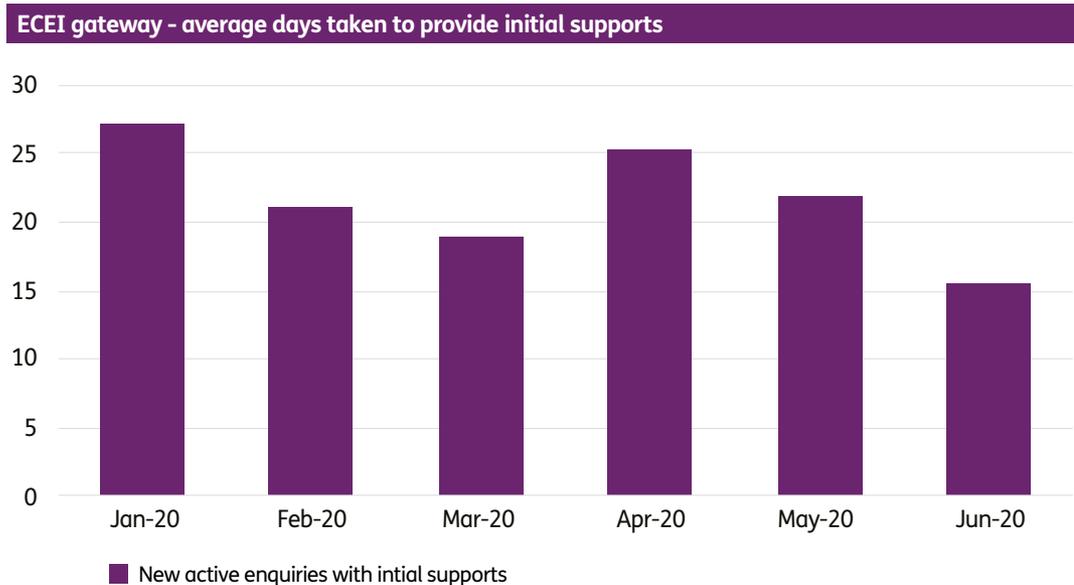
¹ Age in this section is based on the age of the participant at the time of the event (access decision, first plan approval, exit etc).

Waiting times

ECEI gateway

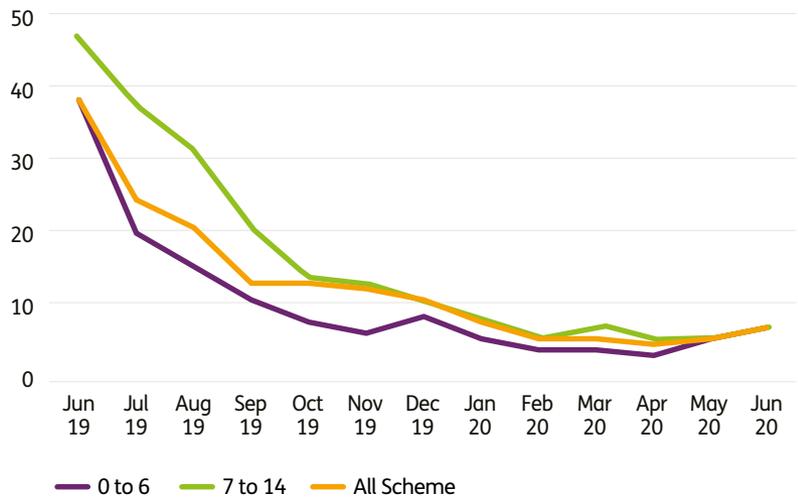
In the 6 months to 30 June 2020, on average, it took 21 days to provide initial supports following an initial enquiry in the ECEI gateway.

These timeframes have improved over the last 6 months.

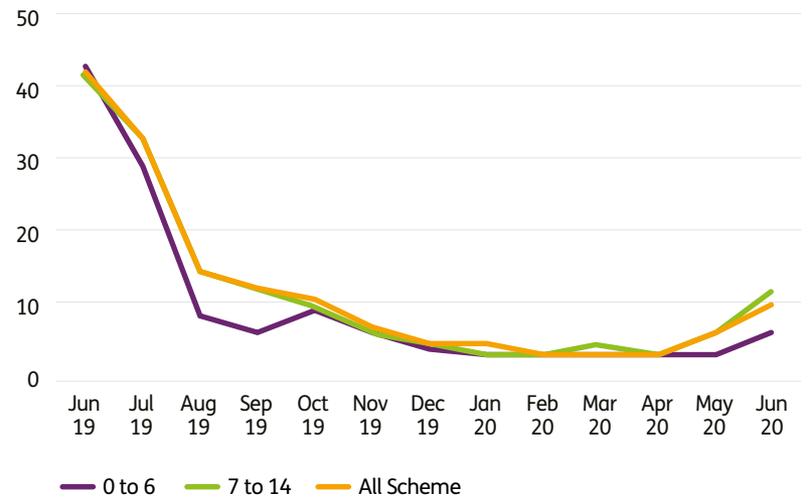


Waiting times for access decisions

Average days access decisions have been in progress



Average days access decisions took to complete



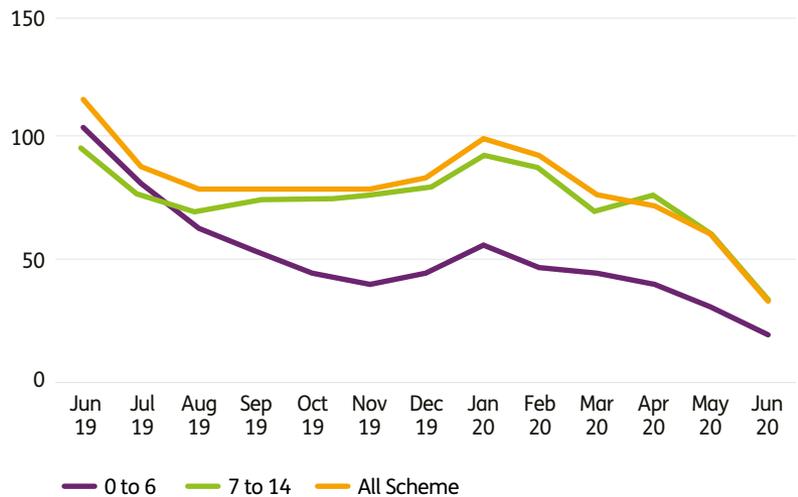
Average waiting times for access decisions¹ have been decreasing steadily over the past year. In June 2020, it took an average of 6 days to approve access for a 0 to 6 year old and 11 days for a 7 to 14 year old. This compares to 10 days for all participants.

Waiting times for people joining the NDIS have been a key focus of the Agency in 2020 and as a result, backlogs have reduced and timeframes are significantly shorter.

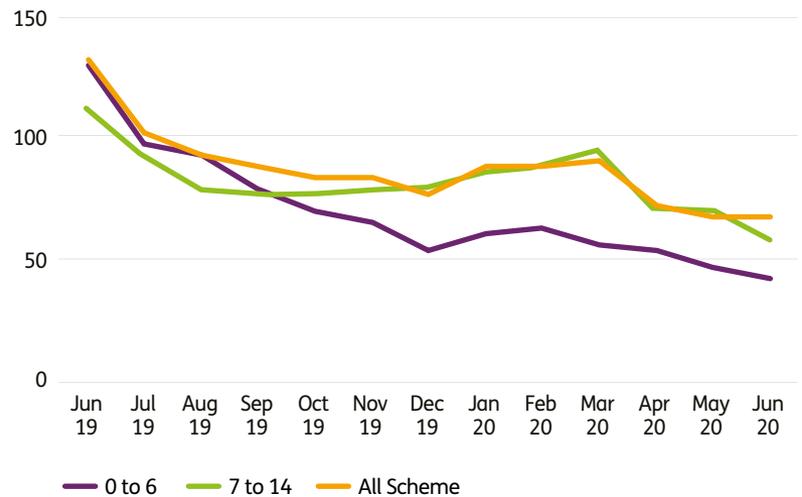
¹ The NDIS Act requires an access decision or a request for further information to be made within 21 days of receiving an access request.

Waiting times for first plans

Average days first plans have been in progress



Average days first plans took to complete

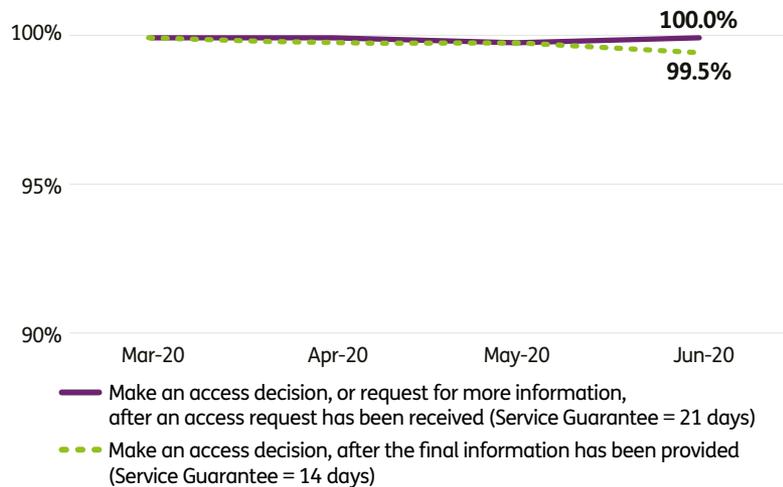


Waiting times to process a participant’s first plan have been decreasing steadily in the past year. Children aged 0 to 6 have shorter waiting times on average compared to others in the Scheme.

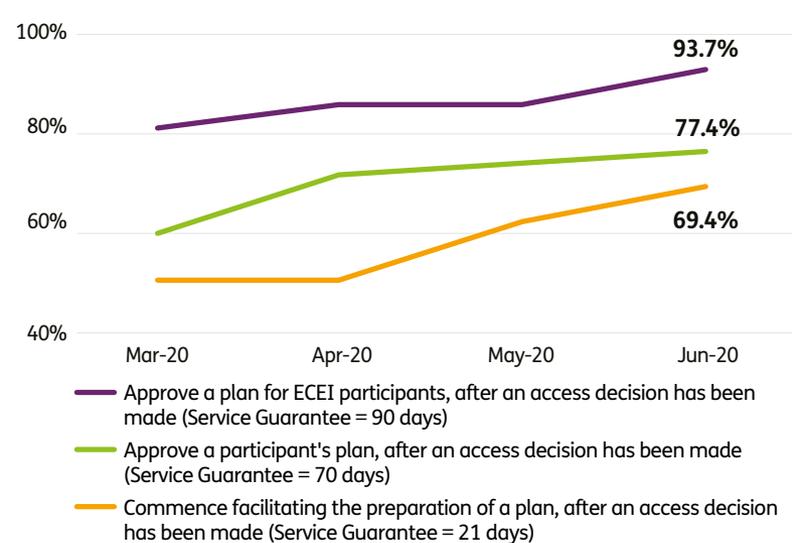
In June 2020, it took an average of 42 days to complete a first plan for a 0 to 6 year old and 58 days for a 7 to 14 year old. This compares to 67 days for the Scheme as a whole.

Participant service guarantee¹ for access and first plan waiting times

Access timeframes - % meeting the Participant Service Guarantee



Plan approval timeframes - % meeting the Participant Service Guarantee



The NDIA has developed a Participant Service Charter which sets out what participants can expect from the National Disability Insurance Agency (NDIA) and its Partners in the Community organisations.

It provides overall principles for interactions with participants and clear service standards and timeframes. These are included in the proposed Participant Service Guarantee (PSG).

There are 6 PSG metrics concerning access and first plan timeframes and 5 are shown here.

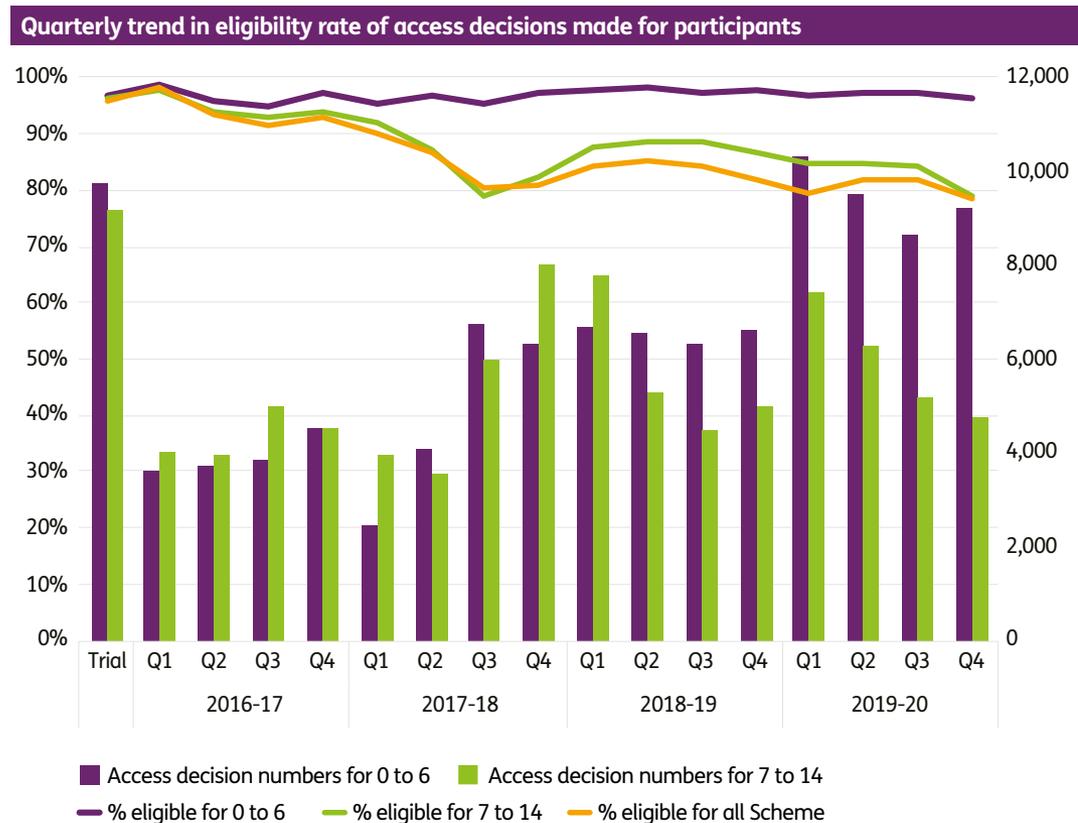
¹ The service guarantee timeframes shown in the charts above have not yet been legislated and may change. The above timeframes are based on the recommendations in the December 2019 report "Review of the NDIS Act 2013" by Mr David Tune AO PSM.

Quarterly trend in eligibility rates

The number of access decisions for young people has increased considerably over 2019-20. Some of this is due to the Agency's focus on reducing waiting times to access the Scheme.

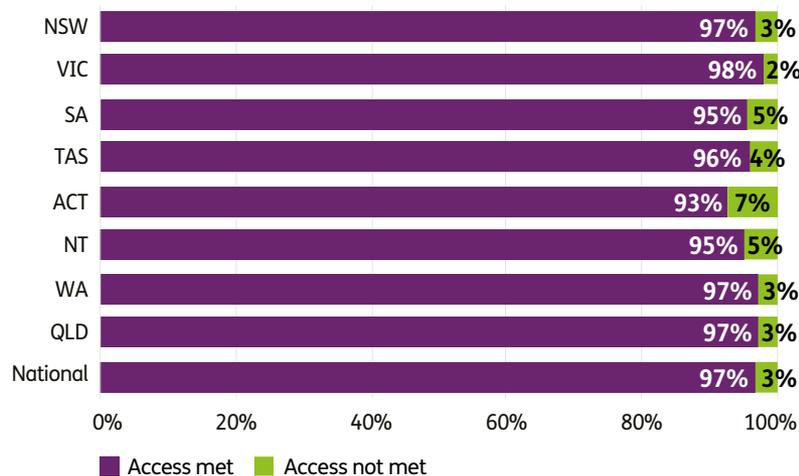
Eligibility rates are consistently high for children aged 0 to 6 (97% since Scheme commencement) as Early Childhood Partners facilitate a pathway for access for children they assess as likely to be eligible.

Rates for young people aged 7 to 14 are slightly higher than for the Scheme as a whole and have trended downwards over the past 4 years as more young people have approached the Scheme who have previously not received State or Commonwealth supports. The eligibility since Scheme commencement is 88% for 7 to 14 year olds.

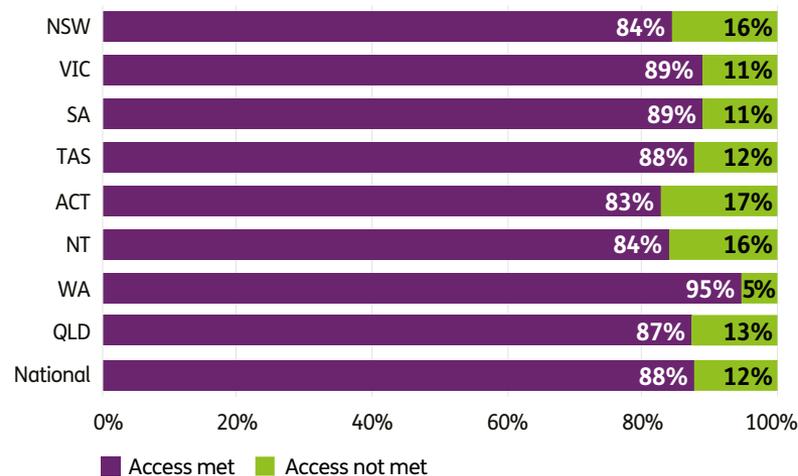


Access decisions by State/Territory

Access decisions for participants age 0 to 6 by State/Territory¹



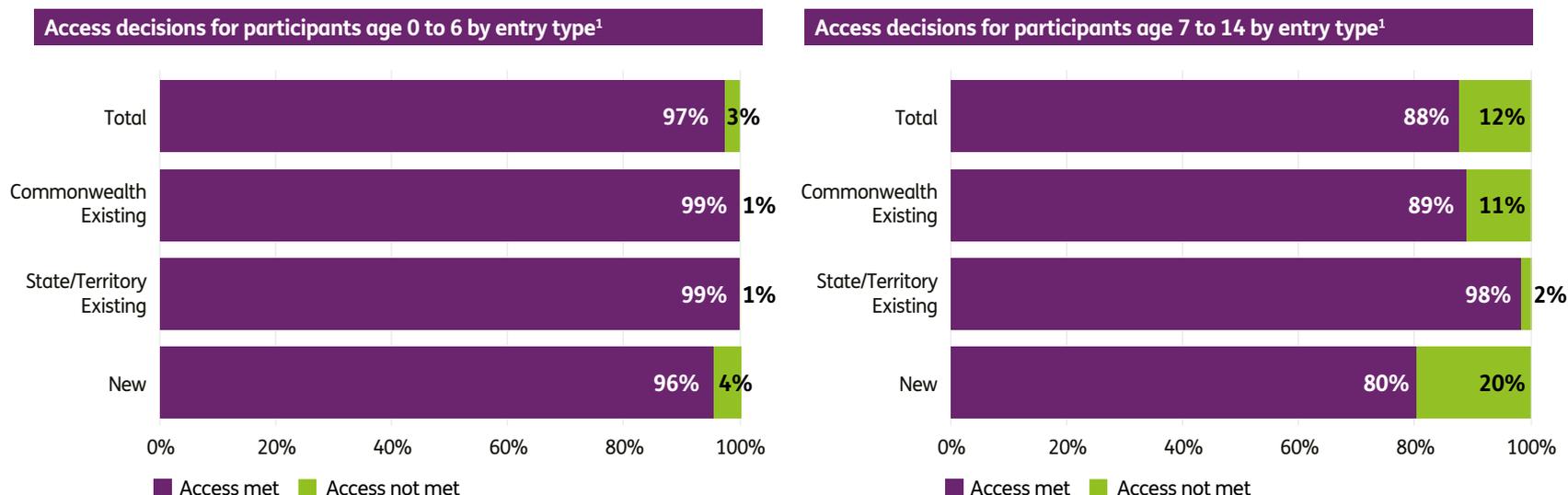
Access decisions for participants age 7 to 14 by State/Territory¹



Eligibility rates are reasonably similar across most jurisdictions. ACT has a slightly lower eligibility rate for children aged 0 to 6 and young people aged 7 to 14. WA was the last state to phase into the NDIS and has the highest eligibility rate for young people aged 7 to 14 (95%).

¹ Eligibility rates since Scheme commencement.

Access decisions by entry type



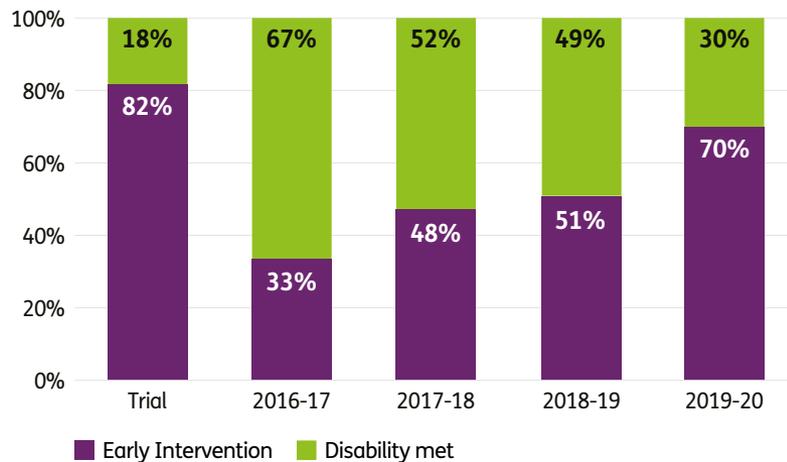
Eligibility rates are significantly higher for children aged 0 to 6 (97%) compared to those for young people aged 7 to 14 (88%).

Eligibility rates are higher for young people aged 7 to 14 who previously received services through an existing State/Territory or Commonwealth program compared to those who are new to the NDIS. The difference is minimal for children aged 0 to 6.

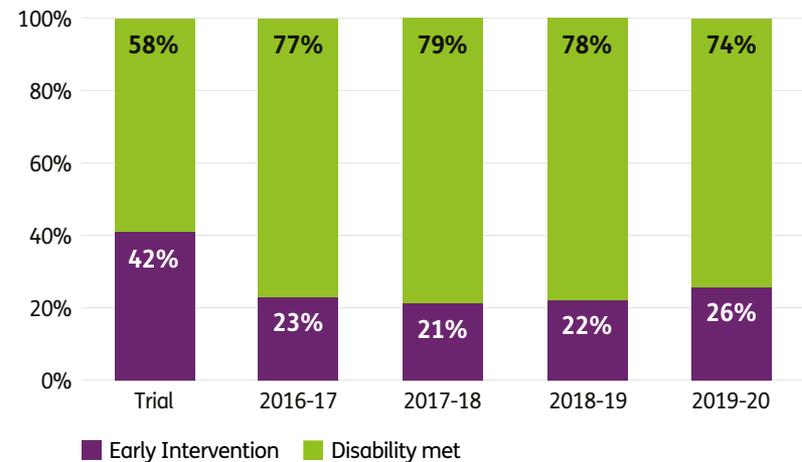
¹ Eligibility rates since Scheme commencement.

Trend in eligible participants by disability or early intervention

Trend in eligible participants by access decision type for participants aged 0 to 6



Trend in eligible participants by access decision type for participants aged 7 to 14



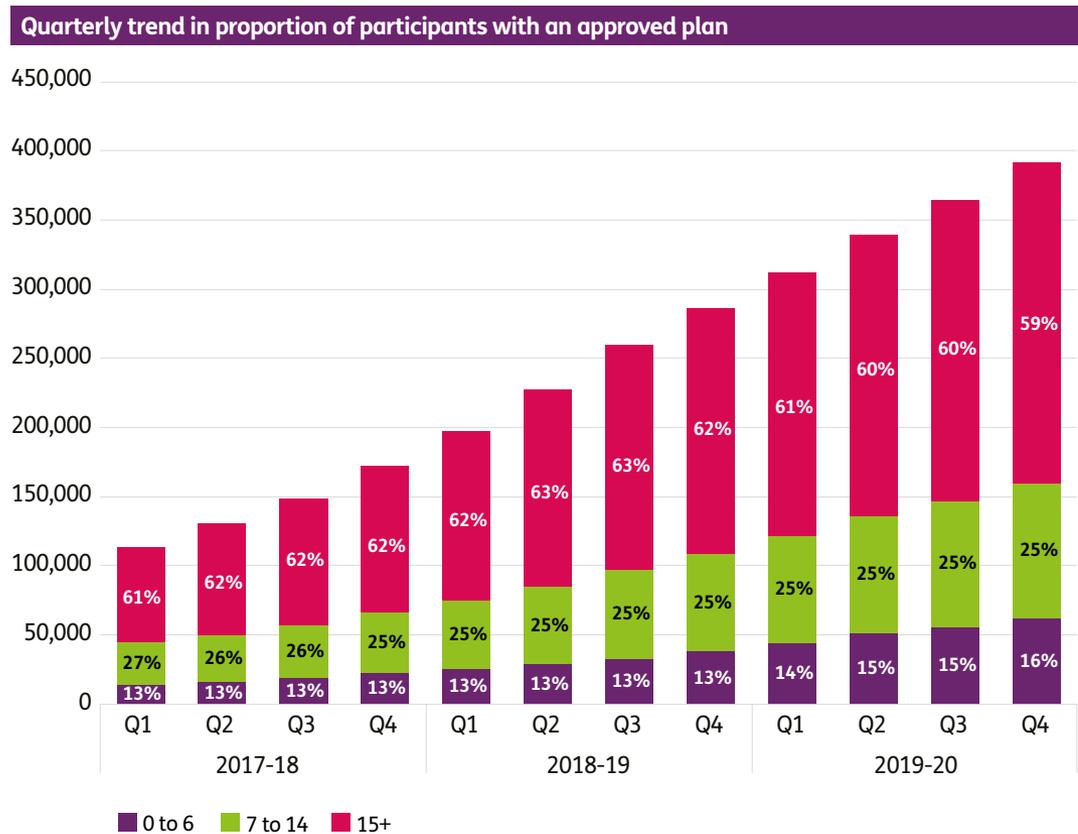
The proportion of young participants entering the Scheme under early intervention requirements has decreased since the Trial period. However, over the last three years there has been significant increases in children aged 0 to 6 entering the NDIS through early intervention. This is likely due to an increase in young participants who are new to disability supports.

For children aged 0 to 6 who entered the Scheme in 2019-20, 70% entered under early intervention compared to 82% who entered during the Trial period. For participants aged 7 to 14, 26% entered under early intervention in the past year compared to 42% who entered during Trial.

Quarterly trend in participants with an approved plan

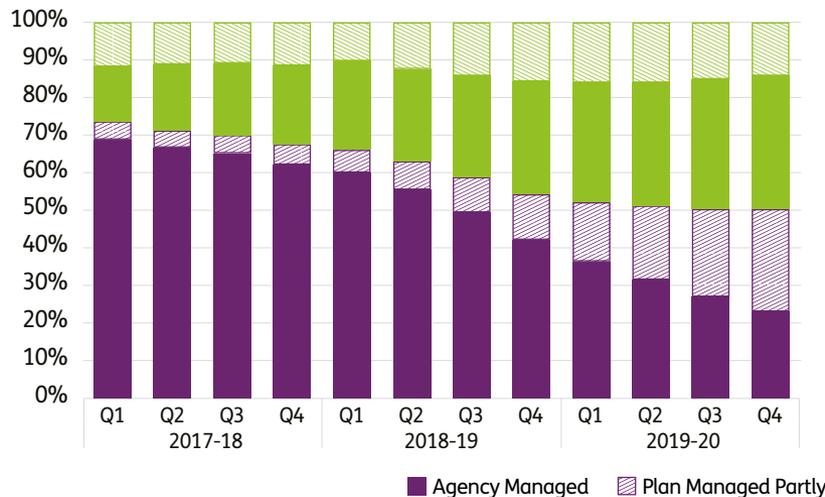


There has been significant growth in the number of young people in the NDIS over the last 3 years but the proportion of young people in the Scheme has remained reasonably steady. The proportion aged 0 to 6 has slightly increased while the proportion aged 7 to 14 has decreased.

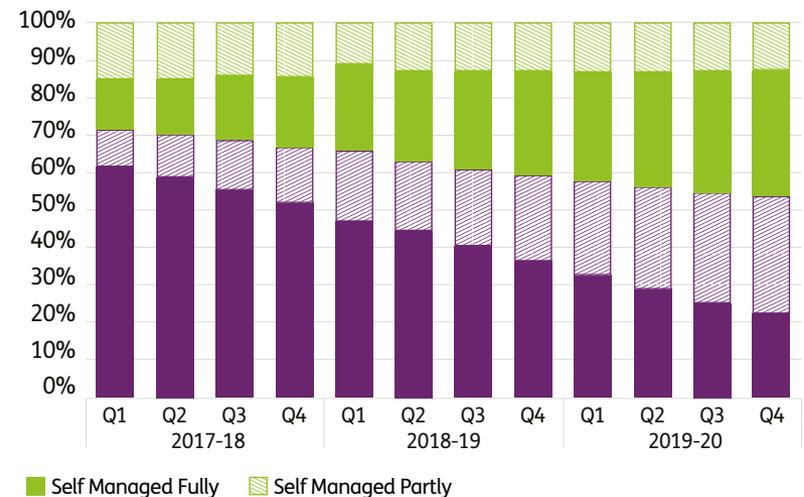


Quarterly trend in financial plan management

Quarterly trend in financial plan management for participants aged 0 to 6 years old



Quarterly trend in financial plan management for participants aged 7 to 14 years old



The proportion of young people’s plans that are self-managed or use a plan manager has been increasing over time, particularly for participants with Autism. Both of these plan management types can use unregistered providers.

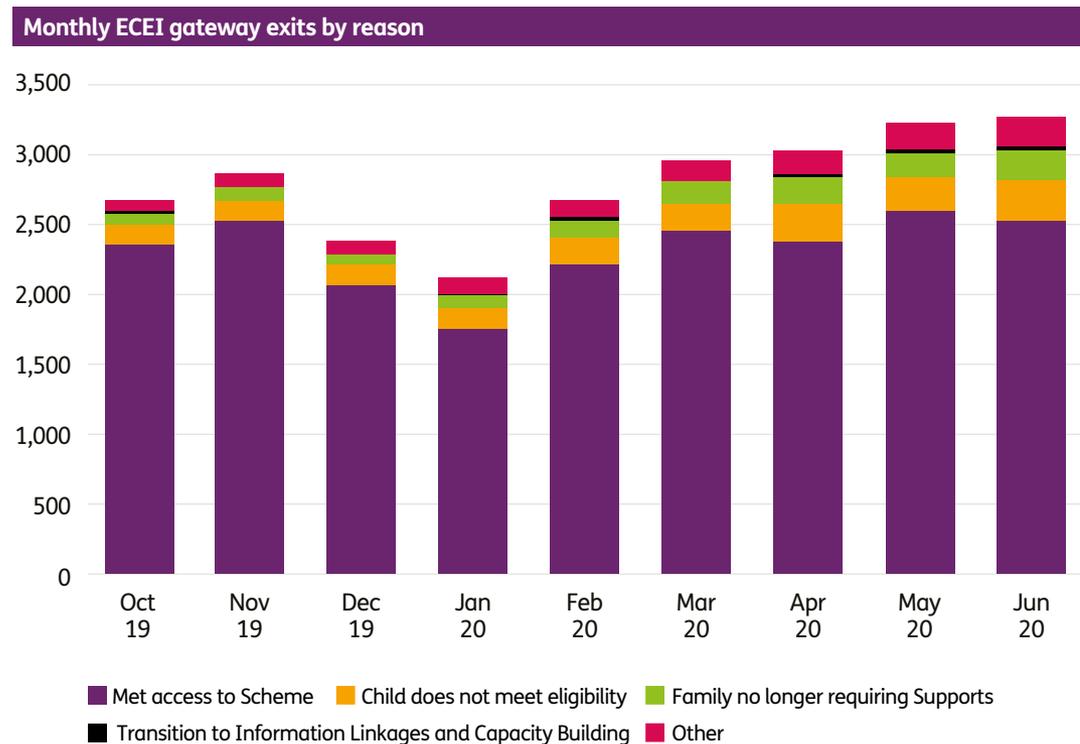
50% of 0 to 6 year olds and 46% of 7 to 14 year olds have partly or fully self managed plans at 30 June 2020. Self-management has historically been more prevalent amongst young people compared to the Scheme as a whole.

Exits from the ECEI gateway

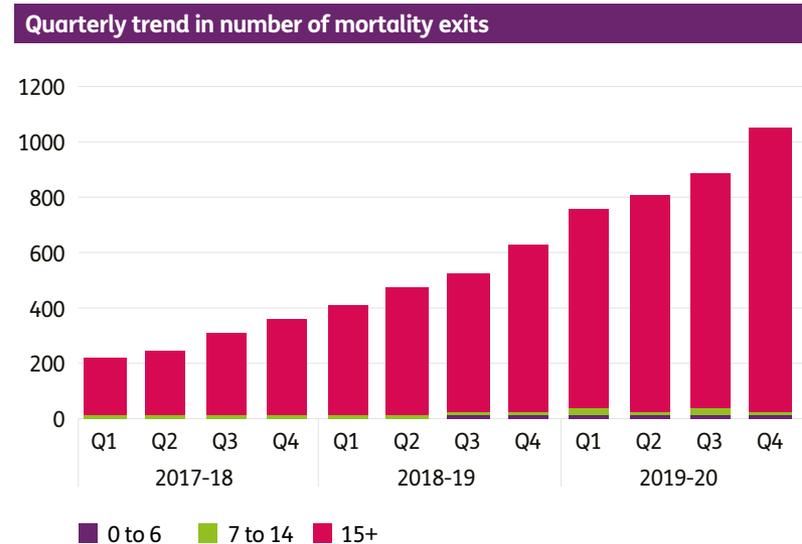
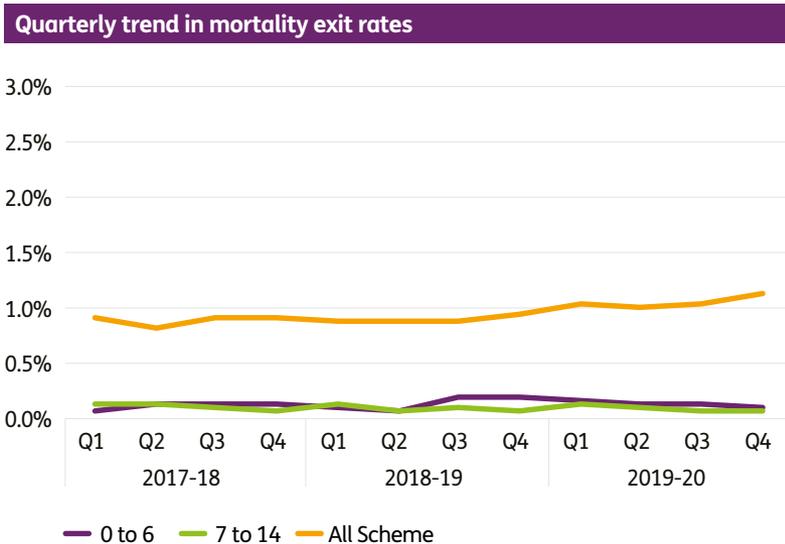
Exits from the ECEI gateway mainly occur due to a child:

- transitioning to the Scheme
- transitioning to mainstream and community supports
- no longer needing support or
- no longer meeting eligibility.

For the 9 months to 30 June 2020, 83% of children who exited the ECEI gateway transitioned to the Scheme and received an approved plan. It is anticipated that in future a higher proportion of children, after receiving initial supports in the ECEI gateway (including short term early intervention), will transition to mainstream and community supports.



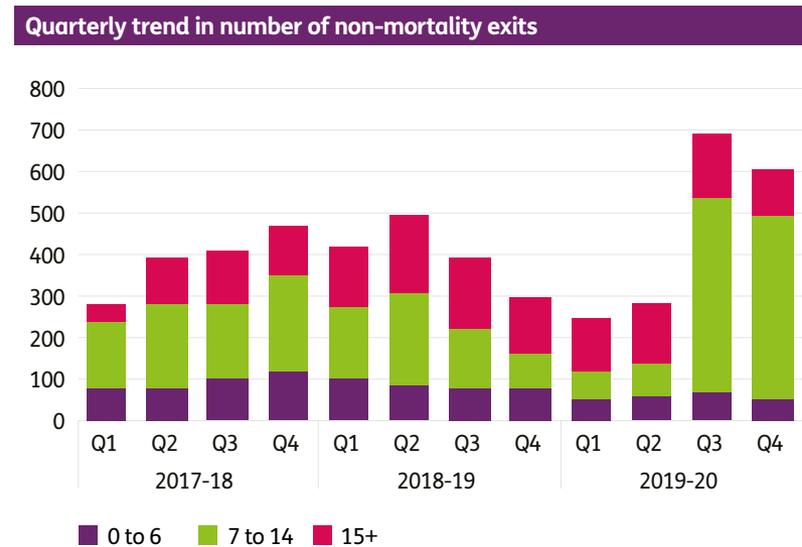
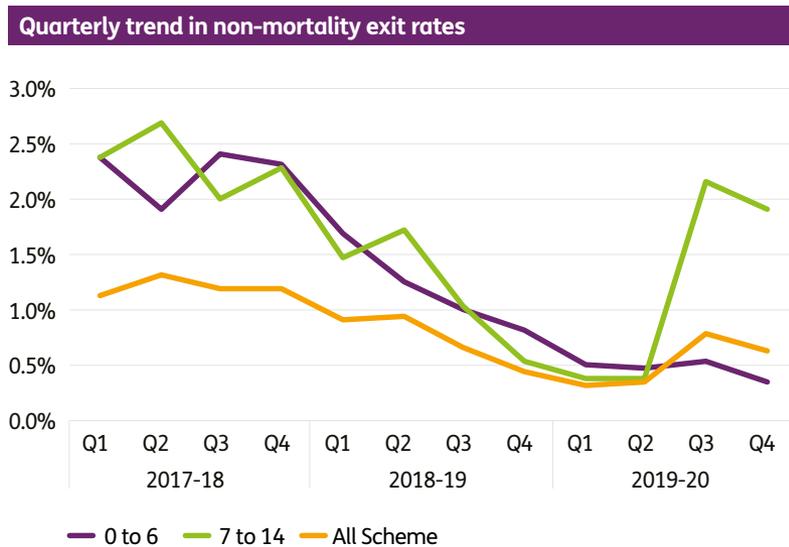
Quarterly trend in mortality exit rates



Sixty-one (61) 0 to 6 year olds and seventy-five (75) 7 to 14 year olds exited the Scheme due to mortality during 2019-20. The number of deaths has been increasing as more young people have joined the Scheme but the mortality rate has been reasonably steady.

Mortality rates for young people in the NDIS have been consistently low and, as expected, lower than for older participants.

Quarterly trend in non-mortality exit rates



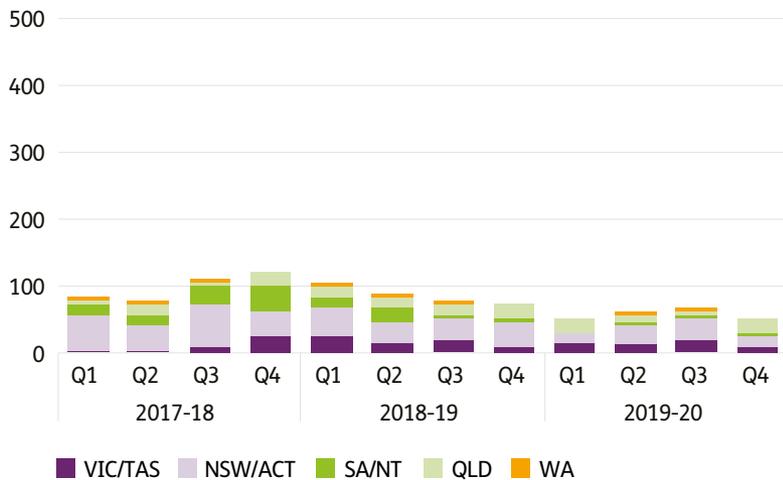
In addition to mortality exits, 231 children aged 0 to 6 and 1,063 aged 7 to 14 exited the Scheme in 2019-20.

Non-mortality exit rates are higher for young people compared to the Scheme as a whole. This is mainly due to young participants receiving a higher proportion of early intervention supports that improve functional capacity and enable them to exit the Scheme.

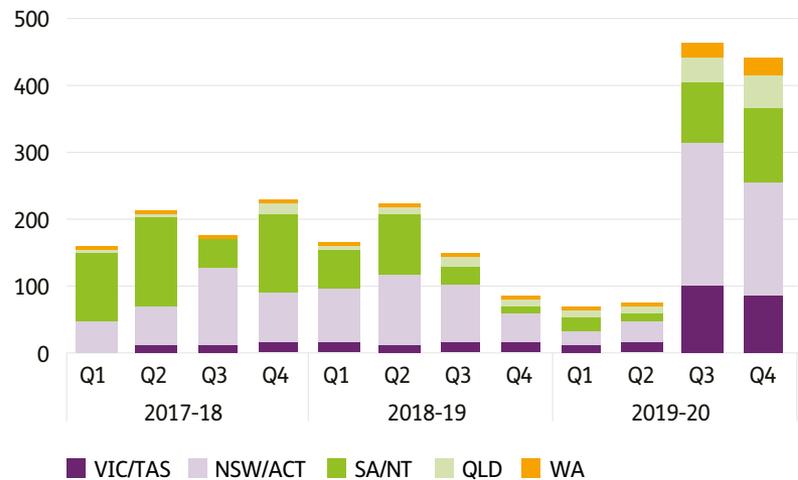
Non-mortality exit rates are expected to be higher for participants aged 6 to 7 as children start school and transition to mainstream supports.

Non-mortality exits by State/Territory

Number of non-mortality exits by State/Territory - 0 to 6 year olds



Number of non-mortality exits by State/Territory - 7 to 14 year olds

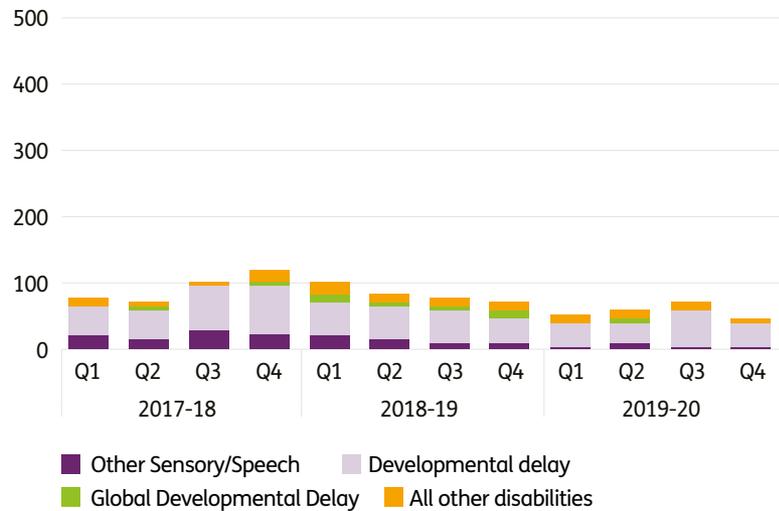


NSW/ACT has the highest number of non-mortality exits but also the highest number of participants.

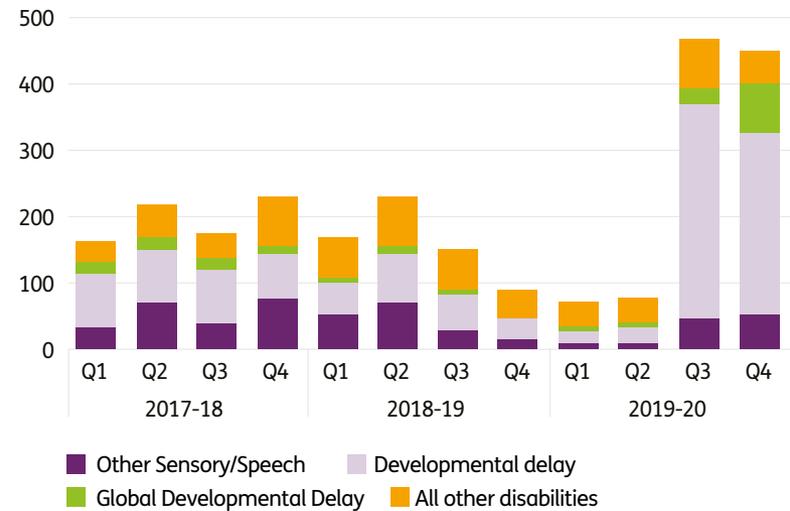
The regions with the highest rates of non-mortality exit are typically those with participants who have been in the Scheme for longer and those with a higher proportion of participants with Sensory/Speech, developmental delay and Global Development Delay disabilities.

Non-mortality exits by disability

Number of non-mortality exits by disability - 0 to 6 year olds



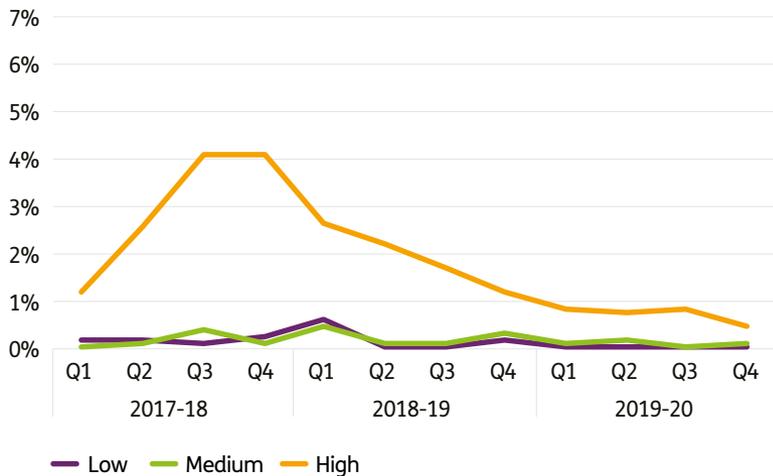
Number of non-mortality exits by disability - 7 to 14 year olds



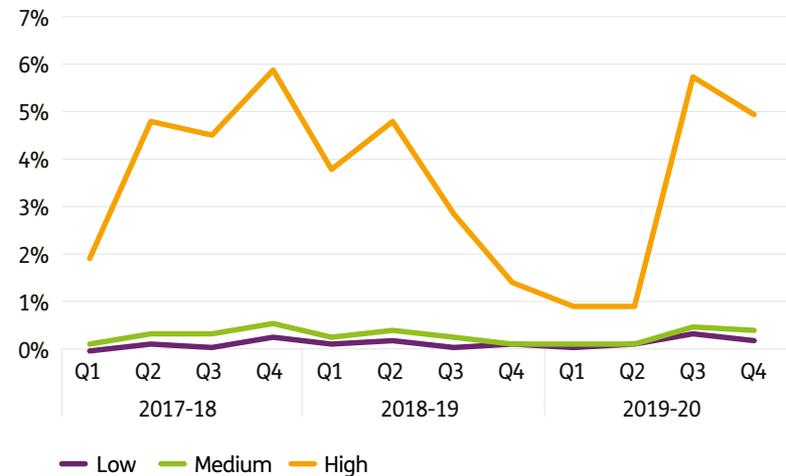
A high proportion of young people with developmental delay, Global Developmental Delay and Other Sensory/Speech disabilities enter the Scheme under early intervention. It is one of the aims of the Scheme to provide these participants with supports to achieve outcomes such that they can transition to mainstream and community supports.

Non-mortality exits by level of function

Non-mortality exit rates by level of function - 0 to 6 year olds



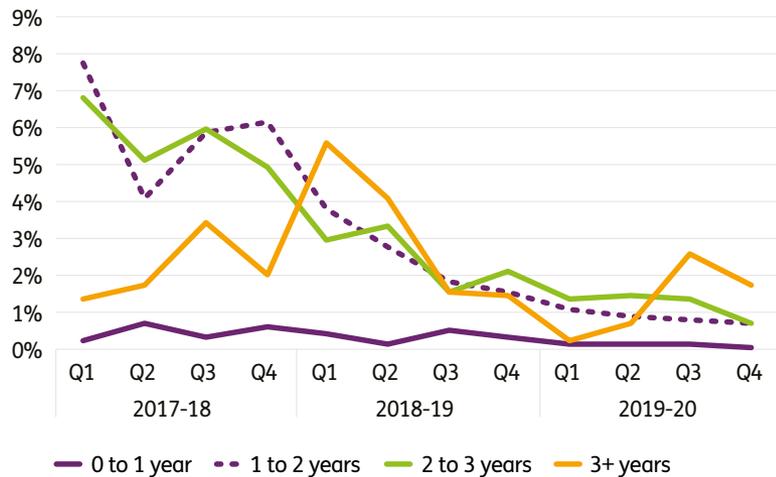
Non-mortality exit rates by level of function - 7 to 14 year olds



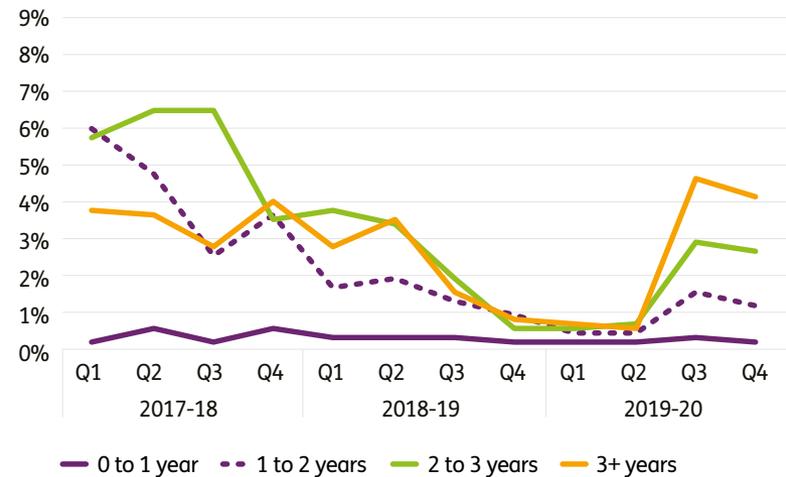
Participants with a higher level of function are more likely to enter the Scheme under early intervention and then exit the Scheme once they have received supports to achieve their stated goals. Higher functioning participants often transition to other mainstream and community supports. This is particularly the case when children start school.

Non-mortality exits by time in Scheme

Non-mortality exit rates by time in Scheme - 0 to 6 year olds

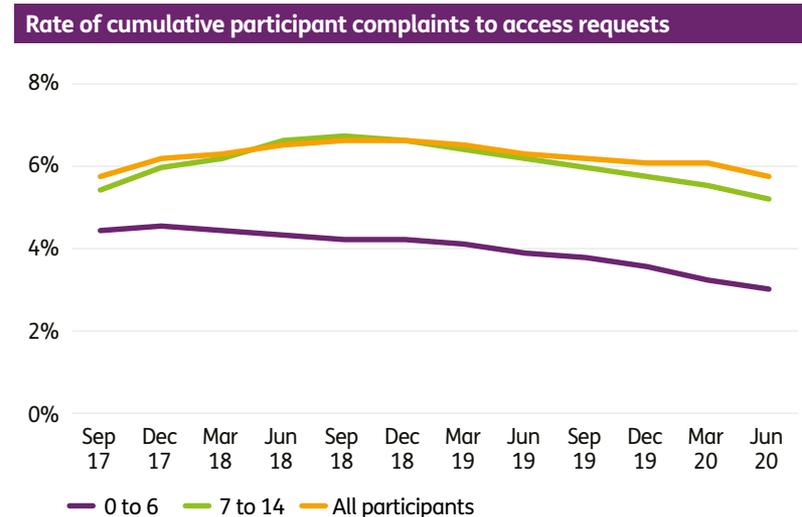
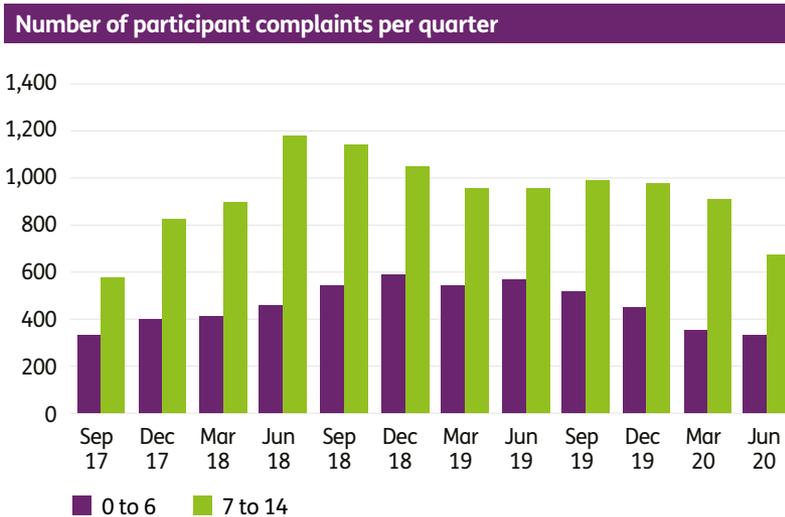


Non-mortality exit rates by time in Scheme - 7 to 14 year olds



For young people in the Scheme, non-mortality exit rates increase the longer a participant has been in the Scheme. This is particularly the case for young participants who receive supports and then exit the Scheme because they no longer need support or they are no longer eligible.

Quarterly trend in complaints



The number of complaints made by or on behalf of young people in each quarter has decreased in the most recent two quarters. The rate of complaints compared to access requests is similar for young participants aged 7 to 14 to the Scheme as a whole. However, the rate of complaint is approximately half the Scheme rate for children aged 0 to 6.

Committed supports and payments

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

As at 30 June 2020, there was \$1.5 billion of annualised committed supports in approved plans for participants aged 0 to 6, and \$2.4 billion for participants aged 7 to 14. Plan utilisation rates over the period 1 October 2019 to 31 March 2020 were 60% for participants aged 0 to 6 and 68% for participants aged 7 to 14. Average annualised payments for the 12 months to 30 June 2020 were approximately \$13,000 for 0 to 6 year olds and \$18,000 for 7 to 14 year olds.

Summary

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

Key statistics

Total across the Scheme	\$27.5b Annualised committed supports in approved plans as at 30 June 2020	\$70,070 Average annualised committed supports as at 30 June 2020	70%¹ Average utilisation of committed supports between 1 Oct 2019 and 31 Mar 2020
Participants aged 0 to 6	\$1.5b Annualised committed supports in approved plans as at 30 June 2020	\$24,080 Average annualised committed supports as at 30 June 2020	60% Average utilisation of committed supports between 1 Oct 2019 and 31 Mar 2020
Participants aged 7 to 14	\$2.4b Annualised committed supports in approved plans as at 30 June 2020	\$24,608 Average annualised committed supports as at 30 June 2020	68% Average utilisation of committed supports between 1 Oct 2019 and 31 Mar 2020

¹ Higher utilisation rates for the Scheme as a whole is due to older participants having a higher proportion of Core supports in plans and being in the Scheme for a longer time on average (compared to 0 to 6 year olds). 51% of young participants aged 0 to 6 are on their first plan compared to 23% of participants aged 7 to 14 and utilisation is generally considerably lower for the first plan.

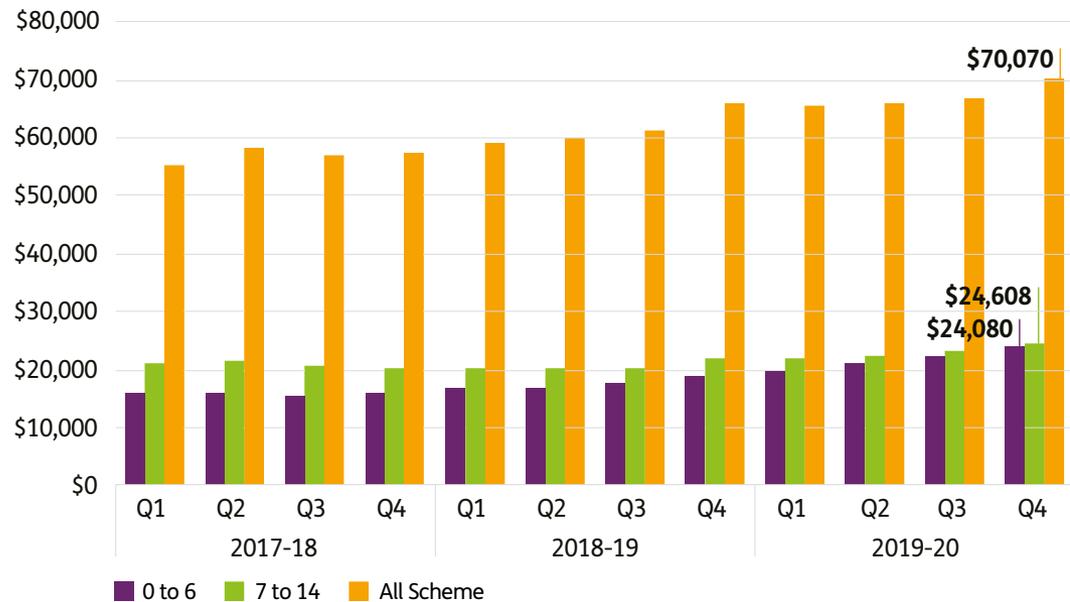
Quarterly trend in committed supports

Average annualised committed supports are lower for young participants compared to the Scheme as a whole. The difference in committed supports is primarily driven by:

- less core supports in plans for young participants.
- very few young participants living in high cost supported independent living (SIL).
- a higher proportion of participants aged 0 to 6 on their first plan, where committed supports are lower on average.

Average committed supports have generally increased over time for young participants and across the full Scheme.

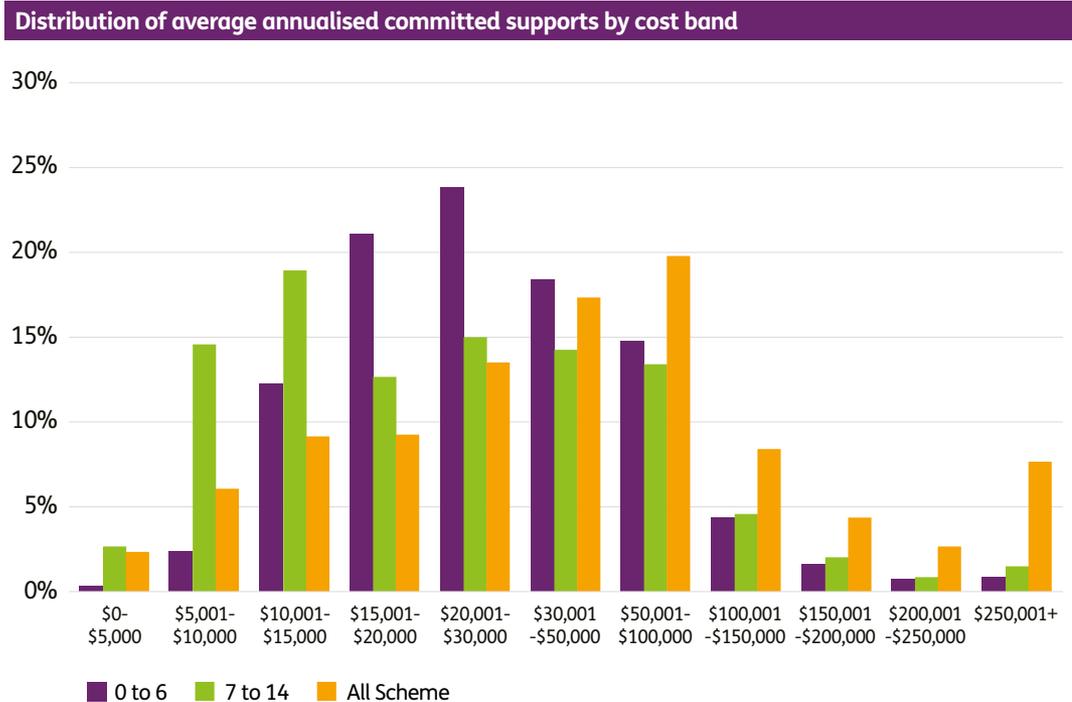
Quarterly trend in average annualised committed supports



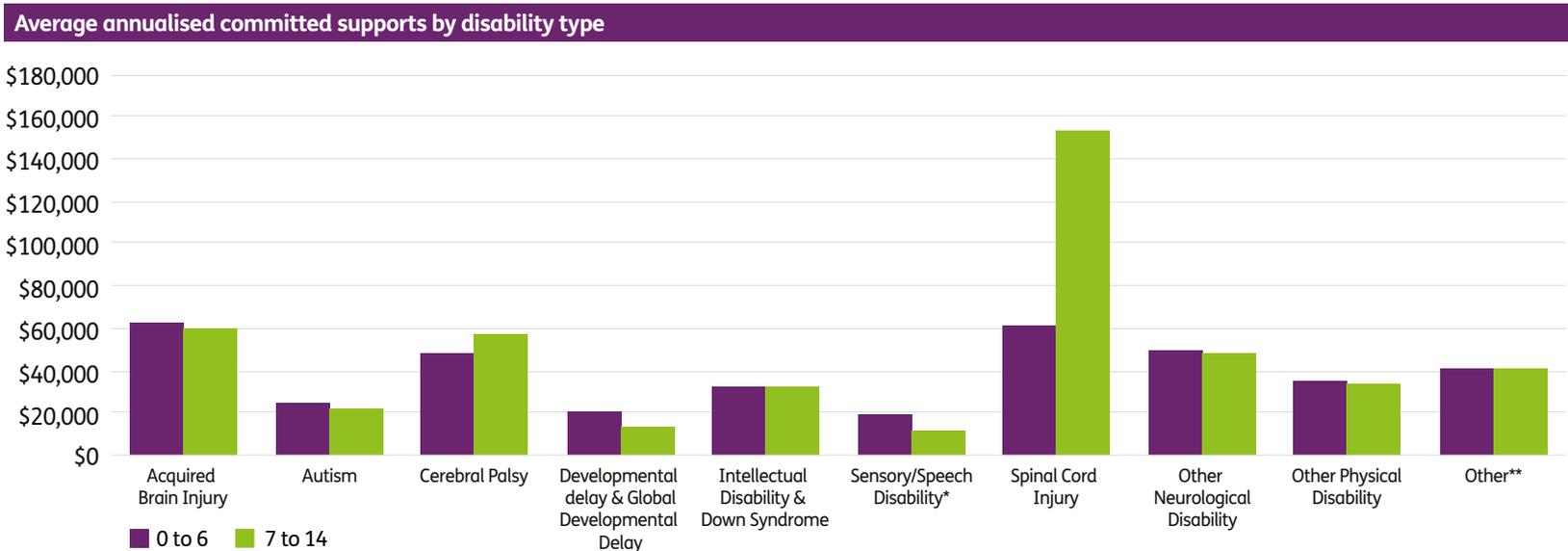
Committed supports by cost band

Most participants aged 0 to 6 receive between \$15,000 and \$50,000 in annualised committed supports (63%), with a very small proportion receiving supports in excess of \$100,000 (7% vs 23% for all Scheme).

A greater proportion of participants aged 7 to 14 have committed supports less than \$15,000 (36%) compared to those aged 0 to 6 (15%). This may be due to participants aged 7 to 14 receiving additional support through the mainstream education system once they start attending school. However, participants aged 7 to 14 also have slightly higher committed supports on average due to a small percentage of participants with very high plan values in excess of \$250,000.



Committed supports by disability type



Young participants with an Acquired Brain Injury or Spinal Cord Injury have the highest average committed supports although these participants comprise only 0.4% of 0 to 14 year olds. Young participants with Cerebral Palsy or Other Neurological disability have the next highest average committed supports. Participants with developmental delay or a Sensory or Speech disability have the lowest average committed supports.

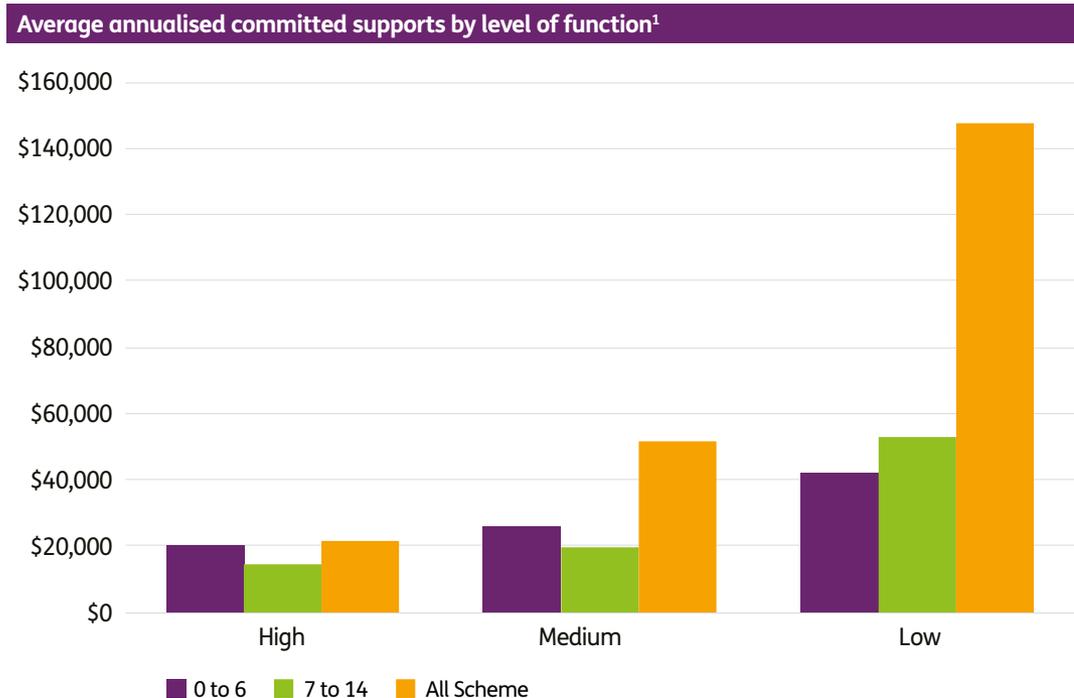
* Includes Hearing Impairment, Visual Impairment, and Other Sensory/Speech disabilities

** Includes Multiple Sclerosis, Psychosocial disability, Stroke and Other

Committed supports by level of function

For all levels of function, the average committed supports of young participants are significantly lower than the Scheme as a whole, particularly for those with low levels of function. As expected, average committed supports increase for participants with lower levels of function.

The average committed supports for children aged 0 to 6 with a high and medium level of function are higher than those for participants aged 7 to 14. This trend reverses for the low levels of function.

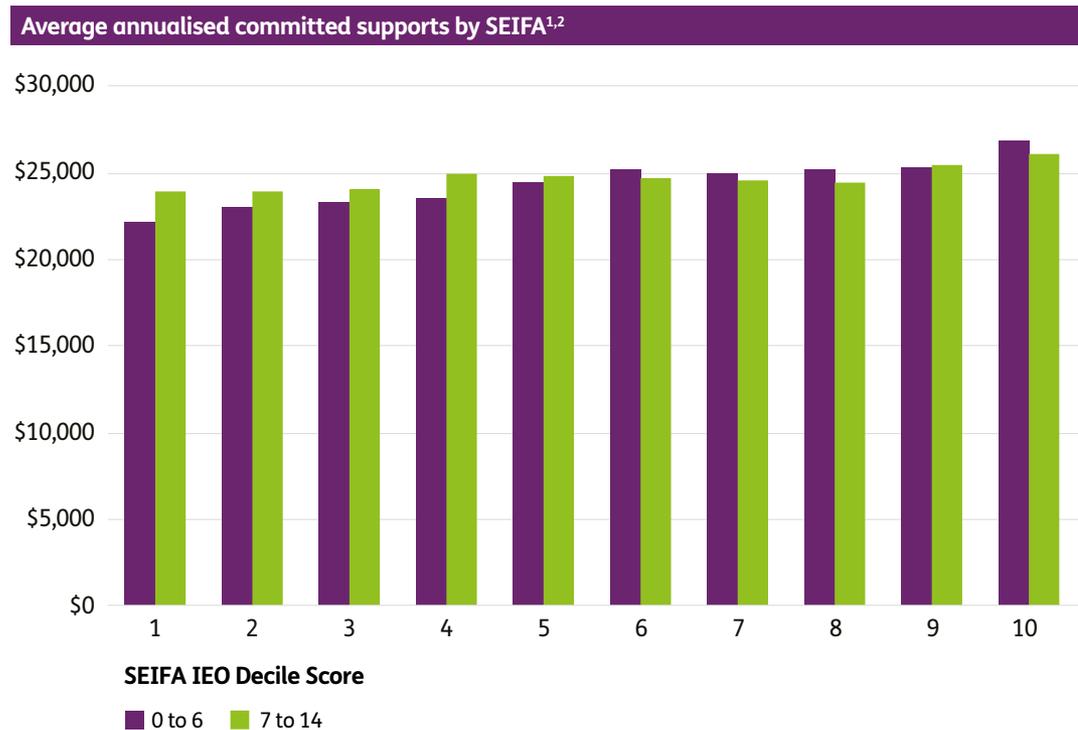


¹ Participants who have a missing level of function score are excluded from this analysis. This represents 0.1% of participants aged 0 to 14.

Committed supports by socioeconomic status

There is a clear increasing trend of average annualised committed supports as socioeconomic status increases. There is a difference of about \$4,700 in the average annualised committed supports between the lowest decile (indicating the areas with the highest socioeconomic disadvantage) and the highest decile for 0 to 6 years olds. This difference is about \$2,100 for 7 to 14 year olds.

The distribution of young people aged 0 to 14 by socioeconomic status is similar to the Scheme as a whole.

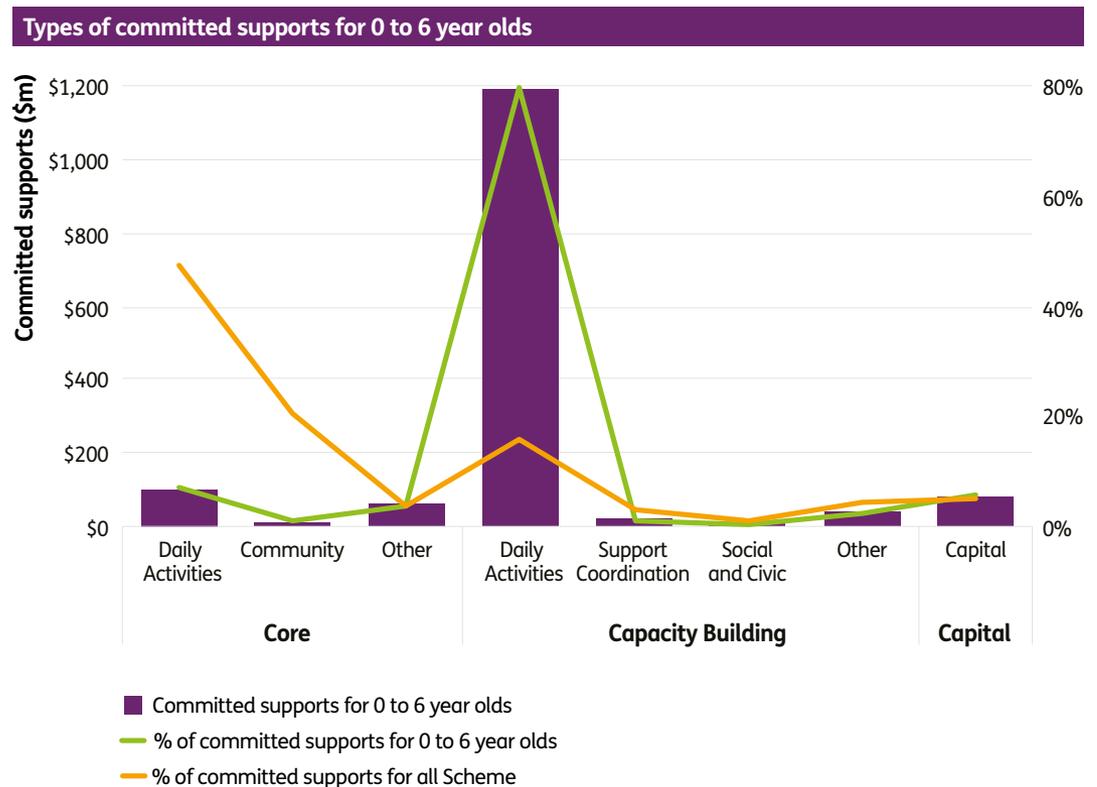


¹ Participants who did not have a valid address to identify SEIFA IEO Decile are excluded from this analysis. This represents 0.3% of participants aged 0 to 14.

² Socioeconomic status has been measured using decile scores from the ABS Index of Education and Occupation (IEO).

Types of committed supports

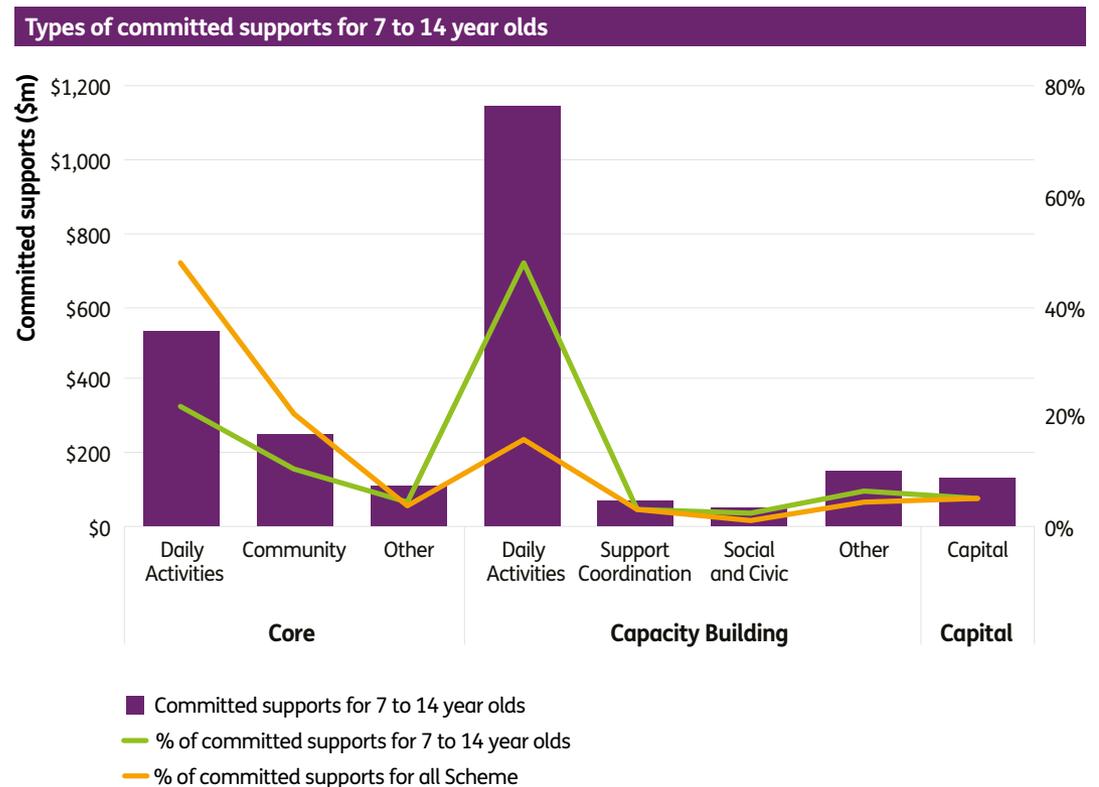
Participants aged 0 to 6 have the largest proportion of their supports committed to capacity building daily activities (80%), which is significantly larger than the Scheme as a whole. This budget allocation reflects the Early Childhood Early Intervention approach, which focuses on building capacity and independence for participants aged 0 to 6 and their families.



Types of committed supports

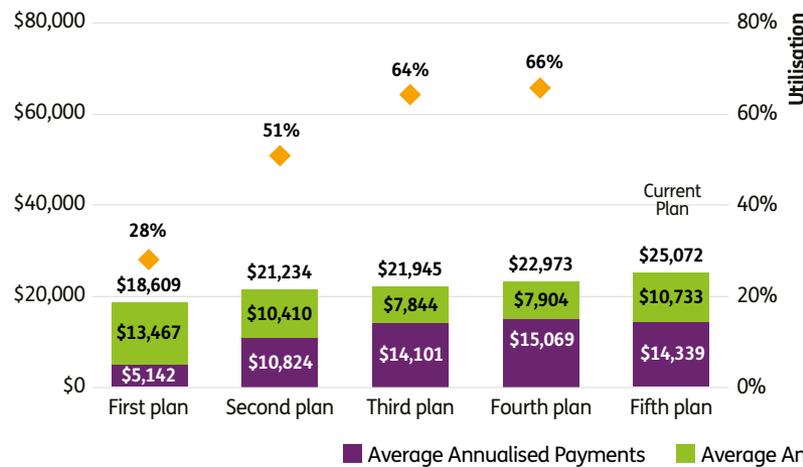
Participants aged 7 to 14 have the largest proportion of their supports committed to capacity building daily activities (47%) and core daily activities (22%).

Compared to participants aged 0 to 6, participants aged 7 to 14 have a greater proportion of their committed supports allocated to core supports (37%). However, this allocation is still considerably lower than the Scheme as a whole (71%).

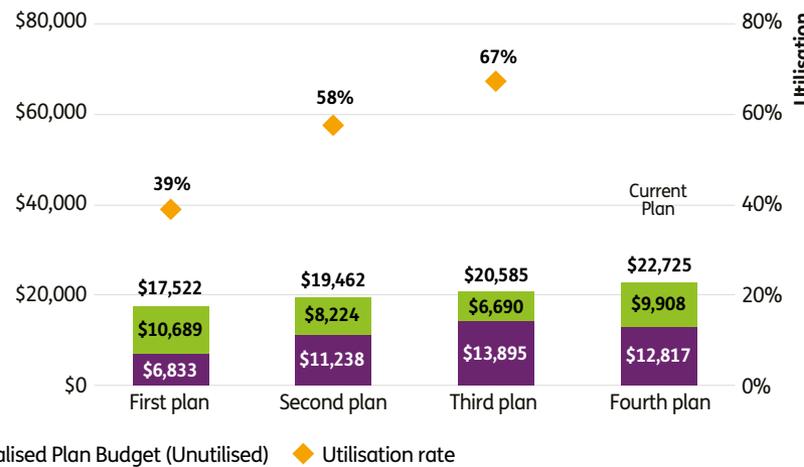


Plan budgets and utilisation by time in Scheme

Plan budgets, utilisation and payments for participants aged 0 to 6¹ who have received five plans as at 30 June 2020



Plan budgets, utilisation and payments for participants aged 0 to 6¹ who have received four plans as at 30 June 2020



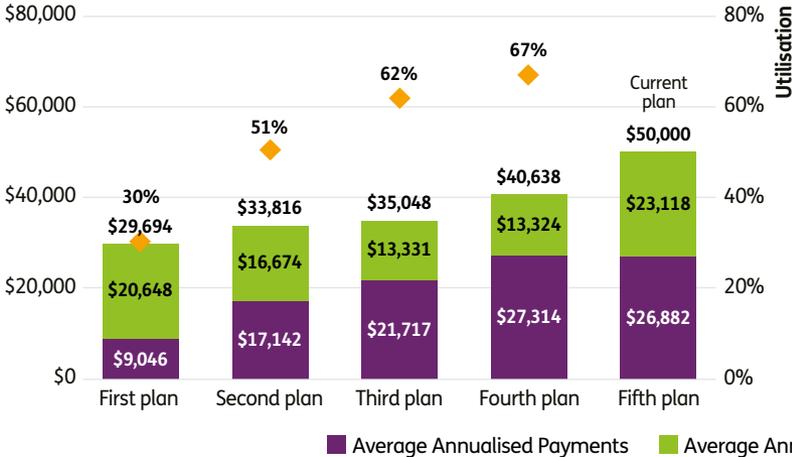
On average, plan budgets increase the longer a participant has been in the Scheme. Similarly, utilisation of plan budgets also increases with duration in the Scheme. For participants aged 0 to 6 who have completed four plans (and have a fifth plan), the average plan budget increased from \$18,609 to \$22,973 over the first four plans (and is currently \$25,072). Utilisation has also increased from 28% to 66%. Hence, the amount of support participants have received on average has increased substantially from \$5,142 in their first plan to \$15,069 in their fourth plan.

Similar observations can be made for participants who have completed three plans.

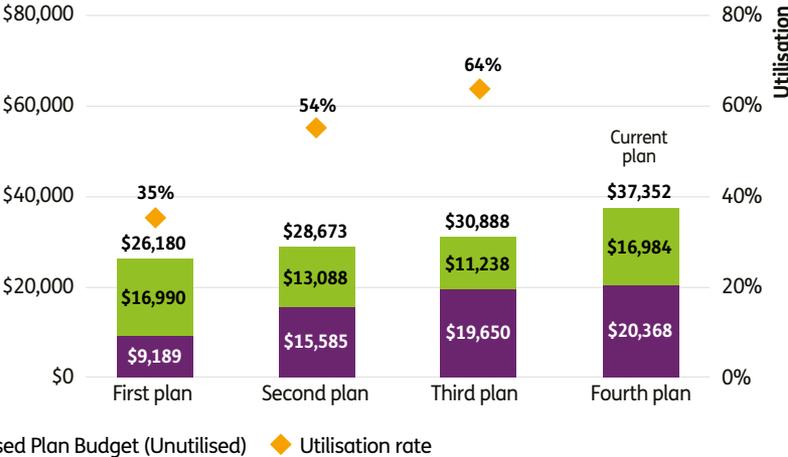
¹ Participant age is defined as age at first plan.

Plan budgets and utilisation by time in Scheme

Plan budgets, utilisation and payments for participants aged 7 to 14¹ who have received five plans as at 30 June 2020



Plan budgets, utilisation and payments for participants aged 7 to 14¹ who have received four plans as at 30 June 2020



Plan budgets and utilisation for participants aged 7 to 14 increase with duration in the Scheme. For participants who have completed four plans (and have a fifth plan), the average plan budget increased from \$29,694 to \$40,638 over the first four plans (and is currently at \$50,000). Utilisation has also increased from 30% to 67%. Hence, the amount of support participants have received on average has increased substantially from \$9,046 in their first plan to \$27,314 in their fourth plan.

Similar observations apply for participants who have completed three plans.

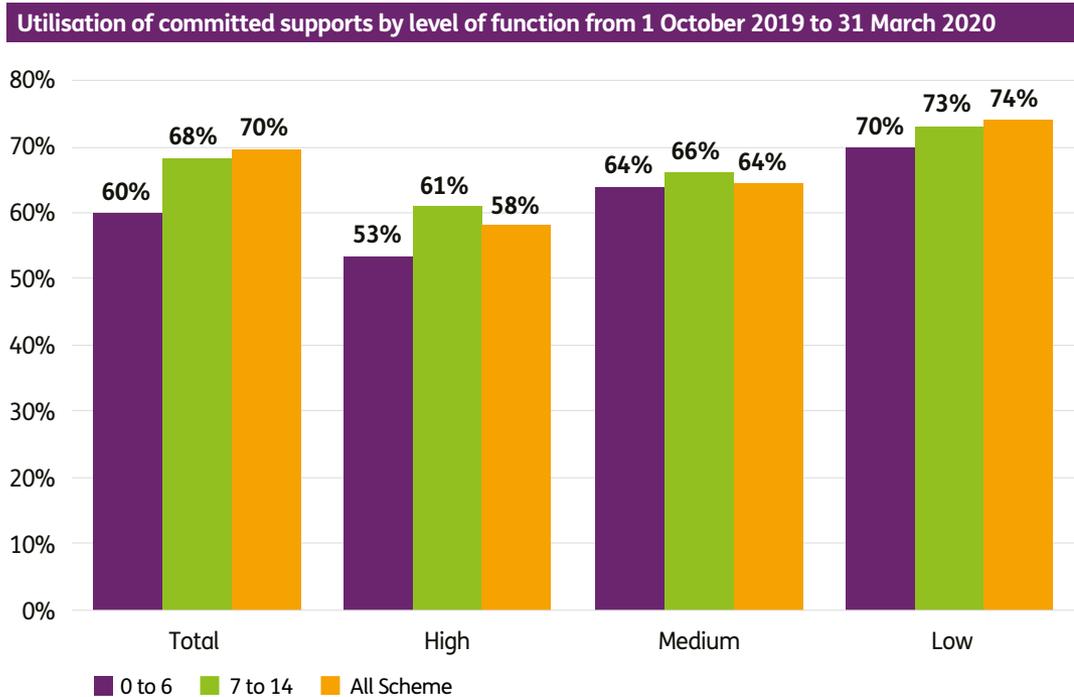
¹ Participant age is defined as age at first plan.

Utilisation by level of function

The overall utilisation of committed supports for participants aged 0 to 6 (60%) is lower than that for participants aged 7 to 14 (68%) and the Scheme as a whole (70%). This is consistent across all levels of function.

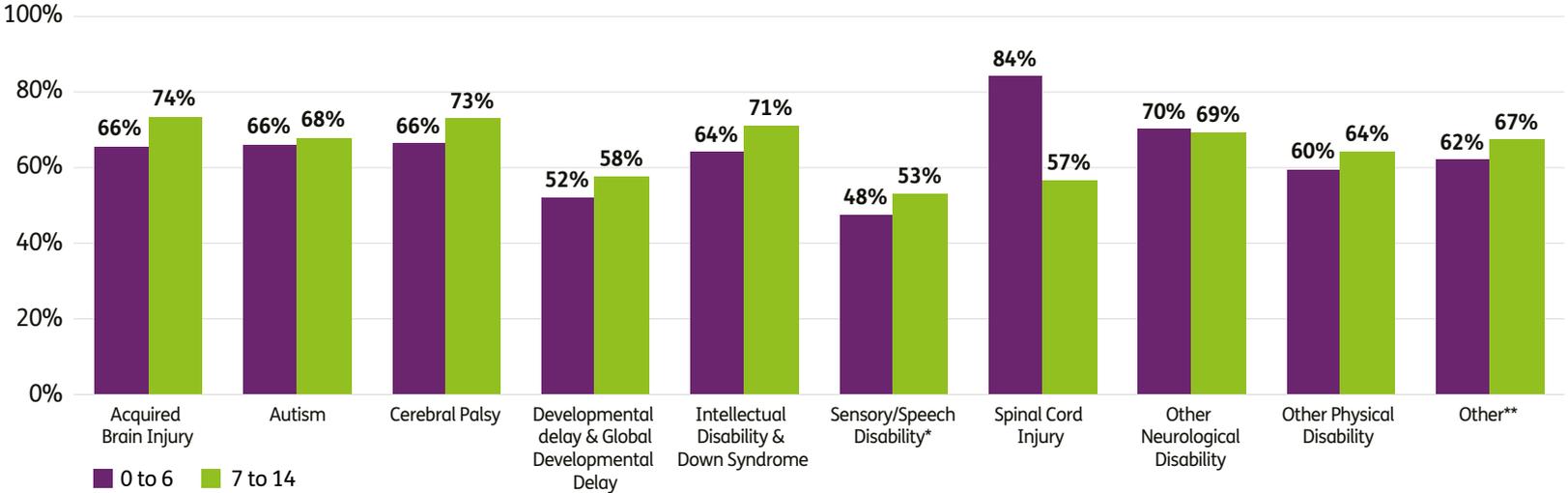
Participants aged 7 to 14 have higher rates of utilisation compared to all Scheme for high and medium levels of function, but lower utilisation rates for low level of function.

For all age groups, plan utilisation increases with lower levels of function.



Utilisation by disability type

Utilisation of committed supports by disability type from 1 October 2019 to 31 March 2020



Participants aged 0 to 6 have lower utilisation rates compared to participants aged 7 to 14 across all disability types, with the exception of Spinal Cord Injury and Other Neurological Disability.

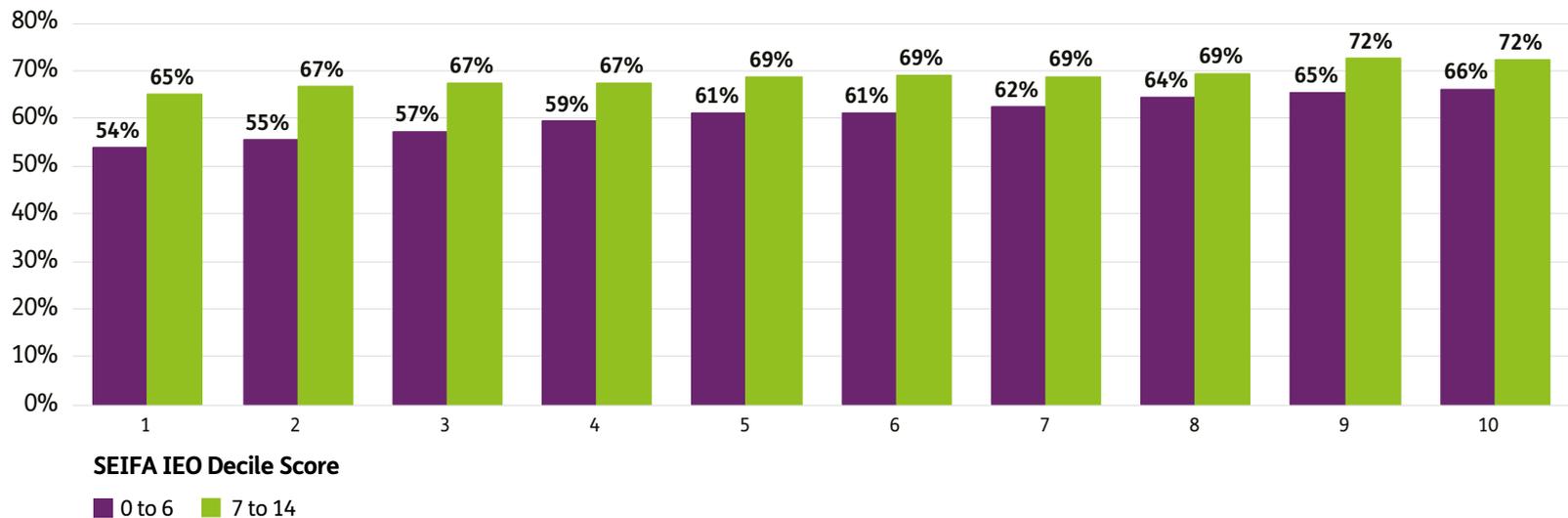
Utilisation rates are lowest for young participants with a developmental delay, Global Developmental Delay or a Sensory/Speech Disability. For developmental delay (including Global) this may be partly due to a higher proportion of participants who have recently entered the Scheme.

* Includes Hearing Impairment, Visual Impairment, and Other Sensory/Speech disabilities

** Includes Multiple Sclerosis, Psychosocial disability, Stroke and Other

Utilisation by socioeconomic status

Utilisation of committed supports by SEIFA IEO Decile Score from 1 October 2019 to 31 March 2020^{1,2}



Similarly to committed supports, there is an increasing trend in plan utilisation as socioeconomic status increases. There is a difference of 12 percentage points in average plan utilisation between the lowest decile (indicating the areas with the highest socioeconomic disadvantage) and the highest decile for 0 to 6 years olds. This difference reduces to 7 percentage points for 7 to 14 year olds.

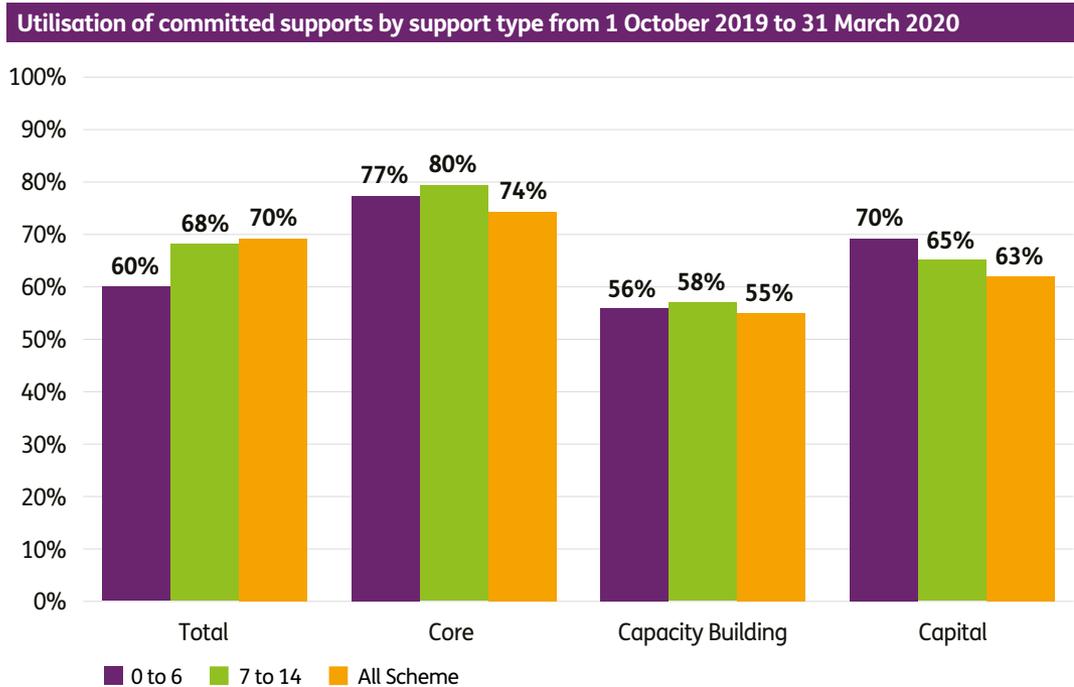
¹ Participants who did not have a valid address to identify SEIFA IEO Decile are excluded from this analysis. This represents 0.3% of participants aged 0 to 14.

² Socioeconomic status has been measured using decile scores from the ABS Index of Education and Occupation (IEO).

Utilisation by support category

Utilisation of core supports is highest for young participants, followed by capital supports and then capacity building supports. This pattern of utilisation is consistent with the total Scheme.

Young participants have a higher utilisation rate than the Scheme as a whole in each of the individual support categories but not at the overall level. This is due to a higher proportion of budgets committed to core supports (and the higher utilisation of these core supports) for older participants.

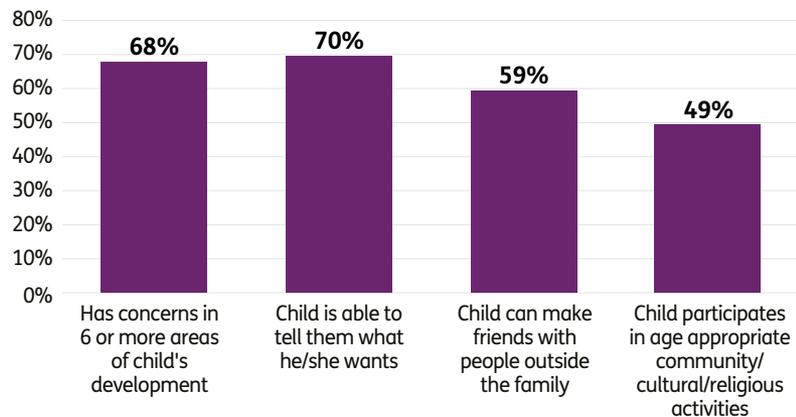


Participant outcomes and satisfaction

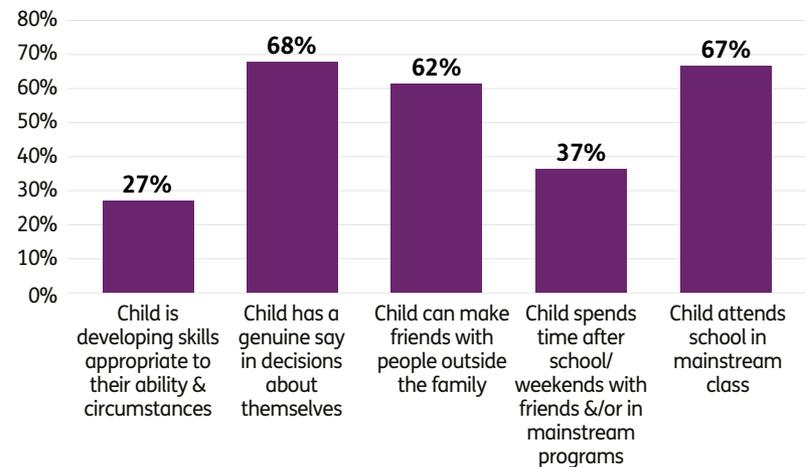
Information on participant and family/carer outcomes is collected at entry to the Scheme and after each subsequent year in the Scheme. Outcomes for young participants have improved in several areas, including access to specialist services, family life, independence and friendships. However, there has also been some increased concerns from parents and carers of participants regarding their child's development and social participation.

Participant baseline outcomes

Selected key baseline indicators for participants aged 0 to starting school



Selected key baseline indicators for participants school age to 14



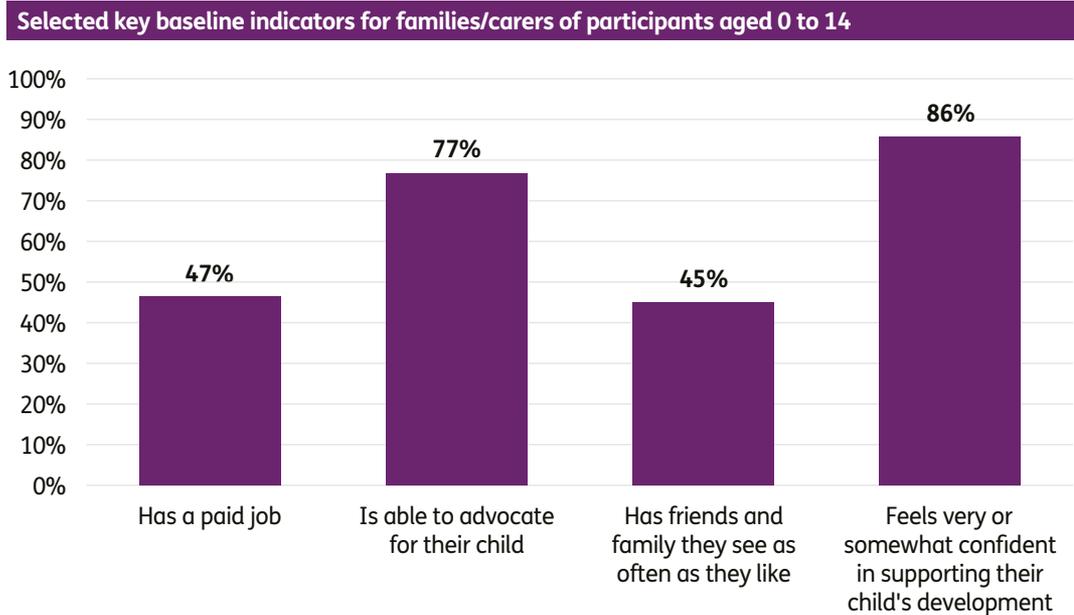
Parents and carers of child participants are likely to have concerns about their child's development when they enter the Scheme. At baseline, 68% of parents/carers of participants aged 0 to starting school have concerns in six or more areas of their child's development. In addition, only 27% of participants school age to 14 are reported to be developing skills appropriate to their ability and circumstances.

For community participation at baseline, 49% of children aged 0 to starting school are participating in age appropriate community activities, and 37% of children school age to 14 spend time with friends and/or in mainstream programs after school and on weekends.

Baseline outcomes measure how participants are going at their point of entry into the NDIS. Baseline data has been collected from 99.6% of young participants who received an initial plan between 1 July 2016 and 30 June 2020.

Family/carerer baseline outcomes

At the time their child enters the NDIS, only 47% of families/carers of participants aged 0 to 14 are working in a paid job, and only 45% see their friends and family as often as they like. Families and carers are more likely to be able to advocate for their child at baseline (77%) or feel very or somewhat confident in supporting their child's development (86%).



Baseline outcomes measure how the families/carers of participants are going at their point of entry into the NDIS. Baseline data on families/carers has been collected from 95.4% of participants who received an initial plan between 1 July 2016 and 30 June 2020.

Participants aged 0 to starting school

Longitudinal outcomes

Participants aged 0 to starting school experienced the following improvement in outcomes between baseline and second plan review:

- More parents/carers say their child feels welcomed or actively included when they participate in age appropriate community activities.
- A considerable increase in the use of specialist services, and more parents/carers who say these services assisted them with supporting the child and helped the child to gain everyday life skills.
- More children are able fit into the everyday life of the family and get along with their siblings.

Change in outcomes at second plan review, for participants aged 0 to starting school who entered the Scheme in 2016-17



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 each year after entry. This chart shows the change in participant outcomes between baseline and the second plan review (approximately two years after entry) for participants who entered the Scheme between 1 July 2016 and 30 June 2017.

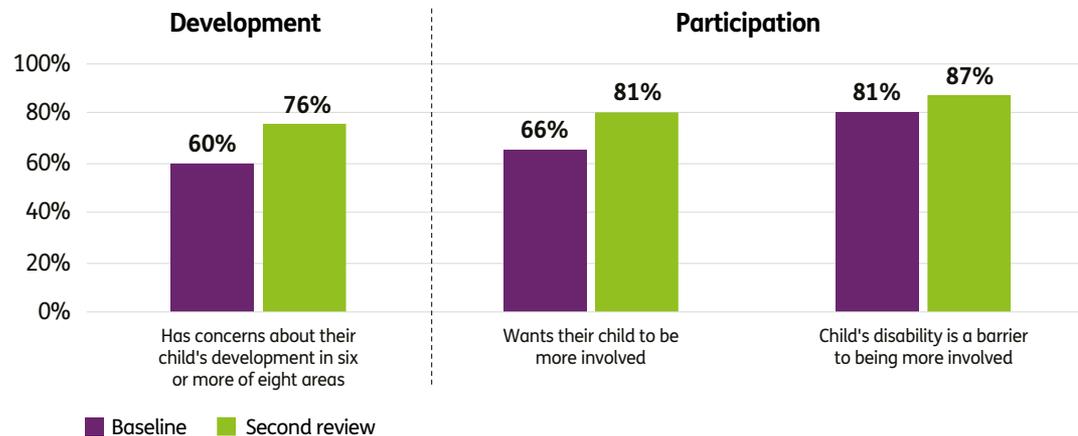
Participants aged 0 to starting school

Longitudinal outcomes

There were also some areas where parents/carers had increased levels of concern about their child between baseline and second plan review:

- More parents/carers expressed concern about their child's progress in six or more major developmental areas.
- There was an increased proportion of parents/carers who wanted their child to be more involved in community activities, and who said that the child's disability was a barrier to community involvement.

Change in outcomes at second plan review, for participants aged 0 to starting school who entered the Scheme in 2016-17



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 each year after entry. This chart shows the change in participant outcomes between baseline and the second plan review (approximately two years after entry) for participants who entered the Scheme between 1 July 2016 and 30 June 2017.

Participants school age to 14

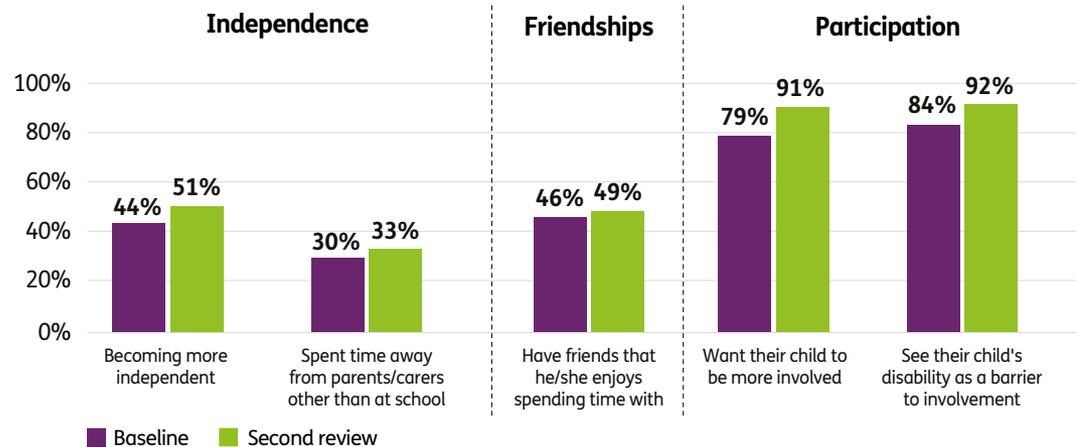
Longitudinal outcomes

Participants school age to 14 experienced the following improvement in outcomes between baseline and second plan review:

- Children are becoming more independent and can spend time away from parents/carers other than at school.
- More children have friends that they enjoy spending time with.

Similarly to participants aged 0 to starting school, there is an increased percentage of parents/carers who want their child to be more involved, and see their child's disability as a barrier to involvement after two years in the Scheme.

Change in outcomes at second plan review, for participants school age to 14 who entered the Scheme in 2016-17



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 each year after entry. This chart shows the change in participant outcomes between baseline and the second plan review (approximately two years after entry) for participants who entered the Scheme between 1 July 2016 and 30 June 2017.

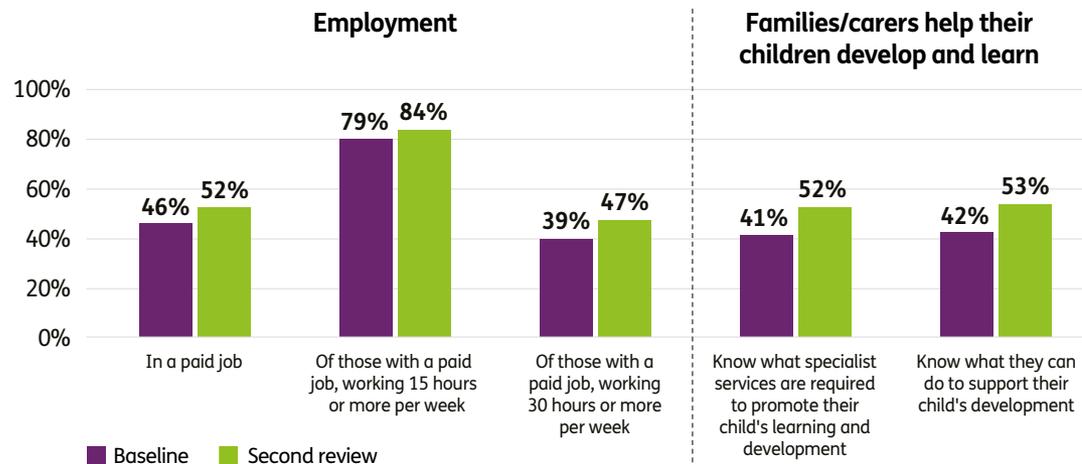
Family/carers of participants age 0 to 14

Longitudinal outcomes

The percentage of families and carers of participants aged 0 to 14 who are in a paid job has increased from 46% at baseline to 52% at the second plan review. There is also an increase in the percentage of families/carers who are working 15 or 30 hours or more per week.

After two years in the Scheme, families/carers are more likely to know about the specialist services required to promote their child's learning and development, as well as how they can support their child's development.

Change in outcomes at second plan review, for family/carers of participants age 0 to 14 who entered the Scheme in 2016-17



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 each year after entry. This chart shows the change in family/carer outcomes between baseline and the second plan review (approximately two years after entry) for participants who entered the Scheme between 1 July 2016 and 30 June 2017.

Family/carers of participants age 0 to 14

Longitudinal outcomes

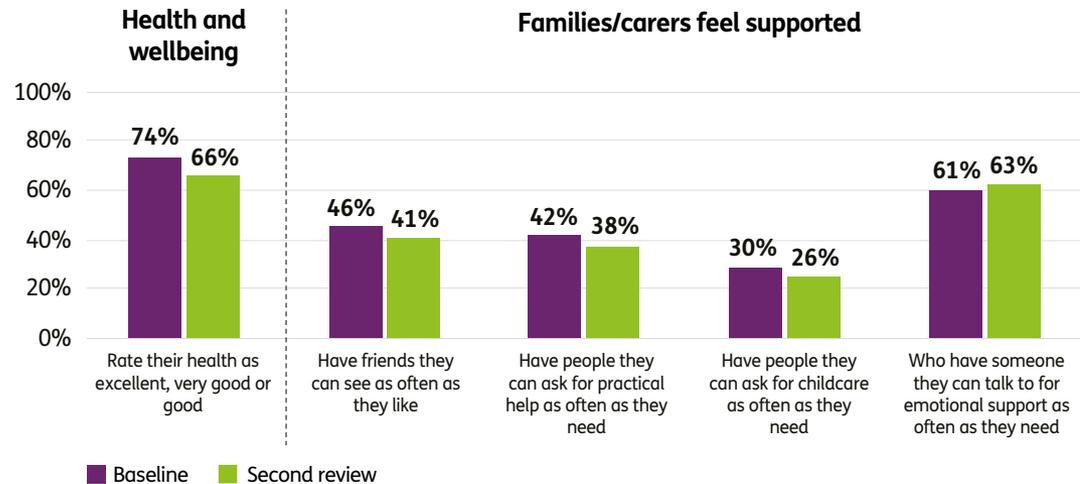
For families and carers of participants aged 0 to 14, there has been a deterioration in the percentage who rate their health as excellent, very good or good after two years.

Families/carers are also less likely to feel supported after two years, with decreases in the percentage of parents who have:

- friends they see as often as they like
- people they can ask for help or for childcare as often as they need.

However, there has been a small increase in the percentage of families/carers who can talk to someone for emotional support as often as they need.

Change in outcomes at second plan review, for family/carers of participants age 0 to 14 who entered the Scheme in 2016-17



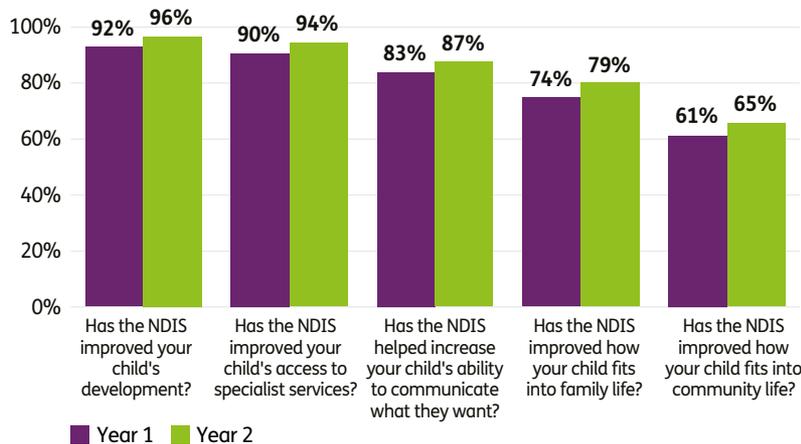
Longitudinal measures describe how outcomes have changed for participants during their time in the Scheme. The measures are collected as a participant enters the Scheme, and each year after entry. This chart shows the change in family/carer outcomes between baseline and the second plan review (approximately two years after entry) for participants who entered the Scheme between 1 July 2016 and 30 June 2017.

Participants aged 0 to starting school

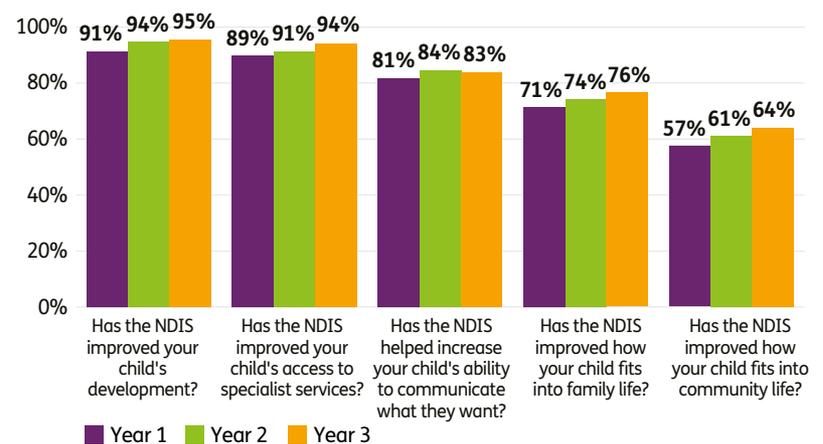
Has the NDIS helped?

Proportion of parents/carers of participants aged 0 to starting school 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



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 July 2017 and 30 June 2018, and for participants who have been in the Scheme for 3 years i.e. entered the Scheme between 1 July 2016 and 30 June 2017.

The parents/carers of participants aged 0 to 6 who have been in the Scheme for at least two years had improved perceptions of the NDIS from year one to year two in all areas. Similarly, participants who have been in the Scheme for at least 3 years showed improvement in the percentage of parents/carers who think the NDIS has helped their child between year one and year three.

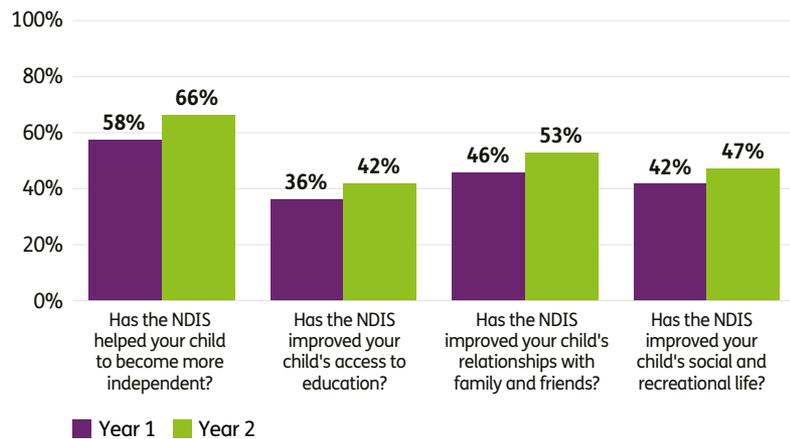
The outcomes framework includes a question at the end of each domain asking whether the participant thinks that the NDIS has helped in areas related to that domain.

Participants school age to 14

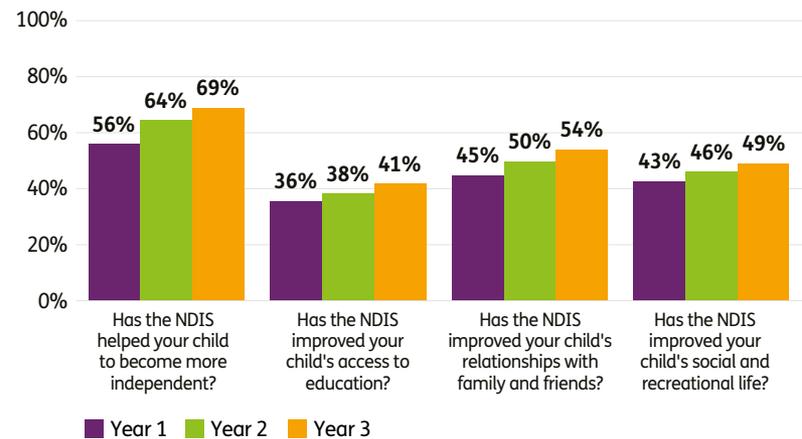
Has the NDIS helped?

Proportion of parents/carers of participants school age to 14 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



Parent/carer perceptions of the NDIS improved from year one to year two for participants school age to 14 who have been in the Scheme for at least two years. Similarly, a greater proportion of parents/carers think the NDIS has helped in year three compared to year one 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.

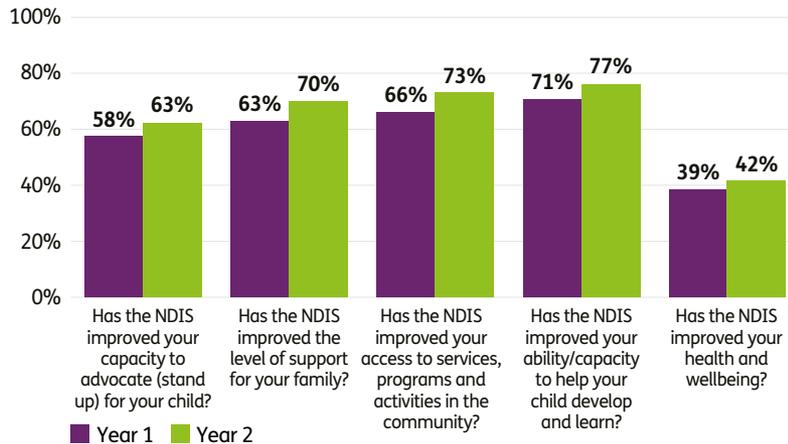
The outcomes framework includes a question at the end of each domain asking whether the participant thinks that the NDIS has helped in areas related to that domain.

Family/carers of participants aged 0 to 14

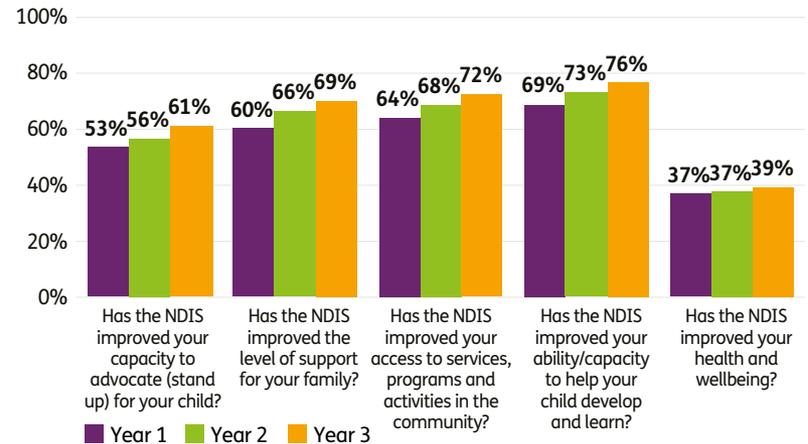
Has the NDIS helped?

Proportion of families and carers of participants aged 0 to 14 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

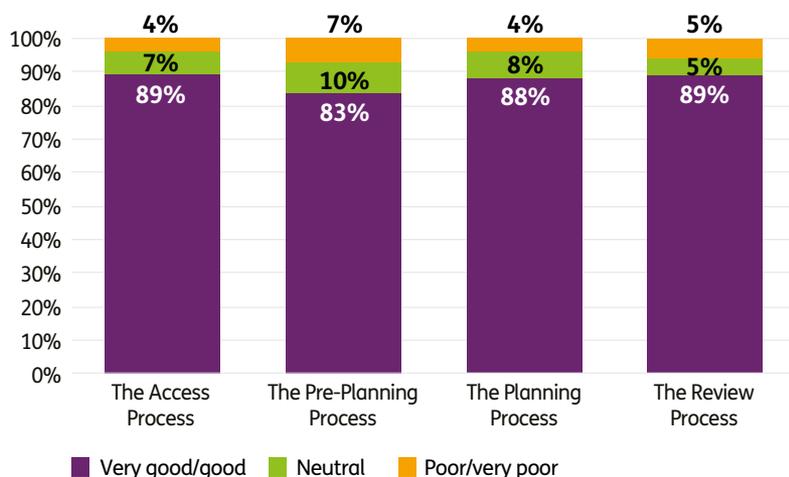


Perceptions of the NDIS for families and carers of participants aged 0 to 14 generally improved with time in the Scheme. The greatest improvements after two or three years in the Scheme was for the questions “Has the NDIS improved the level of support for your family?” and “Has the NDIS improved your access to services, programs and activities in the community?”.

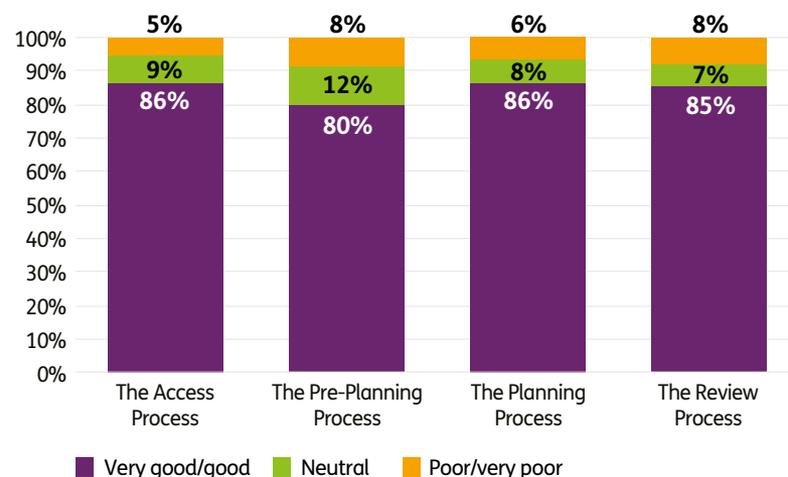
The outcomes framework includes a question at the end of each domain asking whether the participant thinks that the NDIS has helped in areas related to that domain.

Participant satisfaction

Rating of experience with the NDIS in 2019-20 Q4 – participants aged 0 to 6



Rating of experience with the NDIS in 2019-20 Q4 – participants aged 7 to 14



Since September 2018, the NDIA has conducted a participant satisfaction survey to allow for a comprehensive understanding of the participant experience at each stage of the pathway (access, pre-planning, planning and review).

In the June 2020 quarter, 89% of parents/carers of participants aged 0 to 6 rated the **access** and **review** process as very good or good, 88% rated the **planning** process as very good or good, and 83% rated the **pre-planning** process as very good or good.

The parents/carers of participants aged 7 to 14 were slightly less likely to rate each stage of the participant pathway as good or very good compared to 0 to 6 year olds. The results were 86% for the **access** and **planning** process, 85% for the **review** process, and 80% for the **pre-planning** process.

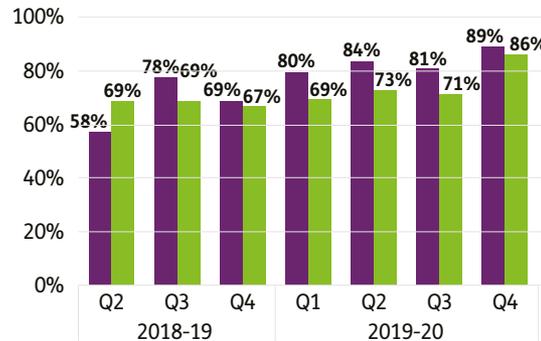
Trend in participant satisfaction

Satisfaction with the review process has generally increased over the last six quarters for young participants, while satisfaction with the pre-planning and planning process have remained broadly consistent.

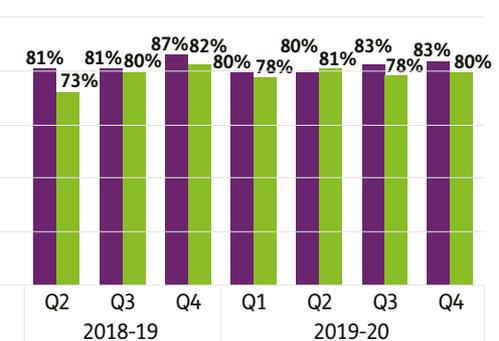
In the last quarter, there was a significant increase in satisfaction with the access process for young participants. This may reflect ongoing initiatives by the NDIA to reduce waiting times and backlogs for access decisions.

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

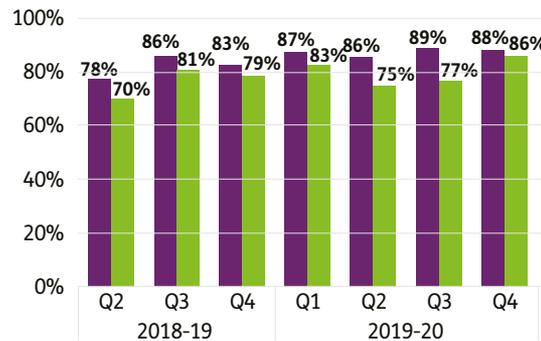
The Access Process



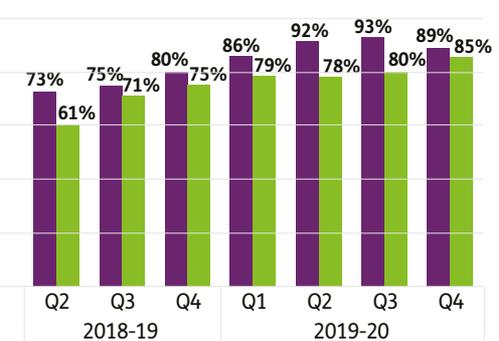
The Pre-Planning Process



The Planning Process

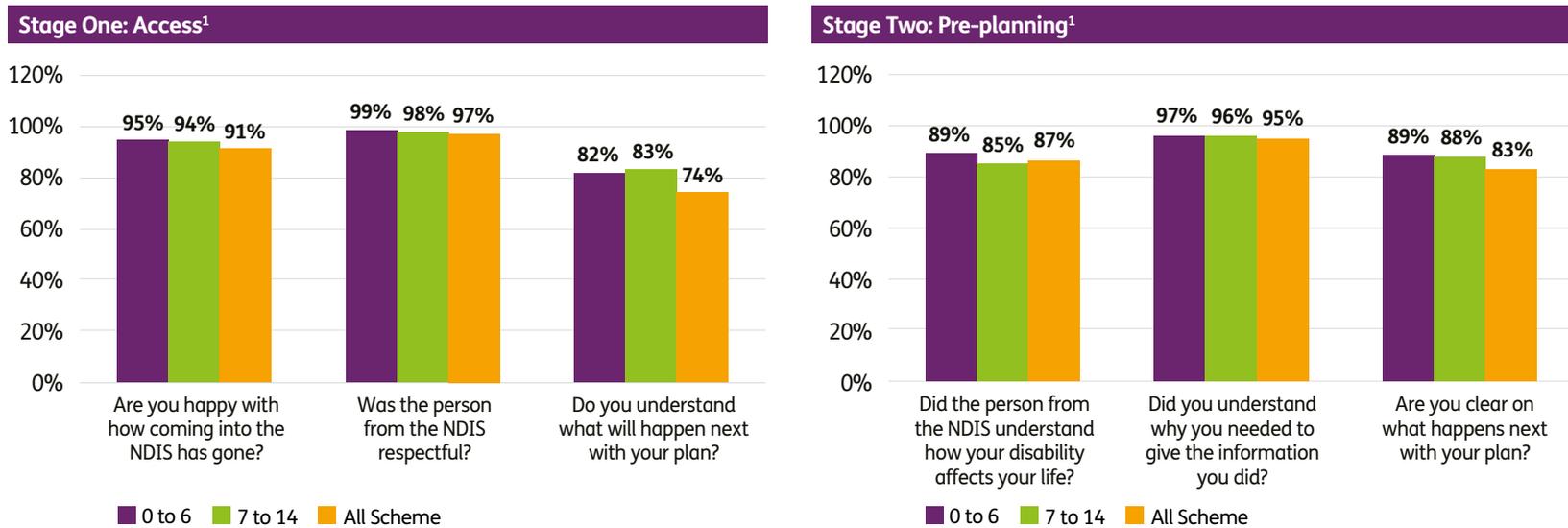


The Review Process



■ Age 0 to 6 ■ Age 7 to 14

Satisfaction across the participant pathway



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

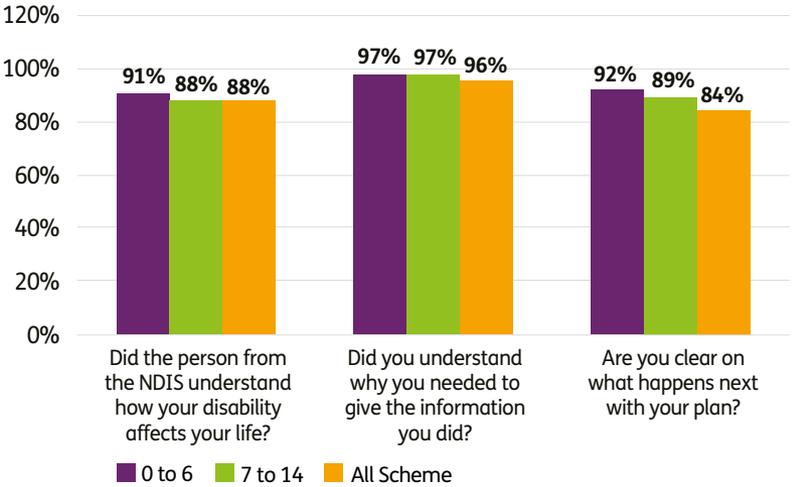
Young participants are generally happy with the access and pre-planning stages of the pathway. However, improvements could be made to ensure they are more informed about what happens next in subsequent stages of the pathway.

Satisfaction results for access and pre-planning are similar for both 0 to 6 year olds and 7 to 14 year olds, and are generally slightly higher than the Scheme as a whole.

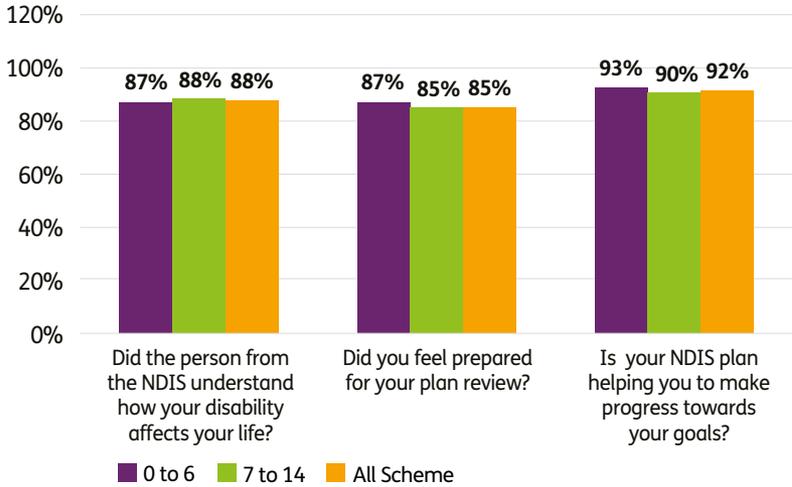
¹ Proportion of participants responding 'Yes' in 2019-20 Q4

Satisfaction across the participant pathway

Stage Three: Planning¹



Stage Four: Review¹



Satisfaction results for the planning stage of the pathway are high. However, approximately 10% of young participants did not think that the person from the NDIS understood how their disability affects their life, and a similar proportion were not clear on what happens next.

In the plan review stage of the pathway, 93% of 0 to 6 year olds and 90% of 7 to 14 year olds agreed that the NDIS was helping them to progress towards their goals. However, 13% of 0 to 6 year olds and 15% of 7 to 14 years felt that they were not adequately prepared for the plan review.

Satisfaction results for planning and review are similar for both 0 to 6 year olds and 7 to 14 year olds, and are similar to the Scheme as a whole.

¹ Proportion of participants responding 'Yes' in 2019-20 Q4



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